



NJUNS2018 Quick Reference Guide – Creating a PA Ticket (Attachment Request)

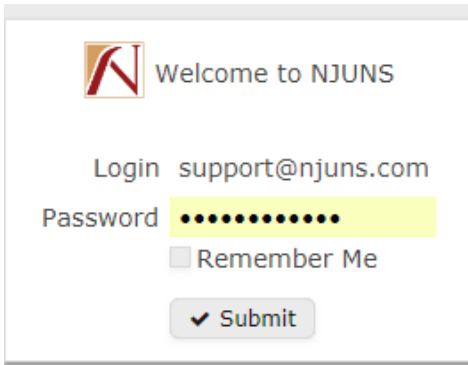
This guide is intended to be used as a quick reference. See the [User Guide](#) for more details.

Contents

Creating the Ticket	2
Dynamic Attributes	3
Adding Poles.....	4
Dynamic Attributes	5
Opening the Ticket	6
Workflow.....	7
Accepting or Rejecting Poles (for pole owners).....	8
Adding Additional Parties to the Ticket (for Pole Owners)	9

Creating the Ticket

1. Log into NJUNS at www.njuns.com/app



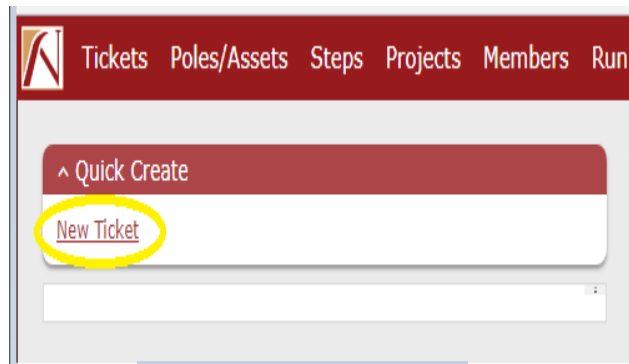
Welcome to NJUNS

Login

Password

☐ Remember Me

2. Click on New Ticket Under Quick



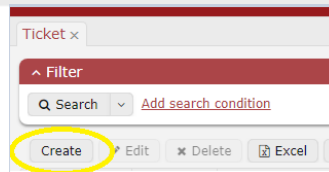
Tickets Poles/Assets Steps Projects Members Run

^ Quick Create

New Ticket

Create.

Or Clicking Tickets, then Create will have the same results.



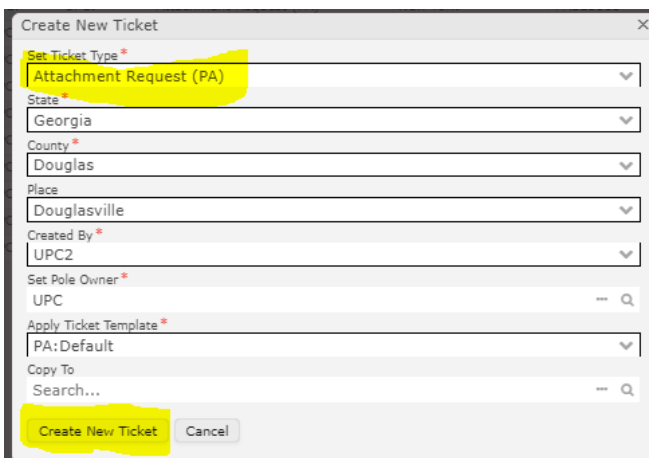
Ticket x

^ Filter

Q Search Add search condition

Create Edit Delete Excel

3. Complete the fields to start the ticket. For a Pole Attachment ticket, Ticket Type must be Attachment Request (PA). The fields identified by the red asterisks are required.
4. The Created By member codes in the drop down represent the codes available in the user profile.
5. The Pole Owner code can be type in and press enter to accept or click the three dots to find the code.
6. Click the Create New Ticket icon.



Create New Ticket

Set Ticket Type *
Attachment Request (PA)

State
Georgia

County *
Douglas

Place
Douglasville

Created By *
UPC2

Set Pole Owner *
UPC

Apply Ticket Template *
PA:Default

Copy To
Search...

