



## **Pennsylvania State User Meeting**

*August 14, 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:

- **Pennsylvania 2014 Usage:**
  - 3,000 PT+ Tickets Created (Projection: 5.5k)
  - 4,500 PT+ Tickets with Steps Completed (Projection: 8.5k)
  - 2,000 PT+ Tickets Closed (Projection: 3.5k)
- **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. Filter is available on all reports.
    - 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.
      - 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.



- Questions:
  1. Where can we find a list of the power company's utilizing NJUNS in the state?
    - a. Visit [www.njuns.com](http://www.njuns.com) and click on the members tab. Then select your states member codes tab. This shows a list of all member codes within your state by company name, member code, description and the counties that the code covers.
  2. We have been asked by our customer to start submitting NJUNS tickets, how do we join?
    - a. As a contractor, you will need to sign our non-disclosure agreement and also have your client send us a list of member codes that you may have access to. You can then register as a user in the system.

Attendees:

Ed Battista
Stacey Culbreath
Diana Gaiser
Mike Lott
Andrew McGinnis
Sue Monaghan
Stephen Simoglou
Kimberlee Zatko
Richard Parker