

MID AMERICA COMPUTER CORP Customer Master Transmit Bill Cycle Processing (CM 21.2 & up)

The following table describes the steps involved in processing your monthly billing information. This table is for the purpose of tracking monthly bill cycle steps. For instruction purposes, the "Suites" tab drop down will be used.

	SUITE	SECTION / OPTION	DESCRIPTION	1	2	3	4	5	6	7	8	9	10	11	12
			TOLL CUT TRANSMSSION	١											
1	Service	Processing /	All applicable service orders involving toll should												
	Order Suite	Service Order Search	be applied at this time.												
		Cearch	Use service order search to view service orders.												
			Search by pending, completed, and locked.												
2	Billing Suite	Processing /	If Calling Card / Toll Free information is								├─				
_	Dining Gallo	Misc.	maintained, transmit the file to MACC during Toll												
		Transmission	Cut.		L	L			L.,						
	ORTANT IINDER		ecommended that all other users exit Customer Ma can be verified by running the "Connected Users R										2).		
3	Billing Suite	Processing /	Select Bill Cycle and Bill Date												
		Bill Cycle	Ston 4: Format and Fringer Tall Cut Off Data												
		Processing	Step 1: Format and Export Toll Cut-Off Data												
			Carrier Table Report: Will print if there are												
			carriers without a carrier name. (Update												
			carrier names if needed.)												
			<u>Tax Area Master Report</u> : Verify tax areas												
			have the proper tax percentages.												
			Toll Summary Report: Compare this report												
			to prior-month report to check for variations												
4	Dilling Suito	Drocessing /	in totals.								<u> </u>				
4	Billing Suite	Processing / Bill Cycle	Step 2: Upload Toll Cut-Off Data to MACC												
		Processing													
			PRE-BILLING DATA REVIEW	vs											
5	Service	Processing /	All applicable service orders should be applied at												
	Order Suite	Service Order Search	this time.												
			Use service order search to view service orders.												
			Search by pending, completed, and locked.												
6	Receivables	Processing /	Verify all payment batches have been applied and												
	Suite	Apply Batch	all credit card payments have been processed.												
7	Delinquency	Processing /	If applicable, verify the delinquent notices and								├─				
'	Suite	Delinquent	penalties have been completed.												
	D:II: 0 :1	Notices									<u> </u>				
8	Billing Suite	Reports	Pre-Bill Data Error Check – MISC Pre-Bill Data Error Check – OCCs												
			(Edit the amount ranges for your needs.												
			Correct errors and rerun if necessary)												
9	Billing Suite	Reports	Bill Ad / Msg / Drop Insert Accounts					 			\vdash				
	9		Run by "Summary" for each Report Type to verify												
			the number of accounts affected.												
10	Billing Suite	Reports	Bill Ad / Msg / Drop Insert Maint												
	Ü	,	Run this by "Linked" & "Active" for each Report												
			Type to verify which will be included.												
11	Billing Suite	Reports	Duplicate USP												
	-	, ·	Current option (correct errors if necessary)												
IMP	ORTANT	√ Itisr	 recommended that all other users exit Customer Ma	aster	durin	a Rill	Cut	₹ Trar	Smie	sion	(Sten	s.3 –	5).		<u> </u>
	IINDER	√ This	can be verified by running the "Connected Users F	Repor	t" fou	nd u	nder E	Billing	Suite	e / Re	ports		٠,٠		
			BILL CUT BALANCING & DATA VER	RIFICA	TION										
12	Billing Suite	Processing/ Bill	Step 3: Format and Export Bill Cut-Off Data												
		Cycle Processing													
		1 locessing	The following reports are produced during this												
			step: Payments not sent to Bill Master – If												
						•									ı
			applicable, contains NSF/Reversals not												

