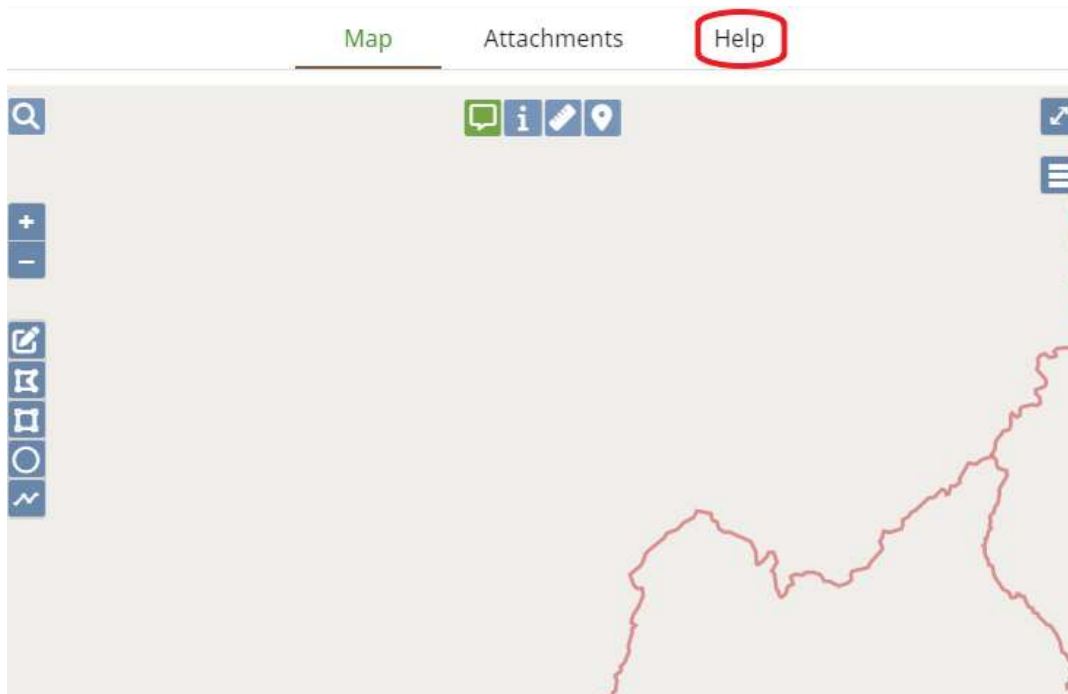


Ticket Submission Process

Before diving into the tutorial below, please note that within the Exactix Ticket creation, a **Help** tab is available above the map that may help to answer any questions not covered in this guide!



Requestor Information

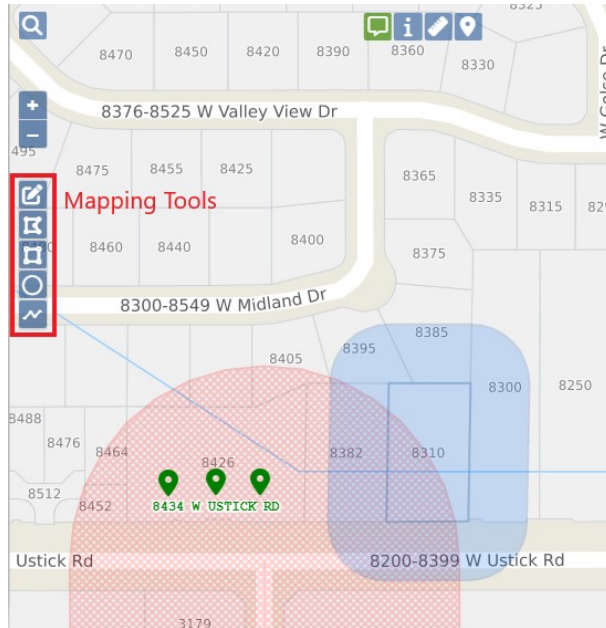
1. By default, your address and contact information will auto-populate these fields with the details you provided during your registration process.
 - a. If you would like to swap the email your confirmation is being sent to, you are able to change it in this section.

