



Web Ticket Entry
Three Hour Notice Ticket
Training Guide



Web Ticket Entry Three-Hour Notice Ticket Training Guide

INTRODUCTION

The *Three-Hour Notice Ticket Training Guide* can be used by those users who learn best by reading and following written instruction. The guide allows you to take the course at your own pace and schedule and can also be used along with the video and/or instructor-led courses or any time after you begin processing tickets on your own, as a refresher course.

The guide is designed to walk you through the steps to accurately process a Three-Hour Notice ticket.

This training guide will teach you how to:

- ✓ Determine if the ticket should be processed as a Three-Hour Notice
- ✓ Complete the Field Contact information
- ✓ Include information about the reason for the Three-Hour Notice
- ✓ Complete the ticket
 - Review the ticket for accuracy and safety
 - Submit and release the ticket

The icons will prompt you to participate or provide you with some additional information to enhance your learning experience.



Practice using the ticket entry software as you follow along.



You will receive tips along the way to help you with your learning.



The Virginia Underground Utility Damage Prevention Act will remind you how to stay safe!

This reproduction of the Code of Virginia – the Underground Utility Damage Prevention Act, and Rules for Enforcement – is provided solely as a convenience for the person or persons reading this content and is not to be used as a legal reference document.



Web Ticket Entry Three-Hour Notice Ticket Training Guide

TABLE OF CONTENTS

INTRODUCTION	2
DAMAGE PREVENTION PARTNERSHIP	4
The Excavator:	4
Activating a THREE-HOUR Notice Ticket	5
Excavation Area and Mapping	6
Field Contact Information	7
ACCURACY AND SAFETY	10
RELEASING THE TICKET	11
Activating a THREE-HOUR Notice Ticket	13
Field Contact Information	14
ACCURACY AND SAFETY	16
RELEASING THE TICKET	17
Activating a THREE-HOUR Notice Ticket	19
Field Contact Information	20
ACCURACY AND SAFETY	23
RELEASING THE TICKET	24
Activating a Three hour Notice Ticket	26
Field Contact Information	27
ACCURACY AND SAFETY	29
RELEASING THE TICKET	30
PRAC (Positive Response Automatic closure)	32



Web Ticket Entry Three-Hour Notice Ticket Training Guide

DAMAGE PREVENTION PARTNERSHIP

A Three-Hour Notice ticket is processed when utility members need to be re-notified when an excavator arrives to the excavation site and sees clear evidence or has prior knowledge of an underground utility within the excavation area that is unmarked as delineated in §56-265.17 subsection C of the Underground Utility Damage Prevention Act. The information below defines the damage prevention partnership among you, the excavator, the utility operator/contract locator, and Virginia 811 (AKA the notification center).

Virginia 811 has made provisions for an excavator to request a Three-Hour Notice for disputing a response posted to the Positive Response System or when no response has been posted to the Positive Response System. Virginia 811 will automatically send out a notice at 7:00 a.m. on the 3rd working day if an operator fails to respond to the Positive Response System as delineated in §56-265.17 Subsection B-3.

The Excavator:

The Virginia Underground Utility Damage Prevention Act §56-265.17 subsection C states the following:

C. The excavator shall exercise due care at all times to protect underground utility lines. If, upon arrival at the site of a proposed excavation, the excavator observes clear evidence of the presence of an unmarked utility line in the area of the proposed excavation, the excavator shall not begin excavating until three hours after an additional call is made to the notification center for the area. The operator of any unmarked utility line shall respond within three hours of the excavator's call to the notification center.





Web Ticket Entry Three-Hour Notice Ticket Training Guide

ACTIVATING A THREE-HOUR NOTICE TICKET

Example 1: Clear Evidence

Start by typing the existing ticket number into the top left of the ticket entry screen and select the Inquire command.



To ensure the Three-Hour Notice is being processed on the correct ticket, check the county/city fields and the address and/or intersection.

The screenshot shows the 'Inquire' screen for ticket A205690001-00A. The interface is divided into several sections:

- Caller Information:** Includes fields for Phone (540-111-2222), Caller (WTE TEST ACCOUNT), Company (VA811 WTE TESTING), Address (1830 BLUE HILLS CIR NE), ZIP (24012), City (ROANOKE), and Fld Contact (JON AMMON).
- Work Information:** Work Type is 'WATER SERVICE - REPAIR, REPLACE OR ABANDON' and Done For is 'SAMPLING'.
- Location Information:** County/City is 'MECKLENBURG'. Street is '1781 ANTLERS RD'. Cross St 1 is 'REDLAWN RD'. There are checkboxes for 'Boring?', 'Blasting?', and 'White Paint?'.
- Mapping:** A map shows the location of the ticket at the intersection of 1781 Antlers Rd and Redlawn Rd in District 6. A red arrow points to the 'Street' field in the location information section.
- Notification Dates:** Shows dates for 'Locate/Due By' (Wed Mar 02, 2022 07:00 AM), 'Update By' (Wed Mar 16, 2022 11:59 PM), and 'Expires' (Mon Mar 21, 2022 07:00 AM).
- Member Information:** A table lists members:

Code	Description	Type	L	Responses
VZN804	VERIZON	O	S	00A NEW - (30) 02
MEC403	MECKLENBURG ELECTRIC	R	G	00A NEW - (10) 02



Web Ticket Entry Three-Hour Notice Ticket Training Guide

Then ensure the ticket has passed the Locate/Due By date or all utility locators have responded.

The screenshot shows a web application interface for ticket entry. It is divided into several sections:

- Caller Information:** Includes fields for Phone (540-111-2222), Caller (WTE TEST ACCOUNT), Caller Type (CONT), Company (VA811 WTE TESTING), Address (1830 BLUE HILLS CIR NE), ZIP (24012), City (ROANOKE), Email, and Fld Contact (JON SMITH).
- Location Information:** Includes Work Type (WATER SERVICE - REPAIR, REPLACE OR ABANDON), Done For (SAME), County/City (MECKLENBURG), Place, Subdiv, Lot #, Street (1781 ANTLERS RD), Cross St 1 (REDLAWN RD), and Cross St 2.
- Excavation Area:** A section for defining the excavation area, currently showing 'FRONT OF PROPERTY'.
- Mapping:** A map showing the location of the excavation area. A red arrow points to the 'Locate/Due By' date in the Notification Dates section.
- Notification Dates:** Shows 'Locate/Due By' as Wed Mar 02, 2022 07:00 AM ET, 'Update By' as Wed Mar 16, 2022 11:59 PM OP, and 'Expires' as Mon Mar 21, 2022 07:00 AM CH.
- Member Information:** A table listing members and their responses.

