



APSA

ARIZONA PROCESS SERVERS ASSOCIATION
Certifying & Training Arizona's Professional Process Servers Since 1973



ARIZONA PROCESS SERVERS ASSOCIATION

The NEWSLETTER

1st Q 2018

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Barry R. Goldman

President's Message

Larry Ratcliff

February 13, 2018

A note from the APSA President Larry Ratcliff.

Welcome to the APSA newsletter. I would like to take a moment of your time to let you know what has been going on since January 1, 2018.

The Arizona Process Servers Association has joined forces with the Arizona Association of License Private Investigators and the Arizona Private Security Professionals Association in Legislative Issues that affect us all.

One of the items we have been perusing, is taking over for John Tavernaro in reference the trespass bill SB 1012.

For those of you that haven't heard our dear friend John Tavernaro passed away in his sleep a few weeks ago.

We will never be able to fill his shoes and we are trying diligently to fulfill his efforts in the legislature.

Rest In Peace John and help guide us in your endeavor.

The next training for APSA will be March 10th and 11th in Laughlin



Nevada. Our Quarterly Meeting will follow the training on

March 10th. Look for the e mail from APSA in reference the training announcement or check this issue of the APSA Newsletter.

Come for training, stay for the fun!!!!!!!

We are working diligently on our annual conference. This year should be bigger and better yet. We are hoping to have more vendors and new classes. I hope to see you there in September.

Until next time...

Ya'll be careful out there.

Sincerely,

Larry

Larry Ratcliff
 APSA President 2017-2018

Editor's Column

 **Barry R. Goldman**

"Will work for food". Long after the meetings are over, long after a hard day's work, your APSA officers are hard at work while not at work. After all, look at the picture, here. Who



wouldn't think that sitting down in a graffiti laden booth wouldn't be out of necessity?

Actually, no. This is Patty, Larry and their spouses, Wayne and Candy, sitting down to have a meal at one of their favorite restaurants, the Angry Crab in Phoenix.

The APSA membership is like a family. We can and have developed some close personal relationships, both on the court and off. It's an opportunity to get to know people who are, well, really good to know. I haven't found a bad apple in all the years I've been a member.

It's good to get involved. My hope is that the news and information you

see in these pages will inspire you to learn and share. That's how we grow, and that's how we thrive.



We are going to have our next board meeting after the class on Saturday, March 10th in Laughlin at the Aquarius Casino and Hotel. Yeah, I know it's in Nevada, but it's right across from our state, and frankly, the hotels are nicer and still pretty cheap.

I'll be doing some teaching, again, bringing in a new class on serving protective orders, as well as the ACPS class (which can be repeated yearly), and a class on report writing, touching on skip tracing. I hope to see you, there.

I CANN PROCESS SERVICE

LINDA M. COONTS, A.C.P.S.

OFFICE: (520) 249-5100

P.O. Box 728

Sierra Vista AZ 85636

Registered Officer of Superior Court

State of Arizona

County of Cochise

Tommy Todd Tenney

www.cochisecountyserver.com

704 N. Douglas Ave.

Willcox, AZ 85643

520-384-4835 / 520-507-0078

Secretary's Corner

Patty Chlebanowski, Secretary

Hello APSA Members:

THANK YOU for timely renewing your membership with the Arizona Process Servers Association. Please be sure to double check your listings on the website. If I made any typographical error, please let me know so I can correct it promptly. You should have received your membership certificate in the mail. Post it proudly in your office. You are part of the TEAM that is working and striving for the betterment of our industry. I have updated the website to include our new current Board Members and email address for each person. I have also updated the Committee Members listings. If you ever have questions or suggestions or problems, please feel free to reach out to one of the board. We are your eyes and ears for our industry and while we all volunteered for the

position, we want to hear from our members. — Patty Chlebanowski



APSA

In Memoriam



JOHN TAVERNARO III

OCTOBER 15, 1937 ~ JANUARY 22, 2018

Dear APSA Members and Friends:

It is with our deepest regrets and sympathy that we inform you of the passing of one our members and fellow process server Col. John Tavernaro. He will be greatly missed.

Our prayers and sympathy goes out to all his family and coworkers.

John Tavernaro III, 80 of Phoenix, Arizona passed away at his home on January 22, 2018. He was born on October 15, 1937 the son of John and Ruth (England) Tavernaro in Kansas City, Missouri. Funeral services were held on Saturday, February 3, 2018 at 2:00 PM. Interment services with full military honors were scheduled for Wednesday, February 7, 2018 at 2:30 PM at the National Memorial Cemetery of Arizona, 23029 North Cave Creek Road, Phoenix, Arizona.

Service Participants

Rev. Dr. Larry Norris, Senior Pastor

• ☞ ☞ ☞ ☞

Col. John Tavernaro III, age 80, passed away peacefully at his home on January 22, 2018. He was born in Kansas City, Missouri, to John and Ruth Tavernaro. John, or Jack as known by family members, grew up on a family farm in rural Kansas, along with his siblings Gerry Tavernaro (Lois), Robert Tavernaro (Betty Lou), and Judy Tavernaro Moskop (Roy). John will be missed by his beloved wife of 10 years, Patricia Rupert Steward, and his children Karla Tavernaro Viernes (Bryan), John M. Tavernaro (Amy), Petra Tavernaro Chavez (Chris), Jack L. Tavernaro (Marc), Jeffrey Tavernaro (Kerri), and Julius Tavernaro. John will also be missed by a wonderful array of grandchildren, great-grandchildren, nieces, nephews, cousins, and friends.

A retired U.S. Army Lt. Colonel, John's 28 years of service included three tours in Vietnam, two Bronze Stars and the Legion of Merit. As a small business owner, John worked in the insurance, restaurant, and legal support services industries including most recently Col. John T's Process and Legal Support Services. John was a member of Optimist International, and was active in many other community service activities, including a prominent role in the Arizona Vietnamese refugee program. He leaves behind a legacy touching many lives and will be deeply missed by the entire family and countless friends.

