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Billing Info

Transmit day for February 1
billing is Thursday, January 4

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

MBTC

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

Trivia Winner

Congratulations to
**Marlene Muhs from
COLTONTEL** who won
this month's MACC Trivia
Challenge Contest. Look for
MACC Updates for more
chances to win!

Registration is opening SOON for the 2019 Midwest Road Shows!

by Kristi Rounds, Creative Services Coordinator

Make plans now to attend the 2019 Midwest Road Shows to keep your skills up to par on MACC products! This year's Road Shows will be teeing up in a town near you:

- Cedar Rapids, Iowa on April 9
- Fort Dodge, Iowa on April 10*
- Hays, Kansas on March 13
- Topeka, Kansas on March 14

*New location for 2019!

What's on the agenda?

Below is a sample of topics that will be discussed at each location.

Maximizing Your Reports
What's New in Customer Master 19.1 & Accounting Master 19.1
Customer Master Service Order Customization
Accounting Master Inventory Best Practices

Registration is opening SOON!

Watch your email for details on when registration is open. Complete Road Show details and a registration form will be found at: www.maccroadshows.com.

Remember, all MACC clients are eligible to attend Midwest Road Shows, regardless of where your company is located.

If you have any questions on the 2019 Road Shows please contact Kristi Rounds or JoEllen Maras.

2019 MIDWEST
ROAD SHOWS
 Keep your skills up to par!



Featured MACC employee for January

January's featured employee is Bobbi Jo Lockhart. As a Quality Assurance Analyst I, she and the rest of her team, test MACC's software to make sure our products are error free before we send them to our clients. The testing includes making sure software fixes work correctly and comply with all industry standards.

Q. When did you start at MACC?

A. October 12, 2015. I worked in Customer Master Software Support for two years prior to joining the Quality Assurance Team. Many THANKS to Joelle Kesling and Cindy Webster for taking a chance on me back then.

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

A. I really enjoyed working with the customers. Now, I think how this new enhancement will help our clients. I have been known to call a couple of my former customers to get an opinion or two on various changes. You know who you are. I also enjoy my coworkers. They are great! If I didn't mention them they would probably hide my Nancy Sinatra CDs that I listen to while testing.

Q. Can you please tell us about your family?

A. I have my Life Partner, Connie. We shared our home for 10 years with Blair's most spoiled Cocker Spaniel, Avery. We lost him in July. Now I have a Betta fish with anger issues. I don't define family by DNA. I am blessed with many friends and acquaintances. I'm certainly not Jan Brady (Most Popular Girl)...but am quite happy.

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

A. I love watching Nebraska football, volleyball and Tennessee women's basketball. There is a group of us that watch the football games at a local social club and we have been known to have way too much fun. Somehow... fun seems to find me. It's a curse I live with. I also enjoy cruising around town in our golf cart...not quite the same without Avery to assist.

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

A. Alaska...my bucket list contains an Alaskan cruise. I've been to Tekamah, Nebraska and I strongly recommend everyone hit that happening town.

Q. What's the best career advice you've ever received?

A. I've been fortunate to be around numerous people who have given me advice both in my business life and my personal life

Business advice: "How people treat you is their karma; how you react is yours." – Wayne Dyer

Personal: Stupid is as Stupid Does. - it's true

Q. What's your favorite quote?

A. You can't fix stupid and crazy never tires

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

A. My Uncle Max. He survived the Bataan March, but died in the POW camp. He was only 24 years old when he died. I think it would be very interesting what he would say about the war in the Pacific Theater. My grandmother had three sons and a daughter overseas at the same time. I would like to meet her also. A living person I'd like to meet is Nancy Sinatra. What a great actress and singer! I haven't met many people that agree with me on this point...well, none actually. Bet she has lots of stories to tell.

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

A. I'm not a patron of the vending machines. Our department food pantry has more than an ample supply of snacks.

Slow Cooker Chicken Cordon Bleu Casserole

Ingredients

- 1 (10.5-oz.) can cream of chicken soup
- ¼ cup milk
- ½ tsp. oregano
- ¼ tsp. pepper
- ¼ tsp. garlic powder
- 2 lbs. boneless skinless chicken breasts
- ½ pound ham slices (this doesn't need to be exact, just enough slices to cover the chicken)
- 1 (6-oz.) pkg. sliced Swiss cheese
- 1 (6-oz.) pkg. cornbread Stove-Top® stuffing
- ½ cup butter, melted

Instructions

1. In a small bowl, whisk together the cream of chicken soup, milk, oregano, pepper and garlic powder until smooth. Set aside.
2. Add the chicken breasts in an even layer in the slow cooker.
3. Add the ham over the chicken in an even layer.
4. Next the swiss cheese in an even layer.
5. Pour over the soup mixture and use a spatula to spread it out evenly.
6. Sprinkle over the cornbread stuffing mix.
7. Pour over the butter evenly over the stuffing.
8. Cover and cook on LOW for 5 hours without opening the lid during the cooking time.
9. Serve and enjoy!

Recipe courtesy of Barb Breithaupt, Senior Project Manager. Have a recipe you'd like to share? Send it to Ryan at rthompson@macenet.com.

Woody Welke is retiring this month

by Bob Boettcher, CABS Manager



Woody Welke, CABS Senior Access Analyst, will be spending his last day supporting you on January 17, 2019. After several decades of tariffs, rate changes, transport issues, and numerous customer data requests Woody is anxiously waiting to taking over his grandparent duties full time.

