



SC811 EXACTIX
PLUS MANUAL

Exactix Web Tickets Plus Manual
August 2022

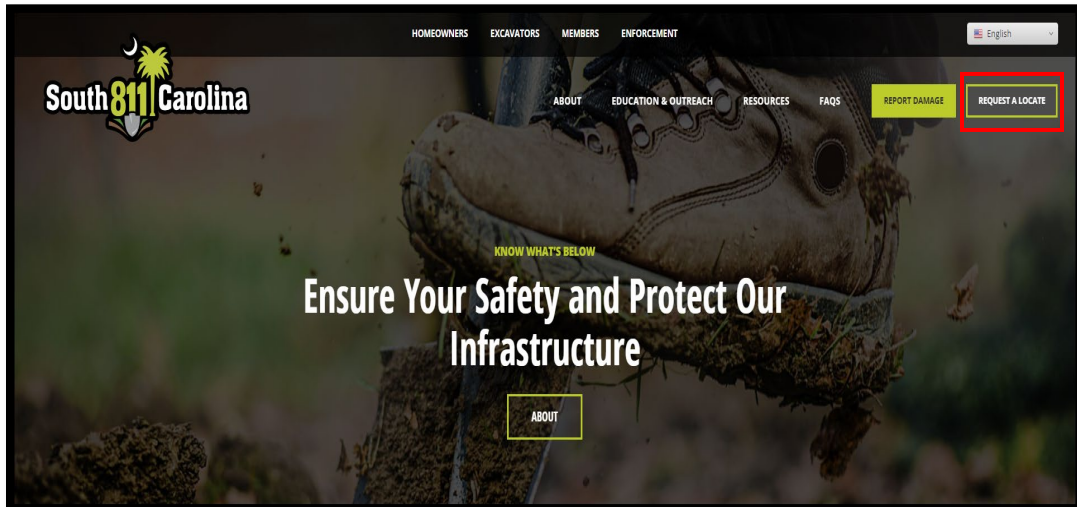
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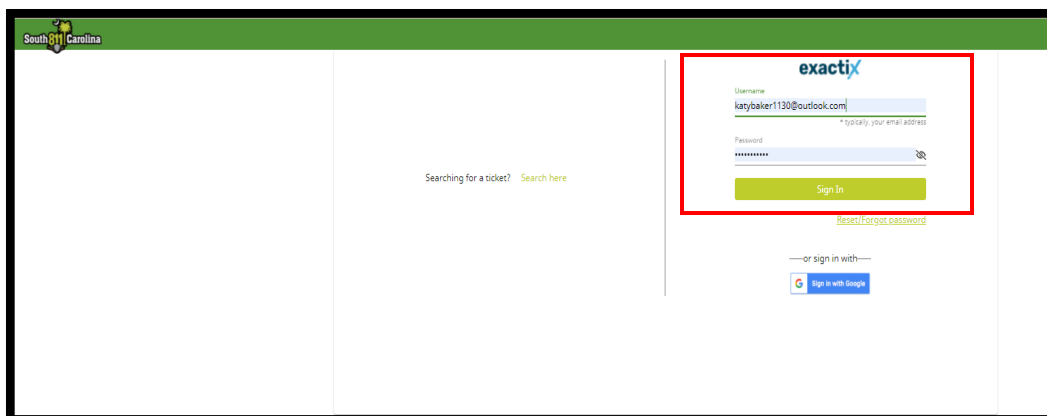
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How To Access SC811 Exactix:

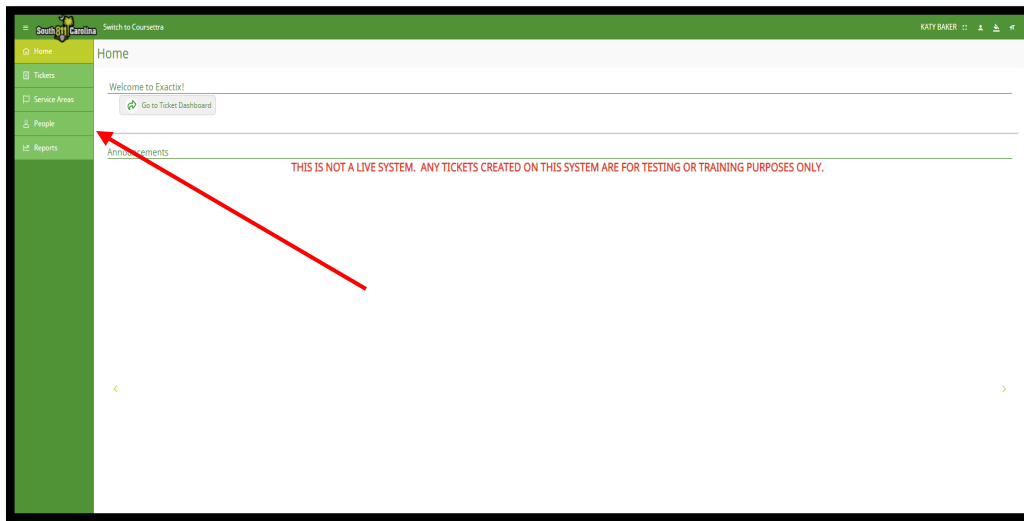
- Go to SC811.com
- Select the “Request a Locate” in the top right-hand corner.



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

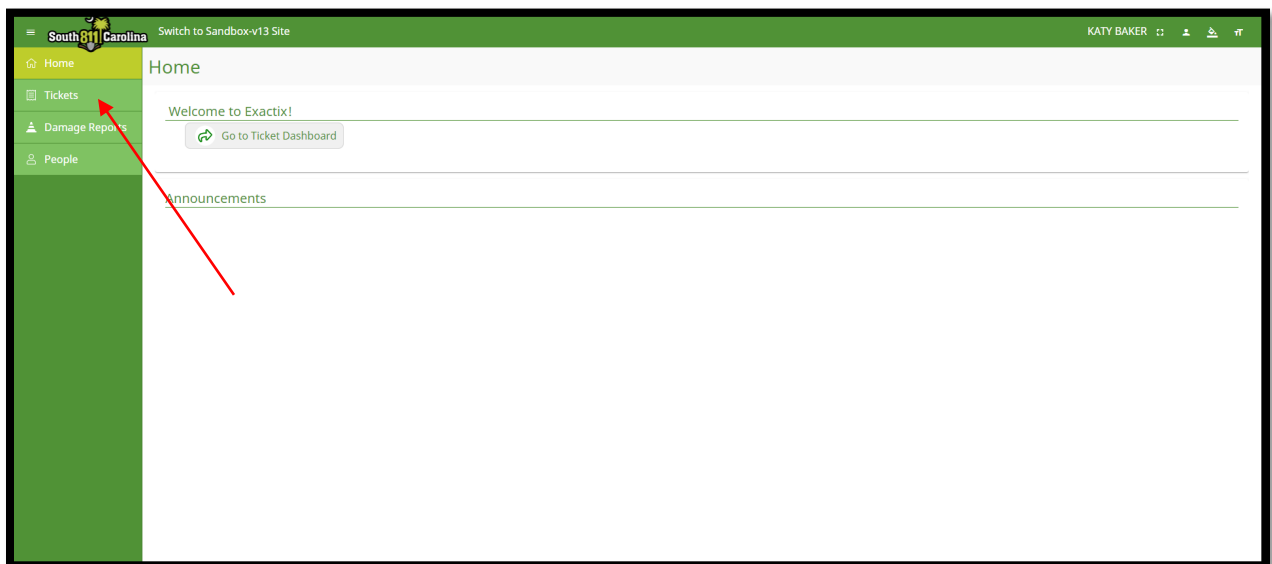


The user will know they have logged into the system successfully because the screen will change and have a menu on the left side where they can navigate the Exactix website.



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.

The screenshot shows the 'My Tickets' screen for user KATY BAKER. The interface includes a sidebar with navigation options: Home, Tickets, Damage Reports, and People. The main content area features a search bar for contacts and a table of tickets. A red arrow points to the '+ New' button in the top right corner of the main content area.

Status	Ticket Type	Company Name	Place	Street	Taken Date	Ticket Number
Complete	Normal	KATY BAKER	LADSON	9990 HALLSFORD DR	09/28/2021 08:40 AM	2109280001
Complete	Normal	KATY BAKER	SOUTH CONGAREE	109 MANUEL ST	08/19/2021 02:18 PM	2108192536

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

The screenshot shows the 'Excavator Information' form for user SHAQUITA EPPS. The form includes the following fields:

- 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: Same as caller
- Phone:
- Email:
- Add/Remove Subcontractors: (0)
- Work Information:
 - Work Type:
 - Company Doing Work:
 - Duration:
 - Explosives: No
 - Drilling/Boring: No
 - Premarked: No

A map of South Carolina is displayed on the right side of the screen, showing major highways and the location of Columbia.

Excavator Information Section

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

Excavator Information

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

Same as caller [clear](#)

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

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.

Excavator Information

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

Same as caller [clear](#)

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

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.

Excavator Information

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

Same as caller [clear](#)

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

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

<i>Company ID</i>	<i>Company Name</i>	<i>First Name</i>	<i>Last Name</i>	<i>Phone Number</i>	<i>Email Address</i>
-------------------	---------------------	-------------------	------------------	---------------------	----------------------

Send Positive Response

Filter [clear filters](#)

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

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

Send Positive Response Add

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
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.

Site Contact Name Phone Email

KATY BAKER (803) 939-1117 KATY.BAKER@SC811.COM

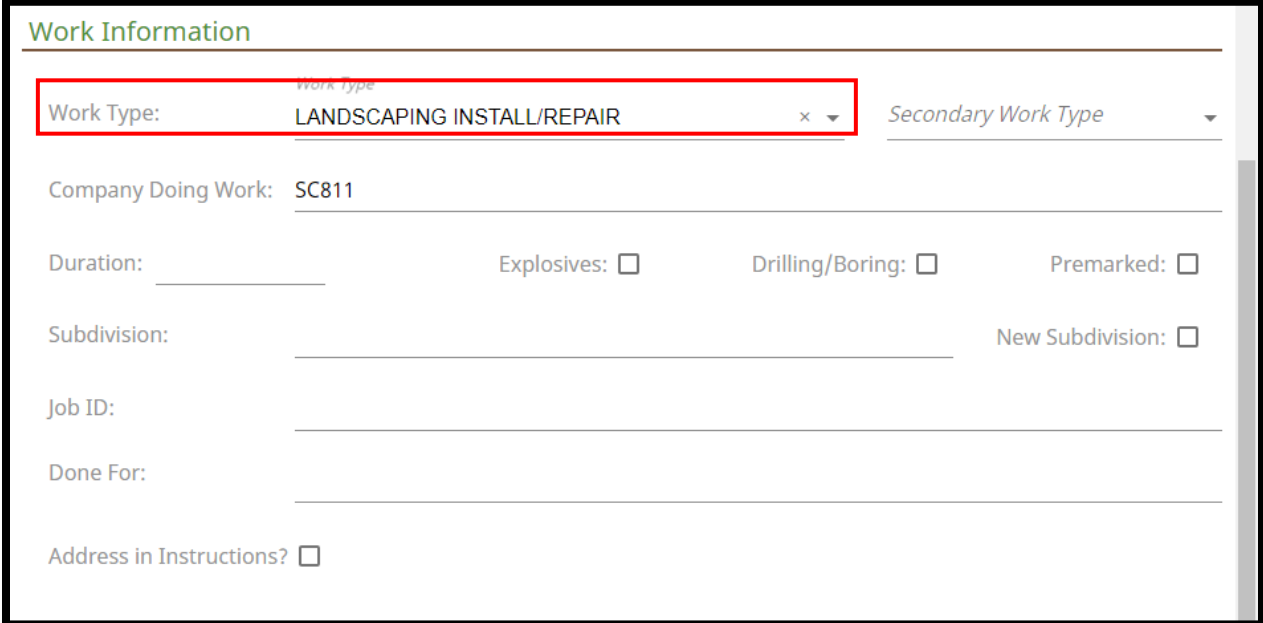
Use on this Ticket only (click to change), clear

Same as caller

Add/Remove Subcontractors (1)

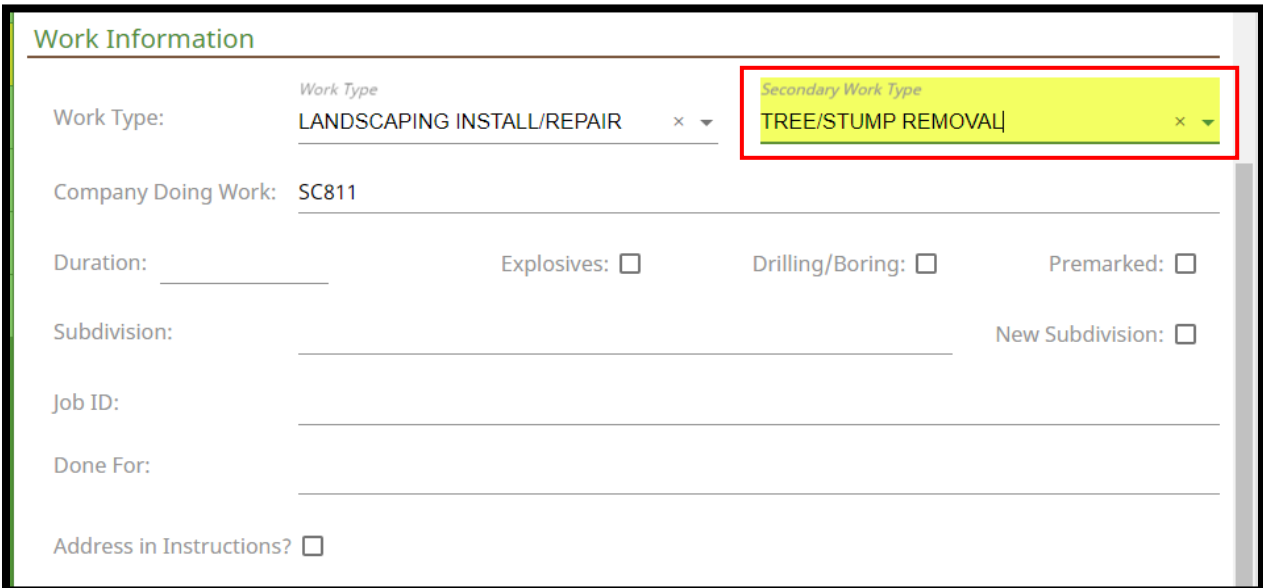
Work Information Section

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



The screenshot shows a form titled "Work Information". The "Work Type" field is highlighted with a red box and contains the text "LANDSCAPING INSTALL/REPAIR". To its right is a "Secondary Work Type" dropdown menu. Below these fields are several other form elements: "Company Doing Work" (SC811), "Duration" (text input), "Explosives" (checkbox), "Drilling/Boring" (checkbox), "Premarked" (checkbox), "Subdivision" (text input), "New Subdivision" (checkbox), "Job ID" (text input), "Done For" (text input), and "Address in Instructions?" (checkbox).

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



The screenshot shows the same "Work Information" form. In this version, the "Secondary Work Type" dropdown menu is highlighted with a red box and contains the text "TREE/STUMP REMOVAL". The "Work Type" field is still "LANDSCAPING INSTALL/REPAIR". All other form elements are the same as in the previous screenshot.

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 × ▾ *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 'Duration' is for how long the excavation work will take.

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?

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, the user 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>			
Address in Instructions? <input type="checkbox"/>				

Dates and Ticket Type Section

In the 'Ticket Type' field the user will select the type of locate notice that will need to be processed. There are three options for the external user.

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.**

Design- **This type of notice is a non-excavation notice and does not cover any excavation work.** On Design notice, The South Carolina state law requires a 15 full working day notice excluding the day the notice is entered, weekends and holidays to respond. A normal locate notice must be called in before any excavation work takes place. If the user's work type is "Survey" and there will be the performance of "Driving stakes or breaking ground", then the user must select "Staking/Soil Test" in the 'Type/Work' field and also submit a "Normal" notice request. If there will be no performing of "Driving stakes or breaking ground", then a design notice will need to be processed. **Never suppress members on this type of notice.**

Subaqueous- This type of notice is used when the excavation work taking place is located under a body of water; including rivers, streams, lakes, waterways, swamps and bogs. The South Carolina state law requires a 10 full working day notice excluding the day the notice is entered, weekends and holidays to respond. **Making notation of requesting the area to be marked asap or before the 10 full working days notice is against SC811 guidelines. Never suppress members on this type of notice.**

Dates & Ticket Type

Ticket Type:	<div style="background-color: #f0f0f0; padding: 5px; margin-bottom: 5px;">Design</div> <div style="background-color: #e0e0e0; padding: 5px; margin-bottom: 5px;">Normal</div> <div style="background-color: #4a86e8; color: white; padding: 5px;">Subaqueous</div>		
Work Date and Time:			
Update Date:	09/22/2022 11:59 PM	Expiration Date:	09/27/2022 11:59 PM

Site Information

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 12th 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 15th 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 15th 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.

The screenshot shows the 'Site Information' form. At the top, the title 'Site Information' is in green. Below it, the 'Dig Site Type *' dropdown menu is open, showing two options: 'Street/Address' (highlighted in grey) and 'Intersection'. A red box highlights this dropdown menu. To the right of the dropdown is a 'reset' link in green. Below the dropdown is a 'State' dropdown menu with 'SC' selected, followed by a 'County *' text input field. Below these are two text input fields: 'Street/Address *' and 'Place *'. Below that is another text input field labeled 'Nearest Intersecting Street *'. There are two red-shaded text input fields: 'Directions *' and 'Instructions *'. Below these is a 'Remarks' text input field. At the bottom, there are two buttons: 'Save/Continue' with a green checkmark icon and 'Discard' with a blue trash can icon.

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

This screenshot is similar to the one above, but the 'State' dropdown menu is now closed and 'SC' is selected. A red box highlights the 'State' dropdown menu. The 'Dig Site Type *' dropdown menu is still open and 'Street/Address' is selected. The rest of the form fields and buttons are the same as in the previous screenshot.

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

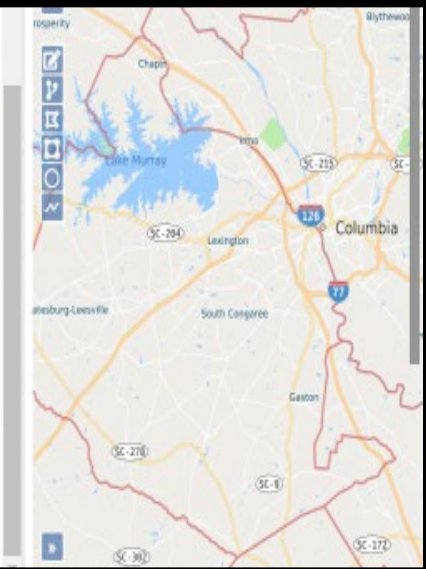
The 'Street/Address' field is for the street or address where the work is taking place. *If the user is entering a locate notice for an address, they will have to choose the range of the address from the menu that appears. When selecting the address range if the system finds a match it will be automatically 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 Place
810 DUTCH SQUARE BLVD
 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

State RICHLAND

Street/Address Place

810 DUTCH SQUARE BLVD COLUMBIA

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 including footages. The user will need to select the closest intersection that is within 1320ft from the drop-down menu.*

Site Information

Dig Site Type

Street/Address reset

State County

State RICHLAND

Street/Address Place


810 DUTCH SQUARE BLVD COLUMBIA

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.

Site Information

Dig Site Type

Street/Address reset

County

State RICHLAND

Street/Address 810 DUTCH SQUARE BLVD Place COLUMBIA

Nearest Intersecting Street BAKERSFIELD RD (164 FT)

Directions N/A

Instructions

Remarks

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.***

Site Information

Dig Site Type

Street/Address reset

County

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

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

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

Address in instructions? **No**
Damage/Emergency? **No**

Save as: Complete Incomplete

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** County

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**

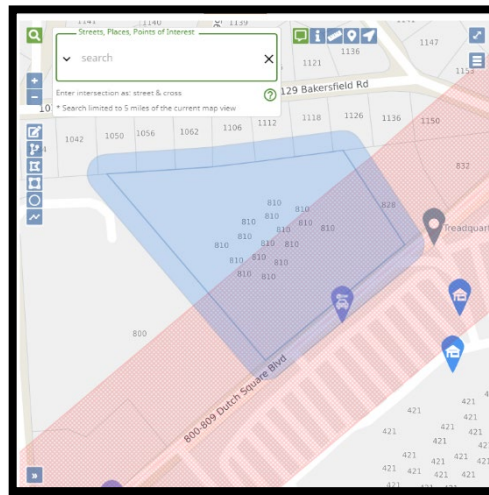
Remarks

Excavator Profile **Map** Service Areas Help

Mapping Features

Search Option

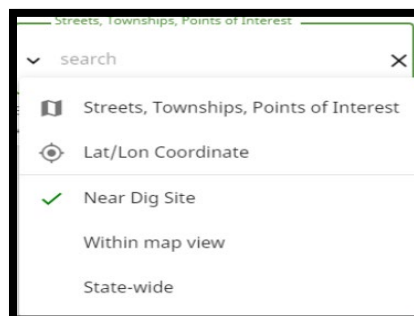
Clicking on the ‘Search’ icon will let the user search by Streets, Intersections, Places, Counties and Points of Interest, as well as Latitude/Longitude Coordinates.



