



Positive Response Posting



POSITIVE RESPONSE POSTING

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POSITIVE RESPONSE POSTING

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General

Section 3. (x) of Public Act 174 states “Positive Response” means the procedure administered by the notification system to allow excavators to determine whether all facility owner/operators contacted under a ticket have responded in accordance with this act.

Positive Response is a system housed in the MISS DIG 811 system that allows Facility Owner/Operator Member or their contract locators to provide the “status” of tickets sent to them by MISS DIG 811. Once the status (e.g., “no conflict” or “marked”) is determined, the facility owner/operator or their contract locator can post to the system in the form of a response code. The posted response code is then attached to the ticket and stored on the Positive Response server. The posted status can then be retrieved by the contractor/excavator.

A Facility Owner/Operator Member must post a response code for all tickets received. A ticket is transmitted to a Facility Owner/Operator Member when the work polygon drawn on the ticket, either by the MISS DIG 811 NSR or the OneCallAccess user, intersects with the Area of Interest (AOI) within a member’s station.

It's important to remember that the Positive Response timestamp is based on the individual user’s browser clock; therefore, if someone is reviewing the Positive Response postings from out of state, the timestamp will reflect that time zone.

Positive Response posting can be completed by two means:

1. Logging into DamagePreventionPortal (DPP)
2. Using PosR API

This document pertains to posting to Positive Response through DamagePreventionPortal. Information on PosR API is available online or by contacting Member Services. PosR API is primarily used by ticket management systems.

How To

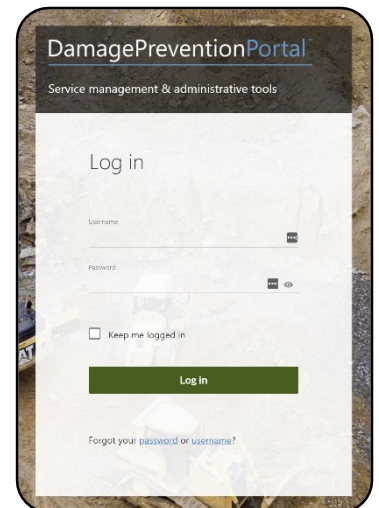
Get Started

Log into your DamagePreventionPortal (DPP) account at dpp.missdig811.org. Enter username and password.

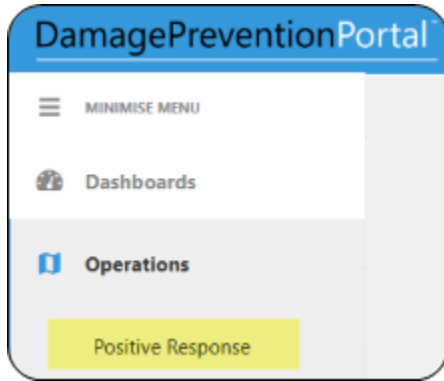
If you would like to remain logged in, check the box labeled “Keep me logged in.” *Please take your organization’s security measures into account.*

If you have forgotten your username or password, click on the appropriate links at the bottom of the login box. All confirmation or reset emails will be sent from OCARS_PRO@missdig.org.

User account types with access to Positive Response are Member Full/+, Member Admin/+, and Positive Response Posting/+.



Navigate to Positive Response



Open **Operations** from the sidebar menu and select **Positive Response** to begin.

The default view upon opening **Operations:PositiveResponse** will show ticket results based on the following filters:

- **Stations:** First active station code. In the dropdown menu, active station codes are organized alphabetically followed by inactive station codes in no particular order.
- **Response Code:** Unassigned. “Unassigned” means that a response either hasn’t been assigned at all (“000”) or that the ticket has been assigned “999” by the system after the ticket Work Legal Start Date has passed.
- **Ticket Type:** All. Results show all ticket types.
- **Status:** All. Results show all ticket statuses.
- **Search By > Due Date:** +- 30 days from today

When any of the above filters are changed, the Search button must be clicked to generate updated results.

Output fields shown are **Due By**, **Response Code**, **Ticket Type**, **Status**, **Ticket No.**, **Expiration Date**, and **Work Location**. These fields can be used for sorting results just by clicking on the column heading. Emergency tickets are displayed in **orange**. Columns can be adjusted to realign the order of the display. These adjustments are not permanent and will reset to the default view upon clicking on a different menu option or logging out.

