

Kansas Ticket Check – Rules and Requirements

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

Ticket Check is an additional tool designed largely for those tickets that provide the legal two full business day notice. Ticket Check is not meant to replace direct communication between utility operators/members and excavators.

Kansas business days = Monday through Friday excluding holidays. The ticket life in Kansas is 15 calendar days from the start date on all standard requests. Tickets taken on holidays and weekends are treated as if they were taken the following business day. When the ticket is locked (no longer available for member statusing), it should not be displayed in the “Tickets Available for Statusing” or “Tickets without Responses” ticket sets. There should be an entry in the history and the icon beside the ticket on the ticket listing page that indicates that the ticket has been locked.

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

All tickets (regardless of type) are locked for statusing at 12:01am 20 calendar days after the original call date.

Tickets are treated as “due” on the latter of a) 12:01am on the third full business day following the original call date or b) the start date/time listed on the ticket.

Locator’s Status Codes

- 0 - Not Yet Responded
- 1 - Clear/No conflict
- 2 - Marked
- 3 - Not complete/In progress

Locator’s Status Comments

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

- 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.

Rules for locators use of the status codes:

- Any status can be changed to any other status until the ticket is locked. Tickets are locked immediately after a ticket is cancelled.

Cancellation Tickets

- When the ticket is cancelled in the center, the ticket is ‘locked’ from statusing/coding to Ticket Check.

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Status Information Delivery to Excavators

Notification to the excavator is handled as follows:

- If there is a properly formatted email address on the ticket then the system attempts to deliver the status information via email.
- Any “Status Comment” posted with a Ticket Check status is transmitted via email.

Notification is sent when one of the following occurs:

- When the ticket is ‘past due’ OR when all members that have access to Ticket Check provide Status Code 1 or 2 to the ticket, whichever comes first.
- For those districts not set to use Ticket Check, an alert stating “Does not post locate status to Ticket Check” appears beside the district code. For those members that participate but have not responded, the status should read “Not Yet Responded”.

Search & Status

- Kansas tickets and statuses are NOT displayed on Search & Status. Status on any ticket is only available through the notification process described above in the “Status Information Delivery to Excavators” section.
- It is important to note that, because Kansas 811 tickets are not displayed on Search & Status, only those excavators who provide an email address when they file a ticket receive the status notification.

Kansas Ticket Check Web Service Process

Requirements

- The web service offers another means for members and locators to post their positive responses to Ticket Check. *Users need to contact center personnel for a username and token/password.*
- Using UTF-8 encoding
- Security -
Secure Socket is used for transmission
Token is passed as part of the validation process

Logistics

- Username for accessing the web service is the iSite username.
- Field Lengths -
State - 2
Ticket Number 1-30
District Code 1-8
StatusCode 1-3
StatusComment 1-200
URL unlimited

Availability -

- RESTful GET, RESTful POST and a RESTful POST (using XML) is available to users.

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Web Service(s)

RESTful GET -

TESTING

- <https://ks.sandbox.occinc.com/wsexternal/service/positiveresponse/username/password/md/ticketnumber/districtcode/statusid/comment>

PRODUCTION

- <https://ks.itic.occinc.com/wsexternal/service/positiveresponse/username/password/md/ticketnumber/districtcode/statusid/comment> OR <https://www.managetickets.com/wsexternal/service/positiveresponse/username/password/md/ticketnumber/districtcode/statusid/comment>

Note that this GET does NOT offer the URL parameter. To send the URL the user must use a POST format.

RESTful POST -

TESTING - <https://ks.sandbox.occinc.com/wsexternal/service/positiveresponse/post>

PRODUCTION

- <https://ks.itic.occinc.com/wsexternal/service/positiveresponse/post> OR <https://www.managetickets.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("url") String url

RESTful POST using XML -

TESTING - <https://ks.sandbox.occinc.com/wsexternal/service/positiveresponse/xml>

PRODUCTION

- <https://ks.itic.occinc.com/wsexternal/service/positiveresponse/xml> OR <https://www.managetickets.com/wsexternal/service/positiveresponse/xml>

```
<positiveresponsexmlobject>
<userName>USERNAME</userName>
<password>PASSWORD</password>
<state>KS</state>
<ticket>123456</ticket>
<district>ABC123</district>
<status>1</status>;
<comments>COMMENTS</comments>;
<url>URL</url>
</positiveresponsexmlobject>
```

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- The rules for statusing to Ticket Check should follow the rules for Kansas 811.
- 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

If users experience 415 errors, they may want to try setting the header "Content-Type" to "application/x-www-form-urlencoded".

