

# THE PAPER CHASE

The Official Newsletter of the  
Florida Association of Professional Process Servers

2nd Quarter Edition  
May/June 2018

## 2018 Distinguished Service Award Recipient Andrew R. Estin

### Inside this issue:

President's Report	5
Secretary's Report	8
Welcome New Members	14
Distinguished Service Award	22
Legislative Report	23
Learning by Serving	25
Promotion & Growth Report	26



Dedicated to promoting Professionalism,  
Education, and Networking for over 30 years

# Roaring TWENTIES



See all Convention Pictures on our Facebook page or the Facebook link on our home page



The best thing about  
*Memories*  
...is making them



# 2018-2019 Association Guide

## **Board of Directors**

### **Margie Zawacki, President**

Sarasota  
(941) 954-0169  
email: margiez@hctjudge.com

### **Bob Musser, Vice President**

Winter Park  
(407) 679-1539  
email: BobM@dbsinfo.com

### **Joe Osborne, Jr., Secretary**

Tampa  
(813) 282-0074  
email: joe@tsilegal.com

### **Gretchen Randall, Treasurer**

Hollywood  
(954) 944-3900  
email: Gretchen@lri.us

### **Melody Bulso, Director**

Tampa  
(813) 877-2844 ext. 2036  
email: Lance@lri.us

### **Mike Compton, Director**

Tallahassee  
(850) 877-9809  
email: Mike@processamerica.com

### **Bonnie Moore, Director**

Orlando  
(407) 493-8259  
email: bonnie@processxpress.com

### **Sean Segel, Director**

Tampa  
(813) 251-9197  
email: tampaempire@gmail.com

### **Chris Yeoman, Director**

Pembroke Pines, FL  
(954) 270-4597  
email: chris.yeoman@aol.com

### **Administration & Membership: Diana Wardwell**

Email: administrator@fapps.org  
P.O. Box 72  
Melbourne, FL 32902 -0072  
(321) 952-0820 (877) 38-FAPPS Tollfree

## **Committees**

### **Annual Conference Activities**

Coordinator: Amy Boyd, boydsprostatus@gmail.com  
Members: Brooke LaPlant, Melanny Echeverri, Juliana Bregalot, Bonnie Moore, Desy Garcia

### **Arbitration & Grievance (A&G)**

Chair: Sean Segel, tampaempire@gmail.com  
Members: Janet Deal, Diana Wardwell, Don Seward

### **Elections**

Chair: Bob Musser, BobM@dbsinfo.com  
Member: Diana Wardwell

### **FAPPS Distinguished Service Award (FDSA)**

Chair: Bob Musser, BobM@dbsinfo.com  
Members: Mike Compton, Lance Randall, Diana Wardwell, Margie Zawacki

### **Formal Education (AFPS)**

Chair: Allen Bryant, allen@aallen.com  
Members: Russ Aloï, Diana Wardwell

### **Legislation**

Chair: Mike Compton, mike@processamerica.com  
Members: Russ Aloï, Diana Wardwell, Michael Nolan, Janet Deal, Lance Randall, Chris Yeoman

### **Member Benefits**

Chair: Bonnie Moore, bonnie@processxpress.com  
Members: Desy Garcia, Jean Glemaud, Jr., Regina Moore, Chris Yeoman

### **Parliamentarian**

Bob Musser, BobM@dbsinfo.com

### **Process Server Appointment (PSAC)**

Chair: Melody Bulso, AFPS melody.bulso@provest.us  
Members: Michael Compton, Ryan Gleason, Tammy White, AFPS, Lance Randall

### **Promotion & Growth (P&G)**

Chair: Tammy White, tammy@weservejustice.com  
Members: Chris Compton, Desy Garcia, Bonnie Moore, Diana Wardwell, Don Seward

### **Secure Data Exchange and eSop**

Chair: Bob Musser, BobM@dbsinfo.com

### **Technology**

Chair: John Shelley, john@caffeinencode.biz  
Member: Chris Compton

### **Violence Against Process Servers (VAPS)**

Chair: Chris Yeoman, chris.yeoman@aol.com  
Member: Bonnie Moore, Becky Gaston, Frank Carreras, Lance Randall, Tammy White

### **Website**

Chair: Diana Wardwell, administrator@fapps.org  
Member: Chris Tilley  
Webmaster: Bob Musser, bobm@dbsinfo.com

**Newsletter Submissions:** Submissions to the Paper Chase are highly encouraged. The preferred method of submission is electronic via email to administrator@fapps.org in Microsoft Word—though plain text format is fine. Articles will be edited for style, grammar, and length, if necessary. Spelling will be checked but it would be a good idea if the author checked this prior to submission. Advertisements must be camera ready. Electronic submissions are strongly encouraged. All of the relevant information regarding advertisement submissions—including sizes available, ad rates, and deadlines are on the advertising form.

**The Fine Print:** The Paper Chase is published quarterly by the Florida Association of Professional Process Servers, Inc. (FAPPS) a not-for-profit Florida corporation, for the benefit of the members. FAPPS assumes no responsibility for the accuracy of any article printed herein, nor do the articles necessary reflect the policies or opinions of FAPPS unless specifically noted. The articles are not to be construed as legal or accounting advice—those with such needs should consult the appropriate professionals. The editor reserves the right to edit any article for content, grammar, length, and style.



## Secure Document Trading Service is a FAPPS Member Benefit!



Update status, communicate with clients,  
track jobs with a secure web platform.  
No software or subscriptions needed.  
Completely free.

Already have a management software?  
SDTS can be integrated with existing  
software. Ask your vendor how you can  
get connected.



**Send Work Now!**

Go to [fapps.securedocumenttrading.com](https://fapps.securedocumenttrading.com) and click on the FAPPS  
tab to find your name and register an account.

Secure Document Trading, Inc is not affiliated with FAPPS. Securedocumenttrading.com is a  
free service to all association members in good standing. No catch....really.

# PRESIDENT'S REPORT

MARGARET ZAWACKI, PRESIDENT

Dear Members:

I would like to start off by saying that it is a real honor to me serving once again as your President for the next two years. I am excited moving forward with our newly elected board members and want to work closely with them to get some things done that are on my bucket list for this association. I'd like to welcome Gretchen Randall as a first timer to the board. She was elected as our Treasurer. Also we are lucky to have back Bob Musser, Joe Osborne, Mike Compton, Sean Segel, Bonnie Moore, Chris Yeoman and Melody Bulso.

Our Convention this year produced great times for all that could attend. The Marriott is a wonderful hotel and we will be back there again next year March 8<sup>th</sup> thru 10<sup>th</sup>, 2019 so start making plans to attend. We haven't decided on a theme yet but this year the Roaring 20's was a hit. Please check out the pictures of some of the members who were dressed up in 20's attire. We decided to bring back our educational roundtable discussions and heard nothing but positive feedback so we will have five new educational tables going next year. Our Education Speaker this year was Andy Estin who enlightened us all on his fighting endeavors with process server legislation. I am pleased to announce that the FAPPS Distinguished Service Award was presented to Andy Estin. He has been working diligently for the process service industry for over 20 years as well as served as NAPPS very first President and also serving as Calspro's President. You can view his resume on our website for a list of all his accomplishments.

By the time you read this we will have probably already had our first board meeting which is scheduled for May 5<sup>th</sup> in Tampa, FL. The Board will be setting our goals on what we want to accomplish this year and I can't wait to get started.

All of our meetings are now being scheduled way in advance so please take a moment to look them up on our website.

I have always said that a President is only as good as the people she surrounds herself with. I have appointed the Committee Chairs and they are now looking for volunteers for their committees. If you would like to serve on a committee, please look them up on the website and get with the Chairperson. They can never have enough help.

I would like to take a moment to talk about a couple of my bucket list items that I would like to see happen in my last term as your President.

First, our legislation bill that we have been working on so hard for the past 3 or 4 years. It seems like Mike, his committee and our Lobbyist have put everything in place for this bill to pass and then at the final hour we just fall short. I know it's going to happen in 2019!

Second, our membership numbers have to increase. The more members we have the more this Association will be taken seriously. If every member signed up one new member our membership would be 700 strong! We have in place incentives to give you when you sign up a new member along with the satisfaction that you will have knowing that you are helping to make this Association strong so take a moment and get a fellow process server to sign up!

---

***“If every member signed up one new member our membership would be over 700 strong!”***

President's Report Continued Next Page

# VICE PRESIDENT'S REPORT

BOB MUSSER, VICE PRESIDENT

Members:

This is not so much a report as it is a request for input. We are starting another FAPPS leadership cycle, with the officers just elected serving for two years, and the directors serving for one. We have a team of 10 – 9 Board Members and our excellent Administrator who are looking to advance the lot of private process servers in Florida. In addition, we have a small group of Committee Chairs and their members. We have your “vote of confidence” from the last election, we have a small stash of cash from your membership dues, and we have decades of past performance that has resulted in one of the strongest state associations in our profession in our nation. We are certainly going to continue to expand and enhance our education program, monitor legislation, and hold board meetings, the Professional Beach Getaway, and an Annual Convention about 10 months from now.

But what else? What is on your mind? What do you want us to work harder on, what do you want us to spend more or less of your money on? We need input. We are small subset of all members that have decided to give more time and effort than the average member. But that doesn't make us smarter than the average member. Are we working on what you want?

Email me, or any board member with any input you have. I guarantee you your thoughts will be discussed.

