

The

# ADVOCATE



A Publication of the Missouri Pest Management Association



## FROM THE PRESIDENT

Happy Spring!

I know that you are all coming up on your busy season and I wish you the best.

Your MPMA Board of Directors is busy planning events for 2017. We will hold our annual August Recertification on Friday, August 19 at the DoubleTree Hotel in Jefferson City. Speakers include Dr. Nicky Gallagher of Syngenta, Kyle Youngstrom of Bell Labs, Neil McNeill from Dow AgroScience, Dr. Jason Meyers of BASF, Brian Sundnas from Rockwell Labs and Harry Connoyer of Harry's Consulting and Pest

Supplies. These speakers always volunteer their time for our education workshops and we ask that you support them when it comes time to buy products or services.

We will also hold our annual Bocce and Golf Tournaments on August 18 to raise funds for our PAC Funds. If you have not participated in this fun-filled event, you are missing out. The Golf will be held at Railwood Golf Club with a shotgun start at 12 noon. You can bring a team or if you are a single player, we will place you on a team. The Bocce Tournament is held at the Prison Brews in Jefferson City (no skill involved to play Bocce).

**Pre-registration is appreciated for these events.**

The Education Committee met with members of the Greater St. Louis Pest Control Association in early March to begin plans for the Joint Annual Conference that will be held in St. Louis at the Hilton Frontenac Hotel on November 28-30. Speakers confirmed to date include Dr. Stuart Mitchell of Pest West USA, Arnold Ramsey from FMC, Dr. Jason Meyer, BASF, and Kyle Youngstrom from Bell Labs. We will also hold an open forum roundtable as part of the program on November 29. ACE training will once again be held on Wednesday, November 29. If you are contemplating getting your ACE designation, early registration is a must. Thanks to Jeffery Preece for providing the training for the exam. The Missouri Recertification will be held on Thursday, November 30. The Greater St. Louis Pest Control Association is coordinating the speakers and we thank them for all their efforts in planning this meeting. **Mark your calendar and plan to attend.**

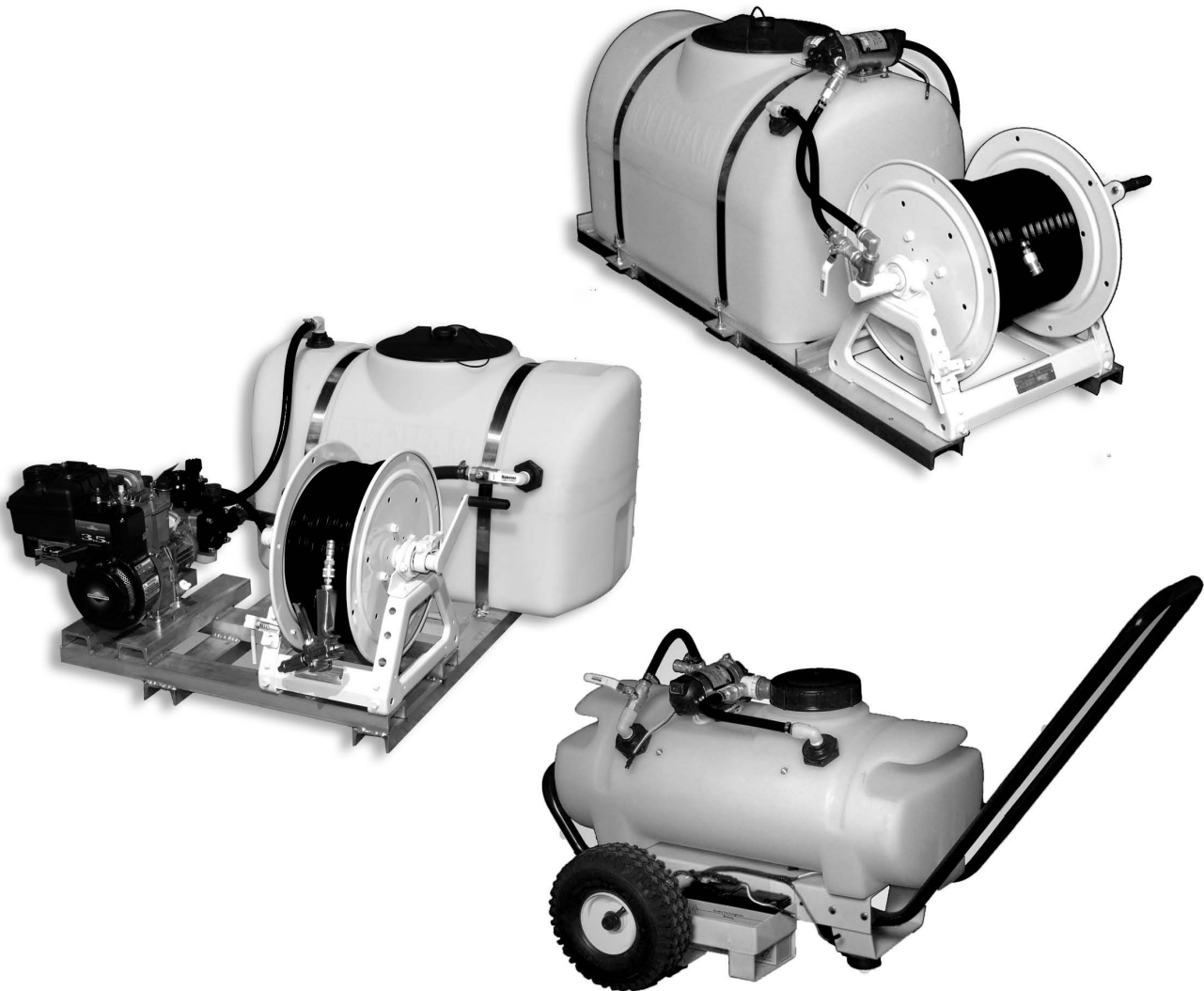
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Watch your mail for the 2017 MPMA Membership Directory which should go out in the next couple of weeks.

