

In this issue...

Client Relation News
Software Update
Product Spotlight
Billing News
Featured Recipe

MACC Calendar

December's transmit day for first of the month billing is November 22nd.

Holiday Hours

As both Christmas and New Year's Day fall on Saturdays this holiday season, MACC will be closed on Friday, December 24th and Friday, December 31st.

MACC Announcements

Maintenance Sunday – November 14th
From 10:00 a.m. to 3:00 p.m. (Central) on Sunday, November 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 time frame on the second Sunday of each month.

Daylight Savings Time Ends November 7th

Don't forget to set your switch time BACK by one hour at or near 2:00 A.M. on Sunday, November 7th.

Industry Calendar

MACC will be attending the following telecom industry events

- ICA Impact Conference
- SCTBA Fall Conference/Showcase

CLIENT RELATION NEWS

DON'T MISS OUT ON POP-UP TRAINING



It's getting closer, and we're not just talking about Christmas. The next session of MACC's popular Pop-up Training is only two weeks away with the first of three days of classes starting on Tuesday, November 16th. With 14 different classes covering Accounting Master, Customer Master, cybersecurity, and more, every member of your team can benefit from this training from the comfort of your office. At only \$99 per person, it's a tremendous value and a great investment. Don't just take our word for it though.

After this summer's Pop-up Training, we asked your peers about the most useful new skills they learned and how they will use them in their office. Below is a sampling of the responses.

"The Auto Disconnect Wizard. I had not utilized it before and once I get the hang of it, I think it will become my new monthly time-saving routine."

"FCC reporting. This class was so helpful. I will use so many of the skills I learned in this class."

"The option in Customer Master that allows Sales Lead notes to flow into the Service Order. This was huge for us!"

"Web Reporting was key...can't wait to start using it in-house!"

"In Payroll, the TMS Wage Posting Date for sending the ACH Email notifications to employees. We've implemented this. Great addition!"

To see what you and your team could learn this month, visit Pop-up Training's course list and descriptions.

Take the classes and view recordings later

After the summer Pop-up Training, a very common request was to have the sessions recorded for review after the courses were over. To meet this need, each of the courses from this month's session will be recorded and made available on MACC's Client Central. Please note...to access these recordings, you must register for Pop-up Training.

Register today

Pop-up Training registration is quick and easy. Visit the event's page and sign-up. As the training dates get closer, we'll provide links to the classes and hand-outs to help you prepare. If you have any questions, please send an e-mail to Julie Riecken, Training Support Manager, at jriecken@maccnnet.com. "See you" on the 16th!



PRODUCT SPOTLIGHT

CUSTOMER MASTER 21.2 HIGHLIGHTS

by MACC'S Product Team



This autumn's release of Accounting Master 21.2 is filled with enhancements designed to make your job easier every day. A key new feature is the PTO Interface to Customer Master's enhanced Scheduler. Read on for information on this key enhancement and other highlights. As always, complete details are available in the 21.2 Update Letter and by taking What's New Training.

Mass Reassign Check Tool

At times it may be necessary to assign a new check number to a check generated in Accounting Master. The Reassign Check Numbers Tool allows users to change the check number in the system to match the actual printed number on the check. MACC has improved this tool to a grid view format, allowing users to reassign multiple new check numbers. Once all edits are entered, the user is able to Preview and Approve new check number assignment. Check numbers can be reassigned for any check in the system, but the new check number entered cannot currently be assigned to another check.

Employee Schedule Tracking

Maintaining employee information is beneficial for companies when reviewing an employee's job detail, history, and work schedule. To improve employee maintenance, MACC added new Employee Schedule fields to the Employee Job Detail/History screen available from the Employee maintenance table. This new feature allows management to track and report their employees' work schedules. An entered Employee Schedule will display on the Employee General Info tab. The Current Employee Master and Payroll Custom Grid reports were updated with Employee Schedule selections to view employee schedule details.

Inventory Item Bundle

MACC's Inventory module is a robust tool used for the maintenance, movement, and reporting of your company's items. MACC continues to strengthen inventory functions to improve efficiency. The Inventory Bundle option was added to the Items (Inventory) screen. It allows users to bundle inventory and non-inventory items together. Additionally, it provides the ability to order bundled items as a bundle, receive, and stock the bundled items separately into inventory. To add a bundle, simply enter the Bundle Item ID, Description, Stock UOM, and check the Bundle option. The Bundle Item will be available for selection during Purchase Order Requisition and Purchase Order processes. Inventory Bundles will not be available for Inventory Manual Transaction, Inventory Count, and Inventory Global Price Change processes. Bundles will be added to these functions in a future release.

The Purchase Order Requisition and Purchase Order Item Type dropdown selections will now include a Bundle option. When selected, only Bundle Items will appear in the Item ID dropdown. Bundle Items in the Detail grid can be expanded to view the Bundle Item details in a sub-grid view. The printed Purchase Order will display the bundle as a bundle item. The printed Receiving Ticket will display the bundle item details. The Purchase Order Receive and Reconcile screens will display the Bundle Item details as individual items in the receiving grid. Columns for Bundle ID and Description were added to the grids to identify if the item was part of a bundle originally. Bundle items will be included and indicated on Inventory and Purchase Order reports.

