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Billing Info

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

MACC Events

2018 MBTC

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

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

Trivia Winner

Congratulations to Julie Brown from Cumberland Telephone Company who won this month's MACC Trivia Challenge Contest. Look for MACC Updates for more chances to win.

Are your bags packed for MBTC?

by JoEllen Maras, Creative Services Designer

We are excited to again welcome you to Omaha for the 2018 MBTC! As I write this there are just a few days left before the conference, and all of us at MACC are busy making final preparations for hundreds of you to pay us a visit. The first session of MBTC begins on Wednesday, September 5th and runs through Friday, September 7th. The second session begins on Monday, September 10th and runs through Wednesday, September 12th.

Hotel Reminder – NEW LOCATION
The most important detail to remember is that we have a NEW LOCATION this year. MBTC will be held at the DoubleTree Hotel in downtown Omaha. The conference will be held in the 19th floor Executive Meeting Space and that is where you will check in. We know you are going to enjoy the beautiful meeting space and hotel amenities!

Hotel location and contact information
The DoubleTree Hotel is located at 1616 Dodge Street in downtown Omaha. The direct number for the hotel is 402-346-7600. The hotel is just six blocks from the Old Market and will have complimentary shuttles to take you wherever you might like to go within a four mile radius of the hotel. The hotel also offers a free shuttle from the airport. Please call the front desk to make prior arrangements. Covered parking and breakfast are included with your room reservation.

From the East: I-80 West to Highway 75 North. Take I-480 East to the 14th Street Exit. Continue straight on 14th Street to Dodge Street. Turn right at Dodge Street to 16th Street. Turn right into the DoubleTree Hotel Entrance. The parking garage is on the right-hand side.

MACC will be conducting network maintenance on September 9th
From 10:00 a.m. to 3:00 p.m. (Central) on Sunday, September 9th, 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 September

September's featured employee is Jerry Schmidt. His title here at MACC is Senior Software Engineer, where he spends his days working with calling data to help ensure the creation of the accurate bills our clients deserve. Outside of MACC, he recently gained the new title of "grandpa" as his first grandchild was born last month.

Q. When did you start at MACC?
A. September 10, 1980

Q. What's your favorite part of your job?
A. I like figuring out how to get data to work in our processing systems.

Q. Can you please tell us about your family?
A. My wife, Ruth, is a kindergarten teacher at Omaha Christian Academy. Our son, Erik, is a cost engineer at John Deere Engine Works in Cedar Falls, Iowa. Our daughter, Karin, is a software engineer at John Deere World Wide Financial in Des Moines, Iowa. We also have a grandson, Hugo, who was born on August 15th.

Q. What do you do for fun in your free time?
A. Family vacations, reading, watching movies, and woodworking

Q. If you could travel anywhere to spend a week on vacation, where would it be?
A. The International Space Station, or more down to earth, the Oshkosh EAA air show

Q. What's the best career advice you've ever received?
A. I'm sure that it would have been from Mark Schreffler. Something to the effect of "Are you sure that you checked it?"

Q. What's your favorite quote?
A. From my college Geography professor: "Everything's connected to everything else, everything's got to go somewhere, there ain't no free lunch."

Q. The one person I've always wanted to meet?
A. From the past – Da Vinci…more contemporary – Ronald Reagan

Q. If you could add any food to the MACC vending machines, what would it be?
A. Sixlets from the 60/70s as they tasted better than the current version.

Keep your network in the clear with Dell Threat Defense

by MACC's Technical Support Team

September is here and a good antivirus will keep you in the clear! Have you ever wondered "What antivirus program should I use?" At MACC, our solution is to offer our customers Dell Threat Defense in a one-year or three-year subscription. The use of Dell Threat Defense is a great asset to our customers, as well as our Technical Support staff. Our staff is able to keep track of threats to keep your PC safe! The software can work online and offline to ensure protection around the clock and will not interfere with

Good customer service is crucial yet hard to define

by Joelle Kesling, Director of Client Services

I just had someone ask me "What does giving good customer service mean to you?"

If you are reading this article, I am going to assume you are in some way related to customer service – whether you are in "customer service," a technician, an executive assistant, a front office manager, or a customer yourself, we've all been part of the "customer service experience."

