



Remote Ticket Entry

Step-by-step Ticket Submission

A step-by-step guide and example on how to submit a ticket.

For ticket examples and required information, visit our website:

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

Contact the idig team:

800-240-7190

idig@oups.org



SUBMITTING A NEW TICKET

What does submitting a NEW ticket do?

Submitting a new ticket communicates to our member facilities the area you will be digging in. This is done by a process of providing information, then selecting an area on our mapping system to generate the list of utilities being notified of your request. Please note that the utilities and locators may not see or get a copy of the blue notification area that is drawn on the map so you must always describe the entire work area within the work area description box.

How to submit a NEW ticket with a single address point.

After logging into your idig account, you will come to the Ticket Entry Screen.

The screenshot displays the Ticket Entry Screen with the 'New' tab selected in the menu bar. The interface is divided into three main sections:

- Excavator Information:** Fields for Phone (123-123-1234), Caller (TEST ACCOUNT), Company (TEST COMPANY), Address 1 (12467 MAHONING AVE), Address 2, ZIP (44451), City (NORTH JACKSON), State (OH), Email (TEST@MAIL.COM), and Onsite Contact (SAME AS ABOVE).
- Mapping:** A map of Ohio with county names labeled. A search bar shows 'Newell Streets (6)'. Below the map are controls for 'Seg', 'Buffer 200ft', and 'ft_yd_mi'.
- Work Information:** Fields for Work Date (06/30/2023 Fri), Time (11:20 AM ET), Start By Date (07/13/2023 11:20 AM Thu), Work Type, Means Of Excavation, Work For, Done By, White Lining (Blasting), Mile Marker From/To, and Comments.

The 'New' tab in the menu bar is highlighted in yellow.

The menu bar contains the following tabs: Inquire, New, Design, Recent, Search, Un susp, +Resp, Logout. The 'New' tab is highlighted in yellow.

From the menu bar, select "New".

This pop up box will appear and you will select the appropriate action. For this example, we'll clear everything (like starting from scratch)

Clear ticket?

Yes, clear everything

OR

Keep fields and clear mapping

Keep fields and keep mapping

The excavator information will automatically populate the information you provided when creating your account. Please note, if any of this information needs changed, you will need to contact the idig team at 800-240-7190. We do recommend listing an onsite contact if available. If one is not available, it will default to the user as "SAME AS ABOVE", meaning if utilities or locators have questions they will be in contact with you.

| <u>F</u> ull Tkt | <u>S</u> uspend | <u>E</u> xit |
|------------------------------|---|---|
| Excavator Information | | |
| Phone | 800-362-2764 | x <input type="text"/> P Caller Type CONT ▾ |
| Caller | First & Last Name <input type="text"/> | |
| Company | OHIO811 <input type="text"/> | |
| Address 1 | 12467 MAHONING AVE <input type="text"/> | |
| Address 2 | <input type="text"/> | |
| ZIP | 44451 | City NORTH JACKSON St OH ▾ |
| Email | idig@oups.org <input type="text"/> | |
| Alt Phone | <input type="text"/> | Fax <input type="text"/> |
| Onsite Contact | SAME AS ABOVE <input type="text"/> | |
| Phone | <input type="text"/> | x <input type="text"/> |

Digsite Information: This box is where all of the digging information will go. This area must be filled out as accurately and descriptive as possible and follow our format.

In this example, we will do a location that is taking place solely at a single address. Other ticket examples and format examples can be found on our *Ticket Examples and Required Information* guide found at oups.org/idig

| Digsite Information | |
|---|--------------------|
| County | MAHONING |
| Place | JACKSON TWP |
| <input type="button" value="Places"/> | |
| <hr/> | |
| Addr/Street | 12467 MAHONING AVE |
| Cross St 1 | S BAILEY RD |
| Cross St 2 | DEBARTOLO DR |
| Lot # | |
| Sub-division | |
| <input type="button" value="Lookup"/> | |
| Entire work area Description | |
| <div style="border: 1px solid red; height: 150px;"></div> | |
| Entire work area Description is required | |

County: List the county that the work will take place in.

