

# MBTC 2022 PRINTABLE SCHEDULE

## DAY 1 – SESSION ONE - WEDNESDAY, SEPTEMBER 7

REGISTRATION DESK – OPEN 8:00 AM TO 5:00 PM

8:00 am to 5:00 pm	Registration Desk Open								
	Council Bluffs B	Elkhorn A (hands on training)	Elkhorn B (hands on training)	Elkhorn C (hands on training)	Platte	Missouri	Big Blue A	Big Blue B	Big Blue C
11:00 am to 11:15 am	One on One 11:00 am to 4:15 pm	Customer Master Importer Tool 11:00 am to 12:30 pm	Technicians Basics - Customer Master, MACC Mobile, and TMS for Techs 11:00 am to 12:30 pm	Messenger Suite 11:00 am to 12:30 pm	Lunch				
11:15 am to 11:30 am									
11:30 am to 11:45 am									
11:45 am to 12:00 pm									
12:00 pm to 12:15 pm									
12:15 pm to 12:30 pm									
12:30 pm to 12:45 pm									
12:45 pm to 1:00 pm									
1:00 pm to 1:15 pm		Accounting Master Importer Options 1:00 pm to 2:30 pm	Mini Jump Start 1:00 pm to 4:15 pm	Service Order Efficiencies - The latest in Templates, Workflow, and More! 1:00 pm to 2:30 pm					
1:15 pm to 1:30 pm									
1:30 pm to 1:45 pm									
1:45 pm to 2:00 pm									
2:00 pm to 2:15 pm									
2:15 pm to 2:30 pm									
2:30 pm to 2:45 pm		Customizing Customer Master 2:45 pm to 4:15 pm	Address Management 2:45 pm to 4:15 pm						
2:45 pm to 3:00 pm									
3:00 pm to 3:15 pm									
3:15 pm to 3:30 pm									
3:30 pm to 3:45 pm									
3:45 pm to 4:00 pm									
4:00 pm to 4:15 pm									
4:00 pm to 4:15 pm									
5:30 pm to 7:30 pm	Hospitality Night in the Hotel's Atrium								

→ Paid Training

→ Complimentary Training



Schedule subject to change. Current as of 8/31/2022.

# MBTC 2022 PRINTABLE SCHEDULE

## DAY 1 – SESSION TWO - MONDAY, SEPTEMBER 12

REGISTRATION DESK – OPEN 8:00 AM TO 5:00 PM

8:00 am to 5:00 pm	Registration Desk Open							
Council Bluffs B	Elkhorn A (hands on training)	Elkhorn B (hands on training)	Elkhorn C (hands on training)	Platte	Missouri	Big Blue A	Big Blue B	Big Blue C
11:00 am to 11:15 am	One on One 11:00 am to 4:15 pm	Customer Master Importer Tool 11:00 am to 12:30 pm	Accounting Master Importer Options 11:00 am to 12:30 pm	Messenger Suite 11:00 am to 12:30 pm	Lunch			
11:15 am to 11:30 am								
11:30 am to 11:45 am								
11:45 am to 12:00 pm								
12:00 pm to 12:15 pm								
12:15 pm to 12:30 pm								
12:30 pm to 12:45 pm								
12:45 pm to 1:00 pm								
1:00 pm to 1:15 pm		Customizing Customer Master 1:00 pm to 2:30 pm	Accounting Master Administrator Options 1:00 pm to 2:30 pm	Service Order Efficiencies - The latest in Templates, Workflow, and More! 1:00 pm to 2:30 pm				
1:15 pm to 1:30 pm								
1:30 pm to 1:45 pm								
1:45 pm to 2:00 pm								
2:00 pm to 2:15 pm								
2:15 pm to 2:30 pm								
2:30 pm to 2:45 pm		Messenger Suite 2:45 pm to 4:15 pm	Accounting Master Importer Options 2:45 pm to 4:15 pm	Address Management 2:45 pm to 4:15 pm				
2:45 pm to 3:00 pm								
3:00 pm to 3:15 pm								
3:15 pm to 3:30 pm								
3:30 pm to 3:45 pm								
3:45 pm to 4:00 pm								
4:00 pm to 4:15 pm								
5:30 pm to 7:30 pm	Hospitality Night in the Hotel's Atrium							

→ Paid Training

→ Complimentary Training



Schedule subject to change. Current as of 8/31/2022.