An article I read recently stated when it comes to making a purchase, 64% of people find their customer service experience more important than price. This same article indicated 66% of adults feel valuing their time is the most important thing a company can do to provide a positive customer experience. Time and money; money and time; money, time, and communication.

In my opinion, "good customer service" is dependent on the situation.

What I mean by this is if I am going to Scheels to make a purchase for my son in the hunting department, I need a specialist to work with me and explain things to me because I don't know anything about hunting stuff. However, if I am at the grocery store, I don't want someone following me around asking me a bunch of questions because I know where everything is and I know what I need.

But how do these businesses know this if I don't communicate my needs? I can't be irritated with the people at Scheels who don't help me if I don't ask for it, and I can't be mad at the people at the grocery store who follow me around if I don't tell them I don't need help. And we are all different in what our expectation of customer service is.

The point I'm trying to make is Customer Service = Good Communication. As a customer service provider, we want to communicate with you – but you need to tell us what works best. The method we use, the frequency of the communication, and what your expectations are. Here's a fun fact: from July 30 – August 27, 2018, in Client Services, our Software Support Teams answered the following:

Accounting Master
174 phone calls
58 voicemails
541 e-mails
82 upgrades to Accounting Master 18.1

Customer Master
659 phone calls
101 voicemails
561 e-mails
134 upgrades to Customer Master 18.1

So, as you are calling, leaving voicemails, or sending us e-mails – let us know what we can do to work with you to make your day-to-day work life easier and more efficient! We realize that without you, we wouldn't be here – so thank you! We can't wait to see you all at MBTC soon!

Are your bags packed for MBTC?

From the West: I-80 East through Omaha to I-480 East. Take I-480 East to the 14th Street Exit. Continue straight on 14th Street to Dodge Street. Turn Right on Dodge Street and go to 16th Street. Turn right at 16th and you will be at the DoubleTree Hotel entrance. The parking garage is on the right-hand side.

From the North: I-29 to I-480 West to Omaha. Take Exit 3 for 14th Street. Turn left onto 14th Street. Continue straight on 14th Street to Dodge Street. Turn right on Dodge Street to 16th Street. Turn right at 16th and you will be at the DoubleTree Hotel Entrance. The parking garage is on the right-hand side.

From the South: I-29 North to I-480 West to Omaha. Take Exit 3 for 14th Street. Turn left onto 14th Street. Continue straight on 14th Street to Dodge Street. Turn right on Dodge Street to 16th Street. Turn right at 16th and you will be at the DoubleTree Hotel Entrance. The parking garage is on the right-hand side.

From the Airport: Exit the airport left on to Abbott Drive. Abbott Drive turns into Cuming Street. Turn left on 14th Street and then turn right on Dodge Street. Turn right on 16th Street, which is the entrance of hotel and the parking garage is on the right. The hotel is four miles from the airport and a 10 minute drive.

NEW THIS YEAR! Try our APP!
Download the FREE MBTC Mobile App on your phone or tablet! Visit the Schedule page on the MBTC website (www.maccmbtc.com) to access the app. We hope you enjoy this helpful new tool and be sure to take our online evaluation accessible on the app after the conference.

Questions?
If you have any last minute questions regarding the MBTC, please contact us and we'll be happy to assist you. To reach us, call 1-800-622-2502 and ask for JoEllen or Kristi.

Dell Threat Defense

day-to-day work. Keeping your files safe and out of the wrong hands is our priority. Using "Free Antivirus" programs on the web may or may not catch threats, so by using Dell Threat Defense you will have peace of mind knowing you are properly protected. With just a few minutes per workstation we can have your entire company protected and safe for the days ahead. Contact us today for a quote and we will handle the rest!

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 macctechs@maccnet.com.

Featured web training

Customer Master Importer Tool
During this session, we will demonstrate how the Importer tool within Customer Master gives you the ability to mass load four different types of common datasets to your database from an outside source: Addresses, CRM rows, OCCs and Quotes/Prospects.

Contact Julie Riecken, MACC's Training Support Manager, at 402-533-5313 to enroll in this class.

Enhancements are coming to e-mailed statements

by Steve Turner, Billing Services Programming Manager

Beginning next month, there is going to be a little more color coming out of MACC. On October 10, MACC's Billing Services Team will implement an enhancement to add your company's color logo to the e-mail message containing monthly statements distributed automatically from Customer Master.

