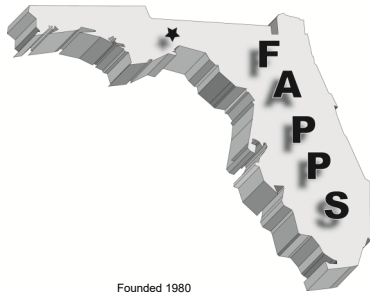


Professional Beach Getaway - August 15-17, 2025



THE PAPER CHASE

The Official Newsletter of the
Florida Association of Professional Process Servers

2nd Quarter Edition 2025

24th Professional Beach Getaway
August 15-17, 2025
The Shores Resort & Spa
2637 S. Atlantic Ave., Daytona Beach Shores, FL 23118



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wmurray@servelegalprocess.com www.servelegalprocess.com

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2025-2026 Association Guide

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FAPPS is a Chartered State Association of the
National Association of Professional Process
Servers



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

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

Committees

Annual Conference Activities

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

Arbitration & Grievance (A&G)

Chair: Mike Barberio, mikebarberio1972@gmail.com
Vice Chair: Amy Roldan

Elections

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

FAPPS Distinguished Service Award (FDSA)

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

Formal Education (AFPS)

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

Legislation

Chair: Lance Randall, AFPS FAPPSLegCommittee@gmail.com
Vice Chair: Gretchen Randall
Members: Michelle Howard, AFPS, Susan Pineiro, AFPS, Diana Wardwell, AFPS, Chris Yeoman, AFPS

Liaison

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

Process Server Appointment (PSAC)

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

Promotion & Growth (P&G) and Member Benefits

Chair: Desy Garcia Promotioncommittee@fapps.org
desygarcia22@gmail.com
Vice Chair: Kevin Fedotov, AFPS
Members: Joshua Kes AFPS, Amy Roldan, Diana Wardwell AFPS, Marty White, AFPS

Technology

Chair: Desy Garcia, DesyGarcia22@gmail.com

Violence Against Process Servers (VAPS)

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

Website

Chair: Diana Wardwell
Vice Chair: Bob Musser

PRESIDENT'S REPORT

CHRIS YEOMAN AFPS, PRESIDENT

Dear Members,

It's hard to believe we're already a third of the way through 2025! Time is flying, and we've been busy on all fronts.

We kicked off the year with an incredible 34th Annual Conference in Orlando, marked by strong attendance, engaging networking opportunities, valuable education, and great entertainment. We were thrilled to welcome attendees from across the Florida and many other states—and the feedback has been overwhelmingly positive. The hotel was a hit, and we're excited to announce we'll be returning there next year. Be sure to mark your calendars early—you won't want to miss it.

We also welcomed Josh Kes to our Board of Directors, joining re-elected members Michelle Howard, Kevin Fedotov, Desy Garcia, and Joseph Dion. Congratulations to all!

Just two weeks later, Florida proudly hosted the annual NAPPS Convention, also in Orlando. FAPPS was well-represented and recognized for our achievements across multiple committees. Our presence and networking efforts paid off—we received 17 new membership applications during the two-day event!

Speaking of membership, we've officially reached 400 members this year, and we're aiming even higher. Our new Promotion and Growth Chairperson, Desy Garcia, is already making a strong impact by bringing her tech expertise to the table and introducing innovative ways to support our members and strengthen our association.

Looking ahead, don't forget to join us for the FAPPS Professional Beach Getaway, August 15–17 in Daytona Beach. It's a great opportunity to connect, recharge, and stay involved—make your reservations now!

On the legislative front, you've likely heard that Governor DeSantis has signed HB 157 into law. The changes we've worked diligently on over the past few years will take effect on October 1, 2025. This is a major win for our profession, and we're proud of the collaboration between our legislative committee, board, and the Florida Bar that made it possible.

As your president, I'm incredibly proud to serve this organization and grateful to work alongside such a dedicated board of officers, directors, and our amazing administrator. There's always more to do, and we'd love to see more members getting actively involved. If you're interested in contributing, please reach out to a committee chair or board member—we'd love to have you on board.

Thank you for your continued support.

Sincerely,

Chris Yeoman, AFPS

President

Chris.Yeoman@aol.com

TPC

VICE PRESIDENT'S REPORT

BOB MUSSER, VICE PRESIDENT

The 2025 FAPPS Board is off and running!

Both the FAPPS and NAPPS conventions have just happened, and both were in Orlando FL. I can not overstate how much value I have obtained by going to these two conventions over the past three decades. You meet people, you learn from people, maybe you help people. You find out what is going on in the rest of the nation or state, and you build relationships that strengthen your ability to work. You make friends that have more in common with you than that guy in the bowling league. Thank you to all who attended, and by that action, supporting FAPPS and private process servers everywhere!

The same as last year, my primary focus this year is educating everyone else in the legal system on what constitutes good Electronic Service. As detailed in our white paper, it has to include a disinterested third party as mandated by Chapter 48.021. It has to be on a secure platform, not Email. We have to spread that message far and wide. We have to improve Chapter 48.021 to clarify with words something like "All original process, regardless of method served, must be served by...". The Leg committee and our lobbyist did not feel that we could get that backed and passed this year, but we need it. We need to enlist the help of friends at the FL Bar, representatives that share our view, judges, whomever we know and can talk with. And we need to attempt to alter parts of Chapter 48 that mention service by anyone else, such as the reference in the new Secretary of State section that says "or an attorney".

