

NM811 Output Formats



**Know what's below.
Call before you dig.**

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Overview

This document outlines the different formats NM811 can send to members. There are visual examples of the different types, definitions of fields and schemas where applicable.

There are two formats of information sent from NM811. All output formats contain the same information, but with different formatting.

- Tickets
 - When a dig site is submitted to NM811 a ticket is created including important information about where the dig is happening, who is performing the dig, and when.
- Audits
 - Audit messages are sent once daily for members to confirm their overall ticket counts per day.

Output Formats

Currently we offer:

- HTML
 - The default format of a new output. Has some HTML formatting to improve legibility.
 - Uses plain text audit format.
- Plain Text
 - Similar to HTML output, but without HTML elements. Some email systems will “Clean up” this format so it may not appear the same on arrival depending on provider.
 - Uses plain text audit format.
- XML
 - This format is intended to be used if a system is parsing information. This can be sent in email in the body of an email, or as an attachment. It can also be delivered via FTP. Format will change less frequently than HTML or Plain Text.
 - Audits are also sent in XML formats.

Output Handlers

- Email via MX record lookup
 - Uses simple MX record lookup to connect and transmit emails.
 - Note: Does not pass increased email security protocols. 3rd party providers (gmail, youtube, outlook, etc) may be affected.
- Email via Mailkit
 - Utilizes the Mailkit library to send emails through authenticated SMTP connections.
- FTP
 - Authenticates and copies transmissions to FTP or SFTP servers.



HTML

HTML Ticket Example

NM811 LOCATE REQUEST

TICKET NUMBER:	2505130002	Update of:	
Ticket Type:	Standard Locate	For Code:	NM811
Creation Date:	05/13/25 10:18	Seq Num:	287

Excavator Information

Company:	NEW MEXICO ONECALL	Main Contact Phone:	(505) 254-7310
Address:	1021 EUBANK BLVD NE	Secondary Phone:	1 800 321 2537
City, St, Zip:	ALBUQUERQUE, NM 87122	Main Contact Email:	membership@nm811.org
Company Phone:	(505) 254-7310	Alternate Contact:	Spade the Chilie
Company Fax:		Alternate Contact Phone:	(505) 254-7310
Main Contact:	Digger Chile	Alternate Contact Email:	membership@nm811.org

Work Information

State:	NM	Work To Begin:	05/16/25 AT 00:01
County:	BERNALILLO	Expire Date:	06/06/25 AT 23:59
Place:	ALBUQUERQUE		
Address:	1021 Eubank Blvd. NE		
Intersection:	Walker Dr.		
Latitude:	35.089369	Longitude:	-106.533246
Secondary Lat:	35.090791	Secondary Long:	-106.532838
Work Type:	Install - Use Remarks for scope of work	Working For:	NM811
Pre-marked:	Yes	Mechanical Boring:	No
Contact Prior to Locating:	Yes	Contact After Locating:	No

Driving Directions

This is an example of driving directions. Drive north from I-40, on your left.

Spotting Instructions

This is an example of spotting instructions.

Remarks

Additional comments/Notes

TRSQ: [W8T10NR04ES17SE]

Utilities Notified:

Code	Name	Manually Added
NM811	NM811 TEST	False



Plain Text

Plain Text Ticket Example

NM811 LOCATE REQUEST

TICKET NUMBER: 2505130002 Update of:
Ticket Type: Standard Locate For Code: NM811
Creation Date: 05/13/25 10:18 Seq Num: 288

Excavator Information

Company: NEW MEXICO ONECALLMain Contact Phone:5052547310
Address: 1021 EUBANK BLVD NESecondary Phone: 1 800 321 2537
City, St, Zip: ALBUQUERQUE, NM 87122 Main Contact Email:membership@nm811.org
Company Phone: 5052547310 Alternate Contact:Spade the Chile
Company Fax: Alternate Contact Phone:(505) 254-7310
Main Contact: Digger Chile Alternate Contact Email:membership@nm811.org

Work Information

State: NM Work To Begin: 05/16/25 AT 00:01
County: BERNALILLO Expire Date: 06/06/25 AT 23:59
Place: ALBUQUERQUE
Address: 1021 Eubank Blvd. NE
Intersection: Walker Dr.
Latitude: 35.089369 Longitude: -106.533246
Secondary Lat: 35.090791 Secondary Long: -106.532838
Work Type: Install - Use Remarks for scope of work Working For: NM811
Pre-marked: Yes Mechanical Boring:No
Contact Prior to Locating:Yes Contact After Locating:No

Driving Directions

This is an example of driving directions.
Drive north from I-40, on your left.



