



# Remote Ticket Entry Manual

A resource and guide to help you as you navigate our online ticket entry program.  
Specially designed for engineers, contractors and professional excavators.

<https://www.oups.org/idig/>

Contact the idig team at:

800-240-7190

[idig@oups.org](mailto:idig@oups.org)

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



## Let's get started!

### Our Mission Statement:

The OHIO811 mission is to eliminate damage to member facilities and promote public safety by providing an efficient and effective communication and education process.

### Things you need to know:

#### You must go through our online training to learn how our system works.

You will be using a system very similar to the one used in the call center so it's very important that you know and understand how it works and what tools are at your disposal. Safety is our priority so we want you to know what's required of you before you start submitting locates.

#### Each person submitting tickets through this program must have their own account.

Again, safety is our top priority so each person using the system must first learn it by taking the online training course.

#### This program is only for routine (48hr notice) and design tickets.

If you need to submit an insufficient request, please call into the call center. Any ticket entered through the routine idig program is assumed to be a routine notification and will be treated as such.

#### Trust the process.

It may seem like a lot of information, but you'll be a pro in no time! Once you get used to how the system works, it's very repetitive and you can continue to learn as you go. Use our resources (like this manual) to help you along the way.

#### We're here to help!

Don't be afraid to reach out to the idig team for assistance or to help answer any questions that you may have.

#### Be aware of the Ohio Law.

We advise that everyone follow Ohio's laws and understand your digging responsibilities prior to any excavation. You can learn more about Ohio law on our website by visiting [oups.org/law](http://oups.org/law)

# Ticket Entry Screen

This is what our system looks like after logging in. There is a menu bar and five sections. Each section is highlighted below with a brief description.

Each section will be discussed in detail throughout this manual.

## Menu Bar:

This area is where you'll start! You'll need to make a selection from the options below.

## Work Information:

It's important to let locators know what type of work is taking place, what equipment, and additional information that may assist them.

Here you will also find your approximate 48hrs date and time as well as your approximate 10 day

## Excavator Information:

This area will display the information linked to your account. To change it contact the idig team.

**Excavator Information**

Phone  x  P Caller Type

Caller

Company

Address 1

Address 2

ZIP  City  St  OF

Email

Alt Phone  Fax

Onsite Contact

Phone  x

**Digsite Information**

County

Place  Places

Addr/Street

Cross St 1

Cross St 2

Lot #

Sub-division

Entire work area Description

**Mapping**

Home Lat/Long

Find Street Intersection Both Cross Work Area Save Clear

Zoom Work Area Place County

Highlight Street Cross1 Cross2 All Clear

Zoom Zoom Zoom Zoom

Search Add Pt Show Add Pts Full Add Clear

**Work Information**

Work Date  Time  ET ????

Start By Date

Work Type

Means Of Excavation

Work For

Done By

White Lining  Blasting  Railroad or Highway

Mile Marker From/To

Comments

**Members**

## Digsite Information:

Here is where you'll provide all of the location information. For a list of required information see pages 11 & 12

## Mapping:

Here you will create a notification area on our map. This will be used to generate the list of utilities being notified.

There are many tools available to you to help find your location on our maps.

## Members:

This is where you will view the list of our members that are being notified.

This list is generated by what you map.

## Main Menu Bar:

[Inquire](#)[New](#)[Design](#)[Recent](#)[Search](#)[Un susp](#)[+Resp](#)[Logout](#)

**Blank space and Inquire:** If you have an existing ticket, you would type the number in the blank box and select “inquire” to pull up all of the ticket information in our system.

**New:** Select this button to start a new ticket

**Design:** You would select this button to submit a design request

**Recent:** This will allow you to view your last 300 tickets

**Search:** You can search tickets from you, your company, or your phone number

**Un susp:** If you previously suspended a ticket, you can submit it by unsuspending it with this button

**+Resp:** This will take you to our positive response page to check the status of a ticket

**Logout:** This is to log out of our system

## Excavator Information:

This section is filled out based on the information you provide when creating your account. Any changes can be made by contacting the idig team. The system will automatically fill the information in for you and cannot be changed without contacting the idig team.

