



**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 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
<i>Referral Details</i>	
MESSAGE VERSION NO. [NUMBER]	Software version the ticket was taken on
FROM	Center that delivered the ticket: MISS DIG 811
REQUEST MEDIUM	How the ticket was placed (via the web or called into the Notification Center)
UTILITY ID	System-generated [internal] identifier for membership in receipt of ticket
STATION CODE	Unique identifier representing the underlying AOI, facility type, and delivery format that is in receipt of the ticket
UTILITY NAME	The utility name associated with the station code in receipt of the ticket
TO	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
JOB NUMBER	System-generated [internal ID] for the ticket
TICKET NO. [NUMBER]	MISS DIG 811 ticket number for this transmission
TICKET REVISION NO. [NUMBER]	Communicates the number of times the ticket has been transmitted
PREVIOUS TICKET NO. [NUMBER]	The last ticket number associated with the work, if available
SEQUENCE NO. [NUMBER]	System-generated sequence of notifications delivered per station code; resets daily
REQUEST DATE	The date and time the ticket was placed
WORK TO BEGIN DATE	The date and time the work will start; may be different than legal start in the case of an emergency or short notice
WORK LEGAL START DATE	The date and time the contractor can legally start digging; also the date and time facility owners need to post a response by
WORK COMPLETION DATE	Date and time the work will be completed
WORK EXPIRATION DATE	Date the ticket will expire
EMERGENCY	Yes/No whether the system considers the ticket an emergency priority
TICKET STATUS	Original, Additional Assistance, Destroyed Markings, Unmarked Facilities, Cancelled ; could alter the Work Legal Start Date (a.k.a. "response due date")
TICKET TYPE	Communicates the type of ticket; could alter the scope allowed, the Work Legal Start Date (a.k.a. "response due date"), and ticket expiration
WORK TYPE	Small list of general work types to assist members in parsing tickets
ACTIVITY	Larger list of possible activities associated with the work type
EXCAVATION METHOD	Method(s) of excavation being used
EXCAVATION DEPTH	Maximum depth of excavation being performed
EXCAVATION SIZE	Auto-calculated based on the drawn dig site
AREA MARKED	Informs the locator whether the physical area has been pre-marked and how
USER REF. [REFERENCE]	Custom field for users to enter reference info (e.g., internal job #)
WORKING FOR AUTHORITY	Shows type of group the work is being completed for; MISS DIG 811 dropdown list
AUTHORITY NAME	Shows the name of the group the work is being completed for; MISS DIG 811 dropdown list
STATION LIST	List of all station codes on the ticket



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Field Name	Field Description
<i>Caller Details</i>	
CUSTOMER ID	System-generated [internal] identifier for excavator account placing the ticket
CONTACT NAME	Individual placing the ticket
COMPANY	The company requesting the ticket
STREET ADDRESS	The address of the company or individual requesting the ticket
TOWN/CITY	The address of the company or individual requesting the ticket
STATE	The address of the company or individual requesting the ticket
ZIPCODE	The address of the company or individual requesting the ticket
USER TYPE	Shows type of user placing the ticket selected from the MISS DIG 811 dropdown list
INDUSTRY	Shows industry type of user selected from MISS DIG 811 dropdown list
PHONE	The primary phone number for individual placing the ticket
MOBILE	The cell phone number for the individual placing the ticket
EMAIL ADDRESS	Email address for the individual placing the ticket
ONSITE CONTACT COMPANY	The company performing the work
ONSITE CONTACT NAME	Name of onsite contact person doing work
ONSITE CONTACT PHONE	Phone number of onsite contact person doing work
Field Name	Field Description
<i>Location Details</i>	
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 of work polygon centroid; if there are multiple work polygons, will be centroid coordinate of bounding geometry
LONGITUDE	Longitude of work polygon centroid; if there are multiple work polygons, will be centroid coordinate of bounding geometry
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 INFORMATION

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.
- **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 INFORMATION

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.
- **Additional Assistance**
 - The excavator has completed the action of retransmitting an existing ticket after the legal start date/time because additional assistance from the facility owner/operator or locator is required.
- **Unmarked Facilities**
 - The excavator has completed the action of retransmitting an existing ticket after the legal start date/time because there are unmarked facilities at the legal start date/time
- **Destroyed Markings**
 - The excavator has completed the action of retransmitting an existing ticket after the legal start date/time because the markings have been destroyed.
- **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.
 - When a ticket is cancelled, members will receive notice of the cancellation through their applicable ticket delivery subscription(s) (email and webhook only). Cancelled ticket information will appear in the email subject line, as well as in the *Ticket Status* field.

Tickets and Positive Response

The table below shows how Positive Response is impacted by ticket types and ticket statuses.

			Ticket Types								Response Times	
			Normal 21-Day	Project 21-Day	Normal 180-Day	Project 180-Day	Emergency	Short Notice	Design	Concerned Caller*	Damage*	
S T I C K E T S	<i>Original</i>	Can be placed at any time	X	X	X	X	X	X	X	X	X	
	<i>"Retransmit" action</i>	Can only be placed after the legal start date/time has passed										
		<i>Additional Assistance</i>		X	X	X	X	X		N/A	N/A	3 business hours
		<i>Destroyed Markings</i>		X	X	X	X	X		N/A	N/A	24 business hours
	<i>Unmarked Facilities</i>		X	X	X	X	X		N/A	N/A	3 business hours	
<i>Cancelled</i>	Must be completed prior to the legal start date/time	X	X	X	X	X	X	X	N/A	N/A	Automatic, system-generated response code "013" is applied; no response necessary	
Response Times			3 business days	3 business days	3 business days	3 business days	3 hours	3 business days	10 business days	No response required; tickets for informational purposes only	No response required; tickets for informational purposes only	



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	Description	Recommended For
Plain Text	<p>Text format of ticket details only delivered solely in the body of the email rather than as an attachment. Members in receipt would also need to receive the GIF and/or GML attachment(s) for the work polygon(s). Plain text cannot be received with a PDF attachment.</p> <p>This is not a text message.</p>	Can be printed/read but is intended for members who will be parsing data into a ticket management system and/or GIS.
PDF Attachment	<p>Stands for "Portable Document Format." PDF is a file format designed to present documents consistently across multiple devices and platforms. For MISS DIG 811 members, this is the easiest format to use for members who plan on either printing or viewing their tickets on-screen. The PDF attachment contains both ticket details and the work polygon(s) as drawn or described by the excavator. Receipt of the PDF attachment will void the ability to receive ticket details in plain text in the email body.</p>	<p>Members without a ticket management system.</p> <p>Ticket management systems likely will be unable to receive the PDF attachment.</p>
XML Attachment	<p>Extensible Markup Language (XML) is a markup language that defines a set of rules for encoding documents in a format that is both human-readable and machine-readable. For MISS DIG 811 members, it provides a simple standard for transmitting ticket data to be consumed by most ticket-management systems. The XML attachment contains ticket details only; members in receipt would also need to receive the GIF and/or GML attachment for the work polygon(s).</p>	Intended for use with ticket management system and/or GIS
GML Attachment	<p>The Geography Markup Language (GML) is the XML grammar defined by the Open Geospatial Consortium (OGC). In the context of MISS DIG 811, it allows for the transmission of the worksite polygon(s), as drawn or described by the excavator, as a spatial object rather than as a picture. Does not contain ticket details.</p>	Intended for use with ticket management system and/or GIS
GIF Attachment	<p>GIF is a standard image format. The GIF attachment will be an image of the work polygon(s) as drawn or described by the excavator. Does not contain ticket details.</p>	Intended for use with ticket management system and/or GIS.

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.