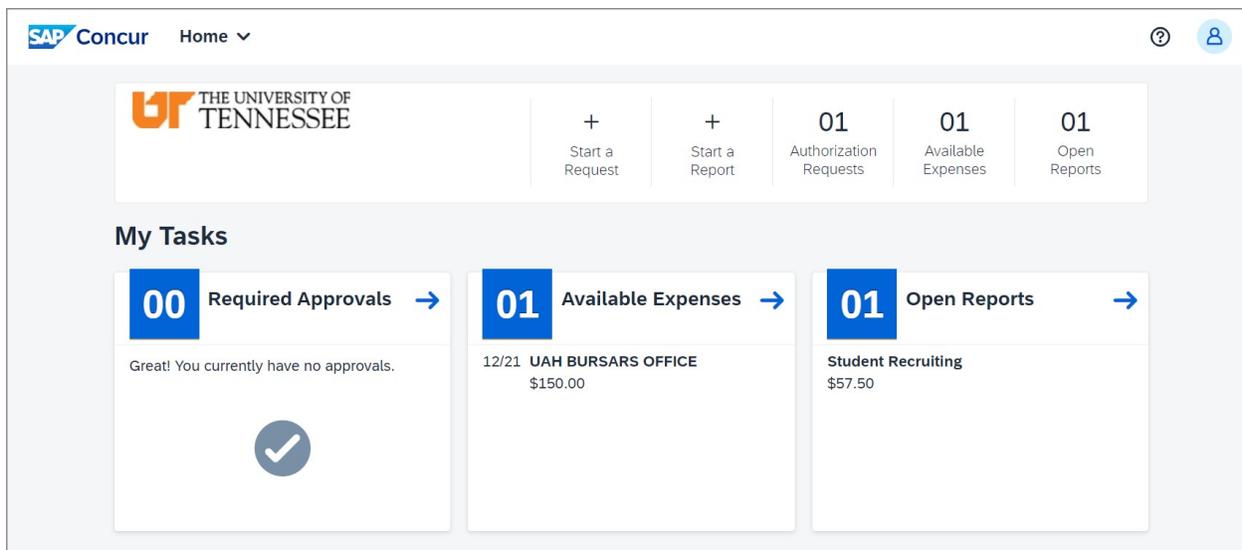


## Tipton, Emily Lynnette

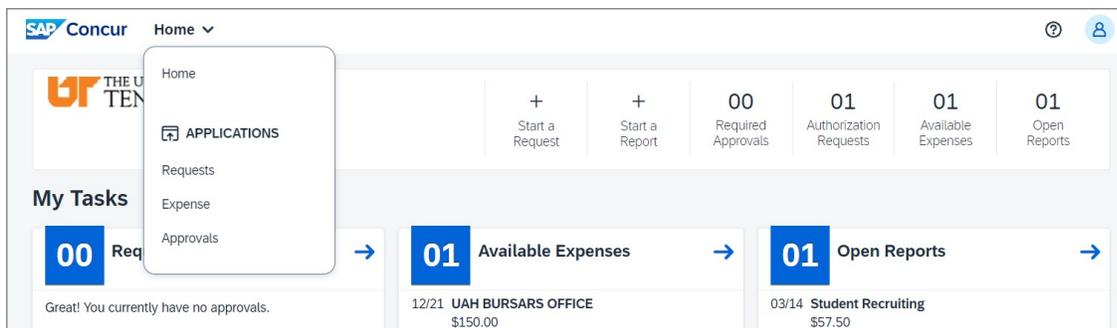
**From:** Travel <TRAVEL@LISTSERV.UTK.EDU> on behalf of Tipton, Emily Lynnette <00000961e51a2eff-dmarc-request@LISTSERV.UTK.EDU>  
**Sent:** Wednesday, March 27, 2024 2:24 PM  
**To:** TRAVEL@LISTSERV.UTK.EDU  
**Subject:** Travel Update | March 2024: New Design and Layout Launches April 10, Updated World Travel Email, Preparing for DASH, Support Strategy

As you start planning for spring and summer travel, keep in mind that this will be a summer of change for our travel system with the eagerly anticipated DASH launch July 1. Outlined below are upcoming changes and recommendations to help you prepare for the transition to DASH.

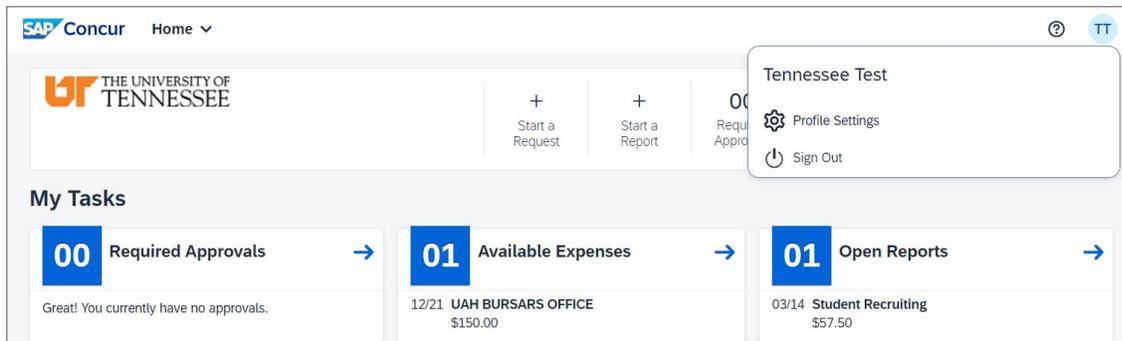
**New Layout and Design Launches April 10.** The updated Concur layout and design theme improves the overall design consistency and accessibility of our previous design. While you will encounter a new visual design this spring, current features and functionality will remain the same. This update primarily enhances the look and feel of SAP Concur products - for example, fonts, font sizes, icons, colors, and rounded corners. The navigation menu is slightly modified to make it easier to find what you are looking for. The changes should not be significant enough to require any re-training for you or your travelers.



