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.

November 13, 2026

Table of Contents

Table of Contents 1
Ticket Types 3
Complex Normal Notices 4
Multiple Addresses 4
No Specific Address 4
Apartment Complexes and Mobile Home Parks 4
Mobile Home Park 5
New Subdivision 5
Rest Areas 6
Work along a road 7
Divided Roadways and Median Work Requirements 8
Marking an Intersection 9
Multi-Save Feature 10
Map Search Features 14
Basic Search Types 14
Mile Markers 14
Exit and Entrance/On Ramps 15
Latitude/Longitude Map Feature 17
Entering Latitude/Longitude Coordinates 18
Using Secondary Road Number Enter a Locate Notice 19
Unknowns for Linear Work Areas 20
Traffic Circles 21
Emergency Notices 22
Mapping Tools 27
Ruler 29
Push Pin 30
Highlight Streets 31
Toggle Full Screen 32
Toggle Base Map 32
Mapping Legends 36
Mapping the Work Site 37
Using the Mapping Tools 38
Buffer Street or Map Feature 38

Draw Polygon 39
Draw Line 40
Including Attachments to a Locate Notice 41
SC811 Guidelines 42
Ticket Versions 45
'Copy Function' 46
History of the Locate Notice 47
How to Check Positive Response in Exactix: 48
List of Open and Closed Codes 49
Code 60 Response Codes for Locators 51
Responding to a Code 60 51
Ticket Dashboard 54
Secondary Actions (Ticket Functions) 55
Processing No Show 58
Processing a Resend 60
Processing Additional Info 61
Processing an Extension 62
Processing a Remark 64
Processing a Cancel 65
How to Close Out a Locate Notice 67
How to close out multiple locate notices: 69
Excavator Reports 71
How to Create a 'Configured List': 72
Ticket Research View 75
Quality Assurance Scores 77

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 dop 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

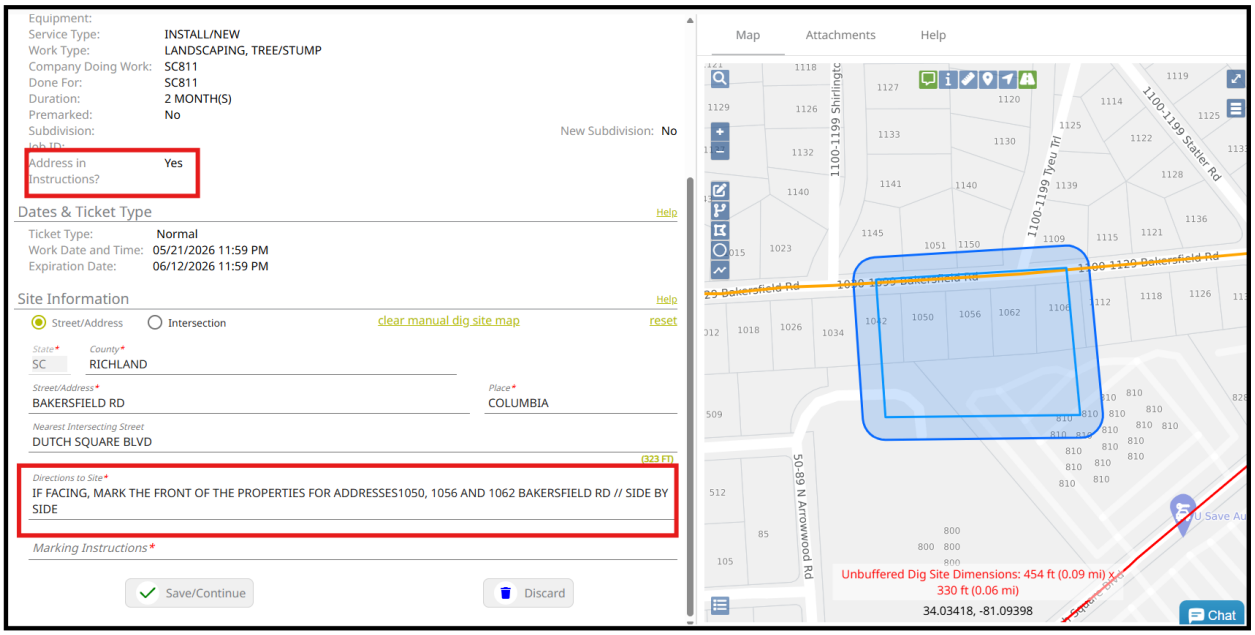
Emergency - In order for a request to qualify to be an emergency it must be a sudden or unforeseen event involving a clear and imminent danger to life, health, or property; the interruption of essential existing utility services; or the blockage of transportation facilities, including highway, rail, 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.



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

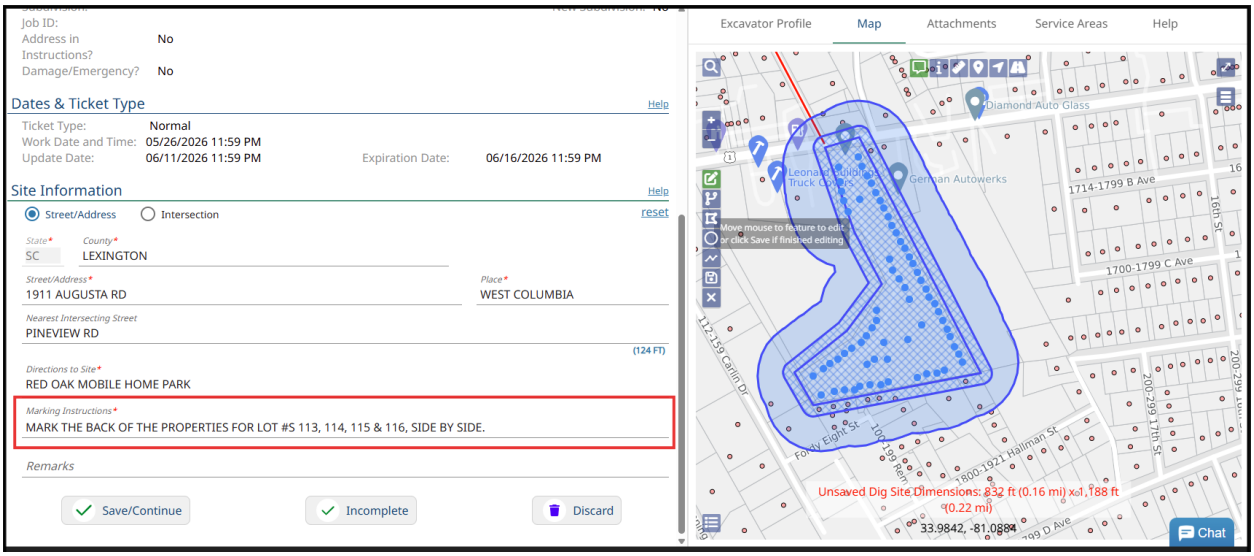
This type of locate notice can be processed within SC811 guidelines for up to 5 adjacent buildings, lots, addresses, apartment buildings, or mobile homes, or up to 1320 feet, whichever is less. All locations must be on the same side of the road and cannot be separated by a road or other property. There 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.

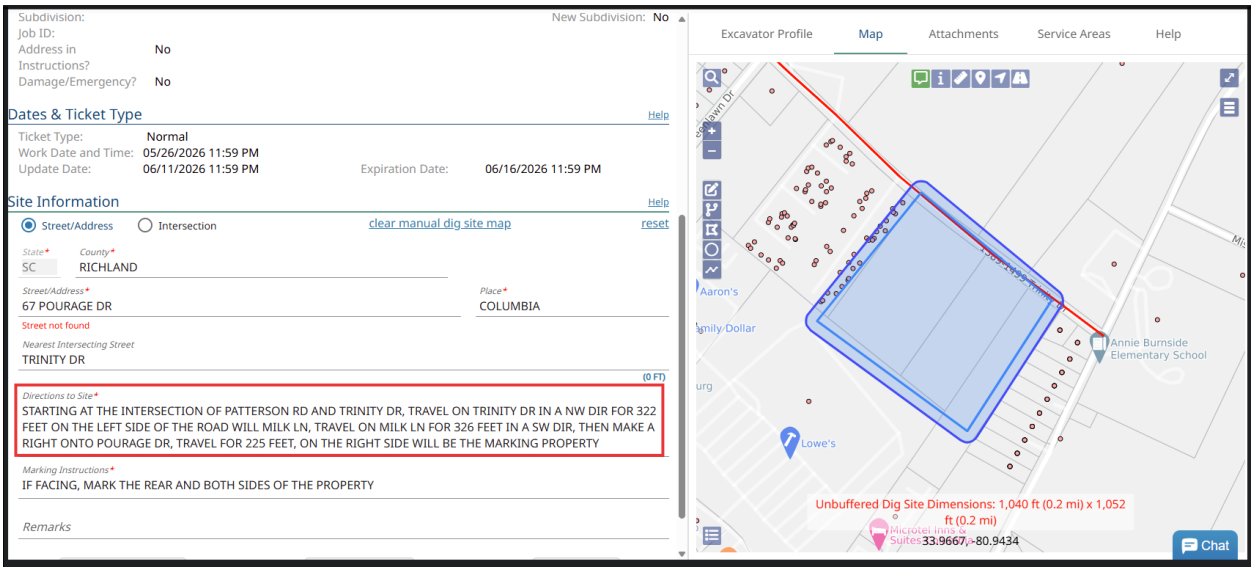


Large Project Pop Up Box

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.**



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.

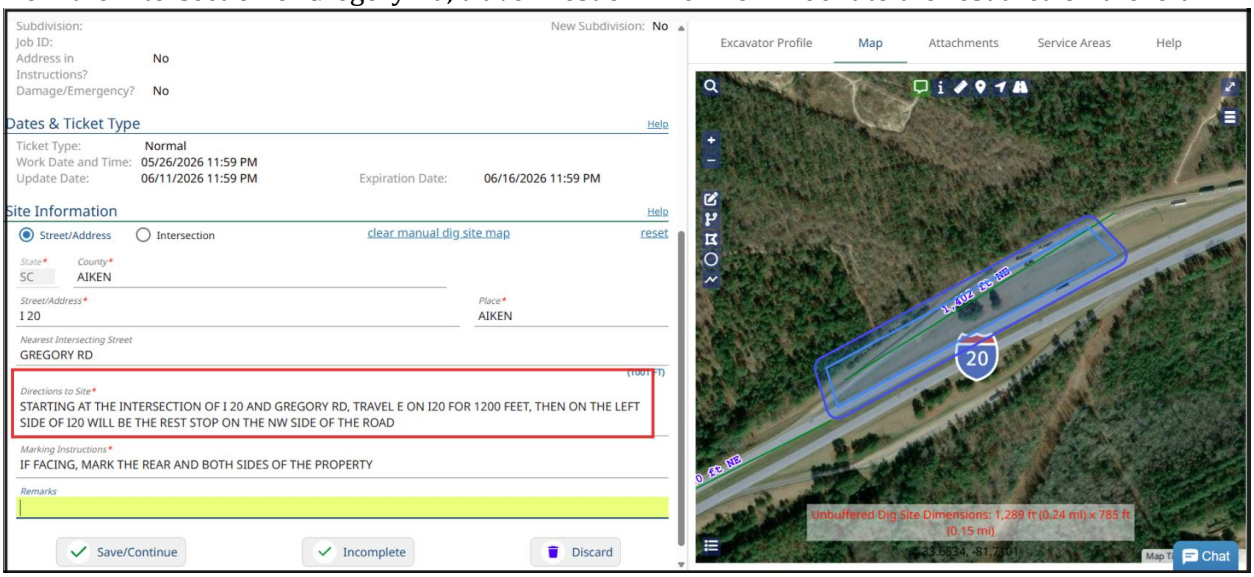


Rest Areas

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.



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.

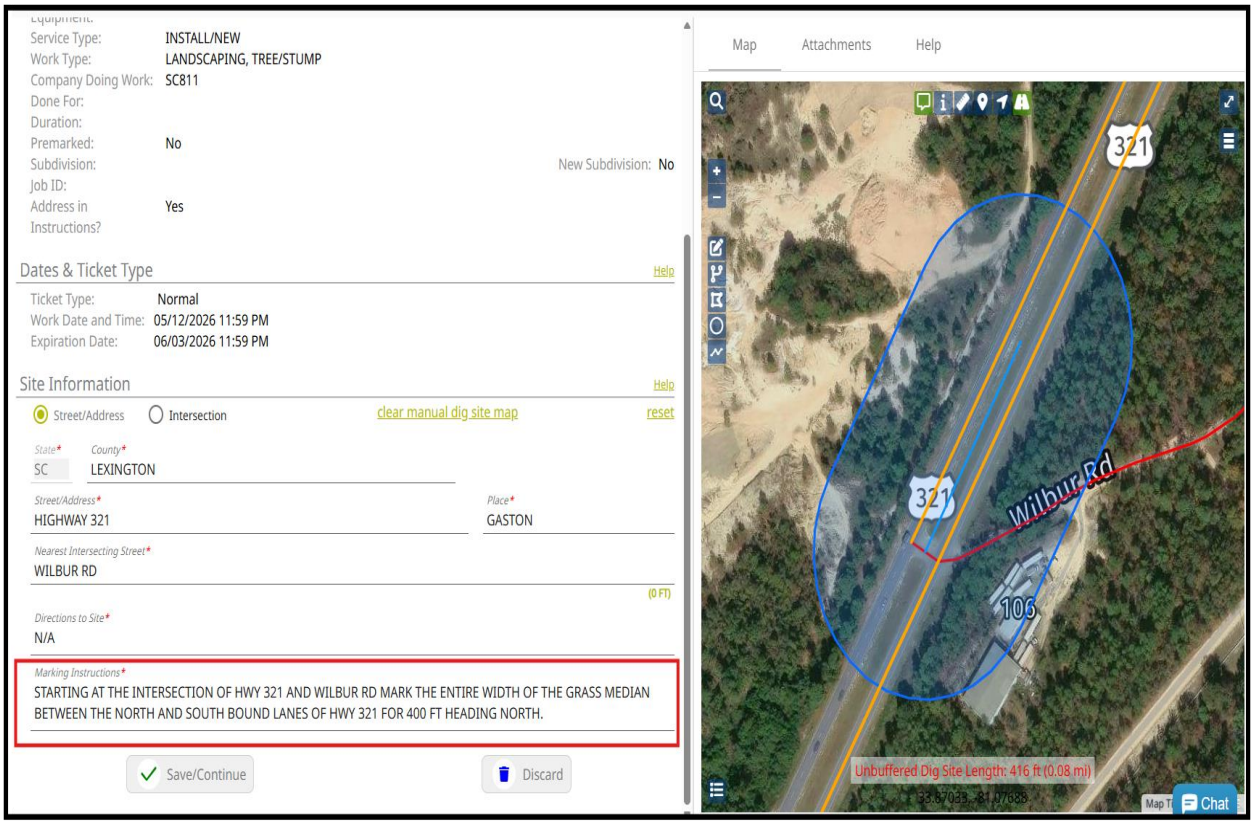


Divided Roadways and Median Work Requirements

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.



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.



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.

Multi-Save Feature

Use the **Multi-Save** feature when your roadway or other linear excavation is longer than **1,320 feet** but no more than **1 mile (5,280 feet)**.

Multi-Save automatically creates multiple locate notices to cover the entire distance of your project.

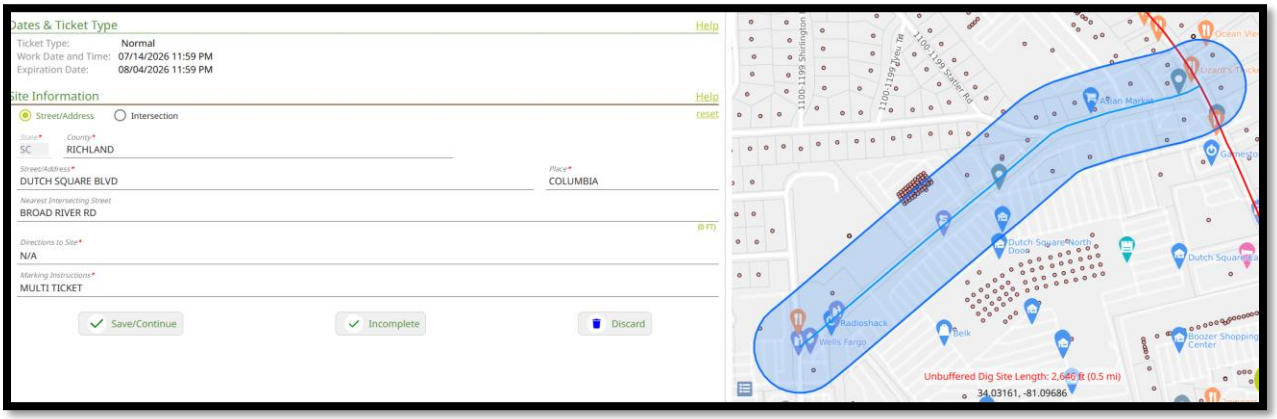
To use Multi-Save:

Follow these steps to submit a Multi-Save request:

1. Enter Multi Ticket in the Instructions field.
2. Use the Draw Line tool to map the roadway from the starting point to the ending point. Do not map in reverse. The system creates your locate notices in the direction you draw the line, so mapping backward will reverse the starting and ending points and the left and right sides of the roadway.
3. Make sure the total mapped distance does not exceed 1 mile (5,280 feet).

4. Click Save/Continue. The system will automatically create the locate notices needed to cover the distance you mapped.

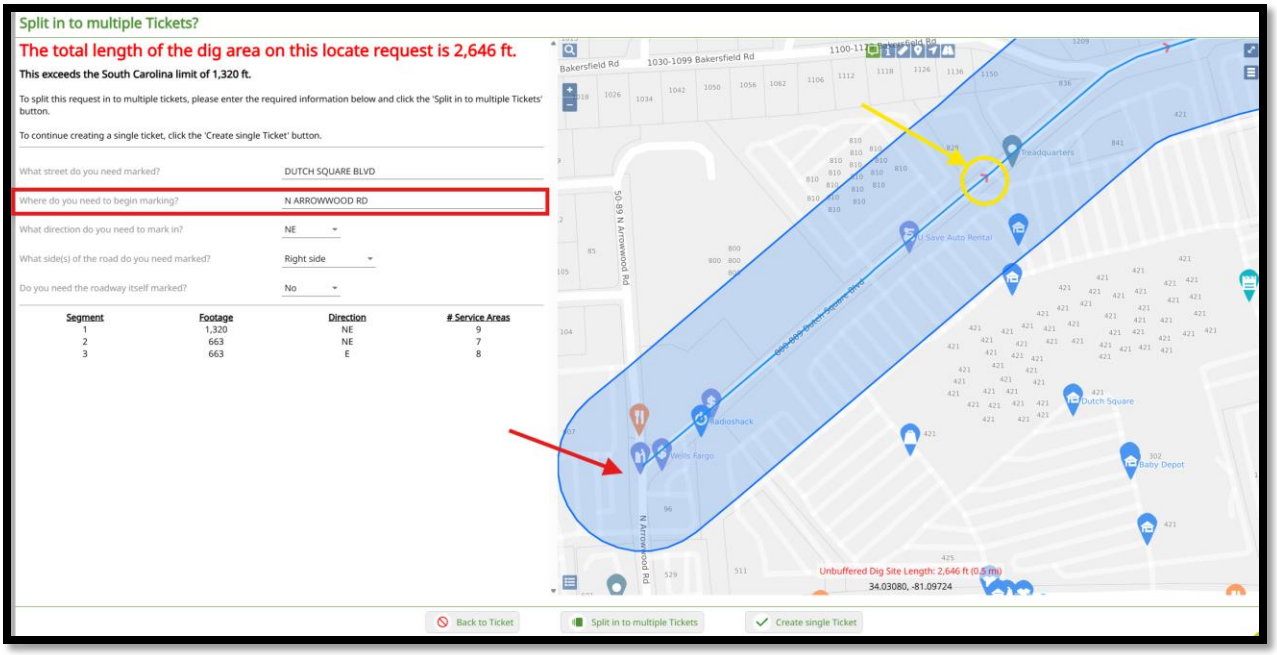
Note: If your project is longer than **1 mile (5,280 feet)**, it may qualify as a **Large Project**. If so, you'll need to submit it through the Large Project process instead.



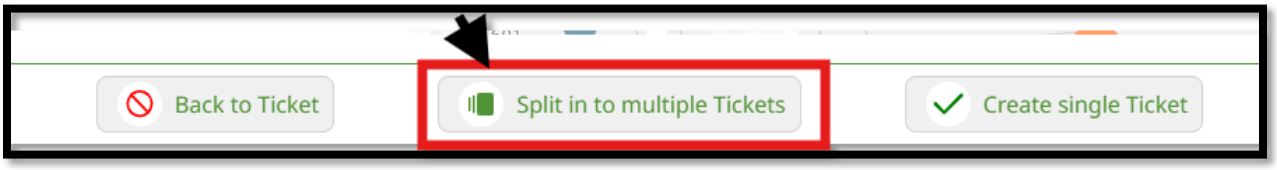
The '**Split Into Multiple Tickets**' window will appear. Complete the required fields for your work area, then select Split Into Multiple Tickets.

The information you enter will automatically be added to the **Marking Instructions** on each locate notice. The screen will also display the number of locate notices that will be created based on the total distance you mapped.

In this example, the "**Where do you need to begin marking?**" field matches the starting point of the mapped route. The red directional arrow on the map shows the direction of travel based on the line you drew on the previous screen. Verify that the starting location and arrow direction are correct before splitting the request into multiple tickets.

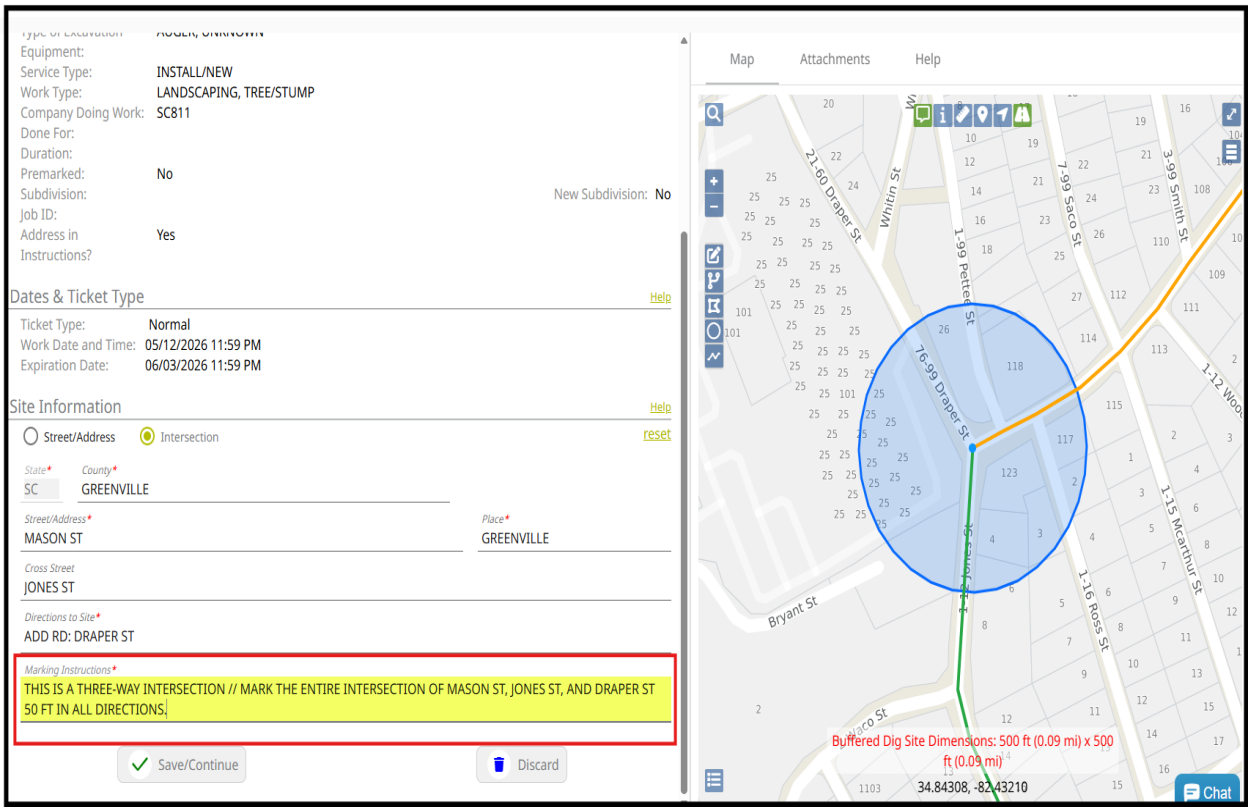


Once all information is complete, select '**Split Into Multiple Tickets'** to create the individual roadway locate notices for the mapped area.



After selecting **Split Into Multiple Tickets**, you will have one final opportunity to review the information before creating your notices. Verify that all details are correct before saving.

Once the tickets are created, a confirmation screen will display each **ticket number** along with the **footage covered by that ticket**.


Equipment:
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 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* SC
County* GREENVILLE
Street/Address* MASON ST
Place* GREENVILLE
Cross Street JONES ST
Directions to Site* ADD RD: DRAPER ST
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.
Save/Continue
Discard
Map
Attachments
Help
Buffered Dig Site Dimensions: 500 ft (0.09 mi) x 500 ft (0.09 mi)
34.84308, -82.43210
Chat

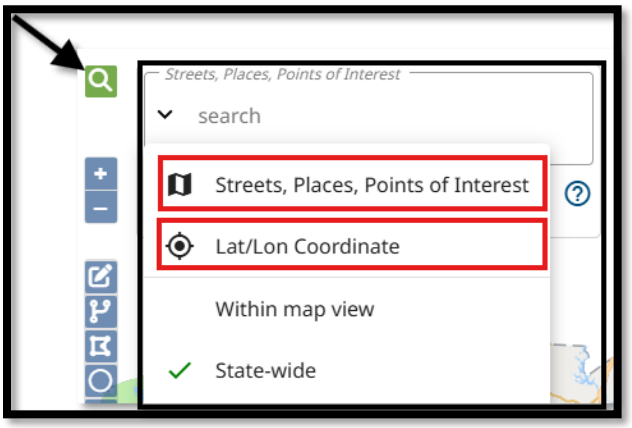
Map Search Features

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.

