



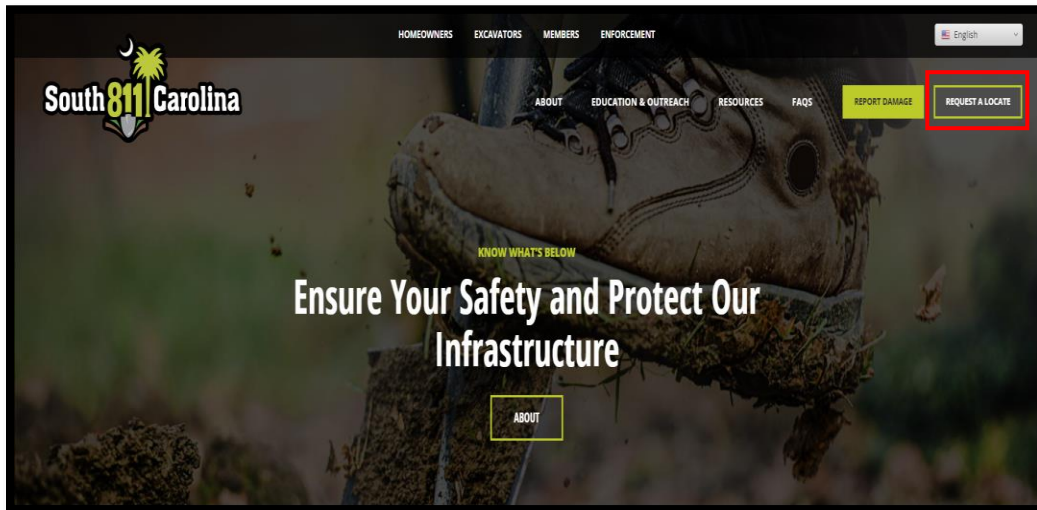
**EXACTIX ENTRY  
LEVEL MANUAL**

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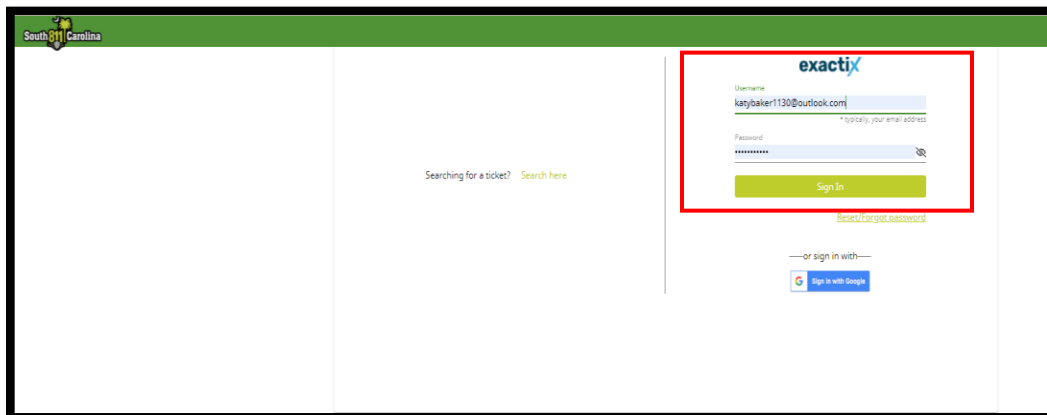
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## How To Access Exactix Website:

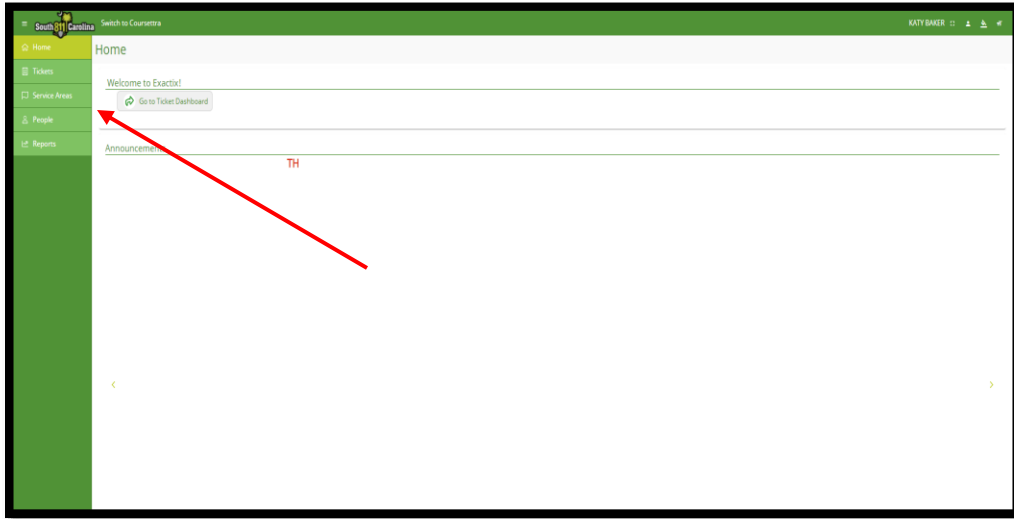
- Go to SC811.com
- Select the “Request a Locate” in the top right-hand corner.



- The user will be redirected to the Exactix Website where they will enter their user information to sign into the system.



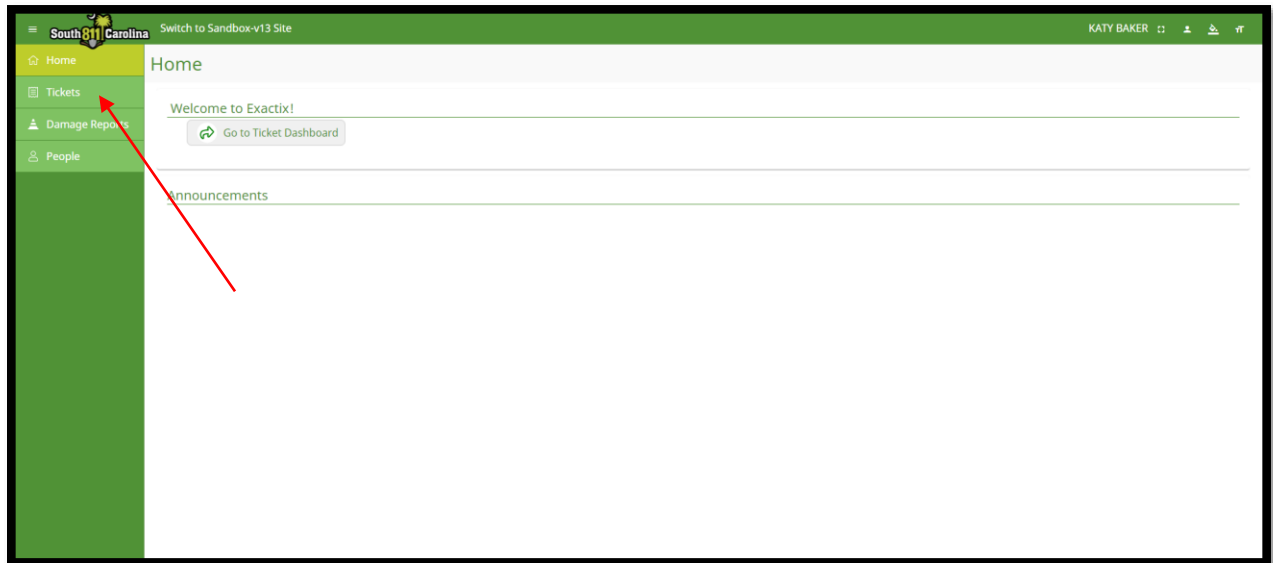
The user will know they have logged into the system successfully because the screen will change and have a menu on the left side where they can navigate the Exactix website.



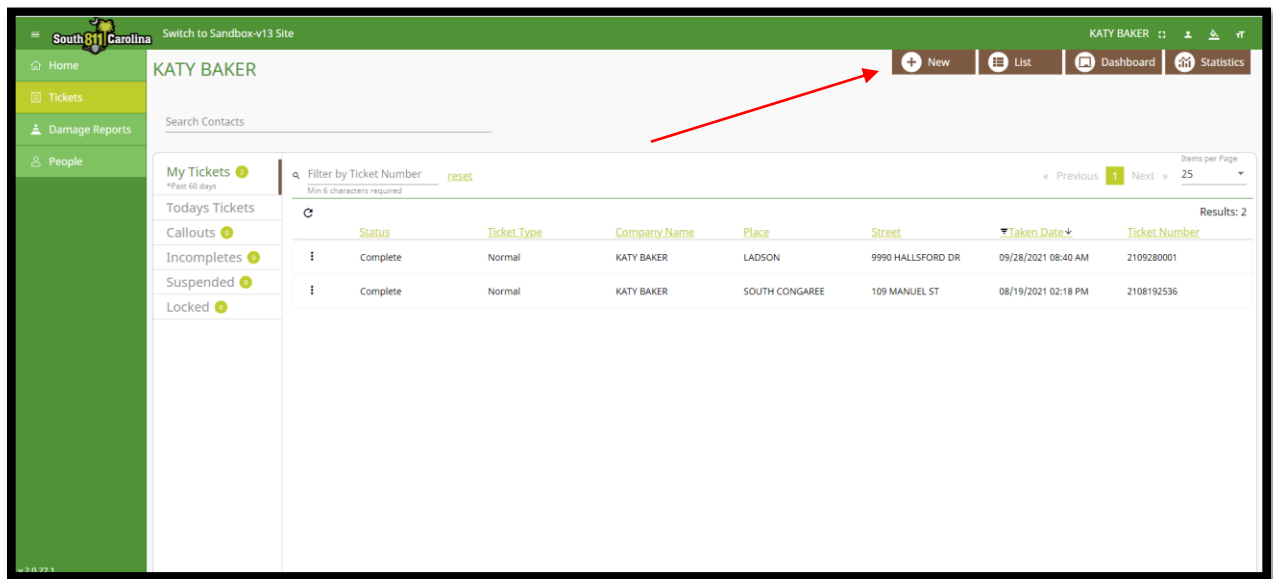


## Entering a Locate Notice in Exactix

To enter a locate notice the user will need to go to the left side of the screen and select the 'Tickets' option.



This will take the user to the 'Tickets' screen and they will need to select the 'New' option in the top right-hand corner of the screen.



When selecting 'New' the screen will open to enter a locate notice.

The screenshot shows the 'Excavator Information' form in the South 811 Carolina web application. The form is divided into two main sections: 'Excavator Information' and 'Work Information'. The 'Excavator Information' section includes fields for Caller Name, Caller Phone, Caller Type, Company Name, Office Name, Address, City, State, Zip, and Caller Email. The 'Work Information' section includes fields for Work Type, Company Doing Work, Duration, Explosives, Drilling/Boring, and Premarked. A map of South Carolina is visible on the right side of the screen, showing major highways and the location of Columbia.

Field	Value
Caller Name	SHAQUITA EPPS
Caller Phone	(800) 290-2783
Caller Type	Business
Company Name	SC811
Office Name	COLUMBIA
Address *	810 DUTCH SQUARE BLVD SUITE 320
City *	COLUMBIA
State *	SC
Zip *	29210
Caller Email	SHAQUITA.EPPS@SC811.COM
Site Contact Name *	
Phone *	
Email	
Work Type	
Company Doing Work	
Duration	
Explosives	No
Drilling/Boring	No
Premarked	No

## Excavator Information Section

The 'Caller Email' field is used for the email address of the user.

This close-up screenshot focuses on the 'Excavator Information' form. The 'Caller Email' field is highlighted with a red border, indicating its importance. The form contains the following data:

Field	Value
Caller Name	SHAQUITA EPPS
Caller Phone	(800) 290-2783
Caller Type	Business
Company Name	SC811
Office Name	COLUMBIA
Address *	810 DUTCH SQUARE BLVD SUITE 320
City *	COLUMBIA
State *	SC
Zip *	29210
Caller Email	SHAQUITA.EPPS@SC811.COM
Site Contact Name *	SHAQUITA EPPS
Phone *	(800) 290-2783
Email	SHAQUITA.EPPS@SC811.COM

The 'Site Contact' information is used for the name of the person locators can reach out to regarding the locate notice. The name and phone number will need to be entered for the site contact. The email is not required. If the site contact is the same as the caller. The 'Same as caller' box can be checked to autofill the information. If the site contact information is not available in the drop down menu, then user must select 'Create New Contact'

The screenshot shows the 'Excavator Information' form. The 'Site Contact Name \*', 'Phone \*', and 'Email' fields are highlighted with a red rectangular box. The 'Same as caller' checkbox is located below the Site Contact fields. The 'Add/Remove Subcontractors (0)' link is at the bottom of the form.

Caller Name	SHAQUITA EPPS	Caller Phone	(800) 290-2783	Caller Type	Business
Company Name	SC811	Office Name	COLUMBIA		
Address *	810 DUTCH SQUARE BLVD SUITE 320				
City *	COLUMBIA	State *	SC	Zip *	29210
Caller Email	SHAQUITA.EPPS@SC811.COM				
Site Contact Name *	SHAQUITA EPPS	Phone *	(800) 290-2783	Email	SHAQUITA.EPPS@SC811.COM
<input type="checkbox"/> Same as caller					
<a href="#">Add/Remove Subcontractors (0)</a>					

If the user that is entering the notice will be using a subcontractor. The 'Add/Remove Subcontractors' will be entered in the 'Excavator Information' section. Click the link to add a subcontractor.

This screenshot is identical to the one above, but the 'Same as caller' checkbox is highlighted with a red rectangular box. The 'Site Contact' fields are no longer highlighted.

Caller Name	SHAQUITA EPPS	Caller Phone	(800) 290-2783	Caller Type	Business
Company Name	SC811	Office Name	COLUMBIA		
Address *	810 DUTCH SQUARE BLVD SUITE 320				
City *	COLUMBIA	State *	SC	Zip *	29210
Caller Email	SHAQUITA.EPPS@SC811.COM				
Site Contact Name *	SHAQUITA EPPS	Phone *	(800) 290-2783	Email	SHAQUITA.EPPS@SC811.COM
<input type="checkbox"/> Same as caller					
<a href="#">Add/Remove Subcontractors (0)</a>					

A pop-up box will appear to add the subcontractor to the notice. An existing subcontractor can be added to the notice or a new one can be created.

**Subcontractor**

Company ID \_\_\_\_\_ Company Name \_\_\_\_\_ First Name \_\_\_\_\_ Last Name \_\_\_\_\_ Phone Number \_\_\_\_\_ Email Address \_\_\_\_\_

Send Positive Response

Filter  clear filters

Action	Company Name	First Name	Last Name	Phone	Email	Send Response	Date Assigned
Assigned							

Close

The user will not have to enter the 'Company ID' number. This information will auto-fill if the company exists in the system. If the company does not exist, the system will assign a 'Contact ID' to the company.

The 'Company Name', 'First Name', 'Last Name', 'Phone Number' and 'Email Address' will have to be entered. After filling in the information select 'Add' in the middle right corner of the window.

**Subcontractor**

Company ID SC811 LANDSCAPING Company Name KATY First Name BAKER Last Name (803) 939-1117 x Phone Number KATY.BAKER@SC811.COM Email Address

Send Positive Response

Filter  clear filters

Action	Company Name	First Name	Last Name	Phone	Email	Send Response	Date Assigned
Assigned							

Close

After clicking the 'Add' button a pop-up box will appear showing the subcontractor information that was entered. There is also a 'remove modify' option that can be selected if there are any errors.

If the information is correct select the 'Close' option in the bottom right-hand corner of the window.

**Subcontractor**

+ Create New

Filter  clear filters

Action	Company Name	First Name	Last Name	Phone	Email	Send Response	Date Assigned
remove modify	SC811 LANDSCAPING	KATY	BAKER	(803) 939-1117	KATY.BAKER@SC811.COM	No	9/28/21, 2:11 PM

Close

After selecting 'Close' there will be a number in parentheses next to 'Add/Remove Subcontractor' showing how many were added to the notice. In this example it is showing that one subcontractor has been added.

<i>Site Contact Name</i>	<i>Phone</i>	<i>Email</i>
KATY BAKER	(803) 939-1117	KATY.BAKER@SC811.COM
<a href="#">Use on this Ticket only (click to change), clear</a>		
<input checked="" type="checkbox"/> Same as caller		
<a href="#">Add/Remove Subcontractors (1)</a>		

## Work Information Section

The 'Work Type' box is used for the type of work that will take place on the job site.

### Work Information

---

Work Type: Work Type LANDSCAPING INSTALL/REPAIR × ▾ Secondary Work Type ▾

Company Doing Work: SC811

Duration: \_\_\_\_\_ Explosives:  Drilling/Boring:  Premarked:

Subdivision: \_\_\_\_\_ New Subdivision:

Job ID: \_\_\_\_\_

Done For: \_\_\_\_\_

Address in Instructions?

The 'Secondary Work Type' is for if a user has an additional type of work that they are doing along with their primary work.

### Work Information

---

Work Type: Work Type LANDSCAPING INSTALL/REPAIR × ▾ Secondary Work Type TREE/STUMP REMOVAL × ▾

Company Doing Work: SC811

Duration: \_\_\_\_\_ Explosives:  Drilling/Boring:  Premarked:

Subdivision: \_\_\_\_\_ New Subdivision:

Job ID: \_\_\_\_\_

Done For: \_\_\_\_\_

Address in Instructions?

The 'Company Doing Work' is for the name of the company that is performing the excavation work on the job site.

**Work Information**

Work Type: *Work Type* LANDSCAPING INSTALL/REPAIR x ▾ *Secondary Work Type* TREE/STUMP REMOVAL x ▾

Company Doing Work: SC811

Duration: \_\_\_\_\_ Explosives:  Drilling/Boring:  Premarked:

Subdivision: \_\_\_\_\_ New Subdivision:

Job ID: \_\_\_\_\_

Done For: \_\_\_\_\_

Address in Instructions?

The 'Duration' is for how long the excavation work will take.

**Work Information**

Work Type: *Work Type* LANDSCAPING INSTALL/REPAIR x ▾ *Secondary Work Type* TREE/STUMP REMOVAL x ▾

Company Doing Work: SC811

Duration: 1 DAY Explosives:  Drilling/Boring:  Premarked:

Subdivision: \_\_\_\_\_ New Subdivision:

Job ID: \_\_\_\_\_

Done For: \_\_\_\_\_

Address in Instructions?

**Explosives, Drilling/Boring and Premark**- These boxes will need to be checked if any apply to work taking place on the locate notice.

- **Explosives**- Using any type of dynamite or explosives on the job site.
- **Drilling/Boring**- If drilling into the ground or boring underneath hard surfaces during excavation work.
- **Premark**- When the job site has been painted, staked, or flagged to indicate where excavation work is taking place. If the job site is pre-marked this will need to be notated in the ‘Instructions’ field.
- **New Subdivision**-If the job site is located in a subdivision that is not on the SC811 map.

**Work Information**

---

Work Type: *Work Type* *Secondary Work Type*

Company Doing Work: SC811

Duration: \_\_\_\_\_ Explosives:  Drilling/Boring:  Premarked:

Subdivision: \_\_\_\_\_ New Subdivision:

Job ID: \_\_\_\_\_

Done For: \_\_\_\_\_

Address in Instructions?

‘Subdivision’ is entered when the job site is located inside of a subdivision. If there is no subdivision this field can be left blank.

**Work Information**

---

Work Type: *Work Type* *Secondary Work Type*

Work Type: LANDSCAPING INSTALL/REPAIR × TREE/STUMP REMOVAL ×

Company Doing Work: SC811

Duration: 1 DAY Explosives:  Drilling/Boring:  Premarked:

Subdivision:  New Subdivision:

Job ID: \_\_\_\_\_

Done For: \_\_\_\_\_

Address in Instructions?



The 'Job ID' field is used when there is a certain number attached to a job that an excavator is doing. This field is optional and can be left blank if there is no 'Job ID'.

**Work Information**

---

Work Type: Work Type LANDSCAPING INSTALL/REPAIR × ▾ Secondary Work Type TREE/STUMP REMOVAL × ▾

Company Doing Work: SC811

Duration: 1 DAY Explosives:  Drilling/Boring:  Premarked:

Subdivision: \_\_\_\_\_ New Subdivision:

Job ID:

Done For: \_\_\_\_\_

Address in Instructions?

