Release Notes

December 2018
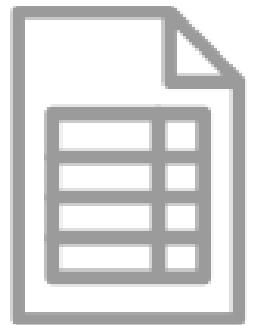
Index

Expense Audit - Front End Enhancements

Improved audit management

Enhancements were made to make it easier to manage the audit workload. This latest release includes the ability to **create queues of work** and **assign an expense report to a specific auditor for further investigation**.

Create queues of work

Previously, there was no way of segmenting the workload within AppZen. Users now have the ability to create queues of work to direct auditors towards expense reports that align with their skills and responsibility. For example, auditors with expert legal knowledge of the Foreign Corrupt Practice Act (FCPA) can easily find and investigate the expense reports that have potentially infringed on this policy.
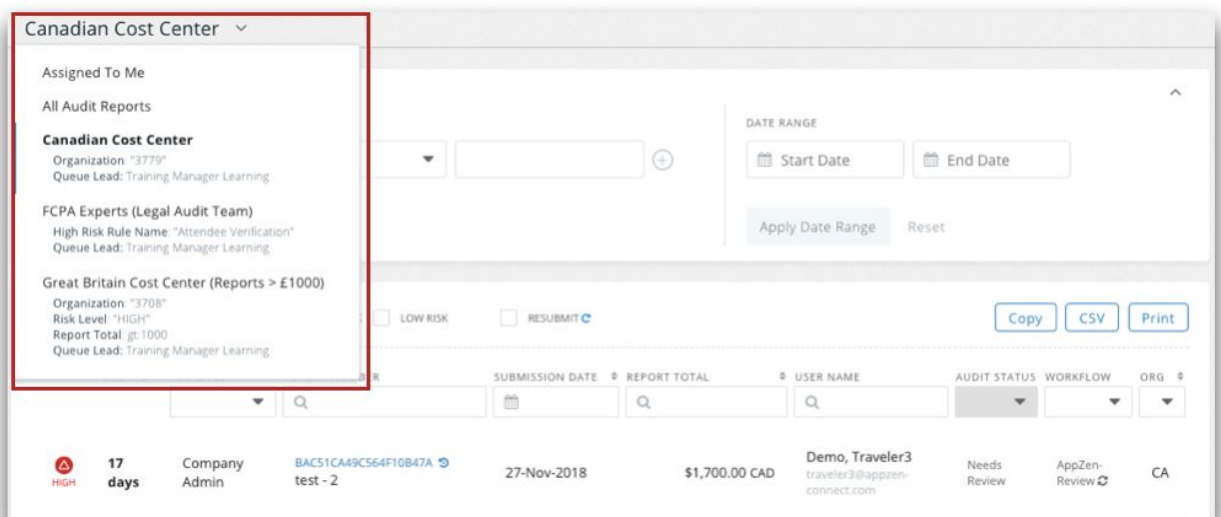
To create an **audit queue** the user must have **expense queue admin** role privileges – role privileges can be administered by the **system admin**.
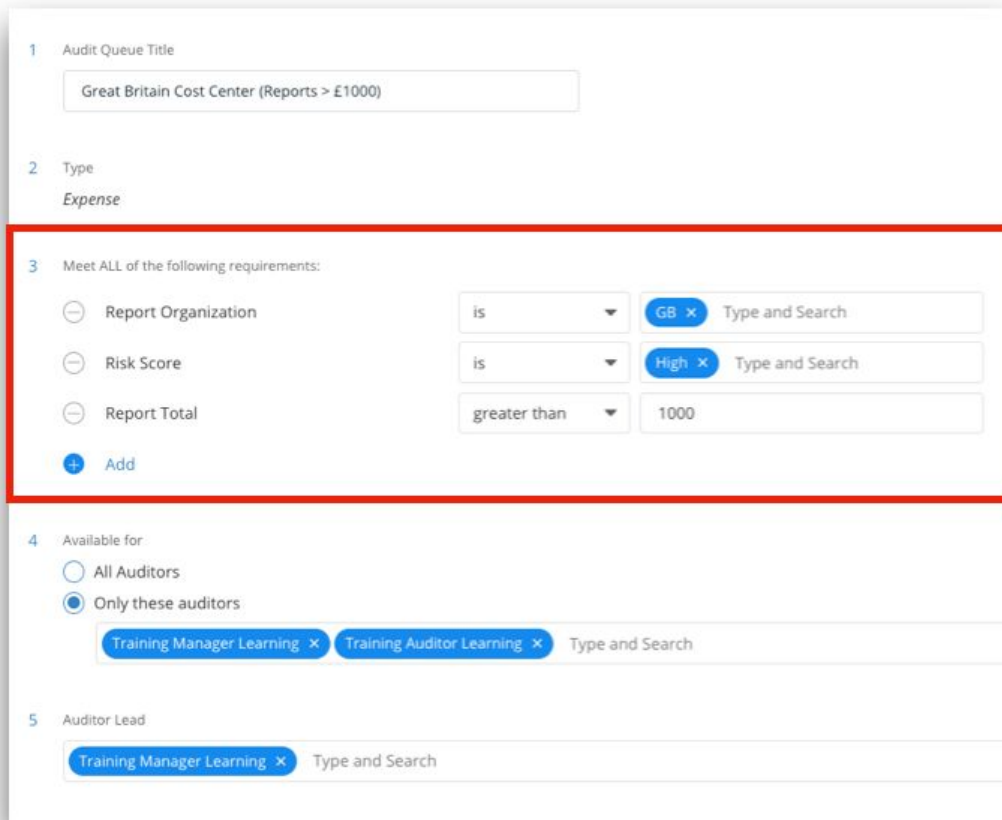
Set up an **audit queue** by navigating to the **queue management** screen, which can be found within the **navigation bar** on the left-hand side.
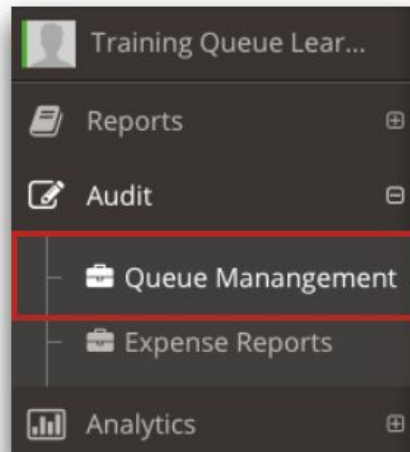
The **queue management** screen allows **expense queue admins** to *create, edit,* and *delete* **audit queues.**

