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Transmit Day

February's transmit day for first of the month billing is January 24th.

Download MACC's January Calendar

You'll find our recipe of the month (Rice Krispie Treats), Tips and Tricks, and TRIVIA!

[Click to download the January Calendar](#)

MACC Announcements

Maintenance Sunday – January 9th
From 10:00 a.m. to 3:00 p.m. (Central)
on Sunday, January 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 time frame on the second Sunday of each month.

Industry Calendar

MACC will be attending the following telecom industry events

- **WSTA Broadband Forum**
- **ATA (AK) Winter Conference**

SOFTWARE UPDATE START 2022 STRONG WITH CUSTOMER MASTER'S ADVANCED SCHEDULER

by Julie Riecken, Training Support Manager
Scheduling appointments for Service Orders, Trouble Tickets, Sales Lead Tickets, and Locates just got much easier in Customer Master with the launch of the Advanced Scheduler in version 21.2. If you are looking to improve the efficiency of your scheduling process, the Advanced Scheduler in Customer Master (and MACC Mobile) is the answer with its recent makeover.



Just a few of the new features of the Advanced Scheduler include:

1. One central location for all appointments – viewed either in Customer Master or MACC Mobile
2. Appointment reminders can be sent to your technicians
3. Appointment reminders can be sent to your customers
4. Recurring appointments can be blocked out on your employees' calendars
5. Appointments in the CM Scheduler can be auto-sent to a third party calendar (such as Outlook)
6. Appointments can be color-coded for easy identification
7. Approved Paid Time Off (PTO) requests from the Time Management System can be displayed on the CM Scheduler
8. Appointments can be scheduled directly from Service Order, Trouble Ticket, Sales Lead, or Locate Tickets as well as Stages
9. The Scheduler can be used as a dispatch tool to drag appointments from the Scheduler grid and place them on the Scheduler Calendar
10. Employees may acknowledge their appointments

As mentioned, the Scheduler works great with MACC Mobile also. Your technicians can easily see their day from MACC Mobile – eliminating any paper schedules that might be needed to plan their day.

Most importantly, having a good schedule to follow will help with customer retention and satisfaction.

If you are using Scheduler already, and are preparing for the CM 21.2 upgrade, be sure to take Scheduler training. If you've never used the Scheduler previously, we recommend that you check it out!

TECHNICAL INFORMATION

PREPARE FOR THE UNEXPECTED BY PARTICIPATING IN YOUR MARS TEST

by Greg Simpson, Technology Services Manager

For companies subscribed to MACC's Application Recovery Service (MARS), now is the time to schedule your test of the service for 2022. [Schedule your test using this web page.](#) Participating in your MARS test is a great way to be ready for anything "unexpected" the new year brings.

If you're not subscribed to MARS, now is also a good time to consider the service as it ensures you always maintain access to your MACC applications and the critical data they contain.



For questions on MARS or scheduling a test, please contact your MACC Technical Support Team. We can be reached at 402-533-5300 or via email at macctechns@maccnet.com.

New to MARS and wonder what the tests entail? MARS backs up your company's Customer Master and Accounting Master databases. It then makes them available using only an internet connection. If the unthinkable occurs...your company will be ready and able to continue with its business operations.

MARS tests go like this:

- We use a Sunday full backup to set the test up.
- You can test with up to three users, with the first person having access to Customer Master and Accounting Master (as needed). When you schedule your test, we would like you to supply us with the names and contact information of who will be doing the testing.
- The morning of the test we will contact them and set them up with a Citrix client (web-based access), help them log in, and give them a copy of things to test. Users have up to eight hours in which to test the backup.
- Another option...MSaaS. The test also gives users a sample of what it would be like to be one of our MSaaS customers. MSaaS provides internet-based versions of Customer Master and Accounting Master.

Want more information on signing-up for MARS or MSaaS? Contact your MACC Representative for complete details.

