

AMEX GBT
Neo

Release Notes Neo 25.2

12 April 2025

Classification: Public

GBT Travel Services UK Limited (GBT UK) and its authorized sublicensees (including Ovation Travel Group and Egencia) use certain trademarks and service marks of American Express Company or its subsidiaries (American Express) in the “American Express Global Business Travel” and “American Express GBT Meetings & Events” brands and in connection with its business for permitted uses only under a limited license from American Express (Licensed Marks). The Licensed Marks are trademarks or service marks of, and the property of, American Express. GBT UK is a subsidiary of Global Business Travel Group, Inc. (NYSE: GBTG). American Express holds a minority interest in GBTG, which operates as a separate company from American Express.

TABLE OF CONTENTS

ADVANCE NOTICE	3
[EMAILS] NOTIFICATION FOR SIGN-IN FROM A NEW DEVICE	3
NEO TRAVEL	4
[TRAVEL EMAILS] REMOVAL OF TRIP SUMMARY PDF ATTACHMENTS	5
[CHECKOUT] ENHANCED TRIP SUMMARY	6
[RAIL] AMTRAK TRAIN TYPE DISPLAYED IN TRANSPORT COMPACT CARD	8
[TRANSPORT] ENHANCED POP-UPS ON THE TRIP OVERVIEW PAGE	11
[CHECKOUT] NEW WARNING MESSAGE IN PROFILE POP-UP	14
[TRANSPORT] CUSTOMER EXPERIENCE ENHANCEMENTS	16
[ADMIN SUITE] NEW SETTING TO ENABLE OR DISABLE DOOR-TO-DOOR/TRIP BUILDER MODULE	17
[NDC] NEW BANNER FOR NDC	18
[RAIL] REQUEST A SPECIFIC SEAT	19
[SABRE / RYANAIR] MULTI-BRAND FARE MANAGEMENT	21
[PNR IMPORT] IMPORT COMPLIANCY	23
[TRANSPORT] PRE-BOOKING APPROVAL	24
[SPECIAL REQUESTS] NEW PROPERTY FOR THE APPROVAL PROCESS	28
REMINDER OF UPDATES FOR SERVICE PACK 1 NEO 25.1	29
[NDC] UPDATE TO SPECIFIC TERMS LINK	29
[RAIL RENFE] WALLET DOWNLOAD AVAILABLE VIA NEO EMAILS	31
REMINDER OF UPDATES FOR SERVICE PACK 2 NEO 25.1	33
[RAIL] IMPORTANT UPDATE FOR THE NEW DEUTSCHE BAHN API	33
[ADMIN SUITE] NEW ADMIN SUITE SETTING FOR RECOMMENDED COST VISIBILITY	34
REMINDER OF UPDATES FOR SERVICE PACK 3 NEO 25.1	36
[RAIL] SNCB NEW API "MOOVE"	36
NEO EXPENSE	38
[EXPENSE] EXPENSE REPORT PAGE MIGRATION & REDESIGN - BETA VERSION	39
[EXPENSE] MISSING RECEIPT AFFIDAVIT OPTION FOR EXPENSES ABOVE A THRESHOLD AMOUNT	41
[ADMIN SUITE] BLOCKING OF FUTURE PAYMENT DATES ONLY	42
[EXPENSE] ENHANCED LOCATION GRANULARITY IN IMPORT FILES	47
[EXPENSE] MANUAL MERGING OF EXPENSE LINES TO PREVENT DUPLICATIONS	49
[EXPENSE] REMINDER EMAILS FOR SUBMITTING PENDING CORPORATE CREDIT CARD TRANSACTIONS	51
[EXPENSE] MIGRATION OF EXPENSE REPORT SUBMISSION SUMMARY FROM LEGACY CODE TO NEO	53
PLATFORM	54
[ADMIN SUITE] PROFILE PASSWORD UPDATES	55
[EMAILS] IMPROVED NOTIFICATION EMAILS FOR NAME AND EMAIL ADDRESS CHANGES	56
[PROFILE] IMPROVED 'CONTACT INFORMATION' SECTION IN THE PROFILE SCREEN	58
[PROFILE] ENHANCED PROFILE DATA CHANGE HISTORY FOR COMPLIANCE AND TRANSPARENCY	60
[NEO PROFILE API] NEW PHONE NUMBER PROPERTIES NOW AVAILABLE	61
REMINDER OF UPDATES FOR SERVICE PACK 1 NEO 25.1	62
[ADMIN SUITE] DEFAULT VALUE FOR INDIVIDUAL CREDIT CARDS	62

REMINDER OF UPDATES FOR SERVICE PACK 3 NEO 25.163

[USER PROFILE] ENHANCEMENT FOR PAYMENT CARD MANAGEMENT63

[ADMIN SUITE] CHANGES IN CREDIT CARD MANAGEMENT FOR ADMINISTRATORS67

[ADMIN SUITE] NEW PANEL FOR MANAGING PAYMENT CARDS SECTION VISIBILITY IN USER PROFILE USER
INTERFACE69

REPORTING71

REMINDER OF UPDATES FOR SERVICE PACK 3 NEO 25.172

[REPORTING] FURTHER IMPROVEMENTS72

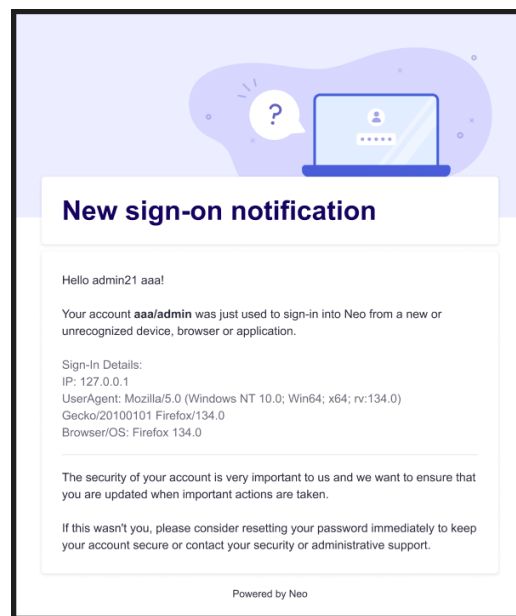
ADVANCE NOTICE

[EMAILS] NOTIFICATION FOR SIGN-IN FROM A NEW DEVICE

MADE FOR...?	Neo Admin
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

To enhance security for Neo (both the user interface of Neo and Admin Suite), email notifications will now be sent whenever a user signs in from a new or unrecognized device, browser, or application. This update strengthens account security by informing users of any new sign-in activity.



Key Improvements:

- Users will receive an email notification at their registered business email whenever a sign-in occurs from a new device.
- A new cookie **KDS-DEVICE** will be deployed in Neo to track user sessions accurately.
 - Please note that as a new cookie will be deployed, that from **25.3** for every first connection to Neo, Users will receive this email
- Details of this cookie will be included in the Neo Privacy Statement.

NOTE: It is necessary to make sure that clients who have a cookie filter do not block the new cookie

SCOPE

Neo User Interface and Admin Suite :

- User/Password login
- SAML SSO login
- Mobile activation (only for Neo UI)

AMEX GBT

Neo

NEO TRAVEL

[TRAVEL EMAILS] REMOVAL OF TRIP SUMMARY PDF ATTACHMENTS

MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

To streamline travel-related emails, the **Trip Summary PDF attachment** will no longer be included.

- Emails already contain **comprehensive trip details**, making additional attachments unnecessary.
- Starting from **version 25.2**, **Trip Summary PDFs** will be **removed** from travel-related emails.

SCOPE

This change is only for Travel emails sent by Neo.

MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

To improve the booking experience for travelers and arrangers, an improved trip summary will be introduced in the checkout process. This feature enhances transparency, reduces booking abandonment, and improves accessibility compliance (WCAG) for screen reader users.

Checkout: Hotel

* required fields

Hotel

Radisson Blu Lon Euston Square

Thu, 17 Apr - Sat, 19 Apr (2 nights)

CANCELLATION POLICY

Cancellation: NON-REFUNDABLE RATE
[View rate conditions](#)

LOYALTY PROGRAM

You have no applicable loyalty card. [Add a loyalty card to my profile](#)

PAYMENT

Payment method *

☒ Individual card ☐ Lodge card

Please add a valid credit card to continue. [Add credit card to my profile](#)

You will exit the checkout process.

Trip summary

OUT OF POLICY

Thu, 17 Apr - Sat, 19 Apr
Mr Vernon Bear

€1,639.75
total price, incl. fees

Hotel

€386.82 ^

Radisson Blu Lon Euston Square

€386.82

130 TOTTENHAM COURT ROAD,LONDON W1T 5AV,UNITED KINGDOM

Thursday, 17 April - Saturday, 19 April
2 nights

Flight

€1,022.50 ^

ROUND TRIP

€1,022.50

Thursday, 17 April

10:40 CDG Paris, FR → 11:00 LHR London, GB

Saturday, 19 April

13:40 LHR London, GB → 16:00 CDG Paris, FR

Car rental

€221.43 ^

Avis €221.43

Thursday, 17 April 12:00 > Saturday, 19 April 13:00

3 days Vauxhall corsa

Key Features

- A comprehensive trip summary will be displayed throughout the checkout process.
- Located on the right side of the checkout pages, ensuring visibility for all booked services.
- Includes essential trip details, such as , flight times, hotel names, and cost breakdowns.

Release Timeline

- **Phase 1 (25.2):** Initial rollout of the trip summary in the checkout flow.
- **Future Phases:** Enhancements to extend this feature for trip modifications.
- Features an expand/collapse function for each booked service, providing flexibility in viewing details.

SCOPE

This feature introduces the new checkout screens for the following services:

- Hotel bookings
- Transport, including flights
- Car rentals
- Ground transport

Additionally, this update will include new information relevant to these services.

[RAIL] AMTRAK TRAIN TYPE DISPLAYED IN TRANSPORT COMPACT CARD

MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

Users need to easily differentiate between a regional (standard train) and Acela (high speed train) when shopping Amtrak services as the available cabins and services depend on the train equipment.

Amtrak train type/equipment will now be displayed directly in the transport compact card, reducing user navigation and enabling immediate train equipment identification.

[Back to search](#)

Search results

Current search: New York (Penn Station), Wed, Apr 9 — PNE - Philadelphia North (PA), Tue, Apr 15

Edit search

Stops

Companies

Price

Airport/Station

CO₂ emissions

Connections

In policy only

Recommended

Recommendations are based on a combination of criteria established by your company, including price, travel policy and preferred suppliers. Duration, number of stops and CO₂ emissions are also considered. [Know more about recommended sorting](#)

Sort by Recommended

AMTRAK

7:04 AM

Wed, Apr 9

Penn Station (NY)

>

8:31 AM

Wed, Apr 9

Philadelphia (30th St)

1h 27m

Non-stop

Coach Seat Flexible

Coach (Y)

[Change fare/class](#)

€69

Total Price

Select

Train 79 Branch-Line/Regional · 0.66kg CO₂

IN POLICY

Show details

AMTRAK

10:00 AM

Wed, Apr 9

Penn Station (NY)

>

11:08 AM

Wed, Apr 9

Philadelphia (30th St)

1h 8m

Non-stop

Business Class Seat Flexible

Business (C)

[Change fare/class](#)

€116

Total Price

Select

Train 2153 Acela Express · 0.66kg CO₂

IN POLICY

Show details

This document contains unpublished, confidential, and proprietary information of American Express Global Business Travel (Amex GBT). No disclosure or use of any portion of these materials may be made without the express written consent of Amex GBT. © 2024 GBT Travel Services UK Limited.

