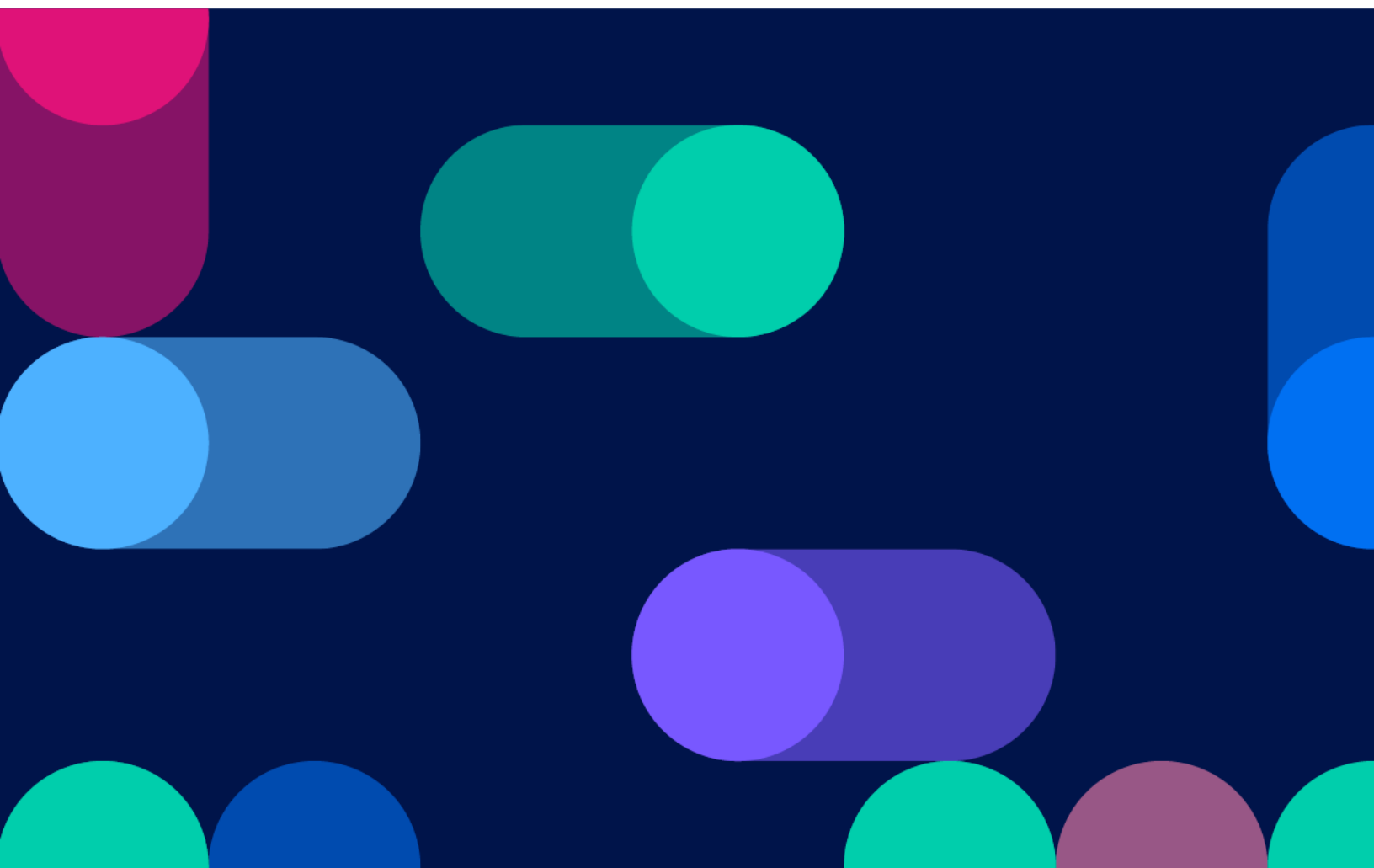




# Complete Release Summary:

June 2026



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

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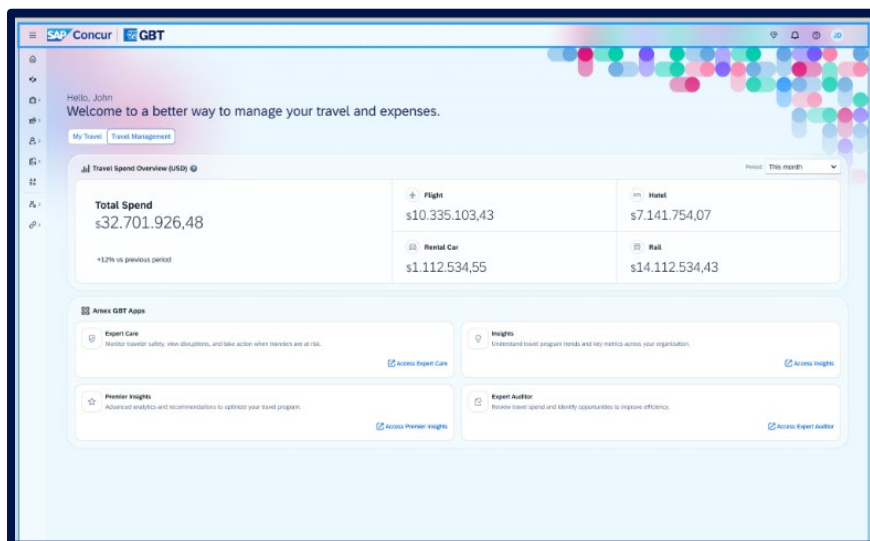
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## \*\*Ongoing\*\* Complete: Live Agent Chat

- 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 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.

## \*\*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 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, New Currency Filter and Profile Field - Flight

- With this release, new Concur Travel is adding a currency dropdown for Flight search results. Previously, users could only view flight search results in their default currency. Now, users can view results in alternate currencies, which aids planning and enhances user experience.
- By default, prices are shown in the **Travel Agency Ticketing Currency** defined in the travel configuration, regardless of the currency returned by the content source.
- Note: This enhancement does not change back-end billing or settlement currencies. It applies only to the currency displayed to the user in the flight search results.

## New Concur Travel, Hotel Search includes Work Location Per Diem field

- Previously, the new Concur Travel experience did not provide an option to capture a work location within the Hotel search process. Per diem rates were calculated based solely on the search criteria, which could result in inaccurate rate calculations.
- Targeted for this release, a new field, **Work Location Per Diem**, is available on the **Hotel Search** page. The **Work Location Per Diem** field allows users to select their assigned duty location (previously known as a temporary duty location) during the shop and book process. This selection determines the applicable per diem rates used to calculate lodging, meals, and incidental per diems.

## New Concur Travel, Third Party Meetings

- Beginning with release in June 2026, the Third Party Meetings feature will be extended from legacy Concur Travel to new Concur Travel. With the June release, participating customers can expect:
  - Integrated meetings (using partner platform):
  - Meetings API available so partners will start testing it
  - Onboarding of customers will happen after partners integration work
  - Non-integrated meetings (no partner platform)

