28th Annual Conference - March 8-10, 2019 — Page 18



THE PAPER CHASE

The Official Newsletter of the Florida Association of Professional Process Servers 1st Quarter Edition January 2019

Orlando Marriott Lake Mary 1501 International Parkway Lake Mary, FL

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28th Annual Conference

March 8-10, 2019



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2018-2019 Association Guide

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Bob Musser, Vice President Winter Park

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

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Tampa (813) 282-0074 email: joe@tsilegal.com

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Bonnie Moore, Director

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Sean Segel, Director

Tampa (813) 251-9197 email: tampaempire@gmail.com

Chris Yeoman, Director Pembroke Pines, FL (954) 270-4597

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

Administration & Membership: Diana Wardwell

Email: administrator@fapps.org P.O. Box 72 Melbourne, FL 32902 –0072 (321) 952-0820 (877) 38-FAPPS Tollfree

Committees

Annual Conference Activities

Coordinator: Amy Boyd, boydsprostatus@gmail.com Members: Brooke LaPlant, Melanny Echeverri, Juliana Bregalot, Bonnie Moore, Desy Garcia

Arbitration & Grievance (A&G)

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

Elections

Chair: Bob Musser, BobM@dbsinfo.com Member: Diana Wardwell

FAPPS Distinguished Service Award (FDSA)

Chair: Bob Musser, BobM@dbsinfo.com Members: Mike Compton, Lance Randall, Diana Wardwell, Margie Zawacki

Formal Education (AFPS)

Chair: Allen Bryant, allen@aallen.com Members: Russ Aloi, Diana Wardwell

Legislation

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

Member Benefits

Chair: Bonnie Moore, bonnie@processxpress.com Members: Desy Garcia, Jean Glemaud, Jr., Regina Moore, Chris Yeoman

Parliamentarian Bob Musser, BobM@dbsinfo.com

Paralegal Association Liasion

Tammy White, tammy@weservejustice.com

Process Server Appointment (PSAC) Chair: Melody Bulso, AFPS melody.bulso@provest.us Members: Michael Compton, Ryan Gleason, Tammy White, AFPS, Lance Randall

Promotion & Growth (P&G)

Chair: Bonnie Moore, bonnie@processxpress.com Members: Melody Bulso, Chris Compton, Desy Garcia, Bonnie Moore, Diana Wardwell, Chris Yeoman

Secure Data Exchange and eSop

Chair: Bob Musser, BobM@dbsinfo.com

Technology

Chair: John Shelley, john@caffeinecode.biz Member: Chris Compton

Violence Against Process Servers (VAPS)

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

Website

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

Newsletter Submissions: Submissions to the Paper Chase are highly encouraged. The preferred method of submission is electronic via email to administrator@fapps.org in Microsoft Word though plain text format is fine. Articles will be edited for style, grammar, and length, if necessary. Spelling will be checked but it would be a good idea if the author checked this prior to submission. Advertisements must be camera ready. Electronic submissions are strongly encouraged. All of the relevant information regarding advertisement submissions—including sizes available, ad rates, and deadlines are on the advertising form.

The Fine Print: The Paper Chase is published quarterly by the Florida Association of Professional Process Servers, Inc. (FAPPS) a not-for-profit Florida corporation, for the benefit of the members. FAPPS assumes no responsibility for the accuracy of any article printed herein, nor do the articles 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

MARGARET ZAWACKI, PRESIDENT

Dear Members:

Happy New Year!! I would like to take a moment to wish everyone belated Happy Holidays and a prosperous 2019. This year has flown by and we are getting ready for football playoffs and our Salute to America and Education Convention on March 8th thru the 10th. I can't wait to see you all there.

We held our last board meeting of the year on December 8, 2018 in Melbourne, FL. I'd like to give a big "Thank You" to Diana Wardwell for letting us use her office space for our meeting. It was a short 3 hr. meeting and we wrapped up 2018 and discussed things to be done in 2019. Thank you to all that attended. I know it was a very busy time of the year for everyone.

Recently I was contacted and told that the CA Association was celebrating 50 years as an organization and it got me thinking what it would be like for us to celebrate 50 years. I started doing some digging and I noticed that at the top of our letterhead it states that we were established in 1982 but Sunbiz states we filed with them in 1985. I placed this topic under new business because I believe it is important that we establish a correct date moving forward. The Board approved moving forward and obtaining the records from Sunbiz. If anyone has any information on this please give me a call. On behalf of FAPPS I did send the CA Association a letter congratulating them on their monumental achievement.

For the most part this has been a quiet year for FAPPS but there are some things I would like to mention that happened throughout the year. I will not go into a lot of detail because I feel like that's the Chairperson's job.

It was brought to my attention this year that we have had a couple of incidents against process servers in the State and we are closely following those. Now that mid-term elections are over we can start concentrating on our bill getting passed and I know that Mike and Jose are going to do everything in their power to see that it happens this year. I would like to ask all the Board Members to offer up any assistance that Mike may need in helping to make this a reality.

Tammy White attended the Paralegal Association's Conference in October on behalf of FAPPS and we were well received and very much appreciated for taking the time to be there.

The Board discussed and decided to stream our May 2019 meeting. We also discussed having that meeting at the NAPPS Convention which will be held May 2^{nd} thru the 5th at the World Marriott in Orlando. Please check the website for any updates on this meeting.

Throughout the year much discussion was had on how to recruit new members. I appointed a new Promotion and Growth Chairperson, Bonnie Moore. Her committee has been hard at work the past few months. I can't stress how important it is for us to promote this Association and recruiting new members. How many of you have referred a member? Our profession will be taken seriously in Tallahassee when we show them that we all are proud about our profession and this Association.

