

In this issue...

MACC Challenge
Rockin' Reports
Featured Employee
Billing Update
Technical Information
Creative Solutions
Featured Recipe

MACC Calendar

February's transmit day for first of the month billing is January 24th. The complete transmit schedule for 2020 is now available.

MACC Announcements

MACC will be conducting network maintenance on January 12th

From 10:00 a.m. to 3:00 p.m. (Central) on Sunday, January 12th, 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 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.

TECHNICAL INFORMATION

NEW YEAR, NEW DEVICE?



Christmas time is a great time of year. Lots of food, family, and friends. Maybe you got a shiny new device this season? The iPhone Pro with the triple camera setup for that startup photographer, a laptop so you can video chat with your long-distance family, a Note 10 for the power user of the family, or a gaming PC for the eSports enthusiast at home.

But now that you have your fancy new device, what should you do to protect it? Oh boy, there are thousands of third-party anti-virus, anti-malware, ad blockers, and a whole list of options to keep your expensive new toy safe! How does one choose?

Do you want something free that annoys you with ads, but does what it is designed to do? Or are you looking for layers on layers of options so you can choose precisely what everything is and isn't allowed to do?

While protecting a personal device is personal preference, what we suggest for business PCs is Dell Threat Defense, which can be purchased, monitored, and maintained through MACC.

Windows Defender isn't feature-heavy, but it can do all the things other free options can do, and it's baked right into Windows without featuring any ads at all. Dell Threat Defense, on the other hand, is in-depth, and allows us to control everything for you with real-time alerts.

Long story short, personal devices are a personal choice, and there a lot of good options. But, if you are looking to protect your business PC, give us a call and we'll help you make the right choice for your company!

If you have any questions or need assistance with a new investment, we're here to help! Your MACC Technical Support team is available at **402-533-5300** or via email at macctechs@macnet.com.

Featured Web Training

Messenger Suite

Customer Master includes a number of notification tools that are available to use. During this session, we'll provide you with detailed setup information regarding Email and Email-to-Text messages. Examples include Service Order, Trouble Ticket, and Sales Lead notifications, Delinquent Notifications, welcome messages, payment notifications, and other miscellaneous marketing communications. Let Customer Master help you with both internal communication and customer communication!

Trivia Winner

Congratulations to Brian Rowland from Salish Networks who won this month's MACC Trivia Challenge Contest. Look for MACC Updates for more chances to win!

FEATURED MACC EMPLOYEE



ANGELA EDGELL

The first featured employee for a new year is Angela Edgell. As a CABS Access Analyst, her days are spent making updates to special access, working to collect money from carriers and distributing it to clients, training customers to use our CABS-related web products, and analyzing carrier disputes. All of these activities keep Angela and the rest of the CABS Team very busy!

Q. When did you start at MACC?

A. I started in May 2001.

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

A. My favorite part of the job is working with our customers and getting to know some of them on a personal level.

Q. Can you please tell us about your family?

A. I will be married 17 years in July. We have two beautiful daughters who are 16 (just turned) and 13. It's scary to have my daughter drive around without me in the car to yell at her to slow down. They keep us busy with their activities. During basketball season, our supper is usually hot dogs and nachos from the concession stand for three months. Plus, we have a two-year old Yorkie who is only six 6 pounds and is my baby.

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

A. We are a watersport family! We have five jet skis and you can actually drive a jet ski at 14 after you pass the exam so we will have another driver this summer. I am a very protective mother so every 15 minutes or so they have to come back to the beach and wave so I know they are ok. Every weekend in the summer we are usually at the lake.

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

A. I have always wanted to travel to Hawaii. For our 20-year anniversary, we would like to plan a trip to go there.

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

A. Find out what you like doing best and get someone to pay you for doing it.

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

A. Pepperoni or hamburger pizza – I'm a picky eater so those are the only kinds I will eat.

THE **MACC**[®] CHALLENGE

Accept the MACC Challenge to become as efficient as possible. Let's work together to streamline your company and maximize efficiency.

[SIGN UP NOW](#)



TRY THE MACC CHALLENGE FOR A STRONG START TO 2020

As a new year begins, we'd like to propose a challenge...the MACC Challenge. When used to their fullest potential, MACC's products and services create opportunities to save time, reduce expenses, and generally make your job easier. Here is our challenge to you: review a list of MACC opportunities and choose one of them to implement at your company. After meeting this challenge, we are confident you will be thrilled with the results.

We've selected aspects of our products and services that incur no extra cost or very modest expenses compared to the results they can deliver. In many cases, your company may already be taking some of these steps or using these products, but we've tried to include ideas for just about everyone.

Let's get started!

To start the MACC Challenge, review this list of opportunities and decide which one (or more) is the best fit for your company. Then, complete the form below and we'll be in touch. Need more information? Please contact your MACC Client Relations Manager or Account Manager for guidance as they are ready to help!

Auto-Disconnect and Auto-Reconnect – Based on your delinquent notice criteria, you can arrange Customer Master to create service orders to disconnect accounts based on non-payment or reconnect based on payment. This is available with some set up in Customer Master and training from a MACC Training Conversion Analyst.

AutoPilot – Make your customer communications easier than ever before with AutoPilot! Through this affordable MACC service, we'll create beautiful, HTML-based emails containing important information for your customers. We'll then install the emails in Customer Master for automatic distribution based on pre-determined trigger points. Reduce delinquent customers, boost customer engagement, and more with AutoPilot.

Customer Master/Accounting Master Refunds Interface – Having to refund a customer is rarely a good event, so spend as little time as possible on the activity thanks to the CM/AM Refunds Interface. When a customer is entitled to a refund, you can have Customer Master automatically zero-out the customer's account balance and send the corresponding information over to Accounting Master for a check to be processed.

