Billing Info

March's transmit day for Wednesday, February 22nd.

MACC Events

There is still time to register!

2017 Midwest Road Shows

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

www.maccroadshows.com

There is still time to register!

2017 MACC Users Group

April 17 - 20
Chandler, Arizona

www.maccusersgroup.com

Trivia Winner

Congratulations toSully Telephone's Julie Keen who won this month's MACC Trivia Challenge Contest!

There is STILL time to register for our spring events!

by Kristi Rounds, Creative Services Coordinator

MACC Associates will soon be hitting the road for the 2017 Midwest Road Shows in Kansas and Iowa!

The registration deadline for KANSAS locations is March 9 and the registration deadline for IOWA locations is March 14. Complete details, and a form to register for the Road Shows, are available at: www.maccroadshows.com.

This year's Midwest Road Show will make the following stops:

Topeka, Kansas on March 15   Cedar Rapids, Iowa on March 21

Hays, Kansas on March 16   Des Moines, Iowa on March 22

We are looking forward to seeing you in sunny Arizona for the 2017 MACC Users Group!

This year's MACC Users Group will be held April 18-20 at the Wild Horse Pass Hotel & Casino in Chandler, Arizona. The registration deadline is April 3rd. Complete details and a form to register for the Users Group are available on the event's website: www.maccusersgroup.com.

The event is divided into two parts, one for Customer Master and one for Accounting Master. This arrangement allows for more in-depth discussion on each product. Attendees have the option to sign-up for sessions on either of the individual products or can attend both at a combined rate.

Remember that all of our events are open to all MACC clients, regardless of where your company is located. Wherever you call home, we are always happy to see you at our spring events!

If you have any questions on the MACC Road Show or Users Group, please contact Kristi Rounds at 402-533-5184 or krounds@maccnet.com or JoEllen Maras at 402-533-5117 or jmaras@maccet.com. We look forward to seeing you on the road!

MACC will be conducting network maintenance on Sunday, March 12th

From 10:00 a.m. to 3:00 p.m. (Central) on Sunday, March 12th, 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.

Featured MACC employee for March

March's featured employee is Pam West, Creative Services Specialist. Pam performs a variety of services for MACC's Creative Services Department. Her main duties include graphic design, on-bill ad creation, web development and insert printing. She is also adept at marketing research and finding solutions for any problems that may arise.

Q. When did you start at MACC
A. After spending more than ten years counseling students in higher education at several local colleges, I moved to the telecom industry as the Executive Assistant at MACC in 2003. I eventually worked my way into the marketing department, which became the Creative Services Department in 2008.

Q. What's your favorite part of your job?
A. My favorite part of my job is when I get to work with customers who allow me to create custom ads and trust my judgement to meet their company look and feel. When someone says I hit exactly on what they were thinking, it makes my day!

Q. Can you please tell us about your family?
A. My husband and I have been married for almost 9 years, and I have three stepchildren, all boys, ages 26, 23, and 18. I had no idea how much food boys could eat and how much cleaning I would do (and redo) until after the first few months. I considered purchasing a dairy cow and stock in cleaning products at that time.

Q. What do you do for fun in your free time?
A. I love to read, spend time with my pets, and golf. I am not a great golfer and I don't usually keep my score, but I do have a lot of fun.

Q. If you could travel anywhere to spend a week on vacation, where would it be?
A. I would love to visit England and Scotland. I am a huge Harry Potter fan and would love to go on a studio tour where the movies were filmed.

Q. What's the best career advice you've ever received?
A. If you make a mistake, own up to it, apologize, and find solutions to fix it.

Q. What's your favorite quote?
**A.** "You can tell how smart people are by what they laugh at." Tina Fey

Q. The one person I've always wanted to meet?
A. I would love to meet J.K. Rowling, but I am afraid I would be too nervous to sound like an intelligent human being.

Q. If you could add any food to the MACC vending machines, what would it be?
A. Chips and salsa from Chipotle.

Be sure to check out all that's new in in the latest version of MACC's products on the Client Pages!
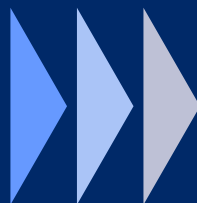
- Executive Summaries
- Update Letters
- Web Training

RECIPE OF THE MONTH

Lemon Lasagna

1 package of Lemon Oreos, Golden Vanilla Oreos can be used

6 Tablespoons butter, melted

1-8oz packaged Cream Cheese, softened

½ cup butter, softened

1 cup powdered sugar

1 large container 2-8oz containers of whipped topping (like Cool Whip)

2-3.4oz packages of lemon instant pudding

3 cups milk

Crushed Lemon drops to garnish

Crush your Oreos in a food processor or by hand in a Ziploc bag with a rolling pin to a fine texture.   Mix Oreos with 6 Tablespoons of melted butter.   Mix well until combined.   Press this mixture into the bottom of a 9x13 pan spreading out to cover the entire bottom of the pan.

