

# SC811

# exactix

## Excavator Manual



*This manual is designed to guide users through more complex locate notice and ticket creation processes within Exactix. Basic system navigation, including logging in, account access, and standard ticket entry steps, can be found in the [Entry Level Manual](#).*

*While this guide covers many common scenarios, it may not include every possible situation that may occur. If additional assistance, clarification, or training is needed, please contact the South Carolina 811 Help Desk for support.*

May 22, 2026

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## **Ticket Types**

**Normal-** This is the most used locate notice when excavation work is taking place. **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 for up to 12 full working days in advance. Be sure to make notes in the 'Instructions' section of the change of the 3 full working day notice and when the excavation work is scheduled to begin.

**Design-** **This type of notice is a non-excavation notice and does not cover any excavation work.** Regarding a Design notice, 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 work type is "Survey" and there will be the performance of "Driving of stakes or breaking ground", then you must select a work type that you will be performing on the property, or select "Other" and specify in the drop down box" and submit a "Normal" notice request. If there is not any excavating or driving of stakes or breaking ground, then a design notice will need to be processed.

**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. South Carolina state law requires a 10 full working day notice excluding the day the notice is entered, weekends and holidays to respond

**Emergency** - In order for a request to qualify to be an emergency it must be a sudden or unforeseen event involving a clear and imminent danger to life, health, or property; the interruption of essential existing utility services; or the blockage of transportation facilities, including highway, rail, water, and air, which require immediate action. Member operators are required to respond within 3 hours of the emergency request. Excavators must be on-site or in communication within 3 hours of submitting the notice.

*Please note: By utilizing the Exactix system, users agree to follow all applicable SC811 guidelines and requirements. Requests for utilities to be marked "ASAP" or before the required full working day notice are not in accordance with SC811 guidelines and should not be included on notices. In addition, members should never be suppressed on these types of notices. Always follow standard SC811 procedures and requirements when processing tickets.*

## Complex Normal Notices

### Multiple Addresses

SC811 guidelines allow up to five adjacent addresses or 1,320 ft, whichever is less, on one locate notice. The addresses must be adjacent and on the same side of the road with no road or other property dividing them. You will check the 'Address in Instructions' box located under the work information section just under the job ID on the form. You will enter the road name in the address field; the property numbers in the instructions field, and a note stating the properties are side by side. The draw polygon tool is used to mark multiple addresses.

Equipment:  
Service Type: INSTALL/NEW  
Work Type: LANDSCAPING, TREE/STUMP  
Company Doing Work: SC811  
Done For: SC811  
Duration: 2 MONTH(S)  
Premarked: No  
Subdivision:  
Job ID:  
New Subdivision: No

Address in Instructions?  Yes

Dates & Ticket Type [Help](#)  
Ticket Type: Normal  
Work Date and Time: 05/21/2026 11:59 PM  
Expiration Date: 06/12/2026 11:59 PM

Site Information [Help](#)  
 Street/Address  Intersection [clear manual dig site map](#) [reset](#)  
State\* County\*  
SC RICHLAND  
Street/Address\* Place\*  
BAKERSFIELD RD COLUMBIA  
Nearest Intersecting Street  
DUTCH SQUARE BLVD (323 FT)  
Directions to Site\*  
IF FACING, MARK THE FRONT OF THE PROPERTIES FOR ADDRESSES 1050, 1056 AND 1062 BAKERSFIELD RD // SIDE BY SIDE  
Marking Instructions\*  
Save/Continue Discard

Map Attachments Help  
Unbuffered Dig Site Dimensions: 454 ft (0.09 mi) x 330 ft (0.06 mi)  
34.03418, -81.09398

### No Specific Address

This type of locate notice is processed when work is taking place at a property without a specific address. In the address field, enter the full street name and provide detailed directions to the work site, as directions are required for this type of notice. Searching for a nearby address or intersection can help identify the general work site location for mapping purposes.

### Apartment Complexes and Mobile Home Parks

This type of locate notice can be processed within SC811 guidelines for up to 5 adjacent buildings, lots, addresses, apartment buildings, or mobile homes, or up to 1320 feet, whichever is less. All locations must be on the same side of the road and cannot be separated by a road or other property. There is no limit to the number of apartments or units within a single building.

The main address should be entered in the address field, and the building or unit numbers should be listed in the instructions section of the locate notice. Directions to the specific buildings, units, or work areas may also be required to help clearly identify the excavation site.

When mapping an apartment complex or mobile home park, the shaded area on the map must cover the excavation site and should touch the road whenever possible. Mapping should cover the entire property when feasible; however, there are limitations to the size of the area that can be drawn. In instances where the property exceeds 1,320 feet, the mapped area should be limited to the excavation site based on the directions and instructions provided on the locate notice.

### **Mobile Home Park**

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

The screenshot displays a software interface for creating a locate notice. The left panel contains the following information:

- Job ID: [Blank]
- Address in Instructions? No
- Damage/Emergency? No
- Dates & Ticket Type**
  - Ticket Type: Normal
  - Work Date and Time: 05/26/2026 11:59 PM
  - Update Date: 06/11/2026 11:59 PM
  - Expiration Date: 06/16/2026 11:59 PM
- Site Information**
  - Street/Address (selected) or Intersection
  - State: SC, County: LEXINGTON
  - Street/Address: 1911 AUGUSTA RD, Place: WEST COLUMBIA
  - Nearest Intersecting Street: PINEVIEW RD (124 FT)
  - Directions to Site: RED OAK MOBILE HOME PARK
  - Marking Instructions:** MARK THE BACK OF THE PROPERTIES FOR LOT #S 113, 114, 115 & 116, SIDE BY SIDE.
  - Remarks: [Blank]
- Buttons: Save/Continue, Incomplete, Discard

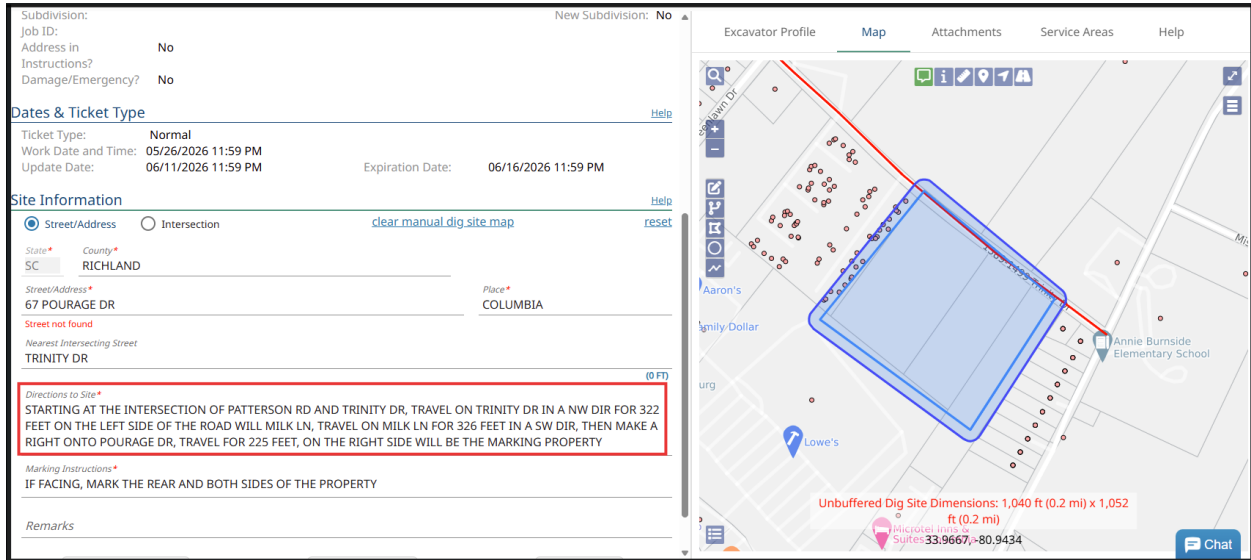
The right panel shows a map with a blue shaded excavation site. A red line indicates the back of the properties for lot #s 113, 114, 115 & 116. The map includes street names like 1714-1799 B Ave, 1700-1799 C Ave, and 1600-1921 Hallman St. A tooltip indicates: "Move mouse to feature to edit, or click Save if finished editing". A red text overlay at the bottom of the map reads: "Unsaved Dig Site Dimensions: 832 ft (0.16 mi) x 1,788 ft (0.22 mi)".

### **Large Project Pop Up Box**

If a project/excavation job meets the scope of a Large Project, a Pop-Up Box will appear.

## New Subdivision

This type of locate notice is used when work is taking place within a new subdivision. **Turn-by-turn directions to the subdivision and to the work location are required if the subdivision is not yet available on the SC811 map.**



Subdivision:  New Subdivision:  No

Job ID:  
Address in: No  
Instructions?  
Damage/Emergency? No

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

Ticket Type: Normal  
Work Date and Time: 05/26/2026 11:59 PM  
Update Date: 06/11/2026 11:59 PM  
Expiration Date: 06/16/2026 11:59 PM

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

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

State\* County\*  
SC RICHLAND

Street/Address\* Place\*  
67 POURAGE DR COLUMBIA

Street not found

Nearest Intersecting Street  
TRINITY DR (0 FT)

**Directions to Site\***  
STARTING AT THE INTERSECTION OF PATTERSON RD AND TRINITY DR, TRAVEL ON TRINITY DR IN A NW DIR FOR 322 FEET ON THE LEFT SIDE OF THE ROAD WILL MILK LN, TRAVEL ON MILK LN FOR 326 FEET IN A SW DIR, THEN MAKE A RIGHT ONTO POURAGE DR, TRAVEL FOR 225 FEET, ON THE RIGHT SIDE WILL BE THE MARKING PROPERTY

**Marking Instructions\***  
IF FACING, MARK THE REAR AND BOTH SIDES OF THE PROPERTY

Remarks

Excavator Profile Map Attachments Service Areas Help

Unbuffered Dig Site Dimensions: 1,040 ft (0.2 mi) x 1,052 ft (0.2 mi)  
Microsites: 33.9667, -80.9434

The correct tool to use when mapping new subdivisions that are not yet located on the SC811 map is the **Draw Polygon tool**. Create a 1320 ft by 1320 ft polygon around the area where the new subdivision is located, and the digging will take place.

A helpful tip when mapping new subdivisions is to switch the map to **Satellite View**, which may allow you to see graded areas or lot outlines more clearly.



## Rest Areas

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

The interstate rest stop is located directly off of the interstate, so the interstate 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/satellite view of the work site.

Example of valid directions: Work is taking place at the rest area located 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.

Subdivision:		New Subdivision: No
Job ID:		
Address in Instructions?	No	
Damage/Emergency?	No	
<b>Dates &amp; Ticket Type</b>		
Ticket Type:	Normal	
Work Date and Time:	05/26/2026 11:59 PM	Expiration Date: 06/16/2026 11:59 PM
Update Date:	06/11/2026 11:59 PM	
<b>Site Information</b>		
<input checked="" type="radio"/> Street/Address <input type="radio"/> Intersection <a href="#">clear_manual_dig_site.map</a>		<a href="#">reset</a>
State*	County*	
SC	AIKEN	
Street/Address*	Place*	
I 20	AIKEN	
Nearest Intersecting Street		
GREGORY RD		
<b>Directions to Site*</b> STARTING AT THE INTERSECTION OF I 20 AND GREGORY RD, TRAVEL E ON I20 FOR 1200 FEET, THEN ON THE LEFT SIDE OF I20 WILL BE THE REST STOP ON THE NW SIDE OF THE ROAD		
<b>Marking Instructions*</b> IF FACING, MARK THE REAR AND BOTH SIDES OF THE PROPERTY		
Remarks		
<input type="text"/>		
<input type="button" value="Save/Continue"/> <input type="button" value="Incomplete"/> <input type="button" value="Discard"/>		

## **Work along a road**

This type of locate notice is used when work is taking place along a roadway. Requests for underground utility marking along a road cannot exceed 1,320 feet, or 5 side-by-side addresses, whichever is less. If the work area exceeds these limits, it must be split into multiple notices.

The road name where the work will occur should be entered in the address field.

When mapping the work area, the system will display footage increments to assist with mapping. The **Draw Line** tool is used to mark work along a roadway.

### **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, then 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 the 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 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 points for marking instructions can be an intersection, address, landmark, pole number, or premarked location. The starting point must be clearly identified, and if work begins a set distance from a reference point, that distance and direction must be included in the instructions.

Marking instructions should clearly state where the work begins, the direction of travel, and the area to be marked (such as the right side or both)

**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.



## **Divided Roadways and Median Work Requirements**

When work is taking place on a roadway with a grass or concrete median, separate locate notices are required for each side of the roadway where excavation will occur, as well as a separate notice for the median if excavation and locating is needed within the median area. For the lane notices, marking instructions must identify the starting point (such as an intersection) and clearly state which side or direction of the roadway is being marked, along with the total footage.

For the median notice, the instructions must clearly identify the specific area within the median where locating is needed, including the direction of travel and total footage. If the entire width of the median requires marking, the instructions should clearly state that the full width is to be located.

**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.

Service Type: INSTALL/NEW  
 Work Type: LANDSCAPING, TREE/STUMP  
 Company Doing Work: SC811  
 Done For:  
 Duration:  
 Premarked: No  
 Subdivision: New Subdivision: No  
 Job ID:  
 Address in: Yes  
 Instructions?

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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\* LEXINGTON  
 Street/Address\* HIGHWAY 321 Place\* GASTON  
 Nearest Intersecting Street\* WILBUR RD (0 FT)  
 Directions to Site\* N/A

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.

Map Attachments Help

Unbuffered Dig Site Length: 416 ft (0.08 mi)

## Marking an Intersection

This type of locate notice is processed when an intersection needs to be marked. One road name is entered into the address field, and intersecting road name is entered in the intersection field. The maximum that can be marked at an intersection is 50 feet in all directions. This not a radius of 50 ft but 50 ft in all directions from the middle of the intersection along each roadway.

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 with an added comment that this is a three-way intersection.

When processing a locate notice for an intersection, you will select 'Intersection' from the 'Dig Site Type' in the 'Site Information' section. If the system finds a match, it will automatically populate and mark the intersection with the 'Draw Circle' tool. If the intersection is not listed or if there are multiple times that two roads intersect. You will need to use the 'Draw Circle tool' to map the correct intersection.

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

Street/Address  Intersection [reset](#)

State\*  County\*

Street/Address\*  Place\*

Cross Street

Directions to Site\*

Marking Instructions\*

**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.

**Equipment:** INSTALL/NEW  
**Work Type:** LANDSCAPING, TREE/STUMP  
**Company Doing Work:** SC811  
**Done For:**  
**Duration:**  
**Premarked:** No  
**Subdivision:**  
**Job ID:**  
**Address in Instructions?** Yes

**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 [reset](#)

State\*  County\*

Street/Address\*  Place\*

Cross Street

Directions to Site\*

**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.

Map Attachments Help

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

34.84308, -82.43210

[Chat](#)

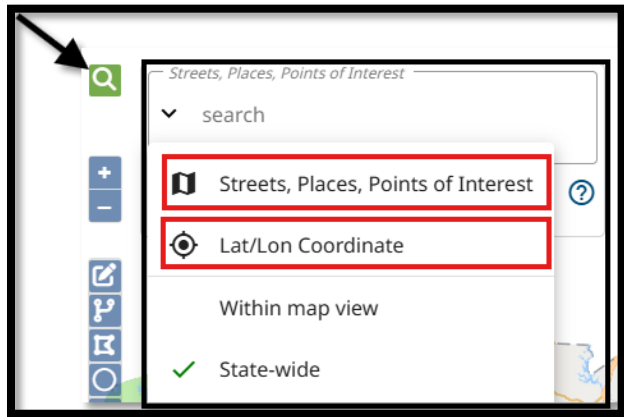
### Map Search Features

Using the magnifying glass at the top of the map, you will find two search options: **Streets, Places, and Points of Interest**, and **Latitude/Longitude Coordinates**. The Streets/Places option is used to search for addresses, road names, landmarks, and mile markers. The Latitude/Longitude option is used to locate a work area using specific coordinate values.

When performing a search, you can choose from the following search areas: **Near Dig Site, Within Map View, or Statewide**. The search will automatically default to **Statewide**.

To narrow or expand the search results, select the appropriate search area option based on the location you are trying to find.

*These mapping tools help identify the general location on the map, but they do not replace the requirement to provide directions to the work area.*



### Basic Search Types

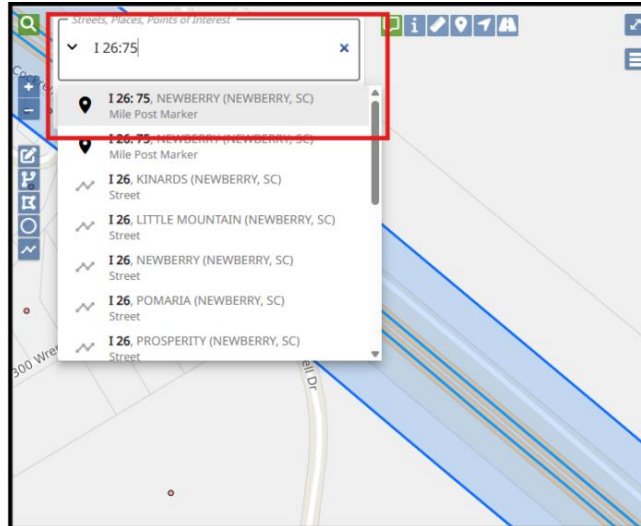
- **Intersection: Enter the street name and cross street.**
- **Place: Enter the city or town name.**
- **County: Enter the county name.**
- **Point of Interest: Enter the name or part of the name of a location such as a park, cemetery, railroad, restaurant, or bank. Select the result to center the map on that location.**

### Mile Markers

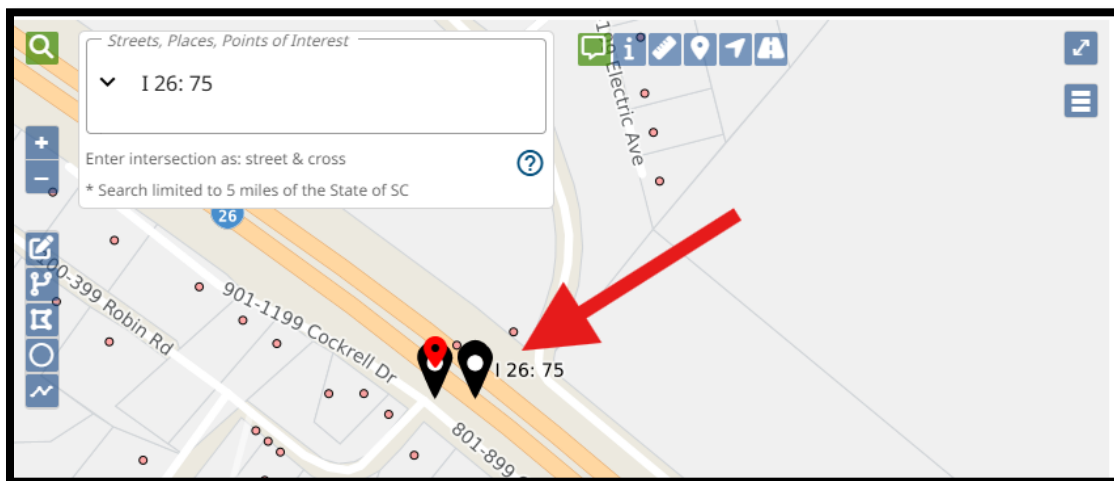
When work is taking place at a mile marker on an interstate, directions are required to the mile marker from an intersection.

