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## Billing Info

Transmit day for January 1st, 2019 billing is December 21st or 24th.

## Save the date for 2019 MACC Events!

### Midwest Road Shows
Hays, KS - March 13
Topeka, KS - March 14
Cedar Rapids, IA - April 9
Ft. Dodge, IA - April 10

### MACC Users Group
Chandler Arizona
April 16-18, 2019

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

### Holiday Support Hours
MACC will be closed in observance of Christmas on December 25th and the New Year on January 1st. Regular support hours will be available the remainder of December and January.

# Here we are again - it's Holiday Time!

*by Craig Aman, President & CEO*

2018 has flown by, with a lot of good things happening at MACC. From seeing you all at events and shows, to talking with you on the phone regularly, to enhancing our products and services to align with your business needs – we've all been busy!

I can't express enough my appreciation for your continued trust in MACC. We appreciate the ongoing opportunities you give us to provide quality products and services to you and your customers, and we also appreciate the continued partnership with you.

As the New Year approaches, I want to take a minute to remind you about 2019 MACC events that will be here before you know it!

• MACC Road Show in Kansas (March 13th and 14th)
• MACC Road Show in Iowa (April 9th and 10th)
• MACC Users Group in Chandler, Arizona (April 16th – 18th)
• MACC MBTC Session One in Omaha, Nebraska (September 4th-6th)
• MACC MBTC Session Two in Omaha, Nebraska (September 9th-11th)

We also have a couple of surprise gifts coming to you soon. One will be delivered by UPS/USPS, so look forward to that (hint: it was really hard for us to not eat them all ourselves!). The other will be coming to you via e-mail, but it is something you will find useful all year long (hint: MACC associates were involved in the preparation).

From everyone at MACC, I wish you and your loved ones a wonderful and safe holiday season! We are looking forward to what 2019 will bring!

**Happy Holidays!**
Craig

# Featured MACC employee for December

Sue (Murray) Klich is December's Featured Employee. She is an Associate Product Owner on the Information Services Team. MACC is always improving our products and that keeps Sue busy as she is responsible for documenting changes to Customer Master and MACC Mobile. This means she plays a big role in much of the product documentation we send your way.

**Q. When did you start at MACC?**
**A.** October 18, 2004

**Q. What's your favorite part of your job?**
**A.** Documenting an enhancement in the update letter that I know our clients are going to love is my favorite part of the job. I like the idea of our clients using a new feature that makes their job easier. It gives me the feeling of watching someone open a gift they have always needed.

**Q. Can you please tell us about your family?**
**A**. Oh geez, grab a cup of coffee! I am blessed with a large, loving family. I finally found the man of my dreams in Robert (Bob) Klich, and we married June 10, 2017. He was worth the wait! I am the fifth child of seven raised by loving parents in a small home. We are LOUD, very close, and my siblings are my best friends. My extraordinary father just celebrated his 90th birthday in September, and my mother, God rest her soul, took her trip up to heaven in April. She was an interesting character and a coal miner's daughter. I am also beyond blessed with my son, Andrew, who also works here at MACC, his wife Andrea, who I love as my own, my granddaughter Olivia (the light of my life), my daughter, Nicole, who works in the medical field with the elderly, and her boyfriend, Sam. When I married Bob, I gained a loving stepdaughter, Ashley, who lives in Mississippi, an architectural engineer and professor at Mississippi State, her husband, Patrick, a pilot in the Air Force, and their two beautiful girls…Joella and Abigail. I would say my cup runneth over!

**Q. What do you do for fun in your free time?**
**A.** Free time, what is that? Since I retired from my music career, I spend more time at home, and we've been remodeling the house. I have also discovered I can paint, and my canvas is typically a brick or piece of wood. Bob and I enjoy gathering with friends and family at home, and especially in our cabana in the backyard. More than anything else, I love spending time with my two-year old granddaughter Olivia, who has learned to say NO, and who has me and Papa Bob wrapped around her little finger.

**Q. If you could travel anywhere to spend a week on vacation, where would it be?**
**A.** Colorado with my husband, in a remote, rustic cabin atop a mountain. The cabin must have a wood fireplace, a hot tub, a good bottle of wine and my guitar.

**Q. What's the best career advice you've ever received?**
**A.** "You do not have to know the answer to every question, but you must gain your clients' trust by finding the answer and getting back to them."

**Q. What's your favorite quote?**
**A.** "Whether you think you can, or think you can't, you are exactly right."

**Q. The one person I've always wanted to meet?**
**A.** Travis Tritt. I have always wanted to sing with Travis, there is just something about his voice that appeals to me. If I had my choice of songs to sing harmony on, it would be his second number-one hit "Anymore."