Code	Description	Type	L	Responses
VZN804	VERIZON	O	S	00A NEW - (30) 02
MEC403	MECKLENBURG ELECTRIC	R	G	00A NEW - (10) 02

EXCAVATION AREA AND MAPPING

Caution: To ensure everyone's safety, always compare the Notification Polygon to the description of excavation to ensure the correct utilities were notified on the original ticket.

This screenshot is identical to the one above, but with a red arrow pointing to the 'Excavation Area' field in the 'Excavation Area' section, which currently contains the text 'FRONT OF PROPERTY'.



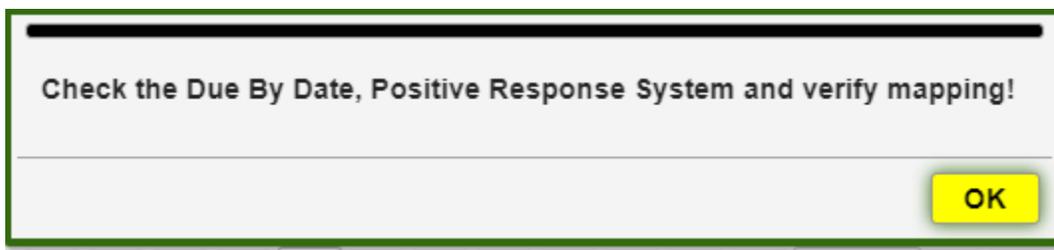
Web Ticket Entry Three-Hour Notice Ticket Training Guide



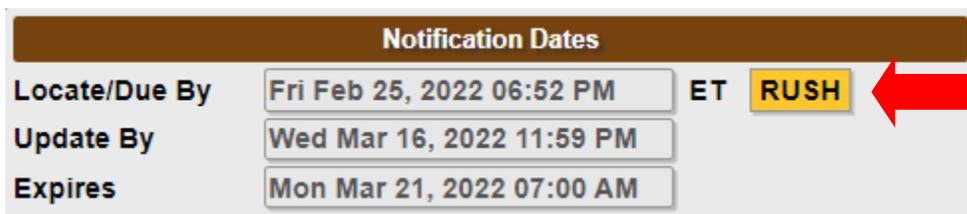
Select the **Three-Hour Notice** command



A pop-up box will appear asking if you have checked the Due By Date, Positive Response System, and verified mapping. Select OK.



As a safety precaution, the Ticket Entry screen will display RUSH in the top right-hand corner. This will let you know you are processing a Three-Hour Notice.



FIELD CONTACT INFORMATION



Enter the name and phone number of the field contact available by phone, if applicable.

This is who is available for the next three hours if locators were to have questions regarding the Three-Hour Notice.

If you are the field contact, **then** leave the fields blank since your name and phone number are already listed on the ticket.



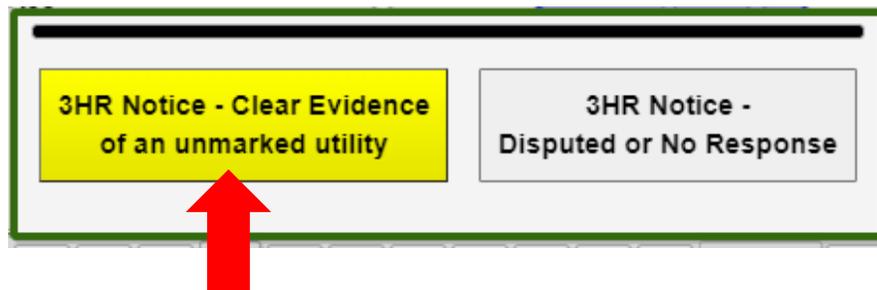
Web Ticket Entry Three-Hour Notice Ticket Training Guide

Caller Information			
Phone	540-111-2222	<input type="button" value="Lookup"/>	
Caller	WTE TEST ACCOUNT		
Caller Type	CONT <input type="button" value="v"/>	Direct Line <input type="text"/>	Ext <input type="text"/>
Company	VA811 WTE TESTING		
Address	1830 BLUE HILLS CIR NE		
ZIP	24012	St VA <input type="button" value="v"/>	City ROANOKE
Email	<input type="text"/>	Fax	<input type="text"/>
Fld Contact	JON SMITH	Phone	787-656-1234

Select “Tab” on the keyboard to enter the Instructions field (or use the mouse to click in the Instructions field.)

This will automatically display a pop-up box that provides options for the type of Three-Hour Notice: ‘Clear Evidence of an unmarked utility’ or ‘Disputed or No Response’

Select ‘3HR Notice – Clear Evidence of an unmarked utility’



Another pop-up box with options for ‘No Marks’ or ‘Incomplete Marks’ will display
Select the appropriate option





Web Ticket Entry Three-Hour Notice Ticket Training Guide

Another pop-up box will display asking you to provide a description of the clear evidence and where it is located on the property or in the excavation area. Enter the requested information.

Then select OK.

A screenshot of a dialog box titled "Location of clear evidence". The text inside reads: "Provide a description of the clear evidence and where it is located on the property:". Below this is a text input field containing the text "THERE IS A METER ON THE FRONT OF HOUSE". At the bottom right of the dialog box is an "OK" button. A red arrow points to the "OK" button.

A pop-up box will display asking which type of utility is not marked

Two screenshots of a dialog box titled "Utility Type". The first screenshot shows a list of utility types with checkboxes: Water, Sewer, Communications, Irrigation, Electric, and Gas. The second screenshot shows the same list, but with the "Electric" checkbox checked. At the bottom of the second dialog box is an "OK" button, which is pointed to by a red arrow.

After selecting the correct utility(s), select OK



Web Ticket Entry Three-Hour Notice Ticket Training Guide

ACCURACY AND SAFETY

Review the information in the Instructions field for accuracy.

Instructions

3 HOUR NOTICE - THERE IS CLEAR EVIDENCE OF AN UNMARKED UTILITY: NO MARKS - THERE IS A METER ON THE FRONT OF HOUSE: ELECTRIC

If the information is correct, select the Get Mbrs command to display the utility members that will be notified on the Three-Hour Notice.

Member Information

Code	Description	Type ▲	Responses
VZN804	VERIZON	O	00A NEW - (30) 02/25
MEC403	MECKLENBURG ELECTRIC	R	00A NEW - (10) 02/25

Any utilities listed in red will NOT be notified. Utilities listed in white will be notified on the Three-Hour Notice.

