Newtin
Positive Response
Application Tutorial

Updated: July 29, 2019

Table of Contents

Contact Information

The Member Services Department is available Monday through Friday, excluding holidays, between the hours of 8am and 5pm and can be contacted at 336-854-8597.

Lesley Brouillard - Member Services Manager
lesley@nc811.org

Chuck Hager - Member Services Facilitator
chager@nc811.org

Dana Stamey - Member Services Facilitator
dstamey@nc811.org

Donna Jones - Member Services Facilitator
donna@nc811.org

Jennifer Penland - Member Services Facilitator
jpenland@nc811.org

Marshall Dean - Member Services Facilitator
marshall@nc811.org

Overview

Positive Response is a system housed at North Carolina 811, Inc. that allows participating facility owners or their locating contractor to provide status of dig tickets sent to them by North Carolina 811, Inc.

Status of the locate request is then made available to the excavator for retrieval. This closes the circle of information on a location request.

Benefits

For the member, Positive Response is an effective means of reducing the number of retransmits that they receive because the excavator saw no markings at the dig site.

For excavators, Positive Response provides them with information about the member facilities prior to arriving on the job site. If they provided an email address when the locate request was called in, they will receive an email confirmation at the end of the three working day notice, or when all members have responded.

Options

Members have three options by which they can post a response

- North Carolina 811, Inc. webpage (www.nc811.org)

- Direct upload of information through TCP or FTP protocol
    *This method is generally used by a ticket management
    system for automatic upload of responses.*

- Interactive Voice Recording (IVR)

There are eighteen positive responses listed on the following page. Twelve of the positive response codes are responses to be used for tickets involving excavation. One code, Code 45, is designated for use by the Railroad companies.

There are four positive response codes that are designated to be used for a design/survey ticket that does not involve excavation. ***Our system will not allow an excavation response to be posted to a design/survey ticket.***

The last response code listed (999) is applied by the Newtin System at the end of the three working day notice when there has been no positive response supplied by the member.

3

10   No Conflict, utility is outside of stated work area

100   Location request denied due to Homeland Security Concern. Member utility operator needs to confirm legitimacy of the proposed excavation and may need additional information.

110   Subaqueous Facilities Present. Per 87-121(b)(2) Member utility owner will complete locate with in 10 full working days after day notice was received. Per 87-117(22) Tolerance zone is 15 feet on either side of marked facility.

20   Marked

30   Not complete

32   Locate Not Complete, additional communication with the excavator required. Unable to contact the excavator.

40   Could not gain access to property, locator will contact excavator

45   Railroad Facility Not Marked. Any excavation, access, construction, or installations on railroad property require appropriate railroad permit (s) from railroad owner/operator.

50   Critical facility not marked. The utility owner or their designated representative have contacted the excavator and have agreed to a period that an owner representative must be present during excavation to identify the unmarked facility and/or monitor the excavation.

55   Critical facility marked. The utility owner or their designated representative have contacted the excavator and have agreed that an owner representative must be present during excavation.

