INTERNET TICKET PROCESSING

ITIC

ONE CALL CONCEPTS
WHEN SAFETY IS ON THE LINE

TEXT ONLY
VERSION

ITIC **USER MANUAL**

Your comprehensive guide for using ITIC to process Locate Requests on-line.

Kootenai County Utilities Council
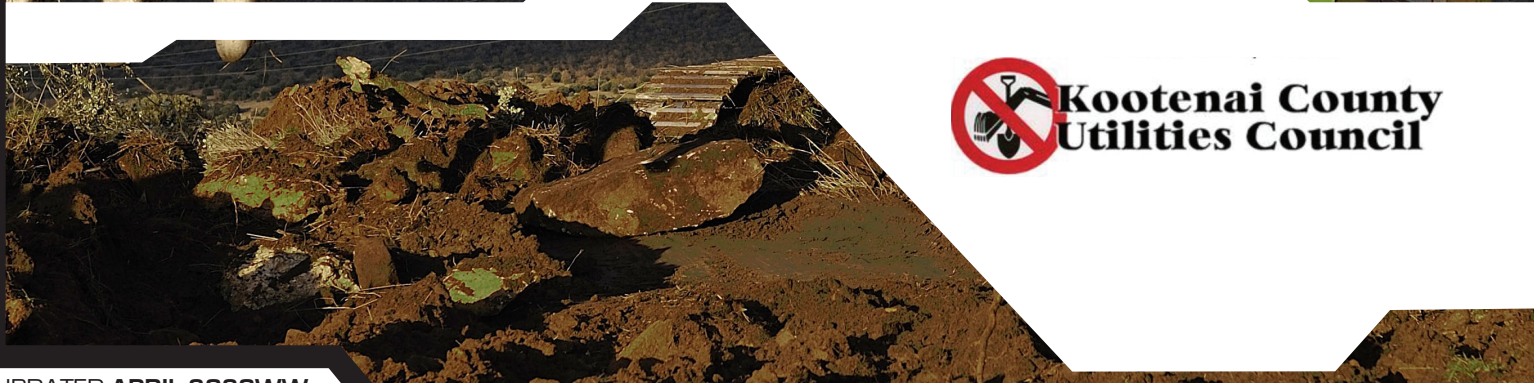
WELCOME, USER!

Welcome to ITIC!

You will find a comprehensive step-by-step guide for processing your locate requests online in the following pages. We have included a detailed description of the innovative tools and features that have been added to this newly revised version of ITIC.

We have designed this manual to provide the knowledge required for the efficient submission of accurate ITIC locate requests. We've packed a lot of information into these pages, and have arranged it in a streamlined, user-friendly format. It is loaded with visual examples and helpful hints. We think it is best to read it from beginning to end before you start, but the design also facilitates quick references to specific subject matter.

So, what are you waiting for? Let's get started! And remember, our skilled operators are here to help. Assistance is available through the telephone, e-mail, and our newest feature, ITIC Live Help Chat! That's right, you can get live help while you are processing your locate requests! **See page 03 for details.**

 *__An important word from the editor:__ Screenshot examples presented in this manual depict areas in Washington State. In the coming months this manual will be updated to reflect locations in Kootenai County, Idaho. This document contains many color drawings, actual screenshots, and color-coded information. For best results, we recommend that this document be printed in **COLOR**

Note: Screenshot examples presented in this manual depict areas in Washington State. In the coming months this manual will be updated to reflect locations in Kootenai County, Idaho.

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WHEN SAFETY IS ON THE LINE

INTRODUCING ITIC LIVE HELP!

Keep getting an "**Incomplete Ticket**" notice? Need help setting up multiple accounts? Having difficulties describing your work area? **ITIC Live Help is here for you!**

ITIC Live Help is an interactive chat program created to assist ITIC users in real time.

ITIC Live Help has many benefits. Here are a few:

Speed & Accessibility: Access ITIC Live Help from the same ITIC page used to file the locate request, so you get help the moment you most need it. Our ITIC experts will assist you immediately while you continue working on your locate request. Many users prefer ITIC Live Help to waiting for a return call or email.

Reduced Repetition: ITIC Live Help is in a simple text format, which can easily be shared between several ITIC experts. There's no need to explain a problem to several representatives; if more than one ITIC expert assists you, they can quickly familiarize themself with your situation by reviewing the conversation.

Easy Documentation: With ITIC Live Help, you can easily copy, paste, and save the session for later reference. ITIC Live Help can even email a transcript of the conversation to you!

Education & Training: The more you correspond with our ITIC experts, the better you will become at filing locate requests online. As your ITIC skills grow, so will the number of your tickets that are released directly from review!

ITIC Live Help is available **Monday through Friday from 8am-5pm.**
If Live Help is not available, you may leave a message
and an **ITIC expert** will respond as soon as possible.

ONE CALL CONCEPTS
WHEN SAFETY IS ON THE LINE

ITIC LIVE HELP

Live Help!

ONE CALL CONCEPTS
When safety is on the line

Powered By: **Crafty Syntax**

Live Help!

Welcome to ITIC Live Help! Please Enter your name below in order to begin.

Name John Doe

Question
Can you tell me how to set up multiple ITIC accounts for my company?

SEND

You are Currently not Chatting...

ITIC
INTERNET TICKET PROCESSING

READY

Go to https://id.itic.occinc.com to access the login screen. You may want to bookmark the page for easy access in the future.

Enter your email address and password then click **"Login."** If you have forgotten your password, click **"Forget your Password?"** and we will email it to you.

