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MACC Calendar

February's transmit day for first of the month billing is January 22nd. The complete transmit schedule for 2021 is now available.

MACC Announcements

MACC will be conducting network maintenance on January 10th

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

CLIENT RELATIONS NEWS
A NEW YEAR BRINGS A NEW MACC WEBSITE

The calendar isn't the only thing changing at MACC. This week, we launched a brand-new website. The address remains the same at maccnet.com, but for you as a MACC client a more important address to bookmark is maccclientcentral.com. This is the location of Client Central, which is a new and improved version of MACC's Client Pages.

An important note: Your existing credentials for MACC's Client Pages will continue to work. If needed, the new site does give you the ability to reset your company's password or you can continue to request assistance from MACC using a short online form.

So what's new? We've added more quick links to make it even easier to tackle frequently used tasks. The site search feature has also been improved to find content you don't access all the time. We have also made it easier to access the many options for learning new skills our Training Team has created over the last few months. If you haven't taken a look at the library of MACC Minutes Training videos lately, you owe it to yourself to check them out. You'll be surprised how many new skills you can learn from the comfort of your home or office. MACC Minutes videos are completely free to use.

Usage instructions

Many of Client Central's quick links don't require you to login and can be accessed right from the home page. You will need to use your client credentials to access product documents, the complete list of training options, and additional information. Click the button below for a downloadable PDF with detailed instructions for accessing all of Client Central's information.

We hope you find the new website to be a useful tool during billing time or whenever you need information relating to MACC's products or services. If you have any questions on MACC's new Client Central, please send them to **webmaster@maccnet.com**. As 2021 progresses, we'll be adding additional new features and be sure to keep you posted.

Thanks as always for your trust in MACC and have a wonderful new year!

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.

FEATURED MACC EMPLOYEE

DOUG BARBER

Doug Barber is December's featured employee. As a production operator, he joins the rest of the billing team in the important tasks of printing, inserting, and mailing statements each month. Doug and the rest of the team ensure every aspect of the bill production process is completed correctly and on-time. He also helps print and trim bill stuffers.

Q. When did you start at MACC?
A. January 2014

Q. What's your favorite part of your job?
A. The satisfaction that comes with completing billing on time and accurately each month. I also enjoy working with the other members of our team.

Q. Can you please tell us about your family?
A. My wife, Tricia, and I just celebrated our 37th anniversary on New Year's Eve. We have three grown children and one grandson, who is 18 months old.

Q. What do you do for fun in your free time?
A. Read, watch movies and streaming series, plus spend time with our grandson (which we do remotely right now). I also teach freshman English part-time at an area community college.

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

Q. What's the best career advice you've ever received?
A. Find ways to say yes.

Q. What's your favorite quote?
A. "If a man does not keep pace with his companions, perhaps it is because he hears a different drummer. Let him step to the music which he hears, however measured or far away." – Henry David Thoreau.

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

BILLING NEWS
POSTAGE RATES WILL CHANGE THIS MONTH

The U.S. Postal Service is changing its postage rates later this month. Beginning January 24th, the following rates will take effect.

		Automation		Machinable	Full
Weight Not Over (oz)	5-digit	3-digit	Mixed AADC	Presorted	Letters
1	$0.398	$0.428	$0.450	$0.460	$0.51
2	$0.398	$0.428	$0.450	$0.460	$0.71

The majority of statements mailed from MACC fall into the automated one or two ounce categories. For questions regarding the new postage rates, please send an e-mail to **swolff@maccnet.com.**

MACC features can reduce your postage expense

If you're looking for ways to reduce your company's postage expense, MACC offers two alternatives to mailed statements. First, we have eBill which provides your customers with complete online access to their account. Statements can be sent to enrolled customers via e-mail to reduce the number of mailed statements, and payments can be made using several electronic options. If your company already has eBill, make sure you're promoting the service's use. The benefits of eBill are only limited by the number of customers using it. Your MACC Client Relations Manager or Account Manager can answer any eBill related questions.

A second option, which is included at no extra charge within Customer Master, is the ability to e-mail statements to customers directly from the program. This feature only requires a customer's e-mail address and permission to send statements via e-mail. For assistance utilizing the bill via e-mail feature, contact your MACC Software Support Representative.

TECHNICAL INFORMATION
SHOP ONLINE SAFELY WITH TIPS FROM MACC'S TECHS

For companies subscribed to the MACC Application Recovery Service (MARS), don't forget to schedule your test for 2021. Schedule your test at **maccclientcentral.com/mars-test**.

Your MACC Technical Support Team can be reached at 402-533-5300 or via email at **macctechs@maccnet.com**.

New to MARS and wonder what the tests entail? MARS backs up your company's Customer Master and Accounting Master databases. It then makes them available using only an internet connection. If disaster strikes...your company will be ready.

