The following is alphabetical list of current web-based training courses. To enroll in any course, or sign-up for our WOW Training program, please contact your MACC Client Relations or Account Manager. You can also enroll in courses online by visiting the Client Pages at www.maccnet.com.

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Accounting Master Course Descriptions

AM/CABS Interface
*Estimated length: One hour*  
*Cost: $80*
Learn the quick and easy steps to set up your CABS monthly revenue entries. The web-based interface will identify revenue-to-CIC designations that will be used to process monthly CABS revenue. We will also cover the simple steps in the import process to review and record these monthly entries.

AM/CM Billing and Cash Receipt Interface
*Estimated length: One hour*  
*Cost: $80*
Monthly billing revenue entries and daily cash receipt entries can be simplified by using the AM/CM interface. Join us for this web training session to learn how the export/import of this data saves you time and ensures accuracy of these journal entries.

Accounting Master Overview
*Estimated length: One hour*  
*Cost: $80*
This session will provide you with basic navigation instructions in Accounting Master. We’ll review many of the icons you see throughout the software as well as general default settings for your company.

Accounts Payable
*Estimated length: Two hours*  
*Cost: $80*
Learn the fundamental processes of the Accounts Payable module including managing your vendors, invoicing and check writing. In addition, we’ll review attachment capabilities that allow for a paperless solution to your invoice storage.

Accounts Receivable
*Estimated length: One hour*  
*Cost: $80*
This session will provide you with details regarding the Accounts Receivable module in Accounting Master. This feature allows you to create and track miscellaneous invoices for purchases. We’ll discuss the setup required to use the module, entering invoices, tracking accounts receivable, and more.

Bank Reconciliation
*Estimated length: 30 minutes*  
*Cost: $40*
Reconcile your cash account every month using the Bank Reconciliation module in Accounting Master. All transactions recorded to your cash account will automatically be moved to the bank reconciliation feature. During this web session, we will review how to move your outstanding transactions to a cleared status. We’ll also discuss how to add bank transactions, such as interested earned or bank fees, to your general ledger.

Continuing Property Records Maintenance
*Estimated length: One hour*  
*Cost: $80*
Tracking and maintaining Continuing Property Records (CPR) is essential for telecommunications companies. During this session, we’ll discuss the setup required for CPR information tracking. We’ll review the various maintenance tables and tracking of individual CPR records.

Continuing Property Records Automation
*Estimated length: One hour*  
*Cost: $80*
Once you’ve taken the CPR Maintenance course, you may be ready for this course. During this session, we will review the CPR Automated Edit/Post tool, CPR Retirements, and more.
Creating Financial Reports and Cash Flow Statements
*Estimated length: 90 minutes Cost: $80*

The trainer will demonstrate how to set up and maintain your financial reports including income statement, balance sheet, and consolidated report formats. Along with these basic financial reports you will also be taken through the steps of creating a Cash Flow Statement. If you are responsible for these reports, you don’t want to miss this valuable training opportunity!

Customer Master Refund Interface
*Estimated length: One hour minutes Cost: $80*

Eliminate the one-time vendors in your database due to customer refunds by using the CM Refund Interface. This feature is designed to take information in Customer Master for closed account refunds, security deposit refunds and open account refunds and deliver it to the AM check writing process. No vendor entry or invoice entry is needed. Checks are written based on data provided from CM. This training will identify all three types of refunds and the processes followed in both CM and AM to complete the checks.

General Ledger
*Estimated length: Two hours Cost: $80*

This session offers valuable tips in efficiency, from the management of your chart of accounts to the closing of your period. During this time we will also cover the step-by-step process of labor distribution and benefit clearing, which includes instructions on how to setup and manage of your clearing accounts.

General Ledger Budgeting
*Estimated length: One hour Cost: $80*

During this session we will take an in-depth look at various functionalities and reporting features of the budget module. You’ll learn how departments and budget categories can be incorporated for more extensive tracking. We’ll also discuss tracking budget at the suffix level. A review of budget reports is also included in this session.

