NJUNS2018 Quick Reference Guide Creating a Make Ready Ticket

Creating the Ticket

Follow instructions for Creating a PT Ticket: https://web.njuns.com/wp-content/uploads/2020/06/NJUNS2018-Quick-Reference-Guide-Creating-a-PT-Ticket.pdf

** For <mark>Make Ready Tickets</mark>: a new rule was added which will check that **either a Copy party or an Attach step has been added to the ticket before it can be opened**. The Copy party or ATTACH step represents the attaching company who is responsible for the new attachment, creating the need for a Make Ready ticket. A Copy party is a read only party that gives visibility to the ticket but does not allow editing. If adding an Attach step as the last step on the ticket to represent the attacher is preferred, a Copy party is not required.

If the attaching company does not have a member code in NJUNS, the recommendation will be to create a Non-Participating member code to represent them. Please contact support@njuns.com for help with creating this code.

If you are using the Make-Ready ticket type in a way not described above, please contact support@njuns.com for recommendations.

When initially creating the ticket, the copy party can be added here:

It can also be added after the ticket is created: Adding Additional Parties to the ticket for more information.

 Note: If the attaching company was not added as a Copy party, add them as the last step to ATTACH. **Do not add them as both a Copy Party and a Step, but select one option.**

Adding Steps

Scroll down to the Steps section and Click the Create icon to add the first step.
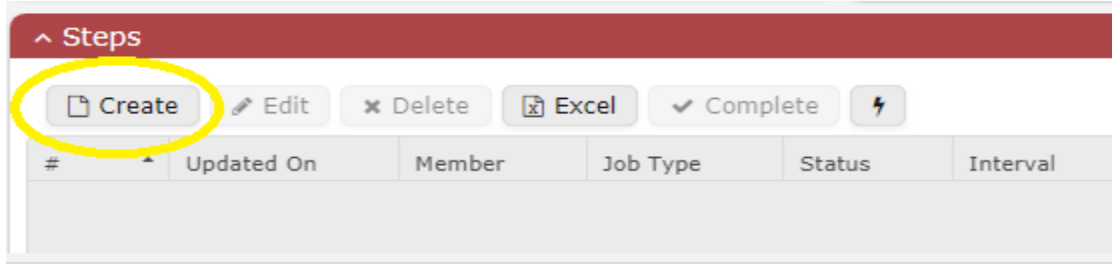
Complete the required fields identified by the red asterisks. (Type, Assigned Member, and Days Interval)

Type: identifies the requested work

Member: identifies the company to complete the requested work

Interval: how many calendar 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.

Example ticket shows the ATTACH step was added last.

#	▲	Updated On	Member	Job Type	Status	Interval	NTG Sta
1		06-06-2023 14:...	UPC7	LOWER	NTG	15	06-07-2
2		06-06-2023 14:...	BSTADM	ATTACH	Pending	30	

Opening the Ticket

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

Comments can be added but not required. Click OK.

If a Copy Party or an Attach step was not added to the ticket, the error below will occur. Either add the attacher as a Copy party or an Attach step to open the ticket.
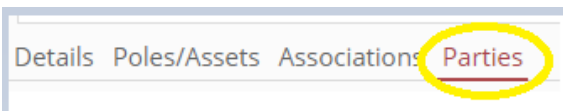

Adding additional Parties to a ticket

For states that use Joint Pole Owner, Joint Use Company, or Remediation Party fields, these can be added to the ticket.
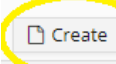
1. With the ticket opened, click on the Parties tab.

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

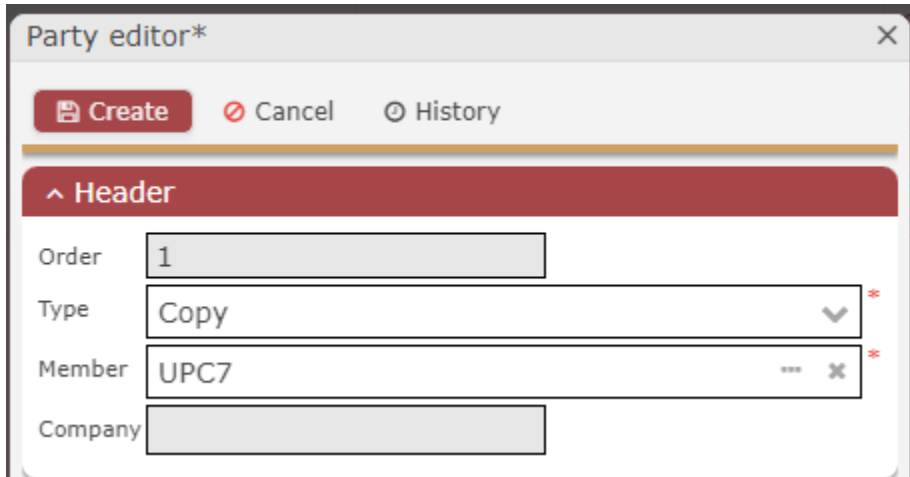| Order	Type	Member	Company
1	Owner	UPCNY	NJUNS Two
1	Creator	UPC2	NJUNS Inc.
1	Step	UPC	NJUNS Inc.

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

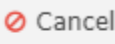| Details	Poles/Assets	Associations	Parties		
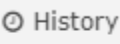
Create	Edit	Delete	Excel		
Order		Type		Member	Company
1		Owner		UPCNY	NJUNS Two
1		Creator		UPC2	NJUNS Inc.
1		Step		UPC	NJUNS Inc.

3. Select the party type of Copy and member code that represents the company, then click Create.

Party editor*   ✕

💾 Create   ⊘ Cancel   ⊙ History

∧ Header

Order	1
Type	Copy ∨ *
Member	UPC7 ⋯ ✕ *
Company	

If you did not add a copy party at the initial screen, it can be added here.