



Remote Ticket Entry

Application Tutorial



Revised June 28, 2023

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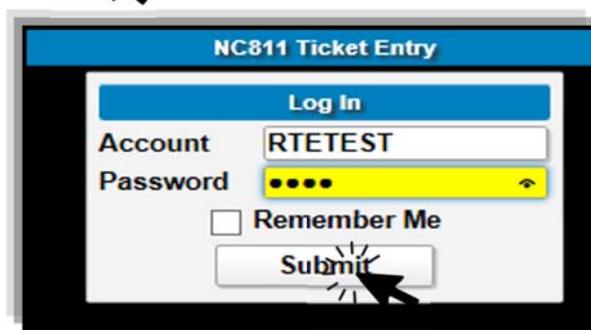
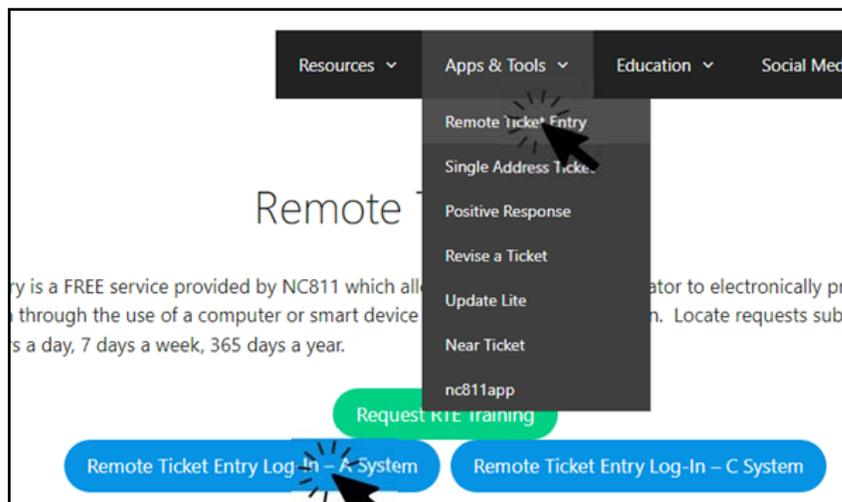
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Contact Information

The Remote Ticket Entry Department is available during the hours of 8am - 5pm Monday through Friday (excluding weekends and holidays) and can be contacted at 336.316.0359 or rtehelp@nc811.org.

How to Log into the Remote Ticket Entry application

- To access North Carolina 811's Remote Ticket Entry (RTE) application, you must log into the application. Use an Internet browser and enter www.nc811.org into the address bar and press Enter to navigate to the NC811 website.
- From the top of the NC811 webpage, click on Apps & Tools, then click Remote Ticket Entry to be directed to the RTE page.
- At the top of the RTE page, For "A" tickets, click the button labeled **Remote Ticket Entry Log-In - A System**. For "C" tickets, click the button labeled **Remote Ticket Entry Log-In - C System**.
- A Log In pop-up will appear - enter the Account and Password for your RTE account.
- The RTE user may choose to select the "Remember Me" box to save their Account and Password information. *Note: If using a shared computer, this is **not** recommended.
- Click Submit to log in.
- Once your Account and Password information is entered, click Submit and you will be directed to the Ticket Entry screen to begin processing your tickets.



****Sharing your RTE account information is NOT allowed.****

Article 8A. Underground Utility Safety and Damage Prevention Act

87-122. Excavator responsibilities.

(b) The notice required by subsection (a) of this section shall, at a minimum, contain all of the following:

- (1) The name, address, and telephone number of the person providing the notice.



Attention: If an account and password have not been assigned to YOU, please contact the RTE Department Monday through Friday (excluding holidays) from 8am to 5pm.



There are two servers that support the operations of the NC811. Below are the URL's (direct links) for the A and C servers. In the Internet browser of your choice, enter the URL into the address bar and press, Enter.

⇒ For "A" tickets enter: https://newtina.nc811.org/newtinweb/NCOCC_TicketEntry.html

⇒ For "C" tickets enter: https://newtinc.nc811.org/newtinweb/NCOCC_TicketEntry.html

Holiday Schedule

The following NC State holidays below are not included as part of the three working day notice. Holidays that fall on Saturdays are normally observed on Friday; holidays that fall on Sundays are normally observed on Monday, unless otherwise stated.

Table with 2 columns: Holiday Name, Observed Holiday. Rows include New Years Day, *Veterans Day, *MLK Jr. Birthday, Thanksgiving Day, Good Friday, *Thanksgiving, Memorial Day, Christmas Eve, Independence Day, Christmas Day, Labor Day, *Day after Christmas Day.

Excavation Notice

NC General Statutes requires notice of excavation or demolition to be given within three to 12 full working days before the proposed excavation date. Member facility owners will respond to the excavation request within three full working days after the day notice of proposed excavation or demolition was provided to the Notification center.

Note: The date the notice was given is excluded from the working day notice; Weekends and the above listed NC State holidays are also excluded from the working day notice.

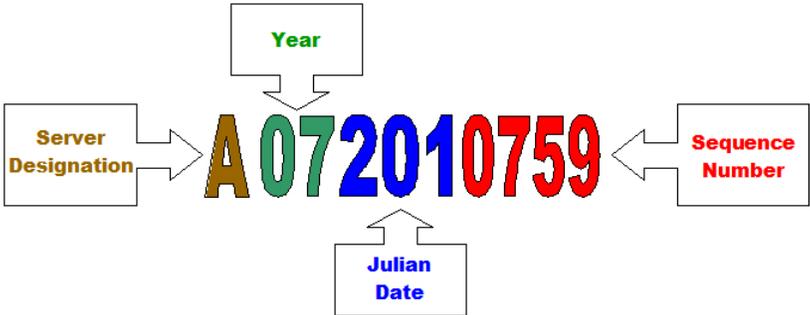
New excavation/demo notices are valid for 15 working days excluding the day of notice. The locate request will expire 15 working days after the date notice was given. Notices in which the excavation will not be completed within 15 working days must be updated by the twelfth (12th) working day until the excavation is complete.

In the event a minimum three full working days notice cannot be given, the excavator may REQUEST the underground facilities to be located at an earlier date and time. The underground facilities may or may not be located by the requested time frame and may not be located after the excavation begins. Proceeding with excavation prior to the site being properly located may result in a damage to surrounding underground facilities, as well as injuries, and your company/organization could be held responsible.

Locate Request Number Definition

January 2007, North Carolina 811 Inc. began using a specific numbering system for locate requests. A portion of the new numbers are based on the Julian calendar where each day of the year is numbered beginning with 001 for January 1st. The A and C letters appear at the beginning of the ticket number to designate which server the ticket was generated from. The last two digits of the current year will follow the letter. Next will be the number of the day from the Julian Calendar. Lastly, a sequential number starting each day with the number 1.

The diagram shows the different sections of a ticket number and from where they are derived.



This number represents the 759th ticket generated from the A server on July 20, 2007 (July 20th is the 201st day of 2007).

Locate Request Capacity

Accurate information must be provided on the locate request at all times to ensure the correct member(s) are notified. Additionally, the nearest intersecting street (cross street) preferably within a 1/4 mile should be provided whenever possible as a point of reference.

- Single Road

One locate request can include distance the lesser of: no more than the length of five adjoining parcels identified by addresses not to exceed 1/4 mile **OR** an area not to exceed 1/4 mile.

Example: Starting at 1234 Jane Doe Blvd, Locate along both sides of the road for 1,000 feet going west.

- Address/Lots

A single locate request shall contain up to five (5) adjoining parcels (identified by addresses) as long as the linear length between the starting and stopping point is equivalent to one-quarter mile (1,320 feet) or less. If the excavator is not certain if the parcels are adjoining, the parcels cannot be identified by addresses, or if the area is less than one-quarter mile in linear length, then separate ticket(s) will need to be issued for each parcel.

Note:

-If multiple parcels are given, each individual address will need to be listed in the Locate Info box.

-This same rule applies to lot numbers and building numbers when physical addresses are unavailable.

Example 1: Locate a 5ft radius around buildings 1, 3, and 5 on parcel identified with address 2410 Smith St.

Example 2 (see image below): Starting at the intersection on the north side of the road, Locate the right of way in front of parcels identified by addresses 200, 206, 210, 214 and 218. At parcel 218, Locate both sides of and in the road for a road bore.

Quick tip: To display available parcels in map, click Show Parcel (below map image). See Image below.

The screenshot shows a software interface with two main panels. The left panel is titled "Location Information" and contains input fields for County (WAKE), Place (RALEIGH), Subdiv, Lot #, Street (PECAN RD), Cross St 1 (RENFROW RD), and Cross St 2. Below these fields is a "Map Lookup" button. The right panel is titled "Locate Info" and contains a text box with the following text: "STARTING AT THE INTERSECTION ON THE NORTH SIDE OF THE ROAD, LOCATE THE ROAD RIGHT OF WAY INFRONT OF PARCELS IDENTIFIED BY ADDRESSES 200, 206, 210, 214, AND 218. AT PARCEL 218, LOCATE BOTH SIDES OF AND IN THE ROAD FOR A ROAD BORE. **THE AREA OF THE BORE WILL BE MARKED WITH WHITE FLAGS**". To the right of the text box is a map showing a street grid with several parcels highlighted in purple. A red line indicates the locate request path, starting at the intersection of Pecan Rd and Renfrow Rd, going north along Pecan Rd, then east along Pecan Rd, and finally south along Pecan Rd. The map also shows other streets like Newlin St, Parkland Rd, and Larden St. A scale bar indicates 300 feet. A compass rose is in the top right corner.

Show Address **Show Parcel** Clear

Locate Request Capacity cont.

- Intersection
 - Intersection tickets will encompass just the “area” inside of the corners of the intersection. *See Image 1.
 - When excavation continues on one or more streets *from* the intersection, a locate request will need to be created for **each street**. *See Image 2.