**Q. If you could add any food to the MACC vending machines, what would it be?**
A. Since my requests for a margarita machine are repeatedly denied, my second choice would be chocolate…more chocolate!

# Ideas for less work and more revenue

*by Ryan Thompson, Creative Services Manager*

I was in Des Moines last month for the ICA's Impact Conference, and as always, it was an excellent event. Get-togethers like these are the best way I know to keep up with what's going on in the telecom industry and several of the conversations I had sparked ideas for useful information I wanted to pass along in this month's newsletter.

**Time for a paperless push?**
Most folks in the telecom industry find themselves with more tasks than time at their office. While we can't add more hours to the day, MACC can help by cutting down on how much work is on your plate. One of the easiest ways to reduce work effort is to get more customers to adopt paperless billing and automatic payments. This combination reduces the number of payments needing manual processing with the added benefit of reduced postage costs.

**Better disconnect days**
Disconnect day for delinquent customers is never a fun event. An easy (and automated) way to cut down on the number of disconnects is to configure Customer Master to automatically send e-mail reminders to delinquent accounts. Besides reminding customers of their past due status, the emails can display the amount owed and provide direct links to your online payment system. Contact your Client Relations Manager or Account Manager for details on this service.

**Opportunities in a new year**
An untapped source of new revenue may be found amongst your video customers. If you have video subscribers not taking your internet service, they may be trying to get by with data from a cell phone plan. Fortunately for you, most cell phone plans won't power the connected devices found beneath many Christmas trees this year. Sending a targeted advertising piece, such as a postcard, insert, or on-bill ad, may be just the push these customers need to give your internet a try. Just make sure to include an offer they can't resist! If you need help targeting these customers, we'd love to hear from you.

## Scotcharoos

1 cup sugar
1 cup lite corn syrup ( I use Karo syrup)
Heat until sugar is dissolved (light boil)

1 cup peanut butter
Stir into mixture above when you remove from heat.

6 cups of Rice Krispies
Pour the peanut butter mixture over the Rice Krispies stir to coat all the cereal.

Pour mixture into a 9 X 13 pan (I normally butter the pan)

Smooth mixture in the pan.

Melt together:
1 cup Chocolate chips
1 cup Butterscotch chips

Pour and spread chips over bar in the pan.

Recipe courtesy of Sherry Stork, Software Support Representative
Have a recipe you'd like to share? Send it to Ryan at rthompson@maccnet.com.

# We're here to provide tax time help

*by MACC's Accounting Master Software Support Team*

As tax season continues and year-end approaches, here are some reminders related to Accounting Master:

### Aatrix Tax Processing
Aatrix offers a 'Test Drive,' allowing you to go through a practice tax processing session, which we highly recommend. In addition to MACC's Accounting Master Software Support Representatives, Aatrix will also be available to answer your tax processing questions. They can be contacted by phone at 701-746-6017 or by e-mail at support@aatrix.com.

### MACC Minutes
Tutorials for Tax Processing are available on MACC's Client Pages. These tutorials will walk you step- by-step through the Aatrix Tax Processing. These tutorials can be found at http://maccnet.com/macc-training-macc-minutes-client-pages/

### 2019 Tax Table Updates
Every year, the Internal Revenue Service and State Revenue Departments publish withholding changes that will affect your payroll tax tables within Accounting Master. In the past MACC has communicated our interpretation of these changes to our customers via the Client Pages. These federal and state changes will now be available via an FTP download directly in the database for the 2019 tax year. For more information, please see the attached Tax Table Updates document. For assistance with importing your tax tables, please see https://maccnet.com/wp-content/uploads/2018/11/Tax-Table-Update-Import.pdf

### 2018 Tax Form Orders Have Shipped
Please check your order immediately upon arrival. We encourage you to open the package(s) and count your supplies. Let us know as soon as possible if there are any questions or issues with your order. We appreciate your continued business.

### Year End Suite
There is now a one-stop location for year-end processing functions in a Year-End Suite. The Year-End Suite is located on the Maintenance tab but can be placed on any of the individual module tabs using the Customize | Commands | (General Ledger) option. The Year-End Suite contains the maintenance screens and processes used to prepare your database for an upcoming year. With the end of the labor year approaching, please ensure that your new labor year is set up in Accounting Master under the Year End Suite. If the labor year is not set up in Accounting Master for the new year, then users will not be able to enter time in TMS. Once the labor year and pay periods have been set up, time can be entered in TMS. The Year-End Processing guide can be found on the following page: https://maccnet.com/wp-content/uploads/2018/11/Year-End-Processing.pdf

### Questions? We're here to help
If you have any questions about this information, please give us a call. To help you with your year-end tax processing needs, we will offer the following hours in December and January:

December: Monday-Friday – 7:00 a.m. – 5:30 p.m.
January: Monday-Thursday – 7:00 a.m. – 6:00 p.m.; Friday – 7:00 a.m. – 5:30 p.m.

