

Iowa Ticket Check – Rules and Requirements

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 reflect a not yet responded status until/unless a successful status is posted for the given CDC on the given ticket

All information will be retained on file or within the system for a period of six (6) years.

Iowa business days = Monday through Friday excluding holidays.

All Iowa ticket headers are available to status via Ticket Check.

Iowa tickets are considered 'past due' at 6:00:00am on the start date on the ticket. The DEFAULT start date on COMPLIANT tickets is 6:00:00am on the third (3rd) business day after the date of the call. DESIGN LOCATE tickets are due five (5) business days after the original call date.

Ticket life (when the ticket will be locked to Ticket Check) on all tickets in Iowa is at 11:59:59pm twenty-five (25) calendar days after the DEFAULT COMPLIANT date (6:00:00am on the third business day after the date of the call).

Locator's Status Codes:

Code 0: Not yet responded/Not yet responded – Excavator has selected dynamic start option
(*internal system status*)

Code 1: Clear

Code 2: Marked

Code 3: Marked including private

Code 4: Agreed to marking schedule

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)

Code 9: Lack of Response by the Excavator

Rules for locators use of the status codes:

- The default system-generated status of Not yet responded will be reflected on each CDC on the given ticket until/unless a status is successfully recorded for the given CDC.

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- If the excavator extends the start date on the ticket, the default system-generated status will reflect a status of Not yet responded – Excavator has selected dynamic start option for each CDC on the given ticket until/unless a status is successfully recorded for the given CDC.
- If **code 1** is selected, it will be locked out as the final selection. The locator cannot change or delete a code 1 response.
- If **code 2** is selected, it will be locked out as the final selection. The locator cannot change or delete a code 2 response.
- If **code 3** is selected, it will be locked out as the final selection. The locator cannot change or delete a code 3 response.
- If **code 4** is selected, it may be changed to another status until the ticket is locked. **Code 4** will be recorded ONLY if data for the following status fields is also provided.
 - StatusField1: The name of the excavator who the locator communicated with to coordinate alternative arrangements; data entered will be text.
 - StatusField2: The date/time the locator and excavator communicated/coordinated alternate arrangements; data entered will be date time, mm-dd-yyyy hh:mm.
 - StatusField3: The date/time the locator and excavator agreed to when locating and marking will be completed; data entered will be date time, mm-dd-yyyy hh:mm.
 - StatusField4: The telephone number/email address of the excavator who the locator coordinated alternate arrangements with; data entered will be a telephone number or email address, (###)###-#### or email@email.com.
 - StatusField5: The telephone number/email address of the locator who communicated with the excavator to coordinate alternate arrangements with; data entered will be a telephone number or email address, (###)###-#### or email@email.com.
- If **code 5** is selected, it will be locked out as the final selection. The locator cannot change or delete a code 5 response.
- If **code 9** is selected, it may be changed to another status until the ticket is locked. **Code 9** will be recorded ONLY if data for the following status fields is also provided.
 - StatusField1: The name of the excavator or any representative of the excavator who the locator attempted to contact; data entered will be text.
 - StatusField2: The date and time the locator attempted to contact the excavator; data entered will be date time, mm-dd-yyyy hh:mm.
 - StatusField4: The method of the attempted contact with the excavator – e.g., telephone number/email address; data entered will be a telephone number or email address, (###)###-#### or email@email.com.
 - StatusField5: The telephone number/email address of the locator who attempted to communicate with the excavator; data entered will be a telephone number or email address, (###)###-#### or email@email.com.
- Once the ticket is locked, any Ticket Check statuses will be rejected and not successfully recorded.

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Cancellation Tickets:

- If the ticket is cancelled in the one call center, the ticket will be locked.

