

IT'S ONE COMPLETE! "I" is for Innovation



In 1880, Heinz started selling their ketchup in a glass bottle. The bottle was great to store the ketchup but not great for getting the ketchup out. 103 years later, they started putting the ketchup into squeezable plastic bottles. No longer did you need to poke a knife or french fries into the top of the bottle to coax the ketchup out. You could just unscrew the lid, squeeze the bottle and ketchup jumped out. Fast forward to today and they've leveraged gravity and put the opening at the bottom eliminating having to wait for it to reach the opening. Recently, they've even eliminated the cap. Now you just grab the bottle and squeeze.

Four steps became one step. Heinz took a pretty low tech instrument and added a lot of tech to make it smart and easy. **Innovation** like this is all around us and not all of it takes 100+ years to create.

In our business, we have a few proverbial "glass ketchup bottles". Tools we use or processes we deploy that were good enough at one time but may be due for an overhaul. Of course, the CEO can't own all **innovation**. This company hires smart people with smart ideas - and yes I'm talking about YOU. So don't keep those ideas to yourself. Ponder what we do and how it could be made better, faster, smarter, cheaper. There's lots of moving parts in the customer journey and not all of them need "flux capacitor" level tech to make it better. Remember, sometimes a problem can be fixed with something as simple as a plastic bottle.



Have an idea? Tell your supervisor. Of course I always love to hear them too. Email me at, aaron.m@complete1.com.

Rock Stars are all around!

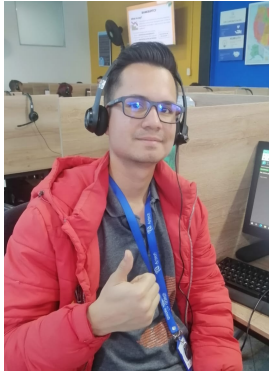
It's time to once again recognize top performers and welcome newcomers who will one day be our next generation of top performers. Here then are the TOP Performers in Colombia from January.



From left to right and from upside down: Nicolas Alarcon, Minelly Martinez, Yuliana Espittia, Mayra Pulido, Brian Torres, Edison Palencia, Gabriela Tellez, Katerin Garcia, Felipe Gonzales.
Here is the new wave (Wave 7) from the First Party West Pre Soft Project.



From left to right in the picture: Hugo Ocampo, Veronica Garcilazo, Sandra Vargas, Claudia Pinilla, Manuel Guadir, Cristian Correa, Valentina Peña
Not pictured: Laura Bejarano, Maria Alvarez, Maria Monroy, Oscar Quintero, Jhon Conde



And Finally our new agent on the DataMax Project, for his great skills of collections the agent Enmanuel Sanchez

Left to right ... Gloria Shelton, Donna Tomlinson



Left to Right- Richard Jenkins , Corey Kilpatrick
Judy Reichard not pictured.

And check out these fun facts about our newest RPM collectors in Jacksonville!

<p>Alessia Firi Fun Facts: 1. Loves the beach 2. Born in Italy</p>	<p>Fredrick Woodard Fun Facts: 1. Loves to laugh 2. Is a Father to 13 Children</p>	<p>Maslot Metayer Fun Facts: 1. Loves to Eat 2. Loves spending time with his Family</p>	<p>Traci Bielitz Fun Facts 1. Considers herself a pool shark 2. Has 5 Grandkids from 1 son all girls.</p>	<p>Kyseme Kohn Fun Facts: 1.Loves Fashion 2. Has 2 Caribbean parents</p>

Coaches' Corner: Being a Continuous Learner



We will never know it all. Just when we “think” we do, a new concept, application or tool appears and we need to determine if it could be useful and make work easier for us and our teams. When that happens, we know that we should dedicate time to do our research and

learn about it.

Being a continuous learner is important in our roles as administrative professionals because we are facilitators and innovators. Our companies, executives, and teams look to us continuously for solutions to challenges and it is up to us to find and execute them. One secret to our success is that we seek out new and different ways, not only to solve problems, but to streamline and transition to processes that save time and money.

[Read More](#)

Fun facts: National Pancake Day

That's right. Tuesday, February 28th is National Pancake Day. And to celebrate, here are some fun facts about pancakes!

1. The first pancakes were fried concoctions called Alita Dolcia (“another sweet” in Latin) and were made by Romans in the 1st Century AD. They were made from milk, flour, eggs and spices and were very similar to pancakes.
2. The Middle English word pancake appears in English in the 15th century.
3. William Shakespeare liked pancakes, often mentioning them in his plays
4. According to the Oxford English Dictionary, “flat as a pancake”, has been a catchphrase since at least 1611
5. [Maple syrup](#) which is often used as a topping, was originally a sweet drink which was discovered by the Algonquin Indians.