Image 1: Locate the entire intersection of Pantops St and Summit Ave requested to be located. This only encompasses the “area” inside all corners of the intersection, and can all be requested on one ticket.

Location Information		Help
County	WAKE	Copy
Place	RALEIGH	Lookup
Subdiv		
Lot #		Posted? No
Street	PANTOPS ST	
Cross St 1	SUMMIT AVE	
Cross St 2		
Map Lookup		
Locate Info		Help
LOCATE THE ENTIRE INTERSECTION OF PANTOPS ST AND SUMMIT AVE.		



Scenario: Starting at the intersection, locate both sides of the road on Pecan Rd, S Wilmington St, and Layden St for 300ft in all directions. This is a total locate distance of 1200ft.

*Note: The excavator shall issue **THREE separate notices** to cover each named road where excavation will take place along.*

Image 2 (shown below): Starting at the intersection, Locate both sides of and in the road for 200ft west. ** Ticket 1 of 3 to cover excavation taking place along Pecan Rd, S Wilmington St and Layden St.

Location Information		Help
County	WAKE	Copy
Place	RALEIGH	Lookup
Subdiv		
Lot #		Posted? No
Street	PECAN RD	
Cross St 1	S WILMINGTON ST	
Cross St 2	LAYDEN ST	
Map Lookup		
Locate Info		Help
STARTING AT THE INTERSECTION, LOCATE BOTH SIDES OF AND IN PECAN RD FOR 200FT WEST.		
TICKET 1 OF 3 TO COVER EXCAVATION TAKING PLACE ALONG PECAN RD, S WILMINGTON ST AND LAYDEN ST.		



Road name data must be entered in a specific format in the designated STREET and CROSS STREET fields of the ticket to be properly recognized by the application. See the listing below for a detailed description of how the road should be entered in the Street and Cross Street fields. **Entering road name data in any other format than listed below can cause incorrect members to be notified.**

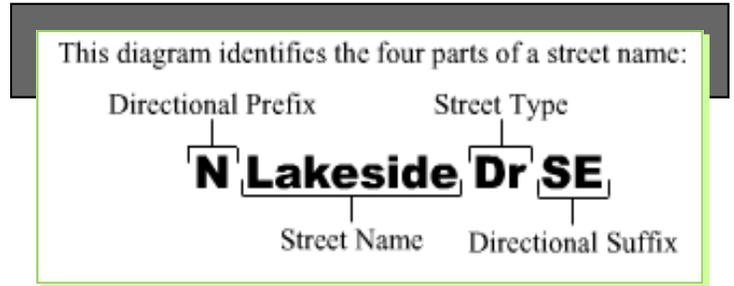
Road Names/Endings/Directionals

- Road names must be spelled out and not abbreviated:
Mount Hope Church Rd (correct) v/s MT HOPE CH Rd (incorrect)
- Road endings must be provided and abbreviated, see listing of accepted abbreviations next page
- If applicable, the road directional should be provided and abbreviated, **N S E W**

Highways

Highways are to be entered as follows.

- HWY421
- OLD HWY421
- HWY421 BUS
- HWY421 ALT
- If the road name is a **multiple highway number** (ex. HWY15/HWY501), enter **one** of the highway numbers in the street field and the other highway number in the **location field**. Enter the nearest intersecting street in the cross street field.
- Directionals (N, S, E, W) **cannot** be used with highways



Interstates

Interstates are to be entered as follows.

- I95
- I40
- I77
- I85
- Directionals (N, S, E, W) **cannot** be used with interstates

State Roads

State Roads are to be entered as follows.

- SR1234
- SR4321
- SR9876
- SR4567
- Directionals (N, S, E, W) **cannot** be used with state roads

Acceptable Road Ending Abbreviations

As a Reminder...

- Street and Cross Street fields must contain road names
- Road **Names** must be spelled out Example: **Mount Hope Church Rd (correct)** v/s MT HOPE CH Rd (incorrect)
- Road **Endings** must be provided and **abbreviated**; see list below for acceptable abbreviations
- If a road ending is not listed below then an abbreviation is not available; therefore the ending must be spelled out entirely
- If applicable, include and abbreviate the road directionals (N S E W) Example: **S COLLEGE AVE NE**
- Directional abbreviations include: N, S, E, W, NE, NW, SE, SW

Alley	Aly
Alternate	Alt
Annex	Anx
Avenue	Ave
Boulevard	Blvd
Branch	Br
Bridge	Brdg
Brook	Brk
Business	Bus
Bypass	Byp
Byway	Bywy
Causeway	Cswy
Center	Ctr
Centre	Ctre
Circle	Cir
Common	Cmn
Commons	Cmns
Court	Ct
Creek	Crk
Crescent	Cres
Crossing	Xing
Crossover	Xovr
Crossroad	Xrd
Crossroads	Xrds
Drive	Dr

Estate	Est
Estates	Ests
Expressway	Expy
Extension	Ext
Freeway	Fwy
Gateway	Gtwy
Grove	Grv
Height	Ht
Heights	Hts
Highway	Hwy
Hollow	Holw
Junction	Jct
Knoll	Knl
Knolls	Knls
Landing	Lndg
Lane	Ln
Meadow	Mdw
Meadows	Mdws
Mobile Home Park	M H P
Mountain	Mtn
Orchard	Orch
<i>Parkway</i>	<i>Pkwy</i>
Passage	Psge
Place	Pl
Plaza	Plz

Point	Pt
Pointe	Pte
Ridge	Rdg
Road	Rd
Roads	Rds
Route	Rte
Skyway	Skwy
Spring	Spg
Springs	Spgs
Square	Sq
Street	St
Terrace	Ter
Throughway	Trwy
Trace	Trce
Trail	Trl
Trailer Park	Trlr Park
Trails	Trls
Turnpike	Tnpk
Valley	Vly

General Ticket Entry Function Menu

The screenshot shows a web-based interface for ticket entry. At the top, there is a navigation bar with buttons for 'Inquire', 'New', 'Survey', 'Recent', and 'Log out'. The user is logged in as 'RTETES* (WEBTE)'. The interface is divided into three main vertical sections:

- Left Section:** Contains three main form areas:
 - Caller Information:** Fields for Phone, Ext, Company, Caller, Address, ZIP, City, St, NC, Caller Type, Alt Phone, and Email.
 - Location Information:** Fields for County, Place, Subdiv, Lot #, Street, Cross St 1, and Cross St 2. Includes a 'Map Lookup' button.
 - Locate Info:** Includes a large text area for notes, 'Expand last word', 'Expanded Word List', and 'Abbreviations' buttons. Below are checkboxes for 'Blasting?', 'Boring?', 'RR?', and 'Whit Line?'. Fields for 'Duration', 'Work Type', and 'Done For' are also present.
- Middle Section:** A 'Mapping' tool showing a map of North Carolina counties. Below the map are search and drawing tools:
 - Search: 'Find', 'Search', 'Places', 'GPS', 'Layers'.
 - Find: 'Street', 'Intersection', 'Both Cross', 'Work Area', 'Save', 'Clear'.
 - Zoom to: 'County', 'Place', 'Work area', 'Found', 'Bullseye'.
 - Highlight: 'Street', 'Cross1', 'Cross2', 'All', 'Clear'.
 - Zoom: 'Zoom', 'Zoom', 'Zoom', 'Zoom'.
 - Search: 'ADR', 'PAR', 'Show', 'Address', 'Parcel', 'Clear'.
 - Swap: 'Street<-Cross1', 'Cross1<-Cross2'.
 - Verify Place: 'Check'.
- Right Section:** Contains several form areas:
 - Contact Info:** Fields for Site Contact, Sub-Contractor, and Phone.
 - Begin Time:** Fields for Work Date, Time, and ET. Includes 'Legal', 'Now', and 'Emer' buttons.
 - Remarks:** A large text area for notes.
 - In-House Comments:** A text area with the note '(Not transmitted to utility owner)'. Includes 'Get Mbrs' and 'Mbr Info' buttons.
 - Member Information:** A text area for member details.

1. Caller Information
2. Location Information
3. Locate Info

1. Map Capabilities
 - a. Find/Search Tools
 - b. Drawing Tools

1. Contact Info
2. Begin Time
3. Remarks
4. In-house Comments
5. Member Information

Inquire **New** Survey Recent Log out

New is the general ticket entry function utilized to create and process a request for underground facilities to be marked. This section will explain each field in detail while instructing how to process a **NEW** locate request.

Click NEW from the function area. Four options will appear:

1. **Yes, clear everything** information from the prior ticket will be removed
2. **No, but keep mapping** information and map data from prior ticket will remain
3. **No, and clear mapping** information from prior ticket will remain only
4. **Exit** will exit the New Function

Select the appropriate option needed to proceed forward with creating the request.

The Caller Information Section will be pre-populated with the information associated with the user account.

****Contact the RTE Department directly if needing to update any user Information****

Location Information Section

This section will contain the information required by NC State Law to document important information regarding the location in which the excavation will occur.

