## In this issue...

### Transmit Day
September's transmit day for first of the month billing is August 24th.

### Download MACC's August Calendar
You'll find our recipe of the month (Chicken Supreme Casserole), Tips and Tricks, and TRIVIA!

Click to download the August Calendar

### MACC Announcements
Maintenance Sunday – August 14th

From 10:00 a.m. to 3:00 p.m. (Central) on Sunday, August 14th, 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

- **Tri-State Telecommunications Annual Conference**
- **Aureon Golf Classic**
- **PRIMO**
- **TXConnnect Membership Summit**
- **Montana Telecommunications Association Annual Meeting**
- **TASK of Kansas**
- **INRBA Leadership Forum**

# CLIENT RELATIONS NEWS
## ON THE FENCE ABOUT ATTENDING MBTC? HERE ARE MORE GOOD REASONS TO JOIN US
by Joelle Kesling, Director of Client Services

**Session One is September 7th – 9th & Session Two is September 12th – 14th**

If you're trying to decide whether to attend MBTC 2022, or trying to decide whether to send your team to our event, let me throw a couple thoughts your way about why YOU SHOULD!

An obvious benefit is continuing education, as it's so important to understand all the enhancements and functionality we continuously put into the software. But there are many additional reasons to attend. Since this is the first MACC event since 2019, we know networking will be a huge part of the conference this year! Networking is a great way to find out how others use the software and share your helpful hints with each other.

Being able to attend so many diverse classes over a two-day period is of great benefit to attendees. Not only can attendees hone skills they already have, but they can learn about efficiencies to be gained, be introduced to software not being used today, and get a taste of the importance of future events.

We are offering almost 30 different classes between our general sessions, complimentary training, and additional paid training. There is a chance for everyone in your office to walk away with new skills, additional knowledge, and an understanding of the software they may not have had prior to attending MBTC 2022.

We can't wait to see you there!



WE DIDN'T DISAPPEAR
2022 MBTC Registration is OPEN!
Visit our website to register!
www.maccmbtc.com



Register Now!

## SOFTWARE UPDATE
# MACC'S PRODUCTS CAN REDUCE YOUR COMPANY'S PAIN AT THE PUMP

MACC wants your company to be as efficient (and profitable!) as possible. With gas prices remaining high, we want to pass on several efficiency boosting ideas to reduce your company's pain at the pump and boost its bottom line by lowering the number of miles your vehicles need to travel. As an added bonus, if implemented, these ideas deliver the opportunity for improved customer service.

**MACC Mobile**
Both Customer Master and Accounting Master are accessible via MACC Mobile. For technicians in the field, this integration means service orders, trouble tickets, plant data, their schedule, and more are available using any device with internet access...such as smart phones or tablets. **Having this direct link back to Customer Master reduces trips back to the office for paperwork or information.**

MACC Mobile's integration with Accounting Master can also reduce miles traveled as technicians can store and effectively inventory customer premise equipment in their vehicles. This inventory capability reduces trips back to the office or warehouse while maintaining control of the inventory items within Accounting Master.

**Map-It**
Map-It instantly identifies locations where a technician is needed as Trouble Tickets, Service Orders, or Sales Leads are created in Customer Master. With tickets clearly marked on a highly-detailed map, managers and dispatchers can direct technicians to nearby customer locations where work is required. **Dispatching your team based on their location not only lowers fuel expense, but it reduces response times which can lead to happier customers.**

**AutoPilot Messages**
AutoPilot messages are branded, mobile friendly e-mails sent directly from Customer Master. While there are a wide variety of message options, the delinquent notice and appointment reminder e-mails could both reduce fuel usage. **MACC clients have successfully used AutoPilot delinquent notices to reduce the number of disconnections they need to make each month...which in some instances can cut down on truck rolls associated with the disconnection.** For the appointment reminders, these automated messages reduce the odds of customers forgetting they have an appointment with a technician.

**Time Management System (TMS)**
TMS enables your team to complete their time entry for payroll electronically and eliminates the need for a trip to the office to "punch-in" or out.

**Interested in using these gas-saving features?**
If you're not using one of these services or features, and would like to start, please reach out to your MACC Representative for details. Or, if you are using these services, just not to their full potential, we have Web Training courses taught by MACC associates, and MACC Minute Tutorials which can be viewed at any time at no cost. Log-in to MACC's Client Central and then follow the links for training below.

• MACC Mobile and Customer Master – Web Training and MACC Minutes Tutorial
• MACC Mobile and Accounting Master – Web Training
• Map-It – MACC Minutes Tutorial
• TMS – Web Training (three available) and MACC Minutes Tutorials (three available)

## FEATURED EMPLOYEE
# CYNTHIA KALIN

Cynthia Kalin is August's featured MACC employee. As a Training Conversion Representative, she teaches clients how to use Customer Master's many different modules. Additionally, she helps during the conversion process when the MACC Team converts new clients to our platform.

**Q. When did you start at MACC?**
A. I started at MACC in October 2021 as a software support representative, and in December I moved to the Training Team.

**Q. What's your favorite part of your job?**
A. I enjoy being able to help our clients learn new things to better their day-to-day processes.

**Q. Can you please tell us about your family?**
A. Since I am not married and don't have any children, it's just me. I do have three siblings and a nephew.

**Q. What do you do for fun in your free time?**
A. In my free time, I like to spend time with my nephew or work on DIY projects.

**Q. If you could travel anywhere to spend a week on vacation, where would it be?**
A. I would go to Australia and go scuba diving in the Great Barrier Reef.

**Q. What's the best career advice you've ever received?**
A. To never stop learning, as you can never have too much knowledge.

**Q. What's your favorite quote?**
A. "The more that you read, the more things you know. The more that you learn, the more places you'll go." – Dr. Seuss

## WHAT'S NEW ON MACC'S WEBSITE?
## New MACC Minutes Tutorials

During July, our Training Team added two MACC Minute Tutorials covering our Web Self-Care service. 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!

- Registering for Web Self-Care
- Web Self-Care Basics