

## In this issue...

Client Solutions News  
Software Update  
Client Solutions News  
Billing News  
Technical Information

## 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 (Three-Can Chili), Tips and Tricks, and TRIVIA!

[Click to download the January Calendar](#)

## MACC Announcements

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

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

## CLIENT SOLUTIONS NEWS NEW YEAR...NEW CAPABILITIES

by Joelle Kesling, Director of Client Services

Happy 2023 everyone! I can't believe another year has flown by so quickly!! As we begin 2023, and New Year's resolutions abound, I want you to start thinking about day-to-day efficiencies and functionality in Accounting Master and Customer Master you might not be using. It's so easy to "do things the way we've always done them..." hence, New Year's resolutions...but we've had astounding success working with customers who want to take advantage of everything they can to make the day-to-day work easier.



Sometimes, using new functionality takes a matter of minutes to just set something up – something that can save hours each week (think templates, work flow, and stages). Sometimes the setup requires a little more effort – but the long-run savings are immeasurable. Our PiE (Partners in Efficiency) reviews are a great way to get an all-inclusive list of the things we see in your database that could help with time-savings, and we can also offer a few immediate quick-wins that take virtually no time at all to get set up and going!

Something else to think about as the new year rolls around is getting your customers to move to electronic statements. This will help in several areas, including no more "the bill got lost in the mail which is why my payment is late" excuses – which means you get your money quicker. Additionally, you save on postage – and this can be an enormous savings each month with the continued rising costs from the USPS. Many of our customers have shared with us they no longer offer paper statements to any new customers, which is an easy way to get more electronic statements being sent.

So – let's make a New Year's resolution together – you'll give us a call, and we'll help with efficiencies and time-savers!

Happy New Year!

# SOFTWARE UPDATE

## START THE YEAR STRONG WITH THESE BDC TIPS

by Julie Riecken, Training Support Manager

Hopefully you all attended one of our FCC 477/BDC training sessions last month. It seems the FCC has decided BDC reporting will be the rule going forward. Below are a few key things for Customer Master users to keep in mind with the most important tip being to use the Network and Address Suites for BDC maintenance as it helps with navigation.



- 1) Update your Broadband Subscription/Technology Types with BDC values.
- 2) Update your USP Codes with BDC Technology values.
- 3) Run the mass update on accounts using the FCC USP Broadband Update and FCC USP Telephone Update (your tools may be labeled FCC 477 USP Update depending on your version of Customer Master).
- 4) Update your Network Addresses with the following (\*indicates records that can be updated with the Mass Edit button; the in-grid editor and mass import tools are also helpful):
  - a. Max Download Speed\*
  - b. Max Upload Speed\*
  - c. Latency\*
  - d. BDC Location ID
  - e. BDC Technology\*
  - f. BDC Bus/Res Category\*

Once all of these maintenance tables are up-to-date, you should be ready to run your BDC reports. Closely verify your missing data reports, make corrections, and re-run as needed.

Another suggestion to start the year off right is to make sure you keep up with these important BDC functions to make it easier when you run your bi-annual reports.

## CLIENT SOLUTIONS NEWS

### MACC IS YOUR ONE POINT OF CONTACT

by Joelle Kesling, Director of Client Services

One thing we know MACC does, because we've heard it time and time again, is offer exceptional service our competitors don't. With MACC, you don't have to call and put in a ticket when you need help – you call, we answer. Ok, sometimes you get voicemail ... but we call you right back! We pride ourselves on truly being your partner, which is why we've worked so hard to provide you with a specialized team assigned to your company to help you when you need it most.

Your company has an assigned Software Support Representative (SSR). You should be calling your SSR when you have questions about how to do something in the software. It can be as simple as running a report, entering a payment, creating a new template – or something more in-depth like BDC reporting. If your assigned SSR isn't available, there is a whole team of SSRs that can be of assistance. Your company also has an assigned Client Solutions Manager (CSM). Your CSM should be contacted when you have new business on the horizon, a new vendor you want to interface with, continuing education requests, or anything relating to challenges that are outside of specific software functionality.

The bottom line is this – MACC wants to continue to be your business partner for whatever you need. So we are your one point of contact – you don't have to call several different companies. We are here for you, and if your assigned SSR or CRM doesn't immediately have the answer, they'll get it! We want you to know you can depend on us to help in any way we can. We love when we hear customers say "I couldn't do this without you" – because WE wouldn't be US without YOU!"



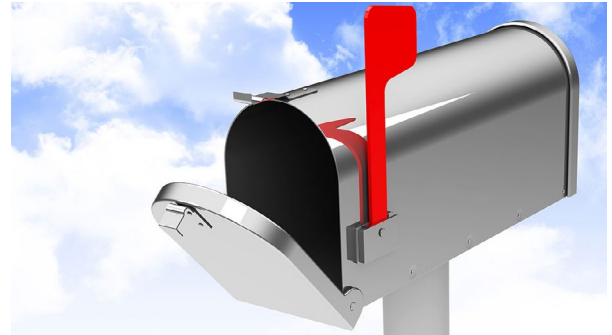
# BILLING NEWS

## POSTAGE RATES WILL CHANGE THIS MONTH

by Steve Wolff, Billing Operations Manager

The U.S. Postal Service is changing its postage rates later this month. Beginning January 22nd, 2023 the following rates will take effect.

The majority of statements mailed from MACC fall into the automated one or two ounce categories. For questions regarding the new postage rates, please send an e-mail to [swolff@maccnet.com](mailto:swolff@maccnet.com).



Weight Not Over (oz)	5-digit	Automation		Full
		AADC	Mixed AADC	Letters
1	\$0.471	\$0.507	\$0.531	\$0.60
2	\$0.471	\$0.507	\$0.531	\$0.84

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

Visit: [macclientcentral.com](http://macclientcentral.com)