P.8

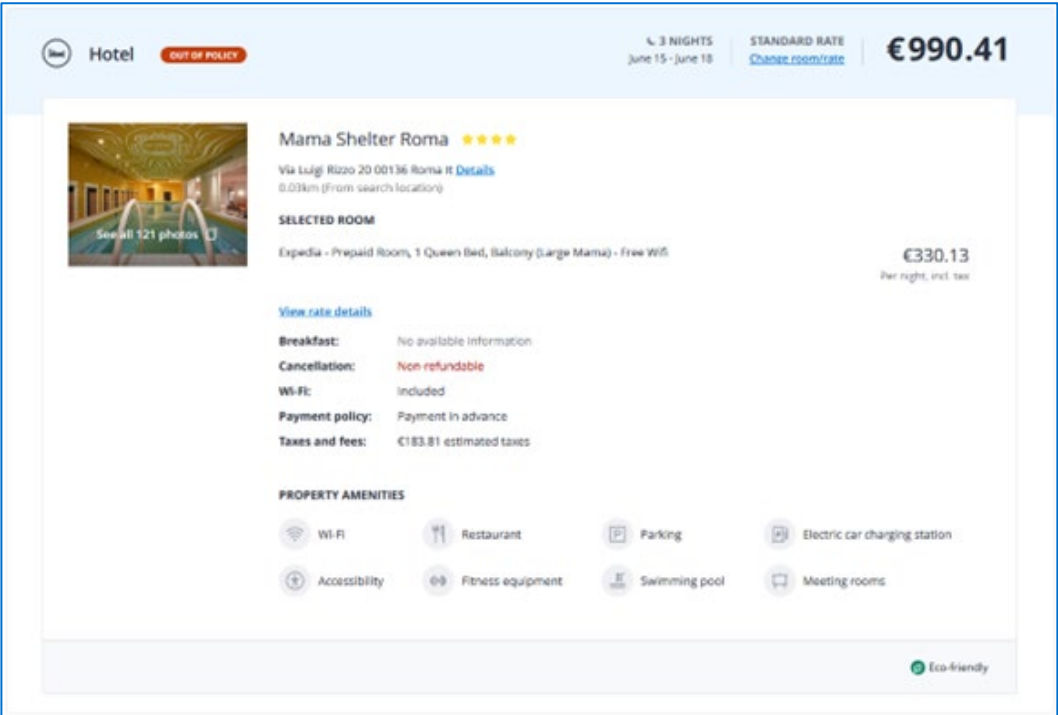
[HOTEL] REDESIGNED HOTEL CARD ON THE TRIP OVERVIEW PAGE

MADE FOR...?	Traveler Arranger Approver
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

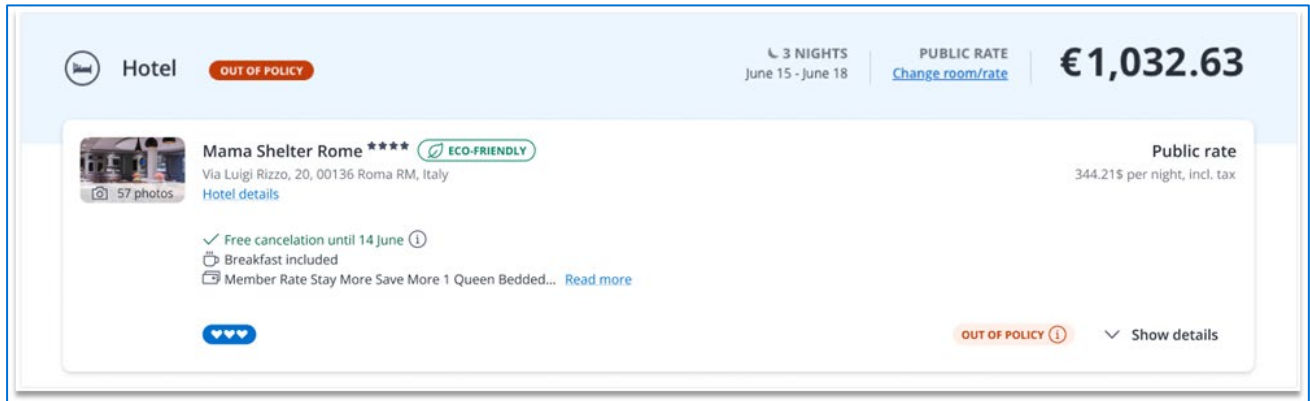
SYNOPSIS

To enhance navigation efficiency, the hotel card on the trip overview page has been fully redesigned to prioritize key travel details.

BEFORE



AFTER



Key Enhancements:

- Improved layout for better visibility of essential information.
- Fully updated design that now meets accessibility requirements.

These improvements provide a more intuitive and user-friendly experience when viewing hotel details.

[TRANSPORT] ENHANCED POP-UPS ON THE TRIP OVERVIEW PAGE

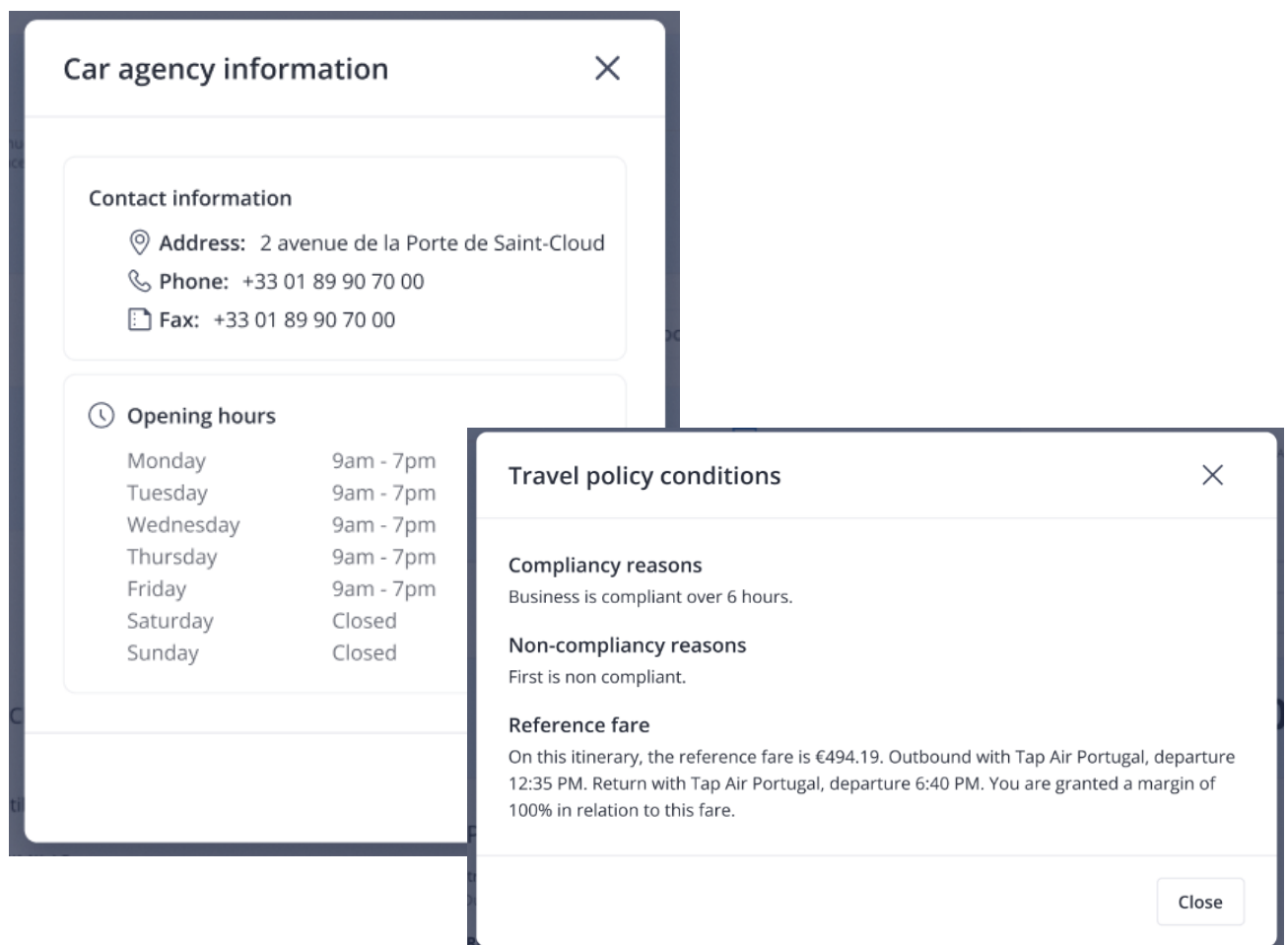
MADE FOR...?	Traveler Arranger Approver
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

To improve accessibility and user experience, the **trip overview** page has been optimized with targeted enhancements to pop-ups, providing clearer and more intuitive interactions.

The following pop-ups have been redesigned to enhance user accessibility:

- Hotel details
- Hotel rate details
- Car agency information
- In/ Out of policy reasons “Why” pop-ups for transport, hotel and car



[TRANSPORT] ENHANCED TRANSPORT CARD ON TRIP OVERVIEW PAGE


MADE FOR...?	Traveler Arranger Approver
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

As part of the trip overview page redesign, the **transport card** has been improved to enhance visibility and provide clearer travel information.

These updates improve the user experience by presenting essential transport information more effectively while maintaining access to additional details when needed.

BEFORE

 Flight

IN POLICY

[Why?](#)


Refundable and Modifiable Free of Charge [View fare details](#)

ECONOMY FLEX

COACH

[Change fare/class](#)

€1,074.59



10:25 AM (CDG)

Sun, Sep 21

>

2:15 PM (MIA)

Sun, Sep 21


9h 50m

Non-stop


Economy Flex

Coach (R)

[Change fare/class](#)



Show details



11:35 AM (MIA)

Sat, Sep 27

>

5:55 AM (CDG)

Sun, Sep 28


12h 20m

1 Stop (JFK)

Economy Flex

Coach (R, R)

[Change fare/class](#)



Show details

AF 90 · 1,010kg CO₂

AF 2969, AF 1 · 1,096kg CO₂ · Operated by Delta Air Lines, Air France

This document contains unpublished, confidential, and proprietary information of American Express Global Business Travel (Amex GBT). No disclosure or use of any portion of these materials may be made without the express written consent of Amex GBT. © 2024 GBT Travel Services UK Limited.

P.12

AFTER

Flight
IN POLICY
[Why?](#)

ECONOMY FLEX
Refundable and Modifiable Free of Charge [View fare details](#)

COACH
[Change fare/class](#)

€1,074.56

10:25 AM (CDG)
Sun, Sep 21

>

2:15 PM (MIA)
Sun, Sep 21

9h 50m
Non-stop

Economy Flex
Coach (R)

✓ Change for free ✓ Fully refundable ⓘ

1 bag [46A](#)

AF 90 - 1,010kg CO₂

IN POLICY Show flight details

11:35 AM (MIA)
Sat, Sep 27

>

5:55 AM (CDG)
Sun, Sep 28

12h 20m
1 Stop (JFK)

Economy Flex
Coach (R, R)

✓ Change for free ✓ Fully refundable ⓘ

1 bag [Select seat](#)

AF 2969, AF 1 - 1,096kg CO₂ - Operated by Delta Air Lines, Air France

IN POLICY Show flight details

Key Enhancements:

- Newly Added Details:**
 - Fare flexibility** for better decision-making. For example, users will now be more aware when a fare is non-refundable as this appears directly on the transport card.
 - Included options** such as baggage and seat selection.
- Updated Display of Amenities:**
 - Amenities (Wi-Fi, meals, etc.) have been removed from the collapsed card.
 - These details remain accessible when clicking "**Show details.**"

[CHECKOUT] NEW WARNING MESSAGE IN PROFILE POP-UP

MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

If a traveler's company uses an external profile manager as the profile of record, personal information should not be added or modified within Neo. However, when mandatory information is missing during booking, Neo currently opens a profile pop-up that allows travelers to enter or update personal details.

To enable data consistency, travelers will now be informed that any updates to personal information should be made directly in the external profile manager, not in Neo.

Business information

Your traveler profile is managed outside of our platform. To make permanent changes, update them in the your company's primary profile tool, or reach out to your administrator for assistance.

Required fields: Please provide the traveller information below for your travel agency

Business Address:

Neo Amadeus (MAT), TW18 4EP

Business phone:

01 40 43 21 87

Primary email:

dnichifor-ext@kds.com

Business fax:

01 45 26 98 87

Primary mobile phone:

06 60 45 56 29

Gender:

Middle Name:

User profile

Your traveler profile is managed outside of our platform. To make permanent changes, update them in the your company's primary profile tool, or reach out to your administrator for assistance.

Required fields: Please provide the traveller information below for your travel agency

Title:

First name:

lizas

Birth Date:

1987-12-26

Accounting Unit (AE):

Action Code (AK):

Cost Centrer (KD):

Department Number (DS):

Employee ID Number (PK):

Project Number (PR):

Internal Account Number (IK):

Purchase Order Number (AU):

Redress Number:

1234567897896

Next

What's New

A new warning message will be displayed, only to travelers managed by a profile manager.

The message will appear if the traveler does not have all mandatory information in their profile when completing their booking. The profile pop-up (with warning) appears after clicking on "Book" from the Itinerary page.

Warning message: *"Your traveler profile is managed outside of our platform. To make permanent changes, update them in the your company's primary profile tool, or reach out to your administrator for assistance."*

SCOPE

- Other profile tools as primary profile of record:
 - Cegid Notilus
 - Connect Profile
 - Neo1

OUT OF SCOPE

- Neo as profile of record

[TRANSPORT] CUSTOMER EXPERIENCE ENHANCEMENTS

MADE FOR...?	Traveler Arranger Travel Manager
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

To enhance platform scalability and meet growing customer demand for expanded transport options and fares in the future, we need to optimize the current performance of the transport shopping flow. These improvements will directly improve user experience by reducing search time.

Neo has optimized backend processing of transport solutions and fares, improving technical efficiency without changing user-facing content.

The technical improvements will enable Neo in the future to handle, on average, +25% more solutions, +21% more fares per search. As a positive result it will also allow to reach 86% of transport searches with 4s of average search duration.

SCOPE

- This feature is for all transport content.

ADDITIONAL ENHANCEMENTS SPECIFICALLY FOR AMADEUS

Intermittent timeouts may occur during alternate fare retrieval for specific search parameters.

Neo has optimized special services retrieval, now requesting options from Amadeus only when the options page is displayed, rather than earlier in the shopping flow.

EXPECTED OUTCOME

For Amadeus transport search:

- Approximately 70% reduction in timeout occurrences
- An estimated 10% overall decrease in loading time from the Neo connectivity layer

SCOPE

- GDS Amadeus as main resource.