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Kansas 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.
- The owner members and/or their contract locate company can open an FTP connection to Ticket Check 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 owner members and locators because some set-up by OCC personnel is required. Once this setup has been completed, a login and password is assigned to use 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 as indicated below.
- The file may contain ticket responses for one or more tickets and owner member district codes.
- The State Code, Ticket Number, District Code and Status are required fields; Status Comments are optional.
- Carriage returns/line breaks are accepted in the Status Comment field.
- If there is [\n] in the Status Comments field, the application treats it as a line break when displaying that data.
- Each file MUST have the .xml extension for the file to be processed by the system. Response files are formatted as follows:

```
<Responses>
<Response>
<StateCode>KS</StateCode>
<TicketNumber>123456789</TicketNumber>
<DistrictCode>ABC01</DistrictCode>
<StatusCode>1</StatusCode>
<StatusComments>This is a comment that is posted with the status</StatusComments>
</Response>
<Response>
<StateCode>KS</StateCode>
<TicketNumber>123456789</TicketNumber>
<DistrictCode>DEF01</DistrictCode>
<StatusCode>2</StatusCode>
</Response>
<Response>
<StateCode>KS</StateCode>
<TicketNumber>987654321</TicketNumber>
<DistrictCode>ABC01</DistrictCode>
<StatusCode>3</StatusCode>
<StatusComments>Status Comment field</StatusComments>
</Response>
</Responses>
```

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Response (Output) File Description and Format:

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

The Results File is formatted as follows:

```
<Results>
<Result>
<StateCode>KS</StateCode>
<TicketNumber>123456789</TicketNumber>
<DistrictCode>ABC01</DistrictCode>
<StatusCode>1</StatusCode>
<StatusComments>This is a comment that is posted with the status</StatusComments>
<ProcessedDateTime>2010-12-16 14:58:20</ProcessedDateTime>
<ResultCode>0</ResultCode>
<ResultMessage>Successful</ResultMessage>
</Result>
<Result>
<StateCode>KS</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>KS</StateCode>
<TicketNumber>987654321</TicketNumber>
<DistrictCode>ABC01</DistrictCode>
<StatusCode>3</StatusCode>
<StatusComments>Status Comment field</StatusComments>
<ProcessedDateTime>2010-12-16 14:58:21</ProcessedDateTime>
<ResultCode>1</ResultCode>
<ResultMessage>Ticket does not exist</ResultMessage>
</Result>
</Results>
```

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FTP Results Codes:

The result file contains one result value per ticket response read from the input file. The Result Codes and Messages are as follows. Note that some codes do not apply to every state and user.

- 00 - Success
- 01 - Error 01: Ticket does not exist.
- 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.
- 05 - Error 05: Current Status is already a 1.
- 06 - Error 06: Current Status is already a 2.
- 07 - Error 07: Current Status is already a 9.
- 08 - Error 08: Current Status is already a 10.
- 09 - Error 09: Invalid Status. '5' is Currently Not Valid.
- 10 - Error 10: Invalid Status. '9' is Currently Not Valid.
- 11 - Error 11: Invalid Status. '10' is Currently Not Valid.
- 12 - Error 12: Invalid Delay Request. '3' is Currently Not Valid.
- 13 - Error 13: Invalid Delay Request. '4' is Currently Not Valid.
- 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.
- 17 - Error 17: Invalid attempt to change from Marked (2)
- 18 - Error 18: Ticket is already locked.
- 19 - Error 19: Operation Timed Out. Recommend Retry.
- 20 - Error 20: Login ID does not have permission to open or close a ticket.
- 21 - Error 21: Login ID does not have permission to add a note.
- 22 - Error 22: Ticket Header does not permit Ticket Check Status.
- 23 - Error 23: Invalid Status. '11' is Currently Not Valid.
- 24 - Error 24: Invalid Status. '12' is Currently Not Valid.
- 25 - Error 25: Invalid Status. '13' is Currently Not Valid.
- 26 - Error 26: Invalid Status. '14' is Currently Not Valid.
- 27 - Error 27: Invalid Status. '15' is Currently Not Valid.
- 28 - Error 28: Current Status is already a 11.
- 29 - Error 29: Current Status is already a 13.
- 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.