General Ledger Depreciation
*Estimated length: One hour Cost: $80*

This session will specifically focus on the depreciation options available in Accounting Master. We will review the maintenance tables associated with depreciation, the various calculation methods, and reports.

Human Resources
*Estimated length: One hour Cost: $80*

This new feature is available to companies using MACC’s payroll module. In this system, you’ll be able to track human resources-related information for your employees including Reviews, Incidents, Training, Licenses & Certifications, Skills, Education, and more. You will also be able to attach documents to an employee’s record.

Inventory Bar Code Scanning
*Estimated length: 30 minutes Cost: $40*

Learn how to use Accounting Master’s bar coding solution to help maintain your inventory items. Both accounts receivable and materials management inventory items can be tied to UPC bar codes for movements of purchase, issue and resale. The scanning feature also carries into serial number tracking and is a great way to store information accurately and efficiently.
Inventory Maintenance
Estimated length: One hour Cost: $80
Learn how to effectively track your inventory records - whether for resale, capitalization, or internal use of the items. In this session, we will review the process of setting up inventory maintenance tables and adding inventory to your Accounting Master database.

Inventory Processing
Estimated length: One hour Cost: $80
Once you have effectively learned the basics of Inventory Maintenance, you’re ready to learn about Accounting Master’s powerful inventory management options. You’ll learn how to perform inventory batch posting, inventory data imports and inventory reconciliation. We’ll also review inventory reports.

My Time
Estimated length: One hour Cost: $80
During this session, you’ll learn how to manage labor records in Customer Master, which can then be exported to Accounting Master. When you are in Service Order, Trouble Tickets, or just performing daily functions in Customer Master, you can easily click on the My Time button to add labor records which can easily be moved to payroll for approval.

Network Inventory Interface
Estimated length: 90 minutes Cost: $80
Inventory tracking is a constant battle. In this session you will learn about the interface designed to fight that battle. A real-time link between Accounting Master and Customer Master will enable you to assign equipment to customers through the service order process. Not only do you have the benefit of seeing equipment assigned to customers, but the link will also relieve inventory from your financial books. During this session we’ll teach you the processes, procedures and reports to help unify inventory efforts within your company.

Payroll
Estimated length: Two hours Cost: $80
Maximize Accounting Master’s capabilities by reviewing the framework of your payroll module. This training will highlight efficient ways to manage your deductions, pay types and employee information. Additional payroll functions such as the auto accrual of your benefit hours and employee direct deposit options will also be discussed.

Payroll Auto-Calculation of Overtime
Estimated length: Two hours Cost: $80
Take the manual work out of timesheets. Accounting Master introduced a new automated process in 6.4 to assist with the calculation of overtime. Based on company parameters, AM can deliver potential overtime/double-time hours to the payroll cycle process. Once approved, these records are converted into actual OT labor details. This training will walk through the setup, identify your company needs and prepare your database for this automation.

Payroll Benefit Auto Accrual
Estimated length: One hour minutes Cost: $80
Simplify your payroll process by using Accounting Master’s benefit auto accrue feature. During this session you will learn the advantages of creating benefit auto accrue plans. Whether your benefit plan is calculated on an annual basis or an employee anniversary date, we’ll discuss the options you have to develop a plan to fit your company’s needs.
Point-of-Sale Maintenance and Management
Estimated length: One hour Cost: $80
Before using the Point-of-Sale system, there are a number of POS maintenance tables that are required. During this session, we’ll teach you how to arrange your POS maintenance tables including POS Tax Groups, Station Setup, Clerk Setup, Promotional Pricing and more. We’ll also review management functions associated with the POS module.

Point-of-Sale Register/Clerk Training
Estimated length: One hour Cost: $80
Once POS has been set up in your Accounting Master database, you’ll want your clerks to understand how to utilize POS. This session will go over everything that your clerks will need to know when working in a POS environment.