[ADMIN SUITE] NEW SETTING TO ENABLE OR DISABLE DOOR-TO-DOOR/TRIP BUILDER MODULE

MADE FOR...?	Neo Admin Travel Manager
ACTIVATION REQUIRED?	Yes
ADMIN SUITE NODE	Company Setup Company Accesses
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

Before version 25.2, the Door-to-Door/Trip Builder module was visible to all customers with no option to hide it. Starting with this release, customers can now disable Door-to-Door/Trip Builder via a setting in the Admin Suite.

A new field has been introduced under the **Company Accesses** node, enabling deactivation of the module within Neo.

The screenshot shows the Neo Admin Suite interface. On the left is a sidebar with a tree view of nodes. The 'Company Accesses' node is selected and highlighted in red. The main content area is divided into three sections: 'Online Travel', 'Offline Travel', and 'Expense'. Each section contains a table of modules and their activation status.

Online Travel	
Travel	<input checked="" type="checkbox"/> Activate the Travel module
Transportation	<input type="checkbox"/> Activate the Transportation module
Hotel	<input type="checkbox"/> Activate the Hotel module
Cars	<input type="checkbox"/> Activate the Car Rental module
Door to Door	<input checked="" type="checkbox"/> Activate Door 2 Door
Empty Trip	<input type="checkbox"/> Enable door to door without services

Offline Travel	
Offline	<input type="checkbox"/> Activate the Offline module (travelers)
Live Agent	<input checked="" type="checkbox"/> Activate the Live Agent module for travel agencies

Expense	
Expense	<input type="checkbox"/> Activate the Expense Report module

[NDC] NEW BANNER FOR NDC

MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

To align with NDC fare messaging improvements introduced in the 25.1 release, Neo will be implementing the following enhancements:

- A banner notification will now inform users of their NDC fare's expiration time during checkout, along with guidance on what to do if they are unable to complete the booking before the fare expires.

NOTE: The following banner and pop-up appear only if the NDC content is available for a given site."

The screenshot displays the 'Checkout: Transport' page in the Neo interface. At the top, a navigation bar includes 'Neo', 'HOME', 'TRAVEL', 'EXPENSE', and a user profile 'Mr Art Vandelay'. A prominent banner at the top center states: 'The selected airfare has expired. Please remove all flights and reselect your desired flights.' with a 'Back to trip' button. Below this, the flight details for a round-trip from Paris to Miami are shown, including the Air France logo, departure dates (Mon 15 Jun - Wed 17 Jun), and a total price of \$200.00. A secondary banner below the flight details reiterates the expiration message: 'This airfare expires at 11h36. After that, please remove all flights and reselect your desired flights. Back to trip'. The 'FARE CONDITIONS' section is divided into two columns: 'FLIGHT TO MIAMI' and 'FLIGHT TO PARIS'. Each column lists the route (CDG - MIA and MIA - CDG), fare type (Negotiated Fare Business), and specific conditions for changes and refunds before and after departure. For example, the flight to Miami allows a 'Change with fee' and is 'Non-refundable', while the flight to Paris allows a 'Change for free before Oct 12' and is 'Partially refundable'. Both flights have a 'Modification and refundability' section with a 'Check fare details' link. A 'View fare details' link is also present at the bottom of the flight details section. A 'Back to trip' button is located at the bottom right of the page.

- If an NDC fare expires before checkout is completed, and the user clicks on **Next**, a **pop-up message** will provide additional details on the expiration and next steps.

These improvements ensure users receive clear, real-time notifications about fare expirations, minimizing confusion and guiding them on how to proceed with their booking.

[RAIL] REQUEST A SPECIFIC SEAT

MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

To improve the user experience, we have introduced a new Specific Seat card on the Rail Options screen. This allows users to specify the coach and seat of the person they wish to sit next to, providing a more intuitive and streamlined booking process. This card will be displayed in the following scenarios:

- if the special services are enabled
- the rail supplier offers a “close to” option for the train you’ve selected
- and you haven’t selected any seat in the seat map a “close to” seating option for the selected train, and no seat has been chosen from the seat map, “Specific Seat” section will appear in the Rail options screen.

As part of the checkout migration, we have removed the seat selection confirmation screen from the checkout process, as it was not the appropriate place for this step.

BEFORE

Seating Options

☐ Proceed with booking

☒ Select a seat

Train 6692 › Seating

If you know someone who already booked this train segment, you can ask to be seated next to this person here.

Select your seating preference:

☒ No specific seat

Apply seat preferences defined in profile

☐ Specific request

Coach: Seat:

Note:

The supplier cannot guarantee your seating request will be fulfilled.

This page only displays travelers who booked this train segment with Neo and who agreed on having their name shown to colleagues.

Next (Train 6601)

AFTER

neo

HOMETRAVELEXPENSE

?

🔔

Mr User Testing

[Back to search](#)

Transport resultsParis, Mon 5 Sept, Flexible – Lyon, Sat 10 Sept, Flexible

Edit search

Paris Gare De Lyon
Lyon Part Dieu

>

Lyon Part Dieu
Paris Gare De Lyon

>

Fares

>

Options

TGV Deck

TRAIN TO LYON

☒ Indifferent

☐ Top floor

☐ Bottom floor

TRAIN TO PARIS

☒ Indifferent

☐ Top floor

☐ Bottom floor

Seat placement

TRAIN TO LYON

☒ Indifferent

☐ Window

☐ Corridor

TRAIN TO PARIS

☒ Indifferent

☐ Window

☐ Corridor

Specific seat

Fill in these fields to request a specific placement. The supplier cannot guarantee your request will be fulfilled.

TRAIN TO LYON

Coach

Seat

TRAIN TO PARIS

Coach

Seat

Cost details

Transport

Round-trip train

€124.00

Requested options

TGV Deck

€0

Seat placement

€0

Close to a specific seat (1)

€0

TOTAL PRICE

€124.00

Continue

This document contains unpublished, confidential, and proprietary information of American Express Global Business Travel (Amex GBT). No disclosure or use of any portion of these materials may be made without the express written consent of Amex GBT. © 2024 GBT Travel Services UK Limited.

P.20

[SABRE / RYANAIR] MULTI-BRAND FARE MANAGEMENT

MADE FOR...?	Traveler Arranger Travel Manager
ACTIVATION REQUIRED	Yes – Manual activation required
ADMIN SUITE NODE	Travel Fullfiment Travel Air-Rail Special Services
VALIDATION BY AGENCY REQUIRED?	Yes

Pending GBT end-to-end testing. This feature is not yet available in the GBT system.

SYNOPSIS

With this release, Neo is expanding Ryanair fare options available through Sabre, enabling users to book a wider range of fares, including those with ancillaries.

What's New?

In **version 25.1**, Neo introduced the **Basic fare**, which includes no ancillaries.

Now, with **version Neo 25.2**, all available Ryanair fare types can be booked directly via Sabre, providing better flexibility and additional service options:

- **Regular** – Includes **Priority Boarding, 2 Cabin Bags, and 1 Standard Seat**
- **Plus** – Includes **Airport Check-in, 20kg Checked Bag, and 1 Standard Seat**
- **Flexi Plus** – Includes **Airport Check-in, Priority Boarding, 2 Cabin Bags, Fast Track, and 1 Seat Selection**

Equipment LONDON - DUBLIN STN - DUB <input checked="" type="radio"/> None <input type="radio"/> BABY EQUIPMENT (€15.00) <input type="radio"/> MUSICAL INSTRUMENTS (€50.00) <input type="radio"/> SPORT EQUIPMENT (€40.00) <input type="radio"/> SKI EQUIPMENT (€45.00) <input type="radio"/> BIKE (€60.00) <input type="radio"/> GOLF (€35.00)	
TRANSPORT One way flight €125.99 No baggage included <div> AIRPORT CHECK-IN included PRIORITY BRD - 2 CABIN BAGS included FAST TRACK included </div> REQUESTED OPTIONS Baggage €55.00 Equipment €0.00 Accessibility €0.00	
TOTAL PRICE €180.99	



CONFIGURATION

To configure this feature, Special Services need to be enabled under the Admin Suite node:

Travel | Air - Rail | Special Services

SCOPE

This feature is for Ryanair through Sabre Direct Link.

[PNR IMPORT] IMPORT COMPLIANCY

MADE FOR...?	Traveler Arranger Travel Manager
ACTIVATION REQUIRED	Yes – Manual activation required
ADMIN SUITE NODE	Travel Fulfillment PNR Import PNR import Actions
VALIDATION BY AGENCY REQUIRED?	Yes

SYNOPSIS

The agency and client require the ability to override compliance in specific cases, as certain policy rules do not apply during the import process.





A new PNR import option enables policy compliance overrides by service type using optional formatted general remarks:

- **TRANSPORT COMPLIANCY Y or N**
- **HOTEL COMPLIANCY Y or N**
- **CAR COMPLIANCY Y or N**

Example: TRANSPORT COMPLIANCY Y

In that case, all transport services will be marked as compliant.

When a trip is imported and created in Neo, if any of the compliance remarks mentioned above are present in the PNR, and if the option has been activated, the compliance will be enforced according to the remarks.

General Settings	
 Approval Required	<input type="checkbox"/> Launch travel workflow upon import
 Cancellation	<input type="checkbox"/> Enable cancellation of imported trips
 Modification	<input type="checkbox"/> Enable modification of imported trips
 Compliance	<input type="checkbox"/> Import compliance from PNR

When enabled, compliance will be read from information provided in PNR remarks

[TRANSPORT] PRE-BOOKING APPROVAL

MADE FOR...?	Traveler Arranger Travel Manager
ACTIVATION REQUIRED	Yes – Manual activation required
ADMIN SUITE NODE	Travel Policies General policy settings Validation mode
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

This feature aims to provide an alternate approval process flow so that it occurs before a trip is booked.

This aims to provide greater control over spending, and prevent unnecessary fund commitments.

Target Use Cases

- Validate budget before engaging costs.
- Prepaid hotels.
- Low-cost carriers (that require instant purchase).
- Other instant purchase options.

Feature Overview

[Back to search](#)

Trip itinerary

Mon, Mar 24 – Mon, Mar 24

Mon 24 Mar

Trip starts

Mon 24 10:30 AM
Mon 24 2:00 PM

✈️

Delta Air Lines to New York J F Kennedy (NY), USA
Operated by Air France

€6,347.69

Mon 24 Mar

Trip ends

Fares and availability are subject to change. Fares are not guaranteed until ticketing.

Select seat

Change selection

Remove

✈️

Flight

IN POLICY

Why?

REFUNDABLE DELTA ONE OR BIZ

Refundable and Modifiable Free of Charge

[View fare details](#)

BUSINESS

[Change fare/class](#)

€6,347.69

DELTA

10:30 AM (CDG) > 2:00 PM (JFK)

Mon, Mar 24 > Mon, Mar 24

8h 30m

Non-stop

Refundable Delta One ...

Business (C)

[Change fare/class](#)

DL 8743 · 3,383kg CO₂ · Operated by Air France

🗺️ 📄 📱 🔄 ⚙️

Show details

Submit

Save

Share

ADD SERVICE

✈️

🏠

🚗

🚚

BOOKABLE TRIP COST

€6,349.69

Flight

€6,347.69

Fees

€2.00

This document contains unpublished, confidential, and proprietary information of American Express Global Business Travel (Amex GBT). No disclosure or use of any portion of these materials may be made without the express written consent of Amex GBT. © 2024 GBT Travel Services UK Limited.

P.24

Neo

- User shops for a trip as usual in Neo.
- Instead of booking, user submits the trip for approval.
- Trip stays in Draft status.
- Approver opens the trip from the trip list, reviews & decides:

NOTE: Approve/Reject from trip list not available

- **Approve** → Trip is automatically booked.
- **Reject** → Trip is returned to the traveler/arranger for modification

Only applicable to trips that have not yet been booked.

For trip modifications, the current process remains unchanged: the modification is sent directly to the supplier.

[Back to search](#)

Trip itinerary

Mon, Mar 24 – Mon, Mar 24

Mon 24 Mar

Trip starts

Mon 24 10:30 AM
Mon 24 2:00 PM

Delta Air Lines to New York J F Kennedy (NY), USA
Operated by Air France

€6,347.69

Mon 24 Mar

Trip ends

Fares and availability are subject to change. Fares are not guaranteed until ticketing.

Select seat

Change selection

Remove

Flight

IN POLICY
Why?

