Hello and welcome to 2018. I have been honored to be elected as President for the MPMA for the next two years. I have owned and operated a small pest control business in Joplin Mo for the last 27 years and have been in the industry for 34 years.

Recently we partnered with the Greater St. Louis Pest Control Association for our Annual meeting. Special thanks goes out to our Education Committee John Myers, Larry Hodson and Janet Preece for planning two days of useful insights and information. Thanks also to our distributors for their monetary support and education that they provide and also to our Executive Director Sandy Boeckman and her staff.

During lunch I had the honor of publically recognizing our outgoing President Mitch Clevenger for the outstanding Job he performed over the last two years. Inducted in to the MPMA Hall of Fame were two industry professionals Harry Connoyer owner of Harry’s Consulting and Pest Supplies and Gene Schuessler owner of Advanced Pest Control Systems. The MPMA man of the year award was bestowed upon Steven Arenz, owner of Arenz Pest Management Solutions. Congratulations Gentleman!!

I would also like to welcome Brian Pickens, owner of Expert Pest Solutions, to the MPMA Board of Directors.

There will be a recertification hosted by the MPMA on February 23rd in Springfield Mo. at the Oasis Convention Center. (Details in this publication) If you need recertification this year why not get it out of the way before the busy season kicks in.

In closing I just want to make a pitch for MPMA membership. I feel that the information that I have received and the relationships that have been forged have been vital to my success in our industry. I hope that as you are reading this that you feel the same way. Reach out this year to a non member and explain the benefits of membership. Someone did for me!

Respectfully,

Randy

Randy Coleman, ACE, MPMA President
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NEWSLETTER
of the
MISSOURI PEST MANAGEMENT ASSOCIATION

Newsletter Editor - Ron Lang
Newsletter Publisher - Sandra Boeckman, Executive Director

Content & Editorial Policy
News and items and/or letters pertaining to the Pest Management profession are welcomed. The editor has the right to edit or reject all material received. An address and telephone number where the writer may be reached during normal business hours should also be included for verification purposes.

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No responsibility is assumed for errors, misquotes or deletions as to this publication’s content.

Distribution Changes
The Advocate is published four times per year - January, April, July and October.

Copy Deadlines will be as follows:
   January Issue - December 15
   April Issue - March 15
   July Issue - June 15
   October Issue - September 15

Advertising
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CALENDAR
OF EVENTS

February 23, 2018
Recertification and Termite School
Oasis Convention Center
Springfield, MO

March 8, 2018
Board Meeting
MPMA Office

May 17, 2018
Board Meeting
MPMA Office

August 16, 2018
Board Meeting and PAC Fundraisers
MPMA Office

August 17, 2018
August Recertification
Double Tree Hotel
Jefferson City, MO

November, 2018
Joint Meeting with KPCA
Kansas City area

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The ADVOCATE

FEELING BLUE?

When it comes to business strategy, that’s a good thing. Learn how a new way of thinking can open up oceans of opportunity and make competitors irrelevant. Fighting head-to-head with competitors for the same customers can be a bloody business, figuratively speaking. It’s like swimming with sharks; the water soon turns red. If you’ve ever fought against low-price rivals or battled to differentiate your firm, you understand the analogy.

Now, what if you didn’t have to compete in that red ocean? What if your ocean was blue...free of sharp-toothed competitors and full of customers who want your service? That’s the thinking behind Blue Ocean Strategy, the brainchild of internationally recognized business strategy experts W. Chan Kim and Renée Mauborgne.

Challenge Convention
Compared to the defined industry boundaries and competitive rules of crowded red oceans that turn products to commodities, blue oceans create demand and offer lots of opportunity for profitable, rapid growth, wrote the authors of the groundbreaking Harvard Business Review article.

Creating a blue ocean requires “a change in the mindset,” said Zunaira Munir, a San Diego-based senior expert in the Blue Ocean Strategy Network. Identify “what can be changed drastically so that there can be a leap in value for the buyers while (your) cost is reduced at the same time,” she said. Challenge the conventions of the industry, especially what the industry has taken for granted.

