



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



THE ONLY NAPPS CHARTERED STATE ORGANIZATION IN ARIZONA

ARIZONA PROCESS SERVERS ASSOCIATION

# The NEWSLETTER

3RD Q 2017

[www.arizonaprocessservers.org](http://www.arizonaprocessservers.org)

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## President's Message

*Ron Ezell*



I would like to thank all of those that helped with the success of the Annual Conference in Mesa and appreciate those that have stepped up to locate and prepare for the 2017 Conference.

I truly enjoyed the APSA Conference in Mesa this year by including the Investigators and Security Guards. The classes were well taught and very interesting by well prepared instructors. I especially enjoyed the Investigation speaker as she was very entertaining with her stories regarding 23&ME.

As I will be completing my 2<sup>nd</sup> term as President at the end of 2017, I want to say A BIG THANK YOU to the Board of Directors, Instructors, Committee Chairpersons and our

Newsletter Editor for the time each of you put in to keep our Professional Association up and running.

I'm in the process and locating a meeting place in Tucson for the December 2017 classes and Board Meeting.

I wish all of the Associations Members a great winter and hope all of your Holidays with family and friends are great.

*Ron*

10 Hours of C.E. in Tucson inside



**Be a Good Witch...**

**Drive Safely!**



## Editor's Column



Barry R. Goldman

We are process servers. We are the bearers of news, good and bad. To many, we are the harbingers of doom. To others, we are their savior. Thanks to movies and innuendo, we are portrayed as either the incompetent fool on a perpetual Jamaican vacation, or the tough guy willing to walk through fire. As a group, most folks don't want to know us, much less know what we are really like.

But we know who and what we

are. We are the single or married. We are mothers and fathers, aunts and uncles, grandparents and great-grandparents. We are more than an arm behind the papers we serve. We are persons in all respects, individually and collectively. We are part of a larger family. We endeavor to come home safely from our duties, hopefully having exchanged a few kind words with the people we meet.

Words are some of the most powerful things in one's personal arsenal. Whether they be for good or bad, the use and interpretation of spoken and written words can have lasting meaning for generations. Stories can bring us closer to the

truth in our own lives, giving us new perspective or captivating our attention for the moment or for time. Words can bring moments in our day when we can reflect on happier times and places.

We seek out words of wisdom -- personally, professionally, individually or in groups. We use words to give us guidance, direction  
(Continued on last page)



## I CANN PROCESS SERVICE

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

**OFFICE: (520) 249-5100**

P.O. Box 728  
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Registered  
Officer of Superior Court  
State of Arizona  
County of Cochise

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## Secretary's Corner

**Patty Chlebanowski, Secretary**



Hello everyone. Well fall is almost here, it is time to pull out the sweaters. I want to thank you for attending this year's Annual Conference in Mesa at the Hilton last month. We ended up having 45 Process Servers, 19 Security Personnel and 24 Investigators register as attendees. So, including our speakers this year we had 101 in attendance. A very good year. From what people did tell me, they really enjoyed the conference and the classes this year. We did have a wide range of classes to attend, and owe thanks to the Arizona Association of Licensed Private Investigators and the Arizona Private Security Professionals Association for being part of the Conference.

We did have a member question our procedure on how we hand out certificates for our continuing

education classes. The board addressed the question and resolved the issue with the following reply: *For each class, we have the attendees sign in. At the end of each class, we pass out the certificates only to those members who have signed in and attended each class. It includes the attendees name, the instructor and one board member as well.*

We will hold continuing education classes in December at the Country Inn & Suites in Tucson on December 9 & 10. Our board meeting will be held after classes on December 9th. See more inside. We hope to see you there!

