Remote Ticket Entry Manual

A resource and guide to help you navigate online ticket entry.

Specially designed for engineers, contractors and professional excavators.

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

Contact the idig team:

800-240-7190

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 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 is 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. Each person using the system must first learn it by taking the online training course.

This program is only for routine (48–hour notice) and design tickets.

If you need to submit an insufficient request, please call 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 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

Ticket Entry Screen

This is what our system looks like after logging in. There is a menu bar and five sections . Each section is high-lighted 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 48 hours date and time as well as your approximate 10 day start by date and time

Excavator Information:

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

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 gener-ate 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 | Unsusp | +Resp | Logout |

Blank space and Inquire: If you have an existing ticket, 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: 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.

Unsusp: 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.

Phone: 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 confirmations will automatically be sent to the email listed.

Alt phone: An alternate phone number to reach you.

Onsite Contact & Phone: List an onsite person's name and number. We highly recommend listing someone locators are able to get more information from if needed.

Digsite Information:

This section 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

Digsite Information

County	The county you are digging in
Place	The physical city or township work is in	**Places**

Addr/Street	List the address or the primary street work is off of
Cross St 1	An intersecting street to use as a reference point
Cross St 2	
Lot #	A lot number if applicable
Sub-division	The name of the sub-division (if applicable)

Lookup

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 to your FARTHEST point off of the roadway, and the distance and direction from an intersecting street to your location.

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

Expanded Word List

Note: The county must be correct for our system to generate the correct information and mapping. If the work area crosses into an additional county, tickets are required for **both** counties.

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.

For instance: 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.

Using the example above, if no work is to be done at address 108 Main street, a ticket for 100-106 Main St and one for 110 Main St.

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.

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

The "Expand Word List" button allows you to use shortcut words in the description. See page 18 for a complete list.
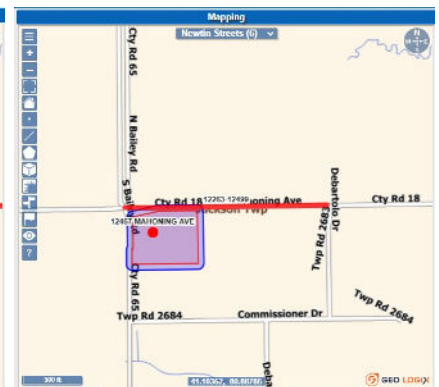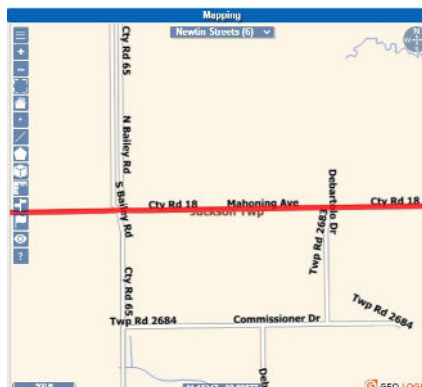
Mapping:

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 will be 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 help in this mapping process.

Mapping Tools:

There are many tools in top left of the map that can be used to locate your work area and to create your blue notification area: Let's look at the portion of tools in the top left corner of the map:

This tool will either show or hide the mapping tools.

This tool allows you to zoom in on the map.

This tool allows you to zoom out on the map.

This tool gives you a full screen view of the map.

This tool allows you to draw a single point.

This tool allows you to line draw your blue notification area.

This tool allows you block a segment on a street.

This tool allows you to take measurements on the map.

This tool allows you to view all intersections on the screen.

This tool allows you to see nearby streets.

This tool allows you to view all map shortcuts.

This tool allows you to toggle between street and aerial views.

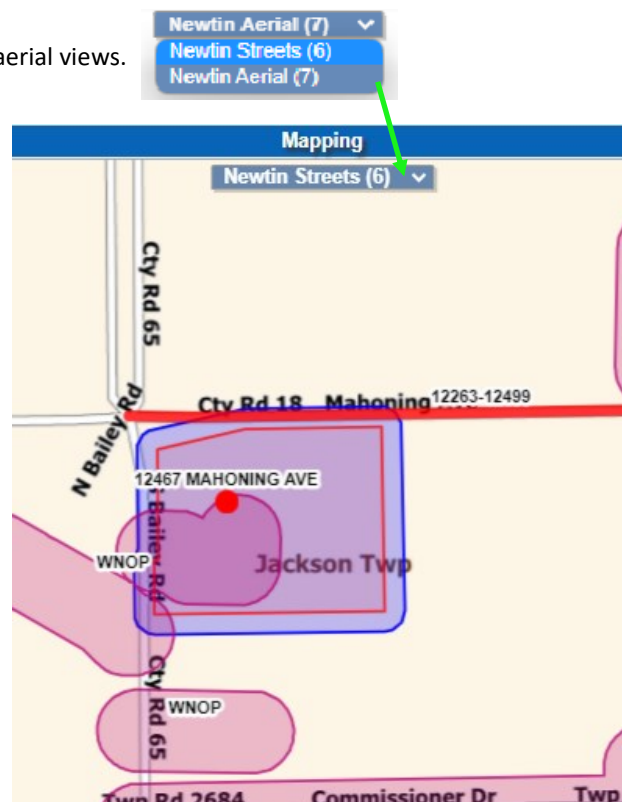## How does the blue notification area work?

