



Letter From Kevin Dent

Dear Contractor Partner,

Congratulations! DENTCO's Quality Service Team has chosen the following companies for their quick response, communication, outstanding service and prompt paperwork submittal. As a token of our appreciation, each company will receive a plaque and check acknowledging their hard work. We thank each of you for a job well done!

This Clippings issue dedicated to acknowledging our 2011 Landscape Contractor Partners of the Year! These awards are determined by our Quality Service Team's recommendations and benchmarks of performance.

Wishing all of our Contractor Partners the very best! Thank you for your services in 2011!

Sincerely,

Kevin Dent

EXPEDITING WORK ORDERS

Our customers rate performance based on speed and quality service. Some of the frequent and qualifying questions our customers ask are, how fast do we respond, take care of issues, submit pricing for additional services and send completed services to invoicing? Is the work completed per scope and specification?

Our solutions to these concerns are simple, to meet our customers' need for faster work order estimates, we began internally pricing work order requests effective September 1st. An added bonus in providing this service is it will save you time and resources. The pricing will reflect standard market pricing which has already been approved for completion! This means new business for you without expending any time or resources on generating an estimate. We won't spend time or money on visiting locations, building and submitting an estimate and resubmitting with requested changes. DENTCO has been working towards this goal for several years based on data collected over the last 10 years. We are very pleased to have met our goal and so are our customers.

We ask for your assistance with the new process. Should our work order department call for verification, please respond quickly to any questions they may have. This overall process will result in customer growth and retention as their deadlines will be met. We anticipate increased approval rates as we deliver their needs in a timely manner.

Thank you!

Paperwork Reminder

As we continue our partnership with you, we felt it was important to offer some helpful reminders for filling out our paperwork. Follow these tips and you will not only save us valuable time in processing your paperwork, but also save yourself the hassle of correcting issues, so that payments can be expedited smoothly.

First, it is very important that you double check your SVTs (Exhibit Es) prior to sending them to us. Make sure you have entered the date/time you performed service, checked the boxes of the services you performed and received a signature from a site manager when it is required. Similarly, if you perform per service snow removal for us, make sure your DENTCO Snow Invoice (Exhibit F) matches the SVTs it is sent with. And remember, all SVTs should be sent in within 72 hours of service. This includes SVTs for seasonal snow work as it is vital to have a clear record of what work was performed to track service and document against potential liability claims. Do not compile an entire month worth of SVTs and send them all at once. Sending all paperwork at once will only slow down the process of getting your paperwork entered and gives us less time to resolve any discrepancies.

As for your seasonal landscaping/sweeping/snow removal invoices, there are just a few pieces of information that are crucial. Make sure you include the month/year the invoice is billing for (simply having an invoice date of 9/1/11 doesn't tell us what month of service you are billing). Also, make sure you itemize your bill so that we can see the amount you are invoicing per site. Your seasonal invoice should be submitted no later than the 3rd of the month following services (so invoices for September are due by October 3rd).

Thank you in advance for taking the extra time to make sure your paperwork is accurate before submittal, and thank you for your continued service!

PAPERWORK@DENTCO.COM

We have listened to your comments and we continue to improve our paperwork process. Some of you received a report via email regarding missing paperwork. Our first set of reports went out to over 800 Contractor Partners. The following week it was down to approximately 500, and then 250 the next week. The response and communication has been inspiring, to say the least.

The reason for this change is one source consolidation; the goal is to release all Contractor Partner payments on time.

- One contact sending out the reports, CP update and missing SVT. You will receive your report every Wednesday evening.
- One email and fax to return and respond to/from.
- Continual and consistent communication.
- Increased efficiency to allow for better communication on follow ups.
- Improved DENTCO CP relationships.

Our reports have additional information regarding deadlines for paperwork and what can happen if the missing paperwork has not been submitted. We encourage you to use this email inbox for your missing paperwork to request a copy of what you are missing, to ensure a timely response and increased efficiency for all.

Work Order Invoicing and WOVs

With the increasing urgency from our customers to invoice work orders within 30 to 60 days to close out their P&L, we had to amend our current process to meet the customer needs. We must meet our customers' invoice timelines in order to be paid, so it is vital that you also amend your timelines and turnaround on work orders on a consistent and timely basis.

Academy Sports, Kohls, K&G Fashion Superstore and The Mens Wearhouse currently have to be invoiced within a 30 day period from the date approved. All other customers must be invoiced no later than 60 days. Work orders will be closed out and we cannot invoice beyond this time frame.

