This is a “how-to” for member facility owners to post their response codes on the notification requests they receive through OHIO811 within the 48 hour notice.

**Response options**

1. Phone 1-800-445-3894
2. Internet – [http://newtin.oups.org](http://newtin.oups.org) – this would be accessible through a username and password that you would provide us. (See below for how-to steps)
3. Ticket Management System – A program that will allow you to manage the tickets your company receives. You will be able to receive, assign, and post + responses directly from the program. For more information you can email IT@oups.org.

Once at the website, [http://newtin.oups.org](http://newtin.oups.org), you will enter your username/password. From this point you will be at the main menu screen
To post responses you will click on “Positive Response” from the main menu screen and then hit the “By Response Due” tab. At that time you will be presented with a list of tickets that you need to respond to based on the 48 hours. If you need a specific ticket, you will need to enter the specific # under the “By Ticket” tab.

Once you have your ticket list shown, you can click on a ticket # and view the work area description, with this information you will be able to determine if you have lines within the area describe and select your positive response out of the drop down box. Once you have entered your response(s) then hit submit to post your response(s) to that ticket(s).
**Positive response to OHIO811 via Phone instructions**

Dial 800-445-3894

You will hear a ‘Welcome’ announcement with these prompts:
- Press 1 to obtain the results of a locate
- Press 2 to post the results of a locate (- this is the option you will use the most)
- Press 3 to list the response codes (listed below)
- Press 0 for help
- Press * to end

After selecting option two (to post a positive response) you will be asked to enter your member ID followed by the pound sign. This is when you enter 4 6 0 6 0 0 0 then press #

The system will then confirm the number you entered (4 6 0 6 0 0 0).
Press 1 for Yes

Then the system will ask for the ticket # you are going to post to
Enter 1 for an A ticket or
Enter 2 for a B ticket

The system will then read back some ticket info. If correct – 1 for yes \ 2 for no
**If you have more than one code on the ticket you will have to post responses separately**
Please enter the response followed by the #, the IVR will then ask if it is correct
After this it will ask you to post a response for another ticket.

01 – NO CONFLICT
02 – MARKED (UP TO PRIVATELY OWNED UTILITY)
03 – TICKET CANCELLED
04 – EXCAVATION REQUEST COULD NOT BE COMPLETED - FACILITY OWNER/LOCATOR WILL CONTACT THE EXCAVATOR DIRECTLY
05 – EXCAVATION REQUEST COULD NOT BE COMPLETED – BAD ADDRESS OR INCORRECT STREET INFORMATION, A NEW TICKET IS REQUESTED
06 – HIGH PROFILE FACILITY – FACILITY/OWNER REQUESTS TO BE PRESENT FOR EXCAVATION
07 – JOINT MEET/LARGE PROJECT – WILL COORDINATE WITH THE EXCAVATOR
08 – DESIGN TICKET – CONTRACTOR WAS NOTIFIED BY THE FACILITY OWNER
09 – WORK HAS BEEN COMPLETED UPON ARRIVAL
999 - NO RESPONSE WAS GIVEN WITHIN THE 48 HOURS