

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 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.

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 Ticket Number, District Code and Status are required fields; Status Comments are optional. Each file **MUST** have the **.xml** extension for the file to be processed by the system.

Response files shall be formatted as follows:

```
<?xml version="1.0" encoding="utf-8"?>
<Responses>
<Response>
<StateCode>MD</StateCode>
<TicketNumber>123456789</TicketNumber>
<DistrictCode>ABC01</DistrictCode>
<StatusCode>1</StatusCode>
<StatusComments>This is a comment that is posted with the status</StatusComments>
</Response>
</Responses>
```

Status Codes:

- Code 1: Clear/No conflict
- Code 2: Marked
- Code 5: Not complete
The locator and the excavator have agreed on this message.
- Code 9: Marked up to privately owned utility.
- Code 10: Incorrect information
Contact the call center to resubmit your locate request.
- Code 12: Locators could not gain access to property

Locator's Status Comments:

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

- Upload with status via ftp and/or web, user ONLY; not the IVR.
- 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.

A detailed description of the Response File: Field/Element	Size	Description
TicketNumber	1-30	The call center ticket number to be stasured.
DistrictCode	1-8	The associated member owner district code that is to be stasured. Remember that the login for that district code must have permission to status for the given district code. Otherwise the ticket status will fail to update on Ticket Check.
StatusCode	1-3	The number of the status code the ticket is to be sent. The available statuses are 1 (clear/no conflict), 2 (marked), 3 (24-hour delay), 4 (48-hour delay), 5 (not complete/in progress), 9 (marked up to privately owned utility) or 10 (incorrect address information). All others will be rejected.
StatusComment	1-200	The status comment to be added. The limit on the size of the text is 200 characters. <i>This is NOT a required field.</i>