A notable example of a Blue Ocean approach for pest management professionals is a shift from remedial termite control and its reliance on a bumpy housing market and termite swarm calls — and where local competition is fierce — to the termite preventative market. Making this possible is the Sentricon® system, which has transformed termite control for an increasing number of Certified Sentricon Specialists™.

Blue Ocean 2.0
Munir urged PMPs to take the Blue Ocean Strategy a step further. How can you customize the delivery of this product to your business, she asked? What additional services can you provide — or eliminate — to make your company unique in the eyes of customers? How can you provide timeliness, quality, service — whatever the customer values — and provide it better, she questioned.

Cross-selling and bundling termite prevention with general pest service adds significant value, said Dave Maurer, portfolio market leader, Dow AgroSciences. “If they’re buying one service from you and not another, you have a Blue Ocean opportunity,” he said.

Another value-add is billing customers a low monthly rate, similar to monthly cable and utility services, instead of after each service visit. “By providing that whole umbrella of protection and making it easy for the consumer to pay, we’re finding the renewal rates are higher,” Maurer noted. Not only does this help the selling process, but it lets people “focus on what’s more important in their lives,” like attending to their busy families, he said.

Because the Sentricon® system with Always Active™ technology is non-intrusive and requires one annual service visit, labor costs are reduced and business operations are streamlined, allowing PMPs to achieve higher profit margins.

It’s through strategic moves like these — where you simultaneously pursue differentiation and ways to lower your operating costs — that you can create brand equity that lasts for decades, wrote Kim and Mauborgne.

To learn more about Blue Ocean Strategy visit www.blueoceanstrategy.com.

Reprinted from June 2015 issue of The Higher Standard, a PCT Custom Media publication sponsored by Dow AgroSciences.
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Author Ed Robinson shares secrets for embracing change to increase sales.

We all experience storms in our lives. That is a good thing. Ed Robinson, author of Million Dollar Rain Maker, knows that disruptions large and small are what keep people growing and moving forward. Only by moving through fear and resistance to acceptance and commitment do magic things happen. Robinson compared the shift in mindset to moving from fighting the storm to dancing in the rain. That is the key to turning you and your team into rainmakers-efficient, successful salespeople-no matter if the title is technically "pest professional." Our jobs are all about selling something in the end, even if it is a vision for a better meeting.

Here are some tips from Robinson on fine-tuning our inner rainmakers.

1. The Rainmaker isn’t strictly about selling. It is a proactive mind set to grow and build relationships.

2. Developing clients is synonymous with sales. Making new friends is sales. Identifying value is sales. Knowing how to sell makes you successful at many different levels.

3. Sales is not just about profit and meeting goals at any expense. On the contrary, sales is about understanding what your clients deem valuable and providing them with that value.

4. Regardless of what your actual title is, you are always representing your company. When you take the time to discover your potential clients’ real needs, you will be more effective for both your company and your client.

(Continued on page 2)
TIPS FOR BRINGING THE RAIN continued

5. Developing a client base involves creating long-term relationships that you can add value to. Asking questions and listening to the answers with an open mind and sincere heart are the core elements of rainmaking success.

6. Intuition and technical expertise go hand-in-hand. That competency you have with numbers, deals or operations is the grease on the wheels of your intuition. Technical experience supports intuition; it never supersedes it. Your technical ability needs to be tied to intuition in order to fit your services into your client’s needs.

7. To establish goals, start with a number, such as how many new clients or how much revenue you want to achieve within the next month, three months, six months, or year, etc. Then determine how many clients you need to sign to meet your goal.

8. Build Advocates! They are the people who will recommend you and support you. They are people close to you in your field or a similar field. They send you referrals, keep your name alive in business circles, and listen to you when you need advice. They use or recommend your service on an ongoing basis. Keeping your core advocate circle alive with meaningful contacts and touches keeps your focus on relationships at all times.

