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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 February 9th

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

PRESIDENT'S MESSAGE

YOU HAVE A VOICE THROUGH MACC'S ANNUAL CLIENT SATISFACTION SURVEY



by Craig Aman, President and CEO

In today's world, we are all swimming (maybe drowning??) in a sea of surveys while navigating a forest of feedback requests. If you order a pair of socks online...you're asked to rate your experience. Sitting down to eat with your family in the evening...why that's the perfect time to answer a brief (20 minutes!!) telephone survey.

Here at MACC, we respect your time, as we know how busy everyone is! Because of that, we are continually improving our products so you can become more efficient with your time during the workday. For these reasons, MACC only asks you to complete one survey each year on the performance of our people and products. The time of our annual Client Satisfaction Survey is here and I invite you or others at your company to participate.

Visit www.maccnet.com/survey

When you complete our survey, you make a difference! Whether you're reporting your complete satisfaction or pointing out areas we need to improve, we want to hear everything you have to say about MACC. Your survey responses don't flow into some vacuum never to be seen again. Each response is read by multiple members of our Management Team. We pass along praise when it's received and work to resolve any issues you identify. Suggestions for improvements to our products are cataloged and used by our Product Team as the basis for new enhancements. In short...your voice matters! After 45 years in business, MACC is still looking to continually improve our performance.

I look forward to hearing from all of our companies through the 2020 survey. As we begin a new year, I also look forward to seeing many of you at MACC events and other industry get-togethers. Until then, thanks in advance for your help with the survey and have a wonderful 2020.

WHAT'S NEW ON MACC'S WEBSITE?

MACC's Training Team recently completed a new MACC Minute Tutorial. This one covers Electronic Documents in Customer Master.

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

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 Paula Grings from WTC Communications who won this month's MACC Trivia Challenge Contest. Look for MACC Updates for more chances to win!

FEATURED MACC EMPLOYEE



ROSS HALFORD

As a Training and Conversion Analyst, Ross Halford is a longtime MACC employee who is known as our subject matter expert for the plant maintenance features in Customer Master. He's also a subject matter expert on a much different topic...high school wrestling and specifically the sport in Nebraska. Ross just isn't the expert for the building...he's one of the most knowledgeable wrestling experts in the state and will be inducted into the Nebraska Scholastic Wrestling Coaches Association's (NSWCA) Hall of Fame this June.

His hall of fame induction comes for his contribution to the sport through Huskermat, which is a brand Ross started in 1999 to provide information and recruiting news to wrestling fans. Through a website, and now a Twitter account with 8,500 followers, Huskermat is THE source for Nebraska wrestling information for athletes, coaches, college recruiters, and fans.

Huskermat's large following makes it impossible to know who nominated Ross, but he is thankful for the honor.

Ross said, "I really don't know who nominated me. It's hard to focus too much on the Hall of Fame when we're right in the middle of the season. I really appreciate whoever did though. There's nothing like respect from your peers."

He has worked hard to earn that respect and his dedication to wrestling is evident. While Ross said coverage of the sport has gotten easier over the years thanks to improving technology, he still puts between 8,000 and 10,000 miles on his car annually attending meets in Nebraska. Occasionally, he attends national meets as well. Through the hours of work in the evenings and weekends and the miles on the road, it's clear covering wrestling is a labor of love for Ross.

"It's such an intense sport," he said. "It's incredibly rewarding to see kids put in so much time and effort to achieve their goals."

Ross' love for wrestling started when he was a wrestler himself in high school. If you've ever participated in wrestling, you understand it can be a physically grueling endeavor. It's the toughness of the sport that appeals to him.

"Wrestling is the oldest, toughest, and hardest sport that exists," Ross said. "I like surrounding myself with people who are tough."

That toughness Ross speaks of is evident throughout wrestling and the best example he can recall during his Huskermat days is the story of Doyle Trout. He is a talented wrestler from Centennial, Nebraska who lost a leg in a car accident. Trout recovered from the accident and continued on with his wrestling career as he is now wrestling at the University of Wyoming.

"Ninety-nine percent of people in that situation would have never been able to do what he's done," Ross said.

The story of Doyle Trout brings to mind one of the lessons Ross said he has learned over the years of covering wrestling.

As wrestling legend Dan Gable famously said, "After you've wrestled, everything else in life is easy."