Member Information

Code	Description	Type ▲	L	Responses
VZN804	VERIZON	O	S	00A NEW - (30) 02
MEC403	MECKLENBURG ELECTRIC	R	G	00A NEW - (10) 02

01:57

Select the Submit command.



Web Ticket Entry Three-Hour Notice Ticket Training Guide

In the message box that appears, notice that the date matches the Locate/Due By date.

3 Hour Notice A205690001-00A

Mapping

1,000 ft (36 6324771-78 325830)

Notification Dates

Locate/Due By: Fri Feb 25, 2022 06:47 PM ET **RUSH**

Update: Wed Mar 16, 2022 11:59 PM

Exp: Mon Mar 21, 2022 07:00 AM

Instructions

3 HOUR NOTICE - THERE IS CLEAR EVIDENCE OF AN UNMARKED UTILITY: NO MARKS - THERE IS A METER ON THE FRONT OF HOUSE: ELECTRIC

Expand last word Expanded Word List Abbreviations

Member Information

Mbrs	Mbr Info	Add	Rem	Fit	Show
4	VERIZON	O	S	00A NEW - (30) 02	
03	MECKLENBURG ELECTRIC	R	G	00A NEW - (10) 02	

Submit Ticket

Utilities are required to respond no later than Feb 25 @ 06:47 PM. Locators will respond by going to the excavation site, contacting you by phone, or responding using the Positive Response System.

Do you want to release this ticket?

No **Yes**

If changes are needed, select No.

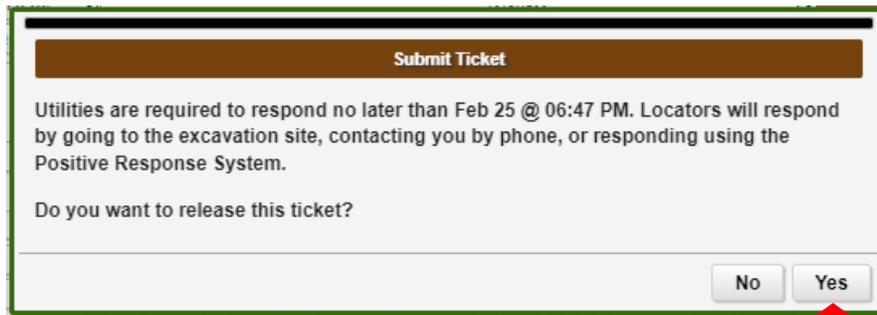
RELEASING THE TICKET

Prior to submitting the ticket, a message box will appear that reminds users that locators can contact the excavator one of the three ways:

- Locator may go straight to the job site to determine the need for marking.
- By directly contacting the excavator by phone to clarify the Three-Hour Notice and determine the need to mark.
- The locator may post a response to the Positive Response System.



Web Ticket Entry Three-Hour Notice Ticket Training Guide

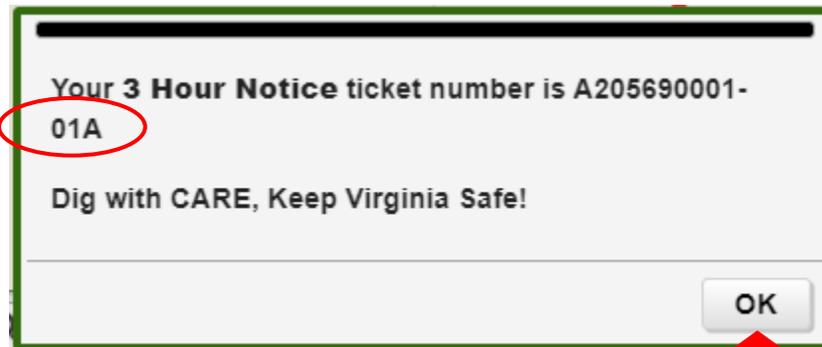


Submit Ticket

Utilities are required to respond no later than Feb 25 @ 06:47 PM. Locators will respond by going to the excavation site, contacting you by phone, or responding using the Positive Response System.

Do you want to release this ticket?

Select Yes to release the ticket



Your 3 Hour Notice ticket number is A205690001-01A

Dig with CARE, Keep Virginia Safe!

Select OK to confirm the release.

The ticket number remains the same with a revision number at the end.

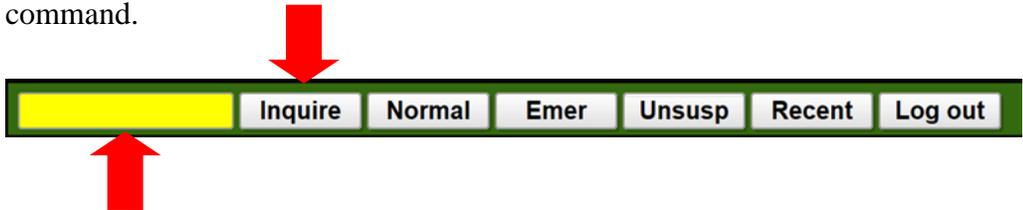


Web Ticket Entry Three-Hour Notice Ticket Training Guide

ACTIVATING A THREE-HOUR NOTICE TICKET

Example 2: Disputed Response

Start by typing the existing ticket number into the top left of the Ticket Entry screen and select the Inquire command.



To ensure the Three-Hour Notice is being processed on the correct ticket, check the county/city fields and the address and/or intersection.

Check the Locate/Due By date or that all utility locators have responded.

Caution: To ensure everyone’s safety, always compare the Notification Polygon to the description of excavation to ensure the correct utilities were notified on the original ticket.

The screenshot shows the ticket entry interface with the following details:

- Navigation Bar:** Includes buttons for Full Txt, New, 3 Hr Notice, Remark, Correction, Cancel, Comment, 3 Hr Deep, Audit, Main Menu, and Inquire. A red arrow points to the 'Inquire' button.
- Caller Information:**
 - Phone: 540-111-2222
 - Caller: WTE TEST ACCOUNT
 - Company: VA811 WTE TESTING
 - Address: 1830 BLUE HILLS CIR NE
 - ZIP: 24012
 - City: ROANOKE
- Location Information:**
 - County/City: MECKLENBURG
 - Place: 229 LAKESIDE HLS
 - Street: PHILLIS RD
- Mapping:** Shows a map with a blue polygon around the address 229 Lakeside HLS. A red arrow points to the polygon.
- Notification Dates:**
 - Locate/Due By: Wed Mar 02, 2022 07:00 AM
 - Update By: Wed Mar 16, 2022 11:59 PM
 - Expires: Mon Mar 21, 2022 07:00 AM
- Member Information Table:**

