



# NJUNS2018 Quick Reference Guide

## Creating a PT+ Ticket Type

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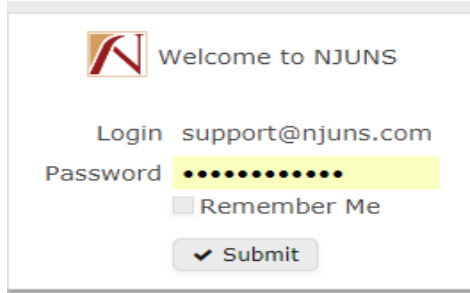
This document is intended as a quick reference guide. See the User Guide for more details.

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## Creating the Ticket

1. Log into NJUNS at [www.njuns.com/app](http://www.njuns.com/app)



Welcome to NJUNS

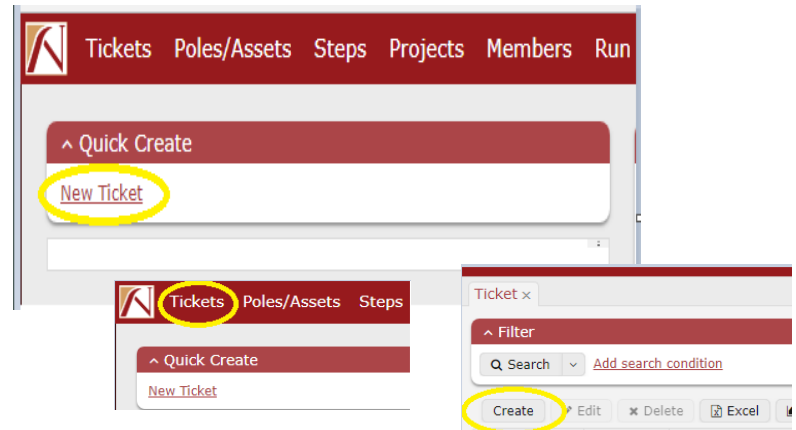
Login

Password

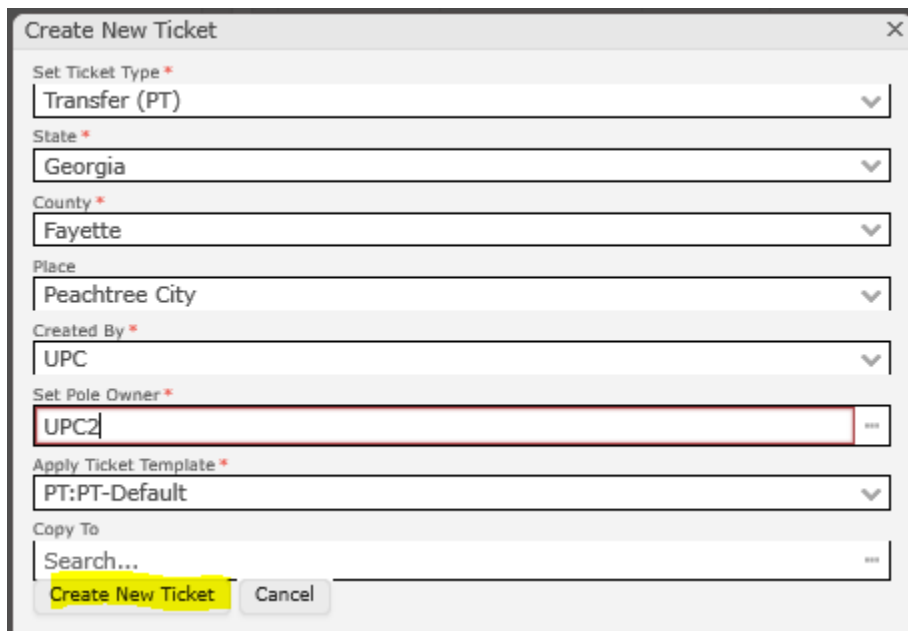
☐ Remember Me

2. Click on New Ticket under Quick Create from the dashboard.

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



3. Complete the fields to start the ticket. The fields noted by the red asterisks are required. Click Create New Ticket when finished.



Create New Ticket

Set Ticket Type \*

State \*

County \*

Place

Created By \*

Set Pole Owner \*

Apply Ticket Template \*

Copy To

4. Work Requested Date is the goal date for when the ticket should be completed. Reference Id and Misc Id are free fields that can be used as needed.

