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MACC Calendar

October's transmit day for first of the month billing is September 23rd. The complete transmit schedule for 2020 is now available.

MACC Announcements

MACC will be closed on Labor Day

MACC will be closed on Monday, September 7th in honor of Labor Day. Regular support hours will be in place the remainder of the month.

MACC will be conducting network maintenance on September 13th

From 10:00 a.m. to 3:00 p.m. (Central) on Sunday, September 13th, 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

FROM A STRONG FOUNDATION, MACC CONTINUES TO INNOVATE



by Craig Aman, President and CEO

I want to touch on an important topic when it comes to your billing vendor: stability.

MACC is 45 years strong and we are not stopping!

Over the last several years, just as you have shifted from being the telephone company to focusing on delivering fast internet, we are

advancing with the times as well. MACC has continued to advance our products and technology by expanding our ability to interface with broadband technology vendors, enhancing our mobility, and improving our Web Self-care products to empower your staff and end-users to manage account activity from any device, no matter where they are.

With MACC, you have stability and a partner with a proven track record of delivering the products and services telecom companies need for success.

Be well, stay healthy, and if you'd like to visit, you can reach me at **402-426-6222** or **caman@maccnet.com**.

WHAT'S NEW ON MACC'S WEBSITE?

MACC's Training Team recently added new MACC Minutes training videos and is now offering Jump Start Customer Master Training classes remotely. You can learn so many skills from the comfort of your home or office!

MACC Minutes – Client Relationship Management

MACC Minutes – Messaging Options

Remote Customer Master Jump Start classes

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 Web Training

Disconnect Wizard

During this session you will learn how to utilize Customer Master's automated disconnect wizard. Based on your delinquent listing, service orders are created and applied on past-due accounts.

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.

FEATURED MACC EMPLOYEE



MICHAEL KAHLE

Michael Kahle is September's featured employee. As a programmer on our application interface (AI) team, he and his coworkers connect Customer Master to other systems used at client locations. A great example of what this team does is empowering companies to provision services, such as voice or internet, directly from Customer Master using a service order.

Q. When did you start at MACC?

A. I started in June of 2013.

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

A. The favorite part of my job is seeing how another system's interface works and going through the process of connecting it to the data stored in the Customer Master database.

Q. Can you please tell us about your family?

A. I'm single. I just adopted two kittens this summer...Issifer and Anjello. Izzy and Jello for short. They have been very entertaining while working from home for the last couple of months!

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

A. A lot of my free time goes into home improvement projects. I'm usually living in a fixer upper house, doing the work as I go along. While no expert on anything, I've watched a lot of YouTube videos!

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

A. I have never been to Europe and think it would be cool to spend some lazy summer afternoons in the small towns of Northern Italy with the large city squares and terraced houses.

Q. What's your favorite quote?

A. It is a quote from Nikola Tesla that kind of stuck with me. "The scientists of today think deeply instead of clearly. One must be sane to think clearly, but one can think deeply and be quite insane."

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

A. It's kind of trendy right now, but I do think that it would be interesting to meet Nikola Tesla. I've been listening to a podcast about his life and times.

PRODUCT SPOTLIGHT

MOVING FULL THROTTLE INTO MACC'S FALL RELEASE



The Covid-19 pandemic hasn't slowed us down...MACC's Product Development Team has been moving full throttle and preparing for the fall release. We just wanted to highlight a few enhancements you will find in this release that will be coming out in October.

CUSTOMER MASTER HIGHLIGHTS

We have added a new enhancement for Premise Equipment

MACC's new Premise Equipment interface allows users to assign equipment to network addresses. An example of this equipment might be the ONT (Optical Network Terminal) that is attached to the building and can be used by multiple networks to provide services at that address. Users can now pull equipment items directly from Accounting Master Inventory, or from Customer Master Premise Equipment, and store them on the service address in Customer Master to provide a seamless equipment process. With the equipment items dedicated to an address, getting equipment from the Accounting Master Inventory module to a network tier in Customer Master is as simple as assigning an address in a Service Order. Look for future training sessions on utilizing this new functionality.

New notification options

Email and text notifications have become a popular way to communicate with your customers. We have strived to provide additional notification messaging options in Customer Master over the past couple releases. In Customer Master 20.2, you will find a new notification type called "Notification to Accounts for All Payment Methods" that provides the ability to send payment notices to accounts for all payment methods. This enhancement expands payment notice capability to include Check, Cash, Credit Card, Money Order, Lockbox Check, and Lockbox Cash, Bank Collect, Other, ePay, and Third-Party payments. These notifications can be sent individually in Payment History or in mass with the Batch process.

We have also enhanced the notifications to convert the useable information fields that you can select to include in your notifications from Customer Master to mixed case. For example, the Full Name on the account will be updated to mixed case, if you select that option on the setup of that notification. If you aren't utilizing these notifications yet, you might want to look into the capabilities you have today in Customer Master and keep in contact with your customers.

Sales Lead comments

Lastly, we'd like to throw in one more enhancement...you will be able include your Sales Lead comments in the Service Order! Many of you asked for this capability and we have added it to this release. There are many more exciting enhancements coming to you this fall, including numerous reporting changes.

ACCOUNTING MASTER HIGHLIGHTS

Credit Card Payments for AR Invoices

MACC has enhanced payments by adding one-time credit card processing to Accounts Receivable Payments. With this improvement, Accounting Master now has a link to the CDS Global portal and the ability to manage true credit card payments. Companies already utilizing credit card processing with CDS Global will need to contact their Software Support Representative for activation.

