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August 26, 2019

RE: IAUA Board Update #2

Dear IAUA Members,

We wanted to give an update on our progress :

On behalf of your IAUA Board, we hope that this finds you healthy and doing well. Our goal is to keep you informed throughout the year and not just at IAUA. Here are some updates and some reminders:

1. **New Email for the Board** – TheAlertBoard@GMail.com will always get to us as a group, if you don't want to use our individual email addresses (listed below).

2. **This Year's Dates** – We wanted to get more classroom time, so we moved the intros and welcome portion to Sunday night.

Great Wolf Lodge - Dates & Agenda:

- Sunday, Nov. 10, 2019 - ****new**** 5PM Welcome, Intros & New Features
- Monday, Nov. 11, 2019 – IAUA Day One – Full Day
- Tuesday, Nov. 12, 2019 – IAUA Day Two – Full Day

3. **STR or Delayed Project Issues - DONE** – As discussed in the Business Meeting, we brought the issues of the old STR's and incomplete projects to ALERT and they agreed to expedite their review and provide immediate attention to these items.

○ **There is now a way for clients to check STRs on the website:** [HERE](#)

- Log in to the knowledgebase
- Search on "STRs"
- Click on the STR Report:

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Home > Knowledgebase > Upgrades - Software > Software Trouble Report (STR) and Resolution Status - All...

Software Trouble Report (STR) and Resolution Status - All...

<p>Software Trouble Report (STR) and Resolution Status - All...</p> <p>A searchable list of known Alert software issues is now available. These are known to AMS as Software Trouble Reports - or - STRs.</p> <p>You can filter this list by any term you want to search for, open vs. closed status, and/or ones that you have reported.</p> <p>To see this list: [Click here]</p>		<p>Details</p> <p>Last Modified: Thursday, December 13, 2018</p> <p>Last Modified By: czanoni@alert-ims.com</p> <p>Type: HOWTO</p> <p>Article not rated yet.</p> <p>Article has been viewed 144 times.</p> <p>Options</p> <p>Edit Article</p> <p>Email Article</p> <p>Print Article</p> <p>Bookmark Article</p> <p>Social Bookmarks</p> <p>Comments RSS</p>
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Some key reminders about STR's:

- Not all STRs are bugs. Many STR's are actually enhancement requests. Users can add them to the voting list or get a quote to do it as custom code. ALERT records it as a suggestion, but just because someone thinks the software should behave a certain way doesn't make it broken. Voting suggestions can be sent year-round to voting@alertms.com or to your board members
- All calls should be logged through the Help Desk. If you bypass the Help Desk and go direct to an ALERT staff member, you are not getting call #'s and calls can get lost in the shuffle. If you email the Help Desk [support@alertms.com], your call # is on your subject header from them. If you call the 800#, ask for a call#. If you feel that a staff person should be made aware of a call or request, feel free to CC them on the email to the Help Desk. Alert reminds us that sending emails directly to any specific staff person is simply going to delay your problem or question getting handled.
- ALERT tells us that many of the STRs are non-reproducible. That means that they need the user to help them to figure out the conditions under which this event occurs. If you feel you can make it happen "on demand", "every time", or even "the majority of the time" they can get on a GoToMeeting and see it happen, record it, and put in key-trace so they know where the failure occurs. Even better is to use your video screen capture to record it happening in real-time and then sending the video to them in the email. .
- Time spent on tracking down non-reproducible STRs could go on indefinitely, so their focus will be to work on the reproducible ones first, then on the non-reproducible ones and work on those will be capped at 8 hours of programming research on each one. Users can increase ALERT's success if they can provide any helpful information they have about how and when it happens.

4. **Sub-committees for 2019 – DONE** – The Board Leads agreed to create a scope of work to present to the sub-committee. Each Sub-committee would communicate no less than once every 2 months as they work together to complete a Sub-Committee Report that will be provided to the Board detailing out the challenges, workarounds, solutions and agreed upon desires for the project.

- Dispatcher Dashboard – **DONE** – ALERT has come back to Jennifer with several great ideas that they are developing for presentation on that the conference. They are working on changes in the time box that will handle our request for date ranges for installation/removal along with dispatcher dashboard updates that will allow a user to scheduled items line by line for a particular route while keeping track of what is done and not done. Make sure to attend the class that discusses these upgrades to have a voice in the developmental stage of these exciting changes!

A special thank you to the members of the sub-committee for seeing this through

- Board Lead – Jennifer Rodriguez – Marianne's Rentals
 - All Occasions- Cindy
 - Rabern Rental – John G
 - Ace Party - Brian
 - Chattanooga Tent- Mark
 - Canton Chair Rental- Tim
- Multi-Store Transfer – The multi store transfer sub-committee got some great ground work started, but unfortunately the board lead, resigned his position. The Board felt there was not enough time before the conference to have the group come up with a plan and then allow ALERT time to review and respond to it. At the conference we will be looking for a member to pick up the baton and keep working with this project. The board feels that it is important to continue this work, as it is a major point of discussion each year at the conference. A board member will be appointed to handle the sub-committee at the conference and the board will be looking for the same or additional committee members to continue this work.

