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## MACC Calendar

July's transmit days for first of the month billing are June 21st or 24th.

## 2019 MACC Events

### 2019 MBTC

Session One: September 4th-6th  
Session Two: September 9th-11th  
Omaha, Nebraska

**Registration is OPEN!**

## MACC Announcements

### MACC will be conducting network maintenance on June 9th

From 10:00 a.m. to 3:00 p.m. (Central) on Sunday, June 9th 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.

## WHAT'S YOUR SUPER POWER??

### GRAB YOUR CAPE! MBTC 2019

### REGISTRATION IS OPEN!



MBTC 2019 is right around the corner, and **registration is OPEN!** Go to [www.maccmbtc.com](http://www.maccmbtc.com) to get all the details about this year's conference. Put on your mask, get into your cape, and get ready for a meeting of the Super Heroes; as our MACC Super Heroes are working hard to assemble a conference that will be informative, educational, and fun!

We know it can be challenging to be away from the office. We know it can be tough to be away from your family. However, we also know how important it is for you to attend MBTC 2019, because you will learn valuable tools to help you be more efficient in your day-to-day work. There is so much flexibility and functionality in our products, and we really want to make sure you are aware of all of it – and you can get a ton of information all in one place when you attend MBTC. For any of you who attended last year, you may remember one of our customers on the panel saying their office staff make MACC events a top priority, and 75% of their employees attend two events per year. This keeps them up-to-date on all MACC has to offer.

MBTC 2019 will again be at the DoubleTree Hotel in downtown Omaha, just six blocks from the Old Market you have come to know and love. Session One will be held September 4th – 6th, and Session Two will be held September 9th – 11th. As always, we offer two sessions so most everyone in your office has a chance to attend the week that works best for them. As you probably read in our "Save the Date" information, DoubleTree has done some remodeling work since last year – we have seen the new rooms, and they are great! In addition to each room having its own temperature-control, you will also find a refrigerator and microwave in your room this year! For those wanting to fly around the Old Market, MACC has arranged to have a free shuttle running from 6:00 AM – Midnight.

Did we mention we'll have a little fun too? There will be a reception on the first night, with cocktails and heavy hors d'oeuvres. On night two, we will not only be having a Super Hero Costume Contest, but we will be enjoying an interactive Murder Mystery Dinner that will entice, delight, and entertain you as we work together to try and figure out whodunit.

We are so excited about our conference and can't wait to see you all there!

## MACC Announcements

### Jump Start Training

Jump Start Training is available for 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@macnet.com.

## Featured Web Training

### What's New in Customer Master 19.1

Want to save time? Want to do things more efficiently? We are going to show you at least five new enhancements to help you in your daily work! These updates include Service Order Templates, new Disconnect Wizard defaults, E911 updates, Security Depots Mass Refunds, OCC mass updates with tax changes, and more!!

### What's New in Accounting Master 19.1

During this training, you'll learn about new Accounting Master enhancements to help you in your daily work. Topics will include Inventory Cycle Count, Updates to TMS, Purchase Order Copy, Undo Last Bank Reconciliation and much more.

## Trivia Winner

Congratulations to Joann Horn at Palmerton Telephone Company, who won this month's MACC Trivia Challenge Contest. Look for MACC Updates for more chances to win!

# FEATURED MACC EMPLOYEE



## MARY ERIXON

Mary Erixon is June's featured employee. As a Customer Master Software Support Representative she answers questions from clients and assists them in using the product on a day-to-day basis. Mary also helps them with Customer Master upgrades. If you've called for Customer Master help, there is a good chance you've spoken with her over the last few years.

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

A. December 29, 2015

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

A. I love talking to our customers and helping them with their issues.

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

A. I am blessed with two sons and three lovely granddaughters. My oldest son has a ranch in Henry, Nebraska, which is eight and a half hours from Blair. That is way too far from me! His oldest daughter just graduated from college and his youngest daughter recently graduated from high school. My younger son and his family live in Blair. I am glad that one son is close to me. Their daughter is a sophomore in high school. Our family's favorite get together is to all go to the Cheyenne Frontier Days every year. We love the rodeo, concerts and shopping (I should add the girls and I enjoy the shopping). We have also done a few camping trips. Thank God my sons have campers and not tents!

