MACC
MID AMERICA COMPUTER CORP

40th Anniversary 1975-2015
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Billing Info

January's transmit day for the first of the month billing is December 23rd.

MACC Events

Midwest Road Show
Hays, KS - March 22
Topeka, KS - March 23

Cedar Rapids, IA - March 29
Des Moines, IA - March 30

MACC Users Group
April 18-21
Seattle, Washington

Trivia Winner

Congratulations to New Knoxville Telephone Company's Susan Quellhorst who won MACC's November Trivia Challenge Contest. Look for future MACC Updates for more chances to win.

President's Message

by Craig Aman, President & CEO

Looking back at 2015

This time of year is often one of reflection on where we have been, where we are going, and what's most important to us in both our professional and personal lives. When reflecting on MACC's 40th year in business, my thoughts immediately turn to you, our clients, and how much I appreciate the opportunity you give us to be an integral part of your business.

Without your trust and support, the continued growth of our client base and evolution of our products would not be possible. On behalf of all MACC associates, thank you for being our client. With our gratitude in mind, please read on to see where we have been in 2015 and where we plan to go in 2016.

A look back
MACC continues to increase the number of telecommunication companies using our products and services. On average, we converted two new clients to our platform each month this year. This growth is not only important for MACC, but for your company as well. The addition of new clients allowed us to meet our increased operational expenses without passing costs along to customers. Additionally, with approximately a third of independent telecommunication companies now using MACC, we offer long-term stability to our clients not available from other vendors in the marketplace.

In 2015, we made significant improvements to our core products (Customer Master and Accounting Master) and unveiled powerful new functionality in our web-based services. If you have not had an opportunity to review the enhancements added to our products in 2015, I encourage you to visit MACC's website and learn more about them. Below are direct links to the appropriate pages.

- Customer Master
- Accounting Master
- eMACC Services

Holiday Support Hours

MACC will be closed on Friday, December 25th and Friday, January 1st. Support will be available from 8:00 a.m. to 5:00 p.m. Central Time on Thursday, December 24th and Thursday, December 31st.

Featured MACC employee for December

Vito Mazzara is MACC's featured employee for December. In his role as a Training/Conversion Analyst, he helps new clients begin using Customer Master and provides on-going training to existing customers via the web, site visits and at MACC U.

Q. When did you start at MACC?

A. February of 2015

Q. What is your favorite part of your job?

A. I enjoy traveling and meeting new people.

Q. Can you please tell us about your family/spouse?

A. I have a wife of 33 years, three sons, and one daughter. My children range in age from 21 to 29.

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

A. I enjoy golfing, reading, good music and Detroit sports.

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

A. Northwestern Sicily

Q. What's your favorite quote?

A. "If I would have asked the public what they wanted, they would have said 'A faster horse.'" – Henry Ford

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

A. My dad again. By the time I was old enough to care about his life and up-bringing, he was stricken with Alzheimer's. I never got to ask the questions I have today.

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

A. Ricotta Cannoli, but that would be impossible since they have to be made fresh.

President's Message

A look ahead

Looking at 2016, MACC continues to have opportunities to bring on new clients at a consistent pace. You can be assured the continued growth in our customer base will not affect the service we provide to your company. Our leadership team continually evaluates our staffing needs to ensure we always provide the high level of customer support you have come to expect from MACC. We will continue to improve our products with updates to Customer Master and Accounting Master scheduled to occur in the spring and fall. For the spring release, which will be version 16.1, you'll see enhancements in the following areas:

Customer Master
- Overall efficiency throughout the product
- Improved inquiry search options
- Improved storage of data on accounts
- Continued increase in reporting options

Accounting Master
- Import of bank reconciliation
- Improved employee workflow
- Customization of the AR invoice
- Improved purchase order efficiencies

As the opportunity to visit with you face-to-face remains important to MACC, please plan to attend our Road Shows, User Group meeting and Billing and Technology Conference (MBTC). More information on each event will be available in future editions of MACC's eMessage.

RECIPE OF THE MONTH

Cranberry Pear Salad

1 head of romaine lettuce, chopped

1 pear or can of pears, cubed

1 apple, cubed

1/2 cup of raisins

1 cup of shredded Swiss cheese or crumbled bleu cheese

1 cup pecan, chopped (I toast them)

Layer the ingredients in order given. You can also add chicken or turkey chunks to this salad if desired.

