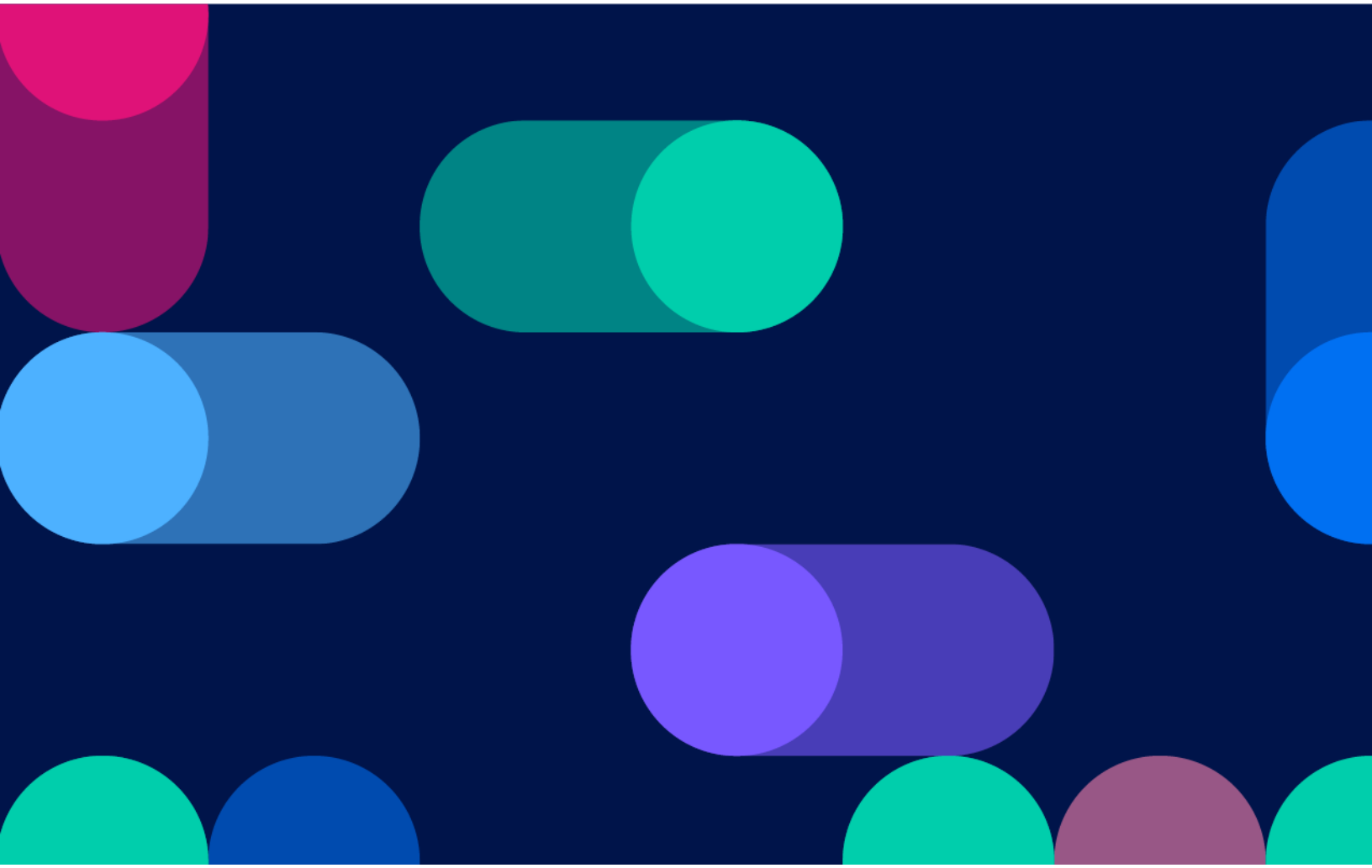
Complete Release Summary:

November 2026



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Ongoing: Complete, AI-assisted travel recommendations

AI-assisted travel recommendations for Complete is Amex GBT's proprietary AI-powered shopping technology. It enhances the Air shopping workflow and is the initial phase of a broader Amex GBT Marketplace integration. With this release, rule-based Air sort is enhanced with an AI model that learns from shopping and booking patterns to surface relevant results. Our shopping technology balances availability, price, convenience, policy compliance, and traveler/client preferences while incorporating historical booking patterns with corporate fares.

