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## MACC Calendar

June's transmit day for first of the month billing is May 21st. The complete transmit schedule for 2021 is now available.

## MACC Announcements

### Maintenance Sunday – May 9th

From 10:00 a.m. to 3:00 p.m. (Central) on Sunday, May 9th, 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.

### Memorial Day Hours

MACC will be closed on Monday, May 31st in honor of Memorial Day. Regular support hours will be in place during the rest of the month.

### Industry Calendar

MACC will be attending the following telecom industry events.

- **WTA Spring Meeting**
- **ICA Cyber Security Conference**
- **ATA (AK) Annual Meeting**
- **WSTA Annual Convention**

## PRESIDENT'S MESSAGE

# MACC IS ENHANCING CUSTOMER MASTER FOR THE EBB PROGRAM



*by Craig Aman, President and CEO*

For companies planning to participate in the FCC's Emergency Broadband Benefit (EBB) Program, I am pleased to let you know at this moment the MACC Team is developing new functionality for Customer Master to make it easier for your company to offer this benefit to your customers.

We plan to have the new functionality ready for release by the middle of this month. Please look for additional MACC communications for complete details.

MACC pays close attention to the telecom regulatory environment. Thanks to the flexibility of our products and the skills of our team, you can be assured your company will always have the tools it needs to successfully navigate new programs and regulations.

If you have any questions on our response to this new program, please reach out to your MACC Representative. I'm always happy to visit as well, and I can be reached at 402-426-6222 or [caman@maccnet.com](mailto:caman@maccnet.com). Thanks for your continued trust in MACC.

## CLIENT RELATIONS NEWS

# MBTC UPDATE

*by Joelle Kesling, Director of Client Services*

As much as we, like you, are ready to get back to "normal" – even though we don't really know if we know what normal is anymore – we had to once again make the difficult decision to cancel MBTC 2021.

Due to variables like statuses of vaccines, potential travel restrictions, mask restrictions, spikes in COVID cases, etc., we believe it is in everyone's best interest so we can all stay safe and healthy. We are hopeful MBTC 2022 will bring us all back together and we will have a chance to see you all face-to-face again. The plan for 2022 is to return to Embassy Suites Downtown, as the hotel has been completely remodeled – and it is absolutely beautiful – so we cannot wait to return for 2022 and beyond!

In the meantime, please watch for more Pop-Up Virtual Training options! Our first one was held in February and it was a big success, so we are looking forward to offering additional sessions in the near future. We also offer our WOW Monthly Training Subscriptions, which allow any of your staff to take classes from our near-100 class library. Lastly, we are happy to do any type of virtual web training you need! Education is so important – and we have so many new time-saving and efficiency enhancements in the software, we don't want you to miss a single one!

Please contact me if you have any questions, comments, or concerns. I can be reached at [jkesling@maccnet.com](mailto:jkesling@maccnet.com) or 402-533-5270.

Stay safe out there!

# VERSION 21.1 IS NOW AVAILABLE!



Version 21.1 is the latest edition of Customer Master and Accounting Master. Checkout highlights of this edition, each product's Update Letter, and links to online training that can help you get the most out of Customer Master and Accounting Master 21.1.

## CUSTOMER MASTER 21.1 HIGHLIGHTS

Last month, we provided a "teaser" of sorts on the new features you'll find in Customer Master 21.1. With upgrades now underway, we wanted to pass along more of the great new aspects of Customer Master coming your way after your company completes its upgrade. Version 21.1 is packed with new features to explore and use to make Customer Master even more beneficial for your company.

Details are below and we encourage you to take the What's New Training so you can take full advantage of these new features.

### **Avalara Tax Software Interface**

A new tax solution for the ever-evolving telecom industry is available with this release of Customer Master. MACC has interfaced with Avalara AvaTax to offer our clients a fast, easy, accurate, and automated tax solution. Those companies who wish to use the interface can discover a highly accurate way to increase sales tax compliance and reduce audit risk. This interface requires coordination with your team at MACC to discontinue taxing within Customer Master and to implement Avalara's tax software.

### **Locate 811 (Call Before You Dig)**

A brand-new module designed to assist in managing call before you dig locates received from state 811 locate providers has been added to Customer Master. The Locate 811 module can be used to store, create, and search for Locate tickets, as well as assign them to technicians. Integrating a timed service and interface with the module provides automation to load 811 Locate tickets into Customer Master, as well as transmit back to Locate providers when Locate tickets have been cleared. Locate ticket work efforts can be tracked with Inbox, and labor entry for Locates can be recorded in the TMS and Time Entry modules. Locate 811 vendors are different for each state, so utilizing automation for the Locate module requires coordination with your team at MACC to set up your state's Locate vendor.

### **Scheduler**

MACC's response to your enhancement requests to Scheduler have resulted in dramatic changes to the Scheduler module. These changes provide greater flexibility and convenience for this highly-used module.

