



Ticket Actions

Ticket actions can be used to cancel, retransmit, or duplicate ticket information. Below is a description of each ticket action and how and when it can be used.

Action	Description	Time Frame	Ticket Types
Cancel	Cancel ticket; when work is no longer taking place, or a duplicate ticket exists for the job.	Before Work Legal Start Date.	All ticket types.
Copy	Duplicate ticket information to be used for a new ticket. All fields may be altered. This does not reference the original ticket number. To reference the original ticket number, enter the previous ticket number in the Remarks field.	Anytime.	All ticket types.
Continue	Create a new ticket from an existing one when work is too large to fit onto one ticket. Work polygon from the original ticket is visible on the map so the user can create a new polygon that picks up where the other ticket left off. The original ticket number is referenced on the continued ticket once submitted.	Anytime.	All ticket types.
Retransmit	A request for assistance from facility owners due to marking issues. See the three categories below.	Dependent on the Retransmit type.	All ticket types except design.
Retransmit- Unmarked Facilities	When there is a lack of positive response, visible evidence of a facility with no visible marks, or incomplete markings by the work legal start date. Specify which facility is needed when retransmitting. Facility owners have three working hours to respond.	After Work Legal Start Date.	All ticket types except design.
Retransmit- Additional Assistance	The site was marked, and the contractor has hand dug as required by law, but no line was found within the approximate location of the marking. Specify which facility is needed when retransmitting. Facility owners have three working hours to respond.	After Work Legal Start Date.	All ticket types except design.
Retransmit- Destroyed Markings	When markings are removed, destroyed, or are no longer visible or reliable. Specify which facilities are needed. Facility owners have 24 hours, on working days only, to respond.	After Work Legal Start Date.	All ticket types except design and emergency.