	SUITE	SECTION / OPTION	DESCRIPTION	1	2	3	4	5	6	7	8	9	10	11	12
			<u>Tax Area Master Report</u> : Verify tax areas have the proper tax percentages.												
			Current Balance Billing Edit Report. — Print last page only, save entire document to adobe format and save to your computer. (This report cannot be reproduced later.)												
			<u>Bill Summary Report</u> – Print this report for balancing.												
13	* Compare:		Current Balance Billing Edit Report:												
	Current Balan Report to Bill S	<u>ce Billing Edi</u> t <u>Summary</u> Report.	Balance Forward = Balance Forward row on the Bill Summary Report.												
			Payments = Payments row on the Bill Summary Report.												
			IMPORTANT REMINDER: Verify the difference column total on the last page equals zero dollars. If there is an amount in the difference column, please contact MACC Software Support immediately.												
IMP	ORTANT	√ Balai	 nce the Bill Summary Report totals to the four follo	wina	repo	rts to	ensu	re vo	ur bil	lina v	ill be	prop	erlv		
	MINDER Billing Suite		essed. OCC Non-Billed Report:	- -	· · ·	1	T	, , , _{, , , , , , , , , , , , , , , ,}	T	, , , , , , , , , , , , , , , , , , ,		,-			
17	Dining Cutte	Теропо	Select the Bill Cycle and Bill Date (set to next future bill date). Options = Non Billed Temporary, Account Options = Both, Load Avail USP Codes & right-click in the grid and click Select All.												
			Only OCCs intended for a future billing should remain on this report.												
15	Billing Suite	Reports	OCCs By USP Code Report: Select the Bill Cycle and OCCs billed on date. Click Load Avail USP Services & right-click in the grid and Select All. Take difference between DB/CR totals and balance to OCC row on the Bill Summary Report.												
			Recurring Charge Balance Report: Select the Bill Cycle and Bill Date. Balance to Recurring Charge row on the Bill Summary Report.												
			Cash Balancing Report: Select Bill Cycle, Billed and the current Bill Cycle Date. Balance to Payments row on the Bill Summary Report.												
			Advertising List: Network Active = Active; Select the "Billed Dates" radio button, Select Begin & End dates (should be the current billing date. Balance to Advertising row on the Bill SummaryReport.												
	ORTANT WINDER	√ If err	l ors exist, undo Step 3, fix data and rerun all report	s. All	data	shou	ld be	corre	ct pri	or to	conti	nuing	with	Step 4	1.
KEI	ULIX		BILL CUT TRANSMISSION TO	MAC											
16	Billing Suite	Processing / Bill Cycle Processing	Step 4: Upload Bill Cut-Off Data to MACC Verify the Bytes Match This step transmits the billing to MACC.												
17	Billing Suite	Processing / Bill Cycle Processing	Step 5: Load Next Bill Cycle Recurring Charges												
		T Toolessaing	All users can now resume Customer Master operations for the new billing month. MACC will notify you when billing is ready for previewing / downloading.												
1145	ORTANT	All companies =	BILLING RETRIEVAL FROM N			press	nd oo	follo	ve:						
	ORTANT MINDER	A .pdf file of your	eceive an e-mail notification from MACC Customer company's bills has been created. Bills can be previe	wed v	vithin	Custo	mer N	/laster	· via B						
	appropriate billing month and the icon selection for "View PDF of Bill." Do Not run Step 6 of the monthly billing process at this time. If your company is on "Print Notify", please return to the Billing Cycle Processing screen to approve billing.														

