The Knowledge Based Article (KBA) asks the advisor to complete a form in the Transaction Details section, which is below:

AN: 2422 - Original Source: Louise Liptrott email 19/08/2019. Updated: Tim Humphries by email on 30/11/2020.

L1- BSC Back Office

L2- BSC Monthly Procedures L3- BSC Discrepancies

L4- BSC T2 Investigations

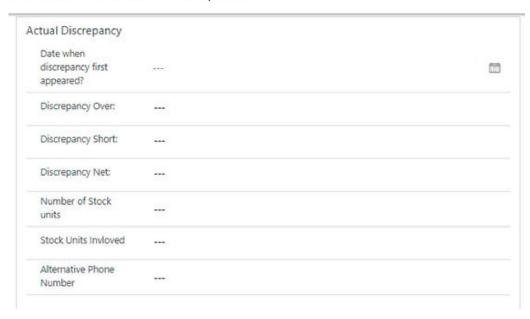
What to do if you spot a discrepancy during your Monthly **Balancing Procedures?**

If on the balance report you come to a net discrepancy of which you were not expecting please follow this check list to try and identify a possible cause.

It may also transpire that your net discrepancy is a combination of a shortage and an overage meaning there is more than error to look into.

Tier 1 Advisors need to go to Transaction Action Details screen and select the T1 Discrepancy Form to complete.

Transaction Form for Tier 1 held in Dynamics:



| hecklist | | |
|--|-----|--|
| Check for any TC's | | |
| Check for any TA's | === | |
| Check any cash variance | | |
| Checked transfers | | |
| Check if there are any zero transactions | | |
| Checked stock & cash rems | | |
| Checked reversals new & existing | | |
| Check duplicate transactions | | |
| Checked where the discrepancy is | ••• | |
| Checked Suspense account | | |
| Checked stock adjustments | | |
| Checked miskeys | | |
| iscrepancy Overview | | |
| Discrepancy Overview | | |
| | | |
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