9. A mother will tell you that a child spells love as T-I-M-E. That is how all human beings spell successful relationships. Your clients want you to spend time fostering the relationship you have built together.

10. There is no comfort zone in sales. They are all about getting comfortable with change and moving on. There has never been a successful sales person who wasn’t moving, ever forward, toward bigger challenges.

11. Intuition, or “gut feelings,” are hard to ignore. Be open to the signals that your intuition sends you and remember that what may seem illogical in the morning could turn out to be exactly right in the afternoon. Never second-guess your gut.

SMART TIP: Establish a Mastermind Mentoring group with like-minded peers. Having the support and encouragement of people with similar goals keeps you focused on learning about your business, the people around you and yourself.

Reprinted from Smart Meetings Magazine, December 2017
Soft Bait - Rodent Problem Solver

Rodenticide evolution
In the old days, rodent exterminators mixed their own secret blends of food ingredients and poisons. By the 1970s rodenticides were regulated and could only be manufactured by registered companies. Secret and perishable blends of fruits, vegetables, grains and meat were replaced by commercially made blends of grains and flavorings. Some products were made in pellet forms to make them more durable and less messy. Eventually, the dry ingredients were mixed with molten paraffin and poured into molds to create much more weather-resistant blocks. Extruded wax blocks evolved and proved to be more palatable and economical to produce. These small blocks made with grain and other ingredients bound with paraffin have been the mainstay of the industry since their introduction in the 1970s. They are still the most commonly used type of rodenticide bait for commensal rodents. Along the way there have also been various liquid baits, pastes and powders. A few remain today. And then about 2008, along came SOFT BAIT.

Liphatech has two second generation (kills in a single night's feeding) anticoagulant soft bait brands on the market: FirstStrike™ (active ingredient – difethialone) and Resolv™ (active ingredient – bromadiolone). Recently, we have introduced a non-anticoagulant soft bait called TakeDown™ (active ingredient – bromethalin).

Soft bait offers many benefits for rodent control professionals:
- Soft baits are, in general, much more palatable than wax blocks. Soft baits often are readily accepted, even when there is unlimited competing food available!
- Because soft baits are packaged in pouches, they do not melt off the securing rods in bait stations, even at 200 degrees F.
- Soft bait cost-per-placement is often lower than that of a wax block.
- Rodents leave fewer crumbs with soft bait than they do with wax blocks. This makes bait station clean-up easier and faster.

When, where and how to use soft baits
- Use them in routine baiting situations. Their high palatability often causes rodents to accept them sooner than wax blocks.
- Use them to eliminate existing infestations. Again, their palatability causes quicker bait acceptance, so rodents may eat a lethal dose of bait sooner than with wax blocks.
- FirstStrike and Resolv have different blends of inert ingredients. Rodents often have food preferences, so with two flavor blends you have an option for eliminating even the very few rodents that were not attracted to the first product used.
- TakeDown kills faster than an anticoagulant so it is well-suited for situations in which a large population needs to be taken down quickly. However, due to the fast onset of unpleasant symptoms, rodents that do not ingest a lethal dose may become bait shy. It is a good idea to use it for a few weeks at most and then return to an anticoagulant soft bait, which will not trigger bait shyness, to eliminate any stragglers.
- Be ready to experience an increase in rodent feeding in bait stations with soft bait, as more rodents eat more bait than they did when wax blocks were in use.
- Choose the right rodenticide for the situation. If you have been relying solely on wax blocks for a long time and have no feeding activity, don't assume there are no rodents. Switch to a soft bait such as FirstStrike or Resolv for a while to eliminate any surviving rodents.
- Make sure you put any rodenticide on the rodents’ runway as close to their nest as possible. Rodents will not go out of their way for the most palatable soft bait. Being out in the open goes against their instincts to protect themselves from predators.
- Replace the rodenticide often enough to keep clean and fresh material available. In and around some accounts there are contaminants floating around in the air which may taint the rodenticide. Fork-lift tire dust, oil mist, exhaust

