



Design Ticket Creation

Creating a Design Ticket

A Design (Survey) ticket is created for advanced planning purposes. It indicates the crew will not be digging but wants to know where underground facility lines are for survey purposes.

It does not allow for excavation.

- The Ticket Size Policy does not apply.
- Design tickets do not have an expiration date, therefore cannot be updated.
- members must respond to the Ticket Response System (PRIS) within 10 working days on a Design ticket.
- If a member fails to respond to a Design ticket, contact the utility directly to resolve the issue. If you are unable to resolve the issue, contact the Web Help Desk at webhelpdesk@georgia811.com or (770) 476-6050.

At the top menu bar of the ticketing system, click on *Create Ticket* to open the ticket creation screen.

1. Ticket Type:

- Select *Design* from the *Ticket Type* drop-down menu.

Note: Only fields required for a Design ticket will be available.

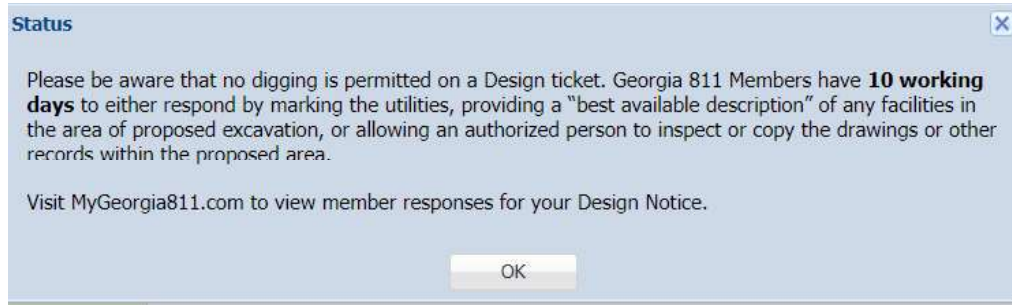


2. Popup Box – Design Ticket: *Will there be any digging involved?*

- If *Yes* is selected, the ticket type will return to a Normal ticket
- If *No* is selected, you may continue with your Design Ticket.



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3. Popup Box – Design Disclaimer:

- Read the disclaimer and click *OK*.

Attention: Web User - Web users are responsible for the accuracy of information entered on created locate tickets as well as ticket actions performed within the account including Additional Requests, Updates, and Cancels. Notified facility owners/operators are determined by the map data provided by the excavator.

The ticket submitted will use the following contact information. Please update it if necessary.

Company:
 (770) 623-5786
 GEORGIA 811
 3400 SUMMIT RIDGE PKWY
 DULUTH, GA 30096

Web User:
 Whitney McClain
 (770) 623-5786
 wmclain@georgia811.com

Field Contact:
 Whitney McClain
 (770) 623-5786
 wmclain@georgia811.com

Update Information

Important Dates
 Response by : 01/20/2023 23:59

Your ticket will be submitted with the following information. Please verify it for accuracy.

Company

Phone: 7706235786
 Name: GEORGIA 811
 Address: 3400 SUMMIT RIDGE PKWY
 City: DULUTH
 State: GA
 Zip: 30096

Web User

First Name: Whitney
 Last Name: McClain
 Phone: 7706235786
 Email: wmclain@georgia811.com

Field Contact

First Name: Whitney
 Last Name: McClain
 Phone: 7706235786
 Email: wmclain@georgia811.com

Cancel **Submit**

4. Update Information:

- The left side panel contains your excavator information. You can make changes to this information anytime by clicking on *Update Information*.
 - Review and edit the necessary fields. (Any changes made here will be saved for the current ticket submission and any future submissions.)
- Note:** If the contact person changes with various tickets, you will have to update the Field Contact information with each submission as necessary.
- Click *Submit* to save changes.

5. For:



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- Indicate who you are doing the work for.
6. Have you used white paint to indicate the excavation area?
- Select whether the dig site is white painted, white flagged or white staked?
 - If Yes: Enter the number of marked areas in the # *W-Lined Areas* box.

7. Is This a Single Address?:

- Select YES if the locate request is for a single address.
 - The Response Type defaults to *Mark Utilities*.

