



OPERATIONS NEWSLETTER May 2026

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April's Top Performers

redbox+
DUMPSTERS
Top Performers
Rentals

#1 Galkin-Zhang & Team
redbox+ Dumpsters of Lehigh Valley
(10 Trucks & 221 Containers)
821 Rentals

#2 Bisher & Team

redbox+
DUMPSTERS
Top Performers
Turns

#1 Mitchell & Team
redbox+ Dumpsters of Southeast WI
(3 Trucks & 78 Containers)
4.37 Turns

#2 Borden & Team

redbox+ Dumpsters of BucksMont
(9 Trucks & 222 Containers)
631 Rentals

#3 Sapp & Team

redbox+ Dumpsters of Indianapolis
(5 Trucks & 164 Containers)
395 Rentals

#4 Borden & Team

redbox+ Dumpsters of San Antonio
(3 Trucks & 163 Containers)
384 Rentals

#5 Dedon & Team

redbox+ Dumpsters of Baton Rouge
(4 Trucks & 172 Containers)
383 Rentals

redbox+ Dumpsters of Houston West
(2 Trucks & 45 Containers)
3.78 Turns

#3 Galkin-Zhang & Team

redbox+ Dumpsters of Lehigh Valley
(10 Trucks & 221 Containers)
3.71 Turns

#4 Teagarden & Team

redbox+ Dumpsters of Dallas
(3 Trucks & 57 Containers)
3.39 Turns

#5 Kooi & Team

redbox+ Dumpsters of NW Indiana &
South Chicagoland
(2 Trucks & 60 Containers)
3.23 Turns

April's Online Sales Leaders

#1 Galkin-Zhang & Team

redbox+ Dumpsters of Lehigh Valley
(10 Trucks & 221 Containers)
160 Online Sales



#2 Majchrowski & Team

redbox+ Dumpsters of Toledo
(6 Trucks & 143 Containers)
33 Online Sales



#3 Bisher & Team

redbox+ Dumpsters of BucksMont
(9 Trucks & 222 Containers)
32 Online Sales

#4 Sperry & Team

redbox+ Dumpsters of St. Louis
& St. Louis Metro East
(7 Trucks & 191 Containers)
32 Online Sales

#5 Wood & Team

redbox+ Dumpsters of Phoenix Southeast
Valley
(2 Trucks & 98 Containers)
27 Online Sales



April Leaders Club



Galkin-Zhang & Team
redbox+ Dumpsters of Lehigh Valley
821 Rentals



Bisher & Team
redbox+ Dumpsters of BucksMont
631 Rentals



Sapp & Team

redbox+ Dumpsters of Indianapolis
395 Rentals

Borden & Team

redbox+ Dumpsters of San Antonio
384 Rentals

Dedon & Team

redbox+ Dumpsters of Baton Rouge
383 Rentals

Mitchell & Team

redbox+ Dumpsters of Southeast WI
341 Rentals

Sellers, Beals, & Team

redbox+ Dumpsters of Greater Columbus
328 Rentals

Sperry & Team

redbox+ Dumpsters of St. Louis & St.
Louis Metro East
321 Rentals

Majchrowski & Team

redbox+ Dumpsters of Toledo
310 Rentals

Nation, McKee & Team

redbox+ Dumpsters of South Florida
300 Rentals



Vriend & Team

redbox+ Dumpsters of North Nashville
293 Rentals

Ali, Karmi, & Team

redbox+ Dumpsters of North Boston
261 Rentals

Beery & Team

redbox+ Dumpsters of Madison, WI
260 Rentals

Corning & Team

redbox+ Dumpsters of Metro Detroit
251 Rentals

Sosna & Team

redbox+ Dumpsters of Cincinnati
222 Rentals

Gilson & Team

redbox+ Dumpsters of Melbourne
212 Rentals

Hansen & Team

redbox+ Dumpsters of Northern Illinois
208 Rentals

Davis & Team

redbox+ Dumpsters of Greater Austin
207 Rentals

Hosey & Team

redbox+ Dumpsters of Eastern NC
201 Rentals

Bullock & Team

redbox+ Dumpsters of Upstate SC
200 Rentals



Top Team Performers

Composite Franchise Rankings

Ranking each active franchise across three KPIs: **Inspections/Vehicle**, **Defect Resolution Rate**, and **Work Order Completion Rate**. Teams with activity in all three dimensions are ranked first.