Segmentmenting the workload with queues ensures auditors only see reports that require their attention for further investigation. **Audit queues** can be tailored to the needs of a given audit team. For example, segment the work by cost center – in Great Britain, the auditors only need to investigate the high-risk reports that are over £1,000.

Below is a list of the parameters that can be set to tailor the **audit queue** – multiple parameters can be set to best fit the audit team's needs.

| PARAMETERS	DESCRIPTION
Report Organization	Organization (for example, per country) within which the report is submitted (set in Expense Setup and Admin)
Policy	Policy (set of expense guidelines for a particular organization) under which the report is submitted *Note the following:* ● You must select the organization before selecting a policy. ● You can select only one policy at a time.
Report Total	Reimbursement amount claimed greater than, less than, or equal to the input number
Risk Score	Report-level risk score identified by AppZen (Low, Medium, High)
Rule Name (High Risk)	Rule/Model for which the risk score has been identified as High

Rule Name (Medium Risk)	Rule/Model for which the risk score has been identified as Medium
Rule Name (Low Risk)	Rule/Model for which the risk score has been identified as Low
Resubmit	The report has been sent back to the user or was rejected and the user has re-submitted the report for further review

Assign auditors to queues of work

Audit queues can be assigned to the entire audit team (*all auditors)* or only a specific set of auditors (*only these auditors)*. Only those who are assigned to a queue will have access to view it. Assigning auditors to a queue can be done when creating or editing an **audit queue**.
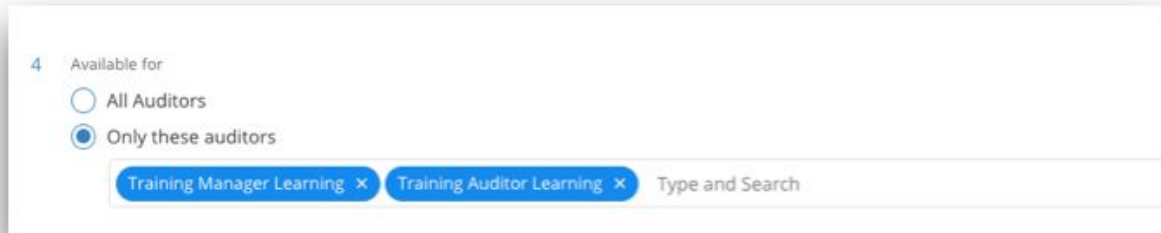
Auditor leads can be assigned to each **audit queue** to help manage the workload within it. Assigning this role to an auditor can be done by the **expense queue admin** when creating or editing **audit queues**.
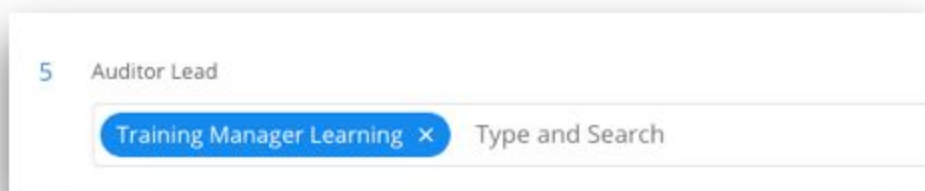
The **auditor lead** has the ability to assign specific expense reports to their team members or self-assign it to themselves. This helps ensure that each high-risk expense report is accounted for and is owned by a specific auditor to further investigate and action (approve or reject).
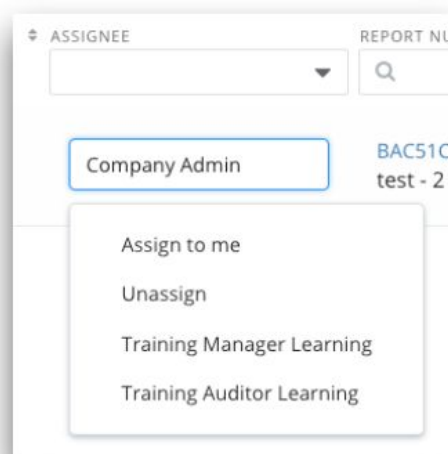
Assign auditors to specific expense reports

The latest update includes a *report assignment* feature. This feature allows an expense report to be assigned to a specific auditor. Prior to this update, auditors were unable to identify who was responsible for reviewing each report. Assigning expense reports helps provide clarity and transparency on who is working on what. Expense reports can be assigned to an auditor in two ways:

- *Auditor leads can assign* a report to a specific auditor.
- *Auditors can self-assign* a report to themselves.

Report assignment helps audit teams quickly identify which expense reports are unassigned and need to be reviewed.
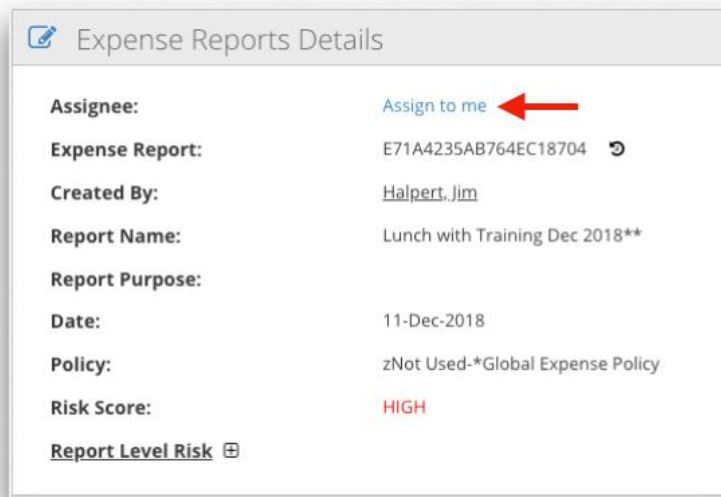

Auditor leads have control to *assign, re-assign, unassign, or self-assign* an expense report.

Auditors have the ability to *self-assign* expense reports to themselves. This can be done within the workbench in the *assignee* field or within the report details.

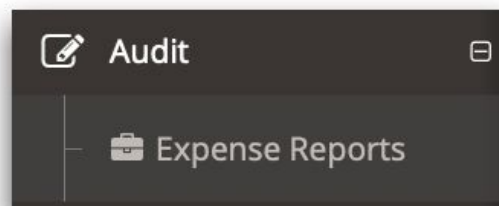*Self-assign a report within the workbench*

Self-assign a report within the report details

Miscellaneous Updates and Fixes

Name change within the navigation bar

The **Risk Based Audit** tab has been changed to **Expense Reports** within the *navigation bar*.

