



Positive Response Posting



POSITIVE RESPONSE POSTING

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POSITIVE RESPONSE POSTING

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POSITIVE RESPONSE POSTING

Terms Used

| Term | Definition |
|---------------------------------------|---|
| <i>Area of Interest (AOI)</i> | Represents the location(s) of a facility owner/operator's underground facilities and is a layer contained within each station. |
| <i>DamagePreventionPortal (DPP)</i> | The platform used by members to access and manage their membership; also used by the MISS DIG 811 Member Services Department. |
| <i>Explore Your Data</i> | Feature of DamagePreventionPortal that allows authorized users to search and review tickets received; data export available. |
| <i>Member Service Support Form</i> | Online form used internally by department to collect varying information from members. |
| <i>OneCallAccess (OCA)</i> | Ticket entry platform used to place dig and design tickets; used internally by Notification Center NSRs or by external users. Excavators can use to search tickets placed and check Positive Response. |
| <i>Pelican/PelicanCorp</i> | PelicanCorp is the creator of the DamagePreventionPortal and OneCallAccess; they are typically referred to as our "vendor." |
| <i>Positive Response</i> | Sec. 3. (x) "Positive response" means the procedure administered by the notification system to allow excavators to determine whether all facility owners or facility operators contacted under a ticket have responded in accordance with this act. |
| <i>Response Code</i> | The numbered code that corresponds with a locate/mark status of a ticket; used when posting to Positive Response. |
| <i>Revision</i> | Ticket field; communicates the number of times the ticket has been transmitted by the excavator (i.e., a retransmitted ticket). |
| <i>Station</i> | Essentially an asset on the DamagePreventionPortal under a membership; stations are most often per separate facility type but some members use stations to break up a single-facility-type-asset into regions; only one facility type can be applied to a station; contains ticket notification settings, Summary Report settings, contact information, and area of interest. Each station is assigned a unique identifier called a "station code." |
| <i>Station Code</i> | A unique identifier assigned to each station; should follow standard naming procedure to summarize company name and facility type. |
| <i>Ticket</i> | A communication from MISS DIG 811 to a facility owner/operator or their third party requesting the marking of underground facilities, based on information provided by an excavator in a dig notice. |
| <i>Ticket Management System (TMS)</i> | Software often used by members for management of MISS DIG 811 tickets received; provides a range of functionality and features, including automated ticket screening, routing and dispatching, automated Positive Response (via PosR API), accurate geo-location mapping, document and image attachments, mobile optimization, customizable workflows, reporting and more. It also offers integration with internal and external systems. |
| <i>User Account</i> | Account associated with each membership that allows authorized users to access and manage membership through the DamagePreventionPortal; starts in OneCallAccess. |
| <i>Work Polygon</i> | The polygon drawn by a MISS DIG 811 NSR or external user on each ticket placed depicting the work/dig location; the work polygon is intended as virtual white lining. |



POSITIVE RESPONSE POSTING

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 owners or facility operators contacted under a ticket have responded in accordance with this act.

It is a system housed in the MISS DIG 811 system that allows facility owner/operator members 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.

Implementation of multi-polygon dig sites does not change how members post to Positive Response. Not all tickets received will contain multiple dig site polygons, but when they do, members will be posting per ticket as they are now and not posting per each individual polygon (i.e., 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/Comment section).

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

The tips below will make sure your posting is successful:

- A response code is required per station.
- Positive Response code descriptions are available in multiple documents and on the MISS DIG 811 website.
- Users must post to the most recent revision of the ticket; posts to -000 cannot be completed after -001 is created.
- Users can post late to an active ticket but will receive a pop-up for confirmation.
 - Posting can be completed or updated up until the ticket expiration date and time.
- A comment/remark for each Positive Response posted must be included. Comments for “003” should include contact information.

PosR API posting is also an option. Information on this is available online or by contacting the Member Services Department. PosR API is primarily for use by members using a ticket management system.

