

### In this issue...

President's Message  
Color Printing  
Client Relations News  
Featured Employee  
MACC continues to grow  
Creative Solutions  
Featured Recipe

### MACC Calendar

September's transmit day for first of the month billing is August 23th.

### 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 August 11th

From 10:00 a.m. to 3:00 p.m. (Central) on Sunday, August 11th 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.

## PRESIDENT'S MESSAGE

## JOIN US FOR MBTC 2019 IN OMAHA



*by Craig Aman, President and CEO*

We can't wait to put on our capes and fly into MBTC 2019! MACC's associates are working hard to make this an informative and fun conference, so I would like to take this opportunity to invite you to come to Omaha in September and join us for our "Super Power" event!

#### This year's highlights include:

- Over 75 scheduled training and breakout sessions offered
- All day, every day, interactive (and separate) Customer Master and Accounting Master one-on-one rooms, where you can get your specific question(s) answered by one of our MACC experts
- Classes for everyone – no matter your user experience or your position at your company!
- So many sessions to choose from on how to take your company to its next mobile level
- Product suites are big time-savers, and we have several sessions to help you make the most of them
- A little fun along the way

So, please join us. It's hard to be away from family and work, but I guarantee you will take things back to the office that will prove to be invaluable. Please see the MBTC 2019 website for all the details.

I look forward to seeing you in September!



## MACC Announcements

### Labor Day Support Hours

MACC will be closed for Labor Day on Monday, September 2nd. Regular support hours will be in place the remainder of the month.

### 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@maccnet.com.

## Featured Web Training

### Customizing Accounting Master

Have you implemented all of the latest customization features in Accounting Master? During this session, we'll teach you how you can use the custom ribbon, custom views, Quick Access Toolbar, and more.

## Trivia Winner

Congratulations to Joyce Nelsen at Roome Telecommunications Inc. She won this month's MACC Trivia Challenge Contest. Look for MACC Updates for more chances to win!

# FEATURED MACC EMPLOYEE



## JACQUE SCHWERY

If you have called MACC's main phone number, there is a good chance you have spoken with Jacque Schwery. She is MACC's Administrative Assistant and ensures when clients call or people stop by our headquarters, they are connected to the right number or department. Jacque is also responsible for creating and distributing DataMaster CDs, which contain crucial reports for our clients.

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

A. May 2007

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

A. I enjoy talking to clients when they call. I also enjoy the busy work of burning the DataMaster CDs.

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

A. My husband, Mike, is retired. I have a son, Brent, in Jacksonville, Florida, and a daughter, Lori, in Weeki Wachee, Florida. Brent has a daughter, Caroline, who is 18 months old. Lori has three children: Faith (19), John (15), and Luke (11).

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

A. My passion is quilting. I also like to read, mostly murder mysteries.

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

A. Ireland, as my great grandfather emigrated from that country. I think it would be amazing to see the county from which he came.

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

A. Grandpa told me to do the best I can, concentrate on my job, and don't worry about what other people are doing.

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

A. Yesterday is not ours to recover, but tomorrow is ours to win or lose.

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

A. Any of our country's Founding Fathers.

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

A. Ice cream

# HAVEN'T SEEN THE RAINBOW? CHECK OUT **COLOR PRINTING**



Last month, MACC announced your bills can now be printed in beautiful FULL COLOR! If you haven't made the switch for your company, you still can. Just request a sample of your company's bill in full color to start the process. If you're not sure color bills are right for your company, read the article for a review of their many benefits.

## Bill Samples

We have created samples illustrating a variety of color options. Follow the links below to view them. These are just a few of the ways color can be used on your bills. The Creative Services Team can provide complete details and coordinate the creation of color samples for your company.

