Hello,

Welcome to the summer addition of the MPMA Advocate. Seven months into 2019 have brought some real challenges for our industry. It is my sincere hope that the storms and unprecedented flooding that Missouri has experienced this year have not impacted your family or business too bad. It has hit pretty close to home for me. If you have been adversely affected, I hope things are back to normal for you now.

Many of you by now have received your invitation to renew your membership with the Missouri Pest Management Association. If not, you can find information on how to renew in this publication. Membership in MPMA provides an opportunity to rub elbows and forge relationships with other PMP’s in Missouri and neighboring states. I have found that the relationships that I have made to be an invaluable resource. Along with this publication you also receive a “members only” newsletter from the National Pest Management Association with your membership as well as additional opportunities for training and recertification events. Believe me, this is a crucial time to stay connected in our industry!

Please consider and make plans to attend the Annual Recertification, golf and bocce tournaments in August. It will be held Friday August 23rd at the Doubletree Hotel in Jefferson City. Come a day early for a noon shotgun start at the Railwood Golf club and then spend the evening with us playing Bocce ball at Prison Brews. Both are fun activities. I hope to see you there!

See you in August,

Randy

Randy Coleman, ACE, MPMA President
Alert One Pest Control Inc.
www.Alertonepestcontrol.com
Oldham chemicals company, inc

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Memphis, TN 38118
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103 Weldon Parkway
Maryland Heights, MO 65802
1-800-701-6635
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.

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:

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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.
Running a business is difficult. There is a lot to juggle. Things like payroll, cash flow, employees, personalities, workload, taxes, emergencies ... and that's just for openers. Those of you who are in business with family members have an extra layer of worries and problems. I have worked with many companies and the ones that are family run are the most difficult. Personally, I only know of 2 companies that don't have family issues. They did, but now they are up and over that hump. The others? They keep having the same problems over and over again; because they won't address the problems head on.

Here are a few examples:

- Abuse of time off and still expecting the same paycheck
- Stealing
- Favoritism
- Alcoholism or drug abuse
- Parents who can't give up some control to adult children
- Promises made and not kept
- No formal written agreement among owners and family members

If your brother-in-law takes off a couple of afternoons a week to coach a local sports team - or go fishing - or just generally is a slacker, you still have to face your sister when you call him on it. And maybe mom and dad aren't going to be happy about it either. If you fire your son or daughter you run the risk of never seeing your grandchildren again. Family arguments break out and suddenly, nobody shows up for Thanksgiving.

Your other employees notice that things aren't going well and they either start looking for work someplace else or they slack off too. After all, that's the culture in your business. When family members are not held to the same standard as the other employees you are on a path that leads nowhere good! Employees see that Bill can get a DUI and still have a job. Sharon can come and go and not get the paperwork ready for the morning with no explanation why, and Jeff looks like he slept in his uniform when he finally comes in. And the family acts like it's no big deal. EMPLOYEES NOTICE!

So what can you do? I recommend something called the Upfront Contract. Call a meeting of family members and write out a contract of expectations. Start with your employee handbook. Owners should be setting the example and following the rules just like anyone else. Make a list of conduct that is unacceptable and lay out the consequences of what happens when the rules are broken. If any employee - family member or not - is a detriment to the success of the company, they can't continue to bring down the company. You may want to hire a professional to facilitate the meeting. Emotions can get out of control and someone who only represents the business, not any individual family interest, can keep things on track. It's money well spent.

Sometimes you need to stage an intervention. If one member of the family repeatedly screws up, all of you need to confront that person. Make it clear that the success of the business is the top priority during business hours. You will still love them but having your livelihood go down the drain won't be tolerated. Love is a two way street.

My best advice is to avoid going into business with your family. But if you must, be prepared to be the bad guy if necessary in order to protect what you are trying to build.

