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Billing Info

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

MACC Events

Save the Date! 2017 Midwest Road Shows

Hays, KS - March 14
Topeka, KS - March 15
Cedar Rapids, IA - March 21
Des Moines, IA - March 22

2017 MACC Users Group

April 17 - 20
Chandler, Arizona

Holiday Hours

MACC will be closed in observance of Christmas on Monday, December 26th and New Year's Day on Monday, January 2nd. Regular support hours will be in place for the rest of December and January.

A look back and a look ahead

by Craig Aman, President & CEO



Thanksgiving has already come and gone, we survived Black Friday shopping (thankfully football kept me entertained on Black Friday), the Christmas lights are up, and now 2016 is drawing to a close. As we are getting ready to prepare our New Year's Resolutions, I want to take this opportunity to thank you for your continued confidence in the MACC family. Your success is our success, and I speak for all MACC associates when I say we look forward to our continued partnership to make 2017 a great year.

Before we say goodbye to 2016, let's take a look back to see where we've been – and then we'll look forward to what's coming in the New Year.

A bigger, better family

In 2016, MACC added new companies to our family of clients at a rate of almost two per month. This trend is set to continue for 2017 as we have a full conversion schedule. Our Conversion Team is going to be very busy!

More than a third of this country's independent telecom companies continue to trust MACC to meet their billing and operational support system (BSS/OSS) needs. This growth is important to both your company and MACC for several reasons. New clients allow us to meet rising operational expenses without raising our rates, which is something we haven't done in almost 15 years.

MACC's continued growth also illustrates the stability we offer in an industry going through changes. Ask a peer who has had their BSS/OSS vendor close its doors – it's a stressful and expensive experience that MACC clients don't have to worry about.

Finally, as we bring on new clients, we get fresh ideas from them and these innovations are often found in our product enhancements. As a client, when you attend our events throughout the year, you have a perfect platform to network with our newest companies, and share ideas and processes. It's a great opportunity we hope you all continue to take advantage of!

Product evolution

Just as the products you deliver to your clients continue to evolve, the same can be said for MACC's products and services. In 2016, the key components of our BSS/OSS, Customer Master and Accounting Master, each received their two annual updates containing dozens of enhancements. Additionally, our eMACC services, such as MACC Mobile and TMS, also received enhancements. These enhancements are based on client input, regulatory requirements (NLAD, 477, etc.), and innovations identified by our Product Development Team. You can look for the next software releases in the spring and fall of 2017.

Featured MACC employee for December



Anne Godsey is December's featured employee. She is an IS Project Manager, also known as a Scrum Master in the Agile project management world. Anne has the important task of guiding a wide variety of Customer Master, Accounting Master and application interface projects from start to finish.

Q. When did you start at MACC?

A. September, 2001

Q. What is your favorite part of your job?

A. I get to learn something new every day about our software, and of course, my fellow co-workers.

Q. Can you please tell us about your family?

A. I'm married to Mitch who makes me laugh everyday. My daughter, Jennifer, and son in-law, Lynn, have gifted me with a granddaughter that I have nicknamed "Beanie."

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

A. Lay on the couch, spend time with Beanie, practice yoga and shop for shoes...in no particular order.

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

A. ITALY (at least 2+ weeks)!!! My family is from Calabria, Italy.

Q. What's your favorite quote?

A. Yesterday is History, Tomorrow is a Mystery, but Today is a Gift. That's why it's called the Present.

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

A. Does it have to be food? I want shoes in there!

President's Message...

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For complete details on our product enhancements, visit the Client Pages on our website. It almost goes without saying if you have questions regarding our enhancements, do not hesitate to contact your MACC representatives. They are here to provide assistance and are ready to help.

Learn from the best

To get the biggest benefits from MACC's products, and to make your operation more efficient, consider our training courses. The classes are affordable and taught by our own product experts with decades of experience. There is no better source to learn how to get the most benefits from our products. Contact your Client Relations Manager for details.

Robots are coming in 2017?

Actually, MACC won't be unveiling any BSS/OSS robots (that would be fun, though), but hopefully I caught your attention! Automation (of the non-robotic variety) was a point of emphasis for us in 2016 and it will continue to be so for the foreseeable future. Our goal is to automate time-consuming manual tasks so you can devote a greater portion of your day to more profitable activities.

Best wishes for the coming holiday season

To close, I would like to thank you again for your continued trust and business. It's a privilege to serve you, and we genuinely appreciate your partnership. Speaking again for all our associates, I want to wish you the happiest of holidays!

Cherry Almond Muffins

2-3/4 cups flour

4 eggs

1 tsp baking soda

1/2 to 1 tsp almond extract

1/2 teaspoon salt

1-1/2 cups sugar

1-1/2 cups sour cream

1-1/2 cups sour cherries (see note: I just use a 15 oz can of cherries)

8 Tbsp (1 stick) butter, room temperature

Preheat oven to 400 degrees. Grease and flour muffin tin cups or line with paper muffin cups.

