



Florida State Users Meeting

May 14, 2014 at 10:00am EST

Presenter: Corinne Harper

The meeting began at 10:00am Eastern.

The following topics were discussed, as well as a PowerPoint was presented:

- Meeting Objectives:
 - Update users on the use of NJUNS
 - Provide forum for discussion on Florida NJUNS issues
 - Provide system feedback and collect feedback from users

- Florida 2013 Usage:
 - 41,377 Tickets Created
 - 88,221 Tickets with Steps Completed
 - 29,044 Tickets Closed

- Demonstration:
 - Accuracy of Ticket Data
 - Demonstrated the process of how user creates a ticket. Created an example ticket with two steps. Opened the ticket to show the difference between a draft ticket and an open ticket.
 - Emphasized on which member code should be in the pole owner field.
 - PT+ Disputes
 - Disputes allow the ticket creator, pole owner, or step member to add a dispute to a step if there is an issue with the step. Disputes must be resolved before completing the step.
 - Demonstrated how to add a dispute to a ticket and showed that you cannot complete a step until the dispute is resolved.
 - Showed reports that contain dispute information: PT+ Detail and PT+ Next to Go
 - Reports
 - PT+ Detail Report:
 - This report lets you input many different parameters and it returns all ticket information. This report is like a data dump.
 - Data is in a normalized format so it is flexible to users. Users can apply auto-filters, pivot tables, graphs and more to make the data fit their needs.
 - This report offers most parameters to input information and returns the most information.
 - Dispute information is available on this report.



- **PT+ Close Report:**
 - This report lets the pole owner input their member code(s) and it shows all tickets that are ready to be closed. All steps on the ticket are completed and the ticket is ready to be changed from open to close.
 - Close Report shows statistics of count by pole owner member code.

- **PT+ Next To Go Reports:**
 - **PT+ Next To Go – Pole Owner:**
 - Shows Next To Go tickets as the pole owner
 - Shows statistics of member code and job type. User can change statistics by utilizing the pivot table.
 - Dispute information is available on this report.
 - **PT+ Next To Go – Step Member:**
 - Shows Next To Go tickets for a member code
 - Shows statistics of member code and job type. User can change statistics by utilizing the pivot table.
 - Dispute information is available on this report.

- **Questions:**
 1. At what point do we create the Map for a ticket? This wasn't shown in the demonstration, so we were just wondering.
 - a. The pole owner or creator can create a map on the ticket at any time.
 2. Can we search by "Opened by"? If not how hard would it be to add? Could we add Opened By to the reports?
 - a. You cannot search by who opened the ticket, however, using the audit history button on the ticket will show you who opened it and when it was opened.
 3. Can the "Place" be a required field?
 - a. Place cannot be a required field because in some areas, such as very rural areas, they do not have a place.
 4. When will the house number be available in the queries search?
 - a. House number is currently not available because we have found that many users do not search on this field. However, you can filter the house numbers accordingly within your reports results.
 5. Do we use disputes to notify Pole Owners if they haven't transferred their attachments within a specified period of time?
 - a. A dispute can be used for this scenario.
 6. Up to today (as a member, non-pole owner) I have just changed the step member from us to the proper utility owner (member). How is that different from the Dispute function and should one method be used over the other.
 - a. It is up to the pole owner/step member on which method they chose to use. You can add a dispute, change the step member, or do both to let the pole owner know the wrong code was on the step. Removing yourself from the step, by replacing your member code with the correct code, will not allow you to view the ticket any longer.
 7. When running a next to go report, can I see the house number and street names?
 - a. Column P & Q provide the House Number and Street name on the Next To



Go reports.

8. I am unable to run a report. When I click run, it acts as if it is generating but no report is opening. What do I do?
 - a. Something is blocking the file from opening. To fix this, visit www.njuns.com and click on FAQ. This is number 7. A work around to this is to hold down CTRL on your keyboard while you hit run and it will open.
9. Can you go over how to search for open member tickets?
 - a. You can search by open tickets by using the PT+ detail report or the PT+ search. Select ticket status as open and then put your member code in either the pole owner field or the step member field. If a step member, select the step status as pending. Run the report/query.
10. What if your report is larger than 5,000 lines but you still need house #?
 - a. The maximum number of rows the reports will return is 10,000. If your report is larger than this, you will need to break down the parameters into something smaller.
11. Can the pole owner search for all tickets that have an open dispute?
 - a. Yes, you can use the PT+ search and search for all tickets with active or resolved disputes. The PT+ detail report and NTG reports will also provide dispute information which you can filter accordingly.
12. Can you batch update or close tickets?
 - a. Only through utilizing our API/Web services. If you are interested in this, please contact staff.
13. Can we combine Dade and Miami-Dade into one county?
 - a. We will be combining these counties sometime in the future

Attendees:

Thomas Allain	Bob Dowdy	James Mitravich
John Allison	Adam Dugan	Hector Niebla
Fred Beaumont	Helen Duncan	Pam Odom
Rebbie Benoit	Krysten Duncan	James Pike
Jennifer Brice	Chris Ellis	Marsha Purcell
Theodore Bingham	Michele Fludd	Rebecca Rein
Curtis Boatright	Lyn Gee	Kelly Rogers
Latira Boyd	Britanya Gibbs	Corene Sanger
Scot Bradley	Nathan Glenn	Joseph Sansone
Rana Brown	Wade Hagerty	Gary Smith
Chris Bryan	Sandra Haynes	Nancy Toms
Isora Chirino	Frank Holmes	Steve Toole
Jeffrey Corder	Randy Johnson	Annette Varner
Jorge Daisson	Bill Kaeff	Tom Wright
Pam Dalziel	Amy Kremus	Rebecca Hurchweiss
Darin Daniels	Bill Lean	Laurie Haynes
Maria De La Torre	Leonard Maxwell-Newbold	Miguel Perea
Eddie Dixon	Dodie Meister	Thomas Sansing