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### Billing Info

March's transmit day for the first of the month billing is February 22nd.

### MACC Events

#### Midwest Road Shows

Hays, KS - March 22  
Topeka, KS - March 23

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

#### Registration is open!

Visit the Road Shows website for details:

[maccroadshows.com](http://maccroadshows.com)

#### MACC Users Group

April 18-21  
Seattle, Washington

#### Registration is open!

Visit the Users Group website for details:

[maccusersgroup.com](http://maccusersgroup.com)

## We want to hear from you

by Craig Aman, President & CEO



MACC appreciates the opportunity to be a partner in the successful operation of your business. As in any partnership, communication is very important. We strive to ensure questions are always answered, problems are promptly resolved and greatly appreciate new ideas for our products. While our ears are always open, now is a great time to tell us how we're doing as we recently distributed our annual Client Satisfaction Survey.

The survey was sent last week in PDF format to the main contact at each MACC client. The survey is also online at [www.maccnet.com/survey](http://www.maccnet.com/survey). Please take a few minutes to complete the survey yourself or work with others in your office to complete the questionnaire. All of your comments and suggestions are valuable so we look forward to hearing from you. If you need to give the survey some thought, that's no problem as the deadline isn't until the end of the month. Thanks for your consideration on the survey and I look forward to hearing from you.

### Don't miss our spring events

The Client Satisfaction Survey isn't the only big news at MACC this month. Our Client Relations Team is working on two great events that may come to a town near you.

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## Welcome aboard Smithville Telephone Company

MACC is pleased to welcome Smithville Telephone Company Incorporated to our family of clients. The company is based in Smithville, Mississippi. It has served portions of Monroe and Itawamba Counties since 1956.

Roger Thompson is President of Smithville Telephone Company. He said the company currently provides Internet, telephone, and long distance service to the community. To ensure its customers have access to the latest communication services, Roger said the company recently completed a fiber build-out that includes rural areas.

Please join us in welcoming Smithville Telephone Company and be sure to say hello if you see the company's associates at MACC events.

## Featured MACC employee for February



February's featured MACC employee is Mark Uphoff. He may have helped you with a Customer Master question in his previous role as a Software Support Representative. Beginning this month, he starts a new job at MACC as a Training/Conversion Analyst. Look for Mark to be teaching a Customer Master class in the near future!

**Q. When did you start at MACC?**

A. May of 2014

**Q. What is your favorite part of your job?**

A. My favorite part of the job is getting to interact with and help my customers every day.

**Q. Can you please tell us about your family?**

A. My lovely and wonderful wife, Hope, and I have been married for four years. We have an amazing two year old son named Sawyer.

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

A. In my free time I like to travel and play golf. I also like to play and collect vintage video games.

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

A. Anywhere in southern California.

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

A. This advice came from an economics professor in college. He told me "To guess is cheap, but to guess wrong is expensive." This statement has helped me make better decisions, because a bad one could cost you.

**Q. What's your favorite quote?**

A. "Worrying is like a rocking chair. It gives you something to do but gets you nowhere"

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

A. Jimmy Fallon

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

A. Sherry Stork's Scotch-a-roos.

## President's Message

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First, in March we have the Midwest Road Shows in Kansas and Iowa.

- March 22nd in Hays, Kansas
- March 23rd in Topeka, Kansas
- March 29th in Cedar Rapids, Iowa
- March 30th in Des Moines, Iowa

Then we're heading west for the MACC Users Group in Seattle. This event will take place on April 18th through the 21st. At all three events, you'll learn about exciting new features in MACC's products and see how to put them to use at your company. The new skills you'll learn make these events a valuable use of your time. For more information, read the MACC Events article in this edition of the eMessage or visit each event's website.

MACC Road Shows - [www.maccroadshows.com](http://www.maccroadshows.com)

MACC Users Group - [www.maccusersgroup.com](http://www.maccusersgroup.com)

To close, I hope 2016 is off to a great start for you and your company. Speaking for all of MACC, we look forward to serving you in the coming year and finding ways to take your company to even greater levels of success.

