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TOTSCo Bulletin No 26
DATE: 8 September 2023
SUBJECT: Release of OTS Matching Best Practice Guide v0.3, OTS Match Request & Response Scenarios v0.3 and OTS Response Codes v0.4

TOTSCo is pleased to announce the release of **the One Touch Switch Matching Best Practice Guide v0.3** along with the **One Touch Switch Match Request and Response Scenarios v0.3 matrix** and the updated **One Touch Switch Response Codes v0.4** for your feedback. These documents have been produced by the Industry Process Group and can be found here on our website.

The OTS Matching Best Practice Guide provides guidance on the matching stage of the OTS process with a particular focus on address matching and suggestions of how to implement matching algorithms.

The Match Request and Response Scenarios provides a matrix of combinations of information that can be included in a match request along with the expected failure or confirmation outcome.

The Response Codes list has been updated to include new codes for failure scenarios that have been identified by the group and has added additional guidance for how to proceed in the event each code is received.

The documents are in draft form and the Industry Process Group will continue to work to add and refine content.

Action for you
We would welcome feedback on the documents, particularly in relation to aspects that you think have not yet been addressed. Please could you provide this to enquiries@totsco.org.uk **by 22 September** and the Industry Process Group will then review and discuss the feedback accordingly.

Separate best practice guides regarding Open Orders and Unhappy Paths/Edge Cases are being worked on by the Industry Process Group and will be released when ready.

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