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### Billing Info

Transmit day for May 1st  
of the month billing is  
Monday, April 23rd.

### 2018 MACC Events

#### MACC Users Group

April 17th – 19th

Chandler, AZ

[www.maccusersgroup.com](http://www.maccusersgroup.com)

#### 2018 MBTC

Session 1: September 5-7

Session 2: September 10-12

Omaha, NE

[www.maccmbtc.com](http://www.maccmbtc.com)

### MACC Trivia March Winner

Congratulations to **Donna Pringnitz from Comm1** for winning March's MACC Trivia Challenge Contest.

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

## MACC Success Story: A slice of PiE can really brighten your days!

*"I found there were more efficient ways to do many of the processes that I was doing and these steps save me a great deal of time."*

These are the words used by Emily Hoyt to describe the benefits of using MACC's Partner in Efficiency (PiE) program. She is the Office Manager at Scranton Telephone Company, in Scranton, Iowa.

Emily had taken other MACC training in the past, but left her position for several years after her son was born. Upon her return, she wanted to start fresh with a solid, uniform foundation on MACC's software.

Her PiE sessions covered more than a dozen areas within Customer Master and Accounting Master. She said courses on USP codes and clean-up for addresses and plant were the most helpful as they improved the accuracy of her reports. The courses also improved her skill in working with Customer Master's various modules.

"Working in the databases and doing the clean-up with Linda (one of MACC's Trainers), was so beneficial as I learned how to navigate in the system," Emily said.

Something she learned that was completely new to her was the workflow process for setting-up a new customer. "It takes me step-by-step through everything and makes it much less likely to forget something along the way," Emily said.

Using MACC's PiE program, companies work one-on-one with MACC's expert trainers to identify ways Customer Master or Accounting Master can reduce employee work effort. Many times, companies aren't using the full capabilities of our products. After a slice of PiE, companies are empowered to take complete advantage of the software in which they've invested.

Another efficiency the staff at Scranton gained was in the area of trouble tickets. Before the PiE, they were using hand-written tickets in the office. "Now I am using trouble tickets in the system and it literally takes me half the time," Emily said. "It also keeps a record of what happened in the system. If I need to look up a trouble ticket, it is much easier to find it than going through paper files."

The program includes working directly with a company's data and processes so it's truly a real-world experience. The efficiencies PiE Training delivers come from increased automation, better record keeping, and a reduced reliance on paper documentation.



## Featured MACC employee for April

**April's Featured Employee is Sherry Stork.** As a Software Support Specialist, she helps clients with Customer Master, our eMACC products, E911, credit card payments and more.

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

**A.** I started at MACC April 1st, 2004. I thought I might walk in and hear "April Fools you didn't get the job!"

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

**A.** Helping customers! Nothing is better than knowing I've helped a customer through an issue, finding the answer or helping them understand a process better.

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

**A.** My husband, Rodney, and I will be married 26 years as of April 24th. We were never blessed with any children, so we have two Australian Shepherds. They are our fur babies and a big part of our family.

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

**A.** I like to cook, but I also spend a lot of time outside working in the yard, garden, and flowerbeds. I also help my husband on the farm with planting and harvest. We like to go to antique tractor shows and tractor pulls.

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

**A.** Australia or New Zealand, but we may need more than week to explore.

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

**A.** Do every job to the best of your ability...give it 110%.

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

**A.** Life has two rules: #1 Never quit #2 Always remember Rule #1. Unknown

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

**A.** My grandmothers as both passed away before I was old enough to remember them.

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

**A.** My mom's cinnamon rolls.

### MACC Success Story

*continued from page 1*

PiE also helped the Scranton staff better understand equipment in a network. Emily said she was using a separate spreadsheet to track this information, but after the USP code training, she is now able to use reports from Customer Master to deliver the accurate results she needs.

PiE can deliver results like these to your company as well. The program can be as specific or broad as needed. Emily went through her PiE Training at MACC's headquarters in Blair, Nebraska, but training can also be done in your office or remotely over the phone.

For companies considering PiE, Emily offered some advice. "By all means choose PiE! I learned so much in the three days I was at MACC," she said. "Linda, and everyone I met at MACC, was eager to help me do my job better. It didn't even seem like work."

Get your slice of PiE today!

If you'd like to make your job easier and your company more efficient through MACC's PiE program, contact your Client Relations Manager or Account Manager for complete details. It's a sweet deal!

## 2018 MBTC Road Trip...where will MACC take you?

by JoEllen Maras, Creative Services Designer

We hope you are already planning to hit the road for the 2018 MACC Billing and Technology Conference (MBTC)! Session 1 will be held September 5-7 and Session 2 will be held September 10-12. Our MBTC Road Crew is busy mapping out another great conference packed with valuable training, product updates, informative sessions and this year we are all looking forward to another adventure with you!

**Part of this year's adventure involves traveling down the road to a NEW LOCATION!** Due to renovations being done at the Embassy Suites, the 2018 MBTC will be held at the DoubleTree Hotel Downtown Omaha, keeping you in close proximity to the airport and only 6 blocks from the historic Old Market district.

Watch for future issues of this newsletter for up-to-date information, as well as periodic emails with more details about the 2018 MBTC. If you'd like to receive emails about MBTC, please contact Kristi Rounds at [krounds@maccnet.com](mailto:krounds@maccnet.com) and she will get you added to our email list.

