

Established 1982

THE PAPER CHASE

The Official Newsletter of the
Florida Association of Professional Process Servers

3rd Quarter Edition
July/August 2018

Professional Beach Getaway

Sirata Beach Resort
St. Pete Beach, FL

▶ August 17-19, 2018

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Hotel Reservation Deadline
July 23, 2018

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

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

Schedule of Events

Friday, August 17, 2018

6:30 p.m. Dinner - Toasted Monkey

Saturday, August 18, 2018

9:00 a.m. Board Meeting

12:00 p.m. Networking Luncheon - \$25

1:00 p.m. Educational Session

Beach/Pool afternoon

6:30 p.m. Dinner & Bowling

Sunday, August 19, 2018

9:00 a.m. Continuing Education Class

Registration at www.fapps.org (Education Menu)



RSVP PromotionCommittee@fapps.org so we have an accurate count for all events.
Evening meals and bowling will be separate check/individual pay. Saturday Luncheon is payable to FAPPS (mail check for \$25 per person or pay by credit card at www.fapps.org (meetings menu))

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: Melody Bulso, 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.



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 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?: _____

PRESIDENT'S REPORT

MARGARET ZAWACKI, PRESIDENT

Dear Members:

By the time you read this July 4th has come and gone and we are well into hot days and not so cool nights. I hope everyone had a wonderful holiday. It's kind of a bummer that it fell in the middle of the week or you can be happy to have a mid-week break. My thought is I'll take a mid-week break any day. I know I don't have to remind you all but June 1, 2018 was the beginning of hurricane season so everyone please be prepared. You can never have too many supplies on hand.

Things are moving quickly along and we had our first Board Meeting with the newly elected board in May at the Hilton Westshore in Tampa. I can't tell you how many calls that I received telling me what a great meeting it was. Ideas were flying around and even though it was a very long and informative meeting we accomplished so much and set into motion things that we are going to be working on this year. I would like to thank those members that attended the meeting. The Board really does look forward to members attending and giving us any ideas you may have. Remember, we all work for you. This is your Association and the individuals you have elected are dedicated to the goals and objectives we have moving forward.

One of the ideas that I brought to the board is to hold the December board meeting electronically. We tossed the idea around and decided to have a practice run at an electronic meeting. It went very well with a few hiccups that were worked out. I have asked the Board to think about it and we will be discussing it again at the Professional Beach Getaway. My thought process behind this idea is that we can save thousands of dollars by having one meeting a year electronically. We could stream the meeting so that all members could be included if they chose to. I'd like to ask your opinion. What do you think about us holding our last meeting of the year electronically? Please let me know by email or you can pick-up the phone and call me. I could go into other things that we are working on and what you can expect this next year but I am going to leave that to the individual Chairperson to give you their report in this newsletter.

The Professional Beach Getaway will be held August 17-19, 2018 at the Sirata Beach Resort on St. Pete Beach. We have been to this hotel in the past and it is a wonderful hotel right on the beach. I know that our P&G Chair, Tammy Laughlin and her committee have some great things planned for us and we have an incredible room rate of \$149 per night. So look at the flyer enclosed and make your reservations now! I would love to see all of you there! We have also scheduled an Education Course on August 19, 2018 in St. Petersburg. Please refer to the website for the exact location. If you need to renew your AFPS classification this is the time to do it.

Our 4th Quarter Board Meeting will be held on December 1, 2018 at a location to be determined shortly. I am looking at Fort Lauderdale or Daytona Beach area. It will be posted on the website as soon as possible. As always we welcome all members to come and join us.

Finally, did you receive our survey? Please take a moment to fill it out and send the survey into the Administrator either by email, fax or snail mail. We would love to hear your ideas and opinions for the Conventions for 2020 and 2021. You can find all the information on the board meetings and Convention as well as hotel reservation links, education course information and all news relating to our Association on our website.

In closing, I would just like to say 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.