(Continued on page 9)
**SOFT BAIT CONTINUED**

- fumes, residues, etc. can all be tasted by rodents, which have an incredible sense of taste. Never spray insecticide on rodenticides and make sure you have no chemicals such as gasoline, perfume or nicotine on your gloves when handling them.
- Make sure you maintain an uninterrupted supply of rodenticide. Rodents are prolific and rapid breeders. Also, some rodents may eat more than what is needed to kill them, resulting in less bait available to kill other members of the population. If a bait station is empty for a few weeks between service visits the population can rebound.
- Manage the risks. Doing too little about a rodent problem carries risks of continued contamination, damage and disease. Traps carry risks such as injured fingers or hands, as well as control failure risks. All rodenticides carry risks of primary or secondary exposure to non-target animals. Be aware of the situation in and around a rodent control account.
- Soft baits are also palatable to some insects, which can consume quite a bit of material. A repellent pyrethroid insecticide around the bait station can minimize insect feeding. Again, do not spray insecticide on the bait.
- Rodents sometimes shred the paper and bits of it may end up outside the station. This can be solved by removing the bait from the paper pouch and applying it in Liphatech’s SST securing device.
- The EPA mandated label language prohibits wax blocks, soft bait and rodenticide in sachets (place packs and pouches) from being used as burrow baits for Norway rats. Fortunately, we have products such as Maki® and Generation® Bulk Pellets and BlueMax™ meal, which are excellent burrow baits.

*Finally, keep in mind Liphatech is willing to help, whenever you may need it. Contact Liphatech at (800) 351-1476.*

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**2018 PRODUCT CATALOG AVAILABLE FROM J.F. OAKES**

Now available from J.F. Oakes, LLC, our 2018 Product Catalog. This catalog contains our new products, solutions for store product and non-stored product insects, bait stations, lure for rodents & wildlife, equipment and tools. The 2018 Product Catalog also has a section with QR Codes for quick access of up-to-date information on your smart phone or device. The catalog is easy to use and will help you find the correct trap, monitor, drill bit, hose, pump and/or lure for your particular need. Get updated product information, suggested product uses and placement, all at your fingertips. The 2018 Catalog is informative and features the most innovative products available.

Request your new 2018 J.F. Oakes, LLC Product Catalog at sales@jfoakes.com or by visiting our website at www.jfoakes.com.

**J.F. OAKES, LLC MARKETS NEW RECHARGEABLE UV LED FLASHLIGHT**

J. F. Oakes, LLC announces our new Pro-Pest® rechargeable, MORE powerful, new lower price UV LED Flashlight. The Pro-Pest® UV LED Flashlight is a 3-Watt High Power UV Flashlight with 3-volt battery and on/off switch. LED’s are energy saving and contain no filament to burn our or break. The Pro-Pest® UV LED Flashlight can be used to florescent rodent urine and to locate rodent habitats. The Pro-Pest® UV LED Flashlight comes individually boxed with AC adaptor and handy holster.
The ADVOCATE

Missouri Pest Management Association and Greater Saint Louis Pest Control Association
Annual Conference & Exposition

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MPMA AWARDS MAN OF THE YEAR TO STEVEN ARENZ
Steve Arenz, President of Arenz Pest Management Solutions and MPMA Treasurer was awarded the 2017 Man of the year award at the annual conference in St. Louis. Steve is an Navy veteran and has been in the pest management industry since 1985. Steve has a wife and two sons that are also professionals in the industry and work for the company. Steve's dedication to the industry led him to a position on the MPMA board in 1996 and for the last 20 years he has served as treasurer and secretary of MPMA.

His other volunteer duties included serving as chairman of the PAC (Political Action Committee) for 10 years and currently he serves as the MPMA Liaison on the Missouri Housing Industry Alliance which meets in Jefferson City. Steve reports industry and legislative activities at these quarterly meetings.