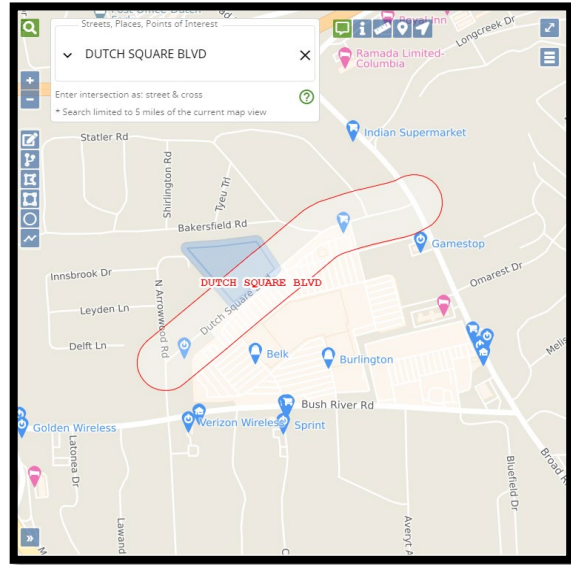
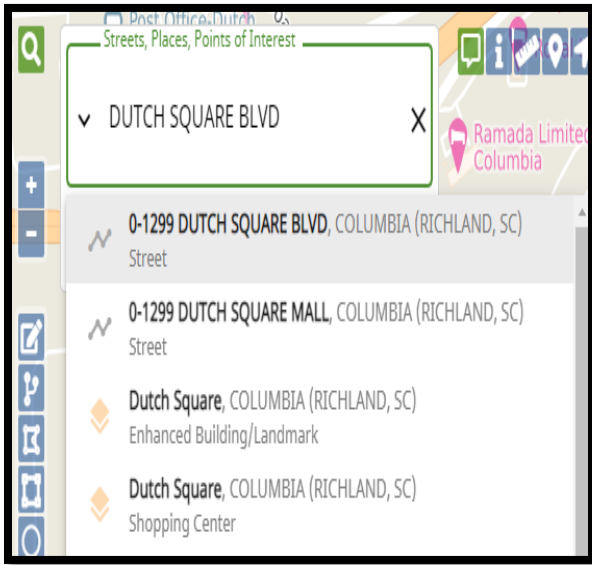
Search Options for finding Streets, Intersections, Places, Counties and Points of Interest Search

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’.

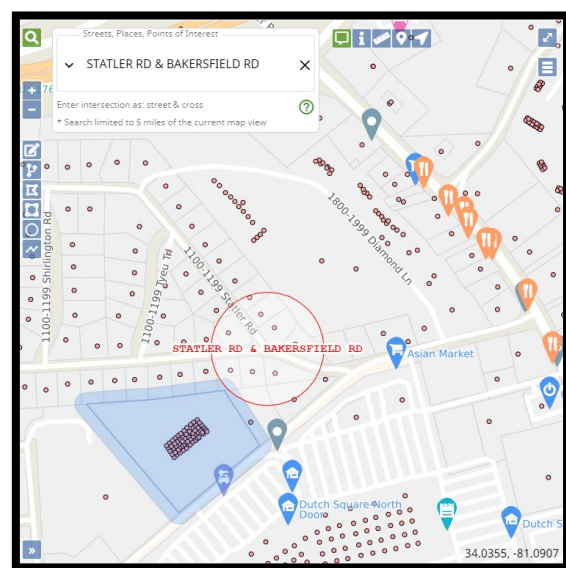
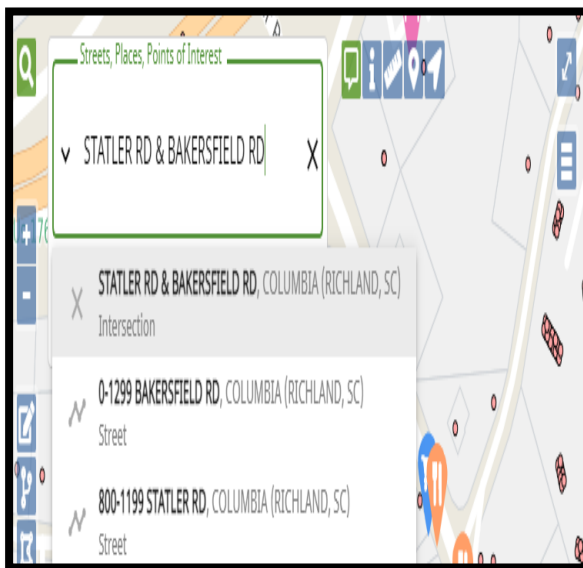
Note: Searches default to Near Dig Site, but the user can expand the search area by selecting ‘Within Map View’ or ‘State-Wide’.



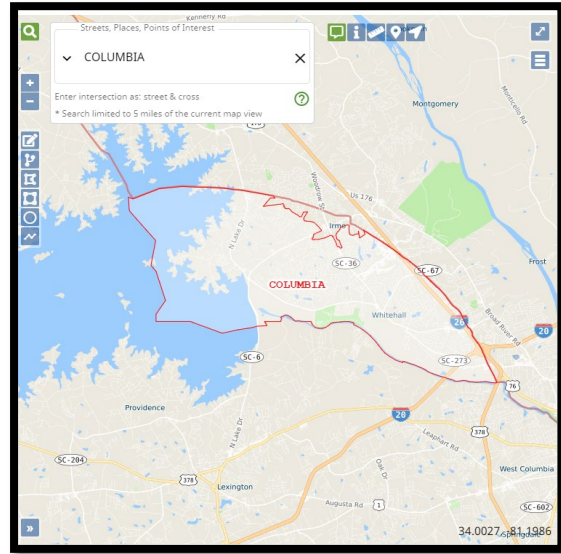
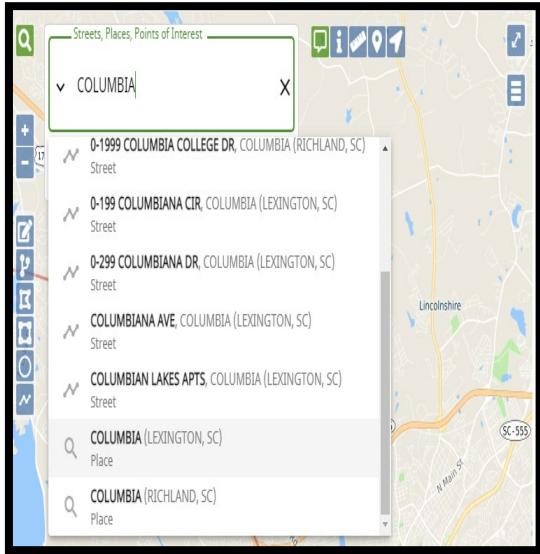
Street/Road - To search for a specific street or road name, the user can type in part or all of the name.



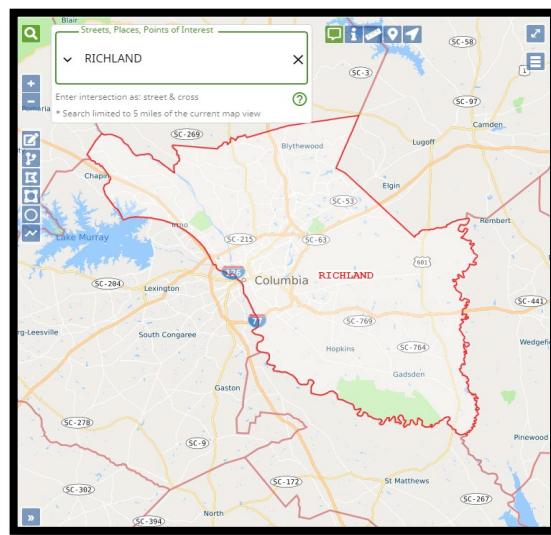
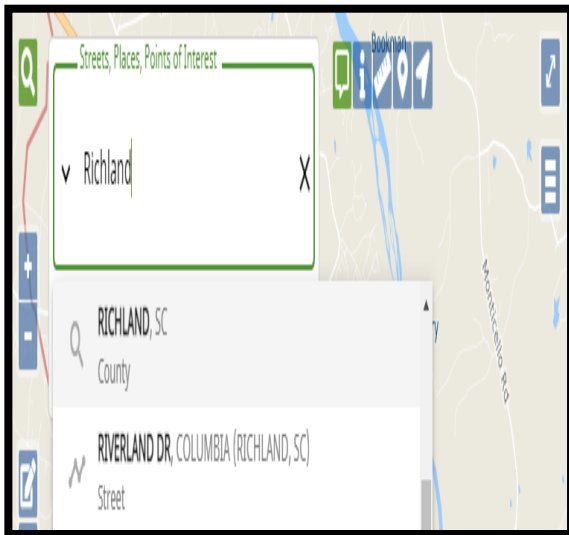
Intersection - To search for an intersection, the user will enter the information in as a street and cross street.



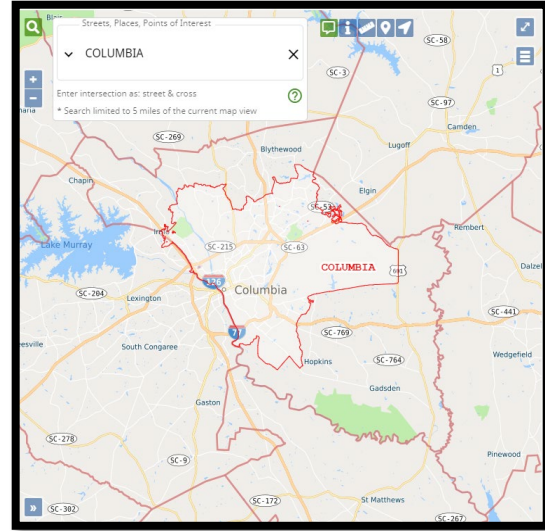
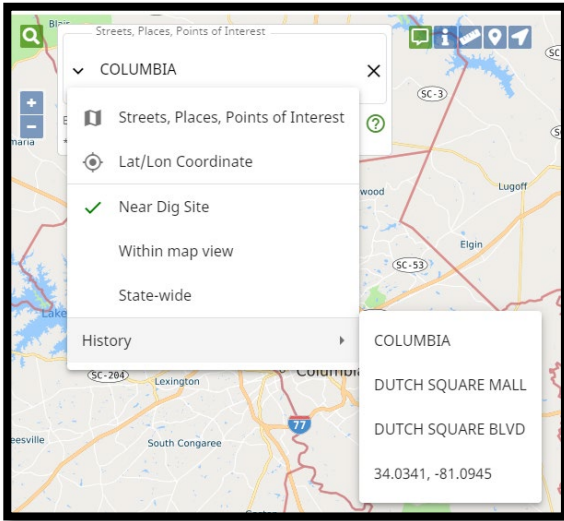
Place - To search for a Place, type in the name of the Place.



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

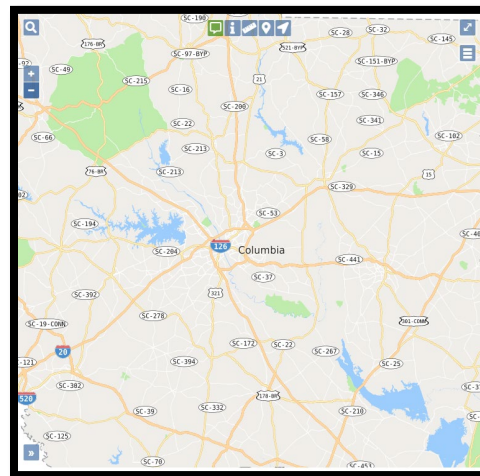
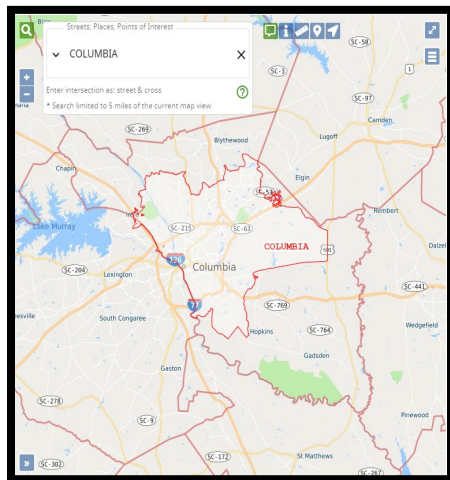


History - History tracks all of the searches the user has conducted and they can select a previous search and bring it back up again.



Zoom In (+), Zoom Out (-)

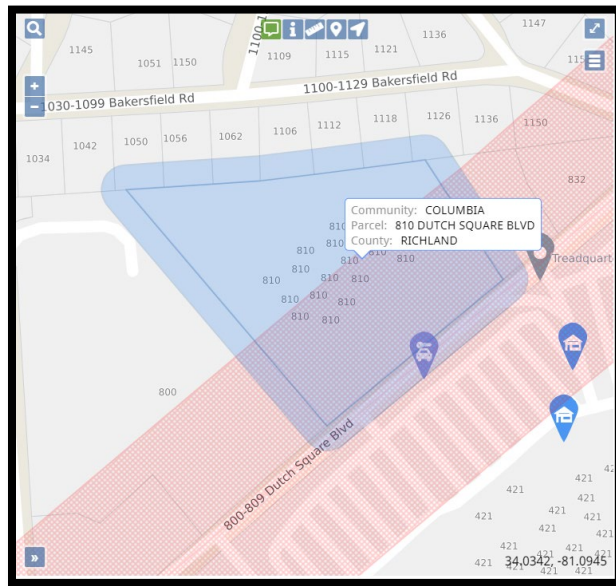
Clicking on the Plus (+) or Minus (-) icons will let you Zoom In and Zoom Out on the map. You can also right click on the map to select the Zoom In and Zoom out options or use the wheel on your mouse for zooming.



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.

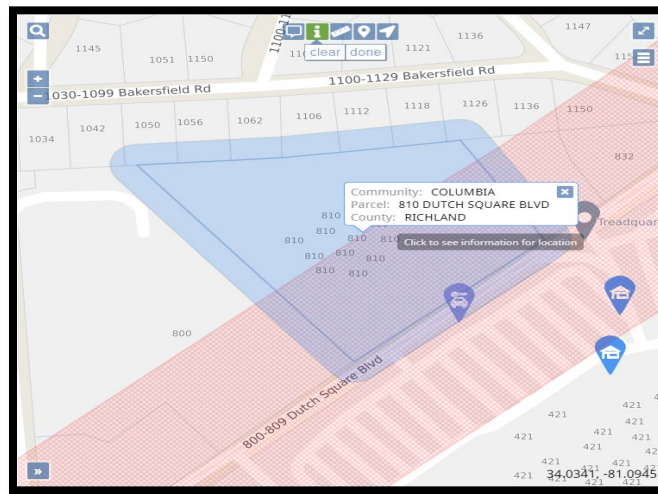
Show Map Information At Current Location

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.



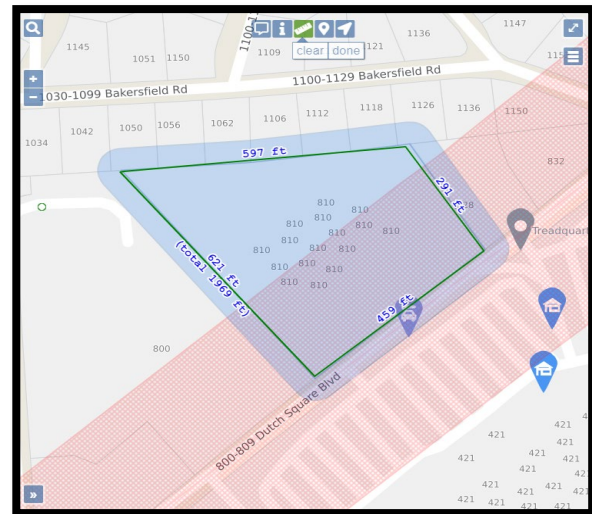
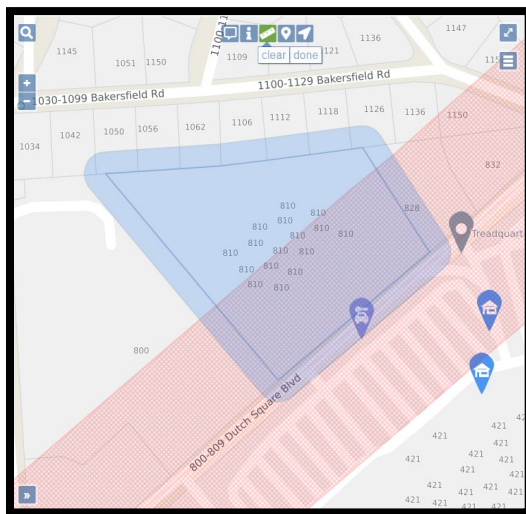
Show Map Information for Location

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.



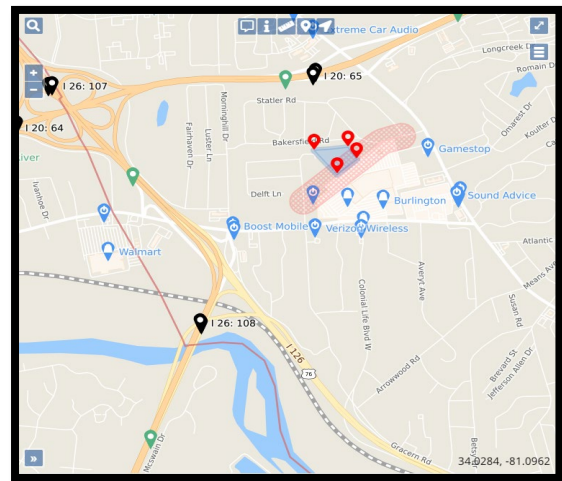
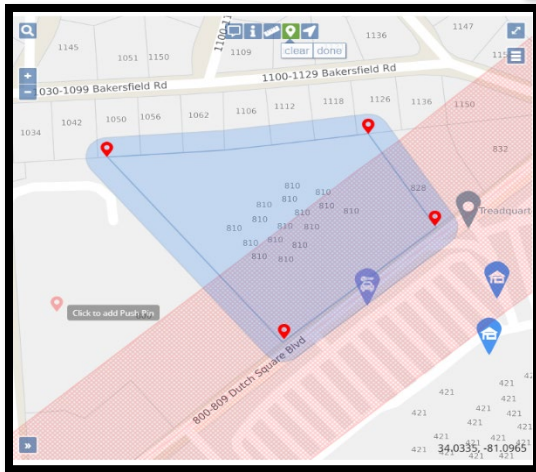
Ruler

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.



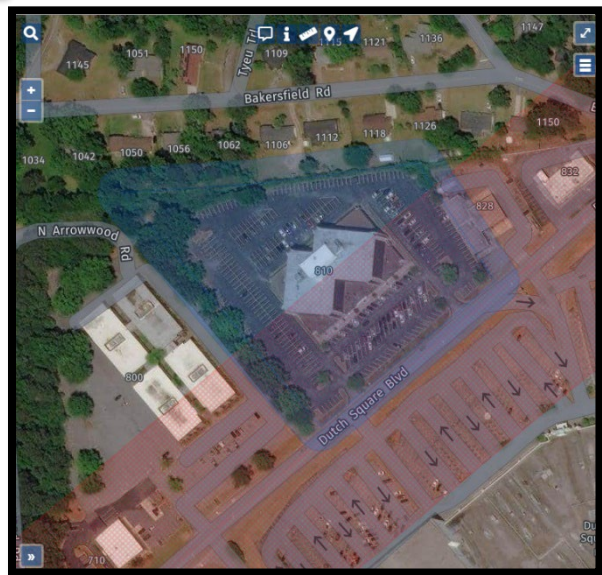
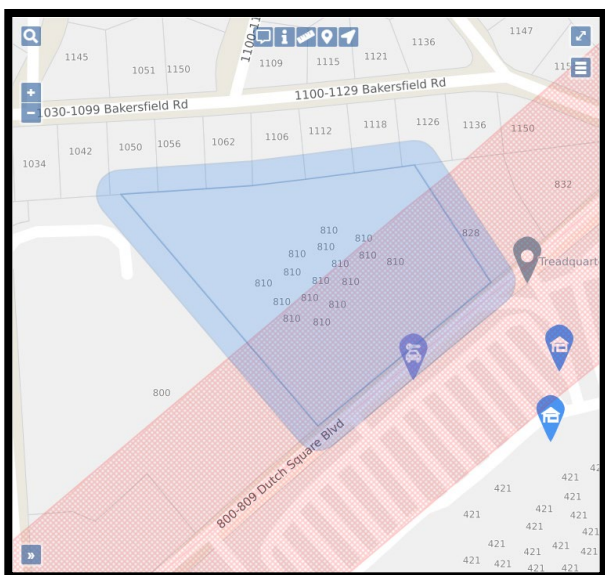
Push Pin

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.



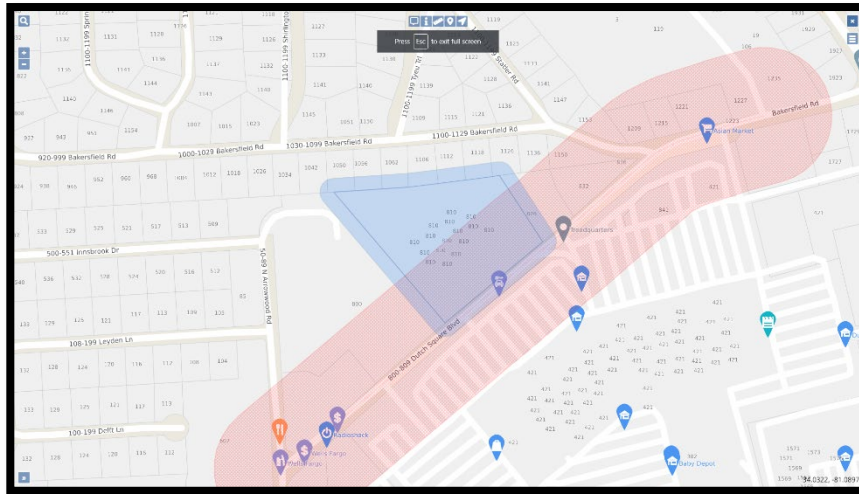
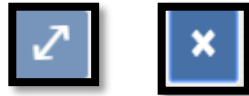
Position To Your Current Location

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



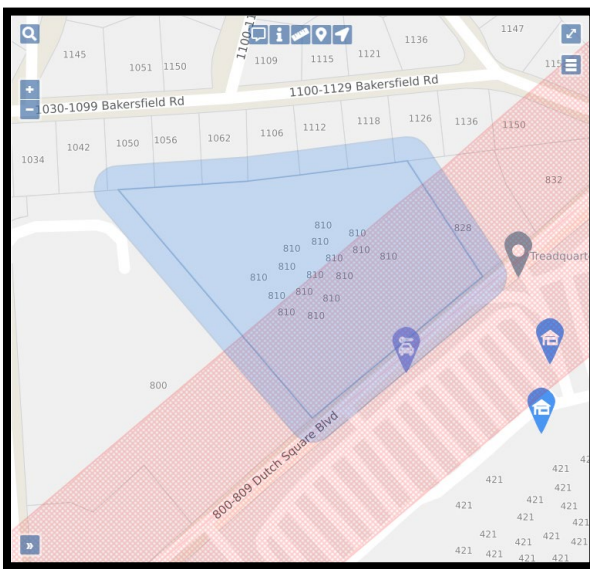
Toggle Full Screen

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



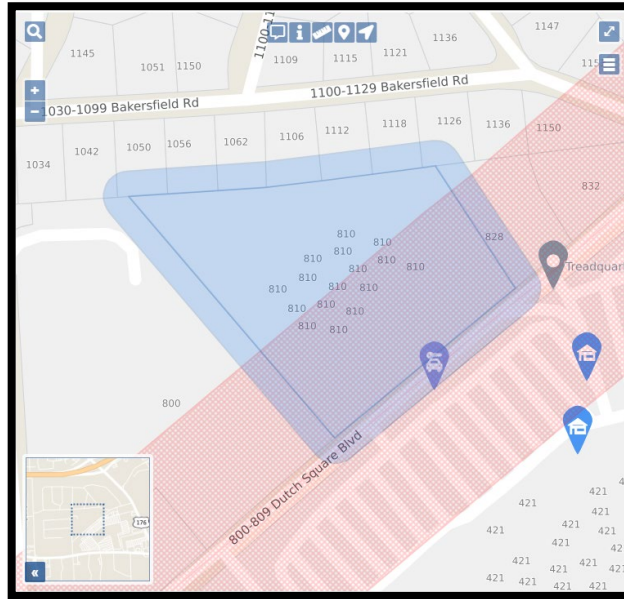
Toggle Base Map

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.