REFUNDABLE DELTA ONE OR BIZ
Refundable and Modifiable Free of Charge
[View fare details](#)

BUSINESS
[Change fare/class](#)

€6,347.69

DELTA

10:30 AM (CDG) > 2:00 PM (JFK)
Mon, Mar 24 Mon, Mar 24

8h 30m
Non-stop

Refundable Delta One ...
Business (C)
[Change fare/class](#)

DL 8743 · 3,383kg CO₂ · Operated by Air France

Show details

Submit

Save
Share

ADD SERVICE

BOOKABLE TRIP COST €6,349.69

Flight €6,347.69

Fees €2.00

All trips & requests							PNR number	Open trip
<div> <div>Upcoming</div> <div>Past</div> </div>								
<div> <div>Dates</div> <div>Status</div> <div>Services</div> <div>Created by</div> </div>								
Trip ref.	Trip date	Services	Compliance	Traveler	Created by	Status	Trip cost	
	New York J F Kennedy (NY) 3/24/2025 Mar 24, 2025 - Mar 24, 2025		OUT OF POLICY	Vernon Bear	Vernon Bear	<input type="radio"/> Draft <input checked="" type="radio"/> Pending approval	€2,801.13	

Key considerations

Approval speed is critical

- Fares and rates are not guaranteed until ticketing.
- A **shorter deadline** in the approval workflow is encouraged to reduce risk of availability and pricing changes.
- Engage with customers to highlight the importance of **quick approval**.

NDC Fares are time-sensitive

- NDC fares may expire very quickly.
- Delayed approval may impact fare availability.

Limitations: service availability check

- If a service (flight, hotel, etc.) is no longer available when the approver opens the trip, the approval process will stop. The traveler / arranger will be notified, and they may modify and resubmit the trip if needed.

Credit Card Storage – CVV

- With **pre-booking approval**, travelers proceed to checkout and enter their credit card details, but the **booking occurs only after approval**.
- This requires a modification in Neo's credit card storage to comply with PCI-DSS regulations.
- The **CVV will be stored for a limited time** per security recommendations.
- It is **critical to align the approval cycle with the CVV retention period** to prevent approvals after the CVV has been purged.

FUTURE IMPROVEMENT POSSIBILITIES

1. Price increase threshold

Implement a **threshold mechanism** to notify approvers when the trip cost has increased beyond a predefined limit.

2. Approval mode based on trip type

Ability to **automatically determine** whether a trip should go through pre-booking or post-booking approval:

- Pre-booking approval** → For **low-cost carriers** (that require instant purchase) & **prepaid hotels** (to avoid fund engagement before approval).
- Post-booking approval** → For **GDS content & refundable bookings** (to ensure availability and flexibility).

Provides **greater flexibility** to match different travel policies.

3. **Recall feature – Stopping the approval process**

Allow travelers / arrangers to **recall pending approval requests**, minimizing time spent on approval processing in the event the traveler's plans change.

Pilot phase

- Pilot phase to begin following 25.2 release
- Pilot phase used to gather feedback from early adopters to refine feature
- Looking for pilot participants – reach out to your Neo contact if interested!

SCOPE

Approvals in Neo.

[SPECIAL REQUESTS] NEW PROPERTY FOR THE APPROVAL PROCESS

MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

Prior to 25.2, special requests (such as visas and subscription cards) were processed through the complex trip request approval workflow script, preventing the creation of conditional approval processes (validation cycle) when a special request is present.

A new property **Trip.IsSpecialRequest** now enables configuring approval processes specifically related to the presence of a special request.

SCOPE

- This feature concerns the workflow script which is managed by the GIS team.

REMINDER OF UPDATES FOR SERVICE PACK 1 NEO 25.1

[NDC] UPDATE TO SPECIFIC TERMS LINK

MADE FOR...?	Traveler Travel Manager
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

Since both travelers and arrangers need a clearer way to identify NDC fares when booking trips, the current NDC link for specific terms has been redesigned.

This change highlights NDC fares and allows travelers and arrangers to easily view the specific terms associated with NDC fares. This improvement enhances accessibility and ensures a more seamless booking experience.

This link now aligns with the Neo user interface. Instead of a standard link, it will now appear as a more user-friendly button.

BEFORE

Recommended
 Recommendations are based on a combination of criteria established by your company, including price, travel policy and preferred suppliers. Duration, number of stops and CO₂ emissions are also considered. [Know more about recommended sorting](#)

Sort by
Recommended

CARBON-EFFICIENT

Amsterdam to London

€343.88
 Total Price

Select

IN POLICY ^ Hide details

3:45 PM
Mon, Mar 17

Amsterdam (AMS)
Amsterdam, NL

1h 20m

KLM Royal Dutch Airlines · KL 1011 · Operated by KLM Cityhopper

4:05 PM
Mon, Mar 17

London Heathrow (LHR)
London, GB

Economy Flex
 Coach (G)

1 bag
 Chance of Wi-Fi (fee)
 USB outlet
 Snacks provided
 Alcohol & beverages provided
 74 cm seat pitch

Recommended partner
 SANITARY MEASURES [View sanitary measures](#)

FLY AMERICA ACT Carrier non-compliant with Fly America Act rules [Learn more about Fly America Act](#)

SPECIFIC TERMS Some services may not be available in online after-sales. [View terms](#)

SELECTED FARE [Change fare/class](#) · [View seats](#)
 Economy Flex
 Refundable with Charge. Modifiable Free of Charge

CARBON EMISSIONS
 102 kg/pers. CO₂

Select

AFTER

Recommended
 Recommendations are based on a combination of criteria established by your company, including price, travel policy and preferred suppliers. Duration, number of stops and CO₂ emissions are also considered. [Know more about recommended sorting](#)

Sort by Recommended

CARBON-EFFICIENT

3:45 PM (AMS)
 Mon, Mar 17
 ✗ FLY AMERICA ACT NON-COMPLIANT

>
4:05 PM (LHR)
 Mon, Mar 17

1h 20m
 Non-stop

Economy Flex
 Coach (G)
[Change fare/class](#) · [View seats](#)

Specific terms

€344
 Total Price

Select

KL 1011 · 102kg CO₂ · Operated by KLM Cityhopper

IN POLICY

Show details

Economy Flex	Economy Flex	Business Flex
Coach	Coach	Business
Specific terms	Specific terms	Specific terms
€343.88 IN POLICY	€354.28 IN POLICY	€830.46 OUT OF POLICY
Select	Select	Select
<ul style="list-style-type: none"> ✓ Trip fully refundable ✓ Trip change for free ✓ 1 bag, 23kg ✓ Seat selection ✓ Check-in priority ✓ Boarding priority ✗ No lounge access Ⓢ Eligible for upgrade with fee 	<ul style="list-style-type: none"> ✓ Trip fully refundable ✓ Trip change for free ✓ 1 bag, 23kg ✓ Seat selection ✓ Check-in priority ✓ Boarding priority ✗ No lounge access Ⓢ Eligible for upgrade with fee 	<ul style="list-style-type: none"> ✓ Trip fully refundable ✓ Trip change for free ✓ 2 bags, 32kg ✓ Seat selection ✓ Check-in priority ✓ Boarding priority ✓ Lounge access ✗ Not eligible for upgrade
View fare details	View fare details	View fare details

Economy Flex		Economy Flex	
OUTBOUND	RETURN	OUTBOUND	RETURN
Coach	Coach	Coach	Coach
Specific terms	Specific terms	Specific terms	Specific terms
€449.74 IN POLICY		€456.30 IN POLICY	
Select		Select	
<ul style="list-style-type: none"> ✓ Trip fully refundable ✓ Trip change for free ✓ 1 bag, 23kg ✓ Seat selection ✓ Check-in priority ✓ Boarding priority ✗ No lounge access Ⓢ Eligible for upgrade with fee 	<ul style="list-style-type: none"> ✓ Trip fully refundable ✓ Trip change for free ✓ 1 bag, 23kg ✓ Seat selection ✓ Check-in priority ✓ Boarding priority ✗ No lounge access Ⓢ Eligible for upgrade with fee 	<ul style="list-style-type: none"> ✓ Trip fully refundable ✓ Trip change for free ✓ 1 bag, 23kg ✓ Seat selection ✓ Check-in priority ✓ Boarding priority ✗ No lounge access Ⓢ Eligible for upgrade with fee 	<ul style="list-style-type: none"> ✓ Trip fully refundable ✓ Trip change for free ✓ 1 bag, 23kg ✓ Seat selection ✓ Check-in priority ✓ Boarding priority ✗ No lounge access Ⓢ Eligible for upgrade with fee
View fare details	View fare details	View fare details	View fare details

[RAIL | RENFE] WALLET DOWNLOAD AVAILABLE VIA NEO EMAILS

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

Users can now travel smoothly with their RENFE ticket on their mobile device.

After booking, your e-ticket will be available to download on iOS or Android devices directly from your Neo confirmation email (pkpass file) as shown on the screenshot below.

BEFORE

Traveller
Mr Vernon Bear

TRAIN
CONFIRMATION NO. Renfe 5LJFSF

Departure
TRAIN STATION Barcelona-Sants
DATE / TIME 05 Feb 2025 / 06:20

Arrival
TRAIN STATION Madrid-Puerta De Atocha
DATE / TIME 05 Feb 2025 / 08:50

TRAIN INFO Train 03060 / Coach: 0006 / Seat: 8A

To add your ticket to your wallet app, just open the attached .pkpass file on your mobile device

TRAIN
CONFIRMATION NO. Renfe 5LJFSF

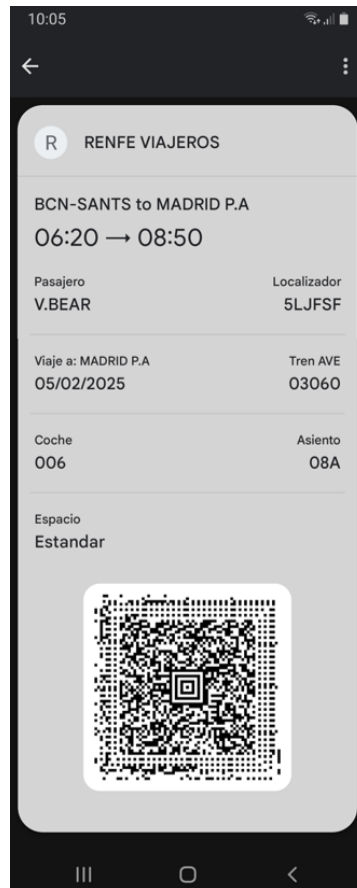
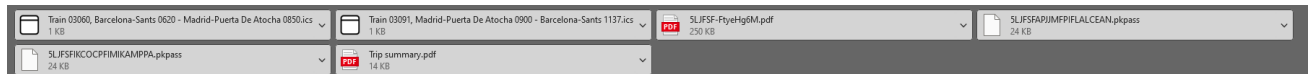
Departure
TRAIN STATION Madrid-Puerta De Atocha
DATE / TIME 08 Feb 2025 / 09:00

Arrival
TRAIN STATION Barcelona-Sants
DATE / TIME 08 Feb 2025 / 11:37

TRAIN INFO Train 03091 / Coach: 0003 / Seat: 8B

To add your ticket to your wallet app, just open the attached .pkpass file on your mobile device

The e-ticket PDF remains available within the Neo confirmation email as well as the .pkass file needed in order to add the ticket to the traveler's wallet.



SCOPE

This feature is specifically for RENFE, and concerns confirmation emails from Neo.

OUT OF SCOPE

Both the Neo desktop user interface and Neo mobile are not concerned by this feature.

REMINDER OF UPDATES FOR SERVICE PACK 2 NEO 25.1

[RAIL] IMPORTANT UPDATE FOR THE NEW DEUTSCHE BAHN API

MADE FOR...?	Traveler Travel Manager Arranger
ACTIVATION REQUIRED?	Yes
VALIDATION BY AGENCY REQUIRED?	Yes

SYNOPSIS

The decommissioning of the legacy API for the Deutsche Bahn has been postponed. The new sunset date is now set for the end of May 2025. This extension allows additional time for migration and system adjustments.

Launch of Customer Pilots with AirPlus

Neo is pleased to announce the launch of the customer pilot program for AirPlus cards. This marks a significant step in enhancing our payment solutions and ensuring seamless integration for corporate users.

Upcoming Pilot Launches

Neo will then be rolling out additional customer pilots for the following payment methods:

- Lodge Cards
 - American Express Lodge
 - Mastercard Lodge
- Individual Cards
 - American Express
 - Visa
 - Mastercard

Stay tuned for further updates as we progress with these pilots and prepare for full-scale implementation.

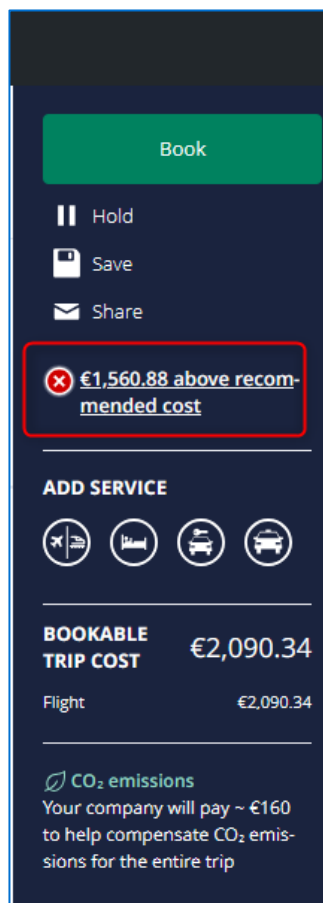
[ADMIN SUITE] NEW ADMIN SUITE SETTING FOR RECOMMENDED COST VISIBILITY

MADE FOR...?	Travel Manager Neo Admin
ACTIVATION REQUIRED?	Yes
ADMIN SUITE NODE	Travel Manager Neo Admin
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

Feedback has shown that there is a need to remove the recommended cost from the trip itinerary screen, either due to clarity concerns or because they prefer not to display this information to users.

