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Transmit Day

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

Download MACC's June Calendar

You'll find our recipe of the month (Overnight Oatmeal with Berries), Tips and Tricks, and TRIVIA!

[Click to download the June Calendar](#)

MACC Announcements

Maintenance Sunday – June 11th
From 10:00 a.m. to 3:00 p.m. (Central)
on Sunday, June 11th, 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

- **IBTA Annual Convention**
- **OTA/ATA Summer Conference/ Showcase**
- **TNBA (TN) Annual Meeting & Conference**
- **TSTCI Annual Conference**
- **BAAM (TELSE) Summer Symposium**
- **ICA (Iowa) Golf**
- **IBTA (Indiana) Summer Convention**
- **NTCA SRC LIVE**

CLIENT SOLUTIONS NEWS

MBTC IS RIGHT AROUND THE CORNER!

By Joelle Kesling, Director of Sales + Marketing

As we say about this time every year ... MBTC is right around the corner! Hard to believe in just a few short months we'll all be back together again!

There are numerous reasons why your team should attend MBTC, but I want to highlight a few that I think are most important. The planning that goes into the conference is a result of the analysis we do on the calls we receive from you, the new functionality we add to our products because of your requests, the new service offerings we have available, and items that can improve your efficiencies. By doing this, we can ensure we are bringing you the best information possible.

Not all of you get our newsletter, take additional continuing education classes, subscribe to our WOW classes, or attend our conference each year. These are all the ways we share MACC happenings, additional product and service information, and anything that could affect you. Because we don't get to talk to all of you or see all of you during any of these opportunities, you might be unaware of the benefits you can realize by implementing a new process or using new modules and/or functionality.

This year, we are planning a few new things – how would you like to hear from your peers about a plethora of efficiencies they have gained through process changes, implementation of workflow, application interfaces, or data clean-up? We will have customers sharing with customers ... the best way we know to express the importance of implementing additional products and services. Another change we are making is all breakout sessions and free training classes will be one hour long. We give you a lot of information, so we want to make sure you have time to attend as many sessions as possible.

As your trusted partner, we want this to be a “can't-miss” experience for you. To register, please follow this link: maccnet.com/mbtc.

If you have any questions about the MBTC, you can reach out to Kristi Rounds at krounds@maccnet.com or Kaitlyn Zepnick at kzepnick@maccnet.com. We can't wait to see you in Omaha!



CLIENT SOLUTIONS NEWS

CHANGING OF THE (SALES) GUARD

By Joelle Kesling, Director of Sales + Marketing

We have some exciting changes taking place in the Sales + Marketing department right now!

Many of you know Kathy Rea and Steve Appel, who have been MACC's Sales Representatives for the last 25 years. Kathy retired as of May 12, and Steve is planning his retirement on June 30. We had some big shoes to fill, but we were able to pull from MACC's existing talent pool to find the Sales Reps who will be stepping in to fill them.

Chris Booth has been with MACC since 1999, when he started as part of our Billing Operations team. He's worked in different capacities since then, with his most recent position (for the last 15 years!) being a Client Solutions Manager. Chris's unmatched industry knowledge, along with his understanding of the technical aspects of our products and application interfaces, as well as his client relations skills, make him an ideal candidate as a Sales Rep. Chris will be handling all sales opportunities in our eastern territory, so please be on the lookout for him at conferences and showcases! We are distributing the companies Chris previously took care of as a Client Solutions Manager, so be on the lookout for some additional communication coming your way.



Ryan Thompson, who has been our Creative Services Manager for the last 15+ years, is stepping into the role of Sales Rep for our western territory. Ryan has been heavily involved in the Sales arena for more than a decade creating campaigns, so he understands customer communication and customer relations, and has a unique understanding of how to pique the interest of prospective customers – so we are certain he will manage his new position with ease! Ryan is excited to tackle this new role, so please also look for Ryan at state shows and national conferences.



Rest assured for our website hosting companies: MACC will continue our hosting duties – as well as any updates/changes needed to those websites. Doug Barber, who has been with MACC for almost 10 years, is going to use his writing and creative skills to work with you all to maintain the high level of customer care you've come to expect with our Creative Services team!

Kati Standley is our newest Client Solutions Manager, and she'll be assuming responsibilities for South Dakota, Nebraska, and all our Accounting Master only, CABS only, and Toll only customers. She was a Software Support Representative before her last 8 years as an Account Manager, so she has extensive knowledge of our software and customers.

If you have any questions about any of the changes, please feel free to contact me at jkesling@maccnet.com, or 402.533.5270.

BILLING NEWS

POSTAGE RATES GOING UP AGAIN IN JULY

By Steve Wolff, Billing Operations Manager

The U.S. Postal Service is increasing its postage rates again next month. Together, the various price hikes represent a boost of 5.4 percent. It's the fifth price hike since early 2019 and the second in 2023. Beginning July 9, the following rates will take effect.

Weight Not Over (oz)	Automation			Machinable	Full
	5-digit	3-digit	Mixed AADC	Presorted	Letters
1	\$0.498	\$0.537	\$0.561	\$0.630	\$0.660
2	\$0.498	\$0.537	\$0.561	\$0.630	\$0.660

The majority of statements mailed from MACC fall into the automated one or two ounce categories. For questions regarding the new postage rates, please email me at swolff@maccnet.com.

MACC features can reduce your postage expense

If you're looking for ways to reduce your company's postage expense, MACC offers two alternatives to mailed statements. First, we have eBill which provides your customers with complete online access to their account. Statements can be sent to enrolled customers via e-mail to reduce the number of mailed statements, and payments can be made using several electronic options. If your company already has eBill, make sure you're promoting the service's use. The benefits of eBill are only limited by the number of customers using it. Your MACC Client Solutions Manager or Account Manager can answer any eBill related questions.

A second option, which is included at no extra charge within Customer Master, is the ability to e-mail statements to customers directly from the program. This feature only requires a customer's e-mail address and permission to send statements via e-mail. For assistance utilizing the bill via e-mail feature, contact your MACC Software Support Representative.



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](#)

Please don’t forget: Tariff updates are needed

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 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!

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.

