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Billing Info

February's transmit day for first of the month billing is Tuesday, January 24th.

MACC Events

Save the Date!
2017 Midwest Road Shows

Topeka, KS - March 15
Hays, KS - March 16
Cedar Rapids, IA - March 21
Des Moines, IA - March 22

2017 MACC Users Group

April 17 - 20
Chandler, Arizona

Trivia Winner

Congratulations to Lightbound's Jane Young who won this month's MACC Trivia Challenge Contest!

Look for MACC Updates for more chances to win.

Welcome aboard
Union Springs Telephone Company

The Union Springs Telephone Company has joined the MACC family of clients after the recent completion of its conversion to our platform. The Alabama-based company is using MACC's BSS/OSS solution for billing, customer care, and facilities management.

Since its founding in 1955, Union Springs Telephone Company has been progressive in the use of technology to deliver the services its community needs. It was among the first independent telephone companies in the country to deliver all of its services via fiber. Today, Union Springs Telephone Company serves 900 square miles in Bullock, Pike, Barbour, and Macon counties in Alabama with telephone, internet, and cable television services.

Ray Wasden, Union Springs Telephone Company's General Manager, said the company was drawn to MACC's products due to their ease of use, the functionality they deliver and the available customer support.

> **"A telephone company's billing and accounting records are at the core of its business. We needed a BSS/OSS solution that provides easy retrieval of these records to be responsive to our customers and regulators," Wasden said. "After spending a great deal of time evaluating vendors, we found that MACC could meet our requirements."**

In terms of the conversion process, he said MACC provided very detailed training and his project manager stayed in constant contact to ensure the process moved forward successfully.

"If we had questions during the conversion, they were answered quickly," Wasden said. "Plus, the conversion team stayed in contact with us during the first billing process to make sure everything was working correctly."

"Union Springs Telephone Company has been great to work with and we are honored to welcome them as among the newest members of our client family," said Craig Aman, MACC's President and CEO. "We are looking forward to serving the company and partnering with them to help ensure their continued success."

Featured MACC employee for January

January's featured employee is Steve Erlbacher.

As a Technical Support Specialist II he often travels to our clients' offices to install new workstations and servers. When he's back at MACC, Steve provides technical support on these devices, helps clients with networking issues and generally helps with any other technical questions that arise.

Q. When did you start at MACC
A. January 2015

Q. What's your favorite part of your job?
A. I enjoy the variety of the work and the challenges that it brings. If it's too easy, I will end up bored. I also enjoy talking to and working with our clients.

Q. Can you please tell us about your family?
A. I have a wife and a daughter. My wife, Kaylee, and I have been married for five years. Our daughter, Madison, just turned one. She certainly keeps things interesting for us.

Q. What do you do for fun in your free time?
A. I enjoy spending time with my family, fishing, camping, going to races, anything motorsports related and working on/restoring cars.

Q. If you could travel anywhere to spend a week on vacation, where would it be?
A. Daytona for Speed Weeks, the Daytona 500 or a tropical island.

Q. What's the best career advice you've ever received?
A. Following your passion probably won't get you anywhere, but being passionate while doing whatever it is you are doing can take you a long ways.

Q. What's your favorite quote?
A. "Life should not be a journey to the grave with the intention of arriving safely in a pretty and well preserved body, but rather to skid in broadside in a cloud of smoke, thoroughly used up, totally worn out, and loudly proclaiming "Wow! What a Ride!"- Hunter S. Thompson

Q. The one person I've always wanted to meet?
A. This would include meeting him, so it would be Jay Leno with a tour of his car collection.

Save the date for the Midwest Road Shows

by Kristi Rounds, Creative Services Coordinator

Make plans now to attend the 2017 Midwest Road Shows to ensure you're always on key with MACC products!