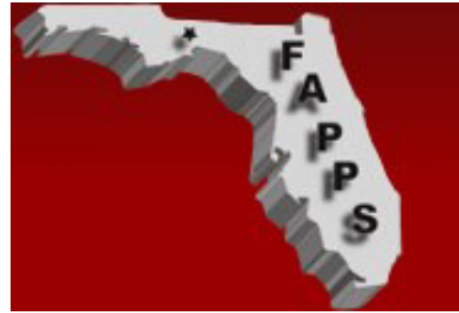
Sincerely,

Margaret L. Zawacki

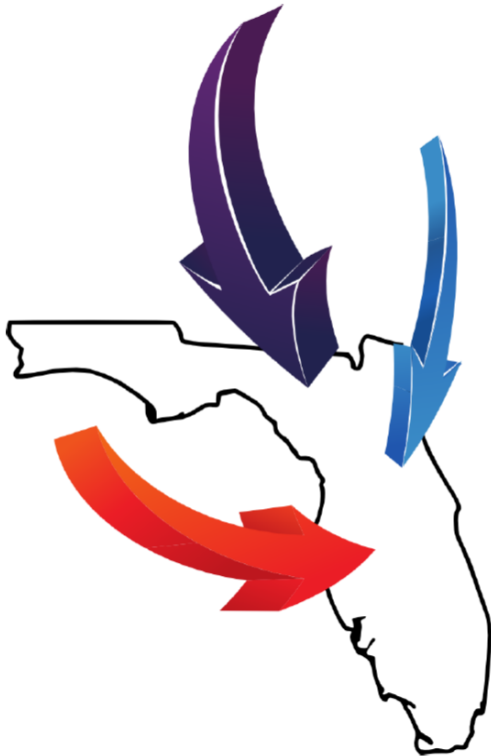
We Need Your Input

Please complete the convention survey on Page 4 or email administrator@fapps.org to have an email link sent

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VICE PRESIDENT'S REPORT

BOB MUSSER, VICE PRESIDENT

Members:

About 3 months ago, I put this exact article in the Paper Chase. I didn't get a single response. I would really love to hear from 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

Distinguished Service Award

Bob Musser, FDSA Chair
BobM@dbsinfo.com
(407) 679-1539

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 and I promise to forward your thoughts to the committee. We would need those names and your rationale for consideration by August 1st since we start the deliberations at the August board meeting.

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
BobM@dbsinfo.com

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Make Plans to Attend a
FAPPS Meeting
Get Involved!



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**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 23, 2018**

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

Location: TBA

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

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 board meeting held May 5, 2018:



- ▶ Joe Osborne moved to accept the agenda as Amended. Seconded by Bonnie Moore. The motion carried unanimously.
- ▶ Mike Compton made a motion to provide the President with a \$2,000 budget. Seconded by Melody Bulso. The President called for the vote and the Motion failed.
- ▶ Mike Compton made a motion to grant a \$1,500 budget for the FDSA committee. There was no second.
- ▶ Margie advised that the meeting would continue with the budget request of the P&G chair. Margie asked if any board member would like to make a motion to approve the \$6,000 budget request. No motion was made. Margie then asked if any board member would like to make a motion to approve any of the itemized budget request.
- ▶ Joe Osborne made a motion to approve a budget of up to \$600.00 to cover the costs of the FSA lobbyist to attend the PBGA getaway. Seconded by Melody Bulso.
- ▶ Joe Osborne made a motion to amend the Motion to cover the cost of 2 hotel room nights, Saturday lunch, and up to \$100 for travel related expenses. Seconded by Melody Bulso.
- ▶ The President called for the vote to Amend the Motion. The Motion passed unanimously.
- ▶ The President called for the vote on the Amended Motion. The Motion passed unanimously.
- ▶ Mike Compton made a motion to give the P&G committee a budget of up to \$500 to call the licensed process servers throughout the state. Bonnie Moore seconded the Motion. The Motion passed with 4 in favor and 2 abstentions.
- ▶ Melody Bulso made a Motion for a budget of up to \$1,200 to attend the next PAF event in October. Seconded by Joe Osborne. The President called for the vote and 4 voted in favor and 2 were opposed. The Motion passed.
- ▶ Sean Segel made a motion to not renew the Staples contract. Seconded by Mike Compton. After discussion the President called for the vote and the motion passed.
- ▶ Bonnie Moore made a motion to accept the promotional item website proposal as presented. Seconded by Sean Segel. The President called for the vote and the motion passed unanimously.

Secretary Report Continued Next Page

Secretary Report Continued

- ▶ Joe Osborne then made a motion to amend Policy & Procedure 10.4.c to read:

For the Continuing Education Class, 1 Instructor will be paid \$35/hour for each class hour taught. For the 20 Hour Class, 2 Instructors will be paid \$35/hour for each class hour taught. Travel will be reimbursed at the FAPPS standard mileage rate. If the total travel is in excess of 150 miles, one night's hotel room will be provided for the 4 or 8 hour class and two nights for the 16 or 20 hour class. No per diem is authorized.