Purchase Order
Estimated length: One hour Cost: $80
Training on purchase order will take you through creation of a purchase order, receiving an order, processing, and reconciling. Use Purchase Order to track your orders and transition those orders into Inventory as they are received.

Purchase Order Requisition
Estimated length: One hour Cost: $80
Many companies have a need for various approvals when purchase orders are created. This session will take you through the PO Requisition setup, use of the PO Requisition Inbox, the PO Requisition Approval Process, and more.

Stock
Estimated length: One hour Cost: $80
Accounting Master’s Stock program allows for detailed record keeping of purchased, transferred and sold stock certificates. During this web session we will review the maintenance of your stockholder’s as well as how to run stock dividend processes. We will also review the reports available for you to review your stockholder information.

Time Management System (TMS)- Administrator Training
Estimated length: Two hours Cost: $80
During this session you and the trainer will start to build the necessary tables in Accounting Master to accommodate the newly installed TMS interface. Administrator functions in both Accounting Master and the TMS website will be addressed during this training.

Time Management System (TMS) - Employee Training
Estimated length: One Hour Cost: $80
This training is designed to walk an employee through the Time Management System. We’ll discuss how to enter time, how to view a timesheet, how to edit/delete time that already exists as well as the add-on features of the TMS system.

Time Management System (TMS) - Manager Training
Estimated length: One Hour Cost: $80
Learn the complete functionality of the Time Management System including how to enter your time into the web timesheet and the monitoring/managing capabilities available within the interface. Additionally, during this session, we’ll go through the step-by-step process of how to approve time within Accounting Master.

What’s New in Accounting Master 16.1
Estimated length: One hour Cost: $80
This session will be an overview of the new functionality included in AM 16.1. We’ll discuss a new Bank Reconciliation Import, Employee Workflow process, Accounts Receivable custom report designer, and Invoice Creation from the Payroll Process, just to name a few topics.
What’s New in Accounting Master 16.2

Estimated length: One hour Cost: $80

During this class, we’ll review the new functionality that will be included. Some topics are new features associated with Customer Master Labor Entry, PO Requisition notifications through email, saving payment process images, write-off and void options in Account Receivable, positive pay file creation options, and more.

Work Order

Estimated length: One hour Cost: $80

What is the quickest way to review your telephone plant under construction account? The answer lies within the Work Order module. Effective tracking of labor, inventory, invoices to the proper Work Order will allow you to run an analysis of this valuable data. In this session, we will review how to enter a work order and tie it to the many transactions processed in Accounting Master. We will also discuss the auto work order close feature - making this module even more valuable and efficient.

Work Order Invoice/Accounting Master Job Costing

Estimated length: One hour Cost: $80

This new module allows you to create work orders in Accounting Master and import the information into Customer Master. You may then tie those work orders to customer premise equipment and time and labor OCCs in Customer Master. Projects may be defined as either time & materials or contract. An on-demand invoice may be created for the work effort, in addition to the charges appearing on the end-users bill. This is a great way to track accounts receivable for miscellaneous projects and work effort.

Year End Processing

Estimated length: One hour Cost: $80

If you’ve never been through Accounting Master year-end processing, or if you simply want a review of the year-end processes, you’ll want to join us for this session. We’ll discuss closing out of your year, making adjusting entries, and reporting. We’ll also review with you any setup that should be done before you begin the next fiscal year.
Customer Master Course Descriptions

477 Reporting Updates (CM 14.1)
*Estimated length: 30 minutes Cost: $80*
This session will review all of the new functionality to assist you using Customer Master’s FCC Form 477 reporting tools. New features will allow you to produce the information necessary for reporting to the FCC in 2014.

Address Management
*Estimated length: 90 minutes Cost: $80*
From duplicate zip codes to invalid E911 addresses and everything in between - this session will review all of the address maintenance tables, tips on cleaning up and maintaining good addresses and use of auto-assignment functionality. If you’re thinking of cleaning up Plant, Address Management should come first.