The screenshot shows a form titled "Excavator Information" with the following fields:

- Phone: [ ] x [ ] P
- Caller Type: [ ]
- Caller: [ ]
- Company: [ ]
- Address 1: [ ]
- Address 2: [ ]
- ZIP: [ ] City: [ ] St: [ ]
- Email: [ ]
- Alt Phone: [ ] Fax: [ ]
- Onsite Contact: [ ]
- Phone: [ ] x [ ]

**Phone:** you or your company’s primary phone number

**Caller Type:** are you a member or contractor?

**Caller:** your name

**Company:** your company name

**Address 1 & 2:** a mailing address for you or your company

**Zip & city:** mailing zip code & city

**Email:** your email—note that all of your email confirmations will automatically be sent to this email listed

**Alt phone:** an alternate phone number to reach you

**Onsite Contact & Phone:** here you can list an onsite person’s name and number. We highly recommend

## Digsite Information:

This sections is what utilities and locators use to locate your dig area. It needs to be as accurate as possible and follow our format. There is an extensive list of examples in our Ticket Examples and Required Information document. See [oups.org/idig](https://oups.org/idig)

**Digsite Information**

**County**  ←

**Place**

---

**Addr/Street**  ←

**Cross St 1**

**Cross St 2**

**Lot #**

**Sub-division**

←

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**Entire work area Description**

In this area you are required to provide detailed information about your digging location. This should include where you are digging, the distance and direction off of the roadway to your FARTHEST point off of the roadway, and it should include the distance and direction from an intersecting street to your location.

Any additional information you need to provide will also go here.

**Note:** The county must be correct for our system to generate the correct information and mapping

**Note:** Do not list an address here unless work is solely at that address.

To list an address range you'll list the lowest address number to highest address number as so:

100-110 Main St — When doing this it's assumed work is at all addresses between 100 & 110.

If work is not at all addresses between, you will need to submit a locate request for each address range that's consistent.

For example, if I'm not working at address 108 Main street, I'll need a ticket for 100-106 Main St and one for 110 Main St.

The "Lookup" button is used to take the information provided in the County, Place, and Addr/Street fields and generate it to our mapping system.

### Why?

The different fields that you fill out can be used to screen/filter tickets by our members. Filling out any information incorrectly may result in members responding to your request incorrectly.

## Mapping:

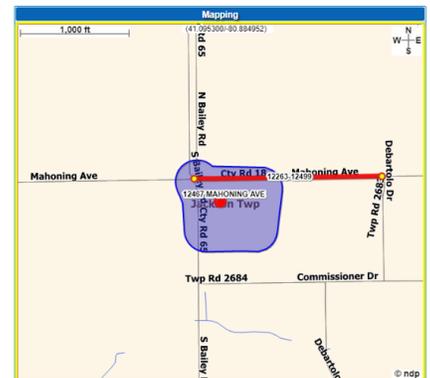
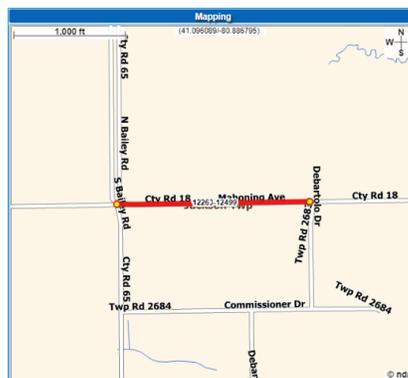
This next section is generated from the Digsite Information portion of the ticket entry screen.

Here is where you will map to create a blue notification area. This area is what determines the list of utilities that are being notified. It's vital that your blue notification area matches your description and that everything in your description is included in your mapped area.

