

CONCUR / TRAVEL UI UPDATES

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CONTEXT

Concur delivers Travel and Expense management tools for thousands of companies and millions of business travelers around the world.

In my role as a Sr. UX Designer, I work as part of a multi-disciplinary team to deliver improvements to the user experience of the Online Travel Booking tool. The recent successful release, that I'm sharing here, was the result of the team's dedication and hard work.

I am responsible for leading the interaction, information, and visual design that delivers a great experience to our end-users and meets the business needs of our clients.

WHY WE DID IT

The updates to the Online Travel Booking experience were inspired by customer and user feedback, research studies, market trends, and our love of simple and efficient interfaces.

The design needed to address three main themes:

USABILITY

Making core tasks easy to complete, while reducing user errors

EFFICIENCY

Enabling users find what they want faster by reducing clutter

ACCESSIBILITY

Making the application usable for everyone

PREVIOUS SEARCH RESULTS

Inconsistency in the information design, unintuitive iconography, misunderstood features, and poor accessibility made the product difficult to use.

Inconsistent placement of images, price display, and selection process.

Use of color and imagery that made the tool less usable for many of our visually impaired users.

| | | | | |
|--|--------|---|----------------------------------|--------------------------------|
| \$265.20 Select ✓ + 193 Pts | United | DFW 09:00 am → SAN 11:59 am | 1 | 4h 59m |
| | | SAN 03:15 pm → DAL 10:08 pm | 1 | 4h 53m |
| Compare ↗ | ◆◆◆ | 🕒 | More like this + | Show details ▾ |

| | | | | |
|--|-----------------|---|----------------------------------|------------------------------|
| Starting From: \$52.00 Fares ! | Amtrak Regional | Seattl... 07:30 am → Portla... 11:20 am | 0 | 3h 50m |
| | | Portla... 02:40 pm → Seattl... 06:30 pm | 0 | 3h 50m |
| Compare ↗ | | | More like this + | Show fares ▾ |

| | | |
|---|---|-------------------------------|
| 4. Marriott Costa Rica Hotel San Jose ◆◆◆ | | |
| | 700 m de la Firestone San Jose 502-4005 0.53 miles view map | ★★★★☆ from \$269 |
| more info compare | | choose room ▶ |

| | | |
|--|--|--|
| Economy Car (Worldspan) ◆◆◆ | E-Receipt Enabled more info | |
| \$36.43 per day (Corporate rate) \$255.00 weekly rate Select ✓ | Unlimited miles Pick-up: Terminal: SJC Automatic transmission Total cost \$368.52* | |

Iconography that failed to clearly communicate important information.

WHAT WE DID

As part of improving the end-to-end booking experience for Concur Travel customers, we made updates that focused on enhancing the search results for flights, trains, hotels, and ground transportation.

The design adhered to the following principles:

CONSISTENT

Create patterns for discovery and the selection process

INFORMATIVE

Display the right details at the right time

INTUITIVE

Replace difficult concepts with clear alternatives

ACCESSIBLE

Make the experience better for everyone

SEARCH RESULTS AT A GLANCE

BEFORE

\$265.20 **United**

Select ✓
+ 193 Pts

| | | | | | | |
|------------|----------|---|------------|----------|---|--------|
| DFW | 09:00 am | → | SAN | 11:59 am | 1 | 4h 59m |
| SAN | 03:15 pm | → | DAL | 10:08 pm | 1 | 4h 53m |

Compare ↗ [More like this +](#) [Show details v](#)

Starting From: \$52.00 **Amtrak Regional**

Fares ⓘ

| | | | | | | |
|-----------|----------|---|-----------|----------|---|--------|
| Seattl... | 07:30 am | → | Portla... | 11:20 am | 0 | 3h 50m |
| Portla... | 02:40 pm | → | Seattl... | 06:30 pm | 0 | 3h 50m |

Compare ↗ [More like this +](#) [Show fares v](#)

4. Marriott Costa Rica Hotel San Jose

700 m de la Firestone
San Jose 502-4005
0.53 miles | [view map](#)

from **\$269**

[more info | compare](#) [choose room >](#)

Economy Car (Worldspan) [more info](#)

