

The

ADVOCATE



A Publication of the Missouri Pest Management Association



FROM THE PRESIDENT

Happy Holidays!

I hope everyone had a great holiday season and you are working on a profitable new year!

MPMA recently co-sponsored our annual convention and recertification in St. Louis at the River City Hotel and Conference Center with the Greater St. Louis Pest Control Association. We had a great turnout for our annual recertification and Manager's Day.

I need to thank the volunteer speakers starting with Jeffery Preece who conducted the annual ACE Training. Jeff is a past president of MPMA and has taught this training at our annual conferences for many years. I would also like to thank the many members and vendors from the St. Louis area that volunteered to teach a class at Manager's day. (I will list all the great speakers in another section of this newsletter).

Also, special thanks to **Control Solutions** for sponsoring Janis Reed who spoke on the Seven Secrets of Cockroach Management and to **Conidiotec** who sponsored Nina Jenkins from Penn State Department of Entomology, who spoke on Bed Bug Biology and Management. We truly appreciate your contributions to our association.

Many thanks also go to the following companies that sponsored our Cocktail Reception with Exhibitors during the conference – **Harry's Consulting and Pest Supplies, Pest Control Supplies and BWI Companies.**

And finally, thanks to all the Exhibitors who support this meeting every year, they include: **AP&G, BASF, Bayer, Bell Laboratories, BWI, Conidiotec, Control Solutions, Corteva Agriscience, Crane Insurance, Ensystex, Graves Insurance Group, Harry's Consulting, Kness Mfg., Liphatech, MGK, Oldham Chemicals, Pest Control Supplies, Rhodes Chemical, Syngenta, Target Specialty, Termatrac, Univar Solutions, and Zoecon/Central Life Sciences.**

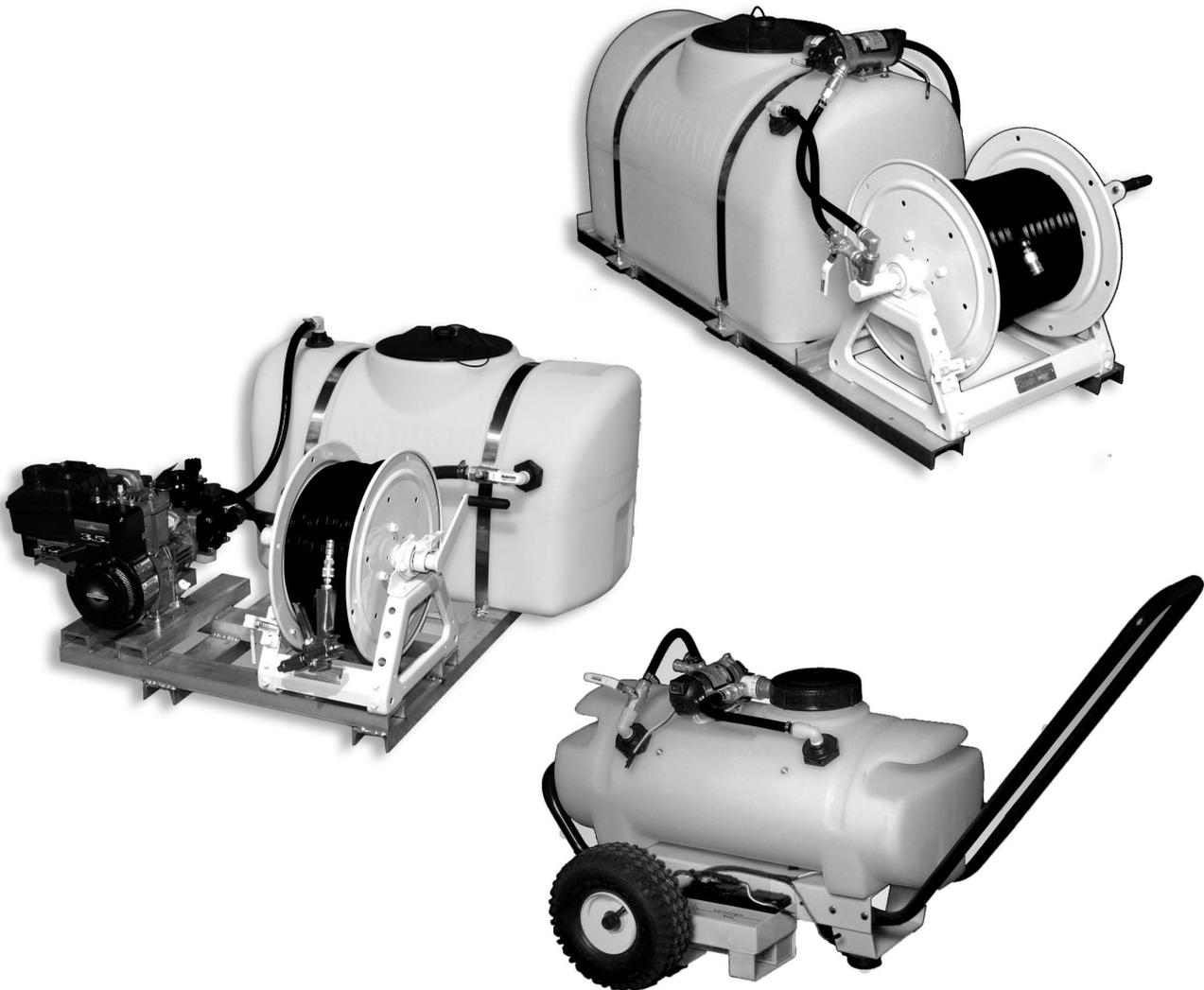
During our annual meeting award luncheon, several of our members were recognized. **Senator Mike Bernskoetter** was honored with the "Man of the Year" award for his untiring contributions to the pest control industry and his work with the Missouri Department of Agriculture. Mike is a past president of MPMA and owner of Art's Pest Control in Jefferson City. He was elected to the Missouri Senate in 2018 from the 6th Senatorial District and to the House of Representatives in 2010 from the 59th District in central Missouri.