Spotting Instructions

This is an example of spotting instructions.

Remarks

Additional comments/Notes

TRSQ

[W8T10NR04ES17SE]

Members

Code	Name	Manually Added
------	------	----------------

NM811	NM811 TEST	No
-------	------------	----



Plain Text Audit Example

From NM811
Audit For 5/12/2025
Output NM811 Output

For NM811 : NM811, NMOC

Type	Seq#	Ticket	Codes
-----	-----	-----	-----
	0001	25MY120431	NM811

Total : 1

Legend

-
- Normal
 - * - Resend
 - ! - Emergency

Important Message :

NM811 transmits an Audit Report each evening to all its Members summarizing their daily ticket transmission counts which is intended to be used to verify that all tickets sent to the registered outputs on file have been accurately received. This is an extremely important step in our ticket management systems delivery process. Please advise your staff to avoid marking these notifications as "junk" or "spam" as this action will cause disruptions in the electronic delivery of your line locate requests. If the individual currently receiving this email is not the appropriate recipient, please contact membership@nm811.org to update your audit email address and to ensure that the appropriate individual receives this report in a timely manner.

Thanks!



XML Output

XML Field Definitions

<number>	The reference number of the ticket. Generated by NM811. Tickets are of the format YYMMDDXXXX.
<forCode>	The dispatch code this transmission is for. Multiple codes will appear as CODE1/CODE2/CODE3.
<updateOf>	If any previous reference ticket number is associated, it will display here.
<source>	The method the ticket was submitted to NM811. Voice, Fax, Remote Entry, or Web Entry.
<sequence>	This number represents the number of tickets received by this member on that day. For example, if the number shown is 15, this indicates that the ticket is the 15th ticket sent to this member today. The number resets daily.
<ticketType>	Ticket type for the ticket. Can be one of the following: "Bid Conference", "Bid Locate", "Cancelled", "Damage", "Design Conference", "Design Locate", "Emergency Locate", "Near Miss", "Priority Locate", "Road Maint. Locate", "Road Maint. Locate - Relocate", "Standard Locate", "Standard Locate - Relocate", "Test Locate", "Update", "Warning", "Wide Area Conference", "Wide Area Locate", "Wide Area Locate - Reaffirm"
<dates>	Timeline of dates for ticket opening, work to begin, and expiration of ticket.
<creation>	Date and time the ticket was created.
<workOn>	Date and time work is to begin.
<expires>	Date this ticket expires.
<excavator type="">	Section including information about excavator, caller, and onsite contact. Also defines excavator type, "Contractor", "Excavator", "Resident", or "Other".
<phone>	Phone number of the excavator or company.
<name>	Name of excavator or company.
<address>	Address of excavator or company.
<city>	City of excavator or company.
<state>	State of excavator or company.
<zip>	Zip code of excavator or company.
<fax>	Fax number of excavator or company. Soon to be depreciated.
<caller>	Section for person submitting the ticket. May not be the same as person performing work onsite.
<caller>	Name of person submitting the ticket. May not be the same as person performing work onsite.
<callerPhone>	Phone number of caller.
<callerPhoneExtension>	Phone number extension of caller.
<callerEmail>	Email address of caller.