Mile markers can be searched in Exactix using the default Streets, Places, and Points of Interest view by entering the interstate number followed by a colon and the mile marker number. For example: I-26:75

*Directions to the mile marker are still required to clearly identify the work location.*

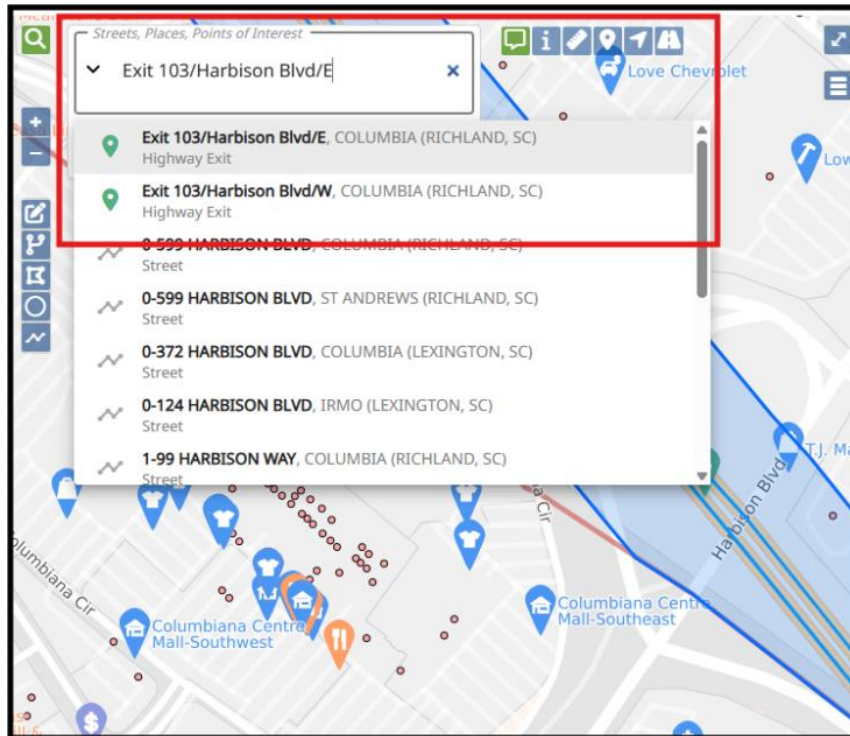


When selecting the correct search result, you will see the Mile Post Marker with a black pinpoint on the map, as well as a red pinpoint.

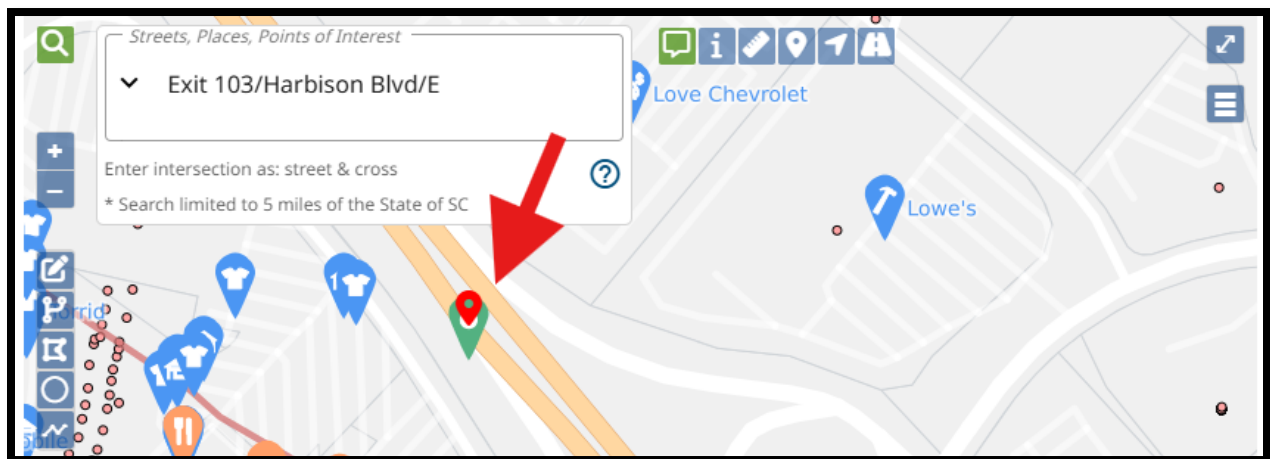


### **Exit and Entrance/On Ramps**

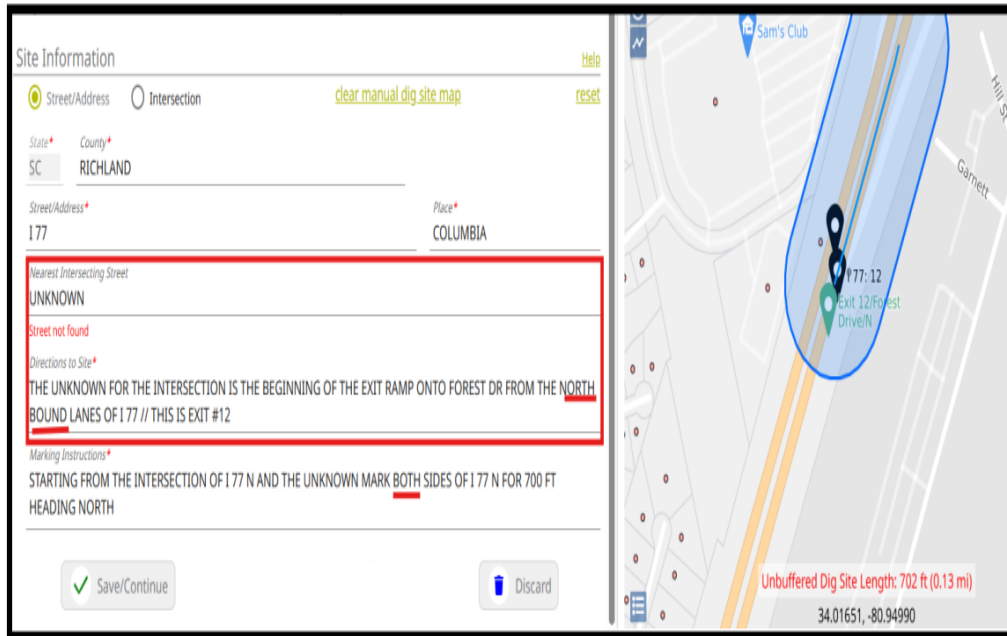
When searching, you will need to put the exit number, followed by a forward slash, then add the name of the road the interstate exits to, followed by a forward slash, then the first letter of the direction the interstate is headed. For example, if searching for exit 103 from Interstate 26 East to Harbison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



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



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.



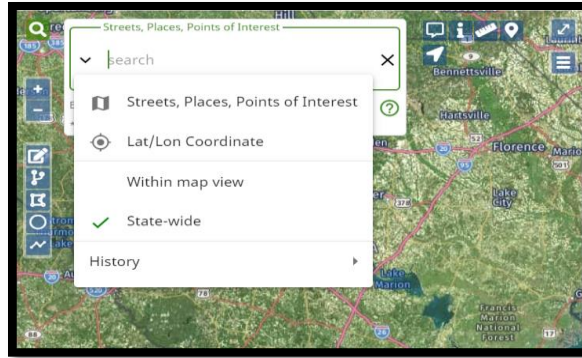
## Latitude/Longitude Map Feature

Latitude/longitude is a map feature that can be used to help pinpoint the work site location on the SC811 map. This feature is commonly used when the work is taking place in areas such as easements, rights-of-way, subaqueous notices, or new subdivision developments.

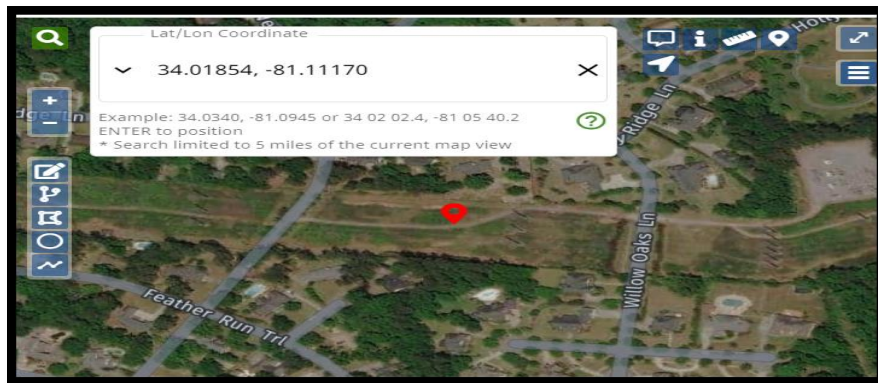
- **While latitude and longitude can help identify the general location, they do not replace required information. The address must still be provided when it is available. If the address is not visible on the map, detailed directions to the work site are required.**
- **Example of valid marking instructions- 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.**

## Entering Latitude/Longitude Coordinates

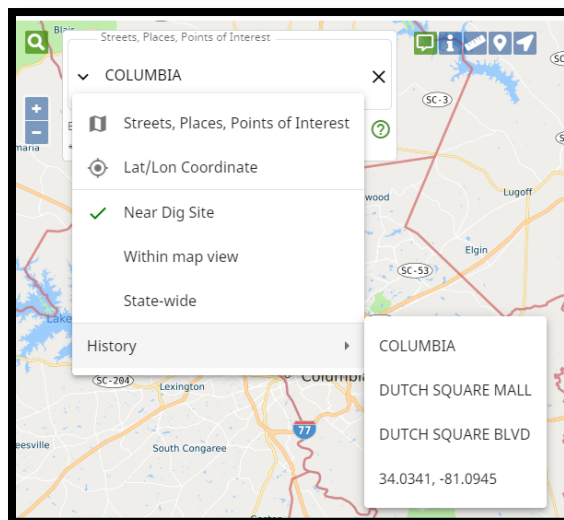
When in the 'Search' box press the drop-down arrow and choose the 'Lat/Lon Coordinate' option.



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.



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



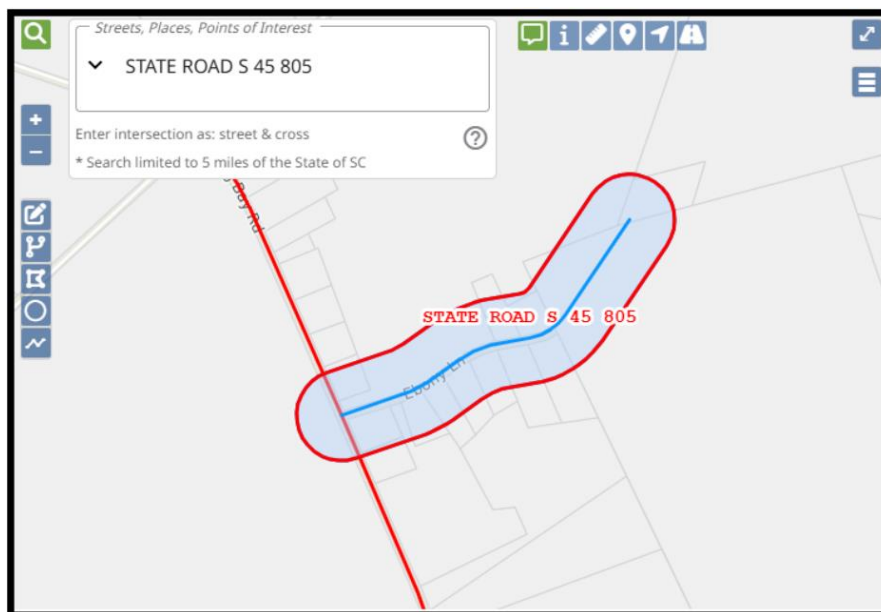
## Using Secondary Road Number Enter a Locate Notice

When a Secondary Road Number (such as a state or county road number) is provided, the actual road name must still be entered on the locate notice.

Exactix includes a search feature to help identify these road names. To use it, select the magnifying glass in the top left corner of the map and search for the Secondary Road Number to find the corresponding road name.

Enter the state road number into the Search box. For example, if searching for State Road S-45-805, type State Road S 45 805 in the search field, removing the dashes. Once selected, the road will be highlighted on the map with a red circle.

***The directions to the job site 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".***



## Unknowns for Linear Work Areas

This type of locate notice is processed when work is taking place at locations such as unnamed roads, alleyways, railroad tracks, easements, or rights-of-way.

In these cases, the word “**Unknown**” must be entered in the address field.

- **A detailed description of the Unknown is required in the directions field.**
- **A nearby address or intersection may also be used to help identify the general location.**
- **Provide step-by-step directions to reach the work area.**
- **Clear marking instructions must also be included and should follow *mark-along-a-roadway* guidelines.**

This information applies to all linear “Unknown” scenarios, regardless of location type.

Examples 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 // ref address of 2455 moores mill rd, if facing ref address, the unknown unnamed rd will be on the right side

Company Doing Work: SC811  
Done For:  
Duration:  
Premarked: No  
Subdivision: New Subdivision: No  
Job ID:  
Address in Instructions? Yes

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: SC County: HORRY  
Street/Address: UNKNOWN Place: AYNOR  
Street not found  
Nearest Intersecting Street: MOORES MILL RD

Directions to Site\*  
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.

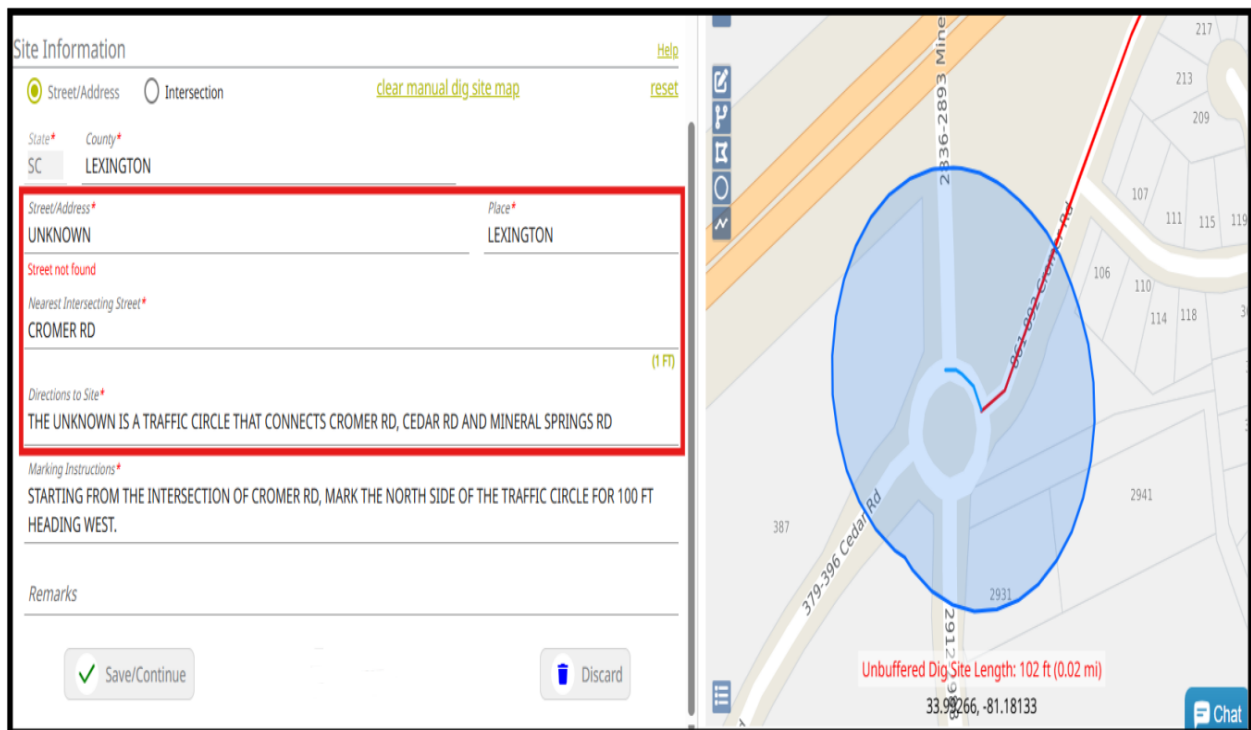
Marking Instructions\*  
STARTING AT THE INTERSECTION OF THE MOORES MILL RD MARK THE LEFT SIDE OF THE UNKNOWN FOR 300 FT HEADING NORTHWEST.

Map Attachments Help  
2600-2899 Willowdale Rd  
Unbuffered Dig Site Length: 308 ft (0.06 mi)  
33, #5421, -79.10197

## Traffic Circles

When work is taking place around a traffic circle, the traffic circle must be entered as **“Unknown”** and requires its own separate locate notice. The location must be clearly described in the directions field, so the traffic circle can be properly identified on the map.

Marking instructions must clearly state the starting point from a nearby intersection or roadway and identify which portion of the traffic circle is being marked, along with the direction of travel and total footage, following standard roadway marking guidelines.



## Emergency Notices

An Emergency Notice is used when there is a sudden or unforeseen event involving a clear and imminent danger to life, health, or property; the interruption of essential existing utility services; or the blockage of transportation facilities, including highway, rail, water, and air, which require immediate action.

All required information for a Primary Notice is still needed; however, additional steps are required to complete an Emergency Notice. These include explaining how the emergency occurred, providing the current status of the crew, and entering emergency contact information.

The next steps will show how to complete the emergency pop-up boxes. This process begins in the Dates & Ticket Type section, where you will change the ticket type from Normal to Emergency.

You will choose the Emergency option listed under Ticket Type in the Dates & Ticket Type section.

407919  
Caller Phone\* (803) 939-1117  
Company Name\* SC811  
Address\* 810 DUTCH SQUARE BLVD  
City\* COLUMBIA State\* SC Zip\* 29210  
Office Name\* COLUMBIA  
Caller Email  
Site Contact Name\* Phone\* Email  
 Same as caller  
[Add/Remove Subcontractors \(0\)](#)

**Work Information** [Help](#)  
Type of Excavation  
Equipment:  
Service Type:  
Work Type:  
Company Doing Work:  
Done For:  
Duration:  
Premarked: No  
Subdivision: New Subdivision: No  
Job ID:  
Address in: No  
Instructions?

**Dates & Ticket Type** [Help](#)  
Ticket Type: Normal  
Work Date and Time: 05/21/2026 11:59 PM  
Expiration Date: 06/12/2026 11:59 PM

**Site Information** [Help](#)  
Dig Site Type: Street/Address  
SC  
Near:  
Directions:  
Instructions:

Select 'Emergency' from the drop-down menu.

[Return to Table of Contents](#)



Read the Emergency Circumstances section. In the first field, select which circumstance(s) apply. At least one selection is required, and you may choose more than one if needed.

### Confirm Emergency Circumstances

An **emergency** is a sudden or unforeseen event involving a clear and imminent danger to life, health, or property; the interruption of essential existing utility services; or the blockage of transportation facilities, including highway, rail, water, and air, which require immediate action.

Are you acknowledging this is a danger, interruption of service, or blockage of transportation facilities?

Please select which circumstance applies. (Must select at least 1)

- Imminent Danger to Life, Health or Property
- Interruption of Essential Existing Utility Service
- Blockage of Transportation Facility

What is the status of the work crew? (Must select at least 1)

- Crew Is On Site
- Crew En Route
- Crew Scheduled to Arrive in the Morning

**Reminder:** The party responsible for the emergency excavation should be on site or in communication with the operator, contract locator, or their representative within 3 hours of submission of the emergency notice. Please enter a site contact below who can be reached by locators within 3 hours of this notice being submitted.

Emergency Contact Information:

Is the emergency contact the same as the caller?  \*

Is the emergency the result of a damage?  \*

Next, provide the status of the work crew. Only one option can be selected. If the crew is already onsite, select Crew is on site. If the crew is en route or scheduled to arrive in the morning, select the appropriate option and enter the expected arrival date and time.

## Confirm Emergency Circumstances

An **emergency** is a sudden or unforeseen event involving a clear and imminent danger to life, health, or property; the interruption of essential existing utility services; or the blockage of transportation facilities, including highway, rail, water, and air, which require immediate action.

Are you acknowledging this is a danger, interruption of service, or blockage of transportation facilities?

