MACC®
MID AMERICA COMPUTER CORP

eMessage
November 2020

MACC Calendar

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

MACC Announcements

MACC will be conducting network maintenance on November 8th

From 10:00 a.m. to 3:00 p.m. (Central) on Sunday, November 8th, 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
MACC IS ALWAYS IMPROVING OUR PRODUCTS FOR YOU

by Craig Aman, President and CEO

In my last Leader-to-Leader communication, I talked about stability and growth. MACC is proudly celebrating our 45th anniversary this year, and even though we can't celebrate with you all, we continue to be grateful for and appreciative of your trust in us to help you with your day-to-day business operations.

As we do each fall, MACC recently released our second product update for the year. It's exciting to see how eager you are to implement the latest features and functionality! We've heard you really like the innovative and progressive products we've created.

We are excited to hear your feedback about our products' ease of use and navigation. The customization options seem to be a hit! Another popular feature is the interface between Accounting Master and Customer Master, as it has simplified your business practices. Your set-up of the Executive Dashboard in Web Reporting has given you information at your fingertips, in real-time, and any time you want it.

These types of comments make us want to work even that much harder at continuing to enhance the products on which your company depends. With the release of Accounting Master 20.2 and Customer Master 20.2 there are some really cool new features in both products, so I encourage you to read the Executive Summaries:

- Accounting Master 20.2
- Customer Master 20.2

As always, contact me at caman@maccnet.com or 402.426.6222 if you would like to visit.

Stay safe out there!

- Craig

FEATURED MACC EMPLOYEE

LUKE JONES

MACC's home is a 50,000 square foot building and the responsibility of ensuring everything mechanically speaking is running smoothly falls on the shoulders of Luke Jones, our featured employee for November. As MACC's Maintenance Technician and Coordinator, he maintains our heating and air conditioning system to keep our offices comfortable, makes sure our parking lot is clear of snow in the winter, and keeps our grounds looking sharp during lawn mowing season.

Q. When did you start at MACC?
A. January of 2008

Q. What's your favorite part of your job?
A. I appreciate the challenges the job provides and being accountable for the work that I do. MACC's family atmosphere is another aspect of the job I really like.

Q. Can you please tell us about your family?
A. My wife, Taffy, is a first-grade teacher for Blair Community Schools. We have two children. Our oldest, Treyton, is attending college at Southeast Community College where he is in the school's John Deere Technical Program. Our daughter, Lexington, is a junior at the Blair High School. Our animals are family too! Bell is our a mini-dachshund and we have two horses: Fanny and Jeffy.

Q. What do you do for fun in your free time?
A. Family time is really important to me. We like to hunt and fish. I also enjoy working on a local farm and I'm also very active in the Blair Volunteer Fire Department.

Q. If you could travel anywhere to spend a week on vacation, where would it be?
A. Alaska! A week of hunting, fishing, mushing, and snowmobiling sounds like a lot of fun.

Q. What's the best career advice you've ever received?
A. If you fail, get up and try again.

Q. What's your favorite quote?
A. If it was easy, anyone could do it.

Q. The one person I've always wanted to meet?
A. Clark Griswold...my wife calls me that quite often.

Q. If you could add any food to the MACC vending machines, what would it be?
A. Chicken wings and sauce

PRODUCT SPOTLIGHT
VERSION 20.2 IS NOW AVAILABLE!

As we mentioned in the teaser article in September, the effects of the COVID-19 pandemic haven't slowed down MACC's Product Development Team. We again have a feature packed new release of Customer Master that is focused on improved efficiency, customer communications, and reporting. There are truly some features you're going to love and we're excited for you to give them a try after your company is upgraded. Complete details are below.

CUSTOMER MASTER HIGHLIGHTS

Premise Equipment Interface

MACC's new Premise Equipment interface provides versatility in assigning premise equipment to the customer's address from one application, our Customer Master software. This comprehensive and time-saving interface allows users to assign/store equipment on network addresses, pull equipment items directly from Accounting Master inventory, and provision the equipment (activate or change service) through their equipment vendor. This enhancement eliminates dual entry in multiple applications to create a seamless equipment process within Customer Master. Users who do not have the Accounting Master Inventory interface will also be able to assign/store CM Equipment as Premise Equipment on addresses in Customer Master. Note: If your company plans to use Premise Equipment, and you plan to auto-provision that equipment, please contact your Client Relations Manager or Account Manager to coordinate with MACC's Application Interface team. Set up will be required.

