Locate Ticket Delivery
IP Whitelisting and SFTP Requirements

v1.2.1 10/27/26

Contact memberinfo@julie1call.com for the IP and SFTP information if applicable or needed.

1. Overview

As JULIE moves to the new One Call Concepts (OCC) system, members whose software receives locate tickets automatically may need to update their settings. **OCC has provided JULIE with IP addresses for the testing and final production site as well as SFTP details to share with you. Contact memberinfo@julie1call.com for this information.**

Members who read tickets by email, fax, or text message generally do not need to do anything.

2. Who Needs to Take Action

How You Receive Tickets	Action Needed
Email (Outlook, Gmail, or web mail)	None. If you filter email, allow messages from the occinc.com domain (for example, julie@occinc.com).
Fax or text message	None.
Software that processes ticket emails automatically	Check with your software provider.
SFTP	Update connection settings and security credentials (see Section 4).
FTP	FTP will not be supported. Move to SFTP or switch to another method, such as email.
API or other automated connection	Changes are needed. Contact your IT department or software provider.

3. Key Terms

- **IP whitelisting (allowlisting):** Adding OCC's IP addresses to your firewall's approved list so ticket deliveries get through.
- **SFTP:** Secure File Transfer Protocol. OCC sends ticket files to an SFTP server run by you or your software provider.
- **Public key:** A security credential from OCC. Your IT team adds it to your SFTP server so the server accepts OCC's connection. OCC keeps the matching private key. Some servers use a password instead.

Scan this QR Code for more information

Questions?
Contact JULIE Member Services:
815-741-5011
memberinfo@julie1call.com

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3. Key Terms (cont'd)

- **XML and JSON:** Ticket file formats your software reads. Both can be delivered by SFTP or email.
- **API:** A direct connection to your software. API must be set up for the new system for members that send positive responses or add attachments using this method. Members who use API to send positive responses will receive new credentials.

4. What to Do

Step	Action
1	Confirm how you receive tickets. If you are unsure, ask your IT department or software provider.
2	Give your IT department or software provider the IP address list and SFTP instructions from JULIE.
3	SFTP members: give JULIE Member Services your server address, login name, and destination folder.
4	Have IT add OCC's IP addresses to your firewall and OCC's public key to your SFTP server. Keep existing approved addresses until the transition is complete.
5	Confirm your software can process tickets in your format (XML or JSON) from the new system.
6	Test with JULIE and OCC to make sure tickets arrive and import correctly.
7	Finish before the transition date. Keep current connections running until told otherwise.

5. Questions

Start with your IT department or software provider. For questions about the transition or OCC connection details, follow the contact instructions from JULIE.

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