

Idaho (KCUC) Ticket Check – Rules and Requirements

The Idaho Kootenai County Utilities Council (KCUC) is requesting a voluntary Positive Response program (Ticket Check).

- Idaho KCUC tickets are available for positive response as described below:
- All Idaho KCUC ticket headers will be accessible to status on Ticket Check.
 - Pre-Design will be included in the positive response program.
 - Emergency Locates will be included in the positive response program.
 - Meet Locates will be included in the positive response program.
 - 2nd Request Locates will be included in the positive response program.
- Locators will be allowed to status both the 2nd Request and the original locate request. Note: 2nd Request locates have a start date and time of 8 calendar hours from the time the ticket is filed.
- Idaho KCUC **business days exclude day of notice, weekend and holidays.**
- All tickets are considered past due, from a locator perspective, at the point the start date and time listed on the notice has been reached.
- All tickets will be locked for statusing **21 calendar days** following the date and time of the call/request.

[ref: <https://legislature.idaho.gov/statutesrules/idstat/Title55/T55CH22/SECT55-2205/>]

...maintained markings shall be valid for purposes of the notified excavation for a period of no longer than three (3) consecutive weeks following the date of notification as long as it is reasonably apparent that site conditions have not changed so substantially as to invalidate the markings. If excavation has not commenced within three (3) weeks from the original notice to underground facility owners through the one-number notification service, the excavator shall reinitiate notice in accordance with this section.

Locator's Status Codes

Code 1: Clear/No Conflict

Code 2: Marked/Completed

Code 3: Marked-Utility Representative Required

Code 4: Work-In-Progress – Not Yet Completed

Code 5: Not Marked – Contact Locator ASAP

For members that do not participate in Ticket Check, the status must read "Does Not Report".

Locator Status Comments

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

- Upload with status via web service, FTP, web applications - Locator Ticket Management or Ticket Check.
- Until the ticket is locked, Status Comments may be inserted with or without changing the Status Code. If a status fails to be inserted based on the Ticket Check rules, a comment for that status code must also fail.
- Status Comments are restricted to a maximum of 200 characters each.

Rules for locators use of the status codes

- Tickets may be statused with any of the status codes until the ticket is locked.

Cancellation Tickets

- When the ticket is cancelled by the excavator, the ticket is 'locked' so that members cannot update or change the ticket status.

Status Information Delivery to Excavators

Notification to the excavator is handled as followed:

- If there is a properly formatted email address on the ticket email, then the system will attempt to deliver the status information via email.
- 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.
- If neither an email nor fax number is on the ticket, the status information will be available on Search & Status, ETM and via IVR.

Notification is sent when one of the following occurs:

- For all tickets except Work-In-Progress: On the scheduled work to begin date and time OR when all owner members provide a status to the ticket, whichever comes first.
- For Work-In-Progress tickets: At the two working day notice OR when all owner members provide a status to the ticket, whichever comes first.
- Subsequent email or fax will be transmitted if any of the owner members on the ticket change their status up to, but not after, the ticket expiration date.
- Notification is not sent on a 'cancelled' ticket.

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- All tickets appear on Search & Status. The statuses and any “Status Comment” posted appear for all ticket headers.

Idaho 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

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

Availability

- There will be a RESTful GET, RESTful POST and a RESTful POST (using XML) available to the users.

Web Service(s)

- RESTful GET -
TESTING -
<https://id.sandbox.occinc.com/wsexternal/service/positiveresponse/username/password/state/ticket/district/status/comment>
PRODUCTION -
<https://id.itic.occinc.com/wsexternal/service/positiveresponse/username/password/state/ticket/district/status/comment>

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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://id.sandbox.occinc.com/wsexternal/service/positiveresponse/post>
PRODUCTION - <https://id.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("url") String url
- RESTful POST using XML -
TESTING - <https://id.sandbox.occinc.com/wsexternal/service/positiveresponse/xml>
PRODUCTION - <https://id.itic.occinc.com/wsexternal/service/positiveresponse/xml>

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

Web Service Result/Response

- The rules for statusing to Ticket Check follow the rules for the given state.
- The user has the option to receive the “standard” failure result/return codes OR “detailed” failure result/return codes used in the web service.
- *Note that some codes do not apply to every state and user.*

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Standard Results 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
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

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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

Web Service Detailed Results Codes –

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.

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- 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.

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

Idaho Ticket Check FTP Service(s)

- 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 will 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 will be assigned to use this function. This password is independent of any other login and password combination received from OCC and the call center.

FTP 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 will treat 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 shall be formatted as follows:

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```
<Responses>
<Response>
<StateCode>ID</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>ID</StateCode>
<TicketNumber>123456789</TicketNumber>
<DistrictCode>DEF01</DistrictCode>
<StatusCode>2</StatusCode>
</Response>
<Response>
<StateCode>ID</StateCode>
<TicketNumber>987654321</TicketNumber>
<DistrictCode>ABC01</DistrictCode>
<StatusCode>3</StatusCode>
<StatusComments>Status Comment field</StatusComments>
</Response>
</Responses>
```

FTP 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 .xml 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.

FTP Results Files

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- Results File will be formatted as follows:

```
<Results>
<Result>
<StateCode>ID</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>ID</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>ID</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>
```

FTP Results Codes

- The result file will contain one result value per ticket response read from the input file. The Result Codes and Messages are as follows.

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- *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.