ITIC

Main Menu 🏠 | Help ❓ | Chat Live 👤

LOGIN

Email:

Password:
Forget your Password?

By logging in, I agree to the **Terms and Conditions**   **LOGIN >**

Don't Have An Account Yet?   **REGISTER NOW >**

Message Center.

Check out the new LOOK, new LAYOUT, new FEATURES and new MAP!!

If you have questions please send an email or click Live Chat.

❓ Questions? **Chat Live Now**

NEED
HELP?

Click on the 'Chat Live' icon at the top of any page to chat with an ITIC operator while you are processing your locate requests.
Hours:
Mon - Fri 8a - 5p

FYI

By logging in, you agree to the Terms and Conditions. You can read the full text by clicking the "Terms and Conditions" link.

The **ITIC Main Menu** appears upon login.

GET SET

In this section you will learn to prepare locate requests.

GO!

Click **"Submit a Locate Request"**

Main Menu | **Help ?** | **Chat Live**

ITIC

Use the Buttons Below to Navigate Through The ITIC Application

Edit Account | Submit a Locate Request | View Locate Request | Update Ticket

Duplicate a Dig

Submit a Locate Request

Main Menu | **Help ?** | **Chat Live**

ITIC

ITIC USER INFORMATION

| Phone No | 555-555-5555 | Ext | |
| Contact: | EDDIE DEAN | Best Time: | |

EXCAVATOR INFORMATION

Company:	TOREN BROTHERS CONSTRUCTION		
Address:	19	Street:	ODD LANE
City:	TULL		
State:	ID	Zip:	98765
Email Address:	EDDIE@TORENBROS.COM	Fax No	555-555-5566

CANCEL | NEXT STEP >

○ ○ ○   Untitled

Help on *Contact Fax Phone*

Fax number for the excavator if available. Utilities may respond using this fax number.

Index | Back | Forward | Close

Each field has a **pop-up help box** listing the field definition/requirement. Activate pop-ups by **clicking on the field titles.**

FYI The ITIC system will not allow you to enter special characters such as * \ ~ ' or ". %

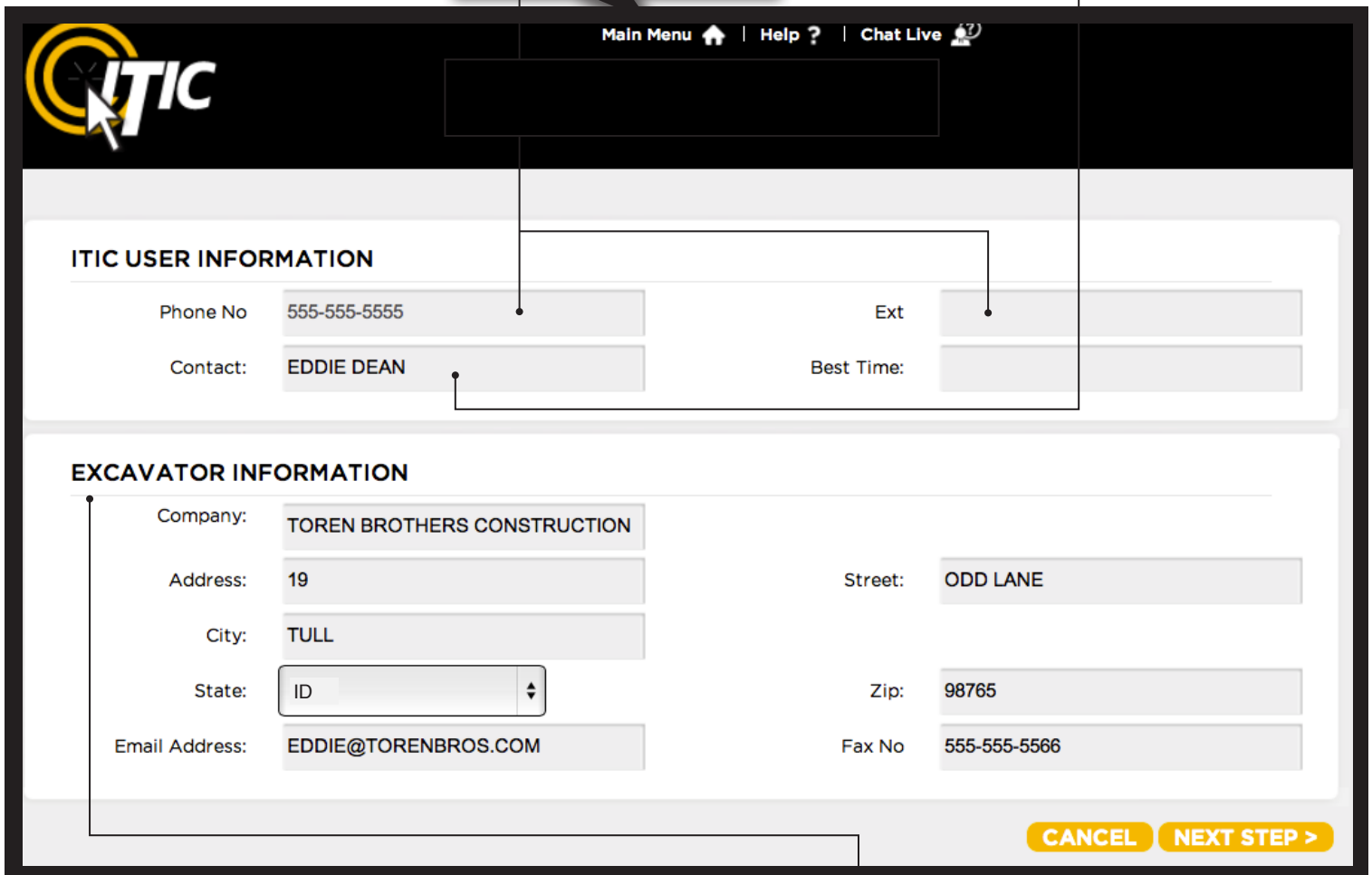**ITIC USER INFORMATION**

Phone Number and Ext.
These fields will auto-fill with the information associated with your login.