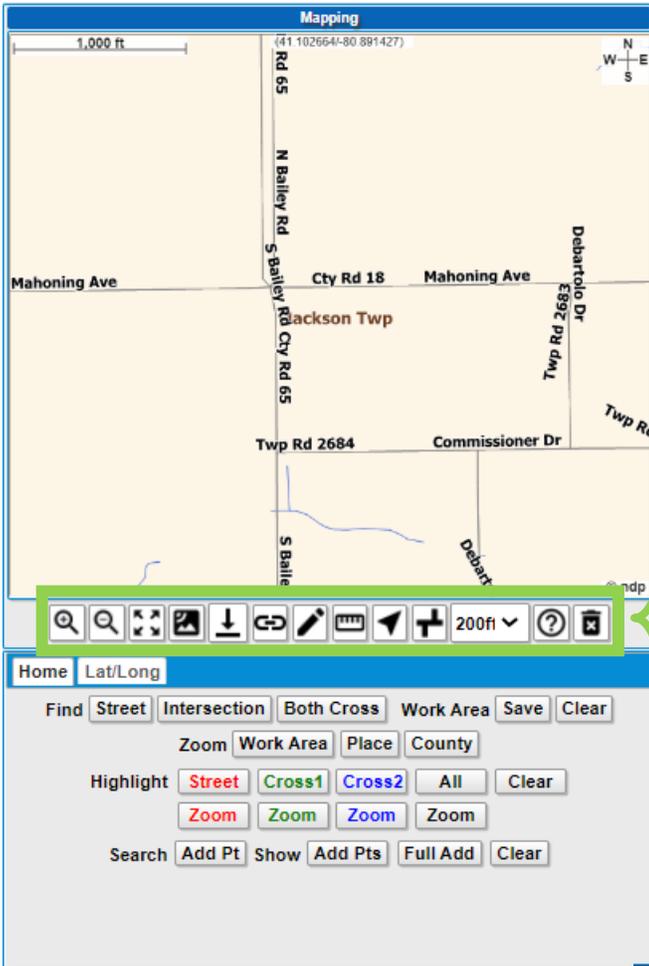
It's also important to note that utilities and locators use the description, NOT the mapped area to locate utilities. In fact, not all members and locators ever see the mapped area.

The example to the right shows a non-mapped area and then a mapped area. This would be a good example for a blue notification area for an address.

The next page will show you tools you have access to to help in this mapping process.



# Mapping Tools:



There are many tools under the map portion that can be used to locate your work area and to create your blue notification area.

Let's look at the portion of tools directly under the map:

- This option will allow you to zoom in and out on the map
- This option will give you a full screen view of the map
- This option will give an aerial view of the map
- This will bring you to the road segment that matches the street fields
- You can use this to map a street segment from street to street
- You can draw your blue notification area with this
- Use this to help you take measurements on the map
- A tool that helps you locate intersections with your primary street
- A tool that helps you locate all intersections within the map screen
- You can increase the "buffer" zone around the area mapped
- This will help remind you of each tool function
- This option will allow you to remove everything on the map

