



Complete Release Summary:

September 2026

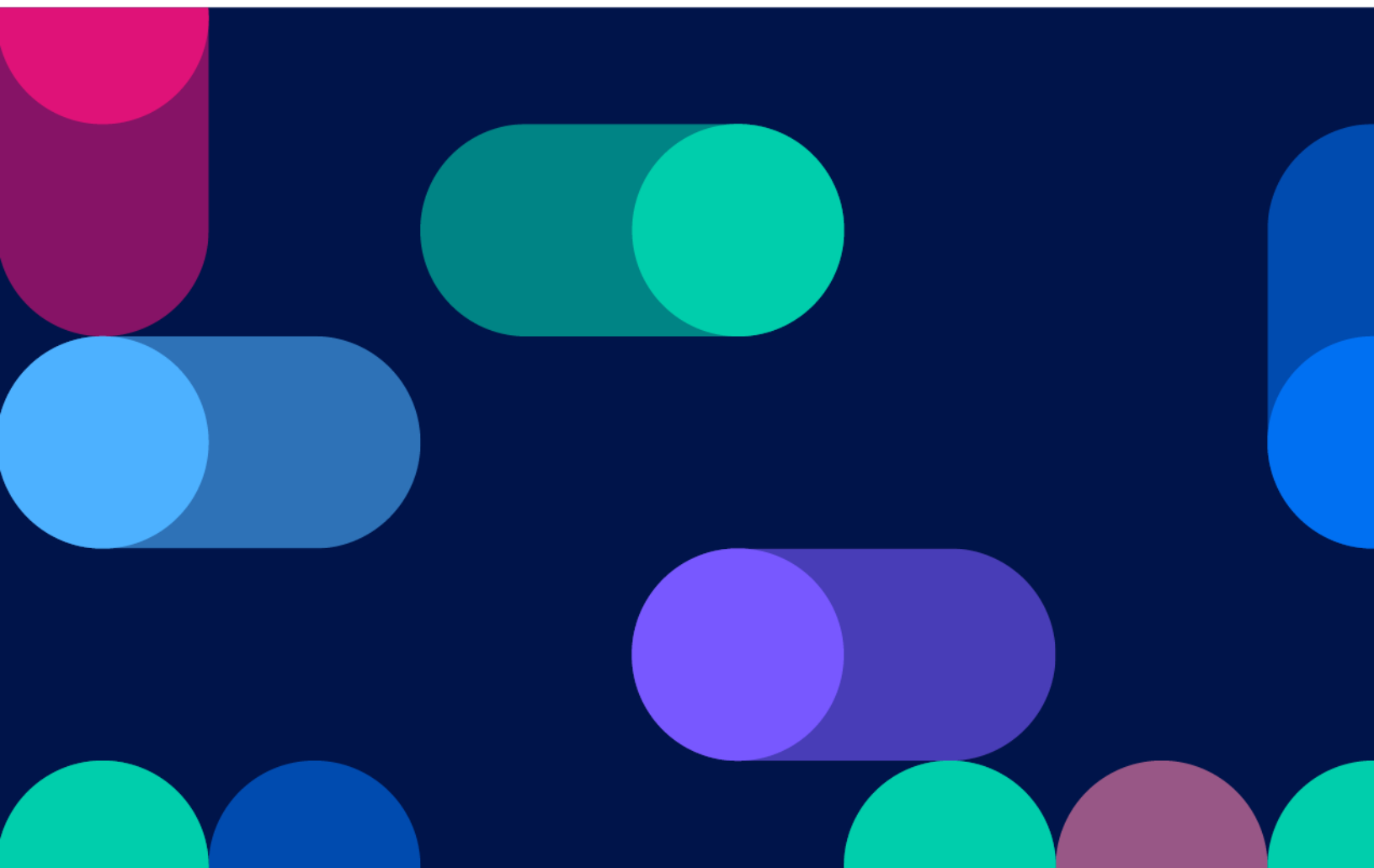


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This document has high-level information on the key features included in the September 2026 Complete release. Additional information and details are available in the full **Release Notes** document.

