

# Release Notes

March 2019



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# Expense Audit - Front End Enhancements

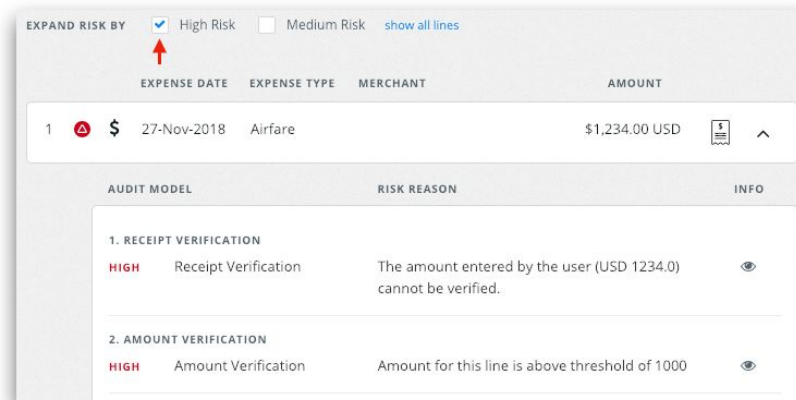
## Improved auditor review workflow and UI

Enhancements were made to make it more efficient and effective for auditors to review and action an expense report. This release includes UI enhancements to the expense report details page delivering the ability to **filter by the line item risk-level, quickly access action buttons to approve or reject a report, easily check receipts for further investigation, and a simple solution for copying report ID numbers.**

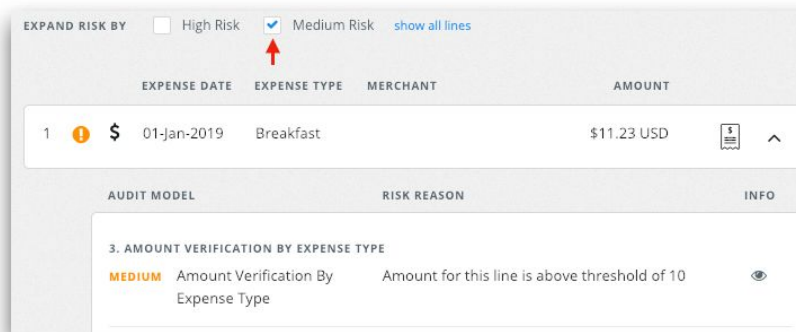
### Risk assessment filtering

Previously, the expense report details page provided a comprehensive view of every model-based audit check for each line item. This included low, medium, and high-risk items, which created a very “noisy” view for auditors as most only focus on reviewing high-risk expenses.

AppZen now offers the ability to filter report details by the risk-level. By default, the report details will be filtered by high-risk line items to provide a simple and focused view.



To view medium-risk expense line items check the medium-risk filter box.



To view all expense line items select the **clear all** button.

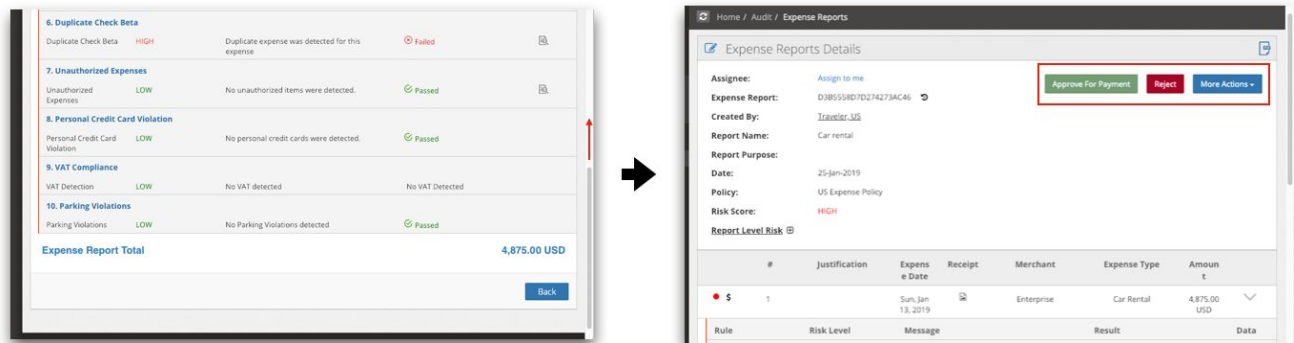


Refined process for expense report review and action

With the newest UI improvements, reviewing and actioning an expense report is now easier than ever.