Click the '**Main Menu' icon at the top of the page**, then click the "**Edit Account**" button to update your main phone number.

Main Menu 🏠

Contact
Enter **YOUR** first and last name as the ITIC user entering the information.

Main Menu 🏠 | Help ❓ | Chat Live 👤

ITIC USER INFORMATION

Phone No	555-555-5555	Ext	
Contact:	EDDIE DEAN	Best Time:	

EXCAVATOR INFORMATION

Company:	TOREN BROTHERS CONSTRUCTION		
Address:	19	Street:	ODD LANE
City:	TULL		
State:	ID	Zip:	98765
Email Address:	EDDIE@TORENBROS.COM	Fax No	555-555-5566

CANCEL   NEXT STEP >

EXCAVATOR INFORMATION

This section will auto-fill with your company information.
To update your company information, click the '**Main Menu**' icon at the top of the page, then click the "**Edit Account**" button to make changes.

FYI — **IMPORTANT!** Do not use the 'BACK' or 'FORWARD' buttons of your web browser (Internet Explorer, Firefox, Safari, etc...). Any information already entered will be DELETED. Please use the buttons at the bottom of the form.

STEP 1: Contact Information

Alternate Contact and Phone Number

Enter the name and cell phone number of the person primarily responsible for conducting or managing the excavation process. **Use a specific person's name; dispatch, operator, anyone or unknown are not acceptable entries.** [The utilities will contact this person if additional information about the site is needed.]

NOTE: See **PROFILES** section (page 8) to **auto-fill** your routinely used information

Step 1: **Contact Information**

Alt. Contact: JAKE CHAMBERS   Phone No: 555-555-5544

STEP 2: Excavation Information

Type of Work

Enter the specific type of work to be performed. Field locators need to know the specific reason for excavation rather than the work method. Do **not** use the words 'Emergency' or 'Dig'. **Examples**: Install Sign, Install Secondary Electric, Repair Gas Service...

Work Being Done For

Enter the name of the person, company, or organization the work is being done for.

Step 2: **Excavation Information**

Type of Work:

Work Being Done For

of Work: install

Done For   INSTALL CATV MAINLINE
INSTALL CATV SERVICE
INSTALL ELEC PRIMARY
INSTALL ELEC SERVICE

CANC

FYI

Use keyword searches! Type keywords (install, water, backhoe, etc.) to generate a list of options. Make a selection from the dropdown list whenever possible

PROFILES

Profiles are used to **auto-fill** specific fields with your routinely used information. Utilizing the 'Profiles' feature will enable ITIC to 'remember' your information - **saving you time** in the Locate Request process.

Profiles are located at the top of the **second page** of the locate request form.

Create Job Profile

Click the profile drop-down and select **CREATE JOB PROFILE** to create a profile.

Create a name or title for the profile. The title will appear in the profile drop-down menu for selection.

You can create profiles for a specific **foreman/contact**, a common **type of work**, a **regular customer,** etc...

You can also create profiles for specific **counties** or **cities** that you work in, or even save **marking instruction**s that are commonly used.

Work Profile Information

Profile Name:

Contact Information

Alt. Contact: Phone No:

Excavation Information

Type of Work:

Work Being Done For

Location Information

County:

City/Place:

Location of Work:

CANCEL   SUBMIT >

ALL FIELDS ARE OPTIONAL

Click **SUBMIT** when complete.

PROFILES - Continued

The title of the profile will appear in the drop-down menu once you have submitted it. The new profile can now be used when preparing a locate request. The fields on the locate request form will auto-fill with the information you entered for that specific profile when you choose it from the drop-down list.

Main Menu 🏠 | **Help** ? | **Chat Live** | Profiles ▾

Step 1: **Contact Information**

Alt. Contact: JAKE CHAMBERS   Phone No: 555-555-5544

Step 2: **Excavation Information**

Type of Work:

Work Being Done For

< GO BACK   CANCEL   NEXT STEP >

Edit & Delete

To edit or delete an existing profile, select **EDIT JOB PROFILE** from the "Profiles" drop-down.

NEW FENCE ▾

Create Job Profile
Edit Job Profile
NEW FENCE

Work Profile Information

Profile Name:

Contact Information

Alt. Contact: Phone No:

Excavation Information

Type of Work:

Work Being Done For

Location Information

County:

City/Place:

Location of Work:

Edit

Add or change any information as needed.
Remember - **All fields are optional**

Submit

Click **SUBMIT** to save changes/additions

Delete

Click **DELETE** to delete the selected profile

DELETE   **CANCEL**   **SUBMIT >**

DELETE   CANCEL   SUBMIT >

STEP 3: Location Information

County
Choose the county in which all of the work will take place. **Complete a separate ticket if the work extends into another county.**

City/Place
Enter the name of the city or place where the work is taking place. If work is taking place outside of city limits, enter the name of the nearest city to where the work is taking place.