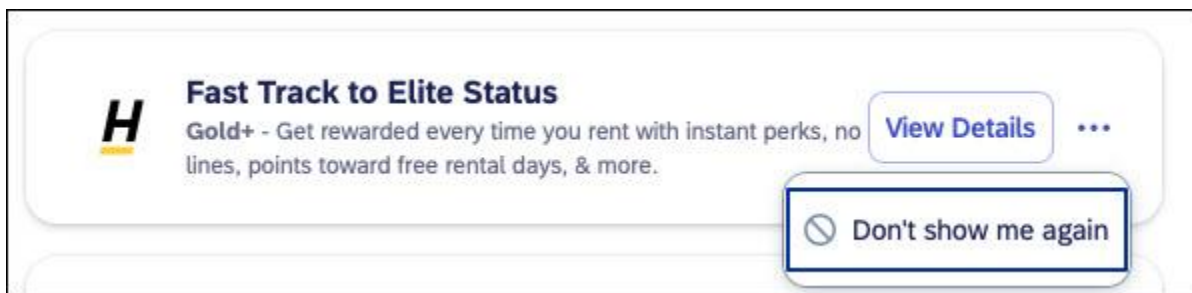
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Complete, Marketplace Offers - User Level Opt Out

- Travelers can now opt out of specific Amex GBT marketplace offers directly from the Perks user interface.
- When a Complete user chooses to opt out of an offer, the system calls GBT's offers endpoint to record the opt-out for that specific user and offer ID, and the offer is removed from the user's Perks view. The opt-out component only displays on offers the user has not already enrolled in. To opt out of a specific offer:
 - Click the ellipsis (...) next to the **View Details** button for a specific offer. Or, click the ellipsis next to the **Enroll** button. Select **Don't show me again**. Then click **Remove** from the dialog box that is displayed.



- **Feature Activation:** The feature is automatically available; no action is required.

****Ongoing**** Complete, AI-assisted travel recommendations

Complete is an AI-powered solution, created to offer intelligent shopping experiences to our customers. Amex GBT and SAP Concur are pleased to announce the arrival of AI-assisted travel recommendations for our joint alliance customers.

This functionality utilizes 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 will begin in September 2026; **AI-Assisted Travel Recommendations** as an AI model requires shopping data for training and maintenance purposes and Amex GBT will collect anonymized shopping data from all customers. This data will be 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.
- Amex GBT and SAP Concur will gradually apply Air sort iterations in the Complete website and mobile app as the model matures with sufficient data.

- As every itinerary surfaced by the AI mode will presumably be inherently 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 it 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.

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

All customer exemptions for new Concur Travel will be lifted as of September 23, 2026. All eligible configurations previously on the Exemption list will be upgraded to new Concur Travel.

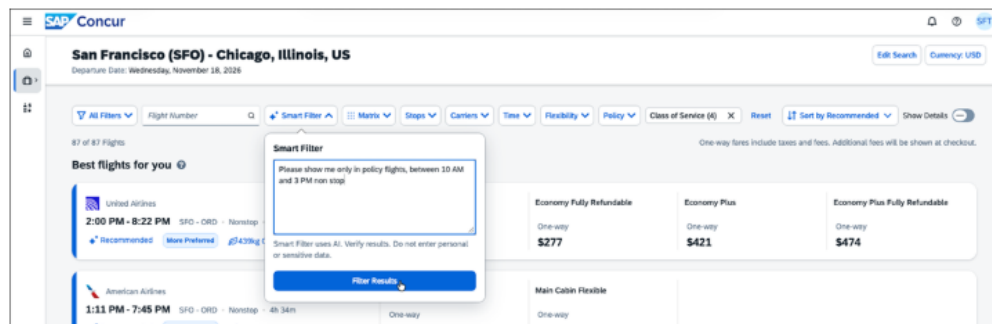
- **Note:** This upgrade applies to all GDSs and to all countries except for India.

