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Billing Info

Transmit day for
September's 1st of the
month billing is
Friday, August 24th.

MACC Events

2018 MBTC
Registration is open!

Session 1: Sept. 5-7
Session 2: Sept. 10-12

NEW LOCATION!
DoubleTree Hotel
Omaha, NE
www.maccmbtc.com

Trivia Winner

Congratulations to Lexie
Hagle from Harlan
Municipal Utilities for
winning MACC's July Trivia
Challenge Contest.

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

MBTC has something for you!

by Craig Aman, President & CEO

As our associates put finishing touches on this year's MACC Billing and Technology Conference (MBTC), I want to take this opportunity to invite you to the event. There is truly something for everyone regardless of their role within a company.



- Company leaders can learn best practices to share with their teams. These skills can really boost an organization's efficiency and productivity.
- With almost 20 classes and an interactive one-on-one room, there is training for every employee. Front office staff, technicians, accountants, marketing folks, and everyone in between can learn new skills.
- Anyone who needs to learn more about MACC's reporting capabilities will find a wealth of information at MBTC.
- New to your company? Then MBTC is the perfect place to see a complete overview of MACC...from our products to our people.

I have listed just a sampling of what is available. For more information, read this month's Client Relations article or check out MBTC's website for complete details: www.maccmbtc.com

If you can join us, then safe travels next month on your journey to Omaha. On a behalf of the entire MACC Team, we look forward to seeing you soon.

MACC will be conducting network maintenance on August 12th

From 10:00 a.m. to 3:00 p.m. (Central) on Sunday, August 12th, 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.

Featured MACC employee for August



Dan Byers is MACC's Featured Employee for August. As a Systems Analyst in our Information Services Department, Dan designs, programs, and deploys interfaces between Customer Master and third-party provisioning systems. The interfaces he creates make our clients' jobs easier by reducing the amount of work required to provision services.

Q. When did you start at MACC?

A. September 2001.

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

A. Designing the interface and trying to figure out how to make it play nice with Customer Master.

Q. Can you please tell us about your family?

A. My wife, Kathy, and I have been married for 23 years. We have a daughter, Molly, who is 20.

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

A. I enjoy making art, illustrations, and animated films.

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

A. In no particular order: New York City, London and/or Hawaii.

Chicken Salad

5 pounds chicken tenders	2 apples, chopped
3 blades of celery, chopped	1 cup chopped pecans
1 cup seedless red grapes	1 tsp. Sugar
2 T. parsley	1/3 cup mayonnaise

Boil the chicken until cooked. Cool, then cut into bit size pieces. I chopped the chicken with my food chopper; it makes a nice chicken salad spread.

In a large bowl add the rest of the ingredients and toss lightly. Chill well and serve on bed of lettuce or use for sandwiches. I used croissants...very good! I substituted Equal for sugar and used fat free mayo to help with the calorie count.

Recipe courtesy of Stacie Finken, one of MACC's Training/Conversion Analysts II.

Have a recipe you'd like to share? Send it to Ryan at rthompson@maccnet.com.

Don't make a wrong turn...MBTC is right around the corner!

by JoEllen Maras, Creative Services Designer

August is here and now is the time to finalize your plans for attending the 2018 MACC Billing and Technology Conference (MBTC) in September. **Most importantly, the registration deadline for the 2018 MBTC is Friday, August 24th.** The discount rate of \$149/night for hotel rooms expires on August 24th for Session 1 and August 31st for Session 2 or when the room block sells out. Please plan to make your room reservations early!

New Location

We are excited to host MBTC at the DoubleTree Hotel in downtown Omaha this year! After you arrive at the hotel, our registration desk can be found in the Executive Meeting Space on the 19th floor. We will be there ready to check you in or answer any questions you may have on Day 1 at 8:00 a.m. and on Day 2 and Day 3 at 7:00 a.m. We know you are going to enjoy our new space!

