

# SC811

# exactix

## Entry Level & Excavator Basic Manual



This manual offers comprehensive step-by-step support for Entry Level & Excavator Basic users in effectively using the Exactix System throughout the SC811 Locate Notice Process.

*May 22, 2026*



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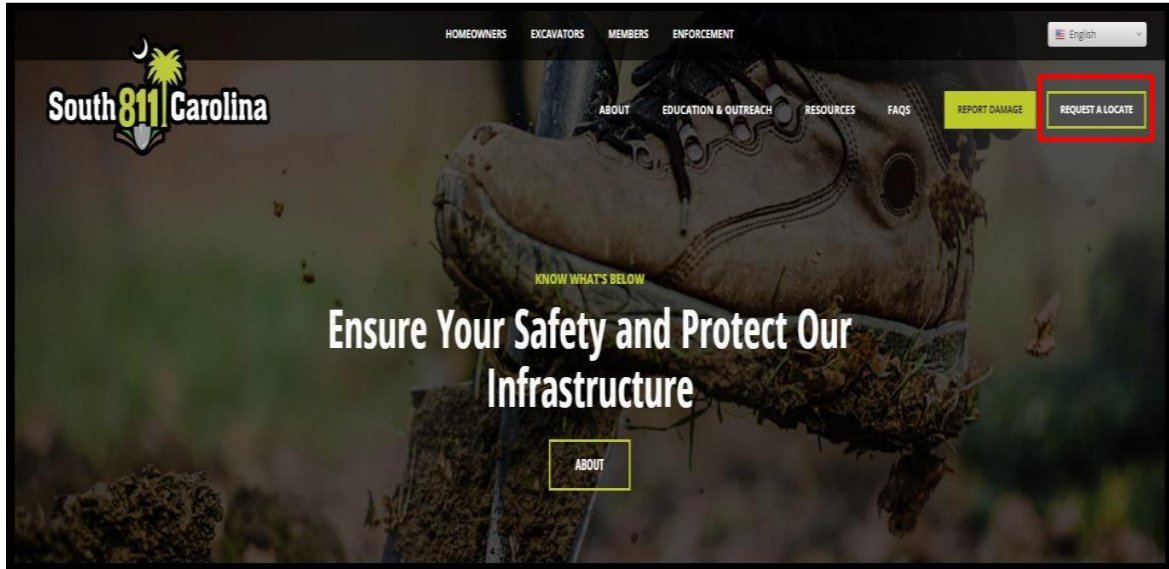


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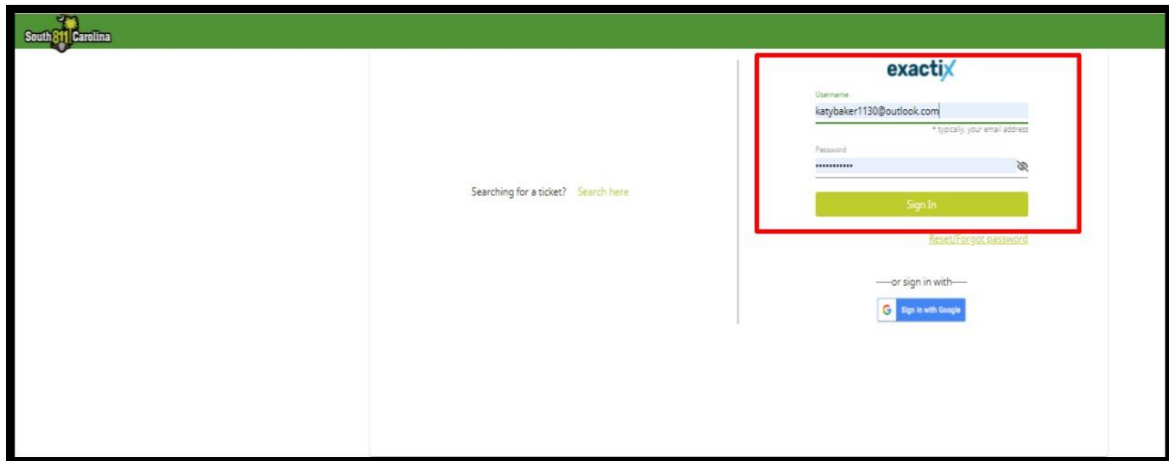
**How To Access Exactix:**



1. Go to SC811.com and click the “Request a Locate” button in the top right-hand corner or navigate to <https://exactix.sc811.com/> in your browser.



2. You’ll be taken to the Exactix website, where you can enter your user information to sign in. If you plan to use the system frequently, consider bookmarking this page for quick access in the future.



3. If you do not already have an account, please click on 'No account? Sign up'

exactix

Username\*

\* typically, your email address

Password\*

Sign In

No account? [Sign up](#) [Reset/Forgot password](#)

— or sign in with —

Sign In with Google

4. Fill in the required information in the new user registration form to create your account.

New User Registration [Back to Login](#)

Please follow the steps to create a login.

You will get an email at the address provided for verification.

Email Address\*

Confirm Email Address\*

My email will be my username

First Name\*

Last Name\*

Password requirements:

- Must be at least 6 characters

Password\*

Confirm Password\*

Submit

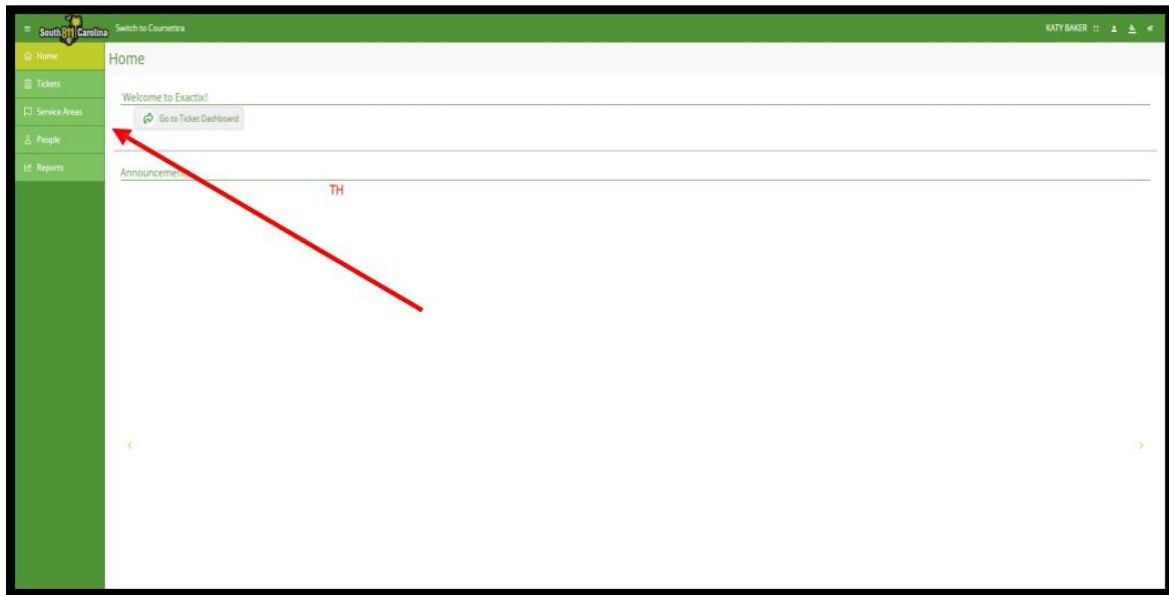
Already have a login? [click here](#)



## Entering a Locate Notice in Exactix

This section walks you through the process from start to finish, providing a clear overview of how to enter a locate notice. The manual also breaks down each section in greater detail, so you can confidently handle different scenarios when submitting various types of locate notices.

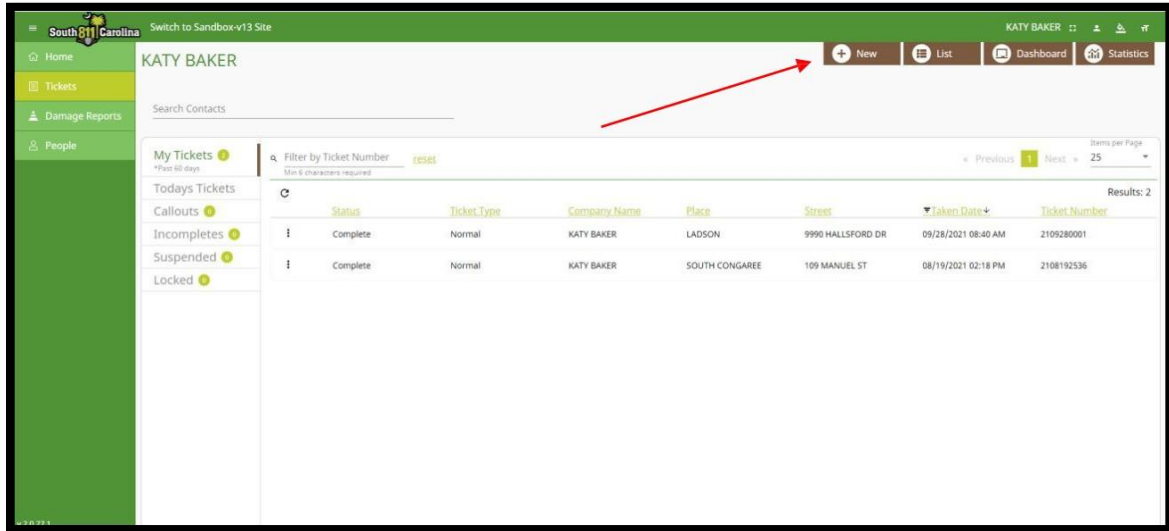
Once you have logged in successfully, you will be taken to the home screen, located on the left side of the screen is a menu. This allows you to navigate the different areas of Exactix.



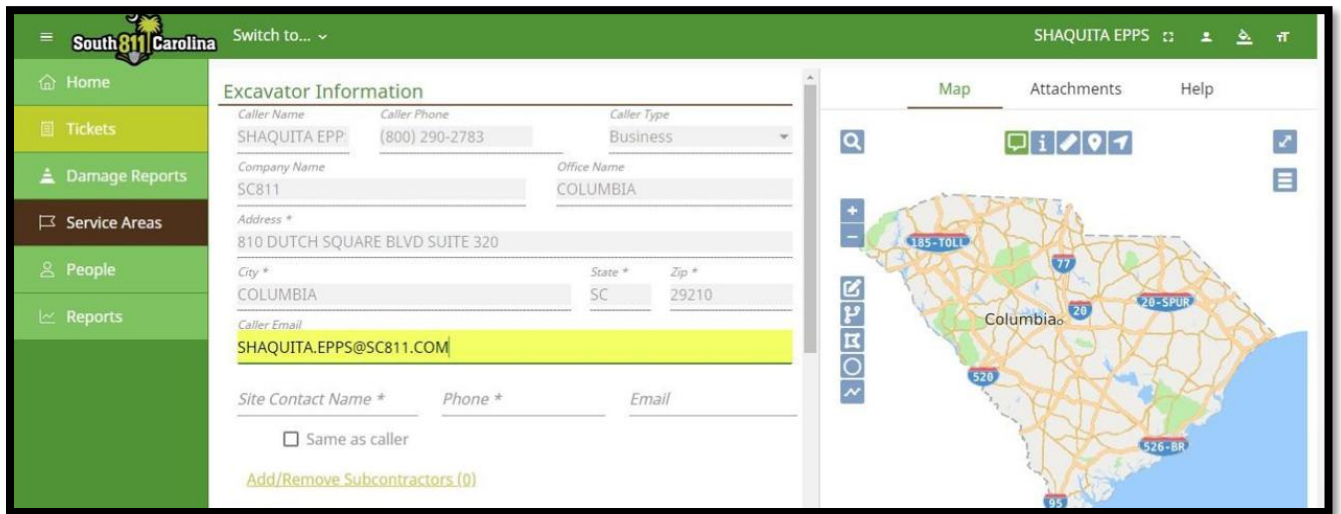
To enter a locate notice, go to the left side of the screen and select the **'Tickets'** option.



This will take you to the 'Tickets' screen. Select the 'New' option in the top right-hand corner of the screen.



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



The 'Caller Email' field is used for your email address, which should auto-populate for you.

The screenshot shows a web form titled "Excavator Information". The form contains several input fields and a dropdown menu. The "Caller Email" field, containing "SHAQUITA.EPPS@SC811.COM", is highlighted with a red rectangular border. Other fields include "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), and "Zip" (29210). Below these fields are "Site Contact Name", "Phone", and "Email" fields, all containing the same information as the caller. A checkbox labeled "Same as caller" is present, and a link "Add/Remove Subcontractors (0)" is at the bottom.

The 'Site Contact' section is used to provide the name of the person locators can contact regarding the locate notice. A name and phone number are required, however, an email address is optional.

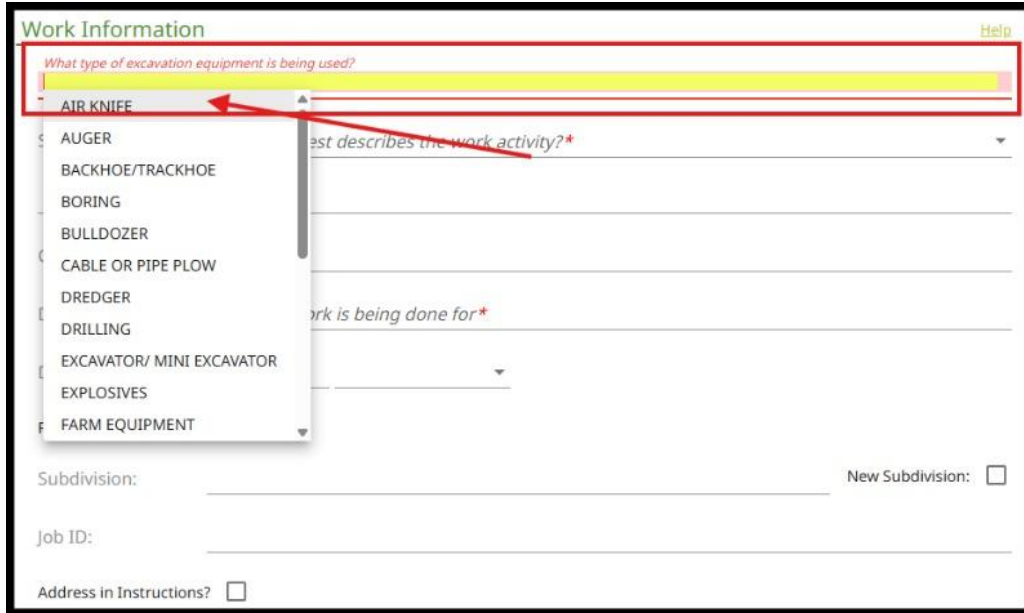
If you will be the site contact, the 'Same as caller' box can be checked to autofill the information. If the site contact does not appear in the drop-down menu, select '**Create New Contact**'.

This screenshot is identical to the one above, showing the "Excavator Information" form. In this version, the "Same as caller" checkbox is highlighted with a red rectangular border. The rest of the form content, including the caller and site contact information, remains the same.



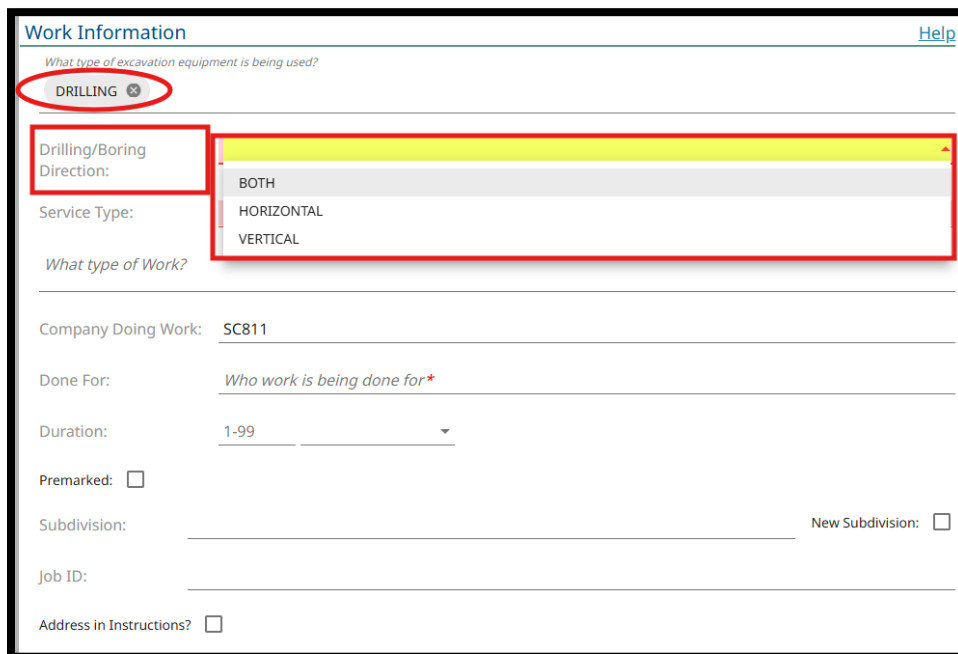
## Work Information Section

Excavation Equipment: Select the type(s) of equipment that will be used on the job site using the 'Excavation Equipment Used' drop down box.



The screenshot shows the 'Work Information' form with the 'Excavation Equipment Used' dropdown menu open. The menu lists the following options: AIR KNIFE, AUGER, BACKHOE/TRACKHOE, BORING, BULLDOZER, CABLE OR PIPE PLOW, DREDGER, DRILLING, EXCAVATOR/ MINI EXCAVATOR, EXPLOSIVES, and FARM EQUIPMENT. 'AIR KNIFE' is highlighted in grey, and a red arrow points to it. The form also includes fields for 'Subdivision', 'Job ID', and 'Address in Instructions?' with checkboxes for 'New Subdivision' and 'Address in Instructions?'. A 'Help' link is visible in the top right corner.