## How does the blue notification area work?

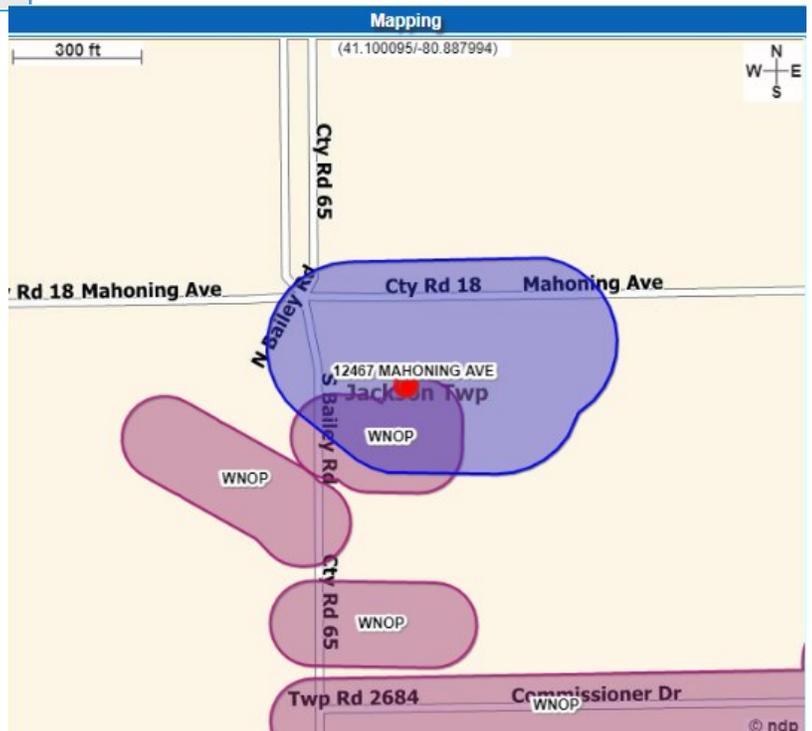
The blue notification area that you draw using our mapping tools will act much like a highlighter. Any of our member utilities that have a notification area that covers the area you map will be notified of your digging location.

### For Example:

The image to the right shows our blue notification area drawn around address 12467 Mahoning Ave located in Mahoning County, Jackson Twp.

The pink area shows where Charter Communications (here their utility code is WNOP) has chosen to be notified.

Since our notification area (the blue color) covers part of their notification area (the pink color), they will be notified on this request.



# Mapping Tools:

Now let's focus on the bottom portion of the mapping section and use this example in the image below along the way:

1

There are 2 tabs. A "Home" tab and a "Lat/Long" tab. Under the "Home" tab there are multiple different tools that will help you navigate our map. We'll break it down by section below.

	Find	Street	Intersection	Both Cross
<b>Street</b>		the roadway listed in the street field will pull up on the map		
<b>Intersection</b>		the roadway in the street field and the roadway in the cross street 1 field will pull up on the map at their intersection		
<b>Both Cross</b>		the roadways listed in all three street fields will pull up on the map at each of their intersections		

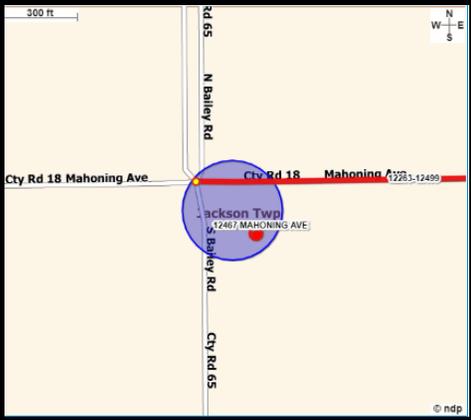
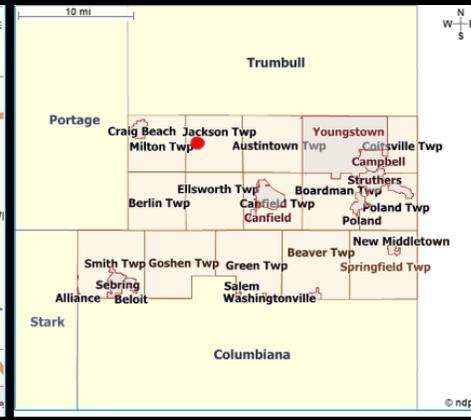
Work Area Save Clear

**Work Area Save:** this will save the blue notification area you create

**Work Area Clear:** this will clear the blue notification area you create

# More on Mapping Tools:

## 2

Zoom Work Area Place County		
Work area	Place	County
<p>Your work area (blue notification area) will be placed in the center of the mapping screen.</p> <p>The Image below shows our blue notification area in the center of the mapping screen when this selection was chosen.</p>	<p>The city or township listed in the "Place" field under digsite information will become the center of the mapping screen.</p> <p>The image below shows Jackson Twp in the center of the mapping screen when this selection was chosen.</p>	<p>This selection will zoom the mapping out to the county and make that the center of your mapping screen.</p> <p>The image below shows Mahoning County.</p>
		