Conference Highlights

One-on-One with MACC employees will again be available during the conference. Be sure to stop by and take advantage of valuable face-to-face time with our MACC experts! This year we have some exciting new general sessions and complimentary training for you to attend. Here are a few you won't want to miss:

NEW THIS YEAR! Moderated Customer Success Panel

Attend this session to hear insightful stories from your peers. You will hear from companies just like yours who have implemented new processes, changed some business practices to improve their day-to-day efficiencies, stepped out of their comfort zone, or implemented new software to help grow. During the session, there will also be time to get questions answered you might have for your peers – questions you can submit ahead of time, or any time before the session starts. We are excited to bring you this new general session!

Billing Best Practices

Confused about getting from Point A to Point B during the Bill Cycle Process? Want a refresher to ensure you're not taking any wrong turns? Want to make sure you are utilizing all the available billing reports? Come to this session to learn all about what you should be doing each month!

Taxes Roadmap

Managing your taxes and surcharges takes thought and understanding. A good roadmap can help! This session will review the entire Tax Code – Tax Area – USP Code taxation relationship, as well as how to best utilize surcharges. This session will give you the tools you need to understand how taxes are applied and managed in CM.

Hospitality Night

Start your MACC Road Trip off right with a fun evening of delicious hors d'oeuvres, cocktails and great conversation with your peers in the industry and MACC staff on Wednesday, September 5th and Monday, September 10th from 5:30 p.m. – 7:30 p.m. Hors d'oeuvre stations will include food based on several Omaha restaurants featured on the Food Network show, "Diners, Drive-ins and Dives."

Banquet Night

Join us Thursday, September 6th and Tuesday, September 11th for TACKY TOURIST TRIVIA NIGHT! Enjoy cocktails, a delicious Midwest buffet dinner and LOADS OF FUN when your table competes in the very popular game of trivia. There will be a wide variety of topics, great music, many laughs and prizes for the winners! Wear your best TACKY TOURIST outfit for more chances to win prizes!

We look forward to seeing you in September!

Never fear...cyber security is here!

by MACC's Technical Support Team

With MBTC fast approaching, we wanted to take a moment to mention that we will be presenting again on Cyber Security this year. Join us in this year's presentation as we discuss what cyber security is and how it affects each and every one of us.

We will discuss topics like cyber threat statistics, how to recognize a potential threat, and have examples of what you, as the final line of defense, can do. This information is helpful not only in your professional life, but in your personal life as well. If you use a computer or internet connected device, this is for you!

Have you experienced a cyber threat? What questions or concerns do you have? We will save some time after the presentation for discussion.

In addition, we will also have a table in the Table Talk session where you can spend more one-on-one time with a tech to ask questions, discuss concerns, and collaborate to find solutions that work for you.

We 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 macctechns@maccnet.com.

Customer communications from start to finish

by Ryan Thompson, Creative Services Manager

Have you ever felt lost when trying to communicate with your customers? If so, I have good news. We'll have a "map" available during the "Customer communications from start to finish" session at the upcoming MBTC.

We're taking a customer life-cycle approach to communications during the session. As you might have guessed, we're starting with how to reach prospective customers. From traditional methods, like direct mail, to something a little more off the wall, (pizza boxes??) you'll learn some real world techniques to attract new customers.

Next we'll cover ideas on how to connect with current customers. Whether you want to upsell services, or just say hello, you have many options. We will show you low cost communication tools you can use within Customer Master to build stronger connections...without breaking the bank. We'll also cover easy to do online activities for your social media accounts and websites that can make a real difference in how you reach customers.

Losing the occasional customer happens to every company. We have ideas on how to win them back! These activities include questions to ask all outgoing customers and ideas for win-back campaigns.

"Customer communications from start to finish" is one of the general sessions at MBTC so there is no additional cost to attend. If you have any questions in advance of the session, feel free to send me a message. Or if you can't make MBTC, let me know and I'll be happy to discuss these communication strategies during a time that's convenient for you.

If you'll be joining us in Omaha, safe travels and see you soon.