Also recognized and elected to the MPMA Hall of Fame posthumously was **Andy Mannino Sr.**, who was a

(Continued on page 4)

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NEWSLETTER
of the
MISSOURI PEST MANAGEMENT ASSOCIATION

Newsletter Editor - Brad Dutoit

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.

The views and opinions expressed are not necessarily representative of those held by this publication, MPMA, its staff, officers and contractors. All articles and news items, if accepted and published in the Advocate will be on the representation that the agency and/or author is authorized to publish the contents and subject matter. The agency and/or author will indemnify and hold the Publisher and Editor harmless from and against any loss or expenses arising out of publication of such items, including, without limitation, those resulting from claims of suits for liable, violation or right of privacy, plagiarism or infringement.

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

Advertising deadlines will be the same as copy deadlines - no exceptions. Advertising rates are as follows:

<u>Size</u>	<u>One Issue</u>	<u>Four Issues</u>
Quarter Page	\$69.00/issue	\$240.00
Half Page	\$131.00/issue	\$500.00
Full Page	\$203.00/issue	\$750.00

Call for special Allied Member discount pricing at MPMA, 573-761-5771.

Address & Other Changes

Notify MPMA is you change your address or company name. Write to MPMA, 722 E. Capitol Avenue, Jefferson City, MO 65101 or call 573-761-5771.

Postmaster: Send address changes to: 722 E. Capitol Avenue, Jefferson City, MO 65101.

CALENDAR
OF EVENTS

February 27, 2020

Board Meeting

MPMA Office

Jefferson City, MO

February 28, 2020

Winter School

Oasis Convention Center

Springfield, MO

May 14, 2020

Board Meeting

MPMA Office

Jefferson City, MO

August 20, 2020

Board Meeting

MPMA Office

Jefferson City, MO

August 21, 2020

August Recertification

Jefferson City, MO

INSIDE THIS ISSUE

ANT MANAGEMENT IN MISSOURI	8
9 TIPS FOR WORKING WITH YOUR SPOUSE	10
MPMA/GSLPCA ANNUAL CONFERENCE	12
THE PEST CONTROL INDUSTRY: WHY IT'S THRIVING AND HOW YOU CAN TAKE ADVANTAGE	15
WINTER SCHOOL AGENDA	18
"THE ADVOCATE" ADVERTISING INFORMATION	22
BOARD OF DIRECTORS	23

FROM THE PRESIDENT CONTINUED

member for many years from St. Louis and also served as a MPMA past president, and **John Klenklen** from Boonville who was also a member of MPMA, a Board member for many years and helped with the education committee at the recertification's.

