

VTM for Week Ending 1/17/2026

To have your VTM marked complete, you must exit and select that you read and understood the content.

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The following is a list of the reasons used most frequently by customers requesting cancellation and some suggested responses, which might be used to save the cancellation:

1. **DISSATISFIED WITH SERVICE** – Remember that “The Customer is Always Right” and regardless of how we feel about our service, the customer may not feel the same way. However, never let a customer cancel for what they feel is poor service. We have the ability to correct the situation and we should.
 - a. **NEW ACCOUNT** (less than 30 days) – “Our materials have not had a chance to work completely. I’ll send a technician out to provide an additional service at no charge.” Identify the specific problem.
 - b. **OLDER ACCOUNT** (over 30 days) – “Some problems need extra attention. That is why Massey gives you unlimited service calls at no charge. I’ll notify your technician right away. He/she will return your call today. Explain that trouble can happen very suddenly (roaches coming in on grocery packages, etc.)
 - c. **ADDITIONAL SUGGESTIONS**
 1. “We have a very good service reputation, and we earned it by taking care of our customers. If you have a problem, we want to get it solved for you. When is the best time for us to come by?”
 2. **GET 30 MORE DAYS** (last resort) – “Please give us 30 days to satisfy you. If we don’t have satisfactory results in that time, regardless of how many trips our technician makes, there won’t be a charge for these 30 days of service.”
 3. Confidently assure the customer that there is not any pest problem that Massey Services cannot handle.
2. **DISSATISFIED WITH PERSONNEL**
 - a. **NEW TECHNICIAN** – Of course, he/she is different, but he/she has been thoroughly trained and will try very hard. We believe that in a short while you’ll like this technician just as much or more than our previous technician.
 - b. **POOR WORK** – When strong objections as to sloppiness, work or attitude is mentioned, send a Service Manager. Thank the customer for telling you. Our company is proud of our neat and professional image.
 - c. **CHANGE TECHNICIAN** (last resort only) – Switch technician if absolutely necessary. Have the Service Manager or General Manager contact the account.



3. **DISSATISFIED WITH BILLING** – Use a “You are right” attitude here very strongly. If they are right, we will be glad to correct the situation. Thank them for calling you. Be personally involved. Arrange to call the customer back after checking records.
 - a. Generate a computer printout of the customer’s account history.
 - b. Check for the customer’s signature on service tickets.
 - c. Look for “outside service” where no service was rendered on inside.
 - d. Have Service Manager take a copy of signed service ticket where this information will convince the customer.
 - e. Last Resort – Write an allowance if necessary to save a worthwhile customer. Follow through and BE SURE this problem is solved PERMANENTLY.

4. **LOST TO COMPETITOR (Lower price)**
 - a. FIND OUT WHY – Get the name of competitor and customer’s reason for change. If the customer is changing companies because he/she is unhappy with our service, the cancellation reason would be #1 or #2.
 - b. SELL SERVICE OVER PRICE – Massey technicians are not just providing a spray service. Each technician carries special materials and tools besides spray equipment. Application methods are prescribed to achieve professional results. Massey technicians are thoroughly trained.
 - c. ENFORCE CONTRACT – If not expired, tell the customer we BOTH have a contractual obligation to fulfill. Try to enforce the contract, but be tactful.

5. **MOVED / SOLD / DECEASED**
 - a. If the customer is moving, attempt to transfer service to our service center in the new area (if applicable) rather than cancel it. (See Office Policy & Procedures #425 for details on transferring accounts.) If the customer is moving out of our service area, get their new address and phone number. Collect any balance due!
 - b. Get new owner’s name. Sell our service and offer free termite inspection.
Should be the responsibility of the technician / specialist servicing the route.
 - c. Get the name of the realtor handling the property, either selling or renting. Inquire about continuing protection.

6. **FINANCIAL (Cannot afford)** – Explain that pest prevention is a necessity in Florida, not a luxury. Collect any balance due.



7. DELINQUENT BALANCE / BAD DEBT

- a. Check records for accuracy, pay pattern, time on books. Don't lose valuable long-time account(s), but make sure that they make regular attempts to pay.
- b. Get technician's opinion on ability to pay.
- c. Phone customer and explain collection policy.
- d. Offer 5% discount for year's payment in advance.

