

TUE, -05-JUN-01 12:53 SPARAXMINSTER
264 519X

GRO

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HORIZON SUSPENCE

DURING MIGRATION AND STARTING HORIZON WE LOST £541.19.
ON THE NEXT DAY WHILST SUPERVISED A FURTHER 30.00 WAS LOST. LOOKING BACK NOW I SHOULD HAVE PUT INTO SUSPENSE ACCOUNT, AND NOT MADE GOOD.
THE OFFICER PRESENT DURING ALL THIS WAS BOTH SURPRISED AND WENT THROUGH EVERYTHING HIMSELF, AND COULD NOT FIND ANY FAULTS.
MY RNM AND GARY ADDERLEY REVIEWED THE SITUATION AND NEITHER COULD ACCOUNT FOR THE MISSING MONEY. SEE LETTER ATTACHED. NO SUPPORT WAS RECEIVED OTHER THAN ABOVE, AND FURTHER CONTACT WITH HORIZON ONLY BROUGHT COMMENTS LIKE IT IS NOT OUR PROBLEM.
EVENTUALLY A LADY WROTE TO ME BUT IT WAS ONLY A POLITE LETTER WITH NO PATH OR ACTION FOR RESOLUTION. IT ALSO SAID THAT ITEMS WERE CLEARED WHICH WAS NOT TRUE. IN FACT HORIZON CLOSED SEVERAL POINTS ON THEIR OWN BACK, AND IN SOME CASES I INSISTED THEY WERE RE OPENED. TO PUT IT BLUNTLY THEY WERE ONLY INTERESTED IN GIVING AN ANSWER THEY CONSIDERED OK, AND THEN WANTED TO CLOSE THE ISSUE.
A FURTHER £109.52 WAS ALSO INVESTIGATED IN WEEK 25, WHICH I MADE GOOD BUT BELIEVE NOW THAT I SHOULD NOT HAVE DONE.
OCTOBER GIRO TRANSACTIONS CUT OFF AFTER ISSUE OF REPORT, APPEARED AGAIN NEXT DAY. BECAUSE OF PROBLEMS BEING EXPERIENCED WE ACTUALLY PRINTED ANOTHER REPORT TO SHOW THAT NO TRANSACTIONS HAD BEEN MISSED, AND A REPORT WAS GENERATED TO SHOW NO NEW TRANSACTIONS HAD TAKEN PLACE. THE RECORDS WERE SEEN BY MY RNM WHO AGREED THAT IT HAD HAPPENED
25-10-00 COULD NOT GET CASHFLOW TO WORK HAD TO RE BOOT COMPUTER.
OTHER EXPERIENCES -- CASHFLOW FIGURES WERE DOUBLING UP--HORIZON SAYS WE WERE PUTTING IN TWICE, WHICH WE WERE NOT, AND ALSO WITNESSED BY POCL ON ONE OCCASION. HORIZON NOT INTERESTED.
SEVERAL RE BOOTS DUE TO MALFUNCTION OF SCREEN, SCANNER, PROCESSOR.
DURING A PENSION GROUP 13 ENTRY OF VALUE THE SCREEN CHANGED AND PRINTED A RECEIPT. THE HELP DESK EXPLAINED WHAT HAD HAPPENED, SO I ACTUALLY DID WHAT THEY SAID AND IT DID NOT DO WHAT HAPPENED. ANOTHER UNEXPLAINED OCCURRENCE. AGAIN HORIZON NOT INTERESTED.
HAD TO ADJUST STOCK ON SEVERAL OCCASIONS WHEN THERE SHOULD NOT HAVE BEEN ANY CHANGE. APS FUNCTION WOULD NOT WORK ONE DAY.
CANNOT GET CONTINUITY BETWEEN CASH ON HAND AND SNAPSHOT, HOWEVER HARD I TRIED.
2ND POSITION SAID OTHER SCREEN OUT OF ACTION, SAID OK AND IT PUT ON A TV LICENCE.
20-10-00. THIS IS SOME OF THE PROBLEMS EXPERIENCED, AND AFTER A LOT OF COMPLAINING I WAS CONTACTED BY DAVE SMITH, IF I REMEMBER CORRECTLY, WHO CONSIDERED I HAD A SERIES OF PROBLEMS THAT NEEDED FURTHER INVESTIGATION.
IN ORDER TO COOPERATE SOMEBODY ELSE TOOK OVER THE POST OFFICE WHILST I WORKED WITH DAVE ON POSITION 2.
DAVE ASKED FOR AN OFFICE SNAPSHOT TO BE PRINTED, WHICH I DID. PARTWAY THROUGH THE COMPUTER SWITCHED OFF. LOGGED BACK ON. DAVE WENT AWAY AND CAME BACK LATER AND CONFIRMED THAT THE COMPUTER HAD SWITCHED OFF ON ITS OWN ACCORD, NOT INSTRUCTED BY ME, AND THERE WAS NO RECORD OF THE OCCURRENCE, AND THEY COULD SEE I HAD SUBSEQUENTLY RE BOOTED.
THE COMPUTER WAS CHANGED.
ONCE THE COMPUTER WAS CHANGED THINGS CAME QUICKLY IN TO CONTROL AND ON THE 20-10-200 I PHOTOCOPIED SOME DOCUMENTS THAT SHOWED THE CASH ON THE SNAPSHOT AND CASH DECLARATION AS BEING WITHIN 46P. AN EXCELLENT IMPROVEMENT ON WHAT HAD BEEN HAPPENING. OTHER MYSTERIOUS OCCURENCES ALSO STOPPED.
SINCE THEN ALL DISCREPENCIES HAVE BEEN ACCOUNTABLE FOR IN THE END.