Scheduled PTO Interfaced to CM Scheduler

Management of employee schedules for meetings, appointments, and time off requests can be challenging for companies. To aid in employee schedule management, MACC has enhanced Customer Master's Scheduler for easier management of employee schedules and to eliminate dual entry. When the PTO Request option is enabled with TMS, PTO Requests submitted and approved will be displayed for the employee when viewing Customer Master's Scheduler. Any PTO Requests cancelled will be removed from the Employee's scheduler when viewing Customer Master's Scheduler. Employee and Managers will not be able to edit PTO Requests in Customer Master Scheduler, but all PTO Request updates from TMS and Accounting Master will be reflected in the Customer Master Scheduler. Please refer to the Customer Master Update letter for further details of the new Scheduler functionality within Customer Master.

PRODUCT SPOTLIGHT

CUSTOMER MASTER 21.2 HIGHLIGHTS

by MACC'S Product Team



We are so excited for you to see all of the features packed into Customer Master 21.2. As you can see below, the real “headliner” in this release is the enhanced Scheduler. When used to its fullest extent, it has the potential to greatly streamline your company’s operation. Be sure to read the highlights and then check out the Update Letter and What’s New Training. It will be time well spent!

Scheduler

MACC is introducing an all new Scheduler module with greater flexibility to undertake meeting and appointment scheduling through a practical, convenient experience within Customer Master. The new Scheduler brings a modern look to the management of ticket-based work, which includes options to acknowledge work, drag and drop events, assign tickets across days and employees, and a variety of other exciting mobility features. Your company can gain control of various schedule-based notifications or utilize an option to integrate with other calendars. In addition, an employee’s paid time off (PTO) from TMS can be viewed in Scheduler.

Pictures added to Notifications

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

Employee Locations for MACC Mobile Users

Customer Master now has an option to flag employees for tracking purposes during their work days/hours. This tracking feature is utilized by collecting location data from a mobile device while logged into MACC Mobile. MACC has also aligned itself for additional third-party device tracking integration, as applicable. Customer Masters Map-It feature has been enhanced to show the latest and/or past employee locations, and MACC Mobile’s Map-It feature displays the current location.

Updates to Work Order Invoicing

The Work Order module was improved to provide a more robust Work Order/Job Costing interface, with emphasis on expanding on the invoicing capabilities within Customer Master. Work Orders can now be associated with multiple accounts and be assigned at any tier, not just the network level. Work Order Invoices and their OCCs can also be created at any tier. In addition, users can now customize Work Order Invoices for an Accounting Company and include a company logo using our new Work Order Invoice Template.

HUBB Reporting

To accommodate FCC regulatory changes, the Address Editor, FCC HUBB Report, Address Importer, and address related Grid Reports in Customer Master have been updated to include new fields for Technology used and Latency. Carriers are encouraged to provide the Technology and Latency used for all their locations.

- Technology is mandatory for the CAFII Auction fund and optional for the rest.
- Latency is mandatory for both CAFII AUC and AK Plan funds.

The FCC also has separate file formats for modifications and deletes when companies change speed capabilities at their locations. Updates were made to track new, modified, and deleted HUBB location records within Customer Master, as well as the ability to create and upload separate files to USAC.

BILLING NEWS

THE 2022 BILL TRANSMIT SCHEDULE IS NOW AVAILABLE

by Steve Wolff, Billing Operations Manager

2022 isn't here yet, but it's getting closer. With the calendar in mind, the suggested 2022 bill transmit schedule for first of the month billing companies is now available on MACC's Client Central. Follow this link to view and save the schedule in PDF format. If you have any questions on the schedule, please contact me at 402-533-5249 or swolff@maccnet.com.

As a reminder, if your company plans to have a bill insert, please notify MACC's Creative Services Team 10 days in advance of the transmit date if you'd like MACC to produce the document. If you'll be shipping inserts from your office or another vendor, we ask that they are delivered to MACC within five business days from your transmit date.

Additionally, please ensure your inserts are assigned to the correct trays in Customer Master and they match what is submitted to MACC on the bill insert form. If you have questions on assigning inserts to trays, please contact your Software Support Representative for more information.

SOFTWARE UPDATE

CHECK OUT YOUR SOFTWARE SUPPORT REP'S FAVORITE 21.2 FEATURE

Picking out a favorite new feature in version 21.2 of Customer Master and Accounting Master was challenging, but MACC's Software Support Team was up to the task. Click the buttons below to see what feature your representative chose. Will it be your favorite new feature?

[Customer Master Favorites Link](#)

[Accounting Master Favorites Link](#)



FEATURED RECIPE

BUFFALO CHICKEN DIP



Ingredients

- 18 oz. Cream cheese (softened)
- 1/2 c. Blue cheese dressing
- 1/4 c. Frank's hot sauce
- 1 c. Cooked shredded chicken
- 1/4 c. Shredded cheddar cheese

Instructions

1. Mix all ingredients (except cheddar cheese).
2. Put the mixture into an 8x8 baking dish and sprinkle with shredded cheddar cheese.
3. Bake 350 degrees for 20 – 25 min until cheddar cheese is melted. Serve with chips or celery sticks.

Recipe courtesy of Kathy Rea, National Sales Representative. Have a recipe you'd like to share? Send it to Ryan at rthompson@maccnet.com.