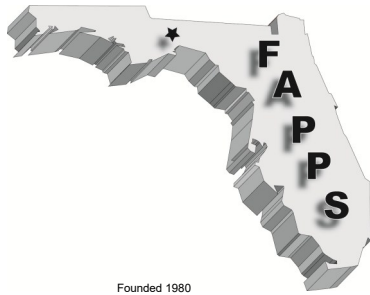


36th Annual Conference - April 23-25, 2027



THE PAPER CHASE

The Official Newsletter of the
Florida Association of Professional Process Servers

3rd Quarter Edition 2026

4th Quarter Board Meeting

October 17, 2026

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Board of Directors

Chris Yeoman AFPS, President

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

Michelle Howard AFPS, Vice President

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

Joe Osborne, Jr., Secretary

Sarasota
(941) 420-1430
email: Secretary@fapps.org

Gretchen Randall, Treasurer

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

Mike Barberio, Director

Sarasota
(941) 326-9808
email: MikeBarberio1972@gmail.com

Joseph Dion AFPS, Director

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

Kevin Fedotov AFPS, Director

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

Joshua Kes AFPS, Director

Daytona Beach
(386) 569-8475
email: Joshuakes@gmail.com

Amy Roldan AFPS, Director

Apopka
(407) 709-3749
email: yubnserv@gmail.com

Administration & Membership:

Diana Wardwell, AFPS

Executive Director

Email: ExecDir@fapps.org
P.O. Box 72, Melbourne, FL 32902
(321) 952-0820

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 necessary reflect the policies or opinions of FAPPS unless specifically noted. The articles are not to be construed as legal or accounting advice—those with such needs should consult the appropriate professionals. The editor reserves the right to edit any article for content, grammar, length, and style.

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, 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)

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

Legislation

Chair: Lance Randall, AFPS FAPPSLegCommittee@gmail.com
Vice Chair: Gretchen Randall

Process Server Appointment (PSAC)

Chair: Joseph Dion, AFPS Joseph@mcpsnationwide.com
Vice Chair: Diana Wardwell, AFPS
Vice Chair: Lance Randall, AFPS
Member: Michelle Howard, AFPS, Robert Gleanson, Joshua
Kes, AFPS, Chris Yeoman, AFPS

Promotion & Growth (P&G) and Member Benefits

Chair: Desy Garcia Promotioncommittee@fapps.org
Desygarcia22@gmail.com
Vice Chair: Kevin Fedotov
Members: Joshua Kes, Amy Roldan, Diana Wardwell, Tammy
White, Emil Mekhtiev

Technology

Chair: Desy Garcia, DesyGarcia22@gmail.com

Violence Against Process Servers (VAPS)

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

Website

Chair: Diana Wardwell
Webmaster: Bob Musser

PRESIDENT'S REPORT

CHRIS YEOMAN AFPS, PRESIDENT

Dear FAPPS Members,

I hope this message finds you staying cool and enjoying the remainder of what has certainly been an extremely hot summer.

The weekend of August 21 was my pleasure to extend a warm welcome to everyone attending our Professional Beach Getaway in Daytona Beach. I am extremely grateful to our P&G Committee, our Board members, and everyone who worked to promote attendance and make the weekend possible.

As always, the getaway provided a great opportunity to learn more about what is happening within our association and our profession while networking with so many others who share the same interests, challenges, and commitment to our profession. Attendance and participation exceeded our expectations, and the feedback from those who attended was overwhelmingly positive.

In addition to our Board meeting, attendees enjoyed a networking cocktail party, golf, fishing, spa treatments, lunch, a cornhole tournament, and countless opportunities to connect and mix with fellow professionals. We were especially pleased to welcome visitors from several states, as well as many members attending their first FAPPS event. The weekend was a tremendous success, and I want to extend my sincere thanks to everyone who participated.

Since our convention in April, your elected Board officers and directors, along with our committees, have been hard at work. Just two weeks after the convention, several FAPPS representatives attended the NAPPS Convention in Cleveland, Ohio. Florida was well represented, and we were proud to be recognized by both NAPPS leadership and fellow members for the accomplishments and continued growth of our association.

Among the highlights were the continued success and growth of our educational programs, which are now required or accepted in more than half of Florida's jurisdictions, as well as our continued membership growth. These accomplishments have provided FAPPS with greater financial stability, allowing us to continue our legislative successes and strengthen our relationships both independently and in conjunction with The Florida Bar.

We also received tremendous feedback from NAPPS members who have attended our conferences. Many encouraged other state leaders to look to FAPPS as an example of how state associations can develop successful educational programs, grow membership, and advance the profession.

President's Report Continued Next Page

President's Report Continued

Following the convention, I appointed our committee chairs and held a special Board meeting to hear each committee's goals for the coming year and give the Board an opportunity to consider and vote on budget requests. The information, vision, presentations, and enthusiasm demonstrated by our committee chairs were extremely encouraging. Even in the past three months, we have already seen significant accomplishments, many of which you will hear more about in the individual committee reports.

Perhaps our newest feather in the cap is the approval by the 11th Judicial Circuit (Miami-Dade County) Court Administration and the Chief Judge of FAPPS educational courses as a requirement for licensing, effective immediately. This has been a project I have personally worked toward for several years, along with many others, including Diana Wardwell, Lance Randall, Joseph Dion, and our Education Chair, Michelle Howard.

This achievement was years in the making and reflects a growing recognition among licensing authorities of the importance of both initial and continuing education for professional process servers. FAPPS has always promoted the belief that a true professional never stops learning. With approximately 340 licensed process servers in Miami-Dade County, this represents a significant step forward for both our profession and our association. It is another example of what can be accomplished when dedicated members work together toward a common goal.

Please mark your calendars now for our 4th Quarter Meeting in Sarasota October 17, 2026 and our annual convention in Orlando April 23-25, 2027. I look forward to seeing many of you at both events.

I want to close by thanking everyone who has supported my efforts during my first term and now my second term serving as your President. Our successes are truly the result of a group effort by an incredible group of passionate individuals who genuinely care about the future of our profession.

