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### **Billing Info**

November's transmit day for the first of the month billing is October 24th

### **Web Training**

We recently updated our 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. Details can be found on MACC Client Pages.

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### **Trivia Winner**

Congratulations to **Wiggins Telephone Association's Andrea Vigil** who won this month's MACC Trivia Challenge Contest.

Look for MACC updates for more chances to win.

## **Version 16.2 of MACC's Products is now available**

Version 16.2 is the latest edition of Customer Master and Accounting Master. Checkout highlights of this edition, each product's Update Letter, and links to online training that can help you get the most out of Customer Master and Accounting Master 16.2.

Complete information on CM 16.2 and AM 16.2 can be found on MACC's Client pages. Please contact your Software Support Representative if you need help logging in.

## **Thanks for teaming up with us this year!**

*by JoEllen Maras, Creative Services Designer*

Thank you for attending the 2016 MBTC. Each year we look forward to seeing old friends and making new ones. We hope all of you went home with lots of great information and new ideas to implement in your offices.

### **Evaluations**

Thank you for taking the time to fill out our conference and training evaluations. We value your feedback and are always looking for ways to improve your MBTC experience.

### **Presentations**

As a reminder, presentations from this year's sessions are available on MACC's Client Pages. You will need your log-in information to view the presentations. Please contact your Software Support Representative if you need help logging-in.

### **Save the date**

Next year's MBTC is scheduled for September 6-8 and September 11-13 and will again be located at the Embassy Suites in the Old Market area of Omaha, Nebraska. We look forward to seeing you in 2017

## Featured MACC employee for October



**Jill Arthur is this month's featured employee.**

"As Senior Client Relations Manager it is my pleasure to be able to work with all the MACC customers in my territory to assure that they have everything they need to keep their billing services running smoothly. I enjoy working on large integration and provisioning projects while thinking "outside the box" for solutions."

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

A. June of 2003

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

A. I have been married for 38 years in December to David Arthur. Our "blended" family consists of my son, Chris, and his wife, Teija, who currently reside in Finland, our daughter, Elizabeth, who works for the University of Nebraska- Lincoln and our son, Billy, and his wife, Stephanie, who have blessed us with three grandchildren: Katelyn, Jake and Tommy.

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

A. I enjoy spending time with my family, especially my grandchildren. I also love to work in the garden including canning and preserving for the winter all that I grow. I love art, welding, cooking and reading as well.

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

A. If I could take my whole family with me it would have to be to an island in the south pacific to just lay on the beach and listen to the ocean. If it was just me it would be a trip to Finland to see my son and his wife.

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

A. "I want to stand as close to the edge as I can without going over. Out on the edge you see all the kinds of things you can't see from the center." Kurt Vonnegut

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

A. My maternal grandmother, Susan Elizabeth Sykes, who passed away before I was born.

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

A. Sushi

## Accounting Master Announcement

As a reminder, the Financial Report Generator will no longer be available in Accounting Master after the release of version 16.2. MACC will only support the financial reporting features provided with the Financial Report Wizard and Financial Report Viewer. The existing Financial Reports that are created in the Financial Report Generator will need to be re-created manually in 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. We also offer a training session that assists with creating the Financial Reports in the Financial Report Wizard and Viewer. For details, please visit our Client Pages

## Caramel Pecan Brownies

1-1/2 c. coarsely chopped pecans  
1 (4 oz) unsweetened chocolate baking bar, chopped  
3/4 c. butter  
2 cups granulated sugar  
2 large eggs  
1 c. all purpose flour  
1 cup firmly packed dark brown sugar  
1/2 c. whole milk  
2 Tbsp. butter  
1/2 tsp. salt  
1-1/2 cups powdered sugar  
1/2 tsp. vanilla extract

Preheat oven to 350 degrees. Bake pecans in a single layer in a shallow pan 6 to 8 minutes or until lightly toasted and fragrant.

Microwave chocolate and 3/4 cup butter in a large microwave-safe bowl on high for 1 to 2 minutes or until melted and smooth, stirring at 30 second intervals. Whisk in sugar and eggs until well blended. Stir in flour.

Spread batter into a greased 13x9 inch pan.

Bake at 350 degrees for 25 to 30 minutes or until a wooden pick inserted in center comes out with a few moist crumbs. Let cool 1 hour on a wire rack.

Combine brown sugar, milk, 2 Tablespoons butter, and salt in a large saucepan; bring to a boil over medium-high heat, stirring occasionally.