**We look forward to seeing you in September!**

### Duck Camp Taco Soup

- 2 lbs of ground beef
- 2 medium onions, chopped
- 2 taco seasoning envelopes
- 1 envelope of dry ranch dressing mix
- 1 can of hominy, undrained
- 1 can of red beans, undrained
- 1 can of pinto beans, undrained
- 1 can of green beans, undrained
- 2 cans of stewed tomatoes with onions and bell peppers
- 1 can of green chilies
- 1 and 1/2 cups of water

Brown the ground beef and onion, then drain well. Add taco seasoning and ranch. Mix well. Put beef mixture and all the rest in a crockpot and cook for three or hours.

*Recipe courtesy:*

*Kristi Rounds, Creative Services Coordinator*

### Keep your Techs from running behind with MACC Mobile

MACC Mobile lets your Techs (plus everyone else!) work smarter and be more efficient. That means they'll stay on schedule to keep your customers happy and cut down on overtime.

MACC Mobile makes key CM and AM information available via smartphones or tablet computers. This means...

- Fewer truck rolls for technicians as paper service orders are eliminated
- Techs can close out their own tickets to save CSRs time
- Account information is always available to help close the sale
- Work schedules can be viewed and hours logged remotely
- You can even conduct inventory using a smartphone
- and much, much more!

For more information on using MACC Mobile, contact your Client Relations Manager or Account Manager today!

# MSaaS gets an upgrade

*by MACC's Technical Support Team*

If you are a current MSaaS customer, you should have received an email by now preparing you to migrate to the new MSaaS environment. We thought we would take this opportunity to mention the new environment and some of the features that it will offer.

There are many enhancements behind the new environment that provide better performance and a more secure experience for the user. Most of these enhancements are behind the scenes but there are a couple of noticeable changes as well. Here are some of the changes that you can expect:

1. Usernames will be different. We have adopted a new naming convention that makes user identification much simpler.
2. Passwords are now managed by the user.
3. Users are able to unlock their own accounts and change their own passwords through the self-service portal. Each user will define unique security questions that will serve as an added security measure when unlocking an account or changing a password.

If you have not yet been migrated to the new system, here's what you can expect in the near future:

1. An email will be sent asking you to verify each user's name and spelling.
2. Once the names have been verified, another email will be sent out with the list of new usernames and instructions on how each user can set up their password and challenge questions
3. While your users are creating their passwords, we will be testing various aspects of the migration to ensure there is minimal impact to you once you go live on the new environment.
4. When testing is complete, we will contact you to schedule the migration during a time that works best for you.
5. Once the migration is scheduled, we will work with you to ensure every user's workstation has the proper client and is ready for the new environment.
6. At the scheduled time, all users will need to exit the system during the migration.

After the migration is complete, you will begin accessing MSaaS through the new environment, using the new username and password that were set up.

We hope you find this information helpful. If you have any questions or concerns, please don't hesitate to contact us. We will be happy to answer any questions you may have.

If you are not an MSaaS customer, we encourage you to check it out! MSaaS stands for MACC's Software as a Service and it allows you to enjoy our Customer Master and Accounting Master software over the internet, without the need for a server at your location. If you would like to learn more or give it a try, please let us know! Your MACC Tech Support team can be reached at 402-533-5300 or via email at [macctechn@macnet.com](mailto:macctechn@macnet.com).

# Check out these construction season communication tips

by *Ryan Thompson, Creative Services Manager*

The grass will soon be greening up, baseball started last week, and the fields surrounding MACC's headquarters are filled with robins. This can mean only one thing...construction season is here! As your company gets started with its springtime projects, here are a few ideas to keep your customers in the loop and sell some new services.

## **Share your plans**

If you have construction projects on the calendar, use your newsletter, social media and website to share your plans as much as possible. Customers can get excited about the potential of improved services coming to their neighborhood and they may be more understanding of any hassles caused by construction.

## **Over communicate planned outages**

If you have an outage planned during a project, don't forget to get the word out as far in advance as possible through as many channels as you can. Social media is great for this purpose as it pushes the information out to customers. Make sure to tout the benefits of the project as these will help make up for any short-term pain caused by construction related outages.

## **Use email to your advantage**

Communicating construction plans and associated outages is the perfect job for e-mail. You can send e-mails directly from Customer Master and even use targeted messages based on account criteria. For help with this task, contact our Customer Master Software Support Team.

## **Signage for contractor vehicles**

If you're using outside contractors for a large project, one way to let customers know they're associated with your company is to have magnetic, vinyl signs created with your logo and branding. These signs can be stuck on your contractor's vehicles to let your customers know about the legitimacy of the outside company when its employees are in their neighborhoods.

## **Don't let your team be camera shy**

Taking pictures of your company's progress and then sharing them via your website and social media is an easy way to let customers know how you're progressing on a project.

## **Share the good news**

When a phase of a project is done, make sure to tell everyone about it...specifically any new and improved services that are now available. Whether you use social media, direct mail, e-mails, newspaper ads, or other means of advertising, it's important to do something to get the word out.

## **Need help tackling this to-do list?**

MACC's Creative Services Team can help your company communicate your plans for this construction season and then market the new services available when the work is done. We create designs that "pop" for everything from bill inserts to billboards. Send an e-mail to [macccreativeservices@macnet.com](mailto:macccreativeservices@macnet.com) or call me directly at 402-533-5381 for complete details and examples of our work.