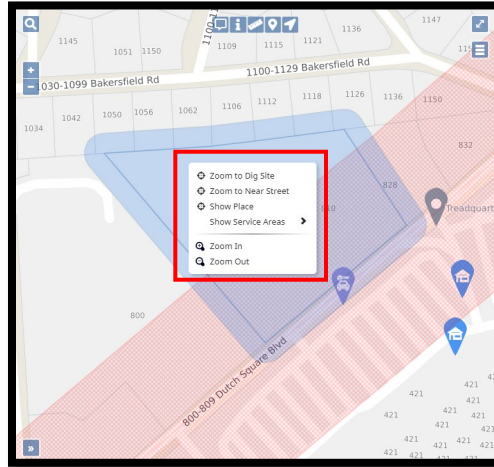
Overview Map

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.



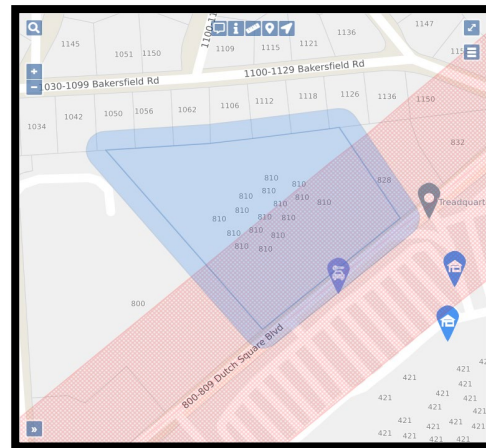
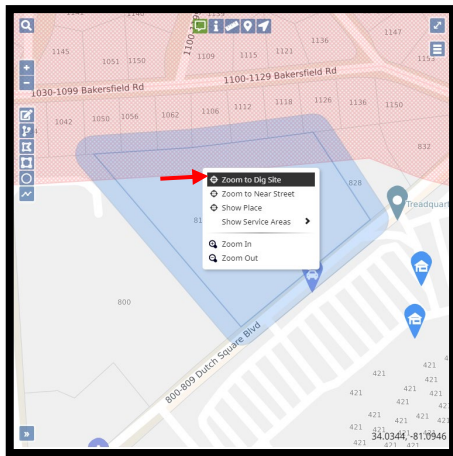
Additional Map Features

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).



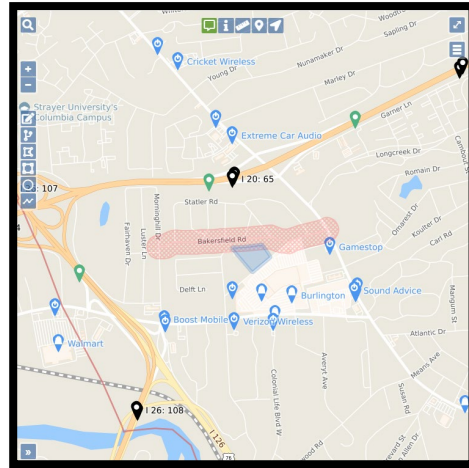
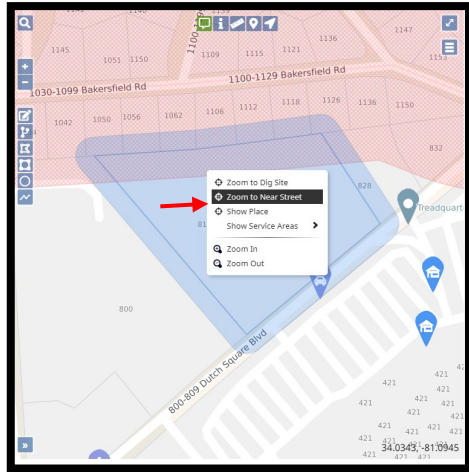
Zoom To Dig Site

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.



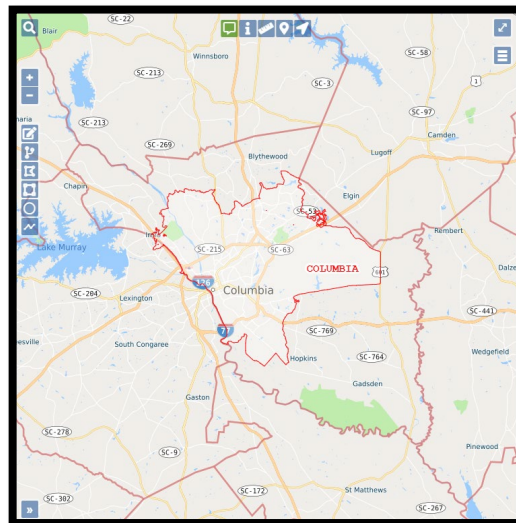
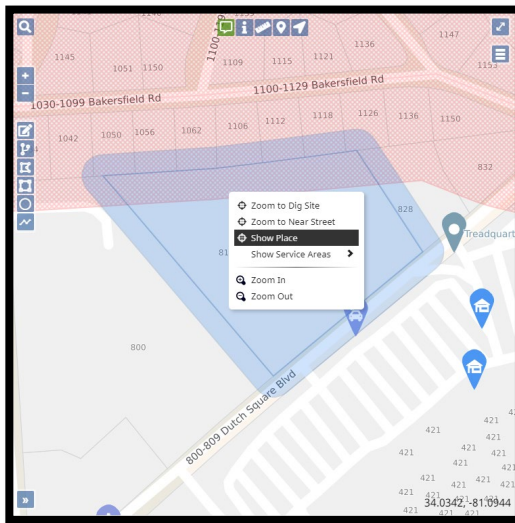
Zoom To Near Street

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.



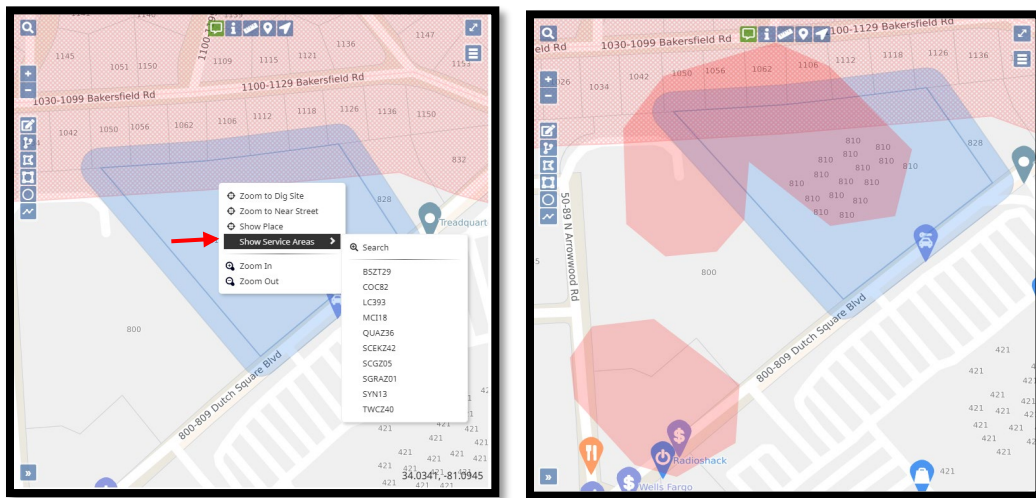
Show Place

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.

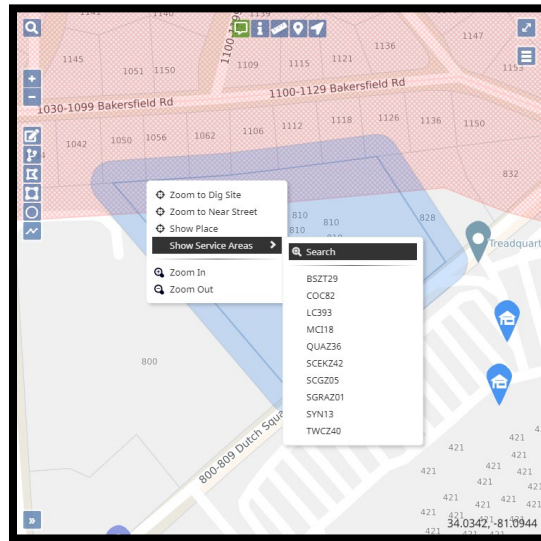


The user can display multiple service areas. When done right click on the map and select 'Clear All From Map' so those layers will no longer be displayed.

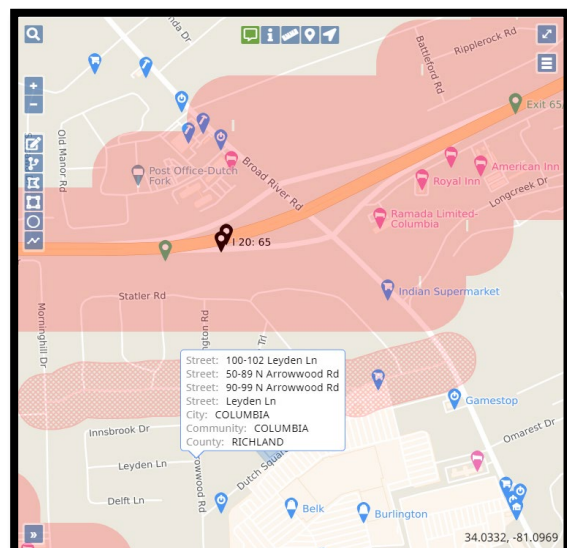
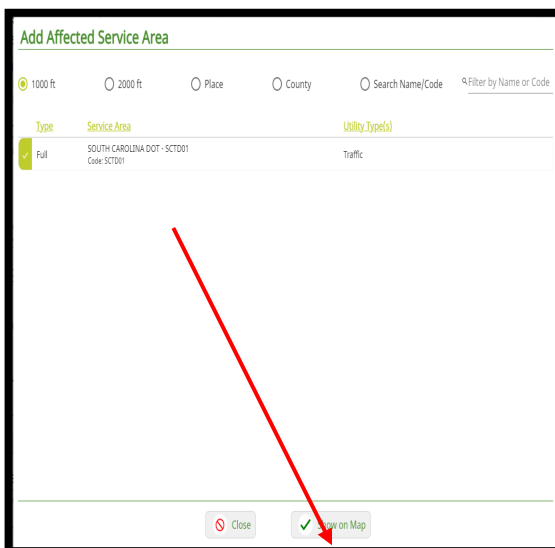


Search

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.

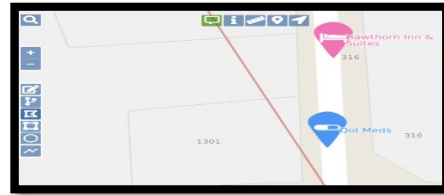


Mapping Legends

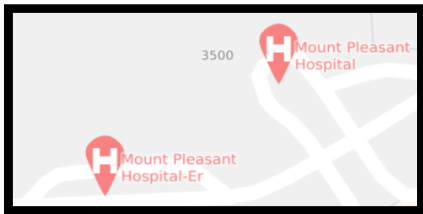
Railroad Tracks



County Line



Hospitals



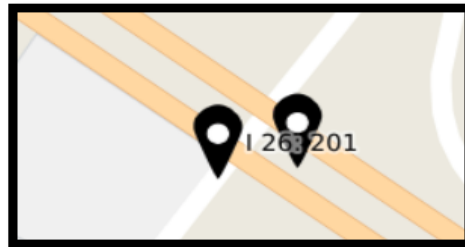
Schools



Highways

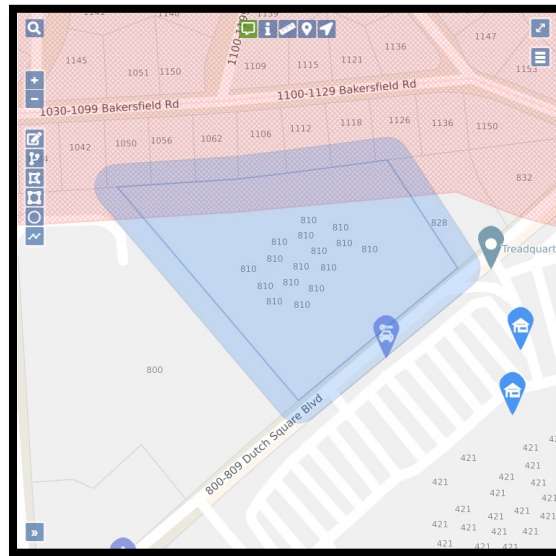


Interstates



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.



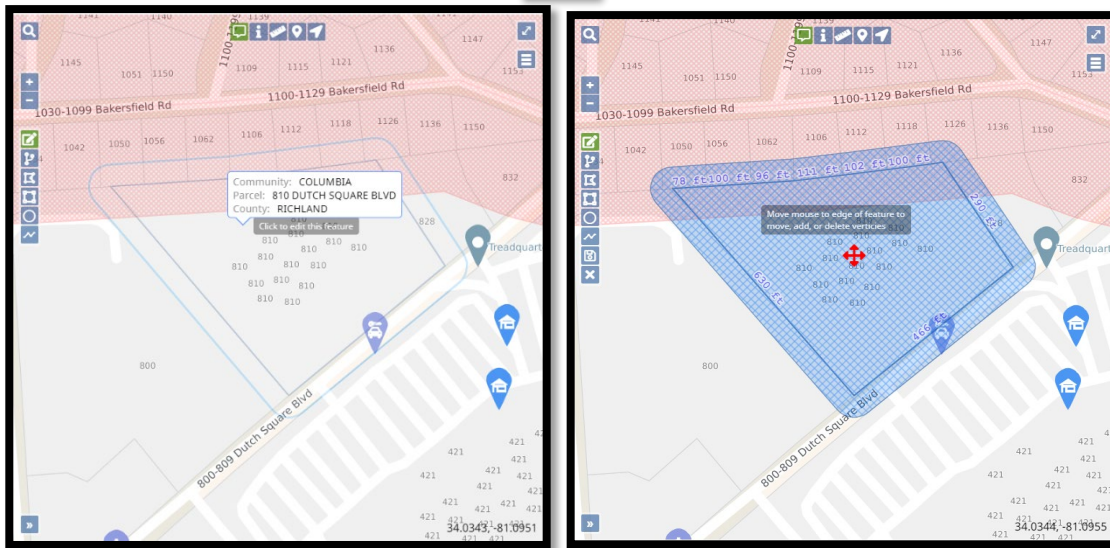
The Cancel/Discard icon will delete the changes the user made, keeping the original dig site intact.



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

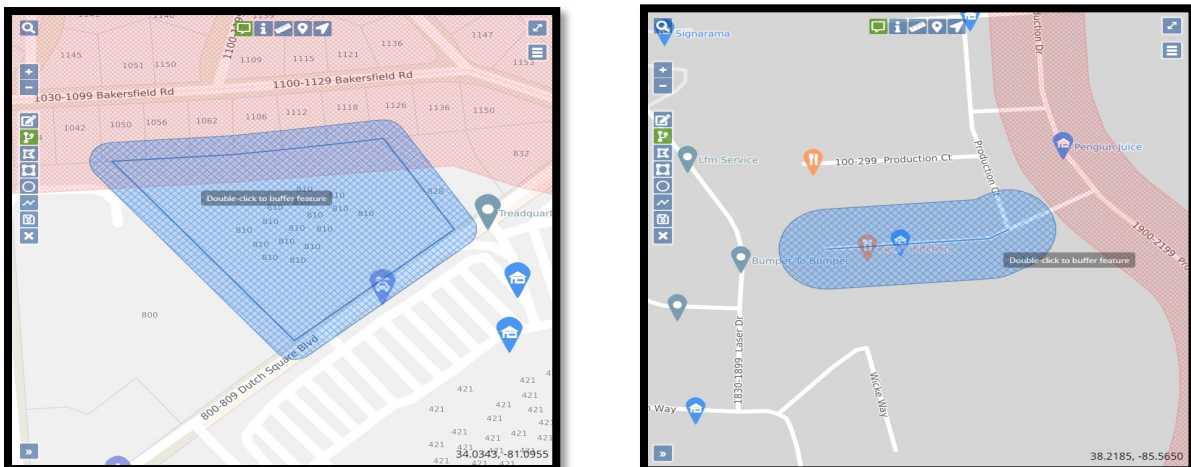
Edit Dig Site

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.



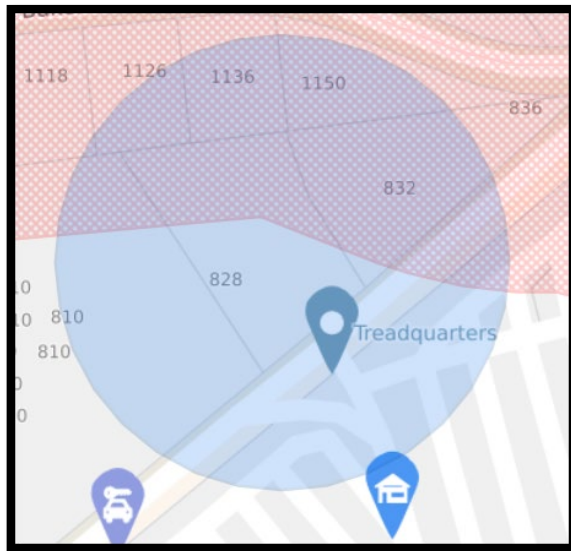
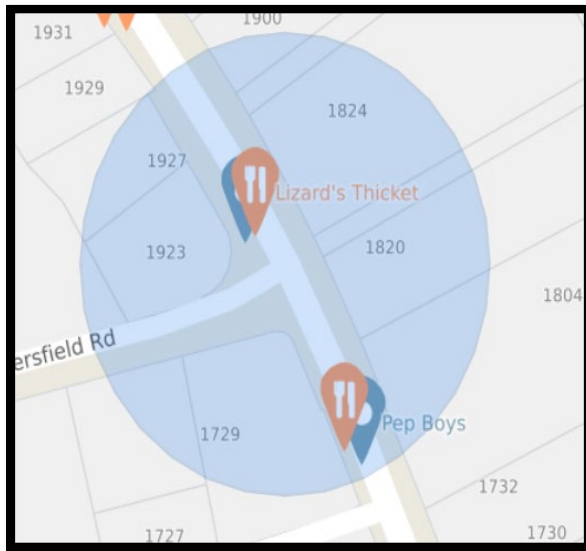
Buffer Street or Map Feature

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.



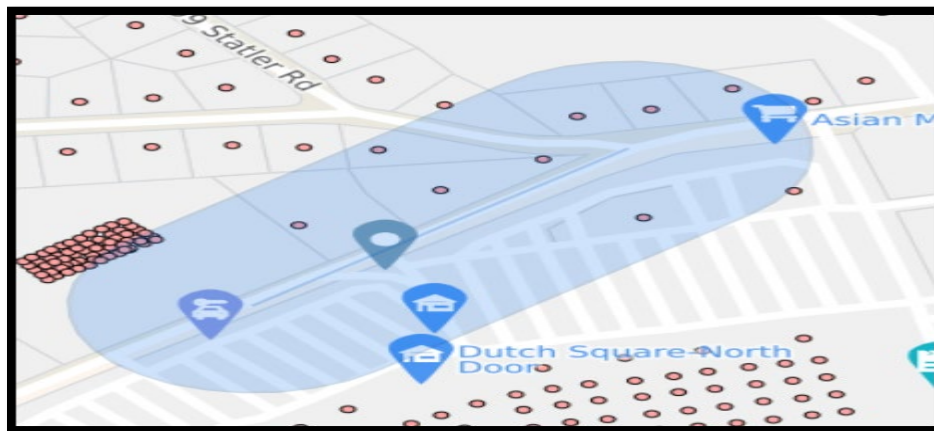
Draw Circle

The draw circle tool is used to mark an intersection or single point address if the property lines (grey 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

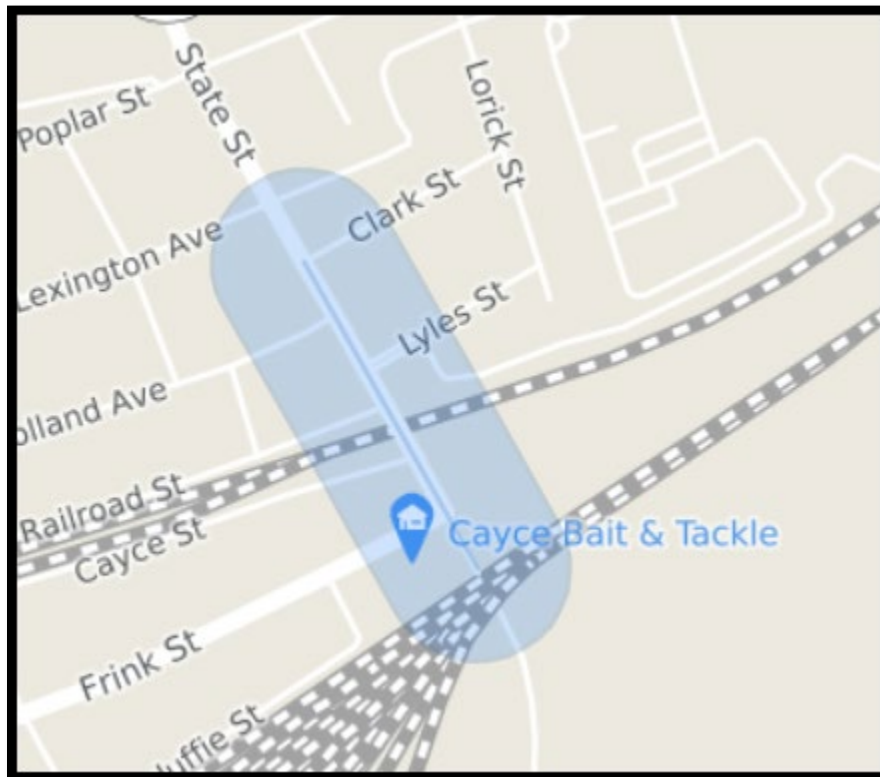
The draw line tool is used when marking road, right of way, railroad track or easement. Once the user has finished drawing the segment, then double click and the new dig site will appear in blue. At this point the user can either 'Save', 'Cancel/Discard' or 'Undo' the changes.