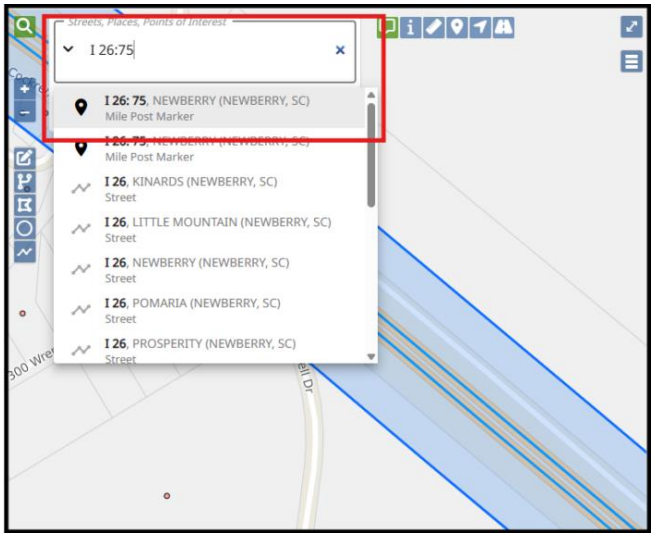
Point of Interest: Enter the name or part of the name of a location such as a park, cemetery, railroad, restaurant, or bank. Select the result to center the map on that location.

Mile Markers

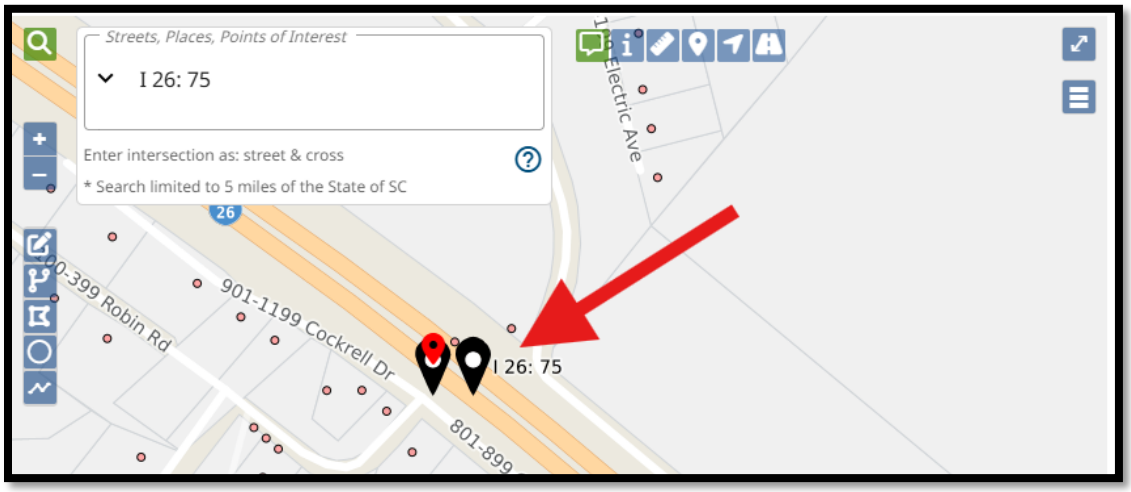
When work is taking place at a mile marker on an interstate, directions are required to the mile marker from an intersection.

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.

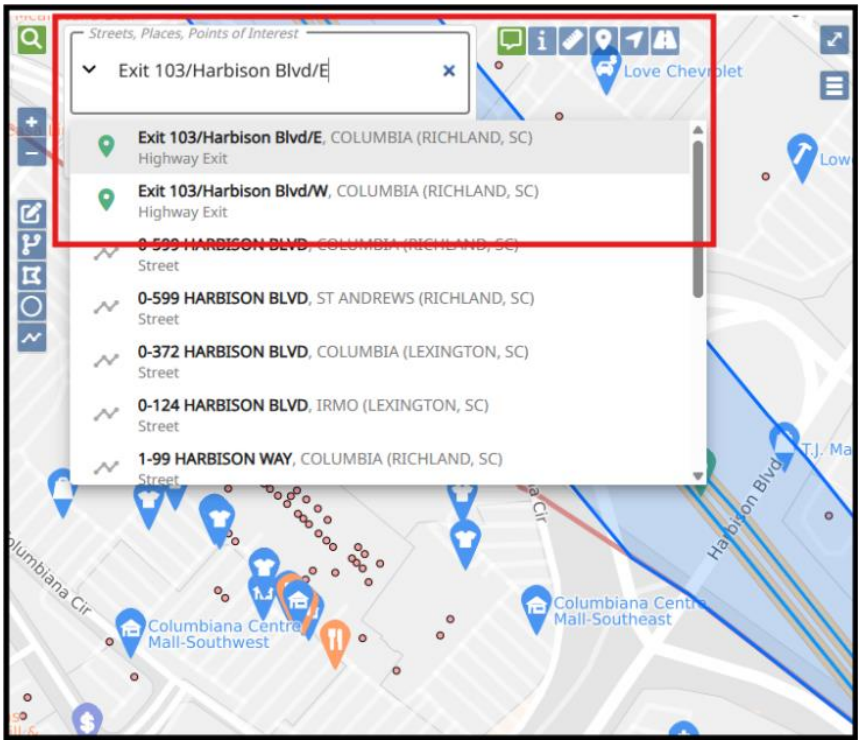


When selecting the correct search result, you will see the Mile Post Marker with a black pinpoint on the map, as well as a red pinpoint.

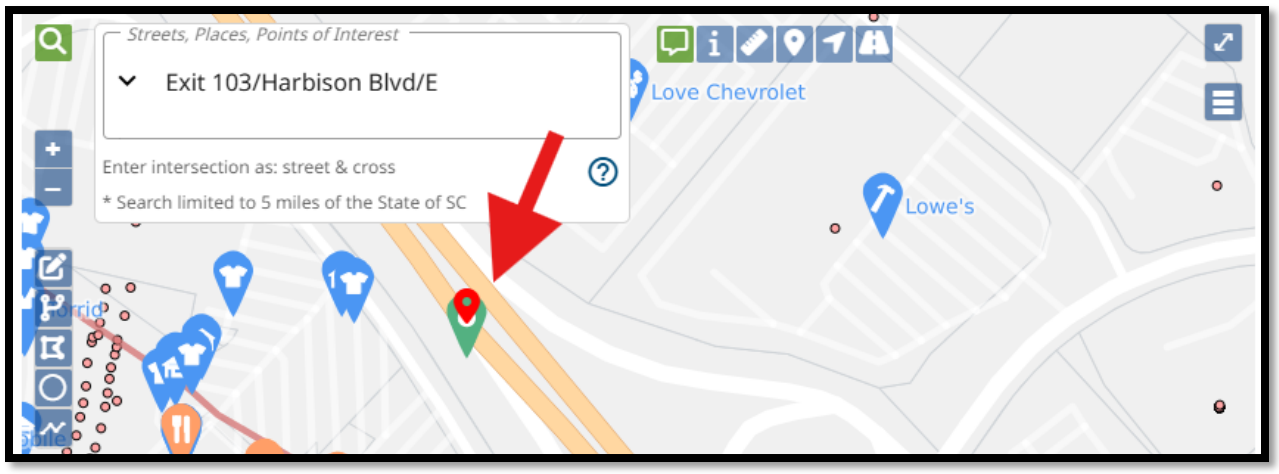


Exit and Entrance/On Ramps

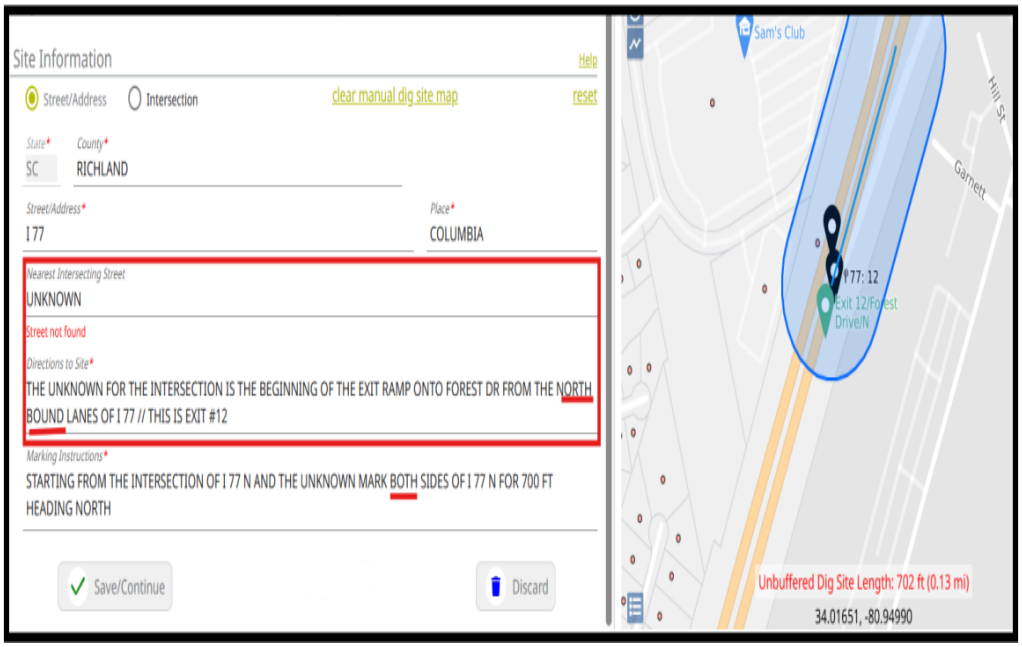
When searching, you will need to put the exit number, followed by a forward slash, then add the name of the road the interstate exits to, followed by a forward slash, then the first letter of the direction the interstate is headed. For example, if searching for exit 103 from Interstate 26 East to Harbison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

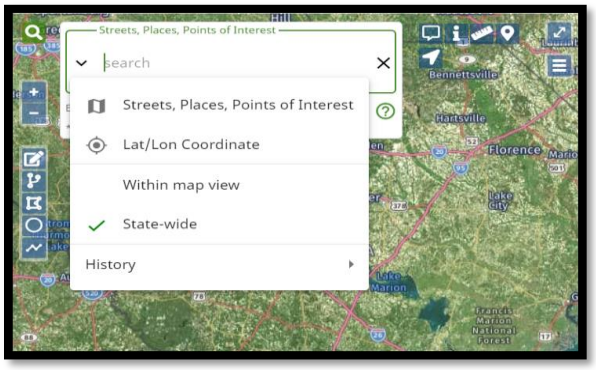
Latitude/longitude is a map feature that can be used to help pinpoint the work site location on the SC811 map. This feature is commonly used when the work is taking place in areas such as easements, rights-of-way, subaqueous notices, or new subdivision developments.

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.

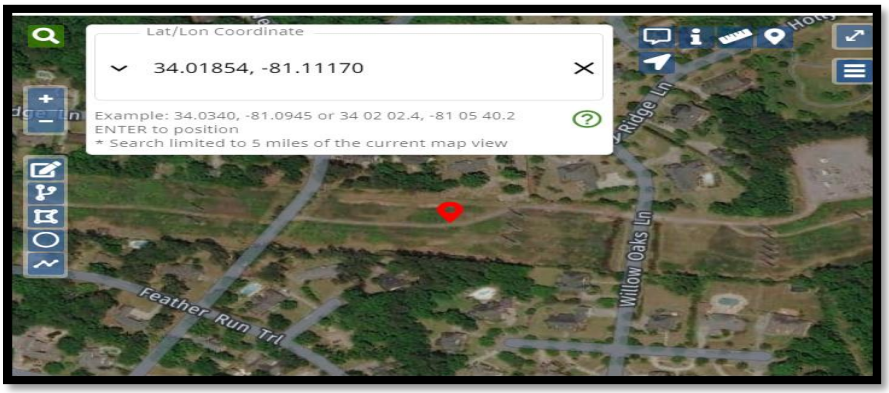
Example of valid marking instructions- From Quail Hollow Ln travel east on the right of way for 360 ft to the white flag located at coordinates 31.01854, -81.11170 // Mark a 50 ft radius around the flag.

Entering Latitude/Longitude Coordinates

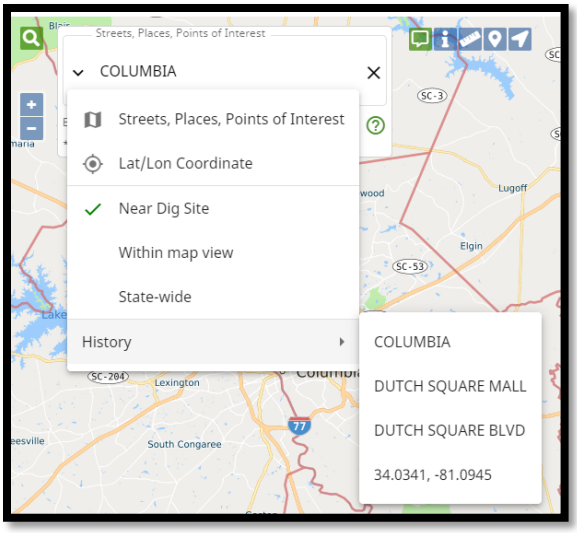
When in the ‘Search’ box press the drop-down arrow and choose the ‘Lat/Lon Coordinate’ option.



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.



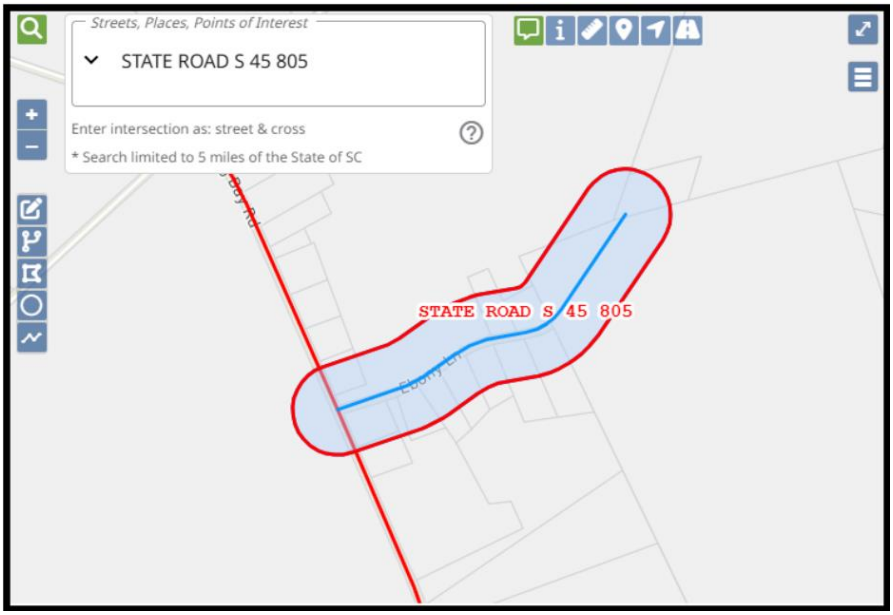
Using Secondary Road Number Enter a Locate Notice

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

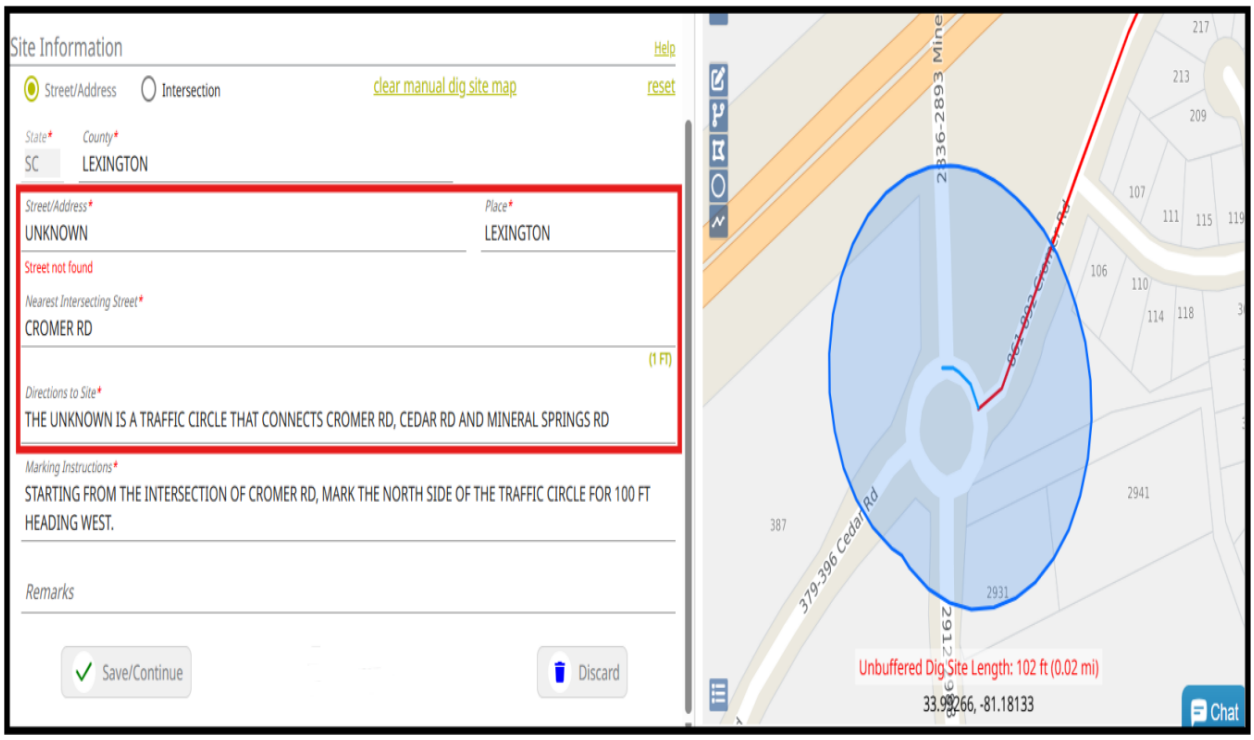
Rd for 990 ft to the unnamed road on the right // ref address of 2455 moores mill rd, if facing ref address, the unknown unnamed rd will be on the right side



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.



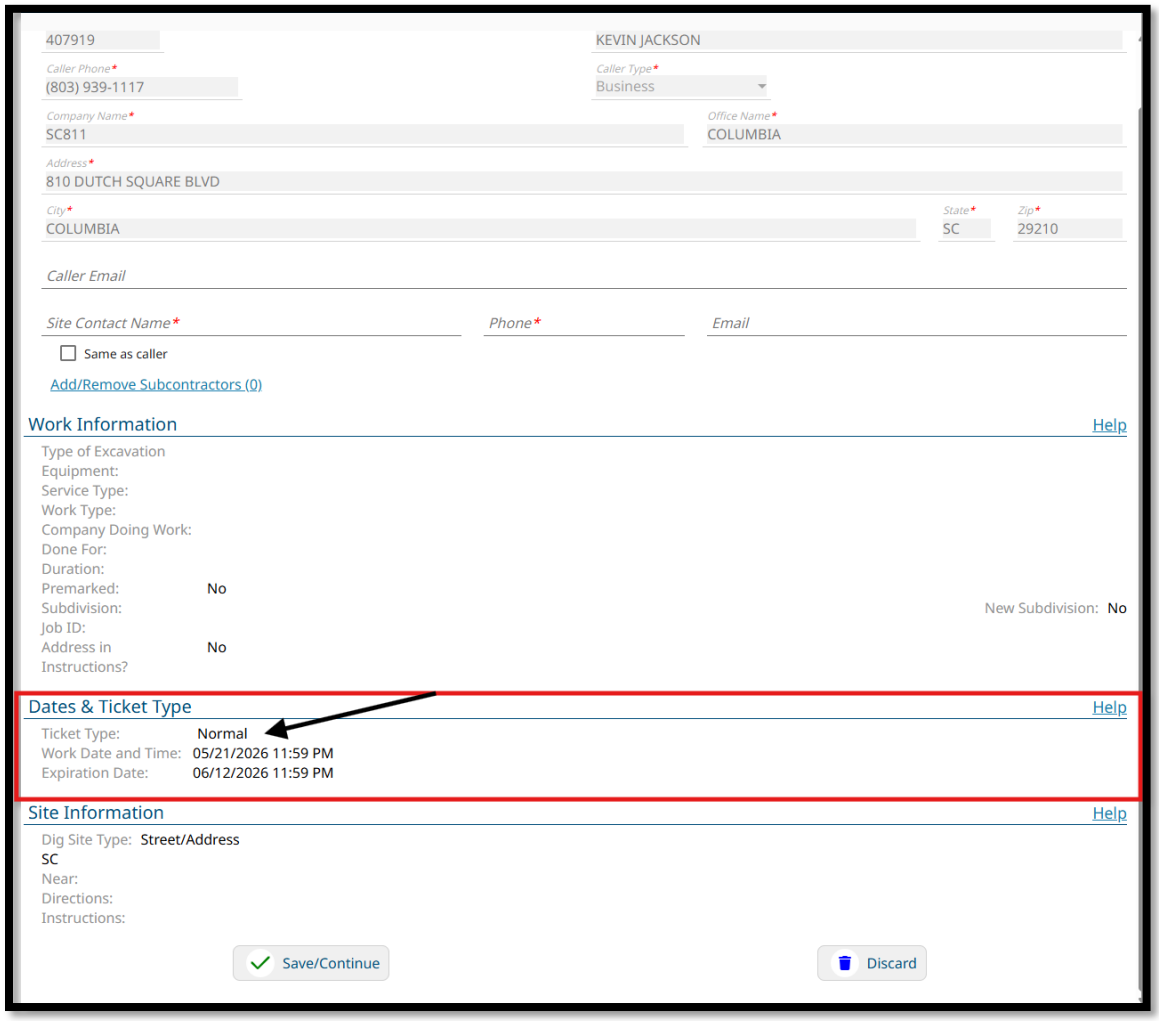
Emergency Notices

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.

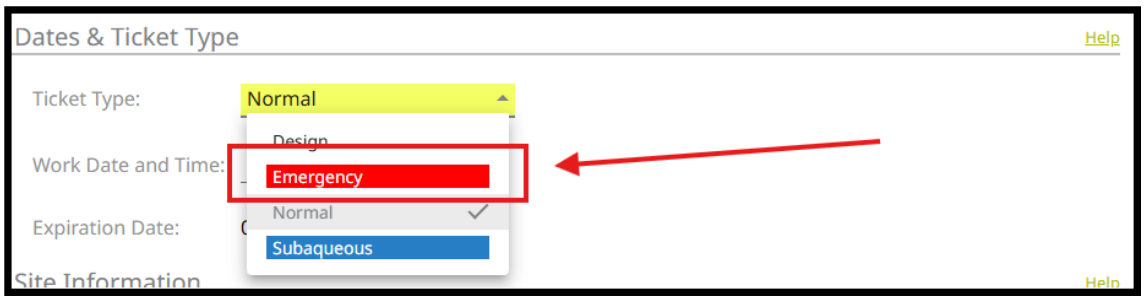
All required information for a Primary Notice is still needed; however, additional steps are required to complete an Emergency Notice. These include explaining how the emergency occurred, providing the current status of the crew, and entering emergency contact information.

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.

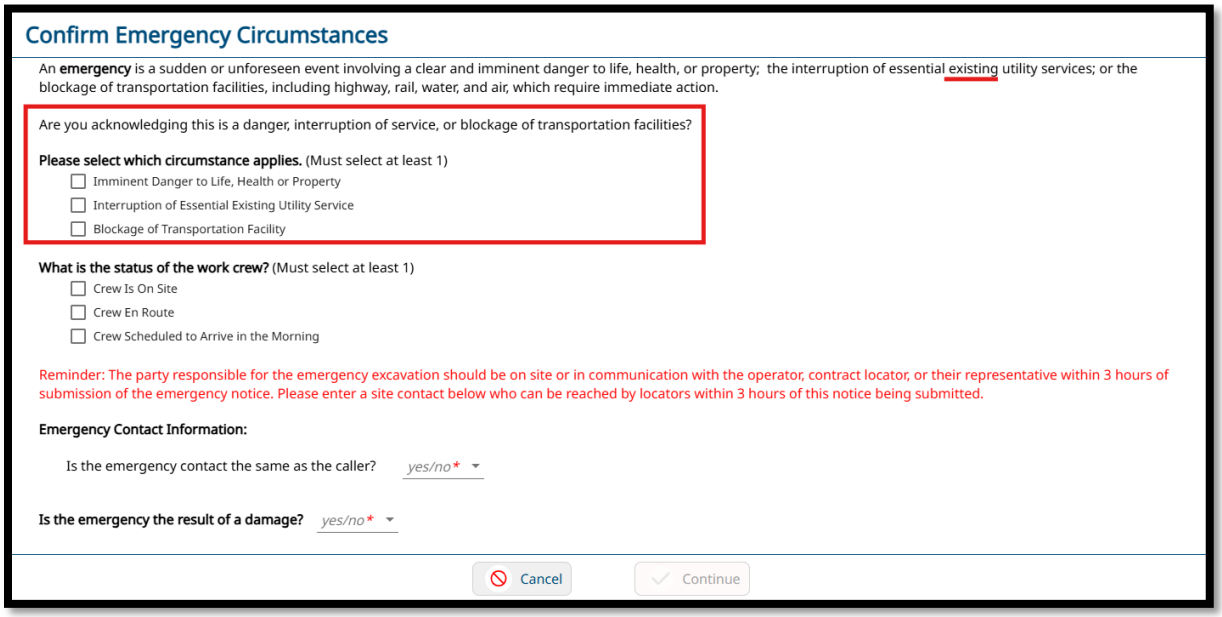
You will choose the Emergency option listed under Ticket Type in the Dates & Ticket Type section.