\$36.43 per day
(Corporate rate)
\$255.00 weekly rate

Select ✓

Unlimited miles
Pick-up: Terminal: SJC
Automatic transmission
Total cost **\$368.52***

AFTER

American Airlines

| | | | | |
|------------|---|------------|------------|--------|
| 11:17a SEA | → | 09:52p LGA | 1 stop ORD | 7h 35m |
| 03:10p EWR | → | 09:07p SEA | 1 stop PHL | 8h 57m |

\$433.70

Most Preferred Vendor for ACME [Show all details v](#)

SNCF

| | | | | |
|--------|---|--------|------------|--------|
| 11:17a | → | 09:52p | 1 stop ORD | 7h 35m |
| 03:20p | → | 09:07p | 1 stop PHL | 8h 47m |

ROUND TRIP: PARIS GARE DE LYON TO MARSEILLE SAINT CHARLES

\$433.70

E-Receipt Enabled [Show all details v](#)

3. Holiday Inn Washington DC-Central

1501 Rhode Island Ave NW, Washington, DC 20005 [Map it](#)

0.12 mi

From **\$250**

[View Rooms](#)

Most Preferred Vendor for ACME / E-Receipt enabled [Hotel details](#)

Standard Car - \$50.00 per day (Corporate rate)

Unlimited miles, Automatic transmission
Pick-up: Terminal (SEA)

\$71.28 Total cost*

E-Receipt enabled [Location info](#)

FLIGHT SUMMARY

Removed poorly understood, underutilized features that added complexity to the UI.

Added richer details to clarify iconography, policy, and abbreviations.

The screenshot shows a flight summary for American Airlines. It includes a dropdown menu for 'Airport: SEA' (Seattle Tacoma Intl Arpt. Seattle, WA), a table of flight options, and a 'View Fares' button. Annotations point to various UI elements: the dropdown menu, the 'Most Preferred Vendor for ACME' text, the '1 stop ORD' and '1 stop PHL' text, and the 'View Fares' button.

| American Airlines | 11:17a SEA → 09:52p LGA | 1 stop ORD | 7h 35m | From \$515.20 |
|-------------------|-------------------------|------------|--------|----------------------------|
| | 03:10p EWR → 09:07p SEA | 1 stop PHL | 8h 57m | View Fares |

Most Preferred Vendor for ACME

Show all details ▾

Replaced confusing iconography with clear company vendor preference text.

Surfaced information key to business travelers, such as stop location.

FLIGHT DETAILS

\$762.20 **American Airlines†**

SEA 05:00 am → **BOS** 04:44 pm 1 8h 44m
BOS 06:55 pm → **SEA** 10:20 pm 0 6h 25m

+ 38 Pts † Operated by Alaska Airlines

Compare More like this + Hide details ^

Outbound flight: Seattle, WA (SEA) - Boston, MA (BOS) Wed, Aug 5

| | | | |
|---|---|---|--|
| American Airlines #1094 | Seattle Tacoma Intl Ar... (SEA) Depart: Wednesday, 05:00 am | Logan Intl Arpt (BOS) Arrive: Wednesday, 04:44 pm | |
| Stops: 1 Duration: 7h 2m Economy: G Change Aircraft Enroute 865 lbs CO ₂ | | | |

Return flight: Boston, MA (BOS) - Seattle, WA (SEA) Tue, Aug 11

| | | | |
|---|---|---|--|
| American Airlines #7091 Operated by Alaska Airlines | Logan Intl Arpt (BOS) Depart: Tuesday, 06:55 pm | Seattle Tacoma Intl Ar... (SEA) Arrive: Tuesday, 10:20 pm | |
| Stops: 0 Duration: 6h 25m Economy: K Boeing 737 865 lbs CO ₂ | | | |

Travel Policy
 To benefit from travel points, please select a fare below the price to beat

American Airlines - (Worldspan)
[Fare Rules](#)
Ticket non-refundable - penalties may apply
 Change fee likely applies (plus fare difference, see fare rules)

View more fares

Select
 + 38 Pts
 Hide details ^

Introduced expandable headers that display the most relevant information about the flight.

Redesigned the flight details with richer, easy-to-scan duration and layover information.

