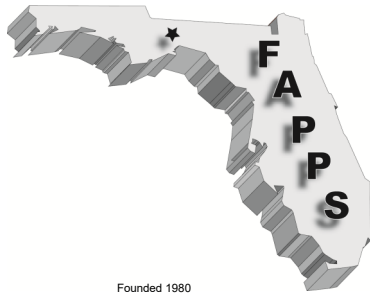


34th Annual Conference - April 11-13, 2025



# THE PAPER CHASE

The Official Newsletter of the  
Florida Association of Professional Process Servers

3rd Quarter Edition 2024

## 4th Quarter Board Meeting

October 19, 2024

Embassy Suites Orlando Airport  
5835 TG Lee Blvd., Orlando, FL

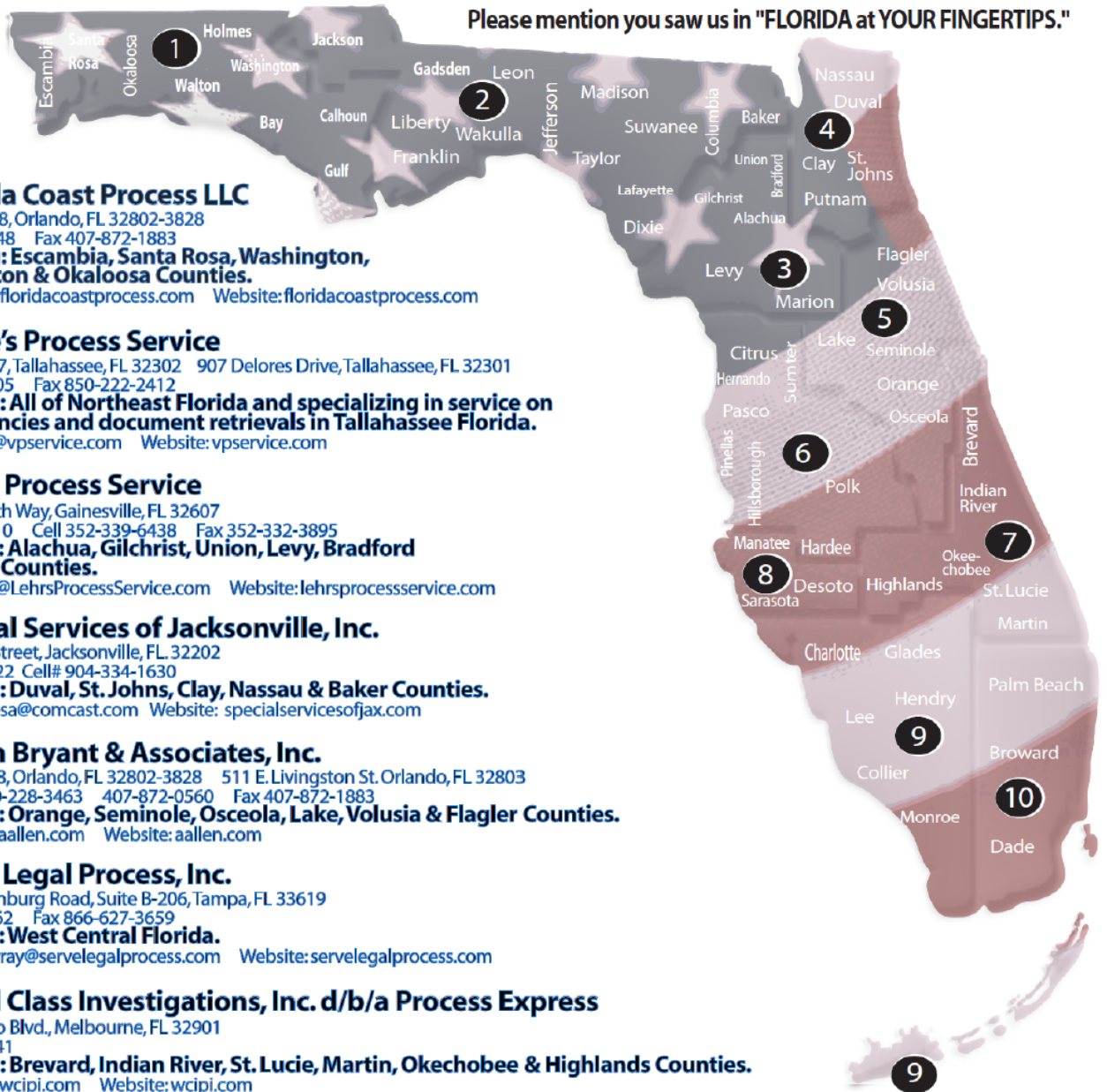


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## 5 Aallen Bryant & Associates, Inc.

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# 2024-2025 Association Guide

## **Board of Directors**

### **Chris Yeoman AFPS, President**

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

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

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

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

Sarasota  
(888) 360-5345  
email: Joe@360legal.net

### **Gretchen Randall AFPS, Treasurer**

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

### **Joseph Dion AFPS, Director**

Miami  
(786) 539-7227  
email: Joseph@mcpnsnationwide.com

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

Orlando  
(407) 627-8222  
email: FedotovK@yahoo.com

### **Desy Garcia AFPS, Director**

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email: DesyGarcia22@gmail.com

### **Michelle Howard AFPS, Director**

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

### **Tammy White, AFPS Director**

Ft. Myers  
(239) 313-6740  
email: Tammy@weservejustice.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

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National Association of Professional Process  
Servers



**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 stated. 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.

## **Committees**

### **Annual Conference Activities**

Chair: Amy Boyd, AFPS, boydsprostatus@gmail.com

### **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, AFPS

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

Chair: Bob Musser AFPS, BobM@dbsinfo.com  
Members: Lance Randall, AFPS, Diana Wardwell, AFPS, Margie Zawacki, AFPS,  
Dr. Denny Howley

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

Chair: Michelle Howard, AFPS, Michelle@trgtlegal.com  
Vice Chair: Kevin Fedotov, AFPS  
Members: Diana Wardwell, AFPS, Joshua Kes, AFPS, Lance Randall, AFPS

### **Legislation**

Chair: Lance Randall, AFPS FAPPSLegCommittee@gmail.com  
Vice Chair: Gretchen Randall  
Members: Joseph Dion, Michelle Howard, AFPS, James Kady, Bob Musser, Joe Osborne, Jr., Susan Pineiro, AFPS, Diana Wardwell, AFPS, Chris Yeoman, AFPS

### **Liaison**

Chair: Tammy White, AFPS ParalegalLiaison@fapps.org  
Vice Chair: Chris Yeoman, AFPS

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

Chair: Diana Wardwell, AFPS Chair dwardwell@wcipi.com  
Vice Chair: Joe Osborne, Jr., AFPS  
Member: Joseph Dion AFPS, Joshua Kes AFPS, Lance Randall AFPS, Derek Tirado AFPS, Tammy White AFPS, Chris Yeoman AFPS

