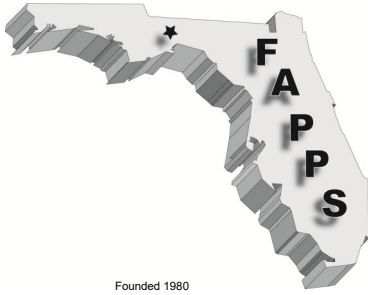


36th Annual Conference - April 2027



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The Official Newsletter of the
Florida Association of Professional Process Servers

2nd Quarter Edition 2026

25th Professional Beach Getaway

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Executive Director

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Committees

Annual Conference Activities

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Arbitration & Grievance (A&G)

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

Elections

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

FAPPS Distinguished Service Award (FDSA)

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

Formal Education (AFPS)

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Vice Chair: Diana Wardwell, AFPS
Members: Kevin Fedotov, AFPS, Joshua Kes, AFPS

Legislation

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Vice Chair: Gretchen Randall

Process Server Appointment (PSAC)

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Promotion & Growth (P&G) and Member Benefits

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Vice Chair: Kevin Fedotov
Members: Joshua Kes, Amy Roldan, Diana Wardwell

Technology

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Vice Chair: Amy Roldan, AFPS
Member: Becky Gaston, Andy Karp, AFPS, Bonnie Moore AFPS, Josh Randall, AFPS

Website

Chair: Diana Wardwell
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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.

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PRESIDENT'S REPORT

CHRIS YEOMAN AFPS, PRESIDENT

Dear Members,

Over the past year, our Board and committees have worked diligently across multiple areas that are critical to both our membership and the profession. While you will hear detailed reports from each group, I would like to highlight a few key accomplishments.

Education

The Education Committee continues to expand its reach and impact. Our program is now accepted or required in more than half of Florida's licensing circuits—an important achievement in a state without a centralized licensing system. In 2025 alone, we educated over 800 process servers.

We have also provided training to civil division deputies and process servers within several Sheriff's Offices and are in discussions with additional jurisdictions. Because all process servers operate under the same statutes, consistent and uniform education standards benefit the entire profession. Each course also introduces participants to FAPPS and supports our continued growth and ability to expand resources for all servers.

Electronic Service

Florida law regarding electronic service remains unchanged. Currently, it is permitted only when serving the Chief Financial Officer and the Secretary of State. Any electronic service conducted without a court order remains unlawful, regardless of a party's request.

We continue to monitor developments in this area at both the state and national levels. In an effort to remain proactive, we drafted a proposal addressing electronic service requested by registered agents. While the proposal was not adopted, it reaffirmed that

electronic service is not currently authorized and that defendants and registered agents do not determine how service is effected.

Legislation

FAPPS remains an active and respected voice in matters related to service of process. We regularly consult with multiple Florida Bar committees, and our Legislative Chair participates in discussions with key sections, including Trial Lawyers, Real Estate Law, and Business Law.

This involvement ensures our profession is represented before legislation is introduced. Over the past year, we successfully supported an expansion of the required availability hours for registered agents—from two to four hours daily—an important advancement for effective service on business entities.

Our **Education Committee, Administrator, and Board Members** field countless calls and emails about service-related questions. While we're always happy to help, many inquiries come from process servers who aren't currently required to take educational courses. We now offer classes year-round, and I encourage **everyone—including office staff—to attend**, whether or not it's mandatory. A true professional never stops learning.

In closing, thank you all for your continued support, dedication, and involvement in FAPPS programs and initiatives. **Together, we'll continue to grow, learn, and succeed.**

Stay safe,

Chris Yeoman, AFPS

President

Chris.Yeoman@aol.com

TPC

VICE PRESIDENT'S REPORT

MICHELLE HOWARD, VICE PRESIDENT

Members,

As I begin my term as Vice President of FAPPS, I want to start by saying how honored and grateful I am for the opportunity to serve our association in this role.

I would especially like to thank Bob Musser and Lance Randall for nominating me and encouraging me to take this next step. Throughout my career, I have been very fortunate to have mentors who have shared their knowledge, experience, and guidance with me. Bob and Lance are certainly among those people, and I truly appreciate the confidence they have placed in me.

FAPPS has been an important part of my professional journey for many years. Through this association, I have had the opportunity to learn from some of the best in our profession, build relationships with process servers throughout Florida, and become involved in areas that have helped me grow both professionally and personally.