The 'Done For' field is for the name of the company or person the excavator is doing work for. If the excavator is not performing work for anyone else, their name may be listed in the 'Done For' field. **There is a menu that auto-populates when clicking or typing into the 'Done For' field. It is not required that the company/person is selected from this list, it can be manually typed.**

**Work Information**

---

Work Type: Work Type LANDSCAPING INSTALL/REPAIR × ▾ Secondary Work Type TREE/STUMP REMOVAL × ▾

Company Doing Work: SC811

Duration: 1 DAY Explosives:  Drilling/Boring:  Premarked:

Subdivision: \_\_\_\_\_ New Subdivision:

Job ID: \_\_\_\_\_

Done For:

Address in Instructions?

The 'Addresses in Instructions' box is checked when there are consecutive side by side addresses on the locate notice. This will inform locators the addresses to be marked will be listed in the 'Instructions' field.

### Work Information

---

Work Type:	<small>Work Type</small> LANDSCAPING INSTALL/REPAIR × ▾	<small>Secondary Work Type</small> TREE/STUMP REMOVAL × ▾		
Company Doing Work:	SC811			
Duration:	1 DAY	Explosives: <input type="checkbox"/>	Drilling/Boring: <input type="checkbox"/>	Premarked: <input type="checkbox"/>
Subdivision:				New Subdivision: <input type="checkbox"/>
Job ID:				
Done For:	<div style="background-color: #f0f0f0; border: 1px solid #ccc; height: 20px;"></div>			
<div style="border: 2px solid red; padding: 2px;">Address in Instructions? <input type="checkbox"/></div>				

## Dates and Work Type Section

In the 'Ticket Type' field the system will default the type of locate notice that will need to be processed to 'Normal'.

**Normal-** This is the most used locate notice when excavation work is taking place. **The South Carolina state law requires a 3 full working day notice excluding the day the notice is entered, weekends and holidays to respond.** It may be scheduled up to 12 full working days in advance. Be sure to make note in the 'Instructions' section of the change of the 3 full working day notice and when the excavation work is scheduled to begin. **Making notation of requesting the area to be marked asap or before the 3 full working days notice is against SC811 guidelines.**

Dates & Ticket Type			
Ticket Type:	Normal		
Work Date and Time:	07/21/2022 11:59 PM		
Update Date:	08/08/2022 11:59 PM	Expiration Date:	08/11/2022 11:59 PM

The 'Work Date and Time' field will reflect the work date and time the Member Operators must respond to the locate notice. It excludes the day the notice is entered, weekends and holidays. The locators must be given a full work day (11:59 pm) to respond to the notice.

Dates & Ticket Type			
Ticket Type:	Normal		
Work Date and Time:	09/06/2022, 11:59 PM		
Update Date:	09/22/2022 11:59 PM	Expiration Date:	09/27/2022 11:59 PM

The update date is the 12<sup>th</sup> working day on the locate notice. It is the last date which a notice can be extended if work will not be completed by the 15<sup>th</sup> working day.

Dates & Ticket Type			
Ticket Type:	Normal		
Work Date and Time:	09/06/2022, 11:59 PM		
Update Date:	09/22/2022 11:59 PM	Expiration Date:	09/27/2022 11:59 PM

The expiration date is the 15<sup>th</sup> working from the work date and time on the locate notice. The expiration date is the last date the locate notice is valid.

Dates & Ticket Type	
Ticket Type:	Normal
Work Date and Time:	09/06/2022, 11:59 PM
Update Date:	09/22/2022 11:59 PM
Expiration Date:	09/27/2022 11:59 PM

## Site Information Section

The 'Dig Site Type' field is for the user to choose what type of job site will be entered. There is an option for 'Street/Address' and 'Intersection'.

When selecting 'Street/Address', if there is a match on the map, the street or address will be highlighted.

When selecting 'Intersection', if there is a match on the map, the intersection will be highlighted.

### Site Information

*Dig Site Type \**

Street/Address
[reset](#)

Intersection

*SC* *County \**

---

*Street/Address \** *Place \**

---

*Nearest Intersecting Street \**

---

*Directions \**

*Instructions \**

*Remarks*

---

Save/Continue
 

 Discard

The 'State' field is always defaulted to SC due to the fact SC811 only processes locate notices for South Carolina.

### Site Information

*Dig Site Type \**

Street/Address
[reset](#)

State

SC *County \**

---

*Street/Address \** *Place \**

---

*Nearest Intersecting Street \**

---

*Directions \**

*Instructions \**

*Remarks*

---

Save/Continue
 

 Discard

The 'County' field is for the county the work is taking place. *When utilizing this field ensure that the county name is selected from the drop-down box.*

### Dates & Ticket Type

Ticket Type: Normal  
 Work Date and Time: 09/19/2022 11:59 PM  
 Update Date: 10/05/2022 11:59 PM  
 Expiration Date: 10/10/2022 11:59 PM

---

### Site Information

Dig Site Type \*  
 Street/Address reset

State County \*

SC RICHLAND

Street/Address \* Place \*

Nearest Intersecting Street \*

Directions \*

Instructions \*

Remarks

✓ Save/Continue
🗑 Discard

The 'Street/Address' field is for the street or address where the work is taking place. *If the user is entering a locate notice for an address, they will have to choose the range of the address from the menu that appears. When selecting the address range if the system finds a match it will be automatically mapped. In the screenshot example below 0-1299 Dutch Square Blvd was selected due to the address being 810 Dutch Square Blvd.*

### Site Information

Dig Site Type  
 Street/Address reset

State County

SC RICHLAND

Street/Address

810 DUTCH SQUARE BLVD Place

- 0-1299 DUTCH SQUARE BLVD, COLUMBIA (RICHLAND, SC)
- 0-1299 DUTCH SQUARE MALL, COLUMBIA (RICHLAND, SC)
- 100-199 DUTCHMAN BLVD, COLUMBIA (RICHLAND, SC)
- 100-199 DUTCHMAN BLVD, IRMO (RICHLAND, SC)
- 100-299 IVY SQUARE DR, COLUMBIA (RICHLAND, SC)
- 0-1987 DUTCH FORK RD, IRMO (RICHLAND, SC)
- 100-499 DUTCH DR, IRMO (RICHLAND, SC)
- 1-899 OLD DUTCH FORK RD, IRMO (RICHLAND, SC)
- 1-99 DUTCH CIR, IRMO (RICHLAND, SC)
- 1-99 IVY SQUARE WAY, COLUMBIA (RICHLAND, SC)

🗑 Discard

The 'Place' field is used for the city or town work is taking place. If the property is not located in a city or town the user can enter the city or town the property is closest to.

**Site Information**

*Dig Site Type*

Street/Address  [reset](#)

State  County RICHLAND

Street/Address  Place

*Nearest Intersecting Street*

*Directions*

*Instructions*

*Remarks*

The 'Intersection' field is for the nearest intersecting street to the job site. The intersecting street does not need to physically touch or cross the street name in the street field. *The user will notice there is a drop-down menu that lists all the intersecting streets.*

**Site Information**

*Dig Site Type*

Street/Address  [reset](#)

State  County RICHLAND

Street/Address  Place

*Nearest Intersecting Street*

BA

BAKERSFIELD RD	(alternate name)	463 FT
BURBANK ST		2783 FT
LESTER BATES FWY		2831 FT
BATTLEFORD RD		3206 FT
BALSAM RD		3759 FT
SCALEYBARK DR		5697 FT

Save/Continue Discard

The 'Directions' field is for directions to the work site, additional roads in the area, landmarks in the area. If the location where the digging work is taking place is new and/or is **NOT** located on SC811 map, **directions to the site must be provided**. If there are no directions or additional roads to provide in this field "N/A" or "NONE" must be entered.

The screenshot shows the 'Site Information' form on the left and a map on the right. The form fields are as follows:

- Site Information**
- Dig Site Type: [Dropdown]
- Street/Address: [Dropdown] reset
- County: [Dropdown]
- State: [Dropdown] RICHLAND
- Street/Address: 810 DUTCH SQUARE BLVD
- Place: COLUMBIA
- Nearest Intersecting Street: BAKERSFIELD RD (164 FT)
- Directions: N/A (highlighted in red)
- Instructions: [Redacted]
- Remarks: [Redacted]
- Buttons: Save/Continue, Discard

The map on the right shows a blue-shaded property area at the intersection of 800-809 Dutch Square Blvd and 50-89 N Arrowwood Rd. A 'Treadquarters' location is marked on the map.

The 'Instructions' field will inform what part of the property needs to be marked, special marking instructions, and any additional information pertaining to the notice being processed. **Marking instructions are required on all locate notices and need to be very clear for the locators.** The locators/member operators are only obligated to mark requested locations within SC811 guidelines. *There is a drop-down menu that has the most requested marking instructions. The user is not required to select an option from this drop-down menu they are able to enter customized marking instructions.*

The screenshot shows the 'Site Information' form on the left and a map on the right. The form fields are as follows:

- Site Information**
- Dig Site Type: [Dropdown]
- Street/Address: [Dropdown] reset
- County: [Dropdown]
- State: [Dropdown] RICHLAND
- Street/Address: 810 DUTCH SQUARE BLVD
- Place: COLUMBIA
- Nearest Intersecting Street: BAKERSFIELD RD (164 FT)
- Directions: N/A
- Instructions: IF FACING, MARK THE REAR AND BOTH SIDES OF THE PROPERTY (highlighted in red)
- Remarks: [Redacted]
- Buttons: Save/Continue, Discard

The map on the right is identical to the one in the previous screenshot, showing the property location at the intersection of 800-809 Dutch Square Blvd and 50-89 N Arrowwood Rd.



The 'Remark's field is for notations on Secondary Actions or when corrections have been made to a notice **ONLY**.

Contact: KATY BAKER  
Phone: (803) 939-1117  
Function: New  
Mapped By: Parcel

Save as:  Complete  Incomplete

Address in instructions? No  
Damage/Emergency? No

**Dates & Work Type**  
Ticket Type: Normal  
Work Type: LANDSCAPING INSTALL/REPAIR TREE/STUMP REMOVAL  
Work Date and Time: 10/08/2021 11:59 PM  
Update Date: 10/26/2021 11:59 PM  
Expiration Date: 10/29/2021 11:59 PM

**Site Information**  
Dig Site Type  
Street/Address:    
State: RICHLAND  
Street/Address: 810 DUTCH SQUARE BLVD  
Place: COLUMBIA  
Nearest Intersecting Street: BAKERSFIELD RD (164 FT)  
Directions: N/A  
Instructions: IF FACING, MARK THE REAR AND BOTH SIDES OF THE PROPERTY  
**Remarks**

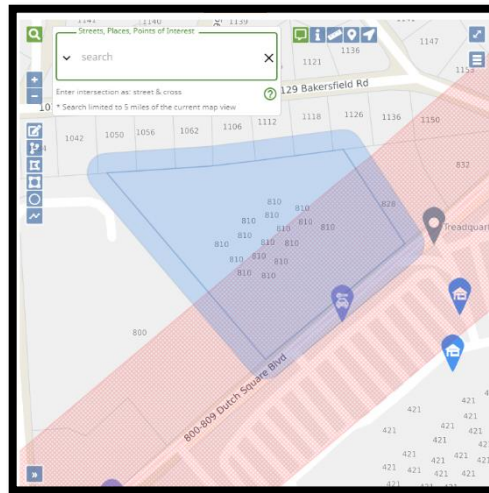
Excavator Profile Map Service Areas Help

Map showing a blue highlighted area on a street grid. Labels include: 1030-1099 Bakersfield Rd, 1100-1129 Bakersfield Rd, 800-809 Dutch Square Blvd, Treadquarters, 50-89 N Arrowwood Rd, 810, 811, 812, 813, 814, 815, 816, 817, 818, 819, 820, 821, 822, 823, 824, 825, 826, 827, 828, 829, 830, 831, 832, 833, 834, 835, 836, 837, 838, 839, 840, 841, 842, 843, 844, 845, 846, 847, 848, 849, 850, 851, 852, 853, 854, 855, 856, 857, 858, 859, 860, 861, 862, 863, 864, 865, 866, 867, 868, 869, 870, 871, 872, 873, 874, 875, 876, 877, 878, 879, 880, 881, 882, 883, 884, 885, 886, 887, 888, 889, 890, 891, 892, 893, 894, 895, 896, 897, 898, 899, 900, 901, 902, 903, 904, 905, 906, 907, 908, 909, 910, 911, 912, 913, 914, 915, 916, 917, 918, 919, 920, 921, 922, 923, 924, 925, 926, 927, 928, 929, 930, 931, 932, 933, 934, 935, 936, 937, 938, 939, 940, 941, 942, 943, 944, 945, 946, 947, 948, 949, 950, 951, 952, 953, 954, 955, 956, 957, 958, 959, 960, 961, 962, 963, 964, 965, 966, 967, 968, 969, 970, 971, 972, 973, 974, 975, 976, 977, 978, 979, 980, 981, 982, 983, 984, 985, 986, 987, 988, 989, 990, 991, 992, 993, 994, 995, 996, 997, 998, 999, 1000.

## Mapping Features

### Search Option

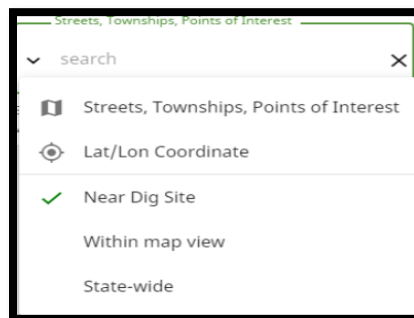
Clicking on the 'Search' icon will let the user search by Streets, Intersections, Places, Counties and Points of Interest, as well as Latitude/Longitude Coordinates.



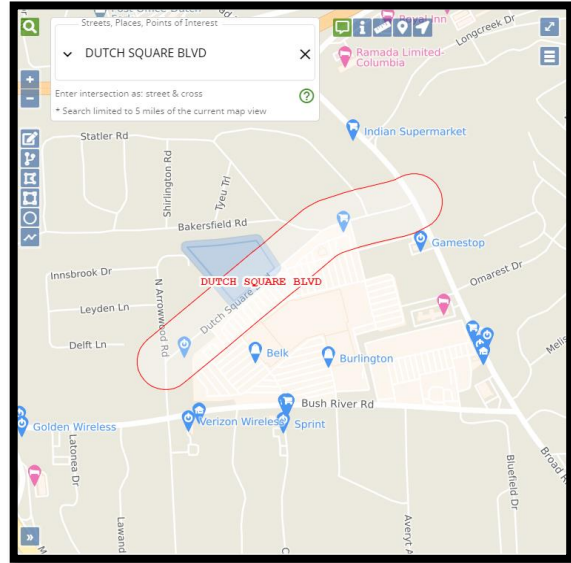
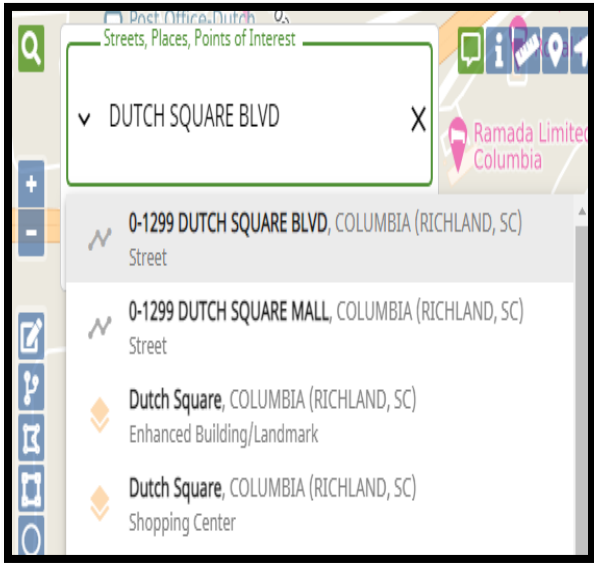
### Search Options for finding Streets, Intersections, Places, Counties and Points of Interest Search

When doing this type of search, the user can set parameters for the search to 'Near Dig Site', 'Within Map View' and 'State-Wide'. Please note that it automatically defaults to 'State-wide'.

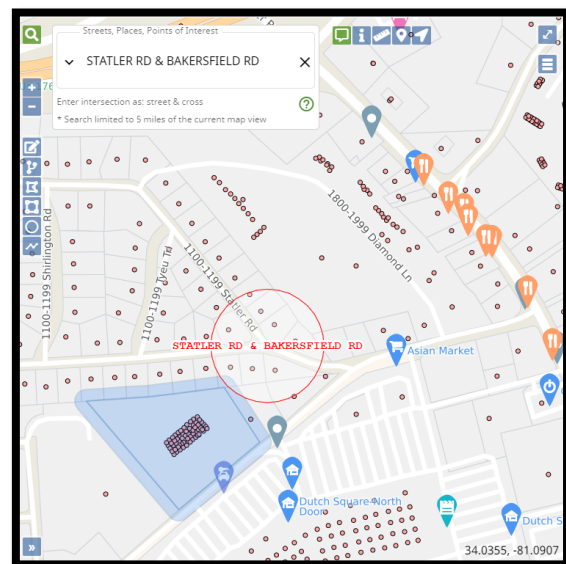
**Note:** Searches default to Near Dig Site, but the user can expand the search area by selecting 'Within Map View' or 'State-Wide'.



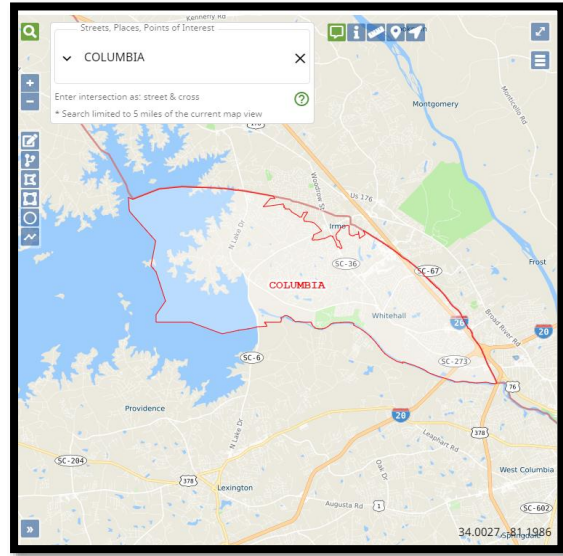
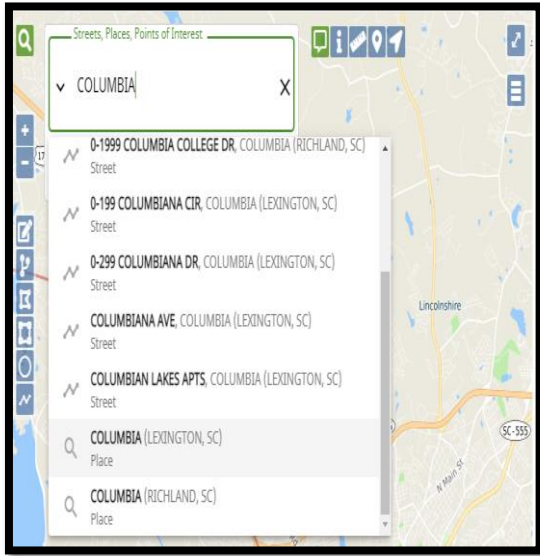
**Street/Road** - To search for a specific street or road name, the user can type in part or all of the name.



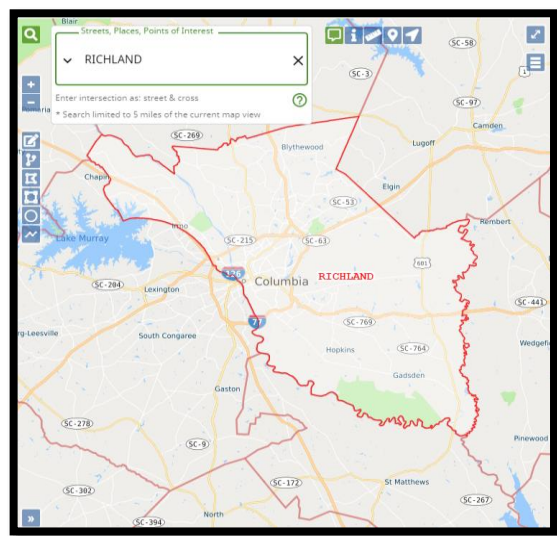
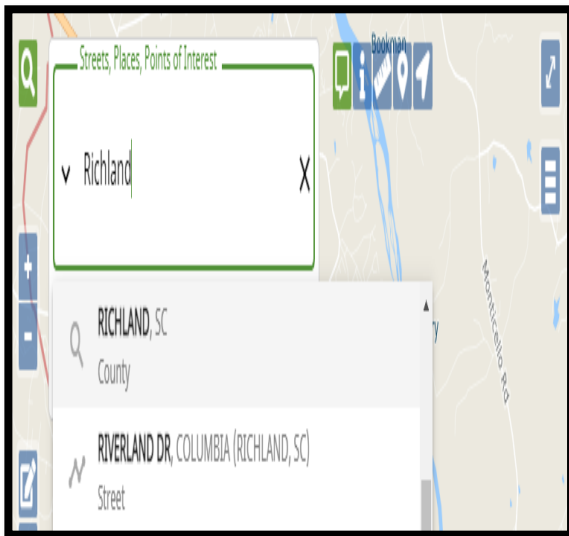
**Intersection** - To search for an intersection, the user will enter the information in as a street and cross street.