What is Changing and When:

- A data collection period began in September 2026; AI-assisted travel recommendations as an AI model require shopping data for training and maintenance purposes and Amex GBT is collecting shopping data from all customers. This data is being used for model training and maintenance purposes to help deliver an Air sort that is optimized for efficiency and compliance while refining recommendations using traveler/client preferences and fare quality. During this initial period, there will be no iterations on Air sort in the Complete website and mobile app.
- As every itinerary surfaced by the AI model is relevant to the traveler, the distinction of a **Recommended** label on specific results no longer applies. We will retire the **Recommended** label from the top three results, which are currently the only recommendations made by Complete.
- As we train the model with more features, we will expand the use of AI-assisted travel recommendations across Complete.

- **Feature Activation:** SAP Concur and Amex GBT will gradually release this feature in a phased approach, applying Air sort iterations in the Complete website and mobile app as the model matures with sufficient data.

Complete, Availability for Additional Countries

- Complete by SAP Concur and Amex GBT will now be available in three new countries: Brazil, UAE, and Italy. Additional features are not included in the initial release but are being scoped for future delivery. Activation of eligible configurations will begin on November 30, 2026.
- Eligible customers will enjoy a refreshed modern design on the web and will get combined travel and expense via the Complete mobile app. While the branding and layout will be updated, login credentials and policy settings will remain unchanged.
- Please note that there are no technical actions required from customers or Amex GBT teams.
- Future roadmap enhancements will be determined and shared in 2027.

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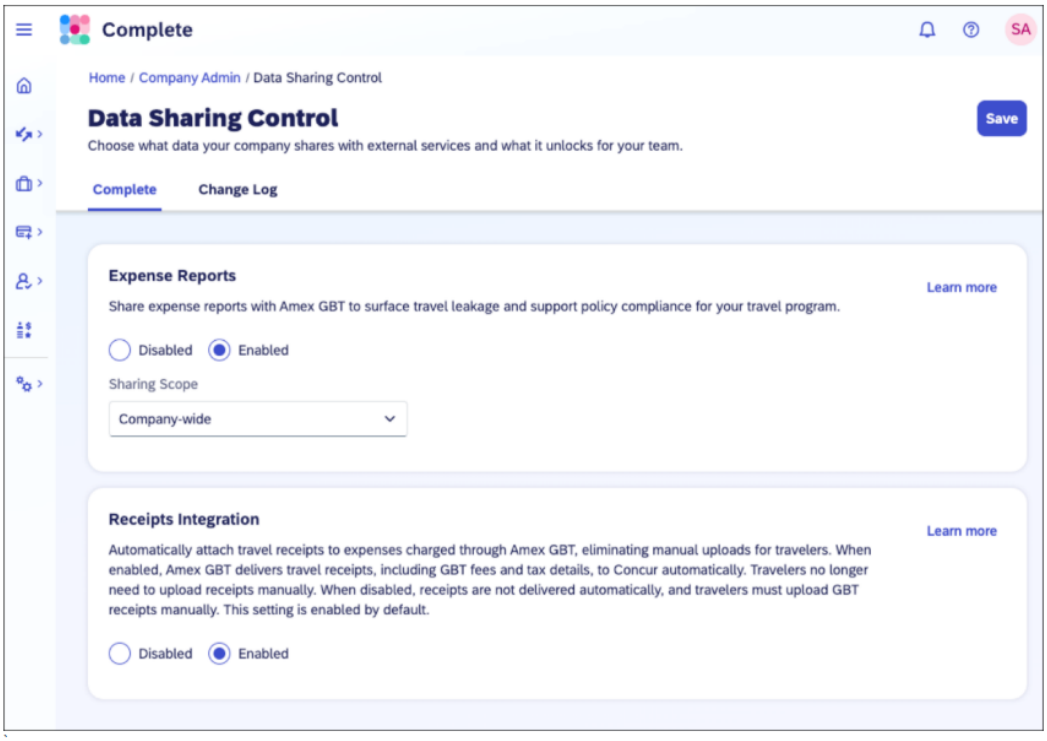
Preview: Complete, Receipts Integration

- Targeted for December 11, 2026, the receipts integration for Complete by SAP Concur and Amex GBT will automatically sync receipts from Amex GBT into Concur Expense whenever a booking is made and charged to a card. Previously, travelers were required to manually collect, track, and attach receipts in Concur Expense. This change reduces manual work for travelers and finance teams by automating receipt delivery and matching each receipt to its corresponding credit card transaction.
- When an online booking is made and a card is charged, the receipt is automatically delivered to the traveler's Concur Expense account. Each receipt is automatically matched to the corresponding credit card transaction via **Smart Matching**.
- No traveler action is required to receive or attach receipts for in-scope transactions (online air, rail, prepaid hotel, prepaid car, and TMC transaction fees).

Administrator Experience

- Starting November 13, 2026, the **Receipts Integration** setting is available on the **Data Sharing Control** page.