Combine flour, soda, and salt in a bowl and mix well. In a separate mixing bowl, cream together the butter, and sugar until fluffy. Beat in the eggs, almond extract, vanilla, and sour cream. Gradually add the dry ingredients to the wet mixture and mix until just moistened (over mixing will make the muffins tough). Fold in the cherries.

Fill the muffin cups about 2/3 full with batter. Bake at 400 degrees for 20-25 minutes or until a toothpick comes out clean and tops are lightly browned.

Note: sour cherries can usually be found frozen, canned, or dried. If frozen or canned, drain off any juice before using. If dried, chop into smaller pieces and they taste great as well.

Prep Time: 15 minutes

Baking Time: 20-25 minutes

Yields: 24

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 Web Training

We recently updated our web 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. Links to course details and registration can be found on the MACC Client Pages.

New trouble reporting options for Web Self Care

by Rex Rogers, Vice President of Information Services

MACC has published a revised version of our Web Self Care (WSC) product. This update focused on improving communications related to trouble ticket information with the addition of two new features:

- Viewing of trouble ticket history
- Option to generate an actual trouble ticket in real time vs. generating an email

Viewing Trouble Ticket History

To activate the viewing of trouble ticket history, log into the WSC administration portal. In the available modules functionality, check the Trouble Ticket History selection. (Fig. 1) Save and publish the changes, and the functionality will be available the next time a user logs into the WSC application.

Fig. 1

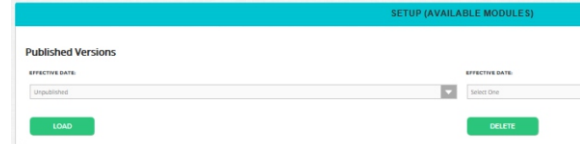


Fig. 2

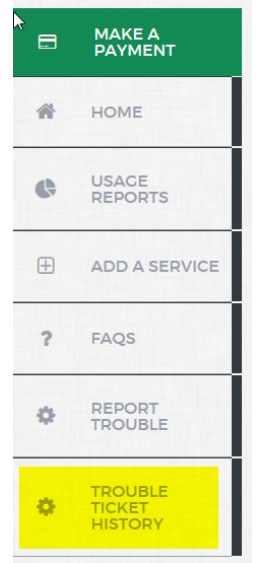


Fig. 3

Success Telephone Profile | Logout

Trouble Ticket History

SELECT NETWORK TYPE TO FILTER TICKET HISTORY

STATUS: All NETWORK TYPE: All

| NETWORK NUMBER | NETWORK TYPE | TICKET NUMBER | OPEN DATE | CLOSED DATE | REPORT CODE DESCRIPTION | CAUSE CODE DESCRIPTION | STATUS |
|----------------|--------------|---------------|------------|-------------|--------------------------|------------------------|---------|
| 3195550210 | Internet | 519 | 11/29/2016 | | PASSWORD NOT WORKING | Not Found | Open |
| 3195550108 | Telephone | 518 | 11/29/2016 | | CAN'T BE CALLED | Not Found | Open |
| 3195550210 | Internet | 517 | 11/29/2016 | 11/29/2016 | INTERMIT/SLOW CONNECTION | CUSTOMER CAUSED | Cleared |
| 3195550108 | Telephone | 516 | 11/29/2016 | 11/29/2016 | ADJUST BELLS | LIGHTNING | Cleared |
| 3195550108 | Telephone | 503 | 8/1/2016 | 8/1/2016 | LINE NOISY | LIGHTNING | Cleared |

Once the user logs into the WSC application, there will be a new selection on the tool bar (Fig. 2) labeled Trouble Ticket History.

When the user selects this option, the Trouble Ticket History screen will appear. (Fig. 3) Open trouble tickets are displayed first followed by closed tickets in chronological order. Filtering options are available on this screen to select by a certain status of trouble ticket, as well as by a specific network type.

Generating Real-Time Trouble Tickets

Your customers can now use WSC to generate trouble tickets in real-time within Customer Master. Please note, your WSC application can continue to only generate trouble notifications via e-mail if you desire.

To activate real-time trouble ticket functionality, you must contact MACC as verification is needed to access the Customer Master database directly. Once the setup is complete, the WSC administration portal will activate the Generate Trouble Ticket option. (Fig. 4) Once this feature is activated the first time, your company can then activate or deactivate this functionality as users of the WSC administration portal.

