

SLAUGHTER AND MAY

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Date 13th January, 2000

Our reference JRT

From Jeff Triggs

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At the request of Keith Baines I attach Schedules 4 and 5 of the draft agreement relating to suspension of Rollout. Please could you call Graeme Seedall when you have had a chance to review it. (I am aware that the numbering in Schedule 4 has gone awry.)

Regards

GRO

J R Triggs

A list of the partners and their professional qualifications is available for inspection at the above address.
The partners are either solicitors or registered foreign lawyers.

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Document number CA003671147

Error Matrix

[Note: This matrix was prepared before the with/without warning distinction was introduced and before the suggested changes in terminology. It needs to be checked in the light of those amendments when finally agreed.]

Incident				Defences			AIC Detection						
Pathway Incident	TIP Incident Number	Incident Types	Incident Classification	SEE NOTE	Root cause fix (in place or intended)	Preventative code	Harvester record rejection	By daily checks at counter	Reported daily by Harvester	By daily checks at Host	By weekly checks at counter	By weekly checks at host	By weekly Receipts to equal Payments check
No.													
Part A		Incidents as listed in TIP Incident Status Report as at 20th Oct 1999											
A1		Deleted SU	C			Y	Y	Y	Y	Y			
A2		SU double roll	A			Y					Y		Y
A3		Missing mode – Reversal	C		Y		Y	Y	Y	Y			
A4		New SU	D		Y						Y		Y

<u>Incident</u>				<u>Defences</u>				<u>AIC Detection</u>					
<u>Pathway Incident No.</u>	<u>TIP Incident Number</u>	<u>Incident Types</u>	<u>Incident Classification</u>	<u>SEE NOTE</u>	<u>Root cause fix (in place or intended)</u>	<u>Preventative code</u>	<u>Harvester record rejection</u>	<u>By daily checks at counter</u>	<u>Reported daily by Harvester</u>	<u>By daily checks at Host</u>	<u>By weekly checks at counter</u>	<u>By weekly checks at host</u>	<u>By weekly Receipts not equal to Payments check</u>
A5		SU Name with blank first character	D			Y					Y		Y
A6		Missing timestamp	C		Y	Y	Y	Y	Y	Y			
A7		Product deleted with current transactions	D		Y	Y					Y		Y
A8		Missing mode - OBCS suspend	C		Y		Y	Y	Y	Y			
A9		Missing mode – scales	C		Y		Y	Y	Y	Y			
A10		Replication recovery	C		Y					Y	Y		
A11		Fee migration correction error	F	(4)	Y		Y	Y	Y	Y			
A12		Corrupt .all files on LT2 migration	D	(1)		Y							Y
A13		Multiple simultaneous roll-over	A			Y					Y		Y
A14		OBCS swipe permitted in	C		Y			Y					

Incident				Defences			AIC Detection						
Pathway Incident No.	TIP Incident Number	Incident Types	Incident Classification	SEE NOTE	Root cause fix (in place or intended)	Preventative code	Harvester record rejection	By daily checks at counter	Reported daily by Harvester	By daily checks at Host	By weekly checks at counter	By weekly checks at host	By weekly Receipts to Payments check
		invalid mode											
A15		Signage issue on interface	G		Y								
[A16]		Missing mode - unassigned cause	C	(8)	Y		Y	Y	Y	Y			
Part B		New incidents											
B1		Negative sign on txn numbers	G	(3)	Y	Y	Y		Y	Y			
B2		Settlement of the Reversal of the settlement of a stock adjustment	G	(5)	Y								
B3		Incorrect recording of stock transfer transactions (and consequences)	A				Y		Y	Y	Y		Y
B4		Missing cash account because of null cash account ID	G		Y	Y					Y		

