

TOTSCo Bulletin No 69
Date: 10 September 2024

Subject: Summary of Industry Process Group Best Practice Guidance

As we approach the go-live of One Touch Switch on 12 September, we felt it would be a good time to remind everyone of the guidance that has been prepared by the Industry Process Group.

Please see the below bulletins and best practice guides along with a brief summary of the key points from each. As a reminder, all of the best practice has been created in good faith by industry participants and is not legal or regulatory advice.

Document	Summary
Bulletin 67 - Revised Guidance on Receiving HTTP Messages from the HUB	Aim to accept messages from the Hub within 200ms. Use unique correlation IDs (perhaps using '-1', '-2' if you want to use a recognisable patterns). However, do not perform duplication detection on the basis of correlation ID and RCPID as the Industry Process permits the reuse of correlation IDs.
Bulletin 59 - Guidance on JSON Validation	Do not over-validate messages. Attempt to accept messages and respond with asynchronous failure messages rather than synchronously rejecting messages.
Bulletin 54 - Guidance on Fixed Wireless Access (FWA)	Specific guidance around how to communicate that a service is FWA within a match confirmation message.
Bulletin 47 - Guidance on formatting of the address element of match requests	Specific guidance on the formatting of address lines within a match request
OTS Matching Best Practice Guide	A comprehensive guide that covers all aspects of the matching process including an address matching algorithm.
OTS Match Request and Response Scenarios Matrix	A companion to the matching guide which lays out a proposed order to matching with the combinations of message elements and the corresponding response codes.
OTS Additional Guidance on Exception Scenarios Best Practice Guide	An FAQ style document providing guidance for topics that did not naturally fall into the other guides.
OTS Open Order Best Practice Guide	A guide around how to handle messages when customers have open orders on their accounts.
OTS Number Porting and Intra-Network Transfers Best Practice Guide	A guide on the number porting process and its relationship with One Touch Switch.
OTS Message Examples	A collection of example messages with a particular focus on match requests and match confirmations. Note that these messages reuse correlation IDs throughout, but these are illustrative and the IPG's recommendation is to use unique correlation IDs for each message.

Any questions please contact us on enquiries@totsco.org.uk.

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