

# System Update: DPP PosR Interface Changes

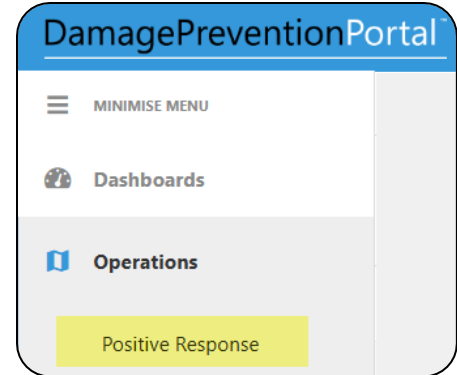
## DPP Positive Response UI Updates

### General

The *Operations:PositiveResponse* module within DamagePreventionPortal (DPP) is undergoing enhancements. Phase I of these enhancements was released on Thursday, September 25, 2025.

Phase II updated will be released on Thursday, December 4, 2025.

These changes are only being made to the interface. They do not impact posting requirements under Public Act 174.



### Phase I

Phase I included the following updates:

- The addition of a *Status* search field for advanced and more precise filtering.
- The addition of a *Search* button for overall improved system performance.
  - **The *Search* button must be clicked when any of the filters are changed for updated results to appear.**
- Reorganization of the *Response Code* search filter options.
  - Addition of the “999-No Response” code
  - Removal of the current ticket statuses and types
- Filtering changes
  - Results generated are now directly correlated with the selected filter(s).
  - Other than the default selection of “Unassigned” and “All”, ticket results will no longer automatically load when changing filter selections; as mentioned above, the *Search* button must be clicked for updated results to appear.

### Phase II

Phase II includes:

- 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.
  - “Copy” and “Continue” are ticket actions for excavators. We anticipate the removal of these two items from both the *Status* dropdown menu and output in a future update.
- 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 by “Unassigned.”
- Notification reminder to click the *Search* button after changing any search criteria.



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- The notification will automatically appear on screen when any of the six search criteria options are changed. The *Search* button itself will also be highlighted.
  - The notification reads: “Result may be outdated. Click Search to see updated results.” This means that search criteria was changed and the user must click the button to see accurate results based on those changes.
- No extra steps to close this notification are necessary. The notification will go away when the Search button is clicked, which is required to see updated search results.

Stations CORCOMPH - Cormier Communications	Response code Unassigned	Ticket type All	Status All	Search by Due by date	From date 2025 Oct 20	To date 2025 Dec 19	<b>Search</b>	Assign response code
<input type="checkbox"/> Due by	Response code	Ticket type	Status	Ticket no.	Expiration Date	Work location		
<input type="checkbox"/> Nov 21, 2025, 09:55:17 AM	000-RESPONSE PENDING	Design	Original	2025110700003-000	Nov 7, 2025, 11:59:59 PM	Co Rd 400, Harris, Michigan 4...		
<input type="checkbox"/> Nov 21, 2025, 09:49:39 AM	000-RESPONSE PENDING	Design	Continue	2025110700002-000	Nov 7, 2025, 11:59:59 PM	hazelwood st, Detroit, Michigan		
<input type="checkbox"/> Nov 21, 2025, 08:50:42 AM	000-RESPONSE PENDING	Design	Original	2025110700001-000	Nov 7, 2025, 11:59:59 PM	hazelwood st, Detroit, Michigan		
<input type="checkbox"/> Nov 20, 2025, 03:06:24 PM	000-RESPONSE PENDING	Normal - 21 day	Original	2025111700004-000	Dec 11, 2025, 11:59:59 PM	26300 Evergreen Rd, Southfiel...		
<input type="checkbox"/> Nov 20, 2025, 03:01:32 PM	000-RESPONSE PENDING	Project - 180 day	Continue	2025111700003-000	May 19, 2026, 11:59:59 PM	Southfield Rd, Southfield, Mic...		
<input type="checkbox"/> Nov 20, 2025, 02:57:39 PM	000-RESPONSE PENDING	Normal - 21 day		5111700002-000	Dec 11, 2025, 11:59:59 PM	18275 Continental St, Southfie...		
<input type="checkbox"/> Nov 20, 2025, 02:00:07 PM	000-RESPONSE PENDING	Normal - 21 day	Original	2025111700001-000	Dec 11, 2025, 11:59:59 PM	8194 Sashabaw Ridge Dr, Villa...		

Result may be outdated  
Click Search to see updated results

## Default View

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 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.**

## Filtering

Considering the changes to the interface, below is a brief review of the available filter options in Positive Response.

### Filter Options Review

#### 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 particular order.



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As a reminder, inactive station codes beginning with *DSG-* should remain inactive. Design is a ticket type and therefore a design-specific station code is not needed.

## ***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
- 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
- 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.

## Recommended Search Filtering

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 [Default]

**Response Code:** Unassigned      **Ticket Type:** All      **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      **Ticket Type:** Design      **Status:** All      **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      **Ticket Type:** 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



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## Important Notes

- 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.
- As a reminder, 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.
- Directly following a system update, it is not uncommon to see errors due to cache and cookie settings. If you are experiencing issues logging into DamagePreventionPortal, please revisit [dpp.missdig811.org](http://dpp.missdig811.org) and press [Ctrl] + [F5] on your keyboard to refresh your Internet browser. In most browsers, pressing [Ctrl] + [F5] will force the browser to retrieve the webpage from the server instead of loading it from the cache. This is called a “hard refresh.” Additionally, please make sure the web browser you’re using is the most updated version available.

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