High impact limitations:

- **Ground:** If the configuration has **Ground** enabled (this includes any rule class with **Allow Ground** enabled) and the customer has opted in for Air, Car, and Hotel, then Air, Car, and Hotel will migrate to the new Concur Travel. If they have opted out for any vertical, then that vertical will not migrate until Ground is delivered.

New Concur Travel, AI-Assisted Travel Filters

- New Concur Travel introduces Smart Filters powered by AI to help users obtain their desired search results faster and more efficiently. Instead of manually scanning many options or manually adjusting filters one by one, users can now describe what they want in plain language, for example preferred carrier or time window.



- When search results are returned, select **Smart Filter** and a text box will display. By using natural language, users are able to type the kind of results they want to see and the AI-Assisted Travel Filter automatically filters them and displays results based on their query.
- **Feature Activation:** This feature will be automatically available; no action is required. The initial release in September will be for Air results. Release for Car and Rail is targeted for October,

Ongoing New Concur Travel, Availability for India

- Timing for our initial launch of new Concur Travel for customers in India is still being determined as we work with SAP Concur on resolution of issues uncovered during our testing.

Feature Activation: Information on migration planning will be shared once we are ready to proceed with enablement.

New Concur Travel, Guest Travel

Enhancements are being made to the existing **Book for a Guest** functionality to enable usage with new Concur Travel. Once released, users will experience a modified booking flow compared to Legacy 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 will be directed to the **Create Guest Profile** page, where they enter the guest's details.

Create Guest Profile

Guest Details
Add your guest profile personal information or go to Arranger View.

Prefix: * First Name: * Middle Name: Last Name: *

Preferred Name:

Email: * Phone: *

Mobile Phone Country/Region: * Mobile Phone: *

Date of Birth: * Gender: *

MM-DD-YYYY Select Gender

Expiration Date: *

2027-01-13

Preferences

Language: * Date Format: * Time Format: *

English MM-DD-YYYY H:mm AM/PM

Work Address

Street: * City: * Country/Region: *

Emergency Contact

Contact Name: * Contact Phone: *

Relationship: *

Save and Book Cancel

Key behaviors:

- Guests have a full profile — all mandatory profile fields applicable to employees may also apply to guests. However, required fields will only apply to guests if the company actively chooses to configure them that way. If

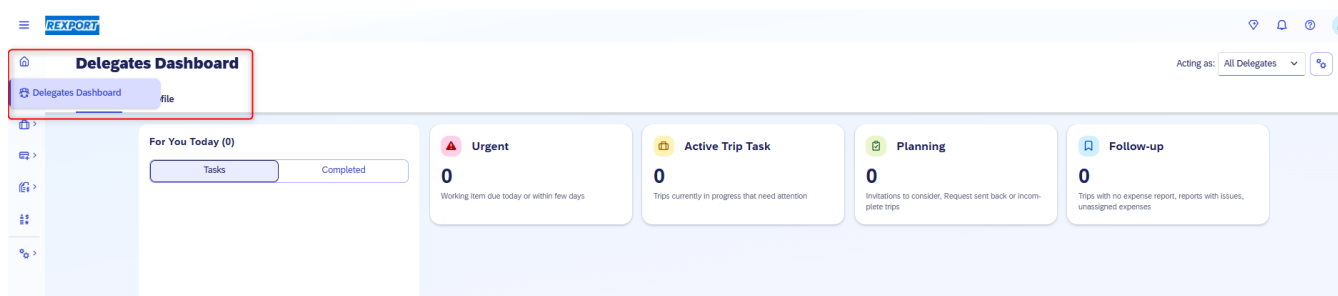
a company chooses to apply required custom and standard profile fields to guests, those fields will be prompted for completion at the creation screen.

- The user creating the guest is automatically assigned as the arranger.
- The system applies a default profile expiration date of six months to both the guest profile and sponsorship, though this is configurable — arrangers can edit the duration directly on the creation screen if a different period is needed, or update it later on the profile page.
- The traveler's name appears throughout the workflow user interface to help arrangers confirm they're booking for the correct individual.