Diana and I are getting ready to start looking for a new venue for 2020 and 2021 Conventions as well as the 2019 Professional Beach Getaway which will be on the East Coast. Updates will be posted on the website.

Our Education Classes have been going well and I believe we will be welcoming a new Instructor soon. Our next class will be held on March 10th, 2019 at the Convention. If you need to renew your AFPS status, now is the time to sign up for the class.

President's Report Continued Page 6

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 our board meeting held December 8, 2018.

- > Joe Osborne moved to accept the agenda as Amended. Seconded by Bob Musser. The motion carried.
- Melody moved to give Bonnie and additional \$150.00 to allow Diana to increase the Mail Chimp subscription for the next 3-4 months. Seconded by Chris Yeoman. The Motion carried unanimously.
- Bob Musser moved to authorize an additional \$500.00 to complete the phone call effort to obtain the rest of the email addresses of the licensed process servers around the State. Seconded by Chris Yeoman. The Motion carried unanimously.
- Joe Osborne made a Motion to Amend his proposal to amend section 4.9 of the policy & procedure manual. Seconded by Chris Yeoman. The Motion carried.
- Mike Compton moved to accept the proposed changes to add section 3.4.1 to the Policy & Procedure manual. Seconded by Bonnie Moore. The Motion carried.
- After much discussion Melody Bulso moved to accept the Policy & Procedure amendments as written for handling of bad and returned checks. Seconded by Sean Segel. The Motion carries unanimously.
- Joe Osborne made a motion to adjourn the meeting. Melody Bulso seconded the motion. The motion carried unanimously.

In preparation for our annual conference in March, note your calendar that the final deadline for submitting any proposed Bylaw amendments for consideration is January 8, 2019.

On a final note, the next FAPPS 28th Annual Conference will be March 8-9, 2019 at the Orlando Marriott Lake Mary, 1501 International Parkway, Lake Mary, FL. I hope to see you there!

As always it is a pleasure to serve this association and if you ever have any questions or concerns, please feel free contact me at (813) 282-0074 or by email at joe@tsilegal.com

Respectfully,

Joe Osborne, Jr. Secretary



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President's Report Continued

Finally, what are you doing on March 8th thru the 10th? I will be at our 28th Annual Conference at the beautiful Marriott Orlando Lake Mary. I would love to see all of you there. Make your reservations now as rooms are running out! You can find all the details about the hotel on the website. You don't want to miss out on our "Salute to America".

You can find all the information on the board meetings and Convention as well as hotel reservation links, education course information and all news relating to our Association on our website.

In closing, I would just like to say that my phone (941-954-0169) and email (<u>margiez@hctjudge.com</u>) are always open to anyone with ideas or suggestions moving forward that will improve this Association. I thank you for your time.

Sincerely,

Margaret L. Zawacki



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Conference Forms www.fapps.org and on page 19

ADMINISTRATOR'S REPORT

Diana Wardwell, AFPS

Dear Members,

Our board meeting in December was a great end to a very productive year. Our next event will be our annual conference.

28th Annual Conference March 8-10, 2019 Marriott Orlando Lake Mary 1501 International Parkway, Lake Mary, FL 32746

"Salute to America" is our theme. We look forward to implementing this in a variety of areas throughout the weekend including our Saturday night dinner.

Educational presentations will include "Bullet Proof Your Serve", Secure Document Trading as well as roundtable discussions on Learning by Serving, Forwarding Process, and several others.

We have created a new format on the website for all information about the annual conference. I would like to express our sincere thanks to Bob & Chris at Database Services for once again donating their time to accommodate our request to make these changes.

We are actively soliciting vendors, sponsors, and advertisers and ask for everyone's help to promote the event.

If you are on Facebook, share the posts and invite fellow process servers. Mark yourself as attending, and invite everyone on your friend list. If you need help with this process, contact me and I'll walk you through it.

REGISTER EARLY!

The hotel and reservation deadline is not until **February 14, 2019** but rooms sell out quick.

administrator@fapps.org

Looking to promote your services? Sponsorship is an excellent way to help us keep registration costs as low as possible. In return for your sponsorship we put a spotlight on you and your company. Sign up early and take advantage of the additional advertising that comes from being listed on our promotional materials.

The Promotion & Growth Committee and Member Benefits have been combined as one committee. Bonnie Moore, the chair has an excellent group of members that have come forward to be a part of the committee, but they need more members. If you have as little as 10-15 minutes a week you can spare to this very important committee, reach out to her. A committee of many members can produce very positive results. Legislative issues, Violence Against Process Servers, potential e-service, are just a few issues we face daily and we need a strong membership in order to move forward with our initiatives.

Here is a quick guide for upcoming publication deadlines:

February 14, 2019

Convention Early Registration and Advertising Deadline

April 15, 2019

2nd Quarter Newsletter Article and Advertising Deadline

April 15, 2019

Annual Membership Directory Advertising Deadline

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

Diana Wardwell, AFPS (321) 952-0820 administrator@fapps.org

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!

Recho B. Bell Recho Bell, Plaintiff's Investigator 6520 Sellers Drive Milton, FL 32570 (850) 564-0512

Sandra L. Cassalia

Phipps Reporting 1551 Forum Place, Suite 200 E West Palm Beach, FL 33401 (888) 811-3408

David M. Weaver 360 Legal, Inc. 201 Fletcher Ave., Suite 220 Sarasota, FL 34237 (888) 360-5345 Carla M. Ellis C-ME Process Service, LLC 646 South 9th Street Lindenhurst, NY 11757 (516) 524-9018

Carley Smith Gotcha Legal Service, Inc. P.O. Box 840324 Pembroke Pines, FL 33084 (954) 274-1337

Matthew Couvrette Couvrette Legal Services 1095 Cline Crescent Ottawa, Ontario Canada K2C 2P4 (613) 769-3259



Shirley Lowe L & L Process 13876 SW 56 Street, Suite 200 Miami, FL 33175 (305) 772-8804

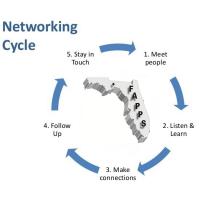
<u>Membership Report</u>

December 31, 2018

Active Members	239
Associate Members	80
Supporting Members	18
Pending Applicants	<u>2</u>
Total	339

General 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



Elections

In 2003, the FAPPS Board enacted changes in the Policy and Procedure Manual and established an Election Committee (EC) to ensure that our election procedure is fair, smooth, and efficient.

