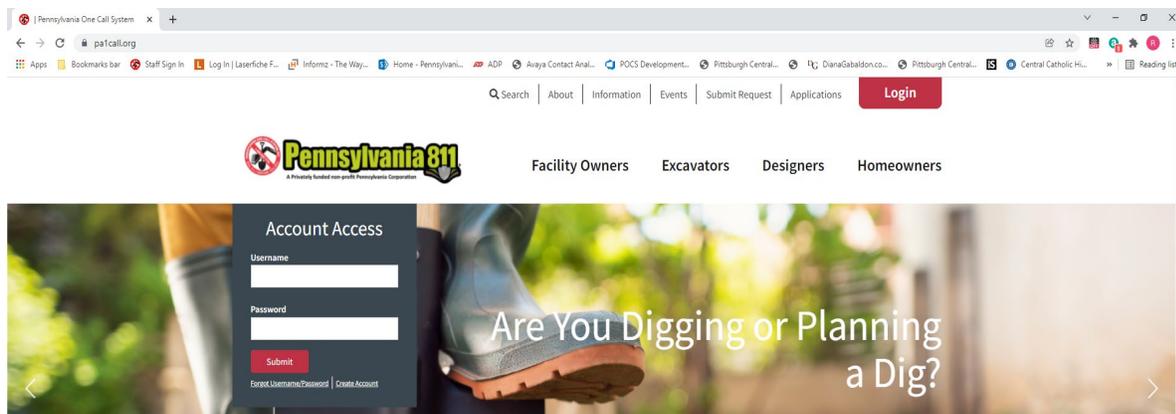


Pennsylvania 811 is pleased to announce the release of a new Response “notes” feature. Please take advantage of additional information sharing that Response notes field can offer.

- Response notes are optional and limited to 280 characters.
- Notes are accepted, saved for viewing with each response in our online applications, and shared with the excavator.
- **The content added to a note will not change the Act 287 as amended requirement to post a FINAL response to a ticket.** The field is meant to convey additional information such as mark out detail or other information for the excavator.

To enter Response Notes online:

From the Pennsylvania One Call System website, www.paonecall.org Select Login to enter your username and password or enter your username and password in the gray Account Access box. Once logged in, select Application from the top menu to access your POCS Account Login page. Responses can be enter through Online Ticket Management (OTM) or Web Ticket Response.



Online Ticket Management

From the POCS Account Login page select Online Ticket Management from your list.

Welcome! **John Doe** to the POCS Account Login page.
Any questions, comments, or suggestions please feel free to email us by: [clicking here](#)

* NEW * [Online Ticket Management](#)     

From the dashboard, click the Respond icon  next to a serial number to enter your response. The icon will change to green and a new window with the serial number information will open.



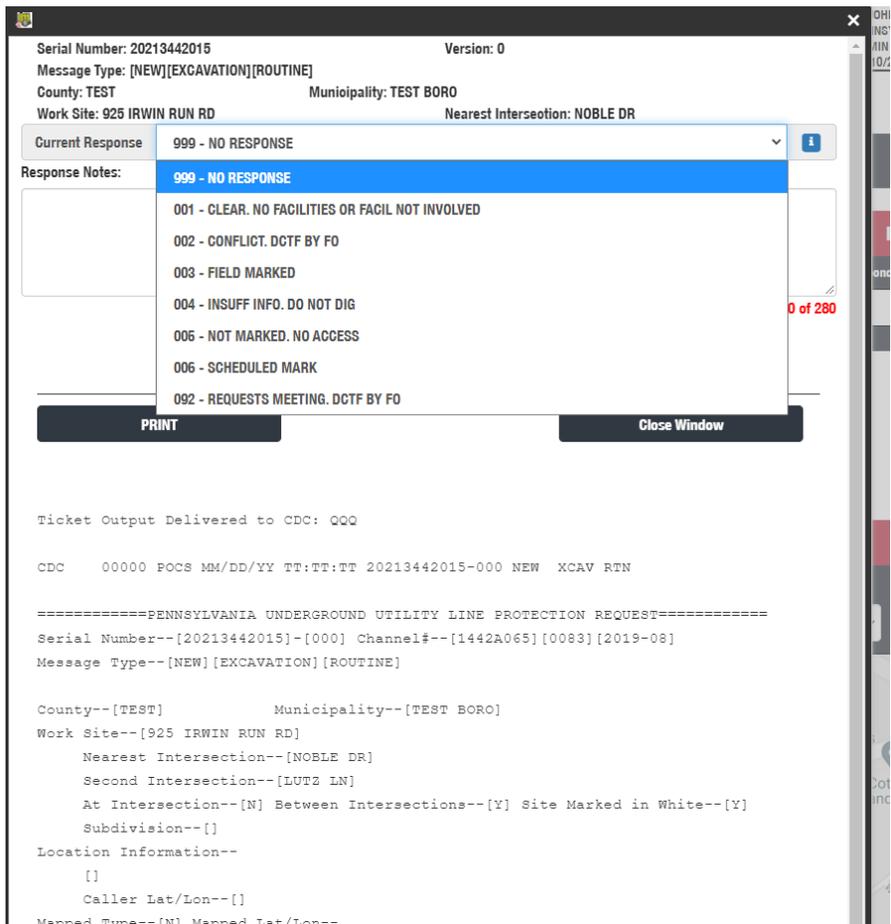
Pennsylvania 811
A Privately funded non-profit Pennsylvania Corporation