Important Information:

- Review the Expense Type settings to confirm mappings are accurate. If a **TMC Transaction Fee** or **Agency Booking Fee** expense type does not exist, administrators must create one before the Receipts Integration feature is available, targeted for December 11, 2026.

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- Companies that use lodge cards, ghost cards, or CPCB cards and do not wish for their travelers to expense these bookings **must opt out of receipts integration for Complete**.
- If the **Accept Itinerary Air Ticket as E-Receipt** setting is enabled, it will be automatically disabled on December 7, 2026 to prevent duplicate receipts during the activation period. If a company opts out of receipts integration after December 7, 2026, this setting must be manually re-enabled.

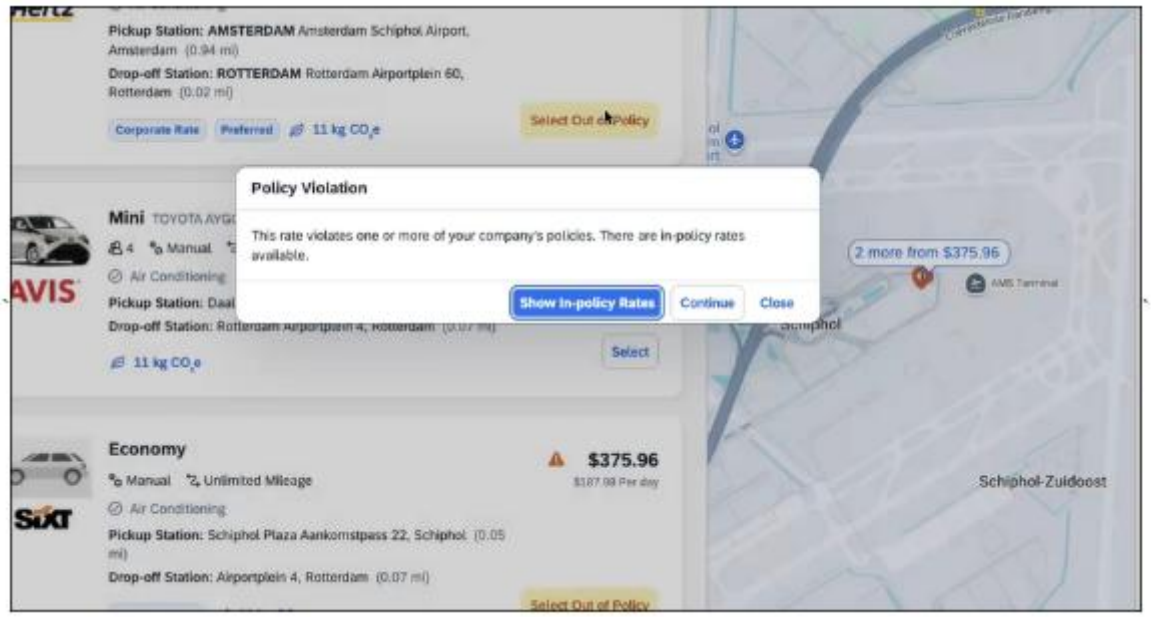
Feature Activation: With the November release, all eligible customers are automatically enabled for this feature, although the functionality will not be activated until December 11, 2026. If customers do not wish to use this feature, they must opt out before December 11. The choice to disable or enable is configured at the entity level and applies to all travelers; it cannot be configured per user or per travel configuration.

New Concur Travel: Car Options Turned Down in Approver Email

- New Concur Travel now notifies approvers by email when a traveler selects a car option and more compliant car options are available. Previously, the approver email notification for turned-down options in new Concur Travel applied to Air, Hotel, and Rail segments only. Now, when a traveler selects a car option and more compliant options are available, approvers receive an email listing the turned-down car options. Approvers can also view turned-down car options in the approver view on the web.
- **Feature Activation:** This feature will be automatically available; no action is required.

New Concur Travel: Car Options Turned Down

- With this release, new Concur Travel now includes the Options Turned Down feature for Car bookings. Previously, when a traveler selected an out-of-policy Car rate, in-policy alternatives were not displayed during the booking flow. Now, a **View Car Options Turned Down** link appears on the **Travel Policy** screen when a traveler selects an out-of-policy rate, giving them the opportunity to review compliant alternatives before



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finalizing their booking. If users select **Show In-Policy Rates**, the results will be filtered with **In-Policy Rates** filter. The traveler is also notified that this list is shared with the approver when the booking is sent for approval.

- **Feature Activation:** This feature will be automatically available; no action is required. Administrators can optionally configure the maximum number of in-policy alternatives displayed to travelers. The maximum value is 10.