We hope to see many of our members at the Winter School in Springfield, Missouri on February 28 at the Oasis Hotel and Conference Center. (See registration information in this issue of *The Advocate*). This Recertification will help you and your technicians get ready for the busy coming year.

Happy New Year



Gary Schuessler, MPMA President
Advanced Pest Control Systems, Inc.
gary@advpest.com

MPMA/GSLPCA Annual Conference & Exposition

Thanks to Our Speakers

Senator Mike Bernskoetter

Brett Boggeman

Trey Coad

Harry Connoyer

Stephanie Deeken

Jason Everitt

John Flores

John Flynn

Don Hennen

Nina Jenkins

Tim McCarthy

Neil McNeill

Nate Peterson

Jeffery Preece, BCE

Brandon Putz

Janis Reed

Jeannie Renaud

Mike Weissman

Tim Wells

Andy Wilson

Cary Wilson

Larry Wilson

Terry Wolack

Sam Yaffie



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We are pleased to announce Crystal Engle joins our team as our North Central Sales Representative. Residing in the Columbus, Ohio area, her sales territory will include Illinois, Indiana, Iowa, Kansas, Kentucky, Michigan, Missouri, Ohio, W. Pennsylvania (Pittsburgh), Wisconsin, and West Virginia in the Professional Pest Control and D.I.Y. Industries.

President, Jim Oakes, expressed confidence, saying “Crystal has sales experience and industry knowledge that will be an asset to supporting, strengthening, and growing our distribution and PMP relationships in these states. We are pleased to have Crystal join our team”.



Crystal may be reached by email: cryeng@msn.com.

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ANT MANAGEMENT IN MISSOURI

BRAD DUTOIT, BCE

Ant management in Missouri can be a lucrative part of your pest management business. It can also be one of your major headaches. Successful control of a customer's ant problem requires attention to detail and patience along with an understanding of ant biology and habits. According to the University of Missouri Extension, there are more than 450 species of ants throughout North America. However, only about 10 species in Missouri are commonly found entering homes. Although many species of ants are not pests in human environments, the number of species that are place them at or near the top of the list of most common pests for human environments and their dwellings. (Houseman, 2008)

Two of the ants most commonly considered pests are Carpenter Ants and Odorous House Ants. While these two species seem to be the cause of the majority of incoming calls for pest management companies, others such as the Acrobat, Pavement, Pharaoh and Little Black ants also should be noted as occasional pest ants. To a lesser degree, Ghost, Field and a variety of others exist in Missouri and can occasionally be a pest issue. The environment that these different ant species prefer leads to which parts of the state have a higher pest pressure for each species. Familiarize yourself with those species common to your area so that when the phone starts ringing in a few months, you will be ready.

Understanding basic ant biology is also important to having success when requested by a customer to rid their home of ants. We are all familiar with an ant's elbowed antennae and their thin waist (or pedicel) giving them a 3 segmented body appearance. This is useful knowledge for the initial identification verifying that we are looking at an ant but we need to go a step further and learn about the structure of an ant colony and the biology and habits of that particular ant. Ants are social insects that live in colonies with a well-developed caste system. (Truman, 2005) This caste system means that all members of the colony have specific duties. Queens, which establish the

colony initially, lay the eggs that will become the workers. These workers will search for the food needed to continue colony survival and growth. The ant colony consists of three castes which are workers, reproductive males and reproductive females. Workers are sterile females that gather food, defend the nest and tend brood. These tasks may be broken down into age or size groups, pairing certain ants with specific tasks best suited for the colony. The purpose of reproductive males is to continue breeding the single or multiple queens to grow the colony (Truman, 2005).

