

THE **MISSDIG811** MEMBER OUTREACH

SEPTEMBER 2025

ISSUE 22

One Ticket, One Team

The mission of MISS DIG 811 is to safeguard the public, environment, property, and member infrastructure through efficient educational outreach and the advancement of damage prevention processes for our members.

Member Services is available Monday through Friday from 7am to 5pm to provide support. We are accessible via phone, email, and online form. If your call is not answered, please leave a voicemail; our team will respond in a timely manner.

- (800) 482-7161
- membersupport@missdig811.org
- missdig.co/MSSForm

DamagePreventionPortal™

Service management & administrative tools

Updates Coming Soon!

Our next system update on Thursday, September 25, 2025, will introduce some changes to the DamagePreventionPortal (DPP) interface.

DamagePreventionPortal™

Positive Response

The *Operations:PositiveResponse* module is undergoing enhancements:

- Phase I of these enhancements is scheduled for release on Thursday, September 25, 2025.
- The release date of Phase II has yet to be determined.

Phase I includes:

- The addition of a *Status* search field allows users to generate even more specific search results.
- The addition of a *Search* button helps improve performance.

- Reorganization of the *Response Code* search filter options.
 - Addition of the “999-No Response” code allows users to see ticket-revisions that have not received a response code by the Work Legal Start Date.
 - Ticket types and status currently included have been removed for clarity and consistency.
- Filtering changes
 - Results returned will correlate directly with the selected filter(s).
 - Other than the default selection of “Unassigned” and “All”, ticket results will no longer automatically load when changing filter selections; the *Search* button must be clicked to execute.
 - The *Date* filters are now required to be populated except when using “Unassigned” and “All” filter combination.

*A brief video tutorial and guide will be available on our [What's New webpage](#).
Member Services is also available to answer any questions.*

***Requirements for Positive Response posting and the actions of posting
through DPP do not change.***

DamagePreventionPortal™

Explore Your Data

The *Working on behalf of utility/authority name* field is now searchable by typing in letters, simplifying utilization of this field.

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Ticket PDF

The state and zip code of the work location will now show in the *Address* field on the ticket PDF instead of the state and zip code information from the OCA user's profile.

Annual Invoice Preparation

In preparation of 2026 annual invoices, we'd like to take this opportunity to remind our membership to review their membership set-up to ensure accuracy. This includes billing information, user accounts, station codes, Areas of Interest (AOIs), and ticket delivery subscriptions. Your review of this information associated with your membership helps us send accurate invoices to the correct location!

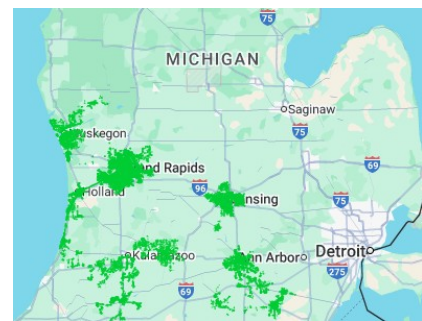
DPP users with Member Full/+ and Member Admin/+ account types can view contact information, station codes, AOIs, and ticket delivery subscriptions through the platform. If there are no Member Full/+ or Member Admin/+ users with your organization, we encourage you to contact Member Services so that we can share this information with you.

A list of users associated with your company can be requested from Member Services at no cost. We are also happy to confirm the billing addresses, both postal and email, on file.

AuthorityViewer File Upload

If you upload Area of Interest(s) files for station codes, please take a moment to review system requirements to ensure a smooth and accurate upload process.

We accept SHP (.shp, .shx, .dbf, and .prj), KML, KMZ, and TAB files.



- Files must be submitted as zip files.
- Datum used must be NAD83 or WGS84.
- Metadata should be removed from files prior to upload; only geometry is needed.
- Ensure all objects/polygons are in one single layer and that your file does not contain multiple layers. The system will not accept multiple layers.
- Merge clustered polygons, multi-object polygons, or polygons intersecting/overlapping with one another to ensure every object in the layer is an individual polygon. Some tools may call this function “dissolve.” Multi-object polygons will cause significant performance upload problems.
- If submitting SHP data, the zip file should include .DBF, .SHP, .PRJ, and .SHX file extensions only.
- If your file contains multiple multiple SHP or KML/KMZ files within, please merge the files together prior to uploading. The system cannot accept multiple files like this and will only process one, whichever comes first alphabetically; therefore, your AOI will be incomplete.
- Ensure the final zip file is under 155MB.

Reminder: The Area of Interest (AOI) is a GIS file format that represents the location(s) of a facility owner/operator’s underground facilities through shapes (a.k.a. polygons) and is a layer contained within each station. Each station must have an active AOI, as this is what triggers both a station to appear on a ticket and the transmission (a.k.a. “delivery”) of a ticket. When shapes within the AOI intersect with the work polygon(s) drawn on tickets, a member receives that ticket.

Contact Member Services



Join Quality Control (formerly Web Ticket)
for the Monthly OCA Forum



SEPTEMBER Topic:
Best Practices for Effective Retransmit Usage

Date: Thursday, September 25th at 1:00 PM

Register through MISS DIG 811's online education site, SkillBuilder, under
OneCallAccess Training, Monthly Forum in your learning plan.

**Login to
SkillBuilder**

If you have any issues, call or email Quality Control:



FOR RESOURCES



[Click Here](#)

All issues of the newsletter are available
on this webpage

Attention: Be a MISS DIG 811 Advocate

Please share the link or QR Code above with someone that you think may
want to attend but may not receive this email contact.



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