60   Locator and excavator agreed and documented marking schedule

70   Excavator completed work prior to due date

80   Member's Master Contractor is responsible for locating facilities

90   SURVEY DESIGN REQUEST - Facility Has Been Marked in the Field

92   SURVEY DESIGN REQUEST - No Facilities in the Area

94   SURVEY DESIGN REQUEST - Facility Records Provided

98   SURVEY DESIGN REQUEST - Access to Facility Records Provided
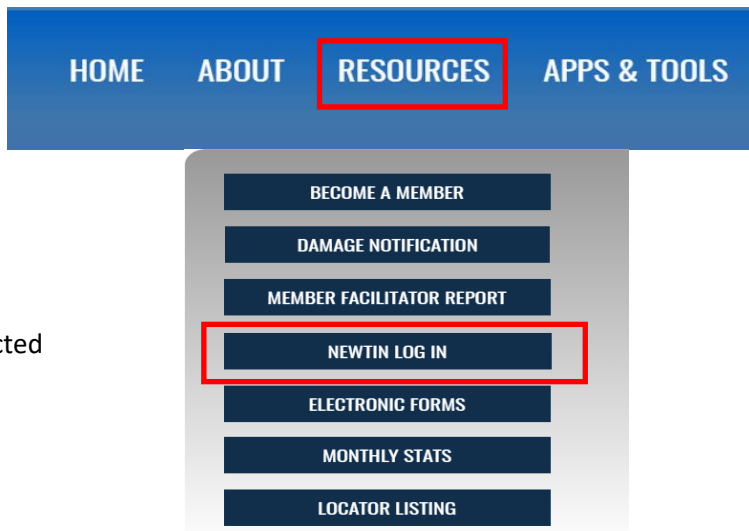
999   Member has not responded by the required time

www.nc811.org

How to access the Positive Response Application

Open an HTML5 compatible web browser.

- Within the address bar of the browser, enter **www.nc811.org**.

- Under Resources, click on **Member Services**

- Click on Newtin Log In and you will be directed to the "Log In" screen.

How to Log In

Within the Log In screen, enter your assigned Positive Response User Account and Password. Each person within your company will use the same user account and password to access positive response.

The user may elect to check the "Remember Me" box to save the Account and Password information.

Once the Account and Password information is entered, click the Submit button and you will be directed to the Newtin - Positive Response Page.

NC811 has two servers that support the operations. You may enter either server directly into your web browser.
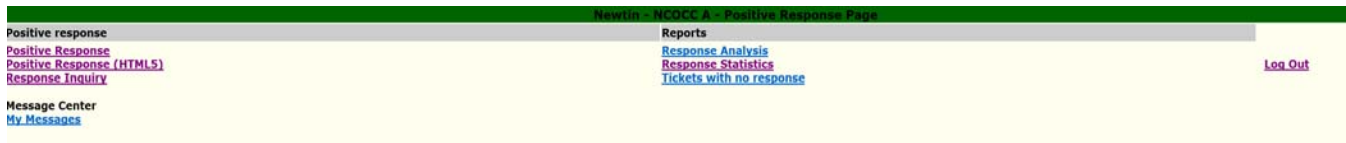
For the "A" server enter: http://newtina.nc811.org/newtinweb/login

For the "C" server enter: http://newtinc.nc811.org/newtinweb/login

Positive response	Reports	
Positive Response	Response Analysis	Log Out
Positive Response (HTML5)	Response Statistics	
Response Inquiry	Tickets with no response	
Message Center		
My Messages		

Positive Response Links

Positive Response - used to post responses to locate requests

Positive Response (HTML) - used to post responses to locate requests, with additional options that include comments that are transmitted back with the ticket for the excavator, providing a URL to a member's site, and adding attachments, such as drawings or pictures of the locate marking in the proposed excavation area

Response Inquiry - used to check the response that you, the member, have posted

Reports

Response Analysis - analyzes tickets responded to on a specific date or date range

Response Statistics - breaks down and shows how many tickets were responded to with each of the available responses for date or date range

Tickets with no response - shows the tickets that have not been responded to by the required time

Message Center

My Messages - provides a way for the Center to send messages to member

Log Out

This link allows the member to completely log out of the Newtin System

www.nc811.org

The positive response link provides the member with two tabs by which to respond to tickets - By Ticket or By Response Due.

By Ticket Tab - If you know the ticket number(s) of the requests that you wish to post a response to you may enter them, up to ten at a time, and click on the Submit button. You will be re-directed to the **By Response Due Tab**, which displays the ticket number, member code, response due date, county, place, and street name for the tickets. A drop down box is provided for each ticket so that you can select the response code you wish to use. See page 4 for the legend that explains what each code means. Once you have selected the response codes click the Submit button and your responses will be uploaded to North Carolina 811, Inc.

To post responses, click on the Positive Response (HTML5) link from the Positive Response page menu. You will be directed to the Positive Response page and will have two tabs.

Ticket Tab - If you know the ticket number of the request that you wish to post a response to then you may enter it in the Ticket number box and click the Submit button.