We cannot invoice a work order without the Work Order Verification Form (WOV). Each work order is different. The cover letter you receive outlines and gives direction on the WOVS process.

Changes Being Made to Our Process:

- WOVS must be signed within 72 hours of work being completed and faxed to 1-866-317-1403 or emailed to paperwork@dentco.com
- You will receive a report every Wednesday to remind you what is required for payment.
- You must notify us if you cannot complete the work or a manager will not sign the WOVS.
- Communication is key to ensuring the customer is updated, and we can resolve problems you may have at the site level in a timely manner.
- The goal is to invoice the customer timely and we/you receive payment for our efforts.

DENTCO is proud of our efforts to assist you in doing business with our company. We will continue to be a leader in good communication, documentation and reporting. Thank you for being attentive to the communication we send to assist you.

LANDSCAPE CONTRACTOR PARTNERS OF THE YEAR 2011



Senske Lawn and Tree Care

Following World War II, Bill Senske started a small lawn care and pest control company in Spokane, Washington. Bill was an entrepreneur, opening the doors to their new business in 1947 with his wife Liz at his side handling the office duties. The company was instrumental in ridding downtown Spokane of a horrendous rodent infestation. After the demise of over 10,000 rats, Spokane was designated a "rat free city" in 1952. Bill's early success with pest control established his reputation as the region's top expert on rodent control. They have become a leader in their industry with 7 branch locations within Washington, Idaho and Utah. Senske currently services DENTCO sites in UT, ID and WA. The Senske divisions always go above and beyond to ensure customer satisfaction. The Boise, ID branch is managed by Tony Fisher and his key managers, Toby and Pat, have done an outstanding job this season. Bill McGee, Quality Service Manager, acknowledges Senske Lawn and Tree Care for taking ownership and being committed to providing superior quality service.

Travis Lawns

Travis Lawns was established in 1994 while Travis was attending Tennessee Tech University. After graduating with a BS in microbiology, Travis followed his passion and remained in the lawn care industry. Travis became a Contractor Partner with DENTCO in 2007 and currently maintains a variety of properties for several DENTCO customers. Travis Lawns is a full service company that includes landscaping, irrigation and snow removal. Travis' long-term goal is to build and promote Travis Lawns as a service leader in the middle Tennessee market. Travis and his wife Ruby have two children, Jonathan (12) and Kayla (2). They reside in Pleasant View, Tennessee. Travis Lawns has gone above and beyond to service our customers. Travis embraces the DENTCO culture and realizes that one issue can affect the whole portfolio. Ruby handles the paperwork, including SVTs, billing and insurance requirements. Ruby consistently follows up to see if we are missing any paperwork and responds quickly. They are a great team! Quality Service Coordinator, Glenn Mattocks, is looking forward to working with Travis Lawns in the future.

Let It Grow, Inc.

Let It Grow is a landscape and site construction company in River Edge, NJ. Established in 1986, the mission of Let It Grow, Inc. is, "exceed all expectations in the planning, execution and delivery of world-class landscape and site construction development projects in the communities we serve. We are dedicated to maximizing our customers' investments through superior service, quality work and uncompromised safety—guided by a highly experienced team." Scott Hoeflich, Quality Service Manager, believes that Let It Grow stands by their mission statement and is an excellent Contractor Partner with DENTCO. The DENTCO team thanks Let it Grow, Inc.!



Lawn Patrol Services, Inc.

Lawn Patrol Services, Inc. was established in 1998 and has been a CP for DENTCO since 2002. Lawn Patrol prides themselves on their customer service, promptness and honesty. The company was founded by Tony and Michael Conley. Glenn Mattocks, Quality Service Coordinator, is proud to award Lawn Patrol as CP of the year because of their great communication and follow through on paper work. Tony has been working with DENTCO since 2005. He takes pride in his crew and his services and really does a great job for DENTCO in the State of Texas. He has snow contracts and actually performed a few snow services last year for us! The DENTCO team thanks Lawn Patrol Services for their many years of superior service and we look forward to many more!

Linton's

Kim Delo, Quality Service Coordinator, awards Linton's of Elkhart, IN, as a Landscape Contractor Partner of the Year! Kirk Linton has taken pride in attaining their goal of "Quality & Excellence" in all areas of landscape maintenance and services for more than 29 years. As a Contractor Partner with DENTCO for the past 10 years, Kirk Linton, General Manager, and his team have been able to meet or exceed the standard for DENTCO. They partner with DENTCO in landscape maintenance and snow removal services and maintain a positive relationship throughout the year. Kirk commented that, "The communication and availability of our DENTCO contacts is an essential ingredient to this working partnership and assists us in providing the timely responses to the clients' special needs and requests which keeps that partnership growing." DENTCO agrees and looks forward to continuing our business relationship with Linton's. Thank you, Kirk!

