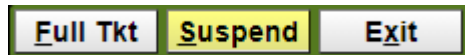# SUSPENDING NOTIFICATIONS

Thank you for your interest in the RTE (Remote Ticket Entry) Suspend function. Please take the time to review the procedures set to make these requests online.

What does suspending a notification do?

Suspending a notification allows for the user to create multiple notifications ahead of the required 10 day start by date without submitting them to our members. These suspended notifications will be stored until they are deleted or unsuspended. This helps to alleviate the need for updating/ resubmitting notifications multiple times.

How to suspend a notification:

After logging into your account and selecting New, create your 48hr notification as you normally would. Once the notification is reviewed and completed, instead of hitting Get Mbrs and Submit you will select the Suspend button.

Once hitting Suspend, a pop-up box will appear asking if you really want to suspend the ticket. Select Yes

Do you really want to suspend this ticket?

No   Yes
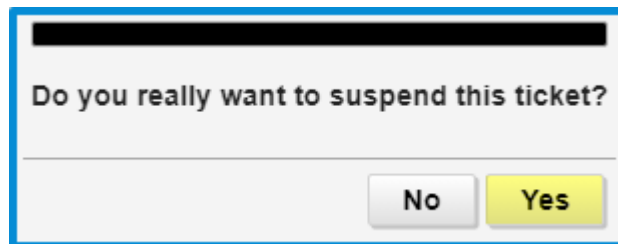
After hitting Yes, another pop-up box with appear letting you know that your notification has been suspended. The 'S' at the beginning of the ticket number indicates that this is a suspended ticket.

Your ticket number is: S000000402-00A

OK   Print

The suspended notification will now be placed and stored in a file that only the user can see and have access to by selecting 'UNSUSP' from the Notification Menu.

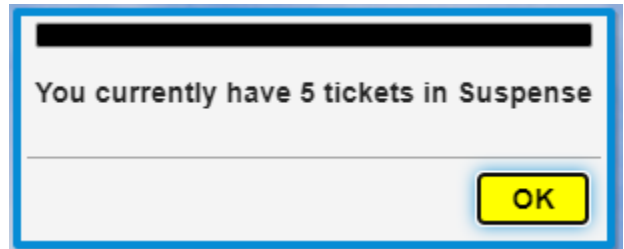| Server	Ticket	Chan	Account	Caller	Company	Phone	County	Place	Street	Completed ▲	Remarks	Comments
>LOCAL	S000000380	IDIG	CAITLINK	OUPS TICKET EXAMPLE	OHIO 811	800-240-7190	FRANKLIN	COLUMBUS	142 W WEBER RD	01/13/2021 11:25 AM		>>> RE SUSPENDED
LOCAL	S000000381	IDIG	CAITLINK	OUPS TICKET EXAMPLE	OHIO 811	800-240-7190	LUCAS	TOLEDO	735 THAYER ST	01/13/2021 11:38 AM		>>> SUSPENDED BY
LOCAL	S000000388	IDI	CAITLINK	TICKET EXAMPLE OHIO811	OHIO 811	800-240-7190	MAHONING	YOUNGSTOWN	OAK ST EXT	01/14/2021 03:57 PM		>>> RE SUSPENDED
LOCAL	S000000390	IDI	CAITLINK	TICKET EXAMPLE OHIO811	OHIO 811	800-240-7190	MAHONING	YOUNGSTOWN	OAK ST EXT	01/14/2021 04:00 PM		>>> SUSPENDED BY
LOCAL	S000000402	IDI	CAITLINK	TICKET EXAMPLE OHIO811	OHIO 811	800-240-7190	MAHONING	JACKSON TWP	12467 MAHONING AVE	01/15/2021 12:27 PM		>>> SUSPENDED BY

Tickets to Unsuspend

Filter

UNSUSPENDING NOTIFICATIONS

What does unsuspending a notification do?

Unsuspending a notification will open any suspended ticket number as a new notification request. All of the information previously saved in the suspended notification will open on the new ticket screen. It opens as a new notification giving you the ability to make any changes needed. It will also show your new Work Date and Start By Date.