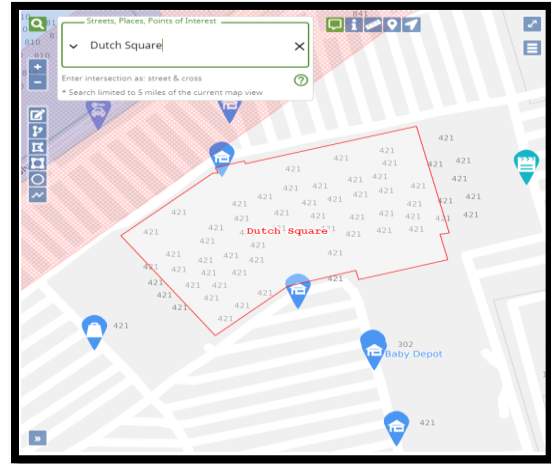
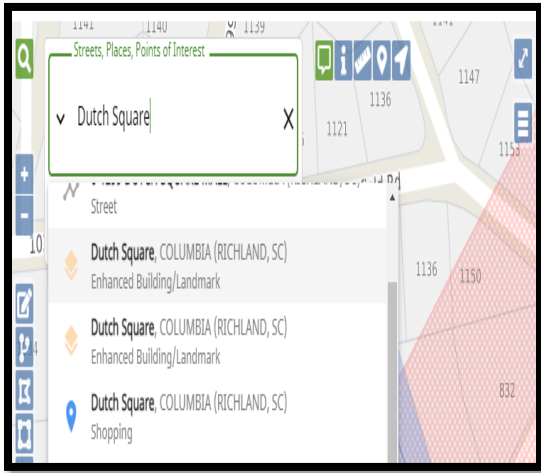
**Place** - To search for a Place, type in the name of the Place.



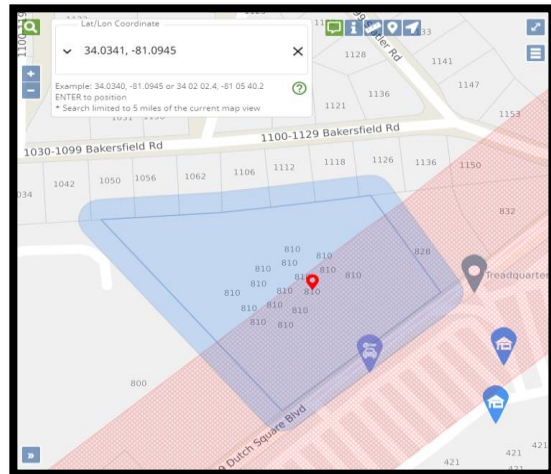
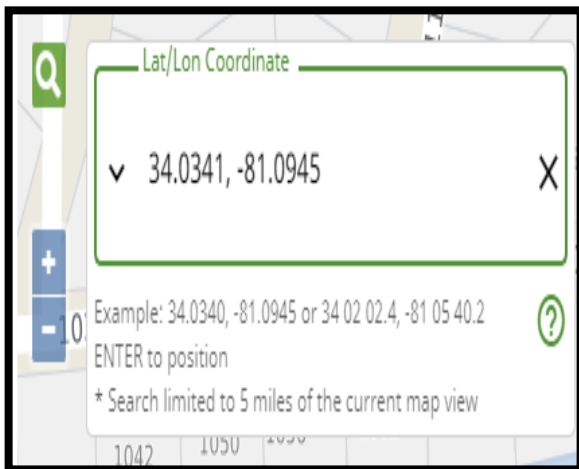
**County** - To search for a County, type in the name of the County.



**Point of Interest** - To search for a 'Point of Interest', type in the name or part of the name. These can be parks, cemeteries, railroads, restaurants, banks, etc. If the 'Point of Interest' that you are trying to locate is found, select it and the map will focus to its location.

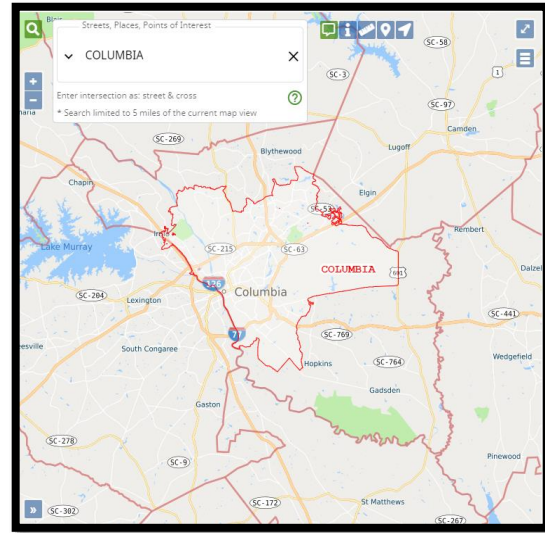
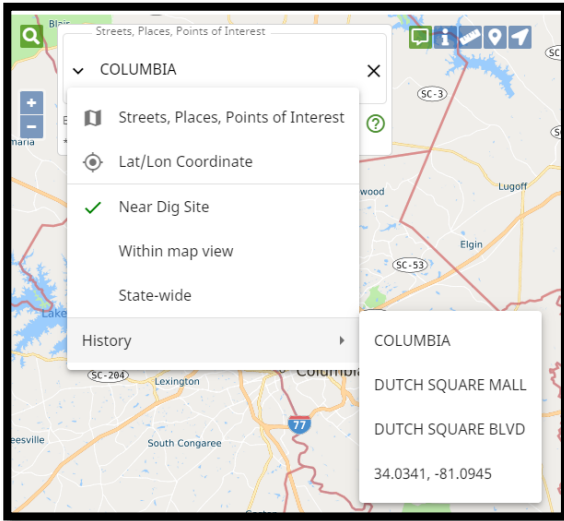


**Latitude/Longitude Coordinates** - To find a location using 'Lat/Lon' coordinates, type in the coordinates and then hit the 'enter' key. The location will be noted on the map with a red pushpin icon.



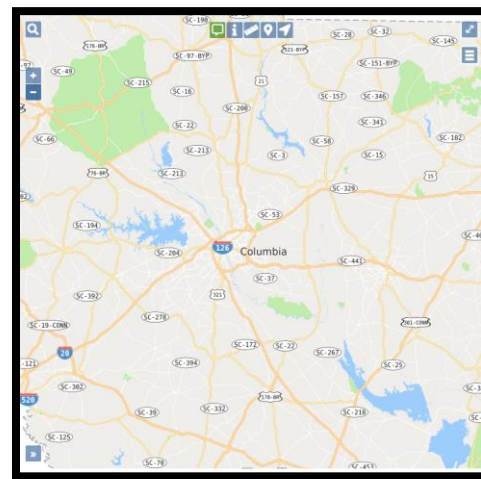
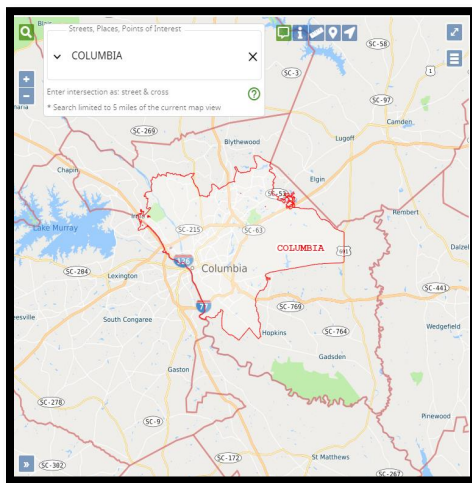


**History** - History tracks all of the searches the user has conducted and they can select a previous search and bring it back up again.



### **Zoom In (+), Zoom Out (-)**

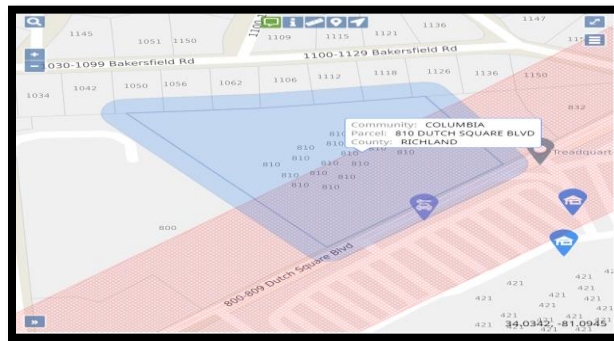
Clicking on the Plus (+) or Minus (-) icons will let you Zoom In and Zoom Out on the map. You can also right click on the map to select the Zoom In and Zoom out options or use the wheel on your mouse for zooming.



**Note:** While using the mouse wheel to zoom in and out on the map, the user can also move the map around by holding down the left mouse button to drag the map.

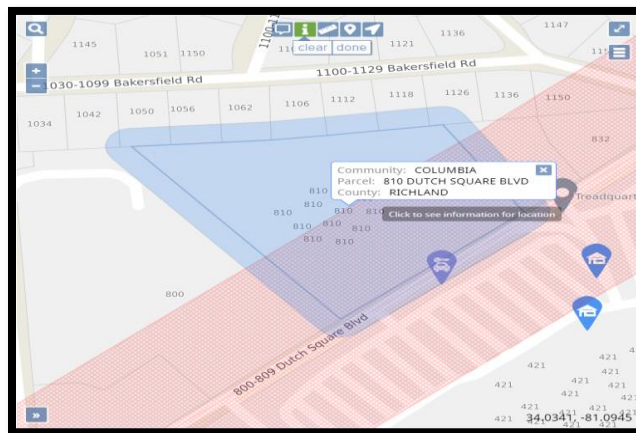
### Show Map Information At Current Location

Using the ‘Show Map Information At Current Location’ icon allows the user to hover over a location to see street, place and county information. This option can be turned on and off, and your browser will remember how the user want sets the tool. When the icon is green, that the map information will be displayed for approximately five seconds.



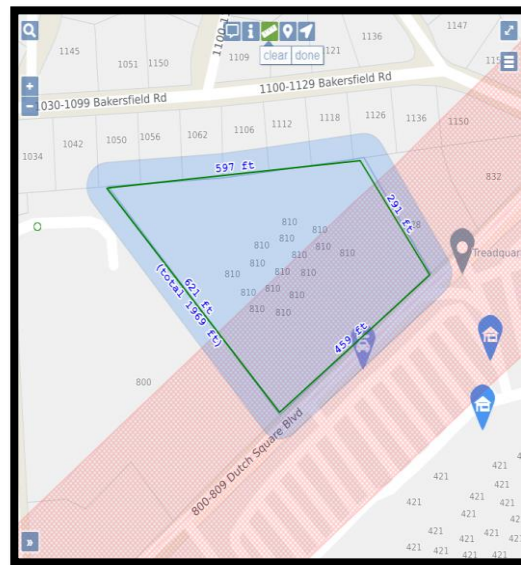
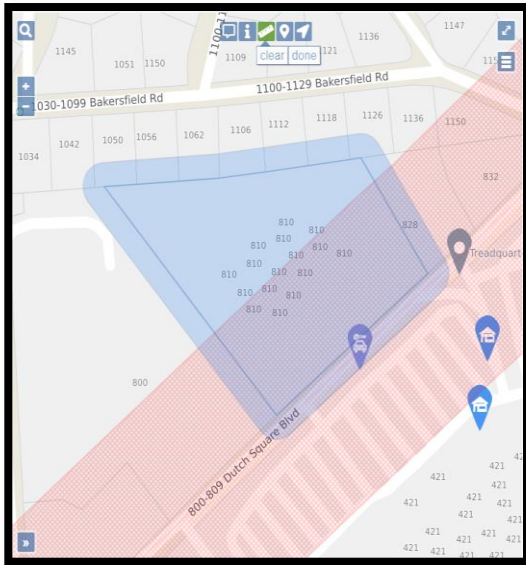
### Show Map Information for Location

Using the ‘Show Map Information for Location’ icon allows the user to left click on any area of the map to display street, place and county information.



## Ruler

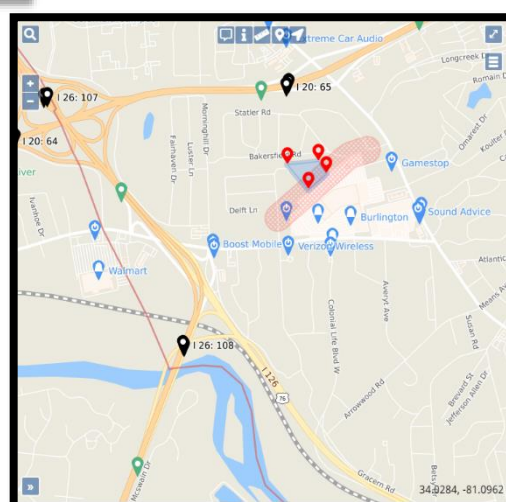
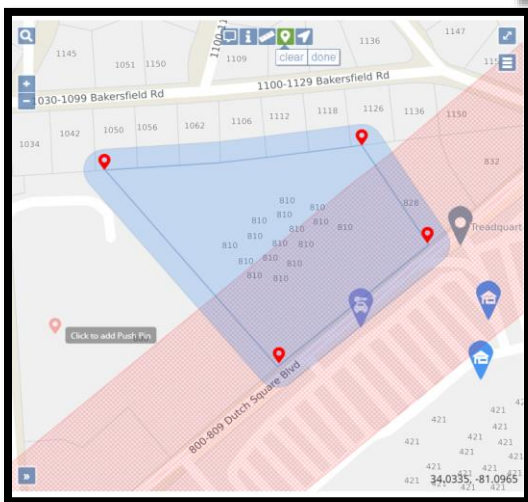
The Ruler lets the user measure distance in many ways. For example, it can measure the distance from one intersection to another, distance from a road into a field, and the distance along a road. It can also use the tool to click multiple points. A total footage will also be displayed. The user can click on 'Clear' to remove all measured distances and select 'Done' when finished using this feature.



## Push

## Pin

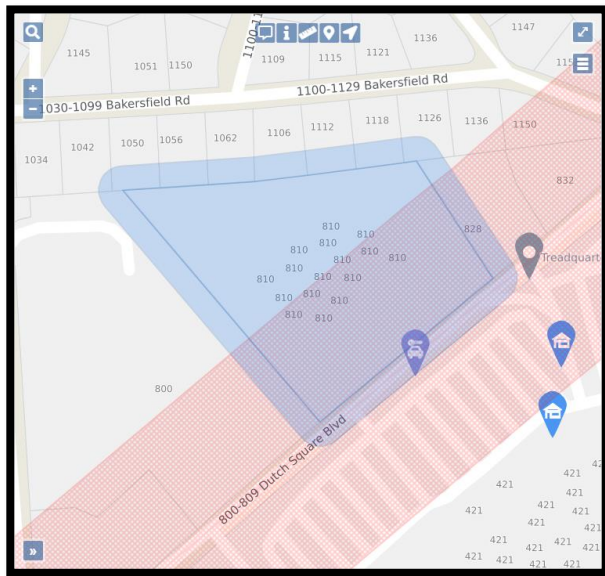
The 'Push Pin' allows the user to place multiple push pins on the map to mark locations. They also remain visible no matter how far out the user zooms from where they are placed. The user can click on 'Clear' to remove all push pins and on 'Done' when they have finished using the feature.





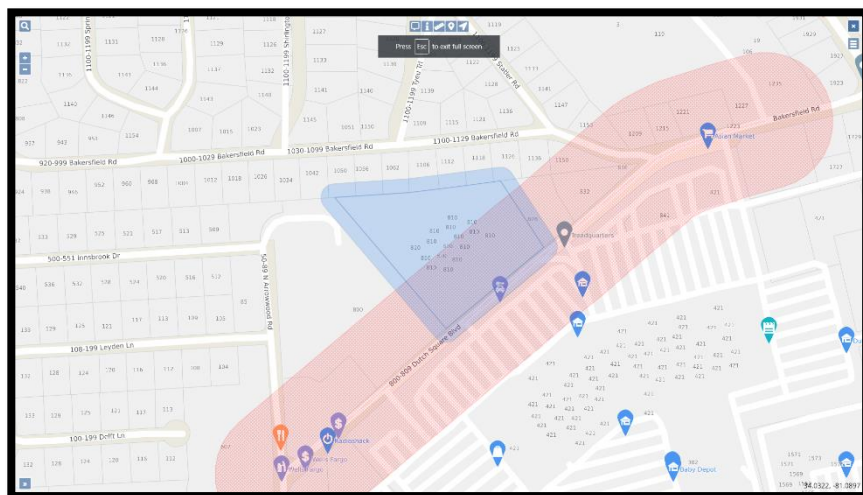
### Position To Your Current Location

*The 'Position To Your Current Location' was developed for individuals using mobile devices and will not be available to in-house users.*



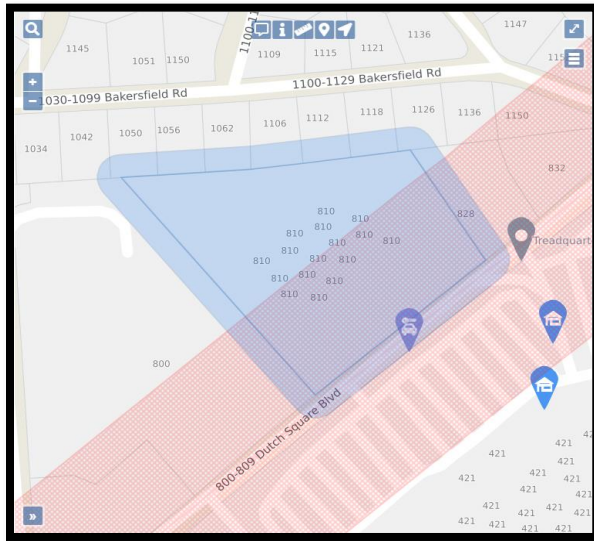
### Toggle Full Screen

The Toggle Full Screen allows the user to expand the map to cover the entire screen. To return to the normal view, hit the 'Esc' button on the keyboard or click on the 'X' icon in the top right hand corner of the screen



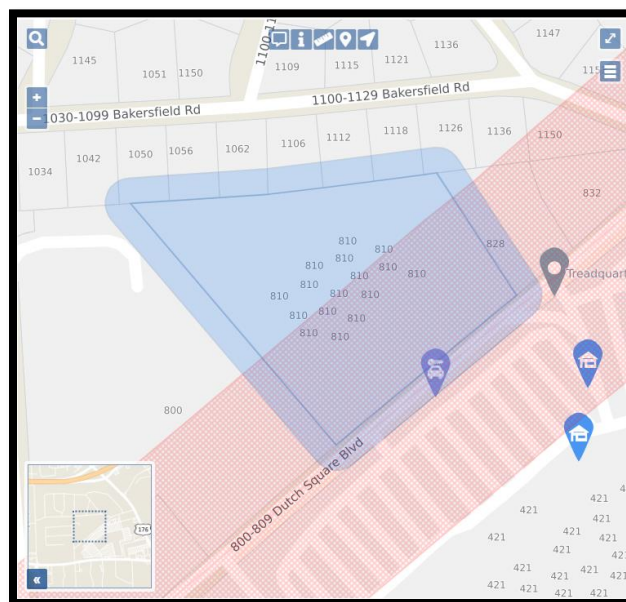
### Toggle Base Map

The Toggle Base Map option allows the user to switch back and forth from a street view of the base map to an aerial view of the base map. Please note that all map features are available on either view.



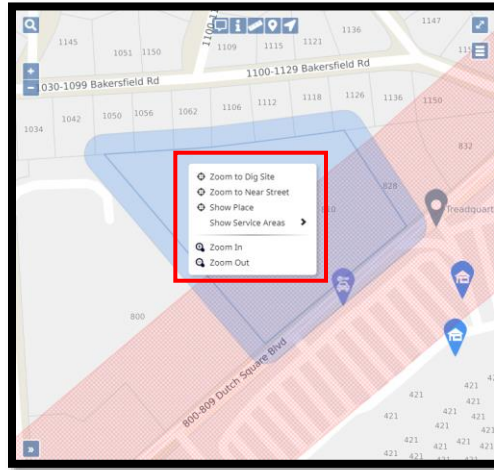
### Overview Map

The Overview Map option allows the user to see an expanded overview of the area they have selected. This overview will display in the bottom left-hand corner of the map.