If 'Boring and/or Drilling' is selected an additional box 'Drilling/Boring Direction' will appear and the user must then select either Horizontal or Vertical.



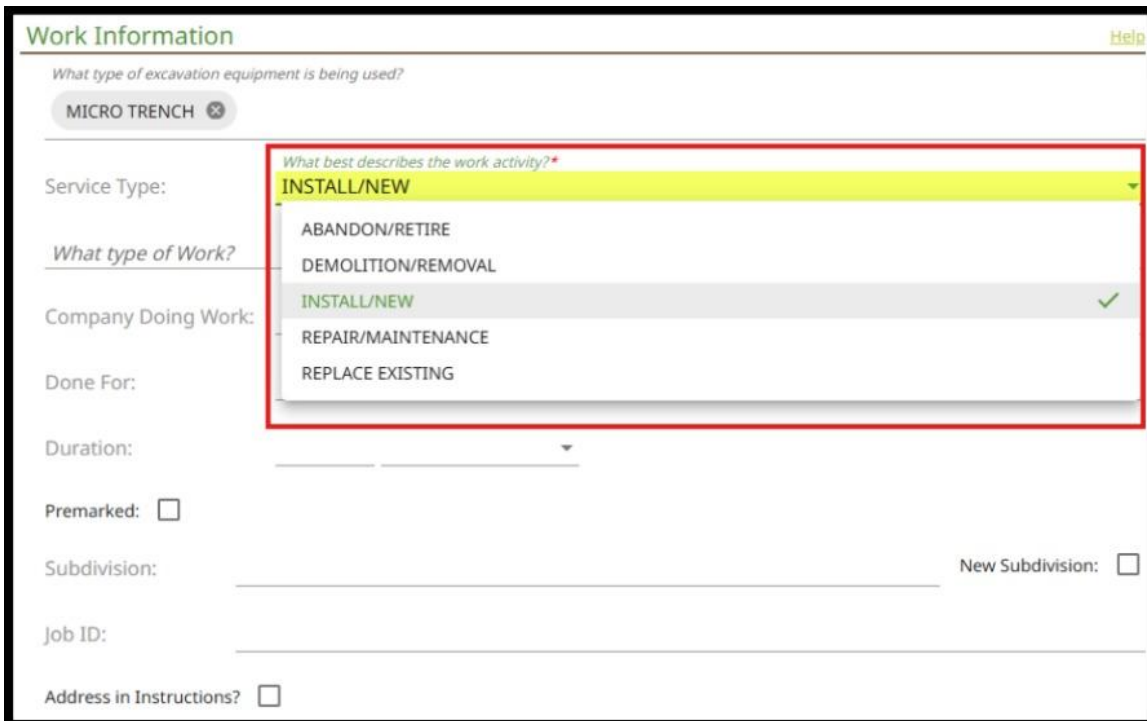
The screenshot shows the 'Work Information' form with 'DRILLING' selected in the 'Excavation Equipment Used' dropdown menu. The 'Drilling/Boring Direction' dropdown menu is open, showing the following options: BOTH, HORIZONTAL, and VERTICAL. 'BOTH' is highlighted in grey. The form also includes fields for 'Company Doing Work' (SC811), 'Done For' (Who work is being done for\*), 'Duration' (1-99), 'Premarked' (checkbox), 'Subdivision', 'Job ID', and 'Address in Instructions?' with checkboxes for 'New Subdivision' and 'Address in Instructions?'. A 'Help' link is visible in the top right corner.

'Other' can be selected if the equipment you are using is not listed. You can manually add the equipment by typing in the 'description box' field.



The screenshot shows the 'Work Information' section of a form. At the top, it asks 'What type of excavation equipment is being used?' with a 'Help' link. Below this is a yellow input field containing 'OTHER' with a close icon. A red box highlights the text 'Other Excavation Equipment:' and an arrow points to the 'Describe the excavation equipment\*' field below it.

Use the 'Service Type' field to indicate the type of work being performed at the job site. Choose the option from the drop-down menu that best matches the activity.



The screenshot shows the 'Work Information' section of a form. The 'Service Type' field is highlighted with a red box, and its dropdown menu is open, showing options: 'INSTALL/NEW' (highlighted in yellow), 'ABANDON/RETIRE', 'DEMOLITION/REMOVAL', 'INSTALL/NEW' (with a green checkmark), 'REPAIR/MAINTENANCE', and 'REPLACE EXISTING'. Other fields include 'MICRO TRENCH' selected for equipment, 'What type of Work?', 'Company Doing Work:', 'Done For:', 'Duration:', 'Premarked' (checkbox), 'Subdivision:', 'New Subdivision' (checkbox), 'Job ID:', and 'Address in Instructions?' (checkbox).

Use the 'What Type of Work' field to choose the specific work being done at the job site. This works together with the 'Service Type'—for example, 'Install/New' plus 'Fence' means a new fence is being installed.



**Work Information** [Help](#)

What type of excavation equipment is being used?  
 MICRO TRENCH ✕

Service Type: What best describes the work activity?\*  
 INSTALL/NEW

What type of Work?

- AGRICULTURE
- BRIDGE
- BUILDING
- CARPORT
- COMMUNICATIONS
- CONDUIT
- CURB/SIDEWALK
- DECK
- DITCH
- DRAINAGE
- DREDGING

work is being done for\*

New Subdivision:

Address in Instructions?

If the type of work you will be performing is not showing in our list, please choose **'other work type'** and manually type the work being performed in the 'Description' field.

What type of Work?

OTHER ✕

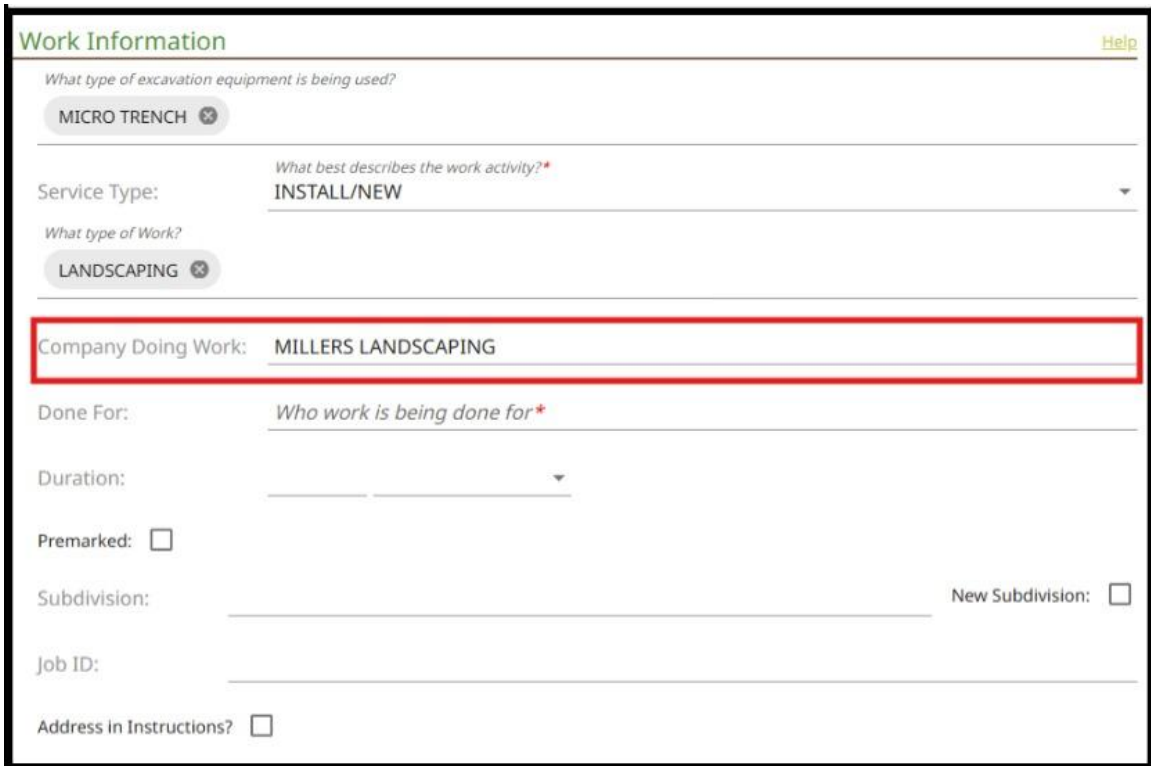
Other Work Type: Describe the work type\*

## **Company Doing Work Field**

In the 'Company Doing Work' field, enter the name of the company performing the excavation at the job site. Please include only one company or individual.

If a person is performing the work, enter their first and last name in this field. If you are performing the work yourself, enter your own first and last name.

Do not use generic terms such as "homeowner," "self," or a single first or last name.



The screenshot shows a 'Work Information' form with the following fields and values:

- What type of excavation equipment is being used?**: MICRO TRENCH
- Service Type:** INSTALL/NEW
- What type of Work?**: LANDSCAPING
- Company Doing Work:** MILLERS LANDSCAPING (highlighted with a red border)
- Done For:** (empty)
- Duration:** (empty)
- Premarked:**
- Subdivision:** (empty) **New Subdivision:**
- Job ID:** (empty)
- Address in Instructions?**

## **Done For**

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



**Work Information** [Help](#)

*What type of excavation equipment is being used?*

MICRO TRENCH

---

Service Type: *What best describes the work activity?\**

INSTALL/NEW

*What type of Work?*

LANDSCAPING

---

Company Doing Work: MILLERS LANDSCAPING

Done For: *Who work is being done for\**

G

- BLUE GRANITE WATER COMPANY
- BLUE RIDGE ELECTRIC CO-OP
- BLUE RIDGE RURAL WATER
- CITY OF GOOSE CREEK
- CITY OF GREENVILLE
- CITY OF NORTH AUGUSTA
- CLINTON NEWBERRY NATURAL GAS AUTHORITY
- DARLINGTON COUNTY WATER & SEWER
- DOMINION CAROLINA GAS TRANSMISSION

Duration: \_\_\_\_\_

Premarked:

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

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

Address in Instructions?

The “**Duration**” section indicates how long the excavation work will take.

You will enter a number between 1 and 99, then select the unit of time (such as Hours, Days, Weeks, or Years). Both the number and the unit are required.

Together, these fields define the total duration. For example, entering “10” and selecting “Days” means your work will last 10 days.

**Work Information** [Help](#)

*What type of excavation equipment is being used?*

MICRO TRENCH

---

Service Type: *What best describes the work activity?\**

INSTALL/NEW

*What type of Work?*

LANDSCAPING

---

Company Doing Work: MILLERS LANDSCAPING

Done For: *Who work is being done for\**

GREYSON MILLER

Duration: 10

- HOURL(S)
- DAY(S)
- WEEK(S)
- MONTH(S)
- YEAR(S)

Premarked:

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

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

Address in Instructions?



## **Premark**

Check the Premarked box when your job site has been marked with paint, stakes, or flags to indicate where excavation work will take place. When this box is checked, two additional fields will appear.

Premarked:

What is the area premarked with? (Must select at least 1).

|                                      |                                 |
|--------------------------------------|---------------------------------|
| <input type="checkbox"/> WHITE PAINT | <input type="checkbox"/> STAKES |
| <input type="checkbox"/> WHITE FLAGS | <input type="checkbox"/> OTHER  |

When facing the property from the road, where are the premarks located? (Must select at least 1).

|                                     |                                    |
|-------------------------------------|------------------------------------|
| <input type="checkbox"/> FRONT      | <input type="checkbox"/> LEFT SIDE |
| <input type="checkbox"/> RIGHT SIDE | <input type="checkbox"/> REAR      |
| <input type="checkbox"/> OTHER      |                                    |

### ***1. What is the area premarked with?***

Choose at least one premarking type from the options provided. If what you used to premark the area isn't listed, select 'Other' and enter the type in the text box that appears.

Premarked:

What is the area premarked with? (Must select at least 1).

|                                      |   |
|--------------------------------------|---|
| <input type="checkbox"/> WHITE PAINT | <input type="checkbox"/> STAKES           |
| <input type="checkbox"/> WHITE FLAGS | <input checked="" type="checkbox"/> OTHER |

Please describe:\*

RED PAINT

**2. When facing the property from the road, where are the premarks located?**

Specify the location of the premarks by selecting from the available options: *Front, Right side, Left side, Rear, or Other.*

If you have premarked an area that is not listed, select “Other.” A text field will then appear where you can enter the specific location of the premarks.

**When providing directions (such as front, left, right, or rear), base them on the perspective of standing on the street in front of the address, facing the property.**

When facing the property from the road, where are the premarks located? (Must select at least 1).

|   |                                    |
|---|------------------------------------|
| <input type="checkbox"/> FRONT            | <input type="checkbox"/> LEFT SIDE |
| <input type="checkbox"/> RIGHT SIDE       | <input type="checkbox"/> REAR      |
| <input checked="" type="checkbox"/> OTHER |                                    |

*Please describe:\**  
BOTH SIDES OF THE ROAD

*You may upload any attachments of the premarked area in the Attachments section on the right side of the ticket before saving.*

Enter the subdivision name if the job site is in a residential subdivision. If it’s not or the name is unknown, leave it blank. For new subdivisions not on 811 maps, check the ‘**New Subdivision**’ box.

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

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

Address in Instructions?

Damage/Emergency?  If Damaged, how: \_\_\_\_\_



The 'Job ID' field is used when there is a work order or other reference number associated with the job. This field is optional and can be left blank if there is no 'Job ID'.

The screenshot shows a 'Work Information' form with the following fields and values:

- What type of excavation equipment is being used?: MICRO TRENCH
- Service Type: INSTALL/NEW
- What type of Work?: LANDSCAPING
- Company Doing Work: MILLERS LANDSCAPING
- Done For: GREYSON MILLER
- Duration: 10 DAY(S)
- Premarked:
- Subdivision:  New Subdivision:
- Job ID: WO-12345
- Address in Instructions?

## **Dates & Ticket Type**

In the 'Ticket Type' field the system will default the type of locate notice to a 'Normal' locate notice. This is the most commonly used locate notice when excavation work is taking place. South Carolina state law requires a minimum of three full working days' notice—excluding the day the notice is entered, weekends, and holidays—for Member Operators to respond.

Notices may be scheduled up to 12 full working days in advance using the advanced scheduling function. When using this option, include a note in the 'Instructions' section indicating the adjusted notice timeframe and the scheduled start date of excavation.

The date in the "Work Date" field may be adjusted as needed; however, the time of 11:59 PM should not be changed. The Work Date represents the date member operators have until 11:59 PM to complete their locates.

For example, if 5/25 is entered as the Work Date, member operators have until 11:59 PM on 5/25 to complete the locate request. This means the area may not be marked by the morning of 5/25 if excavation is planned to begin earlier that day.

When selecting a Work Date, be sure to allow enough time for all locates to be completed before excavation begins.

**Please also be advised that making a notation requesting the area to be marked asap or before the 3 full working days' notice is against SC811 guidelines.**

**Dates & Ticket Type**

Ticket Type: Normal

Work Date and Time: 04/22/2026, 11:59 PM

Expiration Date: 05/14/2026 11:59 PM

The 'Work Date and Time' field indicates when Member Operators must respond to the locate notice. It excludes the day the notice is entered, weekends, and holidays, and allows a full working day (until 11:59 PM) for response.

**Dates & Ticket Type**

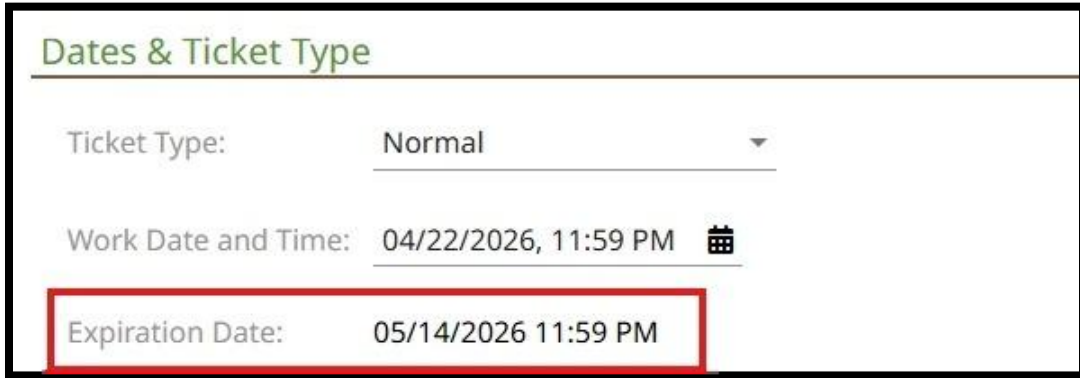
Ticket Type: Normal

Work Date and Time: 04/22/2026, 11:59 PM

Expiration Date: 05/14/2026 11:59 PM



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



**Dates & Ticket Type**

Ticket Type: Normal

Work Date and Time: 04/22/2026, 11:59 PM

**Expiration Date: 05/14/2026 11:59 PM**

### **Site Information Section**

The 'Dig Site Type' field is used to select the type of job site being entered. Available options include 'Street/Address' and 'Intersection.'



**Site Information** [Help](#)

Street/Address  Intersection [reset](#)

State\*

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 '**State**' field is automatically set to SC, as SC811 only processes locate notices within South Carolina.

**Site Information**

*Dig Site Type \**  
 Street/Address [reset](#)

*State*  
 SC *County \**

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

*Nearest Intersecting Street \**

*Directions \**

*Instructions \**

*Remarks*

## County Field

Enter the county where the work is taking place in the 'County' field. Be sure to select the county name from the drop-down list.