(Continued on page 8)

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**NEWSLETTER OF THE MISSOURI PEST MANAGEMENT ASSOCIATION**

**Newsletter Editor**  
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**Newsletter Publisher**  
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**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**

May 19, 2017

**Board Meeting**  
*MPMA Office - Jefferson City, MO*

August 17, 2017

**Board Meeting, PAC Golf & Bocce Tournament**  
*Jefferson City, MO*

August 18, 2017

**August Re-Certification**  
*DoubleTree Hotel  
Jefferson City, MO*

October 13, 2017

**Board Meeting**  
*MPMA Office - Jefferson City, MO*

November 28-30, 2017

**Joint Annual Conference and Exposition with Greater St. Louis Pest Control Association**  
*Hilton St. Louis Frontenac Hotel  
St. Louis, MO*



# WORDS THAT CAN DRIVE YOUR CUSTOMERS AWAY

NANCY FRIEDMAN, PRESIDENT OF TELEPHONE DOCTOR

They are conversation diverters. Just as the words ALWAYS and NEVER are. Customers and friends will challenge and doubt you with those words. Killer words make your customers, and potential customers, veer away from the real point of your conversation.

So best we eliminate them from our routine and vocabulary. It's not easy to do. If it were easy to do, everyone would be doing it...and we know everyone isn't doing it.

Here are the top rated killer words. Remove them from your sales and customer service conversations and watch the scene (personal and business) go smoother.

**1. "No Problem."** – This is a biggie. The customer is thinking, "When was I a problem?" Believe we can thank the 'islands' for this one. When we take a cruise and ask for anything, what's the first thing the waiter says when we want 4 desserts? Right, "No problem." Well on the cruise it may be okay; however, back home it should be the GOLD STANDARD of "you're welcome," "my pleasure," "happy to help," and a host of other ways to let the customer know you're glad to do that. "No problem" appears to be a big problem with your customers. Lose it. It kills the conversation. FYI "No Worries" is not a good substitute, either.

**2. "Our computers are so slow."** – Big excuse. Everyone's computer runs slow occasionally. When you complain about your computer it's perceived as though you're complaining about your company. And perception is reality. Take the time to say, "This might take a bit longer than I'd like it to. Tell me about . . ." and then ask a benign question that will take some time and let the customer talk.

