CONCUR | OLD VS NEW USER EXPERIENCE

OVERVIEW

This serves as a brief guide to compare the changes and upgrades between the old Concur interface and the new Concur interface that will go live to the ASU community on September, 2022. The new interface is outlined in Red.

CONCUR REQUEST

There is no longer a segments tab on the request side. Now you can click the Add button and add any anticipated expenses with estimates.

OLD

NEW

CONCUR EXPENSE

In Concur Expense, there are a few changes to improve the user experience. Icons have been replaced with clear wording indicating the payment type.

NEW

OLD

NOTE: The exception icons are now called Alerts and will display at the top of the report instead of on each individual expense line. Clicking on the Alert will take you right to the area that needs to be corrected.
Users have new drop-down options that make it easier to navigate to different sections on the expense report.

NOTE: You can still view the Approval Flow and the Audit Trail. They are now conveniently located under the Request Details drop down. The Approval Flow now displayed in the Request Timeline with a clear breakdown of the necessary approvals and approver names.

The Travel Allowance drop down now includes the Travel Itinerary section as well as Expenses and Adjustments. This screen has not changed, but the location of this section is easier to find as it was previously under Details.

PROCESS CHANGES IN THE NEW INTERFACE

With the new layout, some of the processes have changed. The My ASU TRIP Manual includes updated step by step walkthroughs with screenshots on how to proceed in the new user interface.

Create a Trip Request: Please refer to page 33 Creating an Request in the New UI
How to Add Receipts: Please refer to page 109 Creating an Expense Report in the New UI
How to Add Anticipated Expenses to a Request: Please refer to page 38 Creating a Request in the New UI
How to Itemize Hotel Expenses: Please refer to page 97 Creating an Expense Report in the New UI
How to Allocate Expenses to multiple funding sources: Please refer to page 113 Creating an Expense Report in the New UI
How to Start an Expense Report From an Approved Request: Please refer to page 77 Creating an Expense Report in the New UI

ADDITIONAL SUPPORT

For help with Concur, contact MyASUTRIP@exchange.asu.edu.

For additional reference material, refer to the Traveler Resources page located on the Travel Services page.