New Concur Travel, New Multi-City Custom Flow for Amadeus

- The Custom Multi-City shopping path in new Concur Travel, previously available for Sabre EDIFACT only, now also supports Amadeus EDIFACT. Travelers select flights leg by leg in chronological order, with per-leg one-way pricing displayed at each step. After the last flight is selected, a **Recommendations** page displays the user's selected itinerary along with alternative offers.

Key capabilities:

- Supports up to six legs per itinerary (increased from today's four-leg maximum).
- Prices shown on a one-way basis per leg — no partial totals display during the selection flow.
- **Change Selection**: users may revisit and change any previously selected leg at any point before the final selection.
- Chronology control: flight options that overlap with a prior selection are silently removed; a popup warning is shown if a new selection conflicts with an already-selected subsequent leg, giving the user the choice to keep or discard the change.
- Existing fare-led Multi-City flow remains available at all times via a **Fare-led** checkbox on the **Search Widget** and within **Edit Search**.

Limitations:

- Amadeus EDIFACT only. NDC and other GDS are not included in this new flow at this time.
- Post-ticketing changes are not supported.

Feature Activation: This feature will be made available gradually for customers as part of a phased rollout; no action is required.

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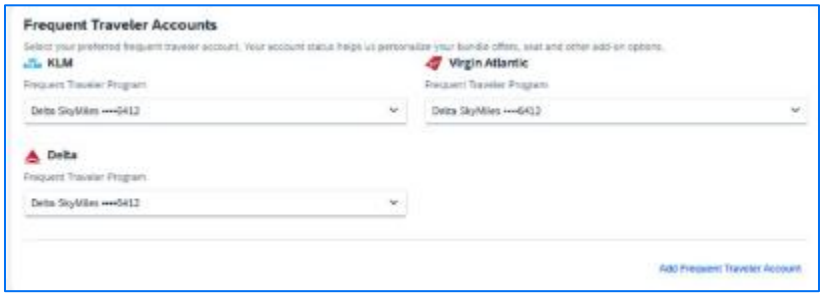
New Concur Travel, Amadeus and Travelfusion Mixed-Source Air Bookings on Multi-City Tab

- With the **Multi-City** tab in new Concur Travel, travelers can now book round-trip itineraries that combine Amadeus and Travelfusion content.
- Travelers select each leg individually in a step-by-step flow, with a running summary of previously selected legs appearing throughout the booking process. This feature is enabled via the **Multi-City** setting in Concur Travel and is progressively being rolled out to customers.
- Combining multiple NDC airlines or multiple Travelfusion airlines in a single itinerary is not supported in this release. Post-ticketing changes are not supported.
- **Feature Activation:** This feature will be made available gradually for customers as part of a phased rollout; no action is required.

New Concur Travel, Allow Users to Choose More Than One Frequent Flyer Number

- With this release, travelers are able to select and apply the appropriate loyalty number for each marketing airline in an itinerary, improving the ability to earn and receive eligible loyalty benefits when booking trips with multiple carriers. These numbers will be used in both the booking and seat selection processes.
- The frequent flyer selection fields have been moved to a new **Frequent Traveler Accounts** section on the **Review and Book** page, and each airline in the itinerary will have its own drop-down menu. Existing rules for defaulting to a specific frequent flyer number will continue based on each airline from the itinerary.
- A new **Frequent Traveler Accounts** section is available on the **Review and Book** page. This section will include a **Frequent Traveler Program** dropdown selection field for each airline included in the itinerary.



- **Feature Activation:** This feature will be automatically available; no action is required.

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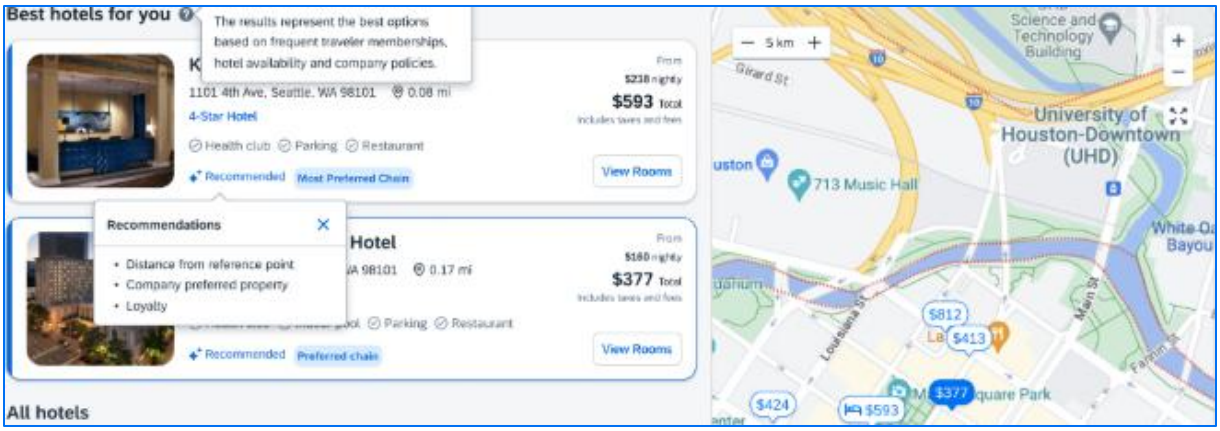
New Concur Travel, AI-Assisted Hotel Search Recommendations

