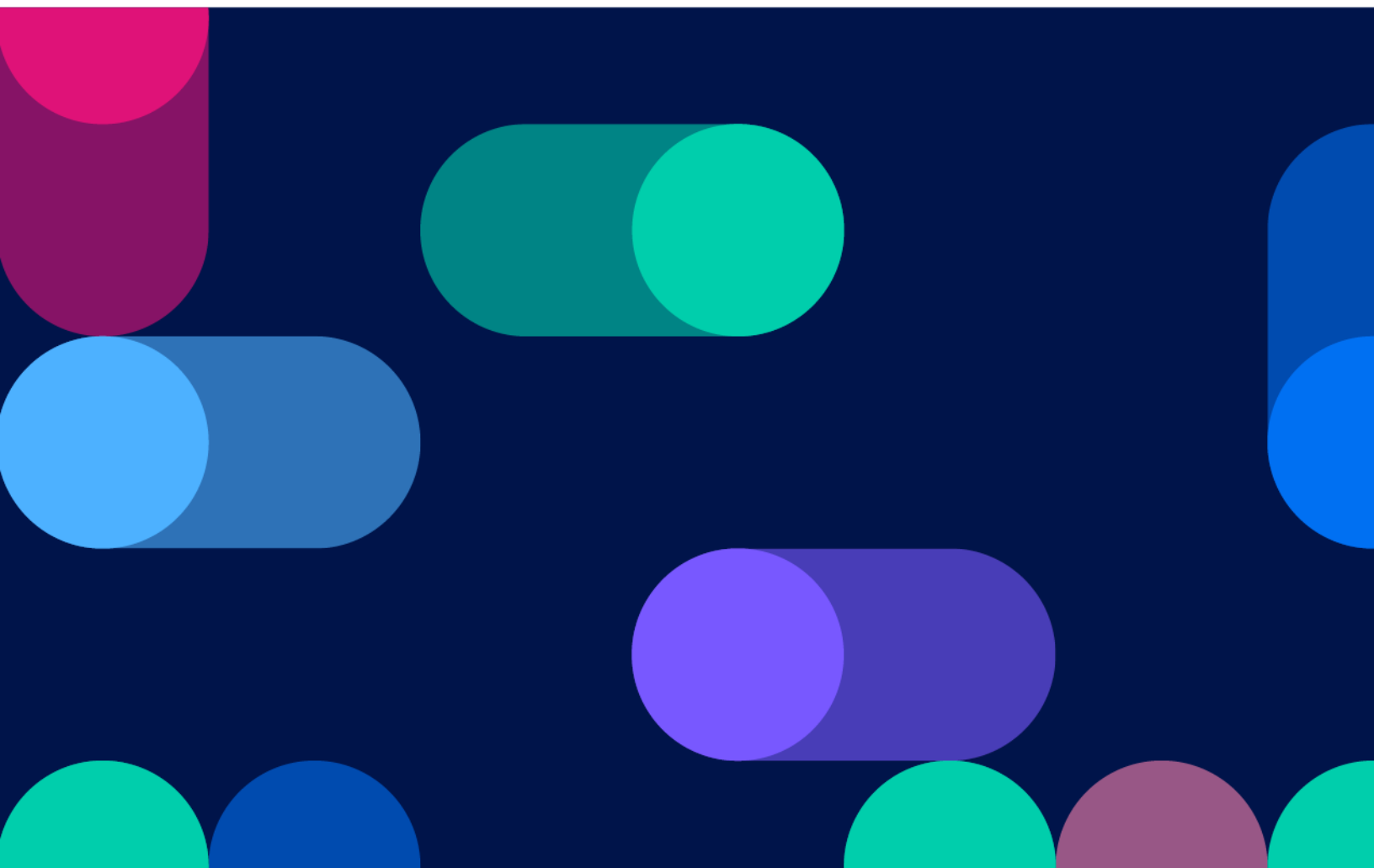




Complete Release Summary



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

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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.

Complete: Live Agent Chat for the Complete Mobile App ****Pilot Customers Only****

- 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 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.**

Complete: Travel Manager Home Page ****Pilot Customers Only****

- 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 allows 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.

