



Red Tape

Karma Publications Newsletter

FROM CANADA'S LEGAL SUPPORT DIRECTORY

WINTER / SPRING 2008



Supreme Court of Canada

The fastest and easiest way to find the legal support services you need anywhere in North America.

- Listings • Custom Advertisements by **Location**
- Court Information • Maps • Contents Page • Quick Find Index
- Continuously updated and growing to serve your needs.

A Message from Joan and Andy

Being a part of the legal support community is extremely gratifying. It is inspiring to work for all of you and hear your fantastic stories, which are a testament to the vibrancy and diversity of your business community. We thrive, while promoting the creativity and resourcefulness of our long time companies. And we survive and grow with the commitment and perseverance of our newest successful businesses. In this edition of our **Winter Spring Directory and Red Tape**, we honour and showcase our new companies as well as all current businesses, who support and commit to Karma Publications. Because we are all connected, the well being of this community depends on all of you, and our work, together. We thank you for joining us and celebrating the important work of all legal support businesses.



Karma Publications

Each of us is dependent on a strong and healthy environment just as the polar bear is. We are all connected geographically and within our own communities. We continue to strengthen our ties to the courts, the legal community and to you all.

- Attended two conferences showcasing your business within Canada's Legal Support Directory & ProcessServersCanada.
- The Justice Department is using more of our legal support companies than ever before, as reported to us by you.
- One of the largest utility companies asks us for a legal support company to help them with their services.
- Large USA company asks us for an Asset Recovery specialist for all of Canada.
- ProcessServersCanada is receiving more hits than ever - up to 700 page views a day - about 7000 hits a day!
- Continued to grow our print directory with 12 new companies included this edition.
- New emphasis on investigations with approximately 40 new listings in 8 provinces and 2 new company types.
- 2 full page coloured advertisements plus 3 full page ads as well as 3 company inserts - all new for this edition!

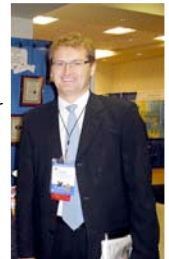


Along the road across the Rockies to Calgary we were pleased to meet Donna Spears of Chase Process Service, in her wonderful lake side town. Andy, Donna and Coffee!

While at the CBA Legal Conference we met Randy Milnes of Calgary Document Services, Bruce of KVP Registry and Cynthia and the group from Dye & Durham, as well as our friends, Mike and Rose, Canadian Process Serving. We created legal connections at Heritage Park and events during the evenings by speaking with lawyers about their law practices and how legal support companies help them deal with their caseloads. We also visited family law and government offices.



Since our last edition of **Red Tape Newsletter** we have attended the Canadian Bar Association's Legal Conference in Calgary Alberta where we met another 800 legal professionals and their assistants. We had an excellent reception at our booth and our publication was well received by everyone who dropped by. The winner of our fishing trip contest was Wayne Onchulenko of Levene, Tadman, Gutkin, Golub in Winnipeg. Congratulations Wayne!

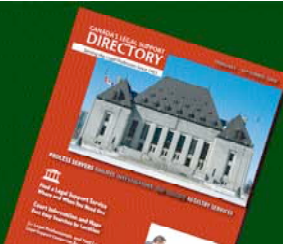


Due to our connections made in Calgary we were invited to showcase your directory at the Indigenous Legal Association's Conference where we met another one hundred and fifty legal professionals from Saskatchewan, Alberta and British Columbia; a dynamic group with gifted speakers.

NEW COMPANIES

NEW CONNECTIONS

COAST TO COAST



EXPAND YOUR REACH!



- BC** **A. D. S. Document Service**.....Nanaimo.....Don
- Caroline Scholte Document Services**.....Port Alberni.....Caroline
- Curt's Custom Tailoring**.....Victoria.....Trevor
- Sunbelt Business Brokers**.....Victoria.....Eleanor
- AB** **Corporate Intelligence & Protection Group**...Fort McMurray.....Colin
- Investigations Canada**.....Calgary.....Gary
- SK** **Craddock Farm Financial** (Process Server).....Humboldt.....Richard
- MB** **Trend Collection & Bailiff Services Ltd.**.....Brandon.....Pam
- ON** **Armstrong & Associates**.....London.....Bill
- Guild Process Serving**.....Kirkland Lake.....Robert
- NS** **Valerie A. Hawks**.....Truro.....Valerie
- USA**
- FL** **SedServer Inc. Services**.....West Palm Beach.....Sedric

Investigations Canada

Investigations Canada is a business partnership of elite, private investigation and security consulting firms which provides investigative and surveillance services to corporate, legal, insurance, municipal and HR professionals across Canada. The Partner companies are the leaders in the industry and the finest in the country, selected for their professionalism, track record, and ability to obtain results. Our investigators adhere to the highest standard of integrity, ethics and respect for privacy legislation. Discreet investigations conducted by knowledgeable investigators. calgary@investigationscanada.com



