# SC811 exactix Entry Level & Excavator Basic Manual

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

*November 13, 2026*



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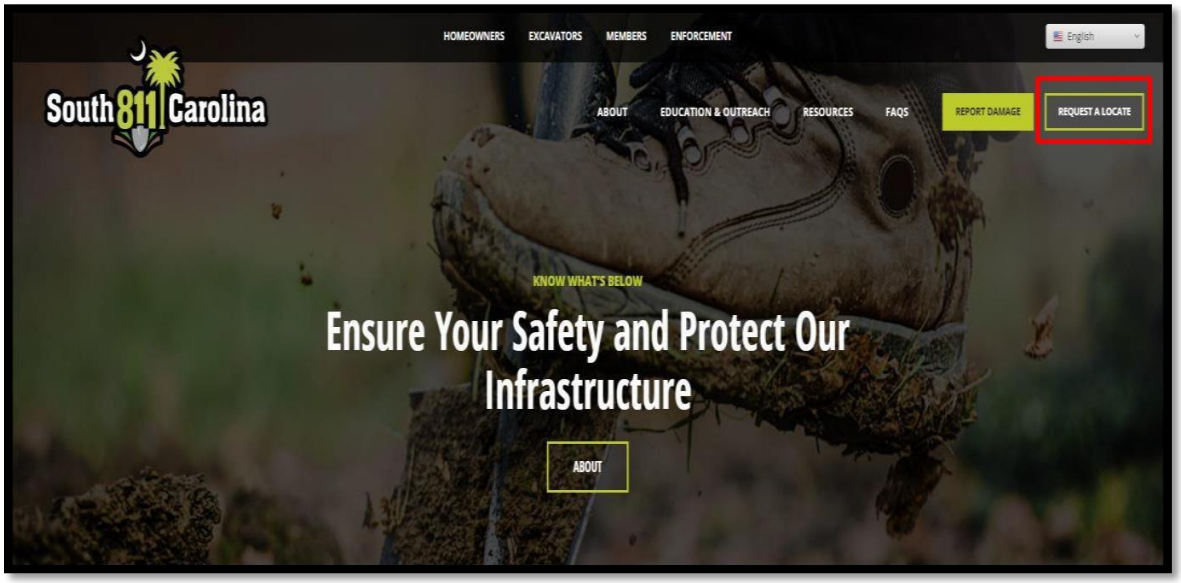
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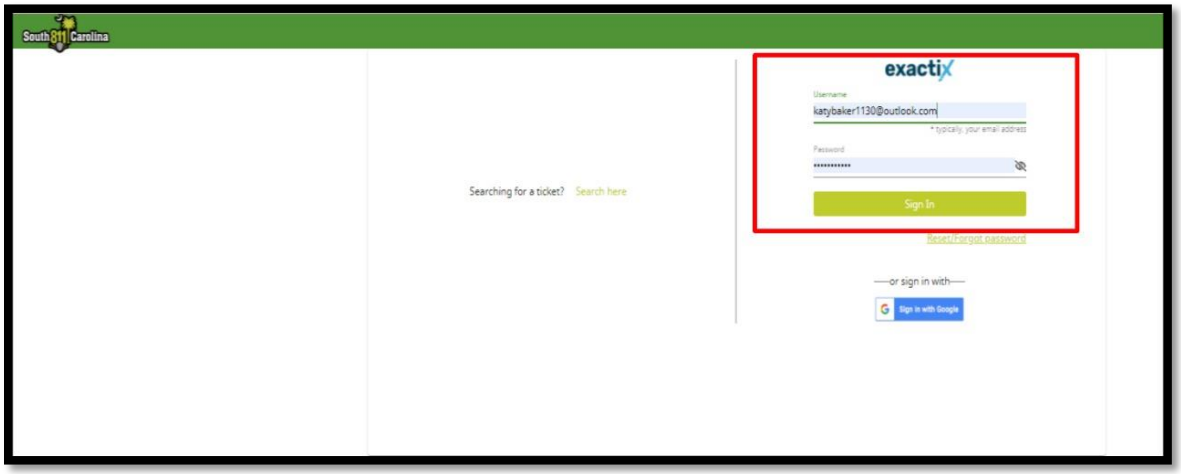
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## How To Access Exactix:

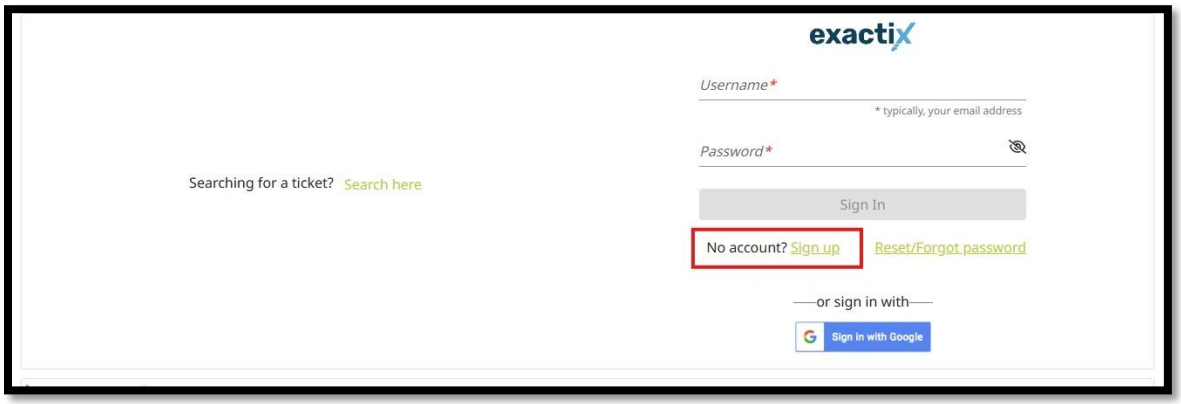
1. Go to SC811.com and click the “Request a Locate” button in the top right-hand corner or navigate to https://exactix.sc811.com/ in your browser.



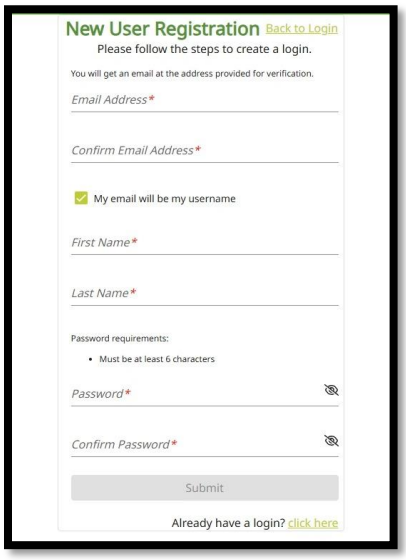

2. You’ll be taken to the Exactix website, where you can enter your user information to sign in. If you plan to use the system frequently, consider bookmarking this page for quick access in the future.



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



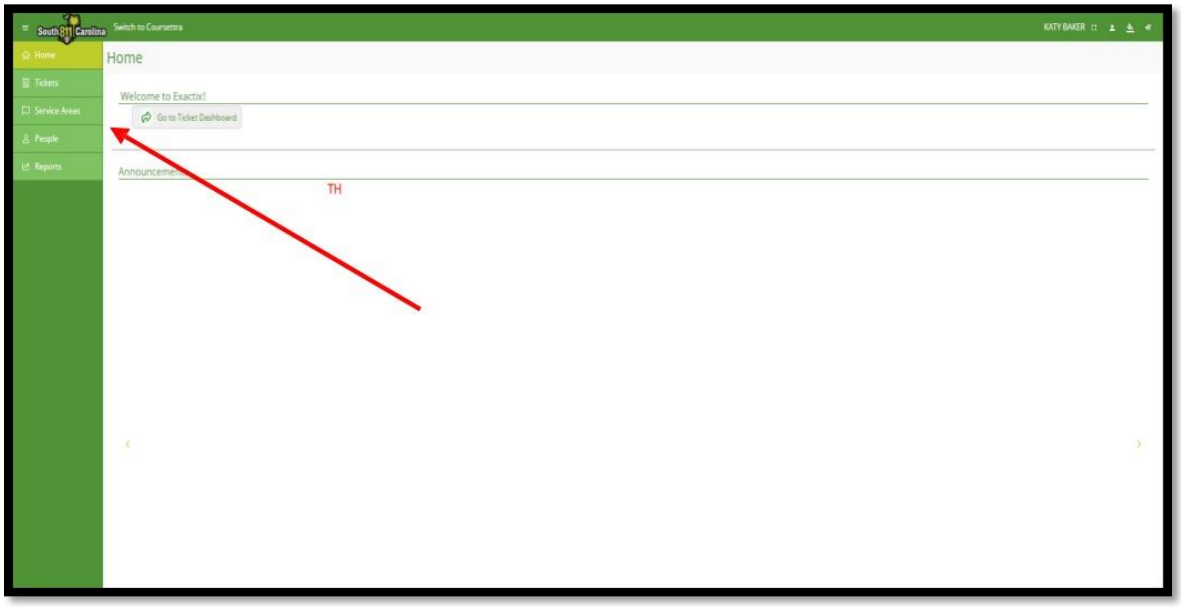

4. Fill in the required information in the new user registration form to create your account.



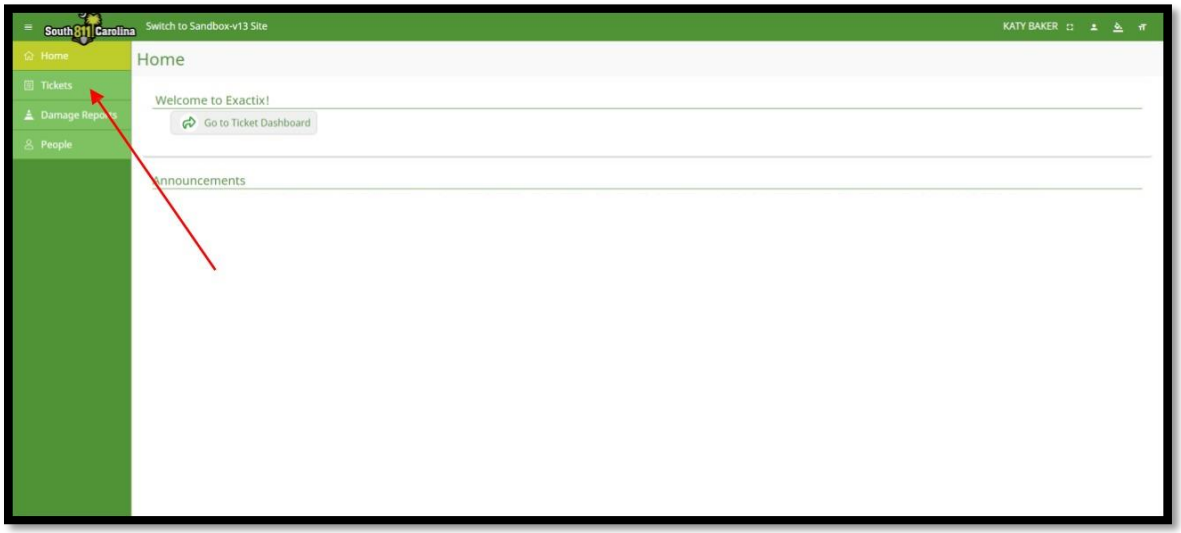
## Entering a Locate Notice in Exactix

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

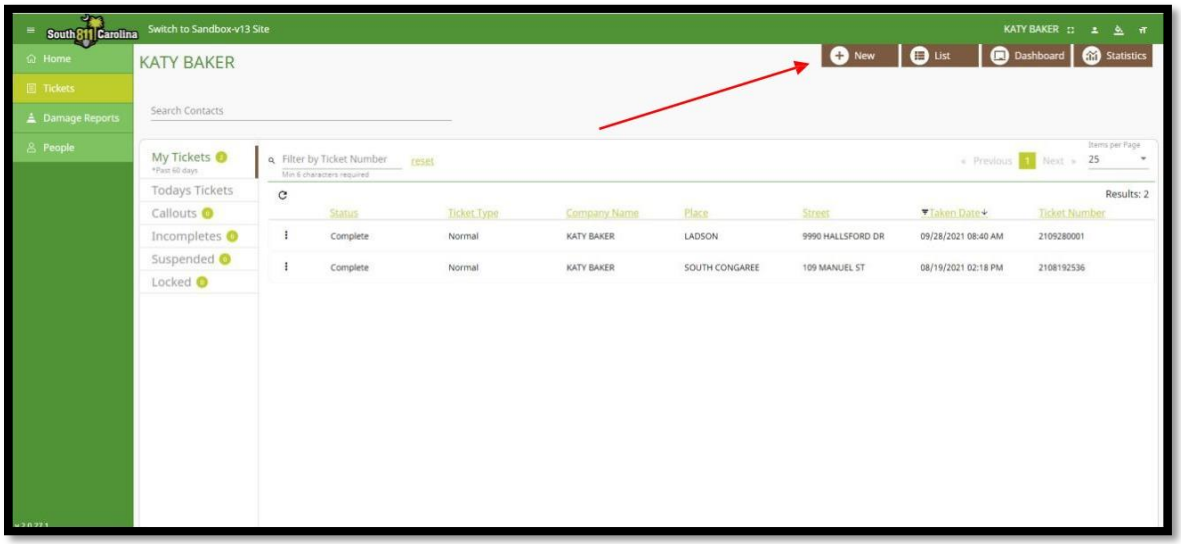
Once you have logged in successfully, you will be taken to the home screen, located on the left side of the screen is a menu. This allows you to navigate the different areas of Exactix.



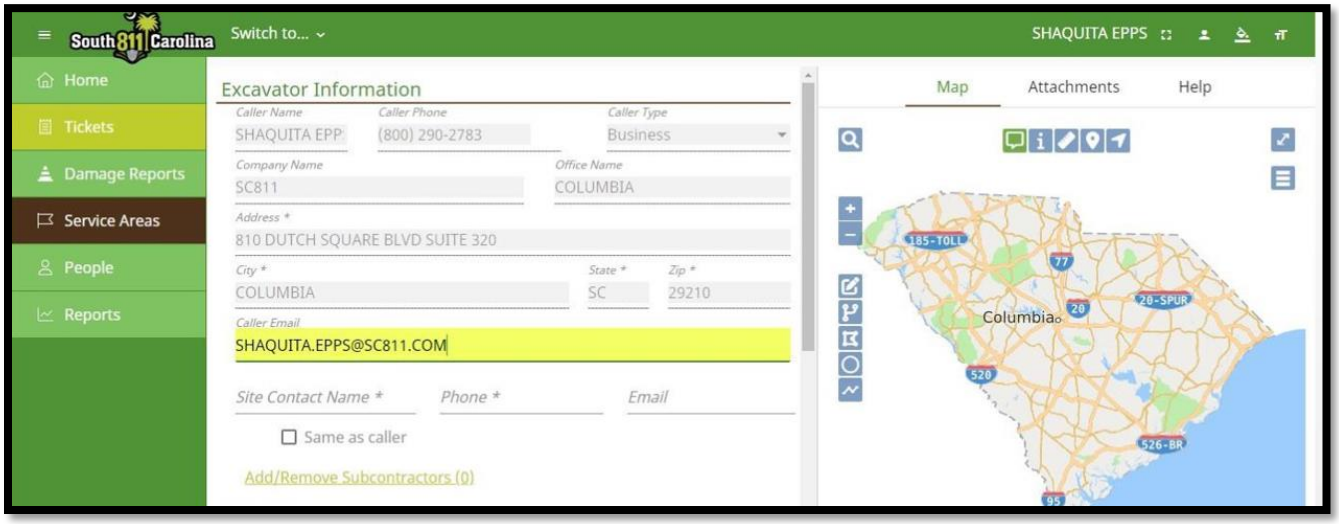

To enter a locate notice, go to the left side of the screen and select the '**Tickets**' option.



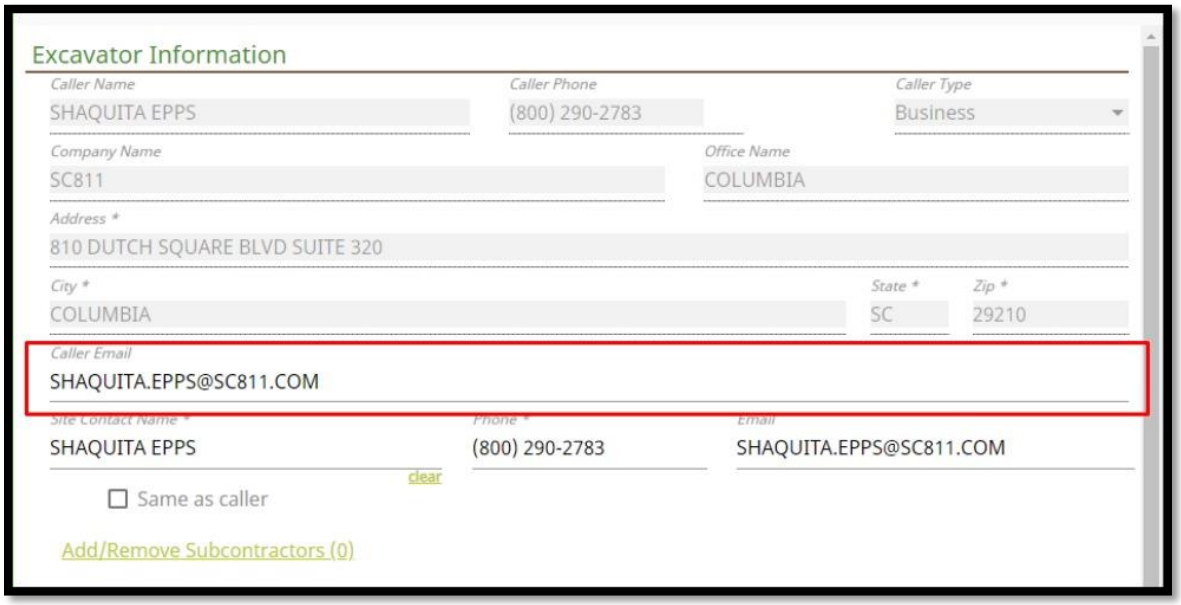
This will take you to the 'Tickets' screen. Select the '**New**' option in the top right-hand corner of the screen.




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

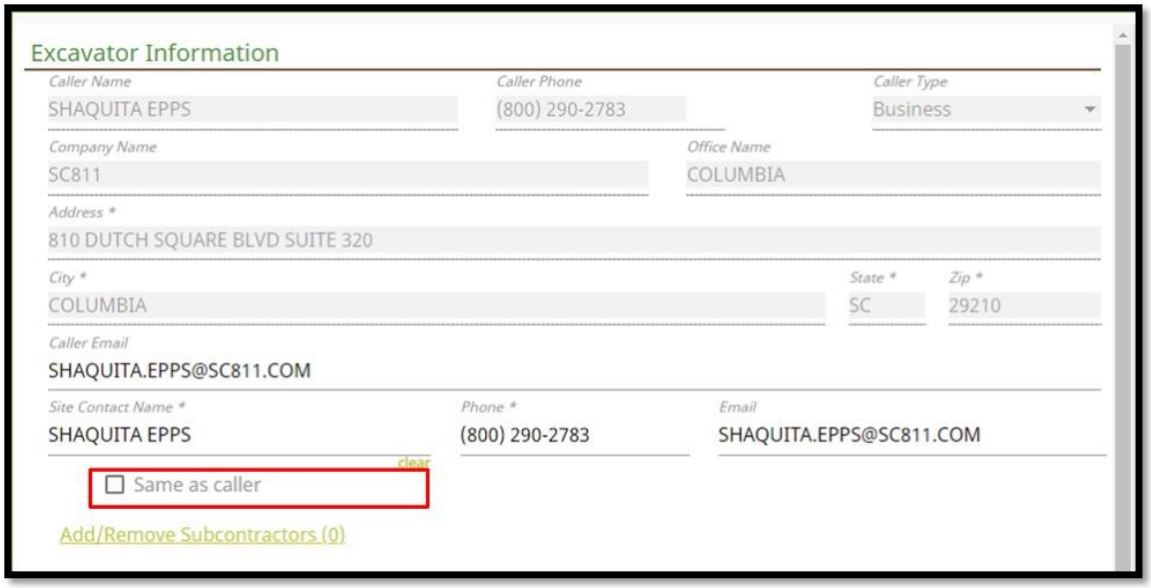


The ‘Caller Email’ field is used for your email address, which should auto-populate for you.



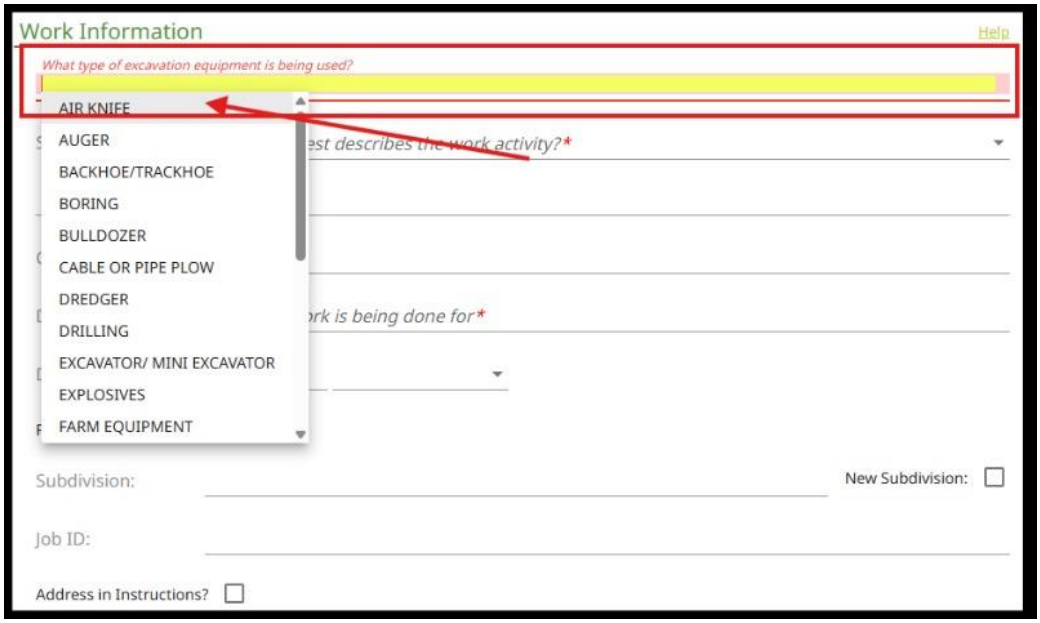

The ‘Site Contact’ section is used to provide the name of the person locators can contact regarding the locate notice. A name and phone number are required, however, an email address is optional.

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

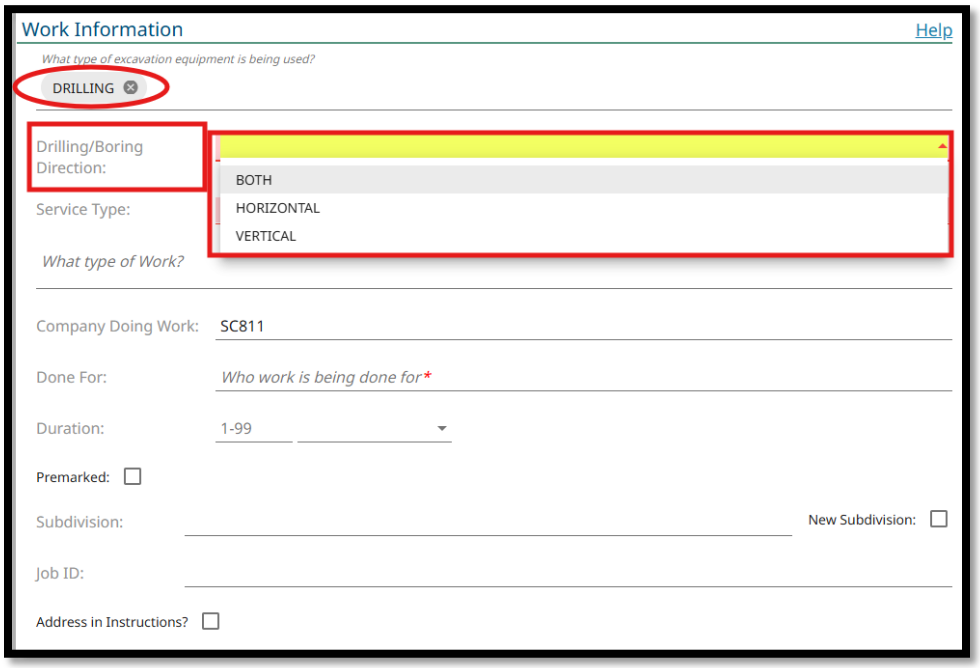


## Work Information Section

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



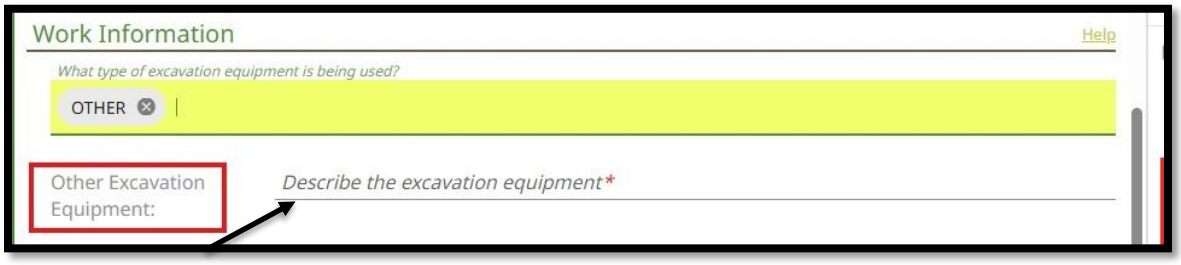

If 'Boring and/or Drilling' is selected an additional box 'Drilling/Boring Direction' will appear and the user must then select either Horizontal or Vertical.



