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## Quick-Ticket Guidelines

### Welcome to Online Ticket Entry!

Quick-Ticket is a free program that allows you the convenience of applying for Dig Safe tickets using our PC without the aid of a Customer Service Representative. Quick-Ticket offers immediate processing, it is available 24/7, and allows you to print a confirmation of your ticket for easy record keeping.

### Important:

- You must disable your pop up blocker for the mapping screen to load successfully.
- As with any new program, you must understand the system before becoming proficient at Quick-Ticket entry.
- Please read these guidelines before attempting to enter your first Dig Safe permit online.
- These step-by-step instructions guide you through each data field, saving you time and hassles later on.

## Things to Know Before Starting

1. You must disable pop-up blockers for the mapping screen to load successfully.

2. Quick-Ticket Does Not accept

- **Work that extends beyond 1320' (one quarter mile) from the street address, intersection or lat/long coordinates given.** If the work is beyond 1320', you must apply for the ticket by phone at 888-DIG-SAFE, so that a Customer Service Representative may draw out the parameters of your work accordingly. See "Buffer" on page 15.
- **New Streets, Developments, Sub-divisions and Condo Complexes** – Contact us at **811** for locations that are not reflected on our digital map. Our Customer Service Representative must draw out these types of locations to notify the appropriate utilities.
- **Emergency Tickets** – Quick-Ticket only accepts scheduled excavation notices. You must call **811** to request an Emergency Dig Safe permit.
- **Blasting and 'State Permit Only' tickets-** Quick-Ticket only process standard excavation permits.

3. **New Google Map Feature**

Quick-Ticket now includes a new map feature that allows you to see the area that you enter into the system.

After you enter the location information, a pink highlighted area appears on the map. This pink area represents where our system searches for member utility companies to notify for your markout.

Please understand that these highlighted areas are for Dig Safe's purposes only. It is a tool that enables us to identify the utility companies that need to be notified.

Your dig location must be located within the pink area. However, you must still describe the scope of your job with your written description on the ticket, and with your premarks at the job site.

4. **Incorrect Address or Location**

- If you process a ticket with incorrect information, please contact the center at **811** right away. The ticket must be cancelled before you process a new one.
- Dig Safe reserves the right to revoke a Quick-Ticket password if a user repeatedly enters tickets with missing or inaccurate information.

5. **Live Support**

- If you're having trouble, we're here to help. For live support, call 877-DIG-SAFE Monday through Friday between 6:00 am and 6:00 pm.

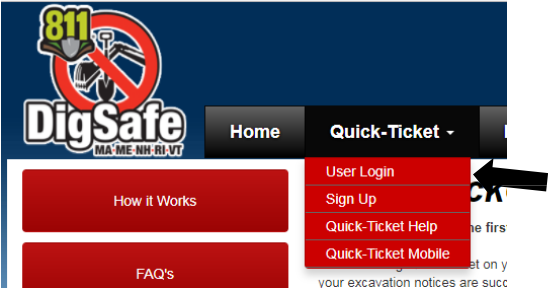
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# Step by Step Instructions for Quick-Ticket Entry

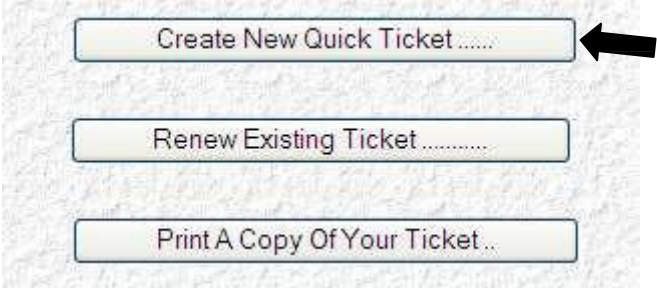
## 1. Log On:

- Go to digsafe.com, click on Quick-Ticket, and then choose User Login.



## 2. Choose Function:

- On the Online Options Menu, choose Create New Quick-Ticket.