MARS tests go like this:

• We use a Sunday full backup to set the test up.

• You can test with up to three users, the first one having access to Customer Master (and Accounting Master if needed

• The other two would be Customer Master users only. When you schedule your test, we would like you to supply us with the names and contact information of who will be doing the testing.

The morning of the test we will contact them and set them up with a Citrix client (web-based access), help them log in, and give them a copy of things to test. Users have up to eight hours in which to test the backup. The test also gives users a sample of what it would be like to be one of our MSaaS customers.

Want more information on signing up for MARS or MSaaS? Contact your Client Relations Manager or Account Manager today for details.

If you have any questions, or if there is anything we can do for you, please don't hesitate to contact your MACC Tech Support Team and we will be happy to help! We can be reached at 402-533-5300 or via email at **macctechs@maccnet.com**.

CREATIVE SOLUTIONS
YOUR GUIDE TO BILL INSERTS

As 2021 begins, we thought this might be the perfect time to put together helpful tips for the bill insert process. We hope these tips will make the process easier for you, but keep in mind that you may contact us any time with questions and concerns you may have.

Start with Customer Master

One of the most important steps in the bill insert process is to set up your insert in Customer Master. This step will ensure you are ordering the proper amount and help you determine the selection process for which customers will receive your bill insert. If you need assistance with this step, your Software Support Representative will be happy to assist you.

Don't forget about the Bill Insert Form

After setting up your insert(s) in Customer Master, it is very important to fill out the online bill insert form. This form lets our Billing Department and the Creative Services Team know you have an insert(s) this month. We understand that sometimes you don't have all the necessary details for your insert, and that is why we have a comment section at the end of the form for you to provide any necessary explanations or questions. If you have any questions about this form, you can contact Kristi Rounds (402-533-5184 or krounds@maccnet.com) and she will be happy to walk you through the process.

Timing is everything

A good rule of thumb for making sure your bill inserts are ready on time for inserting is to remember the numbers five and 10. If you are having your inserts printed elsewhere and delivered to MACC, please make sure they arrive five business days in advance of your bill transmit day. If you are having files printed by MACC's Creative Services Team, please send artwork to us at least 10 business days prior to your transmit day.

So how big can an insert be?

It is very critical that inserts be sized correctly to ensure proper insertion into your monthly bills. The majority of our clients' inserts are either a 1/3 page (8.5" x 3.66") or a full page (8.5" x 11") that is tri-folded into a 1/3 page.

It is important to note that while 1/3 page and full page are the most popular sizes, we do accept inserts that fit into the following parameters:

Minimum 3" tall x 6" wide

Maximum 4" tall x 8.5" wide

If you want your insert to have a bleed, where the image goes all the way to edge of the paper, please make sure to include crop marks with the image extending a minimum of 1/8" beyond the crop marks.

The image below should help you understand the size requirements. The example shown is for a 1/3 page insert, but the bleed requirements of a full-page insert are the same.
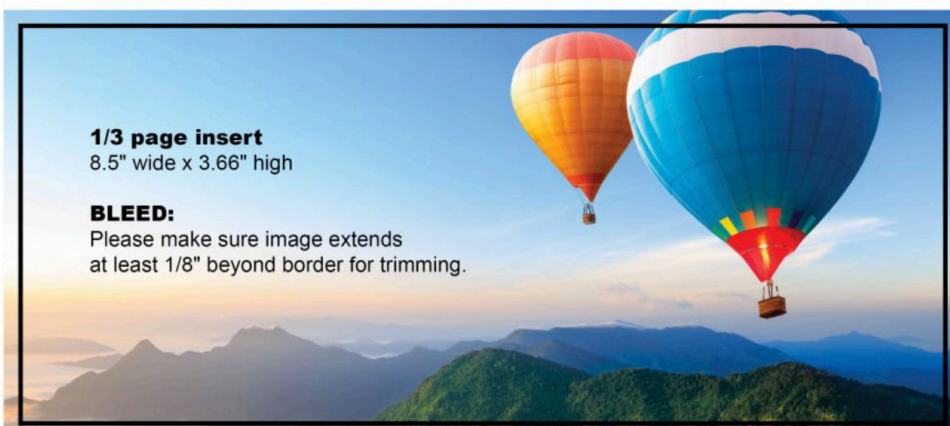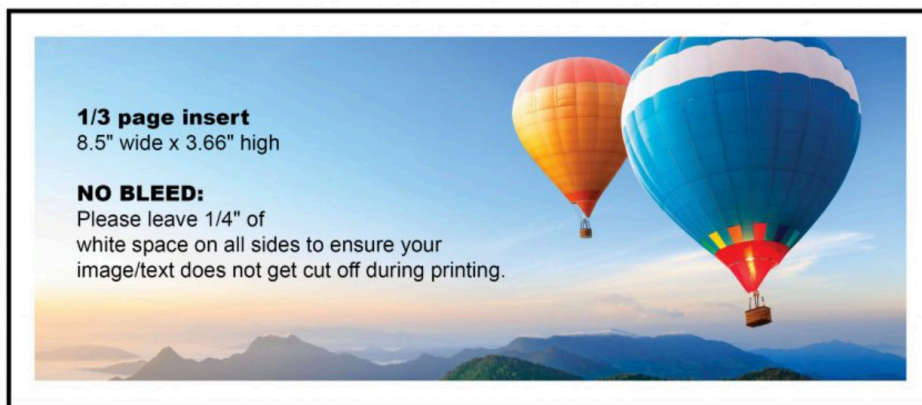
They say you want a resolution....?