**Details** Poles/Assets Associations Parties

**^ Details**

Work Requested Date

State

County

Place

Contact Name

Contact Phone

Contact Email

Reference Id

Misc Id

# of Poles/Assets

Remarks  [Full Screen](#)

**^ Asset 1**

House number

Street1

Cross street

Latitude

Longitude

Zip code

Private property ☐

Pre existing ☐

Priority Code will be required to open the ticket (may as well enter it now). Priority code definitions can be found on our website or in the application documentation. <https://web.njuns.com/wp-content/uploads/2019/12/Priority-Codes-By-State-1.pdf>

Priority


Pole/Asset #

## Dynamic Attributes (Details)

If you are in a state that previously used a ticket mask (NY, NJ, MA, RI, PA) there will be dynamic attributes shown in this section, which represent the custom fields.

Examples:

### New York

 Dynamic Attributes

Billable Job

☐

Municipality

Elco Job Number

Telco Job Number

Joint Use Company Job ID


Permits

Elco JPP JUA EON Number

Telco JPP JUA EON Number

### Massachusetts/Rhode Island.


**Set Date should be entered per MA/RI Directors. Date the pole was set.**

 Dynamic Attributes

Billable Job

☐

Set Date



TELCO Route Number

ELCO Route Number

TELCO Job Id

ELCO Job Id

DOT Permit Number

TELCO JPP JUA EON Number

ELCO JPP JUA EON Number

TELCO Pole Number

## Pennsylvania

**^ Dynamic Attributes**

Billable Job

☐

Wire Center

Pole Owner Job ID

Joint Use Company Job ID

Permits

Elco MR App Number

Telco MR App Number

Elco Job ID

Telco Job ID

5. Click Save to get a ticket number.

**Ticket - PT4179585 - Transfer (PT) - PT:PT-Default**

Ticket #

Creator

NTG Member

Pr

Status

Owner

Start Date

Pc

**Details** Poles/Assets Associations Parties

**^ Details**

Work Requested Date

State

County

Place

Contact Name

Contact Phone

Contact Email

Reference Id

Misc Id

# of Poles/Assets

Remarks

**^ Asset 1**

House number

Street1

Cross street

Latitude

Longitude

Zip code

Private property ☐

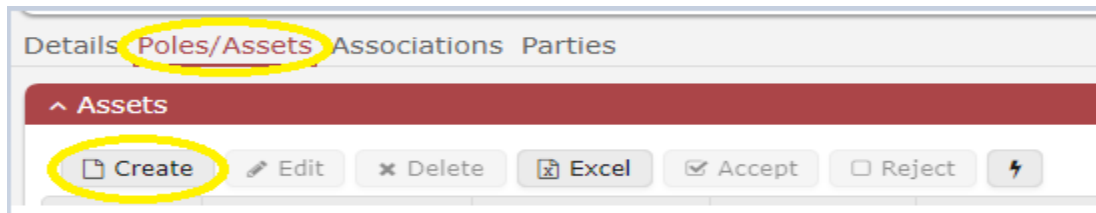
Pre existing ☐

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Updated February 2020

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## Adding poles

6. To add the pole information, click the Poles/Assets tab and click the Create icon.



7. Enter the information about the pole.

Require fields: Pole Number is required **and** House number/Street1 OR Latitude/Longitude. The other fields are not required but can be filled in as needed. The recommended value to enter if unknown or not used in UNK.


A screenshot of a web application form titled 'Pole/Asset\*'. At the top, there are four buttons: 'Create' (with a plus icon), 'Cancel' (with a red circle and slash icon), 'History' (with a clock icon), and 'Enable Geocoding' (with a location pin icon). Below these buttons is a red header bar with the text '^ Pole/Asset'. Underneath this header is a row of input fields: 'Pole/Asset #' (highlighted with a yellow circle and labeled 'Required' in red), and 'Description'. Below this is another red header bar with the text '^ Header'. Underneath this header is a form with several input fields: 'Sequence' (with the value '1'), 'Latitude' (highlighted with a yellow circle), 'Longitude' (highlighted with a yellow circle), 'House number' (highlighted with a yellow circle and labeled 'OR' in red), 'Street1' (highlighted with a yellow circle), 'Cross street', 'Zip code', 'Pre existing' (checkbox), 'Private property' (checkbox), 'Installation date' (calendar icon), 'Status', and 'Type'. The 'Latitude' and 'Longitude' fields are also highlighted with yellow circles.

Note: Enable Geo-Coding can be used to find the lat/long based on the address entered or the address based on the lat/long entered. If typing in an address, the house, street, and zip are required to enable geocoding to find the lat/long.

