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Billing Info

February's transmit day for first of the month billing is Wednesday, January 24th.

2018 MACC Events

Midwest Road Shows

Cedar Rapids, IA – March 13th
Fort Dodge, IA – March 14th
Hays, KS – March 21st
Topeka, KS – March 22nd
www.maccroadshows.com

MACC Users Group

April 17th – 19th
Chandler, AZ

MACC Announcements

MACC will be conducting network maintenance on Sunday, January 14th 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.

Put some WOW on your plate for 2018

MACC's WOW Training can make your workday easier by showing you how to take full advantage of Accounting Master and Customer Master. It's a great way to start a new year! This program allows your company to take up to six web training courses for just \$99 per month. **That's a savings of almost \$400!**

The courses are taught by MACC's expert trainers at times that are convenient for your company. Plus, with more than 80 available courses, you'll have the ability to learn dozens of new skills for the software you use everyday.

A few examples of what you can learn are below...

- **What's New Training** – Learn about the latest enhancements in version 17.2 of Customer Master and Accounting Master. Our What's New Training is the easiest way to learn how you can put the new features in our products to use at your company.
- **Paperless Service Orders** – Learn how to streamline your office processes to increase efficiency and reduce work effort. A must-see course for any company looking to become more efficient in the new year.
- **Managing Plant in a Fiber Network** – Are you busy with fiber build outs this year? If so, this course provides ideas for effectively structuring and managing fiber-based records and premise equipment.

For a complete list of courses, visit the Web Training page on MACC's website. It is in the secured Client Page section of the site so be sure to first login to the Client Pages and then visit the Web Training Page

Ready for WOW at your office?

Contact your MACC Client Relations Manager or Account Manager for complete details on WOW Training and to get signed up for the program.

About the free lunch

All companies that start or renew their subscription for WOW Training during January will be entered into a drawing for a free lunch at their office courtesy of MACC. What a great opportunity for a lunch and learn!

Featured MACC employee for the month of January



January's Featured Employee is **Kathy Coufal**. As a Customer Master Software Support Representative, she spends most her day assisting customers with their questions and helping them within the software.

Q. When did you start at MACC?

A. June 1996

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

A. The best part of my job is assisting my customers with their questions. Plus, I have some great co-workers.

Q. Can you please tell us about your family?

A. I've been married 39 years to my husband, Scott. We have three grown children and their spouses. I have six grandkids from the ages of 1 to 16.

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

A. I enjoy spending time baking, camping and traveling. I also like watching the grandkids in their activities.

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

A. I would love to take an Alaskan cruise!

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

A. Whatever you decide to do, make sure it makes you happy.

Q. What's your favorite quote?

A. The three Cs of life: CHOICES, CHANCES, and CHANGES. You must make a choice to take a chance or your life will never change.

MACC Trivia Winner

Congratulations to **Susan Hamilton from Grafton Technologies** for winning November's MACC Trivia Challenge Contest.

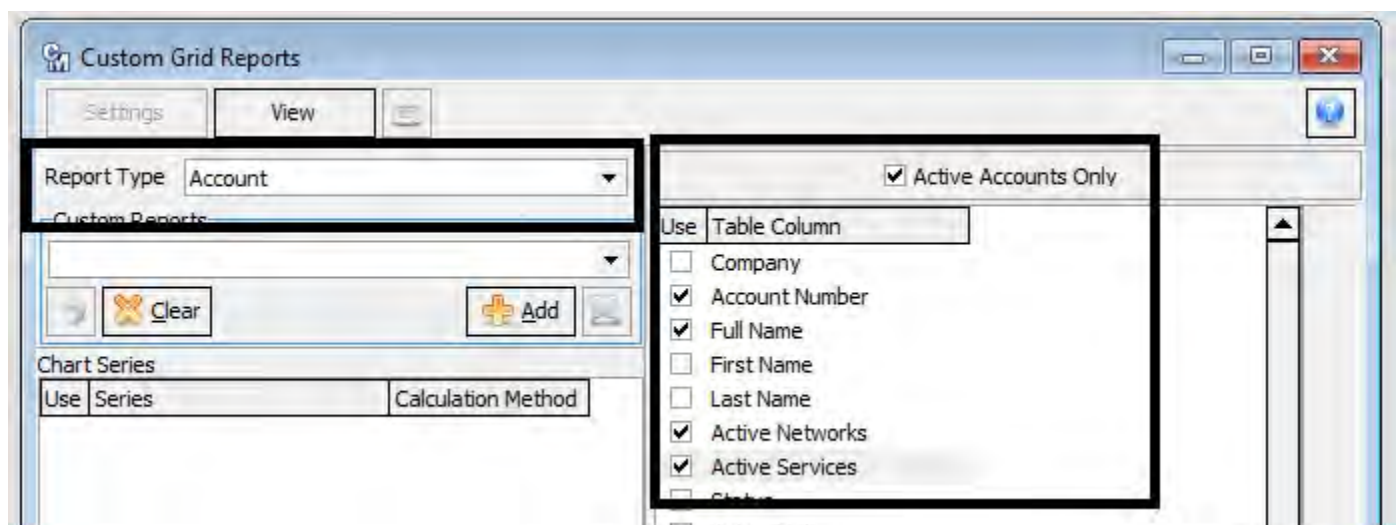
Watch for MACC Updates for more chances to win, along with helpful tips & tricks and other important information!

