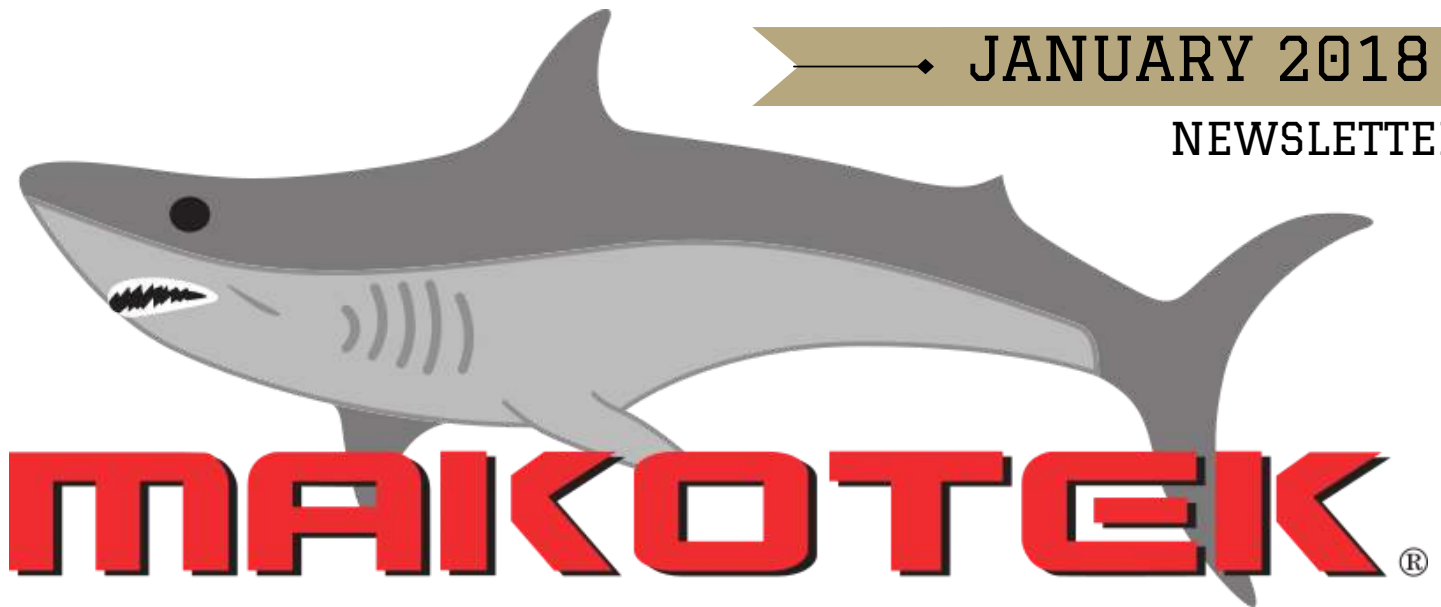


JANUARY 2018

NEWSLETTER



### In this issue...

- Top System
- Employees of the Month
- Manager's Column
- Jumpstart Update
- Tips for NY Resolutions
- Makotek Social Media



### *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](mailto:MakotekSocial@gmail.com)

# JANUARY 2018

## System of the Month Southwest Ohio



### 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.

The Southwest Ohio team is a repeat winner for System of the Month. They cover a lot of geography including Cincinnati and Dayton Ohio. We are proud to have received this again and look forward to constant and consistent improvement.

~W. David Wilson, GM

Employee of the Month  
Call Center  
**Toi Farrow**  
Orlando, FL



Toi has worked for us for 1 ½ years and this is her first time to win this contest, congratulations Toi and thank you for all your hard work.

~ Steve Dilly, GM

Employee of the Month  
CPE Collections  
**Shawn Skeete**  
Orlando, FL



Shawn is a very hard worker. Always giving out tips to other techs and helping out were needed. It is a pleasure working with him. Congratulation Shawn.

~ Rick Mullins, GM

Employee of the Month  
Midwest  
**Steve Looney**  
Columbus, OH



Steve has been with Makotek for nine years. He does an excellent job week in and week out. He is a leader in the office and supportive of his teammates. Way to go, Steve, Congratulations!

~Scott Smith, GM

Employee of the Month  
East  
**Harry Sanders**  
Buffalo, NY



Harry's results are truly a great motivator for the rest of the office and solid proof that hard work, determination and persistence pay off.

Congratulations Harry!

~ Byron Windsor, GM

# Makotek Manager's Column

## FAQ's with Bill Sturman



General Manager  
Charlotte, NC

As General Manager of the Charlotte Office I have to educate my staff on all aspects of our business model so they are as knowledgeable as needed to perform their respective jobs. So I'd like to take a moment and share some of the questions I am asked by new employees once they are in the field collecting payments and equipment. Although each new employee goes through a training process, real life situations occur and the newer staff members may not have experienced all of what they need to know to have the correct answers.