As I step into this new position, one of my biggest priorities will be supporting our members. I believe the strength of FAPPS comes from the people who make up this association. Our members bring different experiences, ideas, and perspectives to the table, and I want to make sure they know their voices matter.

I also look forward to working closely with our Board, committee chairs, and committee members. So much of the work accomplished by FAPPS happens through our committees and the volunteers who give their time to support our association and profession. I have seen firsthand how much can be accomplished when we communicate, work together, and remain focused on our common goals.

There are many important issues facing our profession, and I know the next two years will bring both opportunities and challenges. I look forward to continuing to support our efforts in education, legislation, membership, process server appointments, safety, and the many other areas where FAPPS works on behalf of Florida process servers.

I know I still have a great deal to learn in this new role, and I welcome that opportunity. I have never believed that leadership means having all the answers. I believe it means being willing to listen, learn, work hard, and surround yourself with good people who share the same commitment to moving our association and profession forward.

I am excited about what lies ahead for FAPPS and grateful to be part of a strong and dedicated Board. Most importantly, I am thankful for the opportunity to serve our members.

I look forward to the next two years and doing my part to support our association, our members, and the profession that has given me so much.

Michelle Howard, AFPS
Vice President

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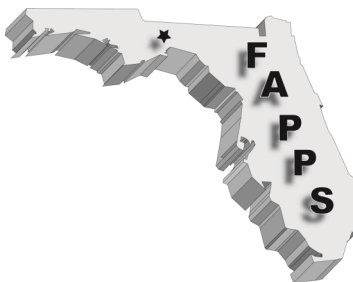
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MEETINGS & EVENTS



AUGUST 22, 2026

**3rd Quarter Board Meeting
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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 or will be 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 or will be 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 by email at secretary@fapps.org.

Respectfully,

Joe Osborne, Jr.
Secretary
Secretary@FAPPS.org

TPC



ADMINISTRATION REPORT

Diana Wardwell, AFPS

Executive Director

ExecDir@FAPPS.org

Dear Members,

As our association continues to grow, I'm proud to share updates on the progress, initiatives, and ongoing work being done to support both our members and the profession as a whole.

This year's convention offered a great balance of education, networking, and fun. The Process Server Olympics was a great challenge for the participants, along with an important educational session that focused on safety, de-escalation, and the real-world challenges process servers face in the field—an increasingly important topic in today's environment.

I would also like to thank our exhibitors and sponsors. Their continued support allows us to keep registration costs accessible while still delivering a high-quality experience. The activities were well attended from the President's Cup Golf Tournament, Poker, and Bingo which provided everyone with an opportunity to network.

Inquiries & Member Engagement

Our administrative office continues to receive a steady volume of inquiries, reflecting both strong interest in the profession and the value of our association. These include:

- How to become a process server
- Education class schedules and requirements
- Assistance locating members for service of process
- Membership applications, renewals, and account updates
- Questions regarding upcoming events and industry practices

In addition, I continue outreach efforts with course participants and process servers across the country, encouraging them to join FAPPS and take advantage of the resources, education, and professional network we provide.

Licensing & Jurisdiction Relations

Serving as a primary point of contact, I have been working closely with court administrators and sheriff licensing offices throughout Florida. In collaboration with the Education Committee and the Process Server Appointment Committee, our ongoing goal is to expand approval of the FAPPS education program into jurisdictions where it is not yet offered.

I am pleased to report the renewal of our agreement with the Broward Sheriff's Office, allowing us to continue providing high-quality education to both new applicants and renewing process servers.

2025 Status Update

Membership Numbers

2026 Membership

Active	276
Associate	82
Supporting	55
Pending	6
Total	419

Report Continued Next Page

Executive Director Report Continued

We have also received feedback from licensing jurisdictions regarding instances of unprofessional conduct within the field. As process servers, we act as an extension of the judicial system, and our conduct reflects directly on both the courts and our profession. While challenging situations are sometimes unavoidable, maintaining professionalism, composure, and respectful communication is essential at all times.

To further support our members, this year's convention includes a dedicated session on safety and de-escalation strategies, designed to provide practical tools and real-world guidance.

Newsletter & Advertising Opportunities

The deadline for article submissions and advertising placements for the 2nd Quarter edition of *The Paper Chase* is August 28, 2026. Advertisers can receive a 10% discount by committing to all four quarterly editions, offering a valuable opportunity for consistent visibility within our community.