Tier 1 – Elite Performers (Top Quartile)

Rank	Franchise	Insp/Veh	Defect Resolution	WO Completion	Composite
🏆 1	San Antonio	98.8	89.1% (57/64)	100.0% (33/33)	★★★★
🥈 2	St. Louis Metro East	95.0	81.7% (58/71)	84.4% (38/45)	★★★★

These two franchises are the gold standard - high inspection cadence, strong defect follow-through, and work orders being completed. **Use these as the franchise benchmark.**

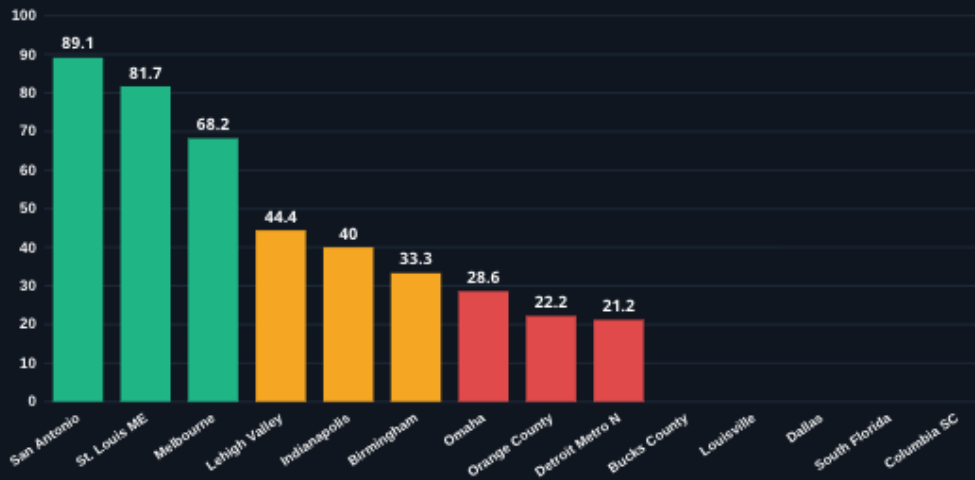
Tier 2 – Strong Inspections, Workflow Gaps

Rank	Franchise	Insp/Veh	Defect Resolution	WO Completion
3	Bucks County	129.2 🥇	0.0% (0/21) 🔴	0.0% (0/1) 🔴
4	Denver NW	104.0	0.0% (0/1)	- no WOs -
5	Baton Rouge	103.3	- no defects -	0.0% (0/1)
6	Dallas	102.3	0.0% (0/4) 🔴	0.0% (0/1) 🔴
7	Odessa	107.0	- no defects -	33.3% (1/3)
8	South Florida	52.0	0.0% (0/3) 🔴	0.0% (0/8) 🔴

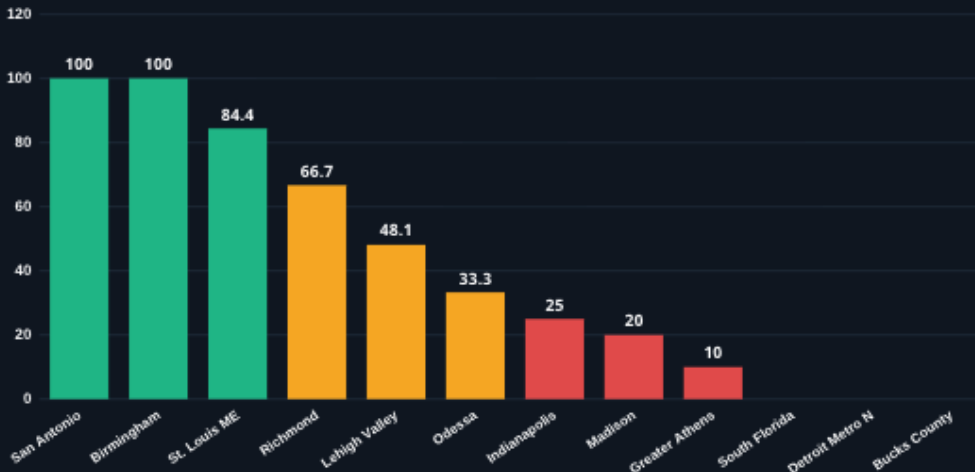
Inspections Per Vehicle (90 Days) — Top 15 Franchises



Defect Resolution Rate by Franchise (Teams with 5+ Defects)



Work Order Completion Rate by Franchise (Teams with WOs)



The KPI workbook has been updated (and simplified!) for 2026.

The KPI workbook is intended to provide one place for you to track metrics for your business with important brand and industry benchmarks included. Instructions and needed reports are also included.

Workbook Instructions:

1. Choose the file with the # of trucks your business has operating. Save the file to your computer.
2. Go to the green 'Instructions' tab and follow the steps.
3. Once complete, send to your Business Coach and schedule time to speak with them about the results.
4. If you're having issues, contact Amanda Cole.

