MACC Calendar

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

MACC Announcements

MACC will be conducting network maintenance on July 12th

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

Independence Day Holiday Hours

MACC's office will be closed on Friday, July 3rd in honor of Independence Day. Regular support hours will be in place during the rest of the month.

SUCCESS STORY
EASIER DISCONNECT DAYS ARE POSSIBLE WITH AUTOPILOT

Disconnect Day
DE-STRESS

IN FIVE MINUTES, CUT DISCONNECTS 66%...CLICK TO SEE HOW!

MACC's AutoPilot can make disconnect day easier. How much easier? With approximately five minutes of work, Hawkeye Telephone Company reported its disconnections were reduced by 66 percent after it started using AutoPilot to send e-mails to customers whose accounts were about to become delinquent.

If you're not familiar with AutoPilot, it's a service associated with the Messenger Suite in Customer Master. MACC associates create a custom, branded e-mail and then install the needed code in Customer Master. The e-mail is sent to end-users automatically based on trigger points, like the closing of service orders, or in the case of delinquent messages, after a company's employees complete a simple review process.

Besides sending delinquent messages, other common e-mails sent from Customer Master include welcome packets for new customers, reminders of upcoming ACH transactions, and follow-ups to visits by technicians.

At Hawkeye Telephone Company, Brittney Backes, a member of the company's customer service team, said they send out the delinquent message to customers who have not paid a week before the account will be disconnected. The e-mails contain a friendly reminder payment is due and provide information on how it can be made. The message has the company's logo and uses colors matching its website.

"The process is very simple. We just review the delinquent list to confirm it is accurate and then send the e-mail. It takes about five minutes," Brittney said. "Learning the process would be simple for anyone, especially if you're already familiar with the Delinquency Suite."

She said the biggest benefit of using the delinquent emails has been the ability to remind customers in an efficient and convenient manner. While the company continues to send out paper notices to delinquent customers who do not respond to the e-mail, the benefits of the AutoPilot messages are clear.

"Calling customers or sending out paper notices can often be tedious," Brittney said. "This process ensures that the customers will get their notices in a timely manner, giving them plenty of time to send in payment."

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.

FEATURED MACC EMPLOYEE

KOURT JENSEN

July's featured employee is Kourt Jensen. As a Senior Network Support Specialist, he plays a big role in keeping MACC's technology running at full speed so you can always count on us for the service and support your company needs. Cybersecurity is also an important part of his job as he works with his teammates in Technology Services to ensure our network is always safe and secure.

Q. When did you start at MACC?
A. I started in November of 1996. It was back when the Internet connection was dial-up, the computers ran Windows 95, and no one Googled anything.

Q. What's your favorite part of your job?
A. Solving mysteries...I enjoy figuring out why something is not working and finding a fix for it.

Q. Can you please tell us about your family?
A. My wife, Lena, works in the treasury office at the courthouse. She also sings, and her and I are in a band together, which is a lot of fun. My daughter, Kailynn, is 19 and is a chemistry major at UNL. She is planning on medical school in the future. My son, Kenner, is 16. We have been practicing driving a lot lately and he just got his driver's license. He enjoys computers and is hoping to pursue a career in that area when he graduates in two years.

Q. What do you do for fun in your free time?
A. I enjoy playing electric guitar in our band or acoustic guitar around a fire. My wife has a beautiful voice and I love listening to her sing. I also enjoy buying and selling things on Ebay, especially vintage toys, comics, trading cards, and things I enjoyed as a child. I am a collector of various things myself, so sometimes it is hard to let them go. The downside is having a room at home filled with boxes and packing material.

Q. If you could travel anywhere to spend a week on vacation, where would it be?
A. The White Cliffs of Dover.

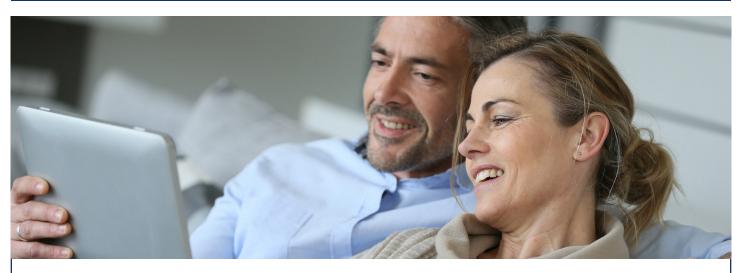**Q. What's the best career advice you've ever received?**
A. Do something you enjoy and you'll never work.

Q. What's your favorite quote?
A. Life's what happens while you're busy making plans. -John Lennon

Q. If you could add any food to the vending machines, what would it be?
A. Fresh bagels and cream cheese.

PRODUCT SPOTLIGHT
WEB SELF-CARE HAS NEW UPSELLING FEATURES

MACC continues to make it easier to upsell your company's products through our Web Self-Care system. This product, which links to your company's website, has always offered the ability for end-users to upgrade their services, but an update made last month gives you more flexibility in how your services are displayed.

This flexibility is delivered through short codes and service groupings. Short codes allow you to easily include a user-friendly description of the services to which customers can upgrade. The description can match your marketing material or provide additional information. Previously the Web Self-Care descriptions matched the USP code descriptions in Customer Master, which is an option that remains available.

Web Self-Care's second enhancement, service groupings, allow you to better organize and display your services. The enhancement makes it easy to create groups of internet, video, and telephone services. Combinations of services from different networks can also be created. The service groupings can be made available to only current customers, new customers, or both.

For complete details on these enhancements and information on additional improvements we have made to Web Self-Care, please review its Enhancement Summary on the Client Pages.

Not familiar with Web Self-Care?

