

NextGen UI for Concur Expense

Updated: April 2022

The continued evolution of the Concur® Expense solution user interface experience is the result of thoughtful design and research that provides a modern, intuitive, and streamlined experience for creating and submitting expense reports.

This FAQ is also available in [Japanese](#).

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FREQUENTLY ASKED QUESTIONS

Why are we updating the user interface (UI)?

The continued evolution of the Concur Expense user interface (UI) helps users of all types easily understand what they need to do to get their expenses done and get back to business. The NextGen UI is optimized to give you more value from your Concur Expense solution:

- Accessible design for everyone: we use an inclusive approach to the design and engineering of the NextGen UI using the SAP Accessibility Standard. [Learn more about accessibility at SAP Concur.](#)
- Improved employee experience: the updated UI is designed to be more intuitive and provide a guided experience for all users.
- Built for continuous innovation: we are committed to delivering new features and enhancements on the NextGen UI.

We are enhancing our solutions to deliver even greater value, often in response to your ideas and feedback.

[Watch our session](#) from SAP Concur Fusion 2021 on “Lessons in Adopting the New User Experience” to learn more.

What editions are impacted? What about the SAP® Concur® mobile app?

This user interface evolution for Concur Expense only applies to Concur Expense on the web, irrespective of edition (Professional or Standard). The SAP Concur mobile app experience will not change as a result of this UI change.

Will all customers be required to move to the NextGen UI?

Yes, all customers are required to transition to the updated UI. We already have thousands of customers who have moved and are receiving all the updated functionality being delivered in every release. With all customers on a single UI, we are able to offer a consistent user experience and it allows for streamlining support and other services. It will also allow us to more efficiently enhance our solutions to deliver even greater value.

When is it coming?

We are providing a long runway for transition planning. We are now in the active move period. It is time to start your transition planning and move now that most features are available on the NextGen UI.

All remaining customers who have not yet moved by October 1, 2022 will be automatically transitioned to the NextGen UI for Concur Expense. We therefore encourage you to start planning now and move as early as you can in alignment with your business priorities. Please do not wait for this date to make your transition.

Updates will continue to be communicated throughout the year in the release notes. You can track any outstanding features not yet available in the NextGen UI for Concur Expense here: [Professional](#) | [Standard](#).

How are you communicating about the NextGen UI?

We are communicating information about the NextGen UI transition through various channels during the long transition period:

- SAP Concur administrators will continue receiving e-mail communications and in-product messaging in the SAP Concur solutions home page.
- SAP Concur Fusion events over the past years have held multiple sessions to help you learn more about the NextGen UI, such as this session from SAP Concur Fusion 2021 on "[Lessons in Adopting the New User Experience](#)".
- Advanced notice has been given via the Release Notes.

How should we plan our transition?

The long transition period provides an opportunity for your project team to familiarize yourselves with the updated UI, update any internal documentation, and plan your communications and timing for rollout. Please do not wait for the automatic transition date (October 1, 2022) to move your organization to the updated UI.

We have detailed documentation to guide Concur Expense administrators on how to move their users to the updated UI along with recommended configuration changes. These guides detail the timeline and transition options. As we add more features, details may change, and the guides will be updated over time, so check back often.

- [Professional edition](#)
- [Standard edition](#)

For more resources, you can reference our [User Adoption Resources](#) or hear from your peers through [our session from SAP Concur Fusion 2021](#) on "Lessons in Adopting the New User Experience". We are also excited to share the new Concur User Assistant by WalkMe, a customizable digital adoption platform with solutions available on the NextGen UI, that drives outcomes and increases return on investment. Learn more about it below.

What is Concur User Assistant by WalkMe?

Concur® User Assistant by WalkMe is a digital adoption platform that enables you to maximize the investment made in your SAP® Concur® solutions. This tool provides self-service guidance for users to help them be more productive, remain compliant without friction, and realize a decreased time to value.

How does Concur 's User Assistant functionality help me drive adoption of the updated UI?

As an administrator, you invest significant time and resources into developing training and onboarding materials for users. Still, it can be a struggle to ensure your users have the information they need when they need it most – while using the product. Concur User Assistant helps close this gap by providing guidance and content to your users within your SAP Concur solution. This provides your organization with a way to decrease time to value by:

- Driving user adoption and satisfaction via self-service help.
- Increasing efficiency and productivity for both you and your users.
- Improving the employee experience.
- Easing pain and decreasing time to value for new users.
- Making product updates easier to navigate for existing users.

How can I learn more about Concur User Assistant by WalkMe?

Learn more about this digital adoption platform and how you can enable it for your organization by visiting our [resource page](#) where you can find a [Learn More Guide](#) and FAQs for [Admins](#) and [End Users](#).

How should we plan our move to the NextGen UI for Concur Request (if applicable)?