Please select which circumstance applies. (Must select at least 1)

- Imminent Danger to Life, Health or Property
- Interruption of Essential Existing Utility Service
- Blockage of Transportation Facility

What is the status of the work crew? (Must select at least 1)

- Crew Is On Site
- Crew En Route
- Crew Scheduled to Arrive in the Morning

Reminder: The party responsible for the emergency excavation should be on site or in communication with the operator, contract locator, or their representative within 3 hours of submission of the emergency notice. Please enter a site contact below who can be reached by locators within 3 hours of this notice being submitted.

Emergency Contact Information:

Is the emergency contact the same as the caller? *yes/no\** ▾


Is the emergency the result of a damage? *yes/no\** ▾

Cancel

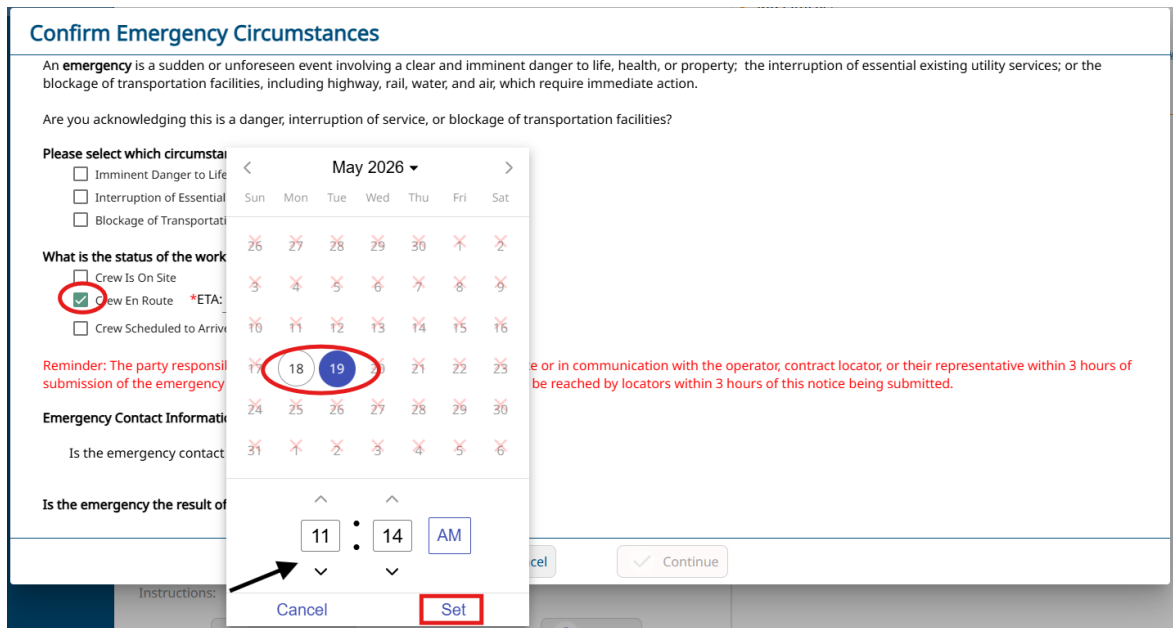
Continue

Next, use the calendar tool to select the expected arrival date and time for the crew.

What is the status of the work crew? (Must select at least 1)

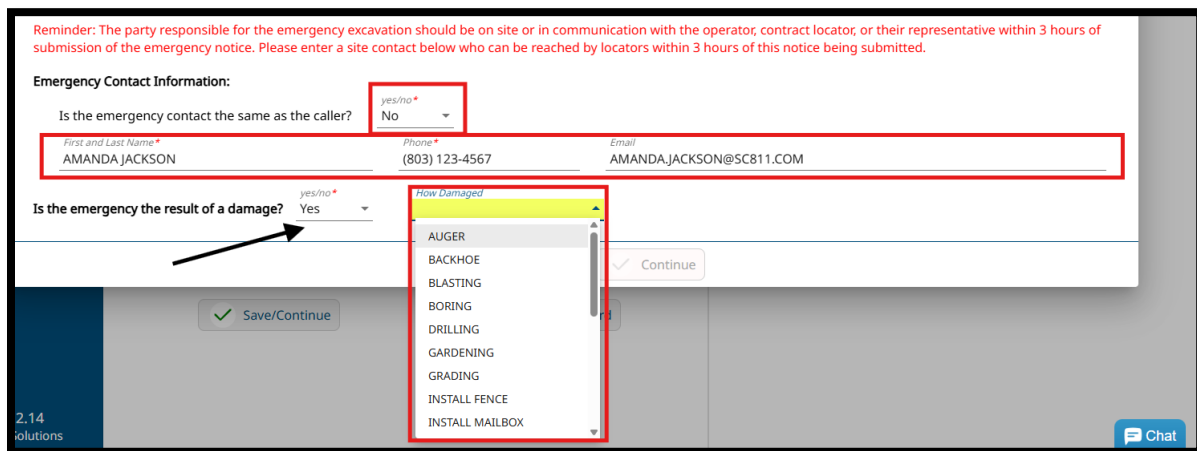
- Crew Is On Site
- Crew En Route \*ETA: 05/18/2026, 11:21 AM 
- Crew Scheduled to Arrive in the Morning

The date and time fields only allow selection for today or the next day. When En Route is selected, the date and time will automatically default to the current date and time. When Arrive in the Morning is selected, it will default to the next day at 7:00 AM. The time can be adjusted by using the arrows or by typing in the desired time. Once you have made your selection, click 'Set' to save this information to the ticket.



Next, select whether the emergency contact is the same as the caller. If yes, proceed to the next question. If no, enter the contact's first and last name and phone number. Email is optional and does not need to be completed.

Then answer the question, "Is the emergency the result of damage?" If yes, select how the damage occurred from the dropdown menu as shown below.



Once all fields are completed, select 'Continue'

### Confirm Emergency Circumstances

An **emergency** is a sudden or unforeseen event involving a clear and imminent danger to life, health, or property; the interruption of essential existing utility services; or the blockage of transportation facilities, including highway, rail, water, and air, which require immediate action.

Are you acknowledging this is a danger, interruption of service, or blockage of transportation facilities?

**Please select which circumstance applies.** (Must select at least 1)

Imminent Danger to Life, Health or Property  
 Interruption of Essential Existing Utility Service  
 Blockage of Transportation Facility

**What is the status of the work crew?** (Must select at least 1)

Crew Is On Site  
 Crew En Route \*ETA: 05/19/2026, 11:14 AM 📅  
 Crew Scheduled to Arrive in the Morning

**Reminder:** The party responsible for the emergency excavation should be on site or in communication with the operator, contract locator, or their representative within 3 hours of submission of the emergency notice. Please enter a site contact below who can be reached by locators within 3 hours of this notice being submitted.

**Emergency Contact Information:**

Is the emergency contact the same as the caller? yes/no \* No

First and Last Name \* AMANDA JACKSON      Phone \* (803) 123-4567      Email AMANDA.JACKSON@SC811.COM

Is the emergency the result of a damage? yes/no \* Yes      How Damaged AUGER

The next pop-up is the Emergency Declaration. This section must be completed to submit an Emergency request through the Exactix. If you agree with what the declaration states, you can choose the 'Confirm Emergency' option. If after reviewing the details you determine the request should not be an Emergency, you can simply choose the 'Cancel and Create Normal Ticket' option, all the details already entered will remain, and the ticket type will be updated to normal ticket type.

### Confirm Emergency Declaration

You are about to submit this ticket as an **emergency excavation** request.

**Please be advised:**  
 Under the **South Carolina Underground Facility Damage Prevention Act**, an emergency is defined as:  
 A sudden or unforeseen event involving clear and imminent danger to life, health, or property; the interruption of essential existing utility services; or the blockage of transportation facilities, including highway, rail, water, and air, which require immediate action.

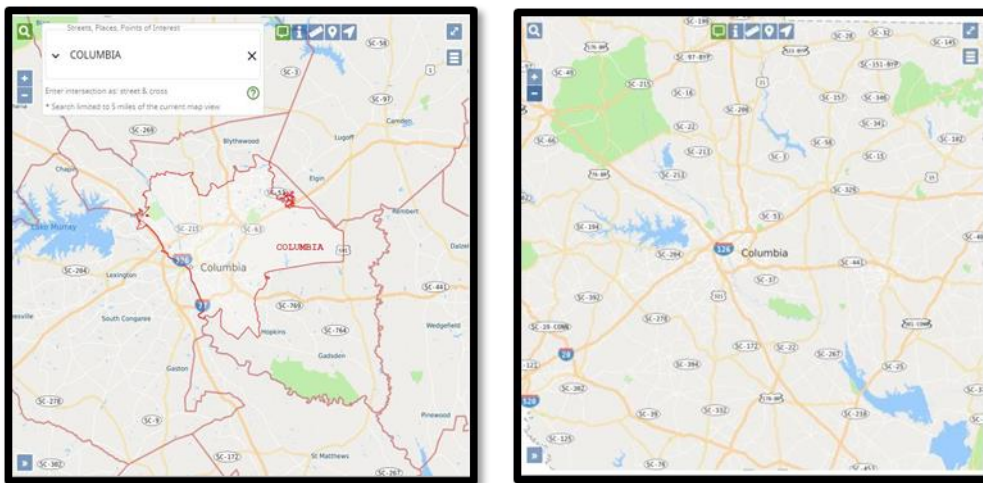
**Falsely declaring an emergency is a violation of state law.**  
 Per section 58-36-80(E), *Any person who falsely claims that an emergency exists requiring excavation or demolition shall be in violation of this chapter.*

By clicking "Confirm", you acknowledge that the circumstances meet the legal definition of an emergency.

## Mapping Tools

### 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, you can also move the map around by holding down the left mouse button to drag the map.

### Show Map Information at Current Location



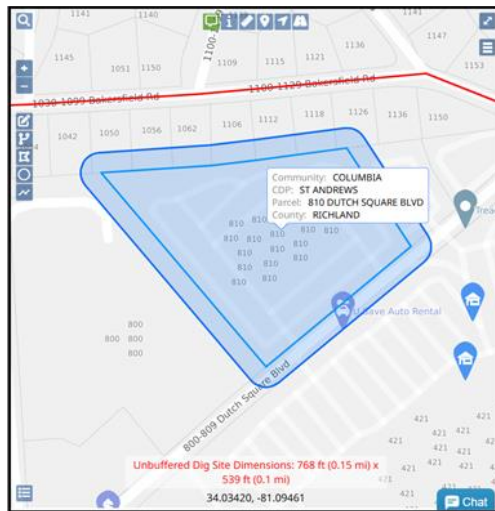
Using the 'Show Map Information at Current Location' icon allows you to hover over a location to see street, place, and county information. This option browser will remember how you have set the tool. When the icon is green, will be displayed for approximately five seconds.



**Show Map Information for Location**



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.



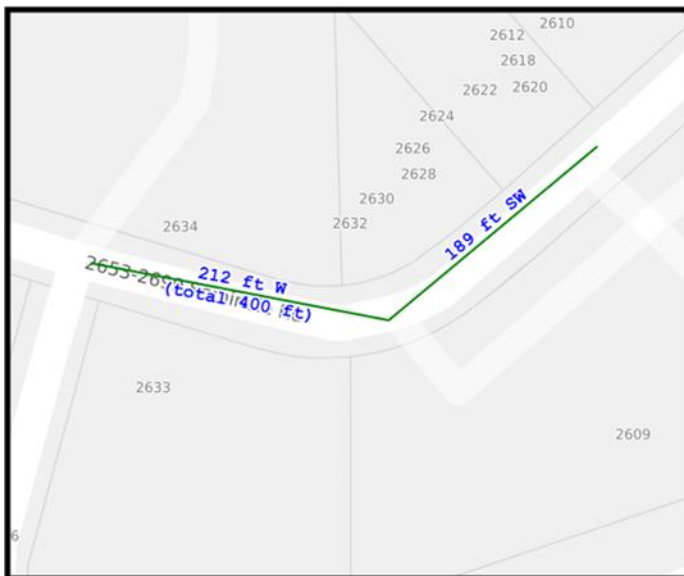
**Ruler**



The Ruler tool is used to measure distance on the map. It can measure distances between intersections, from a roadway into a field, along a roadway, or between multiple selected points. The total footage will be displayed as you measure. Select Clear to remove the measurements or Done when finished using the tool.



When using the Ruler tool, the total footage and direction of travel will display as you measure. If multiple segments are measured, each segment will also show its individual footage and change in direction. In the example below, the measurement begins in a southwest direction, and as the roadway changes direction, the ruler tool updates the direction of travel accordingly.



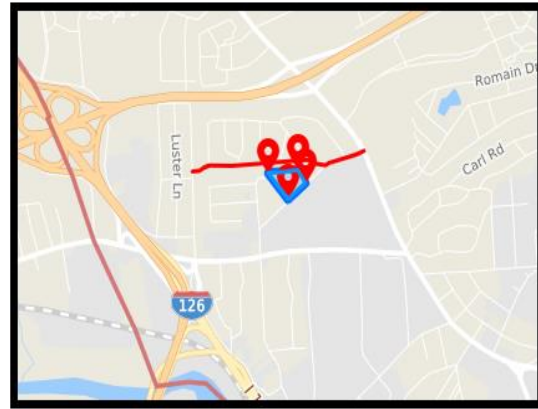
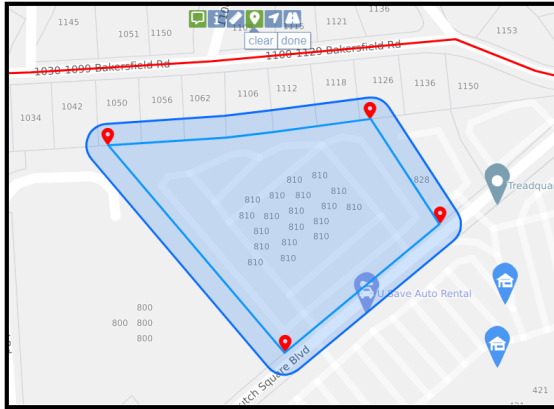
You can click on 'Clear' to remove all measured distances and select 'Done' when finished using this feature.

### **Push Pin**

The 'Push Pin' allows you to place multiple push pins on the map to mark locations. They also remain visible no matter how far you zoom from where they are placed. You can click



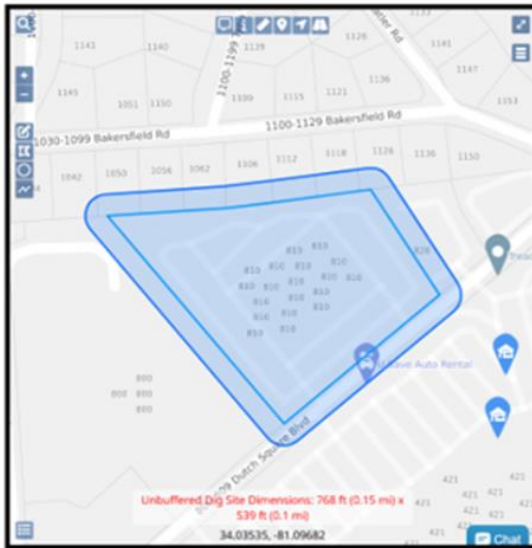
on 'Clear' to remove all push pins and on 'Done' when you have finished using the feature. The Push Pins will not stay once you submit your ticket.



**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.

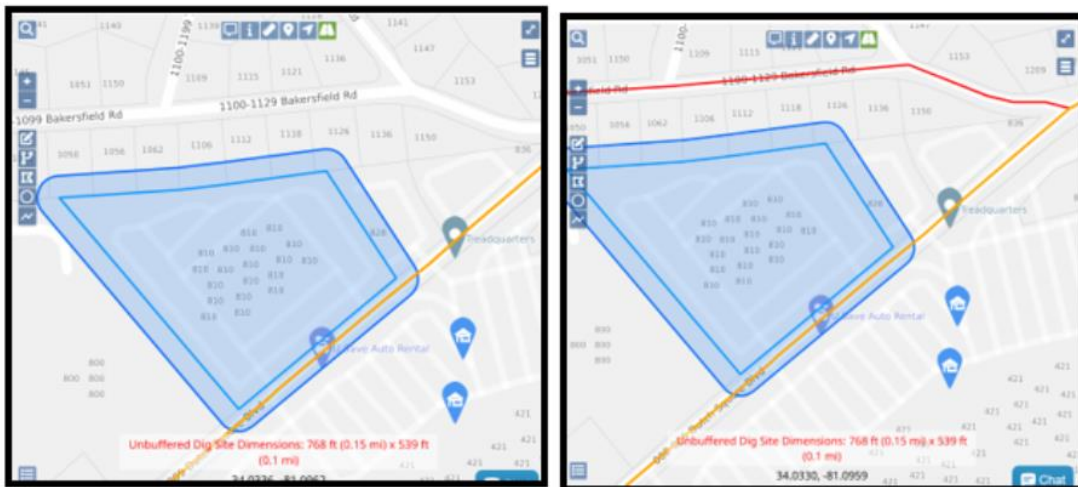


**Highlight Streets**



The SC811 map uses color-coded highlights to identify important locations around the dig site. The dig site is outlined in blue, the dig site street appears in yellow, and the intersecting or near street is shown in red. A legend in the bottom-left corner of the map explains each color.

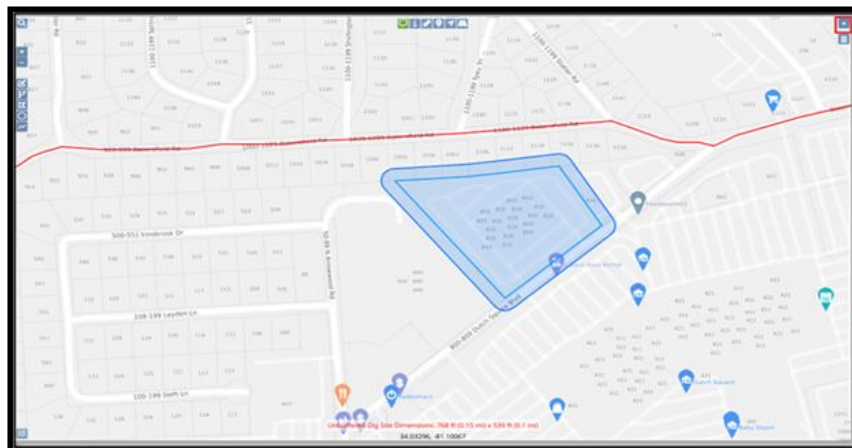
To display the dig site street in yellow, the user must select the Highlight Street button.



### Toggle Full Screen



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

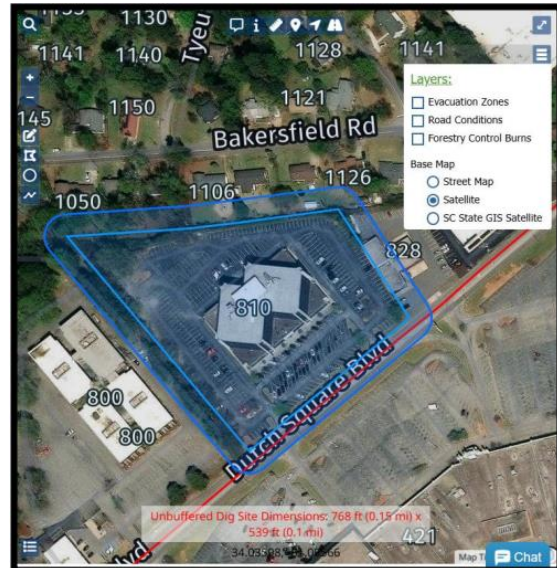


The Toggle Base Map option allows you to switch back and forth from a street view of the base map to an aerial view of the base map. Please note that all map features are available in either view.

