

CONNECTIVITY

A spotlight on products, promos, insights, and more

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Build business and trust with customer service

When we ask some of the most successful professionals what the secret to their growth is, we hear the same answer time and time again: customer service.

You can't always win on factors like price or scheduling. But we've found businesses who meet the expectations they set are the ones who innovate and succeed.

Here are some of the easiest ways to apply that to your operations.



- 1. Listen past the ask:** There's what your customers say they want, and what they need. Try to deliver solutions to the root cause of their problems.
- 2. Communicate clearly:** If there are going to be delays, let customers know. Break down pricing. Set expectations and you'll quickly earn trust.
- 3. Deliver on promises:** Once you've given your word, keep it, even if it means extra work. A loss today could mean a loyal customer for life.
- 4. Honesty works:** Even if it isn't pretty, most customers will appreciate the hard truth. Give them the answers you have and the options available.
- 5. Stay positive:** Your customers may already be going through a rough time. That's why they called you! Help them believe it will all be okay.



Termite infestations can ruin your customers' otherwise worry-free summer leisure.

That's why you should take the [Termite Biology & Pest Identification course from ProTraining](#). The course focuses on understanding termite biology and being able to tell pest species apart in your area.

[Log into ProTraining](#) to get started today.

Take advantage of Turf & Ornamental resources from Univar Solutions

Grow your business today by offering services in turf, ornamental, nursery, and vegetation management for consumer and business clients.

Not sure where to start? Univar Solutions can help with the right products and expert advice to help get your team trained and equipped to meet demand.

Shop Turf & Ornamental products [online now](#).





Products of the Month



\$10
Off

Termidor® SC
Termiticide/Insecticide
\$10 off per 20 oz bottle

Product 678529, 682903 – Promo code 839780



\$7
Off

EZ Block All Weather
Bait Block
\$7 off per 18 lb pail

Product 835770 – Promo code 839781



\$9
Off

OneGuard® Multi MoA
Concentrate
\$9 off per 32 oz bottle

Product 833481 – Promo code 839777



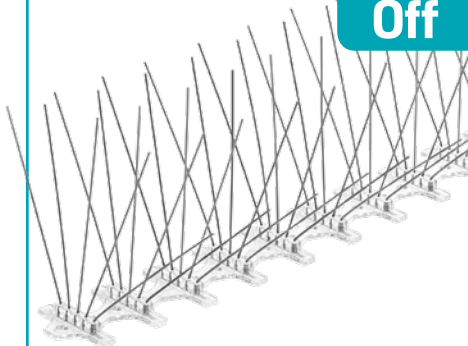
Online Exclusives



\$5
Off

Cyzmic CS
\$5 off per quart - no limit

Product 789940, 838707 – Promo code 839782
Offer cannot be combined with any other CSI offer.



\$5
Off

8" MasterLine®
S/S Bird Spikes
\$5 off each 50' box - no limit

Product 790407 – Promo code 839778



\$3
Off

Essentria® Wasp
& Hornet Spray
\$3 off per 16 oz can - no limit

Product 835597 – Promo code 839779
Not registered in Maine, New Mexico, and South Dakota

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Creature Feature

House Mosquitoes



Two house mosquitoes are present in the United States: the northern house mosquito and the southern house mosquito. The northern house mosquito was introduced from North Africa and is present across the northern US; the southern house mosquito was introduced from Southeast Asia and is present across the southern US. **There is a hybrid zone where these mosquitoes meet and are able to produce viable offspring, indicating they are probably subspecies instead of two separate species.**

House mosquitoes can vector West Nile virus (and other diseases that may cause encephalitis) from birds to humans and horses. They are more likely to vector these diseases in urban areas because of their preference for living and breeding near humans. **Since house mosquitoes overwinter as adults, they are often found in structures during cold temperatures.** Females may bite when indoor heating or the weather becomes warm enough. Although they will breed

anywhere water is allowed to accumulate, they prefer to lay eggs in stagnant water rich in organic matter, as in sewage or drainage systems and in pastures.

