



BYDA Referral Format Updates

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Agenda

- 1) Overview
- 2) Technical Details
- 3) Timeline
- 4) Q&A





Overview



Overview

The referral contains information to help a member understand: -

- What work is being planned?
- Who is doing the work?



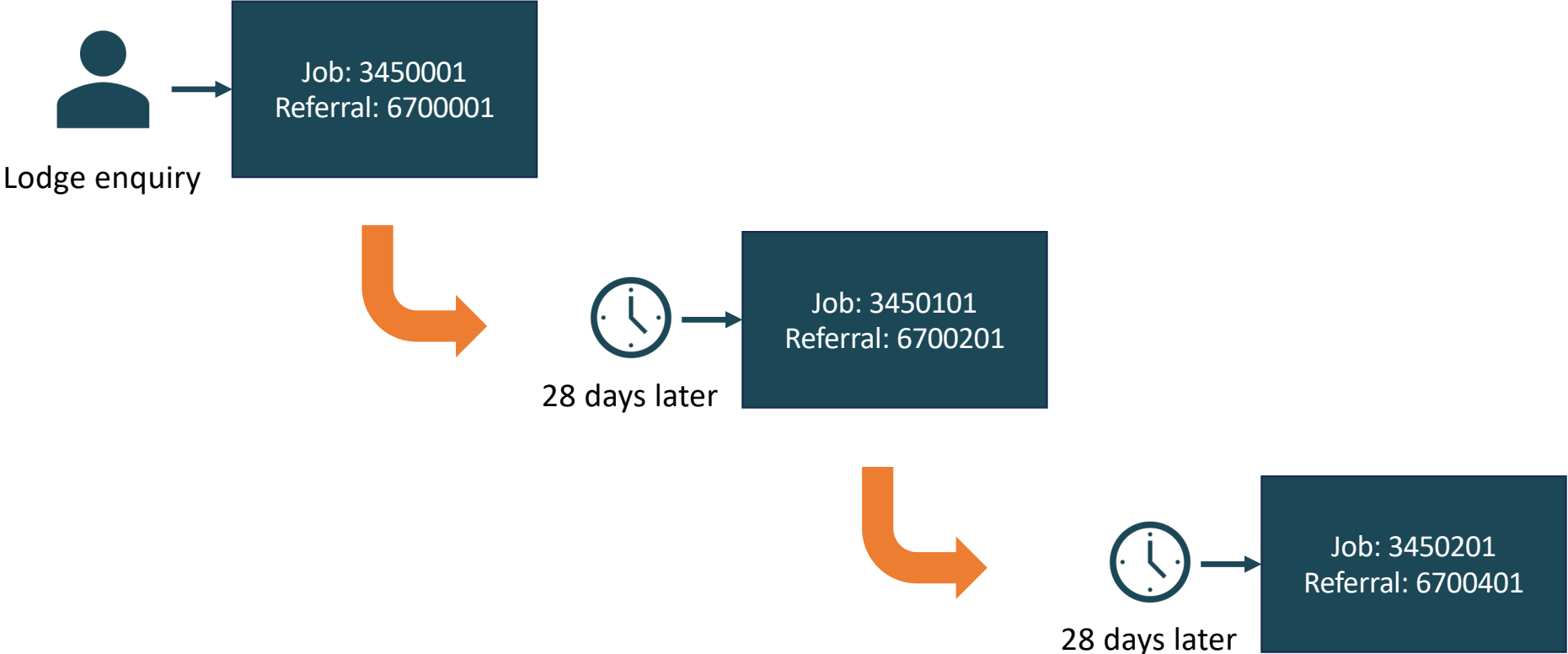
Overview

The changes to the referral format include: -

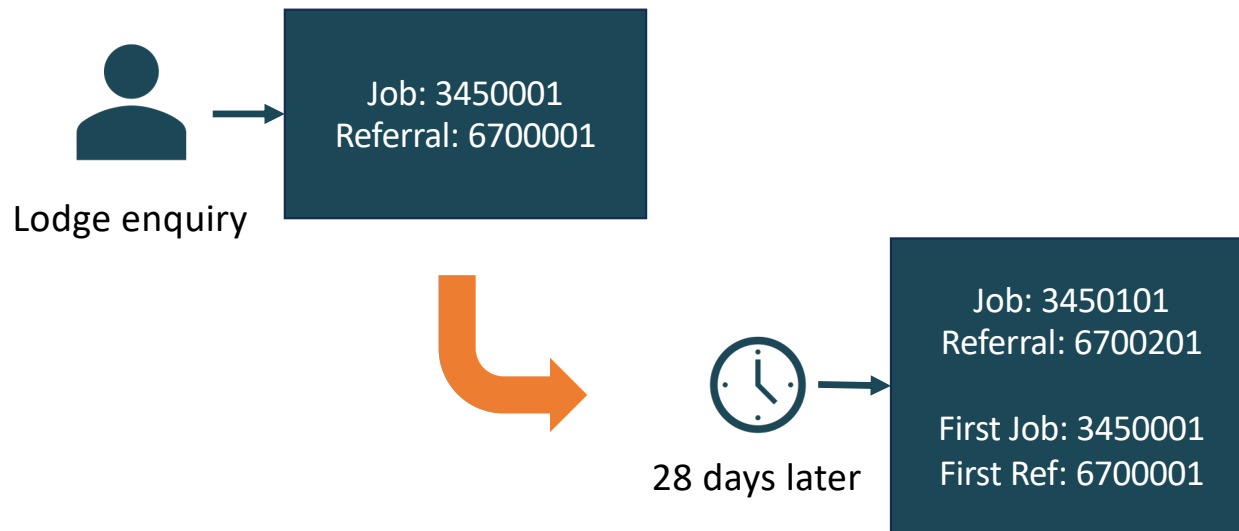
- Better information about auto-renew enquiries
- New fields to better describe the user lodging the enquiry
- Branding changes from DBYD to BYDA



Auto-Renew



Auto-Renew



Any referral generated from auto-renew will now include details of the original enquiry.

This allows you to speed up triage as you will know this referral contains the same information as the original.

The fields to be added are: -

- First Job ID
- First Referral ID

More user information

These fields are being added now for future use. They may be populated in the future as the technology roadmap rolls out.

- Verification Status
- Subscription Status
- Preferred Data Format
- "Lodged By"
- Project Reference



Branding changes

- Switching references from “**Dial Before You Dig**” to “**Before You Dig Australia**”.
- Email address changes from **1100.com.au** to **byda.com.au**.



Remove unused fields

Some unused fields are to be removed: -

- **"TO"** - the name of an individual in your organisation receiving the referral.
- **"LARGE SCALE"** - concept doesn't exist.
- **"DBYD MESSAGE"** - has no value.





Technical Details