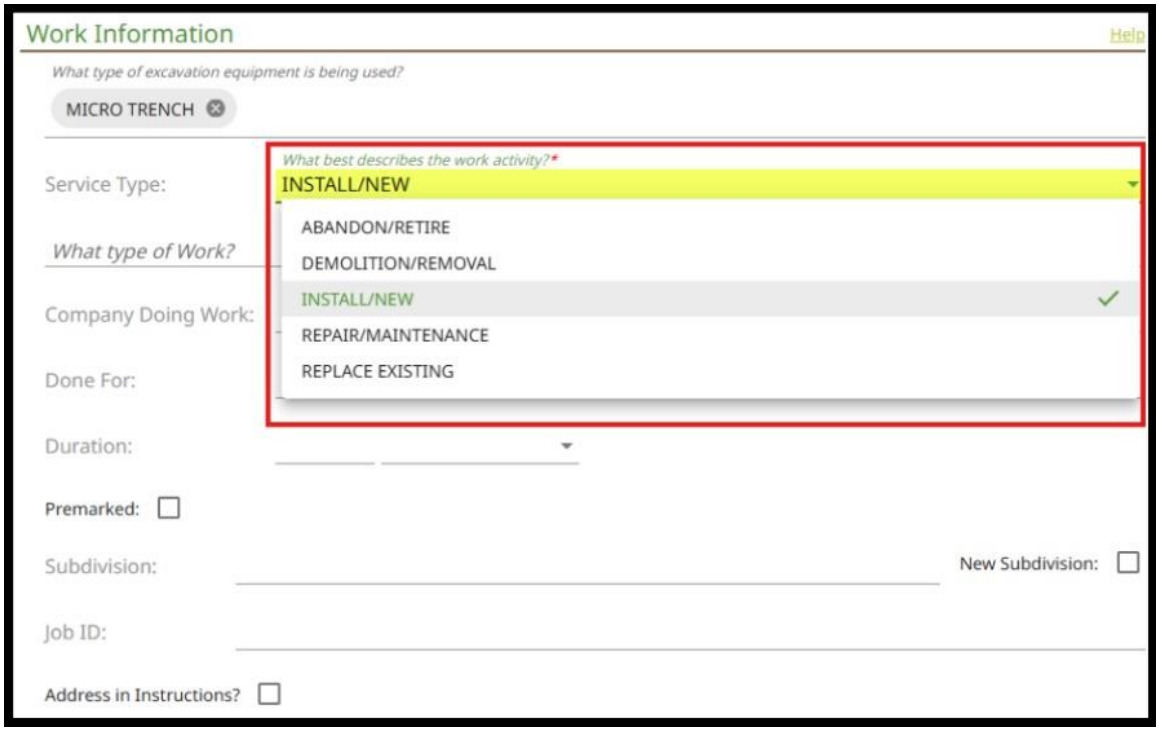



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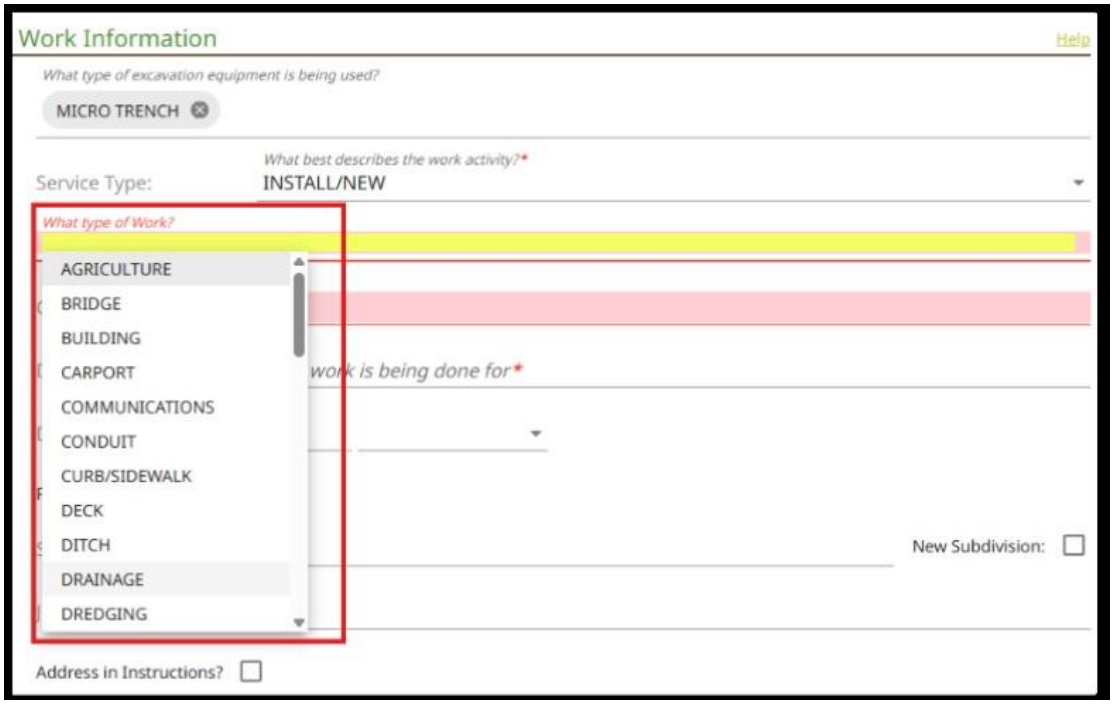
'Other' can be selected if the equipment you are using is not listed. You can manually add the equipment by typing in the 'description box' field.




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




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




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





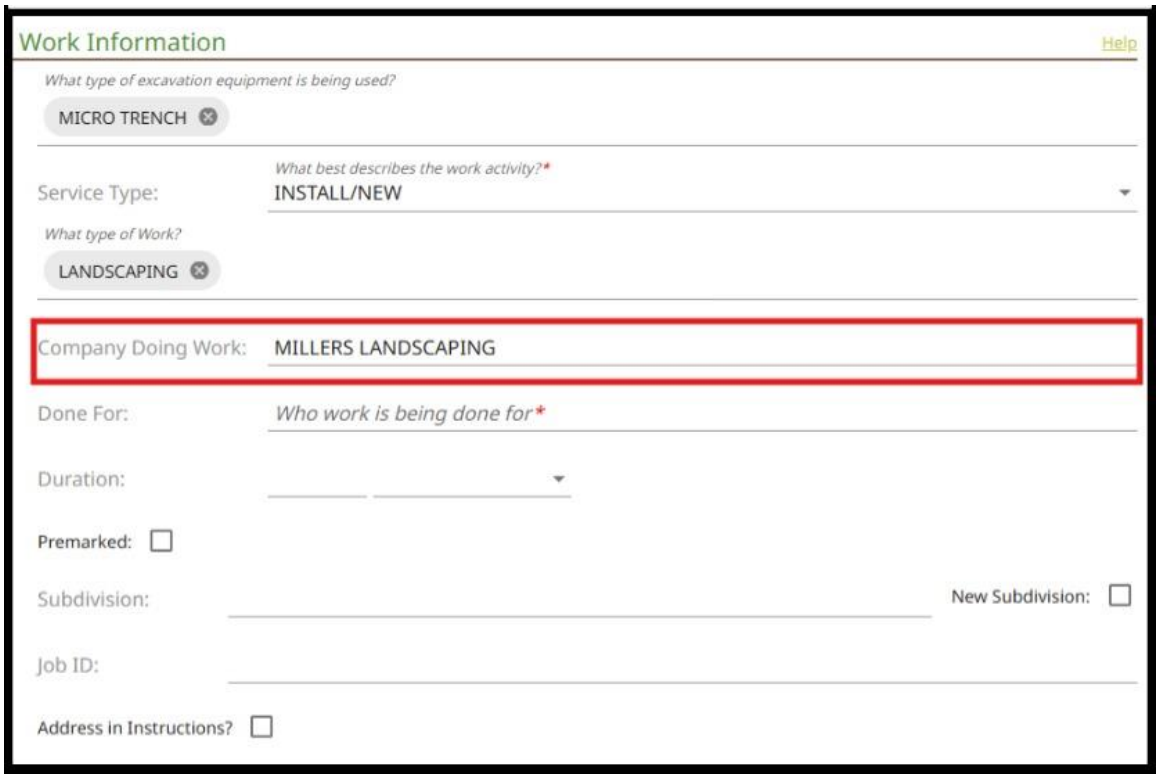

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## Company Doing Work Field

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

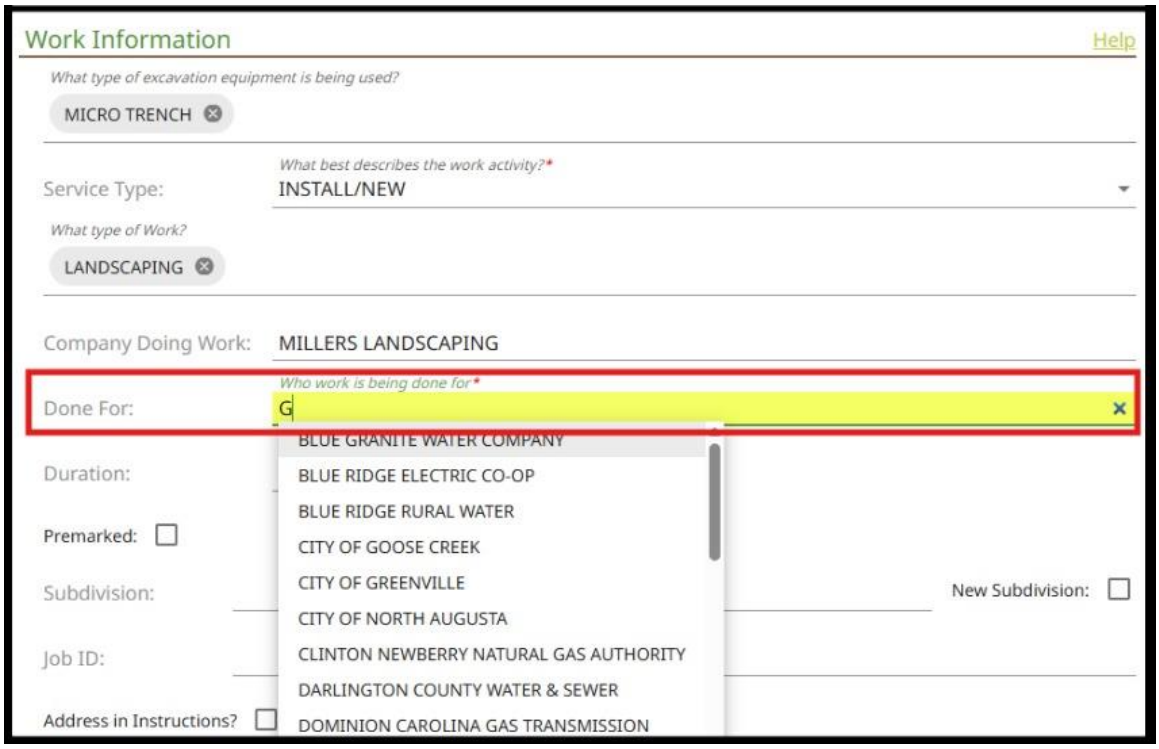
If a person is performing the work, enter their first and last name in this field. If you are performing the work yourself, enter your own first and last name.

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




## Done For

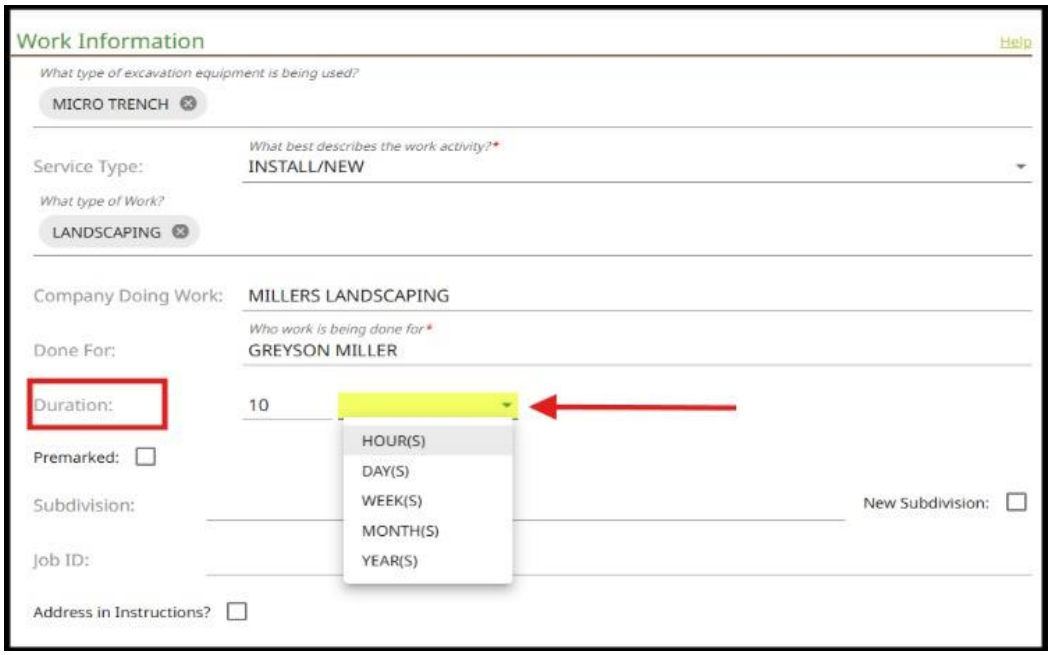
The 'Done For'" field is for the name of the company or person the excavator is doing work for. If you are not performing work for anyone else, your name may be listed in the 'Done For' field. There is a menu that auto-populates when clicking or typing into the 'Done For' field. It is not required that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




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

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

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

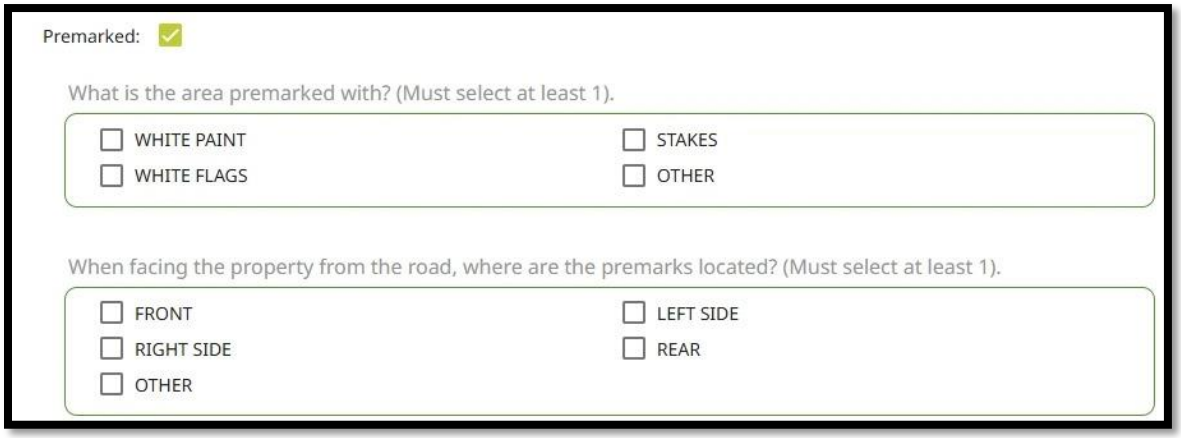





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## Premark

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




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

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

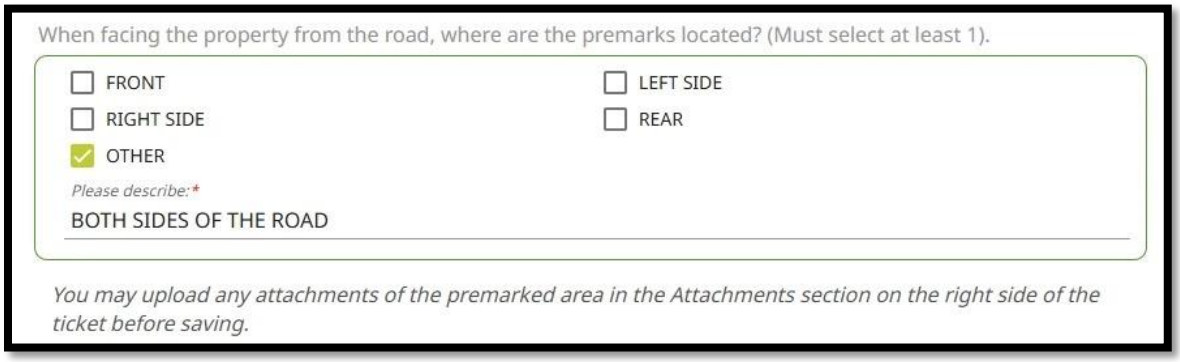


2. ***When facing the property from the road, where are the premarks located?***

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

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

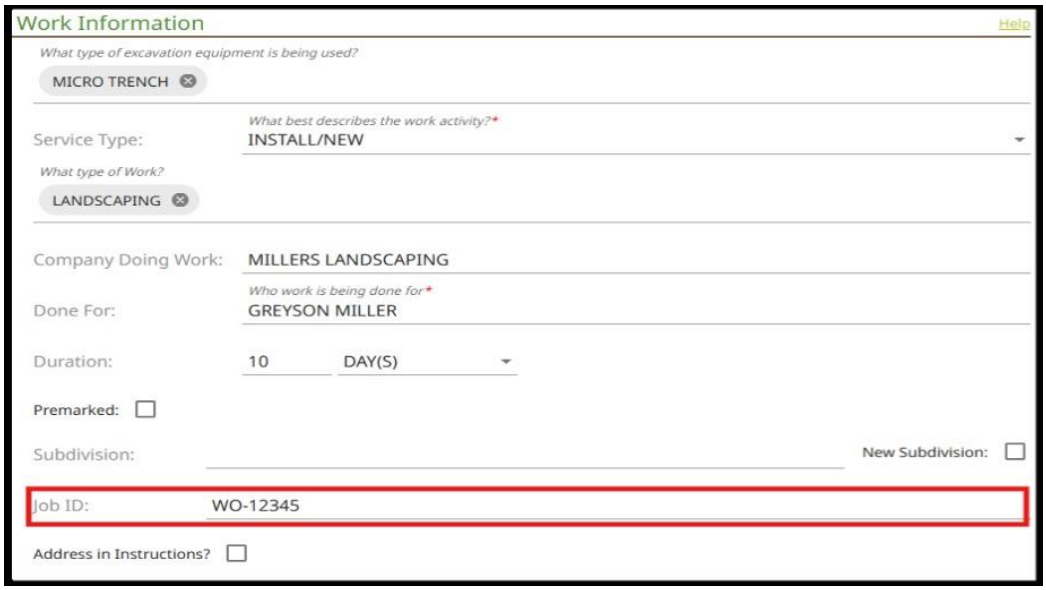
**When providing directions (such as front, left, right, or rear), base them on the perspective of standing on the street in front of the address, facing the property.**




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



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




## Dates & Ticket Type

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

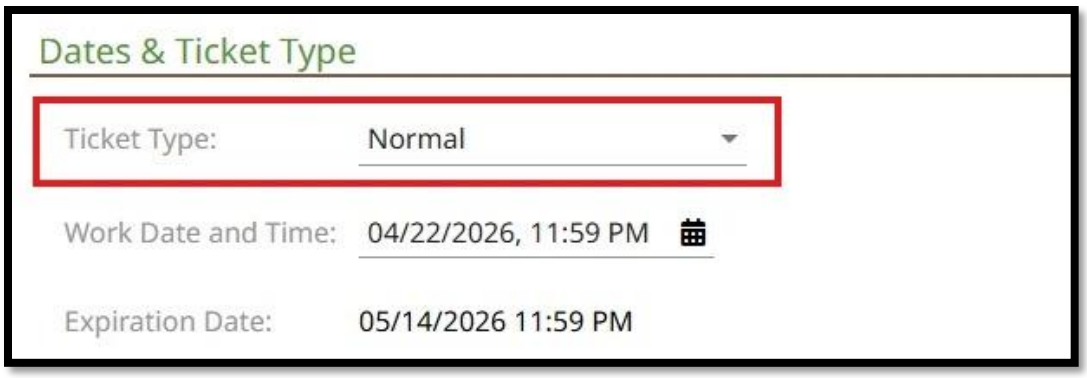
Notices may be scheduled up to 12 full working days in advance using the advanced scheduling function. When using this option, include a note in the 'Instructions' section indicating the adjusted notice timeframe and the scheduled start date of excavation.

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

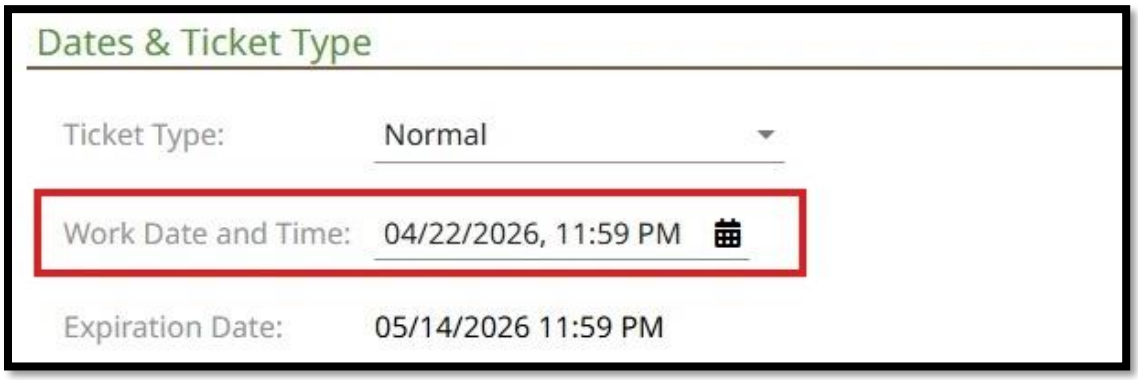
For example, if 5/25 is entered as the Work Date, member operators have until 11:59 PM on 5/25 to complete the locate request. This means the area may not be marked by the morning of 5/25 if excavation is planned to begin earlier that day.