POSITIVE RESPONSE POSTING

How To

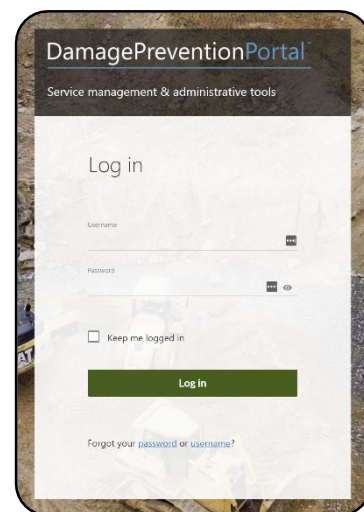
Get Started

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

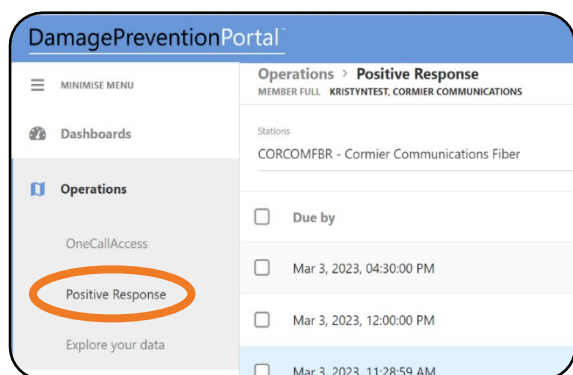
If you would like to remain logged in, check the box labeled “Keep me logged in.” *Please take your organization’s security measures into account.*

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

The default view shows unassigned tickets by due date for the first active alphabetical station your account has access to.

Informational fields shown are **Due By**, **Response Code**, **Ticket Type**, **Ticket No.**, and **Work Location**. These fields can be used for sorting results just by clicking on the column heading.

| DamagePreventionPortal | | | | | |
|---|----------------------|------------------|-------------------|--|--|
| <div> <div> <div>MINIMISE MENU</div> <div>Dashboards</div> <div>Operations</div> <div>OneCallAccess</div> <div>Positive Response</div> <div>Explore your data</div> </div> <div> <div>Operations > Positive Response</div> <div>MEMBER FULL KRISTYNTEST, CORMIER COMMUNICATIONS</div> <div>Stations</div> <div>CORCOMFBR - Cormier Communications Fiber</div> <div> <div>Due by</div> <div>Mar 3, 2023, 04:30:00 PM</div> <div>Mar 3, 2023, 12:00:00 PM</div> <div>Mar 3, 2023, 11:28:59 AM</div> </div> </div> </div> | | | | | |
| <div> <div>Response code</div> <div>Search by</div> <div>Start date</div> <div>End date</div> <div>Assign response code</div> </div> | | | | | |
| <div> <div>Unassigned</div> <div>Due by date</div> <div>Select a date</div> <div>Select a date</div> </div> | | | | | |
| Due by | Response code | Ticket type | Ticket no. | Work location | |
| Apr 20, 2023, 07:00:00 AM | 000-RESPONSE PENDING | Normal - 21 day | 2023041300006-000 | 39104 Zofia Ave Sterling Heights 48313 | |
| Apr 19, 2023, 07:00:00 AM | 000-RESPONSE PENDING | Normal - 21 day | 2023041400001-000 | 289 Perry St Pontiac 48342 | |
| Apr 18, 2023, 10:41:45 AM | 000-RESPONSE PENDING | Project - 21 day | 2023041300010-000 | 1234 VALLEY CREEK DR Inland Township 49643 | |



POSITIVE RESPONSE POSTING

Inside Positive Response

Tickets

Facility owner/operator members must post for each of their stations that received the ticket. By clicking within the **Stations** field or on the **magnifying glass icon**, you can select different station codes (if available) from a dropdown menu.

Station codes are organized alphabetically based on whether they are active and then inactive.

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

Emergency tickets are shown in **red text**.

Filters

Tickets always appear based on the station code selected in the **Stations** field. Additional filter options per station code are:

Response Code

- Unassigned [does not show design tickets]
- All
- 001
- 002
- 003
- 004
- 201
- 202
- 203
- Design
- Expired
- Cancelled
- Works Done

Search By

- Due By Date
 - ↳ Search Date, End Date
- Individual Ticket Number
 - ↳ Full Ticket No. [no revision number needed]
- Work Location
 - ↳ Search By Location