Committee Support & Educational Resources

I remain actively engaged in supporting our committees by providing materials, resources, and branding guidance to ensure consistency with FAPPS' professional identity.

Last fall, I developed a PowerPoint presentation for our webinar series covering updates to Chapter 48. The program has been well received and continues to serve as a valuable educational tool.

Additionally, I created a comprehensive resource titled *Florida Licensing Information by County*, now available on our website. This tool provides detailed information on licensing requirements by county, including direct links to the appropriate authorities and our approved education programs—making it easier than ever for members to navigate jurisdictional requirements.

Future Meeting & Event Locations

I am currently working alongside the President to secure venues for upcoming events, and we always welcome member input.

- The Professional Beach Getaway will return to Daytona Beach Shores in August 2026
- Our 4th Qtr board meeting will be in Sarasota, FL on October 17, 2026
- Proposals for our 2027 and 2028 Conventions are being reviewed for the Lake Mary/Orlando area, with final recommendations to be presented to the Board

Membership Updates

Our \$30 education discount for members continues to be a strong driver of growth and engagement. In partnership with the Education Committee, we are also expanding members-only resources and welcome your ideas for future tools, topics, and training opportunities.

We concluded 2025 with 450 members. Our website has been updated to streamline the application and renewal process, and we have introduced an autopay option to improve convenience and retention. While there have been some initial challenges—as expected with any new system—we are confident in its long-term benefits.

Please also remember our **Member Referral Program**—you will receive a \$25 credit toward your membership dues for each new Active or Associate member you refer. It's a simple and effective way to support the association while receiving a personal benefit.

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

Thank you for your continued support, professionalism, and commitment to our association.

Sincerely,

Diana Wardwell, AFPS

TPC



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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Joanna Brady

Rosely Diaz

Luis Mesa

Fotis Papamichael

Ventura Smith

Bryan Zampella

Arbitration & Grievance (A&G)

Mike Barberio, Chair
mikebarberio1972@gmail.com
(941) 780-1063

Dear FAPPS Members,

The Committee is pleased to report a significant decrease in complaint volume for the past quarter.

A small number of member-to-member complaints were received concerning payment disputes. These matters were determined to be primarily misunderstandings and were resolved through direct communication with both parties. Several informal inquiries were also submitted via e-mail; however, the complainants did not advance the matters through the formal grievance process after receiving procedural guidance from this Committee.

The Committee additionally received informal ethics-related complaints involving individuals who were not FAPPS members. In those instances, complainants were referred to the appropriate Court Administrator or governing authority within their respective judicial circuits. The majority of these concerns involved service upon a minor, early morning or late evening service attempts perceived as inappropriate and other misunderstandings regarding applicable Florida Statutes.

Overall, complaint activity was low and our Committee certainly views this as a positive and encouraging trend.

Thank you to the Vice Chair, Amy Roldan for her continued support.

Respectfully submitted,

Mike Barberio
Chair, Arbitration & Grievance Committee

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Elections

Bob Musser, Chair

BobM@dbsinfo.com

(407) 679-1539

The Elections in Spring 2027 will be for the Directors only, the Officers will be serving the second year of a two year term. We will publish the dates for the Nomination Window later in the year. If you have any desire to serve on the FAPPS Board in 2027, the time to start being noticed is NOW.

Bob Musser

Vice President & Elections Chair

BobM@dbsinfo.com

TPC



FDSA (FAPPS Distinguished Service Award)

Bob Musser, Chair

BobM@dbsinfo.com

(407) 679-1539

Members,

The FAPPS Distinguished Service Award is our Association's highest award. For 2026, the FDSA committee selected long time NAPPs member Larry Yellon. 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. Work will start on the 2027 award this fall.

Bob Musser

FDSA Chair

BobM@dbsinfo.com

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Formal Education

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

Members,

The FAPPS Education Committee is proud to report a strong start to the year and to reflect on the impact of our work throughout 2025.

Thanks to the dedication of our education team, we successfully educated **over 800 process servers across Florida in 2025**. Our goal has always been to pour into the profession by providing consistent, high-quality education and practical guidance—and we are proud to say that we now support **consistent education in over half of Florida's jurisdictions**.

In addition to expanding educational access, we have continued to **maintain and strengthen relationships with our jurisdictions**. Many jurisdictions have proactively reached out to ensure we are informing servers within their areas about important reminders related to **professional ethics, licensing requirements, and other critical updates**. This collaboration reinforces the importance of professionalism and compliance across the state.