Steve is a member of the American Society of Entomologists and is an Associate Certified Entomologist (ACE). He serves on their Award Judging committee. He is an Affiliate member of the St. Louis Realtors Association and the American Society of Home Inspectors.

Steve Currently serves as a music minister and chairman of the Elders at Cedar Hill Lutheran Church. In his spare time he is a Southern Gospel vocalist and guitar player with two one-hour specials with Direct TV and he has recorded three albums.

Congratulations Steve on this very well deserved award.

PROFESSIONALS INDUCTED INTO THE HALL OF FAME
Harry Connoyer and Gene Schuessler were officially inducted into the MPMA Hall of Fame at the conference in St. Louis in November.

Gene Schuessler began his career in 1958 working for a landscape company in St. Louis. In 1960 he went to work for Dr. Charles Knote at the Cape Chemical Company where he started as a termite technician, eventually moving up to general manager. In 1980, Gene and his friend Jim Dodd started Advanced Pest Control Systems in Cape Girardeau. Advanced Pest Control Systems has been in business for 37 years and employs Gene’s son and daughter-in-law, Gary and Dorothy Schuessler. Under his leadership, Advanced Pest Control Systems has grown to 20 field technicians and four office staff, covering southeast Missouri and southern Illinois.

Gene is a member of MPMA and the National Pest Management Association and he was awarded the MPMA Man of the year award in 2012. His motto is “Treat people as family and their homes as they were your own”.

He took his Certified Applicators Exam the first day it was offered and his license number is #0045.

Thanks and congratulations Gene for your dedication to the pest management industry.

Harry Connoyer began his career in the pest management industry in 1972 when he was hired as branch manager of the Granite City Orkin office. He served there as a tech for five years in Illinois and South County in Missouri. He also worked for Kitten & Bear Chemical as a salesman/warehouse man; two years in Chicago as a tech for Northshore Pest Control; ten years as a tech for Rottler Pest Control; three years as the general manager of Rose Exterminating in St. Louis and 20 years as a sales representative for Veatch Chemical Company. In 2015 Harry started his own company, Harry’s Consulting & Pest Supplies.

He has been a member of MPMA for 23 years and has worked with the organization since that time. Harry is also a member of the Greater St. Louis Pest Control Association.

From 1998 to 2001 he worked with the Missouri Department of Natural Resources to develop a statewide pesticide disposal program. Four hundred pounds of outdated dust along with 800 gallons of insecticide, termicide, 23 cases or aerosol and insecticide was disposed of legally with a grant from EPA.

Harry and his wife Barb have one daughter, Dawn. In his spare time Harry coaches girls’ basketball and has coached sports for 45 years. Harry said “Every time I see a former player coaching, it makes what I do make sense”.

Congratulations Harry for this well-deserved recognition.

All three Awardees are pictured on page 12.
The Advocate

Missouri Pest Management Association and Greater Saint Louis Pest Control Association

Annual Conference & Exposition

November 28-30, 2017  Hilton St. Louis Frontenac Hotel

Outgoing President Mitch Clevenger and current President Randy Coleman

Steve Arenz and Harry Connoyer

Gene Schuessler and Gary Schuessler

Board Members from left include: John Myers, Mitch Kluwe, Larry Hodson, Lizbe Knote, Gary Schuessler, Janet Preece, Steve Arenz, Brad Dutoit, Mitch Clevenger, Randy Coleman, and Ron Lang
Missouri Pest Management Association
and Greater Saint Louis Pest Control Association

Annual Conference & Exposition

November 28-30, 2017 Hilton St. Louis Frontenac Hotel
Some of you out there inadvertently are running a non-profit organization. Some have cash cows and are very profitable. Some are making a fair living and don’t necessarily want to grow more and are content with their earnings. Some have great toys (Cars, boats, tricycles). Some take extended vacations and travel the world. Some of you must ask your spouse for money each week. It’s all a matter of choice, strategy, follow-up and tenacity. There is no right or wrong.

