SAP Concur

Welcome Pack I EXTERNAL

Concur© Audit: Let's Get You Started!

Congratulations. You're on the way to continued business innovation with our Audit Service.

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

Service | Workflow | Results | Custom

You're in Safe Hands with SAP Concur Solutions

Our independent team carefully reviews claims, making it easier for you to monitor policy compliance, secure preferred supplier rates and reclaim tax. You'll get to 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. Use our auditors as a second pair of eyes.

Stronger compliance

Identify non-compliant spend, request justification and support your compliance.

You'll Get Designated Personal Help, Every Step of the Way

Personalised support

Once your audit service has gone live, your assigned Client Service Specialist (CSS) will be **in touch by e-mail** to introduce themselves.

Easy access to audit advice

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

How Our Service Works, at a Glance

100% real people power

The Audit Service is a manual process that harnesses the power of real people. It's carried out by our certified, independent and objective auditors.

14 languages world-wide

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

7 centres world-wide

Workloads are handled by expert teams at our Global Audit Service Centres. 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 vary depending on the global audit queue.*

How We Help to Protect Your Privacy

Employees' personal details

Our auditors use a separate tool to carry out the audits, so they only view expense information and report details. We cannot see employees' Concur profiles and other personal details.

Sticking to your brief

Auditors do not have your audit profile or travel and expense policy next to them. They simply follow the system-generated checks which were agreed when setting up the service.

Thank You

With the Audit Service 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.

Essential Contacts if You Need Us

Ongoing support

Got a question or need advice? Just ask your SAP Concur Client Engagement Executive.

Systems issues

Check out the support tab to raise a case and/or ask your Service Coordinator.

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How to Use Our Service in the Most Effective Way

It's best to position 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

Audit is a customised service. Just tell us what you'd like us to check:

1 How much to check?

Most customers in EMEA ask us to audit everything. But you can choose 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.

2 Where to look?

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

Did you know?

You could select **100%** of claims for the UK but only 50% for the US and 25% for China. It's your choice.

3 What to ask?

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

Reinforce compliance

We check receipt status and VAT amounts ensuring captured VAT matches your receipts, supporting your tax and regulatory compliance.

Correcting errors

The auditor will review the captured VAT amount on receipts, correcting any discrepancies to ensure the VAT captured matches the receipt.

Reclaiming VAT

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

VAT Checks for Countries

Audit Standard

Whether you're working with our Standard Receipt or Policy services, we can carry out VAT checks for Australia as well as the UK.

Audit Professional

With the Policy Audit Service, you can build customised rules to support your VAT compliance for UK, Australia, France, Germany and Spain.

Need additional checks? Simply speak to your Client Engagement Executive around our Tax Assurance offering.

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Seeing the Big Picture – Viewing the Results

You can pull the data yourself or ask your Client Engagement Executive 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

Where to look:

You'll find your standard audit reports within the **Concur Reporting Tool Cognos.**

Select **Audit Service Statistics** and **Audit Service Exception Categories** for deeper analysis.

Measure and evaluate behaviours over time

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

Looking Closely at Individual Claims

We analyse 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 e-mail.
- They cannot communicate directly with auditors but can contact the Audit Support team via the e-mail sent to them. Agents are available Monday to Friday, 24/5, via phone*, e-mail and the Support Portal.

Empowering managers

Managers can check the audit trail to see a claims progress, as well as viewing auditor comments.

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

*Applicable to User Support Desk customers.

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 bigger picture.

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.

Professional

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

Example:

If you do not allow flight class 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 our Audit Service to operate more effectively in this podcast.

Listen now

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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 expenses claim 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".

Standard

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.

Professional

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.

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 £60 per meal, and a trip limit of £600 on accommodation.

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.

Note: The auditor will only make changes to claims during VAT checks – these changes will be agreed with the customer before correction.

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