Step 3: **Location Information**

County: [   ] ▲▼

City/Place: [   ] ▲▼

House #: [   ]

House # [Address]
Enter the number of the address where the work will take place. Lot, building, PO box or rural route numbers are not addresses and should not be used. If there is no physical address, leave this field blank.

NOTE: Be sure to choose the city physically closest to the worksite. This will not necessarily be the same city as the mailing address.

NOTE: If you are referencing multiple addresses to describe your dig site, only enter one address in the House # field, and reference the rest of the addresses in the Location Of Work field.

Step 3: **Location Information**

County: [KING] ▲▼

City/Place: [SEATTLE] ▲▼

House #: [1515]

Street Name: [BELLEVUE AVE]

Closest Cross Street: [E PINE ST]

Location of Work: [MARK ENTIRE RD RIGHT OF WAY OF BELLEVUE AVE FOR WIDTH OF ADDRESSES 1515, 1517, AND 1521 BELLEVUE AVE]

NEED HELP?
Click on the 'Chat Live' icon at the top of any page to chat with an ITIC operator while you are processing your locate requests.
Hours:
Mon - Fri 8a - 5p

STEP 3: Location Information - Continued

Street Name
Enter the street name associated with the address. If there is no address, enter the name of the street in which the digging will take place on or along.

Closest Cross Street
Enter the name of the intersecting street closest to where the work will take place. The closest intersecting street may not necessarily be a major intersection. **This information is required if there is no address listed for the worksite.**

Step 3:   **Location Information**

County:	City/Place:
House #:	
Street Name:	Closest Cross Street:
Location of Work:	
Coord Type:	Zone:
Lat/North:	Lon/East:
Township:(Ex:27S)	Range:	S-Q:
Remarks:	search

ADDRESS TIP

Use keyword searches!
Start typing in the Street name (ex. 'ch') to generate a list of street name options. Select from the **drop-down lists** whenever possible but **only** if correct. This works for **both** street fields!

Street Name: sh

SHAFFER AVE S
E SHELBY ST
S SHELL ST
S SHELTON ST

Location of Work:

REMEMBER
Do not list multiple street names in a single street field.

If you would like to list nearby major intersections, reference them in the Location of Work field.

ADDRESS / LOCATION DESCRIPTION TIPS

Unnamed Street

Enter the appropriate description in the **Street Name** field if the street does not have a "proper" name (i.e. unnamed county road, hwy 71 west bound exit ramp, alley, RR tracks). **Give driving directions to the site when doing so. Format the driving directions by referring to an intersection of 2 named roads in the Location of Work field.**

> **For Instance:**
> In the Location of Work, enter **"From Elm Ave go N on Main St approx 400ft to unnamed road, go w on unnamed rd approx 350ft to vacant lot on n side of rd."**

Multiple Names for Street

If the street has more than one name, enter only one of the names in the appropriate street field. List any **additional** names ("also known as," or "AKA") in the **Location of Work field.**

> **For Instance:**
> In the Location of Work, enter **Main St / Us Hwy 14** - This information should be entered as **'Main St aka Us Hwy 14'.**

Step 3: **Location Information**

County:

House #:

Street Name:

Location of Work:

Coord Type:

Lat/North:

Township:(Ex:**27S**)

Remarks:

Abbreviations

When entering the information in the street fields you can abbreviate the street modifiers and directional information. **For example: enter N Main St instead of North Main Street.**

The following is a list of suggested abbreviations for street name modifiers.

Avenue – AVE	**Parkway – PKWY**
Boulevard – BLVD	**Place – PL**
Circle – CIR	**Route – RT**
Court – CT	**Street, – ST**
Drive – DR	**Terrace – TER**
Highway – HWY	**Trail – TR**
Interstate – I (I 70)	

STEP 3: Location Information - Continued

Location of Work

Enter marking instructions and any driving directions in this field. Below are a few things to remember when formatting your instructions.

- All locate requests require **MARKING INSTRUCTIONS** in the **Location of Work** field.

  - **Marking instructions** should be as complete and accurate as possible, so the utilities know where any excavation will be taking place.
  - **Marking instructions** must describe the entire area where the excavation will take place - **NOT what utilities need to be marked.**

Step 3: Location Information

County:	
House #:	
Street Name:	
Location of Work:	
Coord Type:	
Lat/North:	

Closest C

IMPORTANT: Please provide driving directions from a known intersection any time the dig site does not have a numerical address or is not located at an intersection. **Driving directions** must include approximate distance and specific direction (N, S, E, W, NW, NE, SE, or SW). **Example -** "FROM MAIN ST GO N ON 1ST ST 1000FT, THEN LOCATE 20FT OUT ON W SIDE OF 1ST ST GOING N TO MONROE ST."

Work Taking Place at an Address

Enter the address number in the address field, and the street associated with it in the street name field.

For example:
- Mark entire front half of lot.
- Mark 10ft radius of house
- Mark from front corners of house to rear lot line, for width of lot

Be sure to clearly describe the entire extent of the work area.

Step 3: Location Information

County:	KING	City/Place:	SEATTLE
House #:	2801	Closest Cross Street:	CLAY ST
Street Name:	WESTERN AVE		
Location of Work:	Mark Entire Lot		
Coord Type:		Zone:	
Lat/North:		Lon/East:	
Township:(Ex:27S)		Range:	S-Q:
Remarks:			sea
Remarks:			

FYI **IMPORTANT!** Please do not use (') or (") for feet & inches as some printers can't print these characters. It's best to use feet, ft., foot, and inches or in.

