



Attention GSOC Facility Operators !

Important Information Regarding GSOC's Transition to the New System Effective December 30, 2015, 6:00 PM CST

CUTOVER ANNOUNCEMENT: NEW DATE AND TIME - DECEMBER 30, 2015 AT 6:00 PM CST

Previous communications regarding the transition to the new GSOC system indicated a January 1, 2016 cutover date. The New Year's Day holiday falls on a Friday this year, thus creating an extended weekend. The new system cutover date is scheduled for **Wednesday, December 30, 2015 at 6:00 pm CST.**

BLACKOUT DATES FOR CHANGES TO FACILITY OPERATOR NOTIFICATION AREAS:

DECEMBER 5, 2015 - DECEMBER 30, 2015

To ensure the integrity of your GSOC notification area(s) during this transition GSOC must finalize all notification areas. For this reason, remember that you will no longer be able to make changes to your notification area(s) as registered in GSOC's database after December 4th, 2015, except in an emergency. This includes a prohibition on all non-emergency manual requests through GSOC and any direct online changes through MSAM. In the event of an emergency requiring a prompt expansion of a notification area, please contact both Barbara Cederberg, GSOC Chief Operations Officer at 651-681-7307, Barbara.cederberg@gopherstateonecall.org and Jon Eardley, GSOC Database Administrator at 877-848-7472, jon.eardley@gopherstateonecall.org so that special arrangements may be made.

You may continue to update your notification area(s) on the new GSOC system up to and after December 4th, 2015 understanding **these updates will not go in to effect until the cutover date of Wednesday December 30th at 6:00 pm CST.** After the December 30th cutover, you may access and manage your notification area(s) as needed using the new GSOC system.

NOTIFICATION AREA VERIFICATIONS:

If you have yet to reply with verification of your registered facility operator information please contact the GSOC 2016 database administration team at imap@gopherstateonecall.org or 877-848-7472 as soon as possible.

Please Note: All edits, updates or verifications to IMAP will become effective starting December 30, 2015 at 6:00 pm CST. Prior to December 30, 2015 at 6:00 pm CST you must continue to manage your facility operator service area(s) via MSAM (see blackout dates above).

POSITIVE RESPONSE - On and after December 30, 2015 at 6:00 pm CST, all Facility Operators will need to access the positive response system via the new online portal we call iSite, to view and/or status all tickets processed on and after December 30, 2015 at 6:00 pm CST.

To get to the iSite Portal on or after December 30, 2015, go to www.gsocrespond.org. Upon cutover the iSite Portal will automatically replace the exiting Positive Response located at this link.



PLEASE NOTE: Between December 30, 2015 at 6:00pm and January 17th, 2016, the webpage located at www.gsocrespond.org will provide two links to the Positive Response System. One for tickets filed prior to 6:00pm on December 30, 2015, and one for tickets filed after 6:00pm on December 30, 2015. After January 17th, 2016 this link will resolve directly to iSite.

If you currently provide status to the Positive Response System via the web service method, click the link below to access the information needed to access the new version of the Web Service:

www.gsoc2016.org/ticketcheck

If you have questions about the positive response system please contact the GSOC 2016 database administration team at imap@gopherstateonecall.org or 877-848-7472.

SUBMITTING LOCATE REQUESTS ONLINE - Beginning December 30, 2015 at 6:00 pm CST, users will be able to submit and manage their GSOC locate requests online using ITIC.

All users are encouraged to familiarize themselves with the new ITIC system prior to December 30, 2015 by attending an ITIC training. To register for an upcoming ITIC training webinar, please visit the Training Event Calendar found at www.gsoc2016.org.

A training environment that allows users to practice filing tickets online with the new ITIC system is currently available. To access the ITIC training environment please visit the Products page located at www.gsoc2016.org.

SUBMITTING TICKET REQUESTS BY PHONE - All phone numbers for submitting tickets by phone will remain the same.

Metro Area: 651-454-0002 or 811
Greater MN: 800-252-1166 or 811
Emergency Locate Requests: 866-640-3637

TICKET SEARCH - All GSOC tickets processed prior to 6:00 pm CST on December 30, 2015 will only be available via the "Search for a Ticket" tab on the Gopher State One Call website through January 17, 2016.

