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MACC Calendar

October's transmit day for first of the month billing is September 23rd.

MACC Announcements

Maintenance Sunday – September 12th
From 10:00 a.m. to 3:00 p.m. (Central) on Sunday, September 12th, 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.

Industry Calendar

MACC will be attending the following telecom industry events

- **INRBA Leadership Forum**
- **IBTA (IL) Vendors' Showcase**
- **ComPulse 2021**
- **ICA Golf & Grill Classic**
- **Texas Communications Expo**
- **NTCA Fall Conference**
- **MTA (MN) Fall Conference**

PRODUCT SPOTLIGHT FALL RELEASE FAVORITES FOR CM AND AM



They're almost here! The latest versions of MACC's Customer Master and Accounting Master will be released soon as our Product Team puts on the finishing touches. As always, these new versions are filled with enhancements to make your jobs easier and your companies more efficient. Read on for highlights and stay tuned for more information in the coming weeks.

Customer Master 21.2 Highlights Scheduler

MACC will introduce an all new Scheduler module with greater flexibility to delegate meeting and appointment scheduling in a practical, convenient experience. The visual appearance of Scheduler will be updated to be similar to current, standard calendars, which allow users to store and exchange scheduling information.

Pictures added to Notifications

A picture is worth a thousand words and users will have the ability to send a picture of a technician with e-mail notifications. Having a picture of a technician arriving for an appointment provides another level of communication that is both a convenience and comforting for customers.

Spell Check Functionality in Customer Master

Spell check functionality will be available in Customer Master's paragraph based, multi-line memo fields. This convenient data entry functionality will allow users to check their entries for correct spelling in the Comments, CRM, and Bill Message screens, just to name a few. If a word is misspelled it will be underlined in red with spell check options available in a right click menu.

Accounting Master 21.2 Highlights

Mass Reassign Check Tool

The Reassign Check Numbers Tool will allow users to change the check number in the system to match the actual printed number on the check. MACC has improved this tool with a grid view format, which will allow users to reassign multiple new check numbers.

Employee Schedule Tracking

Maintaining employee information is beneficial for companies when reviewing an

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BILLING NEWS

POSTAGE RATES CHANGED IN AUGUST

by Steve Wolff, Billing Operations Manager

The U.S. Postal Service changed its postage rates last month. Effective August 29th, the following rates took effect.

Weight Not Over (oz)	Automation			Full
	5-digit	AADC	Mixed AADC	Letters
1	\$0.426	\$0.461	\$0.485	\$0.53
2	\$0.426	\$0.461	\$0.485	\$0.73

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.



AFTER-HOURS SUPPORT...CONTINUED FROM PAGE 1

employee's job detail, history, and work schedule. To improve employee maintenance, MACC has added new Employee Schedule fields to the Employee Job Detail/History screen, which will be available from the Employee maintenance table.

Inventory Item Bundle

MACC continues to strengthen inventory functions to improve efficiency. An Inventory Bundle option will be added to the Items (Inventory) screen. It will allow users to bundle inventory and non-inventory items together. Additionally, it will provide the ability to order bundled items as a bundle, receive, and stock the bundled items separately into inventory.

CABS NEWS

SAY HELLO TO THE CABS PAYMENT PROCESS

by Amy Mommsen, Billing Services Support Manager

MACC CABS would like to reintroduce our WEB Payment process to our companies. We have many companies taking advantage of this WEB Portal to use as a quick look up tool to view if the Regular CABS Carriers are paying in a timely manner, along with submitting their Balance Dues for each carrier to be displayed on their upcoming invoice. The portal displays a breakdown by month of what was billed to each of the Carriers and the amount the Carriers have paid. This portal also provides a printable report of outstanding invoices.

Below is a sample of an Aged Trial Balance Report.

**Aged Trial Balance Report
Admiral Telephone Company (#950)
As of 8/26/2021**

CIC	Carrier Name	Current	31 to 60 Days	61 to 90 Days	Over 90 Days	Total
0036	MCIMETRO ACCESS TRANSMISSION SERVICES IN	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
0222	MCI/WORLDCOM	\$4,591.31	\$4,604.49	\$4,627.19	\$18,640.63	\$32,463.62
0223	PRIMUS TELECOMMUNICATIONS, INC	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
0288	AT&T COMMUNICATIONS	\$2,175.04	\$2,241.71	\$2,187.01	\$9,344.50	\$15,948.26
0333	SPRINT COMMUNICATIONS COMPANY, LP	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
0432	QWEST COMMUNICATIONS	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
0555	WORLDCOM	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
9000	ADMIRAL LONG DISTANCE	\$610.58	\$595.90	\$599.46	\$2,449.66	\$4,255.60
Total		\$7,376.93	\$7,442.10	\$7,413.66	\$30,434.79	\$52,667.48

In order to find the breakdown of the outstanding balances, you would go to the Payment Module and select the Carrier you wish to see the breakdown on.