- The Hotel search results now include a new **Best hotels for you** section personalized for each traveler, suggesting up to three hotels the user is most likely to select. Previously this feature was available only for configurations sourcing hotel content from the Amex GBT Marketplace. With this release, this feature is available for configurations sourcing hotel content from the GDS.
- Users can see the **Best hotels for you** section at the top of the Hotel search results page. The recommended hotels are personalized based on loyalty programs, preferred properties or chains, and historical booking data.
- To view the reason for a recommendation, travelers can click the icon next to each hotel. If a traveler changes the sort order, the recommendations are hidden. To restore the recommendations, the user can select **Recommended** in the sort options.



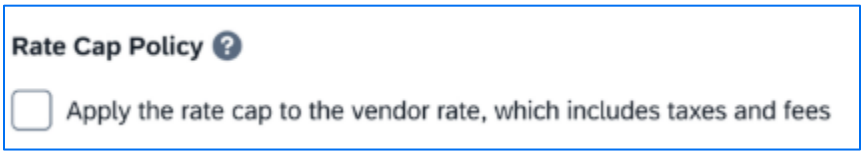
- **Feature Activation:** This feature will be automatically available; no action is required.

Ongoing: New Concur Travel, New Configuration Setting for Hotel Rate Cap Policy

- A new **Rate Cap Policy** configuration setting is available for new Concur Travel administrators. The setting controls whether the rate cap policy includes taxes and fees as well as how nightly rates are displayed to users.
- With the November release, administrators can configure whether rate cap policy is enforced against the **base nightly rate** or the **vendor rate**, which includes taxes and fees. This setting also controls how the nightly rate displays on the **Hotel Search Results** and **Hotel Details** pages.

Availability Target Details

- November 2026: The **Rate Cap Policy** configuration setting is available. Policy rate cap calculations accurately reflect the configuration setting. GDS content and some hotel connector content continue to display the base nightly rate on the **Hotel Search Results** page regardless of the configuration setting.



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- December 2026: All content will display the nightly rate on the **Hotel Search Results** page according to the **Rate Cap Policy** configuration setting.

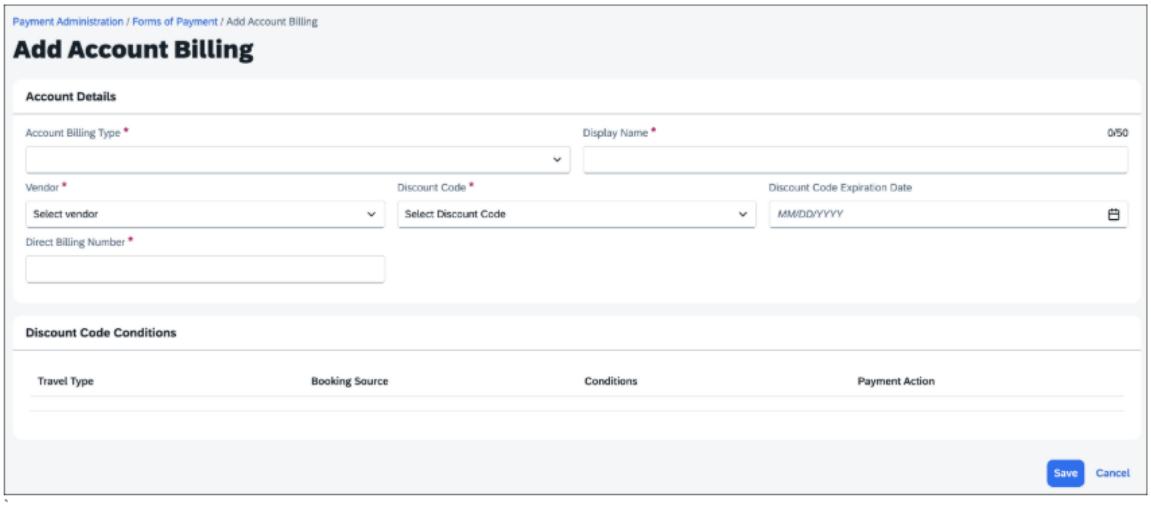
Feature Activation: Administrators who require policy enforcement against the vendor rate, which includes taxes and fees, can enable the **Apply the rate cap to the vendor rate, which includes taxes and fees** checkbox.

