

Kansas 811 Ticket Check – Rules and Requirements

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

It is important that in all marketing materials, it is emphasized that “Kansas 811 is building Ticket Check as 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) will be available for statusing.

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

Tickets will be 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.

Tier 2 and Tier 3 districts will NOT have access to post statuses to Ticket Check. Those codes should also not appear on the ticket as a district code.

Locator’s Status Codes:

Code 0: Not yet responded

Code 1: Clear/No conflict

Code 2: Marked

Code 3: Not complete/In progress

Rules for locator’s use of status codes:

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

Locator’s Status Comments:

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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.

Cancellation Tickets:

- When a ticket is cancelled in the center, the ticket will be locked; members cannot update the ticket statuses. **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 then the system will attempt to deliver the status information via email.

Note that any “Status Comment” posted with a Ticket Check status will be transmitted via email.

For those districts not set to use Ticket Check, an alert stating “Does Not Participate in Ticket Check” will appear beside the district code. For those members that participate but have not responded, the status should read “Not Yet Responded”.

A message needs to be added to the bottom of the email as follows:

This is the only automated notification with ticket status that you will receive for this request. For further status updates, please click here ([TicketLink](#)).

Member status information will not be available by calling 8-1-1 or 800-344-7233 (800-DIG-SAFE).

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.

Search & Status:

Kansas tickets and statuses will NOT be displayed on Search & Status. Status on any ticket will only be 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 will receive the status notification.

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Kansas Ticket Check Web Service:

We have a "restful get" version and a "restful post" version of web service calls. Members can use either one based on their preference.

Restful Get

The "restful get" version is located at:

<http://ks.occinc.com/wsexternal/service/mnrestfulresponse/username/ks/ticketnumber/districtcode/statusid/comment>

The member needs to provide proper values for username, ticketnumber, districtcode, statusid and comment or errors will occur.

Restful Post

The "restful post" version is located at:

<http://ks.occinc.com/wsexternal/service/mnrestfulresponse/post>

The post version requires the following parameters:

@RequestParam("username") String userName,
@RequestParam("state") String state,
@RequestParam("ticket") String ticket,
@RequestParam("district") String district,
@RequestParam("status") String status,
@RequestParam("comments") String comments