**Dates & Ticket Type** [Help](#)

Ticket Type: Normal  
 Work Date and Time: 04/29/2026 11:59 PM  
 Expiration Date: 05/21/2026 11:59 PM

**Site Information** [Help](#)

Street/Address  Intersection [reset](#)

*State \** SC *County \** RICHLAND

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

*Nearest Intersecting Street \**

*Directions to Site \**

*Marking Instructions \**

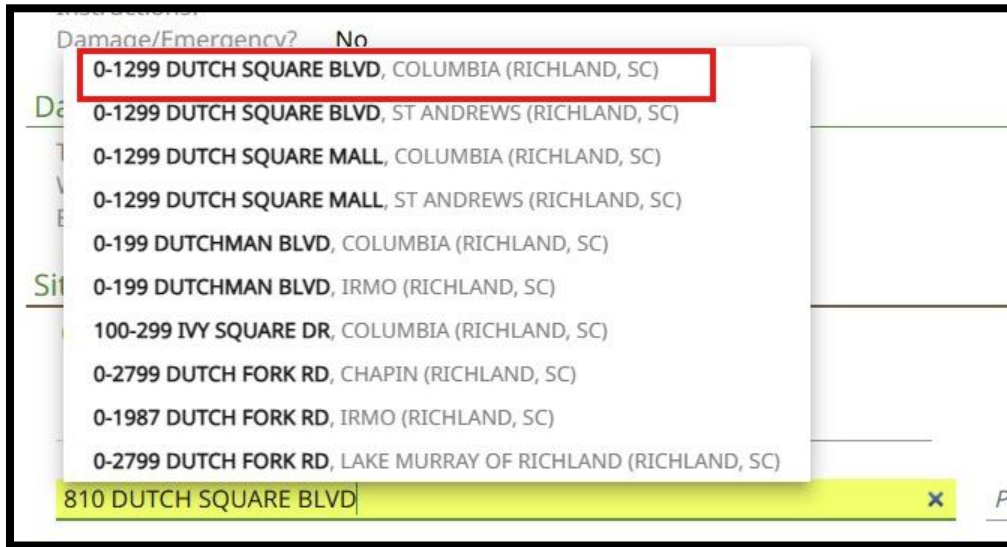
*Remarks*

## Street Address Field

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.



## **Place Field**

The '**Place**' field is used to enter the city or town where the work is taking place. If the property is not within a city or town, enter the nearest city or town instead.

A screenshot of a "Site Information" form. The form includes fields for "Dig Site Type", "Street/Address", "State", "County", "Nearest Intersecting Street", "Directions", "Instructions", and "Remarks". The "Street/Address" field contains "810 DUTCH SQUARE BLVD". The "State" dropdown is set to "RICHLAND". The "Place" field, located to the right of the "Street/Address" field, contains "COLUMBIA" and is highlighted with a red rectangular border. A "reset" link is visible in the top right corner of the form.

## **Intersection Field**

The 'Intersection' field is used to enter the nearest intersecting street to the job site. The street does not need to physically cross or connect to the main street listed. You may also use the drop-down menu to select the closest intersecting street.

Providing a street within 1,320 feet or in close proximity helps ensure the correct area is identified on the map.



| Street Name                        | Distance (FT) |
|------------------------------------|---------------|
| DUTCH SQUARE MALL (alternate name) | 0 FT          |
| BAKERSFIELD RD                     | 496 FT        |
| STATLER RD                         | 516 FT        |
| INNSBROOK DR                       | 798 FT        |
| BUSH RIVER RD                      | 981 FT        |
| SHIRLINGTON RD                     | 906 FT        |
| SPRINGWELL RD                      | 1279 FT       |
| GLEN OAKS RD                       | 1320 FT       |
| US 176                             | 1482 FT       |
| JP STROM BLVD                      | 1814 FT       |

## **Directions Field**

The '**Directions**' field is for directions to the work site, additional roads in the area, and landmarks. If the location where the excavation is taking place is new and/or is **NOT** located on the SC811 map, directions to the site must be provided. Other pertinent



information, such as gate codes or special access instructions, should also be included when applicable.

Please provide directions from the nearest intersection shown on our map. If there are no directions or additional roads to provide in this field “N/A” or “NONE” must be entered.

The screenshot shows a web form for creating a dig site record. The form is divided into several sections:

- Dates & Ticket Type:** Ticket Type: Normal; Work Date and Time: 05/12/2026 11:59 PM; Expiration Date: 06/03/2026 11:59 PM.
- Site Information:** Radio buttons for "Street/Address" (selected) and "Intersection". Fields for State (SC), County (BERKELEY), Street/Address (106 ABERDEEN CT), and Place (LADSON). A note says "Street not found". Nearest Intersecting Street: ROYLE RD.
- Directions to Site:** FROM THE INTERSECTION OF ROYAL RD AND HEATHER DR TRAVEL ALONG HEATHER DR FOR 914 FT IN AN EAST DIRECTION // ABERDEEN CT WILL BE ON THE LEFT.
- Marking Instructions:** A text field for providing marking details.
- Confirmation:** "Does the shaded area on the map accurately represent the complete dig site location?" with a "confirm" dropdown.
- Buttons:** Save/Continue, Incomplete, and Discard.

The map on the right shows a residential street grid. A red line indicates the location of the dig site, labeled "Unbuffered Dig Site Length: 1,134 ft (0.21 mi)". The coordinates 33.03788, -80.11110 are shown at the bottom of the map.

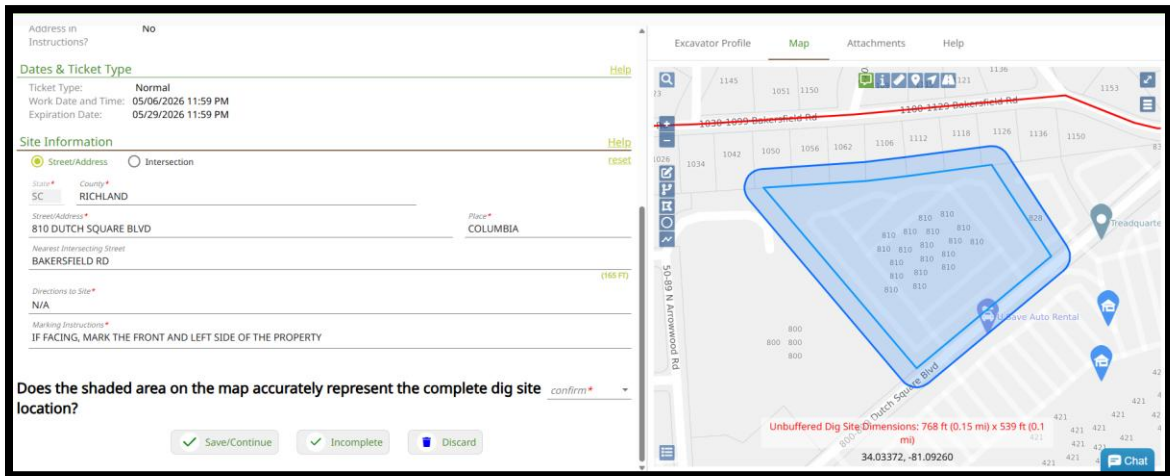
## Marking Instructions Field

The '**Instructions**' field is used to provide locators with details about the area of the property that needs to be marked, any special marking instructions, and any additional

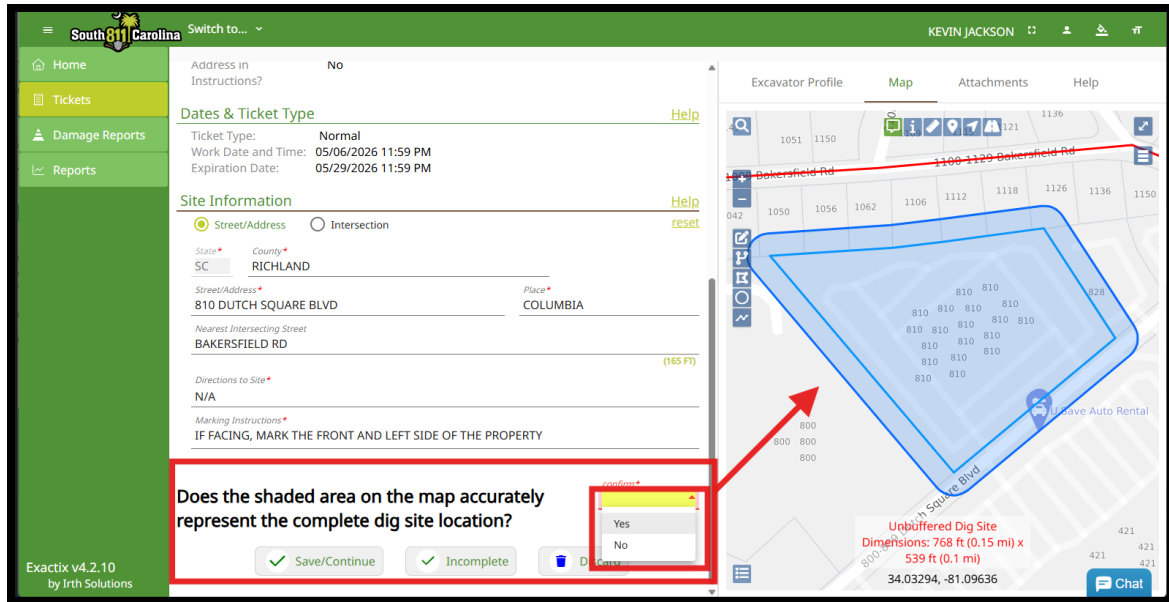
information related to the locate notice. It is important that the instructions clearly describe the specific area where the excavation is planned to occur.

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 commonly requested marking instructions. You are not required to select an option from this drop-down menu; you are able to enter customized marking instructions.

Remember When providing directions (such as front, left, right, or rear), base them on standing on the street in front of the address and facing the property. In the marking instructions, include **“If Facing”** to clearly indicate the direction.



Once you have mapped the area, you will need to confirm the shaded area on the map accurately represents the complete dig site. Click on the drop-down box to either select ‘Yes, or ‘No’.

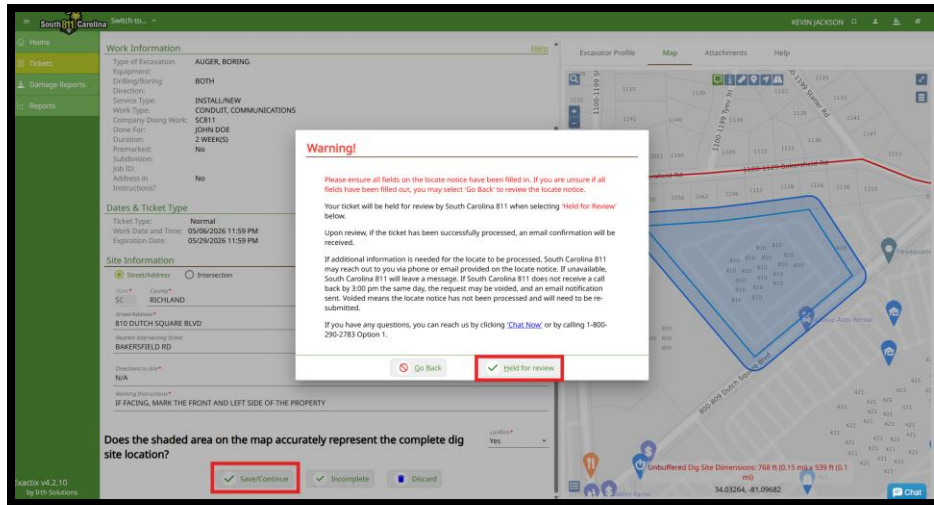


## **Submitting Your Locate Notice**

Once you have completed all required fields on your locate notice and confirmed the area is properly mapped, select “Save/Continue.”

A final pop-up message will appear. Please read it carefully, **as your notice has not been saved at this point.**

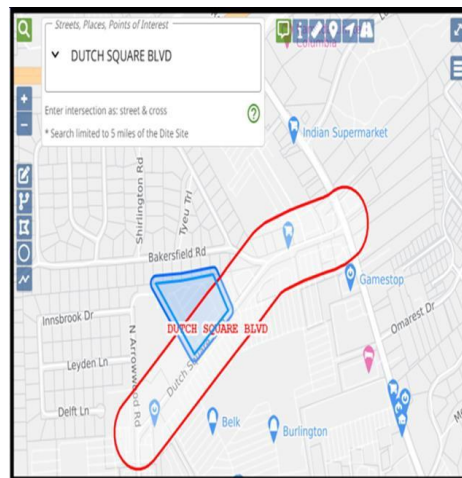
If any information needs to be corrected, select “***Go Back***” to return to the ticket and make changes. If you are ready to proceed, select “***Held for Review***” to submit your notice for review by our team. If additional information is needed, a team member will contact you to complete the notice. However, if you are in the Excavator Basic role within Exactix or if certain ticket criteria are met, your ticket may be released and not held for further review by an SC811 representative.



## Map Search Options

Clicking the 'Search' icon allows you to search by Streets, Intersections, Places, Counties, Points of Interest, and Latitude/Longitude coordinates.

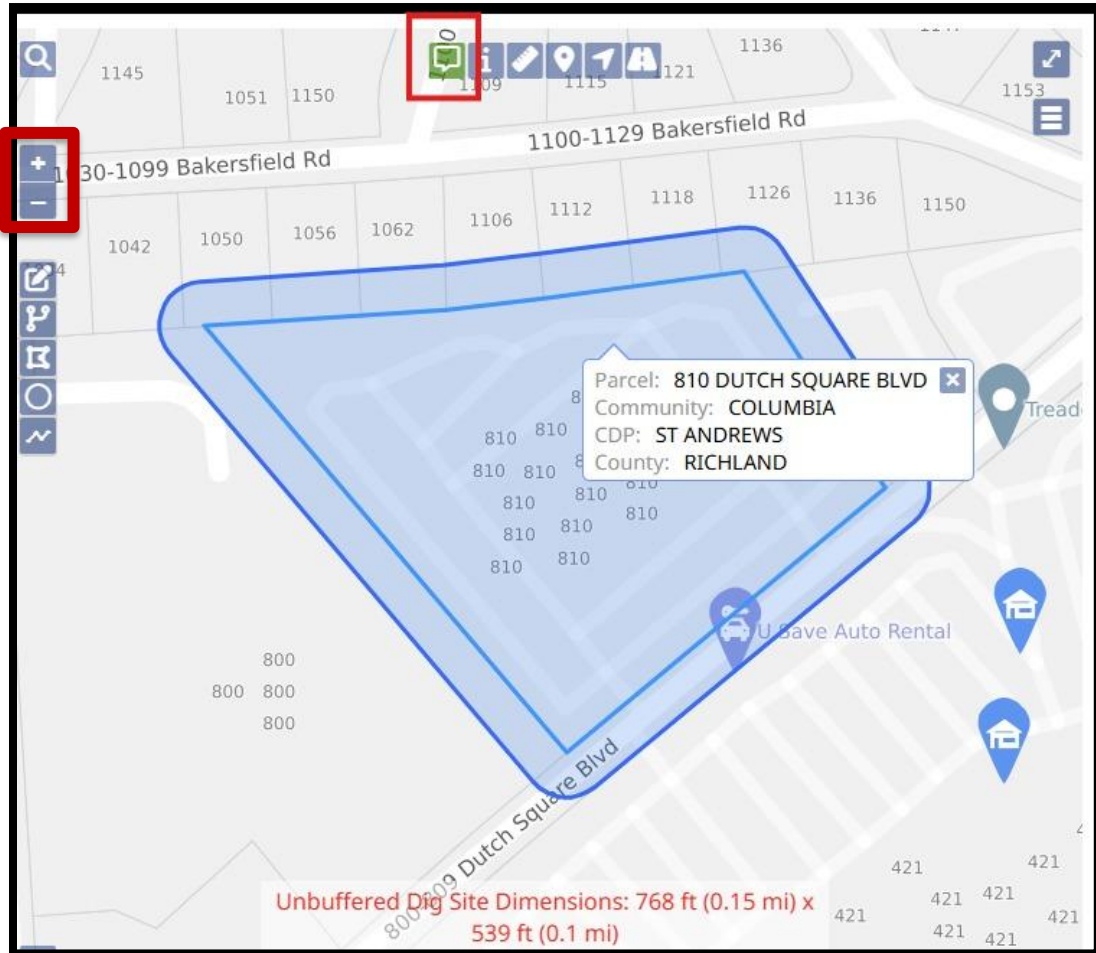
- Street/Road – Search for a specific street or road by entering all or part of the name.
- Intersection – Search for an intersection by entering both the street and cross street.
- Place or County– Search for a place by entering the place name.



### 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 click on the right click on the map to select the zoom in and zoom out options or use the wheel on your mouse for zooming.