The memorial service will be Saturday, February 3, 2018, at Richardson's Funeral Home, 2621 S. Rural Rd., Tempe, AZ. Viewing starts at 1:00 pm with services at 2:00 pm. Interment services with full military honors are scheduled for Wednesday, February 7, at 2:30pm at the National Memorial Cemetery of Arizona, 23029 N. Cave Creek Rd., Phoenix, AZ.



APSA



Join APSA for our next 10-Hour CLE Event at the

Aquarius Casino Resort!

**1900 S. Casino Dr.
Laughlin, NV 89029**

Sat., March 10 & Sun., March 11, 2018



NOTARY FEES RISING

EFFECTIVE MARCH 5, 2018!

**MICHELE
REAGAN**
Secretary of State
State of Arizona



Arizona Secretary of State

**Notice of Final Rulemaking
January 19, 2018**

Arizona Administrative Register, Published by the Arizona Secretary of State | Vol. 24, Issue 3, p. 139

Arizona Administrative Code, Section R2-12-1102. Notary Public Fees

ARTICLE 11. NOTARY PUBLIC BONDS AND FEES

- A. Pursuant to A.R.S. § 38-412, a notary public shall keep posted at all times in a conspicuous location, the fee schedule listed under subsection (E)(1) through (3).
- B. Upon reviewing the fees schedule under subsection (E)(1) through (3), a notary shall select a standard fee, from "no charge" up to the maximum \$10 fee for a notarial act. A notary public shall be consistent when charging fees and post the fee schedule in a conspicuous location.
- C. When posting fees under subsection (A) and (B), notaries shall use the template in Exhibit 1. Notary Public Services.
- D. Before performing any notarial act, the notary public shall inform the requestor of the service fee if one will be charged.
- E. A Notary public may charge the following fees:
1. For acknowledgment or jurat, "no charge" up to \$10 per notary public signature;
 2. For a copy certification "no charge" up to \$10 per page certified;
 3. For an oath or affirmation without a signature, "no charge" up to \$10 per notarial act.

APSA

TRAINING COURSE APPLICATION

Return to: APSA Continuing Education Committee
P.O. Box 2233, Phoenix, AZ 85002-2233
PH: (602) 476-1737

NAME: _____
(Print your name, as you want it to appear on your certificate.)

MAILING ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

HOME PHONE: _____ WORK PHONE: _____

EMPLOYER: _____

Please reserve my space in the following classes, which have been approved by the Arizona Supreme Court to carry a continuing education credit for the designated hours. I have entered the classes I prefer to attend, and have checked the fees that apply to me. I understand that the fees and the application have to be received at the above address, before my seat is secured for the classes, and that all fees are non-refundable.

COURSE NAME: _____

LOCATION: Aquarius Casino Resort
1900 South Casino Drive, Laughlin, NV 89029
1-866-268-7066

DATE: Saturday, March 10, 2018, 8:30 a.m. – 3:30 p.m. A.C.P.S (6 hour class) and
Sunday, March 11, 2018, 9:00 a.m. – 1:00 p.m. Serving Protective Orders; Report Writing & Skip
Tracing - (4 hours)

CLE HOURS: _____

TOTAL COST: _____
(\$15.00 PER CLE HOUR)

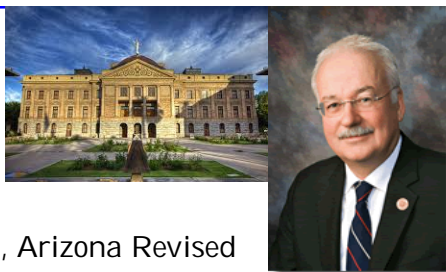
By making application to the Arizona Process Servers Association, I understand that all materials provided in the courses are copyrighted. There are no refunds. I understand these courses are not a substitute for registration and appointment with the Court under RCP (4)e, but is a symbol of my professional level within the legal community, and will count for hours towards the continuing education credit needed under the rules of The Arizona Supreme Court.

SIGNED: _____ DATE: _____



Legislative Beat

SB 1012



Introduced by Senator Kavanagh
AN ACT amending section 12-3301, Arizona Revised Statutes; relating to private process servers.

Be it enacted by the Legislature of the State of Arizona:
Section 1. Section 12-3301, Arizona Revised Statutes, is amended to read:

12-3301. Private process servers; background investigation; fees

A. Private process servers who are duly appointed or certified pursuant to rules established by the supreme court may serve all process, writs, orders, pleadings or papers that are required or permitted by law to be served before, during or independently of a court action, including all such as are required or permitted to be served by a sheriff or constable pursuant to section 11-441, subsection A, paragraphs 6 and 7, section 11-447 and section 11-448, except writs or orders requiring the service officer to sell, deliver or take into the officer's custody persons or property, or as may otherwise be limited by supreme court rule. A private process server is an officer of the court.

B. IN ATTEMPTING TO SERVE OR WHILE SERVING PROCESS, A DULY APPOINTED OR CERTIFIED PRIVATE PROCESS SERVER IS AUTHORIZED TO:

1. ENTER AND REMAIN ON REAL PROPERTY.
2. ENTER UNANNOUNCED AND REMAIN IN A PLANNED COMMUNITY OR CONDOMINIUM ASSOCIATION THAT IS GUARDED OR GATED.

C. As a condition of certification, the supreme court shall require each private process server applicant to furnish a full set of fingerprints to enable a criminal background investigation to be conducted to determine the suitability of the applicant. The completed applicant fingerprint card shall be submitted with the fee prescribed in section 41-1750 to the department of public safety. The applicant shall bear the cost of obtaining the applicant's criminal history record information. The cost may not exceed the actual cost of obtaining the applicant's criminal history record information. Applicant criminal history records checks shall be conducted pursuant to section 41-1750 and Public Law 92-544. The department of public safety may exchange the submitted applicant fingerprint card information with the federal bureau of investigation for a federal criminal records check.

D. A private process server may charge such fees for services as may be agreed on between the process server and the party engaging the process server.

APSA Newsletter 2016 Quarterly Publishing Schedule

1st Quarter: (Jan. 1-Mar. 31)
All submissions are due no later than Feb. 1st; targeted publication date is Feb. 15th.

2nd Quarter: (Apr. 1-June 30)
All submissions are due no later than May 1st; targeted publication date is May 15th. The annual publication of the Bylaws and Code of Ethics occurs in this edition.

