



Additional Request

Creating an Additional Request

An Additional Request is sent to re-notify the utility members on an active ticket.

Before submitting an Additional Request, you must either wait for a response to be loaded in the Ticket Response System (PRIS), wait until noon on the legal date, or request to add information that does not change the integrity of the notice.

An Additional Request does not extend the life of a ticket. The ticket number, legal dates and times will remain the same.

Utility Members must respond to the Ticket Response System (PRIS) on an Additional Request.

Reasons to Issue an Additional Request

- You disagree with the Ticket Response System (PRIS).
- The utility member has not responded to the Ticket Response System (PRIS) and it is past noon on the legal date.
- An Additional Request has already been made and there is still no response.
- Notify utility members of new information that does not change the integrity of the ticket (i.e. gate code or job number).

At the top menu bar of the ticketing system, click on “Search Tickets” to open the ticket search menu.

1. Search:

- Search for the ticket you want to create an additional request on. You may perform a search by:
 - Ticket Number
 - Date Range
 - County
 - City
 - Work Date (Legal On date)
 - Company
 - Addr/Str (Street Number and Street Name)
 - Cross Street
 - Phone (Excavator Phone Number)
- Select / double click on the ticket that you want to create an additional request for.



Additional Request

2. Select *Additional Request*

Additional Request

Select the affected Members:

Members

ATT / D TELECOM - BSCA (BSCA) For

CITY OF THOMASVILLE ELECTRIC - THM50 (THM50) For

CITY OF THOMASVILLE GAS - THM51 (THM51) For

CITY OF THOMASVILLE SEWER - THM53 (THM53) For

CITY OF THOMASVILLE WATER - THM52 (THM52) For

GEORGIA UTILITIES PROTECTION CENTER - GAUPC (GAUPC) For

JOHN D. ARCHBOLD MEMORIAL HOSPITAL PNEUMATIC TUBE - JDA02 (JDA02) For

JOHN D. ARCHBOLD MEMORIAL HOSPITAL TELECOM - JDA01 (JDA01) For

MEDIACOM, LLC TELECOM - TCI05 (TCI05) For

COMMUNITY NETWORK SERVICES-THOMASVILLE TELECOM - CNS01 (CNS01) For

Select the reason for the Request:

Response Action

AR01 - Excavator has requested explosives/blasting, please re-mark within 24 hours

AR02 - Dispute Member response

AR03 - Facility markings no longer visible, please re-mark

AR05 - Other Request

AR08 - Member Not Responded

AR09 - Marks Not Complete/Incorrect

Comments

Submit Cancel

In the dialog box, you must:

- Select the affected Members:
 - Select the checkbox next to the Member (or Members) that you want to respond to the Additional Request. (To renotify all Members, select checkbox next to *Members*.)
- Select the reason for the Request:
 - Select and highlight the reason for the Additional Request.
- Add Comments:
 - Notate any additional information that you want to provide.

NOTE: If you select the *AR05 – Other Request* response action, it is required that you provide additional information to explain the need for the Additional Request.



Additional Request

3. Click *Submit*.

Note: Your additional request information will be viewable within the ticket text next to the Member(s) you selected to receive the Additional Request.

Members (responses as of Monday, July 20, 2020 4:17 PM)

Code	Name	Facility Type	Phone
BSCA	ATT / D TELECOM - BSCA	Telecommunication	(305) 409-1542 Ext 1 [Main] (800) 247-2020 Ext 3 [Damage]
CNS01	COMMUNITY NETWORK SERVICES- THOMASVILLE TELECOM - CNS01	Telecommunication	(229) 227-3398 [Main] (229) 227-3398 [Damage]
CNS01F	COMMUNITY NETWORK SERVICES- THOMASVILLE TELECOM - CNS01F	Telecommunication	(229) 227-3398 [Main] (229) 227-3398 [Damage]
GAUPC	GEORGIA UTILITIES PROTECTION CENTER - GAUPC	Other	(770) 623-4332 [Main]
TCI05	MEDIACOM, LLC TELECOM - TCI05	Telecommunication	(845) 545-6944 [Main] (845) 545-6944 [Damage]
THM50	CITY OF THOMASVILLE ELECTRIC - THM50	Electric	(229) 227-7098 [Main] (229) 227-5499 [Damage]
THM51	CITY OF THOMASVILLE GAS - THM51 Gas July 20, 2020 3:42 PM AR02: Dispute Member response (hfiles@georgia811.com) Gas meter on site and no marks July 20, 2020 3:36 PM 1A: Marked (hfiles@georgia811.com)	Gas	(229) 403-9632 [Main] (229) 227-5499 [Damage]
THM52	CITY OF THOMASVILLE WATER - THM52 July 20, 2020 3:36 PM 1A: Marked (hfiles@georgia811.com)	Water	(229) 403-9632 [Main] (229) 227-5499 [Damage]
THM53	CITY OF THOMASVILLE SEWER - THM53 July 20, 2020 3:37 PM 5: No conflict, utility is outside of requested work site. (hfiles@georgia811.com) July 20, 2020 3:36 PM 1A: Marked (hfiles@georgia811.com)	Sewer	(229) 403-9632 [Main] (229) 227-5499 [Damage]

Additional Request Codes Explained

AR01 – Excavator has requested explosives/blasting, please re-mark within 24 hours

- Adds blasting to an existing ticket.

Note: When submitting an Additional Request to add blasting, you must notify ALL Members. (To renotify all Members, select checkbox next to *Members*.)

AR02- Dispute Member response

- Use this code to ask a Member to review and/or re-mark when there are obvious signs of unmarked utilities at the dig site that does not coincide with the Member’s response.

AR03 - Facility marks no longer visible, please re-mark

- Use this code when excavation or weather has destroyed markings. (Also state the reason for re-marking in the *Comment* box, ex. marks destroyed by excavation; rain washed away marks; etc.)

AR05 - Other Request

- Use this code if none of the other codes provided apply to your situation. You must also provide the reason for this Additional Request in the *Comment* box.



Additional Request

Note: An Additional Request can be submitted to notify Members of new information that does not change the integrity of the ticket (i.e. gate code or job number). If you need to change the original ticket information, a new ticket must be created.

AR08 - Members Not Responded

- Use this code to re-notify Members who have failed to respond by noon on the *Legal On* date listed on the ticket.

Note: The system will automatically send a *Late Notice* to all Members who have failed to respond to the Ticket Response System (PRIS) by the *Respond By* date listed on the ticket.

Members (responses as of Monday, July 20, 2020 8:27 AM)

Code	Name	Facility Type	Phone
ALC01	HARGRAY TELEPHONE - ALC01	Telecommunication	(843) 684-0342 [Main] (843) 686-1138 [Damage]
July 18, 2020 12:22 AM LATE: Response is late (System)			

AR09 - Marks incomplete/incorrect

- Use this code to notify Members that the entire dig site has not been located as requested.