DamagePreventionPortal™

MINIMISE MENU

Dashboards

Operations

OneCallAccess

Positive Response

Explore your data

Settings

Operations > Positive Response

MEMBER FULL KRISTYNTEST1, CORMIER COMMUNICATIONS

Stations

CORCOMFBR - Cormier Communications Fiber

Response code

Unassigned

Search by

Due by date

Due by

Response code

Ticket type

Ticket n

☐ Apr 20, 2023, 07:00:00 AM

000-RESPONSE PENDING

Normal - 21 day

202304

☐ Apr 19, 2023, 07:00:00 AM

000-RESPONSE PENDING

Normal - 21 day

202304

☐ Apr 18, 2023, 10:41:45 AM

000-RESPONSE PENDING

Project - 21 day

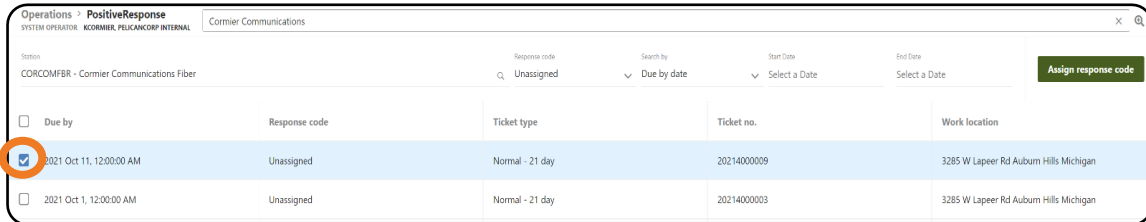
202304

POSITIVE RESPONSE POSTING

Post Responses

Single Response

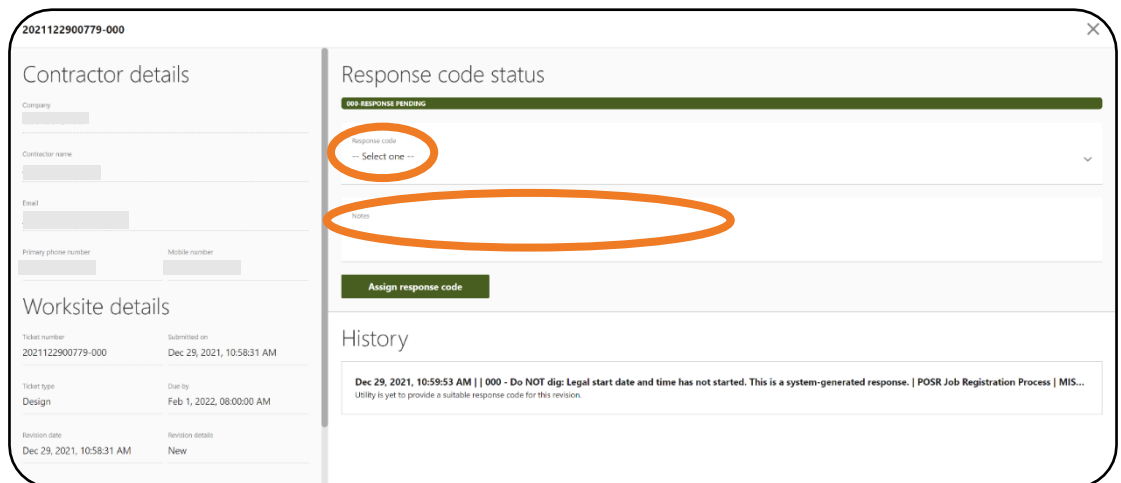
Click on the highlighted row displaying the ticket number you would like to post a response to. You can also mark the individual check box and click the green **Assign Response Code** button.



| Due by | Response code | Ticket type | Ticket no. | Work location |
|--------------------------|---------------|-----------------|-------------|--|
| 2021 Oct 11, 12:00:00 AM | Unassigned | Normal - 21 day | 20214000009 | 3285 W Lapeer Rd Auburn Hills Michigan |
| 2021 Oct 1, 12:00:00 AM | Unassigned | Normal - 21 day | 20214000003 | 3285 W Lapeer Rd Auburn Hills Michigan |

When a single ticket is selected for posting, you 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. The Pelican system requires use of comments with every Positive Response code.



