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Transmit Day

April's transmit day for first of the month billing is March 24th.

Download MACC's March Calendar

You'll find our recipe of the month (Gingery Quinoa with Green Beans), Tips and Tricks, and TRIVIA!

[Click to download the March Calendar](#)

MACC Announcements

Maintenance Sunday – March 12th
From 10:00 a.m. to 3:00 p.m. (Central)
on Sunday, March 12th, 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

- WISPAMERICA
- ITA (OR) Showcase Northwest
- MTA Annual Convention
- ICA (IA) Annual Meeting and EXPO
- URTA Annual Meeting

CLIENT SOLUTIONS NEWS

SCORE NEW SKILLS WITH POP-UP TRAINING THIS MONTH

Always love tips and tricks... something new to make our jobs easier!

All sessions provided useful information.

Pop-up Training increased my knowledge on how to use certain modules more efficiently.



These statements are just a sampling of what your peers had to say about MACC's Pop-up Training. The classes, taken from the comfort of your home or office, are an easy and effective way to expand your skills in MACC's products. The next round of Pop-up Training starts on March 7th and runs through the 30th. Don't worry, there is still [plenty of time to register!](#)

We did Pop-up Training a little differently this time around by offering the same courses over four weeks in varied time-slots. Our thought is to make sure everyone has an opportunity to take every class if desired. Follow this link for the complete schedule.

What can you learn during Pop-up Training? Here are three examples of classes:

Accounting Master/Customer Master Best Practices

In this session, we will examine the many aspects of the AM/CM Interface. We will discuss the processes in both Customer Master and Accounting Master for the Billing JE interface, Cash JE Interface, Customer Master Refunds, and Inventory.

Best of Billing

We'll take a look at everything you need to know to not only prepare for, but to run your billing process in Customer Master. Beginning with bill dates, we will look at the entire process all the way through reports and post-billing tools.

Fun with Customer Master Reports

Do you ever get overwhelmed when trying to find the right report or can't find the report with all the data you need? Well look no further! We will look at some of the most common reports used within Customer Master and explain how they can help your company.

We have 12 classes in total so there is something for everyone. [To see the complete line-up, follow this link.](#)

If you have any questions about Pop-up Training, be sure to reach out to your Client Solutions Manager or Account Manager. They'll be happy to help and we look forward to "seeing" you and your team during class.

SUCCESS STORY

A GOOD DECISION...A COLORADO TELECOM SWITCHES TO MACC'S BILLING SYSTEM FOR IMPROVED EFFICIENCY

A great example of a company using MACC's billing system to improve its operation is the Nucla-Naturita Telephone Company (NNTC). The family owned and operated company was founded in 1946 in Nucla, Colorado to provide telephone service to its community. Over its 77 years in business, NNTC expanded its service territory to seven additional Colorado communities and now provides internet access using both wired and wireless technologies. The company also sells mobile phones and calling plans from its office.



Darla Joseph, NNTC's Assistant Manager and Vice President, said, "MACC has been a very positive change for our company. We swapped over to MACC in 2019 and it was such a good decision."

A key boost to NNTC's efficiency has been its use of MACC's eBill, an online bill payment solution, and the increased speed with which they can accept customer payments.

"This has been a timesaver for NNTC as we can answer calls, run a customer's credit card, and not have to wait for the credit card machine to be vacant," Joseph said.

Another driver of efficiency for NNTC has been its use of MACC's solution for point-of-sale and inventory. MACC's solution tracks the number of items available along with their associated value. This crucial inventory information is then tied directly to a company's general ledger account balance. Barcode scanning of items is an option, and this is a feature NNTC uses to streamline the selling of wireless equipment.

"Using point-of-sale has eliminated the need to write the prices on each of the accessories," Joseph said. "We are able to print out labels with the barcode to attach to each item and then we can scan it to let the customer know the cost."

As being able to meet regulatory reporting requirements, including the BDC, is a crucial task for ISPs, MACC's solution also meets this need.

"We have a better handle on our payments with MACC and more confidence in our reporting process to meet all of the necessary requirements," Joseph said.

MACC delivers the outstanding support our clients deserve with a unique three-tiered approach to customer care. This approach ensures clients always have access to a knowledgeable member of the MACC Team if assistance is needed.

"I must add the customer service and support with MACC has far exceeded our expectations," Joseph said. "MACC's support team is always friendly and ready to help!"

CABS NEWS

NEW OFFERINGS TO MAKE YOUR JOB EASIER

by Amy Mommsen, Billing Services Support Manager

Big news from the CABS Team! We have one new service and another service with a more efficient process. Both the new and updated services can make your job easier! The new service is Carrier Invoice Resolution and the service with an updated process is the completion of the NECA CAF ICC Report.

The Carrier Invoice Resolution service will help clients who enroll maximize access revenue through monthly check-ins for outstanding balances or disputes.

How the service works

1. Each month the MACC CABS Team will send a “check-in” e-mail to enrolled clients inquiring about carriers with outstanding balances or disputes.
2. If a client has an outstanding carrier balance or disputed charge, the MACC CABS Team will contact the carrier on the client’s behalf.
3. We will handle disputes with the carrier and/or remind them of unpaid, missing invoices.
4. Follow-up will continue until the issue is resolved.

An important note, MACC cannot be responsible for any litigation between a client and carrier.

Ensure your company is maximizing access revenue with Carrier Invoice Resolution. To get started, visit the link below on MACC’s Client Central. You’ll find pricing and an enrollment form.

- [Carrier Invoice Resolution Service Form](#)

Having MACC complete the NECA CAF ICC Report has never been easier!

For companies who have MACC complete the NECA CAF ICC Report, we have a new process to make this task easier than ever before. Simply follow the link below to upload your company’s NECA CAF ICC Data Request Spreadsheet and confirm you want MACC to complete the required report.

- [NECA CAF ICC Data Collection Request Form](#)

If you have questions on either service, please reach out to me at amommsen@MACCnet.com or 402-533-5268. We look forward to simplifying these important tasks for your company.



CLIENT SOLUTIONS NEWS

TAKE OUR SURVEY TO GUIDE US IN HOW WE SERVE YOU (AND MAYBE WIN SOME MACC MERCH!)

Thank you to those who have taken a minute to fill out our annual Client Satisfaction Survey – we appreciate the responses we've received!

For those who haven't filled out the survey, if you have one minute in the next few days (yes, literally one spare minute), would you please use that minute to fill out [our annual Client Satisfaction Survey](#)?

We use the information you give us each year for strategic product direction, changes in the ways we need to support you, and ways we can be a better partner to you and your teams. That's why we want to get as much information from our customer base as possible – because the more information we have, the better decisions we can make.

Won't you please take a minute (reminder: one minute!) to fill out our survey? [Click here:](#)

Oh ... and don't forget ... you could win some cool MACC Merch just for one minute of your time!!! Everyone who fills out the survey gets their name in the (cool MACC) hat – winners to be drawn March 31st.



DAYLIGHT SAVINGS TIME REMINDER

Daylight Savings Time starts at 2:00 a.m. on Sunday, March 12th. Don't forget to set your switch time AHEAD by one hour at or near 2:00 a.m. on that night.

