San Andreas Highway Patrol

Ticket guidelines

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Important notes & reminders

You are REQUIRED to SAVE THE TRANSCRIPT when closing ANY ticket.

When you see a ticket that has already been claimed by another Corporal or above and you wish to speak in it, **you must request PTS to say something.**

If you see a ticket that has been opened and not claimed by anyone and you wish to interact with it, **you must introduce yourself by using the required format** and then answer questions, rename the ticket, request someone, etc.

If you are caught renaming, interacting, and or claiming tickets without claiming them by using the required format, you will be punished **heavily** for failing to handle duties as a supervisor (in training).

Ticket formats

General support tickets

:sahp: | San Andreas Highway Patrol Support

Greetings! Thank you for opening a general support ticket!

I am (rank) with the San Andreas Highway Patrol Support Team. What can I help you with tonight / this evening / morning?

Please reply within 20 minutes, otherwise this ticket will be deleted.

Punishment appeal tickets

:sahp: | San Andreas Highway Patrol Support

Greetings! Thank you for opening a punishment appeal ticket!

I am (rank) with the San Andreas Highway Patrol Support Team and I will be assisting you in appealing your punishment(s).

Please follow the instructions stated at the top of the ticket to properly appeal your punishment(s).

Please reply within 20 minutes, otherwise this ticket will be deleted.

Ticket commands

$close - closes ticket

$add [ID] **OR** /add [user] - adds a certain individual into the ticket

$rename - renames the ticket

$remove [ID] **OR** /remove [user] - removes a certain individual from the ticket

$open - reopens the ticket

$transcript [**MANDATORY**] - saves the ticket transcript

$delete - deletes the ticket and channel

Instructions on how to properly close a ticket

STEP 1: $close

STEP 2: Click the ‘Transcript button’

STEP 3 [After you got the notification that the transcript has been saved]: Click the ‘Delete’ button.

Answers to frequently asked questions

When are trainings hosted?

Hello, SAHP trainings do not have a set time to be hosted and are hosted whenever our trainers have time. Please make this the only time asking, everytime someone asks for a training, they will be punished back two hours.

How do you join SAHP?

Join the ROBLOX group [the link is located in https://discord.com/channels/845683973565055046/932852722166804550]
Complete the application form [the link is located in https://discord.com/channels/845683973565055046/932852730681233428]

Ping / request usage

Retirements > Staff ranks or above

Reinstatement > High ranks or above

General support ticket > Corporal or above

Trooper reports > Internal Affairs Agents

Punishment appeals > Staff ranks or above

Transfer > Head-command

NOTE: When requesting someone in a ticket, do NOT ping them, rename the ticket instead.

EX: Chief needed in a ticket > $rename chief-needed/requested