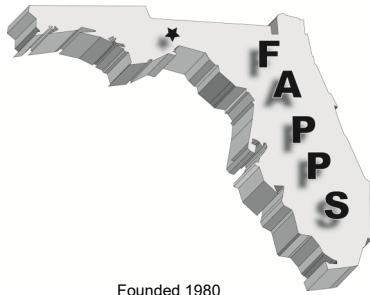


2nd Quarter Board Meeting - May 15, 2021 9:00 a.m.



Founded 1980

THE PAPER CHASE

The Official Newsletter of the
Florida Association of Professional Process Servers

1st Quarter Edition
Spring 2021

Florida Association of
Professional Process Servers

**20TH
PROFESSIONAL
BEACH
GETAWAY**

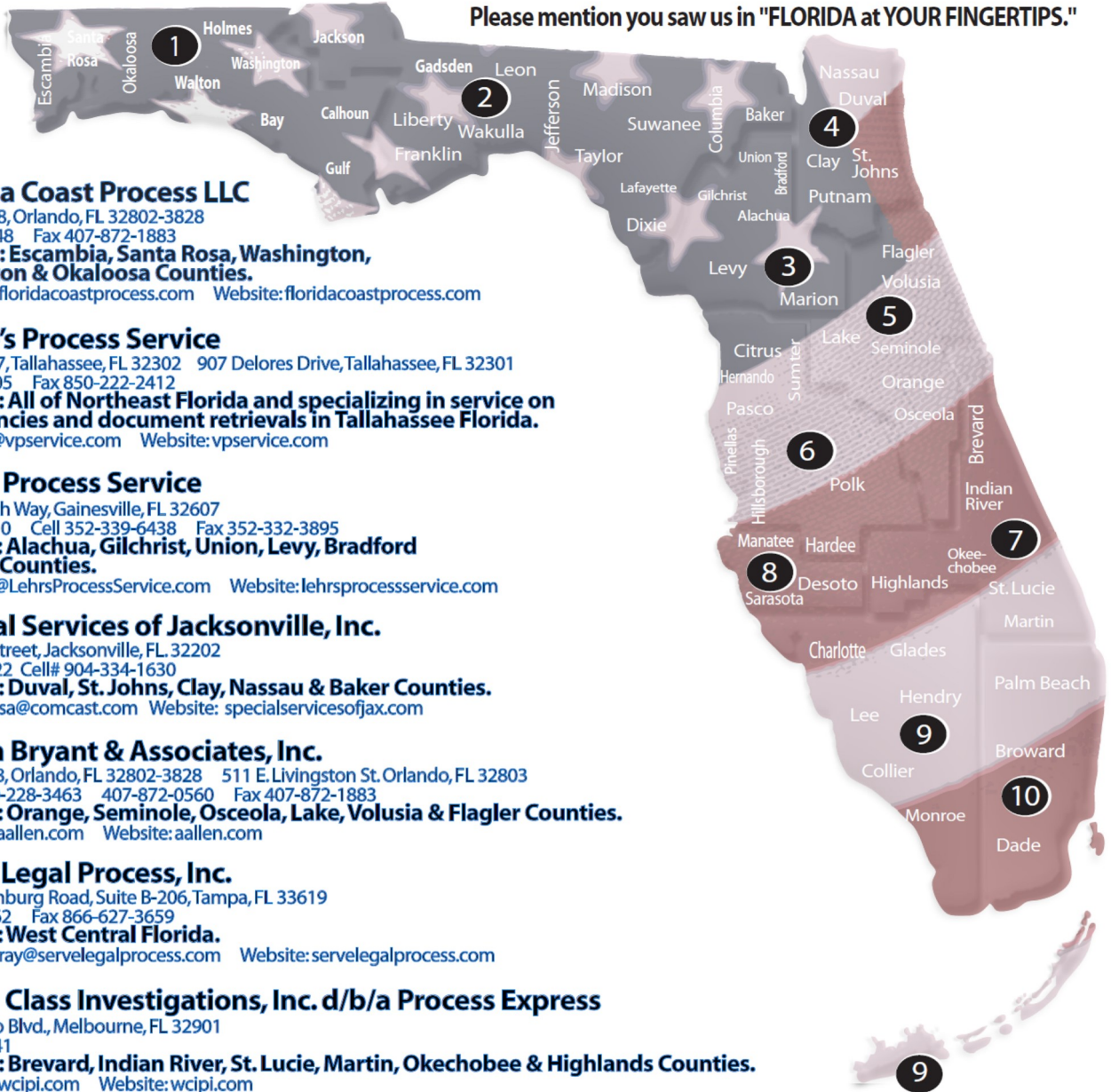
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Email: ssteresa@comcast.com Website: specialservicesofjax.com

5 Aallen Bryant & Associates, Inc.

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Toll Free 800-228-3463 407-872-0560 Fax 407-872-1883
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Email: info@aallen.com Website: aallen.com

6 Serve Legal Process, Inc.

333 N. Falkenburg Road, Suite B-206, Tampa, FL 33619
813-254-8762 Fax 866-627-3659
Servicing: West Central Florida.
Email: wmurray@servelegalprocess.com Website: servelegalprocess.com

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9 South Florida Legal Services

2614 Tamiami Trail North, #241, Naples, FL 34103
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Email: office@dealpsi.com Website: dealpsi.com



2021-2022 Association Guide

Board of Directors

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Michelle Howard AFPS, Director

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Jennafer Segel, Director

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Email: administrator@fapps.org
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(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 Spring 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. Still, your FAPPS board has been working for you.

