



Indiana Pest Management Association, Inc.

FINAL NOTICE – DUES (JULY 2015-2016)

The July 2015 - June 2016 Dues are past due (for those who have not paid)

Please renew today

(see dues renewal form on page 3)

THANK YOU HOSPITALITY AND GOLF SPONSORS (SUMMER MEETING)

SUMMER MEETING: BASF (Todd Brown), BAYER (Ryan Klein), BELL LABS (Rich Williams), UNIVAR (Tim Kaforke, Carl Wallin), DOW (Bill Blue); RESIDEX (Mike Field); ENSYSTEX (Steve Goscinsky); ZOECON (Loren Cunnington); FORSHAW (Mike Bennett); OLDHAM (Scott Underwood); AP&G – Dave Johnson; CLEAN BRANDS (Pete Daniello); NISUS (Harry Bryan); OLDHAM (Scott Underwood).

SPECIAL THANKS TO: UNIVAR (Tim Kaforke, Carl Wallin) for sponsoring the Saturday night Social Hour during the summer meeting. BELL LABS (Rich Williams), BAYER (Ryan Klein) for sponsoring the drink and snack cart at the golf outing during the summer meeting.

These individuals (and their companies) really make a difference with their Special Sponsorships (see page 13).

In This Issue

Final Notice - Dues	1
Summer Meeting Sponsors Thanks.....	1
Advertizing Rates/Deadlines 2015-2016	2
Officers & Directors	2
IPMA Membership Invoice	3
Best Practices for Exterior Rodent Control.....	4
Federal Update	6
Mosquito Control In & Around the Home.....	7
Get Paid Without Alienating Your Customers	10
2016 Winter Meeting & Cruise.....	10
Summer Meeting Minutes	12
Are Energy Drinks Good For You?	13
Summer Meeting Scholarship Auction.....	13
Thanks to Scholarship Donors	13
Identifying Ways - Smartphone Security	14

Ads In This Issue

Arrow Exterminators	4
Univar	7
Oldham Chemicals Company, Inc.	9
Bell	5
Bayer	11
Ensystem	12
Forshaw	8
Pest Management Supply	14
Residex	15
Zoecon	16



Indiana Pest Management Association
Advertising Rates for 2015-2016

Newsletter

Full Page (7"x 10")

- One Issue \$350
- Year (four issues \$1,200)

One-half page (7"x 5" horizontal)

One-half page (3 1/4"x 9 1/2" vertical)

- One issue \$200
- Year (4 issues) \$750

One-fourth page (3.5"x 5")

- One issue \$150
- Year (4 issues) \$550

Annual Website Sponsorships

- Full page \$350
- Half page \$200
- 1/4 page \$125 (12 months)

Non-members of the association should add an additional \$25 to the cost of each ad printed. Camera-ready copy of the size listed must be submitted for publication. If you are subscribing for less than a full-page ad, copy size may be the equivalent of that listed in the rate table above, as long as it fits within the page format. IPMA Newsletter is published in March, June, September, and December. Submit your ad copy at least 2 weeks prior to the 1st of the month in which your ad is to appear. A confirmation of ad space, however, must be received at least 3 weeks prior to the 1st of the month in which the ad is to appear. Sandy Lindsey and Gary Bennett, Editors

Gary Bennett
Indiana Pest Management Association
Department of Entomology
Purdue University
901 W. State Street
West Lafayette, IN 47907
Phone: 765-494-4564
email: gbennett@purdue.edu

Sandy Lindsey, Editor
34145 Brown Bayou
Wesley Chapel, FL 33543
Phone/FAX: 813-782-7079
email: r_s_lindsey@hotmail.com

2015-2016 OFFICERS

Mark Swihart, President

Ace Pest Control

P.O. Box 383
North Webster, IN 46555
Phone: (574) 834-2834
FAX: (574) 834-2925
Email: mark@acepestonline.com

Sarah Florey, Vice President

Arab Termite and Pest Control

912 W. Main Street
Crawfordsville, IN 47933
Phone: (765) 362-7707
FAX: (765) 362-9369
Email: arabpestcontrol@sbcglobal.net

Gary Bennett, Secretary

Department of Entomology

Purdue University

Smith Hall
901 W. State Street
West Lafayette, IN 47907
Phone: (765) 494-4564
FAX: (765) 494-0535
Email: gbennett@purdue.edu

PAST PRESIDENT

Mark Swihart

Ace Pest Control

P.O. Box 383
North Webster, IN 46555
Phone: (574) 834-2834
FAX: (574) 834-2925
Email: mark@acepestonline.com

2015-16 DIRECTORS

John Walton

Arab Termite and Pest Control

1066 E. Diamond Avenue
Evansville, IN 47711
Phone: (812) 423-4455
FAX: (812) 423-1123
(1 year, Southern Region)
email: jwalton@arab-ev.com

Carrie Campbell

Hatfield Pest Control Service

601 Washington Street
LaPorte, IN 46350
Phone: (219) 362-7444
FAX: (219) 362-9449
(1 year, Northern Region)
Email: carrie@hatfieldpest.com

Tim Kaforke

Univar U.S.A.