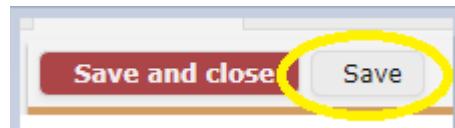
Complete the information in Details section. The only required fields are shown by the red asterisks. Other fields can be filled in as needed.

Dynamic Attributes

If you previously created tickets for a company that used the default PA ticket, the dynamic attributes represent common fields previously located in the ticket header and permit section of the ticket in the old system. None of the fields are required by the system, but the pole owner can provide additional information on what they require to accept the application.

If the company you are creating the ticket for previously used a ticket mask, the dynamic attributes section represents their custom fields. (Ameren Missouri, Central Hudson, Consumers Energy, Dominion Energy, Kansas City Power & Light, Orange & Rockland). Again, the system doesn't require the fields however if an * (asterisk) appears after a field name it was required in the old system and should be entered.

The example shown below is for Dominion Energy. The black asterisks noted after the field Attachment Type means it was a required field in the old system. Dynamic attributes are not required by the system; however, the pole owner may require certain fields to accept the permit. It is best to check with the pole owner if not sure.



. Click Save to get a ticket number.

Adding Poles

6. To add the pole information, click the Poles/Assets tab located to the right of Details.

Save and close Save Cancel Open Ticket Cancel Ticket History Reports Actions Ticket Map Add Poles

Ticket - PA3422586 - Attachment Request (PA) - PA:DomVirPower

Ticket Id PA3422586 Creator UPC NTG Member UPC Priority
 Status Draft Owner UPCOR Start Date - - -

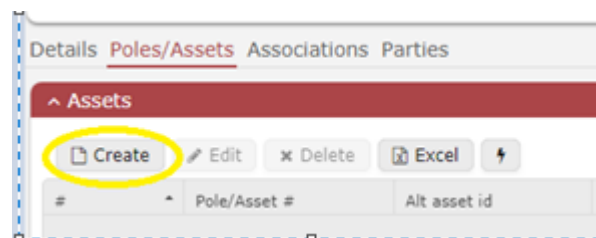
Detail: **Poles/Assets** Associations Parties

^ Assets

Create Edit Delete Excel Accept Reject

#	Pole/Asset #	Alt asset id	Latitude	Longitude	Job Type	Status
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7. Click the Create icon.



8. Enter the information about the pole.

Required fields: Pole Number is required. House number/Street1 OR Latitude/Longitude are required. Make sure to select the type. (attach, overlash, etc) The other fields are not required but can be filled in as needed. Lat/Lon will only accept true Lat/Lon values. If a House number is not available a value of UNK can be entered (unknown).

Dynamic Attributes

The companies that used a ticket mask as previously mentioned may also have dynamic attributes in the Pole/Assets tab. If a field has a black asterisk beside it (as in Attachment Height shown below) it was required in the old system. The Pole owner may require other fields to accept the permit so verify requirements with them.

Click the Create icon.

