

Founded 1980

# **THE PAPER CHASE**

The Official Newsletter of the  
Florida Association of Professional Process Servers

1st Quarter Edition  
January/February 2020

## **29th Annual Conference**

**March 13–15, 2020**

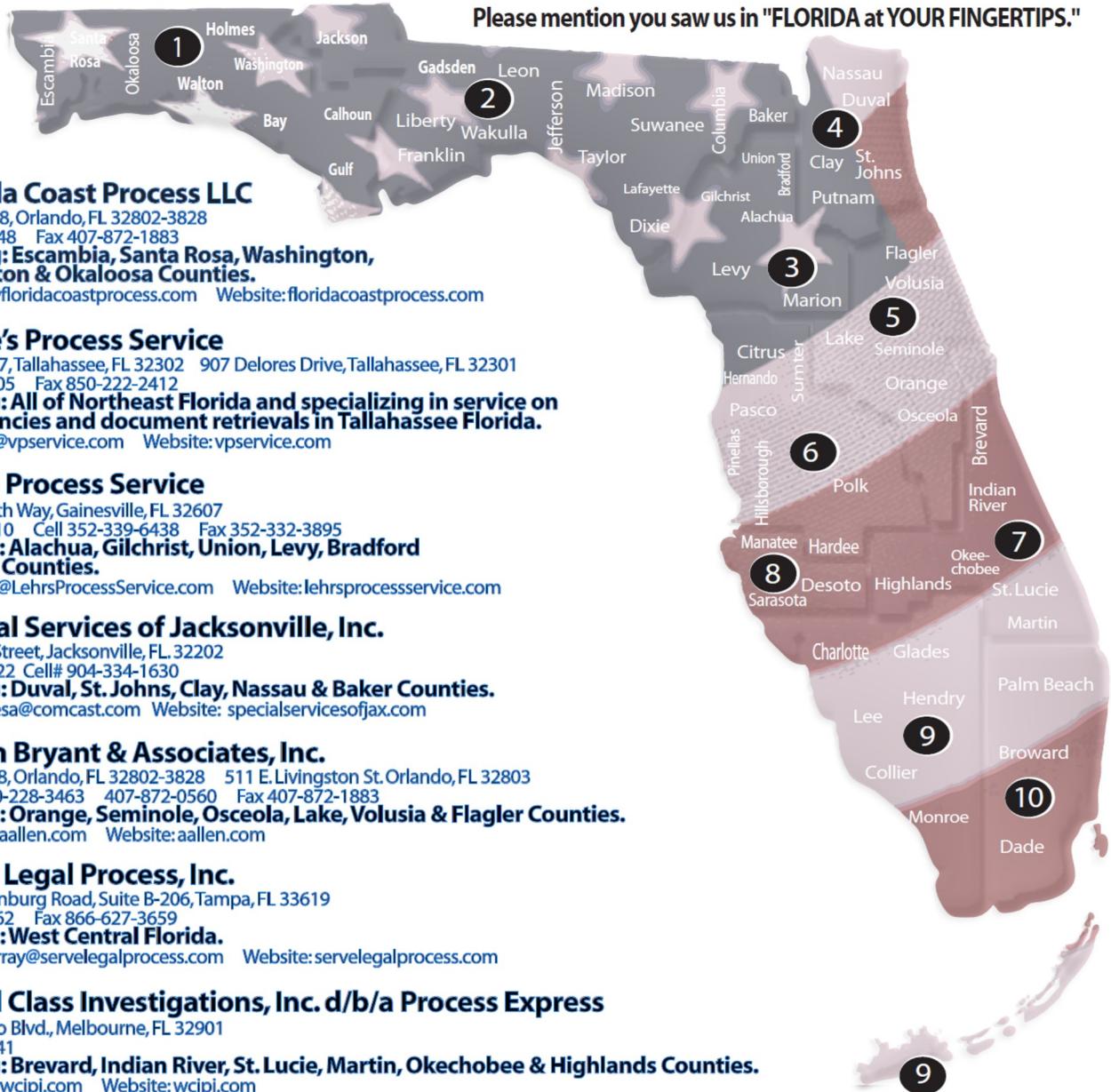


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# 2019-2020 Association Guide

## **Board of Directors**

### **Margie Zawacki AFPS, 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

### **Chris Compton, Director**

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

### **Kevin Fedotov AFPS, Director**

Orlando  
(407) 760-0880  
email: fedotovk@yahoo.com

### **Bonnie Moore AFPS, Director**

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

### **Chris Yeoman AFPS, Director**

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

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

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, Bonnie Moore

### **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: Lance Randall AFPS, Lance110205@gmail.com  
Member: Diana Wardwell, AFPS, Kevin Fedotov, AFPS, Michelle Howard, AFPS, Tammy White, AFPS

### **Legislation**

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

### **Parliamentarian**

Bob Musser, BobM@dbsinfo.com

### **Paralegal Association Liaison**

Tammy White, tammy@weservejustice.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) and Member Benefits**

Chairs: Chris Compton, Kevin Fedotov promotioncommittee@fapps.org  
Members: Melody Bulso, Desirée García, Michelle Howard, Bonnie Moore, Regina Moore, Mike Weaver, Chris Yeoman

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

Chair: Bob Musser, BobM@dbsinfo.com

### **Technology**

Chair: John Shelley, john@caffeinecode.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 necessarily 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.

# PRESIDENT'S REPORT

MARGARET ZAWACKI, PRESIDENT

Dear Members:

I would like to wish each and every one you a very Happy New Year. I wish nothing but good things for everyone in 2020!

Things have been relatively quiet the last few months. We had our fourth quarter board meeting on November 16<sup>th</sup> at Embassy Suites on International Drive in Orlando which is also where our Convention will be held in 2020 and 2021. The meeting went well and we tied up all loose ends in 2 ½ hrs. Another reason why I believe we should look into electronic meetings for the last board meeting of the year. Hopefully, your new Board Members will take my suggestions into consideration and implement this in the future. I would personally like to thank the individuals who took the time to come to the meeting. The Board appreciates and looks forward to all members who would like to attend.

**Professional Beach Getaway:** I am pleased to announce that I have signed the contract for the PBGA 2020 at the beautiful Safety Harbor Resort and Spa. Those dates will be August 7<sup>th</sup> thru the 9<sup>th</sup> and the room rate is \$119.00 with free parking and no resort fee. We are very excited about this property so mark your calendars now.

**Legislation:** A special thank you to Andy Estin, Legislative Chair for NAPPS who made us aware of a couple of bills passing through the house in reference to service of evictions when a State of Emergency has been issued for the State. Mike Compton and his committee are looking into this and I am sure his report will be most informative on this topic.

**Promotion and Growth:** The new Co-Chairs, Kevin Fedotov and Chris Compton are continuing to come up with great ideas to increase our membership. They will discuss them in their report.

I did my part in promoting FAPPS by attending the New York State Convention in September not only to promote FAPPS but because I believe that we should support other State Associations. We all need to work together to maintain process serving as a respected profession that the legal community can count on as well as all American's right of due process. One of the main ways of doing this is to bring in new members. Without members there is no Association. Your Board is elected by you to look out for "your" Association and to work hard to maintain the professionalism we want the legal community to be able to count on. It is my belief that all States should have a State Association for our profession. As I have said in the past, "Ask not what FAPPS can do for you but what you can do for FAPPS". So get out there and tell every process server you know that they need to join this Association now.

