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Billing Info

September's transmit day for the first of the month billing is August 24th.

MACC Events

Registration is open!
2016 MACC Billing & Technology Conference (MBTC)

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

www.maccmbtc.com

Trivia Winner

Congratulations to Cordova Telephone Cooperative's Sheryl Glasen who won this month's MACC Trivia Challenge Contest.

Look for MACC updates for more chances to win.

See you in September!

by Craig Aman, President & CEO



MACC's customers are **MORE** than our customers – you are our **teammates**. And as a team, we have the same goal: to help make your business as successful as possible. For this reason, I invite you to the ultimate MACC huddle...the 2016 MBTC.

Regardless of what position you play at your company, you can leave MBTC with new skills, fresh ideas, and good memories of time spent with your peers and MACC associates. There is truly something for everyone among MBTC's training courses and sessions.

Company leaders

If your responsibilities include guiding your company into the future, there are many important opportunities for professional growth at this year's MBTC. For example, we offer a session on "All Things Mobile." During this session, you will learn how MACC's Mobile Suite can reduce expenses and make a difference in the bottom line. We are also offering a session during which we will coach you on the reports available within Customer Master. If you're looking for new perspectives into your company's performance, this is a great session to attend.

Front office staff and supervisors

For those of you who use our product on a daily basis, MBTC is filled with sessions and classes to make your jobs easier and your office more efficient. There are many great examples, but one I need to mention is the Coach the Coach training class. If you want to become an expert in efficiently using Customer Master, this is the course to take. This class is especially useful for billing supervisors, office managers or anyone else who manages a team of Customer Master users. You will learn how Customer Master can streamline your processes and add new levels of automation...using features your company already owns. This is a can't-miss course for all companies, as every team could benefit from an efficiency boost.

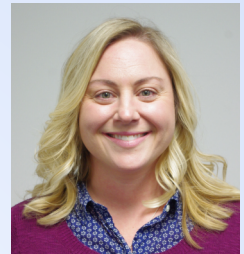
Accountants

Accountants and other finance associates will find much to do and learn at MBTC. There are six Accounting Master training courses available. The courses run from an overview of the latest version of Accounting Master to detailed training on common financial tasks. One Accounting Master course I would like to draw your attention to is the class on the new financial reports format. The class covers an important enhancement in Accounting Master and learning how to use the new features is a very good investment.

Huge training value

For the third year in a row, we are offering All-Inclusive Paid Training. For just \$139, you can attend seven in-depth training courses on the first and third day of MBTC.

Featured MACC employee for August



This month's featured employee is Sarah Rosterman. She is an Account Manager serving clients in the southern and eastern parts of the country. Sarah does whatever it takes to make her clients happy with their MACC products and services.

Q. When did you start at MACC?

A. November of 2005.

Q. What is your favorite part of your job?

A. My customers motivate me. I love to help by providing answers and options to help them accomplish their goals.

Q. Can you please tell us about your family?

A. I've been married 11 years to my husband Jim. We have four boys. My stepson Calvin (18) recently graduated high school and is exploring the wonderful world of adult-ing. Griffin (8) is our high energy athlete. Emmet (5) is our soft-hearted goof-ball. Bryer (3) is our sweet little informant – much to the dismay of his brothers. I love my house full of boys – they keep things exciting!

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

A. I love to read and go on long walks. We also enjoy camping, boating and swimming as a family.

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

A. I'd love to take my kids on a tropical vacation full of snorkeling, paddle boarding, zip lining, and playing in the sand.

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

A. Don't complain unless you have a viable solution in mind.

Q. What's your favorite quote?

A. "Be who you are and say what you feel, because those who mind don't matter, and those who matter **don't mind.**" – Dr. Seuss

Q. The one person I've always wanted to meet?

A. Jim Gaffigan

Q. If you could add any food to the MACC vending machines, what would it be?

A. Pretzels and hummus



SCORE BIG AND REGISTER NOW FOR THE 2016 MBTC!

