



## Attention Minnesota Excavators! 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**.

**SUBMITTING LOCATE REQUESTS ONLINE** - Beginning December 30, 2015 at 6:00 pm CST, online users will submit and manage their GSOc locate requests online via ITIC by accessing the "My Ticket" link found at the top of the [www.gopherstateonecall.org](http://www.gopherstateonecall.org) homepage.

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](http://www.gsoc2016.org). Trainings will continue into the new year and into spring as well.

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](http://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](mailto: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](mailto: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 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, users will be able to file their locate requests via any mobile device using GSOC's mobile version of ITIC. Access to the ITIC mobile version will be located on the main menu of your ITIC account beginning December 30, 2015 at 6:00 pm CST.

**NEW BUSINESS RULE** - 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](http://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](mailto:customersupport@gopherstateonecall.org)



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- GSOC Website: [www.gopherstateonecall.org](http://www.gopherstateonecall.org)

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](mailto: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](http://www.gsoc2016.org).

On and after 6:00 pm CST on December 30, 2015, all GSOC information and associated links will remain at [www.gopherstateonecall.org](http://www.gopherstateonecall.org).

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