Valerie A. Hawks & Associates: Mediation and Paralegal Services is a document specialist company with over 10 years experience helping others navigate the complex world of managing and processing paperwork. The business lends support to Individuals, Business Owners and the Legal community. Their extensive line of services include drawing up and processing of documents for matters including but not limited to Family Court, Divorce, Small Claims Court, Wills & Estates, Business Contracts, and Government Forms. The company also offers Mediation & Negotiation when needed to resolve the issues necessary to complete the document preparation and court process. "Red Tape Solutions" for your peace of mind! redtapesolutions@eastlink.ca

Sunbelt Business Brokers: Eleanor Walker has been active within the Victoria Sunbelt Business Brokers office since it opened in June 2003 - and what a pleasure it has been to see buyers and sellers attain their goals. Having owned and operated three waterbed stores for almost 10 years, Eleanor has a wealth of experience in the operation of a business and in-depth knowledge about financial statements. Licensed as a residential real estate salesperson since 1987, Eleanor knows all the ins and outs of contracts; whether listing or buying. Eleanor is always willing to go the extra mile for her clients whether it's a trip to the airport or ferry, assisting with the inventory count prior to closing the sale or helping a seller show a business at its best. Last but not least, Eleanor is easy to work with and takes pride in introducing the right buyer to the right business. After hours Eleanor enjoys walking and cycling through an abundance of parks and trails in the Victoria area, kayaking the interesting coastal areas on southern Vancouver Island, playing bridge, quilting and bird watching. ew@sunbeltnetwork.com



New Services

Double the effectiveness and coverage of your print advertisement by having it placed online.

New Services

Increase your company's exposure by having your stories in Red Tape. They will be repeated on karma.ca

Three New Display Advertisements as well as new Tile Ads

- BC** **Wolfco.Bailiffs**.....Burnaby.....Les
- Companies New to ProcessServersCanada.com**
- BC** **A.D.S. Document Service**.....Nanaimo.....Don
- AB** **Corporate Intelligence & Protection Group**...Fort McMurray.....Colin
- MB** **Trend Collection & Bailiff Services Ltd.**.....Brandon.....Pam
- ON** **Guild Process Serving**.....Kirkland Lake.....Robert

Lormit Personal Services has a new advertisement, new web site and new services including remote signing services - www.lormit.com.

Granite Legal Support Services is a new name for this Minden, ON company.

Wolfco.Bailiffs Managing cash flow, related to credit and accounts receivable, is important. More businesses are expanding to include "In House" financing, as it provides a new and prosperous opportunity, as well as a competitive edge in sales. Challenges can be expected, but a proactive set of "preventative measures" and better collection processes could result in increased revenue. Today's clientele, vastly educated on credit practices, have a firm understanding of how to extend payables! Training staff to emphasize collecting accounts over 90 days, even if they represent only 10-25% of your receivables, only creates a never-ending problem. Focusing on these accounts, as many as 50% or more of them will go over 90 days a second time, resulting in a routine of past due payments. Eventually these accounts will require assignment to a Bailiff or Collection Agency – too little, too late! Better to ensure all clientele are contacted once the account is due. By committing staff to a strict policy you will also be able to manage more effectively, therefore resulting in better customer service as well. Ensure invoices are sent in a timely manner. Assigning staff to follow up on account due dates along with accounts that are falling within 30-60 days past due will ensure fewer accounts ever become 90 days past due or more. Early follow up is essential. Be sure to release your overdue accounts to a bailiff early enough as well. See fuller version of story online. solutions@wolfcobailiffs.ca



SEDSERVER Inc. prides itself on efficiency and timelines when it comes to the Service of Process. We have now created a revolutionary, new computer program, SEDSERVER Software. It is unique, in that it is truly the wave of the future, as it provides for real-time processing of legal documents and multi-level access for managers, employees and clients in real-time. This will now allow companies and individuals to maintain a database that is current to all who access it. SEDSERVER, Software will enable businesses to operate more effectively and efficiently, as multiple users will simultaneously have the ability to view, edit, and update records from anywhere in the world. It also affords companies and individuals in the industry the ability to electronically sign return of service forms for submission to respective courts. With SEDSERVER Software, servers can now generate return of service forms directly from the software. Users can immediately update records from any computer with an active internet connection. SEDSERVER Software also has built in accounting features that help you manage your company's finances. Our Software data is secure, as SEDSERVER, Inc. houses all data in MySQL databases that are maintained and backed up on a daily basis. Revolutionize your company the SEDSERVER way. sedserver@bellsouth.net



You can look ahead to even more personal, innovative services during the next months, designed to improve your experience with us. You have our commitment to keep improving and serve you and your business well into the future. Thank you again for your loyalty. Drive carefully and stay in touch!