New Concur Travel, Browse Mode for Trip Planning

- New Concur Travel now includes **Browse Mode**, which allows travelers to explore real flight, hotel, car, and rail options and estimate trip costs before submitting a pre-approval request. Travelers can save selections across multiple segments and view an **Itinerary Summary**, which they can also email to themselves or share with others.
- **Feature Activation:** This feature is only available for customers who have Concur Request enabled on their site. To make **Browse Mode** available for travelers, the **Booking Governance** setting on the **Travel Configuration** page must be enabled by the administrator.

New Concur Travel, Manually Set Expiration Date for Billing Account

- With this release, new Concur Travel allows administrators to set and modify an expiration date for billing accounts directly within the administration interface. Previously, no expiration date field was available when creating or editing a billing account, limiting the administrator's control over account lifecycle management.
- The **Add Account Billing** and **Edit Account** pages have been updated to include a **Discount Code Expiration Date** field.



- **Feature Activation:** This feature will be automatically available; no action is required.

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Preview: New Concur Travel, Enable LATAM Airlines via Sabre NDC

- Targeted for the December 2026 release, LATAM Airlines will be enabled in new Concur Travel through the Sabre NDC channel. Once activated, travelers will be able to view LATAM NDC fare content in their Flight search results and book these fares through the standard new Concur Travel booking flow.
- **Feature Activation:** This feature will require testing by Amex GBT; timing for availability will be shared as our testing progresses.

Preview: New Concur Travel, Enable Paid Seats through Amadeus NDC

- Targeted for December 11, 2026, new Concur Travel will enable paid seat selection through the Amadeus NDC connection, allowing users to view and book chargeable seats directly within the travel booking workflow. Previously, paid seat selection through Amadeus NDC was not available in new Concur Travel. This change streamlines the seat selection process for travelers booking Amadeus NDC fares, reducing the need to manage seat assignments through external airline platforms.
- **Feature Activation:** This feature will require testing by Amex GBT; timing for availability will be shared as our testing progresses.

Preview: New Concur Travel, Air France Abonnement Card

- New Concur Travel will now support Air France Abonnement discount pass bookings via NDC without utilizing redirects to legacy Concur Travel. This feature is still supported in legacy Concur Travel.
- Effective January 15, 2027, all current redirects from new Concur Travel to legacy Concur Travel will cease for travelers with Air France Abonnement cards and discount pass fares.
- New Concur Travel users will be able to book Air France Abonnement cards and discount pass fares using Air France NDC connections. This will be available to Amadeus and Sabre NDC customers only. Users will be able to book on Travelport+ when Air France/KLM NDC is implemented for that GDS in a future release.