Tickets will always be available to view, based on station code, for six years.

Inside Positive Response

Filter Options

Stations

When a user account is associated with multiple station codes for Positive Response posting, this filter allows users to choose between the available station codes. In the dropdown menu, active station codes are organized alphabetically followed by inactive station codes in no order. By clicking within the



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Stations field or on the **magnifying glass icon**, users can select different station codes (if available) from a dropdown menu.

Facility Owner/Operator Members must post for each of their stations that receive the ticket.

Response Code

This filter allows users to filter the Positive Response display by Positive Response code. Available options under this filter are:

- Unassigned
- All
- 001
- 002
- 003
- 004
- 201
- 202
- 203
- 555
- 999

Ticket Type

This filter allows users to filter the Positive Response display by ticket type. Available options under this filter are:

- All
- Normal 21-Day
- Normal 180-Day
- Project 21-Day (This ticket type is no longer in use but is retained here for record-keeping purposes).
- Project 180-Day
- Design
- Emergency
- Short Notice
- Concerned Caller
- Damage

Status

This filter allows users to filter the Positive Response display by ticket status. Available options under this filter are:

- All
- Original
- Additional Assistance
- Cancelled
- Destroyed Markings
- Disputed
- Unmarked Facilities



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Search By: Due Date

This filter allows users to filter the Positive Response display by ticket response due date. Upon opening **Operations:PositiveResponse**, the default setting for this filter is +30 days from today. If this default range is removed, another date range must be input for results to show.

Search By: Individual Ticket Number

This filter allows users to filter the Positive Response display by ticket number. This is a freeform field. When using this filter option, the user must input a valid ticket number for results to show. Only the ticket number is needed.

Search By: Work Location

This filter allows users to filter the Positive Response display by work location. This is a freeform field. When using this filter option, the user must input information into the field for results to show.

Search By: Expiration Date

This filter allows users to filter the Positive Response display by the ticket expiration date. Upon opening **Operations:PositiveResponse**, the default setting for this filter is +30 days from today. If this default range is removed, another date range must be input for results to show.

Suggested Search Options

Member Services recommends the following basic search filters to aid in your usage of the module. Users must first select the station code from the dropdown menu for which responses will be posted. After making your filter selections, click the **Search** button to update the ticket results to display.

1. To find unassigned or "000-Response Pending" tickets

Response Code: Unassigned **Status:** All **Date Range:** Default or input specific range

Stations	Response code	Ticket type	Status	Search by	From date	To date
CORCOMFBR - Cormier Communications Fiber Optics	Unassigned	All	All	Due by date	2025 Sep 24	2025 Nov 23

2. To find Design tickets

Response Code: All **Status:** Design **Date Range:** Input specific range

Stations	Response code	Ticket type	Status	Search by	From date	To date
CORCOMFBR - Cormier Communications Fiber Optics	Unassigned	Design	All	Due by date	2025 Sep 24	2025 Nov 23

3. To find Cancelled tickets

Response Code: All **Status:** Cancelled **Date Range:** Input specific range

Stations	Response code	Ticket type	Status	Search by	From date	To date
CORCOMFBR - Cormier Communications Fiber Optics	All	All	Cancelled	Due by date	2025 Sep 24	2025 Nov 23

Note: To input a new date range, both the *From* and *To* dates must first be cleared.