OTM 1.0 Dashboard Tickets Responses Messages Reports Help

Tickets Not Responded To For QQQ

| Respond | Serial # | Request Class |
|---|-------------|---------------|
|  | 20213480999 | ROUTINE |
|  | 20213442015 | ROUTINE |
|  | 20213083481 | ROUTINE |
|  | 20213074080 | ROUTINE |
|  | 20212890086 | ROUTINE |

Select your response from the Current Response dropdown box



Serial Number: 20213442015 Version: 0
 Message Type: [NEW][EXCAVATION][ROUTINE]
 County: TEST Municipality: TEST BORO
 Work Site: 925 IRWIN RUN RD Nearest Intersection: NOBLE DR

Current Response: 999 - NO RESPONSE

Response Notes:

- 999 - NO RESPONSE
- 001 - CLEAR. NO FACILITIES OR FACIL NOT INVOLVED
- 002 - CONFLICT. DCTF BY FO
- 003 - FIELD MARKED
- 004 - INSUFF INFO. DO NOT DIG
- 006 - NOT MARKED. NO ACCESS
- 006 - SCHEDULED MARK
- 092 - REQUESTS MEETING. DCTF BY FO

PRINT Close Window

Ticket Output Delivered to CDC: QQQ

```

CDC 00000 POCs MM/DD/YY TT:TT:TT 20213442015-000 NEW XCAV RTN

=====PENNSYLVANIA UNDERGROUND UTILITY LINE PROTECTION REQUEST=====
Serial Number--[20213442015]-[000] Channel#--[1442A065][0083][2019-08]
Message Type--[NEW][EXCAVATION][ROUTINE]

County--[TEST] Municipality--[TEST BORO]
Work Site--[925 IRWIN RUN RD]
Nearest Intersection--[NOBLE DR]
Second Intersection--[LUT2 LN]
At Intersection--[N] Between Intersections--[Y] Site Marked in White--[Y]
Subdivision--[ ]
Location Information--
[ ]
Caller Lat/Lon--[ ]
Mapped Type--[N] Mapped Lat/Lon--
  
```

Once you select the response, you can type your note, up to 280 characters.

OTM 1.0 Dashboard Tickets Responses Messages

Tickets Not Responded To For QQQ

| Respond | Serial # | Request Class |
|---------|-------------|---------------|
| | 2021340999 | ROUTINE |
| | 20213442015 | ROUTINE |
| | 20213083461 | ROUTINE |
| | 20213074000 | ROUTINE |
| | 20212890086 | ROUTINE |

Serial Number: 20213442015 Version: 0
 Message Type: [NEW][EXCAVATION][ROUTINE]
 County: TEST Municipality: TEST BORO
 Work Site: 925 IRWIN RUN RD Nearest Intersection: NOBLE DR
 Current Response: 001 - CLEAR. NO FACILITIES OR FACIL NOT INVOLVED

Response Notes:
 ENTER YOUR NOTE HERE. 21 of 280

Post Response

PRINT Close Window

Ticket Output Delivered to CDC: QQQ
 CDC 00000 POCs MM/DD/VV TT:TT:TT 20213442015-000 NEW XCAV RIN
 =====PENNSYLVANIA UNDERGROUND UTILITY LINE PROTECTION REQUEST=====
 Serial Number--[20213442015]-[000] Channel#--[1442A065][0083][2019-08]
 Message Type--[NEW][EXCAVATION][ROUTINE]
 County--[TEST] Municipality--[TEST BORO]
 Work Site--[925 IRWIN RUN RD]
 Nearest Intersection--[NOBLE DR]
 Second Intersection--[LAFY LN]
 At Intersection--[N] Between Intersections--[V] Site Marked in White--[Y]
 Subdivision--[]
 Location Information--[]
 Caller Lat/Lon--[]
 Mapped Type--[N] Mapped Lat/Lon--[]

To enter your response and response notes, select the gray Post Response button.