7425 W. 30th Street
Indianapolis, IN 46219
Phone: 800-382-4867
FAX: (317) 546-8054
(2 years, Allied)
Email: timkaforke@univarusa.com

Doug Foster

Burt's Termite & Pest Control

805 Depot Street
Columbus, IN 47201
Phone: (812) 372-3212
(2 years, Central Region)
Email: doug@burtspestcontrol.com

Joe Long

Ace Pest Control, Inc.

P.O. Box 383
North Webster, IN 46555
Phone: (574) 834-2834
FAX: (574) 834-2925
(2 years, At Large)
Email: joe@acepestonline.com

Scott Glaze

Arab Termite and Pest Control

P.O. Box 1233
Kokomo, IN 46901
Phone: (765) 452-2929
FAX: (765) 452-8687
(1 year, At Large)
Email: scott@arabkokomo.com



MEMBERSHIP DUES INVOICE FOR IPMA/NPMA JOINT MEMBERSHIP FOR JULY 1, 2015 - JUNE 30, 2016

Joint Membership Dues Breakdown:

Dues Class	Annual Sales Volume	NPMA Dues	State Dues	Total Dues Owed
A	\$0 - 200,000	\$110	\$75	\$185
B	\$200,001 - 500,000	\$180	\$75	\$255
C	\$500,001 - 1,000,000	\$470	\$75	\$545
D	\$1,000,001 - 2,500,000	\$715	\$75	\$790
E	\$2,500,001 - 5,000,000	\$1,210	\$75	\$1,285
F	\$5,000,001 - 10,000,000	\$3,025	\$75	\$3,100
G	\$10,000,001 - 15,000,000	\$4,675	\$75	\$4,740
H	\$15,000,001 - 25,000,000	\$6,325	\$75	\$6,400
I	\$25,000,001 - 50,000,000	\$11,550	\$75	\$11,625
J	Over \$50,000,000	\$23,100	\$75	\$23,175

Joint Membership Dues Amount for 2015-2016

(See Total Dues Owed column above) \$ _____
 Dues for those choosing State Membership only (\$75) \$ _____
 IPMA Scholarship Contribution (Add to your check or credit charge) \$ _____
TOTAL \$ _____

Make your check payable to: INDIANA PEST MANAGEMENT ASSOCIATION, INC.

Mail to: Gary Bennett
 Indiana Pest Management Association
 Purdue University, 901 West State Street
 West Lafayette, IN 47907-2087

PLEASE PRINT _____

Company Name _____

Member's Name _____ Spouse's Name _____

Company Mailing Address _____

City _____ State _____ ZIP _____

Phone Number _____ FAX Number _____

Email Address _____ Web Address _____

Credit Card Payment: Visa Mastercard

Name on Card _____ Expiration Date _____ Card# _____

Billing Address: City _____ State _____ ZIP _____
(if different than above)

Signature _____



BEST PRACTICES FOR EXTERIOR RODENT BAIT STATIONS*

But how do you know if you are getting the most from your exterior rodent bait stations?

This article addresses tips and techniques for helping you to achieve maximum effectiveness from your bait station installments.

Rodent and Bait Station Behavior

Before discussing on-the-job tips and techniques for installing bait stations, a few comments are worth noting about how rodents typically behave when they encounter a bait station.

In recent years, scientists have studied rodent behavior when they encounter new objects (i.e., a new bait station) that suddenly appear within their home ranges. The behavior can be complex and varying, requiring days and even weeks for a rodent to enter. But it may also be as simple as the rodent entering a brand new bait station during its first encounter without any hesitation. A shyness towards new stations and objects tend to be particularly strong with the adult females (i.e., breeders).

Rodent odors of individual rodents and that of the local colony members deposited on or around a bait station can also affect how rodents may behave around the station. Rodent odors often contain pheromones and these can dramatically affect a rodent's reaction to your stations (same is true for their

responses to various traps). In studies with rats on farms, those bait stations installed at areas that contained high amounts of urine, droppings and body sebum received the highest number of visits. What's more, the social interactions among the rats affected which specific stations the rats visited, and which rats within the colony were permitted to feed in the stations.

In addition to rodent exploratory behavior, rodent feeding behavior around new objects is also important. In general, the commensal rodents prefer to feed at sites within or close to cover. If food is discovered in open and exposed areas, rodents commonly drag the food to some type of cover. In severe infestations, rats will feed in groups of a dozen or more at the same spot. When a large bait station is installed in the right spot, several members of a family will often feed inside the one station.

OTJ Bait Station Tips

The following are eight of my favorite techniques that have proven successful repeatedly for me over the years. I can't promise that they will entice every rodent of a colony to enter your bait stations quickly. But, one thing is for sure: just putting out a bait station in any old spot along a wall, simply because "rodents follow walls" has a low chance of enticing the more cautious rodents (often the breeders) that exist within nearly every infestation.

continued on next page

Think all acquisitions are the same?

