MACC

MID AMERICA COMPUTER CORP

eMessage
March 2019

Billing Info
Transmit day for April 1 billing is Friday, March 22.

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 **Misty Clark of Consolidated Communications** who won February's MACC Trivia Contest. Look for MACC Updates for more chances to win!

MACC Success Story:
Lockbox can be your key to saving time

"It has freed up time for our CSRs to sell more or just work on other projects."

This is how Kwalonn Gisselbeck, Operations Specialist at Twin Valley, described the results of the company's implementation of Lockbox. This Customer Master feature allows a bank to receive, process, and automatically deposit payments into your company's account. These payments are then reflected in Customer Master.

Kwalonn said, like many companies, Twin Valley, located in Clay Center, Kansas, was looking to do more work with fewer people. She heard about Lockbox at a MACC event, and after looking into the feature, recommended the company implement it.

"Lockbox is great because the front office team doesn't have to wait until 9:00 a.m. to get the mail, open it, and sort it," Kwalonn said. "It took representatives two hours to process those payments so it has really freed up a lot of time."

Twin Valley worked with a local bank to set up the Lockbox process and Kwalonn said implementation took three months from start to finish. Their bank had some experience using a Lockbox feature for a hospital, but they needed some time to learn Twin Valley's process.

"This really wasn't that big of a challenge because we picked a local bank so they were able to come on-site and watch our process and we were able to go to the bank to see theirs," she said.

On the cost side, Kwalonn said there isn't a significant investment to start using Lockbox. If Lockbox sounds like something you'd like to implement at your company, please contact your MACC Client Relations Manager or Account Manager for complete details.

Our ears are always open!
If your company hasn't completed MACC's Annual Client Satisfaction survey, there is still time to do so. We value your opinion so please take a few minutes and complete the survey by using this link: https://maccnet.com/survey/.

If you have already completed the survey, thank you very much!

Featured MACC employee for March

March's featured employee is Grace Lenz. As a Software Engineer, she plays a key role in the development of many of MACC's web-based products, such as our eMACC Management Reports, Web Self-Care, and TMS. Grace also works with our application interface between Customer Master and Accounting Master.

Q. When did you start at MACC?
A. March 1, 1999

Q. What's your favorite part of your job?
A. I enjoy working with customers to provide them with a solution that makes their job easier or provides them with the information they need to do their jobs.

Q. Can you please tell us about your family?
A. I have been married to my husband, Ron, for 30 years. We have been blessed with three children: Melanie (27) is married and has one child with another due in April, Bradley (23) just graduated from UNL and started working, and Danny (17) is a junior in high school.

Q. What do you do for fun in your free time?
A. I usually have a book in my hand at night. We like to bike in the summer and attend any sporting event, or other event, involving our kids.

Q. If you could travel anywhere to spend a week on vacation, where would it be?
A. Anywhere with a beach. We love to walk the beach and listen to the waves.

Q. What's the best career advice you've ever received?
A. Work hard at whatever you do and try to put your best foot forward.

Q. What's your favorite quote?
A. "A good laugh heals a lot of hurts." Growing up, and still today, our family always had a lot of laughter in our home.

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

MACC will be conducting network maintenance on March 10th
From 10:00 a.m. to 3:00 p.m. (Central) on Sunday, March 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.

Triple Decker Brownies

Ingredients

Your favorite brownie mix   1 cup peanut butter

1 small jar of marshmallow crème   1 cup butterscotch chips

1 cup chocolate chips   4 cups Rice Krispies

1. Bake the brownies

2. While the brownies are still hot put marshmallow crème on top of them. I put it in the microwave for 30 seconds before I put it on top of the brownies.

3. Melt peanut butter, chocolate chips and butterscotch chips (make sure not too hot) then add Rice Krispies. You can do this while the brownies are baking. Then pour over the top of the marshmallow crème.

4. Let set up and serve.

Recipe courtesy of Kathy Coufal, Customer Master Software Support Representative.

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

Spend less money to generate new business with EDDM

by Ryan Thompson, Creative Services Manager

A friendly reminder is often a good thing. Last month, you may have received such a gesture courtesy of United States Postal Service (USPS) in the form of a postcard promoting the Every Door Direct Mail (EDDM) program. This isn't a new service, but the folks at the post office want you to remember how useful the EDDM program can be to promote your business.

Here are some EDDM program basics (and why it's a pretty awesome tool for telcos!):
- It allows you to reach all homes and businesses in a zip code or specific carrier routes without having to buy an address list.
- You receive discounted postage rates for using the program.
- You can target areas using select demographics, such as household income and age ranges.
- There is a user-friendly mapping tool you can use to get addresses from the exact locations you need to target.

MACC's Creative Services Team has been helping clients take advantage of the EDDM program for years now.

Here are ways we've seen companies use the program.
- Expanding your service territory? The EDDM program is perfect for reaching all locations in a community to let them know about the exciting services you want to deliver.

There is still time to register for MACC's spring events!

by Kristi Rounds, Creative Services Coordinator

MACC Associates will soon be hitting the road for the 2019 Midwest Road Shows in Kansas and Iowa! The registration deadline for Kansas locations is March 6th and the deadline for Iowa locations is April 2nd. Complete details, and a form to register for the Road Shows, are available at www.maccroadshows.com.