Find abandoned accounts with Custom Grid Reports

by Julie Riecken, MACC's Training Support Manager

Some MACC clients have accounts where the network tiers have been disconnected, or USPs have been outdated on those networks, but the account is still active. In the past, it's been a little tricky to find those "abandoned" accounts. The good news is, we have a suggestion – use the Custom Grid Reports.

First, you'll want to select the Account Custom Grid Report in the Report Type drop-down. Next, select the fields that you want included on the report. I recommend at least Account Number, Full Name, Active Networks, and Active Services. Be sure to select the Active Accounts Only checkbox at the top of the screen. (Note: Active Networks & Active Services may be at the bottom of the list of available fields, unlike the screen shot here.)



Click View to launch the report. Your results will display blanks where there are Active Accounts with no Active Services (such as Account #1441 in the following example), and Active Accounts with no Active Networks or Active Services (such as Account #1450 in the following example).

The screenshot shows the 'Custom Grid Reports' window with the title 'Account - Active Accounts Only'. The 'Table' tab is selected. Below the table header, there is a prompt: 'Drag a column header here to group by that column'. The table contains the following data:

Account Number	Full Name	Active Networks	Active Services
1441	ROOSTER COGBURN	INT	
1447	BWHS TENNIS	CBL INT TEL	CASAT CBG10 CCSN CDISP CDSC IDSLA
1450	Billy BBQ		
1451	NETSYNC	INT TEL	TBAS TCF06 VCF01
1453	TEVE TORBES	TEL	TBAS TCF05 TCF06 TCF07
1454	ROSS HALFORD	INT	

Export the listing to a .CSV to perform further filtering. You may want to take action on these accounts such as disconnecting the account tier if it is no longer needed. For additional information, please contact your Customer Master Software Support Representative.

eMACC Management Reports improved

MACC never rests when it comes to improving our products. The latest example is a host of enhancements added to our eMACC Management Reports (Web Reporting). We made a valuable tool for managers and other company leaders even more useful. The enhancements became available last month for all clients using eMACC Management Reports. Check out the highlights below.

As a reminder, these enhancements were made available at no additional charge to customers currently using Management Reports.

eMACC Management Report Enhancements for December 2017

- Ad hoc reports were added to the Executive Dashboard. This move makes it even easier for company leaders to use these highly flexible reports.
- Marketing reports have improved flexibility in terms of selecting date ranges and accounts.
- More detailed information can now be exported as a report.

Need help using eMACC Management Reports?

If you currently have eMACC Management Reports and need some pointers on taking full advantage of this tool, be sure to contact the eMACC Support Team. They're ready to help and can be reached at 402-533-5470 or eMACC5470@maccnet.com.

Not using eMACC Management Reports?

- These reports make it easy for managers and other company leaders get the information they need to make informed business decisions.
- As several key reports are updated in real-time, they're also perfect for keeping track of important performance metrics throughout the day.
- eMACC Management Reports are available via the web using any internet browser so accessing them on the go is easy via your smartphone or tablet.

Contact your MACC Client Relations Manager or Account Manager for complete details and a demonstration.

Postage rates will change this month

The U.S. Postal Service is changing its postage rates later this month. Effective January 21st, the following rates will take effect. The majority of statements mailed from MACC fall into the automated one or two ounce categories. For questions regarding the new postage rates, please send an e-mail to swolff@maccnet.com.