5. **Tier 1 "How To" Videos – DONE** – Members wanted to invest in quick "how to" videos for entry level staff to learn the Alert basics. These videos have been completed and uploaded. They can be found [HERE](#).

Alert ClientSource

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 - Customer Shorts!
 - Miscellaneous Shorts!
 - New Counter Staff Training
 - Module Shorts!
 - Accounting Videos and Shorts
 - Webinar Recordings
 - Rental Items
 - Document Center
 - IAUA 2018

This is a collection of Alert 'How To' videos. We hope that you will find this collection helpful. To get to the actual videos to watch please click on the + symbol next to the blue folder titled "Videos - How To". You will find the actual videos inside the subcategories listed when you expand this + sign. If you don't find the subject you were hoping to find please email the helpdesk and let us know. (support@alert-ms.com) Please rate the videos and let us know what you did or did not find helpful about them so that we can improve the content.

Videos - How To

Title	Last Modified
Alert How To Videos 	3/18/2014

Posted 5/1/2013 by support@alert-ims.com

1. How to write an order
2. How to post a payment at the counter
3. How to convert a web request
4. How to send an email from Alert
5. How to pay on account at the counter
6. How to create a work order
7. How to post on account in back office
8. How to create a Credit Memo/Negative Invoice

6. **Revamped Support Tiers – DONE** – The Members requested an update to the support system that was in place. The ALERT team revamped it and have put the new Support Plan in place consisting of the following:

- a. **Summit** - Unlimited support contacts, 3 EasyHours per quarter, upgrade priority and many other benefits.
- b. **Accent** - 12 contacts per quarter, emergency after hours, knowledgebase access, annual upgrades and many other features.
- c. **Base Camp** - 4 contacts per quarter, emergency after hours, knowledgebase access, annual upgrades and many other features.

Check your previous emails or contact ALERT Support for more details

7. **More time with Peers @ IAUA – DONE** - Members wanted more time with their peers by job title to discuss best practices. The IAUA schedule for 2019 encompasses Peer advice time on Tuesday @12:00 – 1:00 during lunch, as well as dinner Sunday evening. This will not only allow members to network with peers but to also get the "business" of the conference out of the way so that first thing Monday morning we can get to work! Please come early enough Sunday so that you are able to attend the evening activities.

8. **Facebook account – DONE** – The facebook page [[here](#)] has been up and operational since we left IAUA in November, however no one has

than we should not dedicate resources to managing it. The Board will bring this up at the IAUA Members Meeting.

9. **Status of Items Voted In at IAUA 2017 & 2018** –

- a. Kits in the Sales screen – This has not been implemented as of today
- b. Changing rental kits without deleting kit – Scheduled to be in Version 19.10
- c. Insert function in Sales screen - This has not been implemented as of today

10. **Board Positions** - Seth Berk and Andy Ward have resigned from the Board leaving the Vice President and a Member at Large position open.

Under the bylaws, the Board has the option to fill the position through a Board vote or leave the position vacant until the next IAUA Meeting. We have chosen not to fill the position until IAUA. At the Sunday dinner we will bring this up to the members. If you are interested in serving on this Board please let us know via email and come prepared to speak at the conference. In the event that 2 people are interested in the same position we may call on the members to go to a vote. You must be a principal owner or have written permission from the owners to join the board. You may contact Jennifer Rodriguez or Robb Corwin for more information on the positions that will be available. All Board of Director seats are to be voted on at the next IAUA. Please give all the positions consideration if you want to have a direct impact on the software that runs your company or if you have someone you want to nominate that would speak on your behalf.

11. **The IAUA as a Non-Profit Organization versus an Association** – We have been discussing the nature of the IAUA as a non-profit organization and the energy dedicated to keeping this a 501c3 organization versus just having an organization that operates under a set of bylaws agreed upon by both ALERT and the Association. The Board feels that going forward as a 501c3 is unnecessary burden for the ALERT team the IAUA Board to maintain the 501c3 status, when the benefits of the IAUA is really in the relationship it has with the ALERT ownership team and under a mutually agreed upon set of Bylaws, this can be accomplished. The Board voted to dissolve the 501c3 named International Alert Users Association and form a simple Association that will not operate as any corporate entity.

Your participation helps to make this organization beneficial to everyone and we encourage you to get involved in the improvement of the software used to run our businesses. Please feel free to reach out to any of us directly via our contact information below or at TheAlertBoard@GMail.com regarding any of your needs, thoughts or to chime in on the above mentioned topics.

We thank you and wish you all the best.

Your IAUA Board.

President - Robb M Corwin – Pride Group – Robb@PrideGroup.us

Vice President - YOUR NAME HERE

Treasurer - Kenny Puff – Party Line Rentals - KennyPuff@PartyLineRentals.com

Secretary - Jennifer Rodriguez - Marianne's Rentals - Jennifer@mariannesrentals.com

Member @ Large - Ryan Ouye - Service Rentals - srsryan@service-rentals.com

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