Please know that I am always available by phone or email whenever you have questions, concerns, or ideas you would like to share. We serve at the pleasure of our members, and I am grateful for the opportunity to continue serving you.

Sincerely,

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

VICE PRESIDENT'S REPORT

MICHELLE HOWARD, VICE PRESIDENT

Dear Members,

As I prepare my first Vice President's Report, I want to begin with sincere appreciation to Bob Musser and Lance Randall for nominating me and encouraging me to step into this role. Without their support, mentoring, and guidance throughout the years, along with the many other mentors I have been fortunate to learn from in this profession, I would not be in this position today. For that, I am truly grateful.

Over the last few months, I have spent a lot of time thinking about the impact FAPPS has had on my career and my personal development, but also about the impact I hope I can make for the association. I know I did not get here by myself. I have learned from so many people along the way, and I intend to continue learning throughout my time in this position.

We have had many great Vice Presidents and leaders over the years who have brought forward ideas and initiatives that I continue to strongly support. Bob has been a part of this association for many years, and his passion for protecting our profession, particularly when it comes to electronic service and making sure any changes continue to benefit our profession and our members, is something I respect and support. That will continue to be important, but I also have a great deal of confidence in our Legislative Committee and the team we have in place to make sure those issues are handled properly, efficiently, and effectively.

One of my biggest focuses as Vice President is our members. I want our members to know they are heard and supported. At the end of the day, that is what our association is about. Yes, we are here to protect and strengthen our profession, but we are also here to provide value, education, resources, and support to the people who make up this association.

I also want each of our committee chairs and committee members to feel supported. We have some great leaders throughout our committees, and if there is something I can do in my role to help them accomplish their goals, remove an obstacle, improve communication, or simply provide additional support, I want them to know they can reach out to me.

Having only been Vice President for a few months, one of the things I have already gained a greater appreciation for is how much our committees intersect and depend on one another. Education, Legislative, Membership, Process Server Appointment, Violence Against Process Servers, and our other committees may each have their own responsibilities, but ultimately, so much of what they do connects. I have been very encouraged to see our committees communicating, supporting one another, and keeping the focus on what is best for our members and our profession.

I believe we have a very strong, motivated, and passionate Board right now, and I am grateful to be a part of it.

I am honored to serve as Vice President of FAPPS, and I do not take the responsibility lightly. I know there is still a great deal for me to learn, and I look forward to doing exactly that over the next two years, just as I have continued to learn throughout my career from the many mentors, colleagues, and friends this profession has given me.

Thank you for the opportunity to serve. I look forward to continuing this journey and doing my part to support our members, our committees, our Board, and the profession that has given me so much.

Michelle Howard, AFPS
Vice President

TPC

2026 FAPPS MEMORIES
25TH PROFESSIONAL
BEACH GETAWAY
AUGUST 2026





FAPPS

— MEETINGS & EVENTS —



AUGUST 22, 2026

**3rd Quarter Board Meeting
Professional Beach Getaway**

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



FEBRUARY 2027

1st Quarter Board Meeting

Via Zoom



OCTOBER 17, 2026 • 9:00 AM

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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 April and a Special Board Meeting in May.

There have been no objections to membership received so far during the 3rd quarter of 2026.

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 **(321) 952-0820** or by email at secretary@fapps.org.

Respectfully,

Joe Osborne, Jr.
Secretary
Secretary@FAPPS.org

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Administration Report

The 3rd Quarter Board Meeting & 25th Annual Professional Beach Getaway was a great success! It's hard to believe that 25 years have passed since the Professional Beach Getaway was first created. This event continues to grow each year, and we are excited to see so many members, guests, and friends who joined us for a weekend that combined association business, education, networking, and a lot of fun in beautiful Daytona Beach Shores.

Thank you to everyone who has joined us and helped make the 25th Annual Professional Beach Getaway such a special milestone. Special thanks to Desy Garcia and the P&G Committee for planning such a great event.

36th Annual Convention

Planning is already well underway for our **36th Annual Convention, April 23–25, 2027, in Orlando**. We're excited to welcome back our popular FAPPS Trivia Contest and are working on an informative education sessions focused on the real-world challenges process servers face both in business and in the field. Additional convention details, activities, and programming will be announced as plans are finalized. We look forward to another great annual event!

Inquiries & Member Engagement

Our administrative office continues to receive a steady volume of inquiries regarding becoming a process server, education classes and requirements, locating FAPPS members for service of process, membership applications and renewals, upcoming events, and general process-serving questions.

I also continue outreach to education course participants and process servers throughout Florida and nationwide, encouraging them to become involved with FAPPS and take advantage of the professional resources, education, networking, and benefits available through the association.

Licensing & Jurisdiction Relations

As the primary administrative point of contact, I continue to work closely with court administrators and sheriff licensing offices throughout Florida. In coordination with the Education Committee and Process Server Appointment Committee, we continue our efforts to expand acceptance of the FAPPS education program into jurisdictions where our courses are not yet approved. We also continue to receive feedback from licensing jurisdictions regarding instances of unprofessional conduct by process servers. This is an important reminder that our actions in the field reflect not only on us individually, but on the process-serving profession as a whole.

Difficult situations will occur. How we handle those situations matters. Professionalism, calm communication, good judgment, and respect should remain a priority at all times.

Administration Report Continued Next Page

Administration Report Continued

Newsletter & Advertising Opportunities

The deadline for articles and advertising for the **3rd Quarter edition of *The Paper Chase* is August 28, 2026.**

Members are encouraged to contribute articles, industry information, helpful tips, or topics of interest to Florida process servers. Advertisers may also receive a **10% discount by committing to all four quarterly editions** for the year.

If you have an article idea or information you would like to contribute, please forward it to my attention.

Committee Support & Member Resources

I continue to work with our committees to provide administrative support, materials, resources, and branding assistance while maintaining consistency with FAPPS' professional identity.

We are also continuing to expand the resources available to members through the association and our website. Suggestions are always welcome for new tools, educational topics, resources, or information that would benefit our members and the process-serving profession.

Future Meetings & Events

I am continuing to work with the President on future meeting and event locations for 2027 and beyond. We are always interested in member feedback regarding locations, venues, activities, and ideas that can help us improve our events and increase participation.