The goals for changing these procedures were these:

•To ensure that candidates have sufficient time to think through what it means to be a leader of FAPPS and to allow them to put their thoughts in writing.

•To streamline the procedure so that nominations and the election itself do not take over the entire convention.

•To allow the members sufficient time to find out who is running, read the candidate's position papers, and make informed, considered, intelligent decisions on who they want to lead FAPPS.

The elections for 2019 will be for a one year term for a total of five Directors. Officers will continue to serve until spring 2020.

Nominations will be accepted in writing (email is preferred) by the Election Committee. The nomination window for 2019 is from January 7, 2019 through February 28, 2019 at 5:00 pm EST. <u>There will NOT be an</u> additional nomination window at the annual convention itself.

•The EC will verify that the nominee is eligible to hold office and ask the nominee to Accept or Decline the nomination.

•The EC will ask that each Nominee furnish a one page "position paper" as early as possible in the election cycle. These position papers will be published on the FAPPS website on a weekly basis. The final date to provide a position paper will be **March 4, 2019 at 5:00 pm EST**. All position papers will then be gathered into a handout to be distributed to the members during convention registration. This will allow sufficient time to for members to review, and ask questions of the candidates in person to better make a decision about the leaders they are about to elect.

•Nominees, their acceptance or decline status, and their position papers will be kept up to date on the FAPPS website.

Once the Nomination Period is open, please send your nominations via email to the **Election Committee Chair, Bob Musser,** at <u>BobM@dbsinfo.com</u> and be sure to include the nominee's name, the position nominated, and if you know it, the nominee's email address. As Nominations are made and accepted, you'll be able to check the status anytime on the FAPPS website at <u>www.fapps.com/elections</u>.

Bob Musser FAPPS Elections Chair www.fapps.org/elections

FAPPS Distinguished Service Bob M@dbsinfc (407) 679-1539

For many years, NAPPS has had the Mac C. MacDonald award that is the highest honor that the organization can bestow on an individual. CALSPRO has the Bert Rosenthal award. NYSPPSA has the Robert Marcus Award for Professionalism and Distinguished Service. I have attended many annual conventions for these long standing professional organizations. The air of expectancy, the drama, the buildup, and finally, the very deserved recognition of an individual that has given years of service to his or her organization is indeed a high point of the evening, and is responsible for some very cherished memories.

These awards are important. Like all professional business groups NAPPS, FAPPS, and the other professional associations have turnover. There are member in the NAPPS and FAPPS associations today who have no idea who someone like Herb Hoffman was. Herb Hoffman was a legend. One of the guys who saved private process service in the early 1980s. Herb was an ordinary man who rose to the occasion under extraordinary circumstances. If you serve papers as a private process server, you owe the existence of your livelihood to Herb Hoffman and a few others. Herb passed away here in Florida a last month at the age of 102. You might never have heard of him, but you can read a great deal about his service to our profession in his 2007 Mac C. MacDonald award here: https://napps.org/uploads/docs/Awards/Mac_Award_Herbert_E_Hoffman.pdf If that award didn't exist, it would be easier for his memory to fade away.

When I was President of FAPPS, sometime in 2011, Janet Deal, Diana Wardwell, and I were talking about the NAPPS Mac C. MacDonald award, and Janet asked me why FAPPS didn't have a similar award. FAPPS was over three decades old. We have had many individuals give countless hours towards the betterment of Florida Process Servers. I didn't have a good answer, but I know a good idea when I hear one, and quickly took credit for the idea and brought it to the board. It was an easy sell.

During the first two years, the board and then the FDSA committee had to make some hard decisions. We first took a long look at what we liked and didn't like about the ways that NAPPS and CALSPRO handled their awards. There was far more good than bad, but we wanted our award to be the best that we could make it. We started with the name. With all due respect to the other association's named awards, we felt that every person that was awarded the FAPPS award should be remembered equally. We felt that with over 30 years of history, there are quite a few people that have given such considerable time, effort and energy to FAPPS, that to name the award after whomever was selected first was inappropriate. After throwing around a few names, we settled unanimously on the FAPPS Distinguished Service Award. We also decided that the award was going to be primarily based on a long period of sustained service and achievements for FAPPS. We didn't rule out the possibility that someone might merit the award at some point in the future for one great year of success, or perhaps even one stellar achievement, but that was not going to be the norm.

Each year, the committee starts from scratch. Each member of the FDSA committee submits four names on a secret ballot for consideration. We also invite input from the membership of FAPPS. In a closed door session, we discuss each candidate's achievements one by one, then we narrow the list by secret ballot. This process is repeated over and over, with a lot of discussion, and repeated votes. If no single candidate receives 2/3 of the votes, there is no recipient for the year.

