

Alabama**1**Call

GeoRemote

Remote Ticket Entry Manual



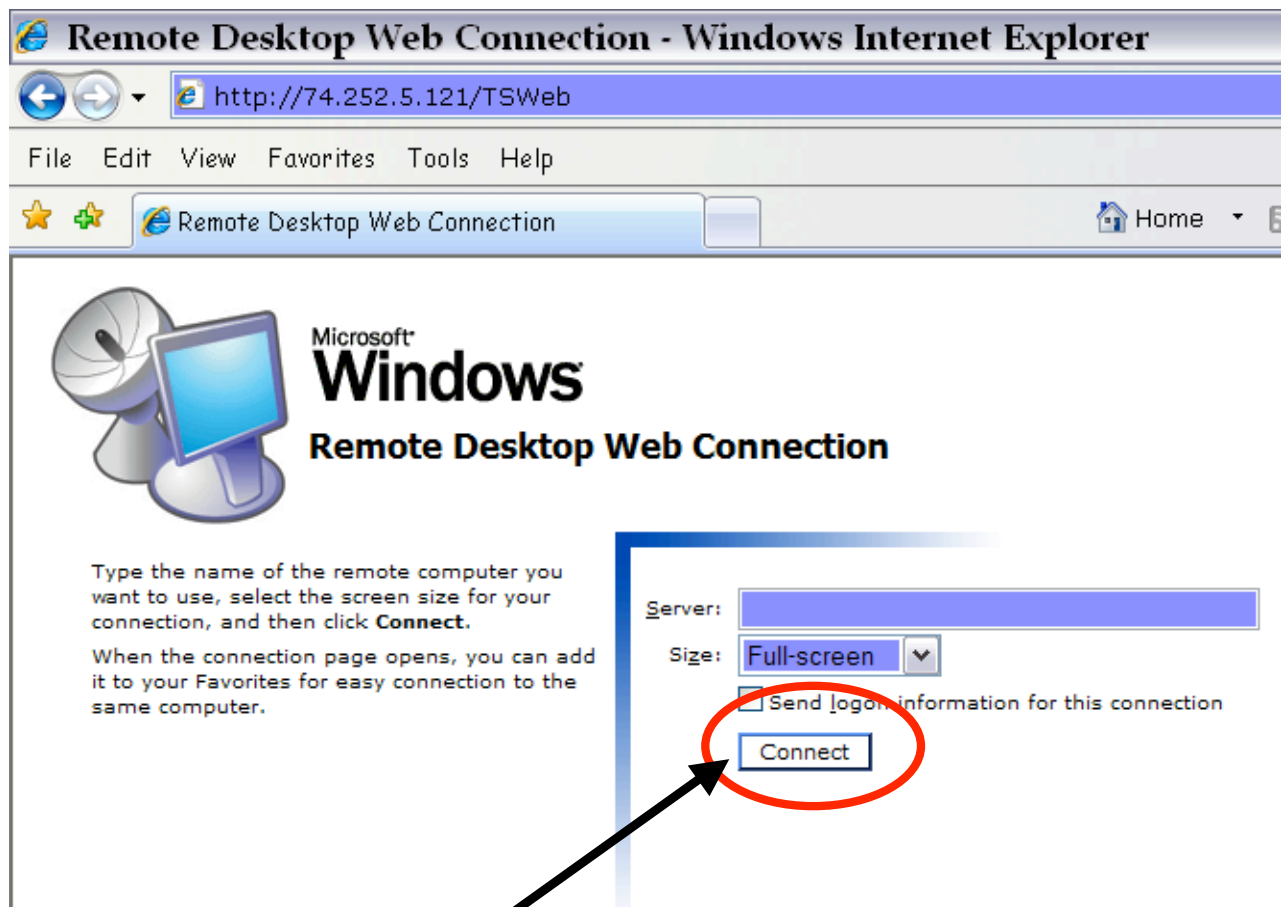
Know what's **below.**
Call before you dig.

Terminal Server Connection

To launch the application, enter the following address into your web browser

<http://74.252.5.121/TSWeb>

or click on the Remote Ticket Entry link that is on our website homepage at <http://www.a1call.com>

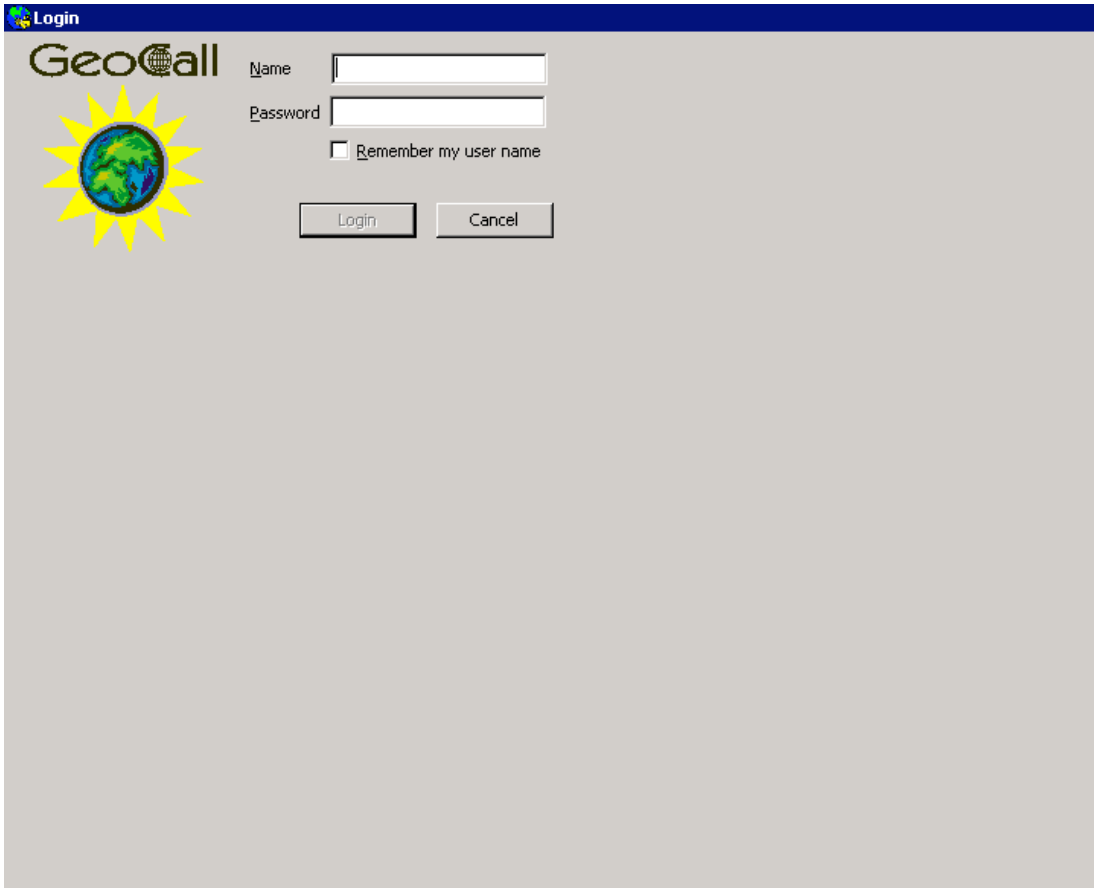


At this screen click **CONNECT**.

You are now connected to the Alabama One Call server. You can save this address to your favorites so that you do not have to go to our homepage each time you want to enter locate requests

You are now ready to login to GeoCall.

GeoCall Login



GeoCall Login

Name

Password

Remember my user name

Login Cancel

Alabama One Call will assign your user name and password after you filled out an application and completed a training session.

Enter your user name in the “Name” field. Your user name should begin with RU., and be followed by your first initial and last name. (Ex. RU.KJENKINS)

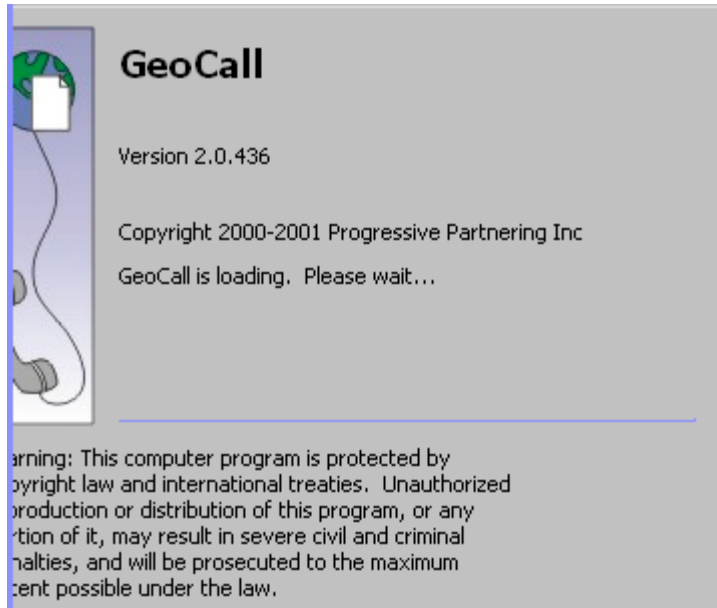
User names must be entered in “all caps”

Enter your password in the “password” field. **Passwords must be entered in lower case letters.**

