

INTERNET TICKET ENTRY

Guide



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ITE SUPPORT Help when you need it

Call 811 or (800) 432-4770 and select option 7

Continuing Ticket Entry Education

Sunshine 811 offers several ways to further your online training:

1. Coursettra: Sunshine 811's main educational platform. This is where you completed the original ITE Online Training Course. You may review this training anytime with the ability to select the precise area you want to review. Access Coursettra here: app.coursettra.com
2. 811 Essentials: Our email list for tips on the 811 process.
3. In-person: Sunshine 811 Safety Education Liaisons are available for in-person training on the 811 process and Exactix. Reach a liaison here: sunshine811.com/education.
4. Facebook: facebook.com/Sunshine811
5. Instagram: Instagram.com/sunshine.811
6. YouTube channel: youtube.com/sunshine811
7. LinkedIn: linkedin.com/company/sunshine-811

INTERNET TICKET ENTRY GUIDE

This handy *INTERNET TICKET ENTRY Guide* was developed to enhance the online training you have already taken. It provides basic guidance on the proper way to complete your locate ticket.

Terms & Conditions

I understand and agree to comply with the following:

1. I will not share my Exactix login credentials with anyone else, and I will not use anyone else's login credentials to create Sunshine 811 ITE locate requests. *
2. My ITE authorization credentials may be revoked by Sunshine 811 at any time with or without notice.
3. I will promptly complete any future training requested by Sunshine 811 to maintain my ITE authorization credentials.
4. I will comply with relevant sections of the Underground Facility Damage Prevention and Safety Act, Chapter 556, Florida Statutes, to include at minimum s.556.105 (1), (9)(c), (11), and (12). View link below for details.

http://leg.state.fl.us/statutes/index.cfm?App_mode=Display_Statute&URL=0500-0599/0556/0556.html

5. Sunshine 811 will not be liable for any loss or damage caused by incorrect information provided on any ITE locate request or requests that I have created.
6. I will contact Sunshine 811 between 7 a.m. and 6 p.m. Monday – Friday with questions about creating tickets and checking responses using Exactix.

ITE Quality Checks

Sunshine 811's ITE Support Team regularly conducts random quality checks of internet tickets. This guide was created using the ticket inconsistencies that most often result in a locate ticket being flagged for further review.

If your ticket is flagged for review, you will receive a phone call and follow up email with instructions to correct the error. If you need help correcting your ticket, call 811 or (800) 432-4770 and select option 7. Please do not ignore the instructions you receive.

IMPORTANT Please make sure that the email address and phone number you provide are monitored frequently, so you are alerted when corrections are necessary. Inaccurate, vague or unnecessary tickets clog the system and take more time to locate. If our repeated attempts to correct your ticket are ignored, Sunshine 811 must protect the integrity of the system and may have no other option than to suspend your ITE full user privileges.

** Your locate ticket is a legal document. We regularly provide ticket copies in response to subpoenas, lawyers and when requested by the media. Sunshine 811 retains ticket data for 5 years.*

CREATING A LOCATE TICKET

Considerations Before Creating a Locate Ticket

A safe dig site begins with the excavator. Requesting an accurate ticket for areas where digging will occur within 30 days is an important part of the process. Outlining the area where you will be digging is a Best Practice and we encourage all excavators to do this so the locator visiting your site can easily complete the locate and most to the next location.

Some things to consider:

- Get locate tickets for only what you will be excavating within the 30-day ticket life. Some request tickets for the entire length of a large project and then renew over and over. Do not keep a ticket open for “just-in-case” situations. These situations result in unnecessary work for locators, bogs down the 811 System and delays locates for others because the locator is locating areas where a project has not started.
- Is the duration accurate? The Duration field represents the amount of time you will be excavating within the area on the locate ticket. *Sunshine 811 has seen projects with a duration of 1 day being renewed for up to 5 years!* Providing an accurate number of days/weeks/months helps our member utilities and their locators plan and route their work more effectively.
- Do not request marks on both sides of the road if you are only excavating on one side.
- When digging at an intersection, request the specific area that needs to be located. Busy intersections can take as many as four days to complete and create a dangerous situation for locators.