If you would like to comment on this or any other subject you can reach Pat at discoveryretreat@aol.com
**COMPARISON CHART**

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<th>(S)-METHOPRENE (PRECOR®)</th>
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Victor® Pro™ Cage Traps
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The new Victor® Pro™ line of cage traps is the latest in animal control coming from Woodstream and its long heritage of wildlife trapping. Designed for Wildlife Control Professionals, Victor® Pro™ cage traps offer heavy duty features including 8-gauge wire body supports, uniform welds, high tensile galvanized steel, 1 inch by ½ inch mesh and heavy-duty door hinge plates. All traps feature a wire door and interior trigger rod. Baiting is easier than ever before with an innovative, patent pending bait compartment on the VP1103 raccoon size trap. This bait compartment will keep bait and lures protected from the elements and animals, but can also be easily removed allowing access to hang or place additional bait in the trap. There are three trap sizes available in this new line - the 32 in x 10 in x 12 in, 24 in x 7 in x 7 in, and 18 in x 5 in x 5 in. These traps are proudly made in the USA. Available from distributors beginning May 2019.

Oldham is Offering the New Agency Product Barricor SP*

With the changing business environment (including regulatory pressures), Barricor - SP offers a better option for high-frequency, low-impact maintenance services. Barricor uses a solid particle (SP) formulation technology that provides outstanding performance on complex surfaces and allows the active ingredient to remain more bioavailable to pests. Barricor also has no signal word, requires no personal protective equipment, and it is available at a similar cost per home to economy pyrethroids. Maybe it’s time to consider saying bye-bye to bifenthrin and letting Barricor – SP help elevate your maintenance business from the ground up.

Features:
- Broad-spectrum liquid concentrate – ideal for frequent maintenance applications
- Solid particle (SP) formulation technology offers outstanding performance on complex surfaces
- Similar cost per home to economy pyrethroids
- No signal word and no PPE
Most of us know what the BEST CUSTOMER SERVICE feels like. And some of us know what the Worst Customer Service Mistakes are. To make it even, we’ve compiled the ten worst customer service mistakes. Take note and don’t let these happen to you!

1. **Not Being Friendly Enough**
   Without exception, not being friendly is the number one customer service mistake. Customers should be treated as welcomed guests when they call or visit your company. As we’ve all experienced, sometimes we’re treated as an annoyance or an interruption.
   **FIX:** A happy smile works wonders, whether you feel like it or not.

2. **Poor Eye Contact**
   Heads that twirl on a spindle when you’re working with a customer is a big mistake. Keep your eyes on the customer. It’s a sure sign the person you’re talking with isn’t holding your interest when you’re glancing all around. And they’ll notice it quickly. Obviously, making good eye contact on the phone is a bit difficult, albeit impossible.
   **FIX:** When you’re on the phone you need to be completely focused on the call and the customer. Don’t type, unless it pertains to the call, don’t read something else, and don’t do anything but listen to the caller.

3. **Talking with Co-workers and Ignoring or Not Acknowledging the Customer**
   This mistake happens a lot. Seems as though it’s more important to continue talking with a co-worker than establishing immediate rapport with the customer.
   **FIX** Drop the internal conversation as soon as you see the customer. Carrying on a conversation with someone in your office while you’re talking with a customer on the phone is a real no-no!

4. **Being Rude**
   No one thinks they’re rude; certainly not on purpose. However, the customer can perceive many things you do as rude. And as they say, “Perception is reality.”
   What’s rude? Interrupting the customer, not listening to their concerns, talking on your cell phone when trying to help them, not sounding happy, chewing in the customers face or on the phone. This is just the start!
   **FIX:** Be sure you’re not doing these “Rudes”.

5. **Poor Product Knowledge**
   If you’re not familiar with the products and services you offer, it’s going to be very frustrating to the customer. Take the time to learn about your company. Know what’s going on. If you’re temporary or are new with the company, that shouldn’t be used as an excuse. Customers don’t care if you’re new, working on a temporary assignment or if it’s not your department. All they want is help and information.
   **FIX:** Ask to be trained. Ask for more information from your company. Telling a customer, “I’m new” or “I’m just a temp” only adds fuel to the fire. You can explain that you will find someone to help them as you are “not familiar” with the situation. That at least shows you’re going to help them.

6. **Leaving a Customer Without Telling Them Where You’re Going and Why**
   It’s a very good idea to explain to your customer, in person or on the phone, what you’re going to be doing for them. It helps them a lot and gives them a lot of patience. If you need to “go to the back” to get something it’s easy to say, “Mr. Jones, the widget you’re looking for is in the stock room. Let me go get it for you. I’ll be a few moments.” The same procedure should apply on the phone. Never tell the caller, “Hold on.” Let the caller know where you are going and approximately how long you think you’ll be. This will make working with the customer easier for both them and you.
   **FIX:** Good Communications is critical.

