



Selective Ticket Actions

8-27-2024





Selective Ticket Actions 8-27-24

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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 retransmit.



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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 2021112000003-000. 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.

A revision number must be entered if the retransmit is for a NOW ticket, meaning that the crew is on site or en route for Unmarked Facilities or Additional Assistance or if specific staking information is entered. A revision number will be entered as -001, -002 and so on depending on what revision number this is to the ticket. To determine which revision number should be entered, look at the last three digits of the ticket number after the dash and the revision number entered will be the following sequence. For example, if the ticket number ends in -000 then the revision number entered will be -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 up to 24 business hours before the ticket expiration date/time.

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.



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- 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.
- 6) Click Actions on the upper right side of the page.
- 7) Choose Destroyed Markings – a box will appear with a list of all members notified on the request. The list will include the Station Code on the ticket, their latest Response Code, and the date/time of the latest Response.

- 8) **THIS IS NOT A REPLACEMENT FOR CHECKING POSTIVE RESPONSE. YOU ARE STILL REQUIRED TO CHECK POSTIVE RESPONSE AND VIEW EACH RESPONSE FROM EACH MEMBER NOTFIED ON THE REQUEST.**

- 9) Check the box next to the facility that is needed to respond to the retransmit, you are required to check Positive Response to determine which members are needed. If all facilities are needed, check the box at the top next to Select All Station. You may select multiple members at a time if needed.

STATION CODE	RESPONSE CODE	RECEIVED
CLOVER	-	-
GLWAWTR	999	11/01/2023
GRUZFBR	999	11/02/2023
PCT1	999	11/02/2023
TESTMS	999	11/02/2023
STATION CODE	RESPONSE CODE	RECEIVED

- 10) Once the member or members have been selected, click Continue to open the ticket.
- 11) Enter a Work Completion Date. This should not be dated after the expiration date of the ticket.
- 12) Review the field contact. Adjust as necessary.
- 13) In the Remarks-Additional Details Field:



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- If the chosen Work to Begin Date is NOW then the request will be submitted as a NOW retransmit, in the Remarks field enter the revision number and the crew status: CREW ON SITE or CREW EN ROUTE.
- If the chosen Work to Begin Date has been changed, the revision number and crew status are not needed.

You may include pertinent information regarding the area needed if the entire area within the polygon or written description is not needed. **DO NOT REMOVE ANY INFORMATION FROM PREVIOUS VERSIONS OF THE TICKET. ADD NEW INFORMATION TO THE TOP OF THE REMARKS FIELD. Please use the MISS DIG 811 approved abbreviations list located on the Excavator Pros Reference Material page on the MISS DIG 811 website or at the bottom of this guide.** There is a limit of 400 characters.

- If the chosen Work to Begin Date is NOW, provide the revision number and crew status: CREW ON SITE or CREW EN ROUTE.

Remarks - Additional Details*

001 CREW ON SITE
SEE POLYGON

- If the Work to Begin Date has been changed to a later date and time, the revision number and crew status is NOT required.

Remarks - Additional Details*

SEE POLYGON

- If a portion of the job needs to be remarked, provide the revision number, and 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- CREW ON SITE SEE POLYGON ADDR 101|
SEE POLYGON ADDRS 101, 103, 105 & 107

Remarks - Additional Details*

001- SEE POLYGON ADDR 101
SEE POLYGON ADDRS 101, 103, 105 & 107

- Additional retransmits should be added at the beginning of the remarks field.

Remarks - Additional Details*

002 CREW EN ROUTE
001 CREW ON SITE
SEE POLYGON

354 characters left



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

Unmarked Facilities

WHO: Notification System Representatives & External Plus Users

WHEN: Between the Work Legal Start Date up to 3 business hours before the ticket expiration date/time. (As long as the digging started within 14 calendar days from the work start date)

- 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.

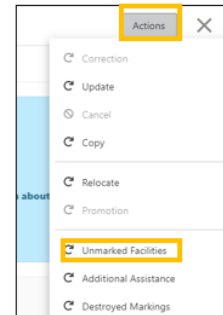
History
SERVICEOPERATOR: SBOE «NO COMPANY» Representing CINDYLU, CINDY LU, HOMEOWNER

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.

