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Billing Info

May's transmit day for first of the month billing is Monday, April 24th.

MACC Events

2017 MACC Users Group

April 17 - 20
Chandler, Arizona

www.maccusersgroup.com

Trivia Winner

Congratulations to **Hunter Communications'** **Krystal Stone** who won the March MACC Trivia Challenge. Look for MACC updates for more chances to win!

Version 17.1 is now available

Customer Master 17.1 highlights

by Lori Bayne, Customer Master Product Owner

Account Templates

To create greater service order efficiency, account templates have been added to Customer Master with the 17.1 release. Users have the ability to set up common templates for account, customer and network tiers. Users will have various fields at the tier levels that can be setup as defaults in their templates. This improvement will greatly reduce the number of key strokes needed to create an account and will reduce the number of potential errors that could occur. An example would be a network level template. Users can establish a template for telephone service with all required USP codes, including regulated charges, OCCs, carrier information, and toll codes. The template can also include the defaults for the service area, report area, plant area, serving area, work group, special needs exemptions, tax area, tax-exempt code, BUS/RES indicator and trouble priority. As users are creating a service order, they will add the required name and address information to build the account, customer, and network levels. Then users can simply select the network template they want to use and the information will be populated.

Service Agreements

As the telecommunications industry evolves, many times companies are looking for new avenues of revenue. For example, some have expanded into hardware maintenance or maintaining key systems. A monthly recurring charge could always be billed, but tracking how much time was spent each month and billing any overage charges was a manual effort. However, we are easing those manual burdens with service agreements in Customer Master 17.1. Service agreements can be placed on any tier of an account. Users could have multiple service agreements on a tier, but the service agreement description needs to be unique. New maintenance tables have been added to allow users to customize their service agreements to meet your company's need. The recurring charge can be billed by USP codes of any bill frequency on the desired tier. Within the service order, users can indicate the number of hours per bill cycle included in the agreement and during the monthly bill transmit, the labor hours accumulated from service orders or trouble tickets are totaled and any overage to the agreement is automatically calculated for that bill cycle. The overage will be billed as an OCC on that tier of the account. Reports have been included for pre-bill, post billing and profitability reporting needs.

USP Importer

In previous releases of Customer Master, we introduced the import tool to execute the import of addresses, CRM rows and OCCs. We are excited to add USP codes to the tool in Customer Master 17.1. The import tool has been enhanced with the ability to mass insert or delete USP codes and complete USP

Customer Master 17.1 highlights

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code quantity changes from a .CSV file. The import tool can be used to correct data from audits and eliminate the need for numerous manual service orders to be completed.

The USP import tool is similar to our previous import type options that were added to Customer Master. The tool gives users the ability to define the field values to correspond with a .CSV file layout. Numerous available fields can be used in this tool to validate and update the correct accounts with the data from a .CSV file. The tool has error checks to confirm fields are formatted correctly, allowing users to revise the file before it is imported into Customer Master and accounts are automatically updated. All updates indicate the changed by, date and time stamp and can be viewed in the Service Order Revenue and Service Order Activity reports.

HUBB Reporting

With the new HUBB reporting requirements, we have added additional data elements to the Customer Master address maintenance table to capture internet deployment information. The new fields are deployment date, max download speed, and max upload speed. These new fields will allow users to indicate the exact maximum deployment speeds available at that address. In turn, as users are completing equipment upgrades or fiber buildouts, they can update the deployment information accordingly to all addresses in that area. Subsequently, the mass address edit tool from the Maintenance|Common|Address editor has been enhanced to update internet deployment information. Users can highlight the network address rows they would like the internet deployment information updated to, click the mass edit lightning bolt on the tool bar, enter the deployment information and execute the tool to update those selected addresses.

A new report generation tool has been added at Packages|Internet|FCC HUBB Report. This tool is very similar to the Form 477 reporting tool, in that users can verify the Missing Data Report prior to creating the file. The HUBB Report can be created by main report area. The records will be displayed in the grid in the desired file layout for USAC. Records can be updated from the grid, allowing users to make any changes before exporting the file to .CSV. The .CSV file can be used and directly uploaded into the HUBB recording tool on USAC's website to meet a company's reporting needs.

ACH Refunds for AM/CM Refunds

Companies utilizing the Accounting Master/Customer Master interface have a new option to allow an ACH transaction for closed account refunds, miscellaneous open account refunds, and security deposit refunds. New indicators have been added to the refund screens to allow for ACH information to be sent to Accounting Master through the refund process. Users also have the ability to de-select any account they do not want refunded through an ACH transaction. ACH indicators have also been added to all the refund reports for users to identify the accounts processed by ACH. After the refunds have been processed in Customer Master, the account information needed for the ACH transaction is sent to Accounting Master to finish the ACH processing within the bank file.