This article is for those of you who seem to be in a rut and want to grow and raise your profits. Much like “A rising tide lifts all boats” – your employees should grow and profit by your side. If you are making great money and your employees are at minimum wages, you will employ the wrong people and eventually this will cause turnover and lessen your profits.

How do I get good people?
First thing is to SHOW leadership. Do your homework. Learn how to interview. Yes, that means YOU have to get better at it. Impress them. There are many books, DVD’s and Seminars you can take to improve your interviewing skills. What most employers have not figured out yet is that while you are interviewing them – they are interviewing you. “Do I want to work for this person?” “Does he or she seem to be organized?” “Can I have a career here?” or, “Is this just a job?”

Maintaining your work force and surrounding yourself with good people with potential to grow – is a key factor in raising your profits.

Additionally, maintaining your present customers is extremely important to raising your profits. Unfortunately, we pay much more attention to bringing in new sales than we do to maintaining our present customers.

Interesting enough many companies rarely raise their prices. I’m talking 4-6 YEARS or more. That not only affects your profits but if you have service reps or sales people who are on commission – you’ve basically frozen their wages. They get unhappy; they leave and your profit goes down.

Often companies decide to hire a Marketing person when they don't really understand or have a marketing strategy. They expect instant gratification. Image is an important part of Marketing. If your image doesn’t match your marketing – you will lose. Imagine FedEx trucks dirty and rusty. Going into an investment firm’s office and the delivery guy is dressed like a bum. It doesn’t fit.

Data Mining is a way that you can dig through your current customers and find gold - selling new services, bundling, etc.

Above are just a few ideas to pursue to raise your profits. Knowing what to do is the easy part. IMPLEMENTING these ideas takes planning, timing, preparation, tenacity and getting buy-in from your employees.

Taking the time to learn how to RAISE YOUR PROFITS and how to implement all the above will be the best money you have ever spent. We will keep you updated on this in our future ads.

Remember the objective is to help everyone in your company grow and profit – “A rising tide lifts all boats.”

There’s a company in Florida that we have been working with for 15 years. They went from about 3 million to 14 and their turnover is low and their benefits are high. They have implemented all that we have discussed and now they have diversified as well as continue to look for new ways to Raise Their Profits.

This is not easy but is attainable if you become dedicated to making the changes you have to make to Raise Your Profits.
ATTENTION: Pest Control Owners!

RAISE YOUR PROFITS WEEKEND!

Want more profit? Join us in Dallas for the “Raise Your Profits Weekend”!

A limited size workshop where you’ll leave with the tools to double your profits!

What You’ll Learn on March 23rd and 24th, 2018 in Dallas Texas

• How to raise your prices WITHOUT losing clients
• 5 Pest Control business profit levers
• Boosting average ticket price and # of transactions to grow your sales
• Risk reversal strategies to capture more clients
• Joint venture / Referral plans to grow your business
• Creative hiring strategies for hiring the best team members
• Hot seat Mastermind sessions
• (The power of collective minds to solve your greatest challenge!)
• Guerrilla Marketing techniques to blow away your competitors

Hosted by Discovery Retreats...

For more than 15 years the Discovery Retreats have been run and owned by Lloyd Smigel. Lloyd was an icon in the pest control industry. Pat VanHoozer has been Lloyd’s partner in the Discovery Retreats and will continue the work. Pat has over 40 years’ experience in the pest control industry and has literally done every job in the business. She has truly “been there and done that.”

Going forward Pat has joined forces with Andrew Greers, Blaine Oelkers and Chuck Trautman to give you an extraordinary experience. Andrew is the CEO and owner of QSpray, one of the nation’s leading pest control parts and equipment distributors. Blaine is a long time business owner recognized as a leading authority on mindset and focus. In Chuck’s 41 year business career he has owned a distribution company, retail stores, and a business and marketing consulting business. Together they’ve been responsible for over a half billion dollars in sales.