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

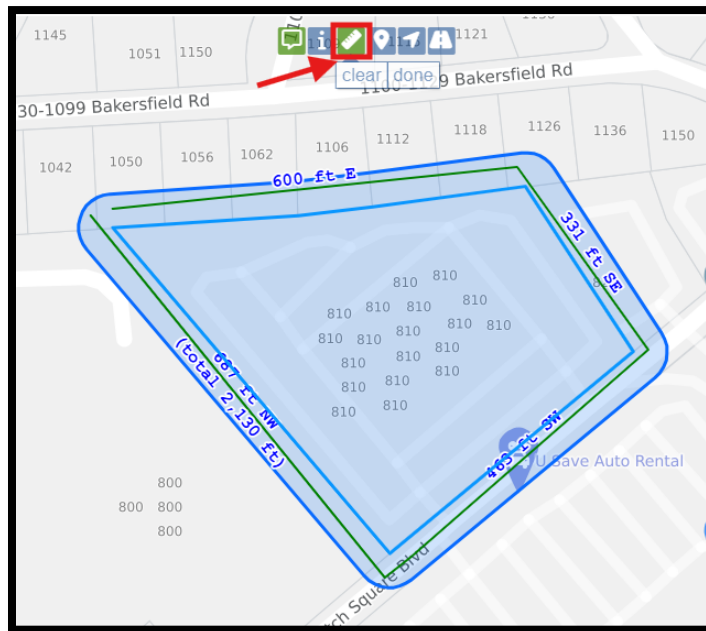
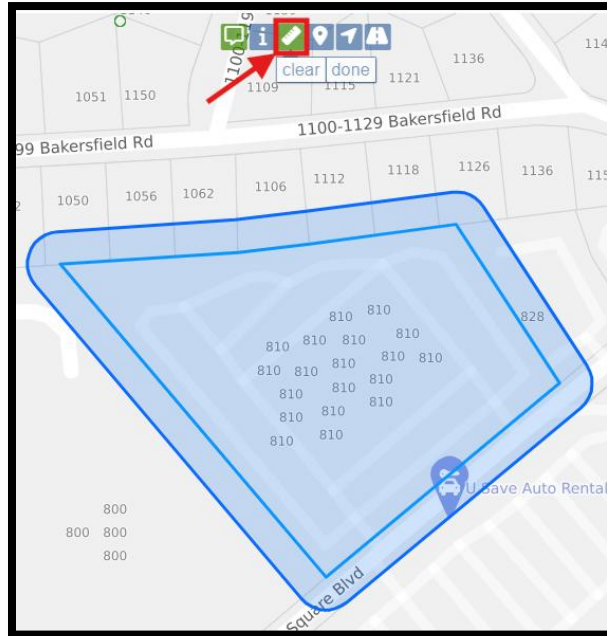


Using the 'Show Map Information for Location' icon allows you to left click on any area of the map to display street, place and county information.



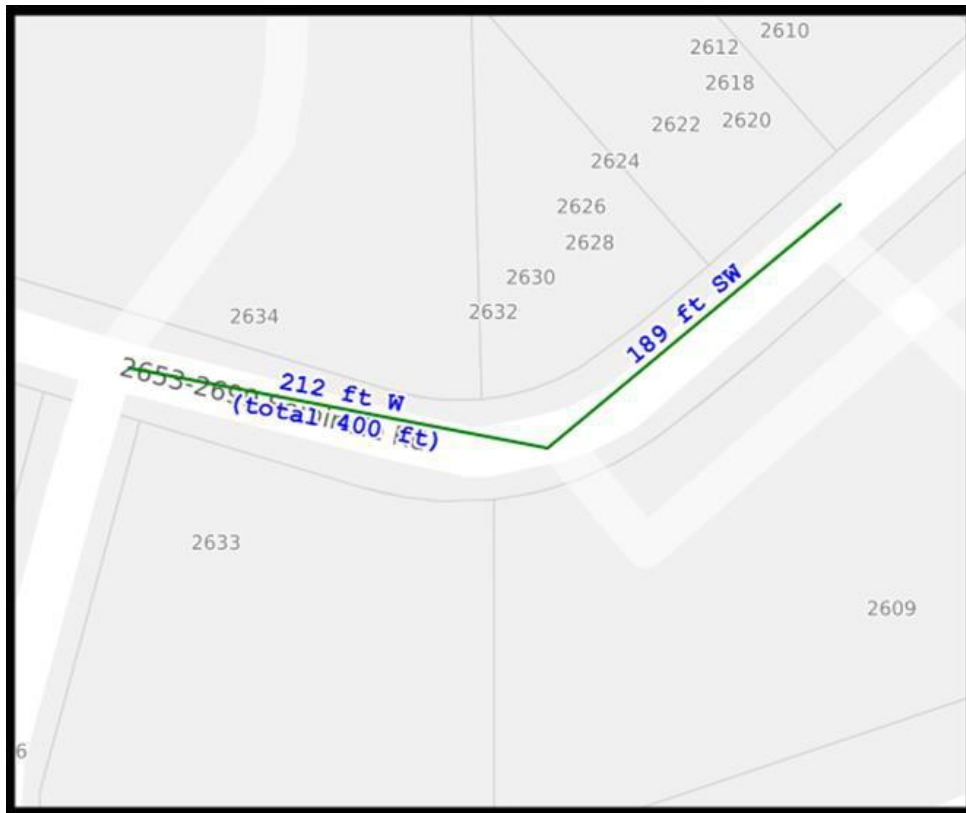
## Ruler

The Ruler lets you 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. You can also use the tool to click multiple points.

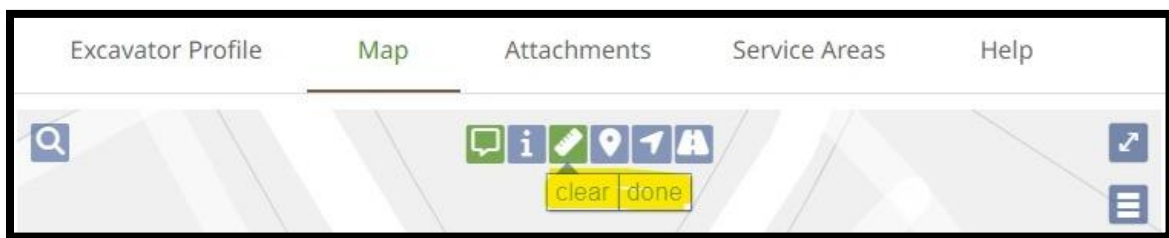


Using the ruler tool will include the total footage and direction of travel while measuring. If multiple segments are measured at you will also see the change in

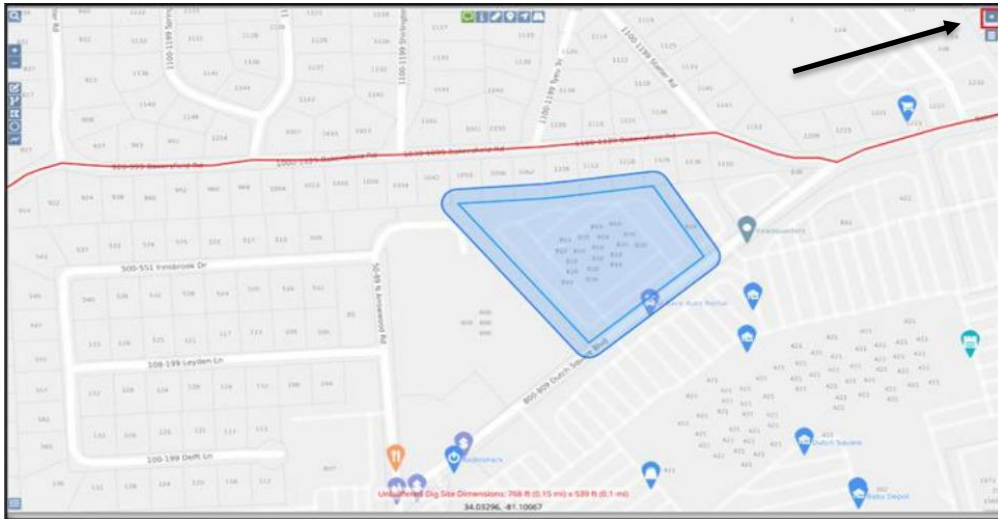
direction for that segment and its individual footage. Please see the screenshot below for example. In this example it starts measuring in a southwest direction, as the road changes the measure tool also changes the direction of travel.



You can click on 'Clear' to remove all measured distances and select 'Done' when finished using this feature.

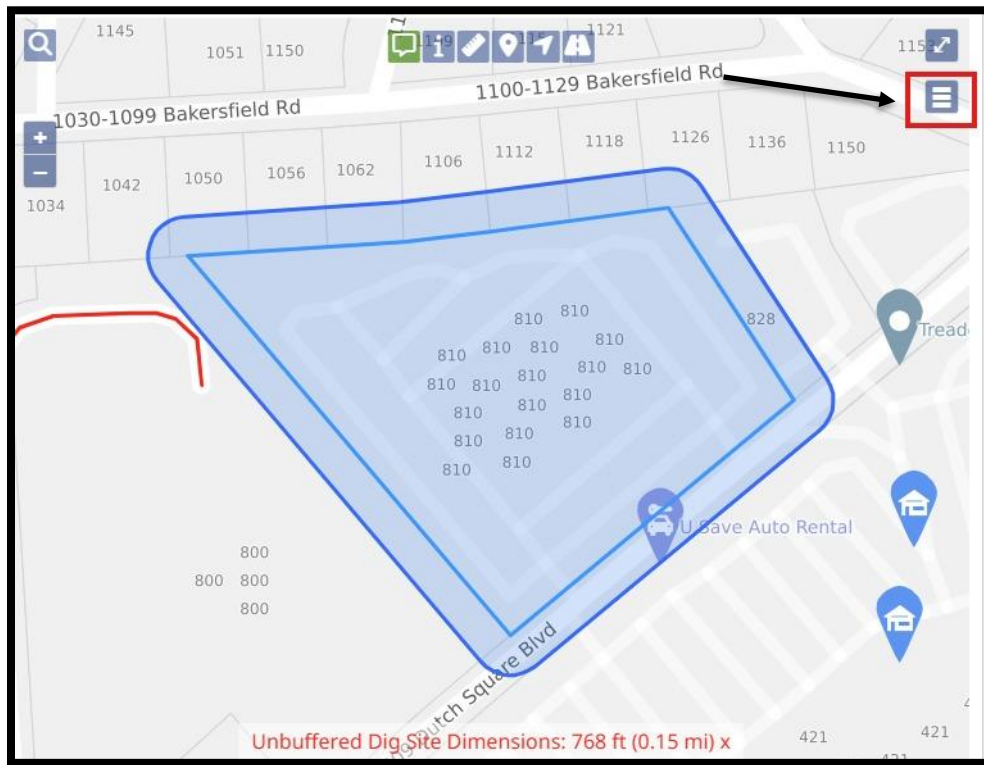


The Toggle Full Screen allows you to expand the map to cover the entire screen. To return to the normal view, hit the 'Esc' button on the keyboard or click on the 'X' icon in the top right-hand corner of the screen.



### **Toggle Base Map**

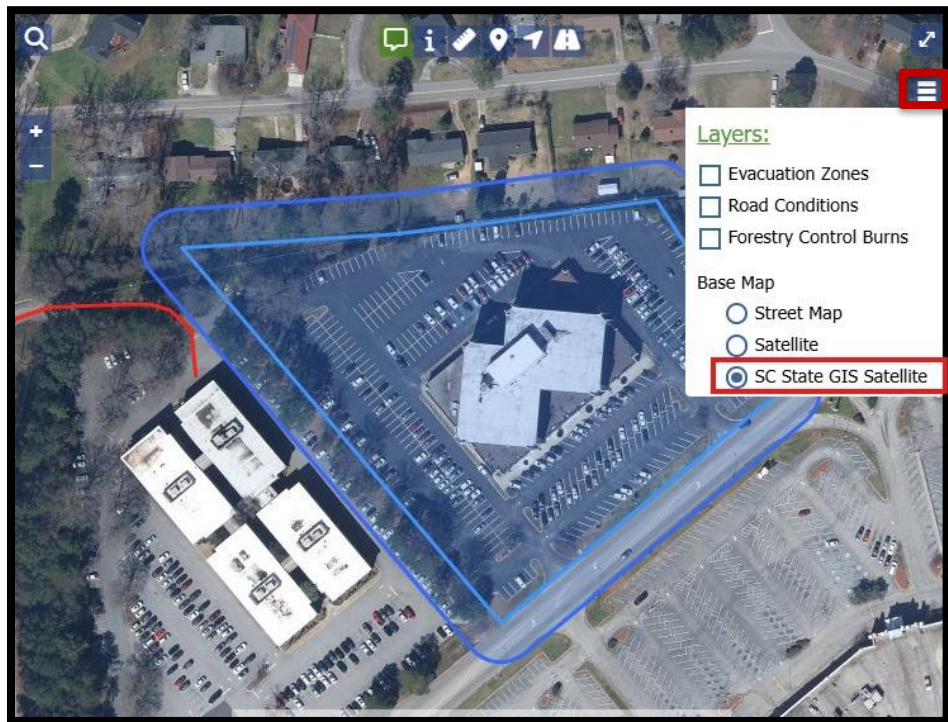
The Toggle Base Map option allows you to switch between three options of the base map. The three options are Street Map view, Satellite View and SC State GIS Satellite view. The system defaults to the street map view. Please note that all map features are available on



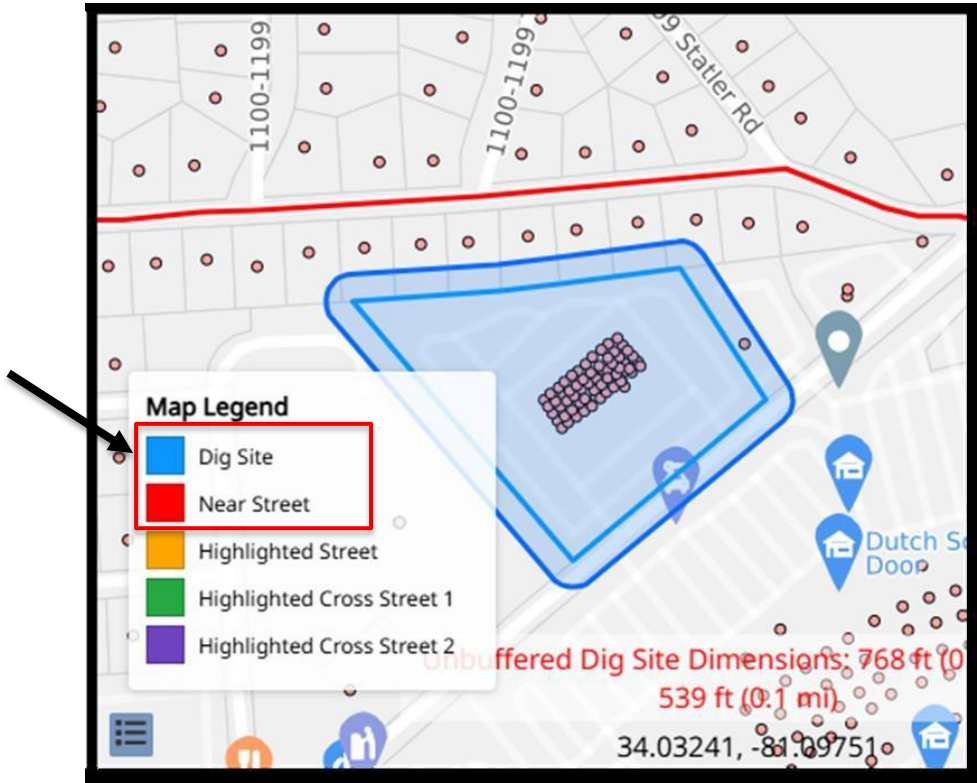
**Satellite view**



**SC State GIS Satellite**

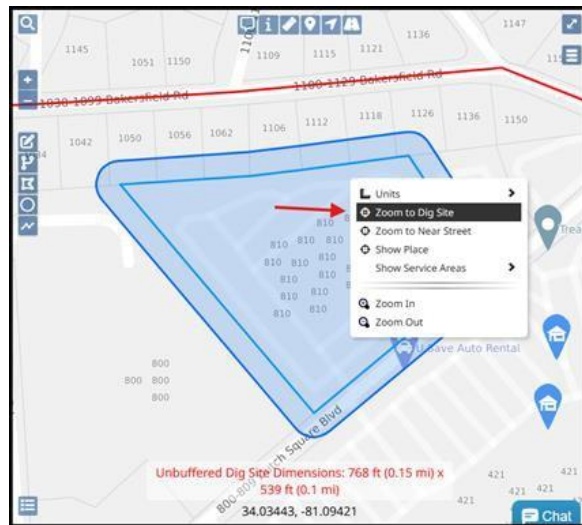


The map legend is a key that explains the colors and line types used on the map. Hover over the legend in the bottom left-hand corner of the map to see the details.






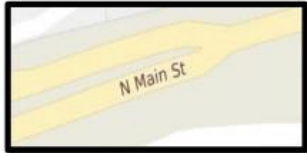


### **Zoom Feature**

If you zoom 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.



