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MAACC Calendar

April's transmit day for first of the month billing is March 24th. The complete transmit schedule for 2021 is now available.

Daylight Savings Time reminder

Daylight Savings Time starts at 2:00 a.m. on Sunday, March 14th. Don't forget to set your switch time AHEAD by one hour at or near 2:00 a.m. on that night.

MAACC Announcements

Maintenance Sunday – March 14th

From 10:00 a.m. to 3:00 p.m. (Central) on Sunday, March 14th, our technicians will conduct maintenance on our network. During this time, web-based services from MAACC may be unavailable. This affects MSaaS and all MAACC websites (Web Reporting, TMS, FTP, etc.) as well as online access to customer statements. Going forward, MAACC will be scheduling network maintenance during the same timeframe on the second Sunday of each month.

Featured Web Training

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.

Customizing Customer Master

Have you implemented all of the latest customization features in Customer Master? During this session, we'll teach you how you can use the custom ribbon, custom views, Quick Access Toolbar, and more.

Industry Calendar

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

- INRBA Annual Meeting
- ICA Annual Meeting & EXPO
- CNI Tech Convention

SOFTWARE UPDATE CUSTOMER MASTER CAN HELP GROWING COMPANIES



If your company is moving into a new area, here are a few Customer Master considerations:

Report Areas: Make sure you've identified Report Areas and Main Report Areas for the new area. By adding new Report Areas, you'll be sure to properly track your new

revenues. In addition, you will be able to add a unique logo to accounts based on that report area.

Tax Areas: Of course, if you are going into a new area, there's a chance that the taxes are different from your current area. Add Tax Codes and Tax Areas to help you assess the proper taxes.

Addresses: Use the Address Importer to mass load new potential addresses. When you do so, you can attach the proper Tax Areas (and possibly Report Areas, Work Groups, or Service Areas) to the new addresses.

E911: Your new area may mean an additional MSAG. If you are responsible for reporting E911 for those accounts, you may want to consider requesting a new MSAG and having it loaded to your Customer Master database.

Sales Lead: Create Sales Leads to track potential new accounts. Think of Sales Lead as a pre-order. Once you've confirmed that your new customer wants service, convert the Sales Lead over to a Service Order.

Sales Lead and/or Service Order Template: Make it easy to add common services for your new accounts by using Templates. They can include the commonly used services for easy entry.

Network Numbers: Are you adding a range of numbers specifically for the new area, or will you be porting numbers in? Do you want to use specific network numbers for internet or video services? If so, you may be interested in learning more about Network Number Management.

Training is available on many of the listed topics. For a complete list of training options, please visit **MAACC's Client Central**.

FEATURED EMPLOYEE

JAKE EISERMAN



Jake Eiserman is March's featured MACC employee. He is a Creative Services Designer on MACC's Creative Services Team. Jake uses his design skills to create logos, brochures, flyers, advertisements, and websites for both MACC and many of our clients.

Q. When did you start at MACC?

A. May of 2019

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

A. I love projects where I have free rein to take things in a new direction. Examples include updating our clients' older branding pieces or designing a new logo. My favorite projects are the ones that take me to uncharted creative territory and have me doing stuff I've never done before.

Q. Can you please tell us about your family

A. I come from a typical big, loud Nebraska family with lots of relatives and cousins. My parents raised my older brother and I here in the Omaha-metro area since we were little kids. My father is retired and my mother works from home most days to keep him company. My brother is a mechanical engineer and his wife is a children's psychologist, whom are eagerly awaiting to become parents this summer. I just recently married the woman of my dreams this past September and she works for a real estate marketing company.

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

A. My hobbies consist of cooking, video games, hanging with friends, going to restaurants and bars I've never been to, playing Dungeons and Dragons, getting outside, camping, and traveling.

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

A. Sweden...I love mountains and the Nordic countries have always looked to be one step away from paradise.

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

A. Forgive your imperfections and embrace who you are. If you are undeniable, you will make it.

Q. What's your favorite quote?

A. "You reap what you sow"

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

A. Godzilla...I've been a huge fan since I was a kid.

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

A. Crab rangoon

LAST CHANCE FOR THE 2021 SURVEY!

WE'RE ABOUT TO CRUNCH NUMBERS... DO WE HAVE YOUR SURVEY?

Time to complete the 2021 MACC Client Satisfaction Survey is coming to an end. We really want to hear from all MACC clients. If someone from your company hasn't completed a survey, please do so today. Survey responses let us know how we're doing and provide guidance on how to move forward to best serve companies just like yours.



LEARN SOMETHING NEW FROM THE COMFORT OF YOUR OFFICE!

MORE REMOTE CUSTOMER MASTER JUMP START CLASSES ARE AVAILABLE

Customer Master Jump Start Training is the perfect class for new employees or anyone who needs a refresher on using the product. Attendees will quickly get up to speed in using Customer Master and gain the ability to complete key billing tasks. Classes are “remote” and can be taken from an employee’s home or office.

Our March dates are filled, but register today for classes in April, May, and June.



FEATURED RECIPE **HOT RUEBEN DIP**

Ingredients

- 1 pkg (8oz) cream cheese, softened
- 1 cup shredded Swiss cheese
- ½ cup sour cream
- ½ lb deli corned beef chopped
- 1 cup sauerkraut – drained
- 2 tablespoons ketchup
- 2 tablespoons chopped onion

1. Mix all ingredients together.
2. Bake 1 hour at 350.

Serve with rye bread or crackers. Or serve with cocktail rye bread or the “Bistro” rye crackers.

Recipe courtesy of Kathy Coufal, recently retired Customer Master Software Support Representative. Have a recipe you’d like to share? Send it to Ryan at rthompson@macnet.com.