

Iowa Ticket Check – Rules and Requirements

Ticket Check General Information:

- All information will be retained on file or within the system for a period of six (6) years.
- All ticket headers are available to status via Ticket Check.
- As of July 1, 2014, Ticket Check is required in the state of Iowa whereby we should expect participation from each member. As new tickets are received by the application, the system will automatically set the status code to code 0 “not yet responded”.
- For the purpose of transmitting status information, tickets are considered past due 48-hours after the original call date and time on all ticket headers except DESIGN LOCATE. DESIGN LOCATE header tickets are due five (5) business days after the original call date. The timeline commences only on business days (not including weekends and legal holidays). Tickets taken on business days after hours will be treated as if they were taken on that day. Tickets taken on holidays and weekends will be treated as if they were taken on the following business day at 12:01am.
- Tickets will be locked at twenty (20) calendar days from the original call date for all ticket headers except DESIGN LOCATE. DESIGN LOCATE header tickets should be locked at twenty-three (23) calendar days. At that time, Ticket Check will no longer allow any status updates.

Locator Status Codes:

- Code 0: Not yet responded
- Code 1: Clear
- Code 2: Marked
- Code 3: Marked including private
- Code 4: Agreed to marking schedule *See Status Rules below*
- Code 5: Stand by required/Marked
- Code 6: Stand by required/Not Marked
- Code 7: Not Marked (Inadequate Information)
- Code 8: Not Marked (No Access)

Rules for use of the status codes:

- Status codes may be changed to any of the above statuses as long as the ticket is in our system and not locked with the exception of status code 4 - Agreed to marking schedule.

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- Status code 4 *Agreed to marking schedule* 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.*
 - 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.*
- If the ticket is cancelled in the center, it will be locked. This means that any Ticket Check statuses will be rejected from that point forward.

Ticket Check Web Access (individual ticket status):

- Users have the ability to search their locate ticket requests by various search parameters including ticket header, CDC code, date, town, street, excavator, status code and date. Those with access to multiple CDC codes will be able to status using a single login.
- If the Ticket Check user selects status code 4 *Agreed to marking schedule*, 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 4 *Agreed to marking schedule* or an internal status code that is associated with status code 4, 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.
- There is also a button on the Iowa One Call website inviting users interested in positive response to register. This link will take the user to a form on the website where the user enters their name, company name, address, telephone number, email

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address and CDC code(s). The user will normally receive an email with the access credentials within one business day of receipt.

Ticket Check Web Service (positiveresponse):

- Users have the ability to post statuses via the positiveresponse web service. When use users posts a status code 4 *Agreed to marking schedule*, 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):

- 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 4 *Agreed to marking schedule*, 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 follows:

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 valid 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 there is not an email address or fax, the system will not attempt to transmit this information.
4. The status information will be available via Search & Status®.

Additional information on email/fax:

- If there is a status code 4 *Agreed to marking schedule*, 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 sent to the excavator when one of the following occurs:

- An initial email/fax will be transmitted on all ticket headers **EXCEPT Emergency and Dig-In**, the ticket is 'past due' (see definition above) OR when all members provide a status to the ticket, whichever comes first.
- An initial email/fax will be transmitted on **Emergency and Dig-In**, two (2) hours after the ticket transmission date and time OR when all members provide a status to the ticket, whichever comes first.

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- Subsequent emails/faxes will be transmitted if any members notified change their status until the ticket is locked.

Search & Status:

- All Iowa tickets appear on Search & Status. As of July 1, 2014, all tickets and statuses will be available to the public without any requirements (ie: telephone number, etc).
- Users should be able to search simply by dialing ticket number and state or a “detailed search” searching by state and date range with the following additional search criteria with a maximum of 100 records.
 - 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 code 4 *Agreed to marking schedule* 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.

Excavator Ticket Management:

- The password protected search option requires that the excavator register for access.

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- 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 code *4 Agreed to marking schedule* 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:

- 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.