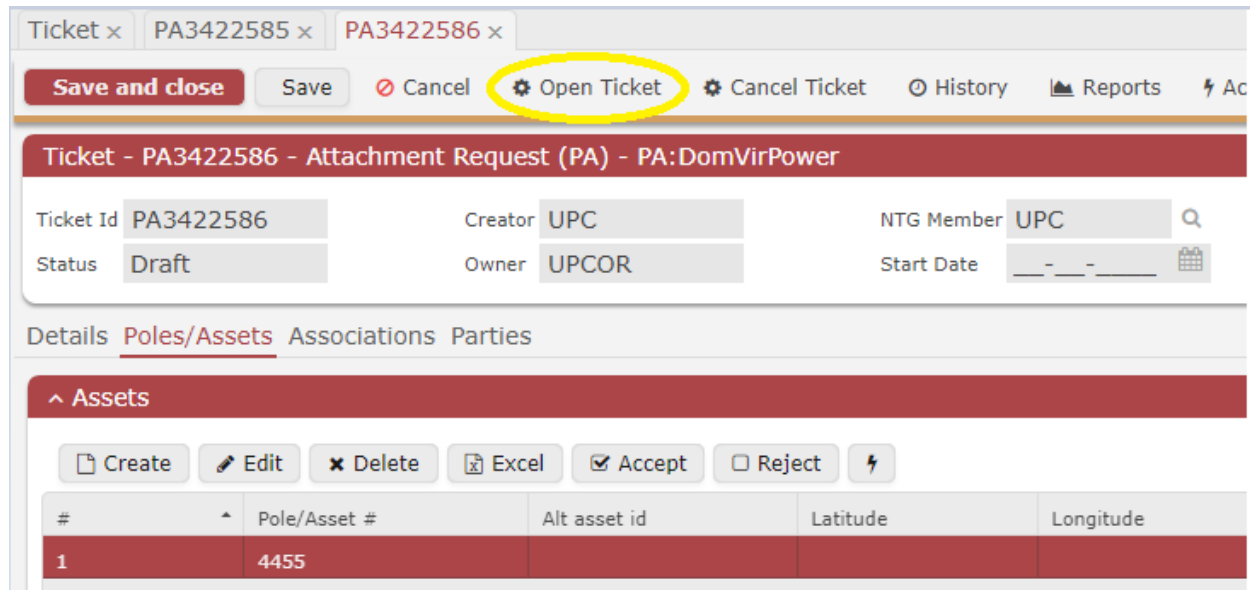
The screenshot shows a web form titled "Pole/Asset*" with a "Create" button circled in yellow. Below the button is a red header bar with "Pole/Asset" and a white box containing "4455" and a red asterisk next to the word "Description". The form is divided into two main sections: "Header" and "Dynamic Attributes". The "Header" section contains fields for Sequence (1), Latitude, Longitude, House number (12), Street1 (Testing St), Cross street, Pre existing (checkbox), Private property (checkbox), Installation date (calendar icon), Status (Awaiting Approval), Type (Attach, circled in yellow), Directions, Reference id, Alt asset id, Reference point, and Response date (calendar icon). The "Dynamic Attributes" section contains fields for Category (PA-A-Dominion), Attachment Height (circled in yellow with a black asterisk), Is Anchor Attached (checkbox with an asterisk), Pole Class, Pole Height, and Pole Owner Cost.

12.

9. Repeat this process for each pole on the application. (see User Guide for all options available for adding poles)

Opening the Ticket

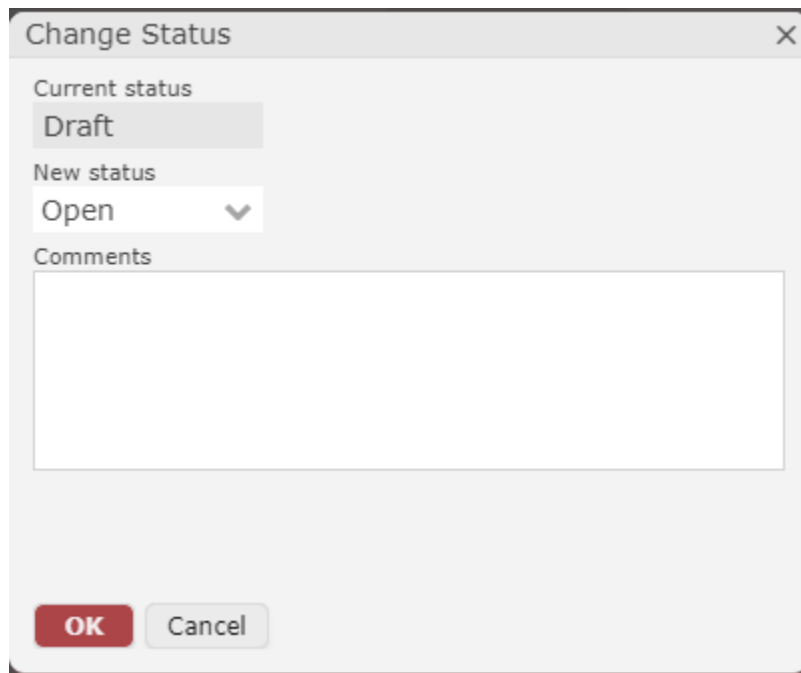
10. Open the ticket to submit to the pole owner by clicking on the Open Ticket icon located at the top.