Bob Musser  
FAPPS Vice President  
BobM@dbsinfo.com

## President's Report Continued

Third, we need additional education instructors. Our education program is doing very well and we need additional instructors so that we can have them strategically positioned throughout the State. Please take a moment to review the qualifications on our website and if you have any questions, please don't hesitate to contact me.

Fourth, we all need to show our continued support for other State Associations by attending their conventions and offering suggestions or just listening to their problems and accomplishments. I firmly believe that our profession will only succeed if every process server has a State Association that they can depend on to keep our lawmakers enlightened on what exactly we do and that we believe in honesty, integrity and professionalism in the way we perform our duties as a process server.

Our Professional Beach Getaway will be on beautiful St. Pete Beach this year at the Sirata Beach Resort

on August 17-19, 2018. We hope to see you all there. Please check out the website and make your reservations now before the rooms sell out.

In closing, I would just like to say that it has been an honor and privilege to be your President for the past two years and I have enjoyed working with all of our board members throughout the past 20 years. They are a great bunch of individuals who like myself want only what is best for this great Association of ours and I promise you that I will continue to work hard for all of you as long as you want or need me to.

Please remember that my phone (941-954-0169) and email (margiez@hctjudge.com) are always open to anyone with ideas or suggestions moving forward that will improve this Association. I thank you for your time.

Sincerely,  
Margaret L. Zawacki

TPC

Make Plans to Attend a  
FAPPS Meeting  
Get Involved!



Special & Certified  
Process Servers

INVESTIGATIVE PROCESS SERVICE, INC.  
SANDRA KAYE EISENBERG, PRESIDENT

1416 E. Concord Street  
Orlando, FL 32801  
P.O. Box 3551  
Orlando, FL 32802-3551

407-426-7433  
Fax: 407-426-6968  
Toll Free: 1-888-426-7436

**ADVERTISE  
YOUR  
BUSINESS  
HERE**



**Process Server Bonds**  
Full Service Insurance

**Brenda L. Potts, FL 2-20, CIC**  
Licensed Agent

Cell 321.263.5207  
Office 407.838.3445  
Toll-Free 800.897.3446  
Facsimile 407.838.3460

498 S. Lake Destiny Road  
Orlando, FL 32810  
bpotts@LRAinsurance.com  
www.LRAinsurance.com



**MEETING  
NOTICE!**

**Upcoming Events & Meetings**

**17th Annual Professional Beach Getaway  
August 17-19, 2018**

Sirata Beach Resort & Conference Center  
5300 Gulf Blvd., St. Pete Beach, FL 33706  
(727) 363-5100

Room Rate: \$149  
Deadline for Reservations: July 17, 2018

**4th Quarter Board Meeting  
December 1, 2018**

Location: TBA

**27th Annual Conference  
March 9-11, 2018**

Marriott Orlando Lake Mary  
1501 International Parkway  
Lake Mary, FL 32746  
(407) 995-1100

Room Rate: \$149-\$159 per night  
(Room rate \$149 includes one breakfast/  
\$159 includes two breakfasts)

**Last Day to Book Reservations at  
discounted rate: February 15, 2018**

# SECRETARY'S REPORT

JOE OSBORNE , JR.

## From the Desk of the Secretary

Dear Fellow FAPPS members,

As required by Article VIII Section 7 of our by-laws the below you will find; (a). a description of the motion or amendment, (b). the result of the vote and (c). the final wording of the order or amendment if passed that were made at our annual conference held March 9-10, 2018:



- Allen Bryant motioned to adopt the agenda. Mike Compton seconded the motion. All voted in favor of the motion and the motion carried unanimously.
- Allen Bryant made a Motion to Table until after the Treasurer report Saturday. The Motion to Table vote was called by the President and passed unanimously. The item was then added to the Agenda for Saturday in a new category for Old Business – Paralegal Association Conference Attendance.
- A motion was made by Allen Bryant to authorize up to \$500 to attend and exhibit at the Paralegal Association of Florida (PAF) Spring Seminar. Lance Randall seconded. Discussion continued. A motion was made by Bob Musser to Amend the Motion to authorize up to \$1200. Seconded by Lance Randall. 6 voted in favor, 1 no. The amendment passes.
- The vote was then called on the motion to authorize up to \$1200 to attend and exhibit at the Paralegal Association of Florida (PAF) Spring Seminar. 6 voted in favor, 1 no. The motion passes.
- Motion made by Lance Randall to amend the proposed bylaw amendment Section 4 of the Proposed Bylaw Amendment to add the language to the first sentence “and shall provide a copy of the petition to all board members”. Seconded by Sean Segel. A vote was called. The amendment passes.
- Motion made by Lance Randall to amend Section 6. The first sentence to read “The vote to remove a Director must be at least 2/3 of the entire board. Seconded by Chris Yeoman. After discussion there was an amendment offered.
- Lance made an amendment to his amendment. Section 6 to begin “To remove a Director at least 6 votes must be cast to recall the Director”. Chris Yeoman seconded the motion. A vote was called. The amendment passes.

Secretary Report Continued Next Page

## Secretary Report Continued

A vote was called. The final amendment passes as follows:

Add a New Article XI – Recall of an Officer or Director

Section 1. For the purposes of this Article, the term Director shall mean any Officer or Director that is serving on the FAPPS Board.

Section 2. A Director Recall Meeting may be held for any one of the following reasons:

- a. The Director fails to maintain the requirements to be a member of FAPPS.
- b. The Director fails to maintain the requirements to be elected to the Board.
- c. The Director violates the FAPPS Code of Ethics, Bylaws, or Policy and Procedure manual.
- d. The Director fails to execute the duties of his or her office.
- e. The Director refuses to work on any projects or committees.
- f. The Director misses one or more Board Meetings without notice or without a reasonable conflict.
- g. The Director displays repeated unprofessional conduct during meetings.

Section 3. Any Director may Petition the President to hold a Director Recall Meeting. Such Petition shall include details of a violation of at least one of the permissible reasons in Section 2. The Petition must be supported by at least 3 Directors. The Petition may be in written form or in any electronic form, and the supporting Directors may sign the written Petition or show their support in any electronic form including emailing a statement showing such support from their own email account.

Section 4. Once the President is in possession of a valid Petition and support from at least 3 Directors, the President shall schedule a meeting of the Board within two weeks and shall provide a copy of the petition to all board members. At least three days' notice of this meeting shall be given to all members. If all time requirements are met, the Director Recall Meeting can take place during any other Board Meeting.

Section 5. At the Director Recall Meeting, the Petition will be read or circulated to the Board. The Supporting Directors will be asked to affirm their support of the Petition. Normal protocol for Motions, seconds, and discussion will follow.

Section 6. To remove a Director at least 6 votes must be cast to recall the Director. The Director under Petition shall not vote.

Section 7. If the President is the person that is being Petitioned for Recall, the Petition shall be directed to the Vice-President who shall assume all responsibilities of the President for the purposes of this Article.

- A Motion was made by Lance Randall to accept Margie Zawacki President, Bob Musser Vice President, and Joe Osborne, Jr. Secretary by acclamation. Second by Allen Bryant. All were in favor. The motion passes.
- Lance Randall moved to destroy the ballots. Mike Compton seconded the motion. Motion passed.
- Motion to Adjourn made by Jim Mosley. Seconded by Bonnie Moore. Motion passed unanimously.

On a final note, the next FAPPS 17th Professional Beach Getaway will be held at the Sirata Beach Resort, 5300 Gulf Blvd., St. Pete Beach, FL on August 17-19, 2018. I hope to see you there!

As always it is a pleasure to serve this association and if you ever have any questions or concerns, please feel free contact me at (813) 282-0074 or by email at [joe@tsilegal.com](mailto:joe@tsilegal.com).

Respectfully,

Joe Osborne, Jr.  
Secretary

TPC

# FAPPS



FIRST CANADIAN MEMBER



## PROVINCE TO PROVINCE

(INCLUDING QUEBEC)

"No igloo too big or small ... We'll check 'em all"

SINCE 1985 **SELECT DOCUMENT SERVICES**

150 Consumers Road, Suite 407, Toronto, Ontario, M2J-1P9

North America Toll Free: - 1-888-498-4500

TOLL FREE: 1-888-498-4500

Fax: (416) 491-0636

WEB SITE: [www.select-document.com](http://www.select-document.com)

EMAIL: [info@select-document.com](mailto:info@select-document.com)