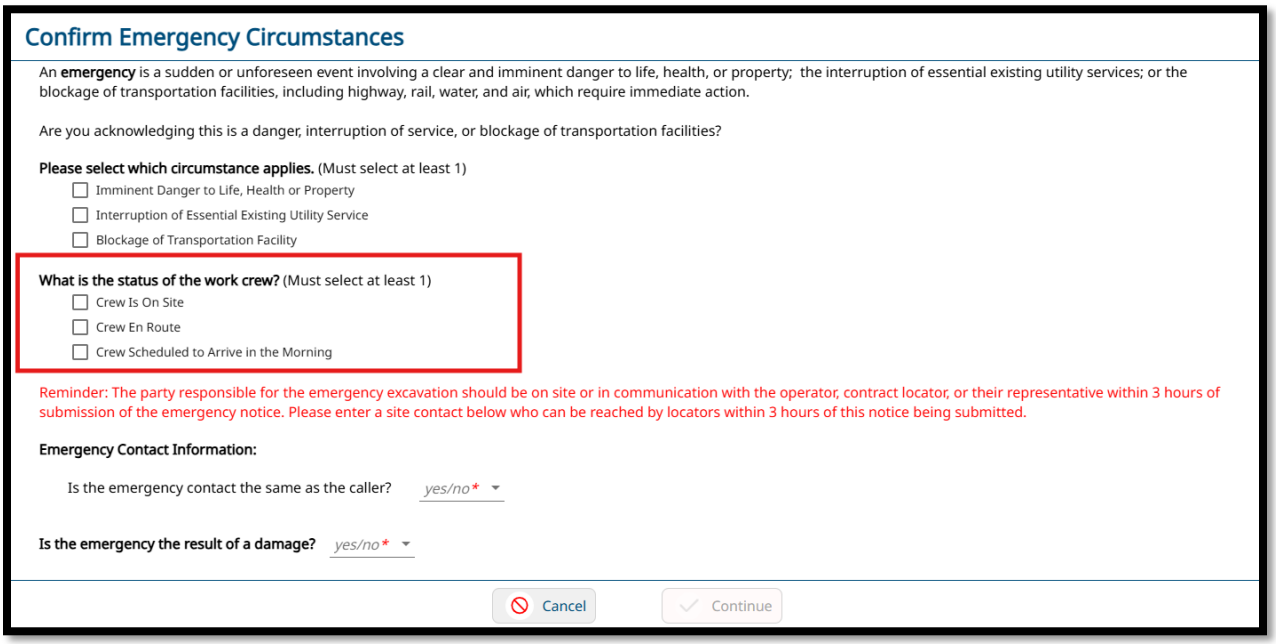
Select 'Emergency' from the drop-down menu.



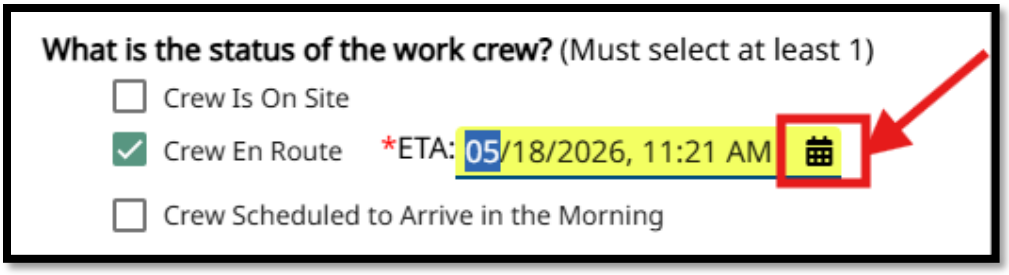
Read the Emergency Circumstances section. In the first field, select which circumstance(s) apply. At least one selection is required, and you may choose more than one if needed.



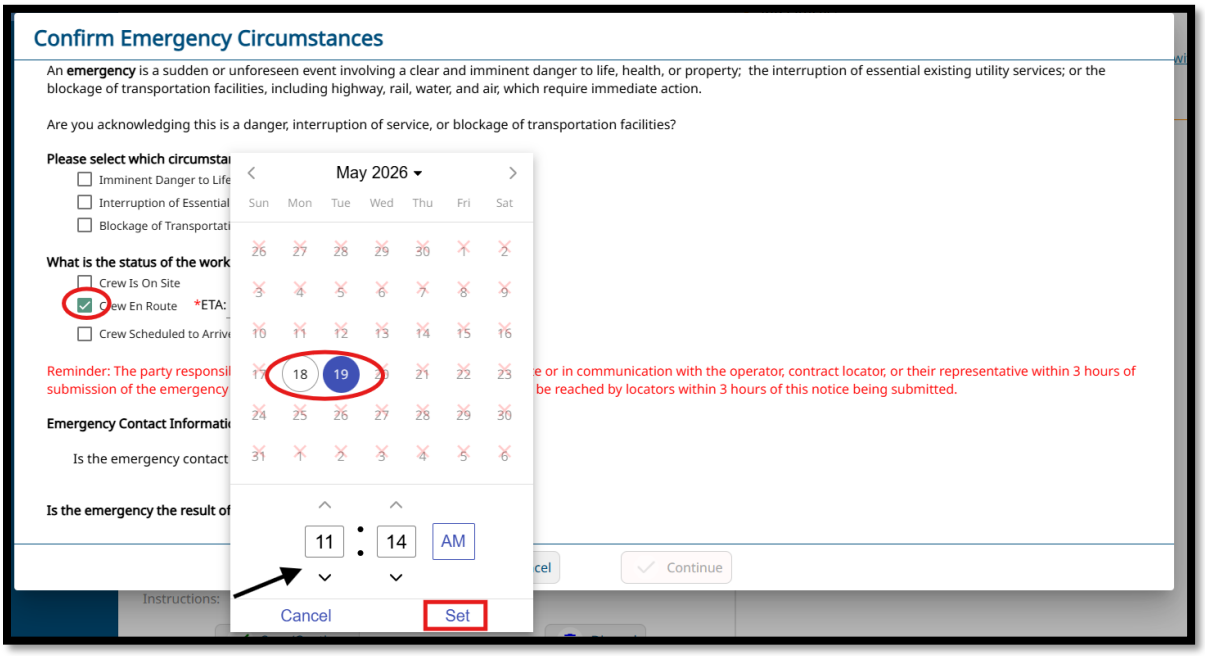
Next, provide the status of the work crew. Only one option can be selected. If the crew is already onsite, select Crew is on site. If the crew is en route or scheduled to arrive in the morning, select the appropriate option and enter the expected arrival date and time.



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

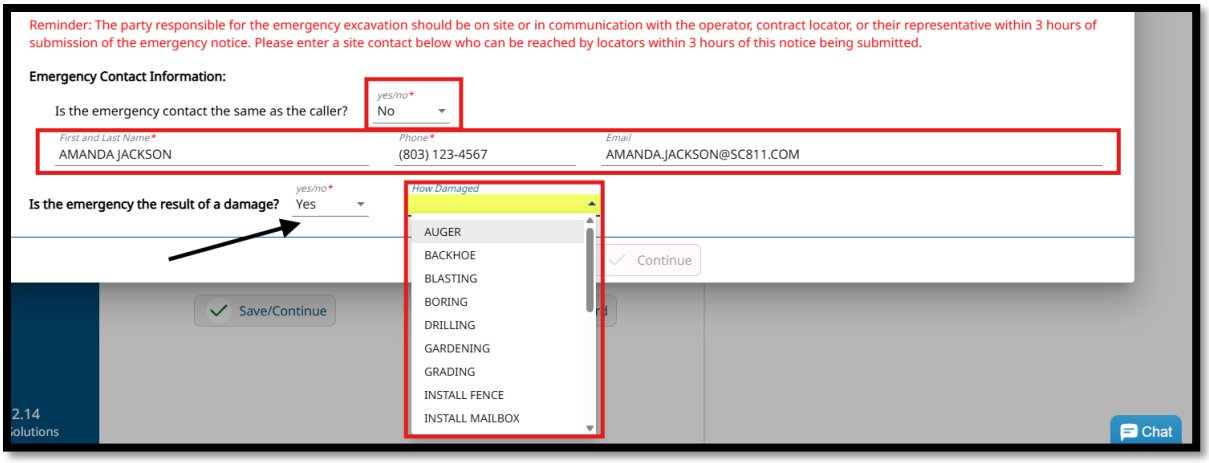


The date and time fields only allow selection for today or the next day. When En Route is selected, the date and time will automatically default to the current date and time. When Arrive in the Morning is selected, it will default to the next day at 7:00 AM. The time can be adjusted by using the arrows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

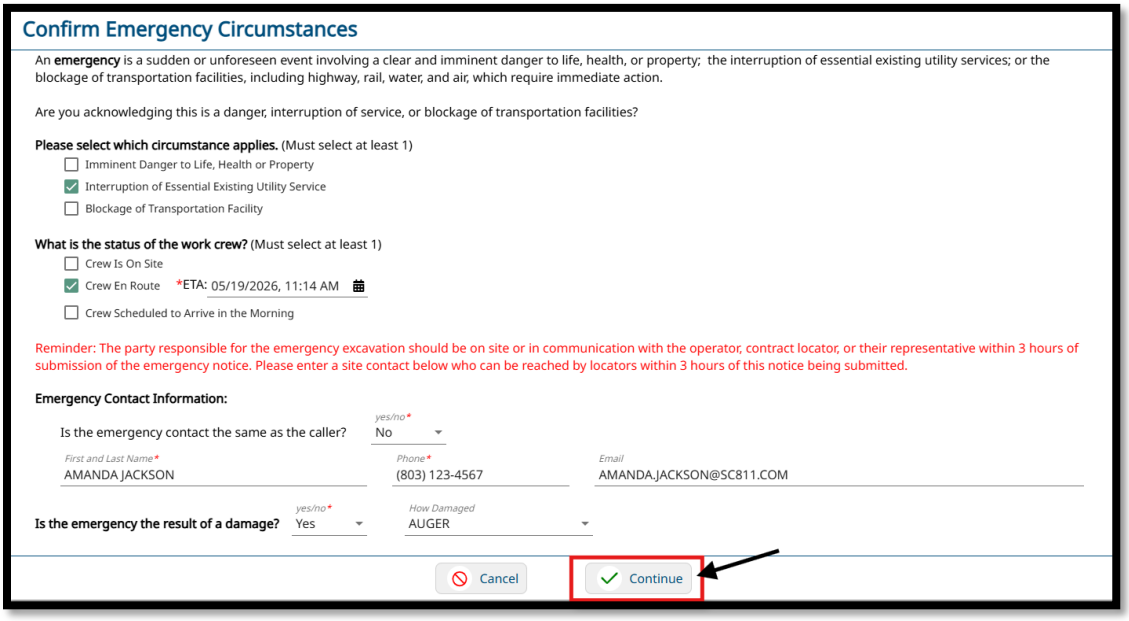


Next, select whether the emergency contact is the same as the caller. If yes, proceed to the next question. If no, enter the contact's first and last name and phone number. Email is optional and does not need to be completed.

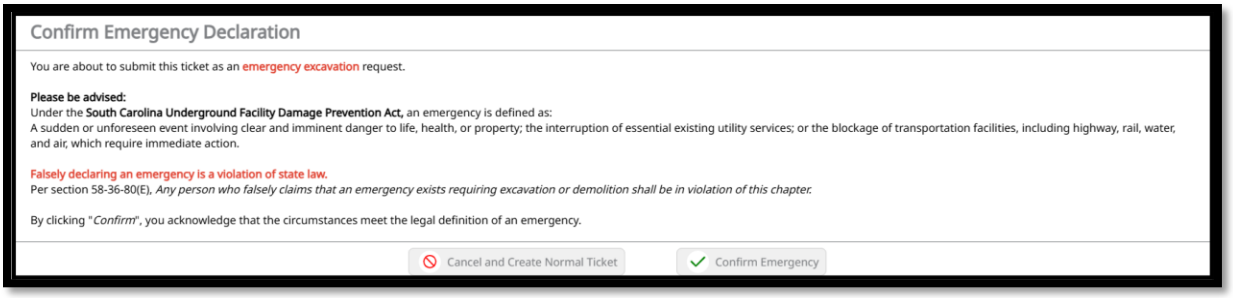
Then answer the question, **"Is the emergency the result of damage?"** If yes, select how the damage occurred from the dropdown menu as shown below.



Once all fields are completed, select '**Continue**'



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.

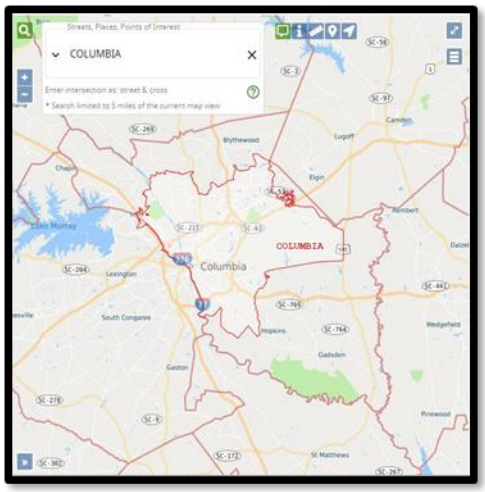


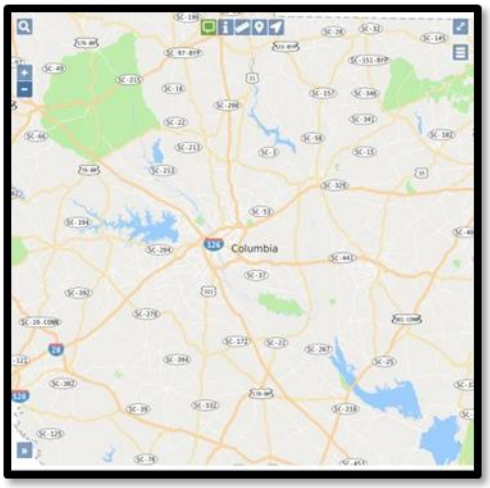
Mapping Tools

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 Information at Current Location



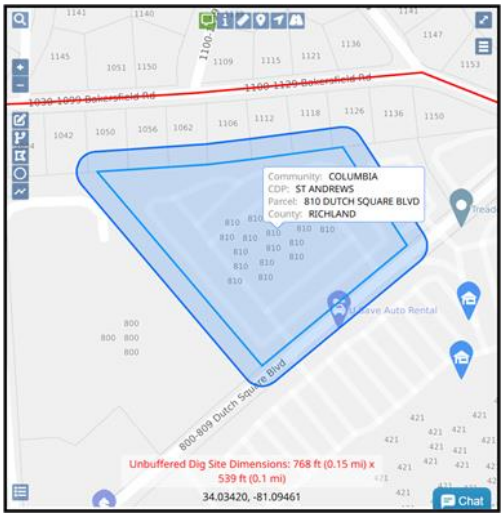
Using the 'Show Map Information at Current Location' icon allows you to hover over a location to see street, place, and county information. This option browser will remember how you have set the tool. When the icon is green, will be displayed for approximately five seconds.



Show Map Information for Location



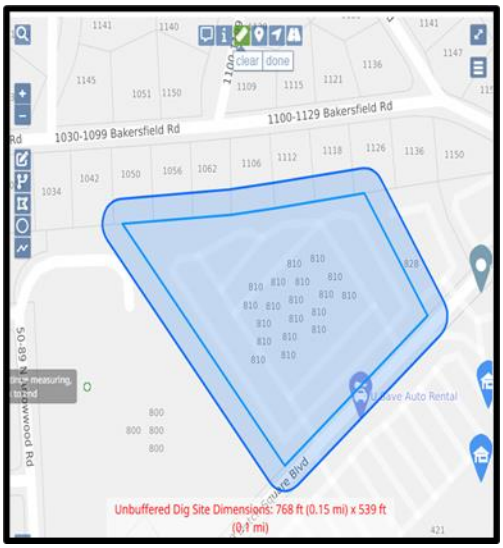
Using the 'Show Map Information for Location' icon allows you to left click on any area of the map to display street, place and county information.



Ruler

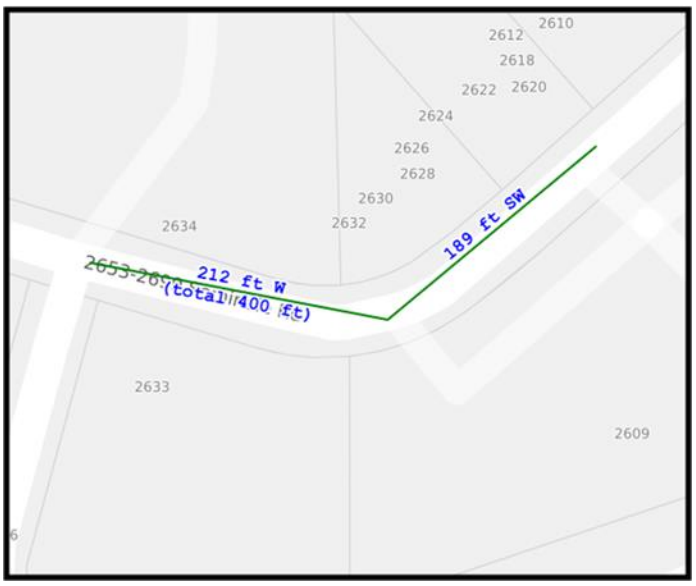


The Ruler tool is used to measure distance on the map. It can measure distances between intersections, from a roadway into a field, along a roadway, or between multiple selected points. The total footage will be displayed as you measure. Select Clear to remove the measurements or Done when finished using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

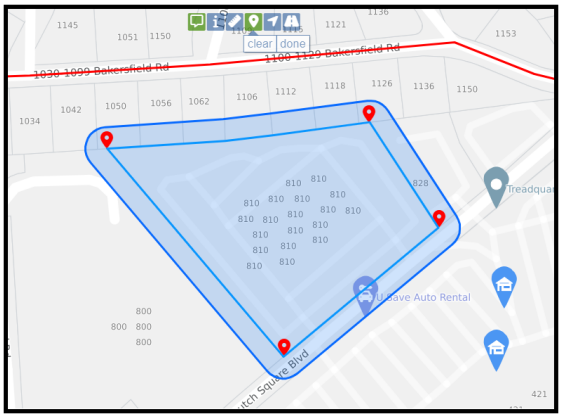


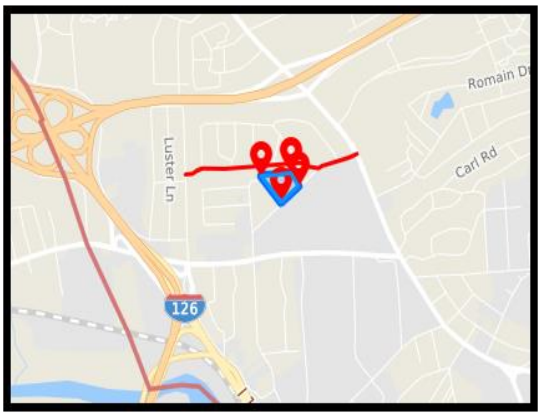
You can click on 'Clear' to remove all measured distances and select 'Done' when finished using this feature.

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.

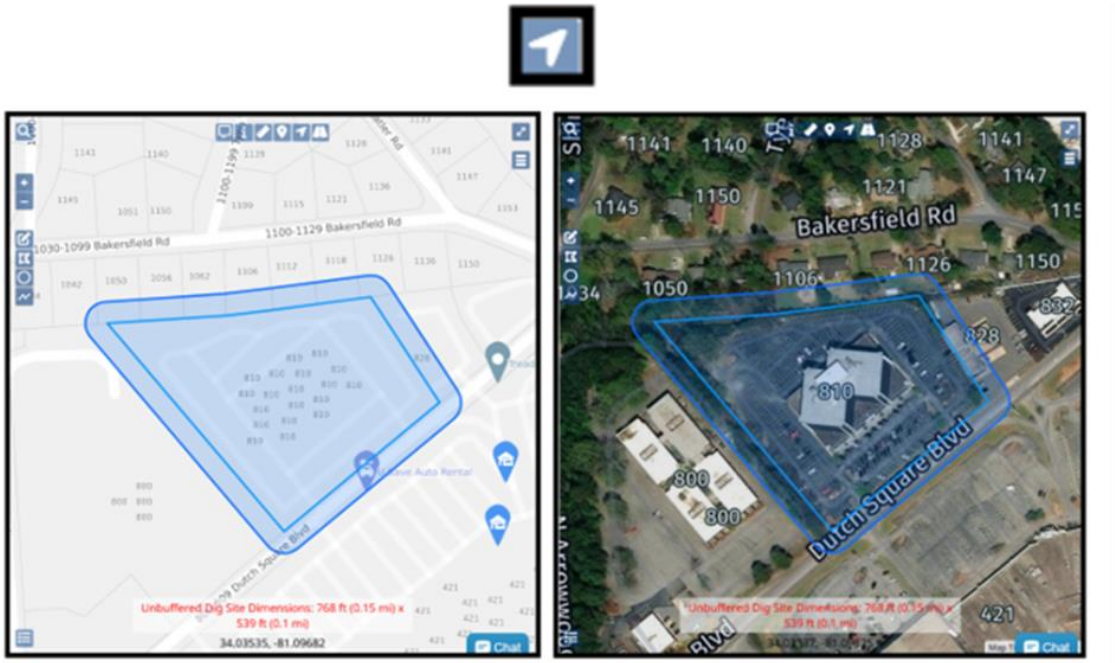




Position To Your Current Location



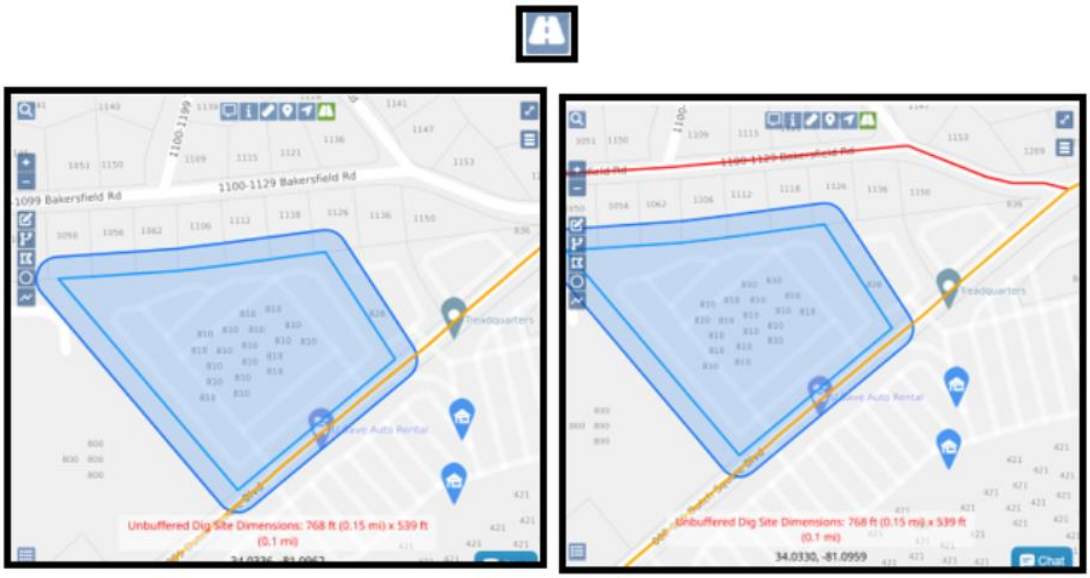
The 'Position to Your Current Location' was developed for individuals using mobile devices and will not be available to in-house users.



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:

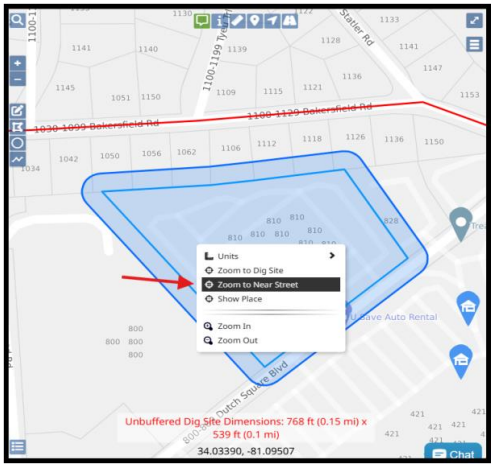
Units: Allows you to set the measurement units used in the distance tool.

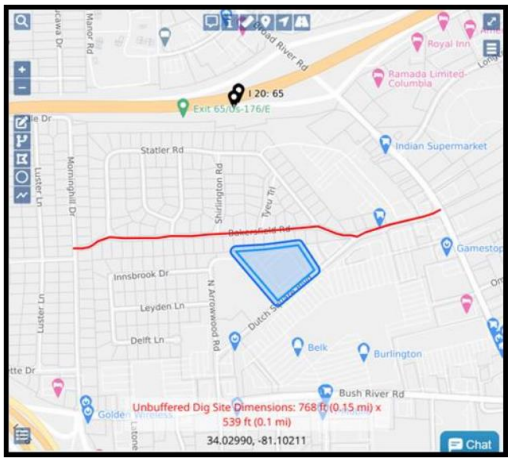
Zoom to Dig Site: Returns the map view to the mapped dig site if you have zoomed out.

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.

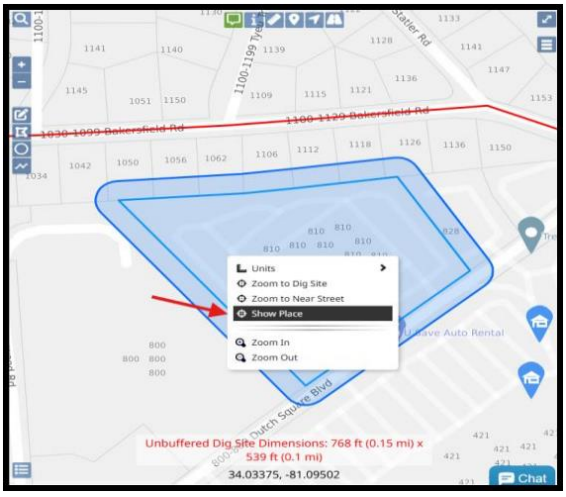
Show Place: Expands the map view and outlines the associated place in red to help identify where the address is located.

