Trace one transaction

Map an end-to-end process with finance, operations and IT.

1 Describe the transaction

Market / entity / channel	Transaction type / reference	Business question	Reviewers / date

2 Trace each step

Step	System	Reference	Owner	Gap
Order or contract Customer, entity, channel and currency				
Fulfillment / delivery Delivery evidence; partial or full completion				
Invoice or credit Link to order/delivery; adjustments and returns				
Payment / settlement Link to invoice; fees, refunds and timing				
Finance / reporting Reconcile source records; agree definitions				

Record the system, transaction reference, owner and any gap at each step. Use N/A where needed. For software/services, follow the contract, service delivery and billing events.

Identify the gaps and agree on a priority

Mark C = clear, G = gap, ? = unknown, or N/A. Record evidence for each check.

1 Check the gaps

Check	Status	Evidence
Connected references Can you trace the transaction across all relevant steps?		
Consistent mappings Are customer, product/service, entity, currency and channel definitions clear?		
Explained differences Can you explain order, invoice and settlement differences?		
Timing versus errors Can you separate timing differences from errors or missing transactions?		
Owned exceptions Does each exception have an owner, a resolution route and confirmed closure?		
Useful reporting Does reporting reconcile to source records and answer the business question?		

2 Agree one action

Priority gap / evidence	Likely cause Process / data / integration / platform / unknown	Next action	Owner / review date	Result to check