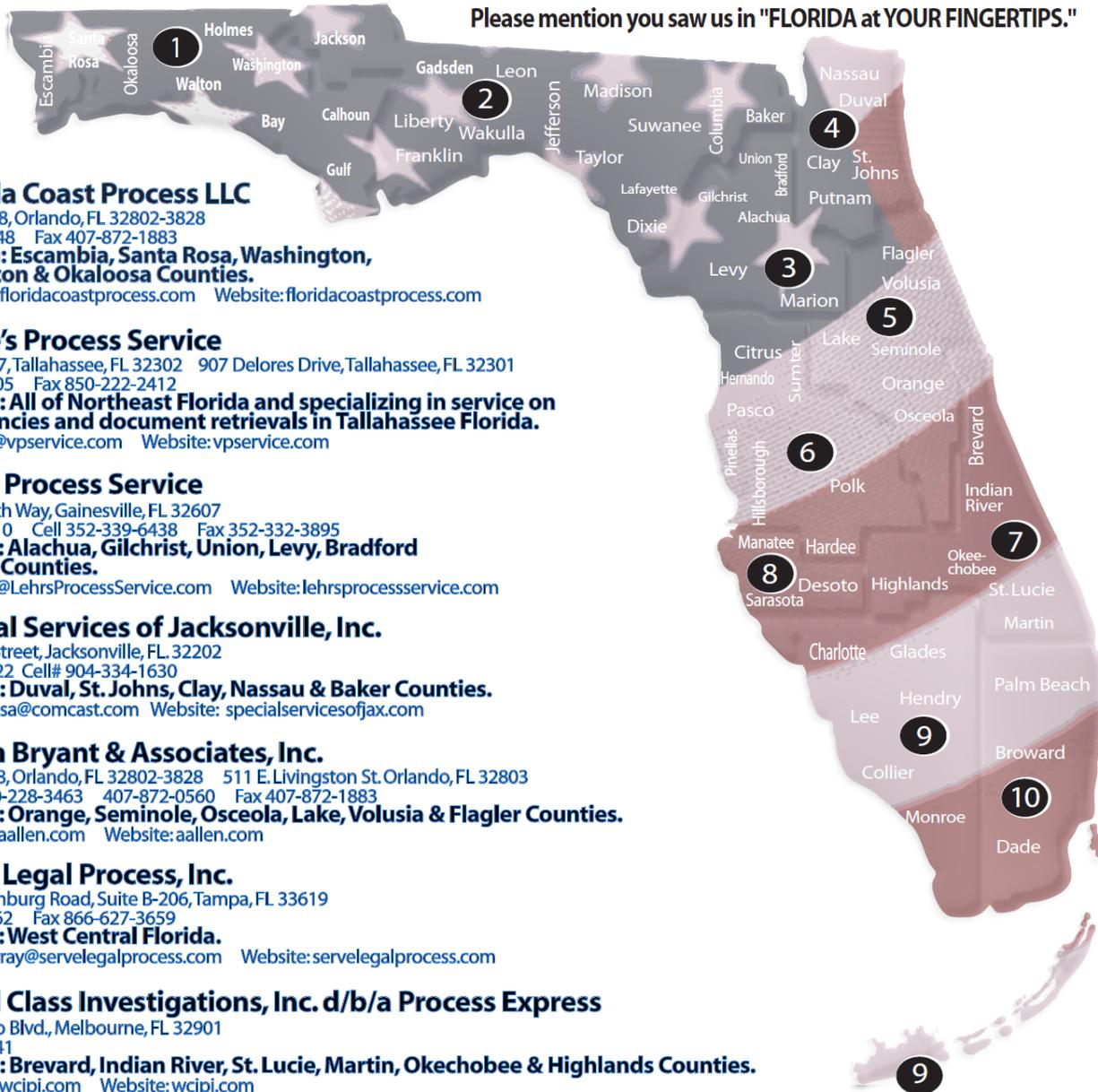


[www.facebook.com/SelectDocument](http://www.facebook.com/SelectDocument)

# FLORIDA at YOUR FINGERTIPS

These firms have over 175 years of combined experience in the process service and/or investigative field. These companies provide instant service, status on service, and immediate returns to your firm. All are members of professional organizations and have superior service ratings by law firms and process service companies nationwide.

Please mention you saw us in "FLORIDA at YOUR FINGERTIPS."



## 1 Florida Coast Process LLC

P.O. Box 3828, Orlando, FL 32802-3828

407-440-8448 Fax 407-872-1883

**Servicing: Escambia, Santa Rosa, Washington, Gulf, Walton & Okaloosa Counties.**

Email: info@floridacoastprocess.com Website: floridacoastprocess.com

## 2 Vause's Process Service

P.O. Box 1777, Tallahassee, FL 32302 907 Delores Drive, Tallahassee, FL 32301

850-656-2605 Fax 850-222-2412

**Servicing: All of Northeast Florida and specializing in service on state agencies and document retrievals in Tallahassee Florida.**

Email: todd@vp-service.com Website: vp-service.com

## 3 Lehr's Process Service

1017 SW 86th Way, Gainesville, FL 32607

352-331-1010 Cell 352-339-6438 Fax 352-332-3895

**Servicing: Alachua, Gilchrist, Union, Levy, Bradford & Marion Counties.**

Email: Steve@LehrsProcessService.com Website: lehrsprocessservice.com

## 4 Special Services of Jacksonville, Inc.

729 Parker Street, Jacksonville, FL 32202

904-358-2122 Cell# 904-334-1630

**Servicing: Duval, St. Johns, Clay, Nassau & Baker Counties.**

Email: ssteresa@comcast.com Website: specialservicesofjax.com

## 5 Aallen Bryant & Associates, Inc.

P.O. Box 3828, Orlando, FL 32802-3828 511 E. Livingston St. Orlando, FL 32803

Toll Free 800-228-3463 407-872-0560 Fax 407-872-1883

**Servicing: Orange, Seminole, Osceola, Lake, Volusia & Flagler Counties.**

Email: info@aallen.com Website: aallen.com

## 6 Serve Legal Process, Inc.

333 N. Falkenburg Road, Suite B-206, Tampa, FL 33619

813-254-8762 Fax 866-627-3659

**Servicing: West Central Florida.**

Email: wmurray@servelegalprocess.com Website: servelegalprocess.com

## 7 World Class Investigations, Inc. d/b/a Process Express

765 S. Apollo Blvd., Melbourne, FL 32901

321-728-0641

**Servicing: Brevard, Indian River, St. Lucie, Martin, Okechobee & Highlands Counties.**

Email: info@wcipi.com Website: wcipi.com

## 8 Here Comes The Judge Legal Process Services

3293 Fruitville Road, Suite 106, Sarasota, FL 34237

941-954-0169 Fax 941-954-1349

**Servicing: Sarasota, Manatee, Desoto & Charlotte Counties.**

Email: officestaff@hctjudge.com Website: hctjudge.com

## 9 South Florida Legal Services

2614 Tamiami Trail North, #241, Naples, FL 34103

239-332-7000 Fax 239-337-2100

**Servicing: Charlotte, Lee, Collier, Monroe, Hendry & Glades Counties.**

Email: SFLSNAPLES@aol.com Website: southfloridalegalservices.com

## 10 Process Services, Inc.

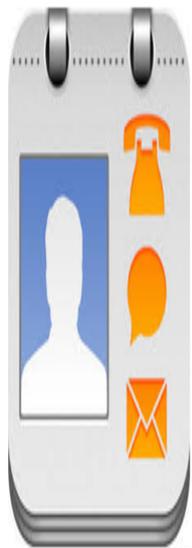
8382 State Road 84, Ft. Lauderdale, FL 33324

Toll Free 800-527-6401 954-474-4867 Fax 954-452-7313

**Servicing: Broward, Dade & Palm Beach Counties. Same day service of CT Corporation.**

Email: office@dealpsi.com Website: dealpsi.com





## UPDATE YOUR CONTACT INFO

Review your Member Listing

Email updates to:  
[administrator@fapps.org](mailto:administrator@fapps.org)



## ENTERPRISE PROCESS SERVICE, INC.

*"Your Service is our Business"*

[www.EPSNational.com](http://www.EPSNational.com)

Email: [EPS@EPSNational.com](mailto:EPS@EPSNational.com)

NATIONWIDE PROFESSIONAL LEGAL SERVICES

FOR SERVICE ANYWHERE IN THE U.S. - PLEASE CALL

1-800-305-7511

### FAPPS ON FACEBOOK!

"Like" our association page and invite other process servers to also like our posts and page.

Search "Florida Association of Professional Process Servers".

You can also view the page at [www.Facebook.com/FAPPSonFB](http://www.Facebook.com/FAPPSonFB)

- Association News
- Photographs from Events, Meetings & Conventions
- Upcoming Events
- News and Current Information



### MEMBER REFERRAL PROGRAM

Help grow FAPPS and receive a discount on your membership dues for your efforts.

Contact fellow process servers and provide them with an application for membership with your name listed on the "referred by" line.

*You will receive a \$25 discount off membership for each active & associate member that you refer (up to a free membership).*

Member applications received by October 31, 2018 will be counted toward your dues for 2019.



# ADMINISTRATOR'S REPORT

Diana Wardwell, AFPS

administrator@fapps.org

Dear Members,

Our 27th Annual Conference was another great event. We sincerely thank all our valued sponsors and Exhibitors for helping us host a successful conference.

We are pleased to report that the change of location to Lake Mary afforded us a chance to offer a new opportunity and amenities to our attendees including a full buffet dinner Friday evening.

I would like to thank everyone who participated in planning and executing the conference. There is a lot of time and effort that goes into our annual conference each year and we could not have pulled off such a great conference without the efforts of Margie, Amy, Bonnie, Allen, Lance, Tammy, Joe, and Justin. Brooke, Melanny, Julilana, Desy and Azore' were also part of the team.

Another big thank you to our roundtable moderators Dr. Denny Howley, Chris Yeoman, Sean Segel, Amy Boyd, and Bob Musser. This portion of the weekend had the most positive comments of the event. I hope we can continue this in the future.

Here is a quick guide for upcoming publication deadlines:

**JUNE 15, 2018**

### **3rd Quarter Newsletter Advertising and Articles**

Advertising and articles are welcome to be included in our publication "The Paper Chase".

**Special Offer! Advertise in all 4 publications of the newsletter and receive 10% off. Offer good for publications paid by June 15th and Dec. 1st yearly.**

### **Member Referral Program**

**Help us Promote FAPPS!** It is imperative we have strong membership numbers as we approach legislators to sponsor our bill in the next legislative session which begins in March. This bill addresses important sections of Chapter 48 that we serve by. We need you to be an active partner with us as we work to preserve and protect our profession.