- **County:** Enter the name of the NC County where the excavation will occur. Entering a single letter in this field will provide a list of available NC counties beginning with that letter.
- **Place:** Enter the name of the city/village/town where the excavation will occur. Entering a single letter in this field will provide a list of available Place Names beginning with that letter for the given county. Access the **LOOKUP** button to retrieve a listing of Counties in which the given place is located in.
- **Subdivision:** Enter the name of the subdivision, business and/or unique landmark where excavation will occur. If none, leave this field empty. *If property is gated with gate code, provide code within Locate Info section. Example: Gate Code 1234.
- **Lot Number and Posted?:** Enter the lot number, if any, using a comma to separate each lot number. Up to five (5) ADJOINING lots can be requested per locate request and must be less than one-quarter mile in linear length. If the excavator is not certain if the lots are adjoining, or unsure of distance being less than one-quarter mile in linear length, a separate ticket will need to be issued for each lot number. Select YES/NO to specify if the lot numbers are posted or not.
- **Street:** Enter the physical address number and/or road name where the excavation will occur. Partially entering the road name in this field will provide a list of road names matching the letters that were entered in the specified county.
 - * Up to five (5) ADJOINING parcels identified by addresses shall be requested per locate request and must be less than one-quarter mile in linear length. If the excavator is not certain if the parcels are adjoining, or if less than one-quarter mile in linear length, a separate ticket will need to be issued for each parcel. If multiple parcels are given, each individual address for each parcel will need to be listed in the **Locate Info** box. Example: Locate the front of property for addresses 200, 202, 204, and 206 Center view Dr SE.
 - * Include the road directional, if applicable, and the road ending. If the road ending is not known, continue to enter the road name as usual and note in the Locate Info box the ending is Unknown.
 - * Should the name of the road not be known or unnamed, enter UNKNOWN as the road name and provide directions to the excavation site in the Locate Info box.
- **Cross Street 1 and Cross 2:** Enter the name of the nearest intersecting street closest to the excavation site as the Cross Street, preferably a street which is within a one-quarter mile of the excavation site. For reference, a Cross Street should be provided at all times. When the excavation will occur between two cross streets, or if the excavator wishes to provide an additional cross street, specify the road name in the Cross St 2 field. *Note: Partially entering a road name in either Cross Street field will provide a list of road names matching the information specified. If Cross St 2 is specified, then the excavator shall note the road name in the Locate Info.
- **Map Lookup Button:** Click on the Map Lookup button to show Location Information in the map. If an exact match for the location is found (address point, address parcel, address range, and Place), the system will automatically place the dig site polygon (blue) to include a system generated buffer of 250ft. For more detailed information, see the Map Tutorial.

Locate Info Section

- **Locate Info Box:** Enter the excavation “area” needing to be marked for underground facilities. Please be as specific as possible.
- **Expand Last Word, Expand Word List, & Abbreviation Buttons**

Preview the **Expanded Word List**. The **Expand Last Word** feature is a shortcut for entering locate information in the Locate Info box. To use, **Expand Last Word** enter the appropriate three letters from the list, then tab down to the **Expand Last Word button** and press enter. The Locate Info Box will now contain the phrase for the three letters entered. Using this is optional, but it will save time from typing the same phrase repetitively or relying on one’s memory for a key phrase to enter.

The **Abbreviation button** will display a list of commonly abbreviated words that can be used in the Locate Info box. These abbreviations will shorten the time it takes to enter tickets and will be easily understood by the members. But, only use the abbreviations from the list. If in doubt, spell it out.
- **Blasting:** Select YES/NO if the use of dynamite will occur or not. State Law requires this information.
- **Boring:** Select YES/NO if the excavation will include any type bore or not (excavation occurring underneath a hard surface, i.e. road, driveway, sidewalk, etc. that enters on one side, and exits on the opposite side). If so, the excavator should always need both sides of what is being bored under, to include the area in between.
Example: LOCATE FRONT PROPERTY, BOTH SIDES OF THE ROAD AND IN THE ROAD FOR ROAD BORE. If aware a bore will occur, but cannot confirm the type of bore, please note in the Locate Info box, LOCATE BOTH SIDES OF AND IN ALL HARD SURFACE AREAS.
- **RailRoad:** Select YES/NO if the excavation will occur or not occur within a 1/4 mile of any RR tracks. Some member facility owners may have fiber optic cable buried on/along railroad right-of-ways. These fiber optic cables are vital for data transmission and communications; therefore the facility operators want to know when any excavation is occurring near a railroad.
- **White-Lining:** Select YES/NO if the excavation site will/will not be pre-marked to identify the area needing to be located for underground facilities.
Note: In the event the area where the excavation will take place cannot be clearly described the area of excavation must be pre-marked prior to the operator performing the locate using white paint, white flags, or white stakes. Official verbiage is included in the White Lining prompt.
- **Size Question:** Select YES/NO/UNKN. If the excavation area meets the size requirements of the State Law of the lesser of a distance of 5 parcels with addresses or 1/4 mile, the excavator shall select the button labeled, YES.
*Note: In the event the “area” where excavation will occur does **not** meet the size requirements or is unknown, the excavator shall click the button labeled, NO or UNKN. By clicking NO or UNKN, 87-122 (5) a. and b. of the State Law will be provided in a pop-up. To clear the pop-up click, OK. Upon clicking OK, a system generated statement will be posted in the Locate Info field “The Requestor was educated about the size requirements”.*
[Note: It is the excavator’s responsibility to assure compliance with size requirements as outlined by NC General Statutes 87-122.](#)
- **Duration:** Enter the length of time to complete the excavation phase. Example: 1 Day, 2 Hours, 1 week. State Law requires this information.
- **Work Type:** Enter the type of excavation work being performed, be specific. Example: Bury telephone drop, Install fence posts. “**Digging**” and “**Excavation**” are not valid work types. State Law requires this information.
- **Done For:** Enter the name of the person or company the work is being performed for. State Law requires this information.

Contact Info Section

- **Site Contact & Phone:** Enter the name and working direct phone number of a person who is available to answer any questions pertaining to the site in the event the utility locator has questions regarding the area needing to be located for underground facilities.
- **Sub-Contractor & Phone:** Enter the name and phone number of the subcontractor, if any. If multiple contractors are needing to be noted, enter name and phone number of each contractor in the Remarks field.

Begin Time Section

- **Work Date :** The work date field is pre-populated with the minimum legal start date. NC State law requires an excavator to contact the Notification Center (NC811) within three to 12 full working days prior to the start of the excavation, excluding the day of notice.

Should the work date occur prior to the minimum legal start date, the excavator may adjust the work date accordingly. The locate request will be sent as a non-compliance request, giving less than a full three working day notice.

The underground facilities may or may not be located when the excavation begins. Should the excavator proceed with excavation prior to the site being located, there is a possibility damages to underground facilities may occur, as well as injuries to people. Determining who is responsible is between the excavator and the utility operator and each party should seek the advice from legal counsel for further clarification.

To alter the pre-populated work date, click inside the field and choose the appropriate work date. To alter the pre-populated work time, click inside the field and change the work time to reflect the time the excavation will occur.

⇒ **NOW** Select this button to change the work date and time to the current date and time.

⇒ **EMER** If the locate request is an Emergency locate, in accordance with State Law, select the EMER button. The Work Date and Time will display the current date and time.

As stated in the NC General Statutes, Any person who falsely claims that an emergency exists requiring an excavation or demolition shall have violated the provisions of this Article, which shall be punishable as a Class 3 misdemeanor and may subject the violator to the imposition of penalties or other action to be taken by the Board pursuant to G.S. 87-129.

- **Good Thru Date:** A locate request is valid for fifteen (15) full working days after the date the notice was given per NC State Law. The Good Thru date is the date the locate request will expire. Excavation cannot occur after this date unless the excavator has provided a subsequent notice, also known as an Update Request.
- **Update By Date:** If the excavation will not be completed within the 15 working days, the excavator must process a subsequent notice as required by NC General Statues. The “subsequent” request is known internally as an Update Request. These requests should be processed by the twelfth (12) working day to continue with excavation activities once the previous request expires.

Remarks Section

Enter any additional information regarding the excavation site such as directions to the site, if the area is gated/fenced, if animals are present, combinations to locks, if attached documents or images are available, etc. Any pertinent information pertaining to the excavation site OTHER than locate instructions can be entered in the Remarks Section to aide the facility operator in finding the area of excavation. Note: Information entered in this field may also be entered in the Locate Info box.

In-House Comments Section

This field should be used for in-house notes regarding how an excavation area was selected in the map if the site was not automatically found, if there are any discrepancies found in the map. NC811 personnel are the only individuals that can view this data. Information entered in this field **WILL NOT** be transmitted to NC811 members; visible information for NC811 members should be entered in the Location Information section or Remarks Section of the notice.

Member Information Section

Get Members

Click this button to retrieve a listing of facility operators that will be notified of the excavation. The map must be accessed prior to receiving the list of members. **As of October 1, 2016 all facility operators are required by State Law to be a member of the NC811. If Get Members is clicked and a facility operator(s) is not listed, the excavator must contact any non-member facility operator (s) directly.*

Member Info: Click this button to retrieve additional information regarding the notified member facility operators such as the member code, member name, member facility type, field and damage contact numbers, along with Operator ID (Op ID). All information is provided to the NC811 by the member(s).

Submit

Once all the information has been completed and verified, click the SUBMIT button to process the request to the notified member(s). A prompt will appear advising the date the facilities should be located by, in addition to the Good Thru, and Update By dates. Additionally, it will offer one last opportunity to make any necessary changes prior to submitting the request. *Note to excavator: Once the locate request has been submitted for transmission, it **cannot** be "retracted".*

The Ticket Number will be assigned once the request is processed to include information for advising the excavator of the tolerance zone and private facilities.

The member facility owner should mark their underground facilities anytime between now and 09/17/2014.

This request is valid for 15 working days and will expire on 10/03/2014.

Should more time be needed for digging, please update this request on 10/01/2014.

Is there anything you would like to change on this locate request before I release it?

Ticket A143149043-00A posted!

Members are not responsible for marking private lines. You must contact any non member facility owners directly to request their facilities be located and marked. Please stay at least 24 inches outside the exterior sides of any markings. If you must dig within the 24 inches please hand dig with caution.

Survey locate requests are those which excavation work will not take place, but the designer is requesting to know the location of underground facilities in an attempt to layout a plan for future excavation activities. NC811 member facility owners must respond to the request within ten (10) working days either by marking the facilities, providing facility records, or giving access to inspect facility records.

Survey requests are unable to be updated. A new Survey Request would need to be created in the event an individual wishes to update the request. The original Survey Request number can be noted in the Remarks section if need be.

To process a Survey Request, click the **Survey** function. Proceed with creating and processing following the same procedure for creating and processing a New locate request.