		Automation		Machinable	Full
Weight Not Over (oz)	5-digit	3-digit	Mixed AADC	Presorted	Letters
1	\$0.378	\$0.408	\$0.424	\$0.458	\$0.50
2	\$0.378	\$0.408	\$0.424	\$0.458	\$0.50

Registration is open for 2018 Midwest Road Shows

by Kristi Rounds, Creative Services Coordinator

Make plans now to attend the 2018 Midwest Road Shows to ensure you know what's cooking with MACC products! This year's Road Shows will be heating up in a town near you:

- Cedar Rapids, Iowa on March 13
- Fort Dodge, Iowa* on March 14
- Hays, Kansas on March 21
- Topeka, Kansas* on March 22

*New locations for 2018!

What's on the agenda?

Below is a sample of topics that will be discussed at each location.

- Bits & Pieces
- What's New in Customer Master 18.1 & Accounting Master 18.1
- MACC Mobile
- Web Self-Care

Registration is open

For complete details and to register for the 2018 Road Shows, visit www.maccroadshows.com.

All MACC clients are eligible to attend. Watch future editions of the MACC eMessage for more details. If you have any questions on the 2018 Road Shows please contact Kristi Rounds at KRounds@maccnet.com

Potato Bacon Soup

- 8 large baking potatoes, baked (remove most of skin)
- 1 pound bacon, chopped into small pieces
- 1 medium onion, diced
- 2-3 tbsp Dijon mustard
- 4 oz cream cheese, softened
- 3 cups chicken broth
- 3 cans cream of celery soup (you can use regular or fat-free)
- 3 cups milk
- 1 tsp pepper

Fry bacon until crisp and remove to paper towel to drain. In bacon drippings, sauté onion. When almost sautéed, add mustard. Pour in chicken broth and cook for about 5 minutes, then add the cream cheese and whisk. When that is mixed up, whisk in the cream of celery soup and pepper.

Chop potatoes into 1-inch or smaller cubes, and put in large soup pot. Dump bacon on top.

Once the onion/broth/soup mix has cooked through (let it simmer for about 20+ minutes), pour over the potatoes. Add milk and stir. Let soup simmer for about 30+ minutes.

It's not too late to plan for 2018

by Ryan Thompson, Creative Services Manager

The new calendar on my desk confirms that somehow 2017 slipped away and 2018 is upon us. If you have your marketing plans for the year ready to go...that is great! However, if you're like many folks and 2018 arrived before your plans are complete, there is still time to come up with some profitable ideas for the new year.

Below are a few promotional ideas to get you started.

Cabin fever for January and February

To help ward off cabin fever during these cold winter months, consider promotions for faster internet or better video packages. Your customers need to know your services can keep them entertained, even if nasty weather keeps them in the house.

The big basketball event in March

I don't think I can legally say the name of the big basketball event in March, but people tend to go mad for it each year. Make sure customers know your TV packages have the networks the big games are on and it doesn't hurt to promote your internet speeds as well for the cord-cutters in your community.

Baseball is back for April

Baseball is a great theme for telecom marketing. Whether you're using phrases like double-play or triple-play to describe bundles or promoting the return of major league baseball to your cable channels, there are a lot of directions you can go with America's pastime.

Beat the summertime blues – May and June

Some customers will cut back on services during the summer months as they're busy with trips and outdoor activities. Consider offering incentives to keep them connected, even during the nicest time of the year.

Back-to-school – July and August

The idea of promoting internet during back-school-time isn't a new one, but it's worth remembering. Kids need a strong internet connection to keep up in the classroom and your community needs to know you have the best broadband in town.

Football – September and October

There are an ever increasing number of ways to watch football. September and October are the perfect months to remind customers that your channel packages and streaming options are the best way to watch their favorite team.

Holiday promotions – November and December

Your company probably isn't selling the hottest holiday toy or latest gadget, but there is a good chance those treasures under your customers' trees will need an internet connection. Make sure your company has a strong promotion during this time of year as it's an ideal time to sell the faster internet today's devices require.

Hopefully you can use a few of these ideas at your company. If you'd like some additional ideas for your marketing in 2018, please be sure to reach out to the Creative Services Team. We help dozens of companies across the country find success with their marketing and we'd love to do the same for your organization. Just send us an e-mail at macccreativeservices@maccnet.com and we'll be in touch.

Finally, have a very Happy New Year!