MORE Hands-on Training • MORE Informative Sessions
MACC Product Updates • Networking with Peers
Great Food and a little bit of MAGIC!

WWW.MACCMBTC.COM

Session 1: September 7-9 | Session 2: September 12-14
Embassy Suites | Old Market | Omaha, Nebraska

Cheesy Chicken Alfredo Casserole

- 3 boneless, skinless chicken breasts
- 1/2 to 2/3 cups of Italian salad dressing
- 1-12 oz. package Penne pasta
- 1/4 teaspoon thyme
- 1/2 teaspoon poultry seasoning
- Salt and pepper to taste
- 1 stick of butter
- 2 teaspoons minced garlic
- 4 Tablespoons flour
- 3 cups half and half
- 3 cups milk
- 3 cups Kraft Italian Five Cheese Blend w/cream cheese
- Italian Seasoning to garnish

Place chicken breasts in a plastic ziplock bag to marinate in Italian dressing overnight or at least for three hours in the refrigerator. This will allow the chicken to get tender and be more flavorful.

Sprinkle the marinated chicken breasts with the thyme, poultry seasoning, salt and pepper. Then bake them in a 350 degree oven for 45 minutes to 1 hour, until fully cooked or in a skillet, cook them in 1-2 tablespoons of oil over medium heat. Cook until both sides are done, about 15-20 minutes. Remove and allow them to cool.

While chicken is cooling, cook pasta as directed on package, drain and set aside.

Preheat oven to 350 degrees and start making your sauce. In a separate large skillet, melt the butter and add the garlic, allow to cook for 1-2 minutes.

Using a wire whisk, mix in flour and stir until bubbly. Mix in half and half, and milk, stir to combine. Bring to a boil and then reduce to low heat and simmer for 5 minutes. With your whisk, mix in 1½ cups of cheese. Cook an additional 5 minutes until the sauce starts to thicken. Remove sauce from heat.

Spray a 9x13 baking dish with non-stick cooking spray.

Cut your cooked chicken into bite size pieces. You can begin to layer the pasta, chicken and sauce in the baking dish or mix it all together in a large bowl and then transfer it to the 9x13 baking dish. Sprinkle the remaining 1½ cups of cheese on top. Bake for 30 minutes or until bubbly and golden brown. Sprinkle with Italian Seasoning before serving.

Recipe courtesy of Lori Bayne, MACC's Customer Master Product Owner.

Have a recipe you'd like to share? Send it to Ryan at rthompson@maccnet.com.

See you in September!

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These courses are an \$800 value, but we are bundling them into one low price so you and your team can learn as much as possible during the conference.

We didn't forget the fun

It can't be MBTC without a little fun! In keeping with our football theme, we are hosting a Tailgate Party on the first evening of each session. There will be food, drinks, and great conversation. During the second night, the banquet will also include food, drinks, and great conversation – but will also include entertainment by magician Joe Cole. Be prepared to be amazed as Joe has an incredible act that I promise will leave you wondering “how did he DO that?” For the banquet, the MACC team will be wearing our favorite team colors and/or jerseys, so please make sure to pack yours!

Register now and see you next month

Visit the MBTC website at www.maccmbtc.com if you have not registered yet. For questions, please contact the MACC associates making MBTC happen. They'll be happy to help! On behalf of all MACC associates, let me wish you safe travels and we look forward to seeing you in September

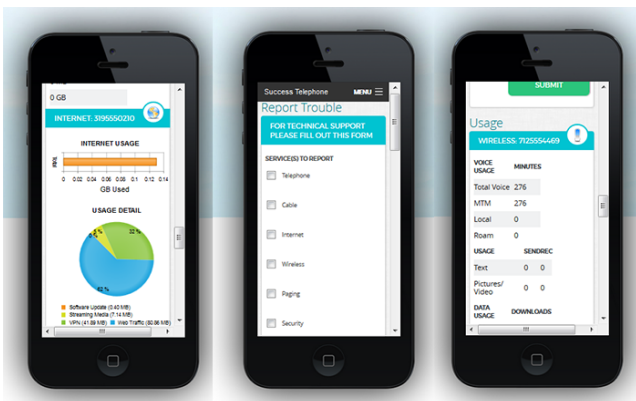
Product Spotlight: Check out Web Self Care's new look