Select the Bill Date to rotew and View PDF of Bill Billing Inquiry Select the Bill Date to rotew and View PDF of Bill Billing Cocker, Communication of the Billing Cocker, Communication of the Billing Cocker, Communication of the Billing Cocker, Processing Corner to Report Willing Cocker, Processing Corner to Report Willing Cocker, Processing Corner to Report Willing Cocker, Processing Cocker, Cocker, Review and		SUITE	SECTION / OPTION	DESCRIPTION	1	2	3	4	5	6	7	8	9	10	11	12
MACC, provise a random selection of customer Mail. When it is determined the falls customer Mail. When it is determined the falls are provided in the customer Mail. When it is determined the falls are provided in the customer Mail and the c	18	Inquiry														
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Processing				customer bills. When it is determined the bills												
### ACC Cetting Status Page ##																
determine when billing is ready to be retrieved. 1. Meth ACC Silling stusts Page Billing Stulls ACC Silling stusts Page Billing Stulls ACC Silling stusts Page Billing Stulls ACC Silling Stulls ACC Stulls Stulls ACC Stulls Stulls ACC Stulls Stulls ACC Stulls																
19 Billing Sulie Processing / Bill Cycle Processing / Billing Bill Cycle Processing / Billing Billing Bill Cycle Processing / Billing				determine when billing is ready to be												
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Billing Suite Processing Step 2 Step 2 Step 3	19	Billing Suite	Bill Cycle													
Billing Suite Processing Bill Cycle Processing Step 7: Download New Billing from MACC Processing It is recommended that all other users exit Customer Master during Billing Insert Process (Steps 8). This can be verified by running the "Comnected Users Report" found under Billing Suite Processing The following reports are printed during this step. Compare the folials and number of records between these two reports; these totals should match; MACC Retrieval Summary Report Bill Master Report Bill Master Report Bill Master Report Bill Master Report Compare the folials and number of records between these two reports; these totals should match; Compare the folials and number of records between these two reports; these totals should match; Compare the folials and number of records between these two reports; these totals should match in the MACC Retrieval Summary Report. Select the Bill Cycle and Bill Date. Under Report Reports / Reports / Reports / Should match to the MACC Retrieval Summary Report. Select the Bill Cycle and Bill Date. Under Report Processing / Bill Cycle Processing / Bill Cycle Processing / Processing / Processing / Reports Processing / Processing / Reports Processing / Reports (Summary Pedance the BL51A Select the Bill / Patronage Date Processing / Reports (Summary Pedance Areas to the BL51A Select Summary Pedance Areas to t			1 Tocessing													
Processing	20	Billing Suite														
Selling Sulte			Processing													
Step 8: Import and Insert New MACC Billing Bill Cycle Processing			√ It is r √ This	ecommended that all other users exit Customer Ma can be verified by running the "Connected Users F	aster Repor	durin t" fou	g Bill ınd uı	ing In nder E	sert F Billing	Proces Suite	ss (St e/Rep	teps & orts.	3).			
Processing (Compare the totals and number of records between these two reports; these totals should match): - MACC Retrieval Summary Report - Bill Master Report - If Capital Credit company - Patronage Load - Report will appear. Print this report - plans, then include totals from cellular section on the MACC Retrieval Summary Report. 22 Tools - Reports / Reports / Reports / Accounting - Accounting - Select the Bill Cycle and Bill Date. Under Report Type select "Summary". Deselect the Checkbox for "Show Offsetting Entries": - Print the report. These totals should match to the MACC Retrieval Summary Report. 23 Billing Suite - Processing / Bill Cycle - Processing - Previous month's pre-payments are applied to new accounts/category - Creates Bank Collect ACH Payment Batch (optional - run the report of the pending payment batch) - NOTE: There is an option to create the ACH Payment Batch and Bank File outside of the Billing process. Please contact MACC Software Support for instructions and assistance. 24 Reports - Suite - Processing / Reports Capital Credits - Select Summary - Balance to the BL51A - Select Summary - Blance to the BL51A - Select Summary by Report Area - Balance Report Areas to the BL51R (Please refer to the Capital Credits Monthly Balancing Flowchart provided by MACC) 25 Reports - Reports - Reports - Receivables - Processing / Reports / Receivables - Bank Collect Batch Verification: - Bank Collect Batch Verificat	21	Billing Suite	Processing /	Step 8: Import and Insert New MACC Billing					_							
