TICKET CHECK® INFORMATION

Kansas 811's pleased to offer its members Ticket Check®, a <u>FREE</u> web-based positive response tool. Here are the answers to some frequently asked questions:

What is a positive response system?

A positive response system is an automated method used to close the communication loop between the facility operator and the excavator. Members can use it to communicate the status of one call tickets to excavators.

What is Ticket Check®?

Ticket Check® is a web-based tool that allows a member to automatically communicate positive response information to excavators who file locate requests with Kansas 811 and who have provided an email address on their ticket. Excavators can use Ticket Check® to check on status messaging regarding whether a ticket has been marked or cleared.

Why should I report status information to Ticket Check®?

Kansas 811 will send your status information (via email) to the excavator. This information, and all related data, will be recorded and stored for future use and reference. Save yourself time and money and forget about having to manage phone calls and emails with excavators and the associated record keeping. Let Kansas 811 help you manage this process for free.

I'm a user of Ticket Check® - will there be situations where I will need to contact the excavator directly?

Yes! Ticket Check® will only be used for situations when an area has either been marked or is clear of your facilities. In any other situations (i.e., area of excavation cannot be determined, site is not accessible, map(s) or other documentation needs to be provided to the excavator, etc.), direct contact with the excavator is critical and required by Kansas statute/regulations. As mentioned earlier, remember that cleared or marked status notifications are only sent to those excavators that have provided Kansas 811 with an email address on their locate.

I'm a member – and I'm perfectly satisfied with how I communicate with excavators. Must I use Ticket Check®?

Members may continue to use any positive response notification process they have in place even after Ticket Check® is implemented. Kansas 811 believes that the benefits of streamlined communication, improved record keeping and greater cost efficiency will speak for themselves, so we hope you'll give it a try and see for yourself.

For more information and to see the Kansas 811 Ticket Check® Tutorial, go to:
www.kansas811.com/facility-operators

Please complete and return page 2.

SIGN UP FOR TICKET CHECK ®

I acknowledge, understand and agree to the following:

Kansas 811 offers Ticket Check ® on a voluntary basis. Tickets will be accessible to status on Check ® via the web application (www.managetickets.com) and web service.

Only those excavators who provide an email address when they file a ticket will receive the status notification.

All ticket types (emergency, non-compliance, routine/standard, design, non-response and meet) will be available for statusing.

YES - Sign me up! **NO - we are not interested at this time.**

READ, ACKNOWLEDGED AND ACCEPTED:

Date: _____

Print Full Name: _____

Company Name: _____

Phone Number: ___(_____)_____

Email Address: _____

By: _____ Title: _____

Terminal Code(s) Included:_____