Technical Documentation

The detailed technical documentation will be shared with members in early October.

Here we will walkthrough a summary of the changes to the referral formats. For further information and the specifics of the changes, please refer to the technical documentation.



Referral Choices

- SmarterWX Automate
- Web Hook
- Legacy Email
 - Email Body
 - XML
 - PDF

Referral handling

Choose how enquiries are referred to your organisation

Active channel

Sandbox

Configure and activate a referral channel

[Copy from the current active channel](#)

Channel type

- Email
- Web Hook
- SmarterWX Automate

SmarterWX Automate


No changes required.

The new fields will be shown in the SmarterWX Automate application.



Web Hook

```
1 {  
2   "messageVersion": "2.1.0.0",  
3   "organisation": {  
4     "id": 3430,  
5     "name": "Melbourne Water",  
6     "utilityId": 80010  
7   },  
8   "Enquiry": {  
9     "aeometry": {
```



Message format version number

Web Hook

```
//  
78 "autoRenew": {  
79   "firstEnquiryId": 4876600,  
80   "firstJobNumber": "34876011",  
81   "firstReferralId": 28622604,  
82   "firstSequenceNumber": 228602600  
83 }  
84 }
```



Auto-renew – first enquiry references.

Only included if the enquiry is an auto-renew.

Web Hook

```
43   "registeredEmail": "luke@urbanprojects.com.au",
44   "email": "9oalixxwa20a9b.f9ova4xxxmntnw@smarterwx-mail.byda.com.au",
45   "lodgedBy": null,
46   "verificationStatus": "EmailOnly",
47   "subscriptionStatus": "None",
48   "preferredDataFormat": "None"
49 },
50 "id": "4076605"
```