The most noticeable changes are to the top of the screen. Instead of tabs for Request, Expense, Approvals and Reporting, there is now an arrow in the upper left to a dropdown menu for these options. Secondly, in the upper right of the screen, Profile has been replaced with an icon reflecting the user's initials. Click on the icon to act as a delegate.



**NOTE:** Access to the Travel and Reporting modules will also be included in the new Home drop-down menu. For Concur mobile users, this update is already in place.



To learn more about this update, check out the Concur [demo video](#) or [FAQ](#).

**Preparing for DASH.** Transition planning is underway for retiring Concur and launching DASH, which also coincides with fiscal yearend. This includes setting cutoff dates for card requests, travel requests and expense report submissions. Detailed information will be shared soon, but you can act now to reduce stress and delays during this transition.

- Timely submission of expenses, including travel card and cash advance reconciliation.
  - Submit expenses when all supporting documentation (receipts, card transactions) is available within days of concluding travel.
  - Centrally held travel card expenses should also be submitted as quickly as possible after documentation is available.
  - Active or new travelers can explore assigning a knowledgeable delegate.
- Timely review and approval.
  - Monitor email or check your Concur Approval listing routinely.
  - Consider adding a preview or delegate approver.
- Submit travel and procurement card requests for any travel that will occur over the summer (June-August) as early as possible to allow enough time for processing and delivery before retiring Concur.
- Cash advance needs.
  - Consider requesting a travel card or working with centrally held cardholders within your department to offset eligible expenses.
  - If a cash advance is an absolute must please submit the request in a timely manner to allow for all approval levels in the department and the campus. Any cash advance requests for trips starting after DASH rollout on July 1 should wait and submit their request in DASH.

**Interested in learning more about DASH?** The [DASH Training Hub](#) on the Friends of DASH website is a resource being updated now and will continue to update in the months ahead. One of the resources available on the DASH Training Hub page is the free MyLearn Oracle University training. While these online resources are not designed to show what the DASH system will look like or provide the UT context yet, this is an opportunity to start seeing the Oracle screens and processes now. Catch a sneak peek in the recent [DASH Townhall training preview](#).

#### **Additional Upcoming Concur Changes:**

**Restricted Use Purposes and Expenses.** The university strives to continue evolving processes to improve efficiency and employee experience. A program specific improvement will be incorporated into Concur by early April that will add 'restricted use' trip business purposes and expense types. These additions are only available for program participants and include compliance controls to prevent accidental usage.

**World Travel Contact Information.** World Travel is streamlining email access for travelers and delegates requesting travel support. Please remove and cease using any previous 'blue' or 'blue team' email address and leverage the 'UT' branded address [UT@worldtrav.com](mailto:UT@worldtrav.com). Full contact details are included below.

Email: [UT@worldtrav.com](mailto:UT@worldtrav.com) with travel questions during regular business hours. For technical issues with the Concur Travel module, contact [online@worldtrav.com](mailto:online@worldtrav.com) during regular business hours.

Call: 877-210-8189 anytime toll-free. For after hours or international support, call 865-777-1680 or 865-288-1915 anytime.

**Concur Continuous Improvement.** Concur will continue to apply updates to improve efficiency and functionality. As significant updates are announced we will share information via this listserv, Travel FAQ and the UTSA Travel page.

**Communication and Support.** As we count down the days to DASH launching, the travel team is focusing on finalizing configuration, validating data integration, and preparing for user acceptance testing. With the increased DASH responsibilities, the travel team will be reducing monthly travel updates to as needed correspondence regarding significant changes, outages, or announcements. Travelers, delegates, and approvers will continue to receive support at [travel@tennessee.edu](mailto:travel@tennessee.edu). However, we ask for your patience in response to non-critical inquiries as the Travel Team works to fill vacant positions, meet DASH obligations and non-travel responsibilities. Recommended strategy for addressing travel-related questions or issues.

- Consult UT FI0705 – Travel [Policy](#) and [Procedures](#) concerning travel compliance.
- Search [Travel FAQ](#) for the 'how to' steps in completing travel requests and expense reports.
- Review [recorded topic-based training](#) sessions for more in-depth information on specific travel scenarios, approvals, alert resolution, guest travelers, centrally held card usage and more.
- Questions concerning returned reports or requests should start by contacting the person who returned the report.
- Contact World Travel directly for assistance with non-policy related travel booking questions or reservation needs.
- If these steps do not address your need, contact support at [travel@tennessee.edu](mailto:travel@tennessee.edu).

UT Travel Team  
University of Tennessee  
[travel@tennessee.edu](mailto:travel@tennessee.edu)

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<https://listserv.utk.edu/cgi-bin/wa?SUBED1=TRAVEL&A=1>