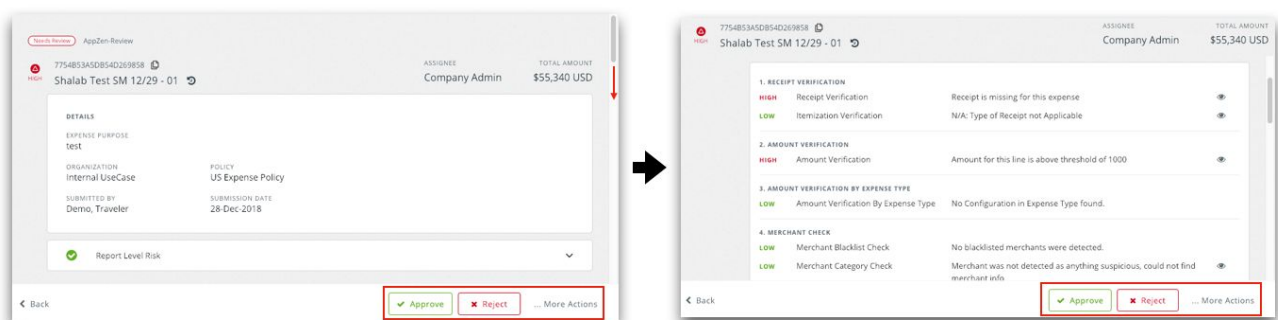
### 1. Quickly approve or reject a report at any time with “sticky” action buttons.

Previously, auditors had to scroll back to the top of the screen to approve or reject a report.



Now the action buttons (“approve,” “reject,” and “more actions”) are “sticky,” meaning they are accessible to auditors no matter where they have scrolled to on the expense report details page. No longer will you have to scroll all the way back to the top of the page to action a report.

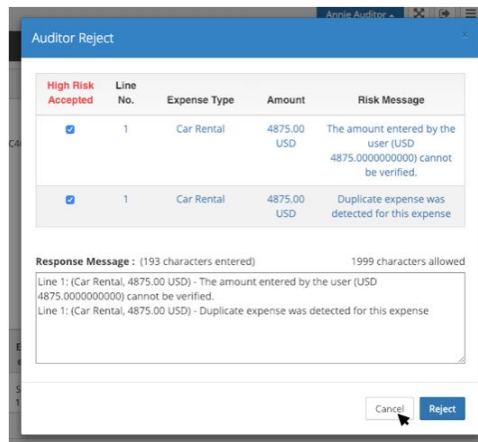
Find the action buttons at the bottom of the screen, where they will remain as an auditor scrolls through, reviews, and investigates the expense report details. The action buttons will remain on the bottom at all times so the auditor can choose to approve or reject a report at any time (see the images below).



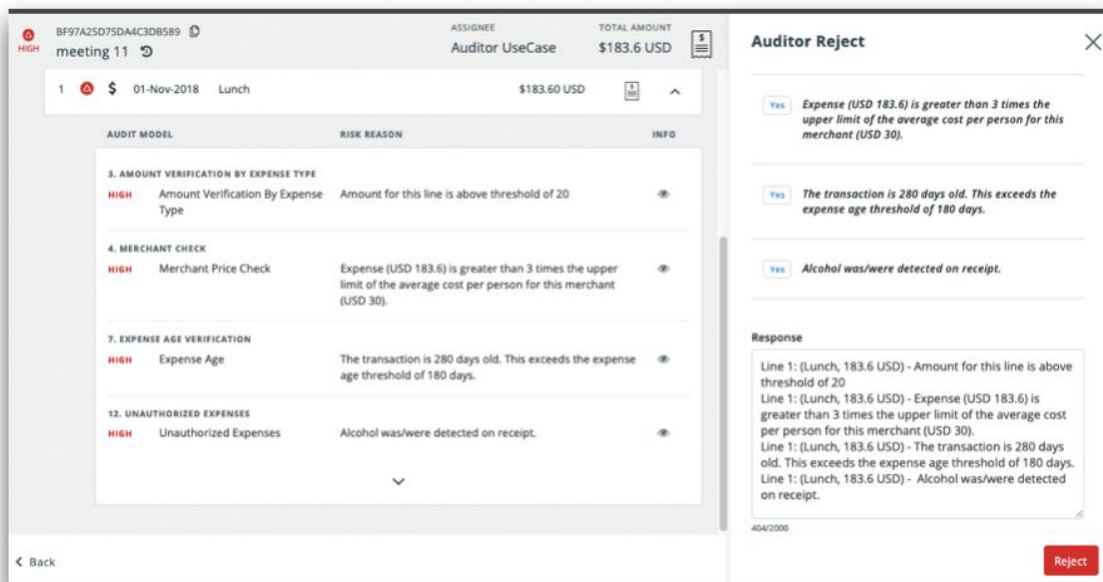
### 2. Easily review and action a report at the same time with a split screen view.