**3. "Calm Down."** – Oh man, does this one make the hair on the back of their neck stand up. In any movie or TV show I've watched lately when someone is told

to "calm down," the next words are, "Don't you tell me to calm down." Now you're in an argument. There are times when the client may need to vent. Your job is to listen and come in at the appropriate time with sympathetic and empathetic wording. You telling a customer how to handle their actions isn't a great idea. Get rid of the expression "calm down."

**4. "It's not our policy."** – Ouch! Okay, okay, most every company has policies and it's something we need to deal with daily. What is not necessary is blurting that out first and foremost to the customer. The policy should be rephrased so it starts off in a positive way. "Reject gently." And rephrasing policies are a good way to soften the blow and explain in a more TLC way what will happen. Next time you find yourself saying, "That's not our policy," stop! Regroup and reword. Buffer it with, "Let me see what we can do. Normally the policy of the company doesn't allow last minute changes; however, I'll double check." (The request should be restated so the customer hears you're going to go to bat for them.) "Let me double check" are powerful words.

**5. "Yes, but..."** – Hmm, what's wrong with that? We all say it. Well, what's wrong with that is the minute we say, "yes, but," the client knows something negative is coming. If you have ever said, "I love you so much, but..." usually there is a condition coming, isn't there? Here's one way to change that: "Yes, we can do that. There is, however, a \$50 additional fee." Doesn't that sound better than, "Yes but..."? Most people have phrases and sayings they don't like or that aggravate them. Keep a list of your killer words (along with ours) and avoid them.

Other KILLER WORDS on the list are:

- Can I be honest with you? (No. lie to me, please.)
- What was your name again? (The same as it was last time. I said it 20 seconds ago.)
- You don't understand what I'm saying. (Then change the way you're saying it.)



# CAN I BE HONEST WITH YOU? NO, LIE TO ME.

NANCY FRIEDMAN, PRESIDENT OF TELEPHONE DOCTOR

A week or so ago I posted this short comment and the response was a good amount of agreement that the phrase is not a good one. So we're delving a bit deeper.

What are the ramifications of saying, "can I be honest with you?" to a customer, prospect or anyone for that matter? To name a few:

- It's a 'trust' violator.
- It's considered 'social noise.'
- It reduces your credibility because people expect honesty. We call it a credibility buster.
- There's a hidden message in what you're saying.

And there are plenty of 'cousins' to

that phrase that are annoying phrases. Do these sound familiar?

- Can I tell you the truth?
- Let me be perfectly frank.
- You want the truth?
- I'm gonna level with you.
- Can I be candid with you?

Do you feel there is an appropriate time when it's OK to use this phrase? Here are 3 reasons why NOT.

- It's simply not effective. Avoid the phrase.
- It's a totally useless phrase.
- This phrase questions your own integrity. Customers, family, and friends expect the truth and your honesty.

When we hear "Can I be honest with you?" we tend to wonder about the previous and forthcoming information. We expect the truth every time. So why the disclaimer?

A few (but not limited to) replacements might be: "Here are my thoughts" or "You make a good point; however, I was thinking about this . . ."



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## CAN'T WE ALL GET ALONG?

PAT VANHOOSER AND LLOYD SMIGEL

Our combined experience in the Pest Control industry is about 60 plus years.

We have been working for and/or advising small, medium and large companies. Their problems varied greatly. In some of the bigger organizations there are people who put THEIR agenda's - (both open and hidden agendas) ahead of the company and/or anyone in it. There are games played to move up in the organization - a quest for power and money.

In the Midsize companies there are some of the above but also more personal and vendetta styles moving around. Additionally, there is the clash of growth and profit without the needed goal setting and/or strategy involvement. Little time is spent on "the Plan".

Smaller companies have a lot of Organizational problems and concentrate on 'survival' while changing plans and objectives as they receive "new" information from whomever they listen to most recently.

In all of the above situations, there are clashes. And... if you are a family business - multiply these problems substantially. All of the above involve Strategy and People. Many owners and managers just don't get it. They believe that "those people" have caused them all of their problems. The high turnover and lack of enthusiasm is because of 'them'. Really?

In the best run companies we have seen there are commonalities. They are organized. They have Job Descriptions, a chain of command, mission Statements as well as manuals on every aspect of the job. Their goals are created democratically. They are respectful of one another and the work environment is friendly without fear of the boss.