<u>Incident</u>				<u>Defences</u>				<u>AIC Detection</u>					
<u>Pathway Incident No.</u>	<u>TIP Incident Number</u>	<u>Incident Types</u>	<u>Incident Classification</u>	<u>SEE NOTE</u>	<u>Root cause fix (in place or intended)</u>	<u>Preventative code</u>	<u>Harvester record rejection</u>	<u>By daily checks at counter</u>	<u>Reported daily by Harvester</u>	<u>By daily checks at Host</u>	<u>By weekly checks at counter</u>	<u>By weekly checks at host</u>	<u>By weekly Receipts not equal to Payments check</u>
B5		Reference Data Error on product 196	G										
B6		Invalid ITM	C			Y		Y					
B7		Migration of erroneous ECCO transfer transaction	F										
B8		APS reversal txns with missing O-mode	C		Y		Y	Y	Y				
B9		Missing primary mappings in ref data.	F							Y			Y
B10		Cash account with zero values	E		Y	Y					Y		
B12		Transfer Out transaction within a DDN session	C	(2)	2	2					Y		Y
B13		Problem with persistent object index updates	D		Y			Y			Y		Y
B17		Deletion of non-core ref data	F							Y			Y

Incident			Defences			AIC Detection							
Pathway Incident	TIP Incident Number	Incident Types	Incident Classification	SEE NOTE	Root cause fix (in place or intended)	Preventative code	Harvester record rejection	By daily checks at counter	Reported daily by Harvester	By daily checks at Host	By weekly checks at counter	By weekly checks at host	By weekly Receipts not equal to Payments check
No.													
B18		Global Objects version issue	D									Y	Y
B20		Volume only tran in deleted SU	B			Y	Y	Y	Y	Y			
B21		Partial transfer	D								Y		Y
B22		Field size problem	F			Y	Y		Y	Y			
B23		Message insertion issue (duplicates A11)	F	(4)	Y		Y	Y	Y	Y			
[B24]		"Apparent discrepancies in week 2"	G	(8)									
[B25]		Migration of incorrect office B/F balance	F	(8)									Y

NOTESGeneral – Interpretation of the above matrix

The columns headed 'Incident' define the incidents which the Defences and AIC Detection are designed to address.

The columns headed 'Defences' summarise the defences which have (or will be) put in place to deal with the relevant incidents. In some cases it will be seen that there is more than one category of defence. These are additive layers of system resilience, and should be interpreted as follows:

If there is a root cause fix, then defensive code, if also present, would not be exercised unless either the root cause fix was found in some circumstances to be ineffective or another hitherto undiscovered root cause caused the same symptom. Taking for example A6, the cause of the missing timestamp underlying the reported incident has been fixed, and so the second defence (the repair of the defective record by the harvester) is inactive, but would be activated by some new "bug" which also caused a missing timestamp.

The harvester rejection is described as a defence because it prevents defective errors reaching TIP. If there is either a root cause fix or defensive code then the harvester will not reject the record, as records reaching the harvester will be correct. The harvester would reject the record if the fix failed (and indeed for most transaction errors did originally reject the records, which was how the error was detected by TIP).

The columns headed 'AIC detection' set out the reaction the AIC would have made to the various categories of reported errors had it been active at the time. Where these errors have been either fixed or defended against the AIC will of course not now have anything to detect. The third defence, harvester rejection, itself causes AIC detection, as quite apart from anything else which the AIC may have detected it will now also detect that a record which was present at the counter has not reached the host.

Specific – bracketed numbers in table refer

1 This bug resulted in transactions not being generated. The transactions which were in the message store were correctly brought to account.

2 Still under investigation.

The missing transactions were a result of manual intervention following file rejection by TIP, rather than software error. The code changes made will prevent leading hyphens in the field, but if such a thing were to happen the harvester would now reject.

Root cause was a migration error. The reported error is the secondary effect of the centrally introduced migration correction not being harvested to TIP, although the cash account was corrected as requested by POCL.

Root cause was incomplete definition of signage agreed between Pathway and TIP, now complete.

"Defences" - definitions of terms used as column headings.