To address this, Neo has introduced a new setting in Admin Suite that allows customers to control the visibility of this feature.



CONFIGURATION

Configuration is done under the following Admin Suite node:

Travel | Travel Policies | {Travel Policy Name} | General Settings

A new field has been created named **Display the recommended cost on the itinerary screen**

Display Recommended Cost	<input type="checkbox"/> Display the recommended cost in the itinerary screen
--------------------------	---

NOTE: This feature will be disabled by default for all customers.

REMINDER OF UPDATES FOR **SERVICE PACK 3 NEO 25.1**

[RAIL] SNCB NEW API “MOOVE”

MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	Yes
VALIDATION BY AGENCY REQUIRED?	Yes

SYNOPSIS

The current **DSWS API** will be sunset in April 2025. A new SNCB API, called "Moove", has been implemented.

The following features will be available - as they were with the old API:

- Shopping, Booking and Cancellation
 - Supports public, corporate, subscription and Parliamentary fees
- Seating Preferences
 - The option to request a seat next to another traveler remains available if supported by the rail supplier
- Tickets will be delivered by e-Ticket PDFs
- Payment Process
 - The agency remains the merchant, and payment is processed by the agency.

Improvements in the New API

- Removed Limitation:
 - Seat reservation for each train is now available when the journey involves multiple ICE trains.

Unavailable Features (Same as in the old API)

Certain limitations remain on the supplier's side (not Neo's), and include the following:

- Online Modifications
 - The concept of online modifications does not exist
- Seat Map
 - The seat map is not available via the SNCB API

CUSTOMER MIGRATION PROCESS

Migration to MOOVE API

- SNCB will create a new "Moove" BENEUSER for all customers considered active in the old DSWS API.
- The new “Moove” BENEUSER will have to be added to the current syntax to migrate customer targeting the new API.

Syntax Update

- The current setting is defined in one of the following locations:
 - **Travel | Fulfillment | Reservation systems | <reservation system>| Direct Link Configuration Field "options"**
 - **Travel | Contracts | CRS Client Identification Field "CRS office Id"**
- Corporate ID Eurostar
 - Must be present in the node **Travel | Contracts | Corporate ID**
 - To make sure Eurostar will capture all bookings, the corporate ID must also be added in the CRS Client Identification with the following syntax:
 - **syntax |9F_Corporate ID number|**

New Syntax Format

BeneUser|DistributorCode|WorkUnit|{{Password}}|<Moove Beneuser>

IMPORTANT: The "Moove" BENEUSER must be appended at the end of the existing syntax (without any other modification), separated by a |

GBT CUSTOMERS: The Neo Readiness Team will handle the migration by the end of April 2025.

PNR SCRIPT UPDATE

Current **@atlantis remarks** will remain **unchanged**.

SCOPE

This feature is specifically for SNCB direct link and all customers.

AMEX GBT

Neo

NEO EXPENSE

[EXPENSE] EXPENSE REPORT PAGE MIGRATION & REDESIGN - BETA VERSION

MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	Yes
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

The expense report page is undergoing a technical migration alongside a functional and design revamp.

Objectives:

- Enhance technical performance for a smoother experience.
- Improve the interface with a more modern look and better readability.
- Increase user guidance and make navigation more intuitive.

Given the complexity and scale of this section within Neo, the migration will be implemented in phases to ensure a seamless transition while maintaining all functionalities.

The first phase, introduced in the 25.2 release, allows users to experience the new design and gradually adapt to the updated version. In this initial release, key expense report actions are available, including submission. Additional features will be introduced in upcoming phases.

Scope of the first phase:

- **Applicable to end users only**
 - Not in scope: accountant and approver view will be available at a later date
- **Available on desktop and zoom view**
 - Not in scope: mobile app view will be available at a later date
- **Available features: add/edit expenses, itemization, submission of expense report, duplicate expense report**
 - Not in scope: per diems, calendar view, summary and history screens

Users will have the option to switch between the new and old views, allowing them to have a preview of the changes while maintaining access to all features which are currently available.

A survey will be displayed when users decide to switch back to the old view to give their feedback. This will help to better prioritize future improvements.

Neo

HOME

TRAVEL

EXPENSE

?

Ms Bear A Test

[Back to the expense reports list](#)

Test new expense report

Old report page

More

Submit

Your expense report, simplified

This is a first look at the new expense report, more features will be available in future releases. In the meantime, you can try it out and switch back anytime.

Expense report ID

#64284

Reported amount

295.60 EUR

Reimbursable amount

280.00 EUR

Status

☐ Draft

Expense type

Location

+ Add expense

<input type="checkbox"/>	#	Expense type	Location	Date	Amount	Receipt	Tax Free	
<input type="checkbox"/>	1	Lunch	Paris	14/03/2025	30.00 EUR 45.60 EUR		Complete	
<input type="checkbox"/>	2	Dinner		14/03/2025	0.00 EUR		Incomplete Several anomalies in the expense	
<input type="checkbox"/>	3	Accommodation Room	Paris	17/03 - 20/03/2025 3 nights	250.00 EUR		Complete	

[EXPENSE] MISSING RECEIPT AFFIDAVIT OPTION FOR EXPENSES ABOVE A THRESHOLD AMOUNT

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	Yes – activation by NTG Admin
ADMIN SUITE NODE	“Item categories” “Fields” node inside expense type “Receipt” → Required (For expense reports) drop down → “Conditional”
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

A new option is available for users to submit a missing receipt affidavit when a receipt is required for expenses exceeding a specified threshold amount.

This update ensures flexibility in expense submissions while maintaining compliance with receipt requirements.

Key Improvements:

- Neo already enforces mandatory digital receipts for expenses above a configured threshold.
- With this improvement, users can now submit a missing receipt affidavit when a receipt is unavailable, ensuring they can still claim their expenses.
- The affidavit option will be visible only if the setting is enabled in Admin Suite.

Configuration Requirements:

To enable this feature, the following settings must be configured:

- **Mandatory Receipt Setting:**
 - *Path:* Expense → Receipts → Receipt Management
 - *Setting:* "Is mandatory" checkbox must be enabled.
- **Affidavit Option Activation:**
 - *Path:* Expense → Receipts → Affidavit Receipt Management
 - *Setting:* "Enable" checkbox must be activated.
- **Threshold Amount Configuration:**
 - *Path:* Item Categories → Fields (inside expense type) → Receipt
 - *Setting:* In the “Required (For expense reports)” dropdown, select **"Conditional"**

[ADMIN SUITE] BLOCKING OF FUTURE PAYMENT DATES ONLY

MADE FOR...?	Traveler Neo Admin Travel Manager Expense Manager
ACTIVATION REQUIRED?	Yes - Manual activation required
ADMIN SUITE NODE	Expense Company Expense Settings Date setting
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

A new setting is being introduced in Admin Suite to allow users to add expenses that take place in the future while maintaining a separate control for the payment date. This update provides greater flexibility in expense management while maintaining control over payment date restrictions.

Key Improvements:

- Currently, users are blocked from adding future expenses due to a specific check on the payment date.
- The new setting will enable users to record expenses with a future date while maintaining a current payment date.

Admin Suite node**Expense | Company Expense Settings | Date setting**

Neo Admin Suite home page | Neo home page superadmin | Trace Viewer | Help | Log Out

Massive ▶ Massive ▶ MD Lucian Search superadmin

Date Settings: MD Lucian

Currently inheriting settings from Massive Dynamic ([Change](#)) [Apply Modifications](#) ?

General Settings

? Expenses in the future Blocking ▾

? Block only payment date ☒

Allow start date and end date to be in the future, and block only payment date to not exceed today's date.

[Download as XML](#) [Apply Modifications](#)

Setting Warning

Date Settings: United Kingdom

Settings are not inherited ([Change](#))

General Settings

Expenses in the future
Warning

[Download as XML](#)
[Apply Modifications](#)

Ligne de frais #1
×

⌕
Long Dinner
Changer le type

Requis

Lieu

Paris (PAR), Paris, Île-de-France, France

Date

15 mars 2025
15 : 45

ⓘ Vous avez sélectionné une date dans le futur

Date de début

13 mars 2025
15 : 45

ⓘ Vous avez sélectionné une date dans le futur

Montant

<
>
1 sur 1
...
Dupliquer
Confirmer et nouveau
Confirmer

Setting Blocking (all dates):

Date Settings: United Kingdom

Settings are not inherited ([Change](#))

General Settings

? Expenses in the future
Blocking

? Block only payment date
☐

Download as XML
Apply Modifications

Ligne de frais #1

Long Dinner

Changer le type

Requis

Lieu

Paris (PAR), Paris, Île-de-France, France

Date

15 mars 2025

15

:

45

Vous avez sélectionné une date dans le futur

Date de début

13 mars 2025

15

:

45

Vous avez sélectionné une date dans le futur

Montant

<
>
1 sur 1

...

Dupliquer

Confirmer et nouveau

Confirmer

Setting Blocking only Payment date:

Date Settings: United Kingdom

Settings are not inherited [\(Change\)](#)

General Settings


? Expenses in the future

Blocking

? Block only payment date

☒

Allow start date and end date to be in the future, and block only payment date to not exceed today's date

Download as XML

Apply Modifications

Ligne de frais #1

Requis

Lieu

Paris (PAR), Paris, Île-de-France, France

Date

14 mars 2025 15 : 45

⊗ Vous avez sélectionné une date dans le futur

Date de début

14 mars 2025 15 : 45

① Vous avez sélectionné une date dans le futur

Montant

12.00

Distribution

< > 1 sur 1 ... Dupliquer Confirmer et nouveau Confirmer

Example with an Expense created on 20 March 2025

Expense line

Accommodation Room

This expense type must be itemized

Change type

this description is so long I hope it won't break the display because it would make me very sad and i do not like to be very sad.

Required

Location

London (LON), Greater London, England, United Kingdom

Check-in date

March 20, 2025 15 : 15

Check-out date

March 21, 2025 15 : 15

You have selected a date in the future

Amount

0.00 GBP 1 EUR = 0.88412629 GBP

Number of nights

1

Distribution

Projet

Color

Global Shape

Circle

Type of Pouet

Charge more accounts

Reset

No receipt

Add my receipt

You can drag and drop your receipt here

VAT on Receipt

This document contains unpublished, confidential, and proprietary information of American Express Global Business Travel (Amex GBT). No disclosure or use of any portion of these materials may be made without the express written consent of Amex GBT. © 2024 GBT Travel Services UK Limited.

P.46

[EXPENSE] ENHANCED LOCATION GRANULARITY IN IMPORT FILES

MADE FOR...?	Traveler Neo Admin Accountant Approver Expense Manager
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No
DEVICE AVAILABILITY	Desktop, Mobile

SYNOPSIS

Clients require greater detail in their import files regarding location data. Currently, expense lines derived from import files only display the country, but some clients set policy amount limits based on city rather than country.

To address this, we are introducing an enhancement that allows Neo to display city-level information. This update provides clients with the necessary granularity to enforce location-based spending policies effectively.

New Location Search in Readers

To ensure accurate city data, we are implementing a new search function in the Readers that extracts city information from import files. This enhancement will allow Neo to display city details alongside country data in expense lines.

- **For the USA:** A state-based search will be implemented to ensure correct city identification, as many states share city names.
- **For countries outside the USA:** The system will use the country to accurately localize the correct city.

Pending expenses

+ Add expense

3 expenses

Expense type

Location

<input type="checkbox"/>	Expense type	Location	Date	Amount	Receipt	Status
<input type="checkbox"/>	Undefined Credit card NOVOTEL-ANSI 4347854	Málaga	02/02/2025	10.02 EUR		Incomplete Several anomalies in the expense
<input type="checkbox"/>	Undefined Credit card NOVOTEL-UTF8 4347854	Spain	02/02/2025	10.02 EUR		Incomplete Several anomalies in the expense
<input type="checkbox"/>	Undefined Credit card NOVOTEL-ISO8859-15 4347854	Málaga	02/02/2025	10.02 EUR		Incomplete Several anomalies in the expense

☐

Undefined
Credit card
UBER EATS In Malaga

Málaga

11/03/2025

45.18 EUR

Incomplete
Several anomalies in the expense

Pending expenses

Successfully deleted expense(s)

Scan receipt

Add expense

3 expenses

Expense type

Location

<input type="checkbox"/>	Expense type	Location	Date	Amount	Receipt	Status	
<input type="checkbox"/>	<div>Dinner</div> <div><div>Credit card</div><div>BLACK HILLS AUTO SPA</div></div>	Rapid City	10/03/2025	<div>0.00 USD</div> <div>7.00 USD</div>	<div></div>	<div>Incomplete</div> <div>Several anomalies in the expense</div>	<div></div>
<input type="checkbox"/>	<div>Train Ticket</div> <div><div>Credit card</div><div>CIRCLE K # 21577</div></div>	Monroeville	09/03/2025	<div>0.00 USD</div> <div>76.95 USD</div>	<div></div>	<div>Incomplete</div> <div>Several anomalies in the expense</div>	<div></div>
<input type="checkbox"/>	<div>Undefined</div> <div><div>Credit card</div><div>Spiderpouet</div></div>	France	01/09/2024	<div>21.00 EUR</div>	<div></div>	<div>Incomplete</div> <div>Several anomalies in the expense</div>	<div></div>

Expense line

Lunch

Change type

Required

Location

London (LON), Greater London, England, United Kingdom

Date

April 8, 2025

00 : 00

You have selected a date in the future

Amount

7111.00

MXN

Distribution

Receipt

No receipt

Add my receipt

You can drag and drop your receipt here

☐ VAT on Receipt

Save expense

SCOPE

This feature is available on both Desktop and Mobile.