1 truck KPI Calculator

2 truck KPI Calculator

3 truck KPI Calculator

4 truck KPI Calculator

5 truck KPI Calculator

9 & 10 truck KPI Calculator

Current Truck Availability

Manufacturers are predicting a price increase from \$15,000 - \$30,000 in 2027! The reason for the drastic price increase is largely due to adding a new 10-liter engine and an independent emissions compressor to meet the 2027 EPA standards. Additionally, they expect a demand increase the second half of 2026 as companies will order trucks ahead of the drastic price increases. Used truck prices are also expected to spike later this year. We highly recommend you analyze your future truck needs and order accordingly. We currently have one Freightliner 108SD Plus available for sale. Upfitted with next generation equipment, i.e., US gantry tarp systems, 60K above frame hoists, circular waste tank and new, NVE vac system and 5-year/300,000mile basic warranties. I wanted to share an update regarding our equipment package pricing.

As part of our ongoing commitment to support our franchisees, we continuously work to secure the most competitive pricing possible. We recently collaborated closely with our vendors and were able to negotiate a reduction in pricing for the equipment package on our Kenworth Trucks. The Price increase would have been \$284,175 we got it down to \$279,378!

Our goal is always to help improve overall value while maintaining the quality and reliability you expect. We will continue to explore opportunities like this to drive savings and efficiencies across the network.

****NOTE: Prices increased on April 1st**

Make/Model	Current Price	April 1 Price	GVW	Engine	Hoist	Tarp	Vac System
Freightliner 108SD Plus	\$254,301	\$264,101	66K	9L	60K	Gantry	NVE
Kenworth T480	\$269,593	\$279,378	66K	9L	60K	Gantry	NVE

Included: · Next Generation Upfitting (hoist, tarp, vac pump & waste tank)

- Palfinger above-frame hoist for better ground clearance
- Two-stage gantry tarp system to save on tarp wear and tear
- New, NVE 304 Challenger vac pump with integrated flush tank
- New, circular waste tank with clean-out door and improved hose storage system
- Two fender boxes
- Toolbox
- Rolli-skates
- Broom/shovel racks
- Rear hoist strap ratchets
- Hoist DOT Hooks
- redbox+ Dumpsters gray color and decals
- 5-year/300,000-mile basic warranty Call Steve

(701-426-4965) or Jeff (734-787-3420) to order a truck or ask any questions you may have.

DUMPSTER TRAILER LOAD SALE!

\$7,200 SAVINGS! Ten 10-yard and three 15-yard Minis at a \$400 discount, per container with redbox+ Dumpsters decals. That means the 10-yarders are priced at \$3,390/each and the 15- yarders are priced at \$4,934/each. Additionally, RBI will pay up to \$2,000 toward shipping! All 13 will fit on one load out of Chatfield, MN (EZ Fab). \$3,600 SAVINGS! Four 10-yard HEAVY DUTY dumpsters for \$4,583/each with decals. That is an additional \$200 discount, per container, and RBI will pay up to \$2,000 toward shipping from Commerce City, CO! All ten will fit on one trailer load.

You must have fold-up stops four feet back from the cab to haul these dumpsters safely. The pop-ups can be added for approximately \$900. *HEAVY DUTY*** 10 CUBIC YARD - TUB STYLE - NOMINAL M# HD-107216C FLOOR: 1/4" STEEL PLATE SIDES, FRONT AND DOOR - 7 GAUGE STEEL PLATE CROSSMEMBERS 3"x3.5# CHANNEL 16" CENTERS SILLS (Bottom Rails) 6"X2"X1/4" HSS TUBING TOP RAILS 4"x3"x3/16" HSS TUBING REAR GROUND ROLLERS 8" DIA. X 10" WIDE STEEL CABLE LIFT SYSTEM / Body Tie Down per Redbox Drawing Finish: Industrial Enamel Paint. Eight 20-yard HEAVY DUTY dumpsters at \$6,021/each with decals: SOLD!

Contact Steve Jahner for more details.

NTP Program

If any Redbox Franchisees with an active NTP Vehicle Service Contract are aware of a repair facility they would like added to NTP's Certified Repair Facility list, they may email claims@ntpco.com with the shop's contact details and request that NTP contact the facility for certification. NTP will proactively reach out to the repair facility to complete the certification process prior to the vehicle experiencing any type of failure, helping to avoid potential downtime delays.

Additionally, at any time a repair facility is interested in becoming a Certified Repair Facility to perform repairs on NTP customers' vehicles, the facility may contact NTP's

claims call center at 800-622-2164 to inquire about the servicer certification process. Once all required documentation, including shop photos, has been submitted, NTP will review the information and determine whether the facility is eligible/ qualified to perform repairs under an NTP Vehicle Service Contract.

The NTP certification process confirms only that the repair facility is an established business and has the appropriate tools and resources to perform covered repairs. NTP does not have a contractual relationship with Certified Repair Facilities, and certification does not imply endorsement, supervision, or responsibility for the repair facility's labor, workmanship, or business practices.