Bob Musser

Vice President

BobM@dbsinfo.com

TPC

Collin Drew Katz
Managing Member

954-871-4222 (CALL/TEXT)
collin@legalservicesolutions.com
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FAPPS MEETINGS AND EVENTS



October 18, 2025
9:00 a.m.

4th Quarter Board Meeting
S. Florida - Location TBA

April 10-12, 2026

35th Annual Conference

The Westin Lake Mary
2974 International Parkway
Lake Mary, FL 32746

August 15-17, 2025

Professional Beach Getaway
3rd Quarter Board Meeting

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

February 7, 2026 9:00 am

1st Quarter Board Meeting
Meeting via Zoom

Meeting information and direct
hotel reservation links are
available at www.fapps.org

*Secure your hotel reservation for
each event ASAP to ensure you are
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FAPPS negotiated rate*

EDUCATION (Online and In Person)



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SECRETARY'S REPORT

JOE OSBORNE , JR.

Dear Fellow FAPPS members,

- The minutes from the previous board meeting are up to date and are published on the website including those from the last board meeting in February.
- There have been no objections to membership received so far during the 2nd quarter of 2025.
- All secretary records are updated and located on the FAPPS data storage server.

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
joe@360legal.net

TPC



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ADMINISTRATOR'S REPORT

Diana Wardwell, AFPS

administrator@fapps.org

Dear Members,

Our annual convention was a tremendous success! The hotel proved to be an excellent venue, and the food was both plentiful and delicious. We were fortunate to have outstanding speakers who shared insightful information and practical tools we can apply in our daily lives. A heartfelt thank you to our exhibitors and sponsors—your support helped create a well-rounded weekend filled with valuable learning and enjoyable moments!

Inquiries & Engagement

Our administrative office continues to receive a high volume of inquiries, including:

- Becoming a process server
- Education class details
- Finding members for legal service
- Membership and listing updates
- Upcoming events and process serving questions

I actively reach out to those who've taken our courses, as well as process servers nationwide, inviting them to join FAPPS. Last year, I provided a promotional letter to NAPPS for their new members, resulting in new Members.

Licensing & Jurisdiction Relations

As your primary point of contact, I've been working closely with court administrators and sheriff licensing offices. Alongside the Education and Process Server Appointment Committees, we aim to introduce FAPPS education in every Florida jurisdiction that hasn't yet approved our program.

Newsletter & Advertising

The deadline for article and ad submissions for the 3rd Quarter *Paper Chase* is August 20, 2025.

Interested in advertising? Get a 10% discount by placing ads in all four editions.

The membership directory is in production and will be distributed to the membership.

Administrator Report Continued Next Page

2025 Status Update

Membership Numbers

2025 May Membership

Active	250
Associate	66
Supporting	55
Pending Applicants	29
Total	400

Administrators Report Continued

Committee Support

I continue assisting committees with resources and information to help them achieve their goals while maintaining FAPPS' branding and master documents.

New Promotional Initiatives

Retractable Banner: We took advantage of a 40% off sale with VistaPrint to create a new banner featuring a QR code linked to our homepage.

Promo Materials

Working with the Promotion & Growth Committee, we're ordering materials for the Florida Bar Conference in June with a QR code directing traffic to a special landing page for tracking engagement. The FAPPS P&G Committee will be attending the event as an exhibitor promote FAPPS and the "Find Server" feature to assist the legal community to quickly find FAPPS Members to handle their service of process.

Florida Sheriffs Association Membership

FAPPS is now a business member of the Florida Sheriffs Association, focused on supporting their mission and expanding our statewide presence.

Future Meeting Locations

I'm working with the President to secure event venues for 2025 and beyond. Your suggestions are always welcome!

Membership Updates

Membership renewals for 2025 are in progress, and we're reaching out to those who haven't renewed yet. We've sent notices and reminders and are now working with the P&G Committee to make follow-up calls. Members who can't renew now will have opportunities to rejoin at any point including our mid-year or later promotions. As in 2024, we'll continue periodic outreach.

If you have any questions about FAPPS services or programs, feel free to reach out anytime.

Thank you for your continued support!

Sincerely,

Diana Wardwell, AFPS





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.

Welcome and Thank You for your support of FAPPS!

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Andrew Stevenson
Keys Process Service
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Islamorada, FL 33036
Phone: (904) 315-1362

Supporting Members:

Luis Tapia
Silvia Castillo
Christopher Mayden
Tim Schrenker
Donnie Slayton
Melissa Trujillo
Oles Tsaruk
Karen Iturrino
Malena Pacheco
Ronald Pinkston
Merad Quiles
Christy Ramlogan
Ingo Sahlmann
Colin Smith



**Keep Your Contact Info
Current!**

Updates to your member listing
can be made anytime—just email
Administrator@fapps.org.

This ensures the legal community
can reach you with referrals and
work opportunities.



Dear Members,

I apologize for not being there in person today. I had booked a cruise before learning of the convention date.

This will be my final report submitted for the Florida Association of Professional Process Servers. Over the past quarter, I received numerous calls from individuals inquiring about how to file complaints against process servers. None of these individuals were members of our association. I took the time to listen to their concerns to determine if they were reasonable, then directed them to the appropriate governing authority for their circuit or county.

