



August 31, 2022

**RE: Web TMS announcing End Of Life, October 1, 2023**

Dear NC 811 Member,

Web TMS has been used by almost 2000 individual users in the state for over 15 years. The rock-solid ticket management system has processed millions of transmissions and allowed members to reach compliance with positive response while managing the daily flow of locate requests. However, the time has come to phase out the Web TMS product. **Norfield has announced that Web TMS will officially be no longer supported as of October 1, 2023.** It was important that we provide enough time for existing users to take the steps necessary for a successful transition to an alternative ticket management system. Therefore, we are providing the announcement 13 months in advance of the shuttering of Web TMS. We are proud to announce that Norfield, our software solutions partner, is offering an enhanced ticket management solution as part of the new Norfield LOGiX™ Platform called Locator LOGiX.

There are tons of ground-breaking features that provide a more efficient and streamlined process to manage your utility line locate requests sent by North Carolina 811 on your computer and mobile devices.

**Key features include:**

- Seamless automation for assigning locators and providing responses based on member code, ticket priority and geographical location.
- Advanced communication features such as alerts, broadcast messages from 811 centers, and even Electronic Positive Responses so utilities can communicate directly to the 811 center and excavators on the work being done.
- More accurate GIS mapping and locator routing so locators can now more easily determine the scope of the work.
- Predictive analytics to categorize locate tickets based on the type of construction project and the potential risk level.
- Robust reporting that includes system status, event viewer, end of day reports, tickets due and responses waiting to be sent.
- Superior search functionality to easily find the information you need in just one click.

***Norfield is offering a Special Promotion for NC811 Members - 3 Months FREE for a Limited Time Only!***  
***Register for one of our webinars today and take advantage of this special offer.***

Webinar for **current WebTMS users** on the transition to LOCATOR LOGiX in 2023

When: Sep 14, 2022 09:00 AM ET

Topic: WebTMS Goes Away in 2023 - View a Demo of Norfield's New Ticket Management System

[Register for this webinar](#)

Webinar for **NC 811 Members** to learn more about Norfield's locate management system - LOCATOR LOGiX

When: Sep 15, 2022 09:00 AM ET

Topic: View a Demo of Norfield's New Ticket Management System!

[Register for this webinar](#)

I hope that you'll consider taking a look at Locator LOGiX. We are impressed with the new functionality and user interface offering, what we believe, is the most seamless and complete locator services software in the market today. The webinars will provide a demo however for a short demo of the software and to get a quote, please click [here](#). Feel free to reach out to Norfield directly at [sales@norfielddp.com](mailto:sales@norfielddp.com) if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Louis Panzer".

Louis Panzer  
NC 811, Executive Director