

# THE MISSDIG811 MEMBER OUTREACH

JUNE 2026

ISSUE 31

**MISSDIG811** SAFETY IS IN YOUR HANDS.  
EVERY DIG. EVERY TIME.

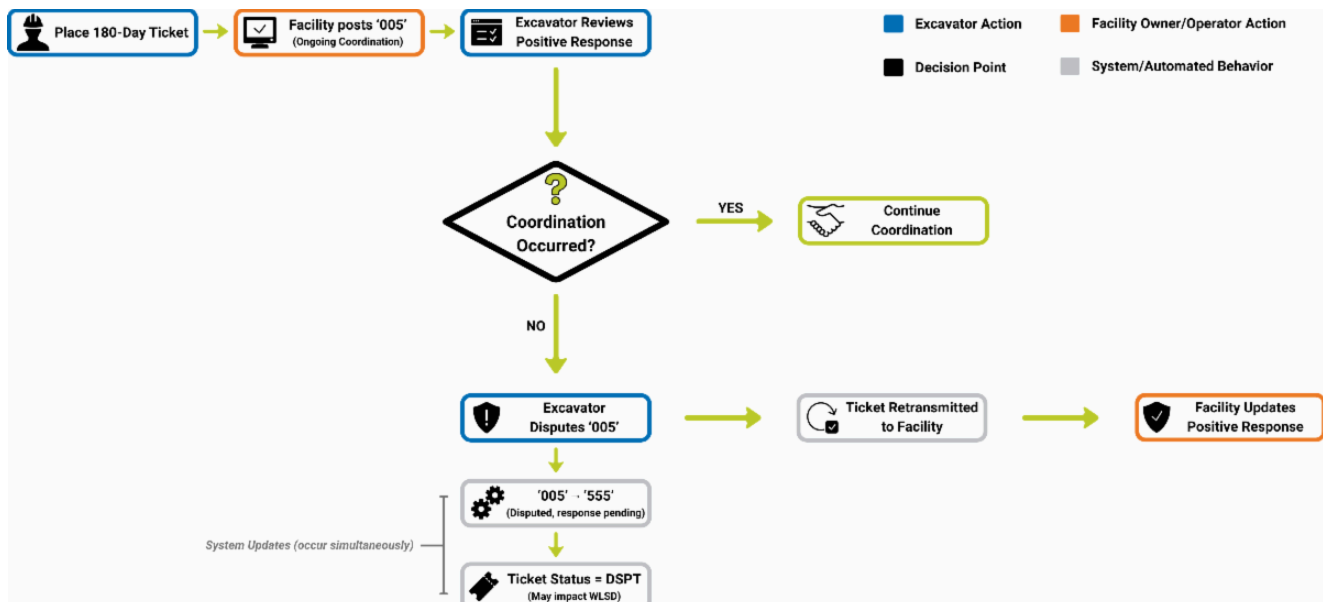
## Ongoing Coordination & Dispute System Enhancement Phase I - Released on May 21

### What's New

- "005 - Ongoing Coordination" is a Positive Response that allows a facility owner/operator or their contract locator to indicate they will coordinate directly with an excavator throughout the full Project 180-Day Ticket to help protect facilities and maintain accurate markings.
- Response code "005" may only be used with the Project 180-Day ticket type and signals active communication and coordination for the full life of the ticket.
- Excavators will have the ability to dispute a "005" response code when no communication or coordination has occurred as indicated. This is done through the "Dispute" ticket action, which will generate a DSPT/Disputed ticket status.



### How It Works



## Ongoing Coordination & Dispute System Enhancement Phase II

### What's New

Implementation of the *Ticket Action Reason* field into OneCallAccess (OCA) and outbound PDF and XML ticket attachments with plain text in the email body.

- Users will now be able to view the *Ticket Action Reason* field on tickets when viewing them in OCA. No action is needed.

- The primary focus of Phase II is to ensure member readiness by confirming that members who receive ticket details via XML attachment and/or plain text email body have all necessary information to configure their systems to accept the new data. This phase also aims to ensure that any required configuration changes are completed prior to the live/production server launch (TBA).

### What You Need to Know

- No impact on those receiving PDF attachments, though the field will be available here.
- Testing available: Contact us to receive test tickets and update your system before the live/production server launch date (TBA).

### How to Prepare

- If you receive XML attachments, updated .XSD and XML field info is available.
- Facility Owner/Operator Members: Please share this update with your TMS vendor or IT team.
- Click below or visit [resources.missdig811.org](https://resources.missdig811.org) to download the data mapping packet. This is located under *News & Updates*.

