



## REMARK AND UPDATE TICKETS

Once you successfully complete the Web Ticket Entry Basic Training, you will be authorized to process Remark and Update tickets on your own for the specific reasons outlined in the Virginia Underground Utility Damage Prevention Act. The law does not specifically refer to the Update or Remark ticket by name but does explain the reason for requesting each of them.



**§ 56-265.17. Notification required prior to excavation or demolition; waiting periods; marking of proposed site**

D. The excavator's notification shall be valid for fifteen working days from 7:00 a.m. on the next working day following notice to the notification center. Three working days before the end of the fifteen-working-day period, or at any time when line-location markings on the ground become illegible, the excavator intending to excavate shall contact the notification center and request the re-marking of lines. The operator shall re-mark the lines as soon as possible; however, the re-marking of the lines shall be completed within forty-eight hours from 7:00 a.m. on the next working day following the request for the re-mark. Such re-marking shall be valid for an additional fifteen working days from 7:00 a.m. on the next working day following notice to the notification center.

The law also makes provision for the re-marking of lines by stating that the operator (utility line locator) shall complete the re-marking of lines (for either the Update or Remark ticket) within the required time and the re-markings shall be valid for an additional fifteen working days.



**§ 56-265.17. Notification required prior to excavation or demolition; waiting periods; marking of proposed site**

D. The excavator's notification shall be valid for fifteen working days from 7:00 a.m. on the next working day following notice to the notification center. Three working days before the end of the fifteen-working-day period, or at any time when line-location markings on the ground become illegible, the excavator intending to excavate shall contact the notification center and request the re-marking of lines. The operator shall re-mark the lines as soon as possible; however, the re-marking of the lines shall be completed within forty-eight hours from 7:00 a.m. on the next working day following the request for the re-mark. Such re-marking shall be valid for an additional fifteen working days from 7:00 a.m. on the next working day following notice to the notification center.



# Web Ticket Entry Training Guide: Remark and Update

## Remark

Any time utility line markings are destroyed by weather or construction activity, process a Remark Ticket by following the steps below:

### Step 1:

Enter the ticket number in the Inquire field.



### Step 2:

Review the **County/City and Street fields** and the description of excavation entered in the **Excavation Area field** to ensure that you are processing the Remark on the correct ticket.

This important step helps to keep everyone safe!

**Location Information** [Help](#)

Work Type

Done For  [Other Info](#)

County/City

Place

Subdiv

Lot #

Street

Cross St 1

Cross St 2

Boring?  N  y **Blasting?**  N  y **White Paint?**  N  y

**Excavation Area** [Help](#)

STARTING AT THE FIRST ENTRANCE TO THE BUILDING AND ENDING AT THE SECOND ENTRANCE, 20 FEET INTO THE PROPERTY FROM EDGE OF PAVEMENT



# Web Ticket Entry Training Guide: Remark and Update

Step 3:



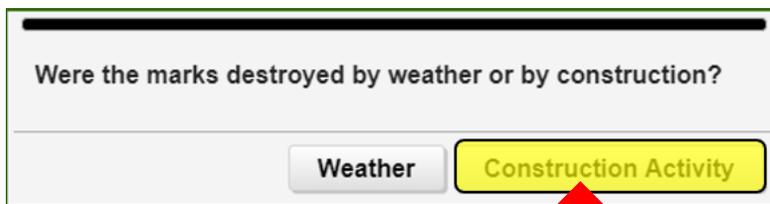
Select 

Step 4:



Select  if marks were destroyed due to weather.

The reason for the Remark will display in the **Instructions field**:



Select  if marks were destroyed due to construction.

The reason for the Remark will display in the **Instructions field**:





# Web Ticket Entry Training Guide: Remark and Update

## Step 5 (Optional):

The **Field Contact** fields can be edited. You can either change the name of the field contact listed on the original ticket, leave it blank or add a field contact.

**Caller Information**

Phone: 540-985-9355

Caller: SUSAN PAINTER

Caller Type: UTIL  Direct Line 540-985-9355 Ext:

Company: VA811

Address: 1830 BLUE HILLS CIRCLE

ZIP: 24012 St: VA City: ROANOKE

Email: SPAINTER@VA811.COM Fax:

Fld Contact:  Phone:

**Caller Information**

Phone: 540-985-9355

Caller: SUSAN PAINTER

Caller Type: UTIL  Direct Line 540-985-9355 Ext:

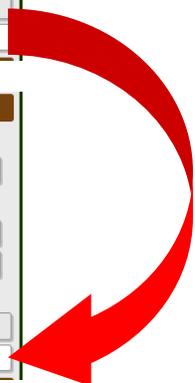
Company: VA811

Address: 1830 BLUE HILLS CIRCLE

ZIP: 24012 St: VA City: ROANOKE

Email: SPAINTER@VA811.COM Fax:

Fld Contact: JOHN SMITH Phone: 540-985-9632



## Step 6:

Select

**Member Information**

Get Mbrs Mbr Info  Add Rem Fit

Code	Description	Type	L	Responses
WVW853	WESTERN VA-WTR&SWR	BG	G	
ROA853	ROANOKE CITY-SIGNAL	O	S	
COX668	COX COMMUNICATIONS	O	S	
RVB904	ROANOKE BROADBAND	O	S	
VZN804	VERIZON	O	S	
AEP111	APPALACHIAN POWER	R	S	
RGC540	ROANOKE GAS	Y	G	

Submit 19:59





# Web Ticket Entry Training Guide: Remark and Update

## Step 7:

**Submit Ticket**

You will receive an email copy of your ticket in just a moment. It contains important information to ensure your safety.

