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Section 1

The Dig Safely New York, Inc. I-Notice program allows a professional excavator to directly enter location requests into the IRTH database system over the Internet. Using I-Notice allows the excavator the freedom to create a location request on the Internet 24 hours a day, 365 days a year, without the wait on the phone.

Program Requirements:

1) Must exceed the minimum call volume requirements. Currently, 3-5 location requests will need to be placed in the system monthly to keep the account active. Accounts are disabled after 90-days of non-use.
2) Maintain an active email account. The majority of communication between the I-Notice user and the Dig Safely New York, Inc. Member Support team will be through email.
3) A signed user agreement must be on file with Member Support.
4) An assigned username and password. The username and password will be provided to you by Member Support. Each individual user will receive a username and password. User names and passwords may not be shared.

Registering for an account:
If you meet the above requirements and are interested in signing up for the program, please send an email to database@digsafelynewyork.com. Please include your name, company ID number, phone number, and email address, along with a note that you are interested in signing up for the I-Notice program. Member Support will respond to you by email and will include a user agreement and a list of training options available to you.

Training:
Currently, Dig Safely New York, Inc. offers training on-site, over the phone, or via team viewer sessions. Training sessions normally last between 30-60 minutes, and additional help may be scheduled when needed.

While in Training:
While in training you will be able to create real location requests or you may enter test requests. Test requests must contain the word, “Test” in the comment section. Your location requests will be reviewed and released by a Customer Service Representative (CSR).

Becoming a Regular User:
A user will become a Regular User after demonstrating their ability to map, provide quality information, and follow the Dig Safely New York, Inc. location request policies. It is at the discretion of the Dig Safely New York, Inc. Member Support to determine when a user is eligible for the status change to Regular User status. Regular User’s location requests are sent directly to the member utilities.
Rules and Policies:

If you should have any questions about the following rules and policies or would like to schedule extra training, please contact Member Support at 800-309-8289 during normal business hours, 7 a.m. to 5 p.m., Monday through Friday.

1) You must maintain and update your contact information, including informing Dig Safely New York if you should leave your employer.
2) Your username and password are registered for you alone and should not be shared with or used by anyone else.
3) If you are a user in training and enter an online location request between the hours of 10 p.m. and midnight (12 a.m.), you are advised to contact the call center at 800-962-7962 or 811 to verify the request has been received by Dig Safely New York.
4) You agree to use the information you know to be correct when entering and mapping a location request, such as address and cross streets. The user is fully responsible for the information entered on the location request.
5) Please continue to follow Dig Safely New York location entry policies. These policies include, but are not limited to, future changes or additions to the following policies.

- **Extent of Excavation**-Regulates the extent of how much or how far any given location entry can be entered. A copy of the policy is available on Dig Safely New York’s website.
- **Start and Expiration dates**-Only legal work date locations are accepted online by all users. Short-notice requests and updates will need to be phoned into the call center.
- **Only 25 locations per legal work date**-Dig Safely New York will allow up to 25 locations per work date to be submitted, or what you can realistically excavate in one day. A user can submit more than 25 locations in a day, but the start date will need to be changed after 25 location entries.
- **A Design location entry**-Entered only by users employed directly by a member utility (not contracted by), or are current sustaining members. All Design Users must first be approved by Member Support.
- **An Emergency location entry**-Entered only by Regular Users who are employed directly by a member utility (not contracted by). All Emergency Users must first be approved by Member Support.
- **Demolition requests**-Are no longer allowed on I-Notice. All pre-demolition requests and demolition requests will need to be placed over the phone by contacting the call center at 800-962-7962 or 811.

6) A Customer Service Representative will attempt to contact you by phone or email if there is an issue with your location request. If they are unable to reach you, there may be a chance your request will not be sent on the same business day.

7) Quality checks are periodically conducted on location requests. Dig Safely New York reserves the right to move a user back to training status at any time due to the quality of their location request or mapping quality. Dig Safely New York also reserves the right to disable a user at any time for misuse or nonuse of the program.

8) Users are encouraged to manually map each of their location requests whenever a parcel is not found. All users are responsible for verifying the map encompasses the area of their excavation on each request.
Types of Location Requests Offered on I-Notice:

Regular Notice- All active I-Notice users have the capability to place a Regular Notice. A Regular Notice is when an excavator provides at least two-full working days, not including the day of the request, weekends or holidays, but less than ten days.