Code	Description	Type	L	Responses
VZN804	VERIZON	O	S	00A NEW - (80) 02
MEC403	MECKLENBURG ELECTRIC	R	G	00A NEW - (80) 02



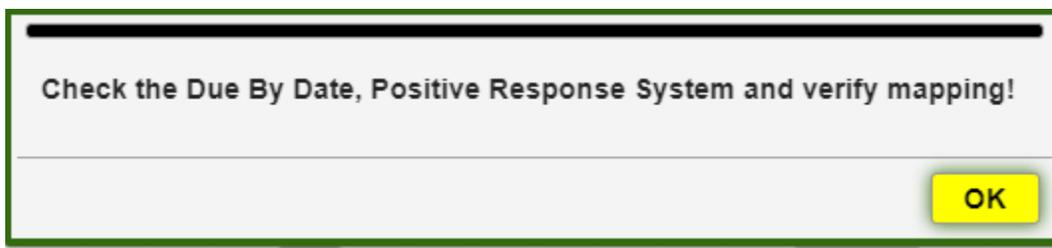
Web Ticket Entry Three-Hour Notice Ticket Training Guide



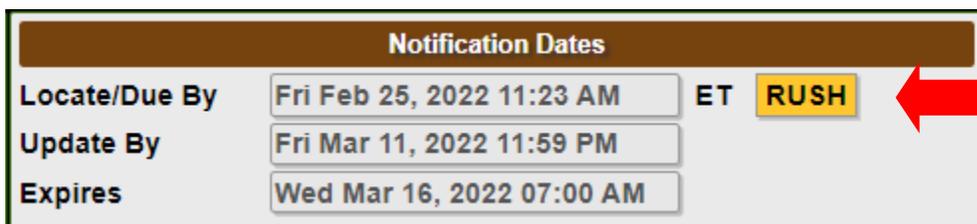
Select the **Three-Hour Notice** command



A pop-up box will appear asking if you have checked the Due By Date, Positive Response System, and verified mapping. Select OK.



Please note as a safety precaution, the Ticket Entry screen will display RUSH in the top right-hand corner. This will let you know you are processing a Three-Hour Notice.



FIELD CONTACT INFORMATION



Enter the name and phone number of the field contact available by phone, if applicable.

This is who is available for the next three hours if locators were to have questions regarding the Three-Hour Notice.

If you are the field contact, **then** leave the fields blank since your name and phone number are already listed on the ticket.



Web Ticket Entry Three-Hour Notice Ticket Training Guide

Caller Information

Phone: 540-111-2222

Caller: WTE TEST ACCOUNT

Caller Type: CONT Ext:

Company: VA811 WTE TESTING

Address: 1830 BLUE HILLS CIR NE

ZIP: 24012 St: VA City: ROANOKE

Email: Fax:

Fid Contact: Phone:

Select “Tab” on the keyboard to enter the Instructions field (or use the mouse to click in the Instructions field.)

This will automatically display a pop-up box that provides options for the type of Three-Hour Notice: ‘Clear Evidence of an unmarked utility’ or ‘Disputed or No Response’

Select ‘Disputed or No Response’

3HR Notice - Clear Evidence of an unmarked utility

3HR Notice - Disputed or No Response

Another pop-up box will appear, asking what codes you would like to dispute. Select the appropriate code(s). Then select OK.

Code 60 - No Agreement was made

Code 90 - There are no barriers, locked gates or unrestrained animals

Code 91 - Address is correct

Code 93 - Proposed work is less than 1 mile

Code 94 - location of proposed excavation is clear, no additional information needed

Code 96 - Response is needed from this terminal

Code 97 - no extraordinary circumstances exist

Code 999 - Utility did not respond

Code 60 - No Agreement was made

Code 90 - There are no barriers, locked gates or unrestrained animals

Code 91 - Address is correct

Code 93 - Proposed work is less than 1 mile

Code 94 - location of proposed excavation is clear, no additional information needed

Code 96 - Response is needed from this terminal

Code 97 - no extraordinary circumstances exist

Code 999 - Utility did not respond



Web Ticket Entry Three-Hour Notice Ticket Training Guide

ACCURACY AND SAFETY

Review the information in the Instructions field for accuracy.

Instructions

3 HOUR NOTICE - DISPUTED OR NO RESPONSE: 90 - THERE ARE NO BARRIERS, LOCKED GATES OR UNRESTRAINED ANIMALS

If the information is correct, select the Get Mbrs command to display the utility members that will be notified on the Three-Hour Notice.

Member Information

Code	Description	Type ▲	Responses
VZN804	VERIZON	O	00A NEW - (90) 02/25/
MEC403	MECKLENBURG ELECTRIC	R	00A NEW - (90) 02/25/

Any utilities listed in red will NOT be notified. Utilities listed in white will be notified on the Three-Hour Notice.

Member Information

Code	Description	Type ▲	L	Responses
VZN804	VERIZON	O	S	00A NEW - (90) 02/
MEC403	MECKLENBURG ELECTRIC	R	G	00A NEW - (90) 02/

02:14

Select the Submit command.



Web Ticket Entry Three-Hour Notice Ticket Training Guide

In the message box that appears, notice that the date matches the Locate/Due By date.

3 Hour Notice A205690002-00A

Mapping: 300 ft (36.618447/-78.361628), Island Lake, LAKESTIDE RD, 1-205, L1229 LAKE SIDE HLS

Notification Dates:
Locate/Due By: Fri Feb 25, 2022 06:59 PM ET **RUSH**
Update By: Wed Mar 16, 2022 11:59 PM
Expires: Mon Mar 21, 2022 07:00 AM

Instructions:
3 HOUR NOTICE - DISPUTED OR NO RESPONSE: 90 - THERE ARE BARRIERS, LOCKED GATES OR UNRESTRAINED ANIMALS

Member Information:
Get Mbrs Mbr Info Add Rem Fit Show

Code	Description	Type	L	Responses
4	VERIZON	O	S	00A NEW - (90) 02
3	MECKLENBURG ELECTRIC	R	G	00A NEW - (90) 02

Submit Ticket

Utilities are required to respond no later than Feb 25 @ 06:59 PM. Locators will respond by going to the excavation site, contacting you by phone, or responding using the Positive Response System.

Do you want to release this ticket?

No Yes

If changes are needed, select No.

RELEASING THE TICKET

Prior to submitting the ticket, a message box will appear that reminds users that locators can contact the excavator one of the three ways:

- Locator may go straight to the job site to determine the need for marking.
- By directly contacting the excavator by phone to clarify the Three-Hour Notice and determine the need to mark.
- The locator may post a response to the Positive Response System.