### **Promotion & Growth (P&G) and Member Benefits**

Chair: Kevin Fedotov, AFPS Promotioncommittee@fapps.org  
FedotovK@yahoo.com  
Vice Chair: Desy Garcia  
Members: Joseph Dion, AFPS, Joshua Kes, AFPS

### **Technology**

Chair: Desy Garcia, DesyGarcia22@gmail.com

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

Chair: Michelle Howard AFPS, Michelle@trgtlegal.com  
Vice Chair: Frank Carreras, AFPS  
Member: Becky Gaston, Andy Karp, AFPS, Bonnie Moore AFPS, ,  
Josh Randall, AFPS, Lance Randall, AFPS

### **Website**

Chair: Diana Wardwell  
Vice Chair: Bob Musser



# PRESIDENT'S REPORT

CHRIS YEOMAN AFPS, PRESIDENT

Greetings members,

It is my absolute pleasure to have welcomed everyone to the FAPPS Professional Beach Getaway this year in Daytona Beach. I had the opportunity to chair my first FAPPS meeting as your newest President, and hear from each of our board members and committees on the immediate and long term goals, as well as their progress since our last updates.

I chose the chair of each committee knowing that my selection was in the best interest of positive progress for FAPPS and its membership. I requested each chair to select a vice chair and committee members who are focused on meeting the goals set by the committee and selflessly willing to put in the time and efforts needed.

In just a few short months our teams have already put in a lot of work. I recently attended the Florida Bar convention along with several members of our Legislative and Liaison committees where we were welcomed by multiple groups and individuals alike. It has become clear our organization has become more well known and respected by our presence and communications each of the last three years. Our goals here included awareness of our organization to all attendees, as well as establishing relationships with individuals and groups who share goals similar to ours for future efforts in legislation, education, and with process server licensing jurisdictions. Our legislative chair Lance Randall will fill you in on the goals we set, progress made, and the bright outlook for this committee. We are proud to have our lobbyist Jose Diaz present in Daytona this weekend to speak about our legislative goals and strategies for the upcoming session. Lance and Joe Dion will speak about how they are building relationships with their local politicians and how you can do the same.

On the education front, I could not be more proud of this years accomplishments. The success, feedback and progress has been staggering. Our team has expanded to accommodate additional classes needed as demand has grown, and I am proud to welcome our newest educator Josh Kes to the team. As of this report date our team has taught 20 educational courses this year already, and have many more scheduled. The enthusiasm, professionalism, and desire to make sure every process server in Florida is educated and properly serving process is commendable. Many company owners like myself have taken advantage of having office staff take these courses as well, contact Diana for more information on this.

Our other committees have been busy too as you will hear in their reports. Promotion and growth has a fun filled weekend for us all and some plans for future networking events. They focus on membership goals, sponsorships and member benefits, so be sure to reach out to a member of that committee with your ideas to help. Our technology group has some advice on taking advantage of resources available at your fingertips, the PSAC and Violence committees will provide updates as well.

President's Report Continued Next Page



# VICE PRESIDENT'S REPORT

BOB MUSSER, VICE PRESIDENT

Members:

We just held the Professional Beach Getaway. This is a special meeting each year in a couple of different ways. It's the second real meeting of the new board for a given cycle, and the first where there should be measurable progress on our goals. You get to hear what the President and board are looking to accomplish for the rest of the year, and you should be able to see progress made against goals set three months ago. It's also a time for networking, a little fun, and getting to know your competitors and trading partners.

Going forward, my primary focus this year is educating everyone else in the legal system on what constitutes good Electronic Service. As detailed in our white paper, it has to include a disinterested third party as mandated by Chapter 48.021. It has to be on a secure platform, not Email. We have to spread that message far and wide. We have to improve Chapter 48.021 to clarify with words something like "All original process, regardless of method served, must be served by...". We need to enlist the help of friends at the FL Bar, representatives that share our view, judges, whomever we know and can talk with. And we need to attempt to alter parts of Chapter 48 that mention service by anyone else, such as the reference in the new Secretary of State section that says "or an attorney". I look forward to working with our new President Chris Yeoman. Based on years of working with him as Vice President and Legislative Chair, I have complete faith in him and high expectations for his success.

**Bob Musser**  
Vice President  
BobM@dbsinfo.com

TPC

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## President's Report Continued

There is so much to discuss and so many moving parts of FAPPS. I look forward to making progress on many fronts over these next two years, and have the utmost confidence in each of these committees and their leaders, and encourage members to step up and do your part. Rather than just reading our reports every three months, contact a chair and get involved in a committee and make a difference. Special thanks to this outstanding team of board members we have been working hard for you year round, to everyone participating on committee projects, and to our extraordinary administrator Diana Wardwell who handles an immense amount of FAPPS business each and every day.

I am committed to serving our members in any way possible, and welcome ideas, feedback, and communication via email or phone calls anytime.

Sincerely yours,

**Chris Yeoman, AFPS**  
President  
Chris.Yeoman@aol.com

TPC

## FAPPS MEETINGS AND EVENTS

*You are  
invited*

**October 19, 2024**  
**9:00 a.m.**

4th Quarter Board Meeting  
Embassy Suites Orlando Airport  
5835 TG Lee Blvd.  
Orlando, FL

**February 8, 2025**  
**10:00 a.m.**

1st Quarter Board Meeting  
Meeting via Zoom

**April 11-13, 2025**

34th Annual Conference  
The Westin Lake Mary  
2974 International Parkway  
Lake Mary, FL

**August 15-17, 2025**

Professional Beach Getaway  
3rd Quarter Board Meeting

The Shores Resort & Spa  
2637 S. Atlantic Ave.  
Daytona Beach Shores, FL

Meeting information and direct  
hotel reservation links are  
available at [www.fapps.org](http://www.fapps.org)

*Secure your hotel reservation for  
each event ASAP to ensure you  
are able to take advantage of the  
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## EDUCATION (Online and In Person)



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# SECRETARY'S REPORT

JOE OSBORNE , JR.

Dear Fellow FAPPS members,

- The minutes from the previous board meeting are up to date and are published on the website including those from the last board meeting in May.
- There has been no objections to membership received so far during the 3rd quarter of 2024.
- All secretary records are updated and located on the FAPPS data storage server.

On a final note, the FAPPS 4th Quarter Board Meeting will be held on October 19, 2024, at the Embassy Suites Orlando Airport, 5835 TG Lee Blvd., Orlando, 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 (888) 360-LEGL ext. 104 or by email at [joe@360legal.net](mailto:joe@360legal.net)

Respectfully,

**Joe Osborne, Jr.**  
Secretary

TPC

**Collin Drew Katz**  
Managing Member

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# ADMINISTRATOR'S REPORT

Diana Wardwell, AFPS

administrator@fapps.org

Dear Members,

It was great to see such a great turnout at the getaway! It's remarkable to think that 23 years have passed since our first Professional Beach Getaway! This annual event has remained a favorite, offering a unique chance for us to connect, conduct business, and network by the beach.