MACC Mobile – Cut down on truck rolls and give your techs the flexibility of working from the field without having to carry printed Service Orders or Trouble Tickets with them. Using their internet-connected device, your techs will be able to view their Inbox, the Scheduler, clear trouble tickets, complete Service Order Stages, and add Comments. In addition, they can add AM Inventory or Equipment through the Service Order.

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TRY THE MACC CHALLENGE FOR A STRONG START TO 2020

Paperless Push – Getting more of your customers to use paperless billing in conjunction with eBill or ACH is one of the easiest ways to boost your bottom line. The industry average for paperless adoption is 24 percent. If you don't have at least 24 percent of your customers using paperless bills, contact us today for no or low-cost ideas to boost adoption. You'll save trees and money in the form of significant postage savings.

PiE Review – With a Partner in Efficiency (PiE!) review, one of our experts will review how you're using our products and then offer recommendations for improvements. It doesn't stop there though! We'll send an expert to your office to implement agreed upon changes and provide one-on-one training with your team. Clients who have been through a PiE review found the results to be "delicious."

Customer Master/Accounting Master Service Order Templates – Templates can make it easy for you to apply a "profile" to a new tier. For example, if you have a basic telephone tier, you can establish the common information about basic telephone, and then apply the template for USPs, OCCs, Carrier, Toll Code, and Custom information to be applied to that new network.

Write Offs – Here is another opportunity to reduce time spent on customers who aren't paying! When an account-holder fails to pay their bill, and you are ready to move that account balance off of your current balances, the Write Off system is available to manage the process. The system can be used to auto-generate OCCs to zero-out the account balance, and move the balance to a separate Write Off system where it can be tracked. The system will allow you to take payments on those write off balances, run reports, and more. For even greater efficiency, use the Account Mass Write-Off tool. The system will find accounts that do not qualify based on open service orders, OCCs, or other criteria. It is a huge time-saver!

Did we miss something? Is there another MACC service you've been thinking about using, or some other area of your business process you feel needs a tune-up? If so, let us know! We'd love to work together to solve your challenges and make your life at work easier!!

ROCKIN' REPORTS

REVVING UP REVENUE? TRACK YOUR PROGRESS BY REPORT AREA WITH THE BL22C

Does your company use report areas to manage different groups of customers? If so, check out the BL22C report in Bill Master. This document uses numbers from the also popular BL51A report and breaks them down by report area. The BL22C's data includes revenue billed, balances due, recurring charges, toll, advertising, surcharges, and taxes.

The report's last page will show you what you collected for this billing and balance due amounts. It's a nice way to track your report areas' revenues.

Be sure to contact your MACC Client Relations Manager or Account Manager for any questions you have on our reports. Please don't forget, training is available for all of MACC's reporting features. Contact us for details!

FEATURED RECIPE

DEEP DISH PIZZA

Ingredients

- 2 lbs ground beef
- 1 small jar of sliced mushrooms
- 1 small jar of sliced black olives
- 1 medium onion, chopped
- 2 tbsp dry Italian seasoning
- 15-ounce jar of pizza sauce
- 8 ounces of mozzarella cheese
- 2 eggs
- 1 cup milk
- 1 cup flour
- 1 tbsp oil
- 1/2 tsp salt
- Dash black pepper
- 1/2 cup Parmesan cheese

1. Preheat oven to 350 degrees. Brown hamburger, add mushrooms, black olives, and onion. Drain well. Add Italian seasoning and pizza sauce. Stir well.
2. Grease a 9×13 inch pan with cooking spray. Sprinkle mozzarella over bottom. Spread meat mixture over the cheese. In mixing bowl, whisk eggs, milk, flour, oil, salt, and pepper. Pour over meat in pan.
3. Sprinkle Parmesan cheese over batter. Bake 30 minutes.

Recipe courtesy of Penny Malone at Scott County Telephone Cooperative. Have a recipe you'd like to share? Send it to Ryan at rthompson@maccnet.com.

CREATIVE SOLUTIONS

SIGN UP FOR MACC'S MARKETING REMINDER

Happy New Year! If one of your goals for 2020 is to put a greater emphasis on marketing your company's services, there is an easy way to get started. Sign up for MACC's monthly Marketing Reminder from the Creative Services Team.

This e-mail has the basics covered with friendly reminders on deadlines for on-bill ads and inserts. You'll also get marketing tips and tricks, new ideas to try, see featured projects from your peers, and news about upcoming MACC events. The Marketing Reminder generally arrives during the first week of each month and you can unsubscribe at any time.

Signing up for the Marketing Reminder is easy! Please complete the form below. You can include as many of your co-workers as you'd like. If you have any questions about the Marketing Reminder, or any of the services offered by MACC's Creative Services Team, please contact us at macccreativeservices@maccnet.com.

We look forward to working with you to make 2020 an outstanding year for your company.

BILLING NEWS

POSTAGE RATES WILL CHANGE THIS MONTH

The U.S. Postal Service is changing its postage rates later this month. Beginning January 26th, the following rates will take effect.

Weight Not Over (oz)	Automation			Machinable	Full
	5-digit	3-digit	Mixed AADC	Presorted	Letters
1	\$0.389	\$0.419	\$0.439	\$0.460	\$0.61
2	\$0.389	\$0.419	\$0.439	\$0.460	\$0.61

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@macnet.com.

MACC features can reduce your postage expense

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. This feature only requires a customer's e-mail address and permission to send statements via e-mail. For assistance utilizing the bill via e-mail feature, contact your MACC Software Support Representative.