

Irish User Group Meeting

Thursday 21st July 2011

Minutes



Attendees	
Fiona Fitzgerald	Sportsco (Host)
Yvonne Hennessy	DCU Sport
Susan Grady	Kildare Sports & Leisure
Diane Sutton	NAAS Health & Fitness
Nadine Dowling	Sportslink
Gillian O'Grady	Trinity College Dublin
Diane Cooper	Gladstone
Tom Withers	Gladstone
Andy Gordon	Gladstone
Leon Houseman	Gladstone

No.	Agenda point	Discussion	Conclusion/Action
1	Direct Debit Rejections Wizards	<ul style="list-style-type: none"> The group would like Gladstone to investigate with the Irish banks if they have an electronic rejections facility At the moment it is done manually and is a time consuming process 	<ul style="list-style-type: none"> Gladstone will investigate the possibility of this with the Irish banks
2	Connect	<ul style="list-style-type: none"> Connect is too expensive for the Irish market, is there a lite version that would work for zero price items Achieving this through API's was also discussed 	<ul style="list-style-type: none"> API's document to be sent out
3	Training sessions	<ul style="list-style-type: none"> The idea of the Wallingford training sessions was liked, would it be possible to do this in Ireland? 	<ul style="list-style-type: none"> Point to be passed onto the Training department
4	Problems with Barcoded Tickets	<ul style="list-style-type: none"> Some problems with barcoded tickets not scanning properly Gladstone does have a scanning pod which places the scanner at the right distance from the barcode 	<ul style="list-style-type: none"> Gladstone to send out dimensions of the pod which will show ideal scan distance
5	Enhancements raised	<ul style="list-style-type: none"> Product barcoded ticket needs to be time related not per day Email addresses to be added to the quick add screen Would like functionality to send a text message and know when this has been received Would like to convert correspondence to a note so this is never deleted via the system Would like the ability to add an exception to more than one area at a time 	<ul style="list-style-type: none"> Gladstone to send around Enhancement Request Form to be filled out by user group attendees