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 just 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!

Finally, while our May Board meeting will be virtual, we are planning to get back to in-person meetings with a Professional Beach Getaway in August. Elsewhere in this newsletter 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

Greetings members!

This year we conducted our annual meeting via zoom due to Covid 19 restrictions and the thought that the health and well being of our board and members was a primary concern. Of course the no electronic meeting can ever compare to an "in person" meeting like we are used to. The social gatherings, discussions, and comradery were definitely missed. All in all, the meeting went well, and we had good participation from everyone who attended, including some of our fellow out of state members, as well as a few new faces.

Business was conducted as usual with the scheduled agenda, in depth discussions, committee updates, and some education for those attending. One main absence was an election of the boards directors, and extension of the current directors terms was decided by the board to carry on their duties another term.

A decision was made to have our third quarter meeting/ Professional Beach Getaway as the next "in person" meeting. That event is currently scheduled for August 21, 2021, with the details and location still being worked out, I hope to see a good turnout so we can all try to get business back to usual. Prior to this, we will be holding out next meeting via zoom on May 15, 2021, and all members are encouraged to join and participate. Keep an eye out for details on these meetings from our administrator Diana Wardwell.

Staying involved with organizations like FAPPS will help you keep on top of changes occurring in our industry. Covid certainly brought about changes we weren't expecting, and FAPPS has helped open lines of communication between all of us to share ideas on how to cope and prepare for these unique times. Our website has plenty of information, and email blasts as well as the FAPPS Facebook page help broadcast updates and host discussions. Be sure to use the resources to stay informed.

Please stay safe out there!

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

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FAPPS MEETINGS AND EVENTS

You are invited

May 15, 2021 9:00 am
2nd Quarter Board Meeting

Virtual Meeting via Zoom

Join our networking session
"Breakfast With FAPPS" before
the meeting at 8:30 a.m.

August 20-22, 2021
20th Professional
Beach Getaway

Crowne Plaza Melbourne
Oceanfront

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

Location TBA

March 11-13, 2022
31st Annual Conference

Embassy Suites
8978 International Drive
Orlando, FL 32819

Meeting Zoom links and hotel
reservation 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

May 11, 2021 8:00 a.m.
June 12, 2021 8:30 a.m.
July 13, 2021 8:00 a.m.

16 Hour New Process Server Classes

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

Full schedule of classes: www.fapps.org

In Person Training

September 9, 2021 8:30 a.m.

Continuing Education Class
Indian River State College, BCIE
Main Campus - Fort Pierce
Building Y, Room 102

September 9-11, 2021

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

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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 the annual board meeting held March 20, 2021:

- ⇒ Chris Yeoman made a motion to accept the agenda as Amended. Seconded by Michelle Howard. There was no discussion. The motion carried.
- ⇒ Kevin Fedotov made a Motion to approve Michelle Howard as an official FAPPS AFPS Instructor. Seconded by Chris Yeoman. The Motion carried.
- ⇒ Joe Osborne made a motion to adjourn the meeting. Seconded by Melody Bulso. The motion carried unanimously.

On a final note, the FAPPS 2nd Quarter Board Meeting will be held via Zoom on May 15, 2021, 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



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

ADMINISTRATOR'S REPORT

Diana Wardwell, AFPS

administrator@fapps.org

Dear Members,

FAPPS has been extremely active on many fronts that have had a positive impact on our profession. Our Education Committee has created an online education program and now offers in person and online classes. Our P&G Committee has hosted monthly Happy Hour events and Mastermind sessions for members to network and learn. Our Violence Against Process Servers (VAPS) Committee was able to attend a law enforcement association luncheon to increase awareness of incidents of process server violence. Our Legislative Committee has worked with our lobbyist to introduce SB 1420.

Our next meeting will be a virtual meeting via Zoom May 15, 2021. I invite you to join the meeting beginning with *Breakfast with FAPPS* at 8:30 a.m. to network and hear first hand updates on this progress. You can receive the Zoom meeting link at www.fapps.org.

Membership & Growth

As a process server and member of FAPPS you have a much broader reach into your local serving community.

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

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

Membership Report

April 1, 2021

Active	214
Associate	69
Supporting	22
Pending Applicant	5
Total	310

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. We have recently added new jurisdictions that have approved our course. Our goal throughout the state of Florida is to ensure consistent education and properly educated process servers to preserve and protect our profession. We need your help to grow our membership and promote our education program.

Thank you for the opportunity to serve you. I look forward to working with everyone to continue to pursue our goals.