NOT EVEN CLOSE!

Veterans of over 100 acquisitions, Arrow believes in going Beyond the Call to respect the culture, team and hard-earned customers of each company.

Family owned and operated since 1964, Arrow has maintained our philosophy of treating employees like family and providing resources for career development and training at all levels.



"Arrow was a perfect match to the way I ran my company. I always believed in promoting a family culture in the business."

— Randy Nader,
Nader's Pest Raiders



Call today for your confidential conversation.

Kevin Burns | 800.281.8978 | kburns@arrowexterminators.com





BEST PRACTICES FOR EXTERIOR RODENT BAIT STATIONS*

continued from page 4

1. Study, like a detective, each and every infestation before you install a bait station is important. Try to answer two important questions. 1) Where are the rodent's food and water sources? And 2) where are the suspected rodent harborage? During your analysis, consider the following words: warmth, cover (shadows, hard-to-reach narrow pathway), quiet zones, as well as the structural elements the rodents prefer such as corners, utility lines and structural voids.

2. Once you've studied the situation, then investigate the affected areas to pinpoint the rodent's high activity areas. This can't be stressed enough. Keenly observe for droppings, belly smears, gnaw marks, hairs, obvious rodent trails and the like. In those areas in which the above signs are numerous, think of such areas as the little red balloons you see on a Google map for where to "drop" a bait station.

3. Pre-baiting bait stations with foods familiar to the rodents in that specific area can sometimes cause rodents to overcome or reduce their cautiousness toward the newly installed bait stations. Once the presence and location of the stations become familiar to the rat colony, and they readily take to the pre-baiting food, then stations will begin to contain the "colony scent." The pre-baiting foods can then be removed and replaced with the rodent bait.

4. When active trails are noted in vegetation or in the dirt, snow or dust, install stations directly next to (not on) the active trails. Missing a rodent colony's favorite trail by only 10 feet may mean the rodents will never visit your station.

5. Observe for areas that provide obvious cover (low hanging bushes, behind junk piles, shadowy corner, etc.) Then look for rodent signs in those areas of cover. A bait station installation where these two elements coincide is usually a very good bet for success.

6. When installing stations for Norway rats in which they are burrowing nearby, collect scoops of soil from the main entrance of their burrow system and place this soil into both entry ways of the new bait stations. This soil is laden with the family scent.

7. Inserting scrap and litter items found in the area of the infestation into the bait stations can also help rodents feel comfortable around the new object. If scraps of food wrappers, cardboard, small rocks, pieces of lumber or other items are available at the targeted rodent site and contain any obvious rodent markings (urine stains, body smears, hairs) install some of these "local items" in and/or around the entry holes and the floor of the stations. Cover as much of the floor with these and other familiar materials as possible (soil, leaves, grasses, etc.) This technique may be especially useful for those rat infestations that have been long-established and have well established trails.

8. Some research supports the practice of installing different size bait stations (e.g. tall tops, flat topped stations, large round styles, etc.) on severe infestations that have been established for some time. These practices facilitates the larger breeding adults having ample space around them which in turn facilitates consuming as much bait as possible. This is especially true if

more than one family or colony member enters the station at the same time. It could very well be that adult rodents for example might consume more food if they can "sit up" on their haunches, and hold the food with their paws while eating. This might require upwards of 7 inches or more of ceiling space for Norways.

Summary

As is true with most pest management equipment, rodent bait stations are also only as good as where they are placed. And their placement is only as good as your inspection of each and every rodent infestation. Our clients aren't paying to have a line of black boxes just "for show" encircling their buildings. They're paying for us as pest professionals to provide a service based on our expertise in having analyzed their specific situation. In other words, we are paid not only for the amount of equipment we use, but for installing our rodent control equipment.

Best wishes for high occupancy rates!

*By Bobby Corrigan, reprinted from PCOC Summer 2015

Protecta EVO MOUSE™

FAST SERVICE FOR FAST RESULTS

- ▶ **FAST** single lock EVO® key for quick service
- ▶ Feed mice **FAST**:
 - Holds 2 bait rods for soft bait, or
 - Holds up to 2 BLOX of bait
- ▶ Internal teeth clamp on soft bait paper to minimize paper displacement

Bell LABORATORIES, INC. **More Than Meets The Eye**
www.belllabs.com | Madison, WI 53704 USA



DEPARTMENT OF LABOR RELEASES NEW OVERTIME REGULATIONS

DEPARTMENT OF LABOR RELEASES NEW OVERTIME REGULATIONS

On July 6, 2015, the Department of Labor (DOL) published new overtime regulations in the Federal Register. The regulations are in response to a 2014 directive by President Obama to update overtime rules under the federal Fair Labor Standards Act (FLSA). FLSA guarantees overtime pay at a rate of one and one-half the employee's regular rate of pay for hours worked in excess of 40 in a workweek. The current FLSA has a salary threshold of \$23,660 annually (\$455 per week), meaning ANY employee making less is eligible for overtime. Employees making over the \$23,660 annual threshold are eligible for overtime unless they fall under a specific industry exemption (teachers, doctors, lawyers) or the "white collar exemption." These exemptions include; executive, administrative, professional, outside sales and computer employees.

