

North Dakota Ticket Check – Rules and Requirements

- North Dakota business days are Monday through Friday from 7am-5pm central excluding holidays.
- Tickets taken on holidays are treated as if they were taken the following business morning at 12:01am.
- Tickets are “due” at 12:01am central two full business days from 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 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.
- Status code 3 *Not Complete/In Progress: Locator has spoken with the excavator and made arrangements* will be successfully recorded ONLY if the following five status fields are also answered. With this status codes, these fields are required.
 - StatusField1: The name of the excavator who the locator communicated with in order to coordinate alternative arrangements. *The data entered will be text.*
 - StatusField2: The date/Time the locator and the excavator communicated/coordinated alternative arrangements. *The data entered will be a date time, mm-dd-yyyy hh:mm.*
 - StatusField3: What was the agreed to (the new date/time when the locating and marking will be completed? *The data entered will be a date time, mm-dd-yyyy hh:mm.*

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- StatusField4: The telephone number/contact information of the excavator who the locator coordinated the arrangements with. *The data entered will be a telephone number or email address.*
- StatusField5: The contact information of the locator who communicated with the excavator. *The data entered will be a telephone number or email address.*
- 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 are not being used in North Dakota at this time.

Cancellation Tickets:

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

Ticket Check Web Access (individual ticket status):

- Users have the ability to search their locate ticket requests by various search parameters including ticket header, district/CDC code, date, town, street, excavator, status code and date. Those with access to multiple district/CDC codes will be able to status using a single login.
- If the Ticket Check user selects status code 3 *Not Complete/In Progress: Locator has spoken with the excavator and made arrangements*, the five additional fields that are required for this field to be successfully recorded will be displayed for the user to answer.
- If the user is a Locator Ticket Management user that has access to Ticket and uses internal statuses, if they status with code 3 *Not Complete/In Progress: Locator has spoken with the excavator and made arrangements* or an internal status code that is associated with status code 3, the five additional fields will be displayed for the user to answer and will be required to save the status.
- This feature requires that the Ticket Check administrator(s) create a web login and password before this feature is available to the user. Requests may be made to the call center database administrator or ticketmanagement@occinc.com.

Ticket Check Web Service (positiveresponse):

- Users have the ability to post statuses via the positiveresponse web service. When use users posts a status code 3 *Not Complete/In Progress: Locator has spoken with the excavator and made arrangements*, they will need to include answers to the five additional fields that are required for this field to be successfully recorded will be displayed for the user to answer. *See the section on the file format for details.*

Ticket Check FTP Access (status in batch via FTP):

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- Users have the ability to post statuses via the FTP service. If the Ticket Check user uses the FTP service to status tickets, when they post a status code 3 *Not Complete/ In Progress: Locator has spoken with the excavator and made arrangements*, they will need to include answers to the five additional fields that are required for this field to be successfully recorded will be displayed for the user to answer. *See the section on the file format for details.*

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, 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®.

Additional information on email/fax:

- If there is a status code 3 *Not Complete/In Progress: Locator has spoken with the excavator and made arrangements*, beside this status will be text that says "Visit Search and Status for additional details."
- To review this ticket, see the full status history and any future status updates, visit Search and 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®.

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.*
- Where the current status and status history are displayed, when a status 3 *Not Complete/In Progress: Locator has spoken with the excavator and made arrangements* appears, to the right of the status then any status comment, a link "Additional Status

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Information" appears. When the user clicks this link, a popup appears with the five status fields and the data entered for that entry.

Excavator Ticket Management:

- The password protected search option requires that the excavator register for access.
 - The user must provide the excavator telephone number(s) for which they should have access as part of the registration process.
 - With a login and password, the user logs into "Excavator Ticket Management".
 - Users will only have access to tickets associated with the registered excavator telephone number(s).
 - These users may refine their search by the following fields:
 - Company Notified
 - Contact Name
 - County
 - District Code
 - Excavator
 - Excavator Phone
 - Extent of Work
 - Place
 - Street
 - Ticket Header
 - Ticket Number
 - Ticket Number
 - Transmission Type
 - Type Of Work
 - Work Done For
 - Work Start Date
- Where the current status and status history are displayed, when a status 3 *Not Complete/In Progress: Locator has spoken with the excavator and made arrangements* appears, to the right of the status then any status comment, a link "Additional Status Information" appears. When the user clicks this link, a popup appears with the five status fields and the data entered for that entry.

Ticket Check Web Service:

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- A web service is being developed to offer another 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.
 - Token will be passed as part of the validation process.
- Availability -
 - There is a RESTful GET, RESTful POST and a RESTful POST (using XML) available to the users.
- Logistics -
 - Username for accessing the web service will be the iSite username though access to the service is required of OCC personnel.
 - Field Lengths -
 - state -2 (required)
 - ticket 1-30 (required)
 - district 1-8 (required)
 - status 1-3 (required)
 - comments 1-200 (optional)
 - url unlimited (optional)
 - statusfield1 1-200 (only used when posting status code 3)
 - statusfield2 1-200 (only used when posting status code 3)
 - statusfield3 1-200 (only used when posting status code 3)
 - statusfield4 1-200 (only used when posting status code 3)
 - statusfield4 1-200 (only used when posting status code 3)

Web Service(s) -

Below are format examples of how the GET and POST calls are built. They are not intended for an user to click whereby they are returned information.

➤ **RESTful GET -**

Testing - <https://nd.sandbox.occinc.com/wsexternal/service/positiveresponse/username/password/nd/ticketnumber/districtcode/statusid/comment/status-field1/statusfield2/statusfield3/statusfield4/statusfield5>

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Production - <https://nd.itic.occinc.com/wsexternal/service/positiveresponse/username/password/nd/ticketnumber/districtcode/statusid/comment/statusfield1/statusfield2/statusfield3/statusfield4/statusfield5>

- This GET does not offer the URL parameter. Those that wish to send the URL must use a POST format.

- **RESTful POST** -

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

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

The post version requires the following parameters:

@FormParam("username") String userName,
@FormParam("password") String password,
@FormParam("state") String state,
@FormParam("ticket") String ticket,
@FormParam("district") String district,
@FormParam("status") String status,
@FormParam("comments") String comments,
@FormParam("statusfield1") String Status Field 1 text,
@FormParam("statusfield2") String Status Field 2 mm-dd-yyyy hh:mm,
@FormParam("statusfield3") String Status Field 3 mm-dd-yyyy hh:mm,
@FormParam("statusfield4") String Status Field 4 111-222-3333 or email@email.com,
@FormParam("statusfield5") String Status Field 5 111-222-3333 or email@email.com,
@FormParam("url") String url

- **RESTful POST using XML** -

Testing - <https://nd.sandbox.occinc.com/wsexternal/service/positiveresponse/xml>

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

```
<positiveresponsexmlobject>
<username>USERNAME</username>
<password>PASSWORD</password>
<state>ND</state>
<ticket>123456</ticket>
<district>ABC123</district>
<status>3</status>
<comments>COMMENTS</comments>
<statusfield1>Contact Name</statusfield1>
<statusfield2>03-06-2020 13:15</statusfield2>
<statusfield3>03-08-2020 08:00</statusfield3>
<statusfield4>111-222-3333</statusfield4>
```

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```
<statusfield5>locator@locator.com</statusfield5>  
<url>URL</url>  
</positiveresponsexmlobject>
```

Web Service Response Codes -

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