Membership Updates

Membership continues to grow, and our education program remains an important opportunity to introduce process servers to FAPPS and the benefits of membership.

The **\$30 membership discount available to education class attendees** continues to be a strong incentive for new members.

Our current membership promotion provides new applicants with an even greater value: **join now and your membership will remain active through December 31, 2027.**

Please also remember our **Member Referral Program**. Members receive **\$25 off their membership dues for each new Active or Associate Member they refer**. It is a simple way to help grow the association while receiving a benefit toward your own membership.

As our membership grows, I will continue working with our committees to expand the information, tools, education, and resources available to our members.

If you have suggested content, an article or topic for *The Paper Chase*, ideas for new member resources, or suggestions for FAPPS programs and events, please send them my way.

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

Thank you for your continued support, participation, and commitment to FAPPS. I look forward to another productive quarter and to continuing the growth and momentum of our association.

Warm regards,

Diana Wardwell, AFPS
Executive Director

TPC

2026 Status Update Membership

September 2026

Active	292
Associate	95
Supporting	66
Pending	<u>14</u>
Total	467

Arbitration & Grievance (A&G)

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

Arbitration & Grievance Committee Report

Date: Aug 14, 2026
To: FAPPS Board of Directors and Members
From: Mike Barberio, Chair

Committee Leadership and Purpose

The Arbitration and Grievance (A&G) Committee remains dedicated to upholding the high standards and ethical professional conduct established by the Florida Association of Professional Process Servers. This committee continues to follow the framework of maintaining integrity within the profession and building upon the foundations laid by previous leadership.

- Chair: Mike Barberio
- Vice Chair: Amy Roldan

Quarter 3 Overview

I'm VERY happy to report that there were zero official complaints filed with the A&G Committee this quarter. There were several inquiries made to myself, the Executive Director (Diana) and the President (Chris). Most were concerning non-members and none resulted in an official complaint. The most common inquiries were related to process server behavior, phone etiquette and payment disputes. This should serve as a reminder to all FAPPS Members to stay professional in all aspects of your business and maintain the respect and dignity this profession deserves.

Looking Forward

As we move into the final stages of the 2026 calendar year, the A&G Committee will continue to make ourselves available to any Member. We especially encourage new members and new servers to reach out with any questions or concerns. We remain committed to resolving disputes in a fair and equitable manner that protects the reputation of FAPPS and its Members.

Respectfully Submitted,

Mike Barberio
Chair

TPC



Nicholas Abramson
Abramson LLC
540 East Maple St.
Hartsville, OH 44632
Phone: (330) 354-3416

Jeffrey Cremeans
Encore Process Service
2862 Johnstown Rd., Suite 200
Columbus, OH 43219
Phone: (614) 414-0730

Rich Delucia
1712 Primrose Ct.
Port St. Lucie, FL 34952
Phone: (772) 446-9664

Ross Headley
Headley Legal Support Services, Inc.
1835 E. Hallandale Beach Blvd. #814
Hallandale Beach, FL 33009
Phone: (954) 903-4991

Gail Kagan
aSubpoena Service, LLC
30 South Broadway
Yonkers, NY 10710
Phone: (914) 963-1941

Jonathan Levy
Agency for Civil Enforcement Corp.
4149 Gleneagles Dr.
Boynton Beach, FL 33436
Phone: (561) 447-7638

Paula Parrino
Nationwide Court Services
761 Koehler Avenue
Ronkonkoma, NY 11779
Phone: (631) 981-4400

Corina Radney
Corina C. Radney, Inc.
3715 Darnall Pl.
Jacksonville, FL 32217
Phone: (904) 962-3049

Curtis Singleton
Casingle10process
1305 Barnard St. #19
Savannah, GA 31401
Phone: (770) 873-2908

Kathryn Stoy
2280 SE Gaslight St.
Port St. Lucie, FL 34952
Phone: (772) 353-2444

Tammy White
Tam & Co. Processing LLC
12416 Cooley Avenue
Cleveland, OH 44111-4573
Phone: (440) 381-0111

Heather Wolf
Wolf Pack Process, LLC
532 Dusk Way. Fort Pierce, FL 34945
Phone: (772) 257-1637

Yolanda Carbia
Orion Investigative Services and
Consulting
23687 NW 188 Avenue, Box 122
High Springs, FL 32655
Phone: (386) 438-3232

Kyle Clutter
Nationwide Investigations
333 S. Wabash Ave., Suite 2700
Chicago, IL 60604
Phone: (312) 361-3598

Eric Hodges, Jr.
A1 Services
3007 W. Washington Ave.
Orlando, FL 32805
Phone: (202) 697-3310

Chardina Lemaire
1824 Ibis Bay Ct.
Ocoee, FL 34761
Phone: (321) 655-4914

Yoel Rodriguez Pinto
Naples FL
Phone: (239) 832-0485

Kevin Sawyers
19600 Waterman Ct.
Ft. Myers, FL 33913
Phone: (630) 544-8463

Jim Sutcliffe
Midwest Legal Network, LLC
5100 W 36th St., 16612
Saint Louis Park, MN 55416
Phone: (952) 374-7702

Abdulaziz Al Yaqaout
555 NE 15th St., Miami, FL 33132
Phone: (718) 902-5895

Berta Allen
Allen Civil Process
9701 Compton Road
Corpus Christi, TX 78418
Phone: (361) 884-1657

Serena Benjamin
Don't Run Don't Hide Process
Services
P.O. Box 934982
Margate, FL 33093
Phone: (954) 338-8265

Jennifer Green
1332 Southwest 6th St.
Ocala, FL 34471
Phone: (352) 434-8185

Jose (Joe) Guerra
JG Process Services LLC
2048 Howland Blvd., Box 390972
Deltona, FL 32739
Phone: (368) 327-5117

Blake Holowicki
1K Legal Solutions, LLC
1856 N. Nob Hill Rd. #418
Plantation, FL 33322
Phone: (954) 873-3096

Robin Martinelli
Martinelli Investigations, Inc.
1495 Buford Hwy NE
Suwanee, GA 30024
Phone: (770) 337-3999

Matt Massa
Proceed Legal Inc.
10 E 40th St., New York, NY 10016
Phone: (800) 327-7325

Christian Sires
8220 SW 92nd Ave.
Miami, FL 33173
Phone: (305) 785-4698

Supporting Members:

Hector Chiesa
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Annual Conference Activities Amy Boyd AFPS, Chair

Boydspstatus@gmail.com (772) 460-6679

The excitement is already building for the **36th Annual Conference of the Florida Association of Professional Process Servers!**

Mark your calendars for **April 23–25, 2027**, and make plans to join us at the **Embassy Suites Orlando Airport**, located at 5835 T.G. Lee Blvd., Orlando, FL 32822.