TMS-Time Clock Task Hours

Previously, Time Clock was added to TMS in an effort to help companies with employee time management. Time Clock allows employees to clock-in and out, track mealtimes, and provides edit options to managers when needed. Companies can select which employees will utilize Time Clock and choose a rounding option for time entry. MACC has enhanced Time Clock by giving users the ability to task hours to different GL account/distribution codes and edit clocked time as needed.

Update letters will be ready soon

Please contact your MACC Software Support Representative for further details and to obtain copies of the update letters that will be ready soon.

FEATURED RECIPE

PEANUT BUTTER BUTTERFINGER COOKIES

Ingredients

- 1 cup (2 sticks) softened salted butter
- 1 cup granulated sugar
- 1 cup light brown sugar
- 1½ cups creamy peanut butter
- 2 large eggs
- 1 teaspoon vanilla extract
- 3 cups all-purpose flour (I use heaping cups for puffy, thicker cookies)
- 1 teaspoon baking soda
- 1 cup peanut butter chips
- 1 cup chopped Butterfinger candy bars (about 3)

1. Preheat oven to 350 degrees. Prepare cookie sheets by lining with parchment paper.
2. In a large mixing bowl, blend together butter, granulated sugar, and brown sugar, until creamy. Add peanut butter and vanilla extract, until well combined.
3. Add flour and baking soda and mix until combined. Add peanut butter chips and crushed Butterfingers into this creamed mixture. It might be easier to use a wooden spoon to incorporate into the dough.
4. Scoop cookies into dough balls. I use a large Pampered Chef cookie scoop. Place dough balls on the prepared cookie sheets and top the tops to flatten slightly. Bake in the oven for approximately 12 minutes. I bake them for 6 minutes on the bottom rack and then rotate for additional 6 minutes on the top rack.
5. Let cookies cool on the cookie sheet for a few minutes and then remove to a wire cooling rack. This recipe makes 40 large cookies.

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

SOFTWARE UPDATE

THE TIME IS NOW...LEARN SOMETHING NEW WITH MACC'S TRAINING TEAM



This is a great time to learn something new! MACC Minutes Tutorials are quick, simple video overviews of popular Customer Master and Accounting Master topics. You can view the tutorials at any time – no need to register or schedule a session. The only requirement is access to the MACC Client Pages.

The MACC training staff has worked diligently to create new tutorials and update existing videos. The following is a list of our new-and-improved tutorials.

To view these MACC Minutes Tutorials, or any of the other training content in this article, first click here to log-in to our Client Pages and then return to this page. You will then have access to this helpful content. Click here if you need help accessing the Client Pages.

- **Client Relationship Management**
- **Closed Account Refunds**
- **eBill Basics**
- **Electronic Documents**
- **Inquiry**
- **Mass Write-Off**
- **Messaging Options**
- **Prior Month Adjustments**
- **Time Entry**

The training team continues to make updates – so check back often. For detailed training on any of these topics or others, be sure to check our web training course list.

Remote Jump Start classes are available

In addition, MACC's training staff is now offering a virtual Customer Master Jump Start class. This 2-day remote course is a great option for a brand-new Customer Master user. The class includes access to a Jump Start Manual, Practice Exercises, and connection to a training database for a hands-on experience. The instructor will lead attendees through service order, payment entry, trouble tickets, reports, and more. Visit the Client Pages for more information about this exciting new training option. It's the perfect solution for new work-from-home users!

MACC CONTINUES TO GROW!

LIPAN TELEPHONE COMPANY CHOOSES MACC'S BILLING SYSTEM



MACC's telecom billing system was selected by Lipan Telephone Company. The company's conversion was completed recently, and it is now using MACC for its billing, customer management, and accounting needs.

Lipan Telephone Company is based in Lipan, Texas and provides internet, local telephone service, and long-distance options to its community. Please join us in welcoming them to the MACC family!



TECHNICAL INFORMATION

REMOTE TECHNICAL SUPPORT ASSESSMENTS ARE NOW AVAILABLE

While the current pandemic has brought about many challenges and restrictions, there has been a silver lining. It provided an opportunity to reevaluate and improve the services we offer our clients. One improved service is our Technical Support Program.

Clients subscribed to this program are entitled to Technical Support Assessments at no additional charge, and we will now be conducting this activity remotely. We have performed remote assessments in the past and have had great success with them. Previously, these assessments required a technician to visit our clients' offices. Remote assessments are much more flexible and are not limited to a small window of time based on a technician's travel schedule. Because of this added flexibility, we are now able to offer assessments all year long and schedule a time that works best for our clients!

A Technical Support Assessment is the best way to ensure your company's network and hardware meets industry standards to deliver the performance you need for maximum efficiency. With our remote assessments, clients will receive the same thorough evaluation to which they are entitled, and we will now offer this on an annual basis instead of every other year. In addition, we have simplified the scheduling process and made it available online.

If your company is a Technical Support Plan subscriber, and you haven't scheduled your 2020 assessment, please take a moment to complete the online Technical Support Assessment form on our website. It takes just a minute to complete.

Is your company not using our Technical Support Plan? Please contact MACC's Technical Support Team at 402-533-5300 or macctechs@maccnet.com for more information and to enroll. We look forward to helping keep your network working at peak performance.