To view the responses and response notes previous entered for a serial number, select the



Last Tickets Responded To For QQQ

| Respond | Serial # | Request Class |
|---------|-------------|---------------|
| | 20213471219 | ROUTINE |
| | 20213083513 | ROUTINE |
| | 20212790998 | ROUTINE |
| | 20212890045 | ROUTINE |
| | 20212710650 | FINAL DESIGN |

Response and response notes, if any are viewed here.

| Request | Serial # | Request Class | County | Municipality | Site Address | Nearest Intersection | Type Of Work | Response | Notes | Initials |
|---------|------------|---------------|------------|--------------------|------------------|----------------------|------------------------------------|--|---|------------|
| | 2023070410 | ROUTINE | TEST | TEST BORO | 825 IRWIN RUN RD | NOBLE DR | TEST FOR IF RESPONSE DOMAIN CHANGE | CLEAR, NO FACILITIES OR FACILITIES NOT INVOLVED BASED ON TICKET INFORMATION. | | LN-WEB/VC |
| | 2023060510 | ROUTINE | TEST | TEST BORO | TEST | TEST | TEST | FIELD MARKED. | I MARKED IT | WLA-WEB/VC |
| | 2023060506 | ROUTINE | TEST | TEST BORO | 825 IRWIN RUN RD | LUTZ LN | TEST | SCHEDULED DATE & TIME LINES WILL BE MARKED BY 08 Nov 2021 1300 | | EM-OTM |
| | 2023060505 | ROUTINE | TEST | TEST BORO | 825 IRWIN RUN RD | LUTZ LN | TEST | CLEAR, NO FACILITIES OR FACILITIES NOT INVOLVED BASED ON TICKET INFORMATION. | | LAL-KARL |
| | 2023270600 | RIVAL DESIGN | ALLEGHENY | BRIDGEVILLE BORO | LIVON ST | TERRACE ST | MAINLINE REPLACEMENT | CONFLICT LINES NEARBY DIRECT CONTACT TO FOLLOW BY FACILITY OWNER. | TESTING SO CHANGED TO CONFLICT NUC | NE-WEB |
| | 2023270607 | ROUTINE | WASHINGTON | NORTH STRABANE TWP | 86 SKYVIEW DR | HEATHER DR | INOTL GAS SVC LINE | CONFLICT LINES NEARBY DIRECT CONTACT TO FOLLOW BY FACILITY OWNER. | I NOW HAVE A CONFLICT TO REVEAL THIS IS A TEST NUC | NE-MOBILE |
| | 2023260108 | EMERGENCY | DELAWARE | CHESTER CITY | W 7TH ST | PENNEL ST | REPAIR SEWER LATERAL | CLEAR, NO FACILITIES OR FACILITIES NOT INVOLVED BASED ON TICKET INFORMATION. | TESTING FROM MOBILE SAFARI. | NE-MOBILE |
| | 2023260203 | EMERGENCY | YORK | REVA TWP | 1301 MAPLE LN | RED ROCK RUN | NO ONE CALL | CLEAR, NO FACILITIES OR FACILITIES NOT INVOLVED BASED ON TICKET INFORMATION. | THIS IS A TEST BY NUC IN PRODUCTION FROM HIS IPHONE IN A SAFARI BROWSER | NE-MOBILE |
| | 2023260406 | ROUTINE | BUCKS | HYLAND BORO | JACKSONVILLE RD | BRISTOL RD | FRENCHSIDEWALK RESTORATION | CLEAR, NO FACILITIES OR FACILITIES NOT INVOLVED BASED ON TICKET INFORMATION. | | EM-MOBILE |
| | 2023260104 | ROUTINE | LANCASTER | LANCASTER CITY | 5 QUEEN ST | HOWARD AVE | REPLACE LEAKING VALVE | CLEAR, NO FACILITIES OR FACILITIES NOT INVOLVED BASED ON TICKET INFORMATION. | | EM-WEB |

Web Ticket Response

From the POCS Account Login page select Web Ticket Response from your list.