Status Information Delivery to Excavators:

Notification to the excavator is handled as followed:

1. If there 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 neither an email nor fax number is on the ticket, the status information will be available on Search & Status®

Notification is send when one of the following occurs:

- When the ticket is 'past due' OR when all members provide a status to the ticket, whichever comes first. On EMERGENCY and DIG-IN tickets, the initial email/fax will be transmitted two (2) hours after the ticket transmission date and time.
- Subsequent email or fax will be transmitted if any of the members on the ticket change their status.

Search & Status:

All Iowa tickets appear on Search & Status. The statuses history will be displayed. For any status that recorded data as part of the StatusField requirement will be available via a link beside the given status.

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. Users will only have access to tickets associated with their registered excavator telephone number(s).

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Iowa Ticket Check Web Service Process:

Requirements -

A web service is being developed to offer 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 will be used for transmission.
 - Token will be passed as part of the validation process.
- Logistics –
 - Access and credentials for use of the web service will require OCC personnel configuration.
- Availability –
 - There will be a RESTful GET, RESTful POST and a RESTful POST (using XML) available to the users.
- Field Lengths and Requirements -
 - state = 2 (required)
 - ticket = 1-30 (required)
 - district = 1-8 (required)
 - status = 1-3 (required)
 - statusfield1 = 1-200 (required only with status codes 4,9)
 - format = text
 - statusfield2 = 1-200 (required only with status codes 4,9)
 - format = mm-dd-yyyy hh:mm
 - statusfield3 = 1-200 (required only with status code 4)
 - format = mm-dd-yyyy hh:mm
 - statusfield4 = 1-200 (required only with status codes 4,9)
 - format = (###)###-#### or email@email.com
 - statusfield5 = 1-200 (required only with status codes 4,9)
 - format = (###)###-#### or email@email.com
 - url = unlimited (optional)

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Web Service(s) –

Below are the format to provides 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://ia.sandbox.occinc.com/wsexternal/service/positiveresponse/username/password/ia/ticketnumber/districtcode/statusid/statusfield1/statusfield2/statusfield3/statusfield4/statusfield5>

PRODUCTION -

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

Note that 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>

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("statusfield1") String StatusField1 text,
- @FormParam("statusfield2") String StatusField2 mm-dd-yyyy hh:mm,
- @FormParam("statusfield3") String StatusField3 mm-dd-yyyy hh:mm,
- @FormParam("statusfield4") String StatusField4 (111)222-3333 or email@email.com,

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@FormParam("statusfield5") String StatusField5 (111)222-3333 or email@email.com,
@FormParam("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>1</status>  
<statusfield1>CONTACT NAME</statusfield1>  
<statusfield2>03-06-2020 13:15</statusfield2>  
<statusfield3>03-06-2020 13:15</statusfield3>  
<statusfield4>(111)222-3333</statusfield4>  
<statusfield5>EMAIL@EMAIL.COM</statusfield5>  
<url>https://URL.COM/CONTENT</url>  
</positiveresponsexmlobject>
```

The result file will contain one result value per ticket response read from the input file. Users may select to receive either the Standard Failure Result Codes or FTP Style Failure Result Codes as follows

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Standard Failure Result Codes -

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

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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

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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

FTP Style Failure Result Codes -

00 - Success

Error 01: Ticket does not exist.

Error 02: District Code does not exist.

Error 03: Status is unknown value.

Error 04: District Code is not valid for Ticket Number.

Error 14: There has been a SYSTEM ERROR.

Error 15: The Ticket has been cancelled.

Error 16: Login ID does not have permission to status District Code.

Error 18: Ticket is already locked.

Error 19: Operation Timed Out. Recommend Retry.

Error 30: Current Status is already a 3.

Error 31: Current Status is already a 4.

Error 32: Current Status is already a 5.

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Error 33: Current Status is already a 6.

Error 34: Current Status is already a 7.

Error 35: Current Status is already a 8.

Error 36: Cannot post the same status as the current status.

Error 40: Invalid response format.

Error 41: One or more statusfield values failed validation or missing content.

Note that some codes do not apply to every state and user.