

Complete Release Summary April 2026



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This document has high-level information on the key features included in the March 2026 Complete release.
Access to the full release notes document is available here: [Complete Release Notes March 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: Loyalty Card Integration in Car Rental Search for Selected Vendors

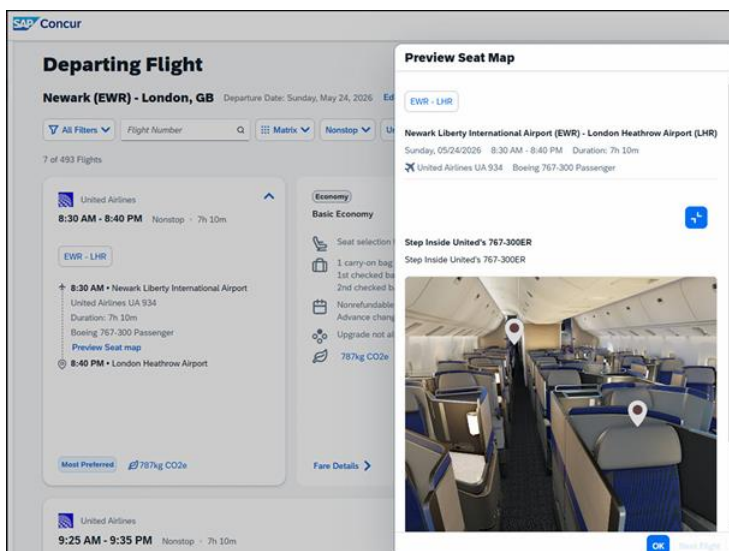
- Loyalty cards will be applied in the background during a search for specific vendors, such as National and Hertz, if they are enabled in the configuration and added in the user profile. This change provides users with a more streamlined experience and ensures they receive all benefits associated to loyalty cards.
- Customers will receive more personalized and relevant results, including offers or rates associated with their loyalty program.
- Once a loyalty card has been added to a user profile, a message will display in the Search results informing the user that the information from their Frequent Traveler Account is being used

New Concur Travel: Enable Air Canada NDC via Sabre NDC

- End-users will be able to shop NDC fares from Air Canada, once the content has been enabled. The booking flow is the same as that for other Flight searches.
- Known Limitations for Air Canada NDC content:
 - Multi-city search is not currently supported by Air Canada NDC via Sabre.
 - Air Canada NDC supports cancel non-refundable booking and retain ticket, but customers must contact Air Canada to utilize unused tickets.
- Amex GBT testing of NDC content from Air Canada is underway for customers on Sabre in Canada.

New Concur Travel: Enable the 360 Virtual Tour Experience in Seat Map

- With this release, all new Concur Travel customers will have access to 360-degree virtual tour in seat map for flights from 12 airlines. The virtual tour provides users with modern, transparent and detailed cabin presentation.
- Available Airlines: Air France (Airbus 350-900 (359), A220-300 (223), Boeing 777-300ER (77W 4-cabin)) KLM (Boeing 737-800 (738), 737-900 (739), 777-200 (772) Gulf Air (full fleet) Iberia (full fleet) Iberia Express (full fleet) Oman Air (737 MAX) Delta (A321, A330-900neo) Hawaiian/Alaska (787-9) United (near-full fleet) Virgin Atlantic (Airbus A350-1000 (35K)) American (Boeing 787-9P(78P), 787-9 (789)) Etihad (Full fleet)
- The user will be able to visualize the 360 virtual tour by either: Selecting **Preview Seat Map** when searching flights, and selecting the **360 Tour** link, or Selecting the **360 Tour** on the **Review and Book** page or **Trip Overview** page.
- This feature will be automatically available; there are no configuration steps.



New Concur Travel: Flight Trip Changes Prior to Departure

- With this release, users will be able to make changes to flights up to four hours prior to departure.
- Currently, new Concur Travel permits flight changes up to 48 hours before departure. In response to user feedback, this window will be reduced to allow flight changes up to 4 hours prior to departure.

Note: Changes Post Ticketing are not supported by Amex GBT in all countries.

New Concur Travel: Identification of FEMA Properties

- FEMA approved properties are those which have been approved for US Federal Government employees while on official travel. As of this release, properties that are FEMA approved are identified with a new label, **FEMA Approved Property**, on applicable Hotel content.

New Concur Travel: Guest Travel

- Users will experience an updated flow when booking for a guest in the new 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.
- The guest is created as a Sponsored Guest (with a designated sponsorship type).
- The user creating the guest is automatically assigned as the arranger. The system automatically applies a termination date to both the guest profile and sponsorship, defaulting to six months in the future
- To see the new Book for a Guest link, a user must meet the following criteria:
 - Customers must be using new Concur Travel for all verticals enabled in their Travel Configuration.
 - Guest Booking permission must be assigned by company administrator.
 - Request Integration must be disabled for the user's travel configuration.

