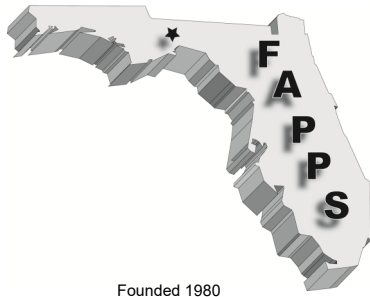


30th Annual Conference - March 19-21, 2021



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The Official Newsletter of the
Florida Association of Professional Process Servers

3rd Quarter Edition
June/July 2020

19th Professional Beach Getaway August 7-9, 2020 Safety Harbor Resort and Spa

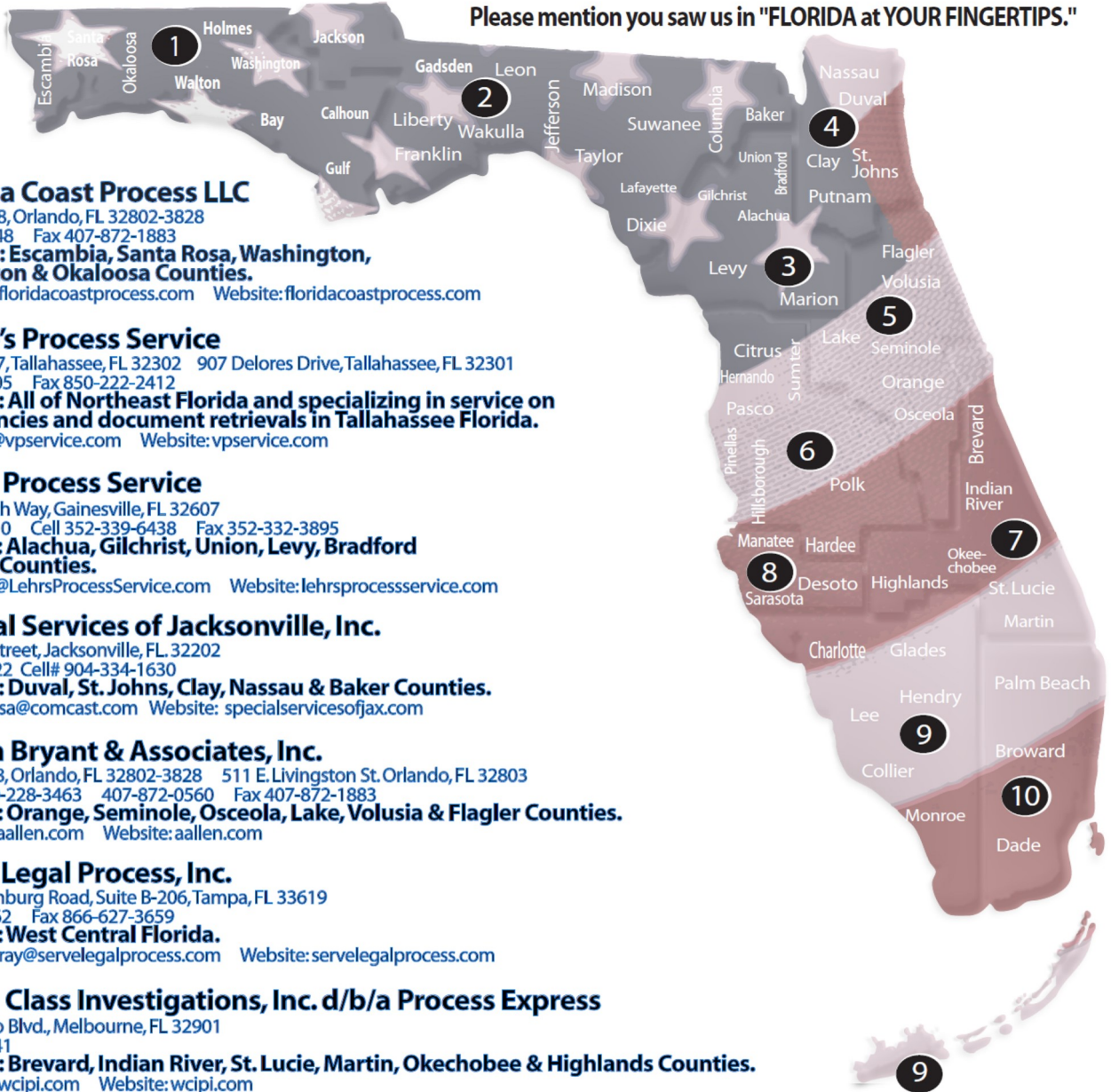


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email: BobM@dbsinfo.com

Chris Yeoman AFPS, Vice President

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

Joe Osborne, Jr., Secretary

Tampa
(813) 282-0074
email: JoeOsbornePI@gmail.com

Gretchen Randall AFPS, Treasurer

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

Melody Bulso, AFPS Director

Tampa
(813) 877-2844 ext. 2036
email: MBulso@provest.us

Chris Compton AFPS, Director

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

Kevin Fedotov AFPS, Director

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

Michelle Howard AFPS, Director

Pinellas Park
(888) 642-0130
email: Michelle@trgtlegal.com

Jennafer Segel, Director

Tampa
(813) 251-9197
email: Jennafer.Segel@gmail.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

Chair: Amy Boyd, boydsprostatus@gmail.com
Vice Chair: Brooke LaPlant
Members: Ashley Hardrick, Desy Garcia, Bonnie Moore, Diana Wardwell

Arbitration & Grievance (A&G)

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

Elections

Chair: Bob Musser, BobM@dbsinfo.com
Vice Chair: 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
Vice Chair: Kevin Fedotov AFPS
Member: Diana Wardwell, AFPS, Michelle Howard AFPS, Tammy White, AFPS, Chris Yeoman, AFPS

Legislation

Chair: Chris Yeoman, AFPS chris.yeoman@aol.com
Vice Chair: Diana Wardwell, AFPS
Members: Russ Aloï, Chris Compton, AFPS, Mike Compton, Janet Deal, Michelle Howard, AFPS, Michael Nolan, Lance Randall, AFPS, Rick Wendling

Process Server Appointment (PSAC)

Chair: Melody Bulso AFPS melody.bulso@provest.us
Vice Chair: Margie Zawacki AFPS
Members: Michael Compton, Lance Randall AFPS, Diana Wardwell AFPS, Tammy White AFPS, Kevin Fedotov, AFPS

Promotion & Growth (P&G) and Member Benefits

Chair: Kevin Fedotov, AFPS Promotioncommittee@fapps.org
Vice Chair: Diana Wardwell, AFPS
Members: Melody Bulso AFPS, Chris Compton AFPS, Desiree Garcia, Chris Yeoman, AFPS