This year's Road Shows will be playing in a town near you:

- Hays, Kansas on March 14
- Topeka, Kansas on March 15
- Cedar Rapids, Iowa on March 21
- Des Moines, Iowa on March 22

Below are some of the potential topics we're exploring for this year's Road Shows

- Bits & Pieces
- AM & CM Year in Review
- Billing Reports and Billing Options

Registration will be open soon!
Watch your email and future editions of the MACC eMessage for more details!

If you have any questions on the 2017 Road Shows, contact Kristi Rounds at KRounds@maccnet.com

RECIPE OF THE MONTH

Lori's Cheesy Potatoes

2 cups Velveeta, cubed into pieces
1/2 cup (1 stick) butter
1 tsp. salt
8 oz. sour cream
1 can cream of chicken soup
1 cup of milk
1 bag of Lynden Farms hash browns

Preheat oven to 350 degrees.
Melt Velveeta, butter, salt, sour cream, milk, and soup in a glass 9x13 pan for approximately 20 minutes until totally melted. Stir occasionally. Then add in hash browns and stir together to evenly distribute the cheese mixture. Bake for another 30 minutes to 45 minutes until done.
Topping (optional)
2 cups cornflakes, crushed
¼ cup of butter, melted.
Crush cornflakes in a plastic ziplock bag and add butter. Then toss them together. Add to potatoes towards the end of baking (20 to 15 minutes).

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.

MACC's products evolve to meet your needs

by Lori Bayne, Customer Master Product Owner

2016 was a busy year for regulatory changes in the telecommunication industry and 2017 is looking to be no different. With all the changes in the air, now is a great time to give you a recap of what MACC's Product Development Team has done to meet your company's regulatory needs for the past year and what's on the agenda for 2017.

Enhancements for NLAD
As I'm sure you're aware, a significant change occurred within the Lifeline program as support is now available for broadband access along with traditional local telephone service. This new option within the Lifeline program was accompanied by new reporting obligations for your company. Changes in Customer Master were needed to meet these obligations.

The needed programming requirements from USAC arrived just a few weeks before the implementation deadline and in the midst of the release of Customer Master 16.2. MACC quickly developed options your company could utilize within Customer Master to fulfill your NLAD obligations and provided instructions via an e-mail in November. Complete details are available as a Customer Master Addendum posted to MACC's Client Pages.

Enhancements for Form 477
The FCC announced a new category (43, Cable Modem – DOCSIS 3.1) for its Form 477 report. The announcement was part of the FCC's December 31st filing. MACC made a change within Customer Master to accommodate this category. If your company needs to use it, be sure to contact your Customer Master Software Support Representative. She will be able to apply the needed update to make the category available within your database.

Coming enhancements for USAC's HUBB Portal
If your company plans to participate in the modernized Connect America program, it will need to file deployment data through USAC's High Cost Universal Broadband (HUBB) portal. Information needed by the HUBB portal includes the precise location (using latitude and longitude) of where your company is planning to deploy high-speed broadband services. Some of the needed information is found within Customer Master.

According to the USAC website, the HUBB portal will be available in "early 2017." As we learn more about its requirements, you can be assured we'll provide options your company can use to get the information you need in a timely matter.

If you have any questions about the actions we have taken regarding new regulatory requirements, please contact your MACC Client Relations Manager or Account Manager.

Get a great start to 2017!

by Julie Riecken, Training Support Manager and Cindy Webster, Software Support Manager

Happy New Year! Whether you use Customer Master, Accounting Master, or both, we compiled a great set of information to help you start 2017 off on the right foot.

Customizing Customer Master
Many of you attended the Customizing Customer Master course at MACC's Billing and Technology Conference. We've since added that course to our menu of web training courses. During this session, we will instruct you in adding information to the Ribbons, Service Order and Inquiry options, Custom Grid Reports, and more. To register, visit this page on our Client Pages.

