



Tickets



TICKETS

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TICKETS

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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.

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 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_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. 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.

Field Name	Field Description
Referral Details	
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
UTILITY NAME	The utility name associated with the station code in receipt of 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 work qualifies as an emergency
TICKET STATUS	Original, Update, Relocate, Continue, Retransmit, Correction, Canceled
TICKET TYPE	Communicates the type of ticket; could alter the scope allowed, 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
Caller Details	
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



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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

As a facility owner/operator or associate contract locator 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.
- **Project 21-Day**
 - Larger jobs taking 21 days or less to complete
- **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 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 Notification Settings

Ticket Notification Settings are the available ticket formatting options. For visual examples of each type, please reference resources.missdig811.org or contact the Member Services Department at membersupport@missdig811.org.

Ticket Notification Settings			
Option	Recommended For	Description	Human Readable
Plain Text	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
PDF Attachment	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
XML Attachment	Newer ticket management systems	Data that can be consumed by most ticket management systems; includes TXT email body.	Yes, but not advised
GML Attachment	Newer ticket management systems	Drawn dig site only in Geographical Markup Language; supplemental, not the ticket	No
GIF Attachment	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