

Subject: SAP Concur New Expense User Interface - System Wide Enhancements
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Memorandum

To: Boston University Faculty and Staff
From: Boston University Travel Services Department
Date: December 3, 2018
Subject: SAP Concur New Expense User Interface – System Wide Enhancements

SAP Concur has released a new version of the user interface for the Concur software used at BU for travel and expense reimbursements, responding to extensive user feedback and suggestions for improvements to the usability of the tool.

On March 29, 2019 Boston University will transition all users to SAP Concur's updated Expense User Interface (UI).

[This email contains important information regarding that transition](#)

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Who is impacted?

All Concur users of the web based interface. Please note that [the Concur mobile app will not change](#) as a result of this UI update.

What are these changes and what do they mean for end users?

The new User Interface will change the overall look and feel of the system but will **not** change functionality. The system updates will make functions like allocations, itemizations, and the listing of meeting attendees simpler and more intuitive. Additionally a number of icons will be replaced with cleaner error messaging.

Where can I find additional information regarding these changes?

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Additional details about SAP Concur's NextGen Expense UI can be found on the BU Travel Services website here: <http://www.bu.edu/travelservices/sap-concur-new-expense-ui->

[information](#)

All training materials currently on the Travel Services website will be updated to reflect the new Expense UI several days prior to the official cut over in March 2019.

How will I, and the other users in my department, be supported during the transition?

To prepare for this release, 200 users in 6 academic and administrative departments across the University have already begun piloting the new UI this fall, and are providing guidance to Travel Services on the training and documentation needed to support users during the transition. Travel Services will be providing training and updated documentation well in advance of the March 29th cutover date.

When will training be available for the new UI?

A University wide training effort will begin in **February 2019** and continue through the end of March. Future communications will be sent to coordinate departmental trainings that will include live demonstrations and hands on practice. If you are a department head or financial manager and would like to pre-emptively schedule your area's 2019 training date please send an email to travelexpense@bu.edu

Why are these changes being made?

The updated SAP Concur Expense UI is in response to user feedback to Concur requesting improvements, extensive user research and data analytics including interviews, surveys, and detailed analyses of over 1.3 billion user transactions. This user feedback and transaction analyses highlighted areas where the UI could be improved, and guided the redesign process.

Sincerely,

Kara Sechrist
Director, Travel Services