Let me update you on some of the latest developments within FAPPS.

## **Inquiries and Engagement:**

- Our administrative office has continued to experience a significant amount of inquiries, covering various aspects of the association, including membership, process server certification, education classes, and event details.

- Our membership base is growing, and we're continuing to reach out to individuals who have taken our courses, as well as other process servers across Florida and the U.S., inviting them to join FAPPS.

- As your primary point of contact, I've been working diligently to strengthen our relationships with court administrators and sheriff licensing jurisdictions. I'm pleased to announce that the 3rd Judicial Circuit has officially endorsed our education program and will now direct applicants to our classes. Additionally, I recently introduced FAPPS and shared information about our education program with Sgt. Mello at the Flagler County Sheriff's office, which has just started accepting applications for licensing.

## **Newsletter Highlights:**

- The deadline for submitting articles and ads for the upcoming 3rd Quarter Edition is August 21, 2024.  
- Interested in advertising? You can enjoy a 10% discount by placing your ad in all four editions of \*The Paper Chase\*.

## **Looking Ahead to Meeting Locations:**

In collaboration with our President, I am actively involved in selecting event venues for 2025 and beyond. We welcome your suggestions and insights on potential locations that align with the association's goals and member preferences.

## **Conventions for 2025/2026:**

- The Convention Selection Committee has completed its work and selected The Westin Lake Mary as the best value for our members for 2025 and 2026. The board has voted and confirmed these contracts, and we will publish the details on our website and social media pages in the coming week.

## **Membership:**

As we begin the latest membership promotion this September, I've reached out via email to all members who did not renew their membership for 2024, encouraging them to rejoin FAPPS. As a reminder, this promotion allows applicants to pay full dues now, with their membership lasting until the end of 2025. If they apply in September, they receive 15 months of membership for the price of 12.

If you have any questions about the services or programs FAPPS offers, please don't hesitate to reach out anytime.

Thank you for your continued support of our professional association.

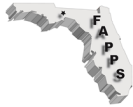
Sincerely,

**Diana Wardwell, AFPS**

## **2024 Status Update**

### **Membership Numbers**

2024 August Membership	
Active	243
Associate	62
Supporting	50
Pending Applicants	10
Total	365



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

**Sean Segel, Chair**

Tampaempire@gmail.com (813) 251-9197

Dear Members,

The A&G Committee has continued to serve FAPPS by upholding the professional standards and ethics held by the association. This quarter one verbal complaint was received regarding non-payment for services between two active members. Before a formal complaint could be submitted the parties were able to resolve their issue, waiving any further action from the committee.

If anyone feels a member may be in violation of the FAPPS Code of Ethics or Bylaws, please contact me.

Sean Segel  
Committee Chair

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

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**Charles Goldberg -561-317-1708 or 561-627-5377**



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.

Welcome and Thank You for your support of FAPPS!

**Billy T. Edwards Jr.**

B T Edwards Process Service  
1300 Caraway Court, Suite 200  
Upper Marlboro, MD 20774-5462  
Phone: (301) 505-2020

**Joe Hurley**

Emerald Coast Legal Process LLC/  
ECLP Investigations  
548 Mary Esther Cutoff N.W. #410  
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Phone: (850) 240-8904

**Scott Hudson**

Earlybee Legal Services  
6144 Adriatic Way  
Greenacres, FL 33413  
Phone: (561) 293-5331

**Sophia Hervis**

Magic City Process Service, LLC  
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Miami, FL 33126  
Phone: (786) 881-8228

**Calvin Lewis**

LFI Elite Process Service, LLC  
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Highland City, FL 33846  
Phone: (863) 617-9257

**Jose Barbosa**

JCB Management Services, Inc.  
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Pembroke Pines, FL 33024  
Phone: (305) 239-7478

**Daniel Kovach**

Served 123 LLC  
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Hallandale, FL 33008  
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Fax: (800) 321-2377

**Ivan Lopez**

Lightning Legal Couriers & Process  
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Miami, FL 33173  
Phone: (786) 286-4167

**Serena Benjamin**

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P.O. Box 934982  
Margate, FL 33093  
Phone: (954) 338-8265

**Abby DiLeonardo**

219 SW 28th Terrace  
Cape Coral, FL 33914  
Phone: (239) 292-2352

**Supporting Members:**

**Aaron Ford**

**Mark Trimble**

**Sandeep Appanah**

**Raoul Artilles**

**Robyn Ford**

**Ivanhoe Alvarez**

**Sonia Berrios**

**Alexander Garcia**

**Anthony Medina**

**Trudi Villarreal**

**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 (contact us for the discount code for clerical).
- Attend meetings to network and build your connections with other members





# Annual Conference Activities Amy Boyd AFPS, Chair

Boydsprostatus@gmail.com (772) 460-6679

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## 2024 FAPPS CONVENTION REPORT

The convention this year was another outstanding, fun, informative event!

Friday morning started off with the annual golf tournament. A fun time for all who participated. The beginning of the meeting started late Friday afternoon. Friday night reception dinner was excellent food and a great opportunity to meet new attendees and reconnect with old friends.

Friday night Poker and Bingo were great fun. This year Poker had professional dealers which took the event to the next level. Bingo had a large crowd with 5 winners.

Saturday 's meeting was a great time to learn about the association and gave everyone the opportunity to give their ideas for the future of the association. The Family Feud game was a blast and the round tables were very helpful for all who participated.

Elections were the final order of business for the day. Our new officers and board of directors are as follows:

President: Chris Yeoman

Vice President: Bob Musser

Secretary: Joe Osborne

Treasurer: Gretchen Randall

Director: Kevin Fedotov

Director: Michelle Howard

Director Desy Garcia

Director: Tammy White

Director : Joseph Dion

Saturday night's banquet was epic. It was a speakeasy Murder Mystery! Everyone got to put their excellent detective skills to work. It was so much fun and I think everyone embraced the opportunity to dress the part and participate in the fun!

The grand finale of the weekend was the final drawing of our 50/50. The winner James Brown of Jaybee Services Inc. DBA Peak Investigations went home with a serious prize of \$560! The 50/50 raffle is a great success and we much appreciate everyone who donates prizes to be given away over the weekend without your support our 50/50 drawing would not be as successful!

Thank you for the opportunity to serve the association as your "Fun Director". I look forward to seeing you all at the 2025 convention!

