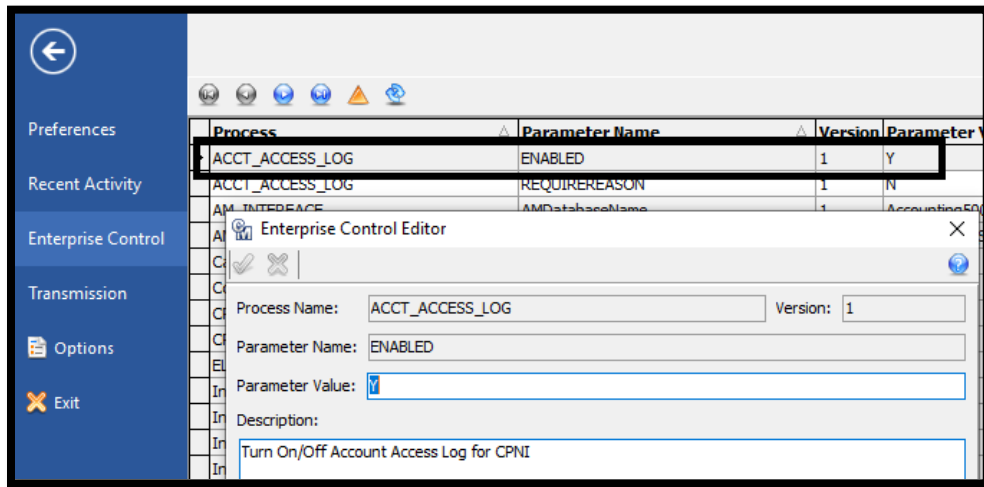


The Administrator's Guide to CM

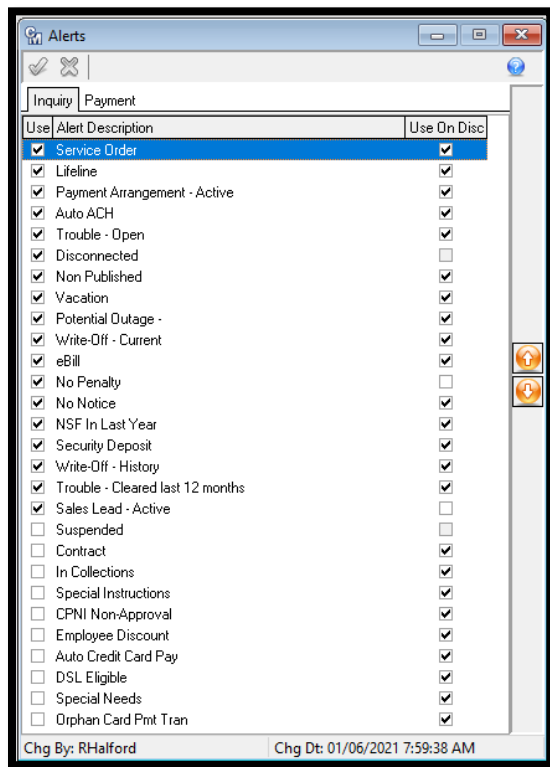
Pop-Up Training

6/15/2021-6/17/2021

- CPNI Access Analysis: Enterprise Control – CPNI Access Log



- Security Roles – review reports frequently – Security System by Role & Security System by Staff
- Tools – Options – review frequently
- Alerts – review and update frequently



- Address Suite
 - Tools – Options – General

Auto-Assignment

Enable Plant Auto-Assignment

Enable Telephone Number Auto-Assignment

Enable Address Auto-Assigned Values

Enable Address Cascade

Enable Tier Update

Types of Service

Not FX or Non-Pub Non-Pub

FX in 911 Non-Pub FX in 911

FX outside 911 Non-Pub FX out of 911

Enable E911 Automation

- Address Security
- Address Consistency & Address Duplicates

Network	8 DEPOT AVE			ARLINGTON	NE	68002
Network	8 DEPOT AVENUE			ARLINGTON	NE	68002