### 3. Enter Password:

- If you don't have a Quick-Ticket password, apply now. From the Quick-Ticket menu, choose Sign Up.



- Enter your Quick-Ticket password, and click Verify.
- Your password is upper and lower case sensitive.
- After you verify your password, the Quick-Ticket entry screen appears.



#### 4. Caller/Contractor Details:

- Getting tickets is easier when you use your contractor ID number. If you don't have one, apply now at [digsafe.com](http://digsafe.com), and click on Contractor ID Number. Or, apply by phone by calling 811.
- Enter your contractor ID number in the appropriate field, then tab to the next field. If you prefer not to have a Dig Safe contractor ID number, you must manually fill in the fields under the heading Caller/Contractor Details.
- Manually enter in the information in any blank fields.

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**Caller/Contractor Details**

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<b>Contractor #</b>	<input type="text" value="55555"/>	<b>Title</b>	<input type="text" value="TESTING SYSTEM"/>
<b>Caller Name</b>	<input type="text" value="MAPPING SYSTEM"/>	<b>Fax</b>	<input type="text" value="781-721-0047"/>
<b>Phone</b>	<input type="text" value="781-721-0990"/>	<b>Return Call</b>	<input type="text" value="8-4"/>
<b>Alt. Phone</b>	<input type="text"/>		
<b>Email Address</b>	<input type="text" value="BFINELLI@DIGSAFE.COM"/>		
<b>Contractor Name</b>	<input type="text" value="DIG SAFE TESTING MAPPING SYSTEM"/>		
<b>Address</b>	<input type="text" value="331 MONTVALE AVE"/>		
<b>City</b>	<input type="text" value="WOBURN"/>	<b>State</b>	<input type="text" value="MA"/>
		<b>Zip</b>	<input type="text" value="01801"/>
<b>Contractor Type</b>	<input type="text" value="CONTRACTOR"/>		

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**Location Details**

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#### 5. Click **Launch mapping module**. This will initiate the **Location Details** screen.

- Mouse click to advance to each field.
- All items in red are required fields.

6. **State/Municipality:**

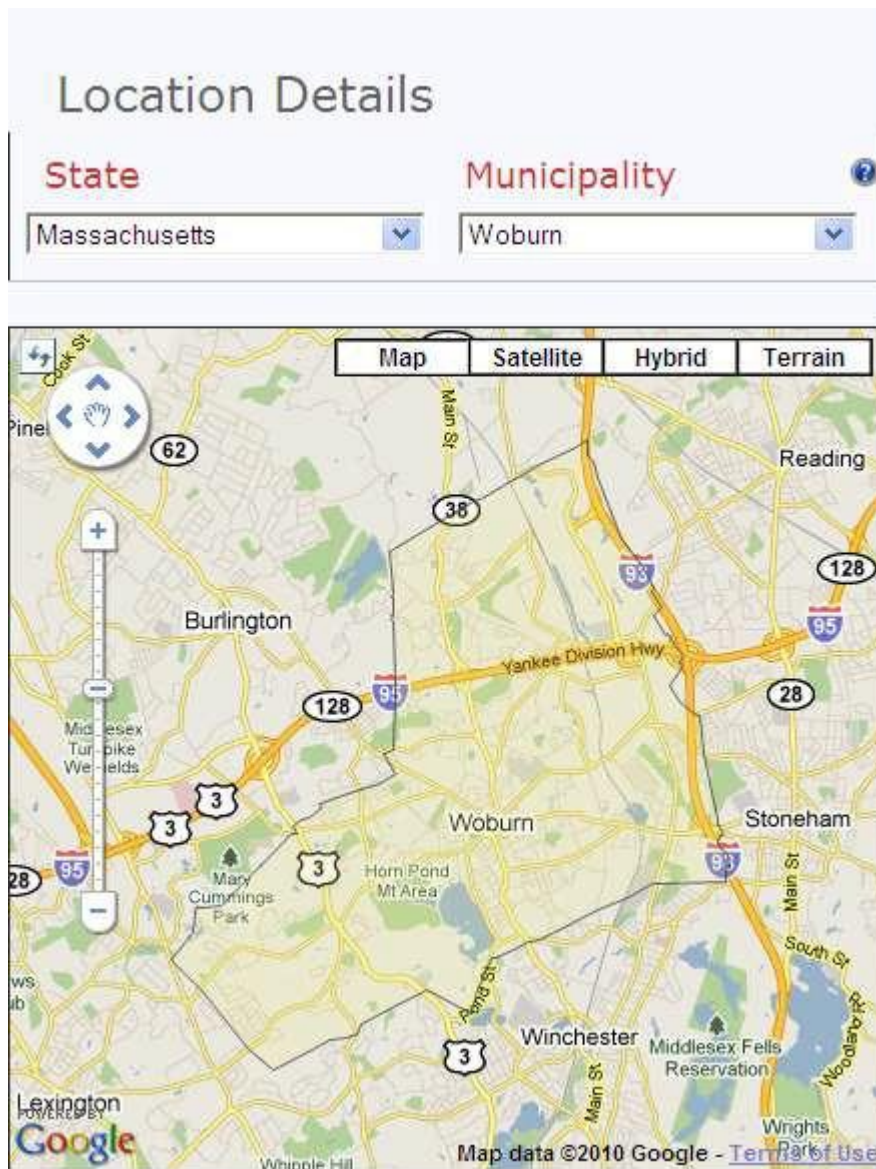
- Click on the scroll arrow to choose the **state** where you plan to work.