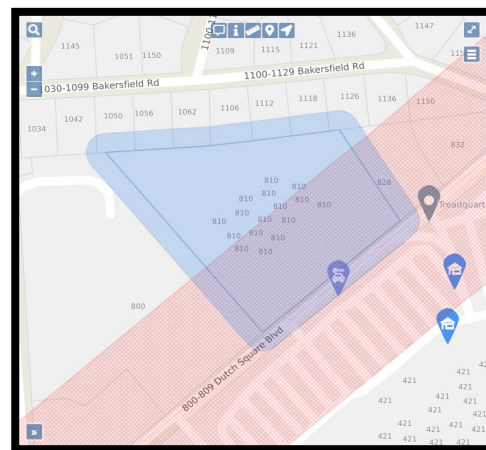
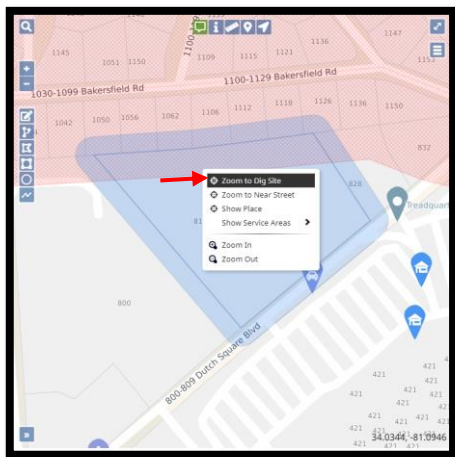
## Additional Map Features

Several additional features are available when right clicking on the map. Right clicking on the mouse towards the bottom of the screen may affect being able to see some of the results when using this option (e.g. listing of service areas, etc).



## Zoom To Dig Site

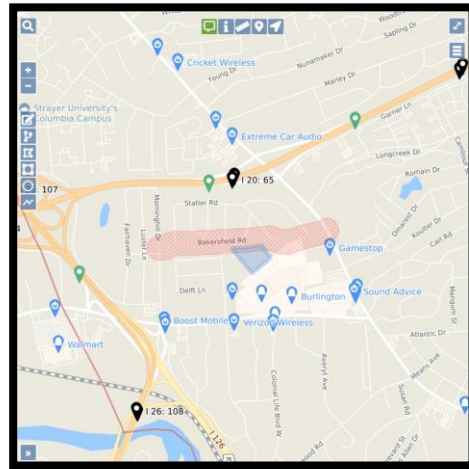
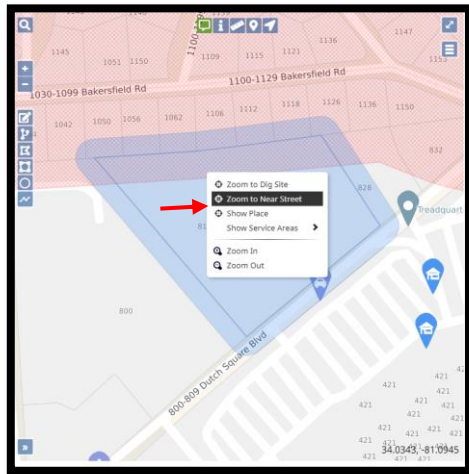
If the user zooms away from the dig site, they can right click on their mouse and select 'Zoom to Dig Site' to get back to where the ticket is mapped.





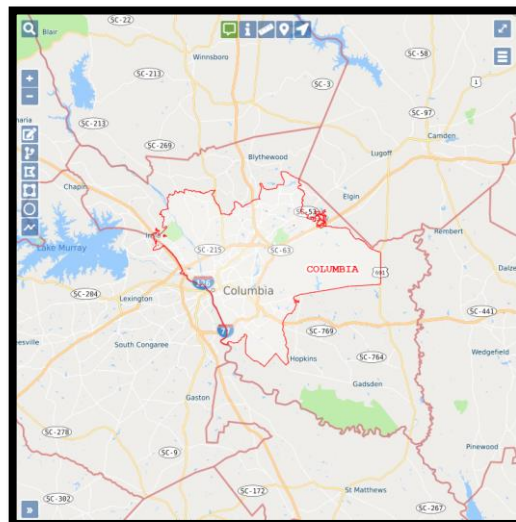
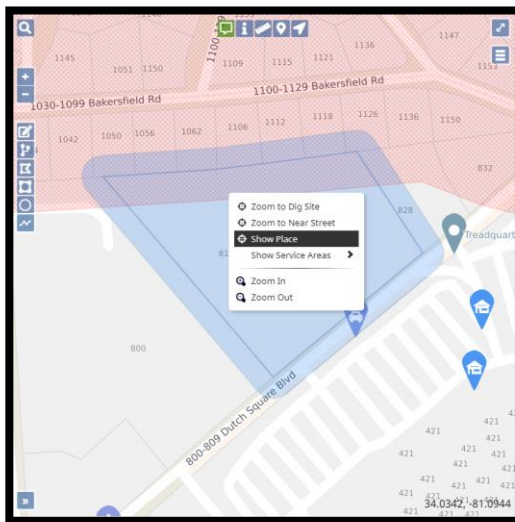
## Zoom To Near Street

If the user does not see the nearest street on the map, by right clicking the mouse and selecting 'Zoom to Near Street', the map will be zoom out to an expanded overview and highlight the nearest street in red. This feature only works when 'Street/Address' is selected as the 'Dig Site Type' on the locate notice.



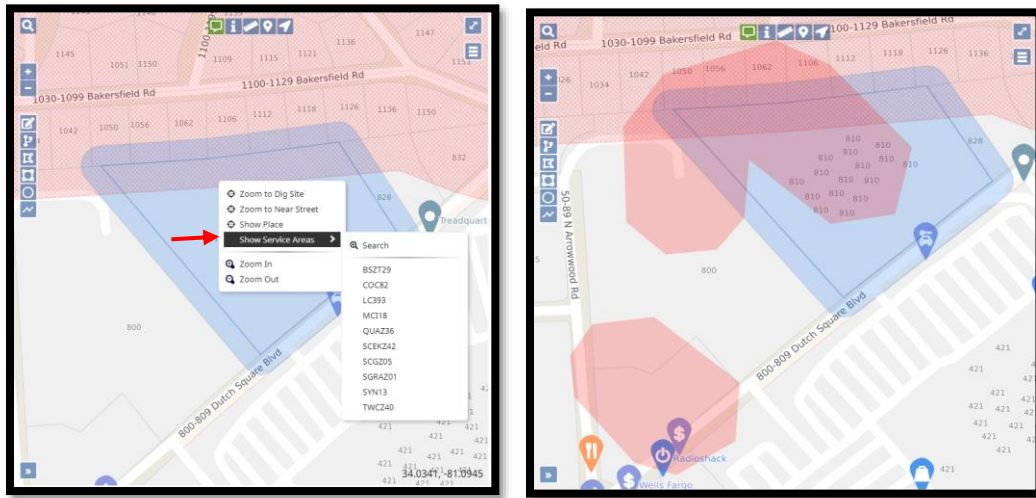
## Show Place

If the user would like to know what place the address is located they can right click on the mouse and select 'Show Place'. After selecting 'Show Place' the map will zoom out to an expanded overview and outline the place the address is located in red.



## Show Service Areas

To display service areas on a mapped locate, the user can right click on the screen and select 'Show Service Areas'. A list of the service areas that are located at the dig site will be displayed. Once you have selected a Service Area, it will be displayed on the map.

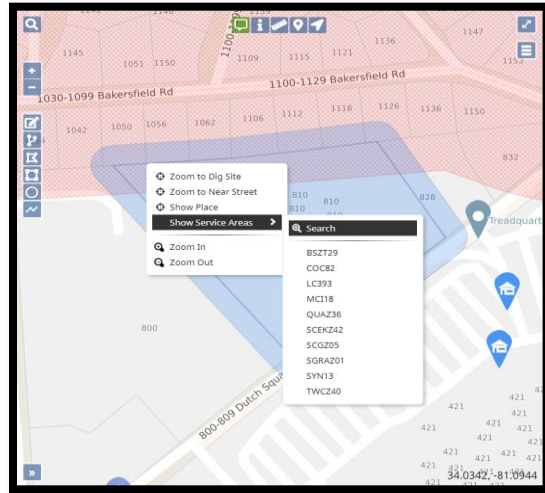


The user can display multiple service areas. When done right click on the map and select 'Clear All From Map' so those layers will no longer be displayed.

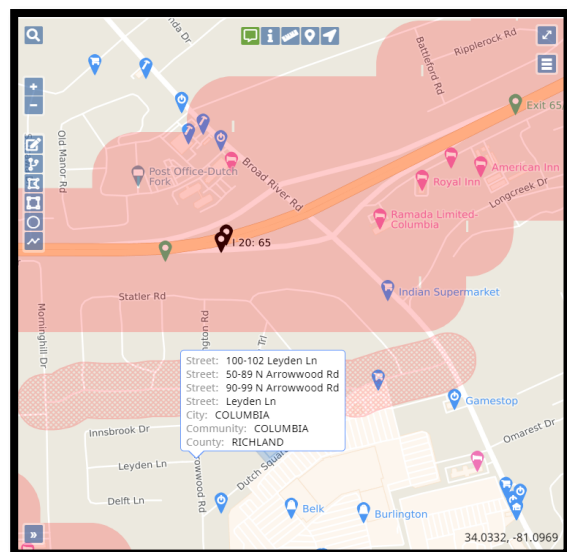
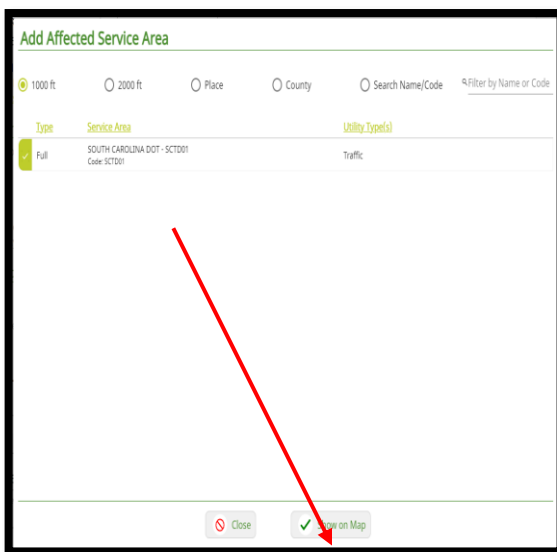


## Search

The 'Search' feature allows the user to search for service areas that were not on the original locate notice. Selecting 'Search' will take the user to the same screen that is shown when adding a member operator to a locate request.



Any of the search options can be utilized to find a specific service area. Once the service area is found, check the box to the left of that service area, and then click on 'Show On Map'. The user will be taken back to the map and the service area found in the search will be displayed in red.

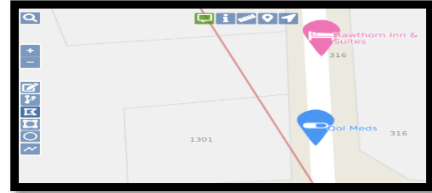


## Mapping Legends

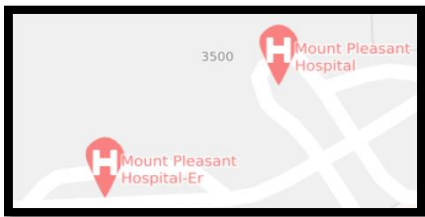
Railroad Tracks



County Line



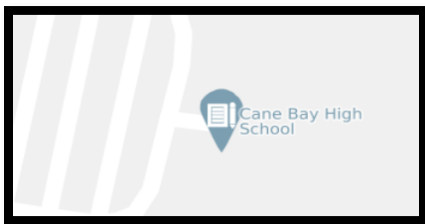
Hospitals



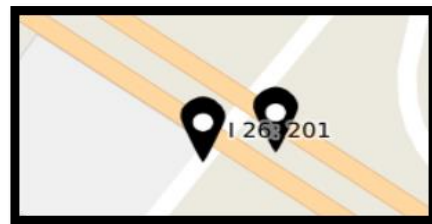
Highways



Schools

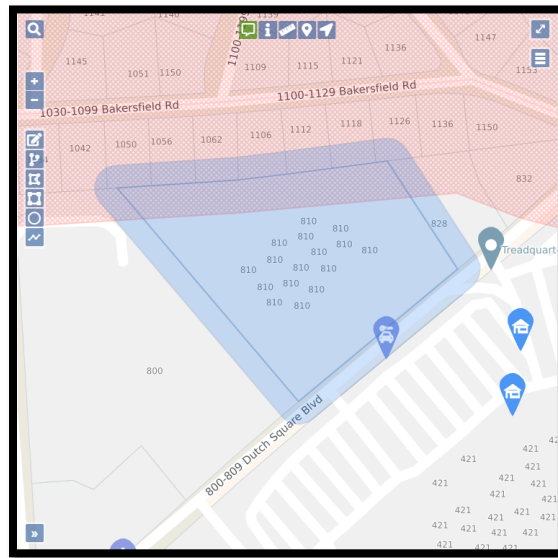


Interstates



## Mapping the Work Site and Site Markers

Once the work site or general location has been located on the map, the user will now be ready to map the work site. The Member Operators that are being notified on the locate notice are members of SC811. There are certain rules that need to be followed when utilizing each mapping tool. Each mapping tool has a different buffer zone size. **The buffer zone does not indicate the area needing to be located nor do the members/locators see the map.** The map is used to determine which Member Operator(s) need to be notified in the area. Keep in mind, plotting the incorrect area on the map and/or plotting the work site with the incorrect mapping tool can result in Member Operator(s) not being notified.



Please note that when the user edits or redraws a dig site using any of the mapping tools, the Save,



Cancel/Discard and Undo icons will appear. These tools allow the user to either Save the changes you made to a dig site, or to Delete/Remove those changes.



The Save icon will let the user save any changes they made to the dig site.



The Cancel/Discard icon will delete the changes the user made, keeping the original dig site intact.

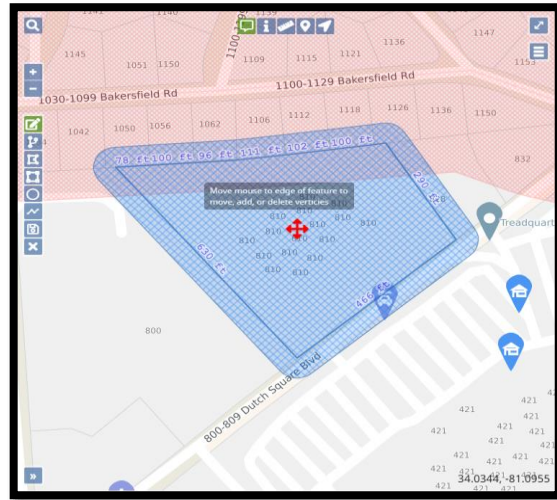
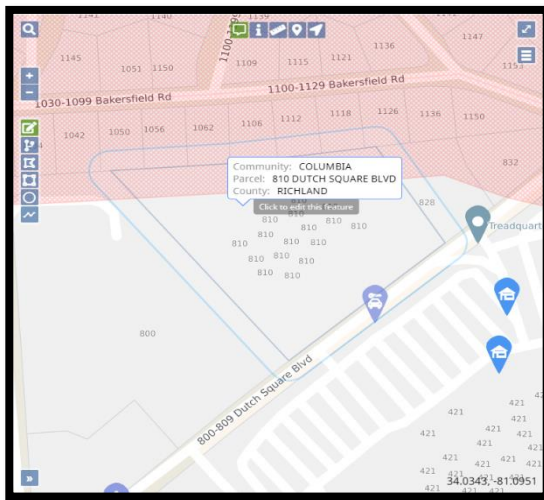


The Undo icon will let the user remove any changes they made, keeping the original dig site intact.



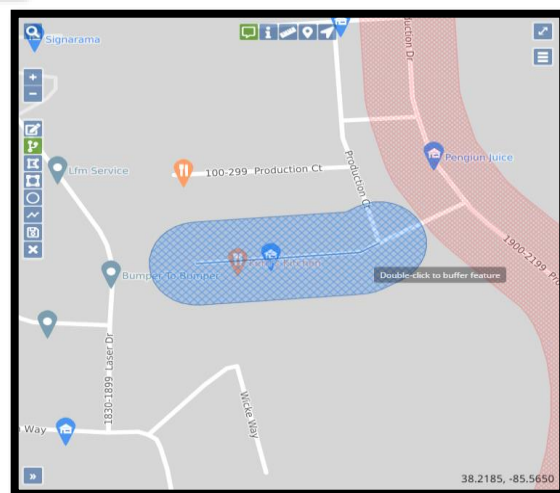
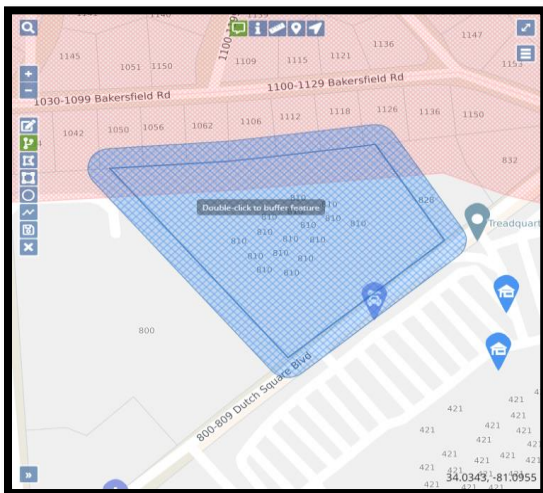
## Edit Dig Site

The Edit Dig Site mapping tool allows the user to edit the dig site map. Select the Edit icon and it will turn green. Then left click on the dig site box and it will turn blue with hash marks. The user can then start reshaping the dig site. Once they have redrawn the dig site, they can save the changes by clicking on the 'Save' icon or use the 'Cancel/Discard' and 'Undo' options to revert to the original dig site.



## Buffer Street or Map Feature

The Buffer Street or Map Feature lets the user select an address range or street segment to remap the dig site. Select the Buffer Street or Map Feature icon and it will turn green. Go to the area where the dig site needs to be remapped and double click on the street segment. The new dig site will appear with blue hash marks. At this point the user can either 'Save', 'Cancel/Discard' or 'Undo' those changes.



### Draw Polygon

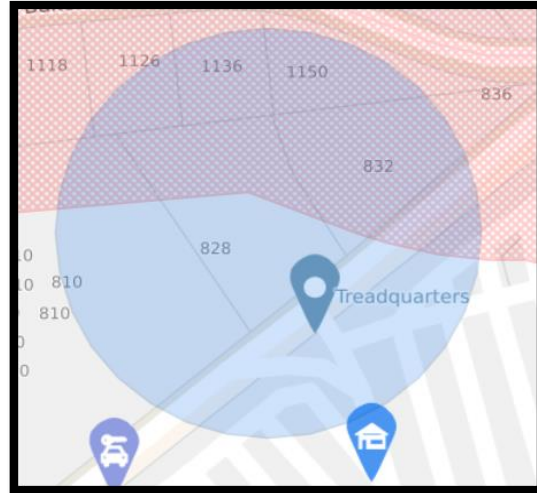
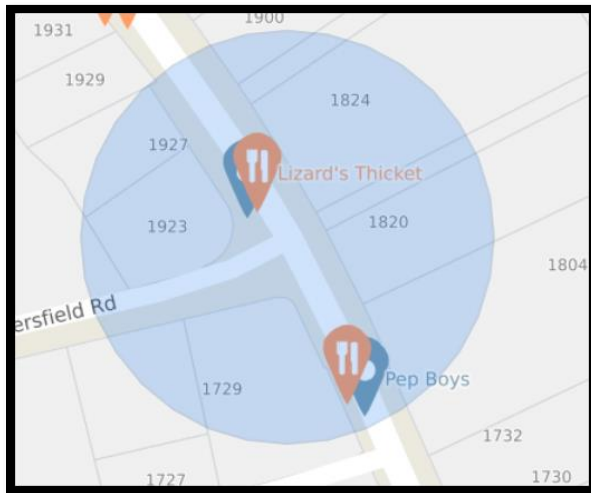
The draw polygon tool is used to mark a large work site that the 250-foot buffer of the draw circle tool will not cover. This tool is also used when marking multiple side by side addresses.

Select the Draw Polygon tool and left click on the area where you want to start drawing your dig site. Outline the area that needs to be mapped by left clicking on points where the direction changes. When finished outlining the area, then left click twice to stop drawing. The new dig site in blue. At this point the user can either 'Save', 'Cancel/Discard' or 'Undo' those changes.