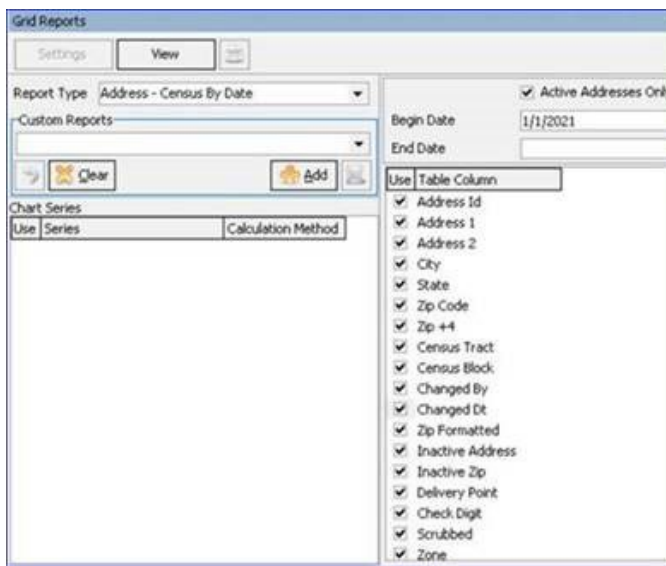
If you have any questions, or if there is anything we can do for you, please don't hesitate to contact your MACC Tech Support Team and we will be happy to help!

PRODUCT SPOTLIGHT

LOOK IN CUSTOMER MASTER'S GRID REPORTS FOR CENSUS BY DATE INFORMATION

by MACC's Product Team

MACC has recently released changes to production versions of Customer Master 21.1 and 21.2 to include a new grid report called "Address-Census By Date." The report is available in the Reports Suite | Grid Reports and can be used to see when Census data was changed on an address. Census 2010 data will need to be accessible once addresses are updated to Census 2020 data for certain regulatory funding reports. This grid report will display tract and block data for an address by change by/change date resulting in access to historical census data.



If you have any questions on using this grid report, please contact your Customer Master Software Support Representative. For an overall review of grid reports in Customer Master, [login to Client Central](#) and view the [grid reports MACC Minutes Tutorial](#). There is no cost and only takes three minutes to view.



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

Visit: macclientcentral.com

BILLING NEWS

REDUCE THE STRESS OF DEALING WITH DELINQUENT ACCOUNTS WITH HELP FROM MACC

by Steve Wolff, Billing Operations Manager

Looking to cut down on expenses and work effort (who isn't)? Then a great place to start is having MACC help with your delinquent notices. MACC can print and mail paper notices to delinquent accounts and we can also configure Customer Master to send out e-mail messages through our AutoPilot service.

Delinquent notice printing and fulfillment

MACC takes the headache out of producing delinquent notices by handling...everything! Once you enroll in delinquent notice printing, we handle all of the printing, addressing, and mailing of your notices. With decades of experience, we are experts at producing these notices in a timely and professional manner.

Key benefits of the service include...

- Reduced labor expense
- No equipment to purchase or maintain
- Lower production costs through our greater volume
- Possible postage discounts

Delinquent AutoPilot Messages

Through our AutoPilot service, MACC creates a custom, mobile friendly e-mail for your company that is distributed to accountholders who are about to become delinquent, reminding them payment is due. The messages include the amount due, information on payment methods, and any additional text companies would like to include.

AutoPilot Delinquent Messages can't replace paper notices, but instead are meant to be sent several days in advance of the paper versions. Clients who are using Delinquent AutoPilot Messages report significant reductions in the number of paper delinquent notices they must send and the disconnections made each month. They can truly [de-stress disconnect day](#).

Ready to spend less time and money on delinquent accounts?

Contact your MACC Representative for more details and pricing on both delinquent notice printing and AutoPilot. It will be a great way to start the new year!

WHAT'S NEW ON MACC'S WEBSITE? OUR TRAINING TEAM ADDED CUSTOMER MASTER JUMP START DATES

MACC's Training Team offers remote Customer Master Jump Start classes and we've added dates in February, March, and April. This class gives new employees or anyone who needs to learn the basics of Customer Master the opportunity to take a course from the comfort of your office. For details and to register, click the link below.

- [MACC University Class Schedule](#)