For the following formats:

- American Express GL1025
- VISA
- Mastercard

[EXPENSE] MANUAL MERGING OF EXPENSE LINES TO PREVENT DUPLICATIONS

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No
DEVICE AVAILABILITY	Desktop, Mobile

SYNOPSIS

To help users avoid duplicate expense entries, Neo is introducing a new feature that allows manual merging of expense lines.

Users will be able to merge one corporate card (CC) expense line with one manually entered expense line, consolidating them into a single expense line.

This enhancement enables more accurate expense reporting and reduces duplicate entries, improving overall data consistency in Neo.

How It Works

Users can select a corporate card transaction and a matching manual expense entry to merge.

The resulting expense line will retain:

- Receipt from the manual expense line.
- Currency, location, and date from the corporate card transaction.

This feature is available on both the **Pending expense** page and the **Expense Report** page.

On the **Pending expense** page:

Pending expenses

Scan receipt

Add expense

3 expenses

Delete

Move to

Merge

Expense type	Location	Date	Amount	Receipt	Status
<input checked="" type="checkbox"/> Fuele Credit card 0	Edinburgh	12/04/2024	0.00 GBP 49.87 GBP		Incomplete Several anomalies in the expense
<input checked="" type="checkbox"/> Fuele ABC Fuel	London	11/13/2024	200.00 GBP		Complete
<input type="checkbox"/> Minibar		10/07/2024	0.00 GBP		Incomplete Several anomalies in the expense

As well as the **Expense Report** page:

Test - Credit card line

Actions

List

Add expense

Old

New

N#	Expense	Taxes	Authorized	Reported
1	<div>Breakfast</div> <div>Sales - Sales Project 1 - 625300-subsistence costs</div> <div>November 12, 2024</div> <div>London (LON), Greater London, England, United Kingdom</div> <div>SERIM SA</div> <div>No receipt</div> <div>Incomplete</div>	VAT Tax benefit	0.00 GBP	100.00 GBP
2	<div>Fuele</div> <div>Sales - Sales Project 1 - 625300-subsistence costs</div> <div>November 13, 2024</div> <div>London (LON), Greater London, England, United Kingdom</div> <div>Image receipt</div> <div>ABC Fuel</div>	VAT Tax benefit	0.00 GBP	200.00 GBP
3	<div>Fuele</div> <div>Sales - N/A - N/A</div> <div>December 4, 2024</div> <div>Edinburgh (EDI), Edinburgh, Scotland, United Kingdom</div> <div>0</div> <div>Incomplete</div>	VAT Tax benefit	0.00 GBP	49.87 GBP

Expense box

Received 3

Rejected

Deleted 60

Summary

#188734

Mr British Traveller

View PDF

Approval and history

Draft

Anomalies 10

Compliance issues

Reported amount

349.87 GBP

Reimbursable amount

-49.87 GBP

Duplicate

Submit

SCOPE

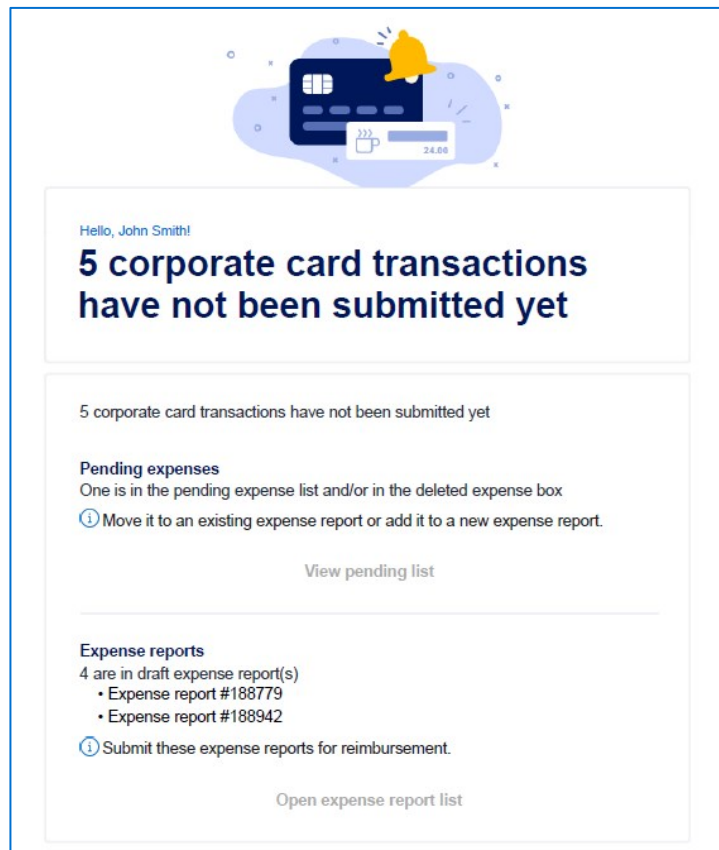
This feature is for corporate cards and receipt lines.

[EXPENSE] REMINDER EMAILS FOR SUBMITTING PENDING CORPORATE CREDIT CARD TRANSACTIONS

MADE FOR...?	Traveler Approver
ACTIVATION REQUIRED?	Yes - Manual activation required
VALIDATION BY AGENCY REQUIRED?	Emails Expense Reminder emails for pending expenses
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

Companies often face delays in expense report submissions from employees with company-paid corporate credit cards, impacting reconciliation processes.



An escalation process can be configured for pending corporate credit card transactions are still not submitted after a given number of reminders sent to users. In this case, level 1 managers will be copied to the reminder email. Level 2 managers can also be copied in the email.

Edit

Export

- Tax Benefit Settings
- Credit Card Import Settings
- Expense Policies
- Per Diem Settings
- Form of Payment
- Expense Report Information
- Cash Advances
- Trip to Expense Transfers
- Reimbursement settings
- Billing
- Item Categories and Types
- Business Process
- Emails
 - Emails Global Settings
 - Travel
 - Expense
 - Email Sending
 - Reminder emails for pending expense
- Profile Applications
- Notification Engine Applications

Reminder emails for pending expenses

Settings are not inherited (Change)

Apply Modifications ?

Corporate credit card transactions

Activation	<input checked="" type="checkbox"/> Send reminder emails for corporate card transactions	
Frequency	Once per week	
Day of the week	Thursday	
Exclude traveler categories	<input type="checkbox"/> Exclude traveler categories from email recipients	
Escalation to level 1 managers	<input checked="" type="checkbox"/> Copy level 1 managers to reminder emails	
Level 1 manager roles	Generic Supervisor KCM Travel Director	Generic Portal Admin KCM Portal Admin
Copy level 1 managers	1 Start copying level 1 managers at the defined number of reminders	
Escalation to level 2 managers	<input type="checkbox"/> Copy level 2 managers to reminder emails	

Hello, John Smith!

5 corporate card transactions have not been submitted yet

Employee
John Smith

Notification to level 1 manager
Emily Brown

5 corporate card transactions have not been submitted yet

Pending expenses
One is in the pending expense list and/or in the deleted expense box
[Move it to an existing expense report or add it to a new expense report.](#)

[View pending list](#)

Expense reports
4 are in draft expense report(s)

- Expense report #188779

[EXPENSE] MIGRATION OF EXPENSE REPORT SUBMISSION SUMMARY FROM LEGACY CODE TO NEO

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	Yes

SYNOPSIS

As part of ongoing efforts to enhance platform stability and accessibility, we have updated the tech stack by migrating key modules from the Neo legacy code.

With this release, the expense report submission pop-up has been migrated to Neo, introducing a refreshed design aligned with the Neo look and feel and Neo Accessibility Standards. Users will benefit from improved performance and faster loading times for a more seamless experience.

When submitting an expense report, users will now see a redesigned submission review screen that includes:

- **Expense report summary**
- **Custom content** (if configured)
- **Custom fields**
- And if configured, they will see the following:
 - **Approver selection**
 - **Reimbursement method selection**

This update provides a more accessible, modern, and efficient experience while maintaining all existing functionalities.

AMEX GBT

Neo

PLATFORM

[ADMIN SUITE] PROFILE PASSWORD UPDATES

MADE FOR...?	Neo Admin
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

Enhancements have been made to **Admin Suite | Company Setup | User Profiles** to improve security and help prevent unintended password changes. These improvements enhance security and reduce the risk of accidental password modifications.

Key Updates:

1. **Disabling Password Auto-Completion:**

- Following feedback from customers, an update has been implemented to prevent browsers from auto-filling the password field when editing a user profile.

2. **Password Confirmation Requirement:**

- When changing a password, administrators must now enter it **twice in separate fields** to maintain accuracy.

3. **Confirmation Pop-up for Password Changes:**

- When an administrator updates a password and clicks **Save**, a pop-up notification will appear.
- The pop-up will confirm that a password change has been made and require validation before saving.

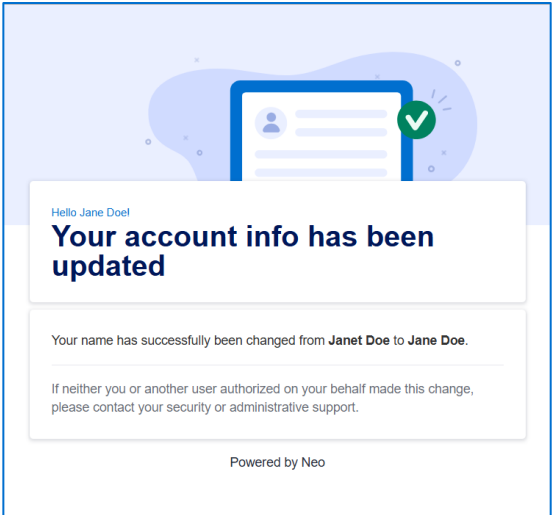
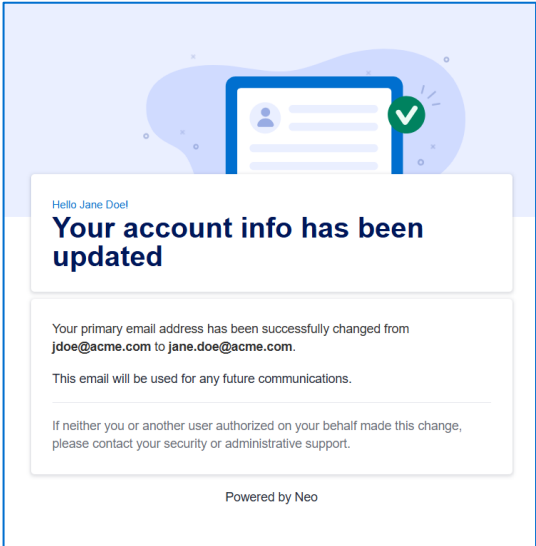
[EMAILS] IMPROVED NOTIFICATION EMAILS FOR NAME AND EMAIL ADDRESS CHANGES

MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

To promote consistency across emails sent by Neo, the design has been modernized and standardized for notifications related to user account updates.

Emails sent when a **first name, last name, or primary email address** is changed have been updated to align with the new design. This applies to changes made by the user or an arranger with access to their profile.



NOTE: These notification emails are now also sent when this profile information is updated from an external application using Neo Profile API

SCOPE

First name, last name and primary email address changes done either directly in Neo profile screen by users or arrangers, or from an external application using Neo Profile API to perform profile data updates.

For now, changes made manually by administrators in Admin Suite console or done through file-based data integrations will not trigger these email notifications.

[PROFILE] IMPROVED 'CONTACT INFORMATION' SECTION IN THE PROFILE SCREEN

MADE FOR...?	Traveler Arranger Neo Admin
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

Enhancements have been made to clarify the purpose of Neo phone numbers and consolidate all relevant contact details within the same section of the profile screen.

- **Mobile phone number** under the new **Personal information** section will include former primary mobile phone number.
 - If no primary mobile phone number provided but a secondary mobile phone number, then the secondary one will be displayed under this section.
 - Legacy screens will continue to include both primary and secondary mobile phone number if both are filled in.
- **Work number** (previously called “**Business phone**”) is now included in the **Contact Information** section within **Personal Information**.
- **Primary email address** has been added to this section for greater visibility.
- **Address field** has been renamed “**Home address**” to prevent confusion.