We had one formal complaint filed between two members regarding a payment dispute. However, after review, it was determined to be a simple disagreement over the timing of the payment. The issue was resolved, and no further action was required.

I have had the privilege of serving as either chairman or a member of the Arbitration and Grievance Committee for over ten years. I feel I have dedicated more than my fair share of time, and I am now officially retiring from this committee. However, if the current leadership would like me to assist whoever is appointed as the new chairperson, I would be happy to offer my support for the next year.

To my successor, I offer this piece of advice: do not allow members to misuse this committee with frivolous complaints aimed at eliminating competition in their area. In my experience, when a formal complaint is filed by one member against another, the defending member often chooses to resign or not renew their membership rather than expend time and energy defending themselves in an executive session.

I want to sincerely thank everyone for allowing me to serve on this committee for so many years. It has been an honor.

Sean Segel
Chair

Vice Chair: Jennafer Segel

Committee Members:

Janet Deal, Diana Wardwell, Don Seward



Elections

Bob Musser, Chair

BobM@dbsinfo.com

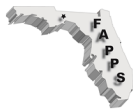
(407) 679-1539

At the end of the Nominations Window running up to the Annual Meeting, we had 5 Directors nominated for the 5 positions. So there were no Elections at the Annual Meeting, just a single motion to Elect by Acclimation. Only Directors were on the slate, the Officers started year two of the two year term. We welcome Joshua Kes to the Board, and we bid farewell to Tammy White, who did not run.

The complete rules are in Article VI of our Bylaws, but basically, you have to have been a member for 12 months to be elected to the Board. You have to have served a complete year on the Board in the last five years to be elected President or Vice President. NOW is the time to start working if you want to be on the FAPPS Board in 2026. Join a committee, volunteer for a project, write articles for the newsletter - just do things for FAPPS and be visible. We will be electing the entire slate of Officers and Directors in Spring 2026.

Bob Musser
Vice President & Elections Chair
BobM@dbsinfo.com

TPC



FDSA (FAPPS Distinguished Service Award)

Bob Musser, Chair

BobM@dbsinfo.com

(407) 679-1539

Dear Members,

The FAPPS Distinguished Service Award is our Association's highest award. For 2025, the FDSA committee selected long time FAPPS member Janet Deal – look for the article elsewhere in this newsletter. If you have someone that you feel merits consideration, please forward the name and any helpful background info to me, and I will share it with the committee. The perfect time for that is now, before we start the 2026 selection process!

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

TPC



Florida Association of Professional Process Servers 2025 Distinguished Service Award

FAPPS Distinguished Service Award – 2025 Presented to Janet Deal

This year's FAPPS Distinguished Service Award recipient will only be a familiar name to about half of you. She is not a Past President of FAPPS with instant name recognition. She is just a regular member of FAPPS that made a big, lasting impact on FAPPS through hard work and thousands of volunteer hours over a multi-decade period.

While never serving as or even running for President, she served on the FAPPS Board of Directors, about nine years in all. Always listening, seldom arguing, but her stance on an issue was never in doubt.

She has run a successful process server agency for decades, since 1974. Along with her husband and son, she is well known in south Florida, and is the kind of person you phone when you want to know how things actually work.

From 2000 to 2013, she was the one person most responsible for putting the FAPPS Convention ahead of all others when it came to fun and education. We've heard this countless times: If you want an entertaining and valuable annual meeting, look to see how FAPPS does it. We heard it again today from Shawn Condrey, the NAPPS State Association chair who has seen a lot of State Association Annual Meetings.



Margie Zawacki, as President, sold the Board on the idea of a two-day Annual Meeting around 2003. The goal was to make more room for education, and the result was that the FAPPS Annual Meeting became much more fun and education focused. Most of the business was done on Friday, and our Convention had time slots for a lot more meaningful education focused activities, and some of that was disguised as fun. The Convention Committee had a lot more time slots to plan and fill, and our recipient rose to the occasion. Our annual meetings now had themes, and members would dress the part, enjoy the event, and come back year after year.

Our recipient was the first to voice the idea of a FAPPS Distinguished Service Award – something like the NAPPS MacDonald Award. While I said “voice”, it came, as many of her suggestions did, on a handwritten fax. She was one of the three people who developed the concept, laid out the ground rules, decided on the name of the award, and kept pushing to not let the idea die in infancy. The Board approved the plan during my first Presidency in 2012, and we awarded the FDSA for the first time in 2013 to one of this recipient's suggested nominees, Don Eisenberg.

Continued Next Page

2025 FAPPS Distinguished Service Award - Janet Deal

Continued

From the earliest newsletter years when I was the editor, she was a contributor. I would get articles from her, or ideas for articles in bullet points, hand written, arriving as always on my fax machine. She continued writing articles and suggesting topics for many years. Through 2013 she served on the publication support committee, reviewing and correcting articles for the newsletter.

And to this day, she is still serving FAPPS, currently on the Arbitration and Grievance Committee.

For the 2025 FAPPS Distinguished Service Award, I give you a friend of FAPPS, a voice of reason, an advocate for business large and small. Janet Deal.

