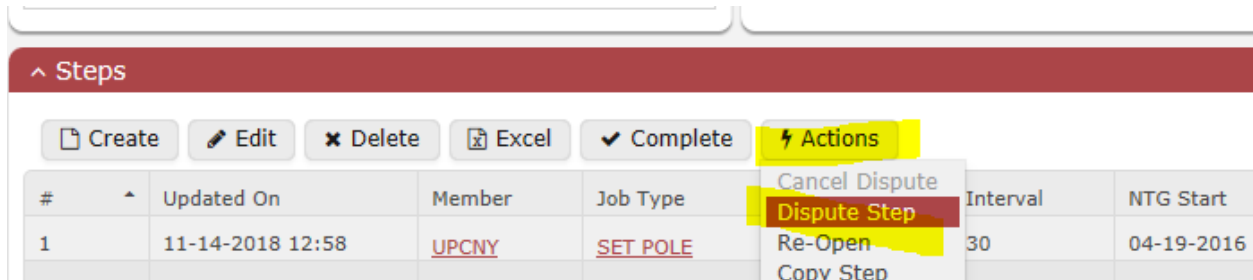


## Creating a Dispute

A step member can dispute their step when they are unable to perform the next to go (NTG) work for some reason. NJUNS provides some reasons where a dispute might need to be created. Once a dispute has been created, a step type of DISPUTE gets assigned to the ticket creator and that step will become NTG. It is up to the ticket creator to resolve or cancel the dispute.

### Creating the Dispute

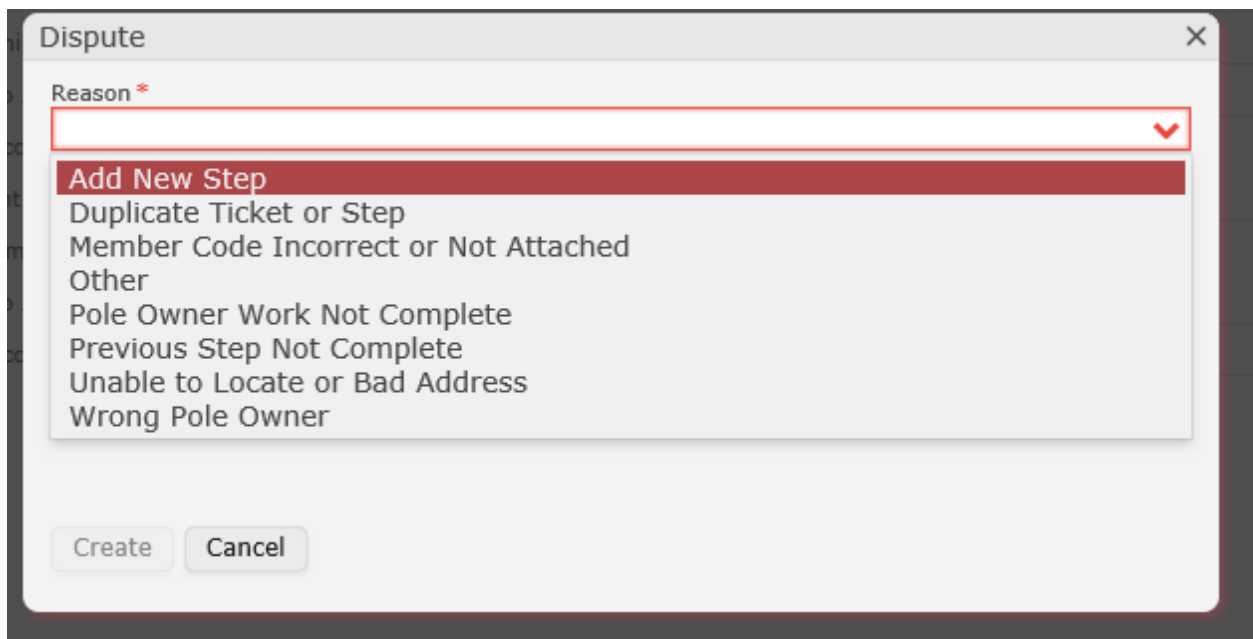
To create the dispute, highlight the step that cannot be completed. Select Action, and Dispute Step.



The screenshot shows a table titled 'Steps' with columns: #, Updated On, Member, Job Type, Interval, and NTG Start. The first row has the value '1' in the # column, '11-14-2018 12:58' in Updated On, 'UPCNY' in Member, 'SET POLE' in Job Type, '30' in Interval, and '04-19-2016' in NTG Start. Above the table is a toolbar with buttons: Create, Edit, Delete, Excel, Complete, and Actions. The 'Actions' button is highlighted, and a dropdown menu is open showing options: Cancel Dispute, Dispute Step (highlighted), Re-Open, and Copy Step.

#	Updated On	Member	Job Type	Interval	NTG Start
1	11-14-2018 12:58	UPCNY	SET POLE	30	04-19-2016

Select one of the reasons why the step is being disputed.



The screenshot shows a 'Dispute' dialog box with a 'Reason \*' dropdown menu. The dropdown is open, showing a list of reasons: 'Add New Step', 'Duplicate Ticket or Step', 'Member Code Incorrect or Not Attached', 'Other', 'Pole Owner Work Not Complete', 'Previous Step Not Complete', 'Unable to Locate or Bad Address', and 'Wrong Pole Owner'. The 'Add New Step' option is highlighted. At the bottom of the dialog are 'Create' and 'Cancel' buttons.

Dispute

Reason \*

Add New Step

Duplicate Ticket or Step

Member Code Incorrect or Not Attached

Other

Pole Owner Work Not Complete

Previous Step Not Complete

Unable to Locate or Bad Address

Wrong Pole Owner

Create Cancel

Provide some more details in the Remarks area, then Click Create.

Dispute

Reason \*  
Member Code Incorrect or Not Attached

Remarks  
Not our area.

Create Cancel

### Resolving the Dispute

If the Ticket creator corrected the issue, the DISPUTE can be resolved. To do this, highlight the dispute step and click the Complete icon.

^ Steps

Create Edit Delete Excel Complete Actions

#	Updated On	Member	Job Type	Status	Interval	NTG Start	Res
1	11-14-2018 12:58	UPCNY	SET POLE	Complete	30	04-19-2016	05
2	11-14-2018 12:58	UPCNY	DISPUTE	NTG	30	11-15-2018	12
3	11-14-2018 12:58	UPCNY	TRANSFER	Pending	30		01

### C canceling the Dispute

If the ticket creator determined the dispute should not have been created, the dispute can be canceled. This will not give the step member additional time for their step. Highlight the DISPUTE step and select the Actions icon. Choose Cancel Dispute.

^ Steps

Create Edit Delete Excel Complete Actions

#	Updated On	Member	Job Type	Status	Interval	NTG Start	Res
1	11-14-2018 12:58	UPCNY	SET POLE	Complete	30	04-19-2016	05
2	11-14-2018 12:58	UPCNY	DISPUTE	NTG	30	11-15-2018	12
3	11-14-2018 12:58	UPCNY	TRANSFER	Pending	30		01
4	11-14-2018 12:58	UPC2	TRANSFER	Pending	30		02

Cancel Dispute  
Dispute Step  
Re-Open  
Copy Step  
Reassign Step