PAST PERFORMANCE PROFILE D · FACILITIES MANAGEMENT

National facilities portfolio across 1,871 cities

Integrated facilities management provider, multi-thousand-location retail portfolio. Scheduled and reactive site services in 47 states over 46 months, on one agreement.

SECTOR	REGION	PERIOD	STATUS	VALUE
Facilities management	National, 47 states	Oct 2022 – present	Active	$5M – $7.5M

> 2,868 orders across 1,871 cities averages 1.5 orders per market. The work was fulfilled by 480 local operators, and the client received one rate structure and one invoice.

Scope delivered

Orders delivered	2,868 across 46 months
Geographic reach	1,871 distinct cities in 47 states
Local operators engaged	480 distinct providers, most with no prior relationship to the client
Service records	1,344 scheduled and reactive service events
Order density	1.5 orders per city, the defining constraint of the program
Typical order value	$1,500 to $2,600 depending on program year

Documented service events

Real events from the program record, offered as evidence of how exceptions were handled rather than a claim that none occurred.

Event	Resolution
Most local operators had no standing payment relationship. Providers requested payment by card, by several different digital invoicing platforms, or by paper check, and some declined to hold card details at all	Each provider onboarded to whichever rail it would accept, with payment executed centrally. The client was never asked to establish a vendor relationship or process a provider payment.
Providers charged above the expected service rate without notice, including a $500 charge against a $400 expectation and a $105 fuel surcharge that took a service to $805	Every variance above the expected rate was escalated as an explicit approval before payment, rather than absorbed or passed through automatically.
A provider attended a location and determined the tank could not be pumped	Provider raised no charge and none was passed to the client. The order was cancelled rather than billed as an attempted service.

Event	Resolution
Providers reported unit removals directly to Detritus, in their own formats, outside any scheduling system	Each report was reconciled against the service record before the billing period closed, preventing charges on units already collected.

How the program was run

Sourcing where the store is, not where the vendors are

A retail portfolio of this size has locations in markets that generate one or two service events a year. No regional operator builds coverage for that. Fulfilment was assembled from 480 local operators, most of them single-truck septic and sanitation businesses, matched to individual locations rather than to territories.

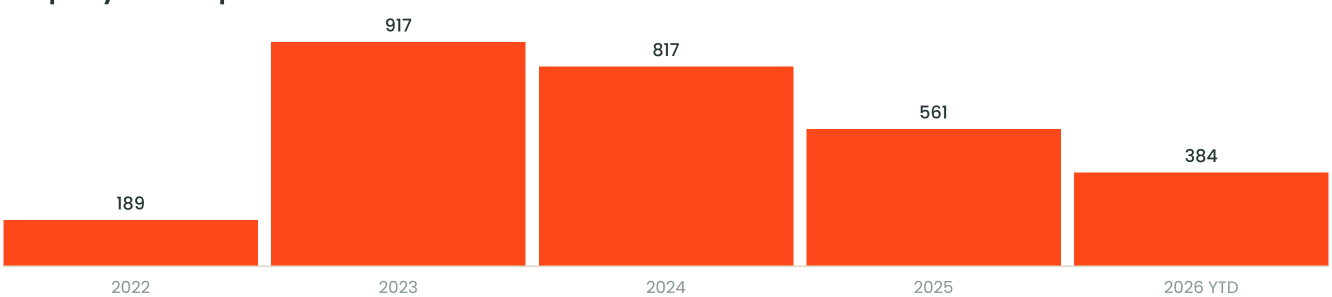
Absorbing the payment problem

The practical barrier at this scale is not sourcing, it is paying. Small operators each have their own billing method, credit terms, and tolerance for account setup. Detritus carried the payment relationship with all 480, so the client held one payables relationship instead of hundreds.

Variance control as a standing gate

Across a recent four-month window, 96 reconciliation and approval actions were logged across seven internal functions, running roughly one action for every two orders placed. Any charge exceeding the expected rate stopped for approval before payment.

Deployment profile



Orders placed per program year. Coverage widened as order volume normalized: 19 states in the first partial year, 43 to 47 states sustained thereafter.

Verification and disclosure

- All order, city, state, provider, and service counts are drawn from Detritus records for this account. Service events are summarized from change requests created contemporaneously.
- Client name, the managed portfolio, location detail, provider and personnel names, and all contract and invoice numbers are withheld. Program value is stated as a band.
- Exact figures, client name, and a reference contact are available to a qualified party under mutual NDA and with client consent.