- ▶ Seconded by Mike Compton. After some additional minimal discussion, the President called for the vote. The Motion carried unanimously.
- ▶ Joe Osborne then made a motion to reimburse Allen Bryant for the additional 1.5 hours taught at the most recent AFPS 4-hour course held at 9:00 am on Sunday, March 11, 2018. Seconded by Sean Segel. The President called for the vote and the Motion carried unanimously.
- ▶ Gretchen Randall made a motion to adjourn the meeting. Sean Segel seconded the motion. The motion carried unanimously.

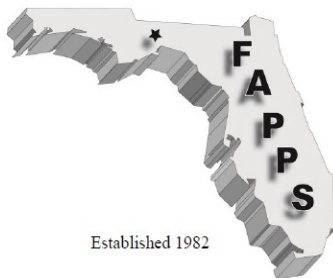
On a final note, the next FAPPS quarterly meeting and 17th Annual Professional Beach Getaway will be held August 17-19, 2018 at the Sirata Beach Resort & Conference Center, 5300 Gulf Blvd., St. Pete Beach, FL 33706. I hope to see you there!

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

Respectfully,

Joe Osborne, Jr.
Secretary

TPC



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

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WWW.FAPPS.ORG





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Search "Florida Association of Professional Process Servers".

You can also view the page at 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,

Join us at the 17th Annual Professional Beach Getaway.

The Sirata Beach Hotel is a beautiful property on St. Pete Beach and the room rate is excellent. The room reservation deadline has been extended until July 23, 2018 - do not delay!

The weekend is geared for education, networking, and fun in the sun. All members and process servers are welcome! RSVP and bring a prospective member. Here is the current schedule of events:

Friday, August 17, 2018

6:30 p.m. Networking Dinner - Toasted Monkey

Saturday, August 18, 2018

9:00 a.m. Board Meeting

12:00 p.m. Networking Luncheon - \$25

1:00 p.m. Educational Session - Roundtable
Afternoon on the beach

6:30 p.m. Networking Dinner & Bowling

Sunday, August 19, 2018

9:00 a.m. Continuing Education Class

Registration at <https://www.fapps.org/afpscourschedule.aspx>

The dinner events and bowling are individual pay at the venue. Saturday Luncheon is paid to FAPPS.

RSVP promotioncommittee@fapps.org to let us know you which events you are attending.

Saturday Luncheon can be paid on-line or by mailing a check to P.O. Box 72, Melbourne, FL 32902

Here is a quick guide for upcoming publication deadlines:

SEPTEMBER 15, 2018

4th 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 vital 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, Margie Zawacki, and Glenda Howell.**

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

July 1, 2018

Active Members	228
Associate Members	78
Supporting Members	15
Pending Applicants	1
Total	322

Welcome New Members

Applicants are published the first day of each month at 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!



Don Haworth, LPD, CFE, CII

Chicagoland Detective Services
4425 West Irving Park Rd.
Chicago, IL 60641
(773) 772-2651

Torri Schaffer

Torri's Legal Services
18403 Woodfield Road, Suite A
Gaithersburg, MD 20879
(301) 869-5081

Kimberly Urtnowski

MK Process Serving, Inc.
6801 Hope St.
Hollywood, FL 33024
(954) 967-2456

Marisol Carmona

7601 East Treasure Dr. #2014
North Bay Village, FL 33141
(786) 631-1400

Tony Snesko

Same Day Process Service
1413 K St. NW, 7th Floor
Washington, DC 20005
(202) 812-8017

Timothy O. Willis

Morningstar Investigations & Process Servers
275 South C.R. Beall Blvd., Suite 214
DeBary, FL 32713
(386) 668-1669

General Member Information

- **Member Listings** can be updated continuously throughout the year. Email all updates to: administrator@fapps.org
- Email 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 to send and receive documents securely. This a **FREE** service for FAPPS Members. Need more information about how it works? Give us a call and we will walk you through the setup.
- **Advertise your services** with FAPPS (info at www.fapps.org)
- **Attend an Education Class** to obtain your AFPS Designation. Clerical staff of members are also welcome to attend for a reduced fee.
- **Attend meetings** to network and build your connections

Networking Cycle



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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 - February 2003

FAPPS’ Questions, Answer, and Education Forum

What would you have done?

