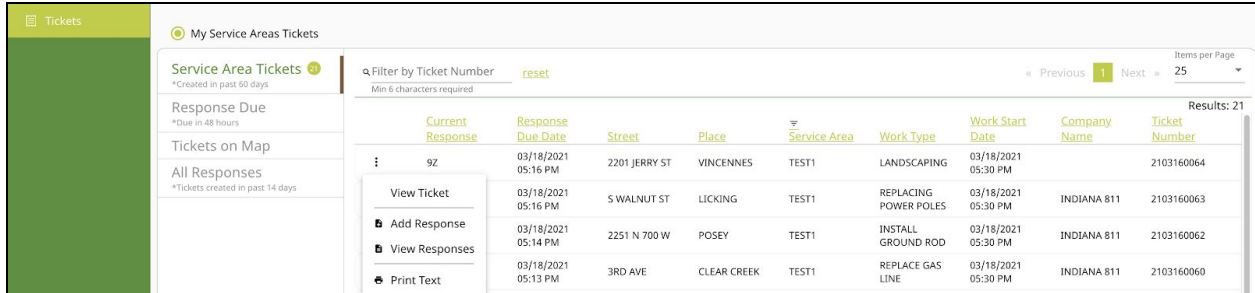


How to Manually Enter Positive Response in Exactix

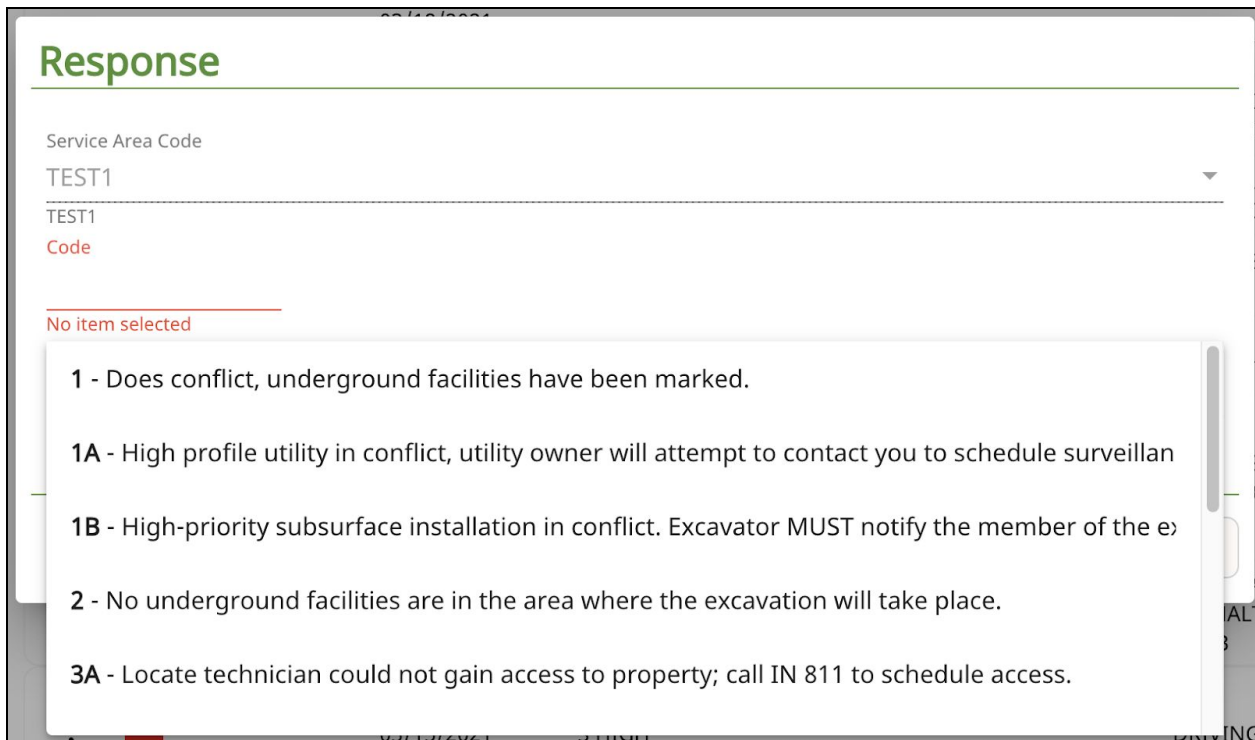
Please refer to the document, View Service Area Tickets, to learn more about how to navigate the Dashboard.