## RECIPE OF THE MONTH

### Homemade Fresh Vegetable Soup

1 Tablespoon olive oil	1/2 tsp. salt
1 medium onion, chopped/diced	1/2 tsp. black pepper
1/2 cup carrots, peeled and chopped	1/2 cup fresh or frozen sweet corn
1/2 cup celery, chopped	1 cup fresh or frozen sweet peas
1 (14 oz) can diced tomatoes	1/2 cup fresh or frozen green beans
2 cups potatoes, scrubbed and diced	
3 cups stock (I use vegetable, but you can use chicken or beef if you wish)	

Heat oil in a large saucepan/stockpot. Add the onion and cook for about 2 minutes, until translucent. Then add the carrots and celery. Continue cooking, stirring occasionally for about 3 minutes.

Pour in the canned tomatoes and add the potatoes. Bring the liquid to a simmer. Pour in the stock. Bring it to a simmer again. Add the salt and pepper and continue cooking for 8 minutes.

Add the corn, peas and green beans. Continue cooking until all the vegetables are tender. Serve hot.

**Note:** Doubling the batch fills a 6 quart crockpot. This is a convenient way to serve the soup.

## MACC Success Story: CM 15.2 makes bundle price changes a piece of cake

Time. It's the most valuable commodity in the world. For this reason, MACC's product enhancements are designed to save time and work effort for our clients. A great example of a time-saving feature is the bundle rate change functionality recently added within Customer Master 15.2. If your company bundles its services, learning how to use this feature is a must-do activity.

So how does the latest version of Customer Master make bundle management easier? Users now have the option to change one element's price and then have the new value cascade to other bundles using the same USP code. What used to be a manual process is now automated, which can equal hours of reduced work effort.

One MACC client who put the new bundle functionality to good use is Cameron Communications' Project Manager, Cindy Wilhite. She said throughout Cameron Communications' service territory, the company offers 31 selective bundles where core service prices (phone, video, and Internet) are fixed, but customers can pick up to 10 extra features from 15 options. This creates more than 900 potential pricing options from which customers can choose.

Prior to the most recent Customer Master upgrade, Cindy said she devoted a day and a half of work effort when price changes were needed within the bundles. With the new enhancement, the job only took an hour and a half.

"Thanks to the new enhancements MACC added in Customer Master 15.2 for bundle rate changes, making updates is a piece of cake," she said.

The enhanced bundle rate change functionality isn't the only new feature in Customer Master 15.2 being used by Cameron Communications. Cindy said the company is using this version of Customer Master's improved e-mail ability to send messages to customers who have set up automatic payments.

"These are good customers we may not hear from unless they have a problem, so our marketing department sends them a courtesy e-mail each month to remind them their automatic payment is complete," she said.

### **Learn how to get the most out of CM 15.2**

For questions on using the features mentioned in this article at your company, be sure to contact your Software Support Representative. She can help you with these features and many more.

To really rev up your use of Customer Master 15.2, we strongly encourage you to take advantage of the available online courses from our Training Team. Links to relevant courses are below. Please note, you will first need to log-in to MACC's Client Pages to access the course information and registration forms.

- What's New in Customer Master 15.2
- Bundles in Customer Master
- Notifications in Customer Master

You can also learn more about Customer Master 15.2 by visiting the product's home on the Client Pages.

# MACC Events: We're on the road again!

by Kristi Rounds, Creative Services Coordinator

As we do each spring, MACC is hitting the road to bring training and the latest news on our products and services to a town near you. Starting at the end of next month, our Midwest Road Shows will be in Kansas and Iowa. After that, we're heading west to the MACC Users Group in Seattle, Washington. Details and registration for both events are now available. It's important to remember each of these events is open to all MACC clients, regardless of where your company is located. Wherever you call home, we'll be happy to see you at any of our spring events.

## 2016 MACC Midwest Road Show

Complete details, and a form to register for the Road Show, are available on the event's website: [www.maccroadshows.com](http://www.maccroadshows.com)

This year's Midwest Road Show will make the following stops:

- Hays, Kansas on March 22
- Topeka, Kansas on March 23
- Cedar Rapids, Iowa on March 29 – new location!
- Des Moines, Iowa on March 30 – new location!

