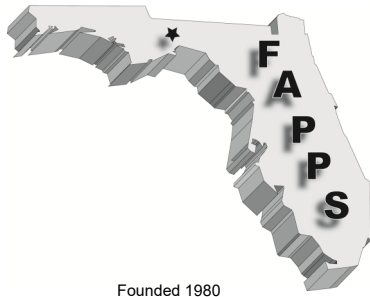


4th Quarter Board Meeting - November 13, 2021 9:00 a.m.



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THE PAPER CHASE

The Official Newsletter of the
Florida Association of Professional Process Servers

2nd Quarter Edition
Summer 2021

20th Professional Beach Getaway August 20-22, 2021 Crowne Plaza Melbourne Oceanfront

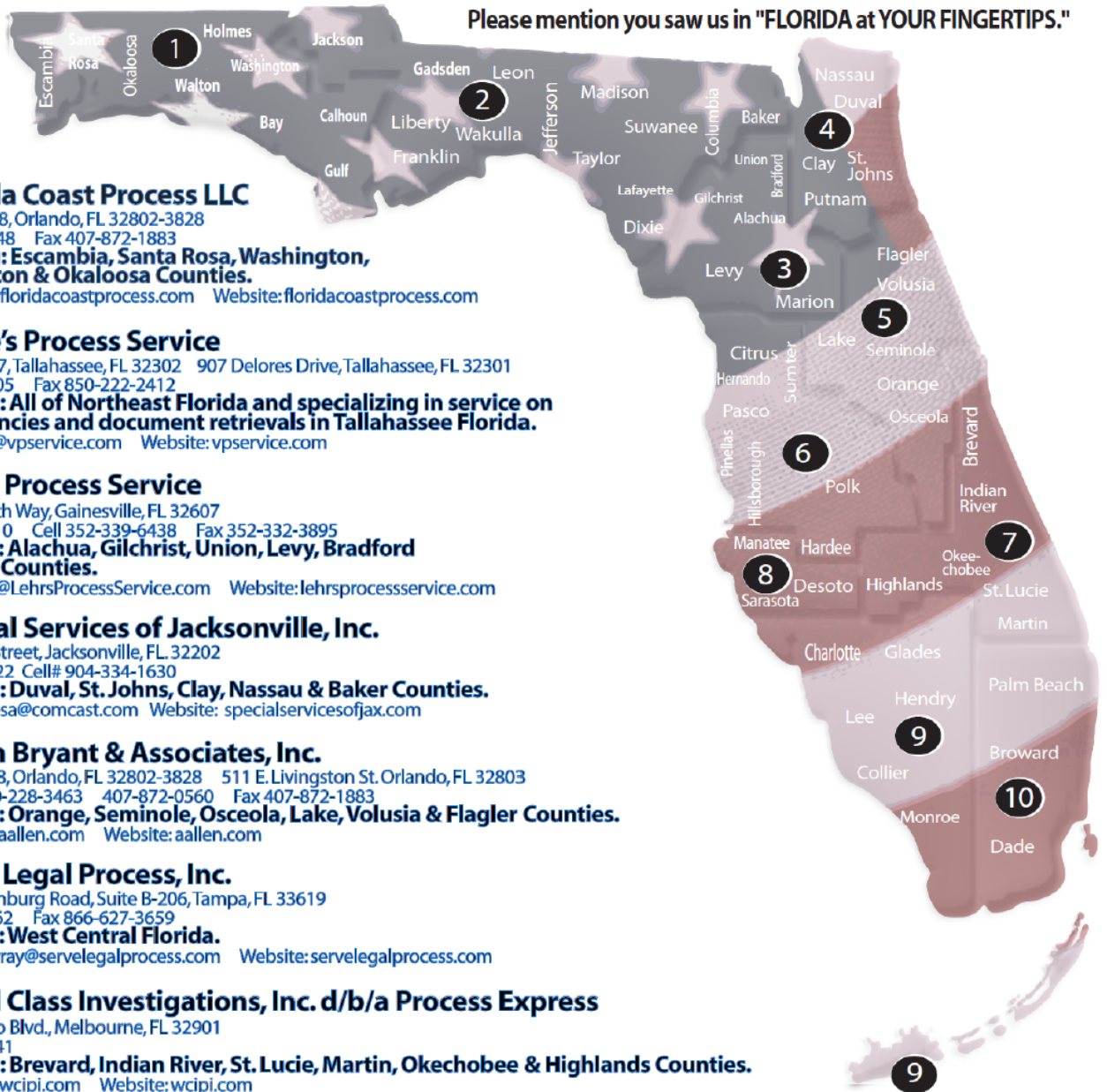


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10 Process Services, Inc.

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2021-2022 Association Guide

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email: BobM@dbsinfo.com

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Michelle Howard AFPS, Director

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Jennafer Segel, Director

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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

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 AFPS, BobM@dbsinfo.com
Vice Chair: Diana Wardwell, Lance Randall

FAPPS Distinguished Service Award (FDSA)

Chair: Bob Musser AFPS, BobM@dbsinfo.com
Members: 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

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

Technology

Chair: John Shelley, AFPS john@caffinecode.biz
Vice Chair: Chris Compton AFPS, Bob Musser, AFPS

Violence Against Process Servers (VAPS)

Chair: Michelle Howard AFPS, Michelle@trgtlegal.com
Vice Chair: Chris Yeoman, AFPS
Member: Bonnie Moore AFPS, Becky Gaston, Lance Randall AFPS, Tammy White, AFPS

Website

Chair: Diana Wardwell AFPS, administrator@fapps.org
Webmaster: Bob Musser AFPS, 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 AFPS, PRESIDENT

Members,

I hope your Summer is improving bit by bit, or at least not getting worse! I just looked back at my June 2020 President's Report where I reported that some courts were reopening, and bans and tolls on certain types of process (mostly foreclosures and evictions) were being lifted. Wow, was I way too optimistic! But now, I'm optimistic again. Nora and I have both gotten our second vaccine shot, and we know many others have as well. Hopefully enough people are getting on board with it that the lockdowns, sickness, and deaths will finally be a thing of the past.