When actioning an expense report (*approve, reject, request info, etc.*) in AppZen, it requires an auditor to provide a reason for their decision based on their findings. For example, when rejecting an expense report, the auditor must provide clarity of the issues discovered and guidance on what to fix within the report. In instances where a report has an extensive number of line items, it is common for an auditor to reference back to the report details to help write a more thorough and accurate response.

Previously, upon selecting one of the action buttons, a pop-up window would appear—as seen below. However, if the auditor would like to re-investigate the report details, he or she would have to select the cancel button and leave the action window to revisit the expense report details page.



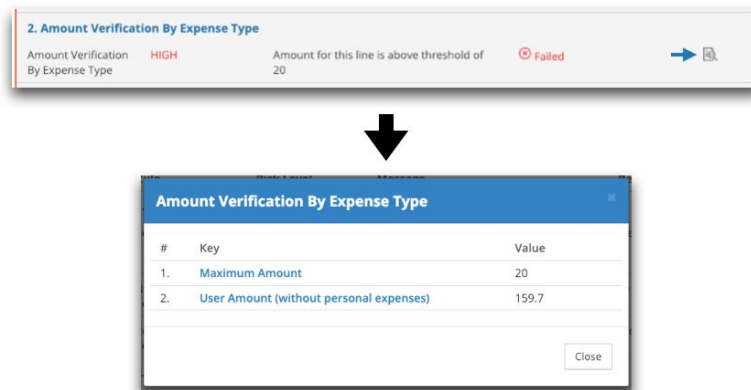
This newest release introduces split-screen capability that allows auditors to reference report details and write up a reason for rejection all within the same window—see images below.



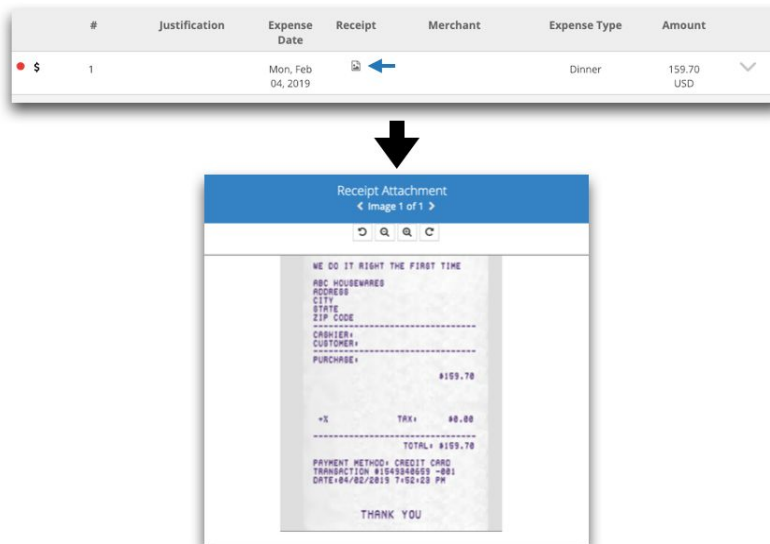
## Simple and easy receipt view

Auditors often investigate receipts to cross-check and verify high-risk line items. This enables them to write more prescriptive messages that help guide employees to make the needed changes on their expense reports.

