



OneCallAccess
Ticket Action Procedures

OneCallAccess

Ticket Action Procedures

This manual is intended to provide instruction to users of the OneCallAccess program on ticket actions.

The information contained in this manual includes a description of each action, and procedures in the OneCallAccess program.

Contents

Ticket Actions Overview	2
Retransmitting a ticket	2
Destroyed Markings.....	3
Unmarked Facilities.....	4
Additional Assistance.....	5
Copy	6
Cancel	7
Continue	8

Ticket Actions Overview

After a ticket is submitted, circumstances may require a ticket to be canceled, updated, or retransmitted. This guide provides instruction to perform each action. The actions contained in this manual are currently available in the OneCallAccess system (OCA). Additional actions may be added in future OneCallAccess updates.

Retransmitting a ticket

A Ticket may be retransmitted because of marking issues only at this time. Retransmitting a ticket does not change the ticket number. Retransmitting a ticket results in an update to the version or revision number. The revision number is found after the dash at the end of the ticket number. An example of an original ticket number is 202111200003-000. No revision exists on an original ticket, so the revision number is -000. The first revision would result in a change to the version or revision number 202111200003-001.

Tickets with erroneous information may not be retransmitted to correct the issue. To correct an error, the ticket is canceled and replaced. A ticket may be canceled up to the work legal start date on the ticket.

Updating the field contact information or adding details to aid the locator in finding or accessing the site is acceptable when retransmitting a ticket. This information may include driving instructions, an access point to the dig site, or a gate code. Updates to the type of work, activity, or work location are not acceptable. These changes would require a replacement ticket.

Positive Response must be reviewed prior to transmitting a ticket for Unmarked Facilities, Destroyed Markings, or Additional Assistance. Specify which facility owners/operators are required to respond to the request based on positive response postings and field conditions. It is not acceptable to request a response from all facility owners/operators as a replacement for checking positive response.

A ticket may be retransmitted after the work legal start date of the most recent revision of the ticket. The work legal start date can be found on the ticket.

Destroyed Markings

When markings are removed, destroyed, or are no longer visible or reliable, a ticket may be retransmitted for destroyed markings. Facility owners are required to respond within 24 hours on business days.

WHO: All Users of the system

WHEN: Between the work legal start date and the work expiration date (minus 24 hours)

PROCEDURES

- 1) If the ticket is one of the last five tickets placed, click on the ticket under Recent History on the Home page of OCA to display the ticket.
- 2) Click History to search for the ticket if it is not found in recent history
- 3) Enter the ticket number with the most recent revision number, and the date (or date range) the most recent revision of the ticket was placed
- 4) Click search
- 5) Click on the ticket to display the ticket details

History
SERVICEOPERATOR: SBOE, «NO COMPANY» Representing CINDYELL, CINDY LU, HOMEOWNER

Sort by: -- Select one -- Filter by: Ticket number Ticket number: 2021111800011-000 Town/City: Created date: Oct 01 2021 X Nov 28 2021 X Search

2021111800011-000	1790 Harvey Dr Williamston Williamston	Submit Date	Ticket Start Date	User Reference
Original	Normal - 21 day	11/18/2021 - 10:45:48 am	11/23/2021	-

That's all the results with the current settings.

- 6) Click Actions on the upper right side of the page
- 7) Choose Destroyed Markings – ticket will open
- 8) Enter a Work Completion Date
- 9) Review the field contact. Adjust as necessary
- 10) In the Remarks field enter the revision number and the station code(s) of the member(s) OR the facility type (gas, electric) needed to remark. The station codes can be found in Positive Response. Requesting *All Utilities* is acceptable when all markings are destroyed.

Actions X

- Correction
- Update
- Cancel
- Copy
- Relocate
- Promotion
- Unmarked Facilities
- Additional Assistance
- Destroyed Markings

Remarks - Additional Details

001-ATTD & CEGDIS

383 characters left

If a portion of the job needs to be remarked, specify the location. EX: Markings were removed at a single address that is part of a ticket with five addresses. Specify which address requires remarking.

Remarks - Additional Details

001-Tel & Gas at 101 Main St

372 characters left

Additional retransmits should be added to the top of the remarks field.

Remarks - Additional Details

002-GRUZFBR

001-ATTD & CEGDIS

371 characters left

11) Click Submit- the summary page will display. The ticket status is Destroyed Markings. A confirmation email is sent.

Unmarked Facilities

When there is a lack of positive response, visible evidence of a facility with no visible marks, or incomplete markings.

