



Arkansas User Meeting

November 17, 2015

Presenters: Corinne Harper and Angie Weaver

The meeting began at 10:00 AM EST.

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

- **Arkansas Usage:**
 - 2014 (January 1, 2014 – November 16, 2014)
 - Created: 443
 - Closed: 388
 - Tickets w/ Steps Completed: 795
 - 2015 (January 1, 2015 – November 16, 2015)
 - Created: 449
 - Closed: 1,250
 - Tickets w/ Steps Completed: 1,596
- **Top Arkansas Users:**
 - **Top Creators:**
 - Ozarks Electric Cooperative, Bentonville Municipal Electric, American Electric Power
 - **Top Updaters:**
 - AT&T, Ozarks Electric Cooperative, Comcast
- **Demonstration:**
 - **Coming Soon: NJUNS System Updates – January 11, 2016**
 - **Bulk Update Feature**
 - **Ability to bulk update tickets/steps in multiple ways:**
 - Bulk update Next To Go tickets from ticket lists (Tickets of Interest, NTG Tickets, etc)
 - Bulk close tickets where all steps are completed from ticket lists (Tickets of Interest, NTG Tickets, etc)
 - Bulk update NTG steps or close tickets from favorites
 - Bulk complete steps from ticket on step section
 - **Dispute Process Change**
 - When a dispute is added, the system will automatically generate a DISPUTE step above the step that was disputed. The DISPUTE step will be assigned to the ticket creator member code and given 30 days interval. This process will put the ticket creator as the Next To Go member, instead of the step member who disputed the step. When the dispute is ready to be resolved, the DISPUTE step can be completed



or the dispute can be resolved. When a dispute is resolved, the Next To Go start date for the disputed step is updated based on today's date and the days interval for a new NTG start date.

- A dispute status of canceled will be available to cancel a dispute that is invalid. This will cancel the dispute, however, it will leave the DISPUTE step on the ticket for documentation. The Next To Go start date will not update if the dispute is canceled.
- Member Code Clean-up
 - In effort to clean up out of date member code information, a spreadsheet of Oregon member codes was sent out to all contacts/email recipients. If any information (primary contact, ticket email addresses, descriptions, etc.) are incorrect for your company's member code(s), please send corrections to charper@njuns.com or aweaver@njuns.com.

Attendees:

Anderson	Ron
Bell	Shane
Bobbitt	Brenda
Brooks	Sandy
Bush	Debbi
Carrington	Danny
Duncan	Alicia
Mason	Renee
Moore	Adam
Osborne	Misty
Palmer	Lynda
Thielemier	Bonnie
Vanhoozer	Rodney
Woner	Glenn



Questions:

1. How do you get to the member code list? *The member code list can be found on our website under Members or at this link: <http://web.njuns.com/members-2/>*
2. How do I correct a code that is set up incorrectly? *Email us at support@njuns.com with the changes you need to make and we can take of that for you.*