

# INSTRUCTIONS ON HOW TO POST A POSITIVE RESPONSE

Positive Response is a closing communication loop between an excavator and facility owner. Positive Response became effective in the Ohio Revised Code (ORC) as of March 27, 2013

### STEP 1

To access the Positive Response program you will need a username and password. If you haven't already set up a username and password you will need to contact Member Services 800-311-3692 option 6 to get your login credentials.

### STEP 2

Once you hit the website, http://newtin.oups.org you will enter your username/password. From this point you will be at the following screen.

Tickets	Maintenance	Reports	System
+Resp		Monthly Member Ticket Stats Tickets without Response	Julian Calendar
Positive Response (HTML5)			<u>Log Out</u>
Response Analysis			
General Access - Response Dis	play		
Response Inquiry			
Response Stats			
Response Types			
Tickets Without Response			

## STEP 3

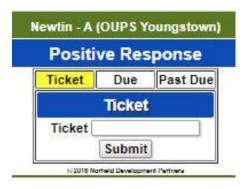
To post responses you will click on "Positive Response HTML5".

You will have 3 tab options to choose from: Ticket, Due and Past Due

Newtin - A (OUPS Youngstown)			
ve Res	ponse		
Due	Past Due		
Ticket			
Submit			
	ve Res Due Ticket		

TICKET:	If searching for a specific ticket number.
DUE:	Will show you a list of tickets that you need to respond by based on the 48 hour notice.
PAST DUE:	Will show you a list of any tickets that are past the 48 hour notice aka LATE notices.

You can also 'Filter' by County, Place and by Street within the 'Due' or 'Past Due' tabs.



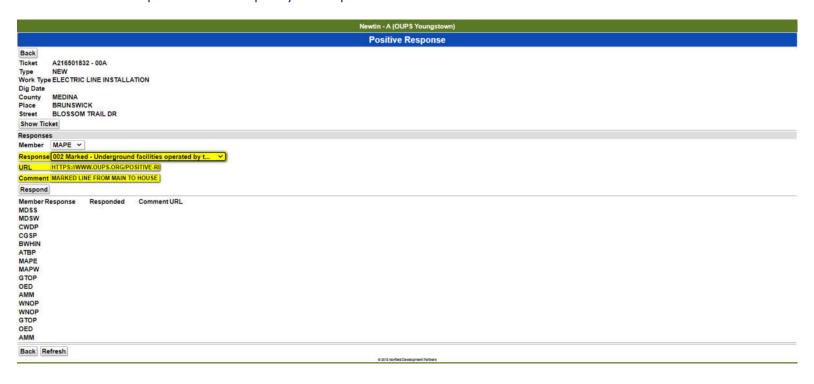




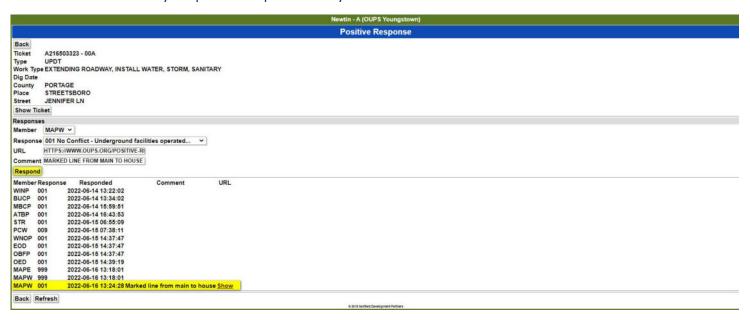
## STEP 4

You can then click on a ticket to enter your response code, make a comment for the excavator to see and enter a URL (requires http[s]://something.something/something) if you choose.

Then hit 'Respond' button to post your response.



It will then show your posted response that you made.



Then just hit the 'Back' button at the bottom of the ticket that you had opened to get back to your list of tickets.