Updated email domain

New fields for future use

Legacy Email

DBYD JOB:35126089 SEQ:230090389 - 35 Seven Mile Road, Trafalgar, VIC, 3824

35126089_LLGA94.gml

35126089.GIF


DIAL BEFORE YOU DIG
 Call 1100
 35 Railway Rd, Blackburn VIC 3130
 Please be advised the person below has requested info
 the Job Number, Sequence Number and the User Refer
 [REFERRAL DETAILS]
 MESSAGE VERSION NO= 2.0.0.0
 FROM= Dial Before You Dig
 ENQUIRY MEDIUM= Web
 TO= Peter Anastopoulos
 UTILITY ID= 60030
 COMPANY= Telstra VICTAS
 ENQUIRY DATE= 25/09/2023 22:47
 COMMENCEMENT DATE= 04/10/2023
 COMPLETION DATE= 03/11/2023
 SEQUENCE NO= 230090389
 JOB NUMBER= 35126089
 PLANNING= No
 LARGE SCALE= No
 USER REF= 35 Seven Mile Road
 WORKING FOR AUTHORITY=Utility
 AUTHORITY NAME= NBN Co Vic Tas

Email Body

```

230090382_50850.XML x
1  <?xml version="1.0" encoding="utf-8"?>
2  <sentinel:Referral
3    xmlns:xlink="http://www.w3.org/1999/xlink"
4    xmlns:xsi="http://www.w3.org/2001/XMLSchema-instan
5    xmlns:sentinel="http://sentinel.smarterwx.com.au/s
6    xsi:schemaLocation="http://sentinel.smarterwx.com.
7  <sentinel:ReferralDetails>
8    <sentinel:MessageVersion>2.0.0.0</sentinel:M
9    <sentinel:From>Dial Before You Dig</sentinel:From>
10   <sentinel:EnquiryMedium>Web</sentinel:EnquiryMediu
11   <sentinel:To>Emily Song</sentinel:To>
12   <sentinel:UtilityID>50850</sentinel:UtilityID>
13   <sentinel:UtilityName>Western Power</sentinel:Util
14   <sentinel:EnquiryDateTime>25/09/2023 22:47</sentin
15   <sentinel:CommencementDate>26/09/2023</sentinel:Co
16   <sentinel:CompletionDate>26/10/2023</sentinel:Comp
17   <sentinel:WorkingForAuthority>Utility</sentinel:Wo
18   <sentinel:NameOfAuthority>NBN Co (WA)</sentinel:Na
19   <sentinel:UserReference>62 Brown Crescent</sentine
20   <sentinel:SequenceNumber>230090382</sentinel:Seque
21   <sentinel:JobNumber>35126088</sentinel:JobNumber>
22   <sentinel:Planning>0</sentinel:Planning>
23 </sentinel:ReferralDetails>
24 <sentinel:CustomerDetails>
25   <sentinel:ID>3304627</sentinel:ID>
26   <sentinel:MailingName>Steven MacArthur</sentinel:M
27   <sentinel:Company>Adco</sentinel:Company>
28   <sentinel:Address>69 Royal Street</sentinel:Address>
29   <sentinel:Suburb>Kenwick</sentinel:Suburb>
30   <sentinel:Region>WA</sentinel:Region>
31   <sentinel:Postcode>6107</sentinel:Postcode>
32   <sentinel:Phone>+61433748036</sentinel:Phone>
33   <sentinel:EmailAddress>rnko6bvs827fkt.6bw0kxeawjewkz@smarterwx-mail.1100
    
```

XML Attachment



Sequence No 230090029

Phone: 1100
www.1100.com.au

Utility Details


Please be advised the person below has requested information about underground assets in your jurisdiction. You are required to respond within 2 working days and reference the Job Number, Sequence Number and the User Reference (where supplied).

To: Rupesh Pradhan	Email: DBYDreferrals@campbelltown.nsw.gov.au
Utility ID: 11500	Enquiry Date: 25/09/2023
Utility Name: Campbelltown City Council	Enquiry Medium: WEB

Caller Details

Caller ID: 3137125	Phone: 0457 805 086
Contact: Nathan Bouverie	Email: wvpi5aaa7nz44l.65xrgifv6jgx75@smarterwx-mail.1100.com.au
Company: Georgiou	Registered Email: nathan.bouverie@georgiou.com.au
Address: Level 3, 51 Berry Street North Sydney NSW 2060	

Dig Site and Enquiry Details



WARNING: The adjacent map displays the extent of the proposed dig site as specified and confirmed by the DBYD customer.