E911 File Templates

A new grid has been added to store the PSAP File Creation settings per PSAP provider. In previous releases of Customer Master, users were required to select the file creation perimeters each time they created an E911 file for their PSAP provider. This enhancement will allow the new grid to store all the E911 extraction data options in a template and will allow users to highlight and click the desired icon to execute the function directly from the grid. This will prevent users from accidentally choosing the incorrect option when creating their E911 files.

E911 File Name Formats

To meet our clients' needs and allow them to create E911 files in the PSAP desired format, we have added three new file naming options to Customer Master 17.1. For companies using AT&T, we have added the option to create a file with assigned name + four digit cycle. For companies utilizing Intrado as their PSAP administrator, we have added two new file naming options of assigned name + Julian date + four digit cycle and assigned name + Julian date + four digit daily cycle. Users will need to update their PSAP administrator maintenance upon upgrade to ensure the correct file name option is being used with future E911 file transmissions.

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Customer Master 17.1 highlights

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Cross Referencing Account Information

A new cross reference search based on account name, address, credit ID or Federal tax ID, has been added to help eliminate duplicate entry of accounts. As users are entering new account information, a cross reference will occur at the account level, credit, co-applicant, and quotes/prospect information screens. Users have the ability to select the criteria searches they would like to enable at Tools|Options|Service Order Options. Checkboxes can be enabled to provide the validation for name, address, and credit ID, as well as allowing users to exclude disconnects older than a selected number of days.

Capital Credits – Yearly Disbursements Option

We are enhancing the disbursement functionality in Customer Master. A new option to print a check, if an OCC amount is greater than the selected maximum amount, has been added to Yearly Disbursement Processing. When users select the check and OCC disbursement method, the field will be enabled and thresholds can be placed into the amount fields to validate if a check or OCC will be generated for that account. The reports created during yearly disbursement processing have also been enhanced to include the column displaying if that member met or exceeded the threshold and is receiving a check, instead of an OCC.

Confidential Report Disclaimers

We have expanded the ability to produce confidential disclaimers on reports in this release of Customer Master. Previously, a confidential information disclaimer was printed on a service order or trouble ticket when the user ID and password checkbox was selected. We have enhanced this option to display a disclaimer on all services orders, trouble tickets, and reports. There is some setup to enable the disclaimer, but we have loaded a default disclaimer into the software. Users can customize each report with a different disclaimer as desired. We have also provided the ability to grant or revoke the disclaimer text from printing on all reports or groups of reports using a right click on the disclaimer grid. Users are also allowed to update the disclaimer text from that grid.

Accounting Master 17.1 highlights

by Mary White, Accounting Master Product Owner

Recurring Journal Entry Template, Attachments, Processing, Batches, Comments, and More

The recurring journal entry feature in Accounting Master is designed as a tool to maintain a template for journal entries that will post monthly, quarterly, annually, etc. MACC has updated this feature to add efficiency and flexibility in the maintenance and processing of these repetitive entries. The workflow of the format screen has been moved into a grid for additional visibility and mass updating. Batching, comments, and attachments have all been added to improve communication. Additionally the processing of recurring journal entries can now be done outside of the period processing steps. As applicable, the posting process can be run several times throughout a period moving a single recurring entry from open to posted on demand.

Tax Table Import

Every year the Internal Revenue Service and State Departments publish withholding changes that will affect your tax tables within Accounting Master. In the past MACC has communicated our interpretation of these changes to our customers via <http://maccnet.com/accounting>. As we continue to improve our product and strive for efficiency in communication, these federal and state changes will be available via an FTP download directly in the database starting with the 2018 tax year.

CPR Master Retirement Process, User Flexibility, Non-Inventory CPR Items, and More

MACC continues to add value to the Continuing Property Record module. Mass retirements can now be completed through the database using the redesigned CPR Retirement process. This process now links to the Fixed Asset Management disposals feature, recalculating depreciation when the retirement is posted. The Work Order Close process now recognizes non-inventory items as CPR non-exempt, applying overhead costs proportionately. Additionally, the CPR Master screen has several enhanced features to improve workflow and provide a more user-friendly experience.

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Accounting Master 17.1 highlights

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ACH Payment Option on Customer Master Refunds

Customer refunds are a recurring process that most companies go through on a monthly basis. The refund integration between Customer Master and Accounting Master makes identifying and generating refund checks a quick and easy process. Refunds can include closed account, security deposit, and open account balances due back to the customer. Up until now this process was strictly limited to check payments. In 17.1 MACC has expanded this feature to include an ACH option.

