

Welcome Pack | EXTERNAL

Intelligent Audit: Let's Get You Started

Let's put your travel and expense claims policy in place – and ensure your rules are followed.

THE BEST RUN

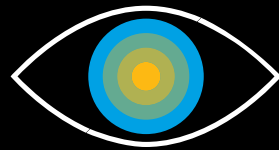


Overview

Intelligent Audit
at a Glance

Intelligent Audit at a Glance

By harnessing the power of AI and in partnership with our certified human auditors, Intelligent Audit carefully reviews claims to make it easier for you to monitor policy compliance, secure preferred supplier rates, and support tax reclaim. You'll benefit from:



Clearer Visibility

Get accurate travel and expense data, identify trends, and make more informed decisions.



Greater Control

Specify what's required for each claim to be approved, and use our service as a second pair of eyes.



Stronger Compliance

Identify non-compliant spend, help ensure expense justification, and support your compliance.

Overview

Support Overview

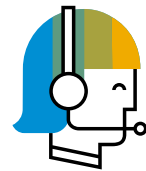
You'll Receive Tailored Support, Every Step of the Way

Now you can spend less time managing the process and chasing people for receipts.



Tailored Support

Once your audit service has gone live, a Client Service Specialist (CSS) will be in touch to help you begin your Intelligent Audit journey.



Easy Access to Audit Advice

They can answer questions and provide advice to your team members assigned as administrators for Intelligent Audit.



Overview

Here's How It Works

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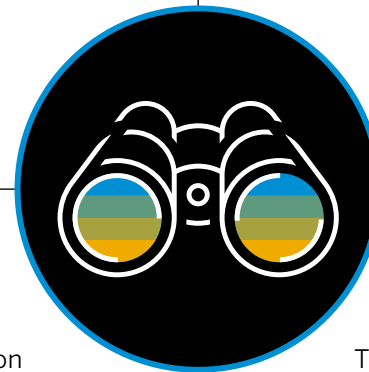
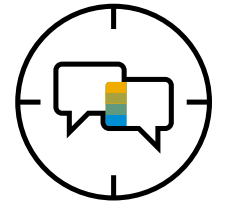


Maximum Processing Power

Intelligent Audit utilizes ML, AI, and certified auditors to ensure your reports are audited in line with expectations.

14 Languages World-Wide

We're multi-lingual and our auditing teams support 14 languages across the globe.



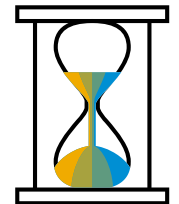
Global Centers

When human intervention is required, the workload is handled by expert teams at our Global Audit Service Centers. We assign the right tasks to the right teams depending on your specific auditing needs.

Only 3 Business Days*

That's the average monthly turnaround time for an audit.

**Talk to us if you need reports sooner. Turnaround times can be affected by multiple factors such as receipt clarity, audit complexity, and VAT requirements.*



Overview

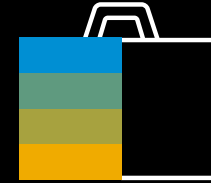
Protecting Your Privacy

How We Help to Protect Your Privacy



Employees' Personal Details

Intelligent Audit service uses a separate tool to carry out audit reviews, giving you visibility of expense information and report details only. Your employees' Concur profile and other personal details are not visible.



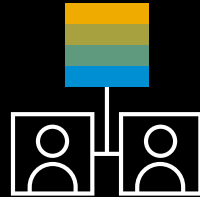
Sticking to Your Brief

Intelligent Audit tool is configured according to your travel and expense policy, and your guidelines are followed for 100% of claims audited.



How to Use Our Service in the Most Effective Way

It's best to use Intelligent Audit **after** submission and **before** line manager approval:



Working with Employees

Employees are guided as to how to correct discrepancies – helping raise awareness around policy and compliance.

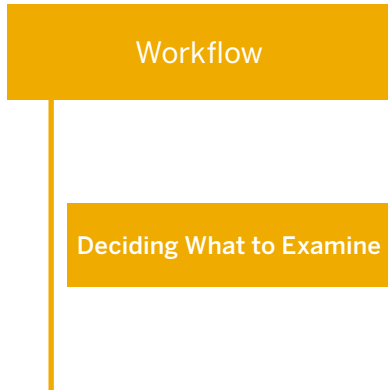
Insights for Managers

Reports are only sent to managers when the data is accurate, so they can see the genuine business cost.



Saving Hassle for Everyone

Completing the audit before payment avoids all the potential hassles of rectifying overpayments.



Deciding What to Examine – It’s Your Choice

Intelligent Audit is a customized service. You’re in control of what (and how much) is checked:



Easily Manage Your Priorities

You can choose to audit everything or request a percentage split, allowing you to focus on a selection of claims based on things like value, groups, or random checks.

Did you know?

93% of EMEA customers opt for a 100% audit review.