The screenshot shows a web application interface for managing tickets. At the top, there are tabs for 'Ticket x', 'PA3422585 x', and 'PA3422586 x'. Below the tabs is a navigation bar with buttons: 'Save and close' (red), 'Save', 'Cancel' (with a red circle icon), 'Open Ticket' (with a gear icon and highlighted by a yellow circle), 'Cancel Ticket' (with a gear icon), 'History' (with a circular arrow icon), 'Reports' (with a bar chart icon), and 'Ac' (with a lightning bolt icon). Below the navigation bar is a header for the selected ticket: 'Ticket - PA3422586 - Attachment Request (PA) - PA:DomVirPower'. The main content area displays ticket details: 'Ticket Id' is 'PA3422586', 'Status' is 'Draft', 'Creator' is 'UPC', 'Owner' is 'UPCOR', 'NTG Member' is 'UPC', and 'Start Date' is a date picker. Below the details is a tabbed interface with 'Details', 'Poles/Assets' (selected), 'Associations', and 'Parties'. Under the 'Poles/Assets' tab, there is a section titled '^ Assets' with a table. Above the table are buttons: 'Create' (with a plus icon), 'Edit' (with a pencil icon), 'Delete' (with an 'x' icon), 'Excel' (with a document icon), 'Accept' (with a checkmark icon), 'Reject' (with an 'x' icon), and a lightning bolt icon. The table has columns: '#', 'Pole/Asset #', 'Alt asset id', 'Latitude', and 'Longitude'. There is one row with the following data: '# 1', 'Pole/Asset # 4455', 'Alt asset id', 'Latitude', and 'Longitude'.

#	Pole/Asset #	Alt asset id	Latitude	Longitude
1	4455			

The dialog box below appears. A comment can be added but is not required. Click OK.





The screenshot shows a 'Change Status' dialog box. It has a title bar with a close button (X). The dialog contains the following fields: 'Current status' is 'Draft', 'New status' is a dropdown menu with 'Open' selected, and 'Comments' is a text area. At the bottom are 'OK' and 'Cancel' buttons.

Workflow

Attachment Request tickets use a workflow process. Once the ticket is opened, the workflow starts.



In the example below, the ticket is now waiting on the owner to Validate.

Workflow

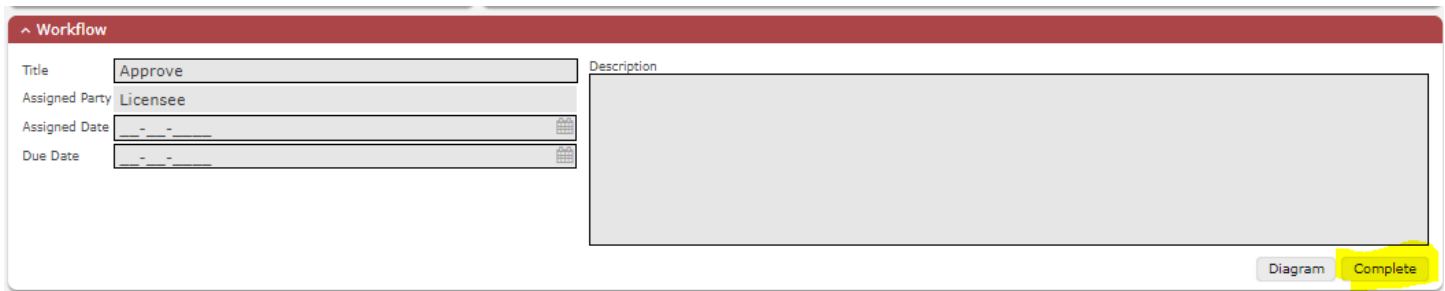
Title	Validate	Desc
Assigned Party	Owner	
Assigned Date	07-11-2018	
Due Date	__-__-__	

Once the owner logs in and accepts or rejects the poles, they will complete the workflow, which will assign the workflow back to the Licensee for Approval.