## 3

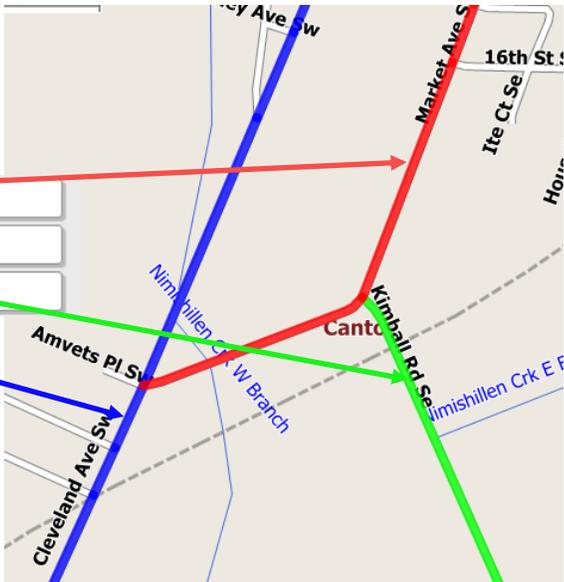
This next section focuses on the streets listed in the Street, and cross street fields:

Highlight **Street** **Cross1** **Cross2** All Clear

**Zoom** **Zoom** **Zoom** Zoom

Each street field will be lined on the map if each of the above buttons are selected. If you select "All" then all three streets will be lined in the coordinating colors.

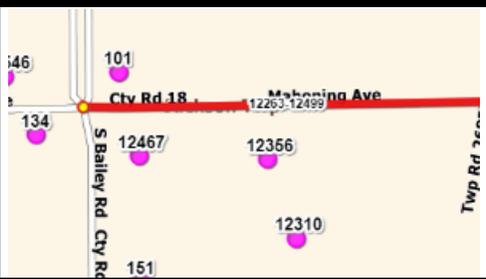
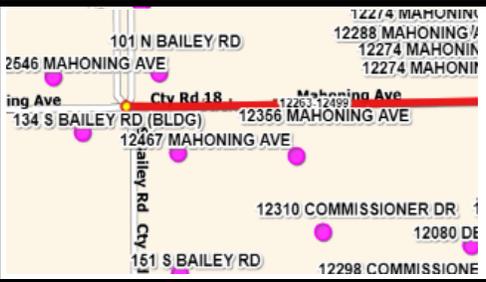
Addr/Street	MARKET AVE S
Cross St 1	KIMBALL RD SE
Cross St 2	CLEVELAND AVE SW



# Mapping Tools:

## 4

Using address points can be a great way to reference any location.

<input type="text"/> Search <input type="button" value="Add Pt"/> <input type="button" value="Show"/> <input type="button" value="Add Pts"/> <input type="button" value="Full Add"/> <input type="button" value="Clear"/>		
<p><b>Search</b></p> <p><b>Add Pt</b></p>	<p>If you have an address listed in the STREET field that matches our mapping system, our system will pin point that location on the map.</p>	
<p><b>Show</b></p> <p><b>Add Pts</b></p>	<p>The address numbers in our system will appear on the mapping screen you have pulled up.</p>	
<p><b>Show</b></p> <p><b>Full Add</b></p>	<p>The full addresses including address numbers and street names will appear on the mapping screen you have pulled up.</p>	

## Members:

Once you have completed the blue notification area on your map, you'll be able to generate the list of member utilities that are being notified, by selecting the "Get Mbrs" button. Please note that we try to keep our information as up to date as possible, however it is your responsibility to ensure all members in conflict are notified.

If you believe a member should have been notified that wasn't, the first thing you'll need to do is double check your mapping to ensure it covers your entire work area. After that you can call 800-362-2764 to see if the member can be added.