Feature Activation: This feature is targeted for release on or around September 30 and will be automatically available to any user that has been assigned permission to book for guests; no action is required.

New Concur Travel, AI-assisted Delegates Dashboard

- Targeted for release in September, SAP Concur will introduce the **AI-assisted Delegates Dashboard**, a new workspace accessible directly from the SAP Concur homepage. Designed for executive assistants and arrangers, the dashboard eliminates the need to navigate between products and profiles by consolidating open work items, traveler preferences, and AI-guided actions for travel, requests, and expense reports into a single dashboard. Assistants can manage multiple travelers from one place, act on prioritized work items with AI-recommended next steps, and access quick actions such as drafting e-mails, messages, or status summaries without leaving the workspace.
 - **Note:** Delegate (Concur Expense) and Arranger (Concur Travel) refer to the same role. For this new **AI-assisted Delegates Dashboard**, only the term "Delegate" will be used.



- From the dashboard, delegates can view all assigned travelers in a single list and switch between travelers instantly by clicking their name, without navigating through a search and profile selection process. Assistants can add travelers to or remove them from their portfolio directly from the dashboard.
- **Feature Activation:** This feature will be automatically available; no action is required.

New Concur Travel, New Multi-city Custom Flow for Sabre

- With this release, new Concur Travel introduces a new custom Multi-city shopping path that enhances the single whole-itinerary query with individual one-way queries per leg. Travelers select flights leg by leg in chronological order, with per-leg one-way pricing displayed at each step. After the final leg selection, the system reprices the entire selected itinerary to optimize the fare and minimize the number of resulting tickets. Such a smart-repriced selection is presented on a new page (Alternative Trip Options), along with other benchmark and in-policy options for the user to compare.

Key capabilities:

- Supports 2 to 6 legs per itinerary (increased from today's 4-leg maximum).
- Prices shown on a one-way basis per leg — no partial totals display during the selection flow.
- Running summary: from the second leg on, the top of each results page shows previously selected flights (with brand, details, and per-leg one-way price).
- 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.
- Policy assessment during shopping: partial policy evaluation per leg (rules that do not involve price or benchmark comparison).

Limitations:

- Sabre EDIFACT only — NDC and other GDS are not affected.
- Single PNR, single source only; mixed-source PNRs are not supported.
- Post-ticketing changes are not supported.
- Delayed LLF / Hybrid, Max Travelers, and mixed-source itineraries are out of scope in this first release.
- **Feature Activation:** This feature will be automatically available; no action is required.

New Concur Travel, Modify Dates for Travelport+ Hotel Bookings

- Targeted for the September release, new Concur Travel will support trip changes for Travelport+ hotel bookings. Users will be able to modify the check-in and check-out dates for an existing hotel reservation without canceling and rebooking.
- **Feature Activation:** This feature will require testing and review by Amex GBT; information on availability will be shared once our testing has been successfully completed.

New Concur Travel, Car Trip Changes Enabled for Travelport+ Content

- With the September 2026 release, travelers can modify a car rental reservation made via Travelport+ GDS content. Previously, modifications to Travelport+ car bookings could not be done online.
- Within an existing trip, the user selects a new date and time for the car rental booking, and once the new date is applied, the user can choose a new replacement car rental from the available options.
- **Feature Activation:** This feature will require testing and review by Amex GBT; information on availability will be shared once our testing has been successfully completed.

New Concur Travel, Direct Billing for Car on Travelport+

- With the September 2026 release, the Direct Billing for Car feature will be available for Travelport+ customers. This feature will be available only for the following vendors: Hertz (ZE); Avis (ZI); Budget (ZD); Enterprise (ET); National (ZL)
- **Feature Activation:** This feature will require testing and review by Amex GBT; information on availability will be shared once our testing has been successfully completed.

