



OCA Ticket Action Procedures

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OCA Ticket Action Procedures

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OCA Ticket Action Procedures

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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 action, and procedures in the OneCallAccess program.



OCA Ticket Action Procedures

Ticket Actions Overview

After a ticket is submitted, circumstances may require a ticket to be canceled, updated, or retransmitted. This guide provides instructions 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 result 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 retransmitting 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

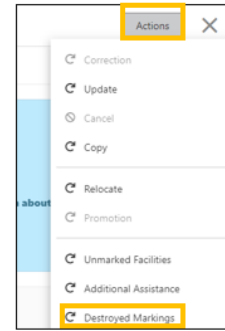
- 1) If the ticket is one of the last five tickets placed, click on the ticket under Recent History on the Home page of OCA to display the ticket.
- 2) Click History to search for the ticket if it is not found in recent history.



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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. The dates may be removed by clicking the “X” under the Created Date field.
- 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* – ticket will open.
- 8) Enter the date/time you will be back on site in the *Work To Begin Date* Field. The *Work Legal Start Date* (the date/ time a response is required) is 24 hours on business days regardless of the begin date/time chosen.
- 9) Enter a *Work Completion Date*. Do not choose a date after the expiration date of the ticket.
- 10) Review the field contact. Adjust as necessary.
- 11) 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. Station codes for the members notified can be found in Positive Response and/or the confirmation sheet that is sent via email when the ticket is submitted. The confirmation sheet may also be resent or downloaded if 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 crew status: CREW ON SITE or CREW EN ROUTE.

Remarks - Additional Details*

001- ATTD & CEGDIS CREW ON SITE
SEE POLYGON

354 characters left

Remarks - Additional Details*

001- ATTD & CEGDIS
SEE POLYGON

370 characters left



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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- ATTD & CEGDIS AT ADDR 101
LOCATE ENTIRE LOT AT ADDR 101, 103, 105 & 107

324 characters left

Remarks - Additional Details*

001- CATV FRT PROP AT ADDR 101|
LOCATE ENTIRE LOT AT ADDR 101, 103, 105 & 107

324 characters left

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

Remarks - Additional Details*

002- CATV
001- ATTD & CEGDIS|
SEE POLYGON

359 characters left

Remarks - Additional Details*

003- ELEC FRT PROP ONLY
002- WTR & ELEC FRT PROP ONLY
001- ALL FACILS
SEE POLYGON

319 characters left

12) 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. Facility Owners have a minimum of three business hours up to an agreed upon time to respond.

- 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.
- 13) 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. The dates may be removed by clicking the "X" under the Created Date field.
- 3) Click *Search*.
- 4) Click on the ticket to display the ticket details.

History

SERVICE OPERATOR: SBOE, AND COMPANY - Representing CINDY LIL, CINDY LU, HOMEOWNER

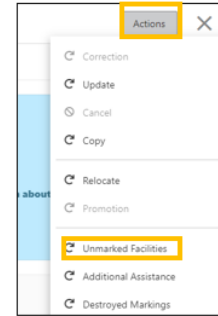
Sort by: -- Select one -- Filter by: Ticket number Ticket number: 2021111800011-000 Town/City: Created date: Oct 01 2021 X Nov 28 2021 X Search

	Submit Date	Ticket Start Date	User Reference
2021111800011-000 1790 Harvey Dr Williamston Williamston Original Normal - 21 day	11/18/2021 - 10:45:48 am	11/03/2021	-

That's all the results with the current settings.

OCA Ticket Action Procedures

- 5) Click *Actions* on the upper right side of the page.
- 6) Choose Unmarked Facilities – ticket will open.
- 7) Enter a *Work to Begin Date*. **This is the date and time the crew will be back on the job site. Please be sure that AM/PM is correct.**
- 8) Enter a *Work Completion Date*.
- 9) Review the field contact. Adjust as necessary.
- 10) 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. Station codes for the members notified can be found in Positive Response and/or the confirmation sheet that is sent via email when the ticket is submitted. The confirmation sheet may also be resent or downloaded if 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 crew status: CREW ON SITE or CREW EN ROUTE.

Remarks - Additional Details*

001- ATTD & CEGDIS CREW ON SITE
SEE POLYGON

354 characters left

Remarks - Additional Details*

001- ATTD & CEGDIS
SEE POLYGON

370 characters left

If a portion of the job is unmarked, specify the location. EX: Markings are missing at a single address that is part of a ticket with five addresses. Specify which address requires marking.

