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## Electronic *memo*



**To:** Keith K Baines/e/POSTOFFICE@POSTOFFICE

**cc:**

**Hard Copy To:**

**Hard Copy cc:**

**Date:** 20/06/2000 17:00

**From:** Lynn Hobbs

**Subject:** Two Ball Lonnen and Hazelrigg

Keith

Thank you for sending me the information you obtained on the above offices, unfortunately we seem to have ended up completely at cross purposes in terms of what I was hoping to obtain. I was looking to have their transaction information interrogated to try and understand how the errors could have occurred. I thought this was what we discussed in terms of obtaining information from Pathway which would only normally be available if we suspected a fraud. What I have received from you is a list of the calls made to the Horizon System Helpline on behalf of the office over the period since go live. I assume the information I have received is available basically at the touch of a button rather than as a special request which we may have to pay a special payment for. I'm sorry to say that I don't feel I am any further forward with these offices.

Could you please advise me exactly what information Pathway hold that we ought to be able to access if we have a situation in an office where we suspect a fraud and how we gain access to it. It seems to me that this data should be available to us as a business and if we are unable to access it then this has the potential for creating major problems for us. I am asking this because my boss is keen to know how these suspense account issues will be resolved and I need to update him on where I am with these two offices.

Lynn

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