



Complete Release Summary:

July 2026

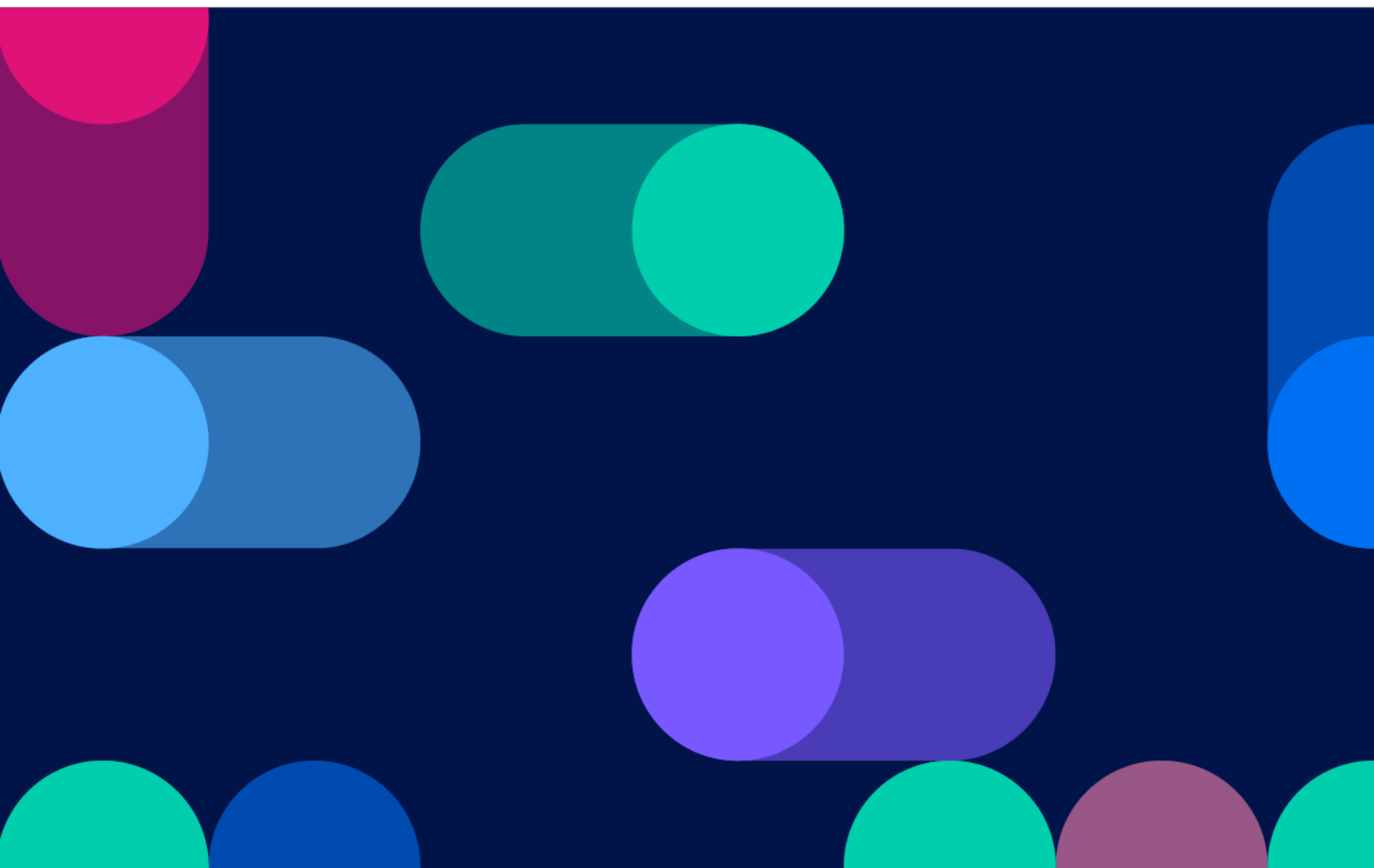


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This document has high-level information on the key features included in the July 2026 Complete release. Access to the full release notes document is available here: [Complete Release Notes July 2026 PREVIEW](#)

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Ongoing: Complete: Live Agent Chat

- Complete by SAP Concur and Amex GBT now includes Live Agent Chat in both the desktop and the Complete Mobile app. 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 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.