American Airlines

11:17a SEA → 09:52p LGA 1 stop ORD 7h 35m From **\$528.20**
 03:10p EWR → 09:07p SEA 1 stop PHL 8h 57m **View Fares**

Most Preferred Vendor for ACME Hide all details v

DEPART **Thu, Apr 7** — Seattle, WA to New York, NY / **1h 15m layover** in Chicago, IL (ORD) Hide details v

| | | | |
|------------|-------------------------|--------|---|
| Thu, Apr 7 | 11:17a SEA → 05:25p ORD | 4h 08m | American Airlines 1446 |
| | Layover in Chicago, IL | 1h 15m | O'Hare Intl Arpt |
| | 06:40p ORD → 09:52p LGA | 2h 12m | American Airlines 288 |
| | | | View seats / Economy (Q) / Boeing 737-800 |

RETURN **Fri, Apr 8** — New York, NY to Seattle, WA / **2h 04 layover** in Philadelphia, PA (PHL) Hide details v

| | | | |
|------------|-----------------------------|--------|--|
| Thu, Apr 8 | 03:10p EWR → 04:01p PHL | 0h 51m | American Airlines 3895 |
| | Layover in Philadelphia, PA | 2h 04m | Philadelphia Intl Arpt |
| | 06:05p PHL → 09:07p SEA | 6h 02m | American Airlines 729 |
| | | | View seats / Economy (O) / Airbus Industrie A321 |

| Fare Options | Free Checked Bags | Refundable | In Policy | |
|--|-------------------|------------------|-----------|-----------------|
| Choice Economy (Q) Fare details / Rules | 0 | No | | \$528.20 |
| Choice Economy (K) Fare details / Rules | 1 | Yes \$100 fee | | \$796.70 |

Worldspan

FARE OPTIONS

Airlines are moving to a new pricing model that allows travelers to choose fare options that best match their needs.

The new fare matrix table outlines those options and surfaces important information about each one, including company policy compliance.

The screenshot displays an American Airlines flight search interface. At the top, it shows the airline logo and two flight options: SEA to LGA (1 stop ORD, 7h 35m) and EWR to SEA (1 stop PHL, 8h 57m). A 'View Fares' button is visible next to the price 'From \$528.20'. Below this, it identifies the user as the 'Most Preferred Vendor for ACME' and shows 'Show all details'. The flight details section includes a 'DEPART' leg on Thu, Apr 7 (Seattle, WA to New York, NY with a 1h 15m layover in Chicago, IL) and a 'RETURN' leg on Fri, Apr 8 (New York, NY to Seattle, WA with a 2h 04m layover in Philadelphia, PA). The 'Fare Options' table is the central focus, listing two fare types: Choice Economy (Q) and Choice Economy (K). The table includes columns for 'Free Checked Bags', 'Refundable', and 'In Policy'. The Choice Economy (Q) fare is priced at \$528.20, while the Choice Economy (K) fare is priced at \$796.70 and includes a \$100 fee. A yellow warning icon is present next to the \$796.70 price. A 'Worldspan' logo is visible at the bottom right of the fare options table.


| Fare Options | Free Checked Bags | Refundable | In Policy | Price |
|--|-------------------|------------------|-----------|----------|
| Choice Economy (Q) Fare details / Rules | 0 | No | ✓ | \$528.20 |
| Choice Economy (K) Fare details / Rules | 1 | Yes \$100 fee | ⚠ | \$796.70 |

Showing fare options for selected flights with valuable details about refundability, checked bags, and more.



Easy to spot and learn more about the company travel policy for each fare.

FLIGHTS WITH LEG-BY-LEG FARE OPTIONS



BEFORE

Starting From: **\$631.00**  Southwest **Fares** + 104 Pts

| | | | | | | |
|-----|----------|---|-----|----------|---|--------|
| SEA | 06:35 am | → | BOS | 05:00 pm | 1 | 7h 25m |
| BOS | 05:35 pm | → | SEA | 11:15 pm | 1 | 8h 40m |