Removing standing water on properties reduces house mosquito populations. Otherwise, insect growth regulators (IGRs) labeled for mosquitoes can be applied to standing water in items such as planter saucers, bird baths and gutters to prevent larvae from developing into adults. Apply liquid residual insecticides to adult mosquito resting sites under shady and secluded areas such as foliage, eaves and decks. **Significant populations of overwintering adults can be treated with liquid residual insecticides to reduce the number of adults that will emerge in the spring.**

WANT TO LEARN MORE? Check out Mosquito-Borne Diseases & Adult Management. Visit PestWeb.com/ProTraining

Products to use

Product
838283
754968
754965
754975



Talstar Professional Insecticide

- Protect your community with the #1 brand for mosquito control
- Contains no odorous or plant-damaging solvents
- Achieves proven mosquito control up to 45 days

Product
833360



Ovi-Catch™ AGO Mosquito Trap

- Non-toxic, ideal for sensitive accounts
- Uses mosquitoes' breeding habits against them
- Eliminates up to 1000 future mosquitoes per female caught

Product
815913



Demand CS + Archer Multipak

- Contains two 1-quart bottles of Demand[®] CS insecticide and five 1-pint bottles of Archer[®] insect growth regulator
- Can be used as part of the [SecureChoiceSM Mosquito Assurance Program](#) to provide a significant reduction in mosquito populations for up to 60 days
- Qualifies for yearlong savings through the PestPartners 365 Program

Discussion of specific pest control methodologies may not be specific to the laws and regulations for your State, Province, Territory or Country. Product details are provided by Suppliers. Products may not be registered and/or available in all areas. Always check with your local Univar Solutions office for specific information to your area.

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With the catastrophic flooding in the Midwest and an exceptionally rainy winter on the West Coast, many parts of the country will present favorable conditions for heavy mosquito populations as the warmer summer weather approaches. With larger mosquito populations come the enhanced risk for the spread of mosquito-borne diseases.

Treating standing water with larvicides will play a critical role in preventing these mosquito populations from exploding and will help keep the numbers in check. When applied to the standing water where mosquitoes lay their eggs, larvicides interrupt the life cycle, preventing development beyond the pupal stage. This keeps the insects from growing into breeding, biting adults that pose a nuisance and public health threat in the community.

When applying larvicides, there are a number of standing water sites such as catch basins, storm drains, woodland ponds, artificial containers, water detention pools and roadside ditches that should be considered potential breeding grounds. Because no two mosquito habitats are alike, it is important to match the proper larvicide formulation with the application site and targeted length of residual control.

Recent third-party studies were conducted by Entomology Consultants, L.L.C. to study efficacy levels of popular larvicides in a controlled environment. The test species was the *Culex quinquefasciatus* (commonly known as the southern house mosquito); every treatment group was provided the same conditions. The study confirmed that three Altosid® formulations met or exceeded label claims of residual control: 30 days for Altosid® Pellets, 21 days for Altosid® XR-G granules and 35 days for Altosid® P35 granule formulation. Study results also show that competitive larvicides fell short of their stated label claims resulting in a decline of efficacy and mosquito population control.

Selecting the right larvicide can be difficult given the vast amount of options and label claims. To make the best choice, it is important to have all of the facts. To learn more about the study and the Altosid® IGR family of target-specific larvicides, visit www.centralmosquitocontrol.com.

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per female caught



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that means business**

Fendona® CS
controlled release insecticide



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Our best-selling MBS
allows you to **bait both mice
and insects** with the same
station. Metal securing rod
works well with soft baits.

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VMPRODUCTS.COM Product Code No. 784524

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NUVAN PROSTRIPS + FOR MOSQUITO CONTROL


NUVAN®
PROSTRIPS® +

Use NUVAN PROSTRIPS + to control mosquitoes and other listed pests in catch basins where water accumulates and mosquitoes may breed.

Place the appropriate number of NUVAN PROSTRIPS + for the space to be treated. Place NUVAN PROSTRIP + by suspending about ten inches above the water surface to control mosquitoes. NUVAN PROSTRIPS + may control mosquitoes for up to four months.

To learn more about NUVAN PROSTRIPS + contact your local AMVAC rep or visit AMVAC.com.


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