The DOL proposed rule would raise the minimum threshold to approximately \$50,440 annually (\$970 per week in 2016). This new proposed level is equal to the 40th percentile of weekly earnings for full-time salaried workers. The threshold will be indexed to maintain the salary threshold at the 40th percentile. The DOL estimated that approximately 4.6 million employees that are currently exempt based on the \$23,660 threshold, will become eligible for overtime under the \$50,440 threshold. The rule does not propose changes to the current exemptions, including the "white collar exemption," and the duties test used to determine the "white collar exemptions." The rule does invite comment on these exemptions specifically, which raises concerns that the exemptions could be changed in the final rule. The regulations are open for public comment until September 4, 2015. NPMA is working with a broad coalition of industry groups to extend the comment period and communicate the negative implications of the proposed rule to both the legislative and executive branches.

EPA DEFINES "WATER OF THE USA" UNDER THE CLEAN WATER ACT

On June 29, the U.S. Environmental Protection Agency (EPA) and the Army Corps of Engineers released the final Clean Water rule (final rule). The final rule broadly defines waters of the U.S. (WOTUS) and expands those waters that fall within the federal government's regulatory jurisdiction pursuant to the Clean Water Act (CWA). The final rule will go into effect August 28, 2015. The final rule maintains the historic definition of "navigable" waters, including interstate waters and territorial seas and adds tributaries and adjacent waters within the WOTUS definition if they "significantly affect the chemical, physical, or biological integrity of the aforementioned traditional navigable waters." Tributaries are identified by evidence of flowing water such as tidemark or bank, while adjacent waters work in conjunction as part of a network with other waters e.g.; wetlands, ponds and lakes.

The final rule specifically includes language that would maintain the current status quo concerning the National Pollution Discharge Elimination System (NPDES). NPDES is a national permit program that regulates the point source discharge of pollutants and chemicals into waters of the U.S. EPA has dele-

gated NPDES authority to the states; currently 46 of the 50 states regulate NPDES permits independent of the EPA.

The rule undoubtedly expands the definition of WOTUS which expands regulatory oversight and burdens on industry. NPMA does not support regulations that potentially limit PMP tools, increase burdens or consume resources. NPMA does not anticipate that the final rule will have a significant impact on PMPs.

Currently, NPDES permits are required for the application of residual pesticides directly to waters of the U.S. to prevent mosquitoes and flying insects. Increased reporting requirements for applications are generally only triggered after applications directly to WOTUS exceeds the 6400 acre annual threshold. The definition of WOTUS has expanded, but the traditional practices of PMPs have not changed. The final rule does not change the NPDES permitting, which will continue to enable the application of pesticides directly to waters, while FIFRA remains the dominant regulatory authority for the application of pesticides.

The Republican controlled Congress has proposed several bills (S. 1140, H.R. 1732 and H.R. 897) and several Appropriations riders in an effort to block the implementation of WOTUS. The President has indicated he would veto any legislation that reached his desk which would limit or alter the WOTUS rule, and it is very unlikely a 2/3rd majority can be reached to override the veto. In addition to legislation, several states and industry groups have filed law suits in Federal District Courts to block the implementation of WOTUS, at this stage it is unclear whether the rule will go into effect in August 2015, NPMA is continually monitoring the issue.

EPA SETTLEMENT IN CALIFORNIA ENDANGERED SPECIES CASE

On June 23, the U.S. Environmental Protection Agency (EPA) published a settlement agreement reached in the Center for Biological Diversity v. EPA. This case focused on EPA's alleged violation of the Endangered Species Act (ESA) and sought usage prohibitions and restrictions on numerous EPA registered products used by the pesticide industry. A previous court order placed interim use restrictions on 75 pesticides in the San Francisco Bay Area until EPA and the U.S. Fish & Wildlife Services (the Services) completed effect determinations and consultations. Currently, the EPA and the Services are in the process of making final determinations on 59 of the 75 pesticides, while 16 products remain in limbo according to the settlement agreement. The proposed settlement would amend the previous order and would require EPA to make nation-wide effect determinations for atrazine, simazine, propazine and glyphosate, instead of completing effects and consultations on the remaining 16 pesticides for which EPA had not begun effect determinations. NPMA formerly requested EPA to lift the interim use limitations on the 16 pesticides where a determination has been made, and further requested the interim use limitations lifted on the remaining 59 pesticides where a "not likely to adversely affect determination has been made."