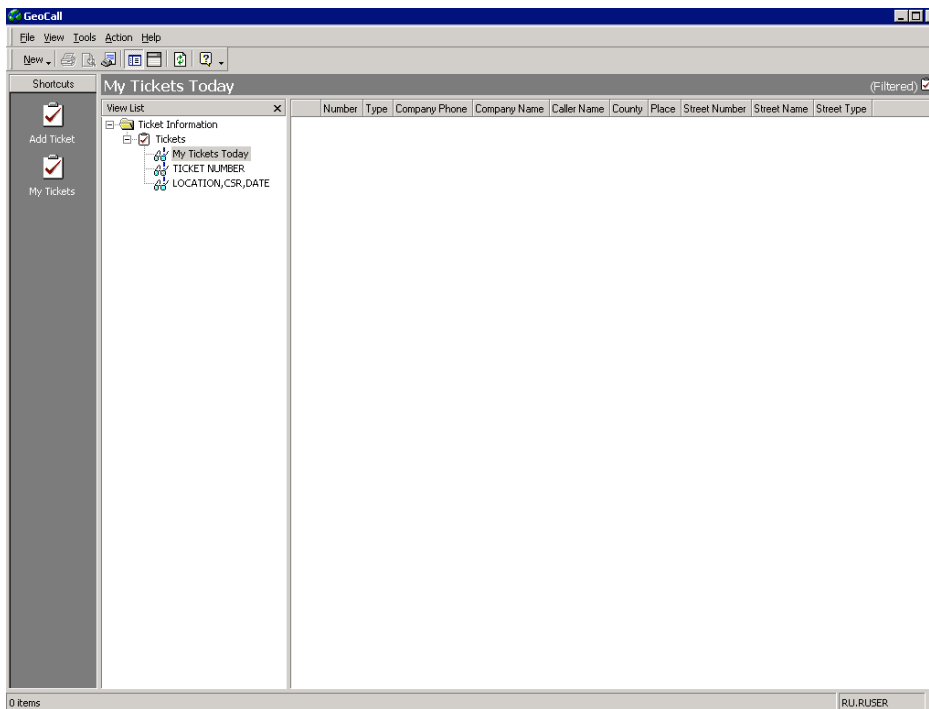
Do NOT check the box to remember your user name. This is remote ticket entry screen is shared by ALL remote users.

Click the LOGIN button to enter into the GeoCall screen.

This is the splash screen you will see after hitting LOGIN. There is no hourglass. It will load the actual interface within 5-10 seconds.

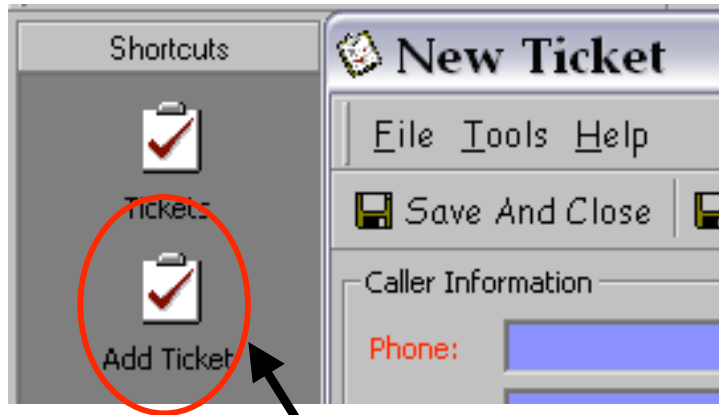


This is your main interface screen of GeoCall.



Remote User Information

1. Alabama State law provides locators 48 hours to locate lines (excluding weekends and holidays).
2. This program is for NORMAL locate requests. If you have an emergency you will need to call Alabama One Call directly and speak with a customer service representative to place the request.
3. A ticket is only valid for 14 calendar days. If you are working past the 14 days, you will need to update your ticket 2 days prior to the expiration date in order to have continuous coverage.
4. GeoCall is a windows product. You will need to tab through each of the fields. To move backward through the fields, hold the shift key down and hit tab.
5. When entering requests, make sure the "caps lock" button is always on.
6. Only use the approved abbreviations for the abbreviation list.
7. You will need to keep track of your ticket/reference number.
8. You are responsible for the quality of information provided to the locators. Please provide efficient and detailed information to insure the locators can find and mark your site accurately.
9. When logging out, be sure to use the outer "X" to close out GeoCall. The page marker at the top will only log you out of the terminal service. The next time you try to login to GeoCall, the system will tell you that you are already logged in.
10. Only the person(s) assigned a user name and password should enter locate requests under that information. No one should enter requests under your user name. If someone else at your company would like to enter locates via the RTE program, they will need to complete an application for approval. Allowing someone to enter tickets under your user name can result in a suspended use of the service.



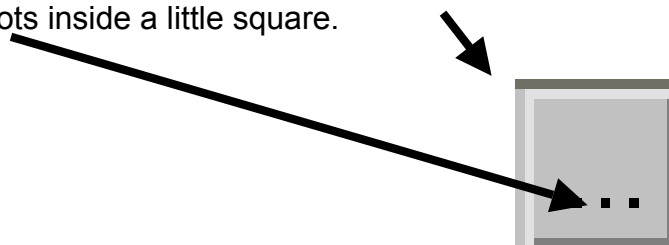
You two ways you can open a new ticket.

1. Click once on the Add ticket Button, or
2. Hit the Control button and the letter “T” on the keyboard, at the same time.

***Before starting, please remember:

- Make sure your CAPS LOCK button is on
- This is a tabbing program, there you will need to use the TAB button and NOT the enter button.
- Enter your area code and phone number first – no slashes, spaces or dashes. The software will automatically format this for you.
- Any field in **RED** is a required field and must be filled in before you can save and close a ticket
- If you are in a field that has a drop down arrow, such as a county, you can enter the first few letters of the name and the software will auto complete the word or phrase for you, or you can open the field for further selections.
- If work is being done along the r-o-w from one house to another (on the same street), they can be on one ticket.
- Only one address can be listed per ticket, if the work is being done on the property.

To get to the map side of the ticket you can press the Control button and the letter “M” on the keyboard, at the same time; or press the “go to map” button, which is the button that has 3 dots inside a little square.

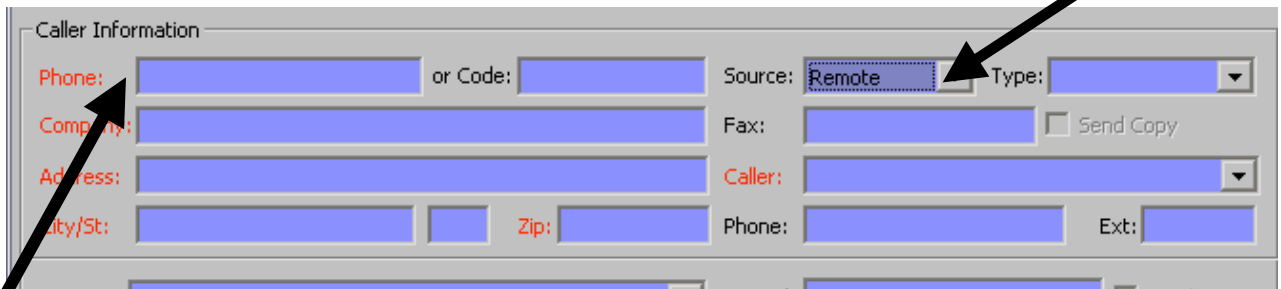


Ticket Entry

On this screen, any field in **RED must be filled in.

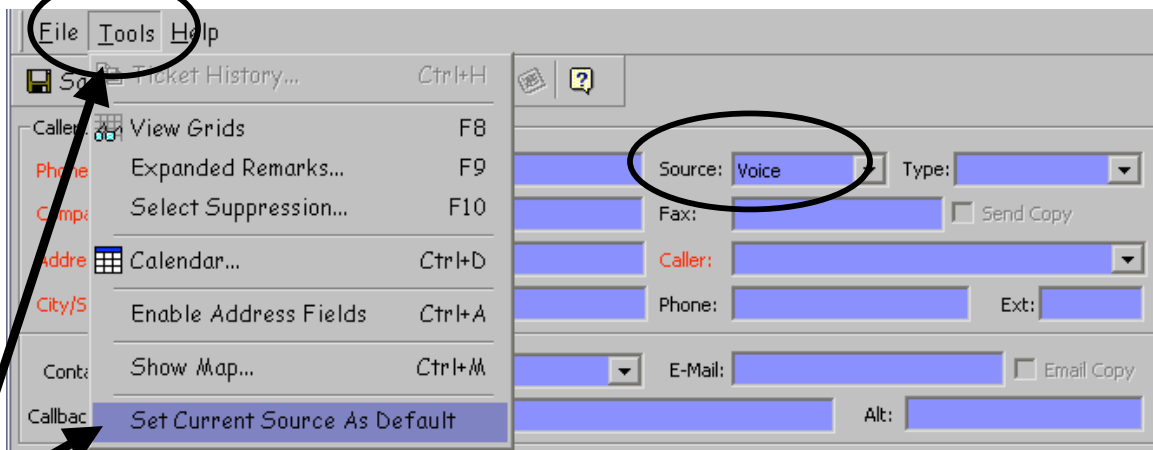
Company/Caller Information

Source – This field should always be remote. If the current source is listed as voice, you will need to change it to remote. This lets us know the ticket was entered remotely and not called in.