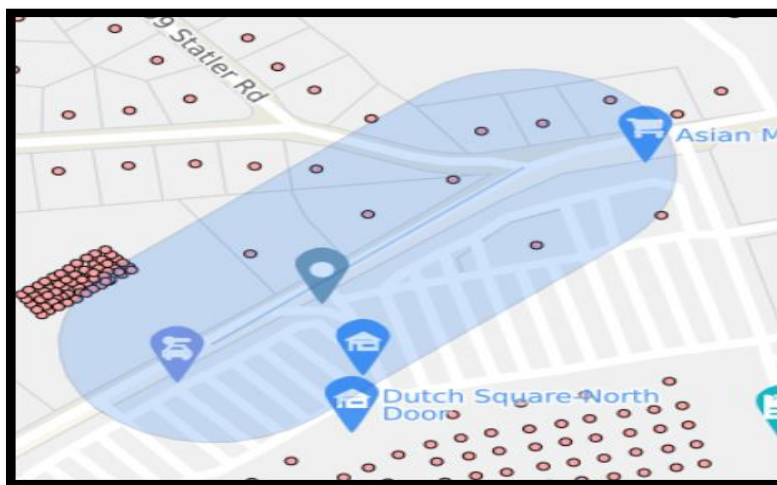
### Draw Circle

The draw circle tool is used to mark an intersection or single point address if the property lines fit into the radius of coverage. The circle is a 250 ft radius. The new dig site will appear with blue hash marks. At this point the user can either 'Save', 'Cancel/Discard' or 'Undo' the changes.



### Draw Line

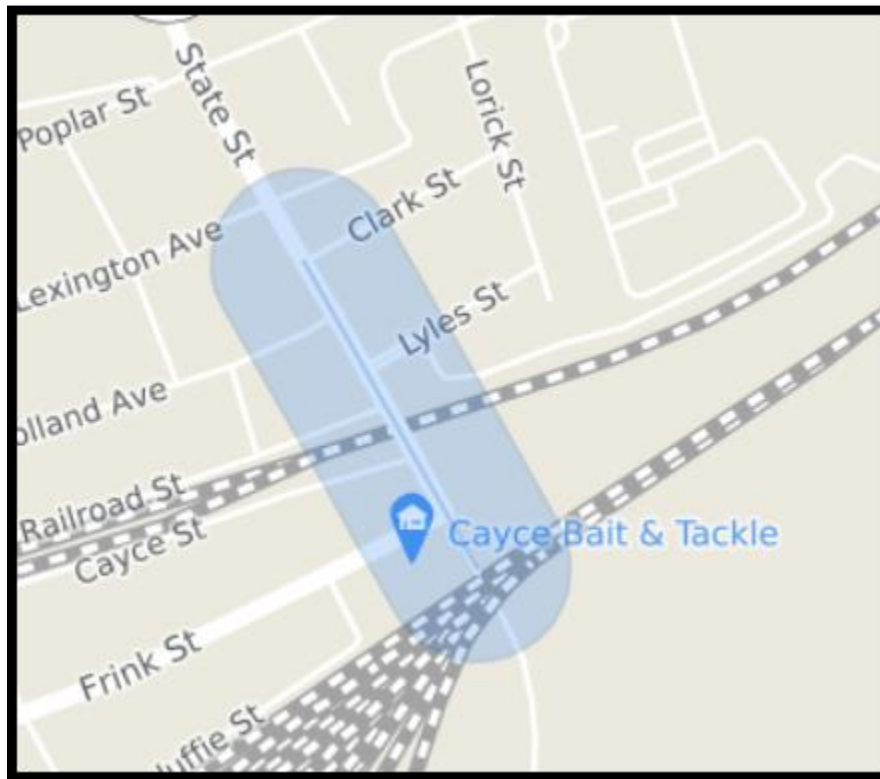
The draw line tool is used when marking road, right of way, railroad track or easement. Once the user has finished drawing the segment, then double click and the new dig site will appear in blue. At this point the user can either 'Save', 'Cancel/Discard' or 'Undo' the changes.



## SC811 Location Entry Guidelines

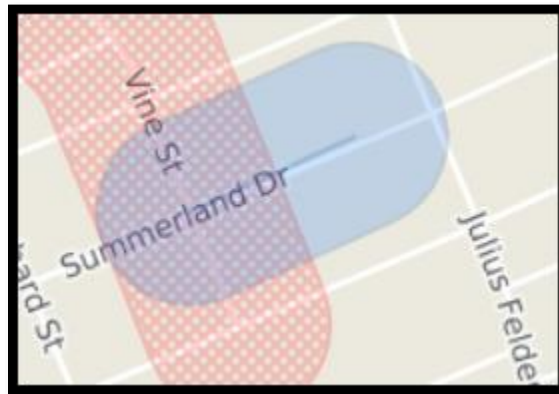
### 1. No more than 1320 ft can be marked per locate notice.

- This rule **only** applies when markings need to be done along a road, easement, right-of-way, sidewalk, or alleyway .
- This rule **does not** apply when markings need to be done on a property. However if a property is more than 1320ft by 1320ft, then the appropriate notices must be submitted to map out the dig site.
- No more than 50 feet out from the centerline of the road on both sides of the road can be marked per locate notice.



- **Example of valid marking instructions-** STARTING AT THE INTERSECTION OF CLARK ST AND STATE ST, MARK BOTH SIDES OF STATE ST GOING NORTH FOR 1320 FEET
- **Example of invalid marking instructions-** MARK BOTH SIDES OF STATE ST FROM OLD CLARK ST TO KNOX ABBOTT // TOTAL DISTANCE IS APPROXIMATELY 3500 FEET

2. Only one road can be marked per locate notice.



- **Example of valid marking instructions:** STARTING AT THE INTERSECTION OF VINE ST AND SUMMERLAND DR, MARK BOTH SIDES OF SUMMERLAND DR GOING NORTHEAST FOR 300 FT
- **Example of invalid marking instructions:** STARTING AT THE INTERSECTION OF VINE ST AND SUMMERLAND DR, MARK BOTH SIDES OF SUMMERLAND GOING SOUTH FOR 250 FT // ALSO MARK BOTH SIDES OF VINE ST GOING SOUTHWEST FROM THE INTERSECTION FOR 250 FT

3. If the user requests the road to be marked from the center line of the road out:

- The maximum distance is 50 feet. If more than 50 feet needs to be marked, separate locate notices must be created following the Specific/Multiple Addresses guidelines.
- If the area requested to be marked is “marking from the center line of the road out no more than 50 feet, you would use the “Work Along A Road” guidelines.

**4. Intersection locate notices cannot exceed 50 feet in all directions on both sides of the road(s).**

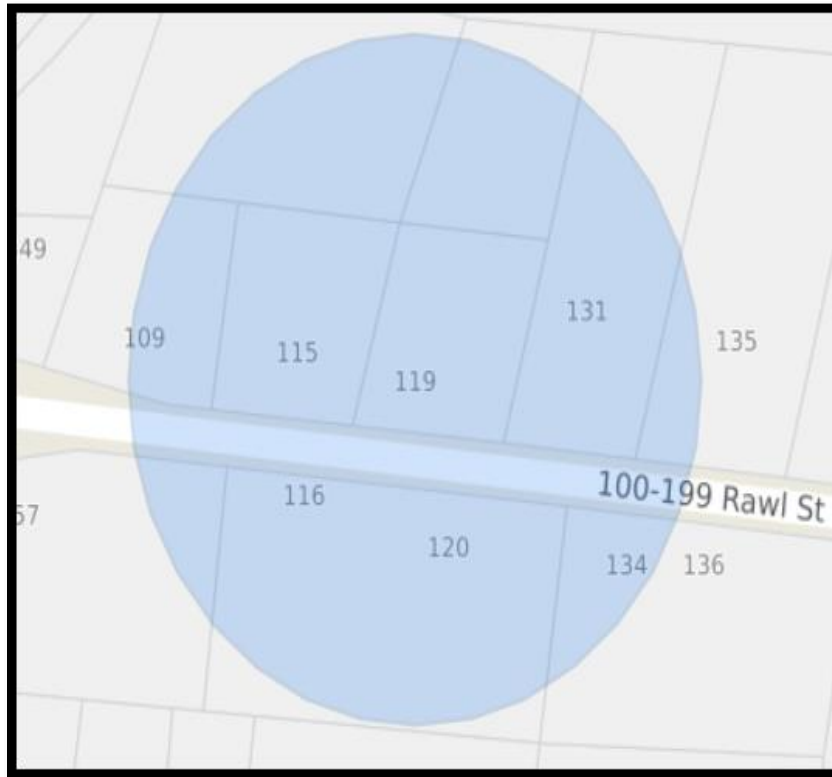
- If more than a 50 foot radius of an intersection needs to be marked, separate locate notices must be issued because it would then be considered as working on separate roads
- If markings need to be done at an intersection and down one or more roads, separate locate notices must be issued – one for the intersection itself and one or more locate notices for the markings needing to be done along the road(s)



- **Example of valid marking instructions:** MARK THE ENTIRE INTERSECTION OF CLARK ST AND STATE ST 50 FT IN ALL DIRECTIONS
- **Example of invalid marking instructions:** MARK THE ENTIRE INTERSECTION OF AXTELL DR AND KNOX ABBOTT DR 50 FT IN ALL DIRECTIONS// ALSO MARK BOTH SIDES OF AXTELL DR GOING NORTH FROM THE INTERSECTION FOR 500 FT
- **Example of invalid marking instructions:** MARK THE ENTIRE INTERSECTION OF LAKE MURRAY BLVD AND SAINT ANDREWS RD 200 FT IN ALL DIRECTIONS



5. If an area to be marked has been premarked with flags, paint or stakes; the area of where work will be done must still be provided.

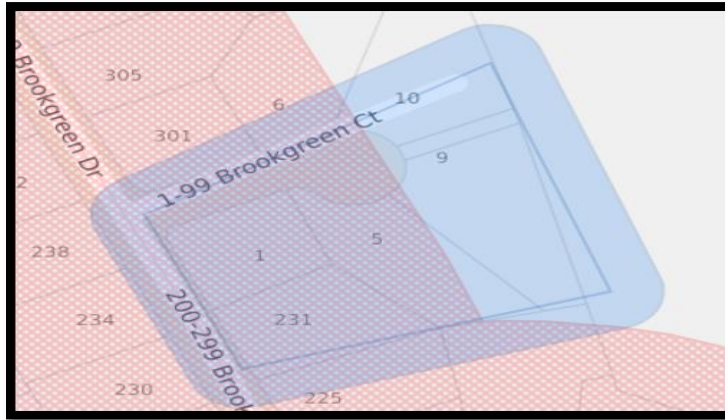


- **Example of valid marking instructions:** ADDRESS IS 119 RAWL ST // MARK THE WHITE LINED AREA LOCATED AT THE FRONT OF THE PROPERTY
- **Example of invalid marking instructions:** ADDRESS IS 119 RAWL ST // MARK AROUND THE WHITE LINED AREA



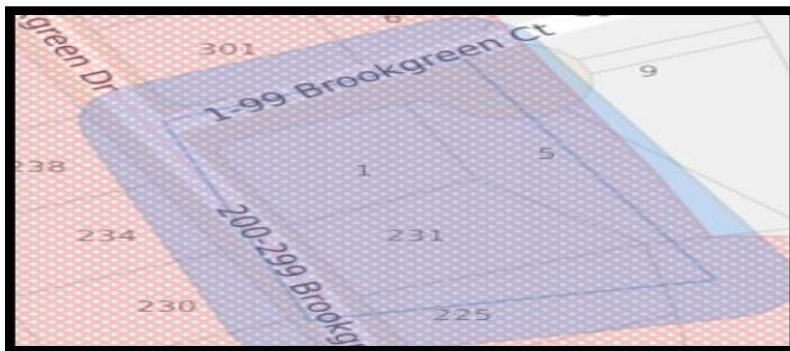
**6. No more than five lot numbers, five buildings or five house addresses that are side by side (on the same side of one road can be entered on one locate notice**

- A request to have the entire property or properties and including both sides of the road marked can be done as long as the area to be marked does not exceed past the property lines. **If the markings need to be done along the road past the property lines(s), an additional locate notice (or locate notices) will need to be issued to cover the area along the road.**



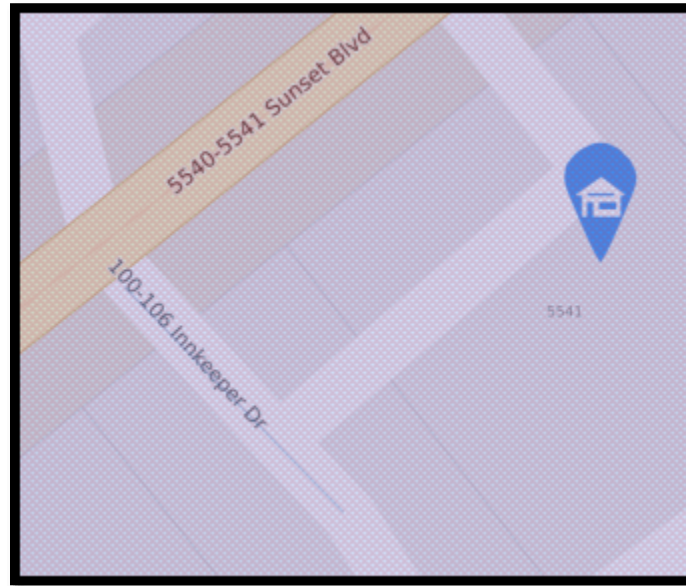
**Example of valid marking instructions:** MARK ENTIRE PROPERTIES AT 1, 5, AND 9 BROOKGREEN CT AND INCLUDE BOTH SIDES OF THE ROAD // PROPERTIES ARE SIDE BY SIDE

- A request to have up to five apartment buildings marked (as long as they are side by side on the same side of one road) **There is no limit on the amount of addresses within each apartment building.**
  - **Example of valid marking instructions:** MARK THE ENTIRE PROPERTY AROUND BUILDINGS A, B, C, D, E // BUILDINGS ARE SIDE BY SIDE
- A request to have properties marked that are directly side by side, but are located on two different roads will need separate locates.



- **Example of invalid marking instructions:** MARK ENTIRE PROPERTY OF 1 BROOKGREEN CT AND 231 BROOKGREEN DR

**7. If an area needs to be marked around a pole, pedestal, transformer, meter, fire hydrant, etc. A Detailed description of where the item is located must be provided.**



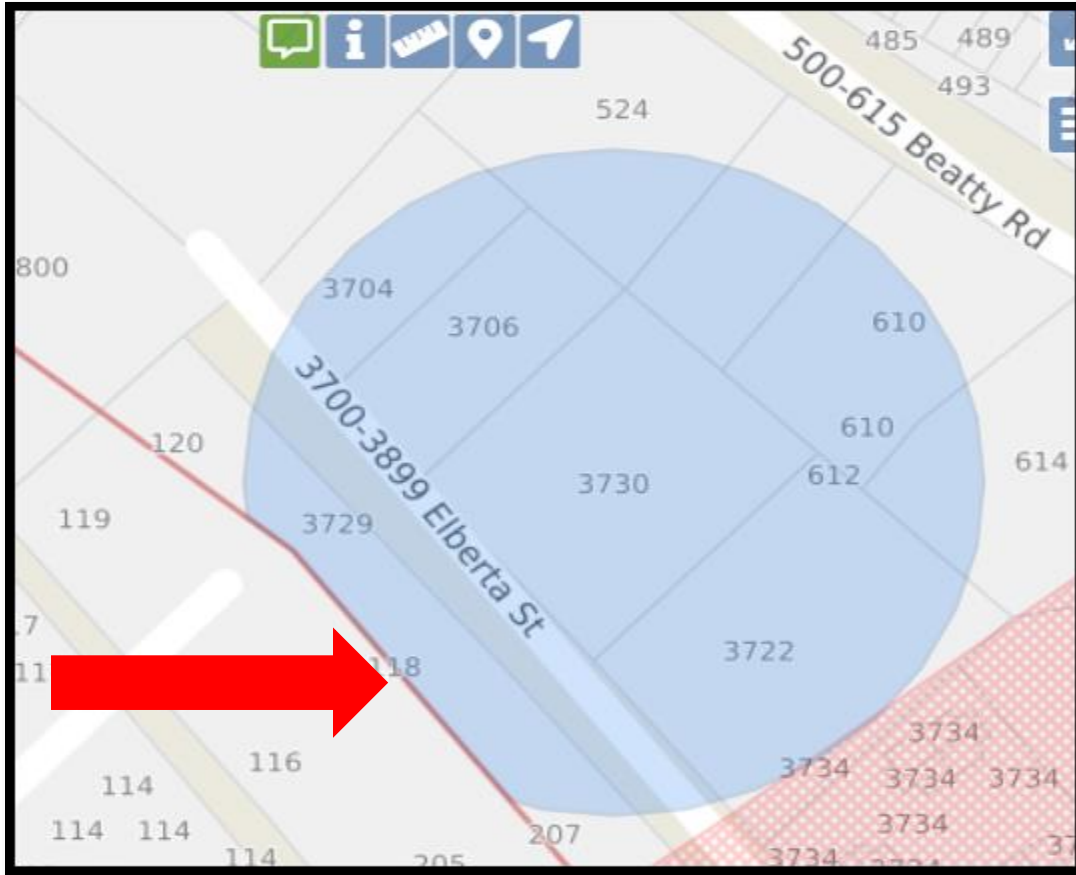
- **Example of valid marking instructions:** MARK A 50 FOOT RADIUS AROUND POLE #500 LOCATED ON THE RIGHT SIDE OF INKEEPER DR 100 FT SOUTH OF SUNSET BLVD
- **Example of invalid marking instructions:** MARK A 50 FOOT RADIUS AROUND POLE #500 // THIS POLE IS LOCATED ON INKEEPER DR

8. If a property and both sides of the road at a property need marking, the road marking cannot be past the property lines.



- **Example of valid marking instructions:** MARK ENTIRE PROPERTY AND BOTH SIDES OF THE ROAD AT 810 DUTCH SQUARE BOULEVARD
- **Example of invalid marking instructions:** MARK ENTIRE PROPERTY OF 810 DUTCH SQUARE BOULEVARD AND BOTH SIDES OF THE ROAD FOR 500 FEET IN BOTH DIRECTIONS OF THE PROPERTY LINES

9. When you are working with a property or job site that is divided by a county line or if the site marker buffer from any mapping tool touches a county line, a locate notice will need to be made for each county. (A notation will need to be made in the 'Directions' field informing locators that property is divided by county line).



**Example of note in 'Directions' field:**

Directions

**\*\*THIS IS 1 OF 2 NOTICES MADE B/C PROPERTY SITS ON LEXINGTON/RICHLAND COUNTY LINE\*\***

Instructions

## Further Locate Notice Examples and Guidelines

**Specific Address**- When providing marking instructions remember to be specific. For example: If the work is taking place on a specific side of the property you must make note in the marking instructions “If you are facing the property from the road”.

<p><i>Directions</i></p> <p>N/A</p> <hr/> <p><i>Instructions</i></p> <p>IF FACING, MARK THE LEFT SIDE OF THE PROPERTY</p>
---

If the system does not automatically highlight the address on the map, then the user will need to use either the ‘Draw Circle’ or ‘Draw Polygon’ tool when requesting for a ‘Specific Address’ to be located. For Example, below the system highlighted the street but not the requested address of ‘5759 Mount Gallant Rd’.