EXCAVATOR INFORMATION

*** IMPORTANT! ***

If your company information has changed, contact ITE Support at 811 or (800) 432-4770 and selection option 7.

Do not **RENEW** a ticket with old company information.

Instead, use the **NEW** function and enter the dig site information.

If you use the RENEW function, the updated company information will revert to the old company information (see graphic below).

Excavator Information

Company ID	Excavator ID	Phone
13841	249947	(555) 555-5555
Company Name	Office Name	
SUNSHINE STATE ONE-CALL OF FLORIDA, INC.	SUNSHINE STATE ONE-C	
Contact Name		
JOHN DOE		
Company Type		
UTILITY		
Address 1		
11 PLANTATION RD		
Address 2		
City	State	Zip
DEBARY	FL	32713
Email	Fax	
JOHN.DOE@SUNSHINE811.COM	(386) 575-2030	
Call Back Time	Mobile/Cell Phone	
8-5	(555) 555-5555	

TICKET RULES & SIZE LIMITS

Tickets have size limits. It's important that you select the proper dig site type when creating your ticket.

5 Address Rule

A ticket should include no more than five addresses, lot numbers, building numbers, units, apartment numbers or structures.

When using an address range, the distance between the first address and last address must be one mile, or less. Multiple addresses on a single ticket must be on the same road.

When entering an address, do not use commas or periods. Use a dash to show the address range. "11-19 PLANTATION RD."

The locate description should then read, "LOCATE THE (BACK/L SIDE/R SIDE/Front*) OF THE PROPERTY AT 11, 13, 15, 17, 19 PLANTATION RD."



Intersection Rule

The ticket covers 150ft in each direction, on both streets. Additional footage on either street requires another locate ticket.



Street Rule

One locate ticket may cover a total linear distance of up to one mile along any single street, and may cover up to 150 feet in either direction along crossing streets identified in the ticket.



Lat/Lon Rule



This dig site type should only be used to identify a single point location, such as a pole or a single address home in a new development.

The county, street address, place, and locate description are required fields.

Remember to provide a detailed locate description. Providing the latitude longitude coordinates in the locate field is not a valid locate description.

Undeveloped Land Ticket Rule

One ticket may cover undeveloped land of no more than one square mile, provided the work boundaries are described on the ticket.

This ticket may also include work to be performed on any single street or right-of-way bordering the area of undeveloped land.

Work to be performed on any additional bordering street or right-of-way requires a separate ticket.

The dig site to be used, will depend on the information you have concerning your job site.



Locate Descriptions

Locate descriptions should provide clear instructions on where you will be digging within your dig site. Remember, you must also include the information to match the **1** radio button you selected and the **2** **STREET/ADDRESS** you entered.

In the following examples, we highlighted the radio button, **STREET/ADDRESS**, and the repeated information in the **LOCATE**. *The additional information in the **LOCATE** is the detail that helps locators find where on your dig site you need underground utilities located and marked.*

Street/Address Radio Button

1. **STREET/ADDRESS** radio button was selected.
2. A specific address was provided.
3. The address was repeated in the **LOCATE**. The remaining **LOCATE** information answers the question, "where on the property are you digging?" Utility locators use this information to find the area that needs to be marked.

Site Information [Help](#)

1 Street/Address Intersection Between Intersections Lat/Lon Coordinate [reset](#)

State* County*
FL VOLUSIA

2 Street/Address* Place*
11 PLANTATION RD DEBARY

Nearest Intersecting Street
BUENA VISTA ST Within 1/4 Mile: How Far
(248 FT)

Subdivision
SUNSHINE 811

Lot
22

Locate*
LOCATE A 15 FT RADIUS AROUND THE STAKE MARKED WITH A WHITE FLAG IN THE FRONT OF THE BUILDING AT **11 PLANTATION RD** **3**

Intersection Radio Button

Site Information [Help](#)

Street/Address **1** Intersection Between Intersections Lat/Lon Coordinate [reset](#)

State* County*
FL VOLUSIA

2 Street/Address* Place*
PLANTATION RD DEBARY

Cross Street
ALTA VISTA ST

Subdivision

Lot

Locate*
3 LOCATE A 20 FT RADIUS AROUND THE STOP SIGN AT THE NORTHEAST CORNER OF THE INTERSECTION OF PLANTATION RD AND ALTA VISTA ST

1. **INTERSECTION** radio button was selected.
2. A street name was provided in the **STREET/ADDRESS** and **CROSS STREET** fields.
3. The **INTERSECTION streets** were repeated in the **LOCATE**. The remaining **LOCATE** information answers the question, "where at the intersection are you digging?" Utility locators use this information to find the area that needs to be marked.