Compare   More like this + Hide fares ^

Outbound flight: Seattle, WA (SEA) – Boston, MA (BOS) Wed, Aug 5


| | | |
|---|---|--|
|  Southwest #3060 | Seattle Tacoma Intl Ar... (SEA) Depart: Wednesday, 06:35 am Stops: 0 Duration: 3h 55m Wanna Get Away: H 668 lbs CO ₂ | Midway (MDW) Arrive: Wednesday, 12:30 pm |
|  Southwest #5366 | Midway (MDW) Depart: Wednesday, 01:40 pm Stops: 0 Duration: 2h 20m Wanna Get Away: H 332 lbs CO ₂ | Logan Intl Arpt (BOS) Arrive: Wednesday, 05:00 pm |

Wanna Get Away \$289.00 Anytime \$574.50 Business Select \$602.50

Return flight: Boston, MA (BOS) – Seattle, WA (SEA) Tue, Aug 11

| | | |
|---|--|--|
|  Southwest #2279 | Logan Intl Arpt (BOS) Depart: Tuesday, 05:35 pm Stops: 0 Duration: 4h 45m Wanna Get Away: Q 676 lbs CO ₂ | Denver Intl Arpt (DEN) Arrive: Tuesday, 08:20 pm |
|  Southwest #1796 | Denver Intl Arpt (DEN) Depart: Tuesday, 09:25 pm Stops: 0 Duration: 2h 50m Wanna Get Away: Q 395 lbs CO ₂ | Seattle Tacoma Intl Ar... (SEA) Arrive: Tuesday, 11:15 pm |


Wanna Get Away \$342.00 Anytime \$574.50 Business Select \$602.50

Travel Policy
 To benefit from travel points, please select a fare below the price to beat


Southwest
Fare Rules
Ticket non-refundable – penalties may apply
Change fee likely applies (plus fare difference, see fare rules)

Select + 104 Pts
Hide fares ^


AFTER

 Southwest **10:55a SEA → 10:30p LGA** 1 stop MDW 8h 35m **From \$452.20**
04:00p LGA → 10:05p SEA 1 stop MDW 9h 05m **Hide Fares**

Preferred Vendor for ACME [Show all details](#) ^

DEPART  **Thu, Apr 7** – Seattle, WA to New York, NY / **2h 40m layover** in Chicago, IL (MDW) [Flight details](#) ^

| Fare Options | Free Checked Bags | Refundable | In Policy |
|---|-------------------|------------|--|
| Wanna Get Away Fare details / Rules | 2 | No | <input checked="" type="checkbox"/> \$242.20 |
| Anytime Fare details / Rules | 2 | No | <input checked="" type="checkbox"/> \$345.50 |
| Business Select Fare details / Rules | 2 | Yes | <input type="checkbox"/> \$473.50 |

RETURN  **Fri, Apr 8** – New York, NY to Seattle, WA / **2h layover** in Chicago, IL (MDW) [Flight details](#) ^


| Fare Options | Free Checked Bags | Refundable | In Policy |
|---|-------------------|------------|--|
| Wanna Get Away Fare details / Rules | 2 | No | <input checked="" type="checkbox"/> \$210.00 |
| Anytime Fare details / Rules | 2 | No | <input checked="" type="checkbox"/> \$335.20 |
| Business Select Fare details / Rules | 2 | Yes | <input type="checkbox"/> \$460.50 |

\$452.20 **Worldspan**

HOTEL DETAILS

BEFORE

1. Holiday Inn Express Vancouver Arprt ◆◆◆

 9351 Bridgeport Rd
Richmond, British Columbia V6X 1S3
2.89 miles | [view map](#)

★★★★☆
rate this hotel

0 Pts Price-to-Beat \$122
from **\$158**

E-Receipt Enabled [more info](#) | [compare](#) [hide rooms](#)

\$158 Pts Rate changes over duration of stay
Travel Inc Travel Free Breakfast. Free Wifi Internet. Free Airport Shuttle. Free Local Standard Room Bed Type And Smoking Preference Please cancel by 6pm day of arrival (Rate Code: CSTNBCD) (Worldspan)


\$158 Pts Rate changes over duration of stay
Best Flexible Rate Standard Room Bed Type And Smoking Preference Cannot Be Guaranteed As It Will Be Allocated Please cancel by 6pm day of arrival (Rate Code: CSTN013A) (Worldspan)

\$162 Pts Rate changes over duration of stay
Transit Package Do Worry About Parking And Rush Hour Traffic. Reserve Our Transit Package. Standard Room Bed Type And Smoking Preference Please cancel by 6pm day of arrival (Rate Code: CSTN013A) (Worldspan)