Respectfully,
Diana Wardwell, AFPS

TPC

Welcome New Members

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



Mercedes Randall

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Chris Averill

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Tim Brown

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Bill Palma

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Amaro T. Hesem

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Deborah Ann Miles

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James A. Bellino

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Jeffry Harrison

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Stephen Helgeson

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Sedric L. Johnson

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Welcome New Members Continued

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Jose Antonio Medina Vega

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Hollie Mulhaupt

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Jim Muller

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Jonathan Roy

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Merrill Smallwood, JD, Constable

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Eric Enim

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David Ferrante

David Ferrante & Associates,
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Barbara Bramante

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Eric Layton

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Lindon Lilly

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Jill Poritzky

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Charles T. Proffitt

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Alexander Scarpechi


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Fort Lauderdale, FL 33316
Phone: (954) 456-9899

Jean Strohmeier

Paralaw Services
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Tampa, FL 33681
Phone: (813) 846-5969

Supporting Members:

Truong Nguyen
David Cox
Gino Hoffmann
Karen Roy
Joanne Thompson
Herbert Cook
Russell Walker
Michael Anthony
Jordan Goodrich



UPDATE
CONTACT INFORMATION

**Annual Member
Directory Reminder**

**Please review/confirm your
member listing ASAP**

**The Annual Membership
Directory is in production in
May to be mailed to
members the first part of
June.**

**Email updates to
Administrator@fapps.org**



Dear Members,

It has been a relatively uneventful quarter for the Arbitration and Grievance Committee with only two complaints having been received. The A&G Committee was unable to act on either complaint as they were both against non-members of the Association.

The first complaint received was regarding non-payment from process server to process server. As mentioned, we could not follow through with the complaint as the Respondent was not a member of FAPPS nor was the Complainant. Since the Complainant was not a member, we took this opportunity to inform him of the benefits of FAPPS.

The second complaint received was regarding a process server knocking too loudly on the Complainant's door. The A&G Committee could not find any legitimacy in this complaint nor was the Respondent a member of FAPPS. The Committee did not have any ground to move forward with this complaint.

As many of the complaints, the A&G Committee receives, are against non-members I would like to take this time to remind everyone of our grievance policies. Any complaint brought forth to the Committee regarding the violation of the FAPPS Bylaws or Code of Ethics must be against an active member for an official grievance to be made. An active member search can be done by using the FAPPS Member Search on the FAPPS website. If you are still unsure you can reach out to any of the Committee members to discuss further.

We look forward to seeing everyone at the Professional Beach Getaway.

Jennafer Segel, Vice Chair

Chair: Sean Segel

Vice Chair: Jennafer Segel

Members: Janet Deal, Diana Wardwell, Don Seward

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- ⇒ **Zip Code**



Annual Conference Activities Amy Boyd AFPS, Chair

Boydspstatus@gmail.com (772) 460-6679

The 2021 Virtual Convention was amazing! We had Friday evening Trivia night via Zoom with many participants and a few winners. Saturday was outstanding with many new attendees this year. We were able to hold our annual meeting via Zoom. All Officers and Committee chairs were able to give their reports. Old business was discussed and any new business was brought up. Last but not least, an outstanding education program was presented. While it wasn't our normal convention we were able to accomplish all of the goals of the association virtually for the safety of the membership.

We are looking forward to our next in person meeting planned for August 21st, the annual Beach Get Away at the Crowne Plaza Melbourne Oceanfront.

Everyone who attended and participated in the Virtual Convention this year, thank you so much for helping make this a huge success.

Amy Boyd, AFPS
Annual Conference Activities Chair

Special Thanks to Our Exhibitors:

Database Services/Process Servers Toolbox, IDICore, XInsurance, Paper Tracker and Mighty Website Builder. Their contact information is available on the next page.

Congratulations to our Raffle Winners who attended the FAPPS Convention Trivia Night event:

\$25 Gas Gift Card - Donated by ProVest - Winner: Robert Porambo, Knox Attorney Service, San Diego, CA

\$25 Total Wine Gift Card - Donated by World Class Investigations - Winner: Tammy White, Serving Justice, Fort Myers, FL

50% discount for one 2022 Convention Registration - Winner: Chris Yeoman, Gotcha Legal Services, Pembroke Pines, FL

Trivia Night Winner: Joe Osborne, Jr. (Joe donated his gift certificate back to FAPPS to raffle on Saturday).

Thank You Desy Garcia for creating our promotional graphic for the event and your effort and support of P&G all year.

Thank You Kevin Fedotov! Our Trivia Nights are really fun and we appreciate all your effort to keep us connected!

Congratulations to our Raffle Winners who attended the FAPPS Annual Meeting:

Sedric Johnson - \$25 Starbucks Gift Card - donated by Here Comes The Judge

Monica Campos - \$50 idiCORE credit - donated by idiData/idiCORE

Desy Garcia got lucky twice and won two - \$25 Starbucks Gift Cards - donated by Serving Justice

Michelle Howard - \$25 Gas Gift Card - donated by ProVest

Joe Osborne - \$100 idiCORE credit - donated by idiData/idiCORE

Marty White - \$25 Gas Gift Card - donated by ProVest

Melody Bulso - \$25 Total Wine Gift Card - donated by World Class Investigations

Bruce Howard - \$25 Starbucks Gift Card - donated by Serving Justice

Paula Ashcraft - \$25 Starbucks Gift Card - donated by Serving Justice

Margie Zawacki - \$25 Gas Gift Card - donated by ProVest

Desy Garcia - 50% Convention Registration Certificate for 2021 FAPPS Convention

Lance Randall - \$50 Amazon Gift Card - donated by Joe Osborne (Friday Trivia Winner)

Jennifer Segel - \$50 idiCORE credit - donated by idiCORE/idiData

Monica Campos - \$25 Starbucks Gift Card - donated by Here Comes The Judge

Special Thanks to our Convention Exhibitors - Let them know you found them at FAPPS!



