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## Transmit Day

December's transmit day for first of the month billing is November 22nd.

## Download MACC's November Calendar

You'll find our recipe of the month (Cranberry Fruit Nut Bread), Tips and Tricks, and TRIVIA!

[Click to download the November Calendar](#)

## MACC Announcements

Maintenance Sunday – November 13th  
From 10:00 a.m. to 3:00 p.m. (Central) on Sunday, November 13th, 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

- ICA CX Summit
- NECA Expo
- SCTBA Fall Conference/ Showcase

# BILLING NEWS

## CUSTOMIZE YOUR BILLS WITH NEW FORMAT OPTIONS

by Steve Turner, Director of Billing Services

Flexibility is good, and with MACC's new bill format with added client options, you now have up to 24 different ways to customize your company's bill. From changing appearances with a new font or colored borders to custom messages throughout the statement, our new bill format options give your company the ability to more closely match your brand and better engage with subscribers.

### See what you can do

The new format has an "explainer" with complete details. You'll find the explainer in the Billing Services section of MACC's Client Central. [You can follow this link](#) to access it, but be sure to use your company's Client Central credentials to [login first](#).

### Key areas of customization include...

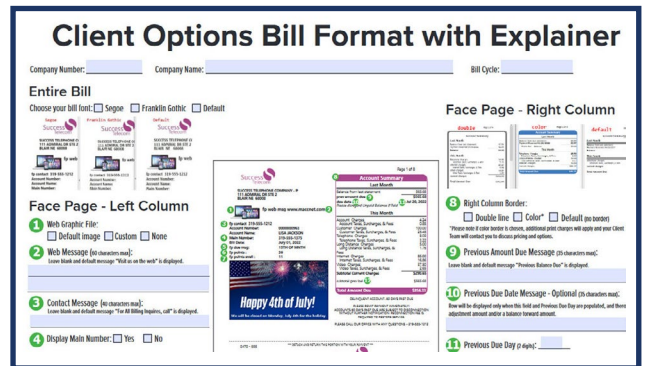
- Adding a web graphic file and message – Add a custom image and message on the top of your bills to encourage customers to visit your website.
- Remit section text – Customize the text in the remit section of your statement or use one of four pre-formatted options.
- Tier heading and ending messages – Add custom messages at the beginning and end of tiers.
- Network end message – Add a closing message beneath individual networks.
- Complete customization details are available on the explainer.

### Ready to customize your company's bill?

The bill format explainer doubles as a fillable form you can download, complete, and send back to MACC using the upload form on the Client Central. If you'd like assistance in completing the form, MACC's Billing Team will be happy to help. They can be reached at [maccbillmaster@maccnet.com](mailto:maccbillmaster@maccnet.com). Once the form is complete and returned to MACC, there is a process in place for you to review the changes prior to their use on real statements. Once you have approved the customizations, they will be visible on your company's next set of bills.

There is no cost to customize your statements, though adding color to statements that were previously using black ink alone will incur added charges. Your Client Solutions Manager can provide details if your company is new to color billing.

MACC's Billing Team looks forward to helping our clients create custom, unique looks for their statements.



## CLIENT RELATIONS NEWS

# 477 + BDC REPORTING POP-UP TRAINING COMING SOON!!

Are you confused by all the requirements for the FCC reporting? Do you just get the hang of it and then the requirements change? Join us every Tuesday in December for Pop-Up Training classes on all things FCC. We know the reporting is confusing and will have the MACC experts on-hand to go through what you can be doing to prepare ahead of time, plus the most efficient way to run the required reporting. Get your whole team online for this Pop-Up Teams session!

This session will be an hour-long, can't-miss, things-you-need-to-know class! More details to follow...so be on the lookout for an invitation soon!



## BILLING NEWS

### 2023'S BILL TRANSMIT SCHEDULE IS AVAILABLE

By Steve Wolff, Billing Operations Manager

2022 has flown by and we're looking to 2023! With the new year not far off, we have the suggested 2023 bill transmit schedule for first of the month billing companies available on MACC's Client Central. [Follow this link to access the schedule.](#)

As a reminder, if your company plans to have a bill insert, please notify MACC's Creative Services Team 10 days in advance of the transmit date if you'd like MACC to produce the document. If you'll be shipping inserts from your office or another vendor, we ask that they are delivered to MACC at least five days prior to your transmit date.



Additionally, please ensure your inserts are assigned to the correct trays in Customer Master and they match what is submitted to MACC on the bill insert form. If you have questions on assigning inserts to trays, please contact your Software Support Representative for more information.

## VERSION 22.2 IS NOW AVAILABLE!

Version 22.2 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 22.2.



#### Customer Master Links

- [22.2 Highlights](#)
- [Update Letter](#)
- [What's New in CM 22.2 Training](#)

#### Additional Product Enhancements

- [Web Self Care Enhancements](#)
- [TMS Enhancements](#)

#### Accounting Master Links

- [22.2 Highlights](#)
- [Update Letter](#)
- [What's New in AM 22.2 Training](#)