



# NJUNS2018 Oversize Load User Guide

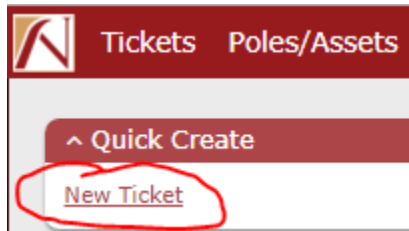
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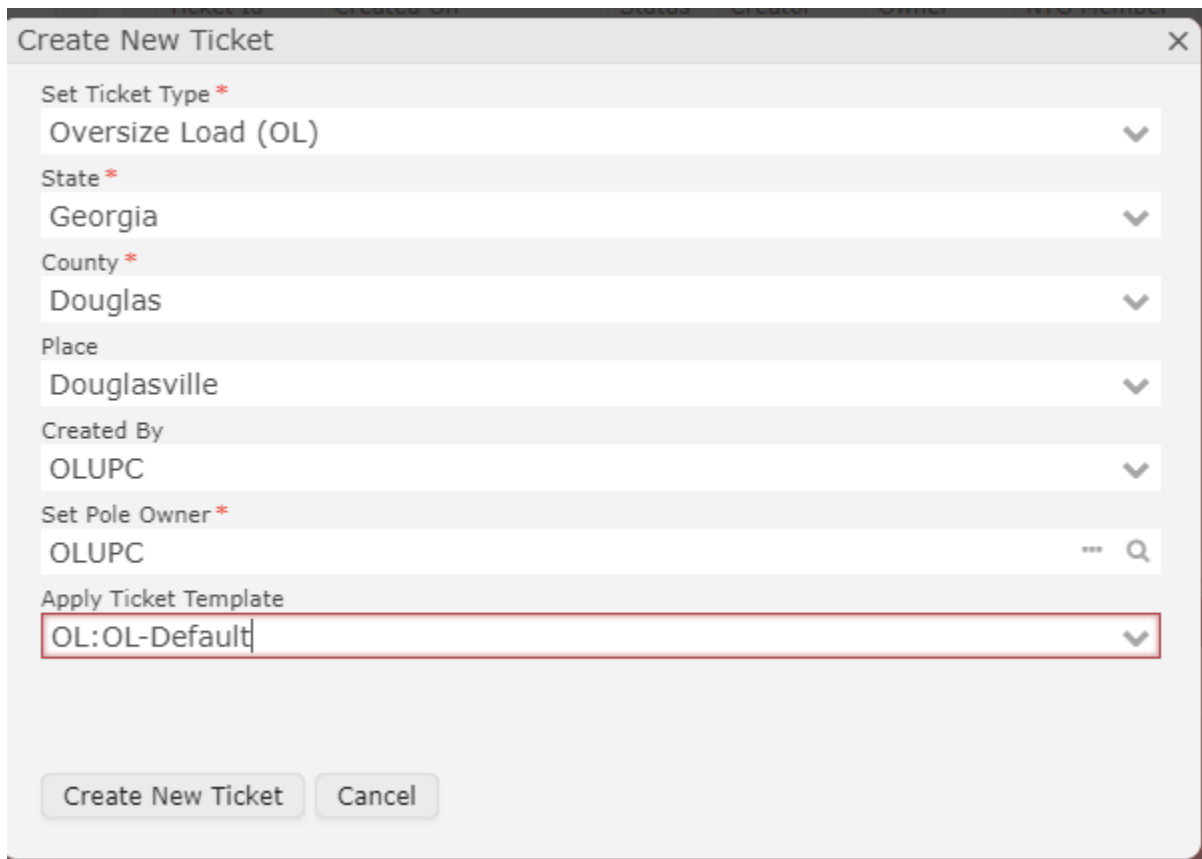
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## Creating the Ticket (For Lead Agents)

