

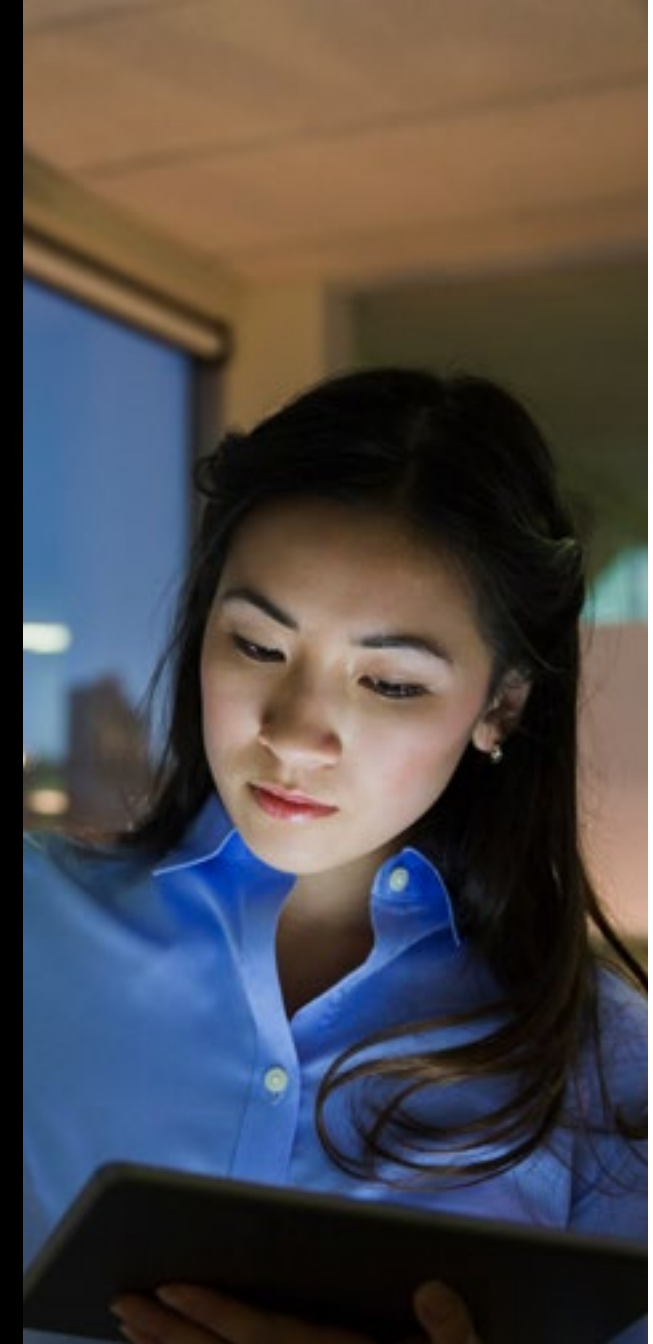
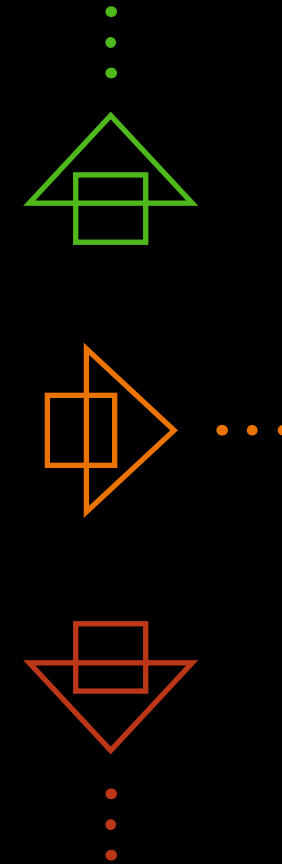
Are Your Audits On Track?

7 Ways to Measure Your Audit Efficiency

Your auditors and audit process are protecting your organization and helping you control costs. They're bringing much needed oversight to your spend, keeping budgets on track and compliance in check, and ensuring your spending for the right reasons. But, how do you know your audit process is working? How do you know it's as efficient and effective as it can be?