User Reference:
Spring Farm - Main alignment & Hume

Working on Behalf of:
Other TfNSW

Start Date: 01/10/2023	End Date: 21/10/2023
----------------------------------	--------------------------------

Address:
86 Menangle Road
Menangle Park NSW 2563

Nature of Works:
Horizontal Boring, Manual Excavation, Mechanical Excavation, Non-Destructive Digging, Vertical Boring

Job Purpose:
Excavation

Workplace Location:
Bth

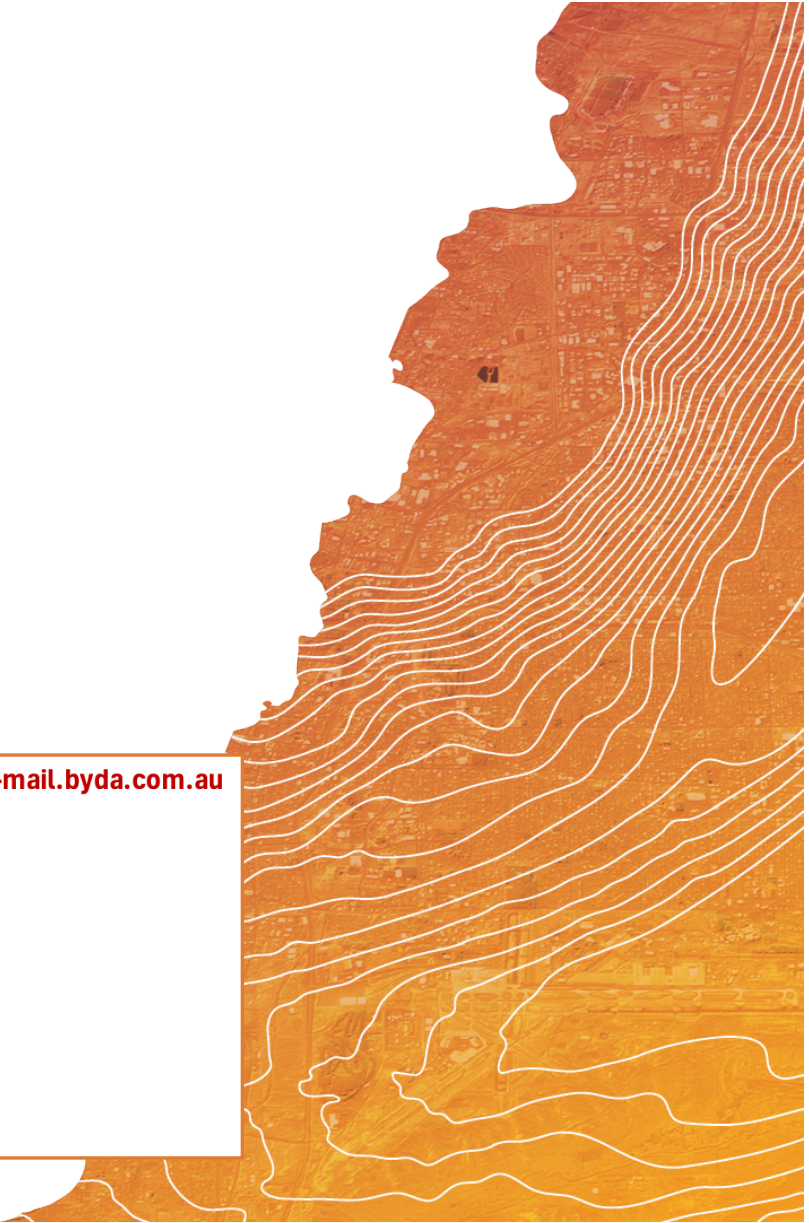
PDF Attachment

Legacy Email - Body

[REFERRAL DETAILS]
MESSAGE VERSION NO= 2.1.0.0
FROM= Before You Dig Australia
ENQUIRY MEDIUM= Auto-Renew
TO= Ghanh Lam
UTILITY ID= 00240

AUTHORITY NAME= Telstra
AUTO RENEW FIRST JOB NUMBER= 34875150
AUTO RENEW FIRST SEQUENCE NO= 228561008
PROJECT REFERENCE=
[CALLER DETAILS]

EMAIL ADDRESS= 9hmxtnr28m[REDACTED]fa0jbimoq@smarterwx-mail.byda.com.au
REGISTERED EMAIL= lgale[REDACTED]p.com.au
VERIFICATION STATUS= EmailOnly
SUBSCRIPTION STATUS= None
PREFERRED DATA FORMAT= None
LODGED BY NAME=
LODGED BY EMAIL=
LODGED BY COMPANY=
LODGED BY TELEPHONE=
[LOCATION DETAILS]

