

ICL PATHWAY

CASE LAW REFERRAL

CS/TEM/013
VERSION 1.0

CASE LAW NO.	0008
BIMS REF.	BE/0102081734
TIP REF.	No TIP Ref
EXCEPTION CLASS	N/A
EXCEPTION CATEGORY	Missing Transactions following base unit swap out
DATE FIRST RECEIVED	08/02/01

**ICL****ACCEPTANCE OF LIABILITY DISPUTED BY: PON****DESCRIPTION OF INCIDENT:**

A base unit swap out occurred at Criccech PO FAD: 164604 during December 2000 (Lost transactions for weeks 37 – 41). This office was unable to reconcile for these four cash account weeks until a download of the missing transactions recovered from the faulty base unit had occurred. However, the office has now been left with a discrepancy of approximately £4400, which is being held in the suspense account pending resolution. For cash account weeks 37 – 41, the office produced manual cash accounts that were sent to PON / TIP who has adjusted their accounting systems to reflect the figures contained within these manual accounts. In doing so, the office still appears to carry a discrepancy and the Horizon system within the office still shows the original loss. To date, TP have only identified a net discrepancy of £156.22. After further investigation by ICL Pathway, no other transactions can be isolated.

ICL PATHWAY STATEMENT:

There is no evidence to say how much of the discrepancy currently being held in this office (approximately £4400 at this stage) is due to the problems experienced which necessitated the base unit swap. ICL Pathway are unable to offer direct financial recompense at this stage, although recognition is made of the fact that the system did behave erratically prior to the engineer visit and the swap out. This case should therefore be referred to ICL Pathway / PON Commercial for discussion re. any possible compensation.

PON STATEMENT:**FINAL LIABILITY ASSIGNED TO:****DATE****SIGNED:****ICL PATHWAY****POST OFFICE NETWORK**

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PON STATEMENT:

Julie – can you please insert your view of the situation – thanks Richard

FINAL LIABILITY ASSIGNED TO:**DATE****SIGNED:**

ICL PATHWAY

POST OFFICE NETWORK