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Billing Info

August's transmit day for the first of the month billing is July 22nd.

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 PC Telcom's Carol Krumm who won this month's MACC Trivia Challenge Contest.

Look for MACC updates for more chances to win.

Score BIG and register NOW for the 2016 MBTC!

by JoEllen Maras, Creative Services Assistant



September is just around the corner and you don't want to miss out on this year's conference! Full details and our registration form can be found on the MBTC website: www.maccmbtc.com

Advance your MACC playbook when you sign up for paid training!

We are again offering all-inclusive paid training on Day 1 and Day 3 of the conference. Take as many training classes you'd like for only \$139...that's an \$800 value!

Here is a play-by-play of what's available:

Contract Management:

Contract Management is a valuable feature used to track contract and agreement information on accounts. You will learn how to create, print, and track contracts for new and existing customers. You'll also be able to edit your customizable contract verbiage, attach an electronic signature, and be alerted when a contract account is about to be disconnected.

Financial Report – New Format:

During this session we will demonstrate how to set up and maintain your financial reports including income statement, balance sheet, and consolidated report formats using the Financial Wizard. If you are responsible for these reports, you don't want to miss this valuable information!

Coach the Coach:

If you are an office manager, team leader, administrator or anyone interested in process improvements and efficiencies, this session is for you! This session will focus on what you need to know to make your office's Customer Master team work as efficiently as possible. We'll talk about the many options available in Customer Master to streamline your processes.

AM/CM Interface:

So many companies use the AM/CM interface now – and we've learned many valuable tips. We'll review some useful ideas for effective use of the AM/CM interface during this session.

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Featured MACC employee for July

Carolyn Young is MACC's featured employee for July. If you are a Customer Master user who has called in for assistance, there is a good chance you have visited with Carolyn in her role as a Software Support Representative II.



Q. When did you start at MACC?

A. November 1, 1992 was my first day at MACC.

Q. What is your favorite part of your job?

A. I enjoy visiting with the companies I support and assisting them with their questions. Also, I can't forget my co-workers.

Q. Can you please tell us about your family?

A. I have been married almost 31 years to my husband, Jeff. We have two adult children, Keenan and Emma. Last December our first grandchild was born, a wonderful granddaughter named Ellison Marie.

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

A. Mostly it's being a grandma and spending time with Ellie, but I also love to walk, practice yoga, and I'm an avid college football fan. The Huskers are my favorite of course-GO BIG RED!

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

A. It would be on a beach with my toes in the sand.

Q. What's your favorite quote?

A. Never allow someone to be your priority when you are merely their option.

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

A. Tootsie Rolls! I have been known to take them from little children.

Tender Shredded Beef

- 1 Chuck or Rump Roast (approximately 3 pounds)
- 2 Tablespoons Olive Oil
- 1 Tablespoon Honey Wine Vinegar (Apple cider vinegar can be used)
- 2 Tablespoons Kosher Salt

In a small bowl, whisk together the olive oil and vinegar. Stab the roast 2 or 3 times per side with a sharp knife. Rub the oil mixture all over the meat, massaging it in. Sprinkle with salt and run it all over the meat. Place in a slow cooker for 8 hours on low. Serve immediately with leftover juices from the slow cooker.

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.

Success Story: Making a change for the better with help from MACC

Change can be good. In the case of La Jicarita Rural Telephone Cooperative (La Jicarita), the change was a restructuring of the information in the database that powers the company. The new structure resulted in greater convenience and efficiency for La Jicarita's employees as they serve the company's customer base in Mora County, New Mexico.

La Jicarita's Glenda Olivas coordinated the project and said the change was needed to make it easier to assist customers who had Internet and telephone service. Additionally, before the restructuring, the company sent separate statements to each customer for telephone and Internet services. With these issues in mind, the company knew it needed to make a change.

"Once we decided to go forward, it went quickly," Olivas said. "The entire process took about four months."

This type of project requires effort by clients and MACC associates. There were three La Jicarita employees assigned to the project. MACC associates helped at La Jicarita's office and remotely from our headquarters in Blair, Nebraska.

"The MACC Team was very informative and kept us updated weekly," she said. "They worked with our staff on clean-ups and answered all of our questions promptly."

The project was completed in May. Olivas said all of the information regarding an account is now easily accessible during customer interactions. The project also gave La Jicarita's outside plant technicians more access to customer information on trouble tickets and service orders.

The data restructuring project wasn't the only change for La Jicarita. The company also switched to MACC's latest bill format. Olivas said the bill format change resulted in a statement that is easier to read by both customers and La Jicarita's employees.

Time for a change?

Need some changes at your company? There are a wide variety of options available from MACC to make your job easier and company more efficient. For a complete review of how MACC can help, be sure to contact your Client Relations Manager or Account Manager. For companies looking to enhance how they use MACC's products, Olivas offered some good advice.

"If any company is looking to do a project like ours, La Jicarita would highly recommend that you move forward as soon as possible," she said.

About La Jicarita

La Jicarita is based in Mora, New Mexico and recently celebrated 50 years of service to the residents of Mora County. The company serves two exchanges, Mora and Wagon Mound, and has approximately 1,580 members. La Jicarita has a subsidiary company named Northern New Mexico Telecom which handles all of its non-regulated services such as high speed Internet and broadband services. It provides wireless services through Mora Valley Wireless which is a partner with the CHOICE Wireless network, managed by Commnet Wireless.

Register now for 2016 MBTC...

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Scheduler for Service Orders and Trouble Tickets:

The Scheduler is quickly becoming one of the most popular tools available in Customer Master. During this presentation, you'll be trained on how to schedule appointments for both Service Orders and Trouble Tickets. We'll also discuss how this information flows to MACC Mobile.

