

Assure Expenses | New UI FAQs

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Customer FAQs | Webinar follow-up

Key message

The new Expenses user interface is primarily a visual and navigational modernisation. Existing functionality, permissions, processes, reports, integrations and configuration remain unchanged. The goal is to provide a cleaner, more modern and easier-to-use experience while minimising disruption.

About this document

These FAQs bring together the key information shared during the RLDatix Expenses New UI webinar on 16 September 2026. Dates and details described as planned, expected or under exploration remain subject to confirmation.

Release and what is changing

1. Why is the Expenses user interface changing?

The new interface modernises the look and feel of Expenses, improves navigation, supports accessibility standards and creates a more consistent experience across the web and mobile applications. Core Expenses functionality remains the same.

2. When will the new UI be released?

The planned launch window is the week commencing 19 October 2026. The exact release day has not yet been confirmed but will be shared week commencing 12 October 2026.

3. What are the biggest changes users will notice?

- A redesigned sign-in page
- A new dashboard-style homepage
- Improved side navigation with drop-down menus
- Easier access to common actions
- New colour themes and accessibility options
- Receipt Wallet available within Expenses Web

4. Are there any new features?

The main new feature is Receipt Wallet within the web application. Most other changes focus on design, usability, navigation and accessibility.

5. Will there be any downtime?

The update is expected to be deployed as a standard release with only minimal interruption, similar to routine maintenance activities.

Processes, configuration and access

6. Will the way I submit or approve claims change?

No. The update focuses on the interface, navigation and presentation. Existing expenses submission, approval, and administration processes remain unchanged.

7. Will our configuration, expense items, cost codes or settings be affected?

No. Existing configuration, permissions, expense items, cost codes, reporting structures and settings will remain in place.

8. Will user permissions and access roles change?

No. Users will continue to see functions based on their existing roles and permissions, presented through the new navigation structure.

9. Will Single Sign-On still work?

Yes. Current information indicates that existing Single Sign-On configurations will continue to work as they do today. Customers should not need to reconfigure certificates, identity providers, or authentication settings.

10. Will reports and exports still work?

Yes. Existing reports, custom reports, financial exports and integrations are unchanged and will continue working as they do today.

11. Are import and export file formats changing?

No. There are no changes to current import or export formats.

12. Do claims need to be submitted before the change?

No. Current, part-completed and submitted claims will remain exactly as they are and can be continued after the release.

13. Is the mobile app changing too?

No mobile app changes are planned as part of this release. The web application is being updated to align more closely with the existing mobile experience.

Using the new experience

14. What is Receipt Wallet?

Receipt Wallet allows receipt images to be stored before making the expenses claim. Images captured in the mobile app will now be available within Expenses Web, and vice versa. This makes it

easier to capture receipts while travelling and complete claims later on a desktop or through the mobile app.

15. Is OCR available in the web version?

Yes. OCR is included in the web receipt wallet and can pre-populate information such as date, total, VAT and currency.

16. Will the receipt wallet be available when reconciling corporate card transactions?

Corporate card options will remain available within the claimant items area, and the reconciliation process will work as it does today.

17. Which evidence file types can be uploaded?

Permitted attachment types are controlled by each organisation's system configuration. Examples discussed included PNG, JPEG, TIFF, DOCX, PDF and GIF. Additional types may be enabled in Administrative Settings, and help guidance is available for the email-in function.

18. Will users need retraining?

Most users should require only minimal familiarisation. The functionality remains the same, but some menu locations and navigation routes will be different. Administrators are encouraged to share guidance with end users.

19. Is the consent process for automated DVLA checks changing?

No. The process remains the same.

20. Can users personalise the new screens?

Yes. Users will be able to customise column views in various areas of the application and switch between the available display themes.

21. What accessibility improvements are included?

The new UI introduces light, dark and high-contrast themes, improved navigation structures and more accessible design standards.

22. Will broadcast messages still appear?

Yes. Broadcast and notification messages will continue to appear in the new experience.

23. Will our organisation's custom branding remain?

No. Existing custom colour branding will be replaced by standardised theme options designed to improve accessibility, align with the mobile app, and provide each user with the option to make their own choice of display based on their individual needs and preferences.

Preparing for go-live

24. What support and training materials will be available?

- A live administrator webinar and recording
- Administrator guidance
- End-user videos
- Knowledge Base articles
- Updated documentation and comparison guides

25. What should administrators do before go-live?

- Review the available guidance materials
- Brief end users and stakeholders
- Update internal screenshots or user guides where applicable
- Familiarise themselves with the new navigation at launch

Release approach and technical considerations

26. When will the new Expenses UI launch?

The planned launch is the week commencing 19 October. This timing avoids typical payroll processing peaks and the higher claim volumes seen closer to the holiday period, while ensuring our teams are available to support customers. We will provide supporting materials before launch, including FAQs, screenshots, knowledge articles and videos.

27. Can some customers become early adopters of the new UI?

No. All customers use the same live version of Expenses and receive system-wide updates at the same time. Although some individual features can be introduced using feature flags, the new UI relies on updated technology and code libraries that apply across the whole system, so an early-adopter release is not possible.

28. Can the release be rolled back if there is an issue?

Yes. We can roll back the code to the previous version without affecting customer data. However, we normally resolve and deploy a fix as quickly as possible through our continuous delivery process. The old and new versions cannot run in the live environment at the same time.

29. Can users switch between the current and new designs?

No. The new interface uses updated components and icons, while elements used by the current design are no longer supported in the new code library. Because only one version of that library can run at a time, a design toggle cannot be provided.

Need help?

New interface and launch queries: expenseseam@rldatix.com

Live product or service issues: support@selenity.com