Remarks - Additional Details*

001- ATTD & CEGDIS AT ADDR 101
LOCATE ENTIRE LOT AT ADDR 101, 103, 105 & 107

324 characters left

Remarks - Additional Details*

001- CATV FRT PROP AT ADDR 101|
LOCATE ENTIRE LOT AT ADDR 101, 103, 105 & 107

324 characters left

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

Remarks - Additional Details*

002-COMTV1
001-COMVT1 & GRWTR
SEE POLYGON

359 characters left

Remarks - Additional Details*

003- ELEC FRT PROP ONLY
002- WTR & ELEC FRT PROP ONLY
001- ALL FACILS
SEE POLYGON

319 characters left

- 11) Click Submit-the ticket details will display. The ticket status is Unmarked Facilities. A confirmation email is sent.

Additional Assistance

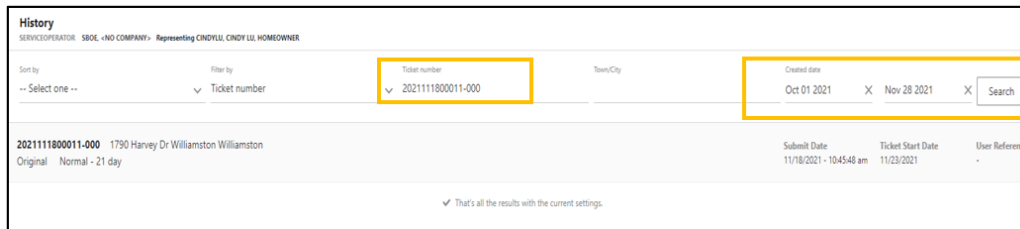
The site was marked, and the contractor has hand dug as required by law, but no line was found within the approximate location of the marking. Facility Owners have a minimum of three business hours up to an agreed upon time to respond.

WHO: External Plus and Internal Users

WHEN: After the Work Legal Start Date of the previous version of the ticket

Procedures

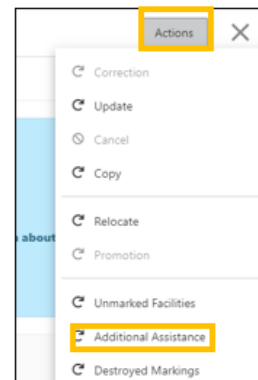
- 1) If the ticket is one of the last five tickets placed, click on the ticket under Recent History on the Home page of OCA to display the ticket.
- 2) Click History to search for the ticket if it is not found in recent history.
 - 14) Enter the ticket number and the most recent revision number, and the date (or date range) the most recent revision of the ticket was placed. The dates may be removed by clicking the “X” under the Created Date field.
- 3) Click *Search*.
- 4) Click on the ticket to display the ticket details.



History			
SERVICEMPLOYEE: SBOE, -NO COMPANY- Representing CINDY LIL HOMEOWNER			
Sort by: -- Select one --	Filter by: Ticket number	Ticket number: 202111800011-000	Created date: Oct 01 2021 X Nov 28 2021 X Search
202111800011-000	1790 Harvey Dr Williamston Williamston	Submit Date: 11/18/2021 - 10:45:48 am	Ticket Start Date: 11/23/2021
Original	Normal - 21 day		User Reference: -

That's all the results with the current settings.

- 5) Click *Actions* on the upper right side of the page.
- 6) Choose Additional Assistance – ticket will open.
- 7) Enter a *Work to Begin Date*. This is the date and time the crew will be back on the job site.
- 8) Enter a *Work Completion Date*.
- 9) Review the field contact. Adjust as necessary.
- 10) 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. Station codes for the members notified can be found in Positive Response and/or the confirmation sheet that is sent via email when the ticket is submitted. The confirmation sheet may also be resent or downloaded if 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 crew status: CREW ON SITE or CREW EN ROUTE.