Place: List the city or township that the work will take place in.

Addr/Street: List the address or street name that the work will take place at.

Cross St 1: List the nearest intersecting street.

Cross St 2: List an additional intersecting street or between street.

Lot # : List lot # (if applicable).

Sub-division: List the name of sub-division (if applicable).

Entire Work Area Description: In this area you are to provide all the required and detailed information that pertains to your digging location. For a single address location, this must include:

1. Where on the property you are digging : Front, Rear, Sides, Entire Property
2. Farthest point back off of the road
3. Distance and direction from the nearest intersection or cross street / between streets

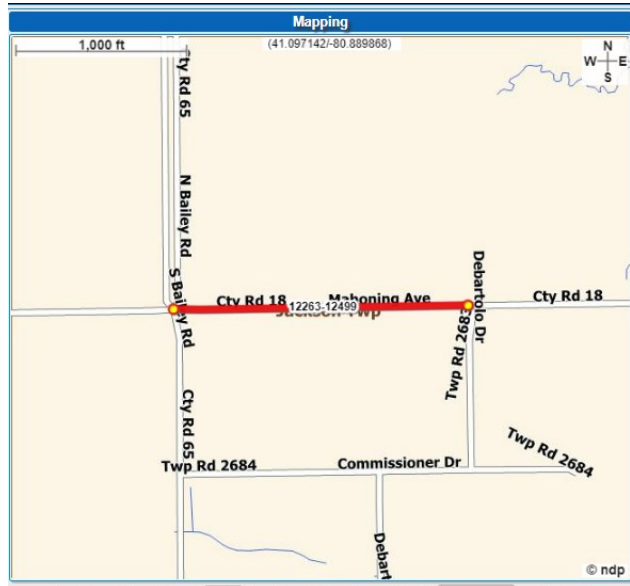
You can also add any other additional information that may pertain to the location as well such as “area is marked in white”.

| Digsite Information | |
|---|--------------------|
| County | MAHONING |
| Place | JACKSON TWP |
| <input type="button" value="Places"/> | |
| Addr/Street | 12467 MAHONING AVE |
| Cross St 1 | S BAILEY RD |
| Cross St 2 | DEBARTOLO DR |
| Lot # | |
| Sub-division | |
| <input type="button" value="Lookup"/> | |
| Entire work area Description | |
| ENTIRE PROPERTY UP TO 200FT OFF OF THE ROAD BETWEEN BOTH CROSS STREETS AREA IS MARKED IN WHITE | |
| <input type="button" value="Expanded Word List"/> | |

Remember, when entering a street name into the **STREET, CROSS ST 1** and **CROSS ST 2** fields, please make sure that the street information is entered correctly including correct spelling, correct ending types (DR, ST, AVE, BLVD, etc.), correct directional prefixes and suffixes (**N** MAIN ST, LINCOLN AVE **NE**, etc.), and correct street types (TWP RD #, CTY RD #, S R #, U S #, etc. This will assist in populating the map.

After the Digsite Information is completely filled out, you will now select the “Lookup” button. This will take the information provided in the County, Place, and Addr/Street fields and generate it into our mapping system.

| Digsite Information | |
|---------------------------------------|--------------------|
| County | MAHONING |
| Place | JACKSON TWP |
| Places | |
| Addr/Street | 12467 MAHONING AVE |
| Cross St 1 | S BAILEY RD |
| Cross St 2 | DEBARTOLO DR |
| Lot # | |
| Sub-division | |
| <input type="button" value="Lookup"/> | |



Notice how the street you are digging on populates in **RED**. If the street does not populate in **RED**, please double check for correct street spelling and street prefixes/suffixes.

