



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

Live Chat

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



SUBMITTING A NEW TICKET

What does submitting a NEW ticket do?

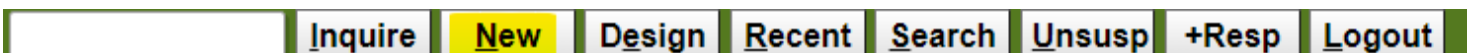
Submitting a new ticket communicates to our member facilities the area you will be digging in. This is done by a process of providing information, then selecting an area on our mapping system to generate the list of utilities being notified of your request. Please note that the utilities and locators 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.

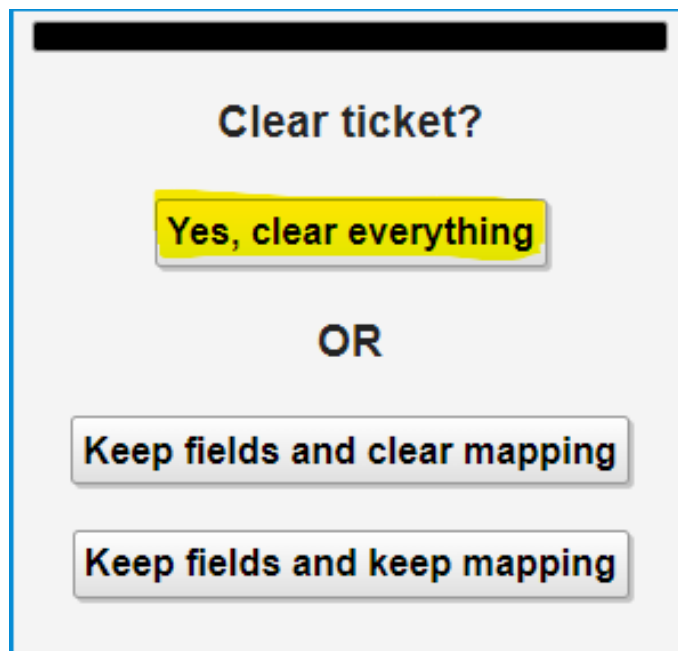
After logging into your idig account, you will come to the Ticket Entry Screen.



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?