Knowledge of ants feeding habits will also aid in control of a colony. Some ants have a limited variety of food sources while others may feed on a wide array of foods. Liquids are desirable food sources for foraging workers and can be transported back to the colony for dispersal. Additionally, adult ants cannot ingest solid food sources and must transport that food source back to the larvae that consume it and can regurgitate a liquid form to be distributed amongst the colony (Truman, 2005). Depending on the needs of the colony at that particular time, food sources are sought out that may be high in protein or high in carbohydrates or fats. This knowledge is important to the PMP that is attempting to gain colony control over an infesting species versus just knocking down a few foraging workers.

Now that you have identified which species you are dealing with and you have a basic understanding of ant biology, you must use that knowledge and your past experience to begin the task of managing the problem. In the 'Field Guide For the Management of Structure-Infesting Ants', Stoy Hedges provides a simple but crucial five step process to managing an ant infestation. Step 1 is identifying the ant, which we discussed earlier. Be familiar with ants in your area and obtain some good references to help with identification when you have a problem. Step 2 is finding where this particular ant species is living

(Continued on page 9)

ANT MANAGEMENT IN MISSOURI

BRAD DUTOIT, BCE

around the area where they are causing problems. Step 3 is applying control measures directly into the harborage sites. Step 4 is correcting any conditions that contribute to the problem and Step 5 is conducting a follow-up to determine the effectiveness of the treatment and evaluate whether additional measures need to be taken (Hedges, 2010). Management options range from the use of a wide array of insecticides, including liquids, granules and baits, to various IPM measures such as harborage reduction, sanitation, exclusion and monitoring (Hedges, 2010).

Understanding ants and how to control them for your customer is not a simple task. There are several aspects to successful ant management that start with being prepared when the phone begins to ring. Be familiar with the species found in your area and spend some of your downtime learning their biology and habits. Work with your customer to continue a

monitoring program, if possible, to prevent re-infestation and use all aspects of ant management necessary to solve the problem. A thorough and well delivered ant management program leads to happy customers.

References:

Bennett, Gary W., Owens, John M. & Robert M. Corrigan; (Truman's Scientific Guide to Pest Management Operations), 6th Ed.; Purdue University: 2005.

Hedges, Stoy A. ;(Field Guide for the Management of Structure-Infesting Ants); GIE, Inc.; 2010.

Houseman, Richard M.; Ants: www.extension2.missouri.edu; 2008.

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9 TIPS FOR WORKING WITH YOUR SPOUSE (DIVORCE-NO; MURDER-CAN I THINK ABOUT IT?)

NANCY FRIEDMAN, FOUNDER/PRESIDENT
TELEPHONE DOCTOR CUSTOMER SERVICE

Since we've been married, my husband and I have had 4 successful startups. Three were his start ups and I helped him. And one was my start up and he helped me.

During most interviews I've done, the one question that comes up consistently, is: "Nancy, you're with Dick 24/7/365. How on earth do you do that; how does that work?"

Without missing a beat, our answer is: "We didn't know it wasn't supposed to work." Buy IN Is crucial.

We did, as you might imagine, had and yet worked through some of the tough times, and there were a few, not many, but yes, a few.

Here are a few tips that made all 4 of our start ups successful. And I might add these are in NO PARTICULAR ORDER. Nor did we have any of these written down ahead of time. They just 'were!'

Successful START UP Tips for Working with your Spouse

1. Honey, sweetheart, darling, love of my life, etc. are for use in the kitchen – not your business. Using our first name still showed our customers we're a family friendly business. We certainly do have our pet names we use in the home (not to be given here... LOL), but not in the business world.

2. Leave your ego at the door. If you went into business 'together,' that's so important. If you were brought in later down the line, it's still critically important. It just could be more difficult. Getting credit is important. We all need it. Or do we and is it? Or does it simply mean 'we got it done.' That's something only the two of you can answer. We went with the 'we got it done' part. Sometimes it was his idea; sometimes mine. We drank to the idea. Not the person.

Did you see the word: "WE" in there? That's a key word in working with your spouse – WE. Using it often helps maintain the idea. Even when it was one of our own ideas, we used the word "WE." We took the applause together. Still do.