The blue notification area that is drawn using mapping tools will act much like a highlighter. Any of our member utilities that have a notification area that covers the area mapped 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 field) covers part of their notification area (the pink color field), Charter Communications will be notified on this request.

Mapping Tools:

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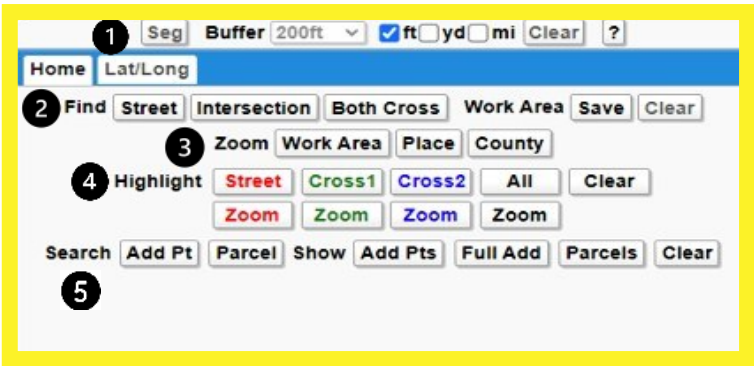

1	**SEG**	Highlights the parcel, address point, or street segment		
	Buffer	Sets the width of the blue notification area.		
	Clear	Clears all marking on the map display	**?**	QuickMap Help

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

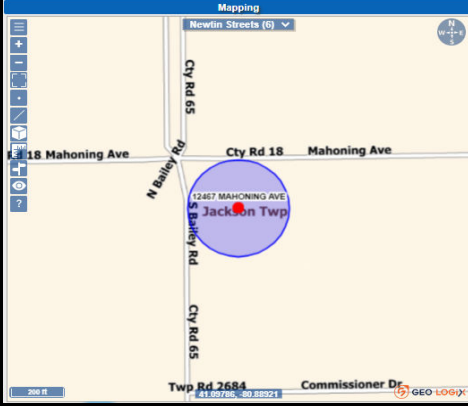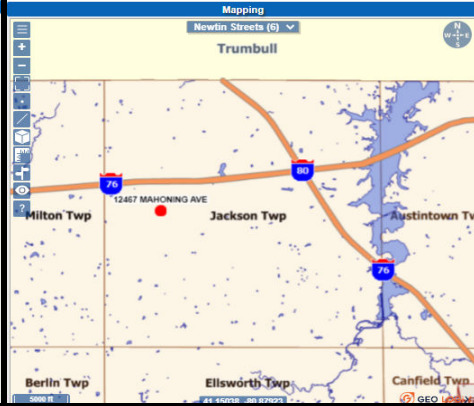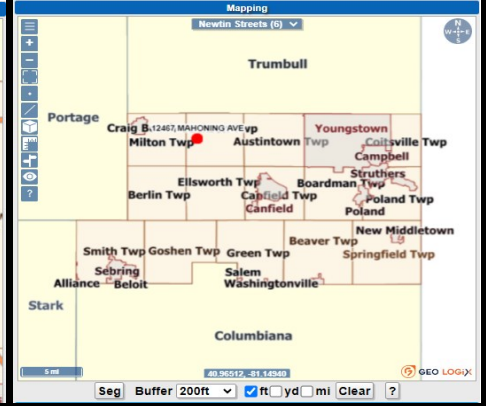| Find Street Intersection Both Cross		
Street	The roadway listed in the street field will appear on the map.	
Intersection	The roadway in the street field and the roadway in the cross street 1 field will appear on the map at their intersection.	
Both Cross	The roadways listed in all three street fields will be indicated on the map at each of their intersections.	

Work Area Save Clear
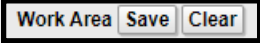
Work Area Save: This will save the blue notification area you create.

Work Area Clear: This will clear the blue notification area you create.