### Dynamic Attributes (Poles)

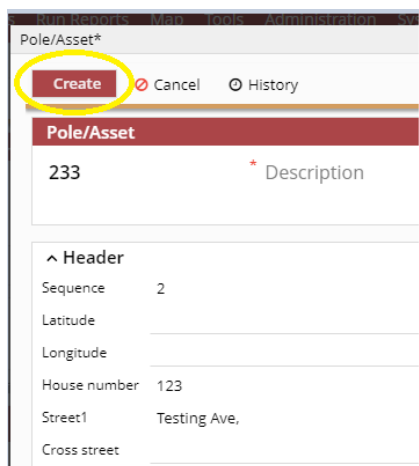
The states that used a custom ticket will also have Dynamic Attributes under the Pole/Asset Tab. None of these fields are required by the system. If not in the states of NY, NJ, MA, RI, or PA this section is blank.

Example of NY:



The screenshot shows a form titled "Dynamic Attributes" with a red header. Below the header, there is a "Category" dropdown menu set to "PT-A-NY". Underneath, there are two fields: "New Pole Height" and "New Pole Class", each with a downward arrow icon indicating a dropdown menu.

9. Click the Create icon when the pole information is complete.



The screenshot shows a "Pole/Asset\*" form. At the top, there is a "Create" button (highlighted with a yellow circle), a "Cancel" button, and a "History" button. Below this is a "Pole/Asset" section with a red header. Underneath, there is a "233" field and a "\* Description" field. Below this is a "Header" section with a red header. Underneath, there are several fields: "Sequence" (2), "Latitude", "Longitude", "House number" (123), "Street1" (Testing Ave.), and "Cross street".

The pole will be added and once the ticket is saved, the Asset1 information on the header will be updated. (Click on Details tab)

**Ticket - PT4179585 - Transfer (PT) - PT:PT-Default**

Ticket #	4179585	Creator	UPC2	NTG Member	UPC2	Priority	3
Status	Draft	Owner	UPC2	Start Date	02-07-2020	Pole/Asset #	233

[Details](#) [Poles/Assets](#) [Associations](#) [Parties](#)

**^ Details**

Work Requested Date:

State:  \*

County:  \*

Place:  \*

Contact Name:

Contact Phone:

Contact Email:

Reference Id:

Misc Id:

**^ Asset 1**

House number:

Street1:

Cross street:

Latitude:

Longitude:

Zip code:

Private property: ☐

Pre existing: ☐

## Adding Steps

11. Scroll down to the Steps section and Click the Create icon to add the first step.

**^ Steps**

#	Updated On	Member	Job Type	Status	Interval

12. Complete the required fields identified by the red asterisks. (Type, Assigned Member, and Days Interval)

Type: identifies the requested work

Member: identifies the company to complete the requested work

Internal: how many days do they have to complete the requested work.

Number of poles defaults to 1. The other fields are not required. Click the Create icon.

**Step\***

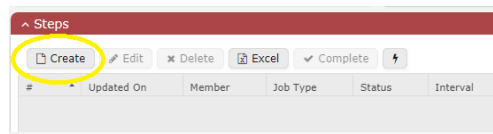
**Step**

**1** Description

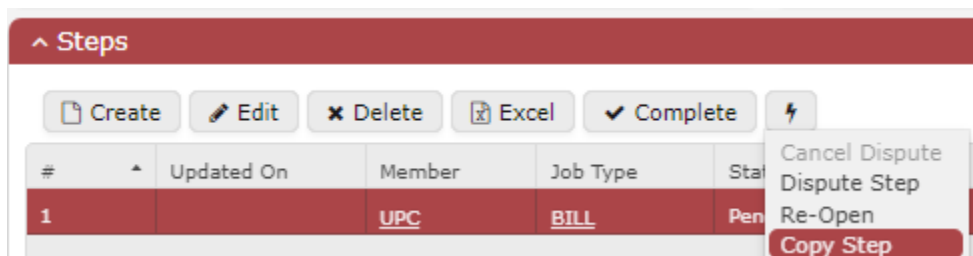
Type	TRANSFER	Status	Pending
Assigned Member	UPC2	Days Interval	30
Job Id		Response Request Date	<input type="text"/>
Member Pole/Asset #		Field Completion Date	<input type="text"/>
Location		NTG Start Date	<input type="text"/>
Serving Area		Completed Date	<input type="text"/>
Reference Id		Remarks	<input type="text"/>
# of Poles/Assets	1		
Latitude			
Longitude			
Task Id			



13. Repeat this process for each additional step by clicking the Create icon again.



- Steps can be copied by highlighting the step to be copied, then clicking the lightning bolt icon and selecting Copy Step.