For the committee,

Bob Musser Chair, FAPPS Distinguished Service Award







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Upcoming Events & Meetings

28th Annual Conference March 8-10, 2019

Marriott Orlando Lake Mary 1501 International Parkway Lake Mary, FL 32746 (407) 995-1100

Room Rate: \$149-\$159 per night (Room rate \$149 includes one breakfast/ \$159 includes two breakfasts)

Last Day to Book Reservations at discounted rate: February 14, 2019

2nd Quarter Board Meeting May 2019 Orlando, FL

18th Professional Beach Getaway August 2019 Location TBA





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Formal Education

Allen Bryant, Chair

allen@aallen.com (407) 872-0560

Education Class Schedule

Continuing Education Course March 10, 2019 9:00 am Marriott Orlando Lake Mary 1501 International Parkway, Lake Mary, FL

Continuing Education Course April 5, 2019 9:00 am Indian River State College Corporate & Community Training Institute 3209 Virginia Ave., Fort Pierce, FL 34981 *register with IRSC through link at www.fapps.org Education Course for Initial Licensing - 20 Hour April 5, 2019 5pm-9pm: April 6 & 7, 2019 9am-6pm Indian River State College Corporate & Community Training Institute 3209 Virginia Ave., Fort Pierce, FL 34981 *register with IRSC through link at www.fapps.org

Continuing Education Course August 2019 Professional Beach Getaway - Location TBA

FAPPS education classes are open to all process servers who require education to renew their license in approved jurisdictions; AFPS Designation for FAPPS members and education for clerical staff of FAPPS members. Our course is approved to provide the required training to apply to become a process server or renew your process service license in the following areas:

9th Judicial Circuit 10th Judicial Circuit 19th Judicial Circuit* 20th Judicial Circuit Alachua County (Education Requirement for Motion & Orders)

Our complete class schedule and additional information can be found on the website or by contacting Diana Wardwell, Administrator at administrator@fapps.org.

Finally, the committee is working to continue to expand our course offerings around the state. If you have information to share about your local licensing and education programs, we welcome the information.

As always, feel free to contact the committee with any questions or suggestions.

Diana Wardwell, Committee Member administrator@fapps.org

*19th Circuit Course registration is required with Indian River State College

TPC

Visit our Member Only Resource Section

http://www.fapps.org/Account/Login

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

Learning from Serving

An Educational Forum

Submitted by Dr. Denny Howley

Visiting the Archives Ask the Doctor - March 2002

The Question:

"While I know to be calm, polite and say 'I'm sorry', do you have any other phrases I can use to '**defuse**' that volatile person I am serving – I don't mean PERSONAL Service, but those <u>Record Custodians</u> who are having a <u>bad day</u> and I pay the price – I know I have to go back to this office again, but there must be SOMETHING else I can say or do?".



Answer provided by Denny

When we run into a situation like this, we are usually a "target of opportunity" for someone's frustration, upset or anger. It's like the guy coming home from work after a bad day and kicking the dog.

So I suggest some basic "target analysis", to allow you to **develop some empathy** for this particular Records Custodian. Why do you think the job would be frustrating? Sitting in an office all day, trying to do other jobs and getting interrupted by a Process Server! Maybe the boss is on his or her case. Maybe the kids are driving him/her nuts at home...who knows, but you can put a positive spin on the situation with something like this...

"Boy, I sure don't envy you in this job...at least I get outside...or..."

"How many other jobs/activities do you have to do besides being Records Custodian and getting interrupted by folks like me?? (and the answer to his/her reply is always 'wow...how do you do it and keep from going wacko? Or other tailored, positive, empathetic responses. You might even try a "giggle" like giving a pack of M & M's...and say something like...'I have this idea, if I hook you on these you'll look forward to seeing me when I come by serving papers"...and at least it should trigger a smile and maybe even a laugh. AND IF YOU HAVE BROKEN THROUGH ON THE HUMAN LEVEL YOU'VE MADE A FRIEND!!!

This educational tid-bit was provided by "unknown", but it was submitted in letter form to then FAPPS President Todd Vause, sometime after our "Conventions" held in Melbourne and passed on to me to answer.

A Professional NEVER Stops Learning

Denny has been writing articles for FAPPS and NAPPS for almost twenty years. He owns and operates Dr. Denny Howley d/b/a serving process in Key West -ONLY (33040, 33041, 33045) Capital of the Conch Republic. He has been in the business of serving process since 1997. Denny lives in Key West with his wife Beverly and two "critters" Shadow and Pepper.

Legislative Committee

The Florida Legislature focused their attention on a variety of issues essential to the citizens of Florida. Unfortunately as we were chasing the clock everything shifted to the horrible shooting in Parkland. We continued to pursue the passage of SB904 but actually ran out of time as the Bill was on the floor. It was nearly midnight on the final day when the Speaker of the House adjourned and our Bill was up next. I was actually on the phone from Orlando speaking to our FAPPS Lobbyist in Tallahassee when we were notified we had no more time.

I had hoped to bring better news from the Legislation Committee in this report but things did not work out the way we wanted this session. Experience teaches us that some years there is "no rhyme or reason" when it comes to the legislatures. We had a sponsor for our bill on both sides and all was going well but time was not our friend. Now we press on and prepare for the next session, March 2019 making friends and allies. The Bill is in place and the committee is attempting to add one more issue on the current Bill. The issue deals with including Process Servers alongside other occupations that have private information concealed from the public in F.S. 119. The proposed language for this addition has been submitted to our Lobbyist for review and addition.

We will keep you up to date as we move forward. Please reach out to your local representatives and Senators. Let them know we are working on legislative issues and need their support. We have form letters available that would assist you in sending written correspondence. They are available by contacting me or our Administrator, Diana Wardwell at <u>administrator@fapps.org</u>. I would also like to add my deep felt appreciation for all the hard work given by the committee members.

Be part of the future

Mike Compton Director/Chairman <u>mike@processamerica.com</u> (850) 933-9333

TPC

WHAT IS FAPPS DOING FOR YOU?:

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

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

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

Shared Goals - Strong Membership Thank You for Your Support!

