



September 2024

eMessage

PRODUCT NEWS

Announcing MACC AI: Meet MIMiR!



We are excited to introduce MACC AI and its powerful new tool, MIMiR (MACC Internal Machine-learning Information Repository). MIMiR leverages the power of Artificial Intelligence to provide quick and direct answers to your questions about MACC’s software. This intuitive tool offers 24x7 support, guiding users through Accounting Master and Customer Master with ease.

Beginning in 24.1, the MIMiR widget is conveniently located in the lower right-hand corner of both Customer Master and Accounting Master. A simple click gives you instant access to MIMiR, allowing you to ask questions and receive immediate responses. MIMiR pulls from MACC’s extensive software documentation to deliver accurate, on-the-spot answers to your software questions.

MIMiR also includes a feedback mechanism with Thumbs Up and Thumbs Down buttons on each response, encouraging users to provide feedback. MIMiR uses AI, which can make mistakes. If you receive an inaccurate answer, simply use the Thumbs Down button to report it. Sometimes, rephrasing your question can yield different results.

We hope you find MIMiR to be a valuable addition to your MACC software experience. Happy exploring!

CABS NEWS

Don't forget...new CABS services can make life easier



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.

Transmit Day

October's transmit day for first of the month billing is September 23rd

MACC's Monthly Recipes

- [Weeknight Skillet Chili](#)
- [Baked Apple Cider Donuts](#)

Maintenance Sunday - 9/08

From 10 a.m. to 3 p.m. (Central) on Sunday, September 8th, our technicians will conduct maintenance on our network.

Industry Calendar

Please see [MACC Events](#) for details

PRODUCT NEWS**Have you heard of Aha!?**

For those who have already signed up, here's the link:
macc.ideas.aha.io

For those who can't wait to sign up, please e-mail:
maccproddevl@maccnet.com to get registered to submit your ideas!

HAVE A MINUTE?**Learn something new with a MACC Minute Tutorial**

If you're short on time, but need to learn how to utilize more features within our products, MACC Minutes are the perfect solution for your training needs. Each online tutorial will leave you with a solid understanding of product features that can make your job easier.

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