Submit Ticket

Utilities are required to respond no later than Feb 25 @ 06:59 PM. Locators will respond by going to the excavation site, contacting you by phone, or responding using the Positive Response System.

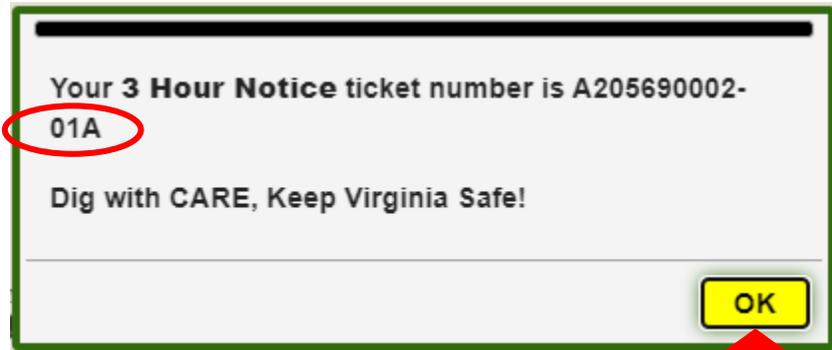
Do you want to release this ticket?

No Yes

Select Yes to release the ticket.



Web Ticket Entry Three-Hour Notice Ticket Training Guide



Select OK to confirm the release.

The ticket number remains the same with a revision number at the end.



Web Ticket Entry Three-Hour Notice Ticket Training Guide

ACTIVATING A THREE-HOUR NOTICE TICKET

Example 3: Multiple issues Three-Hour Notice (Clear Evidence and Disputed Response)

Part 1 of 2

Start with Clear Evidence:

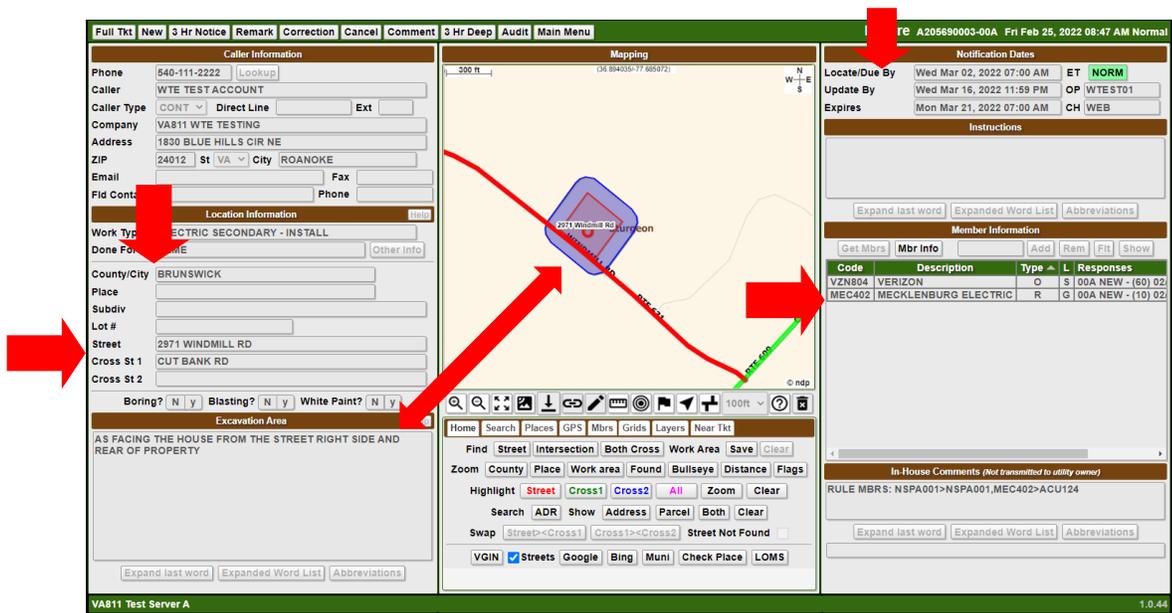
Start by typing the existing ticket number into the top left of the ticket entry screen and select the Inquire command.



To ensure the Three-Hour Notice is being processed on the correct ticket, check the county/city fields and the address and/or intersection.

Check the Locate/Due By date or that all utility locators have responded.

Caution: To ensure everyone’s safety, always compare the Notification Polygon to the description of excavation to ensure the correct utilities were notified on the original ticket.





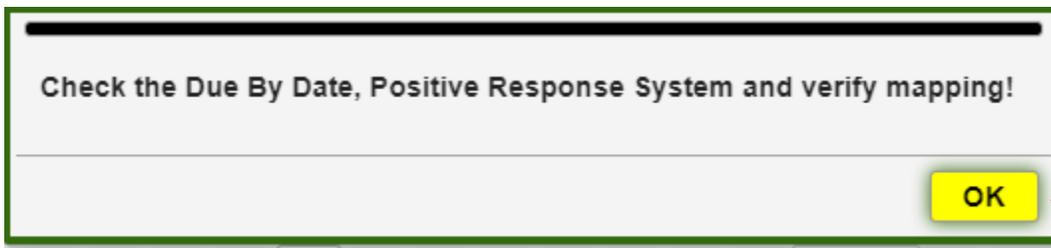
Web Ticket Entry Three-Hour Notice Ticket Training Guide



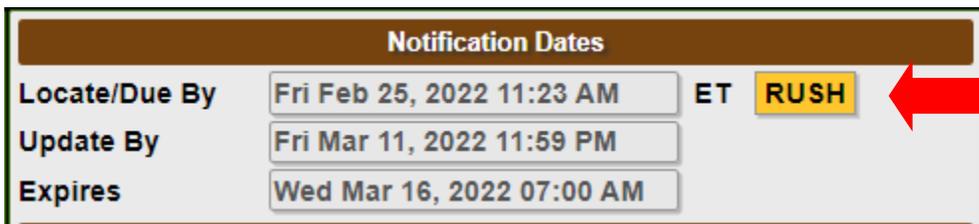
Select the **Three-Hour Notice** command



A pop-up box will appear asking if you have checked the Due By Date, Positive Response System, and verified mapping. Select OK.



As a safety precaution, the Ticket Entry screen will display RUSH in the top right-hand corner. This will let you know you are processing a Three-Hour Notice



FIELD CONTACT INFORMATION



Enter the name and phone number of the field contact available by phone, if applicable.

This is who is available for the next three hours if locators were to have questions regarding the Three-Hour Notice.

If you are the field contact, **then** leave the fields blank since your name and phone number are already listed on the ticket.