As we move forward, we strongly encourage process servers to **register for classes early** and not wait until the last minute to meet jurisdictional deadlines for appointment or reappointment. Allowing a license to lapse can result in having to restart the process as a *new server* and meet all initial licensing requirements again—something that is often avoidable with early planning.

We are incredibly proud of the progress made and grateful for the continued engagement of our jurisdictions and servers alike. The Education Committee is excited about what lies ahead and looks forward to an **amazing 2026** filled with continued growth, collaboration, and education.

Michelle Howard, AFPS
Committee Chair



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Florida Association of Professional Process Servers Distinguished Service Award

FAPPS Distinguished Service Award – 2026 Presented to Larry Yellon

This year's recipient will be well known to anyone that has been active in NAPPS for more than a few years. He is a youngster in the profession, only joining NAPPS at the beginning of this century. Of course, that was 24 years ago, in 2002. Despite his young age, his list of accomplishments and accolades is already legendary.

Since the late 2000s, he has served on the NAPPS board almost continuously. He served as Vice President of NAPPS in 2010, then served as President in 2011 and 12, and again in 2023 and 24. I served on the NAPPS board with him several times, and he was always a calm, measured, intelligent voice on every issue.

He nearly doubled the number of NAPPS Chartered State Associations through his efforts as State Association Chair with John Perez. This wasn't a paper pusher job, they traveled extensively, mentoring young state associations and helping them reach maturity to qualify for a NAPPS Charter.

His work in his State Association is extensive. He led a successful effort to get a Process Server Assault bill passed. He has been one of the point men in the continuing fight to get the New York Department of Consumer Affairs to handle process servers in a less onerous manner. He served as President of his State Association for the terms starting in 2009 and 2014.

Our recipient wrote "Guide to Successful Process Service in the state of New York" which became the basis for a Cooperative Education class in 2019. He has been a regular guest lecturer at the Hofstra University Law School.

He has always shown a willingness to help mentor or answer questions at any time. I have never called or texted him and failed to get an authoritative answer. That is not just my experience, I have heard it from many others.



Continued Next Page

FAPPS Distinguished Service Award – 2026

Continued

He was Awarded the NAPPS Mac MacDonald award in 2015

He is a recipient of the Robert Marcus award from the NYSPPSA

Privately, he was the Founder and President of Inter County Judicial Services of NY, growing this business into such a successful Process Serving Agency that they were acquired by First Legal in 2025.

For the 2026 FAPPS Distinguished Service Award, the FDSA Committee has selected a friend of private process servers nationwide, a voice of reason, an advocate for business large and small. Larry Yellon.

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. He does not set out to be a leader, but becomes one by the quality of his actions and the integrity of his intent. Leaders, like eagles, don't flock. You find them one at a time.

2026 FDSA

For your many years of service to private process servers across the nation, for the many things you have accomplished for all of us.

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Legislation

Lance Randall AFPS, Chair

FAPPSLegCommittee@gmail.com (954) 214-8263

Greetings members,

First, I would like to express my sincere appreciation to President Chris Yeoman for the trust he placed in me by appointing me as Chairman of this committee, and for giving me the support and latitude to carry out our mission effectively.

I would also like to thank Diana Wardwell, our Executive Director, for her constant support and guidance, as well as the Board of Directors for their continued confidence in our efforts.

Over the past two years, our focus has been on strengthening our position within the legislative process, building meaningful relationships, and advancing practical, targeted changes that directly impact process servers throughout the State of Florida.

Having served on this committee for over two decades, I've seen firsthand how long and complex the legislative process can be. While our profession has certainly had proactive moments in the past, this recent period represents a more refined and strategic approach, one centered on consistency, collaboration, and long-term positioning.

At the outset of my appointment as Chairman, I made it a priority to streamline our efforts and focus on achievable, high-impact objectives.

Rather than taking a broad "firehose" approach to legislation, we concentrated on:

- Identifying key statutory issues affecting process servers in the field
- Prioritizing realistic and attainable reforms
- Building and strengthening relationships with decision-makers and stakeholders

This approach allowed us to operate more efficiently while gaining greater traction within both the legislative and legal communities.

A major emphasis over the past two years has been expanding and strengthening our relationships, particularly with The Florida Bar and key legislative stakeholders.

Through consistent participation in:

- Business Litigation Section meetings
- RPPTL Section discussions
- Committee and task force collaboration

We have positioned FAPPS as a credible and respected voice in conversations surrounding service of process.

