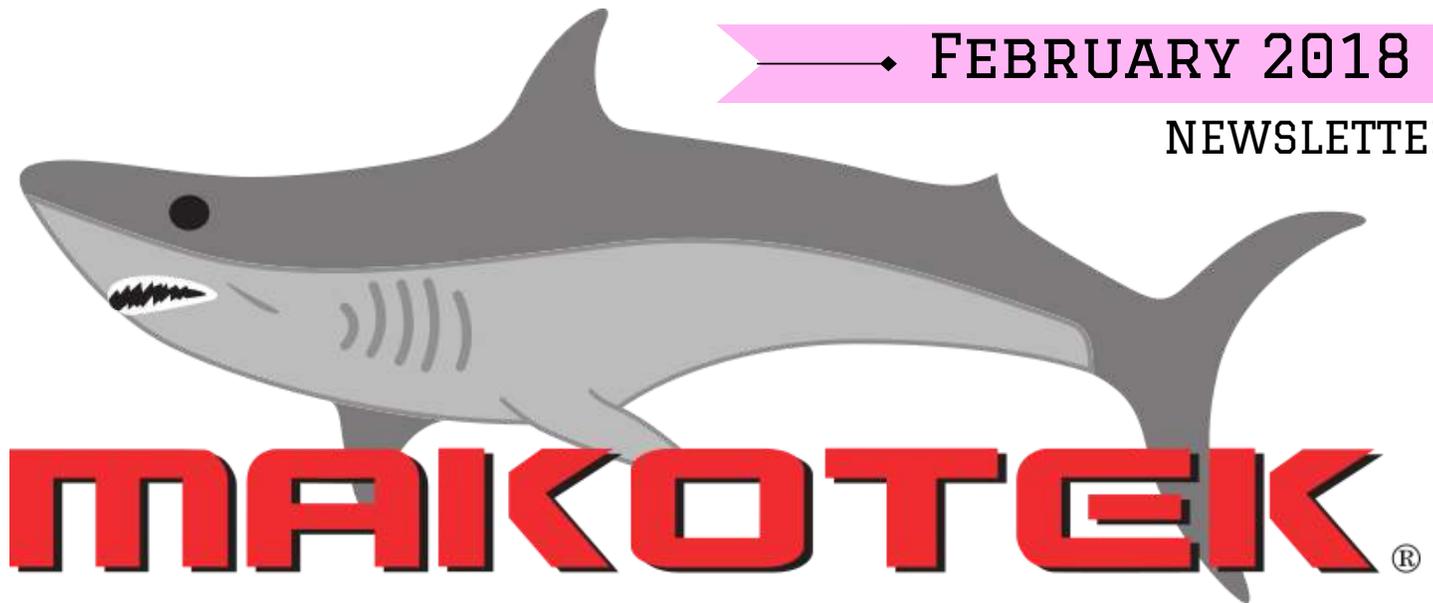


◆ FEBRUARY 2018 ◆

NEWSLETTER



In this issue...

- Top System
- Employees of the Month
- Manager's Column
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- Makotek Social Media
- EAP Information

Important Announcements

Have something important to share? Email us any photos, announcements, etc. and we will feature it in the upcoming newsletter or on the social media channels!

Email us at MakotekSocial@gmail.com

February 2018

System of the Month

Mid-Ohio



Congratulations to the Mid-Ohio office on achieving System of the Month for February 2018. I am proud to work with guys who come in and work hard daily while consistently achieving client and company goals. We appreciate the support of Dispatch helping the techs process and close orders. Congratulations Mid-Ohio! Your hard work matters!

~Scott Smith, GM

Congratulations to this month's winners!

The rankings include all techs with a ranking based on a combination of saves, money collected, disconnects, equipment recovered, and hours worked. Awards go to the Top Tech, in each of three regions.

Congratulations to all the winners! Please review the list and let your managers know any feedback to improve future rankings. The standard has been set and everyone can look forward to new challengers next month.

Employee of the Month Call Center

Jonathan Nauling
Orlando, FL



Jonathan is a multiple time winner and always good to see him at the top of the board. Thanks, Jonathan, for all your hard work and dedication.

~ Steve Dilly, GM

Employee of the Month CPE Collections

Michael Shepherd
Orlando, FL



Mike works his jobs like a hawk, always circling his route for what he calls dead boxes. Mike has been working hard to get to the top of the list. Congratulations, Mike, your hard work paid off!

~ Rick Mullins, GM

Employee of the Month Midwest

Patrick Boyd
Columbus, OH



Patrick Boyd has been with Makotek for 3 1/2 years and is an asset to our office. He helps with training new techs and is a great field collector for us.

Keep up the great work Pat.

~Tim Dodd, GM

Employee of the Month East

Harry Sanders
Buffalo, NY



Congratulations to Harry once again! Harry continues to strive to be at the top every week and is always pushing his teammates to achieve more. Thanks, Harry!