8. PRICE INCREASE

- a. "No type of service is delivered to a home as economically as Massey's Pest Prevention Program". "Our charge is considerably less than the charge for a TV repairman, a plumber, or an electrician, and our materials and labor are included in the price. In addition, we provide extra service without charge".
- b. "Prices on our materials, equipment, vehicles, gasoline, and other overhead expenses such as taxes and insurance have increased substantially over the last couple of years. We make every attempt to control costs, however, some increase in our operation costs are beyond our control."

9. CONTRACT COMPLETED (Service not needed – no trouble)

- a. ADVANTAGES IF CONTINUED – We consider them a valued customer and will continue the service on a month-to-month basis without obligation of a contract. Some advantages are:
 1. Unlimited extra service calls, as required.
 2. Rodent control especially needed in colder weather when rats and mice move into homes for harborage.
 3. Refer to pests prevalent during this month and coming months. Pest prevention is a year round necessity to protect health of family.
 4. Avoiding additional initial charges, price increases, re-infestations, and damage.
 5. We will render outside preventive work and continue efforts to keep problems out.
 6. Interest the customer in Massey incentive programs if such are available (free service for leads, prizes, etc.)
- b. DISADVANTAGES
 1. If the customer cancels and re-infestation results, there will be the nuisance of a re-inspection, initial charge, and new contract, with possible price increase.



2. If the customer chooses to do their own pest control, explain that the cost is ultimately higher because retail insecticides are sold at a lower concentration percentage for safety reasons, which limits effectiveness. Also, the potential for hazard is greater for an untrained person. Some materials are not available to the general public.
 3. It is not just a question of applying a material, more important is where, how and when. All Massey technicians are trained and study continually about this. This is especially true with today's materials, such as baits.
10. **OUT OF BUSINESS**
- a. Move fast, contact customer, and collect balance due. Call the customer before the phone is disconnected.
 - b. Send the salesperson to determine if the customer is in fact out of business. Check with the realtor or owner of the building. See the neighbors to locate a customer who has skipped. (Sell the new one).
11. **BURNED / TORN DOWN / DESTROYED** – Check to see if the owner is opening up at a new location.
12. **TEMPORARY DISCONTINUANCE – SEASONAL ACCOUNT**
- a. Cold weather – no trouble. It may be winter outside, but it is always summer in your home.
 - b. If seasonal, with the customer going away, remind them that the roaches and pests are staying. Arrange for a neighbor to let us in.
 - c. A monthly account may be able to be converted to a quarterly account in order to save it.

Name: _____ Date: _____

Pre/Post Test

1. When Technicians are the reason why a customer wants to cancel it is usually because:
 - a) the technician swore at the customer or the technician treated too fast
 - b) the technician was rude and never listened
 - c) technicians changed too often, was too new and not well trained, or did poor work
 - d) the technician simply had a very bad rapport with the customer

2. Should a customer wish to cancel for the summer season because they're leaving, Techs should reply:
 - a) "the roaches are staying, so have a neighbor let us in, or we can always change you to quarterly service if you're a monthly customer"
 - b) "no problem, we'll cancel treatments for now...just call us when you return and we'll re-instate you"
 - c) "your treatment today will only last until _____. After that we'll cancel until you call us back. I'll make a note of your request and we'll process the cancellation immediately"
 - d) "your treatment today will last only until _____. After that I am not allowed to cancel your account but I will note to have my Service Manager contact you in _____ when your next treatment is due to discuss your request for cancellation"

3. When a customer goes out of business or moves away and the building is vacant and/or for sale, you should:
 - a) note the situation right on your Service Report
 - b) just place the invoice in the door hanger bag and place it on the door as usual unless there is a note on your paperwork to do otherwise
 - c) try to contact the customer immediately and ensure the balance due has been collected...also ask the realtor or homeowner if a new owner has purchased the dwelling yet and if so call and sell the new owner
 - d) none of the above

4. When a customer cancels because of a competitor,
 - a) there is no reason to worry or react...we always expect to have some customer turnover: don't call them
 - b) never ask why because it could be very embarrassing due to a mistake or poor service from Massey
 - c) find out why, remind them that good service is more important than a small price difference and make sure our agreement is enforced as far as payment obligations
 - d) the sales inspector should be told on every single cancellation to go out and resell the customer and bring in another agreement at "whatever the cost" just bring it in, and if they return empty handed, THEN a Manager should call and discuss the cancellation with the customer

