

Ticket Manager: Assign Ticket Deadline



The Assign Ticket Deadline tool enables the user to batch assign a ticket deadline date to piece marks which allows the tool to generate warnings for marks that are overdue or close to their deadline.

Prerequisites

Run Project Shared Parameters on the project to ensure all necessary parameters have been added to the project.

Overview

The Assign Ticket Deadline tool lets you assign a specific date as a deadline to one or more selected marks (assembly or structural framing elements). The date is written to the mark's TICKET_DEADLINE parameter in YYYY-MM-DD format (e.g., 2026-08-31).

This deadline information can be seen as a column in the Ticket Manager tool. The column will be highlighted in various colors based on how the assigned date compares to the current date.

Deadline Condition	Highlight Color
TICKET_DEADLINE equals the current date	Yellow (due today)
TICKET_DEADLINE is earlier than the current date	Red (overdue)
TICKET_DEADLINE is in the future	No highlight (normal)

Note: "Current date" is evaluated based on your local system time of the computer that you are using.

See screenshot below for example of the color coded highlighting:

EDGE®R Ticket Manager

Training Project - 1234 Manufacturer: PTAC

Refresh Export

Total Pieces: 294 Total Marks: 105

Reinforced Pieces: 9 Created Pieces: 9 Detailed Pieces: 0 Drafting Checked Pieces: 0 Engineering Checked Pieces: 0 Released Pieces: 0 Rejected Pieces: 0 Overdue Pieces: 7
Reinforced Marks: 2 Created Marks: 2 Detailed Marks: 0 Drafting Checked Marks: 0 Engineering Checked Marks: 0 Released Marks: 0 Rejected Marks: 0 Overdue Marks: 1

Search Mark#... Total Results: 105 Filter Clear Filters

Mark #	Ticket Deadline	Qty	Assembled	Reinforced	Reinforced Date	Reinforced By	Created	Created Date	Created By	Detailed	Detailed Date	Detailed By	Drafting Checked	Draft
TG03	2026-08-25	2	☒	☒	2026-07-29	sspurlock89PJS	☒	2026-07-30	sspurlock89PJS	☐			☐	
TG01	2026-08-18	7	☒	☒	2026-07-29	sspurlock89PJS	☒	2026-07-30	sspurlock89PJS	☐			☐	
CL01		1	☐	☐			☐			☐			☐	
LW19		1	☐	☐			☐			☐			☐	
LW18		1	☐	☐			☐			☐			☐	
LW17		1	☐	☐			☐			☐			☐	
LW16		1	☐	☐			☐			☐			☐	
LW15		1	☐	☐			☐			☐			☐	
LW14		1	☐	☐			☐			☐			☐	
LW13		1	☐	☐			☐			☐			☐	
LW12		1	☐	☐			☐			☐			☐	
LW11		1	☐	☐			☐			☐			☐	
LW10		1	☐	☐			☐			☐			☐	
LW08		1	☐	☐			☐			☐			☐	
LW20		1	☐	☐			☐			☐			☐	
LW07		1	☐	☐			☐			☐			☐	
LW06		1	☐	☐			☐			☐			☐	
LW05		1	☐	☐			☐			☐			☐	
LW04		1	☐	☐			☐			☐			☐	

TG01 - The Ticket's deadline is overdue and it has not been released. Release the ticket as soon as possible.

Review Ticket Edit History Accept Ticket Edits

Warnings

Ticket Manager Tools:

- Select Pieces
- Toggle On Hold
- Assign Ticket Deadline
- Edit Identity Comment
- Sync Parameters
- Mark Assembly As Reinforced
- Ticket Detailed
- Reject Ticket
- Drafting Checked

Ticket Information

TG01 - Sheets:

TG01: Sheet: 1 - TG01

Ticket Tools:

UI Breakdown

Ticket Deadline Assi...

Selected Mark Numbers: 1
TG01.

