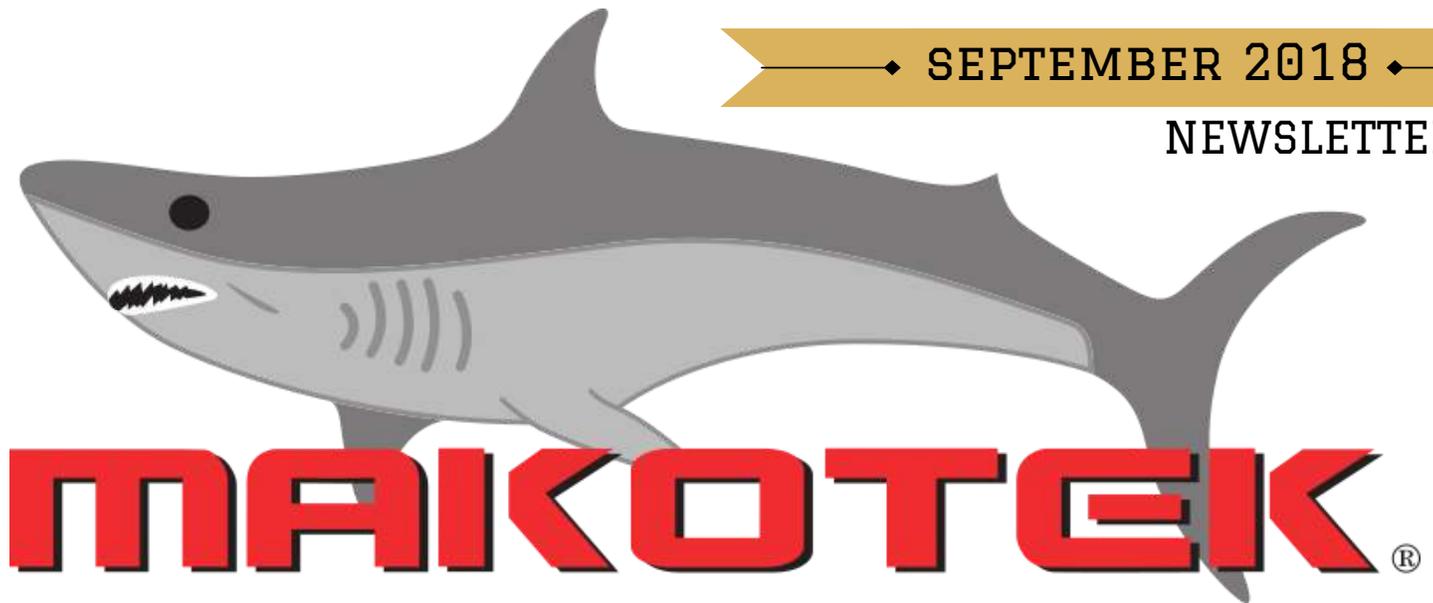


◆ SEPTEMBER 2018 ◆

NEWSLETTER



THANK YOU TO ALL  
WHO MADE THIS  
SUMMER'S  
SCAVENGER HUNT  
SUCCESSFUL!

### In this issue...

- Top System
- Employees of the Month
- Manager's Column
- Jumpstart Update
- Makotek Social Media
- Scavenger Hunt Winners

### *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)

# System of the Month **Charlotte, NC**



It is a great pleasure that our Charlotte Office was named System of the Month in July. We are led by a very strong Non-Pay Team and a growing Equipment Recovery Team that works diligently to strive to be the best. No manager could be prouder than I of his teams' accomplishments. The comradery between our employees is outstanding and each is willing to help one another when needed. We also couldn't be as effective without the support of our admin Rena who puts extra effort into making sure many of the teams' collection transitions are handled smoothly. Let's do it again and again!

~Bill Sturman, 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.

## Employees of the Month

### Employee of the Month

Call Center

**Ranika Sinclair**

Longwood, FL



Ranika is a multiple time winner and continues to grow as a professional retention specialist, congratulations Ranika and proud to have you on our team. Congratulations!

~ Steve Dilly, GM

### Employee of the Month

CPE Collections

**Jason Falls**

Charlotte, NC



Jason (who goes by Matt) has achieved the distinguished honor of being CPE Employee of the Month for July. Matt is always offering his wisdom. He has in this past month collected just under 300 pieces of equipment in one week which is a great accomplishment!

~ Bill Sturman, GM  
~ Rick Mullins, GM

### Employee of the Month

East

**Gary Martin**

Raleigh, NC



Gary Martin has done it again! This July, Gary squeezed every job to generate the most out of his work orders. He is a leader among his peers, showing what can happen when one keeps a positive attitude and focuses on what can be controlled. Keep up the outstanding work, Gary!!

~Tim Faircloth, GM

### Employee of the Month

Midwest

**Russell Graham**

Southwest Ohio



Russell has been valued employee since October 2017. He lends a hand to anyone that needs it and can be relied on to come up with positive spin on anything.

