

In this issue...

Customer Master 20.1 Highlights
Accounting Master 20.1 Highlights
Featured Employee – Claire Ford
Featured Employee – Rex Rogers
Software Update
Rockin' Reports
What's New on MAACC's Website
Featured Recipe

MAACC Calendar

June's transmit day for first of the month billing is May 22nd. The complete transmit schedule for 2020 is now available.

MAACC Announcements

Memorial Day Hours

MAACC will be closed on Monday, May 25th in honor of Memorial Day. Regular support hours will be in place during the rest of the month.

MAACC will be conducting network maintenance on May 10th

From 10:00 a.m. to 3:00 p.m. (Central) on Sunday, May 10th, our technicians will conduct maintenance on our network. During this time, web-based services from MAACC may be unavailable. This affects MSaaS and all MAACC websites (Web Reporting, TMS, FTP, etc.) as well as online access to customer statements. Going forward, MAACC will be scheduling network maintenance during the same timeframe on the second Sunday of each month. Please contact your MAACC Client Relations Manager or Account Manager if you have questions regarding this maintenance schedule.

VERSION 20.1 IS NOW AVAILABLE!



Version 20.1 is the latest edition of Customer Master and Accounting Master. Checkout highlights of this edition, each product's Update Letter, and links to online training that can help you get the most out of Customer Master and Accounting Master 20.1.

Customer Master 20.1 Highlights

As always, the MAACC Team is excited to roll out another version of Customer Master. We worked hard over the winter into the spring to add some real time savers to version 20.1 to make your job easier. These enhancements are highlighted by improvements to Customer Master's messaging feature and the automation of OCCs for non-returned equipment. Details on these enhancements and more are below.

Messaging

Communications remain a priority, as such MAACC continues to improve the Messaging module with focus in the following areas:

- Ability to send CPNI Notifications via E-mail or E-mail to Text
- Automatically create CRM rows when messages are sent
- Send notifications by specific Stage or Class
- Send messages when a Service Order is completed or applied
- Send updated Trouble Ticket Information to a tech/employee
- Send notifications when a Service Order Stage or Trouble Stage is completed

Automate OCCs for Non-Returned Equipment and Inventory

Companies utilizing the Disconnect Wizard can automatically charge equipment fees to accounts that did not return leased equipment. In addition, companies not using the Disconnect Wizard will be able to easily identify networks with unreturned equipment from the Delinquent Notice grid and Listing Report.

Ability to Send New Account (new install) Information to CDS Global

MAACC is introducing the ability to send pending account information (new account) to CDS Global. Users will also have the ability to utilize One Time Credit Card Processing for Pre-Payments within a new account Service Order. Approved transactions will complete the Service Order Pre-Payment credit card transaction and update the Payment Number with the card type, last four numbers of the credit card, and the card's expiration date.

Reports

A new report called Notification Listing Report provides a means to review Email and Email to Text messages sent from Customer Master to customers and/or employees.

Reminder – eMACC applications received cybersecurity enhancements

Our eMACC Team implemented cybersecurity enhancements across our web applications on Monday, March 16th. These enhancements were made to support increased awareness of cybersecurity threats. The enhancements include a required password change to access eMACC products. Login to our Client Pages and then review the Cybersecurity Update on our eMACC page for details.

Featured Web Training

What's New in Customer Master 20.1

We'll walk you through updates to Inquiry, new features related to Service Order and Trouble Tickets, an overview of new Messaging options, and updates to reports. Some really exciting updates include a new in-grid editor for Addresses – making managing your Customer Master addresses so much more efficient. We'll also look at new Billing Categories and methods to handle unreturned equipment.

What's New in Accounting Master 20.1

We've made changes to some of your favorite features including Purchase Order Requisition Approval Improvements, Purchase Order Requisitions Improvements, FMLA Tracking, AR Recurring Entry Improvements, Align Check Template, and Custom Grid Reports Suite.

Billing GL Override JE

The interface between Customer Master and Accounting Master is an efficient way to record monthly billing. A new option has been added to direct revenue on a network to a specific Accounting Company. An example might be Telephone services toll revenue that needs to be booked to a non-regulated communications company.