After January 17th, 2016 all requests for tickets processed prior to December 30, 2015 must be made by contacting GSOC directly at customerservice@gopherstateonecall.org or 877-848-7472.

GSOC tickets created on or after December 30, 2015, 6:00 pm CST will be available to view via the public portal Search and Status [located here](#). Ticket search assistance is also available via GSOC Customer Support at customersupport@gopherstateonecall.org or 877-848-7472.

UPDATE TICKETS - Update requests for any tickets processed prior to 6:00 pm CST on December 30, 2015 will not be accepted after the 6:00 pm CST cutover on December 30, 2015.

If after December 30th you need to update a ticket that was submitted prior to December 30, 2015 at 6:00pm CST, you will need to resubmit the update ticket request as a new ticket.



All tickets processed after 6:00 pm CST, December 30, 2015, may be updated as needed by the excavator using the new GSOC ITIC system or by calling the GSOC call center.

CANCELLED TICKETS - Cancellation requests for any tickets processed prior to 6:00 pm CST on December 30, 2015 will need to be done by calling the GSOC call center at 651-454-0002 or 800-252-1166. This includes tickets that were submitted via E-Ticket.

You may cancel any ticket submitted after 6:00 pm CST on December 30, 2015 as needed using the new GSOC ITIC system or by calling the GSOC call center.

MOBILE APP - Users will no longer be able to file locate requests via the current GSOC Mobile App after 6:00 pm CST on December 30, 2015. The Mobile App will still be accessible for viewing all historical ticket data through January 17, 2016. After January 17, 2016 the current version of the GSOC Mobile App will no longer be available to manage locate tickets.

Beginning December 30, 2015 at 6:00 pm CST, user's will be able to file their locate requests via any mobile device using GSOC's mobile version of ITIC. Instructions on how to access the ITIC mobile version will be located on the main menu of your ITIC account.

NEW BUSINESS RULES - With safety in mind, the Gopher State One Call Board of Directors will be implementing a new business rule with the cutover of the new GSOC system.

Beginning December 30, 2016, at 6:00 pm CST only one municipality will be allowed on each locate request that is filed. For projects with work taking place in more than one municipality, even in cases where the work is continuous, the work area will be broken up into separate tickets for each affected municipality. The information may be entered in a single session on ITIC or given in a single call to the call center.

For example: If you are working on a continuous project within the Road Right of Way area of Interstate 94, starting in Minneapolis and traveling into Saint Paul, two locate tickets will be required and processed: One for the area located within the city limits of Minneapolis, and one for the remaining work area taking place within the city limits of Saint Paul.

WHO TO CONTACT DURING THE TRANSITION:

For GSOC administrative support PRIOR to 6:00 pm CST on December 30, 2015, please contact:

- GSOC Administrative Offices: 800-422-1242 or 651-454-8388
- GSOC Website: www.gopherstateonecall.org

For GSOC administrative support AFTER 6:00 pm on December 30, 2015, please contact:

- GSOC Administrative Offices: 877-848-7472, 651-454-8388 or customersupport@gopherstateonecall.org
- GSOC Website: www.gopherstateonecall.org
- Facility Operators GSOC 2016 Database Management: imap@gopherstateonecall.org or 877-848-7472
- Electronic Positive Response-Locator Ticket Management: tm@gopherstateonecall.org or 877-848-7472



GSOC2016 Transitional Administrative Team: Prior to 6:00 pm CST on December 30, 2015, you may contact the GSOC2016 Transitional Administrative Team at 877-848-7472 or customersupport@gopherstateonecall.org.

For additional information regarding the new GSOC system prior to 6:00 pm on December 30, 2015, please visit www.gsoc2016.org.

On and after 6:00 pm CST on December 30, 2015, all GSOC information and associated links will be located at www.gopherstateonecall.org.

NEW MAILING ADDRESS - GSOC - 1110 Centre Pointe Curve - Suite 100 - Mendota Heights, MN 55120