The server arrived at a house in the “Bithlo” area of Orange County, locked his car and walked to the door. As he approached the door he saw a pit bull sticking its head out of a broken side window watching him. As the server knocked on the door the pit bull squeezed out of the window, jumped to the ground and ran toward the server. The server turned and ran for his car – which was locked. As the pit bull closed the server jumped on the car...the pit bull circled then climbing on the car...the server jumped to the ground...the pit bull jumped to the ground...the server jumped on the car...the server jumped to the ground --- you got the picture right?

All the time the owner of the pit bull, the “servee” watched from the house laughing loudly at the on the car – off the car routine, which he found entertaining. Eventually the pit bull owner called his dog off, probably as a results of threats of legal action and physical violence to his person if he did not by the server.

Then he was served, but not before the server called the police, who subsequently arrived and gave the “servee” a stiff warning about controlling his dog.

COMMENT:

While it was expedient to have locked the car in this particular neighborhood, it would have been useful had the server had on his person pepper spray or something similar to “neutralize” the pit bull, before the on-again-off again car incident took place.

The lesson learning for all servers is clear – plan ahead and attempt to anticipate possible problems.

This educational tid-bit was provided by Chuck Hale, Hale Investigative/Process

Thanks Chuck, 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.

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July 20-22, 2018 5:00 pm

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*register with IRSC through link at www.fapps.org

Continuing Education Course

August 19, 2018 9:00 am

Sirata Beach Resort

5300 Gulf Blvd., St. Pete Beach, FL 33706

Continuing Education Course

FALL 2018 (October/November)- Date TBA

Hyatt Place Orlando Airport, Orlando, FL

Continuing Education Course

March 10, 2019 9:00 am

Marriott Orlando Lake Mary

1501 International Parkway, Lake Mary, 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:

9th Judicial Circuit **10th Judicial Circuit**
19th Judicial Circuit* **20th Judicial Circuit**
Alachua County (Education Requirement for Motion & Orders)

Our complete class schedule and additional information can be found on the website or by contacting Diana Wardwell, Administrator at 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

*19th Circuit Course registration is required with Indian River State College

TPC

Visit our Member Only Resource Section

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

Email 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

July 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 our 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 alongside other occupations that have private information concealed from the public in F.S. 119. The proposed language for this addition has been submitted to our Lobbyist for review and addition.

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. We have form letters available that would assist you in sending written correspondence. They are available by contacting me or our Administrator, Diana Wardwell at administrator@fapps.org. I would also like to add my deep felt appreciation for all the hard work given by the committee members.



Mike Compton
Director/Chairman
mike@processamerica.com
(850) 933-9333

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?

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- Service upon an LLC
- Service upon Registered Agent Employee