- Click on the scroll arrow to choose the **municipality** where you plan to work.



- The city or town or city is now displayed on the digital map.
- Example here is Woburn, Massachusetts.





## 7. Latitude/Longitude (optional)

It is easy to apply for Dig Safe permits using latitude and longitude coordinates. You may capture this information by using one of the many free online map programs now available (i.e. Google maps, Yahoo maps).


Many modern devices also provide coordinates, such as mobile phones, digital watches, vehicle navigation systems, and hunting and fishing equipment.

- If you do not have lat/long coordinates, leave these fields blank and advance to the **Address/Intersection field**.
- You are covered for one specific location when using lat/long, unless you expand the location using the buffer tool. See “Buffer” on page 15.

Occupy both latitude and longitude fields using one of the two acceptable formats:


### a. True Decimal Degrees:

- Enter the first two digits, then a decimal point, then enter up to seven digits.

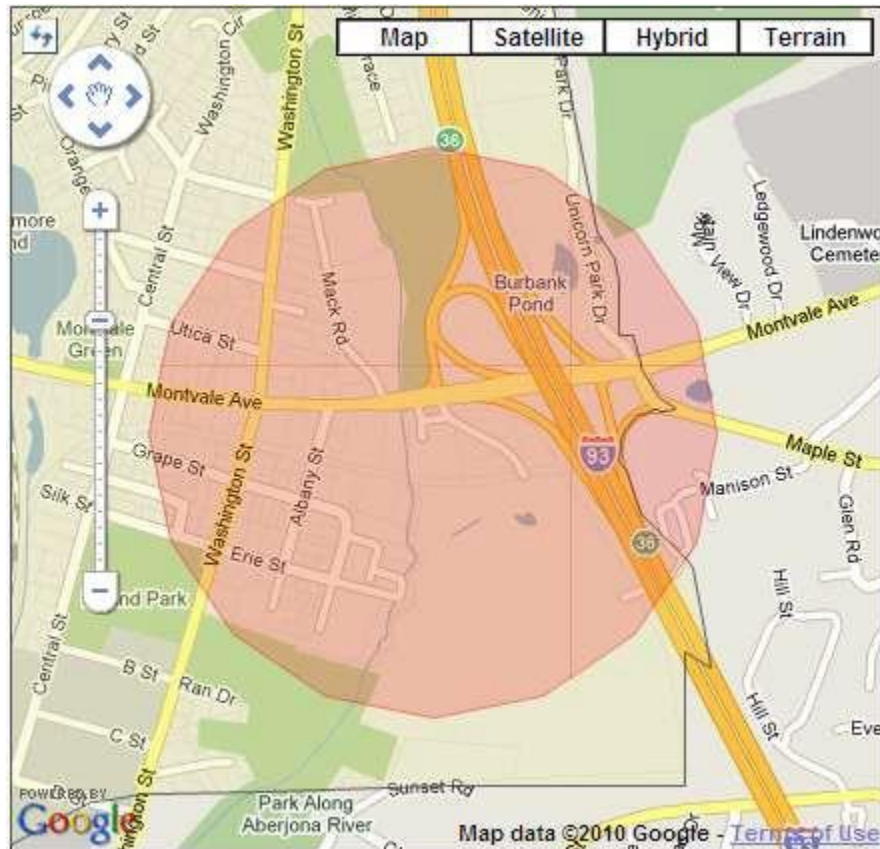
Latitude	Longitude	
<input type="text" value="42.4791230"/>	<input type="text" value="-71.1182710"/>	

