



NJUNS2018 Quick Reference Guide

Creating a PT+ Ticket Type

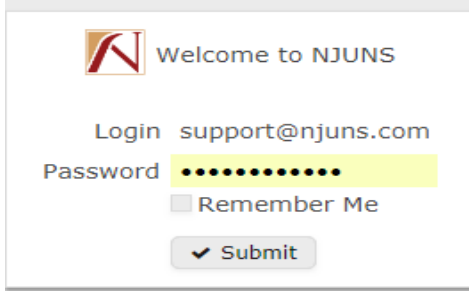
This document is intended as a quick reference guide. See the User Guide for more details.

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Creating the Ticket

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



Welcome to NJUNS

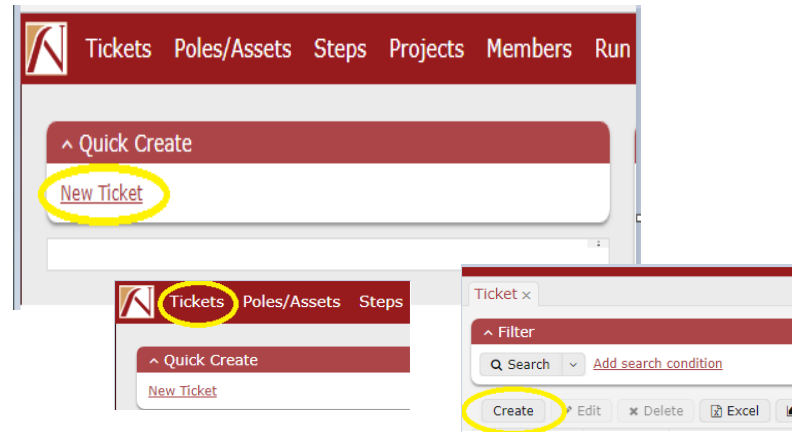
Login

Password

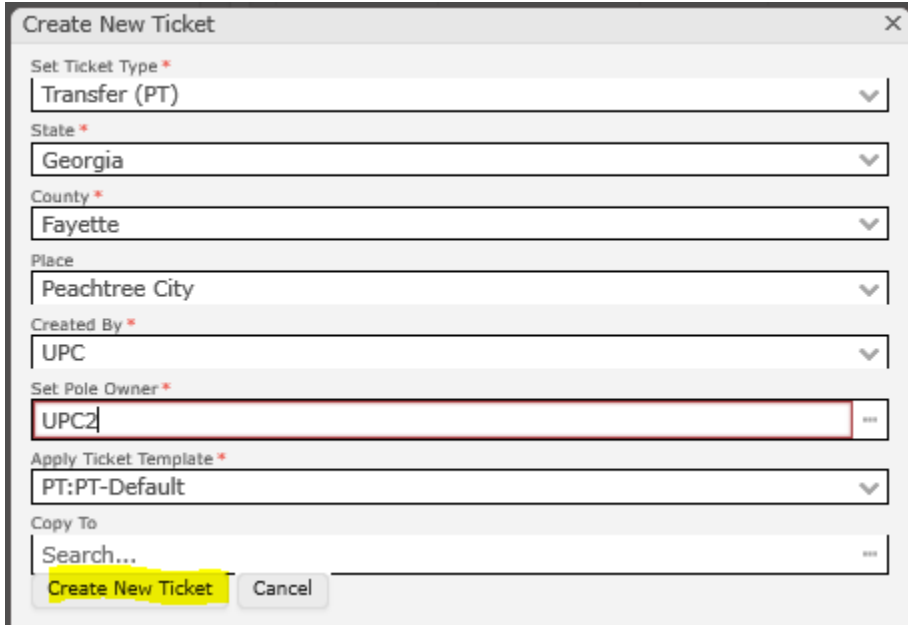
Remember Me

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: [Date Picker]

State: Georgia *** *

County: Douglas *** *

Place: Douglasville *** ✕

Contact Name: Angie Weaver

Contact Phone: 770-861-5464

Contact Email: [Empty]

Reference Id: [Empty]

Misc Id: [Empty]

of Poles/Assets: [Empty]

Remarks: [Text Area] [Full Screen](#)

^ Asset 1

House number: [Empty]

Street1: [Empty]

Cross street: [Empty]

Latitude: [Empty]

Longitude: [Empty]

Zip code: [Empty]

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: 3

Pole/Asset #: polenumber

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 [Full Screen](#)

^ Asset 1

House number

Street1

Cross street

Latitude

Longitude

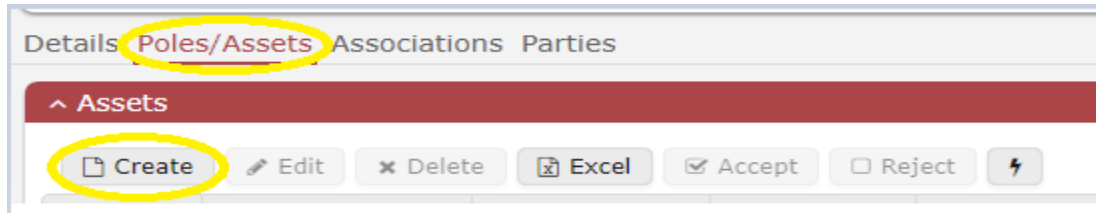
Zip code

Private property

Pre existing

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.

