

SwiftCheckup

CONTROL MATRIX · PAYMENT PROOF PILOT

Control matrix — payment proof pilot

CONTROL	OWNER	SLA	ESCALATION TRIGGER	EVIDENCE REQUIRED
Proof-packet completeness	Branch manager	12h	Missing receipt or remittance	Receipt + remittance + bank ref
Owner assignment	Finance ops	Same day	No packet owner in queue	Named owner in packet log
24-hour clearance	Finance ops	24h	Packet still open at 24h	Complete packet status
36-hour escalation	Regional finance manager	36h	Open item past SLA	Exception note + owner handoff
Processor remittance match	Treasury analyst	24h	Advice file absent	Processor advice or trace ID
Bank reference validation	Treasury analyst	24h	Reference mismatch	Bank trace ID
Dispute routing	Collections lead	48h	Customer challenge logged	Packet history + dispute note
Audit-log retention	Finance ops	Weekly	Missing packet revision	Packet log export
Weekly sponsor readout	Regional finance manager	Weekly	Mismatch above threshold	Open-item summary