



# Positive Response Posting User Guide

Posting to the Positive Response system can be done through RMAA, RMAF, and RMAP accounts.

Positive Response is a web-based resource for the excavators to check the status of a dig or design request. Excavators and homeowners must check Positive Response prior to digging to verify that the utilities are marked or are clear, or if a municipality or utility has yet to respond. Members must respond by the due date. This information can be found on each ticket you receive in the *Response Due* field. *If you do not respond by the response due date, the system will generate a red-colored 999 code. This warns the excavator that a utility has not responded by the legal start date and is therefore not in compliance with PA 174. Additionally, the excavator cannot proceed with his work, causing downtime and project delays for the excavator, and possible complaint against the facility owner*

**Positive Response is a mandatory program.**

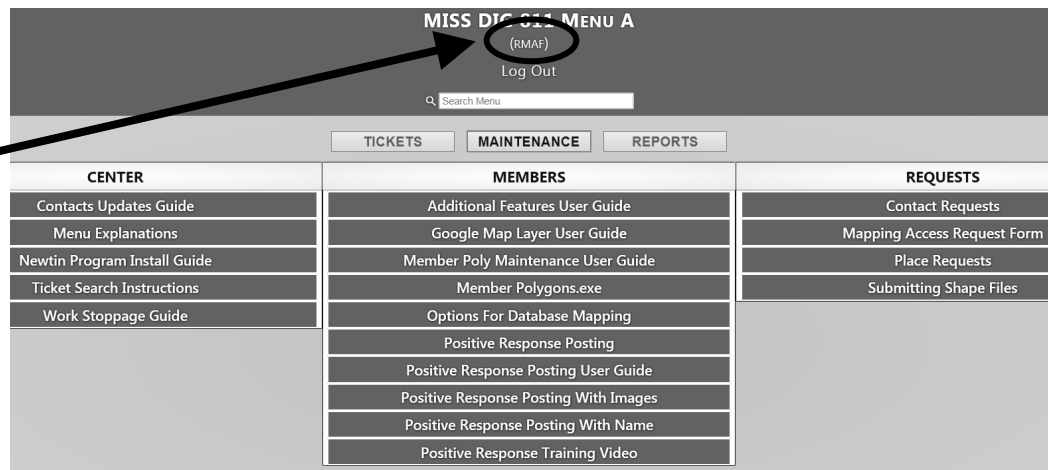
**1** To begin, either go to [newtin.missdig.org](http://newtin.missdig.org) or go to our website at [www.missdig811.org](http://www.missdig811.org) and select *Member Login*. You can also select *+Post Response* located near

**2** This will bring you to a login screen that can be used to log into *any* RMA account. Enter the login credentials for your RMAA, RMAF, or RMAP account. This information was emailed to you upon activation of your account. Note that the password is case sensitive.

Click *Submit*.

**3** Once you are logged in, the sub-header of the account main menu should read **(RMAA), (RMAF), or (RMAP)**.

**Note**  
You can view related user guide(s) and video(s) through your RMA account



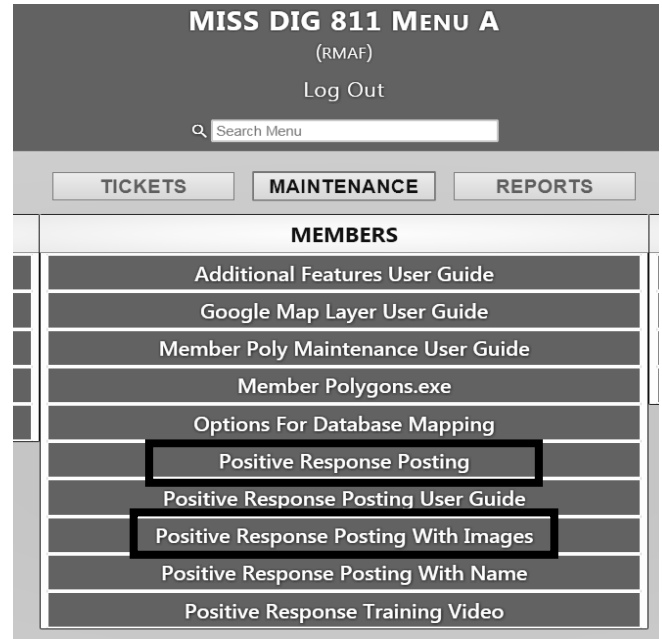
4

Click the Maintenance tab to display your posting options.

