
Question 1 of the Inquiry's Call for Evidence

What impact did the operation & management of the Horizon IT system have, & what effects were personally experienced as a result?

Postmaster since 1984 so used the paper system of accounting with daily and weekly books. Used Richard Jackson's accounting program without any problem balancing. Always within a few pounds except where an error had occurred but usually received a correcting error notice to put things right.

We were forced to go onto the Horizon system and stop using the R Jackson program. Horizon was not user friendly and did not have the flexibility of the Jackson program.

Soon after starting Horizon, larger balancing errors started occurring. Not big ones but normally shortages and less gains. As the weeks and years passed we used our takings from our stationery sales to pay for the shortages shown on horizon. After years of balancing with overs and shortages which more or less cancelled out we found ourselves constantly paying for shortages. We questioned the constant shortages with an audit team. They investigated but said they could not find any system problems. They said it must be our error doing transactions. There was nothing else we could do.

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