## New Concur Travel, Trip Change Consistency Alert

- With this release, a new trip change consistency alert now warns users when changes to a booking may impact other travel components within the trip. This messaging will help prevent situations where, for example, modified flight dates no longer match hotel check-in/check-out dates, or rental car pickup/return times.

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

- SAP Concur is working towards supporting a new expanded offering of SNCF via Trainline in new Concur Travel. As part of this effort, SAP Concur will plan to disable the option to onboard new clients and/or to make updates to the legacy SNCF PAO configuration settings.

## New Concur Travel, New SNCF Integration via Trainline

- 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.
- The new SNCF connection via Trainline along with the new Concur Travel experience will bring clients the following benefits:
  - Reduced number of steps to complete the booking.
  - Corporate discounts.
  - Support of SNCF advantage cards including regional cards.
  - Support of SNCF and Eurostar loyalty cards.
  - Support of seat map for first class TGV train.
  - Support of trip cancellation.
  - Support of trip hold.
- 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 as our work progresses.

## 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.
- Planned Support:
  - Option to add Amtrak to existing Trip.
  - Option to add Trainline vendors (all Trainline vendors) to existing trip.

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- Option to add Deutsche Bahn [bahn.business] booking to existing trip.
- The **Add Train** option will become available for eligible trips on the **Finalize** page as well as the **Trip Overview** page:

## New Concur Travel, Train Booking Level Cancellation

- Targeted for release in June, 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.
- Users now see the link for **More Actions** on the Rail itinerary on the Trip pages. 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.

## **\*\*Ongoing\*\*** 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 provides enhanced Austrian rail content and functionality for travelers booking within Austria.
- Amex GBT is reviewing this functionality. More information will be shared as our review progresses.

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

- Targeted for release June 19, Lufthansa Group airlines will be enabled in new Concur Travel through the Sabre NDC channel, providing expanded flight content to end-users.
- End-to-end testing of this content is required by Amex GBT.