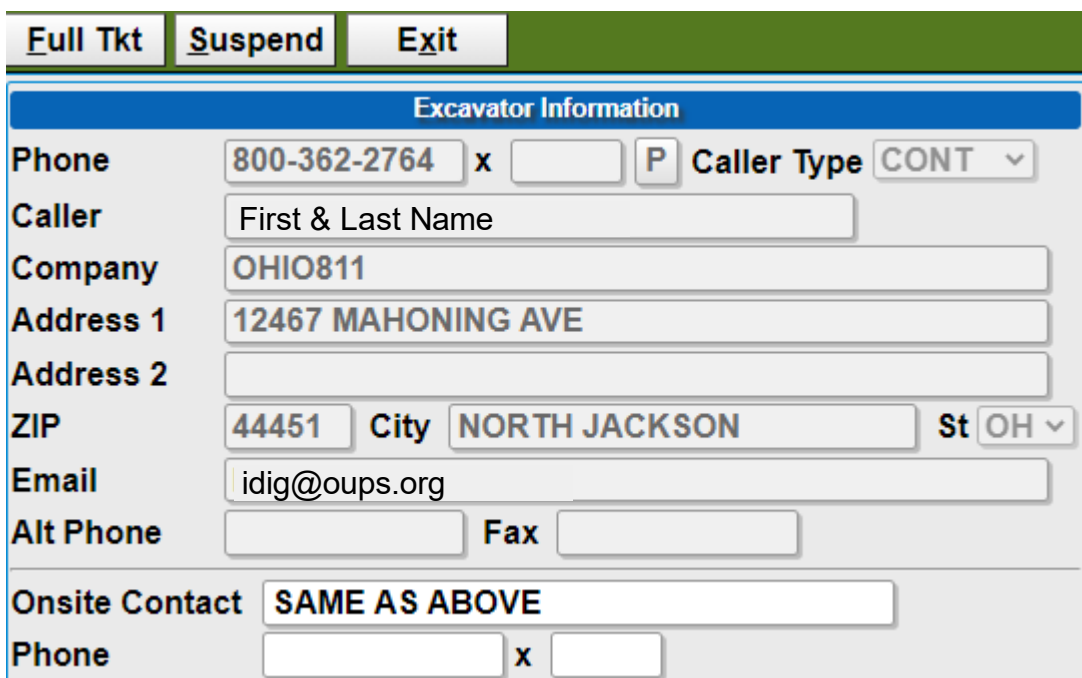
Yes, clear everything

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.



Full Tkt **Suspend** **Exit**

Excavator Information

Phone 800-362-2764 x **P** **Caller Type** CONT ▾

Caller First & Last Name

Company OHIO811

Address 1 12467 MAHONING AVE

Address 2

ZIP 44451 **City** NORTH JACKSON **St** OH ▾

Email idig@oups.org

Alt Phone **Fax**

Onsite Contact SAME AS ABOVE

Phone x

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.

For this demonstration, 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/ldig

Digsite Information	
County	MAHONING
Place	JACKSON TWP
<div>Places</div>	
Addr/Street	12467 MAHONING AVE
Cross St 1	S BAILEY RD
Cross St 2	DEBARTOLO DR
Lot #	
Sub-division	
<div>Lookup</div>	
Entire work area Description	
Entire work area Description is required	

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

Place: List the physical 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 # : Lot # (if applicable)

Sub-division: 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 cross st / 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

Places

Addr/Street

12467 MAHONING AVE

Cross St 1

S BAILEY RD

Cross St 2

DEBARTOLO DR

Lot #

Sub-division

Lookup

Entire work area Description

ENTIRE PROPERTY
UP TO 200FT OFF OF THE ROAD
BETWEEN BOTH CROSS STREETS
AREA IS MARKED IN WHITE

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

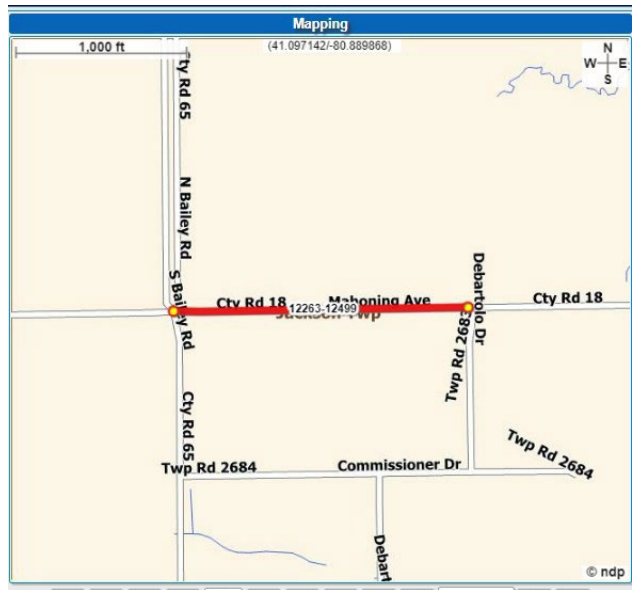
DEBARTOLO DR

Lot #

Sub-division

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 will generate the address listed in the STREET field of your ticket if it matches our system. There are other address tools to the right of this button as well that can help assist you in finding your location.

