



Remote Ticket Entry

Step-by-step Ticket Submission

A step-by-step guide with examples 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

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 top menu bar. The interface is organized into three main panels:

- Excavator Information:** Contains fields for 'Phone' (123-123-1234), 'Caller' (TEST ACCOUNT), 'Company' (TEST COMPANY), 'Address 1' (12467 MAHONING AVE), 'Address 2', 'ZIP' (44461), 'City' (NORTH JACKSON), 'St' (OH), 'Email' (TEST@MAIL.COM), 'Alt Phone' (123-123-1234), and 'Onsite Contact' (SAME AS ABOVE).
- Mapping:** Features a map of Ohio with county names. Below the map is a search bar with 'Seg' and 'Buffer 200ft' options, and a 'GEO LOOKUP' button. The 'Home' tab is selected, and the 'Find' section includes 'Street', 'Intersection', 'Both Cross', 'Work Area', 'Save', and 'Clear' buttons. The 'Highlight' section has 'Street', 'Cross1', 'Cross2', 'All', and 'Clear' buttons. The 'Search' section includes 'Add Pt', 'Parcel', 'Show', 'Add Pts', 'Full Add', 'Parcels', and 'Clear' buttons.
- Work Information:** Contains 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', 'Railroad or Highway', 'Mile Marker From/To', and 'Comments'.

The menu bar at the top of the screen contains the following tabs: 'Inquire', 'New', 'Design', 'Recent', 'Search', 'Un susp', '+Resp', and '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 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 TktExit

Excavator Information

Phone330-555-1234xP

Caller TypeMEMB

CallerJO CONTRACTOR

CompanyJO CONTRACTING COMPANY

Address 1123 MAIN ST

Address 2

ZIP43214CityCOLUMBUSStOH

EmailJO@JOCONTRACTING.COM

Alt PhoneFaxCopy to Digsite

Onsite ContactSAME AS ABOVE

Phonex

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 the example below, we will do a location that is taking place solely at a single address. Other ticket 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

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 work area Description is required

County: List the county where the work will take place.

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

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

Cross St 1: List the nearest intersecting street.

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

LOT #: List the lot # if available, primarily for mobile home parks or other complexes.

Sub-division: List the name of the subdivision iff 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 the work will be performed: Front, Rear, Sides, Entire Property;
- 2. Farthest point off the road the work will extend;
- Q 3. Distance and direction from the nearest intersection/ cross street or streets the work is between.

Any other pertinent information for the dig site should be entered here, such as “area marked in white”, “please do not mark hard surfaces”, etc.

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

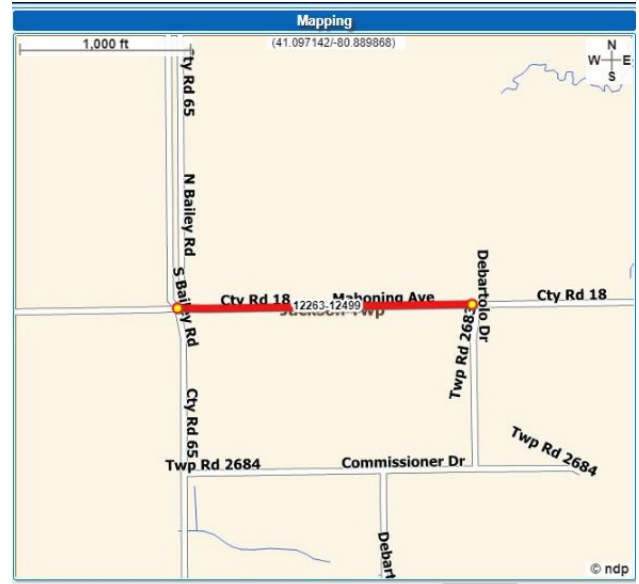
Expanded Word List

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	
<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 where as 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.



The screenshot shows the Mapping application interface. At the top, there's a 'Mapping' title and a dropdown menu for 'Newton Streets (5)'. The map area displays a street network with labels like 'Mahoning Ave', 'N Bailey Rd', 'S Bailey Rd', 'City Rd 6S', 'City Rd 18', 'City Rd 6S', 'Twp Rd 2684', and 'Commissioner Dr'. A red line highlights a specific area. The map also shows parcel numbers like 12546, 101, 12467, 12467, 12467, 12356, 151, 12310, 12298, and 134. The bottom control panel includes buttons for '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', 'Parcel', 'Show', 'Add Pts', 'Full Add', 'Parcels', and 'Clear'.

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.

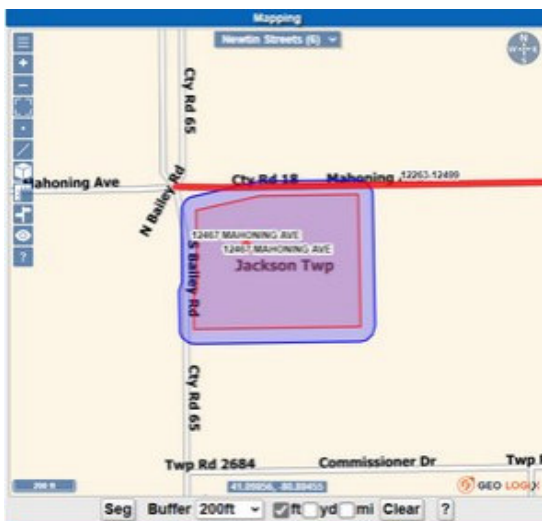
The Seg tool will allow you to choose how you want to map the work area.