The leaders who do well are the leaders who EARN respect - as opposed to those leaders who demand respect. You don't send out a memo on Monday morning stating the "Effective Monday morning everyone will respect me." It doesn't work. They may fear you - but not respect you. Big difference. A high turnover indicates many problems. Not just the expense of replacement but also in morale and other employees questioning your hiring abilities, your ability to maintain personnel, your interpersonal skills as well as your general Leadership abilities. Then they begin to wonder "Why am I still here.?"

One company has been doing about the same amount of business for 12 years now. The owner is really a nice hard working person but has a very high turnover rate. He hires pretty good people. He shares his plans with them. This is where we are going - this is how we're going to do it and this is where you will be in the future. Additionally he

(Continued on page 7)

### Discovery Retreat

Learn to Earn<sup>®</sup> by Sharing Information



Lloyd Smigel - guru

**Discovery Retreat upcoming schedule. Mark your calendar today!**

#### Discovery Retreats

For more than 15 years the Discovery Retreats have been run and owned by Lloyd Smigel. If you want the straight scoop from someone who has "been there, done that", this could be the opportunity to change your business for the better!



Pat VanHooser - 40 year professional PCO

Pat VanHooser has held just about every job in the pest management field: technician, trainer, manager, office specialist and janitor. She is a straight forward coach with the answers you may not want to hear - but need to.

**Join us in Dallas for upcoming retreats.**

**Call Pat for any questions and registration**

**information. 816-888-9146**

**August 18 and 19, 2017**

**Family business - making it work** If you have friends and family working in your business it can be a nightmare. Let's fix it!

We will also cover "Who's going to take over when I'm gone?"

Unless you plan to stay until you drop dead and don't care what happens after that - you might want to consider coming to this one!!

**November 10 and 11, 2017**

**The future of pest control - are you ready?** Liability, protecting what you have built, new technology - what business will look like in the near future and you need to get ready.

# ATTENTION

## Effective July 1, 2017

## MPMA will no longer have their 800 #.

## Please call 573.761.5771

### CAN'T WE ALL GET ALONG? CONTINUED

shares with them what THEY have to do to move forward (licensing, work skills, track record, etc.)

However, after being there 1-3 years that plan changes several times (for whatever reasons) and they are right back where they started. They like the owner but they are not progressing and they leave. Sort of like training for a cross country race but they keep changing the venue. Hard to practice for the unknown. Yes, we have to be prepared for change and turnover but if that becomes your norm – people – good people will leave.

The owner is frustrated and so are his employees. Ironically, when push comes to shove, this owner doesn't really want to put his money where his mouth is. He doesn't want to invest in his people and their growth. Another problem – another article.

The point is that Small, Medium and Large companies have to spend more shared time on Strategy and create an environment of trust and common goals. Learn to 'listen' to your better well established employees and don't get hoodwinked by the latest plan that was created by someone who has never been in the business before. Sure, some of those ideas can have merit – but try not to forget the basics.

Sell an honest product, deliver on what you say you will and follow up to make sure the customer is satisfied. Learn from your mistakes – don't keep repeating them. We CAN all get along but it takes an understanding leader to move forward.



## FROM THE PRESIDENT CONTINUED

Included in the directory are contact information for all of our Active (pest control companies) and Allied (vendors) members as well as a listing of our Life Members. Also, included is information on the Department of Agriculture and their inspectors, National Pest Management Association Board and staff and MPMA documents of interest on awards, newsletter, etc.