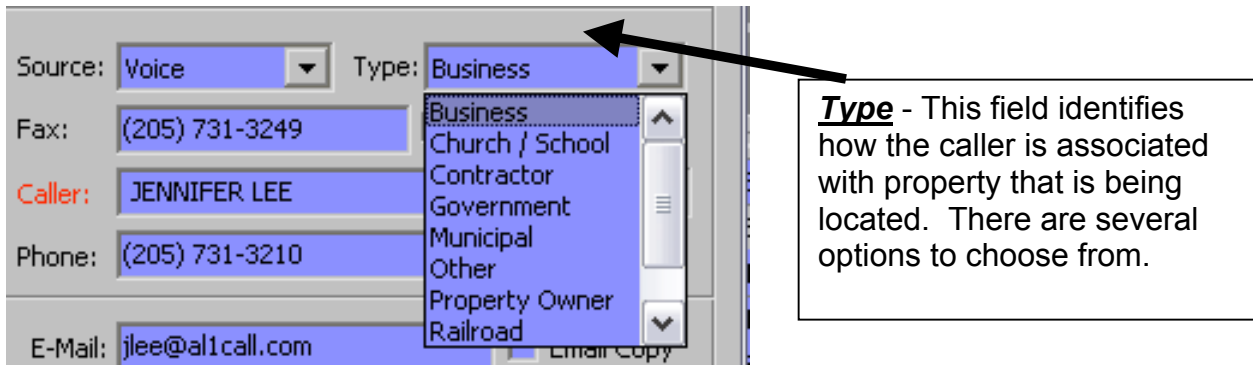
The screenshot shows the 'Caller Information' form. The 'Source' dropdown menu is set to 'Remote'. A black arrow points to the 'Source' field. Other fields include 'Phone', 'Company', 'Address', 'City/St', 'Zip', 'Fax', 'Caller', 'Phone', and 'Ext'. The 'Phone' field is highlighted in red.

Phone Number - Type the phone number into this field, starting with area code. Do not enter any spaces, dashes or hyphens. When you tab over to the next field, the computer will automatically format the phone number for you. If the caller is a general contractor or subcontractor, you will need to enter their company's contact phone number. This should give you the existing company information that is already in the system. If there is no information, the phone number may not be the main number, or they may be a new caller. If the caller is a representative of an association or company (neighborhood association, church or school), you will need to try to get the main contact number.



The screenshot shows the software interface with the 'Tools' menu open. The 'Source' dropdown menu is set to 'Voice'. A black arrow points to the 'Tools' menu, and another black arrow points to the 'Set Current Source As Default' option. The 'Source' field is circled in black.

To set your default source as remote, make sure that you have an open ticket and the source currently says remote. Click on TOOLS (or press the Alt button and the "T" button together). This will bring up a menu, click on "SET CURRENT SOURCE AS DEFAULT" from this menu. With this set, you will not have to change the source on each ticket.



1. **BUSINESS**: Callers who are having work done at their company property. Ex: Gas stations, hotels, restaurants, YMCA
2. **CHURCH/SCHOOL**: This option should also include any School Board of Educations that are having work done at a specific school.
3. **CONTRACTOR**: Any company whose primary function is excavation. Ex: plumbing companies, landscape services, builders, contractors, etc.
4. **MUNICIPAL**: Relating to self-government – City of, Town of, fire departments, police dept, parks, etc.
5. **OTHER**: **this option should be used as little as possible
6. **PROPERTY OWNER**: Someone whose own the site to be marked, but it is not his or her primary residence. Ex: condos, apartments, trailer parks, real estate companies
7. **RAILROAD**: Any R/R company
8. **UTILITY**: Any service provider or underground facility owner

Company – Your companies name.

Fax number and Send copy – Your companies fax number should be entered in this field. No locates can be processed by fax. The AOC fax lines are reserved for Emergency locate requests only. However, remote users CAN e-mail themselves a copy of their ticket.

Caller Information

Phone:	(205) 731-3200	or Code:		Service:	Voice	Type:	Business	
Company:	ALABAMA ONE CALL			Fax:	(205) 731-3249	<input type="checkbox"/>	Send Copy	
Address:	3104 BATES LN			Caller:	JENNIFER LEE			
City/St:	FULTONDALE	AL	Zip:	35068	Phone:	(205) 731-3210	Ext:	240

Address - This is your company's mailing address, including the city, state and zip code.

Phone - This field is for the call back number of the person entering the request, not the contact person.

Caller - This field is for the name of the person entering the request. Contacts have a separate field and should not be listed in this area. If any one besides the registered user is found to be using someone else's password and/or sign on name, remote user privileges can be suspended or blocked.

Contact Information

Contact - This field is for the name of the person to contact with any questions pertaining to the job site. The person calling in the request can be the same person to contact w/questions. By hitting the tab button, the callers name will automatically be entered in this field.

E-Mail and Send Copy - This field is for the e-mail address of the person calling in the request. When entering an e-mail address make sure not to enter any spaces. ***This feature is the only feature that can be used to send a copy of a ticket to a remote user, and it must be used at the time of ticket entry. The customer service representatives cannot send a ticket to you by e-mail if you did not click the box when entering the original request.

The screenshot shows a form with the following fields:

- Contact:** A dropdown menu containing the text "JENNIFER LEE".
- E-Mail:** A text input field containing the email address "jlee@al1call.com".
- Email Copy**: A checkbox located to the right of the E-Mail field.
- Callback:** A text input field containing the text "Monday - Friday 8:00am to 5:00pm".
- Alt:** An empty text input field.

Four arrows point from descriptive text boxes to these fields: one from the top-left box to the Contact field, one from the top-right box to the E-Mail field, one from the bottom-left box to the Callback field, and one from the bottom-right box to the Alt field.

Callback - This field is for the cell phone or pager number of the contact person. This field can also be used for the hours of operation or best times to reach the contact.

Alt - This field is for any additional phone numbers that can be used to reach the contact.

Work Site Information

Work Site Information

Type: Normal Work:

State:

Address:

Intersection:

Remarks:

2nd Notice
Cancel
Damage
Emergency
Normal
Replace
Short Notice
Survey Request

Type - This field is the kind of request the ticket is being assigned. The field will automatically populate all requests as “normal”. If it is necessary to change the ticket type, click the drop down list (the arrow next to the words). Next you will scroll down and choose the correct title of the ticket. After choosing a title, depending on the chosen option, the date and time may need to be changed.

2nd NOTICE – This should be used when the u/g facilities have not been marked or markings are no longer visible. Make sure to check the dates on the ticket before sending a 2nd notice. Suppress all members whose lines do not need to be re-marked. This is not the same as an update request.

CANCEL – Used when work will not be done or wrong members were notified.

DAMAGE - This should be used when a cable has been hit. This will only go to the locators; the repair department must be called directly. Do not suppress any members!

EMERGENCY - This option cannot be used by remote ticket entry. All emergency locate requests must be recorded for damage prevention purposes.

NORMAL – This is a regular 48-hour notice request

REPLACE - This is used when resending a request to add more information or change existing information. If you issue a new request make sure to reference to old ticket number in the remarks field. Depending on the information that is changing, you may get a new 48-hour notice.

SHORT NOTICE – Used when you need to request to have the lines marked sooner than the 48-hour notice given by the state law. The date and time must be changed manually. This is just a request and cannot be guaranteed.

SURVEY REQUEST - This is used for any time of engineering or mapping work.

TEST – This is only used for training.

UPDATE - This is used to extend the work time on an existing ticket.

Work - This field is used to define the general description of the type of digging work that this being done on the work site. More detailed information can be put in the remarks section at the bottom of the ticket.

Date - This field automatically shows the 48-hour time limit that is required by law. If the request is a short notice or a 2nd Notice, you will need to change the date manual in the section. You open the drop down calendar (by clicking on the arrow at the side of the words), then highlight the day the caller is requesting to have the lines marked.

Time - This field is for the specific time the work will begin. The time will automatically show the time 48 hours from the time the ticket was entered. The time_must be changed manually on any short notice or 2nd notice requests.

The screenshot shows a software interface for creating an excavation ticket. The form is divided into several sections. At the top, there are fields for 'Work' (a dropdown menu), 'Date' (a date picker showing '10/4/2007'), 'Time' (a time picker showing '03:45 PM'), and 'Hours Notice' (a dropdown menu showing '48'). Below these are fields for 'State' (a dropdown menu showing 'AL'), 'County' (a dropdown menu), and 'Place' (a dropdown menu). There are also fields for 'Address', 'Prefix', 'Street', 'Type', and 'Suffix'. A section for 'Intersection' includes fields for 'Intersection', 'Lat.', and 'Lon.'. A large 'Remarks' field is located below the intersection fields. At the bottom, there are checkboxes for 'At Intersect', 'Explosives', 'White Markings', and 'Directional Boring'. There are also fields for 'Subd.' and 'JOB #'. The form is styled with a grey background and blue text.

State - This box should always read "AL", for Alabama

County - This field will reflect the county in which the excavation will occur. You can enter the required county 2 different ways. The 1st way is to open the drop down field and choose the name of the correct county. The 2nd (and fastest) way to select a county is to type the first 3 or four letters of the name. Some large jobs may involve 2 different counties. If this is the case, you will have to process one locate per county. Make sure to list in the remarks field that you are sending multiple tickets for this job.

Place - This field will reflect the city or town in which the excavation will occur. You can choose the place name by using the same options used to choose a county. This is a free field, which means if the job site is in a city or town that is not provided, you can still type the correct town or city in this field.

**All sections of the address must be placed in the correct field and spelled correctly for Map Search to locate the address properly. Only the name of the street should be listed in the STREET field. You can use abbreviations if applicable. All highways and county roads should be listed as HWY or CORD. Do not list the county name before the county road number, or U.S. or ALA before the highway number. And remember only ONE street can be listed per ticket.

