



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

MISS DIG 811 would like to remind our members of the upcoming addition of the *Ticket Action Reason* field to all tickets.

This change affects the ticket format and will specifically impact users who receive ticket details via plain text and XML attachments.

The release of this new field on our live server is scheduled for Thursday, August 6, during our standard maintenance window.

To ensure a smooth transition, please confirm your readiness to receive the new field by Thursday, July 30, with Member Services.

Multiple prior notices regarding implementation have been sent through Constant Contact and email.

Do Any of the Following Apply to You?

Facility Owner/Operator Members:

- Do you receive ticket details via plain text and/or XML?
- Do you use a third party that receives your tickets in these formats?

Contract Locator Associate Members:

- Do you receive ticket details via plain text and/or XML?

Ticket Management System (TMS) Vendors:

- Do your Michigan customers using your system receive tickets via plain text and/or XML?
- Do you need support from MISS DIG 811 to ensure your customers have updated their system?

Next Steps

If you answered “yes” to any of the above, please:

- Review and prepare your systems for this change
- Coordinate with any internal or external partners as needed
- Take advantage of available testing opportunities
- A data mapping packet is available for download at **resources.missdig811.org** to assist with preparation.

We're Here to Help

If you're unsure of how your tickets are received or would like to schedule testing, please contact Member Services—we're happy to assist!

- (800) 482-7161
- membersupport@missdig811.org
- [Submit a support request](#)



Confirmation Required

To ensure a smooth transition, please confirm your readiness to receive the new field by Thursday, July 30, with Member Services.

No action is needed if you:

- Only receive PDF attachments
- Are actively testing
- Have already confirmed readiness with Member Services

Thank you for your attention and cooperation 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

[Unsubscribe](#) | [Update Profile](#) | [Our Privacy Policy](#) | [Constant Contact Data Notice](#)



Try email marketing for free today!