With the toughness and tenacity of a wrestler, Ross continues to build connections in the wrestling community and grow Huskermat. In 2018 he wrote a book titled *Matsider* exploring the history of wrestling in Nebraska and he has another project covering football recruiting. It's safe to say Ross is a busy guy.

If you schedule Customer Master training or attend MBTC, there is a good chance you'll have Ross as one of your MACC trainers. Be sure to ask him any Customer Master questions you have as he is truly a wealth of information. And if you were a wrestler, or you're a fan of wrestling, be sure to let Ross know as he enjoys good conversation on the toughest of sports.

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](#)



IT'S OUR BIRTHDAY...BUT YOU'RE GETTING THE GIFTS

At the start of 2020, we proposed a challenge...the MACC Challenge. We asked that you try a new MACC product or service you're not using and reap the benefits of saving time, reducing expenses, and generally having an easier day at work. For those of you who accepted the challenge...thank you! If you're on the fence... we have great news!

2020 is MACC's 45th year in business and to celebrate we're giving you the opportunity to receive our birthday gifts! Here is how it works...for every new product or service your company tries, it will be entered into a drawing for some awesome gifts we're giving away at this year's MACC Billing and Technology Conference (MBTC) in September. You do need to attend MBTC to win so be sure to make plans to join us in Omaha.

Eligible products and services for the MACC Challenge are below. In many cases, your company may already be taking some of these steps or using these products, but we've tried to include new 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.

Color Bills – Highlight important aspects of your statements and match your branding by adding color to your company's monthly statements.

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.

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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.

On-bill ads – Our on-bill ads offer an affordable, yet effect way to reach your customers. The ads can be targeted to specific customers and are placed in a can't-miss location.

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."

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.

WOW Training – Empower your employees to get the most out of MACC's products by signing up for WOW Training. With a subscription, our WOW Training program allows your employees to take web training classes each month from the comfort of their own office! Our customers find success lies in taking about six classes per month, to give staff time to absorb and implement the new information.

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!!

MACC CONTINUES TO GROW!

COZAD TELEPHONE COMPANY CHOOSES MACC'S BSS/OSS



Cozad Telephone Company (CTC) has selected MACC to meet its need for a new BSS/OSS solution. The company's conversion was recently completed and it is now using MACC's platform for billing and customer management.

Located in Cozad, Nebraska, CTC delivers internet, video, and telephone services to its community. Please join us in welcoming them to the MACC family!

FEATURED RECIPE

CHICKEN TORTILLA SOUP

Ingredients

- 2 chicken breasts
- 1 package of taco seasoning
- 1 onion (chopped)
- 3 cloves garlic (minced)
- 1 jalapeno pepper (optional)
- 2 tsp ground cumin
- 2 tsp chili powder
- 28 oz of crushed tomatoes
- 1 can of Rotel (original)
- 4 cups of chicken broth
- 1 can of black beans (14.5 oz)
- 1 cup of corn (canned or frozen)
- 1/4 cup fresh cilantro
- Tortilla chips and cheese (for toppings)

1. Place the chicken breasts in a slow cooker with a little bit of water in the bottom. Top with the taco seasoning.
2. Cook the chicken on high for four hours.
3. When the chicken is done, remove it from the slow cooker and shred it in a separate bowl.
4. Sauté the chopped onion and garlic for five minutes (or until tender).
5. Rinse out the slow cooker and then place the chicken, onion, and garlic into it.
6. Now add all of the remaining ingredients except the cilantro and toppings.
7. Cook on high for two to three hours (until fully heated).
8. Add the cilantro and serve with toppings.

Recipe courtesy of Ryan Thompson, MACC's Creative Services Manager. Have a recipe you'd like to share? Send it to Ryan at rthompson@maccnet.com.

ROCKIN' REPORTS

IT'S NOT SPRING YET, BUT YOU CAN CLEAN UP YOUR USP CODES

As this is the time of year you audit your financials, it's also a good time to do an audit of your USP codes. Prices, descriptions, taxes, GL accounts, network types, vacation discount amounts, and many more pieces of information should be reviewed. A helpful report for this task is the BL42 in Bill Master. It will show bundles and all the codes contained within that bundle. It will also show all your USP codes, plus any applied taxes and surcharges.