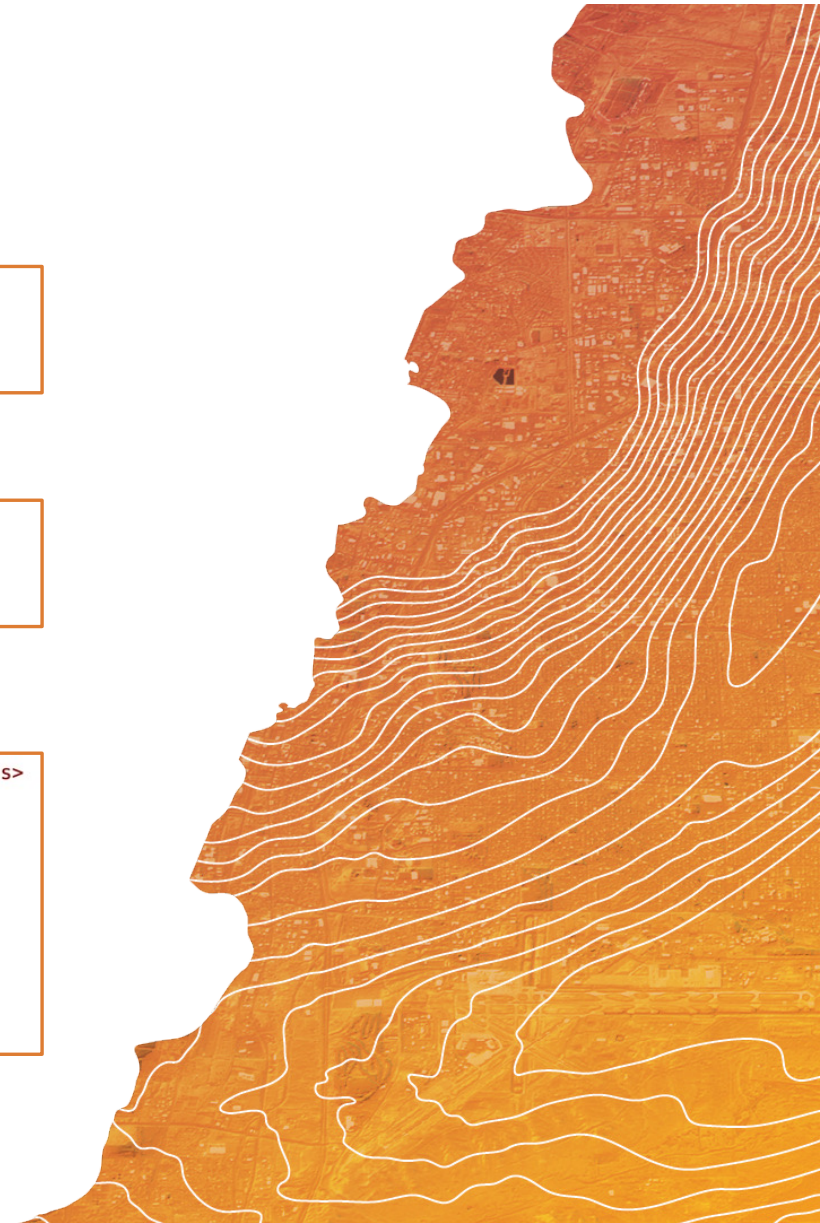


Legacy Email - XML

```
<sentinel:ReferralDetails>  
  <sentinel:MessageVersionNumber>2.1.0.0</sentinel:MessageVersionNumber>  
  <sentinel:From>Before You Dig Australia</sentinel:From>  
  <sentinel:EnquiryMedium>Auto-Renew</sentinel:EnquiryMedium>
```

```
<sentinel:Planning>0</sentinel:Planning>  
  <sentinel:AutoRenewFirstJobNumber> 34875150</sentinel:AutoRenewFirstJobNumber>  
  <sentinel:AutoRenewFirstSequenceNo>228561008</sentinel:AutoRenewFirstSequenceNo>  
  <sentinel:ProjectReference></sentinel:ProjectReference>  
</sentinel:ReferralDetails>
```

```
<sentinel:EmailAddress>9hmxtnr28m2peg.nwg60fa0jbimoq@smarterwx-mail.byda.com.au</sentinel:EmailAddress>  
<sentinel:RegisteredEmail>lgalea@insitugroup.com.au</sentinel:RegisteredEmail>  
<sentinel:VerificationStatus>EmailOnly</sentinel:VerificationStatus>  
<sentinel:SubscriptionStatus>None</sentinel:SubscriptionStatus>  
<sentinel:PreferredDataFormat>None</sentinel:PreferredDataFormat>  
<sentinel:LodgedByName></sentinel:LodgedByName>  
<sentinel:LodgedByEmail></sentinel:LodgedByEmail>  
<sentinel:LodgedByCompany></sentinel:LodgedByCompany>  
<sentinel:LodgedByTelephone></sentinel:LodgedByTelephone>  
</sentinel:CustomerDetails>
```