[Rate details / Cancellation policy](#)

[Select](#)

AFTER

 **3. Holiday Inn Washington DC-Central** From \$89

1501 Rhode Island Ave NW, Washington, DC 20005 [Map it](#) [Hide Rooms](#)

0.12 mi ★★★★★

Most Preferred Vendor for ACME / E-Receipt enabled [Hotel details](#)

Room Options

Park Stay And Go Park Stay And Go Rate. Guest Must Register Their Car With The Front Desk Studio Suite W 1 Queen Bed Nonsmoking Stay (Rate Code: SQN53IG) [Rate details / Cancellation policy](#) [\\$89](#)

Park Stay And Go Park Stay And Go Rate. Guest Must Register Their Car With The Front Desk Standard Suite When You Arrive At The Hotel We (Rate Code: CTS53IG) (Amadeus) [Rate details / Cancellation policy](#) [\\$99](#)

Requires manager approval

Worldspan

Made it easy to adhere to and learn more about the company travel policy for each room option.

Updated the selection model to match all other search results.

BEFORE

SEATTLE, WA TO BOSTON, MA
WED, AUG 5 - TUE, AUG 11

Print / Email
Hide matrix

| | United | Alaska Airlines | Delta | Southwest | American Airlines | Multiple Carriers | JetBlue | US Airways | Virgin America |
|--------------------|----------------------|----------------------|----------------------|----------------------|---------------------|----------------------|---------------------|---------------------|---------------------|
| All 142 results | ◆◆◆ | ◆◆◆ | ◆◆◆ | ◆◆ | ◆◆ | ◆◆ | ◆◆ | ◆◆ | ◆◆ |
| Nonstop 4 results | -- | 593.39 1 results | -- | -- | 844.20 1 results | -- | 599.20 2 results | -- | -- |
| 1 stop 137 results | 479.54 19 results | 655.00 18 results | 610.66 20 results | 631.00 12 results | 762.20 3 results | 486.20 61 results | -- | 636.20 3 results | 859.20 1 results |
| 2 stops 1 results | 937.29 1 results | -- | -- | -- | -- | -- | -- | -- | -- |

Baggage Fee Policies Show fare display legend

Price-to-Beat \$838

Shop by Fares Shop by Schedule Sorted By: Concur Preference

Expand All Details

Displaying: 4 out of 142 results.

| Price | Carrier | Depart | Arrive | Stops | Duration |
|----------------------|-------------------------------|-----------------------------|--------------------------------|--------|---------------------------|
| \$844.20 | American Airlines† | SEA BOS | 09:30 am → 06:55 pm BOS SEA | 0 0 | 5h 25m 6h 25m |
| Select | † Operated by Alaska Airlines | | | | |
| Compare | ◆◆◆ | More like this | | | Show details |

| | | | | | |
|----------------------|-------------------------------|-----------------------------|--------------------------------|--------|---------------------------|
| \$762.20 | American Airlines† | SEA BOS | 05:00 am → 06:55 pm BOS SEA | 1 0 | 8h 44m 6h 25m |
| Select | † Operated by Alaska Airlines | | | | |
| Compare | ◆◆◆ | More like this | | | Hide details |

Outbound flight: Seattle, WA (SEA) - Boston, MA (BOS) Wed, Aug 5

| | | |
|---|--|--|
| American Airlines #1094 | Seattle Tacoma Intl Ar... (SEA) Depart: Wednesday, 05:00 am | Logan Intl Arpt (BOS) Arrive: Wednesday, 04:44 pm |
| Stops: 1 Duration: 7h 2m Economy: G Change Aircraft Enroute 865 lbs CO ₂ | | |

Return flight: Boston, MA (BOS) - Seattle, WA (SEA) Tue, Aug 11

| | | |
|---|--|--|
| American Airlines #7091 Operated by Alaska Airlines | Logan Intl Arpt (BOS) Depart: Tuesday, 06:55 pm | Seattle Tacoma Intl Ar... (SEA) Arrive: Tuesday, 10:20 pm |
| Stops: 0 Duration: 6h 25m Economy: K Boeing 737 865 lbs CO ₂ | | |