Web Ticket Entry Three-Hour Notice Ticket Training Guide

Caller Information

Phone	540-111-2222	Lookup			
Caller	WTE TEST ACCOUNT				
Caller Type	CONT	Direct Line	Ext		
Company	VA811 WTE TESTING				
Address	1830 BLUE HILLS CIR NE				
ZIP	24012	St	VA	City	ROANOKE
Email		Fax			
Fid Contact		Phone			

Select “Tab” on the keyboard to enter the Instructions field (or use the mouse to click in the Instructions field.)

This will automatically display a pop-up box that provides options for the type of Three-Hour Notice: ‘Clear Evidence of an unmarked utility’ or ‘Disputed or No Response’

Select ‘Clear Evidence of an unmarked utility’

3HR Notice - Clear Evidence of an unmarked utility

3HR Notice - Disputed or No Response

Another pop-up box with options for ‘No Marks’ or ‘Incomplete Marks’ will display. Select the appropriate option.

No Marks -

Incomplete Marks -



Web Ticket Entry Three-Hour Notice Ticket Training Guide

Another pop-up box will display asking you to provide a description of the clear evidence and where it is located on the property or in the excavation area. Enter the description then select OK.

A screenshot of a web browser pop-up window titled "Location of clear evidence". The window has a brown header bar with the title. Below the header, the text reads "Provide a description of the clear evidence and where it is located on the property:". A text input field contains the text "THERE IS A POLE IN REAR OF PROPERTY". At the bottom right of the window is an "OK" button, which is highlighted by a red arrow pointing upwards.

A pop-up box will display asking which type of utility is not marked.

Two side-by-side screenshots of a web browser pop-up window titled "Utility Type". The window has a brown header bar with the title. Below the header, there are six utility types listed, each with a colored button and a checkbox to its left: Water (blue), Sewer (green), Communications (orange), Irrigation (purple), Electric (red), and Gas (yellow). In the right-hand screenshot, the "Electric" checkbox is checked with a blue checkmark. At the bottom of each window are "OK" and "Cancel" buttons. A red arrow points upwards to the "OK" button in the right-hand screenshot.

After selecting the correct utility(s) select OK.



Web Ticket Entry Three-Hour Notice Ticket Training Guide

ACCURACY AND SAFETY

Review the information in the Instructions field for accuracy

Instructions

3 HOUR NOTICE - THERE IS CLEAR EVIDENCE OF AN UNMARKED UTILITY: NO MARKS - THERE IS A POLE IS REAR OF PROPERTY: ELECTRIC

If the information is correct, select the Get Mbrs command to display the utility members that will be notified on the Three-Hour Notice.



Member Information

Code	Description	Type ▲	Responses
VZN804	VERIZON	O	00A NEW - (60) 02/25/
MEC402	MECKLENBURG ELECTRIC	R	00A NEW - (10) 02/25/

Any utilities listed in red will NOT be notified. Utilities listed in white will be notified on the Three-Hour Notice.

Member Information

Code	Description	Type ▲	L	Responses
VZN804	VERIZON	O	S	00A NEW - (60) 02/
MEC402	MECKLENBURG ELECTRIC	R	G	00A NEW - (10) 02/

00:37



Then select the Submit command.



Web Ticket Entry Three-Hour Notice Ticket Training Guide

In the message box that appears, notice that the date matches the Locate/Due By date.

3 Hour Notice A205690003-00A

Mapping: 300 ft (36 8929711-77.683951)

Notification Dates:
Locate/Due By: Fri Feb 25, 2022 07:07 PM ET **RUSH**
Update By: Wed Mar 16, 2022 11:59 PM
Expires: Mon Mar 21, 2022 07:00 AM

Instructions:
3 HOUR NOTICE - THERE IS CLEAR EVIDENCE OF AN UNMARKED UTILITY. NO MARKS - THERE IS A POLE IN REAR OF PROPERTY: ELECTRIC

Member Information:
Get Mbrs | Mbr Info | Add | Rem | Fit | Show

Code	Description	Type	L	Responses
4	VERIZON	O	S	00A NEW - (60) 02
2	MECKLENBURG ELECTRIC	R	G	00A NEW - (10) 02

Submit Ticket

Utilities are required to respond no later than Feb 25 @ 07:07 PM. Locators will respond by going to the excavation site, contacting you by phone, or responding using the Positive Response System.

Do you want to release this ticket?

If changes are needed, select No.

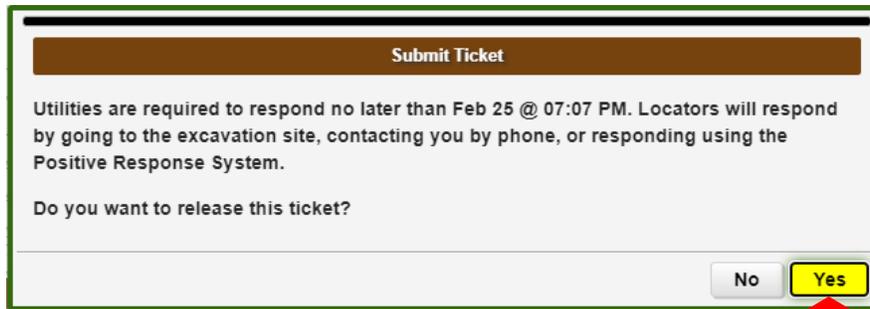
RELEASING THE TICKET

Prior to submitting the ticket, a message box will appear that reminds users that locators can contact the excavator one of the three ways:

- Locator may go straight to the job site to determine the need for marking.
- By directly contacting the excavator by phone to clarify the Three-Hour Notice and determine the need to mark.
- The locator may post a response to the Positive Response System.



Web Ticket Entry Three-Hour Notice Ticket Training Guide

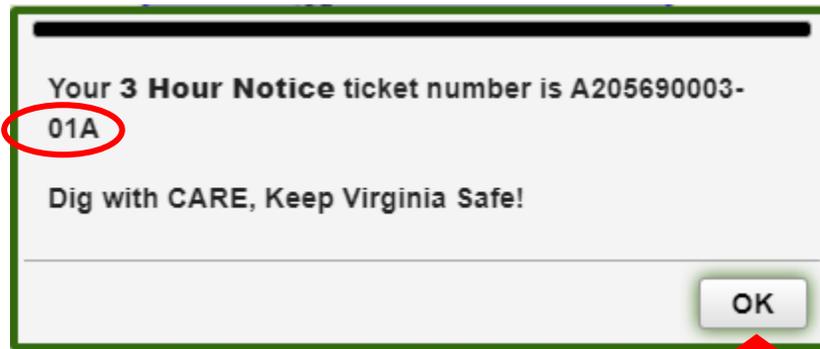


Submit Ticket

Utilities are required to respond no later than Feb 25 @ 07:07 PM. Locators will respond by going to the excavation site, contacting you by phone, or responding using the Positive Response System.