2019 FAPPS CONVENTION SALUTE TO AMERICA

We are excited to be planning for the 2019 Annual FAPPS convention. The theme will be a Salute to America. If there is something you are especially hoping to see at our annual convention, please let us know by emailing your ideas to Diana at administrator@fapps.org.

Be sure to prepare your BEST patriotic attire for the weekend! Get ready to join in on the annual President's Golf but don't get too tired to join us in either Poker or Bingo on Friday night (you can start in Poker & join in Bingo later).

Start collecting fun items to donate to the raffle so we can make it our largest 50/50 prize EVER! Last year the winner took home over \$600. Finally, plan to attend the Saturday night banquet in an outfit that represents either your HOME state or your favorite state. There will be a prize for the most creative outfit! Minute to WIN it will be back full of great entertainment for the contestants and the spectators.

We look forward to a fun educational weekend with our **FAPPS Family!**

~ The Convention "fun" Committee Amy Boyd, Brooke LaPlant, Melanny Echevarri, Bonnie Moore and Azore Harris





FLORIDA ASSOCIATION OF PROFESSIONAL PROCESS SERVERS 28th Annual Conference, Lake Mary, FL - March 8-10, 2019

2019 Conference Schedule

Friday, March 8, 2019

Time	<u>Event</u>	Location
7:30 am – 1:00 pm	6th Annual President's Cup Golf	ТВА
2:30 pm – 3:15 pm	Bag Stuffing (no other time will be allotted)	Salon BC
3:00 pm – 8:00 pm	Registration	Foyer Ballroom D
3:00 pm – 9:00 pm	Exhibitor Set-up & Display	Salon BC
4:00 pm – 6:00 pm	Annual Meeting	Orchid Ballroom
6:30 pm – 8:45 pm	Welcome Reception	Balroom D/Salon BC
9:00 pm – 11:00 pm	Bingo	Orchid Ballroom
9:00 pm – 1:00 am	Poker Tournament	Ballroom A

Saturday, March 9, 2019

Time	Event	Location
8:00 am – 4:00 pm	Exhibitors on Display	Salon BC
8:00 am – 2:00 pm	Registration	Foyer Ballroom D
8:30 am – 10:30 am	Annual Meeting Resumes	Ballroom E
10:30 am – 11:15 am	Education Seminar: Secure Document Trading – B	ob Musser
11:15 am – 12:00 pm	Vendor Presentations	
12:00 pm – 1:15 pm	Luncheon	
1:15 pm – 2:00 pm	Education Seminar: "Bullet Proof Your Serve"	
	Preparing for a Motion to Quash Hearing – Lance Rand	all
2:15 pm	Exhibitor Drawings	
2:20 pm – 3:20 pm	Education Seminar: Roundtable Discussions	
3:30 pm	Annual Meeting Continues	
3:30 pm	By-law Amendments (Time Specific)	
	Election	
6:45 pm – 10:30 pm	Evening Banquet "28 th Annual Conference Theme Banquet – Salute Introduction of 2019-2020 Board of Directors, Awards Presentations, Raffles – Dinner Served 7:30pr Salute to America Theme - costumed guests are welco Patriotic wear or Your Favorite State or Location in Photo Booth, FAPPS version of Minute to Win It and c	m ome the USA

Sunday, March 10, 2019

9:00 am – 1:00 pm	Continuing Education Course & AFPS	Ballroom A
	Point of Contact: Diana Wardwell, Administrator or	Allen Bryant, Chairman

Schedule is Tentative and Subject to Change



Florida Association of Professional Process Servers 28th Annual Conference • March 8-10, 2019

Marriott Orlando Lake Mary, 1501 International Parkway, Lake Mary, FL 32746

Hotel registration deadline: 2/14/19 mention FAPPS for rate of \$149 per night Hotel Reservation Link: <u>Click Here</u>

CONFERENCE REGISTRATION

Registration must be <u>received</u> by 2/14/19 to avoid \$25 Late Fee If you are attending meeting only for voting, complete form and submit for identification badge

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Name:	Sat. Mea	l Choice:	Member (Y/N):
Name:	Sat. Mea	l Choice:	Member (Y/N):
Name:	Sat. Mea	l Choice:	Member (Y/N):
Name:	Sat. Mea	l Choice:	Member (Y/N):
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City:	State:	Zip Code:	

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

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

Partial Events: Admission to single event. Each priced individually

Continuing Education Class: AFPS Designation & License Renewal Education - Sunday, March 10, 2019 9:00 am.

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

Sponsorship/Advertising/Exhibitor:

Advertising Deadline: February 14, 2019. Submit print ready ads to administrator@fapps.org

Sponsor of Conference (amount): _____ Advertising in Program (amount): _____

Late Fee: Applies to registration on-site or after 2/14/19 (one fee per company) \$25.00: _____

TOTAL ENCLOSED FOR REGISTRATION:

Payment can be mailed or paid through our website: registration link

Policies: Registration fee is not transferable, no event is transferable. A late fee of \$25.00 will be applied to registration forms received after 2/14/19. This includes on-site registration. Any cancellation received more than 7 days prior to the conference will receive a refund less a \$25.00 administrative fee. Any cancellation after that time will not be given a refund. There is no special pricing available for children. Prices posted are for all attendees. Conference information is posted at www.fapps.org

Mail or email completed registration form. All checks payable to FAPPS FAPPS, P.O. Box 72, Melbourne, FL 32902-0072 Diana Wardwell, Administrator (321) 952-0820 administrator@fapps.org



Florida Association of Professional Process Servers 28th Annual Conference * March 8-10, 2019

Sponsorship & Advertising

Individual Sponsor Events

Only one sponsor per event. Sponsors are acknowledged at the event, listed					
on general signage, in the conference p	on general signage, in the conference program, and the 2nd Quarter				
Newsletter.					
Lanyards	400.00				
Conference Bags	550.00				
Saturday Reception Decor	300.00				
Saturday Evening Photo Booth	300.00				

New for 2019!