by Rex Rogers, Vice President of Information Services

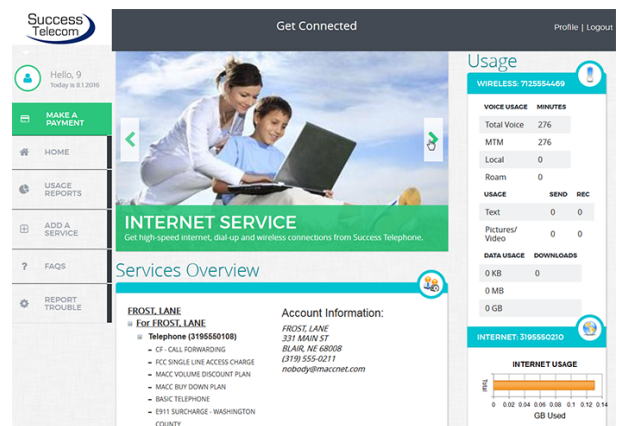
MACC is excited to announce that the modernized Web Self Care (WSC) application is now in production. We implemented this new solution at the end of June, and the feedback from our existing customers has been very positive. Along with the new presentation, the WSC application is now completely mobile friendly for both tablets and cellphones.

Screen shots from the new WSC are below. If you would like more information about the WSC application, please contact your Client Relations Manager or Account Manager for a demonstration.

Mobile Views



Desktop View



Steps to improve your cybersecurity

by MACC's Technical Support Team

Cybersecurity is defined as "the state of being protected against the criminal or unauthorized use of electronic data, or the measures taken to achieve this." It sounds scary, but what does it really mean?

Think of your business like a castle. In today's electronic world, your castle is under siege... every day... all day! Criminals use fake emails, scan ports on your firewalls, and infect websites to try to break in.

How can you stop them? Is it even possible? Perhaps, but it would involve completely isolating your network from the Internet. Disconnecting your environment from the Internet is akin to raising the drawbridge and closing the gates. While this is the most secure method, it will definitely hinder your ability to conduct business in today's connected world.

So, if we can't prevent the attacks, what can we do?

We can lessen the chances of getting infected and reduce the impact of an infection if we follow some simple steps:

1. Be Vigilant:

Be aware of the emails you receive and who sent them. If you receive an email that appears to be out of the ordinary, verify with the sender prior to opening. Always use caution when opening attachments, particularly if they are ones that you don't recognize. Stick to work related websites while on the job and immediately close popups that declare you have a virus or a problem with your PC.

2. Seal the Holes:

Make sure your firewall is only opened to approved traffic. If you don't have a firewall, make it a priority to put one in place as soon as possible.

3. Backups, Backups, Backups:

All important files should be stored on your server or on a network location and this location should be backed up on a regular basis. This is the best defense against data loss. If a files gets infected or deleted, a backup will give you the ability to retrieve that file with minimal downtime.

These steps will help reduce the impact that viruses, malware, exploits and hacking attempts will have on your network. Not sure where to start? We can help! MACCs Technical Support team can guide you from start to finish, or any step in between. We can make product and planning recommendations as well as help you implement the solutions you need!

Be sure to check out our Tech Booster class at this year's Billing and Technology Conference (MBTC). We will provide more in depth coverage on today's critical threats and what we can do to counter them. For more information on MBTC, visit: <http://www.maccmbtc.com/>

Are you ready for prime time?

by Ryan Thompson, Creative Services Manager

Now is prime time for telecom marketing! Kids who need Internet for homework are heading back to school, football will soon be dominating TV screens, and Christmas is coming. All of these events create opportunities to sell your services, so read on for ideas to take advantage of telecom marketing's prime time season.