### b. Degrees, Minutes, Seconds (DMS):

- Enter two digits, then hit the space bar. Enter another two digits, followed by another space. Enter the last two digits.

Latitude	Longitude	
<input type="text" value="42 28 45"/>	<input type="text" value="-71 07 03"/>	

- Click to the next field.
- After you enter the X/Y coordinates, a pink highlighted area appears on the map. This pink area represents where our system searches for member utility companies to notify for your markout.
- This highlighted area is for Dig Safe's purposes only. It is a tool that enables us to identify the utility companies that need to be notified.
- Your dig location must be located within the pink area. However, you must still describe the scope of your job with your written description on the ticket, and with your premarks at the job site.



- After entering lat/long coordinates in appropriate fields, click to **the Address/Intersection** field.

## 7. **Address/Intersection:**

- Interstate route numbers are entered as: **I 95, I 495**
- State Highway route numbers are entered as: **State Hwy 20, State Hwy 62**
- The system may not recognize new streets and subdivisions. You must call 888-DIG-SAFE or 811 for locations that are not reflected on the digital map. A Customer Service Representative must draw out newly developed areas on the map in order to notify the appropriate utilities.

### **The Address/Intersection field DOES NOT RECOGNIZE:**

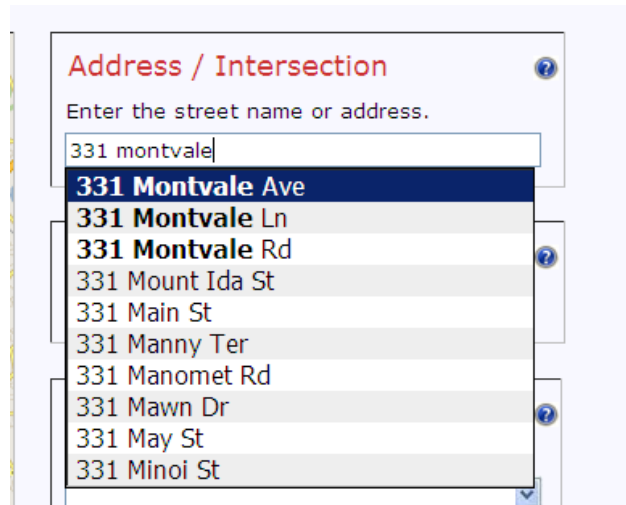
- Place names (i.e. McDonald's, Chevrolet Dealership, Public Library)
- Numbers for poles, mile markers, pedestals, transformers, manholes
- Exit numbers and lot numbers

This type of descriptive information is encouraged, as it helps the utility locators in the field find your job site. However, it must be entered in the **Additional Information** field.

If you can't provide a physical address, intersection, or latitude longitude coordinates, please apply by phone by calling 811.