The intended purpose of each of the defensive measures referred to in the column headings is described in the definitions below.

Root cause fix means a software fix applied to rectify the cause of the incidents reported by TIP in the relevant categories.

Preventative Code means code added to the Horizon software either to detect and prevent an inappropriate user action (such as deletion of an active stock unit) which would have adverse system consequences, or to detect a system error (such as a null cash account id) and prevent the effects of that error propagating through the system.

Harvester Record Rejection refers to the action taken by the software agent which harvests records to be sent to TIP when it detects a record as being in error. In this circumstance the agent refuses to harvest the record, instead reporting it for investigation and/or correction.

7 AIC Detection - definition of terms used as column headings:

The checks performed by each part of the AIC software will be as defined in PI/DES/002, which was re-issued at v0.8 on 22/12/99. This adds to v0.7 a new section 4.6.5, which describes the test performed by the host AIC software to detect and report on instances when the cash account payments table total does not equal the cash account receipts table total.

Daily checks at the counter refers to the error reporting performed daily by the counter software (by writing error messages in the message store for central recovery and reporting) as distinct from the daily production of control totals for subsequent use either by the host or by the weekly counter AIC processes. This reporting is described in PI/DES/002, particularly within sections 3.2, 4.1.3, and 4.3.4 .

Reported by the Harvester refers to the daily error reporting by the harvester agent, for those outlets where an End of Day marker is present, when records are found which cannot be harvested for onwards transmission to TIP because they fail validation checks. This reporting is described in PI/DES/002, particularly within sections 4.4.1, and 4.3.4.

Daily checks at the Host refers to reporting of errors detected when the host AIC software checks the data harvested for each outlet with the counter generated control totals placed in the message store for this purpose. This reporting is described in PI/DES/002, particularly within sections 3.1 and 4.5.1.

Weekly checks at the counter refers to the error reporting performed weekly by the counter software (by writing error messages in the message store for central recovery and reporting) as distinct from the production of weekly control totals for subsequent use by the host AIC processes. These errors may be detected by comparison of the cash account to the control figures accumulated daily at the counter. This reporting occurs every day, for those outlets for which a cash account has been produced and is described in PI/DES/002, particularly within sections 3.2, 3.4, 4.1.2, 4.1.5, 4.2.3 and 4.3.5.

Weekly checks at the Host refers to reporting of errors detected when the host AIC software checks the cash account sub-file for an outlet with the counter generated control totals placed in the message store for this purpose. This reporting occurs every day, for those outlets for which a cash account has been produced and is described in PI/DES/002, particularly within sections 3.3 and 4.5.2.

Receipts not equal to Payments check refers to reporting of errors detected when the host AIC software checks the cash account sub-file for an outlet to ensure that the totals for the Payments table and the Receipts table contained within the sub-file are equal. This reporting is described in PI/DES/002, section 4.6.5.

(8) The incidents shown as Pathway incidents A16, B24 and B25 have been given those designations for the purpose of this matrix and were not previously designated by incident number.

Schedule 5Amendments to Paragraph 3.6 of Schedule G01

1. The table contained at Schedule 4 to this letter shall be added as Annex 1 to Schedule G01 to the Codified Agreement.
2. Paragraph 3.6 of Schedule G01 to the Codified Agreement (as inserted by CCN 562) shall be deleted and replaced by the following:-

“3.6.1 Interpretation of Paragraph 3.6

For the purposes of this paragraph 3.6:-

“Cash Account Week” means each of the cash account periods set out in [document] period of seven days commencing at [] p.m. on a Wednesday and ending at [] p.m. on the following Wednesday;

“Data Error” means a Cash Account Imbalance (other than one caused solely by a Not Data Error), a Cash Account Error or a Transaction Error;

“Cash Account Imbalance” means an electronic cash account which has been irrevocably committed by the Outlet Manager at any Outlet at the conclusion of the end of week process at that Outlet notwithstanding that such Outlet Manager has been provided with an indication by the POCL Service Infrastructure that such cash account is not in balance;

“Cash Account Error” means an electronic cash account which is not an accurate summary of the transactions carried out at the relevant Outlet during the relevant Cash Account Week and is not a Cash Account Imbalance [or a Not Data Error].

