



## Ticket Actions

Ticket actions can be used to cancel, correct, update, or duplicate information from a ticket to create a new one. Below is a description of each ticket action and how and when it can be used. The grayed-out actions are not available in OneCallAccess currently. They will be added in future OneCallAccess updates.

Action	Description	Time Frame	Ticket Types
Cancel	Cancel ticket; when work is no longer taking place, or a duplicate ticket exists for the job.	Before Work Start Date	All ticket types.
Copy	Duplicate ticket information to be used for a new ticket. All fields may be altered. This does not reference the original ticket number. To reference the original ticket number, enter previous ticket number in the Remarks field.	Before or After Work Start Date	All ticket types.
Relocate	Cancel and replace an existing ticket when work does not begin within 14 calendar days of the start date on the ticket; references the original ticket number.	After Work Start Date	All ticket types except short notice and emergency.
Edit	When information needs to be altered on a ticket: the original ticket will be canceled and replaced or updated with a new version, depending on which ticket fields need to be changed. See options below.	Before Work Start Date	Dependent on which fields need to be altered; see below.
Edit-Update	Update the original ticket with a new version. Changes can be made to <i>Onsite contact name, Onsite contact number, Outdoor pet on property, Is the area pre-marked, and Remarks.</i>	Before Work Start Date	All ticket types.
Edit-Correction	Cancel and replace the original ticket when critical fields need updating that alter the scope of the job. All ticket fields are critical except <i>Onsite contact name, Onsite contact number, Outdoor pet on property, Is the area pre-marked, and Remarks.</i>	Before Work Start Date	All ticket types except Short Notice and Emergency. Use <i>cancel</i> and <i>copy</i> to cancel and replace short notice and emergency request with updated information.



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Action	Description	Time Frame	Ticket Types
Continue	Create a new ticket from an existing one when work is too large to fit onto one ticket. Work polygon from original ticket is visible on the map so user can create a new polygon that picks up where the other ticket left off.	Anytime	All
Retransmit	A request for assistance from facility owners due to marking issues. See the three categories below.	Dependent on the Retransmit type.	All ticket types except design.
Retransmit- Unmarked Facilities	When there is a lack of positive response, visible evidence of a facility with no visible marks, or incomplete markings by the work legal start date. Specify which facility is needed when retransmitting. Facility owners have three working hours to respond.	Between the work legal start date and 14 calendar days from the work start date.	All ticket types except design.
Retransmit- Additional Assistance	The site was marked and the contractor has hand dug as required by law, but no line was found within the approximate location of the marking. Specify which facility is needed when retransmitting. Facility owners have three working hours to respond.	Between the work legal start date and 14 calendar days from the work start date.	All ticket types except design.
Retransmit- Destroyed Markings	When markings are removed, destroyed, or are no longer visible or reliable. Specify which facilities are needed. Facility owners have 24 hours, on working days only to respond.	Between the work legal start date and 24 hours (on business days) prior to work expiration date (ticket expiration)	All ticket types except design.