Address: is the house number assigned to a property.

Ex: 4525 N. Washington St. SW

Additional Address - This box should be "checked" if there is more than one address to be located on the request.

Ex: locate from address #4525 to address #4527 N Washington St. SW.

The screenshot shows a 'Work Site Information' form with the following fields and values:

- Type: Normal (dropdown)
- Work: TEST TICKET (dropdown)
- Date: 10/8/2007 (dropdown)
- Time: 11:00 AM (time selector)
- Hours Notice: 48 (text)
- State: AL (dropdown)
- County: JEFFERSON (dropdown)
- Place: FULTONDALE (dropdown)
- Address: 4525 (text)
- Prefix: N (dropdown)
- Street: WASHINGTON (text)
- Type: ST (dropdown)
- Suffix: SW (dropdown)
- Additional Addresses: (checkbox)
- Intersection: MOSS ST (text)
- Lat.: 0 (text)
- Lon.: 0 (text)
- Caller supplied: (checkbox)
- Remarks: (text area)
- At Intersect: (checkbox)
- Explosives: (checkbox)
- White Markings: (checkbox)
- Directional Boring: (checkbox)
- Subd: (text)
- Done For: (text)
- JOB #: (text)

Arrows from external text boxes point to the following fields:

- Address: 4525
- Prefix: N
- Street: WASHINGTON
- Type: ST
- Suffix: SW

Prefix: is the Direction assigned to the BEGINNING of the road name

Ex: 4525 N. Washington St. SW

Type: is the name type of road.

Ex: 4525 N. Washington St. SW

Street: is the actual name of the road the address is listed to.

Ex: 4525 N. Washington St. SW

Suffix: is the Direction assigned to the END of the road name

Ex: 4525 N. Washington St. SW

Intersection - This field is for the road that touches the address road, closest to the work site.

Ex: The work site address is #2532 Green St. Moss Street will cross Green St. 500ft from the work site.

Caller Supplied Box- This box should be "checked" if GPS coordinates are supplied to find the work site.

The screenshot shows a 'Work Site Information' form with the following fields and values:

- Type: Normal (dropdown)
- Work: TEST TICKET (dropdown)
- Date: 10/ 8 /2007 (dropdown)
- Time: 11:00 AM (time picker)
- Hours Notice: 48 (text)
- State: AL (dropdown)
- County: JEFFERSON (dropdown)
- Place: FULTONDALE (dropdown)
- Address: 4525 (text)
- Prefix: N (text)
- Street: WASHINGTON (text)
- Type: ST (dropdown)
- Suffix: SW (dropdown)
- Intersection: MOSS ST (text)
- Lat.: 0 (text)
- Lon.: 0 (text)
- Caller supplied: (checkbox)
- Remarks: (text area)
- At Intersect: (checkbox)
- Explosives: (checkbox)
- White Markings: (checkbox)
- Directional Boring: (checkbox)
- Subd: (text)
- Done For: (text)
- JOB #: (text)

Arrows from the text boxes point to the 'Intersection' field, the 'Caller supplied' checkbox, and the 'Lat.' and 'Lon.' fields.

Latitude & Longitude - The GPS coordinates for the job site can only be entered in the DECIMAL DEGREE format on this section. There is an additional area to enter all other forms of GPS coordinates, on the mapping section of the request.

Explosives - This box needs to be "checked" if you will be using dynamite at the job site.

White Markings - This box needs to be "checked" if there are white markings defining the area to be located.

Ex: marked w/a white stake, area is white lined, etc.

Directional Boring -

This box needs to be "checked" if you will be using machinery to pull a line under the road.

The screenshot shows a software form with the following fields and callouts:

- Type:** Normal (dropdown)
- Work:** (dropdown)
- Date:** 10/4/2007
- Time:** 03:45 PM
- State:** AL (dropdown)
- County:** (dropdown)
- Price:** (text field)
- Address:** (text field)
- Prefix:** (text field)
- Street:** (text field)
- Type:** (text field)
- Suffix:** (text field)
- Additional Addresses:** (checkbox)
- Intersection:** (text field)
- Lat.:** 0
- Lon.:** (text field)
- Caller supplied:** (checkbox)
- Remarks:** (text area)
- At Intersect:** (checkbox)
- Explosives:** (checkbox)
- White Markings:** (checkbox)
- Directional Boring:** (checkbox)
- Subd:** (text field)
- Done For:** (text field)
- JOB #:** (text field)

Remarks - This field tells the locators where the lines need to be marked at the work site. Be specific in the remarks field. Let them know exactly where you need them to locate the lines. It's extremely important that the "remarks section" of the ticket provide the member company with accurate and complete information about the dig site. You must type the word "locate" when describing the area to be marked. Each "thought" should be separated with a dash or hyphen. The remarks need to be in order, accurate and to the point. If the remarks don't make sense to you, they probably won't make sense to anyone else. Try asking yourself... "If I were the person going out to mark the lines for this job, what additional information would I need to know?"

Ex: Locate 50ft around the white stake that is by the tree in the back yard at this address.

Work Done For

- If the work is being done for a company that is different than the company whose is placing the request, their name should be listed in this field.

Ex: ULCS may call in the ticket, but they are doing the work for AL Power

Job # -

All job numbers or work order numbers
.....

Dispatch Centers

Dispatch Centers Found - After marking the job site on the mapping section of each ticket the list of member companies that are notified will automatically transfer to the section of the ticket.

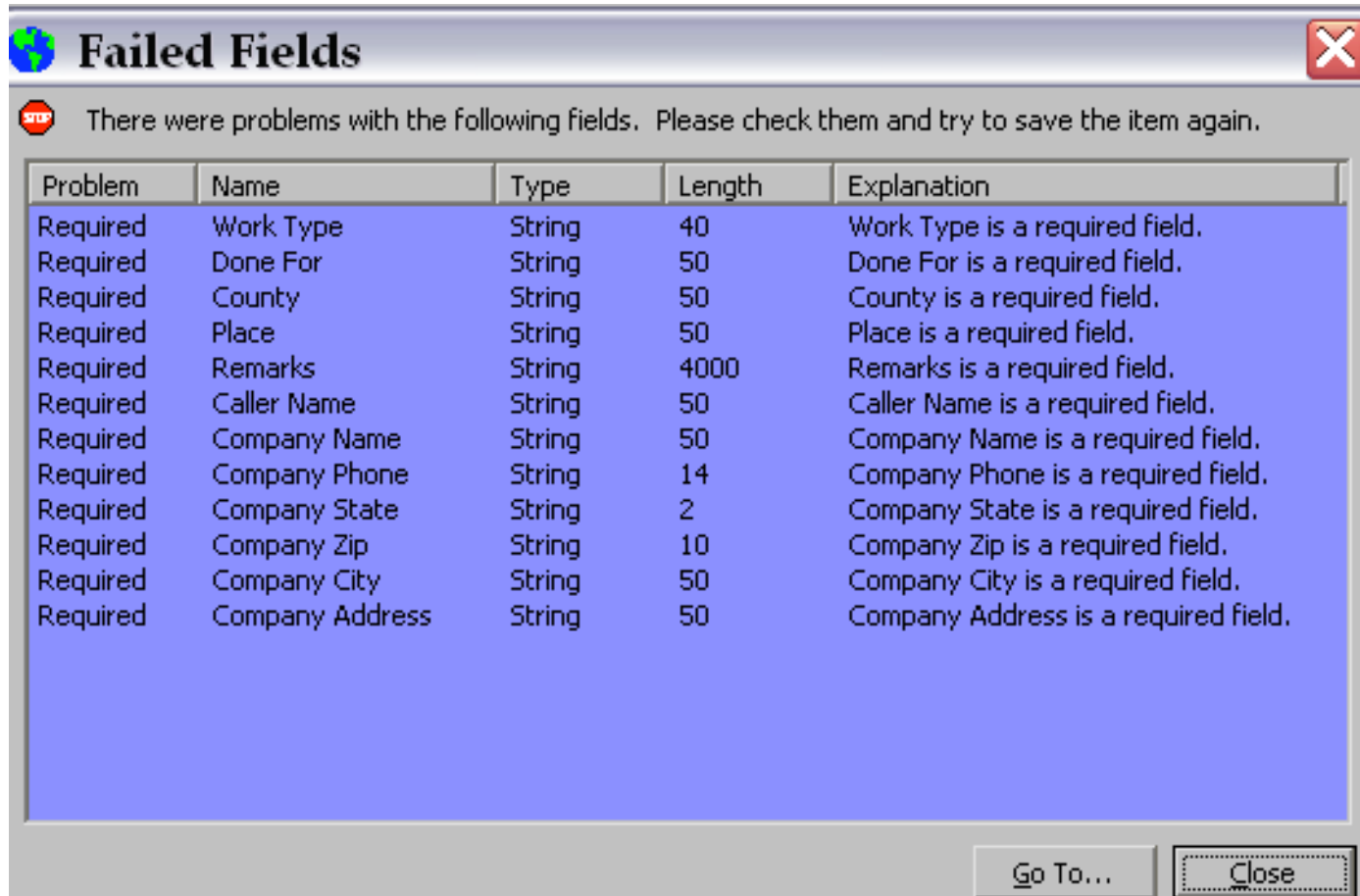
Removing a Dispatch Center - If a member company was added on the original ticket, but did not have lines in the area of the job site, you need to take them off on an update. To remove a dispatch center, you must first highlight the name of the company, and then press the “remove” button. A dialog box will ask if this is the correct company to be removed, press “ok” to continue, and the company's name will then be taken off the ticket. You can only remove companies that have been manually added to the ticket. They will be listed in the box on the right side of the Dispatch Center side of the ticket.