*By Andrew Architect, Andrew Bray, Jim Fredericks, and Bob Rosenberg, NPMA



MOSQUITOES IN AND AROUND THE HOME*

continued on page 8

More than 50 species of mosquitoes are present in Indiana. The biting of most species is simply annoying. However, certain species (especially in the genera *Culex* and *Aedes*) can threaten public health because of their ability to transmit viruses that cause human encephalitis. Several such viruses have caused disease outbreaks in various parts of the U.S. over the last few years. In 1975, a strain of virus produced an epidemic of St. Louis Encephalitis in Indiana causing illness and death in several counties. This virus is transmitted from birds to humans by mosquitoes. A limited number of mosquitoes can transmit the virus, and prime concern is centered on species of *Culex* mosquitoes.

Other mosquito-borne viruses that have been of concern in Indiana include those that are responsible for causing such diseases as La Crosse fever, Eastern equine encephalitis, and Western equine encephalitis. Recent concern has focused on the spread of West Nile virus. With this virus, like many of the other mosquito-borne encephalitis viruses, wild birds serve as the reservoir. Mosquitoes feed on infected birds and transmit the virus to other birds. Infected birds may become ill and recover or may exhibit no noticeable symptoms. Wild birds may also die of the infection, however. Crow mortality has been high.

The virus becomes widespread in the wild bird population by midsummer, when mosquitoes are abundant. The likelihood that mosquitoes will become infected and transmit the virus to dead-end hosts such as people and horses

is highest between July and late October. A few *Culex* species are the probable vectors of West Nile virus. *Aedes albopictus* (Asian tiger mosquito) is also of concern.

WHERE AND HOW MOSQUITOES DEVELOP

Mosquitoes always develop in water, but the type of breeding place varies with the species of mosquito. Common breeding places are flood waters, woodland pools, slow-moving streams, ditches, marshes and around the edges of lakes. Mosquitoes may also develop in tree cavities, rain barrels, fish ponds, bird baths, old tires, tin cans, guttering, and catch basins – in other words, in anything that holds water. The extensive breeding of mosquitoes in such containers has often contributed to disease outbreaks. Mosquitoes lay eggs on the surface of water or in low places where water is likely to accumulate. In these low places, the eggs may hatch in less than 3 days after flooding occurs. The larvae commonly called “wiggly-tails,” mature in 7-10 days and change into a pupal or a “tumbler” stage. Two or three days later, adult mosquitoes emerge. After taking a blood meal, each female lays 100-400 eggs or more. The entire life cycle may be completed in 5-10 days.

ELIMINATING BREEDING PLACES

The most effective control of mosquitoes around the home is to prevent them from breeding. This can be done by eliminating or altering existing breeding sites as follows:

UNIVAR®

The right product is just the beginning.™

Our Business is Your Business

At Univar Environmental Sciences, we've got more than just the right products for the job. Our team has the experience and the advice you can count on to help your business thrive. So get in touch today.

Call us at **800-888-4897**
or go to **PestWeb.com**.

PestWeb ProCenter PremierServices ProTraining

© 2015, Univar USA Inc. All rights reserved. UNIVAR, the hexagon, and other identified trademarks are the property of Univar Inc., Univar USA Inc. or affiliated companies.



MOSQUITOES IN AND AROUND THE HOME

continued from page 7

- 1) Destroy or dispose of tin cans, old tires, or any other artificial water containers.
- 2) Make weekly inspections of the water in flower pots and plant containers. If mosquito larvae are seen, change the water. Also be sure to loosen soil in flower pots regularly to ensure that water penetrates through the soil instead of forming a stagnant pool on the surface for mosquitoes to breed in.
- 3) Change the water in bird baths and wading pools once or twice a week. Drain wading pools when not in use.
- 4) Stock garden and lily ponds with top-feeding minnows.
- 5) Keep rain gutters unclogged and flat roofs dry.
- 6) Drain and fill stagnant pools, puddles, ditches, or swampy places around the home and property.
- 7) Keep margins of small ponds clear of vegetation.
- 8) Place tight covers over cisterns, cesspools, septic tanks, fire barrels, rain barrels, and tubs where water is stored.
- 9) Fill all tree holes with sand or mortar, or drain them.
- 10) Remove all tree stumps that may hold water.

CONTROLLING MOSQUITOES OUTDOORS

In addition to the elimination of breeding sites, it may be necessary to control adult mosquitoes that migrate in from surrounding areas. The adults like to rest in vegetation. Therefore, do not allow weeds to grow uncontrolled near the home, and keep weeds in nearby lots well trimmed. Leave insecticide treatments to trained mosquito control personnel. Contact your local health department regarding any concerns or interest for chemical treatment.

CONTROLLING MOSQUITOES INDOORS

Mosquitoes can be prevented in the home by keeping windows and porches tightly screened. Inspect screens in windows, doors and porches for holes or tears. Likewise fill gaps around windows and doors with weather-stripping. Space sprays or aerosols containing synergized pyrethrins are effective against mosquitoes found in the home. Use these materials as directed on the label.