- Address Editor - In-Grid Editing
- Mass Edit

Address Mass Editor

Auto-Assigned Values

E911

Internet Deployment

SAC

Comments

- Account Address Mail Scrub

Account Address Mail Scrub

Clear Cancel / Complete

1. Transmit Addresses 2. Download, Import, Load Scrubbed Addresses Undo 3. Update Addresses

Address Selection:

Bill Cycle: 01 Main Report Area: Scrub All

Email when scrubbed & ready for download: jriecken@macnet.com Report Area: Scrub top 10

Delinquency List Name: Zip: Load Addresses

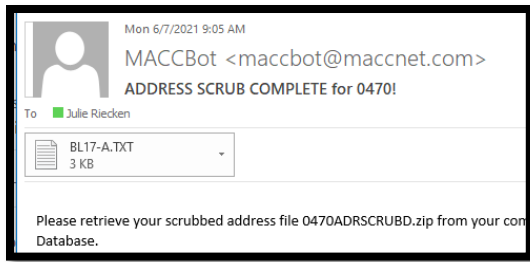
Selected	Scrubbed	Address 1	Address 2	City	State	ZIP	ZIP4	Delivery Pt	Chk Dig	Addr ID
<input checked="" type="checkbox"/>		8520 BRONZE AVE		BLAIR	NE	68008				
<input checked="" type="checkbox"/>		1484 PINE TREE CT		ARLINGTON	NE	68002				
<input checked="" type="checkbox"/>		378 MAIN ST		BLAIR	NE	68008				
<input checked="" type="checkbox"/>		534 RIVER RD		BLAIR	NE	68008				

- E911 Automated Address
- Update Tiers with Auto-Assigned Values

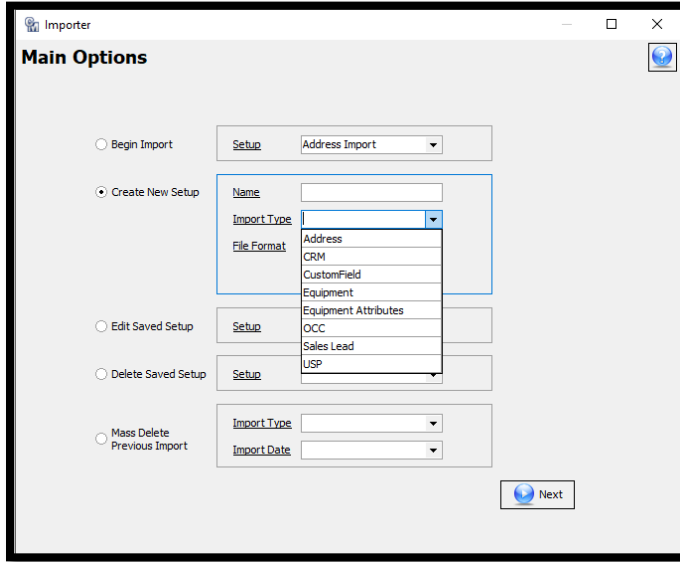
Update Tiers with Auto-Assigned Values

Select Tiers Ineligible Tiers Processing Results

								Tax Area				Plant Area			Serving Area			Se		
Address 1	Address 2	Plant Key	Acct #	Type	Tier #	Status	Inactive Date	Tier Value	Address Value	Update	Non-Billed OCC	Tier Value	Address Value	Update	Tier Value	Address Value	Update	Tier Value	Ac	
<input checked="" type="checkbox"/>	101 MAIN ST		500000003	Account		DNP	05/28/2021	ARL	ARL	<input type="checkbox"/>				<input type="checkbox"/>					ARL	AR
<input checked="" type="checkbox"/>	101 MAIN ST		500000003	Customer	3	DNP	05/28/2021	ARL	ARL	<input type="checkbox"/>				<input type="checkbox"/>					ARL	AR