For the Committee,

Bob Musser
Chair, FAPPS Distinguished Service Award Committee

From the Award itself:

Spirit of a Leader

A true leader has the confidence to stand alone, the courage to make tough decisions and the compassion to listen to the needs of others. She does not set out to be a leader, but becomes one by the quality of her actions and the integrity of her intent. Leaders, like eagles, don't flock. You find them one at a time.

2025 FDSA – Janet Deal

For your many years of service to FAPPS and private process servers, for your countless contributions that benefited so many members.

Message from Janet:

I really do not have the words to thank you for awarding me the FAPPS Distinguished Service Award. Everything I did from attending meetings, to working on a committee, being a board member or planning the annual convention I did because I believe in FAPPS and anything I did was with help from so many members. I share this award with all of them.

The FAPPS Distinguished Service Award was an idea I had but never thought I would receive such an award, what I did is what anyone would do to support the organization that supports their chosen profession. Those that received this award before me are such truly special people, I am honored to be named among them, they made and continue to make FAPPS a place for all Florida Servers.

I am sorry that I could not be at the Convention in person. Thank you to Chris Yeoman for coming to my office and presenting me with the award (speeches and all). To everyone on the committee, many thanks. If I may--special thanks to Bob Musser who over the years has been one person who would always listen to any crazy idea I had as well as listen to any member with a problem.

Again, thanks to all on the committee.

TPC



Formal Education

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

As we reflect on the past "Education Season," we are proud of the momentum we have built and look forward to further expanding our educational reach.

Thank You to Our Education Committee Members

We extend our deepest gratitude to the Education Committee members for their tireless efforts in improving the educational experience and promoting our mission. Your dedication, hard work, and collaboration have been instrumental in our success, and we appreciate your commitment to professional growth within our industry.

Key Reminders for 2025

Our classes are open to all process servers throughout the state, including your staff. We believe that education is the foundation of professionalism, and we remain dedicated to providing high-quality training and support to our members and the process-serving community.

Renewals & Deadlines

It is your responsibility to keep track of your license and bond expiration dates. To avoid lapses:

- Sign up for a renewal class at any time before your license expires or as required by your jurisdiction. Do not wait until the last minute.
- We have classes scheduled through July 2025 and will continue adding more based on demand.

Jurisdiction Application Deadlines

Some jurisdictions have strict application periods. Please plan accordingly:

- **Broward County** – Applications accepted only in **July**
- **Palm Beach County** – Applications accepted only in **October**
- **Other jurisdictions** may require **6-8 weeks** to process paperwork.

Important: Most jurisdictions do not allow late applications. If you miss your deadline, you may be unable to serve and could be required to restart the entire process, including taking the original **16 Hour New Process Server class** and waiting a full year to reapply.

We encourage all process servers to stay informed, plan ahead, and take advantage of our educational offerings to ensure compliance and continued professional development. Thank you for your ongoing support of FAPPS Education!

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

2025 Annual Conference - April 11-13, 2025



35th Annual Conference - Save the Date - April 10-12, 2026

2025 Annual Conference - April 11-13, 2025



35th Annual Conference - Save the Date - April 10-12, 2026



Florida Association of Professional Process Servers 34TH ANNUAL CONFERENCE

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Desy Garcia
Board Member and Promotion & Growth and Member Benefits Chair
Florida Association of Professional Process Servers (FAPPS)

Learning from Serving

An Educational Forum

Submitted by Dr. Denny Howley

Problem Avoidance 101

*Visiting the Archives
The Paper Chase
June/July 2013*



Introduction:

Security is a paramount consideration in the Service of Process, whether we think about it or not. But Process Serving is no more dangerous than driving our cars, but it is a “thinking” business. Like the Boy Scout motto “Be Prepared”, with a bit of preplanning we can avoid many problems, not just security ones. But also, simple ones like do I have extra pens or a flash light.

And

We are NEVER too old to relearn what we forgot many many years ago when we started in the business of knocking on stranger’s doors in the darkness of night.

The First Step – The Document Arrives

When we get a document to be served, our first concern should be what type of serve is it going to be? Is it a divorce, over-due child support, credit card issues, etc. That document to be served is the first clue on how the person on the receiving end (plaintiff) might react. This, then gives us some options on how we should prepare the serve to AVOID or at least minimize any “bumps” in a smooth Serve.

My fundamental belief is that a good Process Server “relates” to the people he/she Serves and relates in a positive, professional, courteous and non-judgmental manner. Therefore, many “bumps” can be avoided in which the Serve is accomplished. That depends a lot on the personality of the Server and his/her “people skills”.

Second Step – “The Servee”, People Environment

Each “people environment” is similar and different at the same time, but the differences must be appreciated for a successful Serve “mission”. In the city, basics like what kind of a neighborhood will the Serve take place? Will there be a language issue? Attitudes can also differ with location, Ethnic differences or on how they deal with strangers (you). On the people issue it is always worth a bit of extra time in “war gaming” what the reception “environment” might be as it pertains to the overall “people environment,” where the “Serve” is located.

“Problem Avoidance 101” Continued Next Page

“Problem Avoidance 101” Continued

Step Three – The Structural Target

From the address can we determine if it is a single home, an apartment, a condominium or a gated community? Is it in an “upscale” area or possibly a run down section of the community? Will the car be safe while we are out doing the Serve? How will we find and address and park? In the suburbs the issue might be a fenced or gated home, in the “sticks” finding unmarked roads? Each type presents a little different potential approach or at a minimum some thought on the issue.