1. Log into NJUNS.
2. Click on New Ticket under Quick Create



3. The Create New Ticket box will appear.

A screenshot of the 'Create New Ticket' dialog box. The dialog has a title bar with the text 'Create New Ticket' and a close button (X). The form contains several fields: 'Set Ticket Type \*' with a dropdown menu showing 'Oversize Load (OL)'; 'State \*' with a dropdown menu showing 'Georgia'; 'County \*' with a dropdown menu showing 'Douglas'; 'Place' with a dropdown menu showing 'Douglasville'; 'Created By' with a dropdown menu showing 'OLUPC'; 'Set Pole Owner \*' with a dropdown menu showing 'OLUPC' and a search icon; and 'Apply Ticket Template' with a dropdown menu showing 'OL:OL-Default'. At the bottom of the dialog, there are two buttons: 'Create New Ticket' and 'Cancel'.

Ticket Type = Oversize Load (OL)

Complete the State, County, and Place fields. (where the load will start or where it will enter Georgia)

The Created By and Pole Owner fields should be OL member code of the Lead Agent.

The Ticket Template = OL:OL-Default. This will automatically fill in.

Click Create New Ticket icon.

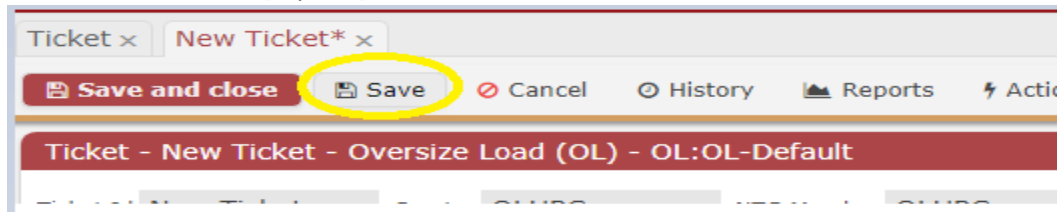
4. Complete the Details section of the ticket.

- Enter a priority code of 9 for Oversize Load.
- Work Requested Date = Proposed Move Date
- All fields under Dynamic Attributes are required except for Load Move Email Address. Enter if available.
- Use the Remarks field to enter the Route. It can also be added as a comment on the ticket or uploaded as a file attachment if too large. See [Adding Comments and File Attachments](#).
- Insurance options:
  - Option 1:** No one shall ride on top of the load or house, except in one circumstance: When the load being moved will travel through an area at which a traffic signal is located, the mover will allow individuals on top of the load for only as long as it takes to move the load past the traffic signal, providing this does not place the individuals within ten (10) feet of an electrical utility line.
  - Option 2:** A person shall be on the load. I agree to indemnify Utilities with a signed agreement and insurance, as required. No escort shall be provided by Electric Utility. A two (\$2) million dollar insurance policy naming Utilities as additional insured is required.
  - Option 3:** The load mover shall provide for an Electric Utility to escort the load or house during a move. An Electric Utility shall handle lines to prevent the load mover's personnel from working within ten (10) feet of energized lines. This must be agreed to by all Utilities. A One (\$1) Million dollar insurance policy naming Utilities as additional insured is required.

The other fields are not required or needed.