We're excited about our new location for 2027! The Embassy Suites offers a convenient Orlando location, easy access from the airport and major highways, spacious accommodations, and plenty of room for education, networking, exhibitors, and all of the activities that make the FAPPS Annual Conference such a great weekend.

Get Ready for Game Day!

We're excited to announce that the **2027 conference theme will be:**

FAPPS GAME DAY: SERVING UP SCHOOL SPIRIT!

This year, we're bringing a little college sports spirit to FAPPS!

Whether you're a die-hard fan, a proud alum, or simply love a good game-day atmosphere, we want you to **represent your favorite college team and show your school spirit!**

Think team colors, jerseys, rivalries, tailgate fun, friendly competition, and plenty of opportunities to show everyone **who you're cheering for!**

And don't worry—there's no wrong team to support. **Your team, your colors, your spirit!**

As always, you can expect a weekend filled with **education, networking, exhibitors, association updates, great food, fun activities, and plenty of opportunities to reconnect with friends and colleagues from throughout Florida.**

There is always something happening at the FAPPS Annual Conference, and this year we're taking it to **GAME DAY!**

So start thinking about your favorite college team, pull out that jersey, and get ready to **show your spirit!**

Save the Date: April 23–25, 2027

More information, including hotel reservations, conference registration, activities, and the full schedule, will be coming soon.

We hope you'll make plans to join us in Orlando for the **36th Annual FAPPS Conference—where we'll be Serving Up School Spirit!**

Amy Boyd, AFPS

Chairman of Annual Conference Activities

TPC



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Elections

Bob Musser, Chair

BobM@dbsinfo.com

(407) 679-1539

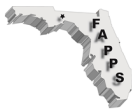
The Elections in Spring 2027 will be for the Directors only, the Officers will be serving the second year of a two year term. We will publish the dates for the Nomination Window later in the year. If you have any desire to serve on the FAPPS Board in 2027, the time to start being noticed is NOW.

Bob Musser

Elections Chair

BobM@dbsinfo.com

TPC



FDSA

(FAPPS Distinguished Service Award)

Bob Musser, Chair

BobM@dbsinfo.com

(407) 679-1539

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

TPC



Third Quarter Report – 2026

The FAPPS Education Committee is proud to report another strong education season for 2026. To date, we have educated **just shy of 600 process servers throughout the State of Florida**, with many more classes scheduled over the next several months.

I want to thank our Education Committee for their continued dedication to making our program stronger. We continue to listen closely to feedback from process servers to ensure our materials remain current, relevant, and beneficial. Just as importantly, we maintain open communication with the jurisdictions we serve. They continue to share concerns, trends, and complaints they are receiving, including reports of unethical behavior, allowing us to address these issues through education and continually improve our program.

We remain consistent in providing education for **more than half of the counties throughout Florida** and continue working diligently with the Process Server Appointment Committee to assist with additional jurisdictions when opportunities arise.

I would also like to thank our Legislative Committee for continuing to include Education in discussions regarding proposed legislative changes and updates. Having the opportunity to provide feedback from an educational and process server perspective helps us prepare our programs and our servers for changes that may impact our profession.

Important Reminder Regarding Licensing Deadlines

We continue to receive communication from jurisdictions regarding licensing and renewal deadlines. **Please register for your required education well in advance of your jurisdiction's deadline.** Jurisdictions are enforcing their deadlines, and we are being advised that grace periods are not being provided. Missing a deadline may result in a process server having to begin the licensing process again, including completing the required **16-hour education course**.

Please do not wait until the last minute to register. It is each process server's responsibility to know the requirements and deadlines for the jurisdiction in which they are appointed.

As we move toward the end of 2026, we look forward to finishing the year strong. The continued growth of our education program, communication with jurisdictions, and involvement of our committees have allowed us to continue improving what we provide to Florida's process servers.

We are excited to see what 2027 has in store for the Education Committee and the Association. With the continued support of our educators, committee members, process servers, jurisdictions, and fellow committees, **2027 is shaping up to be an even stronger year.**

Michelle Howard, AFPS
Committee 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



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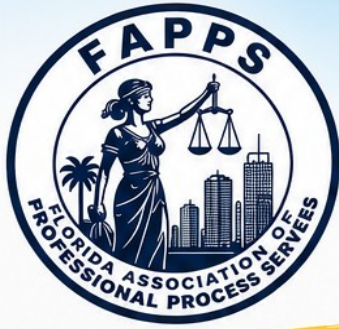


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Legislation

Lance Randall AFPS, Chair

FAPPSLegCommittee@gmail.com (954) 214-8263

Dear Members,

Since our Annual Conference, the Legislative Committee has continued strengthening the relationships we've built with various sections of The Florida Bar. Most recently I attended the FL Bar RPPTL Section's Committee and Executive Council meetings on behalf of FAPPS. As we prepare for the 2027 Legislative Session, several new opportunities are emerging that require a thoughtful and strategic approach.

Public Records Protection – F.S. Chapter 119 Our lobbyist believes this may be a good year to revisit protecting process servers' personal information from public disclosure under Chapter 119. Although we were previously advised that each profession's exemption must generally advance on its own, he is now exploring a possible joint effort with private investigators. Because our professions share similar privacy and safety concerns, combining two lobbying teams and their legislative contacts may provide a stronger path forward. The concept still requires legal and drafting review which we have begun working on.