2020 was certainly a challenging year for America in general, and process servers in particular. As you know, my company sees process server job numbers from across the nation. I'm happy to report that as of March and April 2021, the numbers are finally headed back towards 2019 levels. It does seem that most folks are now able to serve many of the types of papers that were on hold for much of 2020.

In this newsletter, read about the amazing progress (both in reach and financial impact) by our Education Committee. Remember or learn about the P&G Virtual Happy Hours and Knowledge Sharing sessions. The Legislative committee has met several times to prepare potential improvements to Chapter 48 for our members, and our Leg Chair will have a full report on that status. Our "behind the scenes" committees such as the Secretary, Treasurer, Admin, Violence, and Website have just kept things moving with little fanfare and no complaints. As Vice President, Legislative Chair and Violence against Process Servers Chair, Chris Yeoman has had a full plate, so we've promoted Michelle Howard to Chair of VAPS.

But, the Association could really use 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 relationships 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! 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!

We are planning to get back to in-person meetings with a Professional Beach Getaway in August. Elsewhere in this meeting booklet you'll find dates and locations.

Bob Musser, AFPS
President
BobM@dbsinfo.com
(321) 679-1539

TPC

VICE PRESIDENT'S REPORT

CHRIS YEOMAN AFPS, VICE PRESIDENT

Happy Summertime members,

We breezed through the first portion of 2021, and now the heat is on. So let me remind you to be prepared!

As hurricane season is upon us, it's that time of year to check your supplies, review emergency plans, and replenish things like water, batteries, and perishables. Florida always seems to be on the radar for multiple storms, and this year is no exception. A short few hours of planning now can save you lots of stress and aggravation later when a warning hits and everyone moves to panic mode!

Preparation can be a key factor in successful process serving as well. Knowing your target, searching for photos on the web or social media, checking sunbiz prior to walking into an office, planning your routes to and from serves, are all great ways to prepare yourself before attempting service that will help smoothen the process for you. Today we have the world at our fingertips, of course I mean your smart phones. Use these portable computers to your advantage while in the field and take a few moments to have the upper hand of preparation. Always know the officers of a company before you enter an office, or knock on a door for a corporate service. Your property appraiser should also be a shortcut on your phone, so you can see if the party you are looking for is the owner. There are countless ways to use the internet to your advantage.

Finally, I will encourage you to prepare for a well deserved vacation, educational and networking event. Of course I am talking about the 2021 FAPPS Professional Beach Getaway to be held this year the weekend of August 20-22. It will be in Melbourne Oceanfront, and I am excited to get back together with everyone and meet some new members as well. I have never met anyone who regretting attending this weekend event. So be prepared and reserve your room now, they are going fast.

Special thanks to all those who keep involved, including our dedicated board members, our hard working committee chairs, and all the other members who take a little time to help out, provide support and suggestions on how we can serve the process serving community and our membership the best. As always, we encourage everyone to get involved in some way, and help strengthen our cause.

Be prepared and stay safe!

Chris Yeoman AFPS, Vice President
Legislative Chair
(954) 270-4597 cell
Chris.Yeoman@aol.com

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FAPPS MEETINGS AND EVENTS

You are invited

November 13, 2021
9:00 a.m.
4th Quarter Board Meeting
Location TBA

May 2022 9:00 a.m.
2nd Quarter Board Meeting
Location TBA

August 20-22, 2021
20th Professional
Beach Getaway
3rd Quarter Board Meeting
Crowne Plaza Melbourne
Oceanfront

March 11-13, 2022
31st Annual Conference
Embassy Suites
8978 International Drive
Orlando, FL 32819

August 2022
Professional Beach Getaway
3rd Quarter Board Meeting
Location TBA

Meeting information available at
www.fapps.org

EDUCATION CLASS SCHEDULE



Florida Association of Professional Process Servers

Process Server Education and AFPS Accreditation

Online Education

Continuing Education Classes

August 24, 2021 8:00 a.m.
September 10, 2021 8:30 a.m.
October 9, 2021 8:30 a.m.

16 Hour New Process Server Classes

July 30th & 31st, 2021 8:00 a.m.
September 24th & 25th 8:00 a.m.

Full schedule of classes: www.fapps.org

In Person Training

September 10, 2021 8:30 a.m.
Continuing Education Class
Indian River State College, BCIE
Main Campus - Fort Pierce
Building Y, Room 102

September 10-12, 2021
20 Hour New Process Server Education
Indian River State College, BCIE
Main Campus - Fort Pierce
Building Y, Room 102

SECRETARY'S REPORT

JOE OSBORNE , JR.

