

**In June of 2023 the following information was provided to WorldSweeper / World Sweeping Association by one or more sweeping contractors:**

**Contractor Narrative:**

“We've been servicing Lowe's for 17 years through many different brokers as well as Transblue. Transblue came in and signed all the loans away from Divisions. We're a larger company now so we weren't paying as much attention. However, we started seeing an email thread (negative about Transblue) with about 113 contractors on it.

“I hadn't seen this hardly ever, other than back in the US maintenance days. I started looking at these and I mean, countless stories by multiple contractors throughout the country. All are saying, hey, these people are paying, we can't get anyone to answer the phone. They're saying that Lowe's isn't paying them.

“And I'm like, well, I've been with Lowe's for 17 years, and we've used Brickman, Brightview, Springwise, Service Channel and others. Payment by Lowe's has never been an issue. So I knew that was not right.

“And then Transblue sent out a letter saying that they've dissolved the the contract with Lowe's because they couldn't deal with them anymore, and they'll do their best they can to get everyone compensated.

“We haven't got a penny from them but we only have maybe six or seven through them. And what's ironic is that we haven't got paid from them but the other brokers that we're dealing with for Lowe's, they've already paid us two or three times since the time we started with Transblue. So I don't know what their reputation is like up north or northeast or the Midwest. But down here in New Mexico and Texas they appear to be the second coming of US Maintenance.”

**WSA also received a copy of the letter from Transblue that was referenced above. Here is a copy:**

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Dear Transblue Contractor:

Today, Transblue made the tough but necessary decision to terminate its relationship with Lowe's. As part of this termination, we have terminated for cause both Transblue's landscaping and lot-sweeping contracts. Simply, Lowe's made it impossible for contractors like you and like us to succeed through its harsh practices. This included:

1. Enforcing arbitrary and malicious penalties for services performed so as to avoid payment for that service.
2. Repeatedly not paying for services performed because the service was not (or could not be) put into ServiceChannel.
3. Requiring its contractors to perform work that is clearly out of scope and denying change orders for the actual cost of the work.
4. Representing sites were previously maintained when it is obvious such sites were not worked on for months.
5. Failing to pay hundreds of thousands for work already performed this season.
6. Removing mulch from the landscaping contract, which many of us counted and depended on in our yearly budgets.

By terminating our contracts with Lowe's, this in turn ends any Lowe's scope of work you may have had with Transblue. **Please do not, on behalf of Transblue, service any Lowe's location from tonight and going forward. You will not be paid by Transblue for any services performed after 5pm on May 22, 2023.**

In the meantime, we will continue to fight for our subcontractors and seek payment for the work you and we have performed through today. We will also continue paying your invoices for work that Lowe's has not rejected or penalized. If, however, Lowe's has rejected the work or part of the work, and issued penalties because of such rejection, you will be notified of the same (if you haven't already).

Once again, thank you for working with Transblue.

*Chevy Cotterell*

Account Manager

Office: 844-4TB-BLUE

[www.Transblue.com](http://www.Transblue.com)



Office Hours: Mon - Fri 9 am - 5 pm.

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**Here are the comments made by contractors on an informational thread about Transblue:**

- Yep i joined all of the sweepers No payment Just F stupid to think they were being honest Really in this world now days.
- Since stop service someone else has been mowing my lows I have no idea who or any idea what management company has it
- We had two Lowes store (sorry us). Have not heard who got the contract. I do know neither store has been swept since we our last service.
- Has anyone received a new contract for Lowe's locations? Divisions did a one time service before Memorial Day, but nothing for rest of the summer.
- We have not (been paid). I requested twice last week for an update as to when we will be receiving payments. A person named Lyra Guillermo got back to me and requested I resend all invoices to:

Please send all invoices to the emails below:

[lowesinvoicing@transblue.com](mailto:lowesinvoicing@transblue.com)

[service@transblue.org](mailto:service@transblue.org)

[ap@transblue.org](mailto:ap@transblue.org)

CC



[LowesOperations@transblue.com](mailto:LowesOperations@transblue.com)

[GuillermoL@transblue.org](mailto:GuillermoL@transblue.org)

Invoice should have the details below:

1. Work order number
2. Service Location: (Lowe's Address)
3. Date of Service
4. Amount of the service
5. Must be billed to below:

Customer: W Business Solutions LLC dba Transblue

Address: 19916 Old Owen Rd. #252 Monroe, WA 98272

Phone: 877 467 1131

- I was paid at the beginning of the month by Shields FM. They didn't single out Transblue. Transblue took 2 months worth of our work and pocketed the money. Pay us our money and I'll apologize and say other wise. As long as they can con you and have you believe it, they have done no wrong.
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- Actually, I give them the benefit of the doubt. I sweep Lowes for another third party, and they have told me same problems, but they are getting paid. Lowe's is making it difficult, charging back the vender for missing a sweep! Too many hoops to jump through to get paid.
- We have serviced Lowes for 16 years through 12 different brokers in Central Texas. Lowe's has always paid their brokers in a timely manner. This sounds like another US Maintenance of past years, total fraud.
- Please note: We as sub-contractors have the right to terminate this contract for ANY reason. What is good for the goose is good for the gander. Its also in the contract.
- We just started doing the lawn service Second week of April. As soon as I saw the email thread. I canceled, Reshell from Transblue explained that the reason most of you weren't getting paid was because you weren't adding pictures and work orders in your invoices. But I still canceled and I have not been paid. Then she sends me the attached image, reminding me of the penalty for canceling.