You will now need to find the address on our mapping system. Selecting the “Add Pt” button and the “Parcel” button will generate the address listed in the STREET field of your ticket if it matches our system. The address point button will pinpoint the address on the map whereas the parcel button will highlight the entire parcel. There are other address tools to the right of these buttons as well that can help assist you in finding your location



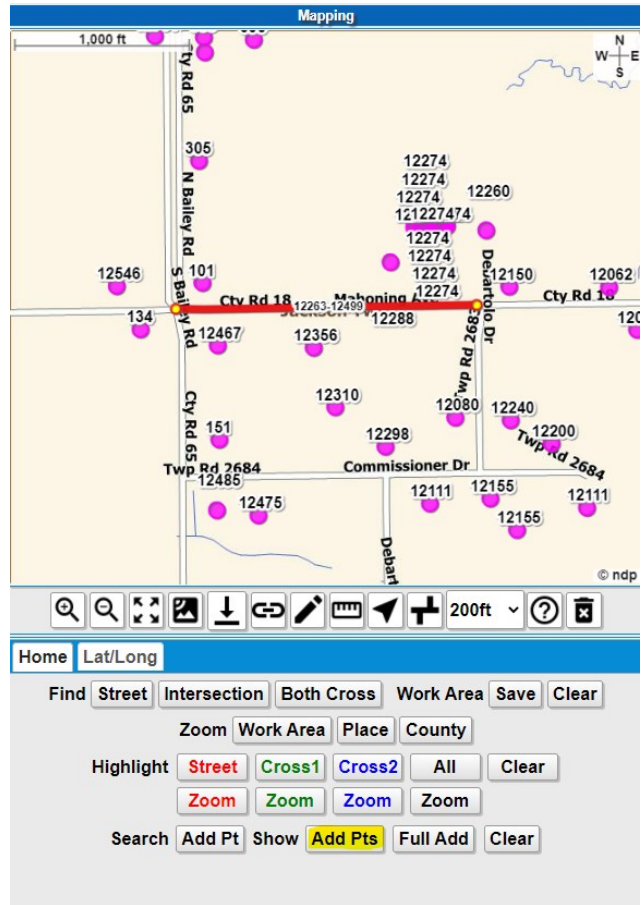
By selecting the “Add Pt” button located in the Search portion of the map, the system located the address point for you.



By selecting the “Parcel” button located in the Search portion of the map, the system located the entire parcel for you.



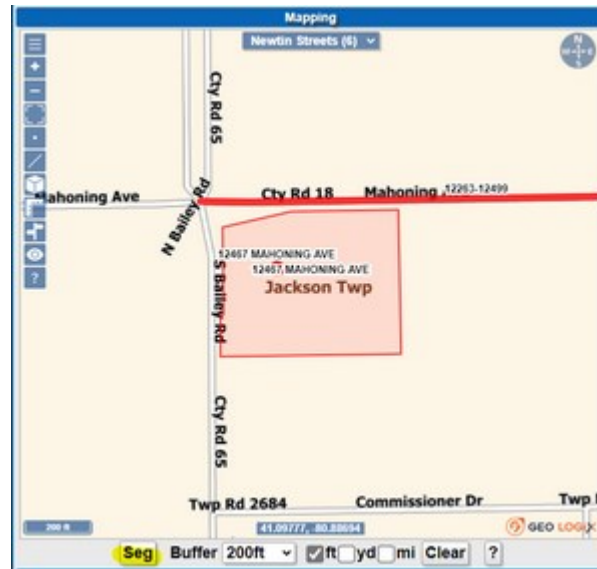
You also have the option to select "Add Pts". This will populate all the address points within the mapping screen.



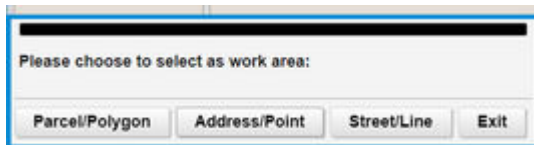
You can also select "Parcels" and it will populate all the parcels within the mapping screen.



Now that the address has been pinpointed, you can create your blue notification area on the map. With a single address point, we recommend using the Seg tool that is below the map.

