

Statement Audit Best Practices

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Statement Audit is a critical phase of the project implementation. The main areas to focus on is statement formatting and making sure that the data is displaying correctly

What to look for during the Statement Audit:

Leave ample time to conduct the audit:

We recommend two weeks to review the data, content, and format of your project. The more complex or larger the employee count, the more time the audit process will need to prove successful. Deadlines are a necessary evil but no one will remember if your project was a few days late if the project was wrong.

Involve more than one person in the auditing process:

The more eyes on the project the less likely something will be missed. Utilizing a secondary person gives confidence to your project auditing process.

Review employees at random:

When spot auditing, make sure to pick at random and throughout the entire employee grouping.

Review each section of the statement:

Carefully review all sections of your online portal and print statements. Ensure your welcome letter, photographs, logo, etc. are in the correct places and demonstrating the content you want.

Review employees who both receive and do not receive a range of benefits:

By reviewing a range of benefits to eliminate false positives and false negatives. Depending on your project, one employee may have all benefits and another only basic coverage; you want to ensure all content no matter what data is showing is represented clearly, effectively and without formatting issues.

Review your raw data, data on the template, and data in the portal:

You have likely mapped your data from numerous sources into the portal. Make sure during your audit you are reviewing your original data to the data reflected on your employees' statements. Errors can occur anywhere but are most common in annualized or calculated data (e.g. Social Security & Medicare, Value of PTO, Sick, or Holiday time).
