CARE

WHITEPAPER

The Audit Trail Is Not the Agent Transcript

Verifying consequential actions in autonomous workflows

An agent can describe what it intended to do. That is not the same as an independent record of what changed in the target system.

AGENTIC CARE

https://ai-managementsystem.com

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An agent transcript is not a transaction ledger



An agent transcript and a system audit trail answer different questions and must be reconciled, not con

An agent can describe what it intended to do. That is not the same as an independent record of what changed in th

An agent transcript records messages, tool calls, and explanations, potentially with omissions or partial visibility. A t
audit trail records changes as observed by the system of record. The two answer related but distinct questions.

Self-report is not independent evidence

For money movement, financial records, customer data, or regulated outcomes, relying only on an agent's own acc avoidable evidence risk.

Maintain the accepted operating definition: what the agent was authorized to do. Retain an execution record of rec attempted actions. Obtain independent system-of-record evidence of consequential mutations, including attributic

Compare the three for discrepancies: an authorized action not executed, an executed action not authorized, or an a inconsistent with the destination system.

> **MANAGEMENT IMPLICATION**
>
> A management approach should make the underlying decision visible without automatically m administrative work.

A reported update without a matching system record

> **EXAMPLE**
>
> An agent reports that it updated a customer record and provides a convincing receipt. Without system of record, management cannot know whether the operation happened as claimed.

Decide which evidence is authoritative, who independently checks high-impact actions, and how discrepancies are

The decisive question is not simply whether the agent can carry out the task. It is whether the organization underst the operating arrangement in which it does so.

Compare agent claims against system-side records



Independent comparison turns agent claims and system-side records into usable audit evidence.

A separate auditor agent can compare records, but only if it reads trustworthy evidence rather than the acting ager Systems must also consider alternate pathways that could bypass a monitored integration.

The audit architecture is a technical design responsibility; a management register cannot by itself close every side c

AGENT AND AUTOMATION

Prepare descriptions, changes, findings and proposals.

ACCOUNTABLE PEOPLE

Validate context, assess consequ accept decisions.

The agent's report, CARE's record of accepted authority, and a downstream system audit serve distinct purposes an reconcilable.

ORGANIZATION

Taskboard

- Box workspace [redacted] holds the master AP sheet, vendor PDF folders and dated backups in `_meta/`.
- Agent messaging to AP Sync Orchestrator, ERP AP Sink and Steuerberater Sync.
- Canonical archive: [redacted]. The [redacted].
- Credentials: held in the runtime environment and never written into this SOP.

Inputs and triggers

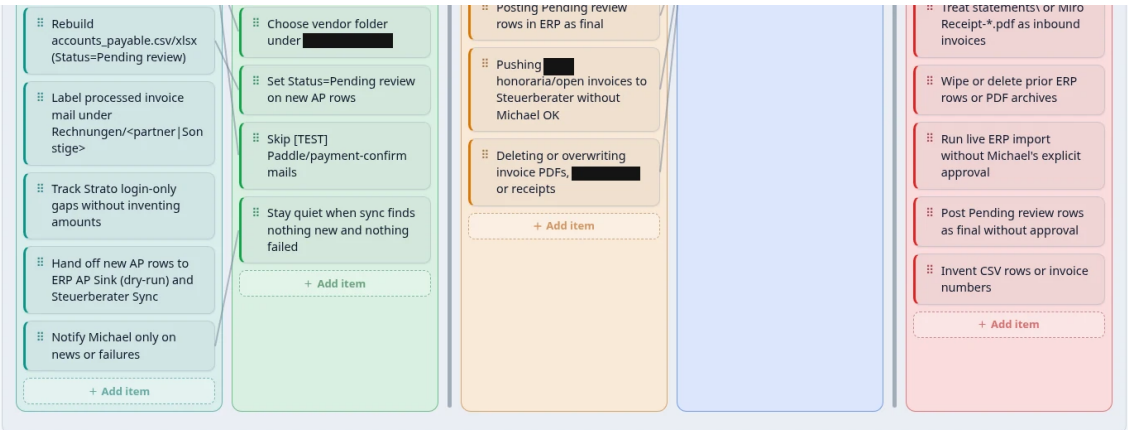
- Scheduled: AP Sync Orchestrator, Mon–Fri, twice daily (morning about 09:19 and afternoon about 15:19 Europe/Berlin). Each run covers the window since the previous run.
- Ad hoc: Michael sends a manual download path on [redacted] (e.g. [redacted]…) or attaches a PDF in chat.
- Inputs: new or unlabeled invoice-like Gmail with PDF attachments; the existing AP sheet and vendor folders; files parked on the box that are waiting for [redacted]