Deleted Payments

A Deleted Payments node has been added to the Payment Entry screen. This node can be used to help identify Payments, Security Deposit Returns, and Write-Off payments deleted for an account. A new Deleted Payments Report was also created so users can get a list of these payments.

Accounting Master A/R Totals viewed in Customer Master

Through Customer Master you can now view outstanding Accounting Master A/R invoices. These invoices can be viewed from the A/R Balance screens throughout the database in locations such as Inquiry, Payment Entry, and Account Overview.

Deleted Payments

A Deleted Payments node has been added to the Payment Entry screen. This node can be used to help identify Payments, Security Deposit Returns, and Write-Off payments deleted for an account. A new Deleted Payments Report was also created so users can get a list of these payments.

Accounting Master 20.1 Highlights

With another version of Accounting Master now available, we can't wait to show your team all of the time saving features found in 20.1. Below is just a sampling of what you'll be able to do once your company receives its upgrade.

FMLA Tracking

Maintaining employee information is critical for companies when tracking benefits or leaves of absence. To improve maintenance of employee information, MACC added a new HR screen to the Employee Human Resources window for FMLA/Leave of Absence. This enhancement will allow companies to track employees' FMLA/Leave of Absence. The new FMLA/Leave of Absence screen from Employee-Human Resources is reciprocal with the Employee-Compensation-Benefit Maintenance screen. This feature allows FMLA access to users with either Payroll and/or Human Resources module access.

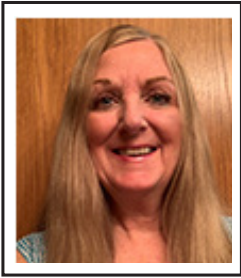
Send Test E-Mail

Email notification is widely used for company communications. To ensure email notification has been set up correctly in Accounting Master, MACC has added the ability for users to test email notification setups. From the Email Configuration Setup screen a new Test Message button was added. The Test Message will only be enabled if the Configuration Code, Description, Email From Code, and Email type fields are populated. A test email will be sent to the entered Email Address by clicking on the Send Email button. Users will receive messages to indicate if the test email was successful, or it failed. A failed message would indicate further evaluation of the email configuration setup is needed.

Ability to Send New Account (new install) Information to CDS Global

MACC is introducing the ability to send pending account information (new account) to CDS Global. Users will also have the ability to utilize One Time Credit Card Processing for Pre-Payments within a new account Service Order. Approved transactions will complete the Service Order Pre-Payment credit card transaction and update the Payment Number with the card type, last four numbers of the credit card, and the card's expiration date.

FEATURED MACC EMPLOYEE



CLAIRE FORD

Q. How long have you worked at MACC?

A. I started at HunTel/MACC almost 39 years ago as an operator on the plug-in type switchboard as one of the youngest employees. After two months I was transferred to answer the main PABX switchboard for HunTel and MACC. I also did the majority of all the typing for MACC employees and assisted with customer service for the cable TV customers. The majority of my years, I've been responsible for NECA and OCN billing.

Q. What has been your greatest accomplishment during your time at MACC?

A. I feel my greatest accomplishment at MACC would have to be the NECA reporting since I've done it almost as long as NECA has been around. It has changed so much over the years. When NECA first started, it was a totally manual process of looking up CABS and end-user data for each telephone company and reporting it to NECA each month. The reporting requirements have continued to change each year, but it's definitely much easier now with computer programs to create the reports.

Q. What would you like to be remembered for?

A. I would like to be remembered as someone who always did whatever it took to complete a job accurately and on time. Someone who was always willing to help customers and coworkers whenever they had a question.

Q. What will you miss the most about MACC?

A. I will miss the interaction with the customers, NECA staff, and consultants since I've gotten to know so many on a personal level over the years. Some of my best friends today were longtime MACC and NECA employees.

Q. How do you plan to spend your "free time" in retirement?

A. My husband and I plan on spending more time camping and boating with our two Golden Retrievers, Zoey and Toby. We also plan on spending more time with our family and especially the grandkids since they change so fast.

Q. What's one thing we might not know about you?

A. One thing I can think of that I doubt anyone knows is I used to model in high school for Candy's Closet in Blair and loved it!

WHAT'S NEW ON MACC'S WEBSITE?