Define Your Focus Areas

You can split the focus of your audit to encompass claims from different groups of employees or countries.

Did you know?

You can select 100% of claims for the UK, 50% for the US and 25% for China. It’s your choice.

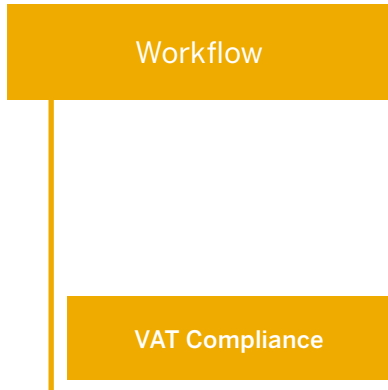


Ask the Right Questions

You can define and fine-tune the questions we apply when assessing claims to better suit the needs of your business.

Did you know?

Duplicate claims within the same expense report can easily be identified and flagged.



Capturing VAT and Supporting Your Compliance

VAT Checks for Countries

The Auditor will only make changes to claims during VAT checks. These changes will be agreed with the customer during the on-boarding process.



Reclaiming VAT

Concur Tax Assurance by VATBox identifies and maximizes your VAT recovery on travel and expenses.



Vat Amount Check

Auditors will review the captured VAT amount on the receipt. Providing evidence is visible, they can adjust any discrepancy to ensure the VAT captured matches the receipt.



Receipt Status Check

We will review your requirements during the Intelligent Audit onboarding process and let you know what support we can provide in applying your tax receipt criteria.

Need to include custom checks to support your VAT process? Talk to your SAP Concur Client Services Specialist about the Intelligent Audit – advanced edition.

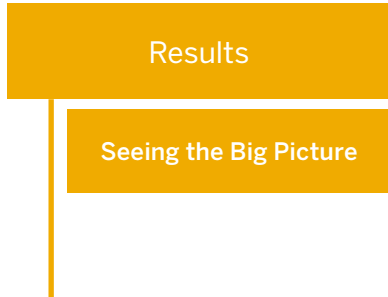
Essential Edition

Using our essential edition of Intelligent Audit? Speak to your Client Services Specialist to receive:

- Best practice receipt substitution checks
- Best practice policy compliance checks
- AI/ML augmented by independent auditors

Advanced Edition

Our advanced edition of Intelligent Audit includes all the features of our essential edition, however we can also conduct custom checks to ensure your VAT is fully compliant.



Seeing the Big Picture – Viewing the Results

You can pull the data yourself or ask your Client Services Specialist (CSS) for help:



You'll see the total number of:

- Submissions
- Passes
- Rejections



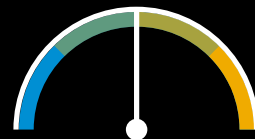
You can also view:

- Individual employee summaries
- Common errors or issues worth addressing
- Trends that may shape your future expense policies



To find the standard audit reports:

- Look in the **Concur Reporting Tool Cognos**
- Select **Audit Service Statistics** and **Audit Service Exception Categories** for deeper analysis



Measure and Evaluate Behaviors Over Time

Our Client Services Specialists can help you monitor and review employee behaviors and trends at regular intervals – just ask us how!

Looking Closely at Individual Claims

We analyze receipts, check they fit the claim, and highlight any items out of compliance.

Keeping Employees in the Loop

- We keep your employees updated on claims automatically by email.
- They cannot communicate directly with auditors, but can contact the Audit Support team via the email sent to them. Agents are available Monday to Friday, 24/5, via phone*, email and the Support Portal.

**Applicable to User Support Desk customers.*

Empowering Managers

Managers can check the audit trail to see a claim's progress as well as view auditor comments.

Audit results are contained in the audit trail, on the line item within a comment, and on the comment history.



Robust Reporting

Take advantage of robust audit reports that show a summary of pass/fail rates and provide details around each exception category – to make sure you can see the context.

Did you know?

If the report is approved with an exception, rejected, or sent to pending exception review, there is also an exception code added to the report.



Intelligent Audit – Advanced Edition

With this service, you have the ability to amend the comments we send to your employees – giving you versatility with customizable responses.

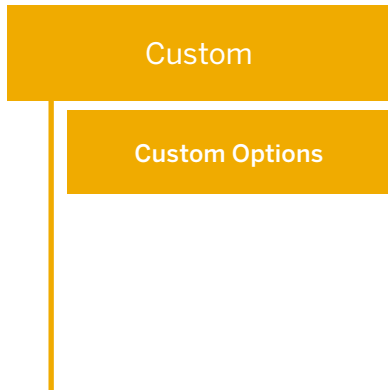
Example:

If you do not allow flight classes greater than economy, however there is one specific employee or employee group that is allowed, we can exclude them from the check to ensure their claim will never be rejected when business class has been purchased.

