

Wendy Fisher

Sent: Thursday, June 4, 2026 3:59 PM
To: PREVIEW - DO NOT SEND
Subject: Coming soon! Ticket Entry Version 1.1.43
Attachments: Ticket Entry Version 1.1.43.pdf

Dear RTE User,

This evening or tomorrow morning, Ticket Entry version 1.1.43 will be released and will include changes to the Update function. Page 19 of the RTE User Guide has been revised to reflect this change and is attached for reference.

The RTE User Guide is currently being updated in full. Once the update is complete, you will be notified.

Wendy Fisher

Manager - Remote Ticket Entry

North Carolina 811, Inc.

336.316.0359 Direct

336.855.5760 Main Office

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Please Note: This email was sent using an automated process. Therefore, RTE users who have the same email address associated with multiple RTE accounts will have received this email more than once. I apologize for any inconvenience.

UPDATE Request



A valid locate request is required to perform any excavation work. In the event the excavation will not be completed within 28 calendar days, the excavator must provide a subsequent notice, per NC State Law. This is known as an Update request. Update locate requests are valid for 28 calendar days only, just like a New locate request, a new locate request ticket number will be issued.

The process for creating an Update request should follow the same procedures for creating a New locate request. Once the ticket has been submitted, the Remarks field of the Update request will be auto-stamped with the previous ticket number, see Remarks below in the image.

To create and process an Update request, click **INQUIRE**. In the Inquire Ticket window, enter the ticket number you wish to update, then click OK. All available ticket processing functions will appear at the top of the screen, select **UPDATE**. Upon clicking Update, a prompt will appear including question, Does this ticket represent work that is continuing past the 28 calendar days? To proceed, click the Yes or No button. In the Update Ticket window, populate any empty fields with the requested information, then click the OK button. A new ticket number valid for 28 calendar days will be provided. ***Note:** To change Excavator Information, the user must contact the RTE department directly at 336-855-5760, Monday through Friday, from 8:00 a.m. to 5:00 p.m. (ET).

An RTE representative will be happy to assist you.

If the Update function is not available, review the request to determine if it is a valid ticket type allowed to be updated and/or preview the Update By date in the Begin Time box. The following ticket types cannot be updated: Survey notice, Damage notice, Destroyed Marks. Proceed with the appropriate action depending upon the needs of the request.

Additionally, **In the event changes are needed to information specified in the Ticket Entry fields or mapping** then the ticket is no longer classified as an Update request. The Update function will need to be aborted and the request will need to be created and processed as a NEW Request with the appropriate changes and/or corrections.

Update Ticket 2613400004-000

Caller Type *	Contractor
Name *	WENDY FISHER
Phone *	336-855-5760
Address *	2300 W MEADOWVIEW RD
City *	GREENSBORO
State *	NC
Zip *	27407
Email	RTEHELP@NC811.ORG

OK Exit