More on Mapping Tools:

3

Zoom | Work Area | Place | County

|		
Your work area (blue notification area) will be placed in the center of the mapping screen. The image below shows our blue notification area in the center of the mapping screen when this selection was chosen.	The city or township listed in the "Place" field under Digsite Information will become the center of the mapping screen. The image below shows Jackson Twp in the center of the mapping screen when this selection was chosen.	This selection will zoom the mapping out to the county and make that the center of the mapping screen. The image below shows Mahoning County.

4 This next section focuses on the streets listed in the Street field, 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.
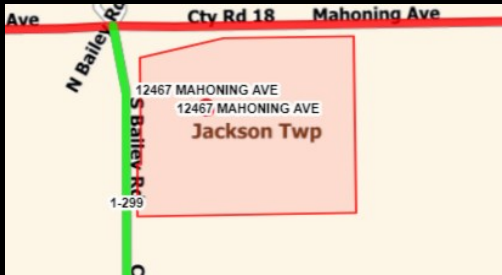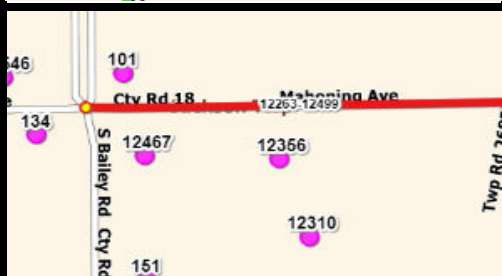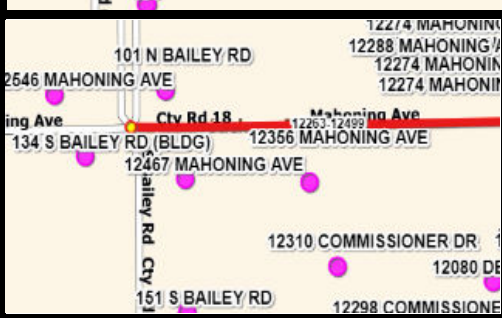
Addr/Street | MARKET AVE S
Cross St 1 | KIMBALL RD SE
Cross St 2 | CLEVELAND AVE SW
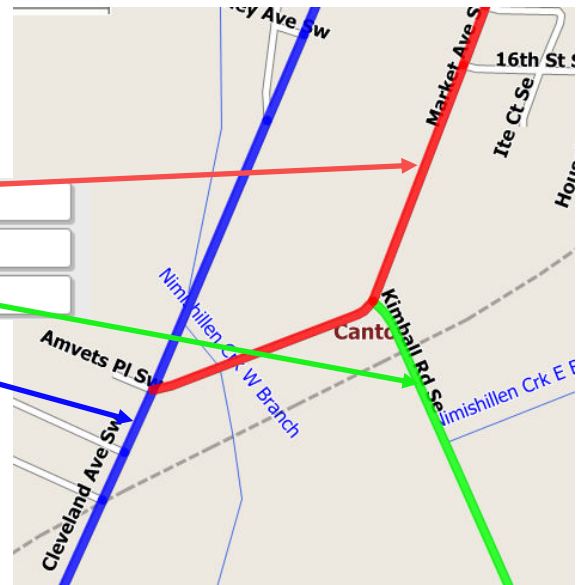
Mapping Tools:

5 Using address points and parcels can be great ways to reference any location.

| Search Add Pt | Parcel | Show Add Pts | Full Add | Parcels | Clear |

Search Add Pt	If the address listed in the STREET field matches our mapping system, our system will pin point that location on the map.	
Search Parcel*	If the address listed in the STREET field matches a parcel in our mapping system, our system will pin point that parcel on the map.	
Show Add Pts	The address numbers in our system will appear on the mapping screen.	
Show Full Add	The full addresses, including address numbers and street names, will appear on the mapping screen you have selected.	
Show Parcels*	The parcels in our system will appear on the mapping screen.	

* **NOTE:** Parcels are not available in all Ohio counties.

Members:

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

If there is a member in the area that should have been notified that was not, the first thing to do is double check your mapping to ensure it covers your entire work area. After that, contact the call center at 800-362-2764 to see if the member can be added.

Work Information:

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

Work Date—The 48-hour 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 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—List mile markers here - remember you are still required to provide distances and directions from cross streets.

Notice Regarding Correcting Tickets:

OHIO811 is the communication link between facility owners and companies planning any excavation in Ohio. A portion of the notifications entered through the idig program are randomly reviewed by the quality assurance team daily to ensure that they include *all* the information that our utility members require and follow the guidelines and procedures as set forth in the Remote Ticket Entry Manual and the Ticket Examples and Required Information Guide, which can be found at oups.org/idig.

