MAKOTEK ®
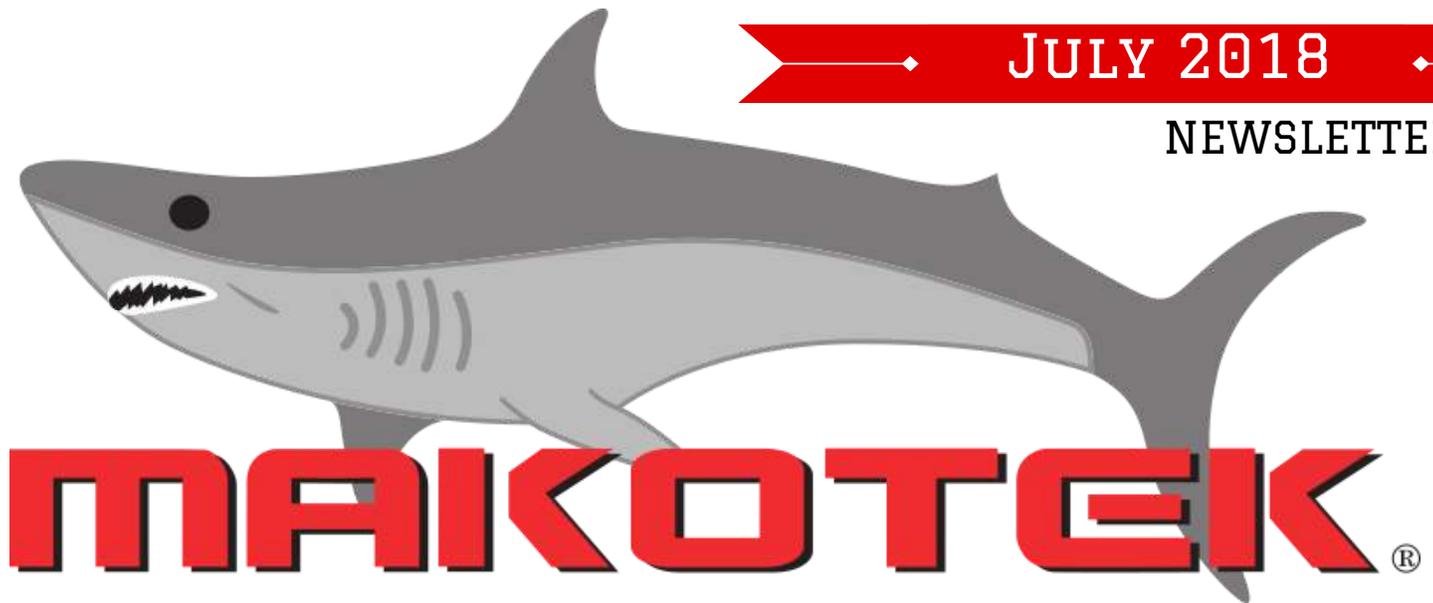
Happy Independence Day!

In this issue...

- Top System
- Employees of the Month
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- Jumpstart Update
- Makotek Social Media
- Keeping a Positive Mindset

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 Akron, Ohio

I would like to take a moment to acknowledge the Akron team earning office of the month for the second month in a row. Our team has really buckled down and refocused their efforts on saving as many accounts as we can while leaving as little on the table as possible. Their hard work is really paying off with this acknowledgement. As we say in the office, "Don't make excuses… GET RESULTS."
~Matt Leidolph 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

Ranika is a second time winner and continues to work hard and deliver great results for our client. Congratulations Ranika and keep up the good work!
~ Steve Dilly, GM

Employee of the Month CPE Collections
Shawn Skeete

This is Shawn's third time winning the award. He is one of Makotek's hardest workers. Shawn always puts in a full day's work, he is reliable and can always be counted on to get his work done. Congratulations Shawn!
~ Rick Mullins, GM

Employee of the Month Midwest
Donald Shepherd
Columbus, OH

Don has been with Makotek for almost two years. He does a great job working with customers, always willing to pick up extra work. His great attitude contributes to his success! Congrats, Don, and keep up the good work!
~ Scott Smith, GM