There are incentives in place for not only the applicant you refer, but for yourself. Applicants who apply now through July 31st only pay half of their base dues. Their membership expires at the end of 2018. Applicants who apply after August 1st through the end of the year do not expire until December 31, 2019. That is potentially 15 months of membership for the price of 12. You as the member are entitled to a \$25 referral for each active or associate member you refer (up to a free base membership).

Many thanks to the members who have referred applicants so far this year: **Russ Aloj, Frank James, Kristin Adams, Chris Yeoman, Mike Compton and Margie Zawacki.**

If you have any questions on any of our programs or services, do not hesitate to contact me by phone or email.

Diana Wardwell, AFPS

TPC

### **Membership Report**

May 1, 2018

Active Members	225
Associate Members	74
Supporting Members	15
Pending Applicants	<u>3</u>
Total	317

# Welcome New Members

Applicants are published the first day of each month at [www.fapps.org](http://www.fapps.org) and through email notification. Applicants automatically become a member the first day of the following month, pending no objection. Thank you for your support of FAPPS!



## **Richard Chard**

Sherman & Associates, LLC  
P.O. Box 1300  
Fort Myers, FL 33902  
(239) 437-9600

## **Robert Garcia**

P.O. Box 347  
Lorida, FL 33857  
(863) 214-1414

## **Shelby Harrison**

Orange Legal  
633 East Colonial Drive  
Orlando, FL 32803  
(800) 275-7991

## **Anthony Helferich**

Alacrity Legal Services  
P.O. Box 870  
Magnolia Springs, AL 36555  
(251) 206-7507

## **H. Glenn Finley**

Finley Investigative Network  
8955 US Hwy 301 N., Unit 336  
Parrish, FL 34219  
(727) 300-1683

## **Jay Jacome**

Florida Defense Investigations  
P.O. Box 782091  
Orlando, FL 32878  
(407) 437-3124

## **Deborah S. Layton**

RTL Legal Solutions  
6507 Pondview Lane  
Durham, NC 27712  
(919) 479-5567

## **James Swickle**

J&K Investigative Services Inc.  
P.O. Box 88  
Somerville, NJ 08876  
(908) 707-1900

## **Thomas W. (Tom) Tanner, Jr.**

Independent Contractor  
460 Zacapa Ave.  
Venice, FL 34285  
(941) 780-5314

## **Nassim Tauil**

Civil Process, LLC  
6355 NW 36th St., Suite 406  
Miami, FL 33166  
(305) 375-9111

## **Grady Wilson**

Wilson Investigation Network  
2976 US Hwy 84 W.  
Blackshear, GA 31516  
(912) 807-9461

## **Phil Pavarini Jr.**

Cleveland Service Agency  
P.O. Box 93447  
Cleveland, OH 44101-5447  
(216) 357-2581

## **Hilde Smith**

Gotcha Legal Services, Inc.  
P.O. Box 840324  
Pembroke Pines, FL 33084  
(954) 274-1337

## **Ameenah Bilal**

ServePro Litigation Service, Inc.  
200 Broadway, 3rd Floor  
New York, NY 10038  
(718) 775-7543

## Welcome FAPPS Supporting Members

**Teresa Garcia  
Thomas Maguire  
Gabriella Sepulveda**

### General Member Information

- Member Listings can be updated continuously throughout the year . Email changes to: [administrator@fapps.org](mailto:administrator@fapps.org)
- Email [administrator@fapps.org](mailto:administrator@fapps.org) to receive a link to set up your login and password to access the member only section of benefits & resources.
- Claim your free listing at [fapps.securedocumenttrading.com](http://fapps.securedocumenttrading.com) to send and receive documents securely.
- Advertise your services with FAPPS
- Attend an Education Class to obtain your AFPS Designation

## Continuing Education Courses

### **Friday, July 20, 2018 9:00 a.m.**

Continuing Education for License Renewal  
Indian River State College  
Fort Pierce, FL  
Registration only available through IRSC

### **20 Hour Course– July 20-22, 2018**

New Process Server Training  
Indian River State College  
Main Campus, Fort Pierce, FL  
BCIE Building Y, Room 102

\*\*Follow [LINK](#) for full class details\*\*

### **Sunday, August 19, 2018 9:00 a.m.**

Continuing Education & AFPS Designation  
St. Petersburg, FL

FAPPS education courses are open to all process servers who require education to renew their license in approved jurisdictions; AFPS Designation for FAPPS members and education for clerical staff of FAPPS members. Our course is approved to provide the required training to apply to become a process server or renew your process service license in the following areas:

9<sup>th</sup> Judicial Circuit                      10<sup>th</sup> Judicial Circuit  
19<sup>th</sup> Judicial Circuit\*                      20<sup>th</sup> Judicial Circuit  
Alachua County (Education Requirement for Motion & Orders)  
\*19th Circuit course is taught at Indian River State College

Our complete class schedule and additional information can be found on the website or by contacting Diana Wardwell, Administrator at [administrator@fapps.org](mailto:administrator@fapps.org).

Finally, the committee is working to continue to expand our course offerings around the state. If you have information to share about your local licensing and education programs, we welcome the information.

As always, feel free to contact the committee with any questions or suggestions.

Diana Wardwell, Committee Member  
[administrator@fapps.org](mailto:administrator@fapps.org)

TPC

## **Visit our Member Only Resource Section**

**<http://www.fapps.org/Account/Login>**

Email [administrator@fapps.org](mailto:administrator@fapps.org) for an email to be sent to you for your first time login instructions.

Forward information, resources, or suggestions to be included to: [administrator@fapps.org](mailto:administrator@fapps.org)

## Convention Times

I am so excited to report yet another successful FAPPS convention. We were at a wonderful new venue with excellent food and accommodations. We will be there again next year so if you missed it this year please plan to attend.

We had a record year for attendance of BINGO. Everyone who attended had a great time we even had late arrivals who played poker first. Everyone enjoyed a small prize, but several players won larger prize baskets. Friday night games of bingo and poker are a great way to get to know other FAPPS members and relax after a long week of work.

The annual raffle of donated prizes by FAPPS members was once again record breaking. We had amazing prizes that were donated by many members such as gift cards, bottles of liquor, useful items and fun items. The last prize of the raffle is always a 50/50 and this year we exceed all prior sales records, we had over \$1200 to split between the winner and the association. Be sure to join in the raffle fun next year by donating prizes and buying raffle tickets. Help me blow this record out of the water.

The meeting was informative of the current activity within FAPPS and the election brought us a new FAPPS board and board directors. We enjoyed the history lesson of process service and the many legislative challenges in California and nationwide from Mr. Andy Estin. Mr. Estin shared his knowledge and personal challenges with the membership during his speech to the FAPPS membership. Learning from this man was a pleasure. His amazing work on behalf of process servers in California and Nationwide was honored as he was the recipient of the 2018 FAPPS Distinguished Service Award.

We brought back an old format of education, “round table” discussions. Each topic had a moderator who went from table to table to discuss their subject with fellow members. We received very positive feedback from this educational activity and look forward to next year’s discussions. Please send Diana any topics you would like to be considered for next year’s round table discussions, email her at [administrator@fapps.org](mailto:administrator@fapps.org)

The Evening banquet on Saturday evening was a fun event with our Roaring 20’s themed party. The picture booth was busy, and the dance floor was enjoyed by many. We finished up the night with our 3<sup>rd</sup> Annual Minute to Win it competition, which is an absolute blast if you participated or watched!

## Annual Conference Continued

We want to hear from ALL members about the FAPPS Convention. If you attended this year's Annual FAPPS convention, please tell us what you loved and what you didn't about this year's convention. If you didn't attend, please let us know if there is something different that FAPPS can plan for next year to encourage you to attend the next convention. Communication is key to all success; your communication will help us continue to plan successful conventions.

Thank you to Diana Wardwell for handling all the difficult details and to the board of FAPPS for allowing me the opportunity to be FAPPS official "Convention Fun Director". Thank you to my convention committee members who helped me with the fun details; Brooke LaPlant, Melanny Echevarri, Bonnie Moore, Desy Garcia and Julilana Bregalot.

Amy Boyd  
boydsprostatus@gmail.com

TPC

## O'Rourke Investigative Associates, Inc.

Corporate Offices: 1225 N. King St 4<sup>th</sup> Floor Wilmington DE 19801  
Post Office Box 368 Wilmington DE 19899-0368

Low Flat Fee *ANYWHERE* in the State of **DELAWARE**

GPS Verified Service Data

**\*SAME DAY SERVICE SPECIALISTS\***

Field Offices in Lewes DE, Philadelphia PA and Ocean City NJ  
Private Investigation Staff of Retired FBI, State Police and Wilmington PD

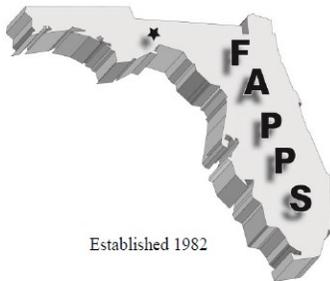
(866) 427-3600 \* (302) 427-3600 \* (302) 656-8977 fax  
service@ORourkeInvestigative.com

# Florida Association of Professional Process Servers 17th Annual Professional Beach Getaway August 17-19, 2018



## Sirata Beach Resort & Conference Center

5300 Gulf Blvd., St. Pete Beach, FL 33706 (727) 363-5100  
FAPPS room rate \$149 Deadline for reservations: 7/17/18



Established 1982

## 28th Annual Conference March 8-10, 2019

Marriott Orlando Lake Mary  
1501 International Parkway  
Lake Mary, FL 32746



### EDUCATION & MEETING

- Educational Seminars
- Continuing Education Course
  - Approved course for education requirement for license renewal (see website for list of circuits)
- Annual Meeting
- Elections - Directors
- Exhibitors

### NETWORKING EVENTS

- Golf Tournament
- Welcome Reception
- Bingo & Poker
- Luncheon
- Theme Cocktail Party & Dinner

**REGISTER AT:  
WWW.FAPPS.ORG**





## Convention Survey - We Need Your Feedback!

As we plan future conventions, we need your input on this past years event and what you would like to see in the future. You can submit this survey to [administrator@fapps.org](mailto:administrator@fapps.org) or complete the on-line survey link sent through Survey Monkey.

