

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.

Viewing Response Status via Portal

- Click **Find Tickets** Find Tickets Enter Tickets Respond Queue Reports
- Enter ticket number or use Advanced Options filters to for the ticket(s) in question.

Ticket Number:

Reset Search

Advanced Option:
Ticket searches are limited to a 10 day range per search.

My Tickets My Company Tickets

Tickets:

Between:

User:

County:

Place:

Work Date:

Excavator: MS 811 INC

Addr/Str:

Intersection:

Phone:

Code:

Please provide a date range, the county and at least one additional field as search criteria.

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

MS811 Locate Request

Type: Normal Processed: 01/14/19 2:49 PM Addition: NO
 Ticket #: 19011414490001 Locate By: 01/16/19 2:49 PM Correction: NO
 Expires: 01/28/19 2:49 PM Damage: NO
 Update From: 1/23/2019 2:49 PM Remark: NO
 Update To: 1/24/2019 2:49 PM Update: NO

Previous Ticket #:

Response Status As Of Tuesday, January 15, 2019 10:53 AM

Status	Code	Name	Facilities	Result
Open	MS0000	MS 811 INC TEST - MS0000	Electric	
Closed	MS0000	MS 811 INC TEST - MS0000 • January 14, 2019 2:53 PM	Electric	• Clear : No conflict No underground electric on site.
Closed	MS0001	MS 811 INC TEST - MS0001 • January 14, 2019 2:54 PM	Gas	• Located : Facilities marked
Closed	MS0002	MS 811 INC TEST - MS0002 • January 14, 2019 2:54 PM	Water	• Located : Facilities marked

Company Information

MS 811 INC Phone: (601) 368-1150
 5258 CEDAR PARK DR STE H
 JACKSON, MS 39206
 Caller: AMANDA RUSSELL Phone: (601) 362-4322
 Email: gis@ms811.org Fax: (601) 981-9027

Contact: AMANDA RUSSELL Phone: (601) 362-4322
 Email: gis@ms811.org Direct: (601) 368-1150

Work Information

Proposed Work Date: 1/16/2019 3:00:00 PM Duration: test
 Work Type: BACKHOE Explosives: NO
 Done By: test Directional Boring: NO
 Done For: test White Marks: NO

State: MS Address: test
 County: HARRISON Nearest Intersection: test
 Place: PASS CHRISTIAN Addr/Addresses In Dir/Inst: NO

Viewing Response Status via Mobile App

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

Find Ticket

Ticket By Number

Ticket:

Advanced Search

From:

To:

County:

City:

Excavator:

Street:

Phone:

Search Reset

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

Results

Ticket: 19032008460001

Previous Ticket #:

Type: Normal
 Date Taken: 03/20/2019 08:46 am
 Addition: N
 Correction: N
 Remark: N
 Update: N
 Damage: N
 Update To: 4/1/2019 8:46 AM
 Update From: 3/29/2019 8:46 AM

Responses

MS 811 INC TEST - MS0000
 MS0000 for Electric
 Last Action: Located
 On: 03/20/2019 03:48 am
 Comment: Response entered by one call.

MS 811 INC TEST - MS0001
 MS0001 for Gas
 Last Action: Clear
 On: 03/20/2019 03:53 am

MS 811 INC TEST - MS0002
 MS0002 for Water
 Last Action: On Site Meeting Request
 On: 03/20/2019 03:53 am
 Comment: Response entered by one call.

Work Information

State: MS
 County: HARRISON
 Place: PASS CHRISTIAN

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 [Joanna Henderson](#) at (601) 362-3887 or [Gidgit Reed](#) at (601) 362-7581, if you have questions or concerns about Positive Response.