Call to customize your event - Sponsorship starts at \$2	250
Hospitality: Thursday Evening	
Hospitality: Friday	
Hospitality: Saturday	

Co-Sponsorship Events

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

Golf Tournament	175.00	
Poker Tournament	250.00	
Bingo	150.00	
Friday Welcome Reception	500.00	
Saturday Morning Break	250.00	
Luncheon	250.00	
Afternoon Break	250.00	
Educational Sessions	175.00	
Audio Visual	200.00	

General Sponsorship

All amounts are appreciated and welcomed

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	.isc		100	ann

Convention Program Advertising

Deadline: February 14, 2019

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



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

Thank you for your support!

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Total Amount Enclosed: _____

Forward completed form with Payment to:

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

Full page \$550+; Half Page \$300-\$549 Business Card \$125-\$299 Ad placement is not guaranteed, excludes premium ad locations

Major sponsors \$750.00 and above are acknowledged in all promotional advertising.



Exhibitor Registration

March 8-10, 2019

Marriott Orlando Lake Mary 1501 International Parkway, Lake Mary, FL 32746

Company Name:			
Representative Name:			
Representative Name:			
Address:			
City:		Zip:	
Phone:	FAX #:		
E-Mail address:			

The space for the exhibits is 8'x8' and includes: 1 - 6' Table; 2 – Chairs; 1 - waste-basket

Exhibit hall open for set-up on March 8, 2019 at 1:00 PM with exhibits open from 3:30 to 8:30PM. March 9, 2019 exhibits open 8:00 AM to 4:00 PM. Exhibits must be disassembled by 5:00 PM.

Exhibits may <u>not</u> be in a secured area. Security will <u>not</u> be provided by FAPPS, and *insurance is the responsibility of the exhibitor*. FAPPS will <u>not</u> be responsible for loss or damage in the exhibitor's area.

All internet fees, electrical fees, and additional equipment must be arranged through the hotel, by filling out the form attached and sending it in or calling the hotel. FAPPS will not be responsible for arranging these items.

Exhibitor Fee \$350.00

Fee includes space as outlined above, company name listed in all advertising materials distributed prior to conference, listing on the Exhibitor sign at conference and business card ad in the program. Up to two tickets will be provided for the Friday night Welcome Reception. In addition a representative from your group will be invited to give a brief presentation on your services on March 9, 2019 during the morning session. *All other conference events, advertising, and sponsorship opportunities are outlined on the Conference Registration Form and priced separately.*

Complete and enclose payment with Conference Registration Form

Signature of Exhibitor

Date

Contact: Diana Wardwell, Administrator FAPPS, P.O. Box 72, Melbourne, FL 32902-0072 (321) 952-0820 *A Late Fee of \$25.00 p/p will be applied to Registration forms received after February 14, 2019. This includes on-site registration. *Cancellation policy*

Any cancellation received more than **7 days** prior to the conference will receive a refund less a \$25.00 administrative fee. Any cancellation after that time will <u>NOT</u> be given a refund.

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CONVENTION EDUCATION

Bullet Proof Your Serve

Preparing for a Motion to Quash Hearing

Speaker: Lance Randall

During this presentation, we will discuss certain chapters of SS 48, 49 and 83 as they pertain to the allegations or defenses most commonly used within motions to quash service. We will also discuss the void-ability of judgments, why motions to quash service are commonly used to try and vacate a judgment and how the mere quashing of service does not qualify to dismiss the case which is common when trying to escape responsibility of a debt or injunction under the statute of limitations. During this process, we will further discuss the importance of documenting everything and including the pertinent information on the return of service the first time

and the pitfalls of not doing do all while providing examples of case law and appellate decisions that the members in the audience can equip themselves with in the event they find themselves with a motion to quash to defend upon.

Secure Document Trading Speaker: Bob Musser

Learn how to use this free FAPPS member benefit to update status with clients, track jobs with a secure platform.

Roundtable Discussions

Learning by Serving - Dr. Denny Howley Forwarding Process - Margie Zawacki We will also have two other topics for discussion

Exhibitor Presentations

Hear from our exhibitors about the products and services they offer.



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P&G & Member Benefits

Bonnie Moore, Chair Promotioncommittee@fapps.org (407) 493-8259

Promotion & Growth/Member Benefits Committee Report

The year end Holiday Season has come and gone, and I hope each of you were able to embrace your own traditions with those near and dear to your heart. 2019 has been ushered in and I am eager to see what our committee and FAPPS will accomplish this year!

The *Promotion & Growth* and *Member Benefits* has been combined into one committee and we are proudly working together in an information gathering mode to reach out to all Florida process servers who are currently not FAPPS members. We feel that all servers should have the necessary information to make an informed decision about joining our association which has made so many accomplishments in the process serving industry.

Although we have made great strides, we would love for as many people as possible who could fit an hour or two a week into your already hectic schedule, to help us out. Call or text Bonnie at 407-493-8259 or email bonnie@processxpress.com or PromotionCommittee@fapps.org. Every hour is greatly appreciated.

Our Annual Conference is just around the corner and promises to be very exciting so get your registration in ASAP! Talk to the people you trade work with around the state and nation and ask if they are attending the conference. I love to be able to get to finally put faces with those voices of people we have worked with and talked to for years. If you have never attended the conference before, make this the year you start a new tradition. You deserve a weekend away: enjoy yourself, (bingo is always a hoot!), learn from the Round Tables and Education Seminars, and the Saturday Banquets are always a blast! Face to face networking is one of the most powerful kind of marketing around. Take advantage of it during the conference this year.