****NEW** PACCAR PARTS PROGRAM DIRECT PAY REQUIRED**

Dear Franchisees,
redbox+ Dumpsters is implementing a change to our participation in the PACCAR Parts Program that will affect how service and parts are paid for at Kenworth Service Centers.

Effective immediately, all franchisees are required to pay for service and parts at the time of truck pickup. Accepted payment methods include credit card, check, cash, or ACH arrangements made directly with your servicing Kenworth dealership.

As part of this transition, Redbox+ Dumpsters will no longer extend credit or assume financial responsibility for these transactions. All financial obligations now rest solely with the franchisee. Each franchisee is now responsible for establishing and maintaining their own payment arrangements or credit accounts directly with their local Kenworth Service Center.

You may continue using your existing account numbers for identification purposes and Discounts; however, payment will be handled directly between you and the servicing dealer.

We strongly encourage you to contact your local Kenworth Service Center as soon as possible to set up your preferred payment method or open a credit account to avoid any service delays.

If you have any questions, please reach out.

list of participating Kenworth Service Centers:

MHC KENWORTH
CENTRAL ILLINOIS KENWORTH
CSM KENWORTH
PALMER KENWORTH
INLAND KENWORTH - US
KENWORTH OF PENNSYLVANIA
WHITEFORD KENWORTH
KENWORTH NORTHEAST
G.L. SAYRE PETERBILT
PERFORMANCE TRUCK
KENWORTH SALES CO.
RUSH PETERBILT
GABRIELLI KENWORTH

Action required: iOS 17 update needed by May 15 to keep using

Whip Around

We're reaching out with an important update affecting how some drivers on your team access the Whip Around app.

Due to Apple's platform changes, devices running iOS 16 or earlier no longer receive security updates or technical support. To keep Whip Around secure and compliant, the app will require iOS 17 or later starting May 15, 2026.

After May 15:

- Devices on iOS 16 or earlier will no longer be able to update the app
- If the app is removed, it cannot be reinstalled unless the device is running iOS 17 or later
- Drivers will not receive new features, improvements, or bug fixes

What drivers need to do:

- Open Settings on their iPhone
- Tap General → Software Update
- Download and install the latest iOS version

The update takes just a few minutes and no data is lost.

Some older devices may not support iOS 17. If no update is available, the device will need to be replaced to continue using the app after May 15.

[Check and Update iOS version](#)

If you have any questions or need assistance, your Customer Success Manager or our Support team is happy to help. You can contact us at support@whiparound.com or use the "Get live help" option in the Help & Support section.

Best regards,
Team Whip Around

EPA 2027 will Increase Truck Prices, Plan Ahead in 2026

EPA 2027 Will Increase Truck Prices — Plan Ahead in 2026. Read [HERE](#) to learn more.

Replacement Truck Waste Tanks Available

As the older, metal waste tanks begin to rust and deteriorate, we have found a manufacturer for these tanks. The new, rectangular tank is made of stainless steel so it has increased rust resistance and will last longer than the original, metal truck waste tanks. We searched for a new manufacturer to reduce the cost by 37%. The new rectangular replacement waste tank costs \$6,820. If you need a replacement, contact Steve Jahner or Jeff Mayes.

Indeed ATS Change

Team,

We wanted to flag an important policy change from Indeed that may already be affecting applicant flow across your network.

Indeed's New Single-Source Feed Policy (Effective March 31, 2026)

Indeed will only accept jobs from one primary source moving forward. If CareerPlug is not set as your exclusive source, your jobs may not sync properly with Indeed.

This issue can occur if you have ever:

- Posted jobs directly on Indeed
- Used a different ATS in the past
- Edited or reposted jobs outside of CareerPlug

Even one manual post on Indeed can override the connection and disrupt the integration.

Note: Even franchise networks that are fully set up on CareerPlug may still have individual locations with source overrides, so it's important to verify each account's configuration.

Next Steps:

- If you have a dedicated Indeed rep, please copy us on that email so we can confirm the sourcing setup across all your locations.
- If you don't have a dedicated Indeed rep, contact Indeed Employer Support directly at 800-462-5842 or email employer-support@indeed.com — just copy me and include your name, login email address, and a brief description of the issue so they can confirm your sourcing and account setup

Indeed is expected to release additional guidance soon. As we receive more details, we'll share updates and communicate directly with franchisees regarding any additional actions that may be required.

Docket Pricing Reminder

Please remember Docket is moving to a new pricing model, and all franchisees need to update their drivers to technicians immediately if you have not completed this already.

Docket Support

Remember that Docket Support is available. For assistance and help with Docket, please reach out to the following email address:

Crmsupport@belfrangroup.com

Thank you,

Your redbox+ Dumpsters Franchise Support Team

redbox+
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