STEP 3: Location Information - Continued

Work Taking Place (or Starting) At an Intersection

If work begins at the intersection, no driving directions are required. Simply describe how far and in what direction(s) the work will take place.

For example:

- Mark 100ft radius of (above) intersection
- Mark a square area 25ft N and W from NW corner of above intersection
- Mark entire W rd right of way of Elm Ave going N from Main St for 250ft

Be sure to clearly describe the entire extent of the work area.

Step 3: Location Information

County:	KING
House #:	
Street Name:	VIRGINIA ST
Location of Work:	MARK 100FT RADIUS OF ABOVE INTERSECTION

City/Place: SEATTLE

Closest Cross Street: PIKE PL

Coord Type: Zone:
Lat/North: Lon/East:
Township:(Ex:27S)   Range: S-Q:
Remarks:

Work Taking Place (or Starting) Away from an Intersection

If work does not begin at the intersection, and is not taking place at an address, provide driving directions to the worksite from an intersection of two named roads. (This method may also be used if work is taking place at an address, but you do not have the address information).

For example:

- From Elm Ave go W on Main St approx 800ft to vacant lot on N side of rd. Mark entire vacant lot.
- From Jones Rd go N on Oak Ave 450ft. At that point, mark entire rd right of way of Oak Ave, going further N 250ft.
- From Main St go N on Elm Ave approx 500ft to unnamed rd, then go W on unnamed rd approx 250ft to white flag on N side of unnamed rd. Mark 10ft radius of white flag.

Note: Regardless of which method you use to describe your work area, be sure to enter the name of the rd that work is actually taking place on in the "Street Name" field. If work is taking place on an unnamed rd, list 'unnamed rd' in the street name field, and enter the nearest road to intersect the dig street ('unnamed rd') in the intersecting street field. In the last example, you would enter 'unnamed rd' in the Street Name field, and Elm Ave in the Closest Cross Street field.

STEP 3: Location Information - Continued

Large & Multi-Address Worksites

If your worksite involves property on multiple addresses, you must file a separate ticket for each work site. In other words, if you are installing 15 different sewer laterals at 15 adjacent addresses, you must file 15 separate tickets.

Continuous Dig

Some large excavation projects (such as utility main line installation) can be completed on a single ticket. In order to fit onto one ticket, the work area must be a continuous excavation, must be confined to a single county, and must not extend onto the property of multiple addresses.

Example: "Mark entire road right of way of Elm St, from Murphy Ave going S for ½ mile to Smith St, then mark entire rd right of way of Smith St going W for 500ft to Westgate Lane, then mark entire rd right of way of Westgate Lane going N for 1 mile."

Route Work

Non-continuous route type work can be included on a single ticket if the work is on either side of the street, and if the sites are not more than 750ft apart. If the work area skips from street to street, it is not a route type ticket and must be split into multiple tickets. Common examples of route type work include installing poles, planting trees, installing signs, etc.

Example: "Mark a 10ft radius of the 1st, 2nd, 4th, 6th and 7th power poles located s of Bear Creek Road and n of Anne Lane, on the w side of 27th St. There are 8 poles at this location. The poles to be replaced are marked with orange flagging. Total length of work site approx 1600ft."

IMPORTANT: There is no such thing as a "Blanket Ticket." If you are a subcontractor and you are excavating, protect yourself and your company by filing a locate request. A general contractor's ticket does not apply to anyone except the general contractor. Similarly, a property owner's ticket does not protect a professional excavator from liability. You can easily reproduce another contractor's ticket by using the 'Duplicate A Dig' button at the main menu screen. See Page 22 for more details.

FYI **REMINDER:** Driving directions must include approximate distance and direction (N, S, E, W, NE, SW, etc.).

INTERNET TICKET PROCESSING
ITIC

STEP 3: Location Information - Continued

FYI

Use **ONLY** the following approved abbreviations when formatting the location of work or driving directions. Tickets formatting with abbreviations other than those shown will be returned to the user for correction.

Feet – FT	Inches – IN	Miles – MI	Yards – YDS
East – E	North – N	South – S	West – W
Northeast – NE	Northwest – NW	Southeast – SE	Southwest – SW

Coord Type, Lat/North, Lon/East, Zone

These fields are used to enter Lat/Lon coordinates and require a specific format to obtain accurate results. **This information is not required.**

*All **necessary information is required** if Lat/Lon coordinates are entered.

Coord Type:

Zone:

Lat/North:

Lon/East:

Coord Type:
- ✓
- NAD27 DEC : LAT/LON DECIMAL
- NAD27 DM : GPS DD MM.MMMMM
- NAD27 DMS : LAT/LON DMS
- NAD27 SPCS: STATE PLANE: FEET
- NAD27 UTM : METERS
- NAD83 DEC : LAT/LON DECIMAL
- NAD83 DM : GPS DD MM.MMMMM
- NAD83 DMS : LAT/LON DMS
- NAD83 SPCS: STATE PLANE: FEET
- NAD83 UTM : METERS

Lat/North:

Other:

p 4:   Ma

Requested Location:

Search Results:

Select the correct **coordinate type** from the drop-down menu. (If you do not know which format your coordinates are in, enter the coordinates back in the **Location Description** field.)

