

Checklist

Tier 1 checklist

Complete Y/N	Area
	Has branch Produced end of Day/Week Reports – see weekly procedures balancing
	Has branch Produced a Balance Snapshot – see weekly procedures balancing
	Has branch Made Declarations on Cash, stamp, Currency – see weekly procedures balancing
	Check for Negative Stock – see weekly procedures balancing
	Producing a Balance Report – see weekly procedures balancing
	Does the discrepancy need further investigation by tier 1?
	General Check list – see Weekly Procedures – Discrepancies
	Specific checklist – see Weekly Procedures – Discrepancies
	Is discrepancy resolved (if no email case from Dynamics to tier 2)
	Case emailed to Tier 2

Tier 2 checklist

Complete Y/N	Area
	Review tier 1 case and investigation
	Establish discrepancy issue while reviewing case
	Establish when Branch last balanced/ or when they were working ok
	Establish branch balancing capability
	Review previous cases on Dynamics
	Review BIT file
	Review Horice
	Review Credence
	Has the cause of the discrepancy been identified
Yes	
No	
	Can issue be resolved over phone
	Update case with issue
	Does the branch need highlighting to other teams for further investigation
	Does a TC need raising?
	Is there a training issue
	Does the training require field intervention?
	Complete training over phone