SC811 Location Entry Guidelines

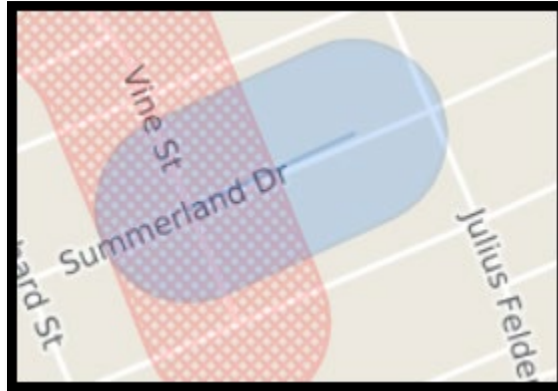
1. No more than 1320 ft can be marked per locate notice.

- 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.

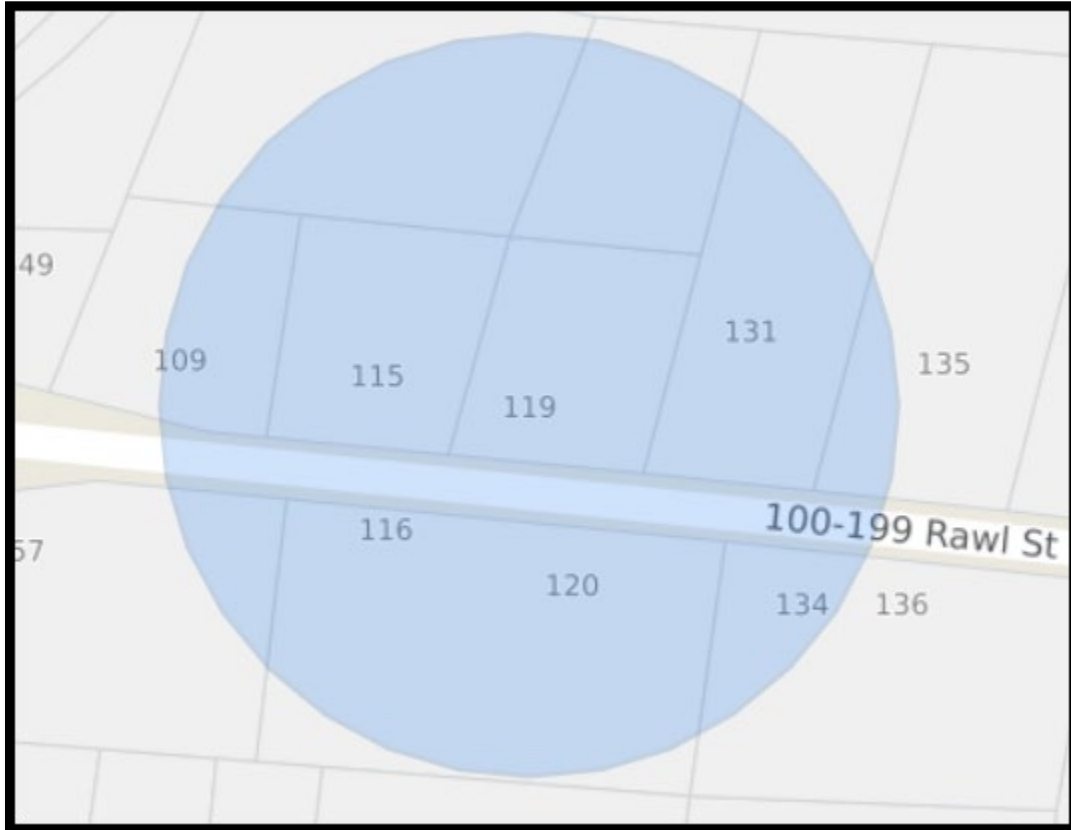
4. Intersection locate notices cannot exceed 50 feet in all directions on both sides of the road(s).

- 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

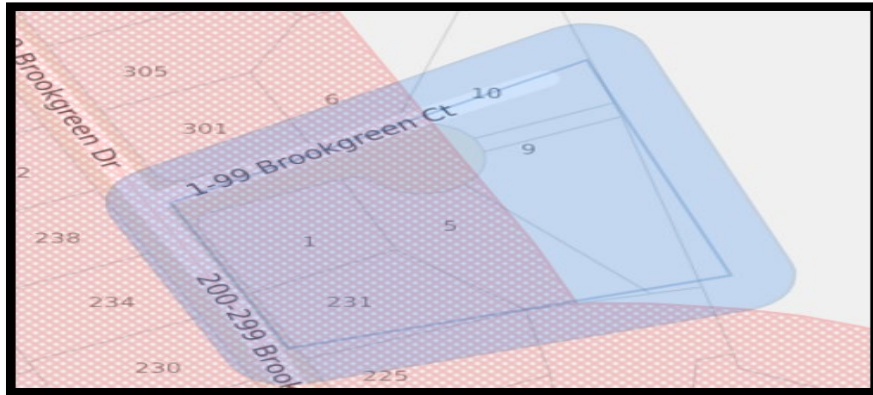
5. If an area to be marked has been premarked with flags, paint or stakes; the area of where work will be done must still be provided.



- **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

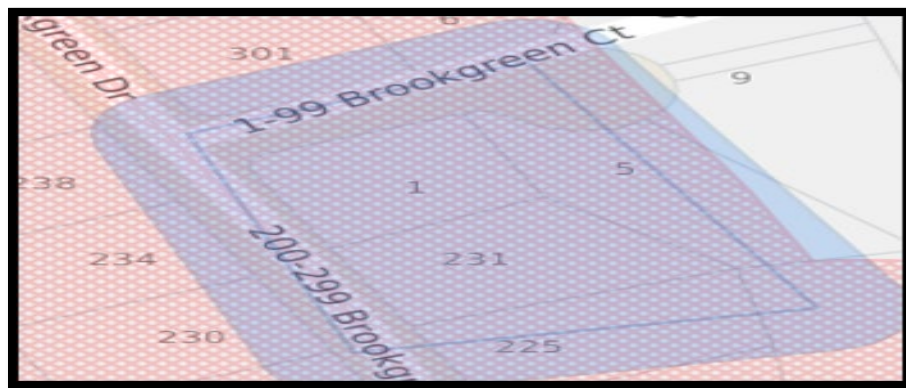
6. No more than five lot numbers, five buildings or five house addresses that are side by side (on the same side of one road can be entered on one locate notice

- 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.**



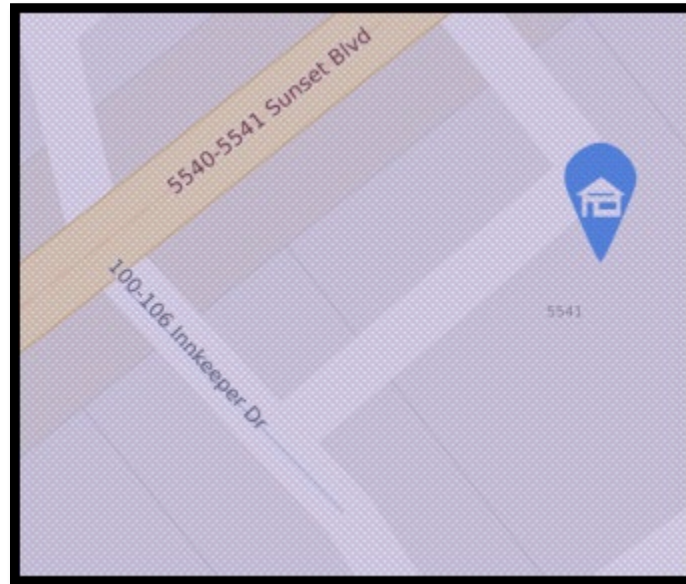
Example of valid marking instructions: MARK ENTIRE PROPERTIES AT 1, 5, AND 9 BROOKGREEN CT AND INCLUDE BOTH SIDES OF THE ROAD // PROPERTIES ARE SIDE BY SIDE

- 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.



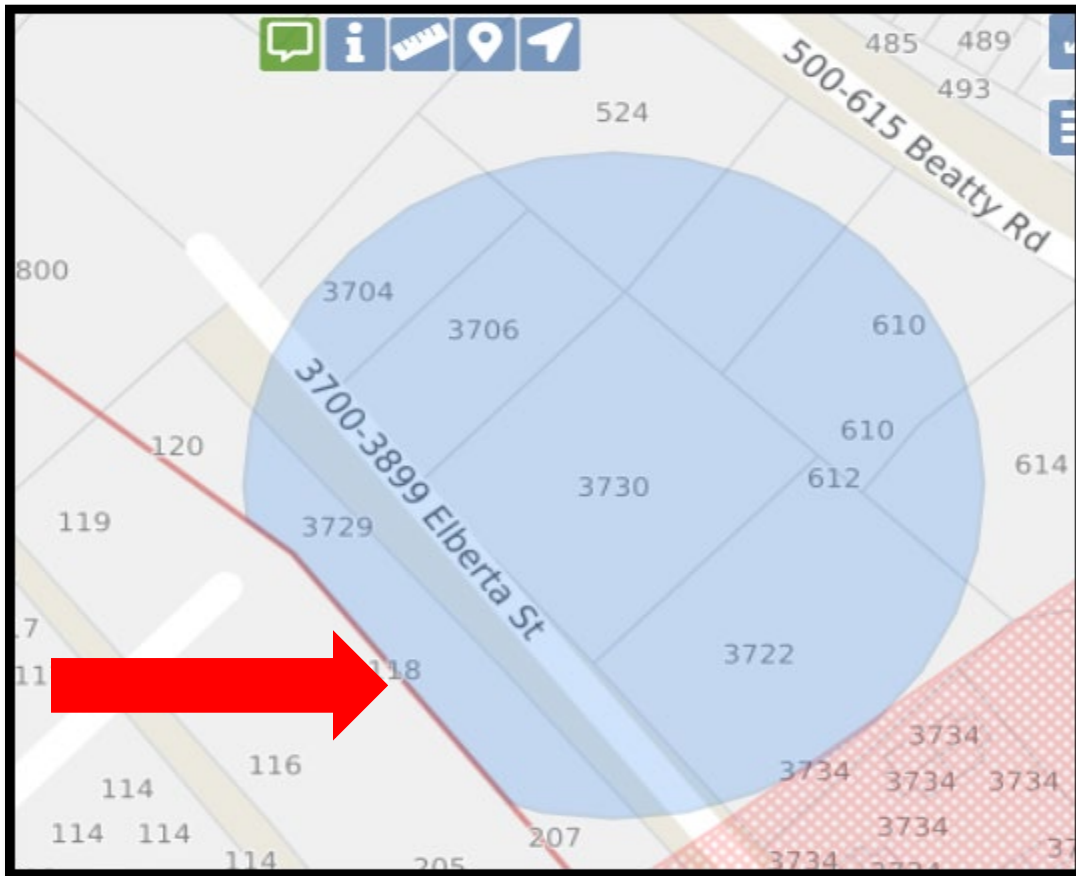
- **Example of invalid marking instructions:** MARK ENTIRE PROPERTY OF 1 BROOKGREEN CT AND 231 BROOKGREEN DR

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

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:

<p><i>Directions</i></p> <p>**THIS IS 1 OF 2 NOTICES MADE B/C PROPERTY SITS ON LEXINGTON/RICHLAND COUNTY LINE**</p> <p><i>Instructions</i></p>

- 10. When working at a corner lot and the user needs the entire property marked and both sides of the side street marked, you can mark an intersecting street at an address at a corner. You will need to put the name of the side street in the street field of the locate notice and explain in the ‘Instructions’ Field.**



- **Example of valid marking instructions:** AT ADDRESS 110 HARVARD CT WHICH IS ON THE CORNER OF HARVARD CT AND CHASON ROAD // MARK ENTIRE PROPERTY AND BOTH SIDES OF CHASON RD AT THIS ADDRESS
 - Keep in mind Chason Rd will go in the ‘Street/Type’ fields and Harvard Ct will go in the Intersection field

- **Example of invalid marking instructions:** AT ADDRESS 110 HARVARD CT WHICH IS A CORNER LOT WITH CHASON CT // MARK ENTIRE PROPERTY AND BOTH SIDES OF BOTH ROADS
 - You will need a locate done for the entire property and both sides of Harvard Ct on a notice and then one to cover for the markings on both sides of Chason Ct

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 *

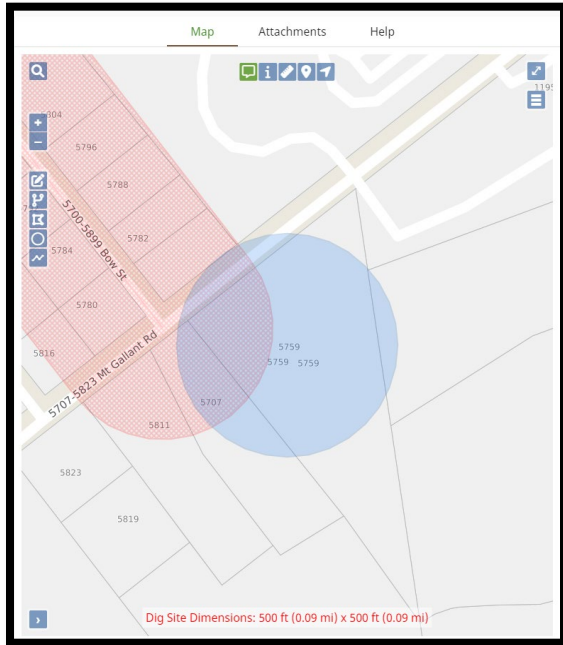
IF FACING, MARK THE LEFT SIDE OF THE PROPERTY

Remarks

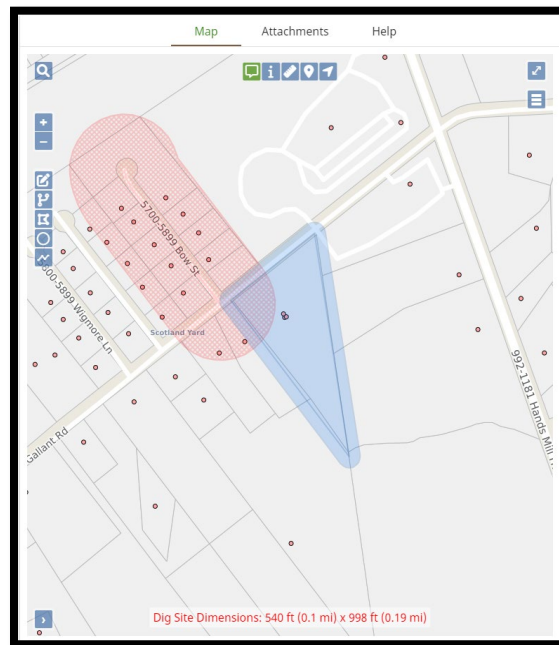
Map Attachments Help

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:	<i>Work Type</i> LANDSCAPING INSTALL/REPAIR x ▾	<i>Secondary Work Type</i> TREE/STUMP REMOVAL x ▾	
Company Doing Work:	SC811		
Duration:	1 HOUR	Explosives: <input type="checkbox"/>	Drilling/Boring: <input type="checkbox"/> Premarked: <input type="checkbox"/>
Subdivision:			New Subdivision: <input type="checkbox"/>
Job ID:			
Done For:	SC811		
Address in Instructions? <input checked="" type="checkbox"/>			

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

Update Date: 11/09/2021 11:59 PM Expiration Date: 11/15/2021 11:59 PM

Site Information

Dig Site Type

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

State RICHLAND County

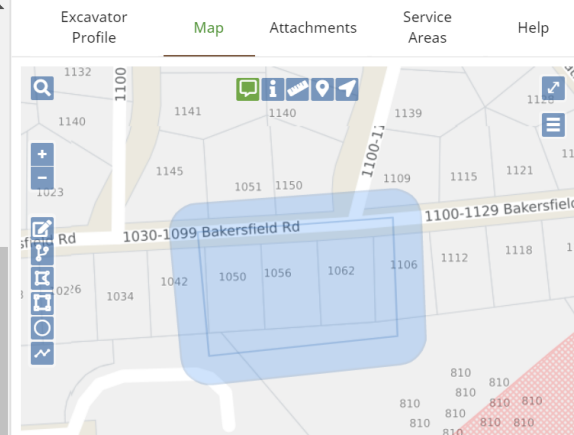
Street/Address BAKERSFIELD RD Place COLUMBIA

Nearest Intersecting Street DUTCH SQUARE BLVD

Directions N/A (446 FT)

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

Update Date: 11/09/2021 11:59 PM Expiration Date: 11/15/2021 11:59 PM

Site Information

Dig Site Type

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

State LEXINGTON County

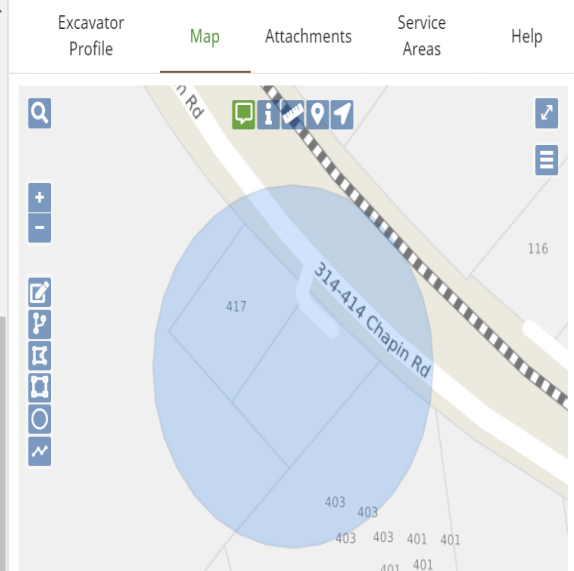
Street/Address CHAPIN RD Place CHAPIN

Nearest Intersecting Street SID BICKLEY RD

Directions THIS LOCATION IS A VACANT LOT // THIS LOT IS LOCATED DIRECTLY TO THE LEFT OF ADDRESS 417 CHAPIN RD WHEN FACING (733 FT)

Instructions MARK THE REAR OF THE PROPERTY

Remarks N/A



Apartment Complexes and Mobile Home Parks- This type of locate notice can be processed within the SC811 guidelines which is up to five buildings, lots, or addresses on one locate notice. They must be side by side and on the same side of the road. There is no limit on the number of apartments/units in one building. The main address should be entered in the address field and the building number(s) will need to be typed into the instructions section of the locate notice.

When mapping an apartment complex/mobile home park the entire property of the complex/park will need to be marked even if work is only taking place on one particular area of the property.

Apartment Complex

- **Example of valid marking instructions-**Mark the back of the properties for building #s 100, 200 & 300, side by side

Contact: KATY BAKER Function: New

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

Update Date: 11/09/2021 11:59 PM Expiration Date: 11/15/2021 11:59 PM

Save as: Complete Incomplete

Abort/Discard

Site Information

Dig Site Type

Street/Address [reset](#)

County

State RICHLAND

Street/Address Place

1000 BENT TREE LN COLUMBIA

Nearest Intersecting Street

ZIMALCREST DR (32 FT)

Directions

N/A

Instructions

MARK THE BACK OF THE PROPERTY FOR BUILDING #S 100, 200, & 300, SIDE BY SIDE

Remarks

N/A

Save/Continue
Discard

Excavator Profile
Map
Attachments
Service Areas
Help

Dig Site Dimensions: 1,493 ft (0.28 mi)
x 838 ft (0.16 mi)

Mobile Home Park

- **Example of valid marking instructions**-Mark the back of the properties for lot #s 113, 114, 115 & 116, side by side.

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

Update Date: 11/09/2021 11:59 PM Expiration Date: 11/15/2021 11:59 PM

Site Information

Dig Site Type

Street/Address [reset](#)

State LEXINGTON County

Street/Address 200 WOODBERRY RD Place WEST COLUMBIA

Nearest Intersecting Street DUDLEY RD (19 FT)

Directions N/A

Instructions
MARK THE BACK OF THE PROPERTY FOR LOT #S 113, 114, 115, & 116 , SIDE BY SIDE

Remarks N/A

Excavator Profile Map Attachments Service Areas Help

Dig Site Dimensions: 2,137 ft (0.4 mi) x 2,074 ft (0.39 mi)

Campground

- **Examples of valid marking instructions**-Mark the back of the properties for lot #s 2, 4 & 6, side by side.