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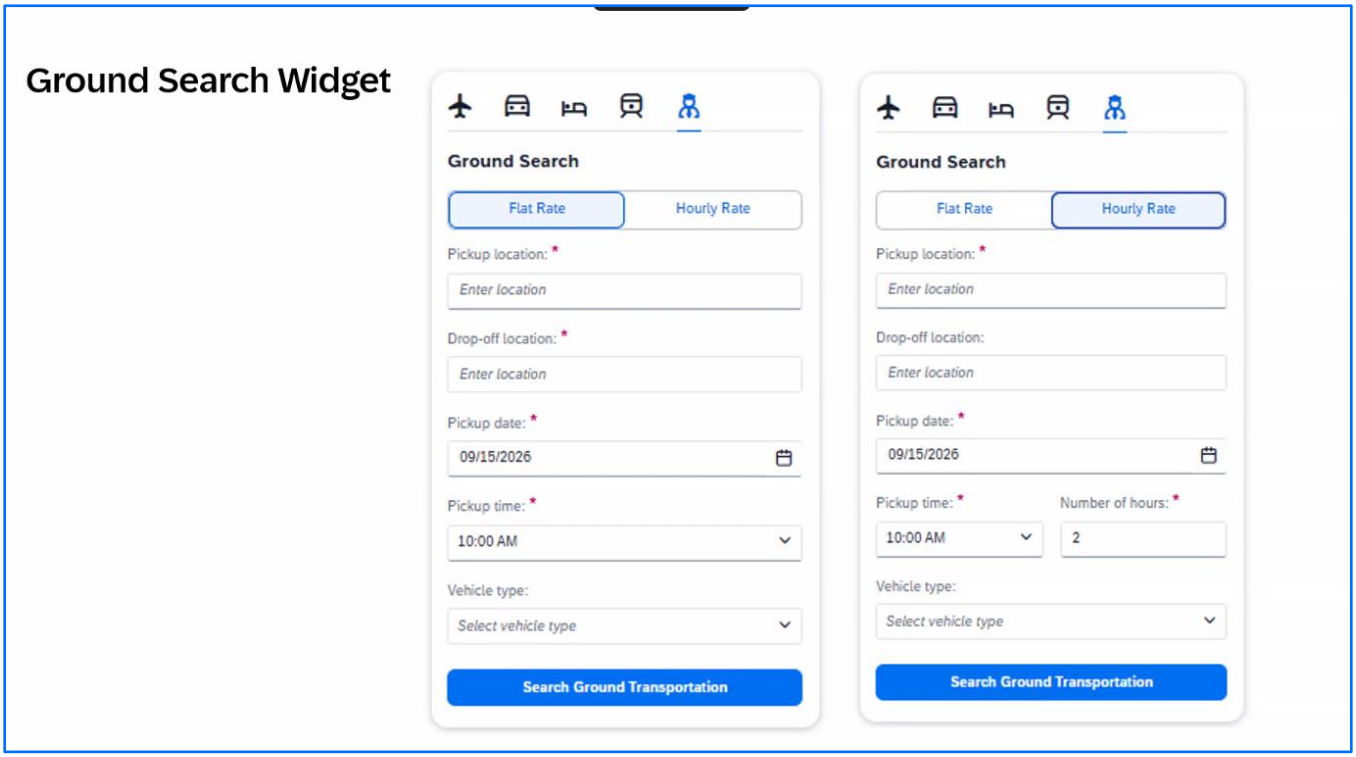
Preview: New Concur Travel, GroundSpan Enhancement

- GroundSpan will be fully integrated into new Concur Travel, allowing users to search, book, and cancel ground transportation without leaving Concur Travel or requiring a separate PNR. This enhancement is targeted for the January 2027 release. In new Concur Travel, users will see an updated search widget and search results page.



- Users will be able to add ground transportation on the **Finalize** page and the **Trip Overview** page without being redirected to the GroundSpan website. Ground bookings are also visible on mobile. A separate PNR will no longer be required for ground transportation bookings.
- **Feature Activation:** This feature will be automatically available for customers that currently have GroundSpan enabled; no action is required.

Preview: Joule Booking Agent Support for Amtrak

- Planned for release in December 2026, the Joule Booking Agent will support Amtrak rail booking, allowing travelers to book hotels, cars, and trains in one flow.
- With this update, Amtrak rail booking will be integrated into the Joule booking workflow. Travelers will be able to search for Amtrak rail options between supported cities and book rail travel within the same workflow used for hotels and cars.
- **Feature Activation:** Amex GBT and Concur are working closely on timing and availability of Joule for Complete customers; more information will be shared as our work progresses.

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Preview: New Concur Travel, Support for Rail Booking Changes Made Outside of SAP Concur for UK Rail

- Targeted for the December release, this change will introduce full support for rail booking modifications made outside of SAP Concur. Previously, only some changes, such as full cancellations, were detected. With the upcoming release, modifications such as travel date changes or partial cancellations will also be reflected in the user's SAP Concur itinerary, so that travel records remain accurate and up to date.
- **Feature Activation:** This feature will require testing by Amex GBT; timing for availability will be shared as our testing progresses.

Preview: New Concur Travel, Support of Booking Changes for UK Rail

- New Concur Travel will introduce the ability to change eligible Trainline UK Rail bookings where fares allow, supporting multiple change scenarios across different itinerary types and delivery methods. Three change scenarios will be supported:
    - **Pay the Difference** — applicable to eligible fares issued on eTickets, where a fare difference and administration fee apply
    - **Rebook and Refund** — applicable to eligible fares with kiosk delivery, where the lowest-priced ticket between the original and new booking is refunded
    - **Amend Reservation** — applicable to flexible tickets that allow free-of-charge changes to seat, time, or date within a restricted time frame

Availability Target Details:

- Targeted for the December 2026 release, the functionality will be available upon request to any customers who wish to enable it.
- Targeted for Q1 2027, the functionality will be automatically enabled for all customers who have UK Rail via Trainline enabled.