5. On a bill that is 140 days overdue we should:
 - a) simply write off the account...we've done all we can do
 - b) offer a decent discount for paying up...such as 10-20% off
 - c) 3 Team Members should all go to the residence together for support and demand payment
 - d) make sure we have made regular attempts to collect and re-explain our policy about our 5% discount for paying a year in advance and ask is there anything else we can do



Answers: 1- c 2- a 3- c 4- c 5- d



The Solo Backpack

Objective

The Solo backpack sprayer is used to make precise liquid applications to turf, vegetation, cracks and crevices and on structure exteriors. We use the backpack for barrier treatments, spot treatments and mosquito abatement treatments. Each service vehicle must carry a backpack sprayer designated specifically for liquid applications and all Team Members need to understand how to use one.

Knowing your sprayer

Figure 1. Parts of a Solo backpack sprayer



Prior to Spraying

- Verify that the correct nozzle is present on the wand...everyone should do this today
 - 8010E flat fan is used only for Suspend Polyzone applications
 - 8003E flat fan nozzle is to be used for all other applications: Order info:
776550P PEST-Sprayer tip, TP8003E-SS, Stainless Steel
- Make sure the nozzle is in good condition. Tip should be square, not rounded on the edges and there should be no nicks, scratches or blemishes as this can lead to uneven distribution of spray droplets
- For specialized treatments, determine the amount of material needed based upon the property inspection and mix only the amount that will be used at that stop
- To create a backpack mix, perform the following steps in order:
 - Measure the water in a clean/clear 2.5 gallon jug with ½ gallon increments. The markings on the back of the solo are not accurate. Do not use them
 - Fill the reservoir with half the water needed
 - Add the amount of material needed
 - When using dispersible granules, wettable powders or soluble powders, add these materials before the liquids, agitate until they are completely dissolved, then add the liquid materials. Close the lid and agitate
 - Add the remainder of the water and agitate

Applying Material

Remember, it is the dosage that controls the pest; therefore a proper application technique is critical for the control.

- Hold spray tip no further than 20” away from the surface to be treated to achieve a swath or spot no larger than 20-24 inches (2 ft.)
- Pump until the pressure chamber is fully pressurized. Use full pressure, but not excessive
- Align spray tip directly to area to be treated
- Most applications such as perimeter band treatments are “apply just to the point of runoff without soaking the surface” while walking at the speed of about 1 MPH (~1.5 ft. per second)
- Agitate and pump regularly to maintain a good constant pressure during application
- Remember that when using a material as a spot treatment, a spot is no larger than 2 sq. ft.
- Repair leaks regularly. Once a leaking backpack can not be repaired, replace it immediately

At the End of the Day

Release the pressure off the system by spraying into the reservoir until the pressure chamber is empty. Clean and flush backpack sprayer with fresh water and clean the nozzle with a soft brush at least once per week. Backpacks with pump failure in the first 90 days can be returned for replacement.



January Fleet Safety VTM

Verified Driver Safety Training: Mobile Usage

Training Purpose & Expectations

This refresher training is being issued due to **continued mobile device usage violations recorded through Samsara**. All drivers are required to comply with the mobile usage policy **at all times** while operating company vehicles.

Samsara data is actively reviewed and used to assess driver behavior, safety trends, and compliance.

By the end of this training, drivers must be able to:

- Understand why **mobile device use while driving is prohibited**
- Identify behaviors that trigger **Samsara mobile usage events**
- Demonstrate full compliance while operating a vehicle
- Understand how violations impact **driver safety scores and disciplinary action**

Why This Matters — Immediate Safety Concern

Despite prior training and communication, mobile device usage continues at unacceptable levels.

December Samsara Safety Data:

- **1,983 mobile usage events were recorded in December alone**
- These events contributed to an **8-point decrease in our overall driver safety score**

Mobile usage events increase crash risk, reduce safety scores, and expose both drivers and the company to significant liability. Immediate improvement is required.

Mobile Device Usage Is a Non-Negotiable Safety Requirement

Samsara identifies mobile usage through in-cab AI detection and telematics data. These events are treated as **serious safety violations**.