F.S. 48.184 – Three Attempts and Mandatory Posting Recent private conversations with RPPTL members, including individuals involved in developing the current requirements, have been encouraging. They have clarified the purpose behind the three-attempt and mandatory-posting provisions and appear to better recognize our safety concerns. Our goal is a narrow amendment that reduces unnecessary risk while preserving the protections and intended results of the original legislation. I believe the door to further discussion has been reopened and ongoing discussions will be taking place over the next few weeks.

Electronic Service on Registered Agents Both the Business Law and RPPTL Sections may be willing to revisit our proposed amendment involving electronic service on registered agents, but only if presented with detailed safeguards such as secure tracking, recipient verification, delivery confirmation, acknowledgment of acceptance, and a reliable audit trail. We must proceed cautiously. Our President & Board of Directors has made it clear that the current position remains that FAPPS does not support electronic service as a replacement for traditional personal service. Any limited electronic method must preserve due process, accountability, and the role of an independent, authorized process server. Some attorneys have a differing opinion and view electronic acceptance as a waiver of traditional service and believe they should be allowed to transmit the process themselves without an independent third party. If we press too hard, the concept could be repurposed to exclude process servers from service on business entities and registered agents. We must draw a clear line between technology used by process servers and technology used to replace them.

Legislation Report Continued Next Page

Legislation Report Continued

“Process Server Safety – F.S. Chapter 784 The committee received a suggestion to revisit protections for process servers who are assaulted or battered while performing their duties. While I initially felt this should better fall under the Violence Against Process Servers Committee, the suggestion raised valid points as to why this could be addressed legislatively. The concern is that F.S. 843.01 and 843.02 address resisting or obstructing a person authorized to execute process but do not provide the enhanced assault-and-battery treatment found in F.S. 784.07 for specifically identified personnel. We spoke to our lobbyist about this and he is going to research and evaluate whether adding process servers to the appropriate protected category under F.S. 784.07 is legally and politically viable.

Looking Ahead The coming months will be important for developing language, identifying potential sponsors, and continuing discussions with The Florida Bar and our lobbying partners. Several issues that once appeared closed are generating productive conversations. We must remain measured and focused on improving safety, preserving due process, and protecting the future role of the professional process server.

With determination,

Lance Randall, AFPS
Chairman



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P&G/Member Benefits

Desy Garcia, Chair

desygarcia22@gmail.com (407) 687-6179

Dear members,

Welcome to the **FAPPS Professional Beach Getaway!**

I'm so happy to see everyone here and excited to have you join us for another great FAPPS event. Thank you for being here, for supporting our association, and for helping us continue to build connections within our profession.

I hope everyone has a wonderful weekend, enjoys the networking opportunities, and most importantly, has a great time!

Professional Beach Getaway

During this past quarter, the Promotion & Growth Committee's primary focus has been planning, promoting, and building support for the **FAPPS Professional Beach Getaway**.

I am very happy to report that we successfully raised **\$5,600 in sponsorships** for this event. I want to sincerely thank every sponsor who supported the Professional Beach Getaway. Without their support, we would not have been able to provide many of the experiences that made this event possible.

One of the highlights was last night's **Friday Night Networking Reception**, which was fully hosted by FAPPS with the help of our Sponsors. Attendees were able to enjoy appetizers and drinks at no additional cost while having the opportunity to network, meet new people, and strengthen relationships within our profession. I believe this was a great way to kick off the weekend, and I hope everyone enjoyed the evening as much as I did.

Marketing & Facebook Advertising

Another major focus this quarter was getting the word out about the Professional Beach Getaway through social media and digital advertising.

We invested approximately **\$300 in Facebook advertising**, which generated:

- **36,186 views**
- **1,012 landing page views**
- **1,128 post engagements**
- **1,101 link clicks**

While numbers like these do not always translate directly into registrations, I strongly believe the advertising is helping increase awareness of FAPPS and our events. We continue to see strong interest in the Professional Beach Getaway, and I believe the combination of paid advertising, organic social media content, sponsor promotion, and word-of-mouth referrals contributed to the growth and turnout we are seeing this year.

As we continue doing these events year after year, we will be able to compare our results and determine which marketing strategies are producing the greatest impact. At this point, I am very pleased with the results and believe that continuing to invest in advertising and getting our events in front of more people is helping FAPPS stay visible and relevant.

P&G Committee Report Continued

I would also like to thank the **Education Committee** for helping spread the word about the event. We were able to see referrals from individuals who learned about the Professional Beach Getaway through Education, and I greatly appreciate their support in helping us reach more members and professionals.

Paralegal Association of Florida Outreach (PAF)

Another important outreach opportunity coming up is our participation in the **Paralegal Association of Florida (PAF) Conference**, which is scheduled to take place in **Cocoa Beach on September 18–19**.

Unfortunately, I will not be able to attend personally due to a scheduling conflict. However, **Tammy White will be attending and representing FAPPS** at the conference.

Our primary goal will be to promote the **FAPPS Membership Directory** to paralegals and educate them on how they can use the directory to locate and connect with professional process servers throughout the state of Florida.

This is a valuable opportunity for FAPPS because paralegals are an important audience for our members. By making paralegals more aware of our directory and how it can help them locate professional process servers, we are not only providing a valuable resource to the legal community but also increasing visibility for our members.

I would also like to encourage anyone who is currently a **Supporting Member** to consider upgrading to an **Active Membership** as this will list you in the FAPPS directory that we will be promoting to paralegals. The goal is to make sure that the directory provides them with as many professional process-serving resources as possible.

This outreach is another example of how the Promotion & Growth Committee is working to promote the value of FAPPS membership while also creating opportunities to connect our

members with the legal professionals who utilize process-serving services.

Financial Update

Between the **\$5,600 in sponsorships** and the committee's approved budget, we had approximately **\$7,350 available** to support the Professional Beach Getaway and related promotional efforts.

I am happy to report that we were able to accomplish a great deal with these funds while also being mindful of our expenses. I believe we will have funds remaining after the event, which is important to me because I want to make sure we are using FAPPS resources responsibly while still providing meaningful value to our members.