With Web Self-Care, your customers are just a few clicks away from always being able to undertake most of the common reasons for calls or visits to your office. Customers can upgrade services, view statements, make payments, update contact information, report trouble, and more. New customers can also use Web Self-Care to subscribe to your services. Contact your MACC representative for more information.

CLIENT RELATIONS NEWS
NEW FACES ON MACC'S CLIENT RELATIONS TEAM

The MACC family tree continues to grow and we're pleased to announce there are some experienced hands who will be helping to care for it. We are adding new members to our Client Relations Team so we can continue to deliver the unmatched care you and your company deserve. The new additions to the team consist of Lynn Groen, Crys Zima, and Pam Wulf.

Lynn has been with MACC for over 30 years, most recently as a National Sales Representative. He is now a Client Relations Manager serving clients in the southern and eastern parts of the country. His background includes CABS, accounting, wireless, application interfaces, and general telecom industry knowledge.

Joining Lynn in supporting our clients in the southeast is Crys Zima in her position as a Project Manager. She brings extensive project management skills and more than two decades of MACC experience to her new role.

Finally, Pam Wulf is transitioning from a Software Support Representative to an Account Manager, serving the western United States. She has a wealth of Customer Master and eMACC Services knowledge to draw from in her new position.

With these new members on the team, we are all looking forward to providing even more personal and customized support for each of our clients. Whether it is quick question about a MACC service or we need to brainstorm on how to help solve a complex problem, your Client Relations Team is here for you. Your Client Relations Manager and Account Manager will be in touch soon. Until then, if there is anything we can do to help, please reach out to us. We look forward to visiting with you.

WHAT'S NEW ON MACC'S WEBSITE?

The eMACC Team recently completed enhancements to Web Self-Care and our Management Reports (Web Reporting). This one covers the use of Enhancement Summaries with complete details.

June Web Self-Care and Web Reporting Enhancement Summary

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.

MACC CONTINUES TO GROW!
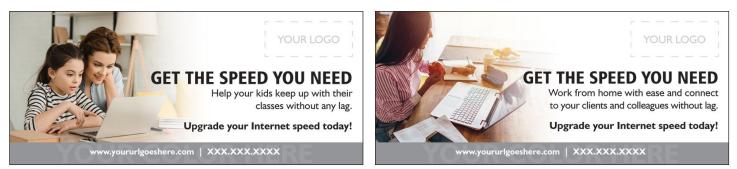# MACC'S BILLING SYSTEM IS SELECTED BY SOUTHWEST OKLAHOMA INTERNET

MACC was selected by Southwest Oklahoma Internet (SWOI) and its parent company, Southwest Oklahoma Telephone, to provide a new telecom billing system. The company's conversion was recently completed, and it is now using MACC's platform for its billing and customer management needs.

The Duke, Oklahoma-based company uses the highest quality equipment and systems available to deliver reliable wireless internet to 17 communities spread throughout five counties. SWOI has been serving southwest Oklahoma since 2000.

Please join us in welcoming them to the MACC family!

CREATIVE SOLUTIONS
REACH CUSTOMERS WHO NEED FASTER INTERNET

Like never before, the events of 2020 have shown how important fast, reliable internet is for effectively learning and working from home. As another school year is on the horizon and many workers remain at home, it is still a great time to advertise your faster internet speeds to customers who continue to get by with your slower options.

The Creative Services Team wants to make it as easy as possible for you to sell faster internet. Below, you'll see designs for inserts we can customize for your company's August bills. We'll not only customize the design with your logo, text, and colors, but help identify and target the right accounts in Customer Master so you only pay for the inserts you need.

We can also use these same designs as on-bill ads and reformat them for use on your website as banners or for images in social media posts. Do you want something completely custom? We can do that as well.

To get started, contact us at macccreativeservices@maccnet.com. We can't wait to help you sell more internet!

FEATURED RECIPE
CHOCOLATE LASAGNA

Ingredients

- 1 package regular chocolate stuffed cookies (Not Double Stuff) – about 36 cookies
- 6 tablespoons butter, melted
- 1-8oz package cream cheese, softened
- ¼ cup granulated sugar
- 2 tablespoons cold milk
- 1-12 oz. tub of whipped topping, divided
- 2-3.9 ounce packages chocolate instant pudding
- 3 ¼ cups cold milk
- 1 ½ cups of mini chocolate chips

1. Crush the 36 chocolate stuffed cookies. I use a food processor, but you could place them in a large zip storage bag and crush them with a rolling pin. Cookies should be fine crumbs.

2. Transfer the cookie crumbs to a large bowl. Stir in 6 tablespoons melted butter and use a fork to incorporate the butter into the cookie crumbs. Then distribute the mixture into a 9 x 13 inch baking dish. Press the crumbs into the bottom of the pan. Place the pan in the refrigerator while you work on the additional layers.

3. Mix the cream cheese with a mixer until light and fluffy. Add in 2 tablespoons of milk and sugar, then mix well. Stir in 1¼ cups of whipped topping. Spread the mixture over the crust.

4. In a bowl, combine chocolate instant pudding with 3¼ cups cold milk. Whisk for several minutes until the pudding starts to thicken. Using a spatula, spread the mixture over the previous cream cheese layer. Allow dessert to rest for about 5 minutes so that the pudding can firm up further.

5. Spread the remaining whipped topping over the top. Sprinkle with mini chocolate chips evenly over the top. Place in the freezer for 1 hour or the refrigerator for 4 hours before serving.

Recipe courtesy of Lori Bayne, Product Owner- Customer Master. Have a recipe you'd like to share? Send it to Ryan at rthompson@maccnet.com.