Florida Association of Professional Process Servers

30TH ANNUAL CONFERENCE EXHIBITORS



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Elections

Bob Musser, Chair

BobM@dbsinfo.com

(407) 679-1539

Members,

This runs so smoothly especially compared to every other system I've seen at the State and National level. We contemplate no changes unless someone has some excellent suggestions. At this 2021 Annual Meeting, we should have been electing five Directors. The four officer terms of service run through 2022. 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 a 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 of expertise in. The elections committee met several times in the last few months, mostly by email, to try and work out an online election system. We had to consider how to weigh such things as the privacy of your vote against the need to verify that votes are legitimate. In the end, the Board voted to extend the terms of the current Directors because we weren't happy with our options. Rest assured, we will find a way to hold elections in 2022 whether we meet in person or not.

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

TPC

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

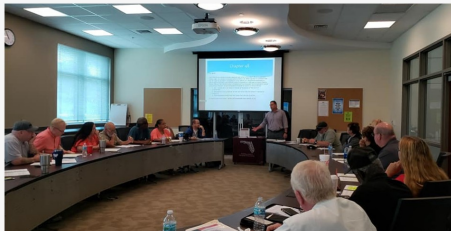
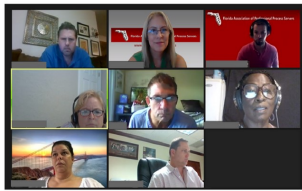
2022 Convention Education

- 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!

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Promote your services - Advertise with FAPPS!

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- Black and white advertising is available for payment twice a year (**June 15th** or December 1st).
- Color advertising locations (inside front cover, inside back cover and back cover) are only sold once a year starting on September 16th and are on a first come, first paid basis payable by December 1st. Advertise in all 4 editions and receive a 10% discount.
- Single edition advertising is also welcome

In addition, the newsletter is published on our website in full color in our Member Only section

Book your advertising now at www.fapps.org

Banner Advertising, Annual Directory, Convention Program, and Convention Sponsorship also available for sale. Email administrator@fapps.org or call (321) 952-0820



Formal Education

Lance Randall AFPS, Chair

Lance110205@gmail.com (954) 214-8263

Dear Members,

We've all had to embrace the challenges brought on by the pandemic and for many of us that included making changes to the way we operate our businesses. To adapt and learn new techniques on the fly is never easy. As Dr. Denny Howley shares "A Professional Never Stops Learning" and this couldn't be truer in today's world.

In mid 2020 we expanded our education program and developed on-line education classes. Individuals can attend from the safety and comfort of their home or office. Courses are available for Initial Education (16 Hours) and Continuing Education (4 Hours).

Since September 2020 we have conducted 26 classes and educated over 370 students. These have been a mix of classes for new process servers and continuing education that have been held on-line, at Indian River State College, and various locations around the state.

We are very pleased to share that FAPPS is the exclusive education provider for the 15th Judicial Circuit (Palm Beach County) as of 2020 and continue to be the exclusive training partner with Indian River State College for 19th Judicial Circuit Education (since 2014). Our courses are approved and recognized as meeting the licensing requirements in the 8th, 9th, 10th, 15th, 19th and 20th Judicial Circuits. Please visit the education tab at www.FAPPS.org for further details on the requirements.

We continue to work with the court jurisdictions that have approved our program to integrate their administrative orders and any other topics they request we cover in class. The committee is also continuing its outreach to other jurisdictions to introduce them to our program.

We continue to hear very positive feedback from our attendees.

I would like to thank my Vice Chair, Kevin Fedotov, our Administrator Diana Wardwell and Michelle Howard, who was recently approved by

the board as an Instructor; for the time they have volunteered to work with me to launch this program. We have spent countless hours on phone calls, video meetings, and email discussion to locate the best cost-effective solutions, create the program, run test classes, and modify the program as needed.

We will continue to schedule continuing education classes monthly and new process server classes quarterly or as requested in a jurisdiction.

You may be asking yourself where you can assist? If you are in a jurisdiction where our program has not been approved yet, your voice may help introduce our

program. We can send information to the court and attempt to build relationships however if you are already in the jurisdiction and have the ability to recommend FAPPS, we may be more successful. We ask you to share our contact information and suggest FAPPS teach in your area (especially online- for safety since so many people are affected by the virus). Our goal is consistent education statewide and the ability for process servers licensed in multiple jurisdictions to only have to attend one education class annually where required.

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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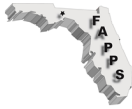
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Dear Members,

The FAPPS Distinguished Service Award Committee met at the summer board meeting and is done for the 2020 cycle. 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. We (both the committee and the entire Board) decided to hold off on the presentation of any award during the virtual meeting. If we meet in person at the Professional Beach Getaway, it might be presented then, or depending on how many people are willing to travel and meet, we might wait until the 2022 Annual Meeting.

Bob Musser, AFPS
FDSA Chair
BobM@dbsinfo.com

TPC

2021 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, Diana Wardwell, 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



Avoidance!!!

