

## Submit Ticket

There are three levels of ticket entry.

**Level 1** - Simple ticket interface without mapping. User fills out form and submits it. The ticket is stored in the suspended tickets table and processed by center personnel.

**Level 2** - Ticket interface with mapping. User fills out ticket form, marks area to be excavated and submits it. The ticket is stored in the suspended tickets and processed by center personnel.

**Level 3** - Ticket interface with mapping. User fills out ticket form, marks area to be excavated and submits it. Ticket number is returned and members are notified.

Ticket levels are assigned to users by center personnel based on the user's level of training.

To get to the portal ticket entry, click on the submit ticket button.

### submit ticket

Pictured below is a level 2 and 3 ticket entry form which includes mapping.

The screenshot displays a web-based form for submitting a ticket. The form is organized into several sections:

- Work Type:** A dropdown menu labeled "Select a work type...".
- Explosives being used:** A checkbox.
- Site marked with White Paint, Flags, Etc.:** A checkbox.
- Directional Boring:** A checkbox.
- Additional Address listed in Directions/Instructions field:** A checkbox.
- Done By:** A text input field labeled "Who is doing the work?".
- Submit and Reset:** Two buttons on the right side.
- For:** A text input field labeled "Who will work be done for?".
- Extent:** A text input field labeled "How long will work take?".
- Begin Work Date:** Two input fields for date and time, showing "08/13/2014" and "8:30 AM".
- State:** A dropdown menu showing "MS".
- County:** A dropdown menu labeled "Select a county...".
- Place:** A dropdown menu labeled "Select a work place...".
- Address:** Fields for "Number", "Prefix", "Street Name", "Type", and "Suffix".
- Intersection:** A text input field labeled "Enter nearest intersecting street to job site.".
- Directions/Instructions:** A text input field with a "Max Char 1,000" limit. The placeholder text reads: "Enter accurate directions to the excavation site. For example: How far & what direction from intersection is the excavation site and what side of the road the site is on? Also you will need to provide where the excavation will take place?".
- Remarks / Max Char 1,000:** A text input field.
- Mapping Tools:** A horizontal menu bar with icons and labels for "Zoom To", "Clear", "Pan", "Mark Radius", "Mark Point", "Mark Line", "Mark Area", "Use Selection", and "Measure".
- Map:** A map area showing a grid of streets and a highlighted orange area, indicating the excavation site.

Available mapping tools are listed on the menu bar

**Zoom To** - Enables zooming to Full Extent, Selected or Coordinates.

**Clear** - Clears all markings on the ticket.

**Pan** - Enables map panning.

**Mark Point** - Enables marking my placing a point on the map.

**Mark Line** - Enables the user to draw a line on the map.

**Mark Area** - Enables the user to mark an area by drawing a polygon.

**Use Selection** - Converts sketched area into the selection.

**Measure** - Measure an area by drawing a line.

**Find** - Master search used to find an area to mark.

## Excavator Information

Portal ticket excavator information is populated with the Portal Sign-up information provided during user registration.

Excavator information can be updated by clicking on the **Update Information** button.

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

Excavator:  
(601) 368-1150  
MS 811 INC  
5258 CEDAR PARK DR STE H  
JACKSON, MS 39206

Caller:  
JOANNA HENDERSON  
(601) 368-1150  
MEMBERS@MS811.ORG

Contact:  
joanna henderson  
(601) 368-1150  
MEMBERS@MS811.ORG  
6012223333

**STOP** and contact the call center if you have an EMERGENCY, SHORT NOTICE or NO RESPONSE locate request to report.

MS state law requires a 2 WORKING DAY NOTICE for utility owners to mark their facilities.

You should notify any utility companies that are not in compliance with state law, as well as, any governmental and/or Railroad permit offices. Most utility companies will only mark up to their meter or the property line if there is no meter. Privately owned lines, such as natural gas, electric, water, sewer and propane service lines may not be located by the member utility and you will be responsible for having these lines located. Should your excavation exceed 10 working days, you will need to contact MS811 every 8 working days, to have the locate request updated or re-marked, until the excavation is complete.

If you're not sure how to fill out the ticket you may call the 811 Center for instructions. Thank you for using the portal.

Edit the user information as required and click on the **Submit** button to save.

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

Excavator:

Phone: 6013681150

Name: MS 811 INC

Address: 5258 CEDAR PARK DR ST

City: JACKSON

State: MS

Zip: 39206

Caller:

First Name: Test

Last Name: Test

Phone: 6013681150

Email: MEMBERS@MS811.ORG

Contact:

First Name: Test

Last Name: Test

Phone: 6013681150

Email: MEMBERS@MS811.ORG

Callback: 6015551111

Cancel

Submit