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- 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
 - ticket 1-30
 - district 1-8
 - status 1-3
 - comments 1-200
 - url unlimited
 - statusfield1 1-200
 - statusfield2 1-200
 - statusfield3 1-200
 - statusfield4 1-200
 - statusfield4 1-200

Web Service(s) -

- **RESTful GET** -
 - Testing* - <https://ia.sandbox.occinc.com/wsexternal/service/positiveresponse/username/password/ia/ticketnumber/districtcode/statusid/comment>
 - Production* - <https://ia.itic.occinc.com/wsexternal/service/positiveresponse/username/password/ia/ticketnumber/districtcode/statusid/comment>
- This GET does not offer the URL parameter. Those that wish to send the URL must use a POST format.
- **RESTful POST** -
 - Testing* - <https://ia.sandbox.occinc.com/wsexternal/service/positiveresponse/post>
 - Production* - <https://ia.itic.occinc.com/wsexternal/service/positiveresponse/post>

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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,
@RequestParam("statusfield1") String Status Field 1 text,
@RequestParam("statusfield2") String Status Field 2 mm-dd-yyyy hh:mm,
@RequestParam("statusfield3") String Status Field 3 mm-dd-yyyy hh:mm,
@RequestParam("statusfield4") String Status Field 4 111-222-3333 or
email@email.com,
@RequestParam("statusfield5") String Status Field 5 111-222-3333 or
email@email.com,
@RequestParam("url") String url
```

➤ RESTful POST using XML -

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

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

```
<positiveresponsexmlobject>
<username>USERNAME</username>
<password>PASSWORD</password>
<state>IA</state>
<ticket>123456</ticket>
<district>ABC123</district>
<status>4</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>
<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
```

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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

Ticket Check FTP Process:

- Files are submitted through the use of FTP (file transfer protocol) to Ticket Check. This provides the steps required to manually or automatically interface with Ticket Check and its communications software for purposes of responding to locate requests via FTP.

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- The members facility owners and/or their contract locate company will open an FTP connection to the Ticket Check system and transfer one or more files containing ticket responses.
- Files must be formatted and named as specified in the file description section of this document.
- Once received, the files are processed by the system within 3-5 minutes, leaving a results file to be downloaded at the user's discretion.
- This process is not automatically available to facility owners and locators. It must be requested, as some setup by the one call center personnel is required. Once the setup has been completed, a login and password will be assigned for the use of this function. This password is independent of any other login and password combination received from OCC and the call center.

Response (Input) File Description and Format:

All FTP status files must be in the XML format indicated below for this to work. The file may contain status codes for one or more tickets and/or CDC/district codes. The State Code, Ticket Number, District Code and Status Code are required fields. Each file extension MUST be **.xml**.

Response files shall be formatted as follows:

```
<?xml version="1.0" encoding="utf-8"?>
<Responses>
  <Response>
    <StateCode>IA</StateCode>
    <TicketNumber>123456789</TicketNumber>
    <DistrictCode>ABC01</DistrictCode>
    <StatusCode>4</StatusCode>
    <StatusComments>This is a comment that is posted with the status</
StatusComments>
    <StatusField1>Contact name</StatusField1>
    <StatusField2>03-06-2020 13:15</StatusField2>
    <StatusField3>03-08-2020 08:15</StatusField3>
    <StatusField4>111-222-3333</StatusField4>
    <StatusField5>locator@locator.com</StatusField5>
  </Response>
  <Response>
    <StateCode>IA</StateCode>
    <TicketNumber>123456789</TicketNumber>
    <DistrictCode>DEF01</DistrictCode>
    <StatusCode>2</StatusCode>
  </Response>
  <Response>
    <StateCode>IA</StateCode>
    <TicketNumber>987654321</TicketNumber>
```

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```

<DistrictCode>ABC01</DistrictCode>
<StatusCode>3</StatusCode>
</Response>
</Responses>

```

A detailed description of the Response File:

Field	Size	Description
StateCode	2	The 2-character abbreviation for the state for which the ticket is in.
TicketNumber	1-30	The call center ticket number that was sent to be processed.
DistrictCode	1-8	The associated CDC/district code that is to be processed. Remember that the login for the CDC code must have permission within Ticket Check to process. Otherwise the entry will fail to update on Ticket Check.
StatusCode	1-30	The number associated with the Ticket Check status code to be processed for the given ticket and district code. The available statuses are 1 (Clear), 2 (Marked), 3 (Marked including private), 4 (Agreed to marking schedule), 5 (Stand by required/Marked), 6 (Stand by required/Not marked), 7 (Not marked (Inadequate information)) and 8 (Not Marked (No Access)). All others will be rejected.
StatusComments	1-200	The status comment to be added. The limit on the size of the text is 200 characters. <i>This is NOT a required field.</i>
StatusField1	1-200	The name of the excavator who the locator communicated with to make arrangements, text field. <i>This is only a required field when posting status code 4.</i>
StatusField2	Date time mm-dd-yyyy hh:mm	The date and time the locator and excavator communicated alternate arrangements, mm-dd-yyyy hh:mm. <i>This is only a required field when posting status code 4.</i>
StatusField3	Date time mm-dd-yyyy hh:mm	The new date and time the locating and marking will be completed, mm-dd-yyyy hh:mm. <i>This is only a required field when posting status code 4.</i>
StatusField4	1-200	The excavator email telephone number or email address; associated with status code 4. <i>This is only a required field when posting status code 4.</i>