From the Desk of the Secretary

Dear Fellow FAPPS members,

As required by Article VIII Section 7 of our by-laws the below you will find: (a). a description of the Motion or amendment, (b). the result of the vote and (c). the final wording of the order or amendment if passed that were made at quarterly board meeting held May 15, 2021:

- Kevin Fedotov made a motion to accept the agenda as Amended. Seconded by Michelle Howard. There was no discussion. The motion carried.
- Michelle Howard made a Motion to approve the Formal Education Committee requests to renew the Go To Meeting contract for 2021-2022 at an expected cost of \$1600. Seconded by Chris Yeoman. The Motion carried.
- Joe Osborne made a Motion to approve the Formal Education Committee request's to for an operating budget of up to \$1500. Seconded by Chris Compton. The Motion carried.
- Michelle Howard made a Motion to give the P&G/Member Benefits Committee is requesting a budget of up to \$1200 for advertising, sponsoring, Happy Hour and Mastermind events, and travel to events around the State. Seconded by Melody Bulso. The Motion carried.
- Joe Osborne made a Motion to give the PSAC Committee a budget of up to \$1000 for travel related expenses. Seconded by Michelle Howard The Motion carried.
- Michelle Howard made a Motion to give the Legislative Committee a of up to \$2500 for the remainder of 2020 in preparation for the 2021 Legislative session. Seconded by Melody Bulso. The Motion carried.
- Joe Osborne made a Motion to give the VAPS Committee a budget for \$1000 to cover the cost of printing educational materials and any related travel that may be required for meetings and events directly related to the committee. Seconded by Jennafer Segel. The Motion carried.
- Joe Osborne made a motion to adjourn the meeting. Seconded by Chris Yeoman. The motion carried unanimously.

On a final note, the FAPPS Professional Beach Getaway is August 20-22 with the 3rd quarterly board meeting to be held on August 21, 2021 at the Crowne Plaza Melbourne Oceanfront 2605 N. Highway A1A, Indialantic, FL 32903. 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 (888) 360-5345 or by email at joe@360legal.net

Respectfully,

Joe Osborne, Jr.
Secretary

TPC

ADMINISTRATOR'S REPORT

Diana Wardwell, AFPS

administrator@fapps.org

Dear Members,

FAPPS Administrative office continues to be extremely active. Daily calls and emails are received from individuals interested in licensing, our education classes and membership information. Additionally general inquiries are received along with individuals reaching out looking for process servers to handle their service. All inquiries are promptly responded to with the appropriate information shared.

Our next meeting will be our 20th Professional Beach Getaway in Indialantic/Melbourne. We are so excited to host this event at the Crowne Plaza and look forward to seeing everyone! Meeting details can be found on our Facebook page and elsewhere in this publication. Reserve your room ASAP and be sure to RSVP each event you plan to attend to ensure we are complying with any current COVID restrictions at the time and everyone is ensured a seat.

Membership & Growth

You ask where you can help FAPPS grow? Bring members to FAPPS and take advantage of our membership programs.

Changes to our profession are emerging, especially now because of the pandemic. It is vital that we stay engaged and vigilant looking for potential rule changes and legislation that could limit our ability to serve as the trusted third party in the judicial process. It is essential we maintain a strong membership base in order to meet these challenges.

There are several promotions available: The first will benefit you and the applicant.

Applicants who apply by the 1st of June, July & August pay 50% of the fee for membership and their membership expires at the end of 2021.

Applicants who apply by the 1st of September through the end of the year pay full dues but are eligible for up to 15 months of membership for the price of 12 as their membership will not expire until December 31, 2022.

Get busy! Each active or associate member you refer gives you a \$25 discount off your 2022 membership dues (up to a free membership).

The next promotion offers each education class attendee a free Supporting membership or \$30 off Active or Associate membership.

Active and Associate Membership provides applicants with the most benefits. Supporting membership is perfect for process servers who may contract with multiple agencies and do not want to solicit independent work on their own. It is also a great resource for process server's support staff to help them stay current with any new rules and changes in our profession.

Our education program is growing! Look for our list of upcoming classes available at www.fapps.org. Help us promote the program by sharing FAPPS emails regarding our classes.

Respectfully,
Diana Wardwell, AFPS

Membership Report

June 1, 2021

Active	224
Associate	71
Supporting	32
Pending Applicant	<u>8</u>
Total	335

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!



Jack Boon

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1414 S. Parrott Ave., 164
Okeechobee, FL 34974
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Bill Sykes

Investigating &
Research Data, Inc.
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Phone: (863) 227-3333

Kenny Nail

Treasure Coast
Process Servers, Inc.
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Phone: (772) 800-8509

Samuel (Mike) Davidoff

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Boynton Beach, FL 33472
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James "Jay" Bowen

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Phone: (407) 541-0697

Marissa Nail

Treasure Coast
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Joe Horton

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Joseph Dion

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Lauren Vanpelt

By Vanpelt
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Phone: (850) 463-0254

Virgil D. Ulman

Authorized Process
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1830 N. University Dr. Ste 155
Plantation, FL 33322
Phone: (954) 851-5555

Vivian K. DuVall

DuVall and Associates, LLC
5516 Antler Trail
Lakeland, FL 33811
Phone: (863) 619-7960

Supporting Members:

Angela Heath
Hugh Heath
Joseph Lolis
Adriel Lorenzo
Jami Marud
Jerome Mayden
Ann Patrick
Anita Rosette
Timothy Simmons
Wanda Trueman

Timothy R. Ball

Palmetto Process
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Daytona Beach, FL 32114
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Michele Harris

Harris Investigations
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Phone: (215) 368-1760

Joseph S. Marker, Jr.

Kamikaze Process, LLC
14071 Oak Ridge Dr.
Davie, FL 33325
Phone: (305) 879-6412

Ruth Reynolds

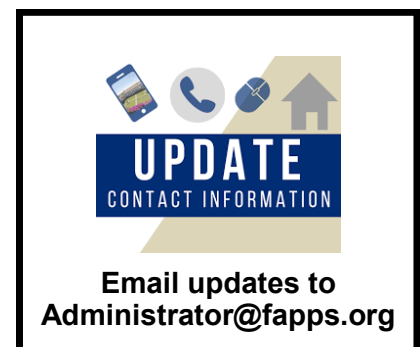
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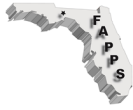
Sophia Martin

S.L. Martin Process Service
64 Perch St.
Winter Haven, FL 33881
Phone: (863) 368-6383

Kathryne Schloss

Imperium Legal Services
4324 W. North B Street
Tampa, FL 33609
Phone: (813) 212-9871





Dear Members,

The A&G Committee will spend this year continuing to field complaints and reviewing them to make sure all members are following the appropriate guidelines displayed in the FAPPS Code of Ethics.


