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

Holiday Support Hours

MACC will be closed on Christmas Day and New Year's Day. Regular support hours will be available the rest of December and January.

MACC Announcements

MACC will be conducting network maintenance on Sunday, December 10th from 10:00 a.m. to 3:00 p.m. (Central) on Sunday, October 8th, 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.

Holiday greetings and a look at 2018

by Craig Aman, President & CEO



Ho, Ho, Ho...the holidays are here and I want to take this opportunity to thank you and your company for your continued trust in MACC. I can speak for all of us here when I say we consider you and your company to be our partners in the business. We truly appreciate the opportunity to serve you and the MACC team will continue to do everything it can to help your company find success in 2018 and beyond.

Please take a few minutes to read on for a quick update on happenings here at MACC during 2017 and what's on the list for 2018.

Have you had piece of PiE yet?

The pie I'm talking about doesn't include dessert after your Thanksgiving meal. I'm referencing MACC's Partners in Efficiency (PiE) program, which we launched earlier this year. PiE offers a full menu of efficiency reviews and training options to ensure you are taking full advantage of your MACC software. After a slice of PiE, you'll find yourself able to do more work in less time. A slice of PiE is definitely a gift to consider for yourself and your company. Give your Client Relations Manager or Account Manager a call for details.

New faces at the table

If you had an opportunity to attend a MACC event this year, you may have noticed some new faces from new companies. We continue to bring more companies into the MACC family of clients. That trend will continue in 2018 as we have many conversions already planned for the year.

New toys for your company to try

MACC doesn't have a workshop full of elves furiously preparing for Christmas Eve, but we do have a lot of hardworking associates who have added a host of enhancements you need to check out. In the spring and fall your company received upgrades to Customer Master and Accounting Master. We have also added enhancements to our eMACC products, including new features for our Web Self-Care service that are real game-changers in terms of revenue generation. Check out the Web Self-Care article for complete details.

Don't be a stranger

We have some great MACC events in the works for 2018 and I encourage you to make plans to attend. At all of the events, you'll learn new skills on our software, get new ideas to try at your company and have fun all at the same time. Save the dates below and we'll plan on seeing you in 2018.

Midwest Road Shows:

(Iowa) – March 13th and 14th

(Kansas) – March 21st and 22nd

Users Group (Arizona): April 17th – 19th

MBTC (Nebraska): September 5th – 7th and 10th – 12th

Have a happy holiday season

To close, I want to wish you happy holidays and I hope you have the opportunity to enjoy this wonderful season. And as always, if you would like to visit, please contact me at 402-426-6222 or CAman@maccnet.com.

Featured MACC employee for December

Gayle Haner is December's Featured Employee. She is an Access Analyst for our CABS Team. In her position, Gayle works with our clients' circuits and direct trunks, assists with billing and circuit audits, updates tariff rates and transport information as needed.

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

A. May 1, 1989

Q. What's your favorite part of your job

A. Making customers happy is the best part of my job. Also, I am a very detail oriented person and my position gives me the opportunity to use this skill in various ways which makes everyday a new day.

Q. Can you please tell us about your family?

A. I have two daughters and five grandchildren. Two are boys and one is working for his dad's company. The other recently graduated high school, joined the Army this summer and has completed boot camp and AIT classes for aviation. The three girls are in grade school. Steve has been my partner for 14 years and we have two cats. One female was a feral kitten we found and is now an adult cat in the house. The second one is a male feral cat that came to our yard last winter when it was bitter cold and we began to feed it. Now he has a homemade cathouse for this winter with heat and enjoys cuddles whenever he can get them.

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

A. In my free time, I enjoy reading and crocheting. I love to cook! Even after all these years with the girls out of the house, I still can't make a meal for just two.

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

A. If I could travel anywhere to spend a week on vacation, I would go to Germany to discover where my family roots began.