Due Tab - If you do not know the ticket number, click the Due Tab and you will be provided a list of tickets that need a response. You may click any ticket line for the ticket details to be displayed.

Positive Response

Ticket	Member	Response Due	County	Place	Street
A181380167	ATT01	2018-05-23 23:59:00	CABARRUS	CONCORD	LAUREL VIEW DR NW
A181380169	ATT01	2018-05-23 23:59:00	CABARRUS	CONCORD	GEORGE W LILES PKWY NW
A181380178	ATT01	2018-05-23 23:59:00	CABARRUS	CONCORD	3703 ZION CHURCH RD
A181380413	ATT01	2018-05-23 23:59:00	WAKE	RALEIGH	120 RUSS ST
A181380631	ATT01	2018-05-23 23:59:00	CABARRUS	CONCORD	3770 HWY29
A181380922	ATT01	2018-05-23 23:59:00	WAKE	RALEIGH	417 W PEACE ST
A181381076	ATT01	2018-05-23 23:59:00	WAKE	RALEIGH	HILLSBOROUGH ST
A181381076	ATT01	2018-05-23 23:59:00	WAKE	RALEIGH	HILLSBOROUGH ST
A181381083	ATT01	2018-05-23 23:59:00	WAKE	RALEIGH	HILLSBOROUGH ST
A181381123	ATT01	2018-05-23 23:59:00	WAKE	RALEIGH	HILLSBOROUGH ST
A181381317	ATT01	2018-05-23 23:59:00	MECKLENBURG	CHARLOTTE	BALDWIN AVE
A181381325	ATT01	2018-05-23 23:59:00	MECKLENBURG	CHARLOTTE	BAXTER ST
A181381342	ATT01	2018-05-23 23:59:00	MECKLENBURG	CHARLOTTE	1709 MAIN ST
A181381345	ATT01	2018-05-23 23:59:00	MECKLENBURG	CHARLOTTE	LUTHER ST
A181381865	ATT01	2018-05-23 23:59:00	MECKLENBURG	CHARLOTTE	12330 JOHNSTON RD
A181381868	ATT01	2018-05-23 23:59:00	NEW HANOVER	OGDEN	195 PORTERS NECK RD
A181381982	ATT01	2018-05-23 23:59:00	WAKE	CARY	2483 EVANS RD
A181381986	ATT01	2018-05-23 23:59:00	WAKE	CARY	EVANS RD
A181381989	ATT01	2018-05-23 23:59:00	WAKE	CARY	EVANS RD
A181381997	ATT01	2018-05-23 23:59:00	WAKE	CARY	EVANS RD
A181382107	ATT01	2018-05-23 23:59:00	WAKE	RALEIGH	S WEST ST
A181382125	ATT01	2018-05-23 23:59:00	WAKE	RALEIGH	227 W DAVIE ST
A181382242	ATT01	2018-05-23 23:59:00	WAKE	RALEIGH	WOMANS CLUB DR
A181382376	ATT01	2018-05-23 23:59:00	CABARRUS	HARRISBURG	13520 PLAZA RD EXT
A181382378	ATT01	2018-05-23 23:59:00	CABARRUS	HARRISBURG	13528 PLAZA RD EXT
A181382381	ATT01	2018-05-23 23:59:00	MECKLENBURG	CHARLOTTE	13542 PLAZA RD EXT
A181382594	ATT01	2018-05-23 23:59:00	CABARRUS	HARRISBURG	4035 FRENCH FIELDS LN
A181382763	ATT01	2018-05-23 23:59:00	WAKE	CARY	1401 EVANS RD
A181390418	ATT01	2018-05-23 23:59:00	CABARRUS	CONCORD	4222 FALLS LAKE DR SW
A181400058	ATT01	2018-05-23 23:59:00	MECKLENBURG	CHARLOTTE	6236 SALAMANDER RUN LN
A181400326	ATT01	2018-05-23 23:59:00	WAKE	CARY	330 VIEW DR

www.nc811.org

8

Once you have entered the ticket number on the Ticket tab, or selected a ticket from the Due tab, you will be directed to the page with the ticket details as shown below.