Enter the **Lat/Lon coordinates** in the **Lat/North** and **Lon/East** fields for each format type as follows:

• **Decimal (DD.DDDDD):**
Lat/North: 40.56000   Lon/East: -92.709722

• **Degrees, minutes and decimal minutes (DD MM.MMMM):**
Lat/North: 38 34.885833   Lon/East: -92 12.474000

• **Degrees, minutes and seconds (DD MM SS.SS):**
Lat/North: 40 33 36   Lon/East: -92 42 35

• **State Plane Coordinate-Feet (SPCS):**
Lat/North: 1721245.57 Lon/East: 441728.68

• **State Plane Coordinate-Meters (SPCS):**
Lat/North: 524647.84 Lon/East: 482239.34

• **UTM should be entered as follows:**
Lat/North: 4489955.24 Lon/East: 524574.44

Zone will auto-fill for certain format types
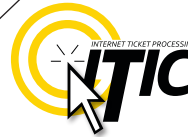
STEP 3: Location Information - Continued

Township, Range and Section (TRSQ)

These fields are used to enter Township, Range and Section-Quarter Information (TRSQ). You will need to enter the information in the correct format for accurate results. This information is not required.

Do not enter zero before any Township, Range or Section-Quarter number. If on any locate the excavation site travels into a different township or range, please put the first set of TRSQ information in the TRSQ fields, then put the second set of TRSQ information in the Location of work field. (Be sure to clearly separate any additional information from the marking instructions)

For example:

T: 27S	**R:** 2E	**S-Q:** 3-NE-NW
T: 26S	**R:** 1W	**S-Q:** 2-NE-NW, 11-SE-SW
T: 7S	**R:** 38W	**S-Q:** 1
T: 34S	**R:** 20E	**S-Q:** 4, 5, 6

Township:(Ex:27S) 25N   Range: 4E   S-Q: 16-SE

Remarks: DO NOT MARK ON ANY PAVED OR PERMANENT SURFACES   search

Remarks

These fields are used for any additional notes that may apply to your locate request. Click the Search button to view a list of commonly used remarks.

AREA WILL BE MARKED IN WHITE
BEST INFORMATION AVAILABLE
BEWARE OF DOG -- KNOCK ON DOOR FOR ACCESS
CALL CENTER NOTE: NEC EMERGENCY FOR CALLERS COMPANY
CALLER GAVE LATITUDE AND LONGITUDE
CALLER GAVE THOMAS GUIDE PAGE
CALLER GAVE TOWNSHIP, RANGE, SECTION INFO
CALLER GAVE TRSQ. FAX-A-LOCATE ENTERED THROUGH ITIC

Cancel   Select

IMPORTANT: Do not list marking instructions in the Remarks field. All marking instructions must be listed in the Location of Work field.

STEP 4: START DATE INFORMATION

Ticket Type

There is one ticket type available through ITIC. It is:

• **Standard Locate** – This ticket type is for routine tickets. Your ticket will automatically default to this ticket type.

> **Step 5: Start Date Information**
> Ticket Type: STANDARD
> Work To Begin Date: November 20, 2012
> At: 12 : 15 AM

Work to Begin Date

These fields will default to the minimum start date and time required by state law on Routine tickets. The two working day notice period does not include the day the request is made, so the start time will be 12:00 am on the third business day. This date and time may be modified, but will not allow a start date/time that is earlier than the two working day notice, or later than a 10 business day notice.

> **Step 5: Start Date Information**
> Ticket Type: STANDARD
> Work To Begin Date: November 20, 2012
> At: 12 : 15 AM
>
> November 2012   December 2012
> Su Mo Tu We Th Fr Sa   Su Mo Tu We Th Fr Sa
> 28 29 30 31 1 2 3   25 26 27 28 29 30 1
> 4 5 6 7 8 9 10   2 3 4 5 6 7 8
> 11 12 13 14 **15** 16 17   9 10 11 12 13 14 15
> 18 19 **20** 21 22 23 24   16 17 18 19 20 21 22
> 25 26 27 28 29 30 1   23 24 25 26 27 28 29
>   30 31 1 2 3 4 5
>
> < GO BACK   CANCEL   NEXT STEP >   SUSPEND >

DID YOU KNOW?
You can upload relevant files and attach them to your locate requests. See page A5 for more information.

FYI If your ticket goes to the call center for review, the 'start date and time' reflects the time the ticket is actually released from the call center. Tickets sent to review after 5pm are subject to be reviewed the next business day.

Submitting Your Locate Request

Once you are satisfied with the information on the locate request and you have selected a start date/time, click **"Next Step"**.

At this point, you will be presented with either the ITIC Map Tools Screen or a **Submission Confirmation** screen, depending on whether the site location was found during an automatic search.

Ticket number 3632 has been placed in review

Please note the above ticket number(s) for future reference regarding your request. To view the ticket you just placed in review press *View Ticket*. If you would like to enter another locate request with the same caller information click on *New Ticket*. If you have entered all of the requests you require press *Finished*.

New Ticket   View Ticket   Finished

If the ITIC Map Tools Screen is unable to find the exact match for the address, street, and city, the ticket will automatically be sent to the call center to be mapped by an operator based on the information provided on the ticket.

REMEMBER: If you click "cancel," you will lose all information previously entered for the locate request you are currently working on.

ITIC Map Tools Screen

If the system finds the site location, the following box (Right) will appear over the mapping application. Read the directions entirely before continuing. Once the box is closed, it can be viewed again by clicking **Display Help** in the top right corner of the map.