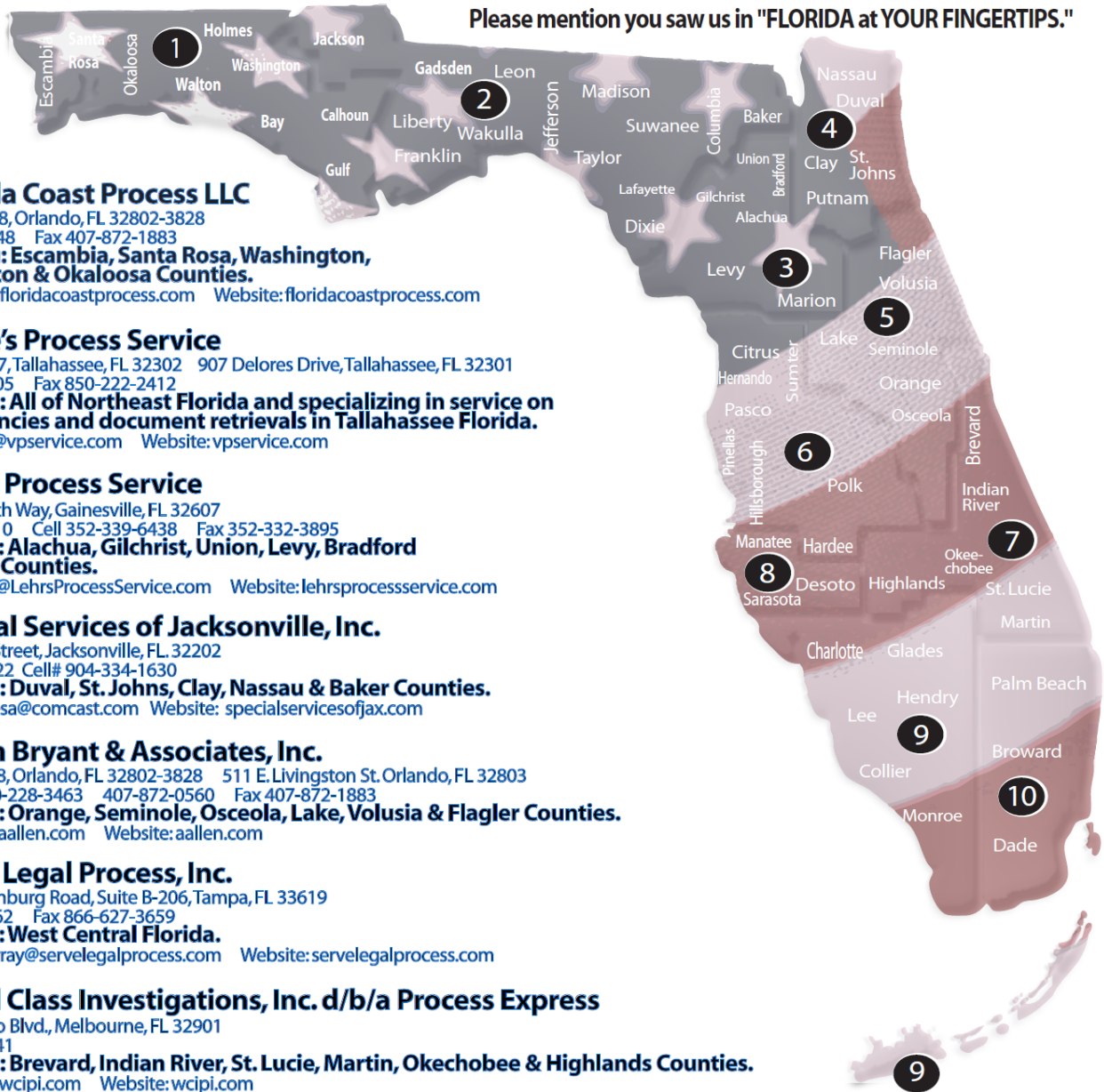
- Service upon a Private Mailbox
- Service upon a Virtual Office
- Raising the Sheriff's fee to \$40
- Clarifying the statute pertaining to date, time, initials and identification number on service documents

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2019 FAPPS CONVENTION

SALUTE TO AMERICA

We are excited to be planning for the 2019 Annual FAPPS convention. The theme will be a Salute to America. If there is something you are especially hoping to see at our annual convention, please let us know by emailing your ideas to Diana at administrator@fapps.org.

Be sure to prepare your **BEST** patriotic attire for the weekend! Get ready to join in on the annual President's Golf Tournament but don't get too tired to join us in either Poker or Bingo on Friday night (you can start in Poker & join in Bingo later). Start collecting fun items to donate to the raffle so we can make it our largest 50/50 prize **EVER!** Last year the winner took home over \$600. Finally, plan to attend the Saturday night banquet in an outfit that represents either your **HOME** state or your favorite state. There will be a prize for the most creative outfit! Minute to **WIN** it will be back full of great entertainment for the contestants and the spectators.

We look forward to a fun educational weekend with our FAPPS Family!

~ The Convention "fun" Committee

Amy Boyd, Brooke LaPlant, Melanny Echevarri, Bonnie Moore and Azore



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- 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 30 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

FAPPS Member Benefits Report **Benefits to Belonging to a Professional Association**

Professionalism

Belonging to a professional organization helps establish legitimacy when you're first starting out in the field; this is especially true for freelancers and independent contractors because you're lacking the professional umbrella of a well-known company name or employer. Being a member of a professional organization carries a degree of respectability when presenting credentials to potential clients.

Networking

Another benefit in belonging to a professional organization includes networking. Attending events or functions in a professional organization related to your field will help you get to know colleagues better, interact with competitors and build relationships with potential mentors.

Training

Professional organizations sometimes sponsor trainings and workshops that can help you develop your career skills. More importantly, volunteering for various responsibilities within the group can provide informal training and experience, plus the opportunity to work closely with respected industry professionals.

Socializing

Social interaction can be another membership benefit. You can make friends with professionals who share common interests or share engaging conversations with colleagues about your field. What better way to do this than to attend the:

Annual Beach Getaway – August 17 – 19, 2018

Our committee consists of: Chair: Bonnie S Moore and Members: Desy Garcia, Jean Glemaud, Jr, Regina Moore, and Chris Yeoman. We are always looking for suggestions to pursue.

