

FEBRUARY 2019

# MAKOTEK NEWS

Official Newsletter of Makotek Inc.



## MONTH STORIES

**02** Manager's Column

**03** Jumpstart Updates

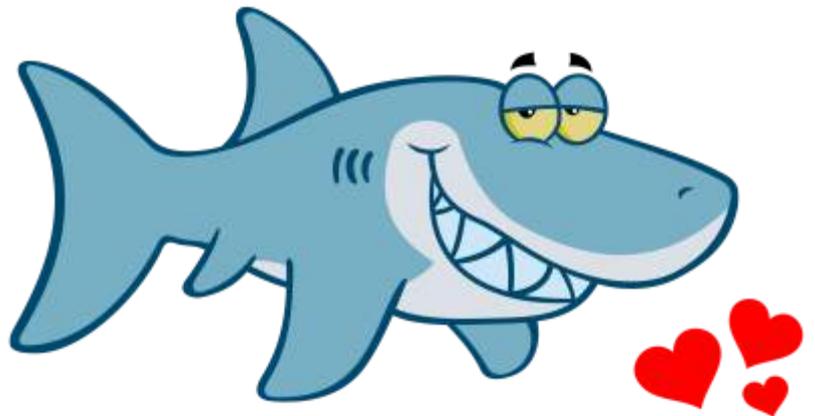
**05** System of the Month

**06** Employees of the Month

**07** Top Photos

**08** W-2 Tips

**09** Stress Tips



## HAPPY VALENTINE'S DAY

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)



# MANAGER'S COLUMN

BY JOE PASINSKI - REGIONAL MANAGER



## Tax Season Blues or Green?

Our industry has one slow season. It is tax season. Why is it slow? Because our industry services people who are behind on their cable bill. When tax refunds come, most people in America get a little breathing room from the financial stress of the previous year. This gives everyone a chance to get caught up on their bills. This is great news for our customers and we at Makotek love to see it.

However, this doesn't always offer a lot of opportunity for us. We get paid when the customer is saved by us. It is easy to get discouraged because MOST people who are going to pay, do so directly to the cable companies.

*"Take this opportunity to run the work according to the Makotek system."*

But take heart. We do have some opportunity and can view this season in a positive light. Not everyone is going to quickly jump and contact the cable company. That's where we come in.

1. Hit all of your new work as soon as you receive it. This is your best chance to have them pay you.
2. Work the phones consistently. Our best field reps do great work at the door. They are also VERY good on the phones.
3. Be sure to door tag everything. The more exposure to present, the better the chance to make contact with the customer.
4. Make multiple attempts at different times of the day. The workload is lower than usual. Normally there is too much work to run efficiently.

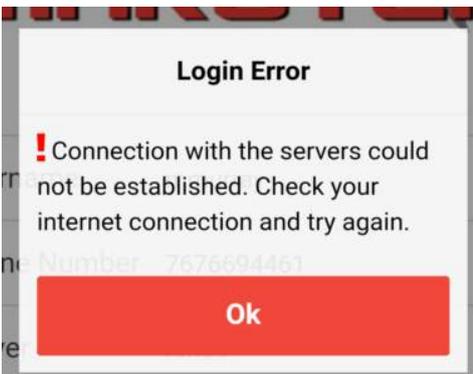
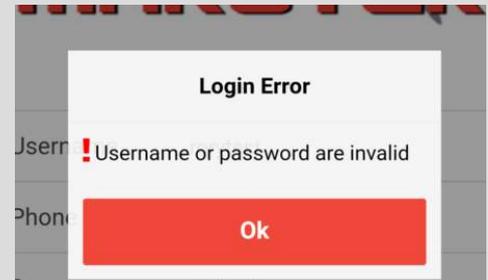
*Take this opportunity to run the work according to the Makotek system. Hit doors early. Make phone calls. Door tag EVERYTHING. Make several attempts at different times of day. Before you know it, you'll be back to being swamped.*



# JUMPSTART UPDATES

As with all technology, Jumpstart occasionally doesn't work quite right and some troubleshooting becomes necessary.

This pop-up simply means that you entered something wrong. It's easy to tap the wrong letter or number and misspell your username, password or server name. Re-enter the correct information. Don't let the device auto-complete but type it in manually, watching carefully the letters and numbers that you type.



This pop-up lets you know you aren't reaching the server. There can be several reasons for this.

- 1: How strong is your signal? Open a browser and check to see if you can connect to the internet.
- 2: Try changing locations – even a few feet in one direction or another can make a difference.
- 3: Reboot the device and let it reconnect to the wireless carrier and then try again.

Note: You can also get this message if the server is unreachable. If that is the case, every user will experience the same pop-up. Check if other co-workers are having this issue. If they are, then call support.

A common issue is going days or weeks without rebooting your device. This can cause the app to not work properly. Remember, data channels are two-way and you might be connected to a data channel that is only receiving data but can't send data. Rebooting the device should fully connect you with the data channel. Another common problem that might not be noticeable is if the device has run out of memory. You may have to shut down other running apps or uninstall unused ones so Jumpstart can work correctly.