At the top of this page, minimal ticket details, such as the ticket number, type of ticket, work type, response due date / time, county, place, and street address are displayed. If you need to see the full ticket details, click the Show Ticket button and the entire ticket information will appear.

The Response section is In the middle of the page after the ticket details. If your company has one member code, the member code will be listed in the Member field. If your company has more than one member code, you will be provided a dropdown list of all member codes for which your account is allowed to post responses. In this case, please select the member code for which you want to post a response.

The Response field is a pre-populated dropdown list of current positive responses available to you for selecting the response that best describes the status of the locate that you performed for this ticket.

If you have more detailed information about the locate that can be viewed on a web page, a URL may be provided. *URL's must be formatted as https://~~~~.~~/~~~*

To create a smaller URL, visit www.tinyurl.com and enter your URL.
You can type in an optional alias and then click the button Make TinyURL!

Once created, copy and paste the new URL into the URL field.

9

The Comment field allows the member to provide an additional comment about the locate performed and the comment will be sent back to the excavator on their positive response email confirmation. If the excavator did not supply an email address, the additional comment will also be shown on the Positive Response Inquiry page when checking responses via the NC811 website or NC811 App.

Click the Respond button to send the positive response.

Attachments
Caption TEST IMAGE FOR TICKETS
Member CLS01
Attachment Choose File No file chosen
Upload File
No images
Back Refresh
© 2016 Norfield Development Partners

The bottom of the Positive Response page allows you to add attachments, such as documents and pictures for documentation, communication with excavators, and for future retrieval.

The attachments must be formatted as 'jpg', 'jpeg', 'png', 'gif', 'txt', or 'pdf'.

To attach a document or picture:

- Provide a caption for the attachment
- Select your member code, if not already populated. If you have more than one member code, please select the correct code from the dropdown list.
- Click Choose File to browse your computer, phone, or tablet for the image
- Click the Upload File button
- Your attachment(s) will be listed under the Upload File button (*Please note that if you attach the wrong file, you cannot delete the attachment from the Positive Response page. You must have access to Ticket Search to pull the ticket up and delete the file.*)

Attachments
Caption TEST IMAGE FOR TICKETS
Member DPC09*
Attachment Choose File No file chosen
Upload File   Uploaded: NC811_Logo_full_color.jpg

Attachments: Click to see attachment			
Rev	Member	Date	Caption
00A	CSR02	2018-05-23 11:12:16	Test Image for tickets

Separate documentation will be provided to individuals that have a Member Access account.

Response Inquiry

By Ticket		By Response Due		
Ticket [_____]	Submit by Ticket	Work Date 9/17/2009	Phone [_____]	Submit by Response Due

The Response Inquiry screen gives the member two options with which to check the response that they placed on a ticket.

By Ticket

To Inquire by Ticket, enter the ticket number and click Submit by Ticket and you will receive a brief description of the ticket that you input, as well as the response information that was entered by your company.

Responses for Ticket A181359005

Ticket	Rev	Member	Name	Response	Responded	Comments	URL
A181359005	00A	ATT312*	ATT/D (DISTRIBUTION)				
A181359005	00A	CLS01	USIC LOCATING SERVICES, INC.				
A181359005	00A	CSR02	WTR/SWR/STR DRAIN ONLY LOCATE TO METER				
A181359005	00A	CTC01*	WINDSTREAM COMMUNICATIONS, INC.				
A181359005	00A	CXS01	COX UTILITY SERVICES, INC.				
A181359005	00A	DPC09*	DUKE ENERGY				
A181359005	00A	EMLCFM	EMAIL CONFIRMATION MEMBER CODE				
A181359005	00A	GSO01	CITY OF GREENSBORO DEPT. OF TRANS.				
A181359005	00A	GSO02*	CITY OF GREENSBORO				
A181359005	00A	JBL01	JBL COMMUNICATIONS, INC.				
A181359005	00A	LEV01	LEVEL 3 COMMUNICATIONS				
A181359005	00A	PAL01*	SPIRIT COMMUNICATIONS				
A181359005	00A	SCM01	SCOUT COMMUNICATIONS				
A181359005	00A	TWC01*	TIME WARNER CABLE-CHARTER				

By Response Due

This tab is designed for the users who enter their tickets through Remote Ticket Entry. It allows them to see the responses that have been entered by our members on the locate requests that they have sent into the Center.