## Recommended Methods to Describe a Dig Location:

- a. **Address:** (i.e. 331 Montvale Ave)
- As you type the address, a drop-down menu appears. Point and click to the correct address, or type it in manually.



The screenshot shows a web form titled "Address / Intersection" with a search icon. Below the title is the instruction "Enter the street name or address." A text input field contains "331 montvale". A dropdown menu is open, displaying a list of suggestions: "331 Montvale Ave" (highlighted in dark blue), "331 Montvale Ln", "331 Montvale Rd", "331 Mount Ida St", "331 Main St", "331 Manny Ter", "331 Manomet Rd", "331 Mawn Dr", "331 May St", and "331 Minoi St". There are search icons on the right side of the dropdown menu.

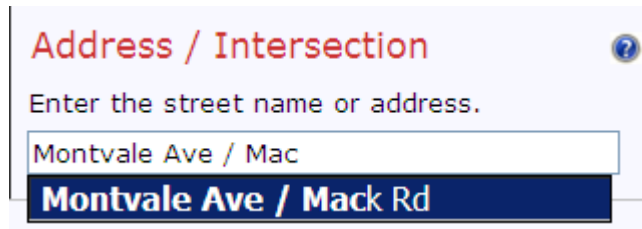
- Click to the next field.



- After you enter the address, a pink highlighted area appears on the map. This pink area represents where our system searches for member utility companies to notify for your markout.
- This highlighted area is for Dig Safe's purposes only. It is a tool that enables us to identify the utility companies that need to be notified.
- Your dig location must be located within the pink area. However, you must still describe the scope of your job with your written description on the ticket, and with your premarks at the job site.

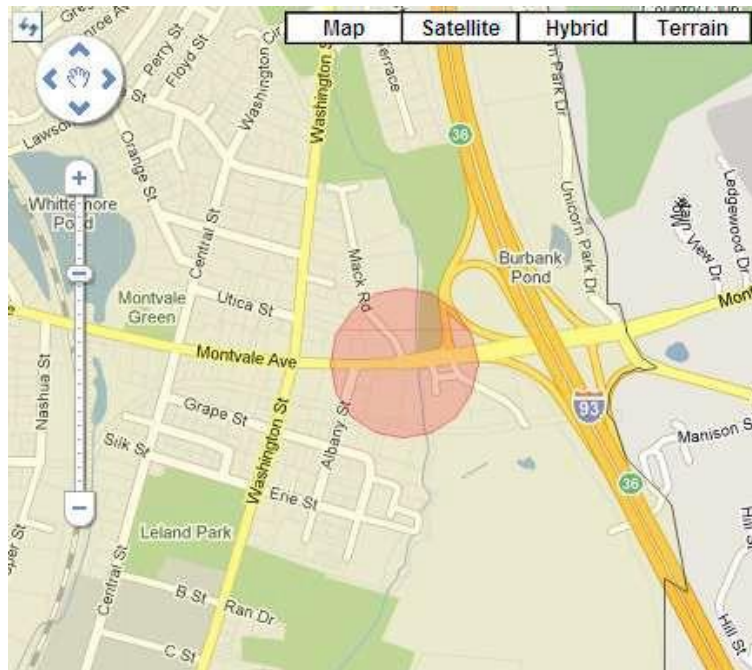
## b. Intersection

- When entering an intersection in the **Address/Intersection** field, the two street names must be separated with a forward slash (/).



The screenshot shows a web form with a title "Address / Intersection" in red. Below the title is a prompt "Enter the street name or address." and a text input field containing "Montvale Ave / Mac". A dropdown menu is open below the input field, showing "Montvale Ave / Mack Rd" in a dark blue box with white text. A help icon (question mark) is in the top right corner of the form.