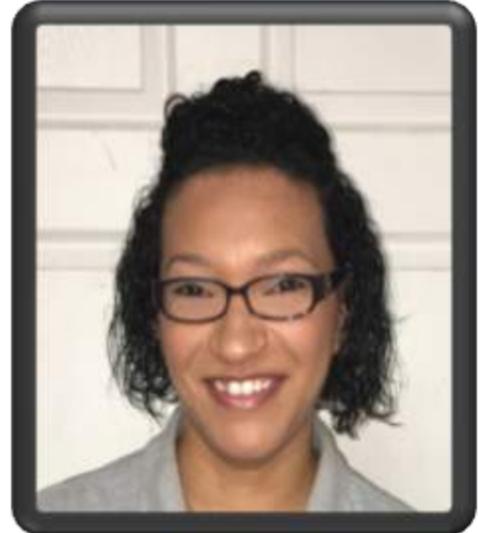
Russell likes to initiate competition which ultimately improves spirit within the office. Congratulations Russell!

~ David Wilson, GM

# Makotek Manager's Column

## What time is it?!? It's PRIME TIME!!

**Brittany Warner General Manager  
Columbia, SC**



.....  
Have you ever had a tech come to you and ask what's the big deal about working primetime? Or what are prime time hours?

I've had my fair share. The answers are Primetime hours are between the hours of 5-9 or 8-2 and they are the best hours for production. The hours leading up to prime time are just as crucial as the actual primetime hours. This gives you time to go through your route and try to make contact or leave door hangers. Then when you go back during prime time you can see who has made it home and who hasn't.

The tech level data is a useful tool that is available to Managers. Having the data being collected daily gives managers and technicians an insight on things we may have over looked in the past or weren't as focused on. This tool is highly important on keeping each tech on track. Monitoring production during prime time is also key factor in the tech level data. 1) It holds the tech accountable for their numbers 2) It lets them know that you ARE watching their GPS, Attempts & Completions 3) It lets you know in what performance area a particular tech needs work. This may be a new tool to us and may take a while for us to get used to, but at the end of the day it will improve you as a manager to then better help improve and manage your techs and have them be the best collectors they can be!

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# Jumpstart Updates

## Wireless signal, GPS and connectivity

No doubt each of us have experienced dropped calls, delayed text messages, and other occasions when using a smartphone. GPS and satellite radio users have also experienced lost GPS signal due to various reasons. The Jumpstart app uses both wireless technology and GPS technology that can sometimes be impaired if either signal is not strong at the present location.

Signal can be minimized or lost due to several factors including trees, buildings, clouds, driving under an overpass, and cellular tower locations.

One should always keep an eye on the device's signal indicator.



If the "4G" indicator is lit, that means that the device is currently connected to a "data" channel and the number of "bars" indicates the signal strength.

If the "4G" indicator is NOT lit, that means the device is only connected to a "voice" channel and data will not immediately go through. If the device show 4G and there are 3 or more bars then data should be "good to go". Additionally, the Jumpstart App has a signal indicator that helps the user determine when it is safe to submit a message, attempt, or completion. Like traffic signals, green means go, yellow means caution and red means stop.

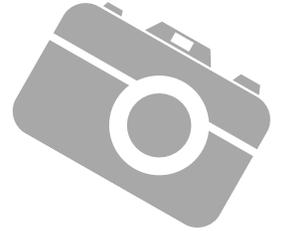


There will be times when the signal just simply isn't strong enough at that moment or at that particular location for Jumpstart to send the work order through or for return messages to get to the smartphone. Patience must be exercised in these cases.

However, keeping a watch on the indicators will help one to know when it is safe to submit the work order. The same is true with GPS – sometimes the potential obstructions will hinder the GPS signal to the smartphone. This is not uncommon. Sometimes, rebooting the phone will help regain optimal connectivity of both wireless and GPS signal.

# TOP PHOTOS

OF THE MONTH



**INDIVIDUAL  
WINNERS!**

# Makotek Photo Scavenger Hunt

## Grand Prize

*Ashley Shields*

*Florence, SC*

## 2nd Place

*Michael Elliott*

*Orlando, FL*

*Paul Lam*

*Orlando, FL*

## 3rd Place

*Vince Strickland*

*Raleigh, NC*

*Trevor Thompson*

*Fayetteville, NC*

*Davontae Harris*

*Orlando, FL*

*Alex Willard*

*Raleigh, NC*



**SYSTEM  
WINNERS!**

# **Makotek Photo Scavenger Hunt**

**Congratulations to**

**015 Raleigh, NC**

**030 Fayetteville, NC**



**MAKOTEK.**



# SIMPLE STRATEGIES FOR DRIVING SAFELY

The easiest way to react to a school bus making stops is to err on the side of caution. Following these three safety rules will go a long way in helping avoid fines while making the roads safer for Billy and Betsy to get to class:

1. Stop driving in either direction when a school bus flashes its red lights and extends its stop sign.
2. Proceed with caution or stop entirely when a bus flashes yellow lights, indicating it's about to stop to unload or pick up children.
3. Wait until you clearly see children on sidewalks before accelerating away from the scene.

## School-zone suggestions

When operating in school zones, it is essential that drivers stay extra vigilant for children who may bolt into the street unexpectedly, especially at the start and end of the school day.