**Note before opening the ticket:** If your state uses the joint pole owner, joint use company, or remediation party fields, these can be added to the ticket. See [Adding Additional Parties to the ticket](#) for more information.

## Opening the Ticket

14. Open the ticket by clicking the Open Ticket icon located at the top of the page.

Save and close Save Cancel **Open Ticket** Cancel Ticket History Report

**Ticket - PT4179585 - Transfer (PT) - PT:PT-Default**

Ticket # 4179585 Creator UPC2 NTG Member UPC2 Priority 3  
 Status Draft Owner UPC2 Start Date 02-07-2020 Pole/Asset # 233

Details Poles/Assets Associations Parties

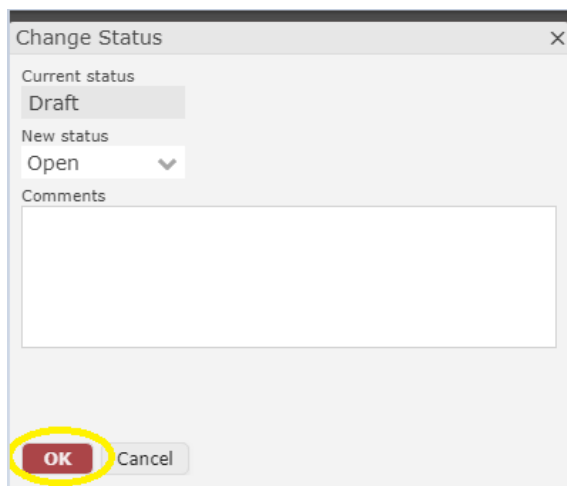
**Details**

Work Requested Date   
 State Georgia  
 County Douglas  
 Place Douglasville  
 Contact Name Angie Weaver  
 Contact Phone 770-861-5464  
 Contact Email  
 Reference Id

**Asset 1**

House number 123  
 Street1 Testing Ave  
 Cross street  
 Latitude  
 Longitude  
 Zip code  
 Private property  
 Pre existing

Comments can be added but not required. Click OK.

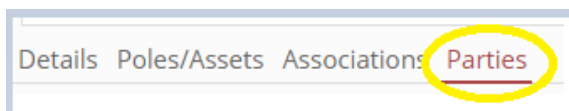


A dialog box titled "Change Status" with a close button (X) in the top right corner. It contains three sections: "Current status" with a button labeled "Draft", "New status" with a dropdown menu showing "Open" and a downward arrow, and "Comments" with a large empty text area. At the bottom, there are two buttons: "OK" (highlighted with a yellow circle) and "Cancel".

## Adding additional Parties to a ticket

For states that use Joint Pole Owner, Joint Use Company, or Remediation Party fields, these can be added to the ticket.

1. Click on the Parties tab.



The existing parties on the ticket are shown. In the example below, there is one ticket creator, one owner, and one step member.

Details Poles/Assets Associations <u>Parties</u>			
<div> <span>Create</span> <span>Edit</span> <span>Delete</span> <span>Excel</span> </div>			
Order	Type	Member	Company
1	<a href="#">Owner</a>	<a href="#">UPCNY</a>	<a href="#">NJUNS Two</a>
1	<a href="#">Creator</a>	<a href="#">UPC2</a>	<a href="#">NJUNS Inc.</a>
1	<a href="#">Step</a>	<a href="#">UPC</a>	<a href="#">NJUNS Inc.</a>

2. Click on the Create icon to add another party.

Details Poles/Assets Associations <b>Parties</b>			
<div> <div>Create</div> <div>Edit</div> <div>Delete</div> <div>Excel</div> </div>			
Order	Type	Member	Company
1	<a href="#">Owner</a>	<a href="#">UPCNY</a>	<a href="#">NJUNS Two</a>
1	<a href="#">Creator</a>	<a href="#">UPC2</a>	<a href="#">NJUNS Inc.</a>
1	<a href="#">Step</a>	<a href="#">UPC</a>	<a href="#">NJUNS Inc.</a>

3. Select the party type and member code that represents the company, then click Create.
  - Selecting Type of Owner will add the Joint Pole Owner (Owner2) as shown below.

Party editor\*

Create

Cancel

History

Header

Order

2

Type

Owner

Member

UPCNY

Company

Back to [Opening the Ticket](#)

See the complete User's Guide for more detailed instructions.