How to unsuspend a notification:

Once you are ready to submit your notification to the utility members, you will log into your account. A box will appear to let you know how many notifications are in suspense.
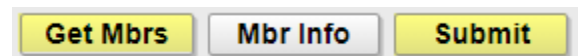

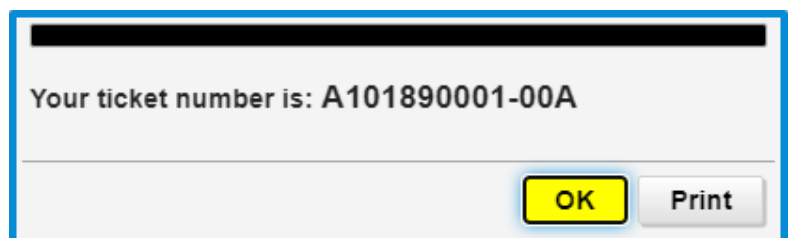To view a suspended notation, select the Unsusp box.
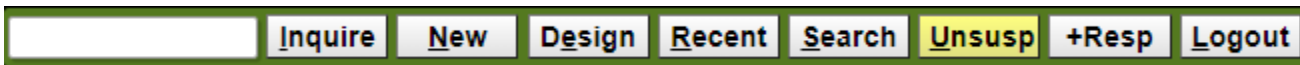
You will then be able to see your suspended notification file.

Server	Ticket	Chan	Account	Caller	Company	Phone	County	Place	Street	Completed ▲	Remarks	Comm
>LOCAL	S000000380	IDIG	CAITLINK	OUPS TICKET EXAMPLE	OHIO 811	800-240-7190	FRANKLIN	COLUMBUS	142 W WEBER RD	01/13/2021 11:25 AM		>>> F
LOCAL	S000000381	IDIG	CAITLINK	OUPS TICKET EXAMPLE	OHIO 811	800-240-7190	LUCAS	TOLEDO	735 THAYER ST	01/13/2021 11:38 AM		>>> S
LOCAL	S000000388	IDI	CAITLINK	TICKET EXAMPLE OHIO811	OHIO 811	800-240-7190	MAHONING	YOUNGSTOWN	OAK ST EXT	01/14/2021 03:57 PM		>>> F
LOCAL	S000000390	IDI	CAITLINK	TICKET EXAMPLE OHIO811	OHIO 811	800-240-7190	MAHONING	YOUNGSTOWN	OAK ST EXT	01/14/2021 04:00 PM		>>> S
LOCAL	S000000402	IDI	CAITLINK	TICKET EXAMPLE OHIO811	OHIO 811	800-240-7190	MAHONING	JACKSON TWP	12467 MAHONING AVE	01/15/2021 12:27 PM		>>> S

Select the notification that you would like to unsuspend. It will now populate that notification on your notification screen. Review the information provided on the notification to make sure everything is accurate and make any necessary changes/corrections. Once the information is found to be correct, click on Get Mbrs and Submit the notification for markings. Member utilities will now have 48hrs from the time the notification is submitted to mark, and your company will have 10 days to start the digging work associated with the notification submitted.

You will receive a new ticket number and the suspended notification number will no longer be listed in your suspend file.

DELETING SUSPENDED NOTIFICATIONS

If a suspended notification is no longer needed, you do have the option to delete it from your file

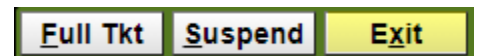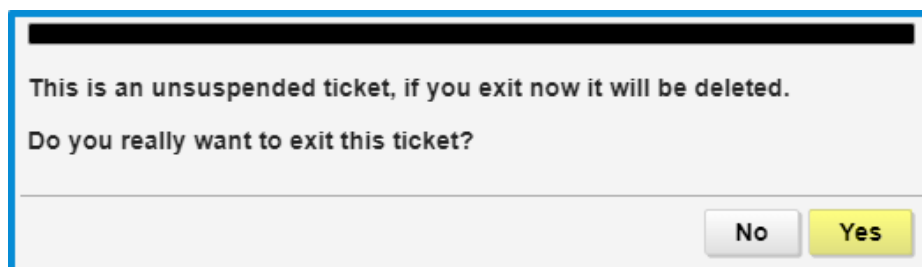To remove a suspended notification:

Select the 'Unsusp' box.

