## **Viewing Locate Request Ticket Response Status**

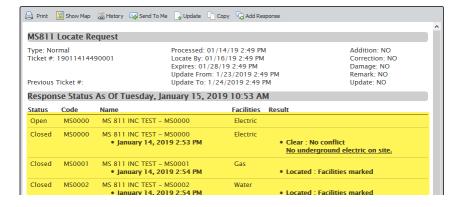
Go to https://geocall.ms811.org/geocall/portal or open the mobile app → Follow the steps below. If you have the ticket number, login is not required.

#### **Portal**

Click Find Tickets → Enter ticket # → Click Search



• Ticket information will be displayed in the panel on the right and current response information will be listed under "Response Status".



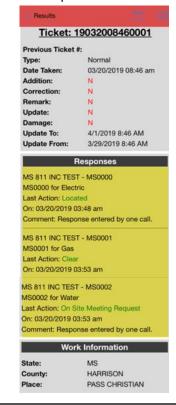
• **Tip:** Quickly open a ticket in the portal by clicking on the ticket # hyperlink located in the top left corner of either a locate request confirmation email or a response status email.

## **Mobile App**

Click = → Click Find Tickets → Enter ticket # → Click Search



• Current response information will be displayed under "Responses".



# **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.

<b>Response Actions</b>	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.