

In this issue...

Client Relations
Featured Employee
Recipe of the Month
MACC Success Story
Software Information
Technical Information
Creative Solutions

Billing Info

Transmit day for July 1st bills is Friday, June 23rd.

MACC Events

Registration is Open!

2017 MBTC

Session 1: Sept. 6-8
Session 2: Sept. 11-13

www.maccmbtc.com

Trivia Winner

Congratulations to Haviland Telephone's Kay Lewis who won last month's MACC Trivia Challenge Contest!

Look for MACC Updates for more chances to win.

Holiday Closing

MACC will be closed on Tuesday, July 4th in honor of Independence Day. Regular support hours will be in place on Monday, July 3rd.

Unmask your potential at the 2017 MBTC!

by JoEllen Maras, Creative Services Designer

Registration is open and we are excited to offer a parade of complimentary training, general sessions, and paid training for you to attend during the 2017 MACC Billing and Technology Conference (MBTC). Here are just a few things we'd like to highlight as you head to Omaha this September...

TRAINING

MACC's Training Krewe* has worked hard to put a great selection of training classes together for you! Take ALL the paid training sessions you'd like on Day 1 and Day 3 of the conference for the low price of \$139...that's an \$800 value! Paid training will ONLY be offered on Day 1 and 3, leaving Day 2 packed with informative sessions and complimentary training.

Do you need a refresher of basic Customer Master functionality? Are you new to your company or a new user of Customer Master? Then, our Short Jump Start class is for YOU! Join MACC's Mark Uphoff for a 4-hour Jump Start à court terme* as he covers the basics of Service Orders, Trouble Tickets, Payments, and more!

One-on-One Sessions – Due to the continued popularity of this feature, we will again have a complimentary hands-on training room staffed with MACC employees throughout the entire conference. Stop in for one-on-one conversations about our products and take advantage of this great opportunity to ask staff specific questions you may have about MACC products.

Laissez les bons temps rouler!*

Day 1: Hospitality – Let's Take a Walk Down Bourbon Street! Stroll down to the hotel atrium for heavy hors d'oeuvres with a Louisiana flair! Relax with a cocktail and enjoy good food and conversation with your peers and MACC staff.

Day 2: Banquet Night – Join us for a MACCsqueurade! Enjoy a delicious buffet dinner and a night of fun! Prizes will be awarded for the best Mardi Gras mask! Back by popular demand...Fun Pianos! By 176 Keys. The Fun Pianos! Show is NOT a concert. These guys lead a musical PARTY! Tons of singing along (mostly classic and current rock plus country), with fun and comedic surprises throughout the show. Bring your FUN attitude to a FUN PIANOS show, and be ready to laugh and sing.

REGISTRATION IS OPEN NOW!

Visit www.maccmbtc.com for hotel information, conference schedule and on-line registration. If you have any questions about this year's MBTC, please feel free to contact JoEllen Maras at JMaras@maccnet.com or Kristi Rounds at KRounds@maccnet.com

*Mardi Gras Lingo:

Krewe: A private social club that sponsors Mardi Gras balls and parades.

à court terme: French for, a short term

Laissez les bons temps rouler!: Let the good times roll! Which is what we strive to do each September!

Featured MACC employee for June

Kristi Rounds, MACC's Creative Services Coordinator, is June's featured employee. She coordinates the production of inserts and other printed material for MACC's clients. Kristi also helps organize MACC's three special events each year and assists our Sales Team on projects as well.



Q. When did you start at MACC?

A. May of 1996

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

A. The best part is the interaction with our clients and working with awesome people here at MACC. Each day is an adventure!

Q. Can you please tell us about your family?

A. I've been married to my husband, Steve, for 36 years and we have one adult daughter and a grand-dog.

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

A. We have a cabin on the Missouri River and a Kansas City Barbecue Society BBQ Competition Team. Additionally, my husband and I both hold a State Office with the Nebraska State Volunteer Firefighters Association. We are constantly on the go!