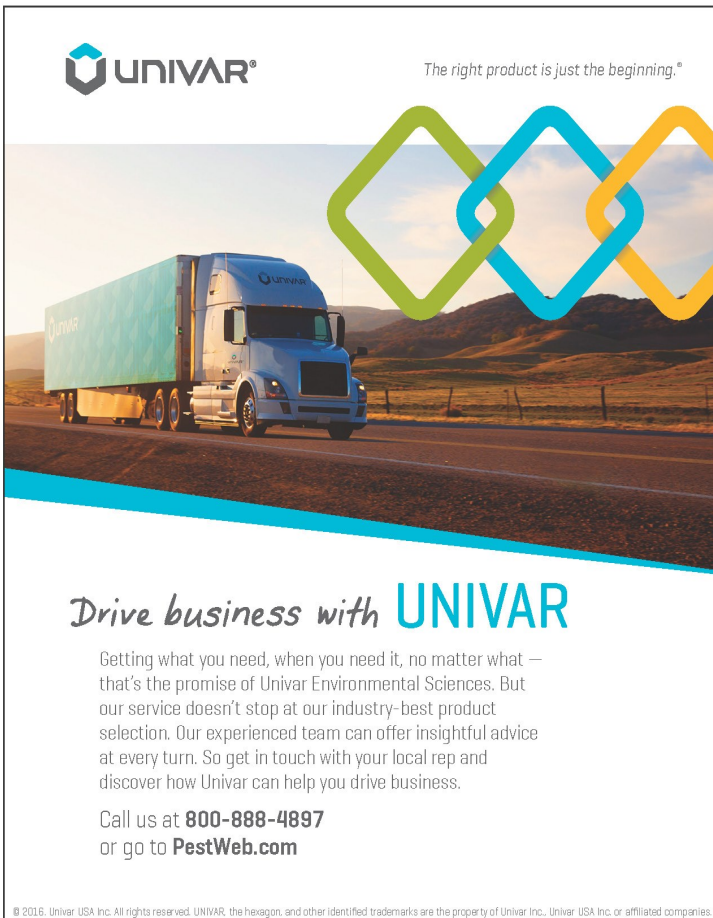
Also, please note that effective July 1, 2017 the 800 phone number for MPMA will no longer work. If you need to reach the MPMA office call 573.761.5771.

If any of the MPMA Board of Directors can assist you please call or email.

Sincerely,

**Mitch**

Mitch Clevenger, ACE, MPMA President  
Bugs Fear Us Pest Management  
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# 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 interview by the committee members

.....  
Deadline for submissions -October 1<sup>st</sup> 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

## 27 MARKETING IDEAS FOR PEST CONTROL COMPANIES

JUNE VAN KLAVEREN, COMPELLING COMMUNICATIONS, INC.

1. Provide more than is expected so your customers will be inclined to refer you to their friends and relatives.
2. Keep thank you notes on hand and ready to write at any time. Affix stamps to envelopes so they are ready to write, address and send.
3. Make your offers irresistible.
4. Call one customer a day to check on their satisfaction with your service.
5. Review your advertising. Does it reflect what you offer? Is it eye-catching? Does it contain an offer? (See #3 above.)
6. Review your marketing plan and evaluate and update it.
7. Review your web site and update it with any new services or information.
8. Review your 30-second elevator speech that explains in 30 seconds or less exactly what you do.
9. Attend a networking event.
10. Review your Unique Selling Proposition. Has it changed since you wrote it? Has your competition changed their USP to match yours? If this has happened, it's time to determine how you're different from them!
11. Ask your satisfied customers for a referral to someone else you could similarly help. Ask permission from your customer to use their name when you contact the referrals. Then write a letter to each referral and follow up with a phone call a week later. If the referral becomes a customer, send a thank you note or small gift of appreciation to the customer who provided the referral.
12. Use your phone to market! Call customers to keep in touch, offer help or just say hello.
13. Prepare a direct mailing using a personal letter detailing a service or product you offer. Include a personal line or two in each letter (preferably in your own handwriting).
14. Prepare a short press release about your business or a seasonal pest topic and send it to local papers.
15. Seek out opportunities to speak in public about your area of expertise. Consider elementary school presentations like the Good Bug/Bad Bug presentation.
16. Let your business card tell your story. Print a list of products or services on the back of your card.
17. Make customer service an intentional activity. Devote at least a half hour a day to contacting and thanking customers.
18. Develop a one-page newsletter and regularly mail it (or email it) to your best clients and prospects.
19. Join forces with a noncompetitive company to co-produce a newsletter and send it to your own mailing list as well as the other company's list.
20. Include your business card in every piece of mail you send out, including your bill payments.
21. Include testimonials from satisfied clients in your brochure and web site.
22. Consider digitizing your brochure so you can email it or post it to your web site.
23. Write at least five different headlines for each letter you write; then choose the most effective one, based on an informal survey of your coworkers.
24. Develop a press kit containing photos, interviews, brochures, and background information.
25. If you hear nothing positive from a customer, ask if the service/product worked out.
26. Spend at least an hour a week surfing the internet to find competitive information or just fresh, new ideas.
27. Use social media to reach your fans. Post consistently on a variety of topics.