Additionally, targeted outreach efforts, including those led by Joseph Dion in Miami-Dade County, have helped us establish and reinforce relationships with elected officials at both the local and state levels.

Legislative Report Continued Next Page

Legislative Report Continued

These efforts resulted in meaningful legislative progress.

Most notably, our recommendations were incorporated into HB 157 and SB 576, which were successfully passed and signed into law, with an effective date of October 1, 2025.

These reforms introduced several important improvements:

- Expanded Registered Agent service hours
- Clarified methods of service on agents and their employees
- Simplified service procedures for businesses in receivership
- Strengthened requirements surrounding substituted service

These changes represent practical, real-world improvements that directly benefit process servers in the field.

In addition to these successes, we have continued to advance several key initiatives that remain in progress:

- Proposed amendments to address the mandated posting requirement for unknown tenants
- Efforts to exempt process servers' personal information from public records
- Continued development of legislative language for future sessions

Our coordination with our lobbyist has also significantly improved during this time, evolving into more consistent and strategic communication, which has helped accelerate progress on these initiatives.

During this period, we also encountered new and significant challenges.

The emergence of electronic service platforms and online portals introduced a potential shift in how service of process could be executed, raising serious concerns about bypassing authorized process servers and undermining long-standing statutory safeguards.

In response, we acted quickly to:

- Draft proposed legislative language to address these concerns
- Engage with The Florida Bar and our lobbyists
- Begin outreach to legislators for support

Importantly, this concern was not limited to our organization alone.

The Business Law & RPPTL Sections of The Florida Bar conducted its own review of proposed legislation related to electronic service and formally opposed expanding service of process through email or online portals in its current form.

Legislative Report Continued Next Page

Legislative Report Continued

They further supported this position through a detailed white paper outlining significant concerns regarding due process, lack of safeguards, and the potential risks associated with allowing service to occur without personal delivery or judicial oversight.

This alignment underscores the seriousness of the issue and reinforces the importance of ensuring that any modernization of service methods maintains the integrity, accountability, and due process protections that are fundamental to our legal system.

This remains an active issue, and we will continue working to ensure that any modernization of service methods preserves accountability, due process, and the role of the authorized process server.

This progress would not have been possible without the support and collaboration of many individuals.

I would like to extend my sincere thanks to:

- Chris Yeoman, President, for the trust, support, and latitude to lead this committee
- Diana Wardwell, Executive Director, for her consistent guidance and behind-the-scenes support
- Joseph Dion, for his outreach efforts and relationship-building with elected officials in Miami-Dade County
- Michelle Howard, for her insight, ideas, and continued feedback from the Education Committee
- Our Lobbyist, Jose Diaz, for his advocacy, strategic guidance, and ongoing commitment to our legislative goals
- The Board of Directors, for their continued support and confidence in our efforts
- And the many individuals who contribute behind the scenes to support this committee and our profession

Over the past two years, we have strengthened our relationships, contributed to meaningful legislative progress, and positioned ourselves to address both current and emerging challenges.

Legislative work is an ongoing process and while significant progress has been made, our focus remains on continuing to build upon this foundation in the years ahead.

Thank you all for your continued support and commitment to the profession.

With determination,

Lance Randall, Chairman

Legislative Committee

Florida Association of Professional Process Servers (FAPPS)



P&G/Member Benefits

Desy Garcia, Chair

desygarcia22@gmail.com (407) 687-6179

Dear Members,

I want to take a moment to thank you for your continued support and involvement in our association. I am truly looking forward to the year ahead and the opportunities it brings as we continue to grow, strengthen our membership, and achieve our shared goals. I am excited about what we can accomplish together in 2026 and appreciate your commitment to the success of our association.

Accomplishments

- **PAF Annual Conference Attendance** Tammy White and I attended the PAF Annual Conference, which was a well-attended and highly successful event. We made several valuable connections, and as a committee, we look forward to attending again in the future. There is clear value in promoting our association to paralegals and increasing our visibility within the legal community.
- **Membership Autopay Implementation** I am happy to announce that the implementation of autopay for membership renewals was a significant success. Of all members who signed up prior to last year's renewal period, only six individuals did not renew. This represents a major step forward in maintaining active membership and has greatly reduced the amount of time spent contacting individuals to renew.