Step Four – The Basics

- What’s the weather going to be like. Do you have appropriate rain gear or plastic to protect the documents from rain?
- Extra pens and note pads?
- Dogs? Always be on the lookout for loose dogs on the property
- Phone charger?
- Sheriff’s phone number on speed dial?
- Maps, GPS?

THOUGHTS

Years ago I read a publication by Nelson Tucker titled “Process Serving for Professionals” in which he said:

Rule # 1 in Process Service: ATTITUDE IS EVERYTHING

Rule # 2: ATTITUDE IS EVERYTHING

Our job is to deliver the “goods” not get bogged down in a pissing contest ‘cause our egos are challenged.

**Do that Serve!
Do it Professionally!
And
Be Prepared!**

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 their four legged friends, Shadow, Pepper and newest addition Will.

A Professional NEVER Stops Learning

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



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FAPPS' Question, Answer and Education Forum

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 **Record Custodians** who are having a bad day...and I pay the price. I have to go back to this office again, but there must be something else I can say or do?"

Answer

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 the 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 have to 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 the 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, maybe you'll look forward to seeing me when I come in to serve 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 President Todd Vause, sometime after our 2002 Convention 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 20 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 three "critters" Shadow, Pepper and Will.



Legislation

Lance Randall AFPS, Chair

FAPPSLegCommittee@gmail.com (954) 214-8263

Dear FAPPS Board and Members,

Each year, our profession faces potential changes in rules, statutes, and regulations. While many of these changes can be beneficial, some may pose challenges, and occasionally, we encounter proposals that could threaten our existence. The primary mission of our committee is to monitor these potential changes and assess whether they warrant our support or opposition. We also consider requests for changes from our members, evaluating their necessity and the likelihood of success should we choose to advocate for them.

For those unfamiliar with the legislative process, here's a brief overview: It begins with identifying an area for improvement, followed by determining which statutes are relevant and what changes are needed. Next, we assess how other statutes might be affected. Once we have a clear understanding, we draft a proposal that includes the desired language changes along with justifications and supporting evidence. The drafted proposal is submitted to our lobbyist's drafting department, where it becomes a proposed bill. This bill must then be presented to House Representatives and Senators willing to discuss it, with the goal of securing sponsorship. When a bill has sponsors from both the House and Senate, they are referred to as "Companion Bills." This initial phase can take more than a year.

Once sponsored, the bill is filed in either the House or Senate, depending on its designation (HB or SB). It must pass through various committees sequentially before it can reach the floor for a vote. A lack of a companion bill often suggests a lower chance of success. Even after reaching a committee, a bill may be sidelined and "die in committee" if it does not get called for discussion. Similarly, a bill may "die on the floor" if it does not get voted on. If a bill passes both chambers, it still requires the Governor's approval—signing, vetoing, or taking no action—before becoming law. This process, while seeming straightforward, can take considerable time and effort.

Legislative Updates: The 2025 Legislative Session commenced on March 4, introducing several bills relevant to our profession. I will highlight the most significant ones here.

The most concerning proposal is SB 826, dubbed the "Abolish Private Process Servers Bill," sponsored by Senator Randy Fine, who has since resigned from the Florida Legislature. His departure diminishes the bill's prospects, as it lacks current political backing. As of March 28, 2025, this bill has not made it onto the agenda for the Judiciary Committee's upcoming meeting. If it remains unaddressed, it will likely die in committee, and without a companion bill, it appears to have little chance of revival. *Editors note: this bill did not advance and died in session.*

Additionally, Fine had other bills, including a "Leadership Bill," which may still be pursued by another Senator. However, our lobbyist suggests that only leadership bills are typically picked up, leaving the rest at risk of failure.

Legislation Report Continued Next Page

Legislation Committee Report Continued

On a positive note, we continue to strengthen our relationship with the Florida Bar, actively engaging in Business Litigation Section meetings. I'm pleased to report that our recommendations have been incorporated into HB 157, sponsored by Representative Redondo, and SB 576, sponsored by Senator Leek. Key proposed changes include:

- Expanding mandatory Registered Agent (R/A) hours to 2 PM - 4 PM.
- Clarifying that an R/A who is a natural person can be served per FL Statute 48.031.
- Permitting service on an R/A's employee during the first attempt.
- Allowing service on a business in receivership through the Receiver.
- Requiring an affidavit of compliance before serving the Secretary of State.

The bill passed and these changes will take effect on October 1, 2025.

Ongoing Advocacy Efforts: Despite previous resistance from the Business Litigation Section regarding an amendment to FL SS 48.184 (mandated posting for unknown tenants), I was able to secure their support on adding it to our collaboration of HB 157, contingent on gaining agreement from the RPPTL Section. My productive discussions with key legislative chairs of that section have been encouraging, although they felt further evaluation is needed and there wasn't enough time to obtain their support before the Legislative session opened.

In addition to the above efforts, we have also independently advanced issues concerning FL SS 48.184 and FL SS 119.071 (exempting process servers from public record publication). Proposed language has been submitted to our Lobbyist's Drafting Staff for review, and we aim to have a proposed bill and to seek to find a sponsor for the 2026 Legislative session.

Educational Initiatives: I have been encouraged to present a CLE session at the Florida Bar's annual conference in June, focusing on recent legislative changes regarding service of process. This will be a FAPPS-branded presentation in collaboration with the Education Committee. I am exploring sponsorship options and will present recommendations to the board soon.