## What's on the agenda?

By attending the Road Show, you'll gain useful knowledge on the latest features in MACC's products and learn real-world tips to make your job easier each day. Road Show agenda topics include...

- Customer Master and Accounting Master Review
- Overview of features – CM Network Number Management/AM Financial Report/MACC Mobile
- AM/CM – Updates and Tips
- What's coming in Customer Master and Accounting Master 16.1

## 2016 MACC Users Group

This year's MACC Users Group is set for April 17th through the 21st at the Sheraton Seattle Hotel in Seattle, Washington. Complete details, and a form to register for the Users Group, are available on the event's website: [www.maccusersgroup.com](http://www.maccusersgroup.com). Like the Road Show, Users Group attendees will enhance their skills on our products and learn all the latest news from MACC.

The event is split into two parts, one for Customer Master and one for Accounting Master. This arrangement allows for more in-depth discussion on each product. Please note, attendees have the option to sign-up for sessions on either of the individual products or can attend both at a combined rate. A sampling of sessions and training are listed below.

- CM/AM Year-in-Review
- Preview of CM & CM 16.1
- Commissions Reporting
- SAM DR Plus
- 477 Reporting
- Developing a Marketing Campaign
- Receivables, Delinquents & Collections
- Reports in CM
- KUBRA
- CM and AM Interface Tips
- What's New in MACC Mobile – AM & CM
- AP Approval Processing
- Payroll/Budget
- Reports & Other AM Tips
- Financial Wizard & Viewer

## Questions about either event?

If you have any questions on the MACC Road Show or Users Group, please contact Kristi Rounds at 402-533-5184 or [krounds@maccnet.com](mailto:krounds@maccnet.com) or JoEllen Maras at 402.533.5117 or [jmaras@maccnet.com](mailto:jmaras@maccnet.com). We look forward to seeing you on the road!

# A good back-up is the best medicine for the Cryptowall virus

*by Steve Erlbacher, Technical Support Specialist*

The MACC Technical Support Team has seen an increase in the cases of the Cryptowall virus. With this trend in mind, I want to pass on more information on the virus and discuss the importance of server back-ups.

The fourth version of Cryptowall is now spreading and the bug has certainly become more difficult to recover from without a loss of data. This virus affects workstations and is most commonly spread by infected e-mails which closely resemble legitimate messages or websites. If Cryptowall makes it to your computer, it will begin a high-level encryption of your files and file names. The virus does this by reaching out to mapped drives and it commonly affects your home folder, plus Customer Master shared folders on the server. It leaves behind useless files that are just a jumble of letters and numbers. It may also change file extensions that determine what program is used to open the document. In this case, your computer may present you with a prompt that asks how to open your files as it doesn't recognize the extensions left by the virus.

The Cryptowall virus can be a major issue. In the majority of the cases we have seen to this point there has been little loss of data due to clients having a solid back up. Unfortunately, a few companies were not as lucky and have lost important data.

So what constitutes a solid back-up that can rescue your files if they're attacked by the Cryptowall virus? This can really depend on what data you have saved, but ideally it would mean a backup of the entire server. This back-up should include each user's files. Encouraging everyone to save files to the server is the best way to ensure important data can be recovered in case the Cryptowall virus strikes your company. In most instances, saving to the server is usually done through home folders. The bottom line is if a file is on the server and backed up, it can be recovered. When recovering from this virus, file recovery is the best solution.

Backups can be done in different ways depending on your needs. We encourage you to have a backup and ensure it is working daily. This includes changing your tapes daily and storing the tapes in a safe location.

To eliminate the hassle of tapes and be absolutely sure your company's files are safe, we strongly encourage you to consider our MACC Back-up Solution (MBUS). This cloud-based back-up service is completely automated and requires no work-effort on the part of your employees. If there is an emergency, like an attack of the Cryptowall virus, MBUS is guaranteed to restore access to your files within 24 hours.

For more information on the Cryptowall virus, and how MBUS can protect your company, please contact us at 402-533-5300 or [macctechn@maccnet.com](mailto:macctechn@maccnet.com).