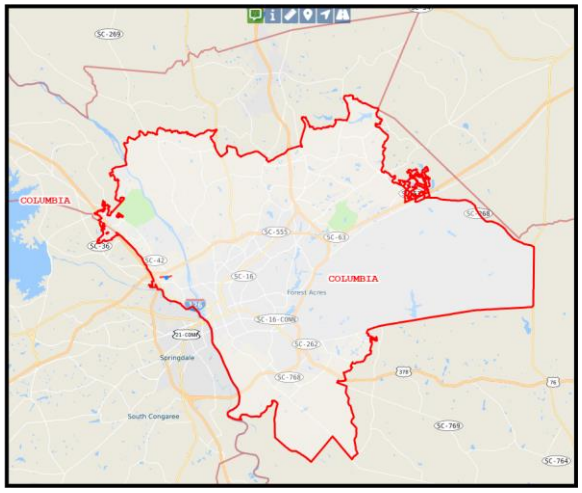
Zoom To Near Street





Show Place



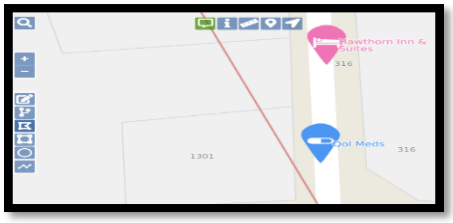


Mapping Legends

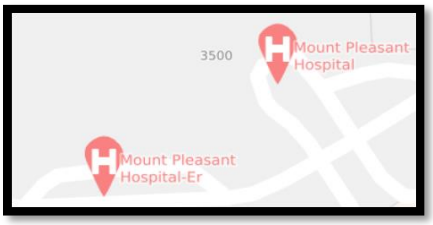
County Line



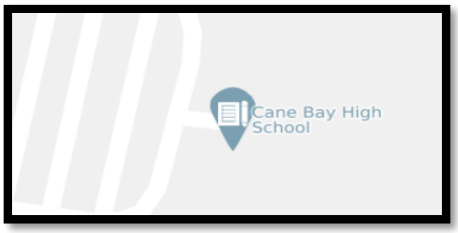
Railroad Track



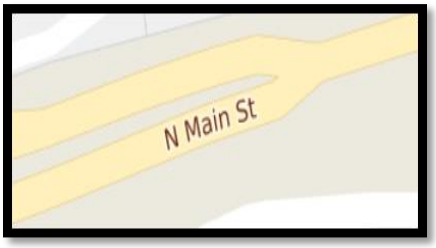
Hospitals



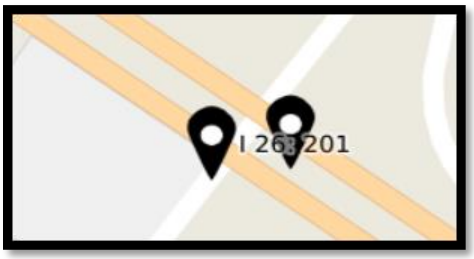
Schools



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

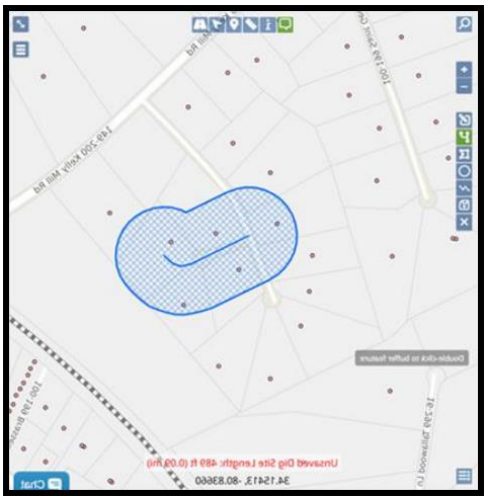
In this section, each mapping tool is explained in detail, including how and when to use it. After using any of these tools, you may choose **Save** to keep your changes or **Cancel/Discard** or **Undo** to remove the changes and restore the original dig site.



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.





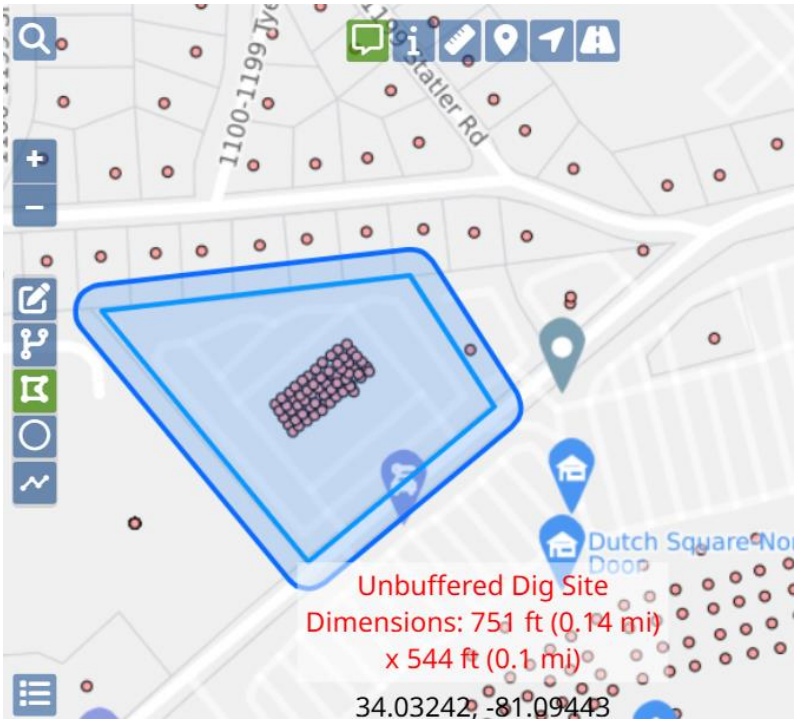


Draw Polygon

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

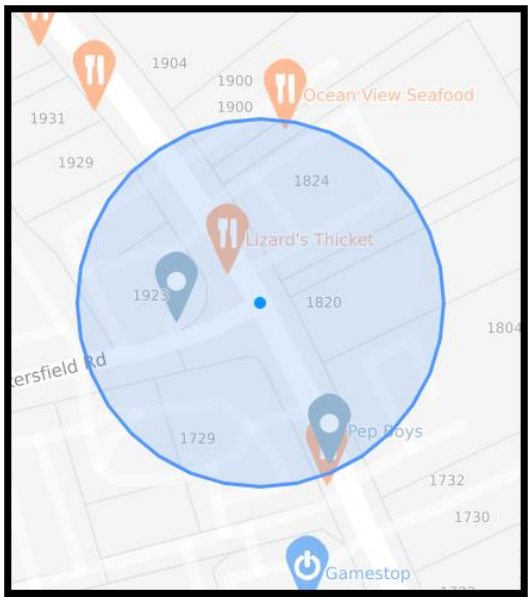
Click on the **Draw Polygon** tool, then left-click on the area where you want to begin your dig site.

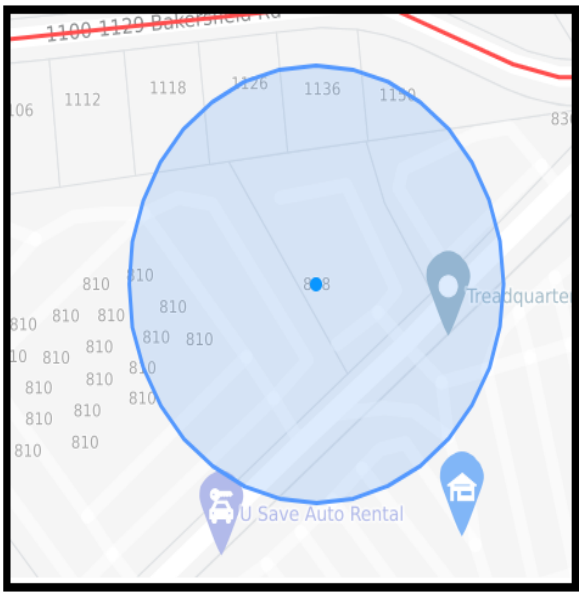
Continue left-clicking to outline the work area, placing points where the direction changes. Once the area is fully outlined, left-click twice to finish drawing and close the shape. This tool can be used to create a **1320 ft by 1320 ft** polygon shape when needed.



Draw Circle

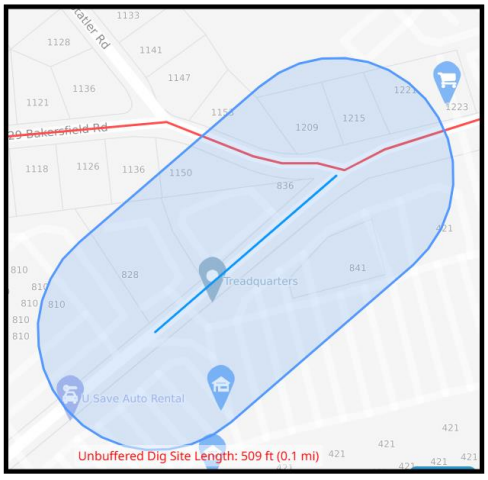
The **Draw Circle** tool is used to mark a single address or intersection when the property lines (grey lines) fit within the area covered by the circle. The circle has a 250 ft radius and should not be expanded beyond that size.





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.

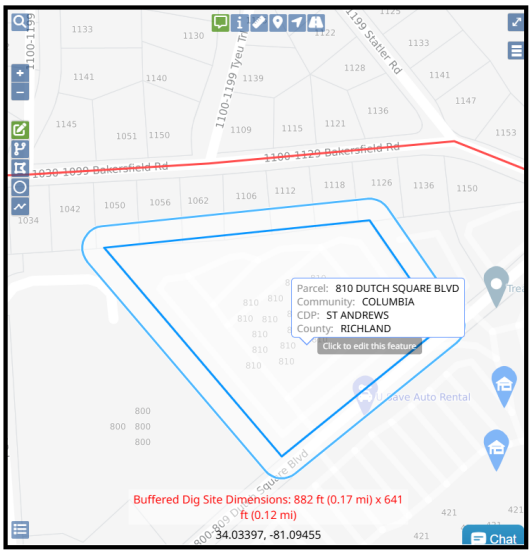


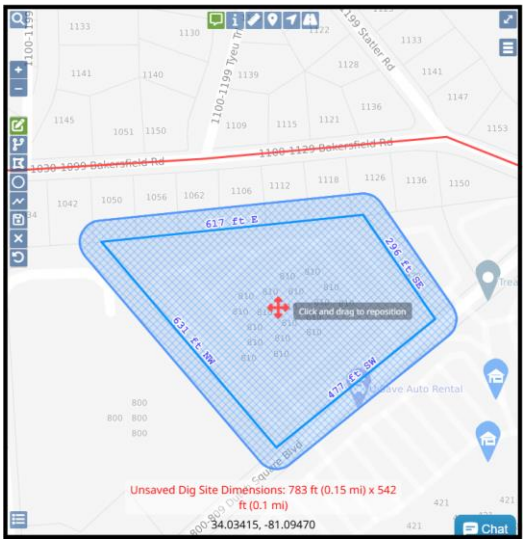
The Cancel/Discard icon will delete the changes you made, keeping the original dig site intact.



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.

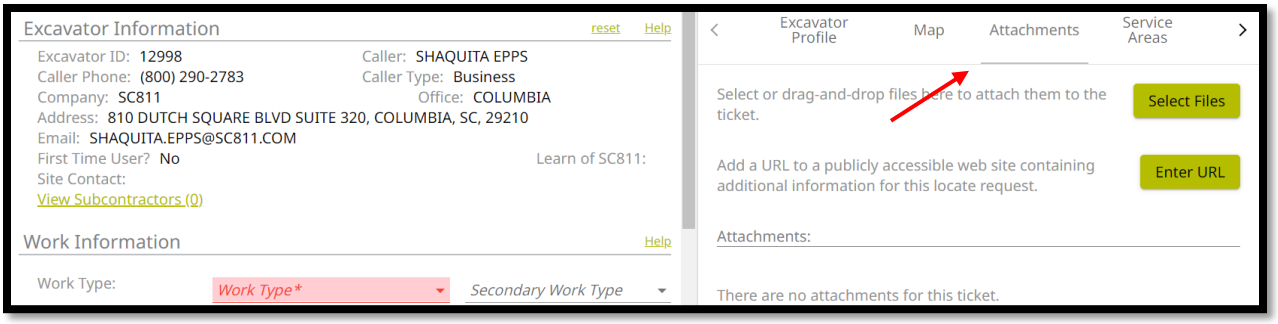




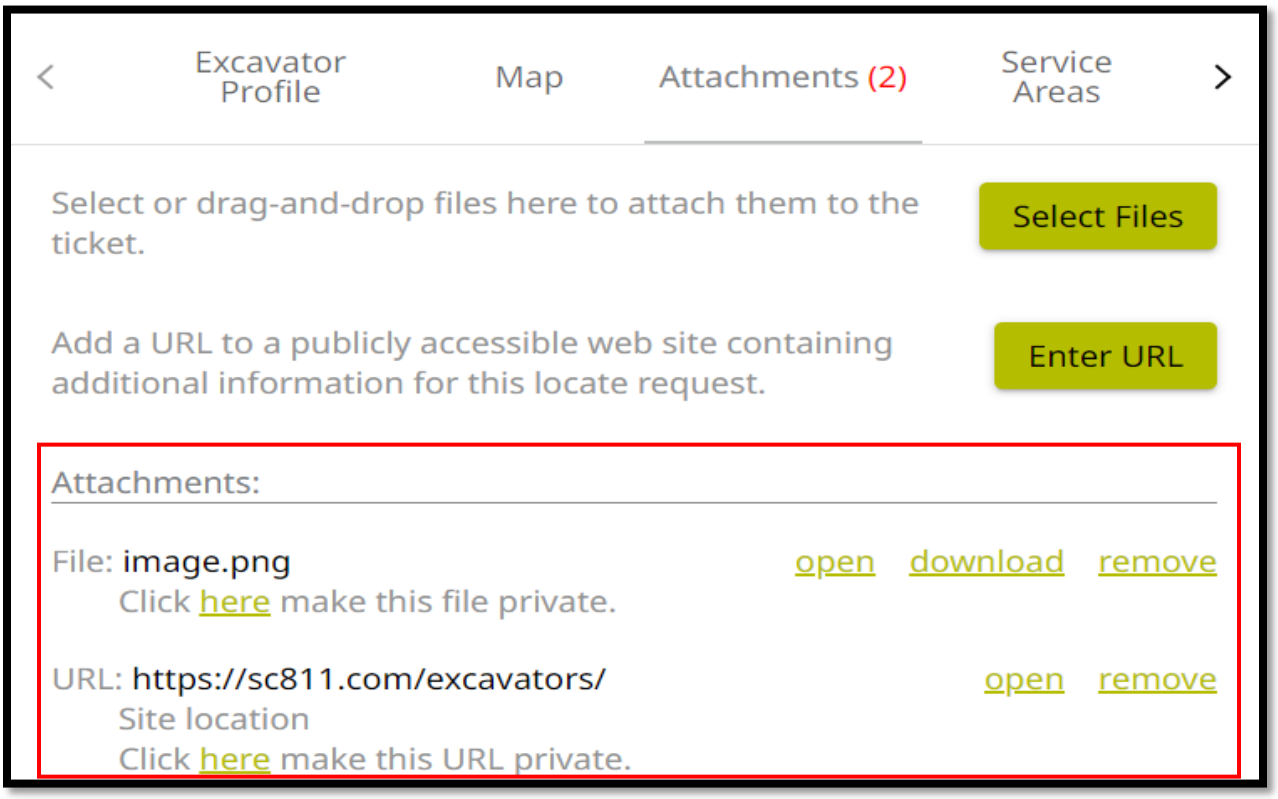
Including Attachments to a Locate Notice

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.

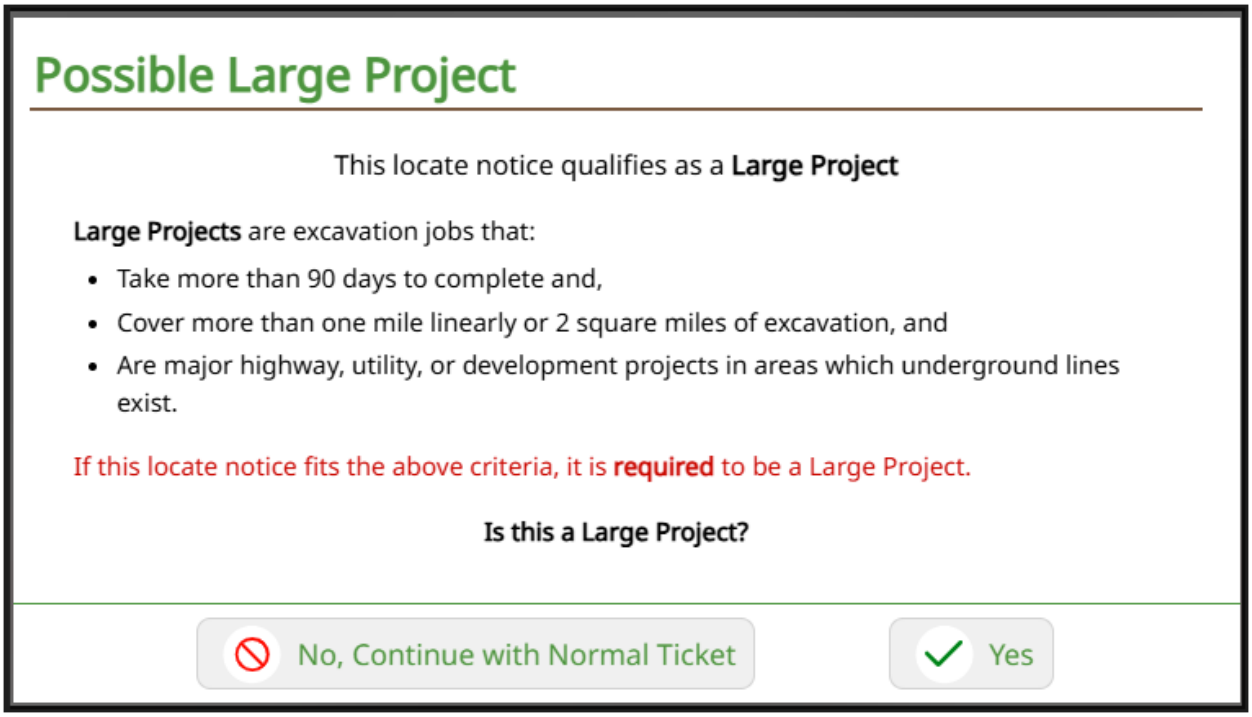


SC811 Guidelines

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.



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

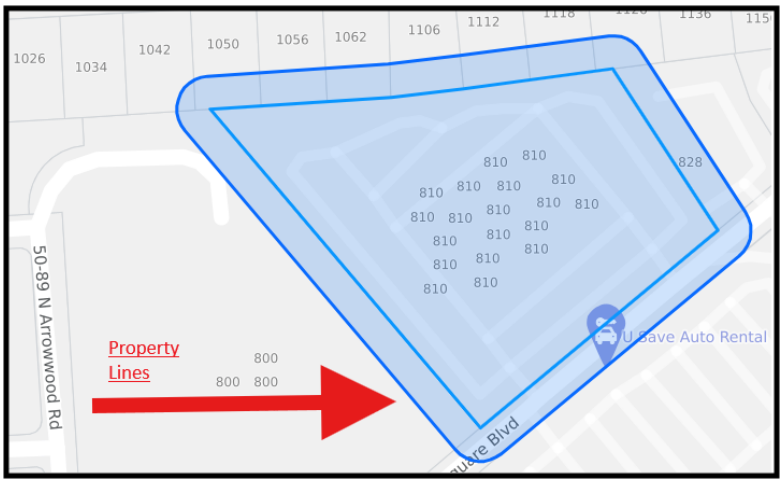
When requesting markings along a roadway, you may include up to 50 feet from the centerline on either or both sides. This is the maximum allowable distance. If marking is required beyond 50 feet, separate locate notices must be submitted under the Specific/Multiple Addresses guidelines. Use the "Work 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 locate notices must be submitted, and the request must follow the work-along-a-roadway guidelines.

Premarking

> 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. If an area cannot be adequately defined, pre-marking is required to clearly identify the limits of the excavation site prior to submitting the locate notice.

A request to mark the entire property or properties, including both sides of the road, may be processed as long as the work area does not extend beyond the property lines or exceed 1,320 feet, whichever is less. If markings are needed along the roadway past the property line(s), additional locate notice(s) must be submitted to cover the remaining area.

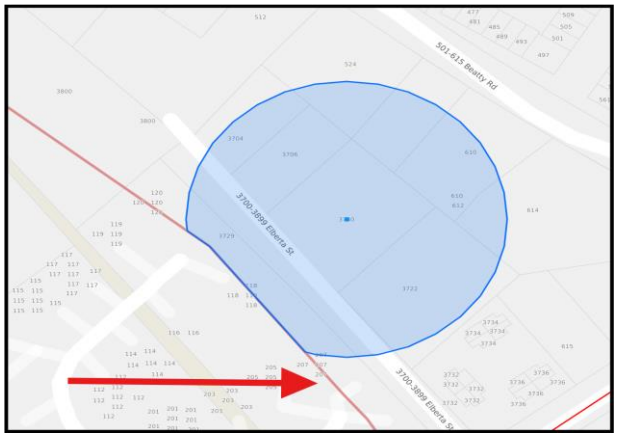


If an area needs to be marked around a pole, pedestal, transformer, meter, fire hydrant, etc. A Detailed description of where the item is located must be provided.

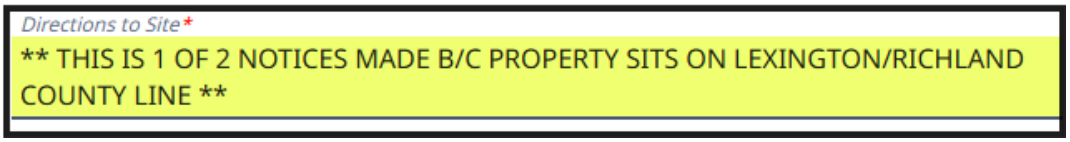
Example of valid marking instructions: Mark a 50-foot radius around pole #500 located on the right side of Inkeeper Dr 100 ft south of sunset blvd

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:

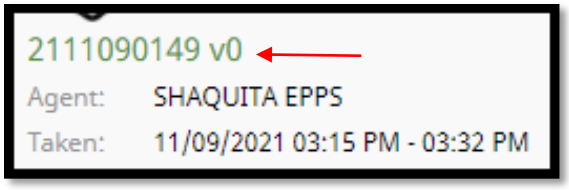


When working at a corner property and requesting the entire property to be marked along with both sides of a side street, the intersecting street may be used as the street on the locate notice. Enter the side street name in the Street/Type field and clearly explain the requested markings in the Instructions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

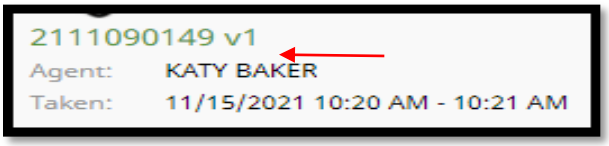
In Exactix when a primary locate notice is created, it is given a locate notice number which has a "v0" behind it. The "v0" stands for "Version 0".



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.

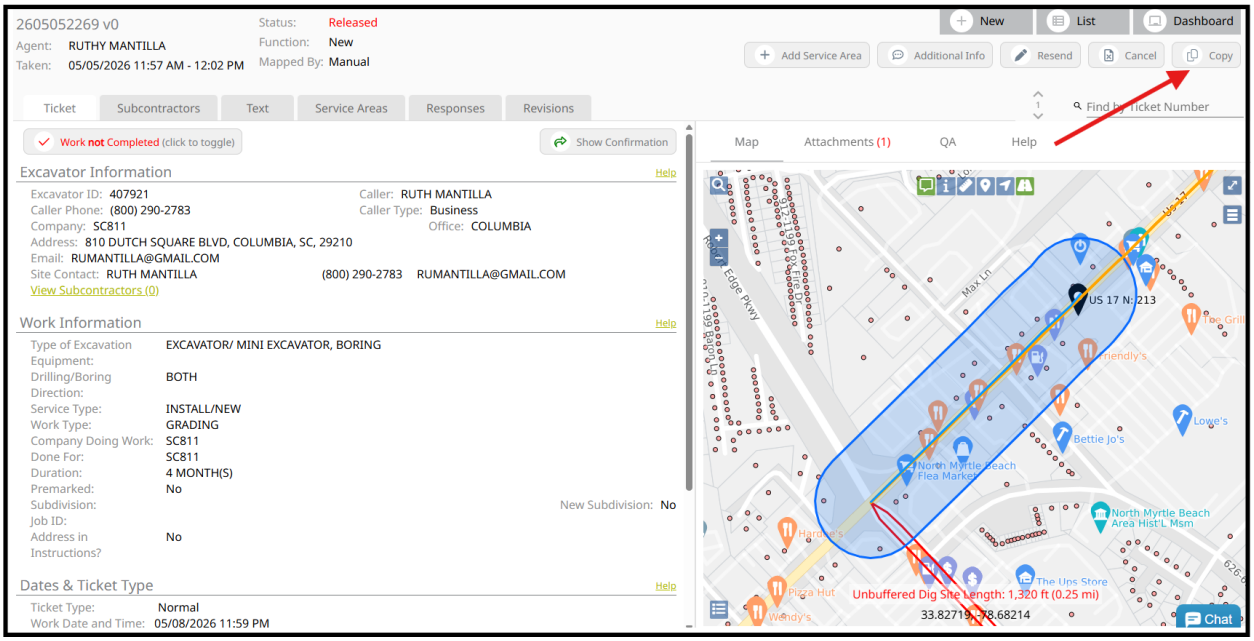
The only action that will give a new ticket number is a Remark.

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".