NOTE: This ticket also covers 150' in either direction on the cross street.

Between Intersection Radio Button

When using Between Intersections for the **SITE INFORMATION**, the ticket must include 2 intersections (starting and ending) with the distance between them being no more than 1 mile.

1 Between Intersections

State* FL County* VOLUSIA

Street/Address* PLANTATION RD Place* DEBARY

Cross Street ALTA VISTA ST

Intersection 1

State* FL County* VOLUSIA

Street/Address* PLANTATION RD Place* DEBARY

Cross Street MARGARITA RD

Intersection 2

Subdivision

Lot

Locate* LOCATE BOTH SIDES OF PLANTATION RD FROM THE INTERSECTION OF ALTA VISTA ST TO THE INTERSECTION OF MARGARITA RD. INCLUDE 150FT IN ALL DIRECTIONS AT THE INTERSECTIONS OF: ALTA VISTA STREET, 2ND AVE, 3RD AVE, 4TH AVE AND MARGARITA RD

3

1. **BETWEEN INTERSECTIONS** radio button was selected.
2. A street name was provided in the **STREET/ADDRESS** and **CROSS STREET** fields for Intersection 1 (starting point) intersection.
3. A street name was provided in the **STREET/ADDRESS** and **CROSS STREET** fields for Intersection 2 (ending point).
4. The two intersections were repeated in the **LOCATE**. The remaining information answers the question, "where between intersection 1 and 2 are you digging?" Utility locators use this information to find the area that needs to be marked.

*NOTE: Because the crossing streets were named in the **LOCATE**, this ticket also covers 150' in each direction along the crossing streets named in the **LOCATE** field.*

Lat/Lon Coordinate Radio Button

1 Lat/Lon Coordinate

State* FL County* VOLUSIA

Enter Lat/Lon Coordinate as either decimal (i.e. 28.8753, -81.3119) or degrees-minutes-seconds (i.e. 28 52 31.1, -81 18 42.8).

2 28.87438 -81.31154

Street/Address* US 17 92 Place* DEBARY

Nearest Intersecting Street PLANTATION RD Within 1/4 Mile: How Far (438 FT)

Subdivision

Lot

Locate* LOCATE A 25 FT RADIUS AROUND THE STAKE MARKED IN WHITE FOR PROPOSED POLE INSTALLATION, TRAVEL 350 FEET SOUTH OF PLANTATION RD ON THE EAST SIDE OF US 17 92, AND TRAVEL EAST THROUGHOUT THE GRASSY AREA, APPROXIMATELY T360FT TO LAT/LON COORDINATE 28.87438, -81.31154

3

4

1. **LAT/LON COORDINATE** radio button was selected.
2. The **LAT/LON COORDINATE** was entered and Exactix took you to that point on the map.
3. You still need to provide the **STREET/ADDRESS** and **NEAREST INTERSECTING STREET**.
4. The **LAT/LON COORDINATE** was repeated in the **LOCATE**. The remaining information answers the question, "where are you digging in reference to the **LAT/LON COORDINATE** listed?"

MAPPING

Locate Description Must Match Dig Site on Map

The **MAP** site you see when you submit/view the ticket does not show the area where you need to have underground facilities located and marked. Rather, it shows the general area where you will be digging and is not always available to the person who will be locating your dig site. That is why the **LOCATE** field is so important. It has the information field locators to use to determine where on the dig site you are digging.

Street/Address Intersection Between Intersections Lat/Lon Coordinate [reset](#)

State* County*
FL VOLUSIA

xx.xxxxx -xx.xxxxx
28.87438 -81.31154

Enter Lat/Lon Coordinate as either decimal (i.e. 28.8753, -81.3119) or degrees-minutes-seconds (i.e. 28 52 31.1, -81 18 42.8).

