

THE MEMBER OUTREACH

JULY 2026

ISSUE 32



Reminder: Upcoming Ticket Field Addition

The *Ticket Action Reason* ticket field is expected to be released to the live/production server in early July. Stakeholders will be notified of a target date in the coming week.

This ticket field communicates an excavator's reason for taking specific actions on a ticket and is already visible in DamagePreventionPortal (DPP). At launch, the field will populate for Dispute ticket actions.

What to Expect

- This enhancement updates the ticket format:
 - The new field will appear in PDF attachments (no action required).
 - Users receiving ticket details via **plain text or XML attachments** may need to update internal systems to ensure continued processing of ticket data.

Do These Apply to You?

Please review the following:

- **Facility Owner/Operator Members:**
 - Do you receive ticket details via plain text and/or XML?
 - Do you use a third party that receives your tickets in these formats?
- **Contract Locator Associate Members:**
 - Do you receive ticket details via plain text and/or XML?
- **Ticket Management System (TMS) Vendors:**
 - Do your Michigan customers receive tickets via plain text and/or XML using your system?
 - Do you need support from MISS DIG 811 to ensure your customers have updated their system?

Next Steps

- If you answered "yes" to any of the above, we ask that you please:
 - Review and prepare your systems for this change
 - Coordinate with any internal or external partners as needed
 - Take advantage of available **testing opportunities**
- A data mapping packet is available for download at resources.missdig811.org to assist with preparation.

We're Here to Help

- If you're unsure how your tickets are received or would like to schedule testing, please contact Member Services—we're happy to assist.
 - (800) 482-7161
 - membersupport@missdig811.org
 - **Submit a support request**

✓ Confirmation Requested

- **To ensure a smooth transition, please confirm your readiness to receive the new field with Member Services prior to release.**
- No action is needed if you:
 - Only receive PDF attachments
 - Are actively testing
 - Have already confirmed readiness

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

Did You Know?

If your organization uses Geographic Information System (GIS) data to map underground infrastructure, you can use that data as your live Area of Interest (AOI) layer in DamagePreventionPortal (DPP).

Common GIS software platforms include:

- Esri / ArcGIS
- Diamond Maps
- QGIS
- AutoCAD Map 3D



Using GIS data improves the management of underground utilities by providing accurate, real-time mapping of subsurface infrastructure. Clearly identifying the location and attributes of buried assets—such as gas lines, water pipes, and communication cables—helps reduce uncertainty during planning and excavation. This can minimize conflicts, delays, and costly damage.

It may also reduce the number of MISS DIG 811 tickets received in areas where your utilities are not present.

The live AOI layer determines which station codes receive tickets based on where AOI shapes intersect with ticket work polygons. Greater precision in your AOI results in more accurate ticket distribution.

Member Services accepts data in the following file formats: .KML, .KMZ, .SHP, and .TAB.

To get started, export your data from your GIS platform, and we'll guide you through the next steps.

Have questions? We're here to help you make the most of data you may already have and streamline your ticket receipt.



Personnel Changes/Access to DamagePreventionPortal (DPP)

If an employee is no longer with your organization or should no longer have the ability to access DamagePreventionPortal and/or OneCallAccess, please alert the Member Services Department.

Please do not change the name on existing accounts. Accounts and training are user-specific and cannot be shared.

If additional user accounts are needed, please complete the following steps:

- Create a OneCallAccess account at <https://onecall.missdig811.org/ngen.web/Internal/RegisterUser>. The user must have an account in OneCallAccess for us to add their account to DamagePreventionPortal.
- Once the OneCallAccess account has been created, complete the Member Service Support form at <https://missdig.co/MSSForm> for "Add User Account to DamagePreventionPortal". Each applicant will need to include which type of user role, or "access type" they require. A chart of account types is provided on the form for reference.

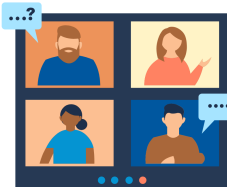
Upon receipt of this request, Member Services will set up the account and follow-up via email with information on associated training.

How to Place a Dig or Design Ticket by Phone

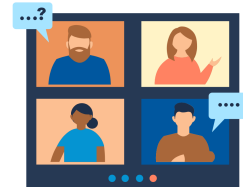
- Press Option 1 or Option 2 to be connected with a MISS DIG 811 representative who can assist you in placing a ticket.
- Pressing Option 3 will route you to Member Services for membership questions and support.



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



Join us for our
**3rd Quarter MISS DIG 811 Forum which
will take place in September**



Our Quality Control Department Forums have shifted from a monthly to quarterly format. This change is intended to streamline discussions and ensure that each forum provides meaningful updates and engagement.

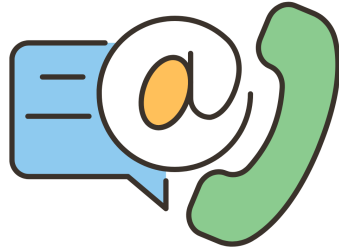
Log in to SkillBuilder

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
(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.



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



811 OR (800) 482-7171



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