3. Don't ever, ever lose your sense of humor. Ever. There is humor in most everything and if you're having trouble finding it, think of San Juan, Puerto Rico, or the Bahamas, or 9/11, or your friend with cancer. In the long run, it usually can be worse. Complainers and blamers don't make great partners.

4. Alone time is mandatory. Both alone, alone, and together alone. It's back to 'dating' and spending time 'together.' Especially making the time 'when you feel there is no time. We make time for what we feel is important. It doesn't need to be hours and hours. Even a short dinner at a fast food restaurant can work. But a nice dinner with a glass of wine to relax and share good thoughts works well, too.

Neither Dick or I have any great hobbies like golf, tennis, bridge, hiking, and so many others that often keep spouses apart too long. Most of our dinners were "alone together." We enjoy each other. Oddly, still do.

5. Something bothering you? Do not 'emotionally leak' on your spouse. Or anyone in your business. Flat tire? Gained weight? Argue with kids? Whatever. If it didn't involve the spouse, don't take it out on the spouse. Emotional leakage is getting mad at Peter & taking it out on Paul. Not right, not fair, not fun. Don't take the negative situation from someone/something else and put it on your spouse. And sadly, it's easy to do, mostly because of our unconditional love for each other. Sort of "we know we can, they'll forgive me." Sure we will; however, we don't like it. And it happens all the time. We don't enjoy it when a

(Continued on page 11)

9 TIPS FOR WORKING WITH YOUR SPOUSE (DIVORCE-NO; MURDER-CAN I THINK ABOUT IT?)

NANCY FRIEDMAN, FOUNDER/PRESIDENT
TELEPHONE DOCTOR CUSTOMER SERVICE

customer 'leaks' on us, do we? Something happened to them unrelated to us and they take it out on us. They leak too. But we're just not about to say, "Hey, stop leaking on me."

6. Working 24/7/365 is NOT for everyone. I wouldn't push it on others. Sometimes it sounds like a great idea. Some folks are not aware of what's involved with working with a spouse. And since most of us are not psychiatrists, we need to stay out of that suggestion. Even the best of couples working together can have issues. It's HOW those issues are handled that makes the success. (That's a whole 'nother article.)

7. Bringing KIDS into the fold? Not able to say good, bad or indifferent on this one. I can tell you what we did. And it worked. When our son said he wanted to come into the business after graduating college we

said, "Sure that's super. However, we need you to get hired somewhere else for a year to see how working outside the family business is. It's not always reality." While he wasn't thrilled with the option, he went and got a 'real' job at a big company and one year later came back and asked that we hire him. We did and he's been around 'forever.' We did have some ground rules. I wasn't MOM and Dick wasn't DAD in our 9-5 working environment. We were Nancy & Dick. Then after 5 we were MOM and DAD again. Could he deal with that? "Let's find out," he said. Again, it worked for us. No respect was lost by calling us by our first names. In fact, it made us closer.

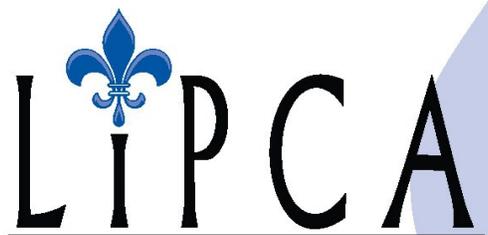
8. Never, never, never go to bed angry with each other. NEVER! No more needs to be said on this.

9. Reread Number 8.

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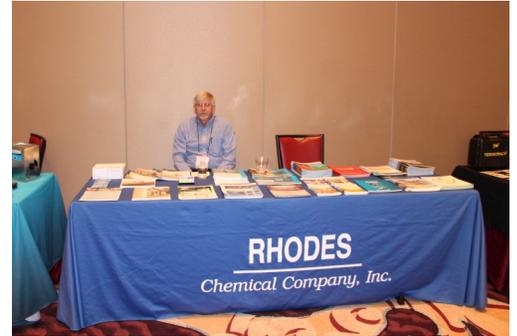
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Missouri Pest Management Association Greater Saint Louis Pest Control Association Annual Conference & Exposition



Left: Senator Mike Bernskoetter, along with his wife Jeannette Bernskoetter, was honored with the “Man of the Year” award for his untiring contributions to the pest control industry and his work with the Missouri Department of Agriculture. Mike is a past president of MPMA and owner of Art’s Pest Control in Jefferson City. He was elected to the Missouri Senate in 2018 from the 6th Senatorial District and to the House of Representatives in 2010 from the 59th District in central Missouri.