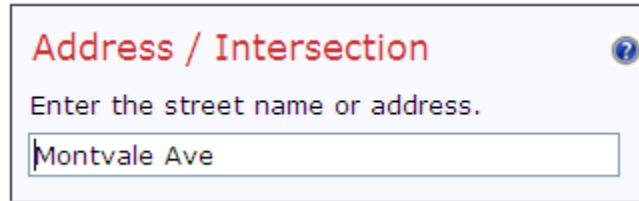
- As you enter the intersection, a drop-down menu appears. Point and click to the correct intersection, or type it in manually.
- Do not enter more than two streets when describing an intersection.




- After you enter the address, a pink highlighted area appears on the map. This pink area represents where our system searches for member utility companies to notify for your markout.
- This highlighted area is for Dig Safe's purposes only. It is a tool that enables us to identify the utility companies that need to be notified.
- Your dig location must be located within the pink area. However, you must still describe the scope of your job with your written description on the ticket, and with your premarks at the job site.

**c. Starting at an intersection and proceeding down either street:**

- First enter the name of the street you will proceed down in the **Address/Intersection** field.

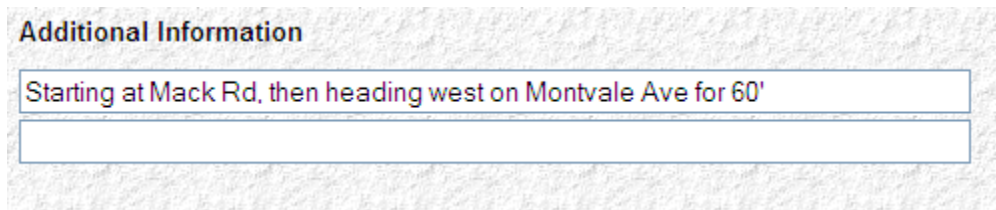


Address / Intersection 

Enter the street name or address.

Montvale Ave

- Then, use the **Additional Information** field to establish the limits of the excavation area:



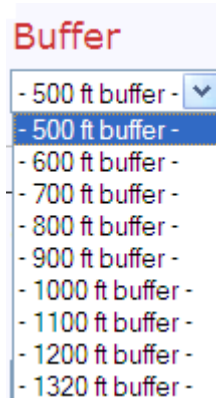
Additional Information

Starting at Mack Rd, then heading west on Montvale Ave for 60'

- If you plan to work down either street from the intersection, you must apply for two separate tickets- one for each street.

## 8. Buffer:

- Select the furthest point, in feet, that you plan to dig from the center line of the street, intersection, or latitude/longitude coordinates you entered.



- If no buffer distance is selected, the system defaults to 500', and notifies the member utilities companies who have underground facilities within 500' in the pink area.
  - This highlighted area is for Dig Safe's purposes only. It is a tool that enables us to identify the utility companies that need to be notified.
  - Your dig location must be located within the pink area. However, you must still describe the scope of your job with your written description on the ticket, and with your premarks at the job site.



## 9. Cross Streets:

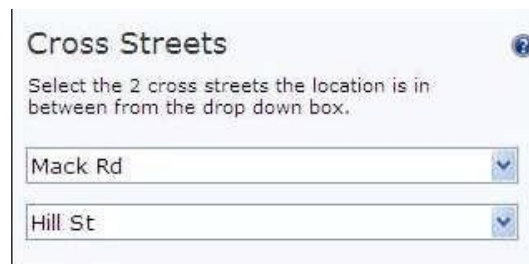
Our goal is to filter out unnecessary notifications to member companies who don't have underground facilities where you plan to dig. We want to notify only those who need to respond and mark out.

Providing the two cross streets allows our system to alert only the companies who have underground lines in that segment of the road, rather than the entire length of the road.

Project management is easier with fewer companies notified, because it won't be necessary to check for the response of utilities that don't have anything in the area to mark.

And, our improved cross-street screening system may save a trip for the utility locators.

- Point and click to the two street names that the jobsite is located between. Or, type them in manually.



- If two cross streets are chosen, the system notifies the member utilities that have underground facilities between the two streets.
- If no cross streets- or only one cross street- is chosen, the system notifies the utilities that have underground facilities anywhere on the entire length of the street.