1. In reference to the March 2018 Convention at the Marriott Orlando/Lake Mary, did you like the location?
 

	Did not Like	Good	Great
--	--------------	------	-------
2. In reference to the March 2018 Convention at the Marriott Orlando/Lake Mary, please rate the following:
 

Room Cost:	No opinion	Dislike	Just Right	Great
Proximity to nearby Restaurants/Business	No opinion	Dislike	Just Right	Great
Value in Comparison To registration fee:	No opinion	Dislike	Just Right	Great
Friday Night Buffet Instead of Appetizers:	No opinion	Dislike	Just Right	Great

Comment: \_\_\_\_\_
3. The 2019 Convention will be held at the same hotel (Marriott Orlando/Lake Mary) March 8-10, 2019. We are beginning to search for a hotel location for 2020 and 2021. Let us know your preferred location in the Central Florida vicinity:
 

Near Disney/Attractions   
  Outskirts (not located in I-Drive or Disney area)   
  No preference  
 Suggested Location: \_\_\_\_\_
4. Room Rate - Choose One
 

If the hotel is near Disney/Attraction area, are you ok with higher room cost? (Example: \$169 night In addition, these hotels typically charge a resort & parking fee).  
 I prefer to have as nice a hotel as possible with the lowest rate available, location is not my primary concern.  
 Comment: \_\_\_\_\_
5. In addition to room costs, meeting space expenses are rising (food, meeting space, etc.). Rate the following by importance to you.
 

Hotel Location:	No Preference	Low	Medium	High Importance
Room Cost (\$149 or below)	No Preference	Low	Medium	High Importance
Room Cost (\$149 or above)	No Preference	Low	Medium	High Importance
Parking/Resort Fee \$10-20	No Preference	Low	Medium	High Importance
Low/No Parking/Resort Fee	No Preference	Low	Medium	High Importance
Quantity of Food included				
With Registration	No Preference	Low	Medium	High Importance
Nearby Restaurants/ Things to Do	No Preference	Low	Medium	High Importance

Comment: \_\_\_\_\_
6. Sporting Events: Did you participate in the Convention 2018 Activities? Is so, please rate them:
 

Golf:	Did Not Play	Dislike	Good	Great
Poker:	Did Not Play	Dislike	Good	Great
Bingo:	Did Not Play	Dislike	Good	Great
Costume Contest:	Did Not Play	Dislike	Good	Great
Minute to Win It:	Did Not Play	Dislike	Good	Great

Comments: \_\_\_\_\_
7. Would you prefer Golf to be scheduled on Sunday instead of Friday? \_\_\_\_\_
8. Do you have a suggestion for Speaker/Education Topics?: \_\_\_\_\_
9. Do you have any other suggestions or comments you would like the Committee to consider?: \_\_\_\_\_

# 27TH ANNUAL CONFERENCE

## EXHIBITORS

### **DATABASE SERVICES, INC.**

(407) 679-1539 [www.dbsinfo.com](http://www.dbsinfo.com)



### **EXPO ENTERPRISE INC.**

(702) 272-2666

### **FEEL GOOD, INC.**

(407) 986-3351 [www.feelgoodinc.org](http://www.feelgoodinc.org)



### **PAPERTRACKER**

(844) 382-8010 [www.papertracker.biz](http://www.papertracker.biz)



### **SERVENOW/SERVEMANAGER**

(704) 906-0728 [www.servenow.com](http://www.servenow.com)



### **YERGEY INSURANCE**

(800) 683-1226 [www.yergeyins.com](http://www.yergeyins.com)



## SPONSORS

**ACCURATE SERVE ORLANDO** - Kevin Fedotov

**DATABASE SERVICES, INC.** - Bob & Bobby Musser

**DR. DENNY HOWLEY**

**FLORIDA PROCESS SERVICE, INC.** - Rady Domenech

**HERE COMES THE JUDGE** - Margie & Steve Zawacki

**PROVEST, LLC** - Melody Bulso

**SPECIAL SERVICES OF JACKSONVILLE, INC.** - Teresa Hendricks

**TSI LEGAL, INC.** - Joe Osborne

## FAPPS Distinguished Service Award committee

Your FDSA committee worked hard last year, putting in a lot of hours, and culminating in the first-ever award to a giant in our profession who doesn't live in Florida. We selected Andy Estin for his decades of service to private process servers, and particularly for his successful fights against mailing bills that are one of the major reasons that private process service is even an option as a viable profession today. The full text of the presentation at our recent Annual Meeting is elsewhere in this newsletter, so I won't repeat anymore here.



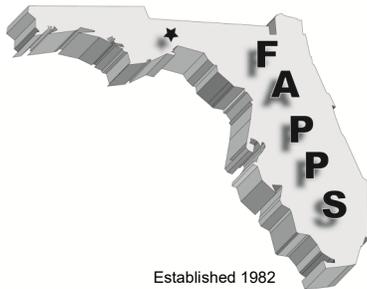
The FDSA committee meets multiple times a year, and considers potential recipients from around the state (and across the country). We decided to implement a change starting with this 2018-2019 cycle. We are going to ask you, the members for some input. As a committee of (currently) five, we are bound to miss some very worthy candidates.

So – If you have someone that has benefited private process service in a major way, send us an email. We need the name of course, and your reasons for wanting to have this person considered. A list of positions held, specific accomplishments attained, etc. would be very beneficial. Please send any such input to the Chair (Bob Musser). My email address is [BobM@dbsinfo.com](mailto:BobM@dbsinfo.com) and I promise to forward your thoughts to the committee.

*“The Committee is asking FAPPS members to share information on candidates the committee should consider for the FDSA Award”*

Just be aware – I'll certainly acknowledge receipt of your submission, but since the consideration of each name is brutally honest the entire discussion is held in private. You won't be getting any feedback on your submission, you won't even know if a committee member adopted them as one of their candidates. But please take the time to forward us any folks that you feel are worthy of consideration. If you want to know more about the FDSA, the qualifications for who can receive the award, or how the process works, take a look at the Policy and Procedures manual on the FAPPS website.

Bob Musser  
FDSA Chair



# Andy Estin - 2018 Distinguished Service Award Recipient

## FAPPS Distinguished Service Award – 2018



When we wrote the criteria for awarding the FAPPS Distinguished Service Award, we focused on the concept that a primary reason for a person to receive it would be a long period of sustained achievements for FAPPS or for private process servers. In the five awards made since 2012, we have never deviated from that focus. This year will be no different.

For 2018, the FDSA committee evaluated quite a few deeply deserving candidates. After a great deal of in depth debate, we coalesced on a recipient who is unique compared to all previous candidates.

It will be hard to have the traditional build up during this presentation where you wonder if it's this person or that person based on the initial historical information. Our 2018 recipient has simply done so much for private process servers, for so long, that the secret will be out pretty quickly.

Our recipient didn't start his working career as a private process server. He started by enlisting in the United States Marines, including 13 months in Viet Nam. After four years, he finished at the rank of Sergeant.

He joined the rank of private process servers in 1969. He joined CAPPs and became a leader quickly, and became the fifth President of CAPPs in 1973. His CAPPs service is legendary, he has served on their board for decades, and was the third recipient of the CAPPs Bert Rosenthal Memorial Award, in 1980.

In October 1982, our recipient was one of two principals who led a coalition of 42 individuals who assembled in Las Vegas and formed NAPPs in response to the threat of a Federal mailing bill. He was elected to be the first President of NAPPs, in 1982. He has also served as the NAPPs Secretary, Treasurer, Vice President, Director and has a seemingly lifetime appointment as the Parliamentarian. He was the third recipient of the NAPPs Donald C. Mac MacDonald award in 2004.

He has authored countless articles for NAPPs and CALSPRO on issues relating to process serving. You can always count on him to provide an important historical perspective on virtually any legislative matter.

For the 2018 FAPPS Distinguished Service Award, I give you a man that I have known for 25 years, a man who was instrumental in forming my understanding of what service to others means.

I give you Andy Estin.

From the Award itself:

### *Spirit of a Leader*

*A true leader has the confidence to stand alone, the courage to make tough decisions and the compassion to listen to the needs of others. He does not set out to be a leader, but becomes one by the quality of his actions and the integrity of his intent. Leaders, like eagles, don't flock. You find them one at a time.*

### 2018 FDSA

*For your many years of service to private process servers, for your countless contributions that benefited so many members.*

For the Committee,  
Bob Musser, Chair, FAPPS Distinguished Service Award Committee

## May 2018 Update

The Florida Legislature focused their attention on a variety of issues essential to the citizens of Florida. Unfortunately as we were chasing the clock everything shifted to the horrible shooting in Parkland. We continued to pursue the passage of SB904 but actually ran out of time as the Bill was on the floor. It was nearly midnight on the final day when the Speaker of the House adjourned and our Bill was up next. I was actually on the phone from Orlando speaking to FAPPS Lobbyist in Tallahassee when we were notified we had no more time.