Do you want to release this ticket?

Select Yes to release the ticket.



Your 3 Hour Notice ticket number is A205690003-01A

Dig with CARE, Keep Virginia Safe!

Select OK to confirm the release.

The ticket number remains the same with a revision number at the end.



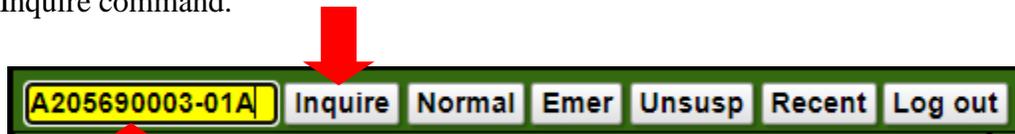
ACTIVATING A THREE HOUR NOTICE TICKET

Example 3: Multiple issues Three-Hour Notice (Clear Evidence and Disputed Response)

Part 2 of 2

Disputed Response:

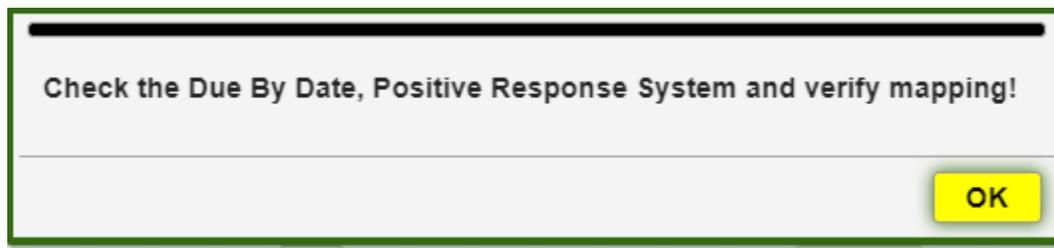
The existing ticket number will automatically populate to the top left of the ticket entry screen, select the Inquire command.



Select the Three-Hour Notice command



A pop-up box will appear asking if you have checked the Due By Date, Positive Response System, and verified mapping. Select OK.





Web Ticket Entry Three-Hour Notice Ticket Training Guide

As a safety precaution, the Ticket Entry screen will display RUSH in the top right-hand corner. This will let you know you are processing a Three-Hour Notice

Notification Dates		
Locate/Due By	Fri Feb 25, 2022 07:12 PM	ET RUSH
Update By	Wed Mar 16, 2022 11:59 PM	
Expires	Mon Mar 21, 2022 07:00 AM	

FIELD CONTACT INFORMATION



Enter the name and phone number of the field contact available by phone, if applicable.

This is who is available for the next three hours if locators were to have questions regarding the Three-Hour Notice.

If you are the field contact, **then** leave the fields blank since your name and phone number are already listed on the ticket.

Caller Information	
Phone	540-111-2222
Caller	WTE TEST ACCOUNT
Caller Type	CONT <input type="checkbox"/> Direct Line <input type="checkbox"/> Ext <input type="checkbox"/>
Company	VA811 WTE TESTING
Address	1830 BLUE HILLS CIR NE
ZIP	24012 St VA <input type="checkbox"/> City ROANOKE
Email	<input type="text"/> Fax <input type="text"/>
Fld Contact	<input type="text"/> Phone <input type="text"/>

Select "Tab" on the keyboard to enter the Instructions field (or use the mouse to click in the Instructions field.)



Web Ticket Entry Three-Hour Notice Ticket Training Guide

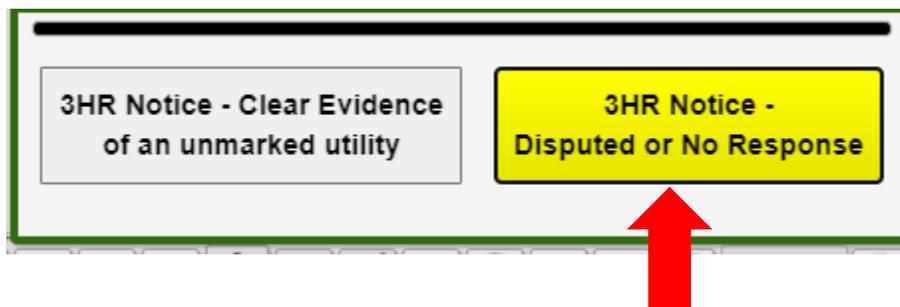
Delete the previous Three-Hour Notice information.



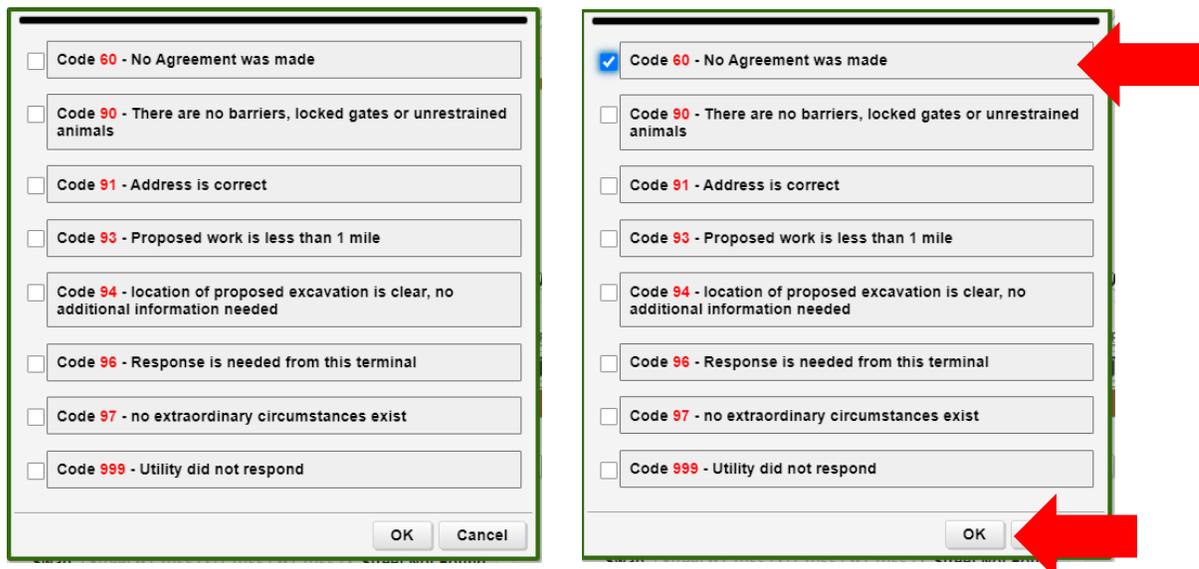
Click out of the Instructions field and back into the Instructions field.