Legacy Email - PDF

Utility Details

Please be advised the person below has requested information about underground assets in your jurisdiction. You are required to respond within 2 working days and reference the Job Number, Sequence Number and the User Reference (where supplied).

To:	R [REDACTED] an	Email:	DB [REDACTED] v.gov.au
Utility ID:	11500	Enquiry Date:	25/09/2023
Utility Name:	Campbelltown City Council	Enquiry Medium:	WEB

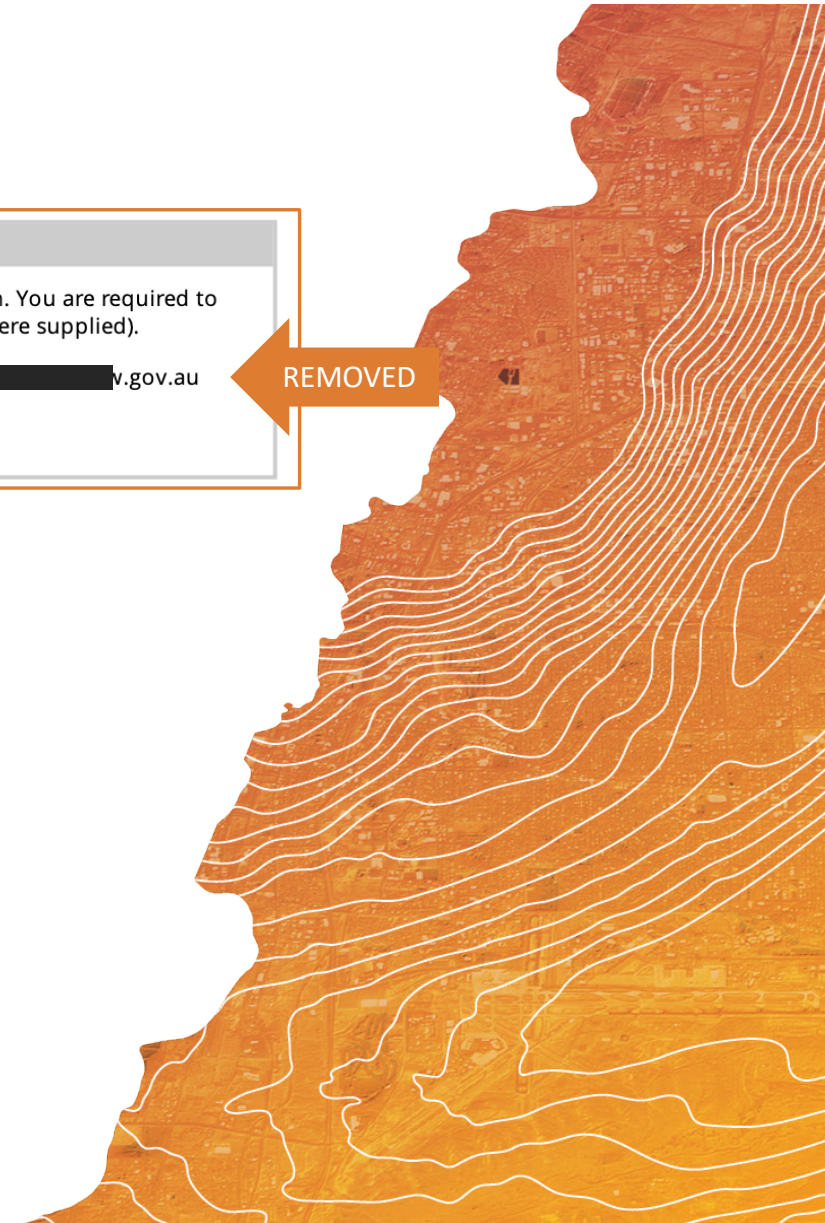
REMOVED

Auto-Renew Details

First Job Number:	First Sequence No:
40007078	600018147

Project Reference:

Not supplied



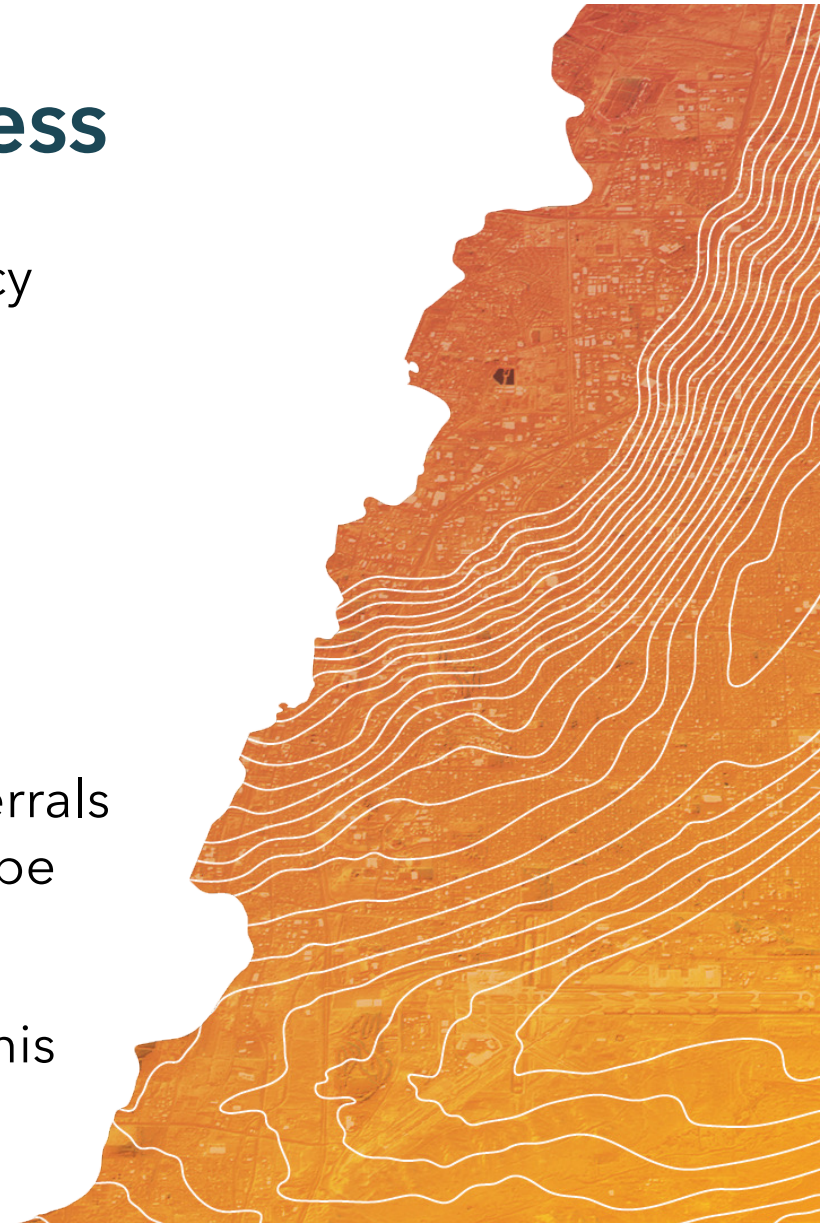
Legacy Email - Sender Address

The email address that is used to **send** the legacy referral emails will change

- From: Referrals@1100.com.au
- To: referrals@byda.com.au

For a period of two weeks after go live, your referrals may come from either address. The change will be gradual.

You might want to ask your IT team to whitelist this sender.





Timeline



Timeline

- Documentation and Examples:
 - Early October
- Test Environment:
 - Thursday 26th October 2023
 - Request via support@byda.com.au
- Go Live:
 - Thursday 23rd November 2023
 - Approximately 5pm (AEDT)



Timeline

- There is **no** outage related to this change.
- Your response automation solution should be prepared to handle both message versions.
- If you need an outage on your end, you can use the "**Pause sending**" feature.

Pause sending

Caution, pausing will temporarily stop the system from sending you enquiry referrals

Pause



Current status is not paused



Q & A

