SAP Concur ⒞

Are Your Audits On Track?

7 Ways to Measure Your Audit Efficiency

THE BEST RUN **SAP**

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.
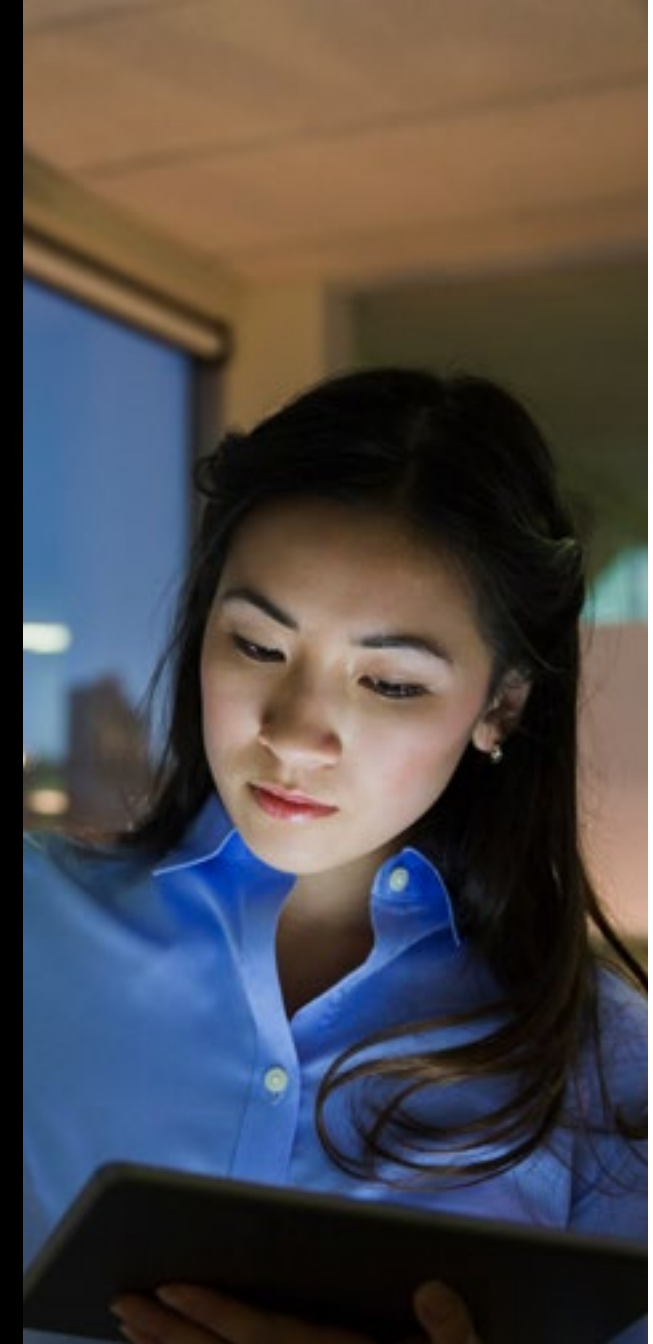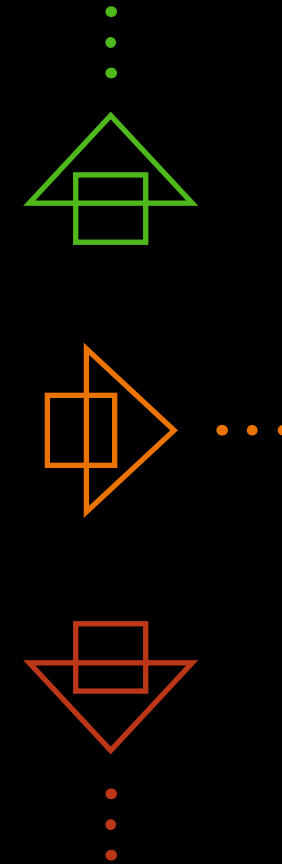
Measure:
Expedite Receipt Review

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

MID RANGE
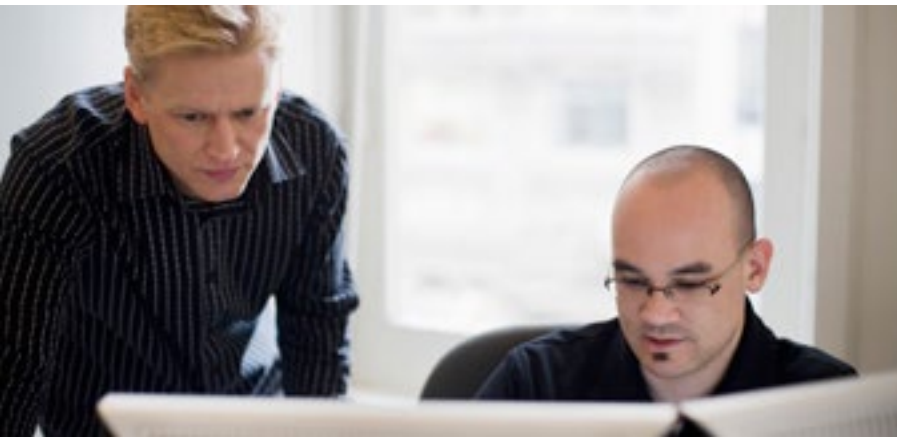
LOW RANGE

>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.

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.

<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® ExpenseIt
- 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.

TOP RANGE

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.

MID RANGE

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 ExpenseIt, 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.

LOW RANGE

<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 ExpenseIt, 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 ExpenseIt
- 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, polices, 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 ExpenseIt
- 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 ExpenseIt
- 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.

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