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MACC Calendar

November's transmit day for first of the month billing is October 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 – October 10th
From 10:00 a.m. to 3:00 p.m. (Central) on Sunday, October 10th, 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.

Industry Calendar

MACC will be attending the following telecom industry events

- WTA Fall Meeting
- Beyond Broadband Expo
- ANMTA Fall Conference
- WSTA Fall Conference
- WISPALOOZA
- OTA Services and Marketing Seminar
- Calix ConneXions
- NECA Expo
- MATSS
- TELSE Annual Convention
- NTA ProMarks
- Communications Coalition Conference
- ATA (AK) Associate Member Showcase
- Great Lakes Technology Showcase

CLIENT RELATION NEWS

STUFF MORE EDUCATION IN! POP-UP TRAINING RETURNS IN NOVEMBER

by Julie Riecken, Training Support Manager



Mark your calendar for the next MACC Pop-Up training event! The event will be held Tuesday, November 16th through Thursday the 18th, and we are featuring a lot of new topics and sessions! Based on the feedback you've given us after our previous Pop-Up events, we'll have What's New in 2021 for both Accounting Master and Customer Master, a tour of the new Advanced Scheduler, MACC Mobile for Technicians and Inventory Specialists, Preparing for Year-End in Accounting Master, eBill Best Practices, cybersecurity, and much more!

These are all live sessions and will be available multiple times, so your team will have ample opportunities to take advantage of this continuing education on MACC's products. Something else you asked for that we are delivering to you is a training outline for every class we are offering during November's Pop-Up.

The last surprise we have for you is offering recorded sessions, which will be available after the Pop-Up event has concluded! This is a value-add because not only will participants learn from a live MACC trainer, but they can also review again if anything was missed.

Go to macclientcentral.com/pop-up-training/ for a registration form, more information, detailed session descriptions, and a complete schedule. We hope you can join us!

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SUCCESS STORY

INTEGRATION WITH CALIX'S SOLUTIONS DELIVERS EFFICIENCIES



Fewer truck rolls (60 percent!), easier disconnect days, and an empowered tech support team are some of the benefits California-based Varcomm is enjoying thanks to the company's integration between Customer Master and solutions from Calix.

The integration is made possible through application interfaces developed by MACC which deliver key information and prompts for action between Customer Master and Calix's C7 Multiservice Access System, Support Cloud, and Marketing Cloud. The company has been using its interfaces since 2019.

Jenifer Vellucci, Varcomm's Executive Vice President and Chief Financial Officer said, "We have saved countless man hours by using all of the interfaces."

She said the C7 interface allows the Varcomm front-office team to disconnect customers for non-payment without the need for assistance from a technician. Once payment is made, the service is automatically reconnected. No technician or truck roll required.

The interface to Calix's Support Cloud and Marketing Cloud brings its own set of benefits. Jenifer said having the interface helps the company maintain accurate data in its two cloud databases used for troubleshooting, reporting, and marketing.

"Our 24/7 tech support can see all the data they need and most of the time have the customer up and running without a truck roll," she said. "I would say our truck rolls are down 60% or more."

As with all MACC interfaces, only the data required by Calix's products to complete the needed process is shared. All other information remains securely stored within Customer Master's databases.

Integration interest?

If you are currently using Calix solutions at your company without an interface to Customer Master, you are missing out on a wide range of potential cost-savings and efficiencies. For more information on these integrations, please contact your MACC representative.

SOFTWARE UPDATE

WE'RE READY TO HELP YOU WITH TAX FORM PROCESSING

by the Accounting Master Software Support Team

With another tax season quickly approaching, the Accounting Master Software Support Team is preparing to support your tax processing needs. A form on MACC's Client Central is now available to notify us of your 2021 tax form processing plans. **Whether you need anything from us or not, we would still like to hear from you**, just to ensure we have the means available to promptly assist you with your tax form processing needs.



Available Tax Processing Options

The options below are available thanks to the integration with Aatrix and Accounting Master. This integration provides three processing options for your W-2s, W-3s, and 1099s.

- **Complete Service (*Best Option*)** – The Complete Service allows you to easily print, mail, and file your forms using Aatrix. You simply submit your data through the step-by-step wizard within Accounting Master. Once complete, Aatrix takes care of the rest. The postage is even included in the price!
- **Self-printing and filing** – This is the same process as the Complete Service, but you control the printing and mailing in your office. If printing and filing your own forms, the 2020 tax form ordering deadline is November 1st, 2021.
- **MACC Complete Service** – If you'd prefer, you can sign up for the MACC Complete Service, where we'll submit your information to Aatrix on your behalf, through your Accounting Master database.

1099-NEC Form update

For the 2021 tax year, the IRS has redesigned the Form 1099-NEC to three forms per page, as compared to the previous year where it was constructed of two forms. Due to the 3-up per form change, a new envelope will also be required for distributing recipient copies.

Don't forget to use the Year-End Suite!

Use the Year-End Suite as a one-stop location for year-end processing functions. The Suite contains the maintenance screens and processes needed to prepare Accounting Master for the upcoming year. Screens such as the Fiscal Year Setup, Labor Year, and others allow for efficient management of year-end processes for each company in your database.

When these independent processes are accessed from the Year-End Suite, you can also create comments for your company-specific process notes. Additionally, a Year-End Checklist is available to help keep you organized.

We're here to help

If you have any questions about this information, please give us a call. To help you with your year-end tax processing needs, we will offer the following hours in December and January:

December: Monday-Friday – 7:00 a.m. – 5:00 p.m. (Central)

January: Monday-Thursday – 7:00 a.m. – 6:00 p.m. and Friday – 7:00 a.m. – 5:30 p.m. (Central)

We can be reached at 402-533-5335 or MACCaccountingreps@maccnet.com.