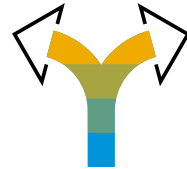


Learn how businesses use Intelligent Audit to operate more effectively in this podcast.

[Listen Now](#)



Allowing for Special Circumstances and Custom Options

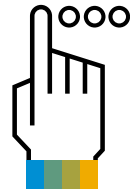


Split Reporting is Possible

Line items with exceptions can be sent back for changes, while the rest of the claimed expenses can be paid without delay.

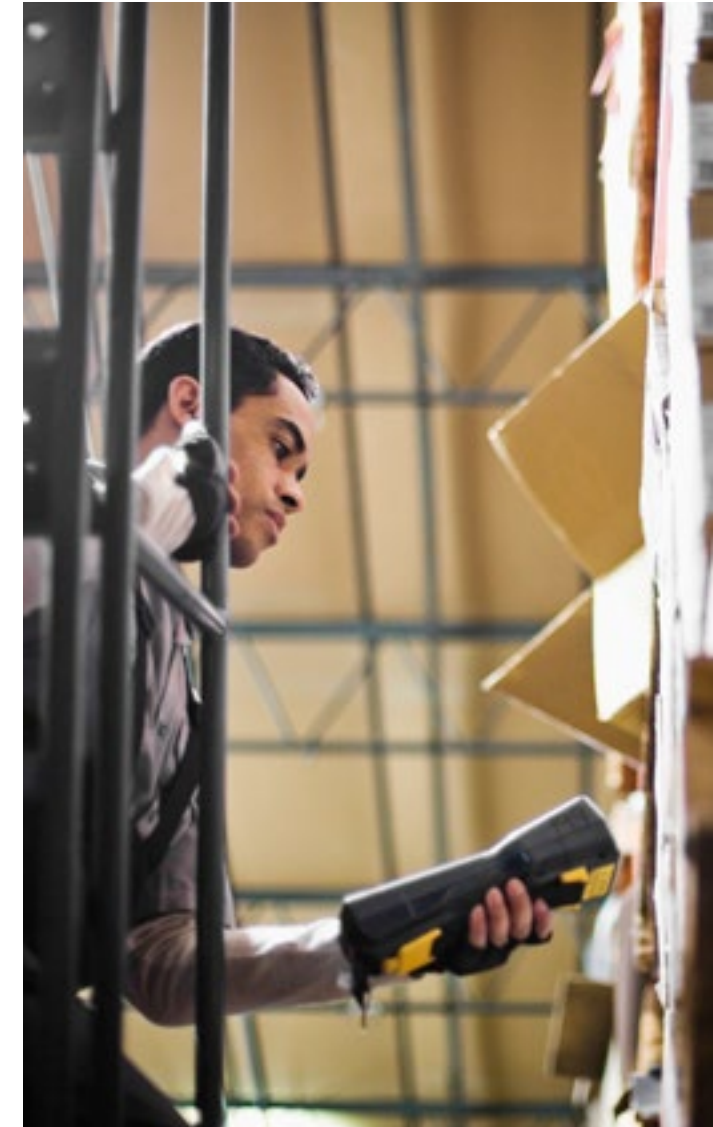
Allowing One-off Exceptions

Perhaps an expense is not normally reimbursable, but you want to say “yes” this time? Talk to us and we’ll help.



Processing Pending Reports

Anyone in an expense processor role can access and change the approval status of reports marked “pending audit.”



Intelligent Audit – Essential Edition



Varying the Rules

We cannot exclude employees from certain checks, but you can remove an employee from your expense audits when setting up their profile. You can also override audits in unique situations.

Note: We are currently unable to reroute reports based on the results of an audit. All reports must follow the standard procedures, which only allow the auditors to send the report back to the employee or move forward one step in the workflow by passing the claim through the audit process.

Intelligent Audit – Advanced Edition



Can we exclude employees from certain checks?

Varying the Rules

You can set up conditions within your audit profile, so some checks do not apply to specific employees or groups. You can also have different questions and allowable expenses for different people.

Example: You could allow some key staff to fly business class.

Can you confirm limits for various items?

Setting Limits on Claims

You could put limits on how many hotel nights, meals, or other expense types are claimed in a single report from one employee, based on your company's expense policies.

Example: You could set a daily limit of \$30 per meal and a trip limit of \$300 on accommodation.

Can the report be rerouted to the controller?

Giving Your Team the Final Say

When we change a report status to Pending Exception Review, this routes the claim to an internal queue where your admin team can decide if it should be accepted or rejected.

Thank You

With Intelligent Audit from SAP Concur, we hope you can free up resources for more value-added activities, while we help you to identify and reduce non-compliant spend.

Ongoing Support

Got a question or need advice? Just ask your SAP Concur representative.

Systems Issues

Visit the [support page](#) to raise a case and/or ask your Service Coordinator.

Contact Us



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Customer Intelligent Audit enUS (22/01)

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