In this issue...

Technical Information
Featured Employee
Software Update
Billing Information
Featured Recipe

Billing Info

December's transmit day for first of the month billing is November 22nd.

Thanksgiving Support Hours

MACC will be closed in observance of Thanksgiving on Thursday, November 23rd. Regular support hours will be available Wednesday, November 22nd and Friday, November 24th.

MACC Announcements

MACC will be conducting network maintenance on Sunday, November 12th from 10:00 a.m. to 3:00 p.m. (Central) on Sunday, October 8th, our technicians will conduct maintenance on our network. During this time, web-based services from MACC may be unavailable. This affects MSaaS and all MACC websites (Web Reporting, TMS, FTP, etc.) as well as online access to customer statements.

Cybersecurity 2.0 *by MACC's Technical Support Team*

At MACC we are always striving to do more to keep your CPNI (Customer Proprietary Network Information) secure. One way we are doing this is through the use of File Transfer Protocol with SSL Security or FTPS. FTPS uses SSL encryption to encode the data during transmission, similar to what HTTPS does for secure websites.

Now what does this mean for you? It's an added layer of security! Not only is your data transmitted securely through the use of a unique username and password, with FTPS, your data is encrypted during the transfer.

FTPS is already in place for many of you, but we are working to put it in place for everyone. Your MACC Tech Support Team will be reaching out to you to ensure that your system is using FTPS and, if not, we will work with you to get it implemented.

Speaking of encryption, did you know Customer Master and Accounting Master have over 50 encrypted fields to enhance data security? Some examples of encrypted data include social security numbers, driver's license numbers, and bank account information. The fields we've encrypted use sophisticated technology to protect your sensitive data from external threats and ensure only the appropriate members of your company's team have access.

We maintain lists of encrypted fields for both Customer Master and Accounting Master on MACC's Client Pages. These lists are available in each product's section of our page for MACC fact sheets. If you have any trouble accessing the page, please don't hesitate to ask for help.

If you need assistance configuring your security settings in Customer Master to limit which employees have access to sensitive data, please contact your Software Support Representative. Your representative will be happy to help and is the best source of information on this important topic.

We take data security very seriously at MACC and are committed to offering our best to help you strengthen your defenses. If you have any questions or if there is anything we can do for you, please don't hesitate to contact your MACC Tech Support Team and we will be happy to help! We can be reached at 402-533-5300 or via email at macctechs@maccnet.com.

Featured MACC employee for November

Greg Simpson is MACC's featured employee for November. He is MACC's Technology Services Manager. The team he manages is primarily responsible for the installation and support of the hardware and technology that MACC uses for day-to-day operations. It also provides hardware services and technical support to customers.

His team supports a broad range of technologies including our hosted MSaaS environment, virtualization, networking, firewalls, storage, backups, SQL, workstations, and much more. The team has over 200 years of combined experience in providing service and support to MACC and our customers.

Q. When did you start at MACC?
A. March 2007

Q. What's your favorite part of your job?
A. I enjoy taking on the many challenges that present themselves from day-to-day. I also enjoy collaborating with my team to find solutions and new technologies that both solve a need and make a better experience for MACC and our customers.

Q. Can you please tell us about your family?
A. I am a single dad raising three daughters. My oldest daughter, Ryan, is a senior at Central High School. Reagan is 11 and is an official middle schooler. Emery is 8 years old. We also have a poodle named Lila, which is basically like having another child!

Q. What do you do for fun in your free time?
A. As a dad… taking adventure walks on various trails or parks around town, spending an afternoon wandering around downtown, finding a fun place to eat, playing games at home or watching a movie. As a grownup… checking out local bands around town, having a craft cocktail with friends, and going on casual bicycle rides.

Q. If you could travel anywhere to spend a week on vacation, where would it be?
A. Right about now, I think Hawaii would be nice!

Q. What's the best career advice you've ever received?
A. The people who are most successful are those who are doing what they love.

Q. What's your favorite quote?
A. I read an article one time about a teenage girl who had been born with a crippling disease and was going to attend her first prom. Her life was more difficult than most of us could imagine but she was so excited and determined not to let her circumstances hold her back. In the middle of the article, in large letters, it simply read: Drop the complaints. Live with more urgency.

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

2018 Bill Transmit Schedule is now available

by Steve Wolff, Billing Operations Supervisor

The suggested 2018 bill transmit schedule for first of the month billing companies is now available on MACC's Client Pages.

As a reminder, if your company plans to have a bill insert, please notify MACC's Creative Services Team 10 days in advance of the transmit date if you'd like MACC to produce the document. If you'll be shipping inserts from your office or another vendor, we ask that they are delivered to MACC within five business days from your transmit date.

If you have any questions on the 2018 schedule, please contact me at 402-533-5249 or swolff@maccnet.com.

Ready for some fall plant cleanup?

by Julie Riecken, MACC's Training Support Manager

Managing plant efficiently and correctly within Customer Master has many benefits. For many companies, plant records are as important as their USP codes in their overall business perspective.