- BLASTING/BORING/RAILROAD will be stamped with "No" and will not be able to be changed.
- The Duration field will be stamped as 'Unknown' and the Work Type field will be stamped with 'Survey/Design' and will not be able to be changed.
- The Work Date field will contain the date which the member facility owners will respond by, which is ten working days, excluding the day of notice and will not be able to be changed.
- The member code(s) will include an "S" at the end. Example: LEV01S. IF the member's facility is marked by a contract locator, then "S*" (with asterisk) will be included. Example: ATT312S*.

Full Tkt Abort
NEW DSGN

Caller Information

Phone: 336-316-0359 Ext:

Company: NC811 RTE TEST ACCOUNT

Caller: RTE DEPARTMENT

Address: 2300 W MEADOWVIEW RD; SUITE 227

ZIP: 27407 City: GREENSBORO St: NC

Caller Type: Alt Phone:

Email: RTEDEPT@NC811.ORG

Location Information

County: GUILFORD

Place: GREENSBORO

Subdiv: BSN: NC 811

Lot #: Posted?: No

Street: 2300 W MEADOWVIEW RD

Cross St 1: CENTERVIEW DR

Cross St 2:

Locate Info

GATE CODE: 12345 *** LOCATE FROM THE STREET INTO THE DRIVEWAY FOR 10FT BOTH SIDES OF THE DRIVEWAY AND IN THE DRIVEWAY

Expand last word Expanded Word List Abbreviations

Blasting? No Boring? No RR? No Wht Line? No

Duration: UNKNOWN

Work Type: SURVEY/DESIGN

Done For: NC 811

Mapping

Seg Buffer: 250ft ft yd mi ac

Find Search Places GPS Layers

Find Street Intersection Both Cross Work Area Save Clear

Zoom to County Place Work area Found Bullseye

Highlight Street Cross1 Cross2 All Clear

Zoom Zoom Zoom Zoom

Search ADR PAR Show Address Parcel Clear

Swap Street<<Cross1 Cross1<<Cross2

Verify Place

Contact Info

Site Contact: SAME Phone:

Sub-Contractor: Phone:

Begin Time

Work Date: Thu Apr 06 2023 Time: 11:59 PM ET NORM

Good Thru: Fri Apr 14, 2023 11:59 PM

Update By: Tue Apr 11, 2023 11:59 PM

Remarks

In-House Comments (Not transmitted to utility owner)

Member Information

Code	Name	Type
ALT02S*	WINDSTREAM COMMUNICATIONS INC.	PHON Y
ATT312S*	ATT/D (DISTRIBUTION) - SURVEY CODE	CO&F Y
CL S01	USIC LOCATING SERVICES INC.	LOCT Y
CSR02	WTR/SWR/STR DRAIN ONLY LOCATE TO	LOCT Y
DPC09S*	DUKE ENERGY - SURVEY CODE	ELEC Y
GSO01S	CITY OF GREENSBORO DOT - SURVEY	T&FO Y
GSO02S*	CITY OF GREENSBORO - SURVEY CODE	WWW Y
LEV01S	CENTURYLINK - SURVEY CODE	FIBR Y
MCI01S	VERIZON (FORMERLY MCI) - SURVEY CC	FIBR Y
PAL01S*	SEGRA (FORMERLY SPIRIT) - SURVEY C	FIBR Y
STK01	STAKE CENTER LOCATING	LOCT Y
TWC04S*	CHARTER COMMUNICATIONS - SURVEY	CATV Y
UTW01S*	VERIZON WIRELESS - SURVEY CODE	FIBR Y

02:43

Is there anything you would like to change on this locate request before I release it?

No

Ticket A200079013-00A posted!

Members are not responsible for marking private lines. You must contact any non member facility owners directly to request their facilities be located and marked. Please stay at least 24 inches outside the exterior sides of any markings. If you must dig within the 24 inches please hand dig with caution.

Recent allows the authorized RTE user to view the last 200 notices issued through their RTE account. To preview the last 200 tickets click the Recent function. Then, to view a ticket, click the desired ticket in the listing window. *See figure 1 below.* All Ticket Entry information, Map and available processing functions for the selected ticket will appear on-screen. Available processing functions are based upon the date the notice was created and/or the Work Date. *See figure 2 below for example.*

Figure 1 Tickets available to be selected

Last 200 tickets										
Ticket	Rev	Type	Priority	Category	Lookup	Completed	Caller	Place	Street	
A230449072	00A	NEW	NORM	LR	GRID	02/13/2023 02:26 PM	NC811 - RTE TEST ACCT	DURHAM	1100 MARTIN LUTHER KING JR PKWY	
A230449063	00A	NEW	EMER	LR	GRID	02/13/2023 02:05 PM	NC811 - RTE TEST ACCT	GREENSBORO	5011 MALLISON WAY	
A230449021	00A	NEW	NORM	LR	GRID	02/13/2023 10:24 AM	NC811 - RTE TEST ACCT	FAYETTEVILLE	547 ROCK CANYON DR	
A230349039	00A	NEW	NORM	LR	GRID	02/03/2023 03:25 PM	NC811 - RTE TEST ACCT	GREENSBORO	2300 W MEADOWVIEW RD	
A230349030	00A	NEW	NORM	LR	GRID	02/03/2023 02:55 PM	NC811 - RTE TEST ACCT	MOCKSVILLE	HWY64	
A230349029	00A	NEW	NORM	LR	GRID	02/03/2023 02:54 PM	NC811 - RTE TEST ACCT	GREENSBORO	2300 W MEADOWVIEW RD	
A230109002	00A	NEW	NORM	LR	GRID	01/10/2023 09:36 AM	NC811 - RTE TEST ACCT	GREENSBORO	2300 W MEADOWVIEW RD	
A230049001	00A	NEW	NORM	LR	GRID	01/04/2023 03:29 PM	NC811 - RTE TEST ACCT	GREENSBORO	1024 WILEY LEWIS RD	

Figure 2 The ticket selected including all available functions for the selected ticket.

Full Tkt New Update Abort
Inquire A230349029-00A Fri Feb 03, 2023 02:54 PM NEW NORM LR

Caller Information

Phone: 336-316-0359 Ext:

Company: NC811 - RTE TEST ACCT

Caller: NC811 - RTE TEST ACCT

Address:

ZIP: 27406 City: GREENSBORO St: NC

Caller Type: OTHER Alt Phone: 336-316-0359

Email: RTEHELP@NC811.ORG

Location Information

County: GUILFORD

Place: GREENSBORO

Subdiv:

Lot #: Posted?: No

Street: 2300 W MEADOWVIEW RD

Cross St 1: CENTERVIEW DR

Cross St 2:

Map Lookup

Locate Info

LOCATE BY 11:59 PM ON 02/08/2023

EXAMPLE TICKET INCLUDING LAT/LONG COORDINATES

BETWEEN BUILDINGS 2300 AND 2302, LOCATE A 10FT RADIUS AROUND THE ELECTRICAL BOX. ** GPS COORDINATES 36.04947, -79.84189.

Expand last word Expanded Word List Abbreviations

Blasting? No Boring? No RR? No Wht Line? No

Duration: TEST

Work Type: TEST

Done For: TEST

Mapping

2300 W Meadowview Rd
Greensboro, NC 27406

Seg Buffer: 250ft

Find Search Places GPS Layers

Find: Street Intersection Both Cross Work Area Save Clear

Zoom to: County Place Work area Found Bullseye

Highlight: Street Cross1 Cross2 All Clear

Zoom Zoom Zoom Zoom

Search: ADR PAR Show Address Parcel Clear

Swap: Street<Cross1 Cross1><Cross2

Verify Place Check

Contact Info

Site Contact: SAME Phone:

Sub-Contractor: Phone:

Begin Time

Work Date: Thu Feb 09, 2023 Time: 12:00 AM ET NORM

Good Thru: Fri Feb 24, 2023 11:59 PM

Update By: Tue Feb 21, 2023 11:59 PM Legal Now Emer

Remarks

MAPPED THE GPS POINT USING THE DRAW POINT TOOL

In-House Comments (Not transmitted to utility owner)

DISTREQ: YES

Member Information

Code	Name	Type
ALT02*	WINDSTREAM COMMUNICATIONS, INC.	PHON S
ATT312*	ATT/D (DISTRIBUTION)	CO&F S
CLS01	USIC LOCATING SERVICES, INC.	LOCT Y
CSR02	WTR/SWR/STR DRAIN ONLY LOCATE TO N	LOCT Y
DPC09*	DUKE ENERGY	ELEC S
EMLCFM	EMAIL CONFIRMATION MEMBER CODE	OTHR O
GS002*	CITY OF GREENSBORO	WWW S
LEV01	CENTURYLINK	FIBR S
MCI01	VERIZON (FORMERLY MCI)	FIBR S
TWC04*	CHARTER COMMUNICATIONS	CATV S
VZW01*	VERIZON WIRELESS	FIBR S

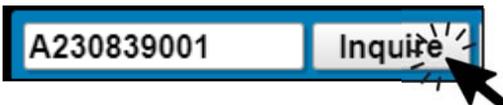


INQUIRE will retrieve an existing locate request to be previewed on-screen and will display all ticket processing functions available for the specified request. Available processing functions are based upon the date the request was created and/or the work date and time.

To preview an existing request and available processing functions enter the locate request number to include the letter (A or C) in the box beside the INQUIRE button, then click the INQUIRE button. If a revision is found, an additional window will appear displaying all revisions and the original request. Click on the appropriate request in the listing to preview it. If the request is needing further processing, select one of the available processing functions. If additional processing is not needed, click ABORT to exit and return to the main screen.

A locate request is assigned a revision number if it was Retransmitted, Cancelled, or a 3-Hour request. The revision numbers are the three characters that appear at the end of the locate request number. The assigned revision number tracks the number of times the request has been re-submitted. Example: A181359004-01A A191234567-02C

Note: Inquire will only retrieve locate requests that are 90 days old or less. Locate requests over 90 days old are purged and placed in the Notification Center's archives and are stored for a period of four years. [To retrieve an archived request, the RTE user must log into the NC811 Long-Term Server through Ticket Search.](#) To access Ticket Search, use an internet browser and enter nc811.org/remote-ticket-entry into the address bar, and press Enter to navigate to the Remote Ticket Entry page.