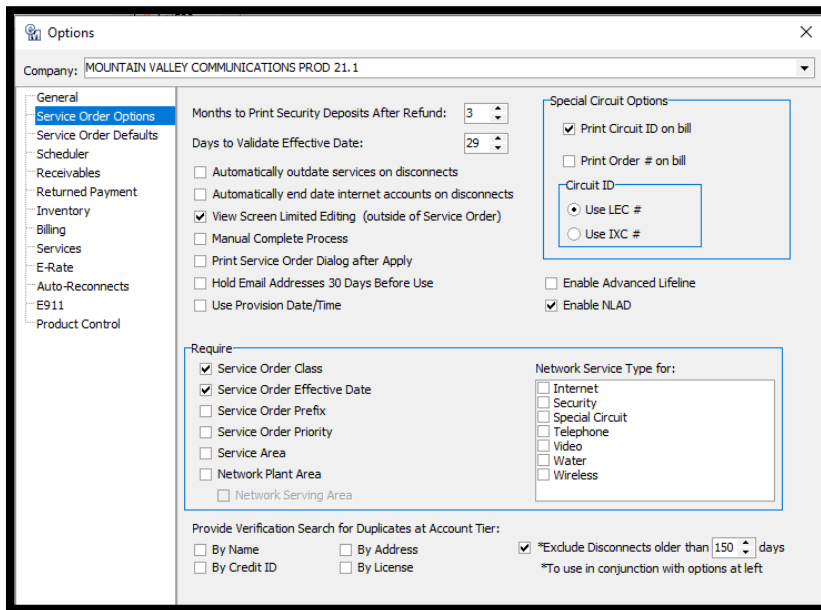
- Importer



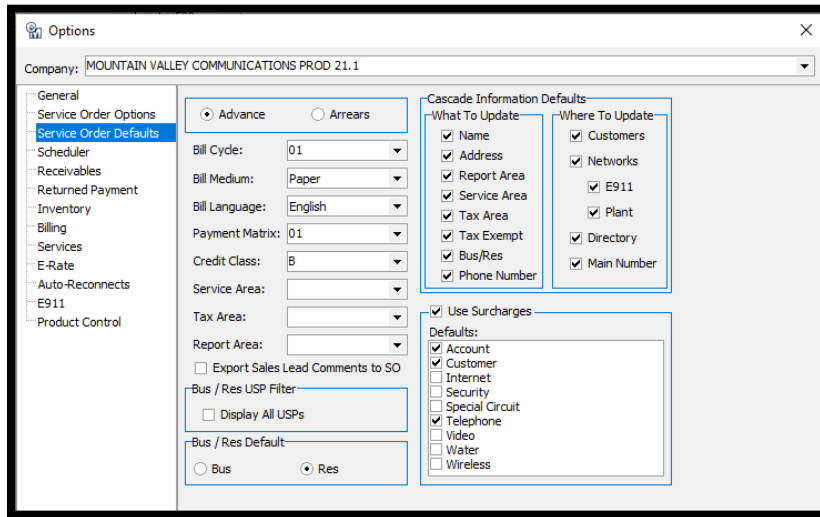
- Address Reports

- Service Order Suite

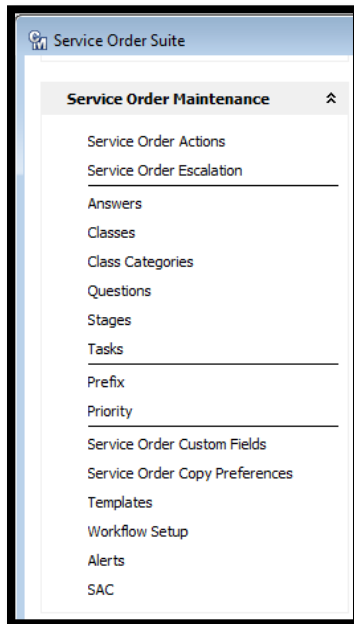
- Tools – Options – Service Order Options



- Tools – Options - Service Order Defaults



- Service Order Suite – Maintenance

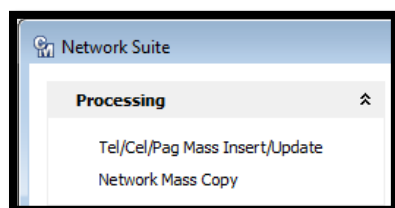


- Service Order & Inquiry Preferences
- Contracts
- Reports
- SO Inbox, SO Search, SO Escalation, SO Messaging, SO Monitor
- MACC Mobile