- 5) Click on the ticket to display the ticket details.
- 6) Click Actions on the upper right side of the page.
- 7) Choose Unmarked Facilities – a box will appear with a list of all members notified on the request. The list will include the Station Code on the ticket, their latest Response Code, and the date/time of the latest Response.
- 8) **THIS IS NOT A REPLACEMENT FOR CHECKING POSITIVE RESPONSE. YOU ARE STILL REQUIRED TO CHECK POSITIVE RESPONSE AND VIEW EACH RESPONSE FROM EACH MEMBER NOTIFIED ON THE REQUEST.**





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- 9) Check the box next to the facility that is needed to respond to the retransmit, you are required to check Positive Response to determine which members are still needed. If all facilities are needed, per Positive Response, check the box at the top next to Select All Station. You may select multiple members if needed.

Please select one or more stations to receive the unmarked facilities revision

Select all Station

	STATION CODE	RESPONSE CODE	RECEIVED
<input type="checkbox"/> CLOVERLAND ELECTRIC COMPANY ELECTRIC	CLOVER	-	-
<input type="checkbox"/> GREAT LAKES WATER AUTHORITY POTABLE WATER	GLWAWTR	999	11/01/2023
<input type="checkbox"/> Gruzowski Fiber	GRUZFBR	999	11/02/2023
<input type="checkbox"/> PelicanCorpTest1	PCT1	999	11/02/2023
<input type="checkbox"/> PelicanCorpTestMS	TESTMS	999	11/02/2023
<input type="checkbox"/> STEPPE CONATION LANDFIL LLC	STCALDCAF	999	11/02/2023

Continue Cancel

- 10) Once the members needed for the retransmit of have been selected, click Continue to display the ticket.

- 11) Enter a Work to Begin Date. This is the date and time the crew will be back on the job site.
- 12) Enter a Work Completion Date.
- 13) Review the field contact. Adjust as necessary.
- 14) In the Remarks-Additional Details Field:

- If the chosen Work to Begin Date is NOW then the request will be submitted as a NOW retransmit, in the Remarks field enter the revision number and the crew status: CREW ON SITE or CREW EN ROUTE.
- If the chosen Work to Begin Date has been changed, the revision number and crew status are not needed.

You may include pertinent information regarding the area needed if the entire area within the polygon or written description is not needed. **DO NOT REMOVE ANY INFORMATION FROM PREVIOUS VERSIONS OF THE TICKET. ADD NEW INFORMATION TO THE TOP OF THE REMARKS FIELD. Please use the MISS DIG 811 approved abbreviations list located on the Excavator Pros Reference Material page on the MISS DIG 811 website or at the bottom of this guide. There is a limit of 400 characters.**

- If the chosen Work to Begin date is NOW, provide the revision number and crew status: CREW ON SITE or CREW EN ROUTE.

Remarks - Additional Details*

001 CREW ON SITE
SEE POLYGON



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- If the Work to Begin Date has been changed to a later date and time, the revision number and crew status are NOT required.

Remarks - Additional Details*

SEE POLYGON

- 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- CREW ON SITE SEE POLYGON ADDR 101|
SEE POLYGON ADDRS 101, 103, 105 & 107

Remarks - Additional Details*

001- SEE POLYGON ADDR 101
SEE POLYGON ADDRS 101, 103, 105 & 107

- Additional retransmits should be added at the beginning of the remarks field.

Remarks - Additional Details*

002 CREW EN ROUTE
001 CREW ON SITE
SEE POLYGON

354 characters left

15) The ticket details will be displayed. 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 PA 174, but no line was found within the approximate location of the marking. Facility owners have three working hours to respond.