Everyday Balancing of Inventory:

Balancing is such an important step in managing your Accounting Master Inventory. During this session, we will train you on the best methods to balance your inventory on a regular basis so you can feel confident with your current inventory data.

Budgeting in Accounting Master:

During this session we will take an in-depth look at various functionalities and reporting features of the budget module. You'll learn how departments and budget categories can be incorporated for more extensive tracking. We'll also discuss tracking budget at the suffix level. A review of budget reports is also included in this session.

Space is limited – so register early!

Paid training can be registered for at the same time you register for the conference OR you can register separately by visiting this link: www.maccmbtc.com/training

Don't forget...take full advantage of this great deal and sign-up for as MANY classes as you'd like. Feel free to add classes to your registration at any time leading up to the conference by simply using the Paid Training registration form.

In addition to paid training, we have a full schedule of complimentary training and informative breakout sessions to keep you busy each day. A full schedule and complete course descriptions are available on the MBTC website.

Don't forget to pack your favorite team wear, as it's never all work and no play at the MBTC! Come ready to network with your peers, enjoy great food and a little bit of MAGIC! We look forward to seeing you in September!



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

Five things to know about upgrading to Windows 10

by MACC's Technical Support Team

Windows 10 is currently available as a free upgrade for most systems. With the deadline quickly approaching, we thought we'd share a few tips to help ensure your upgrade goes as smoothly as possible. If you are considering making the move to Windows 10, don't delay! The free upgrade offer ends July 29th.

1. Run the Windows 10 upgrade advisor

Doing an in-place upgrade has its pros and cons. Even though Microsoft claims that software running on Windows 7 or Windows 8.1 will run on Windows 10, there will be exceptions to the rule. The same can be said about hardware, too. Remember that Windows 10 will only come with generic drivers for a good portion of available hardware. Running the upgrade advisor will tell you what issues you may have so you can find a fix prior to performing the upgrade. Download any hardware specific drivers that you will need and save them to a flash drive or network folder before you begin.

2. Create another user on your PC with Administrator rights

By default, Windows 10 will disable the Local Computer Administrator account, and if you are using that account as your login, you will be left with no way to access your PC.

3. Uninstall or disable your antivirus software

Some antivirus software will require a new version to work with Windows 10. Download and reinstall the new version after the upgrade is complete.

4. Uninstall unnecessary or outdated software

Not only will this free up disk space, but it will also help to minimize conflicts during the upgrade.

5. Backup your files and folders

While the upgrade allows you to keep all your files, it is a good idea to have them backed up in case something goes wrong. Most pertinent files will be located in the default locations like Desktop, Downloads, Documents, Music, Video, Pictures, etc.

If all else fails, roll back.

Upgrades to Windows 10 are able to be rolled back for 30 days after the upgrade. To restore the previous version of Windows, go to Settings > Update & security > Recovery. This will keep your personal files, but will remove the apps and drivers that were installed after the upgrade.

To roll back, you'll need to:

- Ensure the windows.old and \$windows.~bt folders remain in place after the upgrade.
- Remove any user accounts that were added after the upgrade.
- Know the password used to sign in before the upgrade (if you used one).
- Have the USB drive used to upgrade to Windows 10 (if you used one).

Note: If you go back to Windows 8.1, some apps that came with Windows, like Mail and People, might not work anymore. To fix, simply reinstall them from the Store.

Remember: MACC Technical Support is here to help answer your questions before, during, or after your upgrade. Your Tech Support team can help with planning and implementing this upgrade as well. Feel free to contact us at 402-533-5300 or macctechns@macnet.com with any questions or concerns that you may have. We look forward to working with you!

Utilizing Accounting Master's financial report tools

by Mary White, Accounting Master Product Owner

Financial reporting is an integral part of running a business. Financial tools such as the Financial Report Wizard and the Financial Report Viewer are designed to accommodate the flexibility needed to generate detailed and accurate Balance Sheets, Income Statements, and other customizable financial reports critical to the operation of your company.

As MACC fully transitions from the outdated Financial Report Code and Report Format screens to the Financial Report Wizard and Viewer, you will experience the following benefits while creating, maintaining, and reporting financials within the Accounting Master system.

- Create consolidated reports across companies.
- Generate data on a single period, multiple months, or 12 rolling months.
- Create a financial at any point during the month using the Estimated Financial feature – no need to close the period first.
- Easily consolidate multiple months and/or multiple companies using the Show Totals option. Report the total column before the detail, after the detail, or without the detail.
- Select from 20 plus categories to display on your report including; current period, YTD, previous year, budget, and percentage based comparisons to name a few.
- Create and display elimination entries for consolidated reporting.
- Display financial results from a grid with an unlimited number of data columns.
- Drill-down from financial total, to GL account balance, to GL account detail, to the source of the transaction.
- Chart your financial results using the chart customization tool. Results can be displayed at both the Total and/or Subtotal level of your financial report.
- Display financial results on a printed report that resizes to fit the amount of data columns selected for print. Up to 13 columns of data can be viewed on a single printed report.
- Choose to print on legal size paper when applicable.
- Print your company logo on the statement.
- Create and save custom report criteria for repeat reporting at a later time.
- Create financial reports at the suffix (expense matrix) level of an account. \
- Customize the display of the report using bold, underline, double underline, indent, or color options.
- Retain ranges of accounts (suffixes) while creating your format so when future accounts are added to your chart of accounts they will automatically be inserted into all applicable reports.
- Assign specific database users access to a statement format.

As a reminder, the Financial Report Format and Financial Report Code screens will no longer be available in the system after the 16.2 release of Accounting Master (October 2016). MACC will only support the financial reporting features provided with 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