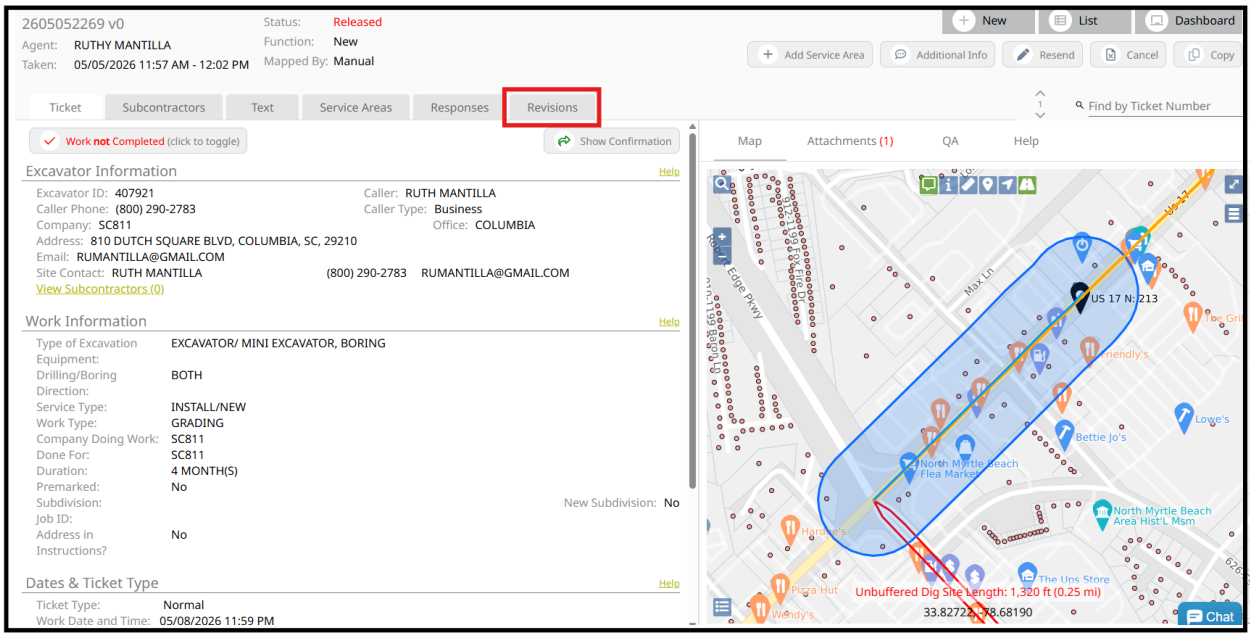
'Copy Function'

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.

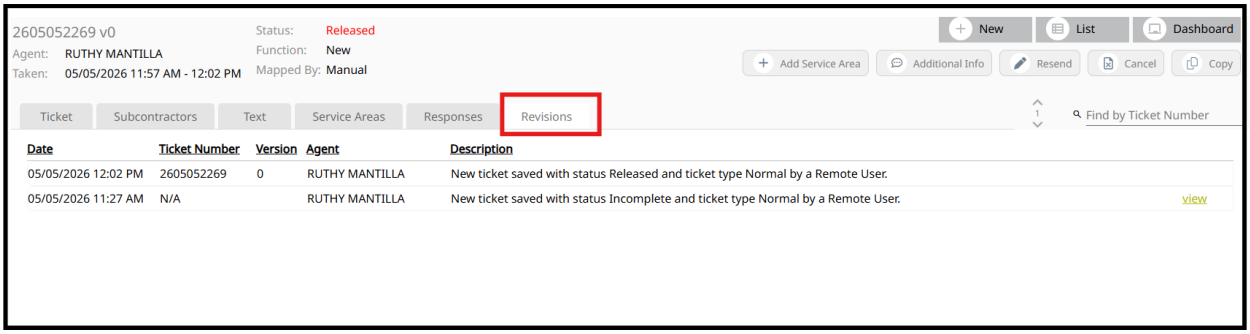


History of the Locate Notice

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.

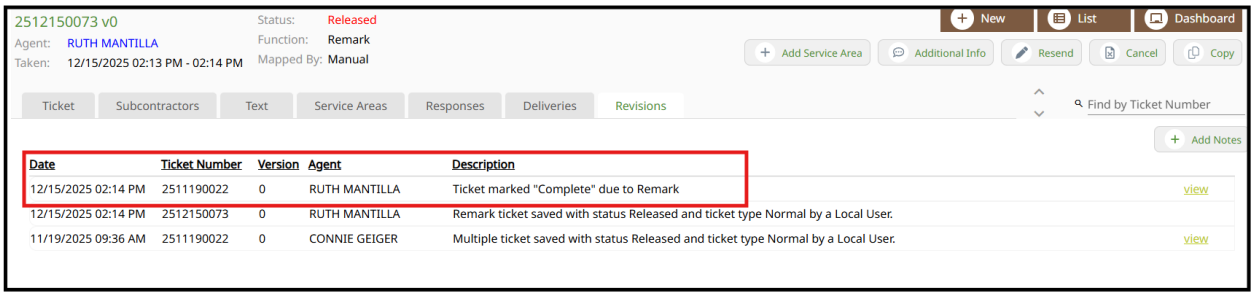


After selecting the 'Revisions' tab you will be able to see the history of the locate notice.



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.

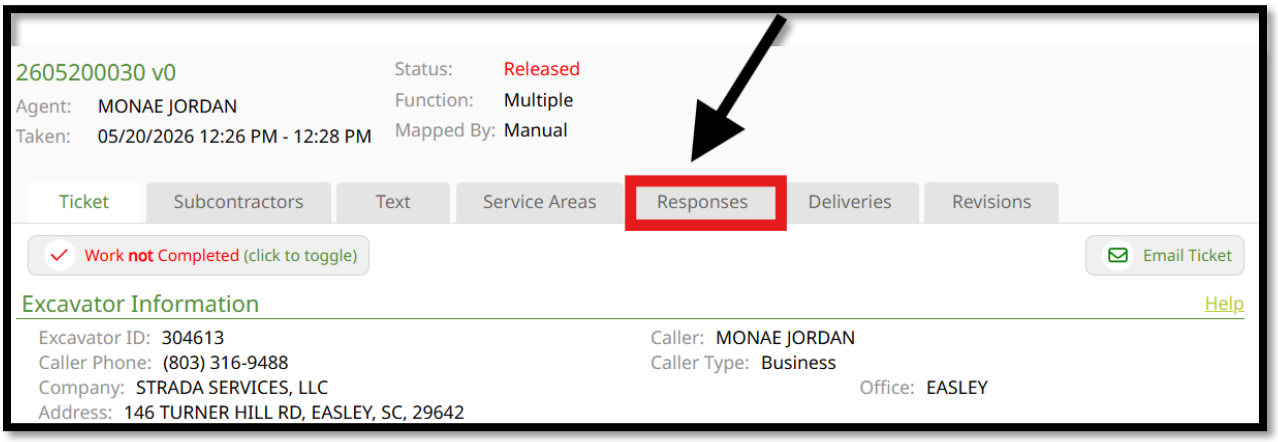


How to Check Positive Response in Exactix:

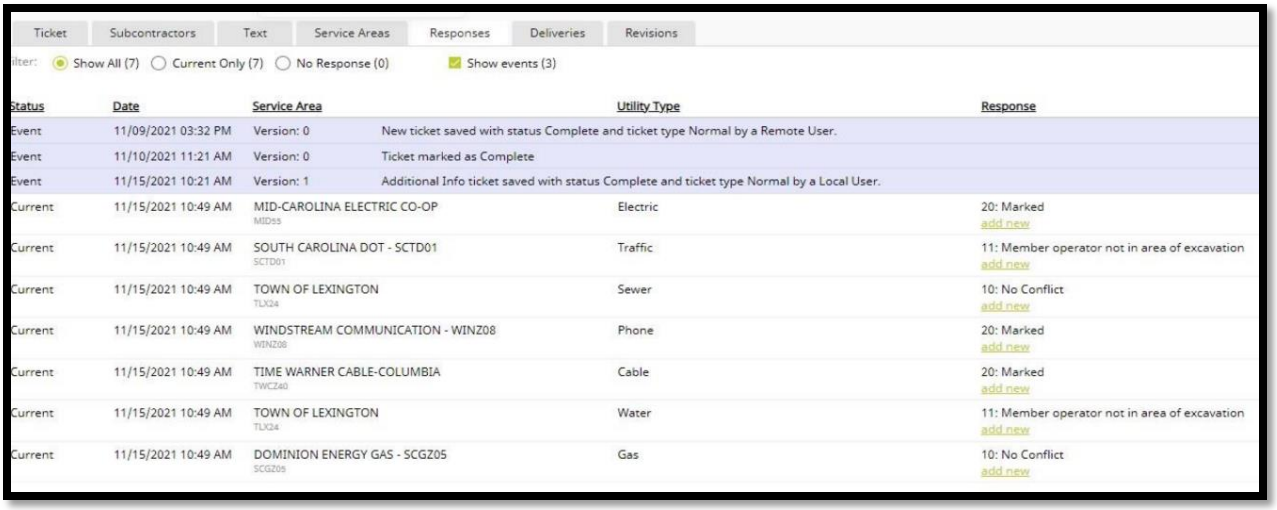
Positive Response should be reviewed on the notice before any excavation activity begins.

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 responses from the Member Operators will be displayed



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

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

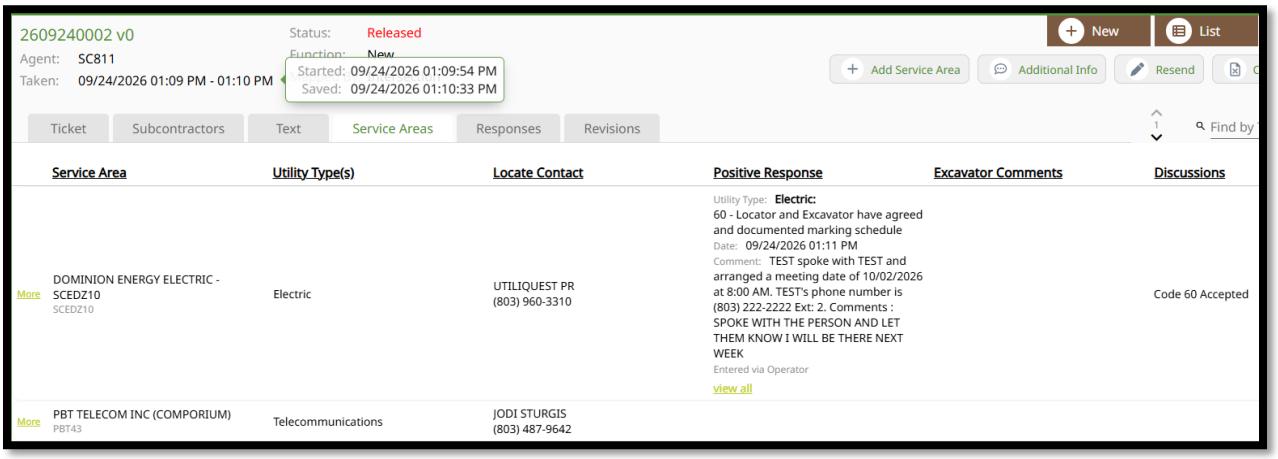
Closed Codes

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.

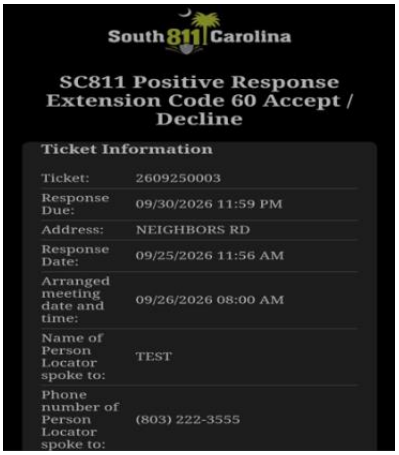
Once you accept or decline a Code 60 request, your response will be recorded on the ticket under the Service Areas tab in the Discussions column. You can only respond to a Code 60 request once per ticket. There are a few important things to keep in mind when responding to a Code 60 request.

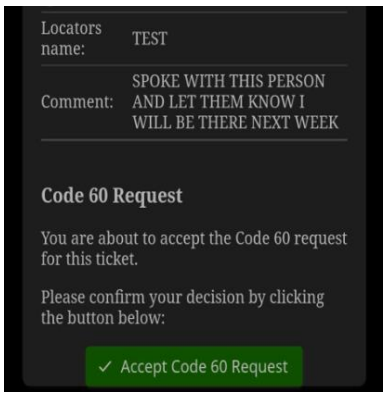
- Once you have accepted or declined the request, your selection cannot be changed.
- Code 60 will automatically decline if the Locator attempts to enter the Code 60 after 6:00 PM on the Due By date.
- Code 60 will also automatically decline if the Work Date & Time listed on the ticket has already passed.

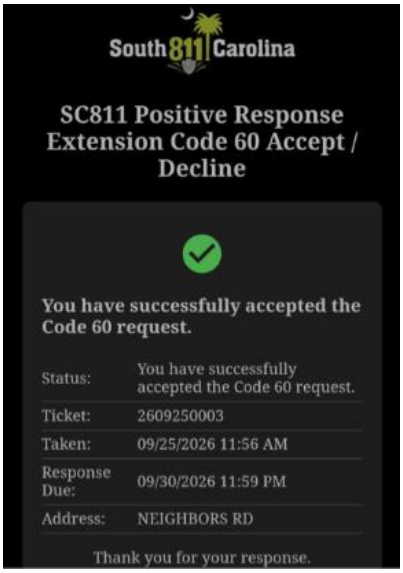
The following section walks through the Code 60 email notification process, including how to review the request and accept or decline it. Below is an example of the email notification you will receive when a Member Operator submits a Code 60 request for their service area.



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.







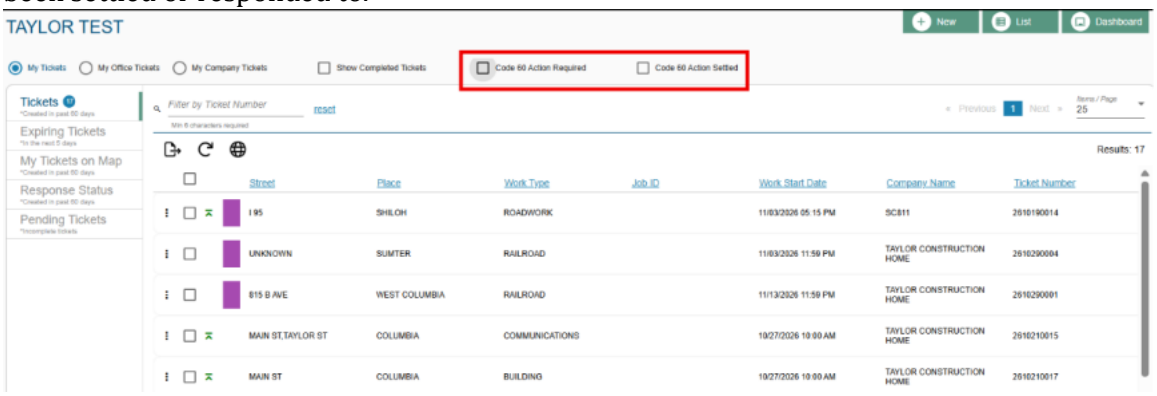
- Your response to the Code 60 will be on the ticket on the 'Response' tab:



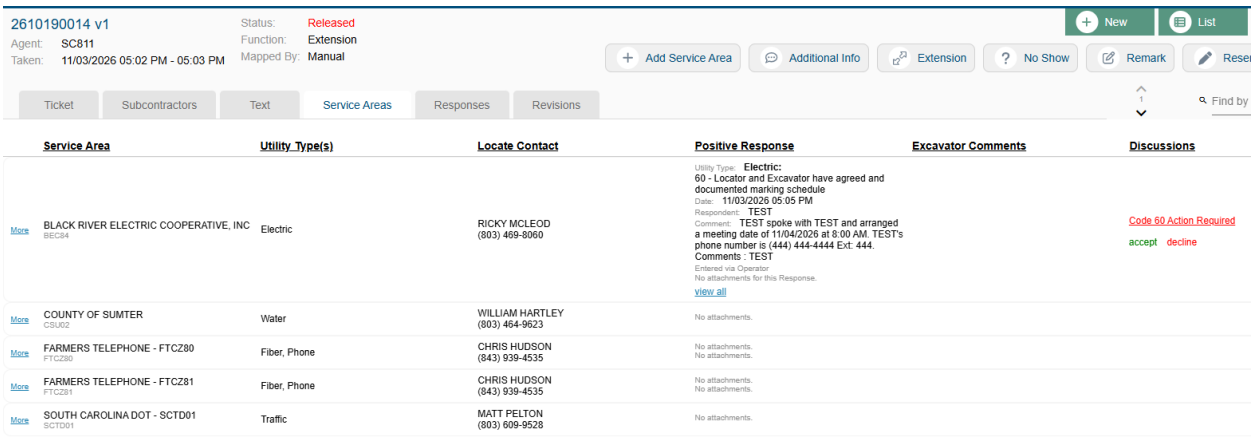
Status	Date	Service Area	Utility Type	Response	Entry Method	Comments
No Response by Due Date, Current		PBT TELECOM INC (COMPORIUM) PBT43	Telecommunications			
Event	09/24/2026 01:10 PM	Version: 0 SHAQUITA EPPS		New ticket saved with status Released and ticket type Normal by a Local User.		
Current	09/24/2026 01:11 PM	DOMINION ENERGY ELECTRIC - SCEDZ10 SCEDZ10	Electric	60: Locator and Excavator have agreed and documented marking schedule * Code 60 Accepted	Operator : SHAQUITA EPPS	TEST spoke with TEST and arranged a meeting date of 10/02/2026 at 8:00 AM. TEST's phone number is (803) 222-2222 Ext: 2. Comments : SPOKE WITH THE PERSON AND LET THEM KNOW I WILL BE THERE NEXT WEEK

Code 60 Ticket Dashboard

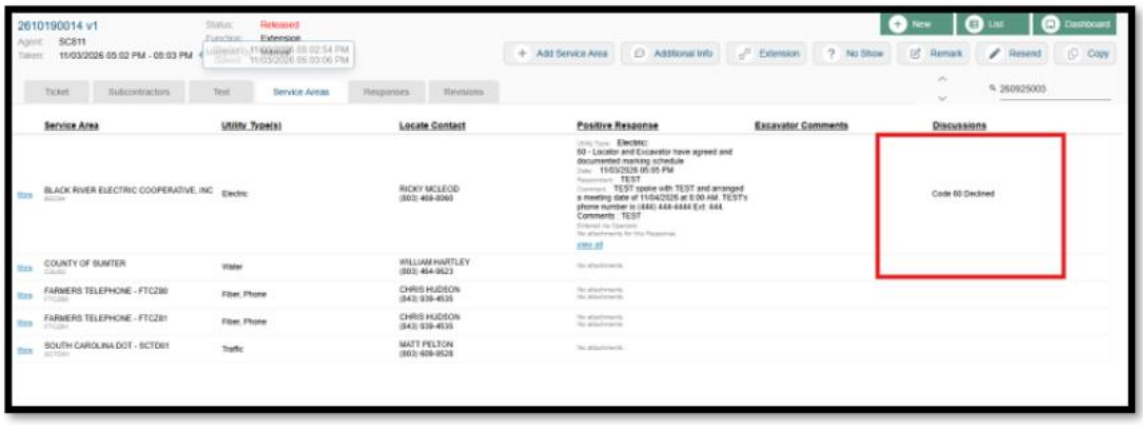
On the Ticket Dashboard, you can see tickets that need a response to Code 60 and those that have been settled or responded to.



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:

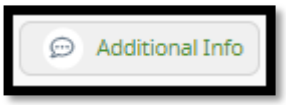


Secondary Actions (Ticket Functions)

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.

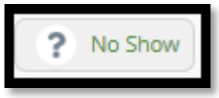
There are seven additional ticket functions that can be processed on a locate notice.

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.

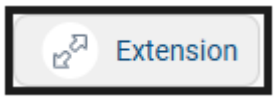


The 'Resend' function is used when the locate notice has positive response stating the member operator(s) have marked the area but markings appear incomplete, inaccurate, or are not visible. It will be up to the member as to how soon they can respond.

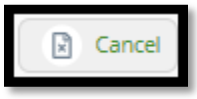
All member operators that are not part of the Resend notations will need to be suppressed.



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

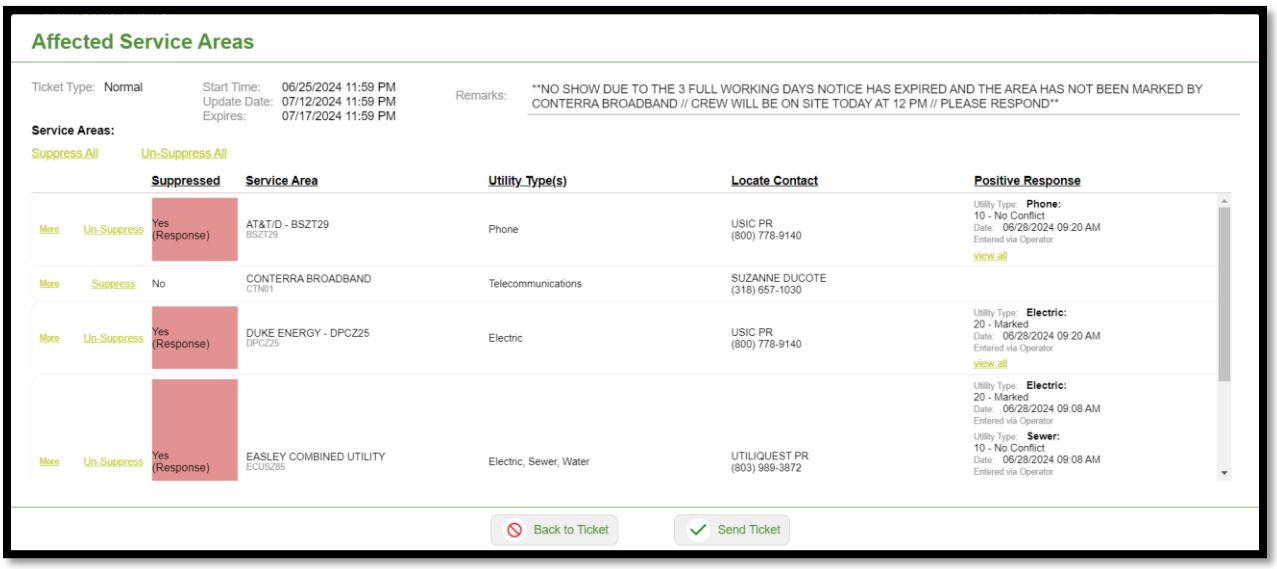
Processing a No Show for 'No Response' by Required Time

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 _____**

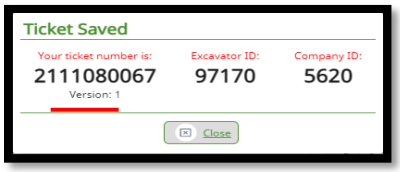
Select 'Above Information Is Correct'.

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



Select 'Send Ticket'

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



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

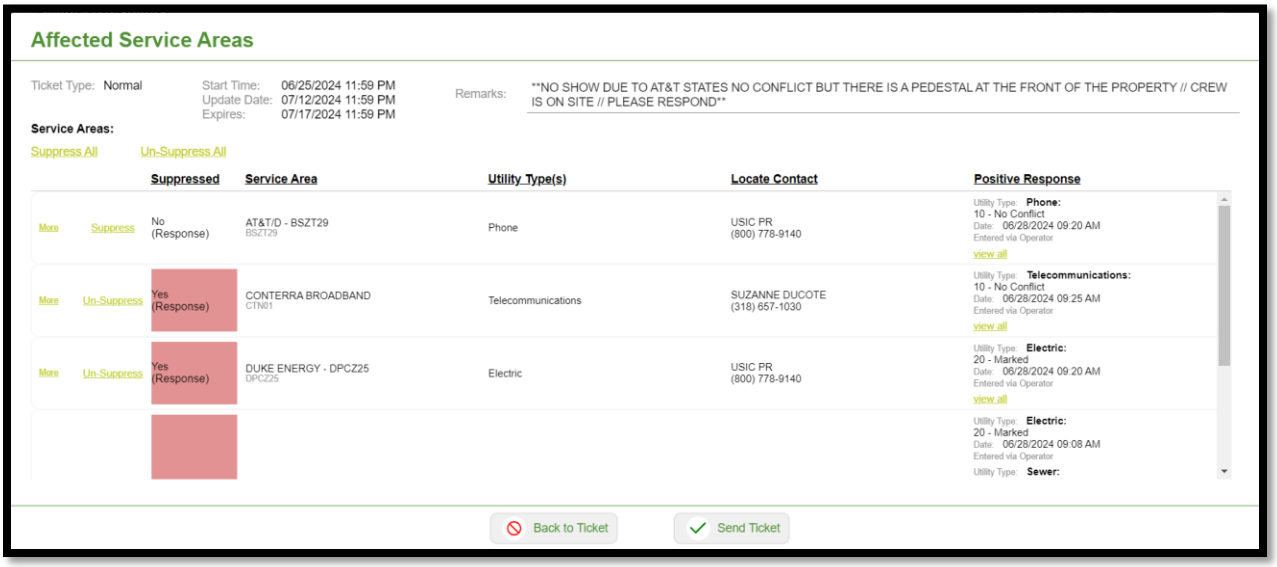
Processing a No Show for Eligible Codes

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.



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.

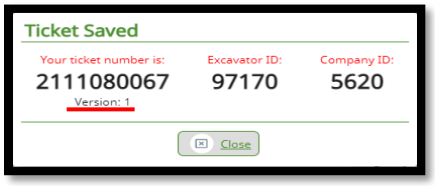
Notate the following statement in the 'Remarks' section: **Resend due to: AT&T/D responded that the area is marked // Crew is on site and sees no markings **

Select 'Above Information Is Correct'.

