

Georgia 811 Member,

You are receiving this message because you are listed as the Main Point of Contact for your company's Georgia 811 Membership or you have a web account that provides you with the ability to manage your Service Area Map(s).

Georgia 811 will be launching a new Ticketing System on July 30th that will replace our current ticketing system, EDEN. We will shut down EDEN Service Area Map Management on July 24th to allow us time to import all Service Area Maps from EDEN to our new ticketing system. After this date, you will be unable to make any Service Area Map changes until the new system launches on July 30th.

As a Georgia 811 member, it is your responsibility to maintain your Service Area Map(s) by adding new areas or deleting unnecessary ones. Please take this opportunity and review your Service Area Map(s) to ensure the most up to date information is provided prior to July 24th.

Please make note of the Service Area Map editor differences between the two systems below.

Current Ticketing System - EDEN	New Georgia 811 Ticketing System
EDEN system accepts Shapefiles.	New system accepts GeoJson Files. <i>Note: Shapefiles can be converted to GeoJson files by visiting mapshaper.org.</i>
Manual changes go into effect immediately once the user approves the changes. An email notification is not sent to a user who makes manual changes.	Approved manual changes will be published overnight. Once a change has been published, an email notification will be sent to each person within your company who has access to view and edit your Service Area Map(s). This notification will be emailed sometime between midnight and 7:00am.
Shapefile uploads go into effect when our GIS department processes the file. An email notification is sent once the shapefile has been processed.	Approved Geojson uploads are published overnight. Once an upload has been published, an email notification will be sent to each person within your company who has access to view and edit your Service Area Map(s). This notification will be emailed sometime between midnight and 7:00am.
The user does not have the ability to download a Shapefile of their Service Area. Georgia 811 must provide this information to the user.	The user will have the ability to download a GeoJson file of their published Service Area(s) themselves.
The user does not have the ability to view a history of Service Area Map edits.	The user will have the ability to view a history of Service Area Map edits.

Additional information including Service Area Map Management Instructions will become available as we get closer to our launch date. You can also check our website for updates <http://www.georgia811.com/index.php/georgia-811-geocall/>.

If you have any questions regarding this information please contact the Customer Connections Department at customerconnections@georgia811.com or 770-623-5786.