I like to be transparent when it comes to the committee's finances, and I am proud that we were able to generate significant sponsorship support while making the most of the funds available to us.

Looking Ahead

Now that the Professional Beach Getaway has been our primary focus this quarter, my next goal is to shift some of that energy toward additional networking opportunities throughout Florida.

Between now and our next Board meeting, I would like to organize a **FAPPS networking event in the South Florida area**, where we know there is a large community of professional process servers. My goal is to continue creating opportunities for members and non-members to connect with one another, learn more about FAPPS, and see the value of being involved with our association.

P&G Report Continued Next Page

P&G Committee Report Continued

In addition, we will be hosting **another networking event on Friday evening before our Fourth Quarter Board Meeting in the Sarasota area**. I am excited about the opportunity to continue bringing our members and professional process servers together in different areas of the state. **Stay tuned for more details as we finalize the plans for that event.**

I also want to continue developing sponsorship opportunities for these networking events. My goal is to keep sponsorships affordable while providing sponsors with meaningful exposure and value. Sponsorships are not only an opportunity for process servers and agencies to promote their businesses; they also directly help the Promotion & Growth Committee promote FAPPS, increase awareness of the association, and ultimately grow our membership.

If you are a process server or agency interested in sponsoring one of our upcoming networking events, I encourage you to keep an eye out for those opportunities. My goal is to make our sponsorship packages affordable while providing the greatest possible value and exposure to our sponsors.

Closing

Overall, I am very proud of what the Promotion & Growth Committee has accomplished this quarter. The majority of our efforts were dedicated to making the Professional Beach Getaway a success, from securing sponsorships and promoting the event to creating opportunities for our members to network and connect.

I believe the sponsorship support, advertising efforts, social media promotion, outreach to the paralegal community, and collaboration with other committees have helped us continue building momentum for FAPPS.

I want to thank everyone who has supported the Promotion & Growth Committee and helped spread the word about our events. It truly takes all of us working together to promote our association and continue growing.

I look forward to carrying this momentum into the next quarter and continuing to find new ways to **promote FAPPS, connect professionals, create valuable networking opportunities, and grow our membership.**

Best Regards,

Desy Garcia, AFPS
Chair



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Members,

Since my last report, the Process Server Appointment Committee (PSAC) has continued working to expand and strengthen professional process server programs throughout Florida. Our focus remains on building relationships with the judiciary, sheriffs, court administration, local bar associations, and other stakeholders while identifying opportunities to expand Court Certified Process Server Programs and improve existing Sheriff-Appointed Programs.

Duval County / Fourth Judicial Circuit Our efforts in Duval County continue to move forward. Communication has continued with the Jacksonville Bar Association, and we are evaluating the Jacksonville Sheriff's Office appointment process while advocating for annual application opportunities. We are also working in conjunction with the Legislative Committee to better understand the current limitation on process-server appointments and determine whether the best path forward is administrative, relationship-based, or legislative.

Additional Judicial Circuits We are currently working in two additional judicial circuits where our focus is on establishing relationships with Chief Judges, sheriffs, court administration, and local bar associations. These efforts are intended to lay the groundwork for expanding Court Certified Process Server Programs and increasing FAPPS education and professional development opportunities.

Committee Priorities As we move forward, our committee remains focused on expanding Court Certified Process Server Programs throughout Florida, supporting and strengthening existing Sheriff-Appointed Process Server Programs, building lasting relationships with judicial and law-enforcement partners, promoting FAPPS-approved education and continuing education, and supporting legislative or policy initiatives that advance the profession statewide.

Looking Ahead Our committee will continue identifying counties and judicial circuits where professional process server programs can be expanded or strengthened. We remain focused on improving access to appointment programs, promoting professional education, and working collaboratively with other FAPPS committees when legislative or policy issues arise. I am encouraged by the progress we have made and appreciate the continued support of our Board, committee members, and FAPPS membership.

Respectfully,

Joseph Dion, AFPS

Chairman, Process Server Appointment Committee (PSAC)

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Greetings Members,

There is not a significant technology update to report this quarter, which in this case is a good thing. I have remained in constant communication with our Executive Director Diana, to make sure that our various intake and registration forms are functioning properly and that everything continues to work smoothly behind the scenes.

This includes our membership forms, RSVP forms, registration forms, and other online forms that our members and attendees use throughout the year. I am happy to report that everything is currently working as expected, and there have been no major technology work to report this quarter.

Although things have been relatively quiet on the technology side, I continue to monitor our systems and remain available whenever something needs attention.

Technology Resource for Members

I also want to remind everyone that I am available as a technology resource for our members.

Technology plays a major role in my own day-to-day professional work, particularly when it comes to improving workflows, finding ways to work more efficiently, and using technology to improve business processes.

So, if you ever have a technology-related question, whether it involves your agency's workflow, online forms, automation, software, or simply an idea you are wondering if technology can help with, please feel free to reach out to me.

I would be more than happy to be a resource for our members. Think of me as someone you can call or email when you have a technology question or even when you are simply wondering, "Is there a better way to do this?"

I may not always have the answer immediately, but I am always happy to look into it and see

what solutions might be available.

Send Work Now Button

Finally, I want to remind everyone about the Send Work Now button available on your FAPPS directory listing.

This is a feature that I highly recommend members take advantage of if they have not already done so. The button can be connected to a URL of your choice, allowing potential clients to be directed exactly where you want them to go.

For example, you can link the button to:

- Your agency's intake form
- Your website
- An online work-order submission form
- A page where clients can request service
- Any other URL that you want potential clients to access

If you do not currently have a Send Work Now button enabled on your FAPPS directory listing, I encourage you to take advantage of this member benefit.

Simply email me with your request and provide the URL you would like the button to link to, and I can help get that set up.

This is a simple way to improve your directory listing, make it easier for potential clients to contact you, and potentially drive additional traffic and work directly to your business.

As always, I am available to all FAPPS members as a technology resource. If you have a question, an idea, or simply want to know if there is a better technological way to accomplish something in your business, please don't hesitate to reach out.

I am always happy to help.