7. **Blaming, accusing and complaining**
   (Continued on page 9)
It’s not the person you blame that will look bad . . . it’s you. Don’t blame (or knock) the company, its policy or any member of the staff. Customers don’t want to hear about whose fault it is, they just want the situation fixed.
**FIX:** Take full responsibility of the situation on hand. Don’t blame, accuse or complain.

**8. Not Double-Checking**
When a customer wants something and it’s not available, it’s how you reject them that’s more important than the fact that you are rejecting them. The process of double-checking should become habit forming. It should be a standard operating procedure. It feels so good when you tell someone, "The last time I checked we were out of stock but let me DOUBLE-CHECK for you to be sure." I personally can think of dozens of times when I asked the person to double-check after they told me they were out of things and what do you know . . . someone had reordered, and the person didn’t know about it. It’s a big mistake to not double-check.
**FIX:** BE A DOUBLE CHECKER

**9. One-Word Answers**
We’re taught in school that three words make a sentence. Don’t answer with one word. Even yes, no and OK are perceived as rude and uncaring.
**FIX:** Use complete sentences for your customer.

**10. Head Shaking**
When a customer asks you for something, give them a verbal answer. Shaking your head up and down or back and forth is NOT an appropriate answer. They can’t hear your head rattle. (or maybe they can.)
**FIX:** If you’re not able to accompany them to the item, give them clear concise directions within the store.

Fixing these customer service mistakes will enhance your ability to work better with customers. Remember, it’s the subtle little differences that make the big difference.

---

**MARK YOUR CALENDAR!**

**August 22-23, 2019**

**Board Meeting, PAC Golf and Bocce Fundraiser**

**and**

**August Recertification**

*DoubleTree Hotel*

*Jefferson City, MO*
Renewing Membership in the Missouri Pest Management Association

We at MPMA/NPMA recognize that these are difficult economic times for individuals and businesses alike. That is why it is more important now than ever that your company stay up-to-date with changing laws and regulations related to pest control, as well as new technical and educational developments vital to your industry. Even if you don’t, your competitors will.

Can you afford to allow your competition to move ahead?

Remember these special offers for Members only:

⇒ Members Only Newsletter from NPMA
⇒ The Advocate Magazine from MPMA
⇒ Access to Practice Experts
⇒ Training and Resources necessary for Recertification

Renewing your membership is easy. Just update the attached information and mail, email or fax it to us with a check or credit card number.

You work hard for your money. Membership Dues will work even harder for you. Renew today! We think you’ll be glad you did.

NEW for 2019-2020

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More information will be coming soon!

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COMING UP

Missouri Pest Management Association

Annual Recertification &
Golf Tournament Fundraiser

August 22-23, 2019
DoubleTree Hotel ~ Jefferson City, MO

Thursday, August 22

10:00 am  Board of Directors Meeting, MPMA Office
12:00 Noon  PAC Fund-Raiser Golf Tournament, Railwood Golf Club (shot gun start)
6:00 pm  Bocce Tournament (2-person teams), Prison Brews

Friday, August 23

7:30 am  Registration
8:00 - 9:00 am  RODENTS by Travis Chambers, BASF
9:00 - 10:00 am  FLEAS by Jake Clabaugh, Central Life Sciences/Zoecon
10:00 am  Break
10:15 - 11:15 am  SPIDERS by Nate Peterson, Bayer
11:15 - 12:15 pm  ANTS by Travis Chambers, BASF
12:30 pm  Lunch
1:15 - 2:45 pm  TERMITE BAITING & BIOLOGY by Neil McNeill, Dow Agro
2:45 - 3:45 pm  MOSQUITOS/BED BUGS BIOLOGY AND CONTROL by TBD
3:45 - 4:45 pm  SAFETY AND LABELS, PESTICIDE WASTE DISPOSAL, CONTAINER CLEANING AND DISPOSAL AND SPILL REPORTING by Harry Connoyer, Harry’s Consulting and Pest Supplies
4:45-5:15 pm  Missouri Department of Agriculture by Missouri Department of Agriculture

(Sources of Groundwater Contamination handouts will be distributed.)