# MBTC 2022 PRINTABLE SCHEDULE

DAY 2 – THURSDAY, SEPTEMBER 8 AND TUESDAY, SEPTEMBER 13

REGISTRATION DESK – OPEN 7:00 AM TO 5:00 PM

7:00 am to 5:00 pm	Registration Desk Open												
8:00 am - 8:45 am	President's Address in the Ballroom												
	Council Bluffs B	Elkhorn A	Elkhorn B	Elkhorn C	Platte	Missouri	Big Blue A	Big Blue B	Big Blue C				
9:00 am - 9:15 am	One on One Customer Master 9:00 am to 12:15 pm	Inventory Management with MACC Mobile 9:00 am to 10:30 am	Accounting Master Hidden Gems 9:00 am to 10:30 am	Customer Master Year in Review - Highlights from 21.2 and 22.1 9:00 am to 10:30 am	Customer Master Tips and Tricks 9:00 am to 10:30 am	MACC Back to the Basics 9:00 am to 10:00 am	Customer Engagement Through Your Website 9:00 am to 10:00 am	Year-end: Everything you need in Accounting Master 9:00 am to 10:00 am	Plant for CSRs 9:00 am to 10:30 am				
9:15 am to 9:30 am													
9:30 am to 9:45 am													
9:45 am to 10:00 am													
10:00 am to 10:15 am													
10:15 am to 10:30 am													
10:30 am to 10:45 am		Accounting Master: Accounts Receivable 10:45 am to 12:15 pm	Accounting Master - What You May Have Missed 10:45 am to 12:15 pm	Web Self-Care 10:45 am to 12:15 pm	Accounting Master Tips and Tricks 10:45 am to 12:15 pm	CyberSecurity: Building a Solid Foundation 10:15 am to 11:15 am	MACC's New Bill Format 10:15 am to 11:15 am	Customer Service in a Game 10:15 am to 11:15 am	The Latest in Payment Options 10:45 am to 12:15 pm				
10:45 am to 11:00 am													
11:00 am to 11:15 am													
11:15 am to 11:30 am													
11:30 am to 11:45 am													
11:45 am to 12:00 pm													
12:00 pm to 12:15 pm	The Best of Reporting: Web, Dashboard, and eDataMaster 11:30 am to 12:30 pm	Billing + CABS Updates 11:30 am to 12:30 pm	Grid Reports + Reports in Customer Master 11:30 am to 12:30 pm										
12:15 pm to 12:30 pm													
12:30 pm to 1:30 pm					Lunch in the Hotel's Atrium								
1:30 pm to 1:45 pm					One on One Customer Master 1:30 pm to 4:45 pm	Inventory Management with MACC Mobile 1:30 pm to 3:00 pm	Accounting Master Hidden Gems 1:30 pm to 3:00 pm	Customer Master Year in Review - Highlights from 21.2 and 22.1 1:30 pm to 3:00 pm	Customer Master Tips and Tricks 1:30 pm to 3:00 pm	MACC Back to the Basics 1:30 pm to 2:30 pm	Customer Engagement Through Your Website 1:30 pm to 2:30 pm	Year-end: Everything you need in Accounting Master 1:30 pm to 2:30 pm	Plant for CSRs 1:30 pm to 3:00 pm
1:45 pm to 2:00 pm													
2:00 pm to 2:15 pm													
2:15 pm to 2:30 pm													
2:30 pm to 2:45 pm													
2:45 pm to 3:00 pm													
3:00 pm to 3:15 pm	Accounting Master: Accounts Receivable 3:15 pm to 4:45 pm	Accounting Master - What You May Have Missed 3:15 pm to 4:45 pm	Web Self-Care 3:15 pm to 4:45 pm	Accounting Master Tips and Tricks 3:15 pm to 4:45 pm		CyberSecurity: Building a Solid Foundation 2:45 pm to 3:45 pm	MACC's New Bill Format 2:45 pm to 3:45 pm	Customer Service in a Game 2:45 pm to 3:45 pm	The Latest in Payment Options 3:15 pm to 4:45 pm				
3:15 pm to 3:30 pm													
3:30 pm to 3:45 pm													
3:45 pm to 4:00 pm													
4:00 pm to 4:15 pm													
4:15 pm - 4:30 pm													
4:30 pm - 4:45 pm	The Best of Reporting: Web, Dashboard, and eDataMaster 4:00 pm to 5:00 pm	Billing + CABS Updates 4:00 pm to 5:00 pm	Grid Reports + Reports in Customer Master 4:00 pm to 5:00 pm										
4:45 pm - 5:00 pm													
6:00 pm - 9:00 pm					Dueling Pianos in the Ballroom								