PERSONAL PROTECTION

When possible, wear long-sleeved shirts and long pants with enough thickness to prevent mosquitoes from reaching the skin. Dark colors attract mosquitoes, so wear light tones if you're going to be outside. Mosquitoes are often most active at dawn and dusk. If possible stay indoors in a tightly screened area to avoid bites at these times. When the female mosquito bites our body reacts by releasing histamine at the bite site. This causes itching and swelling. Overzealous scratching can break the skin and lead to secondary infection. Apply a topical antihistamine treatment to relieve the itching and swelling. Check label directions for proper use. If an infection develops, seek proper medical attention.

Repellents are very useful in protecting against mosquito bites. Available under various trade names, those repellents that contain the active ingredient

diethyl toluamide (DEET) are the most effective. Use only those repellents that are registered by the Environmental Protection Agency (EPA). These are proven to be effective when used according to label directions. Read and follow label directions on any product used. For concern about products for use on children choose those products that indicate on their labels that they are safe for use on children. Citronella candles are available, but may be of limited effectiveness because of variable outdoor wind movement. A granular repellent containing naphthalene compounds, Mosquito Beater, can be applied on lawns and other mosquito-infested areas. It effectively keeps mosquitoes repelled for several hours.

DOG HEARTWORM TRANSMISSION

Mosquitoes not only feast on human blood but other target animals as well as birds and amphibians. Generally, animals are not harmed by mosquitoes. However, some species of mosquitoes may play a role in transmitting heartworm in dogs. During times of high infestation, keep pets inside the house, a screened-in kennel or porch area. Avoid walking your pet during prime mosquito "feeding time." Check with a veterinarian for preventative measures for dog heartworm.

*Purdue University, Extension Entomology publication E-26-W 2014

EASY DOES IT...

Your time is valuable.

Save time and money by placing an order and checking out online at Forshaw.com.

You do two pages, and we'll do the rest. Forshaw makes it easy.

Your Forshaw Partner:

 Mike Bennett
1-800-438-4534
Cell: 513-401-2137
MikeB@Forshaw.com



Oldham

chemicals company, inc



www.OldhamChem.com

1 800-888-5502



GET PAID WITHOUT ALIENATING YOUR CUSTOMERS

For any business, getting paid on time is essential. Without income, you can't make a profit, which is (for most companies) the entire point of operation. If you have cash going out regularly but can't ensure you're being paid on time, a cash-flow gap will develop that could result in bankruptcy if left unresolved.

The key is to do everything possible to get paid on time and ensure positive cash flow, especially for small businesses. But this can alienate your customers if they feel you're putting pressure on them or being unfair in your demands, which can also damage your business. It's a fine line to tread, but you should never be afraid of potentially crossing it – this is your livelihood after all.

However, there are things you can do to speed up the process of getting paid without angering and alienating your customers and jeopardizing your relationship with them.

Make sure your invoice policy is clear

It's incredibly important to have a clear, understandable invoice policy you can send to customers. This is also crucial if any disputes about late payment arise, either casually or in court should the situation get that far.

The policy should specify the length of time customers are allowed to pay after an invoice has been issued. Additionally, the consequences of late payment should be made clear. For instance, you might cite the late-payment legislation that allows you to pursue legal action if you deem it necessary, and specify the point at which you will do so.

Send polite, frequent reminders

If the payment due date passes and nothing has been received, there's nothing wrong with sending a polite (rather than accusatory) reminder that

payment hasn't yet come through and you're checking to see if any problems might have delayed it. The longer the delays continue, the more reminders should be sent.

Always keep the tone polite and make sure the client is clear about the point at which further action will be taken (specified in the invoice policy as noted above). They should have no complaints about the way you have handled the situation.

Make it easy for them to pay

The payment technology you employ, if your business is predominantly online, should be selected so it is as easy as possible for customers to use. You should also prioritize a system that sees the payment come through as quickly as possible so you don't suffer from any further delays.

There are a whole host of programs and systems designed for different types of companies that can be adopted – you're not restricted to PayPal if you don't think it's right for you.

Be as flexible as possible

If a customer is genuinely having cash-flow issues of their own, it might pay to be a little flexible with what you're asking. It can mean a lot to clients – especially those who have been with you for a long time – if you only call in half of their payment and defer the other half.

You might also accept alternative payment methods. Of course, if you can't afford to do this, then don't. However, developing a reputation for flexibility as far as payments are concerned can only help your business to grow

By Yasmine Bachir, Multibrief, June 2015

2016 Winter Meeting and Cruise

Don't miss out on this excellent meeting and cruise to St. Thomas, Nassau and Tortola scheduled for **January 30, 2016**.

Choose from a "Drink" package (all drinks included) or a "Tipping" package.

Either of these promotional packages are worth over \$175/couple

Friends, family & employees are also eligible for this substantially reduced-cost package

Last day to submit a deposit: September 15, 2015 - \$250.00 per person.