Situation:

A newly licensed Process Server was given, what appeared to be an easy “drop-off subpoena, to be served at a residence. The serving company had confirmed that the subject was listed at that address, but after several attempts, there was no response to his knocking and door-bell ringing. But our determined Newbie was not to be put off, so he spoke to a neighbor who confirmed that the subject-to-be served did in fact live at that address. The neighbor added, however, “She NEVER answers the door.”

With this neighbor acquired information, he spoke to his process server client requesting some “expertise” guidance to this “bump” in his effort to serve his process. He was provided new information that our “don’t ever answer the door” subject, owned and operated a Yoga Studio, the back door of which was directly across the street from the front door of her home. Now our happy Newbie has a new confirmed business address and hoped, maybe, he’ll get paid for a SECOND address serve as well.

The Bold Face Lie

With a mission-focus, our Newbie goes to the Yoga Studio, and speaks with a woman who looks our Newbie square in the face, saying “no she’s not in; try again about 5:30 this afternoon”. Our ever polite Newbie, thanked her for her assistance and returned at 5:30 only to find the doors, front and back, locked and curtains drawn. After repeated attempts, at both the home and the front and back door of the business, our depressed Newbie reported to his client his unsuccessful and highly frustrating efforts.

After discussions between the process server client and their attorney client and a review of the

yoga studio’s website (which had a photos of the instructors), it was determined that Ms. “...never-opens-the door” and the woman at the yoga studio on the first attempt were one in the same. Ergo, the young lady yoga business operator was not going to willingly accept any service of process and was thus clearly an AVOIDER.

Our Professional Locks and Loads

The process server client discussed the situation with our Newbie, whose ego had clearly been damaged by the learning experience. With a kudo for his hard work and dedication, he moved on to other documents to serve elsewhere, while the she pondered the situation. The court hearing had to be rescheduled and the attorney provided a new subpoena with a request for wait time as this was a very important witness.

Since our Avider teaches yoga, the “painless” approach would be to serve her at one of her yoga classes, which were posted on her Yoga Business web site. But just before leaving the office, yoga mat in hand and in appropriate attire, our very savvy Process server, turned “huntress”, checked Facebook for any new postings. Because of the pandemic, our Avider had decided to conduct classes via Zoom.

Now the tactical question in this op was, would our Avider lead her devotees from the comfort of home or would she do it from her Yoga Studio? And if she chooses her attractive and professional studio, would she walk across the street, go in the back door or drive around the corner, park in front and enter via the front door.

“Avoidance!!!” continued next page

The Serve

Our “huntress” decided she had to cover both options so she parked several hundred yards away in an inconspicuous location, where she could monitor both options. If “she-never-opens-the-door” walked to the back door of her establishment, a distance of about 100 yards, she could be served while approaching the building or as she unlocked the rear door. If she drove, less than a minute car ride, our “Huntress” could follow and serve her as she got out of the car and/or as she was unlocking the front door.

Our “huntress”, figured “it’s-not-me” would need maybe 10 minutes to prep for the Zoom presentation and positioned herself appropriately to deal with either walk-drive option. Shortly after setting her stake-out, our Avoider backed out of her driveway and drove to the front of her studio. She was served as she was getting out of her vehicle, in a friendly, polite, professional manner.

COMMENT:

“A PROFESSIONAL NEVER STOPS LEARNING or THINKING!” is essentially the “motto” of this column and this example of the Avoider is a classic case. The Subpoena involved family issues, which might or might not in itself equate to a “problem” serve. As in this case, however, the Yoga lady just did not want to get involved in some messy family dispute and figured avoidance was her best option. Our Newbie was parried at every step, but his post Serve learning curve was certainly steep. He did check with neighbors however, but was “stone walled” with the face-to-face denial and come-back-later by the Avoider at the business. It is likely he will be better prepared to thwart this type of “blow-off” if he runs into it in the future.

Our highly experienced PROFESSIONAL fully understood the issues, the house was a non-option, but our yoga lady had a business to run. Her first preparatory step was gathering the pre-serve “intelligence”. When was our Avoider teaching, maybe a photo and checking the area for the “walk or drive” options? Based on that Intel, stake-out, wait, move and serve politely and professionally.

In our business time means money, so the more we are prepared for what we might run into to accomplish that serve is time well worth investing. A “Professional is ALWAYS Thinking”, analyzing the documentation, the possible reception on the other end, and the general service area where the serve will take place. IF we follow that old motto “Be Prepared”, not only can we seek to avoid confrontation and wasting time, but reduce the possibility of getting an ulcer. And maybe even enjoy the people skill challenges that surround everything we Process Servers do.

The material for this article “Avoidance”. was provided by Diana Wardwell AFPS, World Class Investigations, d/b/a Process Express, (321) 728-0641, OUR FAPPS Administrator! What a GREAT story Diana, Thank you.

*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

A Professional NEVER Stops Learning



P&G/Member Benefits

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

Warm greetings to all of our members!

As Nathan Chen once said, "It's crazy how fast time flies and how things progress", it couldn't be more true when glancing at where we were in this moment just one year ago. With the State of Florida ramping up its vaccination efforts and business opening back up, we'd like to take a moment and invite you to our next LIVE & IN-PERSON EVENT, the FAPPS 20th Professional Beach Getaway at the Crowne Plaza in Melbourne. 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!

