

NOTE OID MEMO – use for ANY and ALL information pertaining to a possible owner.

Microchip – Look up the microchip at <http://www.petmicrochiplookup.org/> to see which companies to contact for updated registrations (*may be registered with multiple companies other than the manufacturer*).

Call Microchip Company (or companies) even if we have owner info. Get all registration information:

- Owner
 - Address
 - Phone number(s)
 - Email address
 - Alt contact name and phone numbers
 - Implant facility and facility phone number
 - Date of registration or implant
 - Pet's name
- If chip is not registered, but implanted by TLAC or AAC and you are unable to locate the chip number in Chameleon, contact [Austin Pets Alive](#), [Austin Humane Society](#), and [Emancipet](#) via email. Include the AAC Animal ID number in your e-mail and ask if they have any owner information based on the microchip number. Send this email from the Customer Service email address. (rescuecat@austinpetsalive.org; rescuedog@austinpetsalive.org; animalservices@austinhumanesociety.org; contact@emancipet.org)
- If it is a 10 digit alpha-numeric chip number, (e.g. 4B193948F5,) search the number in the “Collar Type” field in the Animal window.

Tag – Explain the kind of Tag (RV, ID) and list info VERBATIM as to how it appears on tag. Call phone numbers associated with the tag, and search for them in Chameleon, AE Utilities, etc.

Activity – If there is an activity attached to an animal, owner, or address, check for a separate memo in the Activity window. Copy any notes from the APO and paste into the NOTE OID.

Previous Memos – Make sure to read through ALL previous notes on an animal as many have been at AAC before, whether through adoption or previous reclaims. These memos can contain additional contact or rehoming info, so *read carefully*.

Helpful Websites and Tools to Locate an Owner

Austin Energy Utilities Search – Can use any searchable info (name, phone number, address, DL#) for anyone using City of Austin Utilities. E-mail your leads to search.

Chameleon – Any yellow box is a searchable field (name, phone number, address, DL#) address [as many variations as possible], DL# [with and without state]

311 CSR – Search under Resources tab for name, address, and phone number. Occasionally, there will be phone numbers for other people in the same household and possible updated contact info.

Facebook.com – Can use name, phone number, and e-mail address to search. Message friends and family.

WhitePages.com – Can use most searchable info (name, phone number, address, associates)

Craigslist – search for any pet posting (lost, found, for sale) to see if you find a match.

Owner in Jail – vinelink.com or <https://public.co.travis.tx.us/sips/default.aspx>

- Contact the assistant to both jail captains for Travis Co. Send this email from the Customer Service email address.
- Current liaison is Alesia Turner <Alesia.Turner-Cale@traviscountytx.gov>

Travis County Appraisal District- property ownership (Majority of counties will have a CAD website to search)

Owner Deceased – If recent, contact 311 to see if they can reach medical examiner for next of kin, or ask the Animal Cruelty Detectives to look up the police report for next of kin. You can also search back on obituaries.

Owner lives in Apartment Complex or Managed Rental – contact office management to post a notice or give current contact info (sometimes they won't give it out).

You have some kind of owner info but think you have hit a dead-end? Brain storm with your co-worker to see if there is a creative way to try and contact them.

Animal Control Activity – Post a notice on the door of a specific address or post Found Flyers in a general area.

DOCUMENT EVERYTHING, even if you think it's not that important. You never know what will be needed in the future.