We will select 0222 MCI:

As you can see there have been no payments submitted since 2/1/21 billing. It is time to reach out to the carrier to determine why payment has not been submitted. Keep in mind if you have past dues exceeding the 24-month window, you will not be able to collect on dollars beyond this timeframe. You can look at each carrier to determine how far back the past dues are delinquent, and MACC CABS is here to assist you in collecting these outstanding balances.

*Invoice Amt does not include Late Payment Fees that were included on the billing. (Invoice Amt =Current charges less LPF)

Total By Month											
Invoice Details	Select	Invoice Date	Due Date	Invoice #	LATA Type	Invoice Amt*	Late Pmt Fee	Payments	Invoice Due	LPF Due	Balance Due
Invoice Details	Select	02/01/2021	03/01/2021	See Detail	See Detail	\$4,698.00	\$0.00	\$0.00	\$4,698.00	\$0.00	\$4,698.00
Invoice Details	Select	03/01/2021	04/01/2021	See Detail	See Detail	\$4,673.06	\$0.00	\$0.00	\$4,673.06	\$0.00	\$4,673.06
Invoice Details	Select	04/01/2021	04/30/2021	See Detail	See Detail	\$4,640.80	\$0.00	\$0.00	\$4,640.80	\$0.00	\$4,640.80
Invoice Details	Select	05/01/2021	06/01/2021	See Detail	See Detail	\$4,628.77	\$0.00	\$0.00	\$4,628.77	\$0.00	\$4,628.77
Invoice Details	Select	06/01/2021	07/01/2021	See Detail	See Detail	\$4,627.19	\$0.00	\$0.00	\$4,627.19	\$0.00	\$4,627.19
Invoice Details	Select	07/01/2021	08/02/2021	See Detail	See Detail	\$4,604.49	\$0.00	\$0.00	\$4,604.49	\$0.00	\$4,604.49
Invoice Details	Select	08/01/2021	09/01/2021	See Detail	See Detail	\$4,591.31	\$0.00	\$0.00	\$4,591.31	\$0.00	\$4,591.31

If you are a company not yet taking advantage of the WEB Payment Portal, you may want to reconsider the advantages of having all CABS Regular Carriers with multiple lookups and details available. Or, if you are a company with access to the WEB Payment Portal, and you are not currently utilizing it and would like to, please contact Angela at the following email address: MACCCABSVERIFICATION@MACCNET.COM.

FEATURED EMPLOYEE

KATE BEHRENDT

We have a featured employee in this edition of the MACC eMessage and it is Accounting Master Software Support Representative Kate Behrendt. She and the rest of her team answer questions on the use of Accounting Master and help our clients take full advantage of the product. During tax season, they are a busy bunch of MACC associates!



Q. When did you start at MACC?

A. June 2nd, 2008, and after a brief hiatus when my kids were little, I returned September 17th, 2018.

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

A. The feeling of accomplishment after pinpointing the solution of a challenge, as well as building and maintaining an authentic rapport with our clients.

Q. Can you please tell us about your family?

A. My husband Adam is a farmer; we grow corn and soybeans along with raising beef cattle. To say he's always busy is an understatement as the work is never done on a farm. We have two sons: Will and Milo. Will is in 3rd grade and Milo is in 1st grade. Both are very helpful little farmers.

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

A. I love spending time with my boys. Whatever we're doing, we try to make it fun. We spend a lot of time camping, mainly in our yard, but we have a great time. Though they are a lot of work, I enjoy working with our cattle, helping with the necessary tasks, but also spoiling them with treats.

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

A. Hawaii or anywhere warm with a sandy beach.

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

A. Never stop learning

Q. What's your favorite quote?

A. Be humble. Be hungry. And always be the hardest worker in the room.

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

A. Dwayne Johnson

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

A. Margaritas with chips and salsa

FEATURED RECIPE

MAID-RITES



Ingredients

- 1lb ground beef
- 1 onion (chopped)
- 1/2 beef bouillon cube
- 1/2 cup water
- Salt and Pepper to taste
- 1-1/2 Tablespoons soy sauce
- 1-1/2 Tablespoons steak sauce
- Buns

Step 1

Cook beef and onions until cooked

Step 2

Drain the beef and onions

Step 3

Add the rest of the ingredients then simmer for half an hour

Step 4

Scoop onto buns and enjoy!

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

WHAT'S NEW ON MACC'S WEBSITE?

NEW MACC MINUTES TUTORIALS CONTINUE TO BE ADDED

Our Training Team makes it easy to continue your product education by adding three more MACC Minutes tutorials to Client Central. We also added a new state tax table for Ohio. Click on the links below to access the new content. You will need to first login to **MACC's Client Central** to see the new material.

- CPNI Action Analysis (<https://macclientcentral.com/training/macc-minutes/cpni-action-analysis/>)
- Customizing Customer Master (<https://macclientcentral.com/training/macc-minutes/customizing-customer-master/>)
- Reassigned Number Database (<https://macclientcentral.com/training/macc-minutes/reassigned-numbers/>)
- New State Tax Table – Ohio (<https://macclientcentral.com/accounting-master/tax-table-information/>)