Respectfully,
Bonnie S Moore
Chairperson

Get Connected
CONNECT + LEARN + SHARE

July 2018 Committee Report

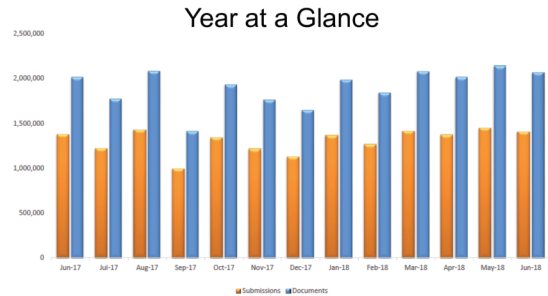
We are still attending all of the Florida Courts E-Filing Authority meetings via WebEx.

May 2018 had the highest number of submissions in any given month to date at 1,444,215

Self-Represented Litigant Submissions are Still Relatively Flat at 0.6% of submissions in June.

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

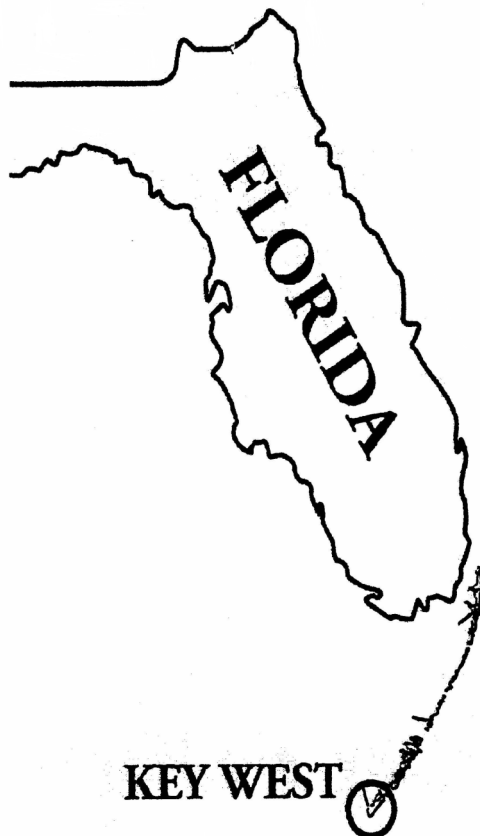
Members: Christopher Compton
Committee Chair: John Shelley



May 2018 had the highest number of submission in any given month to date at 1,444,215

Portal Activity by Filer Roles in June

Filer Role	# of Accounts	# of Submissions	% of Submissions
Attorneys	79,953	1,203,779	85.7%
Judges	1,243	118,854	8.5%
Process Servers	1,217	41,342	2.9%
Self-Represented Litigants	106,095	9,034	0.6%



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Hello to all our members,

Our committee is ready to assist any process server in need. If you, or some other process server you know is a victim of violence while executing your job, please notify us immediately.

Just last week a Tampa process server was the victim of such an incident, and the defendant was arrested by law enforcement. However, as in many past experiences, the officers arriving on the scene were apprehensive about charging the subject with a felony as the statute states, or even arresting him. The result was achieved by an experienced server with a law enforcement background who was quite versed in the laws that are present to protect us. After clarifying the reasons and requesting a higher ranking officer on scene, they elected to arrest the defendant.

His personal account is attached, please be careful out there, and if you do have an issue, let us know. We will be following the criminal case to advise members as to results.

Additionally, I hope to see you all at the FAPPPS professional Beach Getaway in August, it is sure to be a good time for everyone!

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. If you have any suggestions for content to include in our Member Only Section, let us know. We are excited about continuing to grow the resources available for members.



Members Only
Resource Center

Email:
administrator@fapps.org
For your link for initial
login & password setup



TPC

Process Server - Incident

Server arrived at the residence and observed it to initially appear vacant, as the grass and shrubbery was uncut and overgrown. As the server got closer to the house a vehicle was observed in the carport. There was no answer when server knocked on the door. As the server was attempting to assess whether the residence was vacant he came in contact with a male. The male would not identify himself or confirm he was the defendant.

Server asked several times, again identified himself as a court appointed process server, and the male denied his identity each time. The male suddenly became enraged and demanded that the server leave his property. The male reached behind the door for an unknown object, and exited the house with a metal shafted broom. He began threatening the server with the metal end of the broom, threatening to strike the server if he didn't leave the property, as he continually approached the server. As server was attempting to leave the property, the male approached the driver's door with the metal object raised high. Server pushed the male back with the driver's door and a short struggle ensued. The male then backed away and followed the server to the road, walking along just in front of the server's vehicle as he backed down the single lane drive toward the public roadway. As server entered the public roadway, server exited his vehicle with the intent of placing the service package on the property or at the feet of the approaching defendant as he walked toward the server. The aggression continued. The server was on the phone with 911 when he observed the defendant re-enter the residence and come out of his house and take a shooting position stance. From his position at the road it appeared to be a dark colored handgun and was pointed toward the rear window of the server's vehicle.