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

- Targeted for release July 17, Emirates (EK) NDC will be enabled 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. User will, however, be able to select seat(s) 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.

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

- Targeted for release June 19, Air France and KLM (AF/KL) NDC will be enabled in new Concur Travel through the Sabre NDC channel, providing expanded flight content to end-users.
- Post-booking seat selection change is not supported due to provider's limitation. After a booking is made, a user cannot make seat selection change if the initial booking includes selected seat(s). However, if the initial booking does not include selected seat(s), a user can select seat(s) after booking on new Concur Travel trip pages.
- End-to-end testing of this content is required by Amex GBT.

## **\*\*Preview\*\* E-Receipts for Cleartrip Direct Connect**

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

## **\*\*Preview\*\* New Concur Travel, Split Ticket Support for UK Rail via Trainline (June 19)**

- Targeted for release June 19, 2026, new Concur Travel will support split ticket functionality, enabling users to save costs on same route ticketing, by allowing the user to purchase multiple tickets instead of one through ticket.
- This feature will be automatically available on all sites that have UK Rail enabled.
- This feature will be available in two variations:
  - The traveler changes trains and changes tickets at the change station, or
  - The traveler remains on same train with journey being split into multiple tickets.

## **\*\*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 currently provides travelers the ability to book Renfe trains via Direct Connect. Once the decommissioning is complete, the Renfe Direct Connect integration will no longer be available in any production configuration. The connector will be removed from the Travel Configuration page, and it will not

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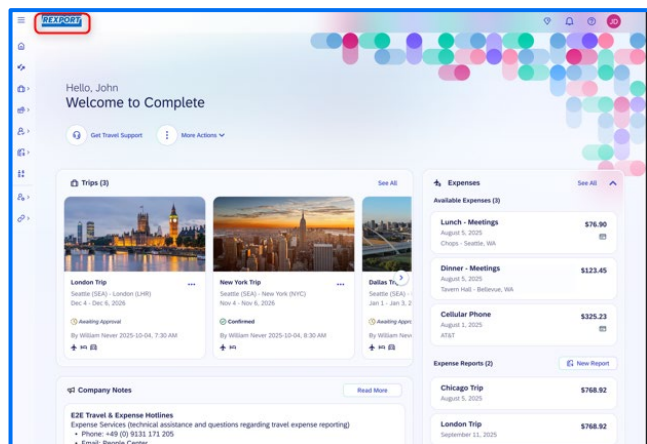
be possible to book Renfe content using this method. All future Renfe bookings will need to be made using the new Trainline integration.

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

- Targeted for release in July 2026, the Trip Extras feature will allow users to book ground transportation directly from the **Trip Overview** page.
- Note: This feature is not available on the mobile app and cannot be used for ground-only bookings or with rail-only or car-only bookings.
- Once the user completes their trip and proceeds to the **Trip Overview** page, Groundspan offers will display on the right-hand side of the page. 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 won't have to book a separate reservation for Ground. Travelers will be able to leverage Groundspan capabilities, including stops, travel policy, company preferences, and sustainability indicators.

## **Client Company Logo Moved**

- In May 2026, SAP Concur moved the client company logo from the **Home** page to the upper left corner of the Shell Bar. Your uploaded company logo is no longer located on the **Home** page. It appears in the upper left corner of the Shell Bar. The logo in the Shell Bar is present on every page in the UI



## **\*\*Ongoing\*\* New Concur Travel, Guest Travel**

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- Concur will be introducing enhancements to enable Guest Travel with new Concur Travel. Guest information will now be 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.
- Timing for release of this enhancement is TBD.

## **\*\*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.

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## **\*\*Preview\*\* New Concur Travel, Joule Assisted Trip Changes**

- Previously, trip changes required users to navigate manually through the Concur Travel web or mobile interface. With this update, users will be able to request and complete trip changes conversationally through Joule. The following trip changes will be supported in this initial release:
  - Flight, Hotel, and Rental Car date and time changes: Users can request changes, review options, and confirm within Joule without being redirected to the web interface.
  - Eligibility check: Joule can inform users whether their booking is eligible for changes and outline any applicable conditions or fees before they commit to the change.
  - Cost estimate: Joule can provide the estimated cost of a change, including any change fees and fare differences, before the user proceeds.
  - Flight recommendation: Users can ask Joule to recommend the best in-policy flight for their preferred date and time, or choose to browse available options themselves.
- Amex GBT is working closely with Concur to test this functionality; more information to come on Joule as our work with Concur continues.

## **\*\*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 September 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.

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