



Virginia & West Virginia User Meeting

April 6, 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:

- Virginia 2014 PT+ Usage:
 - 2014 (January 1, 2014 – December 31, 2014)
Created: 6,628
Closed: 4,043
Tickets w/ Steps Completed: 8,829
 - 2015 (January 1, 2015 – December 31, 2015)
Created: 7,300
Closed: 3,980
Tickets w/ Steps Completed: 11,098
 - 2016 YTD (January 1, 2016 – April 5, 2016)
Created: 1,946
Closed: 1,100
Tickets w/ Steps Completed: 3,288
- Active Users: 1,018
Active Member Codes: 189
Participating Members: 64
- Top PT+ Virginia Users:
 - Top Creators:
 - Dominion, American Electric Power and Potomac Electric Power Company
 - Top Updaters:
 - Dominion, Verizon and Comcast
- Virginia 2014 PA Usage:
 - 2014
Created: 533
Closed: 114
 - 2015
Created: 969
Closed: 158



- 2016
 - Created: 172
 - Closed: 65
- West Virginia 2014 PT+ Usage:
 - 2014 (January 1, 2014 – December 31, 2014)
 - Created: 430
 - Closed: 92
 - Tickets w/ Steps Completed: 113
 - 2015 (January 1, 2015 – December 31, 2015)
 - Created: 490
 - Closed: 104
 - Tickets w/ Steps Completed: 379
 - 2016 YTD (January 1, 2016 – April 5, 2016)
 - Created: 317
 - Closed: 44
 - Tickets w/ Steps Completed: 109
- Active Users: 33
 - Active Member Codes: 26
 - Participating Members: 14
- Top West Virginia Users:
 - Top Creators:
 - American Electric Power
 - Top Updaters:
 - Suddenlink Communications, American Electric Power and Shentel
- Demonstration:
 - NJUNS System Updates – Released: 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 automatically generates a DISPUTE step above the step that was disputed. The DISPUTE step is 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 is 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.