Limitation: Customers attempting to book SNCF rail for guests will be redirected to the legacy Concur Travel workflow

****Ongoing** Trip Library Renamed to Trip List**

- Phase 1 - Starting with the first release in November 2025, Concur Travel renamed the Trip Library to Trip List.
- Phase 2 – March 2026
 - Improved sorting and navigation (Newest-first and Sort by Creation Date) help users find trips faster.
 - Enhanced destination pictures ensure every trip has a meaningful image, even without flights, improving visual clarity and orientation.
 - User Experience Improvements and bug fixes
- The new Trip List aims to be a central component for users to manage their trips, offering a complete set of tools, full transparency of all trips from different sources, and a consistent experience between Web and Mobile.
- Trip List displays detailed information for each user's trip, including the trip states, approval state, approval message, approval deadline, approver's name, trip name, trip messages, and the trip start and end dates.

****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.

New Concur Travel: Dynamic Card Management - Virtual Cards

- Dynamic Card Management now enables employees to associate an approved virtual card with their Concur Travel profile for use in travel booking.
- This enhancement connects Concur Request, Expense, and Travel into a unified governance workflow.
- Previously, users were able to:
 - Create a virtual card request in Concur Request.
 - Define validity period, business purpose, and spending limit.
 - Submit the request through the approval workflow.

- Receive a provisioned virtual card upon approval. However, an approved virtual card was not automatically available within Concur Travel for booking purposes.
- With this release, after approval and provisioning: The user can navigate to **Profile Settings**. View their assigned virtual cards. Select an approved virtual card and add it to their Concur Travel profile. Once added, the virtual card is available in the Travel Profile under the Credit Cards section. It is available as a form of payment during travel booking, including AI-assisted booking flows. The virtual card is listed with a distinct identifier prefix to differentiate it from personal or corporate plastic cards. The naming convention follows the standardized Dynamic Card Management virtual card format.

****Preview** New Concur Travel: Apply Time Preference Configurations to Flight Search**

- Previously, when users entered their search criteria, **Anytime** was selected as the default time range. With the April release, this will be replaced by the company-configured default search window in the Flight search time slider. When the LLF Time Window is set to **Flight within Company Config Time Window**, the company travel policy time window will be applied in the flight search to ensure the LLF is calculated with the correct time window.
- Once configured, users will see a default time range when searching flights. In the flight search widget, when a user enters airport, city, or location in the From and To fields, and clicks the calendar button, the outbound and return time slider will be pre-selected based on company defined default departure time and default search time window. A user can always expand the time slider to Anytime.

****Preview** Moving Legacy Cleartrip Air Passives to New Concur Travel Standard Air Passives**

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

****Preview** New Concur Travel: Improved Policy Messages**

- Concur Travel is enhancing its policy messages to provide users with more informative content and help them make better flight selections.
- Currently, users searching for round trip or multi-city itineraries may encounter policy messages such as out-of-policy or not allowed that can be unclear, particularly when these restrictions are based on assumed lowest fare selections for the entire trip. This can lead to confusion, as users may not understand the specific reason behind the message or its implications for their travel planning.

- Targeted for release in April, Concur Travel is enhancing the policy messages shown in popup notifications. The goal of these improvements is to provide users with clearer, more informative messages, empowering them to make better choices when selecting flights.

****Preview** New Concur Travel: Enable Singapore Airlines NDC via Travelport+**

- Singapore Airlines (SQ) NDC will be enabled in new Concur Travel through the Travelport+ NDC channel.
- Once Singapore Airlines (SQ) NDC is activated through the Travelport+ NDC, and SQ NDC Content is enabled in the new Concur Travel Air Content configuration, users will be able to book SQ fares sourced from Travelport+ NDC. The booking flow is the same as that for any other Flight search.
- This feature is targeted for release by Concur on April 18, 2026, and requires full testing and migration planning by Amex GBT.

****Preview** New Concur Travel: ÖBB Integration via Trainline**

- A new ÖBB (Austrian Federal Railway) integration is being introduced in Concur Travel through the Trainline API.
- This connection brings enhanced Austrian rail content and functionality for travelers booking within Austria. SAP Concur is enabling this new ÖBB connection in the new Concur Travel experience, available on both web and mobile applications. This feature is supported for customers using Amadeus, Sabre, or Travelport Global Distribution Systems (GDS).
- This feature is targeted for release by Concur in May 2026 and requires full testing and launch planning by Amex GBT (no target date at this time).

****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 May 31, 2026. More news will be shared as Amex GBT works to test and implement the new Renfe solution.

****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 Q2 2026 and requires full testing and migration planning by Amex GBT.

****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.
- This feature is targeted for release by Concur in June 2026 and requires testing 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: 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 New Concur Travel 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** Complete: Live Agent Chat for the Complete Mobile App (Pilot Customers Only)**

- Targeted for release in April, Complete by SAP Concur and Amex GBT will include Live Agent Chat for the Complete Mobile App. With Live Agent Chat, Complete customers can connect with a live travel consultant from Amex GBT without leaving the application. This feature will be available exclusively to pilot customers only as part of our partnership initiative.

Key features include:

- Quick access to Support: a new chat icon on the mobile home page opens the **Get Travel Support** window and lets you initiate a chat instantly.
- Real-Time Assistance: Connect with a human travel consultant to resolve issues on the spot.

****Preview** Complete: Client Company Logo Moved**

- Client company logos for Complete customers will be moved from the Home page to the upper left corner of the Shell Bar and will be present on every page in the UI.
- The SAP logo will no longer be present on the Shell Bar. **Availability Target Details:** The availability target for this change is being determined by Concur.