

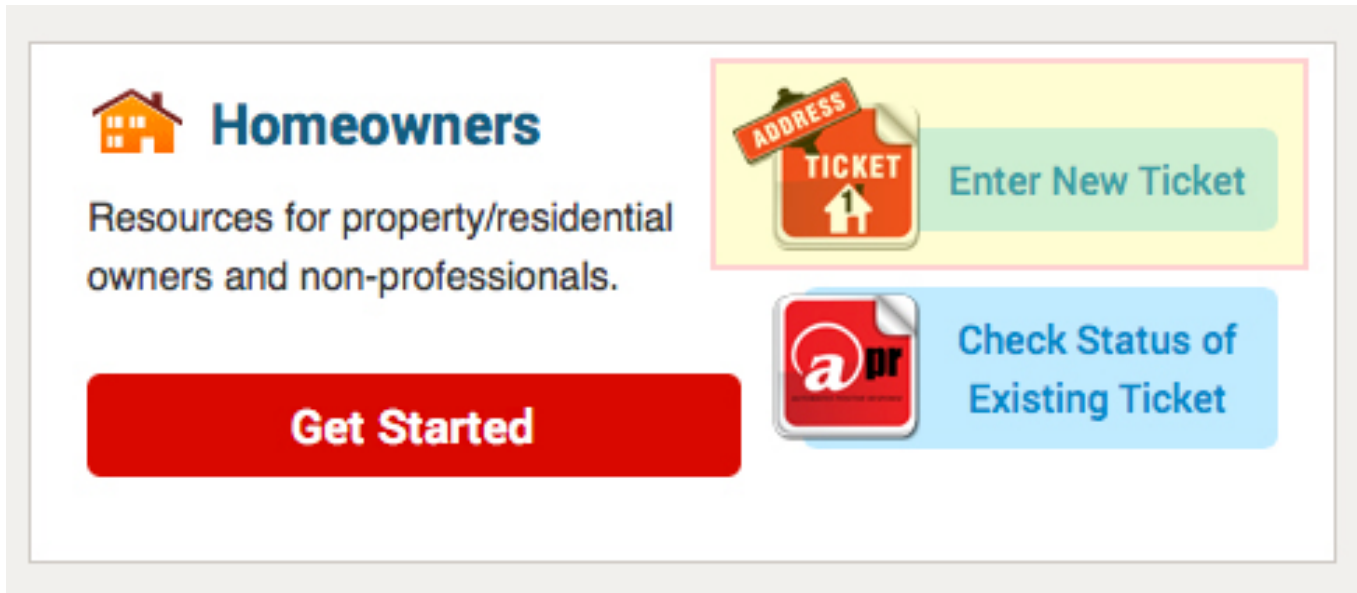



# **SINGLE ADDRESS TICKET**

User Guide

## Single Address Ticket

The single address ticket is found by going to the Homeowner section on our website [www.digsafelynewyork.com](http://www.digsafelynewyork.com).



 **Homeowners**  
Resources for property/residential owners and non-professionals.

**Get Started**

**Enter New Ticket**

**Check Status of Existing Ticket**

The user will need to click on the “**Enter New Ticket**” button and read through the Ticket Creation Disclaimer. The user will then enter their email address twice, and click on the “**I Agree**” button.

### Ticket Creation Disclaimer

DSNY, Inc. will notify all of its members who have underground facilities at your excavation site. DSNY does not notify any company who is not a member, or property owners who may own facilities on the property. Each successfully processed location request will have a serial number assigned by the DSNY computer and which will be transmitted back to you. Once the DSNY computer has assigned a serial number, you will receive a list of member utilities notified. (You will have to notify all non-member utilities directly.)

The DSNY system will reject any locate request that doesn't supply the required 2 full working days notice, not including the day it is processed. Make NO assumptions that tickets were successfully generated from your input of a location request. Consider your Notice to only be pending until official confirmation is received from DSNY in the form of a serial number and a list of member companies being notified.

The company or individual doing the direct input assumes total responsibility that the excavation information is entered properly and is correct. DSNY assumes no responsibility for the information entered. The company or individual doing the direct input agrees to hold DSNY harmless from and against any and all claims or damages arising out of information entered by the user of this application.

\* Email Address:  (You must have a valid email address. Please add [sadasupport@ufpo.org](mailto:sadasupport@ufpo.org) to your contact/safe list to ensure delivery of a copy of your ticket.)

\* Confirm Email Address:

In the **“Excavator Information”** section of the ticket creation, the homeowner or excavator will need to fill in their contact information.

Excavator Information

\* First Name: TEST \* Last Name: TESTING

\* Type: HOMEOWNER

\* Phone: 8003098289 Fax: 3151112222

\* State: NY \* Place: (Name of city, town, etc.) ONONDAGA \* Address: (Example: 100 W Main St) 5063 BRITTONFIELD PKWY \* Zip Code: 13057

\* Field Contact: TEST TESTING \* Alt. Contact Info: CELL PHONE 3152224444

Alt. Contact Info 2: FAX

In the **“Digsite Information,”** the homeowner or excavator can check a box if the digsite address is the same as the address entered in the Excavator Information. If the box is checked, the address information entered in the Excavator information will automatically populate in the Digsite Information. The user will then need to select the County and Type of Place by using the dropdown options available. If the box is not checked, the user will need to fill in all necessary information.

