

DigAlert Ticket Types, Headers & Explanations

Email Header & Subject line

1 2 3 4 5 6 7 8 10
USAS USA01 2018/03/01 #00001A A121231234-00A NORM NEW LREQ

(See "Ticket Header" below for corresponding numbers)

Ticket Header

2 4 1 3 5 6 8 7 9 10
USA01 00001A USAS 3/1/2018 00:00:00 A121231234- 00A NEW NORM POLY LREQ

1. Center identification – USAS = Underground Service Alert Southern California
2. Member Code – sometimes referred to as a CDC code or Member ID
3. Date (or Date and Time) the ticket was completed
4. Ticket Sequence number. This is incremented from zero each day from each server (A or B). This tells you how many tickets you receive each day from each server.
5. Ticket Number
 - a. The server ID. This will either be A or B
 - b. Last 2 digits of the year the ticket was issued
 - c. The Julian date. The number of the day in the year the ticket was issued
 - d. The number of the ticket issued for that day. Incremented from 0001 on each day from each server
6. Ticket revision number. Incremented each time the ticket is sent. The Server ID will change each time depending on which server issued the revision.
7. Ticket Priority
8. Ticket Type
9. States how the member was added to the ticket. This will always be 'POLY'
10. Category of ticket. Will always be "LREQ"

Ticket Types

- AMND – (Amendment tickets). For all reasons other than listed above, for example: correcting a ticket, adding more information, clarifying the location, etc.
- CNCL – (Cancel tickets). When the ticket is being canceled.
- DMEX – (Damaged or exposed lines ticket). When the excavator states there is an unmarked exposed line or a damaged line and requests members to respond.
- DSGN – (Design tickets). **FOR FUTURE USE ONLY. These tickets will not be used until a later date that has not been determined at this time.**
- NEW – (New tickets). New first time tickets. The revision number will always be 00A or 00B.
- NRSP – (No Response tickets). When the excavator states that any or all members failed to respond by the work date and time on the ticket.
- RNEW – (Renewal tickets). Tickets where the work is continuing past 28 calendar days.
- REMK – (Re-mark requested tickets). When the excavator requests any or all members to remark their lines. Also extends the ticket for 28 calendar days.

Ticket Priorities

- NORM or (2) – 2 working days or more notice (not including the date of notification)
- SHRT or (1) – From 4 hours to 1 minute less than 2 working days' notice (not including the date of notification)
- RUSH or (0) – From 0 hours to 3 hours 59 minutes notice
- DSGN or (8) – Dedicated priority for design tickets. **FOR FUTURE USE ONLY. These tickets will not be used until a later date that has not been determined at this time.**
- EMER or (9) – Dedicated priority for Emergency tickets

Possible Email Subject Headers by Ticket Type

New (NEW):

- USAS USA01 2015/01/01 #00001A A0121231234-00A NEW NORM LREQ
- USAS USA01 2015/01/01 #00001A A0121231234-00A NEW SHRT LREQ
- USAS USA01 2015/01/01 #00001A A0121231234-00A NEW RUSH LREQ
- USAS USA01 2015/01/01 #00001A A0121231234-00A NEW EMER LREQ

Renewal Only (RNEW):

- USAS USA01 2015/01/01 #00001A A0121231234-01A RNEW NORM LREQ

Request Remarks & work Continuing (REMK):

- USAS USA01 2015/01/01 #00001A A0121231234-01A REMK NORM LREQ

Amendment (AMND):

- USAS USA01 2015/01/01 #00001A A0121231234-01A AMND NORM LREQ
- USAS USA01 2015/01/01 #00001A A0121231234-01A AMND SHRT LREQ
- USAS USA01 2015/01/01 #00001A A0121231234-01A AMND RUSH LREQ
- USAS USA01 2015/01/01 #00001A A0121231234-01A AMND EMER LREQ

No Response (NRSP):

- USAS USA01 2015/01/01 #00001A A0121231234-01A NRSP RUSH LREQ
- USAS USA01 2015/01/01 #00001A A0121231234-01A NRSP EMER LREQ

Damage/Exposed (DMEX):

- USAS USA01 2015/01/01 #00001A A0121231234-01A DMEX RUSH LREQ
- USAS USA01 2015/01/01 #00001A A0121231234-01A DMEX EMER LREQ

Cancel (CNCL):

- USAS USA01 2015/01/01 #00001A A0121231234-01A CNCL RUSH LREQ



Read about Ticket Format as Well

Be sure to read about ticket format [Ticket Format Details](#)

These types, headers and explanations become effective 3/1/2019

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