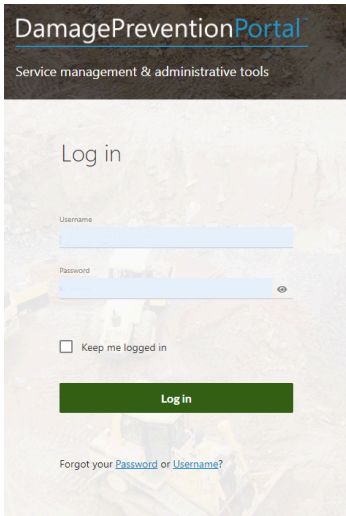
[Click Here to Download Data Mapping Packet](#)

### Production Release Timeline

- We anticipate rolling out this update to our **live/production environment in late June/early July**. Please confirm with Member Services that your system is ready to receive the new ticket field.

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**Have questions or want to test?** Contact Member Services:

- [\(800\) 482-7161](tel:8004827161)
- [membersupport@missdig811.org](mailto:membersupport@missdig811.org)
- <https://missdig.co/MSSForm>



### User Accounts Policy

All MISS DIG 811 user accounts are individual-specific and should only be used by the assigned user.

Member Services offers a variety of account types with different system permissions (some requiring training). This policy helps maintain the integrity of each account type, supports internal controls for members, and ensures accurate activity tracking for MISS DIG 811.

When personnel changes occur, members are responsible for notifying us so we can deactivate the appropriate account(s) and assist with setting up new accounts as needed.

### Understanding “Retransmit” vs. “Resend”

Although the terms "retransmit" and "resend" both involve sending a ticket again, these actions serve different purposes.

#### Retransmit

A retransmit is requested by an excavator when:

- Facility markings have been destroyed,
- Additional help is needed to locate marked facilities, or



- There is concern about unmarked facilities in the work area. This action creates a new ticket-revision number.

### Resend

A resend simply sends another copy of an existing ticket to a member who already received it. Common reasons include:

- Accidental deletion,
- Delivery errors, or
- Workflow updates.

A resend does not create a new ticket revision number.

In short, a retransmit generates a new version of a ticket due to field conditions, while a resend is just another copy of the same ticket.



### How to Place a Dig or Design Ticket by Phone

- Press Option 1 or Option 2 to be connected with a MISS DIG 811 representative who can assist you in placing a ticket.
- Pressing Option 3 will route you to Member Services for membership questions and support.

Please note: Tickets cannot be placed through Member Services. Callers seeking to place a ticket will be transferred back to the Notification Center queue.

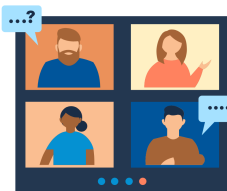
### Reminder: Please Complete Our Survey

Please take a moment to complete our survey as we work to better understand membership operations, specifically holiday observances.

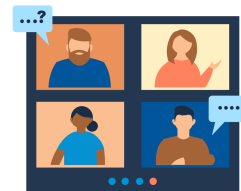
- The survey is anonymous.
- Responses do not impact ticket delivery information in the Damage Prevention Portal (DPP).



### Holiday Observances Survey



Join us for our  
**2nd Quarter MISS DIG 811 Forum on  
Thursday, June 25th at 1:00 PM**



We will focus on two key operational topics:

**Using 180-Day Tickets Appropriately and  
Best Practices for Effective Retransmit  
Usage.**

Our team will walk through when 180-day tickets should be applied, how to avoid common pitfalls, and ways to streamline retransmit workflows for smoother processing.

We'll close the session with an open Q&A, giving attendees the opportunity to ask questions and discuss ticket entry roadblocks.

We look forward to your participation as we continue strengthening safe digging practices across Michigan.

Register in MISS DIG 811's Online Education Site (aka Skillbuilder) under OneCallAccess Training, Quarterly OCA Forum, Second Quarter OCA Forum Topic in your learning plan.

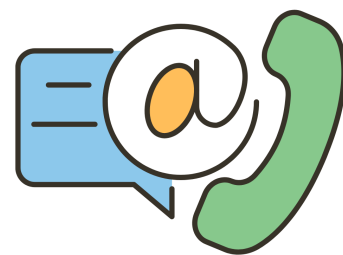
**Log in to SkillBuilder**

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



**Got a minute?  
Tell us what you think!**

**Membership Survey**

## 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.



 Share This Email

 Share This Email

# WE'D LOVE YOUR FEEDBACK!




Please share your experience  
by leaving us a review on



LEAVE A REVIEW ON GOOGLE



SAFETY IS IN YOUR HANDS.  
EVERY DIG. EVERY TIME.

 811 OR (800) 482-7171

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