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Billing Info

Transmit day for December
1 billing is November 21st
or 23rd.

MACC Events

2019 Users Group

Chandler Arizona
April 16-18, 2019

2019 MBTC

Omaha, Nebraska
Session 1: Sept. 4-6
Session 2: Sept. 9-11

Announcements

Daylight Savings Time ends Sunday

Daylight Savings Time ends
at 2:00 a.m. on Sunday,
November 4th. This is a
reminder to set your switch
time BACK by one hour at
or near 2:00 a.m. on that
night.

Thanksgiving Support Hours

MACC will be closed in
observance of Thanksgiving
on Thursday, November
22nd. Regular support
hours will be available on
Wednesday, November 21st
and Friday, November 23rd.

Big news about a big printer

MACC's printing capabilities are getting bigger...and brighter. In August, the installation of a new "big" printer was completed and it's now in use as we produce your monthly statements. This new printer increases the speed in which we can complete billing, provides greater reliability and paves the way for color printing.

The new printer is a German-built Océ ColorStream 3900 and the second Océ printer MACC has purchased in as many years. This device truly is "big" as it's 50 feet long, 15 feet wide and took four semi-trucks to deliver. At six feet, it's taller than most MACC associates. The printer also has quite an appetite for paper. It can print 2,000 letter-sized pages per minute, which is approximately the size of a small tree. The 600 dpi print quality available with this printer is also improved from previous devices MACC has used. All of this adds up to even better looking bills.

Please visit this web page: <https://maccemessage.com/billing/billing2/> and take a few minutes to watch the videos of the printer being installed and in action. In the first video, you can see over two weeks of work in under a minute as we have time-lapse footage of the entire installation process. MACC had to remove the old printer, install reinforcements under the flooring for the new printer, and finally get the new printer set up and in production. The second video shows the printer at work. Maybe those are your company's bills on the machine!

This new printer is just one example of how MACC is investing for the future to continue to deliver the products and services your company needs for continued success.



Featured MACC employee for November



November's Featured Employee is Pam Wulf. As a Customer Master Software Support Representative, she answers our clients' questions and helps them get the most out of our software. She is also part of our eMACC support team and helps clients with eBill, Web Self-Care and other web-based products.

Q. When did you start at MACC?

A. August 2016

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

A. It's talking to the customers and having great co-workers.

Q. Can you please tell us about your family?

A. I have been married for 21 years to my husband, Mike. We have three boys: Zach, Nick and Spencer plus a wonderful daughter in-law, Jessica.

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

A. I enjoy spending time with my family and friends. We like to be outdoors camping, fishing, and boating.

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

A. The Dominican Republic with my family.

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. Treat others as you want to be treated.

Macaroni and Corn Casserole

15 oz can of creamed corn

15 oz can of whole kernel corn, drained

1/2 c. butter, melted

8 oz. Velveeta cheese or 1-1/2 c shredded cheddar

1-1/2 c. dry elbow macaroni

1 tsp. garlic salt

In large bowl mix all ingredients together until well combined. Spray 9 X 13 baking dish with non-stick cooking spray. Pour mixture into baking dish.

Bake at 325 degrees for 30 minutes covered. Then uncover baking dish and bake for additional 30 minutes.

This dish can also be made in a crock pot. Put all ingredients into medium size crock pot, mixing until well combined. Place crock pot on high for three hours, stirring every half hour.

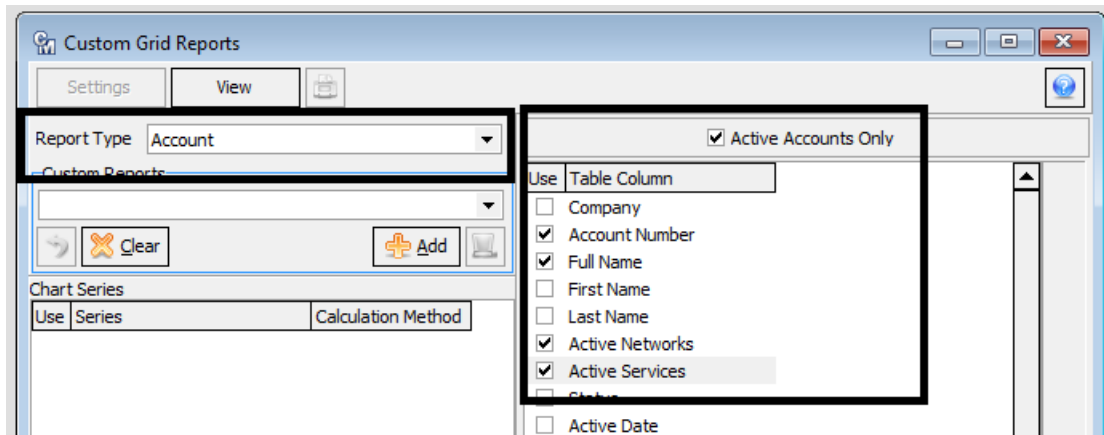
Recipe courtesy of Shelley Kelley, Account Manager at MACC. Have a recipe you'd like to share? Send it to Ryan at rthompson@maccnet.com.

Custom Grid Reports can be a real time-saver

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 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 and 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).

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 Software Support Representative.

AccessMart can help with year-end reporting

by Bob Boettcher, CABS Manager

Are you required to create year-end reports? Remember, AccessMart can help you. AccessMart is MACC's web-based revenue assurance and reporting tool. It can generate annual reports on minutes of use by carrier, revenue and usage by jurisdiction, and much, much more in just minutes.

If you don't already have your login information to use AccessMart, it is easy to request. You can submit a username and password request in just seconds using the online form located on the Client Pages of the MACC website at www.maccnet.com, by contacting our MACC CABS AccessMart team via email at MACCCABSAccessMart@maccnet.com or by phone at 402-533-5368.

If you already have your login information, but find you need some assistance creating the reports or using AccessMart, our MACC CABS AccessMart team will be happy to help you with that as well.

Save time and effort and let AccessMart do the work for you this year!

The 2019 bill transmit schedule is now available

by Steve Wolff, Billing Operations Manager

The suggested 2019 bill transmit schedule for first of the month billing companies is now available on MACC's Client Pages.

As a reminder, if your company plans to have a bill insert, please notify MACC's Creative Services Team 10 days in advance of the transmit date if you'd like MACC to produce the document. If you'll be shipping inserts from your office or another vendor, we ask that they are delivered to MACC within five business days from your transmit date.

If you have any questions on the 2019 schedule, please contact me at 402-533-5249 or swolff@maccnet.com.

BILL DATE	TRANSMIT DATE
JANUARY 1 st , 2019	DECEMBER 21 st or 24 th <i>Closed 25th Christmas Day observed</i>
FEBRUARY 1 st	JANUARY 24 th
MARCH 1 st	FEBRUARY 22 nd
APRIL 1 st	MARCH 22 nd
MAY 1 st	APRIL 23 rd
JUNE 1 st	MAY 23 rd <i>Closed 27th for Memorial Day</i>
JULY 1 st	JUNE 21 st or 24 th
AUGUST 1 st	JULY 24 th
SEPTEMBER 1 st	AUGUST 23 rd
OCTOBER 1 st	SEPTEMBER 23 rd
NOVEMBER 1 st	OCTOBER 24 th
DECEMBER 1 st	NOVEMBER 21 st or 22 nd <i>Thanksgiving is on the 28th</i>
JANUARY 1 st , 2020	DECEMBER 23 rd <i>Closed 25th Christmas Day observed</i>