Paralegal Liaison: Tammy White AFPS, ParalegalLiaison@fapps.org
Alternate: Kevin Fedotov, AFPS

Secure Data Exchange and eSop

Chair: Bob Musser, BobM@dbsinfo.com
Vice Chair: John Shelley, AFPS

Technology

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

Violence Against Process Servers (VAPS)

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

Website

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

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.

PRESIDENT'S REPORT

BOB MUSSER, PRESIDENT

Your 2020 FAPPS Board of Directors is off and running. We had to hold the first Quarterly Board meeting via Zoom, and that worked well enough that we were able to set goals and establish a direction for FAPPS. Next we have the Professional Beach Getaway coming up the weekend of August 8th (that's not as far away as you might think!) We are expecting at this point to hold that meeting/weekend in person, and we are already planning a full weekend of fun and education. Meeting information at www.fapps.org

I pushed the Committee Chairs to keep a second person fully informed and working as their "Vice Chair" and they have all complied. [FAPPS Committees](#)

The handoff from our legendary Leg Chair Mike Compton to Chris Yeoman and Diana Wardwell is in full gear, and we are hoping for a presentation from our Lobbyist and crew at the PBGA. The Leg Committee, the entire FAPPS board always welcome your input on things that affect or concern FL process servers.

We know that many if not most of you have been very negatively affected by the Covid-19 related shutdowns. We all saw big downturns in business for April and May, and I hope that you are seeing things "start" to return to normal levels in June. Courts are reopening, bans and tolls on process are being lifted. This shutdown of business is virtually unprecedented in the modern era. I hope we never see it again in my lifetime. I think some measures were necessary to protect those in our society who were the most susceptible, but I shudder at the long-term effects on families and businesses. To those of you who have been personally affected by the illness or even death of a family member or loved one, I just can't imagine what you had to go through under these circumstances.