GENERATES

THIS

Members		
Code	Name	Type
ATBP	AT&T - ATT/T (AT&T TRANSMISSION)	IFOP
OBFP	AT&T - OHIO (USIC)	OTHR
WNOP	CHARTER COMM (SPECTRUM/TIME WARNER)	OTHR
EOH	DOMINION ENERGY OHIO - YOUNGSTOWN/L	NGDS
MAHPSAN	MAHONING CTY SANIT ENGS(SANITARY SEV	SNSW
MAHPW	MAHONING CTY SANITARY ENGS (WATER)	WATR
OED	OHIO EDISON - (USIC)	ELEC
OVEP	OHIO VALLEY ENERGY SYSTEMS	NGPL

Get Mbrs   Mbr Info   Submit

## Work Information:

Here is where you will provide what type of work is being done, what equipment is being used, and other information.

**Work Information**

Work Date: 11/17/2021 Wed Time: 02:27 PM ET ROUT

Start By Date: 11/30/2021 02:27 PM Tue 2718:36

Work Type: The type of digging work being performed

Means Of Excavation: Type of tools and equipment used

Work For: Who is the work being done for?

Done By: Who performing the excavation?

White Lining:  Blasting:  N Railroad or Highway:

Mile Marker From/To:

Comments

This section will be grayed out and you are not able to use it. If you have any information that needs to go to locators, be sure to place that in the description.

**Work Date**—The 48hrs date will be posted here as well as the approximate time (excluding weekends and legal holidays)

**Start By Date**—In Ohio you are required to start your digging work within 10 working days. That date is posted here

**White Lining** — Y/N—Is the area pre-marked in any way?

**Blasting**—Y/N—Will you be blasting?

**Railroad or Highway**—RR/HWY/Blank—Is work on a railroad or highway?

**Mile Marker From/To**—You can list mile markers here, just note that you are still required to provide distances and directions from cross streets

## Required Notification Information and Tips

*This page has been provided as a tool for quick reference to help with accuracy of each notification.*

### **Working at a specific address:**

- ◇ Address in the STREET field
- ◇ Where on the property in the DESCRIPTION
- ◇ Farthest distance off of the roadway in the DESCRIPTION
- ◇ Distance and direction from a cross street in the DESCRIPTION

Or provide 2 cross streets the address is between

### **Working at an address range:**

- ◇ List the address range in the STREET field from lowest to highest, no spaces between the address numbers (Ex: 100-200 E MAIN ST)
- ◇ For the DESCRIPTION, follow the last 3 steps from 'Working at a specific address'

### **Working across from an address:**

- ◇ Address in the DESCRIPTION
- ◇ Primary street in the STREET field (*do not list address number in STREET field EX: Mahoning Ave*)
- ◇ Which side of roadway work is on (*north, south, east, west, etc*)
- ◇ Farthest distance off of the roadway
- ◇ Distance and direction from a cross street

Or provide two cross streets the address/location is between

### **Working at a location with no address provided:**

- ◇ Primary street in the STREET field
- ◇ Which side of the roadway work is on
- ◇ The distance and direction from a cross street to the start point
- ◇ The distance and direction to the next point of work

Continue with the distance and direction to the next point of work until the ending point.

### **Working cross country:**

- ◇ Primary street work is measured off of goes in the STREET field
- ◇ The distance and direction from a cross street with the primary street to the start point or work area's road crossing
- ◇ The distance and direction off of the primary street to the starting point of work
- ◇ The distance and direction from the starting point to the next point and continue with distances and directions to each point until the ending point is reached
- ◇ Set mapping buffer to 1400 ft before mapping work area

NOTE: CROSS COUNTY TICKETS NEED TO BE BROKEN DOWN FROM STREET CROSSING TO STREET CROSSING

### **Working along a new roadway not in our system:**

- ◇ Primary street work is off of goes in the STREET field (even if not in our system yet)
- ◇ Which side of the new roadway work is off of
- ◇ The distances and directions from a cross street with the new roadway to the location or address
- ◇ Provide the distance and directions from an existing intersection in our system to where the new roadway crosses the cross street listed in the step above.

