

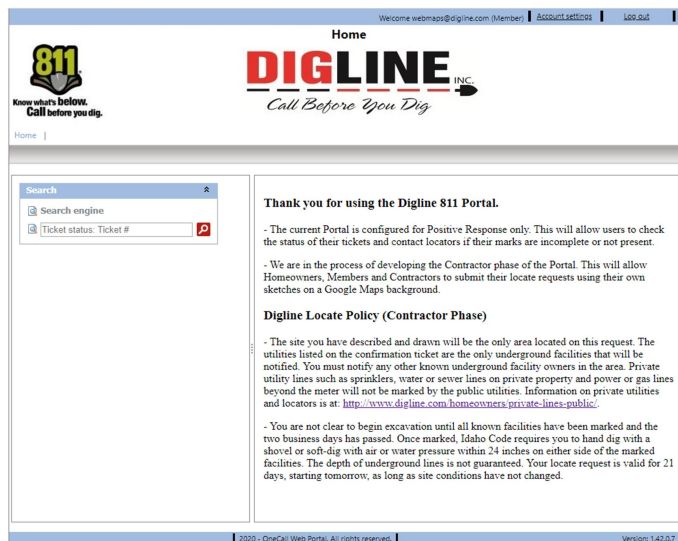


Positive Response

- Members & Locating Companies -

Search Engine (Ticket Search)

1. On the left side of the Home screen there is a "Search" box
2. You can follow the link(s) to the Search Engine for more search parameters or you can enter a specific ticket number into the search field and press the search icon
 - When entering a ticket number you must use the entire 10-digit ticket number
 - If you recorded the ticket number over the phone and were presented with only 6 digits, the "missing" digits correspond with the year the ticket was submitted and always precedes the rest of the ticket number (ex. ticket number provided is 182363, then 10-digit ticket number is 2020182363)
 - If you received an email confirmation, you can find the 10-digit ticket number near the top of the ticket
 - If your account isn't associated with a ticket (either by being the requester or by receiving a locate request), that ticket will not show up in the ticket search



3. Search parameters are automatically filtered to your specific Member or Excavator associations (for more information about Member/Excavator associations go to the Account Settings section)
 - The Member & Excavator Search Engines will show up with their respective designation only if your user account is associated with both a Member Code and a



Contractor ID; otherwise you will only see a single Search Engine with no designation

Search engine

DIGLINE INC.
Call Before You Dig

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Ticket #	Request date	Work to begin	Company name	City
2020080001	2020-02-17 2:50:08 PM	2-20-2020	HOMEOWNER-JULIE	BOISE
2020080002	2020-02-17 2:55:05 PM	2-20-2020	INTERMOUNTAIN GAS COMPANY	BOISE
2020080003	2020-02-17 3:28:36 PM	2-20-2020	DIGLINE INC	BOISE
2020090002	2020-02-26 9:50:18 AM	2-29-2020	HOMEOWNER - RACE	UCON

Page 1 of 1 (4 items) [1]

Ticket #:

Request date: ☒ 2-7-2020

End date: 3-6-2020

Company name:

Contact name:

Contractor code:

City:

Street:

Address #:

Phone #:

Remarks:

Priority:

Type of work:

Request type:

WAP:

Ticket status:

Reset Export Search

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4. In the “Member” Search Engine you can do a date range search of up to 30 days.
 - The date range parameter must always be selected and contain a valid date range unless searching for a specific ticket number.
5. In the “Excavator” Search Engine you can do a date range search of up to 14 days
 - The date range parameter must always be selected and contain a valid date range unless searching for a specific ticket number.
6. To activate a search parameter the associated check-box must be checked
7. If the check-box of a parameter is not checked that parameter will not be used in the current search (even if there is content in the field)
8. When viewing the search results, all pertinent ticket information is available without leaving the search engine.
9. Use the “scroll bar” at the bottom of the page to pan the search results
 - Near the middle of the page, in the separator between the search parameter box and the ticket list is an Arrow icon, this can be used to Hide & Unhide the search parameter box for a wider view of the ticket list
10. A maximum of 20 ticket results are visible per page
 - Use the “Page Arrows” located at the bottom of the list, to advance and/or retreat between pages or select a page using the page number links
 - *The “Export” button found at the bottom of the search parameters list can be used to export the ticket list to an Excel file




11. When you find the desired Ticket, click the link on the Ticket number to advance to the Locate Request View
 - Ticket Tab
 - Displays all Ticket information