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

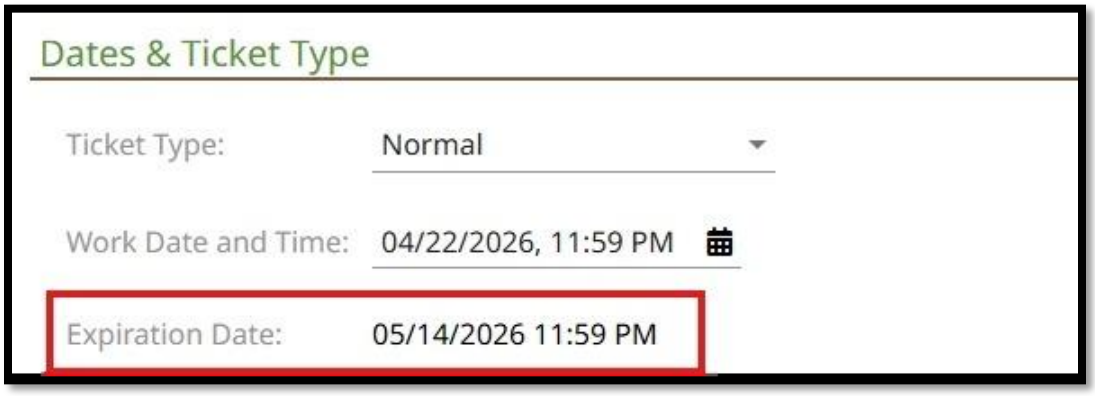
**Please also be advised that making a notation requesting the area to be marked asap or before the 3 full working days' notice is against SC811 guidelines.**




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



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




## Site Information Section

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



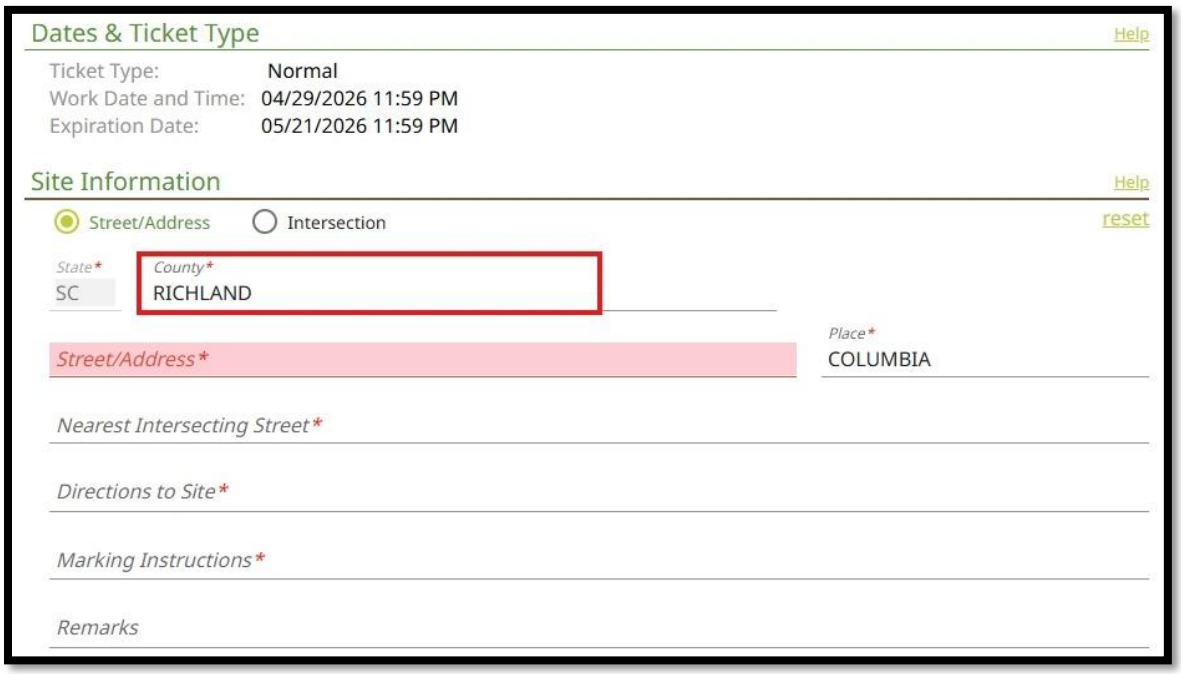

When selecting 'Street/Address', if there is a match on the map, the street or address will be highlighted. When selecting 'Intersection', if there is a match on the map, the intersection will be highlighted.

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




## County Field

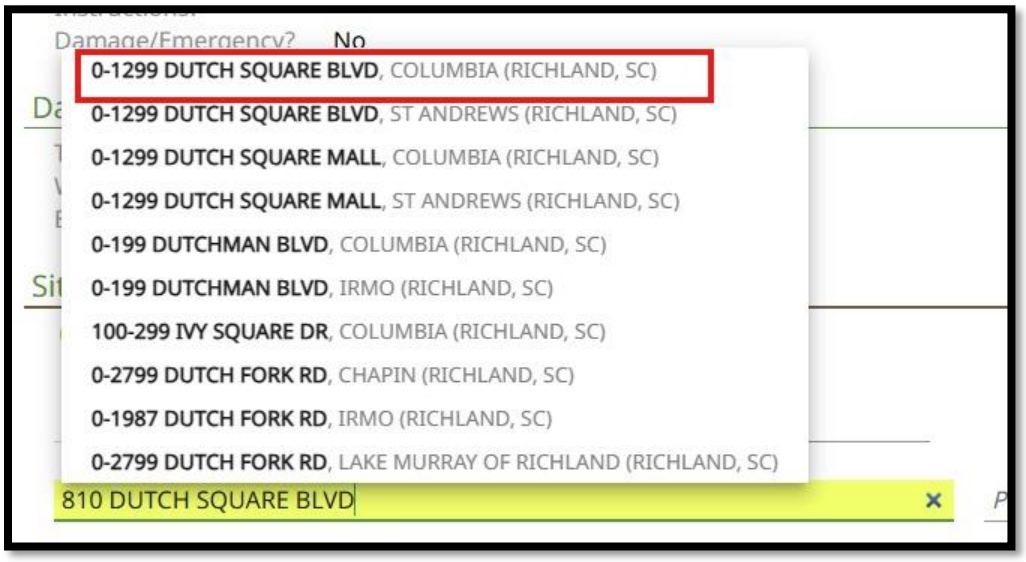
Enter the county where the work is taking place in the 'County' field. Be sure to select the county name from the drop-down list.




## Street Address Field

The '***Street/Address***' field is for the street or address where the work is taking place. If the user is entering a locate notice for an address, they will have to choose the range of the

address from the menu that appears. When selecting the address range if the system finds a match it will be automatically mapped. In the screenshot example below 0-1299 Dutch Square Blvd was selected due to the address being 810 Dutch Square Blvd.




## Place Field

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




## Intersection Field

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

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

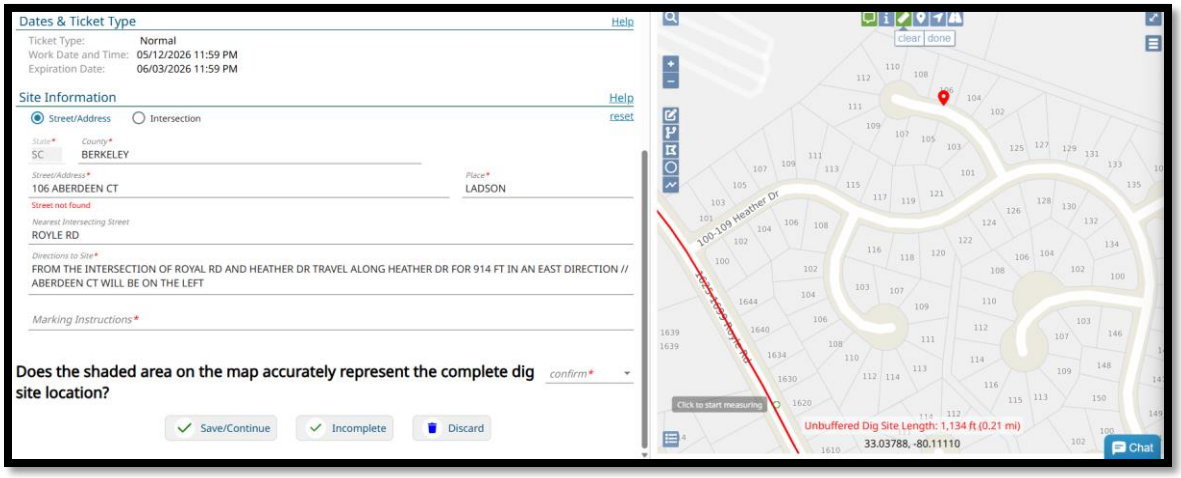



## Directions Field

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

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

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



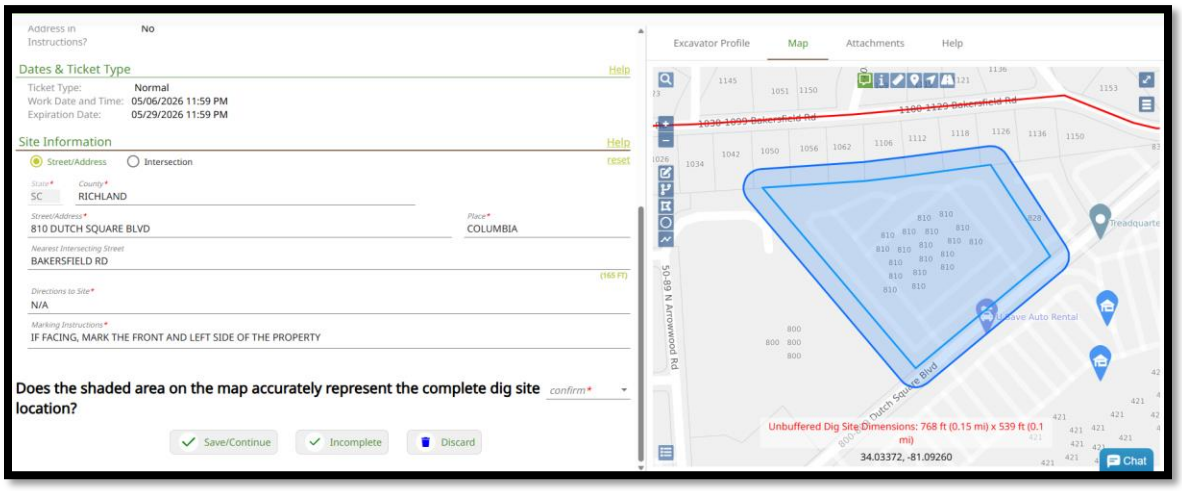

## Marking Instructions Field

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

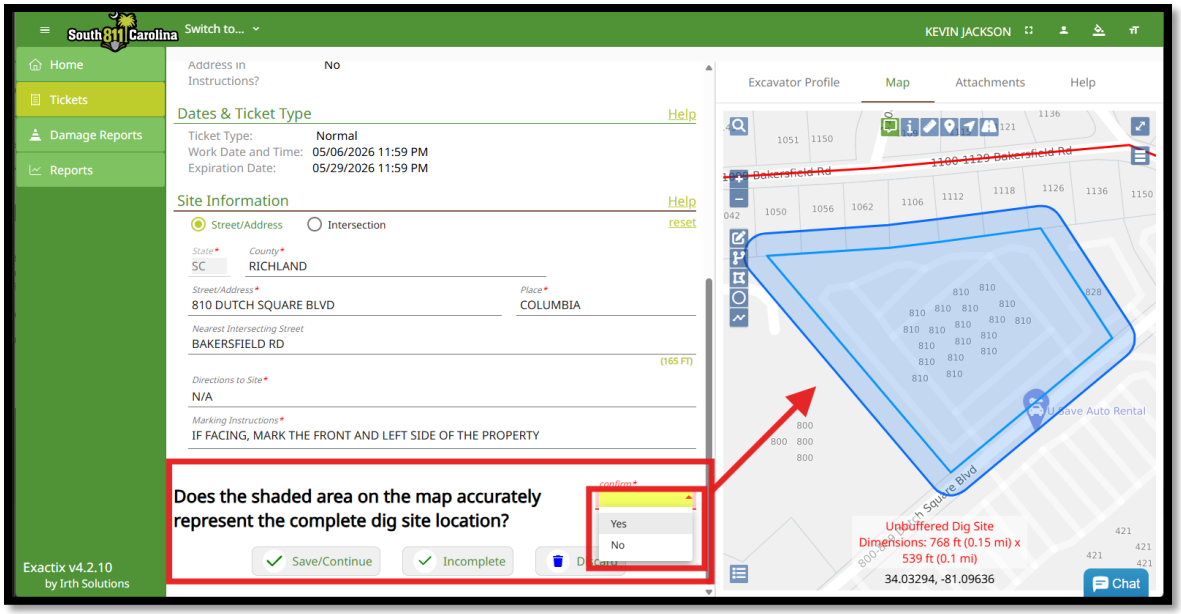
information related to the locate notice. It is important that the instructions clearly describe the specific area where the excavation is planned to occur.

Marking instructions are required on all locate notices and need to be very clear for the locators. The locators/member operators are only obligated to mark requested locations within SC811 guidelines. There is a drop-down menu that has the most commonly requested marking instructions. You are not required to select an option from this drop-down menu; you are able to enter customized marking instructions.

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




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

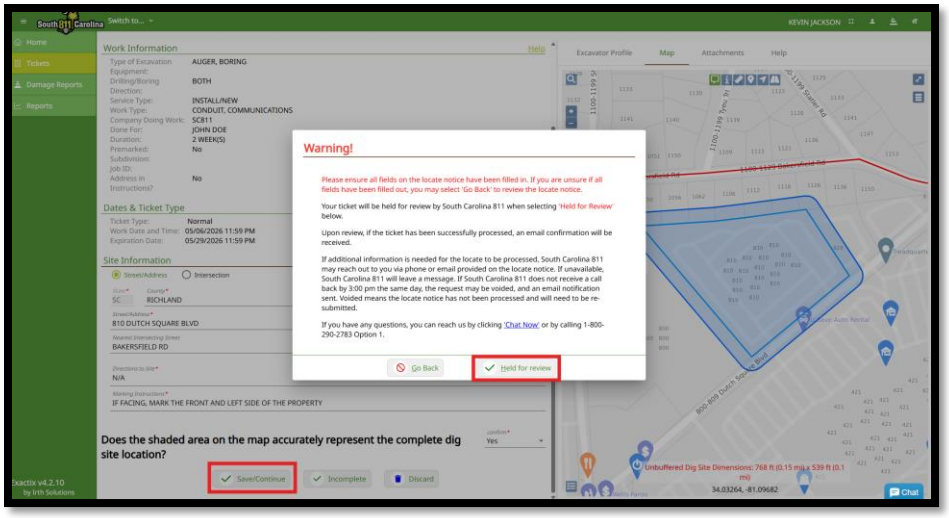



## Submitting Your Locate Notice

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

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

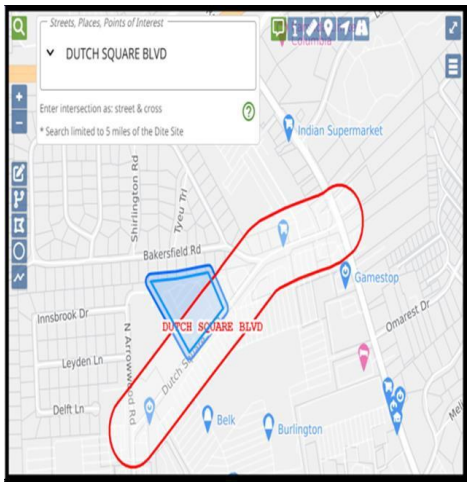
If any information needs to be corrected, select "***Go Back***" to return to the ticket and make changes. If you are ready to proceed, select "***Held for Review***" to submit your notice for review by our team. If additional information is needed, a team member will contact you to complete the notice.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




## Map Search Options

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

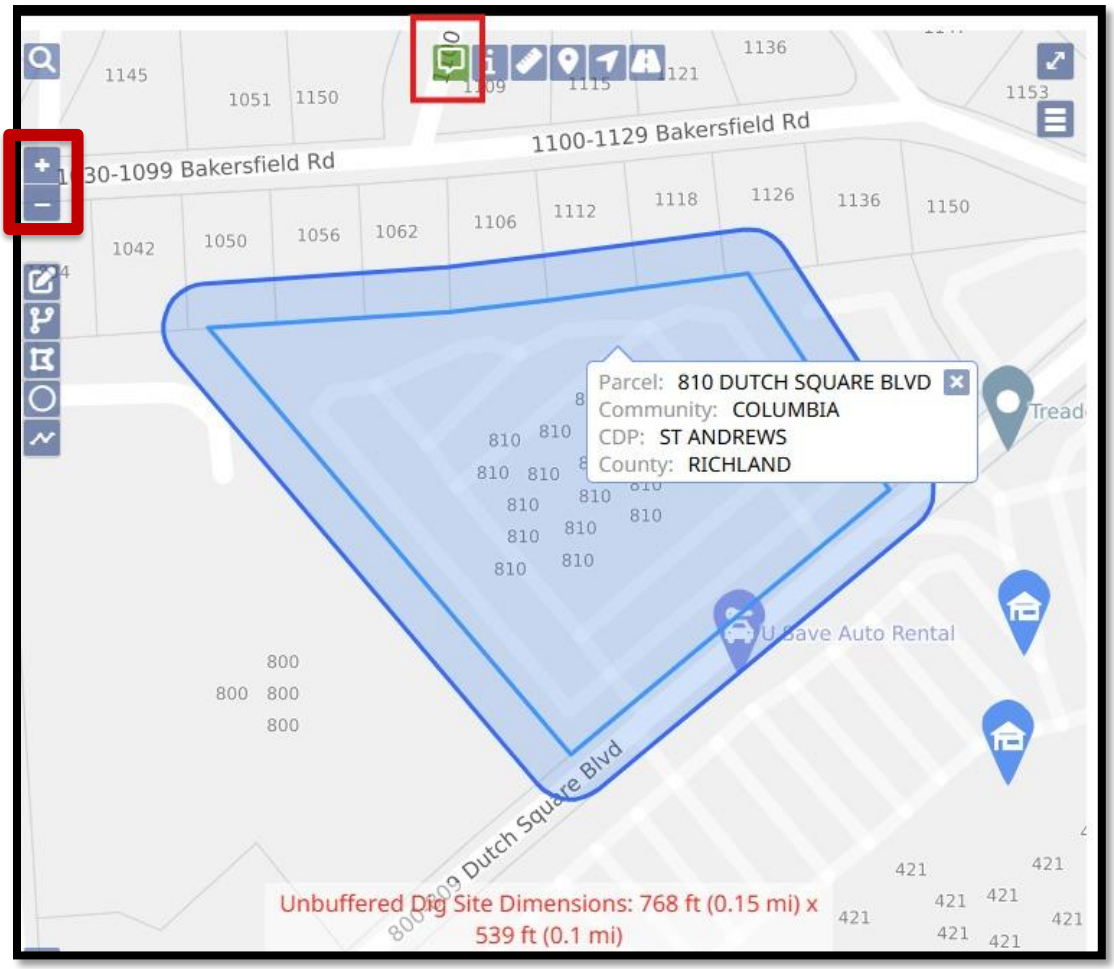
- Street/Road – Search for a specific street or road by entering all or part of the name.
- Intersection – Search for an intersection by entering both the street and cross street.
- Place or County– Search for a place by entering the place name.



**Zoom In/Zoom Out**

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

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

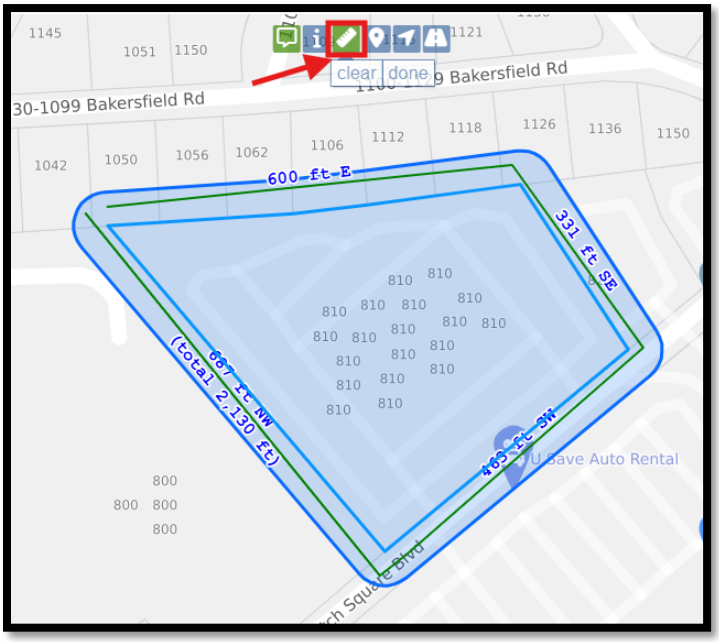



Using the 'Show Map Information for Location' icon allows you to left click on any area of the map to display street, place and county information.

## Ruler

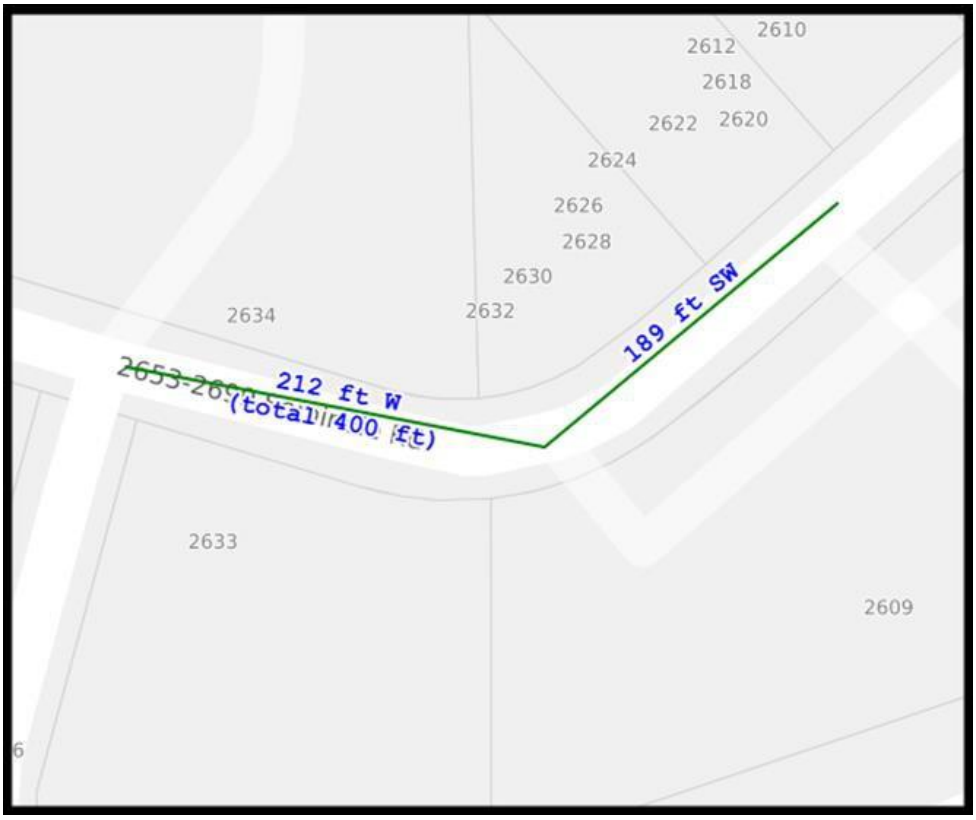
The Ruler lets you measure distance in many ways. For example, it can measure the distance from one intersection to another, distance from a road into a field, and the distance along a road. You can also use the tool to click multiple points.




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

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




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

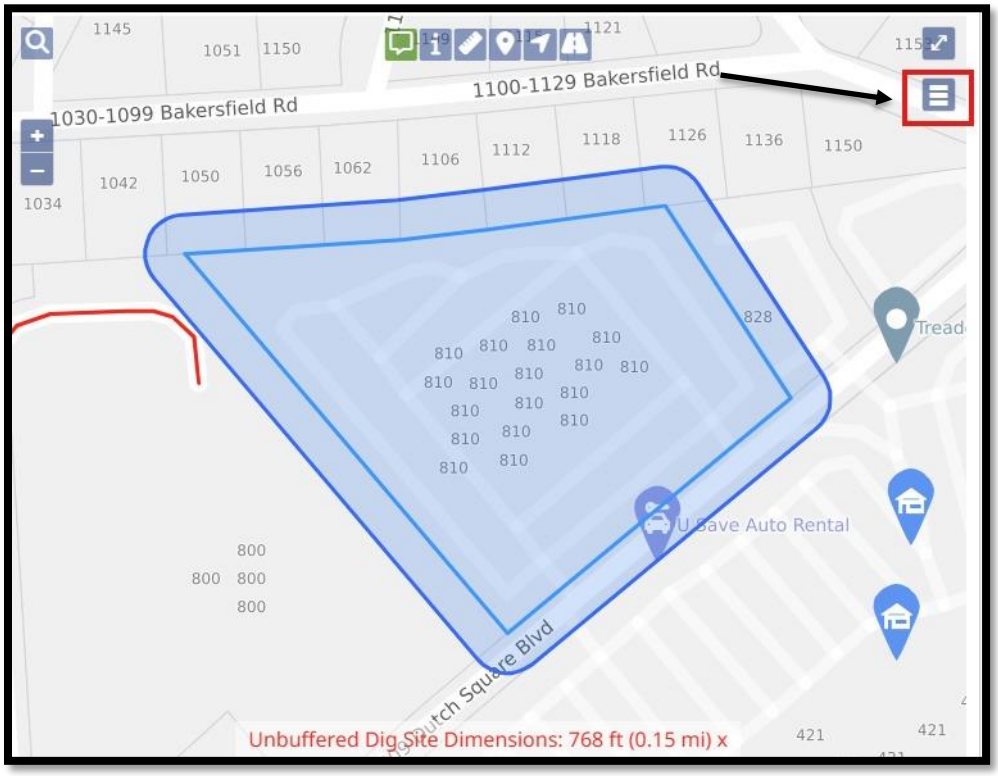


The Toggle Full Screen allows you to expand the map to cover the entire screen. To return to the normal view, hit the 'Esc' button on the keyboard or click on the 'X' icon in the top right-hand corner of the screen.