Emergency Notice- The emergency function allows a user to place emergency requests through I-Notice. The emergency function is not available for all users. Users must fit the criteria of an active user and be employed directly by a member utility (not contracted by), demonstrate the ability to map, and have been moved from a user in training to a Regular User. Users can submit a request to activate the emergency function, by sending a request to database@digsafelynewyork.com. Please include your name, company ID number, and email address, with your request.

Design Requests- The design function allows a user to place Design Requests through I-Notice. The design function is not available for all users. Users must be employed directly by a member utility (not contracted by) or become a Sustaining member. Requests to submit Design Requests can be sent to database@digsafelynewyork.com. Please include your name, company ID number, and email address, with your request.

Copy Location requests- This is an upcoming feature that will allow a user to copy an expired request and resend the request with a new work date. Because this is a new feature and will require additional training, this feature will only be offered to selected users directly by Dig Safely New York.
Section 2

Logging into I-Notice


Below is the Login page. Enter the username and password provided to you by Member Support. The password is case sensitive. Once you have entered both your username and password, click the “Log In” button. If you have forgotten your existing password, click on the “Forgot your password?” link located under the “Log In” button. A temporary password will be emailed to you. The email will come from SADA SUPPORT. If you do not receive the temporary password, please check your spam or junk folder prior to contacting Member Support at database@digsafelynewyork.com.
The home page is used as a help page for our users. Important information, such as changes to the system and training reminders, will periodically be placed on the home page. Using the mouse, position your cursor over the word “Ticket” in the left corner of the screen, and click the “Ticket Creation” option.

Below is the Ticket Creation Disclaimer. Please read through the disclaimer and click the “I Agree” button if you would like to continue. If you do not agree, click on the “I Do Not Agree” button and you will be taken back to the home page.
Entering Excavator Information

**Step 1 of 5: Excavator Information** - Please review the top portion of Step 1 for errors. If a correction is needed, contact Member Support at 800-309-8289 prior to creating a location request.

If you do not wish to have your email address included in the text of the location request, you will need to check in the “Do not show Email on ticket” box next to the email address field.
Field Contact Information: If you do not have a Field Contact, please leave this portion blank. If there is a field contact available, type in the field contact’s name. Next, choose the method the contact person can be reached on by using the dropdown button located in the “Alt Contact Info” field. In the box to the right, type in the contact number, you will need to enter the area code first and use no hyphens or parentheses.

Is your Excavator information Correct?

Click either the “Yes” or “No” bubble, and then click the “Next” button to continue to Step 2.
Section 3

Entering Dig Site Information / Excavating at an Address

Step 2 of 5: Dig Site Information, Are you digging at an address?
This option would be used when excavating at a single address, parcel, or property. Click in the bubble. Type the name of the county and the place where the excavation will be performed. Use the “Type of Place” dropdown box to select if the place is a City, Township, or a Village. In the “From” box, enter the address number.

Do not place pole, lot numbers, hyphens or dashes in the boxes.

Entering Addresses and Street Names

The “Dir Prefix” and “Dir Suffix” boxes are only used if the name of the street you are working on has a prefix or suffix in the name. You would enter N, E, W, or S in the box. For example, if the name of the street is N Main St, the N would go in the “Dir Prefix” box. If the street name was Main St W, the W would go in the “Dir Suffix” box.
Next, enter the name of the street you are working on into the “Street” box. Enter the type of street it is by using standard abbreviations in the “Type” box. **DO NOT use punctuation.** (For example: Street is ST, Road is RD, Parkway is PKWY, Place is PL, Lane is LN, and Court is CT.)

If the Street you are working on is a State or County Route, it must be entered with standard abbreviations and without punctuation. **Do not fill in the “Type” box with these types of routes.**

For example, NY RT 13, CO RT 32, I 81 or US RT 11

The “**Safety Parameter**” is already set up for 200 FT. That is the default.

The “**Edge of the Road**” box notifies the utilities if the excavation is within the road or within 25-feet of the edge of a road. Use the dropdown box to select “Yes,” “No,” or “Unknown.”

**Are you working on both sides of the road?** This information will not automatically appear in the text of the location request. You will still need to enter this information in the location instructions on Step 4. This box will, however, trigger the map to use parcel data if you are not working on both sides of the road, and are working at an address. Use the dropdown to select “Yes” or “No.”

**Is the excavation site marked with white?** Use the dropdown box to select either “Yes” or “No.” If you have used any other color then white to Premark, then select “No.”
Click the “Search” button. If the information you entered is sufficient you will be able to click on the “Next” button. After clicking on the “Next” button, a map will appear. For directions on how to map your location request, see pages 15-20. After mapping your location, you will continue processing your location request.