Here is another Customer Master (and Accounting Master) tip
Several years ago, MACC introduced an option to review disconnected accounts with credit balances, and prepare those accounts for refund checks to be processed. This option is available either by using Customer Master and Accounting Master, or by using Customer Master only. The system will check for credit accounts disconnected over a specified number of days in the past. It will review those accounts and disqualify any accounts with write offs, security deposits, pending OCCs or service orders, and more. Once the list of qualifying customers is available, the user can decide which accounts to process. Debit OCCs to bring the account to a zero balance are automatically generated. If you use Accounting Master, the information is sent over to accounts payable for checks to be printed. The account details are also sent to Accounting Master so there's no need to re-enter names and addresses. This tool can be used in Customer Master alone (to perform the research and create the OCCs) or in combination with Accounting Master (to write the checks).

Putting this feature to work can be a real time-saver. In a recent example, implementing this process saved one company more than 24 hours of work effort each month. That's time their office staff can work on other things such as upselling new services to customers. The other advantage is the tool nearly eliminates the possibility of human error. If you are interested in learning more about this topic, sign up for the Customer Master Refund Interface web training course on the Client Pages.

Accounting Master Year-End
We have created documentation to help walk you through year-end processes. This documentation will assist with Creating the New Fiscal Year, Benefit Reset, Employee Deduction Rate Changes, Year-End Close, etc.

2017 tax tables
New Tax Tables were released for Idaho, Kentucky, Maine, Minnesota, Nebraska, New Mexico, New York, North Carolina, Oklahoma, South Carolina and the federal government. These tables are available on MACC's Client Pages.

Aatrix tax processing support
The 2016 Tax Forms became available in Aatrix on December 12th. In addition to MACC's Accounting Master Software Support Representatives, Aatrix representatives will also be available to answer your Aatrix Wizard questions. They can be contacted by phone at 701-746-6017 or by e-mail at support@aatrix.com.

Accounting Master Questions? We're here to help
In **January**, the Accounting Master Software Support Team is available Monday through Thursday from 7:00 a.m. to 6:00 p.m. and Friday 7:00 a.m. to 5:00 p.m. Central Time. We can be reached at 402-533-5335 or MACCaccountingreps@maccnet.com.

Please keep in mind we expect our call and e-mail volume to pick up throughout the month of January. While we try our very best to answer phone calls and e-mails immediately, there may be times you need to leave us a message. By providing as much information as possible in either a voice mail or an e-mail, you will help us better prepare to give you an accurate and thorough answer. We appreciate your business and patience during this busy season.

Postage rates will change this month

by Steve Wolff, Billing Operations Supervisor

The U.S. Postal Service is changing its postage rates later this month. Effective January 22nd, the following rates will take effect.

Weight Not Over (oz)	Automation			Machinable	Full Postage
	5-digit	3-digit	Mixed AADC	Presorted	Letters
1	$0.373	$0.403	$0.423	$0.46	$0.490
2	$0.373	$0.403	$0.423	$0.46	$0.490

The majority of statements mailed from MACC fall into the automated one or two ounce categories. For questions regarding the new postage rates, please send an e-mail to swolff@maccnet.com.

MACC features can reduce your postage expense
If you're looking for ways to reduce your company's postage expense, MACC offers two alternatives to mailed statements. First, we have eBill which provides your customers with complete online access to their account. Statements can be sent to enrolled customers via e-mail to reduce the number of mailed statements and payments can be made using several electronic options. If your company already has eBill, make sure you're promoting the service's use. The benefits of eBill are only limited by the number of customers using it. Your MACC Client Relations Manager or Account Manager can answer any eBill related questions.

A second option, which is included at no extra charge within Customer Master, is the ability to e-mail statements to customers directly from the program. To use this feature only requires a customer's e-mail address and permission to send statements via e-mail. For assistance utilizing the bill via e-mail feature, contact your MACC Software Support Representative.

Featured Web Training

We recently updated our web training options for MACC Mobile. These courses can show you how to take full advantage of all the features and benefits of the MACC Mobile product. Links to course details and registration can be found on the MACC Client Pages.