

Complete Release Summary:

August 2026

Table of Contents

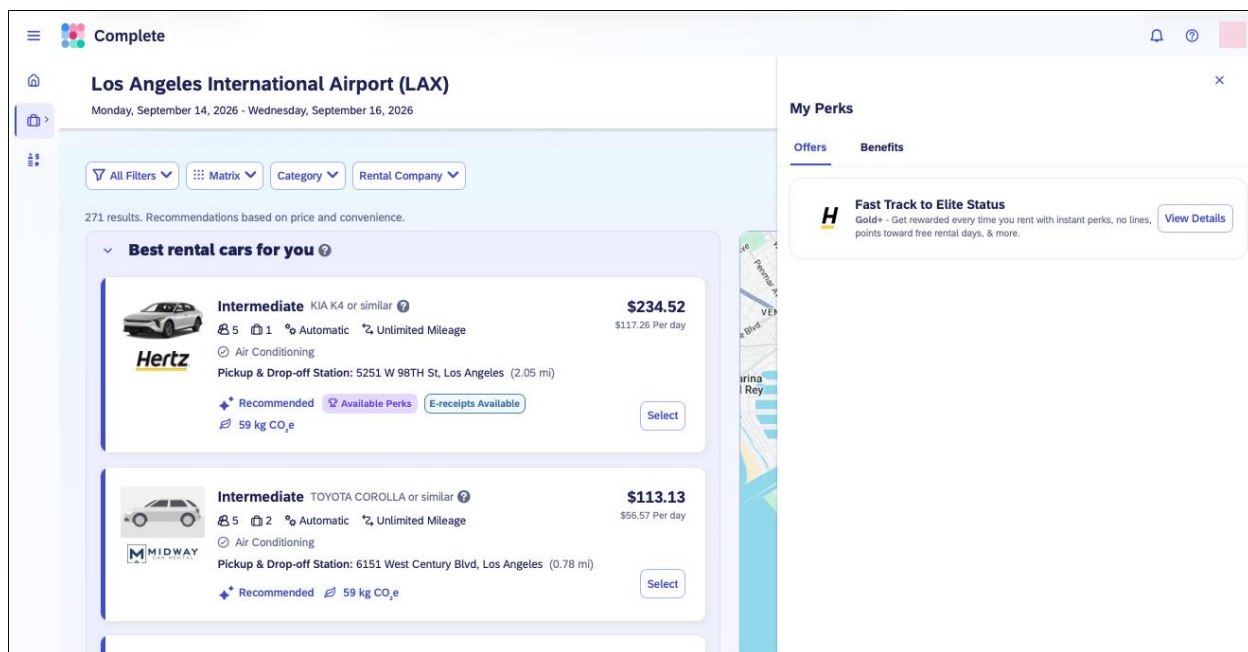
This document has high-level information on the key features included in the August 2026 Complete release. Additional information and details are available in the full Release Notes document.

Complete, Supplier Offers	3
Preview Complete, Intelligent Sorting.....	4
Personalized hotel recommendations now available	5
New Concur Travel, Hotel Rate Cap Policy Enhancement.....	5
Palm Beach Airport Code Change.....	6
Ongoing New Concur Travel, Guest Travel	6
New Concur Travel, Train Booking Level Cancellation.....	8
Preview New Concur Travel, New Guided Air Booking Flow	9
Preview New Concur Travel, Recommendations for Train Search.....	10
Preview New Concur Travel, Enable United Airline Ancillaries through Sabre NDC	10
Preview New Concur Travel, Remove Personal Credit Card Billing Address Requirement for LHG NDC Bookings.....	10
Preview New Concur Travel, Auto-Enablement of Newly Released NDC Airlines	11
Preview New Concur Travel, Additional NDC Content	11
Preview New Concur Travel, Modify Dates for Travelport+ Hotel Bookings.....	11
Preview New Concur Travel, AI-assisted Delegates Dashboard.....	11
Preview New Concur Travel, UK Rail Seat Map via Trainline.....	12
Ongoing New Concur Travel, New SNCF Integration via Trainline	12
Ongoing New Concur Travel, New Renfe Integration via Trainline	12
Preview Change Password Page Updates	13
Ongoing: New Concur Travel, Third Party Meetings	13
Ongoing: New Concur Travel, Availability for India.....	13

Complete, Supplier Offers

Complete will be updated to highlight offers from travel suppliers to end users. Travelers will be able to see eligible supplier offers directly in the Complete shopping experience. These offers are presented in the My Perks panel, which can include benefits such as faster loyalty status, bonus points, or additional amenities from participating suppliers.