- Network Suite

- Network Type Preferences
- Network Category Preferences
- Network Maintenance
 - Network Numbers
 - Telephone Number

- Number Reference
- Form 502 Report
 - Includes a row for each thousand block for each NPA/NXX selected (X). While there isn't a column for every type of Status within Customer Master, every type of Status is accounted for in the columns displayed. Telephone, Cellular and Paging data is reported the same. Based on the FCC's rules, Customer Master generates the number counts on the following criteria:
 - Assigned
 - Numbers that are assigned to active networks
 - Includes Ported In numbers assigned to active networks; Includes Ported Out numbers
 - Includes numbers associated with networks in pending service orders, if the order has been pending for fewer than five days
 - If the order has been pending for more than five days, the number moves back to Available for the purposes of this report
 - Intermediate
 - Numbers that are made available for use by another carrier providing service to end users/customers
 - Reserved
 - Numbers that have a Reserved Status
 - If the status remains as Reserved for more than 180 days, the number will then be considered as Available for the purposes of this report
 - Aging
 - Numbers associated with disconnected networks
 - If the network is Residential and disconnected for more than 90 days, the number will then be considered as Available for the purposes of this report
 - If the network is Business and disconnected for more than 365 days, the number will then be considered as Available for the purposes of this report
 - Administrative
 - Numbers that are being used by your company (official lines, test lines, etc.)
 - Donated to Pool
 - Column will be marked with an X if every number in that thousand group has a status of In Use/Ported Out
 - Available
 - Numbers that are available for use
 - Includes numbers with a status of Available/Held
 - Unavailable/Snap Back
 - numbers are not included in this report
 - The report shows totals for each status, other than Available, per NPA/NXX. The report also shows a Utilization percentage for each thousand block. The percentage is based on a full thousand block of numbers, so even though you might have only 500 numbers for an NPA/NXX, the Utilization percentage is still going to show based on an entire thousand block.
- Network Processing



- E911 Suite

- Tools – Options – E911
- Trouble
 - Review all maintenance tables and preferences regularly – Create new, understandable codes (as long as it doesn't impact quality of service or other reporting) – Simplify!
 - Report Codes
 - Cause Codes
 - Equipment Codes
 - Service Order & Trouble Ticket Activities
 - Billable Indicator
 - Trouble Mass Outage

Selected	Network Type	Network Number	Open Ticket	Account Number	Customer Number	Name
<input type="checkbox"/>	Internet	INT0016	<input type="checkbox"/>	500000018	19	BOB WILLIAMS
<input type="checkbox"/>	Internet	INT0014	<input type="checkbox"/>	500000019	20	LIAM BROWN
<input type="checkbox"/>	Internet	INT0047	<input type="checkbox"/>	500000020	21	BARB MOORE
<input type="checkbox"/>	Internet	INT0041	<input type="checkbox"/>	500000021	22	FREDERICK'S GAS & PIZZA

- Trouble Reports
- MACC Mobile
- Receivables
 - Employee Maintenance – Payment Defaults

Pay Method	Monthly (MM)	Day (DD)	Year (YY)	Year (YYYY)	Update Other	Other	Sample	Batch Name
(Default)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		JR060421	[%JR%][%MM%][%DD%][%YY%]
Check	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		060421JRCK	[%MM%][%DD%][%YY%][%YY%]
Cash	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		060421JRCA	[%MM%][%DD%][%YY%][%YY%]
Credit Card	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		060421JRCC	[%MM%][%DD%][%YY%][%YY%]
Money Orde	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		060421JRMO	[%MM%][%DD%][%YY%][%YY%]

- Payment Matrix
- Payment Arrangements & Payment Arrangement Processing

Account Number	Account Name	Taken Date	Pmt Arr Ends	Arrangement Amount	New Status	Bill Date	Net Type	PA Original Balance	PA Ending
50000080	MARTHA GREENE	06/01/2021	06/05/2021	\$163.51	Broken	06/01/2021		\$327.01	
50000080	MARTHA GREENE	06/01/2021	06/03/2021	\$163.51	Completed	06/01/2021		\$490.52	