More than one revision found			
A230839001	01A	RXMT	Fri Mar 24 09:07:31 EDT 2023
A230839001	00A	NEW	Fri Mar 24 09:05:35 EDT 2023

Available Ticket Processing Functions

Locate Request Number & Date Created

Full Tkt New Rxmit DMarks Cancel Abort
Inquire A230839001-01A Fri Mar 24, 2023 09:07 AM RXMT NORM LR

Caller Information

Phone: 336-316-0359 Ext:

Company: NC811 - RTE TEST ACCT

Caller: NC811 - RTE TEST ACCT

Address:

ZIP: 27406 City: GREENSBORO St: NC

Caller Type: OTHER Alt Phone: 336-316-0359

Email: RTEHELP@NC811.ORG

Location Information

County: GUILFORD

Place: GREENSBORO

Subdiv:

Lot #: Posted? No

Street: 2300 W MEADOWVIEW RD

Cross St 1: CENTERVIEW DR

Cross St 2:

Blasting? No Boring? No RR? No Wht Line? No

Locate Info

GATE CODE FOR PROPERTY IS 123465 ** LOCATE FROM THE STREET INTO THE DRIVEWAY FOR 10FT BOTH SIDES OF THE DRIVEWAY AND IN THE DRIVEWAY

Blasting? No Boring? No RR? No Wht Line? Yes

Duration: 4 HOURS

Work Type: REPLACE POLE

Done For: DUKE ENERGY

Mapping

Map showing location at 2300 W Meadowview Rd, Greensboro, NC. Includes street names like W Meadowview Rd, Centerview Dr, and Pinecroft Rd.

Find: Street Intersection Both Cross Work Area

Zoom to: County Place Work area Found Bullseye

Highlight: Street Cross1 Cross2 All

Search: ADR PAR Show Address Parcel

Swap: Street < Cross1 Cross1 < Cross2

Contact Info

Site Contact: WENDY SMITH Phone: 336-316-0359

Sub-Contractor: Phone:

Begin Time

Work Date: Thu Mar 30, 2023 Time: 12:00 AM ET **NORM**

Good Thru: Mon Apr 17, 2023 11:59 PM

Update By: Wed Apr 12, 2023 11:59 PM

Remarks

THIS IS A TEST TICKET
GATE CODE IS 12345
03/24/2023 09:06:53 AM RETRANSMIT BY RTETEST19 FOR ALT02*, ATT312*, DPC09*, EMLCFM, GSO01, GSO02*, LEV01, MCI01, TWC04*, VZW01*

In-House Comments (Not transmitted to utility owner)

THIS IS A TEST TICKET
DISTREQ: YES

Member Information

Code	Name	Type	
ALT02*	WINDSTREAM COMMUNICATIONS, INC.	PHON	S
ATT312*	ATT/D (DISTRIBUTION)	CO&F	S
BRTE01	BATCH REMOTE TICKET ENTRY	LOCT	O
CLS01	USIC LOCATING SERVICES, INC.	LOCT	Y
CSR02	WTR/SWR/STR DRAIN ONLY LOCATE TO	LOCT	Y
DPC09*	DUKE ENERGY	ELEC	S
EMLCFM	EMAIL CONFIRMATION MEMBER CODE	OTHR	O
GSO01	CITY OF GREENSBORO DEPT. OF TRANS	T&FO	S
GSO02*	CITY OF GREENSBORO	WWW	S
LEV01	CENTURYLINK	FIBR	S
MCI01	VERIZON (FORMERLY MCI)	FIBR	S
TWC04*	CHARTER COMMUNICATIONS	CATV	S
VZW01*	VERIZON WIRELESS	FIBR	S

A valid locate request is required to perform any excavation work. In the event the excavation will not be completed within 15 working days, the excavator must provide a subsequent notice per NC State Law. This is known as an Update request. An excavation/demolition notice can be updated anytime from the fourth working day through the 12th working day. Update locate requests are valid for 15 working days only, just like a New locate request, a new locate request ticket number will be issued.

The process for creating an Update request should follow the same procedures for creating a New locate request. Once the ticket has been submitted, the Remarks field of the Update request will be auto-stamped with the previous ticket number, see Remarks below in the image.

To create and process an Update request, enter the locate request number needing to be updated, click **INQUIRE** to retrieve the request. All available ticket processing functions will appear at the top of the screen, select **UPDATE**. Upon clicking Update, a prompt will appear including question, Does this ticket represent work that is continuing past the 15 working days? To proceed, click the Yes, No, or Unknown button. Upon clicking Yes, No, or Unknown a message will be posted in the Locate Info field "THE REQUESTOR WAS EDUCATED ABOUT THE REQUIREMENTS OF AN UPDATE NOTICE.". Then, proceed with completing the request following the same procedures as those for processing a NEW request.

Note: If the Update function is not available, review the request to determine if it is a valid ticket type allowed to be updated and/or preview the Update By date in the Begin Time box. A locate request cannot be updated after the twelfth working day. The following ticket types cannot be updated: Survey notice, Damage notice, Destroyed Marks. Proceed with the appropriate action depending upon the needs of the request.

Note: In the event changes are needed to information specified in the Ticket Entry fields, then the ticket is no longer classified as an Update request. The Update function will need to be aborted and the request will need to be created and processed as a NEW Request with the appropriate changes and/or corrections.

Caller Information

Phone: 336-316-0359 Ext: []
 Company: NC811 - RTE TEST ACCT
 Caller: NC811 - RTE TEST ACCT
 Address: []
 ZIP: 27406 City: GREENSBORO St: NC
 Caller Type: OTHER Alt Phone: 336-316-0359
 Email: RTEHELP@NC811.ORG

Location Information

County: GUILFORD
 Place: GREENSBORO
 Subdiv: []
 Lot #: []
 Street: 2300 W MEADOWVIEW RD
 Cross St 1: CENTERVIEW DR
 Cross St 2: []

Mapping

Map showing location at 2300 W Meadowview Rd, Greensboro, NC. A red circle highlights the location.

Contact Info

Site Contact: SAME
 Sub-Contractor: []
 Work Date: Sat Feb 01, 2020 Time: 12:00 AM ET NORM
 Good Thru: Tue Feb 18, 2020 11:59 PM
 Update By: Thu Feb 13, 2020 11:59 PM Legal Now Emer

Remarks

PREVIOUS TICKET NUMBER: A190001234

Member Information

Name	Type
INDSTREAM COMMUNICATIONS INC.	PHON S
TT/D (DISTRIBUTION)	CO&F S
SIC LOCATING SERVICES INC.	LOCT Y
CSR02 WTR/SWR/STR DRAIN ONLY LOCATE TO M	LOCT Y
DPC09 DUKE ENERGY	ELEC S
GSO01 CITY OF GREENSBORO DEPT. OF TRANS.	T&FO S
GSO02 CITY OF GREENSBORO	WWW S
LEV01 CENTURYLINK	FIBR S
PAL01 SEGRA (FORMERLY SPIRIT)	FIBR S
SCM01 SCOUT COMMUNICATIONS	LOCT Y
TWC01 TIME WARNER CABLE-CHARTER	CATV S

The member facility owner should mark their underground facilities between now and 11:59 PM on 06/18/2018.

This request is valid for 15 working days and will expire on 06/06/2018.

Should more time be needed for digging, please update this request on 06/01/2018.

Is there anything you would like to change on this locate request before I release it?

Yes No

Ticket A181359001-00A posted!

Members are not responsible for marking private lines. You must contact any non member facility owners directly to request their facilities be located and marked. Please stay at least 24 inches outside the exterior sides of any markings. If you must dig within the 24 inches please hand dig with caution.

OK



Cancel is a function used to “cancel” a request to have facilities located. Cancellation requests must occur within the three full working days from when the original request was made since that is the time frame required by law for the facilities to be located by.

Cause for a Cancellation Request

- Excavation will not occur
- Locate Information/Locate Info Section is incorrect (any part)
- Work Date is incorrect
- Done For is incorrect or changes
- Work Type is incorrect or changes

To Cancel a Request

Enter the locate request number, click **INQUIRE**. Verify all information on the locate request to ensure the locate request to be cancelled is correct. If so, select the **CANCEL** function. Enter the reason for the cancellation in the Remarks field and click **OK, Send**. The locate request number will remain the same, but will include a revision number., e.g. **A160979001-02A**.

The screenshot shows the 'Inquire A160979001-00A' screen with a 'Cancel Ticket A160979001-00A' dialog box open. The dialog box has a 'Reason' dropdown set to 'OTHER' and a 'Remarks' field containing a yellow note: 'NOTE: IF CHOOSE "OTHER" THE RTE USER MUST PROVIDE A EXPLANATION AS TO WHAT "OTHER" IS.' Below the dialog box is a confirmation dialog: 'Is there anything you want to add or change to the remarks before I cancel this ticket?' with a 'Yes' button. At the bottom, a final message box says 'Ticket A160979001-02A posted!' and includes a warning: 'Members are not responsible for marking private lines. You must contact any non member facility owners directly to request their facilities be located and marked. Please stay at least 24 inches outside the exterior sides of any markings. If you must dig within the 24 inches please hand dig with caution.'