Street/Address* Place*
US 17 92 DEBARY

Nearest Intersecting Street
PLANTATION RD Within 1/4 Mile: How Far
(438 FT)

Subdivision

Lot

Locate*
LOCATE A 25 FT RADIUS AROUND THE STAKE MARKED IN WHITE FOR PROPOSED POLE INSTALLATION. TRAVEL 350 FEET SOUTH OF PLANTATION ROAD ON THE EAST SIDE OF US 17 92, AND TRAVEL EAST THROUGH THE GRASSY AREA, APPROXIMATELY 360 FEET.

Remarks

Header

Dig Site Dimensions: 400 ft (0.08 mi) x 400 ft (0.08 mi)

28.8731, -81.3099

Cannot Find Street

1. When streets are not recognized on the **MAP**, it will say **Street not found**. Do not change the information in these two fields.

Site Information [Help](#)

Street/Address Intersection Between Intersections Lat/Lon Coordinate [reset](#)

State* County*


Street/Address* Place*

Street not found

Nearest Intersecting Street Within 1/4 Mile:

Street not found

2. Manually draw the map using an alternate (Satellite) map.

3.  Click the three lines (pictured at left) on the map to switch to satellite view (below).



4. Manually draw the dig site using the satellite view.

Street Name Has Changed

Occasionally, street names will change and the Exactix map does not reflect the new name. Here is what you should do:

1. Enter the street name from the physical dig site into Exactix. The system will say Street not found or in this case **Streets do not intersect**.
2. Manually draw the dig site as you know it using an alternative map source. This example shows Google maps.
3. Make a note in the **REMARKS** section like this, "Victoria Street is now called E 25th PL."

Map in Exactix

Site Information

Dig Site Type *
Between Intersections [clear manual dig site map](#) [reset](#)

State County *
FL SEMINOLE

Street/Address * Place *
E 25TH PL SANFORD

Cross Street
WILLOW AVE
Streets do not intersect

State County
FL SEMINOLE

Street/Address Place
E 25TH PL SANFORD

Cross Street
ORANGE AVE
Streets do not intersect

Subdivision

Lot

Locate *
LOCATE THE NORTH SIDE OF E 25TH PL STARTING AT WILLOW AVE GOING W TO ORANGE AVE

Remarks
VICTORIA ST IS NOW CALLED E 25TH PL

Header

Alternate Map

Orange Ave

Willow Ave

New street name

E 25th Pl

Patrol-Rd

N-Patrol-Rd

Google

Map data ©2023 Google

MAPPING TIPS

Map View Tools



SEARCH: Use to search for streets, places, points of interest, and latitude/longitude coordinates statewide or within your current map view.



ZOOM IN/OUT: Right click on map to access Zoom to Dig Site, Zoom to Near Street, Show Place, Zoom In and Zoom Out.



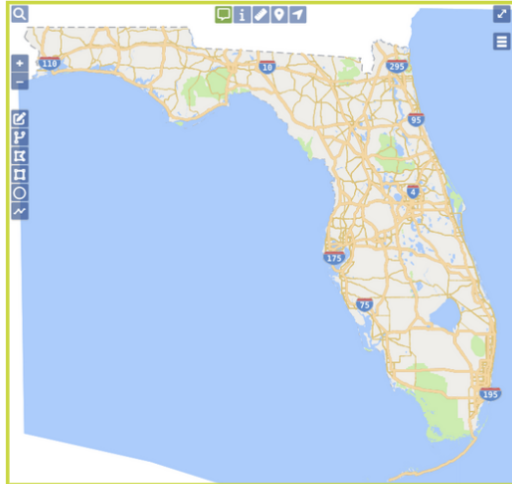
TOGGLE TO FULL SCREEN: Displays map over entire screen. Press ESC key to exit.



TOGGLE BASE MAP: Change to satellite view.



OVERVIEW MAP: Opens a zoomed area of search point or dig site entered.



Manual Mapping Tools



EDIT DIG SITE TOOL: Change/edit dig site area highlighted on map.



BUFFER STREET OR MAP FEATURE: Extends mapped dig site to include nearby street segments.



DRAW POLYGON TOOL: Use for irregularly shaped dig site more than 200 ft. from the road.



