



## 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 in Caller Information section
City	City, township, or village of the company or individual requesting the ticket	City in Caller Information Section
State	The state of the company or individual requesting the ticket	State in Caller Information Section
Zip Code	The zip code of the company or individual requesting the ticket	Zip
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 MISS DIG 811 dropdown list	No Equivalent
Primary Phone Number	The primary phone number for individual placing the ticket	Phone in Caller Info section



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<b>OneCallAccess Ticket Field</b>	<b>OneCallAccess Explanation</b>	<b>Newtin Ticket Field</b>
<b>Customer Details-User Profile Continued</b>		
Mobile Number	The cell phone number for the individual placing the ticket	Contact
Email	Email address for the individual placing the ticket	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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<b>Ticket Details</b>		
Ticket Type	Type of ticket (e.g., Design, Normal, Emergency, etc.) being placed	Ticket Type
Type of Work	Drop-down menu. General types of work.	Work Type
Activity	Drop-down menu. Related to the type of work chosen	Work Type
Excavation Method	Drop-down menu. Methods of excavation being used. How work is being performed	No Equivalent
Excavation Depth	Drop-down menu of maximum depth of excavation	No Equivalent
Work to 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	Begin Date
Work Completion Date	Date and time the work will be completed	No Equivalent
Work Legal Start Date	The date and time the contractor can legally start digging under PA 174; also the date and time facility owners must post to Positive Response	No Equivalent in ticket entry. A field on the ticket output.
Work Expiration Date (ticket expiration)	Date the ticket will expire	Good Til Date
User Reference	Custom field for users to enter reference info (e.g., internal job #)	Done For
Working On Behalf Of	Shows type of group the work is being completed for; MISS DIG 811 dropdown list- Local Government, Utility, Other	Done For
Name of Utility/Authority	Shows the name of the group the work is being completed for; MISS DIG 811 dropdown list	Done For



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<b>Ticket Details Continued</b>		
Onsite Contact Company (Excavator Doing Work)	The company performing the work	Company
Onsite Contact Name	Name of onsite contact person doing work	Contact
Onsite Contact Phone	Phone number of onsite contact performing the work	Phone
Require a Private Locate?	Yes/No to determine whether excavator needs a Private Locate	Private Loc?
Is the area pre-marked?	Yes/No to inform the locator whether the physical area has been pre-marked and how	No equivalent
Outdoor pet on property?	Yes/No to inform the locator whether there is an outdoor pet on property and to be cautious	None
Work is in a body of water?	Yes/No to inform the locator whether the work is being conducted in a body of water	Marine Req?
Street	The address or street where work will be done	Street
Town/City	The city, township, or village where the work will be done	Place
Nearest Cross Street	Nearest cross street to work location	1st X-St Dir
2nd Nearest Cross Street	Second nearest cross street to work location	2 <sup>nd</sup> X-St Dir
Lot Number/ Subdivision Name	Lot number and/or subdivision name where work is taking place, if known	Lots and Subd Fieldfs
Remarks	Additional information not communicated through the other ticket fields	Locate Info