## Toggle Base Map

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



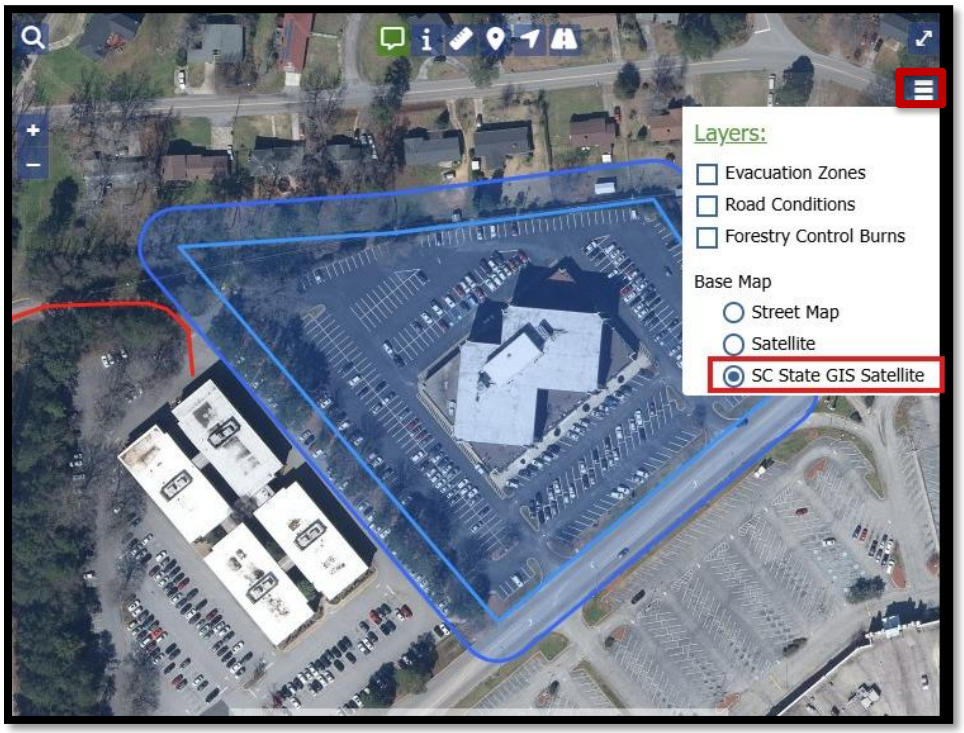



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***Satellite view***




***SC State GIS Satellite***



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

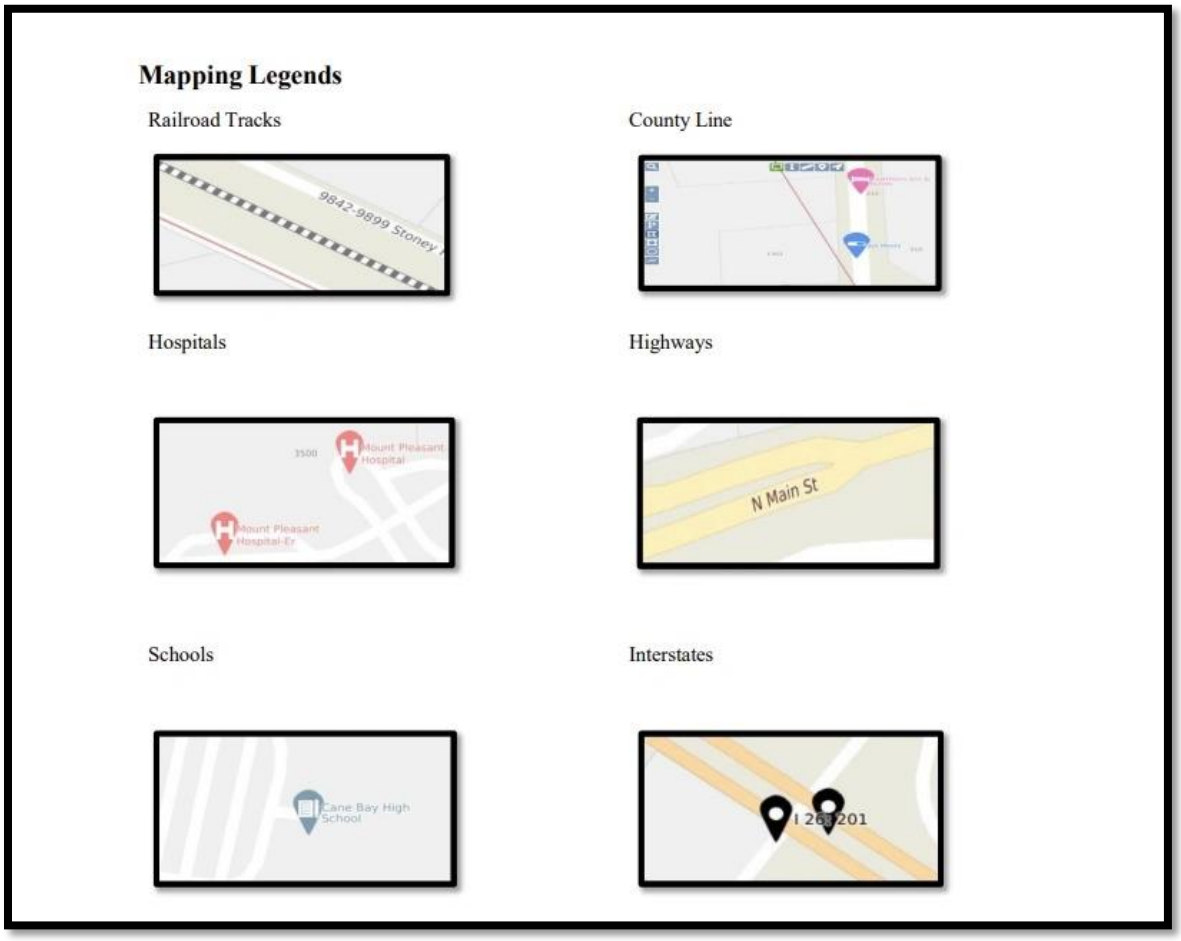



## Zoom Feature

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



## Mapping legends






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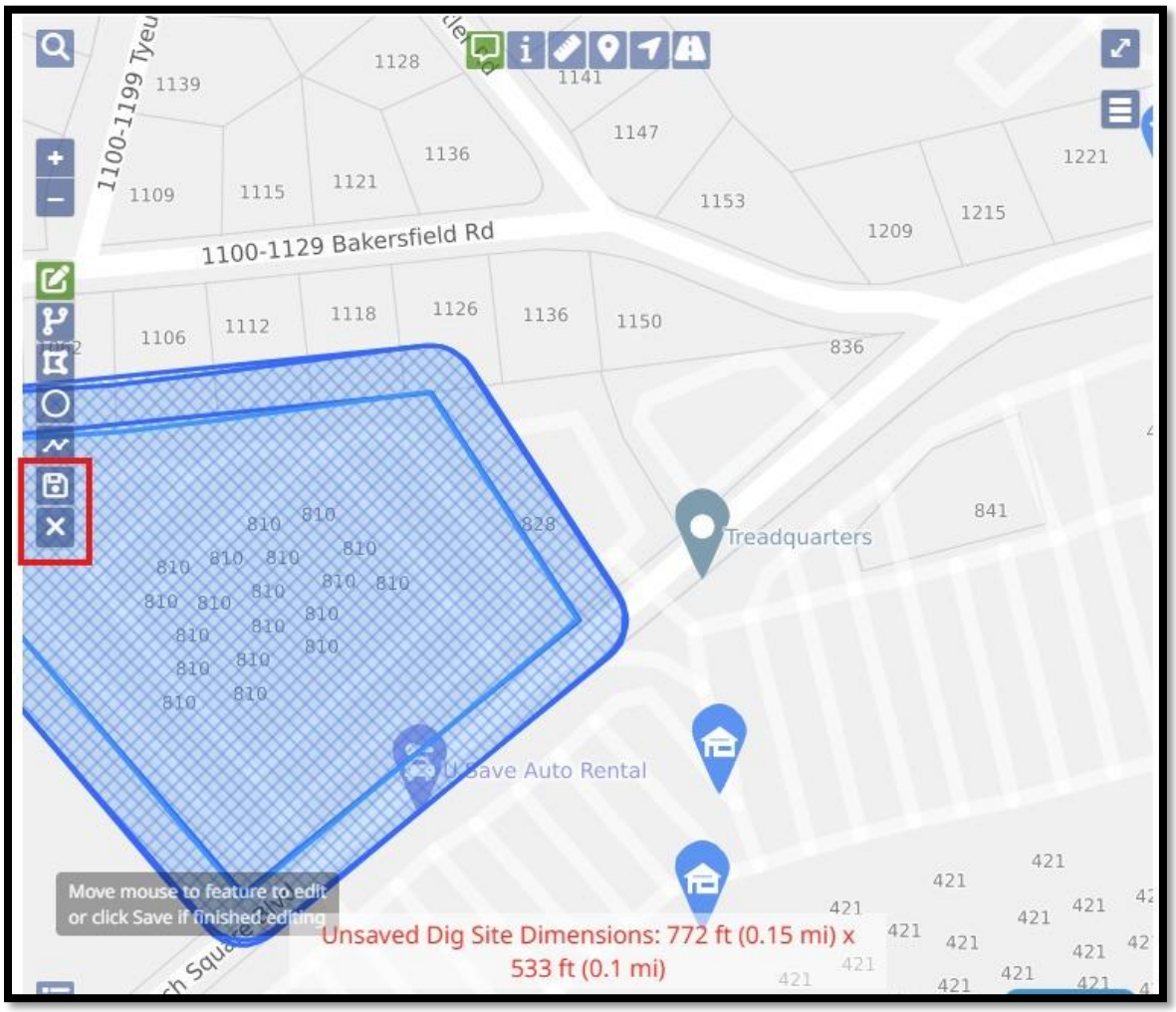
## Mapping the Worksite

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

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

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

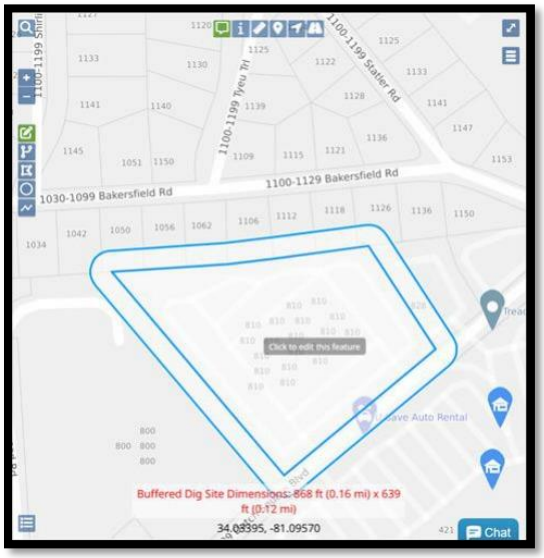
***Please note that when you edit or redraw a dig site using any of the mapping tools, the Save and Cancel/Discard will appear. These tools allow the user to either save the changes you made to a dig site, or to Delete/Remove those changes*.**



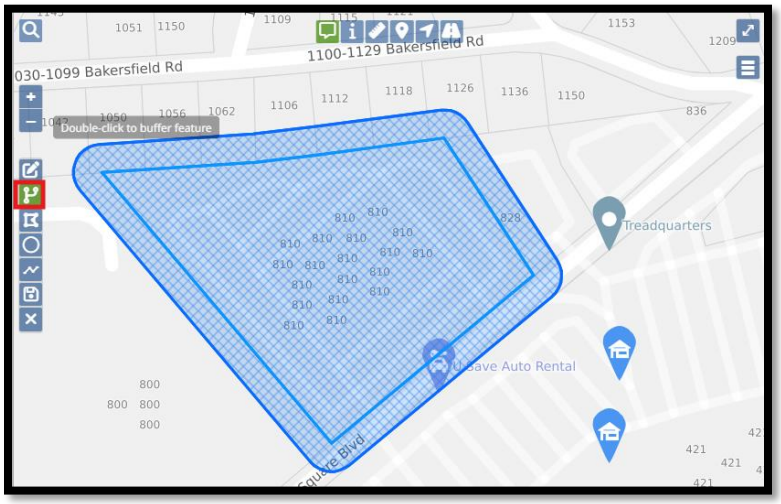



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The Edit Dig Site mapping tool allows the user to edit the dig site map. Select the Edit icon and it will turn green. Then left click on the dig site box and it will turn blue with hash marks. The user can then start reshaping the dig site. Once they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




Buffer Street or Map Feature



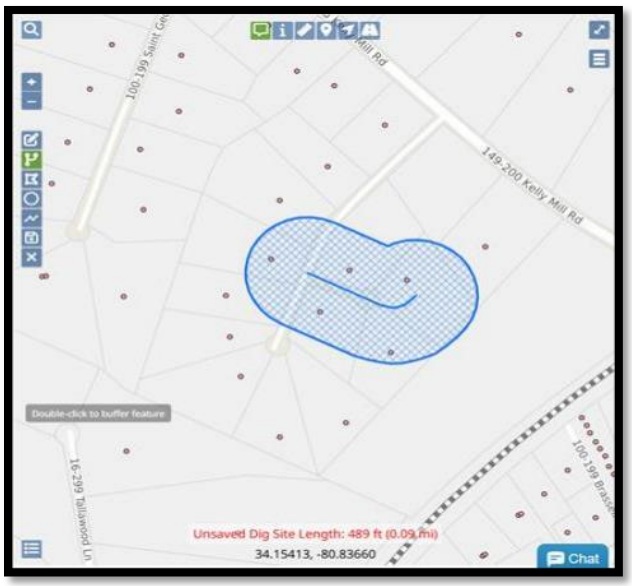



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## Buffer Street or Map Feature

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




## Draw Polygon Tool

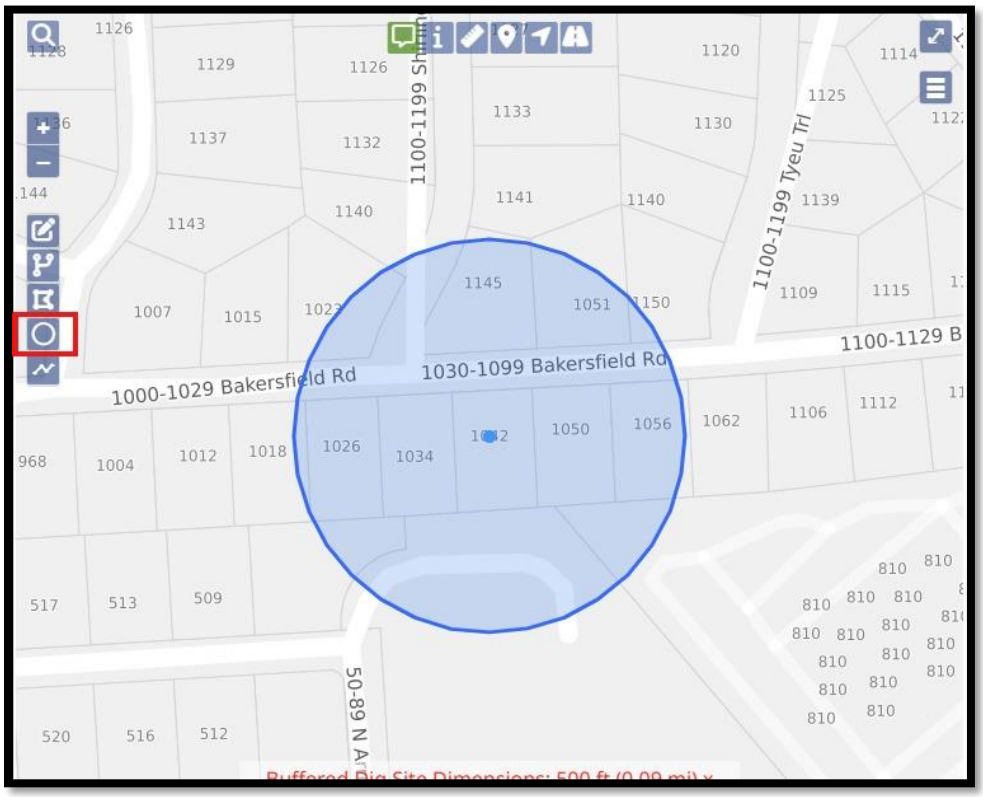
The draw polygon tool is used to mark a large work site that the 250-foot buffer of the draw circle tool will not cover. This tool is also used when marking multiple side by side addresses. Select the Draw Polygon tool and left click on the area where you want to start drawing your dig site. Outline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

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



## Draw Circle Tool

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




## Draw Line Tool

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

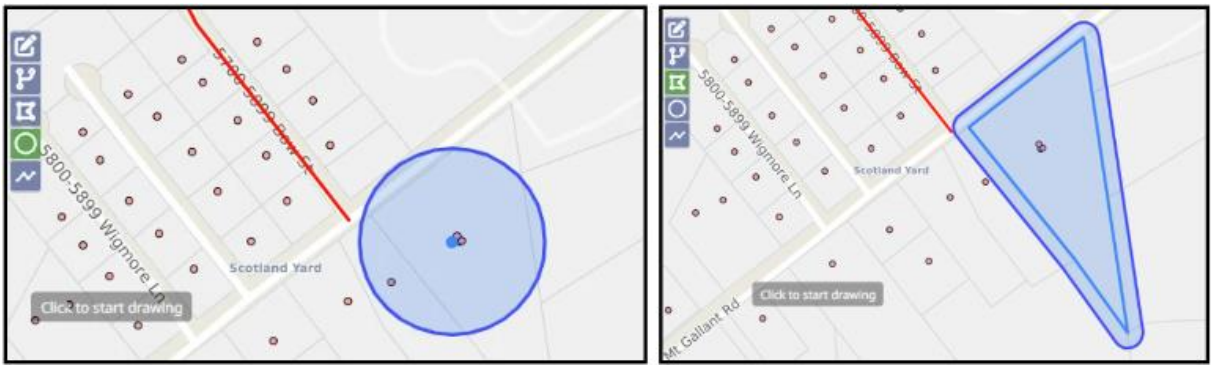



## Mapping Tools

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

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

**Incorrect Mapping** **Correct Mapping**

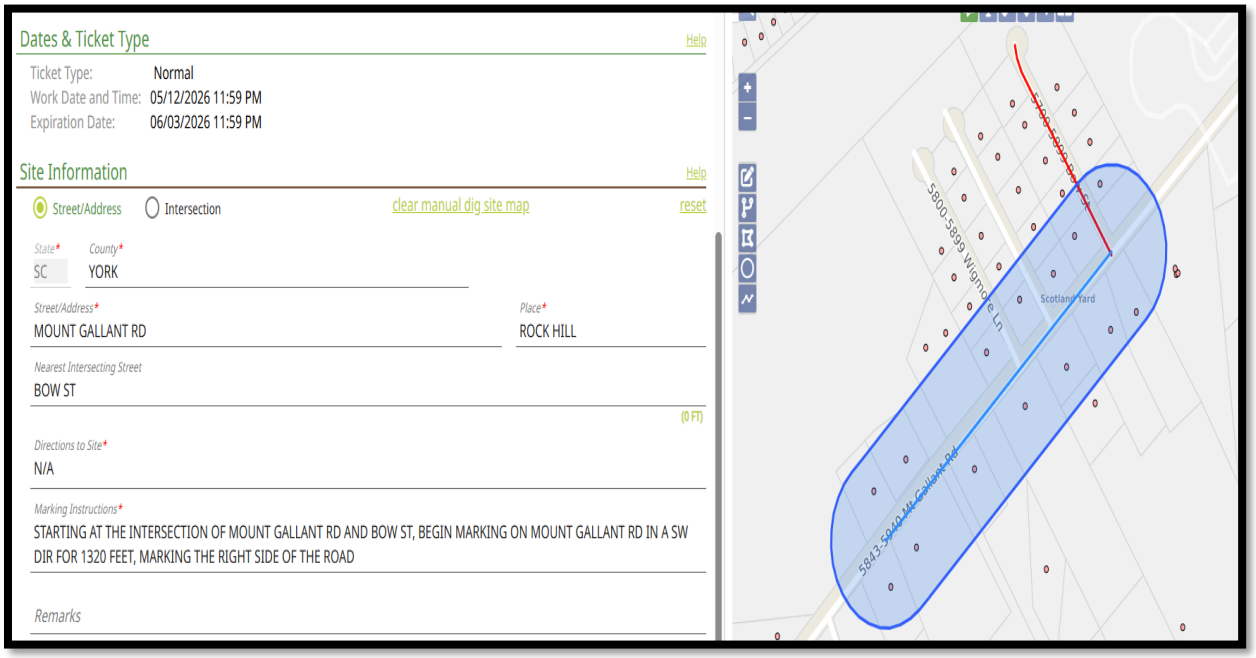



## Work along a road

This type of locate notice is processed when work is taking place along a road. A request for underground lines to be marked along a road cannot exceed 1320 feet or 5 adjacent

addresses, whichever is less. If the footage to be marked exceeds 1320 feet, the work site will have to be broken down into multiple notices.

The road name the work will take place on will go in the address field. The 1320-foot or 5 adjacent addresses, whichever is less rule applies to roadways, interstates, easements and right of ways. While marking the map the footage will be displayed in increments of mileage, footage and yards. To mark work along a road the draw line tool is used. Map the footage will be displayed in increments of mileage, footage and yards. To mark work along a road the draw line tool is used.



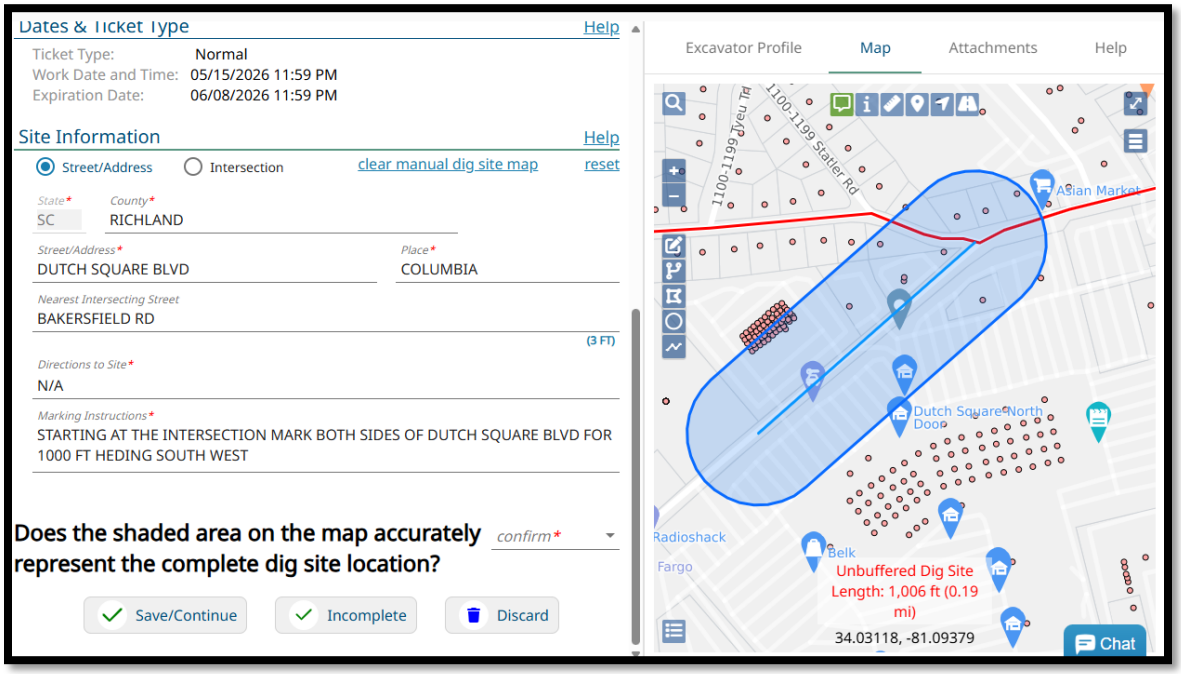

## Information required when working along the road:

1. **Starting point**- The starting point can be entered from an intersection, a certain distance from an intersection, an address, utility poles, utility transformers or utility

pedestals. If the starting point is located at a pole, transformer or pedestal directions must be provided to where the item is located.