Looking Ahead: Having served in this role for nearly a full term, it is evident that legislative processes and Bar activities often unfold over extended timelines, with agendas rapidly evolving. Committees are already preparing for the 2026 legislation, highlighting the importance of ongoing engagement. To maintain our momentum, active participation and potential sponsorships will be crucial in influencing these discussions.

I'd like to give a special thanks to Joseph Dion, Michelle Howard, Susan Pineiro, Gretchen Randall, Diana Wardwell & Chris Yeoman whose assistance in the background has been monumental to the success of this committee. Please feel free to reach out with any questions or suggestions. Thank you for your continued support.

Best regards,

Lance Randall, Chairman
Legislative Committee
Florida Association of Professional Process Servers (FAPPS)

★ ★

★★★★★★★★★★★★★★★★★★★★

HONORED TO BE A MEMBER OF
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NATIONAL ASSOCIATION OF PROFESSIONAL PROCESS SERVERS



Dear Board and Members:

Thank you for attending the annual convention. Here is the update for this committee.

NAPPS: As the writing of this report, FAPPS is in complete compliance. Our treasurer, Gretchen Randall, sent over our 24-990 on 03/24/2025. The NAPPS 43rd Annual Convention is two weeks from now, April 24th thru 26th, 2025 in Orlando. If you plan on attending the please email Administrator@NAPPS.com and if you would like to participate in the annual convention the link is on the NAPPS website under the events page. While our state is represented in the NAPPS board with Lance Randall and myself, we would like to welcome our distinguished guest this year; Larry Yellon, NAPPS President and Shawn Condry, the NAPPS State Association Chair. Please be sure to get to know these two individuals that dedicate their time to our profession on a national level. It was also decided that this part of the liaison committee is no longer needed as many of its responsibilities fall on other committees inside FAPPS. Therefore, this will be my last update pertaining to it.

PAF: The president, Mrs. Weber, reached out and advised that PAF has a new Executive Director that will oversee events including their 1st in person Annual meeting, since Covid, this November. While we are very excited to be a part of this event, Mrs. Weber also sent me their newsletter. She shared that she wanted us to know that she makes sure that our FAPPS flyer is in it and was sent out to all their members. We created this flyer for you, FAPPS members, showing our number one client, the paralegals, where and how to find an ethical and professional process server. If you would like to see their newsletter, please just ask and I will email it over. All that being said, we see some light here and look forward to continuing to grow our relationship with this important organization to our profession.

I know I usually end our report with the same paragraph; thanking you all for the support and asking for your assistance in any way, and I wanted you all to know, it's because that is what is truly in my heart. I am and have been honored to work on your behalf and this organization for many years. So, let me close with this.

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

Thank you!

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

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P&G/Member Benefits

Desy Garcia, Chair

desygarcia22@gmail.com (407) 687-6179

Dear Members,

Warm greetings to you all! I'm excited to share this report as the new Chairman of the Promotion and Growth Committee. First and foremost, I'd like to extend my sincere thanks to President Chris Yeoman for entrusting me with this opportunity. I'm honored to step into this role and genuinely look forward to the work ahead.

With this new position comes a renewed energy and a long list of goals I hope to accomplish. My main focus this year is to continue promoting the value of our association and to find fresh, effective ways to grow our membership.

One of my priorities for 2025 is making sure we have a strong presence at the upcoming NAPPS Convention. I'm hopeful that our efforts there will not only represent FAPPS well, but also result in new memberships. In addition, I'll be putting a major emphasis on social media outreach. We'll be running ads to promote upcoming board meetings, and we're aiming to grow our presence across platforms, especially Facebook and Instagram. Right now, our FB page has 943 likes and 1.1K followers—but I'd love to see those numbers climb. If you haven't already followed us, please do—and encourage your fellow process servers in Florida to do the same!

I also plan to work closely with the Education Committee this year. I've requested a 20-minute segment during courses to speak directly to new process servers and those going through our training who are not yet members. I believe our education program is the start of the membership funnel, and I want to make sure we're capturing that potential right from the beginning.

On the administrative side, we've made some exciting progress: we've officially set up a Stripe account, which allows new members to sign up and be automatically enrolled in autopay. This is a big step toward streamlining our membership process and reducing the amount of time our Administrator spends on manual data entry. My goal is to move us away from having to chase renewals—instead, we'll be in a position where members stay enrolled unless they make the choice to cancel.

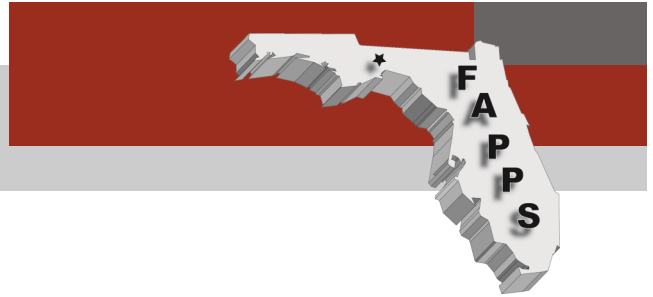
Another exciting update: we're preparing to advertise the upcoming Professional Beach Getaway through Facebook paid ads. Previous ad campaigns have brought in great results, so I plan to keep the momentum going and promote each board meeting similarly throughout the year.