Remarks - Additional Details*

002- CONSUMERS ENERGY GAS CREW ON SITE
001-ATTD
PET SUPPLY PLUS 10FT RADIUS OF STK IF FRT PROP

303 characters left

If assistance is needed at a specific location with the scope of the project, specify the location. EX: Hand digging is taking 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- ATTD AT ADDR 103
LOCATE ENTIRE LOT AT ADDRS 101, 103, 105 & 107

332 characters left

Remarks - Additional Details*

001- DTE ELECTRIC AT ADDR 103
LOCATE ENTIRE LOT AT ADDRS 101, 103, 105 & 107

324 characters left

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

Remarks - Additional Details*

002-COMTV1
001-COMVT1 & GRWTR
SEE POLYGON

359 characters left

Remarks - Additional Details*

003- ELEC FRT PROP ONLY
002- WTR & ELEC FRT PROP ONLY
001- ALL FACILS
SEE POLYGON

319 characters left

11) Click Submit-the ticket details will display. The ticket status is Additional Assistance. A confirmation email is sent.



OCA Ticket Action Procedures

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.

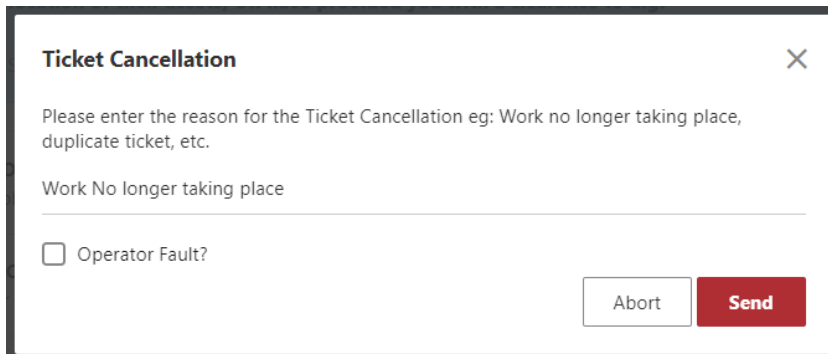
Cancel

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 'Ticket Cancellation' dialog box with a close button (X) in the top right corner. The text inside 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 dialog are two buttons: 'Abort' and 'Send'.

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

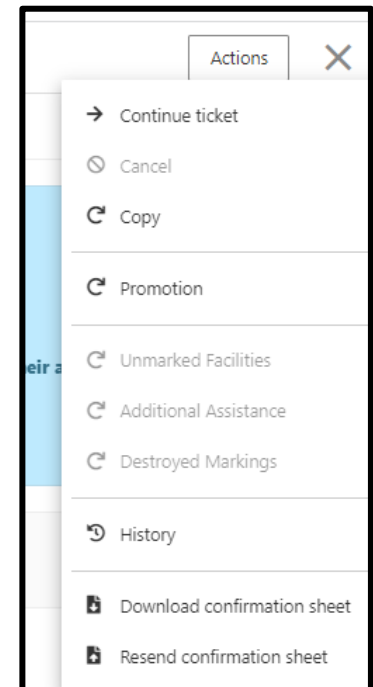
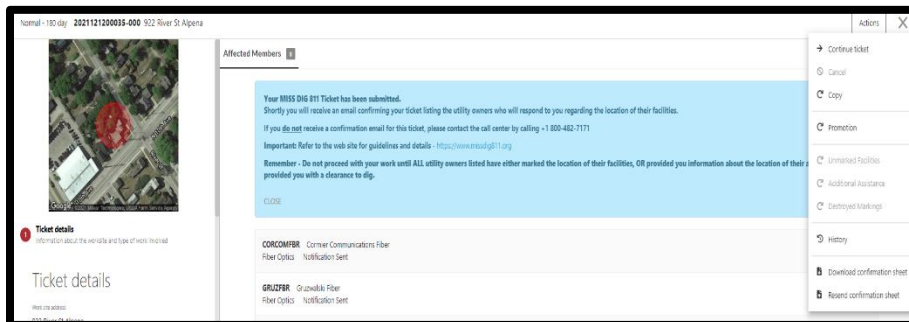
Continue

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.
- 9) Click Submit. The previous ticket is referenced on the new ticket.



OCA Ticket Action Procedures

MISS DIG 811 Abbreviation List

Please use the MISS DIG 811 approved abbreviations list in the Remarks – Additional Details field to limit the characters used when additional information needs to be conveyed to the locators. This field is limited to 400 characters. The remarks field is used for the original ticket and any subsequent retransmits. Please do not exceed 300 characters on the original ticket, in case retransmits are needed after the Work Legal Dig Start Date.