Respectfully,

**Amy Boyd, AFPS**

Chair, Annual Conference Activities

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# Elections

**Bob Musser, Chair**

BobM@dbsinfo.com

(407) 679-1539

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Our next election will be in Spring 2025 at the Annual Meeting. Only Directors will be on the slate, the Officers will start year two of the term. The complete rules are in Article VI of our Bylaws, but basically, you have to have been a member for 12 months to be elected to the Board. You have to have served a complete year on the Board in the last five years to be elected President or Vice President.

**Bob Musser**

FAPPS Vice President

Elections Chair

BobM@dbsinfo.com

TPC



# FDSA (FAPPS Distinguished Service Award)

**Bob Musser, Chair**

BobM@dbsinfo.com

(407) 679-1539

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The FAPPS Distinguished Service Award is our Association's highest award. The process for selecting a 2025 Recipient will start this fall. If you have someone that you feel merits consideration, please forward the name and any helpful background info to me, and I will share it with the committee. The perfect time for that is now!

**Bob Musser**

FAPPS Vice President

FDSA Chair

BobM@dbsinfo.com

TPC





# Formal Education

Michelle Howard AFPS, Chair  
Michelle@TRGTLegal.com (813) 492-2500

Dear Members,

The Education Committee has provided 20 classes through July 2024 and has all classes listed on the FAPPS website through January 2025.

**Continuing Education Classes:** Registration for continuing education classes is encouraged. The classes are currently published through January 2025, with regular updates on additional classes throughout the year. The schedule for both online and in-person classes can be found at <https://www.fapps.org/afpscourschedule.aspx>

**Zoom Familiarization:** Attendees are recommended to familiarize themselves with the Zoom platform and its features before participating in the class. This ensures a smooth experience during virtual sessions.

**Legislative Committee Cooperation:** For the 2025 legislative session, we will continue to work closely with the Legislative Committee to assist with monitoring and communicating relevant legislation that may impact our profession. We are very excited to announce that the guest speaker at the Professional Beach Getaway will be our lobbyist, Jose.

Our commitment to providing high-quality education and support to our members remains steadfast, and we are eager to build on the momentum we've gained during the past "Education Season."

**Call for Action:** If the licensing jurisdiction you serve in does not utilize FAPPS for their education source and you would like to provide our committee with a contact you personally have for an introduction, please email [Administrator@FAPPS.org](mailto:Administrator@FAPPS.org) so we can start to build these relationships to ensure we have consistent education throughout Florida.

We look forward to sharing our passion and knowledge with you!

**Michelle Howard AFPS,**  
Committee Chair  
813-492-2500 (office)727-542-1975 (cell)  
Michelle@TRGTLegal.com



# Legislation

Lance Randall AFPS, Chair

FAPPSLegCommittee@gmail.com (954) 214-8263

Dear FAPPS Board and Members,

The Professional Beach Getaway annual event reminds us that we are just past the halfway point of the calendar year. Since we are approaching an odd numbered year (2025), we have the luxury of having what we call a “Late Start Legislative Session” as the upcoming Legislative session does not begin until March 4th, 2025 and thus, we have an additional two months to prepare.

In June Chris, Tammy, Gretchen, Michelle, and I attended the Florida Bar’s annual conference and reacquainted with many of our friends in high places. Tammy and Chris reintroduced me to Mr. Jim Murphy where he and I picked up right where we left off. This led to a formal invitation to attend the Florida Bar’s Chapter 48 Task Force closed door committee meeting. In the weeks leading up to the meeting, I was included within their committee’s emails where they allowed me to present the things we hope to accomplish this year and brought me up to speed with the challenges they’re facing and the proposed changes they want to make. It was quickly realized that both of our organizations have similar goals which we dove in to during the committee meeting. I was well received and asked to participate much more than I expected. Here’s a brief update, although in full disclosure these are merely proposed amendments and subject to additional changes.

Chapter 48.091 Designation and Service Upon Registered Agents: Changes proposed are to expand the hours mandated for the registered agent to be available to accept service. They also agreed to add a section specifically acknowledging R/A’s that are natural persons may be served in accordance with FL SS 48.031 and that statute already has provisions for service at a residence. Further, they are also in agreement that any R/A that is a business entity shall be served in accordance with the statute pertaining to general service on that type of entity and if unable to do so, service may be made upon any employee of the registered agent. In all scenarios stated above, it was widely accepted and acknowledged that service may be made on the first attempt with no need for a return trip.

48.184 Service of Process for Removal of Unknown Parties: They were not willing to entertain a conversation regarding the number of attempts, nor the mandate to post the unknown tenant summons as they feel this should be addressed with the Florida Bar’s RPPTL committee who made this change to begin with. We will readdress this in committee.

As far as any service permitted in any statute where by certified mail or a commercial delivery service is permissible, they refused to agree to add the “by Process Server or Person Authorized to Serve Process” as they feel we are already included in the definition of a Commercial Delivery category so my arguments fell on deaf ears.

In other news, the Florida Supreme Court has issued an administrative change to the Rules of Civil Procedure, and as it pertains to us, one of the changes specifically addresses the Residential Eviction Summons. In short, they basically reworded and reordered the paragraphs instructing a defendant on how to respond to the complaint and what mandatory requirements must be adhered to by the tenant when responding while ultimately keeping the same premises. The biggest change is they eliminated the entire current paragraph 5 commonly used on what we refer to as a Hybrid Summons (5/20 day) which eliminated the requirement for a defendant to respond separately within 20 days to any claim other than possession. This is a favorable change for us as it now requires a separate 20-day summons to be issued if the plaintiff seeks to make a claim under a count II for money damages and can no longer be combined within the 5-day summons. The intent was to eliminate any confusion a tenant may have in regards to the time limit they have to file an answer.

Legislation Committee Report Continued Next Page

## Legislation Committee Report Continued

We are still seeking amendments to exclude of our confidential information from public access and have a couple of potential sponsors, however nothing has been solidified at this time.

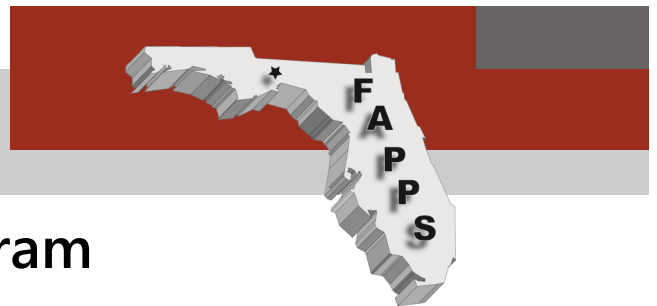
I welcome you to contact me with any questions or suggestions you may have and thank you for taking the time to read this report.

Legislation Report continued next page

Respectfully,

**Lance Randall, Chairman**

TPC



## FAPPS Member Referral Program

Join FAPPS Member Referral Program! As valued members of FAPPS, your support and involvement play a crucial role in our association's growth and success. Now, we invite you to join hands with us and help FAPPS expand even further!