Server advised 911 of this change in circumstances and drove forward to a position less open to the potential shooter. As server was driving out of the area he observed the male hold up his right hand with the object still in his hand, and wave it in the air. Server waited a short distance down the road for the arrival of law enforcement.

After explaining the situation to the Deputies, they responded to the residence to speak with the

defendant. A brief time later server observed several of the additional deputies in the area suddenly and rapidly drive toward the defendant's residence. One of the deputies stated that the male told him "you never identified yourself." The server corrected the inaccuracy and informed him that he did in fact identify himself 2 or possibly 3 times during the interaction and informed the defendant of his purpose. Eventually, the server was lead back onto the property to serve the defendant. Upon approaching him again, the defendant became enraged, demanding that server be removed from the property, and becoming more and more agitated the longer the server was present. Upon presentation of the documents, the defendant admitted knowing what the documents were in reference to. Documents were provided to the defendant and server left the property.

Initially the Sheriffs Office was considering only a misdemeanor referral to the SAO for "obstruction" and/or "assault", the non-touching, no weapon involved misdemeanor. Server explained to the deputy that this was not going to be acceptable, and that Florida Statute 843.02 specifically states that anyone who obstructs or opposes a Deputy Sheriff or other person authorized to serve process (Authorized, not necessarily appointed as in the case of a subpoena server) commits the offense of obstruction or resisting in the case of law enforcement. Once a weapon is entered into the picture, or in the event hands are placed on either law enforcement or the person serving process, the matter is elevated to Felony status. The difference between the "hands on" (no weapon) as committed upon a citizen vs. a Deputy or one serving process, is the statutory provision which lumps both parties into the same resisting with violence statute.

Editors note: Our Violence Against Process Servers Committee was created to collect information on incidents and assist as needed. Contact Chris Yeoman Chair at chris.yeoman@aol.com

COLLECTION!!

Submitted by Dr. Denny Howley

Summary of my Moderated Discussion 27th Annual Conference, Lake Mary, March 10, 2018

COLLECTION was one of five (5) round table discussion topics at our March, 2018, 27th Annual FAPPS Conference. The Moderators rotated between the five groups to guide their various discussion topics. This is a brief recapitulation of thoughts, ideas and comments of those participants from the five different table groupings on the topic of COLLECTION.

At each discussion group the working hypotheses/assumption presented was that, as business persons, we are in business to make money, i.e. getting paid for services rendered. A second working hypotheses/assumption was that the issue of collection was both frustrating and time consuming.

The FIRST question asked the group was **“Is COLLECTION a problem?”**, and all concurred it was. So we moved to probe reasons with the question:

“Why don’t clients pay promptly?”

Our group responses listed a number of reasons which included;

- They were waiting until they got paid by their client.
- Their paper work was just plain sloppy, “forgot” to pay you.
- They were “overloaded” with work, trying to do too much themselves.
- They “hoped” you’d forget they owed you money.
- Others.

The NEXT question presented to the discussion group was:

“How do we minimize the Collection Hassle?”

Everyone agreed. In a “perfect world” the simple slogan “money first or no serve” would have worked and some years ago it tended to operate that way. But now with e-filing and passing of documents, the collection issue has become a bit more complicated.

The “boiler plate” solution aired was - deal with only FAPPS or NAPPS members. In practice, however, it was pointed out many of our clients are not affiliated with any professional organization or they are, for instance, Law Firms. In all cases, the consensus was clear make sure the amount charged is understood, agreed upon as well as when that payment is expected to be made.

The THIRD question surfaced for discussion was:



“Collection!!” Continued Next Page

“Collection!!” Continued

“What are the COLLECTION Options?”

To a great extent, the COLLECTION OPTIONS are dictated by our analysis of why the particular client did not pay, assuming what he/she was to pay and when it was to be paid had been made clear.

Certainly the easiest option is dealing with FAPPS/NAPPS members using our organization’s A&G Committee. Usually, it was generally agreed, the sending an A&G form “NOTICE...” that a Complaint was being contemplated was sufficient to prod the reluctant client into paying. If that did not work, the next step would be the formal COMPLAINT filed with the A&G Committee which has had excellent results. One point that was emphasized is - make sure you keep all your records “proving” your case and add them to both the NOTICE and the COMPLAINT.