2021122900779-000

Contractor details

Company: [Redacted]

Contractor name: [Redacted]

Email: [Redacted]

Primary phone number: [Redacted] Mobile number: [Redacted]

Worksite details

Ticket number: 2021122900779-000 Submitted on: Dec 29, 2021, 10:58:31 AM

Ticket type: Design Due by: Feb 1, 2022, 08:00:00 AM

Revision date: Dec 29, 2021, 10:58:31 AM Revision details: New

Response code status

003 RESPONSE PENDING

Response code: **--- Select one ---**

Notes: [Redacted]

Assign response code

History

Dec 29, 2021, 10:59:53 AM || 000 - Do NOT dig: Legal start date and time has not started. This is a system-generated response. | POSR Job Registration Process | MIS...

For all response codes other than “003 – Not Complete”, users can input “No comment” or reiterate the Positive Response code meaning (i.e., For “001 – No Conflict” a user could input “No Comment” or “Clear”). Contact information for “003” is needed.

An example response 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.

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

Assign response code



POSITIVE RESPONSE POSTING

Bulk Responses

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

This method allows you to post to more than one ticket at a time, as long as the same response code and comment are being used.

Operations > Positive Response
SYSTEM OPERATOR: KORMIER, PELICAN CORP INTERNAL | Cormier Communications

Stations: CORCOMFBR - Cormier Communications Fiber

Response code: Unassigned | Search by: Due by date | Start date: Select a date | End date: Select a date | **Assign response code**

| 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 |

Assign response code

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

You 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. The Pelican system requires use of comments with every Positive Response code.

However you choose 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.

Assign response code

Tickets selected: 1

These tickets will all be assigned the response code selected below.

