Billing Info

May's transmit day for the first of the month billing is April 22nd.

MACC Events

MACC Users Group
April 18-21
Seattle, Washington

Visit the Users Group website for details:

maccusersgroup.com

Save the date!
2016 MACC Billing & Technology Conference (MBTC)

Session 1: Sept. 7-9
Session 2: Sept. 12-14

More information will be available in future editions of the eMessage.

An improved Billing Status Page gets the green light

by Steve Wolff, Billing Operations Supervisor

This month, MACC will implement a change to the Billing Status Page on the Client Pages. We are adding a new red/green light to indicate if your company's billing statements have been inserted and mailed. Once these steps have occurred, the appropriate light will turn green and the date will be populated.

You can see an example of the enhanced Billing Status page below. The new section is outlined in red.

Billing Status

Customer Master Toll file received Thursday, March 03, 2016 8:21:00 AM
Once this light is green, it indicates we have received your toll file. It may take as long as 30 minutes from the time of transmittal completion before the status of your bill is updated. Please keep in mind that at this point, we have only received your toll file, we have not verified it. If problems arise, we will contact you. Once this light is green, steps one and two of the monthly billing process are complete.

Data Received Thursday, March 03, 2016 10:01:00 AM
Once this light is green, it indicates that all your toll has been received from all vendors. The billing process cannot start until this light is green.

Customer Master Billing file received Thursday, March 03, 2016 8:21:00 AM
Once this light is green, it indicates we have received your billing file. It may take as long as 30 minutes from the time of transmittal completion before the status of your bill is updated. Please keep in mind that at this point, we have only received your billing file, we have not verified it. Once this light is green, steps three, four, and five of the monthly billing process are complete.

Customer Master Billing File is ready to be previewed Thursday, March 03, 2016 11:51:00 AM
A .pdf file of your company's bills has been created. Bills can be previewed within Customer Master via Billing Inquiry. Select the appropriate billing month and the icon selection for "View PDF of Bill." Do Not run step six of the monthly billing process at this time.

Customer Master file is ready Thursday, March 03, 2016 1:11:00 PM
This is your final monthly retrieval. Once this light is green steps six, seven, eight, nine and ten of the monthly billing process are ready to be completed.

Bills have been mailed. Thursday, March 03, 2016 1:11:00 PM
Once this light is green, your billing statements have been inserted and delivered to the USPS.

The Billing Status Page can be found here: http://bsr.maccnet.com/

If you have any questions on the use of the Billing Status Page, please contact your Customer Master Software Support Representative for more information.

Featured MACC employee for April

April's featured employee is Ryan Thompson. In his role as Creative Services Manager, he leads a team at MACC that coordinates marketing efforts, creates client communications, and manages our websites. Ryan and the rest of the Creative Services Team also provide similar services to many of MACC's clients.

Q. When did you start at MACC?

A. January of 2006

Q. What is your favorite part of your job?

A. I have the opportunity to work with great people in a job where no two days are alike.

Q. Can you please tell us about your family?

A. My wife, Amanda, is a second grade teacher here in Blair. We have two daughters, Morgan (13) and Jenna (8). Our girls both love music so we spend a lot of our time running kids to lessons, dance and band practice.

Q. What do you do for fun in your free time?

A. Spending time with my kids is important as the old cliché is true. They grow up in the blink of an eye. Reading a good book when I have a few minutes to spare is something I enjoy. I also like following my favorite sports teams: the Northern Iowa Panthers for college sports and the Kansas City Royals for baseball. Whether watching my teams is fun or not often depends how the season is going. Sometimes it just involves yelling at the TV.

Q. If you could travel anywhere to spend a week on vacation, where would it be?

A. I would need to flip a coin between spending a week on a sunny Florida beach during late winter or a trip through Germany during Oktoberfest.

Q. What's the best career advice you've ever received?

A. This isn't exactly career advice, but the last thing my dad told me when he dropped me off at college many years ago was to "find the library!" It took me a semester, but I did finally find it.

Q. What's your favorite quote?

A. "Whatever you are, be a good one." – Abraham Lincoln

Q. If you could add any food to the MACC vending machines, what would it be?
A. One of those soda machines that allow you to choose from dozens of different flavors would be an outstanding addition

Trivia Winner
Congratulations to **Colo Telephone Company's Larry Springer** who won this month's MACC Trivia Challenge Contest. Look for MACC Updates for more chances to win.

