



SIMPLICITY

It's Saturday morning when you suddenly realize you forgot to call in that last locate request, and the call center accepts only emergency locate requests on weekends. Panic sets in since the work is scheduled to start Thursday. Your mind quickly races, pondering how you can submit this locate request in time. You 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 process it for ya right away." You then post a note as 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 and 5pm. The RTE technicians are able to assist with technical issues, ticket entry questions, mapping questions, and any other RTE related issues.



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

North Carolina 811
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**REMOTE
TICKET
ENTRY**

811

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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 marked, 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. 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 facility operators listed on the locate request.

Benefits and Features

The RTE application will allow excavators to process new locates, update locates, and process various types of other requests such as destroyed marks and survey/design requests.

Also available is the same geographic mapping data utilized by North Carolina 811 Customer Service Representatives which allows the excavator to define the area of excavation for proper facility operator notification. The mapping data can also provide much more such as cross streets, landmark and address parcel data.

Additional Apps and Features

Can't find a locate request? No problem! RTE is equipped with a Ticket Search application which allows the excavator to retrieve, print, and archive locate requests up to 4 years 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, which includes an index of all marking codes.

Get Started Today

Each participant must complete and pass an RTE training course. Go to www.nc811.org/remote-ticket-entry.html to request RTE training. An RTE representative will contact you within one business day to set up RTE training.

System/User Requirements

HTML5 Compatible browser

Computer with Internet Access

Valid Email Address

Prior North Carolina 811 Knowledge

Complete RTE training course.

For Additional Information Contact:

Wendy Fisher

Remote Ticket Entry Department Manager

North Carolina 811, Inc.

Dept Phone: 336-316-0359 extension 524

Main Office: 336-855-5760

Amy Ambrose - RTE Technician

Extension 505

Daune Ashburn - RTE Technician

Extension 534