

2019 MACC Users Group Agenda

TUESDAY, APRIL 16th

7:30 am - 8:30 am	Registration & Breakfast
8:30 am - 9:30 am	The Tools in Your Toolbox
9:30 am - 10:30 am	Customer Master Year in Review
10:30 am - 10:45 am	Break
10:45 am - 11:45 am	Is The Jackhammer Too Loud?
11:45 am - 1:00 pm	Lunch
1:00 pm - 1:15 pm	Q & A from the Customer Master Morning Sessions
1:15 pm - 2:15 pm	What's New in Customer Master 19.1?
2:15 pm - 3:15 pm	Customer Master Tips + Tricks
3:15 pm - 3:30 pm	Break
3:30 pm - 4:30 pm	DIY: Customer Master Service Order Templates & Customization
<i>Dinner on your own</i>	

WEDNESDAY, APRIL 17th

7:30 am - 8:30 am	Registration & Continental Breakfast
8:30 am - 9:30 am	Customer Master Sales Lead
9:30 am - 10:30 am	Using Your (Customer Master) Tools Appropriately
10:30am - 10:45 am	Break
10:45 am - 11:45 pm	Web Self-Care: How Do Your Peers Use Their Tools?
11:45 pm - 1:00 pm	Lunch
1:00 pm - 2:00 pm	Accounting Master Year in Review
2:00 pm - 3:00 pm	Accounting Master Inventory Best Practices
3:00 pm - 3:15 pm	Break
3:15 pm - 4:15 pm	Tool Time with MACC Customers – Accounting Master
<i>Dinner on your own</i>	

THURSDAY, APRIL 18th

7:30 am - 8:30 am	Registration & Continental Breakfast
8:30 am - 9:30 am	Accounting Master Reports and Financial Reports Wizard
9:30 am - 9:45 am	Break
9:45 am - 10:45 am	Accounting Master Tips + Tricks
10:45 am - 11:15 am	Q & A from the Morning Accounting Master Session
11:15 pm - 12:30 pm	Lunch
12:30 pm - 1:30 pm	Using Your (Accounting Master) Tools Appropriately
1:30 pm - 2:30 pm	What's New in Accounting Master 19.1
<i>Dinner on your own</i>	

Session Descriptions

The Tools in Your Toolbox

During this opening session, you will be introduced to the MACC staff who will be hosting you for the week. We're going to share all the latest MACC news with you – and re-introduce all the tools you have available to you with MACC. We will also go over the agenda, take care of some housekeeping items, and play a little game to get User Group 2019 off and running!

Customer Master Year in Review

There is so much functionality in Customer Master, and we want to make sure you are aware of everything that happened over the past year! We are going to be reviewing the updates made to Service Order Templates, Equipment, Grid Reports, Write-Offs, Inquiry, OCC Thresholds, and Activities. Don't miss this session!

Is The Jackhammer Too Loud?

How are your listening skills? Do you ever feel like you talk and no one listens ... or people talk and you aren't listening as well as you should? During this interactive session, we will be talking about ways to make all of us a better listener. We are also going to be doing some exercises to see how well you listen!

Q & A from the Customer Master Morning Sessions

We want to give everyone a chance to spend a few minutes asking questions from the morning sessions, getting clarification, or just generally sharing helpful hints to your industry peers. That is what has made User Group so successful – learning from each other. So let's spend 15 minutes or so sharing what's in our own tool box!

What's New in Customer Master 19.1

Want to save time? Want to do things more efficiently? We are going to show you at least 5 new enhancements to help you in your daily work! These updates include Service Order Templates, NLAD, address history on moves, Disconnect Wizard default, E911 updates, Security Depots, OCC updates with tax changes, and more!!

Customer Master Tips & Tricks

Think you know all the nuances in Customer Master? Come to this session to test your skills + knowledge! We will be playing a Tips + Tricks game, during which you will learn at least 4 new ways to help your day-to-day efficiencies. A fun, interactive session – see you there!

DIY: Customer Master Service Order Templates & Customization

Wouldn't you like to have information pre-formatted so you can save time every day? During this session, we will talk about how easy it is to apply a profile to a new or existing account. USP codes, OCCs, report areas, and tax areas can be pre-established in a template, and then with a simple click of a button, the details will be associated with the tier – or even the entire account!

Customer Master Sales Lead

How important is it to you to track prospective customers? What about updates for existing customers? During the CM Sales Lead session, we are going to show you how to navigate this module so you are tracking the best and most helpful information for new and current customers.

Using Your (Customer Master) Tools Appropriately

Do you want to get the most out of the tools available to you, to show your value to your company? Are you ever caught off-guard by surprising behavior from your co-worker? We are going to demonstrate some tools that will reinforce your value, as well as introduce some new tools to help your office cohesion.

Web Self-Care: How do your Peers Use Their Tools?

Another “can’t-miss” session as you hear from your peers about all the ways they are utilizing the Web Self-Care product MACC offers. End-users have so much available at their fingertips, and our goal for this session is to have your peers demonstrate the way they use this product, and then have time for questions + answers.

Accounting Master Year in Review

We are not only going to show you all that has happened with Accounting Master over the past year, but we are going to do some Accounting Master Trivia to make sure your tool belt contains all the right tools for you to be successful!

Accounting Master Inventory Best Practices

If you want to understand what is really going on behind the scenes in the Inventory module, this session is for you. We will take a look at the big picture view, and you will leave this session with the knowledge of everything that comes together to make your company’s Inventory accurate and successful!

Tool Time with MACC Customers – Accounting Master

We know sometimes you need a more efficient way to do something, and you want to ask someone “How can I do this?”, and wish it was an industry peer. Now is your chance! Join staff from companies like yours as they discuss what is in their toolbox, and how those tools have helped them in their daily work. The panel will also be taking questions from you!

Accounting Master Reports and Financial Reports Wizard

We’d like to think of this “Wizard” as “magic” ... and hope you do too! Attend this session to review specifics about the reports available to you in Accounting Master, as well as maximizing options available in the Financial Report Wizard.

Accounting Master Tips & Tricks

We want to make sure you are using all the tools available to you in Accounting Master, so when you leave this session, plan to know at least 3 new things to help you in your day-to-day Accounting Master work. This will be a fun, interactive session!

Q & A from the Accounting Master Morning Sessions

Put MACC Accounting Master expert Tim Carlson on the spot, and get your toughest questions answered! Your peers always love hearing how you utilize the functionality in Accounting Master, so we plan for some peer-to-peer sharing during this session as well.

Using Your (Accounting Master) Tools Appropriately

Do you want to get the most out of the tools available to you, to show your value to your company? Are you ever caught off-guard by surprising behavior from your co-worker? We are going to demonstrate some tools that will reinforce your value, as well as introduce some new tools to help your office cohesion.

What’s New in Accounting Master 19.1

You will leave this session with at least 3 new enhancements to help you in your daily work. We will be showing you some new functionality and tools coming your way with our Spring 2019 release of Accounting Master.