As the Promotion & Growth Committee of the only Process Server State Association it is our duty to ensure our Membership continues to increase, so we can keep our profession growing and maintaining a strong presence within the Judicial System and state of Florida. 2020 was a step back in many respects, but as I personally heard during those phone calls to members, there is a silver lining and slowly but surely business is starting to get back to normalcy. My goal and challenge to every member in 2021 is to recruit a new member to our association, so we can continue to grow and shine.

Membership is extremely vital to this Association, and as I sat behind the computer making phone calls to current members who have not renewed, it broke my heart over and over to hear the sorrowful stories of businesses being flipped upside down, losses of revenues, clients, jobs, employees and health. Those members I spoke with, some who are brand new to FAPPS and some who have been members for over 10 years, all took the time to explain to me how the pandemic has effected their lives over the past year and allowed me the

opportunity to explain the importance of being a FAPPS member.

Now you all know I [don't] get paid [anything] the big bucks to promote the Association but as a private process server, it is absolutely vital to be a member of FAPPS. Membership is not just simply for obtaining new business, it's the closest thing for process servers to a Union we have in Florida. Now I know you're probably wondering by now, why am I so passionate about FAPPS, so here's my short story. A long time ago (circa early 2014) when I was young and aspiring to become a process server in Orange County, I learned the Sheriff was not appointing anyone and was cancelling the program in its entirety. Off to a great start Kevin! So [to make a long story short] this organization (who I learned later to be FAPPS) stepped in and assisted in getting Administrative Order Number 2014-27 passed and signed into existence by the Chief Judge Frederick J. Lauten on the 8th day of November, 2014. This Order allowed for the creation of the 9th Judicial Circuit licensing program, that annually certifies new and renewing process servers in Orange and Osceola Counties. Where would I be today without FAPPS, I ask myself every year?

So there you have it, the Florida Association of Professional Process Servers is the only organization of professionals in the state of Florida who will have your back when your license, career and business are at stake. But remember, our strength in FAPPS is in our membership, and our membership is only as strong as the number & quality of our members.

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



Paralegal Association Liaison Update

With Covid-19 happening neither PAF nor ourselves have been getting together so there is nothing to report at this time. We have a great working relationship with them and as soon as we get back up and running I am sure that will continue.

Tammy White, AFPS
ParalegalLiaison@fapps.org



Florida Association of Professional Process Servers 31st Annual Conference

March 11-13, 2022

Embassy Suites
8978 International Drive, Orlando, FL



www.FAPPS.org



Your Serve can Teach – Share O.K. ???

Sure some serves are similar, BUT the environment, people served, reason for the Serve and you are always different – maybe marginally so...but different. ERGO your experience – how you handle specifics of the Serve, how you prepare for the Serve, plan for the physical or human environment of the location. How you anticipate dealing with the actual Service; possible negativity of recipient, i.e. honing your people skills to the type of document to be Served. That Serve can EDUCATE others, regardless of their years or lack thereof, in the profession. You can be a TEACHER and in so doing STRENGTHEN FAPPS, OUR PROFESSION as Process Servers, and *get a bit of free advertising*. O.K. I know you would like to BUT:

1. You really don't have the time.
2. You don't think you have a story that is worth telling.
3. You don't want to "embarrass yourself" by even writing a draft..worried about poor grammar? (I won't tell/will make you look good!!!)
4. You don't want to "lose face" with what you might suggest/submit.

Every Serve has a lesson !!!

What if I do the "heavy lifting" ??

What if all you had to do was tell me the serve story and I "package" it to your liking? I'd pass it back to you until YOU were happy with the final version, in the "Learning from Serving" format? You get the CREDIT line i.e. FREE advertising...and our membership reads and enjoys the column (so I'm told). You, with a minimum effort, using your own serving experience can become a TEACHER and ROLE MODEL. And at the same time your story and your example help to notch up the PROFESSIONAL standards of the Process Serving business. Sure, I'd like a quick and dirty printed outline to work with, BUT will be more than willing to take a story verbatim over the phone to save you time and effort.

Contact me at dennyhowley@bellsouth.net or (305) 294-5568.

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



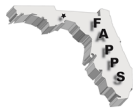
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Legislation

Chris Yeoman AFPS, Chair

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

Dear fellow FAPPS Members,

Our legislative team has been working on a bill to make several changes in the Florida statutes that pertain to service of process. We received many suggestions and focused on the items that we felt effected the most services, helps prevent motions to quash service, promotes process servers safety, and has the best chances of gaining sponsorship. Specifically, service of registered agents at a home address, service at private mailboxes, and service on state agencies or school boards.

Of course sponsorship is just the beginning of the evolution of legislative bills, and it requires guidance from our lobbyists, and support from other members of the Florida legislature. Our proposed bill SB 1420 has been sponsored by Senator Ana Maria Rodriguez and is now in the Senate. We are thankful to Senator Rodriguez, our lobbyist Jose Diaz, and our course our entire legislative team for their assistance in this process. You can read the full bill at <https://www.flsenate.gov/Session/Bill/2021/1420> or refer to the end last pages of this program.

