Ticket Aging Expectations

48 hrs.

- Tickets will be assigned to Transaction Staff within 48 hours.
- Once ticket is assigned, it will immediately be move to processing.

1 week

- Processing tickets should be worked within one week
- All tickets put in pending must have follow-up date and an email is sent to the employees to explain why it's been sent to pending.

2 weeks or older

• Supervisors will assign the tickets, work / reassess or address directly with the PS for any tickets aging longer than 2 weeks and aren't in pending.

Employees can add comments anytime tickets are outside the above timelines to elevate.