### Street Map View



### Satellite View



## SC State GIS Satellite View



## Map Legend



The SC811 map uses color-coded highlighting to identify key locations related to the dig site. The dig site itself is highlighted in blue, the street on which the dig site is located is highlighted in yellow, and the 'Near Street' (or intersecting street) is highlighted in red. A map legend appears at the bottom left of the map showing these color designations. Note that "Highlighted Cross Street 1" and "Highlighted Cross Street 2" within the legend do not apply to the SC811 map

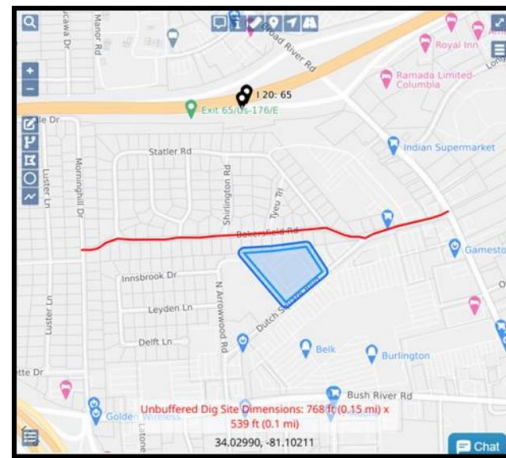
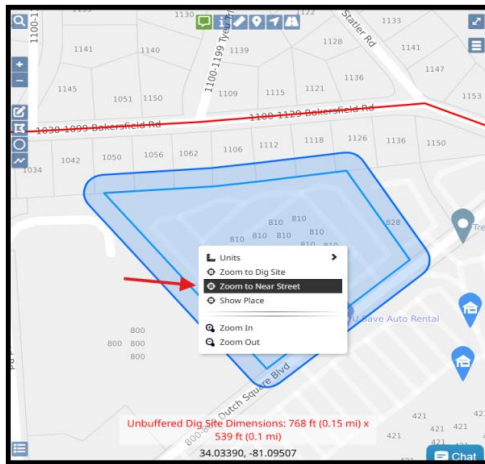


Right-click on the map to access additional mapping tools and options, including:

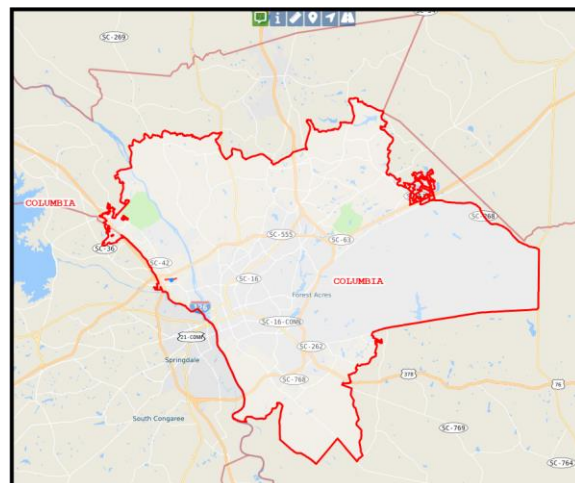
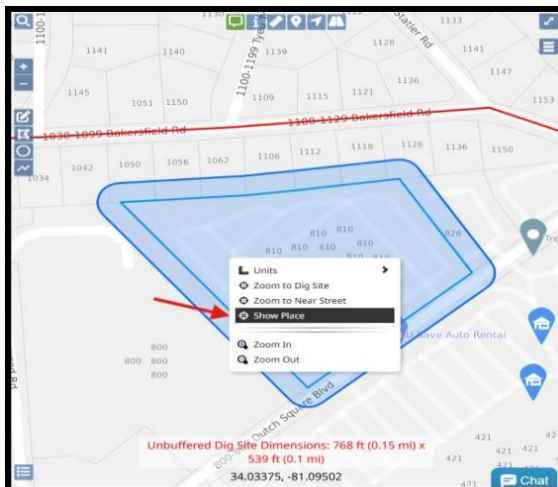
[Return to Table of Contents](#)

- **Units:** Allows you to set the measurement units used in the distance tool.
- **Zoom to Dig Site:** Returns the map view to the mapped dig site if you have zoomed out.
- **Zoom to Near Street:** Expands the map view and highlights the nearest street in red if it is not visible. This option only works when Street/Address is selected as the Dig Site Type on the locate notice.
- **Show Place:** Expands the map view and outlines the associated place in red to help identify where the address is located.

### Zoom To Near Street

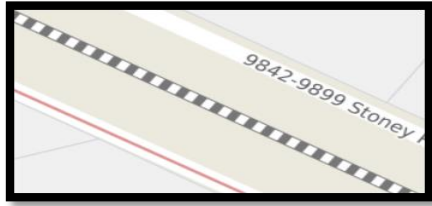


### Show Place

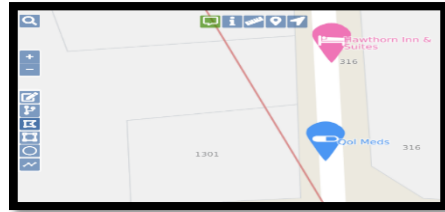


## Mapping Legends

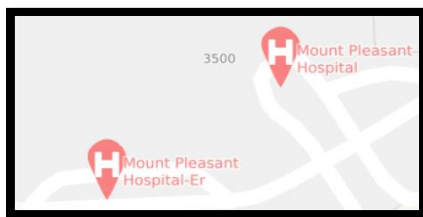
County Line



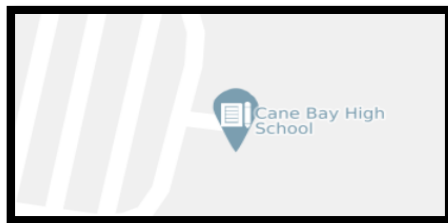
Railroad Track



Hospitals



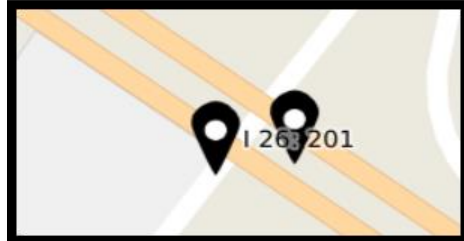
Schools



Highways



Interstates



## **Mapping the Work Site**

Once the work site or general location is identified on the map, you are ready to begin mapping. The tools below determine how the dig site is drawn and help identify which SC811 Member Operators are notified.

Each mapping tool uses a different buffer zone size. The mapping does not represent the actual area being located, and it is not visible to Member Operators or locators. The map is used to determine which Member Operator(s) should be notified in the area.

*Selecting the correct tool is important. Using the wrong tool or mapping the incorrect area may result in Member Operator(s) not being properly notified.*

Map It Right: Tool Guide

### **Buffer Street / Map Feature**

Used to quickly map along a selected street segment or address range.  
Best for remapping or expanding along a roadway.

### **Draw Polygon**

Used for larger or irregular work areas, or multiple side-by-side addresses.  
Manually trace the work area by clicking points around the boundary and double clicking to finish drawing the polygon.

### **Draw Circle**

Used for single addresses or intersections.

Creates a 250 ft radius around the selected point. *Circle should never be expanded beyond the default radius of 250 ft.*

### **Draw Line**

Used for work along roads, rights-of-way, railroads, or easements.  
Draws a linear path along the work area. Double click to end your draw line tool.

### **Edit Dig Site**

Used to modify an existing dig site shape.  
Select the tool, adjust the boundaries, and reshape the area as needed.

## Important Notes

When editing or redrawing a dig site, the following options will appear:

- **Save** – Keeps your changes
- **Cancel/Discard** – Removes changes and restores the original dig site

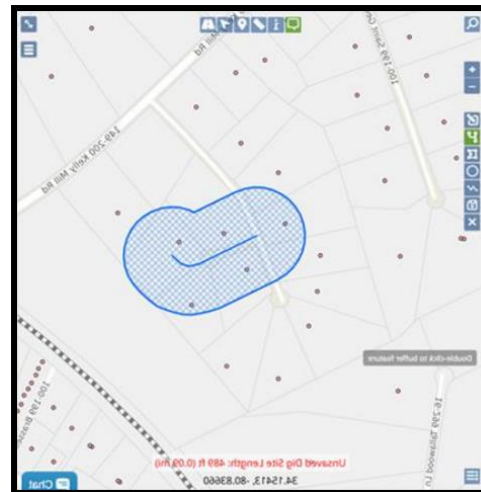
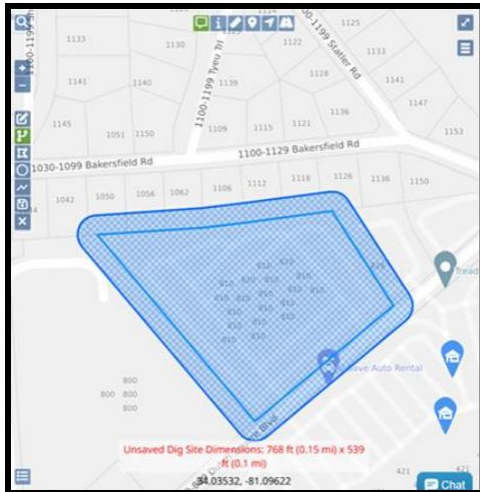
## Using the Mapping Tools

In this section, each mapping tool is explained in detail, including how and when to use it. **After using any of these tools, you may choose **Save** to keep your changes or **Cancel/Discard** or **Undo** to remove the changes and restore the original dig site.**



### **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.



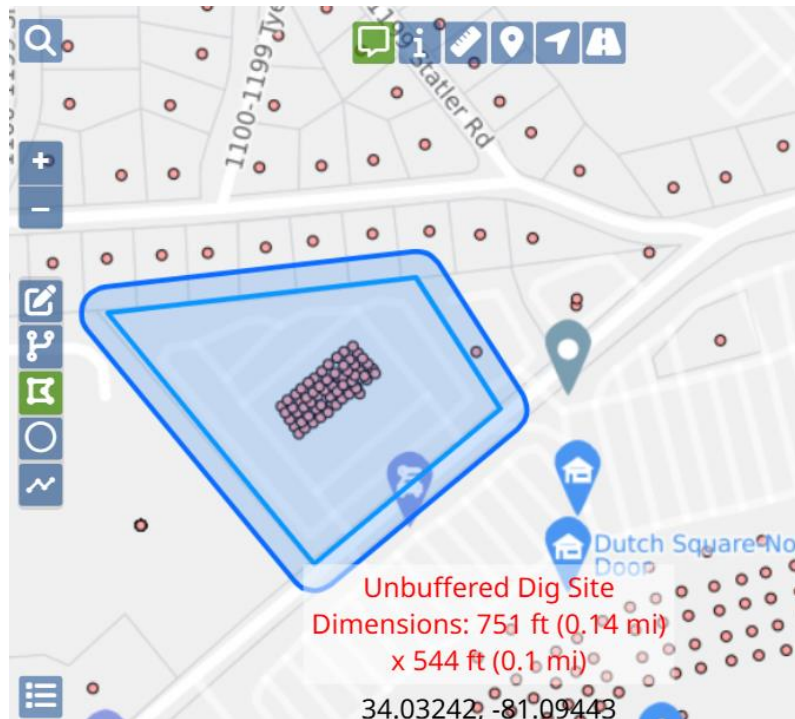


### **Draw Polygon**

Select the **Draw Polygon** tool when the property lines are too large to be covered by the Draw Circle tool.

Click on the **Draw Polygon** tool, then left-click on the area where you want to begin your dig site.

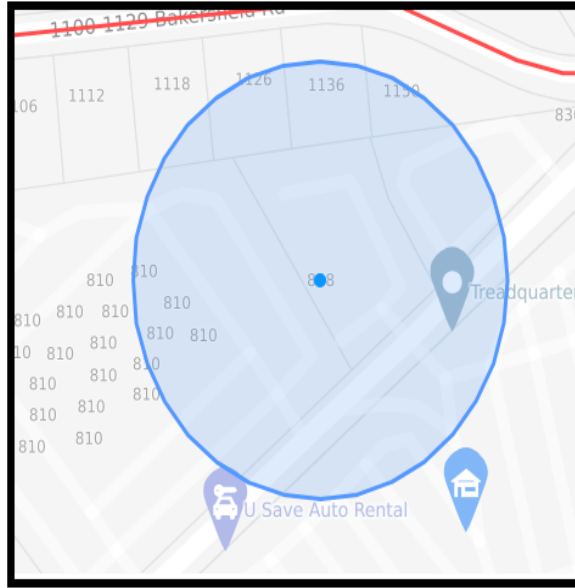
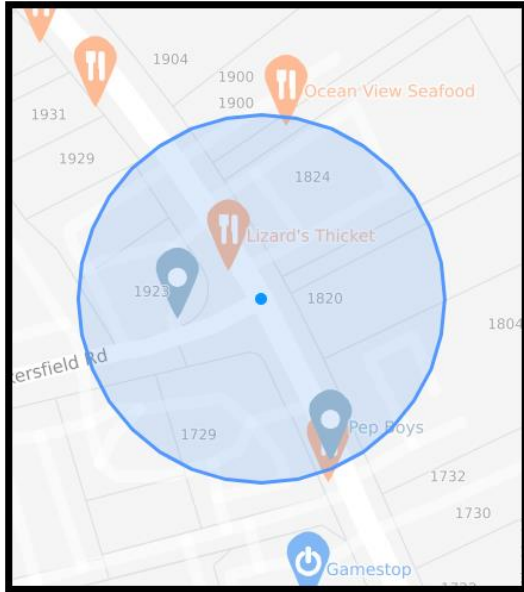
Continue left-clicking to outline the work area, placing points where the direction changes. Once the area is fully outlined, left-click twice to finish drawing and close the shape. This tool can be used to create a **1320 ft by 1320 ft** polygon shape when needed.





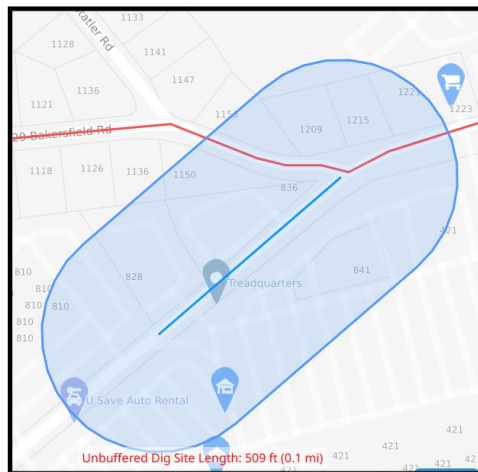
## Draw Circle

The **Draw Circle** tool is used to mark a single address or intersection when the property lines (grey lines) fit within the area covered by the circle. The circle has a 250 ft radius and should not be expanded beyond that size.



## Draw Line

Select the **Draw Line** tool when marking work along a roadway, right-of-way, railroad track, or easement. Click on the map to begin your line, then continue clicking to follow the path of the work area. Double-click to finish and close the line, and the dig site will be displayed on the map.



Any mapping tool may be edited using the Edit, Save, or Cancel/Discard options. These options allow you to either save the updated dig site or remove the changes and return to the original version.



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

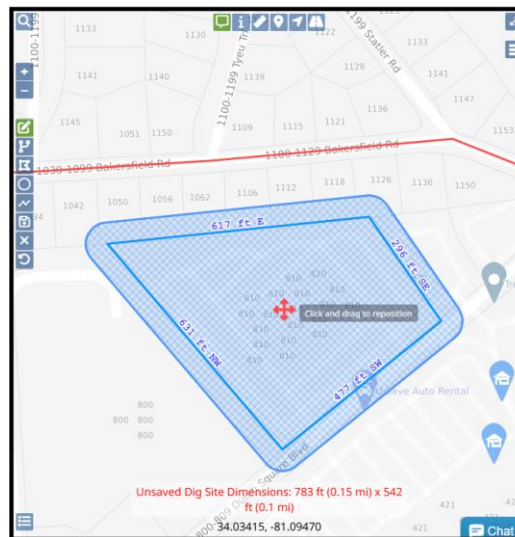
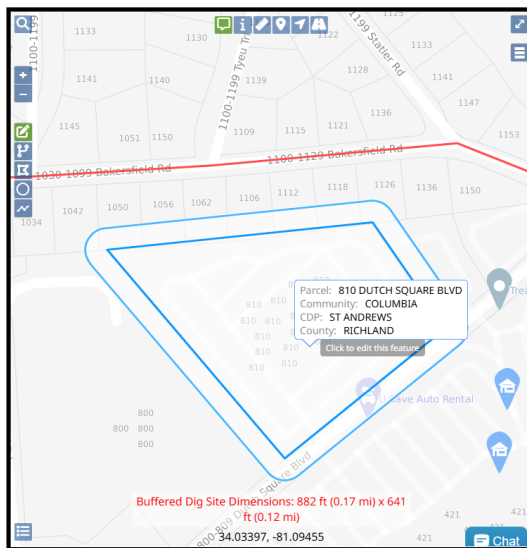


The Cancel/Discard icon will delete the changes you made, keeping the original dig site intact.



### Edit Dig Site

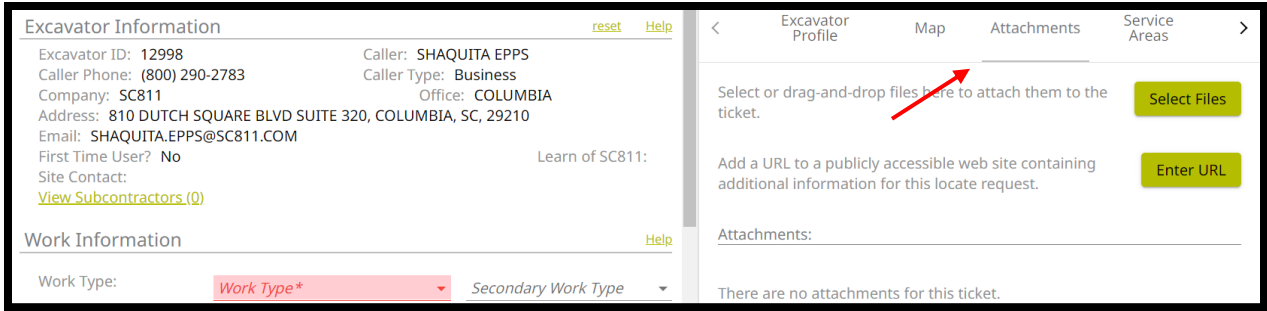
The Edit Dig Site mapping tool allows you to edit the dig site map. Select the Edit icon and it will turn green. Then, click on the dig site box and it will turn blue with hash marks. You can then start reshaping the dig site. Once you have redrawn the dig site, you can save the changes by clicking on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



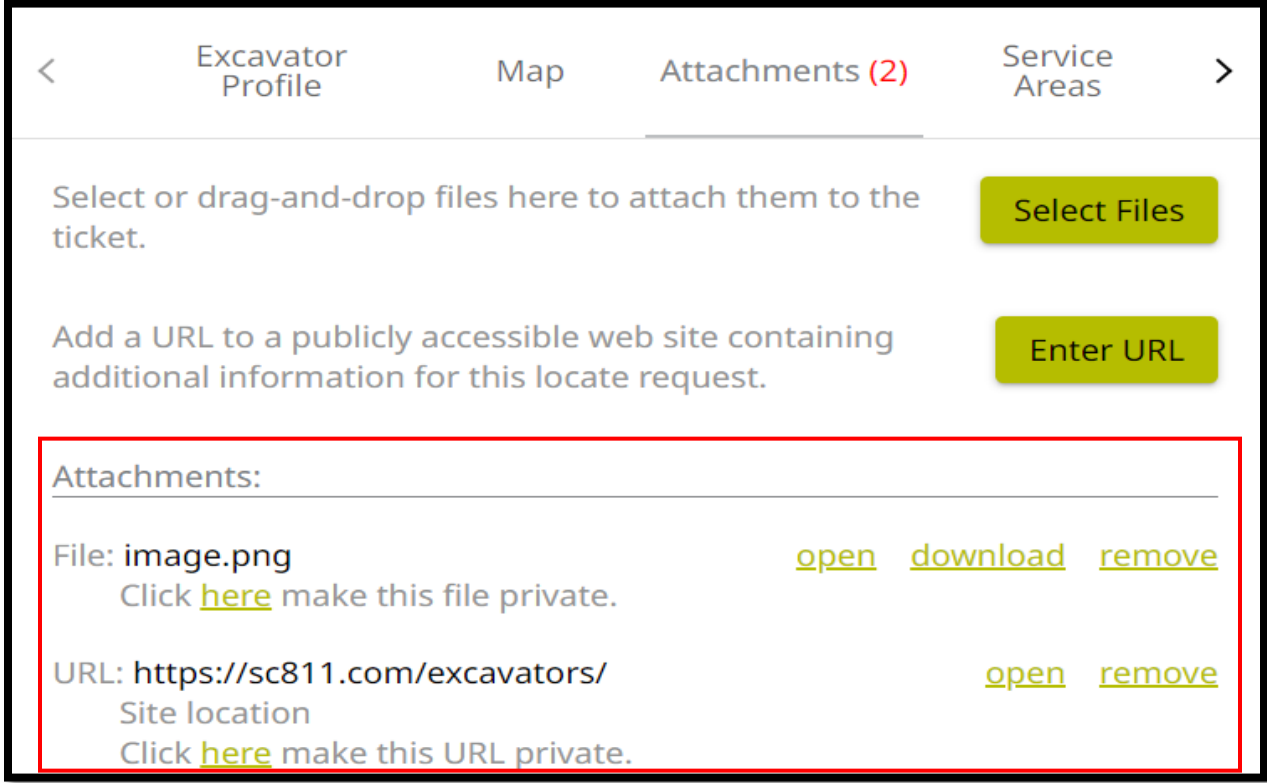
### Including Attachments to a Locate Notice

When submitting a locate notice, users have the option to include attachments to provide additional context or detailed information. While adding attachments is helpful, it is important to note that these attachments do not replace the need for clear and complete marking instructions within the notice itself and must be added before submitting the notice. Users can attach files such as documents or images or include a URL. It is essential that any URL provided is publicly accessible and does not require a sign-in to view. Ensuring that all relevant information is readily available will help facilitate an accurate and efficient locate process.