Contact our travel agent, Betty Hollingsworth for more details:

Phone: (317) 845-1310 / Cell: (317) 800-0593

Email: betty@goallwaystravel.com





#64

THE **TEMPRID**® DIFFERENCE

Your workload might weigh you down, but your products won't.

TempridDifference.com



Temprid®

Follow us on Twitter @BayerPestPro

EXPERIENCE THE DIFFERENCE.

- **A difference of value:** a broad-spectrum insecticide that reduces callbacks, saving you time and money
- **A difference of confidence:** provides proven control you can count on
- **A difference of flexibility:** a go-to product for any pest issue, tough or occasional
- **A difference of convenience:** a single perimeter control solution
- **A difference of satisfaction:** happy technicians lead to happy customers



MINUTES – SUMMER MEETING MERRILLVILLE RADISSON July 25, 2015

Meeting was called to order by President Mark Swihart.

Secretary, Gary Bennett presented the minutes of the Purdue meeting (published in the March, 2015 issue of the newsletter).

Committee Reports:

Education – Scott Robbins reported a successful training session in Warsaw. Other locations are being considered for this fall.

Liaison – Greg Long reported on the pollinator plan for Indiana and announced the date, September 9, for the next PRB meeting.

Membership – Carrie Campbell announced that 4 new members have been accepted since January 2015.

Summer Meeting – Syed Shah announced that the Seasons Lodge in Nashville, IN, will host the 2016 summer meeting. Details will come later.

Scholarship – Serena Ketchum, Ketchum Pest Control, was announced as the recipient of the 2015 Durnil Family Scholarship. Serena will be attending Ball State majoring in Fashion Merchandizing.

New Business:

Carrie Campbell and father, Greg, are working on descriptions for IPMA committees.

Golf – awards presented: Closest to pin: Dave Johnson; Longest Drive: Mike Bennett; Longest Putt: Mark Swihart; Low Team Score: Rich Williams, Ryan Klein, Bill Welsh and Dave Johnson.

Election of Officers:

Current Officers and Directors were reelected for another year.

Meeting Adjourned

THOR *only sells direct*
No middleman means lower prices, faster service, and an unmatched level of expertise.

See what buying manufacturer direct can do for your business.

Steve Goscinsky
Cell: 203-482-0778
Toll Free: 866-863-7152
sgoscinsky@ensystem.com
www.for-thor.com





SUMMER MEETING SCHOLARSHIP AUCTION

Everyone had a great time at the Dinner Auction. And the group set a new record of \$6,300 raised for scholarships.

Thanks to the following for their contributions and purchases in support of this worthy cause: Sandy Lindsey, John Walton, Scott Wright, Scott Robbins, Kevin Puetz, Larry Logsdon, Greg Long, Mark Swihart, Tim Kaforke, Rob Jackson, Marion Hall, Doug Foster, Mike Field, J. R. Campbell, Carrie Campbell, Todd

Brown; Peter Daniello, Scott Underwood, Dave Edwards, Mike Bennett, Danny Glaze, Mike Leahy, Brad Pollert, Sarah Florey, Mike Corbitt, Tim Kaforke, Joe Long and Gary Bennett.

Many thanks to those people who helped organize and run the auction: Judy Logsdon, Mark Swihart, Kevin Puetz, Lorie Swihart, Sarah Florey, Scott Robbins, and Auctioneer, Marion Hall. **THANKS to all for another successful auction.**

THANKS TO SCHOLARSHIP DONORS

Support for our scholarship programs continue to come in and we owe thanks and recognition to the following:

GREG LONG – Ace Pest Control

JOE ZAGORSKI – Affordable Pest Control

SARAH FLOREY – Arab Termite and Pest Control

KEN HOEMIG – Charlie’s Spider Fighter

BRIAN COMBS – Combs Pest Control

DAVID EDWARDS – Eagle Pest Services

RONALD BLEDSOE – Hoosierland Teremite and Pest Control

J. R CAMPBELL - Indiana Pest Control

DENNIS FELIX – Premier Pest Control

ROBERT WINDLER – Windler Pest Control

ARE ENERGY DRINKS GOOD FOR YOU?

Energy drinks promise enhanced athletic performance and a quick boost. But are they healthy? And do they live up to their claims?

Despite the hype, energy drinks are little more than thirst quenchers high in caffeine and sugar, like typical soft drinks. Caffeine in heavy doses can be dehydrating and interfere with sleep, especially if you are caffeine-sensitive, which seems to defeat the purpose of an “energy drink”.

Some fans of energy drinks mix them with alcohol – an unhealthy and potentially dangerous combination that could raise heartbeat and blood pressure, and lead to heart attack in some individuals. Energy drinks to relieve the effects of alcohol? Like coffee, they won’t help – even if you feel sober, your blood alcohol level remains the same.

Need a boost? Take a walk, drink water, skim or low-fat milk, and eat a healthy snack high in fiber.



IDENTIFYING WAYS - SMARTPHONE SECURITY

What information is beaming from your mobile phone over various computer networks this very second without you being aware of it?