WHO: External Plus and Internal Users

WHEN: Between the work legal start date and 14 calendar days after the work to begin date

PROCEDURES

- 1) If the ticket is one of the last five tickets placed, click on the ticket under Recent History on the Home page of OCA to display the ticket
- 2) Click History to search for the ticket if it is not found in recent history.
- 3) Enter the ticket number with the most recent revision number, and the date (or date range) the most recent revision of the ticket was placed
- 4) Click search
- 5) Click on the ticket to display the ticket details

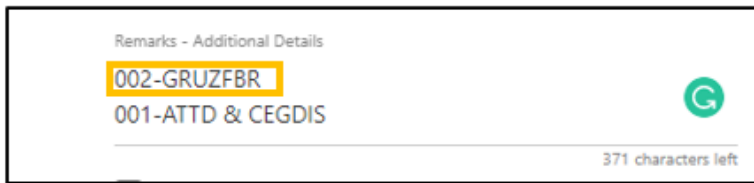
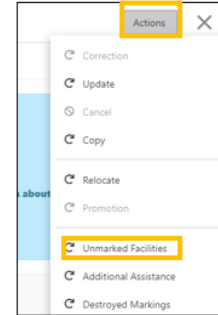
History
SERVICEOPERATOR: SBOE, -NO COMPANY- Representing CINDY LUI, HOMEOWNER

Sort by: -- Select one -- Filter by: Ticket number Ticket number: 2021111800011-000 Ticket City: Created date: Oct 01 2021 X Nov 28 2021 X Search

2021111800011-000	1790 Harvey Dr Williamston Williamston	Submit Date 11/18/2021 - 10:45:48 am	Ticket Start Date 11/23/2021	User Reference -
Original	Normal - 21 day			

✔ That's all the results with the current settings.

- 6) Click Actions on the upper right side of the page
- 7) Choose Unmarked Facilities – ticket will open
- 8) Enter a Work to Begin Date. This is the date and time the crew will be back on the job site.
- 9) Enter a Work Completion Date
- 10) Review the field contact. Adjust as necessary
- 11) In the Remarks field enter the revision number of the request, the facility type (gas, elec) or the station code(s) of the member(s) needed.
The station codes can be found in Positive Response. If the chosen Work to Begin date is NOW, provide the crew status: CREW ON SITE or CREW EN ROUTE



12) The ticket details will display. The ticket status is Unmarked Facilities. A confirmation email is sent.

Additional Assistance

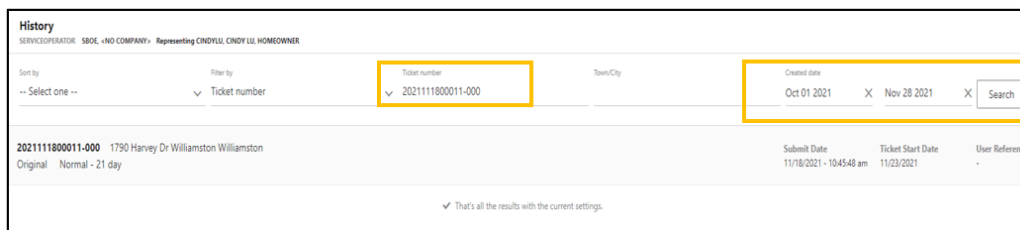
The site was marked, and the contractor has hand dug as required by law, but no line was found within the approximate location of the marking. Facility owners have three working hours to respond

WHO: External Plus and Internal Users

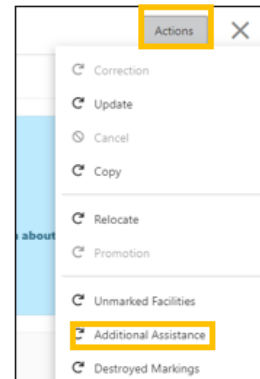
WHEN: Between the work legal start date and 14 calendar days after the work to begin date

Procedures

- 1) If the ticket is one of the last five tickets placed, click on the ticket under Recent History on the Home page of OCA to display the ticket.
- 2) Click History to search for the ticket if it is not found in recent history.
- 3) Enter the ticket number and the most recent revision number, and the date (or date range) the most recent revision of the ticket was placed
- 4) Click search
- 5) Click on the ticket to display the ticket details



- 6) Click Actions on the upper right side of the page
- 7) Choose Additional Assistance – ticket will open
- 8) Enter a Work to Begin Date. This is the date and time the crew will be back on the job site.
- 9) Enter a Work Completion Date.
- 10) Review the field contact. Adjust as necessary
- 11) In the Remarks field enter the revision number of the request, the name of the facility owner (Consumers Energy gas) or the station code(s) of the member(s) needed to remark. The station codes can be found in Positive Response. If the chosen Work to Begin date is NOW, provide the crew status: CREW ON SITE or CREW EN ROUTE



Remarks - Additional Details

002-CONSUMERS ENERGY GAS CREW ON SITE

001-ATTD

352 characters left

12) The ticket details will display. The ticket status is Additional Assistance. A confirmation email is sent.

Copy

The copy feature duplicates ticket information from a chosen ticket to make a new one. All fields may be edited.

Who: All users of the system

When: A ticket may be copied any time after the original ticket was placed.