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

A. I don't have much free time, but I always seem to have time for any kind of shopping. I also love gardening and I love to put in my DVDs and watch all the old shows like I Love Lucy (my favorite), Andy Griffith, and Leave it to Beaver. They just don't make shows like that anymore.

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

A. This is a hard one, because there are many places I would like to see, but I would love to go back to Niagara Falls and revisit the I Love Lucy Museum, in Jamestown, New York, which is only two hours away.

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

A. Work hard and always tell the truth.

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

A. I'd rather regret the things I've done than regret the things I have not done – Lucille Ball

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

A. Lucille Ball (if you saw my office you would know why). Can you tell I am an "I Love Lucy Fan?"

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

A. Ice Cream Bars

## FEATURED RECIPE

# CUCUMBER SALSA

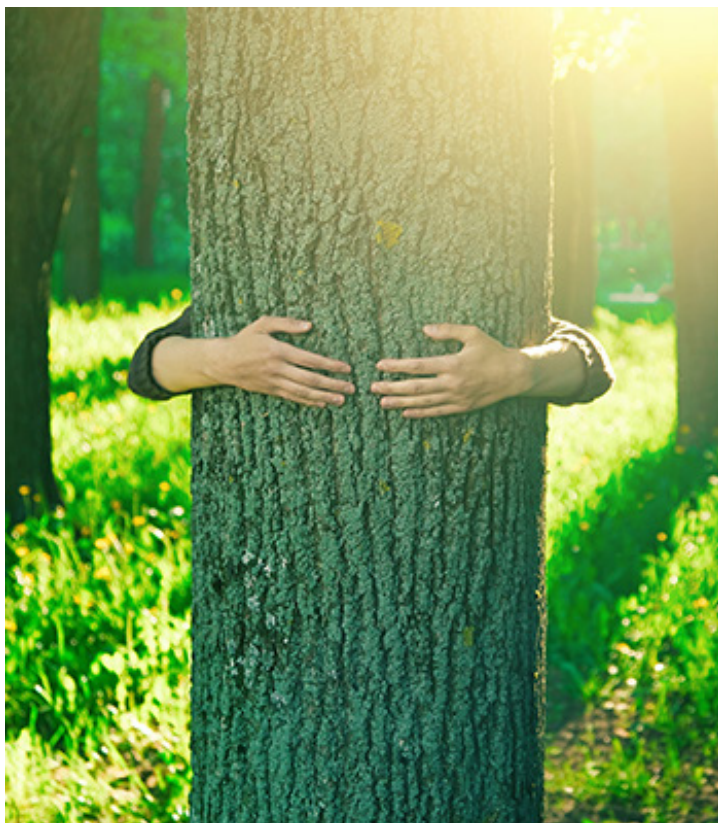
### Ingredients

- 2-3 cucumbers...seeded and chopped
- 28 ounces of petite tomatoes, drained (or fresh)
- 1 package of dry Hidden Valley Fiesta Dressing
- 1/2 cup of chopped red onion
- 1/4 cup of rice vinegar
- 1 to 2 tsp salt
- Cilantro...chopped (the amount is according to your preference)
- 1 Jalapeno pepper...chopped



Mix all together and store in a refrigerator. Potential additional ingredients include salt, pepper, sugar, sliced black olives, and fresh green pepper.

*Recipe courtesy of Margaret Stoltz, Software Support Representative II. Have a recipe you'd like to share? Send it to Ryan at [rthompson@macnet.com](mailto:rthompson@macnet.com).*



# SAVE TIME & TREES

ACCESS SERVICE ORDERS ON  
THE FLY WITH MACC MOBILE.

