

exactix Features Overview

ELECTRONIC WHITE LINING (EWL)

With the launch of the new Exactix platform, Electronic White Lining (EWL) is now available immediately within the Web Ticket Entry (WTE) process. This optional tool allows users to draw a polygon to visually outline their exact dig site during the locate request, helping locators better identify where work is planned. While EWL is separate from the system-generated notification polygon—which alerts utilities to potential impacts—it adds clarity and can help reduce the risk of miscommunication or damage. Though not required, using EWL is a simple way to improve accuracy in the field.

SINGLE ADDRESS TICKET (SAT)

To submit a locate request for a single address in the new Exactix system, users must first create an account—a quick and simple process that makes it easier to manage and track locate requests over time.

Once logged in, users can complete their own single address locate requests as long as all required information is entered accurately. If any critical details are missing, the system will display an alert prompting them to contact Virginia 811 for assistance.

Single address functionality in Exactix has also been simplified. Instead of choosing between SAT 1.0 and 2.0, all requests now follow a single, streamlined process built directly into the platform—making the experience more consistent and user-friendly.

As part of this streamlined approach, the “Additional Comments” field has been removed to speed up the submission process and reduce unnecessary steps.

TICKET REVISION EXPRESS (TRE)

Ticket Revision Express (TRE) is now fully integrated into the Exactix platform, making it easier to manage your locate requests. You can submit Updates, cancellations, and Re-mark requests directly within the system—no need to switch platforms or use separate tools. You’ll need to have a registered Exactix account to access these features.

LOCATION ENHANCED TICKET SEARCH (LETS) & TICKET SEARCH FUNCTION

With the transition to Exactix, both the Location Enhanced Ticket Search (LETS) feature and the Ticket Search function on the Virginia 811 website will be retired. Moving forward, users will need to log in with a registered Exactix account to access locate request information.

This shift is driven by updated privacy regulations and mobile platform requirements. While anonymous GPS-based searches are no longer available, Exactix introduces new benefits—including the ability to view your excavation sites on a map and manage your locate requests more efficiently, all within one secure platform.

GPS COORDINATES

Exactix Web Ticket Entry (WTE) now offers improved GPS coordinate entry, making the process more intuitive and user-friendly. Whether you’re adding a single point or multiple sets of coordinates, the system streamlines the experience and automatically plots the points on the map to create the correct notification polygon.

ENHANCED MAP INTERFACE

The new Exactix platform features a more intuitive map interface. Based on the details you enter in the **Location Information** section, the system will attempt to automatically generate a notification polygon to help define your dig area. You can still adjust this polygon if needed, but it offers a helpful starting point that can save time. Mapping tools are now built directly into the interface—eliminating the need to switch between tabs—so everything you need is in one place, making the process faster and easier.

OPEN TEXT FIELDS

In Exactix, free-text fields have been removed from areas where open entries were never intended. For example, the old “Instructions” field is gone. Instead, Exactix includes a new **Auto Generated Notes** section that dynamically displays system-generated content where appropriate.

999 RESPONSES

In the new Exactix platform, **999 Positive Response codes** no longer appear in the same format. Instead, they are labeled as “**Late Notice – No Response**” within the Exactix ticket view. For instance, you may see a utility listed with this “**Late Notice – No Response**” note on the Positive Response confirmation.

However, email confirmations will continue to display the traditional **999 – Has Not Responded** message.

Both formats reflect the same automated response generated by Virginia 811’s Positive Response System. This occurs for Normal, Update, Re-mark, Designer, and Meeting requests when the due date and time have passed and a member operator or their contract locator has not posted a response code to the Positive Response System.

SCHEDULING OF LOCATE REQUESTS

The Exactix platform allows registered users the ability to schedule locate requests including:

- **Locate By/Due Date:** Request a Locate By date between two to twelve full working days starting from 7:00 AM the next business day after the creation of the locate request, with the time for the locate by/due date set at 7:00 AM.
- **Response Due Date:** Maintain the existing practice of setting the response due date to align with the Locate By date.
- **Update By Date:** Maintain the existing practice of setting the Update By Date to 13 full working days from the Locate By date at 11:59 PM.
- **Expiration Date:** Maintain the existing practice of setting the Expiration Date to 15 full working days from the Locate By date at 7:00 AM.

ERMA APPLICATIONS

The ERMA app is being retired, as its **Code 60 management** and **Locate Assist** functionality is now fully integrated into the Exactix platform. While ERMA was a separate downloadable app, Exactix is fully web-based and responsive—offering the same mobile-friendly experience without needing to install anything. You can easily access and use Exactix from your phone, tablet, or desktop.