Code	Name	Type
TT312*	ATT/D (DISTRIBUTION)	CO&F G
LS01	USIC LOCATING SERVICES, INC.	LOCT Y
SR02	WTR/SWR/STR DRAIN ONLY LOCATE TO M	LOCT Y
PC09*	DUKE ENERGY	ELEC S
MLCFM	EMAIL CONFIRMATION MEMBER CODE	OTHR O
SC01	EARTHLINK BUSINESS	FIBR G
BO01	CITY OF GREENSBORO DEPT. OF TRANS.	T&FO S
BO02	CITY OF GREENSBORO	WWW S
EV01	LEVEL 3 COMMUNICATIONS	FIBR S
VC01*	TIME WARNER CABLE	CATV S



Retransmit is a function used to re-submit a locate request to relay additional information regarding the requested area to be located for underground facilities. ***The only changes available to be made to a locate request are those displayed in the Retransmit window. Any other change would require a NEW locate request to be processed.**

Cause for a locate request to be Retransmitted

- Change to Site Contact Name and/or Site Contact Phone
- Change to Sub-Contractor Name and/or Sub-Contractor Phone **prior to the Work Date*
- Provide directions and/or special instructions regarding the area requesting be located. Example: combination codes for locked gates, gated area, dog in fence, etc.
- **In the event less than the 3 full working days notice** was requested, and a member provided a Positive Response but the excavator states there is a discrepancy, see examples listed below,
 - ⇒ Member posted a PR Code 10—NO CONFLICT but excavator states facilities ARE present. Ex. e.g. pole, pedestal, or marker
 - ⇒ Member posted a PR Code 20—MARKED but excavator states the requested area to be marked was not marked, not completely marked, improperly marked, and/or wrong address was marked

To Retransmit a Request

Enter the locate request number, then click **INQUIRE**. Verify all information on the locate request to ensure the locate request to be retransmitted is correct. If so, select the retransmit function, **RXMIT**. Make any other notes, if any. Enter the reason for the retransmit in the Remarks field. Select the member(s) needing to be notified by clicking within the check box to the left of their member code/name. ****Select EMLCFM if wishing to receive an email confirmation of the request..**

If **all** members need to be notified, simply click SELECT ALL. To de-select a member, click within the check box again to remove the checkmark, then send the request by clicking OK, Send.

Member Code	Member Name	Category
<input checked="" type="checkbox"/> ATT312*	ATT/D (DISTRIBUTION)	CO&F
<input checked="" type="checkbox"/> DPC09*	DUKE ENERGY	ELEC
<input checked="" type="checkbox"/> EMLCFM	EMAIL CONFIRMATION MEMBER CODE	OTHR
<input checked="" type="checkbox"/> FSC01	EARTHLINK BUSINESS	FIBR
<input checked="" type="checkbox"/> GSO01	CITY OF GREENSBORO DEPT. OF TRANS.	T&FO
<input checked="" type="checkbox"/> GSO02*	CITY OF GREENSBORO	WWW
<input checked="" type="checkbox"/> LEV01	LEVEL 3 COMMUNICATIONS	FIBR
<input checked="" type="checkbox"/> TWC01*	TIME WARNER CABLE-CHARTER	CATV

Select Specific Members Or... Select All

Ticket A161629001-01A posted!

Members are not responsible for marking private lines. You must contact any non member facility owners directly to request their facilities be located and marked. Please stay at least 24 inches outside the exterior sides of any markings. If you must dig within the 24 inches please hand dig with caution.

Is there anything you would like to change on this ticket before I release it?

Yes No

If there is no changes to be made, click "No" to release the retransmit.

The locate request number will remain the same, but will include a revision number, A161629001-**01A**. Member facility owners will respond as soon as practical.

Full Tkt New Rxmit **3 Hour**

3-Hour is a function used to send an additional notice to member(s) detailing the observation or indications of an unmarked facility in which the facility owners must make arrangements to mark the facility within three hours from the time the additional notice was processed.

Note:

- The 3-Hour notice is **not** available to locate request(s) having less than a full three working day notice such as a Rush, Short notice, or Emergency request.
- Ticket Types such as, Design, Destroyed Marks, Damage notices are **not** eligible for a 3-Hour notice.
- A **single** 3-Hour notice may be requested per original ticket.
- The 3-Hour notice can be retransmitted.
- Prior to processing a 3-Hour notice, review all Ticket Entry fields and the digsite polygon in NC811 Map for correctness. If any information specified in the Ticket Entry fields or if the digsite polygon is incorrect, abort the 3-Hour notice, and issue a NEW ticket with necessary corrections.

Cause for a 3-Hour notice

- The excavator provided a full three working day notice, and prior to or by the end of the three working days notice the member(s) did not provide a response to the Positive Response system or responded with an incorrect response.
**Attention users: see the Members to notify section for the members' most recent responses to the NC811 Positive Response system.*
- The full three working days has expired and per excavator is aware of or observes indication of an unmarked facility, such as a pole, marker, pedestal, meter or valve.

How to process a 3-Hour notice

In the box to the left of the Inquire function, enter the original locate request number, then click INQUIRE.

*Note: IF the ticket includes a revision (s), an additional window will appear displaying all revisions and the original request, click the latest revision to review all available processing functions for the ticket.

Click the button labeled, **3 Hour**. In the **Members to notify** section, select the member (s) needing to receive the notice by clicking the check box to the left of their member code/name. **Select EMLCFM if wishing to receive an email confirmation of the request.* To de-select a member, click in the check box again to remove the checkmark, then send the notice by clicking OK, Send. Upon clicking No to release the notice, in the **Remarks** section a system generated statement will be posted in the Remarks field "THE EXCAVATOR IS AWARE OF AND/OR OBSERVES INDICATION OF AN UNMARKED FACILITY AT THE PROPOSED EXCAVATION SITE".

A223192476 Inquire New S

Caller Information

Phone Ext

Company

More than one revision found

A223192476	02A	RXMT	Tue Nov 15 12:46:59 EST 2022
A223192476	01A	RXMT	Tue Nov 15 12:46:12 EST 2022
A223192476	00A	NEW	Tue Nov 15 12:45:43 EST 2022

Full Tkt New Rxmit **3 Hour**

Caller information

Phone 226 246 0258 Ext

Select Specific Members needing to receive the notice by clicking each Send box

Members to notify

Send	Code	Name	Type	Resp	Description	Date
<input type="checkbox"/>	ALT02*	WINDSTREAM COMMUNICATIONS, INC.	PHON	10	No conflict, utility is outside of stated work area	11/18/2022 01:39 PM
<input type="checkbox"/>	ATT312*	ATT/D (DISTRIBUTION)	CO&F	20	Marked	11/18/2022 06:54 AM
<input type="checkbox"/>	DPC09*	DUKE ENERGY	ELEC	10	No conflict, utility is outside of stated work area	11/18/2022 01:38 PM
<input checked="" type="checkbox"/>	EMLCFM	EMAIL CONFIRMATION MEMBER CODE	OTHR			
<input checked="" type="checkbox"/>	GSO01	CITY OF GREENSBORO DEPT. OF TRANS.	T&FO	70	Excavator completed work prior to due date	11/15/2022 02:26 PM
<input type="checkbox"/>	GSO02*	CITY OF GREENSBORO	WWW	10	No conflict, utility is outside of stated work area	11/15/2022 12:57 PM
<input type="checkbox"/>	LEV01	CENTURYLINK	FIBR	10	No conflict, utility is outside of stated work area	11/17/2022 02:22 AM
<input type="checkbox"/>	MCI01	VERIZON (FORMERLY MCI)	FIBR	10	No conflict, utility is outside of stated work area	11/17/2022 02:22 AM
<input type="checkbox"/>	PAL01*	SEGRA (FORMERLY SPIRIT)	FIBR	10	No conflict, utility is outside of stated work area	11/15/2022 12:53 PM

Select None

OK Send Exit

NC811 will submit this 3 Hour Notice to re-notify the affected member facility owner(s).
 Arrangements to have the affected facility marked within 3 hours from this call will be made directly by the member facility owner.
 Is there anything you would like to change on this ticket before I release it?

Yes No

Ticket A223192476-03A posted!

Members are not responsible for marking private lines. You must contact any non member facility owners directly to request their facilities be located and marked. Please stay at least 24 inches outside the exterior sides of any markings. If you must dig within the 24 inches please hand dig with caution.

Are you familiar with North Carolina 811 excavating guidelines?

Thank you for calling North Carolina 811. I will now transfer you to North Carolina 811 Excavating Guidelines, which will provide you with important information regarding your location request.

OK

DESTROYED MARKS Request

Full Tkt New Rxmit **DMarks**

NC State law requires an excavator to preserve the markings until they are no longer required. In the event a mark is no longer visible or is destroyed, but the excavation or demolition continues in the vicinity of the facility, the excavator must request the facilities to be remarked. This is known as a **Destroyed Marks** request. The excavator will need to provide the active, non-expired locate request number in order for a Destroyed Marks request to be processed. In the event the excavator provides a ticket number that has expired, a Destroyed Marks request cannot be issued. The excavator will need to either have a NEW request issued or an UPDATE request issued in order for the facilities to be located.

To create and process a Destroyed Marks request enter the active locate request number and click INQUIRE to retrieve the request. All available ticket processing functions will appear at the top of the screen. Select **DMARKS** button to begin creating and verifying ALL information on the request. Make the necessary changes, if any. Proceed with completing the request following the same procedures as those for processing a NEW request with the exception of certain ticket entry fields as stated below:

- ⇒ **Work Type** This field will be populated with Destroyed Marks
- ⇒ **Work Date/Time** This field will be pre-populated with the current date/time
- ⇒ **Good Thru** This field will be populated with the same expiration date as the original request

Once all the necessary information has been completed and verified, click SUBMIT to transmit the ticket. Pertinent details as stated in the image(s) below will be provided. Once "No" is clicked, a ticket number will be assigned to the Destroyed Marks ticket and will expire the same day the original locate request expires. It should be noted that Destroyed Marks requests CANNOT be Updated.

Caller Information

Phone: 336-316-0359 Ext:

Company: NC811 - RTE TEST ACCT

Caller: NC811 - RTE TEST ACCT

Address:

ZIP: 27406 City: GREENSBORO St: NC

Caller Type: OTHER Alt Phone: 336-316-0359

Email: RTEHELP@NC811.ORG

Location Information

County: GUILFORD

Place: GREENSBORO

Subdiv:

Lot #: Posted?: No

Street: 2300 W MEADOWVIEW RD

Cross St 1: CENTERVIEW DR

Cross St 2:

Map Lookup

Locate Info

NO GATE CODE

LOCATE THE DRIVEWAY AND 10FT INTO THE DRIVEWAY TO INCLUDE BOTH SIDES AND IN ALL HARD SURFACES.