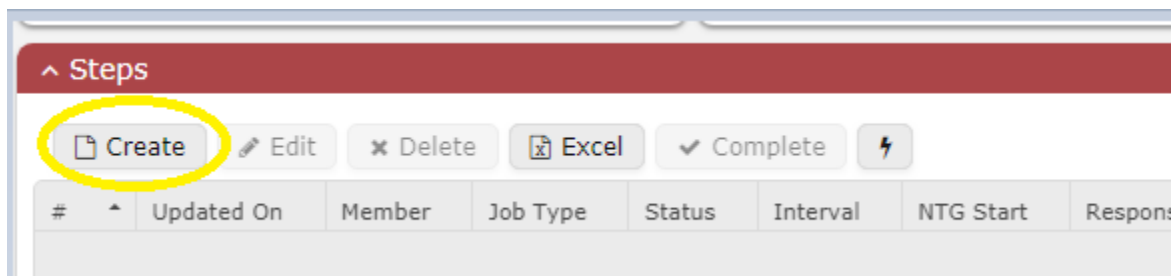
Details		Poles/Assets		Associations		Parties	
<b>Details</b>				<b>Dynamic Attributes</b>			
Work Requested Date	__-__-__			Category	OL-Default		
State	Georgia			Load Move Company			
County	Douglas			Load Move Phone			
Place	Villa Rica			Load Move Email Address			
Contact Name				Load Length			
Contact Phone				Load Width			
Contact Email				Load Height			
Reference Id				Insurance			
Misc Id				Beginning Address			
# of Poles/Assets				Ending Address			
Remarks							

5. Click the Save icon (top left)



6. Scroll down to the steps section. A step should be added for each member that needs to be notified of the move, so they can respond.

Click the Create icon.



7. Enter the required fields (highlighted below)

Step\*

**Create** Cancel History

**Step**

**1** Description

Type	AWAITING RESPONSE	Status	Pending
Assigned Member	OLGPC	Days Interval	3
Job Id		Response Request Date	
Member Pole/Asset #		Field Completion Date	
Location		NTG Start Date	
Serving Area		Completed Date	
Reference Id		Remarks	
# of Poles/Assets	1		
Latitude			
Longitude			
Task Id			

- **Type** should be awaiting response
- **Assigned** member should be the OL code for the company being notified. Clicking the three dots beside assigned member will open the Member code box filtered by county.

Type	AWAITING RESPONSE	▼	✕	*
Assigned Member	OLGPC	▼	⋮	✕

- To search only OL codes, click Add Search Condition.

^ Filter: Filter By County

County Bacon

Q Search

Add search condition

- Highlight Member Code then click Select

Add condition

Filter

Properties

- Auto Close Ticket
- Comment
- Company
- Contact
- Created At
- Created By
- Deleted At
- Deleted By
- Description
- ID
- Is active
- Member code
- Name
- Ticket Email
- Updated At
- Updated By
- Create new...

Select
Cancel

- Click the Contains box and change to Starts with. Type OL in the box and click Search.

Member code contains OL

Member code starts with OL

This will show all OL codes in the county of the ticket.

- The first step should be Assigned to the Lead Agent.
- Days Interval should be 3 for the first step and 0 for all other steps. This will allow 72 hours for responses.
- Add a step for each member that needs to be notified of the move.

### Adding DOT to ticket

1. Once all steps have been added, the lead agent should at the DOT as the final step on the ticket.
2. Create a step for the Georgia DOT
  - Type = Approval
  - Assigned Member = OLGDOT
  - Days Interval = 0

### Opening the OL Ticket

1. After all steps have been added, click the Open Ticket icon located at the top.

Ticket x OL3422746 x

Save and close Save Cancel Open Ticket

Ticket - OL3422746 - Oversize Load (OL) - OL:OL-Default

Change Status

Current status

Draft

New status

Open

Comments

OK

Cancel

The change status box appears. Comments can be added but are not required. Click OK when finished.

2. Complete the DOT step by highlighting the step DOT step and clicking the Complete icon.

<div> <div>Create</div> <div>Edit</div> <div>Delete</div> <div>Excel</div> <div>Complete</div> </div>							
#	Updated On	Member	Job Type	Status	Interval	NTG Star	
1	09-10-2018 11...	OLGPC	AWAITING ...	NTG	3	09-11-20	
2	09-10-2018 11...	OLDOUG	AWAITING ...	Pending	0		
3	09-10-2018 11...	OLGDOT	AWAITING ...	Complete	0		

## Updating Steps (Approve/Not Approve)

1. To **approve** steps:

- Edit the step by highlighting the step and clicking on the Edit icon. (or double click to open)