I had hoped to bring better news from the Legislation Committee in this report but things did not work out the way we wanted this session. Experience teaches us that some years there is “no rhyme or reason” when it comes to the legislatures. We had a sponsor for our bill on both sides and all was going well but time was not our friend. Now we press on and prepare for the next session, March 2019 making friends and allies. The Bill is in place and the committee is attempting to add one more issue on the current Bill. The issue deals with including Process Servers along side other occupation that have private information concealed from the public.



We will keep you up to date as we move forward. Please reach out to your local representatives and Senators. Let them know we are working on legislative issues and need their support. There are form letters on [www.fapps.org](http://www.fapps.org) that would assist you in sending written correspondence. I would also like to add my deep felt appreciation for all the hard work given by the committee members.

Michael Compton, FDSA  
Director/Chairman

TPC

### WHAT IS FAPPS DOING FOR YOU?:

Did you know most of the significant changes to the Florida Statutes we serve by were accomplished through the efforts of FAPPS through our Legislative committee?

- Access to Gated Communities
- Service upon an LLC
- Service upon Registered Agent Employee

- Service upon a Private Mailbox
- Service upon a Virtual Office
- Raising the Sheriff's fee to \$40
- Clarifying the statute pertaining to date, time, initials and identification number on service documents

Shared Goals - Strong Membership  
Thank You for Your Support!

# Black Diamond



Your Service of Process Professionals!

## Why use Black Diamond?

We pride ourselves on being the best in the industry! We utilize the latest in technology to provide our clients with the highest quality of service. Our team of certified process servers and knowledgeable office staff is here to assist you every step of the way. Count on us to get your job done right the first time!

**WE COVER ALL OF MARION, LAKE, CITRUS, & SUMTER COUNTIES, AND PARTS OF PUTNAM COUNTY**

\*Member of FAPPS, NAPPS and ServeNow

We will accept your documents via fax, e-mail, or PST Job Trading

- Service of process  
Local, Statewide & Nationwide
- Court Filings
- Document Retrieval
- Mobile Notary Services
- Skip Trace/Locator Searches
- Photos
- Occupancy Checks
- Field Services



Status updates available 24/7 via our website.  
Our servers update status notes via iPST  
in real time from the field.

## Black Diamond Process Service

a subsidiary of Ken Kelley, LLC

**Ken Kelley, Jr.**

Managing Member/Owner

233 SW 3rd Street, Suite 12  
Ocala, FL 34471

Local 352.867.1904 Fax 352.867.1818

[office@blackdiamondprocess.com](mailto:office@blackdiamondprocess.com)

**855.SERVEFL Toll Free 855.737.8335 [www.blackdiamondprocess.com](http://www.blackdiamondprocess.com)**

# GOTCHA

Legal Services, Inc.

*Process Serving & Litigation Support Since 1997*

*Service in Broward, Dade, Palm Beach, and Leon Counties*

*We serve CT Corp & NRAI Services Daily, No rush fee*

*PST Job Trading Partners, We accept Emailed & Faxed jobs*

*Access your jobs anytime on the web, Affidavits back Quick!*

Now with an additional office in Tallahassee

**CHRIS YEOMAN**

[cygotcha1@cs.com](mailto:cygotcha1@cs.com)



PO Box 840324  
Pembroke Pines, FL 33084  
[www.gotchalegalservices.com](http://www.gotchalegalservices.com)

Office 954.274.1337  
Fax 954.964.4734  
Cell 954.270.4597

# Learning from Serving

## *An Educational Forum*

Submitted by Dr. Denny Howley

### **Visiting the Archives of “Ask the Doctor” “Learning from Serving” and FAPPS Education**

**Ask The Doctor - April 2003**



#### **The Situation**

Several years ago in the 95 mile long Brevard County, there was an individual who was active in creating Health Clubs, getting the clubs equipped and signing up thousands of members. He then disappeared with an estimated \$300,000.

He was being sued by equipment suppliers and folks who had signed up to use the health facility, but he was elusive to the extreme. He was not living at his home, a friend was periodically checking on the house and was not living there so he could not be served. Other address' were checked for the avoider with no luck.

Former employees of the defunct Health Clubs provided the name of the subject's girlfriend, but she could not be located either.

After six months of searching, the documents to be served were reluctantly returned as NON-SERVED.

#### **AHH - But the Story Continues!!**

The server, frustrated by the NO SERVE and convinced that the individual was still hiding in the area, continued to look for the evasive Health Club organizer, even though the papers had been returned to the lawyer.

THEN, while scanning the local paper, she recognized the name of the missing girl friend in an announcement of her forth coming MARRIAGE to the evasive subject!!! The attorney was notified and an Alias Summons was issued.

The server parked outside the church on wedding day, but the avoider was in constant escort by two huge “body guard” types who, it turned out, were professional/friends on loan from “Wrestling Mania” (TV program). There was no opportunity for the server to get even close.

The server, still dressed in jeans, a sweat shirt and tennis shoes, followed the newlyweds to the RECEPTION.

She joined the reception line, shook the bridegrooms hand, congratulated him on his marriage and handed him the SUMMONS informing him HE WAS SERVED !!! She then QUICKLY disappeared into the crowd of celebratees and departed the area. (His comments were not recorded.)

---

***This educational tid-bit was provided by Bev Crummey, Crummey Investigations (866) 728-0269.***

***Thanks Bev, great story!!***

*Denny has been writing articles for FAPPS and NAPPS for almost twenty years. He owns and operates Dr. Denny Howley d/b/a serving process in Key West - ONLY (33040, 33041, 33045) Capital of the Conch Republic. He has been in the business of serving process since 1997. Denny lives in Key West with his wife Beverly and two “critters” Shadow and Pepper.*

**A Professional NEVER Stops Learning**

# Promotion & Growth

**Tammy White, AFPS, Chair**

promotioncommittee@fapps.org  
(239) 313-6740

To All FAPPS Members,

We wanted to give you all a quick update about the Paralegals Association of Florida's Spring Seminar that we attended on behalf of FAPPS, April 13-14, 2018. As the chair of the P&G Committee, I learned a lot about our own brand recognition and will hopefully be able to start implementing some ideas from what was learned.

The event itself was well put together and we were given a lot of time to mingle and get to know the members of this association. The chairs and leadership were very friendly and accommodating. They made us feel welcomed and were extremely thankful for our support.

However, it became abundantly clear, very quickly, that FAPPS was an unknown entity to the majority. With the help of Chris Compton, we spent the time sharing with all the members exactly who we were and our importance to their profession. I truly believe that by the time we left every single member knew not only who we were but how to utilize our website to find the best, most professional and ethical servers in the industry.

The members found our site very user friendly. The two most noted points of interest to them seemed to be that our servers went above and beyond what is required of them and got the AFPS designation and that they could securely send documents to our members through our site. They were also very pleased to hear that we had an A&G committee to assist with any issues they may have with a server. All and all, they seemed pleased to discover that our association does exist and open to us all working together.

Building on this event, I feel that it would be in FAPPS best interest to find more ways to attend as many of these events as possible to show them that we truly are there for them and a partner in the legal industry. It would be recommended for anyone of our clients that would like to take advantage of some additional business that should come their way from this partnership to get their AFPS and sign up for their Secure Document Trading option.

Last but not least, I would personally like to thank Jim Mosley, Simmons Process Service for his generous donation towards FAPPS attending this event and the support and help from Mike and Chris Compton. They not only helped with the event but made me feel at home in Tallahassee. Finally, thank you to all the members who supported us attending this event on your behalf. I feel we made a huge leap forward for our association but there are still many steps to go and would love for anyone interested in joining this committee to please reach out to me to help in that endeavor.

## APRIL 2018

Promoting FAPPS & Our Member Search Feature at the PAF Spring Seminar



**Committee Report Continued Next Page**

## Promotion & Growth Committee Report Continued

Our next event is the Annual Professional Beach Getaway. Stay posted for the event/itinerary for this wonderful networking event.

### 17th Annual Professional Beach Getaway - August 17-19, 2018

Sirata Beach Resort & Conference Center

5300 Gulf Blvd., St. Pete Beach, FL

Deadline for Reservations: July 17, 2018

Networking Luncheon - Saturday, August 18, 2018 12:00 p.m.

The next Annual Conference will be March 8-10, 2019 at the Marriott Orlando/Lake Mary. Watch for more details soon.

Those Meetings/Getaways/Conferences cannot be a success without you! That is why we are putting together several surveys that we will be asking for every member to fill out and return back to us. We are hoping that this will help us to make your experience with FAPPS more successful, educational and fun.



We are working out a new idea of hosting a simultaneous networking events around the state once every quarter. This will be a great way to bring new process servers to FAPPS at a small venue over a meal. We are hoping that it will also bolster commemorative and networking amongst all process servers. Please stay tuned for further information and reach out to me if you would like to be the host in your area. Don't worry we will get you ready for it. No experience necessary ;)

The Total Wine events seemed like a great idea but we haven't had the interest we thought we would and we are looking at removing them. However, if you all would still like for us to have this event then please reach out to me to host an event in your area. Please contact me as soon as possible so we can begin the process of getting it setup. For the ones we had it really was a great success

Last but certainly not least, please welcome the P&G committee members. Believe me when I say this is a team effort and I could not do it all by myself.

Chris Compton, Bonnie Moore, Donald Seward, Desiree Garcia, Diana Wardwell

If you would like to join our committee or any committee, please reach out to myself or the other chairs and let us know. We all need to work together to make our profession better.