In closing, as always, I invite you to email me or any board member with suggestions, thoughts, criticisms, or anything that you want us to spend more time and effort on in FAPPS. You have a solid board, but we are only as good as the things we choose to work on. Your input is worth more than you can know.

Bob Musser, President

BobM@dbsinfo.com

(321) 679-1539

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VICE PRESIDENT'S REPORT

CHRIS YEOMAN, VICE PRESIDENT

Dear Members,

I hope this message finds you safe and in good health. We have all experienced recent culture shock effecting our everyday lives, and it all seems overwhelming at times. It's important for ourselves and our loved ones that we try to focus on the positives and keep our minds clear and focused.

First, learn to be grateful. We all have something to be grateful for, maybe your health, family, friends, or even great memories. Do something fun, get out into nature, whether it's the beach, a park, a bike ride, even just a walk, some time for yourself. Being outside in the fresh air away from life's hustle can be mind relieving. Build relationships with positive people. Pessimism is contagious, and so is optimism, which would you rather spread? Take part in something important to you, join a FAPPS committee, join a FAPPS Mastermind or happy hour session. Everyone involved has great ideas, optimism and shares the same concerns regarding the future of our industry. If you are getting this report, you are interested, why not get involved? Volunteering is my next suggestion for staying positive. It's a great way to focus on something positive and the rewards are unlimited. Volunteer for FAPPS, or another organization important to you, or help a relative, neighbor or friend.

The FAPPS team never stops working for you, even during a pandemic, we have hosted board meetings, mastermind sessions, social happy hours, committee meetings, etc all via zoom. Our webpage and Facebook pages are thriving with constant information and updates on changes happening that directly effect our industry, so stay tuned and stay informed.

I hope to see you all at our next gathering, the Professional Beach Getaway August 7-9 in Safety Harbor, FL, I am pretty sure everyone reading this could use a vacation by then, and it's a great opportunity to meet, socialize, and network with great people who wear the same hat as you!

Stay safe and positive, tomorrow is a new day!

Chris Yeoman AFPS, Vice President
Legislative and VAPS Chair
Chris.Yeoman@aol.com

TPC

FAPPS MEETINGS AND EVENTS

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
8978 International Drive
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SECRETARY'S REPORT

JOE OSBORNE , JR.

From the Desk of the Secretary

Dear Fellow FAPPS members,

I really have nothing to report since not a lot has happened with the association since our last meeting. I can say that there still have been no objections to membership received so far during the 2nd quarter of 2020 and all secretary records are updated and located on the FAPPS storage server.

On a final note, the FAPPS 3rd quarterly board meeting and PBG for 2020 will be held August 7th -9th at the Safety Harbor Resort & Spa, 105 N. Bayshore Dr., Safety Harbor, FL 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) 556-7910 or by email at joe@2jlegal.com

Respectfully,

Joe Osborne, Jr.
Secretary

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ADMINISTRATOR'S REPORT

Diana Wardwell, AFPS

administrator@fapps.org

Dear Members,

I hope this message finds you well. This is an unsettling and unprecedented time for us all and I wish you and your families, your employees and businesses the very best of health through this challenging period.

The FAPPS Board and Committees have been very active since the annual convention. Their reports highlight that activity.

Our next event will be the Professional Beach Getaway August 7-9, 2020 in Safety Harbor. I hope to see you there.

As a process server and member of FAPPS you have a much broader reach into your local server community. ***You ask where you can assist? Bring members to FAPPS to take advantage of our networking and educational opportunities.***

Changes to our profession are emerging, especially now with the pandemic. It is vital that we stay engaged and vigilant looking for potential rule changes and legislation that could limit our ability to

remain as the trusted third party in the judicial process. We must maintain a strong membership in order to meet these challenges.

You are welcome to contact me for information on our membership promotions. You can also refer prospective members to me or our Promotion & Growth Committee to reach out to.

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

Respectfully,

Diana Wardwell AFPS,
Administrator

Membership Report

June 1, 2020

Active	215
Associate	69
Supporting	24
Pending Applicant	1
Total	309

TPC

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!