Adjust Tier Balances
*Estimated length: 30 minutes Cost: $40*
In this session, we will review the Adjust Tier Balance and Auto-Adjust Tier balance tools. What do these features do, and why is important to run these critical steps? How will use of these tools impact your delinquents?

Auto-Reconnect Setup
*Estimated length: 30 minutes Cost: $40*
This session offers participants an easy and efficient way to handle reconnections of accounts that have been disconnected for non-pay. A one-time setup allows users to run this tool and reconnect accounts without having to perform manual service orders.

Bill Messages – Ads – Drop Inserts
*Estimated length: 90 minutes Cost: $80*
Learn how to create company-defined bill messages to send to all of your customers or those that meet specific criteria. Bill messages are a simple and easy way to promote your company, products and services or send any customized message you want your customers to hear about!

Bill Presentation Options
*Estimated length: 45 minutes Cost: $40*
This session is a quick review of Customer Master billing options - which allow you to arrange your bills based on your company preferences.

Billing Reports
*Estimated length: Two hours Cost: $80*
This session will focus on your company’s own monthly billing reports. Because there are so many different reports and so many different versions of each, we’ll take an in-depth look at the reports you currently use, as well as those with which you might not be familiar. The goal is to streamline your monthly post-billing efforts by using these reports to their fullest potential.

Bundles
*Estimated length: 90 minutes Cost: $80*
The Bundles session will cover all aspects of Bundle usage, from creating and maintaining bundles to using them on accounts. Options for reporting on Bundles will also be included.
Capital Credits Allocations
*Estimated length: 90 minutes Cost: $80*
During this session, you will learn how to review and verify capital credits and billing reports to prepare for allocation. We will also discuss the allocation process.

Capital Credits Disbursements, Tools & Reports
*Estimated length: 90 minutes Cost: $80*
Learn how to manage the capital credit disbursement process in Customer Master by reviewing the Individual and Yearly disbursement processes. Discuss the advantages in utilizing the Special Disbursement Option. In addition, we will review the various capital credit tools and reports to help with the efficiency of managing capital credit members.

Capital Credits Monthly Balancing
*Estimated length: 90 minutes Cost: $80*
Discuss the monthly balancing process check list for Capital Credits, review reports used for balancing and tools available for corrections.

Capital Credits Setup, Maintenance, & Service Order
*Estimated length: 90 minutes Cost: $80*
Review the basic structure of Capital Credits, maintaining member information and how to make member number changes through the service order process with unique situations.

Client Relationship Management (CRM)
*Estimated length: 30 minutes Cost: $40*
Tracking contacts and interactions with your customers is more important than ever. Use the Client Relationship Management (CRM) tool to track your individual contacts. During this session, we will discuss how to set up the CRM tool with tables that meet your company’s needs, how to track individual contacts with your customers, and how to report on your contacts.

Contract Management
*Estimated length: 90 minutes Cost: $80*
This valuable feature is useful for all companies that track contract and agreement information on accounts. You will learn how to create, print, and track contracts for new and existing customers. You'll also be able to edit your customizable contract verbiage, attach an electronic signature, and be alerted when a contract account is about to be disconnected.

Customer Master Refund Interface
*Estimated length: One hour minutes Cost: $80*
Eliminate the one-time vendors in your database due to customer refunds by using the CM Refund Interface. This feature is designed to take information in Customer Master for closed account refunds, security deposit refunds and open account refunds and deliver it to the AM check writing process. No vendor entry or invoice entry is needed. Checks are written based on data provided from CM. This training will identify all three types of refunds and the processes followed in both CM and AM to complete the checks.

Customer Master Tools and Options
*Estimated length: 45 minutes Cost: $40*
This session will review the options available under the tools-options menu. We will discuss how you may customize Customer Master to suit your company's needs.
Delinquency Setup
*Estimated length: 90 minutes Cost: $80*
Delinquency Setup – Review the Delinquent Set up Wizard and the different set up options. We’ll discuss various obstacles that can affect the results of the delinquent notices.