Here's to 2019 being the best year ever for your own business as well as FAPPS!

COMMUNICATION IS KEY!

Committee members: Melody Bulso, Chris Compton, Desy Garcia, Jean Glemaud, Regina Moore, Diana Wardwell and Chris Yeoman

Respectfully, Bonnie Moore Chairperson

Get Connected CONNECT + LEARN + SHARE

Paralegal Liasion

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

Good Day FAPPS Members,

Here is an update on the PAF Fall Seminar.

We were welcomed with open arms again and when I shared with the President, Bea LeVine, that FAPPS had assigned a liaison for them, she was ecstatic. She announced this to all the members in their open session and we received a thundering applause. We were able to share the website, its tools and uses to over 150 members. It was nice to hear that some of the paralegals that we had spoken with at the Spring seminar had used the site and found servers. It was even nicer to hear them share this with the paralegals that were around them and state how valuable we (FAPPS) are.

An extra bonus not anticipated was getting to meet and speak with process serving companies that were there and not members of FAPPS. Being there, showing them the website, answering their questions about this great association and expressing the importance of becoming a member seemed to be beneficial. And how I know this is because I ran out of the membership applications that I had taken with me and had to show several of them how they can sign up online.

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

Now the numbers:

Our budget for sponsoring and attending seminar: \$1200 Total costs: \$776.04 (sponsorship, gift card giveaways, mileage and hotel)

Our swag budget: \$400 (for coffee mugs and pens) Total cost: \$0 (Thank you Marty White/Taylor Communications)

Our banner budget (to be sponsored by Bonnie Moore) \$200 Total cost: \$0 (Thank you Marty White/Taylor Communications)

What was supposed to cost us \$1800 only cost us \$776. Now, I realize that Taylor Communications is not going to cover our swag in the future and that the site locations for the next seminars may be farther away but again feel that this is something we need to continue to build and grow.

Thank you,

Tammy L. White

Secure Document Trading

The Secure Document Trading Service and Trading Platform is a mature, working system. We continue to add enhancements, but it has been working since 2016. Vendors supporting SDTS are Process Server's Toolbox, Process Tracker, TriStar and Loyal Dog. NAPPS set up a Vendor Stipend program through December 15th, 2018 to promote vendor support, and Loyal Dog slipped in just before the deadline. These Vendors are now all able to receive jobs from the SDTS web interface and download them directly to their software to make data entry smooth and easy for their customers. In addition, these four Vendors are working together to establish a standard for exchanging jobs securely even between different vendors.

Bob Musser SDTS Chair

IT PAY\$ TO TALK ABOUT FAPP\$

Our Promotion and Growth committee is super intent on increasing our membership and is challenging each and every current member to talk to fellow process servers about joining FAPPS.

- 1. If each member refers one new member we can double our membership quite rapidly. This will give us increased visibility in Tallahassee on legislature issues.
- If you refer a person who joins as an Active or Associate member you will received a \$25 discount off of your membership dues. Want your membership to be FREE????? Refer 5 if you are an Active member or 4 if you are an Associate member and VOILA! FREE
- 3. If you get work from companies in other states, ask them to join us as an Associate Member which will give them continuous visibility here in Florida.
- 4. Check and see if the other companies here in Florida are FAPPS members, if not, invite them to join.
- 5. If you are a member who has office staff, please consider paying for them to be a Supporting Member. This is a small investment of \$25 per year and they have access to a lot of savings. It is money well spent.

This is a WIN – WIN – WIN situation!

Member applications received by October 31, 2019 will be counted toward your dues for 2020









John Shelley, Chair John@caffeinecode.biz (844) 297-4834

January 2019 Committee Report

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

November's E-Filing submissions was 1,295,131

Self-Represented Litigant Submissions are Still Relatively Flat at 0.6% of submissions for 2017 and 2018.

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

Members: Christopher Compton Committee Chair: John Shelley



It Pay\$ to Read "The Paper Cha\$e"



- 1. I read *The Paper Chase* cover to cover
- 2. I only check out the advertisements
- 3. I may read one or two articles
- 4. I don't have time to read
- 5. I read the reports only

Got an idea that would make FAPP\$ a better organization? We want to hear about it, please share it with us. Choose the number above that best describes you and text that number and any idea you have to Bonnie 407-493-8259.

COMMUNICATION IS KEY!

We are eagerly anticipating your participation.

"Teamwork is the ability to work together toward a common vision. It is the fuel that allows common people to attain uncommon results." Andrew Carnegie



Dear Fellow FAPPS members,

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

I want to follow up on a few incidents previously reported. The Tampa server who was threatened with a defendant yielding a metal broom handle, who was arrested, finally went to court recently. Unfortunately, his attorney used a "Stand your ground" defense, and claimed he was in fear, and did not know who the process server was. This was of course, after the server had clearly identified himself several times, showed the defendant the papers, and his ID. The judge elected to dismiss the case with a stern warning to just accept the papers next time a process server visits him.

In the Lee county case, this server was attacked on an outside staircase, and escaped after a struggle, only to be treated like a criminal rather than the victim. The sheriff's office took their time, and finally submitted the paperwork to the State Attorney's office who elected to take no action. We are still pursuing this incident.

Finally, a Motion/ Order appointed server in Flagler county was attacked, and left the home of an aggressive defendant. The responding deputies did not know how to handle the incident, or what authority the server had to be on the defendant's property. The defendant claimed the server attacked him. Later, the same evening, the deputies were again called to the same home, and the defendant was arrested for domestic violence. While there, the deputies were advised by a neighbor, that he had witnessed the earlier confrontation, and the defendant attack the process server in the driveway. He also said the defendant went in the house and came out with a gun just as the server had drove away. Additional charges were then filed against the defendant. This week, the server was advised that the 3rd degree felony may be reduced because the server was not wearing any uniform identifying himself as a process server. We will continue to follow up.