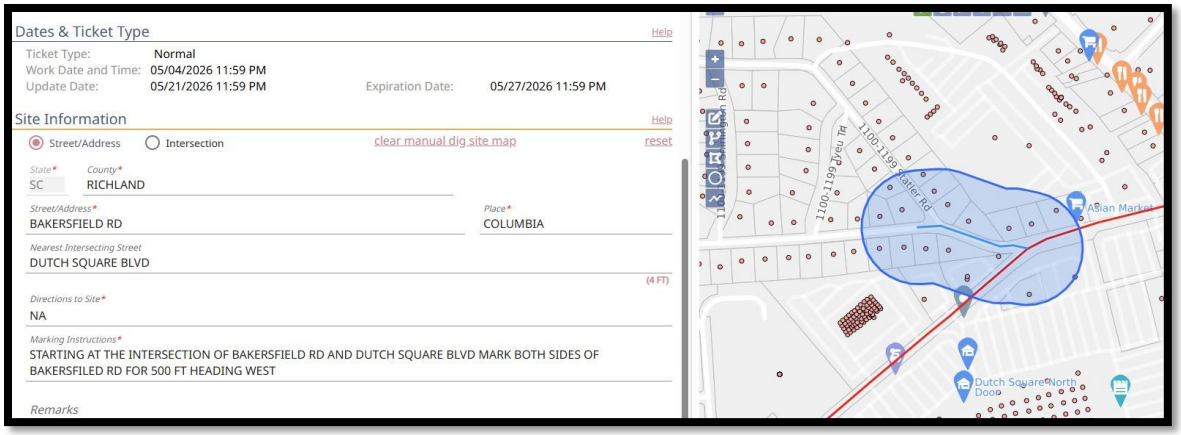
2. **Where to mark**- The area that needs to be marked must be specified, if the left side, right side or both sides of the road need to be marked. On a right of way or easement if the left side, right side or entire width needs to be marked.
3. **Name of roadway to be marked**- Include the name of the roadway that is specifically being requested for marking
4. **Total footage**-The total footage that needs to be marked from starting point to stopping point.
5. **Direction**-The direction of marking needs to be specified if the road needs to be marked north, south, east or west.

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



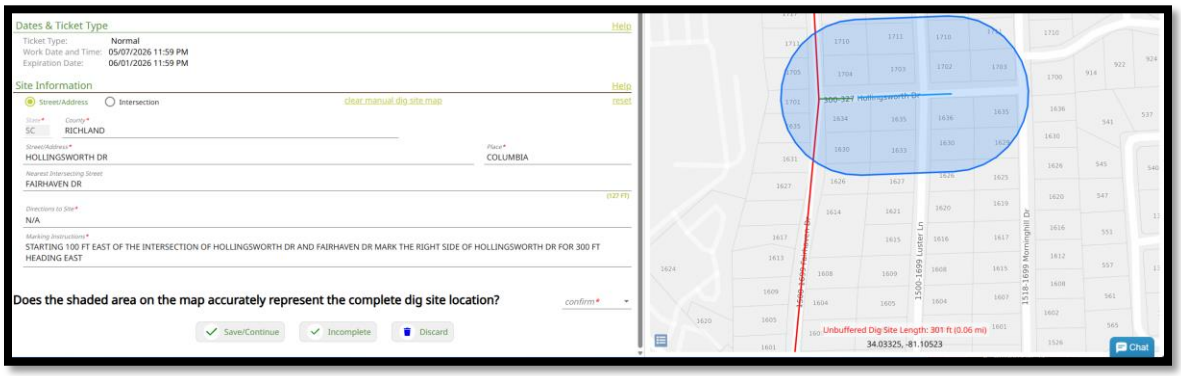

Starting from an intersection:

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




Starting a certain distance from the intersection:

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

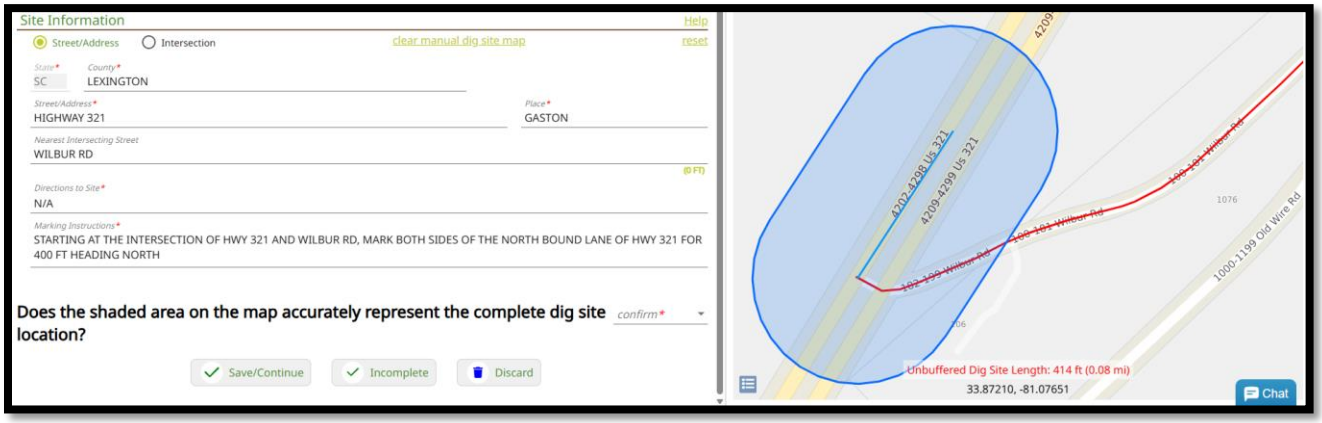



Work along a road that is divided by a median- When work is taking place along a road that is divided by a grass or concrete median, each lane will need to be on a separate notice. If the median between the lanes needs to be marked, a separate locate notice will need to be

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

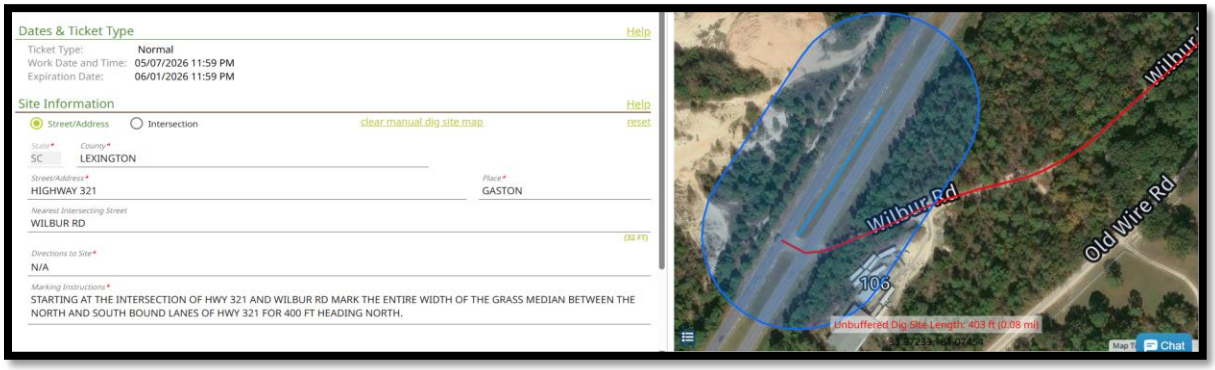
Example notice for work along one side of a roadway divided by a grass median. This notice would then be duplicated and adjusted as needed for the opposite side and median."
Example of valid marking instructions

Starting at the intersection of Hwy 321 and Wilbur Rd, mark both sides of the north bound lane of Hwy 321 for 400 ft heading north.




Example of a valid notice for the median:

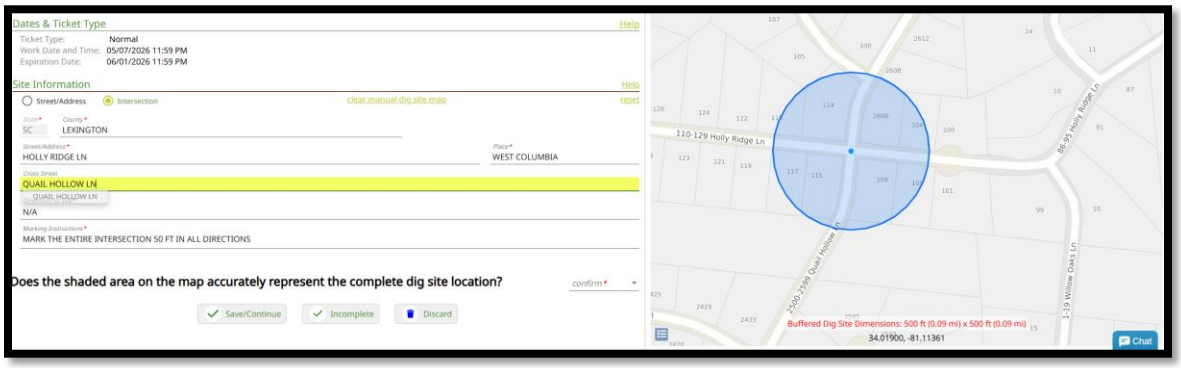
Starting at the intersection of Hwy 321 and Wilbur Rd mark the entire width of the grass median between the north and south bound lanes of Hwy 321 for 400 ft heading north.






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




**Intersection notices**-This type of locate notice is processed when an intersection needs to be marked. One road name is entered into the address field, and one road name is entered in the intersection field.

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

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

## SC811 Location Entry Guidelines – Entry Level

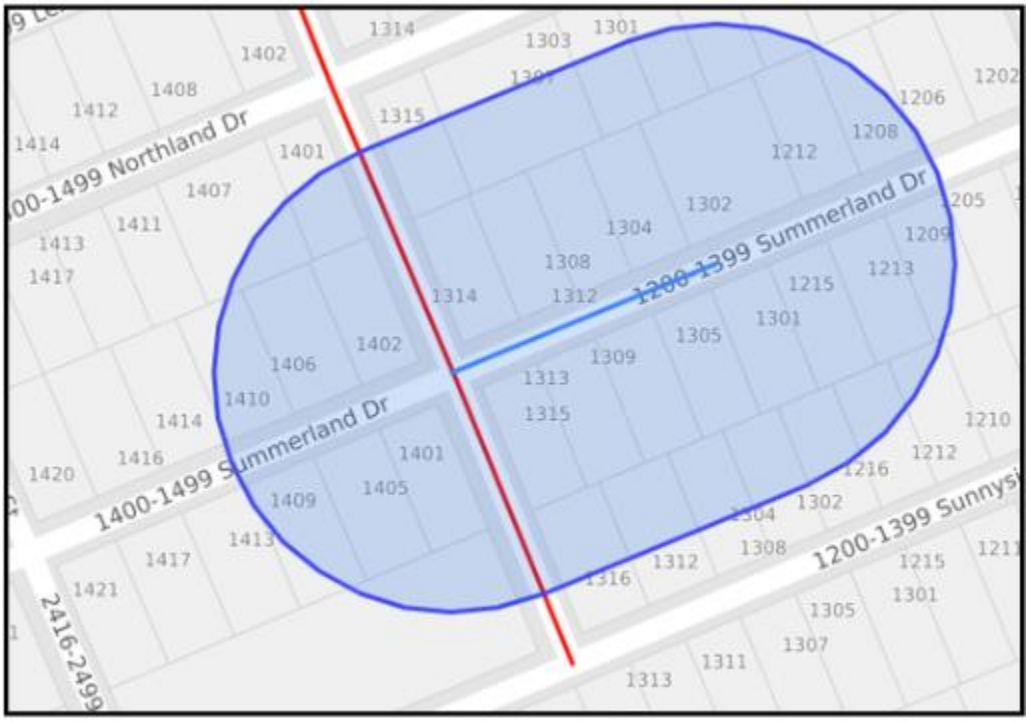
1. **No more than 1320 ft can be marked per locate notice.**

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

2. **50 Ft Maximum from Centerline on Each Side of the Road**
   - When requesting for markings along a roadway, you may also include up to 50 ft from the center line of the road out (on either or both sides of the road).
   - The maximum distance is 50 feet. If more than 50 feet needs to be marked, separate locate notices must be created following the Specific/Multiple Addresses guidelines.
   - If the area requested to be marked is "marking from the center line of the road out no more than 50 feet, you would use the "Work Along A Road" guidelines.

3. **Only one road can be marked per locate notice.**

**Example of valid marking instructions**
STARTING AT THE INTERSECTION OF VINE ST AND SUMMERLAND DR, MARK BOTH SIDES OF SUMMERLAND DR GOING NORTHEAST FOR 300 FT




**Example of invalid marking instructions**

STARTING AT THE INTERSECTION OF VINE ST AND SUMMERLAND DR, MARK BOTH SIDES OF SUMMERLAND GOING SOUTH FOR 250 FT // ALSO MARK BOTH SIDES OF VINE ST GOING SOUTHWEST FROM THE INTERSECTION FOR 250 FT

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

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

    - Example of **valid** marking instructions:
      MARK THE ENTIRE INTERSECTION OF CLARK ST AND STATE ST 50 FT IN ALL DIRECTIONS

      Example of **invalid** marking instructions:
      - MARK THE ENTIRE INTERSECTION OF LAKE MURRAY BLVD AND SAINT ANDREWS RD 200 FT IN ALL DIRECTION



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

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

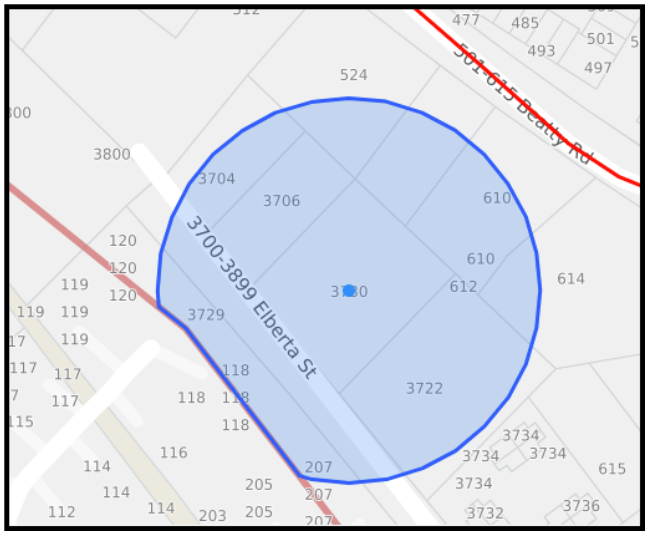
6. **If an area needs to be marked around a pole, pedestal, transformer, meter, fire hydrant, etc., detailed description of where the premarked locate or item is located must be provided.**

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

7. **If a property and both sides of the roadway at the property need to be marked, the roadway marking cannot extend beyond the property lines. If any area beyond the property lines along the roadway also needs to be marked, a separate locate notice is required.** ***Refer to the 'Work Along a Roadway' section for additional guidance.***
8. **When you are working with a property or job site that is divided by a county line or if the site marker buffer from any mapping tool touches a county line, a locate notice will need to be made for each county.**

   - A notation will need to be made in the '**Directions**' field informing locators that property is divided by county line

**Example of note in "Directions Field"**
**This is 1 of 2 notices b/c property sits on Lexington/Richland County line**





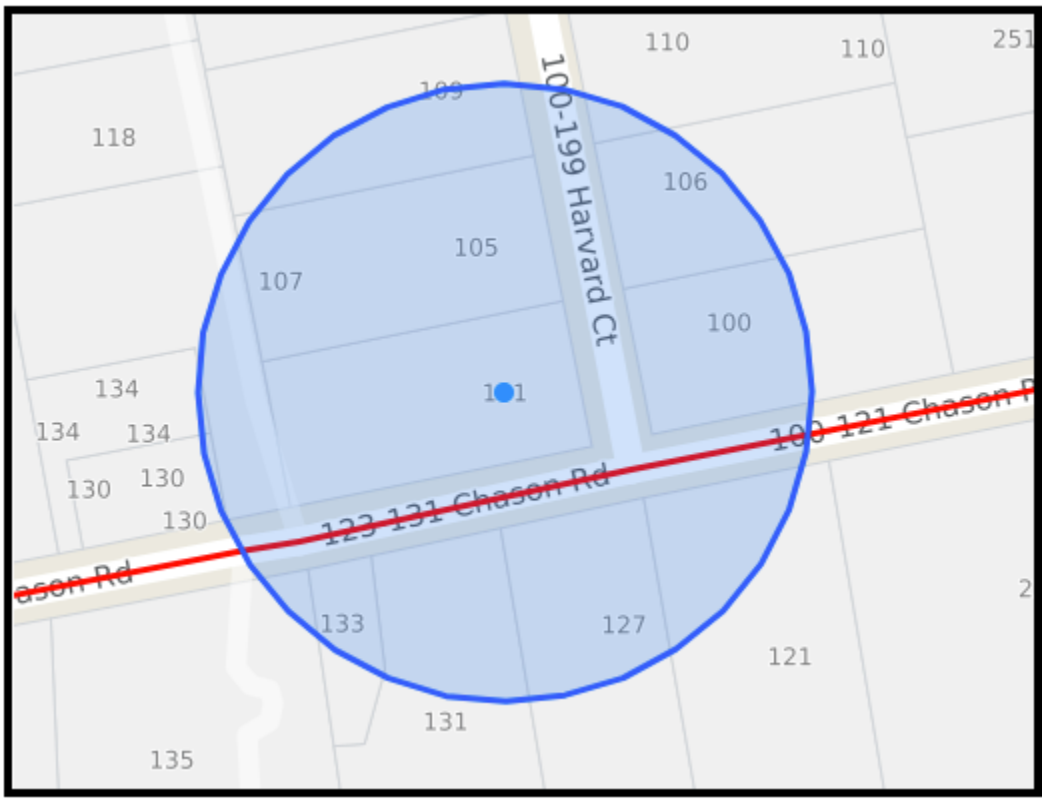

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9. **When working at a corner lot and the user needs the entire property marked and both sides of the side street marked, you can mark an intersecting street at an address at a corner. You will need to put the name of the side street in the street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

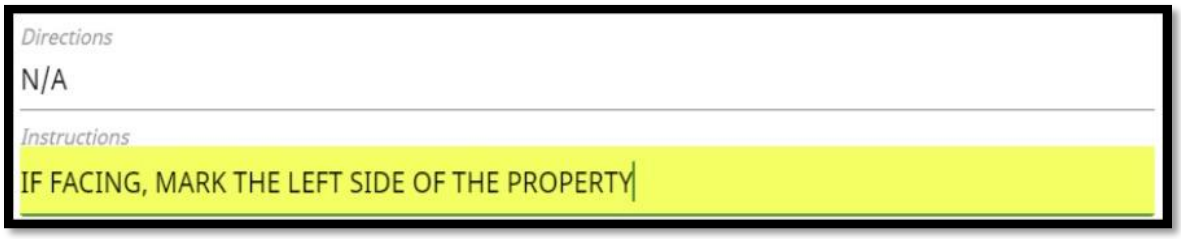
   - Example of valid marking instructions: AT ADDRESS 101 HARVARD CT WHICH IS ON THE CORNER OF HARVARD CT AND CHASON ROAD // MARK ENTIRE PROPERTY AND BOTH SIDES OF CHASON RD AT THIS ADDRESS

   - Keep in mind Chason Rd will go in the 'Street/Type' fields and Harvard Ct will go in the Intersection field.

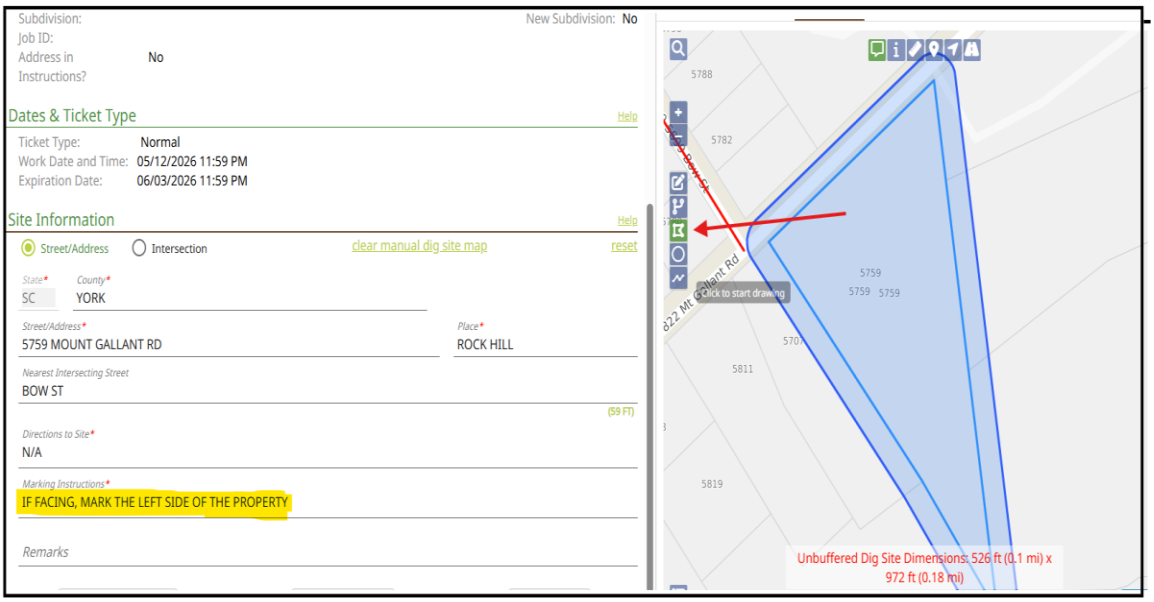
   - You will need a locate done for the entire property and both sides of Harvard Ct on a notice and then one to cover for the markings on both sides of Chason Ct

6. 