Poppy seed dressing:

1 cup olive oil	1/2 teaspoon dry mustard
1 cup apple cider vinegar	1 Tablespoon poppy seeds
1/2 cup sugar or 1/4 cup honey	1 teaspoon salt

Mix ingredients in a jar and shake. Note: This makes quite a bit of dressing, so I usually cut the recipe in half.

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

Accounting Master year-end notes

by Kate Behrendt, Accounting Master Software Support

As tax season quickly approaches, here is some updated information relating to Accounting Master and the coming year-end.

Release of 2015 tax forms
The release of 2015 tax forms is set for December 18th. Due largely to annual updates made by the IRS, form updates aren't available until this time. After this date, you'll be able to begin processing and printing your company's year-end tax forms using Accounting Master and Aatrix (MACC's forms partner/module).

Mandatory Aatrix update
Also, on or around December 18th, you will be prompted to update the Aatrix module within Accounting Master. In order to use Aatrix, you must run this update. If you have any problems or questions when you are prompted, please contact your Accounting Master Support Representative.

Preparing for tax forms
In preparation for the release of the forms, we encourage you to utilize Accounting Master's W2 and 1099 Listing Reports to verify your information. By using these reports, you should be ready to use the forms as soon as they are available.

Company Additional Information – Contact Information and Minimums
The Company Additional Information screen is available from the General Information | Company screen. This screen is designed to hold default information for tax processing as well as pertinent 1099 minimum information.

- Contact Information – At this tab enter default contact information for the Accounting Master tax processes that are completed from the Tax Form Selection screen. Any Form Type (W-2, 1099, etc.) from the Tax Form Selection screen that allows contact information to be entered will reference this default data. If needed this information can be edited during processing.

- 1099-MISC, 1099-DV, 1099-INT, and 1099-PART – At each of these tabs, select the tax processing year from the Year field. Below the year enter the minimum values for each of the form boxes. These minimums will be applied to all companies processing the specified forms in your Accounting Master database. Data generated during the 1099 form tax processing will require these recipient minimums to be met in order to be included in the process. Minimums entered will automatically be applied to all subsequent years. Updates to this screen will only be needed when a minimum category changes from one year to the next.

2015 tax form orders have shipped
Please check your order immediately upon arrival, and let us know as soon as possible if there are any questions or issues with your order. You'll notice things may look a little different from the past. To save additional costs this year, we were able to ship your forms directly to you from our supplier. The direct shipping option also meant increment minimums, which is why you may see extra forms. Rest assured, you will be billed for the amount of forms you actually ordered. You can download a guide, which explains which tax forms are used for each form type. Our trusted tax processing partner, Aatrix, keeps it simple by using the same blank forms and envelopes. And, as an added bonus, we're able to provide the same form with pre-printed instructions for the W2 Employee copies. We appreciate your continued business.

Accounting Master year-end notes

Financial Report Format Sunset Reminder
With the implementation of the Financial Report Wizard and Viewer, also comes the discontinuation of the Financial Report Generator. If you haven't already made the switch to the Financial Report Wizard and Viewer, you'll need to do so before the 2016 Fall Release of Accounting Master (16.2). We offer training courses available on the Financial Report Wizard. You can sign up at http://www.maccnet.com/support/training_support.html

Questions? We're here to help
If you have any questions about this information, please give us a call. The Accounting Master Software Support Team is available Monday through Friday from 7:00 a.m. to 5:00 p.m. Central Time. We can be reached at 402-533-5335 or MACCaccountingreps@maccnet.com.

Customer Master Enhancements

by Lori Bayne, Customer Master Product Owner

As we head into the final stretch of 2015, I want to share a few more of our favorite enhancements included in Customer Master 15.2. Most of the Customer Master upgrades will be complete by the end of the year, so I want to draw your attention to additional enhancements that can streamline your office processes.

Messaging Improvements
For many years, Customer Master had the ability to generate e-mail notifications based on specific trigger points, and we expanded upon them in version 15.2. Within Service Order Inbox Notifications, we enhanced the module so messages can be customized with usable information of the user's choosing. Previously, notification messages were hardcoded with only a few data elements available.