Concur Expense and Concur® Request are two different solutions that we offer, and they are both moving to the NextGen UI. If you have both solutions, you will have to move to the NextGen UI for Concur Expense and Concur Request at the same time since many features and screens are shared. In this way, you will only need one change management plan, and this approach allows your users to enjoy a single, refreshed experience for both solutions at the same time.

For more information about the NextGen UI for Concur Request, [please visit our FAQ](#).

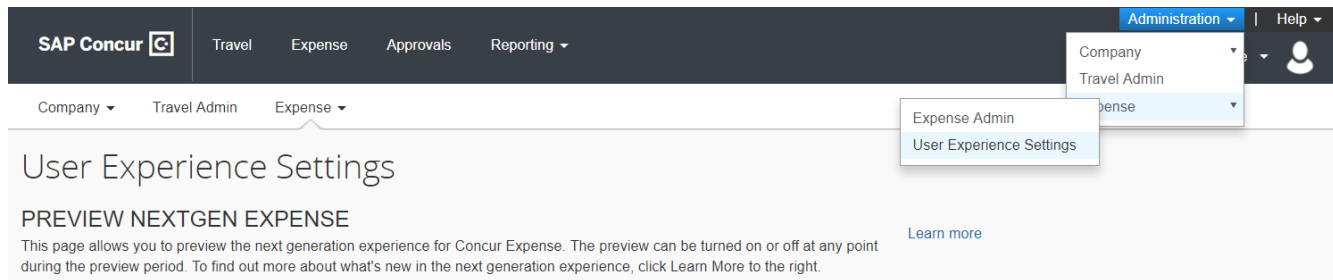
Are there features that are not yet available in the NextGen UI?

Not all functionality is available in the NextGen UI yet. However, the vast majority and most-used features are now available. There is a small list of features that are not yet available ([Professional](#) | [Standard](#)). The list of features will be continually updated, so please refer to the published list for current details. There are also some features that will not be made available in the updated UI because of very low user or customer adoption. To best prioritize delivering future innovation, we are retiring a few features. These can be found in Table #3 of the linked documents above.

How do we get started with moving to the NextGen UI?

To get started, follow this path from within Concur Expense: Administration > Expense > User Experience Settings. If you have Concur Request, please [review the FAQ for Concur Request](#) as there are a couple of different scenarios for Concur Request customers.

- **Professional edition:** Expense Admins may enable themselves, the entire organization, or any subset of users
- **Standard edition:** Expense Admins can enable themselves or the entire organization only



Note this Professional edition screenshot is different for Standard customers.

Use the same tools to return to the current Concur Expense UI as you used to turn on the NextGen UI. Follow this path from within Expense: Administration > Expense > User Experience Settings. The option to revert to the older UI will be available until the automatic transition date of October 1, 2022.

During this period, will you be implementing additional changes, features and enhancements?

Yes. We are providing scheduled releases of features, functionality enhancements, and issue resolutions during this period and beyond. Some new features will only be released on the NextGen UI. These Concur Expense releases are planned twice per month, but the frequency may be adjusted depending on the issue.

Changes will be incorporated into the release notes ([Professional edition](#) | [Standard edition](#)), however, changes may be published prior to appearing in the release notes as warranted. Once we get closer to the automatic transition date of October 1st, 2022, all release notes are planned to be published along with our regular release notes ([Professional](#) | [Standard](#)). Information about these changes will also be accessible from the Learn More link on the User Experience Settings page.

Why should we move our organization before the automatic transition date?

In order for your users to take advantage of all the new features and enhancements available on Concur Expense, your organization must move to the Next Gen UI. The sooner you plan this move, the more time you have to prepare your users and the faster they will be able to benefit from SAP Concur product innovations.

What new major features and enhancements are only being built on the NextGen UI?

Now and in the future, certain enhancements will only be released on the NextGen UI, meaning that your organization must transition to the updated UI before being able to use the new or enhanced feature. Below is a list of major features that will only be release on NextGen UI for Concur Expense.

- Hotel itemization wizard improvements
- User onboarding screens for trip-based Expense Assistant
- Multiple expenses linked to one receipt image

- Automatic creation of an expense report from an approved request
- Delta posting for organizations using the SAP Integration to Concur solutions, allowing the user to re-open a paid report to make corrections
- Receipt Digitalization for France and Spain
- New Travel Allowance service (initially for net-new Travel Allowance customers only)
- Enhanced Japan Public Transport (JPT) on NextGen UI

Please note that this list is not exhaustive. Common questions about these features are:

When are these features available? The availability of new or updated features will be covered in the Concur Expense release notes as they are released. If you have additional questions about our planned future feature enhancements, please reach out to your account team for information about our roadmap.

What do I need to do in order to use the new Travel Allowance service? The NextGen UI for Concur Expense will allow you to continue to use the current Travel Allowance configuration without changes. Customers should transition to the NextGen UI now and not wait for the new Travel Allowance service. Information regarding the transition to the new Travel Allowance service will be available after October 1st, 2022.