Contact: KATY BAKER Function: New

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

Update Date: 11/09/2021 11:59 PM Expiration Date: 11/15/2021 11:59 PM

Save as: Complete Incomplete

Site Information

Dig Site Type: [reset](#)

Street/Address:

County:

State: CLARENDON

Street/Address: 1268 GORDON RD Place: SUMMERTON

Nearest Intersecting Street: BIG WATER LAKE CLUB RD (159 FT)

Directions: N/A

Instructions
MARK THE BACK OF THE PROPERTIES FOR LOT #S 2, 4, & 6, SIDE BY SIDE

Remarks: N/A

Excavator Profile **Map** Attachments Service Areas Help

Dig Site Dimensions: 1,974 ft (0.37 mi)
x 1,647 ft (0.31 mi)
* contains multiple areas

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](#)

County

State LANCASTER

Street/Address Place

600 FRIENDSHIP ST LANCASTER

Street not found

Nearest Intersecting Street

VECCHIO DR

Street not found

Directions

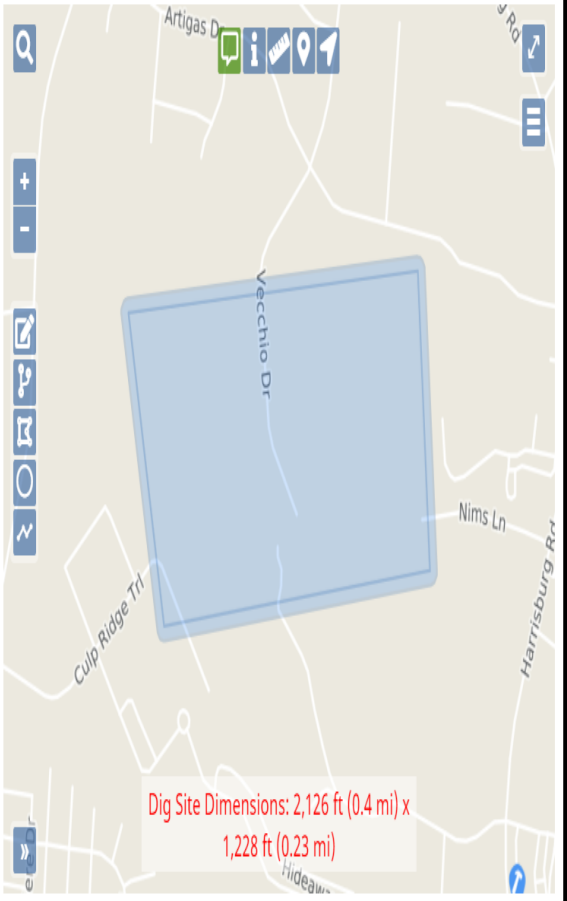
FROM THE INTERSECTION OF VECCHIO DR AND ARTIGAS DR TRAVEL SOUTH ON VECCHIO DR FOR 735 FT AND TURN RIGHT ONTO FRIENDSHIP ST // HEAD EAST ON FRIENDSHIP ST FOR 100 FT TO THE PROPERTY ON THE RIGHT

Instructions

MARK THE ENTIRE PROPERTY

Remarks

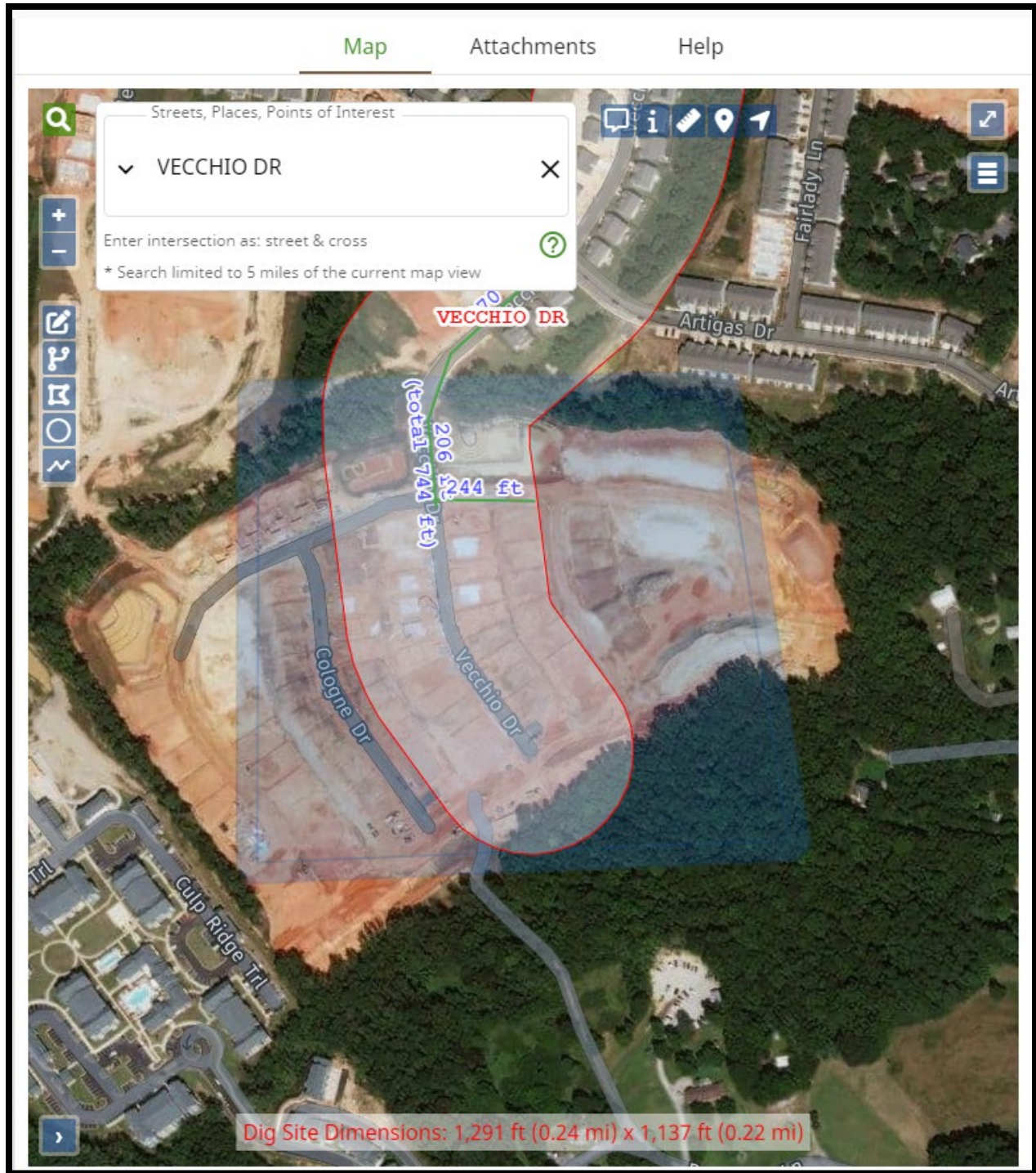
Excavator Profile **Map** Attachments Service Areas Help



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

✔ Save/Continue
🗑️ Discard

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.*



Unknown for No Name Roads, alleyways, railroad tracks, easements and right of ways-

This type of locate notice is processed when the work is taking place at a location such as: work being done on an unnamed road, an alleyway, railroad tracks, an easement or a right of way. In these situations, the word “unknown” will need to be entered in the address field. A description of the “unknown” and detailed directions of how to get to the “unknown” is required and must be provided in the directions field. An address or intersection can be used to the general area of the unknown.

No Name Road

- **Example of valid directions-**The unknown is an unnamed road on the northwest side of Moores Mill Rd // From the intersection of Willowdale Rd and Moores Mill Rd travel south on Moores Mill Rd for 990 ft to the unnamed road on the right.
- **Example of valid marking instructions-**Starting at the intersection of the Moores Mill Rd mark the left side of the unknown for 300 ft heading northwest.

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

Update Date: 11/10/2021 11:59 PM Expiration Date: 11/16/2021 11:59 PM

Site Information

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

Street/Address: County: Horry State:

Street/Address: UNKNOWN Place: AYNOR

Street not found

Nearest Intersecting Street: MOORES MILL RD (8 FT)

Directions:

THE UNKNOWN IS AN UNNAMED ROAD ON THE NORTHWEST SIDE OF MOORES MILL RD // FROM THE INTERSECTION OF WILLOWDALE RD AND MOORES MILL RD TRAVEL SOUTH ON MOORES MILL RD FOR 990 FT TO THE UNNAMED ROAD ON THE RIGHT

Instructions:

FROM THE INTERSECTION OF MOORES MILL RD MARK THE LEFT SIDE OF THE UNKNOWN FOR 300 FT HEADING NORTHWEST

Remarks:

Excavator Profile Map Attachments Service Areas Help

Dig Site Length: 319 ft (0.06 mi)

Alleyway

- **Example of valid directions**-The unknown is an alleyway // The unknown is an alleyway located directly to the right of address 807 Gervais St when facing from the road
- **Example of valid marking instructions**-Starting at the intersection of Gervais St mark both sides of the unknown for 200 ft heading north.

Contact: KATY BAKER Function: New

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

Update Date: 11/10/2021 11:59 PM Expiration Date: 11/16/2021 11:59 PM

Save as: Complete Incomplete

Abort/Discard

Site Information

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

State: RICHLAND County: _____

Street/Address: UNKNOWN Place: COLUMBIA

Street not found

Nearest Intersecting Street: GERVAIS ST

(17 FT)

Directions

THE UNKNOWN IS AN ALLEYWAY LOCATED DIRECTLY TO THE RIGHT OF ADDRESS 807 GERVAIS ST WHEN FACING FROM THE ROAD

Instructions

FROM THE INTERSECTION OF GERVAIS ST MARK BOTH SIDES OF THE UNKNOWN FOR 200 FT HEADING NORTH

Remarks

Excavator Profile **Map** Attachments Service Areas Help

Dig Site Length: 200 ft (0.04 mi)

Railroad tracks

- **Example of valid directions**-The Unknown are railroad tracks located on the northeast side of E Boundary St // From the intersection of Chapin Rd aka Hwy 76 and E Boundary St travel 100 ft north on E Boundary St to the unknown.
- **Example of valid marking instructions**-Starting at the intersection of E Boundary St and the unknown mark the entire width of the unknown for 200 ft in both directions.

Contact: KATY BAKER Function: New

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

Update Date: 11/10/2021 11:59 PM Expiration Date: 11/16/2021 11:59 PM

Save as: ✔ Complete ✔ Incomplete

🗑️ Abort/Discard

Site Information

Dig Site Type

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

State LEXINGTON

Street/Address Place

UNKNOWN CHAPIN

Street not found * Near Railroad

Nearest Intersecting Street

E BOUNDARY ST

Directions (0 FT)

THE UNKNOWN ARE RAILROAD TRACKS LOCATED ON THE NORTHEAST SIDE OF E BOUNDARY ST // FROM THE INTERSECTION OF CHAPIN RD AKA HWY 76 AND E BOUNDARY ST TRAVEL 100 FT NORTH ON E BOUNDARY ST TO THE UNKNOWN

Instructions

STARTING AT THE INTERSECTION OF E BOUNDARY ST MARK THE ENTIRE WIDTH OF THE UNKNOWN FOR 200 FT IN BOTH DIRECTIONS

Remarks

Excavator Profile **Map** Attachments Service Areas Help

Dig Site Length: 717 ft (0.14 mi)

Easement

- **Example of valid directions**-The unknown is a sewer easement located behind addresses 600-612 Cornerstone Cir.
- **Example of valid marking instructions**-Mark the entire width of the unknown located behind addresses 600-612 Cornerstone Cir // Approx 200 ft

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

Update Date: 11/10/2021 11:59 PM Expiration Date: 11/16/2021 11:59 PM

Site Information

Dig Site Type
Street/Address [clear manual dig site map](#) [reset](#)
County
State
Street/Address Place
Street not found * Near Railroad

Nearest Intersecting Street
CORNERSTONE CIR (156 FT)

Directions
THE UNKNOWN IS A SEWER EASEMENT LOCATED BEHIND ADDRESSES 600-612 CORNERSTONE CIR

Instructions
MARK THE ENTIRE WIDTH OF THE UNKNOWN LOCATED BEHIND ADDRESSES 600-612 CORNERSTONE CIR APPROX 200 FT

Remarks

Excavator Profile Map Attachments Service Areas Help

Dig Site Length: 225 ft (0.04 mi)

Right of way

When marking right of ways it is best to use the ‘Toggle Base Map’



located on the right

side of the map so an earth view of the work site is visible.

- **Example of valid directions**-The unknown is a power line right of way located east and west of Quail Hollow Ln // From the intersection of Bob White Ln and Quail Hollow Ln travel 680 ft south on Quail Hollow Ln to the Unknown.
- **Example of valid marking instructions**-Starting at the intersection of Quail Hollow Ln and the Unknown mark the entire width of the Unknown for 200 ft in both directions.

Contact: KATY BAKER Function: New

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

Update Date: 11/10/2021 11:59 PM Expiration Date: 11/16/2021 11:59 PM

Save as: Complete Incomplete

Abort/Discard

Site Information

Dig Site Type: _____

Street/Address: _____ clear manual dig site map reset

State: _____ County: LEXINGTON

Street/Address: UNKNOWN Place: LEXINGTON

Street not found

Nearest Intersecting Street

QUAIL HOLLOW LN

Street not found

Directions

THE UNKNOWN IS A RIGHT OF WAY // FROM THE INTERSECTION OF QUAIL HOLLOW LN AND BOB WHITE LN TRAVEL SOUTH ON QUAIL HOLLOW LN FOR 680 FT TO THE RIGHT OF WAY

Instructions

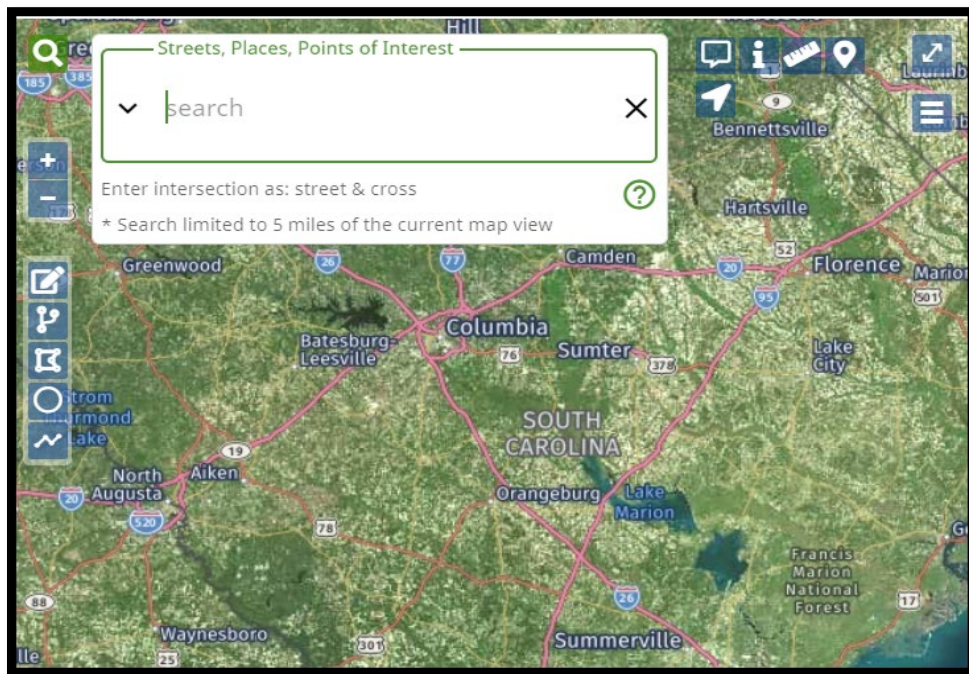
STARTING AT THE INTERSECTION OF QUAIL HOLLOW LN MARK THE ENTIRE WIDTH OF THE UNKNOWN FOR 200 FT IN BOTH DIRECTIONS

Remarks

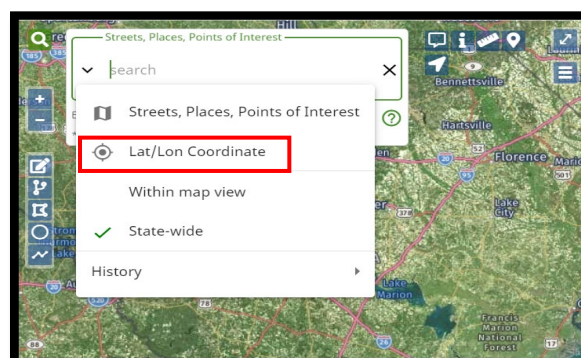
Excavator Profile **Map** Attachments Service Areas Help

Latitude/Longitude locate notices- This type of locate notice is processed when Latitude /Longitude coordinates are used to help pinpoint the work site location on the SC811 map. These coordinates are commonly used when the work is taking place in an area such as easement, right-of-way, or a new subdivision development. It is important to remember that when using the Latitude/Longitude coordinates the address still will need to be provided if applicable.

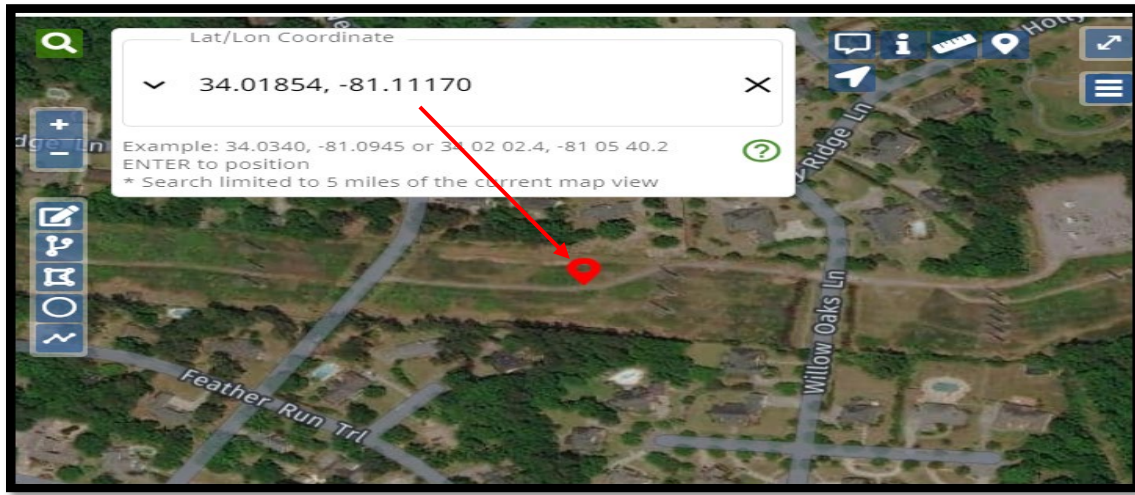
Entering Latitude/Longitude coordinates-Select the magnifying glass in the top left corner of the map, to search for coordinates.



When in the 'Search' box press the drop-down arrow and choose the 'Lat/Lon Coordinate' option.



Enter the coordinates into the 'Search' box. When searching, the map will have a red pin-point marker on top of the location of the coordinates.



When entering coordinates detailed directions to the work site are still required.

- **Example of valid directions-** The unknown is a power line right of way located east and west of Quail Hollow Ln // From the intersection of Feather Run Trl and Quail Hollow Ln travel 360 ft north on Quail Hollow Ln to the Unknown.
- **Example of valid marking instructions-** From Quail Hollow Ln travel east on the right of way for 360 ft to the white flag located at coordinates 31.01854, -81.11170 // Mark a 50 ft radius around the flag.

