

Complete Release Summary February 2026



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Complete, Live Agent Chat ****Pilot Customers Only****

- Complete by SAP Concur and Amex GBT now includes Live Agent Chat. With Live Agent Chat, Complete customers can now connect with a live travel consultant from Amex GBT without leaving the application. **This feature is currently available exclusively to a limited number of Early Adopter Clients. More information on timing for general availability will be shared as it develops.**
- Key features include:
 - Quick access to Support: a new Get Travel Support button on the Complete home page lets you initiate a chat instantly.
 - Real-Time Assistance: Connect with a human travel consultant to resolve issues on the spot.

New Concur Travel, Automatic Upgrades Scheduled by Concur:

- Concur has announced timing for their next automatic upgrades to new Concur Travel.
 - **MARCH 2026 – TRAVELPORT +**
 - Air, Car, Hotel verticals (independently)
 - All supported markets excluding India
 - Direct and Indirect customers
 - **MARCH 2026 – REST OF WORLD - SABRE AND AMADEUS GDS**
 - Any other markets not previously included, and all GDSs
 - Air, Car, Hotel verticals (independently)
 - Direct and Indirect customers
 - **Q2 2026 - India**
 - Air, Car, Hotel verticals (independently)
 - Direct and Indirect customers

New Concur Travel, Southwest Airlines Advance Seat Selection

- Southwest Airlines now supports advance seat selection. Travelers now have the option to select seats prior to departure if their purchased fare is eligible for advance seat selection.
- Targeted for release in February, Concur Travel will introduce support for a preview seat map and advance seat selection with Southwest Airlines based on the selected fare via Sabre or Amadeus EDIFACT.
- Note: Currently, advance seat selection for Southwest is not available through Travelport+ but will be available in a future release.
- The ability to make an advance seat selection on Review and Book page is determined by the Southwest Airlines fare product purchased:
 - Basic: All seats will be displayed for a fee but are not currently available for selection.

- Choice: Standard seats are available at no additional cost; premium seats are displayed for a fee but cannot currently be selected.
- Choice Preferred: Both standard and preferred seats are available at no additional cost; premium seats are displayed for a fee but are not currently available for selection.
- Choice Extra: All seats are available at no additional cost.
- **Note:** Post-ticketing free seat selection is currently supported. After ticketing, users can view a Southwest booking from Trip Library and open seat map to select an available seat.

New Concur Travel: Additional Option in Default Radius Config Setting for Hotel

- There is an additional radius option in Hotel Search Options on the Travel Config page. The current radius selections in the Hotel Search Options section of the Travel Config page start at 5 and go up to 100.
- Concur has added 2 as an additional option so that customers can select a smaller radius as their default.

New Concur Travel: New Policy Lead Rate Cap Rule for Hotel Contract Rate

- There is a new policy lead rate cap rule for Hotel contract rate. A new policy rule will allow customers to apply a contract rate rule to the lead rate on the Hotel Results page. Currently, users can only apply contract rate rules to the Hotel Details page.
 - The new rule is as follows: Hotel Lead Rate is [condition] the contract rate at this hotel [plusOrMinus][difference]
- If the rule is applicable, an out-of-policy icon will display next to the lead rate, but the customer will still be able to select the property to navigate to the Hotel Details page.

New Concur Travel: Addition of "Note" Section to Trip Pages for Hotel

- A **Note** section was added to **Trip Overview** and **Finalize** pages, as well as email confirmations.
- Hotel Connectors can send back comments in their booking response, which gives customers additional information regarding their booking; for example, "You have earned loyalty points for this booking." These comments currently display under **Special Requests** on the Trip pages and in the e-mail, but customer special requests are also added to this at time of booking.
- To remove confusion, SAP Concur now displays the comments returned by the hotel connector in a section called **Note**.

New Concur Travel, Trip Changes Supported for Amadeus Hotel Content

- Trip changes for Hotel content will be supported for users on Amadeus configurations.
- A **Change Trip** option is available on the **Trip Overview** page for users with Amadeus configurations. Users also see a **Change Booking** option on every booking card of Flight, Hotel and Car bookings. But hotel content has not been selectable for change.
- Targeted for the February release, the hotel content will become selectable for changes. Users will have the ability to change the dates of their hotel bookings in new Concur Travel.
- **Notes:** This feature will require testing by Amex GBT; this feature does not apply for hotel content booked through our Supply Marketplace (SMP).

New Concur Travel, Ability to Plan Trips with Choose Your Rule Class

- Users can now select their own rule class to initiate the **Plan Your Trip** function. The **Select Rule Class** option allows customers to select their preferred rule class, which initiates trip planning. This functionality uses the existing rule class setting in the **Travel Admin Configuration** screen.
- For users to see the **Select Rule Class** feature, they must have a configuration that has the following items enabled:
 - User can select from rule classes tied to this configuration
 - User can select from rule classes tied to this agency
- Once enabled, the **Select Rule Class** option allows customers to select their preferred rule class, which initiates the trip planning experience.