Ongoing: Complete: Travel Manager Home Page

- Amex GBT and SAP Concur are **unifying their data and technology** to deliver a best-in-class innovation, *specifically* for Complete customers.
- This new Travel Manager Home Page helps travel managers to make **faster, more informed decisions**, led by spend trends, savings opportunities, policy compliance, and duty-of-care insights.
- This new homepage streamlines access to data, insights, and tools needed to effectively manage travel programs, including travel spend overview information along with access to relevant Amex GBT apps.
- **Limited pilot launch:** This initial launch is available to a small group of customers for early adoption and testing. More information to come on timing for general availability.

New Concur Travel, All-Wheel Drive Indicator Now Displayed in Car Rate

- Targeted for the July release, an All-Wheel-Drive (AWD) indicator will display on the car rate card in the vehicle selection list, alongside other vehicle details such as number of doors, transmission type, and mileage allowance.
- Previously, travelers had no way to identify a vehicle's drive type from the car rate card. If the booking source provides four-wheel drive information, a 4WD label will also be displayed.
- The feature is automatically available; no configuration steps required.

New Concur Travel, E-Receipts for Cleartrip Direct Connect

- Targeted for release June 18, 2026, new Concur Travel was modified to allow users to generate e-receipts when booking through the Cleartrip Direct Connect. This enhancement improves usability between Concur products.

- E-receipts capture carrier code, flight number, class of service, fare basis, origin/destination, and start date.
- To opt in, users must enable E-Receipt Activation in their Profile under Other Settings. Administrators must enable E-Receipts in Travel Administration and check both 'Enable E-Receipts' and 'Accept Itinerary Air Ticket as Air E-Receipt'.
- Available for Professional Edition only. Feature is automatically available; no additional activation steps required. Please note that GBT testing and migration planning for new Concur Travel for our customers in India is underway; further updates to follow.

New Concur Travel, Enable Emirates NDC via Travelport+

- Targeted for release July 17, Emirates (EK) NDC will be available in new Concur Travel through the Travelport NDC channel, providing expanded flight content to end-users.
- Due to a provider limitation, free seat selection for Economy and Premium Economy cabins will not be supported during booking for an Emirates fare sourced from Travelport NDC. Users will be able to select seats in Economy or Premium Economy cabin after ticketing. This limitation does not apply to First or Business cabins.
- End-to-end testing of this content is required by Amex GBT.

New Concur Travel, Ryanair Direct Connect API Migration

- Beginning July 8 (EU data centers) and July 9 (US data centers), all Concur Travel customers with Ryanair direct connect enabled were migrated automatically to the latest Ryanair digital API. The current API connection has been sunset by the provider.
- This migration does not change the Ryanair booking experience. With the new API, customers can expect pricing and ancillary content that more closely aligns with Ryanair.com, including the newly added 23 kg checked bag option.
- Content sunset in the new API: Flexi Plus bundle, Plus bundle on Spanish domestic routes, and Carbon Offset ancillary.
- Known limitation: Booking of Ryanair Basic or Standard fares on Spanish domestic routes is not currently supported through the new API. Concur Travel will communicate once this limitation is resolved.
- No customer configuration changes are required; the feature is automatically available.

New Concur Travel, Configuration Setting for Neighborhood Safety Score

- Targeted for the July release, administrators can now control whether neighborhood safety scores appear on hotel properties during booking using a new Display Neighborhood Safety Score configuration setting.

- Previously, neighborhood safety scores were shown to all users without the option to hide them. The setting appears as a checkbox in Travel configuration and is enabled by default.
- Available for sites using GDS as the source for hotel content. This feature is not currently available for sites using GBT's Supply MarketPlace.