Goals for 2026

- **Annual Conference Promotion** The committee plans to advertise our annual conference through social media platforms, with the goal of increasing awareness and achieving an even higher turnout than last year.
- **FAPPS Beach Getaway** The FAPPS Beach Getaway was a huge success last year. This year, the committee aims to build on that success and explore opportunities to exceed last year's attendance.
- **Active Member Welcome Packets** The committee plans to design welcome packets for Active Members, which will include a welcome letter, a piece of FAPPS-branded swag, and basic resources to help new members feel informed, engaged, and valued.
- **Collaboration with the Education Committee** The Promotion and Grow Committee will continue working alongside the Education Committee to encourage individuals we serve and educate to become members of the association. This collaboration will continue to help strengthen membership growth and ensure engagement within our organization.

As we move forward into 2026, the Promotion and Grow Committee remains committed to building strong connections, increasing engagement, and supporting the continued growth of our association. I look forward to working collaboratively with our board, committees, and members to achieve our goals and create meaningful opportunities for involvement throughout the year.

Respectfully,

Desy Garcia

Promotion and Grow Committee Chair

TPC



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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) Joseph Dion AFPS, Chair

Joseph@mcpsnationwide.com (786) 539-7227

Members,

I would like to begin by expressing my sincere appreciation to our President, Chris Yeoman, and Executive Director, Diana Wardwell. Both of you have been incredible mentors to me since the beginning of my involvement with FAPPS. Taking the baton from Diana has provided me with both a high standard to uphold and a clear roadmap to follow. I am committed to working hard to maintain the momentum that has already been established, and I look forward to continuing our collaboration moving forward.

As I prepare for the coming year, I would like to share my vision and goals as Chair of the PSAC. My primary objectives include:

- Expanding process server programs into counties and judicial circuits that currently do not have one.
- Strengthening and supporting existing process server programs throughout the counties and judicial circuits where programs are already established.
- Collaborating closely with our other committees, especially the Education Committee, to promote growth, consistency, and professional development.

As I embark on this new journey, I look forward to helping pave the way toward the foundation and goals I have outlined.

Respectfully,

Joseph Dion, AFPS
Chair, PSAC

TPC

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Dear FAPPS Members,

I want to thank you for your continued support and engagement with our association. I am looking forward to another productive year as the Technology Committee focuses on improving efficiency, streamlining processes, and leveraging technology to better support our operations and membership.

Accomplishments – Last Year

- **Automation of Membership Sign-Up and Renewal** The Technology Committee successfully automated the membership sign-up and renewal process for the association. This improvement has significantly increased efficiency for our Executive Director by reducing manual tasks. Additionally, our new payment processing system, Stripe, successfully ran its first autopay on December 15th, 2025 marking a major milestone and a very successful rollout.
- **Send Work Now Feature Promotion** Our Executive Director included the Send Work Now flyer in the membership renewal mailings, which resulted in strong engagement. We received numerous requests from members asking to have the Send Work Now button linked to a URL of their choice. It was encouraging to see members actively utilizing these tools to increase the value of their membership listings.

Goals for 2026

- **Continued Process Automation** The committee will continue to explore and implement additional automation opportunities to streamline internal processes. Our goal is to further reduce manual tasks so that our Executive Director can spend more time serving as a resource to our members and supporting the association's operations.

As we move into 2026, the Technology Committee remains committed to identifying and implementing technology solutions that improve efficiency and support the day-to-day operations of the association. I look forward to continuing this work and collaborating with leadership to ensure our technology efforts remain effective and sustainable.

Respectfully,

Desy Garcia
Technology Committee Chair



PROFESSIONAL TO PROFESSIONAL

An Educational Forum - Submitted by Dr. Denny Howley

Summary of my Moderated Discussion 27th Annual Conference, Lake Mary, March 10, 2018

COLLECTION was one of five (5) round table discussion topics at our March, 2018, 27th Annual FAPPS Conference. The Moderators rotated between the five groups to guide their various discussion topics. This is a brief recapitulation of thoughts, ideas and comments of those participants from the five different table groupings on the topic of COLLECTION.

At each discussion group the working hypotheses/assumption presented was that, as business persons, we are in business to make money, i.e. getting paid for services rendered. A second working hypotheses/assumption was that the issue of collection was both frustrating and time consuming.

The FIRST question asked the group was **“Is COLLECTION a problem?”**, and all concurred it was. So we moved to probe reasons with the question:

“Why don’t clients pay promptly?”