Notifications

A new notification type called "Notification to Accounts for All Payment Methods" provides the ability to send payment notices to accounts for all payment methods. In this age of technology, emails and texts are the end-users' preferred format for receiving notices. Now they can receive payment notifications via email or text 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.

Reports

Sales Lead Grid Reports: Five new Sales Lead grid reports were added to the Grid reports menu to provide better tracking and reporting in Sales Lead. These reports include Sales Lead, Sales Lead by Comments, Sales Lead by Networks, Sales Lead by Stage, and Sales Lead by USP. In addition, the five existing Service Order grid reports have a new option to view those Service Orders which originated from a Sales Lead.

Report Auto-Generation: Users can now auto-generate the very popular Grid reports. Similar to the existing list of reports in the Report Auto-Generation feature, Grid reports can be set up to automatically generate on a certain date and time, then be emailed to a desired recipient(s). In addition, more of the general reports were also added to the menu for Report Auto-Generation and are no longer Prompt-Only requiring manual intervention. These reports include: Service Order by Stage, Summary (Trouble,) Trouble Listing, Trouble Escalation, Trouble Q&A, and Trouble by Stage.

Grid Reports: Many of the Grid reports were updated to include filtering criteria. Using the new filters provides the ability to filter on only the desired criteria before viewing the selections in the grid, which can reduce the amount of data needed in the report results. This feature is especially helpful on the larger Service Order or Network grid reports with greater volumes of data. One example is filtering the Trouble Ticket Grid report by Begin Date, End Date, and Network Type to find trouble for Internet in a date range, before exporting the grid to the .CSV file. Look for these convenient filter options when running the Grid reports.

ACCOUNTING MASTER HIGHLIGHTS

The Accounting Master Team is excited to roll out another batch of powerful enhancements in version 20.2, our fall release. Efficiency is again our focus as we've improved the usability of our accounts receivable module, boosted integration capabilities through the AM/CM Premise Equipment Interface, and gave your employees more control of their task hours in TMS. Read the rest of the article for complete details.

AR Customer Inquiry

Accounts Receivable Customer information is used for sales transactions, payments, and sales reporting. Enhancements have been added to the Customer screen providing an inquiry view of a customer's balances, invoices, and statements. A new Customer icon was added to the Sales ribbon, providing quick access to customer information. When accessed, new icons are available from the toolbar to access the selected customer's AR Balance, AR Customer Inquiry, and Customer Statement History.

Credit Card Payments for AR Invoices

MACC has enhanced payments by adding one-time credit card processing to Accounts Receivable Payments. This enhancement provides a link to the CDS Global portal and the ability to manage true credit card payments within Accounting Master. Companies utilizing credit card processing with CDS Global will need to contact their Software Support Representative for activation. Companies that aren't already utilizing credit card processing with Customer Master will need to contact their Client Relations or Account Manager for credit card activation.

AM/CM Premise Equipment Interface

Companies need the ability to manage premise equipment at the customer's location. Due to this increasing need, MACC has added the new Premise Equipment Interface, which allows users to assign equipment to network addresses. This improvement provides the ability to transfer designated premise equipment items directly from Accounting Master Inventory to the service address in Customer Master to deliver a seamless equipment process.

Inventory Manual Transaction Attachments

Electronic documents can now be linked to inventory transactions through the Manual Transaction screen. Similar to other attachment processes, users must first establish an EDocs Location from the Electronic Documents maintenance menu. Attachments can be added and/or viewed in the system from the Manual Transaction Screen, Inventory Transaction Search, and Inventory Transaction Listing report. Additionally, inventory transaction attachments can also be scanned and viewed via MACC Mobile.

TMS Time Clock Task Hours

Previously, Time Clock was added to TMS in effort to help companies with employee time management. Time Clock allows employees to clock in and out, track meal times, and provides edit options to managers when needed. Companies are able to 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.

SOFTWARE UPDATE
PLAYING FAVORITES…CHECK OUT THESE AM AND CM FEATURES
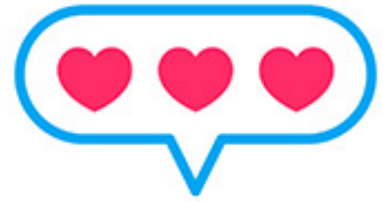
If you've had an opportunity to read the Accounting Master and Customer Master Executive Summaries for the 2020 releases, you know both versions of the products are filled with wonderful new features. While there are a lot of new things to try and utilize, we wanted to point out a couple of our favorite features you need to check out!

