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## New System Features: Easier Ticket Entry

PelicanCorp and the Before You Dig Partners (BYDP) developed a two-phase improvement plan to enhance the locate ticket software in Western Canada.

The first phase of the improvement plan launches on **January 24, 2024**, and incorporates a variety of updates to the locate request software. Click [here](#) for more information about the changes.

This notice focuses on the new system features that will streamline ticket entry when requesting locates online.

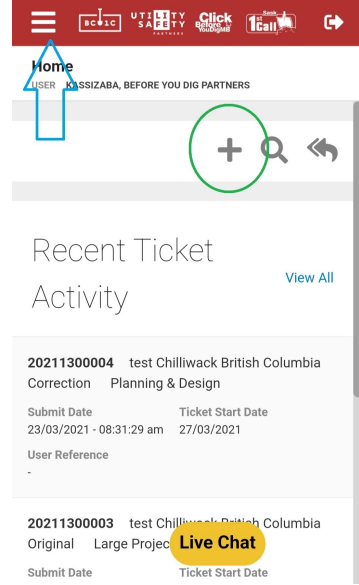
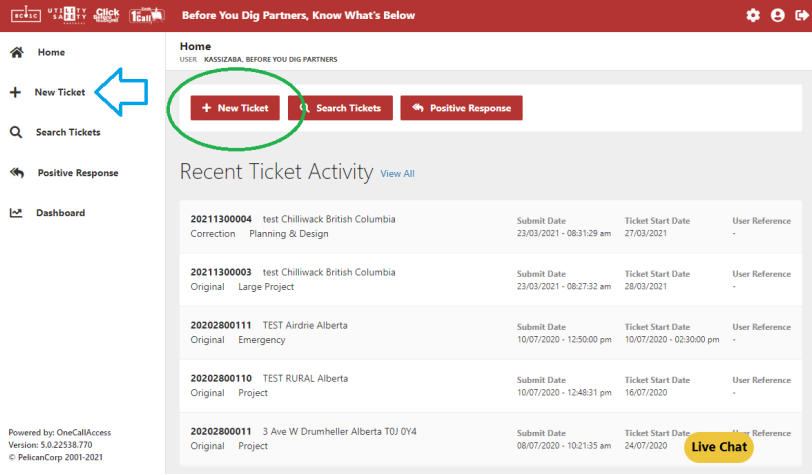
## Dashboard Navigation

When logging in to request a locate, you will see a brand-new user interface (UI). All functions within the current UI remain, but the new look allows you to easily navigate your account.

Requesting a new ticket, searching your ticket history, or accessing the Positive Response portal (for sending reminders to utilities who have not responded within the notice period) can all be done by simply **clicking a button** at the top of the main page. All functions are also accessible through an easy access **side menu**.

Desktop computer:

Mobile device:



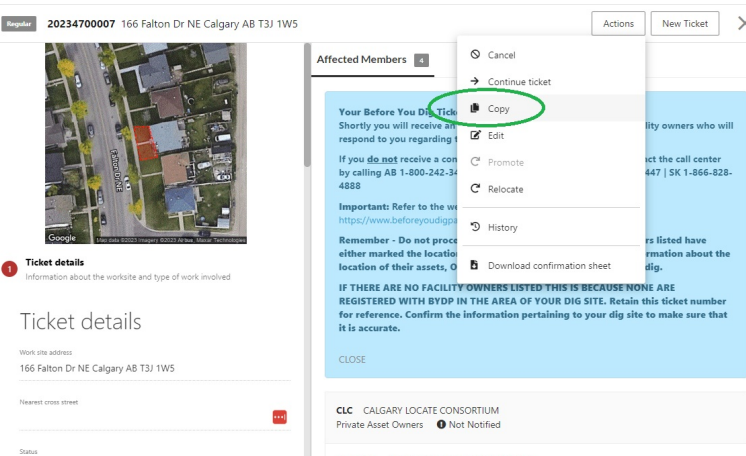
## Copy Function

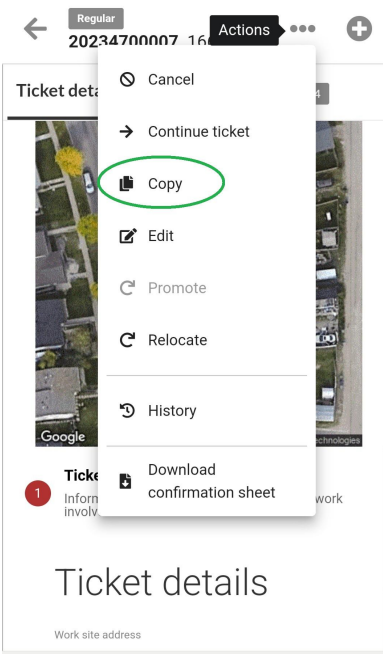
When submitting a locate request for a similar project or in a similar location as a previous request, you can choose to copy a previous ticket. Copied tickets will automatically populate all information from the original ticket. Each ticket field, including the mapped work area, can be edited to suit your current work site.

The copy function produces a brand-new ticket that is not linked to a previous ticket number. **It should not be used as a substitution for the relocate function or continue ticket function**, both of which link new tickets to their previous versions.

Desktop computer:

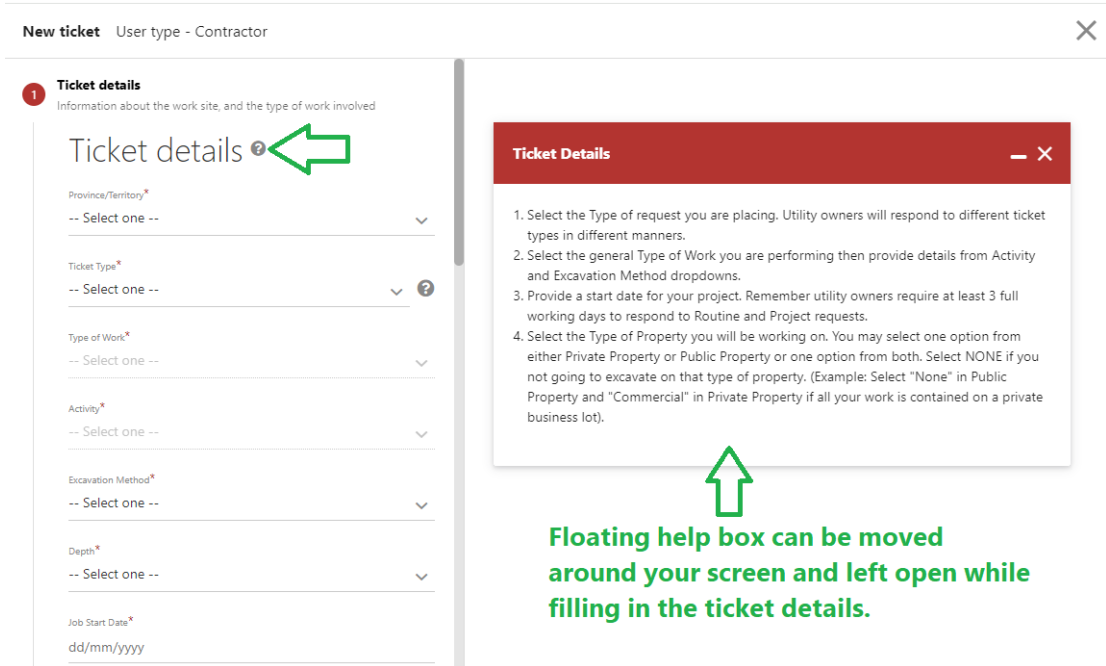
Mobile device:





## Help Icons

To streamline ticket entry, help menus will no longer pop up beside each ticket field. If you need additional details or clarification when entering your ticket information, simply click the question mark icon next to the corresponding section. The help box pops up as an additional floating window, so you can keep it open while filling in your ticket information and reference it at any time.



Additional information about the software updates and the first phase of the improvement plan is posted on the [Before You Dig Partners website](#) and will be sent to you via email throughout the winter.

BYDP will host user webinars in January 2024 where we will walk through the updated ticket entry features and other software enhancements. Watch for sign-up links in the New Year!

For more information or questions, please email [info@beforeyoudigpartners.com](mailto:info@beforeyoudigpartners.com).