

# Northern Ireland User Group Meeting Wednesday 27<sup>th</sup> July 2011 Minutes



Attendees	
Lorraine Bell	Ballymoney BC (Host)
Karen Kerr	Castlereagh BC
Noreen McGinn	Castlereagh BC
Joanne Best	Castlereagh BC
Alan Napier	Newtownabbey BC
Stephen Bartley	Newtownabbey BC
Lorraine Ringland	North Down BC
Joan Dickson	North Down BC
Pamela Sandford	North Down BC
Tracie Hanna	North Down BC
Georgia Dowdeswell	Gladstone
Claire Pampe	Gladstone
Andy Gordon	Gladstone
Leon Houseman	Gladstone

No.	Agenda point	Discussion	Conclusion/Action
1	Tableau - Caroline Douglas - Newtownabbey	<ul style="list-style-type: none"> <li>As Caroline was not at the meeting to explain her agenda point we could not follow this up</li> <li>There was an outstanding support call from her on Tableau which we presumed was the issue - This issue is in hand</li> </ul>	<ul style="list-style-type: none"> <li>No actions</li> </ul>
2	Software for Life - Caroline Douglas - Newtownabbey	<ul style="list-style-type: none"> <li>Again as Caroline was not here we did not have the details</li> <li>Georgia Dowdeswell from Gladstone explained what Software for Life was</li> </ul>	<ul style="list-style-type: none"> <li>No actions</li> </ul>
3	Remote pay and display - North Down	<ul style="list-style-type: none"> <li>North Down asked if there were any plans for a pay and display type of technology for remote activities</li> <li>Gladstone confirmed that there were no plans for something like this</li> <li>A way around this might be to use Connect to confirm booking and get members to take the email with them, then carry out random checks</li> </ul>	<ul style="list-style-type: none"> <li>No actions</li> </ul>
4	Ticketing - Castlereagh	<ul style="list-style-type: none"> <li>At the moment when wanting to do tickets for a course it will print out one normal receipt then hundreds of little stubs</li> <li>There is the possibility of using wristband printers but the wristbands work out expensive if you are using large volumes</li> <li>You can change how tickets are designed, Andy Gordon demoed this</li> </ul>	<ul style="list-style-type: none"> <li>No actions</li> </ul>

		functionality and it was thought that this would answer the question	
5	Cashless Accounts - Newtownabbey	<ul style="list-style-type: none"> <li>• Andy Gordon explained that this functionality already existed within Plus2, he did a demo of this functionality and again this answered the question</li> </ul>	<ul style="list-style-type: none"> <li>• No actions</li> </ul>
6	Barcode Readers - Newtownabbey	<ul style="list-style-type: none"> <li>• Is it possible to have various methods of entry on a turnstile</li> <li>• Yes you could use barcode or mifare, we already have customers doing this</li> </ul>	<ul style="list-style-type: none"> <li>• No actions</li> </ul>
7	System Configuration - North Down	<ul style="list-style-type: none"> <li>• Currently having an over load error on Plus2 9.5, product reference duplicate ID issue</li> <li>• This is a known issue in 9.5 and has been solved in later releases, recommended an upgrade</li> </ul>	<ul style="list-style-type: none"> <li>• Georgia Dowdeswell to discuss with Moyra McVeigh about an upgrade</li> </ul>
8	Density Bookings error - Castlereagh	<ul style="list-style-type: none"> <li>• Party bookings crashing when modifying number of members</li> <li>• Again a legacy issue that has been solved in later versions</li> </ul>	<ul style="list-style-type: none"> <li>• No actions</li> </ul>
9	Invoice format	<ul style="list-style-type: none"> <li>• The invoice format is not very user friendly, can this be made better</li> <li>• No immediate plans to change this, a work around would be to use Tableau to collect who you need then create your own template and then do a mail merge</li> </ul>	<ul style="list-style-type: none"> <li>• Enhancements form to be sent out to the group to add things like this</li> </ul>