MACC's Training Team recently completed a new MACC Minute Tutorial. This one covers the use of Inquiry features in Customer Master

- MACC Minutes – Inquiry

Client Page credentials are required to view this content. Need help remembering your username and password? Let us know as we're happy to help.

FEATURED MACC EMPLOYEE



REX ROGERS

Q. How long have you worked at MACC?

A. I started on March 26, 2001...so a little over 19 years.

Q. What has been your greatest accomplishment during your time at MACC?

A. Being part of a team that has improved our various products through collaboration with our customers and MACC's staff.

Q. What would you like to be remembered for?

A. Hopefully being recognized as being receptive and respectful to recommendations from customers and MACC's staff to support the ongoing needs of our clients through product enhancements and quality deliverables.

Q. What will you miss the most about MACC?

A. The relationship established with the staff at MACC and our customers, as well as the opportunity to be a part of the ongoing MACC technical and business strategic direction.

Q. How do you plan to spend your "free time" in retirement?

A. Other than increased time with family, I am going to pursue a passion of mine (see the next question).

Q. What's one thing we might not know about you?

A. I have been very active in the church for many years at my home congregation, as well as being active in the Nebraska Synod engaged in working with candidates pursuing ordained ministry. Also, my personal passion for ministry has grown, and I will be starting seminary this summer while serving as the pastor at my home congregation working towards becoming an ordained minister.

SOFTWARE UPDATE

CHECK OUT THESE TIMELY TIPS FOR CUSTOMER MASTER USERS

During these work from home times, the more automation you can take advantage of, the better!

For example, you might want to consider using the Messenger Suite to send e-mails or texts to your technicians when a service order or trouble ticket is assigned. You can include some details of the order in the message and even attach a .PDF copy of the Service Order or Trouble Ticket. Messaging is also available to send your new customers a welcome email with attachments. Perhaps you have many customers who are slightly behind in paying their bills. You might send friendly email payment reminders, with a link to your website, explaining your current policies.

We've also heard some companies are discounting internet services and performing lots of speed upgrades. Service Order Templates may help streamline some of that work effort. Perhaps a Template could help change out the old code, add the new code, and create a credit USP or OCC. Keep in mind all companies are different, so with some training on Templates, you just might discover ways to make this process a little more efficient.

You might also have some users working from home and feeling like they need a refresher on navigating Customer Master. We recently added a MACC Minutes Tutorial which guides your users through how to use the Inquiry feature in Customer Master. Be sure to check it out! First login to our Client Pages and then follow this link to the Inquiry tutorial.



ROCKIN' REPORTS

STAY ON TOP OF DELINQUENT ACCOUNTS WITH BL63 REPORTS

With everything turned upside down from COVID-19, some companies are holding off from sending Delinquent Notices to Past Due Accounts that may have fallen on tough times. They also may be taking part in the Keep America Connected Pledge. I had a client ask which report shows customers who are delinquent? The whole BL63 family of reports gives you that information in different ways.

- Main report area (MRA)
- Delinquents only
- Report areas
- Credit accounts only

One report, the BL634M – All Accounts Aging Report by Main Report Area, is especially useful right now. This report shows you what customers owe from the current billing. It shows what the Total owed amount is, then breaks it down by 30, 60, and 90 days Past Due. The report also shows you Name and Tier Number. This report will show ALL accounts.

If you only want to see PAST DUE ACCOUNTS, check out the BL63-3 report. It shows the amounts owed in the 30, 60 and 90 day past due bucket. Again, this report will ONLY show those accounts which are Past Due. There are several reports breaking out this information and these are filtered in different ways.

Check out the other reports in the BL63 family. Hopefully, you find the information you are seeking. If you need help finding information, do not hesitate to give your MACC Representative a call. Thanks and stay safe!

FEATURED RECIPE

CREAMY CHICKEN AND NOODLES

Ingredients

- 16 oz. egg noodles
- 1 can condensed cream of chicken soup
- 1/2 cup milk
- 12 oz. canned chicken breast
- 1/3 cup grated Parmesan cheese
- 1/8 teaspoon ground black pepper

1. Cook egg noodles per their instructions.
2. Combine the remaining ingredients into a saucepan and cook until hot, but not quite boiling.
3. Place noodles into serving bowls and top with the soup mixture.

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