New Concur Travel, Enable United Airline Ancillaries through Sabre NDC

- Targeted for the September release, Concur Travel will enable United Airlines (UA) paid seats and ancillaries through Sabre NDC. Supported features will include:
 - View UA seat map with prices for the chargeable seats
 - Select paid seat(s) from seat map and include it in the booking
 - Shop for available ancillaries including: Checked Bag (available for Economy cabin fares except Basic Economy); Club Trip Pass
 - Select one or multiple ancillaries on each journey (out bound or inbound)
 - Apply UA MileagePlus account to the seat map display and ancillary shopping.
 - Display seat map with entitled free seats based on user's MileagePlus account status
 - Display eligible ancillaries based on user's MileagePlus account status
 - View UA seat map from the Finalize or Trip Overview page and change paid seat selection
 - Review price breakdowns of paid seats and ancillaries in the Estimated Total Cost section
 - Cancel a booking with paid seat(s) and/or paid ancillaries
 - Modify trip - change flight(s): Ancillaries purchased with the booking will be transferred to the new flight(s).

- **Feature Activation:** This feature will require testing and review by Amex GBT; information on availability will be shared once our testing has been successfully completed.

New Concur Travel, New Setting for Filtering Hotel Lead Rate

- With this release, a new configuration setting is being introduced to allow customers to exclude certain rates from being returned as the lead rate. The options to exclude are: Promotional rates, Non-refundable rates, and Prepaid rates.

Hotel Search Options

Default search radius: 5 (Recommended)

Search radius for corporate hotels: 30 (Recommended)

Number of hotel results to show: 25

Company Location Search Radius: 30 (Recommended)

Hide these profile preferences and search options: ☐ Foam Pillows ☐ Rollaway Bed ☐ Crib

Exclude the following rate types from the lead rate: ☐ Promotional rates ☐ Non-refundable rates ☐ Prepaid rates

Hotel checkin date prompt for arriving after midnight and before: 06:00 am ☐ Do not allow booking hotels that require a deposit ☐ Requires user confirmation of hotel rate policy

☒ Display per diem rates with individual hotel selections

☐ Display Neighborhood Safety Score (GDS hotels only)

Quick Help Close

The lead rate is the lowest available rate returned by the hotel content source. This may be a rate that is out of policy for some customers, or is a rate that the customer is not eligible to book. This setting allows you to select specific rate types that should be excluded.

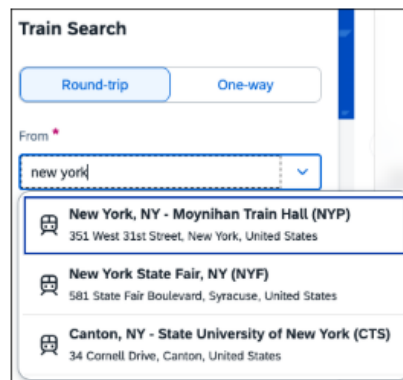
- **Feature Activation:** This feature can be enabled on request. Note that this setting does not apply when hotel content is sourced from the Amex GBT Supply Marketplace (SMP).

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. Future phases, targeted for later in 2026, include support for third-party meeting integrations.
- **Feature Activation:** This feature will require testing and review by Amex GBT; information on availability will be shared once our testing has been successfully completed

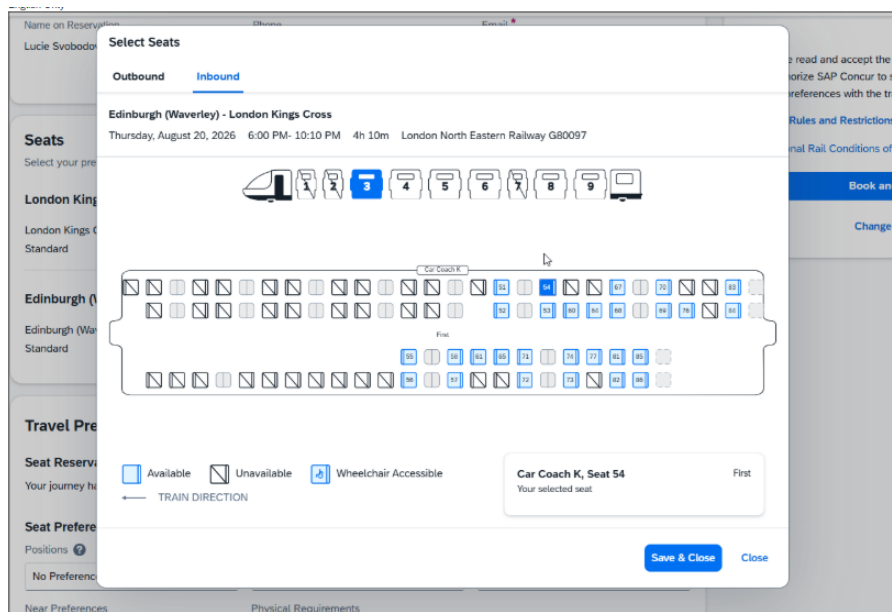
New Concur Travel, Enhanced Rail Stations Data