Frank Shields Bennett III
Shields Investigative Solutions
& Consulting, LLC
10380 SW Village Center Drive
Port Saint Lucie, FL 34987
(772) 302-0550

Elizabeth McIntyre-Williams
Paradise Process &
Pro Se Services, LLC
3340 SE Federal Highway, Unit 291
Stuart, FL 34997
(772) 301-5356

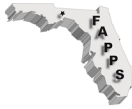
Ron Ballman
D & H Professional Services, Inc.
781 Furth Road N.W.
Palm Bay, FL 32907
(321) 412-3816

Alejandro "Alex" Lopez
L & L Process
13876 SW 56 Street, Suite 200
Miami, FL 33175
(305) 772-8804

Kenny Nail
Treasure Coast Process Servers
381 SW Eastport Circle
Port St. Lucie, FL 34953
(772) 800-8509

Marissa Nail
Treasure Coast Process Servers
4740 Holly Lake Drive
Lake Worth, FL 33463
(772) 800-8509

Supporting Members:
Ernest D. Moody, III
Shirley Lowe



The FAPPS Distinguished Service Award Committee will hold its first meeting of the year at the Professional Beach Getaway meeting, the weekend of August 8th. We will be meeting on the Thursday afternoon and evening before the weekend starts.

Who would you like to see considered for this award? The FDSA committee has some of the most experienced people in FAPPS on it. They represent years of service to FAPPS and are all past Presidents of the Association. But they don't know everything about everybody. Read the purpose and qualifications for the FDSA (Section 11 of the Policy and Procedure Manual, always available on <https://www.FAPPS.org>), and send me an email with someone you would like to see considered, and some of the reasons why. I will share those with the committee before we first convene at the meeting in August.

Bob Musser, Chair
BobM@dbsinfo.com

TPC

2020 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. The current program runs now until Oct. 31, 2020.

Special Thanks to those that referred members so far in 2020: Matthew Couvrette, Marcia Gillings, Aubrey Henderson, Dee Tedesco, and Chris Yeoman.

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

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Formal Education

Lance Randall AFPS, Chair

Lance110205@gmail.com (954) 214-8263

Dear fellow members,

The Education Committee has been meeting on a regular basis discussing and planning educational opportunities for process servers.

We have recently introduced a monthly education and networking “**FAPPS MASTERMIND**”. These sessions are held via Zoom and cover crucial topics from process server safety strategies to dealing with the new normal. This event is designed to help business owners, servers and office staff succeed in today’s fast pace environment. The next event will be July 9, 2020 12:00 p.m. RSVP to receive login instructions. While you are sending your RSVP, invite a fellow process server to join too. Bring an open mind and your experiences to share!

The state of Florida is in the process of re-opening and we are now setting our schedule of classes for new process servers and continuing education. Follow our Course Schedule page at www.fapps.org and Facebook which will be continuously updated as class dates are confirmed.

We continue to review and improve our process to ensure you can quickly register for upcoming classes and participate in areas close to you.

Our courses are open to all process servers, for members to obtain their AFPS Designation, and Clerical staff of members.

I would like to thank my fellow committee members for their commitment and effort working to provide the most comprehensive and professional

education program available for process servers in Florida. Thank you Lance Randall, Kevin Fedotov, Chris Yeoman, Michelle Howard and Tammy White.

Members and fellow Process Servers; we invite you to attend an upcoming class and see this progress for yourself first hand.

On behalf of the committee,

Diana Wardwell, AFPS
FAPPS Formal Education Committee

FAPPS MASTERMIND
JULY 9, 2020 12:00 P.M.
VIA ZOOM
[RSVP Link](#)

TPC

EDUCATION CLASS SCHEDULE

July/August 2020 - Date Pending
Continuing Education Class
Indian River State College, BCIE
Main Campus - Fort Pierce
Building Y, Room 102

July 14, 2020
Process Server Education Class
& AFPS Certification
Orlando, 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

March 21, 2021 9:00 a.m.
Continuing Education Class
& AFPS Certification
Embassy Suites International Drive/Convention
8978 International Drive, Orlando, FL 32819



P&G/Member Benefits

Kevin Fedotov AFPS, Chair
fedotovk@yahoo.com (407) 627-8222

Fellow FAPPS Members,

Happy halfway through 2020 everyone! With one of the most precarious years mid-way behind us and the 19th Professional Beach Getaway / 3rd Quarter Board Meeting rapidly approaching, let's take a glance at what we've accomplished together while remaining apart.

Keeping our brain sharp and up to date with the latest affairs, the FAPPS Education Committee has been providing us with the Mastermind Networking and Education sessions. Covering crucial topics from process server safety strategies to dealing with the new normal, this event is designed to help business owners, servers and office staff succeed in today's fast pace environment.

