MAKOTEK®

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HAPPY NEW YEAR!

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Happy New Year, Team Makotek!

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 Cleveland, OH

I am very proud of our Cleveland, OH & Erie, PA crews. We have a solid group of core Veteran techs that lead the way every week and our new techs that we have added are stepping up to make our Systems even stronger. We are working hard to keep improving week after week. Keep up the great work everyone! Your hard work is truly appreciated.
~Tim Dodd, GM

Employees of the Month

Employee of the Month Call Center	Employee of the Month CPE Collections	Employee of the Month East	Employee of the Month Midwest
Rena Vandiver	***Latrisia Webber***	***Masanga Sasa***	***Ryan Smith***
Longwood, FL	Columbia, SC	Raleigh, NC	Southwest, OH

Rena has been with Makotek for 18 months and this is her first Top Rep award for the call Center. She possesses great work ethic & Is determined to deliver great results for our client as well as being a fantastic customer service person. Congratulations!
~ Steve Dilly, GM

Latresia is one of our newest ER techs to the team & such an asset to our Makotek Family. This is her first top tech award & I couldn't be more proud. She has proven that she is a master at ER collections. Other techs come to her for tips before hitting the field. Congrats Latresia!
~ Brittany Warner, GM

Masanga has been a Raleigh team member for nearly 5 years. He is one of the hardest working people I've met & someone the team can rely on. In addition to his elite work ethic, Masanga's positive attitude makes the office a better place to work. He will tell you his secret to success is his patience. Keep up the great work!
~Tim Faircloth, GM

Ryan has been a valued employee since his start. Ryan leads by example. He can be relied on to come up with a positive spin on anything. His youthful energy uplifts people in the office. His competitiveness brings joy to the office. Well done Ryan!
~ Dave Wilson, GM

Makotek Manager's Column

Collector Focus

When you examine the laser accuracy of your focus, you can better explain the product of your effort. Most of us do not struggle with focusing as much as deciding. Sometimes it's the little things like what zip code to go to, how long do I knock at this door, what should I say when a customer isn't sure what to do. Sometimes it's personal things.

A wise man once said, "What you don't do determines what you can do."

Many times we didn't prepare as much as we wanted, didn't eat breakfast before we started work, or didn't take some time to breathe during our meal break. These are all enemies of quality decision making and focus. Always maintain enough door tags to make it a couple days past your next trip to the office to get more, keep an extra pen in your car in case you lose one or it stops working, and charge your phone to 100% before starting work. Making non-productive stops during work hours leads to more distractions and lower results.

**Mark Dodd
Syracuse, NY**

Techs should always review their new work at the beginning of their work day. Doing this first allows you a better chance to game-plan. For techs with several zip codes, managers can assist them by analyzing how many jobs in each zip code have 0, 1, 2 etc. attempts on them.

In situations where you have a zip code that has 50+ jobs, it is best to draw an imaginary line or not to separate the work to allow for more efficient routes. This helps with removing the anxiety of being overwhelmed. There are a million reasons out there that we can go to at any time that will alter our path to making good decisions. The challenge is to stick to the system.

Consistent, appropriate actions lead to predictable results. Repetition of positive behavior breeds confidence and improves focus and decision making.
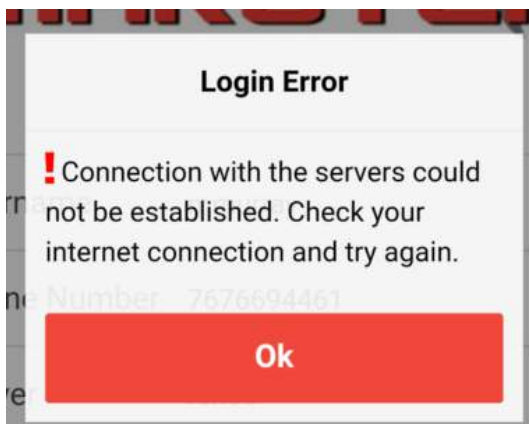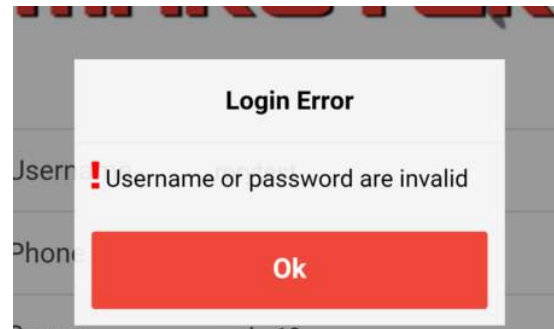
Jumpstart Tips

As with anything technological, occasionally things don'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.