Hepners Landscaping & Irrigation

Josh Edmondson, Quality Service Manager, has chosen Hepners Landscaping & Irrigation to receive the Landscape Contractor Partner of the year award for 2011. Hepners has been in business for 20 years, working for DENTCO for the past 3 years. Their locations always look immaculate whenever they are inspected. They provide immediate response to work orders and keep their insurance up to date. Paperwork is always current and in on time. Rodney Hepner enjoys spending his free time with his children. Josh looks forward to a continued relationship with Hepners Landscaping & Irrigation. Congratulations and thank you from the DENTCO team!



The Lawn Tamer, Inc.

The Lawn Tamer located in New Iberia, LA, has been a Contractor Partner with DENTCO since 2003. Owner Snooks Sorrel provides excellent services and great paperwork management. The Lawn Tamer's locations are always to specification and they excel with great communication to DENTCO and our customers. Snooks Sorrel looks forward to growing his business with DENTCO. During these hard economic times we are having, he really appreciates DENTCO and the customer locations he is servicing for us. Glenn Mattocks, Quality Service Coordinator, appreciates Snooks' dedication and positive communication!

Curb Appeal Landscape Services, Inc.

Scott Poynter, Quality Service Manager in Florida, recognizes Curb Appeal Landscape Services, Inc. for Landscape CP of the year 2011. Owner Tony Gomez started out in the landscaping business working as a sales manager for another company before his wife, Joyce, talked him into opening his own landscape company. After owning and operating Curb Appeal for nearly 10 years, Tony is most proud of the words of praise he receives from every customer on a regular basis. Tony feels that in these tough economic times you must go the extra mile and make an initiative. Scott Poynter acknowledges Curb Appeal, and Tony, for truly being on top of his properties—he has greatly improved the locations he took over in the Tampa/Lakeland market. Unfortunately, Tony lost his wife to cancer in 2006. He is a full time dad, while also running his company. He and his two children are actively involved in the Relay for Life in Coquina Beach, an overnight walk to raise money for cancer research. Tony shared that he believes "every day is a gift and an opportunity to help my kids continue to heal from the loss of their mom. I am grateful for all of my clients that trust us with their landscape needs and take that very seriously." We look forward to working with Tony for many years to come.



Slabaugh Services, Inc.

Slabaugh Services, Inc. has been a valued Contractor Partner for DENTCO since 2009. They were awarded new business this year and Slabaugh Services understands what it takes to bring on a new customer while providing a seamless transition of service. We depend on our CPs' proactiveness and to be our eyes and ears on the location, communicating additional needs of property back to DENTCO. Nathan Slabaugh clearly understands the efficiency of how the program operates and made it happen on his end! This is an awesome example of partnering between DENTCO and our CP, to be focused on a new customer start up. Glenn Mattocks, Quality Service Coordinator, is recognizing Nathan Slabaugh for his professionalism, communication and dedication to going above and beyond to meet the customer needs. Thank you Slabaugh Services, Inc.!

Aspen Landscapes Maintenance and Design

Aspen Landscape Maintenance and Design, owned and operated by Scott and Dawn Patterson, in sunny Auburn, CA, are new Contractor Partners with DENTCO and they have hit the ground running. They have quickly caught on to the DENTCO way with timely submission of paperwork, top notch proactive information and a culture of outstanding customer service! Scott and Dawn are always willing to do whatever is needed to take care of the customers they service. Quality Service Coordinator, Shelly Billings, is excited to continue working with Aspen Landscape and sees a long-term customer focused relationship with them.

Gator Cut Lawn Service LLC

Gator Cut Lawn Service of Clarkston, Michigan, is a family business started by Kevin and Kelly Swartz more than 18 years ago. Gator Cut has enjoyed a business relationship with DENTCO for more than nine years and has demonstrated the necessary work ethic and business model needed to make their company and DENTCO successful. They understand what it takes to provide superior service and make our customers happy. Kevin, Kelly and longstanding crew leader Tim Clement make a great team and have excellent communication and follow up. Gator Cut has worked for other management companies and really enjoys working with the DENTCO team. Kim Delo, Quality Service Coordinator, looks forward to working with Gator Cut Lawn Service for many years to come. Congratulations and thank you Kevin, Kelly and Tim!



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