There are three standard reports for Positive Response

Response Analysis

Response Analysis for 09/23/09 through 09/23/09 for ATT01

Code	Ticket	Revision	Type	Work_Date	Responded	Response	Response_By	Days
ATT01	C092650254	00C	NEW	09/25/09 00:01:00	09/23/09 05:27:11	10	ATT/T (TRANSMISS-WEB	-2
ATT01	C092651211	00C	NEW	09/25/09 00:01:00	09/23/09 05:27:12	10	ATT/T (TRANSMISS-WEB	-2

This report allows the member to input a day or date range and see all tickets that were responded to in that time frame. It shows the member code, ticket number, revision number, the type of ticket (NEW, RXMT, UPDT, 3HRS, etc), work date / time, the date / time that the ticket was responded to, the response code, who made the response, and the number of days before or after the response due date.

The number of days lets you know whether the response was given prior to the due date for the response, on the day that the response was due, or after the due date for the response. For example, in the screen shot above, all of these tickets were responded to two days before the due date, so the Days column shows a negative number, such as –2. If the response was given on the due date, this column would show 0. If the ticket was responded to after the due date, this column would show a positive number, such as 3, meaning it was responded to 3 days after the due date.

Response Statistics

Response Statistics

Exit

Date 09/22/09 through 09/22/09

Response statistics for date range 09/22/09 through 09/22/09

code	10	20	30	999	TOTAL
ATT01	115	12	3	147	277

This report allows the member to input a day or date range and receive the total number of tickets that were responded to broken down by response code. As shown in the above screen shot, for member code ATT01 there were 115 tickets responded to with a code 10, which means No conflict, utilities are outside of stated work area.

If the member has more than one member code, the report will show a separate line for each member code.

Tickets with No Responses

This report allows the member to input a day or date range and see all the tickets that were due a response on that day or within that date range and that were not responded to at all.

Message Center

My Messages

The Message Center is used by North Carolina 811, Inc. to send messages to its members. It works just like your email program to allow you to send and receive messages. If you have a message in the Message Center you will see a number beside of My Messages indicating there are messages.

The Member Services Department utilizes email and telephone calls to relay important messages to the members as we realize that everyone is not logged into their Positive Response account at all times.

Log Out

If you are responsible for maintaining the database for your company, or if you enter locate requests for your company through Remote Ticket Entry, you must click the Log Out link and close the browser window completely to switch between accounts. Otherwise, your computer will remember the last login that was used to enter the Newtin System and will always log you in with that account and password.

If you have any questions or concerns about how to use the Positive Response System, please contact the Member Services Department directly by telephone at 336-854-8597, or by emailing any of the contacts listed on page 2.

www.nc811.org

Members can opt to respond automatically using a TCP Protocol. Below are the steps and formatting needed to submit the positive responses using the new TCP Protocol.

- Resolve the host name for the servers for the one-call center. There should be more than one valid address.

  California (North) and Nevada: posres.usanorth811.org
  California (South): resp.digalert.org
  Colorado: resp.uncc.org   -or-   resp.co811.org
  Michigan: resp.missdig.org
  North Carolina: resp.ncocc.org   -or-   resp.nc811.org
  Ohio: newtin.oups.org

- Using one of the IP addresses for North Carolina, connect with TCP to port 7377. If the connection cannot be established with one address, try the next address (if there are multiples) until all the addresses have been exhausted.

  In the dialog below the "<" means it comes from the server and the ">" means it is sent to the server. Multiple DATA statements can be sent in a single logon session. However, a reply must be received before the next one is sent.

