



Topic: Using the NOMMA ListServ

What is the NOMMA ListServ?

The ListServ is one of your top benefits as a member. It is the place to get quick answers to your questions from your fellow members around the world.

The way it works is simple: You post a message that is “bounced” to all other subscribers.

How do I join?

All members can join, plus you can have as many employees on the list as you'd like. To join, send an email to: LISTSERV@PEACH.EASE.LSOFT.COM. In the body of your email put “JOIN NOMMA-L” and leave the subject blank. You will then receive a confirmation email.

You can also join from the NOMMA website. Go to “Member Resources” and then “ListServ.” Or just send an email to: support@nomma.org. Be sure to provide your name and company name.

How do I access the archives?

Instructions for accessing the archives are at the bottom of every post, plus they are on our website. The first time you access the archives you'll be asked to go through a short registration process. You'll need a password — we recommend using a “throwaway” password that you regularly use.

If your web browser allows “cookies” you'll only have to register once.

What is the best way to manage the email?

While email traffic on the ListServ is usually manageable, if a hot topic comes up we can have up to 25 messages in a day. Some members create a separate email account just for ListServ, using a free service like Hotmail or Gmail. If you use Microsoft Outlook you can create a “Rule” for incoming messages. For instance, you can have a “Rule” that sends messages to a certain folder.

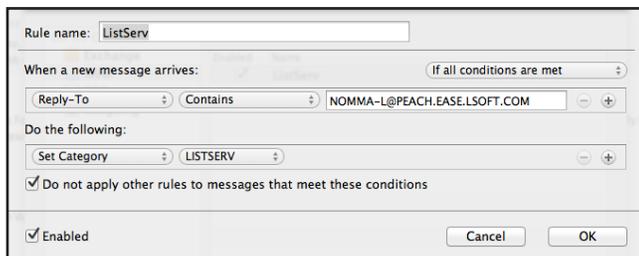


FIGURE 2: Microsoft Outlook and most other programs will allow you to change the color of incoming emails. But first you must create a category and assign it a color.

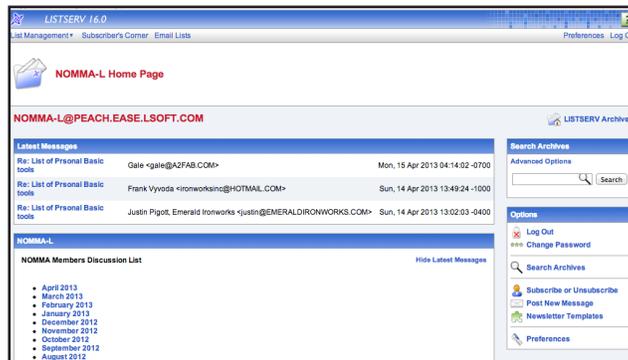


FIGURE 1: Once subscribed you can visit the Dashboard to conduct advanced searches in the archives.

However, we recommend that you create a rule that changes the color of ListServ emails.

To create a ListServ Rule that changes colors:

- Create a “Category” called ListServ and assign it a color.
- Create a rule called “ListServ” and configure it so that it will “Set” a category to “ListServ” each time a message comes in [SEE FIGURE 2].

Rules & Etiquette

All subscribers must follow

NOMMA policy #45, which was approved by the board in June of 2012. You can obtain this policy from the website or by clicking the link at the bottom of any message. You'll also be emailed a copy of the rules once you subscribe. The three most important rules are:

- You must not discuss prices or the terms you have with your vendors, which could violate antitrust laws.
 - You must follow NOMMA's Code of Ethics.
 - Don't disparage fellow members, including suppliers.
- Subscribers should also follow “good netiquette” by doing the following:
- Change subject line when a new topic is started.
 - Include your name and company in every post.

Troubleshooting

Here are common issues received by the NOMMA Help Desk:

Problem: My messages won't go out to the list.

Solution: You must email from the account that you are registered under — that's the only way the ListServ knows who you are. If you checked that and are still having problems the next step is to see if your message made it to the system by visiting the Dashboard. If it didn't, the problem may be on your end.

Problem: My attachment was rejected.

Solution: Reduce either the size or resolution of your attachment so that it will be less than 1 MB.

Problem: I don't see a copy of what I send to the list.

Solution: Some email services like Gmail use “conversations,” which sticks your email to the one sent. We don't have a solution for this problem but we can change your settings so that you receive a confirmation email when your message goes out.

Problem: I'm not receiving responses to my messages.

Solution: Check your Junk and Spam folders. You may need to check with your service provider as well.

The NOMMA staff is always glad to help with any problem you may have. Send an email to support@nomma.org or call Liz Johnson or Todd Daniel at 888-516-8585.