We can be reached at 402-533-5335 or MACCaccountingreps@maccnet.com.

# Real-time balance information and payments with CDS Global

*by Lori Bayne, Customer Master Product Owner*

At MBTC this fall Craig Aman announced MACC was pursuing real-time balances and payment processing with CDS Global, which is the company MACC partners with to deliver eBill. We are excited to announce the first batch of companies successfully migrated to this enhanced payment processing this past month!

**To recap the real-time balance feature**
When one of your customers logs into eBill today, they view the current balance, which is the last statement balance. The balance does not reflect any payments made outside of eBill, such as checks or ACH transactions. Once your company transitions to using real-time payments, customers will see current amounts with all previous payments applied, regardless of how they were made. This allows the customer to only pay the true account balance, instead of the last statement balance when they process a one-time payment online.

**How do real-time payments work?**
With this enhancement, if your company opens a connection to MACC, anytime a customer accesses your company's eBill system, a web service call retrieves the current account balance from your Customer Master database. This would be the true account balance from the A/R Balance screen in Customer Master and takes into account any payments made to the account since the last billing.

After that payment is made within eBill, CDS Global will send MACC another web service call with the real-time payment information. Again, with a connection open to MACC, the payment is entered on that Customer Master account with a pending status. The normal payment batch process will still occur at night and you will retrieve the entire batch of CDS Global payments after 8:00 p.m. (Central).

We still ask that you import your payment batch to ensure all payments have been entered on the accounts for the day in case there was an internet transmission issue involving any payments, as well as your enrollment files. Customer Master has been enhanced to validate each payment and will not allow duplicate payments to be entered on the accounts. Normal payment batch processing and balancing can occur. The real-time payments will be a handy feature for those last minute payments made right before delinquent processing and cutoffs.

**Ready to start using real-time payments?**
Client feedback has been encouraging and we are excited to move more companies over to this enhanced processing after your Customer Master 18.2 upgrade.

Please contact your eMACC support staff, Client Relations Manager or Account Manager for information on how to begin using real-time payments.

# Doing something new? Contact MACC!

*by Joelle Kesling, Director of Client Services*

We know our customers are always looking for ways to be more efficient, and we love that about you!

One thing we would like to ask is if you are thinking about doing something differently using a 3rd party vendor, please contact MACC before signing someone else's dotted line.

Fitting all the pieces together can be confusing, and we want to take away as much of that confusion as possible. Many times, there are processes MACC needs to be involved in if your new efficiency improvement requires moving data from a vendor to MACC, or from MACC to another vendor. The 3rd party vendors you are working with might not always know what MACC needs to do to ensure things function properly. The last thing MACC wants is for you to be super excited about an improvement and then have to wait to implement because of unknowns.

You can always contact your Client Relations Manager or Account Manager to discuss what you are thinking about. Even if it's a year or more away – or even if it's just an idea someone tossed around as your team was having lunch – we would love to work with you to lay the groundwork and guarantee everyone is on the same page, – so when it's "go time," everything is in place.

The moral of the story is: You don't know what you don't know. MACC is truly your partner in this crazy world of telecommunications. And because of that, we want to make sure we are helping you get all the pieces in place for a successful launch of whatever the latest and greatest technology is that is helping move your company to the front of the line! Call us – we're here to help!

# It's time for some year-end cleaning

*by MACC's Technical Support Team*

As the New Year is almost upon us, it is time to go out with the old and make space for the new! Do you have unused programs or files on your computer? If the answer is yes, now may be a good time to perform some cleanup.

Check your Downloads folder for any downloaded items you may no longer need. Are there any other files on your computer you don't need to access regularly? Now would be a good time to organize them. Purge the files that are no longer needed and archive the ones you need to keep.

Do you have documents containing sensitive data? Take the time to move them to a secure location and even password protect them. This is also a good time to clean up any installed programs you no longer use. And, of course, always make sure you have good backups of your data before deleting anything.

When you delete files, they will be stored in the Recycle Bin. This can be beneficial if you need to retrieve something you inadvertently deleted, but if you intend to delete something, be sure to empty your Recycle Bin as well. This can be done by right-clicking on the Recycle Bin and selecting Empty Recycle Bin. By regularly practicing some basic computer hygiene, you can help keep your computer clean, safe and organized!

If you need assistance getting your computer cleaned up, 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. Remember, a clean computer is a happy computer!