When a user searches for flights, hotel, or rental cars, Complete will check whether any offers are available for that user and the trip context. If eligible content is available, the My Perks panel automatically opens on the right side of the search results page, allowing the user to review available offers while they shop. If no offers or benefits are available, the panel remains closed. The Available Perks label is also displayed on the search results for the supplier providing the offer.



Limitations

- This release applies to the web experience only. The mobile experience is planned for a future release.
- Initial rollout is limited to US-based configurations and may only appear for eligible travelers, suppliers, and trip scenarios.
- Offer availability is dependent on supplier participation and traveler eligibility.

Feature Activation: The feature is automatically available; no action is required.

****Preview** Complete, Intelligent Sorting**

Complete is an AI-powered solution, created to offer intelligent shopping experiences to our customers. Amex GBT and SAP Concur are pleased to announce the arrival of **Intelligent Sorting** for our joint alliance customers.

Intelligent Sorting is Amex GBT's proprietary AI-powered shopping technology. It enhances the Air shopping workflow and is the initial phase of a broader GBT Marketplace integration. With this release, rule-based Air sort is enhanced with an AI model that learns from shopping and booking patterns to surface relevant results. Our shopping technology balances availability, price, convenience, policy compliance, and traveler/client preferences while incorporating historical booking patterns with corporate fares.

What is Changing and When:

- A data collection period will begin in September 2026; **Intelligent Sorting** as an AI model requires shopping data for training and maintenance purposes and Amex GBT will collect anonymized shopping data from all customers. This data will be used for model training and maintenance purposes to help deliver an Air sort that is optimized for efficiency and compliance while refining recommendations using traveler/client preferences and fare quality. During this initial period, there will be no iterations on Air sort in the Complete website and mobile app.
- Amex GBT and SAP Concur will gradually apply Air sort iterations in the Complete website and mobile app as the model matures with sufficient data.
- As every itinerary surfaced by the AI model is inherently relevant to the traveler, the distinction of a Recommended label on specific results no longer applies. We will retire the Recommended label from the top three results, which are currently the only recommendations made by Complete.
- As we train the model with more features, we will expand the use of **Intelligent Sorting** across Complete.

Feature Activation: SAP Concur and Amex GBT will gradually release this feature in a phased approach, applying Air sort iterations in the Complete website and mobile app as the model matures with sufficient data.

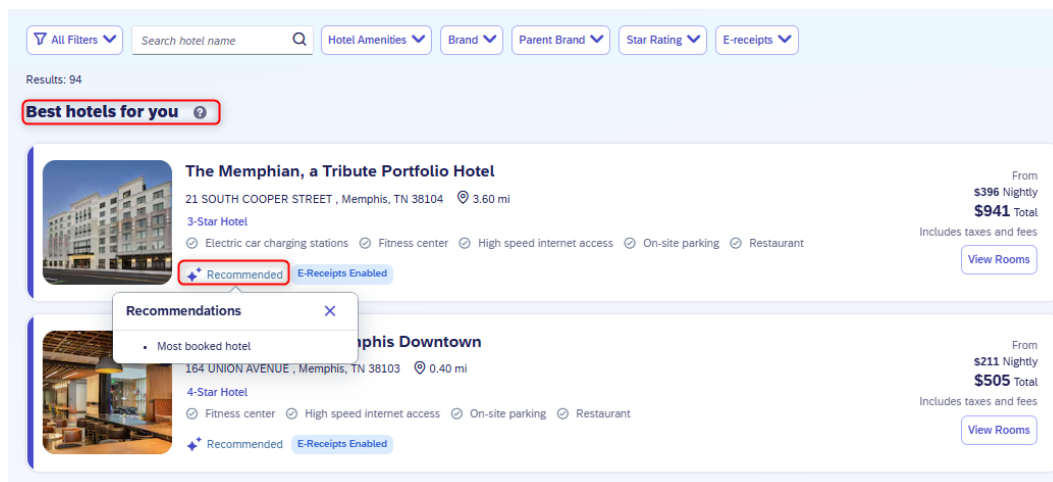
Personalized hotel recommendations now available

A new AI-powered feature now helps travelers find the right hotel faster, right from their first search. **Best hotels for you** surfaces two personalized hotel recommendations at the top of a traveler's Concur hotel search results, based on the company's historical booking behavior. The feature works automatically, no configuration is needed.