The 'Attachments' button is located on the right side of the locate form.



You can confirm that your attachments have been added by checking under the 'Attachments' list on the notice.



**SC811 Guidelines**

- Large Projects

A Potential Large Project is excavation work that, based on SC811 guidelines and applicable law, may require Large Project processing due to its scope, duration, or complexity. These projects typically extend beyond 90 days to complete, involve one or more of the designated Large Project work categories, and exceed the limits of a standard locate notice in terms of size, duration, or coordination needs. Because of these factors, they often require enhanced planning, communication, and utility coordination prior to and throughout the life of the project to ensure accurate marking and damage prevention

If a ticket is entered that meets the work and time requirements, a pop-up will appear.

## Possible Large Project

This locate notice qualifies as a **Large Project**

**Large Projects** are excavation jobs that:

- Take more than 90 days to complete and,
- Cover more than one mile linearly or 2 square miles of excavation, and
- Are major highway, utility, or development projects in areas which underground lines exist.

If this locate notice fits the above criteria, it is **required** to be a Large Project.

Is this a Large Project?

No, Continue with Normal Ticket

Yes

- **Ticket Scope**  
Ticket scope per single notice is limited to 1,320 feet or five adjacent addresses, whichever is less.
- **50 Ft Maximum from Centerline on Each Side of the Road**  
When requesting markings along a roadway, you may include up to 50 feet from the centerline on either or both sides. This is the maximum allowable distance. If marking is required beyond 50 feet, separate locate notices must be submitted under the Specific/Multiple Addresses guidelines. Use the “Work Along a Road” guidelines when the area to be marked is within 50 feet of the centerline. Only one road can be marked per locate notice. Each locate notice may include only one roadway. If additional roadways require marking, separate locate notices must be submitted under the appropriate guidelines.
- Intersection locate notices cannot exceed 50 feet in each direction from the center of the intersection along each roadway. If more than 50 feet is needed in any direction, separate





**Example of note in ‘Directions’ field:**

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

- When working at a corner property and requesting the entire property to be marked along with both sides of a side street, the intersecting street may be used as the street on the locate notice. Enter the side street name in the Street/Type field and clearly explain the requested markings in the Instructions field.

If markings are also needed along the other roadway bordering the property, a separate locate notice must be submitted for that roadway.

**Ticket Versions**

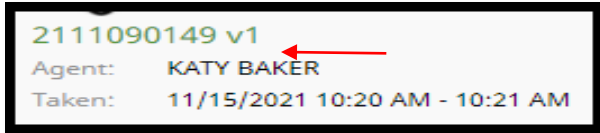
In Exactix when a primary locate notice is created, it is given a locate notice number which has a “v0” behind it. The “v0” stands for “Version 0”.

2111090149 v0 ←  
 Agent: SHAQUITA EPPS  
 Taken: 11/09/2021 03:15 PM - 03:32 PM

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 notice, the screen will display “2111090149 v1”.



## 'Copy Function'

The 'Copy' button that is available on existing locate notices 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. Normal, Emergency, Design and Subaqueous locate notices are processed using the 'Copy' feature.

## History of the Locate Notice

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

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

"/&gt;

## Remark History

Once you submit a Remark on a notice, the previous version(s) will be closed out. In the revisions tab for the request, you will see the notice has been closed as work completed for previous tickets due to Remark.

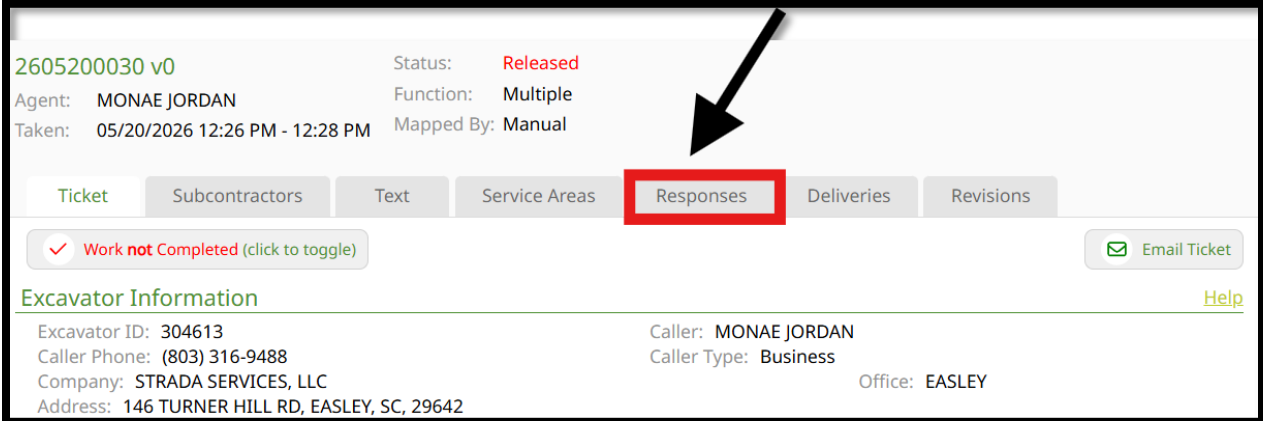
12/15/2025 02:14 PM
 2512150073 | 0 | RUTH MANTILLA | Remark ticket saved with status Released and ticket type Normal by a Local User. <a href='\"#\"'>view</a> |
11/19/2025 09:36 AM
 2511190022 | 0 | CONNIE GEIGER | Multiple ticket saved with status Released and ticket type Normal by a Local User. <a href='\"#\"'>view</a> |
"/>

## How to Check Positive Response in Exactix:

Positive Response should be reviewed on the notice before any excavation activity begins.

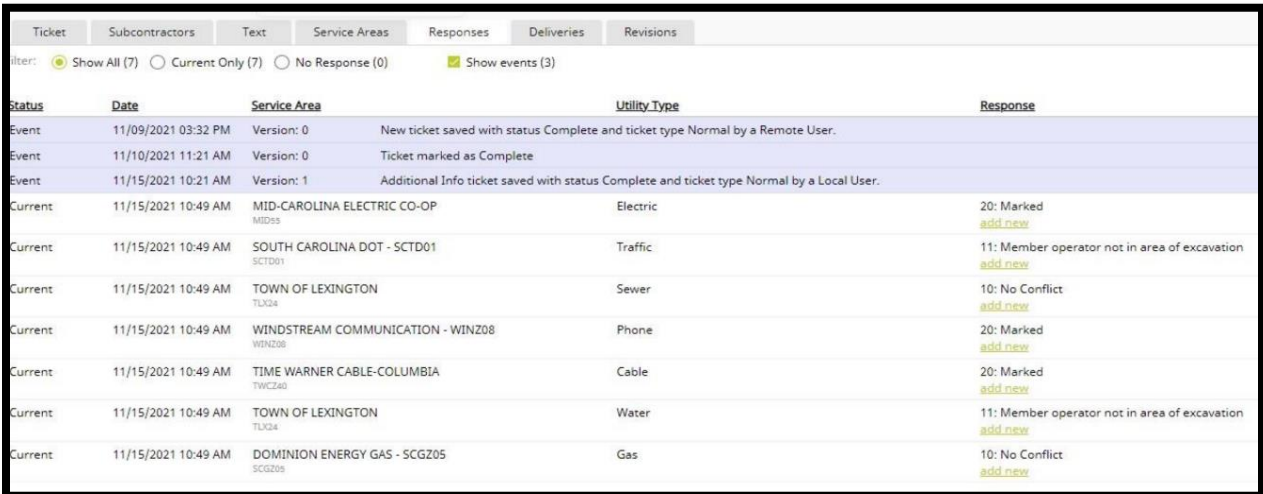
Open the locate notice number that needs to be checked for Positive Response by double clicking the notice.

Once the notice is opened, select 'Responses' from the tabs located at the top of the locate notice.



The screenshot shows a ticket interface for ticket number 2605200030 v0. The status is 'Released', the agent is 'MONAE JORDAN', and the function is 'Multiple'. The 'Responses' tab is highlighted with a red box and a black arrow pointing to it. Below the tabs, there is a toggle for 'Work not Completed' and an 'Email Ticket' button. The 'Excavator Information' section includes details like Excavator ID, Caller Phone, Company, Address, Caller Name, and Office.

The responses from the Member Operators will be displayed



The screenshot shows the 'Responses' tab with a list of responses. The table has columns for Status, Date, Service Area, Utility Type, and Response. The responses are filtered to show 3 events.

Status	Date	Service Area	Utility Type	Response
Event	11/09/2021 03:32 PM	Version: 0		New ticket saved with status Complete and ticket type Normal by a Remote User.
Event	11/10/2021 11:21 AM	Version: 0		Ticket marked as Complete
Event	11/15/2021 10:21 AM	Version: 1		Additional Info ticket saved with status Complete and ticket type Normal by a Local User.
Current	11/15/2021 10:49 AM	MID-CAROLINA ELECTRIC CO-OP MID205	Electric	20: Marked <a href="#">add new</a>
Current	11/15/2021 10:49 AM	SOUTH CAROLINA DOT - SCTD01 SCTD01	Traffic	11: Member operator not in area of excavation <a href="#">add new</a>
Current	11/15/2021 10:49 AM	TOWN OF LEXINGTON TLX24	Sewer	10: No Conflict <a href="#">add new</a>
Current	11/15/2021 10:49 AM	WINDSTREAM COMMUNICATION - WINZ08 WINZ08	Phone	20: Marked <a href="#">add new</a>
Current	11/15/2021 10:49 AM	TIME WARNER CABLE-COLUMBIA TWC240	Cable	20: Marked <a href="#">add new</a>
Current	11/15/2021 10:49 AM	TOWN OF LEXINGTON TLX24	Water	11: Member operator not in area of excavation <a href="#">add new</a>
Current	11/15/2021 10:49 AM	DOMINION ENERGY GAS - SCGZ05 SCGZ05	Gas	10: No Conflict <a href="#">add new</a>

After you check positive response, the system will automatically record your action in the Revisions tab. This entry will include the date and time you viewed the responses.

If you determine that further action is needed—such as requesting Member Operators to return to the site or notifying them of missing markings—you should proceed with a secondary action to complete that step. This will be covered in the next section.

To determine which secondary action to use, review the list of response codes provided on the following page.

## 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

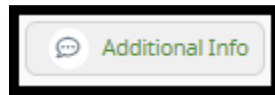
10 - No Conflict  
11 - Member operator not in area of excavation  
20 - Marked  
55 - Critical facility marked. The utility owner or their designated representative have contacted the excavator and have agreed to a period that an owner representative must be present during excavation to identify the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

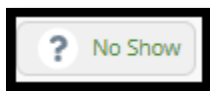
There are seven additional ticket functions that can be processed on a locate notice.

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.)



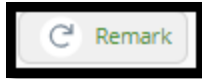
The ‘No Show’ function is used when a member operator has not responded within the working days per Positive Response. The member operators have 3 hours to respond from the time a ‘No Show’ is processed. A ‘No Show’ should be processed if a member operator has responded with ‘No Conflict’ or ‘Not in the Area of Excavation’ and there are indicators of underground facilities such as a pedestal or transformer. Other codes that a ‘No Show’ can be processed on are Codes 30, 31, 40, 50, 60, 80, 90, and 122. The list of codes and their meaning can be found on page 98.

**All other response codes should be suppressed and are not eligible for processing a No Show. If additional notification to the Member Operator is required, appropriate secondary actions may be completed as needed.**



The **Remark** function is used when existing markings have been destroyed and are no longer visible. A remark request allows the area to be re-marked, and locators have 3 full working days to respond. The system will automatically recalculate the new work date and time and expiration dates.

A remark request may be submitted at any time during the life of a locate notice and is the only ticket function that generates a new ticket number.

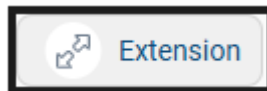


The 'Resend' function is used when the locate notice has positive response stating the member operator(s) have marked the area but markings appear incomplete, inaccurate, or are not visible. It will be up to the member as to how soon they can respond.

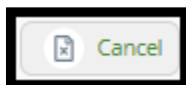
All member operators that are not part of the Resend notations will need to be suppressed.



The 'Extension' function is used when an existing notice needs to be extended for more excavation time. This action does not require a new response from members and will not generate fresh paint for the work area. This action will extend the notice for an additional 15 working days. Should any information change when extending the notice, a new normal notice will have to be created.



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. Once a notice is cancelled, if work is to resume a new locate notice is required.



## Processing No Show

Processing a No Show for 'No Response' by Required Time

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 have expired and the area has not been marked by \_\_\_\_\_// Crew will be on site \_\_\_\_\_\*\***

Select 'Above Information Is Correct'.

The system will automatically suppress any Members who have responded to the request.

**Affected Service Areas**

Ticket Type: Normal    Start Time: 06/25/2024 11:59 PM    Update Date: 07/12/2024 11:59 PM    Expires: 07/17/2024 11:59 PM    Remarks: **\*\*NO SHOW DUE TO THE 3 FULL WORKING DAYS NOTICE HAS EXPIRED AND THE AREA HAS NOT BEEN MARKED BY CONTERRA BROADBAND // CREW WILL BE ON SITE TODAY AT 12 PM // PLEASE RESPOND\*\***

**Service Areas:**

Suppress All    Un-Suppress All

	Suppressed	Service Area	Utility Type(s)	Locate Contact	Positive Response	
<a href="#">More</a>	<a href="#">Un-Suppress</a>	Yes (Response)	AT&T/D - BSZT29 BSZT29	Phone	USIC PR (800) 778-9140	Utility Type: <b>Phone:</b> 10 - No Conflict Date: 06/28/2024 09:20 AM Entered via Operator <a href="#">view all</a>
<a href="#">More</a>	<a href="#">Suppress</a>	No	CONTERRA BROADBAND CTN81	Telecommunications	SUZANNE DUCOTE (318) 957-1030	
<a href="#">More</a>	<a href="#">Un-Suppress</a>	Yes (Response)	DUKE ENERGY - DPCZ25 DPCZ25	Electric	USIC PR (800) 778-9140	Utility Type: <b>Electric:</b> 20 - Marked Date: 06/28/2024 09:20 AM Entered via Operator <a href="#">view all</a>
<a href="#">More</a>	<a href="#">Un-Suppress</a>	Yes (Response)	EASLEY COMBINED UTILITY ECL5235	Electric, Sewer, Water	UTILIQUEST PR (803) 989-3872	Utility Type: <b>Electric:</b> 20 - Marked Date: 06/28/2024 09:08 AM Entered via Operator <b>Sewer:</b> 10 - No Conflict Date: 06/28/2024 09:08 AM Entered via Operator

[Back to Ticket](#)    [Send Ticket](#)

Select 'Send Ticket'

Select 'Save' The version number is located right under the locate notice number (which will not change).

**Ticket Saved**

Your ticket number is: **2111080067**    Excavator ID: **97170**    Company ID: **5620**

Version: 1

[Close](#)

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\*\***

## Processing a No Show for Eligible Codes

Select the 'No Show' function above the locate notice in the top right hand corner.

Notate the appropriate statement in the 'Remarks' section. Here is an example: **\*\*No Show due to AT&T states No Conflict but there is a pedestal at the front of the property // Crew is on site // Please respond\*\***

Select 'Above Information Is Correct'.

**Suppress all Member Operators who do not need to receive the No Show and Unsuppress all Member Operators who need to receive the No Show.**

The screenshot displays the 'Affected Service Areas' interface. At the top, it shows ticket details: Ticket Type: Normal, Start Time: 06/25/2024 11:59 PM, Update Date: 07/12/2024 11:59 PM, Expires: 07/17/2024 11:59 PM, and Remarks: **\*\*NO SHOW DUE TO AT&T STATES NO CONFLICT BUT THERE IS A PEDESTAL AT THE FRONT OF THE PROPERTY // CREW IS ON SITE // PLEASE RESPOND\*\***. Below this, there are buttons for 'Suppress All' and 'Un-Suppress All'. The main table has the following columns: 'Suppressed', 'Service Area', 'Utility Type(s)', 'Locate Contact', and 'Positive Response'. The table contains three rows of data:

Suppressed	Service Area	Utility Type(s)	Locate Contact	Positive Response
No (Response)	AT&T/D - BSZT29 BSZT29	Phone	USIC PR (800) 778-9140	Utility Type: <b>Phone:</b> 10 - No Conflict Date: 06/28/2024 09:20 AM Entered via Operator <a href="#">view all</a>
Yes (Response)	CONTRERRA BROADBAND CTN81	Telecommunications	SUZANNE DUCOTE (318) 657-1030	Utility Type: <b>Telecommunications:</b> 10 - No Conflict Date: 06/28/2024 09:25 AM Entered via Operator <a href="#">view all</a>
Yes (Response)	DUKE ENERGY - DPCZ25 DPCZ25	Electric	USIC PR (800) 778-9140	Utility Type: <b>Electric:</b> 20 - Marked Date: 06/28/2024 09:20 AM Entered via Operator <a href="#">view all</a>

At the bottom of the interface, there are two buttons: 'Back to Ticket' (with a red 'X' icon) and 'Send Ticket' (with a green checkmark icon).

Select 'Send Ticket'

Select 'Save' The version number is located right under the locate notice number (which will not change).

**Tip: If a red box with the word 'Yes' appears in the 'Suppressed' column, this means these members are suppressed and will **NOT** receive the No Show.**

## Processing a Resend

Select the 'Resend' function above the locate notice in the top right-hand corner.

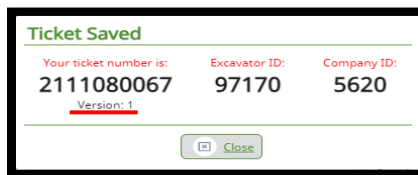
Notate the following statement in the 'Remarks' section: **\*\*Resend due to: AT&T/D responded that the area is marked // Crew is on site and sees no markings\*\***

Select 'Above Information Is Correct'.

