

**TOTSCo Bulletin No 27**

**DATE: 2 October 2023**

**SUBJECT: One Touch Switch Open Orders Best Practice Guide v0.2**

TOTSCo is pleased to announce the release of the [One Touch Switch Open Orders Best Practice Guide v0.2](#).

The Open Orders Best Practice Guide offers guidance on how to proceed when a customer has an open order on their account, such as a cease order or a technology regrade, at the time when match requests and switch order requests are received.

The document is in draft form and the Industry Process Group will continue to work to add and refine content. **We would welcome feedback on the documents. Please could you provide this to [enquiries@totsco.org.uk](mailto:enquiries@totsco.org.uk) by 13 October 2023** and the Industry Process Group will then review and discuss the feedback accordingly.

**What's coming up next**

A separate best practice guide regarding Unhappy Paths and Edge Cases is being worked on by the Industry Process Group and will be released when ready.

**TOTSCo  
October**