Unfortunately, over the course of time, companies may have some messy plant records within Customer Master if they are not regularly maintained and monitored. One question often asked in regards to correcting these issues is "Where do I begin?" Fortunately, MACC offers a Plant Cleanup Options web training course to get you started.

There are numerous benefits to keeping good records. Plant plays a vital role in the ever-popular auto-provisioning process, along with mapping interfaces. Being able to quickly

generate subscriber records or plant associations is only accomplished with properly maintained plant data. There are also tools within Customer Master, such as the Trouble Ticket Mass Outage, that are much more difficult to utilize when records and data have issues.

Finally, having accurate plant records leads to increased customer satisfaction and improved office efficiency. So, taking time to perform a complete plant cleanup is definitely worth the effort!

If you are interested in learning more about plant cleanup, please register for our Plant Cleanup Options web training course.

AccessMart can help with year-end reporting

by Bob Boettcher, CABS Manager

Are you required to create year-end reports? Remember, AccessMart can help you. AccessMart is MACC's web-based revenue assurance and reporting tool. It can generate annual reports on minutes of use by carrier, revenue and usage by jurisdiction, and much, much more in just minutes.

If you don't already have your login information to use AccessMart, it is easy to request. You can submit a username and password request in just seconds using the online form located on the Client Pages of the MACC website at www.maccnet.com, by contacting our MACC CABS AccessMart team via email at MACCCABSAccessMart@maccnet.com or by phone at 402-533-5368.

If you already have your login information, but find you need some assistance creating the reports or using AccessMart, our MACC CABS AccessMart team will be happy to help you with that as well.

Save time and effort and let AccessMart do the work for you this year!

A new version of TMS is now available

A new version of the eMACC Time Management System (TMS) is available this month. Users will find TMS to be even more adept at adjusting to all devices. Whether you use a smart phone, tablet, or desktop computer, TMS will be even easier to use in the office or in the field.

Additional functionality we've enhanced with this version of TMS includes…

• Employee preferences
• Time entry
• Labor verification
• Plus more!

To see complete details on the improvements MACC has added to TMS, visit this link: http://maccnet.com/emacc-products/time-management-system-enhancements/

Please note, Client Page access is needed to view the document.

Not using TMS?
This powerful product makes payroll and other human resource related tasks easier for employees and managers by creating a web-based portal into Accounting Master. For more information, please contact your MACC Client Relations Manager or Account Manager.

MACC Trivia Winner

Congratulations to **Tammy Horst** from River Valley Telecommunications Cooperative for winning October's MACC Trivia Challenge Contest. Look for MACC Updates for more chances to win!

Glazed Apple Crumb Muffins

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

Crumb Topping Mixture
  1/3 cup packed light brown sugar
  1 tablespoon granulated sugar
  1 teaspoon ground cinnamon
  1/2 cup unsalted butter, melted
  2/3 cup all-purpose flour

Muffin Mixture
  ½ cup unsalted butter, softened
  ½ cup packed brown sugar
  ½ cup granulated sugar
  2 large eggs
  ½ cup vanilla yogurt
  2 teaspoons vanilla extract
  1 ¾ cups all-purpose flour
  1 teaspoon baking soda
  1 teaspoon baking powder
  1 teaspoon cinnamon
  ½ teaspoon salt
  ½ cup milk
  1 ½ cups peeled and diced apples (approximately 2 small apples)

Glaze Mixture
  1 cup of powdered sugar
  3 tablespoons heavy cream or milk
  ½ teaspoon vanilla extract

Preheat oven to 425°. Use cupcake liners or cooking spray to grease a 12-count muffin tin. Depending on how full you fill them, you might need a second pan for up to 14 total muffins. Set pans aside while making batter.

Instructions for Crumb Topping Mixture
In a medium bowl, combine both sugars, cinnamon, and melted butter. Using a rubber scraper, stir in the flour. The crumb topping will be thick and crumbly. Set aside.

Instructions for Muffin Batter
Using a mixer, beat the butter and both sugars together on high speed until smooth and creamy, about two minutes. Scrape down the sides and bottom of the bowl as needed. Add eggs, yogurt, and vanilla extract. Beat on medium speed for one minute, then turn up to high speed until mixture is combined. Scrape down sides of the mixing bowl as needed.

Combine flour, baking soda, baking powder, cinnamon, and salt together in a medium bowl. Pour dry ingredients into the wet ingredients. Add the milk and mix on low speed until everything is combined. Fold apples into the batter.

Spoon the batter evenly into each muffin cup or cupcake liner, filling each all the way to the top. You might want to crumb the topping in your hand to make larger chunks before placing on top of the muffin batter. Place a couple spoonfuls of the crumb topping onto the top of each.

Bake for five minutes at 425 degrees and then lower the temperature to 350 degrees, while keeping the muffins in the over for an additional 15-17 minutes. Muffins are done when you insert a toothpick in the center and it comes out clean. Cool on a wire rack and drizzle with glaze while still warm.

Glaze Instructions
Make glaze by whisking all the glaze ingredients together and drizzle over warm muffins. Muffins will stay fresh at room temperature for a few days. Then transfer into the refrigerator for up to 1 week.