June Van Klaveren, Compelling Communications, Inc., specializes in helping pest control companies market their services. She can be reached at 636-394-4148 or emailed at [june@compelcom.com](mailto:june@compelcom.com).



# Marketing Got You Stumped?

For solutions, products, articles & ideas – visit [www.HowToMarketPestControl.com](http://www.HowToMarketPestControl.com).

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1



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2



**Apply Larvicides**

3



**Apply DeltAGard<sup>®</sup>**

4



**Apply Suspend<sup>®</sup>  
POLYZONE<sup>®</sup>**

5



**Report Changes**



## Bayer Mosquito Solutions



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For more details, search “mosquito solutions” at [backedbybayer.com](http://backedbybayer.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.



**KILLS:** Fleas, Ticks, Bed Bugs, Argentine Ants, Asian Lady Beetles, Carpenter Ants, Cockroaches, Crickets, Fire Ants, Spiders Plus Other Listed Pests

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# 10 STRATEGIES TO INCREASE REVENUE

DO YOU HAVE A PLAN FOR TAKING YOUR COMPANY TO THE NEXT LEVEL?

Reaching your next revenue milestone - whether that's \$250,000, \$1 million or \$50 million - requires aggressive growth and the ability to execute solid strategies.

Paul Giannamore, managing director of The Potomac Company, who advises companies on how to increase their value, offered 10 tips to help you succeed:

1. **Set Strategy.** Identify critical obstacles to performance and develop a coherent action plan to overcome them. Good strategy helps a company manage itself, so you can focus on growing the business, Giannamore explained.
2. **Establish Systems.** Systems dictate how things get done. They mitigate chaos, help employees perform intuitively, reduce errors, and control reward activities and behaviors. They also generate valuable feedback that you should use to hone your strategy, said Giannamore.
3. **Get Input.** Meet daily with employees for five minutes to identify customer and employee problems; meet weekly or monthly to solve them, Giannamore advised. These meetings can become the "pulse" of the business and give you feedback to guide strategy.
4. **Prioritize Customer Retention.** A first-year customer returns about \$5 in annual profit; a seven-year customer delivers \$100, said Giannamore. Focus on delivering recurring (not one-time service) and actively track customer retention rates.
5. **Track Predictive Indicators.** Instead of watching balance sheets and P&L statements, set targets for customer retention rates, employee retention rates and revenue per technician — direct obstacles to performance — and track them weekly, advised Giannamore.
6. **Tie Strategy to Performance.** Design key performance indicators that tie employee activities to customer or business needs, such as retention, monthly recurring revenue and sales conversions. Create scorecards and update them routinely so employees know how they measure up.
7. **Use Incentives.** A mix of short- and long-term incentives aimed at individuals, employee groups and the entire company can greatly impact performance. Just craft them carefully so they don't bring in low-margin accounts at the expense of long-term recurring ones, stated Giannamore.
8. **Boost Motivation.** Employees are motivated when they understand the company's goals and what's in it for them, so regularly explain your plans to grow revenue, their role and potential reward, opportunities for professional development and the career path before them, he said.
9. **Ask Why.** Metrics like gross revenue growth, profitability and employee retention tells us the 'what,' said Giannamore. If you don't ask WHY, you don't get to the underlying activities, behaviors, issues or architecture that may need adjustment to improve the business.
10. **Expand Your View.** Look beyond this industry and attend seminars in other fields to gain sales and marketing ideas and learn other ways to organize a business. Also, form a council of three to five advisors who can serve as coaches and mentors for you and the company.

This article was adapted from a presentation given by Paul Giannamore at PCT's Million-Dollar Club Virtual Conference, sponsored by Arrow Exterminators.

