

Viewing Locate Request Ticket Response Status

Go to <https://geocall.ms811.org/geocall/portal> or open the mobile app → Follow the steps below. If you have the ticket number, login is not required.

Portal

- Click Find Tickets → Enter ticket # → Click Search

Ticket Number:
23061915260014
Reset Search

- Ticket information will be displayed in the panel on the right and current response information will be listed under “Response Status”.

MS811 Locate Request
Type: Normal
Ticket #: 19011414490001
Processed: 01/14/19 2:49 PM
Locate By: 01/16/19 2:49 PM
Expires: 01/28/19 2:49 PM
Update From: 1/23/2019 2:49 PM
Update To: 1/24/2019 2:49 PM
Addition: NO
Correction: NO
Damage: NO
Remark: NO
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

- Tip:** Quickly open a ticket in the portal by clicking on the ticket # hyperlink located in the top left corner of either a locate request confirmation email or a response status email.

Mobile App

- Click ☰ → Click Find Tickets → Enter ticket # → Click Search

Find Ticket
Ticket By Number
Ticket
Search Reset

- Current response information will be displayed under “Responses”.

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

Positive Response Actions

The following is a list of response actions members can select when submitting 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

System Response Actions

The following is a list of response actions that are posted by the MS811 system.

Response Actions	Description
Overdue	Utility did not submit a response by the required date/time
No Response	Utility did not submit response
Non-Participant	Company is not currently participating in Positive Response

Response Action Triggers

The MS811 system will automatically post the following response actions when a member is non-compliant with positive response requirements.

- **Overdue** - A response must be submitted no later than 1 hour after the required Locate By date/time on the locate request ticket or this response will be posted.
- **No Response** - If a response is not submitted before the Expires date/time on the locate request ticket the MS811 system will automatically post a “No Response” status within the hour following the expiration of the ticket.
- **Non-Participant** - This response means that the member utility is not currently participating in the Positive Response program and is not in compliance with MS law. MS law requires that all member utility companies submit response information to the MS811 Positive Response Information System (PRIS). The system automatically selects “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.

Contact Us

Contact the [MS811 Team](#) at (601) 362-3887 or (601) 368-1150 any time a utility has not marked, submitted a response, or contacted you by the required date/time or if you have Positive Response questions.