



FOLLOW-UP TRANSACTIONS NO MARKS/NO RESPONSE BY DUE DATE

If you submitted a ticket and did not receive locate marks or any other type of response from one or more of the facility owner/operators by the end of the marking due date, do not dig. Instead, be sure to process a follow-up transaction on your ticket by:

1. Calling 811 or
2. Using the “Edit” function in E-Stake and selecting the appropriate description for your situation (“Ready to dig, but one or more facility owner/operator(s) failed to respond.”)

Also, if you received a response from one or more facility owner/operator(s) by telephone, email or electronically posted in E-Stake which **you did not agree to** or **did not understand** you can process this type of transaction (“Ready to dig, but have questions on marks appearing on my job site or on other responses received.”)

Please specify the following in the “Remarks” section:

- Which facility owner/operator(s) are impacted?
- What are the details of the issue? (Facility owner/operator failed to respond; Marks are incomplete; Do not understand the marks; Received a voice mail message, email or other notice that you did not agree to or do not understand).

When you are ready to submit this transaction, have the Arizona 811 Locate Specialist select (if by phone) or you can select (if by E-Stake) only the facility owner/operator(s) that are impacted. This transaction will be treated as a priority and will be sent to the impacted facility owner/operator(s) immediately.

NOTE: It is important to process this follow-up transaction to document the situation in addition to any other verbal or written communication you have with the facility owner/operator(s) to ensure proper documentation of the situation is recorded on your ticket.



For assistance, contact Call Center Operations Manager Brad Simon at (602) 659-7501 or Brad.Simon@Arizona811.com.