Since our last meeting, the A&G Committee has received three telephonic complaints. After review, it was concluded none of these complaints held any merit as they came from non-members who were displeased with receiving service. These complaints did not warrant any further action as they did not violate any rules upheld by FAPPS.

We look forward to serving FAPPS by continuing to monitor all complaints and possible violations.

Sean Segel,
Committee Chair

Chair: Sean Segel
Vice Chair: Jennafer Segel
Members: Janet Deal, Diana Wardwell, Don Seward


TPC



20th Annual Professional Beach Getaway
August 20-22, 2021
Crowne Plaza Melbourne Oceanfront
2605 N. Hwy A1A, Indialantic, FL 32903

Networking Dinners Friday and Saturday, Saturday Meeting and Education Session, Luncheon, Activities.

Full schedule of activities can be found on our [Facebook](#) page and at www.fapps.org



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Elections

Bob Musser, Chair

BobM@dbsinfo.com

(407) 679-1539

Members,

FAPPS Elections run very smoothly compared to every other system I've seen at the State and National level. We contemplate no changes unless someone has some excellent suggestions. For detailed information on how our Election Cycle works, please see Section 1 of the Policy and Procedure manual. It's under the Publications Tab on www.FAPPS.org.

If you have any interest in serving FAPPS as an Officer or Director, start laying the groundwork now! Talk to a current director! Call or email me for advice! Volunteer for a committee that you have an interest or expertise in. The entire board will be up for election at the Annual Meeting in the Spring of 2022.

Bob Musser
FAPPS President
Elections Chair
BobM@dbsinfo.com
www.fapps.org

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Visit our Member Only Resource Section

<http://www.fapps.org>

Email administrator@fapps.org for an email to be sent to you for your first time login instructions.

Forward information, resources, or suggestions to be included to:
administrator@fapps.org

2022 Convention Education

- Interested in Moderating an Education Topic?
- Have an Idea for an Education Session?
- Have an Idea for a Roundtable Topic?

Email administrator@fapps.org or
call (321) 952-0820

Let's share our knowledge and experience with our Membership and make our 31st Annual Conference the best convention yet!

Hunstein v. Preferred Collection and Management Services, Inc.

You may or may not have heard of the Hunstein case, but it has the potential to impact process servers across the nation. On April 21, 2021, in *Hunstein v. Preferred Collection and Management Services, Inc.*, the U.S. Court of Appeals for the Eleventh Circuit issued a decision on a case of first impression, finding that a debt collector's transmittal of a consumer's personal information to its letter vendor constituted a prohibited third-party communication "in connection with the collection of any debt" within the meaning of section 1692c(b) of the Fair Debt Collection Practices Act ("FDCPA").

There are many articles on the meaning of this, one is linked here: <https://www.jdsupra.com/legalnews/the-hunstein-effect-examining-the-8026942>

The bottom line, is that the court basically made transmittal of any information about a debtor to any outside party an improper act. Could that include an Attorney hiring a Process Server to do a "door knock", to deliver a demand letter, to even serve a summons? Clearly, that was not the intent of the FDCPA, service of legal process needs to happen.

Concerned about this development, NAPPS, decided to investigate filing a "Friend or the Court" or Amicus Curiae brief. After a good bit of discussion, the NAPPS board decided to hire Manny Newberger, who has extensive experience in the Debt Collections industry and is familiar with NAPPS as well. A bit about his background is available here: <https://law.utexas.edu/faculty/manuel-h-newburger>

On June 1st, NAPPS had its "Friend of the Court" brief filed with the 11th circuit court. Hopefully they will address our traditional roles and clarify that we are not Debt Collectors, and that entrusting us with enough information to do our jobs is not a violation of the FDCPA. Look for more details on this matter and the NAPPS Brief in the next NAPPS "The Docket Sheet".

Bob Musser
FAPPS President
BobM@dbinfo.com
www.Fapps.org

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Formal Education

Lance Randall AFPS, Chair

Lance110205@gmail.com (954) 214-8263

Dear Members,

Our education program has undergone a few significant changes over the past year. We have developed an online education program and trained several new Instructors. Our online education program class attendance is growing and we continue to receive positive feedback. We receive daily phone calls regarding our classes.

Continuing Education classes are conducted monthly and New Process Servers classes are scheduled quarterly. Additional classes have been scheduled in the fall to facilitate education of the servers in the 15th Judicial Circuit (Palm Beach) where licensing only occurs once a year. We will be teaching courses at Indian River State College September 10-12, 2021 for the servers in the 19th Judicial Circuit and plan to conduct Instructor evaluations and review/planning sessions during this weekend. In person classes in other areas around the state will be scheduled as requested.

Over the past quarter, Diana Wardwell and myself conducted a CLE presentation for the North Tampa Bar Association via Zoom on Service of Process. This was a great opportunity to share information with the attendees.

The committee goals for the year include continuing to focus our efforts on introducing our program to jurisdictions that have not already approved our courses, and to provide support and resources to the other committees in FAPPS. The committee will continue to be available to provide additional education within the legal community as requested. We will continue our dialog with the jurisdictions that have approved our program to incorporate any specific information they request shared in our classes.

Our online education program operates through the assistance of an annual software contract with GoToTraining/GoToMeeting for scheduling of classes and registration. The board approved renewing the contract at the meeting in May.

We would be delighted to schedule an in-person class near you if enough interest is expressed. Please reach out to Diana Wardwell at 321-952-0820 or email administrator@fapps.org to request a class near you.