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




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

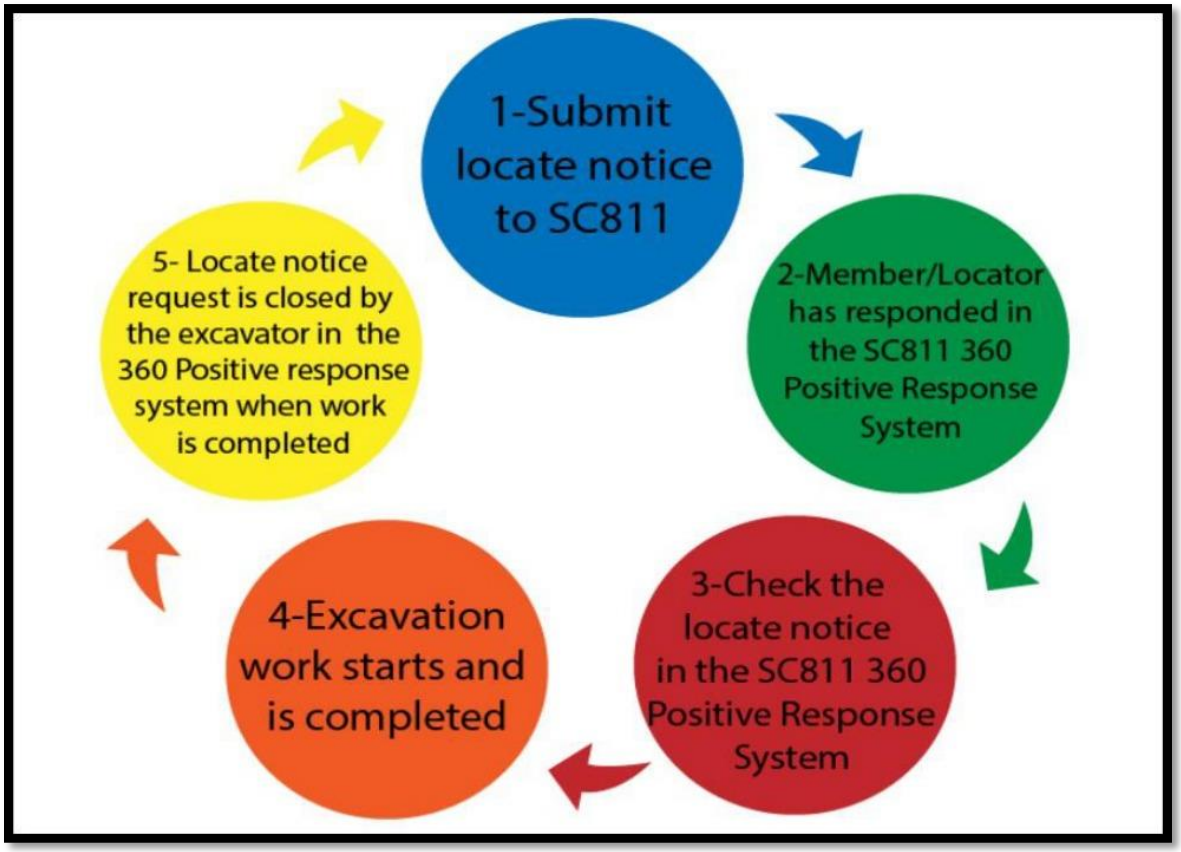





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## Positive Response

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



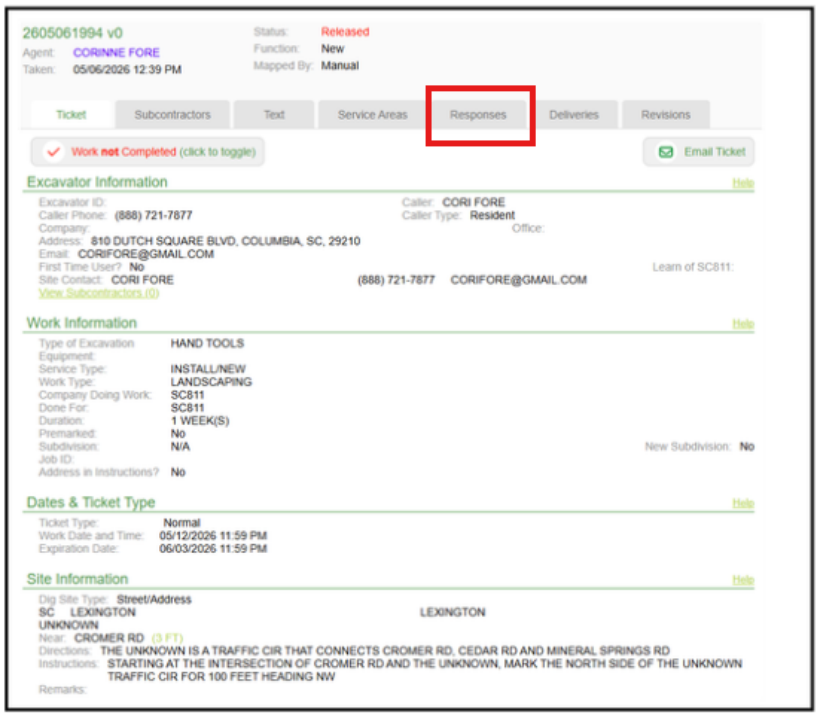

**What is 360 Positive Response?**

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

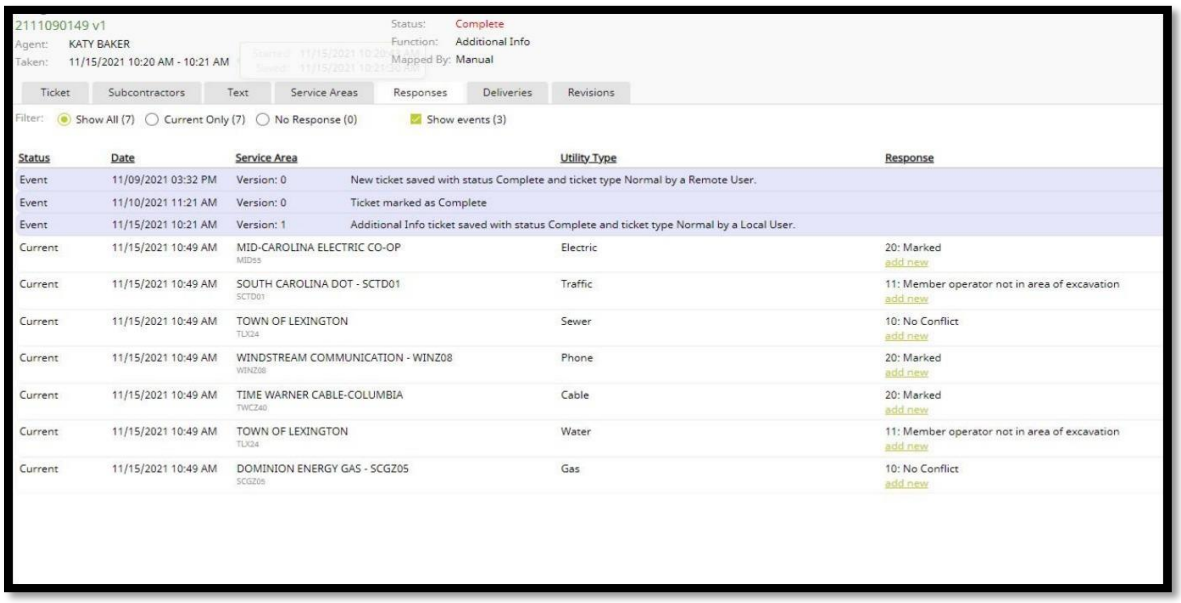
1. Excavator calls or clicks to create a locate notice.
2. Locator updates the notice to inform the excavator of the location completion status.
3. Excavator confirms the status of the locates using the online system or by calling 811.
4. Excavator begins and completes work.
5. Excavator updates ticket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

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

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 responses from the Member Operators will be displayed.




How to Check Positive Response through the IVR: By Phone (IVR System) – Call (888) 721-7877 and select the option for "Check Positive Response" to hear the current status of the notice. To verify Positive Response through the IVR dial 1-888-721-7877 and follow the prompts for "Checking Positive Response". After following the prompts, you will be asked to

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

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

# List of Codes

## Positive Response Codes

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

### Open Codes

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

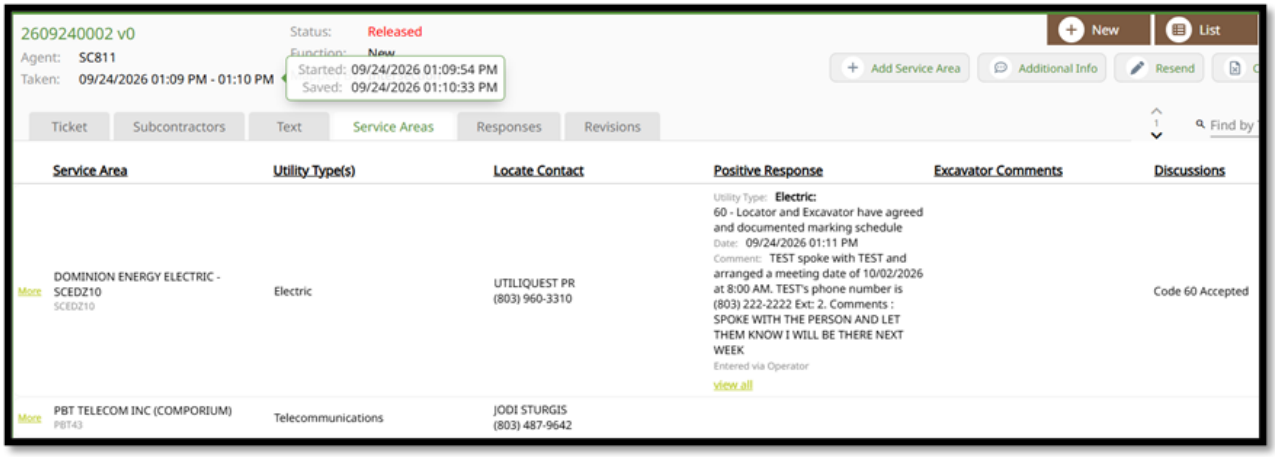
### Closed Codes

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

# Code 60 Response Codes for Locators

A **Code 60** means the Locator and Excavator have agreed to a marking schedule. When a Member Operator submits a Code 60 positive response for their service area, they must include the following information in the response details:

- Meeting date and time
- Name of the person they spoke with
- Phone number they reached that person at
- Locator's name




## Responding to a Code 60

When a Member Operator adds a Code 60 for their service area on a ticket, you will receive an email notifying you of the request. You can also use the Code 60 filters on your Ticket Dashboard to view requests that require your response or requests you have already responded to.

You must review the request and select one of the following:

- **Accept:** Select Accept if you have reached an agreement with the Locator on a marking schedule.
- **Decline:** Select Decline if you have not reached an agreement with the Locator on a marking schedule.

Once you accept or decline a Code 60 request, your response will be recorded on the ticket under the Service Areas tab in the Discussions column. You can only respond to a Code 60 request once per ticket. There are a few important things to keep in mind when responding to a Code 60 request.

- Once you have accepted or declined the request, your selection cannot be changed.
- Code 60 will automatically decline if the Locator attempts to enter the Code 60 after 6:00 PM on the Due By date.

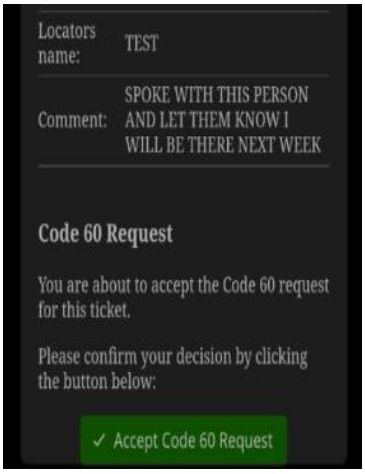
- Code 60 will also automatically decline if the Work Date & Time listed on the ticket has already passed.

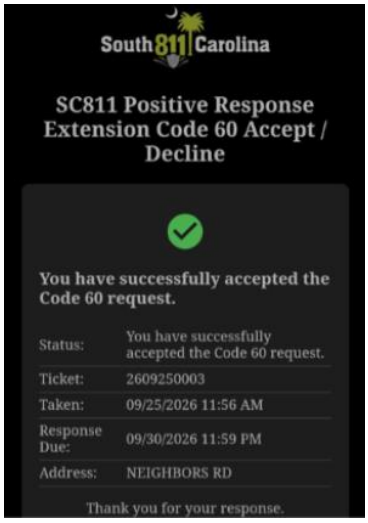
The following section walks through the Code 60 email notification process, including how to review the request and accept or decline it. Below is an example of the email notification you will receive when a Member Operator submits a Code 60 request for their service area.




After reviewing the notification, select either **Accept** or **Decline** based on whether a marking schedule agreement has been reached. Remember, your selection cannot be changed once submitted. You will then be taken to a confirmation screen to confirm your selection.



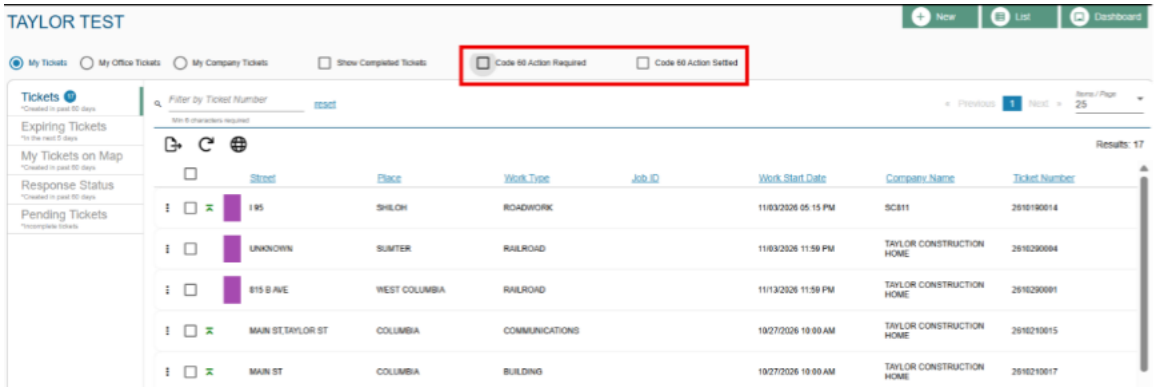




- Your response to the Code 60 will be on the ticket on the 'Response' tab:

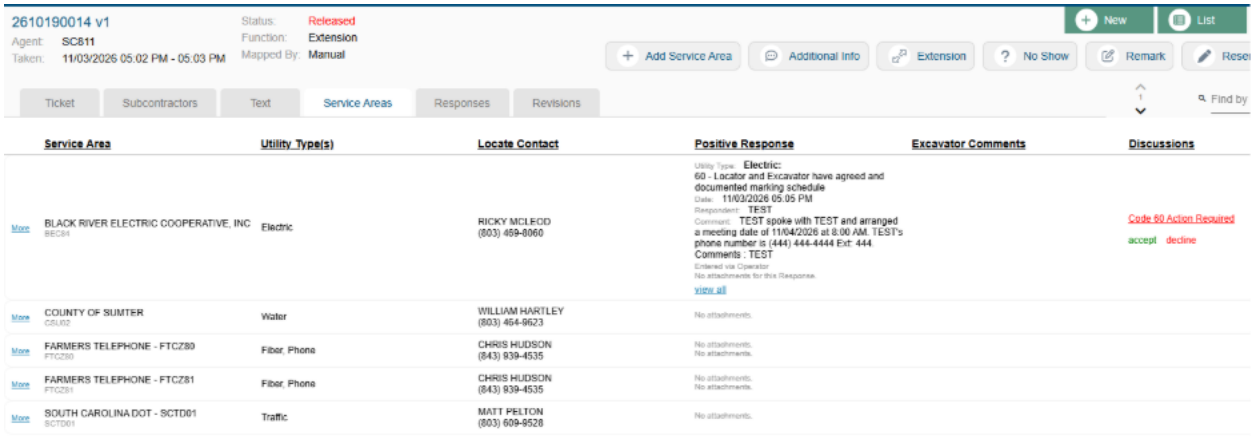



## Code 60 Ticket Dashboard

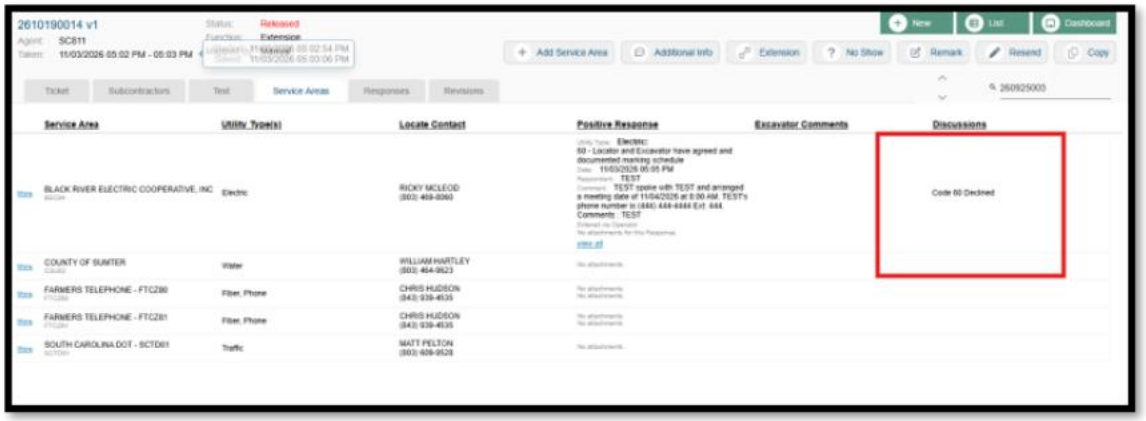
On the Ticket Dashboard, you can see tickets that need a response to Code 60 and those that have been settled or responded to.




Check the box for 'Code 60 Action Required and open the ticket. To respond to the Code 60 requests on the ticket, you must select the 'Service Areas' tab. You can either decline or accept the Code 60 located in the 'Discussions' column.



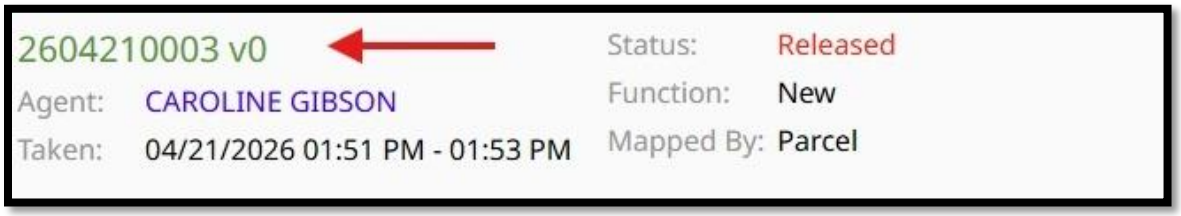

After making a selection, the response will then be captured in the 'Discussions' column on the 'Service Areas' tab:

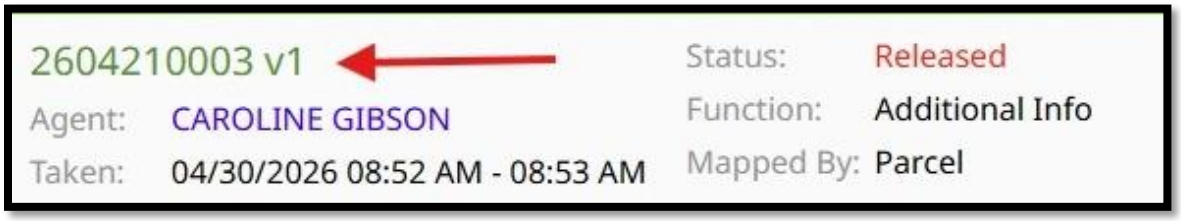



## Secondary Action & Ticket Functions

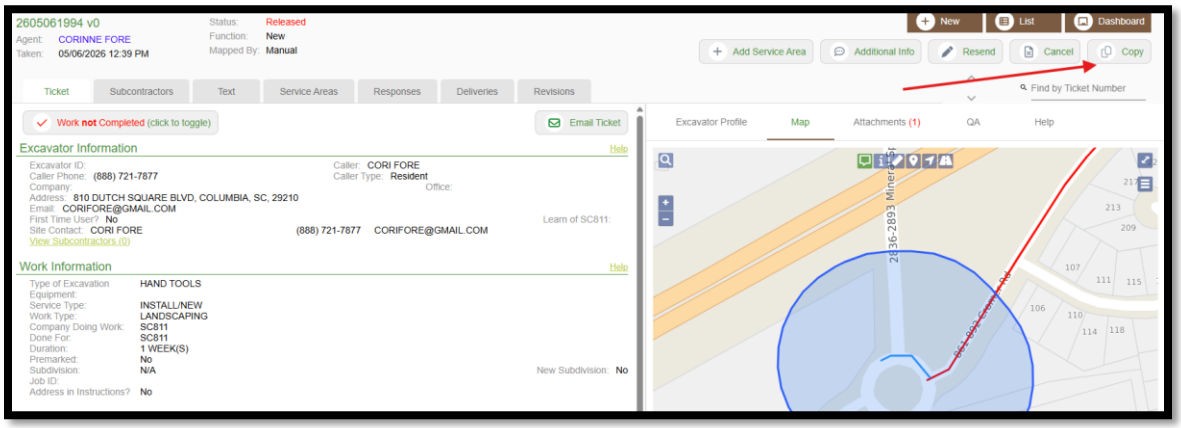
In Exactix when a primary locate notice is created it is given a locate notice number which has a "v0" behind it. The "v0" stands for "Version 0". Each time a Secondary Action (Ticket Function) is created, the locate notice number will remain the same and a new 'Version Number' will be added. For example, if a secondary action is taken locate

notice needs to be processed for ticket number 260421003, after processing the secondary action the screen will display “260421003 v1”.

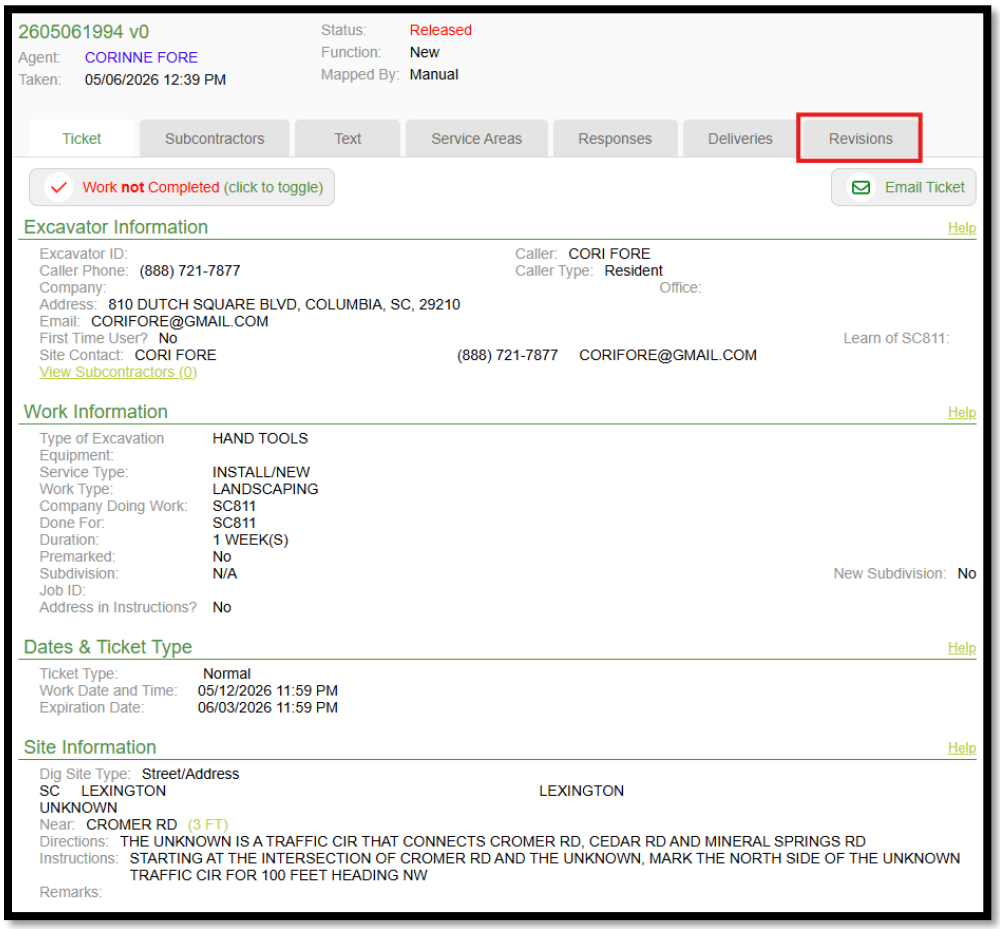


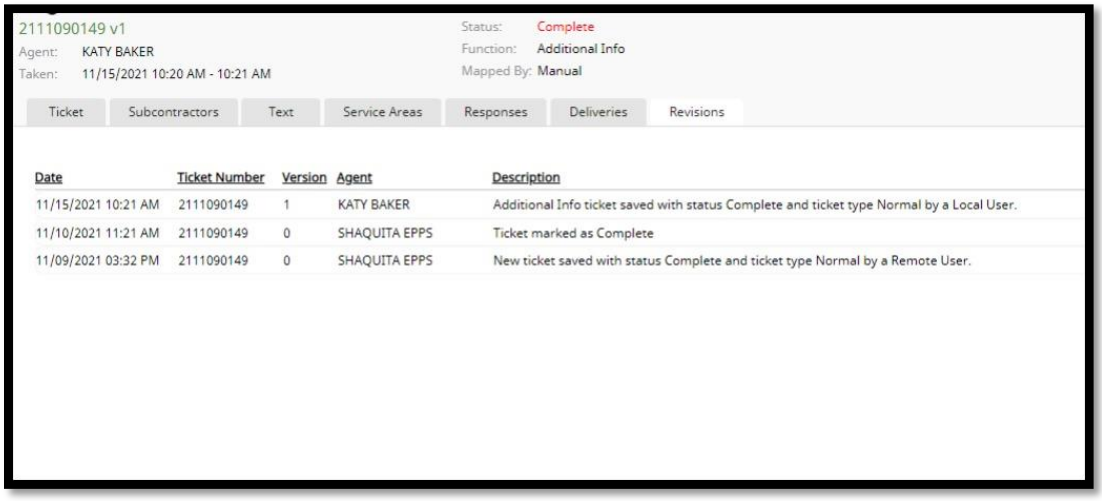

The ‘Copy’ button that is available on existing locate notices and is utilized to make a copy of an existing locate notice without linking the numbers together in the history of the notice. It is utilized when multiple notices need to be processed or a locate notice is past the expiration date.