“Data Error” means:

(i) an error (other than a Not Data Error) which results in an Inaccurate Cash Account (without warning) or a Cash Account Error; or

(ii) a Transaction Error which is not a Not Data Error;

“Inaccurate Cash Account” means in respect of any Cash Account Week at any Outlet an electronic cash account which does not properly account for all Transactions input to the POCL Service Infrastructure by Users at that Outlet in that Cash Account Week;

“Inaccurate Cash Account (with warning)” means an Inaccurate Cash Account irrevocably committed by the Outlet Manager at the conclusion of the end of week process in respect of any Cash Account Week at the relevant Outlet notwithstanding that, prior to irrevocably committing such Inaccurate Cash

Account, that Outlet Manager had been provided with an [indication of the relevant inaccuracy or inaccuracies by the POCL Service Infrastructure] [indication that there was an inaccuracy which should be investigated and which, if not addressed, could lead to an unbalanced cash account];

“Inaccurate Cash Account (without warning)” means an Inaccurate Cash Account which is not an Inaccurate Cash Account (with warning);

“Cash Account Error” means an electronic cash account presented by TMS at the TIP interface which is not an accurate record of the corresponding cash account which was irrevocably committed by the Outlet Manager;

“Transaction Error” means an error in one or more transaction data fields in the electronic record of a transaction presented by TMS at the TIP interface or a missing, duplicate or spurious additional Transaction record therein ~~which in either case is not a Not Data Error~~;

“Not Data Errors” means any of the following:-

- (i) an errors caused by invalid data input by Users in Outlets (other than the input of data which puts a previously balanced cash account into a state of imbalance);
- (ii) an errors caused by the input of erroneous data by a Users during migration of POCL Data to any Outlet (save where such error is not capable of detection by the proper use of the data migration tools have been provided by the Contractor to detect such error but such error is not detected despite proper use of those tools by the User in question);
- (iii) an errors caused by Reference Data which result in Transactions not being correctly taken into account in cash accounts where such Reference Data were correctly applied by the Contractor in compliance with the CCD entitled “ICL Pathway/POCL Interface Agreement for Operational Business Change-Product” or, pending the signature thereof, the draft of that CCD dated [], version [] [DN: CCD needs to be agreed] current at the date of this Agreement.; or
- (iv) an error which is classified in Annex 1 to this Schedule G01 as an error of class “F” or “G”, whether or not it falls within sub-paragraphs (i), (ii) or (iii) above.

“Manual Error Report” means in respect of any Data Error, a report from the Contractor to POCL describing that Data Error and specifying (in a format suitable for POCL to key into a POCL data input facility):-

- (i) in the case of a Data Error resulting in an Inaccurate Cash Account (without warning) or a Cash Account Error, each of the line items in the

relevant cash account which need to be replaced in order to correct the Data Error in question; and

- (ii) in the case of a Data Error which is a Transaction Error, the relevant Transaction record as it would have appeared but for the Data Error.

3.6.2 Classification of Incident Types

Each of the incident types listed in the table in Annex 1 to this Schedule G01 is classified in the column of that table headed "Incident Classification" by one of the following designations:-

- "A" = a Transaction Error which is also a Cash Account Imbalance an Inaccurate Cash Account;
- "B" = a Transaction Error which is also a Cash Account Error;
- "C" = a Transaction Error which is neither a Cash Account Imbalance an Inaccurate Cash Account nor a Cash Account Error;
- "D" = a Cash Account Imbalance an Inaccurate Cash Account which is not a Transaction Error;
- "E" = a Cash Account Error which is not a Transaction Error;
- "F" = a Not Data Error; and
- "G" = a cash account not transmitted by the Contractor to POCLan incident which, on the classification adopted by the parties, is neither a Data Error nor a Not Data Error but which is treated by the parties as a Not Data Error.