Please review the five following questions I receive from the newly appointed staff and feel free to share these answers with your team.

### Five Frequently Asked Questions by New Employees

**Question 1. When collecting equipment, what does "CO" mean in equipment type?  
Answer Customer Owned Equipment, do not pick up.**

**Question 2. What do I do when a customer has extra equipment that is not on my work order? Answer Collect it, bring it to the office and have a work order created, which will take the equipment off the account to which it was assigned.**

**Question 3. How many work orders in my Jumpstart are being worked by other field collectors? Answer All work orders are assigned exclusively to each field collector.**

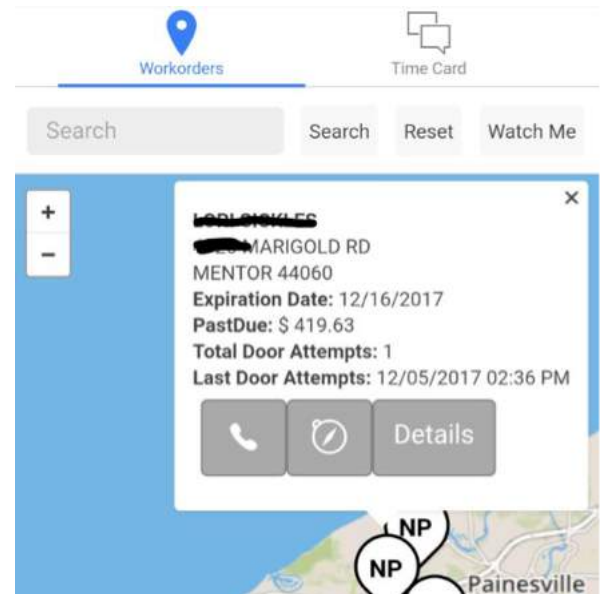
**Question 4. What do the restriction codes mean? Answer Restriction Code 3 = No EFT Restriction Code 4 = No Credit Card / Debit Card**

**Question 5. If a customer wants to pay the past due amount and also wants to downgrade their service and/or equipment, how should I handle this? Answer Makotek is not authorized to collect past due payments and returned equipment simultaneously. The pricing of bundled packages is discounted and sold to customers at specifically lower rates. This would need to be renegotiated directly with Spectrum when the customer wishes to downgrade. Therefore you may collect the past due payment or only the equipment they wish to turn in.**

# Jumpstart Updates

## Work Order Bubble

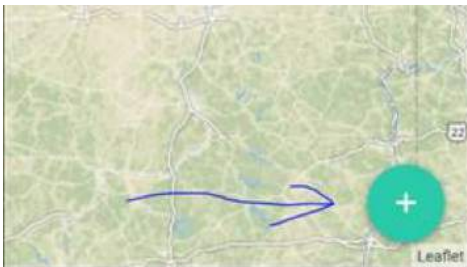
The individual work order bubble now includes the work order expiration date, number of attempts and the last date attempted. Also, by tapping the phone icon within the bubble the tech can call the primary number on the work order without having to dial the number. Other numbers on the work order are hyperlinked within the work order to call those numbers.



## Search by EQ serial number

When the tech picks up equipment that he/she doesn't know to what account the equipment belongs, he/she can search by serial number. The serial number can be typed in or can be scanned by the barcode reader in the app.

1. On the main page tap the plus sign



2. Then tap the magnifying glass icon



3. Next, either type in the serial number or tap the icon to "search" to open the barcode reader



4. View results





# TOP PHOTOS

OF THE MONTH



  
**MAKOTEK**  
 Employees of the Month

			
<p>Call Center JUSTIN KEY Orlando, FL</p>	<p>CPE Collections CALVON COLE Fayetteville, NC</p>	<p>Midwest JAMES STEFAN Cleveland, OH</p>	<p>East TRAVIS DAVIS Raleigh, NC</p>



# 4 Tips for Keeping Your New Year's Resolutions

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1. **BE SPECIFIC!** Vague goals don't work. Map out your strategy before New Years arrives.
2. **MAKE YOUR GOAL PUBLIC!** Share your decision to change with friends and family who can offer support when you're wavering and encouragement when you're doing well at sticking to your resolution.
3. **SUBSTITUTE GOOD BEHAVIOR FOR "BAD"!** Don't rely on willpower alone to help you change. That approach won't work. Instead, build in a healthy behavior that's incompatible with the one you want to change.
4. **TRACK YOUR PROGRESS!** Record or chart your changed behavior.