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Transmit day for November
1st billing is Wednesday,
October 24th

MACC Events

2019 Users Group

Chandler Arizona
April 16-18, 2019

2019 MBTC

Session 1: Sept. 4-6
Session 2: Sept. 9-11

Network Maintenance

From 10:00 a.m. to 3:00 p.m.
(Central) on Sunday, October
14th, 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.

Version 18.2 is now available!

Customer Master 18.2

by Lori Bayne, Customer Master Product Owner

The following is a summary of the major new enhancements included in Customer Master Version 18.2.

Account Templates

Templates are popular time savers, and MACC continues to add enhancements making them even more efficient. A new type of template called Order is now available that can be applied to both Service Orders and Sales Lead. Additionally Comments, Work and Materials, and Pre-Payments are now available for data entry within the new Order Template. Functionality was also included to apply Templates to existing accounts, and Assign Tier Bundles are now available for selection within a Template.

Sales Lead

In the previous release of Customer Master, Sales Lead was introduced as a replacement for Quotes/Prospects. In this release, new maintenance tables were created for Classes, Stages, and Tasks. This consolidation provides the ability to use one class, stage or task for a Service Order, Trouble Ticket and/or Sales Lead. In addition, Sales Lead can be scheduled within the Scheduler Module, and Workflow includes the ability to guide users through a Sales Lead. Quotes/Prospects functionality is removed in this release.

Encryption/Redaction

In a continued effort to safeguard sensitive data within Customer Master, all encrypted data fields have been redacted. Only the last four characters will now display.

Trouble Mass Outage

The Mass Outage Setup was enhanced to give users many more filtering capabilities than just the previous Plant selections. A wizard style setup guides users through multiple screens to make multiple selections for mass outages. In addition, users can select an existing Trouble Ticket as the Template ticket, and a new Clear button allows users to clear all selections and start over.

OCC Thresholds

Thresholds were put in place to give Administrators the ability to control the dollar amount (both debit and credit) of OCCs employees will be allowed to enter. A message will display if an OCC is entered outside of an employee's default range.

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Featured MACC employee for October

Greg Stewart is October's Featured Employee. As a Billing Services Supervisor, he leads a team at MACC that sets up long distance plans and surcharges. Greg also plays a role within CABS as his team handles direct special access billing, OCN billing and NECA reporting.



Q. When did you start at MACC?

A. February 2006

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

A. Problem solving...I like working with our customers on issues that arise and coming up with solutions that make them happy.

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

A. I like watching anything sports related, going to games of my favorite team, the Nebraska Cornhuskers, and fishing.

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

A. It would be Lake of the Woods in Ontario, Canada, but can it be for three months in the summer instead of just one week?

Q. What's your favorite quote?

A. There is always a new place to go fishing. For any fisherman, there's always a new place, always a new horizon. – Jack Nicklaus, Pro Golfer

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

A. Abraham Lincoln...what a conversation that would be!

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

A. Big Fred's pizza...hot and ready to eat!

Hot Reuben Dip

1 pkg (8oz) cream cheese, softened
 1 cup shredded Swiss cheese
 ½ cup sour cream
 ½ lb. deli corned beef chopped

1 cup sauerkraut – drained
 2 Tablespoons ketchup
 2 Tablespoons chopped onion

Mix all ingredients together. Bake 1 hour at 350. Serve with rye bread or crackers. Or serve with cocktail rye bread or the "Bristro" rye crackers.

Recipe courtesy of Kathy Coufal, Software Support Representative at MACC.

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

Version 18.2 now available

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Customer Master continued...

Payment Entry

A new visually, convenient pop-up window was added to Payment Entry screens throughout CM called My Pending Payments. Similar to a register tape the screen is movable, sizable and keeps a running total of entered payments. In addition, the ability to make check number mandatory for check payments is also included.

Reports

- Credit Attribute Report – a Print Tribal ID option was added for reporting on the Lifeline Tribal ID.
- Equipment Use Report – includes new columns for Nii transactions for clients using the NII Interface.
- Grid Reports-Account – Lifeline information for Credit ID has been added for selection.
- Scheduler Summary Report – moved to Miscellaneous menu and a Source column was added.
- Trouble Summary Report – the report can be exported to .CSV file format.
- Write-Off Reports – Total Accounts, Inactive Date, and Account Address have been added.

Accounting Master 18.2

by Mary White, Accounting Master Product Owner

The following is a summary of the major new enhancements included in Accounting Master Version 18.2.

NII Returns

MACC has provided its users with an efficient tool for tracking CPE inventory issued to a customer. This can be most effectively accomplished through the Network Inventory Interface (NII). Items that are returned from a customer's account also need to be tracked. If that item is in working condition MACC provides an option to return the item back to inventory.

This process has been enhanced to provide extended options. These options include the ability to return the item at a salvage value, return the item as a different item ID, return attribute values assigned to the equipment during provisioning, and return a single instance of an item that was issued as a quantity greater than one. A combination of these new features will better help your company maintain used CPE equipment returned from your customers.