- Positive Response Posting
- Posting Response Posting With Images

Use of *Positive Response Posting With Name* is not advised, as the data is only available internally.

Please see pages 4 and 5 for specific posting instructions for each option.



- It is critical that you understand the available response codes for normal tickets. They direct the excavating party how and when to proceed safely with their work.
- Respond accurately and on time to avoid project delays.
- You can access the response code definitions through the same RMA account that you are posting through.
- Response codes are color-coded to guide the excavators next steps.
  - **RED:** Do not dig
  - **YELLOW:** Contact the facility owner
  - **GREEN:** Proceed with caution

		HOURS	DAYS	
<b>LEGAL RESPONSE</b>	<i>Three Hours</i>	<i>24 Business Hours</i>	<i>Three Business Days</i>	<i>10 Business Days</i>
	On-site Emergency	Destroyed Markings	Normal Ticket	Design Ticket
	Additional Assistance Needed	<i>Post your response by the legal response due date and time shown on each ticket you receive.</i>		
	Unmarked Facility			
	Misapplied Positive Response Code			



Positive Response On the Go!

Post to a ticket	<a href="http://post.missdig811.org">post.missdig811.org</a>	Enter your RMA account credentials
Inquire about the marking status	<a href="http://status.missdig811.org">status.missdig811.org</a>	Enter a ticket number

**MISS DIG 811 Positive Response Codes for Dig Tickets  
(Adopted by the TIME and MDPB Committees)**

- 000 RESPONSE PENDING:** System-generated default response attached to initial request
- 001 NO CONFLICT:** Facility is outside of stated area/scope of excavation
- 002 MARKED:** Facilities have been marked
- 003\* NOT COMPLETE:** None or some of the facilities have been marked; more time needed; coordination or assistance required to complete locating of facility
- 004 MARKED: UTILITY REQUIRED ON SITE DURING EXCAVATION:** facility owner/operator required to be on site when excavating within noted scope of work for this specific facility
- 005\* ON GOING COORDINATION:** Ongoing mutual cooperation between facility owner operator and excavator
- 006\* NOT MARKED: NO ACCESS TO WORK AREA:** facility owner/operator could not get access to work area and requires coordination with excavator
- 007 STATED SCOPE OF WORK COMPLETE:** Facility owner/operator confirmed stated scope of work found completed prior to dig start date
- 008 FACILITY RESPONSE NOT REQUIRED:** For RXMT locate requests only (retransmitted at the excavators request) and intended for specific facility or facilities that have NOT been requested to locate. Example: the RXMT locate request states "locate gas and electric only". In this case, all other facility owners (water, sewer, telephone, cable TV, etc.) would respond with "FACILITY RESPONSE NOT REQUIRED". Facilities that were requested (gas and electric) would choose from one of the other possible valid positive responses.
- 009\* ADDITIONAL LOCATING REQUIRED:** Facility owner/operator discovered field conditions require additional locating and will communicate with excavator on resolution of additional locating issues
- 010 EXEMPT FROM MARKING:** As defined in Public Act 174 Section 460.727 Sec. 7 (9). This is a system-generated response.
- 011\* NOT MARKED: EXCAVATOR CONTACTED FOR ADDITIONAL INFORMATION:** facility owner/operator reached out to the excavator as noted on the locate request and requires additional information to properly complete locate request. Excavator required to contact facility owner/operator.
- 012 POSSIBLE ABANDONED FACILITY:** There may be an abandoned facility in the proposed excavation area.
- 013 CANCELED:** System-generated response indicating the dig notice was canceled
- 999 HAS NOT RESPONDED:** System-generated response indicating the facility owner/operator has not responded to the request

**The following Positive Response codes require an additional comment be used:**

- 003 NOT COMPLETE**  
**005 ON-GOING COORDINATION**  
**006 NOT MARKED: NO ACCESS TO WORK AREA**  
**009 ADDITIONAL LOCATING REQUIRED**  
**011 NOT MARKED: EXCAVATOR CONTACTED FOR ADDITIONAL INFORMATION**

*FTP does not support the Comment feature*

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**Positive Response Codes for Design Tickets  
(Not Color-Coded)**

- 201 DESIGN: NO FACILITIES**—no facilities in area as described in the scope of excavation
- 202 DESIGN: TASK COMPLETED**—facility owner/operator sent record drawings to designer
- 203 DESIGN: MARKING REQUIRED**—as defined in Public Act 174 Section 6a paragraph (3)

(3) The response to a design ticket is to provide general information regarding the location of underground facilities, not to mark any facilities. However, if a facility owner or operator does not have drawings or records that show the location of a facility, the facility owner or operator shall mark that facility under the procedures described in section 7. A design ticket or information provided in response to a design ticket does not satisfy the requirement under this act for excavation or blasting notice to the notification system or marking the approximate location of facilities for blasting or excavation.