Note: A single address at a residential site is generally considered a single-family dwelling. It does not include multi-family dwellings such as: apartment complexes, condominiums, town homes, mobile home communities.

Is this a single address ? Y N
Response Type : Mark utilities

- Select NO if the locate request is for multiple addresses.
 - The Response Type defaults to *Provide a best available description or allow an authorized person to copy the drawings or other records*.

Is this a single address ? Y N
Response Type : Provide a "best available description" or allow an authorized person to view a copy of drawings or other records

8. State / County / City:

State: County: City:

- The state will default to GA.
- Type in the name of the county. Once you start typing, the drop-down will start to list available options. Select the county from the list.
- Type in the name of the city. Once you start typing, the drop-down will start to list available options. Select the city from the list.



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9. Address:

- Enter the address number.
- Next, enter the street name.
- Then, enter the street type. (i.e. *Road, Lane, Street, Drive, etc.*)

10. Cross Street:

- Enter the name of the cross street (nearest intersecting street) along with the street type.

Locate
Instructions:

Remarks: This information has not been verified by the Utilities Protection Center, Inc. d.b.a. Georgia 811 and is not warranted for any purpose. This information is furnished solely as an accommodation to the requesting party who warrants that it shall not be used in connection with any excavation or other work covered by Title 25, Chapter 9 of the Official Code of Georgia Annotated.

11. Locate Instructions:

- Enter the Locate Instructions.
 - Describe the area where work will take place with [Sufficient Particularity](#) using concise locate instructions.
Note: Include all information pertaining to locating into this field, i.e. boring information, lot numbers, multiple addresses, etc.

12. Remarks:

- Add any additional information you want to provide to the locators:
 - Arrange an on-site meeting, gate codes, etc.
 - Provide driving directions if needed.
 - Add additional information given to describe the location of property. (i.e. coordinates, name of subdivision or community, name of mall, name of office park, street alias information, name of business, etc.)

13. Map/Search Results:



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- Select *Use Ticket* to search for a location using the ticket information entered.
- The search results will list options for the *County Parcel*, *Intersection*, *Street Address In Range*, *Street Name*, *Similar Street Name*, *Google Results*, *Google Intersection*.

Note: Selecting *County Parcel* will bring up the exact address entered.



- Select the correct street or address where the work will be done using the available search results.
- Use the *Mark Point*, *Mark Line*, *Mark Area* or *Use Selection* tools to select the dig site.



- Mark Point – Draws a point on the map with a 200ft buffer.
- Mark Line – Draws a line on the map with a 200ft buffer.
- Mark Area – Draws a shape on the map with a 200ft buffer.
- Use Selection – Draws a 200ft buffer around the selection.

Note: You must double-click at the end point to release the tool and complete the drawing.

14. Review the Legal Dates and Times:

- The *Response By* date is 10 business days after the ticket is made.



Example: The above *Important Dates* reflects a ticket created on 07/14/2020. The member has 10 business days to respond by 07/28/2020. (Reminder - This notice has no expiration date and the ticket cannot be Updated.)



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15. Submit Request:

- Click *Submit* to complete the ticket.

16. Reset:

- Click *Reset* to clear the form and start over.



17. Ticket Number / Utility Members Notified:

- Review your ticket number and list of members notified for your request.

Note: If you think an underground facility member is missing, contact the Web Help Desk department at (770)476-6050.

18. Do you want to enter another ticket?

- Select *Yes* to open a new ticket creation screen.
- Select *No* to return to the home page.

Ticket Submitted

The ticket was submitted successfully.

Your ticket number is **230208-001025**

The following utilities will be notified:

ATLANTA GAS LIGHT CHEROKEE - AG...	Gas	AGL107
ATT / D TELECOM - BSCA	Telecommunication	BSCA
CHEROKEE COUNTY SEWER - CKW02	Sewer	CKW02
CHEROKEE COUNTY WATER - CKW01	Water	CKW01

If you will be working with within 10 feet of overhead high voltage power lines, you will need to create a separate Overhead ticket.

Do you want to enter another ticket?

Yes No