Back-to-school speed boost

Kids using the Internet for homework isn't new, but what's different now than in past years is the amount of bandwidth your customers are consuming. The amount of streamed content is higher than ever before and it is only going to increase. Encourage your customers to make sure their Internet package is fast enough for their streaming needs and to handle this fall's homework requirements at the same time. A great way to upsell faster Internet to customers on lower packages is to offer them a speed boost for a month. Once customers become accustomed to the faster speed, they often keep it after the free trial.

Get ready for some football!

Now is a great time to start advertising all of the football games available on your system. This is especially true for video customers who aren't taking your sports packages. An easy way to reach these customers is using Customer Master's ability to send selective inserts and on-bill ads. You can target only the customers not taking your sports tier for an affordable and effective campaign.

Christmas will be here before you know it

It may be hot outside, but cold weather and the holidays will be here soon. If you don't have a holiday marketing plan in place, now is a great time to get started. Ideas to consider include special offers on services that compliment popular gifts, like faster Internet for gaming systems or better channel packages for big screen TVs. Like the football promotion, you can use Customer Master to target customers who aren't taking your best Internet or cable TV packages.

We are here to help

Contact MACC's Creative Services Team at macccreativeservices@maccnet.com for new ideas on how to promote your services during these crucial times of the year. Fresh ideas are always free and we offer competitively priced printing, graphic design and web development services. We look forward to helping your company make this year's prime time a success.

Accounting Master Announcement

As a reminder, the Financial Report Generator will no longer be available in Accounting Master after the release of version 16.2 this fall. MACC will only support the financial reporting features provided with the Financial Report Wizard and Financial Report Viewer. The existing Financial Reports that are created in the Financial Report Generator will need to be re-created manually in the Financial Report Wizard and Financial Report Viewer.

For questions on how to create your financials using these tools, please contact your Accounting Master Software Support Representative. We also offer a training session that assists with creating the Financial Reports in the Financial Report Wizard and Viewer. For details, follow this link to the Creating Financial Reports course on our Client Pages.

Don't drop the ball...

MBTC deadlines are approaching

by JoEllen Maras, Creative Services Designer

Now that August is here, there are a few important dates for you to remember. Most importantly, the registration deadline for the 2016 MBTC is Friday, August 26th. The discount rate of \$152 per night for hotel rooms expires on August 27th or when the room block sells out. Please plan to make your room reservations early!

Conference highlights

Fan favorite sessions from past years will return, plus we have some exciting new general sessions and complimentary training for you to attend. Here are a few you won't want to miss:

One-on-One

One-on-One with MACC employees will again be available on both Day 2 and Day 3 of the conference. Be sure to stop by and take advantage of valuable face-to-face time with our MACC experts!

Not Too Small (new)

In this session, you'll see that even if you are a "small" company, there are many ways to boost efficiency and increase revenue using MACC's products and services. Topics will include using MACC Mobile, integrating e-mails into your customer service process, selective marketing of services, and much more.

Billing 101 (new)

Are you responsible for the billing functions at your company? This session will review everything you need to know to prepare for a billing transmit. We'll review the various checklists, what types of verifications you should perform, and what exactly happens when you transmit.

Tech Booster – Prepare for the Crypto Virus (new)

Our Tech Services Team will present this informative session about the crypto virus and how it gets into your network. We'll examine the severity of this particular virus and steps that can be taken to limit its damage. We'll also discuss the limitations of being able to recover from such a virus and the importance of having good backups. You don't want to miss this!

Customizing Customer Master (new)

Have you implemented all of the latest customization features in Customer Master? During this session, we'll teach you how you can use the custom ribbon, custom views, quick access toolbar, and more. A complete schedule and descriptions of each session are available on the MBTC website.

Bring home new ideas

Stop by the Creative Services table to receive a free gift and helpful information regarding your company's marketing efforts. Remember, fresh ideas are ALWAYS free!

Questions? We're here to help

As always, if you have any questions about the 2016 MBTC please contact JoEllen Maras at jmaras@macnet.com or Kristi Rounds at krounds@macnet.com. We are looking forward to teaming up with you in September for another great conference!