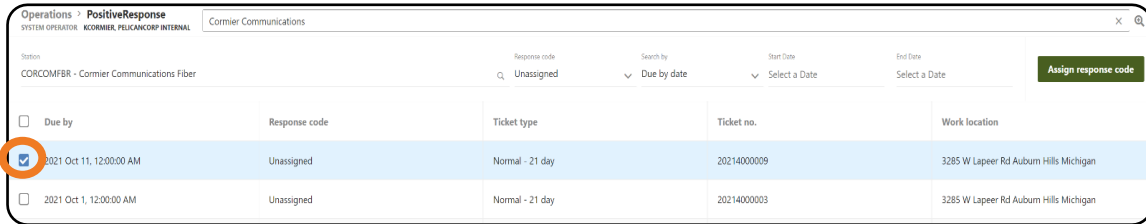


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Post Responses

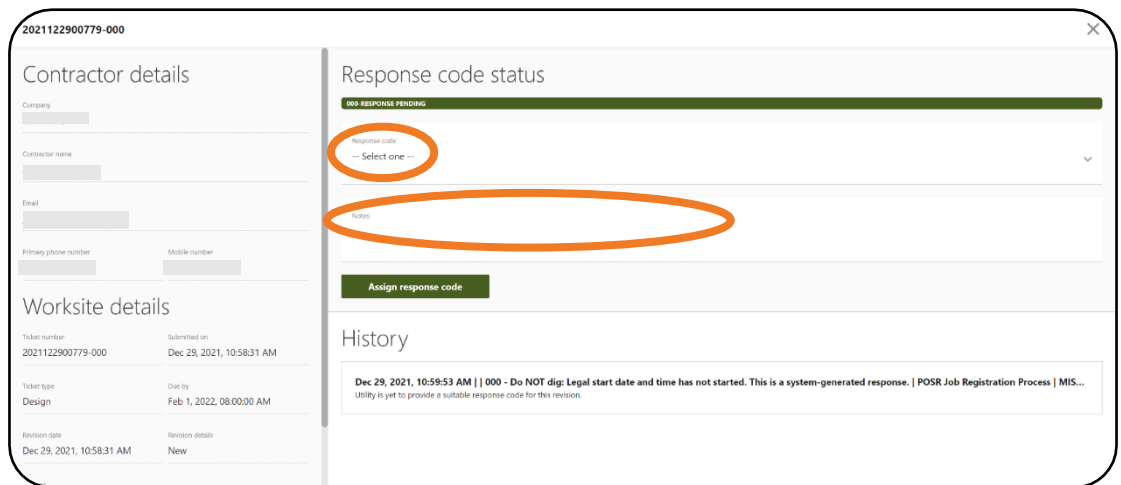
Single Response

Click within the blank space of the row displaying the ticket number you would like to post a response to. Users can also mark the individual check box and click the green **Assign Response Code** button.



When a single ticket is selected for posting, users will see some ticket details. Select the applicable code from the **Response Code** dropdown menu.

Once a code selection has been made, input comments into the **Notes** field. MISS DIG 811 requires use of comments with every Positive Response code.



Contact information for the locator is ideal for all Positive Response comments but must be included when using “003 – Not Complete.” When using “005 – Ongoing Coordination,” comments must include information on ongoing coordination and related communication.

An example comment for code “003 – Not Complete” would be:

LM for John Miller 5/3 at 10:00am. Please contact Mary Smith at 248-867-5309.

Located E side of rd., escalated to locate high priority line on W side. We can be reached at 248-867-5309.

An example comment for code “005 – Ongoing Coordination” would be:

Spoke w/ Mary at 8004827171 to schedule site walkthrough for 4/21/26 @ 12pm; call 8004847161 w/ questions.

Once the code has been selected and comments entered, click the green **Assign Response Code** button.



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Bulk Responses

Select the checkbox of all tickets you would like to post a response to.

This method allows users to post to more than one ticket at a time. With this option, the same response code and comment must be used for each ticket.

Due by	Response code	Ticket type	Ticket no.	Work location
<input checked="" type="checkbox"/> 2021 Nov 9, 12:00:00 AM	Unassigned	Project - 21 day	2021110400023-000	3285 W Lapeer Rd Auburn Hills
<input checked="" type="checkbox"/> 2021 Nov 9, 12:00:00 AM	Unassigned	Normal - 21 day	2021110400024-000	3285, 3295 W Lapeer Rd Auburn Hills
<input type="checkbox"/> 2021 Nov 9, 12:00:00 AM	Unassigned	Normal - 21 day	2021110400025-000	3671 Waldon Rd Orion Charter Township
<input checked="" type="checkbox"/> 2021 Oct 18, 12:00:00 AM	Unassigned	Normal - 21 day	20214200020	3285 W Lapeer Rd Auburn Hills
<input checked="" type="checkbox"/> 2021 Oct 1, 12:00:00 AM	Unassigned	Normal - 21 day	20214000003	3285 W Lapeer Rd Auburn Hills Michigan



Once the appropriate ticket selections have been made, click the green **Assign Response Code** button near the top right corner.