Contact: KATY BAKER	Function: New	Save as: <input checked="" type="checkbox"/> Complete	<input checked="" type="checkbox"/> Incomplete
Phone: (803) 939-1117	Mapped By: Find Best	<input type="checkbox"/> Abort/Discard	
Street/Address	County	Excavator Profile	Map
State	LEXINGTON	Attachments	Service Areas
Street/Address	Place	Help	
UNKNOWN	WEST COLUMBIA		
Street not found			
Nearest Intersecting Street			
QUAIL HOLLOW LN			
Directions			
THE UNKNOWN IS A POWER LINE RIGHT OF WAY LOCATED EAST AND WEST OF QUAIL HOLLOW LN // FROM THE INTERSECTION OF FEATHER RUN TRL AND QUAIL HOLLOW LN TRAVEL 360 FT NORTH ON QUAIL HOLLOW LN TO THE UNKNOWN			
Instructions			
FROM QUAIL HOLLOW LN TRAVEL EAST ON THE RIGHT OF WAY FOR 360 FT TO THE WHITE FLAG LOCATED AT COORDINATES 31.01854, -81.11170 // MARK A 50 FT RADIUS AROUND THE FLAG.			
Remarks			
<input checked="" type="checkbox"/> Save/Continue		<input type="checkbox"/> Discard	

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 footage. 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: <input checked="" type="checkbox"/> Complete <input checked="" type="checkbox"/> Incomplete
Phone: (803) 939-1117	Mapped By: Street	<input type="button" value="Abort/Discard"/>
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		
<i>Dig Site Type</i>		
Street/Address		<input type="button" value="reset"/>
State	County	
SC	RICHLAND	
Street/Address	Place	
BAKERSFIELD RD	COLUMBIA	
<i>Nearest Intersecting Street</i>		
DUTCH SQUARE BLVD		
<i>Directions</i>		
N/A		
<i>Instructions</i>		
STARTING AT THE INTERSECTION OF BAKERSFIELD RD AND DUTCH SQUARE BLVD MARK BOTH SIDES OF BAKERSFIELD RD FOR 500 FT HEADING WEST		
<i>Remarks</i>		
<input type="button" value="Save/Continue"/> <input type="button" value="Discard"/>		

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

Save/Continue Discard

Excavator Profile **Map** Attachments Service Areas Help

Starting from an address

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

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

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: 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

Excavator Profile **Map** Attachments Service Areas Help

Dig Site Length: 779 ft (0.15 mi)

Starting from a utility pole, transformer of 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 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 County
 SC LEXINGTON

Street/Address Place
 HIGHWAY 321 GASTON

Nearest Intersecting Street
 WILBUR RD


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: SC County: LEXINGTON

Street/Address: HIGHWAY 321 Place: 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



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 Save as: Complete Incomplete
 Phone: (803) 939-1117 Mapped By: Intersection

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 *County*
 SC LEXINGTON

Street/Address *Place*
 HOLLY RIDGE LN WEST COLUMBIA

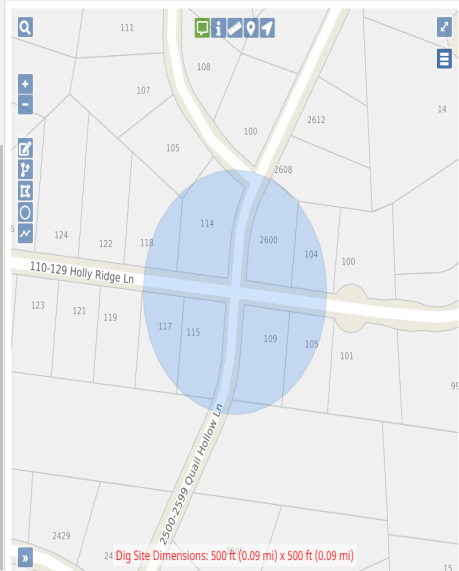
Cross Street
 QUAIL HOLLOW LN

Directions
N/A

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

Remarks

Excavator Profile **Map** Attachments Service Areas Help



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 County
 SC GREENVILLE

Street/Address Place
 MASON ST 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

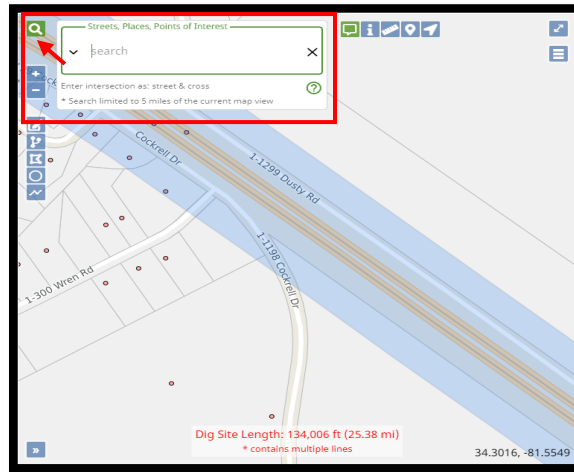
Remarks

Excavator Profile **Map** Attachments Service Areas Help

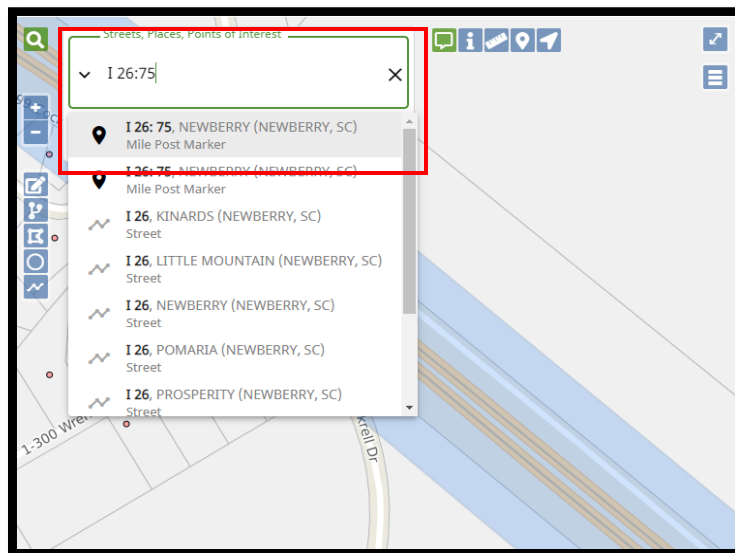
Dig Site Dimensions: 500 ft (0.09 mi) x 500 ft (0.09 mi)

Mile Markers- When working is taking place at a mile marker on an interstate directions are required to the mile marker from an intersection.

The mile marker can be found in 'Exactix' by going to the search bar in the top of the left-hand corner of the map. The user will select the magnifying glass for the search bar to appear.



When searching the user will need to put the interstate number, followed by a colon with the mile marker number. For example, if searching for mile marker 75 on Interstate 26 the user would type: "I 26:75"



When selecting the correct search result the user will see the Mile Post Marker with a black pinpoint on the map as well as a red pinpoint.



Example of valid directions-The work site is mile marker 75 on I-26 W // Mile marker 75 is located 4890 ft north of the intersection of I-26 and SC 219.

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

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
 Street/Address
 State: SC County: NEWBERRY
 Street/Address: I26 Place: NEWBERRY
 Nearest Intersecting Street: SC 219

Directions (0 FT)
 THE WORK SITE IS MILE MARKER 75 ON I-26 W // MILE MARKER 75 IS LOCATED 4890 FT NORTH OF THE INTERSECTION OF I-26 AND SC 219

Instructions
 MARK A 25 FT RADIUS OF MILE MARKER 75 ON I-26 W

Save as: Complete Incomplete

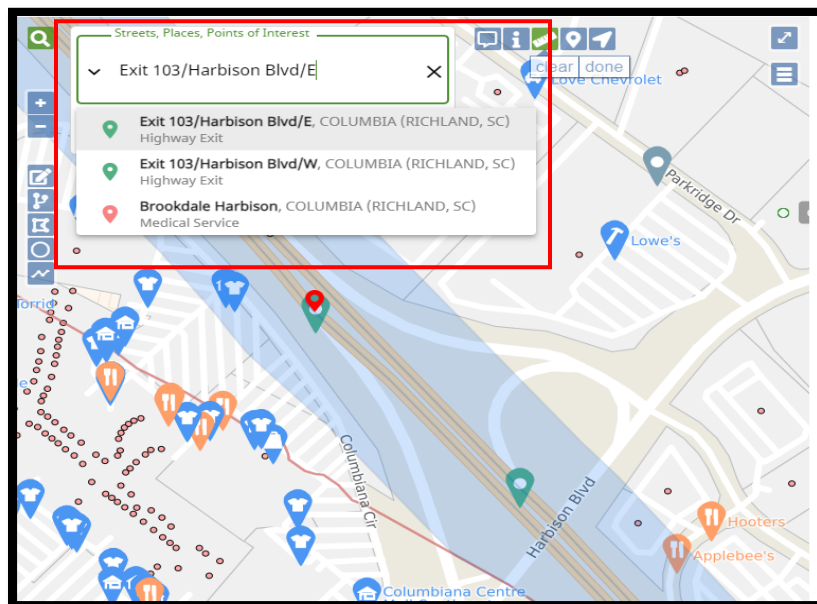
Excavator Profile **Map** Attachments Service Areas Help

Exit and Entrance Ramps- When working is taking place on an exit or entrance ramp directions to the work site are required.

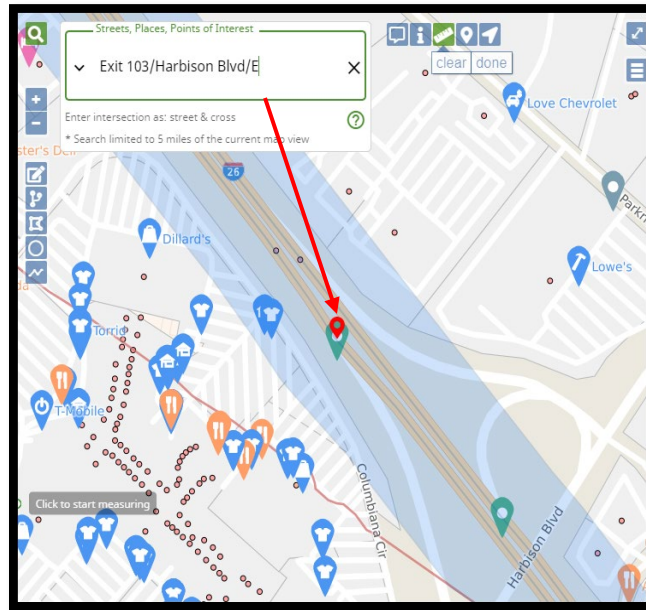
An exit or entrance ramp can be found in 'Exactix' by going to the search bar in the top of the left-hand corner of the map. The user will select the magnifying glass for the search bar to appear.



When searching the user will need to put the exit number, followed by a forward slash, the name of the road the interstate exits to, followed by a forward slash, then the first letter of the direction the interstate is headed. For example, if searching for exit 103 from Interstate 26 East to Harbison the user will enter: "Exit 103/Harbison Blvd/E"



When selecting the correct search result the user will see the Mile Post Marker with a green pinpoint on the map as well as a red pinpoint.



Example of valid directions- The unknown is the exit ramp from I-26 E to Harbison Blvd which is exit 103.

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

Save as: Complete Incomplete

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: RICHLAND
 Street/Address: UNKNOWN Place: COLUMBIA
Street not found
 Nearest Intersecting Street: I-26 E
Street not found

Directions

THE UNKNOWN IS THE EXIT RAMP FROM I-26 E TO HARBISON BLVD WHICH IS EXIT 103.

Instructions

STARTING AT THE INTERSECTION OF I-26 E MARK BOTH SIDES OF THE EXIT RAMP FOR 300 FT HEADING SOUTH TOWARDS HARBISON BLVD

Excavator Profile **Map** Attachments Service Areas Help

Using an exit as an intersection on an interstate-When working on an interstate if an exit number is the starting point directions to the exit are required.

Example of valid directions-The Unknown for the intersection is the beginning of the exit ramp onto Forest Dr from the north bound lanes of I 77 // This is exit #12

Example of valid marking instructions-Starting from the intersection of I 77 N and the Unknown mark both sides of I 77 N for 700 ft heading north.

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

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
 Street/Address Place

Nearest Intersecting Street
 UNKNOWN

Street not found

Directions
 THE UNKNOWN FOR THE INTERSECTION IS THE BEGINNING OF THE EXIT RAMP ONTO FOREST DR FROM THE NORTH BOUND LANES OF I 77 // THIS IS EXIT #12

Instructions
 STARTING FROM THE INTERSECTION OF I 77 N AND THE UNKNOWN MARK BOTH SIDES OF I 77 N FOR 700 FT HEADING NORTH

Remarks

Save as: Complete Incomplete

Excavator Profile **Map** Attachments Service Areas Help

Rest Areas- When work is taking place at a rest area, directions to the work site are required.

The interstate the rest stop is located directly off of will be entered into the address field. It is helpful to put on the map's 'Toggle Base' view when marking the property to see the earth view of the work site.

Example of valid directions-Work is taking place at the rest area locate off I-20 East in Aiken // from the intersection of Gregory Rd, travel west on I-20 E for 1200 ft to the rest area on the left.

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

Save as: Complete Incomplete
Abort/Discard

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: AIKEN

Street/Address: I-20 Place: AIKEN

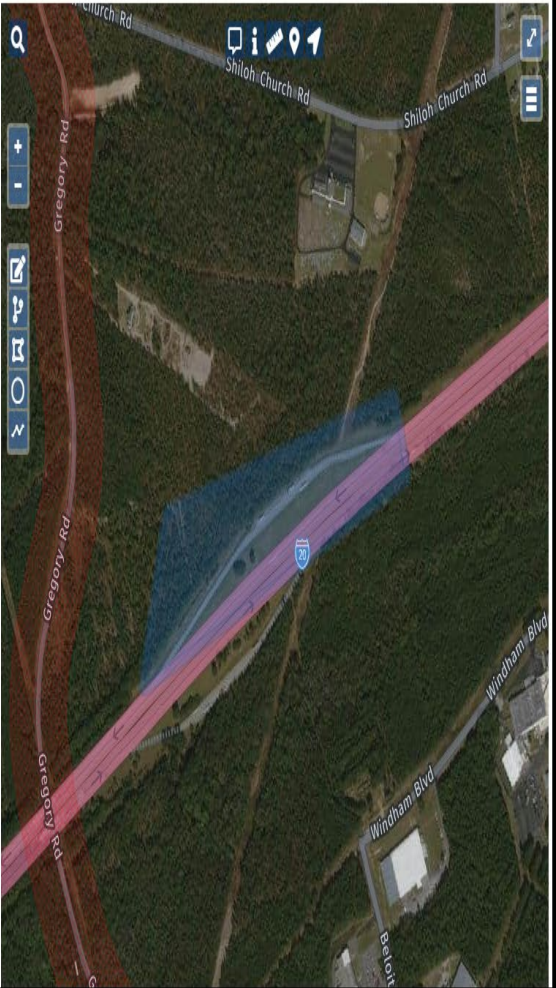
Nearest Intersecting Street
 GREGORY RD (854 FT)

Directions
 WORK IS TAKING PLACE AT THE REST AREA LOCATED OFF OF I-20 EAST IN AIKEN // FROM THE INTERSECTION OF GREGORY RD, TRAVEL WEST ON I-20 E FOR 1200 FT TO THE REST AREA ON THE LEFT

Instructions
 MARK THE ENTIRE PROPERTY OF THE REST AREA

Remarks

Excavator Profile **Map** Attachments Service Areas Help



Traffic Circles- When work is taking place around a traffic circle, the traffic circle will need to be entered as “Unknown” and have its own notice.

Example of valid directions-The Unknown is the traffic circle that connects Cromer Rd, Cedar Rd, and Mineral Springs Rd.

Example of valid marking instructions-Starting from the intersection of Cromer Rd, Mark the north side of the traffic circle for 100 ft heading west.

Contact: KATY BAKER Function: New

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

Save as: Complete Incomplete

Abort/Discard

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: UNKNOWN Place: LEXINGTON

Street not found

Nearest Intersecting Street: CROMER RD

(15 FT)

Directions

THE UNKNOWN IS A TRAFFIC CIRCLE THAT CONNECTS CORMER RD, CEDAR RD, AND MINERAL SPRINGS RD

Instructions

STARTING FROM THE INTERSECTION OF CROMER RD MARK THE NORTH SIDE OF THE TRAFFIC CIRCLE FOR 100 FT HEADING WEST

Remarks

Excavator Profile **Map** Attachments Service Areas Help

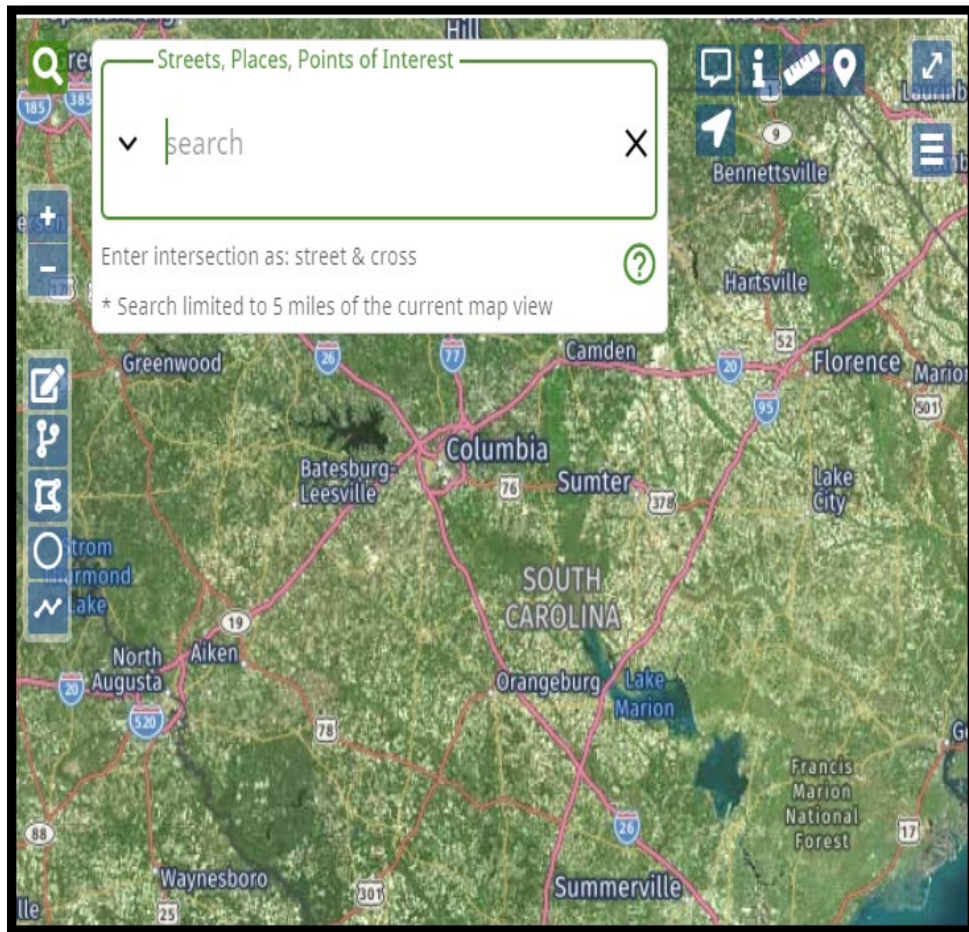
Using Secondary Road Number Enter a Locate Notice

Secondary Road Number

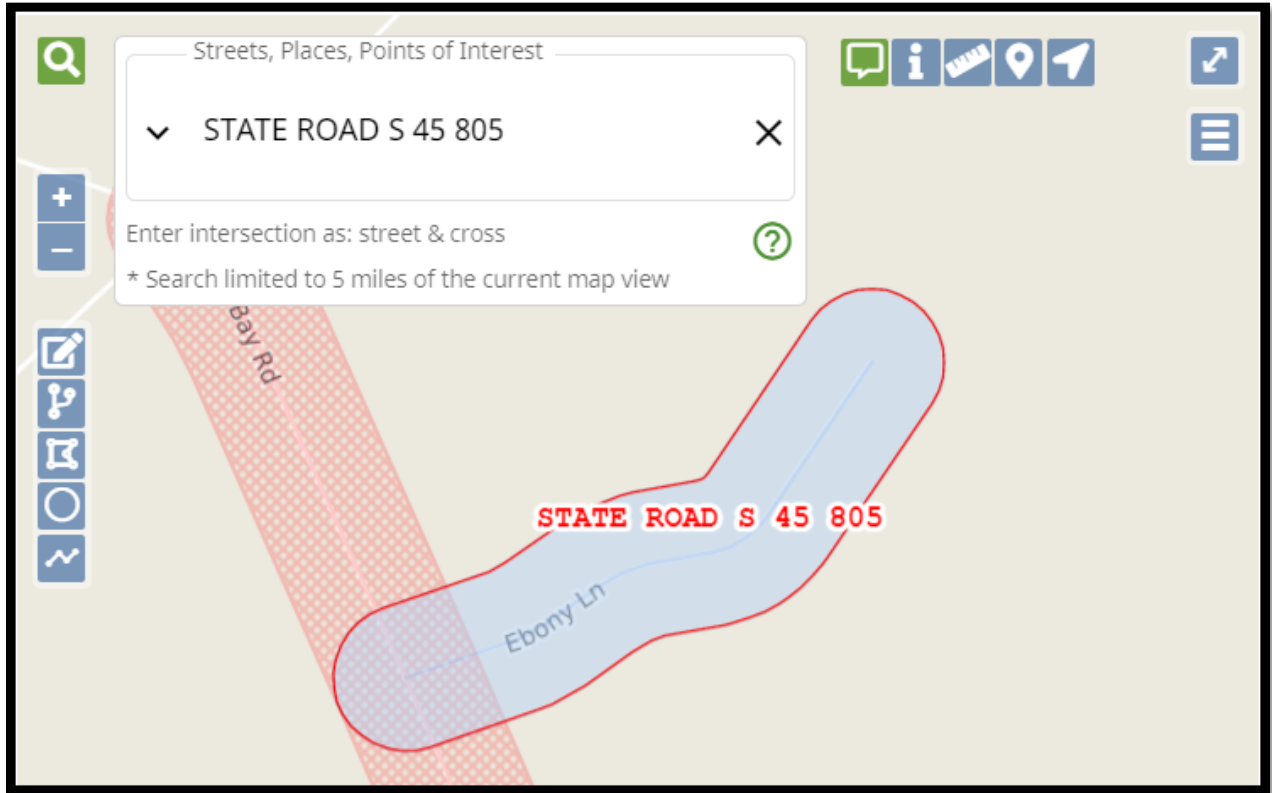
When a Secondary Road Number such as a state road or county road number is given the user will still have to give the name of the actual road to be entered on the locate notice.

There is a way to look up these road numbers in Exactix.

Select the magnifying glass in the top left corner of the map, to search for coordinates.



Enter the state road number into the 'Search' box. For example if the user is searching for "State Road Number S-45-805", the user would type "State Road S 45 805" in the 'Search' field without the dashes. When searching, the road will be circled in red on the map.

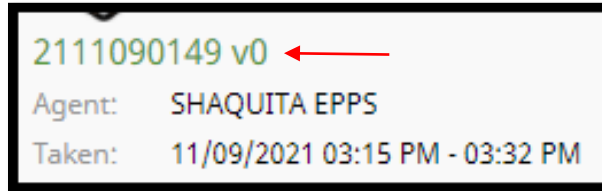


The directions to the jobsite will need to include the actual name of the road, along with the state road number. For example "Ebony Ln aka State Road S 45 805".



Ticket Versions

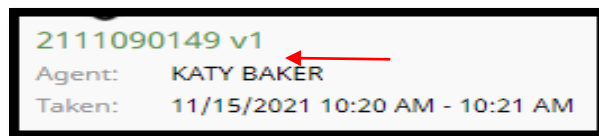
In Exactix when a primary locate notice is created it is given a locate notice number which has a “v0” behind it. The “v0” stands for “Version 0”.



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.

The only action that will give a new ticket number is a Remark.

For example, if a Resend locate notice needs to be processed for ticket number 2111090149, after processing the Resend 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. Normal, Emergency, Design and Subaqueous locate notices are processed using the ‘Copy’ feature.

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

Excavator Information
 Caller Phone: (803) 939-1117 Caller: SC811
 Company: SC811 Office: COLUMBIA
 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
 Site Contact: JANE DOE Learn of SC811:
[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

Toolbar: + Add Service Area, Additional Info, Cancel, Copy

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 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 Source: Web (800) 290-2780 x1234 Learn of SC811:
 First Time User? No Site Contact: JANE DOE
[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 Expiration Date: 12/08/2021 11:59 PM
 Update Date: 12/03/2021 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.