**Education:** Our education classes are moving at a rapid pace and we have more and more classes scheduled than before. We continue to work with the Indian River State College to provide instruction for the 20 hr. and 4 hr. Education Courses required for initial licensing and renewal in the 19<sup>th</sup> Judicial Circuit. We are getting excellent reviews from the College and I am sure Lance will share this with you in his report. We are now looking to set up classes in Northern Florida as well as Miami, FL. Please visit our website for all upcoming classes. Also, if you are interested in becoming an Instructor for the class, please see the qualifications on our website and contact our Education Chair, Lance Randall or our Administrator, Diana Wardwell.

**Future Projects:** I have asked you all your opinion on streaming our meetings as well as having our last meeting of the year electronically as I mentioned above. It was a very short meeting and I believe it would financially benefit the Association. I have heard from a couple of the members but hope that the new Board really considers moving ahead with at least one electronic meeting a year.

President's Report Continued Next Page

## **President's Report Continued**

I am continuing to work on establishing the FAPPS Certified Process Server Program. We have Counties where they have no process server program and Counties where the Sheriff is no longer appointing process servers. Specifically, Duval County. I have been advised that Palm Beach County will be appointing new process servers as soon as they can find a replacement for the person who was in charge of this program. This project is underway and I will continue to keep you informed as we progress. As I've stated before it is my personal goal to have this program be the only Certified Process Serving Program in the State of Florida.

**Convention:** March 12<sup>th</sup> thru 15<sup>th</sup>, 2020 is the 29<sup>th</sup> Annual Convention and it will be at The Embassy Suites Convention Center on International Drive, Orlando, FL. We are very excited about the move back to I-Drive. Our theme will be "Dance Party USA". Please see the flyer and come prepared to dance and sing the night away. So mark your calendars now and plan on attending. As always you can visit our website for all the details on all upcoming meetings.

In closing, I would just like to say that I have been very fortunate the past four years being the President of the best damn State Association in the United States, in my opinion. I have worked with a wonderful group of individuals. From your Board of Directors to your Chairmen and Chairwomen to the greatest Administrator anyone could ask for these individuals are truly dedicated to making FAPPS the best of the best. They all came together, put aside their differences and worked as hard as they were asked to. They have given a new meaning to the words "dedication" and "volunteerism" and I applaud and thank them. I am so humbled to have been a part of everything that we have accomplished throughout the years of my Presidency. We have passed legislation legislature which will help us all when doing our jobs; have grown our Education Program into the best in the State of Florida; have maintained our membership numbers consistently throughout the years and I know we can do better and will do better next year and we have set such a high example of what a State Association should be that there are other States which look to us for guidance. That is a compliment complement in itself.

I consider FAPPS my second family and while I have sat on this Board for the past 22 years in one capacity or another I have always, and will always, be so very proud of everything that I have been a

part of in making this Association what it is today. After a long and very thought out decision I have decided not to continue on the Board in 2020. I see so many new members that are eager to jump in and take this Association to the next level and I am very excited to see and hear what they have planned for FAPPS. This doesn't mean that I will not be there for any one of these individuals who needs help with anything or if FAPPS needs me I will just be a phone call away. Thank you all for allowing me to work for you for the past 22 years. It has been truly an honor.

I thank you for your time, I remain

Sincerely,

Margaret L. Zawacki

TPC

## **2019 MEMBER REFERRAL PROGRAM**

The Member Referral Program provides members with a \$25 discount for each Active or Associate member they refer to FAPPS (up to a free membership). Current program runs until Oct. 31st. We are off to a great start with 5 referrals!

Thanks: Michelle Howard, Russ Alois, Beau Charlet, Lysne Cook, Azore Harris, Ron Link, Regina Moore, Bob Musser, Kenny Nail, Lance Randall, Ruth Reynolds, Sean Segel, Chris Yeoman, and Diana Wardwell for recommending FAPPS in 2019!

# Upcoming FAPPS Meetings & Events

## Meetings/Networking Events

**March 13-15, 2020**

29th Annual Conference

Embassy Suites International Drive/Convention  
8978 International Drive  
Orlando, FL 32819

**April 18, 2020 9:00 a.m.**  
2nd Quarter Board Meeting

Location TBA

**August 7-9, 2020**  
19th Professional Beach Getaway

Safety Harbor Resort  
105 N. Bayshore Dr., Safety Harbor, FL

**November 2020**  
4th Quarter Board Meeting  
Location TBA

**March 19-21, 2021**  
30th Annual Conference

Embassy Suites International Drive/Convention  
8978 International Drive  
Orlando, FL 32819



## Education Classes

**March 15, 2020 9:00 a.m.**

Continuing Education Class  
& AFPS Certification

Embassy Suites International Drive/Convention  
8978 International Drive  
Orlando, FL 32819

**April 3, 2020 9:00 a.m.**  
Continuing Education Class  
Indian River State College, BCIE  
Main Campus - Fort Pierce  
Building Y, Room 102

**August 2020**  
Continuing Education Class  
& AFPS Certification  
Safety Harbour, FL

**October 9, 2020 9:00 a.m.**  
Continuing Education Class  
Indian River State College, BCIE  
Main Campus - Fort Pierce  
Building Y, Room 102

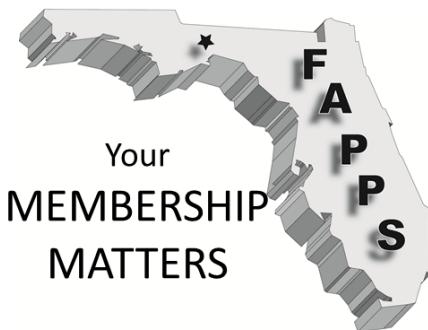
**October 9-11, 2020**  
20 Hour Initial Process Server Training  
Indian River State College, BCIE  
Main Campus - Fort Pierce  
Building Y, Room 102

**November 2020**  
Continuing Education Class  
& AFPS Certification  
Orlando, FL

# VICE PRESIDENT'S REPORT

BOB MUSSER, VICE PRESIDENT

Happy New Year! Your FAPPS board is working for you, but we need your help. Every single one of you has competitors, allies, independent contractors, office staff, or others that should be members of FAPPS, but are not. You have the relationship with these people to steer them in the right direction. A personal conversation or even a text or email from you would do so much more than a "sales letter" from one of us. We have membership levels starting so inexpensive that money is not a valid objection. Your office staff and contractors can be supporting members for only \$30 a year!



Your  
**MEMBERSHIP  
MATTERS**

FAPPS HAS BEEN WORKING ON BEHALF OF  
PROCESS SERVERS SINCE 1980 TO PRESERVE,  
PROTECT AND PROMOTE OUR PROFESSION

Show them the Member Benefits summary at <https://fapps.org/MemberBenefits> but also stress that the main benefit is supporting the only state organization working to keep private process servers in FL in business!

Bob Musser  
FAPPS Vice President  
BobM@dbsinfo.com

**FDSA**

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

The FAPPS Distinguished Service Award Committee met at the August board meeting and is done for this year. But if you, as members of FAPPS, have suggestions for the committee to consider, please send me an email with the name, and a brief summary of their experience or their attributes that would make them a fitting recipient this year or at some time in the future. I will forward your email to the committee prior to our next meeting.