## THERE ARE 4 PARTS TO THE EQUATION:

**A) THE APP + B) THE WIRELESS CARRIER + C) THE DEVICE + D) THE USER**

In troubleshooting a problem, any one of these parts or a combination can cause something to not work. When you call for support, understand that specific information is required to troubleshoot. Describe exactly what you are experiencing, screenshots if possible, etc. You may be asked to reboot the device and even uninstall and reinstall the app. The goal is to get you up and running again.

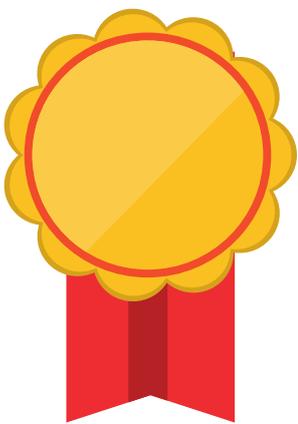
# SYSTEM OF THE MONTH

## Columbus, OHIO



Congratulations to the Columbus Ohio System 19 office! We have a team of veteran techs who go the extra mile to save the customer and are always willing to help and support each other. Our goal is to save each customer and “win every day.” Our technicians look forward to new work driving them to consider that “every customer is a lotto ticket.” Looking forward to the sunshine and warmer days! I'm very proud of the group of technicians we have! Way to go team, keep up the good work! A special thanks to Todd Smith. He took this picture in early December and told the group if they keep working hard, we would win!

~Scott Smith, GM



*Congratulations*



*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. 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



**CALL CENTER - EVAN HORRIGAN**



**CPE COLLECTIONS - SHAWN SKEETE**



**EAST - ZACHARY SHALES**



**MIDWEST - RYAN SMITH**

## **CALL CENTER - EVAN HORRIGAN**

Evan has been a great addition to our team week in and week out with great numbers/results. Evan possesses a great work ethic and is forever striving to learn more as well as deliver better results for his team. Look forward to seeing Evan at the top many times in the future.

~ Steve Dilly, GM

## **CPE COLLECTIONS - SHAWN SKEETE**

There is not much more that can be said about Shawn that hasn't been said multiple times already! His consistency and work ethic are the reason he has won again this month. Congratulations Shawn on a CONTINUED job well done!

~ Rick Mullins, GM

## **MIDWEST - RYAN SMITH**

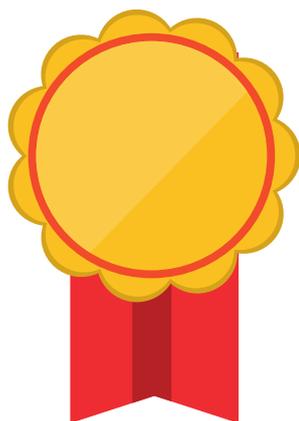
Ryan Smith has been a valued employee since 08/16/18. Ryan leads by example. He has trained many of our new techs. Ryan's competitiveness brings up the office a notch or two. He is always willing to help whenever needed. I would like to congratulate Ryan for achieving Midwest tech of the month. WELL DONE, RYAN!

~ Dave Wilson, GM

## **EAST - ZACHARY SHALES**

Zachary has been with Makotek for about 4 months. In that short time he has been able to deliver outstanding results. He currently holds the office record for most post disconnect equipment recovered in a week. Zachary can now add Tech of the Month to his list of accomplishments. He works hard to deliver the best results possible. Congratulations Zachary! Job well done!

~Darryl Marquart, GM





# Top Posts!

FROM MAKOTEK SOCIAL MEDIA



**FOLLOW US!**

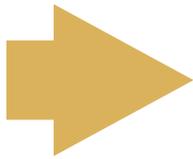


Send your photos to [MakotekSocial@gmail.com](mailto:MakotekSocial@gmail.com) to be featured!

# TAX SEASON IS ALMOST HERE

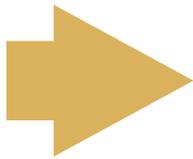
## What do you need to know?

**Did You Know?** The IRS will begin accepting returns on Monday, January 28, 2019.



**Don't wait for the postal service to bring your 2018 W-2!**

View and download your 2018 from the Employee Self Service (ESS) platform: <https://athee.prismhr.com/ath/cmd/login>



**Check out this guide to understanding the income boxes on your W-2.**

Whether or not you are preparing your own tax return, it's important to have a solid understanding of the W-2 and what each of the income boxes mean.