Industry & Safety Data:

- Mobile device distraction increases crash risk by **up to four times**

January Fleet Safety VTM

- Looking at a phone for just **5 seconds** at highway speeds equals driving the length of a football field without looking
- Distracted driving is a leading cause of preventable crashes and severe injuries

Any mobile interaction while driving compromises safe vehicle operation.

What Triggers a Samsara Mobile Usage Event

The following behaviors will generate a **Samsara mobile usage alert** and are strictly prohibited:

- Holding a phone or mobile device while driving
- Texting, scrolling, dialing, or reading notifications
- Interacting with apps, camera, or GPS input while the vehicle is in motion
- Making or receiving calls without approved hands-free systems
- Using a device while stopped at a light, stop sign, or in traffic

A vehicle does not need to be moving at speed for a mobile usage event to be recorded.

Company Policy & Monitoring

- Mobile devices may only be used through **approved hands-free systems**
- Any manual interaction requires the vehicle to be **safely parked**
- Drivers must maintain full attention on the road at all times
- Mobile usage events are **reviewed, scored, and documented** through Samsara

Samsara data is used for coaching, performance evaluation, and disciplinary decisions.

Consequences of Non-Compliance

Mobile usage violations may result in:

- **Coaching or corrective action** based on event severity and frequency
- **Escalating disciplinary action**, up to and including suspension or termination for repeated violations
- **Reduced driver safety scores**, impacting overall fleet performance
- **Increased liability** in the event of a crash
- **Significantly higher risk** of serious injury or fatality

Repeated or severe violations will not be tolerated.

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Supervisor-Led Coaching & Discussion (Required)

Supervisors should use Samsara event reviews to reinforce expectations:

- “What behavior triggered this Samsara mobile usage event?”
- “What should you do if you need to use your phone while on duty?”
- “How does mobile usage impact your safety score and employment status?”

Final Reminder

Safe driving is a condition of employment. Samsara technology is in place to protect drivers, the public, and the company. **All mobile device usage while driving must stop immediately.** Continued violations will result in escalating corrective action.

STEP 3	Test voltage output on terminal strip	Expected Readings:
	1. Set multimeter to Voltage AC (V̄)	<ul style="list-style-type: none"> ◆ Activated Station: <ul style="list-style-type: none"> ▪ Between 20 Vac to 30 Vac = GOOD ▪ Pump/Master Valve should also read 20 Vac to 30 Vac unless programmed to remain off ▪ LESS than 20 Vac = test transformer voltage ▪ GREATER than 30 Vac = bad transformer ◆ All other stations should read 0 (zero) <ul style="list-style-type: none"> ▪ If they read GREATER than 0, attach spare solenoid to Common and station terminals and retest. <ul style="list-style-type: none"> - If reading goes to 0, station good (Phantom Voltage) - If read stays GREATER than 0 = blown triac, Replace controller or output board ◆ Transformer Output: <ul style="list-style-type: none"> ▪ LESS than 20 Vac = Check line voltage ▪ GREATER than 30 Vac = Bad transformer ◆ Line Voltage: <ul style="list-style-type: none"> ▪ ZERO = Reset breaker in panel ▪ Line Voltage over 130v or under 110v = call electrician
	2. Turn ON station 1 <ul style="list-style-type: none"> • Place probes on Common (C) and station 1, then read voltage <ul style="list-style-type: none"> - Watch for M or MV on screen = millivolts • Move probes to test all stations AND Pump/Master outputs 	
	3. Turn OFF station 1 and Turn ON station 2 <ul style="list-style-type: none"> • Place probes on Common (C) and station 2, then read voltage • Move probes to test all stations AND Pump/Master outputs 	
	4. Continue sequence, testing all outputs	

STEP 4	Test circuit resistance (Ohms) from terminal strip	Expected Readings:
	1. Set multimeter to Ohms (Ω)	<ul style="list-style-type: none"> ◆ GOOD = 20Ω to 60Ω <ul style="list-style-type: none"> ▪ Different ohm reading are because of brand of solenoid, type & length of wire, number & quality of splices ◆ OPEN = 1, 0, OL, ∞ <ul style="list-style-type: none"> ▪ Cut wire, bad splice, blown solenoid ◆ SHORT = Less than 20Ω ◆
	2. Check that all stations are OFF	
	3. Place probes on Common (C) and station 1, then read ohms <ul style="list-style-type: none"> • Check meter screen for unit-of-measure icons k or M <ul style="list-style-type: none"> - k = 1 Thousand times reading (4.3 k = 4,300 ohms) - M = 1 Million times reading (4.3 M = 4,300,000 ohms) 	
	4.	
	5.	