TECHNICAL INFORMATION

GIVE EXTRA CONSIDERATION TO CYBERSECURITY THIS MONTH

by Greg Simpson, Technology Services Manager

October is National Cybersecurity Awareness Month and we wanted to take a minute to share some helpful information with you regarding cybersecurity. If you are not already familiar with the CISA, we encourage you to check them out. A good place to start is the organization's STOP. THINK. CONNECT campaign. The campaign can be found at: <https://www.cisa.gov/stopthinkconnect>. This site has tons of free resources that provide valuable information around on how you can improve your cybersecurity posture.

A key phrase we tend to hear time and again is something called the Human Firewall. The idea behind this is that the people within an organization are essential to keeping it secure. As we become more vigilant and cyber aware, our organizations become more resilient to cyber events.

As an example, one of the most successful methods for an attacker to gain access into an organization is through a phishing attack. Phishing is a technique where an attacker will send an email designed to trick the recipient into either revealing sensitive information or allowing unauthorized access into the organization. Oftentimes, the email will appear to be from a trusted source and either request information or try to lure the recipient into clicking on a link or opening an attachment.

This is where the Human Firewall is invaluable. As recipients become more aware of the techniques used by attackers, and as we learn how to spot the signs and how to react, we become that line of defense to keep ourselves safe.

New MACC cybersecurity training

Once we begin to recognize this, we begin to understand training is an essential tool in a cybersecurity plan. At MACC, we have invested time and resources into training our teams and have seen great results from it. Because of this, we are happy to announce that we are now offering free cybersecurity training to our Technical Support Program customers! If you would like to take advantage of this training, please reach out to your Account Manager to get started.

Happy National Cybersecurity Awareness Month everyone! We look forward to working together with you to help improve your cybersecurity posture!



CABS NEWS

OUR AUDIT TRAIL PROVIDES A BLUE PRINT FOR CABS BILLING

by Amy Mommsen, Billing Services Support Manager



The Audit

Trail Report is a CABS Management Report available in Datamaster called CABAUDRF and TPEDAUD. When reviewing the Audit Trail, you will see it is a revenue assurance report, accounting for each message/record from the time it is received in MACC's billing system. It is the blue print of your CABS billing.

All CABS data sources are represented and broken down by traffic type on this report with messages received through the company's toll cut date for the current billing cycle. Through the Audit Trail process, messages

are identified by their EMI format to determine if they are a billable CABS record. Non-billable CABS records are sorted off and represented in the dropped summary section of the report. There are a variety of drops for numerous reasons. A few common examples would be: terminating unanswered calls, duplicates, and a company requested drop for a specified carrier or traffic type. Wireless and OCN traffic type are also removed from the CABS billable records and shown in the dropped section of the Audit Trail to be processed on an OCN invoice if needed. The Audit Edit Report, also available in Datamaster, is a sister report to the Audit Trail Report. This report will provide more detail of the dropped records summary section on the Audit Trail.

The Audit Trail also lists any modifications to data that MACC is providing on a company's behalf. These are listed on the second to last page of the report with a description and a count of records being modified and from what data source they were received.

MACC CABS department also uses the Audit Trail as an internal trending and assurance report to track any variances on message counts, types of traffic and any changes in volumes to any current modifications from the month prior. There is also a research section that prompts the CABS department at MACC to analyze any records dropping out in this section. Often, we will find that something isn't recording correctly on a company's switch or a newly ported exchange has been added, but there isn't an LRN populated so further setup is needed at MACC to assure all billable records are being processed. When needed the CABS department will reach out to the company for some direction.

If you have any questions about the Audit Trail Report or any other CABS report, please feel free to send an email to the CABS Team at MACCCABSverification@MACCnet.com and we would be happy to review them with you.

FEATURED RECIPE

MAID-RITES



Ingredients

- 1¾ cup graham crackers crushed, plus 1 tablespoon for garnish
- 1 tablespoon sugar
- 9 tablespoons butter (melted)
- 1¾ cup powdered sugar
- 4 ounces cream cheese (softened)
- 8 tablespoons butter (softened)
- 1 teaspoon clear vanilla extract
- 8 ounces Cool Whip
- 20 ounces crushed pineapple in heavy syrup (drained)

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

Instructions

1. Preheat the oven to 325°F.
2. Lightly spray an 8×8-inch baking dish.
3. In a small bowl combine the 1¾ cups of crushed graham crackers, 8 tablespoons of melted butter, and 1 T. of sugar.
4. Press the graham cracker mix in the bottom of baking dish.
5. Bake for 10 minutes. Allow the crust to completely cool.
6. Using either a stand mixer or a handheld mixer, cream together the softened butter, cream cheese, and vanilla. Carefully add the powdered sugar a ½ cup at a time. Mix until the cream cheese mixture is smooth.
7. Evenly spread the cream cheese filling over the completely cooled crust.
8. Using the same bowl as the one used for the filling, gently fold the pineapple into the whipped topping.
9. Gently spread the whipped topping over the cream cheese layer.
10. Add the additional 1 tablespoon of crushed graham crackers to the top as garnish.
11. Place the baking dish in the refrigerator for 4 hours to ensure the dessert is properly set.

WHAT'S NEW ON MACC'S WEBSITE?

NEW MACC MINUTES TUTORIALS CONTINUE TO BE ADDED

For this month, our Training Team added a MACC Minute tutorial on Tax Table Import for Accounting Master. Our Product Team added new Enterprise functionality within MACC Mobile. Complete details are in the links below. You will need to [first login to MACC's Client Central](#) to see the new material.

- [Tax Table Import](#)
- [MACC Mobile Addendum](#)