With the idig program, you are responsible for all notifications submitted on your account and we cannot guarantee that any/all mistakes will be discovered throughout our review process. It is *very important* that all information is *accurate* and *correct* before submitting notifications. If a discrepancy is found, the quality assurance team will notify you either by email or phone letting you know what corrections need to be made. Any corrections that are needed are expected to be made in a *timely* manner.

Failure to do so may result in temporary suspension of the idig account. Please remember inaccurate information or incorrect mapping could result in mis-markings or a missed member utility that could result in property/facility damage and/or personal harm. We all must do our part to keep Ohio safe.

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:

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 from the original ticket were destroyed, 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 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 current ticket and you will be taken back to the main menu bar.

A		COURTS	CTS	**G**	
ALLEY	ALY	COVE	CV	GARDEN	GDN
ANNEX	ANX	COVES	CVS	GARDENS	GDNS
ARCADE	ARC	CREEK	CRK	GATEWAY	GTWY
AVENUE	AVE	CRESCENT	CRES	GLEN	GLN
B		CREST	CRST	GLENS	GLNS
BAYOO	BYU	CROSSING	XING	GREEN	GRN
BEACH	BCH	CROSSROAD	XRD	GREENS	GRNS
BEND	BND	CURVE	CURV	GROVE	GRV
BLUFF	BLF	**D**		GROVES	GRVS
BLUFFS	BLFS	DALE	DL	**H**	
BOTTOM	BTM	DAM	DM	HARBOR	HBR
BOULEVARD	BLVD	DIVIDE	DV	HARBORS	HBRS
BRANCH	BR	DRIVE	DR	HAVEN	HVN
BRIDGE	BRG	DRIVES	DRS	HEIGHTS	HTS
BROOK	BRK	**E**		HIGHWAY	HWY
BROOKS	BRKS	ESTATE	EST	HILL	HL
BURG	BG	EASTATES	ESTS	HILLS	HLS
BURGS	BGS	EXPRESSWAY	EXPY	HOLLOW	HOLW
BYPASS	BYP	EXTENSION	EXT	**I**	
C		EXTENSIONS	EXTS	INLET	INLT
CAMP	CP	**F**		ISLAND	IS
CANYON	CYN	FALL	FALL	ISLANDS	ISS
CAPE	CPE	FALLS	FLS	ISLE	ISLE
CAUSEWAY	CSWY	FERRY	FRY	**J**	
CENTER	CTR	FIELD	FLD	JUNCTION	JCT
CENTERS	CTRS	FLAT	FLT	JUNCTIONS	JCTS
CIRCLE	CIR	FLATS	FLTS	**K**	
CIRCLES	CIRS	FPRD	FRD	KEY	KY
CLIFF	CLF	FORDS	FRDS	KEYS	KYS
CLIFFS	CLFS	FOREST	FRST	KNOLL	KNL
CLUB	CLB	FORGE	FRG	KNOLLS	KNLS
COMMON	CMN	FORGES	FRGS	**L**	
CORNER	COR	FORK	FRK	LAKE	LK
CORNERS	CORS	FORKS	FRKS	LAKES	LKS
COURSE	CRSE	FORT	FT	LAND	LAND
COURT	CT	FREEWAY	FWY	LANDING	LNDG

LANE	LN	PINE	PNE	SQUARES	SQS
LIGHT	LGT	PINES	PNES	STATION	STA
LIGHTS	LGTS	PLACE	PL	SRAVENUE	STRA
LOAF	LF	PLAIN	PLN	STREAM	STRM
LOCK	LCK	PLAINS	PLNS	STREET	ST
LOCKS	LCKS	PLAZA	PLZ	STREETS	STS
LODGE	LDG	POINT	PT	SUMMIT	SMT
LOOP	LOOP	POINTS	PTS	T	
M		PORT	PRT	TERRACE	TER
MALL	MALL	PORTS	PRTS	THROUGHWAY	TRWY
MANOR	MNR	PRAIRIE	PR	TRACE	TRCE
MANORS	MNRS	R		TRACK	TRAK
MEADOW	MDW	RADIAL	RADL	TRAFFICWAY	TRFY
MEADOWS	MDWS	RAMP	RAMP	TRAIL	TRL
MEWS	MEWS	RANCH	RNCH	TUNNEL	TUNL
MILL	ML	RAPID	RPD	TURNPIKE	TPKE
MILLS	MLS	RAPIDS	RPDS	U	
MISSION	MSN	REST	RST	UNDERPASS	UPAS
MOTORWAY	MTWY	RIDGE	RDG	UNION	UN
MOUNT	MY	RIDGES	RDGS	UNIIONS	UNS
MOUNTAIN	MTN	RIVER	RIV	V	
MOUNTAINS	MTNS	ROAD	RD	VALLEY	VLY
N		ROADS	RDS	VALLEYS	VLYS
NECK	NCK	ROUTE	RTE	VIADUCT	VIA
O		ROW	ROW	VIEW	VW
ORCHARD	ORCH	RUE	RUE	VIEWS	VWS
OVAL	OVAL	RUN	RUN	VILLAGE	VLG
OVERPASS	OPAS	S		VILLAGES	VLGS
P		SHOAL	SHL	VILLE	VL
PARK	PARK	SHOALS	SHLS	VISTA	VIS
PARKS	PARK	SHORE	SHR	W	
PARKWAY	PKWY	SHORES	SHRS	WALK/WALKS	WALK
PARKWAYS	PKWY	SKYWAY	SKWY	WALL	WALL
PASS	PASS	SPRING	SPG	WAY	WAY
PASSAGE	PSGE	SPRINGS	SPGE	WAYS	WAYS
PATH	PATH	SPUR	SPUR	WELL	WL
PIKE	PIKE	SQUARE	SQ	WELLS	WLS

