

# PennDOT e-Ticketing

## Frequently Asked Questions

### General

**Q. When will the Department's e-Ticketing pilot begin?**

A. *The Department will be piloting 3 projects per District during the 2021 Construction Season for asphalt, concrete and aggregate. Each project will have one material represented.*

**Q. When does the Department plan on full implementation of e-Ticketing?**

A. *The Department is anticipating full implementation with the release of the 2024 Publication 408. Based on the outcome of the pilot projects, implementation may occur sooner. Coordination with Industry will occur prior to any proposed changes to the implementation schedule.*

**Q. If a producer requests to utilize e-Ticketing and is not a part of a pilot project, are they able to use it?**

A. *Yes, coordination with the Department will need to occur at the preconstruction meeting.*

**Q. How does this new e-ticketing process affect our existing e-ticketing sharing services?**

A. *There are producers who are currently using systems to send data and others who are converting their printed tickets into images or PDF's. This specification calls for data to be sent from the producer to the Department Representative.*

**Q. Will there be a need to be able to track the trucks from plant to paver like some other states?**

A. *Currently the intent is just to create electronic tickets. Truck tracking is not part of the current e-ticket process.*

**Q. Will the driver have a reference number to give to the inspector?**

A. *No, the intent is that the inspector will receive the ticket electronically when it is issued at the plant and each truck will be identified by their unique Truck ID when they arrive on site.*

### Specification

**Q. How will the cost to transition to e-Ticketing be paid, whether a new software purchase or cost of sharing tickets?**

A. *e-Ticketing will be a pay item during pilot projects and incidental after implementation.*

**Q. Will the inspector be recording longitude and latitude for each delivery in case any forensic analysis needs to be rendered?**

A. *The inspector will be able to record longitude and latitude as a note similar to what can be done on paper. Future software and app development will likely capture that information digitally.*

## **PennDOT e-Ticketing Frequently Asked Questions**

**Q. Currently, I submit a material certification (CS4171) with the tickets in PPCC. If a project is selected for a pilot project, will the tickets need to be submitted in PPCC with the CS4171? If not, will the CS4171 be submitted alone in PPCC since the tickets will be submitted as e-tickets?**

*A. Only the CS4171 would need to be submitted in PPCC if e-ticketing is being performed.*

**Q. For the concrete ticket, does the batch weight need to be submitted with the ticket?**

*A. No, the current specification does not require the batch weight. This would need to be submitted separately.*

**Q. Currently, temperatures for asphalt, concrete test results, technician signatures and inspector signatures are written on tickets. How will this work with e-ticketing?**

*A. Most applications allow for the same data to be entered.*

**Q. What happens if there are editing mistakes such as inputting the wrong contractor name?**

*A. e-Tickets undergo the same process as paper tickets so care should be taken to try to avoid any errors. A method to issue a corrected ticket will be part of the PennDOT portal.*

**Q. Are the e-tickets going to be accepted or rejected in real time as the trucks arrive on site?**

*A. Yes, acceptance/rejection will ideally occur in real time.*

**Q. Will rejected trucks have an explanation for rejection?**

*A. Most applications have fields for notes and explanations. All normal procedures for rejected loads using paper tickets would still apply to e-tickets.*

**Q. What is the resolution process for situations where rejection over a certain criterion is not agreed upon?**

*A. This is only a digital version of the paper ticket. All procedures currently in place for paper tickets will still apply. This is not intended to eliminate communication between the plant and the jobsite.*

**Q. Will the e-Ticket document have a trail attached to indicate what individual shipped and accepted/rejected it?**

*A. Yes.*

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### e-Ticketing Application

- Q. What vendor will be used for the data feed from material producers to PennDOT?**
- A. *The Department is working to allow the supplier to use a vendor of their choosing or the potential to develop their own. The Department is currently working with numerous vendors to ensure their software can communicate with ours via an Application Programming Interface (API).*
- Q. There are currently vendors who have e-ticketing solutions that have been approved for use on PennDOT devices. How does a vendor obtain approval for other e-ticketing solutions to be approved for use on PennDOT devices?**
- A. *Coordinate with John Myler and/or Kelly Barber for any approval of e-ticketing solutions.*
- Q. How will loadout vendors like Libra work, or will PennDOT require certain vendors?**
- A. *For the pilot, it may be possible to use an application that your current loadout system has. There are also numerous third-party vendors that easily integrate with various systems. For the final specification, data will be sent either directly from the customer loadout system to the DOT application or through a third-party application that can push data to the Department.*
- Q. How would the Point of Sale (POS) software send data to the e-ticket?**
- A. *The Department will make APIs available that the POS software can call.*
- Q. What guidance will be provided to the plants for communication to the Department's API? Who do they coordinate with for the initial set up?**
- A. *Tiffany Bard ([c-tbard@pa.gov](mailto:c-tbard@pa.gov)) will be the contact person. We will provide credentials and the API details in the next two weeks for the participating software vendors in test system.*
- Q. Where will the e-tickets be accessible to inspection staff other than the application?**
- A. *The e-tickets will be stored on the application; however, the information can be downloaded from the application and stored in a variety of forms. A web interface will be included in a future release.*
- Q. What about access for inspectors in the plants?**
- A. *Most systems have the ability for multiple users, so realistically the plant inspectors would have access.*

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**Q. Will multiple field technicians from one company be able to see each ticket?**

*A. Most applications allow for multiple users. Some have a platform for contractors and others for DOT staff that allows each to view documentation relative to their task. The Department application will be accessible to anyone, including contractors, with roll-based credentials.*

**Q. What are the requirements to view the tickets within the PennDOT application?**

*A. The application will be available to use on apple devices with assigned user credentials. The first iteration will only support CWOPA users and will be expanded to b- user accounts in the future.*

**Q. If requested, how will the ticket data be shared with the contractor or producer?**

*A. A web interface will be developed as part of this effort and will be available in the version 2 release.*

### **Training**

**Q. What training will PennDOT or consultant inspectors have before they start a pilot project?**

*A. The Department will provide training to the Inspection Staff identified to be a part of the pilot projects. Each District will also have a Subject Matter Expert to assist with questions, if needed. In addition, most third-party providers can perform an online training session. These trainings take about 15 minutes to complete.*

**Q. What training will be provided to the contractor or producer for viewing or downloading data from the final ticket?**

*A. Options include but are not limited to training videos, webinars and how-to guidance. The Department will work with Industry to determine the best manner to disseminate this information.*