Delinquents and Collections
*Estimated length: 90 minutes Cost: $80*
In this session we will demonstrate how the user can utilize the Delinquent Setup Wizard to create criteria for accounts eligible for Delinquency and Collections, printing a list for Notices, Late Penalties, E-mail Notification, Disconnects, and Collection purposes.

Delinquent Notice and Other Processes
*Estimated Length: 90 minutes Cost: $80*
We will discuss various obstacles that can affect the results of the delinquent notices, review the delinquent notice creation process and delinquent reports.

Directory and Directory Assistance
*Estimated length: One Hour Cost: $80*
During this session we’ll review how to manage your customers’ directory listing information in Customer Master, create additional and separate listings, review directory reports and create a directory file to send to your publisher. We’ll also discuss creating directory assistance files to be sent to your DA provider.

Disconnect Wizard
*Estimated length: 30 minutes Cost: $40*
During this session you will learn how to utilize Customer Master’s automated disconnect wizard. Based on your delinquent listing, service orders are created and applied on past-due accounts.

E911
*Estimated length: One hour Cost: $80*
Learn about MACC’s E911 module. We'll discuss the E911 options and setup, address maintenance, importance of the MSAG, and how to update E911 information via the service order module.

Electronic Documents
*Estimated Length: 30 minutes Cost: $40*
This will demonstrate Customer Master’s ability to store, view, and open electronic documents related to an accountholder. Files such as Microsoft Office Documents, PDF’s, JPEG’s or GIF’s, or any other document stored in an electronic format can be associated with an account and accessed from Customer Master.

Equal Access Reporting & PIC Rejections
*Estimated length: 45 minutes Cost: $40*
During this session, we will demonstrate how to run your equal access CARE reports in Customer Master. These reports can be sent to the IXCs so they are aware of changes to your common customer accounts. In addition, we will review our PIC rejections tracking system. This feature allows you to track LOA rejections, inquire on the information, and report rejections out of Customer Master.
E-Rate
*Estimated length: One hour Cost: $80*
Many changes have been made to the E-Rate module in CM 7.5. During this specialized class, we will review the E-Rate module in its entirety, including the following enhancements:

- Multiple FRNs can be associated with one account
- Multiple accounts can be associated with one FRN
- USP Groups make it easier to apply discounts
- Create manual adjustments or mass adjustments
- Warning during mass adjustments when you are about to exceed funding limit
- Toll adjustments may be auto-generated
- Toll adjustments are date-specific
- Improved reporting

Importer Tool
*Estimated length: One Hour Cost: $80*
During this session, we will demonstrate how the Importer tool within Customer Master gives you the ability to mass load four different types of common datasets to your database from an outside source: Addresses, CRM rows, OCCs and Quotes/Prospects.

LIDB/CNAM
*Estimated length: One hour Cost: $40*
During this session we will discuss how to track LIDB (Line Information Database) information, enter CNAM (Calling Name and Delivery) options, and create an electronic file for LIDB/CNAM Vendors within Customer Master.

Marketing and Campaign Manager
*Estimated length: 90 minutes Cost: $80*
This session covers the features available in Customer Master to help you market your services. We’ll review Bill Messaging, Suggestive Marketing and Client Relationship Management.

My Time
*Estimated length: One hour Cost: $80*
During this session, you’ll learn how to manage labor records in Customer Master, which can then be exported to Accounting Master. When you are in Service Order, Trouble Tickets, or just performing daily functions in Customer Master, you can easily click on the My Time button to add labor records which can easily be moved to payroll for approval.

Network Number Management
*Estimated length: One hour Cost: $80*
This presentation is designed to show you how to manage the telephone and other network numbers within Customer Master. We’ll discuss how to set up the maintenance tables associated with network numbers, how to reserve or assign numbers, and the reporting that is available to help you monitor network number assignment.