3rd Quarter: (July 1-Sept. 30)
All submissions are due no later than July 1st; targeted publication date is July 15th, but in no circumstance any later than 45 days prior to the scheduled Annual Conference and Educational Event. (See Bylaws, Article VIII, Section 1.)

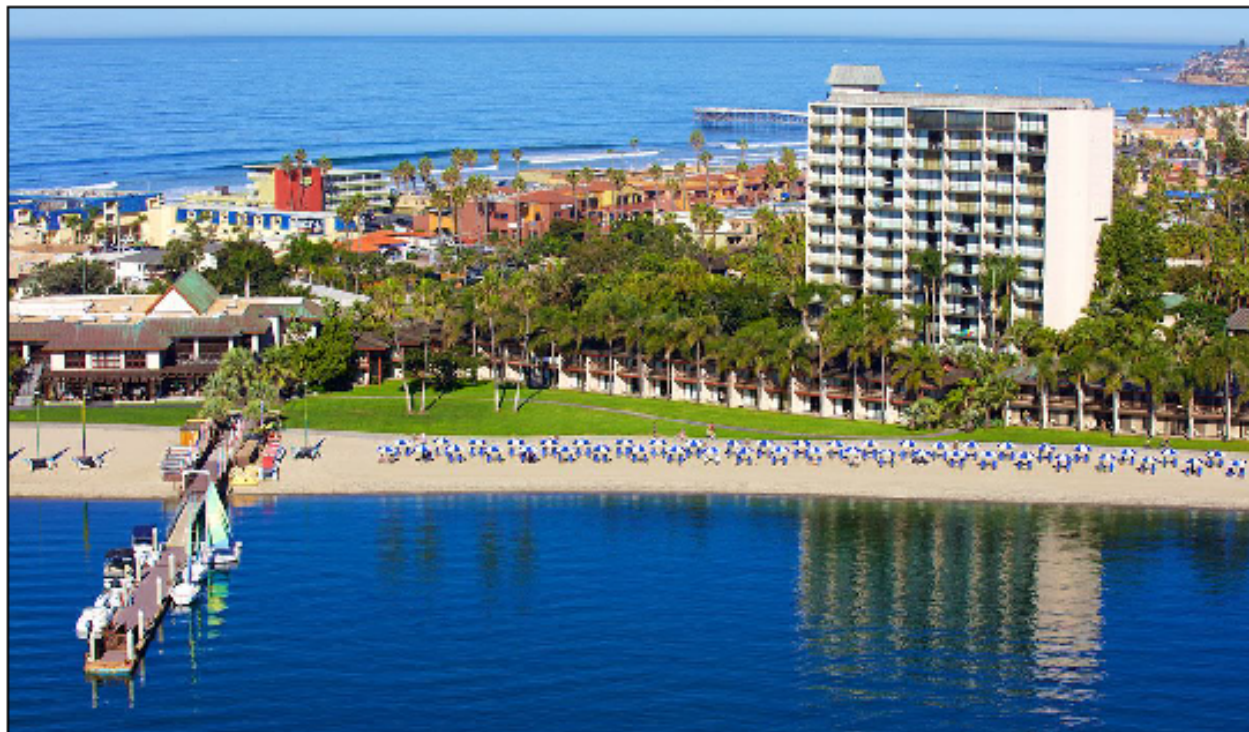
4th Quarter: (Oct. 1-Dec. 31)
All submissions are due no later than November 1st; targeted publication date is December 1st.

Schedule changes: Publication schedule may be subject to change for any reason including but not limited to accommodating Board meeting dates, continuing education events, special submissions, news or other information to better serve our members and other readers. Additional Newsletter editions may be published at the direction of the APSA Board.

Changes & Corrections: If you have changes or corrections to your contact information, please let us know by contacting the APSA Secretary.

National Affiliation: APSA was originally founded in 1973. It is the sole state association of process servers recognized and chartered by NAPPS — the National Association of Professional Process

**JOIN US AT THE
NAPPS 36TH ANNUAL CONFERENCE
& EDUCATIONAL SEMINAR – SAN DIEGO, CA
APRIL 19-21, 2018**



INCENTIVES FOR CONFERENCE ATTENDEES!!

- **50% discount on first year of NAPPS membership to anyone who applies at a NAPPS or State Association conference***
- **\$50 discount to any NAPPS Member who renews their membership onsite at the 2018 NAPPS Conference in San Diego**

**Catamaran Resort Hotel & Spa
3999 Mission Blvd.
San Diego, CA 92109
Reservations: (800) 422-8386***

**mention you are with NAPPS and receive the negotiated room rate of \$189 +tax/night*

More details can be found at www.napps.org/UpcomingEvents

**pending membership screening*

APSA

Your **NEW** APSA Board Members Chime In.

"Those who do not submit an article to Barry will be buying lunch in Laughlin for Barry and Larry. "



Hello, I am **Patty Chlebanowski**, your Secretary for the 2018 term. I have served in this position for many years. I currently am still working in the process serving industry for Nationwide Legal Services. About 4 years ago, they bought my process serving company where I worked with my father for 35+ years and I stayed on with them through the transition and now am one of their employees. I am married to my husband Wayne of 11 years. I have two grown children with 4 grandchildren and one more on the way due in May. I also own Frontier Insurance Agency, Inc. and am available to write your Notary Bonds, Private Investigators License Bonds and Probate Bonds. Please give me a call if I can be of service to you. I would love to have new customers. Patty Chlebanowski: 602-254-7427

Members of the Arizona Process Servers Association:

I have been serving legal process in Arizona since 2010. I grew up in the law office of my father. I served in the United States Marine Corps Reserve for 4 years.

I am not submitting a photo, but will be at every meeting in person. Come meet me and the rest of the officers and board members. It is hard to represent your need without your voice.

I am working hard with the rest of the Legislative Committee to pick up the slack left by the passing of my dear friend and mentor, Col. John Tavernaro III. Please write to your local Senator and House Representative that you support SB 1012. The Col. spent the last 5 years pushing this bill. Together, let's get it into law. (For those of you who do not follow bills, this codifies the Starr decision on trespassing that is case law in Maricopa County).