**Make Plans to Attend a  
FAPPS Meeting  
Get Involved!**



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# SECRETARY'S REPORT

JOE OSBORNE , JR.

Dear Fellow FAPPS Members,

I hope everyone enjoyed a safe and happy Holiday Season. Well it is a new year and hopefully another great year in FAPPS. As a reminder, if you are interested in submitting a proposed by-law amendment the process is as follows:

## Article X - BYLAW AMENDMENTS

Section 1 Proposed Bylaw amendments may be submitted by active members and must be submitted to the secretary sixty days prior to the date of the annual meeting and published to the membership not less than thirty days prior to the annual meeting. (Amended March 23, 2013).

The published deadline for proposed by-law amendments to be submitted to Joe Osborne, Jr., FAPPS Secretary at [jtosborne@abclegal.com](mailto:jtosborne@abclegal.com) was no later than January 15, 2020 at 5:00 p.m.

No by-law amendments were received.

If you have any questions or concerns, please feel free let me know

Respectfully,

Joe Osborne, Jr.  
Secretary  
[jtosborne@abclegal.com](mailto:jtosborne@abclegal.com)

TPC

## Elections Committee

**Bob Musser, Chairman**

[BobM@dbsinfo.com](mailto:BobM@dbsinfo.com)  
(407) 679-1539

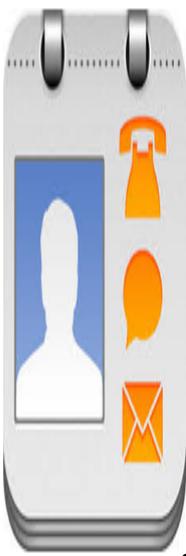
This coming spring (actually winter, but hey, this is Florida 😎) we will be opening our Nomination Window for your new 2020-2021 FAPPS Board of Directors. The actual dates will be from January 6<sup>th</sup>, 2020 until March 5<sup>th</sup>, 2020. Please Email me AND THE NOMINEE with your nominations for all positions on the Board. My email address is [BobM@dbsinfo.com](mailto:BobM@dbsinfo.com) and I will respond to your email within a day. If I don't respond, I didn't get it!

This election cycle will be for both Officers and Directors. To be eligible to be elected as President or Vice President, the Nominee must have served at least one complete year in the last five on the board. To be eligible to run for any office, the Nominee must have been a member of FAPPS in good standing for the 12 months previous to the

election. Both requirements are as of the day of the Election, nominating someone who will meet the requirements by the time of the election is fine, even if they do not qualify the day you nominate them.

Please talk with the person you want to nominate. FAPPS needs engaged Directors, willing and able to put in the time and effort to make FAPPS a better, stronger organization. And by the way, you can nominate yourself if you want to.

As we approach the Annual Meeting, I will be asking each Nominee for a "Position Paper", a one or two page summary of their qualifications and objectives for serving on the Board. These will be posted on the FAPPS website. I hope every voting member will read these, seek out the Nominees for questions, and vote responsibly.



## UPDATE YOUR CONTACT INFO

Review your Member Listing

Email updates to:

[administrator@fapps.org](mailto:administrator@fapps.org)

## 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](https://www.facebook.com/FAPPSonFB)

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



FLORIDA ASSOCIATION  
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## ADVERTISING & SPONSORSHIP

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#### MEETINGS, EDUCATION, P&G

FAPPS has special opportunities available for sponsorship of meetings and events. Contact our administration office for details. [Administrator@fapps.org](mailto:Administrator@fapps.org) (321) 952-0820



### Newsletter – The Paper Chase

AD DEADLINES: 6/15/19;  
9/15/19; 12/1/19, 4/15/20

Advertise in all 4 Editions of The Paper Chase and take advantage of a 10% discount. Premium Full Page Color ad space available. Black/White ads sold in Full Page, Half Page, Quarter Page and Business card size.



BANNER ADS

### Website Banner Ad

#### JANUARY TO DECEMBER

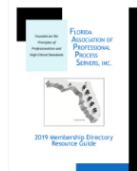
Annual advertising on [www.fapps.org](http://www.fapps.org) homepage. All pricing will be through the end of the calendar year for initial orders, orders placed in the last two months of one year will run the following year at no extra charge.



### Annual Conference Sponsorship and Advertising

MARCH 13-15, 2020

Let FAPPS put your business in the Spotlight! Sponsorship helps us keep registration fees as low as possible. Advertising available in the Conference program provided to all attendees.



### Annual Membership Directory

AD DEADLINE 4/15/20

Promote your business and services in FAPPS Annual Membership Directory and Resource Guide. A valuable resource for all members distributed annually in June. Premium color ads available in Full Page size. Black/white advertising available in Full Page, Half Page, Quarter Page and Business card size.

# ADMINISTRATOR'S REPORT

Diana Wardwell, AFPS

administrator@fapps.org

Dear Members,

Our 29th Annual Conference will be March 13-15, 2020 at the Embassy Suites, on International Drive, Orlando. Registration forms and full information about our event is published in the newsletter and at [www.fapps.org](http://www.fapps.org). We encourage you to register early as this is a popular time of year. **The hotel will not honor the discounted room rate after February 16, 2020.**

Our education sessions have been finalized and we look forward to a full weekend of education and fun networking activities.

## Membership

Thank you to everyone who has been actively promoting FAPPS. The members who have participated in our membership referral program are acknowledged on Page 5 and their dues renewal notices were updated to reflect the discount on their dues for 2020. The program is in full swing for 2020! This is a great way to reduce or eliminate your membership dues for 2021. **Special thanks to Michelle Howard who referred 5 members to FAPPS this year!**

## Advertising



FAPPS has many opportunities available for members to promote their services through advertising.

**APRIL 15, 2020 is  
the deadline for advertising in the next  
Newsletter & Membership Directory**

Looking to secure one of the full color premium advertising spots in the newsletter for the year or the annual membership directory? These ads are first come, first paid basis. Annual Conference advertising and sponsorship is also available.

## Feedback and Suggestions

As a board and administration office, we welcome feedback and suggestions to help grow opportunities for our members and process servers. Reaching out is as simple as a phone call or email to [Administrator@fapps.org](mailto:Administrator@fapps.org) (321) 952-0820

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

In closing, thank you for the opportunity to serve as your Administrator.

Diana Wardwell, AFPS  
Administrator

## Membership Report

January 1, 2020

Active	245
Associate	85
Supporting	20
Pending Applicant	2
Total	352

## 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)

# Welcome New Members

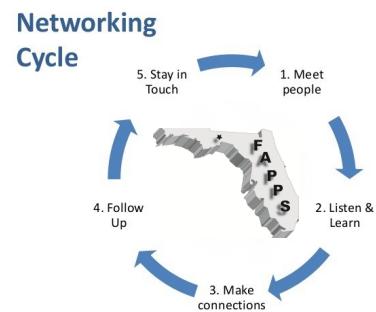
Applicants are published the first day of each month at [www.fapps.org](http://www.fapps.org) and through email notification. Applicants automatically become a member the first day of the following month, pending no objection. Thank you for your support of FAPPS!



