Viewing Locate Request Ticket Response Status Information

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	Mobile App
• Click Find Tickets → Enter ticket # → Click Search	• Click ☰ → Click 🔲 Find Tickets → Enter ticket # → Click Search

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".

🖨 Print 📄 Show Map 📋 History 📨 Send To Me 📝 Update 📋 Copy 📋 Add Response

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
Previous Ticket #:	Update To: 1/24/2019 2:49 PM	Update: NO

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	Electric	
		• January 14, 2019 2:53 PM		• Clear : No conflict No underground electric on site.
Closed	MS0001	MS 811 INC TEST – MS0001	Gas	
		• January 14, 2019 2:54 PM		• Located : Facilities marked
Closed	MS0002	MS 811 INC TEST – MS0002	Water	
		• January 14, 2019 2:54 PM		• 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.*

MS811 Locate Request For AUTOEMAIL

Type: Normal

Ticket #: 24032912390001

Sequence #: 1

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 the utility can select from when submitting response information.

Response Actions	Description
Located	Facilities marked
Clear	No conflict
On Site Meeting Request	The utility representative is requesting to be on-site during excavation
Locate Delayed	The only legal reason for locating to be delayed is if a utility line can only be located by excavation (see MS excavation law section 77-13-9). When lines are only locatable by excavation, the operator has an additional 2 working days to locate them.
Located to Meter Only	The utility did not mark private property beyond the meter

System Response Actions

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

Response Actions	Description
Overdue	The utility did not submit a response by the required Locate By date/time
No Response	The utility did not submit a response before the ticket Expires date/time
Non-Participant	The utility is not currently participating in Positive Response

System Response Triggers

MS law requires that all utility companies submit response information to the MS811 Positive Response Information System (PRIS). The MS811 system automatically posts the following response actions when a utility is not in compliance with positive response requirements.

- A response must be submitted by the Locate By date/time on the locate request ticket. If the utility fails to do so the system will post an **Overdue** response for that utility.

- The system posts **No Response** for any utilities that do not submit a response by the Expires date/time on the locate request ticket.

- A **Non-Participant** response is immediately posted, for any utilities that have not signed up to participate in Positive Response.

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.