Did you have a “Street Search” popup box appear on your screen? This popup may appear if an item has been entered incorrectly or there is more than one possible choice. After you have found the correct choice, click the “Use” link next to the appropriate choice, and then click the “Search” box again and then the “Next” button. The map should open.

If you are still unable to find the correct road in the list and you have verified the road is in the correct city, town, or village, click the “Close” button. You will go back to Step 2. A check box allowing you to continue on with the location request will be available.
If you agree, click the box and then click the “Next” button. A “Digsite Error” popup will appear. Click the “OK” button and a map will come up with the entire place highlighted. You will need to zoom into the map and manually grid the location to continue. To see directions on how to manually grid your location request, see pages 16-20.

**Entering Dig Site Information / Excavating Intersection to Intersection or Along the Road between Multiple Addresses**

**Step 2 of 5: Dig Site Information, Are you digging intersection to intersection or along the road between multiple addresses?**
This option would be used when excavating in or along a road from one intersection to another, or in or along a road between a set of addresses encompassed by two intersecting streets.
Click in the bubble. Type the name of the county and the place where the excavation will be performed.
Use the “Type of Place” dropdown box to select if the place is a City, Township, or a Village.
If you are working between an address range, enter the address numbers in the “From” and “To” boxes.
**Do not place pole, lot numbers, hyphens or dashes in the boxes.**
Remember the Extent of Excavation policy; you must go street to street.
*If you are working in or along the road and the road has only one intersecting street because it is a dead-end or a cul-de-sac, use the first, “Are you digging at an address?” option.

To enter street names and complete Step 2, follow instructions on pages 10-11. **Reminder**: Both of the intersecting streets will need to be provided on the request.

**Entering Dig Site Information / Excavating at an Intersection or Corner Property**

**Step 2 of 5: Dig Site Information, Are you digging at an intersection or corner?**

This option would be used when excavating at an intersection or corner property. Click in the bubble. Type the name of the county and the place where the excavation will be performed. Use the “Type of Place” dropdown box to select if the place is a City, Township, or a Village. **Do not place pole, lot numbers, hyphens or dashes in the boxes.**

To enter street names and complete Step 2, follow instructions on pages 10-11.
Section 4

Mapping the Location

The purpose of mapping your location request- When mapping do not look at the map with the idea it is for driving directions. The locators will not see the map you have gridded. Under the map you view is another “unseen” map the member utilities have created containing their service areas. When you grid an area on the top map layer, your grid actually touches the map below (the one you cannot see). When this happens, the software generates a list of all the member utilities where your map has touched the utilities mapped out areas. This is how the utilities know where you are excavating.

Gridding the Map for an Address Request / When Parcel Data is Available

When excavating at an address where parcel data is available, the map will automatically bring up the parcel. The entire parcel will be highlighted with a 50-foot buffer. Please note, not every county or place is set up with parcel data.

To verify the parcel and or address, simply hover over the parcel and the information will come up in a bubble.

If your map is correct, click in the box that states, “The map encompasses the area where my dig is going to take place.” This is found directly under the toolbar located at the bottom of the screen. Click on the “Next” button (there is no longer a save button).
Gridding the Map for an Address Request / When Parcel Data is Not Available

When a parcel data is not available, you will need to manually grid your location or verify the computer gridded area encompasses your excavation site.

**Gridding the Map** - The blue shaded area highlights a section of road the excavation will take place. It is suggested to manually grid along the road between the two nearest intersecting streets.

Left click once on the **Draw Line** tool, which can be found on the bottom toolbar.

On the map, left click once at the starting point, let go of your mouse and trace along the road to the nearest intersecting street. If your road starts to bend, left click once at each bend. Once you have come to your stopping point, left click twice. You will see there are blue circles around the shaded area. There will be a 400-foot buffer automatically populated. This is a safety buffer and you will not need to make it smaller.

If your map is correct, click in the box that states, **“The map encompasses the area where my dig is going to take place.”** This is found directly under the toolbar located at the bottom of the screen. Click on the “**Next**” button (there is no longer a save button).

You may also choose not to manually map and select the computer gridded area as long as the blueshaded area encompasses the area of your excavation. Please keep in mind, it is the users responsibility to be sure the area of excavation is properly represented.
Gridding the Map for an Intersection

When excavating at an intersection, the map will highlight the intersection with a 200-foot buffer. There are three ways you may choose to grid your map.

**Mapping by parcel** - If your parcel is available, left click once on the select parcels tool. Left click once on the parcel on the map; you will see there are blue circles around the parcel. Please note, not every county or place is set up with parcel data.
**Gridding the Map:** Left click once on the **Draw Points** tool, which can be found on the bottom toolbar. Go to the map and left click once at the center of the intersection, blue circles will now be around the shaded area. There is a 400-foot buffer around the intersection.

