Update Ticket

The Update Ticket feature allows Portal or Mobile App users the capability to extend an existing ticket for additional 14 calendar days and inform the member utility companies that the site needs to be re-marked, 24 hours, 7 days a week without having to submit the ticket to the call center to be processed.

- To get started you will need to Login to your Portal account.

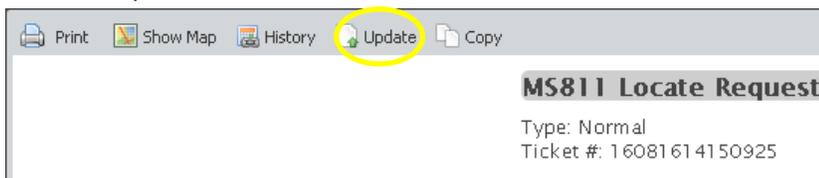- Once you have logged into your account, you will select Find Tickets.

- You will need to have the ticket number to update your ticket.

- Enter the ticket number that needs to be updated in the Ticket Number field and select Search. A message will appear if the ticket number was not entered correctly.
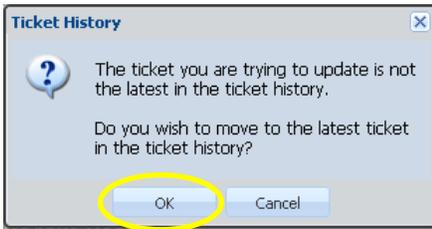

- The information for the ticket number entered will display. Review the ticket information to ensure that you are updating the correct ticket. Select Show Map to see where the site was marked on the map.
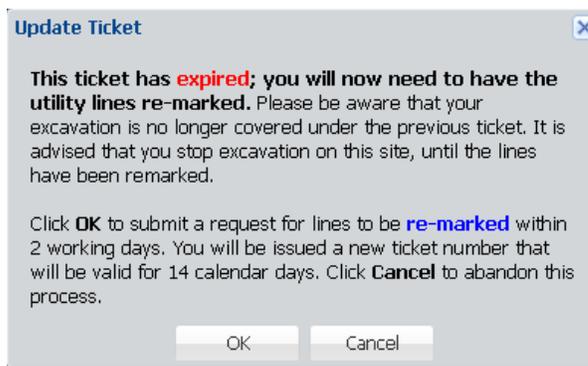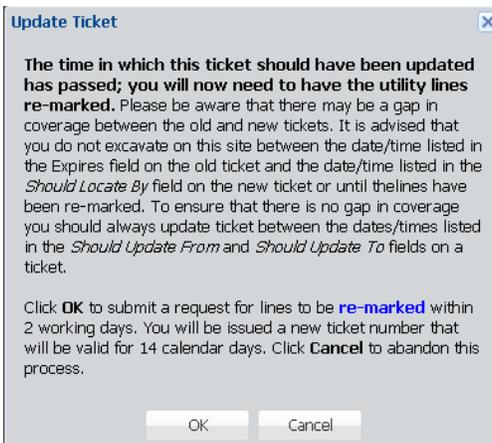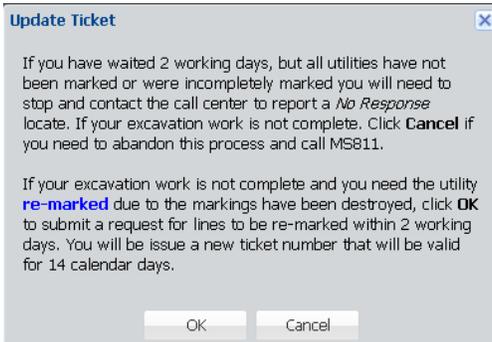

- Click the Update button.

- If you attempt to update a ticket number that is not the most recent number for the job, the following message is displayed. Click OK to open the latest ticket.

Ticket History

? The ticket you are trying to update is not the latest in the ticket history.

Do you wish to move to the latest ticket in the ticket history?

OK   Cancel

- One of the following messages will be displayed containing information that you should know based on the time in which you are updating the ticket.

Update Ticket

If you have waited 2 working days, but all utilities have not been marked or were incompletely marked you will need to stop and contact the call center to report a *No Response* locate. If your excavation work is not complete. Click **Cancel** if you need to abandon this process and call MS811.