Travel Policy
To benefit from travel points, please select a fare below the price to beat

American Airlines - (Worldspan)
Fare Rules
Ticket non-refundable - penalties may apply
Change fee likely applies (plus fare difference, see fare rules)

View more fares

| | | | | | |
|----------------------|--------------------------|-----------------------------|--------------------------------|--------|---------------------------|
| \$822.20 | American Airlines† | SEA BOS | 05:00 am → 04:25 pm BOS SEA | 1 1 | 8h 44m 9h 40m |
| Select | † Operated by US Airways | | | | |
| Compare | ◆◆◆ | More like this | | | Show details |

| | | | | | |
|----------------------|--|-----------------------------|--------------------------------|--------|---------------------------|
| \$904.20 | American Airlines†† | SEA BOS | 09:30 am → 04:25 pm BOS SEA | 0 1 | 5h 25m 9h 40m |
| Select | † Operated by Alaska Airlines † Operated by US Airways | | | | |
| Compare | ◆◆◆ | More like this | | | Show details |

AFTER

SEATTLE, WA TO NEW YORK, NY
WED, JUL 20 - FRI, JUL 22

Print / Email
Hide matrix

| | United | Delta | Alaska Airlines | Southwest | American Airlines | Multiple | JetBlue | Virgin America |
|--------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|---------------------|---------------------|
| All 171 results | Most Preferred | Most Preferred | Most Preferred | Preferred | Preferred | | | |
| Nonstop 14 results | 465.30 2 results | 482.93 2 results | 734.20 4 results | -- | 651.20 1 results | 510.20 5 results | -- | -- |
| 1 stop 153 results | 424.80 14 results | 491.43 18 results | 779.70 16 results | 645.00 20 results | 465.70 43 results | 408.20 40 results | 648.70 1 results | 693.20 1 results |
| 2 stops 4 results | 466.70 4 results | -- | -- | -- | -- | -- | -- | -- |

Shop by Fares Shop by Schedule Sorted By: Concur Preference

Displaying: 171 out of 171 results. Previous | Page: 1 of 18 | Next | All

| | | | | |
|--------|-------------------------|---------|--------|-------------------------|
| United | 06:05a SEA → 02:20p EWR | Nonstop | 5h 15m | From \$465.30 |
| | 07:26p EWR → 10:39p SEA | Nonstop | 6h 13m | Hide Fares |

Most Preferred Vendor for Concur Hide all details

DEPART ✕ Wed, Jul 20 - Seattle, WA to Newark, NJ Hide details

Wed, Jul 20 06:05a SEA → 02:20p EWR 5h 15m United #1929
[View seats](#) / Boeing 737-900 / 832 lbs CO₂

RETURN ✕ Fri, Jul 22 - Newark, NJ to Seattle, WA Hide details

Fri, Jul 22 07:26p EWR → 10:39p SEA 6h 13m United #1858
[View seats](#) / Boeing 737-900 / 832 lbs CO₂

| Fare Options | Free Checked Bags | Refundable | Policy | |
|---|------------------------------|------------|--------|-------------------|
| Economy (T) Rules / Fare Details | Visit United | No | ✓ | \$465.30 |
| Economy (M) Rules / Fare Details | Visit United | Yes | ⚠ | \$1,186.28 |

Worldspan

| | | | | |
|-------|-------------------------|---------|--------|-----------------|
| Delta | 07:35a SEA → 04:03p JFK | Nonstop | 5h 28m | \$482.93 |
| | 06:56p JFK → 10:22p SEA | Nonstop | 6h 26m | |

Most Preferred Vendor for Concur Show all details

| | | | | |
|-------|-------------------------|---------|--------|-----------------|
| Delta | 07:35a SEA → 04:03p JFK | Nonstop | 5h 28m | \$498.54 |
| | 04:59p JFK → 08:25p SEA | Nonstop | 6h 26m | |

Most Preferred Vendor for Concur Show all details

CONCLUSION

The team is proud of our accomplishments and we've received lots of positive feedback since the release. We took a day to celebrate, and went back to work knowing that this release is but a small part of the work we have ahead of us.

Thank you for taking the time to review this project. If you have any questions, please do not hesitate to reach out to me at info@alexbarsuk.com.