If you will be working in a radius greater than 400 foot you will want to use the **draw circle** tool.

Left click on the draw circles tool and then go to map and left click once and hold in the middle of the intersection, pull the mouse and you will start drawing a circle. The radius of the circle will show on the screen. When you reach the correct distance, let go of the mouse, a circle will remain on the screen and there will be blue circles around the shaded area.
You may also choose not to manually map and select the computer gridded area as long as the blue shaded area encompasses the area of your excavation. Please keep in mind, it is the user's responsibility to be sure the area of excavation is properly represented.

If your map is correct, click in the box that states, The Map encompasses the area where my dig is going to take place. Click on the Next button (there is no longer a save button).

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**Gridding the Map When Excavating from Intersection to Intersection or Between Addresses**

When excavating from one intersection to the next intersection or when excavating along the road between an address range, the map will highlight the intersection with a 200-foot buffer. There are three ways you may choose to grid your map. Be sure to follow the rules of the extent of excavation, which can be found on the Dig Safely New York website (www.digsafelynewyork.com).

**Gridding the Map** - The blue shaded area highlight the section of road between the two intersecting streets. Be sure there are no other roads in between. If there are road between your two intersecting streets, you may not be following the Extent of Excavation policy. To manually grid, you will need to grid along the road between the two intersecting streets.

Left click once on the Draw Line tool, which can be found on the bottom toolbar. Go to the map and left click once at your starting point. Let go of your mouse and trace the road to your next nearest intersecting street. If your road starts to bend, left click once at each bend. Once you have come to your stopping point, left click twice. You will see there are blue circles around the shaded area. There will be a 400-foot buffer.
Mapping by parcels - If your parcels are available, left click once on the select parcels tool 🗺️. Left click once on the first parcel on the map and continue to hold down mouse, pulling to the next parcel. After letting go of the mouse you will see there are blue circles around the parcels. Please note, not every county or place is set up with parcel data.

You may also choose not to manually map and select the computer gridded area as long as the blue shaded area encompasses the are of your excavation. Please keep in mind, it is the users responsibility to be sure the area of excavation is properly represented.

If your map is correct, click in the box that states, “The Map encompasses the area where my dig is going to take place.” Click on the “Next button” (there is no longer a save button).
Mapping Tools

When mapping your area, the following tools may be helpful. These first set of tools are located on the top toolbar.

- **Navigate tool**: Allows you to grab the entire map and pan through it. To use this tool, left click on the navigate tool and then left click anywhere on the map and hold. When you are holding down the left mouse button you will be able to pan or move the map.

- **Zoom to Rectangle tool**: Can be used to help zoom in on an area. Left click on the tool and then left click on a portion of the map, hold and drag the tool along the map. The tool will draw a rectangle shape on the map and zoom into the area.

- **Measure tool**: Useful when you are measuring street distances, distances of areas from the roadway or for cross country excavations. To use this tool, left click on the measure tool. Go to the point on the map where you need to start your measurement and left click once. Pull the mouse to the stopping point and left click twice. Please be advised the measure tool will not map your area so you will still need to do the mapping.

- **Zoom to Digsite tool**: Helpful if you should need to get back to your starting point on the map. Sometimes when zooming in and out to far, you may want to start over. Left click on the tool and you will be taken back to where you started.

- **Search tool**: Helpful when you are trying to locate a street on the map you are viewing. To use this tool, left click on the search tool and a popup window will appear. You will need to type the information you are searching in the state, county, place, and street name boxes. Once the information is entered, click the search button. If the street is in the area it will appear on the list. To highlight the street on the map left click on the street name and click on the Add to Map button. The road will now be highlighted, but keep in mind that this does not mean the area has been gridded. If the street does not appear try clicking in the circle next to adjacent places, close spellings or county wide and then click on the search button.

- **Information tool**: Used to check for details regarding points on the map. To use this tool, left click on the tool and then click on the section of the map where you need the details. A popup window will appear with information regarding the area, such as zip code info and city, town, or village name. This tool will help to verify you are placing the correct city, township, or village in the text of the location request.

- **Push Pin tool**: Allows the user to place pushpins on the map where they want to go back to later on while in the process of mapping. The pushpins will disappear as soon as the mapping page is closed. The pushpins do not save mapping.
The following tools can be found on the bottom toolbar

The **Modify Features tool** will allow a user to re-edit any already selected areas on the map. This will re-activate the map selection.