Travelers will spend less time scanning results and more time booking with confidence. Because recommendations draw on each company's actual booking history, the options are relevant to your travelers, not just generally popular. It's a simple way to help travelers find a great fit, faster.

Best hotels for you is available now for all customers who access hotel content through our Supply Marketplace (SMP). The feature will roll out automatically for eligible customers in the coming weeks, whether Connect or Direct.

Feature Activation: The feature will be enabled for all customers that are accessing hotel content through our Supply Marketplace; no action is required.



New Concur Travel, Hotel Rate Cap Policy Enhancement

Hotel rate cap policy calculations will now consistently use the base nightly rate to determine if a rate exceeds policy limits. This change aligns rate cap enforcement with how customers define their rate caps and provides clearer policy compliance information.

New Concur Travel now consistently uses the base nightly rate when calculating whether a hotel booking exceeds a rate cap policy limit. Previously, rate cap calculations used either the base nightly rate or the rate inclusive of taxes.

The enhancement applies to both GDS and Direct Connect hotel bookings in new Concur Travel and stand-alone Concur Travel configurations.

In the hotel search results, users can see the base nightly rate displayed on the **Hotel Details** page. The policy compliance indicator will reflect whether the base nightly rate exceeds the company's rate cap, providing a clearer understanding of policy compliance before booking.

Feature Activation: This feature will be automatically available; no action is required.

Palm Beach Airport Code Change

Effective August 18, 2026, the IATA airport code for West Palm Beach, Florida transitions from **PBI** to **DJT**. The airport will appear as **President Donald J. Trump International Airport**. Concur Travel is being updated to support the transition across air, hotel, and car booking workflows.

Existing reservations may continue to display **PBI** until the airline or GDS applies standard schedule-change updates.

Administrators should review their configurations for references to **PBI** and evaluate whether updates to **DJT** are needed. During the transition period, some systems or records may reference either **PBI** or **DJT**. Administrators should monitor booking, servicing, reporting, and support workflows and follow standard support processes if errors occur.

Feature Activation: This feature will be automatically available; no action is required.

****Ongoing**** New Concur Travel, Guest Travel

Enhancements have been made to the existing **Book for a Guest** functionality to enable usage with new Concur Travel. Until this feature is fully released, booking for a guest redirects the user to the legacy experience.

Once released, users will experience a modified booking flow compared to Legacy Concur Travel. Guest information is now collected at the beginning of the booking process rather than on the **Review and Book** screen. The user making the reservation proceeds through the workflow as the arranger. When selecting the **Book for a Guest** option, users are directed to the **Create Guest Profile** page, where they enter the guest's details.

Create Guest Profile

Guest Details
Add your guest profile personal information or go to Arranger View.

Prefix: * First Name: * Middle Name: Last Name: *

Preferred Name:

Email: * Phone: *

Mobile Phone Country/Region: * Mobile Phone: *

Date of Birth: * Gender: *

MM-DD-YYYY Select Gender

Expiration Date: *

2027-01-13

Preferences

Language: * Date Format: * Time Format: *

English MM-DD-YYYY H:mm AM/PM

Work Address

Street: * City: * Country/Region: *

Emergency Contact

Contact Name: * Contact Phone: *

Relationship: *

Save and Book Cancel

Key behaviors:

- Guests have a full profile — all mandatory profile fields applicable to employees may also apply to guests. However, required fields will only apply to guests if the company actively chooses to configure them that way. If a company chooses to apply required custom and standard profile fields to guests, those fields will be prompted for completion at the creation screen.
- The user creating the guest is automatically assigned as the arranger.
- The system applies a default termination date of six months to both the guest profile and sponsorship, though this is configurable — arrangers can edit the duration directly on the creation screen if a different period is needed, or update it later on the profile page.
- The traveler's name appears throughout the workflow user interface to help arrangers confirm they're booking for the correct individual.

Feature Activation: This feature will be automatically available to any user that has been assigned permission to book for guests; no action is required.

New Concur Travel, Train Booking Level Cancellation

Train segments in a booked trip can be cancelled without cancelling the whole trip itinerary. Targeted for the August release, users will be able to make booking level cancellations. Currently, any trip containing a train booking can only be cancelled along with the entire trip.

If a train booking is included on legacy itinerary pages, this functionality is not available to users; it is only available for new Concur Travel Train bookings.