Profile

View change history

Profile hub

Personal information

General

Preferences

Payment cards

Loyalty programs

Bank accounts

Passports

Vehicles

Delegation

Mobile devices

Personal details

Mr John Doe

Date of birth

May 5, 1985

Gender

Male

Edit

Contact information

Mobile number

+1 800 555 0175

Work number

+1 800 555 0199

Home number

No information

Primary email

jdoe@acme.com

Secondary email









No information

Home address

No information

Edit

Admin Suite panel **Company Setup | Field Display | New Profile Screen - Personal Information** will reflect these changes accordingly:

New Profile Screen - Personal Information		
<p> Personal information section display is currently derived from the fields configured in 'Profile Screen - General' screen. It may also depend on the Selected Profile Application.</p>		
Personal Details		
Title	Hidden	
Academic title	Editable	
First Name	Mandatory	
Middle Name	Hidden	
Last Name	Read-only	
Birth Date	Read-only	
Gender	Read-only	
Contact Information		
 Mobile number	Editable	
 Work number	Mandatory	
 Home number	Editable	
Primary email	Mandatory	
Secondary email	Editable	
 Home address	Editable	
Emergency Contact		
 Emergency contact name	Editable	
 Emergency contact phone	Editable	
 Emergency contact email	Editable	

SCOPE

- **For Users:** This feature is available to all Neo users.
- **For Administrators:** Administrators with access to **Field Display configuration** can manage this feature.

[PROFILE] ENHANCED PROFILE DATA CHANGE HISTORY FOR COMPLIANCE AND TRANSPARENCY

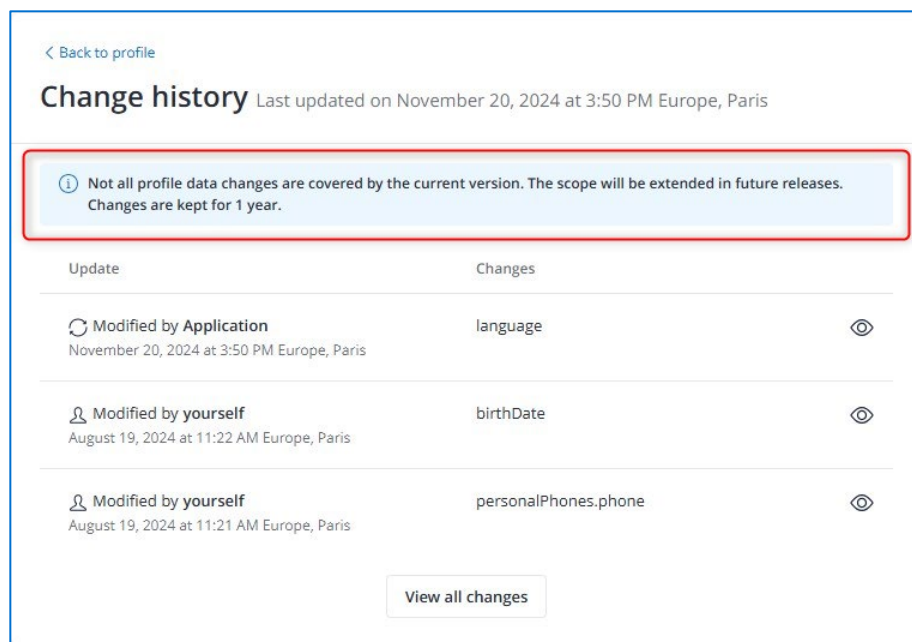
MADE FOR...?	Traveler Neo Admin
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

To maintain compliance with GDPR, other relevant regulations, and GBT's personal data management policy, while providing auditability and transparency of profile data modifications, additional clarifications have been introduced.

Since the **Neo 24.3 SP2** release in **September 2024**, profile data modifications have been accessible via the **"View change history"** button in the Neo user profile screen.

A clarification has been added regarding the retention period of one year:



As with other personal information, profile change history is either physically removed from the Neo database or anonymized six months after the deletion of a user account.

SCOPE

This feature concerns all data kept in the change history for the user profile.

[NEO PROFILE API] NEW PHONE NUMBER PROPERTIES NOW AVAILABLE

MADE FOR...?	Neo Admin
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

To ensure consistency between the **Neo Profile API** and the **phone number presentation** in the Neo profile user interface, new properties have been introduced. These additions allow for improved retrieval and updating of profile data.

New Properties in Neo Profile API

The following new properties have been added to Neo Profile API, and make it possible to either retrieve or update Neo profile data:

- **mobilePhoneNumber** merges information from existing **businessPhones.mobile** and **personalPhones.mobile** properties:
 - When retrieving data, **mobilePhoneNumber** will contain in priority **businessPhones.mobile** information, or if it is missing, **personalPhones.mobile** information instead
- **workPhoneNumber** corresponds to existing **businessPhones.phone** property
- **homePhoneNumber** corresponds to existing **personalPhones.phone** property
- **faxNumber** merges information from existing **businessPhones.fax** and **personalPhones.fax** properties:
 - When retrieving data, **faxNumber** will contain in priority **businessPhones.fax** information, or if it is missing, **personalPhones.fax** information instead

Data Validation & Compatibility

For these new properties, only valid phone numbers will be accepted during profile synchronization or retrieved during read operations.

Although Neo Profile API users are encouraged to switch to new properties, the existing properties under *businessPhones* and *personalPhones* sections will remain available for the moment for purposes of compatibility.

SCOPE

These updates apply to **customers and partners using Neo Profile API** to manage user profiles.

- **File-based integrations remain unaffected** by these changes.

REMINDER OF UPDATES FOR SERVICE PACK 1 NEO 25.1

[ADMIN SUITE] DEFAULT VALUE FOR INDIVIDUAL CREDIT CARDS

MADE FOR...?	Neo Admin
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

The project and deployment teams collaborated to identify opportunities for accelerating new instance deployments.

This analysis revealed several repetitive post-deployment configuration tasks that could be automated. The initial phase focused on implementing "quick wins" to reduce the time teams spend on manual configuration tasks.

- For **Travel | Fulfillment | Payment | Transport Payment**
 - The field Individual credit card, will be set by default to Everyone
- For **Travel | Fulfillment | Payment | Hotel Guarantee**
 - The field **Individual credit card**, will be set by default to **Everyone**
 - The field **Multi-Traveler Trips** will be set by default as **Each traveler pays for self**

REMINDER OF UPDATES FOR SERVICE PACK 3 NEO 25.1

[USER PROFILE] ENHANCEMENT FOR PAYMENT CARD MANAGEMENT

MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

To provide a modern and accessible user interface for managing payment card details while maintaining full compliance with PCI DSS v4, a new Payment Cards section has been introduced in the Neo user profile.

Profile

View change history

Profile hub

Personal information

General

Preferences

Payment cards

Loyalty programs

Bank accounts

Passports

Vehicles

Delegation

Mobile devices

Payment cards

+ Add a new card

AMEX

AMEX company-settled card

COMPANY PAID

**** 0005

Exp. date 01/27

Valid

DEFAULT CARD FOR

AIR RAIL HOTEL

Mastercard #9903

CORPORATE

**** 9903

Exp. date 05/24

Expired

VISA

My personal card

PERSONAL

**** 1111

Exp. date 05/26

Valid

DEFAULT CARD FOR

CAR

AMEX

American Express #1114

PERSONAL

**** 1114

Exp. date 04/24

Expired

This document contains unpublished, confidential, and proprietary information of American Express Global Business Travel (Amex GBT). No disclosure or use of any portion of these materials may be made without the express written consent of Amex GBT. © 2024 GBT Travel Services UK Limited.

P.63

AMEX GBT
Neo
KEY UPDATES

If the Payment Cards section is set as editable for their company, users can add new payment cards:

The screenshot shows the 'Profile' page with the 'Payment cards' section selected. A modal titled 'Add a new card' is open. It contains the following fields and options:

- Card type ***: Radio buttons for 'Corporate' and 'Personal'.
- Card nickname**: A text input field.
- Card number ***: A text input field.
- Name on card ***: A text input field.
- Expiration date (MM/YY) ***: A text input field.
- Default card for:** Checkboxes for 'Air', 'Rail', 'Hotel', and 'Car'.
- Footnote**: 'This card will be used as the default payment method if your company settings allow individual payment cards for these services. This will override any other cards set as default for the same services.'
- Buttons**: 'Cancel' and 'Add card'.

In the background, a list of existing cards is visible, including one with 'Exp. date 05/26' marked as 'Valid' and another with 'Exp. date 04/24' marked as 'Expired'.

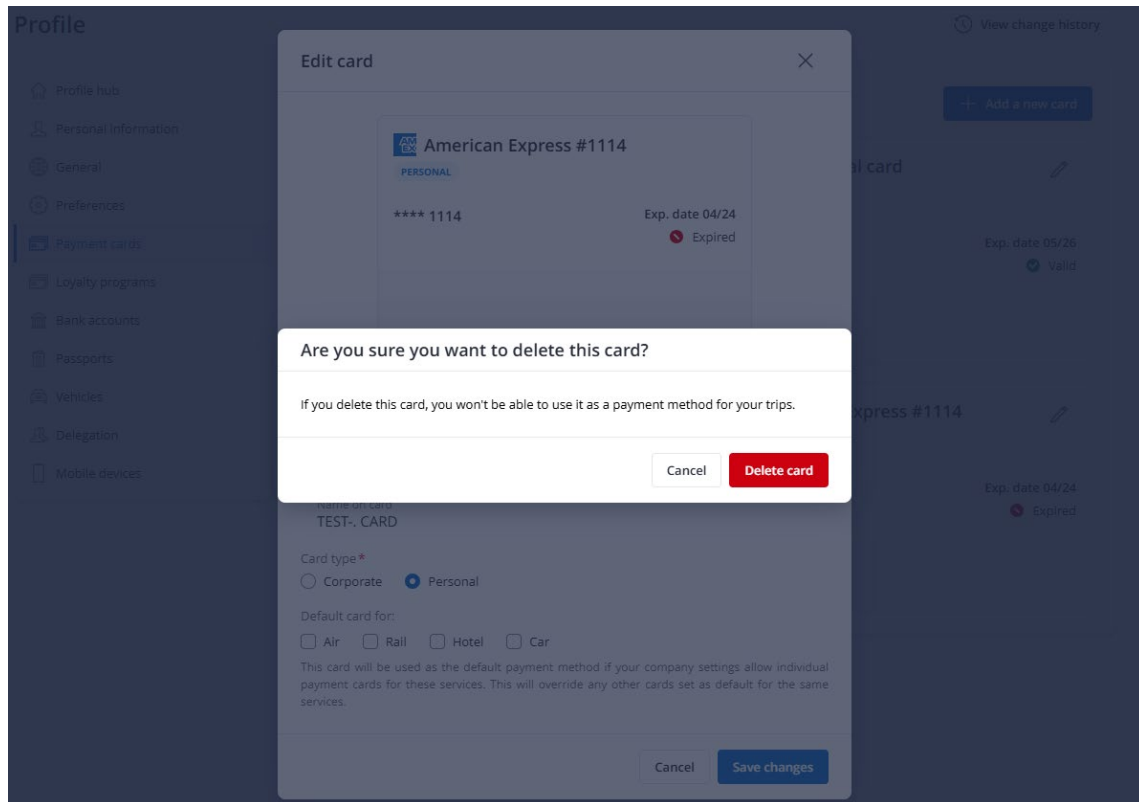
It will also be possible to update non-sensitive details in existing cards:

The screenshot shows the 'Profile' page with the 'Payment cards' section selected. A modal titled 'Edit card' is open, showing details for a 'VISA My personal card'. The modal includes:

- Card details**: Card type 'PERSONAL', masked number '**** 1111', and expiration date 'Exp. date 05/26' with a 'Valid' status.
- Default card for**: A section with a 'CAR' icon and the label 'DEFAULT CARD FOR'.
- Delete card**: A red 'X' icon and the text 'Delete card'.
- CARD INFORMATION**: Fields for 'Card nickname' (My personal card), 'Name on card' (MR TEST TEST), and 'Card type' (radio buttons for 'Corporate' and 'Personal', with 'Personal' selected).
- Default card for:** Checkboxes for 'Air', 'Rail', 'Hotel', and 'Car' (with 'Car' selected).
- Footnote**: 'This card will be used as the default payment method if your company settings allow individual payment cards for these services. This will override any other cards set as default for the same services.'
- Buttons**: 'Cancel' and 'Save changes'.

The background shows the same list of cards as the previous screenshot.

And, users can also eventually delete cards:



For cards managed by administrators or automated data integration, users can only change the default payment settings:

Profile

- Profile hub
- Personal information
- General
- Preferences
- Payment cards**
- Loyalty programs
- Bank accounts
- Passports
- Vehicles
- Delegation
- Mobile devices

Edit card [X]

This payment card is managed by an administrator or outside our platform.

AMEX company-settled card
COMPANY PAID

**** 0005 Exp. date 01/27
Valid

DEFAULT CARD FOR
AIR RAIL HOTEL

CARD INFORMATION * required fields

Card nickname
AMEX company-settled card

Name on card
MR FIRSTNAME LASTNAME

Card type
Corporate

Default card for:
☒ Air
 ☒ Rail
 ☒ Hotel
 ☐ Car

This card will be used as the default payment method if your company settings allow individual payment cards for these services. This will override any other cards set as default for the same services.

