



## **Florida Users Meeting**

*October 16, 2013 10:00am EST*

*Presenter: Chris Benefield*

The meeting began at 10:00am EST.

The following topics were discussed:

- What is NJUNS? Non-profit, owned and ran by our membership states with a board of directors and executive counsel
- NJUNS Florida Sponsors: AT&T, CenturyLink, Chelco, Clay Electric, Cox Communications, FPL, GRU, Gulf Coast Electric, Gulf Power, JEA, LCEC, Progress Energy, Tampa Electric, Tri-Country Electric, Verizon
- Florida Directors: Ben Bowen – Gulf Power and George Cox – Tampa Electric
- Florida History: Joined NJUNS in 1994
  - o Largest member state in regards to production
- 2013 Yearly Numbers for the state of Florida
  - o 31,323 created tickets
  - o 68,466 tickets with steps completed
  - o 23,313 tickets closed
- Demonstration Portion:
  - o Utilizing of Social Media: Suggested that users Like us on Facebook & Follow us on Twitter
  - o Recently changed phone number for NJUNS Staff
  - o FAQ Page
  - o User Forum
    - Training Videos: Updated interactive training videos
    - Users Guides
    - Florida Forum: State Priority codes and Director/Sponsor information
  - o Reports
    - Aging Report – Summary Data
      - Example and explanation given



PT+ Detail Report – Data Dump

- Introduction to pivot tables, filtering, and manipulating data in a way that best suits your needs and wants

PT+ Next To Go Report

- Questions/Feedback:
  1. How do you access the forum?
    - a. [www.njuns.com](http://www.njuns.com) > training tab > user forum
  2. How do you look up specific tickets by house number or street name?
    - a. Queries (search) > PT+ Search > Search for name in street name field
    - b. We do not currently have house number on the search
    - c. Rana Brown stated that house number can sometimes be found in remarks if you wish to search there
  3. Can you still search for a ticket range?
    - a. No, this function is no longer available.
  4. Can Miami/Date County be separated into two different counties?
    - a. We are aware of this issue and it will be looked at again. Possible changes in 2014.
  5. How do you select multiple member codes in query parameters?
    - a. A user can type all of the member codes out, search by company and select the following, or search by code.
  6. Are you able to scan any documents to a ticket?
    - a. File attachments can be added to a ticket. You can scan the document and save it on your computer and upload as a file attachment.
  7. Where can I find a list of member codes?
    - a. [www.njuns.com](http://www.njuns.com) > members tab > Florida
    - b. Also, within the system when you add a step the member codes are listed by county if you click on the lips (search)
  8. Who can change a step member code
    - a. A pole owner/creator can change any step codes. If you are the current step member you can change your step to a new member code.
  9. Can we print your presentation from today?
    - a. To get a copy of the presentation, email Chris Benefield.

The next Florida State Users Meeting will be held on May 14, 2014 at 10am EST

The meeting ended at approximately 11:06am Eastern



**Attendees:**

|                   |
|-------------------|
| Barry Powell      |
| Ben Bowen         |
| Carla Hodge       |
| Carly Cvetan      |
| Curtis Boatright  |
| David Hendrickson |
| Frank Holmes      |
| Helen Duncan      |
| John Parker       |
| Nathan Glenn      |
| Pam Odom          |
| Pamela Dalziel    |
| Paula Koewers     |
| Rana Brown        |
| Randy Johnson     |
| Roberta Lingle    |
| Scot Bradley      |
| Wesley DuBose     |