There's a lot to do—but I'm genuinely excited for the challenge and incredibly motivated to help this association grow in 2025. Thank you all for your continued support, and please don't hesitate to reach out if you have ideas, input, or would like to get involved in any of these efforts.

With warm regards,

Desy Garcia
Chair

TPC



Promote your Membership status on your website!

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

FAPPS Member Badge Setup:

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

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

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



Member Badge

Get connected! Join a Meeting or Event

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

Follow our Meetings page at www.fapps.org for upcoming dates and locations.

All members are welcome to attend.

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

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

Join an event and get to know your fellow members!



Stay Connected - Follow FAPPS on Facebook

Follow our Facebook page for current information and updates regarding meetings and events at www.Facebook.com/FAPPSonFB



Education Classes
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PSAC (Process Server Appointment) Diana Wardwell AFPS, Chair

PSA@fapps.org (321) 987-1041

Members and Guests,

The committee is finalizing materials to share with licensing jurisdictions, working closely with the Education Committee. Our goal is to expand outreach by introducing our program to jurisdictions that have not yet adopted the FAPPS education program. To support this effort, we are developing a brochure highlighting the program and Florida's licensing structure. Once distributed, we will follow up with phone calls to establish connections. We recognize that building relationships and driving change takes time, and we are excited to take this important step forward.

In Duval County, there remains no update regarding the shortage of private servers. We remain committed to raising awareness of this issue and have recently received the results of the NAPPS Sheriff's Cost of Service of Process Study. The committee will review and discuss the findings. We will continue working to establish connections with

individuals who can assist in addressing this challenge.

Additionally, we continue to receive reports of individuals serving process without proper appointment in counties without a licensing program, as well as cases of misinformation regarding who is authorized to serve. We need your assistance in addressing this issue. If you encounter instances of unlicensed individuals serving process, please email PSA@FAPPS.ORG. Documenting these occurrences is crucial in demonstrating the need for a licensing program. Unauthorized service not only undermines our profession but also threatens the integrity of the legal process.

If you're interested in joining our efforts, we welcome your involvement. Please reach out to us—we appreciate your support!

Respectfully,
Diana Wardwell AFPS

TPC



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Violence Against Process Servers

Michelle Howard AFPS, Chair
Michelle@TRGTLegal.com (888) 642-0130

No New Reports This Quarter

We have no new incidents of violence against process servers have been submitted through the FAPPS website for this past quarter. However, we urge all members to remain vigilant and report any threats or acts of violence they encounter.

Cases We Are Monitoring

- **Pinellas County Case #21-06929** – A hearing on competency evaluation status check is scheduled May 2025.
- **Santa Rosa County Case #24-CF-408** – A hearing is scheduled for April 29, 2025.
- **Palm Beach County Case 24-CF-938** – POSITIVE CONVICTION -Defendant who pulled a firearm on a process server the case was resolved , defendant plead guilty of improper exhibition of a dangerous weapon, served 7 days in jail and is required to pay court fines and fees

FAPPS continues to track these cases closely and will provide updates as they develop.

Reminder for Process Servers

As process servers, we represent our clients and the courts in a professional capacity. It is essential to maintain a professional demeanor at all times.

- ☐ **Treat all individuals with respect and courtesy.**
- ☐ **Remain calm and composed, even in difficult situations.**
- ☐ **Follow legal and ethical guidelines strictly.**
- ☐ **Present yourself professionally in appearance and communication.**

Your professionalism reflects on our entire service. Stay professional, stay SAFE!

Michelle Howard AFPS, Director
Committee Chair – Violence Against Process Servers
727-542-1975 (cell)

TPC



Dear FAPPS Members,

First and foremost, I want to extend a heartfelt thank you to everyone who joined us at the conference. It was a wonderful experience, as always, and I truly appreciate your presence and participation. I'm already looking forward to making next year's conference even better.

This year, our committee has been working closely with the Website Committee to implement some important changes aimed at improving the experience for our members. One of the most notable updates we've been focusing on is the **Send Work Now** button available on member listings.

I am excited to announce that a NEW feature has been implemented to the Send Work Now button and it's available on your member listings! The Send Work Now button has been a valuable tool for many of our members, it allows anyone to send work through the Secure Document Trading Services (SDTS) platform once they claim their SDTS account. It's a convenient way for people to submit service requests directly through your listing.

However, back in August 2024, I made a proposal to offer more flexibility with the Send Work Now button. The idea was to allow our members to link this button to any online order form of their choice, rather than just being tied to the SDTS platform. This way, if you have your own online order form for service requests, the Send Work Now button can now link directly to that. I'm pleased to inform you that this proposal was approved, and as of now, members have the option to add a Send Work Now button on their listing that can link to any online order form they wish to use.

How do I get my Send Work Now button with the new alternate option?

The process is simple! All you need to do is send an email to both admin@fapps.org and myself at desygarcia22@gmail.com. In your email, please include the following:

- Subject: *Claim Send Work Now Button* - [Your Full Name]
- Full Name
- Company Name (if applicable)
- The URL of the online order form you want the Send Work Now button to link to

Once we receive your request, we'll update your member listing with the new **Send Work Now** button linked to your chosen order form.