Top Right: John Klenklen, a MPMA member from Boonville, was recognized and elected to the MPMA Hall of Fame posthumously. He was a Board member for many years and helped with the education committee at the recertification's. Accepting the award on his behalf was his son Mark Klenklen.



Bottom Right: Andy Mannino Sr., was recognized and elected to the MPMA Hall of Fame posthumously. He was a member from St. Louis for many years and served as a MPMA past president. Accepting the award on his behalf was his son Andy Mannino, Jr.



2020-2021 Board of Directors

Left to Right: Lizbe Knotte, Mitch Kluwe, Larry Hodson, John Myers, Steve Arenz, Ron Lang, Randy Coleman, Gary Schuessler, Jay Everitt, Janet Preece, Geoffery Preece, Brad Dutoit, Brian Pickens, Harry Connoyer and Kyle Bernskoetter.

WINTER SCHOOL RE-CERTIFICATION & TECH TRAINING

Friday, February 28, 2020

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 Jacob Clabaugh, Zoecon
9:00-10:00 am	Rodents by Travis Chambers, BASF
10:00 am	Break
10:15-11:15 am	Ants by Travis Chambers, BASF
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	Small Flies by Chris Carr, Rockwell Labs
2:00-3:00 pm	Roaches by Nate Peterson, Bayer
3:00 pm	Break
3:15-4:15 pm	Safety and Labels, Pesticide Waste Disposal, Container Cleaning and Disposal, Spill Reporting and Endangered Species 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.

Visit the Link below for more information and to get registered.

STATE CREDITS

Missouri: Approved for Missouri 7A and 7B re-certification by the Missouri Department of Agriculture.

Kansas: Approved for Mosquitos: 7D-Health Related, 8-Public Health; Rodents: 7B-Stored Products, 7D-Health Related, 7E-Structural Pest, 8-Public Health; Ants: 7A-Wood destroying, 7B-Stored Products, 7D-Health Related, 7E-Structural Pest, 8-Public Health; Termite Baiting and Biology: 7A-Wood destroying, 8-Public Health; Bed Bugs Biology and Control: 7D-Health Related, 7E-Structural Pest, 8-Public Health; Roaches: 7B-Stored Products, 7D-Health Related, 7E-Structural Pest, 8-Public Health; Safety and Labels: 7A-Wood destroying, 7B-Stored Products, 7D-Health Related, 7E-Structural Pest, 8-Public Health

Illinois: PENDING for 7 CEC hours.

Arkansas: Approved for minimum requirements for Arkansas licensee re-certification (structural classifications only).

THE PEST CONTROL INDUSTRY: WHY IT'S THRIVING AND HOW YOU CAN TAKE ADVANTAGE

BRIOSTACK NEWS, PEST CONTROL INDUSTRY

The pest control industry has been on a steady, healthy incline for many years. Recently however, it has seen some of its most rapid growth ever. Research is predicting that pest control – as a global market – will see over a 5.5% expansion through 2020. There are many contributing factors that are leading our industry to exceptional heights.

Some of the oft-cited reasons include a growing pest intolerance in suburban areas, the soaring appeal of green technology, heightened concerns among the general public concerning hygiene and health matters, and the surge of urban developments in the housing market.

The Importance of Qualified and Experienced Pest Control Services

Recent scientific reports have stated that a higher number of insects are relocating indoors and instigating a greater number of problems for both commercial and residential properties.

Ironically, some advances in environmental and structural technology are also suspected to be catalysts for this general increase in pest populations, changes in pest behavior, and the high volume of them being found indoors. Naturally, the more pests that people find in their living and work spaces, the greater the need will continue to become for professional pest control companies to take care of it.