Employee of the Month East
Jason Goodrich
Western NY

Jason achieved tech of the month for the 3rd consecutive month. His continued hard work and dedication has a positive impact on the staff in Rochester. Jason helps to make all the other technicians better. Job well done, Jason.
~ Darryl Marquart, GM

Makotek Manager's Column

Collectors using tools to work smarter – not harder

Tim Faircloth
GM Raleigh, NC

- Entering the correct attempt category, follow-ups, and thorough notes at each stop will maximize efficiency through greater organization. Improper code classifications and/or notes can lead to additional stops at dead jobs and unintended secondary customer contact. Be thorough and accurate each time codes and notes are entered.

- Commit to the designated work area for the day and focus on hitting 5 jobs per hour (on average). It is not uncommon to receive phone calls from a customer on the other side of town requesting an immediate pickup. Changing your work area during prime time can have negative effects on production including a reduction in Attempts Per Hour, fewer Responsible Party Contacts, and heightened fuel usage. Follow the manager's direction and hit all the jobs in the assigned area. Plan your call back arrangements when it coincides with your weekly routing plan.

- Use the application's prepopulated route and purple bubble function to navigate through your daily route. Makotek has spent years developing and perfecting the application's prepopulated stops and color coding system. Historically, the routing process involved tedious hours entering stops into computerized routing programs, or worse, writing paper lists. Don't work harder by transcribing daily routes and data into notebooks. Aside from very limited notes, paper notebooks and processes should not be used and will reduce production.

- It's best to use the color codes to prioritize each day's routing. It's important to focus more on red, yellow, and green bubbles to increase and maximize customer saves. This system also illuminates jobs that may have been neglected, allowing field collectors to attempt 100% of our given work. When used as planned, the color coding system increases efficiency and overall production.
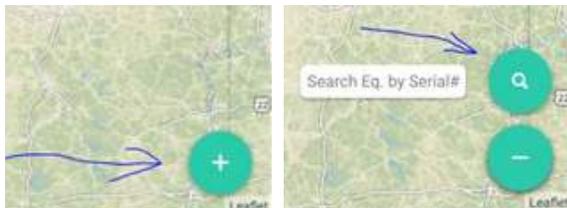
Jumpstart Updates

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. The serial number can be typed in or scanned by the barcode reader in the app.
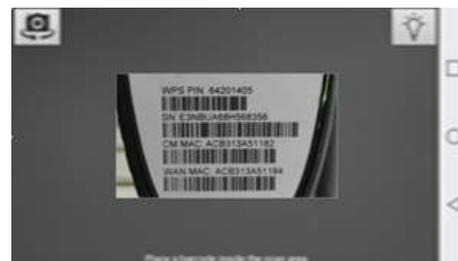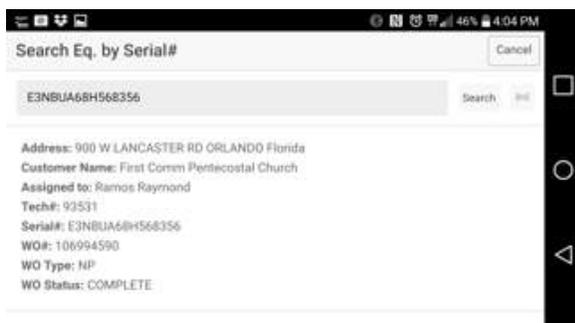
Search by EQ Serial Number

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

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

3) View Results

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

MAKE SPACE FOR A POSITIVE MINDSET

The average person has about 70,000 thoughts per day! The type of thoughts you have tremendously affect how you live your life and how others perceive you. Thankfully, we can let go of the negative thoughts and hold on to the positive thoughts!

COMPARISON

YOUR EGO

LET GO OF

NEGATIVE SELF-TALK

LIMITING BELIEFS

RESISTANCE

GRATITUDE

GOOD DEEDS

YOUR ENERGY & PURPOSE

HOLD ON TO

UPLIFTING PEOPLE