Here's how it works: Refer a new Active or Associate process server to join FAPPS, and as a token of our appreciation, you will receive a fantastic incentive! For every successful referral, you will receive \$25 off your 2025 membership fee,

and with enough referrals, you could even secure a FREE membership for the year!

It's a win-win situation!

Not only do you contribute to our vibrant community by bringing in new members, but you also get rewarded for your efforts. So, spread the word about FAPPS and the fantastic opportunities it offers to process servers in Florida.

Together, let's strengthen our association, foster meaningful

connections, and enhance the support we provide to each other. Join us in making FAPPS the go-to hub for process servers in the region!

For more information on how to participate in the Member Referral Program, reach out to Diana our Administrator at [administrator@fapps.org](mailto:administrator@fapps.org) or give us a call at (321) 952-0820. Let's grow together and make 2024 an extraordinary year for FAPPS!

Thank you for being an integral part of our FAPPS family.



Dear Members:

This committee was created to keep our membership updated on the relationship, responsibilities and opportunities that we have with NAPPS as well as with other associations in our profession and we will do our best to do just that and here is the most recent update.

NAPPS: As of July 22, 2024, FAPPS is in complete compliance. The NAPPS 43rd Annual Conference is April 24th- 26th 2025, at the Marriott Orlando Lakeside in Orlando, FL 32822. The link is on the NAPPS website under the events page and this association always shows up big when NAPPS comes here so hope that everyone will try to be there.

PAF: We have spoken with Ms. Weber who has been placed back in the President's role for the remainder of the year. We are conversing about their annual meeting, our annual meeting and any other opportunities for our two associations to team up. We have spoken with several of the chapters about offering them a CLE in the past and have shared that with her as well. If we find an opportunity there, we will share that with our Education Committee so we can work together on satisfying their needs.

FRP (Florida Registered Paralegals): They are a part of the Florida Bar, and we are still building on our relationship with them. We have had several conversations about CLE's and attending events they may have. They have not gotten back to us about those ideas but have circulated our flyer to their members that shares who we are and how to find a server in the state of Florida. We will look for more ways to keep building on this relationship as there are 4,749 members of this group and boy can you imagine their impact on our association if they start using FAPPS to find their servers!!!

The Florida Bar: Their annual convention was June 19th thru June 22nd at the Signia by Hilton Orlando Bonnet Creek. Chris Yeoman and I attended for this committee and Lance and Gretchen Randall were there for the Legislative committee. Michelle Howard was there for her company but shared about FAPPS every chance she got. We were very well received at all the events and meetings we attended, including the Judicial Luncheon, that we sponsored, as well as the Business Law Section's board meeting where Mr. Jim Murphy announced us (FAPPS) to the attendees. We reintroduced Mr. Murphy to Lance as the new Legislative chair and great things happened that I will let Lance share in his report. We had great conversations with the new incoming president, Roland Sanchez-Medina, Jr. and will continue to work on that relationship. We discussed looking at ways to work with the Pro Bono section and are still formulating those ideas. This was our third year, and every year gets better with people recognizing FAPPS and knowing who we are. All in all, it was an impactful convention and one that this committee feels should always be in attendance so to keep raising the awareness of FAPPS.

In closing, we just want to thank you for your confidence in us and we will keep working to align FAPPS with the organizations that are important to you, our members. We are always looking for people who want to get involved in helping to grow this wonderful association. So, please reach out to me if you think you would like to be part of this committee, have a contact you feel we should meet or ideas that we should hear!

Sincerely,

**Tammy L. White AFPS**  
Chair  
Chris Yeoman, AFPS  
Vice-Chair



# PROFESSIONAL BEACH GETAWAY 2024



34th Annual Conference - Save the Date - April 11-13, 2025





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Visiting the Archives

The Paper Chase

April/May 2013



# PROFESSIONAL TO PROFESSIONAL

An Educational Forum

Submitted by Dr. Denny Howley

## Instructions: Who Needs 'Em?

Sometimes we get instructions with the service, sometimes not. But how you feel about instructions often depends on which side of the "equation" you are sitting.

### The Culprit – Not you right?

If your business is busy or you are busy sending those documents out to be served...well you don't really have time to create an "instruction" form. And sending out instructions takes valuable time. Right? After all aren't all those others members of FAPPS "supposed" to know what to do with the papers they are sent? Like why should you have to put your phone number or address on anything sent out? I mean after all the business is listed in the FAPPS Directory or on "FAPPS.Org".

Of course you want to be notified IMMEDIATELY after the serve so you can tell the client...surely the serving company SHOULD have time to look up your phone number or address!!! I mean don't they realize you are busy? You are SENDING them business! Let'em look up the information!

Then again there are some of those fellow business owners who "complain", because you have not included your CURRENT address, with the packet documents. And business being business and business being busy you haven't gotten around to getting NEW ADDRESS "stick'ems", so your using the old ones with the old label. I mean after all they are getting your serves to do... all they have to do is call or look on FAPPS.org to get you current information. I mean is that a problem?

Or what about those other instructions that might pertain specifically to the documents to be served or special instruction from your client? Well the receiving company should know...and if they don't let them call and ask...I mean time is money...you are busy...let the serving company earn their money !!!

### PROFESSIONALISM?

We are the Florida Association of PROFESSIONAL Process Servers (FAPPS). It means we walk the walk, not just talk the talk. Professionalism, according to Webster's New Collegiate Dictionary =

"...characteristics of a profession ...conforming to the technical or ethical standards of the profession...following a line of conduct..."

Our FAPPS "Code of Ethics", outlines more specifically with Duties to Clients...respect of Clientele of Fellow Process Servers, Proofs of Service, Financial responsibility, etc...

Continued Next Page

But the bottom line is simply the Golden Rule:

**TREAT EVERYONE AS YOU WOULD LIKE TO BE TREATED!!!**

Yes, instructions take a bit more time to create and when documents are sent, the sender should at a minimum, look at the documents to be served and *decide what specific instructions pertain to each serve*. If one uses a printed format, simply checking all the blocks every time, undermines the entire purpose of the instruction sheet.

Sending instructions is professional and will insure the serve is done and reported back to the sender in a professional manner. Sending, receiving and serving documents should not be a guessing game, nor should it add an additional burden to the receiving end, because they are as busy as you are. Remember the Golden Rule.

**Paying attention to our clients wishes and following those wishes is good business. Professionalism to detail helps to avoid unnecessary “ruffled feathers”. We all have enough pressure in our everyday lives, so let’s help each other and eliminate this one.**

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## ***A Professional NEVER Stops Learning***

Denny has been writing articles for FAPPS and NAPPS for over twenty five 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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## Promote your Membership status on your website!

Login to the Member Only section of the website and follow these instructions to add your member badge on your website.