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New Concur Travel, User Interface Enhancements for Car Rental Search Results

- On May 16, 2026, Concur Travel has introduced significant enhancements to the car rental search results page, focused on improving visibility of location information.
 - Direct Address Visibility on Car Rate Cards: The full address of the rental station is now prominently displayed on every car rate card, eliminating an unnecessary step in the user journey.
 - Transparent Delivery & Collection Information: For bookings with Delivery & Collection, the address on the car card reflects the servicing station. The page header now includes a visual indicator confirming Delivery & Collection services.
 - Advanced Multi-Location Map Functionality: For rentals with different start/end locations, the map interface has been upgraded with distinct, switchable Pick-Up/Delivery and Drop-Off/Collection views.
- The feature is automatically available; there are no additional configuration or activation steps.

New Concur Travel, Improved Policy Messages

- April 25, 2026 Concur Travel delivered an enhancement to its policy messages to provide users with more informative content when selecting flights on round trip or multi-city itineraries.
- Key message improvements:
 - If a fare on the current leg is In Policy but may combine with an Out of Policy inbound selection: 'This fare may have policy restrictions depending on your full itinerary selection.'
 - If any previous selections were Out of Policy but the current leg is In Policy: 'A previous selection was out of policy.'
 - When a fare is Show but Do Not Allow: displayed as out of policy with the Select fare button disabled, regardless of subsequent legs.
- The feature is automatically available; there are no additional configuration or activation steps.

New Concur Travel, Enable Singapore Airlines NDC via Travelport+

- On April 28, 2026, Singapore Airlines (SQ) NDC has been enabled in new Concur Travel through the Travelport+ NDC channel.
- Amex GBT is working to test this new feature and updates will be sent in a timely manner.

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New Concur Travel, Hotel Options Turned Down in Approval Notifications

- On May 16, 2026, new Concur Travel enhanced hotel approval notifications by providing approvers with additional context when travelers select out-of-policy hotel options.
- The notification sent to the approver will now include details about alternative hotel options the traveler viewed but declined to book, including their prices and policy compliance status.
- Configuration required: This feature must be enabled via the approvals option in Concur.

New Concur Travel, New Policy Rules for Per Diem Rate

- On May 16, 2026, introduced new policy rules that evaluate per diem compliance based on the highest nightly rate in a booking, ensuring no hotel expense exceeds allowable limits.
- Two new rules are available: one validates hotel nightly rate against the government location-based per diem rate; one validates against the government hotel level per diem rate. Both support flexible conditions with plus/minus amounts or percentage thresholds.

****Ongoing**** New Concur Travel, AI Assisted Travel Policy Rules Generator

- Targeted for release May through August 2026, SAP Concur will introduce an AI-powered workflow in the Concur Travel policy administration UI to help travel administrators quickly configure travel policies from existing policy documents.
- Administrators will be able to cut and paste policy text into an AI-based rule generator to produce multiple rules in a single step. A wizard then guides administrators through reviewing rules, assigning them to rule classes, and selecting violation reason categories.
- Requirements: Administrators must already be using the new Policy Administration experience and must create shell rule classes before using the AI-assisted rule generator.

****Ongoing**** New Concur Travel, E-mails and Flow for Orphaned Trips and Demo Trips

- From May 16 2026, e-mails about user-abandoned or orphaned trips will use the new Concur Travel email design with a button directing users to the SAP Concur app.
- The orphan trip warning email is sent 30 minutes after the booker initially enters the Finalize page. If the traveler does not respond within 4 hours, Concur Travel automatically cancels or continues the trip based on refundability (fully refundable = auto-cancelled; non-refundable = auto-continued).

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- Overall timeline: 30-minute warning, 4-hour action window (4.5 hours total). Users see fewer itinerary screens, a more predictable timeline, and clearer messaging.
- The feature is automatically available; no additional configuration steps required.

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

- Phase 1, begun with the March release, enhancements enable Guest Travel with new Concur Travel. Guest information is now collected at the beginning of the booking process rather than on the Review and Book screen.
- When selecting the Book for a Guest option, users are directed to the Create Guest Profile page. 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.
- Limitation: Customers attempting to book SNCF rail for guests will be redirected to the legacy Concur Travel workflow.
- Phase 2 - TBD

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

- Phase 1 - November 2025: Concur Travel renamed Trip Library to Trip List. The new Trip List is a central component for users to manage trips, with full transparency of all trips from different sources.
- Phase 2 - March 2026: Improved sorting and navigation (Newest-first and Sort by Creation Date), enhanced destination pictures, UX improvements and bug fixes.
- Phase 3 – Available from May 2026 release: Trip List Default View Change. The Trip List will transition to an opt-out experience and become the default view. Users can access the legacy view via a banner at the top of the page.

