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## Billing Info

Transmit day for March 1  
billing is Friday, February 22

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## 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

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## Trivia Winner

Congratulations to **Sharon**

**Patsey of Lennon**

**Telephone** who won

January's MACC Trivia

Contest. Look for MACC

Updates for more chances

to win!

# MACC is committed to you! Take our survey!

*by Craig Aman, President and CEO*

As another year passes by, it gives us all a chance to reflect on the past 12 months. I'm sure even if an official New Year's Resolution isn't made, most of us do take a few moments to think about any new year as a time to do things differently – better – more efficiently. Whatever the words or phrases are, the meaning is the same: we look at a new year as a fresh start.

So as we have the first month of 2019 under our belt, I would like to first thank you all for your continued partnership. MACC is so proud to call you our partner, and we appreciate your trust that we are truly trying to build products and services to enhance your businesses. Without you, we wouldn't be here; and we take our commitment to you very seriously.

We honor this commitment each year by gathering information through our Client Satisfaction Survey to ensure the manner in which we are improving our products marries with your expectations. The survey is ready and available by using this link: <https://maccnet.com/survey/>

To gather much-needed information, we ask you be as honest with us as possible. The only way we know what we can improve is if you tell us. At the same time, we of course enjoy hearing about the things you think we are doing right! Please take a few minutes to complete the survey. Each submission is read and then passed on to the appropriate management teams – so this is a company-wide initiative we use to ensure our products and customer service are on-par with what you expect.

I am looking forward to working with all of you in 2019 – and we hope to see you out there, somewhere!

## MACC continues to grow!

### Welcome Minnesota Valley Telephone Company

The Minnesota Valley Telephone Company recently converted to Mid America Computer Corporation's (MACC) BSS/OSS solution. The company uses MACC's products to run key aspects of its business, including billing, customer management, and maintaining facility records. Based in Franklin, Minnesota, the company serves the communities of Franklin, Lucan, Milroy and Winthrop with high-speed internet and telephone service.

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## Featured MACC employee for February



**Peggy Toxword is February's featured employee.** She is a CABS Senior Analyst and is instrumental in making sure our clients receive the carrier access revenue they deserve. Peggy acts as a hub within our CABS Team and ensures CABS go out accurately and on-time each month. She also helps new clients as they transition to MACC for CABS, plus handles a variety of other responsibilities.

### **Q. When did you start at MACC?**

**A.** April of 1998

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

**A.** My favorite part is analyzing issues in CABS billing. Whether it be working with a client or within MACC, just figuring out the issue and coming up with the right numbers is what makes me feel like I've accomplished something. I like to be busy!!

### **Q. Can you please tell us about your family?**

**A.** I have been married to Kevin coming up on three years this summer. I have two 20-something children I am very proud of. My son is in the Army and stationed in Texas. My daughter lives and works in Omaha. She has given me two wonderful grandsons. They are three years old and three months old. They keep us busy!

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

**A.** Kevin and I are huge Kansas City Chiefs fans. We have season tickets and go to most home games. We were so excited they were in the playoffs going toward that Super bowl win!! After football season, we love to travel anywhere it's warm. I love spending time with my grandsons and watching them grow. I also am very close to my family and friends and we spend a lot of time with them. We are hardly ever home and I love it!!

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

**A.** Kevin and I have been several places, but I have yet to go to Hawaii!! I think that's my next goal. Eventually, I would love to go back to Paris!! I went when I was a senior in high school and would love to take Kevin there some day.

### **Q. What's your favorite quote?**

**A.** "And in the end, it's not the years in your life that count. It's the life in your years." – Abraham Lincoln

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

**A.** Fruit and veggies...I'm trying to be healthy. Haha!

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# Cashew Chicken and Broccoli Salad

## Ingredients

2 tbsp seasoned rice vinegar  
1 tbsp reduced-sodium soy sauce  
1 tbsp mirin (a sweet Japanese rice wine)  
1 tsp fresh ginger, peeled and minced  
1 tsp dark sesame oil  
¼ tsp crushed red pepper  
12 ounces skinless, boneless chicken breasts, cut into 1-inch pieces  
3 cups fresh broccoli, coarsely chopped  
1 red bell pepper, seeded and thinly sliced  
½ c chopped fresh cilantro  
¼ c shredded carrot  
2 scallions, finely chopped  
¼ c unsalted cashew nuts, coarsely chopped

## Dressing:

In a small bowl, whisk together the vinegar, soy sauce, mirin, ginger, sesame oil and crushed red pepper until blended; set aside.

## Chicken:

Spray a large nonstick skillet with nonstick spray and set over medium-high heat on the stove top. Add the chicken and cook, turning occasionally, for about 8 minutes or until thoroughly cooked.

## Salad:

Combine the broccoli, bell pepper, cilantro, carrot and scallions in a large bowl. Add the dressing and toss to coat. Add the cooked chicken and toss lightly. Divide the combined salad onto four plates and top with the cashew. Makes four servings.