EXCAVATION AREA WILL BE MARKED WITH WHITE PAINT, FLAGS, OR STAKES.

Expand last word Expanded Word List Abbreviations

Blasting? No Boring? No RR? No Wht Line? Yes

Duration: 16 DAYS

Work Type: DESTROYED MARKS

Done For: NC811

Mapping

2300 W Meadowview Rd

36.05175, -79.84104

Buffer: 250ft

Find Search Places GPS Layers

Find: Street Intersection Both Cross Work Area Save Clear

Zoom to: County Place Work area Found Bullseye

Highlight: Street Cross1 Cross2 All Clear

Zoom: Zoom Zoom

Search: ADR PAR Show Address Parcel Clear

Swap: Street < Cross1 Cross1 > Cross2

Verify Place Check

Contact Info

Site Contact: JOHN SMITH Phone: 336-316-0359

Sub-Contractor: Phone:

Begin Time

Work Date: Tue Jan 28, 2020 Time: 01:58 PM ET **RUSH**

Good Thru: Tue Feb 18, 2020 11:59 PM

Update By: Thu Feb 13, 2020 11:59 PM Legal Now Emer

Remarks

ATTN ALL MEMBERS: DUE TO LAST NIGHTS RAIN ALL MARKINGS WERE WASHED AWAY. THE CREW IS SCHEDULED TO RETURN IN THE MORNING AT 9AM. IF CANNOT REMARK BY THEN, PLS CONTACT JOHN SMITH AT 3363160359.

In-House Comments (Not transmitted to utility owner)

Member Information

Get Mbrs Mbr Info

Code	Name	Type
ALT02*	WINDSTREAM COMMUNICATIONS INC.	PHON S
ATT312*	ATT/D (DISTRIBUTION)	CO&F S
CLS01	USIC LOCATING SERVICES INC.	LOCT Y
CSR02	WTR/SWR/STR DRAIN ONLY LOCATE TO MI	LOCT Y
DPC09*	DUKE ENERGY	ELEC S
GSO01	CITY OF GREENSBORO DEPT. OF TRANS.	T&FO S
GSO02*	CITY OF GREENSBORO	WWW S
LEV01	CENTURYLINK	FIBR S
PAL01*	SEGRA (FORMERLY SPIRIT)	FIBR S
SCM01	SCOUT COMMUNICATIONS	LOCT Y
TWC01*	TIME WARNER CABLE-CHARTER	CATV S

Submit 00:25

This will be submitted as a destroyed marks locate request. The member facility owner(s) should respond as soon as practical.

Is there anything you would like to change on this locate request before I release it?

Yes **No**

Ticket A181369002-00A posted!

Members are not responsible for marking private lines. You must contact any non member facility owners directly to request their facilities be located and marked. Please stay at least 24 inches outside the exterior sides of any markings. If you must dig within the 24 inches please hand dig with caution.

OK

Full View / Printing a Request



If needing to print a locate request in the Ticket Entry application, **INQUIRE** the locate request. Click the **FULL TKT** function, then click **PRINT** at the bottom of the Full View window. Note: If you do not wish to print the map, simply click on the map to de-select it, and only the ticket text will print.

Full ticket display

Ticket : A143159063-00A Date: Tue Nov 11, 2014 03:48 PM Oper: RTETEST Chan: WEB NEW GRID LR
 Old Tkt: A143159063 Date: Tue Nov 11, 2014 03:49 PM Oper: RTETEST

State: NC County: GUILFORD Place: GREENSBORO
 Subdivision: NC811 Lot #:

Address : 2300 W MEADOWVIEW RD
 Cross 1 : CENTERVIEW DR
 Cross 2 :
 Location : LOCATE BY 11/14/2014 11:59 PM
 TEST

Grids: 3602A7950B 3602A7950B 3602A7950B 3602A7950B 3602A7950B 3602A7950B 3602A7950C 3602A7950C 3602A7950C
 3602A7950C 3602A7950C 3602A7950C 3603D7950B 3603D7950C 3603D7950C

Work type: TEST
 Work date: Fri Nov 14, 2014 11:59 PM Hours Notice: 48 Priority: NORM

Scroll up/down to preview contents of the locate request, Member delivery information, and Positive Responses.

Scroll down to preview the Work Area selected in the map.

Positive Response provided by facility operators.
 *see pg. 24 for more Positive Response Information

Members	Name	Rev	Responded
ATT322*	ATT/D (DISTRIBUTION)	00A	01/18/2017 05:41 PM
(10)	No conflict, utility is outside of stated work area		
COP05	COLONIAL PIPELINE COMPANY	00A	01/12/2017 03:20 PM
(10)	No conflict, utility is outside of stated work area		
COR01	CITY OF RALEIGH	00A	01/13/2017 09:42 AM
(10)	No conflict, utility is outside of stated work area		
CPL10*	DUKE ENERGY	00A	01/18/2017 07:58 AM
(20)	Marked		
CTT03*	CTLCL-CENTURYLINK	00A	01/18/2017 07:58 AM
(10)	No conflict, utility is outside of stated work area		
CVI04*	TIME WARNER CABLE	01A	01/18/2017 07:58 AM
(10)	No conflict, utility is outside of stated work area		

Full ticket display

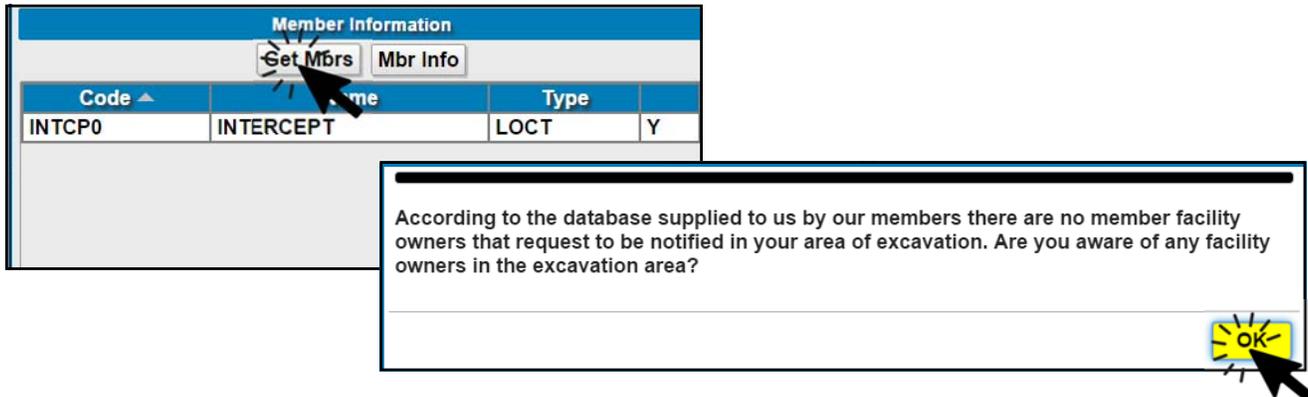
Shape_Id	Member	Name	Remarks
23281194	DPC09*	7025	APPEND_140522140558_POLYUNION.SHX
6585428	GSO01		GSO01_Buffer250_PolyUnion.shp
6626971	LMB01	<No Name>	
21832610	TTH01*	218	GREENSBORO_1CALLBUFFER_REGION_POLYUNION.SHX

Shape_Id	Member	Name	Remarks
23281194	DPC09*	7025	APPEND_140522140558_POLYUNION.SHX
6585428	GSO01		GSO01_Buffer250_PolyUnion.shp
6626971	LMB01	<No Name>	
21832610	TTH01*	218	GREENSBORO_1CALLBUFFER_REGION_POLYUNION.SHX



Intercept Code - INTCP0

On occasion, some areas of NC may not display any member facility operators to notify; this is because none of the member facility operators have chosen to be notified in the particular area simply because they may not have any underground facilities present. If this is the case, member code **INTCP0** will appear in member information section. Click Ok and proceed with submitting the locate request as usual to receive a documented locate request number. This will provide necessary documentation for both the excavator and NC811.



Request to Add a Member Facility Operator

Always review the listing of facility operators being notified of your locate request.

In the event a member facility operator was not notified, and it is known that underground facilities exist within the specific area of excavation, you may request the member facility operator be added to the locate request.

- Contact NC811 at **1-800-632-4949** or dial **811** if within the state of NC and speak with a Customer Service Representative (CSR).
- State to the CSR that you are requesting a member (s) to be added to an active locate request.
- Provide the active locate request number to the CSR, and state the name of the NC811 member facility operator(s) needing to be added to the locate request.

As a reminder, all non-member facility owners must be contacted directly by the excavator.

Positive Response will allow the member to post a response regarding the status of the locate request. Members must provide and post a response within three full working days, not including the day the notice was given. In the event the member fails to post a response, a default code of **999** will be assigned to the locate request at the end of the three full working day notice for all non-participants. The excavator is required by law to check the status of the locate request prior to the start of the excavation.

The excavator is responsible for accessing the Positive Response system to ensure the member(s) responded and all affected facilities have been marked appropriately.

How to check the +Response status

- **Option #1**
Within the Ticket Entry application, INQUIRE the ticket and select FULL Tkt. Scroll to the bottom of the ticket text to preview the listing of the notified member(s) and their response.
- **Option #2**
Visit www.nc811.org select POSITIVE RESPONSE SYSTEM. Enter the ticket number and click the INQUIRE button.
- **Option #3**
Within the Ticket Search application, click the SEARCH button, enter the ticket number in the corresponding field and click the SEARCH button. The ticket will display in the ticket listing window, double-click on the ticket listing and click the RESPONSES tab. If a RESPONSES tab is not available, then the responses have yet to be posted.
- **Option #4**
Contact the Remote Ticket Entry Department and request to receive emailed responses. The responses are sent at the end of the three full working day notice.

