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** |
| **Customer Details-User Profile** |
| 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 |
| **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  | 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 |

|  |  |  |
| --- | --- | --- |
| **OneCallAccess****Ticket Field** | **OneCallAccess Explanation** | **Newtin Ticket Field** |
| **Ticket Details** |
| 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 ExpirationDate (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 |
| **OneCallAccess****Ticket Field** | **OneCallAccess Explanation** | **Newtin Ticket Field** |
| **Ticket Details Continued** |
| 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   | 2nd X-St Dir |
| Lot Number/Subdivision Name | Lot number and/or subdivision name where work is taking place, if known  | Lots and Subd Fielfds |
| Remarks | Additional information not communicated through the other ticket fields  | Locate Info |