Steps							
<div> <div>Create</div> <div>Edit</div> <div>Delete</div> <div>Excel</div> <div>Complete</div> <div></div> </div>							
#	Updated On	Member	Job Type	Status	Interval		
1	07-26-2018 ...	OLGPC	AWAITING RESPONSE (OL)	NTG	3		
2	07-26-2018 ...	OLUPC	AWAITING RESPONSE (OL)	Pending	0		
3	07-26-2018 ...	UPCDOT	APPROVAL	Complete	0		

2. Change the **Type** from Awaiting Response (OL) to Approval and click Apply Changes.

The screenshot shows a 'Step\*' form with a red header bar containing 'Apply Changes', 'Cancel', and 'History' buttons. Below the header, there is a 'Step' section with a red bar and the number '1'. The form is divided into two main sections: 'Type' and 'Status'. The 'Type' section includes fields for 'Assigned Member' (OLGPC), 'Job Id', 'Member Pole/Asset #', 'Location', 'Serving Area', 'Reference Id', '# of Poles/Assets' (1), 'Latitude', 'Longitude', and 'Task Id'. The 'Status' section includes fields for 'Status' (NTG), 'Days Interval' (3), 'Response Request Date' (07-29-2018), 'Field Completion Date', 'NTG Start Date' (07-27-2018), 'Completed Date', and 'Remarks'.

3. With the step still highlighted, click the Complete icon to complete the step.

^ Steps

Create Edit Delete Excel **Complete** ⚡

#	Updated On	Member	Job Type	Status	Interval
1	07-26-2018 ...	OLGPC	APPROVAL	NTG	3
2	07-26-2018 ...	OLUPC	AWAITING RESPONSE (OL)	Pending	0
3	07-26-2018 ...	UPCDOT	APPROVAL	Complete	0

4. To **NOT** approve steps:

- Edit the step as shown above.
- Change the **Type** from Awaiting Response (OL) to Not Approved.
- In the Remarks section, explain why it is not approved, then click Apply Changes.

Step\*

**Apply Changes** Cancel History

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**Step**

**2** Description

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Type	NOT APPROVED (OL)   *	Status	NTG
Assigned Member	OLUPC    *	Days Interval	0
Job Id	<input type="text"/>	Response Request Date	07-26-2018
Member Pole/Asset #	<input type="text"/>	Field Completion Date	__-__-__
Location	<input type="text"/>	NTG Start Date	07-27-2018
Serving Area	<input type="text"/>	Completed Date	__-__-__
Reference Id	<input type="text"/>	Remarks	lines need to moved before the move can come through
# of Poles/Assets	1		
Latitude	<input type="text"/>		

- Leave the status as Pending or NTG – Don't complete the step.
- Once the Lead Agent and Step Member have resolved the issue, the Type can be changed to Approval and the step completed.

#### Steps with No responses:

1. After 72 hours has passed, the lead agent can complete any step that still has a job type of Awaiting Response (OL). This will show that the member did not respond to their step in the allotted amount of time.

- Leave the Type as Awaiting Response (OL)
- Change the status to Complete.

#### Closing the Ticket

1. Once all steps are completed, the lead agent can close the ticket. Click the Close icon.

**Save and close** Save Cancel **Close Ticket**

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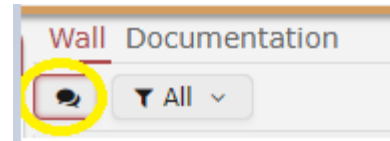
**Ticket - OL3422746 - Oversize Load (OL) - OL:OL-Default**