Q. What's your favorite quote?

A. "There's always tomorrow and it always gets better."

Q. Who is the one person you've always wanted to meet?

A. The one person I've always wanted to meet would have been my great grandmother on my father's side. I would have loved to hear her stories of the travel from Germany to Iowa where they settled with their family of ten.

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

A. Almond Joy Candy bars

Chasing revenue? Web Self-care can help!

MACC recently added some HUGE enhancements to Web Self-Care (WSC). They'll help you pump up your business and max-out your customer service numbers. The biggest new feature is the ability potential customers have to search for and request services based on their address. This feature is a game-changer for boosting revenue and your bottom line.

Other new Web Self-Care features

- Capability to view 13 months of bill history
- Access to service agreement usage – customers with service agreements can compare usage to the hours purchased

Additional activities your customers can do...24/7

- Current customers can shop for new services
- Report trouble
- View long distance, data and wireless usage
- Update their profile information
- Contact your office

Web Self-Care looks great on mobile devices

No matter how your customers access Web Self-Care, it looks great with a modern, mobile-friendly design. Your company will shine on desktops, laptops, tablets and smartphones. Plus, your version of Web Self-Care can be modified to match the rest of your website.

Not using Web Self-Care? You need to see it!

If your company isn't using Web Self-Care, you need to see a demonstration of this service. It offers many opportunities for your company and we don't want you to miss them. Contact your Client Relations Manager or Account Manager to make the arrangements.

Already have Web Self-Care?

Check out the Web Self-Care Enhancement Summary in our Client Pages. It has complete details on the new features. **An important note is that these features are available at no additional charge.**

A MACC Minute Training video is also available on our Client Pages. Finally, MACC's Training Team offers customization assistance for Web Self-Care. Please contact your Client Relations Manager or Account Manager for details.

I've been hacked! Now what?

by MACC's Technical Support Team

These days, you're constantly hearing about cybersecurity in the news with announcements of personal information being stolen along with ideas on how to prevent being compromised. It is not too often you see what to do if you are hacked. This is a short guide of some things you can do to help recover your accounts.

First and foremost reset your passwords! Your accounts and account details are like gold to a hacker.

You need to secure the account you know was hacked, but you need to check all the others it touches as well. It may seem like a hassle, but reset your passwords on those services, and treat them as if they have been compromised. If you can't log into your email account try resetting the password. If that fails, or the email associated with your account no longer works, look for an account recovery option. You can also contact the company for help. When you change your passwords make sure to log out of the account as this will kick anyone using your old password out.

After all of your passwords have been changed, if your accounts have any shipping information or payment information, make sure the shipping information is still your address and make sure no new payment methods have been added.

The hacker may try to use your information to access your other accounts like social networking, email, banking, shopping etc. Hacked social networking and email accounts are used to spread spam, malware and ads on your behalf. Let all your contacts know about the hack. If your email was hacked, check your inbox, trash and sent items for any new account notifications using your email address. If new accounts have been created, you can try logging into those accounts by using the reset password feature and then delete the account.

If you see no obvious hacks in your email account its possible your machine was the source of the attack. Scan your device for any spyware or malware that could be monitoring your account details or keystrokes.

Last, but not least, if anything of substance has been affected, file a police report. They might be able to provide assistance, but it will also help you lock down your credit with the credit reporting agencies and give you more power when working with online banking and credit card agencies.

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.

MACC Trivia Winner

Congratulations to **Darlene Keeley from Salish Networks** for winning November's MACC Trivia Challenge Contest. Watch for MACC Updates for more chances to win!

Year-end Accounting Master reminders

by Kelly McIntosh & Payton Shaw, Accounting Master Software Support Team

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, please take some time to make sure you are prepared. In Accounting Master 17.2, there is now a Year-End Suite which will help you prepare for the end of 2017 and the beginning of 2018. We recommend using this feature as a guide.

Tax Forms

If your company ordered tax forms from MACC, we strongly recommend opening the package now and confirming that you have the number of forms needed. If there is a discrepancy, please contact us immediately so that we can assist.