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.

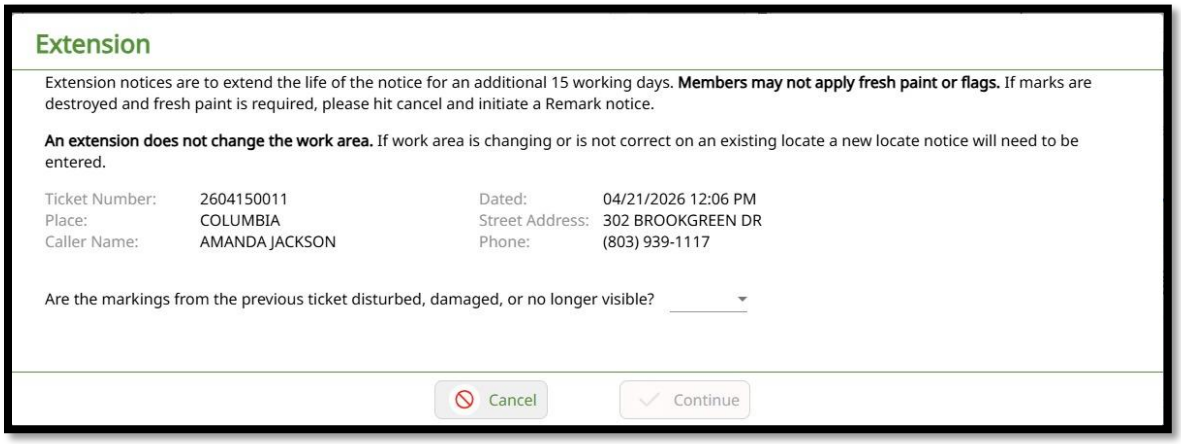



After selecting the 'Revisions' tab you will be able to see the history of the locate notice.



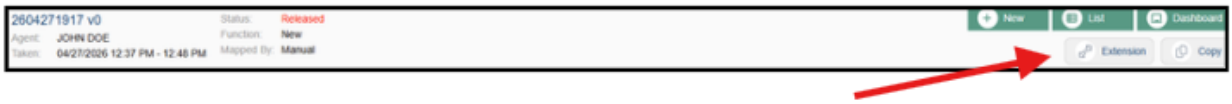
As an Entry Level or Excavator Basic user you have the ability to process 2 different types of secondary actions, Extensions and Remarks.

A Secondary Action (Ticket Function) is utilized when an action needs to be sent to Member Operators on an existing locate notice. When processing a Secondary Action (Ticket Function) a "***History***" will be created linking the original locate notice to the Secondary Action (Ticket Function). A Secondary Action (Ticket Function) can be processed by any person with the company that requested the locate notice or subcontractor that has been notated on the locate notice.



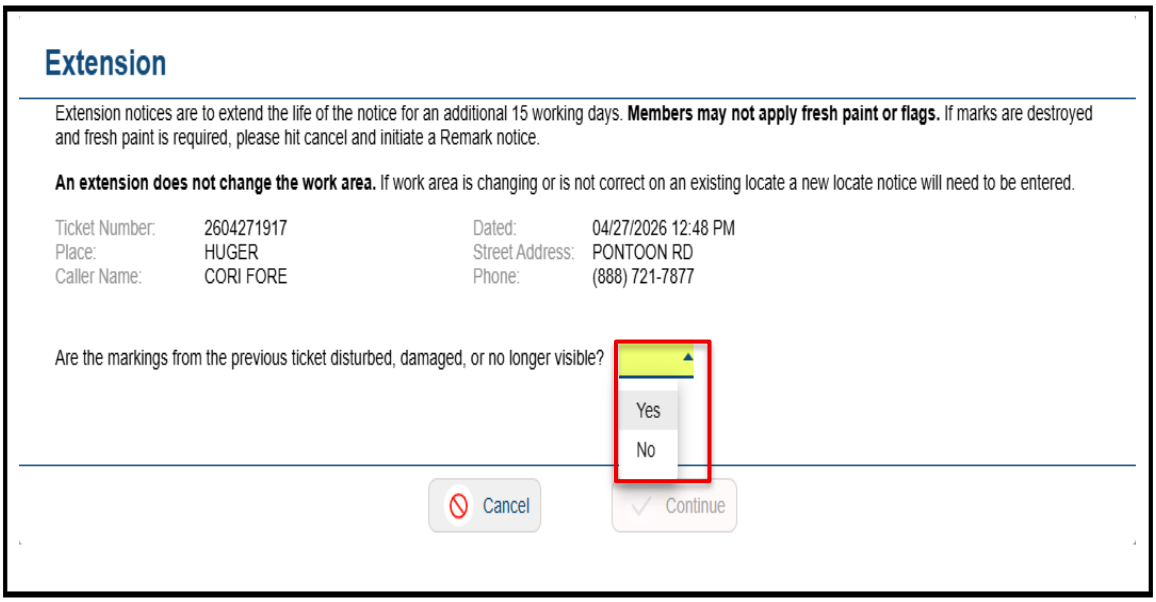

The '**Extension**' function is used when an existing notice needs to be extended for additional excavation time, provided the existing utility markings are still clearly visible. Extensions do not create a new 3 full working day notice or require a waiting period because fresh utility markings are not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

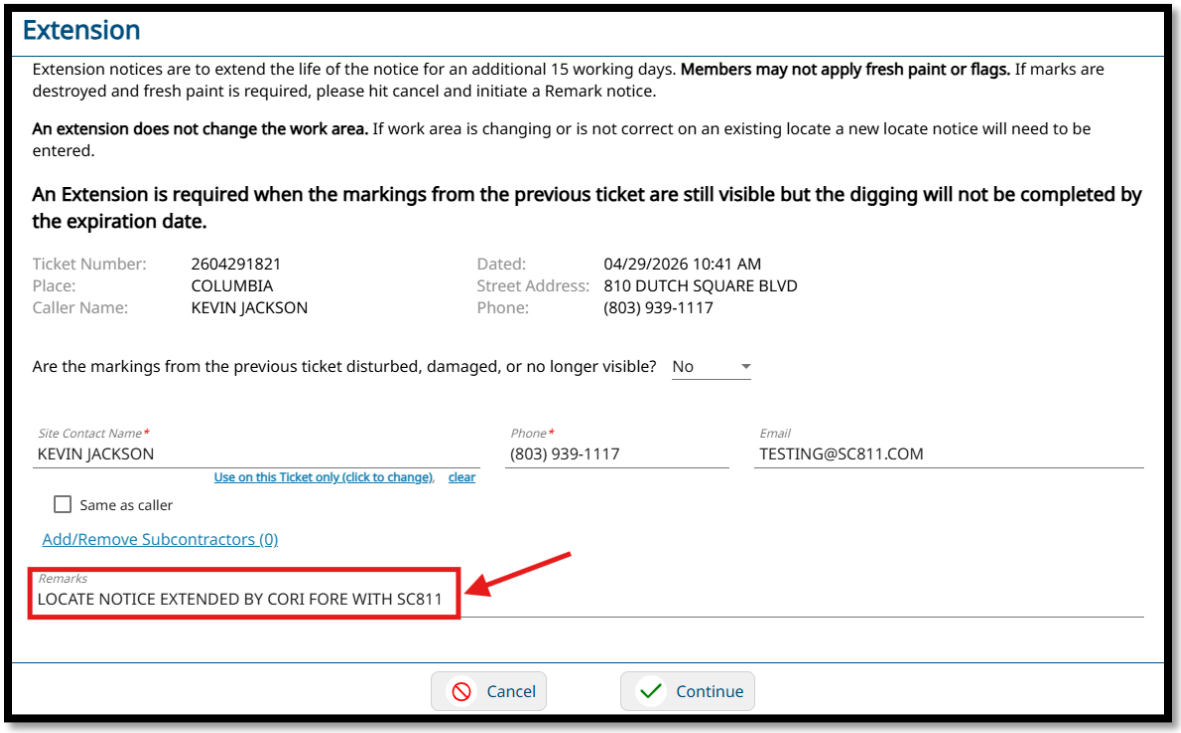



The only time a note will need to be added to the '*Remarks*' field is if the user submitting the 'Extension' is not the original user on the notice. For example: "Locate notice extended by Cori Fore with SC811." Additionally, users may receive a pop-up message when a Member

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.




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).



## Remark

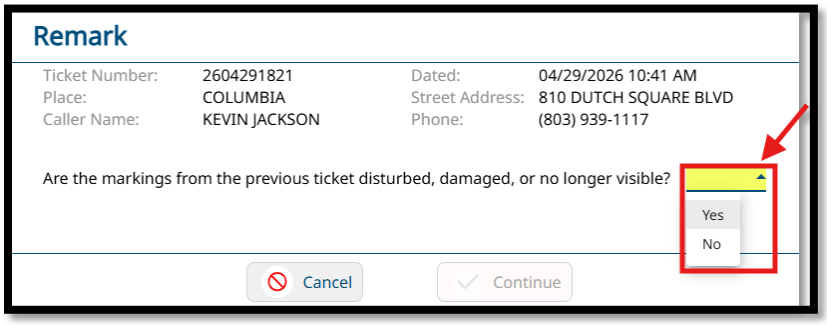
The '***Remark***' function is used when existing utility markings are no longer visible, have been disturbed, or destroyed, and fresh markings are needed. A Remark request allows member operators 3 full working days to respond and mark. Although the notices are linked together in the **Revisions** tab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

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

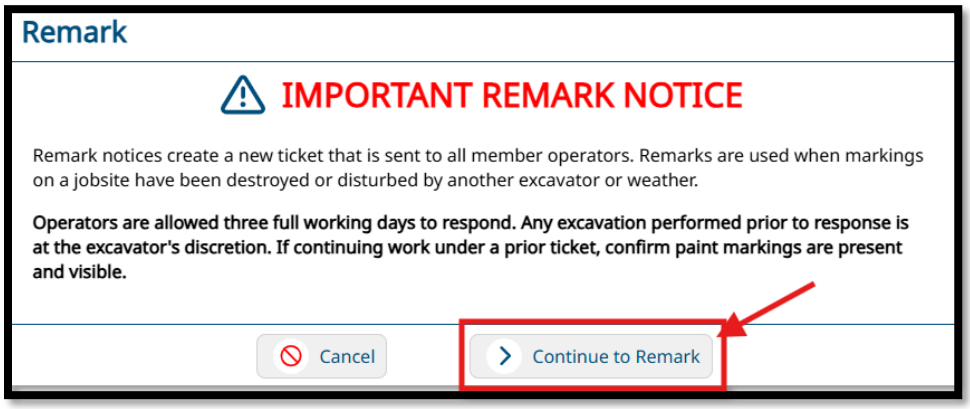
Located in the top right corner of the screen, select 'Remark'.



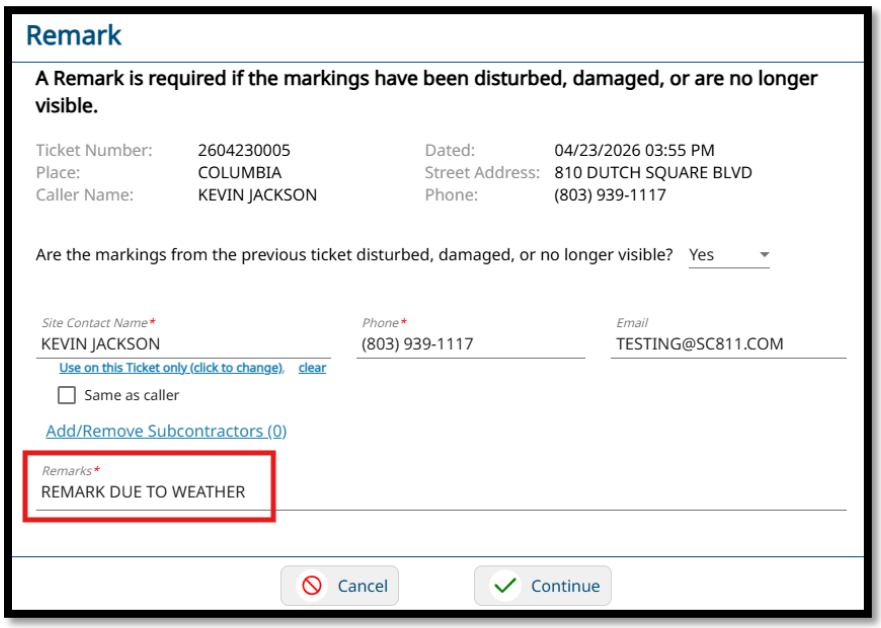

An additional pop-up screen will appear where you will confirm that the utility markings have been destroyed, damaged, or are no longer visible.




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



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

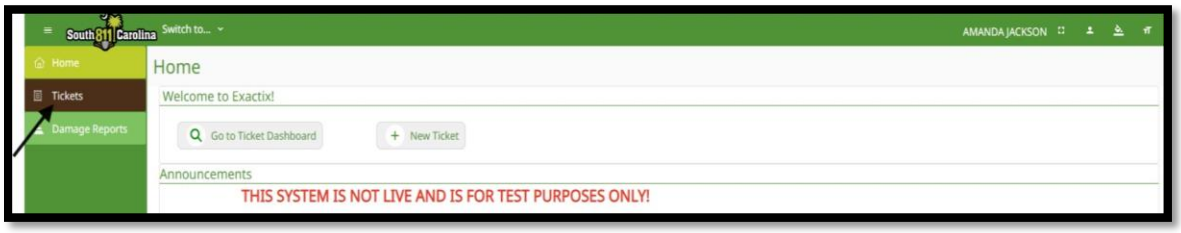



## Closing Locate Notices

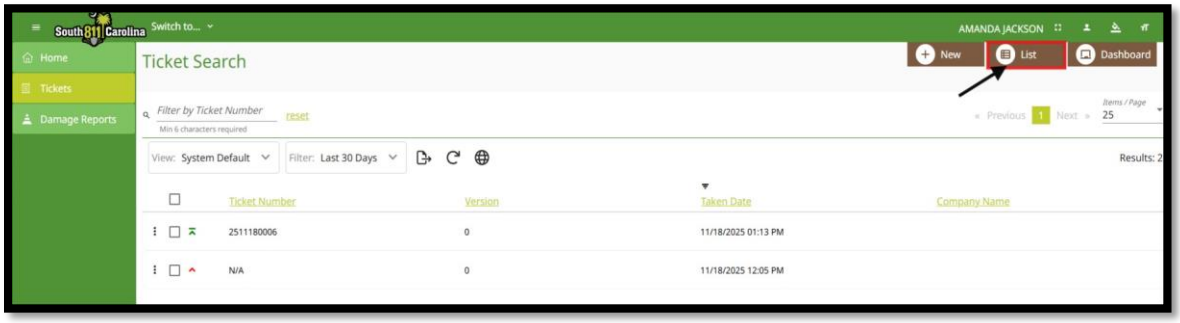
When excavation work is complete, it is the excavator’s responsibility to close the locate notice. Closing the notice informs member operators work is complete.



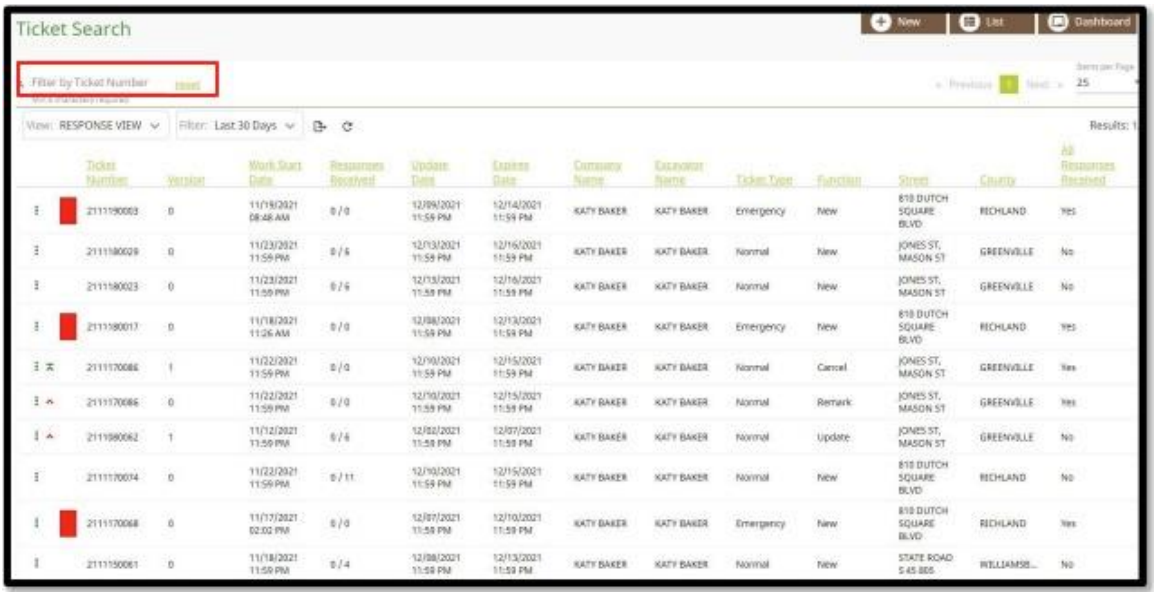
How to close a locate notice: Go to the 'Tickets' option on the left-hand side of the screen.



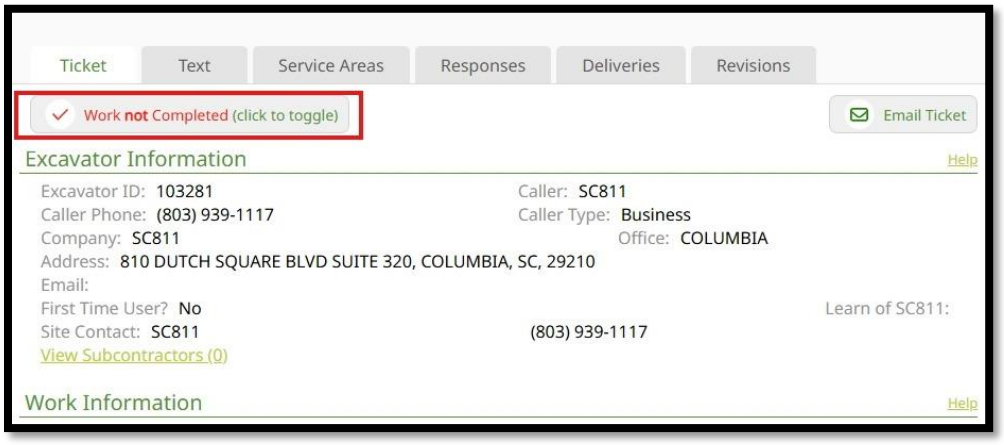

When the window opens, click the 'List' option in the top right-hand corner of the screen.



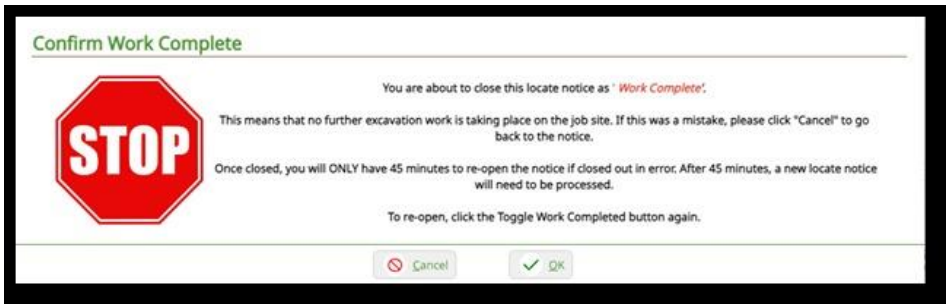

A 'Ticket Search' screen will appear. Go to the top left-hand corner and search by the ticket number in the 'Filter by Ticket Number' bar.



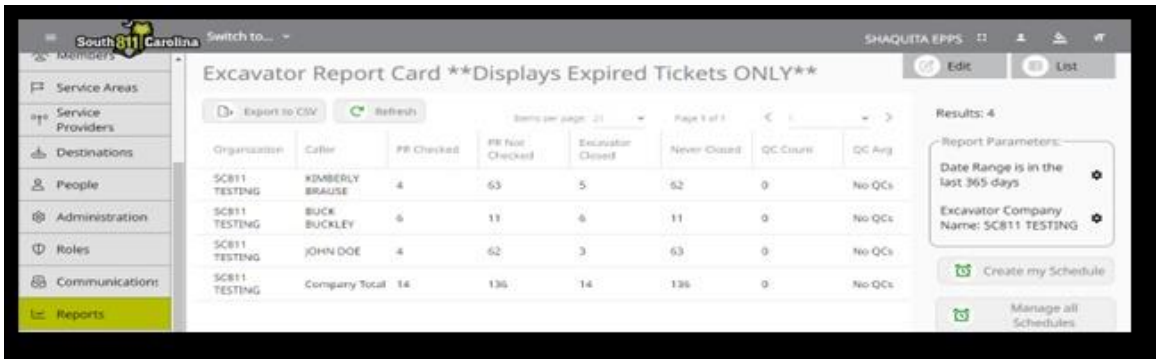
You will open the ticket and at the top of the notice there is a button that will need to be clicked to “toggle” as work complete.




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

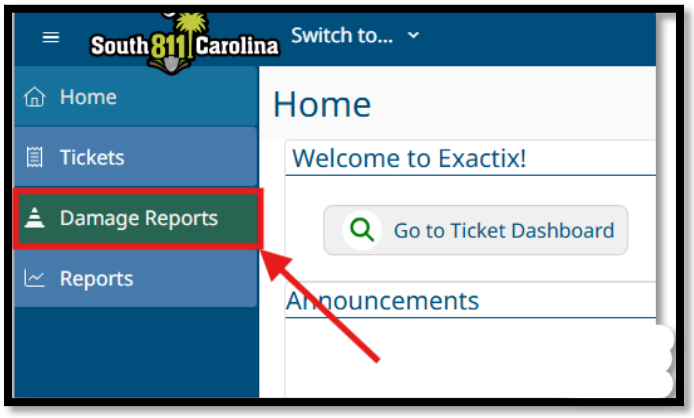



You can access Excavator Reports by clicking ‘Reports’ from the menu located on the left side of the screen. Excavator Report Card: The Excavator Report Card Report enables the users to review performance in checking Positive Response, closing out notices, and quality assurance on tickets.