In printing, DPI (dots per inch) refers to the output resolution of a printer. The more dots you can squeeze into a square inch, the sharper your image will be. Our preferred DPI for printing your inserts is 300dpi. Most images copied off the Internet or a website are only 72dpi and not suitable for printing on paper.

Print notify doesn't count for inserts

If your company receives a file for review prior to the printing of your bills, please remember that this does NOT apply to your inserts. Your inserts still need to be printed and in our hands five days prior to transmit.

We're here to help!

Our Creative Services Team is on stand-by to help you with ALL your marketing needs. Our services include graphic design, marketing plans, website development and everything in between. No project is too big or too small...we love them all! Please contact us at **macccreativeservices@maccnet.com** for your next marketing project.

FEATURED RECIPE
EASY BEEF STROGANOFF

Ingredients

- 1 1/2 lbs round steak, cubed
- 1 can cream of mushroom soup
- 4 oz can of sliced mushrooms
- 1 Tbsp dried chopped onion
- 1/8 tsp pepper
- 4 Tbsp cornstarch
- Salt to taste
- 8 oz sour cream

1. Combine soup, mushrooms, dried onion, pepper, cornstarch, and salt. Stir well.
2. Add cubed steak into soup mixture and stir well.
3. Put into 2-quart casserole dish and bake, covered for 1 ½ hours at 350 degrees.
4. Add sour cream and return to oven for an additional 10 minutes.
5. Serve over cooked noodles and top with slivered almonds.

Crockpot cooking option

1. Combine ingredients as directed above.
2. Place mixture into crockpot.
3. Cook on Low for 5 to 6 hours.
4. Add sour cream during last 20 minutes of cooking.

Recipe courtesy of Cindy Webster, Software Support Manager. Have a recipe you'd like to share? Send it to Ryan at rthompson@maccnet.com.

ROCKIN' REPORTS
TAKE A DEEPER DIVE INTO THE BL51 FAMILY OF REPORTS

This month we're going to review the BL51 family of reports and describe the information they provide you. Most folks look at the BL51A Report, but how often do you look at some of the other BL51 reports?

Here is how they break billing information out for you.

- **BL51A Report –** Opening Register Summary – By Company
- **BL51C Report –** Opening Register Billmaster
- **BL51D Report –** Opening Register by Company – Includes CIC code revenues
- **BL51E Report –** Opening Register by Company by Tax Area
- **BL51M Report –** Opening Register Summary by Main Report Area
- **BL51 R Report –** Opening Register Summary by Report Area

BL51A: Opening Register Summary by Company Description: This report provides a summary of all opening register activity by company for the month.

BL51C: Opening Register by Company Description: This report provides detailed billing information by account, customer, and network. In addition, this report provides the complete billing of the account split out by the detail of customers and networks.

BL51D: Opening Register Summary with CIC Revenue Description: This report is a listing of a company's revenue totals with carrier breakdown.

BL51E: Opening Register Summary by Tax Area Description: This report provides detailed billing information by account, customer, and network by tax area. In addition, this report provides the complete billing of the account split out by the detail of customers and networks.

BL51M: Opening Register Summary by Main Report Area Description: This report provides a summary of all opening register activity by main report areas for the month.

BL51R: Opening Register Summary by Report Area Description: This report provides a summary of all opening register activity by report area for the month.

The BL51A Report gives a wealth of information on your revenues and taxes. It also provides various bill medium counts. The report breaks out all of your produced bills by type: paper only, eBill, eBill/paper, e-mail only, e-mail/eBill, paper/e-mail, paper/e-mail/eBill, and you get a total of all bills produced.

The BL51A Report also gives you a new count on your bills titled **TELEPHONE/NON-TELEPHONE BILLS**. This section is found below your TAX REPORTING INFORMATION.

It gives you counts on **Telephone/Paper bills, Telephone Non-Paper** (this would cover all e-mail and eBill customers), **Non-Telephone Paper**, (this would include Video/Cable, Internet, Special Circuits, etc.), and **Non-Telephone Non-paper**. It displays all the numbers of the various bill mediums and the Total for your company.

Look them all over and you might just find the report you've been looking for!