Reissue Checks

Unfortunately there are hundreds of reasons you must reverse a check. These range from lost or stolen checks to simply the wrong address. The mass check processing functions available to you in Accounting Master -Capital Credits, Refunds, and Stock- are typically the most susceptible to such errors. To improve efficiency and utilize the information the system already knows, MACC has added a new Reissue Reversed Check feature to the database. This tool is available during the reverse check process or can be accessed as a stand-alone screen from the Bank Reconciliation Suite.

RECIPE OF THE MONTH

Cream Cheese Mints

2 (3 oz) packages cream cheese, softened

1/2 teaspoon peppermint extract

1/2 teaspoon vanilla extract

5 cups powdered sugar

Food coloring

In a large bowl, blend cream cheese, peppermint extract, and vanilla, until smooth and creamy. Gradually add powdered sugar. You should have a nice stiff dough that will hold the mold shape easily. Stir in food coloring to desired tint.

Take small balls of the dough and dip end in granulated sugar and then place in rubber mint molds. Level off end with a knife or spatula. Drop the mints on waxed paper lined sheet trays to dry. Let them dry for 6 hours and then flip them over to dry another 6 hours on the bottom side. Store in airtight container in refrigerator or freezer until ready to serve.

Note: I actually just use a 8 oz pkg of cream cheese and then use about 8 cups of powdered sugar. Recipe will make about 200 large mints.

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.

Featured MACC employee for April

MACC's featured employee for April is Stacie Finken, a Training/Conversion Analyst in our Client Services Department. Stacie has primarily done training and conversions for Customer Master, but because she enjoyed working with the AM/CM Interface so much, she started working with the Accounting Master team last year.



Q. When did you start at MACC?

In August of 1996 I transferred to MACC after working for the local telephone company.

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

A. I love traveling to meet and work with our customers. It really makes my day when I can provide solutions or helpful tips to our customers that make their job easier for them. I also have great co-workers that I work with.

Q. Can you please tell us about your family/spouse?

A. I married my high school sweetheart, Joe, and we have been married for 31 years. We have 3 grown children. Our son Christopher has provided us with 5 beautiful grandchildren, Eliza (9), Caden (8), Milla (5), Samantha (4) and Alston (2). Our daughter Kaitlyn has been married for 2 years and is in no hurry to provide grandchildren, and our daughter Sarah is perfectly content being a college student at this time.

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

A. I enjoy spending time with my family. With 5 grandchildren we stay pretty busy! I also enjoy reading, as I'm known to carry a library with me when I travel.

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

A. I've always wanted to go to Ireland and see their coastline and be a part of their culture.

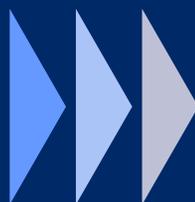
Q. What's the best career advice you've ever received?

A. Do all things with kindness.

Q. What's your favorite quote?

A. "Only you can control your future." - Dr. Seuss

Be sure to check out all that's new in in the latest version of MACC's products on the Client Pages!



- Executive Summaries
- Update Letters
- Web Training

MACC Success Story:

Connect with customers on the go with WTVE

Looking to connect with customers on the go, techy folks, and sports junkies in your community? If so, consider launching watchTVEverywhere (WTVE) if you haven't done so already. This service provides mobile access to popular television programming using an integration with Customer Master to ensure each customer has viewing rights to channels in their programming package.

Panora Telco, located in Panora, Iowa, is a great example of a company successfully using WTVE. The company has been using WTVE since October of 2015. Jaime Waddle, Panora Telco's Administrative & Customer Service Director, said besides giving customers the ability to watch programming away from home, they've found WTVE gives customers the freedom to choose when and how they want to watch TV.

"WTVE allows us to offer customers an added benefit to subscribing to our video services for little cost while adding value," she said. "For example, we have had a few snowbirds not disconnect their video for the winter because of WTVE."

Waddle said WTVE has also let customers with children away at college save money. Instead of subscribing to a different company's services, customers' kids can access Panora Telco's programming remotely through WTVE as long as they have a reliable internet connection and unlimited data.

To advertise the service, Panora Telco uses a banner ad on their website, their Facebook page, and word of mouth. While she said WTVE's current usage is modest with 12 percent of Panora Telco's customers registered and five percent actively using the service, its popularity can increase depending on what's hot at the moment.