From the Dashboard, you can click on the 3 dots (Ellipsis) to the left of the ticket.



Current Response	Response Due Date	Street	Place	Service Area	Work Type	Work Start Date	Company Name	Ticket Number
92	03/18/2021 05:16 PM	2201 JERRY ST	VINCENNES	TEST1	LANDSCAPING	03/18/2021 05:30 PM		2103160064
	03/18/2021 05:16 PM	S WALNUT ST	LICKING	TEST1	REPLACING POWER POLES	03/18/2021 05:30 PM	INDIANA 811	2103160063
	03/18/2021 05:14 PM	2251 N 700 W	POSEY	TEST1	INSTALL GROUND ROD	03/18/2021 05:30 PM	INDIANA 811	2103160062
	03/18/2021 05:13 PM	3RD AVE	CLEAR CREEK	TEST1	REPLACE GAS LINE	03/18/2021 05:30 PM	INDIANA 811	2103160060

If you have access to more than one Service Area code on that ticket then select the correct Service Area code from the drop down. Select the correct code from the drop down. The codes have not changed. You also have the option to enter a comment.



Response

Service Area Code
TEST1

TEST1

Code

No item selected

- 1 - Does conflict, underground facilities have been marked.
- 1A - High profile utility in conflict, utility owner will attempt to contact you to schedule surveillan
- 1B - High-priority subsurface installation in conflict. Excavator MUST notify the member of the e
- 2 - No underground facilities are in the area where the excavation will take place.
- 3A - Locate technician could not gain access to property; call IN 811 to schedule access.

Once you've entered your Responses, click Save. If you want to add an additional code to that ticket, click Save & Add another then enter that information.

Response

Service Area Code
TEST1

Code
1 Does conflict, underground facilities have been marked.

Comment
TEST COMMENT

Cancel
 Save & Add another
 Save

You can also enter the Positive Response information from the Service Area tab within the ticket by clicking add new.

Service Area	Utility Type(s)	Positive Response
AT&T - DISTRIBUTION	COMMUNICATIONS	
CENTERPOINT ENERGY (SOUTH) (FORMERLY VECTREN)	GAS	
DUKE ENERGY	ELECTRIC	
METRO FIBERNET, LLC	FIBER OPTIC	
NEW WAVE COMMUNICATIONS (VINCENNES)	CABLE TV	
* TEST1	OTHER	add new
VINCENNES WATER UTILITIES	SEWER, STORM, WATER	
WINDSTREAM	COMMUNICATIONS	

To View the Responses, click on the Responses tab. All Responses are recorded and will be listed. The most recent response will be listed as Current in the Status column.

Status	Date	Service Area	Response	Entry Method	Comments
	03/16/2021 05:18 PM	TEST1	9Z: This code is used for testing purposes.	Auto Response	
Event	03/16/2021 05:18 PM	Version: 0	New ticket saved with status Complete and ticket type Normal Notice by a Local User.		
	03/16/2021 05:23 PM	TEST1	1: Does conflict, underground facilities have been marked.	Web	TEST COMMENT
	03/16/2021 05:24 PM	TEST1	1A: High profile utility in conflict, utility owner will attempt to contact you to schedule surveillance.	Web	TEST ADDT PR CODE
Current	03/16/2021 05:26 PM	TEST1	1: Does conflict, underground facilities have been marked.	Web	TEST COMMENT