	Inquire	New	Design	Recent	Search	Unsusp	+Resp	Logout

Select the notification from your suspended ticket file.

| Server	Ticket	Chan	Account	Caller	Company	Phone	County	Place	Street	Completed ▲
>LOCAL	S000000380	IDIG	CAITLINK	OUPS TICKET EXAMPLE	OHIO 811	800-240-7190	FRANKLIN	COLUMBUS	142 W WEBER RD	01/13/2021 11:25 A
LOCAL	S000000381	IDIG	CAITLINK	OUPS TICKET EXAMPLE	OHIO 811	800-240-7190	LUCAS	TOLEDO	735 THAYER ST	01/13/2021 11:38 A
LOCAL	S000000388	IDI	CAITLINK	TICKET EXAMPLE OHIO811	OHIO 811	800-240-7190	MAHONING	YOUNGSTOWN	OAK ST EXT	01/14/2021 03:57 F
LOCAL	S000000390	IDI	CAITLINK	TICKET EXAMPLE OHIO811	OHIO 811	800-240-7190	MAHONING	YOUNGSTOWN	OAK ST EXT	01/14/2021 04:00 F
LOCAL	S000000403	IDI	CAITLINK	TICKET EXAMPLE OHIO811	OHIO 811	800-240-7190	MAHONING	JACKSON TWP	12467 MAHONING AVE	01/15/2021 01:32 F

Once that notification populates in the notification screen, select 'Exit'.

Full Tkt	Suspend	Exit

A pop-up box will appear asking if you want to delete the ticket, if so, select 'Yes'.

> This is an unsuspended ticket, if you exit now it will be deleted.
>
> Do you really want to exit this ticket?
>
> No   Yes

The notification will be deleted and will no longer be listed in the unsuspend list. If you choose not to delete at this time, select No and the suspended notification will remain on your screen. You are then able to re-suspend the notification by selecting 'Suspend' at the top left of the notification entry screen.

Full Tkt	Suspend	Exit
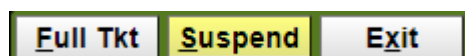
This will keep the notification in your suspend list and will give you a new suspended notification number which will now save as a re-suspended notification in your suspend list.

Comments
>>> RE SUSPENDED BY CAITLINK1 01/15/2021 10:20:05 AM <<<

<u>IMPORTANT REMINDERS</u>

- Notifications that are suspended are not sent out to utility members.

- Suspended notifications are stored in our system until they are unsuspended (sent out to members for markings) or removed from the system by the user.

- When unsuspending notifications, double check the information provided and make any necessary changes before submitting.

- Must provide a 48hr notice on unsuspended notifications & utilities have 48hrs from the time each notification is submitted for markings.

- If you exit a suspended notification, it will be removed from our system and no longer appear.

- You are able to re-suspend a notification.

- If you have suspended a design notification, please be aware the notification will be unsuspended as a design notification as well and members will have 10 days to respond with design plans.

- To unsuspend a notification and send it out for markings, you have to 'Get Mbrs' and 'Submit'. You will then receive a Ticket Number as confirmation.

- To delete a suspended notice, find the correct ticket number in the suspends list, then select that ticket and it will appear on the notification screen. From here select 'Exit' and 'Yes'.

- Suspends are only visible to each individual idig account. Therefore you are only able to access the notifications that you have suspended under your account.

- This function helps eliminate unnecessary Updating/resubmitting of notifications.

<u>For i-dig assistance please contact the i-dig team:</u>

Monday-Friday 8:00am-4:30pm

<u>Phone:</u> 800-240-7190

<u>Email:</u> idig@oups.org

<u>Please see our updated manual at:</u>

https://www.oups.org/idig-training/