Users will then have the option to select the applicable code from the **Response Code** dropdown menu.

Once a selection has been made, input comments into the **Notes** field. MISS DIG 811 requires use of comments with every Positive Response code.

However a user chooses to post, if you are a third party posting on behalf of multiple facility owner/operator members, or you have a private locator station, be sure that the appropriate station code has been selected prior to submitting a response.



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Unique Occurrences

Multi-Polygon Dig Sites

Excavators can draw multiple dig site (a.k.a. “work”) polygons on a single ticket to indicate multiple dig sites in the area. Jobs that include multiple dig sites are best represented with multiple polygons. This includes work around multiple utility poles, signposts, and trees—to name a few. This feature is an enhancement of the existing virtual white lining concept and allows excavators to precisely depict the work areas on a single ticket.

This reduces the need to provide a written description of the dig site or split tickets for multiple locations. Virtual white lining is an important tool, as it provides a clear and permanent record of the proposed excavation area and expected extent of the locate.

The maximum amount of dig site polygons per ticket is 15, and these multiple dig site polygons must still comply with the scope of work requirements per ticket type. Information on scope of work can be found at reference.missdig811.org. The dig site polygon(s) must cover the entire dig site and be as precise and accurate as possible. It is used by member facility owners/operators to determine if the job conflicts with their facilities. An inaccurate polygon may prevent the dig site from being adequately marked.

Impact on Positive Response

Positive Response posting does not change; members will still post a response per ticket rather than posting a response for each individual polygon. The **Notes** section can be used to include additional information on marking if needed. Ex. If lines were marked for one polygon but not the other, members can post "002" and add any desired additional info to the required **Notes** section for clarification on what occurred.

Selective Ticket Actions

Excavators can select which Facility Owner/Operator Members they want to receive a retransmitted ticket. Previously, all station codes initially notified on a ticket received all retransmits, whether they were needed. Those Facility Owner/Operator Members then received that additional transmission(s) and were required to respond once more in Positive Response.

Ticket actions, specifically *Additional Assistance*, *Unmarked Facilities*, and *Destroyed Markings*, will all activate a new prompt that displays the following information:

Facility owner/operator members and associated station codes in receipt of the original ticket

- Each station code’s most recent Positive Response posting
- The date/time of each station code’s most recent Positive Response posting

The excavator must then select one or more station codes to receive the retransmitted ticket revision by checking the box next to each. Ideally, the excavator will select only those station codes that are specifically needed regarding the retransmit request. Note that the list of *Affected Authorities* will remain as is.

Impact on Positive Response

Only the station code(s) selected from the list will receive the retransmitted ticket-revision. Therefore, the ticket-revision will only appear for a particular facility owner/operator member under the “Unassigned” filter in Positive Response within DamagePreventionPortal when their station code was selected at the time of the retransmit.



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Station Code Selected for Retransmit

- The process will remain as is.
 - The ticket will be transmitted to the station code.
 - The ticket will appear in the default “Unassigned” or “All” **Response Code** filters in Positive Response.
 - The Positive Response code will show as “000-Response Pending” until the response due date/time has passed.
 - Standard posting timelines will apply.

Stations	Response code	Search by	Search by full ticket no.
ARNFBR - 200ARN Arnold Advantage	Unassigned	Individual ticket number	2023112800080
<input type="checkbox"/> Due by	Response code	Ticket type	Ticket no.
<input type="checkbox"/> Nov 28, 2023, 06:08:50 PM	000-RESPONSE PENDING	Emergency	2023112800080-001

- There will be no impact on Positive Response *History*.
 - The original ticket with the “-000” revision number after the ticket number will be at the bottom of the History log with the original response code.
 - The next revision with the “-001” revision number after the ticket number will be listed next with “000 - Response Pending.”
 - A response is required since the station code was selected.

History

Nov 28, 2023, 03:09:51 PM | 2023112800080-001 | 000 - Do NOT dig: Legal start date and time has not started. This is a system-generated response. | POSR Job Registration Process | MISS DIG 811
Utility is yet to provide a suitable response code for this revision.

