

Simplicity

It's Saturday morning...you just realized you forgot to call in that last locate request and the call center only accepts emergency locate requests on weekends...Panic sets in, the work is scheduled to start Wednesday, your mind quickly races, pondering how you can get this locate request submitted in time...You quickly remember your co-worker is an authorized RTE participant...you call your co-worker at home who says, "No problem, I will log onto the North Carolina 811 Remote Application and get it processed for ya' right away"...and you quickly jot down a reminder to become an authorized RTE Participant!

It's that simple and that quick!
With the proper training you too can participate in Remote Ticket Entry and access the application anywhere there is a computer and the Internet!

Support

Live support for RTE participants is available Monday through Friday between the hours of 8am to 5pm. The RTE technicians are able to assist with technical issues, ticket entry questions, mapping questions, and any other RTE related issues.



**Know what's below.
Call before you dig.**



NORTH CAROLINA 811, INC.

2300 West Meadowview Rd
Suite 227
Greensboro, NC 27407
www.nc811.org



North Carolina One-Call Center



Know What's Below!
Call or **Click** Before You Dig!

Dial 811 or out of state 1-800-632-4949

www.nc811.org

Remote Ticket Entry Excavator Benefits



We're all a little busy and forgetful at times, but when it comes to locate requests time is extremely important! Locates have to be processed, facilities must be located, and crews have to be scheduled before excavating. So when those busy and forgetful moments occur let **RTE** rescue you!

A free service provided by North Carolina 811, **Remote Ticket Entry** will allow the excavator to electronically process locate requests from their location through the use of a computer with an Internet connection. Non-emergency locate requests submitted via **RTE** can be processed 24/7, any hour of the day, any day of the week, including weekends and holidays.

A locate request number is automatically assigned and transmitted **directly to the North Carolina 811 members** listed on the locate request.

Benefits and Features

The **RTE** application will allow excavators to process new locates, update locates, along with various types of other requests such as emergencies and survey/design requests, etc.

Also available is the same geographic mapping data utilized by North Carolina 811 Customer Service Representatives which allows the excavator to geographically define the area of excavation for proper North Carolina 811 member notification. The mapping data can also provide much more; such as cross streets, latitude and longitude points, landmark data, etc.

Additional Apps and Features

Can't find a locate request? No problem! **RTE** is equipped with a **Ticket Search** application; allowing the excavator to retrieve, print, and archive locate requests up to 96 days old all **free of charge**.

Check the marking status of a locate request at any time through the use of **Positive Response**, also available in **RTE** to include a definition listing of all marking codes.

Get Started Today

Each participant must complete and pass an online course, which is designed for excavators to learn at their leisure.

Go to training.nc811.org to request training. A user name and password will be emailed to you within one (1) business day.

System/User Requirements

Microsoft Operating System

.NET Framework version 1.1

Computer with Internet Access

Valid Email Address

Prior North Carolina 811 Knowledge

Complete/Pass Online Course

For Additional Information Contact:

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