

## Ticket Action Reason Ticket Field Addition: 60-Day Notice

As part of our Ongoing Coordination and Dispute system enhancement, MISS DIG 811 will be introducing the *Ticket Action Reason* field to our ticketing system and outbound ticket formats. The field communicates an excavator's reason for taking certain actions on a live ticket, which currently only includes the Dispute ticket action.

The Ongoing Coordination and Dispute system enhancement is being released in two parts.

### Phase I (In Process):

- The Ticket Action Reason field has been added to the DamagePreventionPortal (DPP) ticket details under Operations: Positive Response and Operations: Explore Your Data. This field is also visible in OneCallAccess (OCA).
- The "005 – Ongoing Coordination" Positive Response code will be available only for Project 180-Day tickets. To support appropriate use of this response code, excavators may dispute a "005" response when no communication or coordination has occurred. Disputes will be submitted through OCA as a ticket action.
- As with existing retransmit actions for Unmarked Facilities, Additional Assistance, and Destroyed Markings, submitting a dispute will generate an updated ticket revision with a "DSPT" ticket status. The revision will be transmitted only to the affected member(s). The DSPT status may impact the ticket Work Legal Start Date, depending on when the dispute action is submitted. This behavior is consistent with current retransmit processes for Unmarked Facilities and Additional Assistance.

### Phase II (60-Day Notice Begins Now):

Implementation of the *Ticket Action Reason* field into OneCallAccess (OCA) and outbound PDF and XML ticket attachments with plain text in the email body.

- Users will now be able to view the *Ticket Action Reason* field on tickets when viewing them in OCA. No action is needed.
- The primary focus of Phase II is to ensure that members who receive ticket details via XML attachment with plain text in the email body have the necessary information to configure their systems for receipt of the new data and that any configuration changes necessary can be completed by the live/production server launch date (TBA).

### Phase II

### What You Need to Know

- No impact on those receiving PDF attachments, though the field will be available here.
- Testing available: Contact us to receive test tickets and update your system before the live/production server launch date (TBA).
- Positive Response posting remains unchanged.

### How to Prepare

- If you receive **XML attachments**, updated **.XSD and XML field info** is available.
- Facility Owner/Operator Members: Please share this update with your **TMS vendor or IT team**.
- Visit [resources.missdig811.org](https://resources.missdig811.org) to download the data mapping packet.

Want to test or have questions? Contact Member Services:

- [\(800\) 482-7161](tel:8004827161)
- [membersupport@missdig811.org](mailto:membersupport@missdig811.org)

**We anticipate rolling out this update to our live/production environment on May 21 during the standard maintenance window which has been defined as Thursday a.m. from 12 a.m. to 4 a.m. with the Ticket Action Reason field to be updated around late June/early July.**

**The live system has not been changed.** We appreciate your support as we enhance our ticketing system! Let us know if you have questions.



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