View Locate Polygon Help

The mapping application has found an exact match for the location you entered as the excavation address. Please examine the map. Centered in the mapping window is a red-bordered/red-shaded excavation polygon that should completely enclose the excavation site. If the excavation polygon completely covers your dig site, press the approve button   and your ticket will be released immediately for locating. If the excavation polygon does not enclose the dig site, press the review button   and your ticket will be queued for review at the call-center. If you would like to change information on the ticket before continuing, press the cancel button   .

ONE CALL CONCEPTS

KING County, WA

City/Place	SEATTLE
Street Address	2801 WESTERN AVE
Intersection	CLAY ST
Marking Instructions	MARK ENTIRE LOT.

Submit Ticket   Previous Page

Review Ticket   Display Help

3023
3005
3018

OCC
Hybrid
Google

Submitting Your Locate Request - Continued

Remember it is very important that the entire excavation area be included within the **red box.**

You may use the **Change Shape** and **Change Size** buttons to alter the shape and/or size of the Red Polygon until it completely encompasses your work area.

If the red box is in the correct location and you are able to cover the entire dig area, click the **Submit Ticket** button and you will be presented with the **Utility Notification screen**. [Next Page]

Click the **Review Ticket** button if the box cannot be altered to contain the entire dig site. This will submit the ticket for review at the call center.

Utility Notification List

UTILITY NOTIFICATION LIST

District Code	Company Name	Type of Utility	Misc Info
SMP	--- DO NOT ANNOUNCE ---		KANSAS CITY
C_EMAIL	USER COPY		
TCJ	MEDIACOM	TEL,TV	
JEFFC02	CITY OF JEFFERSON STREET DEPT	S,SS,TS	
AMCOL02	AMEREN MISSOURI	E	USIC
AMCOL07	AMEREN MISSOURI	G	USIC
SPRLD01	CENTURYLINK/FORMERLY EMBARQ	FO,TEL,TV	
MOAMW07	MISSOURI AMERICAN WATER CO	W	
JEFFC01	CITY OF JEFFERSON WASTEWATER	S	USIC
DOTCD01	MODOT CENTRAL DISTRICT	E,TEL,TS	

# of Districts: 10

**You Must Contact Any Other Utilities Directly**

< GO BACK   CANCEL   NEXT STEP >

At this point, clicking **"Next Step"** will submit your request directly to the utilities shown on the Utility Notification List.

If you choose **"Cancel"**, the ticket will NOT be submitted and you will be returned to the ITIC Main Menu.

Clicking **"Go Back"** will return you to the location information page of the request.
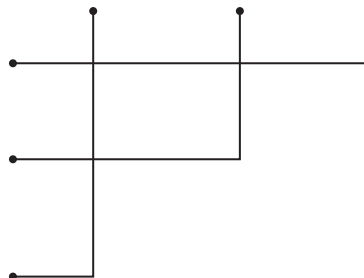
ATTENTION:

The call center will send you a confirmation copy of your completed locate request. Please note that it is **your responsibility** to verify that ALL information is accurate upon the receipt of a completed request. There is a link located on confirmation email. Click this link and view the map one more time to ensure the entire excavation area is included within the polygon drawn. REMEMBER: Tickets submitted to review after 5pm will be reviewed the next business day. If you find any errors, call **800-428-4950** to correct the ticket.

If a ticket you have submitted for review lacks required information or contains errors, we will attempt to contact you through the information you have provided on the ticket. If we are unable to reach you by close of business, your ticket will be voided, and will not be sent to the utilities. You will receive a notification of the your voided ticket(s) via email or voice message.

If you do not receive a copy of the completed locate request it is your responsibility to re-submit the request. **No excavation should take place until you receive a copy of the completed locate request and ALL utilities have responded.**

UPDATE TICKET

Use **Update Ticket** to make changes to an existing ticket, or to renew markings on an existing ticket.

Click the **"Update Ticket"** button at the **ITIC Main Menu** screen (pg 05).

Enter the ticket number in the **Message Number** field, then click the Search button.

TO BE DETERMINED

remarks," "update per expanded work area," etc...)

Verify all information on the ticket. Once you have completed all necessary changes, re-map the entire area of excavation.

Click **"Next Step"** to advance to the **Utility Notification Screen** (pg 21).

VIEW A LOCATE REQUEST

To view a ticket, click the **"View a Locate Request"** button on the **Main Menu** (pg 05).

Enter the ticket number for the ticket you wish to view in the **"Message Number"** field and click the **"Search"** button.

Main Menu | Help ? | Chat Live

View Ticket
Message Number:

Search   Cancel

Clicking on "Cancel" will take you back to the **ITIC Main Menu.**

ITIC

TICKET SEARCH

To search for an existing ticket **without** a ticket number, simply click on the "**Ticket Search**" button found on the **Main Menu** (pg 05).

If you wish to search for your tickets, enter your name or Caller ID number (or both. Entering fewer search fields will return more results. Enter the county that is on the ticket and set the "**Start Date/End Date**" to the time frame in which you processed the ticket.

Then Click "**Search**".

ITIC will display a list of tickets meeting the criteria you entered. Click on the ticket number to open the ticket for viewing or printing. You can broaden your search to ALL tickets by not choosing a county, or you can narrow your search by entering a street or house number. **(For Instance: enter "101" in the address field or "Main" in the Street field.)**

Pan Map – Allows you to 'grab' the map with the curser and move it.

Draw Polygon – Allows you to map out an area, which can then be evaluated using the **Search** button. This will show you a list of tickets that fall within the area mapped.