*Recipe courtesy of Margaret Stoltz, Customer Master Software Support Representative II.*

# “Keep your skills up to par!” with MACC’s spring events!

by Kristi Rounds, Creative Services Coordinator

MACC is teeing up lots of great tips and tricks to take on the road so we can bring you the latest news on our products and services. In March and April, our Midwest Road Shows will be in Kansas and Iowa. Then we are heading west to the MACC Users Group in Chandler, Arizona. Details and registration for both events are now available.

Remember each of these events is open to all MACC clients, regardless of where your company is located. Wherever you call home, we are always happy to see you at our spring events.

## **2019 MACC Midwest Road Shows**

Complete details, and a form to register for the Road Shows, are available at: [www.maccroadshows.com](http://www.maccroadshows.com). This year’s Midwest Road Shows will make the following stops:

Hays, Kansas on March 13th  
Topeka, Kansas on March 14th

Cedar Rapids, Iowa on April 9th  
Fort Dodge, Iowa on April 10th

Road Show agenda topics include...

- Customer Master and Accounting Master Year in Review
- Customer Master and Accounting Master What’s Coming in 19.1
- Customer Master Service Order Templates and Customization
- Accounting Master Reports and Financial Reports Wizard

## **2019 MACC Users Group**

Are you ready to hammer out some new skills? Then plan to attend this year’s MACC Users Group scheduled for April 16th-18th at the Wild Horse Pass Hotel and Casino in Chandler, Arizona. Complete details, and a form to register for the Users Group, are available on the event’s website: [www.maccusersgroup.com](http://www.maccusersgroup.com).

The event is split into two parts, one for Customer Master and one for Accounting Master. This arrangement allows for more in-depth discussion on each product. Attendees have the option to sign-up for sessions on either of the individual products or can attend both at a combined rate. Here is a sneak peek at a couple of sessions we have built for you!

**DIY: Customer Master Service Order Templates and Customization** Wouldn’t you like to have information pre-formatted so you can save time every day? During this session, we will talk about how easy it is to apply a profile to a new or existing account. USP codes, OCCs, report areas, and tax areas can be pre-established in a template, and then with a simple click of a button, the details will be associated with the tier – or even the entire account!

**Using Your (Accounting Master) Tools Appropriately** Do you want to get the most out of the tools available to you, to show your value to your company? Are you ever caught off-guard by surprising behavior from your co-worker? We are going to demonstrate some tools that will reinforce your value, as well as introduce some new tools to help your office cohesion.

## **Questions about either event?**

If you have any questions on the MACC Road Show or Users Group, please contact Kristi Rounds at 402-533-5184 ([krounds@maccnet.com](mailto:krounds@maccnet.com)) or JoEllen Maras at 402-533-5117 ([jmaras@maccet.com](mailto:jmaras@maccet.com)). We look forward to seeing you on the road!

# Goodbye Explorer, hello Edge!

*by MACC's Technical Support Team*

The end of Microsoft's Internet Explorer has begun. As many people upgrade to Windows 10, they will see a new Internet icon on their desktop. The old Internet Explorer is still available but is no longer the default browser. Internet Explorer 11 will be the final version to be released. Support and security updates for the browser are said to continue for the next five years according to Microsoft.

With Microsoft's newest browser, Microsoft Edge, there is nothing for the user to worry about. Microsoft Edge has replaced Internet Explorer and claims to be better in many ways. Edge is made to be faster and safer for the Windows platform and many people who previously used Internet Explorer have already made the switch to Microsoft Edge.

There are many other internet browsers out there for users to access. Most popular are Google Chrome and Mozilla Firefox. Along with other browsers, Microsoft has also created a mobile app for Edge, which can be found on Apple iOS and Android. Using the same browser on your computer and smartphone can make things much easier. Each internet browser does something different than the others, but what it comes down to is user preference. Many of us have been using a specific browser for so long it becomes second nature. Choose what works best for you!

If you have any questions regarding using a new browser, 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 [macctechn@maccnet.com](mailto:macctechn@maccnet.com).

## MACC will be conducting network maintenance on February 10th

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

## Jump Start Training

Jump Start Training is available for Accounting Master and Customer Master at our headquarters in Blair, Nebraska. The training is perfect for new employees or anyone who needs a refresher in using our products. To schedule Jump Start Training for your employees, please contact Julie Riecken, Training Support Manager, at 402-533-5313 or [jriecken@maccnet.com](mailto:jriecken@maccnet.com).

## Featured Web Training

### Service Order Templates

Use Service Order templates to pre-format information about accounts – making it easy to apply a specific profile to a new or existing account. Details such as USP codes, OCCs, report areas, tax areas, etc. can be pre-established in a template, and then with a simple click of a button, those details will be associated with the tier or even the entire account.

Visit this link to register:

<https://maccnet.com/featured-web-training/>