The CABS Team and MACC extend its sincerest gratitude to Woody for his knowledge, experience, and friendship. Woody recently stated that the cross training of what he learned through his CABS experiences truly brought to light the importance of his career with MACC and his associations with you, our clients. He will be missed, but not forgotten.

Thank you Woody and enjoy your retirement. You have earned it!

Your guide to bill inserts

by JoEllen Maras, Creative Services Designer & Kristi Rounds, Creative Services Coordinator

As a new year begins, we thought this might be the perfect time to put together helpful tips for the bill insert process. We hope these tips will make the process easier for you, but keep in mind that you may contact us any time with questions and concerns you may have.

Start with Customer Master

One of the most important steps in the bill insert process is to set up your insert in Customer Master. This step will ensure you are ordering the proper amount and help you determine the selection process for which customers will receive your bill insert. If you need assistance with this step, your Software Support Representative will be happy to assist you.

Don't forget about the Bill Insert Form

After setting up your insert(s) in Customer Master, it is very important to fill out the online bill insert form. This form lets our Billing Department and the Creative Services Team know you have an insert(s) this month. We understand that sometimes you don't have all the necessary details for your insert, and that is why we have a comment section at the end of the form for you to provide any necessary explanations or questions. If you have any questions about this form, you can contact Kristi Rounds (402-533-5184 or krounds@macchnet.com) and she will be happy to walk you through the process.

Timing is everything

A good rule of thumb for making sure your bill inserts are ready on time for inserting is to remember the numbers 5 and 10. If you are having your inserts printed elsewhere and delivered to MACC, please make sure they arrive 5 business days in advance of your bill transmit day. If you are having files printed by MACC's Creative Services Team, please send artwork to us at least 10 business days prior to your transmit day.

So how big can an insert be?

It is very critical that inserts be sized correctly to ensure proper insertion into your monthly bills. The majority of our clients' inserts are either a 1/3 page (8.5" x 3.66") or a full page (8.5" x 11") that is tri-folded into a 1/3 page. It is important to note that while 1/3 page and full page are the most popular sizes, we do accept inserts that fit into the following parameters:

Minimum 3" tall x 6" wide
Maximum 4" tall x 8.5" wide

If you want your insert to have a bleed, where the image goes all the way to edge of the paper, please make sure to include crop marks with the image extending a minimum of 1/8" beyond the crop marks.

They say you want a resolution....?

In printing, DPI (dots per inch) refers to the output resolution of a printer. The more dots you can squeeze into a square inch, the sharper your image will be. Our preferred DPI for printing your inserts is 300dpi. Most images copied off the Internet or a website are only 72dpi and not suitable for printing on paper.

Print notify doesn't count for inserts

If your company receives a file for review prior to the printing of your bills, please remember that this does NOT apply to your inserts. Your inserts still need to be printed and in our hands five days prior to transmit.

We're here to help!

Our Creative Services Team is on stand-by to help you with ALL your marketing needs. Our services include graphic design, marketing plans, website development and everything in between. No project is too big or too small...we love them all! Please contact us at macccreativeservices@macchnet.com for your next marketing project.

Support is ending for Microsoft Server 2008 & 2008 R2

by MACC's Technical Support Team

As another year has passed we are now approaching the end-of-life date for Microsoft Server 2008 and 2008 R2. Microsoft has announced it will end support and updates on 1/14/2020. If you are running Server 2008 or 2008 R2 you may be wondering how this will affect your company.

When a product is no longer receiving support this means there are no new features or fixes for the operating system and any help you will need from Microsoft regarding Server 2008 and 2008 R2 will no longer exist. The operating system can become more vulnerable to attacks and security breaches. All versions of Windows Server 2008 and 2008 R2 will be affected (Datacenter, Enterprise, Standard, and Hyper-V). The server will continue to function as normal, but it will no longer be as safe and secure to operate once support has come to an end.

For those customers currently operating on Microsoft Server 2008 or 2008 R2, the task of upgrading to a new server running 2016 software or newer may seem complicated. Worry not, we have you covered! The MACC Tech Support Team can provide a quote for a new server and new licenses. We can also handle the migration from the old server to the new version. To request a quote, please contact us at 402-533-5300, or via email, at macctechn@maccnet.com.

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!

Postage rates will change this month

by Steve Wolff, Billing Operations Manager

The U.S. Postal Service is changing its postage rates later this month. Beginning January 27th, the following rates will take effect.

Weight Not Over (oz)	Automation			Machinable	Full
	5-digit	3-digit	Mixed AADC	Presorted	Letters
1	\$0.383	\$0.412	\$0.428	\$0.459	\$0.55
2	\$0.383	\$0.412	\$0.428	\$0.459	\$0.55

The majority of statements mailed from MACC fall into the automated one or two ounce categories. For questions regarding the new postage rates, please send an e-mail to swolff@maccnet.com.

If you're looking for ways to reduce your company's postage expense, MACC offers two alternatives to mailed statements. First, we have eBill which provides your customers with complete online access to their account. Statements can be sent to enrolled customers via e-mail to reduce the number of mailed statements, and payments can be made using several electronic options. If your company already has eBill, make sure you're promoting the service's use. The benefits of eBill are only limited by the number of customers using it. Your MACC Client Relations Manager or Account Manager can answer any eBill related questions.

A second option, which is included at no extra charge within Customer Master, is the ability to e-mail statements to customers directly from the program. A customer's e-mail address and permission to send statements via e-mail are the only requirements to use this feature. For assistance utilizing the bill via e-mail feature, contact your MACC Software Support Representative.