

# Ticket Transfer (Taking actions on active X and W tickets in the new system)

After the cutover date, Dec 16<sup>th</sup>, you will not be able to access the previous Newtin system (tickets beginning in X or W). You're existing tickets from the Newtin system will still be active. However, if you need to take an action on those tickets, you will need to do so inside the new OneCallAccess Program.

## Renewing Tickets Made Before The Cutover:

- **Renewing refers to extending the life of an active ticket. This is not for reinstating expired tickets.**
- **Tickets from the old system (Newtin) will have numbers that start with an X or W**

## Process for RENEWALS:

- 1) In your OneCallAccess account click on 'New Ticket' in the top right hand corner.
- 2) In the pop-up, you will see "New Ticket from Previous System." Under this section click "Renewal."
- 3) If your excavation site meets the criteria, as described in the pop-up disclaimer, click "Continue."
- 4) This takes you to the Ticket Entry window where you will need to reenter the information listed on the current/existing ticket into the OneCallAccess system.
- 5) You can search for the existing Newtin ticket in the pop-out menu.
  - Enter in your previous ticket number and click "Search." (You will want to capitalize the W or X that is in front of your old ticket number.)
- 6) If found, the system will search for the ticket and display a "snapshot" of the ticket. From here click on "View Ticket" to open a detailed view of the request.
- 7) Transfer over the relevant data into the ticket entry window to the left.
  - Make sure to include your previous ticket number.
  - Select "Normal" for the ticket type and the minimum two working day notice is for your work begin date. (*This is a formality and will not require you to stop digging until this date and time passes. As you work your way through the ticket entry window, you may notice questions or dropdown selections that don't completely apply to the Information on your previous ticket. Please answer these questions to the best of your ability and in a way that accurately reflects the nature, scope and location of the work being done under this previous ticket.*)
- 8) Map out the dig site in the OneCallAccess system.

- You can copy and paste the center generated coordinates into the fields to quickly bring up the same area. (Make sure to list the negative number in the “X-Coordinate” field.)
  - It’s important that your dig site location matches the location description from your previous Newtin ticket.
- 9) After your mapping is complete click “Next.”
  - 10) Enter the address or streets you used from your previous ticket in the appropriate fields.
    - The map may auto fill a nearby address based off the area you mapped. You must verify that this information matches the street or address listed on your previous ticket.
  - 11) Click “Next,” then copy over your dig site location description from your previous ticket into the “Additional Details” fields.
    - This information will need to match the dig site location description that is listed in the “Locate” field on your previous ticket.
  - 12) If you agree to the disclaimers, submit the request.
    - The ticket confirmation window will display your new ticket number, a map of your dig site, the affected utility members and the ticket details. Since this ticket was a Renewal, its status will be listed as a renew ticket. *This means that Utility Members will not need to re mark your dig site and you can continue your excavation work.*

Process for **DAMAGE, EXPOSE** or **NO RESPONSE**:

- 1) Click on “New Ticket,” and then the corresponding option under the “New ticket from Previous System.”
- 2) Give specific information about the secondary action you are taking in the pop-up window.
  - For **DAMAGE**: List the Utility or types of utilities that were damaged at the location, a short note about the situation, and the contact information for the person on site who can help to resolve the situation. If you are submitting a damage ticket in CA, you will also need to report the damage California Underground Safety Board. Use the link to access the damage reporting page.
  - For **EXPOSED**: Follow instructions in the pop-up window. Include the Utility Operator or type of utility you exposed, a short note about the situation, and the contact information for the person on site who can help to resolve the situation.
  - For **NO RESPONSE**: List all the utilities on the ticket who have not responded, a short note about the situation, and the contact information of the person who they can reach out to resolve the situation.

- 3) Click “Continue,” and then go to step 4 of the “Process for Renewals” above, and complete all the steps as outlined there, above. *This process will be identical no matter which type of secondary action you are taking on the previous ticket.*
  - After submitting, you will receive a new ticket number for this request. You will also see the description of the action you provided in the “Ticket Action Reason” field, as well as the previous ticket number just below that for reference.

**This feature will be active for the first 28 days of our cutover to the OneCallAccess system. After that period, the previous tickets in the Newtin system will expire, thus eliminating the need to transfer those tickets into the new system.**

**Process for Remark Requests:**

- 1) If at any time you need remarks on a previous Newtin ticket, *you will need to create a brand new ticket inside the OneCallAccess program.*
  - To create a new ticket, click “New Ticket” and then the “New Ticket” option just below that button.

If you have any additional questions or concerns regarding this ticket transfer feature, please reach out to our Web Operations Department at [weboperations@usan.org](mailto:weboperations@usan.org)