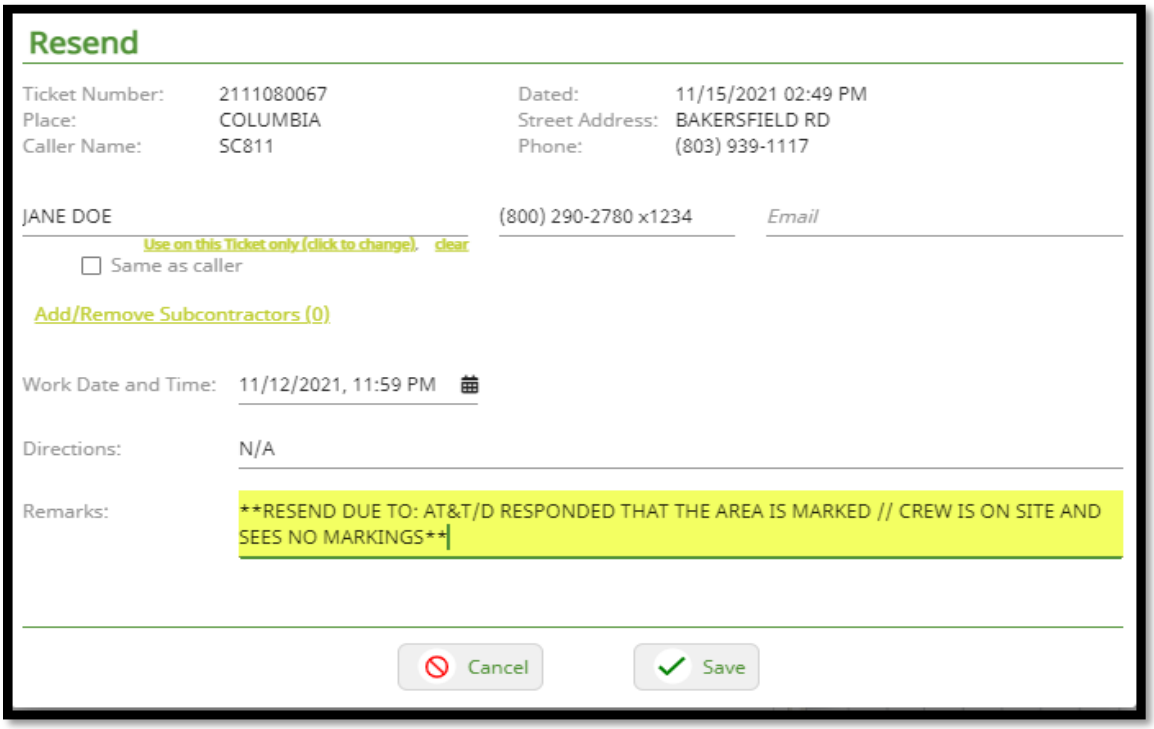
Suppress all Member Operators who do not need to receive the Resend.

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 **



Processing Additional Info

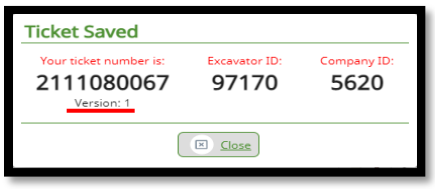
Select the 'Additional Information' function above the locate notice in the top right-hand corner.

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 **

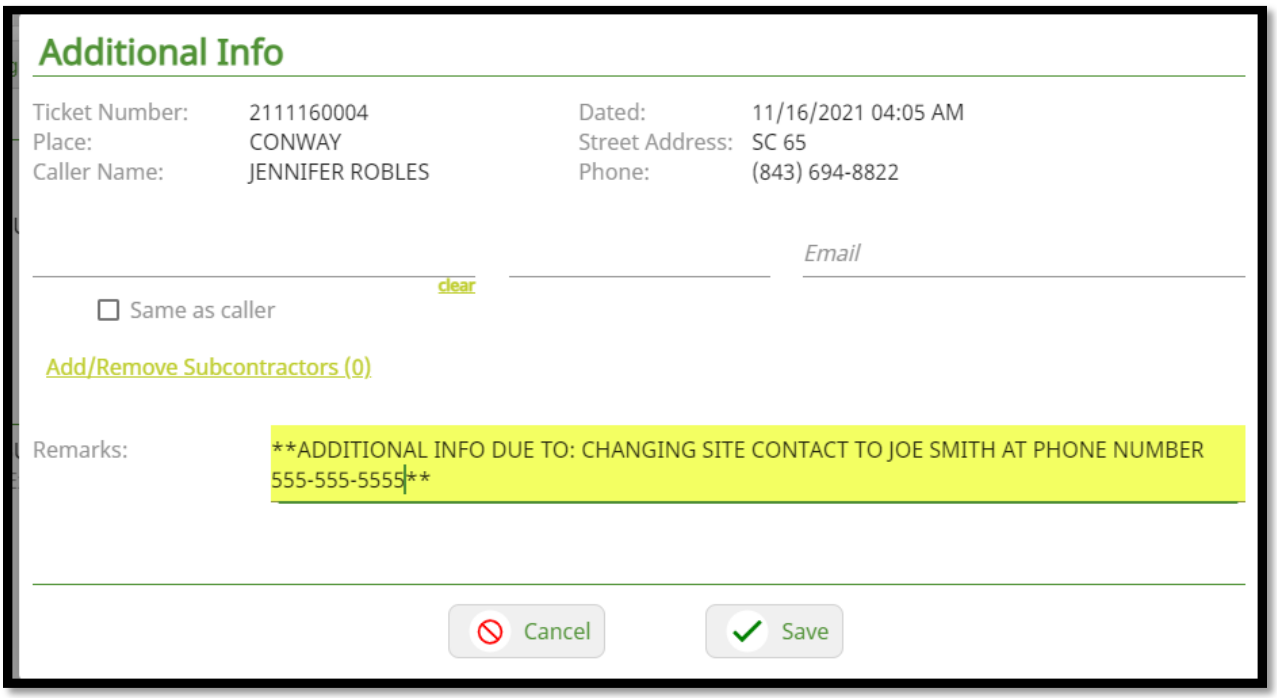
Select 'Above Information Is Correct'.

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**



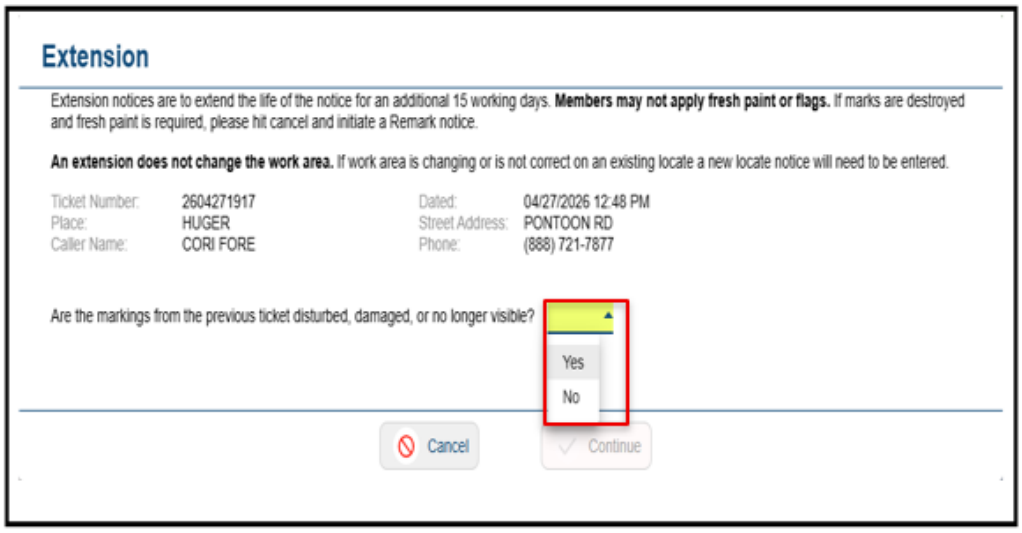
Processing an Extension

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.

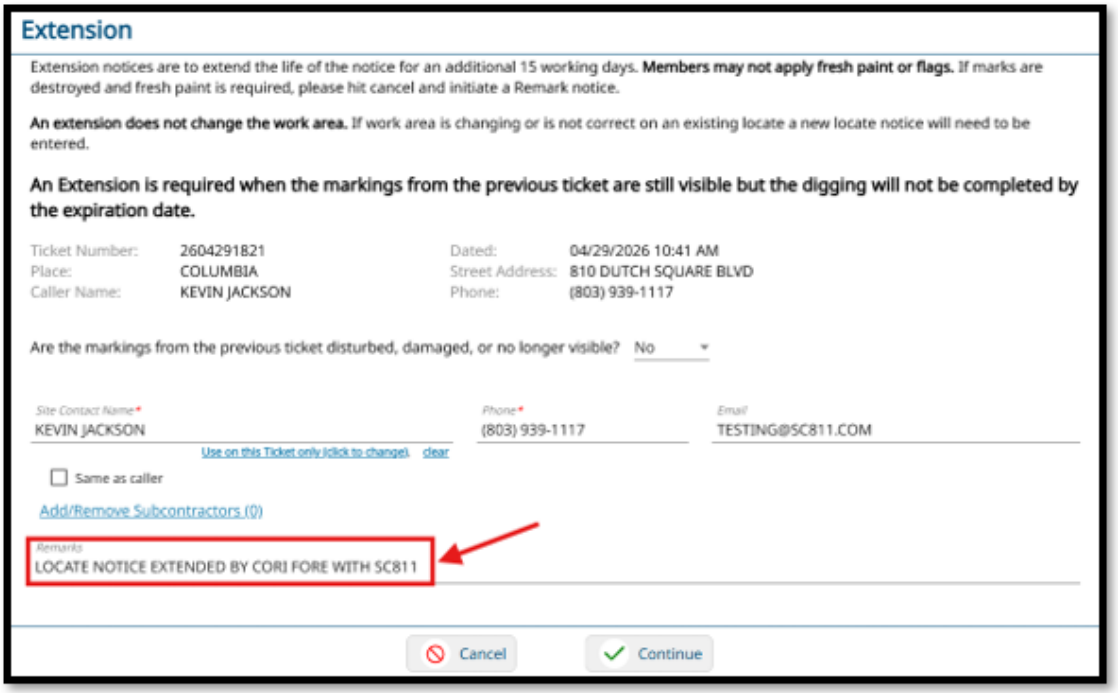
Once you open the notice needing to be extended, select the 'extension' function above the locate notice in the top right-hand corner. A window will appear to process the extension.



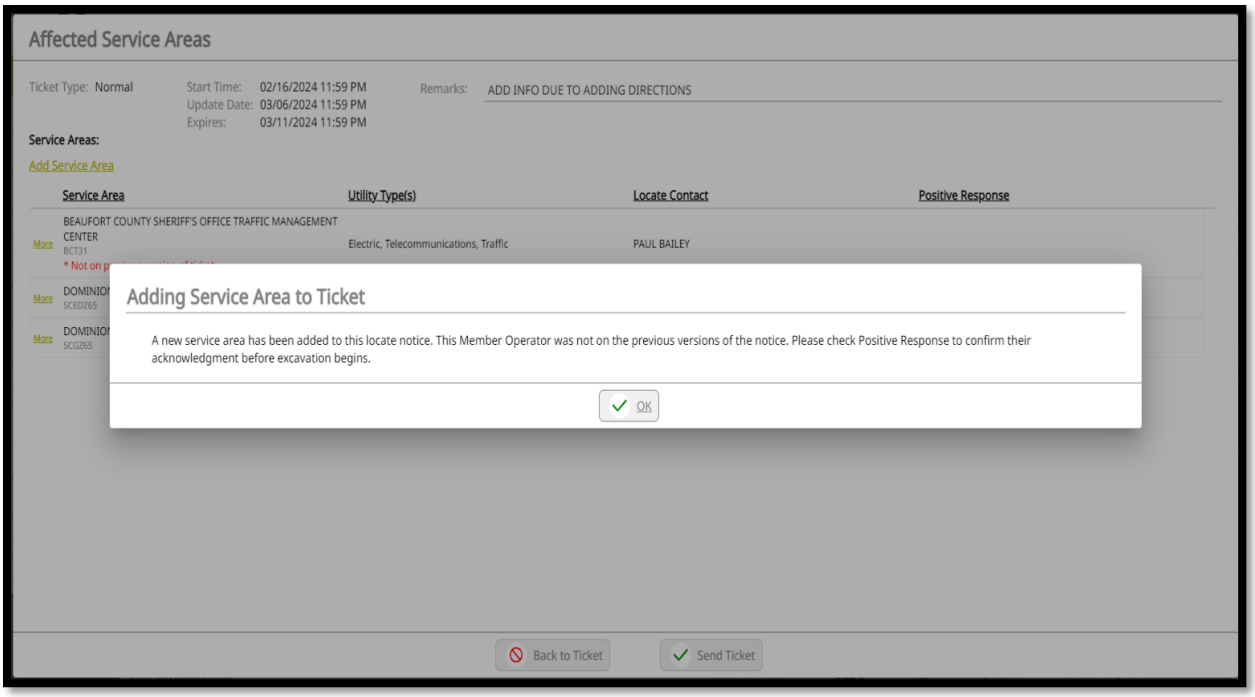
The only time a note will need to be added to the 'Remarks' field is if the user submitting the 'Extension' is not the original user on the notice. For example: "Locate notice extended by Cori Fore with SC811." Additionally, users may receive a pop-up message when a Member Operator is added or removed from a ticket when the change was not listed on the previous ticket due to the Member Operator updating their Service Area.



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).



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.



Processing a Remark

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

Select 'Yes or No' to answer the question, "If the markings from the previous ticket disturbed, damaged, or no longer visible?"

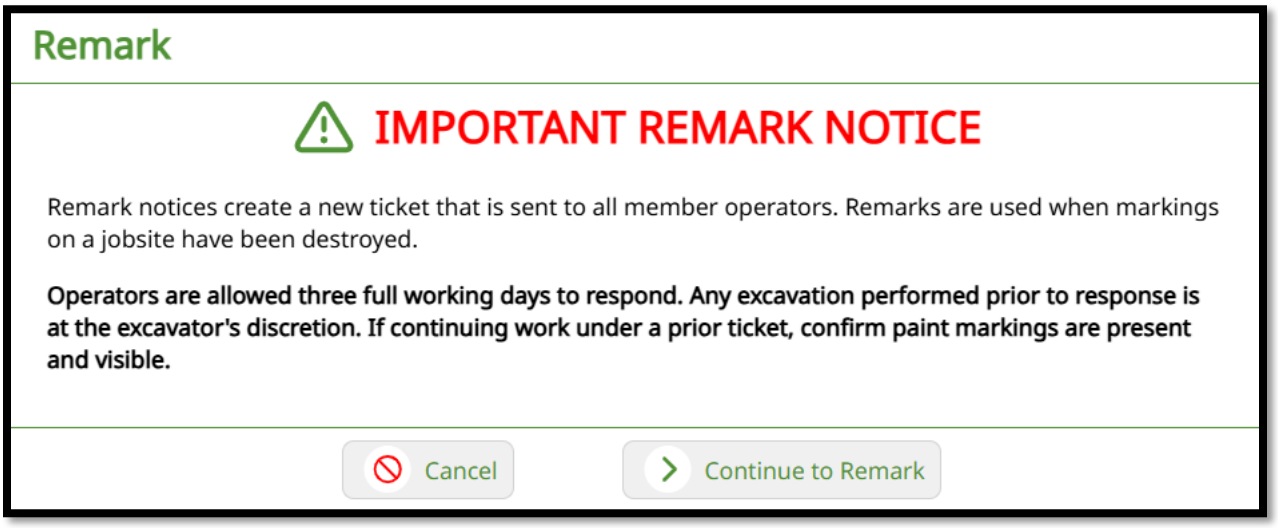


Once you select Yes and click Continue, you will be taken to the next pop-up screen. This screen provides important details about the remark notice.

After reviewing the information, you will have two options:

Cancel and return to the ticket without processing the Remark, or

Continue to proceed with completing the remark.



After selecting 'Continue to Remark' you will need to provide the details of how the markings were destoryed.

Notate the following statement in the 'Remarks' section: **Remark due to: Markings destroyed by

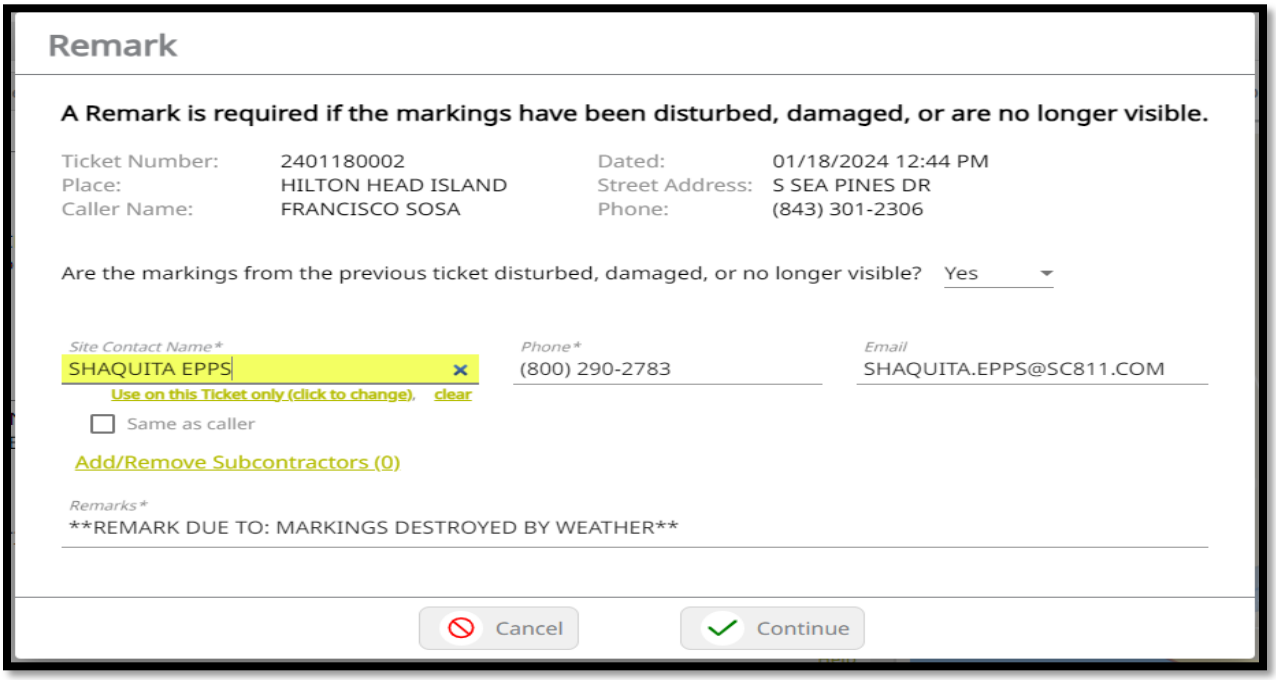
weather **

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 **



Processing a Cancel

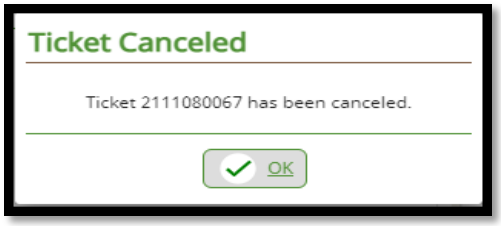
Cancelling a notice without a new notice needing to be created

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

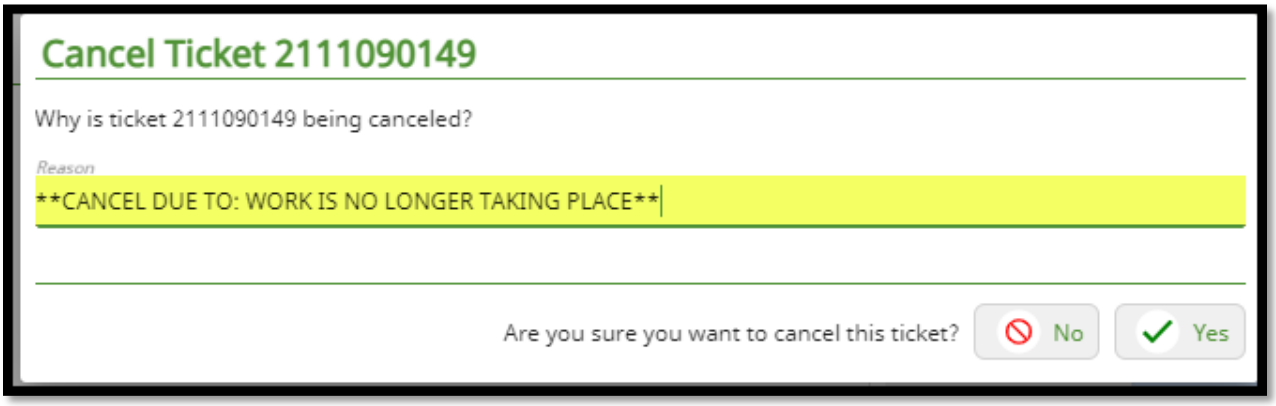
Notate the following statement in the 'Reason' section: **Cancel due to: Work is no longer taking place **

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

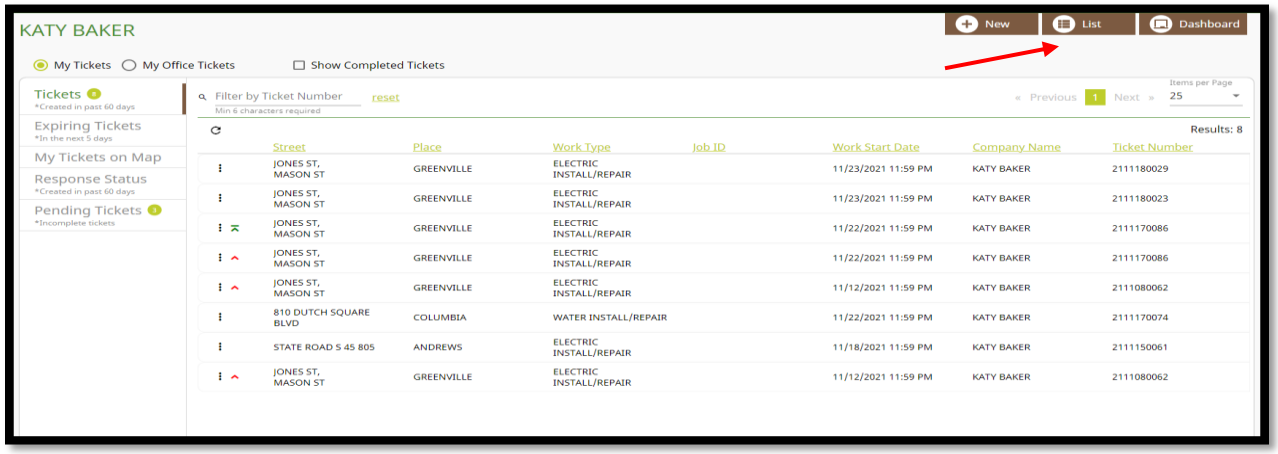
Closing locate notices-When excavation work is complete, it is the excavator's responsibility to close the locate notice. Closing the notice informs member operators that work is complete.

How to close a single locate notice:

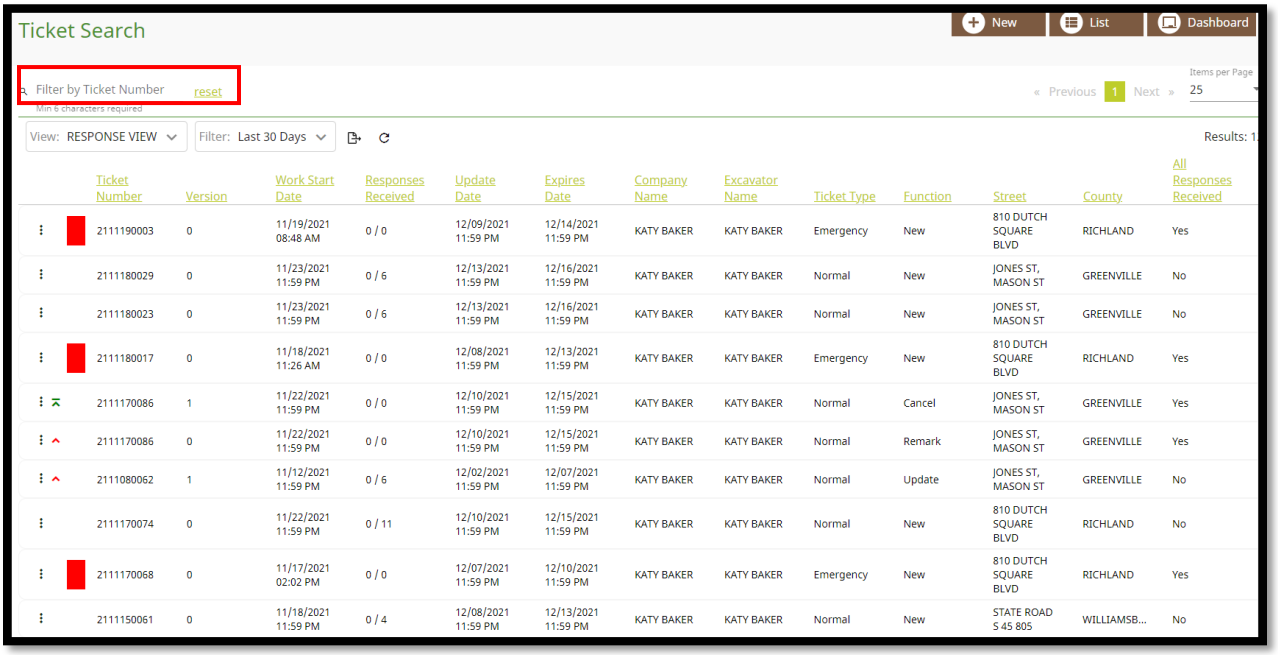
Step One. Go to the 'Tickets' option on the left-hand side of the screen.



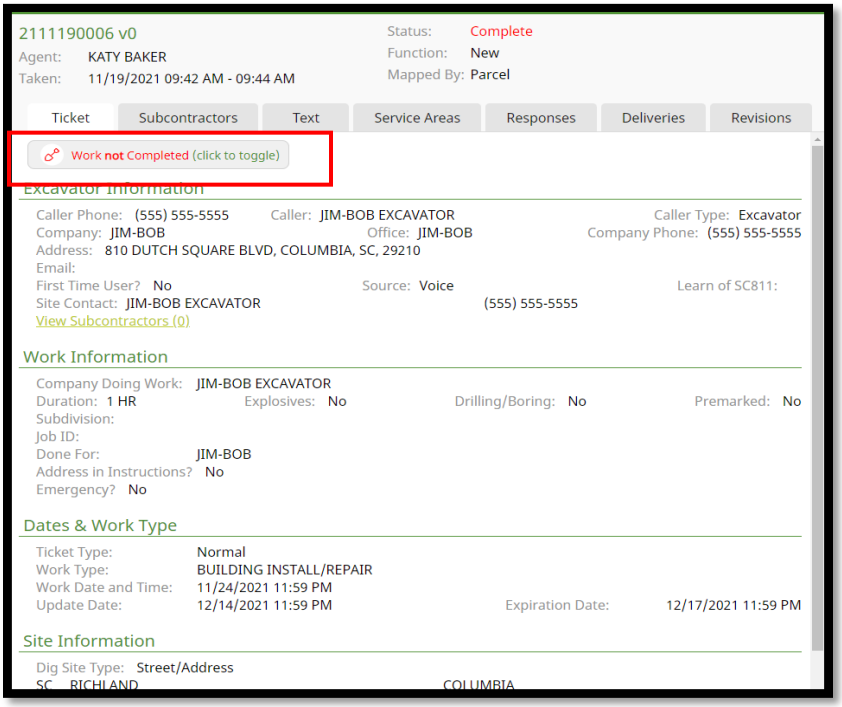
Step Two. When the window opens hit the 'List' option in the top right-hand corner of the screen.



