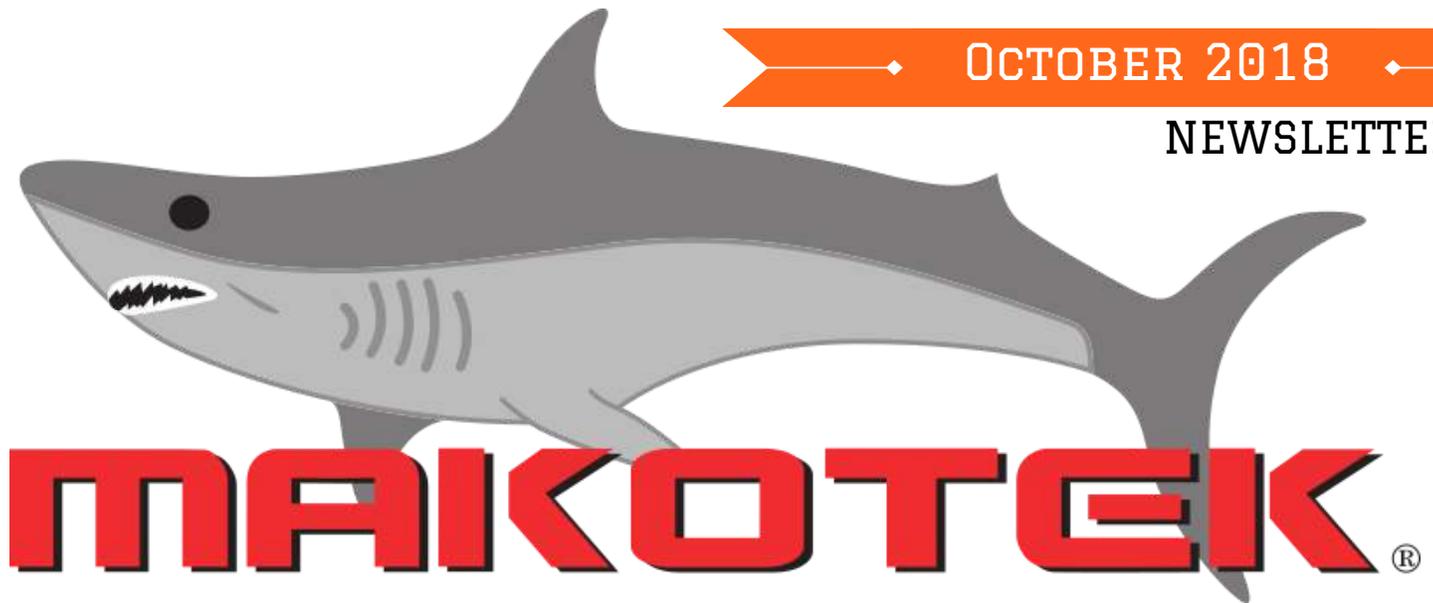


◆ OCTOBER 2018 ◆

NEWSLETTER



In this issue...

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



**HAPPY
HALLOWEEN!**

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

System of the Month Southwest Ohio



Dave and his team have stepped it up on every front, from door knocks, saving the customer, routing the work to be efficiently and recruiting. The office has almost doubled its staff, making sure they take any opportunity to hire a new aspiring tech to join the team. In August, the team hit Tier 3 on the incentive and are on the path to do it again.

Great job!
~Todd Smith, RM

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.

Employees of the Month

Employee of the Month

Call Center

Ashley Candelaria

Longwood, FL



Ashley is a two-time winner within the past 6 months. Ashley has superior work ethic and strives to be at the top every week.

Congratulations Ashley, glad to have you on our team!

~ Steve Dilly, GM

Employee of the Month

CPE Collections

Darryl Crawford

Southwest Ohio



Darryl has been with us since August '17. He's a valuable member of our team in Cincinnati. Over the last several months, Darryl has placed his mark on all of Cincinnati's ER staff while training them. Each of these people are multiplying his success by their jobs done well. Great job to the new ER Tech of the Month!

~ David Wilson, GM

Employee of the Month

East

Clinton Shumpert Jr.