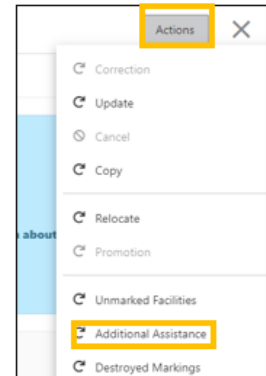
WHO: Notification System Representatives & External Plus Users

WHEN: Between the Work Legal Start Date up to 3 business hours before the ticket expiration date/time. (As long as the digging started within 14 calendar days from the work start 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 – a box will appear with a list of all members notified on the request. The list will include the Station Code on the ticket, their latest Response Code, and the date/time of the latest Response.



- 8) **THIS IS NOT A REPLACEMENT FOR CHECKING POSTIVE RESPONSE. YOU ARE STILL REQUIRED TO CHECK POSTIVE RESPONSE AND VIEW EACH RESPONSE FROM EACH MEMBER NOTIFIED ON THE REQUEST.**



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- 9) Check the box next to the facility that is needed to respond to the retransmit. You may select multiple members if needed.

Please select one or more stations to receive the unmarked facilities revision

Select all Station

	STATION CODE	RESPONSE CODE	RECEIVED
<input type="checkbox"/> CLOVERLAND ELECTRIC COMPANY ELECTRIC	CLOVER	-	-
<input type="checkbox"/> GREAT LAKES WATER AUTHORITY POTABLE WATER	GLWAWTR	999	11/01/2023
<input checked="" type="checkbox"/> Gruzowski Fiber	GRUZFBR	999	11/02/2023
<input type="checkbox"/> PelicanCorpTest1	PCT1	999	11/02/2023
<input type="checkbox"/> PelicanCorpTestMS	TESTMS	999	11/02/2023
<input type="checkbox"/> STEPPE CONATION LANDFIL LLC	STCALNDCAF	999	11/02/2023

- 10) Once the member or members needed for the retransmit have been selected, click Continue to display the ticket.
- 11) Enter a Work to Begin Date. This is the date and time the crew will be back on the job site.
- 12) Enter a Work Completion Date.
- 13) Review the field contact. Adjust as necessary.
- 14) In the Remarks-Additional Details Field:
- If the chosen Work to Begin Date is NOW then the request will be submitted as a NOW retransmit, in the Remarks field enter the revision number and the crew status: CREW ON SITE or CREW EN ROUTE.
 - If the chosen Work to Begin Date has been changed, the revision number and crew status are not needed.

You may include pertinent information regarding the area needed if the entire area within the polygon or written description is not needed. **DO NOT REMOVE ANY INFORMATION FROM PREVIOUS VERSIONS OF THE TICKET. ADD NEW INFORMATION TO THE TOP OF THE REMARKS FIELD. Please use the MISS DIG 811 approved abbreviations list located on the Excavator Pros Reference Material page on the MISS DIG 811 website or at the bottom of this guide. There is a limit of 400 characters.**



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- If the chosen Work to Begin Date is NOW, provide the revision number and crew status: CREW ON SITE or CREW EN ROUTE.

Remarks - Additional Details*

001 CREW ON SITE
SEE POLYGON

- If the Work to Begin Date has been changed to a later date and time, the revision number and crew status is not required.

Remarks - Additional Details*

SEE POLYGON

- If assistance is needed at a specific location within the scope of the project, specify the location. EX: Hand digging takes place at a single address that is part of a ticket with five addresses. Specify the address where assistance is needed.

Remarks - Additional Details*

001- CREW ON SITE SEE POLYGON ADDR 101|
SEE POLYGON ADDRS 101, 103, 105 & 107

Remarks - Additional Details*

001- SEE POLYGON ADDR 101
SEE POLYGON ADDRS 101, 103, 105 & 107

- Additional retransmits should be added to the top of the Remarks Field.

Remarks - Additional Details*

002 CREW EN ROUTE
001 CREW ON SITE
SEE POLYGON

354 characters left

15) The ticket details will be displayed. The ticket status is Additional Assistance. A confirmation email is sent.



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Member Response

Only the Station Codes selected on the Station Codes List will be notified of the request, Station Codes not selected will not be notified of this request. Once a retransmit has been submitted on a ticket, the ticket details will appear showing all information included on the ticket and the members that are notified of the request.