<b>Teresa Ducady</b> ASTCO, Inc. 100 S. Belcher Road, Unit 5285 Clearwater, FL 33756 (727) 316-5688	<b>Rhett Henry</b> Rhett Enterprises, Inc. 105 Lake Emerald Drive #206 Oakland Park, FL 33309 (954) 816-9045	<b>Brandy Holmes</b> P.O. Box 616521 Orlando, FL 32861 (407) 234-5572
<b>Marvin Markwell</b> SERVE INDEX, LLC 8801 5th Ave., Suite 90105 Brooklyn, NY 11209 (888) 994-6339	<b>Theodore Kennedy</b> INQUEST-CIS: Consultation & Investigation Services, LLC 6615 Two Notch Road Suite A-40 Columbia, SC 29223 (803) 638-4649	<b>Joseph S. Marker, Jr.</b> Kamikaze Process, LLC 14071 Oak Ridge Dr. Davie, FL 33325 (305) 879-6412
<b>Dana A. Owens</b> Gainesville Process Service 2701 NE 70th St. Ocala, FL 34479 (352) 372-2252	<b>Douglas Nelson</b> 8000 Colony Circle So. 202 Tamarac, FL 33321 (954) 695-3578	<b>Jon Robb</b> Hoosier Process Service, LLC 921 Hoover Village Dr. #D Indianapolis, IN 46260 (317) 829-0420
<b>John S. Owens</b> Gainesville Process Service 2701 NE 70th St. Ocala, FL 34479 (352) 372-2252	<b>Jules Doodnath</b> DJ&H Process Service, Inc. 111-13 115th Street South Ozone Park, NY 11420 (718) 843-1184	<b>John T. Walker</b> Walker Process Service, LLC 7871 NW 166th Street Trenton, FL 32693 (352) 949-6200
<b>Tony Vain</b> Tony Vain Investigations P.O. Box 291863 Port Orange, FL 32129 (386) 320-6225	<b>Amy Rebecca Forbes</b> 734 Dunhill Drive Orlando, FL 32825 (602) 575-1205	<b>Supporting Members:</b> Beth Kramer Mariadis Akinci Richard Golden Paul McManus Sam Staton

## General Member Information

- Member Listings can be updated continuously throughout the year. Email all updates 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. 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](http://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



# **Black Diamond**



*Your Service of Process Professionals!*

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- **Document Retrieval**
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- **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)**

## O'Rourke Investigative Associates, Inc.

Corporate Offices: 1225 N. King St 4<sup>th</sup> Floor Wilmington DE 19801  
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[service@ORourkeInvestigative.com](mailto:service@ORourkeInvestigative.com)

# Formal Education

**Lance Randall AFPS, Chair**  
Lance110205@gmail.com  
(954) 214-8263

Dear Members,

Since August, the Formal Education Committee has conducted three Education Classes (Daytona Beach, Safety Harbor, and Orlando). We also held a Continuing Education Class and a 20 Hour Initial Process Server Training Class at Indian River State College. The surveys collected from the courses reflect the general consensus of reviews we have been receiving at every class.

*'The quality and accuracy of the Instructors, Instruction in this course was excellent. Their collaboration, skills, and teamwork was clearly evident in their class room instruction. I recommend this course to any future process servers'*

*'Instructor was very thorough and is passionate about process serving'*

*'Instructors were great. Fully explained the material and made the class very fun'*

*'Teachers interacted with the students, I had a great time'*

Kevin Fedotov has entered our Instructor Training Program and been present at each of these classes. He has begun teaching small segments of the course and we look forward to his continued progress.

The committee has held in person meetings the night before each of our classes to further our progress in developing guidelines to ensure continuity in teaching and for training Instructors. Our program is gaining recognition statewide and we have made contacts with several court jurisdictions that are interested in information regarding our program.

We will be holding another Continuing Education and AFPS Designation Course March 15, 2020 at 9:00 a.m. We are still accepting registrations. Our course schedule can be found on the website or by contacting Diana Wardwell, Administrator at administrator@fapps.org.

We will continue to add classes to our schedule as needed in any area of the state where there is demand. We are very excited about the opportunities ahead of us and energized by the positive feedback we are receiving from the attendees.

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.

Respectfully,

Lance Randall AFPS, 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!

# P&G/Member Benefits

**Kevin Fedotov, AFPS** (407) 760-0880  
**Chris Compton** (850) 877-9809  
PromotionCommittee@fapps.org

Dear Members,

The Promotion and Growth Committee has recently undergone a few changes and we wanted to keep everyone in the loop. Chris Compton and Kevin Fedotov have recently taken over the committee and are looking forward to revamping the group and taking the P&G to new heights!

Here are the things we are busy working on:

**Committee Membership** - currently the committee consists of Melody Bulso, Desiree Garcia, Michelle Howard, Bonnie Moore, Regina Moore, Mike Weaver, Chris Yeoman; however with the BIG plans we have for the future we are always looking for motivated members to come join us in the pursuit of growing our membership. We're looking forward to hearing YOUR ideas about how to better the process serving industry on our bi-weekly conference calls.

**Social Events** - we're looking to secure a few dates to host a fun social event in YOUR area. Please contact us if there are any fun events you'd like to see our FAPPS mixer to coincide with (i.e. sporting event, food/beverage festival, etc.).

**NAPPS Quarterly Board Meeting** - it was a great pleasure seeing you all at the NAPPS Quarterly Board Meeting in Tampa in October. We had an opportunity to meet with our counterpart from the NAPPS P&G committee and bounce ideas for future growth off each other.

**Orange County Bar Association YLS Holiday Party** - December 4, 2019 the P&G Committee attended the Holiday Party hosted by the Orange County Bar Association's Young Lawyers Section as a sponsor. The event featured 100+ attorneys as well as Judges, Judicial Assistants, Clerks, Process Servers, Sheriffs and other legal professionals in the community. The already cheery holiday party will be an excellent time to meet and education the attendees on the association.



**29th Annual Conference** - The next FAPPS event is the annual conference. Reserve your room and register at [www.fapps.org](http://www.fapps.org)



**19th Professional Beach Getaway** - the Safety Harbor Resort and Spa, 105 N. Bayshore Drive, Safety Harbor, FL has been selected as the location for our next Professional Getaway. Reserve your room ASAP. We publish information on activities as plans are finalized.

**Kevin Fedotov, AFPS (407) 760-0880**

**Chris Compton, AFPS (850) 877-9809**

Promotion and Committee and Member Benefits

**TPC**

# Process Server Education Classes

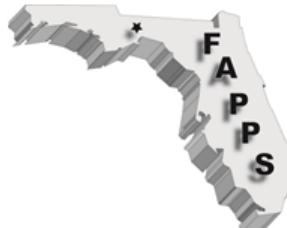
Continuing Education and AFPS Designation

**March 15, 2020 9:00 a.m.**

Embassy Suites, 8978 International Drive, Orlando, FL

**August 2020 – Safety Harbor, FL**

**November 2020 – Orlando, FL**



Additional Approved Courses:

- **April 3, 2020 9:00 a.m.** - Continuing Education
- **October 9, 2020 9:00 a.m.** - Continuing Education  
Indian River State College, 3209 Virginia Ave., Fort Pierce, FL
- **October 9-11, 2020** - 20 Hour Certification for New Process Servers  
Friday 4:00pm-8:00 pm; Sat. AND Sun. 8:00 a.m.-5:00 p.m.  
Indian River State College, 3209 Virginia Ave., Fort Pierce, FL

