

Toward the end of the battle with Command7 WSA waged to document the process in trying to get what amounts to under \$500 — with complete documentation of sweeping times and the complete following of GPS/ServiceChannel requirements a matter of record — the sweeping contractor we were fighting for wrote the following email to me:

Ranger—

Third parties are taking over our industry, which is killing us. One thing I hate is I will get a call or email (from third party vendors) and they will tell us how often to sweep and also tell us the dollar amount we will sweep it for. Unfortunately, a lot of my brother and sisters will agree to it. That kills me!!!!

I do not go into a store or hotel and tell those folks what I will pay. They have a price just like I do. I always tell them I can't sweep it for the low amount they offer. If we have issue on the price, which has happened one time with me, I couldn't negotiate the price a whole lot. So, I then negotiated my time I would spend on the parking lot and got it in writing.

Daaren, the Command7 manager, just called me after seeing my email. He agreed on the (amount of money) that Command7 owes. He never did mention or confirm that any complaints had been made about my service; I know I didn't hear any. He said he would have to speak with his manager to get this paid because he doesn't show that Lowe's have paid.

I told him the reason why I couldn't sign the contract. These companies with their contract clauses are getting ridiculous. Vendors (like sweeping contractors) need to learn what they are signing.

He tried to tell me that a lot of the commercial accounts (have pay-when-paid and transfer of liability clauses). I told him I use like 15 other companies and he is the 1st one that does that. I told him that Command7 folks are saying they hadn't got paid yet so that (they can use that to not pay me). I could call and check on my money and all they would have to say is "We haven't gotten paid yet."

I told him I that I worked for them (Command7) so I shouldn't have to wait to get my money until they get theirs; I said that should be y'all's problem and not ours. He agreed with me and said he understood the issue. I told him if Lowe's hadn't paid yet then he is about to get a lot of calls because the vendors will want their money.

I also told him the other issue is me taking the lead responsibility on anyone getting hurt. I have insurance for that, but I do not want to get sued because then my insurance will go up, if I can even keep my insurance. He understood the issue with that as well and agreed with me. He even said he hated that it didn't work out with us. I told him they should re-word their verbiage about getting paid. Let the people know a net and pay them within that time frame.

He said he would get with his manager to see if they could get me a check out next week since it is small anyway. I will not hold my breath though, not after how they have handled this already. If they do it will because they want to put water on the fire because of you.

Thank you for everything you have done!

– Chris