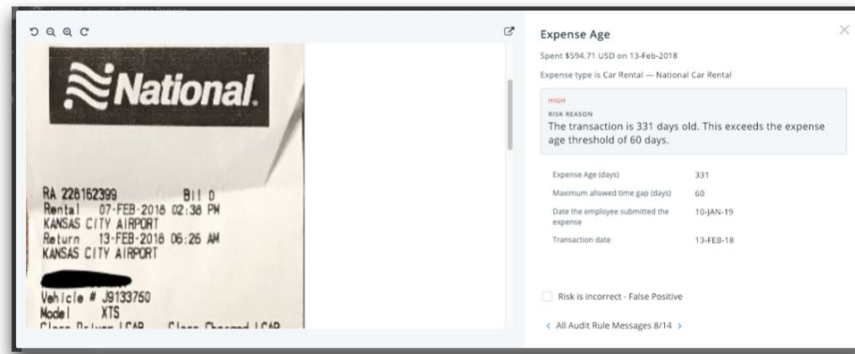
Previously, checking a receipt image and the high-risk item details was done separately. This meant the auditor would first expand and investigate the details on why an expense item was flagged as high-risk (as seen in the image below).



Then the auditor would need to return to the expense details page and select the receipt image icon to view the attached receipt (as seen in the images below).




With the new UI updates, the auditor can now review both the detailed reasons for the high-risk alert and the receipt at the same time to easily cross-check the high-risk information captured within the attached receipt.

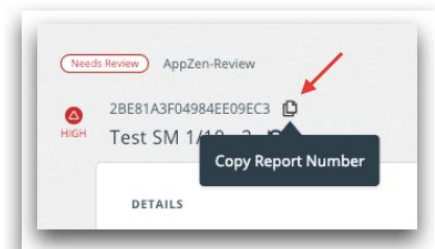


### Ability to quickly copy and search the report ID number

In some instances, auditors may seek further context of a high-risk expense report by checking comments attached to the report in their existing expense automation software (i.e. Concur, Workday). To do this, the auditor must copy the report ID in AppZen and paste it into the search bar in their expense automation software.

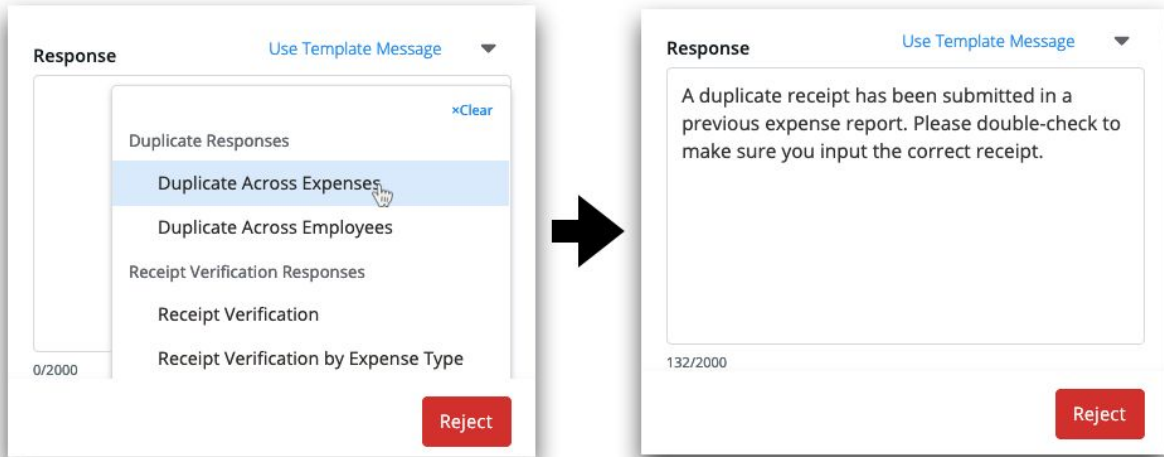
Previously, the auditor had to highlight the report ID number and right-click to copy (or use the keyboard shortcut).