NLAD and Customer Master
*Estimated length: 90 minutes Cost: $80*
NLAD is the National Lifeline Accountability Database. It’s designed to help telephone companies identify and resolve duplicate claims for Lifeline-supported service (for both telephone and wireless services) and to prevent future duplicates. We’ll discuss the latest information on this topic during this session.
Notification Tools in Customer Master
*Estimated length: One hour Cost: $80*
Customer Master includes a number of notification tools that are available to use. During this session, we’ll provide you with detailed setup information regarding Service Order and Trouble Ticket inbox notifications, Trouble Ticket Escalation, Web Messenger, Delinquent Notifications, Cleared Trouble Notifications, and the Service Order Welcome Packet. Let Customer Master help you communicate both internally and with your customers!

Payment Arrangements
*Estimated length: One hour Cost: $80*
This training session will focus on creating payment agreements for customer accounts. Identify when payments are expected and print payment arrangement agreements for your customers. Use the Payment Arrangement Processing tool to update payment arrangements that have been completed or broken. Reports are available to help you manage your arrangements. We will also discuss detailed payment arrangement options.

Quotes & Prospects
*Estimated length: One hour Cost: $80*
Ever have a need to track prospective customers without creating a full account? During this session, we’ll review your options in tracking new prospects or tracking quotes for existing customers.

Returned Payment Options
*Estimated length: 30 minutes Cost: $40*
Having trouble tracking returned payments? This session offers a quick and easy solution. With just a few setup requirements, managing returned payments will no longer be a manual process.

Scheduler
*Estimated length: One hour Cost: $80*
Two options are now available in Customer Master. The standard scheduler allows you to keep a simple schedule of appointments by units. The advanced scheduler allows you to view individual schedules, schedule specific appointment times, and print a report of the day’s schedule.

Service Order Efficiencies
*Estimated length: One hour Cost: $80*
A high-level training session on using the staging functionality in Customer Master to better manage your Service Order process and improve office efficiency. Learn how to build stages, assign Service Orders to employees through the Inbox and set up Questions and Answers tied to Service Order classes. Also, learn how to use the Scheduler in Customer Master to assign Service Orders to dates and times. A great training session for any company looking to streamline their business processes.

Taxes and Surcharges
*Estimated length: 90 minutes Cost: $80*
Managing your taxes and surcharges can be one of the most difficult and time-consuming tasks within Customer Master. This session will review the entire Tax Code – Tax Area – USP Code taxation relationship, as well as your use of surcharges as taxes, USP codes or as true surcharges. By understanding taxes in Customer Master, you may find you need to perform a complete tax analysis and do some clean-up and/or restructuring and MACC Customer Service is available to help.
Trouble Tickets - Advanced
*Estimated length: One hour Cost: $80*
This course shows you how to utilize the advanced optional features of the Trouble Ticket module in Customer Master. Learn how to use Categories and Actions, Trouble Ticket automatic escalation and notification, SMS text and Email notification, Trouble Ticket Inbox and the Mass Outage tools.

Trouble Tickets - Basics
*Estimated length: 90 minutes Cost: $80*
Learn the basics of setting up and managing your trouble tickets from start to finish. Topics covered include reviewing trouble maintenance tables, creating and assigning trouble tickets, clearing tickets and trouble reports. A great training session for anyone that wants a high level overview of the Trouble Ticket module.

What's New in Customer Master 16.1
*Estimated length: One hour Cost: $80*
Customer Master 16.1 includes updates to existing functionality as well as new options that all make your processes more efficient. Trouble Tickets have been upgraded to now include Classes, Stages and Tasks, making the ticketing process run similar to Service Orders. Free Form fields are now available, allowing you to design, track and report on key information that may be specific to your company. Updates to Inquiry as well as reports can also be found in this latest release.

What’s New in Customer Master 16.2
*Estimated length: One hour Cost: $80*
This class will review the new functionality included in 16.2. Some topics will be a new My Time Labor Entry interface with Accounting Master, a Rewards Program, updates to Personal Bill Messages, a new Service Order Escalation tool and more.