Your SAP Concur[®] solutions have the answer.

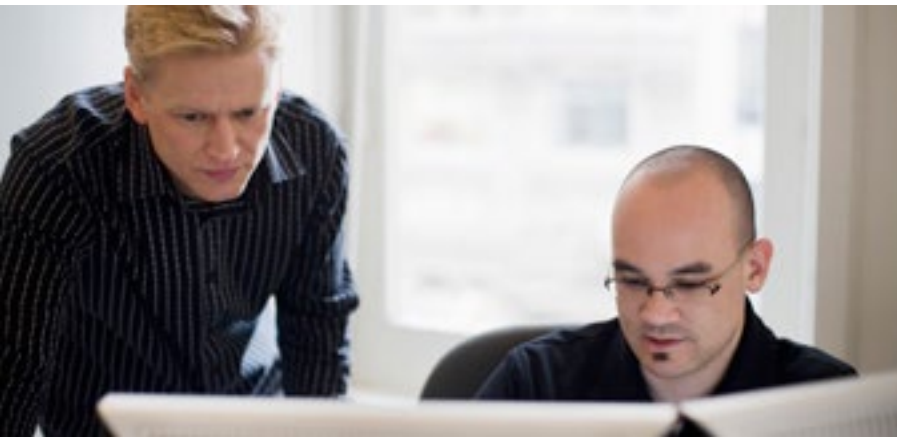
And here are a few program metrics and thresholds to consider.



Measure: Expedite Receipt Review

Metric:
Line Item Receipt
Attachment +
Number of Missing
Receipts and
Receipt Affidavits

When you get receipts at the line item level, you get more efficient audits. Why? Because auditors don't have to chase down missing receipts, review explanations, or look at the header level to match all of the receipts to each line item. But, when you have high receipt attachment, auditors can hit their efficiency peak. The question is: how does your receipt attach rate stack up?



TOP
RANGE

>85%

**of Receipts Attached
@ the Line Item Level**

Your configuration is working at peak performance. If you're hitting this level of attachment, chasing down receipts isn't dragging down your auditors. But it's a good idea to do some qualitative assessment. Talk to your team to get the insight behind the number and make sure they're getting the details they need on a consistent basis.



MID
RANGE

50-85%

**Receipts Attached
@ the Line Item Level**

If you're hovering at or above the halfway mark, you're doing OK, but you have room to improve. Your team is still devoting precious time chasing down details, when they shouldn't have to be.



LOW
RANGE

<50%

**Receipts Attached
@ the Line Item Level**

If you're in this range, your audit efficiency is lower than it should be. Take a look at your policies and training to see what steps you can take to make sure your users are submitting the substantiation you need to keep their spending in-line with your policies.

**Relevant
SAP® Concur
Solutions**

- Concur® Expense
- Concur® Expenselt
- Concur® Intelligence
- Concur® User Assistant by WalkMe
- Concur® Integrated Travel and Expense

Measure: Receipts Attached by Automation

Metric:
Percentage
of Automated
Attached Receipts
at Line Item Level



How your employees are using cash and their corporate cards can have a massive effect on audit efficiency and accuracy. Your corporate card transactions include substantially more data. The more card usage, the better quality information your team will have, and the more useful your audits will be. A combination of card usage and e-receipt adoption with digital receipt capture will tell you which dials to turn with employee payment behaviors.



100%

**Receipt Attached
When Receipt Required**

Your configuration is working at peak performance. If you're seeing these numbers, your program is doing well. All the work you've done to evangelize your tools is paying off. Keep doing what you're doing.



80-100%

**Receipt Attached
When Receipt Required**

Receipt attachment at this level presents a potential opportunity – depending on the nature of your business, the countries you're doing business in, and the card program you have in place.

When it comes to e-receipts and Expenselt, these numbers mean your education and communication could use a second look. There's room to improve, and your audits will be more efficient if you can boost these numbers.