Welcome **John Doe**, to the POCS Account Login page.
Any questions, comments, or suggestions please feel free to email us by: [clicking here](#)

Web Ticket Response



Web Ticket Response Search Criteria

| | | |
|--|------------------|----------------------|
| CDC | Status | Expiry |
| <input type="text"/> | Not Responded To | Before Response Due |
| Filter By | | |
| CHOOSE A FIELD NAME | = | <input type="text"/> |
| <div style="display: flex; justify-content: space-around; margin-top: 10px;"> Reset Show List </div> | | |

If necessary, select a Call Directing Code (CDC) from the CDC box. If the Status and Expiry are correct, select Show List to get a list of serial numbers.

| Response | Serial # | Request Class | County | Municipality | Site Street | Nearest Intersection | Second Intersection | Street 1 | Street 2 | Street 3 | Street 4 | Type of Work |
|---|-------------|---------------|--------|--------------|------------------|----------------------|---------------------|----------|----------|----------|----------|------------------------|
| 002 - CONFLICT, DCTF BY FO | 20213480999 | ROUTINE | TEST | TEST BORO | TEST | TEST | | | | | | DEMOLITION OF-TEST ST |
| 001 - CLEAR, NO FACILITIES OR FACIL NOT | 20213471219 | ROUTINE | TEST | TEST BORO | 925 IRWIN RUN RD | NOBLE DR | LUTZ LN | | | | | TEST FOR IP RESPONSE D |
| 999 - NO RESPONSE | 20213442015 | ROUTINE | TEST | TEST BORO | 925 IRWIN RUN RD | NOBLE DR | LUTZ LN | | | | | TEST FOR IP RESPONSE D |
| 003 - FIELD MARKED | 20213082513 | ROUTINE | TEST | TEST BORO | TEST | TEST | | | | | | TEST |
| 999 - NO RESPONSE | 20213083481 | ROUTINE | TEST | TEST BORO | TEST | TEST | | | | | | TEST |
| 999 - NO RESPONSE | 20213074080 | ROUTINE | TEST | TEST BORO | TEST | TEST | | | | | | TEST |
| 999 - NO RESPONSE | 20212890086 | ROUTINE | TEST | TEST TWP | 925 IRWIN RUN RD | LUTZ LN | NOBLE DR | | | | | TEST |
| 001 - CLEAR, NO FACILITIES OR FACIL NOT | 20212890045 | ROUTINE | TEST | TEST BORO | 925 IRWIN RUN RD | LUTZ LN | NOBLE DR | | | | | TEST |
| 006 - SCHEDULED MARK | 20212790998 | ROUTINE | TEST | TEST BORO | 925 IRWIN RUN RD | LUTZ LN | NOBLE DR | | | | | TEST |
| 001 - CLEAR, NO FACILITIES OR FACIL NOT | 20212740783 | EMERGENCY | YORK | PENN TWP | 1301 MAPLE LN | RED ROCK RUN | | | | | | NO ONE CALL |

You can enter your response with response notes by selecting the gray Response button in the Respond column.



If a serial number has a response note, you can see it by selecting the View Note button in the Response column.



Select your response from the dropdown list. Once you select the response, you can type your note, up to 280 characters then select Post Response.

Serial Number: 20212890086 Version: 0
 Message Type: [NEW][EXCAVATION][ROUTINE]
 County: TEST Municipality: TEST TWP
 Work Site: 925 IRWIN RUN RD Nearest Intersection: LUTZ LN
 [i] 999 - NO RESPONSE
 Note:
 [Post Response]

```

CDC 00000 POCs 08/00/YY TT:TT:TT 20212890086-000 NEW XCAV RIN
=====PENNSYLVANIA UNDERGROUND UTILITY LINE PROTECTION
REQUEST=====
Serial Number--[20212890086]-[000] Channel#--[1008AMEB][0106][2019-08]
Message Type--[NEM][EXCAVATION][ROUTINE]
Country--[TEST] Municipality--[TEST TWP]
Work Site--[925 IRWIN RUN RD]
Nearest Intersection--[LUTZ LN]
Second Intersection--[NOBLE DR]
As Intersection--[N] Between Intersections--[N] Site Marked in White--[V]
Subdivision--[ ]
Location Information--
[ ]
Caller Lat/Lon--[ ]
Mapped Type--[N] Mapped Lat/Lon--
[ ]
Type of Work--[TEST] Depth--[ ]
Extent of Excavation--[ ] Method of Excavation--[ ]
Equip Type--[ ]
Street--[ ] Sidewalk--[ ] Pub Prop--[X] Pvc Prop--[ ] Other--[ ]
Private Front--[ ] Rear--[ ] Left--[ ] Right--[ ]
Lawful Start Dates--[21-Oct-21] thru [01-Nov-21] Response Due Date--[20-Oct-21]
  
```