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MACC Calendar

January's transmit day for first of the month billing is December 23rd. The complete transmit schedule for 2021 is now available.

MACC Announcements

MACC will be conducting network maintenance on December 13th

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

Holiday support hours

MACC will be closed in observance of Christmas on December 25th and the New Year on January 1st. Enjoy a wonderful holiday season with your loved ones!

PRESIDENT'S MESSAGE

A SIMPLE THANK YOU TO END THE YEAR



by Craig Aman, President and CEO

As we wind down 2020, I wanted to take a few minutes to simply say "Thank You!"

Thank you for allowing MACC to be your business partner for the last 45 years. MACC's core philosophy remains the same today as it was when we started in 1975: serve our customers the best way we know how, offer products and services to make

daily operations more efficient, and keep customer satisfaction at the center of everything we do.

In today's "better-faster-cooler-cheaper" world, we sometimes forget the value of personal service. That's why we do what we do at MACC – because we treasure the relationships we have built and maintained over the years. Some of you out there have been with us for the entire 45 years we've been in existence, while others are just joining the MACC family, and we hope you are with us for the next 45!

Thank you for your continued trust and for your feedback, because it only helps us get better for you. Thank you for letting us know when you like what we are doing! Especially in 2020, the kind words we've received from you have meant so much to the MACC Team.

Looking toward the future is something we all do – so let's continue to do it together! Happy almost-2021!

- Craig

Knockout Postage Costs
PUSH PAPERLESS BILLING

Ask us how

Featured Web Training

What's New in Customer Master 20.2

This session focuses on enhancements such as the new Premise Equipment module, updates to Sales Lead, new Contact Information grid, Updates to Notifications, Adjust Tier Balance changes, and new Account Restructure options.

What's New in Accounting Master 20.2

We'll review Accounts Receivable including a new credit card option, the new Premise Equipment interface with Customer Master, more time clock enhancements in TMS, new document attachment options, and more.

Industry Calendar

The MACC Team is joining the rest of the telecom industry and "attending" online events.

- **NTA Winter Meeting**

FEATURED MACC EMPLOYEE



BOBBIE RUHS

December's featured employee is Bobbie Ruhs. She is one of MACC's Systems Analysts and plays an important role on our Customer Master Rapid Response Team (RRT). When a client needs a custom query or other unique situations arise, Bobbie and the rest of RRT work closely with the Software Support Team to ensure a quick solution is available.

Q. When did you start at MACC?

A. 1997

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

A. I enjoy helping, working with others, and sharing knowledge. I also love when I can solve a "mystery."

Q. Can you please tell us about your family?

A. I've been married to my hunky hubby Ron, who also works here at MACC, for 20 years. He actually proposed to me over the intercom at work. We have two children. Our son, Nick, is 33, married, and lives in Mississippi. They are expecting their first baby, a boy, this month. Tori just turned 30, is married, and lives here in Nebraska. They have three children, two boys, and in the middle is a girl, 7, 3, and 1½. And we can't forget our fur children who keep us on our toes: our boxer, Hope, and a feisty Siamese cat, Kona.

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

A. Ron and I run, A LOT! We have traveled to at least 14 states, including Hawaii, to run anywhere from a 5k (3.1 miles) to ultramarathons (any race greater than marathon distance of 26.2 miles). We've run close to 100 races of marathon distance and above. We like to bike also.

We also love to spend time with the grandkids and go visit family/friends who live out of town. Our favorite vacation destinations are Hawaii, Colorado, South Dakota, and Wyoming.

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

A. My dream trips are to go to Greece and Egypt.

Q. What's the best career advice you've ever received?

A. KISS – Keep It Simple Stupid

Q. What's your favorite quote?

A. Matthew 6:34 (NLT) – So don't worry about tomorrow, for tomorrow will bring its own worries. Today's trouble is enough for today.

