



North/South Carolina

User Meeting

March 2, 2016

Presenters: Corinne Harper and Angie Weaver

The meeting began at 10:00am Eastern

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

- North Carolina 2014 Usage (Pole Transfer):
 - 2014
 - Created: 10,683
 - Closed: 6,677
 - Tickets w/ Steps Completed: 19,849
 - 2015
 - Created: 12,798
 - Closed: 9,564
 - Tickets w/ Steps Completed: 23,649
- 2016 YTD PT+ (1/1/16-3/1/16)
 - Created: 2,667
 - Closed: 1,769
 - Tickets w/ Steps Completed: 5,581
- Total Open Tickets: 50,073
- Active Users: 611
- Active Member Codes: 290
- Participating Members: 113
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- Top North Carolina Users: (PT+)
 - Top Creators:
 - Duke Energy, AT&T, Dominion
 - Top Updaters:
 - AT&T, Duke Energy, Time Warner Cable
- South Carolina 2014 Usage (Pole Transfer):
 - 2014
 - Created: 2,940
 - Closed: 1,837
 - Tickets w/ Steps Completed: 4,280



- 2015
 - Created: 5,024
 - Closed: 3,327
 - Tickets w/ Steps Completed: 7,747
- 2016 YTD PT+ (1/1/16-3/1/16)
 - Created: 968
 - Closed: 796
 - Tickets w/ Steps Completed: 1,820
- Total Open Tickets: 18,691
- Active Users: 188
- Active Member Codes: 81
- Participating Members: 38
- Top South Carolina Users: (PT+)
 - Top Creators:
 - AT&T, Duke Energy, SCANA Corporation
 - Top Updaters:
 - AT&T, Duke Energy, Time Warner Cable
- Demonstration:
 - Just Released: 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.
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Attendees:

Last Name	First Name
Allen	Matthew
Anderberg	Ellen
Barbee	Lesha
Barker	Brandon
Batchelor	Camryn
Batson	James
Beatty	Ofelia
Capers-Croffie	Latosha
Chamberlain	Debra
Coston	Shannon
Crawley	Sandra
Creasy	Barry
Cripps	Cynthia
DANIELS	BRITTANY
Davis	Dave
Deal	Tony
Dean	Mike
Dunlap	Shanda
Eddins	David
Elliott	Theresia
Folk	Amanda
Gafel	David
HAMPTON	TAMARA
HEADEN	MARTY
Haigh	Allen
Hanner	John
Hanners	Chuck
Harden	Judith
Harris	Valorie
Howell	Claude
Jones	Carolyn
LaBell	Craig



Lance	Chip
Longman	Amanda
Lovell	Brenda
Matzke	Kenneth
McCraw	Kyle
Miskelly	Mary
Munroe	Sandford
O'Hara	Linda
Peavy	Paige
RUTHERFORD	TARA
Ray	Sheri
Rogers	Brian
Sadler	Lee
Scott	Cynthia
Shelton	Devon
Sheppard	Chauncey
Sherry	Paul
Smith	Donald
Tankersley	Jerry
Teague	Misty
Thomas	Terry
VanGieson	Christie
Varner	Amy
WEBB	SUMMER
Walker	Sandra
Walker	Ron
Ward	Sherry
Wilkins	Karen
Wolf	Kirk
Wolf	Michele
maxwell	robert
toole	melissa
whitehurst	steven



Questions:

Is there a way to duplicate tickets when having to generate multiple tickets at once for different addresses with all same utilities? *Yes, you can use the Clone feature. This will make an exact copy of the ticket including steps so you can just update what needs to change and open the ticket. You could keep a ticket(s) in Draft status and use it to clone off of for different tickets with similar information.*

Is there an online users manual for NJUNS? *Yes, our User's Guide is located under training on our website as well as other helpful documents under the Best Practices.*

If I had a ntg ticket and went to the site and my transfer had already been completed and the pole had been pulled, would I just complete my ticket? *You could complete your step and make a note that it was completed and the pole was pulled already. You could also create a dispute on your step noting that the transfer was already completed and the pole pulled, but that would make the ticket creator complete your step instead.*

Can you update your profile to add additional functional areas if you do work in both states?
Email us at support@njuns.com and we can update your profile to include the member codes that you need added.