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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 (Stir-fry with Chicken and Noodles), Tips and Tricks, and TRIVIA!

[Click to download the November Calendar](#)

MACC Announcements

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

Please see [MACC Events](#) for details

MACC TRAINING DECEMBER POP-UP TRAINING

Just in time for the holidays, we got you a gift! Pop-Up training on December 12th and 14th to go over Year-End and Aatrix processing for Accounting Master users.

You can use [this link](#) to register.

We are offering these Pop-Up classes to give you a chance to go through everything you need for Year-End, to make it as easy as possible! Please join us!



BILLING NEWS IMPLEMENTATION OF ONE PAGE BILL

If you were able to attend my presentation during MBTC of the Custom Bill format and One Page bills, thank you for attending. We have seen good response from companies since MBTC that are wanting information on the impact of their company moving to One Page Bills. As I stressed during MBTC, there really is no downside in at the very least, looking into the implementation of One Page Bills for your company. If you are interested, please contact your Client Solutions Manager and then my team will run a test to provide you bill samples and we will also provide you information regarding the # of accounts within your company that would qualify for the One Page Bill. Once you have that information you will be able to decide whether you want MACC to implement One Page Bill processing for your company. I hope you will look into this option for your company by contacting your Client solutions Manager.

If you have any questions about the One Page Bill processing, please feel free to reach out to me by email gstewart@maccnet.com or phone 402-533-5311.

Thanks,

Billing Services Programming Manager – Greg Stewart

MACC NEWS

MACC HOLIDAY HOURS

It's already "that time of year"! MACC's holiday hours are below:

- Thursday, November 23...Closed for Thanksgiving
- Friday, November 24.....Closed for Thanksgiving
- Friday, December 22.....Closed for Christmas
- Monday, December 25.....Closed for Christmas

We hope everyone has a safe and happy Holiday Season!



HAVE A MINUTE?

LEARN SOMETHING NEW WITH A MACC MINUTE TUTORIAL

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



PRODUCT SPOTLIGHT

GOT A GREAT IDEA? MACC WANTS TO KNOW

By Mary White, Product Development, QA, and Tech Support Manager

MACC's product team is excited to announce a new tool to help gather and maintain great ideas. Our goal is to create a positive and collaborative environment in which users of our products can recommend software enhancements and VOTE for great ideas entered by their peers. This will help us collect data on requests that are important for our entire customer base as well as MACC's future.

This feature is a web-based tool developed by Aha! and customized to fit the needs of our product team and customers. This is a private portal, and you must register to become a contributor.

Here's how it works:

Ideas

- You will be invited to a private Ideas Portal via an email invitation from <MACC Ideas support@aha.io>. Main contacts at your company will be receiving the email to register an account.
- You will register with the portal by adding a password.
- Click the Add a New Idea button to submit exciting new ideas for our products.
- When you enter your idea, the site will display any similar ideas, so if your idea already exists.... Select It, Vote for It, and Add Comments!!!

Polls

- On occasion we will publish Polls and they will appear as a Tab on the Portal.
- Polls will allow us to ask questions and get feedback on certain topics.

We will be launching this new feature over the next several weeks. If you do not receive an email inviting you to the portal please contact MACCProdDevl@MACCnet.com to be added as a user. My hope is that you take a tour of the portal and vote and/or enter a great idea for our products.



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.