— Patty Chlebanowski



## APSA Board Meeting Minutes September 16, 2017 (Unofficial)

*Held at the Hilton Hotel in Mesa at our December educational event.*

### ANNUAL MEETING MINUTES-September 16, 2017

The annual meeting was held on Saturday, September 16, 2017, at the Hilton Phoenix/Mesa Resort located at 1011 West Holmes Avenue, Mesa, AZ. The meeting was called to order by the President, Ron Ezell at 12:22 P.M. and roll call of board members was taken. Ron Ezell, President, Tom Rankin, Vice President, Patty Chlebanowski, Secretary, Luis Figueroa, Treasurer, Board Members, Larry Ratcliff, John Carpenter, Eric Sotelo & Tracy Candelaria were all present. The 2017 Annual Conference Notebook was received by all members in attendance as they signed in at beginning of the conference.

#### PRESIDENT'S REPORT:

Ron Ezell addressed the membership; he waived the Pledge of Allegiance, since we previously completed this during the morning announcement and the start of the convention. Ron mentioned we had a few Board Meetings where we did not have a quorum to conduct official business but we had held all our quarterly meetings. Ron mentioned he & Patty Chlebanowski attended the National Association of Professional Process Servers Association in New Orleans this year. Arizona is the second chartered state association with the NAPPS organization. We were able to obtain 5 new Associate Members from this conference. Several of the Associations this year had offered 50 % membership discounts if they joined up during the conference.

#### VICE PRESIDENT'S REPORT:

Tom Rankin was present and no had no report to give. He did attend several of the board meetings through the year but did miss a couple.

#### SECRETARY'S REPORT:

Patty Chlebanowski, told the membership, she has been keeping up with her duties as long time secretary. She has attended all the board meetings, been updating the web site and mail and the phones and of course preparing for today's conference. Patty pleaded with the membership to once again, get involved with the Association. We had a new face last year to the board and appreciate anyone who could attend 4 meetings a year and help when needed.

Patty asked the membership to review the Last Annual Minutes of 2016 that are posted in the Conference Booklet, pages 26 thru 29.

Patty mentioned we had 101 attendees at this year's conference.



Motion was made to approve the minutes of the Annual 2016 Conference by John Carpenter and 2<sup>nd</sup> by: Barry Goldman. Motion passed.

#### TREASURER'S REPORT:

Luis Figueroa explained his written Report is printed in the Annual Conference Booklet, pages 30 through 33.

Motion was made to approve the Treasurer's Report by: John Carpenter and 2<sup>nd</sup> by: Tom Rankin. Motion passed.

#### COMMITTEE REPORTS:

##### MEMBERSHIP REPORT:

Patty Chlebanowski mentioned membership for 2018 will be sent out through the website in January 2018. Some of the current members paid at the conference for their annual membership for 2018.

##### WEBSITE REPORT:

Patty Chlebanowski reported we had updated the website this year and made it mobile friendly.

##### GRIEVANCE REPORT:

John Carpenter reported there was only a couple complaints this year and he had reached out to both parties and resolved them. Nothing physically was filed against any of the members.

##### LEGISLATIVE REPORT:

Barry Goldman spoke and explained to the membership that the Association attempted to get a rule change made to be able to sub-serve the gate guard at gated communities. The Supreme Court did not pass the rule change.

##### NEWSLETTER REPORT:

Barry Goldman published the last newsletter in July and was emailed out to the membership. If you did not receive it, the Newsletters are posted on the website and can be printed or viewed from the site. If you are interested in putting in an advertisement in the newsletter please contact him. We do currently have about 3 business ads.



## APSA Board Meeting Minutes

### September 16, 2017 (Unofficial, Continued)

*Held at the Hilton Hotel in Mesa at our December educational event.*

#### EDUCATION COMMITTEE:

Patty Chlebanowski thanked Barry Goldman for updating the Manual. All new rules and regulations have been printed in the new manual and this is the manual we are using at this year's conference in the ACPS class. He is working on having all our classes uploaded into a power point presentation.

#### OLD BUSINESS:

None to be addressed.

#### NEW BUSINESS:

Barry Goldman thanked Patty Chlebanowski for making our Association run smoothly. She is always available and has put together this conference together with the help of her team from the Arizona Association of Licensed Private Investigators and Arizona Private Security Professional Association.

Ron Ezell introduced John Tavernaro from the other Process Servers Association that has now joined the Arizona Process Servers Association and will be part of the Legislative chair group, with Barry Goldman and Larry Ratcliff and himself.