Example: 331 Montvale Ave in Woburn, Massachusetts

Without two cross streets



With two cross streets



## 10. Additional Information:

Please provide as much information as possible to help the utility locators find where you intend to work.

Examples:

- Place names (Beth Israel Hospital, Gulf gas Station, the town common)
- Exit and mile marker numbers on highways
- Manholes, poles, pedestals, or transformer numbers
- Lot numbers
- Distance and direction from a landmark

## 11. Nature of Work:

Please be specific. Do not enter Trenching, Excavating, or Drilling. Why are you trenching, excavating or drilling? To do what? (ie. Trenching for new electric line, excavating to remove contaminated soil, drilling for monitoring well installation..)

Other examples:

- **Install** new pole (not 'pole')
- **Replace** water main (not 'water main')
- Foundation **for house addition** (not 'foundation')

Nature of Work

Installing drainage

## 12. Area of Work:

Describe the specific area at the jobsite.

Examples:

- From street to house
- Center of the street
- Sidewalk area
- Entire width of street
- Back yard on private property

Area of Work (i.e. st to house, in the st, priv prop)

in the street and sidewalks on both sides of the road

**13. Area Premarked:**

Premarking is required by law. Please enter Y for "yes" or N for "no."

Area Premarked (Y/N) ?

**14. Start Date/Time:**

Start Date:

- For tickets in Vermont, enter the start date for 48 hours in advance, excluding weekends and legal holidays.
- For tickets in Massachusetts, Maine, New Hampshire, and Rhode Island, enter the start date for 72 hours in advance, excluding weekends and legal holidays.
- Enter the start date in the fields using the format shown here:

Date  /  /  Format (mm/dd/yyyy)

- **Weekends** and **holidays** do not count toward your start date.

**Observed Legal Holidays**

- NEW YEAR'S DAY
- MARTIN LUTHER KING DAY
- PRESIDENT'S DAY
- PATRIOT'S DAY (MA & ME ONLY)
- MEMORIAL DAY
- INDEPENDENCE DAY (ON EVEN YEARS)
- VICTORY DAY (RI ONLY)
- LABOR DAY
- COLUMBUS DAY
- ELECTION DAY (NH ONLY)
- VETERAN'S DAY
- THANKSGIVING DAY
- CHRISTMAS DAY

Start Time:

- Quick-Ticket recognizes only **military time**.
- Time must be entered as **FOUR** digits; two digits for the hour, two for the minutes.

For Example:

- 8:00 am = 08:00
- 1:30 pm = 13:30
- 3:45 pm = 15:45



- Quick-Ticket uses an internal, real-time clock. If the actual time is 14:06 (2:06 pm), it will reject an entered start time of 14:00 (2:00 pm). Advance to the next 15-minute increment of time for the ticket to be processed - 14:15 (2:15 pm)

## Start Date & Time Examples:

When you apply during Dig Safe's operational hours- 6:00 am to 6:00 pm Monday-Friday:

Enter a start date that is 72 hours in advance (excluding weekends and holidays) from the time you apply.

For Example:

- The location is in Vermont, and it is 4:00 pm. The start date is the following Tuesday at 4:00 pm (48 hours)
- The location is in Massachusetts, and it is 7:00 am. The start date is the following Wednesday at 7:00 am (72 hours)

When you apply during off hours- 6:00 pm to 6:00 am Monday-Friday; weekends; holidays:

Calculate the start date and time as if you were applying first thing the next business day.

For Example:

- The location is in Rhode Island, and it's after 6:00 pm. Calculate the start date as if you are applying first thing Monday morning at 6:00 am. (72 hours)
- The location is Vermont, and it is Saturday. Calculate the start date as if you are applying first thing Monday morning at 6:00 am (48 hours)

**15. Excavator Doing Work:**

- Enter the name of the company doing the excavation, or enter the word "Same" if your company is doing the work.