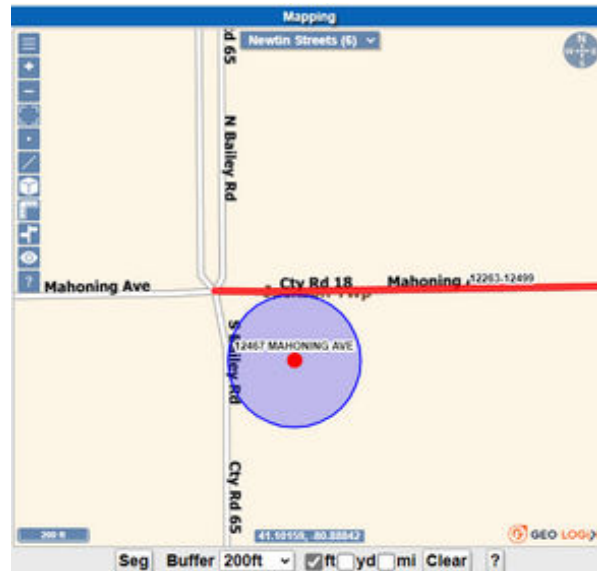


The Seg tool will allow you to choose how you want to map the work area.



By selecting Parcel/Polygon, this will map the entire parcel.

By selecting Address/Point, this will map just the address point.



By selecting Street/Line, this will map the entire road segment.

If the parcel is available, we highly recommend selecting Parcel/Polygon to ensure that all utilities on the entire parcel get notified. *Please note that not all counties in the state of Ohio have parcels.* If a parcel is not available, please use the Address/Point option. Remember that the blue notification is what determines the list of utilities that are being notified. It's vital that your blue notification area matches your work area description. It is also important to note that not all utilities and locators will see or get a copy of the blue notification area that you draw, so a full and accurate work area description is always required.



Once the entire work area is mapped, you will now enter in all of your work information:

| Work Information | |
|---------------------|-------------------------|
| Work Date | 03/29/2022 Tue |
| Time | 01:55 PM ET |
| ROUT | 00: |
| Start By Date | 04/08/2022 01:55 PM Fri |
| Work Type | GAS MAIN INSTALLATION |
| Means Of Excavation | BACKHOE |
| Work For | DOMINION ENERGY |
| Done By | SELF |
| White Lining | Y |
| Blasting | N |
| Railroad or Highway | |
| Mile Marker From/To | |
| Comments | |

Work Date: Your approximate 48-hours and time (excludes weekends and legal holidays).

Start By Date: Your approximate 10 working day start by date.

*****Work Type:** The type of work you are performing.

Means of Excavation: The type of equipment being used to dig with.

Work For: Who you are performing the work for.

Done By: If someone other than your company is performing the work.

White Lining: Select Y or N.

Blasting: Select Y if using explosives, N if not.

Railroad or Highway: Select either if applicable—This can be left blank.

Mile Marker From/To: Provide this information if applicable.

Comments: Any comments that are pertinent to the work area must be placed in the Entire Work Area Description box. You are not able to type into this box.

***Please note that utility companies need to know the nature of excavation you are performing. **Digging, excavating, boring, etc. are not considered valid work types.** When entering work type, please be as specific as possible. Also note, that if someone else is performing the work for you, they will need to submit their own ticket.

After all the information has been entered, you will now select “Get Mbrs”. This will provide you with a listing of all the utilities that will receive a copy of your dig notification. It is your responsibility to double check the member listing to make sure that all utilities that you need are listed. Not all utilities are members of our service. It is your responsibility to contact those that are not on this list.