Registration form and full course details

<https://www.fapps.org/afpscourseschedule.aspx> or register by phone  
(321) 952-0820 [www.fapps.org](http://www.fapps.org) administrator@fapps.org

Approved Education Provider

Alachua County and the 9<sup>th</sup>, 10<sup>th</sup>, 19<sup>th</sup> and 20<sup>th</sup> Judicial Circuits



**FLORIDA ASSOCIATION  
OF PROFESSIONAL  
PROCESS SERVERS**

**29TH ANNUAL  
EDUCATION  
CONFERENCE**

**March 13-15,  
2020**

Register at [www.fapps.org](http://www.fapps.org)



**Embassy Suites  
8978 International Drive  
Orlando, FL 32819**

Educational Seminars:

Networking Events:

- Welcome Reception
- Poker Tournament and Bingo
- Networking Luncheon
- Theme Dinner

Continuing Education Course:

- License Renewal Education Class
- AFPS Designation & Clerical Staff

# FLORIDA ASSOCIATION OF PROFESSIONAL PROCESS SERVERS

## 29th Annual Conference, Orlando, FL - March 13-15, 2020

### Conference Schedule of Events

#### Friday, March 13, 2020

7:30 am – 1:00 pm	<b>Golf Event</b>	TBA
2:30 pm – 3:15 pm	Bag Stuffing (no other time will be allotted)	
3:00 pm – 8:00 pm	Registration	
2:30 pm – 9:00 pm	Exhibitor Set-up & Display	<b>Seminole</b>
4:00 pm – 6:00 pm	<b>Annual Meeting</b>	<b>Manatee</b>
6:30 pm – 8:45 pm	<b>Welcome Reception</b>	<b>Atrium</b>
9:00 pm – 11:00 pm	<b>Bingo</b>	<b>Osceola</b>
9:00 pm – 1:00 am	<b>Poker Tournament</b>	<b>Manatee</b>

#### Saturday, March 14, 2020

8:00 am – 4:00 pm	<b>Exhibitors on Display</b>	<b>Seminole</b>
8:00 am – 1:00 pm	Registration	
8:30 am – 10:15 am	<b>Annual Meeting Resumes</b>	<b>Orange/Osceola</b>
10:30 am – 11:15 am	<b>Education Session: "Sending &amp; Receiving Out of State Process"</b> - Lance Randall	
11:15 am – 11:30 am	<b>NAPPS Update</b> - Jillina Kwiatkowski, President	
11:30 am – 11:50 am	<b>Education Session:</b>	
12:00 pm – 1:15 pm	Luncheon	<b>Atrium</b>
1:15 pm – 2:30 pm	<b>Education Session: Roundtable Discussions</b> <b>Orange/Osceola</b> <b>Difficult Serves</b> - Dr. Denny Howley <b>Embrace Your Business Resilience</b> - Grow your Business and Protect Your Livelihood - Nora K. Ryan <b>Safety When Serving</b> - Chris Comton <b>Completing Afidavits</b> - Kevin Fedotov <b>Professional Etiquette and Building Relationships</b> - Justin Petrae/Diana Wardwell	
2:40 pm – 3:30 pm	<b>Education Session: Exhibitor Presentations</b> <b>Orange/Osceola</b>	
3:40 pm	<b>Annual Meeting Continues</b>	<b>Orange/Osceola</b>
3:40 pm	<b>Elections, ByLaw Amendments (none submitted)</b>	
6:45 pm – 11:00 pm	<b>Director and Committee Acknowledgements</b> <b>Evening Banquet</b> <b>Lake/Orange</b> <b>"29<sup>th</sup> Annual Conference Theme Dinner</b> Reception begins 6:45 pm in Atrium Introduction of 2020-2021 Board of Directors, Awards Presentations, Raffles Dinner Served 7:30pm <b>Dance Party USA</b> – come dressed in your favorite genre of music and there will also be Karaoke for your singing pleasure! FAPPS version of Minute to Win It	

#### Sunday, March 15, 2020

9:00 am – 1:00 pm	Continuing Education Course & AFPS Point of Contact: Diana Wardwell, Administrator	<b>Osceola</b>
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Founded 1980

## Florida Association of Professional Process Servers

### 29th Annual Conference - Education Seminar

#### Sending and Receiving Out of State Process

Speaker: Lance Randall

#### NAPPS Update

Jillina Kwiatkowski, President

#### Roundtable Session: Difficult Serves

Moderator: Dr. Denny Howley

#### Roundtable Session: Embrace Business Resilience - Grow your Business and Protect Your Livelihood

Moderator: Nora K. Ryan

#### Roundtable Session: Safety when Serving

Moderator: Chris Compton

#### Roundtable Session: Completing Affidavits

Moderator: Kevin Fedotov

#### Roundtable Session: Professional Etiquette and Building Relationships

Moderators: Justin Petrae & Diana Wardwell

#### Exhibitor Presentations

### Why you ask "Should I attend the FAPPS convention?"

Amy Boyd, Convention Activities Chair

Well there are many reasons why you should include the weekend of March 13-15, 2020 in your travel plans. Here is my list of 10!

1. Have a great time in Orlando, Florida as a business expense.
2. Play Golf
3. Play Poker
4. Play Bingo
5. Meet all the people you talk to on the phone ... Finally put faces with names!
6. Attend the excellent educational seminars.
7. Hear about the newest legislation pending and how it will affect your business.
8. Build your business to the next level!
9. Meet with new and old vendors that help you build your business and make your life easier. (i.e.: skip tracing vendors & software vendors)
10. Become involved in this Association that is working hard for YOU as a business owner/process server and becomes stronger with every single member, so invite everyone you work with to become a member and attend the 2020 convention!

Make the 29th Annual Convention one of the top items  
on your “To Do” list –Register Today!



## Florida Association of Professional Process Servers 29th Annual Conference • March 13-15, 2020

**Embassy Suites - International Drive/Convention Center**  
8978 International Drive, Orlando, FL 32819

Hotel registration deadline: 2/11/20 mention FAPPS for rate of \$169 per night

### CONFERENCE REGISTRATION

**Registration must be received by 2/11/20 to avoid \$25 Late Fee**

If you are attending meeting only for voting, complete form and submit for identification badge

Name: \_\_\_\_\_ Sat. Meal Choice: \_\_\_\_\_ Member (Y/N): \_\_\_\_\_  
Name: \_\_\_\_\_ Sat. Meal Choice: \_\_\_\_\_ Member (Y/N): \_\_\_\_\_  
Name: \_\_\_\_\_ Sat. Meal Choice: \_\_\_\_\_ Member (Y/N): \_\_\_\_\_  
Name: \_\_\_\_\_ Sat. Meal Choice: \_\_\_\_\_ Member (Y/N): \_\_\_\_\_  
Company Name: \_\_\_\_\_ Phone: \_\_\_\_\_  
Address: \_\_\_\_\_ Email: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

**Registration Information:** This is a fillable form document. You can complete form and email to [administrator@fapps.org](mailto:administrator@fapps.org). If you are paying by credit card: email form first and then use link to pay. Automatic notification of payment is sent to us from PayPal.

**Full Registration:** Includes admission to all non-sporting events including Friday Welcome Reception, Meetings, Educational Seminars, Luncheon, and Saturday Theme Dinner. Indicate meal choice above for Saturday evening (BEEF OR CHICKEN).