# Mapping legends

**Mapping Legends**

|  |  |
|--|--|
| <p>Railroad Tracks</p>  | <p>County Line</p>   |
| <p>Hospitals</p>        | <p>Highways</p>      |
| <p>Schools</p>         | <p>Interstates</p>  |



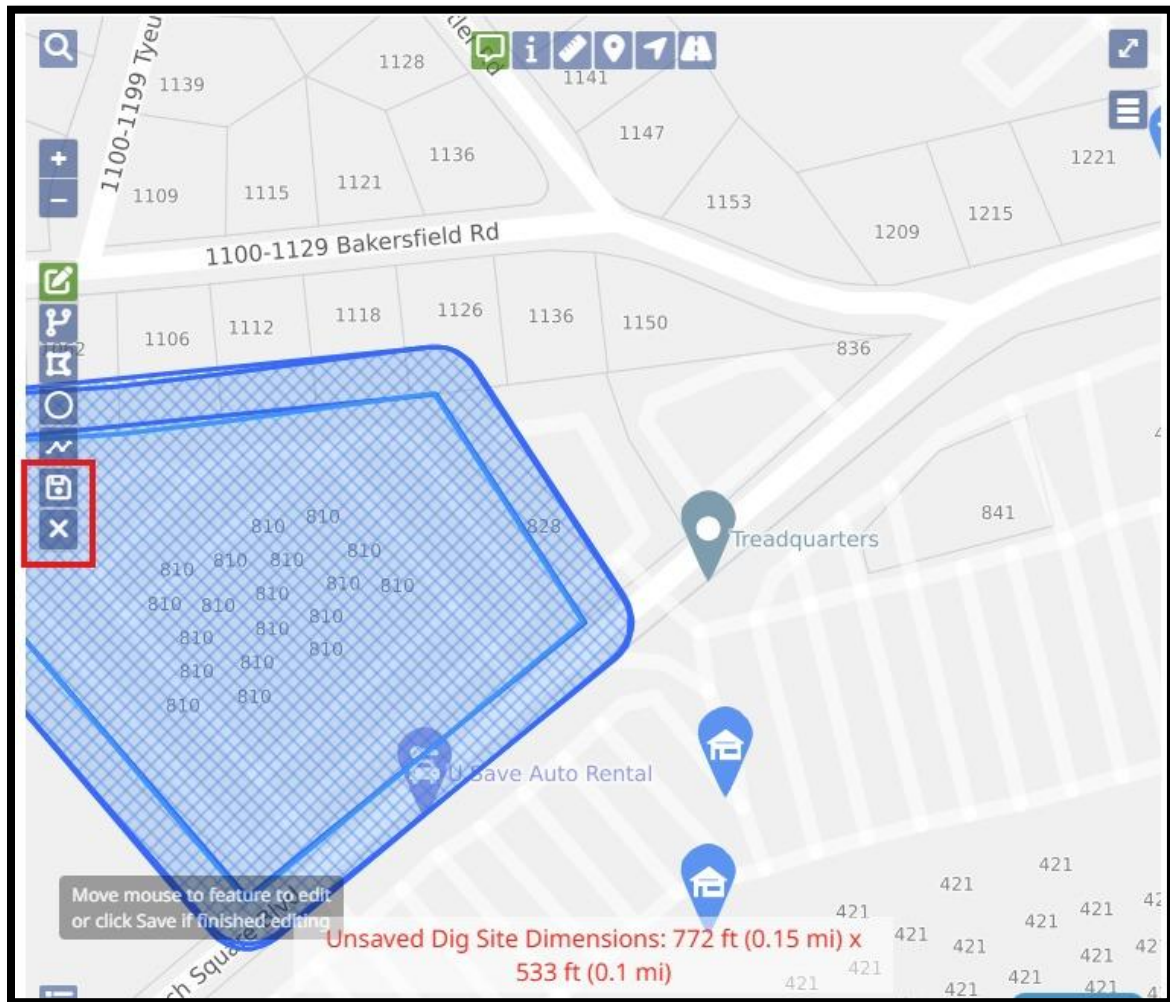
## **Mapping the Worksite**

Once the work site or general location has been identified on the map, you are ready to map the work site.

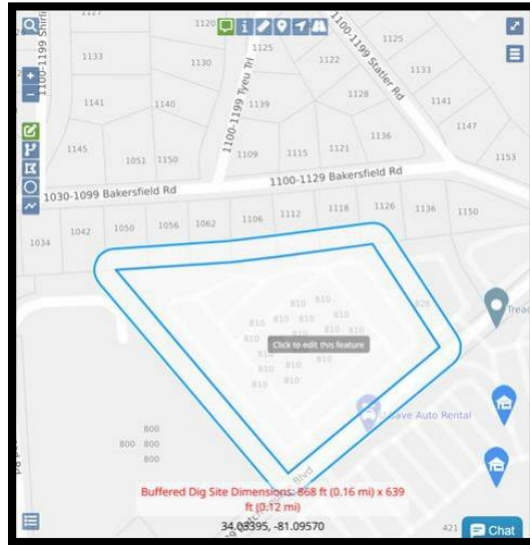
The Member Operators notified on the locate notice are members of SC811. Each mapping tool has specific rules and a different buffer zone size. The buffer zone does not represent the area to be marked, and members/locators do not see the map. Instead, the map is used to determine which Member Operator(s) must be notified in the area.

It is important to accurately plot the work site, as selecting the incorrect area may result in notifying the wrong Member Operator(s).

***Please note that when you edit or redraw a dig site using any of the mapping tools, the Save and Cancel/Discard will appear. These tools allow the user to either save the changes you made to a dig site, or to Delete/Remove those changes.***

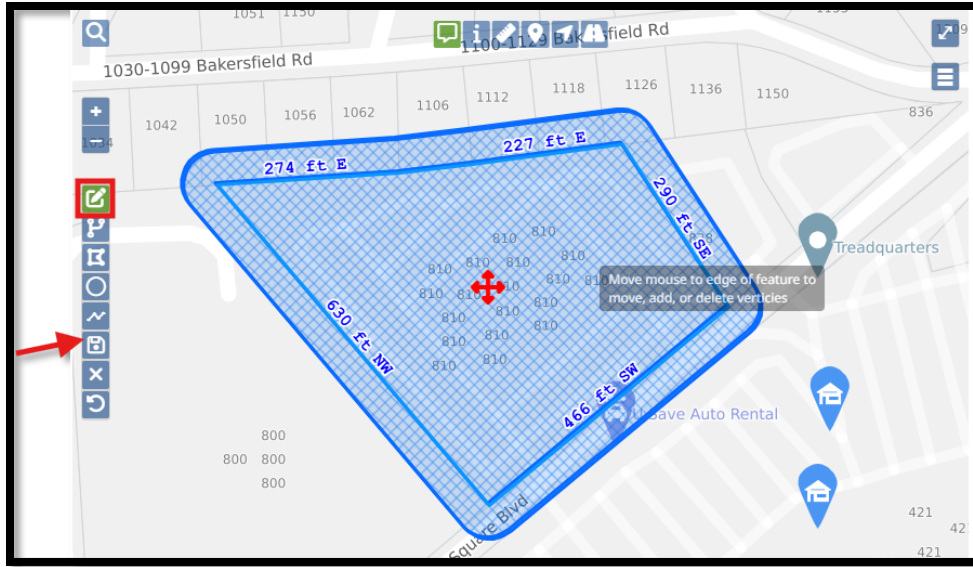


The Edit Dig Site mapping tool allows the user to edit the dig site map. Select the Edit icon and it will turn green. Then left click on the dig site box and it will turn blue with hash marks. The user can then start reshaping the dig site. Once they have redrawn the dig site, they can save the changes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



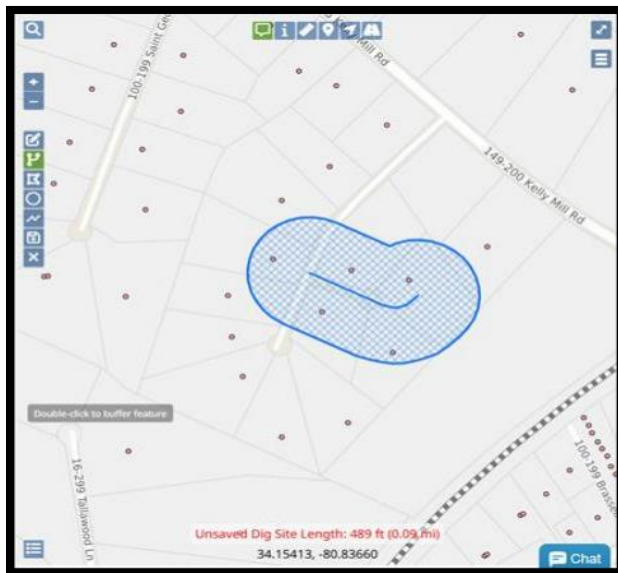
Buffer Street or Map Feature





**Buffer Street or Map Feature**

The Buffer Street or Map Feature lets you 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 you can either ‘Save’, ‘Cancel/Discard’ or ‘Undo’ those changes.



**Draw Polygon Tool**

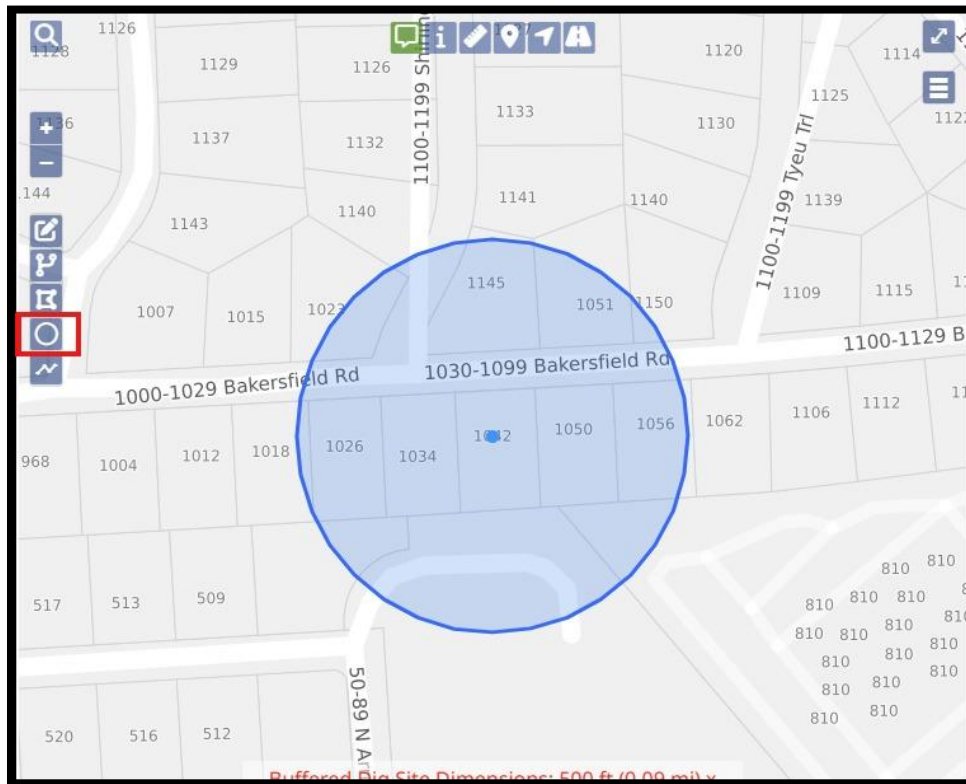
The draw polygon tool is used to mark a large work site that the 250-foot buffer of the draw circle tool will not cover. This tool is also used when marking multiple side by side addresses. Select the Draw Polygon tool and left click on the area where you want to start drawing your dig site. Outline the area that needs to be mapped by left clicking on

points where the direction changes. When finished outlining the area, then left click twice to stop drawing. The new dig site in blue. At this point the user can either 'Save', 'Cancel/Discard' or 'Undo' those changes.



## **Draw Circle Tool**

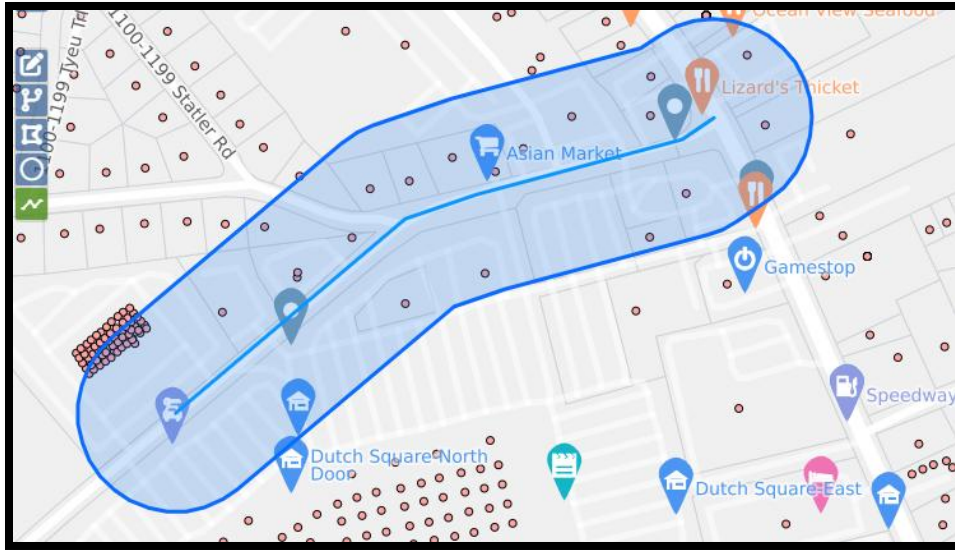
The draw circle tool is used to mark an intersection or single point address if the property lines fit into the radius of coverage. The circle is a 250 ft radius. The new dig site will appear with blue hash marks. At this point you can either 'Save', 'Cancel/Discard' or 'Undo' the changes.



## **Draw Line Tool**

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





## **Mapping Tools**

Use the “Draw Circle” tool when it can cover the entire property and touch the roadway associated with the address.

If the property is too large for the “Draw Circle” tool to fully cover, use the “Draw Polygon” tool instead. Draw the shape to outline the entire property and ensure the mapped area touches the roadway for the address.

### **Incorrect Mapping**



### **Correct Mapping**



## **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 or 5 adjacent

addresses, whichever is less. 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 or 5 adjacent addresses, whichever is less rule applies to roadways, interstates, easements and right of ways. While marking the map the footage will be displayed in increments of mileage, footage and yards. To mark work along a road the draw line tool is used. Map the footage will be displayed in increments of mileage, footage and yards. To mark work along a road the draw line tool is used.

**Dates & Ticket Type** [Help](#)

Ticket Type: Normal  
Work Date and Time: 05/12/2026 11:59 PM  
Expiration Date: 06/03/2026 11:59 PM

**Site Information** [Help](#)

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

State\* County\*  
SC YORK

Street/Address\* Place\*  
MOUNT GALLANT RD ROCK HILL

Nearest Intersecting Street  
BOW ST (0 FT)

Directions to Site\*  
N/A

Marking Instructions\*  
STARTING AT THE INTERSECTION OF MOUNT GALLANT RD AND BOW ST, BEGIN MARKING ON MOUNT GALLANT RD IN A SW DIR FOR 1320 FEET, MARKING THE RIGHT SIDE OF THE ROAD

Remarks

**Information required when working along the road:**

1. **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.

2. **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.
3. **Name of roadway to be marked**- Include the name of the roadway that is specifically being requested for marking
4. **Total footage**-The total footage that needs to be marked from starting point to stopping point.
5. **Direction**-The direction of marking needs to be specified if the road needs to be marked north, south, east or west.

The ending point can be at an intersection, road, address, utility pole, utility transformer, utility pedestal or specified footage. However, footage and directions are still required.

**Dates & Ticket Type** [Help](#)

Ticket Type: Normal  
Work Date and Time: 05/15/2026 11:59 PM  
Expiration Date: 06/08/2026 11:59 PM

**Site Information** [Help](#)

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

State\*  County\*

Street/Address\*  Place\*

Nearest Intersecting Street  
 (3 FT)

Directions to Site\*

Marking Instructions\*

Does the shaded area on the map accurately represent the complete dig site location?

Excavator Profile **Map** Attachments Help

Map showing a blue shaded dig site area on a street grid. The site is labeled "Unbuffered Dig Site" with a length of 1,006 ft (0.19 mi). The map includes various location markers like "Asian Market", "Dutch Square North Door", "Belk", "Radioshack", and "Fargo". The coordinates 34.03118, -81.09379 are displayed at the bottom.

Starting from an intersection:

Example of valid marking instructions- STARTING AT THE INTERSECTION MARK BOTH SIDES OF DUTCH SQUARE BLVD FOR 1000 FT HEDING SOUTH WEST

**Dates & Ticket Type**

Ticket Type: Normal  
 Work Date and Time: 05/04/2026 11:59 PM  
 Update Date: 05/21/2026 11:59 PM  
 Expiration Date: 05/27/2026 11:59 PM

**Site Information**

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

State: SC County: RICHLAND  
 Street/Address: BAKERSFIELD RD Place: COLUMBIA  
 Nearest Intersecting Street: DUTCH SQUARE BLVD (4 FT)  
 Directions to Site: NA  
 Marking Instructions: STARTING AT THE INTERSECTION OF BAKERSFIELD RD AND DUTCH SQUARE BLVD MARK BOTH SIDES OF BAKERSFIELD RD FOR 500 FT HEADING WEST

Remarks

Starting a certain distance from the intersection:

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

**Dates & Ticket Type**

Ticket Type: Normal  
 Work Date and Time: 05/07/2026 11:59 PM  
 Expiration Date: 06/01/2026 11:59 PM

**Site Information**

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

State: SC County: RICHLAND  
 Street/Address: HOLLINGSWORTH DR Place: COLUMBIA  
 Nearest Intersecting Street: FAIRHAVEN DR (027 FT)  
 Directions to Site: N/A  
 Marking Instructions: STARTING 100 FT EAST OF THE INTERSECTION OF HOLLINGSWORTH DR AND FAIRHAVEN DR MARK THE RIGHT SIDE OF HOLLINGSWORTH DR FOR 300 FT HEADING EAST

Does the shaded area on the map accurately represent the complete dig site location? [confirm](#)

Save/Continue 
  Incomplete 
  Discard

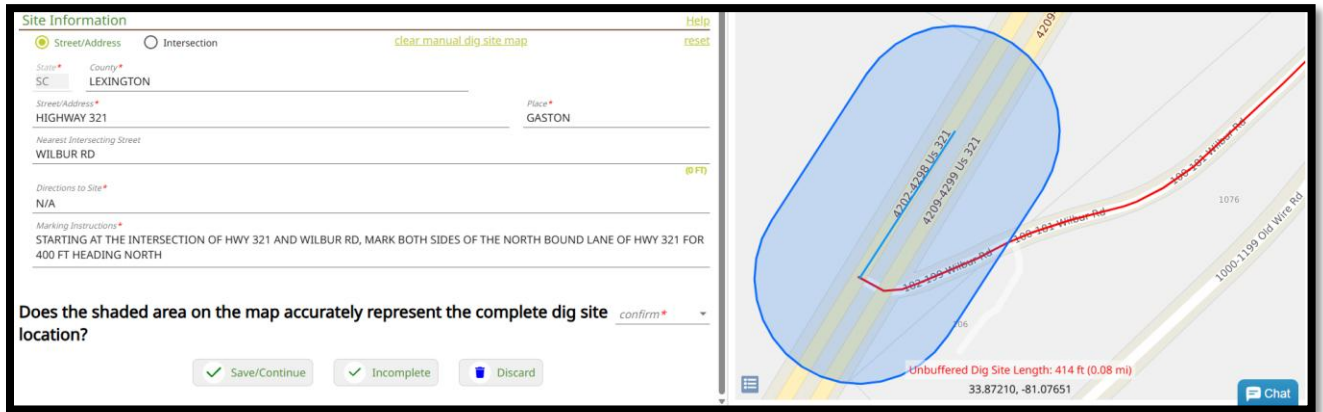
Work along a road that is divided by a median- When work is taking place along a road that is divided by a grass or concrete median, each lane will need to be on a separate notice. If the median between the lanes needs to be marked, a separate locate notice will need to be

made for the median as well. All interstates are divided by either a concrete or grass median.