New Concur Travel: Air Shopping: Extra Search to Obtain Corporate Fares (Amadeus EDIFACT Only)

- This feature lets Concur Travel display more corporate fares content, especially when the airline files those corporate fares as a separate brand.
 - Amadeus EDIFACT only
 - One Way, Round trip, Open Jaw, and Multi-City supported.
 - Extra air shopping call to fetch corporate fares only to be triggered according to existing configuration.
 - Applicable on all routes.
 - NDC is not supported.
- The extra shopping call to obtain additional corporate fares will be triggered when the following configuration SNAP/PrivateFare/Securate/Corporate code/ATPCO: extra search for only Corporate fares is enabled.

New Concur Travel, Joule Booking Agent adds Car Booking

- The Joule Booking Agent now allows travelers to book rental cars, streamlining the booking process for flights, hotels, and cars. This feature enhances efficiency and compliance with company guidelines, providing a more satisfying experience for business travelers.
- Note: Additional information on timing for availability of Joule will be shared as it develops.

New Concur Travel, Additional Travelfusion Supplier

- In January 2026, FlyDubai was added as a new supplier to Travelfusion for searching and booking flights.
- Please note that Amex GBT does not currently support Travelfusion for customers in the US and Canada and there is limited scope for Travelfusion in APAC.

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

- A new Renfe integration is being introduced in Concur Travel through the Trainline API. This connection brings enhanced Renfe rail content and functionality for travelers booking within Spain and select cross-border routes.
- Amex GBT is working closely with Concur and Trainline to test and prepare for migrations.
- Project updates will be sent to your American Express Client General Manager in a timely manner.

****Preview** Moving Legacy nCT Cleartrip Air Passives to nCT Standard Air Passives**

- Targeted for April 2026, legacy nCT Cleartrip air passive segments will be moved to be included in the nCT Standard air passives. This modification will better support content for new Concur Travel when it becomes available for India.

****Preview** New Concur Travel, Guest Travel**

- Targeted for release in March 2026, enhancements will be made to the existing functionality to enable usage with new Concur Travel. Currently the feature redirects back to legacy Concur Travel even if all other bookings are done in new Concur Travel.
- With this enhancement, guest information will be gathered at start of the booking process instead of on the Review and Book screen.
- The user making the booking will become an arranger for that guest and proceed through the booking as an arranger.

The screenshot displays the Concur Travel interface. At the top, there are two tabs: 'Booking for myself' and 'Book for a guest', with the latter highlighted. Below the tabs are icons for Flight, Car, Hotel, and Train. The 'Flight Search' section is visible. Below this, the 'Create Guest Profile' form is shown. The form includes fields for First Name, Last Name, Email, Date of Birth, Gender (a dropdown menu), Locale, and Time Format (a dropdown menu). At the bottom right of the form are 'Save and Continue' and 'Cancel' buttons.

****Status Update** New Concur Travel, New Eurostar Standalone Integration via Trainline**

- SAP Concur is currently in the process of re-evaluating this change. With the next release, this information will be removed. If this change is again considered, information will appear in the release notes document.
- Eurostar content will continue to be available through Sabre for customers in the UK and through SNCF for customers in France and Belgium.

****Preview** Renfe Direct Connect Decommission on Production Environment**

- As part of the transition to an enhanced Renfe integration via Trainline, SAP Concur is decommissioning the existing **Renfe Direct Connect** integration in the new Concur Travel experience. Target date for this is March 31, 2026. More news will be shared as Amex GBT works to test and implement the new Renfe solution.

****Preview** New Concur Travel, Trip Extras Groundspan**

- Targeted for release by Concur in June 2026, this feature will offer travelers the ability to make ground transportation bookings through a redirect to Groundspan.
- Users can access this feature by clicking **Book now** in the **Book your Ground Transportation**. A new page from Groundspan will be displayed, where the user will see their flight and/or hotel details pre-populated, thus streamlining the booking process. Once the booking is completed, it posts back to SAP Concur and users can manage cancellations and changes from the **Trip Overview** page.
- This feature will replace the legacy Groundspan Direct Connect. Travelers using nCT will not have to book a separate reservation for Ground. Travelers will be able to use Groundspan capabilities, including stops, travel policy, company preferences, and sustainability indicators.

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

- Concur Travel currently provides travelers with the ability to book rail via SNCF PAO API. This will be migrated to a new Trainline connection.
- SAP Concur is working towards supporting new SNCF connection via Trainline API including SNCF and Eurostar carriers. As part of this effort, SAP Concur plans to enable new Concur Travel for SNCF customers, available on both web and mobile applications.
- This feature is targeted for release by Concur in Q1 2026 and requires full testing and migration planning by Amex GBT.

****Preview** New Concur Travel, Train Booking Level Cancellation**

- Targeted for release in June 2026, users will be able to make booking level cancellations. Currently, any trip containing a train booking could only be cancelled along with the entire trip.

****Preview** New Concur Travel, Option to Add Rail to Existing Trip**

- Previously the option to add a train booking to an already existing trip was not available. Rail journeys had to be booked first in trip.
- This feature will be available only for existing trips created in new Concur Travel. This option will not be available for itineraries created on legacy Concur Travel.