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.)

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

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

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).

Explanation of System Responses

System Code	System Code Description
Additional Request	
AR01	Excavator has requested explosives/blasting, please re-mark within 24 hours.
AR02	Dispute member response.
AR03	Facility markings no longer visible, please re-mark.
AR05	Other Request.
AR08	Member not responded.
AR07	Large Project: Deviation to marking agreement.
AR09	Marks not complete/incorrect.
Cancel	
CANCEL	Locate Request canceled, do not locate.
Large Project	
LP01	Large Project: Mark as agreed.
LP02	Large Project: Mark in accordance with 25-9-6 (first).
LP03	Lage Project: Mark in accordance with 25-9-6 (second).
LP04	Lage Project: Mark in accordance with 25-9-6 (third).
LP05	Large Project: Not a service provider.
LP06	Large Project: Clear no facilities.
Late	
LATE	Response is late.
No Response	
NONE	No response received from member.