- **Enterprise Scheduler:**

A new Enterprise Scheduler allows scheduling across multiple applications to create a seamless process when sharing technicians between all Customer Master databases. Those companies utilizing multiple Customer Master databases to keep their companies separate will now have access to one Scheduler for all employees from multiple databases. This enhancement eliminates dual-entry in multiple applications.

- **Advanced Scheduler:**

Advanced Scheduler now allows updating of past appointments and deleting future appointments. This enhancement includes the ability to delete appointments from the Appointment Holding Area. These changes to the Scheduler calendar are convenient when the actual completion of work by technicians doesn't correspond with a scheduled appointment.

- **Employees Assigned to Multiple Work Groups:**

Employees can now be assigned to multiple Work Groups when technicians perform work for more than one Work Group.

### **New Payment Methods**

Payment types continue to evolve. Your company may be offering different types of payment methods that fall into the 'other' category. To provide a broader range of payment methods for record keeping and reporting, the Payments module can now be expanded to include several more payment types for selection in Customer Master. Activating new payment methods requires coordination with your MACC team.

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## ACCOUNTING MASTER 21.1 HIGHLIGHTS

There was a sampling of new Accounting Master features in last month's newsletter. As upgrades begin, we want to highlight more benefits you'll find in version 21.1. As always, these enhancements are driven by our goal of adding new features to boost efficiency and convenience. We also strove to include enhancements based directly on client requests as your input helps drive the direction of our products.

Read on for complete details and be sure to take the What's New Training so you can put these new features to work at your company.

### **AR Customer Foreign Address**

A foreign address option has been added to the Customer screen. If selected, additional fields for Country, State/Province, and Postal Code will be available. The foreign address will print on all Customer related reports containing an address, including Customer Search, Customer Label Printer, Invoices, and Importer tool.

### **CM Cash JE Post Restore**

Cash Receipt entries posted in error can be reversed through the CM Cash JE Reversal screen. The data associated with the reversed batch will be available for re-import from the CM Cash JE Post process. MACC has enhanced the Cash JE Reversal screen by adding the Restore to Original Import Status option. When checked, it will restore the selected batch to original import status, prior to editing, and remove previous edits to the batch.

### **AM/CM Network Inventory Interface (Nii)**

Previously, the Network Inventory Interface (Nii) only permitted users to pull inventory from one Accounting Material Company when utilizing the interface. The Nii has been updated to allow users to select from multiple available Accounting Material Companies when issuing inventory in Customer Master. Material Company columns were added to the AM Inventory and Premise Equipment screens for a quick view of the Material Company issued for inventory items. These updates increase accessibility and visibility to multiple accounting companies with the Nii and Premise Equipment Interface transactions with an established intercompany-relationship.

### **Auto Generate Purchase Orders**

Management of replenishing low inventory items can be challenging for companies. A new process to Auto Generate Purchase Orders was added to improve efficiency with this effort. To utilize this process, activate new option Auto-Create Purchase Orders for Low Inventory Items from the Materials Company table. Every five minutes, the system will verify the database for any low inventory items needing to be reordered. Purchase Orders will automatically be created and email notifications sent.

### **Reassign Stock Certificate Tool**

Management of stock certificate numbers has been enhanced with the new Reassign Stock Certificate Number tool. It allows users to reassign a stock certificate number when entered incorrectly. Stockholders with certificate numbers for which all dividends have been sold can be re-issued using the new Reassign Stock Certificate Number tool. This new tool can be accessed from the Stock ribbon and Stock Suite.

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## OUR FAVORITE FEATURES FROM THE SPRING RELEASE

There is a lot to like in version 21.1 of Customer Master and Accounting Master. This made it difficult for the Software Support Team to choose their favorite features in this spring's release, but the team was up to the challenge.

**Check out the digital version of our newsletter to see what new feature in 21.1 was your software support representative's favorite.**

## ON A ROLL THIS CONSTRUCTION SEASON? BOOST YOUR TECHS' EFFICIENCY WITH MACC MOBILE

MACC Mobile is the perfect tool if your company is expanding its fiber network. This product puts the power of Customer Master and Accounting Master in your techs' hands when they're in the field. Using a connected device, techs can close tickets, track inventory, view schedules, log hours worked, and much more to boost efficiency and profits.

### **Not using MACC Mobile yet?**

Contact your Client Relations Manager to get started.

### **Already have MACC Mobile?**

Training is available to make sure you're taking full advantage of the product. Log-in to Client Central and then click for details.



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## FEATURED RECIPE CURLY MACARONI SALAD

### *Ingredients*

- 16 oz curly macaroni
- 3 small carrots, grated
- 1 small onion, chopped
- 1 green pepper, chopped

### *For the Dressing*

- 2 cups Miracle Whip
- 1 can sweetened, condensed milk
- 1 cup sugar
- 3/4 cup vinegar

1. Cook and drain macaroni. Add veggies to the pasta.
2. Pour dressing over pasta and veggies.
3. Let stand overnight. Serve and enjoy!

*Have a recipe you'd like to share? Send it to Ryan at [rthompson@maccnet.com](mailto:rthompson@maccnet.com).*