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

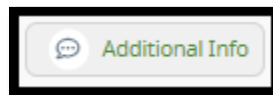
10 - No Conflict
 11 - Member operator not in area of excavation
 20 - Marked
 55 - Critical facility marked. The utility owner or their designated representative have contacted the excavator and have agreed to a period that an owner representative must be present during excavation to identify the marked 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

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.

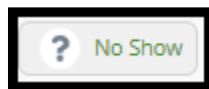
There are seven additional ticket functions that are able to be processed on a locate notice.

The ‘**Additional Info**’ function is used for adding a note or comment that does not change any of the pertinent information (adding directions to the job site, changing site contact information, dogs on site, etc.)



The ‘**No Show**’ function is used when a member operator has not responded within the working days per Positive Response. The member operators have 3 hours to respond from time a ‘No Show’ is processed. If a member operator has responded with ‘No Conflict’ or ‘Not in the Area of Excavation’ and there are indicators of underground facilities such as a pedestal or transformer, a ‘No Show’ should be processed.

All member operators that have responded to the locate notice must be suppressed.



The ‘**Remark**’ function is used when the markings have been destroyed by weather, fading or someone else destroyed the marks. Locators have 3 full working days to respond to a remark notice. The system recalculates the new work date and time, as well as the new update and expiration dates. A remark notice can be processed any time in the life of the locate notice. *A remark notice is the only ticket function that will give the user a new ticket number.*

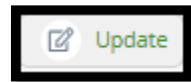


The '**Resend**' function is used when the locate notice has positive response stating the member operator(s) have marked the area and the crew does not see any markings, the notice can be resent. The resend function can be used if the area was not marked correctly or completely.

All member operators that are not part of the Resend notations will need to be suppressed.



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.

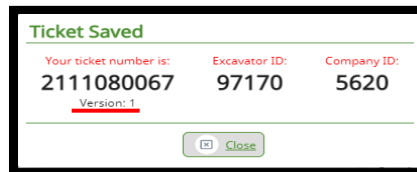


The '**Cancel**' function is used when pertinent information has been changed on an existing locate notice or the job has been cancelled. All Member Operators from the original notice are notified on a cancellation notice. Cancellations can be processed at any time within the 15 full working days.



Processing a No Show

- Select the 'No Show' function above the locate notice in the top right hand corner.
- Notate the following statement in the 'Remarks' section: ****No Show due to the 3 full working days notice has expired and the area has not been marked by _____// Crew will be on site _____****
- Select 'Above Information Is Correct'.
- **Suppress all Member Operators who do not need to receive the No Show.**
- Select 'Send Ticket'
- Select 'Save' *The version number is located right under the locate notice number (which will not change).*



Example of valid notation in remarks field-**No show due to: The 3 full working day notice has expired and AT&T/D has not responded // Crew will be on site in 4 hours**

No Show

Ticket Number: 2111080067	Dated: 11/08/2021 11:39 AM	
Place: COLUMBIA	Street Address: BAKERSFIELD RD	
Caller Name: SC811	Phone: (803) 939-1117	

JANE DOE (800) 290-2780 x1234 *Email*

Use on this Ticket only (click to change). [clear](#)

Same as caller

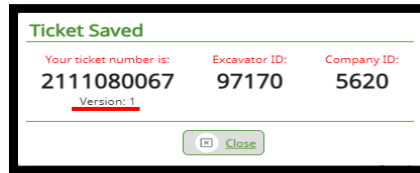
Add/Remove Subcontractors (0)

Remarks: -**NO SHOW DUE TO: THE 3 FULL WORKING DAY NOTICE HAS EXPIRED AND AT&T/D HAS NOT RESPONDED // CREW WILL BE ON SITE IN 4 HOURS**

✖ Cancel
✔ Save

Processing a Resend

- Select the 'Resend' function above the locate notice in the top right hand corner.
- Notate the following statement in the 'Remarks' section: ****Resend due to: AT&T/D responded that the area is marked // Crew is on site and sees no markings****
- Select 'Above Information Is Correct'.
- **Suppress all Member Operators who do not need to receive the Resend.**
- Select 'Send Ticket'
- Select 'Save' *The version number is located right under the locate notice number (which will not change).*



Example of valid notation in remarks field-**Resend due to: AT&T/D responded that the area is marked // Crew is on site and sees no markings**

Resend

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	<i>Email</i>
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Use on this Ticket only (click to change), clear

Same as caller

Add/Remove Subcontractors (0)

Work Date and Time: 11/12/2021, 11:59 PM 📅

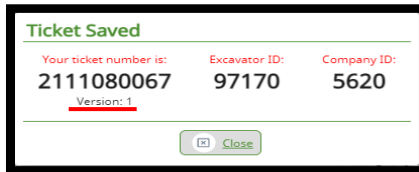
Directions: N/A

Remarks: ****RESEND DUE TO: AT&T/D RESPONDED THAT THE AREA IS MARKED // CREW IS ON SITE AND SEES NO MARKINGS****

❌ Cancel
✅ Save

Processing Additional Info

- Select the 'Additional Information' function above the locate notice in the top right-hand corner.
- The following is an example of a notation in the 'Remarks' section: ****Additional Info due to: Changing site contact to Joe Smith at phone number 555-555-5555 ****
- Select 'Above Information Is Correct'.
- Select 'Send Ticket'
- Select 'Save' *The version number is located right under the locate notice number (which will not change).*



- Example of valid notation in remarks field-**Additional Info due to: Changing site contact to Joe Smith at phone number 555-555-5555**

Additional Info

Ticket Number: 2111160004	Dated: 11/16/2021 04:05 AM
Place: CONWAY	Street Address: SC 65
Caller Name: JENNIFER ROBLES	Phone: (843) 694-8822

JENNIFER ROBLES	(843) 694-8822	<i>Email</i>
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Same as caller clear

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

Remarks: **ADDITIONAL INFO DUE TO: CHANGING SITE CONTACT TO JOE SMITH AT PHONE NUMBER 555-555-5555**

✘ Cancel

✔ Save

Processing an Update

- Search for the notice number that needs 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 performing the ‘Update’ is not the original person 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).*

Processing a Remark

- Select the 'Remark' function above the locate notice in the top right hand corner.
- Notate the following statement in the 'Remarks' section: ****Remark due to: Markings destroyed by weather ****
- Select 'Above Information Is Correct'.
- Select 'Send Ticket'
- Select 'Save' *When creating a Remark this in the only Secondary Action (Ticket Function) that a new locate notice number will be issued.*

Example of valid notation in remarks field-**Remark due to: Markings destroyed by weather **

Remark

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	<i>Email</i>
----------	----------------------	--------------

Use on this Ticket only (click to change). [clear](#)

Same as caller

Add/Remove Subcontractors (0)

Remarks: **REMARK DUE TO: MARKINGS DESTROYED BY WEATHER **

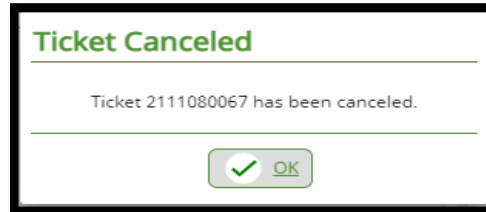
Cancel

 Save

Processing a Cancel

Canceling a notice without a new notice needing to be created

- Select the 'Cancel' function above the locate notice in the top right hand corner.
- Notate the following statement in the 'Reason' section: ****Cancel due to: Work is no longer taking place ****
- Select 'Yes' by the "Are you sure you want to cancel this ticket?" option.
- A pop-up box will appear letting you know that the ticket has been canceled.



Example of valid notation in remarks field-**Cancel due to: Work is no longer taking place**

A screenshot of a form titled "Cancel Ticket 2111090149" in green text. Below the title, it asks "Why is ticket 2111090149 being canceled?". Underneath, there is a text input field with the label "Reason" and the text "**CANCEL DUE TO: WORK IS NO LONGER TAKING PLACE**" entered. At the bottom, there is a question "Are you sure you want to cancel this ticket?" with two buttons: "No" (with a red prohibition sign) and "Yes" (with a green checkmark).

If a new locate notice needs to be created along with issuing a cancellation:

First the new notice will need to be created using the copy feature:

- Search for the locate notice number that needs to be corrected.
- Once the notice number is found, verify the information and select ‘Copy’.
- Make the necessary changes to the notice.
- In the ‘Remarks’ section make the notation: **“THIS IS CORRECTED INFORMATION FROM CANCELLED NOTICE # _____ **.”**
- Re-map area if needed.
- Select ‘Above Information is Correct’
- Select ‘Send Ticket’

Example of valid notation in the remarks field-**This is corrected information from ticket #2111090149**

Site Information

Dig Site Type

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

State County

Street/Address Place

Street not found

Nearest Intersecting Street

Directions [\(2 FT\)](#)

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

****THIS IS CORRECTED INFORMATION FROM CANCELED NOTICE #2111090149****

Second the original incorrect notice will need to be cancelled

- Search for original incorrect locate notice number.
- Once the notice is found verify the information and select ‘Cancel’.
- In the ‘Reason’ section make the notation: **“CANCEL DUE TO _____ // REFER TO NEW NOTICE # _____ **.”**
- The notation should always include the reason for the cancellation.
- Select ‘Yes’ by the “Are you sure you want to cancel this ticket?” option.

Example of valid notation in the reason field- **Cancel due to: Incorrect Mapping // Refer to new notice number 2111160043**

Reason

****CANCEL DUE TO: INCORRECT MAPPING // REFER TO NEW NOTICE # 2111160043****

Are you sure you want to cancel this ticket?

Adding a Member Response to a Locate Notice

At times a member operator need to use Exactix to enter Positive Response on a locate notice.

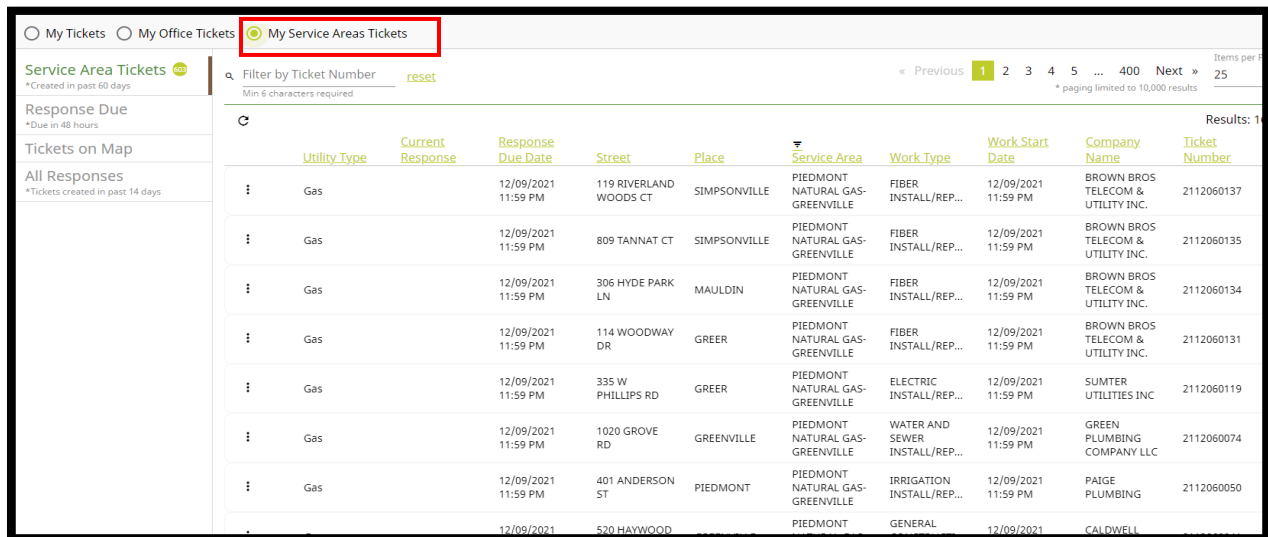
How to add member operator responses:

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



A list will populate, make sure to select 'My Service Areas Tickets' tickets at the top to ensure the tickets that need a Member Operator Response are shown.

If the ticket number that needs a Member Operator response is not initially shown on the list the ticket number can be searched in the 'Filter by Ticket Number' field.



The user can respond by selecting the three dots on the left side of the ticket number that needs the response.

My Tickets My Office Tickets My Service Areas Tickets

Service Area Tickets
*Created in past 60 days

Response Due
*Due in 48 hours

Tickets on Map

All Responses
*Tickets created in past 14 days

Filter by Ticket Number reset
Min 6 characters required

« Previous 1 2 3 4 5 ... 400 Next » 25
* paging limited to 10,000 results

	Utility Type	Current Response	Response Due Date	Street	Place	Service Area	Work Type	Work Start Date	Company Name	Ticket Number
⋮	Gas		12/09/2021 11:59 PM	119 RIVERLAND WOODS CT	SIMPSONVILLE	PIEDMONT NATURAL GAS-GREENVILLE	FIBER INSTALL/REP...	12/09/2021 11:59 PM	BROWN BROS TELECOM & UTILITY INC.	2112060137
⋮	Gas		12/09/2021 11:59 PM	809 TANNAT CT	SIMPSONVILLE	PIEDMONT NATURAL GAS-GREENVILLE	FIBER INSTALL/REP...	12/09/2021 11:59 PM	BROWN BROS TELECOM & UTILITY INC.	2112060135
⋮	Gas		12/09/2021 11:59 PM	306 HYDE PARK LN	MAULDIN	PIEDMONT NATURAL GAS-GREENVILLE	FIBER INSTALL/REP...	12/09/2021 11:59 PM	BROWN BROS TELECOM & UTILITY INC.	2112060134
⋮	Gas		12/09/2021 11:59 PM	114 WOODWAY DR	GREER	PIEDMONT NATURAL GAS-GREENVILLE	FIBER INSTALL/REP...	12/09/2021 11:59 PM	BROWN BROS TELECOM & UTILITY INC.	2112060131
⋮	Gas		12/09/2021 11:59 PM	335 W PHILLIPS RD	GREER	PIEDMONT NATURAL GAS-GREENVILLE	ELECTRIC INSTALL/REP...	12/09/2021 11:59 PM	SUMTER UTILITIES INC	2112060119
⋮	Gas		12/09/2021 11:59 PM	1020 GROVE RD	GREENVILLE	PIEDMONT NATURAL GAS-GREENVILLE	WATER AND SEWER INSTALL/REP...	12/09/2021 11:59 PM	GREEN PLUMBING COMPANY LLC	2112060074
⋮	Gas		12/09/2021 11:59 PM	401 ANDERSON ST	PIEDMONT	PIEDMONT NATURAL GAS-GREENVILLE	IRRIGATION INSTALL/REP...	12/09/2021 11:59 PM	PAIGE PLUMBING	2112060050
⋮			12/09/2021	520 HAYWOOD		PIEDMONT	GENERAL	12/09/2021	CALDWELL	

After selecting the three dots select 'Add Response'.

	Utility Type	Current Response	Response Due Date	Street	Place	Service Area	Work Type	Work Start Date	Company Name	Ticket Number
⋮	Gas		12/09/2021 11:59 PM	16 TWELVE OAKS TER	GREENVILLE	PIEDMONT NATURAL GAS-GREENVILLE	TELEPHONE INSTALL/REPAIR	12/09/2021 11:59 PM	MINON CONSTRUCTION	2112060161
⋮	Gas		12/09/2021 11:59 PM	16 LONGMEADOW RD	TAYLORS	PIEDMONT NATURAL GAS-GREENVILLE	TELEPHONE INSTALL/REPAIR	12/09/2021 11:59 PM	MINON CONSTRUCTION	2112060160
⋮	Gas		12/09/2021 11:59 PM	202 PINCKNEY ST	GREENVILLE	PIEDMONT NATURAL GAS-GREENVILLE	TELEPHONE INSTALL/REPAIR	12/09/2021 11:59 PM	MINON CONSTRUCTION	2112060159
⋮			12/09/2021 11:59 PM	205 PINCKNEY ST	GREENVILLE	PIEDMONT NATURAL GAS-GREENVILLE	TELEPHONE INSTALL/REPAIR	12/09/2021 11:59 PM	MINON CONSTRUCTION	2112060158
⋮			12/09/2021 11:59 PM	120 PENNWOOD LN	GREENVILLE	PIEDMONT NATURAL GAS-GREENVILLE	TELEPHONE INSTALL/REPAIR	12/09/2021 11:59 PM	MINON CONSTRUCTION	2112060157
⋮			12/09/2021 11:59 PM	4 LADYKIRK LN	GREER	PIEDMONT NATURAL GAS-GREENVILLE	TELEPHONE INSTALL/REPAIR	12/09/2021 11:59 PM	MINON CONSTRUCTION	2112060156
⋮	Gas		12/09/2021 11:59 PM	6 LADYKIRK LN	GREER	PIEDMONT NATURAL GAS-GREENVILLE	TELEPHONE INSTALL/REPAIR	12/09/2021 11:59 PM	MINON CONSTRUCTION	2112060155
⋮	Gas		12/09/2021 11:59 PM	105 CREEKSIDE CT	GREER	PIEDMONT NATURAL GAS-GREENVILLE	TELEPHONE INSTALL/REPAIR	12/09/2021 11:59 PM	MINON CONSTRUCTION	2112060153
⋮	Gas		12/09/2021 11:59 PM	104 CREEKSIDE CT	GREER	PIEDMONT NATURAL GAS-GREENVILLE	TELEPHONE INSTALL/REPAIR	12/09/2021 11:59 PM	MINON CONSTRUCTION	2112060152
⋮	Gas		12/09/2021 11:59 PM	2 BRITON WAY	GREENVILLE	PIEDMONT NATURAL GAS-GREENVILLE	FIBER INSTALL/REPAIR	12/09/2021 11:59 PM	BROWN BROS TELECOM & UTILITY INC.	2112060150
⋮	Gas		12/09/2021 11:59 PM	8 BELCROSS CT	SIMPSONVILLE	PIEDMONT NATURAL GAS-GREENVILLE	FIBER INSTALL/REPAIR	12/09/2021 11:59 PM	BROWN BROS TELECOM & UTILITY INC.	2112060149
⋮	Gas		12/09/2021 11:59 PM	106 QUAKER CT	MAULDIN	PIEDMONT NATURAL GAS-GREENVILLE	FIBER INSTALL/REPAIR	12/09/2021 11:59 PM	BROWN BROS TELECOM & UTILITY INC.	2112060148
⋮	Gas		12/09/2021 11:59 PM	204 BARLEY MILL DR	GREER	PIEDMONT NATURAL GAS-GREENVILLE	FIBER INSTALL/REPAIR	12/09/2021 11:59 PM	BROWN BROS TELECOM & UTILITY INC.	2112060147

- View Ticket
- Add Response
- View Responses
- Print Text

This will open an 'Add Response' window, go down to the 'Response' field and choose the appropriate response for the locate notice.

Add Response for Ticket 2112060159

Service Area: PIEDMONT NATURAL GAS-GREENVILLE Utility Type *: Gas

Response *

Required

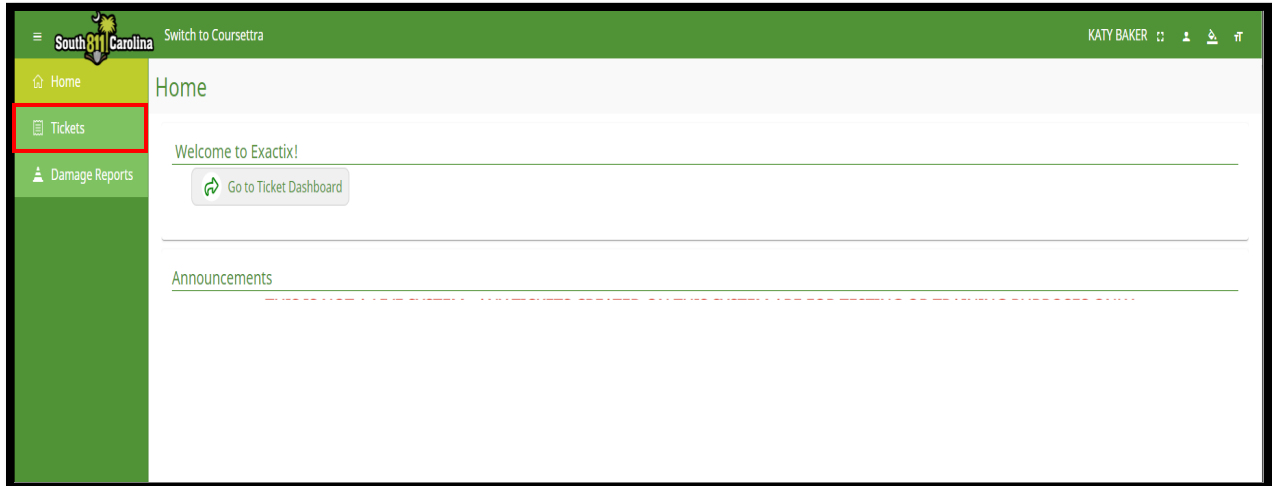
- 10 - No Conflict
- 100 - Homeland Security Issue. Request Denied. Facility Owner shall contact excavator
- 11 - Member operator not in area of excavation
- 110 - Extraordinary Circumstances. Communication Required
- 120 - Design request - marked
- 121 - Design request - facility print provided
- 122 - Design request - meeting required
- 123 - Design request - Homeland Security Issue. Request denied. Facility Owner shall contact
- 20 - Marked
- 30 - Locate not complete; Unable to contact excavator

How to Close Out a Locate Notice

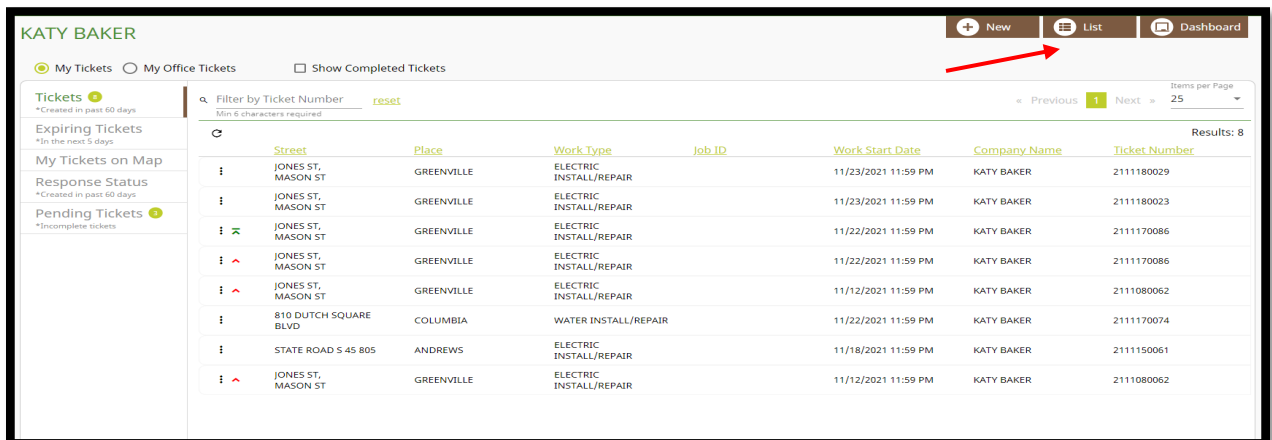
Closing locate notices-When excavation work is complete, it is the excavator's responsibility to close the locate notice. Closing the notice informs member operators work is complete.