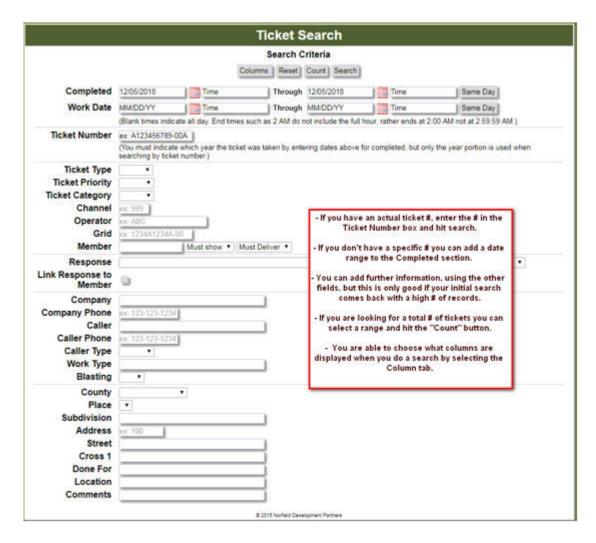
- **1- No Conflict** Underground facilities operated by this member are not in conflict based on information provided in the Excavation Request.
- **2- Marked** Underground facilities operated by this member at the site of proposed excavation have been marked up to the privately owned facility.
  - 3- Excavation Request Cancelled (CNCL) Excavator has cancelled this excavation request.
- **4- Locator Coordination** Locate request has not been completed. **Locator** has/will contact the excavator to coordinate markings.
- **5- Facility Operator Coordination** Locate request has not been completed. **Facility Owner or Operator** will contact the excavator to coordinate markings.
- **6- High Profile or Critical Facility** Facility Owner or Operator requests to be present for the excavation in accordance with ORC 3781.31 (A). Excavator must provide notification of at least one full working day prior to commencing excavation.
- **7- Complex Project (LPRJ)** This response is designated for use with a Complex Project notification only.
- **8- Design Notification (DSGN)** Facility Owner or Operator has completed the design request in accordance with ORC 3781.27 (C) or 153.64 (B) (2).
- **9- Work Complete** The Facility Owner or Operator or their representatives has deemed the excavation to have been completed.
- **999- No Response (LATE)** The Facility Owner or Operator or its representatives has not posted a Positive Response prior to the legal start date. A "LATE" notification has automatically been sent to the Facility Owner or Operator.

# **Ticket Search Options**

### Web

Ticket search HTML5 - <a href="http://longterm.oups.org/newtinweb/OUPS">http://longterm.oups.org/newtinweb/OUPS</a> TicketSearch.html and enter account information.

Searches can be performed up to 7 years but limit searches to a maximum of 30 day increments.



Once you select search you will be presented with a list of tickets that matched your criteria. You can then click on the ticket for ticket details.



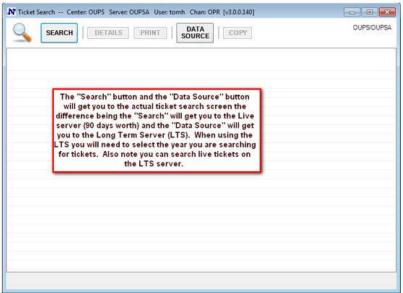
Once in Ticket Details you can view the ticket description, member details, the members responses, a map of the notification are drawn and the ability to print the ticket.



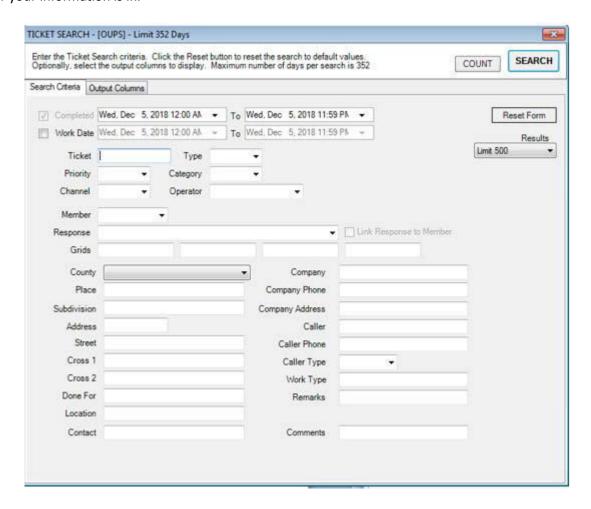
## Program (exe)

To download the program – go to <a href="www.ohio811.org">www.ohio811.org</a>, select Members from along the top menu then Member Web Services. From there you will choose the Ticket Search image. You will then left click on verbiage "downloadable executable" and save it to your c drive, once saved you will run it. At that time, you will be presented with a list of programs, pick Ticket Search. This will take care of the setup process.

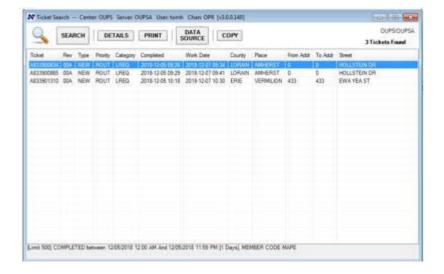
Once you launch the program and enter your credentials you will be able to search tickets



Once into the Ticket Search screen you will have the ability to search using your member code, by ticket # or date range. There are other criteria you can use to search but a good rule of thumb is to keep it as simple as possible. You can also control what is shown on the search by using the output columns button. If you are looking for a total # of tickets just hit the count button after your information is in.



Once you get the list of tickets you can select the ticket and see more details



The map tab will allow you to view your facilities in comparison to where the locate sits.