Looking forward to seeing you at an on-line or in person class near you soon,

Lance Randall, AFPS, Chairman & Instructor

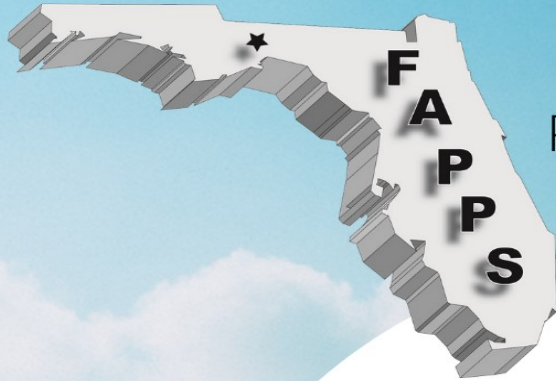
New Process Server and Continuing Education On-line and In Person Classes Available

Full schedule:

www.fapps.org

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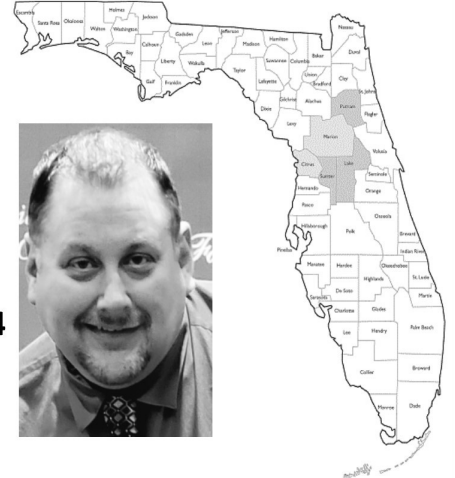
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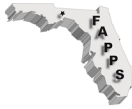
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Dear Members,

The FAPPS Distinguished Service Award Committee met at the Spring board meeting in 2020 and is done for the 2020 cycle. Even though we are planning on meeting in person at the Professional Beach Getaway in August, the committee has decided to hold off on any presentation until our 2022 Annual Meeting. 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.

Bob Musser, AFPS
FDSA Chair
BobM@dbsinfo.com
www.fapps.org

TPC

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. .

Special Thanks to those that referred members in 2020: Andrew Bonifant, Michelle Howard, Desy Garcia, Diana Wardwell, Michael Reid, Jean Strohmeier, Kevin Fedotov, Joe Osborne, Jr. and Rady Domenech.

Our program has restarted for 2021-2022! Share member applications with your associates and enter your name in the “referred by” line to help build our membership and receive credit toward your 2022 membership dues.

Member Information

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

Networking Cycle



Learning from Serving

An Educational Forum

Submitted by Dr. Denny Howley

A Good Serve or Not?

Situation

The case involved a scooter accident here in Key West. The "Scooter Ride Company" was to be sued by serving the Registered Agent, Alibaba. A brief check of the Criss-Cross Directory and White Pages confirmed the address provided for the serve as a private home. After several attempts, the Server finally found someone home, but he was not particularly helpful. He and "friend" had been living at that address for over six months, it was a rental property. He knew Alibaba was the owner, but stated Alibaba had moved to Miami. The renter was unwilling to provide any information on Alibaba's physical address in Miami or how he paid his rental check. The client was notified and the Server was instructed to hold the documents while they did another "skip-trace".

Bingo !

Several days later the Server was given a new address, an apartment number in a large apartment/condo complex also in Key West. Again, he did his Criss-Cross Directory and White Pages pre-Serve check, which only indicated the initial address...NO INFORMATION on the newly provided apartment. So the mental "war-gaming", in anticipation of a "blind-Serve" began. The key element always being, the Server had to confirm that Alibaba lived or did not live at that unit. And if in fact Alibaba lived there, our Server needed a "legal serve-scenario" that would satisfy his client and the court, if the case proceeded that far.

Why Server's MUST ALWAYS THINK !

Our FAPPS Professional arrived at the unit; he found the front door set back in a little alcove, with a blank wall to the right of the door and a small window to the left. The window had a shutter, which was partially closed, but gave a limited view of the floor and stove in the apartment's kitchen. Our Server knocked and a woman answered "who's there?" He said "is Alibaba home". She called "Ali", and the Server heard a muffled reply. Then she said to the Server, standing on the other side of the closed door, "he's in the bathroom, I'll get him". A short time later she returned and asked, "who are you?" Our Server said "Denny, I have some documents for Ali". It then sounded like the young woman returned to the rear of the unit to pass this information on to Alibaba.



The "Invisible" Process Server

When she returned, she sat on the kitchen floor, after apparently conferring with Ali. Our Server glimpsed her, through the partially closed blinds in the alcove, sitting on the kitchen floor. She seemed to be sorting some small items, but totally ignored the waiting Server on the other side of the door. Our Server knocked on the door again and asked for Ali, but she continued to sit on the floor. Finally she said, without moving, "call him on the phone". After several more door-knocking attempts and asking politely for Ali, Our Server said "I'm process server Denny Howley, please tell Ali he is served as Registered Agent for the Scooter Ride Company. Ma'am I'm leaving the documents here in front of your door. Sorry to have bothered you", and departed.

Comment

The conversation confirmed that Alibaba, called "Ali" by his lady friend and probably other close associates, did in fact live at the address provided. The serve scenario was reviewed with the attorney client who requested a detailed affidavit. The client was satisfied with the description of the "serve-scenario" of the known avoider and nothing more was heard on the case.