### **Working on a railroad:**

- ◇ Follow the directions for 'Working at a location with no address provided', instead of roadway it will be railway
- ◇ Include the distance and direction from an existing intersection to where the railway crosses a street

#### **Additional Resources:**

There are Examples of many ticket scenarios in our  
***Ticket Examples and Required Information*** pages found at [oups.org/idig](https://oups.org/idig)

## Open Ticket Menu Bar:

Full Tkt New Repeat Update Design Cancel Exit

If you have an existing ticket that you inquire, there will be a different menu bar at the top of the ticket entry page:

Full Tkt New Repeat Update Design Cancel Exit Inquire A136190001-00A 12/27/2021 09:28 AM CAITLINK1 OPR NEW LREQ

Excavator Information  
Phone: 800-240-7190 x [ ] P Caller Type: MEMB  
Caller: TICKET EXAMPLE OHIO811  
Company: OHIO 811  
Address 1: P.O. BOX 729  
Address 2:  
ZIP: 44451 City: NORTH JACKSON St: OF  
Email: IDIG@OUPS.ORG  
Alt Phone: 800-362-2764 Fax: [ ]  
Onsite Contact: SAME AS ABOVE  
Phone: [ ] x [ ]

Digsite Information  
County: MAHONING  
Place: JACKSON TWP Places  
JACKSON TWP  
Addr/Street: 12467 MAHONING AVE  
Cross St 1: S BAILEY RD  
Cross St 2: DEBARTOLO DR  
Lot #: [ ]  
Sub-division: [ ]  
Lookup

Work Information  
Work Date: 12/29/2021 Wed Time: 09:28 AM ET ROUT  
Start By: 04/10/2022 09:28 AM Mon  
Work Type: FRONT LAWN RECONSTRUCTION  
Means Of Excavation: [ ]  
Work For: OHIO811  
Done By: [ ]  
White Line: [ ] Blasting: N Railroad or Highway: [ ]  
Mile Mark: [ ] From/To: [ ]  
Comment: [ ]

Code	Group	Name	Type	Respon
OBFP	34	AT&T - OHIO (USIC)	OTHR	None
WNOP	47	CHARTER COMM (SPECTRUM/TIME)	OTHR	None
EOH	1	DOMINION ENERGY OHIO - YOUNG	NGDS	None
MAHP5A	6	MAHONING CTY SANIT ENGS(SANIT)	SNSW	None
MAHPW	5	MAHONING CTY SANITARY ENGS (W)	WATR	None
OED	2	OHIO EDISON - (USIC)	ELEC	None
OVEP	1	OHIO VALLEY ENERGY SYSTEMS	NGPL	None

The Ticket number generated will appear in the menu bar.  
All options in this menu bar will be based on this ticket and it's information

Full Tkt New Repeat Update Design Cancel Exit

Inquire A136190001-00A 12/27/2021 09:28 AM CAITLINK1 OPR NEW LREQ

Let's go through each of these menu options below:

**Full Ticket:** This will give you an option to view the information on your ticket and print it

**New:** Select this button to start a new ticket

**Repeat:** If you have any issues with markings on a valid ticket, you can send that request back out to member facilities to request a follow-up. Doing this will not change your ticket number and it will not change your Work Date or Start By Date

**Update:** This option lets your request re-markings on an existing request. This can be used for ongoing projects and should be used if markings were destroyed on the original ticket, or work did not start within the required 10 working days

**Design:** Once you "inquire" an existing ticket you can then copy the information to request design plans when needed

**Cancel:** You are able to Cancel any request—Please note that if you cancel a ticket with an revisions, (meaning your ticket has a different ending from -00A or -00B) any ticket with the same ticket number will be canceled along with all of it's revisions

**Exit:** Here you can exit from the ticket you have pulled up and you will be taken back to the main menu bar