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Missouri Pest Management Association  
**Annual Recertification &  
Golf Tournament Fundraiser**

August 17-18, 2017 ~ DoubleTree Hotel ~ Jefferson City, MO

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**Thursday, August 17**

- 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 18**

- 7:30 am Registration
- 8:00 - 9:00 am **Mosquitoes**  
*Dr. Nicky Gallagher, Syngenta Professional Products*
- 9:00 - 10:00 am **Rodents**  
*Kyle Youngstrom, Bell Laboratories*
- 10:00 am Break
- 10:15 - 11:15 am **Termite Baiting and Biology**  
*Neil McNeill, Dow Agro Sciences*
- 11:15 - 12:15 pm **Bed Bugs Biology and Control**  
*Dr. Jason Meyers, BASF*
- 12:30 pm Lunch
- 1:15 - 2:45 pm **Fleas**  
*Dr. Jason Meyers, BASF*
- 2:45 - 3:45 pm **Roaches Baiting and Biology**  
*Brian Sundnas, Rockwell Labs*
- 3:45 - 4:45 pm **Safety and Labels, Pesticide Waste Disposal, Container Cleaning and Disposal and Spill Reporting**  
*Harry Connoyer, Harry's Consulting and Pest Supplies*
- 4:45-5:15 pm **Missouri Department of Agriculture**  
*(Sources of Groundwater Contamination handouts will be distributed.)*

MARK YOUR  
CALENDAR!



# Missouri Pest Management Association Recertification & Golf Tournament

## Recertification Credits

- ⇒ Approved by **Kansas Department of Agriculture** for the following: Core - 1 hour (Safety & Labels and MDA Laws & Regs talks); 1.0 hour 7A-Wood Destroying; 5.0 hours 7E-Structural; 5.0 hours 7D/8-Health Related/Public Health.
- ⇒ Approved by **Missouri Department of Agriculture** for certified applicators and pesticide technicians licensed in category 7A-General Structural Pest Control and category 7b-Termite Pest Control.
- ⇒ Approved by **Illinois Department of Public Health** for 6 hours of recertification credit under the provisions of the Structural Pest Control Act and Code. "Missouri Department of Agriculture" topic is not approved for Illinois technicians.
- ⇒ Approved by **Arkansas State Plant Board** in all structural categories.

## Hotel Information

DoubleTree Hotel, 422 Monroe Street, Jefferson City, Missouri 65101, has a block of rooms reserved at a special rate of \$99.00 for single or double occupancy until July 18, 2017. Call 573-632-4142 for reservations and ask for the MPMA Special Block Rate.

## Golf Tournament

The PAC fundraiser golf tournament is planned for August 17 at the Railwood Golf Club, 12925 County Road 4037, Holts Summit, Missouri 65043. It will be a shotgun start at 1:00 p.m.

## Bocce Tournament

The Bocce tournament is planned for August 17 at Prison Brews, 305 Ash Street, Jefferson City, Missouri 65101. It is \$20 for a team of two participants.

## REGISTRATION FORM

Name \_\_\_\_\_

Firm \_\_\_\_\_

Address \_\_\_\_\_

City, State Zip \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

### PAYMENT OPTIONS

*Payment must accompany registration form*

- Check Enclosed     Invoice Me  
 MasterCard/Visa/Discover/American Express

Card # \_\_\_\_\_

Exp. Date \_\_\_\_\_

Detach and mail payment to:  
 MPMA  
 722 E. Capitol Avenue  
 Jefferson City, MO 65102  
 573-761-5771  
 Fax: 573-635-7823  
 Email: missouripest@aol.com

FEES	
<input type="checkbox"/> \$85	<b>Member Fees</b> <i>(includes materials, breaks and lunch)</i>
<input type="checkbox"/> \$100	<b>Non Member Fees</b> <i>(includes materials, breaks and lunch)</i>
<input type="checkbox"/> \$65	<b>Golf Tournament</b>
<input type="checkbox"/> \$20 per team	<b>Bocce Tournament</b> My team will be _____
\$ _____ Total Amount Enclosed	

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mitchclevenger@gmail.com

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flavipes80@hotmail.com

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## 2016-2017 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: \_\_\_\_\_

For Companies with Annual Sales Volume of...	Annual MPMA/NPMA Dues are...
<input type="checkbox"/> \$0 - \$100,000	\$200
<input type="checkbox"/> \$100,001 - \$200,000	\$260
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- 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 wet 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.