DRAW RECTANGLE TOOL: Use when dig site area extends more than 200 ft. from the road.



DRAW CIRCLE TOOL: Defaults to a 200 ft. radius. Make larger by dragging.



DRAW LINE TOOL: Best used when distance along street is known.



MEASURE DISTANCE: Map area based on distances. Click once to begin. Double click to stop measuring.



SHOW MAP INFORMATION: Shows City/Place, Parcel and County for a point where you click.



SHOW MAP FEATURES: Shows City/Place, Parcel and County as you move mouse around map.



ADD PUSH PIN: Use to mark the beginning and ending of a measurement.



PINT TO CURRENT LOCATION: Use to quickly get the map zoomed into an area near you.

TICKET FUNCTIONS

Renewing a Ticket

RENEW extends your ticket another 30 days. Before renewing, review the following carefully to avoid requesting locates for areas where work is completed.

- Is the **FIELD CONTACT** the same?
- Review the **LOCATE DESCRIPTION** for information that is no longer relevant. Revise it as necessary to exclude areas where work is completed or include new information. If locate marks are visible, consider adding a statement like, "**MARKS NOT NEEDED**" to the **REMARKS** section.
- **RENEW** your ticket whenever the physical paint markings, flags, or stakes have been destroyed.
- If you notice your ticket has an error after you submit it, **DO NOT RENEW**. Instead, use the **COPY** function to correct the error and **CANCEL** the incorrect ticket.

How to RENEW a SINGLE ADDRESS TICKET after becoming a FULL ACCESS TICKET user

1. Access the SINGLE ADDRESS TICKET you wish to RENEW.
2. Change the ticket information so it fits the requirements for a regular locate ticket. Why? The **SINGLE ADDRESS TICKET** lacks the detail required in the **LOCATE** description and offers a few more options to define the dig site.

Canceling a Ticket

Reasons to **Cancel** a ticket include, but are not limited to:

- Incorrect Address or Dig Site Information
- Incorrect ticket type (Submitted a Locate Ticket, instead of a Design Ticket)
- A ticket was created in error
- The ticket is no longer needed (the job is being rescheduled or postponed)
- DO NOT cancel a ticket if the work is finished before the 30-day ticket life.

Copying a Ticket

The **COPY** function is a way for you to quickly submit repetitive tickets. Use the **COPY** function in the following situations:

- When the **LOCATE DESCRIPTION** is the same and applies to different addresses or streets.
- When you're working in new developments where you must manually map the dig site. In this case, the two most common items you would change are the **ADDRESS** and **LOCATE DESCRIPTION**.
- When you need to correct a ticket. First, **CANCEL** the incorrect ticket. Then access the ticket, **COPY** it, and make the correction. *As a reminder, tickets should never be renewed to make a correction.*

Help Section

Help links are located at the top right-hand corner of each section. **Help** opens help text for your section and field. The **Help** text advances as you move through each field within the ticket. *Note: Help text is not displayed when working in the map.*

You can access the **Help Section** in the **EXCAVATOR INFORMATION, DATES, WORK INFORMATION AND SITE INFORMATION**. It also appears in the original top right tab position.

The screenshot shows a ticket form with several sections: Call Back Time (8-5), Field Contact, Working For, Work Type, and a link to View Subcontractors (0). The Dates section includes Underwater (No), Renewal (01/08/2024), Start (12/13/2023 11:59 PM), Expires (01/10/2024), Priority (Normal), and Due (12/13/2023 11:59 PM). The Work Information section has fields for Depth*, Units*, Using Machinery*, White Lined*, Duration*, Period*, Permit Needed*, Permit Number, and Damage*. The Site Information section includes Dig Site Type (Street/Address), FL, Near, Subdivision, Lot, Locate, Remarks, and Header. A sidebar on the right contains tabs for Map, Attachments, and Help. The Help sidebar is expanded to show 'WORK INFORMATION' with sub-sections: DEPTH/UNITS, USING MACHINERY, WHITE LINED, and DURATION/PERIOD. A red dashed arrow points from the 'Depth*' field in the Work Information section to the 'DEPTH/UNITS' help text.