Our group responses listed a number of reasons which included;

- They were waiting until they got paid by their client.
- Their paper work was just plain sloppy, “forgot” to pay you.
- They were “overloaded” with work, trying to do too much themselves.
- They “hoped” you’d forget they owed you money.
- Others.

The NEXT question presented to the discussion group was:

“How do we minimize the Collection Hassle?”

Everyone agreed. In a “perfect world” the simple slogan “money first or no serve” would have worked and some years ago it tended to operate that way. But now with e-filing and passing of documents, the collection issue has become a bit more complicated.

The “boiler plate” solution aired was - deal with only FAPPS or NAPPS members. In practice, however, it was pointed out many of our clients are not affiliated with any professional organization or they are, for instance, Law Firms. In all cases, the consensus was clear make sure the amount charged is understood, agreed upon as well as when that payment is expected to be made.

The THIRD question surfaced for discussion was:

“Collection!!!” Continued Next Page

“What are the COLLECTION Options?”

To a great extent, the COLLECTION OPTIONS are dictated by our analysis of why the particular client did not pay, assuming what he/she was to pay and when it was to be paid had been made clear.

Certainly the easiest option is dealing with FAPPS/NAPPS members using our organization’s A&G Committee. Usually, it was generally agreed, the sending an A&G form “NOTICE...” that a Complaint was being contemplated was sufficient to prod the reluctant client into paying. If that did not work, the next step would be the formal COMPLAINT filed with the A&G Committee which has had excellent results. One point that was emphasized is - make sure you keep all your records “proving” your case and add them to both the NOTICE and the COMPLAINT.

Most Process Servers in Florida are not FAPPS/NAPPS members, so COLLECTION is a bit trickier. One point that was emphasized is that your collection should be consistent – don’t let them forget they owe you money, BUT be professional about it.

I personally use what I call “my 14 day system”. Every fourteen (14) days I mail another billing. After maybe 3-4 of these mailings I consider a phone call or contacting the “non-paying client’s CLIENT. Once again when contacting my client’s client the letter was ALWAYS PROFESSIONAL and 50% of the time it has worked.

Going to court is also an option, but that is both expensive and time consuming and certainly only a last resort. Michelle Howard of TRGT said she has had good result using a very personal touch – she keeps contact with the individual that makes out the checks.

Bonnie Moore, Process Xpress, has used paperwork obtained from the Florida Bar to “leverage” payment from Law Firms that had been less than forthcoming in paying for services. She gets the Complaint form on line, fills it out and mails it to the culprit firm. No copies go to the Florida Bar, since it is unlikely they would intervene in such a complaint. But Bonnie gets the Firms attention and they pay –

her system works!

Bonnie said in one Law Firm case she even worked out a “payment plan”, which allowed them to get out of her debt, while concurrently keeping them as a client.

Bottom Line

It became clear from the discussions, with the five different groups that, while our individual business’ are similar, our businesses are different as are our client bases, areas of operation and experience as Process Serving Professionals.

Nonetheless, as business owners, it is imperative that we have a COLLECTION plan, as distasteful as it is.

That plan must be:

- Tailored for YOUR business.
- You must be consistent, persistent and professional.
- The Plan must be flexible enough to properly “target” the non-payer.

Remember you are a FAPPS/NAPPS member – network, ask questions. Learn how other members handle this frustrating and irritating subject.

A Professional NEVER Stops Learning

Dr. Denny Howley 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



Committee Update

The Violence Against Process Servers Committee reports that there have been **no new incidents of violence** reported during this quarter.

Ongoing Case Monitoring

The Committee continues to actively monitor the following cases:

- **Pinellas County**
 - *Case Number:* 21-06929
 - *Next Status Check:* June 17
- **Broward County**
 - *Case Number:* 25-010979CF10A
 - *Next Calendar Call:* January 30
- *Case Number:* 25-6995CF10A
- *Next Calendar Call:* March 13, 2026

Updates will be provided to the Board as these cases progress.

Safety Reminder

Safety remains the Committee's **first and foremost priority**. All process servers are strongly encouraged to stay current on best practices related to **personal safety and de-escalation tactics** while performing service of process.

The Committee also reminds everyone to promptly communicate with the Violence Against Process Servers Committee if any violent or threatening incidents occur within their jurisdiction. **Membership in FAPPS is not required** to report an incident.

The role of the Committee is to **gather factual information** related to violent incidents and share those facts with the FAPPS legislative team, which works diligently to promote a **safer environment** for all process servers throughout Florida.