- The components of the DATA command consists of

  DATA Ticket,MemberCode,Respondent,ResponseCode,URL,Comment
          - or -
  DATA Ticket,MemberCode,Respondent,ResponseCode,ExplanationCode,URL,Comment

- The arguments are separated by commas. Space characters on either side of the comma are discarded. The first four arguments are required. The last three parameters are optional except for certain response codes that are utilized in Virginia. The explanation code can be entirely omitted unless required in Virginia. Any URL must start with http or https (case insensitive), and the presence or absence of this in arguments 5 and 6 is how the system determines whether the first or second form of the argument list has been supplied.

- If you want to provide a Comment without a value for the optional preceding items, supply consecutive commas for the missing parameters, for example:

  DATA Ticket,MemberCode,Respondent,ResponseCode,,Comment
          - or -
  DATA Ticket,MemberCode,Respondent,ResponseCode,,,Comment

- Argument definitions:

  - Ticket: self explanatory
  - MemberCode: self explanatory
  - Respondent: The person's name or initials of who entered the response. A minimum of three characters are required. If the person has only two initials, send a space in between to fulfill the three character requirement. Only the first 20 characters are saved.
  - ResponseCode: A 2 to 4 digit code indicating the disposition of the locate request. These codes are assigned by the notification center.
  - ExplanationCode: This is an optional argument and is only used in Virginia for the excavator representative when required for certain response codes. It is used in Virginia with certain response codes for the excavator representative. It can be omitted if not used.

- Argument Definitions (Continued)
  - URL: A link to the member's web site with additional information for this ticket. It has a maximum length of 255 characters and must be properly encoded according to RFC 3986.
  - Comment: Additional comment(s) to store with the response. This has a maximum length of 255 characters.

- Ordinarily after the socket is connected, a 220 reply will be seen. However, there can also be one of the following in which case the server will immediately disconnect.

  > 421 Service not available
  > 421 Error: <MachineName> Newtin delivery system too busy
  > 421 Error: <MachineName> Too many connections from same IP address

  < 220 Response system ready
  > USER MemberCode
  < 331 User name okay, need password.
  > PASS password

  < 230 User logged in, proceed.
  - or -
  < 530 Not logged in.

  > DATA Ticket,MemberCode,Respondent,ResponseCode
  - or -
  > DATA Ticket,MemberCode,Respondent,ResponseCode,ExplanationCode,URL,Comments

  < 250 OK
  < 251 Duplicate response
  < 252 Ticket has been cancelled
  < 450 Insufficient information
  < 451 Invalid ticket
  < 452 Ticket has expired
  < 453 Invalid member code
  < 453 Cannot respond for a contract locator
  < 453 Cannot respond for an excluded member
  < 454 Member not on ticket
  < 454 Member not allowed for current login
  < 455 Invalid response code
  < 455 Invalid response code for ticket category
  < 455 Response code 008 only allowed for RXMT tickets   (Michigan only)
  < 456 Invalid explanation code
  < 457 Respondent name under 3 bytes (use "F L" if no middle initial)
  < 457 Malformed URL
  < 457 URL is too long
  < 457 Comments required for response code NN   (Virginia only)

  > QUIT
  < 221 Thank you for your responses.

- The replies 250, 251, and 252 indicate that the response was accepted. A response between 450 and 459 indicates invalid data in the packet. Any other reply code may indicate a problem at the server and the data transfer should be attempted later.

17

- There may be other reply codes added later, but 25x will indicate a valid response, 45x will indicate an invalid response, and 50x will indicate a command error or server problem.

- A reply code in the 450 to 459 range usually requires corrective action before attempting to resend the information. The single exception is the 451 response for an invalid ticket. Because the tickets are taken on more than one server, there may be latency or a temporary internet connectivity error in transferring the data between the server where the ticket was created and the server where the response is being posted. These responses should be resubmitted after a delay of a few minutes.

- The application should not blindly resend responses that fail to be accepted. Any response that has been repeatedly rejected should be manually checked. Any response that has not been accepted for more than 7 days since it was entered should have its status cleared so that the application no longer tries to submit it.