Clear Polygon – Clears your currently drawn polygon.   **Map Help Popup** – Will display a list of helpful notes.

Will accept partial entry.

Return to Menu   Search

Ticket Information

Ticket Number: Start Date: Feb 21 2013
Header: End Date: Mar 21 2013

Caller Information

Contact Name *:   Caller Phone:
Caller ID:
Company*:
Fax:
Email*:

Excavation Information

Type Of Work*:
Work Done For*:   Duration*:
Explosives:

Location Information

County: Any County / ADAMS / ASOTIN / BENTON / CHELAN   City:* / Township: / Range: / Section:

House Number:
Street*:   Intersecting Street*:
Location*:   Remarks*:

Interactive Map

Search Map: Enter Street, Address, or City

Pan Map   Draw Polygon   Clear Polygon   Map Help Popup

Satellite Google

Districts Notified

District Codes: *
(* for all Districts, or comma separated list of District Codes)

Search

ITIC
INTERNET TICKET PROCESSING

APPROVED
ABBREVIATION **LIST**

The following is a list of **approved abbreviations**. These are the only abbreviations to be used when processing a ticket. **Please spell out the complete word when time and space are available.**

Also Known As – AKA

Approximately – APPX or APPROX

Avenue – AVE

Between – BTWN

Boulevard – BLVD

Building – BLDG

Business – BUS

Cable Television – CATV

Circle – CIR

Construction – CONSTR

Court – CT

Drive – DR

Electric – ELEC

Excavate/Excavator – EXCAV

Expressway – EXPY

Foot – FT

Highway – HWY

Inches – IN

Information – INFO

Intersection – INTER

Interstate – I (I 70)

Lane – LN

Mile – MI

Parkway – PKWY

Pedestal – PED

Place – PL

Property – PROP

Railroad – RR

Right of Way – R/W

Road – RD

Street – ST

Subdivision – SUBDIV

Telephone – TEL

Terrace – TER

Traffic Way – TFWY

Underground – UG

NEED
HELP?
Click on the 'Chat Live' icon at the top of any page to chat with an ITIC operator while you are processing your locate requests.
Hours:
Mon - Fri 8a - 5p

DISTANCES
and MEASUREMENTS

1/10 OF A MILE	=	0.10 MILE	=	528 FEET
2/10 OF A MILE	=	0.20 MILE	=	1056 FEET
3/10 OF A MILE	=	0.30 MILE	=	1584 FEET
4/10 OF A MILE	=	0.40 MILE	=	2112 FEET
5/10 OF A MILE	=	0.50 MILE	=	2640 FEET
6/10 OF A MILE	=	0.60 MILE	=	3168 FEET
7/10 OF A MILE	=	0.70 MILE	=	3696 FEET
8/10 OF A MILE	=	0.80 MILE	=	4224 FEET
9/10 OF A MILE	=	0.90 MILE	=	4752 FEET

1/16 OF A MILE	=	110 YARDS	=	330 FEET
1/8 OF A MILE	=	220 YARDS	=	660 FEET
1/4 OF A MILE	=	0.25 MILE	=	1320 FEET
1/3 OF A MILE	=	0.33 MILE	=	1760 FEET
3/8 OF A MILE	=	660 YARDS	=	1980 FEET
1/2 OF A MILE	=	0.5 MILE	=	2640 FEET
2/3 OF A MILE	=	0.66 MILE	=	3520 FEET
3/4 OF A MILE	=	0.75 MILE	=	3960 FEET

1 MILE	=	1760 YARDS	=	5280 FEET

NEED
HELP?
Click on the 'Chat Live' icon at the top of any page to chat with an ITIC specialist while you are processing your locate requests.
Hours:
Mon - Fri 8a - 5p

UPLOAD FILE(S)

You can attach one or more files (image, text, shape, etc.) to your locate request by clicking on the **Attachments** button.

Step 5: **Start Date Information**

Ticket Type: STANDARD

Work To Begin Date: November 20, 2012

At: 12 : 15 AM

	November 2012							December 2012						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
28	29	30	31	1	2	3	25	26	27	28	29	30	1
4	5	6	7	8	9	10	2	3	4	5	6	7	8
11	12	13	14	15	16	17	9	10	11	12	13	14	15
18	19	20	21	22	23	24	16	17	18	19	20	21	22
25	26	27	28	29	30	1	23	24	25	26	27	28	29
2	3	4	5	6	7	8	30	31	1	2	3	4	5

< GO BACK CANCEL NEXT STEP > SUSPEND >

This will bring up a menu that will allow you to choose files directly from your current computer by clicking the **Choose Files** button.

Select Files To Upload

Choose File no file selected

Description: [ ] the supporting documents do not replace the need for complete and accurate marking instructions and there is no guarantee that the member facilities will be able to access the files prior to locating.

continue back

You can also enter a brief description of the attachment in the **Description** field. Member utilities can then access the file(s) via a URL link in the ticket information.

Step 4: **Start Date Information**

Ticket Type

Work To Begin Date: October 2

At: 12 :

Select Files To Upload

Choose File Dearborn Job.jpg

Description: Work Site the supporting documents do not replace the need for complete and accurate marking instructions and there is no guarantee that the member facilities will be able to access the files prior to locating.

continue back

	November 2014					
Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

| 26 | 27 | 28 | 29 | 30 | 31 |
| 2 | 3 | 4 | 5 | 6 | 7 | 8 |

< GO BACK CANCEL NEXT STEP > ATTACHMENTS