FAPPS Member Badge Setup:

To add the FAPPS logo to your website, simply copy & paste the line of code

If you have not already set up your login, you will need to FIRST email [administrator@fapps.org](mailto:administrator@fapps.org) to receive the link to setup your password. You can use this [link](#) to send the email to request your login.

The link will publish the FAPPS logo on your website with a direct link to your membership information.



Member Badge

## Get connected! Join a Meeting or Event

FAPPS Meetings are moving around the state to make it easier for members to attend.

Follow our Meetings page at [www.fapps.org](http://www.fapps.org) for upcoming dates and locations.

All members are welcome to attend.

The events are an excellent opportunity to learn more about your profession and network.

The events are posted on our Facebook Page and Facebook Group Page.

Join an event and get to know your fellow members!



## Stay Connected - Follow FAPPS on Facebook

Follow our Facebook page for current information and updates regarding meetings and events at [www.Facebook.com/FAPPSonFB](http://www.Facebook.com/FAPPSonFB)



- Education Classes
- Meetings
- Special Events
- Current News
- Legislative Updates

# Learning from Serving

*An Educational Forum*

Submitted by Dr. Denny Howley

Visiting the Archives  
The Paper Chase  
April/May 2013



## Protecting Mom and Dad

### Situation:

Our Server had four serves that were to be served on the mother, father, brother and sister-in-law at a “vacation address”. The four individuals all live out of state, but were visiting for a “family gathering”. Their visit and would be of short duration. The woman residing at the given address was the daughter, sister, sister-in-law of those to be served and lived there with her children.

### This Serve is not going to happen!

Upon arrival at the home, our Server knocked and was met by the Lady of the House (home owner) and her boyfriend. Our ever polite and professional Server explained that he had service for four family members, which he had been told would be staying with the lady homeowner. Ms. Home Owner, when asked if the four family members were there, stated that “she did not know”. She went on to say that her parents “lived in California 360 days a year and if the Server wanted to serve them, “serve them in California”, besides, she added “this was a holiday”. At his point, our Server returned to his vehicles to call his client “for guidance”.

### The Plot Thickens

The next morning our Server reentered the housing development, cruised by the home, copied the license plate number of two cars parked there, and parked on the other side of the lake facing the property. The client had told him that the grandparents took their grandkids to the pool every day. After a twenty minute wait a black Lincoln drove up to the home, a male approximately 40 years of age, got out, spoke to Ms. Home Owner. Ms. Home Owner then walked next door to speak to a man about 60 years old. The older gentleman and Mrs. Home Owner then walked around the lake to confront our parked Process Server.

The older individual identified himself as the President of the Homeowners Association and ordered the Process Server off the property. Ms. Home Owner chimed in by telling the Server she had called the police, and “he was on the way”. Shortly thereafter a pick up truck arrived, the driver approached the Server, flashed his “badge”, stating he was a “police officer”. ‘The police officer’ then ordered our Server off the property, and told him to wait outside the community gate. If our Server did not leave, the “police officer” warned, he would be arrested.

Our determined FAPPS Process Server, however, refused to leave, telling the “police officer”, that he was authorized to be on the property. The “police officer”, becoming angry, copied our Process Servers license plate number. He then got into his truck pulled behind the Server’s car and, by his actions, threatened to push the server’s car with his pick-up truck.

Continued Next Page



## **“Protecting Mom and Dad” continued**

### **Enough is Enough!**

Our FAPPS Professional, finally fed up with the game playing and obstruction, called 911, explained the situation and asked for a Deputy to come to his assistance. With the phone call, the “police officer” in the pick-up truck, decided he had business elsewhere as did the Lady of the House and the President of the Homeowners Association. About five minutes later the Deputy arrived, stated he had no knowledge of the “police officer” in the pick-up truck. The Deputy then reviewed the situation with the Server and told him to follow him to the property.

Upon arrival, the Deputy explained to the Lady of the House that (1) the Server, in the execution of his duties, was authorized to be on the property and (2) she would be in violation of various Federal Codes and Florida Statues if she continued to obstruct the Service of Process. After a bit of procrastination by the Lady of the House, the Mother and Father appeared and accepted Service. The missing son, the father said, was still in Oregon and might or might not make it to the gathering.

### **Wrapping it Up**

Four days later the client called and informed the Server that the missing son had arrived and was at the home of his sister with his parents. When our FAPPS Professional arrived the boyfriend answered the door, but said the brother was not there, although he would be returning soon. Our server was invited to wait on the property, until the missing brother returned. Our Server chose to wait in his car and about two hours later the missing brother and his sister, the Lady of the House, arrived. The brother accepted Service for himself and his wife, completing the final portion of the 4-part Serve.

### **Comment:**

Obviously a key lesson to be learned, as demonstrated by our Server, is knowing your job and parameter’s within which a Process Servers operates. In this case our dedicated Server refused to be intimidated and was careful to keep his client informed. It also reinforces the idea that it might be useful for Servers to carry copies of Florida Statues 843.01 and U.S. Code 18, Section 1501, to give individuals who are obstructing the Service of Process.

The material for this article “Protecting Mom and Dad” was provided by Lance Randall, L.R.I. (Litigation and Process Service) 954-944-3900

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*Denny has been writing articles for FAPPS and NAPPS for over twenty five 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***

***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.***

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# P&G/Member Benefits

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

Howdy do everyone! Here are the latest updates from the Promotion & Growth Committee:

**In-Person/Upcoming Events** - The Getaway was a great success! After the Formal/Educational part of the Board Meeting concluded, we took the fun straight to the beach. This year we had multiple sponsors who contributed to the event, providing us with the opportunity to have a setup directly in front of the hotel on the beach or snacks, beverages, fun and games. This year's 3rd Annual FAPPS Beach Getaway Corn Hole Tournament, with medals and prizes was bigger & better than ever.

The next scheduled in person event is the FAPPS 4th Quarter Board Meeting on October 19th, 2024 in Orlando at the Embassy Suites Orlando Airport located at 5835 TG Lee Blvd. Orlando, FL.

We are still working on getting an event set up in the South Florida area to target as many process servers a possible in the next few months (targeting end of September). If you are interested in assisting our committee in this mission, please reach out to Joseph Dion or Kevin Fedotov.

If you are interested in joining us, please reach out to the Administrator for a registration link or visit the FAPPS website by entering "fapps.org/meetings" into the URL. For the complete schedule of FAPPS events please visit - <https://www.facebook.com/FAPPSonFB> and be sure to "Like" and Follow Our Page.

**Social Media** - As of August 7th 2024, our Facebook Group is at 349 members (up from 322 members in May) and the FAPPS page has 1,082 followers with 904 Likes (up from 1,056 followers and 894 likes in May). We used the \$150 of our advertising budget to promote the FAPPS Beach Getaway & Board Meeting to reach 24,330 devices with 282 link clicks.