The newest UI changes introduce a seamless solution to improve the speed at which a user can copy and paste the expense report ID number. To quickly copy the report ID, auditors can simply click the copy icon  at the top of the expense report details page (as seen in the image below).



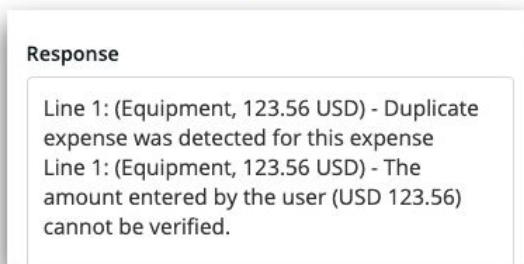
### Custom Reject Response Templates

There is a need to make it easy for customers to input custom responses for rejecting expense reports. Previously, this was not possible in AppZen. Now, custom reject response templates can be created in AppZen, allowing auditors to use a drop-down selection of custom made responses to quickly fill the response box.

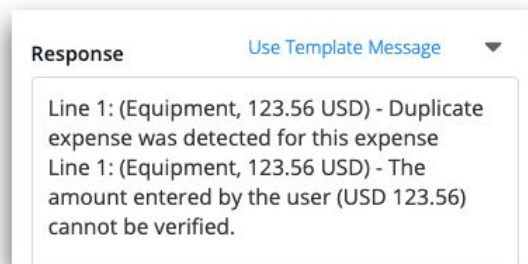


*NOTE: the drop-down selection for custom reject responses will be hidden as long as no templates have been created. Therefore, upon this release, users will not see a drop-down selection above the reject response text box until a custom template has been added.*

### Without Templates Created



### With Templates Created

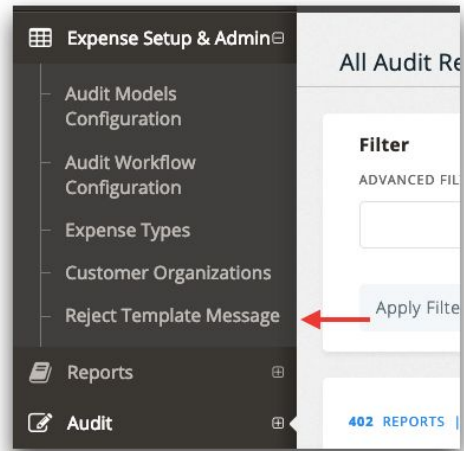


To create, edit, or delete custom reject response templates, users must have Functional Admin privileges.

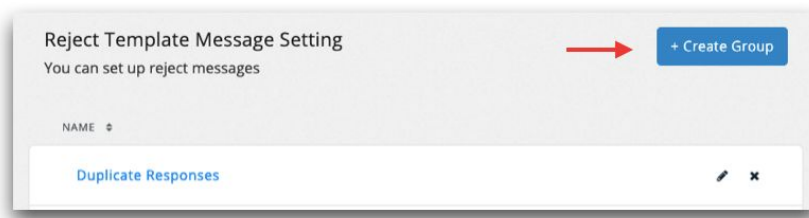
*NOTE: Customers without a Functional Admin can reach out to their Customer Success Manager for support to set up custom reject response templates.*

To create, edit, or delete a custom template, select the Reject Template Message tab on the left-hand navigation bar under Expense Setup & Admin.

