# Positive Response

- Members & Locating Companies -

Search Engine (Ticket Search)

1. On the left side of the Home screen there is a "Search" box
2. You can follow the link(s) to the Search Engine for more search parameters or you can enter a specific ticket number into the search field and press the search icon
   - When entering a ticket number you must use the entire 10-digit ticket number
     - If you recorded the ticket number over the phone and were presented with only 6 digits, the "missing" digits correspond with the year the ticket was submitted and always precedes the rest of the ticket number (ex. ticket number provided is 182363, then 10-digit ticket number is 2020182363)
     - If you received an email confirmation, you can find the 10-digit ticket number near the top of the ticket
   - If your account isn't associated with a ticket (either by being the requester or by receiving a locate request), that ticket will not show up in the ticket search
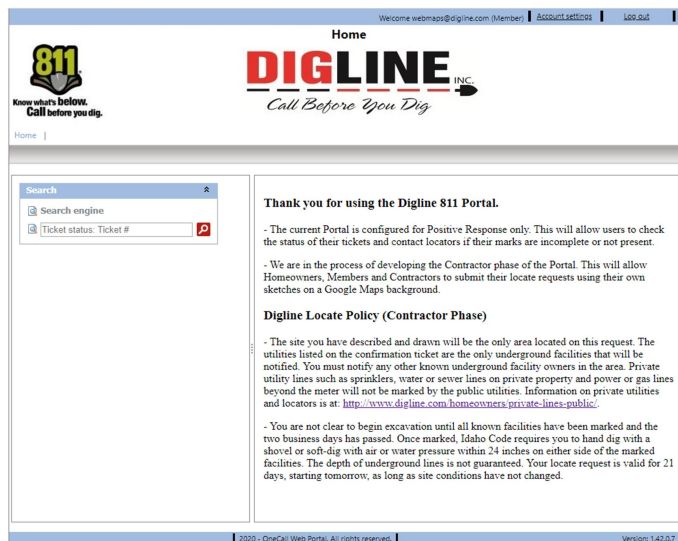
3. Search parameters are automatically filtered to your specific Member or Excavator associations (for more information about Member/Excavator associations go to the Account Settings section)
   - The Member & Excavator Search Engines will show up with their respective designation only if your user account is associated with both a Member Code and a

Contractor ID; otherwise you will only see a single Search Engine with no
designation

4. In the "Member" Search Engine you can do a date range search of up to 30 days.
   o The date range parameter must always be selected and contain a valid date range
     unless searching for a specific ticket number.
5. In the "Excavator" Search Engine you can do a date range search of up to 14 days
   o The date range parameter must always be selected and contain a valid date range
     unless searching for a specific ticket number.
6. To activate a search parameter the associated check-box must be checked
7. If the check-box of a parameter is not checked that parameter will not be used in the
   current search (even if there is content in the field)
8. When viewing the search results, all pertinent ticket information is available without leaving
   the search engine.
9. Use the "scroll bar" at the bottom of the page to pan the search results
   o Near the middle of the page, in the separator between the search parameter box
     and the ticket list is an Arrow icon, this can be used to Hide & Unhide the search
     parameter box for a wider view of the ticket list
10. A maximum of 20 ticket results are visible per page
    o Use the "Page Arrows" located at the bottom of the list, to advance and/or retreat
      between pages or select a page using the page number links
    o *The "Export" button found at the bottom of the search parameters list can be used
      to export the ticket list to an Excel file

11. When you find the desired Ticket, click the link on the Ticket number to advance to the Locate Request View
    o Ticket Tab
        ▪ Displays all Ticket information

*The Export function mentioned above can be utilized for various forms of ticket reporting as all of the ticket details (aside from the member statuses) are included in the exported Excel file. Note: All tickets present in the ticket search are included in the export file; therefore the report is not limited by ticket count but only by the date range parameter

- o Locate Status Tab
  - ▪ Displays a list of the Members notified on the ticket.

- Although you can view all Member Status's you can only make edits to your associated Station Code (Member Code)