The **Select Parcels tool** is used to save a parcel or a group of parcels.

The **Draw Polygon tool** can be used to draw irregular shaped areas. This tool is helpful when mapping areas off the road, larger parcels, or cross country. See mapping instructions on pages 15-20.

The **Draw Rectangle tool** can be used when the area that you are mapping a location within a rectangular or squared shaped area. To use left click one on the tool and then left click once on the map and pull. Once you have covered enough area, left click twice. You will then need to click on the **Select Streets tool** to save.

The **Draw Circle tool** is meant to be used when mapping areas that are circular in shape or those that must have a buffered radius around it. To use this tool, left click and then left click in the center of the area you will be mapping. Hold and pull the mouse. You will see the a measurement of the radius of the circle you are mapping. When the radius is large enough, left click twice. You will then need to use the **Select Streets tool** to save the map.

The **Draw Line tool** is the most ample tool to use when mapping roads and addresses along roads where the work is within 400-feet from the road. See mapping instructions on pages 15-20.

The **Draw Point tool** is used when working at an intersection or within 400-feet of an intersection. See mapping instructions on pages 15-20.

The **Set Custom Buffers tool** allows the user to set buffers for the **Draw Point tool** and **Draw Line tool**. You would need to set the buffer prior to gridding the map. The smallest buffer you will be able to draw on these two tools is 200-feet. It is always the users’ responsibility to make sure that the gridded area covers the excavation site completely. (I Notice Set Custom Buffers Tool.jpg)
Section 5

Entering Dig Site Information/ Excavator and Site Information

Step 4 of 5: Locate Info, Work Info; Comments- The Excavator Information will automatically populate, but you will need to fill in the Site Information.

When working at an address: In the “Near Street” field, you must type in the names of the TWO nearest intersecting streets your address falls between. Separate the names of the near streets by using the word and or by using the ampersand (&) symbol.

If you are working at an intersection or corner property, the intersecting street will automatically be placed in the box. If you are working from intersection to intersection, the first intersecting street will automatically be placed in the box.

In the “Locate Where” field, you can either use the dropdown box to select where on the site you will be excavating, or you may type the description in the blank box. It is suggested to use the blank box to provide a specific description of your work area.
In the “Work Information” section, you will begin with the Start Date. You may only enter legal location requests on I-Notice. The first legal work date will already be entered. If needed, you may change the date ahead for up to ten (10) days in advance. You may also change the start time, as the time defaults to 7 a.m.

In the “Work For” field, type in the name or company name for whom the work is being done. Example: the homeowner’s name or the name of the company who hired you.

In the “Blasting” field, if you are using explosives, use the drop down box and select “YES” or “NO.”

In the “Duration” field, type in the approximate amount of time that will be spent at the excavation site. Type the number in the blank box and then use the dropdown to select either days, hours, months, weeks, years or unknown.

In the “Work Type” field, you may either use the dropdown to select the work type, or you may use the empty box and type in a work type. Keep work type descriptions short and do not add in locate instructions in this box.

In the “Means of Excavation” field, you may either use the dropdown to select the type of equipment you will be using or you may use the empty box and type in a work type.

In the “Boring/Directional Drilling” field, use the drop down to select “YES” or “NO.” The member utilities need to know if you will be directional drilling or boring at the site.

In the “Depth of Excavation” field, type in the approximate depth of the excavation by entering the number in the blank box and then use the dropdown to select either feet or inches.

In the “Site Dimension” fields, type in the approximate length and width of the excavation by entering the number in the blank boxes, and then use the drop down to select either foot, inches, meters, miles or yards.

The “Comments” section is used to place any additional information or instructions to be sent on to the member utilities. For example, “A map is available to locators upon request,” or “This is a gated community.”

![Image of Work Information fields]

- **Start Date**: 10/07/2014
- **Time**: 07:00:00 AM
- **Work For**: HOMEOWNER / JONES
- **Blasting**: NO
- **Boring/Directional Drilling**: NO
- **Duration**: 1 DAYS
- **Site Dimension**: Length 1 FEET
- **Comments**: A MAP IS AVAILABLE UPON REQUEST
If you are unable to move on after clicking the “Next” button, you may need to complete a required field. All required fields will have a red asterisk (*) next to them. You will see the field highlighted in red if it was not completed (see below). Once you have completed the field with the required information, click the “Next” button. This will take you to the final step of Ticket Creation.

