

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
- 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 different responses you may see when reviewing the response status of your ticket, followed by information you should know about each. When a member selects a response, they also have the option to enter comments and their name. When entered, this information is displayed behind the selected response. If the member has multiple utility types, there may be a separate response submitted for each utility.

- **Located: Facilities marked**
 - If you encounter or see evidence of unmarked underground utility/facility lines, cease excavation and contact MS811 immediately.
- **Clear: No conflict**
 - If you encounter or see evidence of unmarked underground utility/facility lines, cease excavation and contact MS811 immediately.
- **On Site Meeting Request: Utility representative is requesting to be on site during excavation**
 - The utility/facility company should have contacted you to set up the meeting. If they have not done so you should contact them yourself directly.
- **Locate Delayed: Locate Delayed**
 - The excavator should always contact you, directly, anytime there is a delay in locating. If the utility company must excavate to locate their lines, by law, they have an additional 2 working days to get their lines located. If the utility/facility does not have a legitimate reason for the delay you may file an violation against them using the Alleged Violation Reporting (AVR) tool locating on the MS811 website or by clicking [here](#).
- **Located To Meter Only: Private property beyond meter not located**
 - Most utility companies will only mark up to their meter or the property line if there is no meter. The landowner will be responsible for locating any underground utilities beyond that point.
- **No Response: Utility did not submit response**
 - The utility/facility company did not submit a response prior to the expiration of the ticket.
- **Non-Participant: Company is not currently participating in Positive Response**
 - The utility/facility company is not currently participating in the PR program. Keep in mind that utility/facility companies are not currently required by law to submit response information to the MS811 PRIS.

Any time a utility/facility has not marked, submitted a response or contacted you within 2 working days of the notification and you are not sure what to do, contact MS811.

Contact Us

Contact [Joanna Henderson](#) at (601) 362-3887 or [Chasberdee Sample](#) at (601) 362-2851, if you have questions or concerns about Positive Response.