As the saying "All work and no play makes Jack a dull boy" goes, we've also been having an exceptionally fun and entertaining time at our evening Happy Hours. Attendees have participated in virtual card games, competed in trivia and bingo, all while consuming beverages and laughing their pants off. The P&G Committee looks forward to the next evening session of smiles and activities, so clear your calendar on July 9th (this time its a Thursday) and get ready for Education in the afternoon and Happy Hour in the evening!

Also please don't forget to make your reservations for our 19th Professional Beach Getaway / 3rd Quarter Board Meeting coming up on August 7, 2020 at the gorgeous Safety Harbor Resort. Reservations can be made by calling (727) 726-1161 and don't forget to refer to "FAPPS Group" or Group #39L316. Always keeping your health and well-being in mind, we'll be sure to send updates with the latest safety requirements to ensure a fun and reliable environment for all attendees.

We've also recently created a FAPPS Facebook Group Page, so make sure you look for the "Florida Association of Professional Process Servers (FAPPS)" page and join the exclusive club. We'll be providing you with updates on upcoming events and giving our members the chance to ask questions and create meaningful conversations.

The P&G Committee has also been making member calls to hear about what you're dealing with and to obtain your thoughts about what we can do to improve. If you haven't heard from us yet - please don't fret, we're slowly making our way down the ever growing list of FAPPS members. If you have ideas, thoughts or just want to chat about how you had the door slammed in your face and needed to drop serve someone, please give us a call at (407) 627-8222.

Looking forward to our next adventure together.

Sincerely,

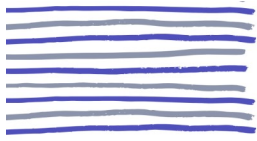
Kevin Fedotov, AFPS

FedotovK@yahoo.com, 407-627-8222

Vice Chair: Diana Wardwell – dwardwell@wcipi.com

Members: Melody Bulso, Chris Compton, Desiree Garcia, Chris Yeoman, Tammy White

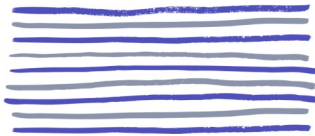
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FAPPS HAPPY HOUR

**IT'S AMAZING
WHEN WE'RE
TOGETHER**

**JULY 9, 2020
7:00 P.M.**



**FAPPS MASTERMIND
JULY 9, 2020 12:00 P.M.**

**FAPPS
MASTERMIND**

Networking and
Education

The FAPPS monthly Mastermind sessions focus on topics important to process servers ranging from serving process to general business and marketing.

To RSVP please email: administrator@fapps.org

RSVP to Join our Monthly Zoom Events
Administrator@fapps.org

You are cordially invited to attend the FAPPS 19th Professional Beach Getaway

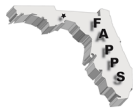


**Date: August 7-9, 2020
Location: Safety Harbor Resort
105 N. Bayshore Dr., Safety Harbor, FL**

**To RSVP: ADMINISTRATOR@FAPPS.ORG
For Hotel Reservation Call: 888-237-8772**

**Let them know you are with FAPPS!
RESERVATION DEADLINE IS 7/7/2020
Fun events & activity schedule to be announced!**





Legislation

Chris Yeoman AFPS, Chair

Chris.Yeoman@aol.com (954) 274-1337

The heat is on! Summertime has arrived and it's been blazing hot with some record highs around Florida. Your legislative team is looking to turn up the heat in Tallahassee when the legislative term begins next year. We are constantly reviewing statutes that effect our industry to find changes that need to be made, or opposed when others propose them that may be detrimental to our profession or the rights of litigants.

A bill that started last year HB 103 was recently passed by the Florida Legislature regarding subpoenas. The bill was submitted by a Civil Justice Subcommittee. The bill expands the methods by which a law enforcement officer may effect service of an investigative subpoena, court order, or search warrant on an out-of-state corporation that provides electronic communication services or remote computing services. As expanded, service of the documents may be had on the corporation's registered agent under the laws of the state in which service will be effected. The bill also states that out-of-state corporations doing business in Florida through the Internet may be served at any

location where the corporation regularly accepts service.

The bill also specifies the means to enforce a subpoena on an in-state or out-of-state corporation that provides electronic communication services or remote computing services. If a corporation fails to comply with a properly-served subpoena, the bill allows a court, upon petition from the authority seeking the subpoena, to hold the non-complying corporation in indirect criminal contempt, and subject the entity to fines. If approved by the Governor, these provisions take effect July 1, 2020.

