

North Dakota Ticket Check – Rules and Requirements

North Dakota business days are Monday through Friday from 7am-5pm central excluding holidays. Tickets taken after hours and on holidays are treated as if they were taken the following business morning at 7am. Tickets are “due” two business days from the date the original call date and time. Tickets are “locked” twenty one (21) calendar days from the mark by start date and time.

All tickets should be accessible to status on Ticket Check until/unless a cancellation is received for a ticket.

Locator’s Status Codes:

- Code 1: Clear/No conflict
- Code 2: Marked
- Code 3: Not Complete/In Progress: Locator has spoken with the excavator and made arrangements.
- Code 4: No Locate-Spoke to Excavator, Excavation completed.

Rules for locators use of the status codes:

- If **code 1** is selected, it will be locked out as the final selection. The status cannot be changed or deleted.
- If **code 2** is selected, it will be locked out as the final selection. The status cannot be changed or deleted.
- If **code 3** is selected, it can be changed to **code 1** or **code 2** until the ticket is locked.
- If **code 4** is selected, it will be locked out as the final selection. The status cannot be changed or deleted.
- Once the ticket is past due:
 - Users will be allowed to select **code 1**, **code 2**, **code 3** and **code 4**. If **code 1**, **code 2** or **code 4** are selected, again, the status is locked.
 - Users may change the status from **code 3** to either **code 1** or **code 2** until the ticket is locked.

Locator’s Status Comments:

Status Comments may be added to all Ticket Check response codes as follows:

- Upload with status via ftp and/or web, user ONLY. One Status Comment permitted per status code. Only when a status code is inserted should any comments also be inserted. If a status fails to be inserted based on the Ticket Check rules, a comment for that status code should also fail.

Status Comments are restricted to a maximum of 200 characters each.

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Cancellation Tickets:

- When the ticket is cancelled in the center, the ticket will be 'locked'; members cannot update the ticket statuses.

Status Information Delivery to Excavators:

Notification to the excavator is handled as followed:

1. If there is a properly formatted email address on the ticket then the system will attempt to deliver the status information via email.
2. If an email address is not in the correct format or blank but there is a fax number listed on the ticket, a fax will be sent. The system will attempt to transmit the automated fax. Should the attempt be unsuccessful, the system will attempt to deliver the fax as many as three times ten minutes apart.
3. If neither an email nor fax number is on the ticket, the status information will not be delivered. It will be available on Search & Status®.

Notification is send when one of the following occurs:

- When the ticket goes 'past due' OR when all members provide a status to the ticket, whichever comes first.
- Subsequent email or fax will be transmitted if any of the members on the ticket change their status.
- If the excavator does not receive an email or fax, the status information will be available on Search & Status® at: www.searchandstatus.com.

Search & Status:

All North Dakota tickets should appear on Search & Status. Where applicable, statuses posted will also appear for all tickets unless the ticket is cancelled by the call center.

Since the members are now required to use Ticket Check, the status should read "not yet responded". *Note that the same verbiage should be used when sending the email and fax to the excavator.*

North Dakota Web Service Method of Statusing Details:

For those that wish to post statuses via a web service instead of the web application, we have a "RESTful GET, a Restful POST and RESTful POST using XML version of web service calls. Members may use either one based on their preference.

Ticket Check Web Service:

Requirements:

- A web service has been developed to offer a means for members and locators to post their positive responses to Ticket Check.
- Using UTF-8 encoding
- Security -
 - Secure Socket will be used for transmission

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- Token will be passed as part of the validation process
- Availability -
 - There will be a RESTful GET, RESTful POST and a RESTful POST (using XML) available to the users.
- Usernames for accessing the web service will be the iSite username.
- Field Lengths -
 - State <state> - 2
 - Ticket Number <ticket> - 1-30
 - District Code <district> -1-8
 - Status Code <status> -1-3
 - Status Comment <comments> - 0-250

Web Service(s)