**Tammy White, AFPS**  
**Your FAPPS P&G Chairwoman**  
**[promotioncommittee@fapps.org](mailto:promotioncommittee@fapps.org)**

*Get Connected*  
CONNECT + LEARN + SHARE

## Simmons Process Service, LLC



**Karen D Simmons**

CERTIFIED PROCESS SERVER

&

PRIVATE INVESTIGATOR

State Lic. : C 1200487 CPS 09-02

772-242-8920 (Office) 772-979-0301 (Cell)

772-882-7965 (Fax)

5400 West Echo Pines Cir  
Fort Pierce, FL 34951

[simmonsprocessservice.com](http://simmonsprocessservice.com)  
[simmonsprocessservice@gmail.com](mailto:simmonsprocessservice@gmail.com)

# Member Benefits

**Bonnie Moore, Chair**

bonnie@processxpress.com  
(407) 493-8259

## Did you know.....

- ◆ **FAPPS members** get discounts at over 225,000 hotels in the US and around the world
- ◆ **FAPPS members** do not have to pay full price at movies
- ◆ **FAPPS members** get discounts on car rentals

## If you didn't know.....

Email [bonnie@processxpress.com](mailto:bonnie@processxpress.com) or call me at 407-493-8259 (cell)  
I would like to make you aware of how valuable being a FAPPS member is!

Our committee consists of: Chair: Bonnie S Moore and Members: Desy Garcia, Jean Glemaud, Jr, Regina Moore, and Chris Yeoman.

Regards,  
Bonnie S Moore

TPC

# Secure Document Trading

**Bob Musser, SDTS Chair**

BobM@dbsinfo.com  
(407) 679-1539

## FAPPS Secure Document Trading Service

The FAPPS version of the Secure Document Trading Service (SDTS) is up and running. A partnership between FAPPS and Secure Document Trading, Inc. (a sister company of Database Services, Inc.), the SDTS is both a great way to gain exposure to new clients, and an insurance policy for small and medium size private process servers. FAPPS members have gained a way to securely exchange documents electronically with law firms and others who understand the problems inherent in sending attachments through email. And FAPPS members who learn to trade status and documents with those who require it now are in the best position to keep those clients and efficiently serve new ones as our landscape increasingly transitions to an electronic one.

Your NAPPS leaders saw the need for this a few years ago. I am proud to have been a part of bringing it to a reality. NAPPS has well over 10% of the membership set up and ready to receive work with the "Send Work Now" button displayed on their listing, while FAPPS is lagging behind. We need more FAPPS members to claim their listing and get setup with this free service. It's not hard, and you're welcome to call my office for help. The next step is getting a meaningful number of attorneys and non-FAPPS process servers to start using the FAPPS website to find you.

One great feature is the ability to download information entered through the free web interface into your choice of service management software. We are happy to report full support from the makers of Paper Tracker and Process Server's Toolbox, with other vendors working on supporting the interface in the near future. We are working with Tristar and Loyal Puppy at this time, and hope that they will offer full support in the very near future.

Bob Musser, SDTS Chair

TPC

# Technology

**John Shelley, Chair**

John@caffeinecode.biz  
(844) 297-4834

## May 2018 Committee Report

We attended the last **Florida Courts E-Filing Portal** board meeting on 4/12/2018.

Again March was busy. E-Filing totals in March over the past 5 years and specific stats for March 2018 are represented in the graphs.

Pro Se submissions are still flat at around 8900 for the month of March.

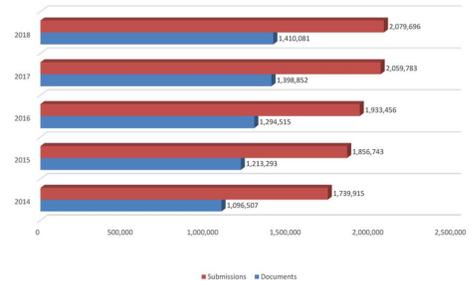
A close metric they are keeping an eye on was the correction queue since that is where documents would go if there was a virus detected and the number was flat.

If you have any news, questions or concerns feel free to get in contact with me anytime at [john@caffeinecode.biz](mailto:john@caffeinecode.biz)

**Members:** Christopher Compton  
**Committee Chair:** John Shelley



## March E-Filing Last Five Years



## March E-Filing Stats

Recipients	Number
Submissions to Trial Court	1,407,704
Submissions to Department of Corrections*	675
Submissions to Second District Court Appeal	67
Submissions to Florida Supreme Court	1,143
Submissions to Bureau of Vital Statistics	492
<b>Total E-Filing Submissions</b>	<b>1,410,081</b>
Total Individual Documents Submitted	2,079,696
Total Number of Pages	9,595,633



**DR. DENNY HOWLEY**  
**PROCESS SERVER**  
**MCSO #74**

**Serving Key West**  
**Capital**  
**of**  
**The Conch Republic**

(305) 294-5568  
dennyhowley@bellsouth.net



# VAPS (Violence Against Process Servers) **Chris Yeoman, Chair**

chris.yeoman@aol.com  
(954) 270-4597

Greetings to all our members,

I hope your year so far has been a safe and successful one.

I want to thank the members who have joined my committee this year and we welcome anyone else who wants to volunteer or has ideas to submit to us. The current committee consists of Bonnie Moore, Tammy White, Frank Carreras, Lance Randall, Becky Gaston, and myself.

Our goals consist of the following. To bring assistance and attention to any process server in our state who has an experience where they are assaulted, battered, threatened, or a victim of violence in any way, while exercising their duties legally as a process server. To support the process server in any way possible with the prosecution of the offender. And to document such incidents, so problem subjects, areas, or procedures can be shared with other process servers. Statistics can be later used to promote better legislation to assist and/ or protect us in the future.

We need your help! We are only a few sets of eyes and ears, we need you to spread the word that we are here and ready to help. Contact myself or any member of our committee if you have an incident or share our info to someone you know who does.

Be safe out there!

Sincerely,

**Chris Yeoman, Chair**  
Director  
chris.yeoman@aol.com

TPC

## Website

**Diana Wardwell, Chair**  
**Bob Musser, Webmaster**

The FAPPS website continues to be updated on a regular basis with current news and events. There also have been some significant changes to benefit members.

Some of these expanded areas include: Secure Document Trading, City-Zip Codes Pairs, new Member Benefits, and a "Member Only" section that will require a login and password.

Email [administrator@fapps.org](mailto:administrator@fapps.org) or call (321) 952-0820 to have a link emailed to you to set up your login. If you have any suggestions for content to include, let us know. We are excited about continuing to grow the resources available.

TPC

# YOU ARE ADVERTISING!!!

Submitted by Dr. Denny Howley

Where ever you are and whenever anyone sees you, impressions are made. In the world of business that can easily convert into dollars. Ever go to a conference and by the time you left, you had a collection of business cards and no recollect of who gave them to you? Were those “giver-of-business cards” advertising? They sure were! But it was a wasted effort, if you did not remember who they were, no impressions good or bad – nada – just a little meaningless card.

## SELF ADVERTISING

Whether we like it or not we are ALWAYS PROJECTING AN IMAGE. That IMAGE is ADVERTISING! That IMAGE will determine if someone likes you, if they will want to interact with you or, very often, whether they will be interested in doing business with you. ERGO, giving out business cards without creating some **memorable interaction** is a waste of both your time and money. Otherwise that business card that was so carefully crafted, will likely end up in the trash even before you leave the gathering.



Advertising aims at behavior change or some sort of action that has not been done in the past – like using your Process Serving Business. Such a move would be based on the expectations that you would do the job in a manner that would bring credit to your client. And that “trust”, in the face-to-face environment, is based VERY heavily on that IMAGE perceived of YOU by that potential client. If that potential client is not “comfortable” with the IMAGE of YOU they see, then business cooperation is over before it ever begins.

SOOOOO the secret is simply to insure you PROJECT POSITIVE IMAGES! How? That is easy if you are a member of FAPPS or similar type business/social structure – get involved! Involvement can project an awesome positive image, a basis for meaningful interaction and a solid foundation for moving into the “I’d trust you with my business” phase. Therefore if you want to maximum the benefits of that PROFESSIONAL organization membership and maximize “SELF ADVERTISING”, get involved!!!

Involvement allows others to see you and evaluate you as a CARING PROFESSIONAL. If you ask ANYONE on the BOARD or the COMMITTEES, they will tell you that involvement has increased their business. It also lays that foundation for the NEXT BEST FORM OF ADVERTISING – Word of mouth! One thing we human beings like to do, is talk, and we love to talk about others. If folks like YOU, they will almost always convey that sentiment to others, thereby ADVERTISING YOU!

“You Are Adverting” Continued Next Page

## **“You Are Advertising” Continued**

Sure, involvement takes time. But there is no “good business fairy” rewarding “nice people” with success. It takes a lot of hard work and using your smarts.

### “CONVENTIONAL” ADVERTISING

When you think of “advertising”, you seldom think of yourself as advertising. You think of PRINTED advertising; “blind mailings”, flyers, newspapers, telephone directories, professional publications, etc. Or of RADIO, TV blurbs or one or more WEB SITES and lots of “face time” on the various SOCIAL MEDIA forums. But all of these are essentially an extension of you – seeking attention, credibility and to be enough of an “attention getter” for the reader to contact you in some form. You can spend a fortune in both your time and money with questionable results UNLESS YOU DECIDE WHO YOU ARE TARGETING.