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

- Deutsche Bahn is updating the structure of its BahnBonus and BahnCard programs. This update rolls out from May to June 1, 2026.
- Phase 2: Transition Period May 15-31, 2026: A new 12-digit BonusCard type will be added under Frequent-Traveler Programs. New BahnBonus Cards (no card number or class required) introduced

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under Advantage Programs. Existing valid card data will automatically be migrated to the new structure.

- Phase 3: June 1, 2026: Temporary 16-digit BahnBonus cards and BahnCard numbers will be removed from Advantage Programs. The BahnBonus Points Collection Allowed setting will be discontinued.
- Starting May 15, a warning message will display at login for customers with a BahnCard configured without the new 12-digit BahnBonus card number.

****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 (Mas Renfe, Plata, Oro, Platino), corporate discounts, CO2 emissions data (Thrust Carbon), and PDF/pkpass tickets.
- Amex GBT is working closely with Concur and Trainline to test and prepare for migrations. Project updates will be sent by your American Express Client General Manager in a timely manner.

****Ongoing** New Concur Travel, Virtual Payments for Air and Virtual Payments Administration**

- Phase 3 (June 2026): Virtual Payment settings on the new Virtual Payments Administration UI will take effect on the booking and payment workflow for flights sourced via Air connectors and Travelfusion. Onboarding of new Virtual Payment Billing Accounts for Flight.
- Since the March release, the new Virtual Payment Administration UI is live. Travel managers can view and administer all payment settings from a single location, configuring Virtual Payment (Conferma) accounts and payment rules.
- Note: Conferma v2 credentials are required to use the new virtual payments for Air. Not available for Sabre GDS, Amadeus GDS, Travelport GDS EDIFACT content, or GDS-based NDC content. Credentials become available with the Phase 3 release (June 2026).
- American Express GBT will be testing this new feature. Additional information will be sent upon completion.

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****Ongoing** New Concur Travel, Market Eligibility Expansion - India**

- The India market is supported in new Concur Travel starting May 2026 for Sabre, Amadeus & Travelport+ configurations. This is the final market expansion, completing global coverage for new Concur Travel.
- GBT testing and migration planning for India is underway; further updates to follow. For India and Japan, administrators with the Company Admin permission can navigate to the Manage New Concur Travel Experience Preferences page to opt out if needed.

****Ongoing** New Concur Travel, Automatic Upgrades**

- Upcoming automatic upgrade key dates:
 - June 23, 2026 - Japan (All GDS): Air, Car, Hotel verticals independently. Direct and Indirect customers.
 - TBD 2026 - India: Air, Car, Hotel verticals independently. Direct and Indirect customers.
- Note: The limitation for Ground will be lifted effective June 12, 2026. After this date, the opt-out preference will no longer be respected for the Ground vertical.
- Note: The limitation for User Supplied Hotels will be removed with the June 2026 release of that feature.

****Preview** New Concur Travel, Enable Lufthansa Group NDC via Sabre**

- Targeted for the June 19, 2026 release, Lufthansa Group NDC airlines will be enabled in new Concur Travel through the Sabre NDC channel, providing expanded flight content. Post-ticketing exchange is supported.
- Airlines included: Lufthansa (LH), Austria Airlines (OS), Brussels Airlines (SN), Swiss International Air Lines (LX), Air Dolomiti (EN), Discover Airlines (4Y).
- American Express GBT will be testing this new feature. Additional information will be sent upon completion.

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****Preview** New Concur Travel, Enable Emirates NDC via Travelport+**

- Targeted for release June 19, 2026, Emirates (EK) NDC will be enabled in new Concur Travel through the Travelport+ NDC channel. Post-ticketing exchange is supported.
- Note: Due to a provider limitation, free seat selection for Economy and Premium Economy cabins will not be supported at booking time for Travelport NDC-sourced Emirates fares. Seat selection after ticketing is available for these cabins; this limitation does not apply to First or Business cabins.
- American Express GBT will be testing this new feature. Additional information will be sent upon completion.

****Preview** New Concur Travel, Enable Air France and KLM NDC via Sabre**

- Targeted for release June 19, 2026, Air France and KLM (AF/KL) NDC will be enabled in new Concur Travel through the Sabre NDC channel. Post-ticketing exchange is supported.
- Note: Air France and KLM require an agency email address and phone number at booking time. Concur Travel will apply contact info from the agency GDS profile (email with 'A' suffix, phone with '-A' suffix), or dummy values if not configured.
- American Express GBT will be testing this new feature. Additional information will be sent upon completion.