Users now see the link for **More Actions** on the Rail itinerary on the Trip pages.

Trip Overview

Trip Status: Complete | Record Locator: EWITHMR | Trip Name: Trip - Boston | Date: May 28, 2025 - July 16, 2025

Itinerary | Details | Trip History

Newark, NJ - Penn Station (NWK) - New York, NY - Moynihan Train Hall (NYP)
Wednesday, May 28, 2025
Confirmation Number: D445EA

9:07 AM - 9:28 AM Direct 21m 0.66kg CO₂e
Keystone Service 642

Ticket Delivery: eTicket
Ticket Number: 1360081000033
Payment: Test VISA ****1111
Additional Travel Information

View Details | More Actions

Edinburgh (Waverley) - London Kings Cross
Wednesday, May 28, 2025

Estimated Total Cost: \$237.71

Train: \$148.04
Rental Car: \$89.67
Rates are quoted in USD.
Original cost, refund, or penalty for canceled or changed bookings are not displayed.

Would you like to book anything else?
Add Hotel | Add Rental Car | Add Train

Change Booking | Cancel Booking

The **Cancel Booking** option allows the user to cancel only the train booking in the trip. The details of the cancel conditions are displayed to the user on the **Confirm Cancellation** page.

- **IMPORTANT:** Partial cancellations are not supported at this moment. Therefore if a booking contains outbound and inbound segments, the entire booking will be cancelled.

Feature Activation: This feature will be automatically available; no action is required.

Preview New Concur Travel, New Guided Air Booking Flow

Targeted for the September release, Concur travel is introducing a new guided Air booking flow designed to make the flight booking experience more intuitive and efficient. The updated flow will help users select seats, and complete bookings with clearer guidance throughout the process.

End-User Experience

Users will notice the following enhancements:

- After a user searches for and selects flights, they will be directed to a new **Flight Options** page with itinerary details, frequent traveler program selection, and baggage allowance. If offered, **Travel Extras** can be selected on this page.
- A guided flow at the top of the page and button selections make it easy to choose seats or continue directly to the **Review and Book** page.
- The **Review and Book** is simplified with concise itinerary details. The **Change Selections** button has been relocated and renamed to **Change Flights** in the Itinerary details section. The **Change Flights** option will allow the user to return to the search options and select different flights.

Flight Options Currency: USD

1 Flight Options 2 Select Seats 3 Review and Book

Flight Itinerary

Airline	Date	Time	Flight	Class	Duration
American Airlines	September 1, 2026	7:00 AM PHX	→ 2:59 PM JFK	Nonstop	4h 59m
American Airlines	September 7, 2026	5:20 PM JFK	→ 7:49 PM PHX	Nonstop	5h 29m

[View Details](#) [Change Flights](#)

Estimated Total Cost **\$506.80**

Category	Amount
Base Fare	\$442.79
Taxes, fees & charges	\$64.01

[Continue](#)

[Skip to Review](#)

Frequent Traveler Accounts

Select your preferred frequent traveler account. Your account status helps us personalize your bundle offers, seat and other add-on options.

Select a frequent flyer account in Traveler Information to view a personalized seat map based on your account status.

American Airlines

Frequent Traveler Account

None

[Update Account Number](#)

Baggage Allowance

Review the baggage conditions and rules.

Phoenix, AZ (PHX) - New York City, NY (JFK)

Economy

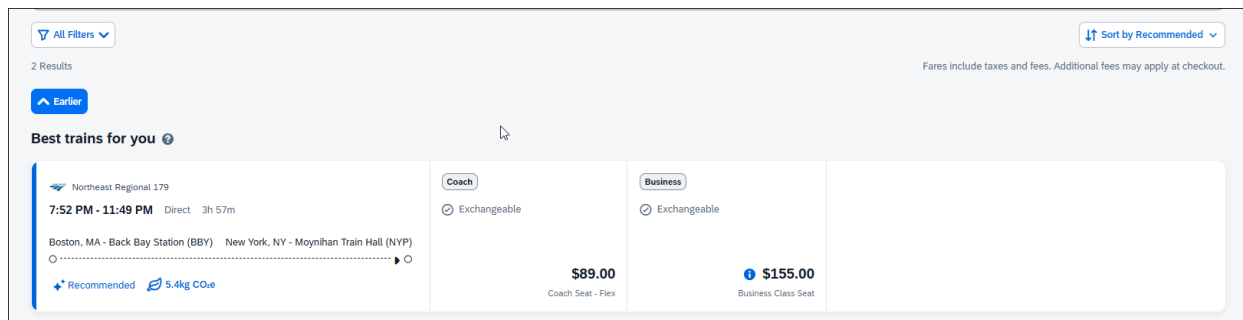
- ✓ 1 carry-on bag included up to 115 cm / 45 in
- ⊙ 1st checked bag for \$50 up to 23 kg / 50 lbs and 158 cm / 62 in
- ⊙ 2nd checked bag for \$60 up to 23 kg / 50 lbs and 158 cm / 62 in