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

A. I would take my daughter and go to Africa.

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

A. My Dad always said, "Communication is the Key."

Q. What's your favorite quote?

A. "To succeed in life, you need three things: a wishbone, a backbone and a funny bone."
– Reba McEntire

Q. The one person I have always wanted to meet.

A. Jacqueline Kennedy Onassis

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

A. Pizza

Recipe of the Month

Easy Breakfast Casserole

24 oz. frozen hashbrowns
16 oz. cubed ham
8 oz. shredded sharp cheddar cheese
12 large eggs
1 cup milk
1 tsp salt
1/2 tsp ground black pepper
Cooking spray

Preheat oven to 350 degrees.

Add the frozen potatoes, ham, and cheese to a large bowl. Toss to combine. Pour the mixture into a 9 x 13 baking dish that has been sprayed with cooking spray.

In a large bowl, whisk the eggs with the milk, salt, and pepper (I use the same bowl from step 1).

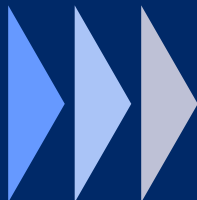
Pour the egg mixture over the hash brown mixture. Pat everything down with the back of a wooden spoon.

Bake for one hour. The center should be set and the edges should be golden brown.

Recipe courtesy of www.thewholesomedish.com.

Have a recipe you'd like to share? Send it to Ryan at rthompson@macnet.com.

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: Less can be more with MACC Mobile

Less can be more with MACC Mobile and a company using this philosophy to become more organized and efficient is WTC Communications. The Wilton, Iowa based telecom uses MACC Mobile to eliminate paper tickets, reduce truck rolls, and increase customer satisfaction through quicker response times for service.

MACC Mobile gives employees access to key aspects of Customer Master and Accounting Master via any internet connected smartphone or tablet computer. The information is displayed in an easy-to-see-and-manipulate mobile format that's perfect for busy technicians and salespersons in the field.

The WTC Communications staff said the company's techs started using MACC Mobile in December of 2016. They use MACC Mobile for Customer Master inbox access, account inquiries, service orders, trouble tickets and plant data. MACC Mobile has reduced printing expense as the company doesn't create physical tickets anymore. The service makes them feel much more organized overall.

"MACC Mobile is very user friendly and easy to use, there are no paper tickets so our technicians do not have to come back to the office to pick them up and this allows for the quicker service times," staff said. "And the technicians close their own tickets so it also saves time for the CSRs."

For companies considering MACC Mobile, they offered a piece of advice.

"Sign up today!" they said. "It has really helped us out by giving our techs access to all customer information while they are in the field. Since they all have smartphones, they truly have access wherever they go."

If you'd like to give your technicians and other employees this same level of convenient access to Customer Master and Accounting Master, contact your MACC Client Relations Manager or Account Manager today.

A small settings change can be a real lifesaver

by Kelly McIntosh, Accounting Master Software Support

A small change in the settings of three commonly used Accounting Master reports can be a real lifesaver in terms of time and work effort. The reports are in Payroll, General Ledger Period Processing and Labor Distribution and you'll love the difference this simple change will make.

In Accounting Master 14.2, MACC added an option for users to decide which Payroll cycle reports they want to display and which reports should be displayed automatically. The reports can be saved within Accounting Master or to an external location. Setting these reports to be saved automatically eliminates the need to manually save these files. Payroll cycle reports are sometimes requested by auditors and having them saved automatically gives you one less item to worry about.

Similar functionality was added in Accounting Master 16.2 to reports for General Ledger Period Processing and Labor Distribution. Again, users can determine which reports are displayed and which are saved automatically. We found when there are issues with labor distribution, these reports often contain the information we need and significantly reduce the amount of work effort required to find errors.

If you need assistance, please contact MACC's Accounting Master Support Team at 402-533-5335 or MACCaccountingreps@maccnet.com.