As you would expect, sports programming is often the driver of usage. She said the ESPN channels, the Big Ten Network, Fox Sports channels, and NBC Sports are all consistently in the top 10 for WTVE viewership. Waddle said during the recent NCAA basketball tournament, numbers for the Turner channels broadcasting the games spiked as customers caught tournament games on the go.

Easy to get started

Launching the service was easy. Waddle said from the time Panora Telco's paperwork was submitted to WTVE, the NCTC, and MACC, it only took 22 days before the company's customers had access to the service.

"As programmers approved and integrated us, we were notified and MACC was ready for them," she said. "It couldn't have gone any smoother."

For companies who aren't utilizing WTVE, Waddle said it goes back to adding value to video services.

"It's an opportunity to add customer value at a low cost," she said. "And it's easy to implement and easy for customers to use."

eBill Processing: Keeping Customer Master up-to-date

by Sherry Stork, Customer Master Software Support Specialist

More and more customers today are finding it very convenient to utilize electronic methods for bill paying. Your Customer Master software is designed to help with this task by utilizing the "eBill Process." This process not only provides you with payments to be posted, but also includes eBill signups and changes which your customers have made to their account on the CDS Global website.

The first step of the process is to retrieve your "<company number>EBPP.01z" file from MACC using the Misc. Transmission eBill option. Your EBPP.01z file may contain multiple types of files inside the zip file. Files should be processed in date order to keep the data in Customer Master current. The file names will be something like the following:

- 04700313.EBP (0<company number><MMDD>.EBP)

The .EBP file contains payments.

- 0470_A_UPD_030117.DAT (0<company number>_A_UPD_<MMDDYY>.DAT)

The "_A_UPD" file contains the list of accounts which have "Auto Pay" turned on in the CDS Global website. Processing this file using the eBill node will update the eBill Auto Pay option on the Credit Screen in Customer Master and sets the Bill Medium to "Paper & eBill."

- 0470_O_UPD_030117.DAT (0<company number>_O_UPD_<MMDDYY>.DAT)

The "_O_UPD" file contains the list of accounts which have signed up for "eBill" on the CDS Global website. Processing this file using the eBill node sets the Bill Medium to "Paper & eBill."

Once your EBPP.01z file has been unzipped and the files have been saved into the Lockbox folder, you are ready to process the files. This is done via Receivables Suite-Processing-eBill. The processing window is titled "Verify/Process eBill and eBill Signup Files." There are two processing options available – one for the eBill Payments and one for the eBill Signups – making this a very convenient way to manage the files.

The information above is just a brief overview of the process. If you have additional questions, or need assistance with the process, please contact our eMACC Services Support Team by calling 402-533-5470 or e-mailing eMACC5470@maccnet.com.

MACC will be conducting network maintenance on Sunday, April 9th

From 10:00 a.m. to 3:00 p.m. (Central) on Sunday, April 9th, 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.

Beware of ransomware for hire

by MACC's Technical Support Team

There is a new threat in the IT world we want you to know about. Ransomware as a service allows individuals who are not technically advanced to purchase and deploy malicious malware to unsuspecting victims. Individuals who want to infect others but do not have the technical skills in order to code ransomware can now purchase a subscription to use someone else's ransomware creations.

This allows anyone regardless of their cyber know-how to become a hacker by simply downloading the virus, setting a ransom and payment deadlines, and attempting to trick someone into infecting his or her computer. If the victim pays the ransom, the original author will get a cut of the ransom and the rest will go to the individual who deployed the attack.

Since literally anyone can purchase and deploy ransomware, both companies and private individuals need to take precautions to prevent an infection in their equipment. Everyone should educate themselves on how ransomware is distributed and ways to protect themselves from losing their data if they do become infected. Phishing emails have become more advanced and can be difficult to spot. Hackers use official-looking company logos and language in order to trick people into clicking on any attachments or links within the email. If you receive an email that raises suspicions, do not click on any links or attachments within the mail and contact your local IT department.

Finally, every business and private individual should invest in a data backup routine. These services will not technically stop a ransomware infection, but they do allow anyone who has been infected to wipe the compromised machine and not lose their data or pay the ransom to hopefully get their data returned to them.

MACC has multiple weapons in the fight against ransomware. Our MARS service ensures the safety of your Customer Master and/or Accounting Master information by backing up the databases daily and our MBUS solution can backup sections or even your entire server to the cloud for complete safety.

For more information on this technology, or other questions you may have, feel free to contact your MACC Tech Support Team and we will be happy to help! We can be reached at 402-533-5300.

We would love to hear from you!

You can submit questions/comments that you would like to see featured in future Technical Information articles. And, 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 macctechn@maccnet.com.