STEP 5	Review controller programming	
		Each station that has a valve attached has a run time



WEEKLY TRAINING SESSION



Protection of Pollinators

Topic Category: Lawn

Recordable Verifiable Training Hours: 0.5

Objectives: This lesson is designed to create an awareness of the importance of pollinating insects and our role in protecting their health.

Length of lesson: Approx 30 minutes.

Materials needed:

- Training Guideline
- GreenUP Protocol – Protection of Pollinators Training Document
- Pre- and Post- tests.

Training Guidelines:

- Make copies of the tests and training materials for all Team Members attending.
- Set up the training area in an area of the office that will minimize disruptions.
- Begin the meeting by defining the training topic and handing out the Pre-test
 - Allow a few minutes for Team Members to complete the Pre-test.
 - Collect the pre-test and hand out the Verifiable Training Record Form (VTRF)
- Distribute and review the training materials on Protection of Pollinators.
- Use the Training outline as a guide for key points.
 - Encourage active participation from all Team Members
 - Ask probing questions to develop key points
 - Encourage group reading
- After reading and reviewing all materials, ask questions to verify the lesson has been understood.
- Hand out the Post-tests. When complete, grade the tests and record the score on the VTRF.
- Collect tests and place with the verifiable materials in the Service Center Verifiable Training File.
- Make copies of the VTRF and place in each Team Member's training file.
- Complete all Weekly Training VTM's through Massey University.



Protection of Pollinators

Objective

The objective of this document is to create an awareness of the importance of pollinating insects and our role in protecting their health.

Experts say that the domestic honeybee population has declined nearly 50% in the last 50 years. Some U.S. beekeepers have lost more than 60% of their hives. Additional losses have occurred to wild honeybees, bumble bees and other pollinators. These pollinators are important because every fruit, vegetable or nut we eat comes from a flower. Bees account for one third of the food we eat.

A phenomenon known as Colony Collapse Disorder, which causes worker bees to disappear leaving the queen, food and a few nurse bees behind, has been making the news since 2006. Experts say that many factors affect bee health such as mites, viruses, bacteria, disease, poor nutrition and bee keeping practices. There is also concern that bee exposure to pesticides could be a factor. The neonicotinoid class of insecticides, which include Imidacloprid (Merit, Criterion, Zenith), Dinotefuran (Safari), Clothianidin (Arena and Aloft) and Thiamethoxam (Meridian) is under particular scrutiny. These are not the only pesticides of concern; other insecticide chemistries and even fungicides are being investigated as possible causes.

At this point, the science has not definitively determined the cause or causes of Colony Collapse Disorder, but what is obvious is that bees are insects and insecticides kill insects; an awareness of beneficial pollinators and alternative treatment strategies must be incorporated into our GreenUP Protocols.

When performing shrub care treatments, the following must be done:

- Recognize that domestic and native honeybees and bumble bees are beneficial insects and should be protected as best practical with respect given to our commitment to provide service to our customer.
- Be aware of the presence of pollinators, particularly honeybees and bumble bees when performing lawn and ornamental applications.
- Do not perform preventive foliar applications to shrubs in full bloom if there are no shrub damaging insects or diseases present.
- Delay treatment when possible if low levels of insect or disease issues are present and pollinators are present.
- Utilize root drench methods rather than foliar sprays when pollinators are present, or shrubs are in full bloom and insect or disease control is required.

If our customer or the general public should inquire about the issue of bee health, the following should be said:

Massey Services is very aware and alert to the concerns of bee health. While the studies of this issue are not conclusive that pesticides are the cause of Colony Collapse Disorder, we recognize the importance of pollinators on our environment. We have been trained to avoid the application of pest control materials when pollinators are foraging in the area and to plants currently in bloom. If plant damaging insects or diseases are currently infesting plants in bloom, we are trained to use alternative control options or to delay treatment until the bloom period has passed.

Media inquiries on this or any other issue should always be directed to the Corporate Office.