New Concur Travel, AI-Assisted Trip Changes (Joule)

- Released June 30, 2026, customers with Joule enabled can now make trip changes faster and with less effort. The AI assistant can make trip changes on their behalf, saving time and reducing manual steps.
- Supported in this initial release: Flight, Hotel, and Rental Car date and time changes; eligibility check (including applicable conditions or fees); cost estimate before committing to a change; and flight recommendations.
- Note: Rail changes are not supported in the first release. Assisted trip changes for customers in India and Japan are not supported.
- This feature is available to users who have Joule enabled.
- Amex GBT is working closely with Concur to test this functionality; more information to come on Joule as our work with Concur continues.

New Concur Travel, AI-Assisted Arranger Bookings (Joule)

- Targeted for the July release, arrangers and delegates who manage travel on behalf of others can now initiate and complete travel bookings within the Joule conversational interface, without switching to a separate product or profile.
- The experience surfaces the selected traveler's context and preferences and presents booking actions in a guided, delegation-aware workflow. Once a booking is completed on behalf of a traveler, the resulting trip is visible in the traveler's trip list.
- This feature is available to users who have Joule enabled. It activates when a user is configured as an arranger for at least one traveler in Concur Travel.

Ongoing: New Concur Travel, Third Party Meetings

- The Third Party Meetings feature is being extended from legacy Concur Travel to new Concur Travel. Phase 1 launched July 1, 2026 for a select group of customers. Phase 2 is targeted for Q3 2026.
- Limitations in this release: Meeting-specific payments (Q3), meeting-specific policy rules enforcement (Q3), and ground bookings (TBC for Q3) are not yet available.
- SAP Concur will enable this feature for participating customers.

Ongoing: New Concur Travel, Guest Travel

- Enhancements to Guest Travel were initially released fully in March 2026. Following feedback and issues identified after launch, the feature was rolled back to its initial client group while Concur Travel works on improvements. Updated timelines for general release will be published when available.
- Key behavior: Guest information is collected at the beginning of the booking process. The guest is created as a Sponsored Guest with a termination date defaulting to six months in the future. The user creating the guest is automatically assigned as the arranger.
- Requirements: Customers must be using new Concur Travel for all enabled verticals; Guest Booking permission must be assigned by company administrator; Request Integration must be disabled for the user's travel configuration.

Ongoing: New Concur Travel, New SNCF Integration via Trainline

- The new SNCF connection via Trainline has been released since June 19, 2026.
- Benefits 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.
- Amex GBT is working closely with Concur and Trainline to test and prepare for migrations. Project updates will be sent by your account team as our work progresses.

Legacy Concur Travel, SNCF [PAO] Configuration Settings Becoming Read-Only

- As of June 24, 2026, the SNCF PAO rail connector fields in the travel configuration page are now read-only.
- The end-user experience for existing customers remains the same. Users can still create SNCF [PAO] bookings as before the change. No administrator action required.

New Concur Travel, Option to Add Rail to Existing Trip

- Targeted for the July release, users will be able to add a train booking to an existing trip in new Concur Travel. This option is not available for itineraries created in legacy Concur Travel.
- Planned support includes: Amtrak, all Trainline vendors, and Deutsche Bahn [bahn.business] bookings. The Add Train option will appear on the Finalize page and the Trip Overview page.
- Note: Adding rail to trips containing any air segments is not supported. The first iteration released in May 2025 was temporarily paused on July 10 to allow additional requirements discussion and testing time.

New Concur Travel, Train Booking Level Cancellation

- Targeted for the July release, users will be able to cancel individual train bookings without cancelling the entire trip itinerary. Previously, any trip containing a train booking could only be cancelled along with the entire trip.
- Users will see a More Actions link on the Rail itinerary on the Trip pages. The Cancel Booking option cancels only the train booking; conditions are displayed before the user confirms.
- Important: Partial cancellations are not supported. If a booking contains outbound and inbound segments, the entire booking will be cancelled.

Ongoing: New Concur Travel, ÖBB Integration via Trainline

- A new ÖBB (Austrian Federal Railway) integration is available through the Trainline API. In May 2026, Concur Travel partnered with select early adopters. General Availability timeline will follow.
- Benefits include: streamlined booking flow, web and mobile parity, ÖBB Advantage Card support, fare rules and refundability display, CO₂ emissions data, and PDF tickets.
- Amex GBT is assessing this integration and will share more as our review progresses.

