California Ticket Format Change Notice

Effective **January 1st, 2023,** the ticket format will be changing. Below is a list of changes that may affect the way you receive and/or parse the information on the ticket. Please make sure that all changes to your system are completed prior to **1/1/2023** to avoid any service interruptions.

Test tickets will be available no later than November 1st, **2022**. When test tickets are available, you will be notified.

When is it changing?

- January 1st, 2023

What do I need to do in order to keep receiving tickets without interruption?

- If you are using **Norfield's or DigAlert's WebTMS** to manage your tickets, **you do NOT need to do anything**. These systems will automatically adjust to the new format.
- If you are receiving tickets in an email WITHOUT any software reading or processing the information, **you do NOT need to do anything**
- If you are using a ticket management system or any software to read and process the ticket, **you will need to send this information to the company or person responsible for the software to make the necessary changes**

What is changing?

- Ticket type of DMGE (damage) will be **added** and used for tickets that are reporting a damage
- Ticket type of EXPD (exposed) will be **added** and used for tickets that are reporting an exposed line
- Ticket type of DMEX (damage/exposed) will be **removed** and no longer used
- Ticket type of RTRN (return trip) will be **added** and used for any reason the excavator is requesting any or all members to respond to the job site for any reason other than requesting re-marks, no response, damage or exposed. This new ticket type will reset the legal notice requirement for the members to respond giving members time to respond back to the job site. For example, "gate is now unlocked".
- New field used to identify the type of excavator requesting the ticket called "Type" will be **added**. Please see "**Where can I find more information, samples and software developer notes?**" below for complete list of possibilities.
- New field called "Job Size" will be **added** and used to show how many square feet and square miles the job site contains

- The Address, Street, Cross 1 and Cross 2 fields will be **removed** from the Location field and placed back into dedicated fields for each
- New field called "Project ID" will be **added** for future use
- New field called "Project Name" will be **added** for future use
- New field called "Pavement Only" will be **added** and used to identify jobs that are doing pavement grinding only
- New field called "Searchable tags" will be **added** and used to store system generated hashtags for faster searching, indexing and parsing of ticket information. Please see "**Where can I find more information, samples and software developer notes?"** below for complete list of possibilities.

When will test tickets be available?

- Test tickets will be available no later than November 1st, 2022. When test tickets are available, you will be notified.

Where can I find more information, samples and software developer notes?

- https://docs.digalert.org/go/ticketformat

I still have questions, who can I contact?

- For general member questions regarding this change, please email memberservices@digalert.org with your questions
- For technical developer questions regarding system changes or technical changes, please email support@digalert.org with your questions