Recertification Credits

⇒ Kansas Department of Agriculture approved for: 1 hour in 7D, Health-related; 7E, Structural Pest; and 8, Public Health–Fleas; 1 hour in 7B, Stored Products; 7D, Heath-related; 7E, Structural Pest; and 8, Public Health–Rodents; 1 hour in 7D, Health-related; 7E, Structural Pest; and 8, Public Health–Ants; 1 hour in 7D, Health-related; 7E, Structural Pest; and 8, Public Health–Spiders; 1 hour in 7D, Health-related; and 8, Public Health–Mosquitos and Ticks; 1 hour in 7A, Wood-destroying–Termite Baiting and Biology

⇒ Missouri Department of Agriculture approved for: Certified applicators and pesticide technicians licensed in category 7A-General Structural Pest Control and category 7b-Termite/WDO Pest Control.

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2019 AWARDS NOMINATION FORM

Do you know someone in the Pest Management Industry who has worked hard for the industry? Maybe they have done something beyond the call of duty. Maybe they have done something to help not only the Pest Management Industry, but their fellow man. Think about it! I am sure each of us knows someone who deserves to be recognized for their contribution to our industry.

These awards will be presented at our Annual Conference which is being held in St. Louis in December. Three types of awards are planned. Listed below are the types of awards and their respective criteria. Please fill out the form and include a short letter stating why you feel your nominee should receive an award.

Mail the nomination form below and your letter to:

Ron Lang, Chairman
Havener’s Termite & Insect Control, Inc.
819 W. Jackson
Owensville, MO 65066
Phone: 573-437-2031
htermite@fidnet.com

Or Sandra Boeckman, Executive Director
Missouri Pest Management Association
722 E. Capitol, Jefferson City, MO 65101
Phone: 573-761-5771
Email: missouripest@aol.com

AWARD CATEGORIES

Dr. Wilbur Enns Man/Woman of the Year ~ The award will be given to a person who has been outstanding in their contribution of time, talent, and innovation causing a positive result in the betterment of the Association and its’ membership.

John Veatch Award ~ May be awarded to anyone who has made an outstanding contribution to the Pest Management Industry. Recipient does not have to be a member of the MPMA.

Special Award ~ This is an open category. Any criteria of interest to our association will be considered.

Keep the award criteria in mind when making your nominations. If you know someone who is deserving one of these awards or deserves some type of recognition please bring it to our attention. All award nominations must be received no later than November 1.

NOMINATION INFORMATION

Company Name ____________________________________________________________
Your Name ________________________________________________________________
Company Address __________________________________________________________
Name of Person Being Nominated ____________________________________________
Name of Nominee Company _________________________________________________
Address of Nominee Company ______________________________________________
Award Nominated For ______________________________________________________
Hall of Fame Nominations

CRITERIA

- Time of service to the industry
- Contributions to the industry past and present
  - Technological innovations within the industry
  - Lobbying efforts to the industry
  - Efforts to expand the industry’s perception in the public eye
- Awards and recognitions received
- Recommendations from pest management professionals other than the nominating party
- Applicants will be interviewed by the committee members

Deadline for submissions - October 1st each year

Recipient will be recognized at annual meeting with plaque, and names will appear on the website and Facebook on a virtual plaque for year-round viewing.

Nomination Form

Name _______________________________________________________

Industry Contribution(s) _______________________________________

________________________________________________________________

________________________________________________________________

________________________________________________________________

Awards and Recognitions ___________________________________________________________________

________________________________________________________________

________________________________________________________________

Recommended by ____________________________________________

MPMA current member: ☐ Yes ☐ No
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“Arrow perfectly matched the way I ran my company. Nader’s was family-run for 21 years, and I always believed in promoting a family culture in my business through our hiring, training and our relationships with customers and employees. I sold my company to Arrow in 2010, and they followed through 100% on everything promised.”

Randy Nader
Former owner of Nader’s Pest Raiders
The Advocate
The Official Publication of the Missouri Pest Management Association

2019 Advertising Dates and Rates

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<td>7.5”X4.85”</td>
<td>$131.00</td>
<td>$500.00</td>
</tr>
<tr>
<td>1/4 Page</td>
<td>3.6”X4.85”</td>
<td>$69.00</td>
<td>$240.00</td>
</tr>
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</table>

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.