[View Subcontractors \(0\)](#)

---

**Work Information**

Work Type:  
 Company Doing Work: SC811  
 Duration: Explosives: No      Drilling/Boring: No      Premarked: No  
 Subdivision:      New Subdivision: No  
 Job ID:  
 Done For:  
 Address in Instructions? No

---

**Dates & Ticket Type**

Ticket Type: Normal  
 Work Date and Time: 09/02/2022 11:59 PM  
 Update Date: 09/21/2022 11:59 PM      Expiration Date: 09/26/2022 11:59 PM

---

**Site Information**

Dig Site Type \*

Street/Address reset

State \*    County \*

SC    YORK

Street/Address \*      Place \*

5759 MOUNT GALLANT RD      ROCK HILL

Nearest Intersecting Street \*

BOW ST      (0 FT)

Directions \*

N/A

Instructions \*

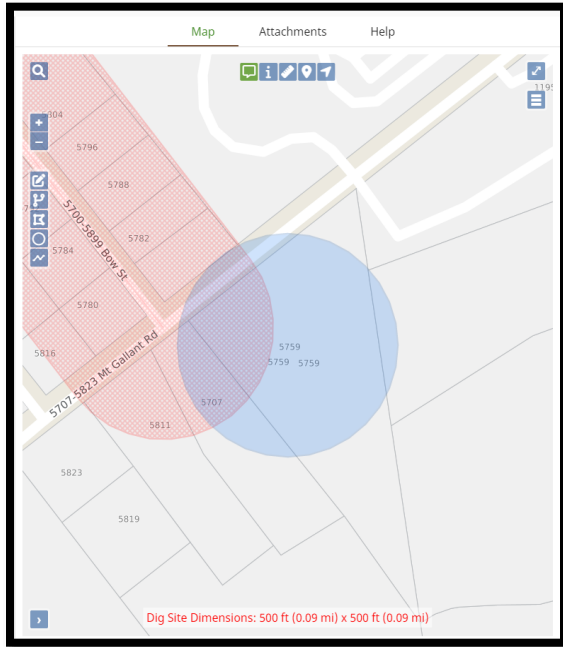
IF FACING, MARK THE LEFT SIDE OF THE PROPERTY

Remarks

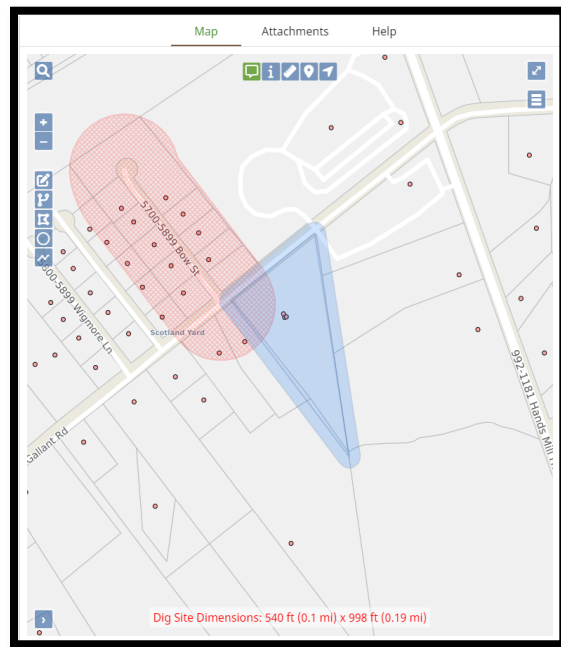
Map    Attachments    Help

When the system does not map the address, then the user must map the work site location themselves by either using the ‘Draw Circle’ or ‘Draw Polygon tool. Below the user can see that the ‘Draw Circle’ tool does not cover the property boundary lines (grey lines). So, the correct tool to use is the ‘Draw Polygon’ tool.

**Incorrect:**



**Correct:**



**Multiple Addresses-SC811** can process up to five addresses on one locate notice. The addresses must be directly side by side on the same side of the road. You will check the ‘Addr In Instr’ box located in the top right corner of the form, enter the road name in the address field, the property numbers in the instructions field, a note stating the properties are side by side will also need to be entered. The draw polygon tool is used to mark multiple addresses.

**Example of valid marking instructions**-Mark the front of the properties for addresses 1050, 1056 & 1062 Bakersfield Rd, side by side

Work Information	
Work Type:	<div style="display: flex; justify-content: space-between;"> <div> <i>Work Type</i>                      LANDSCAPING INSTALL/REPAIR x ▾                 </div> <div> <i>Secondary Work Type</i>                      TREE/STUMP REMOVAL x ▾                 </div> </div>
Company Doing Work:	SC811
Duration:	1 HOUR
Explosives:	<input type="checkbox"/>
Drilling/Boring:	<input type="checkbox"/>
Premarked:	<input type="checkbox"/>
Subdivision:	<input style="border: 2px solid red;" type="text"/>
New Subdivision:	<input type="checkbox"/>
Job ID:	
Done For:	SC811
Address in Instructions?	<input checked="" type="checkbox"/>

Contact: KATY BAKER Phone: (803) 939-1117	Function: New Mapped By: Manual	Save as: <input checked="" type="checkbox"/> Complete <input checked="" type="checkbox"/> Incomplete <input type="checkbox"/> Abort/Discard
Update Date: 11/09/2021 11:59 PM Expiration Date: 11/15/2021 11:59 PM		
<b>Site Information</b>		
Dig Site Type		
Street/Address	clear manual dig site map	reset
State	County: RICHLAND	
Street/Address: BAKERSFIELD RD	Place: COLUMBIA	
Nearest Intersecting Street: DUTCH SQUARE BLVD		(446 FT)
Directions: N/A		
MARK THE FRONT OF THE PROPERTIES FOR ADDRESSES 1050, 1056, & 1062 BAKERSFIELD RD, SIDE BY SIDE		
Remarks: N/A		

**No Specific Address-** This type of locate notice is processed when the work is taking place at a property that has no specific address. Leave the address field blank and **provide detailed directions to the work site which is required information.** To find the general work site location searching for a nearby address or intersection is helpful.

**Example of valid directions-**This location is a vacant lot // The lot is located directly to the left of address 417 Chapin Rd when facing.

Contact: KATY BAKER Phone: (803) 939-1117	Function: New Mapped By: Manual	Save as: <input checked="" type="checkbox"/> Complete <input checked="" type="checkbox"/> Incomplete <input type="checkbox"/> Abort/Discard
Update Date: 11/09/2021 11:59 PM Expiration Date: 11/15/2021 11:59 PM		
<b>Site Information</b>		
Dig Site Type		
Street/Address	clear manual dig site map	reset
State	County: LEXINGTON	
Street/Address: CHAPIN RD	Place: CHAPIN	
Nearest Intersecting Street: SID BICKLEY RD		(733 FT)
Directions: THIS LOCATION IS A VACANT LOT // THIS LOT IS LOCATED DIRECTLY TO THE LEFT OF ADDRESS 417 CHAPIN RD WHEN FACING		
Remarks: MARK THE REAR OF THE PROPERTY		
Remarks: N/A		



**New Subdivision**- This type of locate notice is processed when work is taking place inside of a new subdivision. **Turn by turn directions to the subdivision are required when is not yet located on the SC811 map.**

**Example of valid directions**- From the intersection of Vecchio Dr and Artigas Dr travel south on Vecchio Dr for 735 ft and turn right onto Friendship St // Head east on Friendship St for 100 ft to the property on the right.

Contact: KATY BAKER    Function: New  
 Phone: (803) 939-1117    Mapped By: Manual

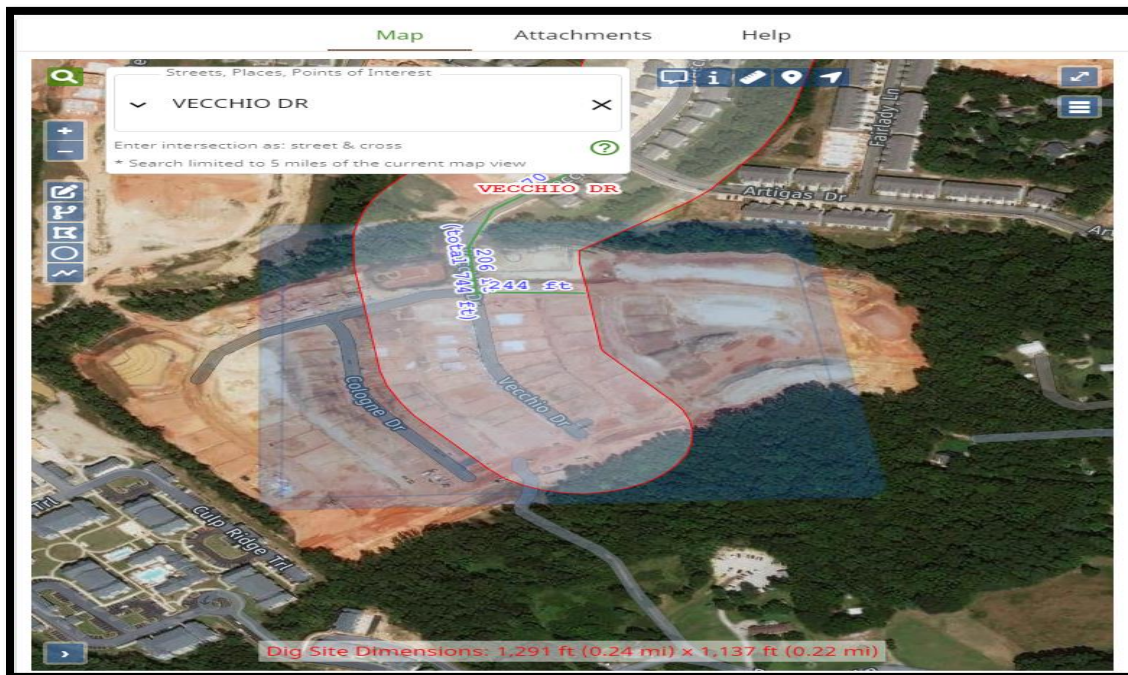
Save as:  Complete     Incomplete  
 Abort/Discard

Dig Site Type  
 Street/Address:  clear\_manual dig site map    reset  
 State: LANCASTER    County: LANCASTER  
 Street/Address: 600 FRIENDSHIP ST    Place: LANCASTER  
 Street not found  
 Nearest Intersecting Street: VECCHIO DR  
 Street not found  
 Directions:  
 FROM THE INTERSECTION OF VECCHIO DR AND ARTIGAS DR TRAVEL SOUTH ON VECCHIO DR FOR 735 FT AND TURN RIGHT ONTO FRIENDSHIP ST // HEAD EAST ON FRIENDSHIP ST FOR 100 FT TO THE PROPERTY ON THE RIGHT  
 Description:  
 MARK THE ENTIRE PROPERTY  
 Remarks:

Save/Continue     Discard

Map: Dig Site Dimensions: 2,126 ft (0.4 mi) x 1,228 ft (0.23 mi)

The correct tool to use when mapping new subdivisions not located on the SC811 map is the ‘Draw Polygon’ tool. The user will want to make a 1320ft by 1320ft shape around the area where the new subdivision is located. *A helpful tip, when mapping out a new subdivision is to turn the map to ‘Satellite view’.* The user can sometimes see the area/lots being graded.



**Work along a road**- This type of locate notice is processed when work is taking place along a road. A request for underground lines to be marked along a road cannot exceed 1320 feet. If the footage to be marked exceeds 1320 feet the work site will have to be broken down into multiple notices. The road name the work will take place on will go in the address field. The 1320 foot rule applies to roadways, interstates, easements and right of ways. While marking the map the footage will be displayed in increments of mileage, footage and yards. To mark work along a road the draw line tool is used.

#### **Information required when working along a road**

- **Starting point**- The starting point can be entered from an intersection, a certain distance from an intersection, an address, utility poles, utility transformers or utility pedestals. If the starting point is located at a pole, transformer or pedestal directions must be provided to where the item is located.
- **Where to mark**- The area that needs to be marked must be specified, if the left side, right side or both sides of the road need to be marked. On a right of way or easement if the left side, right side or entire width needs to be marked.
- **Total footage**-The total footage that needs to be marked from starting point to stopping point.
- **Direction**-The direction of marking needs to be specified, if the road needs to be marked north, south, east or west.
- **Stopping point**-The ending point can be at an intersection, road, address, utility pole, utility transformer, utility pedestal or a specified footage. If the stopping point is located at a pole, transformer or pedestal footage must be provided from the starting point and which direction the item is located on the road.

**Starting from an intersection**

**Example of valid marking instructions**-Starting at the intersection of Bakersfield Rd and Dutch Square Blvd mark both sides of Bakersfield Rd for 500 ft heading west.

Contact: KATY BAKER      Function: New      Save as:  Complete     Incomplete  
Phone: (803) 939-1117      Mapped By: Street     

Done For: SC811  
Address in Instructions? No  
Emergency? No

**Dates & Work Type**

Ticket Type: Normal  
Work Type: LANDSCAPING INSTALL/REPAIR  
Work Date and Time: 11/03/2021 11:59 PM  
Update Date: 11/22/2021 11:59 PM      Expiration Date: 11/29/2021 11:59 PM

**Site Information**

Dig Site Type

Street/Address

State    County  
SC    RICHLAND

Street/Address      Place  
BAKERSFIELD RD      COLUMBIA

Nearest Intersecting Street  
DUTCH SQUARE BLVD      (0 FT)

Directions  
N/A

**Instructions**

STARTING AT THE INTERSECTION OF BAKERSFIELD RD AND DUTCH SQUARE BLVD MARK BOTH SIDES OF BAKERSFIELD RD FOR 500 FT HEADING WEST

Remarks

Excavator Profile    **Map**    Attachments    Service Areas    Help

Unsaved Dig Site Length: 664 ft (0.13 mi)

**Starting a certain distance from the intersection**

**Example of valid marking instructions**-Starting 100 ft east of the intersectin of Hollingsworth Dr and Fairhaven Dr mark the right side of Hollingsworth Dr for 300 ft heading east.

Contact: KATY BAKER      Function: New      Save as:  Complete  Incomplete  
Phone: (803) 939-1117      Mapped By: Manual     

Job ID:  
Done For: SC811  
Address in Instructions? No  
Emergency? No

**Dates & Work Type**

Ticket Type: Normal  
Work Type: LANDSCAPING INSTALL/REPAIR  
Work Date and Time: 11/03/2021 11:59 PM  
Update Date: 11/22/2021 11:59 PM      Expiration Date: 11/29/2021 11:59 PM

**Site Information**

Dig Site Type  
Street/Address  [clear manual dig site map](#) [reset](#)

State: SC      County: RICHLAND

Street/Address: HOLLINGSWORTH DR      Place: COLUMBIA

Nearest Intersecting Street: FAIRHAVEN DR (121 FT)

Directions: N/A

**Instructions**

STARTING 100 FT EAST OF THE INTERSECTIN OF HOLLINGSWORTH DR AND FAIRHAVEN DR MARK THE RIGHT SIDE OF HOLLINGSWORTH DR FOR 300 FT HEADING EAST

**Remarks**

Excavator Profile      **Map**      Attachments      Service Areas      Help

### Starting from an address

**Example of valid marking instructions-** Starting in front of address 1549 Nunamker Dr mark both sides of Nunamker Dr for 700 ft heading west.

Contact: KATY BAKER      Function: New  
Phone: (803) 939-1117      Mapped By: Manual

Done For: SC811  
Address in Instructions? No  
Emergency? No

Save as:  Complete     Incomplete

Excavator Profile    **Map**    Attachments    Service Areas    Help

**Dates & Work Type**

Ticket Type: Normal  
Work Type: LANDSCAPING INSTALL/REPAIR  
Work Date and Time: 11/03/2021 11:59 PM  
Update Date: 11/22/2021 11:59 PM      Expiration Date: 11/29/2021 11:59 PM

**Site Information**

Dig Site Type  
Street/Address:  [clear manual dig site map](#) [reset](#)

State: SC    County: RICHLAND

Street/Address: NUNAMAKER DR      Place: COLUMBIA

Nearest Intersecting Street: BREELAND ST (260 FT)

Directions: N/A

**Instructions**

STARTING IN FRONT OF ADDRESS 1549 NUNAMAKER DR MARK BOTH SIDES OF NUNAMKER DR FOR 700 FT HEADING WEST

Remarks

Dig Site Length: 779 ft (0.15 mi)



## Starting from a utility pole, transformer or pedestal

**Example of valid marking instructions**-From the intersection of Statler Rd and Shirlington Rd travel 150 ft east on Statler Rd to pole #500 // Starting at pole #500 mark the left side of Statler Rd for 400 ft heading east.

Contact: KATY BAKER      Function: New  
 Phone: (803) 939-1117      Mapped By: Manual

Job ID:  
 Done For: SC811  
 Address in Instructions? No  
 Emergency? No

**Dates & Work Type**

Ticket Type: Normal  
 Work Type: LANDSCAPING INSTALL/REPAIR  
 Work Date and Time: 11/03/2021 11:59 PM  
 Update Date: 11/22/2021 11:59 PM      Expiration Date: 11/29/2021 11:59 PM

**Site Information**

Dig Site Type  
 Street/Address  [clear manual dig site map](#) [reset](#)

State: SC      County: RICHLAND

Street/Address: STATLER RD      Place: COLUMBIA

Nearest Intersecting Street: SHIRLINGTON RD (157 FT)

Directions: N/A

**Instructions**

FROM THE INTERSECTION OF STATLER RD AND SHIRLINGTON RD TRAVEL 150 FT EAST ON STATLER RD TO POLE #500  
 // STARTING AT POLE #500 MARK THE LEFT SIDE OF STATLER RD FOR 400 FT HEADING EAST

Remarks

Save as:  Complete     Incomplete  
 Abort/Discard

Excavator Profile    **Map**    Attachments    Service Areas    Help

Save/Continue     Discard

**Work along a road that is divided by a median**- When work is taking place along a road that is divided by a grass or concrete median, each lane will need to be on a separate notice. If the median between the lanes needs to be marked a separate locate notice will need to be made for the median as well. **All interstates are divided by either a concrete or grass median.**

**First notice for work along a road divided by a grass median**

**Example of valid marking instructions**-Starting at the intersection of Hwy 321 and Wilbur Rd, mark both sides of the north bound lane of Hwy 321 for 400 ft heading north.

Contact: KATY BAKER  
Phone: (803) 939-1117

Function: New  
Mapped By: Manual

Job ID:  
Done For: SC811  
Address in Instructions? No  
Emergency? No

**Dates & Work Type**

Ticket Type: Normal  
Work Type: LANDSCAPING INSTALL/REPAIR  
Work Date and Time: 11/03/2021 11:59 PM  
Update Date: 11/22/2021 11:59 PM  
Expiration Date: 11/29/2021 11:59 PM

**Site Information**

Dig Site Type  
Street/Address  [clear manual dig site map](#) [reset](#)

State: SC County: LEXINGTON

Street/Address: HIGHWAY 321 Place: GASTON

Nearest Intersecting Street: WILBUR RD (5 FT)


Directions: N/A

Instructions  
STARTING AT THE INTERSECTION OF HWY 321 AND WILBUR RD, MARK BOTH SIDES OF THE NORTH BOUND LANE OF HWY 321 FOR 400 FT HEADING NORTH

Remarks

Save as:  Complete  Incomplete

Excavator Profile **Map** Attachments Service Areas Help





**Second notice for work along a road divided by a grass median**

- **Example of valid marking instructions**-Starting at the intersection of Hwy 321 and Wilbur Rd, mark both sides of the south bound lane of Hwy 321 for 400 ft heading north.

Contact: KATY BAKER      Function: New      Save as:  Complete     Incomplete  
Phone: (803) 939-1117      Mapped By: Manual     

Job ID:  
Done For: SC811  
Address in Instructions? No  
Emergency? No

**Dates & Work Type**

Ticket Type: Normal  
Work Type: LANDSCAPING & IRRIGATION INSTALL/REPAIR  
Work Date and Time: 11/05/2021 11:59 PM  
Update Date: 11/24/2021 11:59 PM      Expiration Date: 12/01/2021 11:59 PM

**Site Information**

Dig Site Type  
Street/Address      [clear manual dig site map](#)      [reset](#)

State      County  
SC      LEXINGTON

Street/Address      Place  
HIGHWAY 321      GASTON

Nearest Intersecting Street  
WILBUR RD      (11 FT)


Directions  
N/A

**Instructions**  
STARTING AT THE INTERSECTION OF HWY 321 AND WILBUR RD, MARK BOTH SIDES OF THE SOUTH BOUND LANE OF HWY 321 FOR 400 FT HEADING NORTH

Remarks

Excavator Profile    **Map**    Attachments    Service Areas    Help



Dig Site Length: 453 ft (0.09 mi)

**Third notice for work along a road divided by a grass median**

**Example of valid marking instructions**-Starting at the intersection of Hwy 321 and Wilbur Rd mark the entire width of the grass median between the north and south bound lanes of Hwy 321 for 400 ft heading north.

Contact: KATY BAKER      Function: New      Save as:  Complete     Incomplete  
Phone: (803) 939-1117      Mapped By: Manual     

---

Job ID: \_\_\_\_\_  
Done For: SC811  
Address in Instructions? No  
Emergency? No

**Dates & Work Type**

Ticket Type: Normal  
Work Type: LANDSCAPING & IRRIGATION INSTALL/REPAIR  
Work Date and Time: 11/05/2021 11:59 PM  
Update Date: 11/24/2021 11:59 PM      Expiration Date: 12/01/2021 11:59 PM

**Site Information**

Dig Site Type  
Street/Address: \_\_\_\_\_ [clear manual dig site map](#) [reset](#)

State: SC      County: LEXINGTON

Street/Address: HIGHWAY 321      Place: GASTON

Nearest Intersecting Street: WILBUR RD (0 FT)

Directions: N/A


**Instructions**

STARTING AT THE INTERSECTION OF HWY 321 AND WILBUR RD MARK THE ENTIRE WIDTH OF THE GRASS MEDIAN BETWEEN THE NORTH AND SOUTH BOUND LANES OF HWY 321 FOR 400 FT HEADING NORTH

Remarks: \_\_\_\_\_

Excavator Profile    **Map**    Attachments    Service Areas    Help



When processing a locate notice for an intersection the user can select 'Intersection' from the 'Dig Site Type' in the 'Site Information' section. If the system finds a match it will automatically mark the intersection with the 'Draw Circle' tool.