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# MBTC 2022 PRINTABLE SCHEDULE

DAY 3 – FRIDAY, SEPTEMBER 9

REGISTRATION DESK – OPEN 7:00 AM TO 1:00 PM

7:00 am to 1:00 pm	Registration Desk Open								
Council Bluffs B	Elkhorn A (hands on training)	Elkhorn B (hands on training)	Elkhorn C (hands on training)	Platte	Missouri	Big Blue A	Big Blue B	Big Blue C	
8:00 am - 8:15 am	One on One 8:00 am to 1:00 pm	Customer Master Importer Tool 8:00 am to 9:30 am	Accounting Master Importer Options 8:00 am to 9:30 am	Service Order Efficiencies - The latest in Templates, Workflow, and More! 8:00 am to 9:30 am	Customer Master Tips and Tricks 8:00 am to 9:30 am	CyberSecurity: Building a Solid Foundation 8:00 am to 9:00 am	Customer Engagement Through Your Website 8:00 am to 9:00 am	Grid Reports + Reports in Customer Master 8:00 am to 9:00 am	Web Self-Care 8:00 am to 9:30 am
8:15 am - 8:30 am									
8:30 am - 8:45 am									
8:45 am - 9:00 am		Customizing Customer Master 9:45 am to 11:15 am	Accounting Master Administrator Options 9:45 am to 11:15 am	Messenger Suite 9:45 am to 11:15 am	Accounting Master Tips and Tricks 9:45 am to 11:15 am	MACC Back to the Basics 9:15 am to 10:15 am	MACC's New Bill Format 9:15 am to 10:15 am	Customer Service in a Game 9:15 am to 10:15 am	The Latest in Payment Options 9:45 am to 11:15 am
9:00 am - 9:15 am									
9:15 am to 9:30 am									
9:30 am to 9:45 am		Messenger Suite 11:30 am to 1:00 pm	Accounting Master Importer Options 11:30 am to 1:00 pm	Address Management 11:30 am to 1:00 pm	Customer Master Tips and Tricks 11:30 am to 1:00 pm	CyberSecurity: Building a Solid Foundation 10:30 am to 11:30 am	Billing + CABS Updates 10:30 am to 11:30 am	Grid Reports + Reports in Customer Master 10:30 am to 11:30 am	Year-end: Everything you need in Accounting Master 11:45 am to 12:45 pm
9:45 am to 10:00 am									
10:00 am to 10:15 am									
10:15 am to 10:30 am		The Best of Reporting: Web, Dashboard, and eDataMaster 11:45 am to 12:45 pm	MACC's New Bill Format 11:45 am to 12:45 pm	Year-end: Everything you need in Accounting Master 11:45 am to 12:45 pm	Plant for CSRs 11:30 am to 1:00 pm	The Best of Reporting: Web, Dashboard, and eDataMaster 11:45 am to 12:45 pm	MACC's New Bill Format 11:45 am to 12:45 pm	Year-end: Everything you need in Accounting Master 11:45 am to 12:45 pm	Plant for CSRs 11:30 am to 1:00 pm
10:30 am to 10:45 am									
10:45 am to 11:00 am									
11:00 am to 11:15 am									
11:15 am to 11:30 am									
11:30 am to 11:45 am									
11:45 am to 12:00 pm									
12:00 pm to 12:15 pm									
12:15 pm to 12:30 pm									
12:30 pm to 12:45 pm									
12:45 pm to 1:00 pm									

