

Ticket Action Reason Ticket Field – 30 Day Notice

As you are aware, Phase II of our *Ticket Action Reason* ticket field implementation is underway. This new field communicates an excavator's reason for taking certain actions on a live ticket and is already visible in DamagePreventionPortal (DPP). At this time, the ticket field will populate with Dispute ticket action information and will later be expanded to include cancelled tickets.

The primary focus of this phase is to ensure members who receive ticket details via plain text in the email body and/or XML attachment 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). Visit resources.missdig811.org to download the data mapping packet. This includes updated samples of all ticket attachments, in addition to the XSD.

As a recipient of MISS DIG 811 tickets in plain text and/or XML attachment, we'd like to remind you that testing on our test/pre-production server is available!

Want to test or have questions? Contact Member Services:

- [\(800\) 482-7161](tel:8004827161)
- membersupport@missdig811.org
- <https://missdig.co/MSSForm>

A member of our team will activate your station code(s) on our pre-production/test server so that you can receive necessary ticket information for development in your system. This addition will have no impact on Positive Response posting; therefore, we believe the only necessary testing will be delivery/receipt of tickets.

If you are a facility owner/operator member and utilize a ticket management system, please share this update with your TMS vendor or IT team.

We ask that you please confirm with Member Services that your system is prepared to receive the additional ticket field. This is a crucial step in ensuring a smooth transition.

The live system has not changed yet. We appreciate your support as we enhance our ticketing system!



**SAFETY IS IN YOUR HANDS.
EVERY DIG. EVERY TIME.**

MISS DIG 811 | 3212 Sjoquist Dr | Gladstone, MI 49837 US

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