Desy Garcia
Technology Committee Chair

TPC



PROFESSIONAL TO PROFESSIONAL

An Educational Forum - Submitted by Dr. Denny Howley

INSTRUCTIONS: Who Needs 'Em?

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

The Culprit – Not you right?

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

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

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

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

PROFESSIONALISM?

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

"Instructions" Continued Next Page

Instructions: Who Needs 'Em? Continued

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

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

But the bottom line is simply the Golden Rule:

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

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

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

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

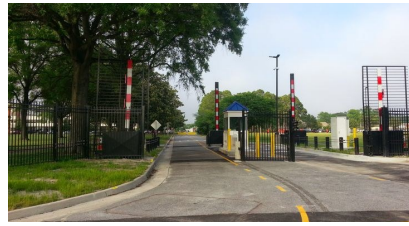
A Professional NEVER Stops Learning

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

Learning from Serving

An Educational Forum

Submitted by Dr. Denny Howley



Get Lost...We're "Bullet Proof"!

Situation:

Our highly experienced, long time FAPPS PROFESSIONAL, received a case that according to the Client/Petitioner, the Sheriff's office had had for FOUR YEARS and had been unable to serve. Our Server, who had worked with the Sheriff's Office over the years found that comment a bit difficult to believe and assumed the client was possibly exaggerating or putting a "spin" on his case to motivate him to get the document served ASAP.

The case was for Child Support and appeared on the initial review to be a "no sweat serve", raising further questions on the comments made by the client about the Sheriff's office and the "four years" remark. The Plaintiff/Respondent name was provided as was his Place of Employment (POE), a large domestic courier service we'll call XYZ. He was a driver, and according to the Client, arrived at work Monday thru Friday about 3 pm.

The "problem" clarifies

On his initial attempt, our Server was told he had just missed the driver, who was off doing his route. But, the supervisor did confirm the subject's employment and the hours he worked. On the second effort to serve the documents, our Server was met not by the subject, nor the supervisor, but the OPERATIONS MANAGER! The Operations Manager was demeaning in language and attitude to our Server making it very clear what he thought of Process Servers. The haughty bureaucrat refused to call the employee even after our Server, having shown his credentials, briefly explained FSS 48.031 "...shall permit the authorized individual to make service.." and FSS 843.02 "...resist, obstruct or oppose...to execute process...".

Our FAPPS Professional, a bit frustrated by the obstinacy, chose not to involve the Sheriff's Office, since this was obviously the problem they had faced. He decided to use this situation for

"continuing education purposes", even though it required additional time. He decided to "reach out" to XYZ's Legal Department explaining his attempts to serve their employee, referencing FSS 48.031 and FSS 843.02, and hoping this would resolve a "misunderstanding" on the working level.

A short time later, our diligent Server received a reply from the XYZ Attorney who had reviewed our Server's previous communication and reviewed FSS 48.031 and FSS 843.03. The XYZ Attorney made it very clear that XYZ stood by the actions of their Operations Manager, not to allow Process to be served on their property.

The Lawyer's Boo-Boo

As a good diligent PROFESSIONAL Process Server, our verbally abused Server had gone the extra mile by giving the Operations Manager the benefit of doubt for his attitude and non-action. Our Server had reached out to the Legal Department of XYZ hoping that they would do an "attitude adjustment" on the Operations Manager and the documents could then be painlessly served. But clearly the problem was larger than our Server had anticipated.

But long experience had taught our Server to create a "paper trail", which he had done with his correspondence with the XYZ Legal folks. The XYZ Lawyer echoed an attitude that many who serve process "suffer" from the "uneducated" in the legal community and elsewhere. It was a response that basically told the Process Server to "get lost"! The Process Server was clearly viewed as "non-entity" and his regulations were of no concern to XYZ. The mistake on XYZ's Lawyer's part was that he violated one of Chinese war lord Sun Tzu's (500 B.C.) basic rules for success. While the XYZ Lawyer thought he knew their organizational strength, he neglected to evaluate the strength of XYZ's opponent – a lowly Process Server- and stated his interpretation of XYZ's position in writing.

Continued Next Page

The Server's 800 Pound Guerrilla

Our Server notified the Attorney of Record in the Child Support case of the situation, his efforts to have the documents served and included a copy of the XYZ Lawyer's WRITTEN response. The Attorney of Record happened to work in the Office of the State Attorney General and he clearly was not happy about XYZ's cavalier attitude toward Florida's Statutes. He apparently had some correspondence with the Executives of XYZ in which he likely explained that to operate a business in Florida it was imperative to abide by the State's rules and regulations.

A short time after his correspondence with the Attorney of Records at the Office of the State Attorney General, our humble hard working Server received a call from a XYZ Corporate Representative. The Representative said he had been "made aware..." of the attempt to serve Process and felt "there had apparently been a miscommunication", adding "We would like to arrange Service of Process at our facility CONSISTENT WITH FLORIDA LAW". The more than helpful Representative left his phone number and requested our Server to contact him at his "earliest convenience".

The next day, having called the Representative and made the appropriate arrangement, our FAPPS PROFESSIONAL went to the XYZ facility and was met by XYZ Facility Management who expressed their "deep regret" and offered "apologies for the miscommunication". They said when the driver/subject returned from his route they would send him to main gate where he could be served. Subsequently the driver was served at the main gate by our diligent and persevering Server who had waited patiently for the driver's arrival at the gate.

COMMENT:

This is a great example of "continuing education" at work. Granted it took extra time and effort on our Server's part, but he knew from the "git-go" he "held the high cards" despite the run around and being subject to "attitude and belittlement". Clearly he had a very happy client and the Attorney of Record at the State's Attorney General had the opportunity to communicate to a heavy hitter business entity to respect the laws and regulation of this sovereign state if they wished to do business here.

(COMMENT)

XYZ Management then most certainly "counseled" their lawyer about not doing his job in "protecting" XYZ's status in Florida with his ill-thought-out response to our Process Server. They might have even suggested he could have provided some "guidance" to the XYZ facility in question as to how to handle the problem without making the waves that were subsequently created.