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

A. My grandpa on my mother's side. He died when I was four or five years old.

Q. If you could add any food to the MACC vending machines, what would it be?

A. Diet Crème Soda

SOFTWARE UPDATE

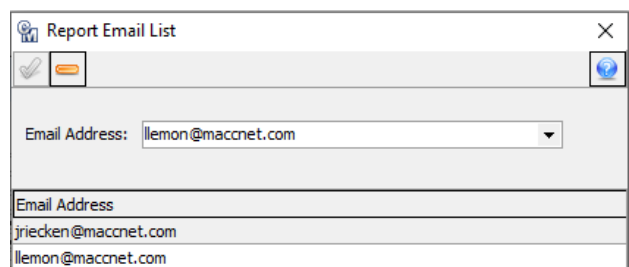
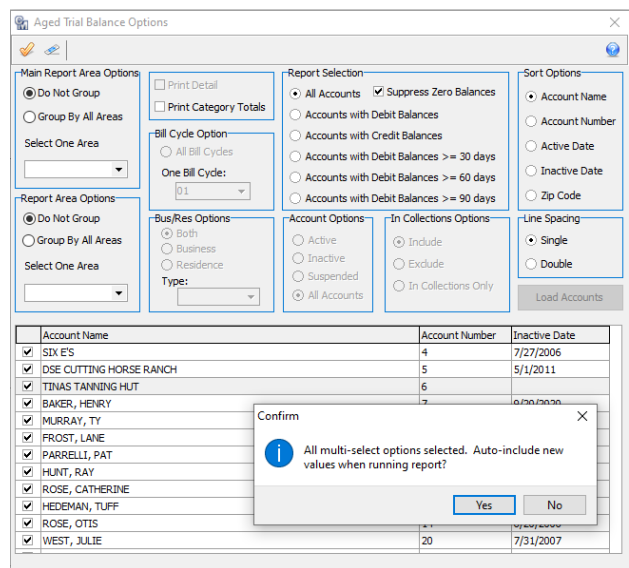
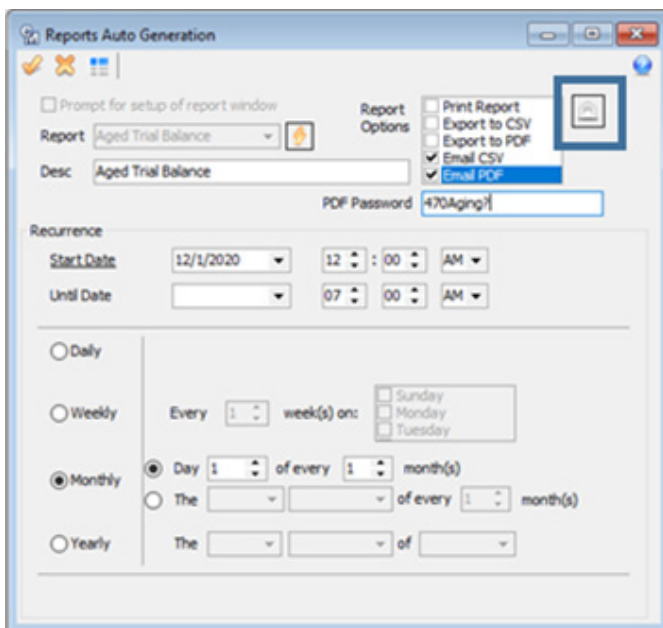
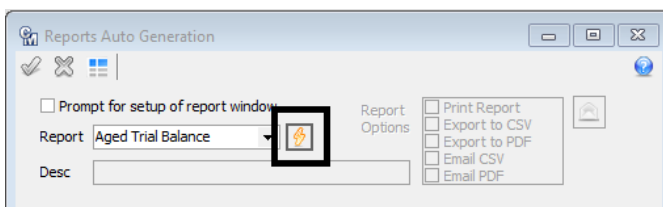
GET AN AUTOMATIC SNAPSHOT OF ACCOUNT AGING



One of our most commonly used Customer Master reports is the Aged Trial Balance report. It can be found in the Reports Suite under Receivables.

This report is commonly used to review the Aging on accounts – which customers have balances in the under 30, 30-59 days, 60-89 days, and 90 and over days buckets. It’s not uncommon for companies to need this report as of the first day of the month, before any transactions occur. You can either run it first thing on the first business day of the month, or you can auto-generate the report.

In the Report Suite, select Report Auto Generation. At the Report drop-down, select Aged Trial Balance. You’ll then need to click on the lightning bolt to establish your criteria.



At the Aged Trial Balance Options window, select the criteria needed to run your report and right-click to select all accounts in the grid. A confirmation window will appear, stating “All multi-select options selected? Auto-include new values when running report?” By choosing yes to this prompt, any new accounts added between now and when the report is auto-generated will also be included in your report. Post to save your options.

Back at the Report Auto Generation window, select your Description, Report Options, and Recurrence. In this example, the Aged Trial Balance report will be automatically emailed as a .CSV and .PDF with the PDF being password protected at midnight on the first of every month.

To establish who receives the email, select the Email to List button. There, you will add email addresses associated with employees in the employee table. Keep in mind, the employees will need to know the PDF password when they receive the email.

This report scheduling option is extremely valuable for capturing a snapshot in time of your aging – on the first of every month. Set this up before December 31st to capture each month in 2021!

SOFTWARE UPDATE MUST HAVE INFO FOR ACCOUNTING MASTER YEAR-END



As tax season continues and year-end approaches, we've put together a list of helpful reminders relating to Accounting Master.