*The Export function mentioned above can be utilized for various forms of ticket reporting as all of the ticket details (aside from the member statuses) are included in the exported Excel file. Note: All tickets present in the ticket search are included in the export file; therefore the report is not limited by ticket count but only by the date range parameter




Welcome webmaps@digline.com (Member) | [Account settings](#) | [Log out](#)



811
Know what's below.
Call before you dig.

Locate request view



Call Before You Dig

Ticket #: 2020080003
Request type: REGULAR
Start date: 2020-02-17 3:28:36 PM
End date: 2020-02-17 3:31:33 PM
Work to begin: 2020-02-20

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Ticket
Locate status

Caller info

Ticket #: 2020080003

* ID: 12978

Contact

* Contact name: JULIE MAKI [?]
Alternate contact: [?]
Title: [?]
Alt. ph. #: [?]

Communication

* Phone #: (208) 342-1585 [?]
Fax #: [?]
Cell phone #: (208) 287-0055 [?]
Pager: [?]
* Email: jmaki@digline.com [?]
* Excavator/owner: DIGLINE INC

Contractor

* Company name: DIGLINE INC
* Address: 8310 Suite: [?]
* Street: W USTICK RD STE 100
Street type: [?] Direction: [?]
* City: BOISE
State: ID * Zip code: 83709
Type: MEMBER

Dig location

Reg./county: ADA_ID
* City: BOISE_ADA [?]
Sub division: [?]

Address #: 8312 To: [?]
* Street: W FAIRVIEW AVE [?]
* Intersection 1: N MILWAUKEE ST [?]
Intersection 2: N FAIRMEADOW DR

GPS coordinates

Latitude: 0 Longitude: 0

Dig info

*** Details**

☒ Private property
☒ Easement

☐ Street
☐ Mechanical boring

☐ Legal given
☐ Premarked

☐ Blasting

☐ Contact caller to arrange site meeting
☐ Contact caller after completed locate [?]

* Work to begin: 2-20-2020

* Type of work: PAVING (PUBLIC RD) [?]
* Priority: STANDARD LOCATE
Request type: REGULAR

Additional info:
LOC PARKING LOT THIS IS A TEST TICKET ONLY


Remarks:

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- Locate Status Tab
 - Displays a list of the Members notified on the ticket.




- Although you can view all Member Status's you can only make edits to your associated Station Code (Member Code)



811
Know what's below.
Call before you dig.

Locate request view



DIGLINE INC.
Call Before You Dig

Ticket #: 2020080003
Request type: REGULAR
Start date: 2020-02-17 3:28:36 PM
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Work to begin: 2020-02-20

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Ticket
Locate status

Member name	Station code	Ticket status	Member contact	Closed date	Last update
DIG LINE, INC TEST MEMBER	DIG01	CLEARED / NO CONFLICT	CCAMPBELL@DIGLINE.COM	2020-02-17 12:00:00 AM	2020-02-17 3:37:09 PM
CITY OF BOISE PUBLIC WORKS	BOICTY01	CLEARED / NO CONFLICT	(208)-608-7204 ext.		2020-02-17 3:31:34 PM
CABLE ONE - BOISE/FLATLINE LOC	CBL101	CANCELLED	(208)-901-4096 ext.		2020-02-17 3:31:34 PM
CENTURYLINK/BOISE/SUMMIT UTILITY SVCS	QLNID001	CLEARED / NO CONFLICT	(800)-283-4237 ext.		2020-02-17 3:31:34 PM
IDAHO POWER CAPITAL/ELM	IDPCAPITAL	NOT COMPLETED	(888)-728-9343 ext.		2020-02-17 3:31:34 PM
SUEZ NORTH AMERICA (WATER)	UWI01	MARKED / COMPLETED	(208)-362-7378 ext.		2020-02-17 3:31:34 PM

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Positive response statuses and descriptions

Status	Description
LOCATE REQUEST SENT	The utility has received notice of your intent to excavate.
CLEARED / NO CONFLICT	The utility determined that no marks are necessary due to no underground facility being present in the described area of excavation.
MARKED / COMPLETED	The utility has marked the area of excavation.
NOT COMPLETED	The utility has extended their due date to mark the area of excavation as per agreement with the requestor. You are not authorized to excavate.
CONTACT UTILITY	You must contact the utility to schedule the presence of an onsite representative during the excavation. Contact the utility prior to excavation.
UNABLE TO LOCATE	Contact the utility for additional information on the nature of their issue with this locate. You are not authorized to excavate.
CANCELLED	The locate request was cancelled by the requestor.
NOT AVAILABLE	This utility does not participate in positive response or uses other means to respond. Contact the utility and/or check the site for markings prior to excavation.

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