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MACC Calendar

January's transmit day for first of the month billing is December 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 – December 12th
From 10:00 a.m. to 3:00 p.m. (Central) on Sunday, December 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 time frame on the second Sunday of each month.

Industry Calendar

MACC will be attending the following telecom industry events
• **NTA Winter Meeting**

PRESIDENT'S MESSAGE REFLECTIONS ON 2021 AND WHAT'S AHEAD FOR 2022

by Craig Aman, President and CEO

This is always the time of year we seem to take a step back and reflect on what's happened since the last holiday season. As I reflect on 2021, some things really stand out.

It's been another great year here in Nebraska! MACC continues to move forward with enhancing the functionality in our products, as well as making technical advancements to keep you moving forward. We've been able to adapt to the constantly-changing landscape of the telecommunications industry by quickly adding functionality to accommodate the latest requirements from state and national regulatory commissions. MACC has continued to expand our partnerships with third-party vendors, because our open architecture allows interfacing with vendors who satisfy the needs you have to continue to grow offerings to your end-users.

Next year marks MACC's 47th year in business. We couldn't have made it this far – almost 50 years – without the ability to change and adapt. Forty-seven years ago, we were using rotary-dial telephones, mainframes were as big as a house, and programs were written on punch cards. Today, we are running businesses with the phones in our pockets, servers smaller than a shoebox, and an endless list of programs to choose from! MACC aims to be your solutions provider, and as such, we continue to expand our service offerings to you, so you don't have to look to an outside provider – we have it all right here.

We are excited to be expanding the MACC family in 2022, as we have many new companies coming on board. Our calendars are filling up with existing company projects, new company conversions, offering continuing education sessions for all of you, and strategy sessions to help your business plans come full circle. We appreciate your partnership and your continued trust in MACC to provide you the tools you need to run your businesses efficiently. As always, you may reach me at caman@maccnet.com or 402.533.5444 if there is anything you need. I am looking forward to seeing you all in 2022!



CLIENT RELATIONS NEWS

WE SURE STUFFED A LOT OF EDUCATION IN!

by Joelle Kesling, Director of Client Services

By now most everyone has enjoyed their Thanksgiving dinner, and in the Thanksgiving spirit, we sure “stuffed” a lot of education in during our November Pop-Up Training classes.

We appreciate all the attendees who enjoyed the continuing education we have been offering in our new(ish) Pop-Up classes. Since COVID, everyone has made countless changes, and one we’ve made at MACC is enhancing education opportunities for our customers by offering as many web options as possible and in various forms. Our first Pop-Up was held in February, our second in June, and our third and final session for 2021 was held in November.



The November Pop-Up sessions brought something new and fun to you all – recorded sessions, so you can tune in any time you like over the coming weeks. We recognize during these classes a lot of information can be shared, and it’s helpful to have the opportunity to review the class if something was missed or if further clarification is needed. Because of that, and because you requested it, we added recordings to the value of these classes! The recordings can be found at <https://macclientcentral.com/pop-up-training/november-2021>. Please note, access to the Pop-up session recordings is limited to clients who signed-up for the training. Pop-up Training attendees will need to use the password sent to them last month.

Another training value-add for our WOW Subscribers is the ability to view videos like “What’s New.” The “What’s New” classes are critical to keep you and your team apprised of the new functionality, enhanced functionality, and coming changes to the software. We have over a hundred WOW classes, with new videos being made all the time. The continuing education is invaluable for your users to increase their daily efficiencies!

If you have any questions, or would like additional information about continuing education classes, please contact your Client Relations Manager, Account Manager, or me (jklesling@macnet.com/402.533.5270) to hear all the options.

Thank you again for making these virtual events a success!



**HAVE A MINUTE?
LEARN SOMETHING NEW WITH
A MACC MINUTE TUTORIAL**

Visit: macclientcentral.com

SOFTWARE UPDATE

GET AN AUTOMATIC SNAPSHOT OF ACCOUNT AGING

by Julie Riecken, Training Support Manager

One of our most commonly used Customer Master reports is the Aged Trial Balance report. It can be found in the Reports Suite under Receivables.

This report is commonly used to review the Aging on accounts – which customers have balances in the under 30, 30-59 days, 60-89 days, and 90 and over days buckets. It's not uncommon for companies to need this report as of the first day of the month, before any transactions occur. You can either run it first thing on the first business day of the month, or you can auto-generate the report.



In the Report Suite, select Report Auto Generation. At the Report drop-down, select Aged Trial Balance. You'll then need to click on the lightning bolt to establish your criteria.

At the Aged Trial Balance Options window, select the criteria needed to run your report and right-click to select all accounts in the grid. A confirmation window will appear, stating "All multi-select options selected? Auto-include new values when running report?" By choosing yes to this prompt, any new accounts added between now and when the report is auto-generated will also be included in your report. Post to save your options.

Back at the Report Auto Generation window, select your Description, Report Options, and Recurrence. In this example, the Aged Trial Balance report will be automatically emailed as a .CSV and .PDF with the PDF being password protected at midnight on the first of every month.

To establish who receives the email, select the Email to List button. There, you will add email addresses associated with employees in the employee table. Keep in mind, the employees will need to know the PDF password when they receive the email.

This report scheduling option is extremely valuable for capturing a snapshot in time of your aging – on the first of every month. Set this up before December 31st to capture each month in 2022!

WHAT'S NEW ON MACC'S WEBSITE?

AN IMPORTANT REGULATORY DOCUMENT AND POP-UP TRAINING SESSION RECORDINGS WERE ADDED DURING NOVEMBER

The 2021 SOC 1 Type 2 Report was added to the Billing Services page and we made recordings of Pop-up Training sessions available for clients who attended the virtual event. You will need to first log-in to MACC's Client Central to see the new material. To access the Pop-up Training sessions, you will need the password provided to you via e-mail last month. Please contact your MACC Representative for assistance.

- 2021 SOC 1 Type 2 Report
- Pop-up Training Session recordings

FEATURED RECIPE

TOMATO BASIL MOZZARELLA CRISPS



Ingredients

- 3 Slices of Sourdough bread
- Extra virgin olive oil
- 2 Roma tomatoes (diced)
- 1 cup Mozzarella cheese
- Fresh basil
- Italian Seasoning
- Crushed red pepper flakes (optional)

Instructions

1. Slice the sourdough bread into bite sized pieces
2. Use a brush to cover one side of the bread with olive oil
3. Add diced tomatoes to each piece of bread and sprinkle with cheese
4. Add the basil, italian seasoning, and red pepper flakes as desired
5. Broil in the oven for two or three minutes until the cheese is melted
6. Serve and enjoy!

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