Redact Encrypted Fields

In our constant changing world it is more important than ever to protect identification. MACC continues to emphasize this in its products. The encryption in place since the inception of Accounting Master protects things like SSN, TIN, EIN, bank account, and credit card numbers from a database breach.

As we continue to protect our customers MACC has made changes to the on screen view of these fields. Encrypted fields will now display redacted on screen. With the appropriate security, users will be able to view the information unredacted by placing their cursor in the field. Additionally, reports that contain an encrypted field will display/print redacted (last 4 digits only) unless the Unmask checkbox has been selected at which point the entire number will be displayed/printed.

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Accounting Master continued...

Manual Transaction Entry

MACC's inventory module is a robust tool used for the maintenance, movement, and reporting of your company's items. Inventory can be issued from various applications. The Manual Transaction screen is the main location within the inventory module where users can transfer, issue, retire, receive, adjust, etc. items. In 18.2 MACC has redesigned this screen to focus on the movement of multiple items to the same transaction structure (GL account, work order, date, and period). This enhancement allows one or more inventory items to be selected in a grid to fulfill the transaction.

Statement of Employee Benefits

Employee benefit statements gather information from wages, taxes, deductions, and benefits processed during payroll. In 18.2 additional monetary and non-monetary benefits can be included on the benefit statement. These benefits will represent those advantages that have not been processed during a payroll.

Note: Each product's Update Letter and links to online training that can help you get the most out of Customer Master and Accounting Master 18.2 can be found on Client Pages.

Traveling techs can visit your office in 2019

by MACC's Technical Support Team

As the end of the year approaches TSP (Technical Service Plan) trips come to an end. What exactly is a TSP trip though? Clients covered under our Technical Service Plan receive an on location visit every other year. While at each client's site we meet with those behind the scenes running our software and address questions and concerns regarding workstations, servers, antivirus software, and a wide array of other things.

We also run workstation audits to help us better understand what our clients may need as far as future upgrades. This valuable information also helps us to problem solve when a particular computer becomes troublesome. These TSP trips are not only valuable for our customers but also our technical support team. We are able to see firsthand how MACC's software and the client's hardware are utilized. After the completion of these trips we are then able to propose new ideas on how to improve each client's network at their location.

These trips are included in the Technical Service Plan and are carried out at no extra cost! We look forward to meeting with you! If your company is not currently on a TSP, contact the MACC Tech Support Team to subscribe.

If you have any questions, or if there is anything we can do for you, please don't hesitate to contact us and we will be happy to help! We can be reached at 402-533-5300, or by email at macctechns@maccnet.com.

2018 Accounting Master tax form processing options

by the Accounting Master Software Support Team

With another tax season quickly approaching, the Accounting Master Software Support Team is working hard to prepare. A form on the Client Pages is now available to notify us of your 2018 tax form processing plans. Whether you need anything from us or not, we still need to hear from you, just to ensure we have the means available to promptly assist you with your tax form processing needs. The options below are available thanks to the integration with Aatrix and Accounting Master. This integration provides three processing options for your W-2s, W-3s, and 1099s.

Complete Service (*Best Option*) – The Complete Service option allows you to work smarter, not harder, by printing, mailing, and filing your forms for you. You simply submit your data through the step-by-step wizard within Accounting Master. Once complete, Aatrix takes care of the rest. No running to the printer, tearing apart perforated pages, or stuffing envelopes. Plus, postage is included!

Self-printing and filing – This is the same process as the Complete Service, but you control the printing and mailing. If printing and filing your own forms, the 2018 tax form ordering deadline is October 31st.

MACC Complete Service – If you'd prefer, you can sign up for the MACC Complete Service, where we'll submit your information to Aatrix on your behalf, through your Accounting Master database.

Use the Year-End Suite as a one-stop location for year-end processing functions. The Suite contains the maintenance screens and processes used to prepare your database for an upcoming year. Screens such as the Fiscal Year Setup, Labor Year, etc. allow for efficient management of year-end processes for each company in your database. When these independent processes are accessed from the Year-End Suite, you can also create comments for your company-specific process notes. Additionally, a Year-End Checklist is available to help keep you organized.

If you have any questions about this information, or processing your tax forms with Accounting Master, please don't hesitate to contact us as we're here to help. The Accounting Master Support Team can be reached at 402-533-5335 or MACCaccountingreps@maccnet.com.

Thanks for attending the 2018 MBTC

by JoEllen Maras, Creative Services Designer

It was great to see so many of you in Omaha this year! We hope all of you went home with lots of great information and exciting new ideas to implement in your offices.

Our new online evaluation was a HUGE success this year. We more than doubled our responses from last year and truly appreciate the time you took to fill it out and provide feedback. We take your comments to heart and strive to use this information so we may continue to improve your MBTC experience.

As a reminder, general session presentations are available on MACC's Client Pages. You will need your log-in information to view the pdf files. Please contact your Software Support Representative if you need help logging-in.

Next year's MBTC is scheduled for September 4-6 and September 9-11. The conference will again be held at the DoubleTree Hotel in downtown Omaha.