- The rail station search in new Concur Travel has been enhanced to display richer station data, including improved station grouping, address information, and transport mode icons. Train stations are now grouped under their parent hub, with child stations clearly indented for easier navigation. Previously, the station address was not visible for users. With this change, each station row now includes a secondary line showing the station address and displays transport mode icons to help users distinguish station types at a glance.
- Feature Activation:** This feature will be automatically available; no action is required.



New Concur Travel, UK Rail Seat Map via Trainline

- With the September 2026 release, seat map functionality for UK Rail via Trainline will be available for new Concur Travel. Travelers will be able to view and select seats for eligible UK Rail services.
- Seat maps will be available for the following UK Rail operators: Avanti West Coast; Great Western Railway; London North Eastern Railway (LNER); Lumo
- For eligible UK Rail fares booked via Trainline, end users will see a new Seats section on the Review and Book page. Users can click Select Seat to view the seat map and select a seat.



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

****Preview** New Concur Travel, Enhanced Seat Selection.**

- Targeted for the October release, Concur travel will be introducing a new guided Seat Selection flow designed to make the seat selection experience more intuitive and efficient. Users will be guided through the seat selection process in a more structured sequence with clearer navigation. The updated experience aims to reduce confusion and make it easier for users to complete their seat selection successfully.

****Preview** New Concur Travel, AI-Assisted Data Entry for Custom Fields**

- Targeted for release September 28, 2026, new Concur Travel users will see data entered for custom fields from trip data automatically with AI. Previously, users needed to manually enter custom data. This change reduces time spent on data entry during the booking flow and improves data accuracy.
- AI will auto-fill custom fields both before and after booking. Before booking, it will use trip details such as destination, project number, business purpose, and historical data to prepopulate fields for traveler review and confirmation. After booking, it will apply the same logic using finalized booking data to complete the remaining fields automatically.

Additional Information
Your company has requested a few more details about this booking.

AI-Generated

Trip purpose *

Client visit

Client account ID * 8/40
ACC-8842

Cost center * 8/20
CC-42500

Project code 0/20
Enter text

Estimated total expenses (USD) *
1250

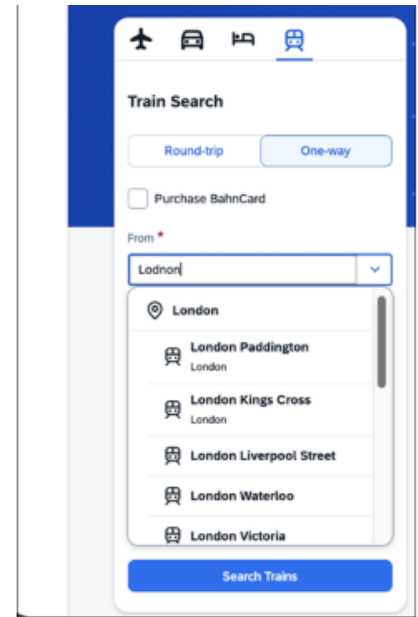
☒ Requires manager pre-approval *

Notes / Justification 0/500
Enter text

- An **AI-Generated** icon displays for each field where data has been entered by AI. A message will display if users hover over the icon to ask users to validate the information before using it.
- Feature Activation:** This feature will be automatically enabled; no action is required. Administrators will be able to opt out of this feature in the **Company Travel Configuration** page.