The material for "A Good Serve or Not" was provided by Dr. Denny Howley, 305 294 5568 serving Key West, Capital of the Conch Republic. The story shows once again the importance of pre-planning for a serve and that the Process Serving business is a "be prepared", thinking business :-)

A Professional NEVER Stops Learning

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

Share your serving stories! You can share a full article or a synopsis of the service and Dr. Denny will help you create the article. Email: DennyHowley@bellsouth.net

Florida Statutes regarding service on a corporation (48.081, 48.091, and 48.031) can be viewed at www.fapps.org. Interested in learning more about the rules regarding serving? Join an education class. Full schedule available at: www.fapps.org.



P&G/Member Benefits

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

Warm greetings to all of our members!

With 2021 just about halfway over and our FAPPS Beach Getaway approaching rapidly, I just wanted to thank you all for taking the time to read our newsletter and for being a valued member. As our process serving community continues to grow we are constantly looking for new talent to join our committee and help make FAPPS a better place. There are still a multitude of counties who do not yet accept FAPPS as the educational authority and its up to us to enlist the servers in those counties to join our Association. Please be sure to contact the Chair of the P&G Committee to sign up to make FAPPS the best organization possible!

As the Promotion & Growth Committee of the only Process Server State Association in Florida, it is our duty to ensure our Membership continues to increase year after year. It is vital we keep our profession growing, and our committee is executing this vision by maintaining a strong presence within the Judicial System, state of Florida, and at the forefront of every process server in the nation. Our committee has begun working on partnering with each chartered state association to advertise and promote each other's virtual and in-person events in order to drive a larger audience and promote growth.

Our Education Committee members are also constantly promoting the association and reaching out to those prospective members in Florida during our Continuing and New Server Education Courses. We also recognize that there are still quite a bit of jurisdictions you may be serving process in that do not accept our Education Classes, and we want personally thank those of you who share the importance of being a FAPPS member with the other licensing authorities.

We've also got an eye on you fitness buffs, runners and outdoorsy types! As each Florida County Bar Association holds its annual 5k runs and other fun events around the State of Florida, we'd like you to keep us in mind for networking & sponsor opportunities. We are constantly looking for a new way to promote FAPPS, and whether we're in front of lawyers, paralegals, process servers or other professionals - we want to be at those events! Please let us know of any local Bar Association happenings in your area by contact the chair of the Promotion & Grow Committee, Kevin via FedotovK@yahoo.com

Be sure to follow our Facebook group page "[Florida Association of Professional Process Servers](#)" for updates on legislature, Zoom Happy Hour and Educational Mastermind events, and other news in our industry.

Make sure the FAPPS 20th Professional Beach Getaway at the Crowne Plaza in Melbourne is on your calendar. We can't wait to see you on August 20th (ending on the 22nd) at this wonderful oceanfront location, with spacious outdoor seating and waves crashing down just a few feet away. We'll have our Board Meeting with buffets as usual, followed by a variety of fun, educational and entertaining events. Make sure you get it on the calendar now and be sure to RSVP with our Administrator, looking forward to seeing all of you in person!

As always, it is a pleasure to serve you [no pun intended] and if you have any questions please do not hesitate to contact us.

P&G goals for 2021:

- grow the committee & delegate tasks
- entice process servers in non-FAPPS counties to join the association
- publish weekly posts on our FAPPS Group page
- increase membership on our FAPPS Group page w/licensed non FAPPS servers
- partner with each chartered state's association to promote our virtual events
- once we have enough interest to attend, restart the virtual happy hours
- promote FAPPS via in person local events (Law week 5ks, Golf outings, Paralegal events, etc.)
- contact every member in Q4 and ask them how they are doing and how FAPPS can improve
- entice office staff to join FAPPS
- come up with benefits that would entice servers on the street to join

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

TPC



Thoughts - An Educational Forum Submitted by Dr. Denny Howley

CUSTOMER SERVICE – You’ve Got to Be Kidding!!!

Yaaa right! Be polite to the client – sure...they pay my bills. But to the people I serve? Hey guy I’m not the Walmart Greeter. I nail those defendants, no time to play wordy “nicey” games with them. Gotta move, get them served, on to the next serve... I mean time is money.

BUT

PROFESSIONALS have self-imposed standards which they try to live by in dealing with clients, others in the profession, servers and defendants.

Unfortunately, the majority of Process Servers in Florida do not belong to any professional organization and many run with only the short range and narrow “money” perspective. Long range growth, in any profession, depends on CUSTOMER SERVICE and PERFORMANCE.

Any time a PROFESSIONAL has the opportunity to re-evaluate their business practices they grab it. And any time a PROFESSIONAL can “borrow” customer service practices from ANY business entity they do so.

Here’s a modified “Code of Service” I borrowed from a major business chain that I felt might be useful to us as Process Service business operators.

1. IMAGE

As a Process Server, whether Sheriff or Court appointed, we REPRESENT THE ENTIRE INDUSTRY. The impression we leave with all parties we come in contact with will be a STANDARD which they will measure the entire SERVICE OF PROCESS PROFESSION. They will remember how they were treated in their conversation over the phone and/or in person.

Were we always respectful and professional? Did we reflect empathy, in explaining the document and generally helping the defendant understand what was happening by being “served”? Politeness and courtesy go a long way, regardless of whether it is reciprocated or not.

Were we dressed “appropriately” for the “serving” environment? i.e. in Key West my attire aims at “blending-in” and being “non-threatening”, Thus tank tops, t-shirts, shorts and always my red headband. Bottom line is a server MUST know her/his environment and package him/herself accordingly.

2. PERSONALIZED” SERVICE

Obviously we MUST review and be able to explain, basically, the documents we are serving. But there is also a crucial “people skill” involved here as well, “ treat others as you would like to be treated”. If you have a serve that you know they do not want, wish went somewhere else and they “THANK YOU” as you are leaving, you know you have rated high on the people-skill scale.