Nov 28, 2023, 03:00:01 PM | 2023112800080-000 | 999 - Do NOT dig: Facility owner/operator did not provide a response by the response due date and time. Retransmit ticket for unmarked facilities. This is a system-generated response. | Po...
Utility did not provide a response code before the legal start date.

Station Code Not Selected for Retransmit

- The ticket will not be transmitted to the station code.
- The ticket will not appear in the default “Unassigned” **Response Code** filter in Positive Response. However, it will show up when using the “All” filter or the filter of the assigned response code.
- Under Positive Response **History** in DamagePreventionPortal, an entry for the new ticket revision is generated and the previous Positive Response code will be automatically applied to the new ticket-revision.
 - No manual action by the facility owner/operator or contract locator is required.

Stations	Response code	Search by	Search by full ticket no.
GRUZFBR - Gruzowski Fiber	Unassigned	Individual ticket number	2023112800080



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- The original ticket with the “-000” revision number after the ticket number will be at the bottom of the **History** log with the original response code.
- The next revision with the “-001” revision number after the ticket number will be listed next with the same response code applied from the previous ticket-revision.
 - No response is required because the station code was not selected; therefore, the system automatically applied the previous response code. “POSR Job Registration Process” will appear where the user account name is normally displayed, indicating it is system generated.

History

Nov 28, 2023, 03:09:51 PM | 2023112800080-001 | 001 - Dig with caution following PA 174 requirements: Facility is outside of stated area/scope of excavation. | POSR Job Registration Process | Kristyn Cormier test

Nov 28, 2023, 12:03:47 PM | 2023112800080-000 | 001 - Dig with caution following PA 174 requirements: Facility is outside of stated area/scope of excavation. | kcormier | Kristyn Cormier test

Additional Revisions

In the example below, the excavator did not select station code GRUZWFBR on ticket revision “-001” but later selected it on “-002.” When this occurs, the standard system and posting processes are followed when a station code receives a ticket. It will show as “000 – Response Pending” until a response is posted or the Work Legal Start Date/Positive Response Due Date passes (whichever is first).

History

Nov 28, 2023, 06:22:47 PM | 2023112800080-002 | 000 - Do NOT dig: Legal start date and time has not started. This is a system-generated response. | POSR Job Registration Process | MISS DIG 811
Utility is yet to provide a suitable response code for this revision.

Nov 28, 2023, 03:09:51 PM | 2023112800080-001 | 001 - Dig with caution following PA 174 requirements: Facility is outside of stated area/scope of excavation. | POSR Job Registration Process | Kristyn Cormier test

Nov 28, 2023, 12:03:47 PM | 2023112800080-000 | 001 - Dig with caution following PA 174 requirements: Facility is outside of stated area/scope of excavation. | kcormier | Kristyn Cormier test

Ongoing Coordination and Dispute

"005 - Ongoing Coordination" is a Positive Response code 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 the integrity of marks.

Facility Owner/Operator and Contract Locator Associate members can elect to use “005” whether they are posting through DamagePreventionPortal (DPP) or through the PosR API service but are not required to do so. The response code “005” can only be used with the Project 180-Day ticket type.

The use of “005” must be accompanied by appropriate comments. Comments should include details on communication attempts with names, dates, phone numbers, and return contact information for the excavator. An example comment for code “005 – Ongoing Coordination” would be:

Spoke w/ Mary at 8004827171 to schedule site walkthrough for 4/21/26 @ 12pm; call 8004847161 w/ questions.



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Impact on Positive Response

The option to “Dispute a Response” has been added to the **Actions** dropdown menu in OneCallAccess (OCA) for excavators. This option is only available on Project 180-Day tickets and may only be used when a “005” response code is present. This ticket action cannot be completed simultaneously with any other retransmit ticket actions (*Additional Assistance, Unmarked Facilities, and Destroyed Markings*).

An excavator may dispute “005” when:

- No initial communication has occurred.
- The contact listed in the comments is incorrect or unreachable.
- Coordination details are missing or unclear.

Only the station code(s) whose Positive Response code was disputed will receive the retransmitted ticket-revision. Therefore, the ticket-revision will only appear for a particular facility owner/operator member under the “Unassigned” and “555” **Response Code** filter in Positive Response within DamagePreventionPortal when their station code was selected at the time of the retransmit.