Verifying Responses

Florida law requires that you confirm each utility's response to your ticket. Our members provide response codes that tell you if the site is marked, clear/no conflict, or unmarked and why. This step is crucial to a safe digging project. When comparing the responses to what you see at the site, you will be able to spot:

- An incorrect area was marked.
- The response code for electric was marked but you don't see any marks at the site.
- The response code for telecommunications says clear, but you see permanent markers for telecommunications facilities – indicate the presence of underground lines.

Verify these codes before the two full business days pass and daily to ensure that the responses have not changed. This will help to reduce any delays. To check responses, go to the ticket dashboard. Enter your ticket number in the Filter by Ticket Number field or filter the results on your dashboard. When the ticket is displayed, click the three-dot menu, and choose **View Responses**.

RESOURCES

Shortcuts

TAB quickly moves you from field to field.

SHIFT_TAB takes you to the previous field.

FIRST LETTER: The general rule is when you type the first letter in a field, an available option auto fills the field:

Type "**F**" and **F**EET auto fills the field.

Type "**Y**" and **Y**ARDS auto fills the field.

In the DURATION field: **H**OURS, **D**AYS, **W**EEEKS, **M**ONTHS, **Y**EARS, **U**NKNOWN

UNKNOWN: When you don't know the answer use the UNKNOWN options so you can complete the ticket. This applies to everything except machinery and damages caused by excavation.

Common Measurement Conversions

Conversions From Feet to Miles.

	FEET	YARDS
1 MILE	5280	1760
3/4 Mile (.75)	3960	1320
1/2 Mile (.5)	2640	880
1/4 Mile (.25)	1320	440
1/8 Mile (.125)	660	220
1 Acre	640	

Footage for Fractions of a Mile

MILE	FEET	MILE	FEET	MILE	FEET	MILE	FEET	MILE	FEET	MILE	FEET	MILE	FEET	MILE	FEET	MILE	FEET				
1/2	2640																				
1/3	1760	2/3	3520																		
1/4	1320	2/4	2640	3/4	3960																
1/5	1056	2/5	2112	3/5	3168	4/5	4224														
1/6	880	2/6	1760	3/6	2640	4/6	3520	5/6	4400												
1/7	754	2/7	1509	3/7	2263	4/7	3017	5/7	3771	6/7	4526										
1/8	660	2/8	1320	3/8	1980	4/8	2640	5/8	3300	6/8	4620	7/8	4620								
1/9	587	2/9	1173	3/9	1760	4/9	2347	5/9	2933	6/9	3520	7/9	4107	8/9	4693						
1/10	582	2/10	1056	3/10	1584	4/10	2112	5/10	2640	6/10	3168	7/10	3696	8/10	4224	9/10	4752				
1/11	480	2/11	960	3/11	1440	4/11	1920	5/11	2400	6/11	2880	7/11	3360	8/11	3840	9/11	4320	10/11	4800		
1/12	440	2/12	880	3/12	1320	4/12	1760	5/12	2200	6/12	2640	7/12	3080	8/12	3520	9/12	3960	10/12	4400	11/12	4840

Appropriate Abbreviations

Directional Prefix

The Directional Prefix, N, S, E, W, NW, SW, NE, SE designation that *falls before* the core street name. (i.e. Enter "E" if you are working at East Michigan St.).

Directional Suffix

The Directional Suffix, N, S, E, W, NW, SW, NE, SE designation that *follows* the core street name and street type. (i.e. Enter "S" if you are working at Main St S).

Street is the core name of the street where the excavation will take place. (i.e. Enter "Michigan" if you are working at East Michigan St.) Do not use any periods.

Type further identifies your street name. *Do not use any periods.* (i.e. Enter "St" if you are working at South Main St). The acceptable abbreviations for street type are:

Avenue.....	AVE	Place.....	PL
Boulevard	BLVD	Point.....	PT
Circle	CIR	Road.....	RD
Court	CT	Route	RTE
Drive	DR	Street	ST
Hollow.....	HLW	Terrace	TER
Lane	LN	Trail.....	TRL
Parkway.....	PKWY or PKY	Way.....	WAY

The program accepts the following examples when the street name is an interstate, county road, state road or United States Highway.

Street Name	Example
Interstate	I 4
County Road	Co Rd 207
State Road	SR 50
United States Highway	US 17 92