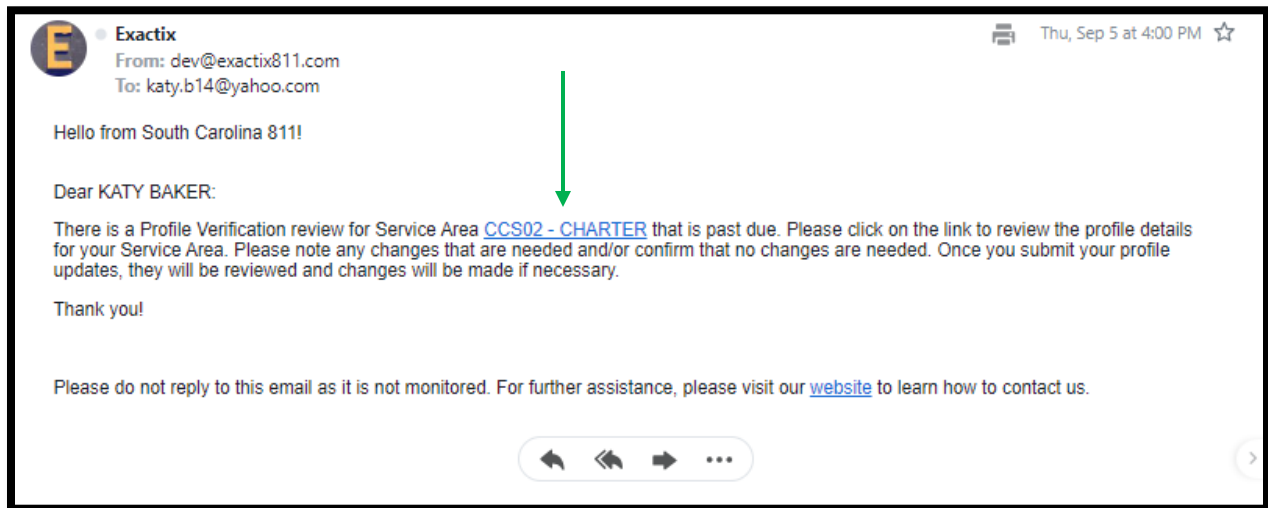


Steps to Verifying Service Area Profile Via Exactix

This guide provides quick steps to verify your service area profile in Exactix. Profile Verification helps you maintain accurate records, reduce unnecessary notifications, and ensure smooth communication for your operations.

When your Service Area Profile is ready for review, you will receive an email notification from Exactix. The Service Area name and code are hyperlinked in blue in the email. Clicking the link will open Exactix in another browser window.



As soon as you click the link and sign into Exactix, pop-up boxes will appear, and you will need to cycle through them to verify each part of your company's profile.

The first box you will be verifying is the general information box. This includes general information, positive response information, utility types, and approved excavators.

If everything is correct, you will check the '**Please check to approve step, if unchecked please provide changes box**'. If changes do need to be made to this information, you will need to type requested changes into the line prior to clicking '**Next**'.

Without Changes

Verify Profile

General:
Code: CCS02 Name: CHARTER
Active: Yes Type: Full
Member: SPECTRUM - GROUP

Positive Response:
Code: 53 Type: Utility Type

Utility Types:
Cable

Approved Excavators:
Contact: CASSIE LOHRUM Login: cassie.lohrum@charter.com

Feedback:
 Please check to approve step, if unchecked please provide changes

Requested Changes

You will verify four screens: General Information, Business Hours, Contacts, and Delivery Rules. At the end, you will click '**Submit**'.

Important Note: If you are not ready to submit, you can also 'Save Progress' at any time and return to complete the verification.

Verify Profile

Ticket Delivery Rules:

CCS02 - ALL
Active: **Yes** Delivery Type: **Billable**
Delivery Method: **Send to Destination**

Destination Info:
Name: **CCS02 - ALL** Code: **CCS02_1**
Address: **pups_tickets@irth.com** During Times: **Always**

Ticket Categories: **No Show, Resend, Remark, Normal, Design, Emergency, Subaqueous, Emerg-Subaqueous**

End Of Day Audit Rules:

CCS02 - ALL
Send To Destination: **CCS02 - ALL** Active: **Yes**
CCS02_1 | pups_tickets@irth.com
Filter By: **CCS02 - ALL** Format: **Single Message**
CCS02_1 | pups_tickets@irth.com

Feedback:

Please check to approve step, if unchecked please provide changes

Requested Changes

Once you click 'Submit,' a pop-up box appears, letting you verify that you are ready to submit this to the one call center for review. Click '**Submit**' to complete the process.

Warning!

This will **submit** to the One Call Center for review.

Our member services team will review the information you provided and may contact you if there are questions about any requested changes.

Once submitted, our Help Desk Team will review your profile verification and make any necessary changes. If they have any questions, they will contact you directly.

In addition, if you have questions or need further assistance, feel free to contact us by emailing support@sc811.com