Procedures

- 1) If the ticket is one of the last five tickets placed, click on the ticket under Recent History on the Home page of OCA to display the ticket.
- 2) Click History to search for the ticket if it is not found in recent history.
- 3) Enter the reference ticket number, including the revision-000, and the date (or date range) the reference ticket was placed
- 4) Click search
- 5) Click on the ticket to display the ticket details
- 6) Click Actions on the upper right side of the page
- 7) Choose Copy – ticket will open
- 8) Edit appropriate fields
- 9) The new ticket does not reference the copied ticket. If the user would like to reference the copied ticket, entered the reference ticket number in the remarks field.

Remarks - Additional Details

Previous ticket 2021103100151

371 characters left

- 10) Click Submit.
- 11) Ticket details will display. A confirmation email is sent.

Cancel

A ticket may be canceled because work is no longer taking place, there is an error on the ticket or because there is a duplicate ticket for the job.

Who: All users of the system

When: Up to the Work Legal Start Date on the ticket

- 1) If the ticket is one of the last five tickets placed, click on the ticket under Recent History on the Home page of OCA to display the ticket.
- 2) Click History to search for the ticket if it is not found in recent history.
- 3) Enter the ticket number, including the revision number -000, and the date (or date range) the ticket was placed
- 4) Click search
- 5) Click on the ticket to display the ticket details
- 6) Click Actions on the upper right side of the page
- 7) Choose Cancel – A pop up box will display
- 8) Enter the reason for the cancellation
- 9) Click Send

Ticket Cancellation ×

Please enter the reason for the Ticket Cancellation eg: Work no longer taking place, duplicate ticket, etc.

Work No longer taking place

Operator Fault?

- 10) The ticket details will display. The ticket status is Cancelled.

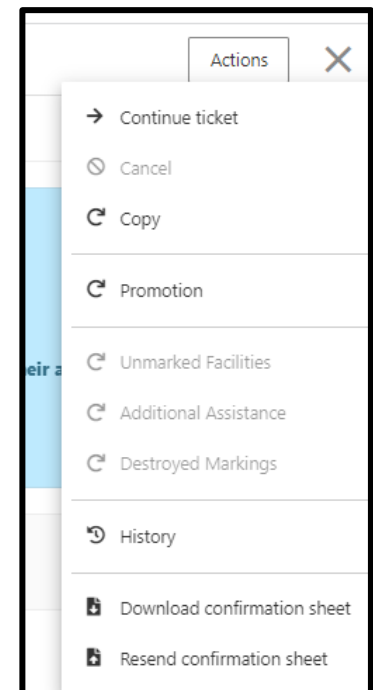
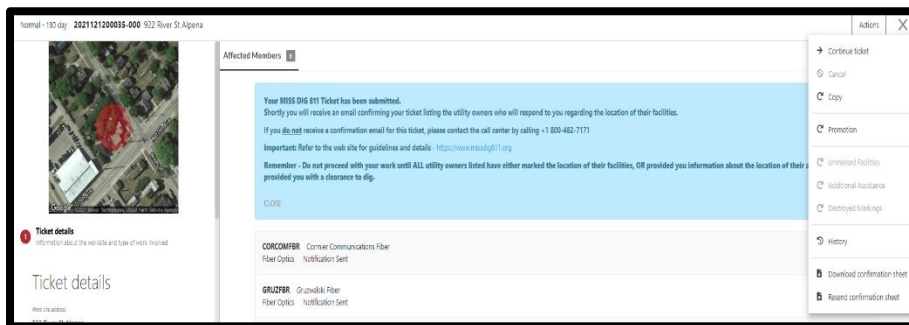
Continue

When a job is too large to fit into a single ticket, the continue ticket feature makes it easy to create multiple tickets. The work polygon from the chosen ticket is visible on the map so the user can easily create a new polygon that picks up where the other ticket left off. The original ticket number is referenced on the continued ticket once submitted.

Who: All users of the system

When: Anytime

- 1) Continue ticket may be chosen immediately after a ticket is placed. When the ticket summary page appears upon submitting a ticket, click Actions from the upper right side of the page.
- 2) Click Continue Ticket
 - a. If the continue ticket feature is not chosen upon submitting a ticket, the reference ticket can be found in Recent History or History. If the ticket is one of the last five tickets placed, click on the ticket under Recent History on the Home page of OCA to display the ticket.
 - b. Click History to search for the ticket if it is not found in recent history.
 - c. Enter the ticket number, including the revision number -000, and the date (or date range) the ticket was placed
 - d. Click search
 - e. Click on the ticket to display the ticket details
 - f. Click Actions on the upper right side of the page
 - g. Click Continue Ticket



- 3) Review ticket details and adjust as needed
- 4) Click Next to go to section 2 Dig Site Location
 - a. The polygon from the reference ticket is visible. Create a polygon that covers the next portion of the project
 - b. Click Next
- 5) Enter the location information in the Confirm Dig Site. This information is included on the ticket.
- 6) Click Next
- 7) Enter Remarks, if needed.
- 8) Check the agreement boxes
- 9) Click Submit. The previous ticket is referenced on the new ticket.