

Oklahoma One-Call System, Inc.



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405-840-9955
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Adding Excavator Contact Email to Locate Requests

By Naomi Martinez, GIS Coordinator

Mission

To provide quality underground damage prevention and communication services for the excavators, operators and owners in the great state of Oklahoma.

Introduction

If you find it difficult to provide positive response to excavators, a new feature may be the solution you are looking for.

Problem

Excavators often provide onsite contact information and a fax number but making individual phone calls to provide positive response via voice or fax is costly and time consuming.

Previous Options

Previously Oklahoma One-Call System Inc, provided members with the contact name, onsite telephone number, office number and fax number.

Oklahoma One-Call System's Solution

Provide Members with the Excavator's Contact Email on all locate requests.

Safety

Members can use the email addresses to provide positive response to excavators. This is less time consuming and more cost effective than making telephone calls or manually sending faxes.

Efficiency

Members that use ticket management software to parse tickets should be able to easily and quickly add the email address field by contacting their technical support

Lower Costs

Members that have the ability to provide positive response via email can reduce telephone usage costs.

Implementation

Our One Call Customer Service Representatives will ask every excavator for an email address, if one is available it will be provided on the Locate Request.

Members that parse tickets or receive tickets via FTP should contact their technical support to add/or enable the *Contact Email* field.

If you are having problems receiving tickets in the new format, please contact the Call Okie Database Department at:

(405) 840-9955 ext 7125

The format change will be effective Wednesday, October 22, 2008.

Summary

- Our Customer Service Representatives will ask Excavators for Contact Emails
- Starting October 22,2008 Members will receive locate requests that include Contact Emails
- If you are having problems receiving tickets contact the Database Department (405) 840-9955 ext 7125
- Members that parse tickets or receive tickets by FTP, please contact your technical support to add this field

S00174 00010 OKOCS 09/25/08 10:32:00 08091509140696 NORMAL GRID

=====// OOC SI LOCATE REQUEST //=====

TICKET NUMBER--[08091509140696]
OLD TICKET NUM-[]

MESSAGE TYPE--[NORMAL] LEAD TIME--[48]
PREPARED-----[09/15/08] AT [0911] BY [KBIVINS]

CONTRACTOR--[OKLAHOMA ELECTRIC COOPERATIVE] CALLER--[ANGIE - LORI - HEATHER]
ADDRESS-----[PO BOX 1208]
CITY-----[NORMAN] STATE--[OK] ZIP--[73070]
CALL BACK--[405-217-6681] PHONE--[405] 321-2024
CONTACT-----[ANGIE - LORI - HEATHER] PHONE--[405] 321-2024
CONTACT FAX--[405] 217-6980] **CONTACT EMAIL--[LOCATES@OKCOOP.ORG]**

New Field Contact Email

WORK TO BEGIN--[09/17/08] AT [0915] STATE--[OK]
COUNTY--[MCCLAIN] PLACE--[GOLDSBY]

ADDRESS--[1471] STREET--[SW][12TH][AVE][]
NEAREST INTERSECTION-----[]
LATITUDE--[35.1306570106683] LONGITUDE--[-97.4945339215876]
SECONDARY LATITUDE--[35.1242868554118] SECONDARY LONGITUDE--[-97.4878547662627]

ADDITIONAL ADDRESSES IN LOCATION--[N]

LOCATION INFORMATION--
[F838AM - 4 POLES & 4 ANCHORS - FROM CORNER OF CHESTNUT & SW 12TH, SOUTH]
[0.36MI TO PPTY ON EAST SD OF RD - WORK ORDER #0808143/40-351-011 - LOC]
[AROUND NEW POLE & ANCHOR STAKE NORTH OF HOUSE, WEST OF BARN AT PPTY, SOUTH]
[APPROX 500FT (3 POLES) LOC AROUND POLE & ANCHOR STAKE EAST OF 3RD POLE,]
[CONTINUE EAST 400FT FOR 2 MORE POLES & 2 ANCHORS WHERE THIS WILL TIE BACK]
[INTO EXISTING LINE (AREA MARKED) - MARK ALL MAINS AND SERVICE LINES -]
[PARTIAL LEGAL PROVIDED]

WORK TYPE--[POLE(S) & ANCHOR(S)] DONE FOR--[ROBERT BELLER]
EXTENT-----[2 DAYS]

EXPLOSIVES--[N] WHITE PAINT--[N] GRID GIVEN--[N]

MAP REF.--[]
GRIDS-----
[03WI08N34NE] [03WI08N35NW]

UTILITIES NOTIFIED--

CODE	NAME	CODE	NAME
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GOOD	LEGAL THIS TICKET HAS BEEN IS...	S00174	ONEOK NGL PIPELINE LP
T01100	SUNOCO PL/MIDCONTINENT ...	T02550	HEATH/OKLAHOMA ELEC CO-OP
T06064	DCP MIDSTREAM LLC/GOLDS...	T09912	SM&P/WINDSTREAM COMMUNI...
T10180	CIMMARRON GATHERING, LP.	T10921	GOLDSBY WATER AUTHORITY