Pole/Asset*

Apply Changes Cancel History Enable Geocoding

Pole/Asset

Pole/Asset # * Description REQUIRED

^ Header

Sequence	1	
Latitude		
Longitude		REQUIRED
House number		
Street1		
Cross street		
Zip code		
Pre existing	<input type="checkbox"/>	
Private property	<input type="checkbox"/>	
Installation date	__-__-____	
Status		
Type		
Directions		
Reference id		
Alt asset id		
QR Tag ID		
Reference point		
Response date	__-__-____	
Remarks		


Use Enable Geocoding to populate the Address, or use the House, Street, and Zip to populate the Lat/Long.

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)

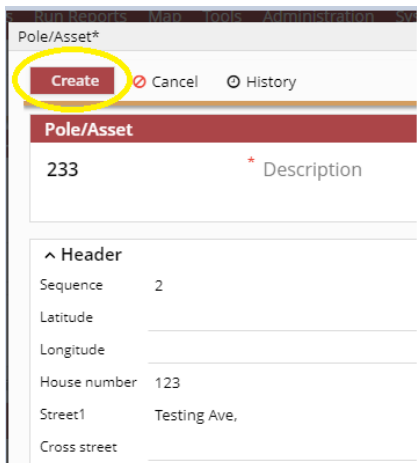
The states that used a custom ticket will also have Dynamic Attributes under the Pole/Asset Tab. None of these fields are required by the system. If not in the states of NY, NJ, MA, RI, or PA this section is blank.

Example of NY:



A screenshot of a software interface showing the 'Dynamic Attributes' section for NY. The section is titled 'Dynamic Attributes' with a red header. Below the header, there is a 'Category' field with the value 'PT-A-NY'. Underneath, there are two fields: 'New Pole Height' and 'New Pole Class', both with dropdown arrows.

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



A screenshot of a software interface showing the 'Pole/Asset' form. The form has a red header 'Pole/Asset' and a 'Create' button highlighted with a yellow circle. Below the header, there is a '233' field and a '* Description' field. Underneath, there is a 'Header' section with fields for '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 Georgia *
 County Douglas *
 Place Douglasville *
 Contact Name Angie Weaver
 Contact Phone 770-861-5464
 Contact Email []
 Reference Id []
 Misc Id []

^ Asset 1

House number 123
 Street1 Testing Ave
 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

Create Edit Delete Excel Complete

#	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*

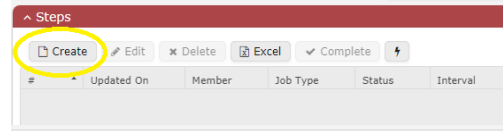
Create Cancel History

Step

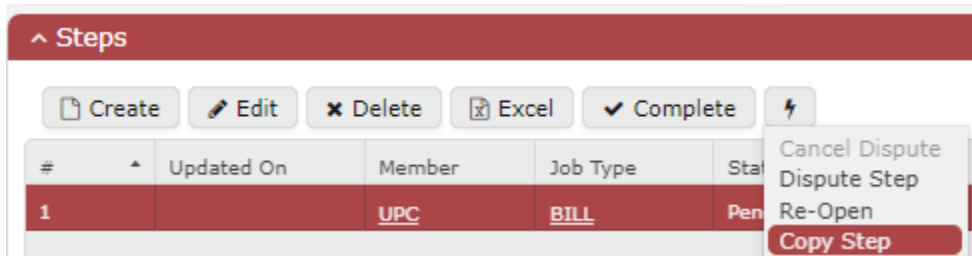
1 Description

Type	TRANSFER *	Status	Pending
Assigned Member	UPC2 *	Days Interval	30
Job Id	[]	Response Request Date	[]
Member Pole/Asset #	[]	Field Completion Date	[]
Location	[]	NTG Start Date	[]
Serving Area	[]	Completed Date	[]
Reference Id	[]	Remarks	[]
# 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

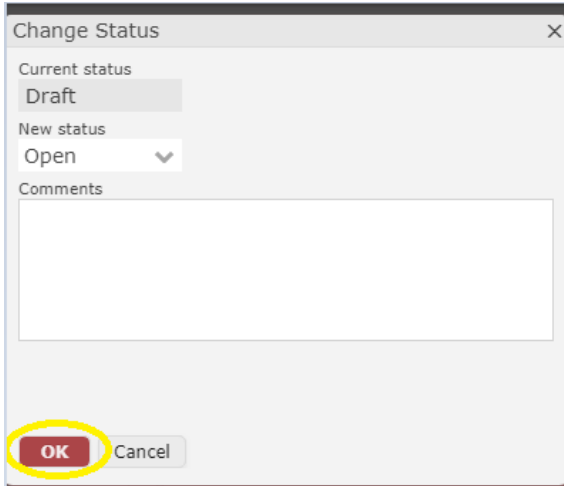
Details

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.



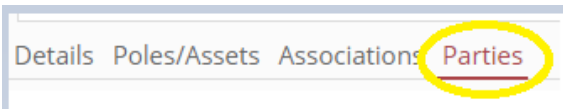
A dialog box titled "Change Status" with a close button (X) in the top right corner. It contains the following fields:

- Current status:** A dropdown menu showing "Draft".
- New status:** A dropdown menu showing "Open".
- Comments:** A large empty text area.
- Buttons:** "OK" and "Cancel" buttons at the bottom left. The "OK" button is circled in yellow.

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>			
<a>Create <a>Edit <a>Delete <a>Excel			
Order	Type	Member	Company
1	<a>Owner	<a>UPCNY	<a>NJUNS Two
1	<a>Creator	<a>UPC2	<a>NJUNS Inc.
1	<a>Step	<a>UPC	<a>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 and member code that represents the company, then click Create.
 - o 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.