

Checking a Discrepancy – (Part 6)

Please note: Discrepancies are not usually caused by system problems they are more likely to be caused by user error - transactions not entered correctly, stock incorrectly counted etc. Checks need to be made before referring SPMR to HSH to investigate system fault.

Ask SPMR:

Where is the discrepancy showing? (Snapshot, View discrepancies screen, trial balance)

If SPMR is not looking at a trial balance ask them to print one out after declarations are made.

Once SPMR has trial balance ask:

What is the discrepancy now?

What was last week's discrepancy?

Was last weeks discrepancy dealt with? (made good or put into suspense)

Have daily reports been thoroughly checked?

Have weekly reports been checked?

Has cash been checked?

Does adjust stock match stock on hand?

Are all remittances in and out correct? (stock, cash, scratch cards, cheques)

Has anything out of the ordinary been received? (u/p cheque, buy back, error notice)

If SPMR has checked all above advise to roll over with the discrepancy and make it good. The discrepancy may come back in the form of an error notice at a later date.