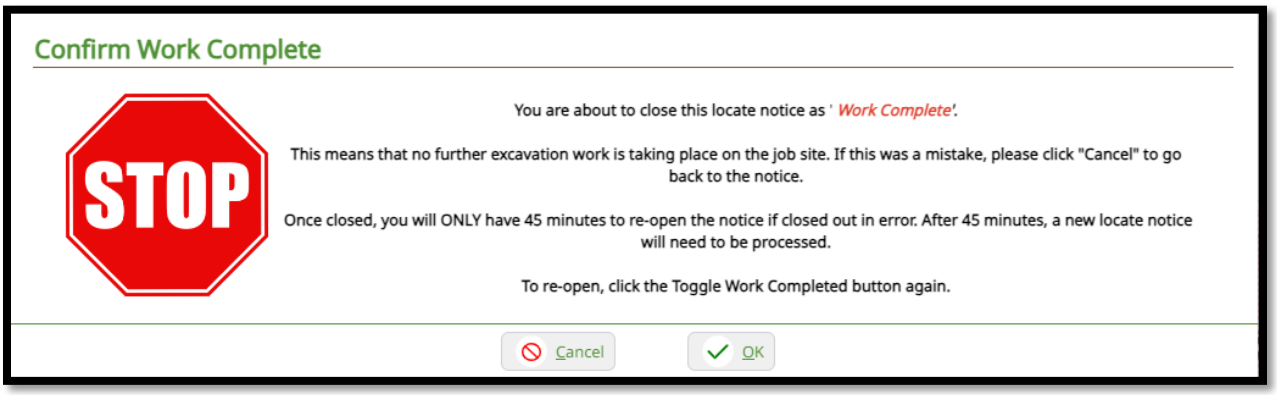
Step Three. A 'Ticket Search' screen will appear. Go to the top left-hand corner and search for the ticket number in the 'Filter by Ticket Number' bar.



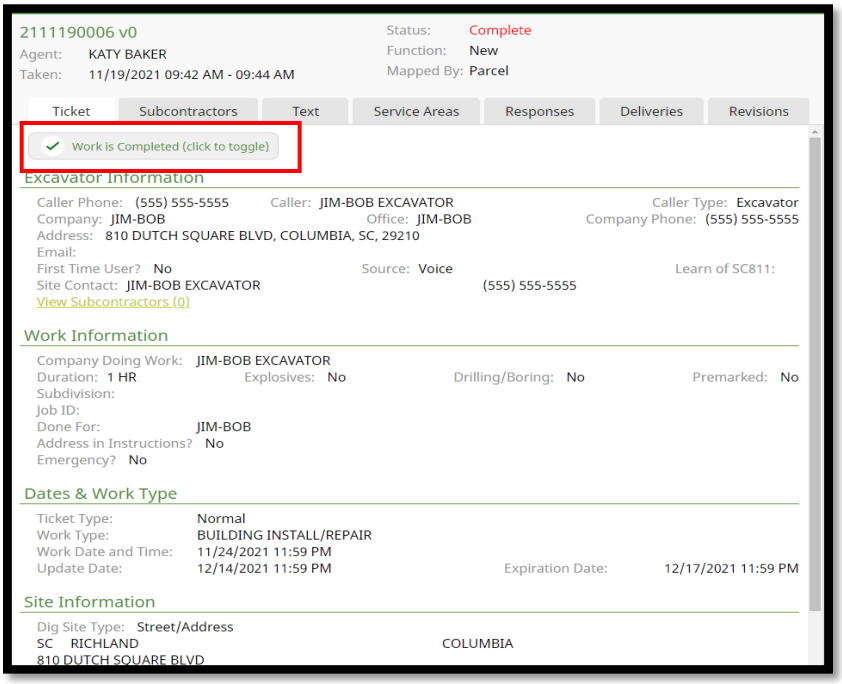
Step Four. Under the 'Ticket' tab at the top of the notice there is a button that will need to be clicked to "toggle" as work complete.



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'.

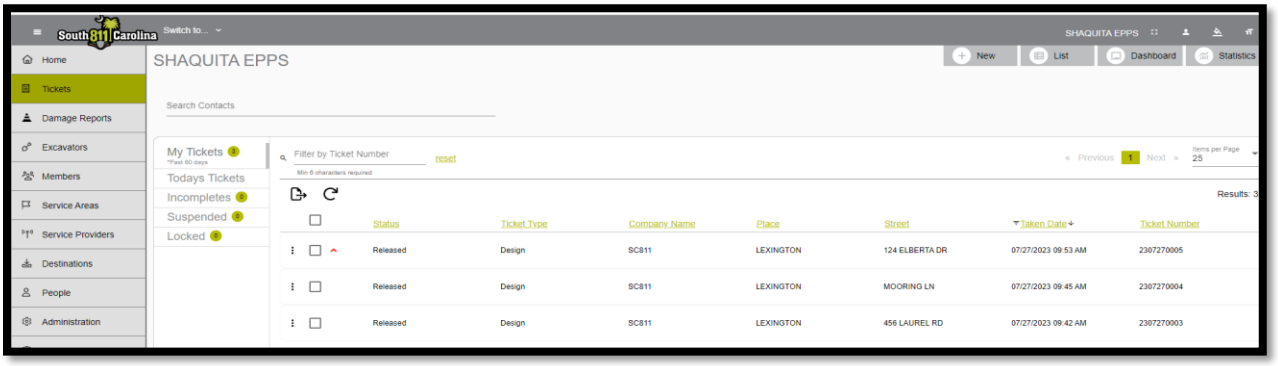


After closing out your ticket, on the top left just under your ticket number, you will see the box that states, 'Work is Complete'.

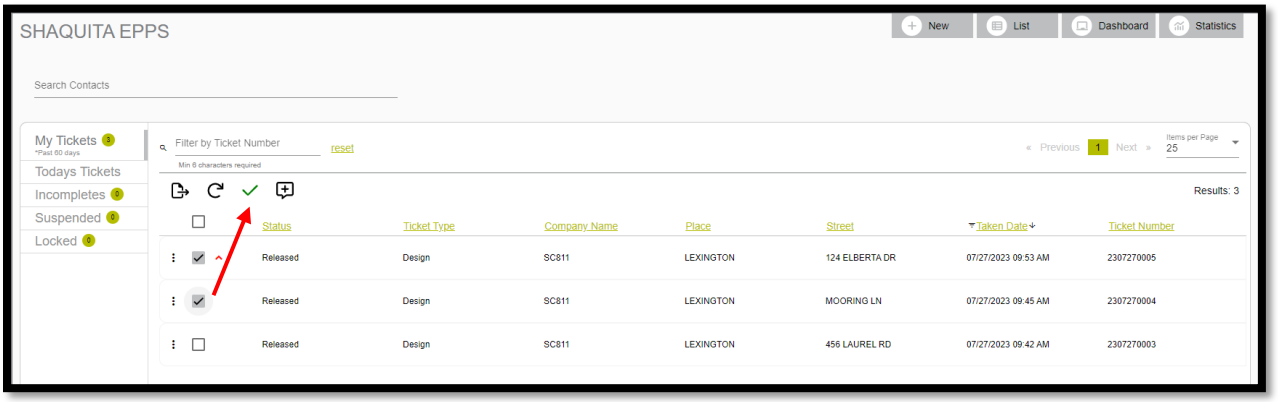


How to close out multiple locate notices:

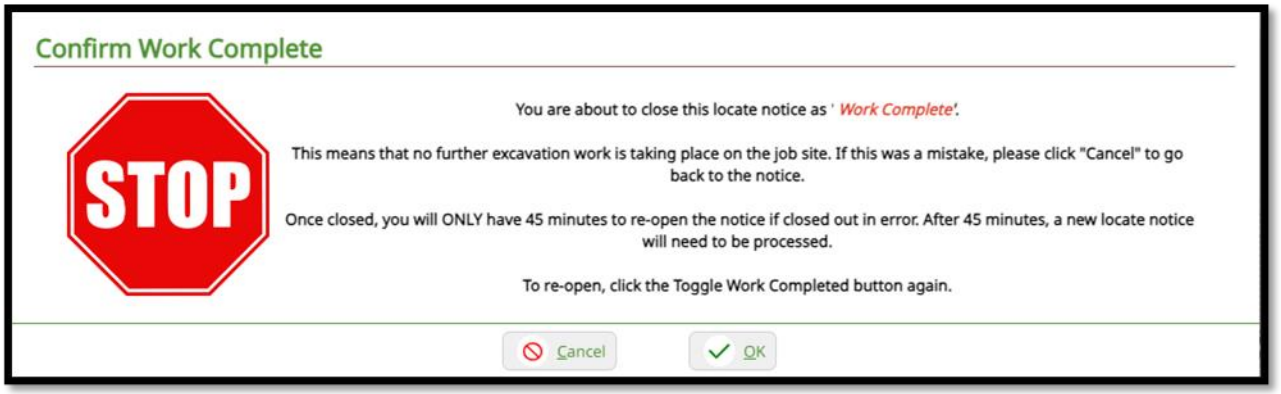
Step One. Select **'Tickets'** on the menu located on the left side of the screen to be taken to the 'Ticket Dashboard'.



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.



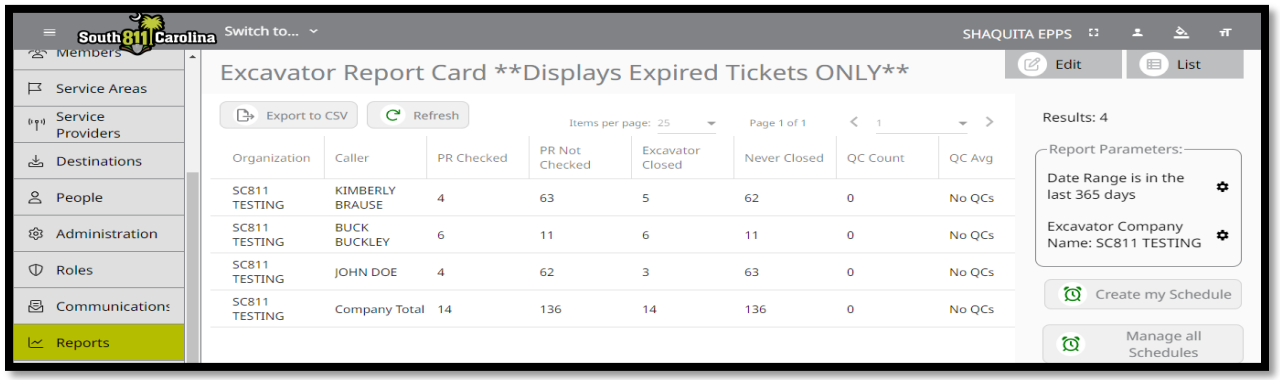
Step Three. You will then click the green check to mark the tickets as work completed. A pop-up box will appear to 'Confirm Work Complete', letting you know that you are closing out the locate notices as 'Work Complete' which means that no further excavation is taking place on the job site. If you are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



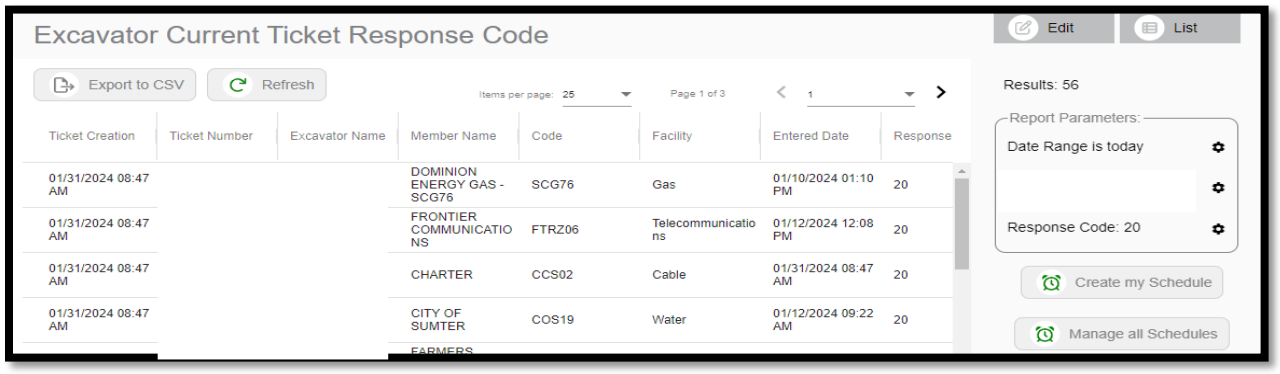
Excavator Reports

You can access Excavator Reports by clicking 'Reports' from the menu located on the left side of the screen.

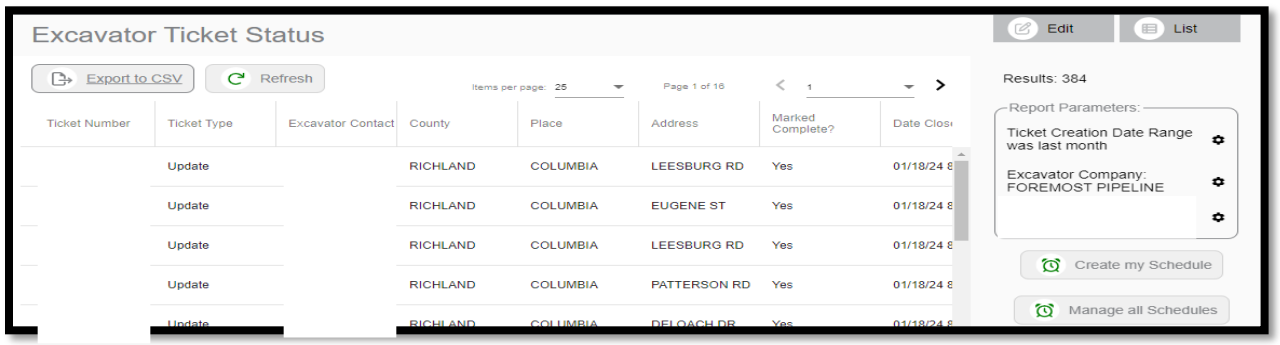
Excavator Report Card: The Excavator Report Card Report enables you to review performance in checking Positive Response, closing out notices, and quality assurance on tickets.



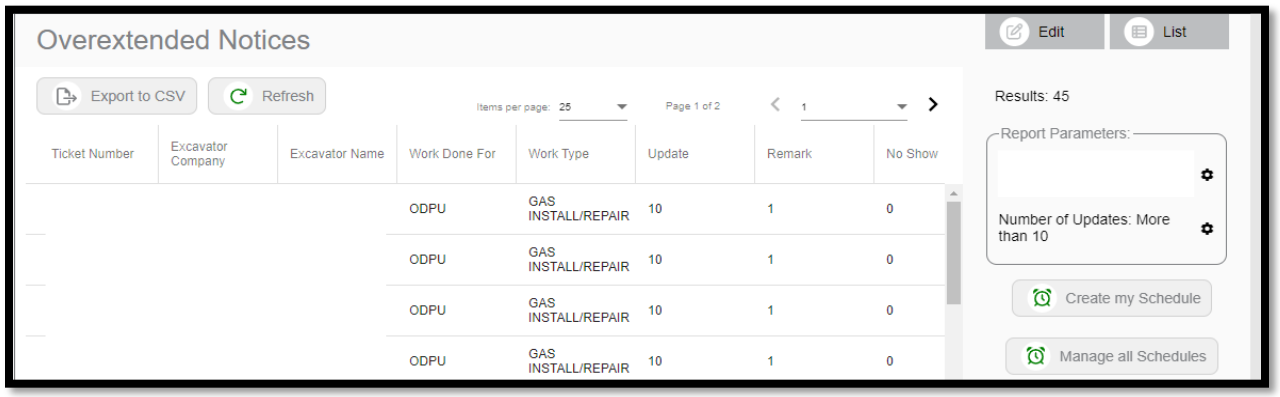
Excavator Current Ticket Response Code: The Excavator Current Ticket Response Code Report enables you to pull data for current tickets by response. Example: Code 10, Code 20 etc. This report only allows you to search for tickets from the past 90 days.



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.



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.

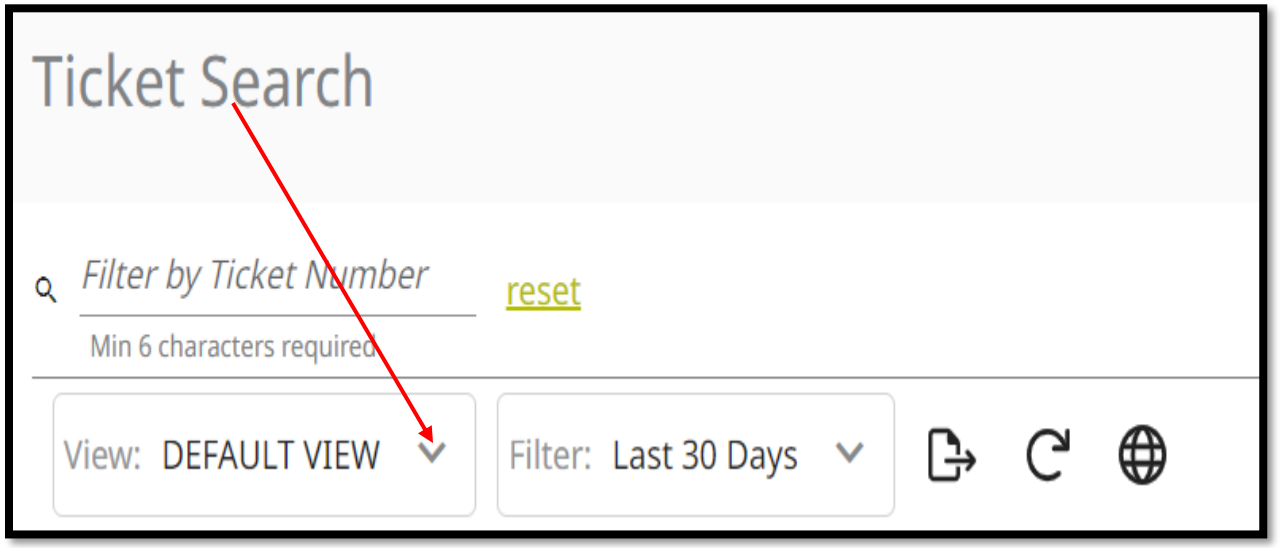


How to Create a 'Configured List':

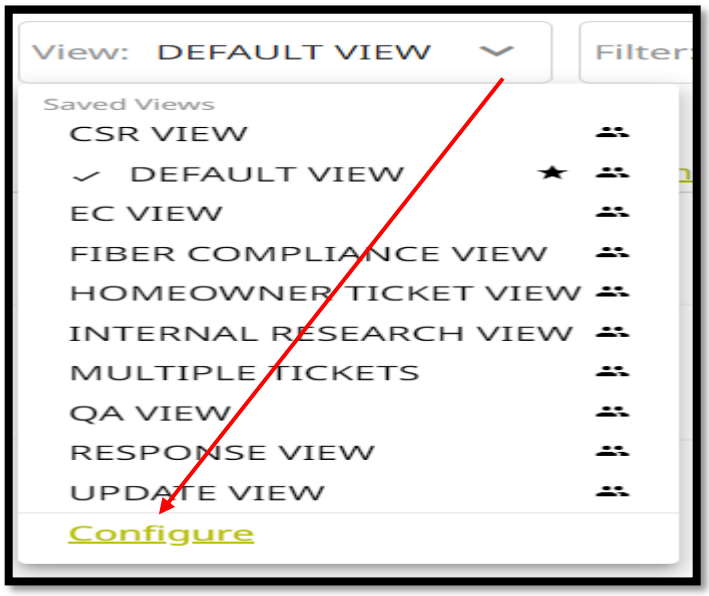
Step One. Click the 'List' button at the top left of the 'Ticket Dashboard' screen.



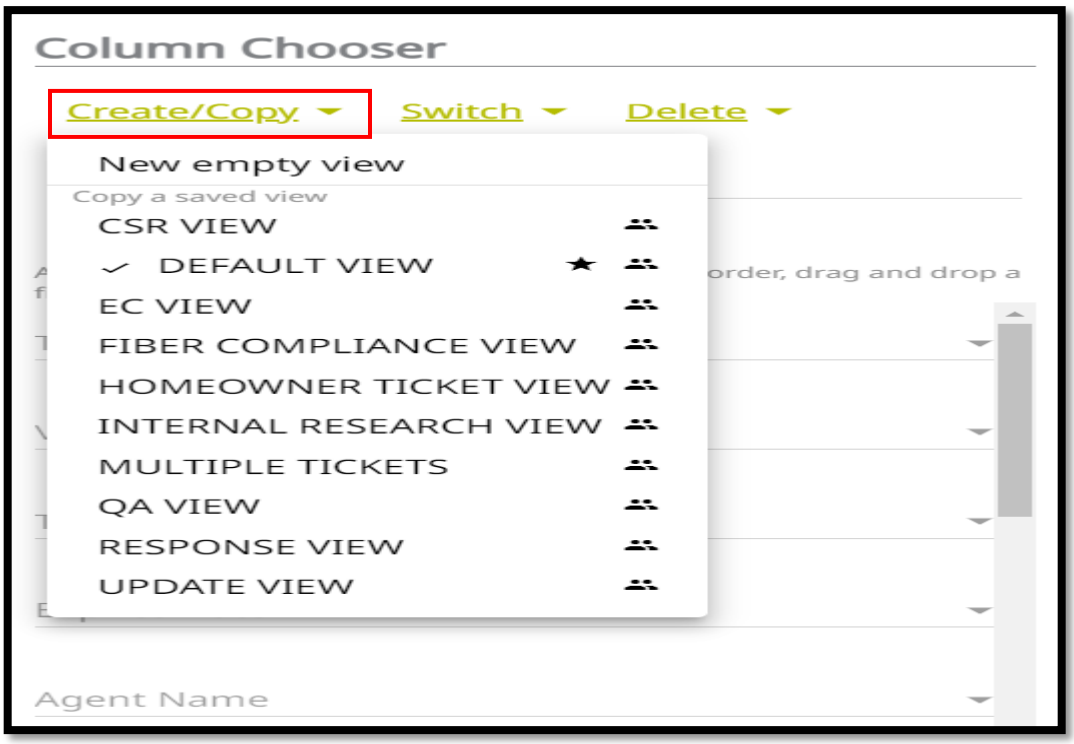
Step Two. On the 'Ticket Search' screen, open the drop-down menu under 'View'.



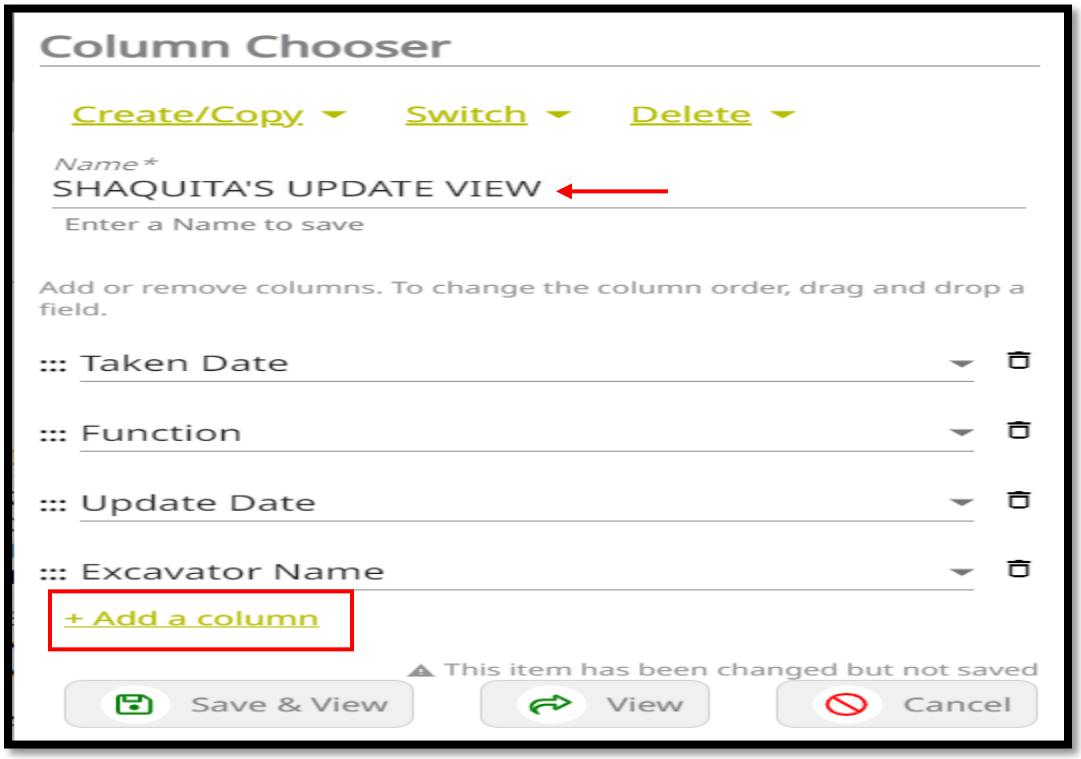
Step Three. From the drop-down menu under 'View', select 'Configure' at the bottom of the list.