Fig. 4

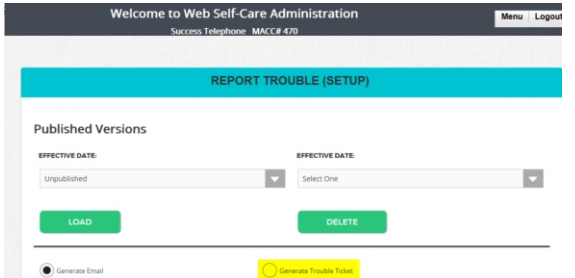


Fig. 5

Report Trouble

FOR TECHNICAL SUPPORT PLEASE FILL OUT THIS FORM

REFERENCES TO REPORT: Wireless Cable Internet Service Usage Security Service Outage Other

CONTACT PHONE: CONTACT EMAIL: BEST TIME TO BE CONTACTED:

DESCRIPTION:

SUBMIT RESET

Fig. 6

| Service Order | Depot | Work Group | Ticket | Report Code | Customer Name | Appointment Time | Taken By | Assigned To | Job Type | Network | Issue Description |
|---------------|-------|------------|--------|-------------|---------------|------------------|----------|-------------|----------|------------|-------------------|
| Trouble | | | 32281 | 0800 | Lane Frost | 12/2/2016 | WSC_TT | | OK | 3195550210 | CABLE TROUBLE |

The setting in the WSC Administration portal will determine if an email or an actual trouble ticket is generated. If the real time trouble ticket generation is active, a pending trouble ticket will appear in CM as taken by WSC_TT in the inbox as displayed below (Fig. 6 - area with the red box).

For more information on these WSC enhancements, please contact our eMACC Services Support at 402-533-5470 or emacc5470@macnet.com.

All things Dell

by MACC's Technical Support Team

Did you know MACC is now a Premier Dell reseller? That's right, we can now be your partner in all things Dell... and beyond!

As a Dell partner, we are able to secure better pricing and, in turn, pass the savings on to your company. Savings are always welcome! In fact, we have consistently seen over 10-15% in savings on hardware for our customers as a result of becoming a Dell partner!

This partnership also gives us insight into new technologies and the ability to prove them in house. As a result, we are able to offer better solutions to our customers (as well as use them ourselves).

An example of a promising new technology is the Dell Threat Defense endpoint protection. We have been hearing for quite some time that the traditional endpoint protection just isn't enough anymore. Traditional endpoint protection is always one step behind in protecting a workstation from viruses. It relies on a signature database that is populated as viruses are discovered. This is a reactive approach.

New technologies are now taking a proactive approach. By using artificial intelligence to predict and interpret the intention of a virus, they can prevent it without having to rely on a previous discovery. This has proven effective against zero-day threats and is starting to look like the future of antivirus. Dell Threat Defense has seen success as high as 99 percent in protection against viruses and malware versus the traditional antivirus protection averaging around a 50 percent success rate. As an added bonus, modern threat protection consumes much fewer resources than traditional protection. This allows the workstation to run more efficiently and produces a better experience for the end users (after all, faster is always better in this scenario, right?). As you can tell, we are incredibly excited about this new technology as viruses and their effects continue to become a larger concern for companies of all sizes.

...and beyond!

It's worth noting that we are still able to provide and support non-Dell products, too! There are many other manufacturers who make good products and we all find ourselves partial to certain manufacturers for certain products. We get it! And we still offer a variety of options through our other channel partners.

So, next time you are in the market for new equipment, we would love a chance to show you what we can do! Your MACC Tech Support Team can help through all phases of the implementation process! Whether it's consulting, planning, purchasing, installing, supporting, or a combination of all, we're here to help you get the job done right!

Feel free to reach out to us any time at 402-533-5300 or via email at macctechn@maccnet.com.

Year-end Accounting Master reminders

by Kelly McIntosh, Accounting Master Software Support

As tax season continues and year-end approaches, here are some reminders relating to Accounting Master:

Accounting Master Year-End

With Year-End approaching quickly, we have provided, as an attachment to this article, documentation to help walk you through the year-end processes. This will assist with Creating the New Fiscal Year, Benefit Reset, Employee Deduction Rate Changes, Year End Close, etc. Click here to download the AM Year-End documentation in PowerPoint format.

Aatrix Tax Processing

Aatrix offers a 'Test Drive,' allowing you to go through a practice tax processing session, which we highly recommend. In addition to MACC's Accounting Master Software Support Representatives, Aatrix will also be available to answer your tax processing questions. They can be contacted by phone at 701-746-6017 or by e-mail at support@aatrix.com.

MACC Minutes

Tutorials for Tax Processing are available on MACC's Client Pages. These tutorials will walk you step-by-step through the Aatrix Tax Processing. These tutorials can be found at: <http://maccnet.com/macc-training-macc-minutes-client-pages/>

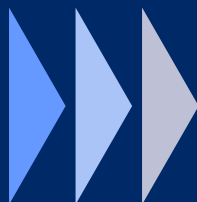
Questions? We're here to help

If you have any questions about this information, please give us a call. The Accounting Master Software Support Team is available Monday through Thursday from 7:30 AM to 6:00 PM and Friday 7:30 AM to 5:00 PM Central Time. We can be reached at 402-533-5335 or MACCaccountingreps@maccnet.com.

Trivia Winner

Congratulations to **Rockwell Cooperative Telephone Association's Renae Gossweiler** who won this month's MACC Trivia Challenge Contest. Look for MACC updates for more chances to win.

Be sure to check out all that's new in version 16.2 of MACC's products on the Client Pages!



- Executive Summaries
- Update Letters
- Web Training