PRODUCT NEWS

Unlocking Efficiency with MIMiR: The AI Support Tool for Accounting Master and Customer Master

In the ever-evolving landscape of business software, staying ahead of the curve is crucial. That's why we're excited to promote MIMiR, an innovative AI software support tool designed to enhance your experience with our Accounting Master and Customer Master products.

What is MIMiR?
MIMiR is an advanced AI support tool that seamlessly integrates with your existing Accounting Master and Customer Master products. It leverages cutting-edge artificial intelligence to provide real-time assistance, streamline processes, and ensure you get the most out of your software.

Key Benefits of MIMiR:
1. Real-Time Support: With MIMiR, you have access to instant support and troubleshooting. When you need guidance on using a feature, MIMiR is there to help.
2. User-Friendly Interface: MIMiR is designed to be intuitive and easy to use. Its user-friendly interface means that even those with limited technical expertise can navigate and utilize its features effectively.
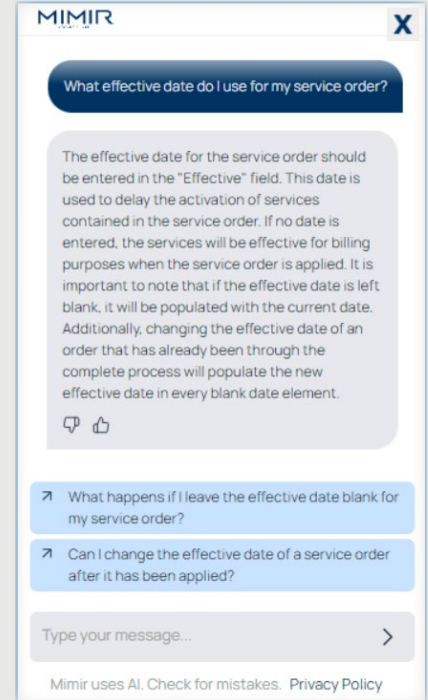
How to Get Started with MIMiR:
Integrating MIMiR into your Accounting Master and Customer Master products is effortless. On upgrade to version 24.1 the tool will automatically be displayed in the lower right corner of the application.

Conclusion:
MIMiR represents a significant step forward in AI-driven software support. By integrating this tool into your Accounting Master and Customer Master systems, you're not just adopting a new technology; you're embracing a smarter, more efficient way of working.

Stay tuned for more updates and detailed guides on how to make the most of MIMiR. We're confident that this tool will revolutionize the way you use our products and help you achieve new levels of productivity and success.

Mary White | R&D Manager | mwhite@maccnet.com

MIMIR X

What effective date do I use for my service order?

The effective date for the service order should be entered in the "Effective" field. This date is used to delay the activation of services contained in the service order. If no date is entered, the services will be effective for billing purposes when the service order is applied. It is important to note that if the effective date is left blank, it will be populated with the current date. Additionally, changing the effective date of an order that has already been through the complete process will populate the new effective date in every blank date element.

↗ What happens if I leave the effective date blank for my service order?

↗ Can I change the effective date of a service order after it has been applied?

Type your message... >

Mimir uses AI. Check for mistakes. Privacy Policy

Transmit Day
January's transmit day for first of the month billing is December 23rd.

MACC's Monthly Recipes
- Triple Chocolate Peppermint Cookies
- Eggnog

Maintenance Sunday - 12/08
From 10 a.m. to 3 p.m. (Central) on Sunday, December 8th, our technicians will conduct maintenance on our network.

Industry Calendar
Please see MACC Events for details

TRAINING NEWS
Jump Start training dates for 2025

The schedule for our 2025 Customer Master Jump Start Trainings is now available. If you or any members of your team are interested in registering for these sessions, you can sign up at https://maccclientcentral.com/macc-u-schedule/.

Should these dates not be convenient, we can arrange company-specific Jump Start Trainings. Please contact your Client Solutions Manager to coordinate alternative dates that work for you.

In addition to Jump Start Training, our MACC Trainers are equipped to provide any web trainings listed on the Client Pages. We will work with you to schedule these as requested. We also offer customized training outside of these topics, including onsite training. Simply reach out to your Client Solutions Manager to discuss your needs further.