3.6.3 Detection of Errors

The Contractor shall duly apply throughout the term of this Codified Agreement all of the defensive measures and checks described in the Annex to this Schedule G01 ~~(including those required by the GCD entitled "Logical Design for EPOSS/TIP Reconciliation Controls" (PI/DES/002) and, where appropriate, the Accounting Integrity Control Release)~~ in order to detect Data Errors and Not Data Errors. Such defensive measures and checks will be applied with the frequency ~~required by that GCD indicated in the said Annex.~~ All Data Errors and Not Data Errors detected (by the Contractor or otherwise and whether or not by application of such defensive measures and checks) shall, subject to paragraph 3.6.4 below, be dealt with in accordance with the remaining subparagraphs of this paragraph 3.6.

3.6.4 Widespread Errors

As soon as the Contractor discovers, whether through calls received at the Help Desk or otherwise, that there are or are likely to be Data Errors or Not Data Errors affecting cash accounts at more than [100] Outlets in any one Cash Account Week then the Contractor shall immediately:-

3.6.4.1 notify POCL in accordance with procedures described in the CCD entitled "TPS Reconciliation and Incident Management" (CS/PRO/11); and

3.6.4.2 comply with those provisions of that CCD which shall be inserted by reference to this paragraph 3.6.4.

~~Thereupon~~ Upon the Contractor's giving notice in accordance with paragraph 3.6.4.1 the remaining provisions of this paragraph 3.6 shall cease to apply in relation to such Data Errors and Not Data Errors.

3.6.5 Data Errors discovered before transmission

3.6.5.1 Subject to paragraph 3.6.5.4 below, if the Contractor discovers a Transaction Error which is a Data Error prior to the relevant record being transmitted by the Contractor to POCL over the TIP interface, then the Contractor shall not transmit the relevant record but shall retain it and:

- (a) correct the Transaction Error in the relevant record (such corrected record being hereafter referred to as "the Repaired Transaction Data");
- (b) transmit the Repaired Transaction Data to POCL over the TIP interface; and
- (c) promptly issue a report to POCL in an agreed format containing an explanation of the correction made.

3.6.5.2 If the Contractor discovers any ~~Cash Account Imbalance Data~~ Error resulting in an Inaccurate Cash Account (without warning) prior to the relevant record being transmitted by the Contractor to POCL over the TIP interface then, notwithstanding the presence of such error, the Contractor shall transmit the relevant record to POCL over the TIP interface and promptly issue a report to POCL ~~(in the same format as a Manual Error Report referred to in paragraph 3.6.5.5 below)~~ containing a brief description of that Cash Account Imbalance in respect of that Data Error.

3.6.5.3 Subject to paragraph 3.6.5.4 below, if the Contractor discovers any Data Error resulting in a Cash Account Error prior to the relevant record being transmitted by the Contractor to POCL over the TIP interface, then the Contractor shall not transmit the relevant record but shall retain it and:

- (a) correct the Cash Account Data Error in the relevant record-cash account (such corrected record-cash account as so corrected being hereafter referred to as “the Repaired Cash Account”);
- (b) transmit the Repaired Cash Account to POCL over the TIP interface; and
- (c) promptly issue a report to POCL in an agreed format containing an explanation of the correction made.

3.6.5.4 The Contractor may, instead of retaining and repairing records in accordance with paragraphs 3.6.5.1 and/or 3.6.5.3 above, promptly issue to POCL a manual error report complying with sub-paragraph 3.6.5.5 below (a “Manual Error Reports”) for up to a total of 50 Transaction Errors and Cash Account Data Errors occurring in a Cash Account Week (or such higher limit as the parties may agree).

