Ticket Formats & Delivery Options

What are Ticket Formats?

Ticket Formats are the exact specification that a ticket is delivered to utility members. As a utility member you have the choice to choose the format that you would like to have delivered. Any changes to formats must be approved by the Board of Directors and members are given as much notice as possible of any and all changes to Ticket Formats before changes go into effect.

Current List of Formats

- 0 - Default text format
- 8 - XML with arrays for members and shape points
- 9 - XML with XSD and flat lists for members and shape points
- 16 - DigAlert's WebTMS only

Format Changes

- 3/1/2019 - new mandatory format. This format will be live starting March 1st, 2019. Testing will be available for members on 1/1/2019
    - Complete re-format of entire output
    - Common format for all of California - DigAlert and USANorth811
- 11/1/2017 - new mandatory format to comply with the new GC 4216. This format will be the only format available after 11/1/17.
    - Added a new field named Work Order "Wrk Order:" to the ticket
    - Added a new priority of "EMER" or "9" for emergency tickets
    - Added a category field to the header
    - Added a new field named "1Year:" for continual excavation tickets
    - Added a new field named "Response Required:" to indicate if the member is required to respond to the excavator
    - Added a new field named "Legal Date:" representing the date the ticket must be responded to by members that are required to respond to the excavator
    - Added a new field named "Legal Time:" representing the time the ticket must be responded to by members that are required to respond to the excavator
    - Added a new field named "View map at:" which will have a link to DigAlert's system allowing the members to view the map that DigAlert sent
    - Changed the "FAX:" field to "SMS:" which will be used for cell phone numbers instead of fax numbers
    - Removed the field "Grids:"
    - Expanded the field "Caller GPS" to a text field that will allow multiple lat/long points for use with Electronic Whitelining
- 1/1/2016 - new fields were added under an optional format for members that choose to receive them
    - Added a new field named Work Order "Wrk Order:" to the ticket
    - Added a new priority of "EMER" or "9" for emergency tickets

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Download the new format below or read about the changes, see specs and samples here Ticket Format Details

Downloadable Format Documents and Samples

- March 1st 2019 mandatory format documents & Samples

2019.3.1 D...Format.zip

- Nov 1st, 2017 mandatory format Documents & Samples

2017FormatDocs.zip

What are the Delivery Options?

Delivery options are how you elect to receive the format above. DigAlert offers many ways you can receive tickets. Most members receive their tickets by email. Below are options and any associated costs for those options.

List of Delivery Options

- Email
- FTP (both client and server)
- WebTMS (Chargeable solution based on number of users)
- Fax (Fees of $10.00 per fax apply. Fax delivery is no longer allowed as a primary delivery method. Alternate delivery method allowed for certain outages and only for use by the member for a limited amount of time. All charges apply under all member conditions.)

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