Welcome e-mails were given the ability to be generated from multiple templates. Plus, the account name and number can now be included within the useable information. Trouble ticket notification was also expanded with service area being added to the usable information, as well as e-mail notification options for when a trouble ticket is picked up or cancelled. Lastly, the ability to send out ACH and recurring credit card payment notification was added. The e-mail notification icon was added to the batch report. It will allow users to generate the e-mail notification from the list of customers on the report.

Report Auto Generation
Updates were made to the report auto generation functionality to include daily, weekly, monthly, bi-monthly, and quarterly generation of reports. We should have all date options covered! Users will also be able to have the report e-mailed to them as a CSV or PDF file. Password protection is available on the PDF option. The Pic List, Daily Deposits, Expiring Prospects, Current Tier Services, Service Order Reminder and Scheduled Appointments were added to the list of available reports that can be auto generated without a report options prompt. All other Customer Master reports will be available through the auto generation tool, but will require prompting for report options. This tool can now act as a reminder to run the reports on specific dates as needed.

Installment Payment Arrangements
A new tool was added to Payment Arrangements that will assist users in creating payment arrangements with multiple installments on an account. Within the payment arrangements screen on an account, a new icon is available on the tool bar. This is the icon for the new Installment Payment Arrangement tool. The Installment Payment Arrangement tool will create multiple payment arrangements for a certain number of days and amounts.

Customer Master Enhancements

Previously, users had to create multiple payments arrangement manually. With Customer Master 15.2, users can utilize this tool and create recurring payment arrangements by indicating the amount to be paid, the number of days and how many payment arrangements are being generated. The payment arrangement processing tool can also indicate if the payment arrangement was completed or broken.

Priority Trouble Restoration
A new field was added to the service order and service order quick start for users to indicate which accounts should have priority on restoration of services during outages. This field will be auto-filled when trouble tickets are generated and displayed in the trouble ticket search and mass outage grids, as well as on trouble tickets. Trouble reports were enhanced to include the priority as a sorting option.

Print Notify and Larger E-mail Address Fields
We put control in our customers' hands! Previously, when a company wanted to review the bills before printing and insertion, this request required a call and MACC would place a print notify hold on processes until the bills were approved. In Customer Master 15.2, the print notify indicator is now within the billing e-mail notification maintenance table (Maintenance/Billing/E-mail Notify). When any user has print notify flagged, billing will be on hold and will not be printed or inserted until we have customer approval. We also added an end date field to indicate how long companies wish to be on print notify. E-mail address fields in the e-mail notification maintenance table, request estimated subscriber bill, account address mail scrub, and sample bill message screens were expanded to 61 characters.

CRM added to Quotes and Prospects
In the past two releases, we enhanced the functionality within the Quotes and Prospects module. In Customer Master 15.2, we added the ability to insert Client Relationship Management (CRM) notes to the quote or prospect rows for better tracking of potential customers. The handshake icon was added to the quote/prospect search screen as well as to the miscellaneous screen of the quote prospect wizard. The Quote/Prospect CRM rows will also automatically move with the account when the data is exported to a service order. Stages on Quotes and Prospects were added to the inbox. Users can now see quotes and prospect stages assigned to "my inbox," the department inbox or all quote and prospect stages. E-mail notifications through the messenger were also completed. The Account Contacts report was updated to include the Quote and Prospect CRM information.

One last teaser…we enhanced numerous reports based on customer requests and added the .CSV file option to them as well. There are still many more fantastic enhancements included in Customer Master 15.2, so be sure to check out the web training class and read through the update letter. We sincerely hope this ends your year on a high note and you find numerous enhancements that increase efficiencies and productivity in your office.

CABS 2016 web session offering

by Bob Boettcher, CABS Manager

In 2016 your MACC CABS Team will present, as an added value to our CABS services, a one hour session on the basics of Carrier Access Billing. This will be an excellent opportunity for your CABS personnel to gain an understanding of the different aspects of CABS and what MACC does each and every month for you. This session will be tailored to your individual company's current CABS billing processes.

We will also discuss what the responsibilities and deadlines are to ensure a quality CABS billing. Be the first to sign-up and get your session scheduled for 2016 with an e-mail to me at bboettcher@maccnet.com. Thank you for your business and your MACC CABS Team wishes everyone a great holiday season.