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Billing Info

Transmit day for July 1st
of the month billing is
Friday, June 22nd.

2018 MACC Events

2018 MBTC Registration is open!

Session 1: September 5-7
Session 2: September 10-12

****NEW LOCATION!****

DoubleTree Hotel
Omaha, NE

www.maccmbtc.com

MACC Trivia May Winner

Congratulations to
**Tammy Roethler, from
C-M-L Telephone
Cooperative** for winning
May's MACC Trivia
Challenge Contest.

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

Pack your bags...

Registration is open for the 2018 MBTC

Registration is open and we hope you will join us for an exciting journey of paid training, complimentary training and general sessions during the 2018 MACC Billing and Technology Conference (MBTC). Here are just a few things we'd like to highlight as you plan your trip to Omaha this September...

Location Change

For the past 10 years MBTC has been held at the Embassy Suites in the Old Market District of Omaha, Nebraska. Due to renovations being done on the hotel, this year's conference will be held at the DoubleTree Hotel in downtown Omaha. Our new location is still a short distance from the airport and just six blocks from the historic Old Market District. With ample meeting space and lots of great amenities, we know you'll enjoy your stay!

Training

MACC's Training Team has mapped out a great itinerary of training classes for you! Take ALL the paid training sessions you'd like on Day 1 and Day 3 of the conference for the low price of \$139...that's an \$800 value! Paid training will ONLY be offered on Day 1 and 3, leaving Day 2 packed with informative sessions and complimentary training that is included with your registration fee.

One-on-One Sessions - Due to the continued popularity of this feature, we will again have a complimentary hands-on training room staffed with MACC employees throughout the entire conference. Stop in for one-on-one conversations about our products and take advantage of this great opportunity to ask staff specific questions you may have about MACC products.

Food & Fun

Day 1: Hospitality – Let's start your MACC Road Trip off right with a fun evening of delicious hors d' oeuvres, cocktails and great conversation with your peers and MACC staff. Hospitality will be held in the hotel's Signatures Restaurant located on the lobby level.

Day 2: Banquet Night – TACKY TOURIST TRIVIA NIGHT! Enjoy cocktails, a delicious dinner buffet and LOADS OF FUN when your table competes in the very popular game of trivia. There will be a wide variety of trivia topics, great music, lots of laughs and prizes for the winners! Be sure to wear your best TACKY TOURIST outfits for a chance to win even more prizes!

Visit www.maccmbtc.com for hotel information, conference schedule and on-line registration. If you have questions about this year's MBTC, please contact JoEllen Maras at jmaras@macnet.com or Kristi Rounds at KRounds@macnet.com.

Featured MACC employee for June



Briana Lally is June's featured employee. In her position as a Transmit Processor II, she is essentially a traffic cop for calling data.

Briana helps ensure call data record feeds are working correctly, and if needed, works to resolve any issues that arise.

Q. When did you start at MACC?

A. July of 2008

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

A. Resolving issues is, by far, my favorite part of the job. It is very satisfying to be able to report back to our customers that an issue has been resolved and we're moving forward!

Q. Can you please tell us about your family?

A. My husband, Trent, and I have three children. Trent teaches fourth grade and coaches high school soccer. It's hard to believe our oldest, Baker (14), was in preschool when I started at MACC and will now be a freshman this coming fall. He is a part of many sports teams, including cross-country, basketball, soccer, and track. He also plays trumpet in the school band and manages to practice when he's not busy with sports or Fortnite. Brooklyn (11) is also very sports-oriented. She plays volleyball, basketball, soccer, and softball. She started taking piano lessons last year and loves it! Baylor (6) is also involved in sports, including soccer, softball, and dance, and is very "girly." If you need a mani/pedi, and don't mind wild colors, she's your girl!

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

A. At this phase of life there's not much free time available, but I love to read at night to wind down.

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

A. Latvia. I would love to meet some of my maternal relatives there.

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

A. Smile, breathe, and only take on what you can handle.

Q. What's your favorite quote?

A. Worse things have happened to better people.

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

A. Runza sandwiches.

Grandma's Chocolate Chip Cookies

- 1 Cup Crisco Shortening
- $\frac{3}{4}$ Cup Sugar
- $\frac{3}{4}$ Cup Brown Sugar
- 2 eggs
- 1 Tbsp Water
- 1 tsp Vanilla
- 2 Cups Flour and 2 Tbsp flour
- 1 tsp Salt
- 1 tsp Baking Soda
- Chocolate Chips

Combine shorting, sugar, brown sugar, eggs, water and vanilla. Then add in flour, salt and sugar. Add in the desired amount of chocolate chips. I use the medium Pampered Chef scoop to get the right amount of dough or about the size of a walnut.

