ICL PATHWAY **CASE LAW REFERRAL** **CS/TEM/013**
VERSION 1.0

CASE LAW NO.	0007
BIMS REF.	**LIABILITY FOR LOST / DUPLICATE TXNS**
TIP REF.	349
EXCEPTION CLASS	0018 / 0050 / 0044 / 0051 / 0021 / 0046 / 0060
EXCEPTION CATEGORY	Missing or Duplicate AP Transactions
DATE FIRST RECEIVED	08/11/99

ICL

POH - 4 7 1 3 D

ACCEPTANCE OF LIABILITY DISPUTED BY: POCL

DESCRIPTION OF INCIDENT:

1. Duplicate AP Transaction
Software errors within the counter system have caused some AP transactions to be duplicated. Both transactions have been sent to PON clients and the appropriate settlement has been made.

2. Missing AP Transaction
Software errors within the counter system have caused some AP transactions to be 'lost'. Customer has queried non-payment of bill and produced a valid receipt. No record of the transaction appears within the Horizon system.

ICL PATHWAY STATEMENT:

No reconciliation error has occurred within PON TIP therefore standard MER charging should not apply to duplicate or missing transactions. Settlement between ICL Pathway and PON, if agreed commercially, should be made only for the face value of the transaction that is deemed non recoverable.
ICL Pathway would expect that if settlement is made along this basis, should the value be subsequently recovered by PON from the client, this would be refunded to ICL Pathway.

POCL STATEMENT:

As above

POCL calculate that ICL Pathway is liable for £11,875.52

FINAL LIABILITY ASSIGNED TO:	
DATE	
SIGNED:	**ICL PATHWAY** **POST OFFICE COUNTERS LTD**

Tra~~~tion Processing
Prepared by:- Jacqui Cave

Liability information

REF	TP REF	BIMS REF	CLASS	VALUE OF ERROR IN DISPUTE £	BIMS / PON COMMENTS
LI001	119	RED99110811291	n/a	100.32	Duplicated AP transactions caused by system problems
LI002	349	0002250287	0018	2,868.42	Duplicated AP transaction due to a fault with bar code reader
LI003	419	0003171301	0050	595.60	Duplicated AP transactions caused by system problems
LI004	464	0003281187	0050	2,341.81	Duplicated AP transaction caused by a system memory problem
LI005	838	0006130525	0044	10.00	Duplicated AP transactions caused by system problems
LI006	870	0006261678	0051	51.56	Illegal APS sequence numberand system fault resulting in duplicated transactions
LI007	873	0006191620	0050	1,158.04	Duplicated AP transactions caused by system problems
LI008	899	0007010721	0050	56.12	Duplicated AP transactions caused by system problems
LI009	901	0007061338	0051	10.00	Duplicated AP transactions caused by system problems
LI010	917	0004270543	0044	31.20	Illegal APS sequence number
LI011	943	0006290509	0050	113.19	Duplicate APS transactions & illegal APS sequence number
LI012	944	0007182004	0050	29.31	Duplicate APS transactions & illegal APS sequence number
LI013	994	0008012049	0050	3.00	Duplicated AP transactions caused by system problems
LI014	1011	0008080025	0050	737.12	Duplicated AP transactions caused by system problems
LI015	1029	0008150199	0050	10.73	Duplicated AP transactions caused by system problems
LI016	1042	0008172925	0050	61.29	Duplicated AP transactions caused by system problems
LI017	1043	0008022826	0021	235.74	Duplicated AP transactions caused by system problems
LI018	1045	0008222049	0018	89.36	Duplicated AP transactions caused by system problems
LI019	1046	0008232375	0018	8.70	Duplicated AP transactions caused by system problems
LI020	1047	0008231921	0018	16.00	Duplicated AP transactions caused by system problems
LI021	1051	0007240421	0018	2.00	Duplicated AP transactions caused by system problems
LI022	1077	0008231352	0050	43.93	Duplicated AP transactions caused by system problems
LI023	1078	0008232533	0050	52.26	Duplicated AP transactions caused by system problems
LI024	1107	0009040477	0050	64.95	Duplicate AP transaction
LI025	1134	0009062898	0050	75.28	Duplicate AP transaction
LI026	1140	0009060321	0050	31.49	Duplicate AP transaction
LI027	1194	0008032170	0018	6.50	Duplicate AP transaction

Liability information

LI028	1042	0008172925	0050	61.29	Duplicate AP transaction
LI030	1304	0009260318	0050	59.85	Duplicate AP transaction
LI031	1305	0009212961	0050	43.27	Duplicate AP transaction
LI032	1318	0009210022	0050	51.88	Duplicate AP transaction
LI033	1319	0010172607	0018	5.00	Customer / Client enquiry
LI034	1330	0008210043	0050	14.20	Duplicate AP transaction
LI035	1372	0010270593	0050	90.00	Duplicate AP transaction
LI036	1079	0008302895	0050	869.16	Duplicate AP transaction
LI037	1039	0008211916	0046	29.28	Missing AP Transaction (s)
LI038	1300	0010191685	0046	804.78	Missing AP Transaction (s)
LI039	1382	0011060891	0046	280.00	Missing AP transaction
LI040	1401	0011081899	0046	50.93	Missing AP transaction
LI041	1402	0011081937	0046	25.09	Missing AP transaction
LI042	1405	0011092520	0046	70.00	Missing AP transaction
LI043	1428	0011061450	0046	10.00	Missing AP transaction
LI044	1466	0011230454	0046	48.26	Missing AP transaction
LI045	1499	0011201982	0050	7.63	Duplicate AP transaction
LI046	1502	0011301150	0046	88.84	Missing AP transactions
LI047	1543	0012050650	0050	118.24	Duplicate AP transaction
LI048	1546	0011272399	0046	63.41	Missing AP transaction
LI049	1547	0011015149	0046	47.66	Missing AP transaction
LI050	1598	0012010065	0050	46.00	Duplicate AP transaction
LI051	1640	0012200528	0046	48.10	Transactions missing from TIP
LI052	1683	0101100216	0018	71.63	Missing AP transaction
LI053	1809	0102072450	0060	992.38	Missing AP transactions
			TOTAL	11,875.52	