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

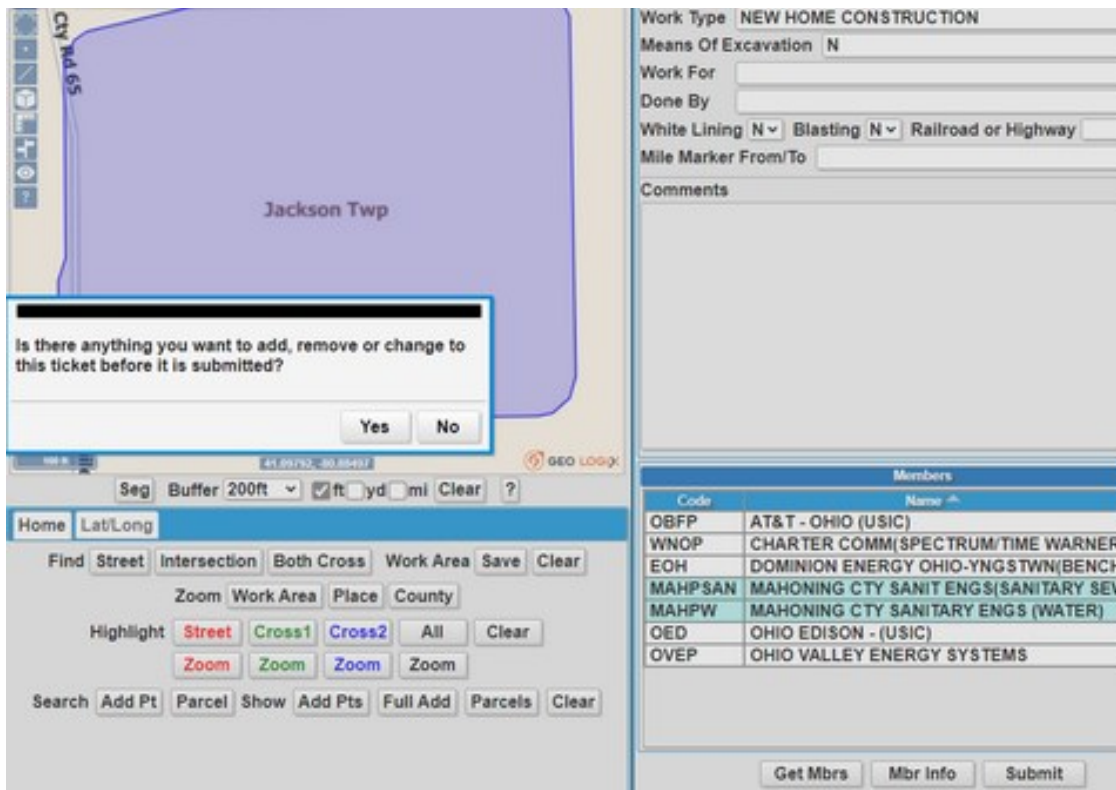
If you believe a certain utility is not on the listing, please double check that the blue notification area has been mapped correctly and matches the entire work area described. If the mapping is correct, you can call into the call center at 800-362-2764 and a representative can assist in notifying an additional member utility.



Selecting “Mbr Info” will give you a run down of what each utility will mark for:

| Member Contact Info | | | | | |
|---------------------|--|------|------|-------|----------------|
| Code | Name | Fac | Type | Group | Description |
| EOH | DOMINION ENERGY OHIO - YOUNGSTOWN/USIC | NGDS | MREP | 1 | NGDS |
| OBFP | AT&T - OHIO (USIC) | OTHR | MREP | 3 4 | IFOP IEFB IEPH |
| OED | OHIO EDISON - (USIC) | ELEC | MREP | 2 | ELEC |
| OVEP | OHIO VALLEY ENERGY SYSTEMS | NGPL | MREP | 1 | NGPL |
| WNOP | CHARTER COMM (SPECTRUM/TIME WARNER)/USIC | OTHR | MREP | 4 7 | IFBP CATV |

Once you have provided all of the required information and have completed the blue notification area, you will be ready to submit the ticket. A box will pop up asking if you want to add, remove or make changes. We recommend going over the ticket to make sure that everything is accurate and correct. If you need to change anything select “Yes”, if ticket is correct select “No”.



If you select “No”, the information will be sent out to our member utilities and your ticket number will appear on your screen as confirmation.