Example notice for work along one side of a roadway divided by a grass median. This notice would then be duplicated and adjusted as needed for the opposite side and median.”

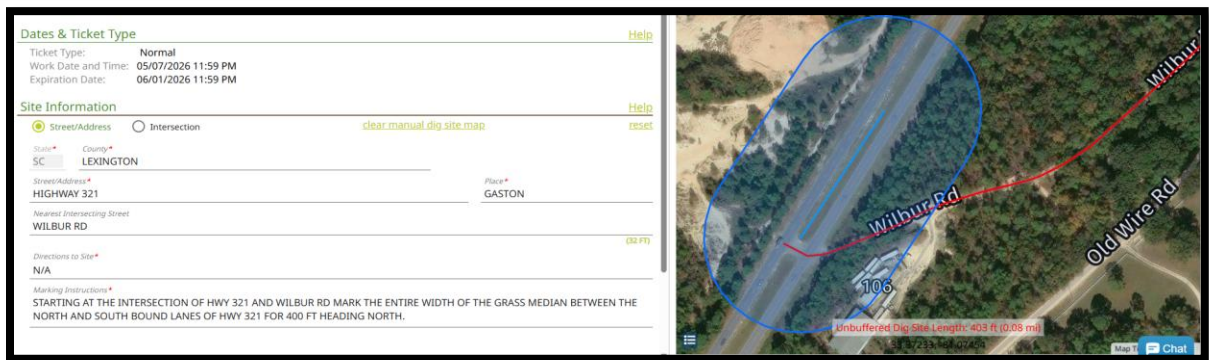
Example of valid marking instructions

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.

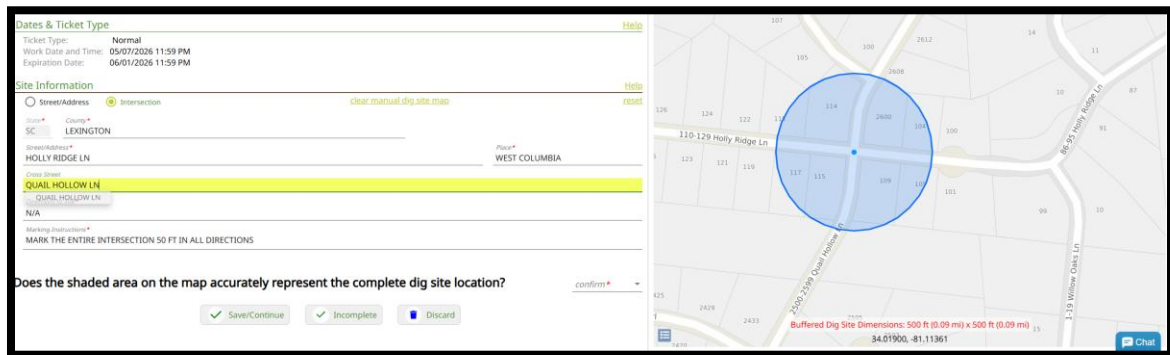


Example of a valid notice for the median:

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.



When processing a locate notice for an intersection, you 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.



**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. This is not a radius of 50 ft but 50 ft in all directions from the middle of the intersection. This means you start at the center of the intersection and measure outward 50 feet along each road at the intersection. Each roadway is measured separately, following the direction of the road.

Three-Way Intersections – When entering a locate notice for a three-way intersection, the roads must be separated between the Address, Intersection, and Directions fields to accurately identify the work area. The marking instructions should also include all road names involved in the intersection and note that the location is a three-way intersection.

## **SC811 Location Entry Guidelines – Entry Level**

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

This rule applies to roadways, easements, rights-of-way, sidewalks, alleyways, and properties. Keep the area within 1,320 feet or five addresses—whichever is less—whether the request is linear or polygon.

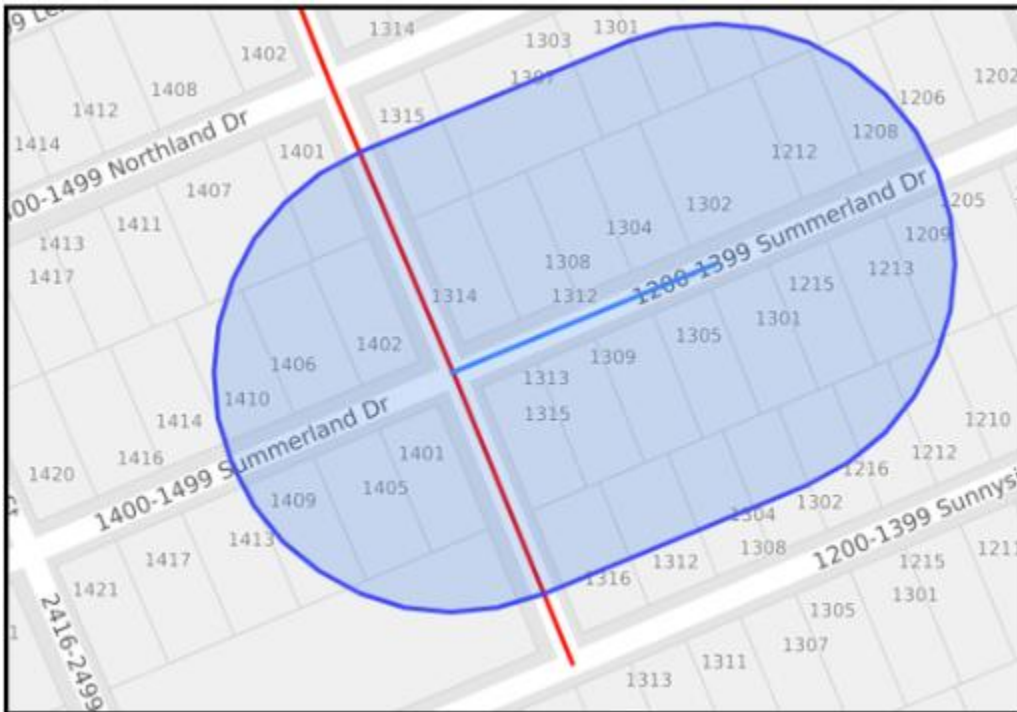
### **2. 50 Ft Maximum from Centerline on Each Side of the Road**

- When requesting for markings along a roadway, you may also include up to 50 ft from the center line of the road out (on either or both sides of the road).
- 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.

### **3. 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

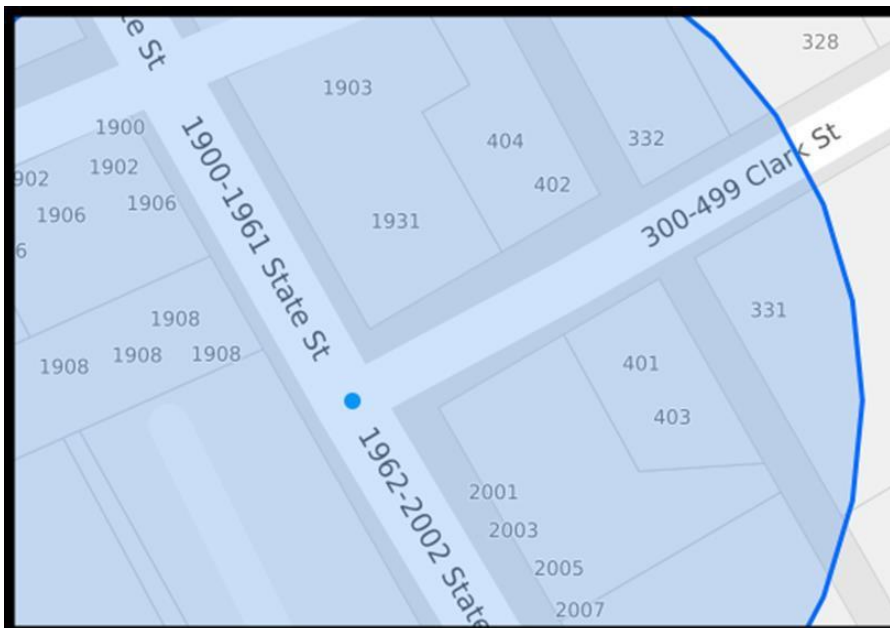
4. **Intersection locate notices cannot exceed 50 feet in all directions along each roadway.** This means you start at the center of the intersection and measure outward 50 feet along each road at the intersection. Each roadway is measured separately, following the direction of the road.

- If more than 50 foot in each direction of an intersection needs to be marked, separate locate notices must be issued because it would then be considered as working on separate roads. You must follow the “work along the road” guidelines.

- 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 LAKE MURRAY BLVD AND SAINT ANDREWS RD 200 FT IN ALL DIRECTION





9. 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 it in the 'Instructions' Field.

▪ Example of valid marking instructions: AT ADDRESS 101 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.
- 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



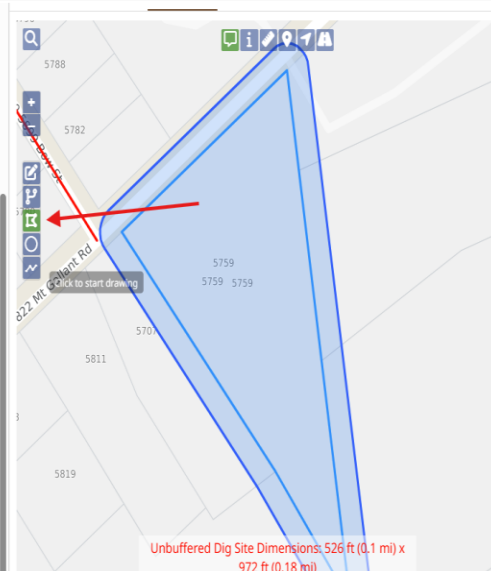
6.

**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”.

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

If the system does not automatically highlight the address on the map, then you 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’.

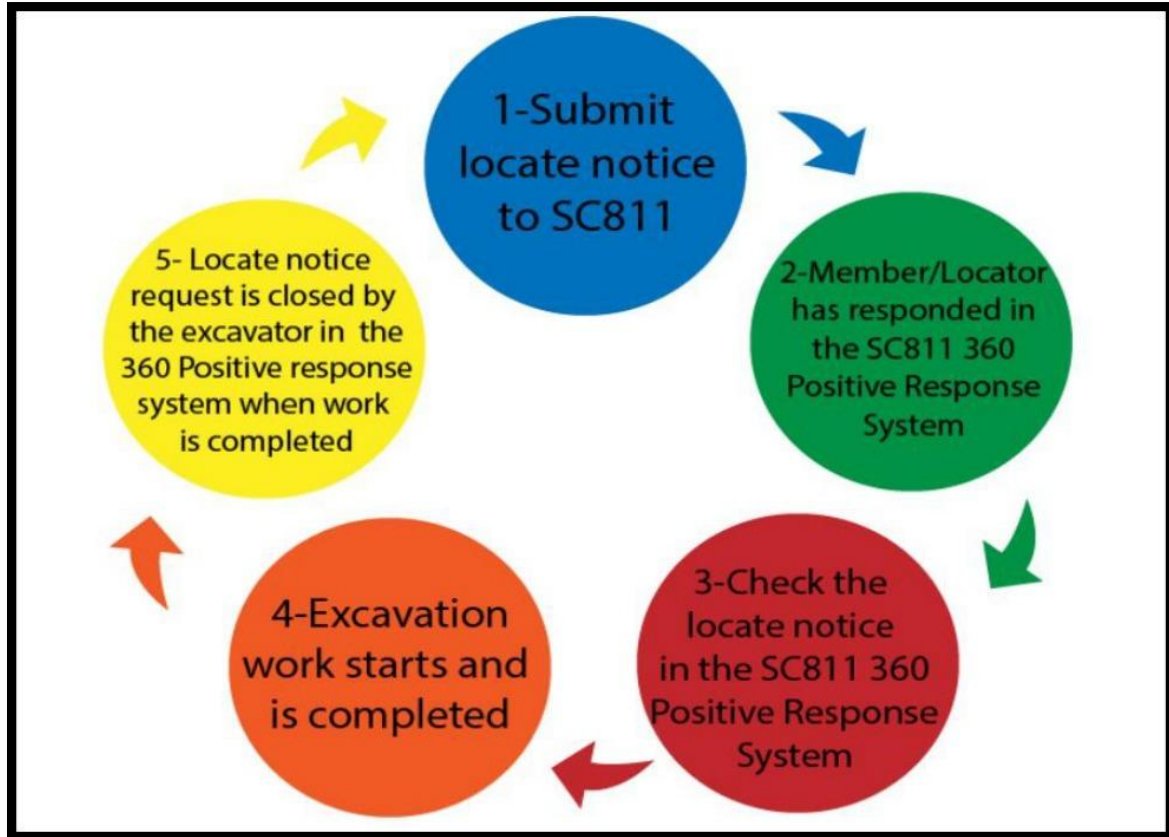
|  |  |                       |
|--|--|-----------------------|
| Subdivision:<br>Job ID:<br>Address in<br>Instructions?                             | No   | New Subdivision: No   |
| <b>Dates &amp; Ticket Type</b>   |  | <a href="#">Help</a>  |
| Ticket Type:   | Normal   |                       |
| Work Date and Time:  | 05/12/2026 11:59 PM                                  |                       |
| Expiration Date:   | 06/03/2026 11:59 PM                                  |                       |
| <b>Site Information</b>  |  | <a href="#">Help</a>  |
| <input checked="" type="radio"/> Street/Address <input type="radio"/> Intersection | <a href="#">clear manual dig site map</a>            | <a href="#">reset</a> |
| State: SC County: YORK   |  |                       |
| Street/Address: 5759 MOUNT GALLANT RD  | Place: ROCK HILL                                     |                       |
| Nearest Intersecting Street: BOW ST  | (59 FT)  |                       |
| Directions to Site:  | N/A  |                       |
| Marking Instructions:  | <b>IF FACING, MARK THE LEFT SIDE OF THE PROPERTY</b> |                       |
| Remarks  |  |                       |



Unbuffered Dig Site Dimensions: 526 ft (0.1 mi) x 972 ft (0.18 mi)

## **Positive Response**

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



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

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

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

How to Check Positive Response in Exactix: Positive Response should be reviewed on the notice before any excavation activity is considered. Open the locate notice number that



enter the 10-digit ticket number, followed by the main phone number associated with the ticket. Once the information is confirmed, the system will read each Member Operator's response entered on the notice.

After checking the Positive Response, if you receive a 100% positive response, they may proceed with their work. If you do not have a 100% Positive Response, then the user must contact the one-call center so that the appropriate Secondary Action can be processed by a Customer Service Representative.

## List of Codes

### Positive Response Codes

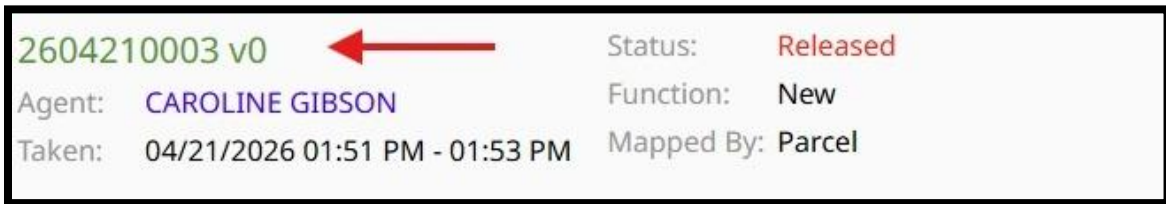
An **open code** indicates that the member has not yet completed the locate. A **closed code** indicates that the member has completed the locate. Once all members have completed their locates, the excavator can begin working.

| 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   |

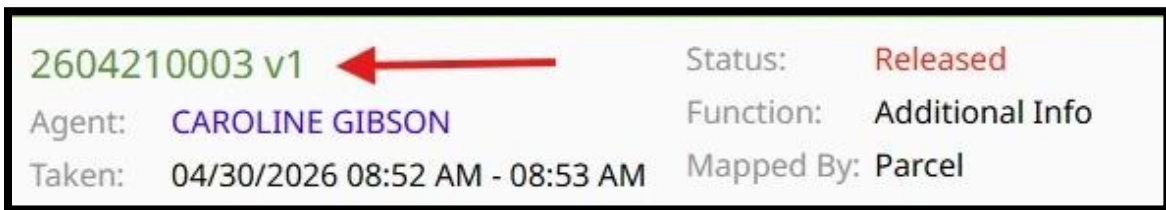
| Closed Codes   |
|--|
| 10 - No Conflict   |
| 11 - Member operator not in area of excavation   |
| 20 - Marked  |
| 55 - Critical facility marked. The utility owner or their designated representative have contacted the excavator and have agreed to a period that an owner representative must be present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

In Exactix when a primary locate notice is created it is given a locate notice number which has a “v0” behind it. The “v0” stands for “Version 0”. Each time a Secondary Action (Ticket Function) is created, the locate notice number will remain the same and a new ‘Version Number’ will be added. For example, if a secondary action is taken locate notice needs to be processed for ticket number 260421003, after processing the secondary action the screen will display “260421003 v1”.