<contact>	Section for onsite excavator to be performing dig work.
<contact>	Name of onsite excavator to be performing dig work.
<contactPhone>	Phone number of onsite excavator.
<contactPhoneExtension>	Phone number extension of onsite excavator.
<contactEmail>	Email address of onsite excavator.
<callback>	Secondary phone number for onsite excavator.
<altContact>	Section for alternate contact, ideally onsite.
<altContactName>	Name of alternate contact. Ideally onsite.
<altContactPhone>	Phone number of alternate contact.
<altContactEmail>	Email address of alternate contact.
<altContactAltPhone>	Secondary phone number for alternate contact.
<workInformation>	Section contains the information about the dig site.
<workType>	Type of work being performed.
<workDoneFor>	Organization or Person work is being performed for.
<isWhitePaint>	Has the excavator marked the site with white paint or flags to indicate where they will be excavating.
<contactPriorToLocate>	Should locator contact excavator before locating.
<contactAfterLocating>	Should locator contact excavator after locating.
<isDirectionalBoring>	Will the excavator be doing any directional boring.
<drivingDirections>	Comments for how to drive to the site.
<markingInstructions>	Notes about where on the dig site is marked for digging.
<remarks>	Additional Notes.
<address>	Section for address of dig site.
<street>	Section for street of the worksite.
<workStreetAddress>	Number of worksite address.
<workStreetPrefix>	Prefix for the worksite street.
<workStreetName>	Name of the worksite street.
<workStreetType>	Type of worksite street.
<workStreetSuffix>	Suffix of worksite address.
<workState>	State where work is taking place.
<workCounty>	County where work is taking place.
<workCity>	City where work is taking place.
<workIntersection>	The nearest cross street to the worksite.



<workSiteGeometries>	Section including worksite geometries and defines the datum.
<callerSuppliedPoints>	Were the coordinates provided by caller.
<latitude>	Coordinates for NW corner of "bounding box" around geometry drawn on map
<longitude>	Coordinates for NW corner of "bounding box" around geometry drawn on map
<secondaryLatitude>	Coordinates for SE corner of "bounding box" around geometry drawn on map
<secondaryLongitude>	Coordinates for SE corner of "bounding box" around geometry drawn on map
<workArea>	The "Well-Known Text" (WKT) for the drawn work site geometry. Used to recreate the geometry.
<workAreaBuffer>	The "Well-Known Text" (WKT) for the buffer of the work site geometry. Used to recreate the buffer in other systems.
<membersNotified>	Section of members notified about the dig.
<member>	Section for Individual member information. Likely will have multiples.
<name>	Name of member organization notified.
<code>	Dispatch code of member organization notified.
<addedManually>	If the member was manually added at excavator request.