~~3.6.5.5 Each Manual Error Report shall include a full specification of the relevant Transaction or cash account record as that Transaction or record would appear if it did not contain a Data Error, in a format suitable for POCL to key into a POCL data input facility.~~

3.6.6 Data Errors discovered after transmission

3.6.6.1 Where a Transaction Error or Cash Account Data Error shall not have been discovered before transmission of the relevant record to POCL over the TIP interface, but is subsequently discovered, the provisions of paragraphs 3.6.5.1 and 3.6.5.3 above shall not apply to such error Data Error. Instead the Contractor shall either:

- (a) with POCL’s agreement (such agreement not to be unreasonably withheld), correct the Transaction Error or, as the case may be, the Data Error in the relevant cash account Cash Account Error in the relevant record, transmit the Repaired Transaction Data, corrected Inaccurate Cash Account (without warning) or (subject to paragraph 3.6.6.4 below) Repaired Cash Account to POCL over the TIP interface and promptly issue a report

to POCL containing an explanation of the correction made; or

- (b) promptly issue to POCL a Manual Error Report in respect of that ~~Transaction Error or Cash Account Data~~ Error.

3.6.6.2 If the number of ~~Transaction Data Errors, Cash Account Errors and Cash Account Imbalances~~ which are discovered after the transmission of the relevant record exceeds twenty in any Cash Account Week the Contractor shall, in consultation with POCL, review the process introduced by the Accounting Integrity Control Release with a view to enhancing such process in order to detect the relevant ~~Transaction Errors or Cash Account Data~~ Errors prior to transmission of the relevant records and to identify and correct root causes of such errors.

3.6.6.3 Any ~~Transaction Error or Cash Account Data~~ Error processed by the Contractor under paragraph 3.6.6.1(b) above which shall have been discovered after transmission but before the conclusion of the Cash Account Week in which it shall have occurred shall count towards the 50 per Cash Account Week limit under paragraph 3.6.5.4 above. However, where a ~~Transaction Data Error or Cash Account Error~~ is discovered after transmission and after the conclusion of the Cash Account Week in which it shall have occurred the Contractor shall be entitled, without thereby being in breach of paragraph 3.6.5.4 above, to submit a Manual Error Report in respect thereof in accordance with paragraph 3.6.6.1(b).

3.6.6.4 Where paragraph 3.6.6.1(a) above applies, the Contractor's obligation to transmit a Repaired Cash Account may be satisfied by transmitting such part of the Repaired Cash Account as is necessary to correct the Data Error concerned, provided that such transmission complies with the requirements of the CCD entitled "Pathway to TIP Application Interface Specification".

3.6.7 Not Data Errors

The Contractor shall, promptly following discovery of any Not Data Error, issue a report to POCL (in the same format as a Manual Error Report) containing a brief description of the Not Data Error to the extent that it can be identified and shall co-operate with POCL and, to the extent that is reasonable, assist POCL (a) to investigate and seek to prevent the recurrence of such Not Data Error and (b) to prevent the production of Cash Accounts which are incorrect as a result of such Not Data Error.

[Is any action to be taken by the Contractor in respect of Inaccurate Cash Accounts (with warning)? Should these be treated as Not Data Errors?]

