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Billing Info

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

MACC Announcements

MACC will be conducting network maintenance on Sunday, October 8th 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.

Going forward, MACC will be scheduling network maintenance during the same timeframe on the second Sunday of each month. Please contact your MACC Client Relations Manager or Account Manager if you have questions regarding this maintenance schedule.

Version 17.2 is now available!

The following is a summary of the major new enhancements included in Customer Master Version 17.2.

Labor Entry Updates

Users now have the ability to use the start and stop time options to save a record to the database. These enhancements will allow users to record time in a single step, saving both time and money.

Auto Generate Write-Offs

The Account Mass Write-Off tool has selectable options to narrow down criteria and display all accounts matching the selected options. This change will save staff labor hours, as well as increase efficiencies.

Changes to Recurring Charges

Substantial changes have been made for Customer Master 17.2, including enhanced colors, an expanded rate column, an added bill start date column with additional enhancements to billing dates that will enhance customer satisfaction in understanding their bill (potentially reducing calls to CSRs for explanations).

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The following is a summary of the major new enhancements included in Accounting Master Version 17.2.

Approve Invoice Batches and Payment Batches from MACC Mobile

Don't wait to get back to the office to keep the process of Accounts Payable moving. Invoice batches and/or payment batches can now be approved in a mobile environment from the MACC Mobile Application. Review the invoice information, view attachments associated to each invoice, and approve or deny the invoice for posting and/or payment.

Financial Report Updates

The financial flexibility offered through the Financial Reporting tool in Accounting Master continues to grow. Your productive feedback over the last six months has led to the following changes to the Financial Reporting application: 1) custom underline, double-underline, and above line formatting 2) the option to print dollar signs 3) the option to suppress, change verbiage, and control formatting of each header line 4) customizable report titles.

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Featured MACC employee for October



This month's featured employee is Robbin Rasmussen. As a Customer Master Software Support Representative, she spends her days answering questions and helping clients with our software.

Q. When did you start at MACC?

A. I started at MACC in 2007.

Q. What's your favorite part of your job?

A. Working with my customers as they're the best!!!!

Q. Can you please tell us about your family?

A. I have been married to my husband, Rick (who also works at MACC on our Technical Support Team), for 29 years. We have three grown children. Our oldest is our daughter who is happily married to a great guy and she works as a designer for a major kitchen re-modeling firm in Omaha. Her husband works in armed security. Our next child is one of our sons and he is also happily married to his beautiful wife. He is in the Marine Corps and stationed in Japan. His wife is getting her masters degree in genetic research at Vanderbilt University in Nashville. And our youngest son enjoys the single life. He is a leasing agent for several properties in Omaha and is going on his second season as an opera singer for Opera Omaha.

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

A. I enjoy spending time with family and friends. Kayaking and camping are always fun and I also do a lot of volunteer work for various veterans' groups.

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

A. I would go to Japan since my son is there.

Q. What's your favorite quote?

A. It's the closest to Friday we've been all week!!!

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

A. CS Lewis

MACC Trivia Winner

MACC Trivia took the month of September off. Watch your email for MACC Updates starting the week of October 9th.

Good luck!

CM 17.2 Enhancements continued from page 1...

Importer

Customer Master 17.2 has been enhanced with the ability to import custom fields and attach them to accounts. Users can also import permanent OCCs, a payment note indicator has been added, and additional import fields have been added to assist in saving time and energy as cleanup for HUBB reporting is completed.

Messenger Updates

To allow users greater efficiency & communication between the front office and outside technicians, additional usable information options have been added to the email notifications for service orders and trouble tickets.

Security Roles for Scheduler

New scheduler roles have been added for users that utilize the Customer Master security, reducing the risk of scheduled items being unintentionally removed from the calendar.

Updated Reports

- Current Tier Services report – in and outdates added to USP codes
- Billed Lifeline report – users can now select multiple USP codes
- OCCS Billed, OCCs by Date Range, OCCs Non-Billed report – tax area has been added
- Taxability Status report – a tax-exempt filter has been added
- Service Quality report – additional filtering options have been added, along with a summary calculation option
- Plant Current Services – new report added to plant, designed to locate services associated with particular plant details
- Custom Grid report – multiple enhancements to the Account report, Address report, Address by Network report, Network report, Plant by Address report, and Plant by Network report. New custom grid reports include Billed Services by Network, and a new Lifeline report

For complete details on Customer Master 17.2, be sure to check out its Update Letter on MACC's Client Pages.