Contract Terms
Ads must be in full color camera ready high resolution pdf format, or a 300+ dpi jpeg. All ads must be paid in full in advance of placement with check or credit card. Send all applicable insertion orders and/or a copy along with a copy of this ad sheet prior to the deadline date. No ads will be inserted that are received after deadline date. If using multiple ads please indicate which ad is to appear in which issue. MPMA emails the newsletter to all members with email addresses and U.S. mails the remaining newsletters to members without an email address. It is then posted to our website at www.mopma.org.

Deadline & Specs

<table>
<thead>
<tr>
<th>Issue</th>
<th>Ad Deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>December 15</td>
</tr>
<tr>
<td>April</td>
<td>March 15</td>
</tr>
<tr>
<td>July</td>
<td>June 15</td>
</tr>
<tr>
<td>October</td>
<td>September 15</td>
</tr>
</tbody>
</table>

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

MPMA The Advocate

NEWSLETTER ADVERTISING CONTACT & PAYMENT INFORMATION

Company Name

Company Contact

Address

City/State/Zip

Phone  Fax  Email

Ad Agency Name/Contact

Address

City/State/Zip

Phone  Fax  Email

TOTAL AMOUNT $ __________________________  □ Check Enclosed  □ Credit Card (MC/V/D/AE)

Card Number __________________________ CVV Code __________________________

Exp. Date  Name on Card  Signature

Send completed contract and payment to MPMA, 722 E. Capitol Ave., Jefferson City, MO 65101. Fax: 573.635.7823 – Phone: 573.761.5771 – Email: missouripest@gmail.com.
Top ten benefits of membership.

- Health Insurance Exchange program
- Online Education at the NPMA Resource Center
- Complimentary Human Resource Consulting
- Employee Recruitment Tools
- Discounted Trucks Through Nissan
- Free Royalty-Free Professional Pictures
- Background Screening
- Collections Services
- NPMA Community Web Site
- National Consumer Exposure to Help Grow Your Business

DON’T FORGET TO UPDATE YOUR MEMBER PROFILE!

You can:
- Identify the topics that are important to you so that we can send you information you want to hear about
- Update your service area zip codes for Find-a-Pro
- Add or remove employees from your company roster
- Download your membership certificate

Questions on any of these programs? Email npma@pestworld.org for information or visit the online member center at npmapestworld.org.
# 2018-2019 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
Gary Schuessler  
Advanced Pest Control Systems, Inc.  
821 Progress  
Cape Girardeau, MO 63701  
573-334-4215 ~ Fax: 573-339-1651  
gary@advpest.com

## Secretary/Treasurer
Steven C. Arenz, ACE  
Arenz Pest Management Solutions  
PO Box 1062  
Hillsboro, MO 63050  
636-797-2880 ~ Fax: 636-797-2969  
arenzs@sbcglobal.net

## Immediate Past President
Mitch Clevenger, ACE  
Bugs Fear Us Pest Management  
PO Box 162  
Columbia, MO 65205  
573-489-6785  
mitchclevenger@gmail.com

## Region I VP
Janet Preece (term expires 2018)  
Zip Zap Termite & Pest Control  
PO Box 46936  
Gladstone, MO 64188  
816-452-5960 ~ Fax: 816-452-1053  
jeffpreece@zipzappestcontrol.com

## Region II VP
Ron Lang (term expires 2018)  
Havener’s Termite and Insect Control, Inc.  
819 W. Jackson  
Owensville, MO 65066  
573-437-2031 ~ Fax: 573-437-4117  
htermite@fidnet.com

## Region III VP
Mitch Kluwe (term expires 2018)  
SEMO Termite and Pest Control, Inc.  
PO Box 67  
New Melle, MO 63365  
636-398-5776 ~ Fax: 636-828-4898  
semopest@gmail.com

## Region IV VP
Brad Dutoit, BCE (term expires 2018)  
Jones Pest Control, Inc.  
1333 S. Appomattox Avenue  
Republic, MO 65738  
417-732-1007 ~ Fax: 417-732-1007  
jonespest@sbcglobal.net