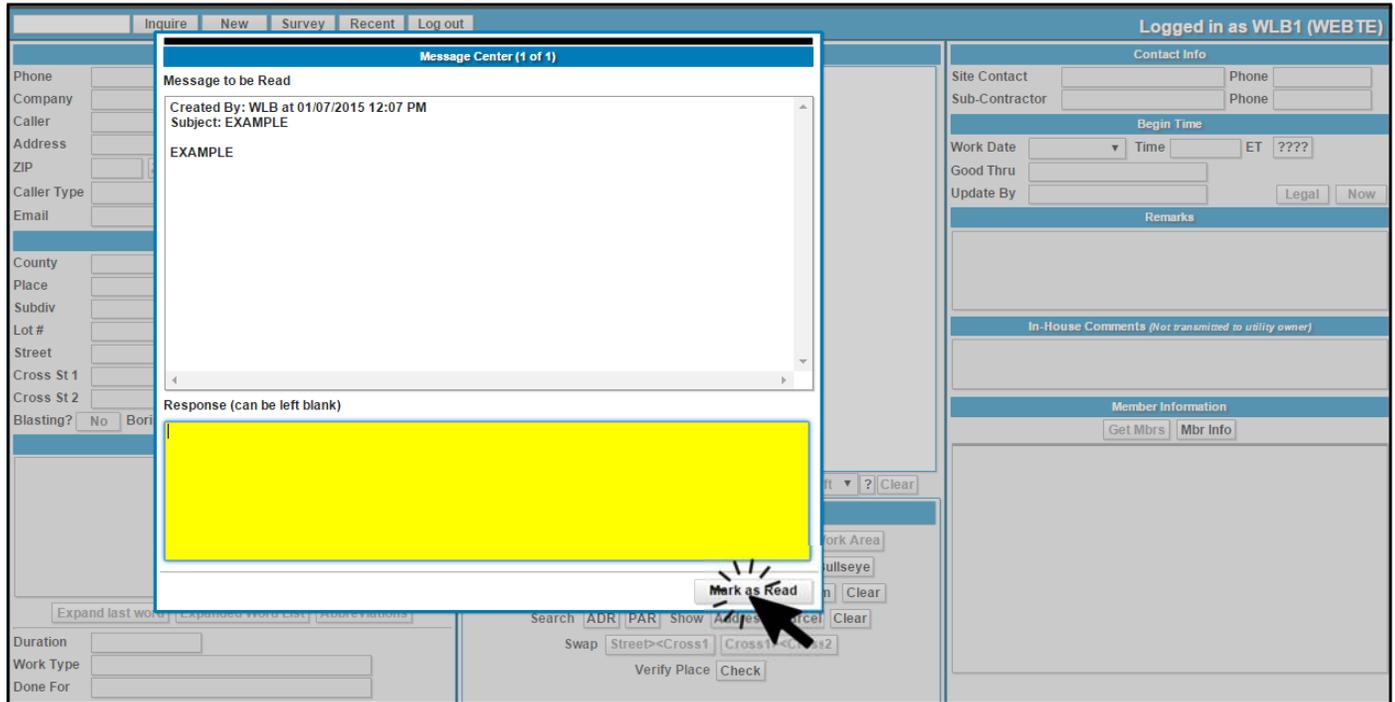
Member Response Codes

Code 10	No conflict, utility is outside of stated work area
Code 20	Marked
Code 30	Not complete
Code 32	Locate not complete, additional communication with the excavator required. Unable to contact the excavator
Code 40	Could not gain access to property, locator will contact excavator
Code 45	Railroad Facility Not Marked. Any excavation, access, construction, or installations on railroad property require appropriate railroad permit(s) from railroad owner/operator
Code 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
Code 55	Critical facility marked. The utility owner or their designated representative have contacted the excavator and have agreed that an owner representative must be present during excavation
Code 60	Locator and excavator agreed and documented marking schedule
Code 70	Excavator completed work prior to due date
Code 80	Member's Master Contractor is responsible for locating facilities
Code 100	Location request denied due to Homeland Security Concern. Member utility operator needs to confirm legitimacy of the proposed excavation and may need additional information.
Code 110	Subaqueous Facilities Present. Member utility owner will locate facilities within 10 full working days
Code 888	Extraordinary Circumstances Exist. Member utility owner unable to complete location request until <i>(Date/Time)</i>
Code 999	Member has not responded by the required time
Code 90	SURVEY DESIGN REQUEST - Facility Has been Marked in the Field
Code 92	SURVEY DESIGN REQUEST - No Facilities in the Area
Code 94	SURVEY DESIGN REQUEST - Facility Records Provided
Code 98	SURVEY DESIGN REQUEST - Access to Facility Records Provided

NC811 has in place a message center through the use of the RTE application for all RTE users. Any changes regarding NC811, ticket entry procedures, policy, etc. Will be sent via the message center to ensure all users are notified. It is the responsibility of the user to check the message center for important alerts/updates.

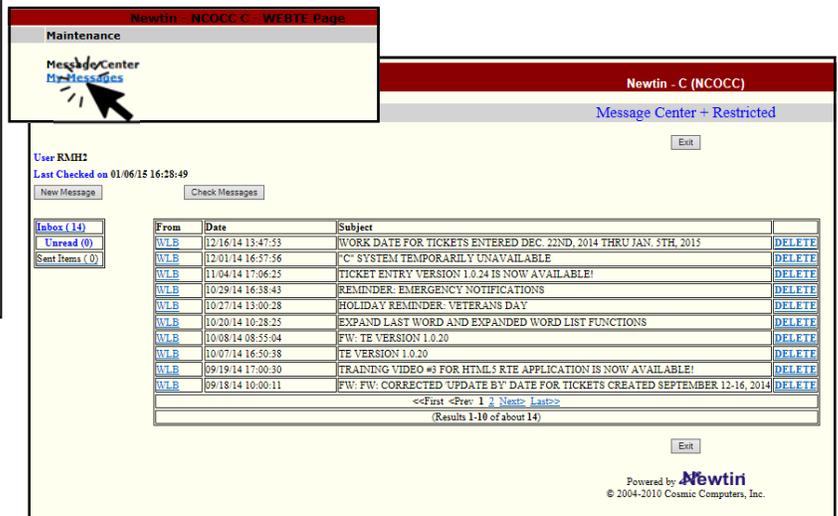
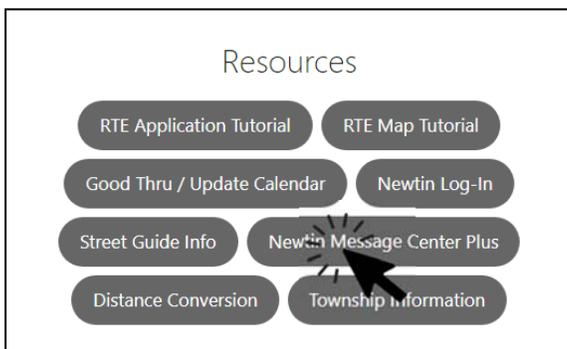
How do I know if I have a message?

When the user logs into the Remote Ticket Entry application with their account and password, the Ticket Entry screen will load. If there are any new messages, they will appear. Once the message has been read, click Mark as Read and the message will be cleared.



How do I retrieve past messages?

RTE section of NC811's webpage, www.nc811.org. Resources section, click on Newtin Message Center Plus. Enter your assigned user name and password. Click [My Messages](#) to preview the message list. Any new messages will appear in bold font. Click on the senders initials to review the message. Messages will remain in the message center for 90 days unless deleted by the user.



Messages can be sent from:

- NC811 personnel to all or individual RTE user accounts.
- RTE user account to the RTE department.

Training Manual Revision Log

Revision Date	Page #	Revised Information
5-11-16	5	Removal of Places "OUT"
6-10-16	16/17	Updated example image within Rxmit image, provided gate code example. Added example image within Cncl
11-14-16		Added image for Survey Design/and Update and each ticket function
11-15-16	15	Updated Image and provided more explanation for "Recent" function.
1-19-17	2	Updated Contact Info, added Stacey Kinlaw
1-19-17	3	Increase font size of acct not to be shared message and turned from blue to red
1-19-17	20	Added image of Positive Response example
4-27-17	24	Updated RTE Resources Image with Newtin MCP button highlighted
4-27-17	18	Added Sub Contr. Information to Cause for Rxmit examples
5-4-17	5	Updated the intersection image
7-20-17	2	Updated Contact Info within pg. 2
8-10-2017	16	Updated pg. 16 with new te image including Update On within Begin Time field
2-14-2018	18	Update Rxmt page to add, 3hr not same as retransmit message (blue)
3-15-2018	18	Update to bullet 4 under Cause for a Locate Request to be Retransmitted
3-15-2018	22	Updated paragraphs describing Positive Response and 3-hour
5-17-2018	4, 11, 16	Changed all verbiage/TE images to read Update By; instead of, Update On
6-26-2018	22	Added in bold 'legal' notice to 3 HR notice paragraph and included in under Note 2nd bullet point
11-13-2018	13	Survey/Design, added "S" and "S*" information; new image, including Mbr Infor
4-3-2019	23, 2	Update paragraph for 3hr notice, updated contact information
9-30-2019	11, 19	Emergency and 3 Hour Notice
4-22-2020	5,6	Included address example and images and included example and images, intersection notice
11-29-2022	Cover, 4,16,20	The new logo and updated cover page, Page 4 added 87-122 (b) (1) of Article 8A. On Page 16, Inquire updated last paragraph directing user to website for Ticket Search instead of page #. Page 20, How to Process a 3-Hour notice - updated to include revision information, and Images were updated to include multiple revisions.
3-24-2023		Update images to include Geo Logix map throughout the manual
6-5-2023	3	Updated URLs to http://
6-28-2023	9	Updated TE image with Geo Logix map image