I truly believe this is a valuable tool for our members, offering an efficient way to receive service requests. Having this option available gives you more flexibility to streamline how clients can engage with your business. Additionally, I have a lot of experience with online order forms, and if you would like any advice or help in setting up your own, please don't hesitate to reach out. My goal is to help our members grow their businesses by leveraging technology effectively.

Thank you all for your continued support and involvement. I look forward to seeing how this update enhances your business operations.

Best Regards,

Desy Garcia



Website/FAPPS Server

Diana Wardwell, Chair
Bob Musser, Webmaster

The FAPPS website is full featured, a complete source of information on all things FAPPS, and a frequently used tool for finding private process servers across Florida and the entire nation. Many thanks to Diana Wardwell for her constant review, and to the committee chairs who send us content for the areas for which they are responsible. If you notice a mistake or non-functional link on the website, please bring it to our attention – we want to have the best working, most useful website of any process server association. The FAPPS data server is a private, secure, replicated and backed up place for the Administrator, Secretary, Education, and other committee chairs to store information that belongs to FAPPS. We no longer have to move files and data from person to person after each election. We use an Uptime monitor which shows we are over “4 Nines” available (99.99%). That means that the FAPPS Website and membership database are online and available almost always, and don’t miss more than 52 minutes a year.

Bob Musser, Webmaster

The website is reviewed and updated on an ongoing basis to ensure our information is current. We are always open to suggestions for content and information to share. If you have a suggestion you are welcome to email administrator@fapps.org.

The Member Only section contains additional resources. In order to access this area of the website you will need to create a login. This can be accomplished by [emailing](#) a request for login information.

Diana Wardwell, Chair

TPC

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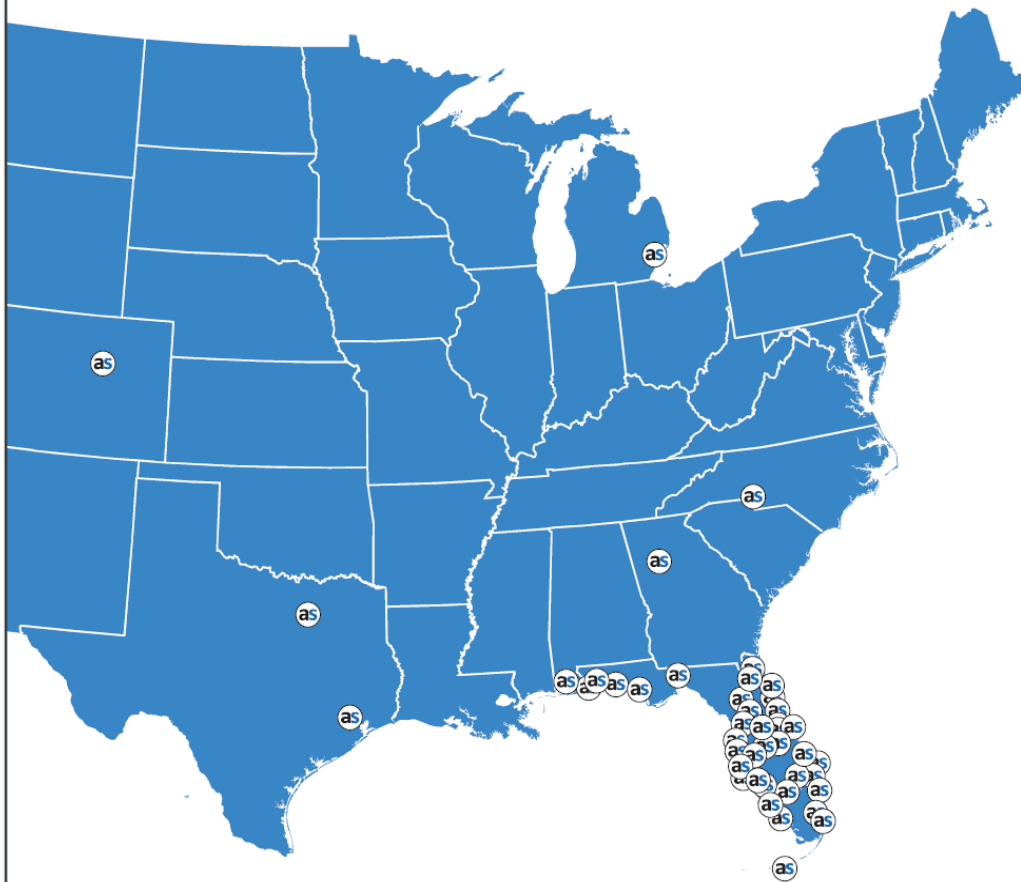
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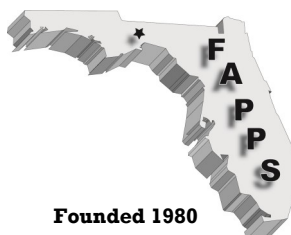
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Mailing address:

If You Haven't Tried PST Lately, You Haven't Tried PST!

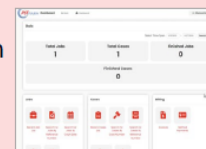
Not thrilled with your current software? Looking for something better? Looked at PST before? Well Look Again!



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

Client Dashboard

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



PayLegal

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

PST Mobile

- Optimized and User-Adjusted Routing
- eSigning Documents



VeriServed

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



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

The Answer is Clear



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