Ticket Id	OL3422746	Creator	OLUPC	NTG
Status	Open	Owner	OLUPC	Start

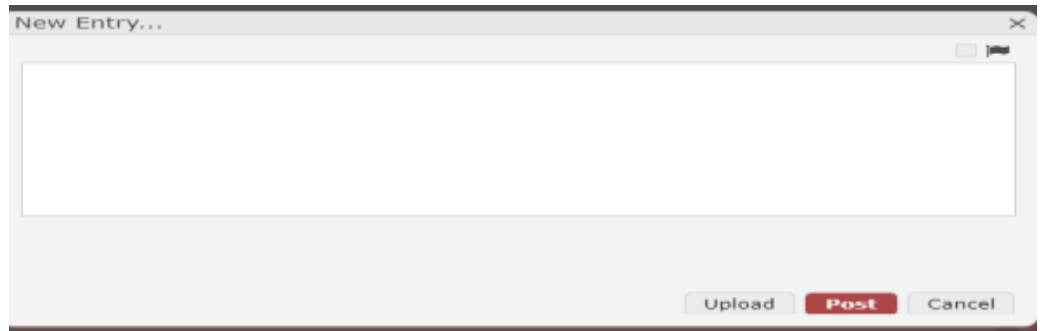
## Adding Comments/File Attachments to a ticket

### Adding a Comment

1. From the Wall, click the New entry icon.
2. The New Entry box will appear.



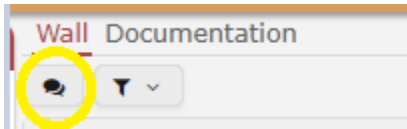
3. To add a **comment**, type the comment into the blank box and click Post. The comment will appear on the wall and email notifications will be sent.



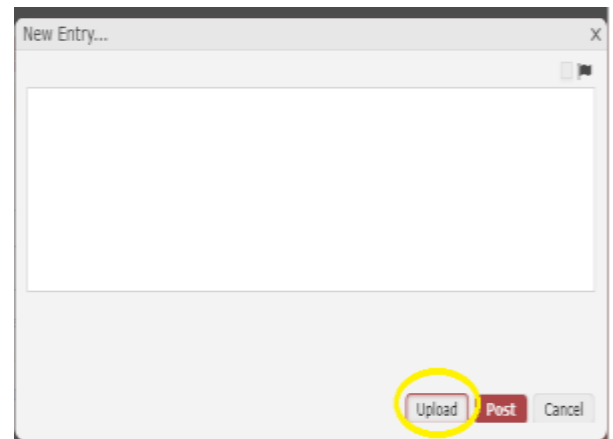
Clicking the flag in the top right corner of the comment will mark it as urgent. As of now there is no way to unmark it.

### Adding a File Attachment

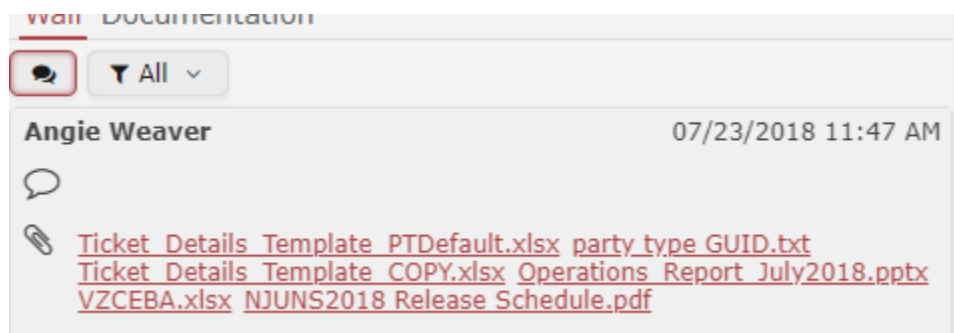
1. To add a file attachment, click the same icon as the one for adding a comment.



2. Click the Upload icon.
3. The Windows explorer screen will appear where the files can be selected.
4. Once selected, click the Post Icon.



5. The files will be posted to the wall and an email notification will be sent.



File size is limited to 6MB per file.

The option to delete the file is available to the user that uploaded the file.