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

- Targeted for Q2 2026, SAP Concur is working towards supporting a new SNCF connection via Trainline API, including SNCF and Eurostar carriers, available on both web and mobile applications.
- Key benefits: reduced booking steps, corporate discounts, SNCF advantage cards, SNCF and Eurostar loyalty cards, seat map for first class TGV, trip cancellation, user hold, and On Account payment.
- This feature is currently available for TMC Preview. Requires an agreement between Trainline and the customer's TMC. Once onboarded, administrators enable the SNCF connector in Travel Configuration under the Trainline Global API.
- Note: The SNCF PAO direct connection will be decommissioned (target: September 30, 2026). SNCF content will remain accessible via the new Trainline integration.

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- Amex GBT is working closely with Concur and Trainline to test and prepare for migrations. Project updates will be sent by your American Express Client General Manager in a timely manner.

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

- In May 2026, Concur Travel is partnering with select early adopters to enable the new OBB (Austrian Federal Railway) integration via Trainline. General Availability timeline will follow.
- Key benefits: streamlined booking flow, web and mobile parity, OBB Advantage Cards, fare rules and refundability display, CO2 emissions data (Thrust Carbon), PDF tickets, and visual enhancements with OBB train logos.
- Amex GBT will be working closely with Concur and Trainline to test this and project updates will be sent by your American Express Client General Manager in a timely manner.

****Preview** New Concur Travel, Amenities/Onboard Experience Integration for Trainline Vendors**

- Targeted for Q2 2026, SAP Concur Travel will introduce enhanced onboard amenities/experience for rail bookings made through Trainline vendors: SBB (Switzerland), Renfe (Spain), Iryo (Spain), OBB (Austria), and SNCF (France).
- With this enhancement, users can view amenities such as lounge availability, dining options, baggage services, snacks, and other onboard services directly from the train search results. Availability may vary by vendor and route.
- The feature is automatically available; there are no additional configuration or activation steps.

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

- Targeted for release in June 2026, users will be able to add a train booking to an existing trip in new Concur Travel. This option will not be available for itineraries created in legacy Concur Travel.
- Planned support: adding Amtrak, all Trainline vendors, and Deutsche Bahn [bahn.business] bookings to existing trips. The Add Train option will appear on the Finalize page and Trip Overview page.
- Exclusions: adding rail to trips with air segments; Renfe legacy direct connect customers (Renfe via Trainline will be supported).
- This feature is requires testing by Amex GBT.

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

- Targeted for release in June 2026, users will be able to cancel individual train bookings within a trip without cancelling the entire trip itinerary.
- Once cancelled: Train booking status changes to Canceled on the Trip Overview page; an amended Trip Confirmation e-mail is sent; Total Cost Estimate updates to remove the cancelled booking. For Trainline bookings, a separate Booking Cancellation e-mail is sent with refund breakdown.
- Note: Partial cancellations are not yet supported. If a booking contains outbound and inbound segments, the entire booking will be cancelled.

****Preview** New Concur Travel, Split Ticket Support for UK Rail via Trainline**

- Targeted for the June 13, 2026 release, new Concur Travel will support split ticket functionality, enabling users to save costs by purchasing multiple tickets for the same route instead of one through ticket.
- Split ticketing will be available in two variations: traveler changes trains and tickets at the change station, or traveler remains on the same train with the journey split into multiple tickets. The fare is charged as one charge under one Trainline booking.
- The feature is automatically available on both web and mobile applications; there are no additional configuration or activation steps.

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

- Targeted for release in June 2026, the Trip Extras feature will allow users to book ground transportation directly from the Trip Overview page through a redirect to Groundspan.
- Users can click Book now in the Book your Ground Transportation section. A Groundspan page will display with flight and/or hotel details pre-populated. Once completed, the booking posts back to SAP Concur for management from the Trip Overview page.
- This feature will replace the legacy Groundspan Direct Connect. Travelers will be able to leverage Groundspan capabilities, including stops, travel policy, company preferences, and sustainability indicators.
- Note: Not available on the mobile app; cannot be used for ground-only, rail-only, or car-only bookings. Administrator action required: Enable the Trip Extras - Groundspan app in the App Center (all verticals must be enabled with new Concur Travel).

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