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Transmit Day

May's transmit day for first of the month billing is April 22nd.

Download MAcc's April Calendar

You'll find our recipe of the month (Hot German Potato Salad), Tips and Tricks, and TRIVIA!

[Click to download the April Calendar](#)

MAcc Announcements

Maintenance Sunday – April 10th
From 10:00 a.m. to 3:00 p.m. (Central) on Sunday, April 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 Spring Meeting**
- **TCEI (TX) Expo**
- **URTA Annual Meeting**

CLIENT RELATIONS NEWS

WE DIDN'T DISAPPEAR

MBTC 2022 is set for September 7th-9th and 12th-14th

by Joelle Kesling, Director of Client Services

While it seems like everyone has been quietly staying in their own little areas for the last two years, we want you to know WE DIDN'T DISAPPEAR (have you figured out our 2022 MBTC theme yet?!)

MAcc is deep into planning mode for MBTC 2022, which is our first event since MBTC 2019. Hard to believe we haven't seen you for three years, so we are very excited to be bringing MBTC back!! Our conference is returning to the newly remodeled (and beautiful) Embassy Suites Downtown Old Market and is going to be packed-full of continuing education classes, group sessions, evening activities, and fun!



Here at MAcc, we believe so strongly in continuing education for all our customers, we have some other new and exciting changes coming your way – in addition to all the continuing education offerings we have today. We have WOW subscriptions with over a hundred classes your teams can take at any time. We have onsite education where we come to your offices and work one-on-one with your team. Now, with Microsoft Teams, we have many more education opportunities available as we are able to have those one-on-one sessions without the added expenses of travel, while still accomplishing your education needs.

I cannot stress enough how important it is to attend MBTC 2022, so you can have some directed time to learn about the product functionality changes and enhancements we've been working so hard to bring you. If you sit through a session and decide you want to sit through it again, we welcome that! We have one-on-one time with our Software Support Representatives, so you can get any questions answered you might bring with you. Our Client Relations team is available to meet with you to discuss your future business needs and how MAcc can help you grow. Of course, the nighttime activities are where we all have a chance to relax after a day of hard work – and Dueling Pianos will be there to help make sure we all have some fun and laughs!

We are working hard to bring you an awesome program, so please, don't DISAPPEAR on us – we want to see your smiling faces in Omaha in September!! Contact Kristi Rounds at krounds@maccnet.com or Kaitlyn Zepnick at kzepnick@maccnet.com with any questions you might have regarding MBTC 2022.

CLIENT RELATIONS NEWS

LEARNING IS IN BLOOM WITH POP-UP TRAINING

by Joelle Kesling, Director of Client Services

Our Pop-Up Training dates for this go-around are April 19th, 20th, and 21st. The format will be similar to the November 2021 sessions, as you can take as many classes as you can cram into your schedule in those three days. If you take a class on day one, think about it and apply what you've learned during your work life on day two, and if you have questions – hop on into the same class on day three to get those questions answered!



We highly recommend these Pop-Up Continuing Education classes – but don't just take our word for it. Here's what your peers had to say after attending the last session:

"It was great to get more insight and information"

"All options I accessed were good, and I do like we have the option of recordings"

"The Web Self-Care updates we learned about will help us promote our services"

"Web Reporting looks to be very interesting, as it can be used by many in our company"

"There was so much, it's hard to pinpoint the most useful!"

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

Recording the classes was a request we heard from you after our very first Pop-Up offering, so we appreciate the feedback because you LOVED having the recordings to review anything that was missed or needed further clarification! We also have 14 new classes that are different than what we've offered previously – so please make sure to take advantage of the April Pop-Up continuing education!

If you have any questions or would like additional information on all MACC's continuing education, please reach out to your Client Relations Manager, Account Manager, or Joelle Kesling (jkesling@maccnet.com/402.533.5270).

PRODUCT SPOTLIGHT

NEW VERSIONS OF CUSTOMER MASTER AND ACCOUNTING MASTER ARE ON THE WAY

by MACC's Product Team

The MACC Team has been busy this winter working on updates to Customer Master and Accounting Master for version 22.1 of each product. You'll soon see the complete results of our work as we begin scheduling updates and making training available on how to use the latest enhancements. For now, check out these highlights from Customer Master and Accounting Master and start thinking about how you can apply them in your office. Look for even more information in May's eMessage.



Customer Master 22.1 Highlights

Meeting regulatory needs

MACC continues to monitor and adapt to the increasing number of regulatory changes over the past year. This includes, but is not limited to, the Affordable Connectivity Program transition, Reassigned Numbers Database

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changes, HUBB updates, and Census 2010 and 2020 needs. Customer Master 22.1 and versions of the software going forward will always provide the tools you need to meet your regulatory obligations.

Outage maps

MACC will be introducing Map displays for use in visualizing trouble outages. The maps will be available through our Web Self-Care product and for integration with self-care platforms through our API.

Locate 811 features

Automation for incoming Locate 811 tickets is now available for the states of Iowa, Kansas, New Mexico, Oregon, and Texas.

Accounting Master 22.1 Highlights

Federal withholding

A new option was added to Accounts Payable invoices to Deduct Federal Withholding. Federal Income Tax can be withheld from any Accounts Payable Invoice designated to receive some type of MISC 1099 or NEC 1099.

Applicant tracking

Managing applications efficiently is necessary during the hiring process. Due to this increasing need, MACC has added the new HR Applicant Tracking tool allowing users to manage Job Openings/Applicants more efficiently.

Inventory item bundle

MACC continues to strengthen inventory functions to improve efficiency. In Accounting Master 22.1, users will have the ability to bundle inventory items together and stock them as bundled items for resale or issue them through Nii/Premise Equipment interfaces.

WHAT'S NEW ON MACC'S WEBSITE?

NEW CUSTOMER MASTER MACC MINUTES TUTORIALS

During March, our Training Team added three Customer Master MACC Minutes tutorials. As a reminder, MACC Minutes are concise training videos available at no added cost to all MACC Clients. [Log-in to MACC's Client Central](#) and then check out the latest videos today!

- [Account Contact Information](#)
- [Payment Defaults](#)
- [SO and TT MACC Mobile Inventory Transactions](#)