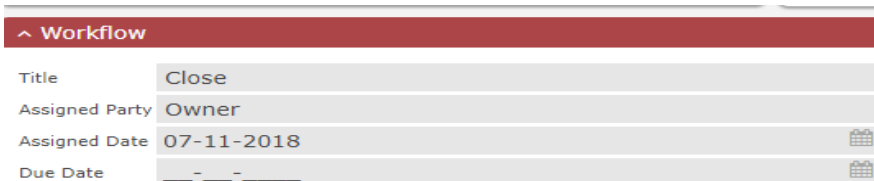
Workflow

Title	Approve
Assigned Party	Licensee
Assigned Date	07-11-2018 
Due Date	__-__-__ 

If approved, the Licensee can Complete the workflow by clicking on the Complete icon within the workflow.



The image shows a workflow form titled "Workflow" with a red header. It contains a form with the following fields: Title (Approve), Assigned Party (Licensee), Assigned Date (calendar icon), and Due Date (calendar icon). To the right of these fields is a large text area for Description. At the bottom right of the form, there are two buttons: "Diagram" and "Complete". The "Complete" button is highlighted in yellow.



The image shows a workflow form titled "Workflow" with a red header. It contains a form with the following fields: Title (Close), Assigned Party (Owner), Assigned Date (07-11-2018 with a calendar icon), and Due Date (calendar icon).

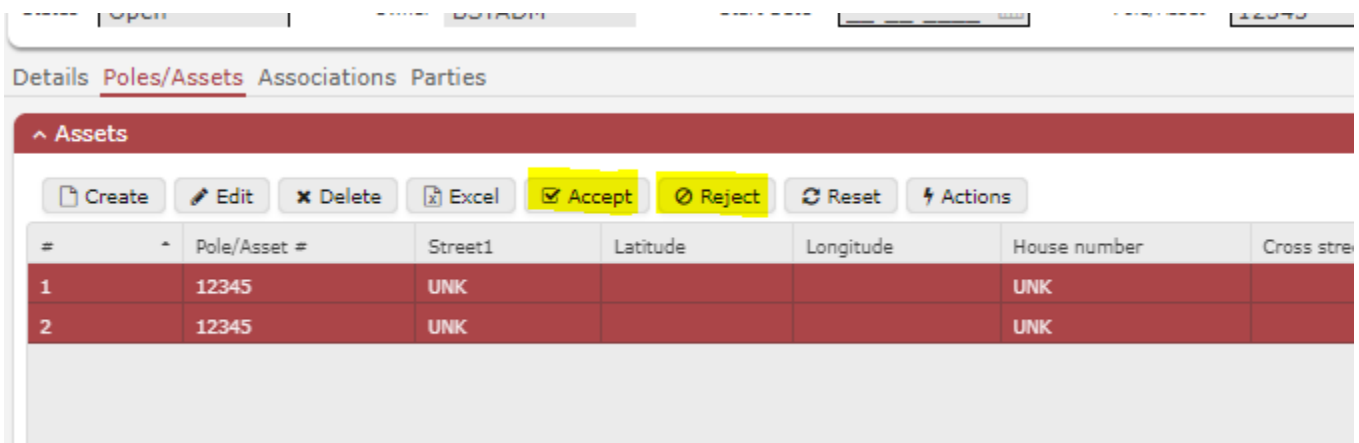
Complete the entire workflow process by clicking the Complete icon. The ticket will close automatically when workflow is completed.

**** Note ****

The workflow process is different if the pole owner was using a ticket mask in the old system. The examples shown above were for our **Default PA ticket**.