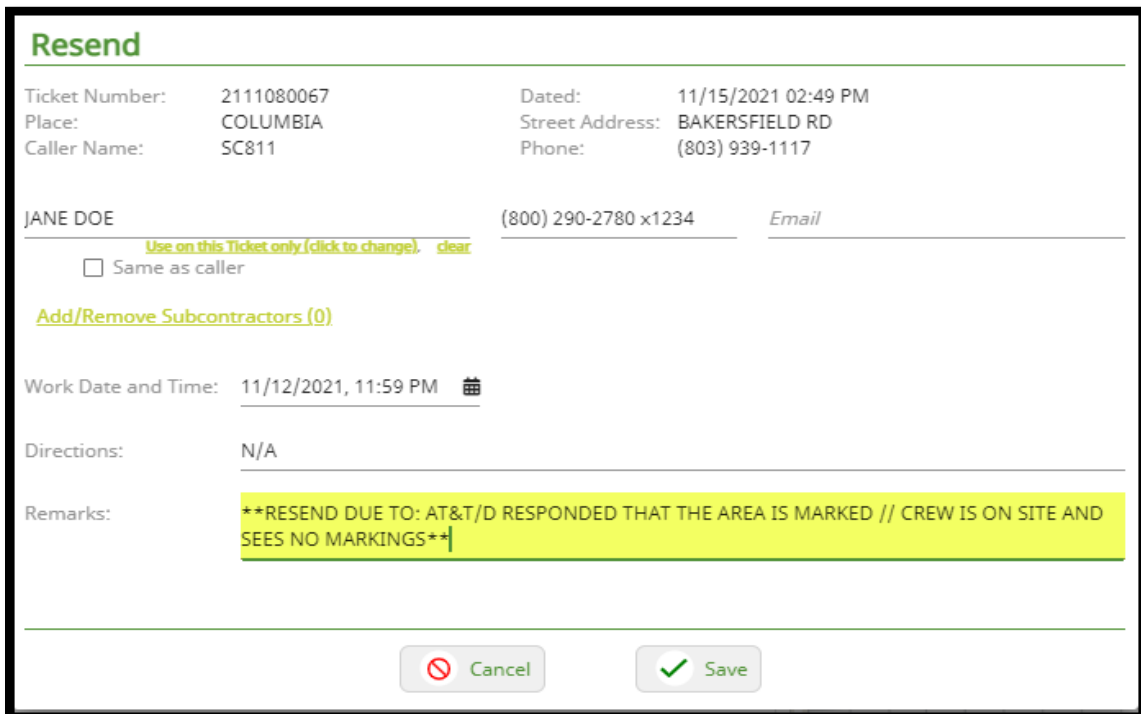
**Suppress all Member Operators who do not need to receive the Resend.**

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\*\***



The screenshot shows the 'Resend' form interface. It includes the following fields and options:

- Ticket Number:** 2111080067
- Place:** COLUMBIA
- Caller Name:** SC811
- Dated:** 11/15/2021 02:49 PM
- Street Address:** BAKERSFIELD RD
- Phone:** (803) 939-1117
- JANE DOE** (800) 290-2780 x1234 *Email*
- 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\*\***
-

## Processing Additional Info

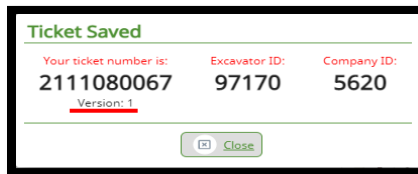
Select the 'Additional Information' function above the locate notice in the top right-hand corner.

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\*\***

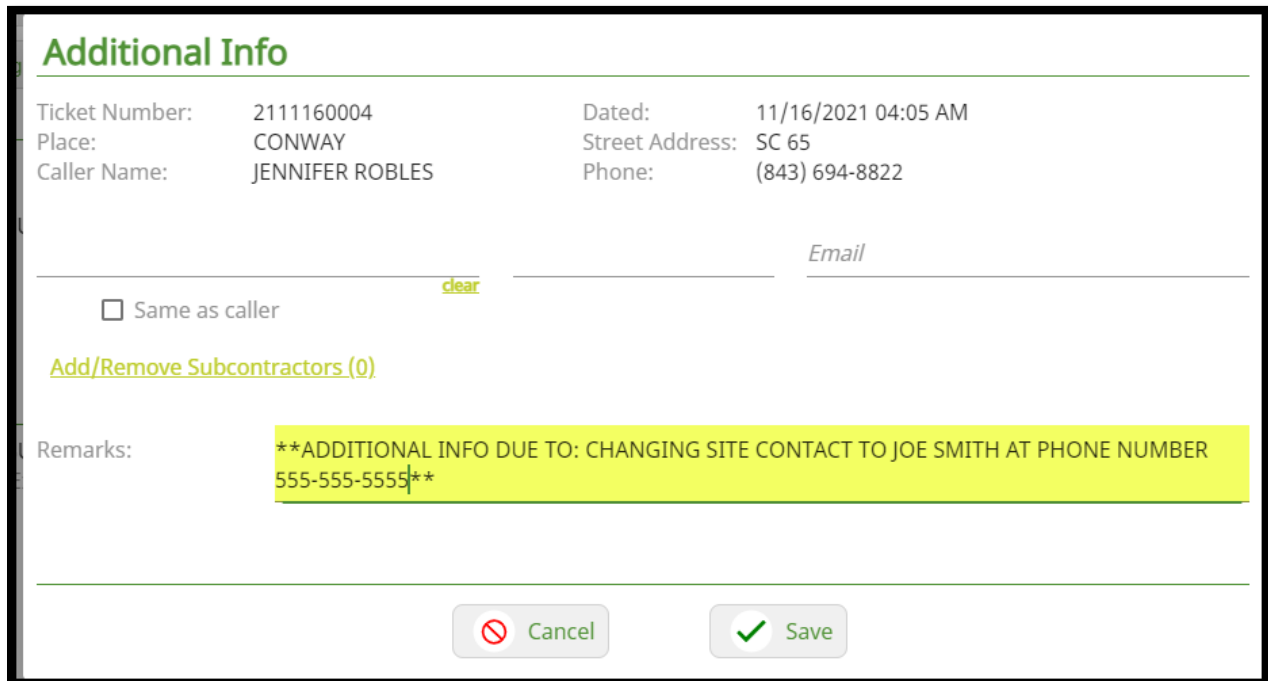
Select 'Above Information Is Correct'.

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\*\***



A screenshot of the 'Additional Info' form. The form has a green header 'Additional Info'. Below the header, there are two columns of information: 'Ticket Number: 2111160004', 'Place: CONWAY', 'Caller Name: JENNIFER ROBLES', 'Dated: 11/16/2021 04:05 AM', 'Street Address: SC 65', and 'Phone: (843) 694-8822'. Below this information, there is a 'clear' button and an 'Email' link. There is a checkbox labeled 'Same as caller'. Below that is a link 'Add/Remove Subcontractors (0)'. The 'Remarks' field is highlighted in yellow and contains the text: **\*\*ADDITIONAL INFO DUE TO: CHANGING SITE CONTACT TO JOE SMITH AT PHONE NUMBER 555-555-5555\*\***. At the bottom of the form are 'Cancel' and 'Save' buttons.

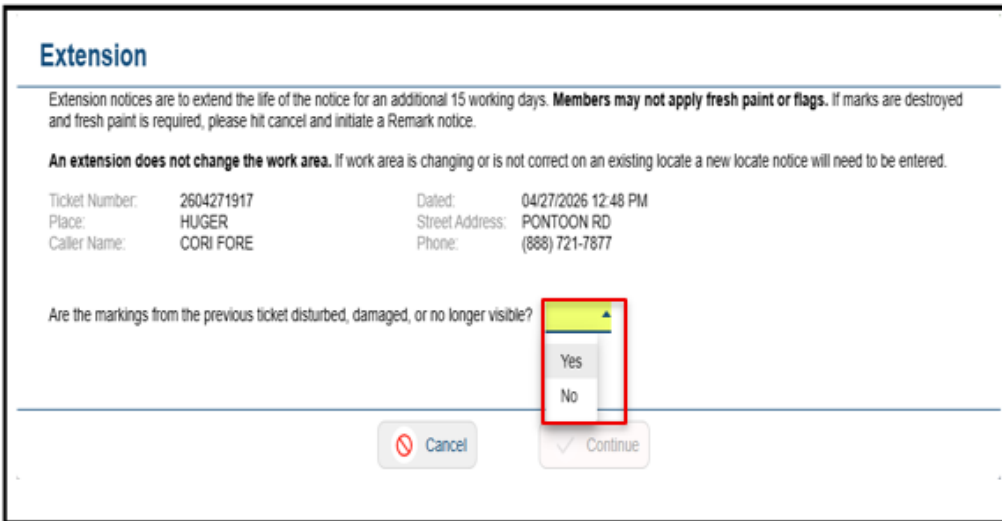
## Processing an Extension

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.

A screenshot of an 'Extension' dialog box. The title is 'Extension'. Below the title, there is a paragraph of text: "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." Below this is another paragraph: "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." There is a table of ticket information:

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

Below the table is a question: "Are the markings from the previous ticket disturbed, damaged, or no longer visible?" with a dropdown menu open showing 'Yes' and 'No' options. At the bottom, there are 'Cancel' and 'Continue' buttons.

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**

If a Service Area has been added to a locate notice that was previously not on the notice due to a Member Operator updating their Service Area, you will receive a pop-up notification letting you know that the Service Area was added and to check positive response before excavation begins.

### Affected Service Areas

Ticket Type: Normal      Start Time: 02/16/2024 11:59 PM      Remarks: ADD INFO DUE TO ADDING DIRECTIONS  
 Update Date: 03/06/2024 11:59 PM  
 Expires: 03/11/2024 11:59 PM

**Service Areas:**  
[Add Service Area](#)

Service Area	Utility Type(s)	Locate Contact	Positive Response
BEAUFORT COUNTY SHERIFF'S OFFICE TRAFFIC MANAGEMENT CENTER BCT31 <small>* Not on p...</small>	Electric, Telecommunications, Traffic	PAUL BAILEY	
<a href="#">More</a> DOMINION SCED265			
<a href="#">More</a> DOMINION SCG265			

**Adding Service Area to Ticket**

A new service area has been added to this locate notice. This Member Operator was not on the previous versions of the notice. Please check Positive Response to confirm their acknowledgment before excavation begins.



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 action, this is 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**

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

Ticket Number: 2401180002      Dated: 01/18/2024 12:44 PM  
Place: HILTON HEAD ISLAND      Street Address: S SEA PINES DR  
Caller Name: FRANCISCO SOSA      Phone: (843) 301-2306

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

Site Contact Name\*  
**SHAQUITA EPPS** ✕  
[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 ✓ Continue

## Processing a Cancel

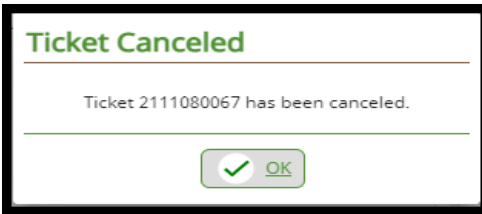
### **Canceling a notice without a new notice needing to be created**

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\*\***

**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 and re-map area if needed.**
- **Select 'Above Information is Correct'.**
- **Select 'Send Ticket'.**

**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\*\***

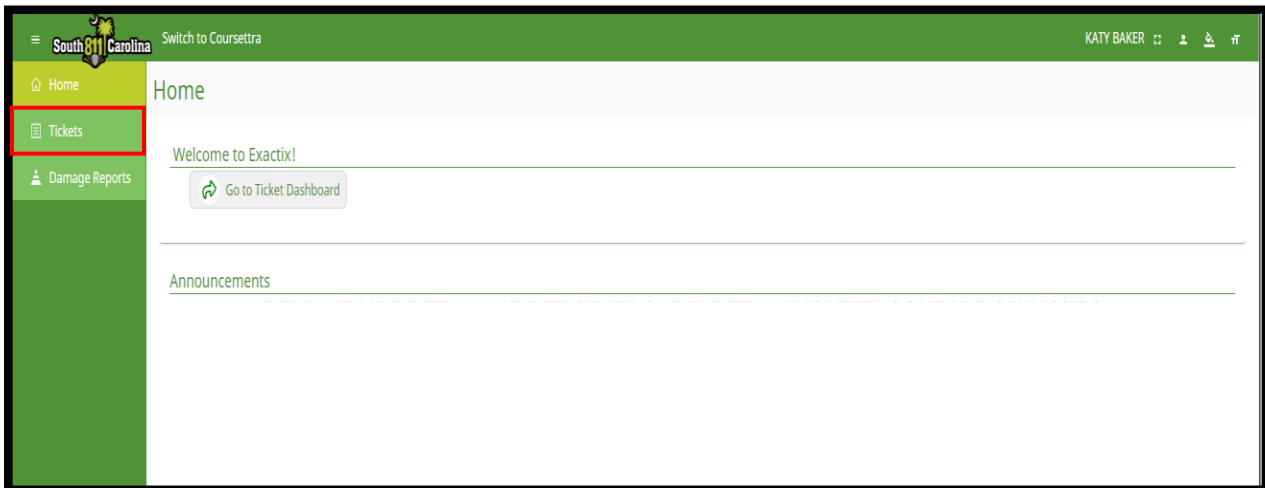


## How to Close Out a Locate Notice

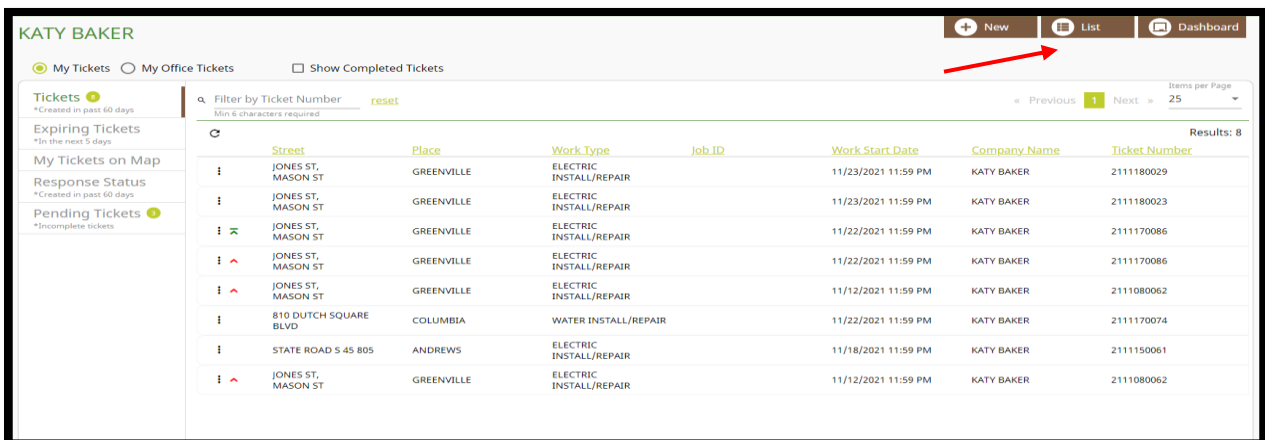
Closing locate notices-When excavation work is complete, it is the excavator’s responsibility to close the locate notice. Closing the notice informs member operators that work is complete.

How to close a single locate notice:

Step One. Go to the ‘Tickets’ option on the left-hand side of the screen.



Step Two. When the window opens hit the ‘List’ option in the top right-hand corner of the screen.



Step Three. A ‘Ticket Search’ screen will appear. Go to the top left-hand corner and search for 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 5 45 805	WILLIAMS...	No

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

2111190006 v0 Status: Complete

Agent: KATY BAKER Function: New

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

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

Work not Completed (click to toggle)

**Excavator Information**

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

**Work Information**

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

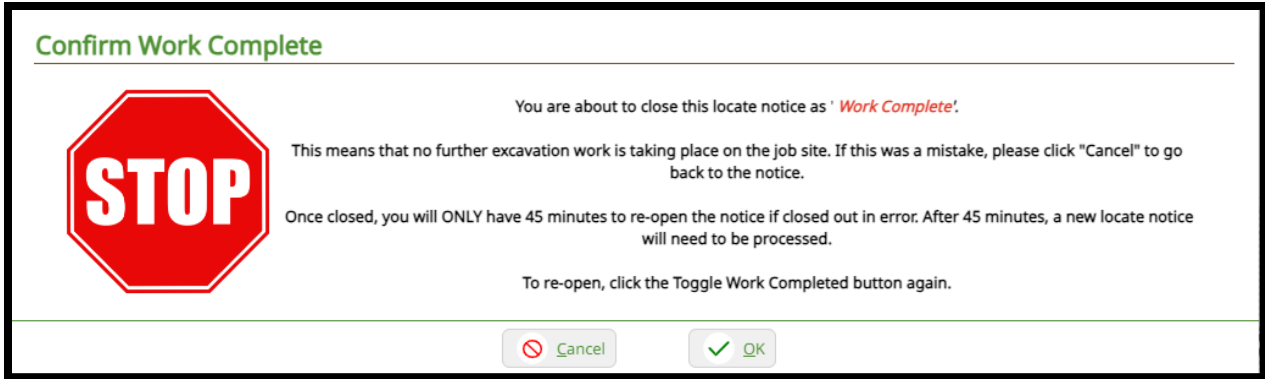
**Dates & Work Type**

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

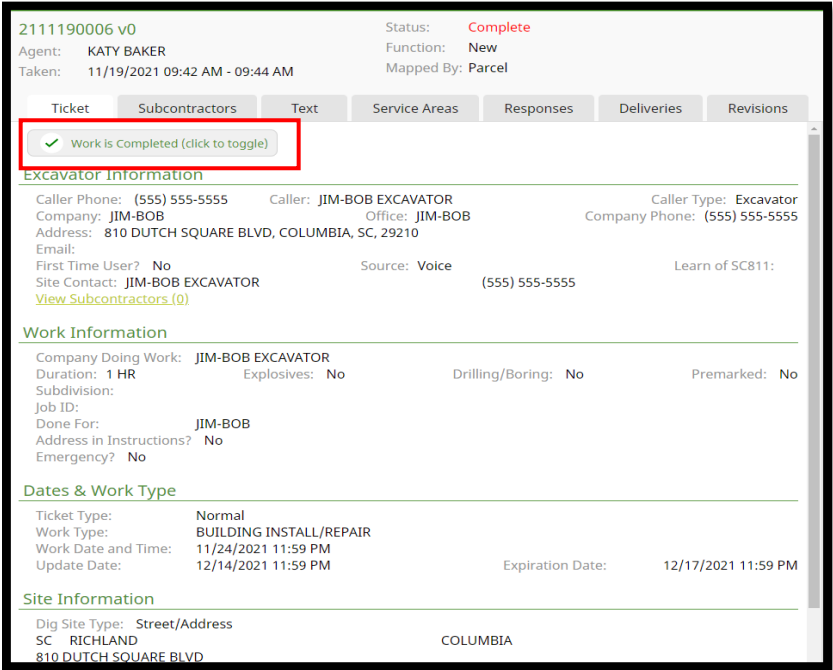
**Site Information**

Dig Site Type: Street/Address  
 SC\_RICHLAND | COLUMBIA

Step Five. A pop-up box will appear to 'Confirm Work Complete', letting you know that you are closing out the locate notice as 'Work Complete' which means that no further excavation is taking place on the job site. If you are confirming that work is completed, select 'OK'.

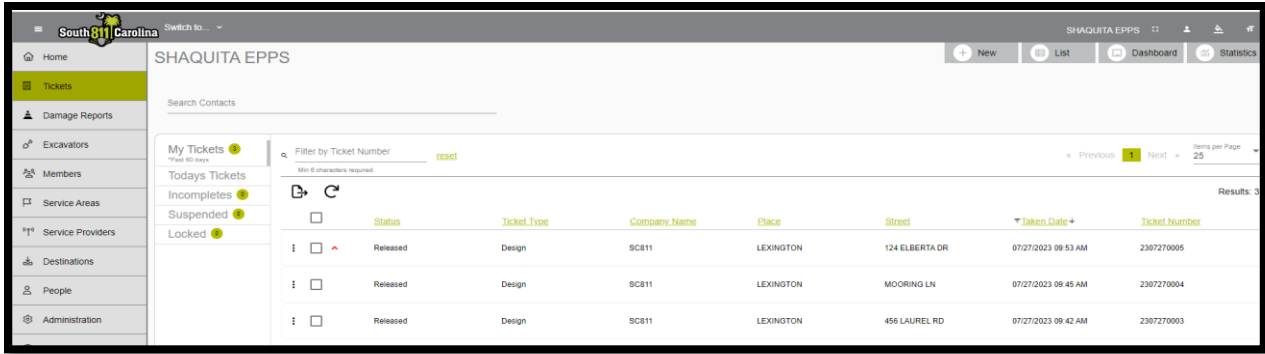


After closing out your ticket, on the top left just under your ticket number, you will see the box that states, 'Work is Complete'.