The screenshot shows a software interface titled "Mapping Information". It features two side-by-side grid sections: "Dispatch Centers Found:" on the left and "Dispatch Centers Added:" on the right. Both grids have columns for "Code", "Name", "Phone", and "Fac". The "Dispatch Centers Added:" grid also includes a "Fac" column. To the right of the "Dispatch Centers Added:" grid are three buttons: "Add", "Remove", and "Suppress". Below the grids is a "Grids:" label followed by a blue bar and a "Caller supplied" checkbox. Arrows from the text boxes point to the "Dispatch Centers Found:" grid, the "Remove" button, and the "Suppress" button.

Adding Dispatch Centers – If a certain company was not notified, the “ADD” option will allow you to see a list of member companies for this area that can be added to the request. Sometimes a member company is left off because the wrong area has been marked on the map; make sure to check the map before closing the ticket. If you add a member company to a ticket that has already had the 48-hour notice expire, the newly added company will still get a 48-hour notice.

Suppressing a Dispatch Center
– If a member does not need to be notified, you can suppress them by checking the box beside their name. **This can only be done on a second notice request**, or on a replacement ticket where a member company has been added that was not on the original request.

Failed Fields



There were problems with the following fields. Please check them and try to save the item again.

Problem	Name	Type	Length	Explanation
Required	Work Type	String	40	Work Type is a required field.
Required	Done For	String	50	Done For is a required field.
Required	County	String	50	County is a required field.
Required	Place	String	50	Place is a required field.
Required	Remarks	String	4000	Remarks is a required field.
Required	Caller Name	String	50	Caller Name is a required field.
Required	Company Name	String	50	Company Name is a required field.
Required	Company Phone	String	14	Company Phone is a required field.
Required	Company State	String	2	Company State is a required field.
Required	Company Zip	String	10	Company Zip is a required field.
Required	Company City	String	50	Company City is a required field.
Required	Company Address	String	50	Company Address is a required field.

Go To... Close

This screen indicates that you have not filled in certain required fields. They are shown in this window and you must fill them in before you can save the ticket. You can click on the field you need then click “GO TO” and it will position your cursor in the correct field. If you find that you need to fill in a grayed field, then go to VIEW at the top and select “enable address fields”.

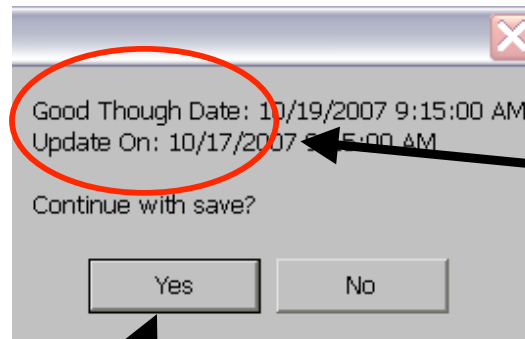
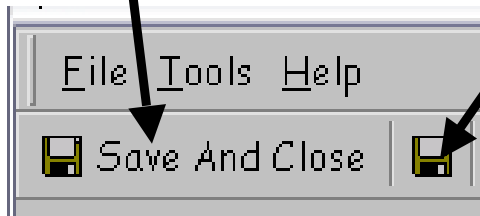
Closing a Ticket

Once you have completed entering all the locate request information, click the **SAVE AND CLOSE** button, or the **SAVE** button. Choosing either option will produce your ticket number.

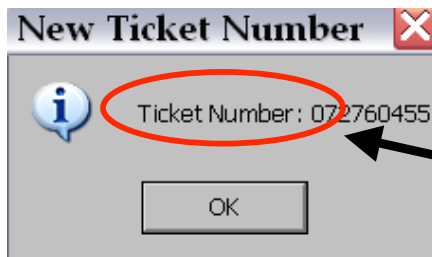
****IMPORTANT: Do not save a ticket until you have confirmed all information on the ticket is correct.**

SAVE AND CLOSE - After clicking "OK" on your prompt screen, this button will complete close down your ticket.

SAVE - After clicking "OK" on your prompt screen, the save button will leave the current ticket on your screen. If you have multiple tickets, using this feature will make it easier to replicate the current information.

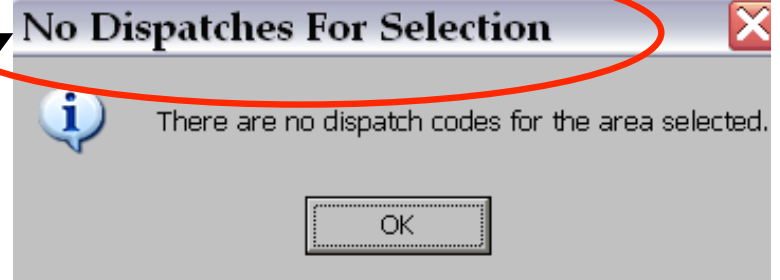


A pop up box will appear giving you the date that the ticket is **GOOD THROUGH** (which is the 14 calendar days as required by State Law) and the date that you will need to call back to **UPDATE** the request if the work being done on the job site is not completed.



Click on "YES" to continue with save. A pop up box will appear giving you the ticket number.

If the computer gives you the message that "there are no dispatches for the area selected", this means that the locate request will not go to any member companies. Always make sure the map was marked accurately. If you mark the area and still get this message, this means we have no members in that area. We can only add companies that are members; any non-member companies will have to be called directly.



Break Down of Locate Request Ticket Types

Normal Request

Most locate requests will be “Normal” requests. Alabama State Law requires excavators to give at least 48 hours notice before (excluding weekends and holidays) the work begins. The computer automatically figures the 48 hours for you. All information on the locate needs to be verified as being entered correctly after you have marked the job site on the mapping screen and returned to the ticket screen. Do not save the ticket until you have made sure there is a city or town name listed in the city/place field.

Steps to enter a normal request

1. Enter all required information
2. Mark the area in mapping
3. Verify all information on ticket is correct.
4. Check to make sure there are members notified.
5. Save and close the ticket.

Second Notice Request

This type of locate request is sent when lines have not been marked within the 48hrs of a normal locate request. Before sending a 2nd request, verify all information on the ticket is correct. Please note that if the line that was not marked past the meter (ex: water line to the house), all of our member companies will only mark their lines to their meter(s).

Steps to enter a 2nd notice

1. Pull up ticket number in question
2. Verify all information on ticket
3. Click file and update
4. Change ticket type to 2nd notice
5. Change date and time to today's date
6. In the remarks field type a note to the utilities stating what lines have not been marked
7. Note that the dates and times of the original ticket will still be valid, a 2nd notice will not extend the work time
8. Save and close the ticket.

Update

An update is a continuation of an existing ticket for jobs that will take longer than ten business days to complete. It gives the member companies an opportunity to check and re-mark their lines if necessary and extends the ticket for an additional two weeks. You are required to verify all information on the ticket. Remember, when you update a ticket, you are taking the responsibility for the information on the ticket.

The utility companies have 48 hours to re-mark all lines on an updated ticket. If a member company was added on the original request, be sure to verify if they still need to be notified on the update.

Steps to Update a Request

1. Verify all information on the ticket in question
2. Click file and update
3. Change ticket type to update
4. Note the new 48 hour date and times
5. Save and close the ticket.

Replace Request

This type of request will be used to change any information on the ticket. If the locate area, county or address information changes, you will receive a new 48hrs. If you only need to add a note, or any other information that does not affect the required ticket information, then the ticket can be sent out without receiving a new 48hour notice. In the remarks field, you will need to reference the ticket number that is being replaced.

Steps to Replace a Ticket

1. Verify all information on ticket in question
2. Click file and update
3. Change ticket type to Replace
4. Change date and time on ticket (if locate info is changing)
5. Type in remarks what information is being replaced or added
6. Note the new 48hour date and times.
7. Save and close the ticket.

Transferring Ticket information

A subcontractor whose contracting company has already called in a request can only use this option.

Steps to Transfer a Ticket

1. Verify the information on the ticket in question
2. Click file and REPLICATE
3. Change the phone number to the company whose name needs to be on the new ticket. (You must hit enter to have the new companies information pull up)
4. Verify where to locate and change if needed
5. Note the 48hour date and times for this request.
6. Save and close ticket. (Each company will have their own ticket number and 48hr notice)

Mapping Tools



This is a breakdown of the tools available on the Geo Call Mapping Screen. These tools are located on the tool bar at the top of the mapping screen.



Layers
This button will show the placement of any available landmarks like: railroads, mile markers, lakes, rivers, cemeteries, etc.

Labels
This feature will label or name, any chosen layer feature.



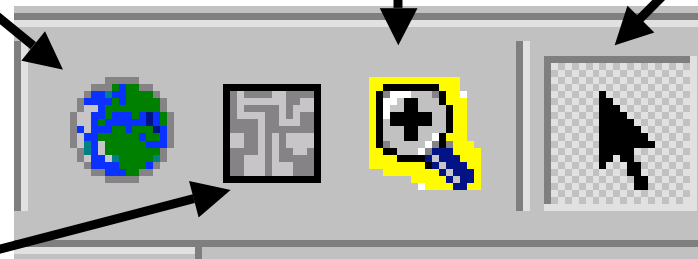
Print
This will print any screen currently showing on the computer.

