



TICKET CHECK MANUAL

This document is a functional specification to assist facility operators in using Ticket Check, the New Jersey One Call Centers positive response system. It explains the rules that the system will operate under and provides a detailed specification for batch submission of response information. NOTE: Facility operators MUST register to use the system. Please watch www.nj1-call.org for more information on how to register.

A business day is Monday through Friday from 12:00 a.m. — 11:59 p.m. EST excluding holidays.

Routine markout requests are valid for forty-five (45) business days from the date of the notification/call. Routine requests taken on weekends and holidays are treated as if they were taken the following business morning at 12 a.m.

The statutory date and time (the due date for a markout request) for a Routine request is midnight following three (3) full business days after the date of the call. For example, requests taken on Friday have a statutory date of 12:00 a.m. on Thursday. Requests taken on Saturday have a statutory date of 12:00 a.m. on Friday as do requests taken on Monday. The statutory date and time for an Emergency request is two (2) hours from the start date/time for the request.

ROUTINE and EMERGENCY markouts will be sent to Ticket Check.

At this time, it is mandatory for facility operators to use Ticket Check and provide positive response for markout requests. Facility operators with internal positive response systems and procedures must also use Ticket Check to comply with administrative law.

[Click here to view the full text of the original proposal from December 6, 2021 and the administrative code update from July 18, 2022.](#) Please scroll to Chapter 2 — Underground Utilities for this specific information.

Operator/Locators Status Codes:

- CODE 1: Clear
- CODE 2: Marked
- CODE 3: Dispatched (Emergencies only)

Business rules for operators/locators use of the status codes:

- Operators may status a request with any status code on a routine ticket as many times as necessary until the "start-by date" — ten (10) business dates after the request date. After 10 business days, the request will be "locked" in Ticket Check and the system will reject any further attempts to update the status code updates. Emergency tickets lock twenty-four (24) calendar hours after the request is submitted.
- The methods of providing their Ticket Check status will be via web (single ticket) and FTP batch upload. (See page 3 for full specifications.)

Cancellation Tickets:

When a request is cancelled in the center, the Ticket Check System will 'lock' the request to prevent operators from providing status codes.

STATUS INFORMATION DELIVERY TO EXCAVATORS:

Notification to the excavator is handled as followed:

1. If there is a properly formatted email address on the markout request then the system will attempt to deliver the status information via email.
2. If an email address is not in the correct format or if it is blank but there is a fax number listed on the request, 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.

Notification is sent when one of the following occurs:

When the request reaches the statutory date and time (see definition above) OR when all operators provide a status to the ticket, whichever comes first.

Subsequent email or fax will be transmitted if any of the operators on the request change their status.

NEW JERSEY TICKET CHECK POSTING PROCESS:

Owners and/or their contract locators may post a status to Ticket Check via the web and/or FTP.

Ticket Check Web Access (individual ticket status):

Facility operators will have the ability to search their own markout requests by various search parameters including ticket header, district code, date, town, street, excavator, status code and date.

Those with access to multiple district codes will be able to status using a single login.

This feature requires that the Ticket Check administrator(s) create a web login and password before this feature is available to the user. Requests may be made to support@managetickets.com.

We will place a button or link on the New Jersey One Call website inviting users interested in positive response to register. This link will take the user to a form on the www.managetickets.com website where the user enters their name, company name, address, telephone number, email address and district code(s). The user will normally receive an email with the access credentials within one business day of receipt.

Ticket Check FTP Process:

Batch files may be submitted to Ticket Check to status multiple markout requests through the use of FTP (File Transfer Protocol) to Ticket Check. The following 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:

Facility owners and/or their contract locate company will open an FTP connection to the Ticket Check system and transfer one or more files containing markout responses. Files must be formatted and named as specified in the file description section found later in this document.

Once received, batch 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 facility owners and locators. It must be requested, as some setup by the one call center personnel is required. Once the setup has been completed, a login and password will be assigned for the use of 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 shown below for this process to work. The file may contain status codes for one or more tickets and/or district codes. The State, Ticket Number, District Code and Status Code are required fields. **Each file extension MUST be .xml.**

Response files shall be formatted as follows:

```
<?xml version="1.0" encoding="utf-8"?>
<Responses>
<Response>
<StateCode>NJ</StateCode>
<TicketNumber>123456789</TicketNumber>
<DistrictCode>ABC01</DistrictCode>
<StatusCode>1</StatusCode>
</Response>
<Response>
<StateCode>NJ</StateCode>
<TicketNumber>123456789</TicketNumber>
<DistrictCode>DEF01</DistrictCode>
<StatusCode>2</StatusCode>
</Response>
<Response>
<StateCode>NJ</StateCode>
<TicketNumber>987654321</TicketNumber>
<DistrictCode>ABC01</DistrictCode>
<StatusCode>1</StatusCode>
</Response>
</Responses>
```

A detailed description of the Response File:

| FIELD | DESCRIPTION |
|--------------|---|
| StateCode | The 2-character abbreviation for the state for which the ticket is in. |
| TicketNumber | The call center ticket number that was sent to be processed. |
| DistrictCode | The associated district code that is to be processed. Remember that the login for the district code must have permission within Ticket Check to process. Otherwise the entry will fail to update on Ticket Check. |
| StatusCode | The number associated with the Ticket Check status code to be processed for the given ticket and district code. The available statuses are 1 (Clear), 2 (Marked), and 3 (Dispatched — Emergencies only). All others will be rejected. |

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.

The Results File will be formatted as follows:

```
<?xml version="1.0" encoding="utf-8"?>
<Results>
  <Result>
    <StateCode>NJ</StateCode>
    <TicketNumber>123456789</TicketNumber>
    <DistrictCode>ABC01</DistrictCode>
    <StatusCode>1</StatusCode>
    <ProcessedDateTime>2010-12-16 14:58:20</ProcessedDateTime>
    <ResultCode>0</ResultCode>
    <ResultMessage>Successful</ResultMessage>
  </Result>
  <Result>
    <StateCode>NJ</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>NJ</StateCode>
    <TicketNumber>987654321</TicketNumber>
    <DistrictCode>ABC01</DistrictCode>
    <StatusCode>1</StatusCode>
    <ProcessedDateTime>2010-12-16 14:58:21</ProcessedDateTime>
    <ResultCode>1</ResultCode>
    <ResultMessage>Ticket does not exist</ResultMessage>
  </Result>
</Results>
```

A detailed description of the Results File:

| FIELD | DESCRIPTION |
|-------------------|---|
| StateCode | The 2-character abbreviation for the state for which the ticket is in. |
| TicketNumber | The call center ticket number that was sent to be processed. |
| DistrictCode | The associated district code that is to be processed for the corresponding ticket number. |
| StatusCode | The proposed Ticket Check status code for the given ticket number. |
| ProcessedDateTime | The date and time the entry was received and processed by Ticket Check. (format: yyyy-mm-dd hh:mm:ss) |
| ResultCode | Displays the code associated with the entry results to identify whether or not the entry was processed. |
| ResultMessage | English description of the provided result code. |

- 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.

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

