

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> – 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>, 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.

Newtin - A (OUPS Youngstown)

Positive Response

By Ticket		By Response Due	By Response Past Due			
TKT#	Response	Code	Dig Date	County	Place	Street
A306701820	<input type="text"/>	MAPE	03/12/13 15:11:00	LICKING	REYNOLDSBURG	10133 FRENCH LAKE DR
A306701820	<input type="text"/>	MAPT	03/12/13 15:11:00	LICKING	REYNOLDSBURG	10133 FRENCH LAKE DR
A306702003	<input type="text"/>	MAPE	03/12/13 16:26:00	LORAIN	SHEFFIELD LAKE	4208 - 4212 LAKE RD
A306702003	<input type="text"/>	MAPT	03/12/13 16:26:00	LORAIN	SHEFFIELD LAKE	4208 - 4212 LAKE RD
A306702010	<input type="text"/>	MAPE	03/12/13 16:39:00	CUYAHOGA	STRONGSVILLE	19991 IDLEWOOD TRL
A306702010	<input type="text"/>	MAPT	03/12/13 16:39:00	CUYAHOGA	STRONGSVILLE	19991 IDLEWOOD TRL
A307100826	<input type="text"/>	MAPE	03/13/13 07:00:00	HAMILTON	WHITEWATER TWP	6859 CEMETERY
A307100826	<input type="text"/>	MAPT	03/13/13 07:00:00	HAMILTON	WHITEWATER TWP	6859 CEMETERY
A306800065	<input type="text"/>	MAPE	03/13/13 08:00:00	HIGHLAND	PAINT TWP	6882 MCCOPPIN MILL RD
A306800065	<input type="text"/>	MAPT	03/13/13 08:00:00	HIGHLAND	PAINT TWP	6882 MCCOPPIN MILL RD

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

By Ticket		By Response Due		By Response Past Due		
TKT#	Response	Code	Dig Date	County	Place	Street
A306701820	<input type="text" value="No conflict"/>	MAPE	03/12/13 15:11:00	LICKING	REYNOLDSBURG	10133 FRENCH LAKE DR
A306701820	<input type="text" value="Marked - up to privately owned utility"/>	MAPT	03/12/13 15:11:00	LICKING	REYNOLDSBURG	10133 FRENCH LAKE DR
A306702003	<input type="text" value="No conflict"/>	MAPE	03/12/13 16:26:00	LORAIN	SHEFFIELD LAKE	4208 - 4212 LAKE RD
A306702003	<input type="text" value="Marked - up to privately owned utility"/>	MAPT	03/12/13 16:26:00	LORAIN	SHEFFIELD LAKE	4208 - 4212 LAKE RD
A306702010	<input type="text" value="Not complete - could not gain access to the property or untoneable line, locator will contact excavator"/>	MAPE	03/12/13 16:39:00	CUYAHOGA	STRONGSVILLE	19991 IDLEWOOD TRL
A306702010	<input type="text" value="Not complete - bad address or incorrect street information, new ticket requested"/>	MAPT	03/12/13 16:39:00	CUYAHOGA	STRONGSVILLE	19991 IDLEWOOD TRL
A307100826	<input type="text" value="No conflict"/>	MAPE	03/13/13 07:00:00	HAMILTON	WHITEWATER TWP	6859 CEMETERY
A307100826	<input type="text" value="No conflict"/>	MAPT	03/13/13 07:00:00	HAMILTON	WHITEWATER TWP	6859 CEMETERY
A306800065	<input type="text" value="No conflict"/>	MAPE	03/13/13 08:00:00	HIGHLAND	PAINT TWP	6882 MCCOPPIN MILL RD
A306800065	<input type="text" value="No conflict"/>	MAPT	03/13/13 08:00:00	HIGHLAND	PAINT TWP	6882 MCCOPPIN MILL RD

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