Accounting Master – Managing Deductions

A helpful new option was added in Accounting Master 20.1 to make it easier to manage deductions.

From the Pay Type screen, there is now a checkbox to Waive All Deductions. When checked, the pay type will be removed from all deduction codes for the Payroll Company. Users have a choice of including all, or a selected pay type eligible for deductions.

This new option is an efficient way to add or edit pay types, so users aren't having to review each deduction to exclude/include pay types.

This enhancement will be especially helpful when running bonuses if you have a pay type specifically for Bonus. By checking the Waive All Deduction option, the Bonus pay type will not be applicable for any deductions.

Customer Master – Account Restructure

The Account Restructure tool has been improved in Customer Master 20.2. Updates have been made for contracts, networks on the same account, and returned equipment/inventory.

You can now restructure an account that has no active contracts. Once the source account's contract has been updated to expired, broken, or declined you can move the tiers in the contract to a new destination account. Once the tiers have been moved, add the contract to the destination account. The networks involved in the contract will still display on the source account's contract for historical purposes. Networks on the same account can now be moved from one Customer tier to another. And finally, tiers with end-dated or returned equipment and/or inventory can be moved from a source account to a destination account.

FEATURED RECIPE
MEXICAN BEAN DIP

Ingredients

- 1 pound lean ground beef
- 1 large chopped onion
- 1 tablespoon chili powder
- 1can refried beans
- 1 can ripe olives, chopped
- 1 can chopped green chilies, drained
- 1/2 cup ketchup
- 1 cup shredded cheese

1. Brown ground beef, onion, and chili powder.

2. Add remaining ingredients. Top with shredded cheese. Place under broiler and heat until cheese melts. Serve with chips.

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

WHAT'S NEW ON MACC'S WEBSITE?

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

MACC Minutes – Aatrix 1099 and W2 Processing

MACC Minutes – Report Auto Save in Accounting Master Tutorial

MACC Minutes – Report Auto Generation in Accounting Master Tutorial

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.

MACC CONTINUES TO GROW!
SCOTT COUNTY TELEPHONE COOPERATIVE CHOOSES MACC

Scott County Telephone Cooperative (SCTC) selected MACC to provide a new billing system. The company's conversion was completed recently, and it is now using MACC products for its billing, customer management, and accounting needs.

Based in Gate City, Virginia, SCTC was founded in 1951 to deliver telephone service to Scott County, Virginia and Hancock County, Tennessee. Today, the company provides five counties in Virginia and two counties in Tennessee with a diverse set of communication services. Please join us in welcoming them to the MACC family!

TECHNICAL INFORMATION
TAKE ADVANTAGE OF NEW BACK UP SERVICE PRICING

MACC's Technical Support Team has some great news! We have been working out some pricing adjustments to MACC's Back Up Service (MBUS). MACC continues to add companies to our MBUS service offering, which has resulted in volume discounts. As a result, we are able to pass the cost-savings on to our clients! We are decreasing MBUS service pricing, so contact our Tech Support Team for the details!

In addition, we will now also be offering an additional bundled discount for customers enrolled in our Tech Support Plan, MARS, and MBUS services.

We have one more exciting change with this service: We are now able to back up your workstations, too!

This new pricing was effective as of October 1, 2020, which means MBUS clients have already started to see savings! For those enrolled in our MBUS service, you will see the new pricing reflected on your MACC invoice. And if you already have all three services, you will see the additional bundled discounts, too!

If you are interested in adding MBUS to your environment, bundling services, or backing up your workstations, please reach out to MACC's Technical Support Team at 402-533-5300 or via email at MACCTechs@maccnet.com and we will help you get started.

BILLING NEWS
THE 2021 BILL TRANSMIT SCHEDULE IS NOW AVAILABLE

The suggested 2021 bill transmit schedule for first of the month billing companies is now available on MACC's website. If you have any questions on the schedule, please contact me at 402-533-5249 or swolff@maccnet.com.

As a reminder, if your company plans to have a bill insert, please notify MACC's Creative Services Team 10 days in advance of the transmit date if you'd like MACC to produce the document. If you'll be shipping inserts from your office or another vendor, we ask that they are delivered to MACC within five business days from your transmit date.

Additionally, please ensure your inserts are assigned to the correct trays in Customer Master and they match what is submitted to MACC on the bill insert form. If you have questions on assigning inserts to trays, please contact your Software Support Representative for more information.