Do you know a business that you use and love? Have them contact APSA for a vendor form to the annual meeting so other process servers can use the best vendors in the state.

Sincerely,

Sean Laman
D/B/A L*Systems
623-628-3389
P.O. Box 16234
Phoenix, Arizona 85011



Ronald R. Ezell Bio

A native Arizonan, Ron attended the University of Arizona and founded EZ Messenger in 1973. Ron is a founding member of the National Association of Private Process Servers (NAPPS) and the Arizona Private Process Servers Association (APSA).

In 2005 Ron received the highest award from the California Association of Legal Support Professionals (CALSPRO), the Bert Rosenthal Memorial Award, and was recognized in 2008 by NAPPS with The Donald C. "Mac" MacDonald Award: "In appreciation for the uncompromising dedicated service, exceptional visionary insight and focused unwavering leadership for the betterment of the National Association of Professional Process Servers".

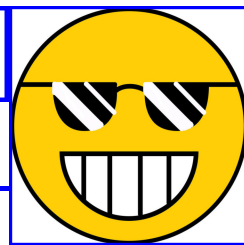
In 1971 Ron married Pamela Ann and together they have 4 children and 10 grandchildren. They also have 2 Golden Doodles, Lacey and Pharaoh, 2 cats, Emma and Skittles plus 7 feathered ladies that lay beautiful blue/green eggs

Ron is now employed by First Legal and has in excess of forty seven years of experience in the legal support services field, including over twenty years of service in servicing the Attorney General's Office of the State of Arizona.

APSA

Your **NEW** APSA Board Members Chime In...

*"Those who do not submit an article to Barry will be buying lunch in Laughlin for Barry and Larry. "
- Executive Order February 6, 2018*



Luis Figueroa, Treasurer

Hello fellow members. I am glad to be your treasurer again for 2018. I am getting the hang of it by now (lol).

I have been process serving for 17 years now and boy does time fly when you are having fun. Of course being a small business owner has its ups and downs, just like anything else in life. You have your busy days and slow days. I was born and raised in Yuma. I have a wife (Rosy) and two sons, Luigi and Chris. My ride is a 2001 Chevrolet Camaro SS, and I really enjoy working on cars. Having been born and raised in Yuma, the thing I like most is the small town community. Like many other Arizonans, the thing I like least is the summer heat. But I'm still here and will be for a long time!

I look forward to another great year with all of you and hope to see you at our classes in March.

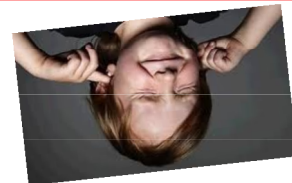
Thanks again.

Luis Figueroa
Accurate Legal Support Services, Inc.
2554 W. 16th Street #518
Yuma, Arizona 85364
O: 928-343-9071
F: 888-664-9067
www.alssinc.com

(*See his opinion on the following page. — Ed.)

Barry R. Goldman

What more can I say? 2018 will make 31 years that I've been a process server. I've enjoyed it. It lets me let my hair down. Literally. I've been married to the same beautiful wife for well, a lotta years. It seems like forever, and she's a natural fit for me. She's the yin to my yang, and as a former landlord once told us, "You two are TOO symbiotic!" We've got all kinds of family in different parts of the country, from the west coast to the Great Lakes area, to the east coast. We've traveled, we've enjoyed, we've had our ups and downs and our tears and laughter. We've saved money and we've lost money. But we're here for each other through thick and thin. As we've gotten older, we have learned not to take life so seriously. After all, one has to be able to laugh at oneself every now and then.



A Z Ready Process Service LLC

500 N Estrella Pkwy B2/304
Goodyear, AZ 85338
Phone (623) 738-8375 E-Mail azreadyprocessservice@q.com

February 19, 2018

Dear members of Arizona Process Servers Association:

I would like to introduce myself as a new board member, Donald R Howell. I am the owner and CEO of Arizona Ready Process Service LLC & AZ Ready Process Service LLC. I've been in business for approximately eight years. I was a board member of AACPS until it merged into APSA and was honored to be elected to the board of the Arizona Process Servers Association. I will work tirelessly for this association. My hope is the members will work hard and attend our board meetings, so we can be one of the best associations in the West. I'm looking forward to a prosperous year for all of us.

Sincerely,

Don Howell
A Z Ready Process Service LLC



Guest Opinion

If you have an opinion about something related to service of process, share it with your peers!



Writing is a passion of mine, and as the APSA Newsletter editor, it's been a distinct privilege and honor to be a part of this association. It's great to serve on the board, too. I'm happy to do it. So, please, when you have some time, let us know what you are thinking. How better can we serve you?

Your officers and board members need your input. After all, this is YOUR association. — BRG

One of the biggest issues I have experienced through all these years in serving papers is how and when to receive payment from clients (process servers, attorneys, process serving companies). Should I receive payment before accepting the job or should I bill them like some request I do?

Like everyone else in this business, we do require prepayment for most, and on some accounts we will bill them later. I don't know about some of you, but sometimes potential clients will not use my service because I won't bill them and some of the ones that I do decide to bill after the completion of the job don't pay.

My reaction to deadbeat clients is summed up in having billed them as requested, but they still haven't paid me. Hmm... I just don't get it.

After all, I've got to pay my bills, but I wonder, why they are so special that I should work for them for free?

Unfortunately, I had to sue a big process serving company for failing to pay me. I won't mention their name but it should be easy to find in the public access website. I don't like doing it but if you have the biggest contract in two states there is no reason why you can't pay. I blame myself for this as well and boy this won't happen again.

I wish there was some type of way that you can't own a process serving company unless you are a process server. That way, if your process server certification is expired or suspended then you can't operate the business any further.

Is it just wishful thinking, or can I get an "Amen"

— Luis Figueroa



Well, Luis, this might be a start:

California Business & Professions Code §22350

(a) Any natural person who makes more than 10 services of process within this state during one calendar year, for specific compensation or in expectation of specific compensation, where that compensation is directly attributable to the service of process, shall file and maintain a verified certificate of registration as a process server with the county clerk of the county in which he or she resides or has his or her principal place of business. Any corporation or partnership that derives or expects to derive compensation from service of process within this state shall also file and maintain a verified certificate of registration as a process server with the county clerk of the county in which the corporation or partnership has its principal place of business.

