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.

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| **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 (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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| **OneCallAccess**  **Ticket Field** | **OneCallAccess Explanation** | **Newtin Ticket Field** |
| **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 | ***This is for CA only*** - 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 | ***This is for CA only*** - 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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| **OneCallAccess**  **Ticket Field** | **OneCallAccess Explanation** | **Newtin Ticket Field** |
| **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 |
| Will you be performing horizontal/directional boring as part of your excavation? | Yes/No to indicate whether horizontal/directional boring will be part of the excavation. | Boring |
| Will vacuum excavation equipment be used? | ***This is for CA only*** - Yes/No to indicate whether vacuum equipment will be used. | Vacuum |
| Will explosives/blasting be part of your excavation? | Yes/No to indicate explosives will be part of the excavation. | 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 |