John Tavernaro spoke and is still trying to work on getting Process Servers listed on the assault bill.

#### NOMINATIONS:

Kelly McFarland nominated Larry Ratcliff for President and seconded by: Dan Ronnie. A call for any other nominations. Motion to close nominations for President by: John Carpenter and seconded by: Kelli McFarland. Motion passed.

Candy Ratcliff nominated Kelli McFarland for Vice President and seconded by: Barry Goldman. A call for any other nominations. Motion to close nominations for Vice President by: Larry Ratcliff and seconded by: Tom Rankin. Motion passed.

Barry Goldman nominated Luis Figueroa for Treasurer and seconded by: Tracy Candelaria. A call for any other nominations. Motion to close nominations for Treasurer by: Tom Rankin and seconded by: John Carpenter. Motion passed.

John Carpenter nominated Patty Chlebanowski for Secretary and seconded by: Barry Goldman. A call for any other nominations. Motion to close nominations for Secretary by: Barry Goldman and seconded by: Larry



Ratcliff. Motion passed.

Kelli McFarland nominated Tracy Candelaria as a Director and seconded by: Larry Ratcliff. Kelli McFarland nominated Barry Goldman as a Director and seconded by: Tracy Candelaria. John Tavernaro nominated: Don Howell as a Director and seconded by: Patty Chlebanowski. Kelli McFarland nominated Eric Sotelo as a Director and seconded by: Patty Chlebanowski. Ron Ezell nominated Sean Layman for Director and seconded by John Carpenter. A discussion was held regarding the number of directors to be voted on. Per our By Laws the board can add to the board as deemed necessary. Ron Ezell explained this way we will always be able to have a quorum at all board meetings. Ron Ezell will be a Director as immediate past president. A call was made for any other nominations. Motion to close nominations for Directors by: Tom Rankin and seconded by: Barry Goldman. Motion passed.

Motion to nominate all Officers by acclamation by: Tom Rankin and seconded by: Barry Goldman. Motion passed.

Ron Ezell stated that the new term is now January 1<sup>st</sup> thru December 31<sup>st</sup> and the New Board of Director's will be sworn in at that time.

Ron Ezell stated that the next board meeting will be in December.

Gerri Gentilquore addressed the membership and talked about a violent data base list called Aaron's List. Sign up on this list and give a location and a story of what happened at that location. It is helpful for all process servers to ward off the same problem when serving out in the filled. Go to : Aaronlist.org for more information.

Motion to adjourn the Annual Conference by: Eric Sotelo and seconded by: Kelli McFarland. Motion passed.

Meeting was adjourned at approximately 1:10 PM. Minutes prepared by: Patty Chlebanowski, Secretary.

# APSA

## Winter is coming... Junk in the Trunk



Winter is coming. For most of us, there's little difference between the stuff we keep in our cars in the winter versus any of the other seasons. But for those of us living in snow country, certain precautions should be taken to help us prepare. After all, Mr. Murphy strikes when we are least prepared, does he not?

First off, everyone should carry a basic first aid kit. You can find recommendations for what to carry in a first aid kit at the Red Cross website, <http://www.redcross.org/get-help/how-to-prepare-for-emergencies/anatomy-of-a-first-aid-kit>. Everyone should also have a basic knowledge of how to give first aid in the event of an emergency, as well. Classes are also offered through the Red Cross and other providers.

In the snow? You will want a windshield scraper, warm gloves and a jacket, at least. A hoodie, hat or cap also helps, especially for those of us who are follically challenged. Here's some info I got from the California Highway Patrol:

- Before Heading for Snow Country: Make sure your brakes, windshield wipers, defroster, heater and exhaust system are in top condition.
- Check your antifreeze and be ready for colder temperatures. You may want to add special solvent to your windshield washer reservoir to prevent icing.
- Check your tires. Make sure they are properly inflated and the tread is in good condition.
- Always carry chains. Make sure they are the proper size for your tires and are in working order. Carry a flashlight and chain repair links. Chains must be installed on the drive wheels. Make sure you know if your vehicle is front or rear wheel drive.
- Other suggested items to carry in your car are an ice scraper or commercial deicer, a broom for brushing snow off your car, a shovel to free your car if it's "snowed in," sand or burlap for traction if your wheels should become mired in snow; and an old

towel to clean your hands.