Year-end processing

With year-end approaching quickly, we have provided documentation to help walk you through the year-end processes. This will assist with Creating the New Fiscal Year, Benefit Reset, Employee Deduction Rate Changes, Year-End Close, etc. If you are requiring assistance through this process, please let us know and we can schedule a time to call you and go over it. Better yet – start using the Year-End Suite to help walk you through all of the features that may need to be updated. The Year-End Suite contains the maintenance screens and processes used to prepare your database for an upcoming year.

Have you created your new labor year yet?

With the end of the labor year approaching, please ensure your new labor year is set up in Accounting Master under the Year-End Suite. If the labor year is not set up in Accounting Master for the new year, then users will not be able to enter time in TMS. Once the labor year and pay periods have been set up, time can be entered in TMS. The link to the Year-End Processing tutorial can be found in the digital version of this article.

MACC Minutes

Tutorials for Tax Processing are available on MACC's Client Pages. These tutorials will walk you step-by-step through the Aatrix Tax Processing. The link to these tutorials can be found in the digital version of this article.

2021 Tax Tables

New tax tables are starting to be released. As we receive them, these state changes are available via an FTP download directly in the database for the 2021 tax year. For assistance with importing your tax tables, please see the following page: <https://maccnet.com/wp-content/uploads/2018/11/Tax-Table-Update-Import.pdf>.

Please check back frequently for additional state updates.

Accounting Master Upgrades

Accounting Master 20.2 is now available for distribution! You can find the 20.2 Update Letter and Web Training options via the link in the digital version of this article.

Do you need the new 1099-NEC update?

The IRS has released the new 2020 Form 1099-NEC form. The new form replaces Form 1099-MISC for reporting nonemployee compensation (in Box 7). As a result of the new 1099-NEC and redesigned 1099-MISC, MACC has included these software changes within the new 20.2 Accounting Master release. Please notify the Accounting Master Support Team as soon as possible, if you require these changes.

Questions? We are here to help!

As in years past, this is a very busy time for Accounting Master Support. We will do the best we can to answer your phone calls immediately. If you are sent to voice mail or leave an e-mail, please provide us with detailed information including the urgency of your call. We typically respond to messages in the order in which they are received, but urgent issues may take priority. So, the more information, the better. Thank you for your patience and assistance in making this year-end a success. Assistance is available Monday through Friday from 7:00 a.m. to 5:00 p.m. CST and 7:00 a.m. to 6:00 p.m. CST during the months of December and January. We can be reached at 402-533-5335 or MACCAccountingReps@maccnet.com.

CLIENT RELATIONS NEWS

PLANNING FOR THE NEW YEAR?

While we would all agree 2020 has been a challenging year, it has also provided an opportunity for new perspectives on running our businesses. We've all had to figure out how to keep our businesses running through a pandemic with staff working remotely, plus many of you have dealt with hurricanes, unprecedented wind storms, and floods.

As you plan for a brighter new year, please remember MACC is always here to help in any way we can. We continue to have three tiers of support, with dedicated Software Support Representatives, Account Managers, and Client Relations Managers assigned to each one of our companies. This way, we can take a team approach to working with you to help solve whatever business need you present to us. Collaborative efforts have been successful with helping MACC customers streamline their businesses and work more efficiently!

We also have a whole menu of training options for you – web training, a monthly training subscription, free MACC Minute tutorials, Jump Start sessions for new employees or employees who simply want to catch up on all the latest functionality, and onsite training in your offices. Not only are our Software Support Reps experts on our software, but our Trainers are ready to work with you to answer your questions about increasing efficiencies in your daily routine!

We can help you with bill messages, inserts, websites, marketing campaigns, and more through our Creative Services Team. This is a great time to think about all the ways you currently communicate – or the ways you WANT to communicate – with your end-users. There are many options for getting information to your customer base, and the customers who have used our Creative Services Team have told us the benefits have been HUGE!

The bottom line is this: if you have a question or need anything, call us! We are here to help. With 45 years under our belt, we know we can work with you through any situation to make sure you, and your customers, are happy!

BILLING NEWS

MORE COLOR AND LESS PAPER IN 2020

During a year like no other, MACC's Billing Team has been hard at work to ensure the consistent and reliable service your company needs from its billing vendor is maintained. Like your company, we took steps to protect our team members' health as they conducted their important work. These safety measures allowed us to continue to produce statements and distribute them on-time with no disruptions.

We have also made progress on a couple of important initiatives. The first is color bills. The number of companies using color on their bills continues to increase with more than five dozen clients now enjoying the benefits of bright, branded statements. Our production of color statements has increased 25 percent over the last quarter alone.

