

SAP Concur 

eBook | Regulated Industries

Are Your Audits On Track?

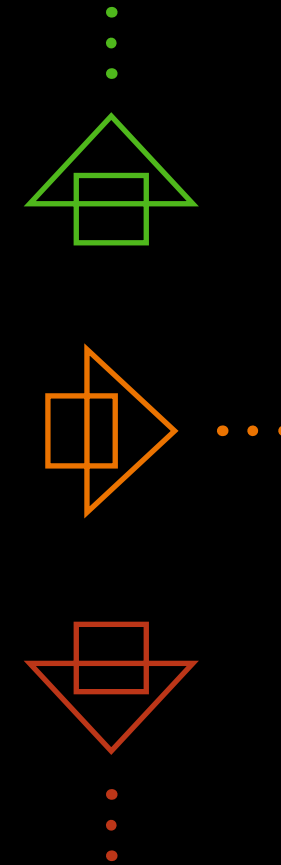
4 Ways to Measure Your Audit Efficiency

THE BEST RUN 

Your auditors and audit processes 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 ultimately benefits your mission. 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 report header 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?



>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.



<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 ensure your users are submitting the substantiation you need to keep their spending in-line with your policies.

Relevant SAP Concur Solutions

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

Measure: Receipts Attached by Automation

Metric:
Percentage of
Automated Receipts
Attached at Line
Item Level



How your staff uses cash and corporate cards or p-cards can have a massive effect on audit efficiency and accuracy. Your 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 organization, your industry, 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 your card program, e-receipts, and Expenselt, you'll get all the value you can from your SAP Concur solutions and improve visibility and control, 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 Travel
- Expenselt

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 your team down.



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

Measure: Reports Requiring Multiple Touches

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



The back and forth 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 your people 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 SAP Concur Customer Success Partner to evaluate your audit rules and consider changes to your configuration to help guide users along the way.

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SAP Concur
Solutions**

- Concur Expense
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- 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 to level up:

- Review your spend policies to ensure they are in alignment with your configuration and your current 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 and staff. 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 users' experience and drive down exceptions.
- Review how you're training your auditors to make sure they understand their role, what to look for, and any escalation paths.
- **Call your SAP Concur Customer Success Partner** for more insight and potential solutions to bring your program to the next level of performance.



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