Then bake at 375 degrees for 12 to 15 minutes. I switch the pans about half way through the cooking process to get the golden brown on top of the cookie.

Recipe courtesy: Margaret Stoltz, Customer Master Software Support Representative

MACC Mobile is screen time the boss won't mind!

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!

Payroll on the go

by Mary White, Accounting Master Product Owner

Employees are constantly on the move and performing their work duties both in and outside of the office. MACC's integrated system allows for several points of entry into a universal payroll module. Whether it's the plant technician, customer service representative, accountant, office manager, or general manager labor can be easily entered and delivered to the payroll department accurately and on time using the method or methods that best fit your company's needs.

- For the employee on the move – use MACC's Time Management System. As long as an employee has access to the internet they can enter their time, submit time off requests, view pay statements, and more.
- For the employee working service orders and trouble tickets – use Customer Master or MACC Mobile Time Entry. While completing the ticket information, stop at the Time Entry screen to finalize the hours worked and forget about time reporting at the end of the day.
- For the employee in the accounting department -use Accounting Master Labor or My Time Entry screens. You never have to exit the Accounting software and enter time as you go.
- For management -use distribution codes, recurring labor entries, or auto-fill options to mass enter labor for a pay period.

For more information on MACC's payroll features, please contact your software support representative. She can provide details on using these MACC products and explain available training options.

We are here when you need us

by MACC's Technical Support Team

We are always considering how to make it easier for our customers to reach us at MACC, and in line with that thinking, we maintain quick links on MACC's main web page (www.maccnet.com). There are links taking you to your favorite MACC people and the most frequently visited parts of our website. Quick links New (in May) to the quick links were Bomgar Support and MSaaS Password Reset.

Bomgar Support

How many times have you had to have your support representative tell you the address (support what??) to connect to Bomgar, which is our remote support system? Some of you have even saved it as a favorite so you don't have to type it. Now a link is conveniently available on MACC's home page. All you have to do is visit our site, click on the Bomgar Support Link and then select your MACC representative.

MSaaS Password Reset

We added this link for all of our customers on the new MSaaS system to give them a way to easily change their passwords using the self-service password manager. This is a valuable addition and a useful tool for those who use the MSaaS environment. If you haven't made the move yet to the upgraded version of MSaaS, don't worry. We are continuing our migration efforts and expect to have everyone moved over before the end of the year.

Security is always on our mind

We take security very seriously at MACC and have been working hard to develop a culture of security awareness. MACC is 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@macnet.com.

Templates - the sequel

by Linda Lemon, Trainer/Conversion Analyst II

In Customer Master 17.1, we introduced you to Service Order Templates – a perfect tool for managing all of that ‘must have’ tier information along with USPs, OCCs and more. Remember that templates basically allow you to design your own tier. You can have as many templates as you want. All of the information included is defaulted and can be easily changed once the template has been assigned.

In CM 18.1 we’re taking Templates to a whole new level.

First, we’ve added additional information options for each tier level. Account tier templates can now include Security Deposits and Contracts. All tiers now have the option to include tier-level comments.

The second update is the Linked Template option. You can now create your tier level templates – or use ones you already have – and link them together. You can have a linked template that includes the Account, Customer and Network tiers, or a linked template that includes the Customer and Network tiers. And, you can include as many Network tiers as you want. Even better, it’s as simple as dragging and dropping from the single template side to the linked template side.

Once you have your linked template built, using it is pretty much a one-click process. For example, use an all-tier linked template. After creating the Account tier – but before posting – apply the template. Post the template assignment and all included tiers will automatically be created. Half of your Service Order work is done!

We encourage you to try using the new template options after you’re upgraded to 18.1. We’ll train on this topic and more in our What’s New in Customer Master 18.1 training presentation. And coming soon, a training session devoted just to Service Order Templates.

MACC will be conducting network maintenance on June 10th

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