Summary and Submitting the Location Request

**STEP 5 of 5: Summary** - You are now viewing the summary page. Review all information for any errors. If you need to edit any part of your location request, click the green circle on the top of the screen that corresponds with the “Step” you need to correct, or click on the “Edit” buttons located to the left of each step.

When you are ready to submit your location request, click the box that states, “*The information I have entered is complete, accurate, and correct.*” as shown below.
Participant Notification

After clicking the “Finish” button, you will be able to view your location request. Your request includes the location request number, location request information, and the list of member utilities. You may review your list of utilities by using the “Ticket Summary feature” (see page28-32), or by checking your responses through APR (Automated Positive Response) system (see page 32-33).

Ticket Creation

• YOUR TICKET NUMBER IS 10024-542-003.

Ticket: 10024-542-003-00 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: EXCAVATING ENTIRE RIGHT SIDE OF HOUSE AS FACING FROM FRONT OF HOUSE
: BACK 400FT TO TREE LINE
NearSt: NY RT 298 AND FLY RD
Means of Excavation: AUGER Blasting: N
Site marked with white: Y
Boring/Directional Drilling: N
Within 25ft of Edge of Road: U

Work Type: FENCE
Duration: 1 DAYS
Depth of excavation: 4 FEET
Site dimensions: Length 400 FEET Width 1 FEET
Start Date and Time: 10/07/2014 07:00
Must Start By: 10/22/2014

Contact Name: TEST USER
Company: DIG SAFELY NEW YORK
Addr1: 5063 BRITTONFIELD PKWY Addr2:
City: EAST SYRACUSE State: NY Zip: 13057
Phone: 800-309-8289 Fax: 315-437-2621
Email: DATABASE@DIGSAFELYNEWYORK.COM
Field Contact: TONI
Cell Phone: 315-378-8118 Fax: 315-437-2621
Working for: HOUSEOWNER / JONES

Comments: MAP AVAILABLE UPON REQUEST
: Lookup Type: PARCEL

Members:
Additional Features

Printing a Copy of Your Location Request

Be sure to click on the “Printer Friendly Version” button to print a copy of the location request.

Emailing a Copy of Your Location Request

To email a copy of the location request, type in the email address and click on the “Send Email” button. This feature is found towards the top right corner of the page.

Creating Another Location Request

If you have another location request to submit, click on the “Create Another Ticket” button. You will be taken back to Step 1, where you can verify your excavator information. If your information is correct click on the “Next” button.

If your map will be the same as your last location request, uncheck the “Recompute Location” box and continue on through the location request. To create a new map, leave the check in the “Recompute Location” box and continue through the location request.

The information on the previous request will remain so be sure to verify and make any necessary changes. However, if you will be placing emergency or design requests, or did not manually grid, you will need to start from the beginning.
Section 6

Ticket Summary

The Ticket Summary feature is used as a way to manage the location requests you have entered on the I-Notice program within the last 90 days. This feature will give you the option to print a copy of a location request, view the status of your request, and serve as an additional way to check your positive responses.

Please Note: This feature was created as an incentive for our active users and is only available to active users to view the requests they submitted. Others not participating in the program will be able to check their location requests using the APR system. When an account is disabled due to non-use the Ticket Summary account is automatically disabled.

Searching Using “Other”- The search by filter defaults to Other. This filter will provide several options to assist your search for a location request. Select the time frame for which you are searching by selecting the From date and then select a To date. The search will need to be made within seven (7)-day intervals. Click on the “Search Tickets” button, or you can narrow down your search even more by entering more information such as the name of the county, place, or street name. After clicking on the “Search Tickets” button, a list of location requests will appear at the bottom of the screen.
Searching Using Ticket ID - The Ticket ID filter will allow the user to search for a specific location request. Use the dropdown to select the Ticket ID option. Enter the ticket number, using dashes into the Ticket ID box. Click the “Find Ticket” button.

Searching Using Jobs Not Complete - If the user utilizes the function allowing them to note if their job is complete or incomplete, they will be able to use this feature to sort. The user will be the one to determine what jobs they wish to assign as complete or incomplete. Click on the “Search Tickets” button. For more information, see “Job Status” on page 30.
Viewing the Location Requests in Ticket Summary

The list of location requests will help you to view the requests submitted during the date range.

