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Version 22.1 Available

## Transmit Day

June's transmit day for first of the month billing is May 23rd.

## Download MAcc's May Calendar

You'll find our recipe of the month (Frozen Banana Yogurt Bites), Tips and Tricks, and TRIVIA!

[Click to download the May Calendar](#)

## MAcc Announcements

**Maintenance Sunday – May 8th**  
From 10:00 a.m. to 3:00 p.m. (Central) on Sunday, May 8th, 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

- **NTCA Marketing + Sales Conference**
- **Broadband Communities Summit**
- **TOC Golf and Showcase**
- **OTA (OH) Annual Convention**
- **ICA Cyber Security Conference**
- **ATA (AK) Annual Meeting**
- **WSTA Annual Convention**
- **KTA Annual Meeting**
- **TNBA (TN) Annual Meeting and Conference**

# CREATIVE SOLUTIONS YOUR COMPANY'S INSERTS ARE NOW ATTACHED TO BILLS SENT VIA EMAIL

by the Creative Services Team

For last month's billing, MAcc began the process of attaching inserts to statements sent via emailed bills to your customers. Most companies' e-mailed bills had inserts attached to their May statements and the transition is scheduled to be completed for all companies by June's billing.



As a reminder, emailed bills are sent as PDF files to your customers who have indicated they want this format, and their account in Customer Master has been marked accordingly.

Just like the current insert procedure, a customer will only receive the inserts they qualify for based on the insert criteria you set up in Customer Master. This enhancement ensures all your customers are receiving the information they need, no matter their billing format.

### How does this affect your process?

You may have LESS work to do as you will no longer need to email your inserts separately to your customers if you previously chose to notify them in that manner.

When completing either the single or multiple bill insert form, nothing has changed other than the wording of the questions about including your insert in the eBill system. It now reads you should attach it if you want the insert(s) included in both the eBill and email bill systems. For those companies that don't use eBill, but have customers receiving emailed bills, we encourage you to mark the question "Yes" (screenshot below) and attach the insert(s) in the upload section.

We handle everything else! Email bill customers will see their bill as well as any inserts attached as separate files. If you have any questions on this process, please reach out to the MAcc Creative Services Team at [macccreativeservices@maccnet.com](mailto:macccreativeservices@maccnet.com).

**My company uses MAcc's eBill solution or has customers who receive their bills by email. Please include my insert in the eBill and email systems. \***

Please choose  
Please choose  
Yes  
No

Please note if you are an eBill company or customers receive bills by email, inserts will need to be submitted BEFORE transmit of your company's billing data so that we have time to set them up for the eBill and email bill systems.

## CLIENT RELATIONS NEWS

# MBTC IS HERE AGAIN - WE DIDN'T DISAPPEAR!!

by Joelle Kesling, Director of Client Services

Dress in your best camo ... get your ghillie suit ready ... because it's ba-ack!!! 2022 MACC Billing and Technology Conference (MBTC) will be held September 7 – 9 and 12 – 13 at Embassy Suites in the Old Market, Omaha. We'll be close to the airport and right across the street from the historic Old Market district. There are so many things to see and do in the Old Market, which makes returning to Embassy Suites even more fun!

If you remember, pre-COVID, Embassy Suites did a complete hotel remodel. We've seen it, and it's beautiful! When you walk into the hotel, you will notice the new, comfortable grand lobby. It includes individual check-in stations, a large area to sit and read or chat with friends, a bar and lounge area where you can grab a drink, and skylights making the lobby bright and sunny! The guest rooms have been completely remodeled, and the meeting space has all new carpet, wall coverings, and lighting.

For MBTC newbies, and as a reminder to the seasoned attendees, here's a quick rundown of the conference: each conference is 2 ½ days. On the first day, we will be offering a half-day of customer education classes, as well as the opportunity for you to visit with a Software Support Rep for Customer Master or Accounting Master, one-on-one. That evening, we'll have a welcome reception where you will get the chance to not only mingle with your peers and the MACC Team, but feast on some delicious theme-inspired appetizers and beverages.

Day two is filled with break-out sessions, where you will get the chance to enhance your product knowledge and education. Classes range from beginner to advanced, informative to fun, and we guarantee you will welcome DUELING PIANOS at the end of the knowledge-packed day! The night starts with an evening buffet dinner, followed by Dueling Pianos taking us into the night with their music-filled interactive show!

Day three brings us break-out education classes again, so you can hit the classes you weren't able to get to on Day two. We'll wrap up shortly after the noon hour and send you back home with all kinds of new information and functionality we know you'll be excited to put to use!

As always, if you have any questions regarding the hotel, agenda, or Omaha in general – give the MACC Team a call, and we're happy to help. Contact Kristi Rounds at [krounds@maccnet](mailto:krounds@maccnet) or Kaitlyn Zepnick at [kzepnick@maccnet.com](mailto:kzepnick@maccnet.com).

**We can't wait to see you all at the 2022 MBTC!**



## CABS NEWS

**PLEASE DON'T FORGET...TARIFF UPDATES ARE NEEDED****reminder**

MACC is gearing up for the tariff changes for Special Access for July and Switch Access for August.

Please remember...we will need your new tariff updates sent to the CABS group at [MACCCABSSPECIALSERVICES@MACCNET.COM](mailto:MACCCABSSPECIALSERVICES@MACCNET.COM) as soon as you receive them in June. If your consultant receives them on your behalf, please pass this reminder on to them. Thank you!

**VERSION 22.1 IS NOW AVAILABLE!**

Version 22.1 is the latest edition of Customer Master and Accounting Master. Check out highlights of this edition, each product's Update Letter, and links to online education that can help you get the most out of Customer Master and Accounting Master 22.1.

**Customer Master Links**

- [22.1 Highlights](#)
- [Update Letter](#)
- [What's New in CM 22.1 Training](#)

**Additional Product Enhancements**

- [MACC Mobile Enhancement Summary](#)

**Accounting Master Links**

- [22.1 Highlights](#)
- [Update Letter](#)
- [What's New in AM 22.1 Training](#)

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