Requestor Information			
Company ID	Caller Name		Primary Phone
89974	NICHOLAS JOHNSON		(208) 287-0062
Alternate Phone	Email		
	NJOHNSON@DIGLINE.COM		
Requestor Type	Company Name		Office Name
MEMBER	DIGLINE INC		DIGLINE
Mailing Address *			
8310 W USTICK RD, SUITE 100			
City *	State *	Zip *	
BOISE	ID	83704	
Alternate Contact		Phone	
Excavator/Owner Doing Work *			

2. Add an additional contact (optional) whom the locators may reach out to for questions
3. Provide the name of the company performing your work, noting that Idaho Statute does require the *actual* excavator/company to submit a ticket of their own. If you are performing your own excavation, enter “ Homeowner - *Last Name* ” into this field.

Site Information

1. The system will auto-fill your address based upon the mailing address provided in the above section. If the area of excavation differs from your mailing address, simply enter the required information for the respective site. The map will provide drop-down suggestions for streets/city/county based upon your input.
2. After this information has been entered, you will see the auto-generated polygon (in blue) that outlines your area of excavation. The red polygon signifies your nearest intersecting street, and has no bearing over the excavation area. Feel free to leave this polygon as is, or modify it if the polygon does not cover your intended area of excavation (see Mapping Tools guide for assistance).



3. For information such as Lot/Block/Subdivision, property business name, etc., you can add this information to the *Subdivision/Point of Interest* field.

Dates

This field is fairly straightforward, review the **Help** tab above the map for further clarification

Work Information

1. Choose the most relevant type of work you will be performing from the drop-down menu. If you have multiple types of work, a secondary may be free-texted into the *Additional Type of Work* field.
 - a. If no type of work from the drop-down will suffice, you may choose the *Additional Type of Work* option and relay the information through that field.
2. Check the boxes relevant to your area of excavation.
 - a. If Private Property is checked, it will reveal another option for Locked Gates/Animals. If applicable, check this box and provide access information (i.e. Knock upon arrival, call before arrival, gate codes, etc.).
 - b. If Premarked is checked, a text field will open up and require you to describe how the area is premarked (i.e. White paint, stakes, etc.).

Work Information

Type of Work: ADDITIONAL TYPE OF WORK x Additional Type of Work: DIGGING FOR GOLD

Dig Site location options:

☐ Public Right of Way ☒ Easement

☒ Private Property

☒ Locked Gates/Animals Present Access Information GATE CODE: 0000

Work options:

☒ Premarked How? WHITE PAINT


☐ Directional/Mechanical Boring ☐ Blasting

3. The *Dig Site/Locate Instructions* field is where you will describe the area you are requesting to be located. Please note that any maps or attachments are only to supplement your written description.
4. The *Remarks* field is reserved for any information not covered through the previous sections. As an example, this may include notes such as: Use flagging if possible, please call before arrival, do not paint on driveway, etc.
5. After filling out all of the necessary information, click the *Save/Suspend* button to continue through the last steps of your ticket.

Review Time

After suspending your ticket, continue through the review screens while confirming that your information is correct, and all necessary utilities are being notified. If you are certain that a company is missing from this list, send us a note through the *Remarks* field in the upper right.

Affected Service Areas

Ticket Type: Standard Start Time: 10/26/2022 12:00 AM Expires: 11/12/2022 12:00 AM  Remarks: ADD *COMPANY*

Service Areas:

Service Area	Utility Type(s)	Contact
More ADA COUNTY HWY DIST - TRAFFIC DIVISION ACHD01	OTHER	
More ADA COUNTY HWY DIST - STORMWATER ACHDSTWAD01	OTHER	
More CABLE ONE - BOISE / FLATLINE CBL101	CABLE	
More CAPITOL WATER CAPWTR01	WATER	
More CENTURYLINK IDAHO / STAKE CENTER CTL001	COMMUNICATIONS	
More CITY OF BOISE PUBLIC WORKS BOJCTV01	MUNICIPALITY	
More IDAHO POWER CAPITAL / ELM IPBENCHCAP	POWER	
More INT GAS CO - BOISE / ELM JGC01	GAS	
More WEST BOISE SEWER DISTRICT WBSD01	SEWER	MARY BUERSMEYER
More ZAYO FIBER SOLUTIONS / STAKE CTR AMFIBE	COMMUNICATIONS	

Otherwise, click the *Send Ticket* button to submit your ticket to our office for review.