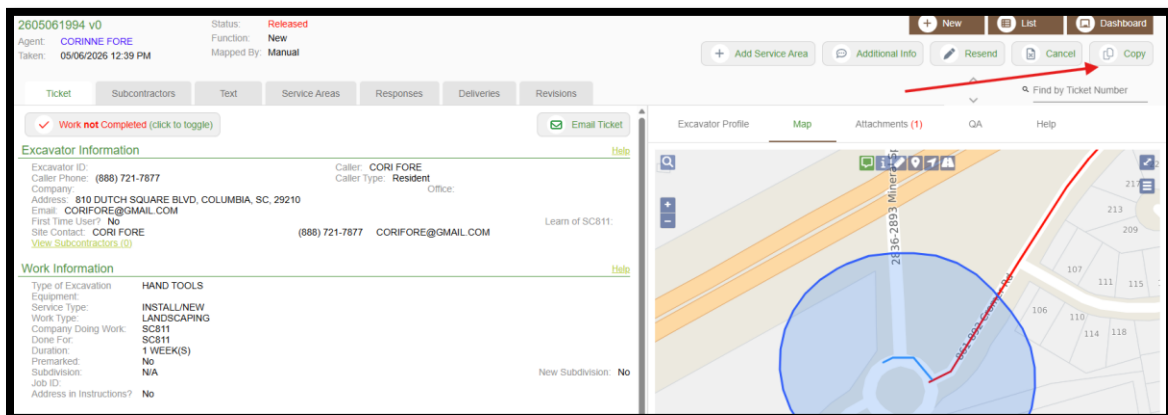


260421003 v0 ← Status: Released  
Agent: CAROLINE GIBSON Function: New  
Taken: 04/21/2026 01:51 PM - 01:53 PM Mapped By: Parcel



260421003 v1 ← Status: Released  
Agent: CAROLINE GIBSON Function: Additional Info  
Taken: 04/30/2026 08:52 AM - 08:53 AM Mapped By: Parcel

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 expiration date.



2605061994 v0 Status: Released  
Agent: CORINNE FORE Function: New  
Taken: 05/06/2026 12:39 PM Mapped By: Manual

Buttons: + Add Service Area, Additional Info, Resend, Cancel, Copy

Excavator Information  
Excavator ID: (888) 721-7877  
Company: 810 DUTCH SQUARE BLVD, COLUMBIA, SC, 29210  
Email: CORIFORE@GMAIL.COM  
First Time User?: No  
Site Contact: CORI FORE (888) 721-7877 CORIFORE@GMAIL.COM

Work Information  
Type of Excavation: HAND TOOLS  
Equipment: LANDSCAPING  
Service Type: INSTALL NEW  
Work Type: SC811  
Company Doing Work: SC811  
Done For: 1 WEEK(S)  
Duration: No  
Premarked: No  
Subdivision: N/A  
Job ID: No  
Address in Instructions?: No

Map: 2636-2893 Meters





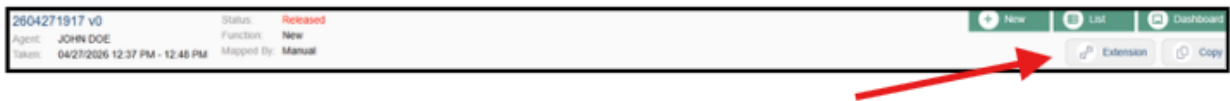
As an Entry Level or Excavator Basic user you have the ability to process 2 different types of secondary actions, Extensions and Remarks.

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). 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.

|                |                |                 |                     |
|----------------|----------------|-----------------|---------------------|
| Ticket Number: | 2604150011     | Dated:          | 04/21/2026 12:06 PM |
| Place:         | COLUMBIA       | Street Address: | 302 BROOKGREEN DR   |
| Caller Name:   | AMANDA JACKSON | Phone:          | (803) 939-1117      |

The **‘Extension’** function is used when an existing notice needs to be extended for additional excavation time, provided the existing utility markings are still clearly visible. Extensions do not create a new 3 full working day notice or require a waiting period because fresh utility markings are not required on an Extension notice. Instead, the expiration date is simply extended for an additional 15 working days.

Once you open the notice needing to be extended, select the ‘extension’ function above the locate notice in the top right-hand corner. A window will appear to process the extension.



The only time a note will need to be added to the **‘Remarks’** field is if the user submitting the **‘Extension’** is not the original user on the notice. For example: “Locate notice extended by Cori Fore with SC811.” Additionally, users may receive a pop-up message when a Member

Operator is added or removed from a ticket when the change was not listed on the previous ticket due to the Member Operator updating their Service Area.

**Extension**

Extension 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 extension 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.

|                |            |                 |                     |
|----------------|------------|-----------------|---------------------|
| Ticket Number: | 2604271917 | Dated:          | 04/27/2026 12:48 PM |
| Place:         | HUGER      | Street Address: | PONTOON RD          |
| Caller Name:   | CORI FORE  | Phone:          | (888) 721-7877      |

Are the markings from the previous ticket disturbed, damaged, or no longer visible?

Yes  
 No

Select 'Send Ticket'. Select 'Save'. The version number is located on the right side of the locate notice number (which the locate notice number will not change, though a new version will be added ex. V1).

**Extension**

Extension 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 extension 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.

**An Extension is required when the markings from the previous ticket are still visible but the digging will not be completed by the expiration date.**

|                |               |                 |                       |
|----------------|---------------|-----------------|-----------------------|
| Ticket Number: | 2604291821    | Dated:          | 04/29/2026 10:41 AM   |
| Place:         | COLUMBIA      | Street Address: | 810 DUTCH SQUARE BLVD |
| Caller Name:   | KEVIN JACKSON | Phone:          | (803) 939-1117        |

Are the markings from the previous ticket disturbed, damaged, or no longer visible?  No

Site Contact Name\* KEVIN JACKSON Phone\* (803) 939-1117 Email TESTING@SC811.COM

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

Same as caller

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

Remarks  
LOCATE NOTICE EXTENDED BY CORI FORE WITH SC811



## Remark

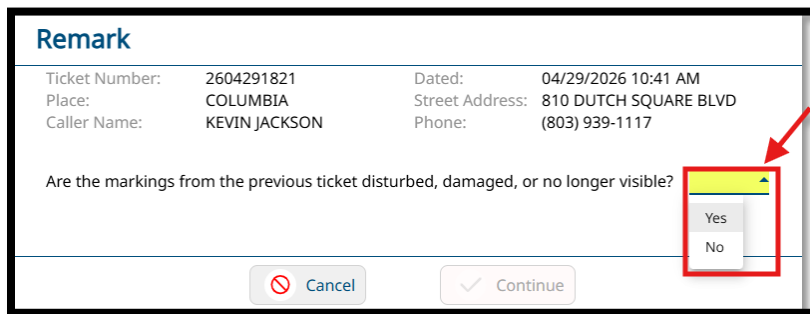
The **'Remark'** function is used when existing utility markings are no longer visible, have been disturbed, or destroyed, and fresh markings are needed. A Remark request allows member operators 3 full working days to respond and mark. Although the notices are linked together in the **Revisions** tab of the notice, a new notice number will be generated for the Remark notices.

Remarks should only be used when the original work location and excavation information remain the same. If any information about the job site changes, a new Normal notice must be created instead.

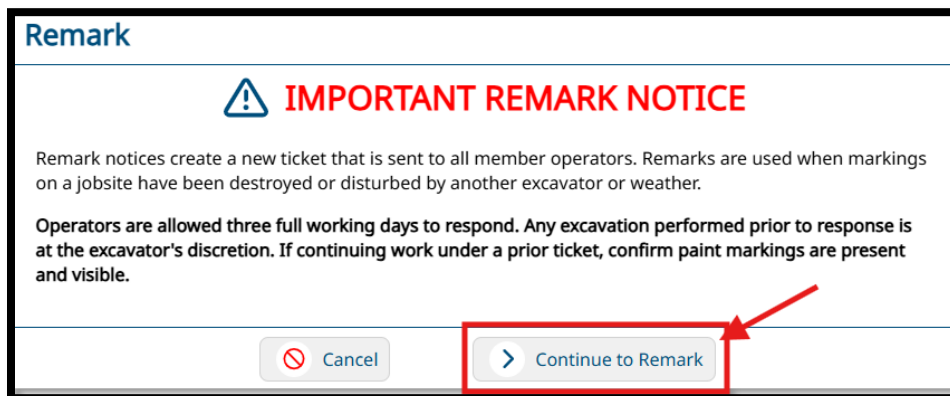
Located in the top right corner of the screen, select 'Remark'.



An additional pop-up screen will appear where you will confirm that the utility markings have been destroyed, damaged, or are no longer visible.



Next, you will review the Important Remark Notice screen. If you agree with the information provided, select "Continue to Remark" to proceed.



In the 'Remarks' field on this screen, you will need to enter the reason for the Remark notice, such as "Remark due to weather," as shown below.

**Remark**

A Remark is required if the markings have been disturbed, damaged, or are no longer visible.

Ticket Number: 2604230005      Dated: 04/23/2026 03:55 PM  
Place: COLUMBIA      Street Address: 810 DUTCH SQUARE BLVD  
Caller Name: KEVIN JACKSON      Phone: (803) 939-1117

Are the markings from the previous ticket disturbed, damaged, or no longer visible? Yes ▾

Site Contact Name\* KEVIN JACKSON      Phone\* (803) 939-1117      Email TESTING@SC811.COM  
[Use on this Ticket only \(click to change\)](#)    [clear](#)

Same as caller

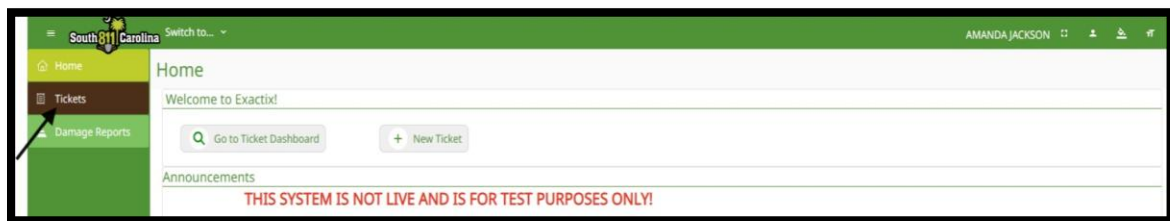
[Add/Remove Subcontractors \(0\)](#)

Remarks\* **REMARK DUE TO WEATHER**

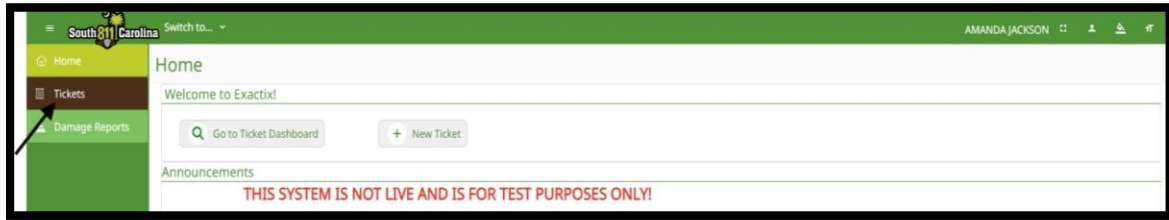
  

## Closing Locate Notices

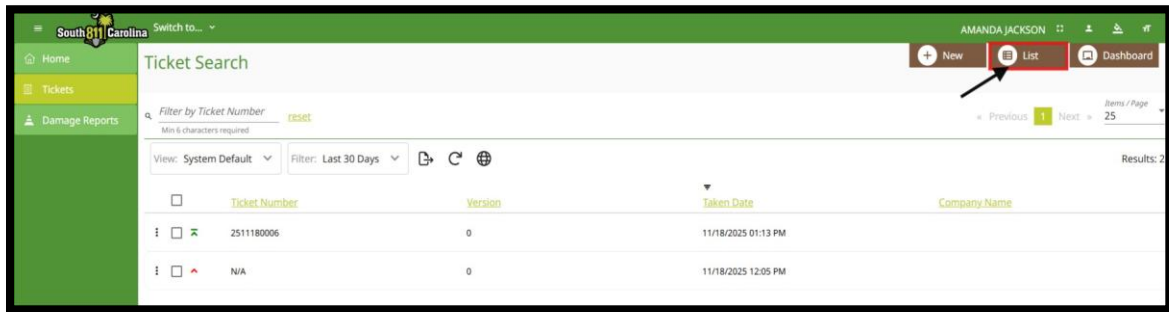
When excavation work is complete, it is the excavator's responsibility to close the locate notice. Closing the notice informs member operators work is complete.



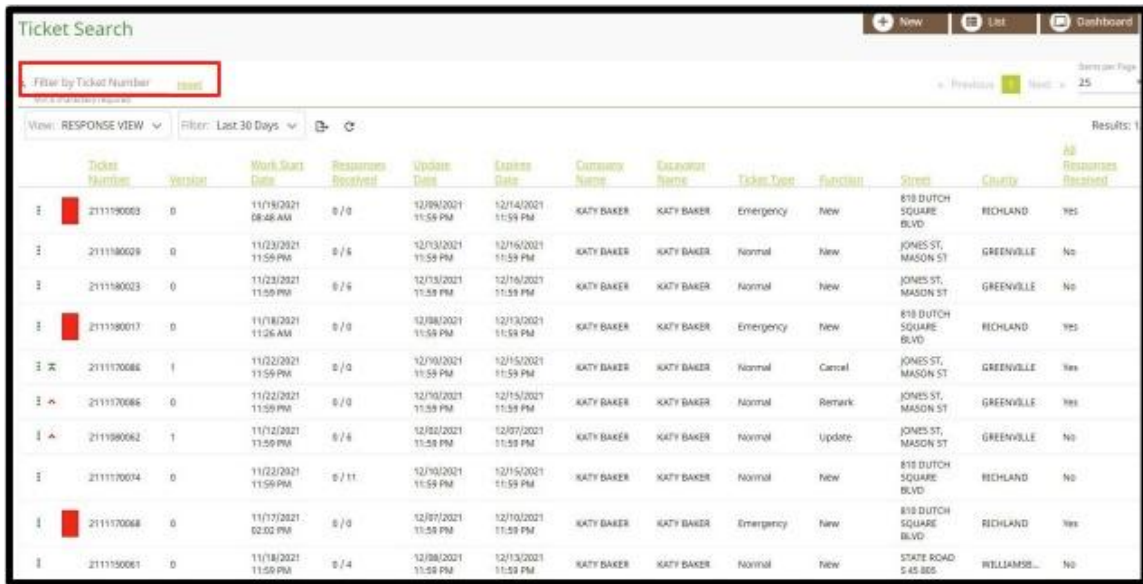
How to close a locate notice: Go to the 'Tickets' option on the left-hand side of the screen.



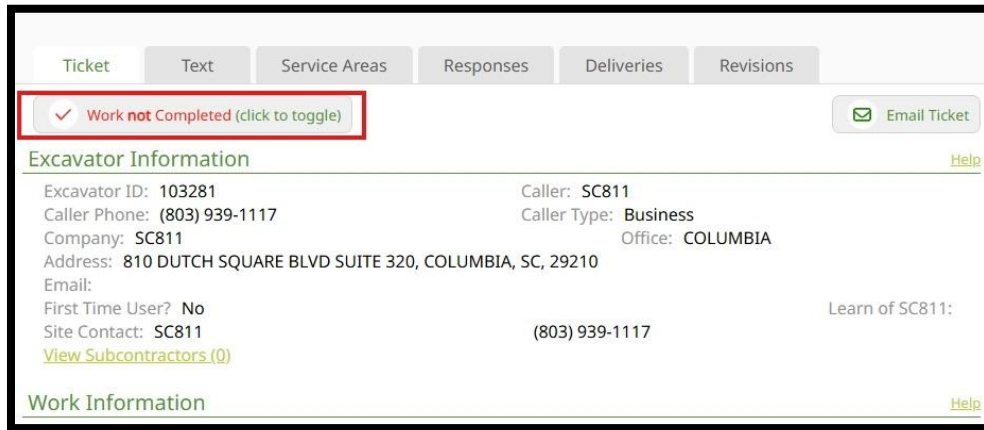
When the window opens, click the 'List' option in the top right-hand corner of the screen.



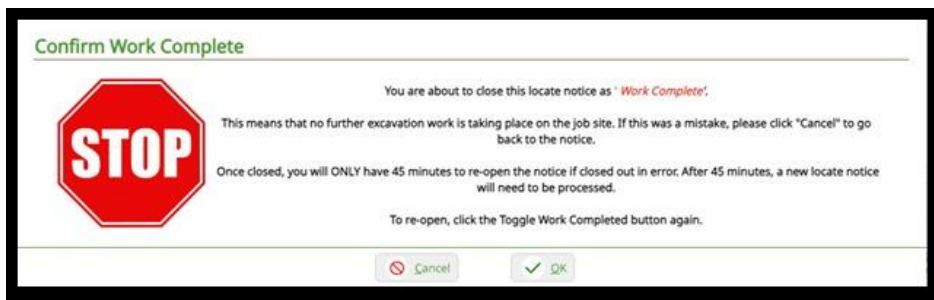
A 'Ticket Search' screen will appear. Go to the top left-hand corner and search by the ticket number in the 'Filter by Ticket Number' bar.



You will open the ticket and at the top of the notice there is a button that will need to be clicked to “toggle” as work complete.



A pop-up box will appear to ‘Confirm Work Complete’, let’s you know that they are closing out the locate notice as ‘Work Complete’, which means that no further excavation is taking place on the job site. If the caller confirms that the work has been completed, select ‘OK’.