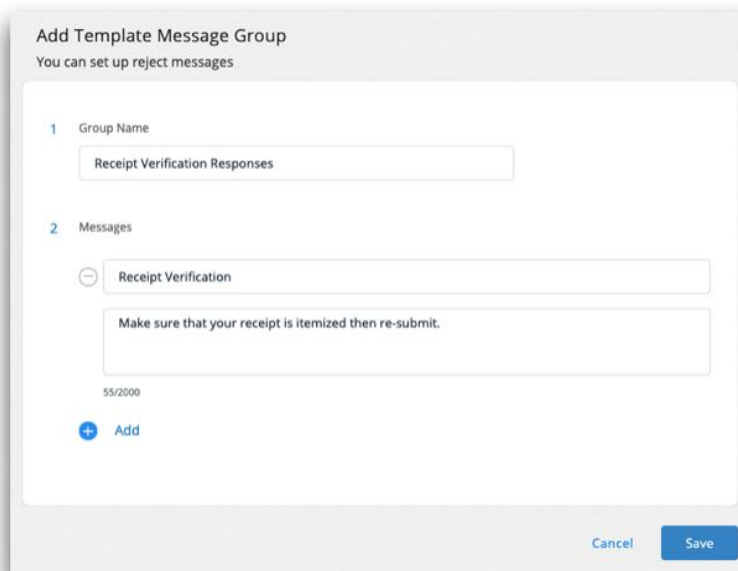




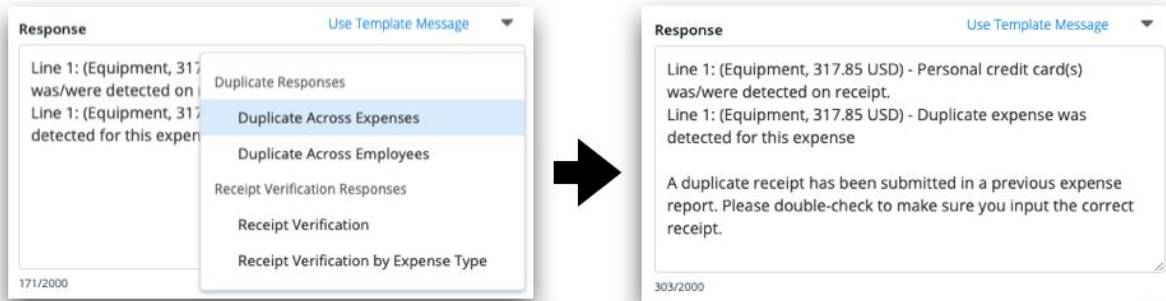
Templates are created in groups to categorize and organize the reject response messages. This makes it easy for auditors to find the right messages. To create a new group select the “+ Create Group” button.



Next, categorize the group by entering a “Group Name” and then add message templates as needed. Use the “+ Add” button to add multiple messages. Select “Save” when complete.



When selecting a templated response via the drop-down, the message will append below the auto-response text.



## Report Filtering Enhancements

New filtering capability when generating a report

This release includes added filter capabilities when generating the following reports: *Expense Report Header Level Risk*, *Appzen Audit Activity Report*, *Auditor Feedback Report*, and *Expense Report Audit Risk Details By Line*.

The following filters are available for report generation:

### Expense Report Header Level Risk

- *By Date* - generate a report with the data from a selected date range.
- *By Organization & Policy*- generate a report with data from specific organizations and policies or choose to see the data from all organizations and policies.
- *By Risk Score* - generate a report with data from a chosen risk scores.

The screenshot shows the 'Expense Report Header Level Risk' filter interface. It includes the following sections:
 

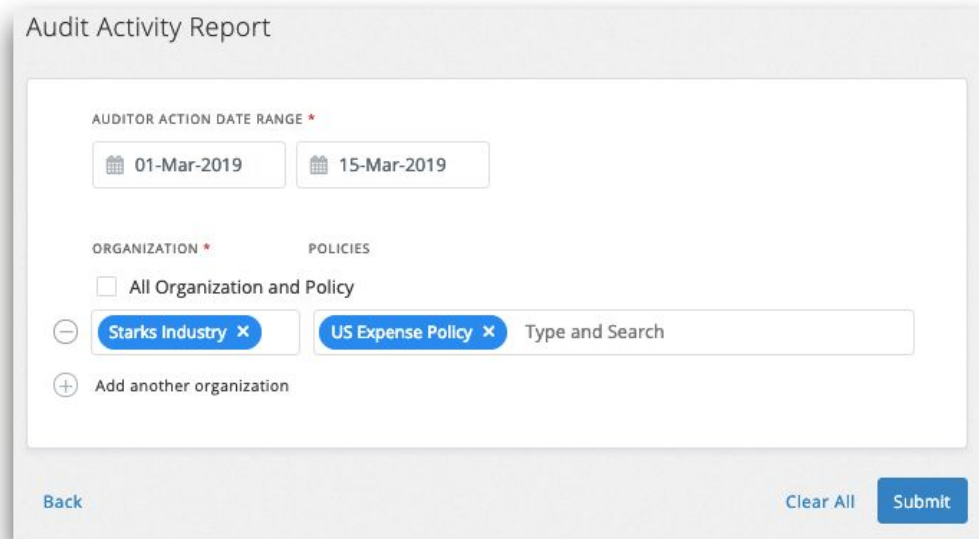
- REPORT SUBMISSION DATE RANGE**: Two date pickers showing '01-Mar-2019' and '15-Mar-2019'.
- ORGANIZATION & POLICIES**: A dropdown menu set to 'All Organization and Policy'. Below it, two tags are visible: 'Starks Industry' and 'US Expense Policy', followed by a search input field labeled 'Type and Search'.
- RISK SCORE**: A dropdown menu set to 'High', followed by a search input field labeled 'Type and Search'.