New field in auditor workbench

A new field has been added to the auditor workbench, *assignee*. This field allows the user to see who is assigned to which report, self-assign a report, and assign others to a report (limited functionality based on specific role privileges). To learn more about the *assignee* field, read the *Improved Audit Management* section above.
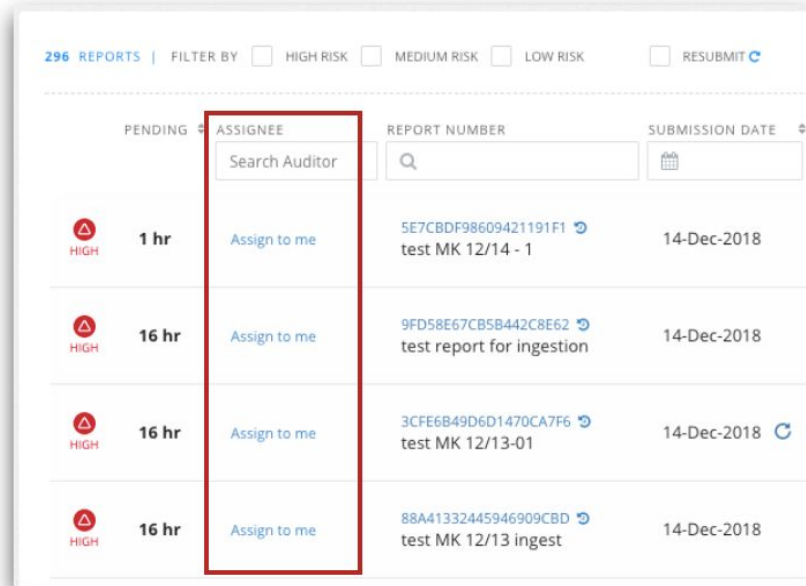
Fixed bug – failure to return to workbench after approving a report

Prior to this release, users were experiencing a bug which failed to return users back to the workbench after approving a report – instead, a transparent "grey screen" would appear. This release includes a patch to fix this bug.
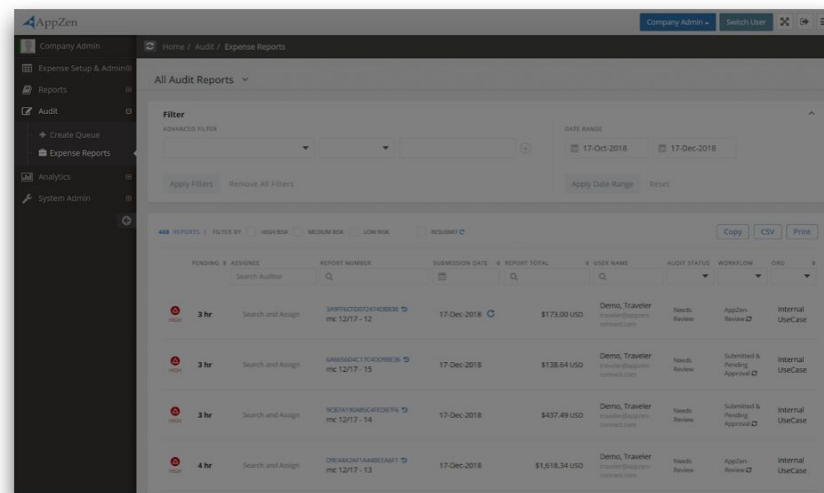
Fixed response reason message to be removed if unchecked

Prior to this fix, the risk reasons were not removed from the response message section when the user unchecked the line.

Now, when the box is unchecked, the automated response message for that risk reason will be removed.
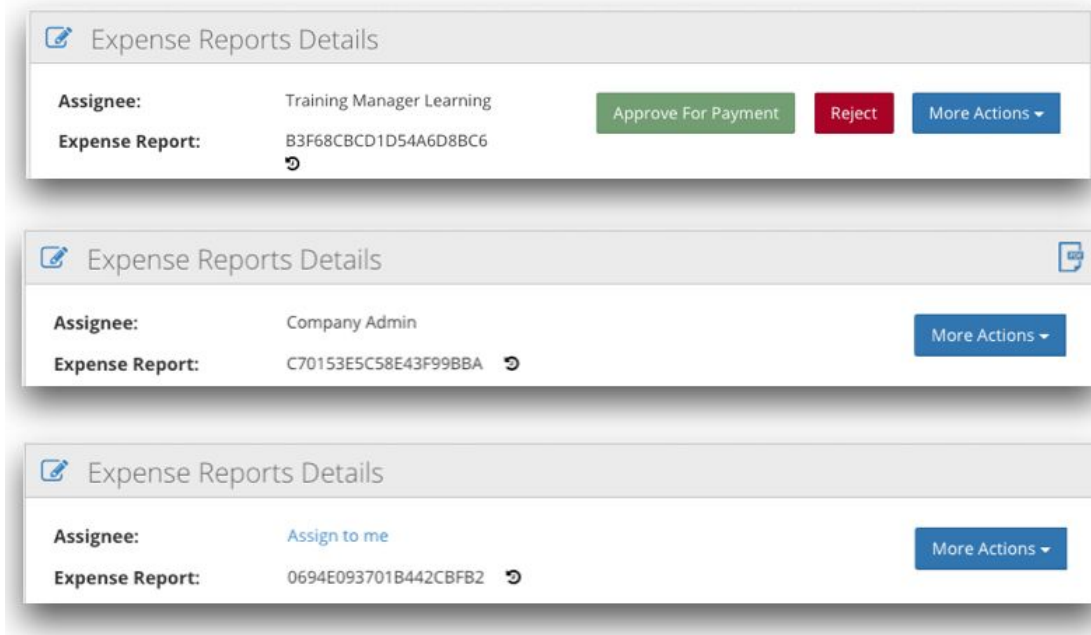
Expense Audit - Configuration Updates