Adaptive Behavior And Increased Resistance To Chemicals

Resistance is becoming a greater challenge for PCOs with re-service calls on the rise industry-wide. In an ongoing effort to survive, pests change their behavior when presented with consistent and predictable extermination attempts. Essentially, the more commonly and easily accessible the pesticide or rodenticide is, the less effective it is likely to be in its intended use. The more resilient the pests become,

the greater the need for higher quality professional pest control becomes.

The best pest control companies are focusing more on product rotation, improved tech training and better customer service to reduce call backs and insure a higher quality of service.

Experts Are In Demand

Many industries are experiencing an employee turnover rate that is unprecedented. For instance, the hospitality and restaurant industries saw a turnover rate in 2017 of over 30%. This means that many existing employees are largely less experienced than employers would hope.

This is one of the biggest challenges facing the pest control industry. What follows are workers who have a hard time diagnosing specific pest problems in homes in addition to showing overall awareness issues. These employees tend to bypass proper prevention methods. Because many pest control companies are having a hard time maintaining their employees long enough for them to become experts, those companies that excel at tech retention are establishing a major competitive advantage in their respective markets.

Achieving Relevancy For Your Pest Control Company

So, knowing that pest control experts are in high demand and that so many verifiable conditions point to wonderful opportunities in the industry, how exactly do new and established companies take advantage? There are many things that can be done. Here are some of them.

Wise Product Investments & Training

The products and chemicals you use in your organization need to be carefully selected and

(Continued on page 16)

THE PEST CONTROL INDUSTRY: WHY IT'S THRIVING AND HOW YOU CAN TAKE ADVANTAGE

BRIOSTACK NEWS, PEST CONTROL INDUSTRY

continually reevaluated. The more diverse your ammunition, the more you will be able to prevent resistance development among pests and correctly service a variety of different situations. Many successful companies have implemented switching products often and good ongoing training around how to use a variety of products.

Taking this step to the next level involves effectively communicating this to your customers. Too many pest control companies provide great service but communicate poorly with their customers. Make sure that you are communicating with your customers, that they know about all the great things that you are doing. If they don't know that you are going above and beyond, they'll be more likely to go somewhere else.

Stay Informed On Local Pest Population Growth

In order to be more successful, keep yourself apprised of any changes – decreases and increases – in specific pest population metrics in your area. This becomes more meaningful as you continually train your staff on these trends and make sure they incorporate this information into how they are communicating with your customers and prospective clients. The more you know and can in turn educate your customers, the better your service becomes.

Extra Customer Training

One of the best things you can do as an organization to elevate your expert status is to be generous with advice on all fronts. Educate the people you serve by teaching them effective prevention methods they can do on their own. It will be much appreciated and will almost certainly turn into more customer referrals and positive online reviews.

Be Tech Savvy

In order to be as efficient and effective as possible, you need to not only be aware of the technological

advances that are affecting our industry but also willing to implement them and adapt your business. It's easy to get into a pattern of doing things the way they've always been done, but more so than ever before, the old ways aren't sustainable. Be sure that you are using customer portals, automated and smart marketing, paperless documents, automated billing and communication, cutting edge scheduling tools, GPS, and other electronic and technological tools that will improve your company image, and save you time and energy. Technology is rapidly changing our industry and those who are unwilling to adapt will be left behind.

Know How Changes In The Environment Affect Your Business

Going "green" is becoming more important and more of an opportunity to differentiate yourself. Whether you like it or not, prospective customers are more concerned about and more interested in green pest control. Many of your competitors are making concerted efforts to be as environmentally friendly as possible.

For pest companies, it's more than simply using safe products. Part of being an environmentally conscious organization also means knowing things like how certain weather patterns and changes affect local pests. Every business owner should be trying to create competitive advantages and becoming an environmental expert in your area will only help.

Conclusion

Make your pest control company the best it can be by considering the suggestions and information outlined here. There has never been a more exciting time to be in the pest control industry, so make the best of it!



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The Official Publication of the Missouri Pest Management Association

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DEADLINE & SPECS

Issue	Ad Deadline
January	December 15
April	March 15
July	June 15
October	September 15

All materials to be published must be received no later than the dates listed.