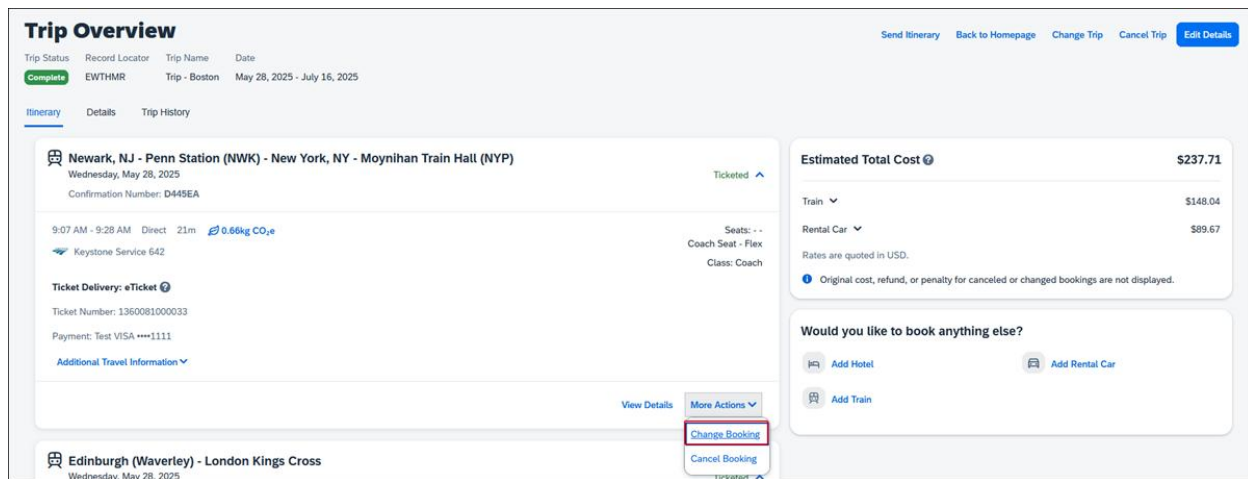
Preview AI-Assisted Travel Search (Rail)

- Targeted for release on September 24, 2026, the AI-assisted Travel Search will replace the exact-match-only station lookup in the new Concur Travel Rail Search Widget with an AI-assisted search capable of understanding misspellings, diacritics, multilingual inputs, partial names, compound name variations, city or country context, and semantic associations. Previously, users were required to type the exact station name in its native language to get a result.
- With this change any travelers can more easily find the right rail station on the first try, regardless of what language the search was initiated in, how it was spelled, or whether the exact station name is known.
- Feature Activation:** This feature will be automatically enabled; no action is required



New Concur Travel, Train Booking Level Cancellation

- Train segments in a booked trip can be cancelled without cancelling the whole trip itinerary. Targeted for the September release, users will be able to make booking level cancellations. Currently, any trip containing a train booking can only be cancelled along with the entire trip.
- If a train booking is included on legacy itinerary pages, this functionality is not available to users; it is only available for new Concur Travel Train bookings.
- 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.

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

New Concur Travel, Recommendations for Train Search

- A new **Best trains for you** section will display recommended train connections at the top of the search results page. The recommendations are based on criteria such as shortest duration, fewest changes, or lowest price. The section will display train connections that are most likely to meet a user's needs. All available train options will remain visible on the full search results page.

The screenshot shows a search results page for trains. At the top, there's a filter dropdown set to 'All Filters' and a sort dropdown set to 'Sort by Recommended'. Below this, it says '2 Results'. A button labeled 'Earlier' is visible. The main section is titled 'Best trains for you'. It displays a train connection: 'Northeast Regional 179' from 'Boston, MA - Back Bay Station (BBY)' to 'New York, NY - Moynihan Train Hall (NYP)'. The duration is 'Direct 3h 57m'. There are two fare options: 'Coach' for '\$89.00' and 'Business' for '\$155.00'. Both are marked as 'Exchangeable'. A 'Recommended' badge and '5.4kg CO2e' are also shown.