This will automatically display a pop-up box that provides options for the type of Three-Hour Notice: 'Clear Evidence of an unmarked utility' or 'Disputed or No Response'

Select 'Disputed or No Response'



Another pop-up box will appear, asking what codes you would like to dispute. Select the appropriate code(s). Then select OK.





Web Ticket Entry Three-Hour Notice Ticket Training Guide

ACCURACY AND SAFETY

Review the information in the Instructions field for accuracy.

Instructions

3 HOUR NOTICE - DISPUTED OR NO RESPONSE: 60 - NO AGREEMENT WAS MADE

If the information is correct, select the Get Mbrs command to display the utility members that will be notified on the Three-Hour Notice.

Member Information

Code	Description	Type ▲	Responses
VZN804	VERIZON	O	00A NEW - (60) 02/25/
MEC402	MECKLENBURG ELECTRIC	R	00A NEW - (10) 02/25/

Any utilities listed in red will NOT be notified. Utilities listed in white will be notified on the Three-Hour Notice.

Member Information

Code	Description	Type ▲	L	Responses
VZN804	VERIZON	O	S	00A NEW - (60) 02/
MEC402	MECKLENBURG ELECTRIC	R	G	00A NEW - (10) 02/

02:31

Then select the Submit command.



Web Ticket Entry Three-Hour Notice Ticket Training Guide

In the message box that appears, notice that the date matches the Locate/Due By date.

3 Hour Notice A205690003-01A

Mapping: (36.899033;-77.647981) Dinwiddie, Sturgeon

Notification Dates:
Locate/Due By: Fri Feb 25, 2022 07:14 PM ET **RUSH**
Update By: Wed Mar 16, 2022 11:59 PM
Expires: Mon Mar 21, 2022 07:00 AM

Instructions:
3 HOUR NOTICE - DISPUTED OR NO RESPONSE: 60 - NO SETTLEMENT WAS MADE

Member Information:
Get Mbrs Mbr Info Add Rem Fit

Code	Description	Type	L	Responses
4	VERIZON	O	S	00A NEW - (60) 02
2	MECKLENBURG ELECTRIC	R	G	00A NEW - (10) 02

Submit Ticket

Utilities are required to respond no later than Feb 25 @ 07:14 PM. Locators will respond by going to the excavation site, contacting you by phone, or responding using the Positive Response System.

Do you want to release this ticket?

No Yes

Find Street Intersection Both Cross Work Area Save
Zoom County Place Work area Found Bullseye Distance

Submit 02:51

If changes are needed, select No.

RELEASING THE TICKET

Prior to submitting the ticket, a message box will appear that reminds users that locators can contact the excavator one of the three ways:

- Locator may go straight to the job site to determine the need for marking.
- By directly contacting the excavator by phone to clarify the emergency and determine the need to mark.
- The locator may post a response to the Positive Response System.



Web Ticket Entry Three-Hour Notice Ticket Training Guide

Submit Ticket

Utilities are required to respond no later than Feb 25 @ 07:14 PM. Locators will respond by going to the excavation site, contacting you by phone, or responding using the Positive Response System.

Do you want to release this ticket?

Select Yes to release the ticket. 

Your 3 Hour Notice ticket number is A205690003-02A

Dig with CARE, Keep Virginia Safe!

Select OK to confirm the release. 

The ticket number remains the same with a revision number at the end.

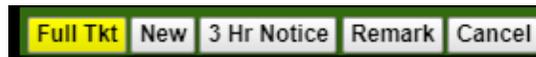


Web Ticket Entry Three-Hour Notice Ticket Training Guide

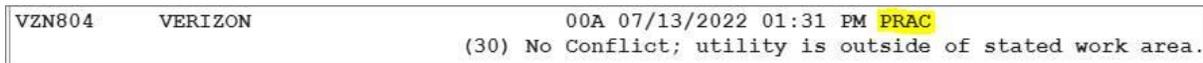
PRAC (POSITIVE RESPONSE AUTOMATIC CLOSURE)

Telecommunications companies Verizon and MCI may use a filtering system known as PRAC (Positive Response Automatic Closure) for some tickets which could result in automatic ‘No Conflict’ (code 30) responses. If the PRAC system is used but there is clear evidence of an unmarked utility, requiring a Three-Hour Notice ticket, the steps below must be followed.

First, determine if PRAC was used by inquiring on the ticket and clicking Full Tkt along the top of the Ticket Entry screen.

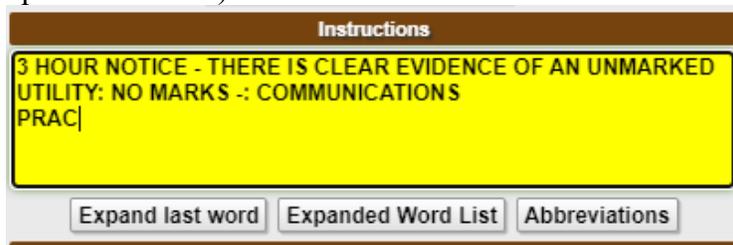


Scroll to the responses section and look to the right of the timestamp for both Verizon and MCI. If the PRAC system was used, it will be indicated in the area shown below:

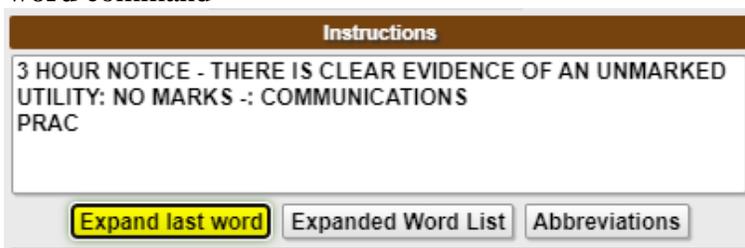


If PRAC was used, in addition to the normal steps taken to process a Three-Hour Notice, follow these instructions:

Type “PRAC” (without quotation marks) on a new line in the Instructions field on the Three-Hour Notice.



Click the **Expand last word** command



The following text “ATTN VERIZON 800-492-3100” will be automatically generated in the Instructions field, which will ensure the Three-Hour Notice is received by a locator.

Congratulations! You have completed your training for Three-Hour Notice access on your WTE account!