**FAPPS is now on Instagram!** Since the creation of the Instagram page in May, there has already been a reach of 235 devices, and we are currently sitting at 36 followers. We will be posting the Association's updates, photos, events, and news regarding anything Service of Process there, so be sure to follow our page via [www.instagram.com/fl\\_fapps](http://www.instagram.com/fl_fapps) and share the page with fellow process servers.

**Promotional Items** - The P&G Committee has used funds from our marketing budget to order reflective lanyards to hold and display the process server's license. The lanyards are great in the nighttime as they will add a visibility layer of safety, and display the Association's name.

We also raised Sponsorship monies to pay for the stylish new 2024 Beach Getaway Tshirts at no cost to the association. We hope you enjoy them as much as we enjoyed creating them!

Promotion & Growth Report continued next page

## Promotion & Growth Committee Continued:

**New Member Welcome Packet** - We are still at work creating a Welcome Packet for new Members & Servers, and look forward to showing our progress of at the next in person meeting.

*The P&G Committee currently consists of Desy Garcia (co-chair), Josh Kes, Joseph Dion and Kevin Fedotov (chair), and we are constantly seeking individuals who are willing to contribute their time and support for our cause.*

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

TPC



**Thank you to our Sponsors!**





## Members and Guests:

Over the last quarter I was asked to chair the PSAC committee. I am honored to serve as the Chair, alongside Joe Osborne Jr. as Vice Chair. Our dedicated committee members include Joseph Dion, Joshua Kes, Lance Randall, Derek Tirado, Tammy White, and Chris Yeoman.

In recent developments, the Flagler County Sheriff has launched a special process server program and is now accepting applications for individuals seeking licensure in Flagler County. This initiative reduces the number of counties without a formal licensing program to just 12, spanning 4 Judicial Circuits (4th, 7th, 8th, and 14th).

Our committee met on June 25, 2024, and July 16, 2024, during which we reviewed existing letters and materials. We discussed our goals and assigned projects aimed at enhancing our presentation materials.

One key topic was the ongoing situation in Duval County. We are committed to raising awareness about the shortage of private servers. We are still awaiting the release of the NAPPS Sheriff's Cost of Service of Process Study and will report the results when they are received. In the meantime, this is merely one piece of a complicated puzzle. We will continue to work to establish relationships with individuals who potentially could be of assistance.

Our objective is to finalize presentation materials that highlight the benefits of creating a licensing program and showcase details of counties with the most efficient systems. While court programs are the most efficient, allowing licensed individuals to serve anywhere within the circuit, sheriff programs also provide significant benefits.

We are increasingly hearing about cases where individuals serve without proper appointment in counties lacking a licensing program. We need your help to address this issue. Please email [PSA@FAPPS.ORG](mailto:PSA@FAPPS.ORG) to report any instances where an unlicensed individual has served process. Documenting these occurrences is crucial to demonstrating the need for a licensing program. Those who serve without proper appointment and without understanding the relevant rules and statutes put both our profession and the litigants at risk.

Additionally, we are aware of judges who refuse to appoint private servers. Please inform us of these counties via email so we can track and include these statistics in our materials.

Our goal is to finalize these materials over the next month and begin a campaign focused on building relationships and sharing information. Raising awareness will take time, but our team is committed to establishing these connections in hopes of making a difference in the remaining counties without programs.

If anyone is interested in joining our team, please reach out.

Respectfully,

Diana Wardwell AFPS  
Chair



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- Single edition advertising is also welcome

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# Technology

Desy Garcia AFPS, Chair

DesyGarcia22@gmail.com (407) 687-6179

Dear Members,

Over the past quarter, the technology committee has experienced a period of relative calm. However, I proposed to the board during the 3rd Quarter Board meeting a flexible option for the "Send Work Now" button that is added to the member's directory listing upon claiming their Secure Document Trading Account. This proposal was discussed and approved.

In addition, I continue to work closely with Diana on all the forms associated with FAPPS, ensuring they are current and functioning correctly.

As always, please feel free to reach out to me with any questions regarding the technology committee.

Warm regards,

Desy Garcia, AFPS  
Board Director  
Technology Committee Chair

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**Florida Association of Professional Process Servers**

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As members of the esteemed Florida Association of Professional Process Servers (FAPPS), it is our shared responsibility to uphold the highest standards of professional conduct and prioritize safety in all aspects of our work. In recent times, there have been reports of violent cases where charges are not filed due to the actions of the process server involved. This is a matter of grave concern and underscores the critical importance of maintaining professionalism and adhering to best practices while serving.

Above all else, our safety must always remain paramount. While we are committed to fulfilling our responsibilities as process servers, it is essential to exercise caution and prudence in potentially volatile situations. This may involve assessing the environment for potential risks, maintaining situational awareness, and having a clear exit strategy if needed. Remember, no serve is worth compromising your safety or well-being.

As process servers, we have a duty to uphold our reputation and integrity through our actions and conduct. By consistently demonstrating professionalism, respect, and integrity in our interactions with clients, servees, and the public, we not only enhance the credibility of our individual practices but also contribute to the overall advancement and positive perception of the process serving profession.

## **Current case Updates:**

### **Case 1 – Pinellas County Ongoing Monitoring 21-6929CF**

Recap: Process server was severely beaten after he served documents to the defendant, the defendant has been deemed temporarily incompetent but restorable. Status check with the judge scheduled for 8/13/2024

### **Case 2 – Palm Beach County – 24-938CF – The state attorney has decided to move forward with charges. Ongoing Monitoring**

This is set for a Hearing 8/21/2024

At the door an African American female in her 20's came to the door. She said she needed to put a shirt on . A few moments later Mr. Blackmon opened the door the door with what appeared to be a Glock in his right hand. He said, "What you doing here bro?" I told him that I had to keep returning to try to reach the subject. He began coming toward me with the weapon still in hand telling me not to come back in a threatening manner. I left immediately. He followed me downstairs and watched me as I got in my vehicle and called 911. He was saying obscenities at me as I was leaving.

After the incident I called the police and made contact with Deputy Maduri, Badge #9151. He and two other deputies conducted their investigation and provided me PBSO Case Report # 23-063933.

### **Case 3 – Santa Rosa County – Case # 24-408-CF Ongoing Monitoring**

This is set for a Hearing 10/1/2024

A process server had a gun pulled on them while attempting to serve process on a man for a business at his residential address. The process server knocked on the door of the residence and a man came out from around the corner of the home with a gun. The server was with her husband who is also a process server and caught everything on a cellphone recording. The server dropped the documents on the ground (effectuating service) and retreated outside the gate, left the property, and called 911. The man was arrested for 2 counts of aggravated assault with a deadly weapon without the intent to kill. He has an arraignment 3/28/2024

## Violence Against Process Servers Report continued

### **NEW CASES:**

#### **Case 4 - Indian River County**

While a server was delivering foreclosure documents the defendant being served was not cooperative and she had to serve by leaving the documents at the door. Once the server retreated to her vehicle the subject came to the car, opened the servers back door ripped up the documents and then leaned in and slapped the server. The Vero Beach Police Department was called, a report was filed but they did not move forward with charges claiming it was a case of he said, she said.