Most Process Servers in Florida are not FAPPS/NAPPS members, so COLLECTION is a bit trickier. One point that was emphasized is that your collection should be consistent – don’t let them forget they owe you money, BUT be professional about it.

I personally use what I call “my 14 day system”. Every fourteen (14) days I mail another billing. After maybe 3-4 of these mailings I consider a phone call or contacting the “non-paying client’s CLIENT. Once again when contacting my client’s client the letter was ALWAYS PROFESSIONAL and 50% of the time it has worked.

Going to court is also an option, but that is both expensive and time consuming and certainly only a last resort. Michelle Howard of The Rock Group said she has had good result using a very personal touch – she keeps contact with the individual that makes out the checks.

Bonnie Moore, Process Xpress, has used paperwork obtained from the Florida Bar to “leverage” payment from Law Firms that had been less than forthcoming in paying for services. She gets the Complaint form on line, fills it out and mails it to the culprit firm. No copies go to the Florida Bar, since it is unlikely they would intervene in such a complaint. But Bonnie gets the Firms attention and they pay – her system works!

Bonnie said in one Law Firm case she even worked out a “payment plan”, which allowed them to get out of her debt, while concurrently keeping them as a client.

Bottom Line

It became clear from the discussions, with the five different groups that, while our individual business’ are similar, our businesses are different as are our client bases, areas of operation and experience as Process Serving Professionals.

Nonetheless, as business owners, it is imperative that we have a COLLECTION plan, as distasteful as it is.

That plan must be:

- Tailored for YOUR business.
- You must be consistent, persistent and professional.
- The Plan must be flexible enough to properly “target” the non-payer.

Remember you are a FAPPS/NAPPS member – network, ask questions. Learn how other members handle this frustrating and irritating subject.

A Professional NEVER Stops Learning

Dr. Denny Howley 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

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Blast from the Past!

In the beginning.....



**Thanks Janet Deal for sharing this
piece of our history!**

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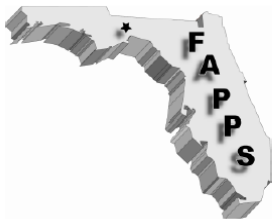
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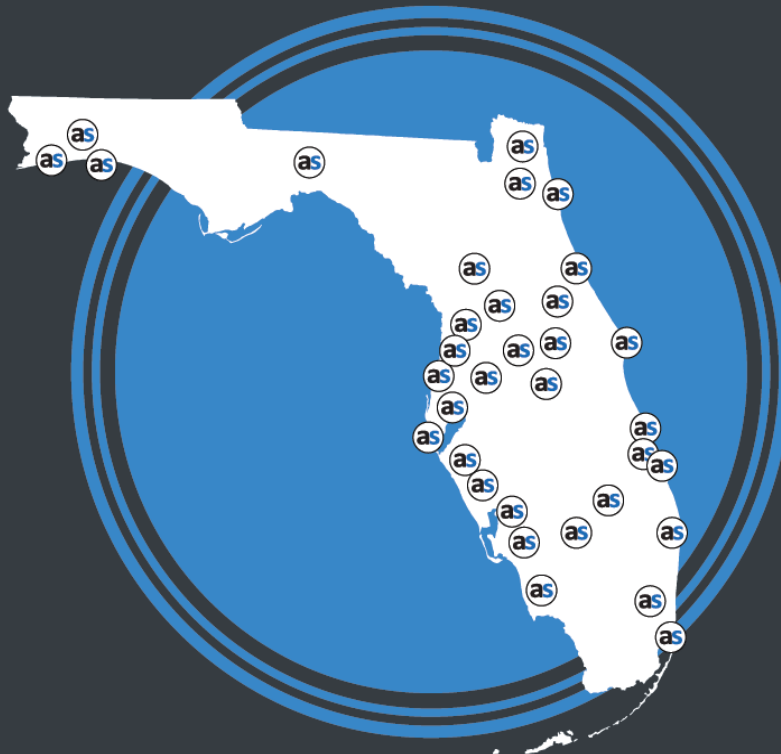
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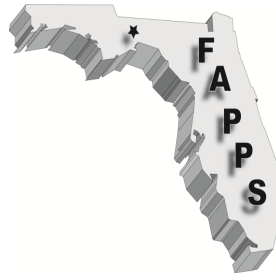
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