



Create Multiple Tickets, Copy, Cancel

Create Multiple Tickets

Once the first ticket has been successfully submitted, the system will generate a dialog box that shows the ticket number and the affected members that were notified.

1. Do you want to enter another ticket?
 - Select *Yes*.
2. Follow standard procedures for your chosen ticket type.

Copy a Ticket

A copy allows you to replicate an existing ticket through the Online Ticketing System. This feature will allow you to replicate all fields of an existing ticket including the dig site map and change or update fields before submitting. A new ticket will be created, and you will receive new legal dates and times.

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 copy. 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 copy.
2. Copy:
 - Click the *Copy* button.



Create Multiple Tickets, Copy, Cancel

3. Review the ticket information (this includes map information) and follow standard ticket creation procedures for your chosen ticket type.

Note: If you change the address information, you must also update the map to match the new dig site information including the county and city.

Cancel a Ticket

The Cancel Ticket feature allows you to cancel an existing ticket.

- A canceled ticket is no longer a legal dig notice.
- A canceled ticket cannot be reinstated. A new ticket must be created, and the new dates and times will apply.

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 cancel. 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 cancel.

2. Cancel Ticket:

- Click the *Cancel Ticket* button.



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3. Reason for cancellation:

- Type the reason that you need to cancel the ticket.

Reason for cancellation

Example: Duplicate Request - please cancel. See ticket number 200717-001044.

submit

4. Click *Submit*.