At the right is an example of what these messages will look like. In addition to having your company's color logo, the new e-mail message will display better than the previous version and be mobile friendly. This enhancement will make offering paperless billing an even more attractive option. As an added bonus, this enhancement is being made at no additional cost to your company.
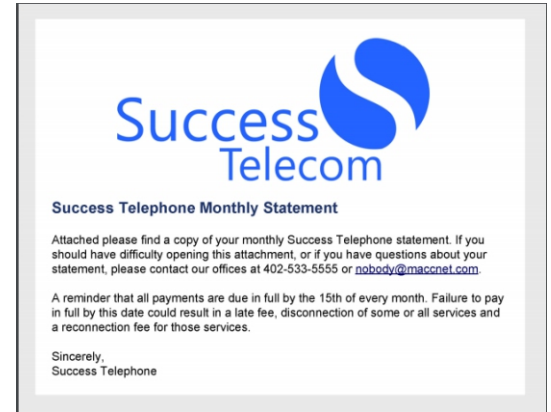
The logo being used in the messages is the same one utilized in our eBill system. If your company does not use eBill, MACC associates will be contacting you to get a color version of your logo.

Customization is available
The text in the example above is our default option. If you would like to have a custom e-mail message created, please contact MACC's Creative Services Team at 1-800-622-2502. They can develop and implement a custom e-mail message for your company.

Not using the e-mail bill feature?
Having bills distributed through e-mail is a great way to reduce postage costs and work effort. If you are currently not using Customer Master to distribute bills via e-mail, please contact your Software Support Representative for assistance.

Featured Recipe: Beer Cheese Dip

2 packages (8 oz) of cream cheese   1/3 cup beer or nonalcoholic beer
1 envelope dry ranch salad dressing mix   2 cups shredded sharp cheddar cheese

Dipping foods
Pretzels, sour dough bread, or onion bread

Directions
In a large bowl, beat cream cheese, beer, and dressing mix until smooth. Stir in shredded cheese. Keep chilled until ready to serve. Serve with suggested dipping foods. Cut bread into bit size pieces before serving. Yields: 3 ½ cups

Recipe courtesy of Shelley Kelley, Account Manager at MACC.

Save time with Customer Master's Importer Tool

by Julie Riecken, Training Support Manager

One of the topics we'll be discussing at our upcoming MACC Billing and Technology Conference is the Importer Tool. If you haven't attempted to use the Importer, we would encourage you to think about the benefits of using it.

There are actually six different import types available in the tool: Address, CRM, Custom Fields, OCC, Sales Lead, and USP. Here are some practical uses for each of these:

Address (import new)
Use this feature to mass-insert addresses from a spreadsheet. If you are about to begin providing service in a neighboring community, and you have the addresses available to you, the Importer will provide control over management of the new addresses.

Address (update existing)
You may also update existing addresses with information such as auto-assigned values and address geo-coding by using the Importer. It's an easy way to perform mass updates instead of making manual changes to each individual address. The key to performing mass updates is to make sure the address is an exact match before attempting to perform the update.

CRM
This importer allows you to mass-insert notes on accounts. If you've performed some mass-communication to customers, and you have a list of accounts (such a report from an auto-dialer), this tool is a huge time saver.

Custom Fields
If your company uses Custom Fields to track miscellaneous information on accounts or networks, and you need to quickly apply the details to those accounts, the Importer will make that process a breeze!

OCC
This one is a favorite! Instead of manually entering a list of one-time charges for things such as a mass outage credit, use the Importer to perform a mass entry of credits on accounts or networks.

Sales Lead
This is especially helpful for companies that are working from a list of prospective customers. One thing to keep in mind is to pre-load the customer addresses using the Address Importer prior to loading the customer list. Use the Sales Lead Importer Tool to bring in the list of potential customers as Sales Leads.

USP
Another favorite! If you have a list of accounts that need USPs mass inserted or mass deleted, this is a great way to simplify the process. Customer Master has always had a mass insert and mass delete tool, but it required specific criteria. If you have a list of affected accounts, save it as a .CSV, and the importer will bring them in – performing either an update or an addition of the USPs.

All of the Importer criteria can be saved, so that if you perform the same type of import again in the future, the criteria will be available to use again. Training is available (and recommended) on the Importer tool.