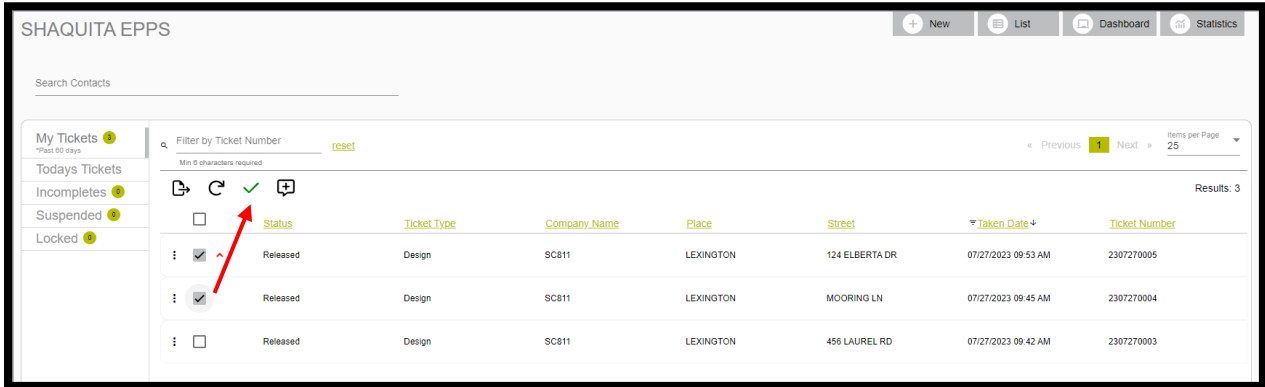


**How to close out multiple locate notices:**

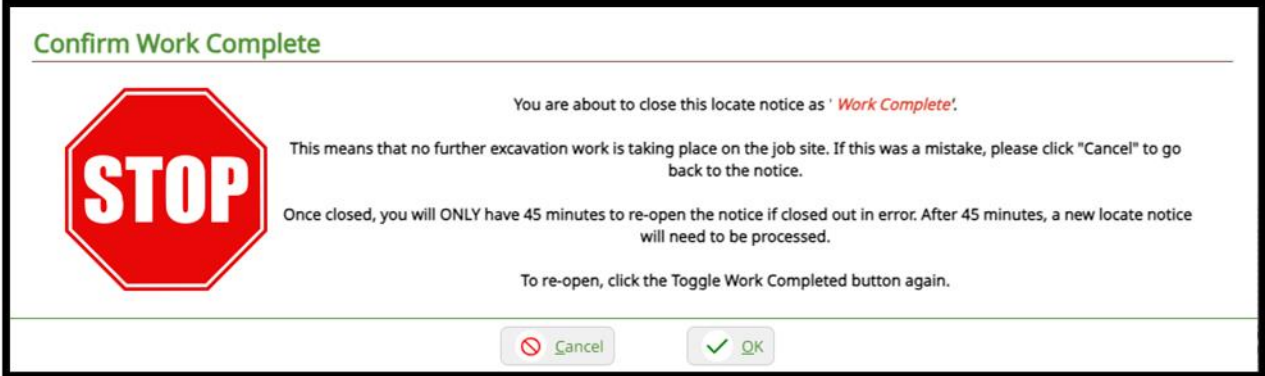
Step One. Select '**Tickets**' on the menu located on the left side of the screen to be taken to the 'Ticket Dashboard'.



Step Two. Click the checkbox next to the locate notice you would like to close as work completed, the green check will appear above the tickets listed.



Step Three. You will then click the green check to mark the tickets as work completed. A pop-up box will appear to 'Confirm Work Complete', letting you know that you are closing out the locate notices as 'Work Complete' which means that no further excavation is taking place on the job site. If you are confirming work is completed select 'OK'.



**Excavator Reports**

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 you to review performance in checking Positive Response, closing out notices, and quality assurance on tickets.

Organization	Caller	PR Checked	PR Not Checked	Excavator Closed	Never Closed	QC Count	QC Avg
SC811 TESTING	KIMBERLY BRAUSE	4	63	5	62	0	No QCs
SC811 TESTING	BUCK BUCKLEY	6	11	6	11	0	No QCs
SC811 TESTING	JOHN DOE	4	62	3	63	0	No QCs
SC811 TESTING	Company Total	14	136	14	136	0	No QCs

Excavator Current Ticket Response Code: The Excavator Current Ticket Response Code Report enables you to pull data for current tickets by response. Example: Code 10, Code 20 etc. **This report only allows you to search for tickets from the past 90 days.**

Ticket Creation	Ticket Number	Excavator Name	Member Name	Code	Facility	Entered Date	Response
01/31/2024 08:47 AM		DOMINION ENERGY GAS - SCG76		SCG76	Gas	01/10/2024 01:10 PM	20
01/31/2024 08:47 AM		FRONTIER COMMUNICATIONS		FTRZ06	Telecommunications	01/12/2024 12:08 PM	20
01/31/2024 08:47 AM		CHARTER		CCS02	Cable	01/31/2024 08:47 AM	20
01/31/2024 08:47 AM		CITY OF SUMTER FARMERS		COS19	Water	01/12/2024 09:22 AM	20

Excavator Ticket Status: The Excavator Ticket Status Report enables you to pull data on tickets that have been marked complete and tickets that are still open. **This report only allows you to search for tickets from the past 90 days.**

Ticket Number	Ticket Type	Excavator Contact	County	Place	Address	Marked Complete?	Date Closed
	Update		RICHLAND	COLUMBIA	LEESBURG RD	Yes	01/18/24 8
	Update		RICHLAND	COLUMBIA	EUGENE ST	Yes	01/18/24 8
	Update		RICHLAND	COLUMBIA	LEESBURG RD	Yes	01/18/24 8
	Update		RICHLAND	COLUMBIA	PATTERSON RD	Yes	01/18/24 8
	Update		RICHLAND	COLUMBIA	DELOACH DR	Yes	01/18/24 8

Overextended Notices: The Overextend Notices Report enables you to pull data from tickets that have been updated numerous times and may surpass the timeframe listed in the 'Duration' field on the ticket.

Overextended Notices

Export to CSV Refresh

Items per page: 25 Page 1 of 2

Results: 45

Report Parameters:  
Number of Updates: More than 10

Create my Schedule Manage all Schedules

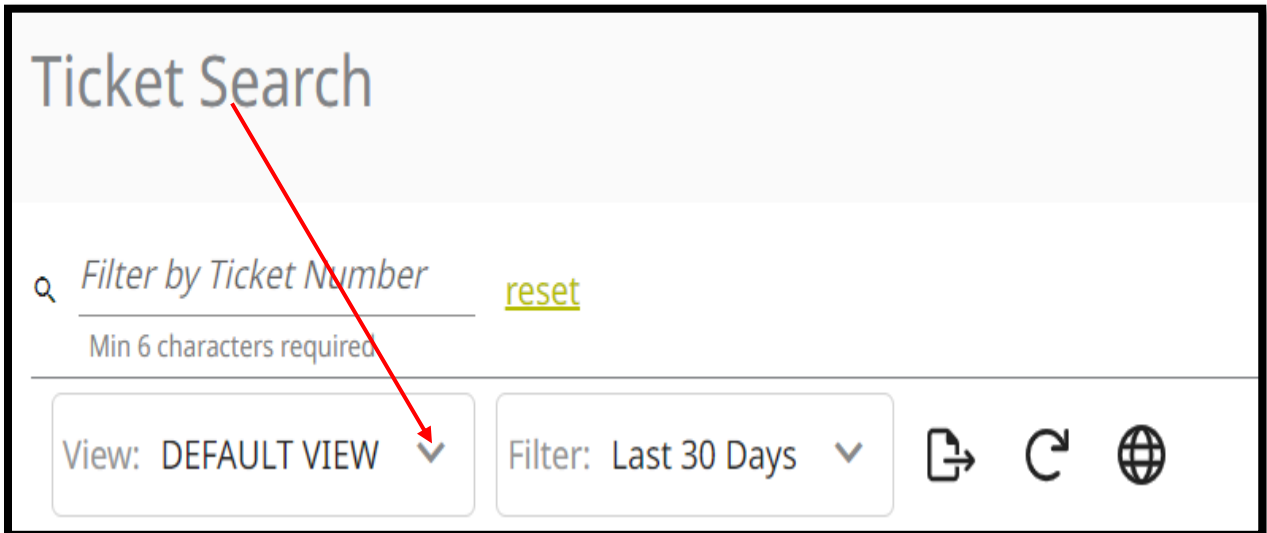
Ticket Number	Excavator Company	Excavator Name	Work Done For	Work Type	Update	Remark	No Show
			ODPU	GAS INSTALL/REPAIR	10	1	0
			ODPU	GAS INSTALL/REPAIR	10	1	0
			ODPU	GAS INSTALL/REPAIR	10	1	0
			ODPU	GAS INSTALL/REPAIR	10	1	0

**How to Create a 'Configured List':**

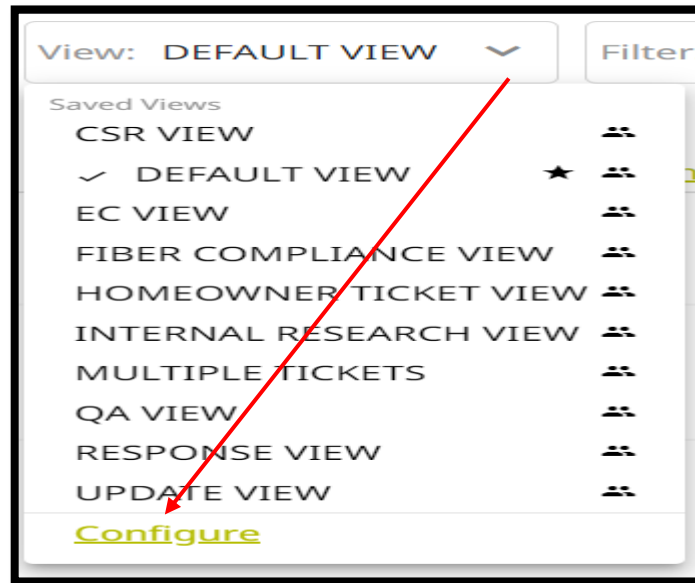
Step One. Click the 'List' button at the top left of the 'Ticket Dashboard' screen.



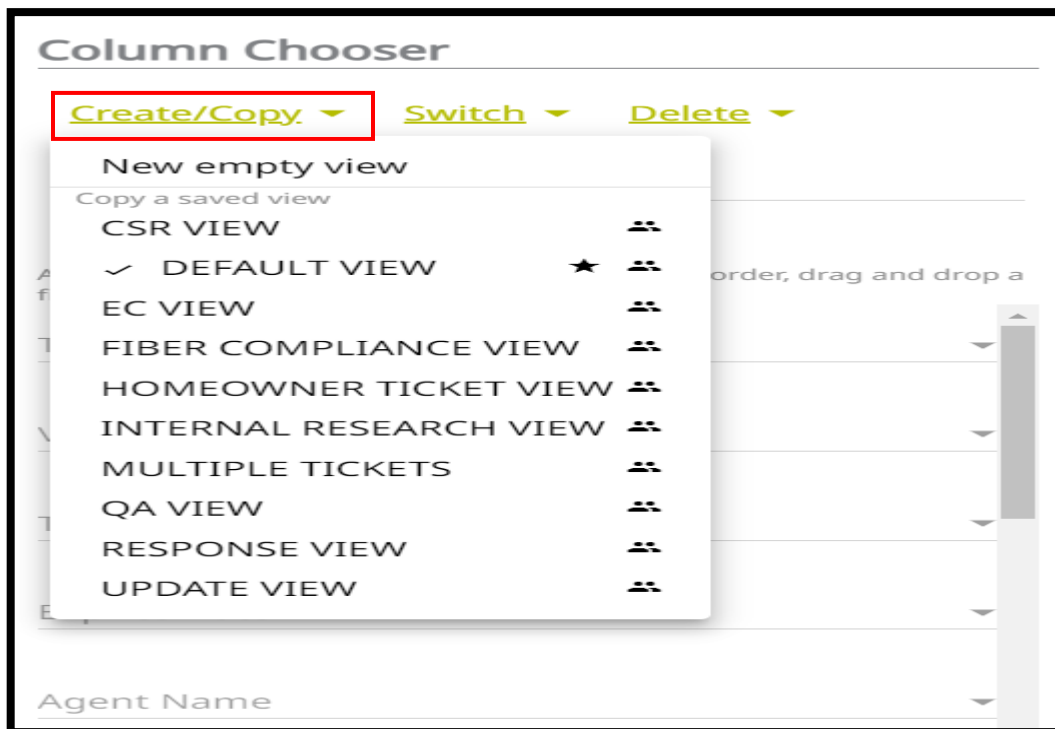
Step Two. On the 'Ticket Search' screen, open the drop-down menu under 'View'.



Step Three. From the drop-down menu under 'View', select 'Configure' at the bottom of the list.



Step Four. The 'Column Chooser' screen will appear to the right of the screen. Select 'Create/Copy'. You can either choose to copy an existing view within the system or create a new view by selecting 'New Empty View'.



Step Five. After choosing the view you wish to create, rename the list as desired. Then, select 'Add a column'.

**Column Chooser**

[Create/Copy](#) ▾ [Switch](#) ▾ [Delete](#) ▾

Name\*  
SHAQUITA'S UPDATE VIEW ←

Enter a Name to save

Add or remove columns. To change the column order, drag and drop a field.

- ⋮ Taken Date ▾ 🗑
- ⋮ Function ▾ 🗑
- ⋮ Update Date ▾ 🗑
- ⋮ Excavator Name ▾ 🗑

**+ Add a column**

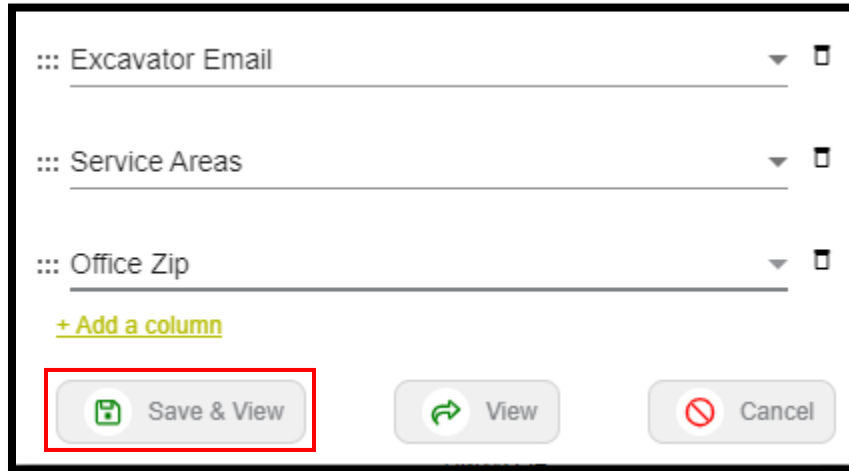
⚠ This item has been changed but not saved

Save & View View Cancel

Step Six. Choose the column(s) you want to add by selecting them from the options provided.

- Damaged
- Device Brand
- Device Browser
- Device Form Factor**
- Device IP Address
- Device Model

Step Seven. In the example below, 'Office Zip Code' was chosen. Finally, select 'Save & View'. This will save the information for future use.

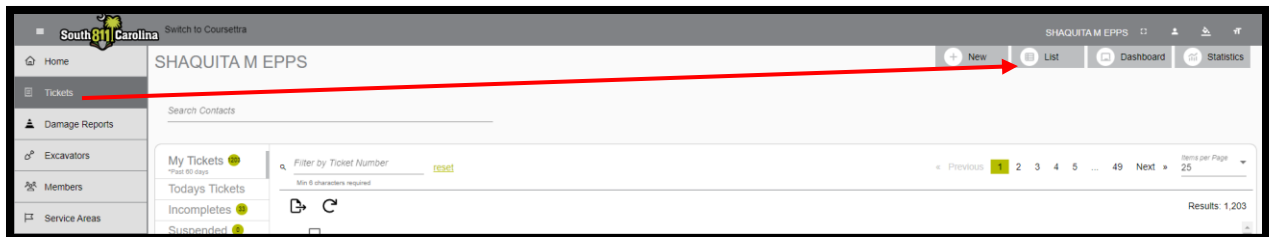


### **Ticket Research View**

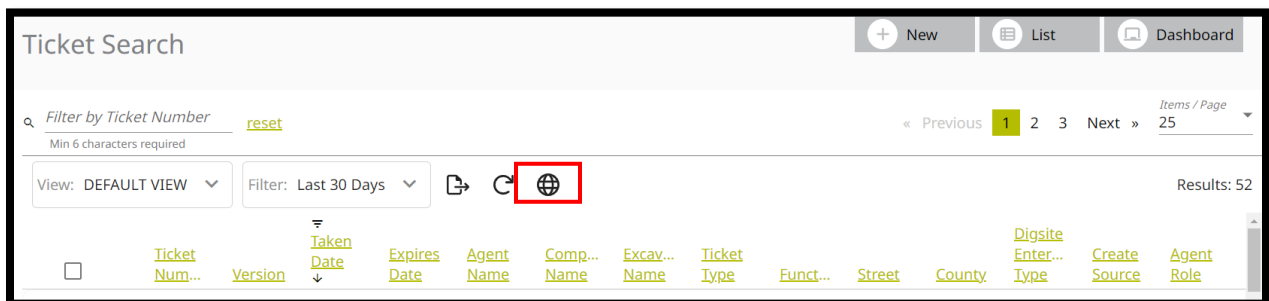
The Ticket Research View feature allows users to easily locate and analyze tickets using an interactive map. This streamlined process makes tickets and management more efficient.

### **How to Access the Ticket Research View**

Step One. Click the 'List' button at the top left of the 'Ticket Dashboard' screen.



Step Two. On the 'Ticket Search' screen, select the 'Globe' icon located above the ticket list.