We need your help! We are only a few sets of eyes and ears, we need you to spread the word that we are here and ready to help. Contact myself or any member of our committee which also includes Bonnie Moore, Becky Gaston, Lance Randall, Frank Carreras, Tammy White, if you have an incident or share our info to someone you know who does.

Be safe out there!

Sincerely,

Chris Yeoman, Chair Director chris.yeoman@aol.com



Advertise in all four editions of the association newsletter "The Paper Chase" and receive a 10% discount

- 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 by completing the form on Page 30 and submitting your ad and payment

Banner Advertising, Annual Directory, Convention Program, and Convention Sponsorship also available for sale. Contact Diana Wardwell, Administrator for full details

Website

Diana Wardwell, Chair Bob Musser, Webmaster

The FAPPS website continues to be updated on a regular basis with current news and events. There also have been some significant changes to benefit members.

Some of these expanded areas include: Secure Document Trading, City-Zip Codes Pairs, new Member Benefits, and a "Member Only" section that will require a login and password. If you have any suggestions for content to include in our Member Only Section, let us know. We are excited about continuing to grow the resources available for members.

Diana Wardwell Chair administrator@fapps.org

Members Only Resource Center

Email: administrator@fapps.org For your link for initial login & password setup

The Past Part 2 Process Serving

Submitted by Dr. Denny Howley

The Key to Understanding The Future

Process Servers play a UNIQUE and VITAL role in our AMERICAN JUDICIAL SYSTEM; but, it is and HAS ALWAYS BEEN a role that has been in CONSTANT CHANGE as it EVOLVES along with our society. This series of articles will "track" some key points in that evolution.

Part 2

In "Part 1" we discussed the introduction the concept of "Common Law", the "writ" (subpoena, summons, garnishment etc.) and the "Shire Reeve" which evolved through use to become the Sheriff. All of which was introduced to England by the Norman invasion and the English defeat at the battle of Hastings in 1066.

When the English established their first colony in America in 1635, they brought to the "New World" this concept of Common Law, the Writ and the Sheriff. As in England the Sheriff was the law enforcement authority, the "peace keeper", the man who could organize a posse, and arrest rioters. He also acted as the Tax Collector and enforced religious and political "conformity". But remember Common Law is an evolutionary process that mirrors the society of the time, so it continued to adopt and model to the new American environment.

America/The New World

On July 4, 1776 a significant political expansion of the concept of Common Law occurred with the "Declaration of Independence" which stated in part:

"We hold these truths to be self-evident, that all men are created equal"

And then eleven years later on September 17, 1787, President George Washington signed that Constitution of the United States which included a <u>"Bill of Rights"</u> which included <u>Article V</u>:

"No person shall be deprived of life, liberty or property without due process".

These are words that had monumental social and legal implications for this "New World"/America:

"...all men are CREATED Equal" and "No person shall be deprived WITHOUT DUE PROCESS".

In England, under Common Law and the application of the WRIT, it was Royalty and those associated with the ruling elite who were to be given the opportunity to be heard in a legal action. The founders of our nation set forth from the outset this **concept of "equality"**, which was unheard of in the "Old World"/ Europe.

But remember, having a "concept" does not immediately translate into reality. It has to evolve as well. First are the legal challenges and interpretations of what the concepts actually mean and then there is the issue of enforcing them. Even if you have a legal binding interpretation of concepts such as "equal" and "Due Process", if they are not enforced, they remain "de facto" concepts only.

Ergo, how long did it take for these concepts to be applied to say women, blacks, Indians, and others? When it was, it was not necessarily applied everywhere at the same time. Common Law reflects traditional and social customs and as these perceptions s I o w I y evolve it is reflected in "Case Law" and then eventually Statutory Law.

Florida, Territory and State

On March 12, 1821, General Andrew "Stonewall" Jackson was appointed Military Governor of the Florida Territory. One of his first actions was to appoint two Sheriffs (Shire-Reeve) one for Escambia and the other for St. John's County. Sheriff's pay was mostly the results of fees and fines until a Salary System was established and that was well into the 1900s.

By 1845, when Florida became the 27th State to join the Union, Sheriffs were "formally", popularly elected. At the same time the Territorial Courts, which they represented, were eliminated. The Territorial Courts were replaced by "Circuit" Courts, which, as the name implied, circulated within their area of responsibility.

In the same time frame Courts could appoint Constable, who like the Sheriffs could serve Process and collect fees for their service. Later there were, in some areas, "City Marshalls" who could also serve and enforce Process, but probably only in their city jurisdiction.

And now back to the issue of "...created equal...and Due Process..." The Florida Constitution repeats those earlier statements of BASIC RIGHTS. The last version of the Florida Constitution, 1968, Section 2 reiterates those basic rights "...<u>equality before the law</u>...". Section 9 is more precise <u>"...no person shall be deprived</u> of life, liberty without DUE PROCESS OF LAW...".

<u>In Part 3</u> we'll examine how our industry as "protectors" of a fundamental Constitutional right, DUE PROCESS, has evolved these 950 some years to where we are today.

A Professional NEVER Stops Learning

Dr. Denny has been writing articles for FAPPS and NAPPS for almost twenty years. He owns and operates Dr. Denny Howley d/b/a serving process in Key West - ONLY (33040, 33041, 33045) Capital of the Conch Republic. He has been in the business of serving process since 1997. Denny lives in Key West with his wife Beverly and two "critters" Shadow and Pepper

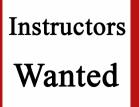




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 Information



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