Experts say your contact lists, email messages, surfed Web pages, browsing histories, usage patterns, online purchase records and even password protected accounts may all be sharing data with intrusive and sometimes malicious applications, and you may have given permission.

“Smartphones and tablets used by today’s consumers include many kinds of sensitive information,”

- Ninghui Li (a professor of Computer Science at Purdue University in Indiana)

The apps downloaded to them can potentially track a user’s locations, monitor his or her phone calls and even monitor the messages a user sends and receives – including authentication messages used by online banking and other sites, he says, explaining why unsecured digital data are such a big issue. Assigning risk scores to apps may slow down unwarranted access to personal information.

An [NSF release](#) reports that Li, along with Robert Proctor and Luo Si, also professors at Purdue, lead a National Science Foundation (NSF) funded project User-Central Risk Communication and Control on Mobile Devices which investigates computer security. The work pays special attention to user control of security features in mobile systems. Li, Proctor, and Si believe they may have a simple solution for users, who unknowingly allow voluntary access to their personal data.

Most Users Pay Little Attention

Although strong security measures are in place for most mobile systems, they write in a recent report in the journal, IEEE Transactions on Dependable and Secure Computing, “the area where these systems often fail is the reliance on the user to make decisions that impact the security of a device.

Most users pay little attention, say the researchers, to unwanted access to their personal information. Instead, they have become habituated to ignore security warnings and tend to consent to all app permissions.

If users do not understand the warnings or their consequences, they will not consider them,” says Proctor, a Distinguished Professor of psychological sciences at Purdue.

If users do not associate violations of the warnings with bad consequences of their actions, they will likely ignore them,” adds Jing Chen, a psychology Ph.D. student who works on the project.

In addition, there are other influences that contribute to users ignoring security warnings. In the case of Android app permissions, of which there are more than 200, many do not make sense to the average user or at best require time and considerable mental effort to comprehend.



PEST MANAGEMENT SUPPLY

***The products & supplies you need.
When you need them.***

Proudly serving pest management professionals for better than 25 years.

Competitive prices • Professional products
Technical Support • Fast Service

Call or email today!

sales@pestmanagementsupply.com
Chicago: 800-242-1211 • Kansas City: 888-242-1211



FEDERAL UPDATE

EPA Proposed Pollinator Rule: Pesticide Label Restrictions to Protect Managed Bees.

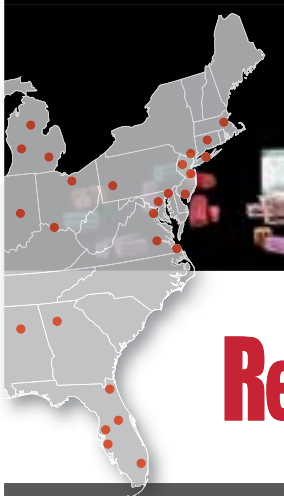
On May 29, following the release of the President's National Strategy to Promote Health of Honey Bees and Other Pollinators, the U.S. Environmental Protection Agency (EPA) published a proposed rule Bees: Mitigation Exposure from Acutely Toxic Pesticide Products. The EPA rule proposes to prohibit the use of certain pesticides on sites where crops are in bloom and managed bees are under contract for pollination services. These proposed label changes will have little impact on structural pest management uses. In addition to label changes, the EPA is encouraging states to develop managed pollination protection programs to help promote bee health and increase communication between beekeepers and other stakeholders. NPMA members are encouraged to

get involved in the development of state plans through your state association. For more information and resources regarding state plans visit www.pollinatorfacts.org.

The initial public comment period was 30 days, closing on June 28, 2015, but has since been extended by EPA until August 28, 2015. NPMA submitted comments in June applauding EPA's measured approach and stated, "NPMA is encouraged that EPA did not take drastic steps limiting the use of EPA approved products to manage targeted pests in and around structures where the potential for exposure to pollinators is nominal." NPMA additionally requested states to incorporate the NPMA pollinator best management practices into their state managed pollinator protection programs.



Spend more time **providing** solutions, and less time **looking** for them.



Residex

Visit Residex Indianapolis | 5753 W. 85th Street | 317-471-8309

To learn more, contact Mike Field, mfield@residex.com, 219-299-6874, stop by a local branch, or visit residex.com



“ A BENEFICIAL COMPONENT OF OUR
BED BUG TREATMENTS SINCE 1998.
- RICHARD D. KRAMER, BCE
CEO, INNOVATIVE PEST MANAGEMENT ”



Gentrol[®] IS TRUSTED

- Translocates deep into wall voids, cracks and crevices
- IGR (S)-hydroprene breaks the bed bug life cycle
- Approved for use in apartments, hotels, hospitals, nursing homes

Learn more at Zoecon.com/Trusted

ZOECON DEEP FOCUS.
PRECISE IMPACT.
Professional
Products



Always read and follow label directions. Gentrol and Zoecon are registered trademarks of Wellmark International. ©2015 Wellmark International.