

# 1 Explanation of System Responses

A system response is a code on a ticket that is automated in the ticketing system and not from a member utility.

The purpose of a system response is to provide member utility companies with additional information about the ticket. System responses will be used to communicate late notices, cancelations, additional requests, and some large project information.

When an additional request is received, an automatic system code is added to Positive Response (PRIS) for the affected members. The existing ticket is then sent to the affected members, with the system response in the body of the notice.

For web services, this is in the XML body in the LatestResponse element, which includes the code, the description of the code and any comments:

```
<LatestResponse>
  <Code>AR03</Code>
  <Description>Facility markings no longer visible, please
re-mark</Description>
  <Comment>Weather washed away markings</Comment>
</LatestResponse>
```

In an email notification, the system response code will be in the Latest Response section, just below the ticket header (which includes the ticket number, type, source, etc.)

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<b>Ticket Number :</b> 200724-001087	<b>Ticket Type :</b> Normal
<b>Date/Time :</b> 07/24/2020 14:28	<b>Sequence Number :</b> 81
<b>Previous Ticket :</b>	<b>Source :</b> Tier 3

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**Last Response :** AR05 - Other Request  
**Comments :** ADDING GATE CODE 1111

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When a system response is added to a ticket, they will be listed in the response history for that ticket. You will see member responses and system responses, in descending chronological order (so the last response is always shown first).

## 2 Explanation of System Responses

<b>System Code</b>	<b><i>System Code Description</i></b>
<b>Additional Request</b>	
<b>AR01</b>	Excavator has requested explosives/blasting, please re-mark within 24 hours.
<b>AR02</b>	Dispute member response.
<b>AR03</b>	Facility markings no longer visible, please re-mark.
<b>AR05</b>	Other Request.
<b>AR08</b>	Member not responded.
<b>AR09</b>	Marks not complete/incorrect.
<b>Cancel</b>	
<b>CANCEL</b>	Locate Request canceled, do not locate.
<b>Large Project</b>	
<b>LP01</b>	Large Project: Mark as agreed.
<b>LP02</b>	Large Project: Mark in accordance with 25-9-6 (first).
<b>LP03</b>	Large Project: Mark in accordance with 25-9-6 (second).
<b>LP04</b>	Large Project: Mark in accordance with 25-9-6 (third).
<b>LP05</b>	Large Project: Not a service provider.
<b>LP06</b>	Large Project: Clear no facilities.
<b>Late</b>	
<b>LATE</b>	Response is late.
<b>No Response</b>	
<b>NONE</b>	No response received from member.