To ensure results this event is limited in size. To find out more and save your seat go to: www.RaiseYourProfitsWeekend.com
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WINTER SCHOOL
Sponsored by the Missouri Pest Management Association

RE-CERTIFICATION & TECH TRAINING
February 23, 2018
Oasis Hotel & Convention Center
2546 N. Glenstone Avenue
Springfield, MO 65803

SCHEDULE OF EVENTS

7:30 am  Registration
8:00-9:00 am  MOSQUITOS by Mike Weissman, Syngenta Professional Products
9:00-10:00 am  RODENTS by Annie Bishop, Catchmaster-AP&G
10:00 am  Break
10:15-11:15 am  ANTS by Nate Peterson, Bayer
11:15-12:15 pm  TERMITE BAITING AND BIOLOGY by Neil McNeill, Dow Agro Sciences
12:15 pm  Lunch (provided)
1:00-2:00 pm  BED BUGS BIOLOGY AND CONTROL by Nate Peterson, Bayer
2:00-3:00 pm  FLEAS by Harry Connoyer, Harry’s Consulting and Pest Supplies
3:00 pm  Break
3:15-4:15 pm  SAFETY AND LABELS, PESTICIDE WASTE DISPOSAL, CONTAINER CLEANING AND DIGSAL DISPOSAL AND SPILL REPORTING by Harry Connoyer, Harry’s Consulting and Pest Supplies
4:15-4:45 pm  Missouri Department of Agriculture

Updates on Endangered Species and Groundwater Protection will be included in the packets.

STATE CREDITS

Missouri: Approved for 7A and 7B re-certification by the Missouri Department of Agriculture.
Kansas: Approved for 1 hour in 7A Wood-Destroying; 5 hours in 7D Health-related; 3 hours in 7E Structural Pests; 8 hours in 8 Public Health; Mosquitoes-7D and 8; Rodents-7E; Ants-7D and 7E; Termite Baiting and Biology-7A; Bed Bugs-7D; Fleas-7D; Safety and Labels-7D, 7E and 8.
Illinois: Approved for 6 hours of re-certification credit under the provisions of the Structural Pest Control Act and Code by Illinois Department of Public Health.
Arkansas: Approved for minimum requirements for Arkansas licensee re-certification (structural classifications only).

To register or for more information contact MPMA at 573-761-5771 or Missouripest@gmail.com
PROTECTING YOUR BUSINESS SO YOU CAN PROTECT YOUR CUSTOMERS

Welcome to the National Pest Management Association! By joining NPMA, your company has become part of an exclusive, global network of pest management professionals.

Members-Only Money-Saving Programs

➤ Credit Card Processing
➤ Shipping Discounts
➤ Gasoline Discounts
➤ Human Resources Consulting
➤ Enterprise Fleet Management Discounts
➤ Graphic & Web Design Services
➤ Prescription Drug Discount Card
➤ Background Check Discounts
➤ Uniform Discounts

Each year, NPMA hosts a number of conferences, meetings and online forums that provide unrivaled opportunities throughout the year for you to make connections with new suppliers, forge alliances with similar service providers, or prepare your company’s future leaders.

Nowhere else in the pest management industry will companies find such targeted, valuable forums in which to build personal relationships, share ideas and best practices, and to discover new service lines and marketing strategies.