## Positive Response Posting Instructions

Click *Positive Response Posting*. The next screen will display three tabs at the top of the page. The *By Ticket* tab is opened first by default.

BY TICKET	BY RESPONSE DUE	BY RESPONSE PAST DUE
<ul style="list-style-type: none"> <li>Use this tab when you can't find a ticket in the auto-populating tabs, <i>By Response Due</i> or <i>By Response Past Due</i>.</li> <li>Not an automatic queue. Use this tab to recall tickets by ticket number.</li> <li>Enter up to 20 ticket numbers in the spaces provided. Click <i>Submit</i> at the bottom of the</li> </ul>	<ul style="list-style-type: none"> <li>This tab will automatically present a list of any tickets received (up to 20 per page) that are due for posting.</li> <li>Click <i>By Response Due</i> after receiving a normal ticket.</li> </ul>	<ul style="list-style-type: none"> <li>Normal, short notice, and emergency requests tickets may be here, as this tab lists all tickets received that have not been posted to by the required response due date.</li> <li>This tab only keeps a ten-day backlog of tickets you have not posted to. Use <i>By Ticket</i> to recall an older, past-due ticket.</li> </ul>



- Select a response from the drop-down box adjacent to each ticket number shown. You may see the same ticket number more than once if you have multiple facilities. Respond to each ticket. Click *Submit* to post your selected response. The system will let you know if your posting is successful.
- Once you respond to a ticket, it no longer appears in these auto-populating tabs. Use *By Ticket* to recall the ticket number when you need to provide a different response.
- The URL field has been added for users to include a URL directing inquiries to the information/documentation/manifest for the locate they performed. The URL directs excavators to an external site (i.e. USIC, UtiliQuest, Verizon, etc.), not the Notification Center. The link appears on the Ticket Response Inquiry page.  
**This is not a required field.** The URL field has a character limit of 255
- The Comment field has been added for users to provide notes and additional information as needed or as required. Response codes **003, 005, 006, 009, and 011** require comments. The Comment field has a character limit of 255. The system will allow users to post a response and comment as long as the combination is not a duplicate of the most recent response.

By Ticket
By Response Due

	Response	Url	Comment	World Type
001 EW	[Dropdown]	[Input]	[Input]	INST POL

Responses for ticket A092279002

Member	Name	Type	Revision	Response	Description	Response date	By	URL	Comments
123NET	123.NET, INC	NEW	00A	003	NOT COMPLETE	08/15/19 08:48:51	TRS		COMMENT 3
123NET	123.NET, INC	NEW	00A	003	NOT COMPLETE	08/15/19 08:48:16	TRS		COMMENT 2
123NET	123.NET, INC	NEW	00A	003	NOT COMPLETE	08/15/19 08:46:53	TRS		COMMENT 1

## Positive Response Posting With Images Instructions

Users can also access *Positive Response Posting With Images*, which allows for posting URLs, comments, and pictures with captions alongside the response codes. As with any RMA account, you can only view tickets that were delivered to the codes your account provides access to. Like *Posting to Positive Response*, users can search by ticket number, due date, or past due.

Newtin - A (Auburn Hills, MI)

### Positive Response

Ticket	Due	Past Due
Ticket	<input type="text"/>	
<input type="submit" value="Submit"/>		

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Scroll to the *Response* section at the bottom of the page to post a response code and insert a URL and/or comment. Use the Response field drop-down arrow to select the appropriate code.



Scroll to the *Attachments* section at the bottom of the page to attach an image. Including a caption with the image is not required.

**Responses**

Member

Response

URL

Comment

**\*\*Comment Requirements**  
Who was contacted?  
When were they contacted?  
Contact information for the responsible locator.  
Staking issue that prompted this selection.  
Additional information.  
[Comment Requirement Samples](#)

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Member Response Responded Comment URL

**Attachments**

Caption

Member

Attachment