Do you want to release this ticket?

**No** **Yes**

Select **No** if you need to change the reason.

If no changes are needed, select “YES”.

Your Remark ticket is assigned a new ticket number.

Your **Remark** ticket number is A018990002-00A

Dig with CARE, Keep Virginia Safe!

**OK**

Select **OK** to release the ticket.

## Step 8:

Pay close attention to the Notification Dates. The “life of the ticket” is extended another 15 Working Days.

Notification Dates	
Locate/Due By	Wed Nov 25, 2020 07:00 AM
Update By	Fri Dec 11, 2020 11:59 PM
Expires	Wed Dec 16, 2020 07:00 AM

Notification Dates	
Locate/Due By	Wed Dec 09, 2020 07:00 AM
Update By	Wed Dec 23, 2020 11:59 PM
Expires	Tue Dec 29, 2020 07:00 AM



# Web Ticket Entry Training Guide: Remark and Update

## Update

Anytime excavation will extend beyond fifteen working days, an Update ticket can be processed on the 12<sup>th</sup> or 13<sup>th</sup> business day of the ticket. The ticket entry screen will not display an Update command until the time the ticket is eligible to be updated. Process an Update Ticket by following the steps below:

### Step 1:

Enter the ticket number in the **Inquire** field.



### Step 2:

Review the **County/City and Street fields** and the description of excavation entered in the **Excavation Area field** to ensure that you are processing the Remark on the correct ticket

This important step helps to keep everyone safe!

**Location Information** [Help](#)

Work Type: DRAINAGE WORK  
Done For: SAME [Other Info](#)

County/City: ROANOKE CITY  
Place:   
Subdiv:   
Lot #:   
Street: 1830 BLUE HILLS CIR NE  
Cross St 1: BLUE HILLS DR NE  
Cross St 2:   
Boring?  N  y    Blasting?  N  y    White Paint?  N  y

**Excavation Area** [Help](#)

STARTING AT THE FIRST ENTRANCE TO THE BUILDING AND ENDING AT THE SECOND ENTRANCE, 20 FEET INTO THE PROPERTY FROM EDGE OF PAVEMENT



# Web Ticket Entry Training Guide: Remark and Update

Step 3:

Full Tkt	New	Update	Remark	Cancel	Main Menu
----------	-----	--------	--------	--------	-----------

Select



Step 4 (Optional):

The **Field Contact** fields can be edited. You can either change the name of the field contact listed on the original ticket, leave it blank or add a field contact.

Caller Information	
Phone	540-985-9355
Caller	SUSAN PAINTER
Caller Type	UTIL <input type="button" value="Direct Line"/> 540-985-9355 <input type="button" value="Ext"/>
Company	VA811
Address	1830 BLUE HILLS CIRCLE
ZIP	24012 <input type="button" value="St"/> VA <input type="button" value="City"/> ROANOKE
Email	SPAINTER@VA811.COM <input type="button" value="Fax"/>
Fld Contact	<input type="text"/> <input type="button" value="Phone"/>

Caller Information	
Phone	540-985-9355
Caller	SUSAN PAINTER
Caller Type	UTIL <input type="button" value="Direct Line"/> 540-985-9355 <input type="button" value="Ext"/>
Company	VA811
Address	1830 BLUE HILLS CIRCLE
ZIP	24012 <input type="button" value="St"/> VA <input type="button" value="City"/> ROANOKE
Email	SPAINTER@VA811.COM <input type="button" value="Fax"/>
Fld Contact	JOHN SMITH <input type="button" value="Phone"/> 540-985-9632





# Web Ticket Entry Training Guide: Remark and Update

## Step 5:

Select

Code	Description	Type ▲	L	Responses
FCW974	FAIRFAX WATER	B	G	
FCU901	FAIRFAX COUNTY-SEWER	G	G	
COX609	COX COMMUNICATIONS	O	S	
VZN703	VERIZON	O	S	
DOM400	DOMINION ENERGY ELEC DIS	R	S	
CGT901	COLUMBIA GAS TRANSMISSIC	Y	S	
WGL904	WASHINGTON GAS	Y	GS	
WMG902	WILLIAMS GAS PIPELINE-TRA	Y	S	

Submit 00:16

Select

## Step 6:

**Submit Ticket**

You will receive an email copy of your ticket in just a moment. It contains important information to ensure your safety.

Do you want to release this ticket?

No Yes

Select  if you do not want to release the ticket.

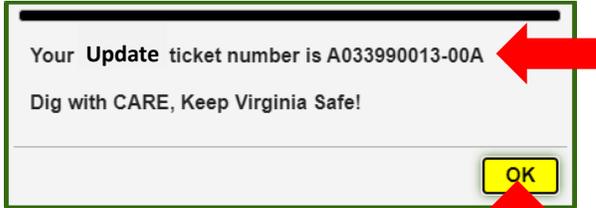
Select "YES" if you want to release the ticket.



# Web Ticket Entry Training Guide: Remark and Update

## Step 7:

Your Update ticket is assigned a new ticket number.



Select  to release the ticket.

## Step 8:

Pay close attention to the Notification Dates. The “life of the ticket” is extended another 15 Working Days.

Notification Dates	
Locate/Due By	Wed Nov 25, 2020 07:00 AM
Update By	Fri Dec 11, 2020 11:59 PM
Expires	Wed Dec 16, 2020 07:00 AM

Notification Dates	
Locate/Due By	Wed Dec 09, 2020 07:00 AM
Update By	Wed Dec 23, 2020 11:59 PM
Expires	Tue Dec 29, 2020 07:00 AM