This is also a good report to look over occasionally as some bits of information may have changed since the last review or may you decide some things need changing. As always, 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!

CLIENT RELATIONS NEWS

IT'S A SURE BET! REGISTER NOW FOR MACC'S 2020 USER GROUP



Life's a gamble...but attending the 2020 MACC Users Group isn't. In fact, it's a sure bet if you're searching for new skills and fresh ideas using MACC products. **Speaking of betting... this year's Users Group is in fabulous Las Vegas!** So, after you spend the day learning, there will be plenty of opportunities for fun. A MACC crew will be "headlining" at the Tropicana from Tuesday, April 21st through Thursday, April 23rd. Make plans for your crew to attend today!

Visit maccusergroup.com

What's on the show schedule for 2020? As in past years, the Users Group is split into two parts. The first half is designed for Customer Master users and the second half is for those who use Accounting Master. Are you a wise guy (or gal) and use both products? That's perfect as you can attend the complete event for a discounted rate.

Leave with all the chips...or at least these new skills and ideas

- Do you use MACC Mobile, or are you considering signing-up? Learn the best ways to save time and money with this web-based service. Be sure to bring a mobile device to see MACC Mobile in action.
- Parting ways with customers is no fun, but we'll teach you how to make Write-Offs in Customer Master as quick and painless as possible.
- In Accounting Master, see how to automate your close process to assist with creating Journal Entries.
- Learn how the purchasing process in Accounting Master can make ordering inventory easier and faster.
- You'll learn at least three ways you can save time in your daily work with new features coming to Customer Master and Accounting Master 20.1.
- Much more...**check out all the sessions**

Viva Las Vegas!

We look forward to seeing you in Las Vegas. If you have any questions at all regarding the event, please don't hesitate to contact us. As a high-roller, you can expect the best from the MACC crew. See you soon!

PRODUCT SPOTLIGHT

ACCOUNTING MASTER IS ENHANCED TO ACCOMMODATE W-4 CHANGES



The Internal Revenue Service (IRS) recently released the final version of the 2020 Form W-4, Employee's Withholding Certificate in late December 2019. The form includes major changes, including new elements for federal income tax withholding calculations.

To accommodate the most recent changes to the 2020 W-4 Federal Tax Withholding updates, MACC has made enhancements to the Employee and Federal Tax tables. From the Employee screen, there is a new W-4 Form field that allows users to select W-4 form type of 2019 and Prior or 2020 Forward. Upon upgrade, the W-4 Form field will default to 2019 and Prior option with no function changes. The 2020 Forward option, when selected, will enable the Dependents Credit, Other Income, Additional Deductions, and the W-4 Only Two Jobs checkbox, which will be included with the federal tax withholding process.

The new fields can be used to enter amounts based on the completion of specific steps from the employee's W-4 2020 form. If the employee has completed Step 3 Claim Dependents, the total amount is entered into the Dependents Credit field. If the employee has completed Step 4(a) Other Income, the total amount is entered into the Other Income field. If the employee has completed Step 4(b) Deductions, the total amount is entered into the Additional Deductions field. The W-4 Only Two Jobs checkbox can be checked if the employee has checked the only two jobs total on the 2020 W-4 form in Step 2(c).

The Federal Tax maintenance table was updated to accommodate the new W-4 2020 federal tax withholding tables. For 2019 and Prior W-4 forms, the Married Allowance and Single Allowance amounts were the same; the field was modified to Amount Per Exemption. For 2020 and Forward W-4 forms, the Married Filing Jointly Allowance and Other Allowance fields were added. The amounts entered into these fields are part of the withholding calculations. The Tax Table Entries section was updated by adding Head of Household to the Type drop-down selection. There are now six different tax tables that can display depending on the W-4 Form selection and if the W-4 Only Two Jobs option is checked or not.

In certain states, employers are also required to withhold state taxes as well as federal income taxes from employees' wages. Many states require employees to complete a state withholding certificate or the IRS Form W-4 for state purposes. Due to the major changes to the IRS Form W-4, some states have updated their requirements along with withholding certificates. Since federal allowances were removed from the redesigned federal Form W-4, the form cannot be used for certain states. Due to these changes, it is recommended to carefully review your state requirements. Please verify you're using the correct state withholding certificate and following the applicable state requirements.