**Previous information cannot be removed from the Remarks – Additional Details field when retransmit information is added to this field. Please refer to the Ticket Actions Procedures on the Excavator Pros Reference Material page on the MISS DIG 811 website if you are unsure on how to place a retransmit.

**When placing requests on OneCallAccess, only use the abbreviations on this MISS DIG 811 approved list and please don't try to create new abbreviations as this may confuse the locators.

ADDN	addition	COMM	commission
ADDL	additional	COMMUN	communication
ADDR	address	CONDO	condominium
AKA	also known as	CONST	construction
ALT	alternate	CONTR	contractor
ANCH	anchor	COR	corner
&	and	CORP	corporation
APT	apartment	CORR	correction
APPT	appointment	CRK	creek
APX	approximately	CT	court
ASAP	as soon as possible	CUST	customer
AVAIL	available	CY	city
AVE	avenue	DEMOL	demolish
BEG	begin/beginning	DIR	direction
BET	between	DR	drive
BK	back	DRWY	driveway
BLDG	building	E	east
BLDR	builder	E/B	east bound
BLK	block	ELEC	electric
BLVD	boulevard	ELEM	elementary
BRKN	broken	EMERG	emergency
BSMT	basement	ENCL	enclosure
BTH	both	ENGR	engineering
C/L	center line	ENTR	entrance



OCA Ticket Action Procedures

CATV	cable television	ESMT	easement
CHNG	change	ESP	especially
CIR	circle	ESTS	estates
CLR	clear	EXC	excavation
CNTY	county	EXIST	existing
CO	company	EXT	extension
FACIL	facilities	PK	park
FRM	from	PKG	parking
FRT	front	PKWY	parkway
FT	foot or feet	PLBG	plumbing
FTG	footing	PLC	place
GRD	ground	PLS	please
HI PRESS	high pressure	PROP	property
HLS	hills	PT	point
HSE	house	PVMT	pavement
HTG	heating	PWR	power
HTS	heights	PVT	private
HWY	highway	QUAD	quadrant
HYDT	hydrant	QUEST	question
IFO	in front of	RELOC	relocate
INC	incorporated	REMV	remove
INFO	information	REPLC	replace
INSTL	install	REPR	repair
INTER	intersection	REQ	request
INVIS	invisible	RESID	residence
IRRIG	irrigation	RD	road
LNDSCP	landscape	REST	restaurant
LK	lake or leak	RESTK	restake
LN	lane	R-O-W	right of way
LOC	location	RR	railroad
LTD	limited	S	south
MAINT	maintenance	S/B	south bound
MKT	market	SANI	sanitary
MI	mile	SEC	section
MOB HM PK	mobile home park	SD	side
MT	mount/mountain	SDWLK	sidewalk
MTR	meter	SERV	service



OCA Ticket Action Procedures

<i>N</i>	north	<i>SHRS</i>	shores
<i>N/B</i>	north bound	<i>SPRINK</i>	sprinkler
<i>NR</i>	near	<i>ST</i>	street
<i>OPP</i>	opposite	<i>STA</i>	station
<i>PED</i>	pedestal	<i>STK</i>	stake
<i>P/L</i>	property line	<i>STKG</i>	staking
<i>SUB</i>	subdivision	<i>UNKN</i>	unknown
<i>SWR</i>	sewer	<i>UTILS</i>	utilities
<i>SYS</i>	system	<i>VAC</i>	vacant
<i>TEL</i>	telephone	<i>VLG</i>	village
<i>TEMP</i>	temporary	<i>W</i>	west
<i>TERM</i>	terminal	<i>W/</i>	with
<i>TKT</i>	ticket	<i>W/B</i>	west bound
<i>TRANSF</i>	transformer	<i>WDS</i>	woods
<i>TRANSM</i>	transmission	<i>WMB</i>	water main break
<i>TRANSP</i>	transplant	<i>WO</i>	work order
<i>THRU</i>	through	<i>WRK</i>	work
<i>TRL</i>	trail	<i>WRKG</i>	working
<i>TRLR</i>	trailer	<i>WTR</i>	water
<i>TRAX</i>	tracks (rr trax)	<i>X-ST</i>	cross street
<i>TWP</i>	township	<i>XWAY</i>	expressway
<i>UG</i>	underground	<i>YD</i>	yard