



Update

Updating a Ticket

An update extends the life of an existing Normal ticket. A new ticket will be generated. The new ticket lets the underground facility members know that the digging is ongoing and to check their markings. The underground facility members must respond to the Ticket Response System (PRIS) and markings will be remarked if necessary.

The new ticket expires 30 calendar days following the date of notification.

- A Normal ticket may only be updated between the Updateable On date and the Update By date listed on the ticket. The update process does not allow for edits or changes to a ticket.
- The maximum number of times a Normal ticket can be updated may not exceed two times after its creation or exceed a period of 90 days, in compliance with The Georgia Public Service Commission's Large Project Rule 515-9-4-.13 and the Georgia Dig Law 25-9-6 (e).

The Georgia Public Service Commission's Large Project Rule 515-9-4-.02 (j) defines a Large Project as any single mechanized excavation or blasting, involving excavation at a contiguous geographical site or area, that exceeds or will exceed one (1) linear mile or that reasonably requires or will require more than ninety (90) days to complete. To review the entire document, [click here](#).

The Georgia Underground Facility Protection Act 25-9-6 (e) states that no person, including facility owners or operators, shall request marking of a site unless excavating is scheduled to commence. In addition, no person shall make repeated requests for re-marking, unless the repeated request is required for excavating to continue or due to circumstances not reasonably within the control of such person. To review the entire document, [click here](#).

To request a Large Project, dial 811 to speak to the Large Project team or [click here](#) to submit an online request for a Large Project.

For more information about Large Projects [click here](#).

- To Update a Normal ticket in excess of two times, you will be prompted to enter an Update Reason and acknowledge that the locate request may be in violation of the above Commission Rule 515-9-4-.13 and O.C.G.A. 25-9-6(e). Georgia 811 will report the potential violation to the Georgia Public Service Commission for review.



Update

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 update. 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 renew.

2. Update:

- Review the ticket details to ensure you have entered the correct ticket number for the dig site and to ensure all information is accurate for the continued excavation.
- Click *Update* to extend the ticket for an additional 30 days.

A screenshot of a software dialog box titled "Update Ticket". The dialog has a light green background and a close button (X) in the top right corner. The text inside reads: "Please confirm you wish to update this ticket, or select cancel. If needed, you can add additional comments to the ticket." Below this text is a large empty text area for comments. Further down, it says: "If the contact information has not changed, you do not need to provide values." Below this are four input fields labeled "Contact:", "Phone:", "Email:", and "Callback:". At the bottom of the dialog are two buttons: "ok" and "cancel".

3. Popup Box – Update Ticket:

- Type any additional comments that you wish to add to the ticket if needed.



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- Update the field contact information if it has changed (*Contact name, Phone and Email*).
 - Click *OK*
4. Ticket Number:
- Review your new ticket number.