Ongoing: New Concur Travel, New Renfe Integration via Trainline

- General Availability (GA) is now available for the new Renfe integration via Trainline in new Concur Travel (web and mobile).
- Key benefits: 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: The Renfe Direct Connect is planned for full discontinuation by August 30, 2026.
- Amex GBT is working closely with Concur and Trainline to test and prepare for migrations. Project updates will be sent by your account team.

Ongoing: New Concur Travel, Deutsche Bahn - BahnCard/Bahn Bonus Changes

- Deutsche Bahn has updated the structure of its BahnBonus and BahnCard programs. The BahnBonus card number changed from a 16-digit number to a 12-digit DB Account Number (no expiration date). BahnCard numbers are no longer required for BahnBonus point collection.
- Phase 3 (completion June 8-17, 2026): All BahnBonus cards with account numbers other than 12 digits have been removed from user profiles. Legacy invalid BahnCard data was cleared. Temporary BahnCard numbers under Advantage Programs were cleared, but BahnCard type information was preserved.

- Profile Template changes: Do not use legacy RAIL_CARD_TYPE_2A or RAIL_CLASS_2A data points for BahnCard. Use RAIL_ADVANTAGE data points instead for synchronization. BahnCard information moves from RailMemberships to AdvantageMemberships in the Travel Profile API v2.

Ongoing: New Concur Travel, India Market Availability

- New Concur Travel is now available in India for Sabre, Amadeus and Travelport+ configurations, completing global coverage across all supported regions.
- GBT testing and migration planning for India is underway; further updates to follow.
- India sites should not be enabled at this time. Please contact your account team before enabling New Concur Travel for India configurations.

Ongoing: New Concur Travel, Automatic Upgrades

- Upcoming key dates: June 23, 2026 - Japan (All GDS): Air, Car, Hotel verticals independently, direct and indirect customers (completed). TBD 2026 - India: Air, Car, Hotel verticals independently, direct and indirect customers.
- Targeted for August 2026: the high impact limitation for User Supplied Hotels will be lifted.

Preview: New Concur Travel, New Guided Air Booking Flow

- Targeted for the August release, Concur Travel is introducing a new guided Air booking flow designed to make the flight booking experience more intuitive and efficient.
- After selecting flights, users are directed to a new Flight Options page with itinerary details, frequent traveler program selection, baggage allowance, and Travel Extras (if offered). A guided flow at the top of the page makes it easy to select seats or continue to Review and Book.
- The Review and Book page is simplified with more concise itinerary details. The 'Change Selections' button will be relocated and renamed to 'Change Flights'. Baggage allowance and Travel Extras have moved to the Flight Options page.
- Note: This feature is being rolled out incrementally and may not initially be available to all users. Feature is automatically available; no configuration required.

Preview: User Supplied Hotels

- Targeted for release August 14, 2026, the User Supplied Hotels feature will be migrated to new Concur Travel. Users will be able to manually enter hotel details to track expenses for non-listed accommodations.
- When booking overnight air, users will be prompted about accommodation. Options include: 'I will book a hotel now', 'I booked accommodation outside Concur Travel' (requires a policy violation reason), or 'I will book a hotel later' (creates a planned reservation item).

- Important: With this release, passive segment creation for user supplied hotels will no longer be supported for both legacy and new Concur Travel. Administrators must update the PNR Finishing template accordingly.

Preview: Renfe Direct Connect Decommission on Production Environment

- The Renfe Direct Connect integration will be decommissioned by August 30, 2026. Once complete, the connector will be removed from the Travel Configuration page and it will not be possible to book Renfe content using this method.
- Existing Renfe itineraries booked through Direct Connect will remain accessible under Upcoming Trips. All future Renfe bookings must use the new Trainline integration.

Preview: SNCF PAO API Decommission on Production Environment

- Targeted for September 30, 2026, SAP Concur will decommission the SNCF direct PAO API connection. SNCF PAO will be automatically disabled and no longer visible for any configurations.
- SNCF content will still be available in new Concur Travel via the new Trainline integration. Existing rail itineraries will remain visible under Upcoming Trips, and historical data will be kept for reporting.