Post
This button will close the mapping section of the ticket, and return to the main ticket menu.

Full Extent -
This will give a view of the entire county

Zoom to Selected -
This will zoom to any marked location on the map, whether it is a point, line, polygon or circle.

Pointer - The pointer is the default cursor for the map. The pointer does not affect any options on the mapping portion of the ticket.



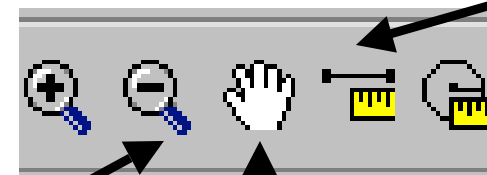
Show Image — This feature will show a satellite picture of the area. This feature is available in most of the larger counties and it allows you to see actual city sites from an overhead angle. If the icon is not showing on the toolbar of the map screen, then no image is available. This feature will be most beneficial when you are given information that gets you in the correct general area but an aerial view will pinpoint the work area more precisely. For example, a caller may tell you that he is working in a subdivision that is currently under construction. If the caller knows that the subdivision is off of Hwy 31 in Shelby County/Calera, turning on the image layer allows you to go the Hwy 31 and see land that is partially developed. While there may be no actual road names in the subdivision, you are now able to more accurately draw a polygon to be inclusive of that new development. ** If you turn on image and are not able to fully view the county, re-clicking the icon will not turn the image layer off, you will need to change the county (on the map screen) and then change back to the county in which you are working. Do not assume that the caller is not giving accurate information because it is not fully visible in the photograph. These are photos from 2004 and 2005. There may have been more development in the area since that time, but you may still be able to use the photo as a guide for the correct area. HINT: ballparks, bodies of water, golf courses, schools etc will be the most helpful points for reference.

Zoom In - The Zoom tool can be used to “zoom in” on any location on the map. To use this tool, either left click once on the map and the map will zoom a specific amount onto that point, or left click and drag the mouse, drawing a bounding box around the area that should be zoomed into. This will zoom you closer to the location. If you are unable to zoom in any closer, you are probably in as far as you can go.

Measure Line - This tool will measure distance as you trace along a road or another map feature. The total distance and last segment measured or drawn is shown in the status bar titled “scale” at the bottom of the map screen. The distance can be measured in miles, feet, meters and yards. Right click on the scale at the bottom and left click on the desired type of measure you wish to use. The selected type of measure will show in parenthesis at the end of the scale and will remain the default measure until changed by the operator. Place marker over map on starting point of directions; left click once to anchor the measure line. Drag mouse in direction needed. Click once every time it is necessary to turn of curve along a road or distance. The scale will show the current distance at any measurement. This tool cannot be used to mark the area of work; it can only be used to measure.

Measure Radius - This tool works very similar to the “measure line” tool, except, instead of measuring a straight line, this tool will measure a circle or radius of a location. Left click on desired starting point, the drag mouse to make circle bigger or smaller.

Zoom Out - This tool zooms out, or away from the area selected on the map. This feature is used the same way as the “zoom in” feature.

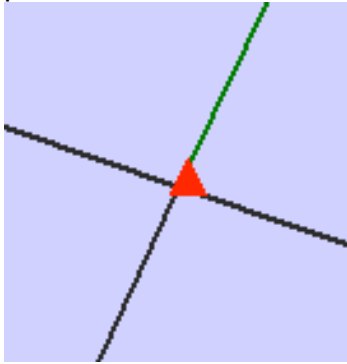


Pan - This feature is used to push or pan the map view around a small area. Scroll bars on the right side and the bottom of the map can also be used to move the map a small area at a time. To use this feature, place the hand on any area of the map, left click and hold down, then move your mouse along the screen to change the area of the map to be viewed.

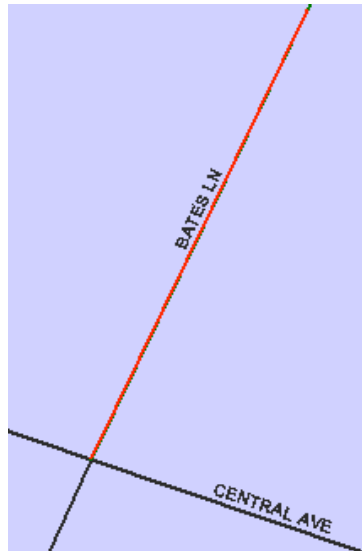
MARKING TOOLS

If the system is unable to locate the address for whatever reason, you will need to try to determine where the address is located from a specific point, and then use one of the following marking tools to mark the address on the map. This tool contains a drop down menu with several marking choices. It is important to remember that anywhere these tools are used on the map; the computer will attach the legal description to the ticket. Left click on the pencil icon to select your default marking tool. To change the marking tool that is selected, use the "drop down" menu to the right of the pencil icon and select another marking choice. This new choice will become your default marking tool until another tool is selected.

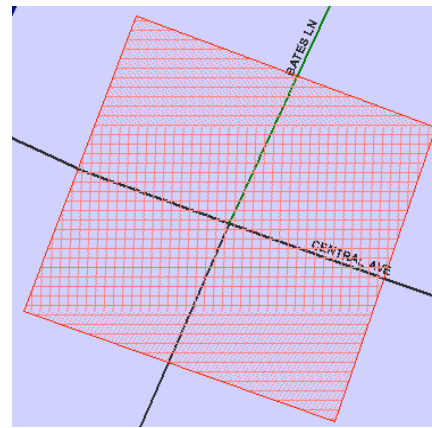
Point – Used when the system finds the address or the GPS coordinates. This feature should only be manually entered when work is being done at an intersection. This feature will only notify members within a 300ft radius of where the point is marked.



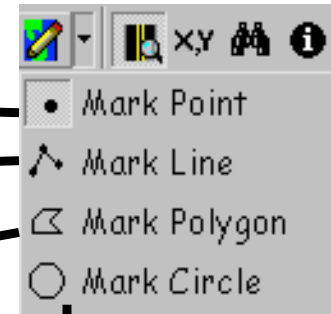
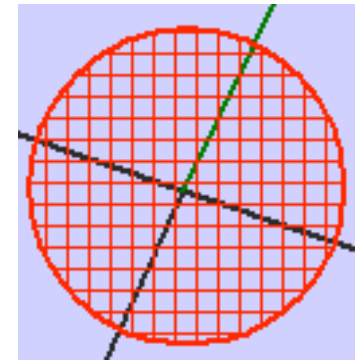
Line – This feature should be used when GeoCall does not find the address. You should draw a line along the street the job site is on, or the road the work is being done on. This will contact all member utility companies who have underground facilities on this street.

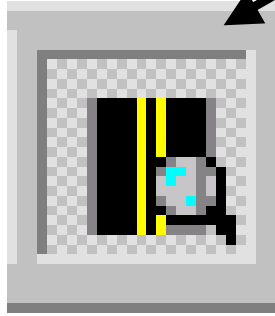


Polygon – This feature should be used when you cannot see the street where the work is being done. Use the polygon to cover the area where the road should be on the map. This feature is also used to mark pipeline and power line right-of-ways.

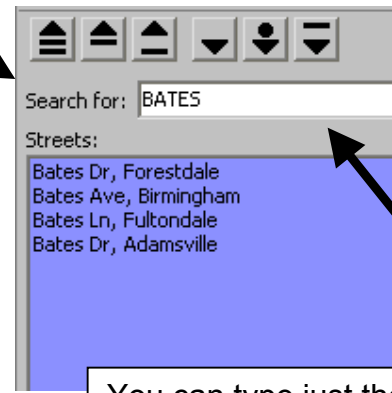


Circle - Works like the polygon, but it is used to mark a circle or radius.

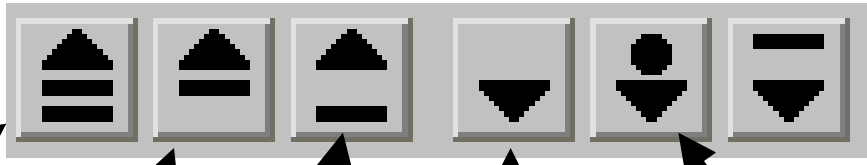




Find Street - This field allows you to type in either a street address or a full or partial street name in the "Search For" field. If a full address is entered, Map Search attempts to find the specific address requested. If the spelling of the street name is incorrect, Map Search will be unable to locate the address. If only the street name is entered into the address field, Map Search will provide a list of all streets in the county that begin with the same name.



You can type just the first few letters of a street you are trying to find in the "Search For" box, and then hit "enter" on your keyboard. The database will then search for any street names that match these letters.



This option places the street selected in the "Name" field and the intersection street selected into the "Intersection" field. If both fields are populated, click the "Pull Address" icon and the computer might be able to find the intersection on the map for you. If the computer is able to find the intersection, it will mark it with a red triangle.

This option places the street selected from the Search For list, into the Name field.

This option places the intersection selected from the intersection Search For list, into the Intersection field.

This option will pull only the street name from the "Name" field and place it into the "Search For" field. The computer will attempt to find the street selected and will provide a list of possible options.

This option will attempt to locate the complete address on the map and mark the location with a red delta. If it is unable to locate the complete address, the computer will provide a list of possible street name options.

This option will pull the street name from the "Intersection" field and place it into the "Search For" field. The computer will attempt to find the street selected and will provide a list of possible options.