3. OWNERSHIP AND “FUN”

As human beings, we are responsible for our actions, attitudes and how we CHOOSE to deal with others. As PROFESSIONALS, that acceptance is imperative. Sure, we like the money, BUT do we like serving Process? Do we enjoy interacting with others, even when the situation might get a bit “dicey”? If we don’t enjoy what the Service of Process entails, then maybe we should look for another more suitable line of work.

A Professional NEVER stops Learning

Dr. Denny Howley owns and operates Dr. Denny Howley d/b/a serving process in Key West (only), 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



Legislation

Chris Yeoman AFPS, Chair

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

Dear Members,

Our legislative team constructed a bill last year with several changes, clarifications, and even some new statutes to help aid us all in the process serving field. Our bill was sponsored by Senator Ana Maria Rodriguez, and titled SB1420. After being filed February 18, 2021, it was referred to Judiciary on February 24, 2021, and then introduced to the Senate Judiciary committee on March 2, 2021.

Unfortunately, because of other matters consuming the legislative session, our bill died in Judiciary on April 30, 2021. While this means we didn't get it passed this year, we are confident and moving forward with the same bill for our next session. Again, I would like to thank all those members of our team, and our lobbyist for all the time and efforts in getting this bill put together.

Have a great summer and stay safe!

Chris Yeoman AFPS, Chair
Cellphone 954-270-4597



PSAC (Process Server Appointment) **Melody Bulso AFPS, Chair**

Melody.Bulso@Provest.us (813) 877-2844x2036

Hello All,

The committee has not had much change since the annual meeting. We are still poised to send letters to decision makers in a few key areas.

We are discussing Duval county. Is there any path to appoint new servers instead of renewal only? If anyone has a suggestion please bring forward as we are looking for ideas.

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: Kevin Fedotov, AFPS,
Tammy White, AFPS, Diana Wardwell, AFPS



Secure Data Exchange **Bob Musser, Chair**

BobM@dbsinfo.com (407) 679-1539

The Secure Document Trading Service, which is now 6 years old (First launched in 2015!) is a working platform, with support from 4 vendors. Jason Tallman out of New York, with Process Master software is now actively working on adding support for the SDTS. Process Server's Toolbox, Paper Tracker, Tristar WinServe, and Loyal Dog all already support import of jobs from the web version of SDTS directly into their software.

If you have not taken the time to fill out your FAPPS profile (no cost, and gets you additional exposure and work through the FAPPS website), come talk to me, or read more about it at

<https://Fapps.SecureDocumentTrading.com>

Bob Musser AFPS, Chair

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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.

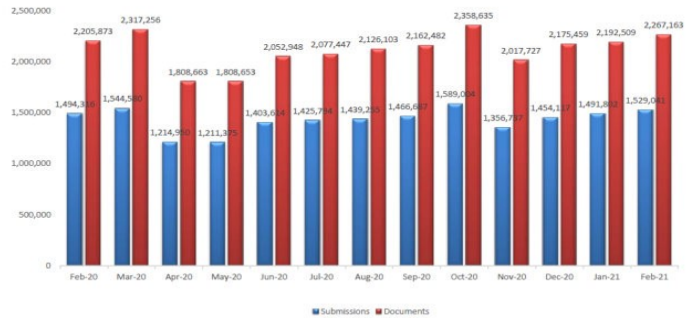
February's E-Filing submissions was 1,529,041

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 2020-2021.



Year at a Glance



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

Thanks John

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



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www.FAPPS.org



VIOLENCE AGAINST PROCESS SERVERS

Reporting all instances of assault on a process server is important. This includes all process servers, regardless of current membership status. This information will be used to compile statistical data for lobbying and legislative efforts to support and protect process servers in the field.

Remember, you need not be a member of FAPPS to report an incident. This information will be directed to the FAPPS Violence Against Process Servers and Legislative Chairs.

If you have been a victim of a violent act please visit <https://www.fapps.org/ViolenceReport> and report this information. A member of the committee will follow up with you.

You may also call Michelle Howard, Committee Chair at 727-542-1975 (cell) or 813-492-2500 (office)



Violence Against Process Servers

Michelle Howard AFPS, Chair

Michelle@TRGTLegal.com (888) 642-0130

Dear Members,

It is hard to believe we are halfway through 2021! I believe we all need to give ourselves and others a high five, pat on the back and an award for quickly adapting to keep our profession moving forward in the face of adversity. It was not always easy, but we did it, not only personally but as an association. There have been so many that reached out to members just to check in and say hi, offer a hand or words of encouragement. This is what defines us as a great association.

We are still following the case in Hillsborough County from July 2020 when a server was threatened and had a gun pointed at him while trying to serve a family related document. The current pending charges against him are, Obstruction of Justice with Violence (Third Degree Felony), Assault with a Deadly Weapon (Third Degree Felony) and Criminal Mischief (Second Degree Misdemeanor). This is set for a pretrial hearing June 22nd and a Jury Trial has been set for June 28th. I am checking with court personnel to see if the trial is held via Zoom if I may log on as a guest so we have real-time updates and verdicts for the case.

The goal of this committee is to assist process server in our state who have experience violence including but not limited to assault, battery, threats, or a victim of violence in any way, while exercising their duties legally as a process server. We are here to support process server in any way possible with navigating the process with the courts and local jurisdictions and to document such incidents, so problem subjects, areas, or procedures can be shared with other process servers. The date we gather can be later used to promote better legislation to assist and protect our profession in the future.

I want to welcome Tammy White who has volunteered to be the liaison in Southwest Florida and be a point of contact to assist with violence reports in her area. Tammy has been a member of the VAPS committee for the past several years as well as a volunteer for several other FAPPS committees, I know her desire to better our profession is going to be an asset to VAPS. If you are interested in volunteering to be a liaison for VAPS please reach out to myself or our Vice-Chair Chris Yeoman.