- If no valid response is entered within 45 seconds of logging in or submitting a previous valid response, a reply of "522 Session expired." will be sent and the socket will be disconnected.

Members can connect to the member response FTP to submit ticket responses. Below are the steps and procedures to follow.

- When a user connects to the FTP server (ftp://resp.ncocc.org or ftp://resp.nc811.org), they are presented their own private directory space on the server. This space contains two subdirectories. One subdirectory is for up-loading response files (the /QUEUE directory) and the other is for receiving receipt files for previously uploaded files that have been processed (the /RETURNS directory.)

- A member has read-only access in the root and /RETURNS directory and has full read/write/delete access in the /QUEUE directory. As long as a member is connected and logged into the FTP server, the server will not begin any processing for that member. After the member disconnects from the FTP server, the server will start processing all the files in the /QUEUE directory and generate and store receipt files in the /RETURNS directo-ry. The filename of the generated receipt file is "RCPT-MBR001-FILENAME.TXT", where MBR001 is the user's member code, and FILENAME is the filename used when the member uploaded it. If the original filename did not end with the extension ".TXT", then ".TXT" is added to the receipt filename.

Member Response File Format

- A standard CSV file with no leading header line (that lists column names). Each column of text is placed be-tween double-quotes and separated from other columns by a comma.

- The member response file contains 4 columns for each row (line) of data:

    "MEMBERCODE","RESPONDENT","TICKET-NUMBER","RESPONSE-CODE"

- Field 1: MEMBERCODE is the member code
- Field 2: RESPONDENT are the initials (or name) of the person making the response.
- Field 3: TICKET-NUMBER is the ticket number being responded to.
- Field 4: RESPONSE-CODE is the member response to the specified ticket.

- The RESPONSE-CODE must be one of the response codes listed on page 4.

- The following is an example member response file for member "MBR001":

    "MBR001","CMS","A001234567-00A","10"
    "MBR001","CMS","A001234568-00A","20"
    "MBR001","CMS","A001234569-00A","10"
    "MBR001","CMS","A001234570-00A","30"

- NOTE: It is allowable to add more columns to the response file. These columns may contain member-specific information. Any extra columns in the response file will be copied forward to the return/confirmation file un-changed.

- Processing of the response file does not occur until after the FTP connection has been closed. Under normal conditions, the response file will be processed within 60 seconds after the FTP session has terminated.

Member Response Receipt File

- A receipt file is generated for each file uploaded. The receipt file contains the same data as the original member response file, but adds a new text column that shows the result of each response submission.

- A response of "OK" indicates that the response was processed and completed ok. Any response other than "OK" indicates an error.

- An example receipt file for example response file shown above (Member MBR001):

    "MBR001","CMS","A001234567-00A","10","TOO LATE TO RESPOND TO THIS TICKET"
    "MBR001","CMS","A001234568-00A","20","OK"
    "MBR001","CMS","A001234569-00A","10","OK"
    "MBR001","CMS","A001234570-00A","30","MEMBER NOT ON TICKET"

- If the response file was uploaded with the name "SUBMIT.TXT", then the filename of the receipt file will be "RCPT-MBR001-SUBMIT.TXT".

Members can respond to locate requests while in the field by calling our toll free number listed below and follow the prompts as outlined.

1-877-632-5050

- Press 2 to post a response to a locate

- Enter your member ID number (which is your telephone number on file)

- Confirm that your member ID number is correct
    1 = yes
    2 = no

- Enter the ticket number
    1 = ticket begins with the letter "A"
    2 = ticket begins with the letter "C"

- Confirm that the ticket number is correct
    1 = yes
    2 = no

- The system will read back some of the ticket information

- Confirm that the information is correct
    1 = yes
    2 = no

- Enter the response code that you wish to use

- Confirm that the response is correct
    1 = yes
    2 = no

- The system will ask if you need to respond to another ticket. If yes, press 1 and repeat the steps above. If no, you may end the call and hang up.

www.nc811.org