

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:

Actual Discrepancy	
Date when discrepancy first appeared?	--- 
Discrepancy Over:	---
Discrepancy Short:	---
Discrepancy Net:	---
Number of Stock units	---
Stock Units Involved	---
Alternative Phone Number	---

Checklist

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

Discrepancy Overview	---
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