## Region V VP
Elizabeth Knote (term expires 2018)  
Cape Kil Pest Control Company  
33 N. Frederick Street  
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
Harry Connoyer (term expires 2020)  
Harry’s Consulting and Pest Supplies  
8322 Bridge Avenue  
St. Louis, MO 63125  
314-728-9081  
oldcoach@hotmail.com

## Directors at Large
Larry Hodson, Jr. (term expires 2019)  
Big River Pest Management  
220 W. 72nd Street  
Kansas City, MO 64114  
816-523-0777  
JMyers@gunterpest.com

John Myers, ACE (term expires 2019)  
Gunter Pest Management  
220 W. 72nd Street  
Kansas City, MO 64114  
816-523-0777  
JMyers@gunterpest.com

Brian Pickens (term expires 2019)  
Expert Pest Solutions  
3600 N. Brinnsfield Drive  
Ozark, MO 65721  
417-413-4776  
brian@expertpests.com

Kyle Bernskoetter (term expires 2019)  
Art’s Pest Control  
429 W. Miller Street  
Jefferson City, MO 65101  
573-634-3299  
kwbernskoetter@yahoo.com

## Executive Director
Sandra Boeckman  
722 E. Capitol Avenue  
Jefferson City, MO 65101  
573-761-5771 ~ Fax: 573-635-7823  
missoiripest@gmail.com  
www.mopma.org
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

2019-20 MEMBERSHIP RENEWAL/APPLICATION

Dues run July 1 through June 30. Please complete the information listed below, verify information with your signature and mail this form to:

722 East Capitol Avenue
Jefferson City, MO 65101

If you have questions, call 573-761-5771.

For Companies with Annual Sales Volume of...

<table>
<thead>
<tr>
<th>Annual MPMA/NPMA Dues are...</th>
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<tbody>
<tr>
<td>$0 - $100,000</td>
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<tr>
<td>$100,01 - $400,000</td>
</tr>
<tr>
<td>$400,01 - $500,000</td>
</tr>
<tr>
<td>$500,01 - $600,000</td>
</tr>
<tr>
<td>$600,01 - $700,000</td>
</tr>
</tbody>
</table>

(Allied, Affiliated, and Limited Members)

Active Members: Any person, firm or corporation not fully conforming with qualifications for Active Member. A limited member shall automatically become an active member upon meeting the qualifications for active membership.

Affiliated Members: Any active member that operates or controls another firm, and/or business location actively engaged in pest management service work for hire to the public at large.

Active 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.

Honorary Members: Any person who has made a contribution of material benefit to the pest management industry.

Members of the Association in annual meetings become an Honorary Member by three fourths (3/4) vote of the membership of the Association assembled.

BEGIN MEMBERSHIP RENEWAL APPLICANT

Company Name: __________________________________________________________________________________
Company Representative: ___________________________________________________________________________
Address: _________________________________________________________________________________________
City/State/Zip: ____________________________________________________________________________________
Phone: _______________________ Fax: _______________________ Email: __________________________________
Signature: __________________________________________________________ Date: ________________

凡公司有年销售额...

<table>
<thead>
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<th>年度MPMA/NPMA会费是...</th>
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(所有联盟、附属和有限会员)

活跃会员：任何不完全符合活跃会员资格的个人、公司或企业。有限会员在满足活跃会员资格后自动成为活跃会员。

附属会员：任何活跃会员，其经营或控制另一家公司，并/或在活跃会员的业务中活跃地从事害虫管理服务工作，供公众雇用。

活跃会员：任何不从事害虫管理服务工作的个人、公司或企业，但其制造或供应产品、设备、材料或提供服务用于害虫管理行业。

荣誉会员：任何为害虫管理行业做出贡献的人。

成员在年度会议上成为荣誉会员，须经协会全体成员三分之四（3/4）的投票。

遏止单元

公司名称：_________________________________________________________________________________
公司代表：_________________________________________________________________________________
地址：_____________________________________________________________________________________
城市/州/邮编：______________________________________________________________________________
电话：______________________ 传真：______________________ 电子邮件：________________________________
签名：____________________________________________________________________________________ 日期：______________

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(所有联盟、附属和有限会员)