Preview: New Concur Travel, Support of Partial Cancellation for UK Rail

- Targeted for release in December 2026, Concur Travel is partnering with selected early adopters to enable the new partial cancellation for UK Rail bookings to a limited audience. General Availability (GA) will follow in Q1 2027. Previously, users could only cancel whole trips. This feature will be introduced to give users more flexibility with their UK Rail bookings.
- **Feature Activation:** This feature will require testing by Amex GBT; timing for availability will be shared as our testing progresses.

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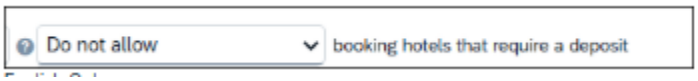
Ongoing: New Concur Travel, Meeting Hub

- Third Party Meetings is being renamed Meeting Hub and is being extended from legacy Concur Travel to new Concur Travel. The first phase, released in July 2026, included support for limited functionality.
- Phase 2, for customers not using a partner platform, was introduced on September 25, 2026. This update brings the meetings booking experience in line with the modernized Concur Travel platform, providing customers with a more consistent, streamlined, and intuitive way to search, book, and manage meetings.
    - **Multiple Attendee Types**: Support for multiple attendee types, each with a specific form of payment and rule class assigned.
    - **Modern Meeting Admin User Interface**: A redesigned administration interface replaces the legacy meeting configuration page.
    - **Meeting Match**: Users are now routed directly to new Concur Travel, replacing the previous behavior of redirecting to the legacy experience.
    - **Air Deep Link**: Takes users directly to the search results page in new Concur Travel within the meeting booking flow, reducing the steps needed to book travel for a meeting.
    - **Attendee Email Notification**: Meeting details and a booking deep link can be sent directly to attendees via the email functionality.
- Phase 3, targeted for later in 2026, will introduce support for third-party meeting integrations.
- **Feature Activation:** Phase 2 of the Meeting Hub has been made automatically available to all eligible sites; the third-party meeting integrations planned for Phase 3 will require testing and review by Amex GBT; information on availability will be shared once our testing is complete.

Preview: New Concur Travel, Decommission of Hotel No Deposit Required Setting

- The existing **Hotel Configuration** setting that restricts the booking of hotels requiring a deposit will be removed in March 2027 for new Concur Travel. The setting will continue to be honored in legacy Concur Travel.



- The **Room Rate Requires Deposit** rule part in **Policy Admin** will be used to restrict booking instead of the current configuration setting. To avoid a loss of deposit rate policy enforcement, administrators should create a new rule in **Policy Admin**, choosing **Hotel** as **Category** and **Room Rate Requires Deposit** as **Attribute**, before the setting is removed. If the rule is not created, deposit rate restrictions will no longer be applied to hotel bookings.
- **Feature Activation:** Customers currently using this setting should take action to create a new rule by working with their appropriate support contact.

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Ongoing: New Concur Travel, New SNCF Integration via Trainline

- Amex GBT is working closely with Concur and Trainline to test and prepare for migrations to the new SNCF integration via Trainline. Benefits of this new integration will include fewer 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.
    - Note: SAP Concur currently plans to decommission the old SNCF connection on December 15, 2026. Existing rail itineraries booked through the old connection will remain visible under Upcoming Trips, and historical data will be kept for reporting.
- **Feature Activation:** More information on timing for availability will be shared as our work progresses.

Ongoing: New Concur Travel, New Renfe Integration via Trainline

- Amex GBT is working closely with Concur and Trainline to test and prepare for migrations to the new Renfe integration via Trainline. Benefits of this new integration will include 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, CO_2 emissions data, and PDF/pkpass tickets.
    - Note: SAP Concur currently plans to decommission the existing Renfe connection on January 30, 2027. Existing rail itineraries booked through the old connection will remain visible under Upcoming Trips, and historical data will be kept for reporting.
- **Feature Activation:** More information on timing for availability will be shared as our work progresses.

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Preview: New Concur Travel, Support of Booking Changes and Partial Cancellation for Renfe via Trainline

- New Concur Travel will introduce the ability to change eligible Trainline Renfe bookings where fares allow, supporting itinerary modifications across different booking types. Users will be able to change an entire booking (outbound and inbound), one bound of a round trip booked with single tickets, or a single leg in a multi-carrier booking where available. For eligible fares, users will be able to select their new rail connection and will see a clear breakdown of their original and new itinerary alongside the cost of change. Users will also be able to make partial cancellations of their Renfe bookings. Previously, users could only cancel whole trips.

Availability Target Details:

- Targeted for the December 2026 release, the functionality will be available upon request to any customers who wish to enable it.
- Targeted for Q1 2027, the functionality will be automatically enabled for all customers who have Renfe via Trainline enabled.

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