P.S. — I'll give you an "Amen", Luis and say that if the process serving company owner or management are bad apples, then they should be culled from the tree! — Ed.

APSA

APSA Board Meeting Minutes

January 13, 2018 (Unofficial)

ARIZONA PROCESS SERVERS ASSOCIATION

Board Meeting Minutes

January 13, 2018 at Patty's House at
1344 East Winter Drive, Phoenix, AZ 85020 at 9:15 AM

THOSE IN ATTENDANCE:

Board Members: Ron Ezell, Patty Chlebanowski, Larry Ratcliff, Barry Goldman, Sean Laman, Kelli McFarland, Don Howell, Eric Sotelo and members present: Col. John Tavernaro, Candy Ratcliff, Aubrey Keck & Shannon Goolsby.

PRESIDENT'S REPORT:

Ron Ezell thanked everyone for attending the meeting and mentioned this would be his last board meeting as president of the association. Ron talked about the last Annual Conference where the Private Investigators Association (AALPI) and the Security Guards Association (APSPA) for joining us again with our annual conference. He heard from several attendees that the speakers were very well versed and he himself enjoyed Debra Allen's class and also him being part of the Legislative Panel. He has already talked with the Security Guards Association in combing efforts to join forces with their Legislative Committee to work on an Assault Bill and Trespass issues that process servers face. Ron Ezell swore in the new board.

Larry Ratcliff as the new president then took over the meeting. He also thanked everyone for their attendance and was glad to see new faces on the board. He went down the list of Committee to assign new committees members: Legislative: Barry Goldman, Ron Ezell, Col. John Tavernaro & Sean Laman. Website & Membership: Patty Chlebanowski.

Grievance: John Carpenter did state to Ron Ezell, he had no problem in continuing on his duties with the Grievance Committee. Newsletter: Barry Goldman. Continuing Education: Barry Goldman and Aubrey Keck. Sean Laman will assist with Vendor Solicitation. Larry Ratcliff then reported he will be attending the Clerk of Courts Associations meetings in the future. We had done some good work with them in the past and want to continue to keep reaching out to all other Associations in our industry.

VICE PRESIDENT'S REPORT:

Tom Rankin was not present. No written report turned in.

Kelli McFarland our new Vice President was present. Kelli will get her biography written and sent to Barry Goldman for publishing in the newsletter.

SECRETARY'S REPORT:

Patty Chlebanowski asked if we reviewed the board minutes from December 9, 2017 and did you see any corrections that needed to be made. A motion was made by Ron Ezell to approve the Secretary's minutes, seconded by Kelli McFarland. All in favor was asked and motion passed. Patty reported that she has kept up with the duties of the mail which was last checked on Thursday, January 11, 2018, phone checked up to January 3, 2018. Arizona Corporation Annual Report was filed January 3, for the 2018 year.

Patty did report she will be updating the Board members on the website after this meeting once we have now been sworn in and will update the Committee list on the website also. Patty had not added the NAPPS flyer as yet on to the website but will get this uploaded. Kelli McFarland asked what became of the complaint that a member passed out at the Annual Conference. Ron Ezell explained that he had discussed with the member the situation, emailed her copies of the materials in question and that Patty had received a written apology from the complainant. The complaint had been resolved.



TREASURER'S REPORT:

Luis Figueroa was not able to attend and had a family emergency. He will be sending the Treasurers report via email once completed to the board for approval.

COMMITTEE REPORTS:

Membership Report: Patty Chlebanowski reported everything is currently up to date. Renewal notices have been sent out the first week of January for the 2018 Membership Dues. Please pay them prior to the January 31st. Patty pointed out we had only received two board members renewals as of this meeting. Sean, Shannon & Aubrey stated they had not received the email. They will search for the mass email sent by the Arizona Process Servers Association email address in their junk mail and Patty will also double check their email addresses in the system to make sure it is correct.

Website Report:

Patty Chlebanowski reported that the website information will be completed after this meeting, now that the board is officially sworn in.

Grievance Report:

John Carpenter was not present, but did not report there have not been any complaints.

Newsletter Report:

Barry Goldman wanted to have the newsletter completed by the end of December but because the board did not get their biographies to him, he has held off finalizing and will get this published this month. Larry Ratcliff asked Col. John Tavernaro to also send Barry a biography, since he is on the Legislative committee. Patty asked Aubrey Keck to do the same as he is now on the Education Committee.

Continuing Education:

Larry Ratcliff talked to the board and addressed the concern about under the Supreme Court Education listing that the Certified Process Association still had their name listed. Aubrey Keck spoke up and explained, he was the Instructor and had written and received approval of the classes. He will talk to the Supreme Court and get it changed into his business name; however the court wants him to handle the change. He will contract them this week.

Patty Chlebanowski stated we need to get some tentative dates scheduled for the upcoming classes and conference. The quarterly board meeting always follows the Saturday class at the end of the day. We have scheduled the following and with the hotels confirmation, these dates hopefully will be used. March 10th & 11th OR March 17 & 18th at the Aquarius in Laughlin. June 9th & 10th



APSA

APSA Board Meeting Minutes

January 13, 2018 (Unofficial)

...Continued

Continuing Education:

OR 2nd & 3rd in Flagstaff. Annual Conference will be September 8th & 9th in the Phoenix/Chandler area and December 1st & 2nd in Tucson at the Country Inn. A couple board members asked what the approximate dollar amount to host the Annual Conference, so we could better determine the price for a vendor and registration fees.

Ron & Patty briefly explained the costs of food, hotel and hotel rooms on an average. We determined to the Vendor fees to be \$300.00 for non members & \$250.00 for members for a table, not including the electricity which costs extra at hotels. Patty left to email AALPI right away because they were also having a board meeting today to notify them of the changes. Sean Laman had several questions in regards to soliciting vendors for future conferences. We went through each of his questions.

Legislative Report:

Col. John Tavernaro gave us a 101 class in regards to creating a Bill for legislation and how to present it and how to pass it. He mentioned there was a Senate Bill 1012 which has had 2 readings already in the senate and has been assigned to the Rules Committee and the Judicial Committee. It is adding some wording which is already in Case Law because of the "Star Decision" but only pertains to Maricopa County.

