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### Billing Info

October's transmit day for first of the month billing is September 22nd.

### MACC Events

#### 2017 MBTC

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

#### Joining us in Omaha?

Check out the schedule at [www.maccmbtc.com](http://www.maccmbtc.com)

### Labor Day Holiday

MACC will be closed on Monday, Sept. 4th in honor of Labor Day. Regular support hours will be in place the remainder of the month.

### MACC Trivia Winner

Congratulations to our August Trivia winner - DeAnne Luke of Colo Telephone Company.

Look for MACC Updates for more chances to win.

## Ready for Mardi Gras in September?

*by JoEllen Maras, Creative Services Designer*

We are excited to welcome you to Omaha for the 2017 MBTC! With just a few days left before the conference, we're making final preparations for hundreds of you to pay us a visit.

### Date reminder

The first session of MBTC begins on Wednesday, September 6th and runs through Friday, September 8th. The second session begins on Monday, September 11th and runs through Wednesday, September 13th.

### The latest schedule

To help plan your time at MBTC, be sure to check-out the latest schedule on the website ([www.maccmbtc.com](http://www.maccmbtc.com)).

### The hotel's location and contact information

The Embassy Suites is located at 555 South 10th Street, Omaha, Nebraska 68102. The direct phone number to the hotel is 402-346-9000.

### Driving directions

**FROM THE NORTH:** Take I-29 to I-480 westbound across the river into Omaha and then take the Dodge Street exit. At the stoplight, turn left on 10th Street and proceed for half a mile. The hotel is on the left.

**FROM THE WEST:** Take I-80 through Omaha to the I-480 north/downtown exit. Take I-480 north to the Harney Street exit and continue east on Harney Street to 10th Street. Turn right on 10th Street. The hotel is on the left.

**FROM THE SOUTH:** Take I-29 northbound to I-480 westbound across the river into Omaha. Then take the Dodge Street exit. At the stoplight turn left on 10th Street and proceed for half a mile. The hotel is on the left.

**FROM THE EAST:** Take I-80 westbound to I-29 northbound until you reach the I-480 westbound exit. Cross the river into Omaha and take the Dodge Street exit. At the stoplight turn left on 10th Street and proceed for half a mile. The hotel is on the left.

**FROM EPPLEY AIRFIELD:** Exit the airport, turning left on Abbott Drive. Continue on Abbott Drive approximately two miles to 10th Street and turn left. Follow 10th Street for six blocks to the hotel which is located on the left (east) side of the street at 10th and Howard.

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## Featured MACC employee for September

Crys Zima is MACC's featured employee for September and is a Project Manager in our Client Services Team. She works closely with new clients as they convert to MACC's platform. Crys also coordinates the work effort when existing clients implement significant new features or new ways of using MACC's products. Before her role as Project Manager, Crys worked in the Information Services Department as a Product Manager of Application Interfaces.



**Q. When did you start at MACC?**

A. I started at MACC on June 10, 1991.

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

A. I like working as part of a team with my co-workers and our clients. Since I am in project management, the best part of my job is when we successfully complete the transition of a new client onto our platform and move on to another project.

**Q. Can you please tell us about your family?**

A. My husband, Dave, and I dated in high school and have been married for 33 years. He is part owner of a fiber splicing business that contracts work throughout the midwest. Our daughter, Karleigh (26), graduated from the University of Nebraska-Lincoln with an English major (Classics and Psychology minors). Our daughter, Makenzie (23), graduated from Doane College in Crete, Nebraska. Both have recently moved to Ann Arbor, Michigan where Karleigh will be joining the work force and Makenzie will be pursuing her graduate degree in Environmental Health Sciences-Toxicology. My mom lives in Blair and my brother lives in Texas. I lost both my dad and my sister earlier this year.

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

A. I like to spend time with my family, go to the movie theatre, auctions, NASCAR races and volunteer for several community enriching projects. We also have two dogs (a Vizsla and a Beagle) that keep me busy.