Columbia, SC



Let's start with congratulations, Clinton! We are so happy and proud that this award has been given to a Columbia, SC tech! Clinton has been with us for a little over year now and proves weekly he is a vital asset to our office! He is always willing to help anyone out or coach when needed. Keep up the good work!!

~Brittany Warner, GM

Employee of the Month

Midwest

Russell Graham

Southwest Ohio



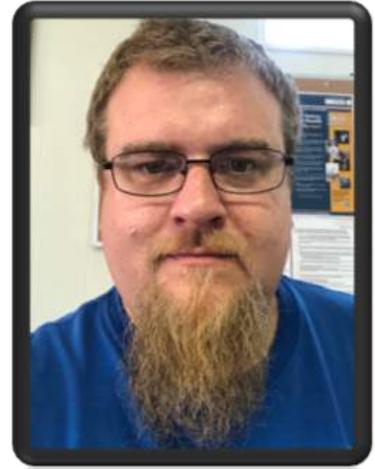
Russell has been a valued employee since October '17. We in Cincinnati are very proud again of Russell. He cheers on everyone in the office, building esprit de corps. Russell can be counted on to accept any challenge. He can always come up with a positive spin on anything. Great job!

~ David Wilson, GM

Makotek Manager's Column

Let's Take a Moment for Safety

Matt Leidolph
GM Akron, OH



Even though our offices don't use ladders anymore, there are still safety concerns that our employees need to pay attention to.

Make sure you're wearing the proper footwear.

- Collectors should be wearing either a type of boot, dress shoe or casual shoe. We are not permitted to wear sneakers. They provide very little support and the opportunity for injury due to a twisted or rolled ankle is higher. Lists of the acceptable footwear types are available in the Field Safety and Training Manual.

Be aware of your surroundings.

- Check to make sure that there are no dogs outside of the home before exiting your vehicle. Making noise as you are walking up to the home will usually alert any dogs inside or outside the home.

Be a defensive driver.

- We spend a lot of time in our vehicles throughout the day. Remaining a defensive driver decreases the likelihood of a collision. Drive at a safe speed, expect the unexpected, pay attention to other drivers and more importantly any pedestrians. You may be the best driver in the world but pretend that the people around you are not.

Do not use your cell phone while driving.

- Distracted driving is the highest reason for automobile accidents. If possible, ignore the call or text until you get to your destination, or, pull over to the side of the road or into a parking lot and use your phone. You cannot avoid all risks, but if you remain aware and take precautions you can remain safe.

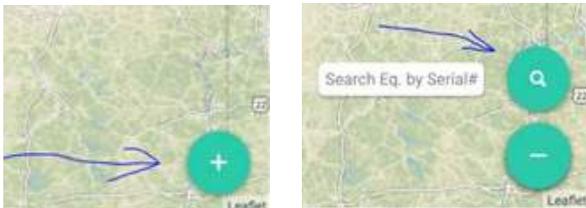
Jumpstart Updates

Search by Equipment Serial Number - Refresher

When the tech picks up equipment and doesn't know what account it belongs to, they can search by serial number.

Search by EQ Serial Number

1) On the main map page tap the plus sign, then tap the magnifying glass icon



3) View Results



2) Next, either type in the serial number or tap the icon next to “search” to open the barcode reader.



EQ Search on the Web

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



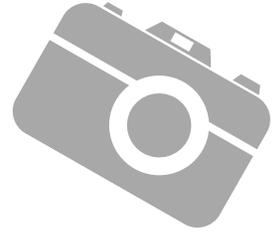
The dispatcher can then re-assign the work order to the tech that has already picked up the equipment and submitted a request for a work order to be created. If the equipment is not already in Jumpstart the dispatcher can create a work order for the tech and the tech can complete the work order the same day

KEY REMINDERS

- 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 over-burden dispatch.

TOP PHOTOS

OF THE MONTH



SAFETY TIPS FOR MOTORISTS ON HALLOWEEN NIGHT

- 1. Watch for children walking on roadways, medians and curbs**
- 2. Enter and exit driveways and alleys carefully**
- 3. At twilight and later in the evening, watch for children in dark clothing**
- 4. Discourage new, inexperienced drivers from driving on Halloween**