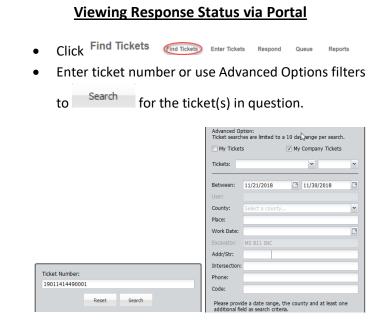
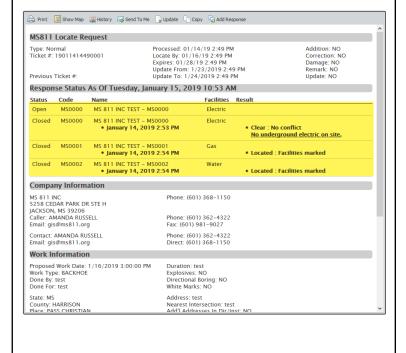
Viewing Response Status

Login to the Portal or Mobile App using your existing credentials. No login is needed if you have the ticket number you want to view responses for.

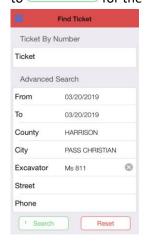


 The right pane will show the matching ticket or tickets and the responses related to the ticket(s).

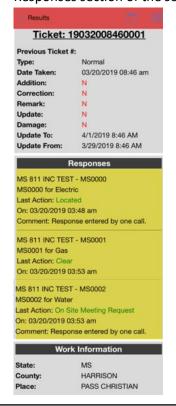


Viewing Response Status via Mobile App

- Click =
- Click Find Tickets
- Enter ticket number or use Advanced Options filters to Search for the ticket(s) in question.



 Response information will be displayed in the Responses section of the selected ticket.



Response Actions

The following are the list of Response Actions members can select from when submitting Positive Response information.

Response Actions	Description
Located	Facilities marked
Clear	No conflict
On Site Meeting Request	Utility representative is requesting to be on site during excavation
Locate Delayed	By law the operator has an additional 2 working days to locate due to lines are only locatable by excavation
Located to Meter Only	Private property beyond meter not located

The MS811 Positive Response System can improve communication between the excavator and utility/facility operator. However, there is a chance that some excavators may not see the response information members enter into the PR system. For example, they may not have access to the Portal or Mobile App or they did not provide an email address for us to send response status information to. Because of this, members are still required to notify the excavator, directly when selecting the following Response Actions.

- 1. Clear
- 2. On Site Meeting Request (MS811 will not set up the meeting)
- 3. Locate Delayed

System Response Actions

The following are a list of Response Actions that used by the MS811 PR system only.

Response Actions	Description
No Response	Utility did not submit response
Non-Participant	Company is not currently participating in Positive Response

No Response

The system will automatically select "No Response" as the Response Action for any responses open at the time a ticket expires (14 calendar days from creation).

Non-Participant

The system will automatically select "Non-Participant" as the Response Action for any members that are not set up to enter response information. This happens as soon as the ticket is created. This lets you know that this member will not be submitting response information to the PR system at this time.

Contact Us

Contact <u>Joanna Henderson</u> at (601) 362-3887 or <u>Gidgit Reed</u> at (601) 362-7581, if you have questions or concerns about Positive Response.