It’s important to note that excavation should not begin while a “005” response code is disputed or showing as “555.”

Other response codes, including “005,” that were not disputed, will carry over automatically onto the new ticket-revision and no action is needed from those Facility Owner/Operator Members.

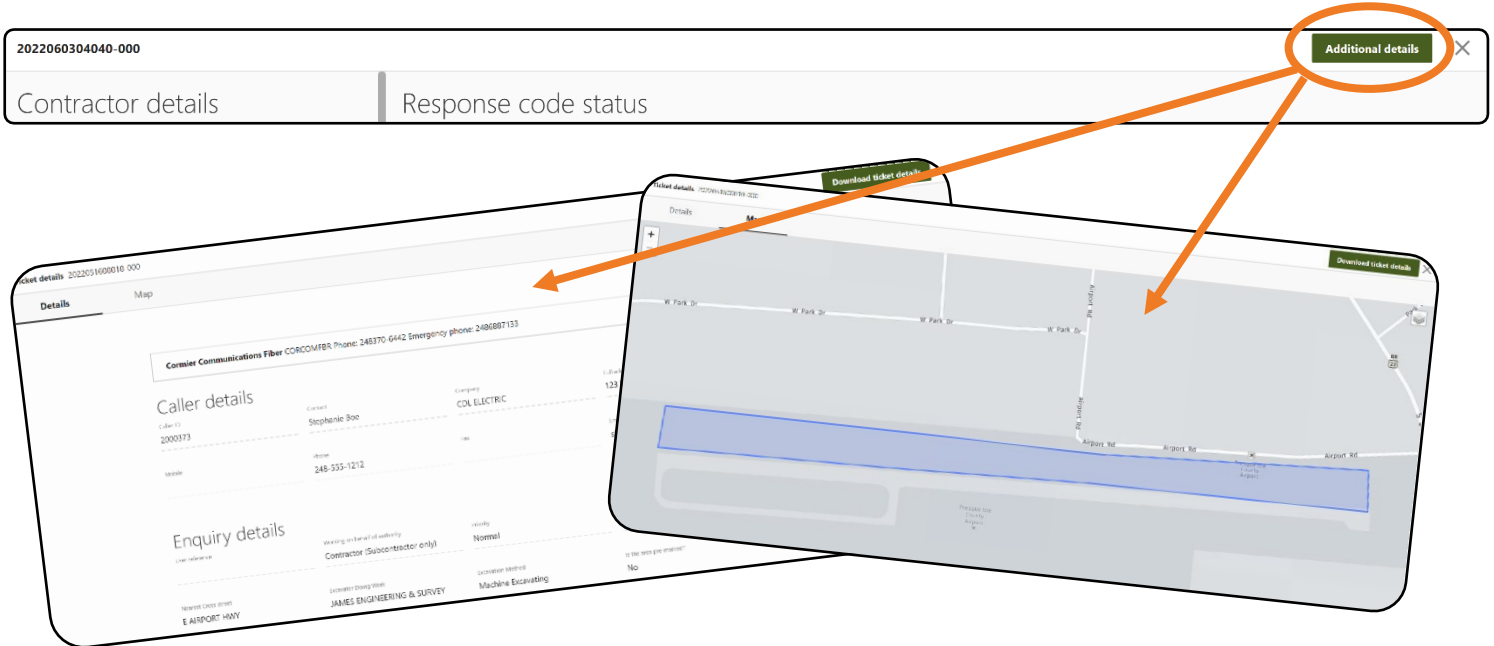
The DSPT ticket status may impact a ticket’s Work Legal Start Date, depending upon when the action takes place.

- When a “005” response code is disputed prior to and up until the original ticket’s Work Legal Start Date, no change in the Work Legal Start Date will occur and posting must be updated before the Work Legal Start Date.
- When a “005” response is disputed after the original ticket’s Work Legal Start Date has passed, the Work Legal Start Day on the DSPT ticket will be adjusted by three business hours. This means that the affected facility owner/operator must update their Positive Response within three business hours. Positive Response should be either updated to reflect the correct Positive Response code, if not “005,” or to include accurate comments associated with “005.”
 - This behavior is similar to existing retransmit actions for *Unmarked Facilities* and *Additional Assistance*.