- Blue sample (<https://maccemessage.com/wp-content/uploads/2019/06/Color-bill-blue.pdf>)
- Green sample (<https://maccemessage.com/wp-content/uploads/2019/06/Color-bill-green.pdf>)
- Red sample (<https://maccemessage.com/wp-content/uploads/2019/06/Color-bill-red.pdf>)

## Besides full color being awesome...why switch?

- Present a modern, progressive image to your customers
- Use full color to advertise important information and profitable services

## Interested in color bills? Request a sample bill

Please complete this form (<https://maccemessage.com/creative-solutions/#color>) to let us know you're interested in color bills. A member of MACC's Creative Services Team will then provide a bill sample using your company's logo and color. You can also contact the Creative Services Team directly at [macccreativeservices@macnet.com](mailto:macccreativeservices@macnet.com).

We hope you share our excitement about color coming to MACC's bills. This ability to offer color printing comes in the wake of the new "big" printer MACC installed last summer. The printer, and the benefits it brought, are one more example of how MACC is investing in the future to deliver the products and services your company needs.

- Tighter integration with other marketing material

## There are a few details

- MACC2 bill format: Color is available on the company or main report area logo and on-bill ads.
- MACC3 bill format: Color is available on the company or main report area logo, on-bill ads, main section bars, and network logos.
- Follow this link ([https://maccemessage.com/wp-content/uploads/2019/06/Color\\_bill\\_options\\_explainer.pdf](https://maccemessage.com/wp-content/uploads/2019/06/Color_bill_options_explainer.pdf)) for more information on the parts of the bill where color is available.
- Color printing requires the use of white paper.



## FEATURED RECIPE

# CARROT CAKE

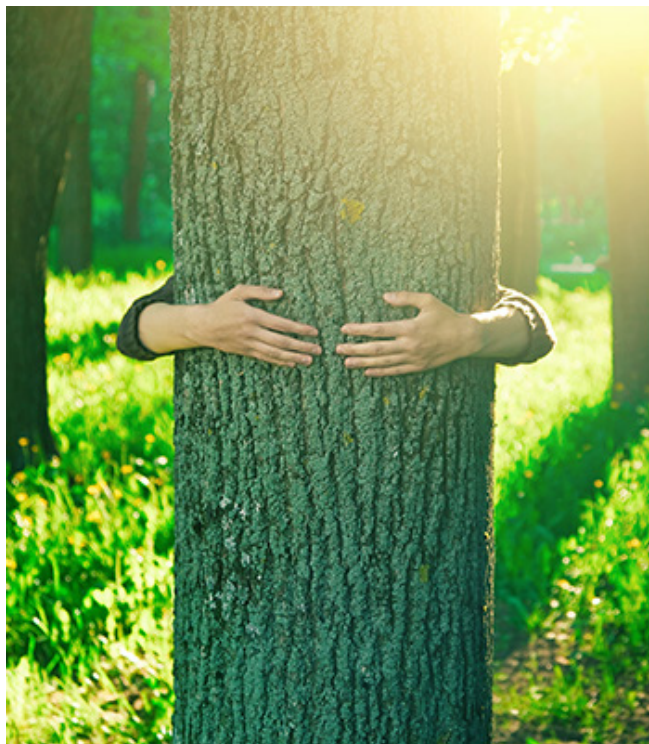
### Ingredients

- 3 cups of all-purpose flour
- 2 cups of white sugar
- 2 1/2 teaspoons of baking soda
- 2 1/2 teaspoons ground cinnamon
- 1 teaspoon of salt
- 1/4 teaspoon of ground nutmeg
- 2 cups of shredded carrots
- 1 (11 ounce) can of mandarin oranges, drained
- 1 1/4 cups of vegetable oil
- 3 eggs
- 2 teaspoons of vanilla extract
- 1 teaspoon of grated orange zest



1. Preheat the oven to 350 degrees and grease a 9x13x2-inch baking dish.
2. Whisk flour, sugar, baking soda, ground cinnamon, salt, and nutmeg together in a bowl. Beat carrots, mandarin oranges, oil, eggs, vanilla extract, and orange zest into flour mixture with an electric mixer until batter is smooth, about two minutes. Pour batter into prepared baking dish.
3. Bake in the preheated oven until a toothpick inserted into the center of the cake comes out clean, 40 to 50 minutes.