Expanded Word List:

The Expanded Word List (optional): provides a drop down list to choose an option for where the work is taking place. Clicking on one of the options will insert the comment in the WORK AREA DESCRIPTION box at the end of what already has been typed in the box. Placing it before typing is recommended.

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 to your FARTHEST point off of the road-way, and the distance and direction from an intersecting street to your location.

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

Expanded Word List

EXPANDED WORDS

This is the list of words that can be expanded. These expansions will shorten the time it takes to enter tickets by allowing the entry of a short word and having it expanded into a phrase. But, only use the expansions (and not the word expanded from) on the list and please don't try to be inventive. If in doubt, spell it out.

Filter [   ]

Word ▲	Expansion
LRH	RIGHT HAND SIDE OF PROPERTY
LRL	REAR & LEFT SIDE OF PROPERTY
LRR	REAR & RIGHT SIDE OF PROPERTY
LFPBS	ENTIRE PROPERTY & BOTH SIDES OF STREET
LFBSS	FRONT, BOTH SIDES OF PROPERTY & BOTH SIDES OF STREET
PER	ENTIRE PERIMETER
ADJ	FRONT, BOTH SIDES OF PROPERTY & BOTH STREET AND 50 FT INTO ADJACENT PROPERTIES
ADJE	ENTIRE PROPERTY, BOTH SIDES OF STREET AND 50 FT INTO ADJACENT PROPERTIES
EIBS	ENTIRE INTERSECTION & BOTH SIDES OF STREET
EP	ENTIRE PROPERTY INCLUDING ALL MAIN AND SERVICE LINES
NE	NE CORNER OF INTERSECTION
NW	NW CORNER OF INTERSECTION
SE	SE CORNER OF INTERSECTION
SW	SW CORNER OF INTERSECTION
DIR	ENTIRE INTERSECTION & BOTH SIDES OF ALL STREETS
CROSS	BOTH SIDES OF ROAD, THE ENTIRE LENGTH, BETWEEN BOTH CROSS STREETS
OFF	FROM THE ROAD WILL BE GOING (INSERT FOOTAGE) BACK OFF ROAD
OFFN	FROM THE ROAD WILL BE GOING MORE THAN 200 FT BACK OFF THE ROAD, NOT SURE OF DIRECTION
MAIN	ALL UTILITIES PLEASE MARK ALL MAINS & SERVICE LINES
FP	CALLER REQUESTS THAT ALL UTILITIES TO USE FLAGS & PAINT WHEN MARKING LINE
FLAG	CALLER REQUESTS THAT ALL UTILITIES TO USE FLAGS WHEN MARKING LINES
PAINT	CALLER REQUESTING ALL UTILITIES TO USE PAINT WHEN MARKING LINES
DEPTH	CALLER ALSO REQUESTS DEPTH OF LINES
PHY	CUSTOMER IS ALSO REQUESTING PHYSICAL MARKINGS
CALL	CALLER REQUESTS ALL UTILITIES TO CALL BEFORE MARKING LINES
MEET	CALLER REQUESTS ALL UTILITIES TO CALL TO SET UP A MEET
GRADE	DO NOT MARK ON OR BEFORE (INSERT DATE) DUE TO GRADING
ADD	MEMBER WAS ADDED PER CALLERS REQUEST AFTER SPEAKING DIRECTLY WITH (JOE SMITH) A UTILITY REPR

Exit