- It is also a good idea to take along water, food, warm blankets and extra clothing. A lengthy delay will make you glad you have them.
- Put an extra car key in your pocket. A number of motorists have locked themselves out of their cars when putting on chains and at ski areas.
- Allow enough time. Trips to the mountains can take longer during winter than other times of year, especially if you encounter storm conditions or icy roads. Get an early start and allow plenty of time to reach your destination.
- Keep your gas tank full. It may be necessary to change routes or turn back during a bad storm or you may be caught in a traffic delay.
- Keep windshield and windows clear. You may want to stop at a safe turnout to use a snow or, ice or scraper. Use the car defroster and a clean cloth to keep the windows free of fog.
- Slow down. A highway speed of 55 miles an hour may be safe in dry weather - but an invitation for trouble on snow and ice. Snow and ice make stopping distances much longer, so keep your seat belt buckled and leave more distance between your vehicle and the vehicle ahead. Bridge decks and shady spots can be icy when other areas are not. Remember to avoid sudden stops and quick direction changes.
- Be more observant. Visibility is often limited in winter by weather conditions. Slow down and watch for other vehicles and for snow equipment. Even though snow removal vehicles have flashing lights, visibility may be so restricted during a storm that it is difficult to see the slow moving equipment.
- When stalled, stay with your vehicle and try to conserve fuel while maintaining warmth. Be alert to any possible exhaust or monoxide problems.

## Need More C.E. Hours???

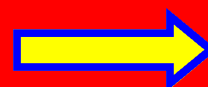
APSA is hosting 10 MORE hours at the

Country Inn & Suites By Carlson, Tucson City  
Center, AZ  
705 North Freeway  
Tucson, AZ 85745  
520 867-6200

Sat., December 9, 2017, 8:30 a.m. to 3:30 p.m.  
A.C.P.S (6 hour class)

and

Sun., December 10, 2017, 9:00 a.m. to 1:00 p.m.  
Due Diligence & Business of Serving Process



# 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.*

## August 2017

### Law Library Resource Center Filings Grow by Leaps and Bounds

Last year the Superior Court in Maricopa County renamed, relocated and expanded its self-service center into the Law Library Resource Center (LLRC). The Clerk's Office staffs a filing counter within the downtown Phoenix LLRC to allow customers a one-stop-shop for research, drafting, and filing court documents. Filings within the LLRC have gone up every month since its establishment. In January 2017, the file counter handled 406 transactions and nearly doubled that volume by the end of March 2017 with 802 transactions. In June, the file counter processed more than 1,000 transactions. Clerk staff at this window can process fee deferral applications, adding to customers' onsite convenience. For more information about the LLRC's services, locations, and other details, see the Superior Court's website at

<https://www.superiorcourt.maricopa.gov/SuperiorCourt/LawLibraryResourceCenter/>.

## September 2017

### Individual Subpoenas

Attorneys and legal support staff periodically ask the Clerk's Office if individual civil subpoenas (particularly "blank" subpoenas) can be copied and used for multiple witnesses. The Clerk's position, based on an informal opinion from the Attorney General's office, is that the statutes and civil rules intend for one original subpoena per recipient. An original subpoena issued by the Clerk is not intended to be copied and reissued to multiple witnesses or to list multiple witnesses on one subpoena. With some statutory exceptions for specific agencies, only the Clerk or the State Bar on the Clerk's behalf may issue an original subpoena in Arizona. To make copies of an original blank subpoena and serve them on different parties would circumvent the rules and statutes that specify the Clerk as the entity authorized to issue subpoenas. Arizona's rules do not provide for attorneys issuing their own subpoenas. If a case requires subpoenaing 20 witnesses, this protocol requires the Clerk to issue 20 subpoenas—one for each witness. Civil Rule 45(a)(1)(D) requires that all subpoenas substantially comply with the format approved by the Arizona Supreme

Court in Rule 84, Form 9, Form of Subpoena.