We are also monitoring other bills that may effect our process serving industry, currently SB1548 was introduced as well. This bill is focused on evictions during a declared state of emergency. You can read this one at <https://www.flsenate.gov/Session/Bill/2021/1548>.

Your FAPPS committees are always working hard for you, but we always are looking for additional members and participants, and we encourage you to join a committee or become active in your association in some way.

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

WHAT HAS FAPPS BEEN DOING FOR YOU?

Did you know most of the significant changes to the Florida Statutes we serve by were accomplished through the efforts of FAPPS through our Legislative committee?

- Access to Gated Communities
- Service upon an LLC
- Service upon Registered Agent Employee

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

Shared Goals - Strong Membership
Thank You for Your Support!



PSAC (Process Server Appointment) Melody Bulso AFPS, Chair

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

Hello All,

Do you remember last year's annual conference? The pandemic was just beginning. We witnessed the escalation while at the hotel. Buffet breakfast moved to cafeteria style as did our Friday night cocktail party hors d'oeuvres. We were not donning masks yet but we had Lysol and hand sanitizer aplenty. Toilet paper – well that was a different story. It made an appearance as an auction item at our Saturday night banquet. I am glad we can all meet albeit via Zoom. We sure have survived one crazy year!

Recently the PSA Committee created introductory letters directed to Sheriffs and Chief Judges. These letters should be in route or on the decision maker's desk by our convention. Follow up phone calls and emails will occur shortly thereafter. We are hopeful we will have feedback soon.

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

TPC



Secure Data Exchange Bob Musser, Chair

BobM@dbsinfo.com (407) 679-1539

The Secure Document Trading Service, which is now over 5 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 direct 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, Chair



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.

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

Thanks John

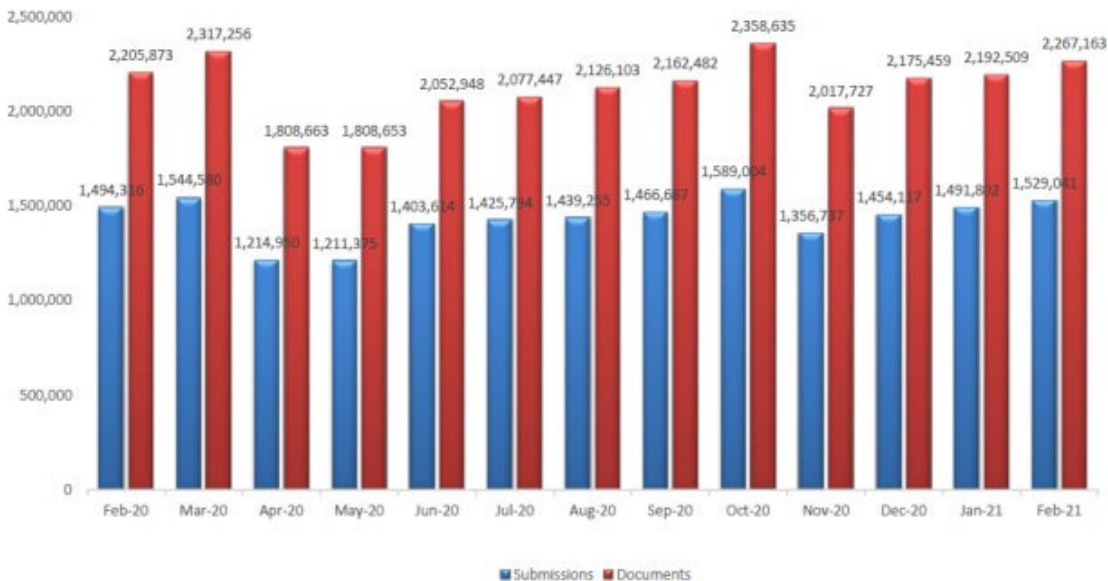
Members: Christopher Compton, Bob Musser
Committee Chair: John Shelley



February Trend for Past 5 years



Year at a Glance





Dear Members,

Our VAPS committee has had a quiet beginning of the year, and that is a good report! While we don't have specific events to report, it's no doubt been a challenging time to be knocking on the doors of people you don't know during a pandemic. As we carry out these essential duties, adding precautions been necessary by each of you. These precautions are to protect both yourselves and the people you encounter when serving.

We have heard countless stories about people not answering their doors because of Covid, or advising they cannot be served because they are Covid positive, encountering restricted access to buildings, hospitals, and other protocols that have made our jobs more difficult. As always, your first priority must always be safety.

Michelle Howard, AFPS
Chair
(888) 642-0130

In Memory of Jimmy L. Mosley 1943 - 2020

Jim L Mosley, 77, retired officer of the Ft. Pierce Police Department, died Tuesday, August 18, 2020.

Born Jan. 30, 1943 in Tupelo, MS, he was the son of the late Effie and Lloyd Mosley. Jim served in the US Navy. He was a graduate of Dan McCarty High, IRCC Police Academy and the FBI Academy.

He is survived by is wife, Alta, daughter, Tina Vicario, son, Tony Mosley, stepsons, Bobby and Billy McKnight and Doug Wagner, six grandchildren and 10 great grandchildren, sister, Debbie Reynolds, brothers, Roger, Tony and Steve and nieces and nephews. In addition to his parent he was preceded in death by sisters Peggy Walker and Joan Mosley.