The haughty self-important Operations Manager of the XYZ Facility likely suffered a similar "attitude-adjustment", since Senior Management at the Corporation level solved the problem that he could have resolved if he had had his ego in check. "Serve the employee at the gate!". This solution, passed down from the Corporation level, satisfied FSS 48.031 (...shall permit...) and avoid a conflict with FSS 843.02 (...resist, obstruct or oppose..", while concurrently keeping XYZ general policy intact.

*The material for this article "**Get Lost, We're Bullet Proof**" was provided by **Frank Carreras, All Broward Process 954-214-5194**. Thanks Frank for providing this example of how a PROFESSIONAL deals with a "challenging" issue.*

A Professional NEVER Stops Learning



Third Quarter 2026 Report

The Violence Against Process Servers Committee reports that, to date, there have been **no new submissions involving violence against process servers** during this reporting period. The Committee continues to monitor the existing cases previously reported to the Board.

Ongoing Case Monitoring

Broward County Case Number: 25-01-09-79-CF-10A

A hearing was held on August 14, 2026. At this time, the court docket has not been updated following the hearing, and the case remains ongoing.

Broward County Case Number: 25-006-995-CF-10A

The next calendar call is scheduled for October 9, 2026.

Pinellas County Case Number: 21-06-929-CF

The next status check is scheduled for December 10, 2026.

The Committee will continue to monitor the case and report any significant developments.

Reporting Violence Against Process Servers

As a reminder, all process servers may submit a Violence Against Process Server Report through the FAPPS website. FAPPS membership is not required to report an incident. This is consistent with the Committee's continued effort to encourage reporting of violent or threatening incidents involving process servers.

Safety Reminder

As always, the safety of process servers remains our first and foremost concern. We encourage every process server, whether a FAPPS member or not, to report incidents of violence or threats so they can be properly documented and reviewed.

Our goal is to continue advocating for a safer working environment and stronger protection for all process servers while they are conducting their duties throughout the State.

Michelle Howard, AFPS
Committee Chair



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.

Since our last report, we added an ADA compliant accessibility widget so that people with disabilities such as poor vision, page readers, etc. can better use the FAPPS website.

In the past 30 days, there were 1900 visitors to the main FAPPS home page, and 931 who went directly to the Member Search page. The FLBAR landing page had 0 visitors. The searches peak every Monday, with a few less on the other days of the week. 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 Executive Director, 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.

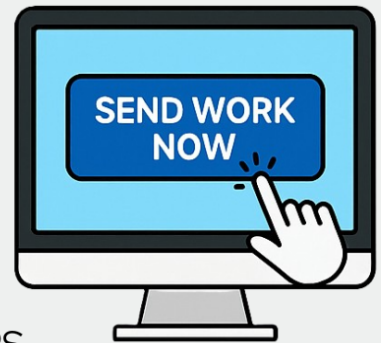
Bob Musser, Webmaster

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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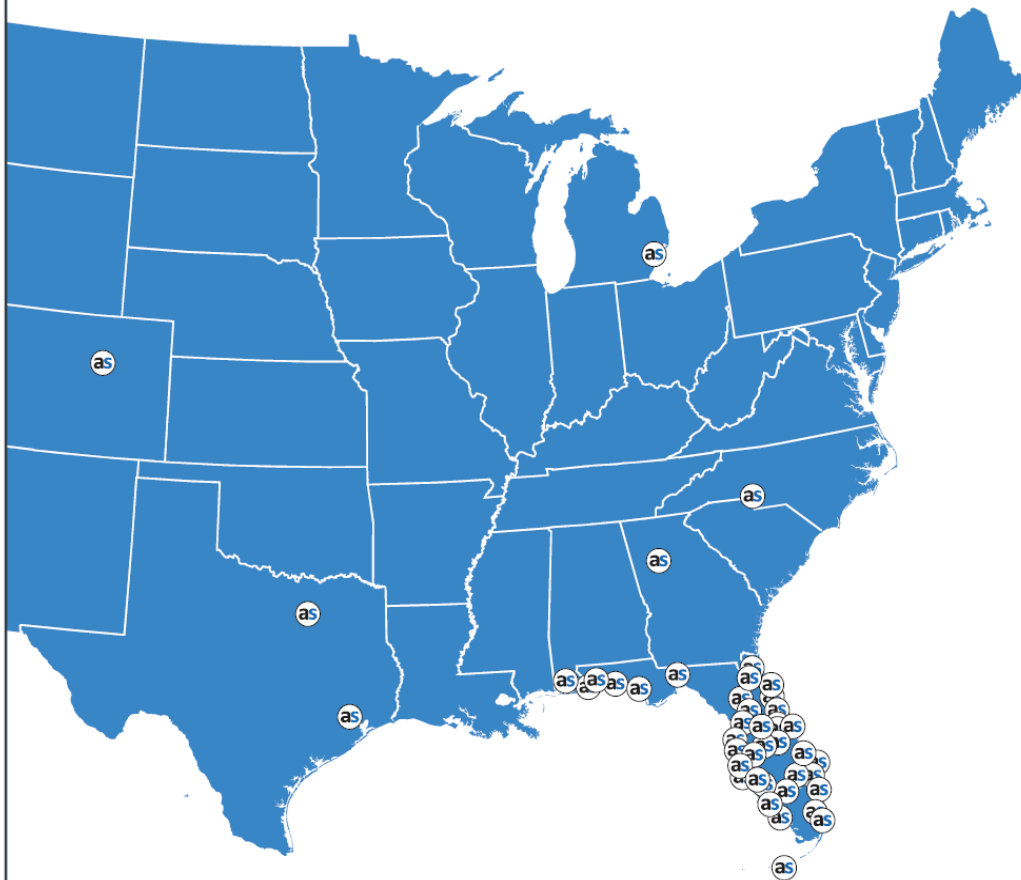
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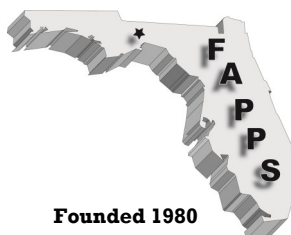
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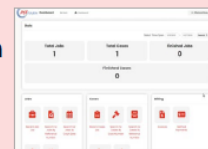
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