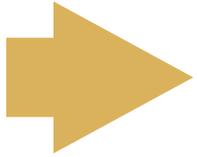
<b>Box 1: Wages, tips, other compensation</b> Gross taxable wages paid to the employee (salary, wages, tips, bonuses, and/or commissions).	22222	Employee's social security number	OMB No. 1545-0008
<b>Box 3: Social Security wages</b> Earnings paid to the employee that are subject to Social Security tax. (This amount does not include tips.)	b Employer identification number (EIN)	1 Wages, tips, other compensation	2 Federal income tax withheld
<b>Box 5: Medicare wages and tips</b> Earnings paid to the employee that are subject to Medicare tax.	c Employer's name, address, and ZIP code	3 Social security wages	4 Social security tax withheld
<b>Box 7: Social Security tips</b> Tips earned by the employee that are subject to Social Security tax. (Box 3 + Box 7 = Box 1)	d Control number	5 Medicare wages and tips	6 Medicare tax withheld
<b>Box 16: State wages, tips, etc.</b> Gross taxable wages paid to the employee that are subject to the state's tax (might not equal Box 1).	e Employee's first name and initial	7 Social security tips	8 Allocated tips
	Last name	9 Verification code	10 Dependent care benefits
	Suff.	11 Nonqualified plans	12a
	f Employee's address and ZIP code	13 Statutory employee <input type="checkbox"/> Retirement plan <input type="checkbox"/> Third-party sick pay <input type="checkbox"/>	12b
	15 State	14 Other <input type="checkbox"/>	12c
	Employer's state ID number	16 State wages, tips, etc.	12d
	17 State income tax	18 Local wages, tips, etc.	19 Local income tax
	20 Locality name		

Form **W-2** Wage and Tax Statement 2018  
Copy 1—For State, City, or Local Tax Department  
Department of the Treasury—Internal Revenue Service

**Tip for 2019.** This is a good time to review and update your tax filing status for next year's return. Let your manager know to make changes.

# TAX SEASON IS ALMOST HERE

## *What do you need to know?*



### **Top 3 reasons why wages on your W-2 might be different from wage amounts on your last pay stub.**

#### **1. Company Health Insurance is a Pre-Tax Deduction**

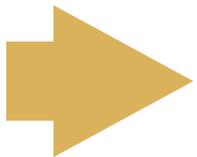
This is the most common reason for your pay stub earnings to be different from your W-2. If your company offers pre-tax health insurance and you have participated, then the taxable wages in Boxes 1, 3, 5, and 16 will be lower by the amount of the pre-tax health insurance deduction.

#### **2. Company-Sponsored Retirement Plan Participation**

These types of plans, such as a 401(k), will reduce the taxable federal and state wages only, which are reported in Boxes 1 and 16.

#### **3. Earnings Included Non-Taxable Income Items**

Non-taxable income items include reimbursements for mileage or another type of non-taxable expense that was paid back to you through payroll. These non-taxable items will lower gross taxable wages in Boxes 1, 3, 5, and 16.



### **What's going on with health insurance reporting and 1095-Cs?**

***Update on the law: the Federal Tax Penalty for not being enrolled in health insurance has been eliminated.***

The 1095-C is a form your employer provides to you about employer-provided health insurance coverage. 1095-Cs are sent to employees by March 4, 2019, as required by the IRS.

**You do not need to provide this to the IRS and can file your 2018 taxes without it. Keep the document for your records.**

If asked about health care coverage, answer to the best of your knowledge. No documentation will be required.



# 5 THINGS YOU SHOULD KNOW ABOUT STRESS

Everyone feels stressed from time to time. But what is stress? How does it affect your health? And what can you do about it?

Stress is how the brain and body respond to any demand. Every type of demand or stress—such as exercise, work, school, major life changes, or traumatic events—can be stressful. Stress can affect your health. It is important to pay attention to how you deal with minor and major stress events so that you know when to seek help.

## 1. Stress affects everyone.

A stressor may be a one time or short term occurrence, or it can be an occurrence that keeps happening over a long period of time.

## 2. Not all stress is bad.

Stress can motivate people to prepare or perform, like when they need to take a test or interview for a new job. Stress can even be life-saving in some situations. In response to danger, your body prepares to face a threat or flee to safety. In these situations, your pulse quickens, you breathe faster, your muscles tense, your brain uses more oxygen and increases activity—all functions aimed at survival.

## 3. Long-term stress can harm your health.

Over time, continued strain on your body from routine stress may contribute to serious health problems, such as heart disease, high blood pressure, diabetes, and other illnesses, as well as mental disorders like depression or anxiety.

## 4. There are ways to manage stress.

**Recognize the Signs** of your body's response to stress, such as difficulty sleeping, increased alcohol/substance use, being easily angered, feeling depressed, and having low energy.

### **Talk to Your Doctor or Health Care Provider.**

Get proper health care for existing or new health problems.

**Get Regular Exercise.** Just 30 min/day of walking can help boost your mood.

**Try a Relaxing Activity.** Explore stress coping programs, which may incorporate meditation, yoga, tai chi, or other gentle exercises.

**Set Goals and Priorities.** Decide what must get done and what can wait, and learn to say no to new tasks. Note what you have accomplished at the end of the day, not what you have been unable to do.

**Stay Connected** with people who can provide emotional and other support. To reduce stress, ask for help from friends, family, and community or religious organizations.

## 5. If you're overwhelmed by stress, ask for help from a health professional.

