



**Ticket
Information**



TICKET INFORMATION

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TICKET INFORMATION

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TICKET INFORMATION

What Is a Ticket?

As outlined in Public Act 174, “‘ticket’ means a communication from the notification system to a facility owner or facility operator requesting the marking of underground facilities, based on information provided by an excavator in a dig notice.”

“‘Dig notice’ means a communication to the notification system by an excavator providing notice of intended excavation or blasting activity as required by this act.”

Transmission

A ticket is transmitted to a 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.

For a ticket to be available under a station in DPP Positive Response, that ticket must have been transmitted to the member via an active email or webhook subscription.

Identification

The email address of OCARS_PRO@missdig.org is used to send MISS DIG 811 tickets. Email (SMTP) ticket delivery is done through a mail farm, which has a variety of IP addresses. Therefore, the aforementioned email address and domain should be whitelisted by your system.

The ticket email subject line is as formatted as follows.

TICKET: TICKETNUMBER-REVISIONNUMBER TICKETSTATUS TICKETTYPE (STATIONCODE)

The ticket attachment naming structure is as follows. The exception to this is the GIF file, where the station code and ticket status will not be included in the attachment name.

TICKETNUMBER-REVISIONNUMBER_STATIONCODE_TICKETSTATUS



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Ticket Fields

The fields below will be transmitted to members for all tickets. Closely review the information included on a ticket to clearly see the ticket type and status.

| Field Name | Field Description |
|-------------------------------------|--|
| Referral Details | |
| <i>MESSAGE VERSION NO. [NUMBER]</i> | Software version the ticket was taken on |
| <i>FROM</i> | Center that delivered the ticket: MISS DIG 811 |
| <i>REQUEST MEDIUM</i> | How the ticket was placed (via the web or called into the Notification Center) |
| <i>UTILITY ID</i> | System-generated [internal] identifier for membership in receipt of ticket |
| <i>STATION CODE</i> | Unique identifier representing the underlying AOI, facility type, and delivery format |
| <i>UTILITY NAME</i> | The utility name associated with the station code in receipt of ticket |
| <i>TO</i> | The contact at the utility associated with the station code in receipt of ticket; this information is drawn from the Member Contact field in DPP |
| <i>JOB NUMBER</i> | System-generated [internal ID] for the ticket |
| <i>TICKET NO. [NUMBER]</i> | MISS DIG 811 ticket number for this transmission |
| <i>TICKET REVISION NO. [NUMBER]</i> | Communicates the number of times the ticket has been transmitted |
| <i>PREVIOUS TICKET NO. [NUMBER]</i> | The last ticket number associated with the work, if available |
| <i>SEQUENCE NO. [NUMBER]</i> | System-generated sequence of notifications delivered per station code; resets daily |
| <i>REQUEST DATE</i> | The date and time the ticket was placed |
| <i>WORK TO BEGIN DATE</i> | The date and time the work will start; may be different than legal start in the case of an emergency or short notice |
| <i>WORK LEGAL START DATE</i> | The date and time the contractor can legally start digging; also the date and time facility owners need to post a response by |
| <i>WORK COMPLETION DATE</i> | Date and time the work will be completed |
| <i>WORK EXPIRATION DATE</i> | Date the ticket will expire |
| <i>EMERGENCY</i> | Yes/No whether the work qualifies as an emergency |
| <i>TICKET STATUS</i> | Original, Update, Relocate, Continue, Retransmit, Correction, Canceled |
| <i>TICKET TYPE</i> | Communicates the type of ticket; could alter the scope allowed, response due date, and ticket expiration |
| <i>WORK TYPE</i> | Small list of general work types to assist members in parsing tickets |
| <i>ACTIVITY</i> | Larger list of possible activities associated with the work type |
| <i>EXCAVATION METHOD</i> | Method(s) of excavation being used |
| <i>EXCAVATION DEPTH</i> | Maximum depth of excavation being performed |
| <i>EXCAVATION SIZE</i> | Auto-calculated based on the drawn dig site |
| <i>AREA MARKED</i> | Informs the locator whether the physical area has been pre-marked and how |
| <i>USER REF. [REFERENCE]</i> | Custom field for users to enter reference info (e.g., internal job #) |
| <i>WORKING FOR AUTHORITY</i> | Shows type of group the work is being completed for; MISS DIG 811 dropdown list |
| <i>AUTHORITY NAME</i> | Shows the name of the group the work is being completed for; MISS DIG 811 dropdown list |
| Caller Details | |
| <i>CUSTOMER ID</i> | System-generated [internal] identifier for excavator account placing the ticket |
| <i>CONTACT NAME</i> | Individual placing the ticket |
| <i>COMPANY</i> | The company requesting the ticket |
| <i>STREET ADDRESS</i> | The address of the company or individual requesting the ticket |
| <i>TOWN/CITY</i> | The address of the company or individual requesting the ticket |
| <i>STATE</i> | The address of the company or individual requesting the ticket |
| <i>ZIPCODE</i> | The address of the company or individual requesting the ticket |
| <i>USER TYPE</i> | Shows type of user placing the ticket selected from the MISS DIG 811 dropdown list |
| <i>INDUSTRY</i> | Shows industry type of user selected from MISS DIG 811 dropdown list |
| <i>PHONE</i> | The primary phone number for individual placing the ticket |
| <i>MOBILE</i> | The cell phone number for the individual placing the ticket |
| <i>EMAIL ADDRESS</i> | Email address for the individual placing the ticket |
| <i>ONSITE CONTACT COMPANY</i> | The company performing the work |
| <i>ONSITE CONTACT NAME</i> | Name of onsite contact person doing work |
| <i>ONSITE CONTACT PHONE</i> | Phone number of onsite contact person doing work |