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StatusField5	1-200	The locator telephone number or email address; associated with status code 4. <i>his is only a required field when posting status code 4.</i>
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Response (Output) File Description and Format:

For each input file, an output file will be generated containing the responses for those tickets in the corresponding input file. The output file will have the same file name as the input file name with the exception of the extension. All output files will have an **.rxml** extension. These files will be in the base directory for retrieval for two weeks. Results files that are older than two weeks will be cleaned from the system. The user is responsible for making sure that they download the results on a regular basis.

The Results File will be formatted as follows:

```
<?xml version="1.0" encoding="utf-8"?>
<Results>
  <Result>
    <StateCode>IA</StateCode>
    <TicketNumber>123456789</TicketNumber>
    <DistrictCode>ABC01</DistrictCode>
    <StatusCode>4</StatusCode>
    <StatusComments>This is a comment that is posted with the status</
StatusComments>
    <StatusField1>Contact name</StatusField1>
    <StatusField2>03-06-2020 13:15</StatusField2>
    <StatusField3>03-08-2020 08:15</StatusField3>
    <StatusField4>111-222-3333</StatusField4>
    <StatusField5>locator@locator.com</StatusField5>
    <ProcessedDateTime>2010-12-16 14:58:20</ProcessedDateTime>
    <ResultCode>0</ResultCode>
    <ResultMessage>Successful</ResultMessage>
  </Result>
  <Result>
    <StateCode>IA</StateCode>
    <TicketNumber>123456789</TicketNumber>
    <DistrictCode>DEF01</DistrictCode>
    <StatusCode>2</StatusCode>
    <ProcessedDateTime>2010-12-16 14:58:20</ProcessedDateTime>
    <ResultCode>0</ResultCode>
    <ResultMessage>Successful</ResultMessage>
  </Result>
  <Result>
    <StateCode>IA</StateCode>
    <TicketNumber>987654321</TicketNumber>
    <DistrictCode>ABC01</DistrictCode>
    <StatusCode>3</StatusCode>
    <ProcessedDateTime>2010-12-16 14:58:21</ProcessedDateTime>
```

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```
<ResultCode>1</ResultCode>  
<ResultMessage>Ticket does not exist</ResultMessage>  
</Result>  
</Results>
```

A detailed description of the Results File:

Field	Description
StateCode	The 2-character abbreviation for the state for which the ticket is in.
TicketNumber	The call center ticket number that was sent to be processed.
DistrictCode	The associated CDC/district code that is to be processed for the corresponding ticket number.
StatusCode	The Ticket Check status code for the given ticket number.
StatusComments	The Ticket Check status comment for the given ticket number. (optional)
StatusField1	The name of the excavator who the locator communicated with to make arrangements for status code 4, text field
StatusField2	The date and time the locator and excavator communicated alternate arrangements, mm-dd-yyyy hh:mm
StatusField3	The new date and time the locating and marking will be completed, mm-dd-yyyy hh:mm
StatusField4	The excavator email telephone number or email address; associated with status code 4.
StatusField5	The locator telephone number or email address; associated with status code 4.
ProcessedDateTime	The date and time the entry was received and processed by Ticket Check. (format: yyyy-mm-dd hh:mm:ss)
ResultCode	Displays the code associated with the entry results to identify whether or not the entry was processed.
ResultMessage	English description of the provided result code.

FTP Results Codes:

The result file will contain one result value per entry read from the input file.

00 - Success

01 - Error 01: Ticket does not exist.

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- 02 - Error 02: District Code does not exist.
- 03 - Error 03: Status is unknown value.
- 04 - Error 04: District Code is not valid for Ticket Number.
- 14 - Error 14: There has been a SYSTEM ERROR.
- 15 - Error 15: The Ticket has been cancelled.
- 16 - Error 16: Login ID does not have permission to status District Code.
- 18 - Error 18: Ticket is already locked.
- 19 - Error 19: Operation Timed Out. Recommend Retry.
- 30 - Error 30: Current Status is already a 3.
- 31 - Error 31: Current Status is already a 4.
- 32 - Error 32: Current Status is already a 5.
- 33 - Error 33: Current Status is already a 6.
- 34 - Error 34: Current Status is already a 7.
- 35 - Error 35: Current Status is already a 8.
- 36 - Error 36: Cannot post the same status as the current status.
- 40 - Error 40: Invalid response format.