In section 1; adding; B. In attempting to serve or while serving process, a duly appointed or certified private process is authorized to: 1. Enter and remain on real property.

2. Enter unannounced and remain in a planned community or condominium association that is guarded or gated. Barry Goldman asked him for the definition of the change that took place in Legislation last year. Sean Laman and Col. John explained it was more of including the same language that was already in the other section of law. It was more of a house cleaning for the legislation.

OLD BUSINESS:

None.

NEW BUSINESS:

Patty Chlebanowski received a phone call from a Process Server in the Verde Valley area and asked if we could reach out and explain to the Superior Court Judge about the laws which state Constables should not be serving Superior court papers unless being appointed to do so. Kelli will make an appointment with the Judge and ask the question regarding why Constable is serving Superior Court papers.

Meeting was adjourned at 11:30 AM.

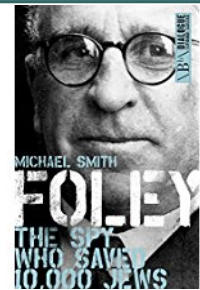
Submitted by: Patty Chlebanowski, Secretary



Next 10-Hour CLE Event at the Aquarius Hotel & Casino

Sat., March 10 & Sun., March 11, 2018

Foley: The Spy Who Saved 10,000 Jews



I found the article recently published about this book in [The Times of Israel](#)

very intriguing. After going to the author's (Michael Smith) website, I ordered it from Amazon, and am looking forward to reading it. Unfortunately, the book doesn't come in Kindle format, so I have to wait for the hard copy delivery.

What does this have to do with process serving? Most likely nothing, except to tell the story of a man who did the right thing in Nazi Germany for no other reason than it was the right thing to do. That's part of what we do as process servers — we deliver the news, good or bad, tell the truth for nothing more than it being the right thing to do and we're either liked or despised, praised or vilified.

Foley's work in Berlin, said Smith, was "a stupendous act of humanity, borne not out of political necessity but out of a moral imperative: Thousands of Jews came to the little office on Tiergartenstrasse, frightened, panicky and desperate for help.

"In the tiny office they found a tiny staff grappling with a blizzard of paper, and at its center a small, round man in spectacles. He did not let them down."

APSA

Training Corner:**Keeping Up with Cyber Security
& Other Issues of Interest****Barry R. Goldman**

©2018 Barry R. Goldman



In this year's editions, we're going to cover some of the in's and out's of cyber security, as well as other issues. Many computer users are unaware how vulnerable our data has become. From client information to internal accounting and other documents, as business owners and network users, we all need to be concerned about preventing breaches of data. I reference not only my own experience, but the experience of others.

It boils down to protecting our collective assets — the "7-P Principle".

The American Bar Association (ABA) Journal is undertaking a yearlong series of articles on cyber security. As process servers, all of us are dependent on computers, so I thought it would be a good subject to follow, as well.

I've written and spoken about some of the moronic ways that hackers and scam artists try to get into our computers, but still they keep coming. Advertisements and other emails under the guise of products I may wish to purchase, long lost friends who I never heard of, free gift cards, awards (did you know you can purchase your own "best business in (city)" award?), robocallers and the daily, "Hello, I am calling you from Windows security about your computer" are irritating, to say the least. At times, even the most cynical of us (including yours truly) get fooled by some innocuous looking email, thinking that a friend or client sent it, only to find the attachment on it was a virus-laden pile of numerical garbage designed to put your destiny in someone else's hands.

One wrong click can ruin your day.

There are legislative things happening that affect process servers, as well. Did you know that notarial fees are expected to go up? Yep. Effective March 5th, the Secretary of State has authorized notarial fees to go from "up to" \$2 per signature to "up to" \$10 per signature. That's good if you are a notary and charge by the signature, but may be bad for those of us who need our signatures notarized and are working within a competitive budget.

Our March CLE event will present APSA members and non-members the opportunity to sit for the APSA ACPS class, as well as a class on serving protective orders, report writing and a snippet on skip tracing. It's 10 hours of fun and education at the Aquarius Hotel in Laughlin. The rooms are cheap enough, and for those interested, a board meeting will be held after Saturday's class. The board meeting is open to all and no reservations are required. Stay tuned for more. There's a lot to learn.

WARNING: Bogus Phone Calls, Emails May Lead to Fraud

Superior Court of Arizona in Maricopa County and the Maricopa County Justice Courts has become aware of telephone scams targeting members of the public and threatening them with prosecution for failing to pay court fines or fees.

These calls, which threaten recipients with fines and jail time if they do not provide sensitive information or payment, are fraudulent and are not connected with the Superior Court.

Superior Court and the Justice Courts do not require anyone to provide any sensitive information in a telephone call or email. Most contact from the Court will be through the U.S. mail, and any phone contact by court officials will not include requests for cash, Social Security numbers, credit card numbers, or any other sensitive information. Many customers, especially those in minor traffic cases, do make payments of fines and fees using a credit card and often do so by phone. If contacted by someone saying they are with the Court please call the court/county number back to verify the validity of the call before making any payment. Also, as an option to making payments over the phone please know that many courts offer online payment methods that are safer.

Persons who believe they were a target of a scam should not provide the requested information, and should notify the Attorney General's Consumer Protection Division by filing a complaint through their Website:

<https://www.azag.gov/complaints/consumer>. The Attorney General will provide information to law enforcement for investigation.

APSA

Michael K. Jeanes, Clerk of the Superior Court for Maricopa County

THE



BRIEF



An electronic update for the legal community providing a brief look at news in the Clerk of the Superior Court's Office

The following are excerpts from "The Brief", published by the Maricopa County Clerk of the Superior Court. You can obtain complete copies of "The Brief" through the clerk's website.

January 2018

Happy New Year!

We start the New Year with more paper records converted to digital images, a new and faster way to get a marriage license or passport on the horizon, and before you know it, a new Clerk! Happy New Year from the Clerk's office – we are looking forward to serving you throughout 2018.