This year's Midwest Road Show will make the following stops:

Hays, Kansas on March 13th   Cedar Rapids, Iowa on April 9th

Topeka, Kansas on March 14th   Fort Dodge, Iowa on April 10th

We are looking forward to seeing you in sunny Arizona for the 2019 MACC Users Group!

This year's MACC Users Group will be held from April 16th-18th at the Wild Horse Pass Hotel & Casino in Chandler, Arizona. The registration deadline is April 3rd. Complete details, and a form to register for the Users Group, are available on the event's website: 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.

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

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

Spend less money to generate new business with EDDM

- New fiber build out? You can use the EDDM program's mapping tool to find addresses in locations where you'll soon be busy with the construction project.

- Selling security service or equipment? You can use the EDDM program to identify zip codes and carrier routes with higher incomes whose residents are more likely to purchase these types of services.

If you're considering using the EDDM program, please contact MACC's Creative Services Team if you have any questions as we're happy to share our expertise. We can also help make an EDDM project a reality by designing the mailer and handling all of the details of its distribution. Contact us at macccreativeservices@maccnet.com for more information.

Payment batches can be a piece of cake

by Julie Riecken, Training Support Manager

During a recent customer conversation, a payment entry clerk explained it would be beneficial to have something like a cash register tape available on the screen when entering payment batches. It seemed like a great idea at the time, so MACC's product and development teams put together a new enhancement called My Pending Payments for last fall's release of Customer Master 18.2. Are you using it?

The "Show my Pending Payments Running Total" button will open up a My Pending Payments window in your Customer Master workspace. The title of the window explains exactly what this feature does – it displays "My Pending Payments."
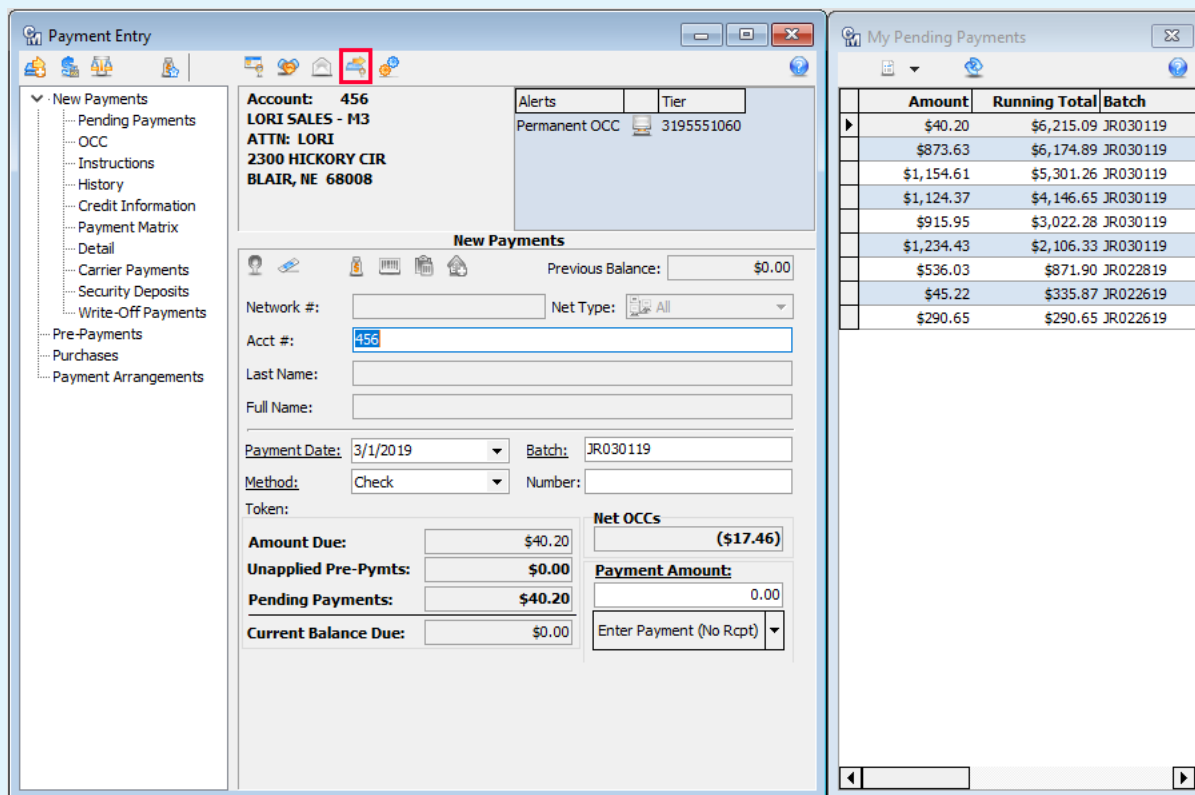
My Pending Payments are all payments currently in a pending status, entered by me. There are a number of columns available in the window. I've resized the window and moved columns to see the information that is important to me. The running total displays payment amounts currently pending. Once a batch is applied, you will be left with only those payments in unapplied batches. You can use the batch report options at the top of the window. You can also right-click to export the information from the My Pending Payments grid to a .CSV file.

Give it a try and see if it works for you. You may also be interested in learning other payment entry tips and tricks by taking the Tracking Accounts Receivable in Customer Master web training course.

Enjoy!