**Partial Events:** Admission to single event. Each priced individually

**Continuing Education Class:** AFPS Designation & License Renewal Education - Sunday, March 15, 2020 9:00 am.

First Name	Full Registration \$175	Fri. Reception \$80	Sat. Lunch \$50	Sat. Theme Dinner \$80	Golf \$75	Poker \$25	Bingo \$10	AFPS \$75
Total								

#### Sponsorship/Advertising/Exhibitor:

**Advertising Deadline:** February 11, 2020. Submit print ready ads to [administrator@fapps.org](mailto:administrator@fapps.org)

Sponsor of Conference (amount): \_\_\_\_\_ Advertising in Program (amount): \_\_\_\_\_

Exhibitor Fee \$350:

Exhibitor Fee is for space and Welcome Reception only as outlined on Exhibitor Registration Form. Complete form to register for other events.

**Late Fee:** Applies to registration on-site or after 2/11/20 (one fee per company) \$25.00: \_\_\_\_\_

**TOTAL ENCLOSED FOR REGISTRATION:** \_\_\_\_\_

**Payment can be mailed or paid through our website: [registration link](#)**

Policies: Registration fee is not transferable, no event is transferable. A late fee of \$25.00 will be applied to registration forms received after 2/11/20. This includes on-site registration. Any cancellation received more than 7 days prior to the conference will receive a refund less a \$25.00 administrative fee. Any cancellation after that time will not be given a refund. There is no special pricing available for children. Prices posted are for all attendees. Conference information is posted at [www.fapps.org](http://www.fapps.org)

Mail or email completed registration form. All checks payable to FAPPS

**FAPPS, P.O. Box 72, Melbourne, FL 32902-0072**

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



# Florida Association of Professional Process Servers

## 29th Annual Conference \* March 13-15, 2020

### Sponsorship & Advertising

#### Individual Sponsor Events

Only one sponsor per event. Sponsors are acknowledged at the event, listed on general signage, in the conference program, and the 2nd Quarter Newsletter.

Lanyards	400.00	<b>SOLD</b>
Conference Bags	550.00	<b>SOLD</b>
Saturday Reception Decor	300.00	<b>SOLD</b>
Saturday Evening Photo Booth	300.00	

**Your sponsorship enables us to help keep costs low to allow more members to attend than otherwise possible.**

**Thank you for your support!**

#### Co-Sponsorship Events

Sponsors are acknowledged at the event, listed on general signage, in the conference program, and the 2nd Quarter Newsletter.

Poker Tournament	250.00	
Bingo	150.00	<b>SOLD</b>
Friday Welcome Reception	500.00	
Saturday Morning Break	250.00	
Luncheon	250.00	
Afternoon Break	250.00	
Educational Sessions	175.00	
Audio Visual	200.00	

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

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

Phone #: \_\_\_\_\_

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

**Total Amount Enclosed:** \_\_\_\_\_

#### General Sponsorship

All amounts are appreciated and welcomed

List Amount \_\_\_\_\_

Forward completed form with Payment to:

FAPPS  
P.O. Box 72  
Melbourne, FL 32902-0072  
(321) 952-0820  
[administrator@fapps.org](mailto:administrator@fapps.org)

#### Convention Program Advertising

Deadline: **February 11, 2020**

Premium Full Page: (back cover, inside front, inside back)	200.00	
Full Page:	150.00	
Half Page:	100.00	
Quarter Page:	75.00	
Business Card:	35.00	

A complimentary ad is offered in the convention program for sponsorship received in the following amounts. Submit ad with sponsor form and payment:

Full page \$550+;  
Half Page \$300-\$549  
Business Card \$125-\$299  
Ad placement is not guaranteed, excludes premium ad locations  
Major sponsors \$750.00 and above are acknowledged in all promotional advertising.

# Learning from Serving

## An Educational Forum

Submitted by Dr. Denny Howley

**Visiting the Archives  
The Paper Chase - 1st Quarter 2013**

### **Using Your Smarts**

#### **Situation**

Our FAPPS Server received Divorce Papers from a New York attorney to be served on a RUSH basis. The wife who had previously lived in New York, had emptied the family joint bank account, took their child and fled to Florida. The initial address provided was in Hallandale Beach, but our Server recognized it as a bad address before making an attempt and so informed his lawyer client. The Attorney then provided a second address in Pompano Beach and a physical description of the "Joint Account Draining Woman". He also stated that her parents owned a restaurant in Hollywood. As a professional, our Server decided to do a bit of preliminary background work and looked up the woman on Facebook. There he obtained a photo of the woman, as well as one of the child, both of which he saved on his Smart Phone. He was also able to locate the name and address of the restaurant which the parents owned.

#### **Research Pays Off**

Initially our Server went to the Pompano Beach address, where he met the brother who claimed his sister did not live there. With that I'm lying "hard swallow", the brother added that he had no idea where she could be found. Next stop was the parent's restaurant in Hollywood where our Server strolled down the boardwalk in front of the restaurant. Lo and behold, there was the "Joint Account Draining Woman" on the boardwalk in front of her parents establishment. Not only was she there, but she looked exactly as she did in the Facebook picture and was even wearing the same top she had worn for the Facebook photo.



Hi!

Our ever polite FAPPS Server called out the Servee's name as he approached and she turned. As our Server explained who he was, he showed her his identification and explained the documentation he was serving her. She immediately denied she was the Respondent, a denial that evaporated when our Server showed her the Facebook picture he had captured of her on his Smart Phone. The none-to-happy New York "escapee" accepted the documents, ending what could have easily been a very difficult serve.

#### **Comment:**

The material for this article, "Using Your Smarts", was provided by Bruce Goldner, Legal Ease Process Service . Thanks Bruce on proving once again that Process Serving is a thinking persons "game" and a little "homework" can save both time and result in a successful Serve.

---

*Dr. 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***

# Paralegal Liaison

---

**Tammy White**  
Tammy@weservejustice.com  
(239) 313-6740

Good Day FAPPS Members,

Here is an update on the PAF Fall Seminar.

We were welcomed again with open arms and can see the relationship building between the paralegal association and FAPPS. They voted in a new president of the organization this time who I had already been forming a good relationship with and she, Asha Maharaj-Lucas and former president, Bea LeVine, have committed to being at our Annual Conference in 2020. As soon as the Convention committee lets me know how we can implement them into our event we will let you know.

We spent the weekend informing the 150+ members about FAPPS, who we are and how to find us and use the website. We reminded the board as well as the member that they even have their very own landing site. We discussed how they could become supporting members and join us as we have their organization. All in all it was a very successful weekend and one I hope we continue to do.

I realize that we are crunching numbers, which I will get to here in a minute, but I truly believe that the relationship between FAPPS and PAF is something we should continue to cultivate. After all, paralegals are our main client. With them getting to know us and count on us is nothing but a win-win for everyone in this association and theirs. That is why I am asking for the continued support of this board and the members. Their next seminar will be in Fall 2020 and feel it is imperative that we are there and are bigger and better than the previous events.