Feature Activation: This feature will be rolled out to customers incrementally and may not initially be available to all users; no action is required.

Preview New Concur Travel, Recommendations for Train Search

A new **Best trains for you** section will display recommended train connections at the top of the search results page. The recommendations are based on criteria such as shortest duration, fewest changes, or lowest price.

Targeted for an upcoming release in Q4 2026, a new **Best trains for you** section will appear at the top of the Train search results page. The section will display train connections that are most likely to meet a user's needs. All available train options will remain visible on the full search results page.



Feature Activation: This feature will be automatically available; no action is required.

Preview New Concur Travel, Enable United Airline Ancillaries through Sabre NDC

Targeted for the September release, Concur Travel will enable United Airline paid seats and ancillaries through Sabre NDC.

Administrators will be required to enable ancillary bookings. A new toggle, **Enable ancillary booking**, will be added to the NDC-enablement configuration under the **UA NDC enablement** setting. Activating this toggle will enable UA paid seat and ancillaries through the Sabre NDC connection in new Concur Travel.

Feature Activation: This feature will require testing and review by Amex GBT; information on availability will be shared once our testing has been successfully completed.

Preview New Concur Travel, Remove Personal Credit Card Billing Address Requirement for LHG NDC Bookings

For Lufthansa group (LHG) airline NDC bookings through Amadeus NDC, new Concur Travel currently includes credit card holder's billing address in the NDC PNR when the user selected form of payment is a personal credit card. This implementation was to support airline fulfillment requirement. Per LHG's latest update, personal credit card holder's billing address is no longer required for LHG NDC booking fulfillment. Targeted for the October release, new Concur Travel will remove the requirement of personal credit card's billing address and do not include it in the NDC PNR.

Feature Activation: This feature will be automatically available; no action is required.

****Preview** New Concur Travel, Auto-Enablement of Newly Released NDC Airlines**

With the September 2026 release, when a new NDC airline is launched in new Concur Travel through a supported GDS, the airline will be added to the NDC enablement-by-airline configuration and its enablement toggle defaulted to **On**.

Administrators will still be able to review and modify the airline enablement setting after automatic enablement.

This change will apply only to newly added NDC airlines. The enablement status for existing NDC airlines in the configuration settings remains unchanged; any currently disabled airlines will not be automatically turned on by this enhancement.

Feature Activation: This feature will be automatically available; no action is required.

****Preview** New Concur Travel, Additional NDC Content**

NDC content from the following carriers is targeted to be released on September 19, 2026:

- LOT Polish Airlines (LO) NDC will be enabled in new Concur Travel through the Amadeus NDC channel.
- Qatar Airways NDC will be enabled in new Concur Travel through Sabre NDC channel.
- Air Canada (AC) NDC will be enabled in new Concur Travel through Travelport+ NDC channel.
- Scandinavian Airlines (SK) NDC will be enabled in new Concur Travel through the Sabre NDC channel.
- Iberia Airlines (IB) NDC will be enabled in new Concur Travel through Sabre NDC channel.

Feature Activation: This content will require testing and review by Amex GBT; information on availability will be shared once our testing has been successfully completed.

****Preview** New Concur Travel, Modify Dates for Travelport+ Hotel Bookings**

Targeted for the September release, new Concur Travel will support trip changes for Travelport+ hotel bookings. Users will be able to modify the check-in and check-out dates for an existing hotel reservation without canceling and rebooking.

Feature Activation: This feature will require testing and review by Amex GBT; information on availability will be shared once our testing has been successfully completed.