- **RESTful GET** -
TESTING -
<https://sandbox.occinc.com/wsexternal/service/positiveresponse/username/password/nd/ticketnumber/districtcode/statusid/comment>

PRODUCTION -
<https://nd.itic.occinc.com/wsexternal/service/positiveresponse/username/password/nd/ticketnumber/districtcode/statusid/comment>

- **RESTful POST** -
TESTING - <https://sandbox.occinc.com/wsexternal/service/positiveresponse/post>

PRODUCTION - <https://nd.occinc.com/wsexternal/service/positiveresponse/post>

The post version requires the following parameters:

@RequestParam("username") String userName,
@RequestParam("password") String password,
@RequestParam("state") String state,
@RequestParam("ticket") String ticket,
@RequestParam("district") String district,
@RequestParam("status") String status,
@RequestParam("comments") String comments

- **RESTful POST using XML** -
TESTING - <https://sandbox.occinc.com/wsexternal/service/positiveresponse/xml>

PRODUCTION - <https://nd.itic.occinc.com/wsexternal/service/positiveresponse/xml>

```
<?xml version="1.0" encoding="utf-8"?>
<positiveresponsexmlobject>
<userName>USERNAME</userName>
<password>PASSWORD</password>
<state>ND</state>
<ticket>123456</ticket>
<district>ABC123</district>
<status>1</status>
<comments>COMMENTS</comments>
</positiveresponsexmlobject>
```

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- The rules for statusing to Ticket Check should follow the rules for the given state. The user has the option to receive the “FTP” failure result/return codes OR the new “standard” failure result/return codes used in the web service which are as follows :

NOT UPDATED: Ticket not found for the selected criteria
NOT UPDATED: District Code does not exist
NOT UPDATED: Status is unknown value
NOT UPDATED: District Code is not valid for Ticket Number
NOT UPDATED: Current Status is already a 1
NOT UPDATED: Current Status is already a 2
NOT UPDATED: Current Status is already a 9
NOT UPDATED: Current Status is already a 10
NOT UPDATED: Invalid Status. '5' is Currently Not Valid
NOT UPDATED: Invalid Status. '9' is Currently Not Valid
NOT UPDATED: Invalid Status. '10' is Currently Not Valid
NOT UPDATED: Invalid Delay Request. '3' is Currently Not Valid
NOT UPDATED: Invalid Delay Request. '4' is Currently Not Valid
NOT UPDATED: There has been a SYSTEM ERROR
NOT UPDATED: The Ticket has been cancelled
NOT UPDATED: Login ID does not have permission to status District Code
NOT UPDATED: Invalid attempt to change from Marked (2)
NOT UPDATED: Ticket is already locked
NOT UPDATED: Operation Timed Out. Recommend Retry
NOT UPDATED: Login ID does not have permission to open or close a ticket
NOT UPDATED: Login ID does not have permission to add a note
NOT UPDATED: Ticket Header does not permit Ticket Check Status
NOT UPDATED: Invalid Status. '11' is Currently Not Valid
NOT UPDATED: Invalid Status. '12' is Currently Not Valid
NOT UPDATED: Invalid Status. '13' is Currently Not Valid
NOT UPDATED: Invalid Status. '14' is Currently Not Valid
NOT UPDATED: Invalid Status. '15' is Currently Not Valid
NOT UPDATED: Current Status is already a 11
NOT UPDATED: Current Status is already a 13
NOT UPDATED: Current Status is already a 3
NOT UPDATED: Current Status is already a 4
NOT UPDATED: Current Status is already a 5
NOT UPDATED: Current Status is already a 6
NOT UPDATED: Current Status is already a 7
NOT UPDATED: Current Status is already a 8
NOT UPDATED: Cannot post the same status as the current status
NOT UPDATED: Code Not Defined
NOT UPDATED: Code Not Defined
NOT UPDATED: Code Not Defined
NOT UPDATED: Invalid format
NOT UPDATED: Invalid or missing reference
NOT UPDATED: The URL has not been updated
NOT UPDATED: Code Not Defined