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Additional Details

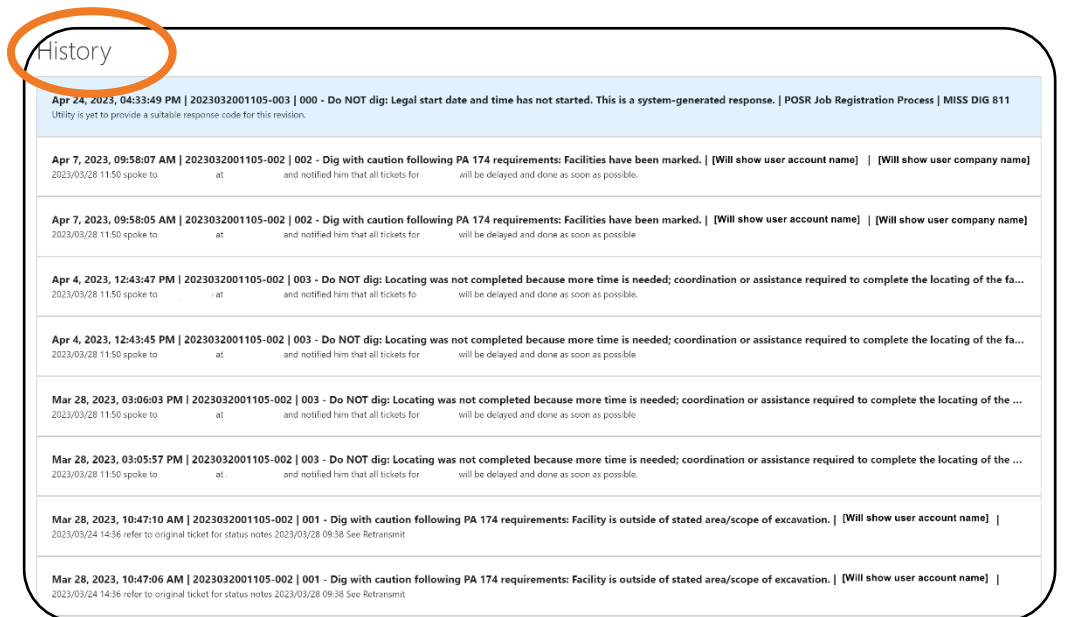
If the ticket details provided in the Positive Response window are insufficient or the ticket map is needed, click the green **Additional Details** button near the top-right corner to open the ticket in **Explore Your Data**.



History

Because users can only post to the most recent revision of a ticket, previous ticket revisions will not show up under the Positive Response search results or default view.

However, when the user selects a specific ticket number to post a response to, they can see the response history for all revisions, if available, of that ticket under the **History** heading.





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Response Codes

User-Selected Response Codes Based on Ticket Type and Status

The following are Positive Response codes available to members to select from when posting to Positive Response. These are considered “manual” codes. MISS DIG 811 requires the use of comments with each code.

Normal 21-Day, Normal 180-Day, Project 180-Day, Short Notice, Emergency, Unmarked Facilities, Additional Assistance, and Destroyed Markings	
001–NO CONFLICT	Dig with caution following PA 174 requirements: Facility is outside of stated area/scope of excavation.
002–MARKED	Dig with caution following PA 174 requirements: Facilities have been marked.
003–NOT COMPLETE	Do NOT dig: Locating was not completed because more time is needed; coordination or assistance required to complete the locating of the facility.
004–MARKED UTILITY REQUIRED ONSITE	Dig with caution following PA 174 requirements: Facility owner/operator required to be on-site when excavating within the noted scope of work for this specific facility.

Project 180-Day	
005-ONGOING COORDINATION	Dig with caution based on mutual coordination between facility owner/operator and excavator.

