

## NJUNS ticket – Cancellation of NJUNS Tickets

**Goal:** The goal of this white paper is to develop consistency among NJUNS users as to when to cancel a ticket. These are suggestions as to the best practices of cancelling tickets and not meant to be mandates. Pole owners are responsible for deciding when to cancel tickets on their system.

**Defined Usage:** The cancellation of an NJUNS Ticket should be used when:

- (a) The work is no longer required at a pole location or when an entire project has been cancelled and no make right work is required.
- (b) Duplicate Ticket – If a duplicate ticket is discovered, the suggested practice is as follows. Update the oldest ticket with any information to ensure the ticket is complete and all work steps are accurate. Cross-reference all known tickets in the ticket headers so that anyone can find the proper ticket if they have one of the duplicate numbers. Cancel the newest ticket(s).

**Defined Non-Usage:** The cancellation of an NJUNS ticket should not include the following:

- (a) Do not cancel NJUNS tickets to clean up a pole owner's system simply because the tickets are old and you are replacing with new tickets to match the pole tagging process.
- (b) Do not cancel tickets simply because some, but not all, of the work steps are no longer required. If this is the case, update the existing work steps to match the required steps.  
Example: A joint use company has requested to attach to the pole, existing violations were found, the NJUNS ticket was created, but then the joint use company decided it was not going to attach. In this case, leave the NJUNS ticket open, but revise the work steps to match the required work steps.

**Suggestions to follow when cancelling tickets and other notes:**

1. Only an authorized agent of the pole owner should be allowed to cancel a ticket.
2. There should be a clearly defined reason given for cancelling the ticket (there is an automatic pop-up window to enter this when cancelling a ticket).
3. Comments can be added to a cancelled ticket.
4. Steps cannot be changed once a ticket is cancelled.
5. If a ticket is accidentally cancelled, clone the original ticket and cross-reference both tickets in the ticket headers.