

PAYMENT INVESTIGATIONS & EXCEPTIONS

Swift Case Management

Payment queries, recalls and exceptions arrive across FIN and ISO 20022, and when they are handled through disconnected inboxes and spreadsheets they are easily lost, missed against cut-off times, or resolved without a reliable record.

Swift Case Management in conjunction with Aquila will provide an intelligent, structured approach to identifying, managing and resolving operational issues.

Aquila will centralise case management, providing clear ownership, consistent workflows, end-to-end visibility and a complete audit trail, and enable automated, issue-specific case creation. Problems can be identified and categorised, with the appropriate predefined action based on the nature of the issue.

Additionally, if a case is received, the system can initiate the required actions and generate the appropriate response automatically, enabling routine and repeatable issues to be addressed without unnecessary manual intervention.

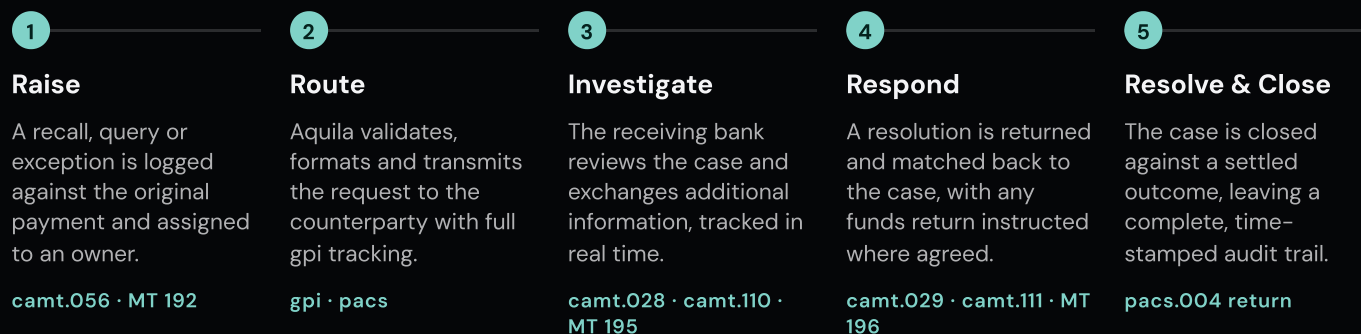
Aquila brings the full lifecycle of a payment query into a single, controlled view, so that from the moment a case is raised through to the point it is resolved, every message, status update and deadline stays visible, auditable and under operational control.

Aquila draws case management, message management, reconciliation, matching and incident tracking onto a single shared platform, so that automation and operations teams can raise, progress and close cases without leaving the environment that already processes their payments.

As every case is linked to its originating transaction and to the messages exchanged along the way, investigators can see the current status at a glance, act on exceptions before deadlines are breached, and demonstrate exactly what happened and when, all from one controlled queue.

The Case Lifecycle

A case moves through five stages, from the payment that raised it to a settled outcome, with bank operations, Aquila and the counterparty bank working from the same record throughout.



How Aquila Manages A Case

A Raised From Queue Management

A case can be automatically opened directly against a message in the Queue Management dashboard, inheriting the payment reference, parties and amounts so nothing is rekeyed.

B Routed To The Right Owner

User profiles and authorities determine which department users see a case, and automated rules assign, escalate and prioritise work as circumstances change.

C Tracked And Audited To Closure

Every status change, note and outgoing message is captured, giving a complete audit for investigation, analysis and corrective action through to a fully recorded close.

D Exchanged As Structured ISO 20022 Case Messages

Investigation requests and responses can be generated and received as camt.110 and camt.111 messages, routed through Swift's Case Orchestrator, keeping Aquila aligned to the November 2027 retirement of free-format MT199/299 case correspondence.

What You Gain

Fewer Missed Deadlines

Live status and prioritisation help teams act before cut-off times pass.

Full Auditability And Improved Operational Control

Every action is time-stamped and recorded for compliance and later analysis, with clear ownership, visibility and resolution options.

One Source Of Truth

Cases sit beside the payments and messages they relate to, not in a separate system.

Ready For The ISO 20022 E&I Deadline

Native camt.110/111 support prepares teams for the November 2027 cut-over, ahead of legacy MT retirement.

Faster Resolution And Reduced Effort

Automated processes can be configured to facilitate issue identification, routing and ideal response quickly and effectively, allowing teams to focus their expertise on the complex cases that genuinely require human intervention.

Greater Consistency And Customer Outcomes

By applying structured processes according to issue type, counterparties are quickly and unambiguously informed of issues.

The result is a more proactive and scalable case management capability, automating the routine while ensuring the right people are engaged when human judgement is required.

PART OF ONE INTEGRATED PLATFORM

Case management messages are stored in and share Aquila's single database with message management, matching, reconciliation and incident management, so investigations draw on common information within a single platform.

AT A GLANCE

MODULE	Aquila Case Management
COVERS	Recalls, queries, exceptions, investigations
STANDARDS	Swift FIN, ISO 20022 (MX) and camt.110/111 via Case Orchestrator
CONTROL POINT	Queue Management, Incident Management
DEPLOYMENT	In Aquila's single shared-database platform

MESSAGE TYPES

camt.056	camt.029	camt.028
camt.110	camt.111	pacs.004
MT 192	MT 195 / 196	

Investigation traffic is exchanged as structured ISO 20022 case messages, so requests and responses carry the same references and parties as the payment that raised them.

Raise. Route. Investigate. Resolve.

Payment investigations and exceptions, handled inside Aquila.

One controlled queue. Recalls, queries and exceptions are raised directly against the message that triggered them in Queue Management, inheriting the payment reference, parties and amounts so nothing is rekeyed.

Deadlines stay visible. Live status and prioritisation let teams act on exceptions before cut-off times pass, rather than discovering a breach after the fact.

The right owner, first time. User profiles and authorities determine which department sees a case, and automated rules assign, escalate and prioritise the work as circumstances change.

A complete record. Every status change, note and outgoing message is time-stamped and captured, giving a full audit for investigation, analysis and corrective action through to a recorded close.

About Aqua Global

Aqua Global is a software provider that has been assisting financial institutions to automate their transaction lifecycle since 1983, providing seamless, secure and robust message automation.

Headquartered in London with a support hub in Poland and global business partners, Aqua Global has supported banks across over 30 countries around the world. Our solutions support real-time operations, regulatory compliance and scalable automation, and we focus on building long-term partnerships, tackling complex operational challenges, and providing reliable, high-performance systems that assist our clients every day.

The Aquila Platform

Centralised Orchestration



Message Management



ISO 20022 Processing



Payments



Treasury



Securities



Reconciliations



Matching



Incident Management



Case Management



For more information, visit

Web: aquaglobal.co.uk

LinkedIn: [@aquaglobal](https://www.linkedin.com/company/aquaglobal)