Tim Carlson | Team Lead, Professional Services | tcarlson@maccnet.com

2025 Dates
Tuesday, February 11th and Wednesday, February 12th
Tuesday, April 15th and Wednesday, April 16th
Tuesday, June 10th and Wednesday, June 11th
Tuesday, August 12th and Wednesday, August 13th
Tuesday, October 14th and Wednesday, October 15th
Tuesday, December 9th and Wednesday, December 10th

PRODUCT NEWS
FCC Broadband Labels – Improved Data Cap

MACC has enhanced the Data Cap section of the Broadband Label to improve clarity. This change aims to provide clearer label information for customers, especially for services that offer unlimited data.

Maintenance | Common | USP Codes: An "Unlimited Data" check box has been added to the Data Cap group box within the USP Code Broadband Label tab. This allows users to indicate unlimited data instead of specifying a data amount in the Amount GB field. If your service plan includes unlimited data, check the "Unlimited Data" box.

When the box is checked, the Broadband Label view and print for the Data Included with Monthly Price will display "Unlimited Data" and the Additional Data Usage Charge will display $0.00. The "Amount GB" Data Cap, "Additional Data Increment (GB)," and "Additional Data Usage Charge" fields will be disabled.

Additionally, when the Unlimited Data is unchecked, the user will need to populate the Data Cap fields or leave them blank. The Broadband Label view and print for the Data Included with Monthly Price will display 0/GB if the Amount (GB) field is zero or blank, and the Additional Data Usage will display $0.00 if the Additional Data Usage Charge is zero or blank.

Example of Unlimited Data displayed on the English and Spanish Broadband Labels:

Sue Klich | Associate Product Owner | sklich@maccent.com

PAYMENTUS NEWS
Customer Care Tips and Tricks

At Paymentus, we have adopted a Customer Success Client Engagement Model, which combines both operations support and expert strategic guidance to provide support for both you and your customers. **Customer Care is the front door to any request.**

- They have access to all departments, enhanced access to many tools, and they know how to triage and get it to the right place, should that be needed.
- Customer Care, Tier 2 and the Product Support (PSO) groups are trained to be able to assist on many things and in the event a Client Success Manager is needed, Customer Care will route your request to the appropriate team to support your request.
- In either scenario, if a case is opened, a case number is automatically assigned and provided for all in-bound requests for tracking purposes.

You have a dedicated team of Client Success Managers ready to provide support to you and your organization on a wide range of topics, and you may not always hear from the same person directly each time.
- If your inquiry is sent to the account management team, you will hear directly from someone on the team to partner with you through resolution.

When reaching out to Customer Care:
- Every email that creates a case receives an autoreply that provides the assigned case number that they can refer They can refer to it so that we can direct the case to the assigned person. Otherwise, we may spend significant time searching for the original case.
- When reporting an issue: Please provide all necessary information to help ensure efficient collaboration to resolution.
  - Examples (including but not limited to:
    - Screenshots
    - Account number example(s)
    - Exact error message
    - Time/date issue began
    - Is the issue occurring in production or UAT
- When replying to Customer Care/T2/PSO/etc.:
  - Please leave the ref tag in the subject line.
  - This will ensure the reply continues to route appropriately to the representative working with you.
- Do not reply to a closed case.
  - Once a case has been closed, the representative is no longer monitoring that case or any emails that come in for it.
  - In the instance the issue happens to occur again, additional questions come up, please start a new email and reference the previous case number in the body of the email.
- If you have a new inquiry or issue:
  - Do not reach out in an old email.
  - Keep each issue, if not related, separate.
- Always keep customercare@paymentus.com copied on your replies.

Amy Bryant at Paymentus | Senior Client Success Manager

MACC's Holiday Hours:

It's already "that time of year"! MACC's holiday hours are below:
- Tuesday, December 24ⁿᵈ ....Closed for Christmas Eve
- Wednesday, December 25ᵗʰ ....Closed for Christmas Day
- Wednesday, January 1ˢᵗ ....Closed for New Year's Day

We hope everyone has a Safe and Happy Holiday Season!

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.

To view a MACC Minutes tutorial, simply click on a topic, a new browser window will open, and the tutorial will begin automatically. Don't forget to turn up your speakers as each lesson is narrated by a MACC Trainer.

Visit: maccclientcentral.com