- Tools – Options - Returned Payments

NSF Fee

Create OCC Fee for Returned Payment Account Tier USP Code: ORC

Chargeback Payment

Create OCCs for Returned Payment Chargeback Account/Customer USP Code: ORALL

Tier Level

Account Tier Detail (Payment Distribution)

Network Type	USP Code	USP Description
Internet	ORINT	Returned Check Chargeback - Internet
Security	ORSEC	Returned Check Chargeback - Security
Special Circuit	ORSC	Returned Check Chargeback - Circuit
Telephone	ORTEL	Returned Check Chargeback - Telephone
Video	ORVID	Returned Check Chargeback - Video
Water	ORWAT	Returned Check Chargeback - Water
Wireless	ORWIR	Returned Check Chargeback - Wireless

Print NSF Notification Letters

Custom Letter File Path:

- Auto-Adjust Credit Class
- Adjust Tier Balance & Automatically Adjust Tier Balance
- Delinquents
- AM/CM Interfaces
- AM/CM Refunds

Closed Account Refunds

All Bill Cycles Check Stub Comment: Refund on Account

One Bill Cycle:

Create OCCs for each Tier

Check Option: Auto-Check Manual Check

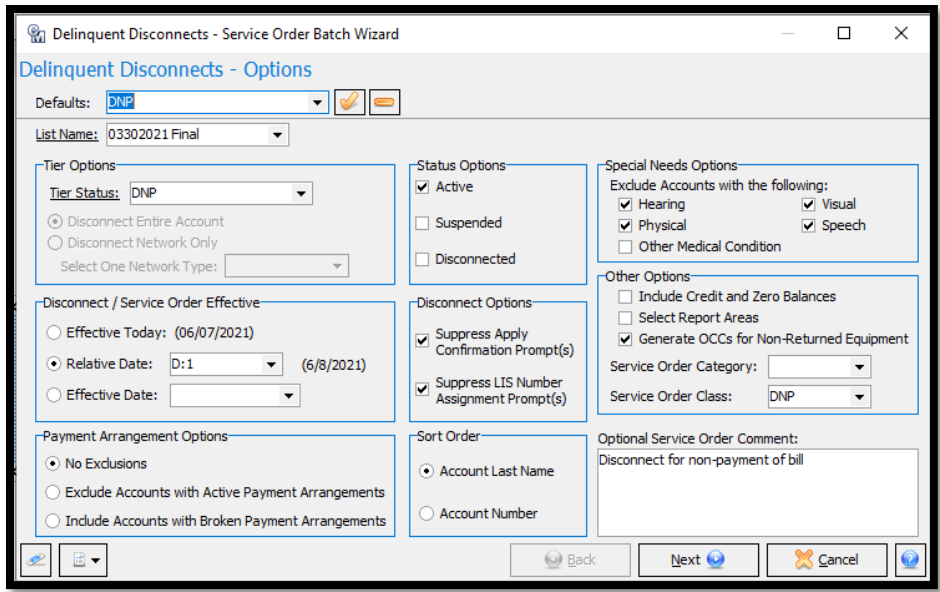
Refund Check	Below Minimum (OCC Only)
USP Code: OREF	USP Code: OREFB
GL Account: 1180.000	GL Account: 1180.000
Min Check Amt: \$0.01	

Selected	Account Number	Name	Inactive Date	OCC/Check Amt	Below Min	Bill Cycle	Address 1	Address 2	City	State	Zip Code	Main Report Area	Report Area
<input type="checkbox"/>	50000015	BEN RODRIGUEZ	03/15/2021	\$45.76	N	01	544 HWY 999		BLAIR	NE	68008	MVC	ACCT