NPMA delivers proactive and prudent protection to the pest management industry. We protect your business from unfair legislation and regulations. We protect your company’s future by providing networking and business opportunities and top-notch employee training. And, with NPMA in your corner, your business is free to focus on what matters most: protecting your customers’ health and property.
# 2017-2018 Board of Directors

## President
Randy Coleman, ACE  
Alert One Pest Control, Inc.  
PO Box 3131  
Joplin, MO 64803  
417-624-5144 ~ Fax: 417-624-2779  
flavipes80@hotmail.com

## President Elect
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Advanced Pest Control Systems, Inc.  
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gary@advpest.com

## Secretary/Treasurer
Steven C. Arenz, ACE  
Arenz Pest Management Solutions  
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arenzs@sbcglobal.net

## Immediate Past President
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Bugs Fear Us Pest Management  
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## Region I VP
Janet Preece (term expires 2018)  
Zip Zap Termite & Pest Control  
PO Box 46936  
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jeffpreece@zipzappestcontrol.com

## Region II VP
Ron Lang (term expires 2018)  
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htermite@fidnet.com

## Region III VP
Mitch Kluwe (term expires 2018)  
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636-398-5776 ~ Fax: 636-828-4898  
semopest@gmail.com

## Region IV VP
Brad Dutoit, BCE (term expires 2018)  
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## Region V VP
Elizabeth Knote (term expires 2018)  
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Cape Girardeau, MO 63701  
573-334-3002  
eknote@yahoo.com

## Committees & Chairpersons

### Education and Training
Larry Hodson, John Myers, Janet Preece

### Government Affairs
Elizabeth Knote

### Political Action (PAC)
Gary Schuessler

### Awards and Nominating
Ron Lang

### Membership/Public Relations
Regional VPs

### Missouri Housing Industry Alliance
Steve Arenz

### Newsletter/Website
Brian Pickens

### Hall of Fame Committee
Jeremiah Ryden, Mitch Kluwe, Brad Dutiot, Darryl Franke

## Allied Representative
Brittany Hopper (term expires 2018)  
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Bridgeton, MO 63044  
314-705-6749 ~ Fax: 314-770-1760  
Brittany.hopper@univarusa.com

## Directors at Large

### Region I VP
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## Executive Director
Sandra Boeckman  
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www.mopma.org

## Directors at Large

### Larry Hodson, Jr. (term expires 2019)
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### John Myers, ACE (term expires 2019)
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### Brian Pickens (term expires 2019)
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brian@expertpests.com
2018 Membership Renewal/Application

Dues run July 1 through June 30. Please complete the information listed below, verify information with your signature and mail in the corresponding dues amount. Make check payable to MPMA and mail to: 722 E. Capitol Avenue, Jefferson City, MO 65101. If you have questions, call 573-761-5771.

Company Name: ___________________________________________________________________________________
Company Representative: ___________________________________________________________________________
Address: _________________________________________________________________________________________
City/State/Zip: ____________________________________________________________________________________
Phone: ____________________________________________ Fax: __________________________________________
Email: ___________________________________________________________________________________________

Signature: __________________________________________________________ Date: ________________

<table>
<thead>
<tr>
<th>For Companies with Annual Sales Volume of...</th>
<th>Annual MPMA/NPMA Dues are...</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0 - $100,000</td>
<td>$200</td>
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<tr>
<td>$100,001 - $200,000</td>
<td>$260</td>
</tr>
<tr>
<td>$200,001 - $500,000</td>
<td>$366</td>
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<tr>
<td>$500,001 - $1,000,000</td>
<td>$680</td>
</tr>
<tr>
<td>$1,000,001 - $2,500,000</td>
<td>$955</td>
</tr>
</tbody>
</table>

Active Members: Any person, firm or corporation engaged in pest management service work, for hire to the public at large shall be eligible for membership in this Association.

Affiliated Members: Any active member that operates or controls another firm, and/or business location actively engaged in the pest management service business.

Limited Members: Any person, firm or corporation not fully conforming with qualifications for Active members. A limited member shall automatically become an Active member upon meeting the qualifications set forth for Active Membership.

Allied Members: Any person, firm or corporation not engaged in pest management service work but which manufactures or supplies products, equipment, materials or provides services used by the pest management industry shall be eligible for Allied membership.

Honorary Members: Any person who has made a contribution of material benefit to the pest management industry may become an honorary member by three-fourth (3/4) vote of the members of the Association in annual meeting assembled.