Excavator doing the work

**16. Process Request:**

- Click on the **Process Request** button.
- To reset the form, click on the **Reset Form** button.
- For additional help, click on the **Help** button.



## 17. Confirmation

When the information is entered properly, you receive a confirmation that you should print and leave at the jobsite and at the office.

Request Number: 20103206047 Date 08/04/2010 Time 11:04		
Latitude: Longitude:		
State: MASSACHUSETTS Municipality: WOBURN		
Address / Intersection: 331 MONTVALE AVE		
Nearest Cross Street 1: MACK RD Nearest Cross Street 2: HILL ST		
Additional Information: THIS IS A TEST TICKET. TESTING THE NEW ONLINE SYSTEM. DO NOT RESPOND TO THIS JOBSITE TO MARK! TEST TICKET!		
Nature Of Work: TEST TICKET / DO NOT RESPOND TO MARK		
Area Of Work: SEE CANCELLATION NOTICE FOR THIS TICKET		
Area Is Premarked: Y Start Date: 08/09/2010 Start Time: 11:15		
Caller: MAPPING SYSTEM Title: TESTING SYSTEM Return Call: 8-4		
Phone#: 781-721-0990 Fax#: 781-721-0047 Alt. Phone#:		
Email Address: BFINELLI@DIGSAFE.COM		
Contractor: DIG SAFE TESTING MAPPING SYSTEM		
Address: 331 MONTVALE AVE City: WOBURN State: MA Zip: 01801		
Excavator Doing Work: SAME		
<b>Member Utility List</b>		
Code	Abbreviation	Name
NJ	VERIZN	VERIZON
SB	NSTREL	NSTAR ELECTRIC
SC	NGRDGS	NATIONAL GRID GAS-BOSTON
TV	COMCAS	COMCAST
ON	ONTARG	ON TARGET LOCATING
RJ	IDM	INNOVATIVE DATA MANAGEMENT

- There may be non-member utilities in the area that you need to notify.
- Electric and other companies may not mark lines they don't own or maintain. You may want to contact them for more information.
- The excavator is responsible to maintain markings placed by member utilities...

**DIG SAFE ENCOURAGES A COPY OF THIS ELECTRONIC TICKET ON SITE AT ALL TIMES.**

[Create New](#)
[Create From Existing](#)
[Print Ticket](#)
[Return To Menu](#)
[Return To Home](#)

Dig Safe Ticket # \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_ Time \_\_\_\_\_

Contr I.D. \_ \_\_\_\_\_ Caller's Name\_ \_\_\_\_\_ Title\_ \_\_\_\_\_

Phone # \_\_\_\_\_ Fax # \_\_\_\_\_ Alt # \_\_\_\_\_

Email address \_\_\_\_\_ Business Hours \_\_\_\_\_ to \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

State \_\_\_\_\_ Municipality \_\_\_\_\_

(optional) Latitude \_\_\_\_\_ Longitude \_\_\_\_\_

Address/Intersection \_\_\_\_\_

Buffer Distance (Please circle):      500'   600'   700'   800'   900'   1000'   1100'   1200'   1320'

Nearest Cross St 1 \_\_\_\_\_

Nearest Cross St 2 \_\_\_\_\_

Additional Information \_\_\_\_\_

Type of Work \_\_\_\_\_

Area of Work \_\_\_\_\_

Area Premarked?                      Y \_\_\_\_\_                      N \_\_\_\_\_

Start Date \_\_\_\_/\_\_\_\_/\_\_\_\_ Time \_\_\_\_:\_\_\_\_

Excavator Doing Work \_\_\_\_\_

**Member Companies Notified:**

- There may be non-member utilities in the area that you need to notify.
- Electric and other companies may not mark lines they don't own or maintain. You may want to contact them for more information.
- The excavator is responsible to maintain marking placed by member utilities.
- This ticket will expire in exactly 30 days (from today) for tickets in NH and VT; 60 days in ME and RI.

Date of Last Revision: 7/11/2017