What should I know about transitioning to Japan Public Transport (JPT) on NextGen UI? Existing JPT customers should now plan their move to JPT on NextGen UI. In order to move to JPT on the NextGen UI customers must first transition Concur Expense and Concur Request (if applicable) to the NextGen UI and then raise a support case. There are additional steps and considerations that customers need to take which are documented in this [migration guide](#).

What will the user experience be when we transition over?

The first time the user visits the expense home page in the updated UI, the user will see a three-slide product tour. This tour will introduce the updated UI and briefly explain the most notable changes and their benefits. All messages will be displayed in the language the user has selected in their settings.

Is there any change in functionality?

Although the UI and feature changes are separate initiatives, some functionality currently under development will only be available on the updated UI and will not be released to customers using the current UI. There are also some features that will not be made available in the updated UI because of very low user or customer adoption. To best prioritize delivering future innovation, we are retiring a few features. These can be found here in Table #3:

[Professional](#) | [Standard](#).

What exactly is changing?

While changes can be seen throughout the product, the primary updates are being made to allocations, itemizations, and attendees. For a detailed list of all changes, please refer to the [End User Transition Guide](#). This guide will be continually updated as new features become available so please refer to this online document for the most recent information. It is not recommended that you save local copies.

Specific pages / activities include:

- Concur Expense landing page
- Expense Report page
- Expense Entry page
- Report Modals
- Itemizations
- Attendees
- Allocations
- Mileage

Are any icons being removed or altered? If so, why?

Yes, a number of icons have been removed and replaced with cleaner messaging for a better user experience and increased accessibility. User testing demonstrated that much of our iconography did not have significant meaning to our users. By removing the icons, cleaner space was created that allowed for clearer text and direction to guide the user through exactly what needs to be done to complete their expense report.

We are always working to improve the experience and some icons may be added back where useful.

Are any administrator / approver / processor screens or processes changing?

The first phase of the UI change is focused on users. Additional phases are planned that will include approver and processor screens. These future phases will not only bring the benefits of greater accessibility and ease-of-use to approvers, but also create a more consistent experience for creating, submitting, and approving an expense. An updated UI for Approvers is under product direction on our roadmap.

How does this impact my data or user transactions during the process?

There will be no impact to data or transactions; only the UI used to access that data has changed.

How does this impact financial extracts, reporting, web connectors, and other processes?

There will be no impact to any backend processes, financial extracts, or reporting. Only the Concur Expense UI has changed.

How might this impact any custom translations or labels?

This should not impact any translated labels that are already in place.

Concur Expense will suggest specific areas of your configuration where a text review might allow better optimization of your exception messages. Please refer to the Admin Guide for more specific information and recommendations ([Professional](#) | [Standard](#)).

What will happen if users and administrators are working in Concur Expense when we transition?

Expenses or expense reports created on the current user interface will not be affected when a user is switched to the NextGen UI. The user, approver, and processor may continue the expense reporting process with no interruption. Users can continue to work on the current Concur Expense UI and will only see the updated UI after they sign out and then sign back on. No other action will be required from the user.

How are test entities being moved to the updated UI?

The same tools available to Expense Administrators in the production sites will be available on test entities. Deploying the NextGen UI in your test site will not impact your production entity. Any test entities that have not been moved by October 1, 2022 will be automatically transitioned.

Are there any special requirements for the updated UI to function? (browsers, bandwidth, and others)

The standard list of [supported configurations](#) will apply.

How do I know which edition we are on (Standard or Professional)?

There are two editions of Concur Expense: Standard and Professional. To find out which edition you have, sign in to Concur Solutions > click Help in the upper-right corner > click Expense Help. Users will see their edition at the top of the page.

How do I provide feedback on the updated UI?

These are the methods to provide feedback:

- If you have a change that would be considered an enhancement to the UI, Authorized Support Contacts can submit an Improvement Request through the Customer Support Portal. For UI improvements, the Influence website has a dedicated topic called "SAP Concur Solutions User Experience." In your request, please include the phrase "NextGen UI".

- If you believe you have found a mistake or bug, Authorized Support Contacts can submit a Support Case through the Customer Support Portal. In your case, please include the phrase “NextGen UI”.

If you have other questions, reach out to your SAP Concur account team.

Is there another change with SAP Fiori UX Harmonization coming?

For clients that have other SAP instances, they may want to harmonize their user interfaces to look similar across different SAP products. SAP Concur now has the capability to show the UI in SAP’s native Fiori theme. This is available on the NextGen UI, so we would suggest clients to evaluate this change as they move to NextGen UI.

With the SAP Fiori UX introduction, we now harmonize the look and feel of the SAP Concur UI with the look and feel of other SAP products, providing a more consistent user experience. New and existing Enterprise customers using Concur Travel & Expense can now opt-in to activate a preview of the harmonized SAP Fiori UX on a user-by user-basis. To enable the SAP Fiori UX companywide, please contact Concur Support to request the style change.

Learn more at concur.com

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