Juvenile Record Scanning Complete

In December, the Clerk's office completed its Juvenile Back-Scanning Project. The project, which began in November 2016, was conducted to convert paper juvenile files from inactive cases in all juvenile case types into scanned images. During the year-long effort, Clerk staff prepared and scanned more than 10 million pages (more than 3 million documents). After scanning and quality control audits, the office disposed of the paper documents, resulting in significant storage savings.

February 2018

Clerk's office carries on

Clerk of the Court Michael Jeanes retired on Monday, February 5. To ensure continuation of services in the office, Presiding Judge Janet Barton

signed a local administrative order naming the Clerk's Chief Deputy, Chris Kelly as interim Clerk, pending the governor's appointment of a Clerk. Chris Kelly has been the office's Chief Deputy for 12 years and she will return to those duties exclusively when the governor appoints a new Clerk from among the candidates who applied. Thank you for your service and best wishes, Michael Jeanes!

eCertification expands in February

On February 1, the Clerk's Office expanded its process of providing electronically certified copies of certain court documents. Applying an electronic certification to an electronic or paper document is a change from the traditional format of manually applying a raised certification seal onto paper.

Marriage license and passport appointments – plus Saturday hours

The Clerk's office now accepts online appointments for issuing marriage licenses and processing passport applications at regional locations via the Clerk's website.



(APSA would like to thank Mr. Jeanes and his staff for this valuable information we can pass on to our membership and readers. — Ed.)

SCORE

We Help Small Businesses Like Yours

SCORE is a nonprofit association dedicated to helping small businesses get off the ground, grow and achieve their goals through education and mentorship. We have been doing this for over fifty years.

Because our work is supported by the U.S. Small Business Administration (SBA), and thanks to our network of 10,000 volunteers, we are able to deliver our services at no charge or at very low cost.

We can provide:

- ✦ Volunteer MENTORS who share their expertise across 62 industries
- ✦ Free, confidential business MENTORING in person, via email or by video
- ✦ Free business TOOLS, templates and tips here online
- ✦ Inexpensive or free business WORKSHOPS (locally) and webinars (online 24/7)



Hi, I'm Patty Chlebanowski, long-time Secretary of APSA. Frontier Insurance Agency, Inc. has been in business for 48 years. I have run this business side by side with my Process Serving business since 1989. Our process serving business was sold in 2013, but we kept our insurance agency. Frontier Insurance Agency, Inc. wants to help members and friends of APSA and AALPI to write your Notary Bonds, Court Bonds (Appeal and Cost Bonds), and Probate Bonds (Personal Representative, Conservatorship & Guardianships). We also write MVD (Lost Title Bonds). If you know an attorney who handles Probate matters, please drop my name to them. If you have any needs, please give us a call. Frontier can usually get a bond written in about 24 hours.

PATRICIA CHLEBANOWSKI
Agent

FRONTIER INSURANCE AGENCY, INC.
Surety Bonds

(602) 254-7427
3150 North 24th Street #D104
Phoenix, AZ 85016

APSA

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 ServeNow.com get the 2nd month free!



\$50 / \$50 Offer

New ServeManager subscribers get a \$50
 subscription credit, and ServeManager will donate
 \$50 to the APSA association.



\$100 Off

Your own mobile-friendly website.

Receive \$100 off the set-up fee for a custom web
 site, designed specifically for process servers.

Believe in yourself. Strive for success.
 Be The Success.
 Sign up for your CE hours today.

ADVERTISING RATES

All Payments for advertising must be paid in
 advance.

Please submit camera ready copy.

Business Card..... \$50.00

Size: 2.0 x 3.5 (Red border example)

1/4 Page.....\$100.00

4.75 x 3.75 (Blue border example)

1/2 Page.....\$250.00

Size: 4.75 h x 7.5 w, or 9.5 h x 3.75 w

Full Page.....\$375.00

Advertorials/Banners.....\$25/col. in. 3
 in. min.

Guest Article Submissions — The policy on
 guest article submission is as follows:

1. Publication of the article will be at the sole
 discretion of the Editor.
2. The article may be edited for content, length,
 spelling, and appropriate language.
3. A business card size advertisement of the
 Guest Writer may be placed in the edition in
 which the guest article is published, or at the
 discretion of the Editor, may be published in a
 later edition.
4. No advertising charge shall be made in
 conjunction with the publication of a guest
 article.
5. Guest article submissions become the sole
 property of APSA.

Tell Us What You Think...

We've received comments from
 members and non-members alike,
 thanking APSA for the Newsletter
 and educational opportunities. We'd
 like to thank our readers for sharing
 and making this publication better.
 Thank you, dear reader! From the
 bottom of our
 hearts.



ARIZONA PROCESS SERVERS ASSOCIATION

P.O. Box 2233, Phoenix, AZ 85002

(602) 476-1737

www.arizonaprocessservers.org



Membership Application/Renewal for year: _____

Arizona Certified Process Server (Attach copy of your Arizona Process Server ID)

Associate/Out of state Process Server

Member ID Card Requested? Y N (Digital or passport photo required)

Please list your information exactly as you want it to appear in the directory:

NEW RENEWAL

Member since: _____

Annual Dues: \$50

NAME:		
FIRM:		
ADDRESS:		
CITY, STATE, ZIP:		
TELEPHONE(S):	OFFICE:	FAX:
EMAIL ADDRESS(ES)	PERSONAL:	BUSINESS:
WEBSITE ADDRESS:		
COUNTIES/AREAS SERVICED:		
LIST IN THE ROSTER UNDER CITY OF:		
ADDITIONAL CITIES TO BE LISTED (\$15 EACH)		

<u>Services you provide (YES or NO):</u>	<u>YES</u>	<u>NO</u>
Process Server (Arizona or other state):		
ACPS Certified?		
Legal Messenger Service		
Skip Tracing		
Record Searches		
Full Investigative Services		
<i>If an Arizona Private Investigator, complete the following:</i>		
License #:	Expiration:	

MEMBER I.D. CARDS:

The Member Identification Card is a member benefit issued by APSA and is not intended to replace your Process Server identification card as required by statute. Your APSA Member Identification Card should be displayed at all APSA functions. By applying for or renewing membership, the applicant understands and agrees that the Member Identification Card is not intended to be, nor shall be used in violation of any statute or regulation.