Design <i>(The Facility Owner/Operator Member must provide drawings or records of their underground facilities that are located within the polygon on any Design tickets received. Positive Response posting is beneficial but not required for Design tickets.)</i>	
201–NO FACILITIES IN DRAWN POLYGON	No facilities in mapped/drawn polygon
202–TASK COMPLETED	Facility owner/operator sent record drawings to design
203–MARKING REQUIRED	As designed in PA 174 Section 6a paragraph (3)



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Auto-Response (System-Generated) Codes Based on Ticket Type and Status

The following are system-generated response codes that will be applied automatically by the system when appropriate. Because these are system-generated response codes, no comment from the facility owner/operator is required.

Auto-Responses: Normal 21-Day, Normal 180-Day, Project 180-Day, Short Notice, Emergency, Unmarked Facilities, Additional Assistance, and Destroyed Markings	
000-RESPONSE PENDING	Do not dig: Legal start date and time has not started. This is a system-generated response.
555-DISPUTED	Utility response code has been disputed, awaiting updated utility response
010-EXEMPT FROM MARKING	Dig with caution following PA 174 requirements. As defined in PA 174 Section 460.727 Sec. 7 (9). This is a system-generated response.
012-POSSIBLE ABANDONED FACILITY	Dig with caution following PA 174 requirements. There may be an abandoned facility in the proposed excavation area. This is a system-generated response.
013-CANCELED TICKET	Do not dig. The dig notice was canceled. This is a system-generated response.
999-HAS NOT RESPONDED	Do not dig: Facility owner/operator did not provide a response by the response due date and time. Retransmit ticket for unmarked facilities. This is a system-generated response.

- 000-RESPONSE PENDING is applied to each new ticket upon creation. This response will stay in place until either the member posts a response code or the system applies an automatic response code.
- 555-DISPUTED is automatically applied when a facility owner/operator has posted “005” for a station and that response code has been disputed by the excavator. This action is only allowed on Project 180-Day ticket types for the “005” response code. This response code will stay in place until either the member posts a response code or the system applies an automatic response code.
- 010-EXEMPT FROM MARKING is applied to stations exempt from marking. Examples would be land-use-only or county drain commission storm drain facility types.
- 012-POSSIBLE ABANDONED FACILITY is applied to station codes with the “abandoned” facility type. This means the current or former facility owner/operator has notified MISS DIG 811 that the underground lines in question have been abandoned.
- 013-CANCELLED TICKET is applied to tickets that have been cancelled.
- 999-HAS NOT RESPONDED is applied to a ticket when a facility owner/operator has not posted to Positive Response by the Work Legal Start Date (a.k.a. Positive Response due date).

Important Reminders About Posting

The tips below will make sure your posting is successful:

- Available Positive Response codes and descriptions are available in multiple documents and on the MISS DIG 811 website.
- A response code is required per station per ticket.
- Users must post to the most recent revision of a ticket; posts to -000 cannot be completed after -001 is created.
- Posting can be completed or updated until the ticket expiration date and time.
 - Users can post late to an active ticket but will receive a pop-up for confirmation.
- A comment/remark for each Positive Response posted must be included.
 - Comments for “003” should include information as to why locating could not be completed as well as contact information for excavator questions.
 - Comments for “005” should include information regarding all coordination and communication taking place between the locator and excavator, including contact information.
- When any search criteria is changed, the **Search** button must be clicked to generate updated search results. Search criteria includes the following filters: **Station Code**, **Response Code**, **Status**, and **Search By**.
 - This means that the **Search** button must be clicked when changing station codes.
- To input a new date range, both the *From* and *To* dates must be cleared.

Conclusion

This completes the Positive Response Posting instructional guide.

As a reminder, detailed guides on additional aspects of DamagePreventionPortal can be found at resources.missdig811.org.

Contact the Member Services Department through the online [Member Service Support form](#), by email at membersupport@missdig811.org, or (800) 482-7161 with questions regarding DamagePreventionPortal and membership.

Member Service Support

This form allows members to:

- Activate Excavator PosR Webhook Subscriptions in OCA Account(s)
- Add OCA accounts to DPP
- Request information on becoming a member
- Request report(s) of data related to your membership
- Request update(s) to contact information
- Request update(s) to Summary Report destination(s)
- Request update(s) to ticket delivery subscriptions
- Submit AOI files for upload into AuthorityViewer
- Contact the Member Services Department for invoice inquiries, questions, & troubleshooting
- Request subscription to *The Member Outreach* newsletter

Select one of the following*