Earlier this month VAPS Vice Chair Chris Yeoman met with the deputy chief of Coral Springs Police Department along with another Broward Process Server. The purpose of this meeting was to review a case from last year where this Process Server was attacked by a defendant after serving her with documents. There was an arrest made the following day after the attack, and charges were filed by the state attorneys office. Unfortunately with Covid last year, the trial was delayed multiple times and the prosecuting attorney changed hands a few times as well. at the time of trial the state attorney elected not to call the responding police officers as witnesses, and only the victim was called to testify, and a jury elected to find the defendant not guilty. our conclusion after the discussion was that this was a failure of the system, the officers were ready to testify, the state attorney seems to have dropped the ball.

Our meeting however was not without the progress. The deputy chief was responsive to our concerns regarding violent attacks and threats against Process Servers while executing our duties, as well as the lack of support from law-enforcement when called for these incidents. We further agreed a solution might be to allow us to speak in front of his officers and discuss the Process Server's duties, rights, and obligations in executing legal process, as well as the specific laws that are there to protect us. The deputy chief then invited Chris Yeoman to return at a later date to be determined to discuss these very concerns amongst his department officers. We will provide a further update as this discussion continues.

We look forward to seeing all of you at The Professional Beach Getaway in August. We will have a great round table discussion regarding safety and de-escalation practices for servers. If you have any information you would like to share with the committee that we can address during this event, please email me at Michelle@TRGTLegal.com

To report any violent acts please visit <https://fapps.org/ViolenceReport> and a committee member will follow up with you.

Michelle Howard, AFPS
Committee Chair
Michelle@TRGTLegal.com
Office: 813-492-2500 Cell: 727-542-1975



Website/FAPPS Server

Diana Wardwell, Chair
Bob Musser, Webmaster

The FAPPS website is full featured, a complete source of information on all things FAPPS, and a frequently used tool for finding private process servers across Florida and the entire nation. Many thanks to Diana Wardwell for her constant review, and to the committee chairs who send us content for the areas 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

The website is reviewed and updated quarterly. We are always open to suggestions for content and information to share. These suggestions can be emailed to administrator@fapps.org. The Member Only section contains additional resources. In order to access this area of the website you will need to create a login. This can be accomplished by emailing me first so I can forward you a link. Special thanks to Database Services for maintaining and updating our website.

Diana Wardwell, Chair

TPC



DR. DENNY HOWLEY
PROCESS SERVER
MCSO #74

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(305) 294-5568
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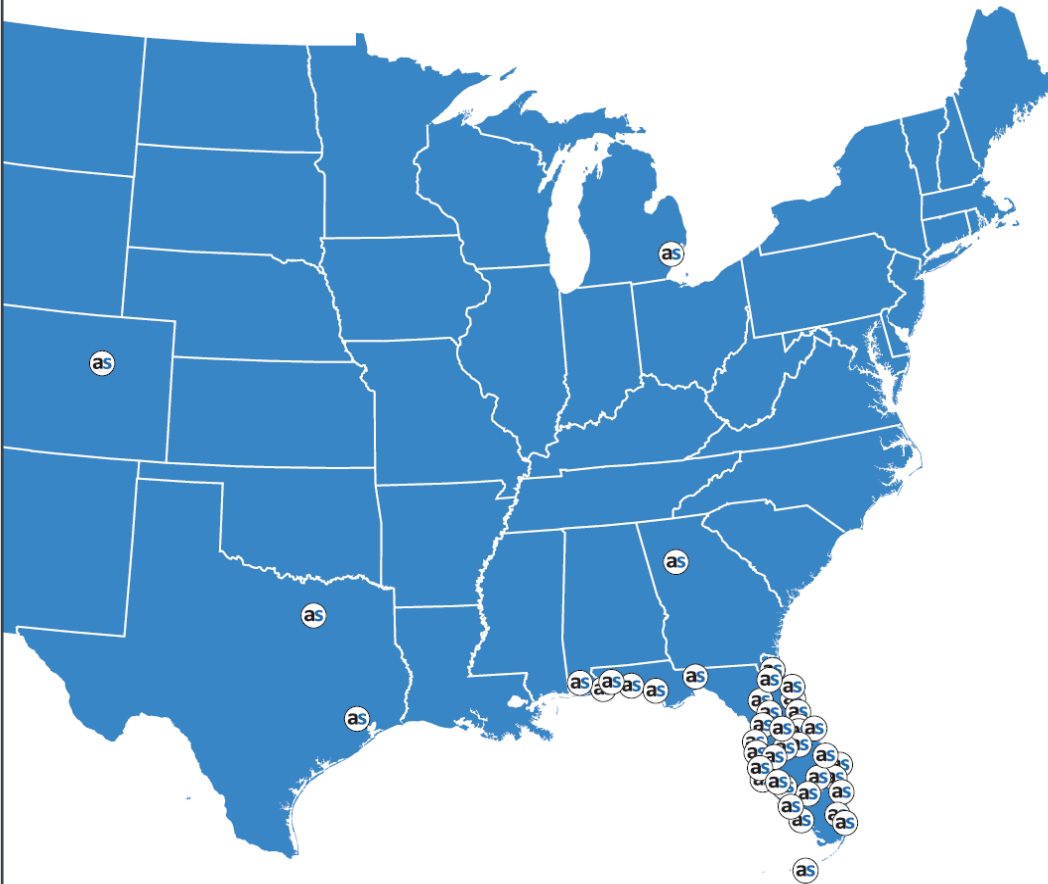
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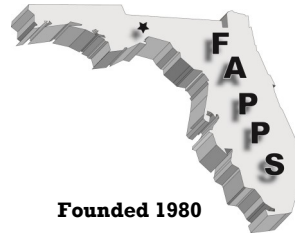
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Florida Association of Professional Process Servers

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