The **“Near Street”** field will be filled in with the name of the closest intersecting street to the address.

In the **“Locate Where”** field, the user can select one or more areas to describe where they will be excavating. There is also a choice called **Other**. If **Other** is selected, a comment box will become available for the user to enter more information.

Digsite Information

Check the box if your Dig Site address is the same as entered previously

State: NY County: <Select...> \* Place/City: ONONDAGA \* Type of Place: <Select...>

\* Address: 5063 Dir Prefix: <All> Street: BRITTONFIELD Type: PKWY Dir Suffix: <All>

Prefix: <All> Near Street: NY RT 298 Type: Suffix: <All>

\* Locate Where:  
Check all that apply: (At least one box must be checked)

<input type="checkbox"/> Both Sides of Road	<input type="checkbox"/> Rear of Property	<input type="checkbox"/> Work in Driveway Area
<input checked="" type="checkbox"/> Front of Property	<input type="checkbox"/> Left Side of Property	<input type="checkbox"/> Right Side of Property
<input type="checkbox"/> Work from Street to House	<input type="checkbox"/> Work from Pole to House	<input type="checkbox"/> Work in Sidewalk Area
<input checked="" type="checkbox"/> Other: See Comments for Additional Info		

Comments:  
FROM DRIVEWAY TO PINE TREES

In the “**Work Information**” field, the user will continue to provide the rest of the necessary information needed to complete the request.

Work Information

Working For:	<input type="text" value="MR TESTING"/>	* Work Type:	<input type="text" value="&lt; Select... &gt;"/>
Depth of Excavation:	<input type="text" value="2"/> FEET		<input type="text" value="FENCE"/>
Length:	<input type="text" value="8"/> FEET	* Means of Excavation:	<input type="text" value="&lt; Select... &gt;"/>
* Duration:	<input type="text" value=""/> < N/A >		<input type="text" value="AUGER"/>
* Is the excavation site pre marked in white?	<input type="text" value="YES"/>	Width:	<input type="text" value="2"/> FEET
* Blasting:	<input type="text" value="NO"/>	* Directional Drilling:	<input type="text" value="NO"/>
		* Are you working within 25 feet of the edge of the road?	<input type="text" value="YES"/>

## Work Start Date and Time, Priority, and Comments

The Start Date will work the same as if the user is calling in. They will **not** be given the three days as it was with the older I-Notice Junior program. There will be a Remarks section; this section works the same as the Comment section.

The user will need to fill in their validation code that was sent to their email to complete the ticket creation. Once the validation code is entered, they will click on the “**Next**” button.

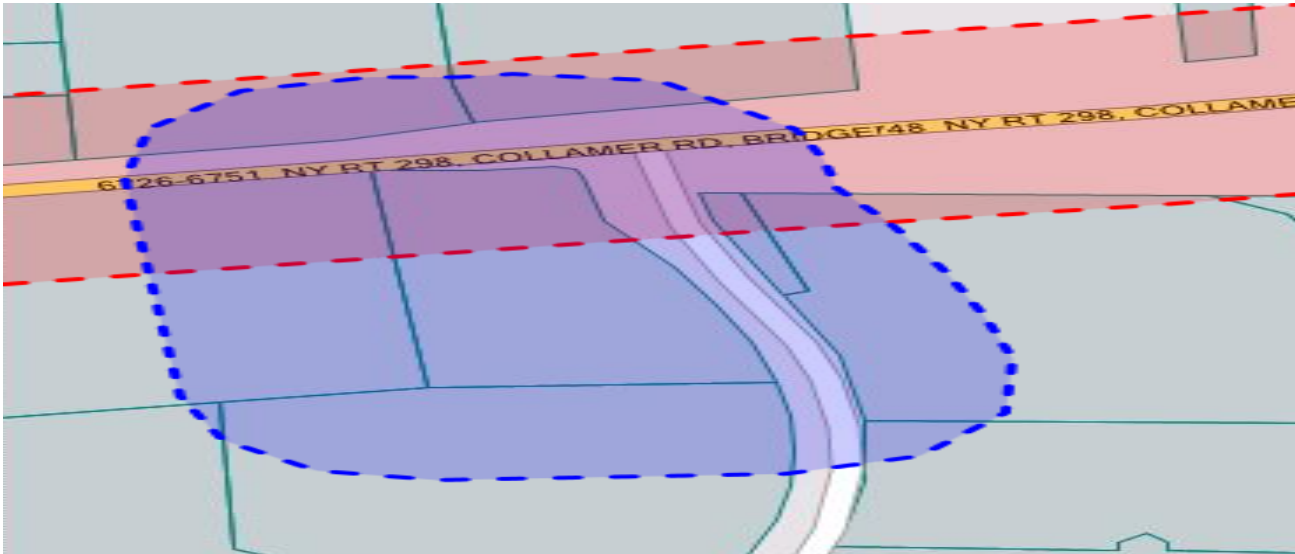
Work Start Date and Time, Priority, and Comments

Start Date:	<input type="text" value="08/14/2014"/>
Start Time:	<input type="text" value="07:00:00 AM"/>
Remarks:	<input type="text" value="TESTING"/>

In order to validate your ticket, please enter the validation code sent to your email address here:

## Mapping

A map of the location will generate as long as the address entered is found. The user will check the “**Yes**” box if the correct area is highlighted in blue. The user will not need to map the location. If the area is not correct, the user will click the “**No**” box. A “Save and Call” message will pop up and instruct the user on how to proceed if the “**No**” box is checked. See the “Save and Call Messages” for an example.