In the ticket details under Affected Members, the Station Codes selected from the Station Codes list will show a status of "Manual Retransmit". If a member shows the status of "Manual Retransmit", this means that they were notified and are required to respond to this request. The Station Codes not selected in the Station Codes list will have a status of "Response Not Requested" and these members are not notified and not required to respond to this request.

Normal - 21 day 2023110800092-002 EARLY DR Sterling Heights MI 48313



Affected Members 6

Your MISS DIG 811 Ticket has been submitted. Shortly you will receive an email confirming your ticket. If you do not receive a confirmation email for this ticket, please contact us. Important: Refer to the web site for guidelines and directions. Remember - Do not proceed with your work until A or B have provided you with a clearance to dig. CLOSE

ARNFBR	200ARN Arnold Advantage	Fiber Optics	Manual Retransmit
CLOVER	CLOVERLAND ELECTRIC COMPANY ELECTRIC	Electric	Manual Retransmit
CORCOMFBR	Cormier Communications Fiber Optics	Fiber Optics	Manual Retransmit
GRUZFBR	Gruzowski Fiber	Cable TV	Response Not Requested
PCT1	PelicanCorpTest1	-	Response Not Requested
TESTMS	PelicanCorpTestMS	-	Response Not Requested

Manual Retransmit
If an end user has selected a specific Station Code for delivery of a Ticket Action.
This means the Station Code will be triggered and its associated subscriptions will manually deliver this Ticket Action / Revision.

Response Not Requested
If an end user does NOT select a Station Code for delivery of a Ticket Action.
This means that particular Station Code will NOT receive a transmission for this Ticket Action / Revision

1 Ticket details
Information about the worksite and type of work involved

Ticket details

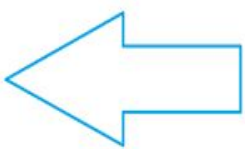
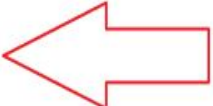
Work site address
EARLY DR Sterling Heights MI 48313

Status
Unmarked Facilities

Ticket created on
11/17/2023 - 12:32:51 pm

Last updated/cancelled date
11/17/2023 - 12:32:51 pm

Ticket type
Normal - 21 day





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On the Caller Confirmation Sheet, under Utility Owner Details, the Station Codes selected from the Station Codes list, will show a status of "Notification Sent". If a member shows the status of "Notification Sent", this means that they were notified and are required to respond to this request. The Station Codes not selected in the Station Codes list will have a status of "Response Not Requested" and these members are not notified and not required to respond to this request.

A new "Status" has been introduced for those Station Codes NOT selected

• If you need assistance, please contact Web Ticket Support at webticketdept@missdig811.org

Utility Owner Details

The public utility owners listed below with a Status of "Notification Sent" have been requested to respond to your request. They may contact you directly for clarification of your request details.

Station Code	Authority Name	Phone	Status
CORCOMP	Cormier Communications	1231231234	Notification Sent
TESTGLWA	GREAT LAKES WATER AUTHORITY TEST CODE	3134028288	Not Notified
GRUZFBR	Gruzowski Fiber	2483706413	Response Not Requested
PCT1	PelicanCorpTest1	1234567890	Notification Sent
TESTMS	PelicanCorpTestMS	4115151515	Notification Sent

END OF UTILITIES LIST

Response Not Requested – the user has not selected this particular Station Code as part of the new Ticket Action/revision

Members that are selected in the Station Code list will be required to respond to this request in Positive Response, they will receive the new transmission of the ticket and the member will be required to respond following the normal business hours-day rule. A member not selected will not receive the new transmission and therefore is not required to respond. In Positive Response, a new revision will be g

Manually Selected

They will receive a new transmission and Positive Response will follow normal business rules as today

Due by	Response code	Ticket type	Ticket no.
<input type="checkbox"/> Oct 26, 2023, 10:13:12 AM	000-RESPONSE PENDING	Normal - 21 day	2023101900026-001

NOT Selected

The Station Code will NOT receive a new transmission. Within Positive Response, a new Revision is generated but the previous Response Code will copy across to the new Revision

Due by	Response code	Ticket type	Ticket no.
<input type="checkbox"/> Oct 26, 2023, 10:13:12 AM	003-NOT COMPLETE	Normal - 21 day	2023101900026-001

Due by	Response code	Ticket type	Ticket no.
<input type="checkbox"/> Oct 26, 2023, 10:13:12 AM	999-HAS NOT RESPONDED	Normal - 21 day	2023101900026-001



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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, enter 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.