 At the bottom of the form, there are three buttons: 'Back', 'Clear All', and 'Submit'.

### AppZen Audit Activity Report

- *By Date* - generate a report with the data from a selected date range.

- *By Organization & Policy*- generate a report with data from specific organizations and policies or choose to see the data from all organizations and policies.



**Audit Activity Report**

AUDITOR ACTION DATE RANGE \*

01-Mar-2019 15-Mar-2019

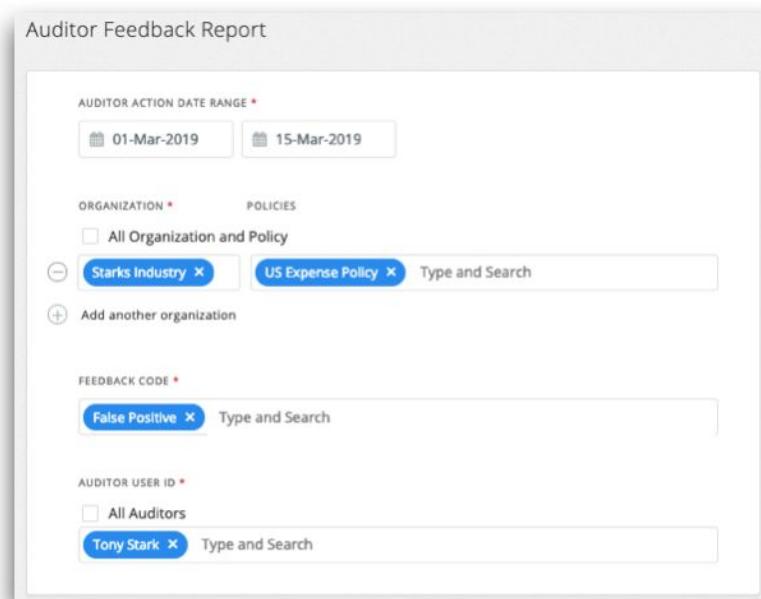
ORGANIZATION \* POLICIES

All Organization and Policy

Back Clear All Submit

### AppZen Audit Activity Report

- *By Date* - generate a report with the data from a selected date range.
- *By Organization & Policy*- generate a report with data from specific organizations and policies or choose to see the data from all organizations and policies.
- *By Feedback Code* - generate a report with data based on specific feedback like false positives, exception approved by managers, true positive, etc.
- *By Auditor User ID* - generate a report with data processed by specific auditors or all auditors.



**Auditor Feedback Report**

AUDITOR ACTION DATE RANGE \*

01-Mar-2019 15-Mar-2019

ORGANIZATION \* POLICIES

All Organization and Policy

FEEDBACK CODE \*

AUDITOR USER ID \*

All Auditors

## Expense Report Audit Risk Details by Line

- *By Date* - generate a report with the data from a selected date range.
- *By Organization & Policy*- generate a report with data from specific organizations and policies or choose to see the data from all organizations and policies.
- *By Risk Score* - generate a report with data from a chosen risk scores.

Expense Report Audit Risk Details by Line

REPORT SUBMISSION DATE RANGE \*

01-Mar-2019 15-Mar-2019

ORGANIZATION \* POLICIES

All Organization and Policy

Starks Industry x US Expense Policy x Type and Search

+ Add another organization

RISK SCORE \*

High x Type and Search