Additionally, we continue to encourage clients to promote paperless billing to their customer base. We have some clients who have pushed their paperless adoption rate to above 20 percent and are seeing significant benefits. Converting accounts to paperless reduces client postage expense and end-users receive statements in much less time.

Something new for 2020 was a specially purchased printer for the production of inserts and delinquent notices. This new printer does a wonderful job producing colorful inserts. It is something that's needed as the Billing Team is now printing inserts for the majority of our clients.

As one year ends and another begins, the Billing Team would like to thank you for the opportunity to produce your company's statements. We look forward to serving you in 2021.

TECHNICAL INFORMATION

SHOP ONLINE SAFELY WITH TIPS FROM MACC'S TECHS

With the current events going on in the world, shopping online for your holiday gifts has quickly become the safest and most attractive option. While the convenience is obvious, sometimes the online threats are not. As more and more shoppers are becoming reliant on the internet, the number of scams is increasing as well.

Most of us receive hundreds of emails a day, and if your inbox is anything like mine, at least half of those are some sort of coupon, alert to a sale, or deal at my favorite online store. In my inbox, it seems like half of those coupons and deals are phishing scams. These scams are easy to spot, as long as you know what to look for. Anything with a misspelling of your name or an odd sender address is an easy way to spot someone trying to steal your information. An easy way to ensure the deal or sale is real is to go to that store's website directly and verify the information.

Now, when you're on these sites, you have to be very careful with your credit card. While you can typically feel safe paying online, there are some precautions you can take. Any payment method requiring two factor authentication is a good place to start. Many banks and credit cards have this option, as well as online payment methods such as PayPal, Apple Pay, Google Pay, etc. These payment options force a login, which then sends a confirmation email, text, or call – further ensuring no one can get your information without your permission.

These days, ads are pretty much everywhere...from the TV shows you watch to the websites you visit. Even the first few results in Google are always ads. One way to cut down on this clutter is to get a reputable ad blocker. This move will help eliminate some or all of the ads, and they are available across various platforms, including computers, phones, and tablets. The danger of these ads is they are not always what they appear. If you see an ad for a new gift you want to get yourself or a loved one, your best bet is to first search online for the company or product. Oftentimes, these ads are going to be a way of harvesting information from you. In some cases, ads can be compromised and even end up infecting your computer with a virus.

With these basic safety precautions, you should be able to safely and securely shop online!

Your MACC Technical Support Team can be reached at 402-533-5300 or via email at macctechn@macnet.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! There are also new Accounting Master documents and our 2020 SSAE 18 Audit Report is available.

2020 SSAE 18 Audit Report

MACC Minutes – Map-It

Accounting Master 20.1 and 20.2 Addendum

MACC Minutes – Year-end Tutorial

Accounting Master Tax Form Update

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.

CREATIVE SOLUTIONS

WE'RE MAKING IT EASY TO UPSELL INTERNET SERVICE

With many folks still working from home and the addition of wi-fi powered wonders beneath the nation's Christmas trees, the coming winter months offer a tremendous opportunity to upsell internet service. You're busy, so to make it incredibly easy for your company to sell its internet service, MACC's Creative Services Team has designed several templates for postcards, bill inserts, and on-bill ads that are ready for quick customization and use.

To see the available templates, visit macccreativeservices.com/winter-2021-advertising-ideas.

Let's get started

If you'd like to use one of the templates, there is a convenient form to complete to let us know exactly how we can help you and your company. Once we know what template you'd like to use, we'll customize it with your company's information and logo. Besides postcards, inserts, and on-bill ads, the designs can be resized for social media images, website banners, and other uses.

If our templates aren't quite what you have in mind, we can also design artwork completely from scratch to meet your exact needs. Speaking of meeting your exact needs, if you could use some guidance on an advertising/marketing plan for 2021, we can help! The Creative Services Team helps clients develop complete quarterly and annual plans. We can also help with developing reports to illustrate the success of your efforts.

For more information, give the Creative Services Team a call at 1-800-622-2502 or send us an email at macccreativeservices@maccnet.com. We look forward to working with you!

FEATURED RECIPE

DORITO CHEESE BALL

Ingredients

- 16 oz cream cheese
- 2 cups of cheddar cheese
- 3 tablespoons minced onion
- 3 tablespoons salsa
- 1 tsp ground cumin
- 2 cups nacho cheese chips (Doritos) crumbled

1. With a mixer, combine cream cheese, cheddar, onion, salsa, and cumin. Mix until creamy.
2. Scoop mixture onto plastic wrap and use wrap to form a ball and chill for at least two hours.
3. When ready to serve, roll ball into the crushed nacho chips and serve with crackers, chips, vegetables, or pretzels.

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