Response code
001 - Dig with caution following PA174 requirements... ▾

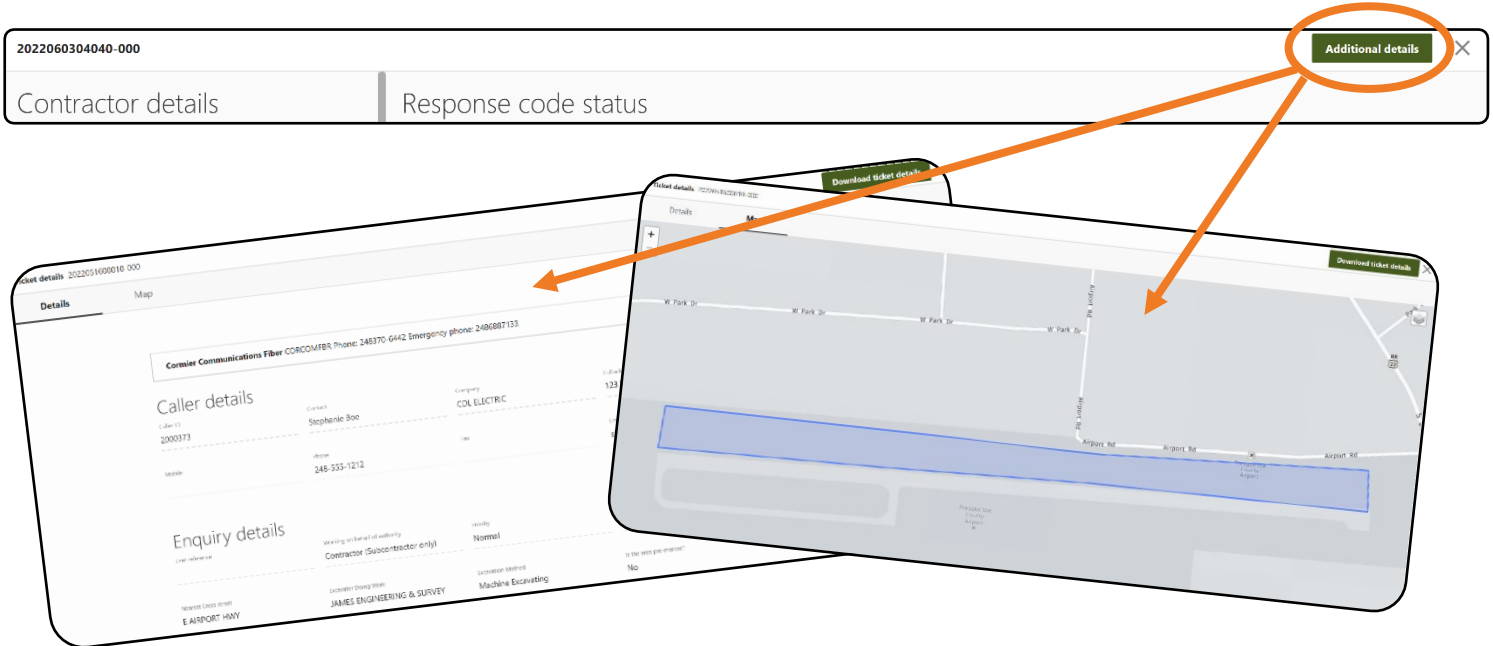
Notes
Clear

Assign response code Cancel

POSITIVE RESPONSE POSTING

Additional Details

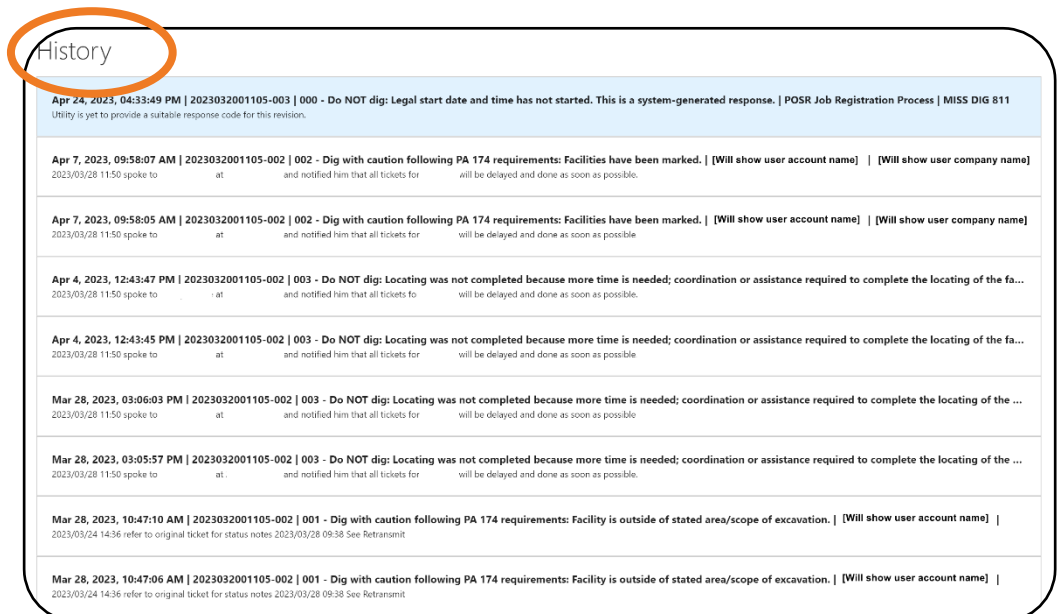
If the ticket details provided in the Positive Response window are insufficient or the ticket map is needed, click the green **Additional Details** button near the top-right corner to open the ticket in **Explore Your Data**.



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.





POSITIVE RESPONSE POSTING

Response Codes

User-Selected Response Codes Based on Ticket Type and Status

| 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 ON SITE DURING EXCAVATION | Dig with caution following PA 174 requirements: Facility owner/operator required to be on-site when excavating within noted scope of work for this specific facility. |

| Design (Positive Response by member not required) | |
|--|--|
| 201 – NO FACILITIES IN MAPPED POLYGON | No facilities in mapped polygon |
| 202 – TASK COMPLETED | Facility owner/operator sent record drawings to design |
| 203 – MARKING REQUIRED | As designed in PA 174 Section 6a paragraph (3) |

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

| 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. |
| 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. |
| 011 – THERE ARE NO MEMBERS IN THE SUPPLIED WORK AREA | Dig with caution following PA 174 requirements: There are no member facility owner/operators that request to be notified in the area of excavation. Your request has been forwarded to MISS DIG 811 managements for review. 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. |



POSITIVE RESPONSE POSTING

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
- Add OCA accounts to DPP
- Request updates to contact information
- Request updates to ticket delivery subscriptions
- Submit AOI files for upload
- Request information on becoming a member
- Contact the Member Services Department for invoice inquiries, questions, and troubleshooting

Select one of the following *

Submit