XML Ticket Example

```
<?xml version="1.0" encoding="utf-8"?>
<ticket xmlns="http://schemas.progressivepartnering.com/geocall/v3/1/types/app">
  <ticket>
    <number>2505130002</number>
    <forCode>NM811</forCode>
    <updateOf />
    <source>Voice</source>
    <sequence>286</sequence>
    <ticketType>Standard Locate</ticketType>
    <dates>
      <creation>2025-05-13T10:18:05.987</creation>
      <workOn>2025-05-16T00:01:00.000</workOn>
      <expires>2025-06-06T23:59:00.000</expires>
    </dates>
    <excavator type="Other">
      <phone>5052547310</phone>
      <name>NEW MEXICO ONECALL</name>
      <address>1021 EUBANK BLVD NE</address>
      <city>ALBUQUERQUE</city>
      <state>NM</state>
      <zip>87122</zip>
      <fax />
      <caller>
        <caller>NM811 MEMBERSHIP</caller>
        <callerPhone>5052547310</callerPhone>
        <callerPhoneExtension>OPT. 3</callerPhoneExtension>
        <callerEmail>membership@nm811.org</callerEmail>
      </caller>
      <contact>
        <contact>Digger Chile</contact>
        <contactPhone>5052547310</contactPhone>
        <contactPhoneExtension>OPT. 3</contactPhoneExtension>
        <contactEmail>membership@nm811.org</contactEmail>
        <callback>1 800 321 2537</callback>
      </contact>
      <altContact>
        <altContactName>Spade the Chile</altContactName>
        <altContactPhone>(505) 254-7310</altContactPhone>
        <altContactEmail>membership@nm811.org</altContactEmail>
        <altContactAltPhone>1 800 321 2537</altContactAltPhone>
      </altContact>
    </excavator>
  </ticket>
</ticket>
```



```
<workInformation>
  <workType>Install - Use Remarks for scope of work </workType>
  <workDoneFor>NM811</workDoneFor>
  <isWhitePaint>true</isWhitePaint>
  <contactPriorToLocating>true</contactPriorToLocating>
  <contactAfterLocating>false</contactAfterLocating>
  <isDirectionalBoring>false</isDirectionalBoring>
  <drivingDirections>This is an example of driving directions.
    Drive north from I-40, on your left.</drivingDirections>
  <markingInstructions>This is an example of spotting instructions.</markingInstructions>
  <remarks>Additional comments/Notes</remarks>
  <address>
    <street>
      <workStreetAddress>1021</workStreetAddress>
      <workStreetPrefix />
      <workStreetName>Eubank</workStreetName>
      <workStreetType>Blvd.</workStreetType>
      <workStreetSuffix>NE</workStreetSuffix>
    </street>
    <workState>NM</workState>
    <workCounty>BERNALILLO</workCounty>
    <workCity>ALBUQUERQUE</workCity>
  </address>
  <workIntersection>Walker Dr.</workIntersection>
  <workSiteGeometries>
    <callerSuppliedPoints>false</callerSuppliedPoints>
    <latitude>35.089369</latitude>
    <longitude>-106.533246</longitude>
    <secondaryLatitude>35.090791</secondaryLatitude>
    <secondaryLongitude>-106.532838</secondaryLongitude>
    <workArea>POLYGON((-106.53324605338031 35.09077371639321,-106.53322459570938
      35.089369098299144,-106.5328598152858 35.08940421404659,-106.53283835761489
      35.09079127396604,-106.53324605338031 35.09077371639321))</workArea>
    <workAreaBuffer>POLYGON((-106.53324780267526 35.090801156882954,-106.53284010677403
      35.0908187144651,-106.53283329111694 35.09081843471586,-106.53282668656784
      35.090817023248356,-106.5328205683214 35.090814538874845,-106.53281519130923
      35.09081108511278,-106.53281077957749 35.09080680587157,-106.5328075169516
      35.0908018794562,-106.53280553937653 35.09079651113769,-106.53280492925248
      35.090790924600014,-106.53282638749 35.08940386467183,-106.53282718067884
      35.089398253897535,-106.5328293528978 35.08939289497956,-106.53283281235589
      35.089388014367984,-106.5328374128677 35.08938381830119,-106.53284296003083
      35.089380484090924,-106.53284921944058 35.08937815262976,-106.53285592659522
      35.08937692243747,-106.53322070689977 35.08934180670466,-106.53322691735647
      35.08934168650236,-106.53323304764558 35.08934251284283,-106.53323888608539
```



```
35.089344257192174,-106.53324423107175 35.089346859317146,-106.53324889803974
35.08935022936517,-106.53325272583666 35.08935425096685,-106.5332555822867
35.08935878525436,-106.53325736875509 35.08936367565657,-106.53325802355401
35.08936875330548,-106.53327948179785 35.09077337137895,-106.53327895135678
35.09077860386351,-106.53327721971513 35.09078365789254,-106.53327435009993
35.090788348928726,-106.53327044728903 35.090792505688704,-106.53326565378525
35.09079597639703,-106.53326014461335 35.09079863432801,-106.53325412092924
35.090800382432796,-106.53324780267526 35.090801156882954))</workAreaBuffer>
</workSiteGeometries>
</workInformation>
<membersNotified>
  <member>
    <name>NM811 TEST</name>
    <code>NM811</code>
    <addedManually>false</addedManually>
  </member>
</membersNotified>
</ticket>
</ticket>
```



XML Audit Example

```
<?xml version="1.0" encoding="utf-8"?>
<auditResults xmlns="http://schemas.progressivepartnering.com/geocall/v3/1/types/app">
  <from>NM811</from>
  <forDate>5/12/2025</forDate>
  <outputLabel>NM811 Output</outputLabel>
  <auditResult>
    <sources>
      <source>
        <organization>NM811</organization>
        <codes>
          <code>NM811</code>
          <code>NMOC</code>
        </codes>
      </source>
    </sources>
    <auditItems>
      <auditItem>
        <ticketNumber>25MY120431</ticketNumber>
        <status>Delivered</status>
        <isResend>false</isResend>
        <sentAt>2025-05-12T10:05:40.657</sentAt>
        <sequence>1</sequence>
        <compliance>Compliant</compliance>
      </auditItem>
    </auditItems>
    <totals>
      <compliant>1</compliant>
      <non-compliant>0</non-compliant>
      <emergency>0</emergency>
      <resend>0</resend>
      <failed>0</failed>
      <total>1</total>
    </totals>
  </auditResult>
</auditResults>
```