Ransomware in the news again!

by MACC's Technical Support Team

Many of you know of people, or have personally been hit by ransomware in the last couple of years. For those who have not, ransomware is malware that normally encrypts files on the infected machine and demands payment to get them unencrypted.

The latest one, Wannacrypt/Wannacry is not much different. This ransomware was written to target aging Windows operating systems like Windows XP, Vista, etc., since Microsoft is no longer updating them. Many businesses around the globe still use these operating systems and this caused the ransomware to spread rapidly.

For example, on April 8, 2014, Microsoft ended its support of the Windows XP operating system, yet businesses around the globe continue to use it! Windows Vista support ended on April 11, 2017 and is also vulnerable. The latest operating system, Windows 10 isn't affected by this ransomware.

What can you do to help prevent this from happening?

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 IT support as soon as you can.

Make sure your computers and servers are up to date with the latest patches and service packs and do not turn off Windows update. When your operating systems reach their end of life make sure to replace or upgrade the computers that are affected. In the case of this particular strain of ransomware, Microsoft deemed it important enough to release an update for their unsupported systems. This is a highly unusual action for Microsoft and should demonstrate just how severe this attack is. You can find more information from Microsoft at:

<https://blogs.technet.microsoft.com/msrc/2017/05/12/customer-guidance-for-wannacrypt-attacks/>

Finally, every business and private individual should invest in a data backup routine. While these services will not stop a ransomware infection, they will allow anyone who has been infected to recover their data without having to pay the ransom.

MACC has multiple weapons in the fight against ransomware. Our MARS service ensures the safety of your Accounting Master and/or Customer Master database by backing data up to MACC daily. Our MBUS solution can back up specific folders or your entire server to the cloud. We have also partnered with Dell to offer the latest in virus prevention with Dell Threat Defense. In addition, we use and sell SonicWALL firewalls. SonicWALL recently announced their labs identified the WannaCry virus weeks before the May attack and was able to roll out protection in advance to customers with active security subscriptions. 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

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.

School's out! Time to get ready for back to school

by Ryan Thompson, Creative Services Manager

For telecom companies, it's time for some back-to-school prep work. Most schools have only been out a week or two, and the first bell of the 2017-2018 school year isn't even a distant concern yet for the kids playing in your town's pool, but now is the best time to put together a plan to capitalize on students' need for the internet.

While there are many approaches you can take when it comes to selling more internet as part of a back to school campaign, we'll look at three options.

Promote Lifeline

Now that Lifeline support is available for internet service, there are likely households in your community with school-aged children who would truly benefit from this program. Nationally, as of 2015, [17 percent of households](#) with school-aged children do not have access to internet at home. Not having internet access at home puts these students at a real educational disadvantage as so much of today's learning occurs online. Helping students without internet access is a great reason to promote this program. Reaching out via social media is an ideal approach for this demographic as the Lifeline information can easily be shared in this format. Direct mail is also an option, and don't forget to post information about discounted internet on your website in an easy to find location.

Give customers an academic boost

Back to school season is a great time to offer customers a temporary bandwidth boost to allow them to test drive a higher speed of internet on the new school year's first batch of homework. Typically the speed boost lasts a month and then customers have an option to keep the higher speed or drop down to their previous tier. Customers who aren't on your faster internet packages are easy to reach through selective bill inserts and on-bill ads.

A little shopping money

Back to school time is expensive for many families, but offering a gift card or other tangible item to new customers, or current customers who upgrade their services, can really help your numbers. Agreements can be structured so customers must keep your service long enough to recoup the cost of the gift card. For a customer on the fence regarding signing up for internet service, receiving a gift card to help with back-to-school shopping can be a real tipping point. Social media, direct mail, and a good spot on your website are all helpful to promote this type of offer.

For assistance in implementing any of these ideas, please contact MACC's Creative Services Team. Your MACC Customer Master Software Support Team can also help with running reports to identify potential customers, setting up selective on-bill ads to reach specific segments of your customer base and helping you configure a variety of tools to track your results.