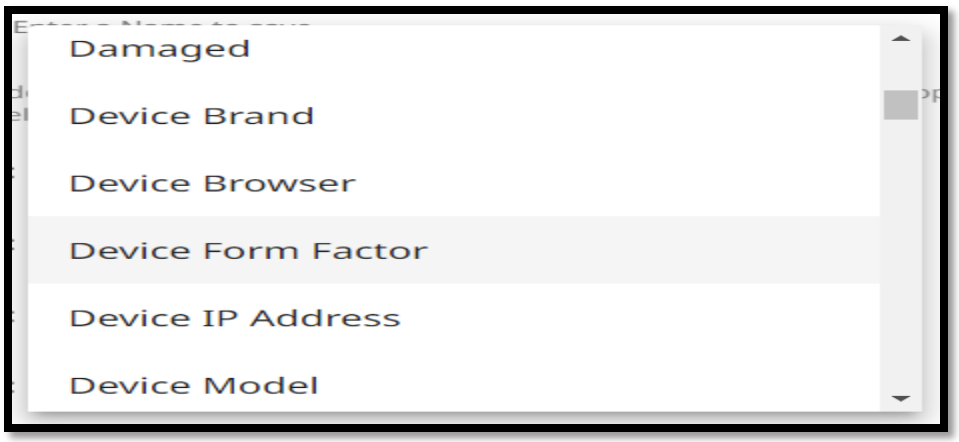
Step Four. The 'Column Chooser' screen will appear to the right of the screen. Select 'Create/Copy'. You can either choose to copy an existing view within the system or create a new view by selecting 'New Empty View'.



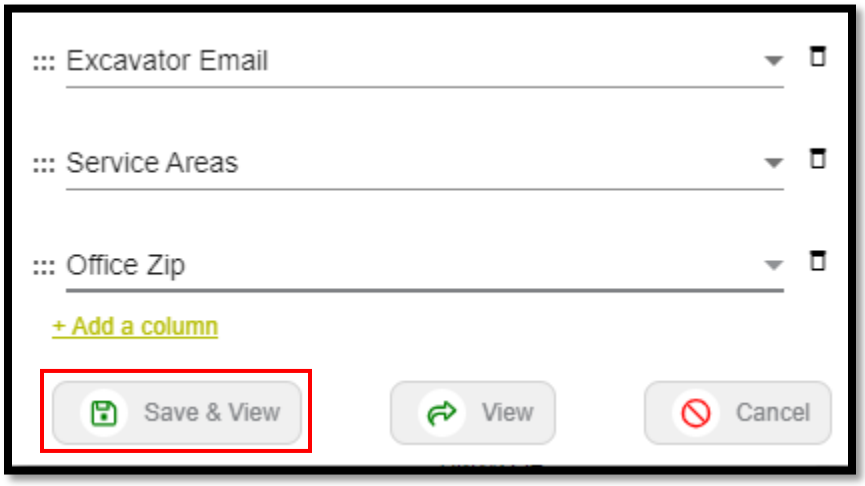
Step Five. After choosing the view you wish to create, rename the list as desired. Then, select 'Add a column'.



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



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

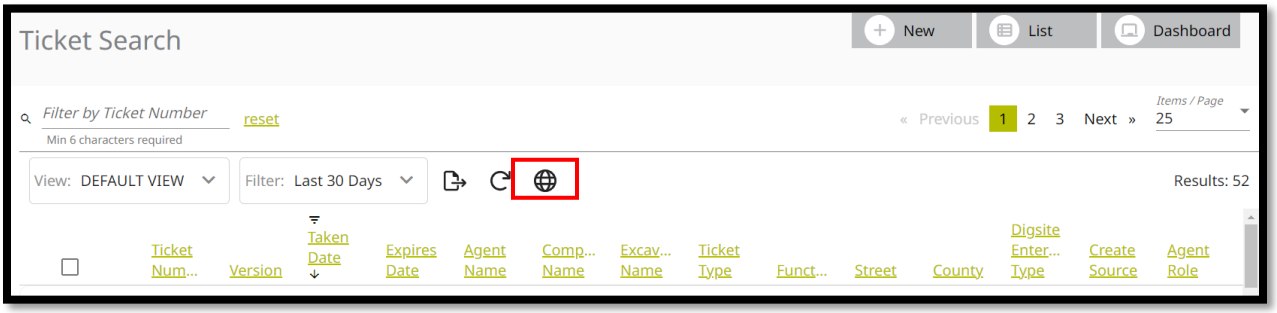
The Ticket Research View feature allows users to easily locate and analyze tickets using an interactive map. This streamlined process makes tickets and management more efficient.

How to Access the Ticket Research View

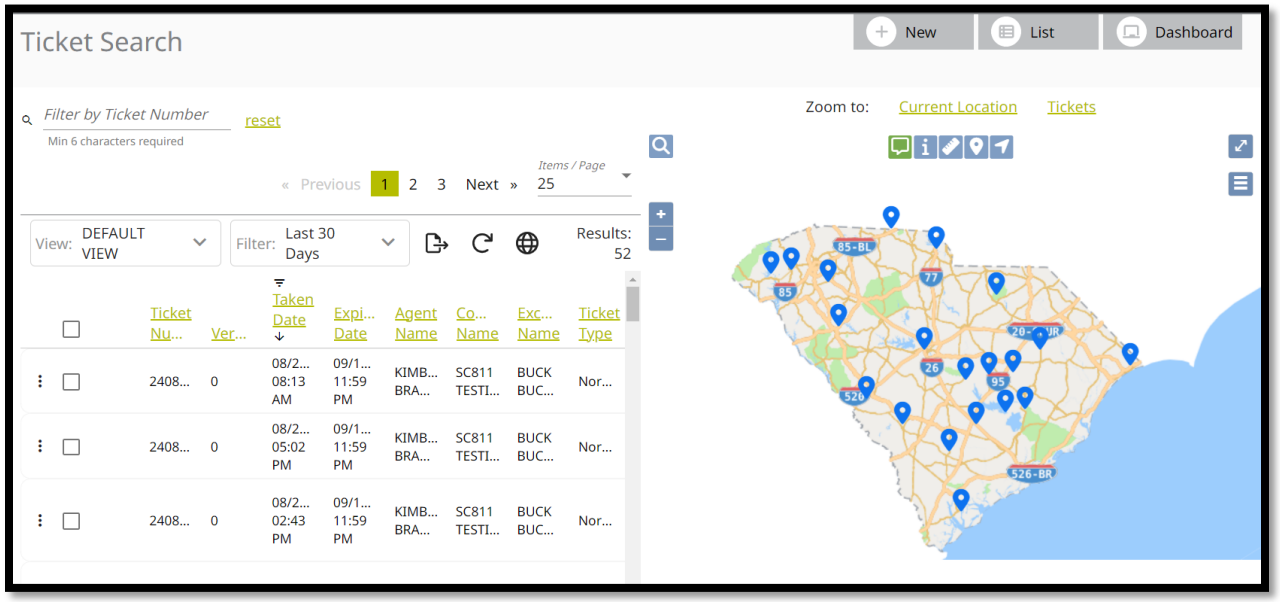
Step One. Click the 'List' button at the top left of the 'Ticket Dashboard' screen.



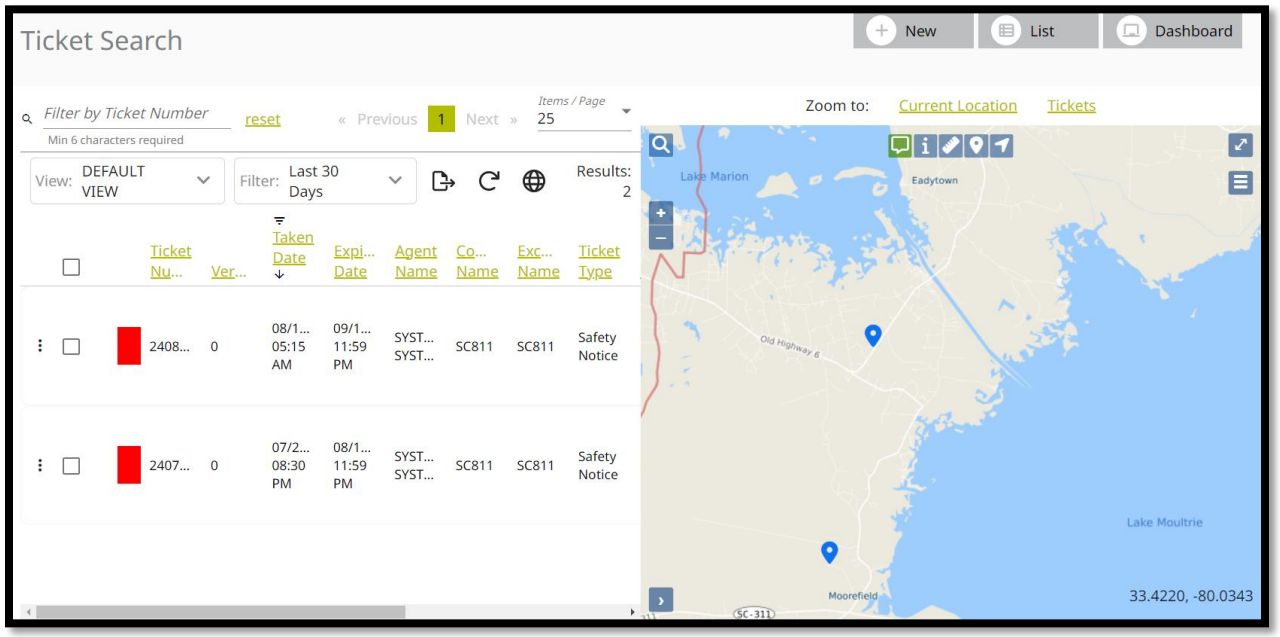
Step Two. On the 'Ticket Search' screen, select the 'Globe' icon located above the ticket list.



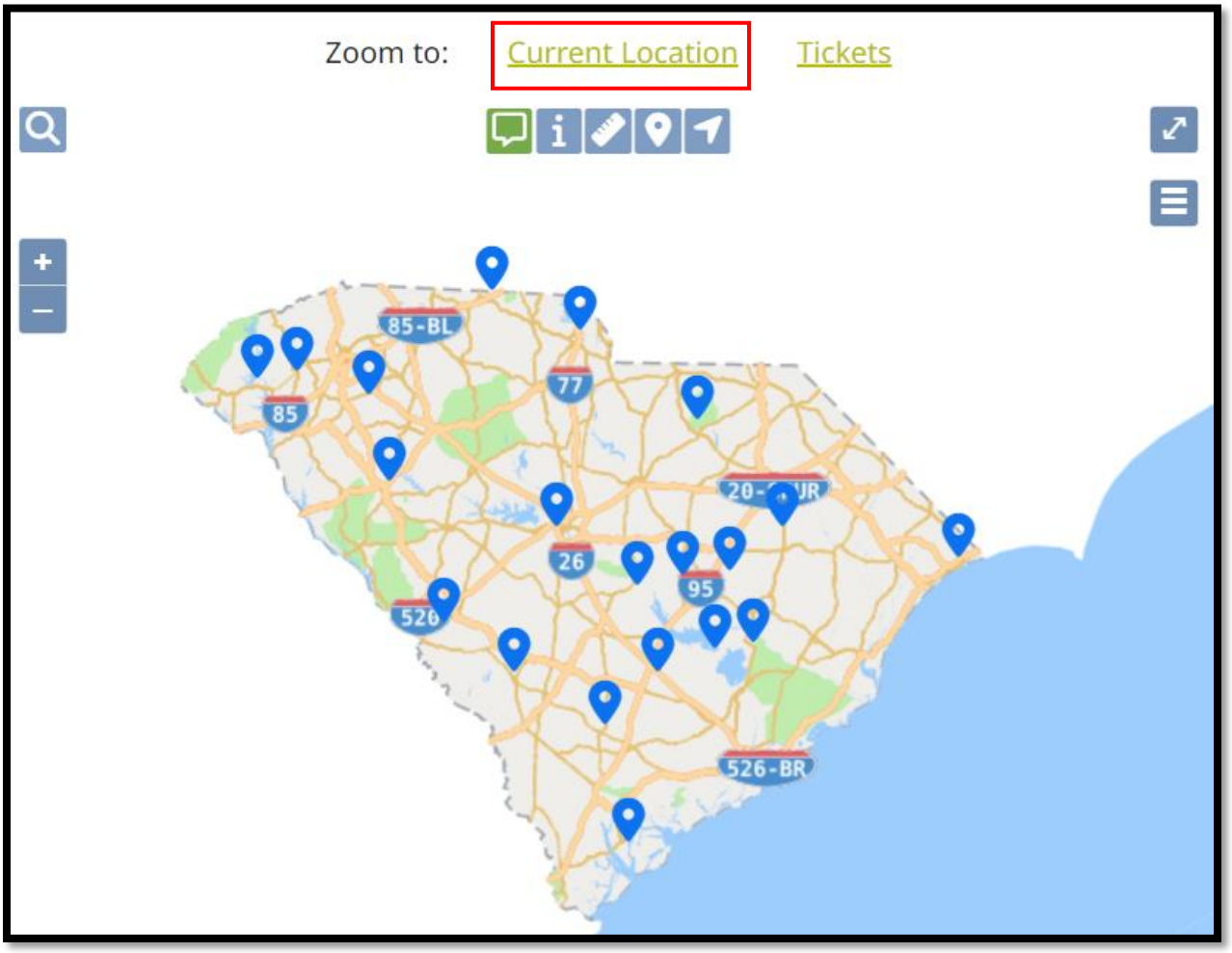
Step Three. Clicking the ‘Globe’ icon will switch to the map view, displaying all tickets as pinpoints on the interactive map.



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.



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

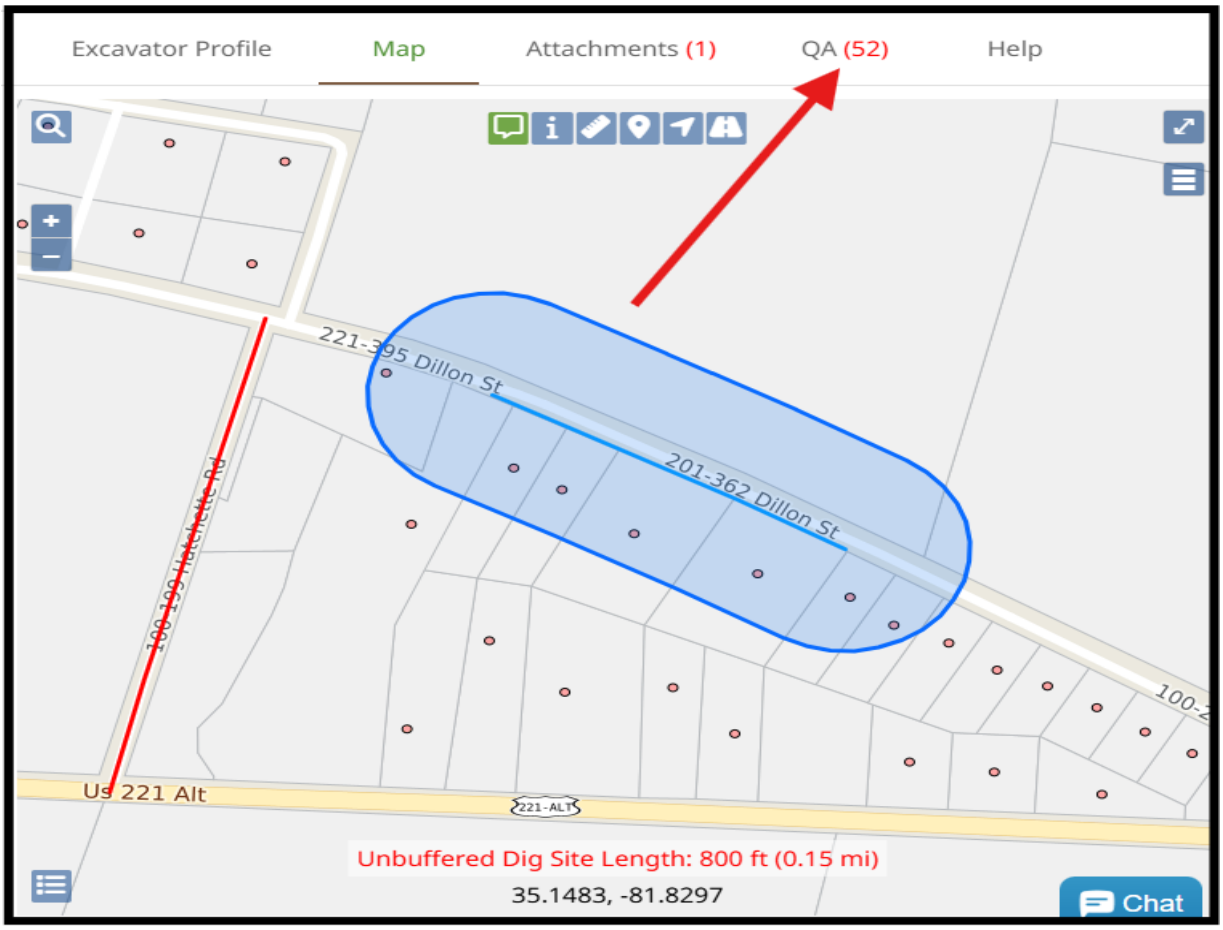


Quality Assurance Scores

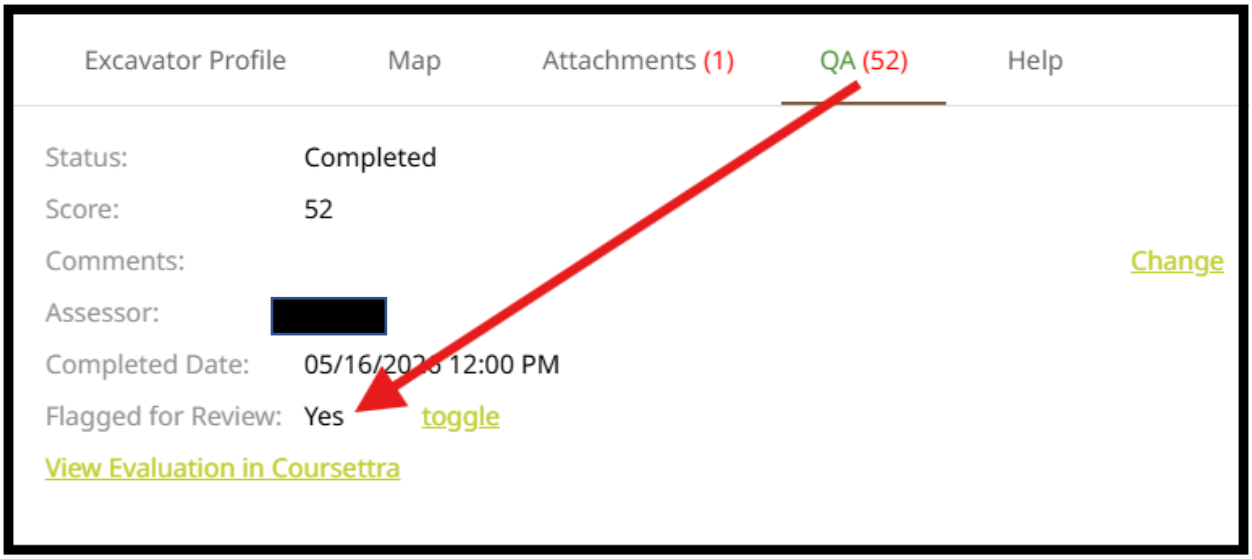
Quality assurance (QA) on a notice request is the systematic process of determining whether a notice meets the specified requirements and guidelines of SC811. Tickets are randomly selected. If your score is a low score or the ticket was flagged by the evaluator, then you will receive an email from the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



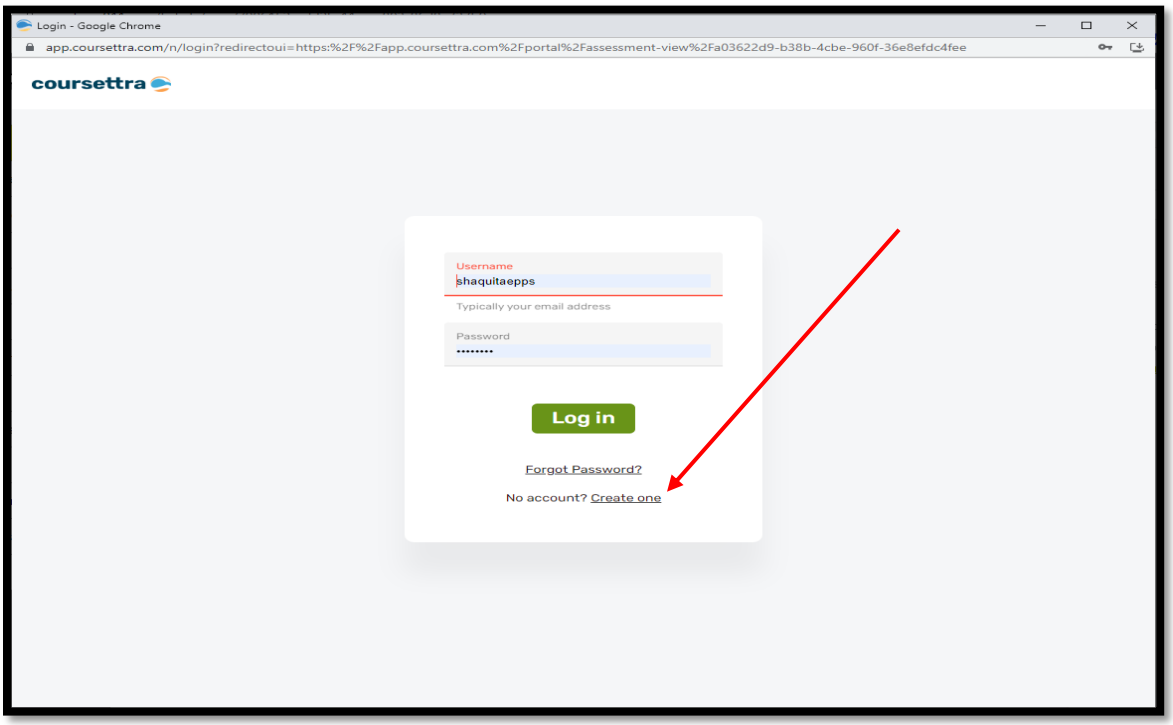
Step Two. You will select the 'QA' tab. Below you can see where the notice was 'Flagged for Review':



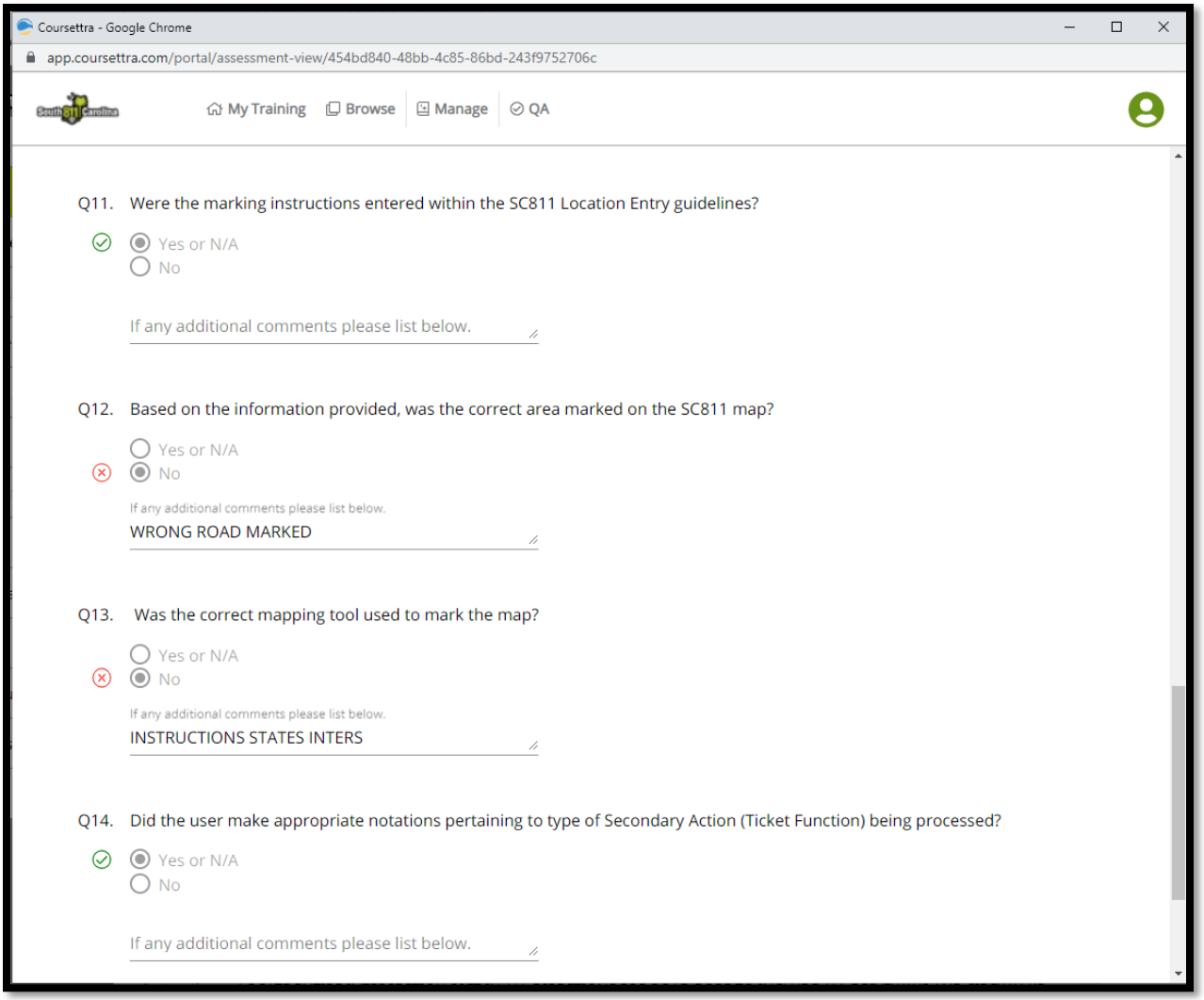
Step Three. You will select 'View Evaluation in Coursettra' to see the evaluation form.



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
- Chat: Available within Exactix