Finding an Intersection

Highlight the name of the street that you are looking for in the “Streets” field. Then go down to the “intersections” field and click on the name of the intersecting street. The system will automatically try to find the intersection. When the database finds the roads you are searching for, it will be indicated with a green square. Please keep in mind this does not “mark” the area of the dig site, you still have to use a marking tool to show the area where the work is taking place.

The screenshot shows a software interface for finding street intersections. On the left is a form with the following fields:

- County: Jefferson
- Place: Fultondale
- Number: 3104
- Prefix: (empty)
- Name: BATES
- Type: LN
- Suffix: (empty)
- Intersection: CENTRAL AVE
- Remarks: LOCATE THE ENTIRE LOT

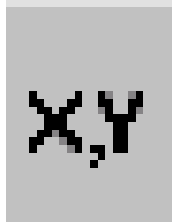
Below the form is a search bar with "CENTRAL" entered. Underneath is a list of streets:

- Central Ave, Brighton
- Central Ave, Birmingham
- Central Ave, Homewood
- Central Ct, Homewood
- Central Ave, Minor
- Central Ave, Rural
- Central, Birmingham
- Central Ave, Fultondale
- Central Rd, Rural

At the bottom left is a list of intersections:

- 1st St, Fultondale
- 2nd St, Fultondale
- Bates Ln, Fultondale
- Belcher Cir, Fultondale
- Decatur Hwy, Fultondale
- Hawkins Ln, Fultondale

On the right is a map showing a network of streets. A thick blue line represents Decatur Hwy, a thin black line represents Main St, a thin black line represents Bates Ln, and a thin black line represents Hawkins Ln. A green line represents Central Ave, which intersects Decatur Hwy. A small green square is placed at the intersection of Decatur Hwy and Central Ave.



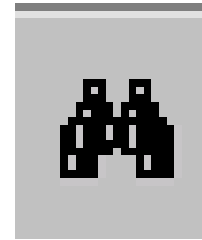
GPS Coordinates - This will bring up the Latitude and Longitude box. Select the format for the GPS coordinates to be entered, type the coordinates, and then click the “find” button. If you ever have the mapping screen come up completely white, that means that the point has pulled up in an area that is either zoomed too far in or too far out. You can click the Globe button to see a view of the entire county.

Find >

Decimal Degrees (Format: D.D)
 Degrees Minutes Seconds (Format: D M S)
 Degrees Minutes (Format: D M.M)

Latitude:
[]

Longitude:
[]



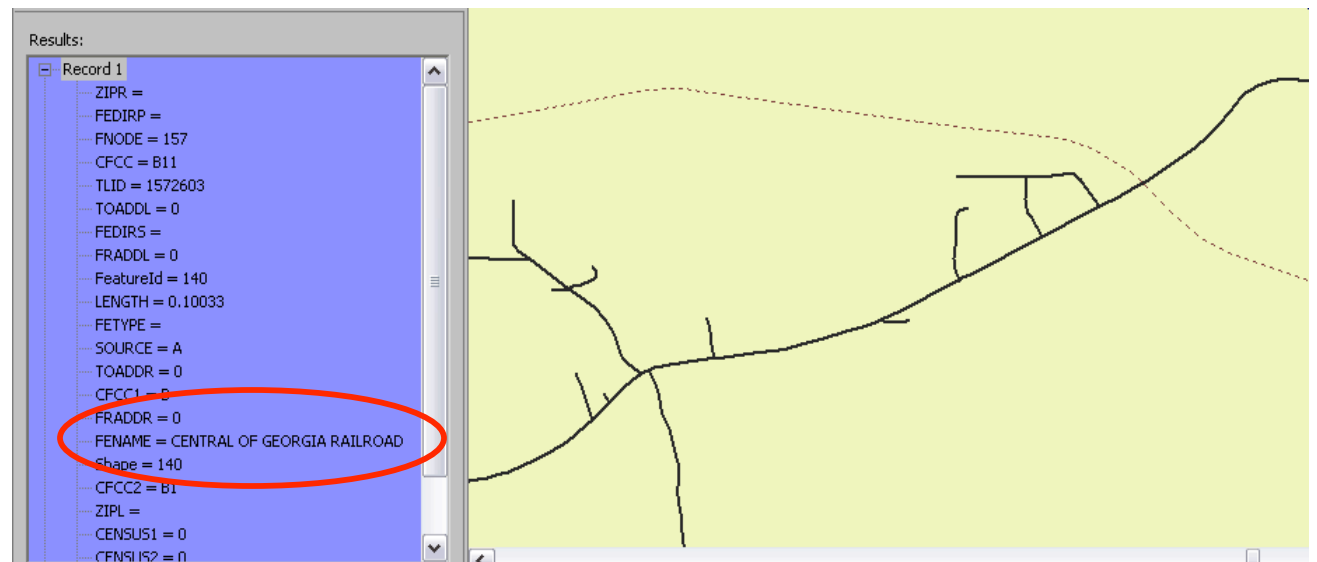
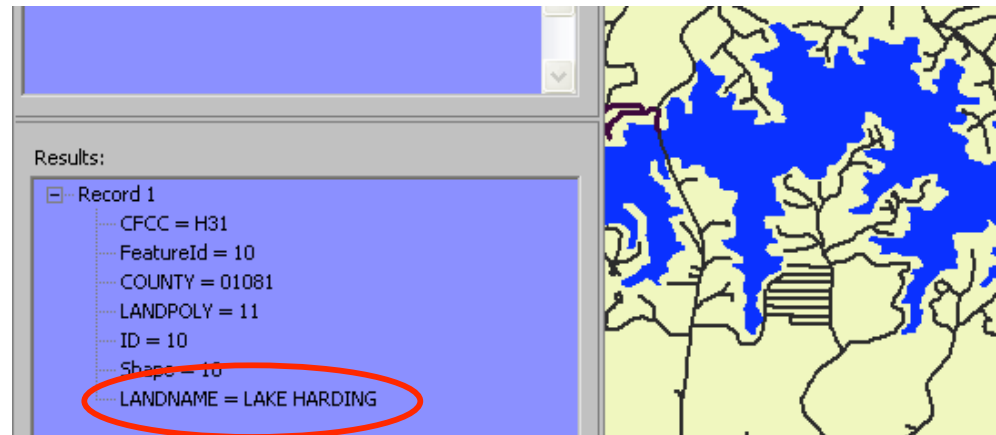
Find - This tool will provide a list of different ways to search for specific items in the county. This will bring up communities, institutions and street names. A list appear on the left hand side of the mapping screen of every unincorporated town or community in the county – click the name of the town you’re looking from and a small, red square will appear on the map to identify the location of that town.

Find: (none)

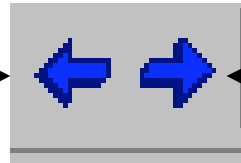
Results

- (none)
- Alternate Streets
- Bus Stops
- Churches
- Grid Labels
- Gunter AFB
- Maxwell AFB
- Schools

Identify - This feature will list the name of any area that is layered on the map. Ex: name of river or lake, street address, railroads, etc.

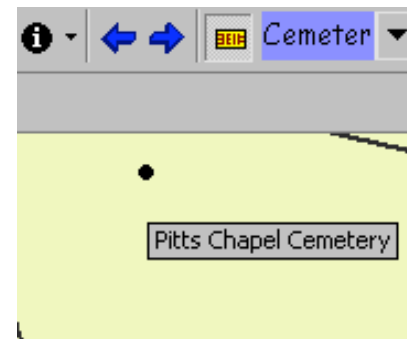
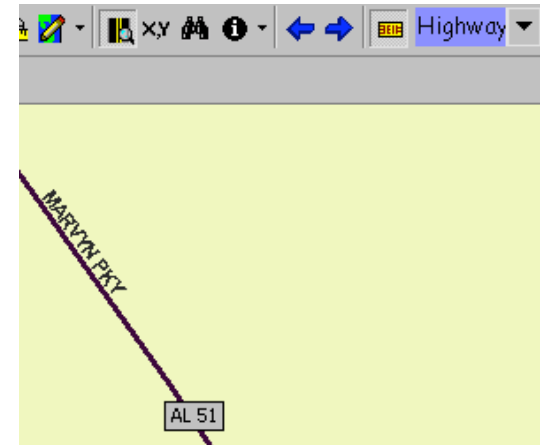
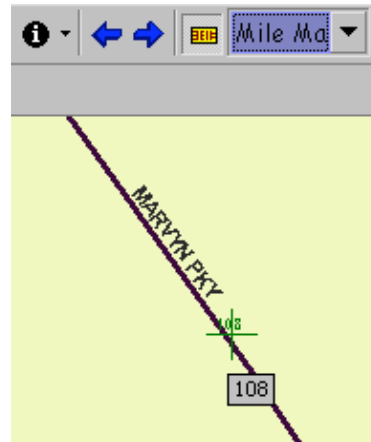


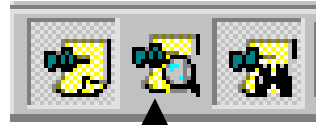
Previous Extent - Backs up to the previous view show on the system. Map Search will store the last five views of the map.



Next Extent - Advances map to the next screen.

Map Tips - Can be used to identify the incorporated towns or communities (using Places) or to identify other landmarks.





Add Note - This is used to note any errors on the map and/or directions to new streets or subdivisions that are not shown on our system. When selected, place the pencil directly over the area where the note needs to be placed. Left click to attach the note to the area and open a dialog box for remarks. Enter as much information as possible, about the reason the note is being entered. Click "OK" to close the dialog box and an orange circle will appear on the map where you have placed the note.
Please note that, although map notes may be of some help when attempting to determine and confirm the dig site with a caller, the notes should NOT be considered a reliable source for exact street locations. Make sure to verify any information on a map note.

