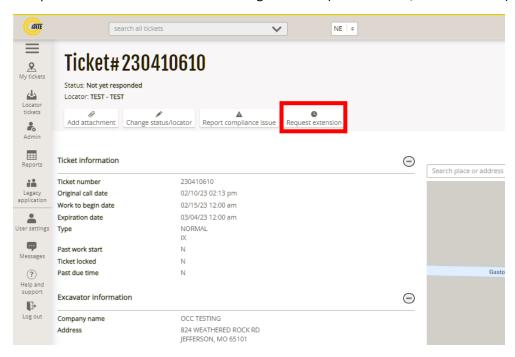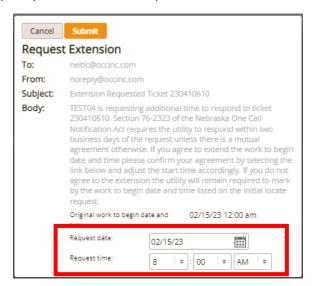# Ticket Extension Process

The purpose of the 'Ticket Extension' process is to document extensions to the start time listed on the ticket and ensure they are mutually agreed upon by requiring the excavator to take action in order to complete the extension process.

The utility/locator can initiate an extension request from Locator Tickets and/or the TicketLink by clicking the 'Request Extension' button when viewing the ticket (shown below, outlined in red).

The utility/locator is then prompted to enter the requested extension date and time.

After selecting the requested extension date and time, a pre-formatted email is sent to the email address on the ticket. The email contains links that allow the excavator to accept, reject, or modify the extension request with a simple click. Doing nothing leaves the original ticket in full effect.

If the excavator does nothing, the initial request remains in full force. If the excavator 'rejects' the extension, that action is logged for reporting purposes. If the excavator 'accepts' the extension, the start date/time on the ticket is updated to the requested extension, and the ticket (same ticket number) is sent back out to all utilities notified on the original. The excavator may also 'modify' the extension request by changing the requested extension date to something more suitable, in which case the start date is changed to the modified date, and the ticket is sent out to all utilities.

If a utility has provided a status before the extension, and the ticket is extended, the original status stays with the ticket extension, and the utility is not required to take any action.

There are several configuration options, such as which headers allow a ticket extension: NE uses extensions on any two working days or greater ticket (normal, refresh, design, update, extended start time) but not on any priority tickets (emergency, damage, etc).

NE also employs a specific header (Extended Start Time) for all ticket extensions to make them self-evident to the utilities/locators. It also allows you to not allow more than one extension if desired (by removing the Extended Start Time header from this list of headers allowed).

Last, NE only allows ticket extensions during the 10-day window after the original request is made.

All requests are stored in the database along with who made them, when, and on what tickets. The same is true of excavators based on accepted/rejected/modified requests.