



Miss Utility of Virginia
TELEPHONE POSITIVE RESPONSE DIRECTIONS

VUPS, Inc. Positive Response Number: **1-800-552-3120**

Greeting: "Welcome to the Virginia Positive Response System."

Options: To obtain the results of a locate, **press 1**
 To post the results of a locate, **press 2**
 To listen to the list of valid response codes, **press 3**
 For help, **press 0**
 Press * to end this call

OPTION 1 – OBTAIN RESULTS	
System Comments	Helpful Hints
<i>Please enter the ticket number followed by the # sign. If the ticket number begins with an "A" enter a "1". If it begins with "B" enter "2".</i>	Enter your ticket number here <u>Example:</u> 1999999999
<i>The ticket number you have entered is: #####. Is this correct? Press 1 for Yes or 2 for No.</i>	Confirm the ticket number you have entered.
<i>I will now read back some information on the ticket.</i>	<u>Example:</u> <ul style="list-style-type: none"> • The state is Virginia • The city is Roanoke • The street is Blue Hills Circle
<i>Is this correct? Press 1 for Yes or 2 for No.</i>	Confirm that the system has the correct ticket.
<i>The locate results are as follows:</i>	System will read to you locate results. <u>Example:</u> <ul style="list-style-type: none"> • Verizon is marked • Comcast Cablevision has not responded
<i>Would you like me to repeat this information? Press 1 for Yes or 2 for No.</i>	Answer accordingly.
<i>Do you wish to retrieve the locate results for another ticket? Press 1 for Yes or 2 for No.</i>	<ul style="list-style-type: none"> • Pressing 1 will allow you to retrieve locate results of a new ticket. • Pressing 2 will return you to the Main Menu.





OPTION 2 – POST RESULTS	
System Comments	Helpful Hints
<i>Please enter your user account number followed by the # sign. Press * to return to the Main Menu.</i>	Enter your account number here. <u>Example:</u> 5409859355
<i>The user account number you have entered is #####. Is this correct? Press 1 for Yes or 2 for No.</i>	Confirm the account number you have entered.
<i>Please enter the ticket number followed by the # sign. If the ticket number begins with an “A” enter a “1”. If it begins with a “B” enter “2”.</i>	Enter your ticket number here. <u>Example:</u> 1999999999
<i>The ticket number you have entered is: #####. Is this correct? Press 1 for Yes or 2 for No.</i>	Confirm the ticket number you have entered.
<i>I will now read back some information on the ticket.</i>	<u>Example:</u> <ul style="list-style-type: none"> • The state is Virginia • The county is Roanoke • The place is Vinton • The street is Virginia Avenue • The cross street is Bedford Road
<i>Is this correct? Press 1 for Yes or 2 for No.</i>	Confirm that the system has the correct ticket.
<i>Are you responding for XXX###? Press 1 for Yes or 2 for No.</i>	System now lists the utilities that you are authorized to respond for. <u>Press 1 when your utility is identified.</u> <u>Example:</u> <ul style="list-style-type: none"> • “Are you responding for ABC123, Fred’s Gas Company? Press 1 for Yes or 2 for No.”
<i>Please enter the response for this ticket followed by the # sign.</i>	Enter your 2-digit response code for this ticket now. <u>Example:</u> 10 - Marked
<i>The response you have entered was: ##. Is this correct? Press 1 for Yes or 2 for No.</i>	Confirm the 2-digit response code you have entered. System will identify the code number as well as the meaning of that code. Press 2 for No if you need to change the code you have entered.
<i>Do you wish to post a response for another ticket? Press 1 for Yes or 2 for No.</i>	<ul style="list-style-type: none"> • Pressing 1 will allow you to post locate results of a new ticket. • Pressing 2 will return you to the main menu.





OPTION 3 – RESPONSE CODES			
System Comments: Press “7” to restart from the beginning, press “8” to replay the description again, press “9” to skip to the next code, or press the * key to return to the Main Menu. The valid response codes are: (NOTE: System now reads list of codes)			
Code	Description	Code	Description
See current list at www.missutilityofvirginia.com			

OPTION 0 – HELP	
System Comments: For help with this system, please call the Virginia Utility Protection Service Help Desk at 811 (or 800-552-7001) and choosing option 6 then option 2.	

