

THE MISSDIG811 MEMBER OUTREACH

NOVEMBER 2025

ISSUE 24

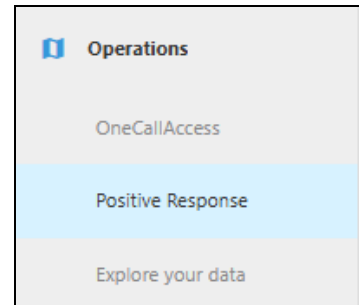
One Ticket, One Team

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.

Stations	Response code	Ticket type	Status	Search by	From date	To date	
CORCOMFBR - Cormier Communications Fiber ...	Unassigned	All	All	Due by date	2025 Sep 29	2025 Nov 28	<button>Search</button> <button>Assign response code</button>

DamagePreventionPortal (DPP) PosR Updates Phase II

The *Operations:PositiveResponse* module within DamagePreventionPortal (DPP) is undergoing additional enhancements. Phase I of these enhancements was released on Thursday, September 25, 2025. The date of Phase II has yet to be determined but is expected to take place before the end of the year.



Phase II includes the following:

- Ticket expiration date/time information will be included as an output column.
- Currently, when searching for Design tickets under the "Unassigned" *Response Code* filter, all ticket types are included in the results. This will be corrected so that only Design ticket types appear.
- The *Status* filter will be cleaned up to include only MISS DIG 811 status types. "Works Done" and "Design" will be removed.
- An additional search filter for *Ticket Types* will be added. "Design" will be relocated to this filter.
- The *Search By: Due Date* filter upon opening the module defaults to +/- 30 days from today.
- When using the *Search By: Due Date* filter, dates are required to be populated if the *Response Code* filter is set to anything other than "Unassigned."

Information on the recent updates to the DPP > *Operations:Positive Response* interface can soon be found at <https://missdig.co/Updates> and resources.missdig811.org under "News & Updates." Please take a moment to watch our video tutorial!

As a reminder, part of Phase I enhancements included the addition of the *Search* button. The *Search* button must be clicked when any of the filters are changed for updated results to appear, which includes changing between station codes in the Stations filter.

Search

Assign response code

Positive Response posting requirements and the process of posting within DPP are not changing. The updates to *Operations:PositiveResponse* are to the user interface only.

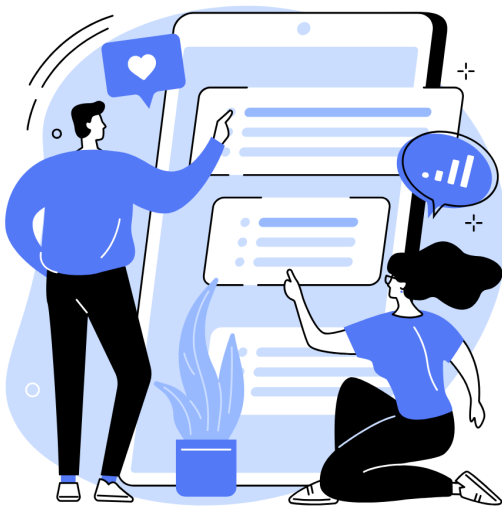
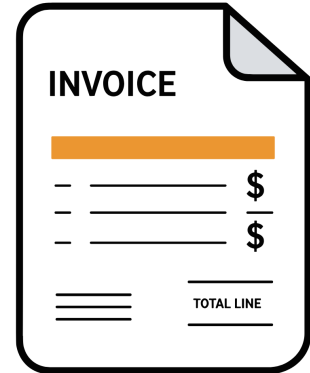
Annual Invoice Preparation

We are in the process of preparing the 2026 annual invoices. Please take a moment to review your 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.

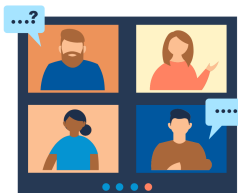
Click [HERE](#) to learn about membership benefits and annual invoice coverage.



Got a minute? Tell us what you think!

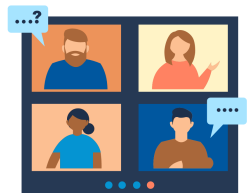
Please share your thoughts by completing our short survey. The information collected will be used by the MISS DIG 811 Member Services Department to gauge satisfaction and collect feedback from our facility owner/operator, contract locator, contractor/excavator, and vendor members. Your participation is appreciated, and we look forward to taking membership engagement to the next level.

**Membership
Survey**



Join Quality Control
for the Monthly OCA Forum

NOVEMBER Topic:
Excavator Essentials:
New Mobile App & Damage Prevention Liaisons



Date: Thursday, November 20th at 1:00 PM

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

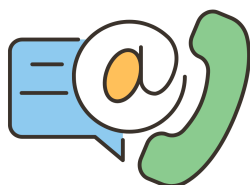
Login to
SkillBuilder

If you have any problems or questions, call or email Quality Control:
webticketdept@missdig811.org or (248) 370-6420.

FOR RESOURCES

Click Here

All issues of the newsletter (plus guides, videos, and more) are available on this webpage.



Want to get in touch with Member Services?
We are available Monday through Friday from 7:00am to 5:00pm.

- membersupport@missdig811.org
- (800) 482-7161
- <https://missdig.co/MSSForm>

Attention: Be a MISS DIG 811 Advocate!

Please share the QR code with someone that you think may want to receive news and updates from MISS DIG 811.



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