

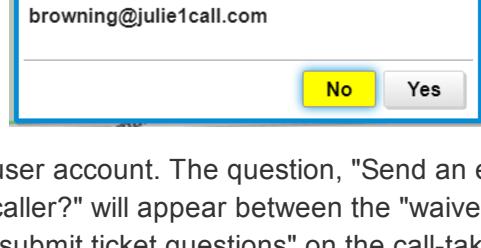


QUARTER 4

SEE WHAT'S COMING SOON

New Dig Ticket Format

A new 10-digit dig ticket format will go into effect on January 1, 2022. The migration from an 8-digit dig number to a 10-digit format will capture the calendar year of the request. In addition, the "dig by date" will be added to all tickets. This update will not affect how you process your locate requests using RTE, just the appearance of the dig ticket number as illustrated [here](#).



E-mail Option for Completed Tickets

Coming soon, [Remote Ticket Entry](#) users will have the option to e-mail a copy of their completed dig ticket to the e-mail address on the user account.

The question, "Send an e-mail copy of the ticket to the caller?" will appear between the "waives required callback" and "submit ticket questions" on the call-taking screen. Follow the screen prompts to complete this option. Questions can be directed to Paula Browning at 815-207-5647.

UPCOMING WEBINARS

Remote Ticket Entry (RTE)

Training/Re-training

- ♦ November 16 - 9a
- ♦ December 1 - 1:30p
- ♦ December 15 - 9a

[Register or learn more.](#)

HERE TO HELP

Our [Damage Prevention Managers](#) can answer your questions and mediate discussions to help you and your crew avoid potential injuries and costly delays. They can also present at safety meetings and trainings with COVID-19 precautions in place. [Reach out to a Damage Prevention Manager.](#)

WAIVE THE REQUIRED CALLBACK OPTION

EXPLAINED

When processing your locate requests, you have the option to "waive the required callback" on normal notice requests. Do you understand what this option means? How you respond to this question will let the member company locator know how they are to respond if no lines are in conflict with the dig site area you have outlined in the extent field of your locate request.

- ♦ If you answer **NO** to the question, you are informing the locator that you want to be notified if they are clear in the dig site area listed in the extent field of your locate request.
- ♦ If you answer **YES** to this question, you are notifying the locator you are aware of what lines are in the excavation area and if they are clear, it is not necessary to inform you. Answering yes is not the recommended answer as you could put your crews in an unsafe work environment. When they arrive at the dig site and no marks are present, they have no way of knowing if the locator is late to respond, or if the area is clear. If there is an e-mail address or fax number associated with your user account, you can request JULIE members to e-mail or fax an all-clear notification to you. Keep in mind, this is only a request and there is no guarantee this will be done.

In all instances, if you find it necessary to call JULIE for a no-show or incomplete marking request, be prepared to tell the agent the company(ies) that did not respond. Be sure to first walk your dig site for any all-clear messages on the ground, check your e-mails, voicemails and speak with the site contact listed on the ticket for any all-clear notifications they may have received. If you still need to call in an incomplete marking request, the JULIE agent will ask what company(ies) have not responded and submit the request accordingly. Call center agents are available 24/7 at either 811 or 800-892-0123.

JULIE MEMBER HOLIDAY SCHEDULE

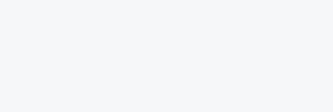
There are seven major holidays recognized by JULIE members. The JULIE Call Center will receive and process your locate requests on these holidays, but member companies will handle emergencies only. Therefore, these days are not included in determining the two working days advance notice required by law. [Click here for a full list.](#)

Need Assistance?

Contact the JULIE RTE Support Team

Phone: 815-741-5011

E-mail: data@julie1call.com



JULIE, Inc. - 3275 Executive Drive - Joliet, IL 60431

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