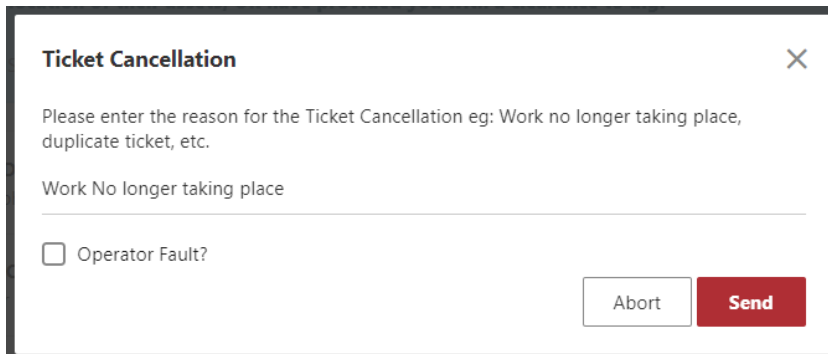
Cancel

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.



The screenshot shows a pop-up window titled "Ticket Cancellation" with a close button (X) in the top right corner. The text inside the window reads: "Please enter the reason for the Ticket Cancellation eg: Work no longer taking place, duplicate ticket, etc." Below this is a text input field containing "Work No longer taking place". Underneath the input field is a checkbox labeled "Operator Fault?". At the bottom right of the window are two buttons: "Abort" and "Send".

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

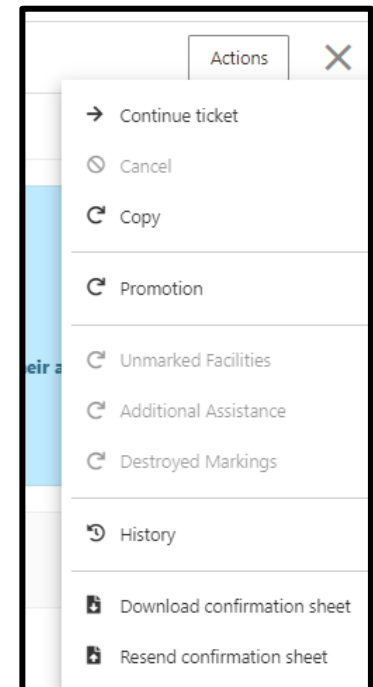
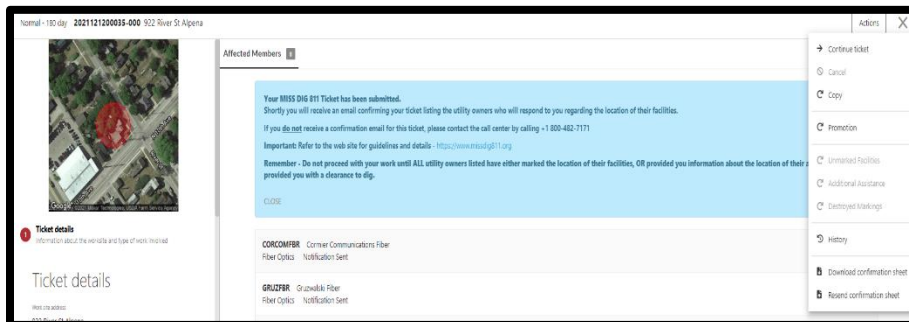
Continue

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.

Click Submit. The previous ticket is referenced on the new ticket.



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enerated by the previous response will be copied to the new revision.