Additional Request

Creating an Additional Request

An Additional Request is sent to re-notify underground facility members of updated ticket information or to request assistance on an active ticket. (There is no limit to the number of Additional Requests that can be submitted.)

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.

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

The following are acceptable reasons to submit an Additional Request:
- o The underground facility member has not responded to the Positive Response Information System (PRIS) and it is past noon on the Effective date.
- o You disagree with the information entered in the Positive Response Information System (PRIS).
- o Locate markings are no longer visible.
- o Notify underground facility members of new information (for example: contact information, driving instructions or a gate code).
- o Add blasting information

You cannot submit an Additional Request for the following reasons:

- o Change or add *Work Types*
- o Change the locate instructions in any capacity
- o Change the dig site address, area or street information
- o Add boring information

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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:

    - o Ticket Number

Additional Request

        o Date Range
        o County
        o City
        o Work Date (Legal On date)
        o Company
        o Addr/Str (Street Number and Street Name)
        o Cross Street
        o Phone (Excavator Phone Number)

- Select / double-click on the ticket that you want to create an Additional Request for.

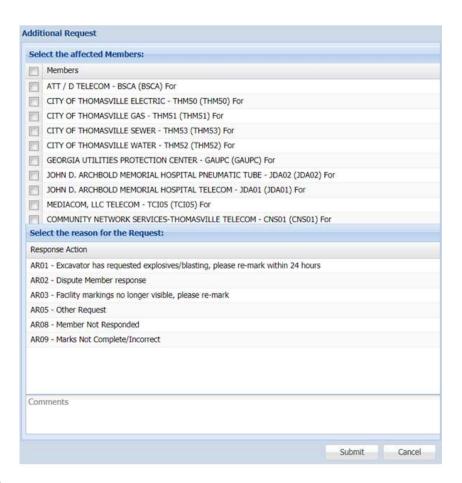2. Select Additional Request.

In the dialog box, you must:

- Select the affected members:

    o Select the checkbox next to the member(s) that you want to respond to the Additional Request. (To renotify all members, select checkbox next to *Members.*)

- Select the reason for the request:

    o Select and highlight the reason for the Additional Request.

- Add Comments:

    o 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.
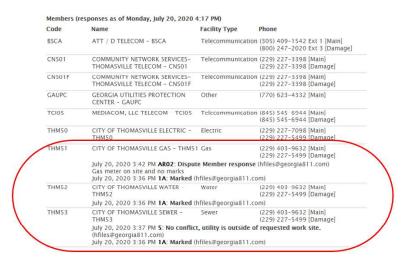
Additional Request

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.

Additional Request

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.

  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.