Control who can accept/reject an expense report

With the introduction of the **report assignment** feature, AppZen can configure an instance to help control who can approve and reject an expense report. If the control is configured **OFF**, any auditors can approve or reject a report regardless if the report is *unassigned* or *assigned* to a different auditor. If the control is configured **ON,** ONLY the auditor assigned to the specific report can approve and reject. Other auditors can still view the expense report if it is not assigned to them, but when the control is configured **ON,** they will not be able to approve or reject the report.

*NOTE: By default, this control will be configured **OFF** – to have this control configured **ON,** contact your AppZen customer support manager.*
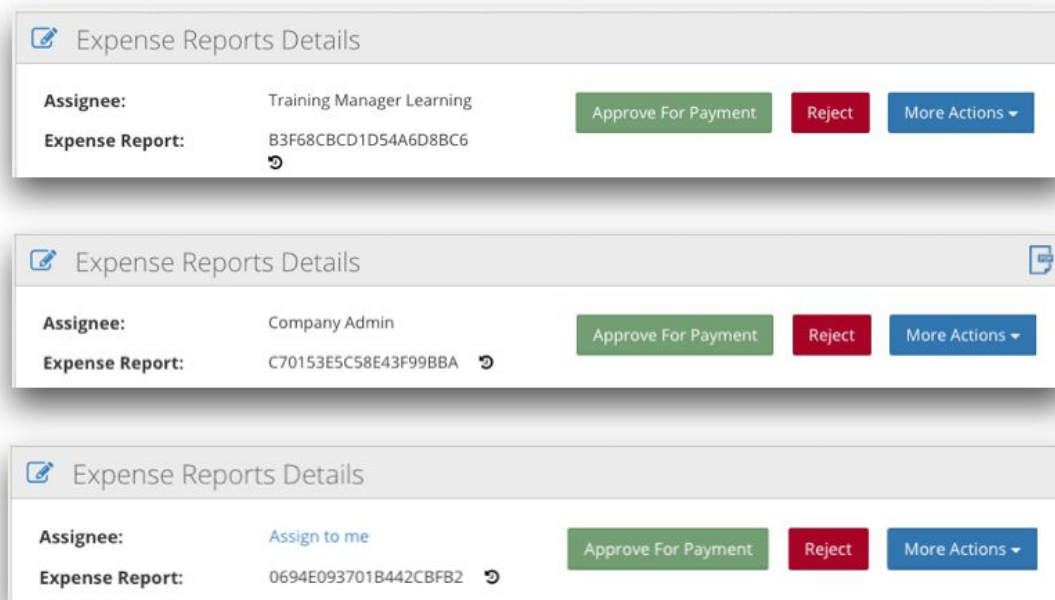
When ON only the assigned auditor can approve or reject the report – in the example below, the auditor *Training Manager Learning* is assigned to the first expense report (B3F68CBD1D54A6D8BC6) and, therefore, can approve or reject. However, because the *Training Manager Learning* is not assigned to the second and third report, he or she is unable to approve or reject the report**:**

When OFF anyone can approve or reject the report – in the example below, the same reports as above are visible. In this instance the auditor *Training Manager Learning,* is only assigned to the first expense report (B3F68CBD1D54A6D8BC6) but because the control has been set OFF, he or she can approve or reject all three reports, regardless if he or she is assigned to it or not:

New user roles

Two new roles have been added with the introduction of the new **audit management** functionality – **expense queue admin** and **auditor lead.**

- **Expense queue admin** – users privileged with this role will have access to create **audit queues.** This role can be administered by the **system admin** role.

- **Auditor Lead** – this user is assigned to manage the workload within a specific **audit queue.** They have the ability to assign and reassign expense reports to specific auditors. This role can be assigned to multiple auditors within a single queue – only an **expense queue admin** can assign the **auditor lead** role when setting up or editing an **audit queue.**