He enjoyed Fishing and playing Poker

Jim was a member/Past President of the FOP, Lodge 41, American Legion, VFW, FAPPS & NAPPS.

In lieu of flowers, contributions may be made to the Wounded Warriors or the Treasure Coast VNA Hospice.





Website/FAPPS Server

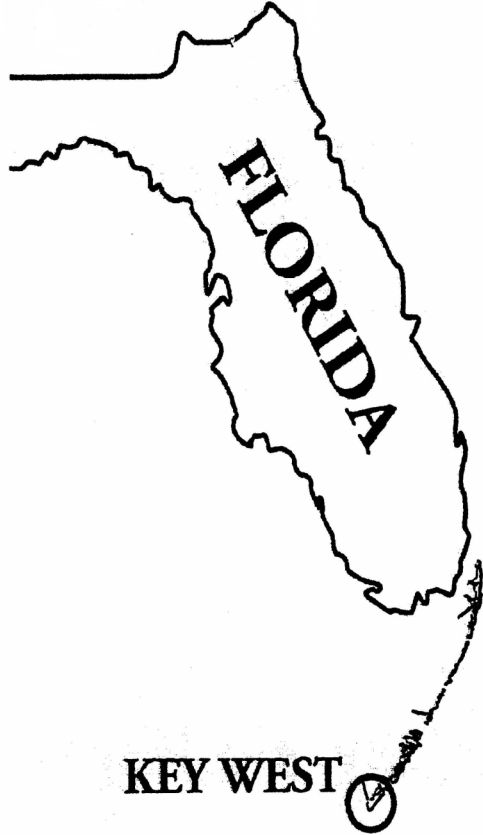
Diana Wardwell, Chair
Bob Musser, Webmaster

The FAPPS website is full featured, a complete source of information on all things FAPPS. Many thanks to Diana Wardwell for her constant review, and to the committee chairs who send us content for the 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 on a monthly basis. 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



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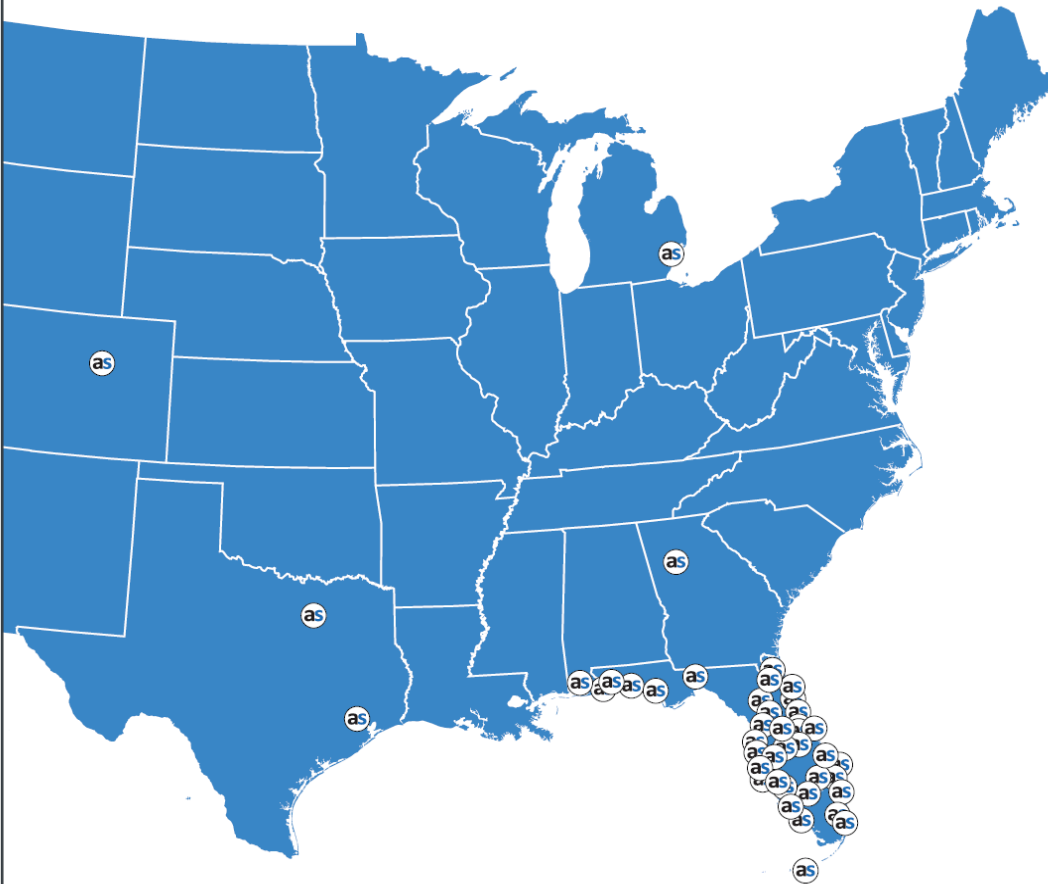
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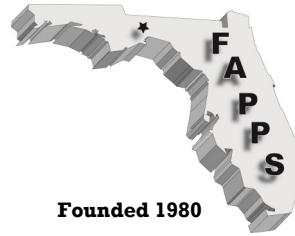
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