### [AzCourtHelp.org](http://AzCourtHelp.org) Virtual Legal Resource Center – More Than a Website

[AzCourtHelp.org](http://AzCourtHelp.org) offers free assistance to people who have legal questions or need assistance resolving disputes. The virtual legal resource center is especially helpful to self-represented litigants who would otherwise not have access to legal resources in their area. Even basic information such as what court to visit for a particular issue can be confusing to the public. The website addresses legal questions ranging from divorce and custody to landlord/tenant issues, civil disputes, and criminal charges. During normal business hours, there is an online chat feature staffed by court employees and law librarians.



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



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



## TRAINING COURSE APPLICATION

Return to: APSA Continuing Education Committee  
 P.O. Box 2233, Phoenix, AZ 85002-2233  
 PH: (602) 476-1737 Fax:(602) 256-9720  
 azserverassoc@gmail.com

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: Country Inn & Suites Tucson City Center 705 North Freeway, Tucson, AZ 85745

DATE: Saturday, December 9, 2017, 8:30 a.m. – 3:30 p.m. A.C.P.S (6 hour class) and

Sunday, December 10, 2017, 9:00 a.m. – 1:00 p.m. Due Diligence & Business of Serving Process (2 hrs each class)

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: \_\_\_\_\_



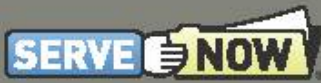
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for APSA members

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[serve-now.com/resources/member-benefits-for-associations](http://serve-now.com/resources/member-benefits-for-associations)



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ServeNow.com get the 2nd month free!



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New ServeManager subscribers get a \$50  
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## \$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](http://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.*

|                       |                             |
|-----------------------|-----------------------------|
| <b>Court Closures</b> | <b>APSA Events Calendar</b> |
|-----------------------|-----------------------------|

**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](http://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.



## **Editor's Column (Continued)**

and control of our actions and behaviors. We use them to remind ourselves of our self-worth, others of our value, and to compliment those around us when a good job was done or difficult task achieved. We teach our children with words and deeds.

Words can bring about imagery to educate and enlighten us. Classics and other works have fed and grown our imaginations for generations. We use words, as well as actions to express our emotions, from love to hate, and anything in between. We use colors to describe states of mind, such as "green with envy", or being a "true blue American". We use words to express absolutes, as well as abstract concepts. Words describe the tangible as well as the intangible. They express our actions, opinions and viewpoints. Sometimes they are right, sometimes they are wrong.

It seems today we are finding more and more negativity in the use of words. Not that single words with negative connotations are being used more, but the destructive and divisive use of words in the media

and our culture seems more commonplace today than in years past.

Lack of respect results in words of the negative absolute. Projecting one's faults and shortcomings on others is par for the course of the blame game. Unfounded charges of racism, sexism and other isms when one disagrees with another's opinion or behavior (resulting in no harm to others) are classic examples of deflecting attention from the accusers' intolerance. Scapegoats and phony straw man arguments abound. If the evidence to support the accusation isn't there, stampedes of emotionally charged, unfounded attacks emanating from the accusers' biased and wholly destructive opinions suffice to provide a basis of group think.

We have in ourselves the power to help make the world a better place. Many of us have learned to tolerate the intolerable, or to accept that which is wrong. In doing so, we have sacrificed our liberties in the hope of achieving security. Perhaps in so doing, we may find that we deserve neither.

## **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**

Complacency in the face of deteriorating morals and waning values may be our society's downfall.

We have the capacity to do the right thing. Actively listening, being aware of the changes around us and looking past the nose on our own face should awaken us to our, and our children's changing world. By making things better for ourselves, we can make things better for others and help others help themselves.

Life is precious. The more we use our freedoms to improve our perspective and help others, the better our world will look.



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# **APSA**

*Serving Arizona Process Servers Since 1973*

[www.arizonaprocessservers.org](http://www.arizonaprocessservers.org)

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## **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!**