Fresh Vegetable Soup

- 1 pound lean ground beef (90% works well)
- 1/2 cup diced onion
- 1/2 cup diced celery
- 1/2 cup diced carrot
- 28 oz. can diced or crushed tomatoes (diced fresh tomatoes could also be used)
- 5 cups chopped green cabbage
- 5 1/2 cups beef stock (1 box plus 1 can)
- 2 bay leaves

In a large stock pot, brown ground beef for 5 to 10 minutes, breaking the meat into small pieces as it cooks. Add onion, celery and carrots and saute for 5 minutes.

Add tomatoes, beef stock, and bay leaves. Simmer for at least 40 minutes until cabbage cooks and becomes soft. Remove the bay leaves and serve. Makes 12 cups.

AM 17.2 Enhancements continued from page 1...

All Company Reporting

The need for information at your fingertips is consistently the highest priority at MACC. Whether your Accounting Master database holds two or 20 general ledger companies, an overall look at your corporate operation is important. With that in mind, MACC has added All Company reporting options to the Trial Balance, JE Detail, and General Ledger Reports.

Direct Expense Inventory (Non-Inventory Tracking)

There are certain items in your inventory that are needed for the tracking of quantity, re-order point, and possibly even serial number, but are not classified as true inventory items. These items can be directly expensed during the receive process. In 17.2, you'll find a new option added to the Inventory Module to track these Direct Expense items. During the order and receive of a direct expense item the system will use a default expense account for the posting transaction. This account can be adjusted on a transaction by transaction basis. During the issue, adjustment, and retirement of a direct expense item the system will create an inventory transaction that adjusts the quantity and value of the item but there will be no associated general ledger posting.

Suspend Modules

Closing a period in Accounting Master finalizes the books for a given month. There may be times when, for various reasons, an accounting period cannot be closed in a timely fashion. To prevent users from posting to a past period that is being held open, a new feature has been added to Accounting Master 17.2 called GL Suspend Period. Suspending a period for a specific module will remove the period from selection on the entry type screen as well as validate the period is Open (not closed/suspended) during posting type processes.

For complete details on Accounting Master 17.2, be sure to check out its Update Letter on MACC's Client Pages.

Thanks for attending the 2017 MBTC

by JoEllen Maras, Creative Services Designer

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.

New location for next year

Next year's MBTC is scheduled for September 5-7 and September 10-12 and we will be holding the conference in a new location! Due to renovations at the Embassy Suites, MBTC will be located at DoubleTree by Hilton Omaha Downtown. More details will be available in early 2018.

2017 Accounting Master tax form processing options

by Accounting Master Software Support Team

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 2017 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.

To access the form, first log into the Client Pages and then click on Tax Form Processing Options.

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 2017 tax form ordering deadline is October 31st.

Year-End Suite available in Accounting Master 17.2

With the release of 17.2, there will be a one-stop location for year-end processing functions in the Year-End Suite. The Suite contains the maintenance screens and processes used to prepare your database for an upcoming year. Screens such as the Fiscal Year Setup, Labor Year, etc. will have an added company drop-down field when accessed from the Year-End Suite. This will allow for efficient movement from company to company.

When these independent processes are accessed from the Year-End Suite, there is now an additional comments area available to add/update your company specific process notes. Additionally, a Year-End Checklist report was added to the system to help in the organization of your year-end process.

Upgrades to 17.2 will begin in October. If you are interested in being scheduled for upgrade, please contact your Accounting Master Software Support Representative.

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.

Assistance is available Monday through Friday from 7:00 a.m. to 5:00 p.m. and 7:00 a.m. to 6:00 p.m. during the month of January. All times are Central.

Open Sesame!

Learn about a new take on passwords

by MACC's Technical Support Team

Like the famous phrase that opened the cave of treasure in Ali Baba and the 40 thieves, hackers try to use your password to get at you and your company's treasured customer information. Using passwords like password or 1234 is like opening the door for them. Security experts have preached for years about using secure passwords of six digits or more consisting of upper and lower case, numbers and symbols. As hackers have evolved so has the idea of what a secure password is.