Accepting or Rejecting Poles (for pole owners)

1. Click on the Pole/Asset icon from inside of the ticket.
2. Highlight the poles to be accepted or rejected and click the appropriate icon (accept or reject)

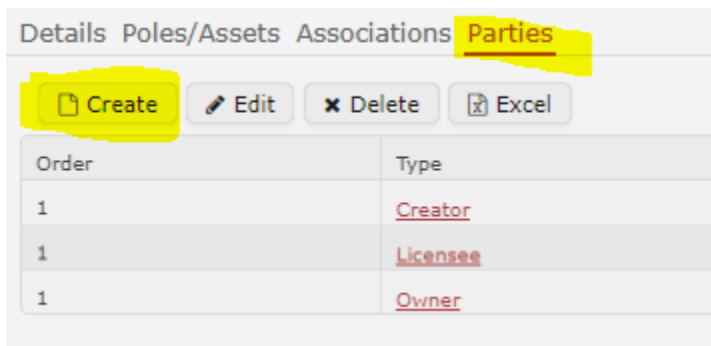


The image shows a screenshot of a web application interface. At the top, there are tabs for "Details", "Poles/Assets", "Associations", and "Parties". Below the tabs is a red header bar with the text "Assets". Underneath the header bar is a row of buttons: "Create", "Edit", "Delete", "Excel", "Accept", "Reject", "Reset", and "Actions". The "Accept" and "Reject" buttons are highlighted in yellow. Below the buttons is a table with the following columns: "#", "Pole/Asset #", "Street1", "Latitude", "Longitude", "House number", and "Cross street". The table contains two rows of data:

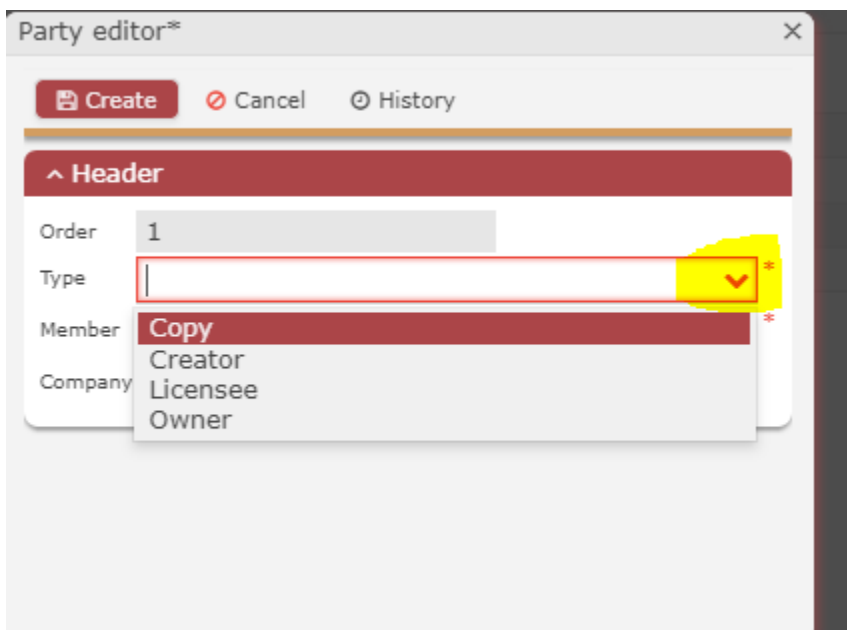
#	Pole/Asset #	Street1	Latitude	Longitude	House number	Cross street
1	12345	UNK			UNK	
2	12345	UNK			UNK	

Adding Additional Parties to the Ticket (for Pole Owners)

1. To add another party to the ticket (i.e. joint pole owner, copy member) click the Parties tab from inside of the ticket, and click the Create icon.



2. Select the party being added from the Type drop down.



3. Type in the member code representing this party and **press enter** or use the three dots to select the code. Click the Create Icon when finished.

Party editor*

Create Cancel History

Header

Order 2

Type Owner

Member BSTADM

Company

Save the ticket.

Save and close Save Cancel Cancel Ticket History Reports

Ticket - PA50174 - Attachment Request (PA) - PA:Default

Ticket # 50174 Creator UPC NTG Member UPC

Status Open Owner BSTADM Start Date