

## Input Ticket Field Comparison

Ticket entry fields will be updated in OneCallAccess. This guide highlights the new fields, provides an explanation of each field and how they compare to fields in the Newtin system.

OneCallAccess Ticket Field	OneCallAccess Explanation	Newtin Ticket Field
<b>Customer Details-User Profile</b>		
Customer ID	System-generated [internal] identifier for excavator account placing the ticket. ID will change when contact detail are updated.	No Equivalent
First Name	Individual placing the ticket	Caller
Last Name	Individual placing the ticket	Caller
Company	The company requesting the ticket	Company
Address	The address of the company or individual requesting the ticket	Address (under Caller Information section)
City	City, township, or village of the company or individual requesting the ticket	City (under Caller Information section)
State	The state of the company or individual requesting the ticket	State (under Caller Information section)
Zip Code	The zip code of the company or individual requesting the ticket	Zip (under Caller Information section)
Job Position	The position the user holds within the company	No Equivalent
User Industry	Shows industry type of the individual placing the ticket; selected from Underground Service Alert dropdown list	No Equivalent
Primary Phone Number	The primary phone number for individual placing the ticket	Office Phone (under Caller Information section)

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OneCallAccess Ticket Field	OneCallAccess Explanation	Newtin Ticket Field
Customer Details-User Profile Continued		
Mobile Number	The cell phone number for the individual placing the ticket	Cell (under Caller Information section)
Email	Email address for the individual placing the ticket	Office Email
User Type	Municipality, Utility, Contractor, Homeowner, Other	Caller Type
Industry	The type of industry the user works in	No Equivalent
Username	The username used to log in	RTE Users only
Password	Password used to log in	RTE Users only
Security Question	A security question that Internal Operators can use for their account	No Equivalent
Unique Answer	A unique answer from the user to the Security Question	No Equivalent
Opt in Newsletter	Allowing the user to opt-in or opt-out for newsletters	No Equivalent

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Ticket Details		
Ticket Type	Type of ticket (e.g., Normal, Emergency, etc.) being placed	Ticket Type
Type of Work	Drop-down menu. General types of work. (e.g., road work, ag work, residential, etc...)	Work Type
Work Activity	Drop-down menu. Work that is being done. (e.g., installing new line, repairing line, deep ripping, etc...)	Work Type
Excavation Method	Drop-down menu. Methods of excavation being used. How work is being performed	No Equivalent
Excavation Depth	<b><i>This is for CA only</i></b> - Drop-down menu of maximum depth of excavation	No Equivalent
Work Begin Date	The date and time the work will start; may be different than legal start in the case of an emergency or short notice	Start Time
Legal Start Date (as required by law)	The date and time the contractor can legally start digging under CA 4216; also, the date and time facility owners must post to Positive Response	Two Working Days
Ticket Expiration Date	Date the ticket will expire	Expires
Anticipated Work Duration	<b><i>This is for CA only</i></b> - Drop-down menu to indicate the anticipated work duration (1 day or less, 2-4 days, 5-7 days, 8-14 days, 15-31 days, longer than 31 days)	No Equivalent
Do you have a permit for excavation?	Drop down menu (e.g., City/Town, County, etc...) Indicates the type of permit that was issued.	Permit Req
Permit Number	Text field showing the number of the permit	Permit
User Reference	Custom field for users to enter reference info (e.g., internal job #)	Work Order # / Job #
Project Owner or Property Owner	Shows who the work is being done for; Underground Service Alert drop-down list- Utility Facility Operator, Municipality, Non-member Facility Operator.	Work For

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Ticket Details Continued		
Site Contact Name	Name of onsite contact person performing the work	Site Contact
Site Contact Phone	Phone number of onsite contact performing the work	Site Phone
How is the area pre-marked?	To inform the locator what method was used to mark the physical area of the proposed dig site. Dropdown list – White Paint, Flags, etc...	Premark and Method
Will excavation occur in the street, sidewalk, or parkstrip?	Yes/No to indicate whether excavation will occur within the street, sidewalk, or parkstrip.	Str/Swk
Is Boring Required?	Yes/No to indicate whether boring is required.	Boring
Will vacuum excavation equipment be used?	<b><i>This is for CA only</i></b> - Yes/No to indicate whether vacuum equipment will be used.	Vacuum
Will Explosives be used?	Yes/No to indicate whether explosives will be used.	Explosives
Street (Address)	The address or street where work will be done	Street
City/Town/Place	The city, township, or village where the work will be done	Place
Nearest Cross Street	Nearest cross street to work location	Cross St 1
Subdivision Name/Lot Number (if applicable)	Lot number and/or subdivision name where work is taking place, if known	No Equivalent
Additional Details	Additional information regarding the proposed dig site location.	Locate