

N.E.L.T.S. / Portunato Response re: One Contractor Nonpayment Issue

In late 2022 the WSA was contacted by a member who said they had been told — in no uncertain terms — they would only be paid by N.E.L.T.S. for 16 of their company’s 48 completed sweeps. The stated reason is the sweeper operator neglected to provide photos of the lot even though s/he had a verified check-in for all 48 sweeps on the lot.

However, in WSA/WorldSweeper’s Editorial opinion, the following situation posed two overriding questions, assuming the N.E.L.T.S. contract has a provision requiring photos to be taken during every sweep:

#1 Did N.E.L.T.S. charge and then get paid by Home Depot for the sweeps even though it DID NOT pay the contractor?

#2 As you read through the following response by Antonio Portunato, CEO of N.E.L.T.S., you will find it to be filled with expletives and very unprofessional in all regards. Due just to that fact, we suggest that a highly regarded national chain like Home Depot should sever ties with such a company.

The following starts with a portion of the spreadsheet supplied to the contractor by a N.E.L.T.S. Senior Account Manager. Included in the email was: “Please see below for November billing. Please note that any alternate sweeps, make up sweeps, out of time frame and check ins with no pictures will not be paid.” The locations and contractor’s name have been removed:

# of Sweeps Possible	Verified With Check in	Verified With Photos
12	12	7
12	12	3
12	12	0
12	12	6

The contractor responded:

“So your [sic] saying out of the 48 sweeps that we completed you are going to only pay for 16 because our employees aren't professional photographers or the app sucks and won't let you upload pictures? If I don't have pictures then we have just did 32 sweeps for you and your company and we are going to eat that cost and you are still collecting payments from home depot? Does that sound fair or like a good business model?”

The next morning the following email was sent to the contractor from Antonio Portunato:

“If there are no pictures, and app check ins that is correct your not getting paid also my friend this is a requirement from the customer and if you don’t have verified services we DONT GET

FUCKING paid why is it you think my customer fucking pays me and you think we fucking steal from you guys. no what I'm tired of the bullshit just do your fucking job. the last few months because my team has accepted your invoices be fucking thankful the games done game over listen very closely and if you have a issue I'll be in Florida next week and we can talk in person

"IF YOU DONT VERIFY YOUR SERVICES YOU DONT GET FUCKING PAID end of story now I'm sure because I have to speak to you this way so now you understand what the fuck I'm talking about

"I'm going to tell you this right now your stealing from nelts and HD is coming to a end the service quality is coming to a end I'm done being nice and last but not least read your fucking contract everything is outlined

"I told you when I talked to you I'm not a third party company we can have this conversation in person I'm not some fucking guy sitting my fat ass behind a desk I cover over 700 sites nightly and yea my team are photographers im sure you have no problems taking photos on Facebook and instagram SO

"If you sweep before 10 pm your not getting paid
If you sweep after 6am your not getting paid
If you sweep on a day that is not in your schedule your not getting paid
If you don't use the app your not getting paid FM pilot and encore
If you do not submit photos with in app or sweep verification your not getting paid
If you don't use app and my team has to do your job for you it's a back charge of 150
If I have to show up on site like my guy is this coming Monday to check your site it's going to be a back charge if your site is dirty
This is not a monthly contract this is a PER service contract Per SWEEP contract

"You will no longer talk ignorantly to my personal no more just do your job not that hard you bitch about getting paid on time and want me involved well you got me, you do 5 percent of what required again it's not a monthly contract it's a per service per occurrence

"You no how to get ahold of me"

Within two hours the contractor responded:

"I'm not even going to respond to this because it's not worth my time. We expect full payment and if not received we will pursue as expected.
Good luck."

Within a short time Antonio Portunato responded in an email Cc:ed to four additional N.E.L.T.S. email addresses:

Subject: Re: November Billing for HD Sweeping
"You will be paid for services rendered end of story do what you want"

When WorldSweeper/WSA provides this article to Home Depot management the question will be asked about whether N.E.L.T.S. billed for, and paid for, the sweeps refused to be paid to the contractor by N.E.L.T.S.