****Preview** New Concur Travel, AI-assisted Delegates Dashboard**

Targeted for release in September, SAP Concur will introduce the **AI-assisted Delegates Dashboard**, a new workspace accessible directly from the SAP Concur homepage. Designed for executive assistants and arrangers, the dashboard eliminates the need to navigate between products and profiles by consolidating open work items, traveler preferences, and AI-guided actions for travel, requests, and expense reports into a single dashboard. Assistants can manage multiple travelers from one place, act on prioritized work items with AI-recommended next steps, and access quick actions such as drafting e-mails, messages, or status summaries without leaving the workspace.

- **Note:** Delegate (Concur Expense) and Arranger (Concur Travel) refer to the same role. For this new **AI-assisted Delegates Dashboard**, only the term "Delegate" will be used.

Delegates with Expense and Travel arranger permissions and will find a new dedicated entry point to the **AI-assisted Delegates Dashboard** on the SAP Concur homepage upon login.

Feature Activation: This feature will be automatically available; no action is required.

****Preview** New Concur Travel, UK Rail Seat Map via Trainline**

With the September 2026 release, seat map functionality for UK Rail via Trainline will be available for new Concur Travel. Travelers will be able to view and select seats for eligible UK Rail services with mandatory seat reservations.

Feature Activation: This feature will be automatically available; no action is required.

****Ongoing** New Concur Travel, New SNCF Integration via Trainline**

Amex GBT is working closely with Concur and Trainline to test and prepare for migrations to the new SNCF integration via Trainline. Benefits of this new integration include reduced steps to complete the booking, corporate discounts, support for SNCF advantage and loyalty cards (including Eurostar), seat map for first class TGV trains, support of trip cancellation and trip hold.

- Note: SAP Concur currently plans on decommissioning the old SNCF connection on September 30, 2026. Existing rail itineraries booked through the old connection will remain visible under Upcoming Trips, and historical data will be kept for reporting.

Feature Activation: Amex GBT is working closely with Concur and Trainline to test and prepare for migrations to the new SNCF integration via Trainline. More information on timing for availability will be shared as our work progresses.

****Ongoing** New Concur Travel, New Renfe Integration via Trainline**

Amex GBT is working closely with Concur and Trainline to test and prepare for migrations to the new Renfe integration via Trainline. Benefits of this new integration include streamlined booking flow, web and mobile parity, improved seat map, cross-border support (Spain-France), support for connections/transfers, Renfe loyalty cards (Más Renfe, Plata, Oro, Platino), corporate discounts, CO₂ emissions data, and PDF/pkpass tickets.

- Note: SAP Concur currently plans on decommissioning the existing Renfe connection on October 30, 2026. Existing rail itineraries booked through the old connection will remain visible under Upcoming Trips, and historical data will be kept for reporting.

Feature Activation: Amex GBT is working closely with Concur and Trainline to test and prepare for migrations to the new Renfe integration via Trainline. More information on timing for availability will be shared as our work progresses.

****Preview** Change Password Page Updates**

SAP Concur plans to update the Change Password page. The updated page shows password policies and checks that your password meets the requirements.

Feature Activation: This feature will be automatically available; no action is required.

Ongoing: New Concur Travel, Third Party Meetings

The screenshot shows the 'Change Password' page in the SAP Concur interface. At the top, there's a navigation bar with 'SAP Concur' and 'Home'. The page title is 'Settings / Change Password'. Below the title, there's a section titled 'Change Password' with a list of requirements: 'Your company requires your password to meet these requirements:'. The requirements are: 'Be at least this many characters: 9', 'Be at most this many characters: 255', 'Contain a number (0-9)', 'Contain at least one character that is neither a letter nor a number', 'Contain at least one character that is not a letter', 'Contain at least one uppercase letter (A-Z) and one lowercase letter (a-z)', 'Do not reuse previous passwords - number checked: 4', and 'You cannot reset your password more than once per day'. Below the requirements, there are three input fields: 'Current Password', 'New Password', and 'Confirm New Password'. Each field has a toggle icon to the right. At the bottom, there is a 'Change Password' button.

- The Third Party Meetings feature is being extended from legacy Concur Travel to new Concur Travel. The first phase, released in July 2026, included support for limited functionality. Future phases, targeted for later in Q3, include support for third-party meeting integrations.

Feature Activation: This feature will require testing and review by Amex GBT; information on availability will be shared once our testing has been successfully completed.

Ongoing: New Concur Travel, Availability for India

- Timing for our initial launch of new Concur Travel for customers in India is still being determined as we work with SAP Concur on resolution of issues uncovered during our testing.

Feature Activation: Information on migration planning will be shared once we are ready to proceed with enablement.