

Question	Answer
How will VA811 customers benefit from a new SAT application?	<ul style="list-style-type: none"> • Customers will have the ability to independently create and submit tickets • The new application has been simplified to provide a more user-friendly interface
How is the customer experience enhanced in the new SAT application?	<ul style="list-style-type: none"> • Users can now identify the location of excavation on the map and place icons to indicate where on the property the work is taking place • Cached browser data can autofill contact information to make the form submission more efficient • Cross Streets are no longer required • Work areas can be selected from a predefined list • Additional selections can be made to request paint and flags, as well as no markings on hard surfaces
What browsers are compatible with the new SAT application?	<ul style="list-style-type: none"> • Google Chrome • Apple Safari • Microsoft Edge
What happens if an address is not found?	<ul style="list-style-type: none"> • Customers will be redirected to the SAT 1.0 application, which requires waiting for VA811 staff to review and complete tickets <ul style="list-style-type: none"> ○ Tickets will still be processed the same day, typically within two hours
Why does the browser need access to the user's location?	<ul style="list-style-type: none"> • In order to provide predictive text options in the Address field, browser settings must allow the application to track the user's location <ul style="list-style-type: none"> ○ Note: the first time a user attempts to enter an address, they will be prompted to allow the browser to access to their location

SINGLE ADDRESS TICKET: FAQ

What is the purpose of adding the optional icons to the map?	<ul style="list-style-type: none">• The icons are designed to assist customers in better identifying where the work is taking place within the quadrant or quadrants selected, as facing the property from the street
Where can I look up my ticket?	<ul style="list-style-type: none">• Visit lets.va811.com and enter the ticket number• Visit va811.com, click on Check Status, choose Ticket Search or Location Enhanced Ticket Search
Why does the map screen never change from “Loading...”?	<ul style="list-style-type: none">• You may not be using a compatible web browser. The acceptable browsers are Google Chrome, Apple Safari and Microsoft Edge
What is the difference between Dig Point and Dig Icon?	<ul style="list-style-type: none">• There is no difference; either can be used
I made a mistake on my request. Can I cancel the ticket?	<ul style="list-style-type: none">• A ticket may be canceled using Ticket Revision Express by visiting tre.va811.com and following the prompts
I made a mistake on my request. Can I correct the ticket?	<ul style="list-style-type: none">• A Correction ticket must be processed before to 5PM on the same day the Normal ticket was released.• Call Virginia 811 to have the following corrections made:<ul style="list-style-type: none">○ Contact Name○ Contact Phone Number○ Contact Email○ Email○ If contactor, Boring, Blasting, White Paint fields

SINGLE ADDRESS TICKET: FAQ

<p>What should I do if I think/know a utility company is not notified on my ticket?</p>	<ul style="list-style-type: none">• Call Virginia 811, provide your ticket number and the name of the unnotified utility company.• The utility member will be added, and the ticket resubmitted
<p>Why didn't I receive an email confirmation after I submitted my ticket?</p>	<ul style="list-style-type: none">• The email confirmation may have been sent to your SPAM or Junk Folder• The email address may have been entered incorrectly