If your excavation work is not complete and you need the utility **re-marked** due to the markings have been destroyed, click **OK** to submit a request for lines to be re-marked within 2 working days. You will be issue a new ticket number that will be valid for 14 calendar days.

OK   Cancel

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If the excavation work listed on this ticket is still in progress or will begin within the next 10 workingdays, click **OK** to submit a request for lines to be **re-marked** within 2 working days. You will be issued a new ticket number that will be valid for 14 calendar days. Click **Cancel** to abandon this process.

OK   Cancel

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The time in which this ticket should have been updated has passed; you will now need to have the utility lines re-marked. Please be aware that there may be a gap in coverage between the old and new tickets. It is advised that you do not excavate on this site between the date/time listed in the Expires field on the old ticket and the date/time listed in the *Should Locate By* field on the new ticket or until thelines have been re-marked. To ensure that there is no gap in coverage you should always update ticket between the dates/times listed in the *Should Update From* and *Should Update To* fields on a ticket.

Click **OK** to submit a request for lines to be **re-marked** within 2 working days. You will be issued a new ticket number that will be valid for 14 calendar days. Click **Cancel** to abandon this process.

OK   Cancel

Update Ticket

This ticket has expired; you will now need to have the utility lines re-marked. Please be aware that your excavation is no longer covered under the previous ticket. It is advised that you stop excavation on this site, until the lines have been remarked.

Click **OK** to submit a request for lines to be **re-marked** within 2 working days. You will be issued a new ticket number that will be valid for 14 calendar days. Click **Cancel** to abandon this process.

OK   Cancel

Ticket Updated

i The new ticket number is : 16110113320875

OK

- If your update was successful, your new ticket number will be displayed.

Copy Ticket

The Copy feature will allow Portal users (this is not a Mobile App feature) to Copy a ticket submitted by a different company and transfer the information into a new ticket in the users' company name. If any changes are need to the text or area marked on the map, you will need to Stop and contact the Call Center. This feature will only be available for Advanced Ticket Entry users.

- When you have a ticket open that you want to transfer into your company's name, click Copy.
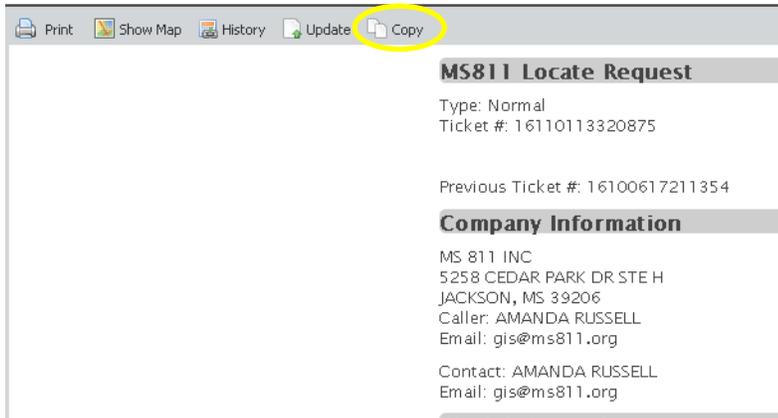
- Review the ticket information to ensure that you are transferring the correct ticket information.

- Click **Send Ticket** when you are ready to submit the ticket.

Ticket Status Icons

The Ticket Status Icons feature will indicate what time period a locate request ticket is within; two working day waiting period, time to update, expiring soon and expired. This feature will only be available in the Portal to users with Advanced Ticket Search capabilities.

- Select **find tickets** .

- Use the Advance ticket search feature to display the tickets you are interested in.

- Ticket Status Icons will be displayed for the list of tickets.

- Use the status icons to determine if it is time to update a ticket or if a ticket has expired, etc. Please be aware that none of these icons indicate whether lines have or have not been marked. They only indicate the time period a ticket is within on the day the user is viewing the ticket.
  - ⧖ **Waiting Period** - The ticket is still in the 2 working day waiting period.
  - **No Icon** - If there is no icon displayed, the lines should have been marked.
  - 🔄 **Update Now** - It is time to Update the ticket.
  - ⚠ **Expires Soon** - The ticket will be expiring soon.
  - ❌ **Expired** - The ticket has expired.