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MACC Calendar

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

MACC Announcements

MACC will be conducting network maintenance on February 14th

From 10:00 a.m. to 3:00 p.m. (Central) on Sunday, February 14th, 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.

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.

Industry Calendar

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

• **NTCA RTIME**

CLIENT RELATIONS NEWS

PICK-UP SOME FRESH IDEAS WITH POP-UP TRAINING



We're looking forward to our Pop-Up training next week. Think of it as a virtual training conference.

One of our topics is **Service Order and MACC Mobile Best Practices**. This session is a live review of MACC Trainer recommendations for using service order and how those orders flow into MACC Mobile. We'll then

demonstrate the best way to find and update your order in MACC Mobile. The order will then be passed back to Customer Master to verify and apply for billing. It's the big picture!

Another exciting topic is Messenger and Auto-Pilot. Learn how you can set up both internal notifications to your employees and external notifications to your customers. Customer notifications can be created using HTML to automatically send things like delinquent reminder notices, welcome emails, and more. We've found these automatic notifications can help with your customer communication and reduce delinquencies.

Address Best Practices will give you an overview of how you should be managing addresses in Customer Master. Good addresses leads to better overall efficiency. Learn the latest techniques to keep your addresses clean!

This is just a sampling of what you will learn in Pop-Up Training. **We hope you can join us!**

POP-UP TRAINING IS HERE!

You'll learn new, time-saving skills from the comfort of your office, with the opportunity to take any or all of our seven classes for just \$99 per person. **Classes start February 9th!**

REGISTER NOW



SOFTWARE UPDATE

HOW DO MY AGING BALANCES MOVE?



The month of January has flown by and we're into our "short month" for the year. February always seems to throw everyone a curve ball, so this seems like the perfect time to refresh our memories on how the aging balances move in Customer Master. Aging happens on a 30 day cycle, so typically you'll see the dollars move on the 31st day. Since February has 28 days, the aging buckets will update and move on Wednesday March 3rd. So don't panic ... the buckets will move ... it just takes a few extra days when February rolls around.

If you have any questions, please contact your Customer Master Software Support Representative.

FEATURED RECIPE

SANTE FE CHOWDER

Ingredients

- 2 lbs ground beef or the meat of your choice, such as 1 lb of ground beef and 1 lb of Italian sausage
- 1 onion, chopped
- 2 packages taco seasoning mix
- 2 packages ranch dressing mix
- 115 oz can pinto beans
- 115 oz can black beans
- 115 oz can kidney beans
- 115 oz can corn
- 2 15 oz cans diced tomatoes
- 1 potato, diced (optional)
- 1 package mushrooms, diced (optional)
- 2 cups water

1. Brown ground beef and onion, then place in a crockpot.
2. Stir in seasonings, dressing, beans, corn, tomatoes and water, including juices.
3. Cook on low all day.

If you prefer the quick cook version, simmer for one hour on the stove.

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