We will keep you posted on future legislative updates.

Stay safe!

Chris Yeoman
FAPPS Vice President,
Legislative Chair, VAPS Chair
cellphone 954-270-4597

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Hello All,

I hope everyone is healthy and working. Your PSA Committee has continues to meet and sharpen our focus in areas that need a program or assistance with a current program.

We want to thank those of you who offered your time and resources to the committee in our shared desire to create and strengthen private process server programs around the state. Committee members are successfully communicating with decision makers in key areas without a private process server program or with a limited program. We are hopeful the line of communication will remain open and we build a strong rapport that ends in positive results. Our focus continues in SW Florida, Duval and Alachua. If you are serving in one of these locations, please reach out to me. We could use your assistance.

A joint committee meeting between Process Server Appointment Committee and Education Committee is scheduled. By the time this report publishes the two committees will have met and discussed collective goals.

If you would like to get involved, please reach out to mbulso@provest.us. We are looking for you!

Be Well,

Process Server Appointment Committee

Committee Chair: Melody Bulso, AFPS

Vice Chair: Margie Zawacki, AFPS

Committee Members: Michael Compton, Tammy White, AFPS,
Lance Randall, AFPS, Diana Wardwell, AFPS

TPC

WHAT HAS FAPPS BEEN 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!



Technology

John Shelley, Chair

John@caffeinecode.biz (813) 431-0674

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

April 2020 E-Filing submissions was 1,214,950

May 2020 E-Filing submissions was 1,221,375

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 and 2020.

There are currently 1,590 active process server accounts that are registered to e-file through the portal.

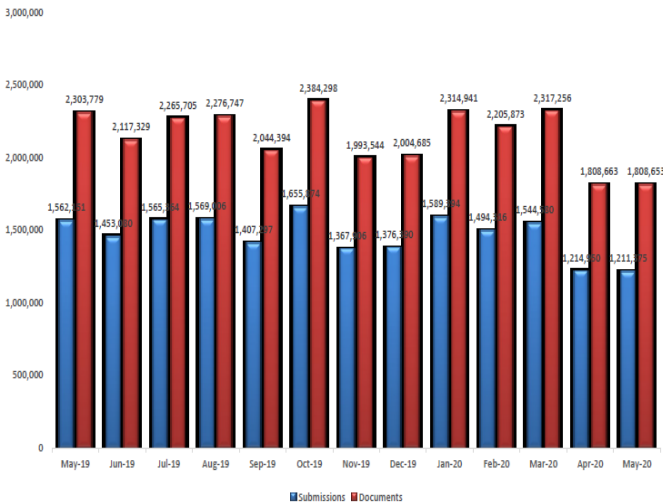
If you have any news, questions or concerns feel free to get in contact with me anytime at john@caffeinecode.biz

TPC

Members: Christopher Compton, Bob Musser
Committee Chair: John Shelley



Year at a Glance



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Proud Member



Dear Members,

Hope all are well and have been safe while navigating the past few months. It is my honor to be the Vice-Chair for VAPS Committee. Fortunately we do not have any new cases to report.

WOW, is all I can say about the past few months and how we have all had to adapt to the pandemic and the unrest in our society. During these types of crisis defendants are most likely stressed and more likely to lash out when a process server shows up at their door. Even in the best of the times, not many people are happy to see a process server. We should all be doing our part to take extra precautions to ensure our safety.

Suggestions for serving safely for all parties:

- Be aware of your surroundings at all times
- When approaching a property after knocking do your best to maintain 6 ft from the front door (when possible) so subjects feel safe. If you are unable to maintain the 6ft rule create a safe distance between you and the subject.
- Wear a mask as recommended by the CDC
- If someone refuses to open a door advise them you do not want them to open the door but if they could please step to a window so you can point out important information.
- Document everything you have done in detail.
- Stay calm and be respectful.

This is now part of the new normal.

National Update:

Former gubernatorial Candidate Sentenced To 32 Years in Prison. Christopher Barnett, a former gubernatorial candidate in Oklahoma, has been sentenced to 32 years in prison. Barnett shot a man who was serving him eviction papers last summer in south Tulsa, according to police. The victim was shot in the elbow as he was walking back to his vehicle. Tulsa police seized firearms and thousands of rounds of ammunition while serving a search warrant Barnett's home on July 25, 2019 -- the day after they say he shot the process server. The defendant attempted to claim a Stand your Ground argument, which the judge denied. The jury recommended Christopher Barnett to get 32 years in prison and a \$10,000 maximum fine.