### Site Information

*Dig Site Type*  
Intersection [reset](#)

*State*     *County*  
 SC     LEXINGTON

---

*Street/Address*     *Place*  
 HOLLY RIDGE LN     WEST COLUMBIA

---

*Cross Street*  
 QUAIL HOLLOW LN

---

*Directions*  
N/A

---

*Instructions*  
 MARK THE ENTIRE INTERSECTION 50 FT IN ALL DIRECTIONS

**Intersection notices**-This type of locate notice is processed when an intersection needs to be marked. One road name is entered into the address field and one road name is entered in the intersection field. The maximum that can be marked at an intersection is 50 feet in all directions.

**Example of valid marking instructions**-Mark the entire intersection of Holly Ridge Ln and Quail Hollow Ln for 50 ft in all directions

Contact: KATY BAKER     Function: New  
 Phone: (803) 939-1117     Mapped By: Intersection     Save as:  Complete      Incomplete

---

*Subdivision:*  
 Job ID: SC811  
 Done For: SC811  
 Address in Instructions? No  
 Emergency? No

---

**Dates & Work Type**

*Ticket Type:* Normal  
*Work Type:* LANDSCAPING & IRRIGATION INSTALL/REPAIR  
*Work Date and Time:* 11/05/2021 11:59 PM  
*Update Date:* 11/24/2021 11:59 PM     *Expiration Date:* 12/01/2021 11:59 PM

---

**Site Information**

*Dig Site Type*  
Intersection [reset](#)

*State*     *County*  
 SC     LEXINGTON

---

*Street/Address*     *Place*  
 HOLLY RIDGE LN     WEST COLUMBIA

---

*Cross Street*  
 QUAIL HOLLOW LN

---

*Directions*  
N/A

---

*Instructions*  
MARK THE ENTIRE INTERSECTION OF HOLLY RIDGE LN AND QUAIL HOLLOW LN FOR 50 FT IN ALL DIRECTIONS.

---

*Remarks*

**Three-way intersections-** When entering three-way intersections one road goes in the address field, one road in the intersection field and the additional road in the directions field. A comment that it is a three-way intersection needs to be notated.

**Example of valid marking instructions-** This is a three-way intersection // Mark the entire intersection of Mason St, Jones St, and Draper St 50 ft in all directions.

Contact: KATY BAKER      Function: New

Phone: (803) 939-1117      Mapped By: Intersection

Save as:  Complete     Incomplete

---

Subdivision:

Job ID:

Done For: SC811

Address in Instructions? No

Emergency? No

---

**Dates & Work Type**

Ticket Type: Normal

Work Type: LANDSCAPING & IRRIGATION INSTALL/REPAIR

Work Date and Time: 11/05/2021 11:59 PM

Update Date: 11/24/2021 11:59 PM      Expiration Date: 12/01/2021 11:59 PM

---

**Site Information**

Dig Site Type: Intersection reset

State: SC    County: GREENVILLE

Street/Address: MASON ST      Place: GREENVILLE

Cross Street: JONES ST

Directions: ADD RD: DRAPER ST

Instructions

THIS IS A THREEWAY INTERSECTION // MARK THE ENTIRE INTERSECTION OF MASON ST, JONES ST AND DRAPER ST 50 FT IN ALL DIRECTIONS

Remarks

Excavator Profile    **Map**    Attachments    Service Areas    Help

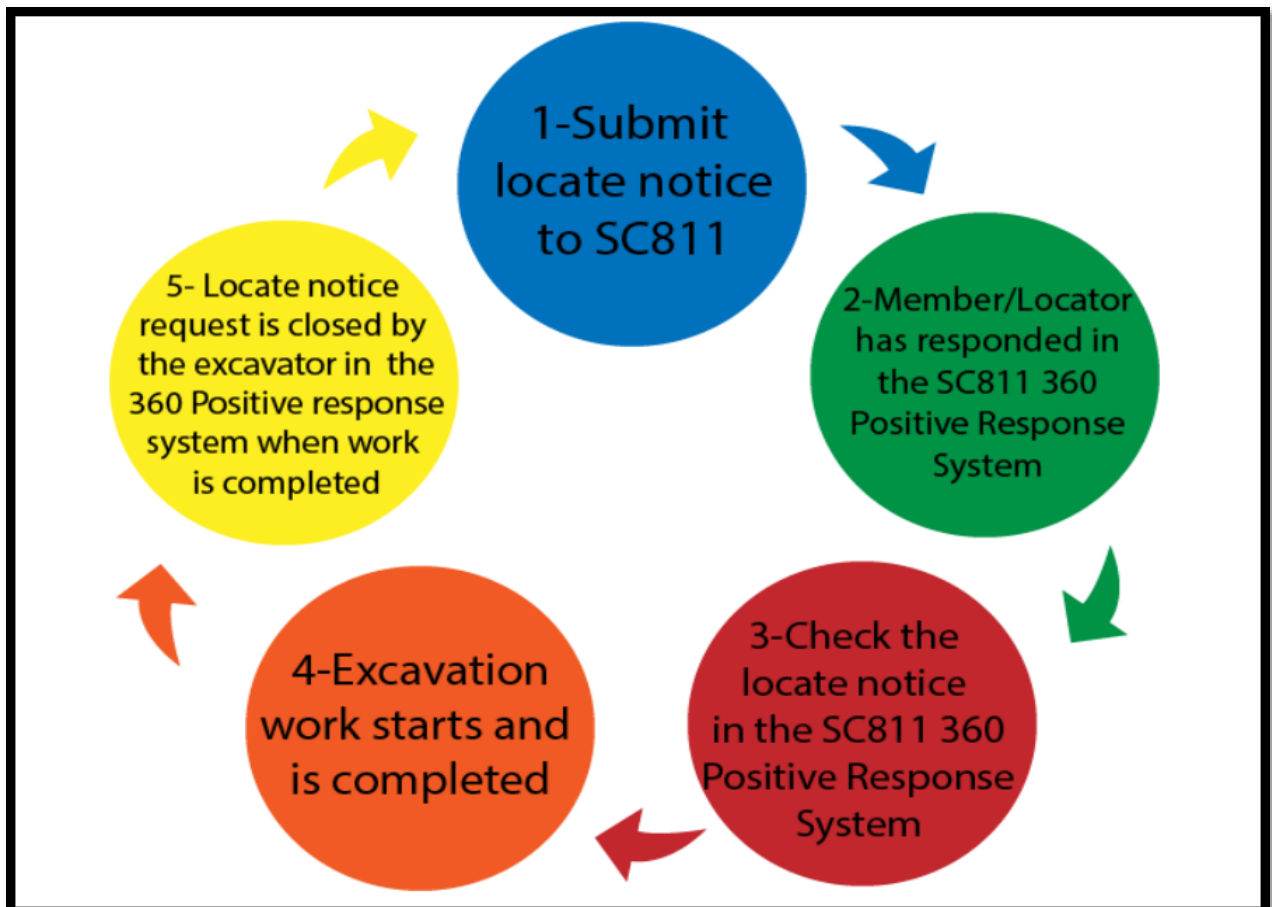
## Introduction to 360 Positive Response

The Positive Response 360 process is the foundation of a successful excavation. Positive Response connects excavators, locators, facility operators, and the 811 one-call center in a loop of communication to ensure compliance and safety.

### **What is 360 Positive Response?**

360 Positive Response is a cycle of five easy steps to aid in the safe digging process. The responsibilities to complete each step are shared between the excavator and locator.

1. Excavator calls or clicks to create a locate notice.
2. Locator updates the notice to inform the excavator of the location completion status.
3. Excavator confirms the status of the locates using the online system or by calling 811.
4. Excavator begins and completes work.
5. Excavator updates ticket to completed status.





## How to Check Positive Response in Exactix:

- Open the locate notice number that needs to be checked for Positive Response by double clicking the notice.
- Once the notice is opened, select **'Responses'** from the tabs located at the top of the locate notice.

2111090149 v1 Status: Complete  
 Agent: KATY BAKER Function: Additional Info  
 Taken: 11/15/2021 10:20 AM - 10:21 AM Mapped By: Manual

Ticket Subcontractors Text Service Areas **Responses** Deliveries Revisions

o Work not Completed (click to toggle)

**Excavator Information**

Caller Phone: (803) 939-1117 Caller: SC811 Office: COLUMBIA Caller Type: Other  
 Company: SC811 Company Phone: (803) 451-7719  
 Address: 810 DUTCH SQUARE BLVD SUITE 320, COLUMBIA, SC, 29210  
 Email: SHAQUITA.EPPS@SC811.COM  
 First Time User? No Source: Web  
 Site Contact: JANE DOE (800) 290-2780 x1234 Learn of SC811:  
[View Subcontractors \(1\)](#)

**Work Information**

Company Doing Work: SC811 Explosives: No Drilling/Boring: Yes Premarked: No  
 Duration: 1 WEEK  
 Subdivision:  
 Job ID:  
 Done For: SC811  
 Address in Instructions? No  
 Emergency? No

**Dates & Work Type**

Ticket Type: Normal  
 Work Type: LANDSCAPING & IRRIGATION INSTALL/REPAIR  
 Work Date and Time: 11/15/2021 11:59 PM  
 Update Date: 12/03/2021 11:59 PM Expiration Date: 12/08/2021 11:59 PM

**Site Information**

Dig Site Type: Street/Address  
 SC LEXINGTON LEXINGTON  
 UNKNOWN  
 Near: CROMER RD (2 FT)  
 Directions: THE UNKNOWN IS A TRAFFIC CIRCLE THAT CONNECTS CROMER RD, CEDAR RD, AND MINERAL SPRINGS RD  
 Instructions: STARTING FROM THE INTERSECTION OF CROMER RD, MARK THE NORTH SIDE OF THE UNKNOWN TRAFFIC CIRCLE FOR 100FT HEADING WEST  
 Remarks: \*\*ADDITIONAL INFO DUE TO: ADDING SUBCONTRACTOR TO LOCATE NOTICE\*\*

The responses from the Member Operators will be displayed.

2111090149 v1 Status: Complete  
 Agent: KATY BAKER Function: Additional Info  
 Taken: 11/15/2021 10:20 AM - 10:21 AM Mapped By: Manual

Ticket Subcontractors Text Service Areas **Responses** Deliveries Revisions

Filter:  Show All (7)  Current Only (7)  No Response (0)  Show events (3)

Status	Date	Service Area	Utility Type	Response
Event	11/09/2021 03:32 PM	Version: 0	New ticket saved with status Complete and ticket type Normal by a Remote User.	
Event	11/10/2021 11:21 AM	Version: 0	Ticket marked as Complete	
Event	11/15/2021 10:21 AM	Version: 1	Additional Info ticket saved with status Complete and ticket type Normal by a Local User.	
Current	11/15/2021 10:49 AM	MID-CAROLINA ELECTRIC CO-OP MID95	Electric	20: Marked <a href="#">add new</a>
Current	11/15/2021 10:49 AM	SOUTH CAROLINA DOT - SCTD01 SCTD01	Traffic	11: Member operator not in area of excavation <a href="#">add new</a>
Current	11/15/2021 10:49 AM	TOWN OF LEXINGTON TLX24	Sewer	10: No Conflict <a href="#">add new</a>
Current	11/15/2021 10:49 AM	WINDSTREAM COMMUNICATION - WINZ08 WINZ08	Phone	20: Marked <a href="#">add new</a>
Current	11/15/2021 10:49 AM	TIME WARNER CABLE-COLUMBIA TWC249	Cable	20: Marked <a href="#">add new</a>
Current	11/15/2021 10:49 AM	TOWN OF LEXINGTON TLX24	Water	11: Member operator not in area of excavation <a href="#">add new</a>
Current	11/15/2021 10:49 AM	DOMINION ENERGY GAS - SCGZ05 SCGZ05	Gas	10: No Conflict <a href="#">add new</a>

After checking the Positive Response, if the user has a 100% Positive Response then the user may proceed with their work. If the user, does not have a 100% Positive Response then the user must contact the one call center so the appropriate Secondary Action can be processed by a Customer Service Representative.

## List of Open and Closed Codes

### List of Codes Positive Response Codes

#### Open Codes

30 - Locate not complete - Unable to contact excavator  
 31 - Insufficient information - Please call SC811 and provide additional or correct information  
 40 - Locate not complete - Could not gain access to property  
 50 - Critical facility not marked. The utility owner or their designated representative have contacted the excavator and have agreed to a period that an owner representative must be present during excavation to identify the unmarked facility and/or monitor the excavation  
 60 - Locator and Excavator have agreed and documented marking schedule  
 90 - Subaqueous Facilities. 10 days to locate or communication required  
 110 - Extraordinary Circumstances. Communication Required  
 122 - Design request - meeting required

An **open code** indicates that the member has not yet completed the locate. A **closed code** indicates that the member has completed the locate. Once all members have completed their locates, the excavator can begin working.

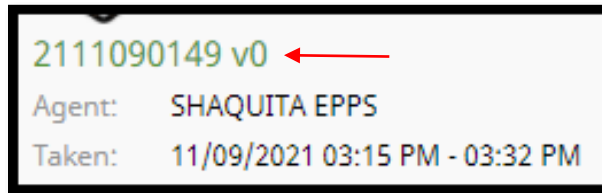
#### Closed Codes

10 - No Conflict  
 11 - Member operator not in area of excavation  
 20 - Marked  
 55 - Critical facility marked. The utility owner or their designated representative have contacted the excavator and have agreed to a period that an owner representative must be present during excavation to identify the marked facility and/or monitor the excavation.  
 80 - Facility Owner's Master Contractor is responsible for locating facilities  
 100 - Homeland Security Issue. Request Denied. Facility Owner shall contact excavator  
 120 - Design request - marked  
 121 - Design request - facility printed provided  
 123 - Design request - Homeland Security Issue. Request denied. Facility Owner shall contact



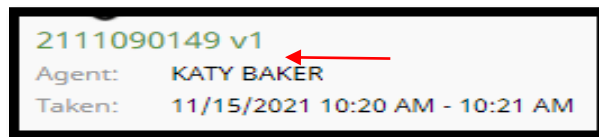
## Ticket Versions

In Exactix when a primary locate notice is created it is given a locate notice number which has a “v0” behind it. The “v0” stands for “Version 0”.



Each time a Secondary Action (Ticket Function) is created, the locate notice number will remain the same and a new ‘Version Number’ will be added.

For example, if a Update locate notice needs to be processed for ticket number 2111090149, after processing the Update locate notice the screen will display “2111090149 v1”.



## ‘Copy Function’

The ‘Copy’ button that is available on existing locate notices and is utilized to make a copy of an existing locate notice without linking the numbers together in the history of the notice. It is utilized when multiple notices need to be processed or a locate notice is past the update date.

2111090149 v1      Status: Complete  
 Agent: KATY BAKER      Function: Additional Info  
 Taken: 11/15/2021 10:20 AM - 10:21 AM      Mapped By: Manual

+ Add Service Area    Additional Info    Cancel    Copy

Find by Ticket Number

Excavator Profile    Map    Help

Work not Completed (click to toggle)

**Excavator Information**  
 Caller Phone: (803) 939-1117    Caller: SC811    Office: COLUMBIA    Caller Type: Other  
 Company: SC811    Company Phone: (803) 451-7719  
 Address: 810 DUTCH SQUARE BLVD SUITE 320, COLUMBIA, SC 29210  
 Email: SHAQUITA.EPPS@SC811.COM  
 First Time User? No    Source: Web (800) 290-2780 x1234    Learn of SC811:  
 Site Contact: JANE DOE  
[View Subcontractors \(1\)](#)

**Work Information**  
 Company Doing Work: SC811  
 Duration: 1 WEEK    Explosives: No    Drilling/Boring: Yes    Premarked: No  
 Subdivision:  
 Job ID:  
 Done For: SC811  
 Address in Instructions? No  
 Emergency? No

**Dates & Work Type**  
 Ticket Type: Normal  
 Work Type: LANDSCAPING & IRRIGATION INSTALL/REPAIR  
 Work Date and Time: 11/15/2021 11:59 PM  
 Update Date: 12/03/2021 11:59 PM    Expiration Date: 12/08/2021 11:59 PM

**Site Information**

## History of the Locate Notice

The History of a Locate Notice shows the user all actions that have been taken on a locate notice after the initial creation. To view the history of a locate notice the user will first need to open the locate notice and select the 'Revisions' tab.

2111090149 v1 Status: **Complete**  
 Agent: KATY BAKER Function: Additional Info  
 Taken: 11/15/2021 10:20 AM - 10:21 AM Mapped By: Manual

Ticket Subcontractors Text Service Areas Responses Deliveries **Revisions**

---

**Excavator Information**

Caller Phone: (803) 939-1117 Caller: SC811 Caller Type: Other  
 Company: SC811 Company Phone: (803) 451-7719  
 Address: 810 DUTCH SQUARE BLVD SUITE 320, COLUMBIA, SC, 29210 Office: COLUMBIA  
 Email: SHAQUITA.EPPS@SC811.COM  
 First Time User? No Source: Web (800) 290-2780 x1234 Learn of SC811:  
 Site Contact: JANE DOE  
[View Subcontractors \(1\)](#)

---

**Work Information**

Company Doing Work: SC811  
 Duration: 1 WEEK Explosives: No Drilling/Boring: Yes Premarked: No  
 Subdivision:  
 Job ID:  
 Done For: SC811  
 Address in Instructions? No  
 Emergency? No

---

**Dates & Work Type**

Ticket Type: Normal  
 Work Type: LANDSCAPING & IRRIGATION INSTALL/REPAIR  
 Work Date and Time: 11/15/2021 11:59 PM  
 Update Date: 12/03/2021 11:59 PM Expiration Date: 12/08/2021 11:59 PM

---

**Site Information**

Dig Site Type: Street/Address  
 SC LEXINGTON LEXINGTON  
 UNKNOWN  
 Near: CROMER RD (2 FT)  
 Directions: THE UNKNOWN IS A TRAFFIC CIRCLE THAT CONNECTS CROMER RD, CEDAR RD, AND MINERAL SPRINGS RD  
 Instructions: STARTING FROM THE INTERSECTION OF CROMER RD, MARK THE NORTH SIDE OF THE UNKNOWN TRAFFIC CIRCLE FOR 100FT HEADING WEST  
 Remarks: \*\*ADDITIONAL INFO DUE TO: ADDING SUBCONTRACTOR TO LOCATE NOTICE\*\*

After selecting the 'Revisions' tab the user will be able to see the history of the locate notice.

2111090149 v1 Status: **Complete**  
 Agent: KATY BAKER Function: Additional Info  
 Taken: 11/15/2021 10:20 AM - 10:21 AM Mapped By: Manual

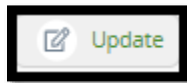
Ticket Subcontractors Text Service Areas Responses Deliveries Revisions

Date	Ticket Number	Version	Agent	Description
11/15/2021 10:21 AM	2111090149	1	KATY BAKER	Additional Info ticket saved with status Complete and ticket type Normal by a Local User.
11/10/2021 11:21 AM	2111090149	0	SHAQUITA EPPS	Ticket marked as Complete
11/09/2021 03:32 PM	2111090149	0	SHAQUITA EPPS	New ticket saved with status Complete and ticket type Normal by a Remote User.

## Secondary Actions (Ticket Functions)

A Secondary Action (Ticket Function) is utilized when an action needs to be sent to Member Operators on an existing locate notice. When processing a Secondary Action (Ticket Function) a **“History”** will be created linking the original locate notice to the Secondary Action (Ticket Function). Additional Info, Cancel, No Show, Resend, Remark and Update locate notice are considered Secondary Actions (Ticket Functions). A Secondary Action (Ticket Function) can be processed by any person with the company that requested the locate notice or subcontractor that has been notated on the locate notice.

The **‘Update’** function is used when an existing notice needs to be extended for more excavation time. This action will re-calculate a new 3 full working day notice and extend the notice for an additional 15 working days. Should any information change when updating the notice, a new normal notice will have to be created. The member operators from the mapping will refresh automatically.