Search

Add Pt

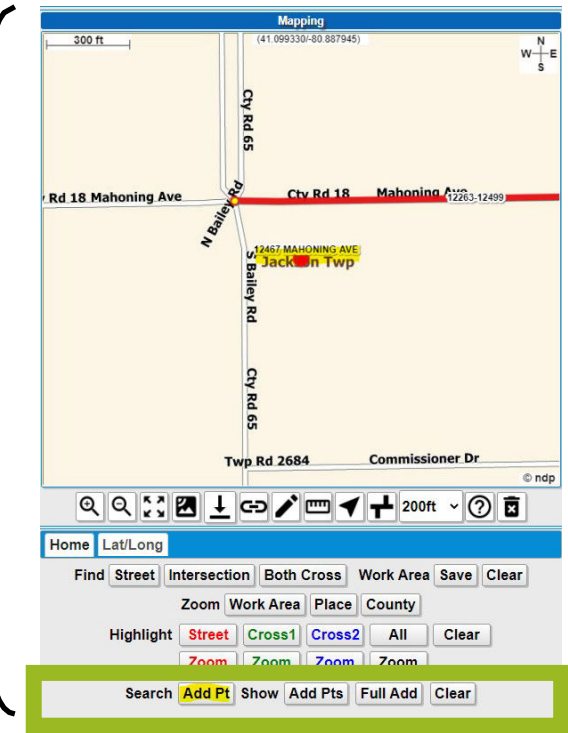
Show

Add Pts

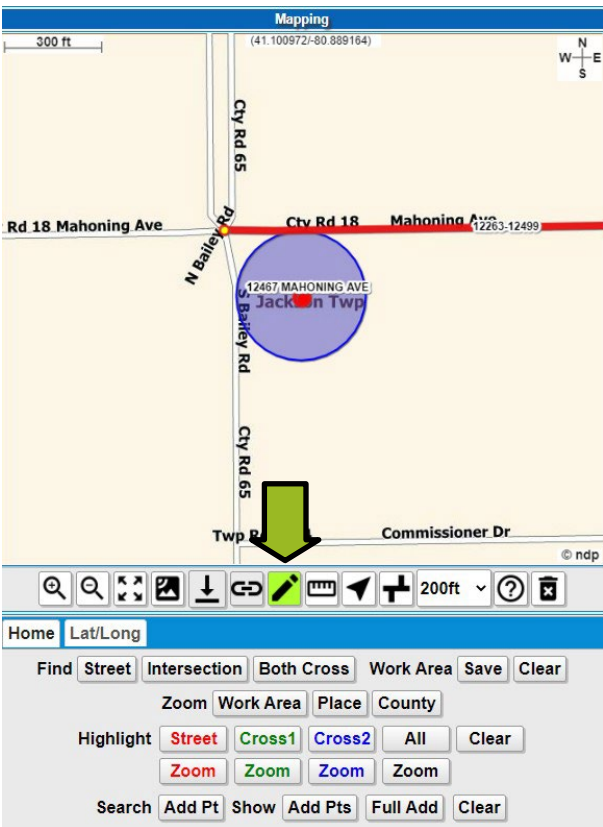
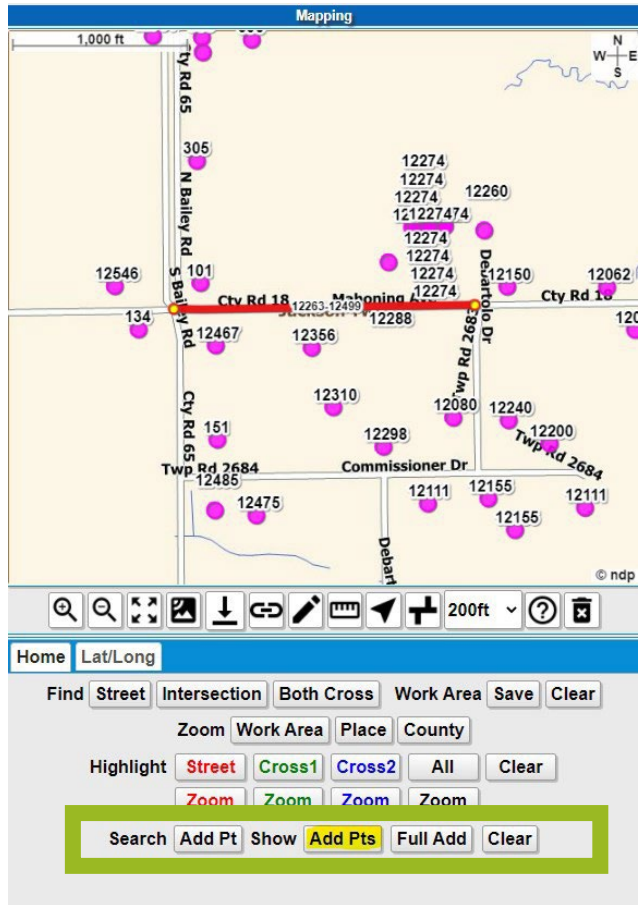
Full Add