OUR MISSION

MPMA abides by the code of ethics of the NPMA. In addition, MPMA holds the pest management profession in high esteem and strives to enhance its prestige.

OUR MEMBERS

MPMA consists of approximately 150 active member companies engaged in pest management service work and over 30 allied members engaged in promoting products to these companies.

OUR MAGAZINE

The Advocate is the official publication of MPMA and is sent out quarterly, free of charge, to members and prospective members. It is also available online at www.mopma.org.

MPMA The Advocate

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Advanced Pest Control Systems, Inc.
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Cape Girardeau, MO 63701
573-334-4215/Fax: 573-339-1651
Email: gary@advpest.com

PRESIDENT ELECT

Janet Preece

Zip Zap Termite & Pest Control
6601 Royal Street, Building C
Pleasant Valley, MO 64068
816-407-7378
Email: zipzap@zipzapestcontrol.com

SECRETARY/TREASURER

Steven C. Arenz, ACE

Arenz Pest Management Solutions Inc.
125 Osage Executive Circle
Byrnes Mill, MO 63051
636-671-3100/Fax: 636-671-3104
Email: arenzpest@gmail.com

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Alert One Pest Control, Inc.
PO Box 3131
Joplin, MO 64803
417-624-5144/Fax: 417-624-2779
Email: flavipes80@hotmail.com

REGION I VP

John Myers, ACE (term expires 2020)

Gunter Pest Management
220 W. 72nd St.
Kansas City, MO 64114
816-523-0777
Email: JMyers@gunterpest.com

REGION II VP

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Havener's Termite and Insect Control, Inc.
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Owensville, MO 65066
573-437-2031/Fax: 573-437-4117
Email: htermite@fidnet.com

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Jones Pest Control, Inc.
546 N. Basswood Avenue
Republic, MO 65738
417-647-5121
Email: jonespest@sbcglobal.net

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Elizabeth Knote (term expires 2020)

Cape Kil PC Company
33 N. Frederick St.
Cape Girardeau, MO 63701
573-334-3002
eknote@yahoo.com

DIRECTORS AT LARGE

Kyle Bernskoetter (term expires 2021)

Art's Pest Control
429 W. Miller St.
Jefferson City, MO 65101
573-634-3299
Email: kwbernskoetter@yahoo.com

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2690 Masterson Rd., Ste. 400
St. Louis, MO 63114
314-426-6100/Fax: 877-953-5655
Email: jeveritt@rottler.com

Larry Hodson, Jr. (term expires 2021)

Big River Pest Control
1920 Orchard Avenue
Hannibal, MO 63401
573-221-1400/Fax: 573-248-1132
Email: lhodson@bigrivercompanies.net

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Pest Pro Solutions
310 W. Shelbina Avenue
Shelbina, MO 63468
573-721-2022
Email: michael@pestpromissouri.com

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Expert Pest Solutions
3600 N. Brinnsfield Dr.
Ozark, MO 65721
417-413-4776
Email: brian@expertpests.com

Geoffery Preece (term expires 2021)

Zip Zap Termite & Pest Control
6601 Royal Street, Building C
Pleasant Valley, MO 64068
816-407-7378
Email: zipzap@zipzapestcontrol.com

ALLIED REPRESENTATIVE:

Harry Conroyer (term expires 2020)

Harry's Consulting and Pest Supplies
8322 Bridge Avenue
St. Louis, MO 63125
314-728-9081
Email: oldcoach@hotmail.com

MPMA OFFICE

Sandra Boeckman, Executive Director

722 E. Capitol Ave.
PO Box 1463
Jefferson City, MO 65102
573-761-5771/Fax: 573-635-7823
Email: missouripest@gmail.com

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A Publication of the
Missouri Pest Management
Association

MPMA
722 East Capitol Avenue
Jefferson City, MO 65101
573-761-5771
Fax: 573-635-7823
missouripest@gmail.com

2020-2021 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.

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For Companies with Annual Sales Volume of...	Annual MPMA/NPMA Dues are...
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<input type="checkbox"/> \$400,001 - \$500,000	\$560
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 \$150

Signature: _____ Date: _____

- 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.