General Provisions

- 3.6.8 The Contractor undertakes to use all reasonable endeavours, in accordance with the procedures defined in the CCD entitled ~~[]~~ “TPS Reconciliation and Incident Management” - CS/PRO/11, to notify POCL [(where possible)] of the occurrence of a Data Error or Not Data Error on the same day on which such Data Error or Not Data Error occurs and shall in any event notify POCL thereof on the morning following the date on which it occurs.
- 3.6.9 The Contractor undertakes to use all reasonable endeavours to ensure that:
- 3.6.9.1 ~~_____~~ the delay between the occurrence of a Data Error (or in the case of a Data Error detected after the transmission of the relevant record, its detection) and (a) the issue of a Manual Error Report in respect thereof to POCL, (b) transmission of the Repaired Transaction Data or (subject to paragraph 3.6.6.4) Repaired Cash Account to POCL over the TIP interface or (c) (in the case of a ~~Cash Account Imbalance~~ Data Error resulting in an Inaccurate Cash Account (without warning)) the issue of a report to POCL pursuant to paragraph 3.6.5.2 above; or
- 3.6.9.2 ~~_____~~ the delay between discovery of a Not Data Error and the issue of a report to POCL in relation thereto under paragraph 3.6.7 above
- shall not in either case exceed five working days.
- 3.6.10 ~~_____~~ Where any such delay as is referred to in paragraph 3.6.8 has exceeded, or the Contractor believes that it is likely to exceed, five days, the Contractor shall immediately notify POCL's Head of Service Management and shall procure that the Contractor's Customer Service Director (or, in his absence, ~~the senior manager in charge of his responsibilities~~ his deputy) is made available to meet with POCL's Head of Service Management (or his delegate) to discuss the delay within two working Days of such notification.
- 3.6.11 Where the Contractor provides Manual Error Reports it shall provide a separate Manual Error Report for each ~~Transaction Error or Cash Account Data Error~~ discovered. For this purpose, where a single error in a cash account is manifested in more than one place in that cash account it shall be treated as a single ~~Cash Account Data Error~~, but two or more different errors in the same cash account shall be treated as different ~~Cash Account Data Errors~~, each requiring a separate Manual Error Report.
- 3.6.12 ~~_____~~ Where the Contractor is required to make an assumption in order to correct a Data Error and/or present Repaired Data, the Contractor shall make such

assumption and promptly inform POCL, ~~prior to transmission of the Repaired Data,~~ of the assumption made.

3.6.13 The Contractor shall pay to POCL within 30 days after the end of each month a sum to compensate POCL for its costs in dealing with ~~Manual Error Reports~~ reports for all Transaction Errors and Cash Account Data Errors as follows:

3.6.13.1 £150 per Manual Error Report relating to a Transaction Error discovered after transmission of the relevant ~~data~~ record;

3.6.13.2 £100 per Manual Error Report relating to a Transaction Error discovered before transmission of the relevant record; and

3.6.13.3 £100 per Manual Error Report relating to a Cash Account Error discovered; and

3.6.13.4 £100 per report issued in accordance with paragraph 3.6.5.2 relating to an Inaccurate Cash Account (without warning)

in that month. Clause 802 of the Codified Agreement shall apply to such payments as though they were liquidated damages for failure to meet Service Levels.

For the purposes of calculating the sum which may be due to be paid to POCL under this paragraph 3.6.13 all Data Errors which shall have been corrected by the Contractor and the relevant Repaired Transaction Data or (subject to paragraph 3.6.6.4) Repaired Cash Account transmitted to POCL over the TIP interface within five Working Days of such Data Error occurring shall be excluded and no payment shall be made to POCL in relation to such Data Errors. For the avoidance of doubt, no payment shall be made by the Contractor to POCL in respect of error reports for ~~Cash Account Imbalances~~ Inaccurate Cash Accounts (with warning)."

[Is there a mechanism for such reports?]

3. This Schedule 5 also modifies Acceptance Resolution Plan 376 (Reference CR/ACD/376 Version 0.9 Dated 23rd September, 1999); paragraph 5.3.3 thereof shall be amended as appropriate to be consistent with this Schedule to the intent that the procedures and obligations set out in this Schedule shall take precedence over, and replace, the procedures and obligations set out in numbered paragraphs 1 to 5 (inclusive) of the said paragraph 5.3.3.

User ID: ADDRESS1

=====

TO: Name: 75365 MARTIN BOX

Company: POCL

Fax Phone Number:

Contact Phone Number:

Info Code 1: 207738/10582

Info Code 2: JRT

Sent to remote ID:

Sent at: Thu Jan 13 11:43:18 2000

Sent on channel 14

Elapsed Time: 6 minutes, 56 seconds

Hangup Result:

Transmission Status:

Page Record: 1-17 good (00).