<80%

**Receipt Attached
When Receipt Required**

Once again, if you're below the 80% point, you're likely exposing yourself to risks and leaving your auditors to do more manual work than they should have to. By pushing adoption of corporate cards, e-receipts, and Expenselt, you'll get all the value you can from your SAP Concur solutions and improve controls and visibility, while reducing the time your audit team spends on manual reviews.

Relevant SAP Concur Solutions

- Concur Expense
- Concur® Detect by Oversight
- Concur® Intelligent Audit
- Concur Expenselt
- Concur Travel and Expense
- China Fapiao Pro
- E-Bunsho

Measure: Unnecessary Paper Receipts

Metric:
% of Receipts
Attached When
Not Required

Receipts are an important part of validating expenses, but they also add time to your audit processes. So if your policies don't require receipts for transactions of a certain value, your auditors shouldn't be spending time looking through them. By examining the percentage of receipts that were attached when they weren't needed, you'll identify efficiencies and where you can put audit or other rules in place to make sure these details aren't slowing down your team.



TOP
RANGE

0%

**of Receipts Attached
When Not Required**

Your configuration is working at peak performance. Your system, policies, and training/communication are working well together. Your users know when receipts are required, and they're not wasting their time or auditors time with unnecessary work.



MID
RANGE

0–50%

**of Receipts Attached
When Not Required**

Some unnecessary work is being done – adding to the time employees spend completing expense reports and auditors spend reviewing them. Take a look at your policies, prompts, training, and communication to see where you can make receipt requirements clearer.



LOW
RANGE

50+%

**of Receipts Attached
When Not Required**

When more than half of transactions that don't require receipts are including them, you're bogging down your process and likely frustrating your team. It's time to examine your receipt-required policies and make sure they're up-to-date, supported by your systems, and effectively communicated to your team.

**Relevant
SAP Concur
Solutions**

- Concur Expense
- Concur Expenselt
- Concur® Intelligence
- Concur User Assistant by WalkMe
- Concur Travel and Expense

Measure: Reports Requiring Multiple Touches

Metric:
% of Reports with
Multiple Touches vs.
Number of Reports
Submitted



The back and forths between expense report submitters, approvers, and auditors don't just cause inefficiency, they increase frustration. Nobody is happy doing the same thing over and over again, and your system should make this repeat work a rare occurrence. By taking a look at the percentage of expense reports that require more than one "touch," you can evaluate your process and identify the cause of any problems.



TOP
RANGE

<20%

of Reports Sent Back 1 Time

Your configuration is working at peak performance – catching errors and policy violations automatically, so employees can fix them before they enter into the approval and audit process.



MID
RANGE

20–50%

of Reports Sent Back 1+ Times

Your solution is working part of the time, but there's opportunity to improve. It's time to take a closer look at how you're using spend controls, in-solution messaging, and more to make sure your user experience matches your policies and supports compliance.



LOW
RANGE

>50%

of Reports Sent Back 1+ Times

There's work to be done. Talk to your Concur Representative to evaluate your audit rules and consider changes to your configuration to help guide users along the way.

Relevant
SAP Concur
Solutions

- Concur Expense
- Concur Expenselt
- Concur Intelligence
- Concur User Assistant by WalkMe

If you find yourself in the low- or mid-ranges of any of these key measures, consider the following steps:



- Review your spend policies to ensure they are in alignment with your configuration and your current business objectives. It's a best practice to do this review annually.
- Update your training to complement policy changes and make sure it's part of onboarding for new employees. It's also a good idea to provide refresher training yearly to keep employees up-to-date.
- Use reporting to review why exceptions are happening and who is the source of those exceptions. Then, target training or update policy to simultaneously improve employees' experience and drive down exceptions.
- Review how you're training your auditors to make sure they understand their role, what to look for, and what their escalation paths are.
- **Call your SAP Concur Client Engagement representative** for more insight and potential solutions to bring your program to the next level of performance.





Follow Us



concur.com

© 2022 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

The information contained herein may be changed without prior notice. Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platforms, directions, and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, and they should not be relied upon in making purchasing decisions.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies.

See www.sap.com/copyright for additional trademark information and notices.