Annual Dues: \$50.00
Voluntary Legislative Fund Donation: \$ _____
Total Enclosed: \$ _____

I hereby apply for membership (or membership renewal) in the Arizona Process Servers Association. I agree to abide by its bylaws and maintain the highest ethical standards in carrying out the duties of my profession. I authorize the Arizona Process Servers Association to investigate the statements made on this application and my qualifications for membership. I have no felony convictions and my certification (if applicable) as an Arizona Process Server is current. Membership is not transferrable. I DECLARE UNDER PENALTY OF PERJURY THAT THE STATEMENTS MADE IN THIS APPLICATION ARE TRUE AND CORRECT.

Date: _____ Signature _____

Please make check payable to APSA mail it with this completed form to the APSA address, above.

Court Closures	APSA Events Calendar
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Holiday Court Closures

Courts are closed on:
 New Year's Day, Martin Luther King Jr./Civil Rights Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Veterans' Day, Thanksgiving Day, Christmas Day

Tucson 10-Hour CE Classes

December 9-10, 2017

APSA Board Meetings

Next meeting December 9th after class in Tucson.

See website for details.

Rule changes with the Supreme Court per Rule 28:

Rule changes passed by the Supreme Court are generally effective on January 1 of the year following passage. Be sure to check with APSA for any changes.

See **SCORE's** website at greaterphoenix.score.org



PRIVATE PROCESS SERVER TESTING BY COUNTY (UPDATED FALL, 2015)			
County	Contact person	Telephone	Testing dates/times/detail
Apache	Deena Mattice	928-337-7551	By appointment
Coconino	Jeff Mangus	928-679-7600	By appointment at 928-679-7646
Cochise	Martha Rivera	520-432-8581	Call for details
Gila	Vickie Aguilar	928-402-8559	By appointment only
Graham	Rebecca Ornelas	928-428-3100	Call for details
Greenlee	Pam Pollock	928-865-4242	Call for appointment
La Paz	Jackie Kummerle	928-669-6131	Call for details
Maricopa			See county clerk's website for testing dates
Mohave	Mim Quesenberry	928-753-0713x416	Call for details
Navajo	Marc Russell	928-524-4177	Call for details
Pima	Alan Walker	520-724-3282	Call for details—Check in at 8:30 a.m.
Pinal	Kira Jimenez	520-866-5307	By appointment
Santa Cruz	Karla Zuniga	520-375-7700	Call for details
Yavapai	Shaunna Kelbaugh	928-777-3030	Tuesdays and Thursdays at 8:30 a.m. and 3:00 p.m. by appointment
Yuma	Michelle Lackey	928-817-4241	Scheduled as needed

All Process Server testing starts promptly. Late admission is not allowed. All testing requires pre-registration through the court clerk's office. Please make arrangements well in advance of the test date.

Advertising Submission Policy:

1. The APSA Newsletter is published in March, June, September and December of each year.
2. All advertising must be paid for in advance. Payment should be made to the Arizona Process Servers Association. A 15% discount is available for advertisers who pay for a full year in advance.
3. Advertising rates are quoted for full-color camera-ready copy in electronic submission in an approved format.
4. Advertiser is responsible for preparing & submitting ad copy. Copy must be submitted no later than the last day of the month preceding publication
5. Acceptance, placement and publication of advertising is subject to the sole approval and discretion of the Editor.
6. Inappropriate advertising content will not be accepted. Editor reserves the right to decline any advertisement.
7. In the event that an item of advertising is rejected, a refund shall be made to the advertiser.
8. Advertisement size quoted is approximate. Actual size may vary depending on page availability.
9. Advertorials may be written by APSANews.com staff or outside writer at cost to advertiser. Publication of advertorials is charged by the column inch.
10. Advertorials must be clearly marked in the header, "Advertisement". All advertisements may be bordered to distinguish their content.



The Last Word...

TidBits & TidBits

Collected from various named and unnamed sources..

APSA Newsletter Quarterly Publishing Schedule

1st Quarter: Jan. 1-March 31
2nd Quarter: April 1-June 30
3rd Quarter: July 1-Sept. 30
4th Quarter: Oct. 1-Dec. 31

Here's why a good boss ignores you

You may prefer to have a highly responsive boss, but they may be doing you a disservice, argues UT Austin psychology professor Art Markman. The more managers respond immediately to questions from their direct reports, the more their staffers will come to rely on them to always have the answers. But when bosses delay their response by a few hours, staffers may learn to find answers on their own, allowing them to build their own leadership muscles. Of course, some issues will require a manager's direct input, but for the matters that don't, the best managers slow their roll and let employees find their own way.

Grandpa Simpson: *I used to be with it. But then they changed what it was. Now what I'm with isn't it, and what's it seems scary and weird. It'll happen to you.*

— Matt Groening

Its 8:00 pm and I have the distinct privilege of still being in the office.

I say that because I remember 5 years ago having literally no work to do all day.

— Kenneth Stephens,
Attorney

I may not always be right in an argument with the wife but coming second in any event is always a positive sign.



Rev. Fr. John Taylor
A Priest of the O.R.C.C.
Primatial of Caer Glow (NY) at O.R.C.C.

Success is not about never messing up, but more about taking enough action so that success is unavoidable

Weeding out mediocre opportunities allows you to spend time with the winners.

— Mareo McCracken

<https://www.inc.com/author/mareo-mccracken>

Americans were warned this week by federal authorities not to use devices made by Chinese phone maker Huawei due to security concerns.



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APSA

Serving Arizona Process Servers Since 1973

www.arizonaprocessservers.org

Opinions expressed in the APSA Newsletter are not necessarily those of the Board, individual Board members or officers, nor each member. The APSA Newsletter is published to promote a source of news and information for APSA members, affiliates and interested persons and organizations. Contact APSA for further information about membership and advertising. Editorial opinions are that of the editor, and do not represent the official opinion of APSA.

You are wanted!

- Join a committee— Be an active member!
- APSA is here to work for all of us, to be our voice and to better our livelihoods.
- APSA is the only recognized NAPPS affiliate organization in Arizona
- APSA members work together to make improvements to our profession.
- Use your knowledge and experience to help others. Get involved!.