~Byron Windsor, GM

Makotek Manager's Column

Productivity tips from Matt Leidolph GM - Akron, OH



Tech Productivity

- **Use priority routing in Jumpstart.** You can focus on what the manager expects you to work on.
- **Plan your day.** This way, you can know the areas you are to run and plan for it.
- **Run the entire areas.** Schedule dates are less important, so whole areas (zip codes) should be run. Make sure every job (NP, ER, SR) is complete in that area before moving on.
- **Before driving to the next job, read the work order!** You may have an answer before arriving and will save time at the door.
- **Be organized.** Having your vehicle organized will help as well. Keeping ER and NP equipment separate will make turn in easier the following morning.

Manager Productivity

- **Plan your day.** This can be challenging as there is always something going on between applications, tech phone calls, client needs, etc. Try to plan each day ahead of time and make a schedule, i.e. 11 a.m.-1 p.m. is turn in, 1 p.m.-2 p.m. take applications, etc.
- **Utilize the reports available to you.** You can see how the office or a particular tech is doing in less than 10 seconds by using the reports such as analytics, technician log summary, etc.
- **Have a system.** If you have a system in place of how things are completed your office will run like a well-oiled machine

Jumpstart Updates

EQ Search on the Web

The ability to search by equipment serial number on the Jumpstart website was added. This feature allows the manager and tech to identify whether or not there is a work order already in Jumpstart that goes with a certain piece of equipment that the tech picked up.

On the website, under View/Edit/Equipment by serial, the manager can type in a serial number and determine if there is already a work order for it.

As explained last month, the tech can do the same on the app (refer to last month's newsletter for illustrations.)



Some Key Points

- 1) It is crucial for the tech to submit these requests as soon as he/she picks up the equipment and NOT wait until the end of the day or the next day.
- 2) Tech should include in the message the equipment type as well as the serial number.
- 3) Dispatch should include the equipment type in the work order they create.
- 4) Managers should monitor the process of their techs to ensure smooth operation and not having techs overburden dispatch.

If used correctly this process saves the manager time from having to research equipment that the techs are given by customers for which they do not have a work order. It saves the tech time from no longer wondering at check-in where the "extra boxes" came from. He/she would already have a work order created and then completed immediately so they show on the turn-in.

Requesting a Work Order to Be Created

The next step is to scan the equipment into a "messaging work order" to send a message to dispatch to create a work order for equipment.

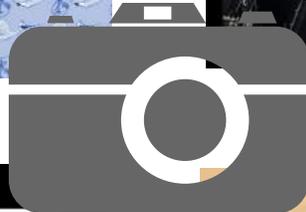
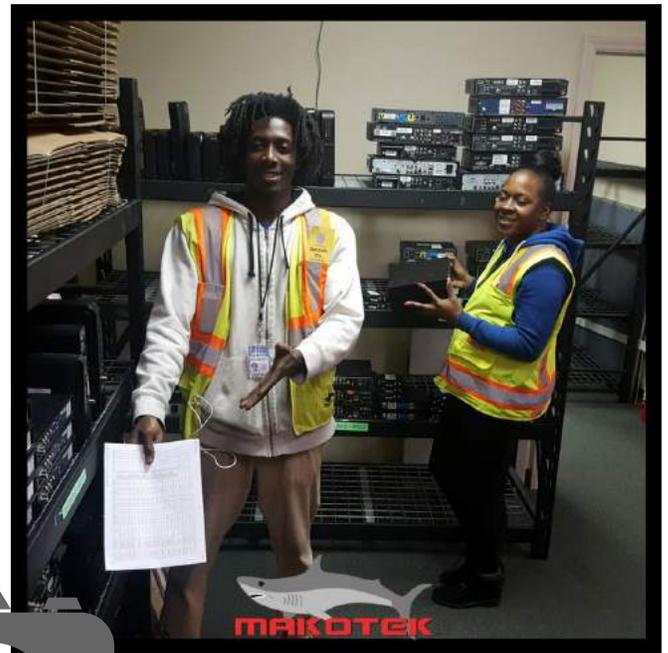
The manager creates a "Voluntary Disconnect" work order using the technician's tech number as both the work order number and the account number, the tech's name as the address, and the zip code of the office.

This work order will not get auto-completed or canceled by any of the automated processes and the tech only uses the work order as a means to scan the serial number of the equipment in the message and send to dispatch requesting them to create a work order for that piece of equipment. The details of this process has been passed along to the managers and is currently implemented in most systems.



TOP PHOTOS

OF THE MONTH





Take Control of Your Life

The Employee Assistance Program (EAP) is here!
It's a **free, confidential counseling service** for you
and your household members to help resolve a wide
variety of concerns.

What You Need to Know

- Calls answered within 3 rings
- Counselors have Master's or Ph.D. degrees
- Can assist by speaking English, Spanish, or French
- Available 24/7
- Operated by Charles Nechtem Associates (CNA) with 35+ years experience

Possible Reasons for Calling

- Feeling overwhelmed
- Grief
- Anxiety
- Stopping smoking/drinking
- Marital or relationship issues
- Time management
- Life changes

Contact an EAP counselor:

1-800-531-0200

inquiries@charlesnechtem.com