<table>
<thead>
<tr>
<th>Ticket Creation Date</th>
<th>Ticket Expiration Date</th>
<th>Ticket ID</th>
<th>Ticket Version</th>
<th>From Address</th>
<th>Street</th>
<th>Place</th>
<th>Ticket Type</th>
<th>Status</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/2/2014 8:55:00 AM</td>
<td>10/22/2014 11:59:00 PM</td>
<td>10024-542-001</td>
<td>0</td>
<td>BRITTONFIELD</td>
<td>DE WITT</td>
<td>Regular</td>
<td>Complete</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>10/2/2014 8:22:22 AM</td>
<td>10/22/2014 11:59:00 PM</td>
<td>10024-542-002</td>
<td>0</td>
<td>BRITTONFIELD</td>
<td>DE WITT</td>
<td>Regular</td>
<td>Complete</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>10/2/2014 8:19:32 AM</td>
<td>10/22/2014 11:59:00 PM</td>
<td>10024-542-003</td>
<td>0</td>
<td>BRITTONFIELD</td>
<td>DE WITT</td>
<td>Regular</td>
<td>Complete</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>10/2/2014 7:43:40 AM</td>
<td>10/22/2014 11:59:00 PM</td>
<td>10024-542-004</td>
<td>0</td>
<td>BRITTONFIELD</td>
<td>DE WITT</td>
<td>Regular</td>
<td>Complete</td>
<td>None</td>
<td></td>
</tr>
</tbody>
</table>

Close up of Ticket Summary section.

<table>
<thead>
<tr>
<th>Ticket Creation Date</th>
<th>Ticket Expiration Date</th>
<th>Ticket ID</th>
<th>Ticket Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/2/2014 8:55:00 AM</td>
<td>10/22/2014 11:59:00 PM</td>
<td>10024-542-001</td>
<td>0</td>
</tr>
<tr>
<td>10/2/2014 8:22:22 AM</td>
<td>10/22/2014 11:59:00 PM</td>
<td>10024-542-002</td>
<td>0</td>
</tr>
<tr>
<td>10/2/2014 8:19:32 AM</td>
<td>10/22/2014 11:59:00 PM</td>
<td>10024-542-003</td>
<td>0</td>
</tr>
<tr>
<td>10/2/2014 7:43:40 AM</td>
<td>10/22/2014 11:59:00 PM</td>
<td>10024-542-004</td>
<td>0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>From Address</th>
<th>Street</th>
<th>Place</th>
<th>Ticket Type</th>
<th>Status</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>5063</td>
<td>BRITTONFIELD</td>
<td>DE WITT</td>
<td>Regular</td>
<td>Complete</td>
<td>None</td>
</tr>
<tr>
<td>5063</td>
<td>BRITTONFIELD</td>
<td>DE WITT</td>
<td>Regular</td>
<td>Complete</td>
<td>None</td>
</tr>
<tr>
<td>5001</td>
<td>BRITTONFIELD</td>
<td>DE WITT</td>
<td>Regular</td>
<td>Complete</td>
<td>None</td>
</tr>
</tbody>
</table>

**Job Status** - 🔄 or 🎓: This is a new function created for our users to help manage their location requests.

A user can mark their location request with a 🎓 when their job is complete by clicking on the 🔄 symbol. This feature is just for the excavator to help manage and sort their request and will not notify anyone when it is changed to complete or incomplete.

**Late Notice** - 🔄: This symbol will appear if a late notice has been sent to the utilities companies who have not responded. Dig Safely New York automatically sends a notice to any utilities who have not responded by the start date and time listed on the request.
**Response List** - To view the list of utilities and their responses for a specific request, click on the symbol. To print the list, click on **Print**.

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Response/Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>TIME WARNER CABLE</td>
<td>SYRACUSE</td>
</tr>
<tr>
<td>TOWN OF DEWITT</td>
<td></td>
</tr>
<tr>
<td>ELANTIC TELECOM, INC</td>
<td></td>
</tr>
<tr>
<td>VERIZON / ONONDAGA</td>
<td></td>
</tr>
<tr>
<td>ONONDAGA COUNTY / DEPT OF WTR ENVIRONMENT PROTECT</td>
<td></td>
</tr>
<tr>
<td>METROPOLITAN WATER BOARD</td>
<td></td>
</tr>
<tr>
<td>DIG SAFELY NEW YORK</td>
<td>CALL CENTER</td>
</tr>
<tr>
<td>CLEAR level 3 communications</td>
<td></td>
</tr>
<tr>
<td>FIBER TECHNOLOGIES, LLC</td>
<td></td>
</tr>
<tr>
<td>NATIONAL GRID / CENTRAL / GAS</td>
<td></td>
</tr>
<tr>
<td>NATIONAL GRID / CENTRAL / ELECTRIC</td>
<td></td>
</tr>
</tbody>
</table>

**Ticket Creation Date** - This will show the date and time the ticket was sent to the utilities.

**Ticket Expiration Date** - This category was added to help the excavator manage their request. If excavation has not started by the expiration date, a new request will need to be submitted. Please keep in mind the utilities will have the two (2)-full working days to respond.

