

# The

# complete

## News

Updated: July 8, 2022

### A Message from the President: Culture



We talk a lot about culture. It's become a big buzz word for organizations and supposed to be really important and a big focus for companies. We even hear things like, "Culture eats Strategy for Breakfast!" basically declaring that a great team can overcome imperfections in a plan. So what is culture and is it really that important? To answer this I'd define culture as the "promise we make to each other and our mutual commitment and delivery of those promises". A good company culture allows us to trust each other, to be vulnerable. It creates an environment to share ideas and to know we will be defended and protected. On the other end of the spectrum is a culture of fear and distrust. Great culture companies invent things, they wow the customer, they join together to solve incredible problems, and best of all, they feel like they are a part of something special and that they matter. When I hear team members say they feel like Complete is a family or people refer friends and family to work here I feel like we're on target to demonstrate a great culture and we're all making good on our company pillar promises. Of course we're not perfect - no company is. But like anything, we ALL must work on it. Because **if we do, and we stay committed to the promises we make to each other, then there's nothing we can't do - as long as we do it TOGETHER!**

- Aaron

And as always, we appreciate your feedback, which you can send to [chuck.k@complete1.com](mailto:chuck.k@complete1.com)

## Our Five Pillars



### **Community**

We serve and invest in our communities, valuing diversity and treating each other with dignity and respect.



### **Reliability**

We create a solid foundation that supports growth insuring we remain durable, accurate and innovative.



### **Collaboration**

We work Together to win Together while having fun Together. We have a positive attitude, are solution oriented, share best practices, and have open two way communication.



### **Integrity**

We do the right thing and are ethical in our decision making. We are honest and transparent with each other.



### **Success**

We work towards a shared vision and lead by setting realistic, challenging goals. We celebrate success and view setbacks as opportunities. We strive to be better today than we were yesterday.

**We are currently filling the following positions:**

- System Analyst
- Project Manager
- Workforce Supervisor

Check out all openings at our career site on [Indeed.com](https://www.indeed.com)

Do you know someone who might be interested? Refer them and take advantage of our [employee referral program](#) (\$300 after the referred employee hits 90 days).

**Room to Grow**

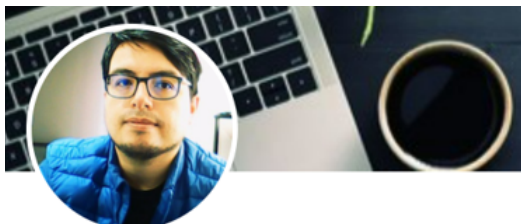
Congratulations to some new team members and team members in new roles!



Camilo Pedreros  
**Waypoint Supervisor**



**Luis Hernandez**  
Financial Analyst // Certified Associate in Project  
Management (CAPM), Bogota, Colombia

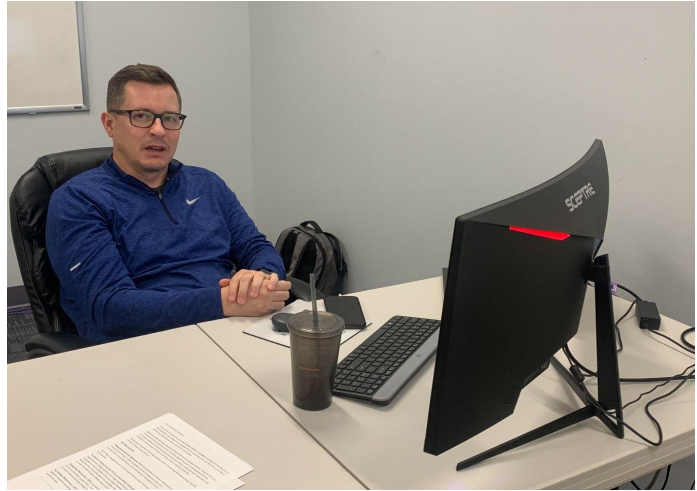


Edgar de Jesús Figueredo Cruz

Bookkeeper in Bogota, Columbia

## Someone to Know

If you haven't already, meet **Joey Aguilar**. A former rodeo rider, our current Chief Financial Officer(CFO), and a really great guy, Joey has recently relocated his family to Kaysville, Utah from somewhere in Texas. This northern California native has a focus on finance that will help us achieve our strategic vision as we continue to grow. So if you have anything you'd like to contribute to help decorate Joey's new Taylorsville office, bring it on by ;-)



## Quantrax Conversion is still happening!



### Spidey Sense

Oftentimes, companies and teams focus on a conversion date during preparation for a change and later, to look back on that change. In reality, moving accounts from one system to another is the easy part. The difficult parts are planning for functionality in the new platform prior to conversion and evaluating and solving problems after conversion. Waypoint's move of the active collection accounts from Artiva to Quantrax over the July 4<sup>th</sup> weekend was simply the beginning of the toughest phase. Now we will see if the system can communicate with clients, vendors, credit bureaus, and banks and provide the right functionality for everyone who accesses the system. This phase will last several weeks, and there will be bumps in the road. For sure, small matters can mean a lot in a transition like this. We need your **spidey sense** now. Please reach out to your leadership team with any insights as they could be critically important.

## Employee Spotlight

We'd like to give a shout out to Silvia Matta, who had an outstanding fee collection of over \$6000 this past week. Silvia is one of our collectors in Waypoint in Texas.



## Upcoming Events

Merlin Jensen, Aaron Meier, Chet Kastner, Reyna Perez to visit Johannesburg, South Africa - July 9th -15th

Save the date for **Summer Parties:**

Taylorsville- September 17th

Charlotte - September 24th

Austin and Jacksonville - TBD

## Who are you? Update your personal information

Splashtrack is our Human Resources Information System(HRIS) which you might know better as Stratus as they are the developers of this system. From the day you applied to Complete Recovery or joined via acquisition, your information is stored to help our operations efficiently and effectively:

- Track your time and pay you correctly
- Ensure legal compliance (I-9's, W-2's, etc)
- Contact you appropriately to give a gift card you earned or to deliver a surprise package ;-)

We can only be as effective as the data we have. Now is a great time to review your data in Splashtrack to make sure you have the correct address, phone numbers, e-mail addresses, etc.

## Does anybody really know what time it is? Swipeclock does!

The system we use for timekeeping is called Swipeclock. Through swipeclock, if you are an hourly employee, you clock in and out daily, request time off, and have access to your timecard which is a record of this activity. As a reminder, it is a best practice to review your timecard each pay period to ensure it accurately reflects what you have worked and or tracked for your time. You will see all time recorded such as hours worked, PTO, Holiday Pay, Overtime, and most recently, commissions have been added. If you have any questions, you can add a note to your time card, then follow up with your supervisor to ensure any updates are accurately recorded. In this way, you can help ensure your paycheck is always accurate.

## Question of Week

Guess who won this week's Question of the Week...Drum Roll please... Abisua Villalobos! who correctly identified Trisia Badger was celebrating her 11 year work anniversary this month. She's our first two time winner, proof that reading the newsletter and answering the question of the week can really pay!

### This week's question\*:

What is one reason you should periodically make sure your personal data is up to date in Splashtracks?

\*All answers must be submitted by end of business Thursday to be included in the weekly drawing.

E-mail your answers to [chuck.k@complete1.com](mailto:chuck.k@complete1.com) or look for a box at a center near you!

And don't forget to check out...



The Complete News committee is comprised of a diverse group of community members including: Miles Jensen, Candy Grady, Mariam Green (Taylorsville), Elizabeth Rodriguez (Texas), Tatiana Rodriguez (Bogota), Tammy Honeywell (Charlotte)