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.



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 (555) 555-5555 Learn of SC811:
 Site Contact: JIM-BOB EXCAVATOR
[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

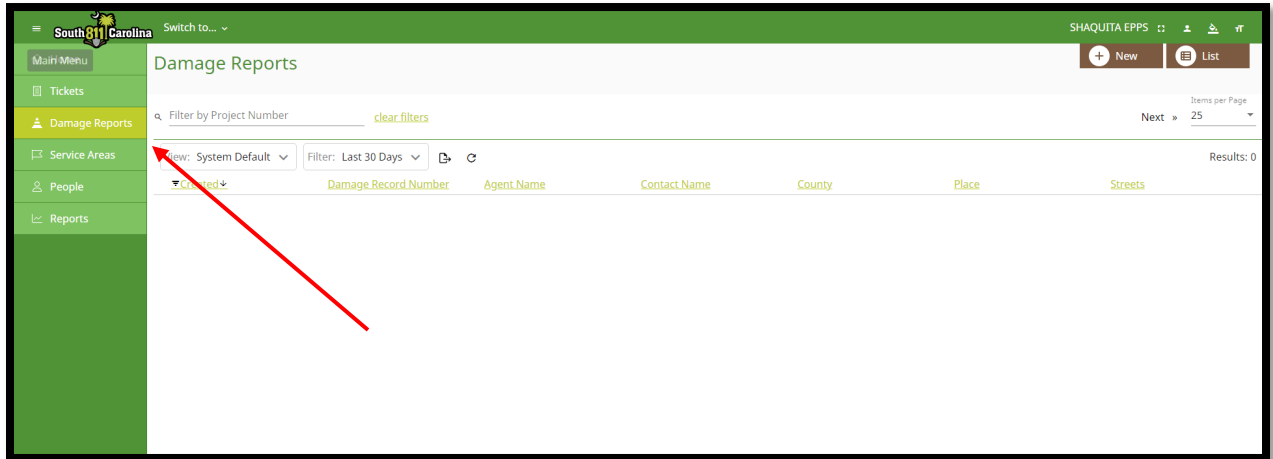
Ticket Type: Normal
Work Type: BUILDING INSTALL/REPAIR
Work Date and Time: 11/24/2021 11:59 PM
Update Date: 12/14/2021 11:59 PM Expiration Date: 12/17/2021 11:59 PM

Site Information

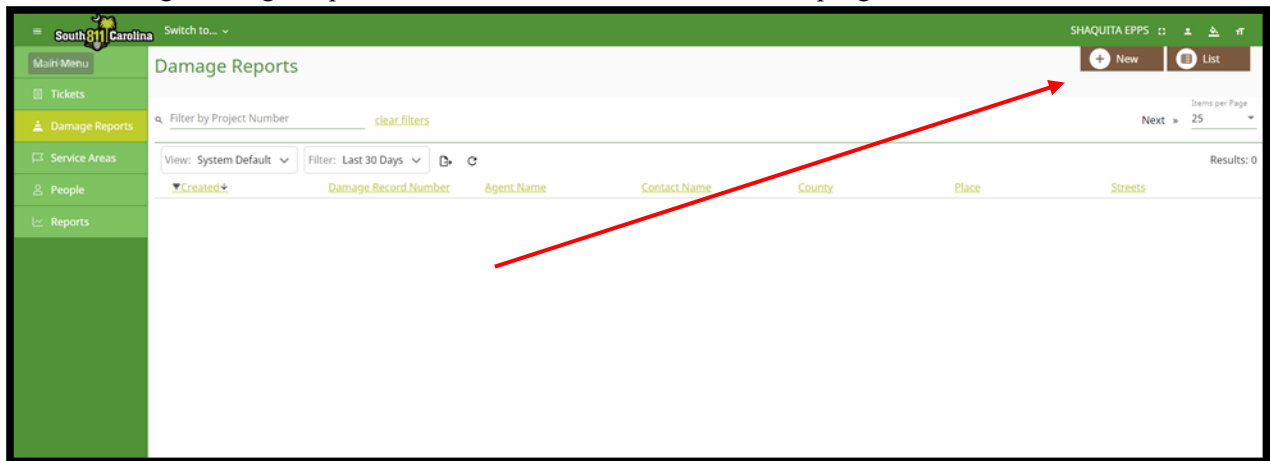
Dig Site Type: Street/Address
SC RICHLAND COLUMBIA
810 DUTCH SQUARE BLVD

Damage Report

To submit a Damage Report, the user will select 'Damage Reports' on the menu located on the left hand side of the screen.



After selecting 'Damage Reports', the user will select 'New' in the top right corner of the screen.



Once the user has selected 'New', the Damage Report form will appear. The user must fill out the Work Site Information and Damage Information.

Work Information Section

The 'Work Type' field is for the type of work that was being done when the damage occurred. If the user reporting the damage is unsure of the type of work that was taking place, or it is not listed, select 'Other, See Remarks (Damage Report)'. At the bottom of the form the user will put the work type information into the 'Remarks' section.

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 user reporting the damage is unsure of this information "unknown" can be entered into this field.

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.

The 'Location of the Damage' field is for the location where the actual damage is located.

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:

211108000

Enter 'UNKNOWN' if do not know

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 user is unsure of the type of equipment that was used, select 'Other' and enter this information as being 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".*

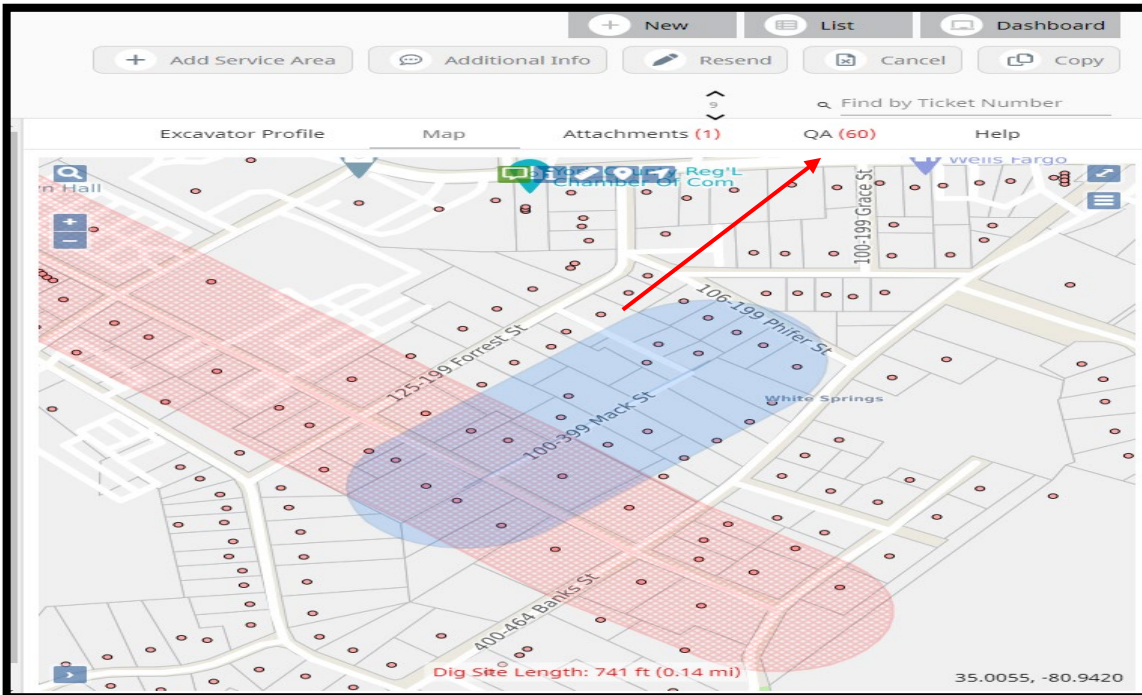
Remarks:

EQUIPMENT USED WHEN DAMAGE OCCURRED IS UNKNOWN

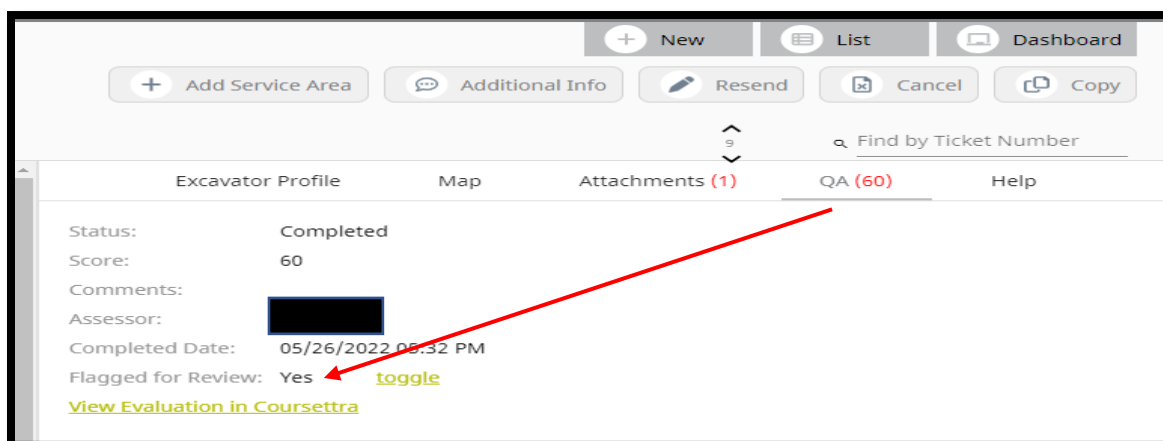
Quality Assurance Scores

Quality assurance (QA) on a notice request is the systematic process of determining whether a notice meets the specified requirements and guidelines of SC811. Tickets are randomly selected. If the user scores a low score or the ticket was flagged by the evaluator, then the user will receive an email from the SC811 Support Team letting the user know they must correct the invalid ticket.

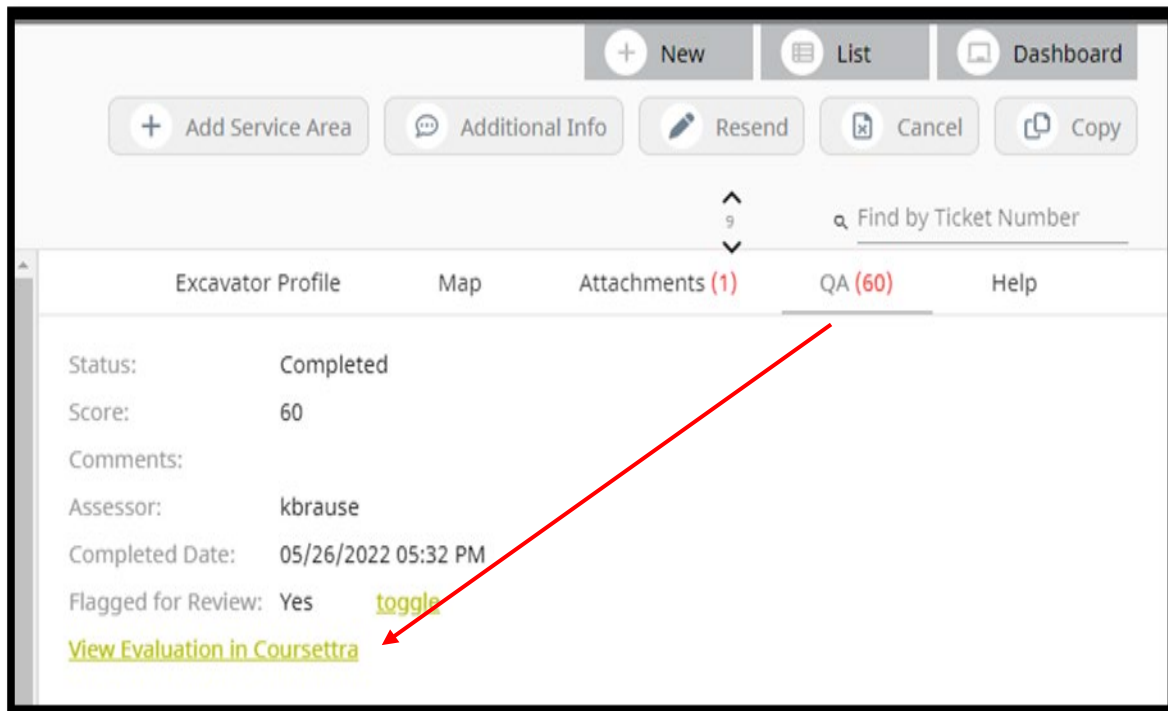
Step 1. The Quality Assurance (QA) score is located at the top right corner of the notice request above the map.



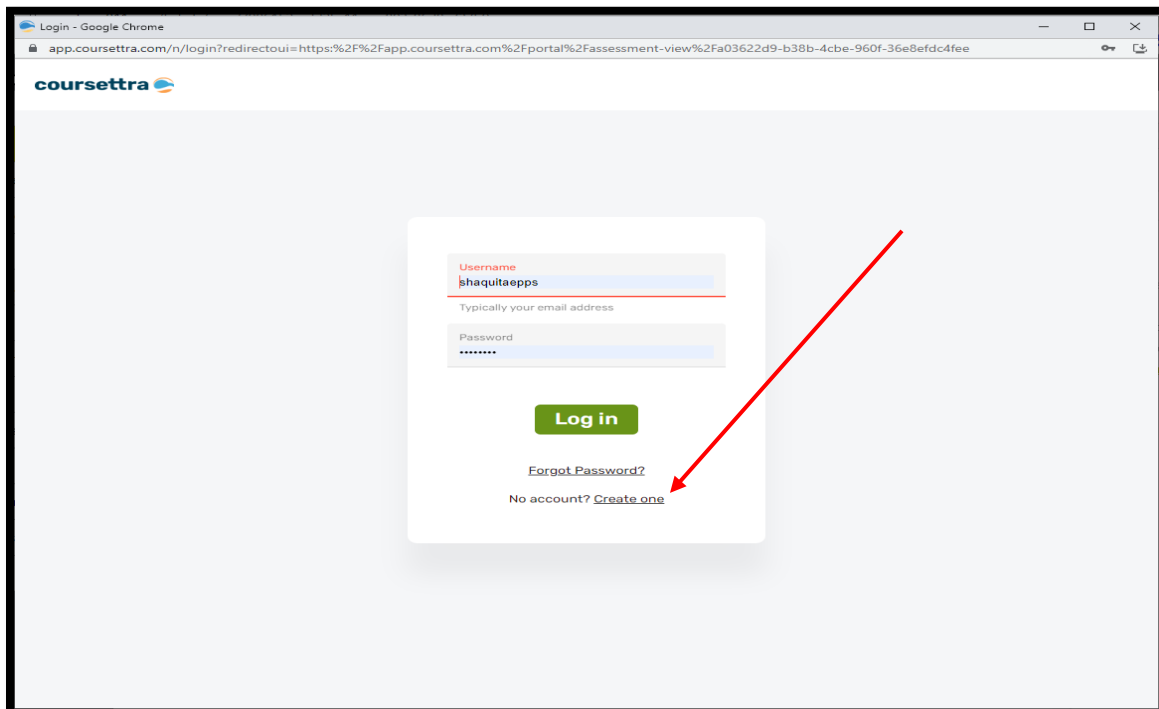
Step 2. The user will select the 'QA' tab. Below the user can see where the notice was 'flagged for review':



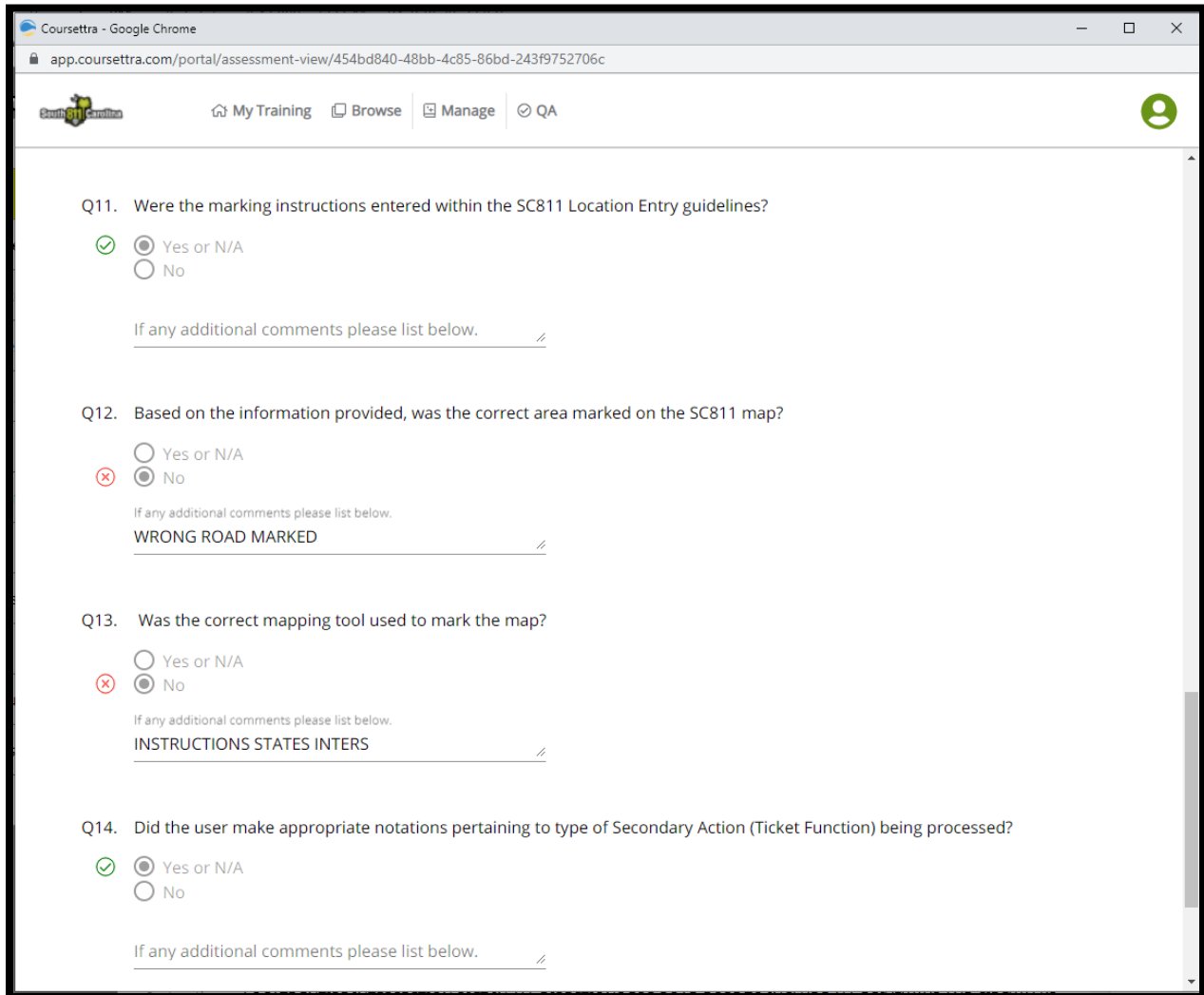
Step 3. The user will select **'View Evaluation in Coursettra'** to see the evaluation form.



Step 4. After selecting **'View Evaluation Coursettra'**, the user will have to enter in their Coursettra credentials. If the user does not have a Coursettra login, select **'Create One'**.



Step 5. After entering in Coursettra credentials, the evaluation form will appear. Questions in **green** were marked as being correct. Questions in **red** were marked as being incorrect. Additional comments from the accessor may be left to as why the accessor marked them incorrect.



The screenshot shows a web browser window titled "Coursettra - Google Chrome" with the URL "app.coursettra.com/portal/assessment-view/454bd840-48bb-4c85-86bd-243f9752706c". The page displays an assessment form with four questions:

- Q11.** Were the marking instructions entered within the SC811 Location Entry guidelines?
Status: Correct (green checkmark).
Selected: Yes or N/A (radio button checked).
Comments: "If any additional comments please list below." (empty text area).
- Q12.** Based on the information provided, was the correct area marked on the SC811 map?
Status: Incorrect (red X).
Selected: No (radio button checked).
Comments: "If any additional comments please list below."
Text: "WRONG ROAD MARKED"
- Q13.** Was the correct mapping tool used to mark the map?
Status: Incorrect (red X).
Selected: No (radio button checked).
Comments: "If any additional comments please list below."
Text: "INSTRUCTIONS STATES INTERS"
- Q14.** Did the user make appropriate notations pertaining to type of Secondary Action (Ticket Function) being processed?
Status: Correct (green checkmark).
Selected: Yes or N/A (radio button checked).
Comments: "If any additional comments please list below." (empty text area).

***If the user has additional questions or concerns on their QA Score, they can contact the Help Desk/Support Line at 1-800-290-2783 Option 1.**