



Tennessee State User Meeting

August 26, 2014 at 10:00am Eastern

Presenter: Corinne Harper

The meeting began at 10:00am Eastern

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

- Tennessee 2014 Usage:
 - 6,100 PT+ Tickets Created (Projection: 9k)
 - 8,560 PT+ Tickets with Steps Completed (Projection: 13k)
 - 3,700 PT+ Tickets Closed (Projection: 6k)

- Demonstration:
 - PT+ Disputes
 - What is a dispute?
 - 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.
 - Demonstrated how to resolve a dispute by changing the status from active to resolved and saving.
 - Dispute information is available on PT+ Detail Report and PT+ Next To Go Reports.
 - 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.
 - Auto-filter is available on all reports.

- Questions:
 1. We are new to NJUNS and need to know how to create a ticket?
 - a. Any user can register for our PT+ Training to see how to create, update and close tickets.
 2. So changing the pole owner to another member code is legally binding?
 - a. Yes, you can change the pole owner member code if needed.



3. Is there a charge for auto-close?
 - a. No, auto-close is a free feature for all users.
4. If I have a cable company that is completed and AT&T still pending, do I update their step for them?
 - a. The pole owner or the step member can update a step from pending to complete when the work is completed in the field.
5. How many municipalities and coops are on the call?
 - a. A list of attendees will be posted in the minutes.
6. We would like to utilize auto-close, do I email you to let you know?
 - a. If you are interested in utilizing auto-close, please contact support@njuns.com
7. Do you have webinars recorded?
 - a. No, but we have these meeting minutes available. We can pre-recorded training videos available, though.
8. What about notification to Joint-Use owners that do not transfer and we need to abandon ownership? We do not use NJUNS, and currently send letters via Certified Mail to contract violator. How is this accomplished in NJUNS.
 - a. NJUNS allows you to choose a job type as pole abandonment and violations.
9. My ticket steps are completed, as a step member what else do I need to do on the ticket?
 - a. Nothing, after you have completed your step, you no longer need to make updates on the ticket.
10. Who can resolve the dispute?
 - a. The pole owner or the step member can resolve an active dispute.

Attendees:

William Abernathy	Angela Deering	Phillip Jaco	Max Renfoe	Robert Hutcherson
Neal Ashburn	Tim Faulkner	Kim Jacobs	Sandy Smith	William Warlick
Scotty Ashe	Kevin Ferguson	Richard Kelley	David St. John	
Lonnie Bailey	Carolyn Freeman	Dan Koppenberg	Patsy Trivette	
Mike Billingsby	Shavasha Gillespie	Steve Linville	Mike Vinson	
Todd Blocker	Jonathan Garcia	Paul Manner	Mickey Waddell	
Cindy Clemons	Billy Gordon	Ryan Massey	Chita Wampler	
Karen Campbell	Jeff Graves	James Mattox	MacKenzie Wilson	
Donna Chambers	Paul Graybeal	Jana McNair	Stan Wilson	
Hallee Childress	Steven Hastings	Larry Ostermann	Craig Woosley	
Stephen Dake	Larry Head	Mary Reed	Yolanda Burke	