(No tree hugging required)

**MACC**<sup>®</sup>  
MID AMERICA COMPUTER CORP

## SUCCESS STORY

# RVTC SEES BIG RESULTS FROM A SMALL INVESTMENT

**“We have had great results with on-bill ads!”**

This is how Shawn Schany, Sales Associate for River Valley Telecommunications Coop (RVTC), describes the company’s experience with MACC’s on-bill ads. The ads, located on the face page of a company’s monthly statements, are a small investment delivering big results. If customers look at the statement to see how much they owe, the ad is almost impossible to miss.

Shawn said RVTC, located in Graettinger, Iowa, provides smart home and technology products to its community in addition to internet, video, and voice services. He said the company uses on-bill ads to promote its additional services and special promotions, such as discounts on devices, in its retail stores.

RVTC has tried other means of advertising these products in the past without much success.

“We tried radio and newspaper ads but never seem to get much feedback,” Shawn said. “The on-bill ads are nice because they reach customers of ours already and they feel very comfortable calling to speak to us.”

**One example** of how RVTC used its ads was to promote a free set up offer on its Gateway Routers.

“This was a huge success as we now have over 100 Gateways installed specifically due to this ad,” he said.

Shawn said another example of the ads delivering results were sales of RVTC’s surveillance systems.

“Don’t be afraid to try these,” he said. “That on-bill ad is going to sit on the home office desk each month until the bill is due.”

### **On-bill ad details**

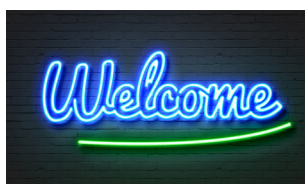
Companies can have up to five different ads during each bill cycle and they can be targeted to specific customers based on current services, geographic location and other identifiers. MACC can use ads submitted by clients, or we can create custom ads to meet your company’s specific needs. We also have a gallery of ads from which to choose with many popular options.

For more information, and to start using on-bill ads at your company, please contact Pam West on MACC’s Creative Services Team. She can be reached at [pwest@maccnet.com](mailto:pwest@maccnet.com) or **402-533-5175**.



## MACC CONTINUES TO GROW!

# BLANCHARD TELEPHONE COMPANY CONVERTS TO MACC



Blanchard Telephone Company recently completed its conversion to Mid America Computer Corporation’s (MACC) BSS/OSS solution. With the completed conversion, the company’s billing and account management needs are now met by MACC. Please join us in welcoming them to the MACC family!

## PRODUCT SPOTLIGHT

# WE'VE MADE SOME AWESOMETASTIC IMPROVEMENTS TO WEB SELF-CARE



MACC is constantly improving our products so you can become even better at serving your customers. One of our latest examples of product improvement can be found in our Web Self-Care (WSC) system. The improvements have made it easier for customers to register for WSC and pay their bill once they are enrolled.

### **Easier registration**

WSC registration requires a security code and account number. For new users, the system can now display where these credentials are found on the customer's statement.

### **Quicker access to bill payment**

Once a customer is logged-in to WSC, accessing the eBill system for online payments is just a click away thanks to the new "My Bill" section. My Bill is a brief glance at the current bill information. This includes bill date, due date, amount due, and a "Pay Now" button. Clicking the "Pay Now" button will take a user directly to your company's eBill system without having to log-in separately. The amount due will be updated in real-time as payments are made to the account.

The original "Make A Payment" button remains in WSC, and like the new "My Bill" section, users who click on this button will be taken directly to the eBill system without having to enter credentials for the payment system.

### **See the WSC Enhancement Summary**

For complete details on the latest round of WSC improvements, view the April 2019 Enhancement Summary. Please note, Client Page access is needed, so be sure to log-in before clicking on the summary's link.

### **Not using WSC? Your company is missing opportunities**

If your company isn't using WSC, it's missing out on the opportunity to interact with customers on a 24/7 basis and those who prefer to handle everything online. WSC gives customers the ability to upgrade services, pay their bill, view statements, view usage, report trouble, and more. It also allows prospective customers to request service. For complete details, and a demonstration, contact your Client Relations Manager or Account Manager.