→ Paid Training

→ Complimentary Training

→ General Sessions



Schedule subject to change. Current as of 8/31/2022.

# MBTC 2022 PRINTABLE SCHEDULE

## DAY 3 – WEDNESDAY, SEPTEMBER 14

REGISTRATION DESK – OPEN 7:00 AM TO 1:00 PM

7:00 am to 1:00 pm	Registration Desk Open								
	Council Bluffs B	Elkhorn A (hands on training)	Elkhorn B (hands on training)	Elkhorn C (hands on training)	Platte	Missouri	Big Blue A	Big Blue B	Big Blue C
8:00 am - 8:15 am	One on One 8:00 am to 1:00 pm	Customer Master Importer Tool 8:00 am to 9:30 am	Technicians Basics - Customer Master, MACC Mobile, and TMS for Techs 8:00 am to 9:30 am	Service Order Efficiencies - The latest in Templates, Workflow, and More! 8:00 am to 9:30 am	Customer Master Tips and Tricks 8:00 am to 9:30 am	CyberSecurity: Building a Solid Foundation 8:00 am to 9:00 am	Customer Engagement Through Your Website 8:00 am to 9:00 am	Grid Reports + Reports in Customer Master 8:00 am to 9:00 am	Web Self-Care 8:00 am to 9:30 am
8:15 am - 8:30 am									
8:30 am - 8:45 am									
8:45 am - 9:00 am									
9:00 am - 9:15 am									
9:15 am to 9:30 am									
9:30 am to 9:45 am		Customizing Customer Master 9:45 am to 11:15 am	Mini Jump Start 9:45 am to 1:00 pm	Messenger Suite 9:45 am to 11:15 am	Accounting Master Tips and Tricks 9:45 am to 11:15 am	MACC Back to the Basics 9:15 am to 10:15 am	MACC's New Bill Format 9:15 am to 10:15 am	Customer Service in a Game 9:15 am to 10:15 am	The Latest in Payment Options 9:45 am to 11:15 am
9:45 am to 10:00 am									
10:00 am to 10:15 am									
10:15 am to 10:30 am									
10:30 am to 10:45 am									
10:45 am to 11:00 am									
11:00 am to 11:15 am									
11:15 am to 11:30 am									
11:30 am to 11:45 am									
11:45 am to 12:00 pm									
12:00 pm to 12:15 pm	Accounting Master Importer Options 11:30 am to 1:00 pm	Address Management 11:30 am to 1:00 pm	Customer Master Tips and Tricks 11:30 am to 1:00 pm	The Best of Reporting: Web, Dashboard, and eDataMaster 11:45 am to 12:45 pm	MACC's New Bill Format 11:45 am to 12:45 pm	Year-end: Everything you need in Accounting Master 11:45 am to 12:45 pm	Plant for CSRs 11:30 am to 1:00 pm		
12:15 pm to 12:30 pm									
12:30 pm to 12:45 pm									
12:45 pm to 1:00 pm									

→ Paid Training

→ Complimentary Training

→ General Sessions



Schedule subject to change. Current as of 8/31/2022.