Cancel Save changes

View change history

+ Add a new card

al card

Exp. date 05/26
Valid

Express #1114

Exp. date 04/24
Expired

Payment card modifications will also now be recorded in the user profile change history.

SCOPE

This feature is for all Neo users, unless the section is set to read-only or hidden.

[ADMIN SUITE] CHANGES IN CREDIT CARD MANAGEMENT FOR ADMINISTRATORS

MADE FOR...?	Travel Manager Neo Admin
ACTIVATION REQUIRED?	No
ADMIN SUITE NODE	Company Setup Credit Cards
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

To comply with PCI DSS v4 security standards, sensitive payment card information has been moved to a separate section in the credit card addition forms, reinforcing stricter security measures.

KEY UPDATES

Under the Admin Suite node **Company Setup | Credit Cards | Corporate Cards** there is a new creation form for admin-managed individual corporate cards:

General

Name	Card reference in Neo
Debit	<input type="checkbox"/> Is company paid
Requires CVV Code	<input type="checkbox"/>
Card Holder Profile	<input type="text"/> 🔍

Sensitive Information

Card Number	<input type="text"/>
Account Holder	Name on card
Expiration Date	MM/YY

Save and Add New Item

Save

Cancel

There is also a new creation form for lodge cards under the node [Company Setup | Credit Cards | Lodge Card](#):

General

Name	Card reference in Neo
Type	AirPlus / UATP
Virtual card account number	Please don't use spaces
Requires CVV Code	<input type="checkbox"/>

Sensitive Information

Card Number	
Account Holder	Name on card
Expiration Date	MM/YY

Save and Add New Item

Save

Cancel

NOTE: Fields in the **Sensitive Information Section** will not be editable by administrators for updates, after the initial creation of the card in Neo.

SCOPE

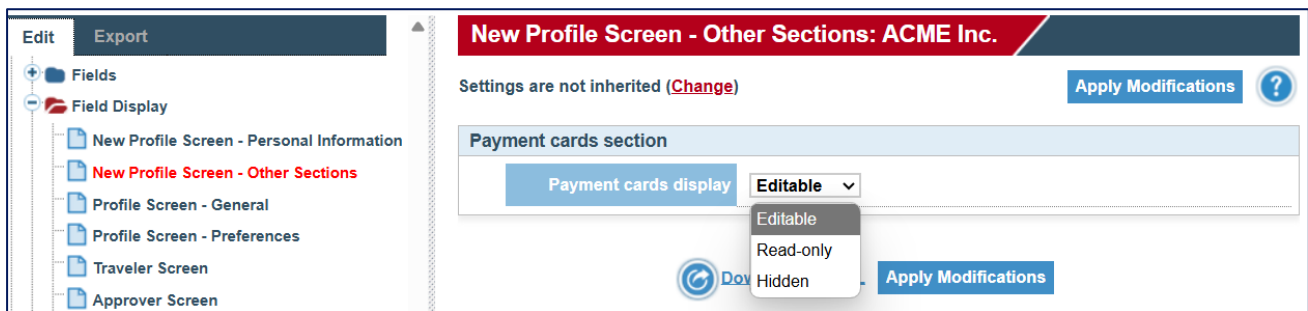
This feature is for all credit cards managed by Neo administrators through Admin Suite.

[ADMIN SUITE] NEW PANEL FOR MANAGING PAYMENT CARDS SECTION VISIBILITY IN USER PROFILE USER INTERFACE

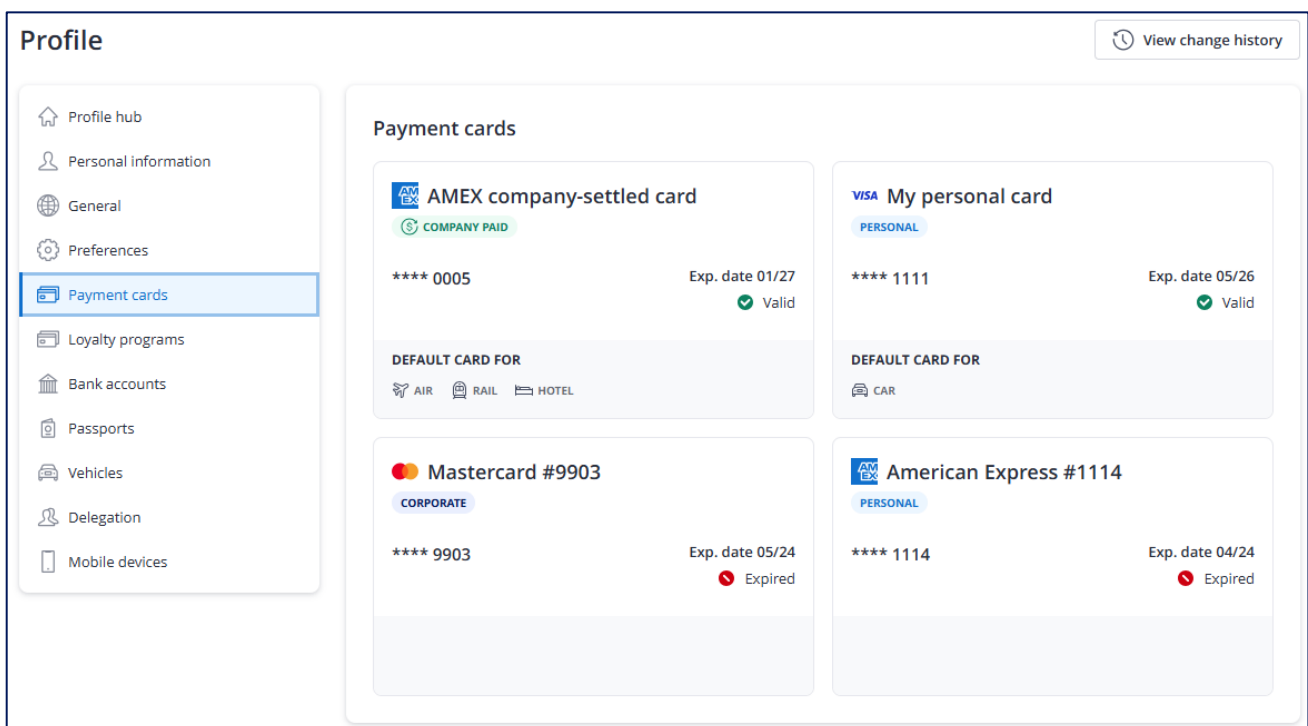
MADE FOR...?	Neo Admin
ACTIVATION REQUIRED?	No
ADMIN SUITE NODE	Company Setup Field Display New Profile Screen - Other Sections
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

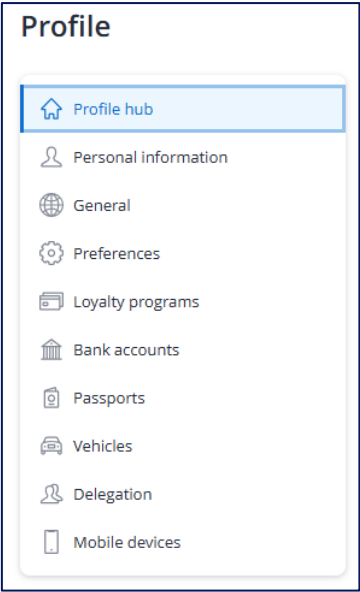
Administrators with access to **Company setup | Field Display** can see a new panel named **New profile screen - Other sections** section, which contains a field to control the display of the new **Payment cards** section in user profile screen:



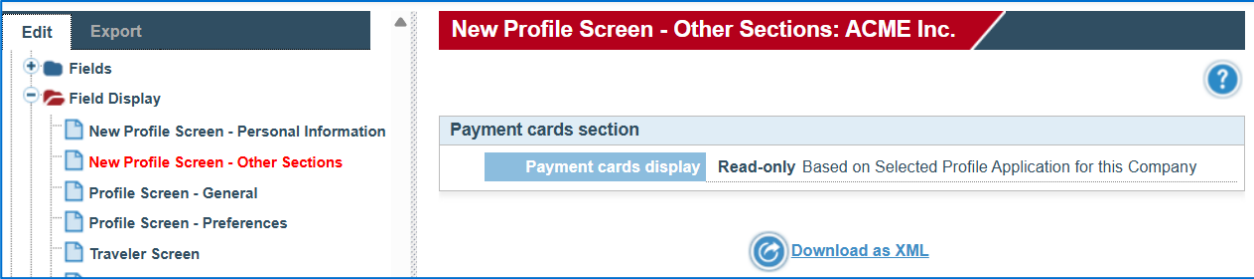
Setting it to **Read-only** prevents travelers and arrangers from creating, updating, or deleting payment cards for that company, while still allowing them to view users' cards, if available.



Setting it to **Hidden** will remove the **Payment Cards** section from the user profile page menu:



NOTE: For customers whose profile data, including credit card details, is synchronized from specific external applications, the Payment Cards section is automatically set to read-only in the user profile UI. This setting is also reflected in the Admin Suite panel.



AMEX GBT

Neo

REPORTING

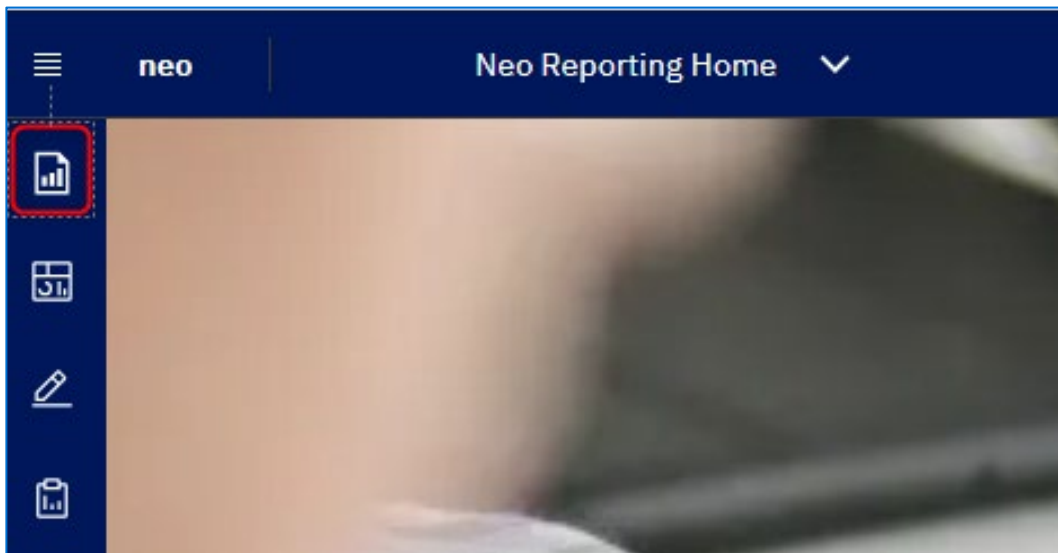
REMINDER OF UPDATES FOR **SERVICE PACK 3 NEO 25.1**

[REPORTING] FURTHER IMPROVEMENTS

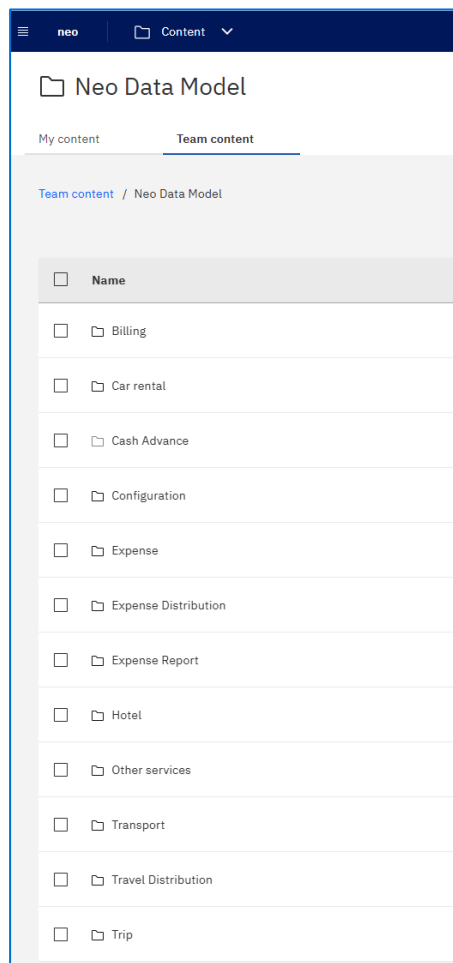
MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	Yes
VALIDATION BY AGENCY REQUIRED?	Yes

SYNOPSIS

As part of the ongoing improvements to the Neo reporting solution, Neo reporting will be released for 25.1 SP3, and a new button will appear on the reporting home page.



Clicking on this icon will bring uses to the new data model's page:



Attempting to use the report templates will result in a 'No Data Available' message, as the underlying data will not yet be populated.

The legacy reports will remain available for use as they are today.

Efforts are underway to deliver the Neo Reporting 'Datafeed' as quickly as possible. This new 'Datafeed' will populate reporting history back to January 2023 and update the Data Warehouse with daily activities in Neo Travel and Neo Expense (including Billing).

This process will take time, and regular updates will be provided on the progress of the datafeed for both the daily and historical data.