Reduce heat to medium-low, and simmer, stirring occasionally, 5 minutes or until slightly thickened. Remove from heat. Let stand 5 minutes. Beat in powdered sugar and vanilla at medium speed with an electric mixer until smooth. Pour over brownies, spreading to edges; sprinkle with toasted pecans.

Let cool 30 minutes. Cut into squares.

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](mailto:rthompson@maccnet.com).

# Software Update:

## 2016 Accounting Master Tax Form Processing Options

*by Payton Shaw, Accounting Master Software Support*

With another tax season quickly approaching, the Accounting Master Software Support Team is working hard to prepare. A form on the Client Pages is now available to notify us of your 2016 tax form processing plans. Whether you need anything from us or not, we still need to hear from you, just to ensure we have the means available to promptly assist you with your tax form processing needs.

### Available options

The options below are available thanks to the integration with Aatrix and Accounting Master. This integration provides three processing options for your W-2s, W-3s, and 1099s.

- **Complete Service** – The Complete Service option allows you to work smarter, not harder, by printing, mailing, and filing your forms for you. You simply submit your data through the step-by-step wizard within Accounting Master. Once complete, Aatrix takes care of the rest. No running to the printer, tearing apart perforated pages, or stuffing envelopes. Plus, postage is included!
- **MACC Complete Service** – If you'd prefer, you can sign up for the MACC Complete Service, where we'll submit your information to Aatrix on your behalf, through your Accounting Master database.
- **Self-printing and filing** – If printing and filing your own forms, the 2016 tax form ordering deadline is October 31st.

### Tutorials are available

To help you complete your tax form processing with Accounting Master and Aatrix, we've created two "MACC Minute" tutorials. These tutorials are available on our Client Pages.

### We're here to help

If you have any questions about this information, or processing your tax forms with Accounting Master, please don't hesitate to contact us as we're here to help.

The Accounting Master Support Team can be reached at 402-533-5335 or [MACCaccountingreps@maccnet.com](mailto:MACCaccountingreps@maccnet.com). Assistance is available Monday through Thursday from 7:00 a.m. to 5:30 p.m. and 7:00 a.m. to 5:00 p.m. on Fridays. All times are Central.

# MBTC Tech Booster Recap

*by MACC's Technical Support Team*

Thank you to all who attended our Tech Booster presentation at MBTC this year! We had some great feedback on the presentation and wanted to provide some highlights for those who missed it.

Security has consistently risen to the top as a priority for business concerns! The more vigilant we are as users, the better off our company will be as a whole. The recent onslaught of ransomware viruses has proven to be destructive. Ransomware is a form of malware that a user can get through fake ads, impersonation websites, social media scams, spam emails, scareware, and computer vulnerabilities. Once the end user has been infected with ransomware, it will deny access to either their data or workstation. The attacker will then demand a ransom payment from the victim so they can regain access to their encrypted data/workstation.

If you are ever a victim of ransomware, it is best to disconnect your computer from the network and avoid plugging in any removable drives to prevent them from getting infected as well. You should then contact your local IT support. But above all, do not pay the ransom! There is no guarantee that you will regain access to your data/workstation. In some cases, victims who have paid the ransom have been targeted again (because they were willing to pay) and additional ransom payments were demanded. There have been numerous occasions where the victim was unable to recover even after paying the ransom.

## **Here are some helpful tips to help minimize the risk of becoming infected with ransomware:**

1. Do not enable macros in a document attachment that is received via email. Many viruses are populated over email by using macro enabled attachments.
2. Be cautious about any unsolicited attachments. If you receive a suspicious attachment or one that you weren't expecting, or don't recognize, verify it with the sender before opening it.
3. Keep your workstation patched with the latest Windows and security updates.
4. Don't leave Dropbox/Google Drive/etc. connected when not in use.
5. If they are connected and your workstation gets infected, their content could also become encrypted.
6. Change the default Windows view to show file extensions for known file types. This can be changed from the Folder Explorer Options in the Control Panel.
7. And finally, keep good, consistent backups offline. This will give you a point to recover from if your data becomes encrypted.

You can access the Tech Booster presentation by clicking the button below. Please note, Client Page access is required to view the presentation.

## **We would love to hear from you!**

As always, if there is anything we can do for you, please don't hesitate to ask! Your MACC Technical Support team can be reached at 402-533-5300 or via email at [macctechns@maccnet.com](mailto:macctechns@maccnet.com).