New theories are emerging that present an interesting idea. While we don't recommend jumping on the bandwagon until it has been proven effective, it is interesting to consider.

The National Institute of Standards and Technology (NIST) now suggests keeping passwords simple, long and memorable. Paul Grassi, senior standards and technology adviser at NIST (who led the new revision of guidelines) in an interview with NPR's Audie Cornish said:

Phrases, lowercase letters and typical English words work well. Experts no longer suggest special characters and a mix of lower and uppercase letters. And passwords never need to expire. We focus on the cognitive side of this, which is what tools can users use to remember these things?" Grassi said. "So if you can picture it in your head, and no one else could, that's a good password."

While these rules may seem suspiciously easy, Grassi said these guidelines help users create longer passwords that are harder for hackers to break. Also, he said the computer security industry in both the public and private sectors has received these new rules positively.

"It works because we are creating longer passwords that cryptographically are harder to break than the shorter ones, even with all those special character requirements," Grassi said "We are really bad at random passwords, so the longer the better."

Grassi stands by these new guidelines because previous tips for passwords affected users negatively and did not do much to boost security. When users change their passwords every 90 days, they often aren't dramatically changing the password.

"I'm pretty sure you're not changing your entire password; you're shifting one character," he said. "Everyone does that, and the bad guys know it."

Until this theory has had more time in the field to be proven, we suggest a compromise. Use a long phrase familiar to yourself and easy to remember. But, add subtle changes to the phrase. Randomly use upper case letters. Replace some of the letters with numbers and symbols. Here is an example:

Phrase: a rolling stone gathers no moss

Password: ARolling\$ton3Gath3r\$NoMo\$\$

We accomplished this simply by replacing the letter s with \$, and the letter e with 3. Then we capitalized the first letter of each word. These simple steps can make longer, more complex passwords easier to remember.

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 macctechn@maccnet.com.

Santa is on his way...are you ready?

by Ryan Thompson, Creative Services Manager

The first traces of Christmas appeared last week at retail spots in MACC's hometown of Blair. Maybe you're seeing ornaments already where you shop as well? While they sure seem early, these bellwethers are a great reminder to start thinking about your holiday plans if you haven't already. To help out, I wanted to share three promotion ideas your company can use this holiday season.

These ideas have been successfully used in the past by MACC clients. Additionally, beyond helping to sell services, these holiday promotion ideas also provide an opportunity to give back to customers, which is important for many companies during the holiday season.

Year-end speed boost

This idea comes from Bernard Telephone Company in Bernard, Iowa. Manager Kyle Manders said during the month of December he boosts all of his customers' speed to the fastest available package. The extra internet speed is a nice gift for customers and showcases the power of the company's service offerings. In January, he returns the speeds back to normal and lets customers know that getting the faster speed is as easy as calling the business office. Kyle said this activity never fails to prompt at least a few customers to take the faster service.

Giftcards for new subscribers

Everyone loves giftcards. In fact, they are the most requested gift in the world. You can take advantage of this trend by giving a giftcard away when a customer signs up for new service. While there is the short term cost of purchasing the cards, you can tie the promotion into a contract to ensure the program's profitability. Michigan Broadband Services successfully used this approach last December and the company continued the program into 2017.

Facebook bingo

A final idea for the holiday season is Facebook bingo. This is a program I've spoken about for several years now, but here is a quick review. Bingo "cards" are sent to customers as bill inserts. Customers then need to follow your company on Facebook (or other social media) or visit your website to get the bingo numbers. The interaction created by the need for bingo numbers provides ample opportunities to promote your services. Dozens of MACC clients have used "bingo" over the years with great success and their customers truly seem to love it.

For more information or assistance in implementing any of the ideas I've mentioned above, please feel free to contact me at 402-533-5381 or send an e-mail to maccrcreativeservices@maccnet.com.

P.S. If Christmas is getting closer, that means the new year is as well. If you need help developing a plan for your marketing in 2018, please reach out to us. We can help your company reach its goals in an affordable and efficient manner. The sooner you call, the faster we can get to work for you.