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## MACC will be conducting network maintenance on Sunday, September 10th

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

## Recipe of the Month

### Philly Bars

- 2 packages of crescent rolls
- 2 8-oz blocks of cream cheese
- 1 egg yolk
- 1 c sugar
- 1 t vanilla
- Cinnamon + sugar, for topping

Grease a glass 9x13 baking dish. Roll out one package of crescent rolls on the bottom of the pan. Cream together next four ingredients and spread over crescent rolls. Roll other package of crescent rolls on top. Sprinkle with cinnamon + sugar. Bake at 350 degrees for 30 minutes.

**Have a recipe you'd like to share?** Send it to Ryan at [rthompson@maccnet.com](mailto:rthompson@maccnet.com).

### Simplify service agreements with Customer Master

*by Julie Riecken, Training Support Manager*

Many companies offer customer agreements for things such as a technical support plan. Tracking time against those agreements and then billing for overages can be a challenge. Using Service Agreements in Customer Master can help!

First, you'll want to define your agreements. Think about what hourly limits might be associated with the agreement. Also, you'll want to identify what you would normally charge a customer for that service if there was no agreement in place. If a customer goes over the hourly limit, what will you charge them for an overage? Other tables are also available for tracking of the agreements, but the Agreement Type is required.

Once the initial setup of the Agreement Type is complete, you are ready to assign that agreement to a customer. As the customer uses hours against their agreement, the information can be entered alongside the Labor Entry information (formerly called My Time). These labor rows will be sent to Accounting Master for time approval, if desired.

When you process your billing, OCCs will be calculated on overages to be placed on the customer's bill. Reporting is available to help you manage your service agreements. Training is available on Service Agreements. Visit the Client Pages to register.

### Learn how to keep your data safe at MBTC

*by MACC's Technical Support Team*

Be sure to check out our Tech Support session at the upcoming MACC Billing and Technology Conference (MBTC). This year's topic will be on protecting your data. This classroom type session will provide basic data protection tips you can apply at your office. Some of the covered topics will include:

- Cyber security
- Safeguarding against viruses and ransomware
- Watching out for phishing attacks
- Keeping servers and workstations patched and updated
- Air gapped back ups
- Disaster recovery plans and preparation

## Ready for Mardi Gras in September *continued from page 1*

### Training

As a reminder, the following training classes are included with your MBTC registration.

- AM MACC Mobile + Inventory
- AM Year in Review
- CM MACC Mobile
- CM Year in Review
- TMS Re-design
- What's New in AM 17.2?
- What's New in CM 17.2?

These courses require no special registration and will be repeated several times during the conference so you'll be sure to have an opportunity to attend.

To add even more value to your MBTC attendance, sign-up for our all-inclusive paid training! For only \$139, you may attend as many paid training sessions as you'd like. You'll learn new skills to make your job easier and your company more efficient. If you haven't signed up for paid training it's not too late! Visit the website to sign-up for the additional training. Or stop by the registration desk and we'll get you signed up.

### Join us for a MACCsquerade

Don't forget to embrace our Mardi Gras theme for the MACCsquerade on September 7th and September 12th from 6:00 p.m. – 9:00 p.m. Have fun with the theme and remember, prizes will be awarded for the best Mardi Gras masks!

### Questions?

If you have any last minute questions regarding the MBTC, please contact us and we'll be happy to assist you. You'll find our contact information at <http://www.maccmbtc.com/contact-us>.

## Crys Zima...this month's featured employee *continued from page 2*

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

A. New Zealand, but I would definitely need more than just one week.

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

A. On my first day at MACC, my immediate boss told me that he was going on a two-week vacation so "keep yourself busy."

### **Q. What's your favorite quote?**

A. "We cannot change the cards we are dealt, just how we play the hand." – Randy Pausch

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

A. It would have to be the Bee Gees (Barry, Robin and Maurice Gibb, and their brother, Andy).

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

A. Lifesavers Mints (Pep O Mint). They probably should just make it the 41oz bags.