Updates to MACC's Website

Important documentation for the 16.1 release of MACC's products is now available on our website. Please visit the Client Log-in page and enter your company's username and password. Once this step is taken, you can use the links below to access the each file in PDF format. If you need log-in assistance, please contact your software support representative.

- Accounting Master 16.1 Executive Summary
- Accounting Master 16.1 Update Letter
- Time Management System 16.1 Update Letter

- Customer Master 16.1 Executive Summary
- Customer Master 16.1 Update Letter
- MACC Mobile 16.1 Update Letter

RECIPE OF THE MONTH

Fudge Swirl Cheesecake

CRUST:

1-1/2 c. graham cracker crumbs

1/4 c. sugar

6 Tbsp. butter, melted

CHEESECAKE FILLING:

3 packages (8 oz ea.) cream cheese, softened

1 c. sugar

1 c. (8 oz) sour cream

3 eggs, lightly beaten

1-1/2 tsp. vanilla extract

1/2 c. hot fudge ice cream topping

In a bowl, combine cracker crumbs, sugar, and butter. Press into the bottom and sides of a greased 9-inch springform pan. Place on baking sheet. Bake at 350 degrees for 7-9 minutes or until set. Cool on a wire rack.

In a large mixing bowl, beat the cream cheese until soft and smooth; and add sugar and sour cream until smooth. Add eggs; beat on low speed just until the ingredients combine. Stir in vanilla. Set aside 1 cup of the filling. Microwave fudge topping on high for 30 seconds to soften and stir this into the 1 cup of reserved filling.

Pour remaining filling over crust. Then use the fudge filling and drop teaspoonfuls on the top of the vanilla filling. Using a knife, swirl the fudge with the vanilla filling to make a pretty swirled pattern.

Bake at 350 degrees for 55-65 minutes or until center is almost set. (I bake them by lining the springform pan with heavy duty aluminum foil and place the lined pan into a deep dish pizza pan, filling the pizza pan about 1 inch of water or about half way up the pan.) Place on a wire rack until cool. (I usually place them in the refrigerator overnight and then release the sides of the springform pan.)

Yields: 12-14 servings.

MACC's new Wildcard Networks increase billing flexibility

by JoEllen Maras, Creative Services Assistant

Many telecommunications companies find themselves looking for new revenue sources and ways to expand on the current services they offer. If your company needs the flexibility to bill for services other than those currently found in Customer Master, then our new Wildcard Networks may be just what you've been looking for!

Whether you offer cloud-based services, web hosting, computer maintenance and repair, water/ trash service or any other unique source of revenue, MACC has added 10 wildcard networks to Customer Master for your use. These networks are completely customizable and fully integrated with current networks already found in Customer Master.

How do the Wildcard Networks work?
Once you enable a network within your database, you can select your desired icon from the drop-down menu at FILES-PREFERENCES-NETWORK TYPE. Once an icon has been selected and the Network label has been added, all screens that show network icons should update within the database. The nodes that are available with any new Wildcard Network are USP, OCC, Capital Credits, Equipment, Plant and Comments.

For more information on the new Wildcard Networks, including pricing and set up, please contact your MACC Account Manager or Client Relations Manager.

Router Security for eMACC Services

by Greg Simpson, Technical Support Supervisor

A while back, we sent out a security notice for anyone utilizing eMACC services. The notice indicated that anyone connecting to MACC for services such as Management Reports (web reporting), Web Self-care, or Time Management System (TMS) should ensure that their router or firewall is configured as securely as possible.

Using eMACC services requires your company's router/firewall to open a connection from MACC to your SQL server. In some instances, particularly with older routers, there may not be an option to restrict that open connection to allow only MACC to connect to your SQL server. As a result, you would have to open your SQL server to all of the web. This is not an ideal scenario and poses a potential security risk.

If you are using eMACC services, please take a minute to check your firewall/router and verify that your SQL connection is only open to MACC's IP address on the Internet. The IP address is 209.74.236.4. If you need assistance verifying your configuration, or if you have questions on this or any other matter, please don't hesitate to contact MACC's Technical Support Team. We can be reached at macctechs@maccnet.com or by phone at 402-533-5300. We're here to help.