Please choose to select as work area:

Parcel/Polygon Address/Point Street/Line Exit



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. 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	02/26/2025 Wed	Time	01:24 PM ET ROUT 22:22
Start By Date	03/10/2025 01:24 PM Mon		
Work Type	GAS MAIN INSTALLATION		
Means Of Excavation	BACKHOE		
Work For	OHIO ENERGY		
Done By	SELF		
White Lining		Blasting	N
		Railroad or Highway	
Mile Marker From/To			

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

Work Type: the type of work being performed.*

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

Work For: Who the work is being performed for.

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

White Lining: Whether the work area has been pre-marked. Select Yes or No.

Blasting: Select Yes if using explosives, No if not.

Railroad or Highway: Select either if applicable; this can be left blank.

Mile Marker From/To: Provide if applicable.

*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. Note that not all utilities are members of our service, and 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
EGO	ENBRIDGE GAS OHIO	NGDS
MAHPW	MAHONING COUNTY SANITARY ENGS (WATER)	WATR
MAHPSAN	MAHONING COUNTY SANITARY ENGS(SANITARY)	SNSW
OED	OHIO EDISON - (USIC)	ELEC
OVEP	OHIO VALLEY ENERGY SYSTEMS	NGPL

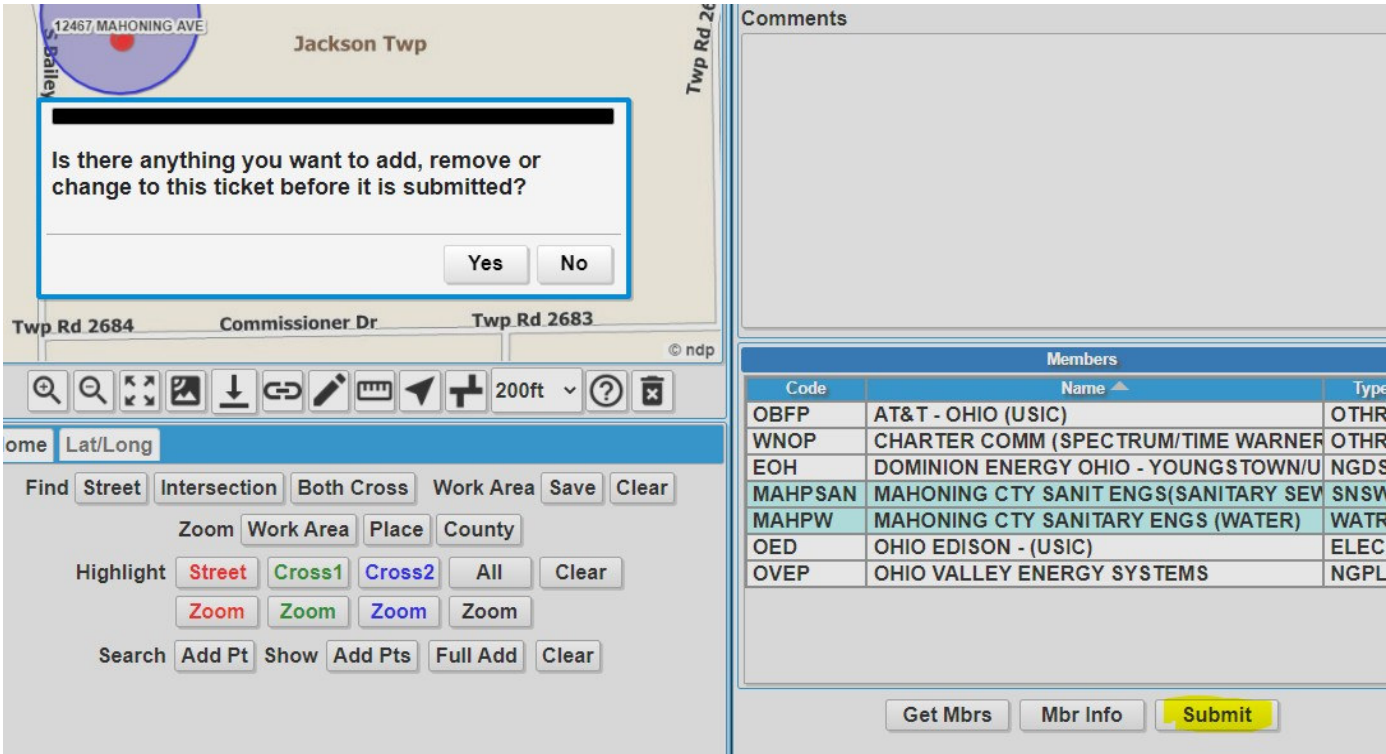
If you believe a specific utility is not on the listing, please double check that the blue notification area has been mapped correctly and matches the entire work area described. If the mapping is correct, you can call into the call center at 800-362- 2764 and a representative can assist in notifying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