In a mixing bowl, blend cream cheese, ½-cup butter, powdered sugar and ½ of the large container or 1-8oz container of whipped topping. Blend until combined and creamy.   Pour this mixture over the lemon cookie crust and spread into an even layer.

In another mixing bowl, pour the 2 packages of instant lemon pudding and 3 cups of milk into the bowl and whisk until pudding thickens. Pour this pudding mixture over the cream cheese layer.   Refrigerate for at least 5 minutes to allow the pudding to thicken and stabilize.

Using the remaining whipped topping, spread into even layer over the pudding layer.

Finely crush 6-8 lemon drops in a ziplock bag and evenly sprinkle over the top of the whipped topping.   If you allow the candy to sit on the top of the dessert for a while, it will melt and leave pretty lemon streaks on top.

Refrigerate for at least 1 hour before serving.

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.

USAC offers new tools to lift your Lifeline numbers

by Ryan Thompson, Creative Services Manager

As the Lifeline program now provides assistance for internet service to eligible households, it's a good time to consider an advertising campaign that reaches out to this segment of your community. Plus, USAC has recently rolled out tools to help educate potential customers that can be used in any campaign your company undertakes.

Based on national studies, there is some compelling data to support creating this type of campaign. For example, according to an August 2015 study by the Pew Research Center, more than 30 percent of households earning less than $50,000 with school-age children do not have a high-speed internet connection. Many of these households may qualify for internet service supported by Lifeline, but they simply don't know of the program's existence. Or, they're using the program for a wireless phone and they might be better served by applying the benefit to an internet connection from your company.

To help companies educate consumers on the availability of the program, USAC created a new page with information for eligible customers: http://www.lifelinesupport.org/ls/. The page has details on what the program is, who qualifies for it, and the annual certification process. This would be a very helpful link to post on your company's website or to send to potential Lifeline customers.

Additionally, USAC created six, ready-to-use buttons for your website. You can view and download the buttons by going to this link: http://www.lifelinesupport.org/ls/referral-buttons.aspx

Need help with a complete campaign?
There are a variety of options for a more aggressive campaign to both existing customers and those who don't currently use any of your services. MACC's Creative Services Team can provide help in reaching both of these markets with effective and affordable advertising tools. For more information on how we can help promote Lifeline in your community, please send an e-mail to macccreativeservices@maccnet.com or give me a call at 402-533-5381.

Two new MACC Minute Tutorials are available

Got a minute? Two new Customer Master MACC Minute tutorials are now available on our Client Pages. The topics are NLAD Modernization Changes and the Importer Tool. These videos provide concise overviews of these important topics. They're FREE to view for all clients and don't take long to watch. To access them, visit our Client Pages.

If you have questions about accessing the videos, please don't hesitate to ask for assistance. If you like these videos, there are many more to watch. A complete list is available on the Client Pages.

Air gapped back-ups

by MACC's Technical Support Team

No, it is not a new athletic shoe even though it sounds like one.

Air gapped back-ups mean you have a space between your back-ups and your live data. Some examples of possible air gapped back-up devices are tapes or RDX cartridges, flash drives, and cloud/internet-based back-ups. In order for any of these to be truly air gapped, they need to be removed from the computer or network they are attached too and stored in a different location. We have seen numerous cases where viruses and Ransomware can infect the computer, server and the user's drop box. Even though it may be in a different location, when they stay signed in it makes it a part of their local computer.

Air gapped back-ups are used by many entities including military, government, finance (such as stock exchanges), industrial control systems and medical equipment. While air gapping your back-ups can seem to be a hassle, in the current world it has become a necessity.

We can help with our MACC Back-up Solution (MBUS). MBUS can back-up all the data and documents on your company's Windows server at a regular interval and store it at a secure remote location. There is no restriction on the types or number of files you can secure. If you lose your data for any reason, MACC can quickly restore access using only an internet connection.

Key Benefits of MBUS

- All MACC's back-up services are completely automated and require no effort by your company's employees.

- If there is an emergency, access to your data is available within 24 hours.

- The service is administered and monitored by MACC's Technical Support Team.

For more information on this technology or for any 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 or via email at macctechs@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 macctechs@maccnet.com.