Map Note

Name:

Category: (none)

Remarks:

OK Cancel

Identify Note -
To read a map note, zoom into the orange circle, choose the "identify Note" icon and left click directly on the note. The dialog box will open and display the remarks left for this note.

Find Note - This is a tool that can help you find an existing note already entered. This allows you to type in the name of a street, or subdivision name to find the area where the site is suppose to be on the map. To use this tool you will left click on the "find note" icon, it will pull up a "Search for" field, this is where you enter the name of the street you need to find. Press enter, and then the database will begin a search for any note that has been left that contains that road name. The results of the search will pull up in the "results" box. Then you will left click on the option you need, and this will zoom to the place where the map note is located.

Reference Points

This feature is used to help process locates the go from Point A to Point B. Using a reference point will be especially helpful when you are processing a locate with multiple and specific digging locations, pipeline line locates that extend for long distances or any type of continuous utility work that extends for a long distance in varying directions. Reference points are not permanent points; once you leave the mapping screen the points are removed.

Add Reference

Point - Marking a reference point allows you to move quickly back and forth between points on the map. Move your cursor to the desired location on the map, now left click and a box will pop up asking you to name the point. Once you have named the point select "OK". Your reference point will be placed on the map as a small dark gray circle with name of the point directly above the circle. If you choose "cancel" instead of "OK" a point will be placed on the map, but not named.

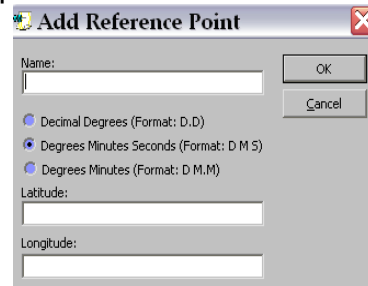
Add Reference Point

Please enter a name for this reference point:

RefPoint2

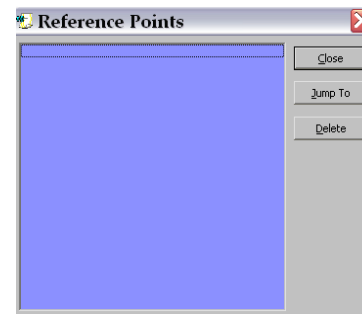
Reference Point by X, Y

- This tool allows you to enter a reference point using latitude and longitude. In the pop up box enter the latitude and longitude in the appropriate fields. You MUST name the point, and then select "OK". The reference point will be placed on the map at the area where the GPS coordinates pulled up.



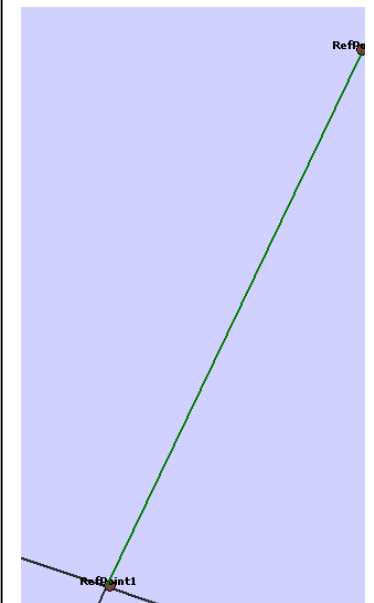
Manage Reference Point

Point This icon will open a dialog box that will list any named points on the map. Simply select the desired point and click "Jump To", and the map will zoom to the reference point selected.



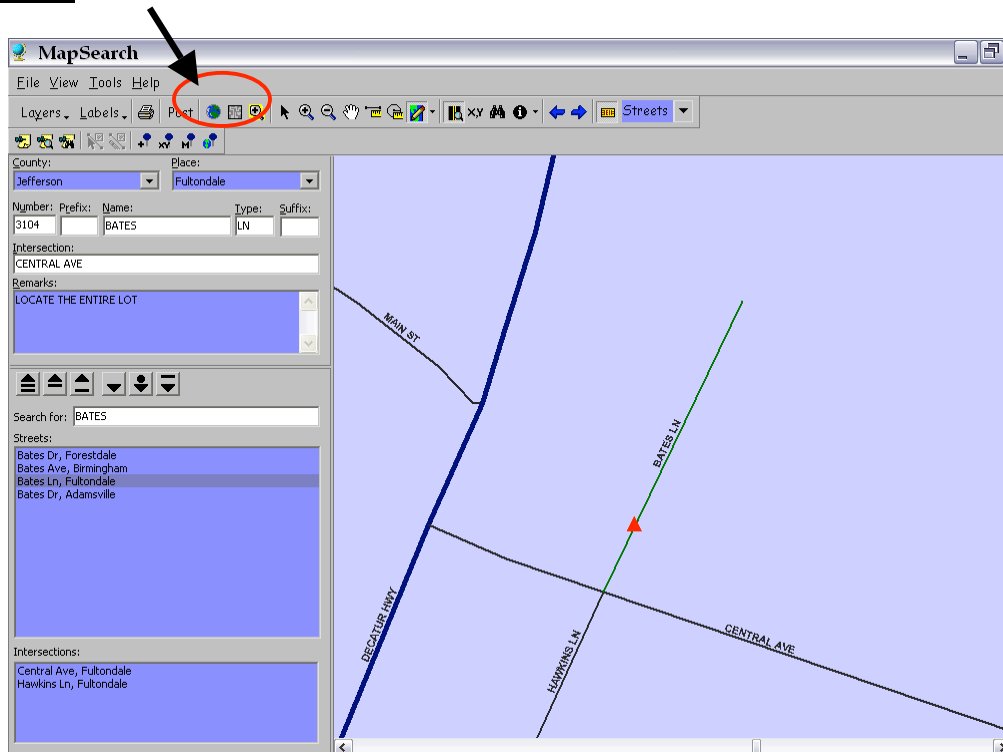
Reference Point Extent

This tool will change the view of the map so that all the reference points can be seen at the same time.

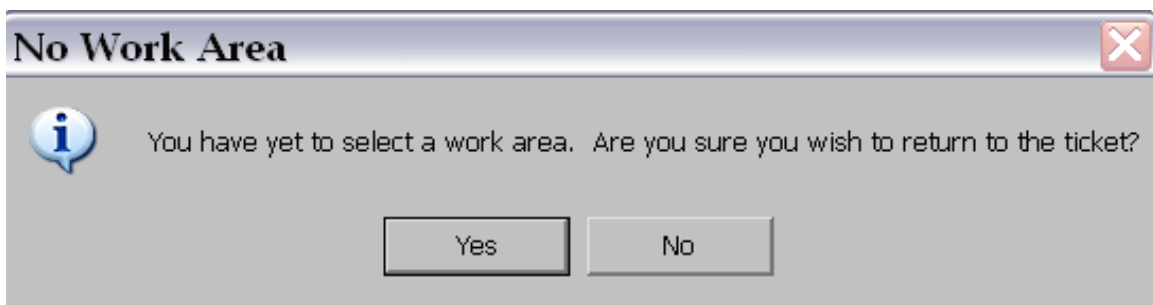


Posting a Ticket

After the address has been found and marked on the map, you will need to click the POST button to return to the front side of the ticket.



If you receive a dialog box that says, “You have yet to select a work area.” that means there was no area marked on the map. You will need to re-mark the area, and then try posting the ticket again



Helpful Reminders

When using the GeoCall system do NOT enter any spaces or dashes, especially when entering the phone number. The 10 digit phone number should be entered as 2057313200, then hit the tab button and the system will automatically format the phone number to look like (205) 731-3200. If you have to re-enter your company's address on each ticket, that means the phone number has not been entered correctly. Please make sure to set your default source to "REMOTE".

In some cases you may need to change the city/place name to "RURAL" in order for the mapping system to find the job site address. Before closing and saving the ticket, make sure to change the city/place name from rural to the closest city or town to the job site. If the fields are shaded when you try to type in them, press the Control button and the letter "A" on the keyboard to unlock the fields. It is hard for the locators to determine what part of town the locate request is for when there is no city or town listed on the ticket. If the city closest to your site is not an available option in the drop down list provided, you are allowed to "free type" any listing you need.

In the "street" field, the name of the street that the work is actually be done on, she be listed. If the job site is on a new unnamed road, it is okay to leave this field blank. If this is the case, then in the remarks field you will need to provide driving directions to this unnamed road. On the street name should be listed in the "street" field. The type of street (Dr., Ln., Ave., etc) should be listed in the "type" field. All highways and county roads should be listed as HWY or CORD, then the number of the road. (Ex: Hwy 31 or Cord 2) Do not list the county name before the county road number, or U.S. or ALA before the highway number.

Be specific in the remarks field. Let the locators know exactly where you need them to locate the lines, and how to get to the site. You must type the word LOCATE and then list the area to be marked. If the area to be located is marked with a stake, you will need to list where the stake is. (Ex. Locate at the stake in the back yard) This is very important, especially if there is no address given for your work site. If all the locator has to go on is the street name and the intersecting street, he/she could drive up and down both streets for hours looking for a stake, so please be as specific as possible.

Make sure you go to the map on EVERY ticket. The area of the job site should always be marked with a red marking tool. If there is no area marked on the map, the locate request will not go out to any utility companies. If you get a pop up box that says, "There are no dispatches selected", this means your request is not notifying any utilities.

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