The found address is shaded with **BLUE**. Is this the correct location of the address? YES  NO

After choosing “**Yes**” the map is correct, the user will be taken to the *Summary* screen. While in the Summary screen, the user will be able to make edits to their requests if necessary by clicking on the edit boxes located to the left of the information listed. If all the information is correct, the user will click in the box that states, “**The information I have entered is complete, accurate and correct.**” To move on to the last step, the user will need to click the “**Finish**” button.

Step 3 of 3: Summary

Agent:	Anonymous Web User	Taken Date Time:	2014/08/11 08:27:27
Type:	Regular	Notify By:	Parcel
Status:	Complete		

Excavator Information

Type:	HOMEOWNER	Phone:	(800) 309 - 8289
Company Name:	TEST TESTING	Fax:	(315) 111 - 2222
Caller Name:	TEST TESTING		
Address:	5063 BRITTONFIELD PKWY DE WITT, NY 13057		

Site Information

Place:	NY, ONONDAGA, De Witt, Township	Safety Parameter:	200 FT
Street:	5063 BRITTONFIELD PKWY	Edge of Road:	YES
Near Street:	/ NY RT 298 /	Marked with White:	YES

Work Information

Locate:	FRONT OF PROPERTY; OTHER: SEE COMMENTS FOR ADDITIONAL INFO		
Start Date Time:	2014/08/14 07:00:00	Work For:	TEST TESTING
Blasting:	NO	Work Type:	FENCE
Duration:	1 DAYS	Means of Excavation:	AUGER
Depth:	2 FEET	Boring/Directional Drilling:	NO
Site Length:	8 FEET	Site Width:	2 FEET
Comments:	FROM DRIVEWAY TO PINE TREES; TESTING		

The information I have entered is complete, accurate, and correct.

Previous Next **Finish** Cancel

After clicking on the **“Finish”** button, a Ticket Number will be provided to the user. The user will be able to view the ticket text and choose to print a copy, go to home page or create another ticket.

A user will use the same validation code if choosing to create another ticket. The validation code will remain the same as long as the user is in the same session.

#### Ticket Creation

Create Another Ticket

Go to Home Page

Printer Friendly Version

• **YOUR TICKET NUMBER IS 08114-900-001.**

**If you need to call us back for any reason, your ticket number will assist us in locating this ticket.**

---

Ticket: 08114-900-001-00 Type: Regular Previous Ticket:

---

State: NY County: ONONDAGA Place: DE WITT /T  
Addr: From: 5063 To: Name: BRITTONFIELD PKWY  
Cross: From: To: Name:  
Offset:

---

Locate: FRONT OF PROPERTY; OTHER: SEE COMMENTS FOR ADDITIONAL INFO  
NearSt: / NY RT 298 /  
Means of Excavation: AUGER Blasting: N  
Site marked with white: Y  
Boring/Directional Drilling: N  
Within 25ft of Edge of Road: Y

Work Type: FENCE  
Duration: 1 DAYS  
Depth of excavation: 2 FEET  
Site dimensions: Length 8 FEET Width 2 FEET  
Start Date and Time: 08/14/2014 07:00  
Must Start By: 08/28/2014

---

Contact Name: TEST TESTING  
Company: TEST TESTING  
Addr1: 5063 BRITTONFIELD PKWY Addr2:  
City: DE WITT State: NY Zip: 13057  
Phone: 800-309-8289 Fax: 315-111-2222  
Email: TEST@DIGSAFELYNEWYORK.COM  
Field Contact: TEST TESTING  
Cell Phone: 315-222-4444  
Working for: TEST TESTING

---

Comments: FROM DRIVEWAY TO PINE TREES; TESTING  
: Lookup Type: PARCEL

---

Members:  
DIG SAFELY NEW YORK | CALL CENTER  
ELANTIC TELECOM, INC 804-565-7737  
LEVEL 3 COMMUNICATIONS 877-366-8344 x3

At certain times during the creation of a request, a user may receive a “Save and Call” message. This message may appear if the user runs into an issue while creating the request, with the address or information being entered or with the map.

The “Save and Call” message directs the user to contact the call center to finish the request. The request will be saved in the suspend folder.

An example of the message is below.

#### Helpful Information



Please click the **“SAVE & CALL”** button to save the information you have entered and call 811 or 800-962-7962 to speak with one of our Customer Service Representatives. Let them know you have a **“Suspended”** ticket and they will assist you in completing your request.

Save & Call

Go Back