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

New Concur Travel, Additional NDC Content

- Support for NDC content from the following carriers is targeted to be released in the September release:
 - LOT Polish Airlines (LO) NDC will be enabled in new Concur Travel through the Amadeus NDC channel.
 - Qatar Airways NDC will be enabled in new Concur Travel through Sabre NDC channel.
 - Air Canada (AC) NDC will be enabled in new Concur Travel through Travelport+ NDC channel.
 - Scandinavian Airlines (SK) NDC will be enabled in new Concur Travel through the Sabre NDC channel.
 - Iberia Airlines (IB) NDC will be enabled in new Concur Travel through Sabre NDC channel.
- **Feature Activation:** This content will require testing and review by Amex GBT; information on availability will be shared once our testing has been successfully completed.

****Preview** New Concur Travel, Remove Personal Credit Card Billing Address Requirement for LHG NDC Bookings**

- For Lufthansa group (LHG) airline NDC bookings through Amadeus NDC, new Concur Travel currently includes credit card holder's billing address in the NDC PNR when the user selected form of payment is a personal credit card. This implementation was to support airline fulfillment requirement. Per LHG's latest update, personal credit card holder's billing address is no longer required for LHG NDC booking fulfillment. Targeted for the October release, new Concur Travel will remove the requirement of personal credit card's billing address and do not include it in the NDC PNR.
- **Feature Activation:** This feature will be automatically available; no action is required.

****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 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.
 - Note: SAP Concur currently plans on decommissioning the old SNCF connection on October 30, 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:** Amex GBT is working closely with Concur and Trainline to test and prepare for migrations to the new SNCF integration via Trainline. 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 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, CO₂ emissions data, and PDF/pkpass tickets.
 - Note: SAP Concur currently plans on decommissioning the existing Renfe connection on October 30, 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:** Amex GBT is working closely with Concur and Trainline to test and prepare for migrations to the new Renfe integration via Trainline. More information on timing for availability will be shared as our work progresses.

Booking Agent Custom Fields Support (Joule)

- Joule support for required custom booking fields lets travelers provide supported text and dropdown field values directly in the chat during booking. Limitations apply.
- Previously, Joule could not support custom field requirements in a chat and redirected you to Concur Travel to complete the booking. With this release, Joule prompts you for required custom booking fields directly within the chat interface and handles custom fields if they belong to the field types and configurations currently supported in Joule.
- If your configuration falls outside these conditions, Joule prompts you to complete your booking in Concur Travel. This fallback also applies to field types not yet supported in Joule (such as long text, number, and dependent fields).
- **Feature Activation:** Amex GBT and Concur are working closely on timing and availability of Joule for Complete customers; more information to come as it develops.

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

- Targeted for release September 22, 2026, users with Joule enabled will be able to cancel trips (if cancellation is available) directly within Joule without the need to return to the web experience. Previously, users were only able to make trip changes within Joule. This enhancement streamlines the process and saves time and manual effort for users.
- Travelers will be able to cancel trips directly through Joule. Joule will retrieve and display all applicable cancellation conditions — including fees, refund eligibility — so travelers can make an informed decision before confirming.
- Once the traveler confirms the cancellation, Joule will process the request, the cancellation will be reflected on the **Trip History**, and a cancellation confirmation email is sent.
- Users can cancel entire trips or just specific bookings.
- **Feature Activation:** Amex GBT and Concur are working closely on timing and availability of Joule for Complete customers; more information to come as it develops.

****Preview**** Booking Agent – Pre-Booking Policy Review and Consent (Joule)

- Targeted for release in Q4, the Joule Booking Agent will be updated to include a pre-booking review step before your booking is finalized. After you select your travel options, Joule will display the applicable cancellation policy, change policy, fare rules, and supplier terms and conditions, and ask you to confirm that you want to proceed with the booking before Joule submits the booking.
- **Feature Activation:** Amex GBT and Concur are working closely on timing and availability of Joule for Complete customers; more information to come as it develops.