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



# SAVE TIME & TREES

ACCESS SERVICE ORDERS ON  
THE FLY WITH MACC MOBILE.

(No tree hugging required)

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

## CLIENT RELATIONS NEWS

# WE DON'T HIDE THE FUN BEHIND OUR SUPER HERO CAPES!

While we know we are supposed to talk about how much you will learn at MBTC 2019 – and trust us, there is a LOT to choose from – we also want to remind you about the fun!

Fun is objective, isn't it? Some of you find learning fun. Some of you find our hospitality event fun. Some of you find mingling with your peers for 3 days fun. The MACC team finds it all fun, and we work really hard throughout the year to try and decide on what is relevant to you for your business – and how we can make the event fun, on top of being a “must-attend” annual event for our customers.

The MACC team comes together to really analyze the questions we've been receiving from you, and from there determines the best way to provide the most information to the highest number of our customers – and wah-la, MBTC is born anew each year.

MBTC is an event we do truly want you to put on your “Can't Miss” list. There is so much information to take back to the office with you – information to share with your co-workers who might not be able to attend, information to apply to your daily work to create efficiencies you might not have ever realized, and information to share with your Manager about what MACC is offering to help as you grow your business.

On top of all of it, we want to make sure you have some FUN! So our sessions this year will be more interactive. You'll have a chance to win some fab-u-lous prizes during some of the sessions. You'll have a chance to mingle with your peers and try and solve a murder-mystery. No matter what your definition of “fun” is, we guarantee attending MBTC 2019 will be worth it!



## MACC CONTINUES TO GROW!

# CROSSLAKE COMMUNICATIONS CONVERTS TO MACC'S BSS/OSS



Crosslake Communications recently completed its conversion to Mid America Computer Corporation's (MACC) BSS/OSS solutions. The company is now using MACC's products to meet its need for billing, customer management, plant record maintenance, and other key business functions. Please join us in welcoming them to the MACC family!



## CLIENT RELATIONS NEWS

# GET MARKETING IDEAS AND MORE AT MBTC



What makes an industry event worth attending? For me, if I can return to the office with three really good, new ideas to implement, it was worth the trip. Of course if the food was great, that helps too! At MBTC 2019, I'll be presenting an interactive session filled with telecom marketing ideas. If you're on the marketing team, or just wear a marketing hat sometimes, this is the perfect session to get your three good ideas and hopefully many more.

The session is called Communications + Marketing with MACC from A-Z. As you might guess by the title, we'll be covering 26 telecom marketing related topics. A small sampling of what we'll cover includes...

- **Fiber rollouts...best practices for customer communications**
- **Using social media**
- **Something for Z (We're still thinking on that one!)**
- **Capturing cord cutters**
- **eBill adoption**

As mentioned above, this will be an interactive session. I'll be presenting ideas and letting you know about new things from MACC, but for many of the topics, attendees will be encouraged to share what they're doing at their companies. Our clients are often the source of many of our best ideas and I'm looking forward to giving everyone an opportunity to share their thoughts and receive great input from their peers.

You will have ample opportunities to attend Communications + Marketing with MACC from A-Z as it will be presented three times during each session of MBTC. I look forward to seeing everyone in Omaha next month.

### **Never attended MBTC? 2019 is the year to start!**

If you're on the marketing team and have never been to an MBTC before, the 2019 edition is a great year to start. In addition to the session described above, there are many other sessions and training classes perfect for marketing folks.

- **Marketing Super-Powers**
- **Reports Tips and Tricks**
- **Valuable Customer Service Tools**
- **Marketing Suite – The Masked Marketer (Customer Master training class)**
- **Messenger Suite – The Flying Messenger (Customer Master training class)**
- **Check out the MBTC website for details and to register: [www.maccmbtc.com](http://www.maccmbtc.com)**

**P.S.** If you're wondering about the food, I've seen the menu and it will be AMAZING!