Violence Against Process Servers Update Continued Next Page

Violence Against Process Servers Update Continued

Keeping in mind safety for all, FAPPS has a designated page on our website for any process server to report violent incidents. Please share the link with your servers and associates. The more data we collect, the better opportunity we have to change legislation to protect process servers.

VAPS committee is working to designate a committee contact in each region in Florida to support servers and assist with any hearings that need to be attended supporting servers and protecting our industry. To submit an incident visit <https://fapps.org/ViolenceReport>

If you would like to get involved, please reach out to Chairman Chris Yeoman, Chris.Yeoman@aol.com or Vice-Chair Michelle Howard Michelle@TRGTLegal.com

We look forward to working together to make our industry safe.

Sincerely,

TPC

Michelle Howard, AFPS
Director & Vice-Chair



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Learning from Serving

An Educational Forum

Submitted by Dr. Denny Howley

Visiting the Archives The Paper Chase - 4th Quarter 2010

Professionalism and Courtesy Pay-Off!!

Situation

An experienced Process Server, son of the owner of the Process Serving Company, had divorce papers to be served on a lawyer. The lawyer was aware that divorce proceedings were in the mill, but had not yet been formally served.

The “Almost Hit-n-Run”

Our FAPPS Server arrived at the designated address and as he pulled up in front of the house, saw a man leave the house and walk toward his car, which was in the driveway. The Server quickly parked, got out of his car and called the man by name, not knowing if he was the lawyer in question or not. The man, yet-to-be- identified, hesitated at the driver’s door of his car and responded gruffly “who are you?”

Our Server, as he continued to walk up the drive-way toward the man and the car said “Sir, I’m a Process Server...” He never got any further because the yet-to-be- identified man, jumped into his car, started it and accelerated down the driveway directly at the Server, who had to jump aside to avoid being run over. The car peeled rubber as it roared away down the street, leaving our some-what shaken Server in its wake.

Our less-than-overjoyed Server then called the Sheriff to report the incident and was told to remain at the scene. A few minutes later the yet-to-be-identified man returned in his car, got out, identified himself and apologized to the Server for his less-than-stellar-behavior. The lawyer said he was just having difficulty dealing with the entire divorce issue, but admitted his driving escapade was unacceptable behavior. He meekly accepted the divorce papers, apologizing all



the while. As our Server returned to his car he called the Sheriff’s dispatcher cancelling his previous complaint.

Surprises Never Cease

Some 8-9 months later our Server was sitting at a local bar relaxing when “Mr. Almost-Hit-n-Run” lawyer walked in and spotted him at the bar. The lawyer walked over and in a friendly manner said “don’t I know you?”. Our ever polite Server said “yes, you almost ran over me when I was trying to serve you some papers several months ago!” A very embarrassed lawyer let out an “ohhhhhh” and apologized again. Nonetheless our Server asked him to sit down and the lawyer ordered a drink. They had a pleasant conversation, marked with some laughs over the incident.

A New Client

Later “Mr. Almost-Hit-n-Run” lawyer became a client of the Process Serving Firm that had served him the divorce papers.

Comment

Professionalism is not just the pronoun that describes our organization, The Florida Association of PROFESSIONAL Process Servers. It should be the “guiding light” in the manner in which we conduct our business in dealing with clients, fellow Process Servers and the folks to whom we serve the process. In this case it paid off in providing the Serving Company a new client. But whether or not we get “rewarded”, as occurred here, it should be our way of life as professionals.

“The material for this article on professionalism, courtesy and “quick footedness” was provided by Jim Mosley, Jim Mosley Process Service (772) 464-6404. Thanks Jim for showing us that professionalism and courtesy really do pay off.

Dr. Denny has been writing articles for FAPPS and NAPPS for OVER 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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When we join a professional organization, such as FAPPS, we have our own objectives, such as increasing our business with a new “visibility”, net-working with likeminded folks who advocate a higher professional work ethic or maybe we just like to see our name in print.