You can read all about it at:

<https://easyfood.ie/articles/top-13-fun-and-interesting-pancake-facts/>

Women's History Month Herstory.

Every year, March is designated Women's History Month by presidential proclamation. The month is set aside to honor women's contributions in American history.

Did You Know? Women's History Month started as Women's History Week . . .

Women's History Month began as a local celebration in Santa Rosa, California. The Education Task Force of the Sonoma County (California) Commission on the Status of Women planned and executed a "Women's History Week" celebration in 1978. The organizers selected the week of March 8 to correspond with International Women's Day. The movement spread across the country as other communities initiated their own Women's History Week celebrations the following year.



You can check out more at:

<https://www.womenshistory.org/womens-history/womens-history-month>

PTO policy change

As our company continues to grow, we look to remain competitive in the marketplace in total compensation. One key element of compensation is the benefit of Paid Time Off. As stated in our handbook, the purpose of Paid Time Off is to provide employees with opportunities for rest, relaxation and personal pursuits including vacation, personal or family illness, doctors appointments, school, volunteerism, and other activities of your choice.

Up to this point, our Paid Time Off had two tiers which maxed out at three weeks of paid time off per year. In order to reward longevity, and provide greater incentive to those who have constantly contributed to our growing organization for many years as well as to bring us more in line with companies of our new size, we are excited to announce that we will be adding two new accrual tiers to our paid time off policy.

Years of Service Based on Anniversary Date	Accrual Per Hour Worked	Maximum PTO hours accrued in an anniversary year
0-2 years	0.0385	80 hours (10 days)
3-6 years	0.0577	120 hours (15 days)
6-12 years	0.0769	160 hours (20 days)
12 + years	0.0962	200 hours (25 days)

We are working to implement this change retroactively to the first full pay period of 2023, which will require some additional hours being added to impacted individuals.

We truly appreciate those who will benefit immediately from this change based on their tenure of success with our company and we believe we all benefit from working for an organization that continues to look for ways to improve the lives of team members.

Upcoming Calendar of Events -

March	Day	Note
3/1/2023	Wednesday	Women's History Month
3/1/2023	Wednesday	1 year anniversary of Prince Parker
3/2/2023	Thursday	Getting to Know the Business
3/10/2023	Friday	Anniversary of Airtech Partnership
3/12/2023	Sunday	Daylight Savings Time Starts
3/14/2023	Tuesday	Q1 Town Hall Meeting
3/15/2023	Wednesday	Q1 Town Hall Meeting
3/17/2023	Friday	St. Patrick's Day
3/22/2023	Wednesday	Q1 Executive Off Site
3/23/2023	Thursday	Leadership Off Site
3/24/2023	Friday	6pm to 9pm Lynnwood Party
3/31/2023	Friday	3pm to 4pm MDT Charlotte Party

Reminder to RSVP to your local yearly celebration

Now Hiring!



We have the following upcoming classes:
Equipment - Taylorsville/Jax - Tuesday February 28th
RPM/Waypoint - Jax - Tuesday, February 28th

[You can see our current postings on Indeed.](#)

We are also currently hiring for:

- Accountant - Taylorsville, UT**
- Call Center Supervisor - Taylorsville, UT**

And don't forget, referring people to work with us can pay! \$300 after a referred employee completes 90 days of employment!

Quote of the Week

“If you're comfortable with yourself and know yourself, you're going to shine and radiate and other people are going to be drawn to you.”

— Dolly Parton

Question of Week

Last week's question*: What does the “IT'S” in “IT'S ONE COMPLETE” stand for ?

Thanks to everyone who correctly identified **Innovation, Trust and Simplification** as the “IT'S” in “IT'S ONE COMPLETE” ! This week's winner is **Neka Williams**, a collector in T-Ville!

This week's question*: What day is National Pancake Day?

How do you answer the question? Now there's an even easier way to submit your answers. [Click here](#) to submit your answer directly! You'll also have a chance to tell us what you think about the newsletter.

You get an entry on the prize wheel for a correct answer AND we'll post the winner in next week's edition of [The Complete News!](#)

Feedback is a Gift!

So do you want to recognize a coworker? Do you have a great idea on how to improve our systems? Then click on The [Complete Feedback Form](#) today!



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(Charlotte), Mduduzi Mabaso (Johannesburg), Kristina Sharova (Lynnwood, WA), Ellie Tripp (Solar), Bubba Lawrence (Texas), Chancy Richards (Taylorsville), Eric Georgeopoulos (Jacksonville)