### Processing an Update

- Open up the notice needing to be updated.
- Select the **‘Update’** function above the locate notice in the top right-hand corner.
- A window will appear to process the update. Please note: **“Update notices are to extend the life of the notice for an additional 15 working days. Members may not apply fresh paint or flags. If marks are destroyed and fresh paint is required a Remark needs to be processed.”**

**Update**

Update notices are to extend the life of the notice for an additional 15 working days. Members may not apply fresh paint or flags. If marks are destroyed and fresh paint is required, please hit cancel and initiate a Remark notice.

An update does not change the work area. If work area is changing or is not correct on an existing locate a new locate notice will need to be entered. Only information to be entered into this field is your name if you are not the original caller on the locate notice. If you are not the original caller on the locate notice, please put Update By: and your first and last name. Example: Update By: Steve Smith.

Ticket Number:	2111080067	Dated:	11/15/2021 02:49 PM
Place:	COLUMBIA	Street Address:	BAKERSFIELD RD
Caller Name:	SC811	Phone:	(803) 939-1117

JANE DOE (800) 290-2780 x1234 [Email](#)

Same as caller [Use on this Ticket only \(click to change\)](#) [clear](#)

[Add/Remove Subcontractors \(0\)](#)

Remarks:

- The only time a note will need to be added to the ‘Remarks’ field is if the user submitting the ‘Update’ is not the original user on the notice. For example: “Locate notice updated by Katy Baker with SC811.”

**Update**

Update notices are to extend the life of the notice for an additional 15 working days. Members may not apply fresh paint or flags. If marks are destroyed and fresh paint is required, please hit cancel and initiate a Remark notice.

An update does not change the work area. If work area is changing or is not correct on an existing locate a new locate notice will need to be entered. Only information to be entered into this field is your name if you are not the original caller on the locate notice. If you are not the original caller on the locate notice, please put *Update By:* and your first and last name. Example: *Update By: Steve Smith.*

Ticket Number:	2111080067	Dated:	11/15/2021 02:49 PM
Place:	COLUMBIA	Street Address:	BAKERSFIELD RD
Caller Name:	SC811	Phone:	(803) 939-1117

JANE DOE (800) 290-2780 x1234 [Email](#)

Same as caller [Use on this Ticket only. Click to change!](#) [clear](#)

[Add/Remove Subcontractors \(0\)](#)

Remarks: **\*\*LOCATE NOTICE UPDATED BY KATY BAKER WITH SC811\*\***

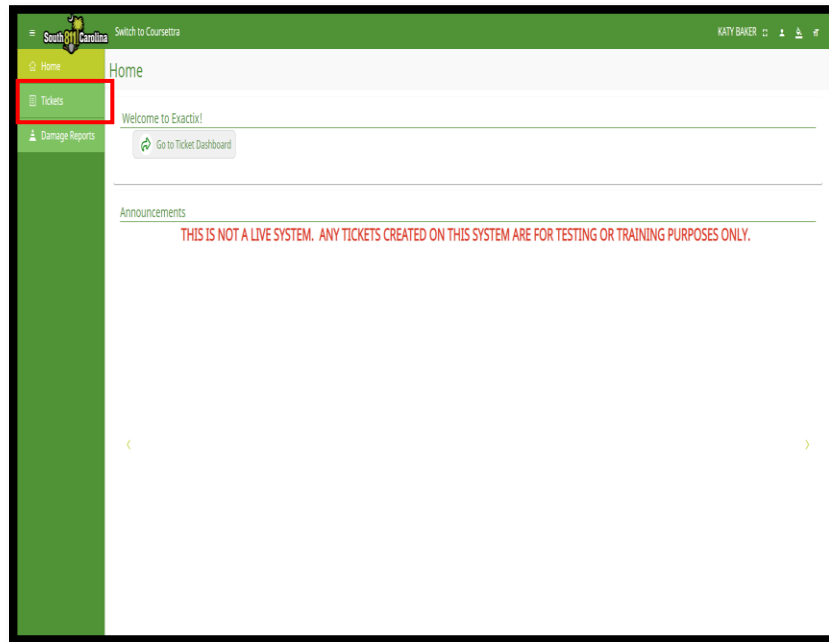
- Select ‘Send Ticket’
- Select ‘Save’ *The version number is located right under the locate notice number (which will not change).*

## How to Close Out a Locate Notice

**Closing locate notices**-When excavation work is complete, it is the excavator's responsibility to close the locate notice. Closing the notice informs member operators work is complete.

### **How to close a locate notice:**

Go to the 'Tickets' option on the left-hand side of the screen.



When the window opens hit the 'List' option in the top right-hand corner of the screen.

Street	Place	Work Type	Job ID	Work Start Date	Company Name	Ticket Number
JONES ST, MASON ST	GREENVILLE	ELECTRIC INSTALL/REPAIR		11/23/2021 11:59 PM	KATY BAKER	2111180029
JONES ST, MASON ST	GREENVILLE	ELECTRIC INSTALL/REPAIR		11/23/2021 11:59 PM	KATY BAKER	2111180023
JONES ST, MASON ST	GREENVILLE	ELECTRIC INSTALL/REPAIR		11/22/2021 11:59 PM	KATY BAKER	2111170086
JONES ST, MASON ST	GREENVILLE	ELECTRIC INSTALL/REPAIR		11/22/2021 11:59 PM	KATY BAKER	2111170086
JONES ST, MASON ST	GREENVILLE	ELECTRIC INSTALL/REPAIR		11/12/2021 11:59 PM	KATY BAKER	2111080062
810 DUTCH SQUARE BLVD	COLUMBIA	WATER INSTALL/REPAIR		11/22/2021 11:59 PM	KATY BAKER	2111170074
STATE ROAD 5 45 805	ANDREWS	ELECTRIC INSTALL/REPAIR		11/18/2021 11:59 PM	KATY BAKER	2111150061
JONES ST, MASON ST	GREENVILLE	ELECTRIC INSTALL/REPAIR		11/12/2021 11:59 PM	KATY BAKER	2111080062

A 'Ticket Search' screen will appear. Go to the top left-hand corner and search the ticket number in the 'Filter by Ticket Number' bar.

**Ticket Search** New List Dashboard

Filter by Ticket Number  [reset](#) Items per Page: 25

View: RESPONSE VIEW Filter: Last 30 Days Results: 1

Ticket Number	Version	Work Start Date	Responses Received	Update Date	Expires Date	Company Name	Excavator Name	Ticket Type	Function	Street	County	All Responses Received
2111190003	0	11/19/2021 08:48 AM	0 / 0	12/09/2021 11:59 PM	12/14/2021 11:59 PM	KATY BAKER	KATY BAKER	Emergency	New	810 DUTCH SQUARE BLVD	RICHLAND	Yes
2111180029	0	11/23/2021 11:59 PM	0 / 6	12/13/2021 11:59 PM	12/16/2021 11:59 PM	KATY BAKER	KATY BAKER	Normal	New	JONES ST, MASON ST	GREENVILLE	No
2111180023	0	11/23/2021 11:59 PM	0 / 6	12/13/2021 11:59 PM	12/16/2021 11:59 PM	KATY BAKER	KATY BAKER	Normal	New	JONES ST, MASON ST	GREENVILLE	No
2111180017	0	11/18/2021 11:26 AM	0 / 0	12/08/2021 11:59 PM	12/13/2021 11:59 PM	KATY BAKER	KATY BAKER	Emergency	New	810 DUTCH SQUARE BLVD	RICHLAND	Yes
2111170086	1	11/22/2021 11:59 PM	0 / 0	12/10/2021 11:59 PM	12/15/2021 11:59 PM	KATY BAKER	KATY BAKER	Normal	Cancel	JONES ST, MASON ST	GREENVILLE	Yes
2111170086	0	11/22/2021 11:59 PM	0 / 0	12/10/2021 11:59 PM	12/15/2021 11:59 PM	KATY BAKER	KATY BAKER	Normal	Remark	JONES ST, MASON ST	GREENVILLE	Yes
2111080062	1	11/12/2021 11:59 PM	0 / 6	12/02/2021 11:59 PM	12/07/2021 11:59 PM	KATY BAKER	KATY BAKER	Normal	Update	JONES ST, MASON ST	GREENVILLE	No
2111170074	0	11/22/2021 11:59 PM	0 / 11	12/10/2021 11:59 PM	12/15/2021 11:59 PM	KATY BAKER	KATY BAKER	Normal	New	810 DUTCH SQUARE BLVD	RICHLAND	No
2111170068	0	11/17/2021 02:02 PM	0 / 0	12/07/2021 11:59 PM	12/10/2021 11:59 PM	KATY BAKER	KATY BAKER	Emergency	New	810 DUTCH SQUARE BLVD	RICHLAND	Yes
2111150061	0	11/18/2021 11:59 PM	0 / 4	12/08/2021 11:59 PM	12/13/2021 11:59 PM	KATY BAKER	KATY BAKER	Normal	New	STATE ROAD S 45 805	WILLIAMS...	No

Under the 'Ticket' tab at the top of the notice there is a button that will need to be clicked to "toggle" as work complete.

**2111190006 v0** Status: Complete

Agent: KATY BAKER Function: New

Taken: 11/19/2021 09:42 AM - 09:44 AM Mapped By: Parcel

Ticket **Subcontractors** Text Service Areas Responses Deliveries Revisions

[Work not Completed \(click to toggle\)](#)

**Excavator Information**

Caller Phone: (555) 555-5555 Caller: JIM-BOB EXCAVATOR Caller Type: Excavator

Company: JIM-BOB Office: JIM-BOB Company Phone: (555) 555-5555

Address: 810 DUTCH SQUARE BLVD, COLUMBIA, SC, 29210

Email:

First Time User? No Source: Voice Learn of SC811:

Site Contact: JIM-BOB EXCAVATOR (555) 555-5555

[View Subcontractors \(0\)](#)

**Work Information**

Company Doing Work: JIM-BOB EXCAVATOR

Duration: 1 HR Explosives: No Drilling/Boring: No Premarked: No

Subdivision:

Job ID:

Done For: JIM-BOB

Address in Instructions? No

Emergency? No

**Dates & Work Type**

Ticket Type: Normal

Work Type: BUILDING INSTALL/REPAIR

Work Date and Time: 11/24/2021 11:59 PM

Update Date: 12/14/2021 11:59 PM Expiration Date: 12/17/2021 11:59 PM

**Site Information**

Dig Site Type: Street/Address

SC RICHLAND COLUMBIA

After clicking the button, if the ticket is closed successfully it will show 'Work is Completed' in green.

2111190006 v0 Status: **Complete**  
Agent: KATY BAKER Function: **New**  
Taken: 11/19/2021 09:42 AM - 09:44 AM Mapped By: Parcel

Ticket Subcontractors Text Service Areas Responses Deliveries Revisions

✔ Work is Completed (click to toggle)

---

**Excavator Information**

Caller Phone: (555) 555-5555    Caller: JIM-BOB EXCAVATOR    Caller Type: Excavator  
Company: JIM-BOB    Office: JIM-BOB    Company Phone: (555) 555-5555  
Address: 810 DUTCH SQUARE BLVD, COLUMBIA, SC, 29210  
Email:  
First Time User? No    Source: Voice    Learn of SC811:  
Site Contact: JIM-BOB EXCAVATOR    (555) 555-5555  
[View Subcontractors \(0\)](#)

---

**Work Information**

Company Doing Work: JIM-BOB EXCAVATOR  
Duration: 1 HR    Explosives: No    Drilling/Boring: No    Premarked: No  
Subdivision:  
Job ID:  
Done For: JIM-BOB  
Address in Instructions? No  
Emergency? No

---

**Dates & Work Type**

Ticket Type: Normal  
Work Type: BUILDING INSTALL/REPAIR  
Work Date and Time: 11/24/2021 11:59 PM  
Update Date: 12/14/2021 11:59 PM    Expiration Date: 12/17/2021 11:59 PM

---

**Site Information**

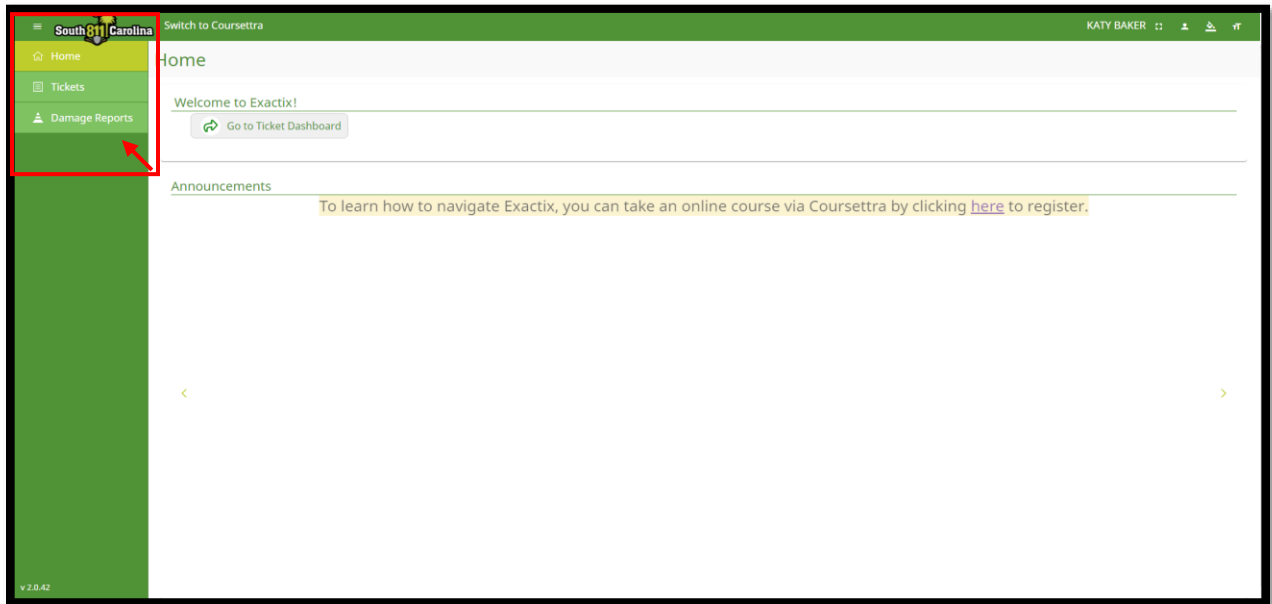
Dig Site Type: Street/Address  
SC RICHLAND    COLUMBIA  
810 DUTCH SQUARE BLVD



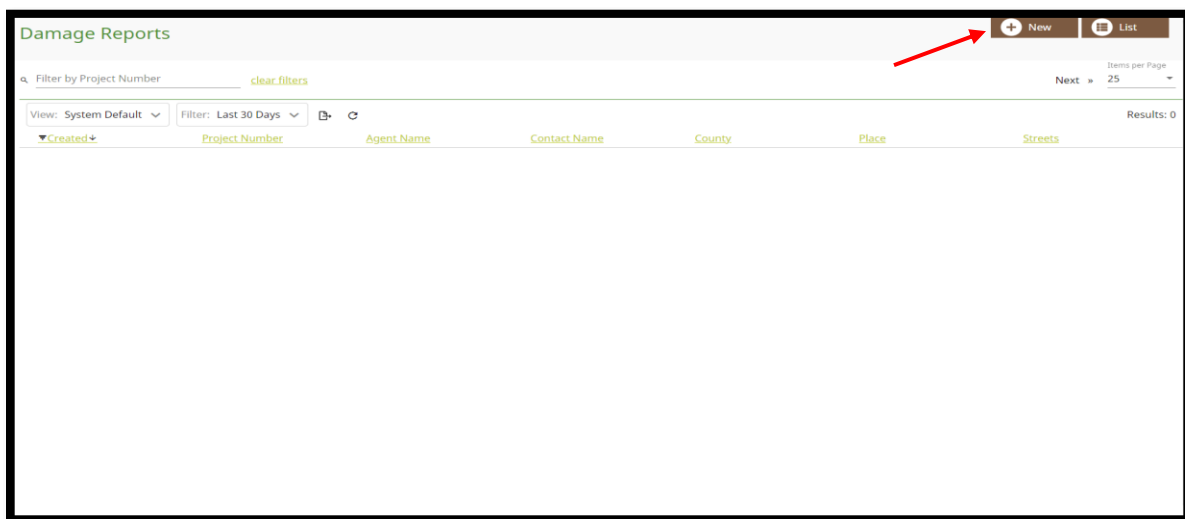
## Submitting A Damage Record

It is MANDATORY to file a Damage Record. The user can either process the Damage Record by calling the center or they can do it online themselves through Exactix. If the user would like to process a damage record themselves on Exactix they will need to have an Exactix account.

To start the 'Damage Record' the user will need to navigate to the toolbar on the left side of the screen and select 'Damage Reports'.



The user will then navigate to the top right corner of the screen and select 'New' to start a new Damage Record.



## ‘Reporter Information’

The ‘Reporter Information’ will autofill to the user’s account information.

Switch to... ▾	
Reporter Information	
Reporter Phone:	(800) 290-2783
Reporter Name:	SHAQUITA EPPS
Reporter Company:	SC811, COLUMBIA
Reporter Address:	810 DUTCH SQUARE BLVD SUITE 320, COLUMBIA, SC 29210
Reporter Email:	shaquita.epps@sc811.com

## ‘Work Site Information’


The ‘Work Type’ field is for the type of work that was being done when the damage occurred. If the person reporting the damage is unsure of the type of work that was taking place, or it is not listed, select ‘Other, See Instructions’. At the bottom of the form enter this information into the ‘Remarks’ section.

Work Type:	SIDEWALK INSTALL/REPAIR
------------	-------------------------

The ‘Who was doing the work?’ field is for the name of the person or company that was doing the work when the damage occurred. If the person reporting the damage is unsure of this information “unknown” can be entered into this field.

Who was doing the work?	SC811
-------------------------	-------

The ‘Date and Time of Event or Discovery’ field is for the date and time the damage occurred or the date and time the damage was discovered.

Date and Time of Event or Discovery:	11/08/2021, 08:52 AM	
--------------------------------------	----------------------	---

The ‘Location of the Damage’ field is for the location where the actual damage is.

Location of Damage:	State	County
	SC	RICHLAND
	Street/Address	Place
	810 DUTCH SQUARE BLVD	COLUMBIA

The 'Nearest Intersecting Street' field is for the name of the road that intersects closest to the area the damage occurred.

Nearest Intersecting Street:	BAKERSFIELD RD within 1/4 mile of Job Site
------------------------------	---

### **'Damage Information'**

The 'Who is providing the information?' field is for the type of person that is providing the information about the damage.

Who is providing the information?	Excavator
-----------------------------------	-----------

The 'Type of Right of Way where the event occurred?' field is for the type of right of way that the damage is located.

Type of Right of Way where the event occurred?	Public
--	--------

The 'What type of facility operation was affected?' field is for the type of operation that was damaged.

What type of facility operation was affected?	CATV
---	------

The 'What type of facility was affected?' field is for the type of facility that was affected when the damage occurred.

What type of facility was affected?	Transmission
-------------------------------------	--------------

The 'Was the facility owner a member of SC811?' field is to distinguish whether the facility owner is a Member Operator or not.

Was the facility owner a member of SC811?	Yes
---	-----

The 'Locate Notice Number' field is for the locate notice number that is associated with the damage.

Locate Notice Number:	2111080000
	<small>Enter 'UNKNOWN' if do not know</small>

The 'Type of Excavator' field is for the type of excavator that did the damage.

Type of Excavator:	Utility
--------------------	---------

The 'Type of Equipment Used' field is for the type of equipment that was used when the damage took place. If the person is unsure of the type of equipment that was used select 'Other' and enter that this information is unknown into the 'Remarks' field.

Type of Equipment Used:	Auger
	Backhoe

The 'Did this cause service outage?' field is to indicate if the damage caused an outage to a utility service.

Did this cause service outage?	Yes
--------------------------------	-----

The 'Root Cause' field is for the root cause behind the damage.

Root Cause:	Excavator practice not sufficient - Failure to main... ▼
-------------	--

The 'Remarks' field is for any additional remarks that need to be added to the Damage Record. *For example: "Equipment used when damage occurred is unknown".*

Remarks:	EQUIPMENT USED WHEN DAMAGE OCCURRED IS UNKNOWN
----------	--

## How to Contact SC811

If the user is needing further assistance regarding their online Exactix account, they can reach the Support Line/Help Desk by going to the [www.sc811.com](http://www.sc811.com) website.



The user can change from English to Spanish on the SC811 website only by clicking the drop down menu next to 'English' at the top right corner of the website and select 'Spanish'.



At the bottom right of the page is the 'Chat Now' feature.