between these two reports: these totals should match: **MACC Retrieval Summary Report** **Bill Master Report** **I Capital Credit company - Patronage Load Report will appear. Print this report. **Cellular - If you do not provide company rate plans, then include lotals from cellular section on the MACC Retrieval Summary Report. **Billing BL84 Journal Entry Report** **Reports / Reports / Reports / Select the Bill Cycle and Bill Date. Under Report Type select "Summary". Deselect the Checkbox for "Show Offsetting Entries". **Print the report. These totals should match to the MACC Retrieval Summary Report. **Step 9: Apply Pre-Pay, Create Bank Collect Payment, Adjust.** **Previous month's pre-payments are applied to new accounts/category* **Previous month's pre-payments are applied to new accounts/category* **Orates Bank Collect ACH Payment Batch (optional – run the report of the pending payment batch) NOTE: There is an option to create the ACH Payment Batch and Bank File outside of the Billing Process. Please contact MACC Software Support for instructions and assistance. **Select Summary Processing / Reports/Capital Credits** **Select Summary - Balance to the BL51A.* **Select Summary - Balance to the																
MACC Retrieval Summary Report																
Bill Master Report				match):												
If Capital Credit company - Patronage Load Report will appear. Print this report.																
Reports / Cellular – If you do not provide company rate plans, then include totals from cellular section on the MACC Retrieval Summary Report. Reports / Select the Bill Cycle and Bill Date. Under Report Type select 'Summary'. Deselect the Checkbox for 'Show Offsetting Entries'. Print the report. These totals should match to the MACC Retrieval Summary Report. Step 9: Apply Pre-Pay, Create Bank Collect Payment, Adjust. Print the report. These totals should match to the MACC Retrieval Summary Report. Step 9: Apply Pre-Pay, Create Bank Collect Payment, Adjust. Previous month's pre-payments are applied to new accounts/category Creates Bank Collect ACH Payment Batch (optional – run the report of the pending payment batch) NOTE: There is an option to create the ACH Payment Batch and Bank File outside of the Billing Process. Please contact MACC Software Support for instructions and assistance. APITAL CREDITS Balance Billing/Patronage Select Summary - Balance to the BL51A • Select Summary by Report Area - Balance Report Areas to the BL51R (Please refer to the Capital Credits Monthly Balancing Flowchart provided by MACC) ACH FILE Bank Collect Edit Report: if errors exist, fix pending payments prior to proceeding • Bank Collect Edit Report: if errors exist, fix pending payments prior to proceeding • Batch – ACHMMDDYY (minddyy = bill cycle date)																
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Select the Bill Cycle and Bill Date. Under Report				plans, then include totals from cellular section												
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	SUITE	SECTION / OPTION	DESCRIPTION	1	2	3	4	5	6	7	8	9	10	11	12
27	Billing Suite	Processing / Bill Cycle Processing	Step 10: Create Bank Collect/ACH File Save file to MACCBANK folder with the following name format: ACH <month><company #=""> (or whatever file name your bank has suggested). NOTE: The creator will be able to enter the effective date of the file during file creation. Compare the ACH file report totals to the ACH payment batch totals. If there is a discrepancy, verify it is ok.</company></month>												
28	Receivables Suite	Processing / Check ACH File	Check ACH File If ACH contains errors, please call MACC software support Prepare to deliver to bank as needed or per company/bank preference.												
29	Receivables Suite	Processing / Auto-Adjust Tier Balance	***OPTIONAL***** If you run your delinquent notices at the account level, or your company DOES NOT post revenues by network to your General Ledger, MACC recommends that you run this tool before running your delinquent notices.												

The user running the billing must have DBO rights on the Customer Master database and the CMREPORT database.

Problems or questions?

Call Customer Master Software Support at 1-800-622-2502.

Or Email: MACCsoftwareSupportReps@MACCnet.com

Please Note - MACC recommends you do not remove or insert any billing steps.