Login Error

! Username or password are invalid

Ok

Login Error

! Connection with the servers could not be established. Check your internet connection and try again.

Ok

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.
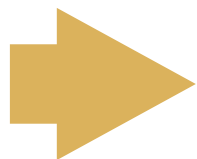
MAKOTEK
SOCIAL MEDIA

TOP PHOTOS
OF THE MONTH

CLICK
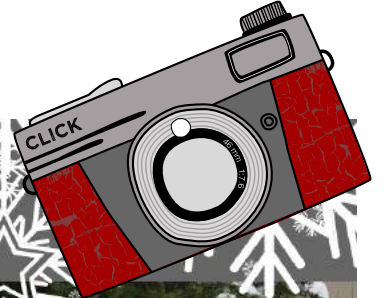
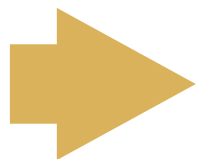➤ **Avoid delays in receiving your W-2. Update your address & personal info by Dec. 31, 2018!**

You can do this online at **https://athee.prismhr.com/ath/cmd/login** or by emailing **payroll@anthrosinc.com**.

Remember! By IRS regulation, W-2s can't be sent to P.O. Boxes and USPS can't forward them to a new address if you've moved.

➤ **W-2s will be sent by January 31, 2019, as required by the IRS.**

They will be sent to the mailing address we have on file (please update your address!), and will also be available through our secure online system at the website above.
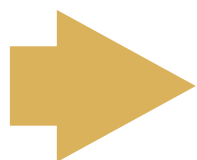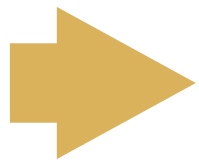
➤ **Check out this guide to understanding the income boxes on your W-2.**

Box 1: Wages, tips, other compensation
Gross taxable wages paid to the employee (salary, wages, tips, bonuses, and/or commissions).

Box 3: Social Security wages
Earnings paid to the employee that are subject to Social Security tax.
(This amount does not include tips.)

Box 5: Medicare wages and tips
Earnings paid to the employee that are subject to Medicare tax.

Box 7: Social Security tips
Tips earned by the employee that are subject to Social Security tax.
(Box 3 + Box 7 = Box 1)

Box 16: State wages, tips, etc.
Gross taxable wages paid to the employee that are subject to the state's tax (might not equal Box 1).

22222	a Employee's social security number	OMB No. 1545-0008		
b Employer identification number (EIN)			1 Wages, tips, other compensation	2 Federal income tax withheld
c Employer's name, address, and ZIP code			3 Social security wages	4 Social security tax withheld
			5 Medicare wages and tips	6 Medicare tax withheld
			7 Social security tips	8 Allocated tips
d Control number			9 Verification code	10 Dependent care benefits
e Employee's first name and initial	Last name	Suff.	11 Nonqualified plans	12a
			13 Statutory employee / Retirement plan / Third-party sick pay	12b
			14 Other	12c
				12d
f Employee's address and ZIP code				
15 State Employer's state ID number	16 State wages, tips, etc.	17 State income tax	18 Local wages, tips, etc.	19 Local income tax 20 Locality name

Form **W-2** Wage and Tax Statement
Copy 1—For State, City, or Local Tax Department

2018

Department of the Treasury—Internal Revenue Service

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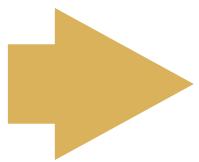
What's going on with health insurance reporting and 1095-Cs?

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.

ANTHROS

Take Control of Your Life

Need help with setting goals or making healthy life changes in the New Year? Don't forget we have an Employee Assistance Program available to you AND members of your household! It's a **free, confidential counseling service** to help resolve a variety of concerns.

What You Need to Know

- Unlimited phone calls
- Counselors have Master's or Ph.D. degrees
- Can assist by speaking English, Spanish, or French
- Available 24/7
- Operated by Charles Nechtem Associates (CNA) with 35+ years experience

Possible Reasons for Calling

- Feeling overwhelmed
- Grief
- Anxiety
- Stopping smoking/drinking
- Marital or relationship issues
- Time management
- Life changes

Contact an EAP counselor:

1-800-531-0200

inquiries@charlesnechtem.com