Regardless of our initial motivation as Process Servers, once we joined FAPPS, unless we are oblivious of publications, emails and meetings, we soon come to realize that PROFESSIONAL means just that PROFESSIONAL. A group of folks who take pride in what they do, who are proud to have their name on their Return of Service and who demonstrate, on a daily basis, a high degree of people skills with clients, fellow Process Servers and those who are served.

Nonetheless, sometimes in our effort “to spin” those documents out to be served and make those dollars, we forget some of the basics that define us as PROFESSIONAL Process Servers. Obviously we mind our “manners” in dealing with our clients or the flow of business might stop. Sometimes, however, we take our fellow professionals a bit too much for granted...like assuming they completed “Mind reading 101”.

Often we’ll get a cover sheet/form, but it is “generic” and has EVERYTHING checked. Sure if it’s a “generic” form one can check off the blocks for “instruction”, but are they really for instruction if everything is checked? Sometimes it would be easier, on the “receiving end”, just to have a short note.

- But to be fair some professionals who use the “generic” cover/information sheet highlight what they really want or check off those blocks that apply. Needless to say such clarification is ALWAYS appreciated.

Or one of my favorites is the Service that arrives with a check (what I look for first I must admit), but with ONLY an address on the envelope. Well as a Senior Citizen that sometimes challenges my intellectual capabilities, since I have to go to the FAPPS Directory (If I remember where I keep it), and get things like the phone number of the Process Server who sent me the documents. Of course I’m assuming they’ll want me to call at some point with the status of the serve.

But not to belabor the point, remember the Golden Rule....deal with others as you would like to be dealt with. Think about those things that bug you when you receive documents and make sure you are not doing the same thing to others. Maybe even check your folks who are doing the admin bit in farming out the process to be served, to make sure they are not just “boiler plating” instructions.

The bottom line is that “instructions” should not require a Ph.D. to figure out nor should it require a lot of time or intellectual gymnastics to understand. My favorite slogan, probably ‘cause I’m an old Infantryman, is “KISS = Keep it Simple Stupid”. It works and helps to prevent the ruffling of feathers caused by misunderstanding and or misinterpretation.

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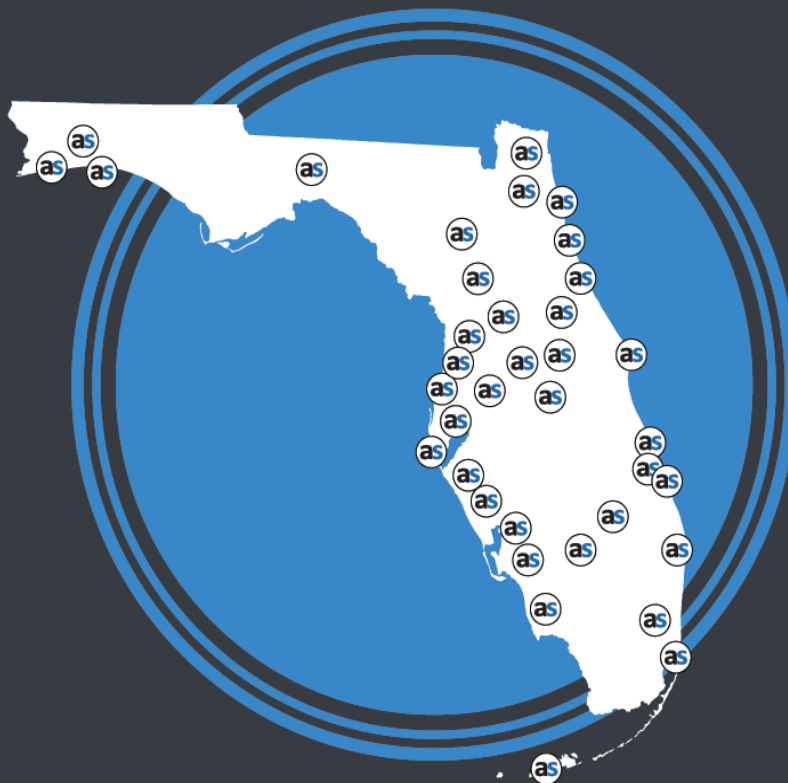
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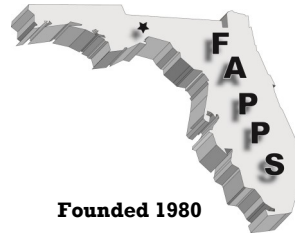
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