



## Letter From Kevin Dent

Dear Contractor Partner,

With a lack of snow in many areas during our mild winter, along with an early spring, we must wonder what the summer and fall have in store for us. There are things in life that are out of our control; Mother Nature sits at the top of this list.

Our unpredictable weather is beyond our control and necessitates that we exhibit flexibility and versatility, be it as individuals or companies. Often a heavy dose of persistence is needed to push us forward through times of diversity so we can remain viable as a company or successful in our personal quests.

Over the years there have been other mild winters and early springs, but we've also had to weather hurricanes, tornadoes and earthquakes which have caused the loss of lives. So if you are reading this edition of the Clippings, count yourself fortunate (I know I do)! We have the luxury of just waiting for the weather to change.

The best to you and your companies for the second half of 2012!

Sincerely,

Kevin Dent

## The 50/50 Way of Contracts

We all take pride in how we perform our daily job duties. Mowing, edging, weeding, pruning, adjusting irrigation heads and power sweeping are just a few of the daily tasks our Contractor Partners perform. The contract specifications must be followed for each customer at each location. That is 50 percent of the contract obligations.

The other 50 percent is the paperwork. Yep! The paperwork. The job isn't finished until all the paperwork is properly completed. The service verification tickets (SVTs) and work order verification tickets (WOVs) are to be sent to DENTCO within 24 hours after the service has been completed. The paperwork requirements are also part of the contract. If our Contractor Partners keep up with the paperwork, everything goes well; however, when SVTs and WOVs are not submitted as contracted, phones start ringing and emails start flying with people asking questions.

The same goes for invoicing. Invoices must be received by the third of the month following the month of service. Late invoices equal late payments. Please service each site to specification and send in SVTs and WOVs each day. This allows us to timely verify work for our customers and pay you on schedule.

Thanks as always for your cooperation!



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# Work Documentation

One of the more tedious tasks in today's workplace is verifying that a job has been completed. Some property management companies ask contractors to check-in and out from worksites by calling in when they get to the site to check in, and then calling again when they leave. This helps them track when and where work is getting done. At DENTCO, we rely heavily on our SVT system and communication with our contractor partners, but certain scenarios require more effort.

Many of our customers have started requesting before and after photos when a work order is approved. This helps them verify that they are getting what they pay for, and helps us ensure you are paid in a timely fashion. Because this seems to be the wave of the future, and a way to cover yourself in case a question is raised on whether or not you have completed a job, we would highly recommend all contractor partners begin using their cell phones to take photos when completing the job at hand. We also have customers question whether or not mulch was put down during the designated month. Part of the problem with having a mild winter and early spring is that most mulch was installed the first or second week in April. By mid to late May, the mulch has had over 6 weeks of sun, rain, snow, ice, salt, dirt, grass clippings, foot traffic and other types of wear and tear. Taking a photo when you complete work orders, or jobs that are done once or twice a season, is an excellent way to ensure we each have the proper backup needed for our customers.

Please e-mail before and after photos to your QSM or QSC, which will be filed to ensure that you receive credit for all of your hard work. Please ensure that you include the location number, customer name, address and your company name so that we can identify the job and enter it into our system.

Thank you and keep up the great work!!



## Seeing the Silver Lining in a Short Winter and Early Spring

DENTCO consistently reminds our clients that it is never too early to start preparing for seasons, and we would like to take this opportunity to reassure our valued contractors that it is never too early to think about strategies for 2013. If we do experience another short-lived winter then we can proactively think of ways to improve clients' curb appeal. In addition to laying mulch, recommend annuals for the season. By acting as a consultant offering ideas that enhance your customers' facilities, you can quickly increase your value in the eyes of the customers.



We at DENTCO are very pleased with our contractors and will gladly recognize any innovative ideas. We hope all of our contractors enjoy their time with family and have a safe summer holiday!

## Business Tip!

### How to Be More Proficient in Today's Economic Times

With very little snow this past year, many Contractor Partners (CPs) around the country faced lost revenue compounded by earlier than usual startups this spring. This odd combination has made for an extremely busy and very long spring startup with less cash flow to work with. This happens occasionally and it throws the entire service year out of balance. Look to reverse this trend by finding smarter ways to be more efficient and reduce costs.

Being more organized and using the right equipment and manpower to get the jobs done more efficiently will provide time for extra work to come your way. With costs increasing, in addition to more competition driving down revenue, the CP that meets the challenges will rise to the top. Being creative in finding ways to make up the difference in lost revenue from one season to another is a skill set which we all must embrace.

Being more aggressive in looking for extra work at sites you currently service can increase your revenues and profit. Train your crew leaders to look at existing job sites with the understanding of what your contract specs state and always look at how we can enhance the site's curb appeal. Overachieving with existing customers by giving the highest quality of service and being DENTCO's eyes and ears on the job sites will always be more profitable than looking for new customers.