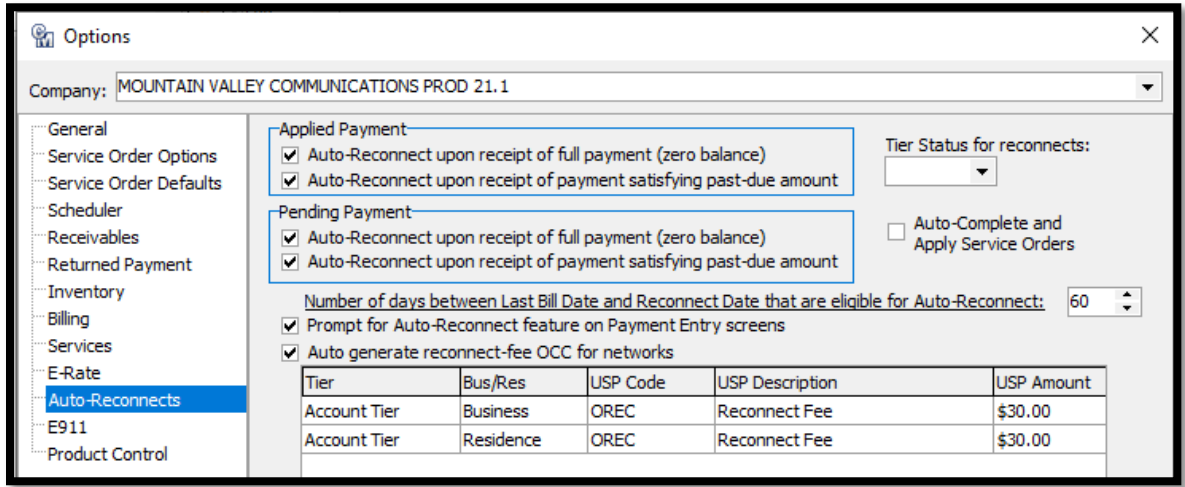
- Report Area Management
 - Create Error Reports using Account Research

- Other Suggestions, Automations & Options

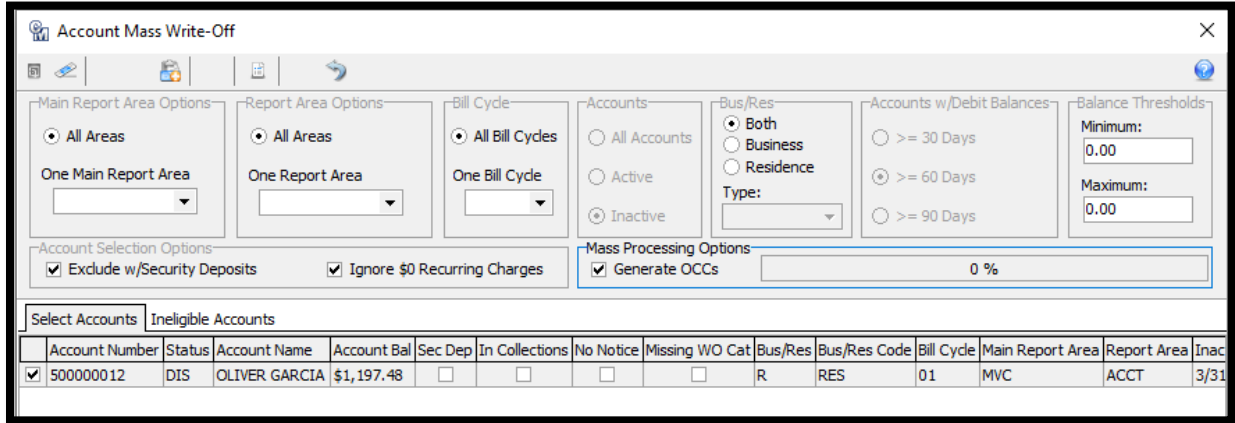
- USP & Bundle Review
- Disconnect Wizard



- Auto-Reconnect




- Write Off & Mass Write Off



- Marketing
- Sales Lead

- Employee Management
 - Employee

- Scheduler
- PiE Review



- **Company Name - ### – Partners in Efficiency – Customer Master Slice of PiE Review**
 - **Updated xx/xx/xx**
 -
 - **Top 3 Suggestions**
 -
 -
 - **3 Quick & Easy Improvements**
 -
 -
 -
 - **Additional Suggestions (for additional discussion)**