Now the numbers:

Our budget for sponsoring and attending seminar: \$1200

Total costs: \$1126 (sponsorship, gift card giveaways, mileage and hotel)

Our swag budget: \$400 (we used the pens and clips we already had but will need to get items for next year)

Total costs: \$0 (we used the pens and clips we already had but will need to get items for next year)

Total expense was \$1126 when given \$1600. I do not feel that we will need to sponsor at the level we did this year but would like to add either paid event or more sway and/or both. We need to continue to build and grow on this relationship. And I am asking for a \$1500 budget to do just that for the next seminar!

Thank you,

Tammy L. White  
Paralegal Liaison Chair

**TPC**

# 29th Annual Conference Networking Activities



## Golf

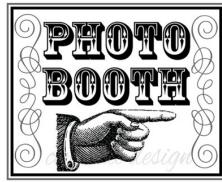
**Friday, March 13, 2020 7:30 a.m.**  
Interested in Playing?  
Call for details (321) 952-0820

**Friday, March 13, 2020 9:00 p.m.**  
**Poker Tournament & Bingo**  
**\$25/\$10**



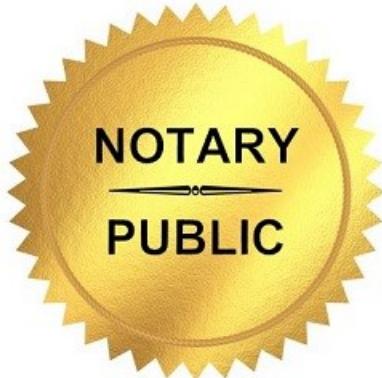
**Bring Your  
Raffle Items  
Raffles \* 50/50**

**Saturday, March 14, 2020 7:00 pm**



## Change to Florida Notary Law effective January 1, 2020

There have been several changes to the Florida Notary law (HB 409) which became effective January 1, 2020. The biggest direct effect for notaries will be the need to make a change in their "Notary Block". Each notary will need to add the language to each document notarized.



"by means of [ ] physical presence or [ ] online notarization"

To read further about the current laws governing notaries, please visit [http://www.leg.state.fl.us/Statutes/index.cfm?App\\_mode=Display Statute&URL=0100-0199/0117/0117.html](http://www.leg.state.fl.us/Statutes/index.cfm?App_mode=Display Statute&URL=0100-0199/0117/0117.html) and <https://www.flgov.com/performing-electronic-notarization>

### FREQUENTLY ASKED QUESTIONS

In this new article series we will provide information on frequently asked questions. If you have a question or topic you would like see addressed, email [administrator@fapps.org](mailto:administrator@fapps.org)

#### **1st Quarter Topic: The difference between a Verified Return of Service and an Affidavit**

*Question #1: What is difference between a Verified Return of Service and an Affidavit of Service?*

Answer: An affidavit of service is a proof of service signed in the presence of a Notary under oath, basically it's a notarized affidavit. A Verified Return of Service is signed under the penalty of perjury with no notary block/signature on it and is only acceptable if the judge in the circuit where the case was filed has signed an administrative order allowing proof of service to be made by Verified Return.

*Question #2: he case was filed and served in Martin County. If I remember that would be a Affidavit of Service. Please correct me if I am wrong. What would happen if I sign a Verified Return of Service?*

Answer: The licensing authority in the 19th Circuit mandates that all proof of services are made by affidavit regardless of where the case is filed so the above is moot. If you do not use an affidavit of service to make proof of service, you are in violation of the court's order and the proof of service may be rendered fatally defective. Once that happens, the actual service is no good and the court no longer has jurisdiction over the person to render any judgment. If this is proven after a judgment is granted, the judgment will be set aside and the case may be dismissed in accordance with other variables.

Lance Randall, Education Chair



# LEADERSHIP

Submitted by Dr. Denny Howley

## Leadership in our business? What are you talking about you say. "We manage businesses, not run military operations!!"

Yet we all recognize that on every management level, people and their actions and attitudes, are essential ingredients to a successful business. So we might say, "That's management...what kind of word games are we playing here?".

Well, how about these as general definitions:

***The goal of leaders is to inspire EXTRA-ORDINARY performance from AVERAGE PEOPLE.***

**Or**

***Leadership is the art of getting Average people to do superior work.***

The point is motivating and dealing with human nature, whether it is ourselves, or the folks we work with or for. It is challenging to say the least. But that is what leadership is all about.

### **The Power of STROKING**

So let's focus on fundamentals; fundamentals that push ordinary "GI Joe or GI Jane" into the role of hero or move our "worker bee(s)" into doing an outstanding job. The key is how we feel about ourselves, our self-esteem, how we "value" ourselves and our good name. But few of us can do that self-evaluation without at least some outside encouragement and at least some outside guidance. Dealing with those basic human needs, in a positive manner, is what we call leadership. As a human being, in the work place or in a relationship, we need to feel needed and appreciated. The more we feel needed and appreciated, the more we grow in our own eyes and the more we seek the "stoker's" appreciation and recognition. Thus we become more valuable to the business in which we are associated. But that does not happen through osmosis. It has to be developed, which takes time, something we generally have in short supply. Nonetheless for our "worker bees" to reach maximum efficiency we, as leaders, have to guide them – grow them – just as we did our kids.

### **Training and Guidance is a Constant**

If we expect "worker bees" to do something, they have to be shown how to do the task and the task must be monitored. Corrections, as necessary, coupled with strokes should be applied. If corrections are too curt, then we degrade the individual, and build animosity toward ourselves and the task we are attempting to encourage them to master.

As leaders we should ALWAYS be polite to our workers (and actually everyone else as well), for by so doing we elevate those addressed, thereby gaining a greater amount of their attention and their willingness to absorb what we are saying. Obviously, one should NEVER criticize another in front of an "audience". That would be a violation of respect for the person criticized and certainly degrade the criticizer in the eyes of those listening. Remember, some are slower to understand than others and some people function better in some areas than others. The leader's job is to identify the strengths and weakness of their employees, emphasizing the strengths as the key areas of motivation; and work more slowly on the areas where the individual is weaker. In any and all cases, however, an individual must be thoroughly taught how to do a thing BEFORE they are told to do it. Then the leader should be available for questions, as the employee move through the learning and doing process.

### **Be All You Can Be**

As leaders we are facilitators. Leadership is a partnership in which the leader works with his or her people to help them achieve their full potential. It also requires faith that our people will try their best – that they want to grow and accept responsibility. This does not mean we overlook mistakes, but we work with our folks to grow beyond the mistakes in a positive manner. Sort of the Golden rule: Treat others as you would like to be treated or corrected. Keep corrections in the positive mode – even when it is a major screw-up.

***"Leadership" Continued on the Next Page***

## *Leadership- Continued*

All of us, as human beings, need recognition; a feeling of doing something worthwhile and being appreciated for so doing. If we create a mission-oriented work culture – in which the worker can achieve his or her particular task, getting stroked for doing a great job and getting paid as well – we are on the road to building employees who will do Extra-Ordinary work and love doing it.

## **Conclusion**

Leadership is partly natural and partly acquired, but it can be developed or enhanced as a people-motivation skill. It is a way of life, built on caring about people and honestly being interested in helping them achieve their full potential in whatever endeavor they are working. It also involves setting the example in both the manner in which we interact with them and the professionalism we display. It involves as well, being honest with ourselves and being willing to ask and accept ideas from those workers, even though their input might border on criticizing what we are doing or have done.