The prerequisite to targeting, however, is an HONEST evaluation of YOURSELF, YOUR FINANCES and what you want to accomplish for your Process Business in a graduated step-by-step “campaign”. Obviously if you advertise or write articles for the PROFESSIONAL publications, like FAPPS and NAPPS it strengthens your IMAGE within those organizations.

What segments of the other advertising options you chose to use depends on your target audience, but you should determine what that is. It might be other Process Serving organizations, the legal profession or the general public, etc. Money is also a real factor that has to be carefully considered - how much you can afford?

For instance “Blind mailings” is like the person who acts like a “hand-out-business-cards-machine” at some gathering – it all goes in the trash. I also question phone directory advertisement. In this age of the internet you can simply “Q” your smart phone or computer with something like “process server and the location” or check your FAPPS or NAPPS Directory.

### BOTTOM LINE

The point - no one advertising technique or approach will satisfy all your requirements. You MUST factor in your size, area of operation, financial where-with-all and short/long range business goals, etc. YOU MUST also clearly define your business objectives, examine your potential targets and determine what advertise approach would be best suited for you to employ. As your business situation evolves, this process must be on-going. Remember the cliché “WHAT HAPPENS IF YOU DON’T ADVERTISE?” NOTHING!

*Denny has been writing articles for FAPPS and NAPPS for almost twenty years. He owns and operates Dr. Denny Howley d/b/a serving process in Key West - ONLY (33040, 33041, 33045) Capital of the Conch Republic. He has been in the business of serving process since 1997. Denny lives in Key West with his wife Beverly and two “critters” Shadow and Pepper*

**A Professional NEVER Stops Learning**

## Instructors Wanted

### Join our team of Educational Instructors

Qualifications outlined at [www.fapps.org](http://www.fapps.org)  
(Education - AFPS Policies/Procedures)

Contact Allen Bryant, Education Chair  
[allen@aallen.com](mailto:allen@aallen.com) (407) 872-0560

or

Diana Wardwell Administrator  
[administrator@fapps.org](mailto:administrator@fapps.org) (321) 952-0820

## B T Edwards Process Service



Serving CT Corporation, Government Offices &  
Banks & Businesses  
at a discounted fee done within 2 to 4 days

### ONE FLAT RATE / STANDARD SERVICE

We offer Standard, Rush & Priority Service

In Washington, DC, Maryland & Virginia

**Unlimited Attempts Always**

We accept documents via email & PST job trading

DBS: BTE

*1300 Caraway Court Suite 200*

*Upper Marlboro, MD 20774*

*(301) 505-2020*

[billy@serveit247.com](mailto:billy@serveit247.com)

**Special  
Offer**

### Advertise in all four editions of the association newsletter “The Paper Chase” and receive a 10% discount

- Black and white advertising is available for payment twice a year (**June 15th** or December 1st).
- Color advertising locations (inside front cover, inside back cover and back cover) are only sold once a year starting on September 16th and are on a first come, first paid basis payable by December 1st. Advertise in all 4 editions and receive a 10% discount.
- Single edition advertising is also welcome

In addition, the newsletter is published on our website in full color in our Member Only section

**Book your advertising now by completing the form on Page 34 and submitting your ad and payment**

Banner Advertising, Annual Directory, Convention Program, and Convention Sponsorship  
also available for sale. Contact Diana Wardwell, Administrator for full details

# ADVERTISING FORM

## The Paper Chase—FAPPS Quarterly Newsletter

Publication is mailed to all active members and published on our website at [www.fapps.org](http://www.fapps.org)

**B/W Prices:** Full Page: \$150.00 Half Page: \$75.00 Quarter Page: \$45.00 Business Card: \$35.00

**Color Prices:** Inside Front Full Page: \$275.00 Inside Back Full Page: \$275.00 Half Page Back Cover: \$200.00

**\*\*Color Ad's are first come, first paid and go on sale September 16, 2018\*\***

Mark Editions and list the size of ad requested. Size of Ad: \_\_\_\_\_

First Quarter (deadline Dec. 1):

Second Quarter (deadline April 15):

Third Quarter (deadline June 15):

Fourth Quarter (deadline Sept. 15):

**10% Discount**  
**4 Issue Prepaid by**  
**6/15/18 or 12/1/18**  
B/W Ad's Only

## Annual Directory

Publication is mailed to all active members containing full member listings, advertisements, and resource guide

**B/W Prices:** Full Page: \$250.00 Half Page: \$125.00 Quarter Page: \$100.00 Business Card: \$75.00

**Color Prices:** Inside Front Full Page: \$425.00 Inside Back Full Page: \$425.00 Full Page Back Cover: \$600.00

Deadline for ad submission: April 15. Size of Ad: \_\_\_\_\_

## Mailing Labels

Mailing Labels of all active members . Price is per set.

**Price : \$49.99**

## Website Banner Ad

Rate is per year and runs January-December. Payable by Jan 1.

**Member Rate: \$ 199.00 Non Member Rate: \$299.00**

Specifics of submittal requirements for  
banner ads are posted at [www.fapps.org](http://www.fapps.org)

**Total Submitted:**

Name: \_\_\_\_\_

Email: \_\_\_\_\_

Company: \_\_\_\_\_

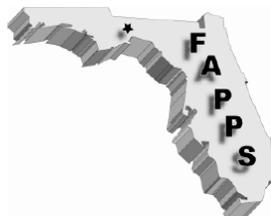
Telephone #: \_\_\_\_\_

Payment Method: (mark one)  Check  Paypal

I understand that advertisers are responsible for preparing and submitting ad copy and that all advertisers are quoted for camera ready copy submitted in an approved format electronically; that advertising is restricted to material which corresponds to the stated purpose of FAPPS; advertising is restricted to promotional material which does not include prices for services; and that the Editor and Board of Directors of FAPPS reserves the right to decline submitted advertisements. Prices listed above are single issue rates unless otherwise noted. Payment is required at the time advertisement is placed.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



Mail completed form with payment to:

**Florida Association of Professional Process Servers, Inc.**

**P.O. Box 72**

**Melbourne, FL 32902-0072**

**Email: Administrator@fapps.org**

**(877) 383-2777**

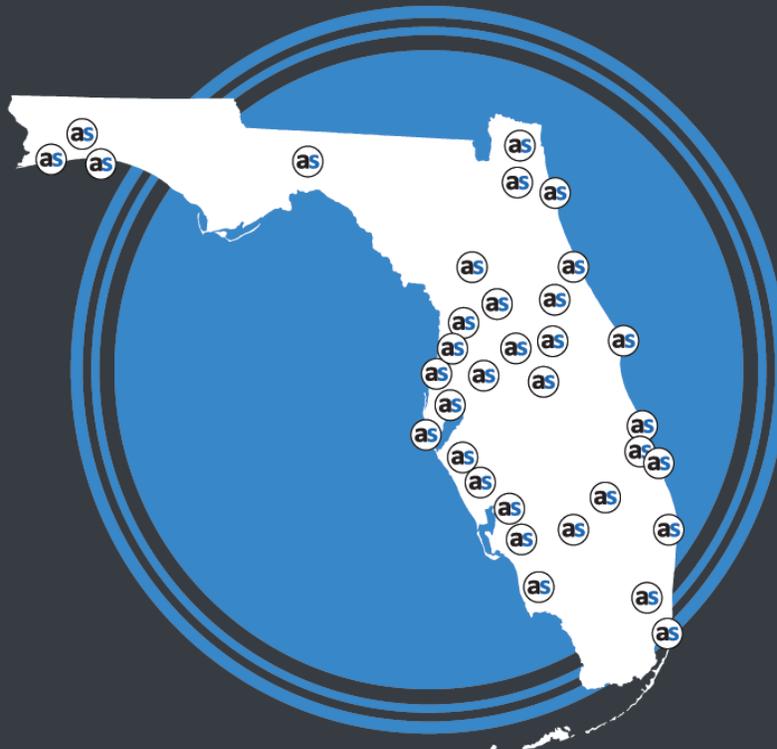
**(321) 952-0820**

# accurateserve™

WHERE PERFECTION IS THE PROCESS  
"We Give Attorneys Peace of Mind"



1-844-942-2877 | [www.theaccurateservefranchise.com](http://www.theaccurateservefranchise.com)



## Our Statewide Offices

Lakeland • Tampa • Jacksonville • Orlando • Tallahassee • Stuart  
Kissimmee • Lake Mary • Ft. Myers • Naples • Plantation • Sarasota  
Bradenton • Pensacola • Milton • Ft Walton Beach • Daytona Beach  
Titusville • St. Petersburg • New Port Richey • Port Charlotte • LaBelle  
Palm Springs • Miami • St. Augustine • Orange Park • Port St. Lucie  
The Villages • Ocala • Clermont • Spring Hill • Inverness  
Vero Beach • Okeechobee



Service of  
Process

**1-844-94-ACU-SRV**  
**1-844-942-2877**  
[www.theaccurateservefranchise.com](http://www.theaccurateservefranchise.com)



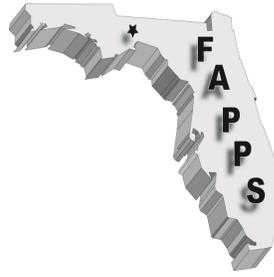
Skip Tracing for  
Process Serving

# Florida Association of Professional Process Servers

A NAPPS Chartered State Association

P.O Box 72

Melbourne, FL 32902-0072



---

Mailing address:

## Thousands of Process Servers use PST

Extend your reach with the largest electronic job trading network



Find out more at [dbsinfo.com/connect](http://dbsinfo.com/connect)

[Support@dbsinfo.com](mailto:Support@dbsinfo.com)

1-800-842-4778