Wireless Billing with Customer Master
*Estimated length: One Hour Cost: $80*
The wireless session will cover all aspects of billing wireless through Customer Master. An in-depth look at the creation of USPs and associated Rate Plans, plus using plans on networks is included. This session will also include wireless ‘rules,’ usage and available reports.

Write Off
*Estimated length: 90 minutes Cost: $80*
All aspects of Write Off will be discussed in this session. Demonstrations of options such as category priorities and spread payments, as well as reporting options, will help users take advantage of the Write Off functionality available in Customer Master.
Customer Master Plant Course Descriptions

Advanced Plant
Estimate length: Two hours Cost: $80
During this session you will learn optional and advanced plant functionality, including how to create plant views, use the plant organization editor, set up attributes, and utilize the cut-sheet.

Basic Plant
Estimate length: Two hours Cost: $80
Learn the basics of effectively building your outside plant in Customer Master. Topics covered include building plant codes and details; understanding network/service addresses; assigning plant to customer records; and generating plant reports. A great course for anyone looking to gain a basic understanding of managing and maintaining plant in Customer Master.

Customer Master Plant Options & Equipment
Estimate length: 90 minutes Cost: $80
Learn ideas for more effectively utilizing the Plant module within Customer Master. Also learn how to track and manage Customer Premise Equipment and utilize the Network Inventory Interface to Accounting Master.

Customizing Customer Master
Estimate length: One Hour Cost: $80
Have you implemented all of the latest customization features in Customer Master? During this session, we’ll teach you how you can use the custom ribbon, custom views, Quick Access Toolbar, and more.

Managing Plant in a Fiber Network: Making the move to Fiber to the Home?
Estimate length: 90 minutes Cost: $80
This course will give you ideas for effectively structuring and managing your fiber-based records and premise equipment using the Customer Master plant module. Whether your network is Pon or Active, learn tips and tricks for the migration to an FTTx environment.

Managing Special Circuits
Estimate length: One hour Cost: $80
During this course you will learn how to create and track special circuits and associated plant within Customer Master. Topics covered include building and structuring circuits, termination points and managing Special Circuit plant. The training also shows you how to generate Special Circuit reports.

Plant Cleanup Options
Estimate length: 90 minutes Cost: $80
Does your plant data need attention? Not sure where to begin? Plant Cleanup Options will teach you how to identify issues in your plant data in Customer Master and methods for implementing a data improvement project. We’ll look at the variety of options associated with plant cleanup and discuss the pros and cons of each option. You’ll also learn methods for keeping your plant in top shape after your cleanup project.

Plant for the Customer Service Representative
Estimate length: One hour Cost: $80
Managing plant records on a daily basis includes activities such as assigning, deleting and updating existing records, along with generating reports and doing the occasional plant search. During this session, we’ll talk about the basics of Customer Master’s Plant module.
Plant & Network Address

Estimated length: 90 minutes Cost: $80
Learn all the essentials of how the Network address works in Customer Master and how to manage plant groupings more effectively. Topics covered include setting up network addresses, utilizing plant key, assigning and deleting plant, copying addresses, cascading plant and moving plant groupings.

MACC Mobile Courses

Accounting Master MACC Mobile
Estimated length: 30 minutes Cost: $80
Learn how to review manage inventory locations, monitor inventory items, and monitor purchase orders in Accounting Master using MACC Mobile. Prerequisites: Basic understanding of inventory and purchase orders.

Customer Master MACC Mobile
Estimated length: 30 minutes Cost: $80
Learn how to review service orders, trouble tickets, inbox, assigning inventory via the network inventory interface, and searching in MACC Mobile. Prerequisites: Basic understanding of Customer Master service orders, staging, the scheduler, and the network inventory interface.

AM/CM MACC Mobile
Estimated length: 30 minutes Cost: $80
During this class, we will review both items listed above. Prerequisites: Both of the above.

Updated 2/16/2017 - jm