### **I read the following in a quick course in human relations once and repeat it here:**

- The **SIX** most important words in our language are – I admit I made a mistake,
- The **FIVE** most important words in our language are – You did a good job,
- The **FOUR** most important words in our language are – What is your opinion?
- The **THREE** most important words in our language are – Would you please..
- The **TWO** most important words in our language are – Thank you
- **The least important word** in our language is – !

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*Dr. 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*

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## **Secure Document Trading**

**Bob Musser, SDTS Chair**  
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PROCESS SERVER  
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## Technology

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

November's E-Filing submissions was 1,367,906

October 2019 had the highest number of monthly submissions to date at 1,655,874

Self-Represented Litigant Submissions are Still Relatively Flat at 0.6% of submissions for 2019.

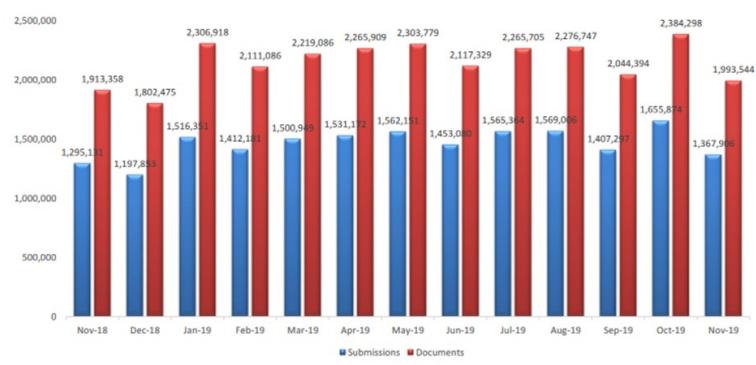
There were a total of 5 DIY Evictions Case Initiations in November via the Portal: 2 Palm Beach, 1 Lee, 1 Pasco, 1 Orange

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

**John Shelley, Chair**  
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### Year at a Glance



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# VAPS (Violence Against Process Servers)

**Chris Yeoman, Chair**  
chris.yeoman@aol.com  
(954) 270-4597

Dear Fellow FAPPS members,

I hope this update finds you all safe, healthy, and prosperous in the year. Each committee of FAPPS is designed to assist our membership in some capacity, and we try our best to do so. However, we are always in need of ideas and input from you- the members. Please be active in your association in some way.

I have three recent incidents to report. First a process server who was met by a defendant at his door in Suwannee County, he first lied about his identity, and when the server confirmed he was lying, the subject raised the barrel of a shotgun and said get off my property, you are trespassing. The server retreated, leaving the documents behind, as the defendant closed the door. Two deputies responded, while the process server waited safely down the road. Deputies then approached the subject's home and could not get him to answer or respond. Meanwhile, the defendant's mother who lived nearby came out and advised he was depressed and had lots of guns. The officers filed a report with the State attorney's office and are waiting for a decision.

A second incident happened some time ago in Sarasota county, and the server was attacked while serving a summons to a defendant in his front yard. The defendant shoved the server and took a few swings at him, then punched the car window and door while server escaped. The police took nearly an hour to respond and initially wrote a misdemeanor citation, but when

the server was contacted by the misdemeanor State Attorney, he made them aware of the felony statute that applies, and was just recently contacted back that they are now charging him with a felony. In addition, he has prior felony battery incidents. The defendant was later arrested and has since been released, we are awaiting a hearing date.

On Nov 7, a certified process server in Vero Beach was met by the barrel of a rifle when attempting to serve process on a large property. He quickly retreated back to his vehicle pleading with the defendant not to pull the trigger. Once in his vehicle and attempting to back out of this large property, the server was on the line with 911 dispatch when he heard three gunshots fired. Response came quickly with deputies including a SWAT team. They later made contact with the defendant, where they confiscated his rifle, but elected not to make an arrest yet. The server will be meeting with detectives this week to pursue charges.

If you, or some process server you know becomes a victim, please contact a member of our committee for documentation. We hope to have good cases to refer law enforcement to for future prosecution of similar circumstances.

Be safe out there!

Sincerely,

Chris Yeoman, Director & Chairman

Chris.Yeoman@aol.com

**TPC**

## Website and FAPPS Server

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

The FAPPS website is full featured, a complete source of information on all things FAPPS. Many thanks to Diana Wardwell for her constant review, and to the committee chairs who send us content for the stuff for which they are responsible. The FAPPS server is a private, secure, replicated and backed up place for the Administrator, Secretary, and other committee chairs to store information that belongs to FAPPS. We no longer have to move files and data from person to person after each election.

Bob Musser, Webmaster

BobM@dbsinfo.com

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# 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\*\*

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First Quarter (deadline Dec. 1):

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Third Quarter (deadline June 15):

Fourth Quarter (deadline Sept. 15):



## 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.

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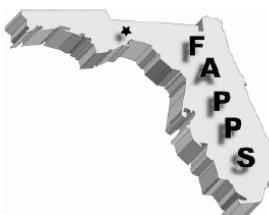
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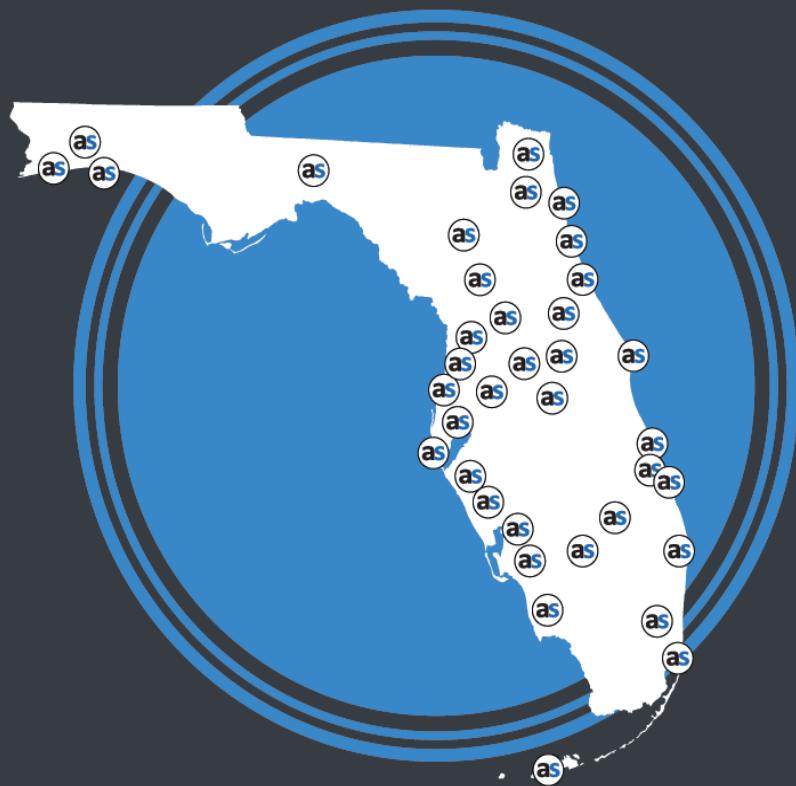
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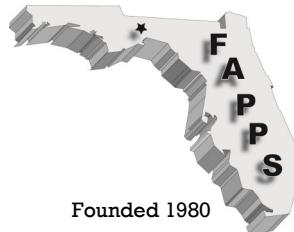
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