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| Location Details | |
|--------------------------------|---|
| ADDRESS | The street address where work will be done |
| CITY/TOWN | The city, township, or village where the work will be done |
| STATE | The state in which the work is being done (Michigan) |
| NEAREST CROSS ST | Nearest cross street to work location |
| SECOND NEAREST CROSS ST | Second nearest cross street to work location |
| PRIVATE LOCATE | Yes/No to determine whether excavator needs a Private Locate |
| PET ON PROPERTY | Yes/No to inform the locator whether there is an outdoor pet on property and to be cautious |
| IN BODY OF WATER | Yes/No to inform the locator whether the work is being conducted in a body of water |
| URBAN/RURAL | Dictates the size of the work polygon allowed |
| LOT NO/SUBDIVISION | Lot number and/or subdivision name where work is taking place, if known |
| LATITUDE | Latitude |
| LONGITUDE | Longitude |
| REMARKS | Additional information not communicated through the other ticket fields |

If you are using a ticket management system (TMS), please check that your vendor is not parsing out any fields to ensure that you are receiving all information provided. Note that if you're utilizing the XML attachment, you may not see the ticket header. Additional information on XML ticket fields is available at resources.missdig811.org.

As a facility owner/operator member or contract locator associate member, it is crucial to pay attention to the *Work Legal Start Date* and *Work Expiration Date* fields, as they dictate the Positive Response due date/time and the lifespan of a ticket.

Ticket Types

MISS DIG 811 offers multiple types of tickets. To view scope of work information associated with each type described below, visit reference.missdig811.org.

Design Ticket

- **Design**
 - For planning purposes only. Facility information is emailed to requestor; site is not typically marked.

Dig Tickets

- **Normal 21-Day**
 - 21 days or less to complete; most single-address tickets will be classified as normal 21-day tickets. This is the most common ticket type.
- **Normal 180-Day**
 - Jobs taking over 21 days of digging to complete; may be placed by MISS DIG 811 operators or external plus users.
- **Project 180-Day**
 - Larger jobs taking over 21 days of digging to complete; may be placed by MISS DIG 811 operators or external plus users.
- **Emergency**
 - Requiring a response in less than three working days due to danger to life, health, property, or environment, or to restore governmental services, utility services, or transportation; may be placed by MISS DIG 811 operators or external plus users.



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- **Short Notice**
 - Requesting a response in less than three working days but not meeting emergency criteria. This type of ticket is discouraged; it is not legal to dig prior to the legal start date/time on the ticket. May be placed by MISS DIG 811 operators or external plus users.

Specialty Tickets

- **Concerned Caller**
 - Specialty ticket that can only be placed by contacting the Notification Center; placed by a concerned party when excavation is taking place, but no ticket is found; facility owner/operators are not required to post a response.
- **Damage**
 - Specialty ticket that can only be placed by contacting the Notification Center; for informational purposes only; affected members must still be directly notified of the damage. Contact 911 if there is danger to life, health, or property.

Ticket Statuses

A ticket's status conveys the current state of that ticket. It is based on the actions of the excavator.

- **Original**
 - An excavator has completed the action of creating a brand-new ticket.
- **Copy**
 - An excavator has completed the action of duplicating ticket information from an existing ticket to create a new one.
- **Retransmit**
 - The excavator has completed the action of retransmitting an existing ticket after the legal start date/time for one of three reasons:
 - Additional assistance from the facility owner/operator or locator is required
 - The markings have been destroyed
 - There are unmarked facilities at the legal start date/time
- **Continue**
 - The excavator has completed the action of creating a new ticket from their previously placed ticket to create a polygon for the next stretch of work area until they have tickets for their entire job; designed for large jobs that will not fit on a single ticket to allow excavators to connect/continue their work. The original ticket number is referenced on the continued ticket once submitted.
- **Cancelled**
 - The excavator has completed the action of canceling a ticket because work is no longer taking place, there is an error on the ticket, or there is a duplicate ticket for the job. Tickets can only be cancelled up to the legal start date/time.



TICKET INFORMATION

Ticket Notification Settings

Ticket Notification Settings are the available ticket formatting options.

There are two format options for the GML attachment: 2.0 and 3.0. The difference between the two is in the way the coordinates are interpreted by the recipient's system.

| Ticket Notification Settings | | | |
|------------------------------|---|---|----------------------|
| Option | Recommended For | Description | Human Readable |
| <i>Plain Text</i> | Older, "line by line" parsing ticket management systems | Text format of ticket solely in the body of the email; not a text message; cannot be received with a PDF attachment | Yes |
| <i>PDF Attachment</i> | Members without a ticket management system | Ticket information and map; easy for printing or online viewing; use of PDF voids plain text in the email body | Yes |
| <i>XML Attachment</i> | Newer ticket management systems | Data that can be consumed by most ticket management systems; includes TXT email body. | Yes, but not advised |
| <i>GML Attachment</i> | Newer ticket management systems | Drawn dig site only in Geographical Markup Language; supplemental, not the ticket | No |
| <i>GIF Attachment</i> | Newer ticket management systems and members receiving plain text. | Image of drawn dig site overlaid on a base map (e.g., Google); supplemental, not the ticket | Yes |

For visual examples of each type, or additional information on the GML and XML attachments, please reference resources.missdig811.org or contact the Member Services Department at membersupport@missdig811.org.