

Pole Transfer: Management of Non-Participating Members

Updated: October 2014

Where email notification is not possible or legally viable, the following options can be used to manage non-participating members within the NJUNS pole transfer module:

Solution	Description
Use the “Notify” step assigned to pole owner’s member code	<p>Pole owner inputs a Notify step assigned to them (pole owner) which triggers the action to contact (via phone call, separate email or regular mail) for the specified attacher to transfer on the pole. The step stays open until verbal confirmation of the completion of attachment comes from attacher. Optionally, a company defined field (CDF) may be used to store the real name of the attacher.</p> <p>Pros:</p> <ul style="list-style-type: none">• Does not create additional member codes.• Actual communication with the attacher.• If CDF option is used, the non-participating company name is visible in NJUNS. <p>Cons:</p> <ul style="list-style-type: none">• Pole owner still is responsible for external communication to the attachers until they begin using the system.• Notify can be falsely reported.• No clear cut idea of who is responsible for the work.• Reports can be misleading because the pole owner is not “next to go”.
Create a pole owner “owned” dummy member code for all non-participating companies that is routed to a live email box at your company.	<p>Create a dummy member code for all non-participating companies that is routed to a live email box at your company. This code is aligned with regular pole owner districts so any attacher is included under that member code. Dummy codes should be hidden from view on member lists, unless state differently. A dummy code will begin with NP, indicating that it is a non-participating member code.</p> <p>Pros:</p> <ul style="list-style-type: none">• Limited number of member codes to administer.• Pole owner control of tickets. <p>Cons:</p> <ul style="list-style-type: none">• Pole owner still is responsible for external communication to the pole attacher.• When pole attacher joins, the company must update each member code step by ticket.• Member code merge requires programmer assistance and cost to pole owner.

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<p>Create a pole owner “owned” dummy member code for each non-participating company that is routed to a live email box at your company.</p>	<p>Create a dummy member code for each non-participating company that is routed to a live email box at the pole owner’s company. Dummy codes should be hidden from view on member lists. A dummy code will begin with NP, indicating that it is a non-participating member code.</p> <p><i>Pros:</i></p> <ul style="list-style-type: none">• Limited number of member codes to administer.• Pole owner control of tickets.• When member joins NJUNS, ticket history transfers to member’s new code when only one code is created. <p><i>Cons:</i></p> <ul style="list-style-type: none">• Pole owner still is responsible for external communication to the pole attacher.• Member code merge requires programmer assistance and cost to pole owner if multiple codes, for each pole owner, are created.
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