#### Recommendations for Safety:

Invest in a high definition dashcam. Position it in the direction you will be attempting service so at least the video can capture any incident to ensure your safety.

#### Dashcam Providers

<https://www.blackboxmycar.com/>  
<https://www.thedashcamstore.com/>  
<https://www.cobra.com/collections/dash-cam/>

The VAPS committee is looking into opportunities to educate law enforcement on our role and how the statutes apply to us. I have had several conversations with different legal professionals including an individual with a high-ranking law enforcement office who agrees it is an educational issue within the law enforcement community. The statutes clearly state our role and how 843 applies to process servers. The VAPS committee is looking for opportunities to have these discussions with any local law enforcement office agency. If you have a contact within LEO please reach to myself or vice chair Frank Carreras.

It is our responsibility as a professional offering a professional service to act professional. Too many times we get reports, and the incidents could have been avoided if the server just handled it in a professional matter.

Please share FAPPS website link with all of your process serving friends and contacts. Please remember to provide any case numbers and report numbers when reporting so we can follow cases.

<https://www.fapps.org/ViolenceReport>

#### **Michelle Howard AFPS, Director**

Committee Chair – Violence Against Process Servers  
727-542-1975 (cell)

Frank Carreras, AFPS  
Vice Chair  
954-214-5194  
fxcarreras@yahoo.com



# 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, Education, 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. We use an Uptime monitor which shows we are over "4 Nines" available (99.99%). That means that the FAPPS Website and membership database are online and available almost always, and don't miss more than 52 minutes a year. We are trying to achieve 5 Nines this year, which means less than 6 minutes of downtime.

Bob Musser, Webmaster

The website is reviewed and updated on an ongoing basis to ensure our information is current. We are always open to suggestions for content and information to share. If you have a suggestion you are welcome to email [administrator@fapps.org](mailto: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](#) a request for login information.

Diana Wardwell, Chair

TPC



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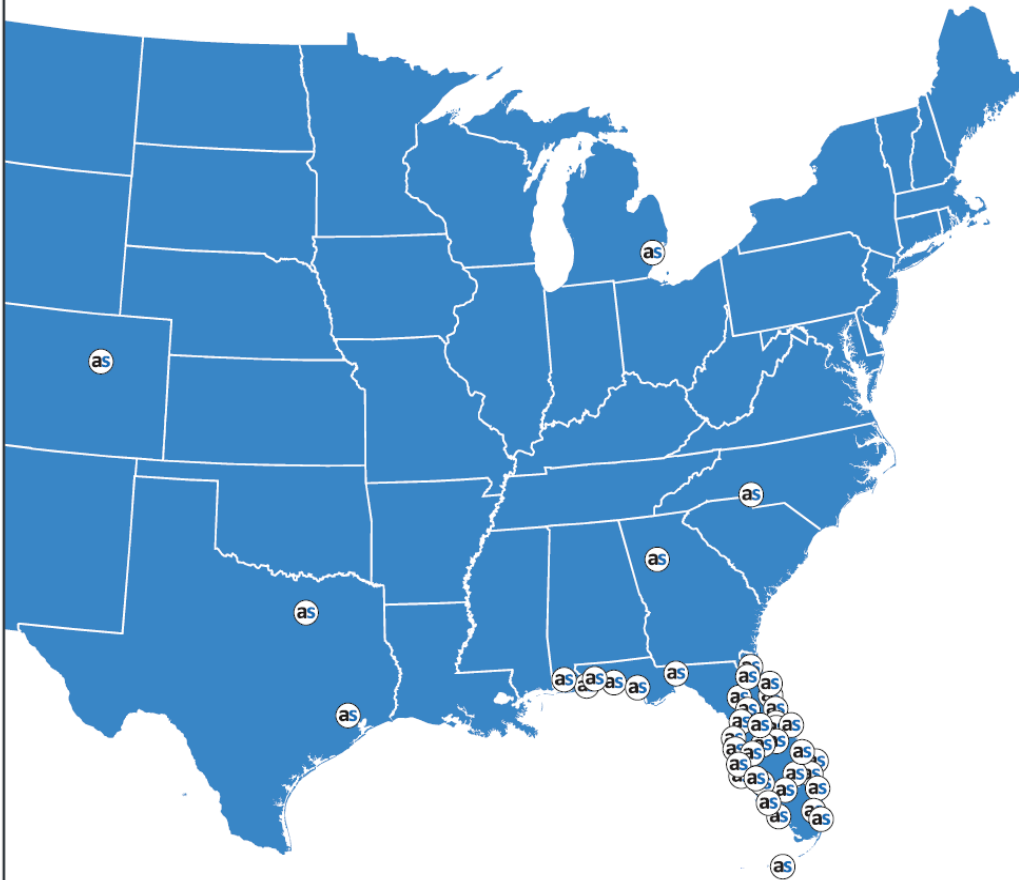
More details can be found at [www.napps.org/UpcomingEvents](http://www.napps.org/UpcomingEvents)

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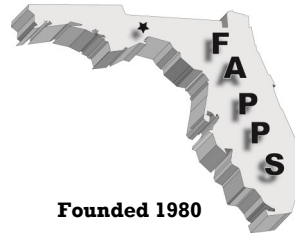
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# Florida Association of Professional Process Servers

A NAPPS Chartered State Association

P.O Box 72

Melbourne, FL 32902-0072



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Mailing address:

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## Make the Change to Process Server's Toolbox

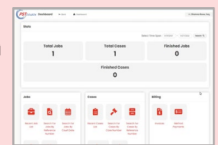
Not thrilled with your current software? Not getting personalized support? See what PST can do for you and with you!



- New Web-Based Interface
- Export to QuickBooks without requiring recurring costs to Zapier
- New API for Direct Integration and Advanced Automation

### Client Dashboard

- Job Entry Form Customized with Your Colors and Instructions
- Easily Accessible Job Updates
- Online Invoices and Payments



- Seamless Integration into PST
- Magic Links for Easy Payment
- Surcharging Option for Fees

### PST Mobile

- Optimized and User-Adjusted Routing
- eSigning Documents



- Management of all Electronic Serves
- Complete Electronic Audit
- Defendable in Court



- Harness the Power of AI!
- Stop manually entering new job data
- Ask AiMY to "read" documents and auto-populate key job information
- Increase staff productivity and reduce errors

## The Answer is Clear



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