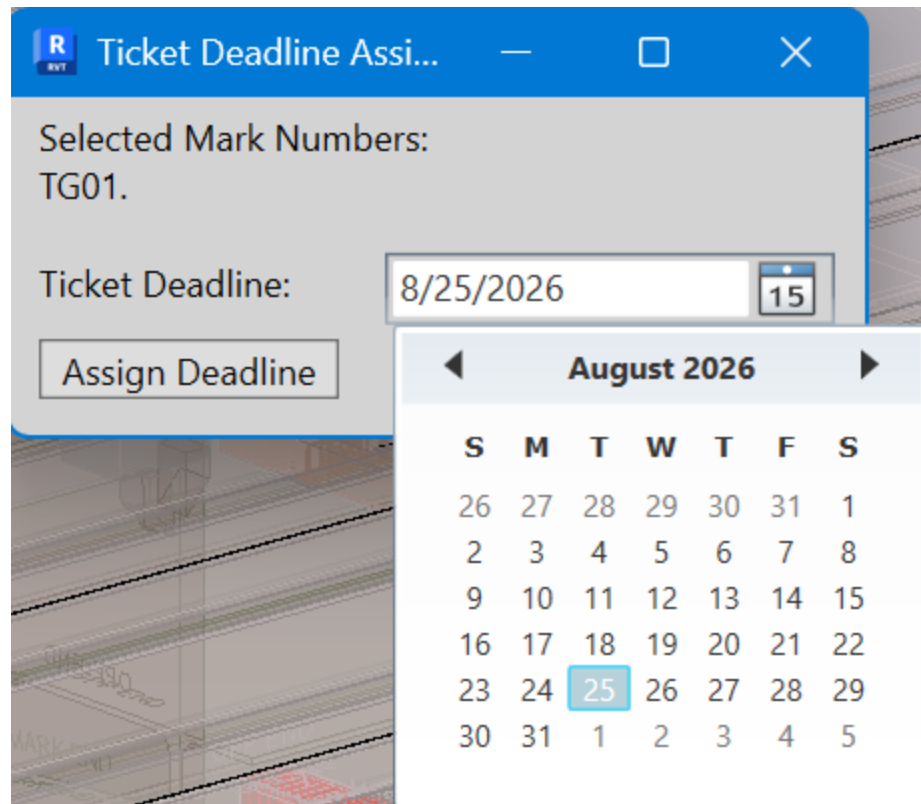
Ticket Deadline: 2 8/25/2026 15

Assign Deadline 3 Cancel 4

- Selected Mark Number:** The window lists which mark number(s) will receive the assigned deadline.
 - If a single mark is selected and already has a TICKET_DEADLINE value, that value is shown as the default.
 - If multiple marks are selected with different existing TICKET_DEADLINE values, the default shown is the deadline with the earliest date.
 - If a deadline has not been assigned, the default shown will be the current date.

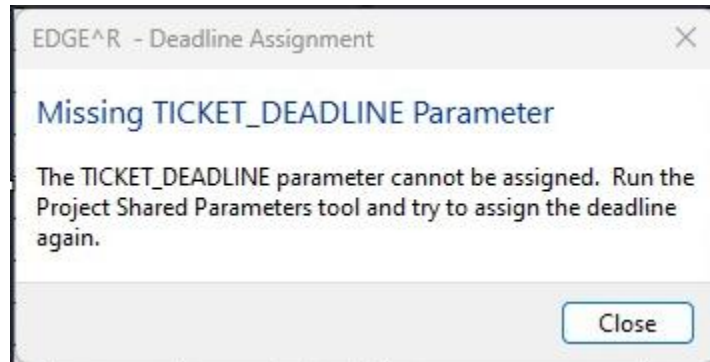
2. **Ticket Deadline:** Use this field to assign a specific ticket deadline date.

- You can assign the date two ways:
 - *Manual entry:* Click into the textbox and type a date directly.
 - The textbox only accepts valid dates in the following format(s):
 - *Numeric Formats*, 8/31/2026; 08/31/2026; 8/31/26; 2026-08-31
 - *Text/long formats*, August 31, 2026; Aug 31, 2026; 31-Aug-26
 - *Partial/inferred formats*, 8/31 often inferred to use the current year
 - If you enter text, an invalid format, or any other improper value, the textbox reverts to the last valid date entered.
 - *Calendar picker:* Click the Date/Time icon and select a date from the calendar. The selected date populates in the textbox. *See screenshot below.*



3. **Assign Deadline** button: Closes the window and writes the entered date to the TICKET_DEADLINE parameter for every selected mark, overwriting any existing value.

- If the project shared parameters tool has not been run, assigning the deadline may result in the following error message:



- This issue can be resolved by running the Project Shared Parameters tool under the EDGE^R tab>Admin dropdown. User must close out of the tool, run the PSP tool, and try the Assign Ticket Deadline tool again.

4. **Cancel** button: Closes the window without changing any values.

*Note: Assigning a deadline to multiple marks at once overwrites each selected mark's existing TICKET_DEADLINE value, if any. Review your selection carefully before clicking **Assign Deadline**. While the TICKET_DEADLINE value can be changed to another date using the tool, clearing or removing the value would be a manual process.*