

## SwiftCheckup

REVISION 01 · WORKFLOW MAP SPECIMEN

# Workflow map — branch-to-HQ proof packet

### 01 — Customer pays

Payment lands through bank transfer or POS settlement.

### 02 — Branch captures

Receipt and branch note collected by the local team.

### 03 — Branch uploads proof

Packet should contain receipt, remittance, and reference.

### 04 — HQ receives

Break: screenshots and advice files arrive through different channels.

### 05 — HQ verifies

Finance operations checks completeness and owner match.

### 06 — Processor confirms

Advice file or reference gets matched.

### 07 — Reconciliation posts

Cash truth updates once the packet clears.

### 08 — Exception queue

Open items escalate at 36 hours.

## Callouts

Break highlighted: the gap between HQ receipt and HQ verification is where the packet loses shape. Current aging: 26h average on open proof packets, rising to 41h on disputed remittances. Cost signal: 18% daily mismatch and repeated re-check work across finance, treasury, and branch teams.