Michelle Howard, Committee Chair
Amy Roldan, Vice-Chair
FAPPS VAPS Committee
Florida Association of Professional Process Servers



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. In the past 28 days, there were 1745 visitors to the main FAPPS home page, and 892 who went directly to the Member Search page. The FLBAR landing page had 0 visitors. 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.

Bob Musser, Webmaster

The website is updated on a quarterly basis. If you have any suggested content we could add for the benefit of our members, we encourage you to reach out to share the information.
administrator@fapps.org

Diana Wardwell, AFPS
Chair

TPC



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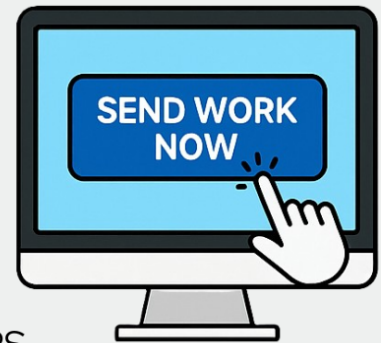
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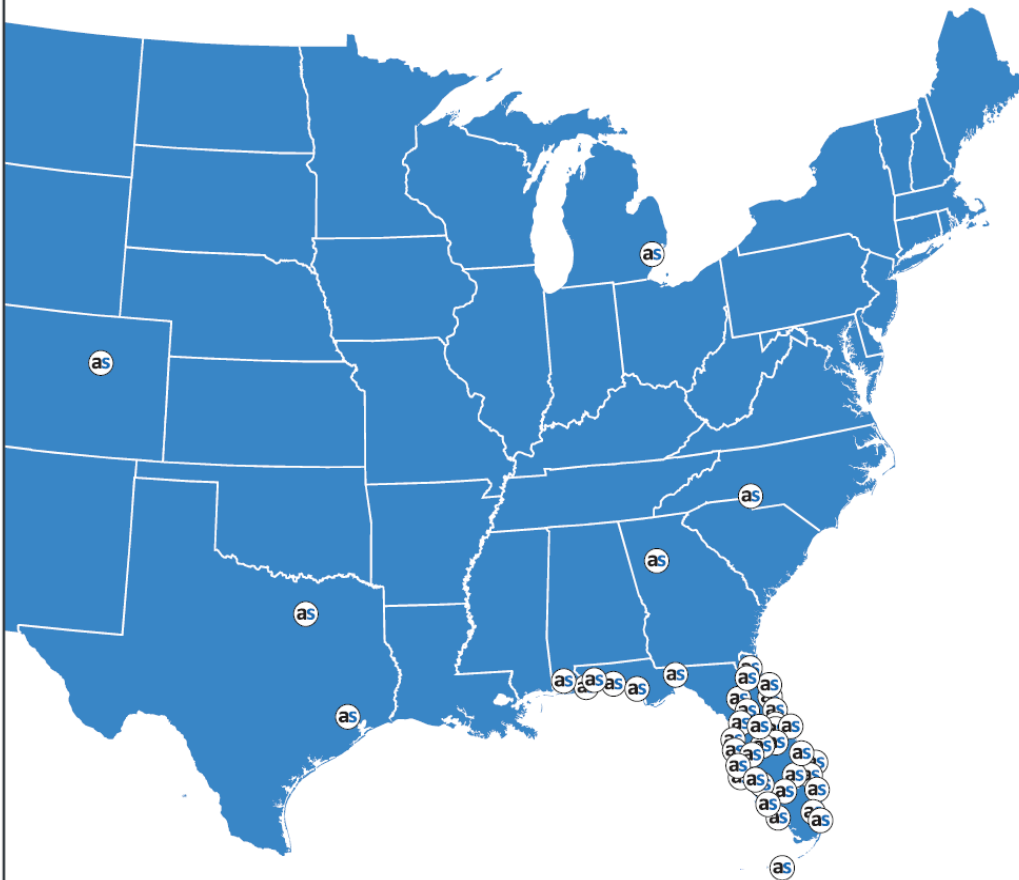
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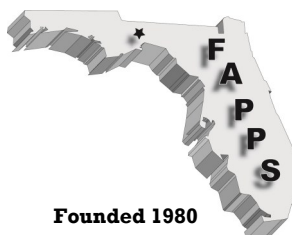
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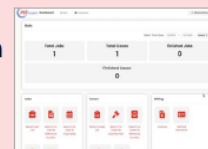
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