**Ticket ID** - This category lists the location request numbers. You may click on the link to print a copy.

**Ticket Version** - Original requests will be considered a 0 version. Anytime the request is either resent, updated, or a late notice is sent, it will receive a different version.

**From Address** - To help identify or search for a specific request, this category has been added. If there was an address number placed on the request, it will show up in this column.

**Street** - The name of the street on the location request will show in this column.

**Place** - The name of the City, Town, or Village on the location request will show in this column.

**Ticket Type** - The type of request will show in this column.

**Status** - The status of the location request will either be Void, Suspended, Cancelled, or Complete.

**Void** - Voided requests are usually test tickets voided by one of our Customer Service Representatives. You may also see a voided request if you are a user in training and contacted Member Support to void one of your requests before it was sent.

**Suspended** - Requests submitted by users in training will all start out labeled as suspended. Once the request has been released the request will then show up as complete. If the request was edited because it was not mapped or a small correction was made, the request will be listed twice. The first request will be labeled as void and the second request will be labeled as complete.
**Complete**- All requests that have been sent out to the utilities will be labeled as complete.

**Cancel**- Requests that have been cancelled will be labeled as cancel. If you need to cancel a location request, please contact the call center by dialing 811 or 800-962-7962.

**Responses**- You will be able to quickly view if all of the utility responses have been submitted through the APR (Automated Positive Response) system. If the request is labeled Partial, not all of the responses have been entered.

**Options**- Currently there are no additional options available. When additional options become available, users will be contacted directly.

**APR (Automated Positive Response)**

With the APR system, you can now easily view the response status each facility operator has provided associated with your location request. Dig Safely New York’s APR system will handle the arduous task of collecting the response status and conveniently deliver them to you in one consolidated transmission (email is preferred). As an added bonus, you can check the real-time response status of any location request at any time on our website. Additionally, you will now have a record of all responses.

**To Check the Status of your Location Request**
You can either utilize the Ticket Summary to view responses for the location requests you created, or you can visit our web site [www.digsafelynewyork.com](http://www.digsafelynewyork.com) and in the Excavator Section click on “Check Status of Existing Ticket” button.
Enter the ticket number, including dashes (example 12345-678-901). Enter the phone number you provided on the request, then click the “Find Ticket” button.

Late Notices

As of January 6, 2014, a Late Notice will automatically be sent to any of the member utilities who have not responded to one of your requests.

Common Questions

What should you do if a utility has not responded by the start date and time?
If the utility has not responded by the start date and time listed on the request, you may attempt to call the utility directly, using the stakeout contact number listed on your request. If you still have no response and 24 hours have passed since the listed start date and time on the request, you may contact the Dig Safely New York Call Center to have the request resent. The Customer Service Representative will need the location request number, and will place a note in comments to resend to all the member utilities. Location requests can only be resent Monday through Friday, between 7 a.m. and 5 p.m.

What should you do if you need to make a correction on your location request?
If the correction changes the scope of work, you will need to create a new request. You will need to give the two (2)-full working days’ notice on the request.

What should you do if you need to cancel your location request?
You may cancel a request if the start date and time has not passed by calling the call center, 800-962-7962 or 811, between 7 a.m. and 5 p.m., Monday through Friday. If the start date and time has already passed, you will be unable to cancel the request.

What should you try if you keep receiving a pop up blocker message?
You will need to disable popups for our site. If you have a Google toolbar, you will also need to disable them within the Google toolbar. If this still does not work and you have and IT department, it is a good idea to contact them first, they may need to give you permission to disable the popups.

What should you do if you are having technical problems or are receiving error messages?
You will need to send an email to member support, database@digsafelynewyork.com. Please include the wording of the error message or a description of the trouble, along with your contact number and best times to call. Member Support will review the issue and reply to your email to let you know the course of action that will need to be taken. Dig Safely New York will attempt to assist you with the issue as promptly as possible, but in some cases you may need to call in your request to the call center until the issue is resolved. The call center can be reached by dialing 811 or 800-962-7962.
Contact Information

If you have questions about i-Notice, please send an email to database@digsafelynewyork.com. Or you may contact Member Support by phone 800-309-8289. Member Support can be reached during normal business hours, Monday through Friday, between 7 a.m. and 5 p.m.

If you need to cancel, edit, or verify a request was sent, please contact the call center by dialing 811 or calling 800-962-7962. The call center is manned 24/7.