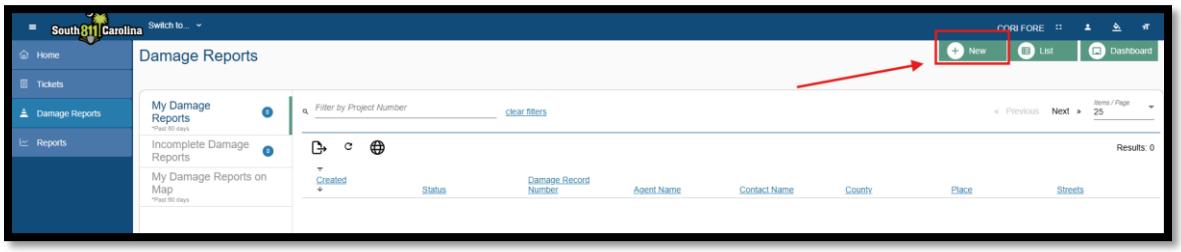



## Damage Report

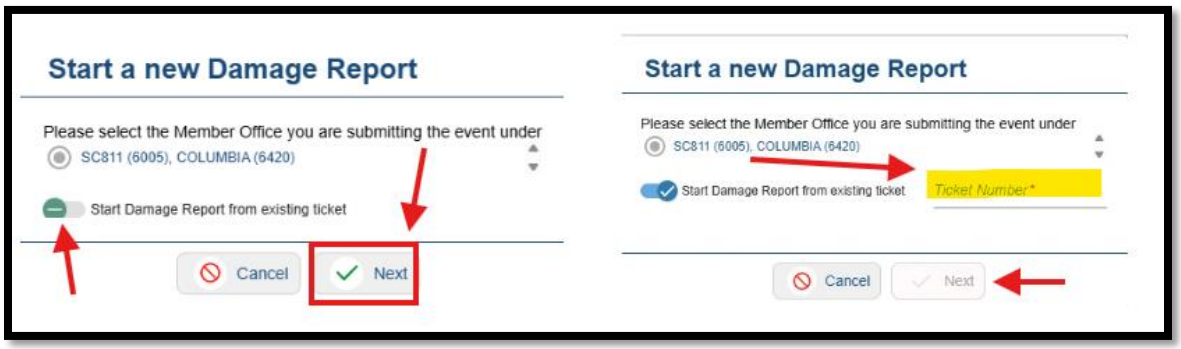
From your dashboard, click the '**Damage Reports**' tab on the left side of the screen.



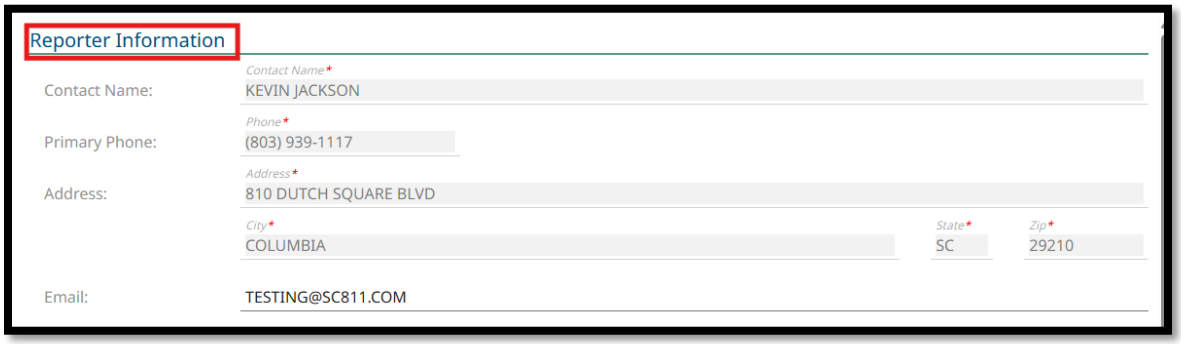
Next, select ‘New’ to create a new damage report.




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



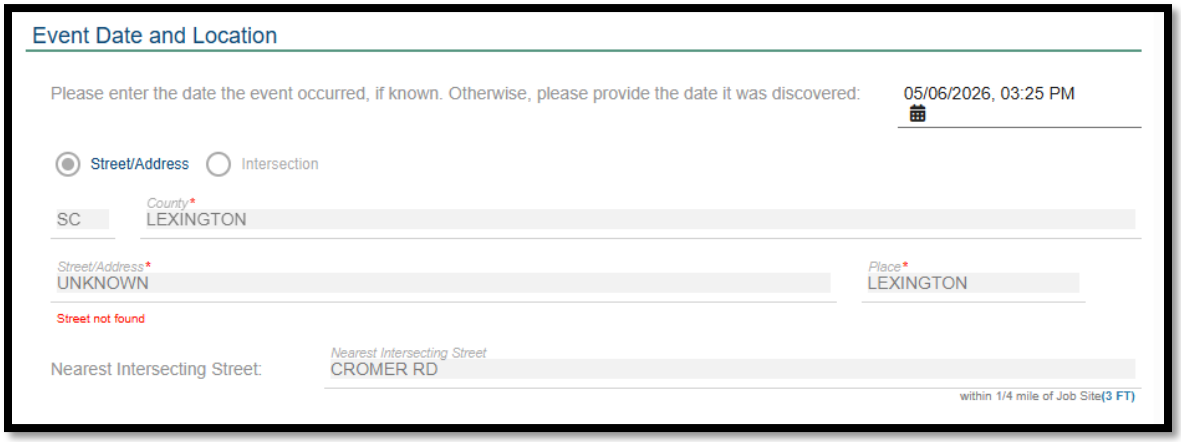

Whether creating a new damage report or starting one from an existing ticket number, the ‘**Reporter Information**’ section will automatically populate with your information and cannot be changed.




**Event Date and Location Section**

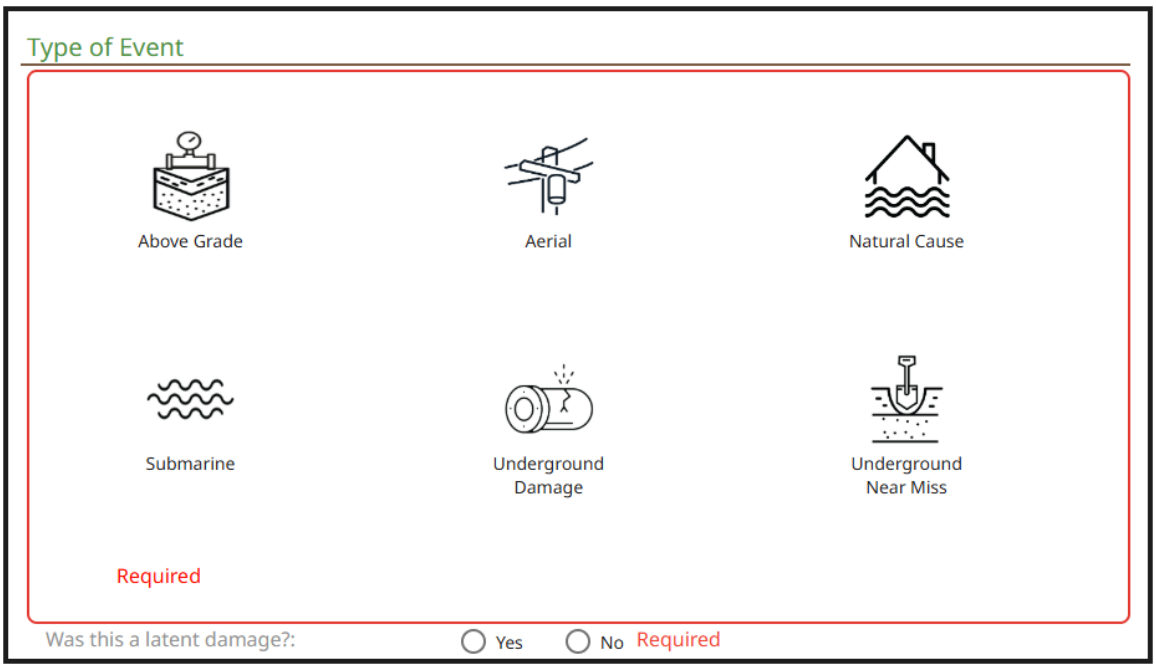
If you use an existing ticket number, the 'Event Details' section will autofill. If not, complete the section manually.

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



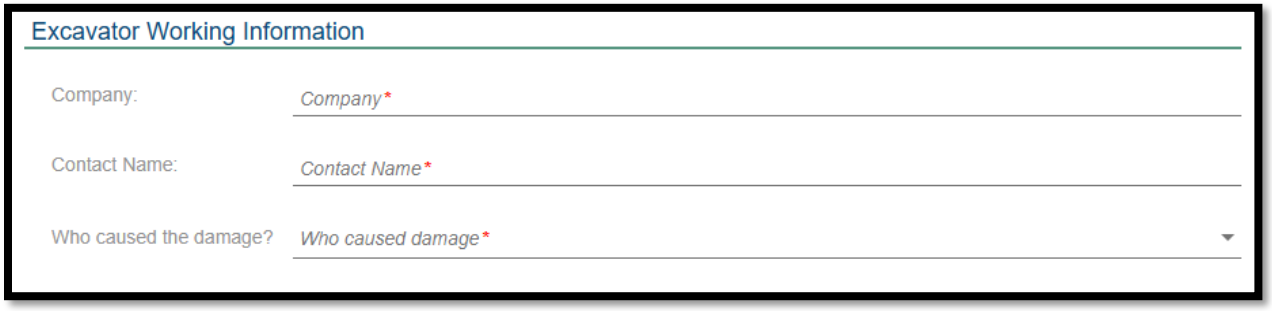

Type of Event Section:

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



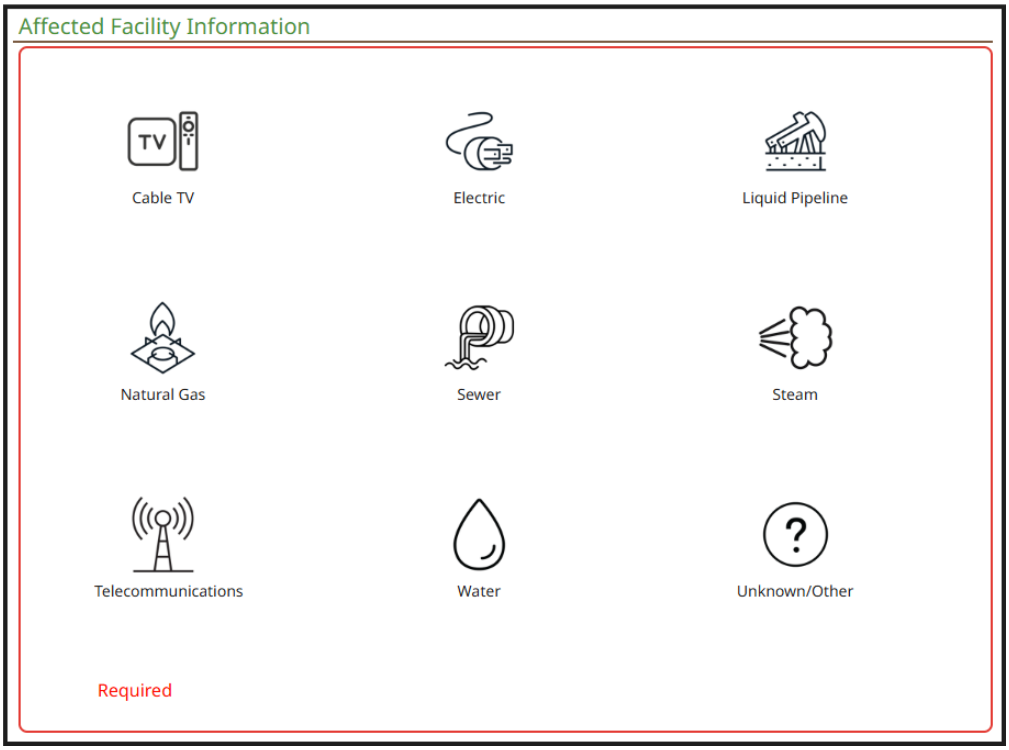

**Excavator Working Information**

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




**<u>Affected Facility Information</u>**

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

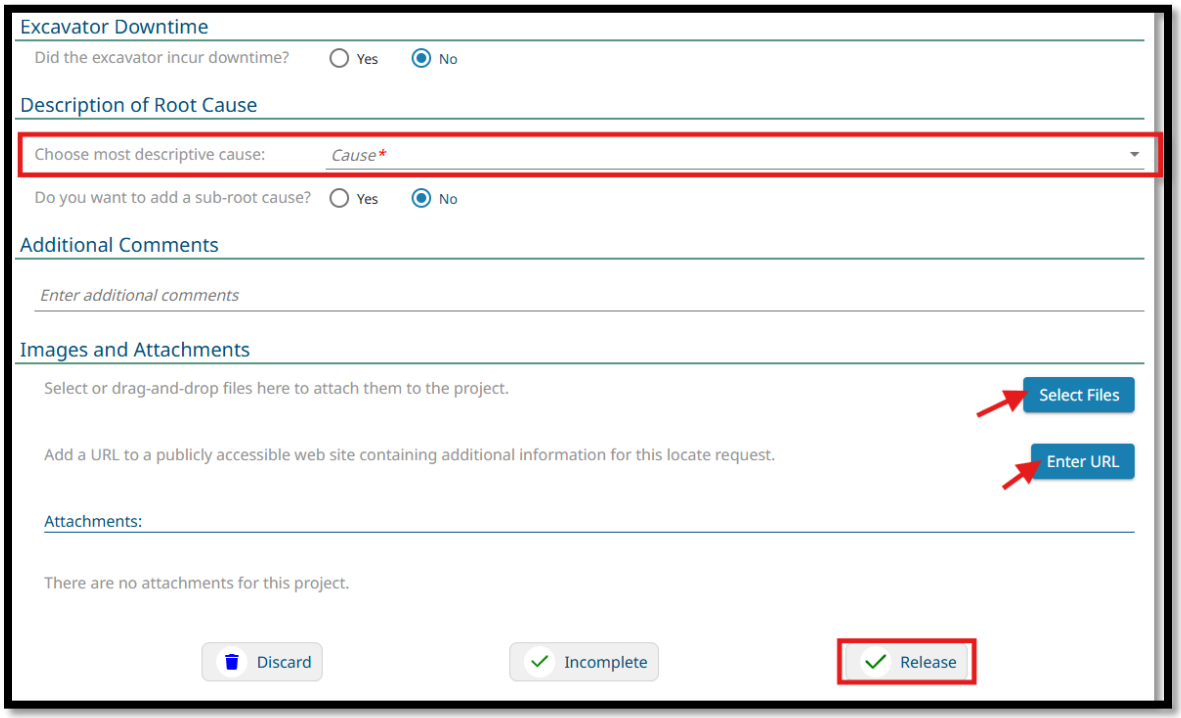


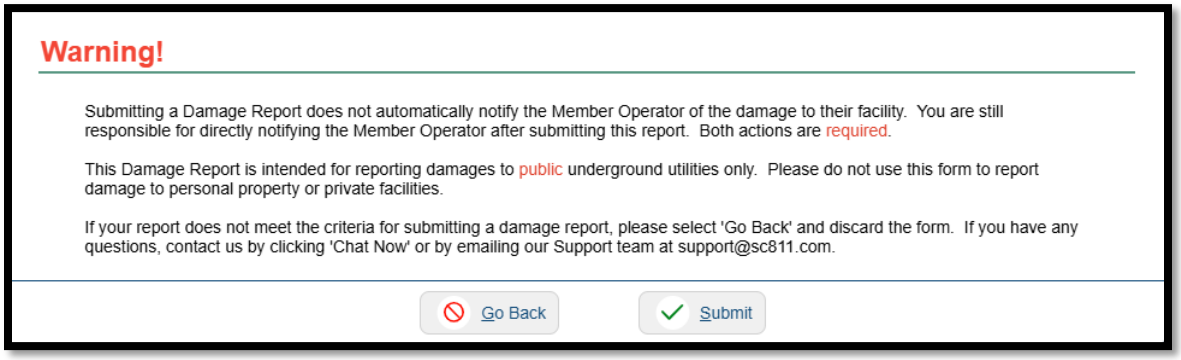

In the Work Site Information section, only fields marked with a red asterisk are required. However, you may complete all fields if the information is available.




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

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




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

## Support Line/Help Desk

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

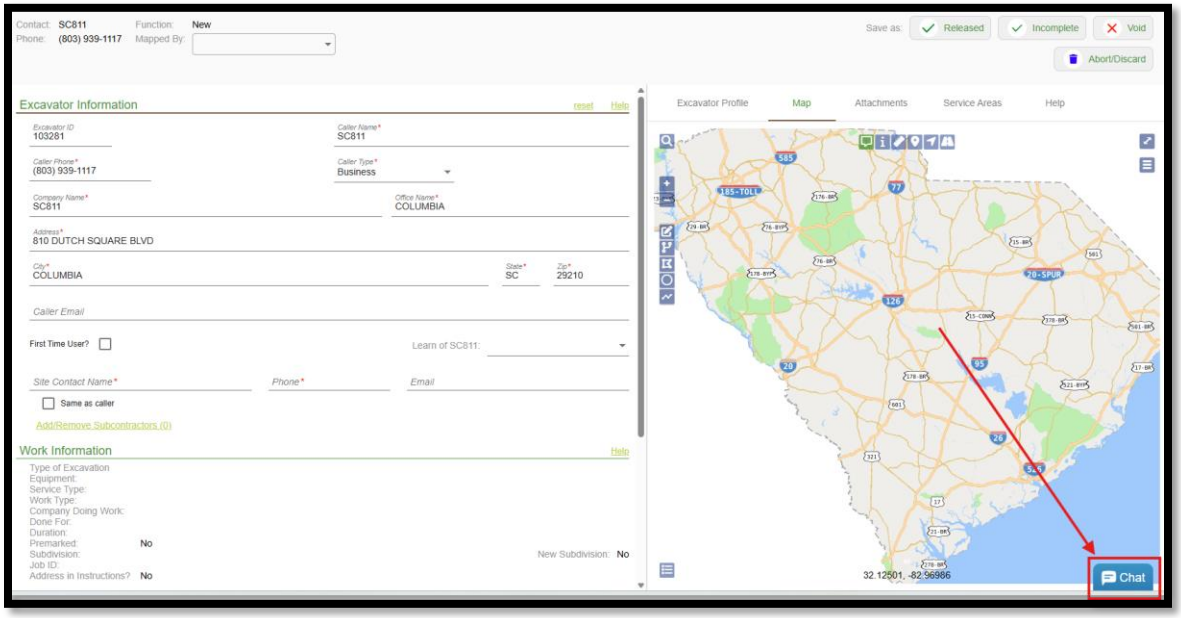
If you need further assistance regarding your online Exactix account, then you can reach the Support Line/Help Desk by going to the www.sc811.com website.



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

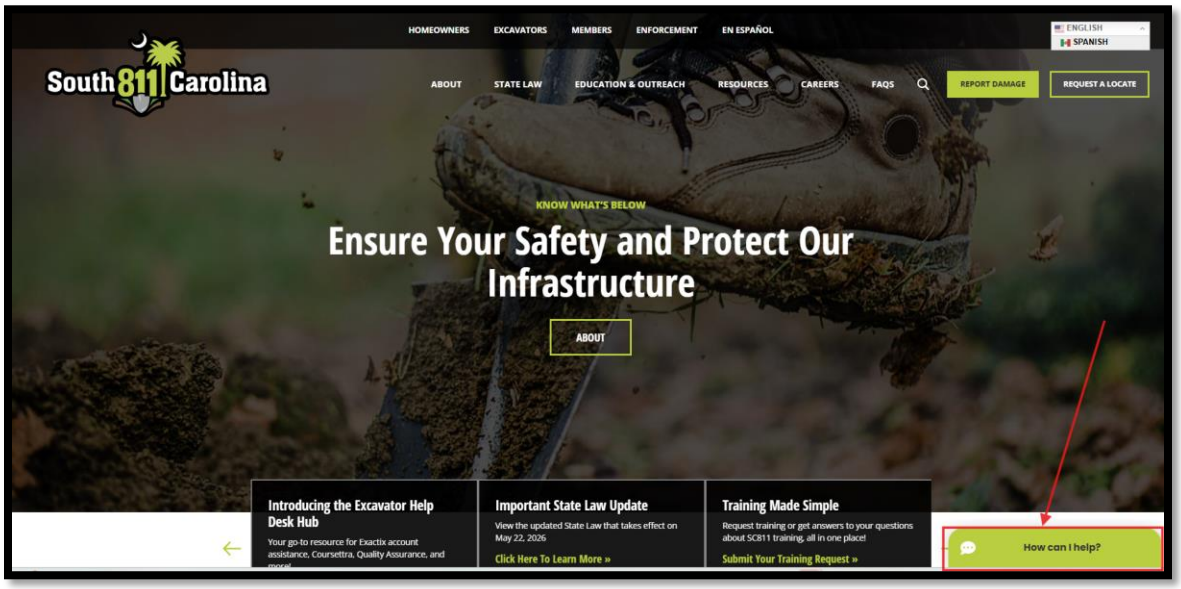



At the bottom right of the page is the 'Chat Now' feature.




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

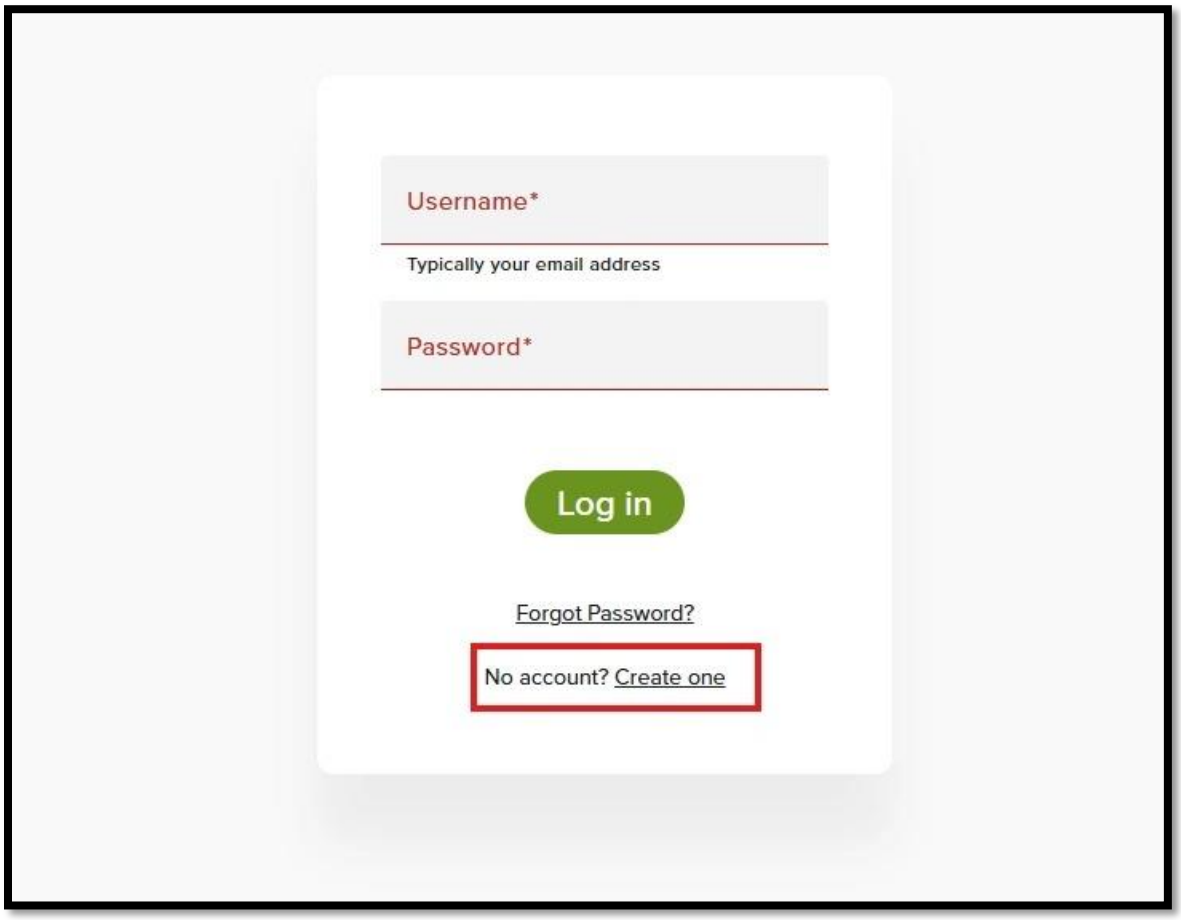
users if there are any questions while attempting to complete a request online. The Chat feature is visible on all screens of Exactix, even without opening a new request. It will be in the lower right-hand corner of the screen.



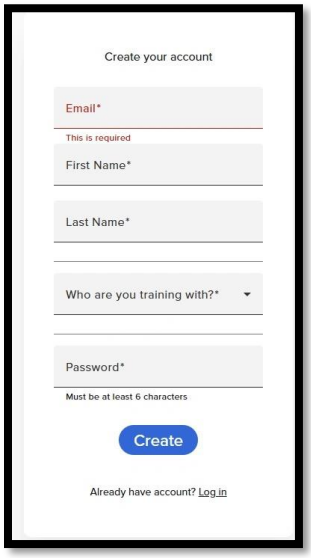

10. Coursettra login steps. First in the upper left your will click on switch to Coursettra while in Exactix



Click on create account




Create your account



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