You can access Excavator Reports by clicking ‘Reports’ from the menu located on the left side of the screen. Excavator Report Card: The Excavator Report Card Report enables the users to review performance in checking Positive Response, closing out notices, and quality assurance on tickets.

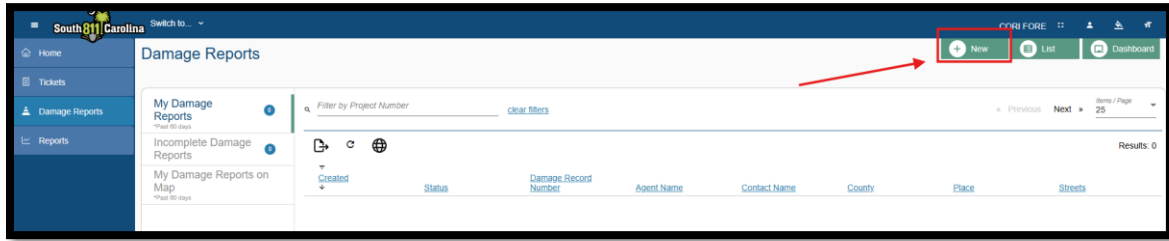
| Organization  | Caller          | FR Checked | FR Not Checked | Excavator Closed | Never Closed | QC Count | QC Avg |
|---------------|-----------------|------------|----------------|------------------|--------------|----------|--------|
| SCB11 TESTING | KIMBERLY BRAUSE | 4          | 63             | 5                | 62           | 0        | No QCs |
| SCB11 TESTING | BUCK BUCKLEY    | 6          | 11             | 6                | 11           | 0        | No QCs |
| SCB11 TESTING | JOHN DOE        | 4          | 62             | 3                | 63           | 0        | No QCs |
| SCB11 TESTING | Company Total   | 14         | 136            | 14               | 136          | 0        | No QCs |

## Damage Report

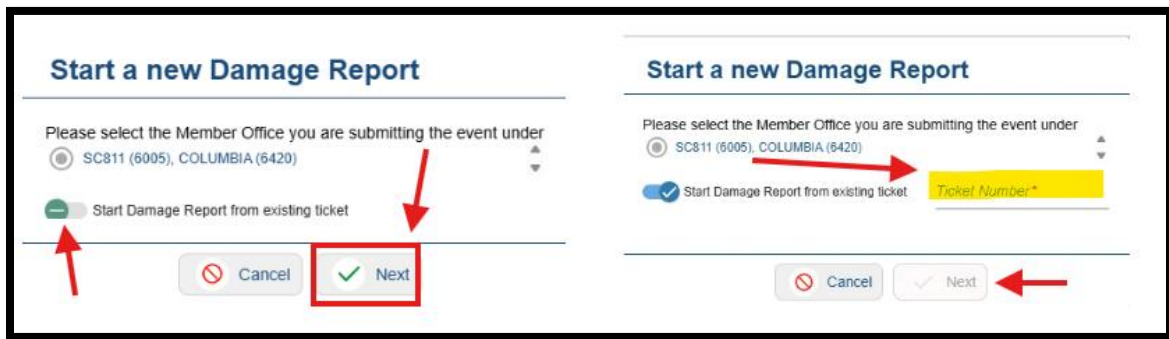
From your dashboard, click the '**Damage Reports**' tab on the left side of the screen.



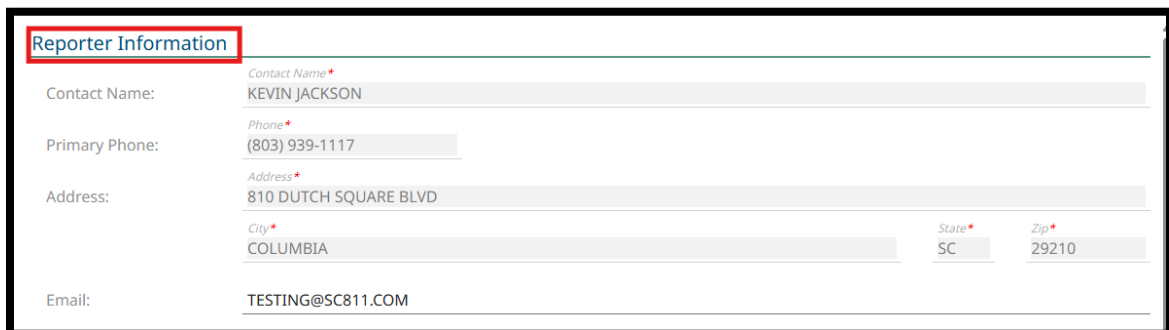
Next, select 'New' to create a new damage report.



You can create a damage report with or without an existing ticket number. If you have a locate notice ticket number, toggle 'Start Damage Report from Existing Ticket' to automatically populate several of the damage report fields with information from the ticket.



Whether creating a new damage report or starting one from an existing ticket number, the 'Reporter Information' section will automatically populate with your information and cannot be changed.



## Event Date and Location Section

If you use an existing ticket number, the 'Event Details' section will autofill. If not, complete the section manually.

Enter the date and time the event occurred or was discovered. Select 'Street/Address' for all locations except intersections. Use 'Intersection' only if the damage occurred at an intersection. Include the county, address, city, and nearest intersecting street.

### Event Date and Location

Please enter the date the event occurred, if known. Otherwise, please provide the date it was discovered:

Street/Address  Intersection

State:  County:

Street/Address:  Place:


Street not found

Nearest Intersecting Street:  within 1/4 mile of Job Site(3 FT)


#### Type of Event Section:

In this section, select the picture that best represents the type of damage event (the most commonly used option is 'Underground Damage'), then indicate whether the damage was latent by selecting Yes or No. A latent damage is a damage to an underground facility that was caused by excavation or related activity but was not immediately visible, detectable, or discovered at the time of the incident, and is identified later.


Type of Event




Above Grade




Aerial




Natural Cause



Submarine



Underground Damage



Underground Near Miss

Required

Was this a latent damage?:  Yes  No Required

### Excavator Working Information

In this section, enter the company performing the work, including the contact name. Then indicate who caused the damage by entering a first and last name or a company name.

Excavator Working Information

---

Company:










Contact Name:

Who caused the damage?  ▼

### Affected Facility Information

In this section, select the picture that represents the type of utility damaged.

**Affected Facility Information**

|   |   |   |
|---|---|---|
| <br>Cable TV           | <br>Electric | <br>Liquid Pipeline |
| <br>Natural Gas        | <br>Sewer    | <br>Steam           |
| <br>Telecommunications | <br>Water    | <br>Unknown/Other   |

**Required**

In the Work Site Information section, only fields marked with a red asterisk are required. However, you may complete all fields if the information is available.

**Work Site Information**

What Type of Work: *Type of Work\**

Type of Equipment: *Type of Equipment\**

Any horizontal drilling or boring being done?  Yes  No

Is the Excavation site marked in white?  Yes  No

*Locate instructions*

---

What is the measure depth from grade? \_\_\_\_\_

Again, only fields marked with a red asterisk are required; however, you may complete all fields if the information is available. You may also attach photos or URLs related to the damage in this section. Once all information is complete, submit the damage report by



selecting **'Release.'** If you need additional information before submitting, select **'Incomplete'** to save your progress and return later.

**Excavator Downtime**

Did the excavator incur downtime?  Yes  No

**Description of Root Cause**

Choose most descriptive cause:

Do you want to add a sub-root cause?  Yes  No

**Additional Comments**

*Enter additional comments*

**Images and Attachments**

Select or drag-and-drop files here to attach them to the project. [Select Files](#)

Add a URL to a publicly accessible web site containing additional information for this locate request. [Enter URL](#)

**Attachments:**

There are no attachments for this project.

[Discard](#) [Incomplete](#) [Release](#)

**Warning!**

Submitting a Damage Report does not automatically notify the Member Operator of the damage to their facility. You are still responsible for directly notifying the Member Operator after submitting this report. Both actions are **required**.

This Damage Report is intended for reporting damages to **public** underground utilities only. Please do not use this form to report damage to personal property or private facilities.

If your report does not meet the criteria for submitting a damage report, please select 'Go Back' and discard the form. If you have any questions, contact us by clicking 'Chat Now' or by emailing our Support team at support@sc811.com.

[Go Back](#) [Submit](#)

Once Saved, the screen will populate the Damage Report Number on the top left of the screen with an option to email or print. Make sure to keep that Damage Record # for your records.

## **Support Line/Help Desk**

Some Exactix features require additional training. Contact the Help Desk to be enrolled in the appropriate training.

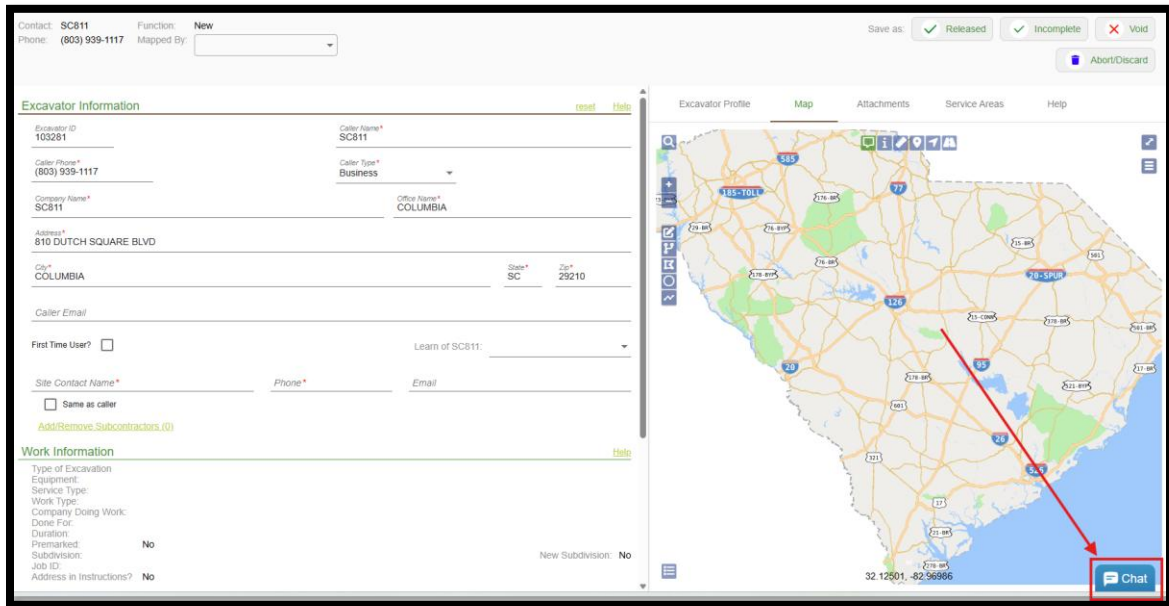
If you need further assistance regarding your online Exactix account, then you can reach the Support Line/Help Desk by going to the [www.sc811.com](http://www.sc811.com) website.



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

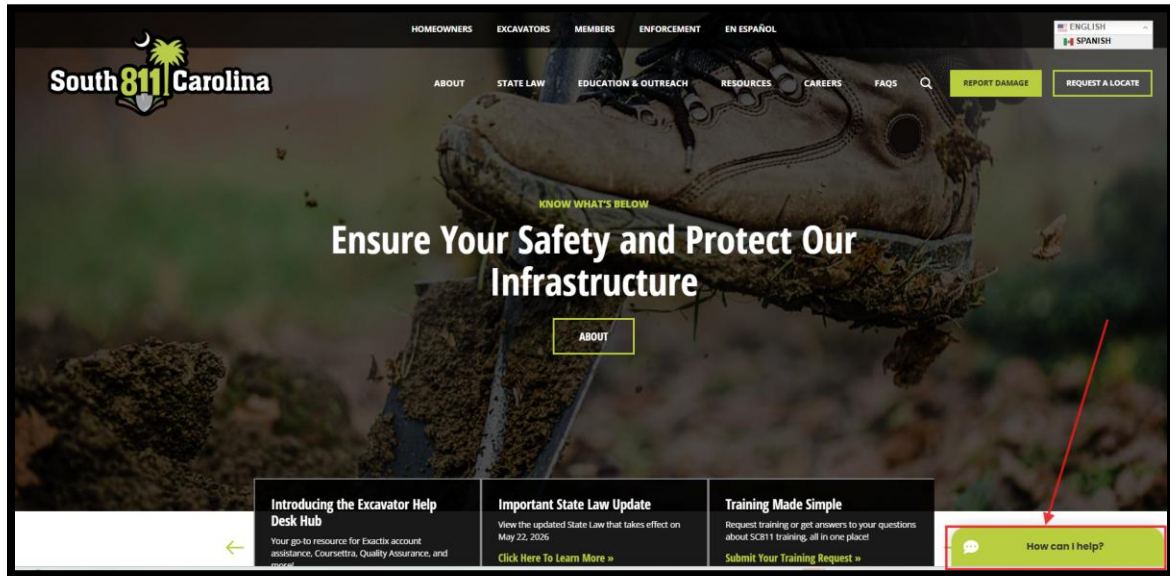


At the bottom right of the page is the 'Chat Now' feature.



-There is also an option to chat while completing a request through Exactix. This will help

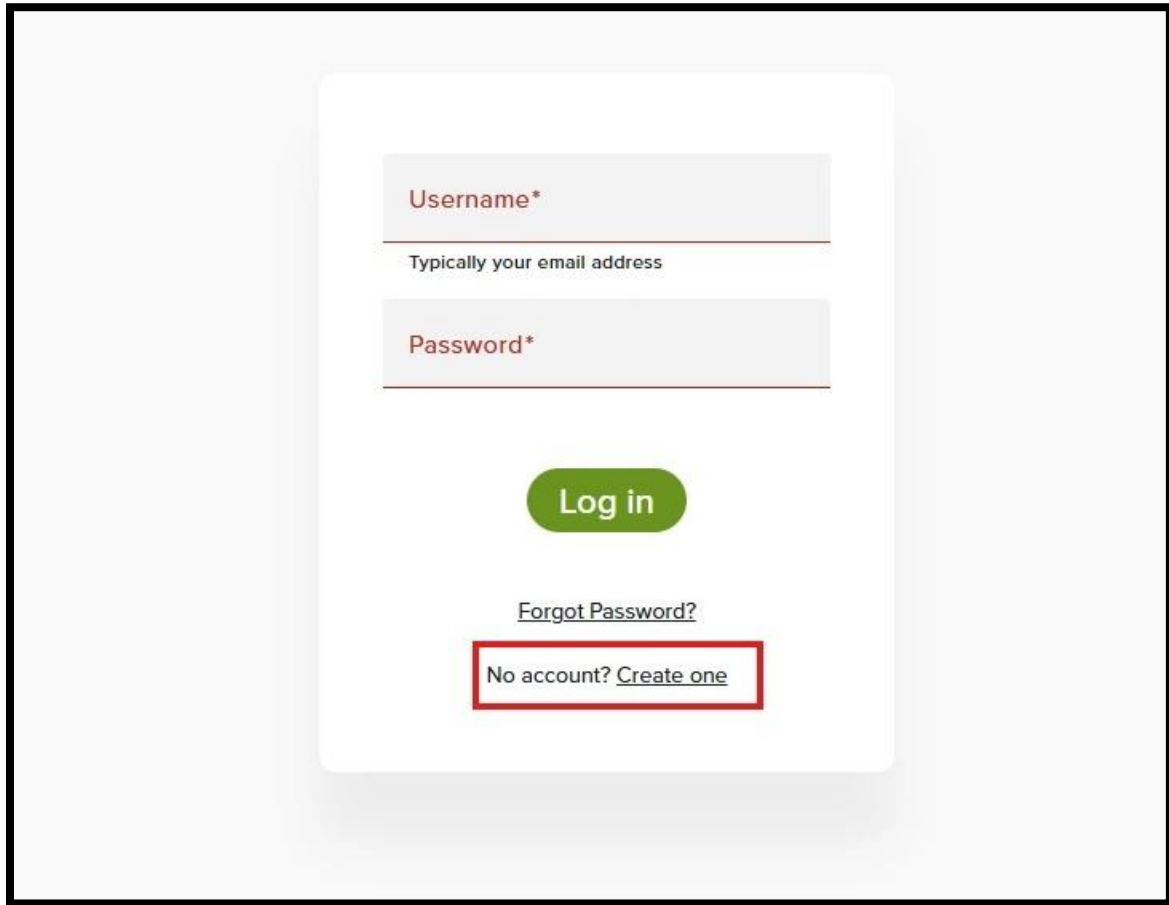
users if there are any questions while attempting to complete a request online. The Chat feature is visible on all screens of Exactix, even without opening a new request. It will be in the lower right-hand corner of the screen.



10. Coursettra login steps. First in the upper left you will click on switch to Coursettra while in Exactix



Click on create account



Username\*

Typically your email address

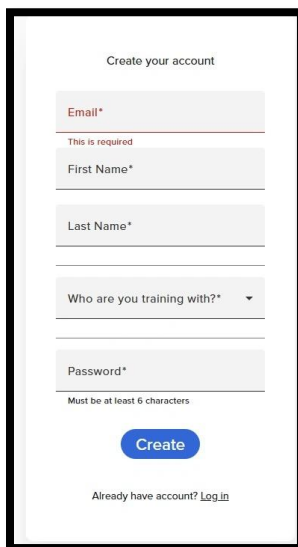
Password\*

Log in

[Forgot Password?](#)

No account? [Create one](#)

Create your account



Create your account

Email\*

This is required

First Name\*

Last Name\*

Who are you training with?\*

Password\*

Must be at least 6 characters

Create

Already have account? [Log in](#)



You will click on home to see current training and click on browse to search for training