Clear

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



You also have the option to select “Add Pts”. This will populate all the address points showing 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 pencil tool located under the map. By selecting this tool, it will turn green. You can now take your mouse, and click on the address point to start your drawing, by moving your mouse you can continue the mapping drawing. By double clicking (left clicks) the drawing will stop and your blue notification area will be created.

The blue notification area is what determines the list of utilities that are being notified. It's vital that your blue notification matches your description and that everything in your description is included in your mapped area. It is also important to note that utilities and locators may not see or even get a copy of the mapped area so you must describe the work area fully and accurately. .

Once the entire area of work 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 48hrs 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: 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 are needing 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/USIC	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

Get Mbrs

Mbr Info

Submit

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.



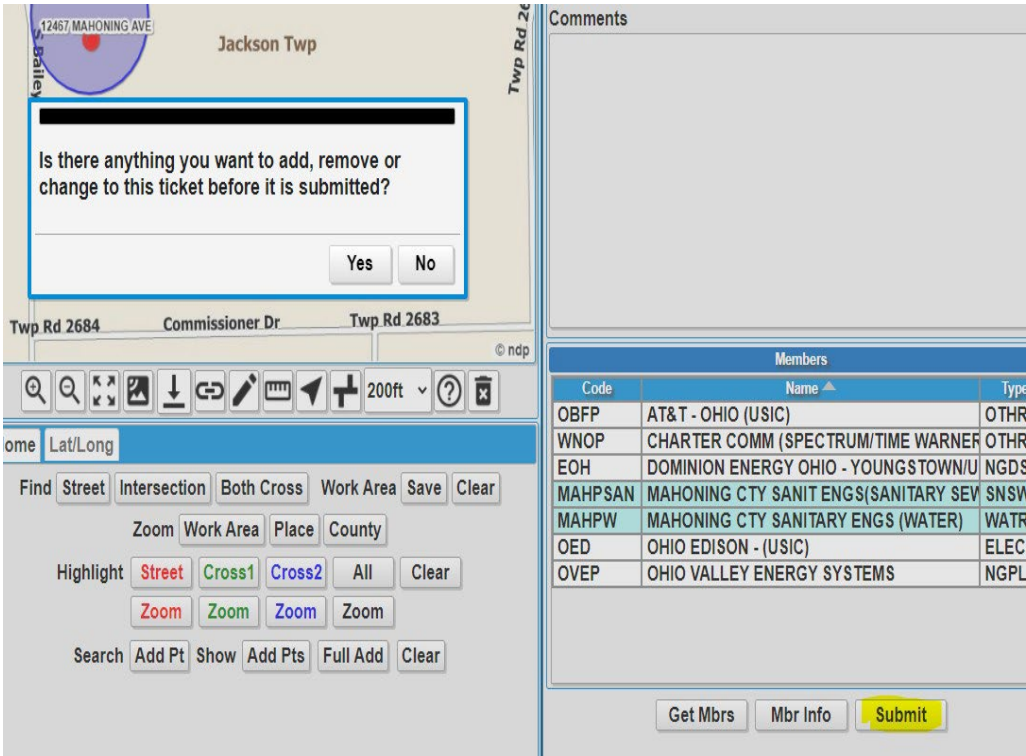
Selecting “Mbr Info” will give you a run down of what each utility will mark for:

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

Print

Exit

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.