Operating procedure

Title	Action	Checkpoint	Expected outcome
Search Gmail	Search for invoice-like mail after the last run, including forwards. If an email is non-financial (server alert, newsletter, bank postbox notice), ignore it completely and do not report it	Time window set from the previous run	Candidate list with MessageId, sender, date and attachments
Classify and route	AP invoice → AP. [redacted] Lohnauswertung → [redacted] (and archive [redacted] only. Statement/non-invoice → [redacted] Miro receipt → [redacted]. Paddle `[TEST]` → [redacted]. Strato login-only → [redacted]	Each item has exactly one route	No payroll, archives or test items in AP
Deduplicate	Check Vendor+InvoiceNumber and MessageId against the sheet. One email can carry several invoices, so check each invoice separately	Every candidate is checked	No duplicate rows
Save PDFs	Save to [redacted]. For manual downloads, copy from [redacted] first	PDF readable	PDF stored under its vendor
Extract and append	Extract vendor, number, date, currency, net, tax and gross. Back up the CSV/XLSX to `_meta/`, append rows with Status=`Pending review`, rebuild the xlsx	Amounts come from the document; empty with a note if absent	Sheet updated, with backup
Label Gmail	Apply `Rechnungen` + partner sublabel (or `Sonstige`) and mark read. Never skip unlabeled invoices	Row written	Mail trail complete
Sync Windows	If [redacted] is online: copy via [redacted]…, check the Windows CSV line count is not above the box copy, make a `.bak`, move into [redacted] (PowerShell syntax). If offline, park on the box and sync on the next run	Line-count check passed	[redacted] matches the box
Report to orchestrator	SendToAgent to AP Sync Orchestrator, priority false: nothing new, rows added (vendor/number/amounts), or the error	Run finished	Orchestrator informed
Hand off	If there are new AP rows: ask ERP AP Sink for a dry-run (live only after Michael approves in ERP AP Sink's own chat), and send supplier invoices to Steuerberater Sync for the [redacted] Never send [redacted] payroll or `[TEST]` items	New rows exist	Sinks informed
Notify Michael	Message Michael only with real results, decisions or blockers. Stay silent on "nothing new" and on non-financial mail	Something material happened	Michael informed only when it matters

Business rules and exceptions

Observed CARE Standard Operating Procedure for Finance Syncing: scheduled and ad-hoc triggers plus a step table co
classify, deduplicate, save PDFs, extract, sync, hand off, and notify.



Permissions

Gmail read/label on [redacted] (and related Intelygence invoice mailb	Discover and classify new supplier invoice emails and attachments.
Read/write [redacted] on [redacted]	Store invoice PDFs and rebuild accounts_payable.csv/xlsx.
Message ERP AP Sink and Steuerberater Sync agents	Hand off ready AP rows without re-implementing those sinks.
Read box workspace copies when Windows machine is offline	Park pending files until [redacted] is available.
Supplier invoice PDF attachments	e.g. Create opportunities
Intely-ERP via ERP AP Sink	e.g. Create opportunities

+ Add permission

Process context

Process / value stream Accounts payable intake

Covered function Reading invoices from email

CARE's managed operating definitions and change history answer the authority question. Transaction audit evidenc from the systems and controls that observe the actual outcome.

Together, they support stronger reconstruction than either an isolated prompt log or an isolated permission list.

> **MANAGEMENT IMPLICATION**
>
> Decide which evidence is authoritative, who independently checks high-impact actions, and ho discrepancies are escalated.

Design evidence paths before a dispute

Use this comparison to distinguish the current operating habit from the management capability the organization n

Evidence source	What it establishes
Accepted CARE definition	Intended authority and agreed constraints
Agent/tool execution record	Reported or observed attempt
Destination audit log	Observed consequential system change

Use the comparison to test one real agent rather than discussing an abstract enterprise-wide target state. Where th unknown, record that uncertainty and assign responsibility for resolving it.

Who verifies what actually happened?

The agent's account and the destination system's audit record serve different purposes. CARE tracks management definitions; the organization establishes authoritative transaction evidence and independent comparison where bus change.

Trust requires an independent view of execution

Trust the system of record for what changed; trust the accepted management record for what w authorized.

Use a real agent and review what it produces.

1. Point the agent to https://ai-managementsystem.com/under-care.
2. When it is finished, log into CARE and review its documentation.

Images and text generated with the assistance of ChatGPT by OpenAI.

AGENTIC CARE

Instant AI Management System for your Agents, as a Managed Service.

https://ai-managementsystem.com