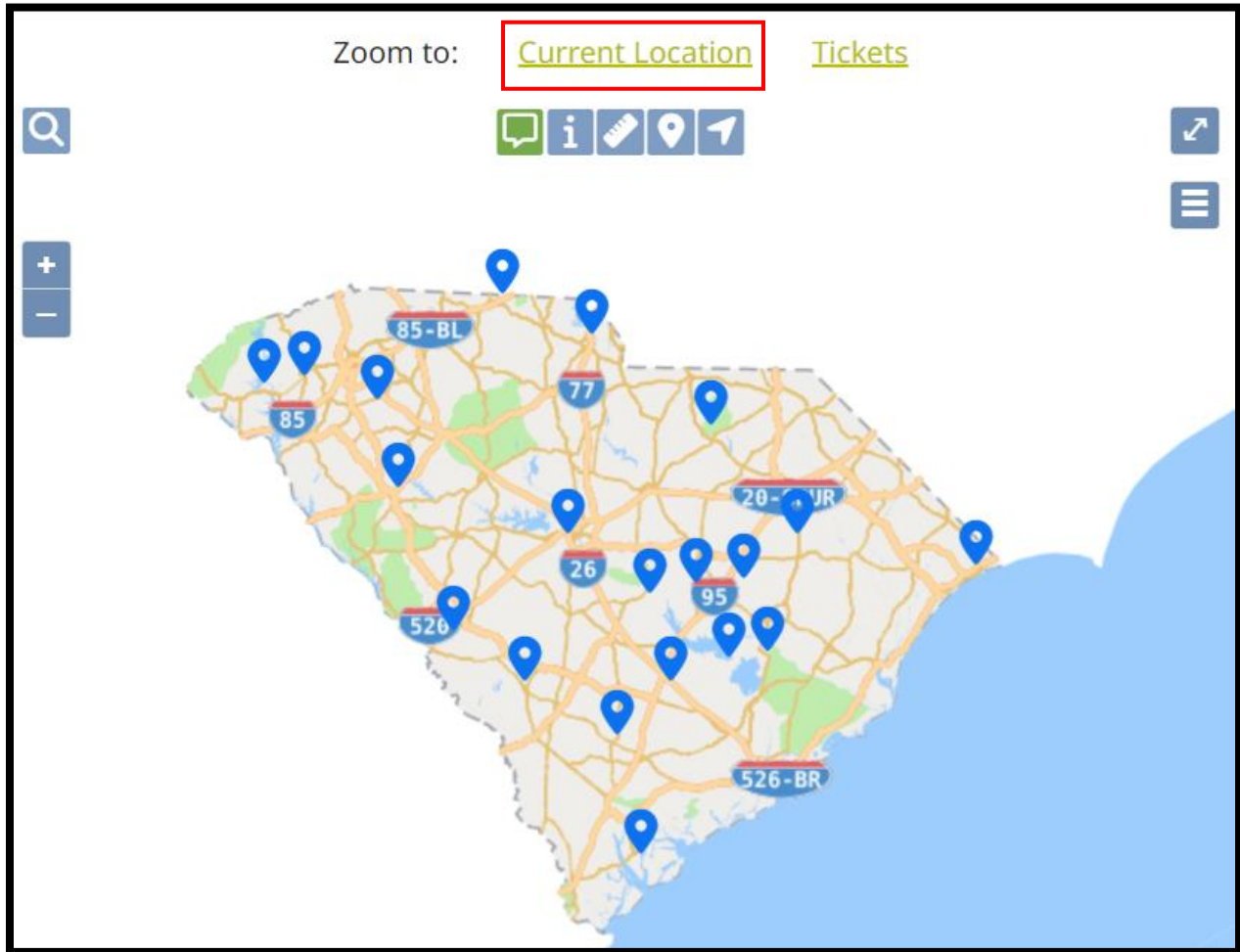
Step Three. Clicking the 'Globe' icon will switch to the map view, displaying all tickets as pinpoints on the interactive map.

The screenshot shows the 'Ticket Search' interface. On the left, there is a search bar with the text 'Filter by Ticket Number' and a 'reset' link. Below the search bar, there are navigation controls including 'Previous', '1', '2', '3', 'Next', and 'Items / Page' set to '25'. There are also dropdown menus for 'View: DEFAULT VIEW' and 'Filter: Last 30 Days'. A table of tickets is displayed with columns: Ticket Nu..., Ver..., Taken Date, Expi... Date, Agent Name, Co... Name, Exc... Name, and Ticket Type. The table shows three rows of tickets, all with 'Nor...' as the ticket type. On the right, there is a map of South Carolina with many blue pinpoints representing tickets. The map has a 'Zoom to:' dropdown set to 'Current Location' and a 'Tickets' link. There are also icons for chat, info, location, and a search icon.

Step Four. Zoom in on any area of the map and the ticket list will automatically update to display only the relevant entries of that specific area.

The screenshot shows the 'Ticket Search' interface with a zoomed-in map. The map shows a specific area in South Carolina, including Lake Marion, Eadytown, Old Highway 6, Moorefield, and Lake Moultrie. The coordinates 33.4220, -80.0343 are visible at the bottom right of the map. The ticket list on the left is now filtered to show only two tickets, both with a red square icon and 'Safety Notice' as the ticket type. The first ticket has a 'Taken Date' of 08/1... 05:15 AM and an 'Expi... Date' of 09/1... 11:59 PM. The second ticket has a 'Taken Date' of 07/2... 08:30 PM and an 'Expi... Date' of 08/1... 11:59 PM. The 'Filter: Last 30 Days' dropdown is still visible, and the 'Results: 2' count is shown.

Step Five. If you would like to view tickets near your current location, select the 'Current Location' button above the interactive map.

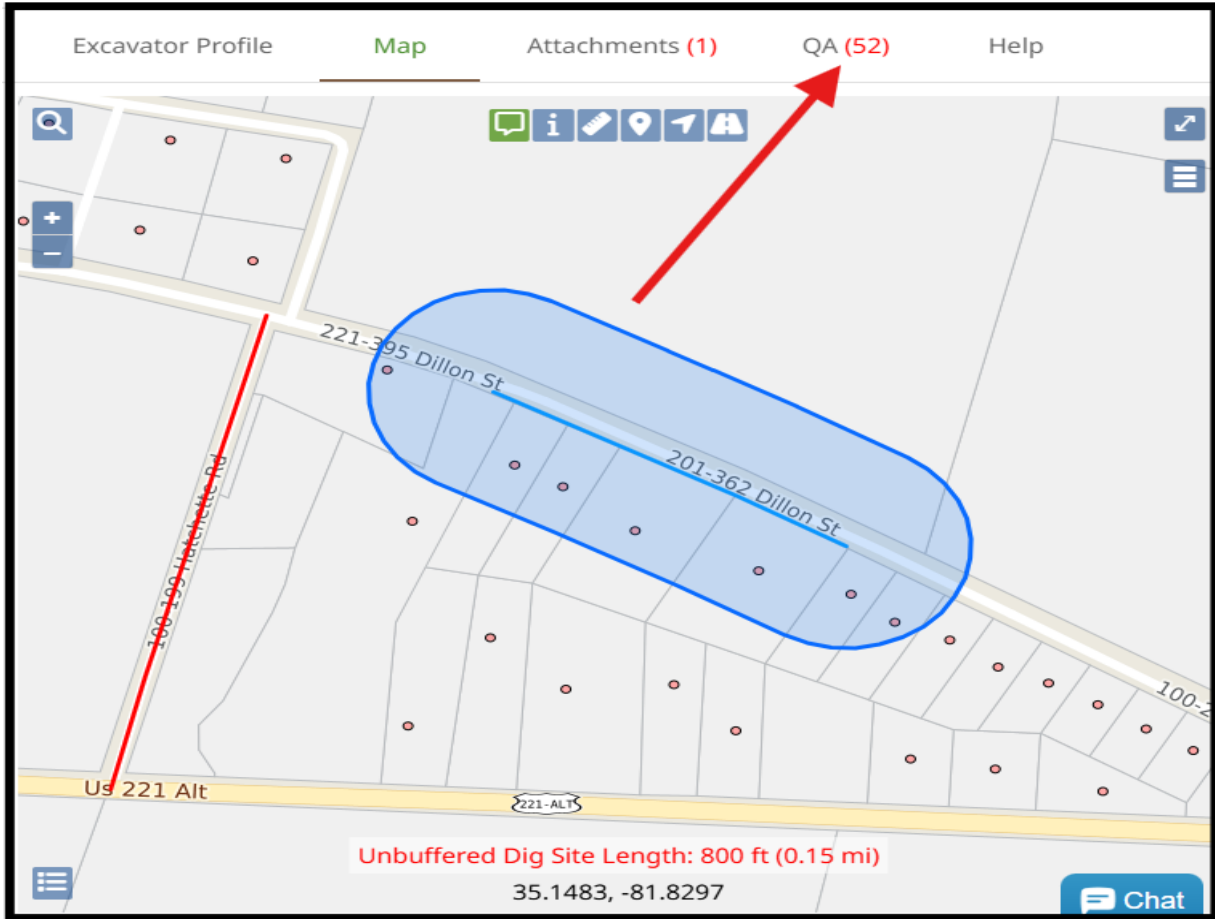


### **Quality Assurance Scores**

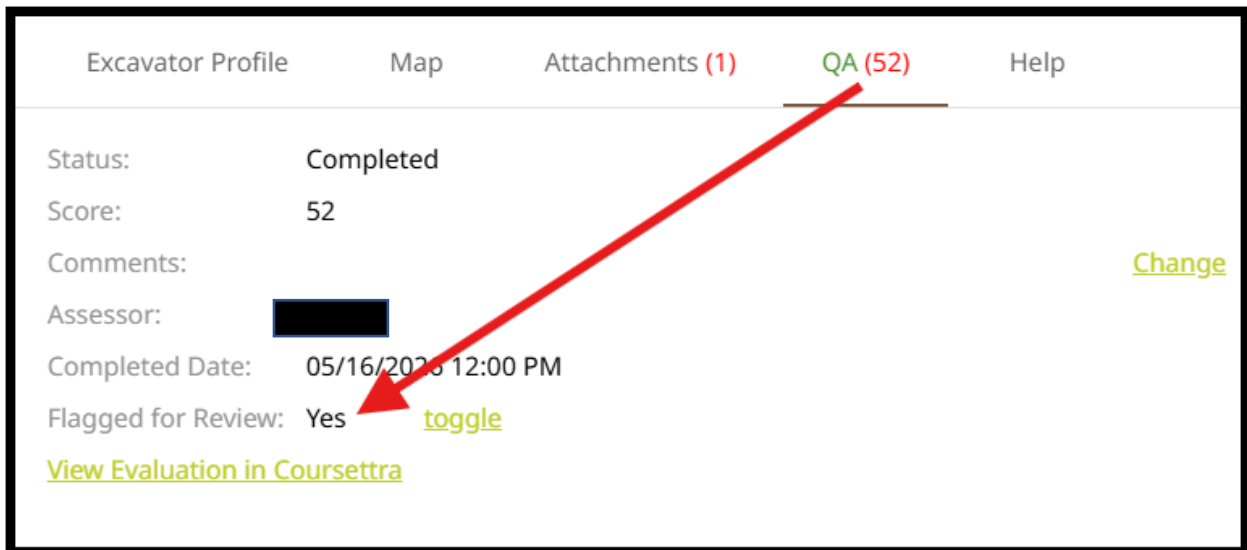
Quality assurance (QA) on a notice request is the systematic process of determining whether a notice meets the specified requirements and guidelines of SC811. Tickets are randomly selected. If your score is a low score or the ticket was flagged by the evaluator, then you will receive an email from the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

To remain in the Excavator role, you must maintain a 90% or higher QA score. Periodically, SC811 will review Quality Assurance (QA) scores, during which time those close to or falling below the 90% threshold will receive additional support from the Help Desk. During this probationary period, you will be assisted with improving the quality of tickets to help reduce risk of losing the Excavator role. If the Excavator role is lost retraining will be required.

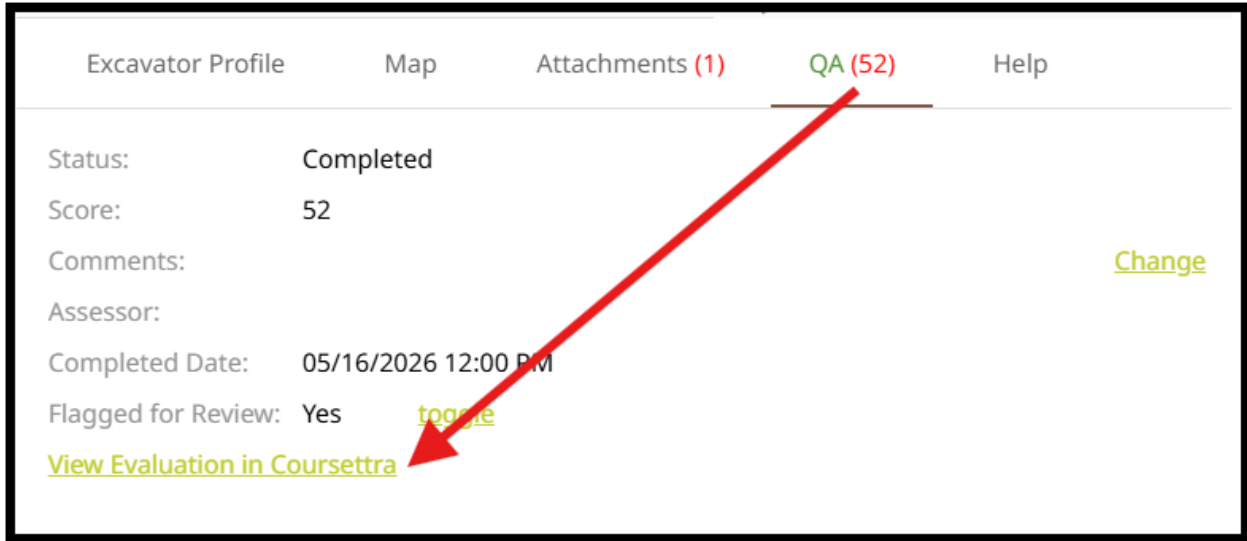
Step One. The Quality Assurance (QA) score is located at the top right corner of the notice request above the map.



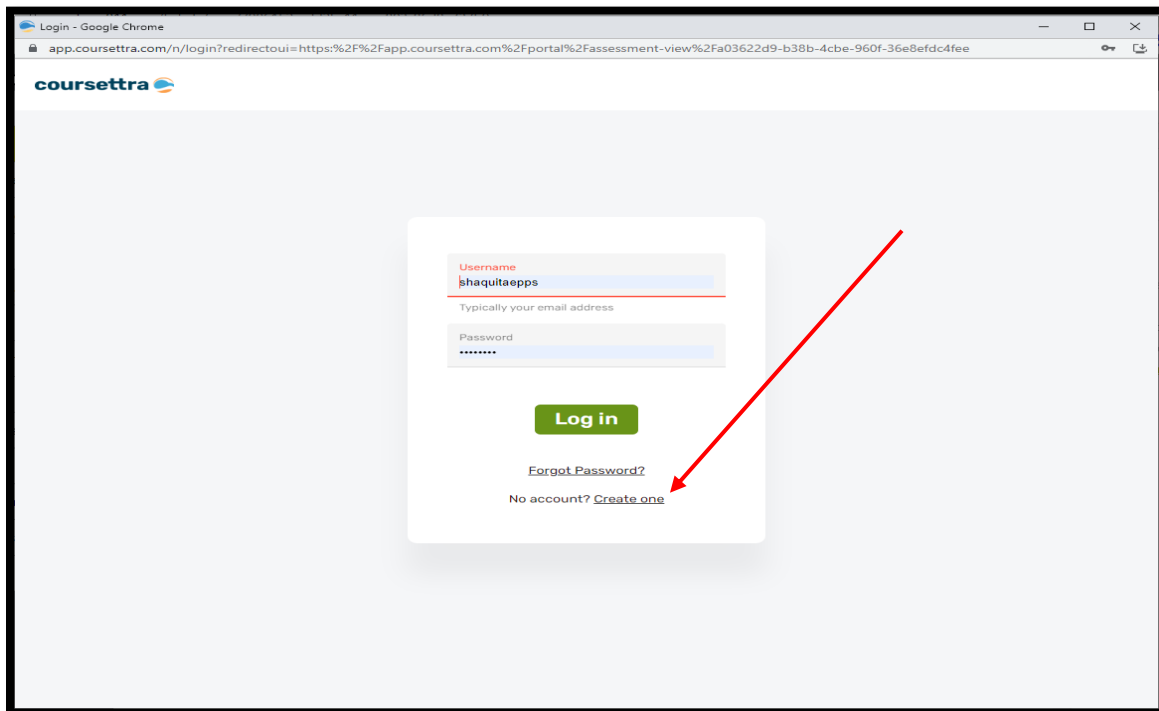
Step Two. You will select the 'QA' tab. Below you can see where the notice was 'Flagged for Review':



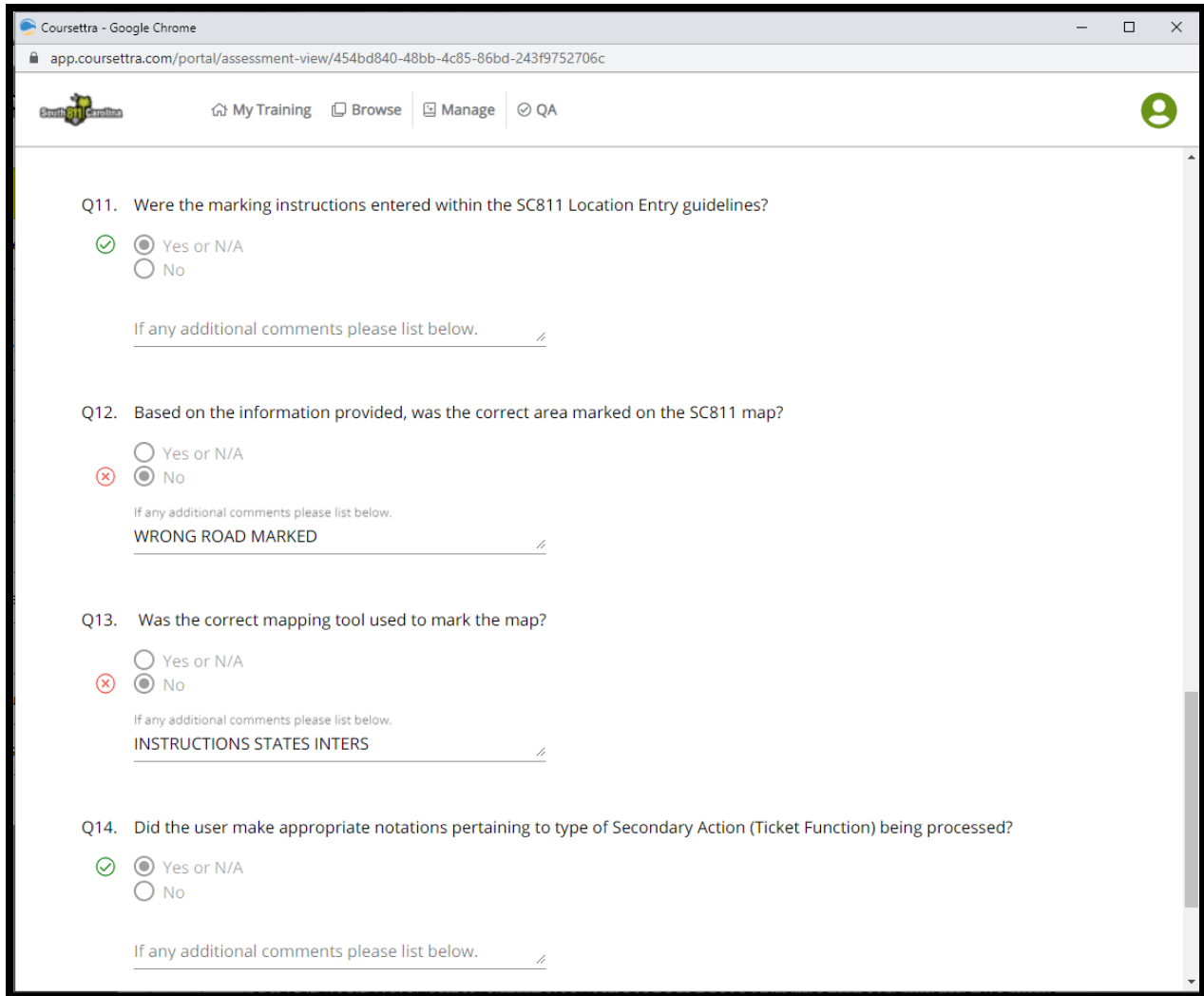
Step Three. You will select 'View Evaluation in Coursettra' to see the evaluation form.




Step Four. After selecting 'View Evaluation Coursettra', you will have to enter your Coursettra credentials. If you does not have a Coursettra login, select 'Create One'.



Step Five. 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 assessor may be left as to why the assessor marked them incorrect.



For additional support or questions on your QA scores, please contact our Help Desk.

 **Help Desk: 1-800-290-2783 Option 1**

 **Email: [support@sc811.com](mailto:support@sc811.com)**

 **Chat: Available within Exactix**