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) 746-6814 or by e-mail at support@aatrix.com.

MACC Minutes

Tutorials for a variety of Accounting Master features, including Tax Processing, are available on MACC's Client Pages. These tutorials will walk you step-by-step through the Aatrix Tax Processing. Accounting Master 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 during the following hours to help you with your tax processing needs. We can be reached at 402-533-5335 or MACCaccountingreps@maccnet.com.

December: Monday-Friday – 7:00 a.m. – 5:30 p.m.

January: Monday-Thursday – 7:00 a.m. – 6:00 p.m. and Friday – 7:00 a.m. – 5:30 p.m.

Best Green Beans

- 4 cans green beans, drained
- 1 medium onion, sliced very thin
- 8 slices bacon (chopped into small pieces before frying)
- 1 cup vinegar
- 1 cup sugar

Fry bacon until crisp. Remove to paper-towel covered plate. Drain most of the bacon grease, leaving about 1/4 cup. To the bacon grease add sugar, and vinegar. Heat until sugar dissolves. In crock pot, layer the beans and sliced onion. Pour vinegar mixture over the beans and onions and sprinkle bacon on top. Cook on low for 3 hours.

Your guide to bill inserts

by JoEllen Maras, Creative Services Designer
& Kristi Rounds, Creative Services Coordinator

As we see another year come to a close, we thought this might be the perfect time to put together helpful tips for the Bill Insert process. We hope these tips will make the process easier for you, but keep in mind that you may contact us any time with questions and concerns you may have.

Start with Customer Master

One of the most important steps in the bill insert process is to set up your insert in Customer Master. This step will ensure you are ordering the proper amount and help you determine the selection process for which customers will receive your bill insert. If you need assistance with this step, your Software Support Representative will be happy to assist you.

Don't forget about the Bill Insert Form

After setting up your insert(s) in Customer Master, it is very important to fill out the online Bill Insert form. This form lets our Billing Department and the Creative Services Team know you have an insert(s) this month. We understand that sometimes you don't have all the necessary details for your insert, and that is why we have a comment section at the end of the form for you to provide any necessary explanations or questions. If you have any questions about this form, you can contact Kristi Rounds and she will be happy to walk you through the process.

Timing is everything

A good rule of thumb for making sure your bill inserts are ready on time for inserting is to remember the numbers 5 & 10. If you are having your inserts printed elsewhere and delivered to MACC, please make sure they arrive five business days in advance of your bill transmit day. If you are having files printed by MACC's Creative Services Team, please send artwork to us at least 10 business days prior to your transmit day.

So how big can an insert be?

It is very critical that inserts be sized correctly to ensure proper inserting into your monthly bills. The majority of our client's inserts are either a 1/3 page (8.5" x 3.66") or a full page (8.5" x 11") that is tri-folded into a 1/3 page. It is important to note that while 1/3 page and full page are the most popular, we do accept inserts that fit into the following parameters: Minimum 3" tall x 6" wide Maximum 4" tall x 8.5" wide

If you want your insert to have a bleed, which means the image goes all the way to edge of the paper, please make sure to include crop marks with the image extending a minimum of 1/8" beyond the crop marks.

They say you want a resolution....?

In printing, DPI (dots per inch) refers to the output resolution of a printer. The more dots you can squeeze into a square inch, the sharper your image will be. Our preferred DPI for printing your inserts is 300dpi. Most images copied off the Internet or a website are only 72dpi and not suitable for printing on paper.

Print Notify preview doesn't count for inserts

If your company receives a file for review prior to the printing of your bills, please remember that this does NOT apply to your inserts. Your inserts still need to be printed and in our hands 5 days prior to transmit.

We're here to help!

Our Creative Services Team is on stand-by to help you with ALL your marketing needs. Our services include graphic design, marketing plans, web development and everything in between. **No project is too big or too small...we love them all!** We can be reached at MACCCreativeServices@macnet.com.