

**AMEX GBT**  
**Neo**

**Release  
Notes  
Neo 25.2  
SP 2**

**3 June 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.....2

[NEO] NEW DEVICE SIGN-IN EMAIL NOTIFICATION .....2

NEO TRAVEL.....

[AIR] DELTA PRODUCT NAME UPDATES – EFFECTIVE 15 MAY .....5

[NEO] ENHANCED TRIP OVERVIEW PAGE FOR HOTELS – NOW INCLUDES HOTEL MAPS .....6

[RAIL] SILVERRAIL: REQUESTED SEAT PREFERENCES AND MEAL NOW INCLUDED FOR THE SWEDISH MARKET .....7

## ADVANCE NOTICE

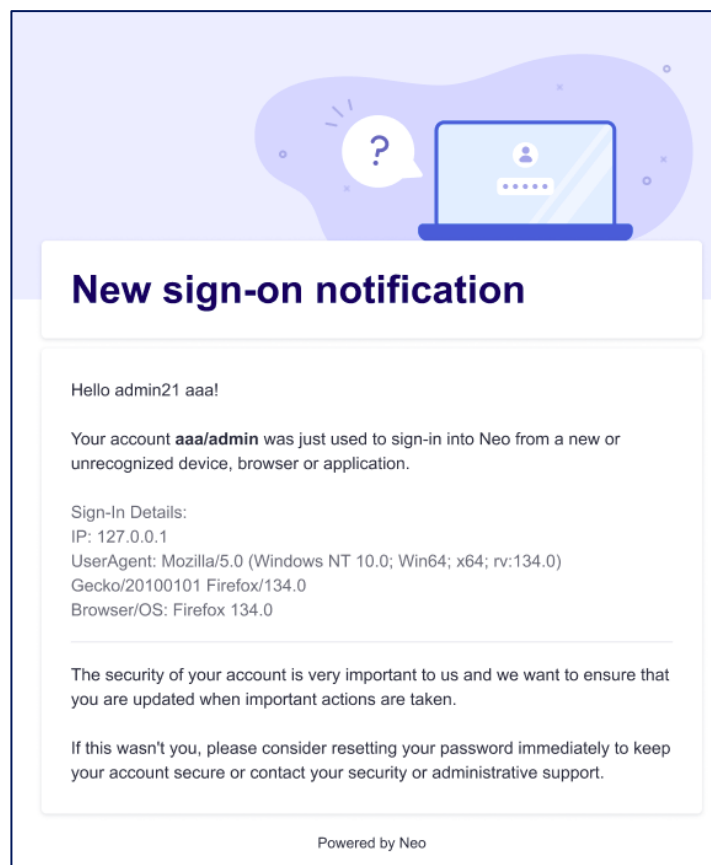
### [NEO] NEW DEVICE SIGN-IN EMAIL NOTIFICATION

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

### SYNOPSIS

To strengthen sign-in security across both the Neo UI and Admin Suite, Neo will now send an email notification to users whenever a sign-in is detected from a new or unrecognized device, browser, or application. Notifications will be sent to the user's registered business email address.

Please refer to the attached example for the email format below:



To support this feature, a new cookie named **NEO-DEVICE** will be introduced to track user sessions accurately.

Clients using cookie filtering should ensure this cookie is not blocked. Please coordinate with your IT department if necessary.



## SCOPE

Neo UI and Admin Suite:

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

AMEX GBT

Neo

NEO TRAVEL

## [AIR] DELTA PRODUCT NAME UPDATES – EFFECTIVE 15 MAY

Delta has updated the naming of its fare products to align with a refreshed brand structure. The updated product names are as follows:

- Delta Main (formerly Main Cabin)
- Delta Comfort (formerly Comfort+®)
- Delta First (formerly First Class)
- Delta Premium Select
- Delta One®

Additionally, the Basic Economy fare class has now been incorporated under Delta Main and will appear as Delta Main Basic.

These new product names are already reflected in Neo:

<div>Delta Main Basic Coach</div> <div>\$166.21 IN POLICY <a href="#">Select</a></div>	<div>Delta Main Coach</div> <div>\$234.79 IN POLICY <a href="#">Select</a></div>	<div>Delta Comfort Coach</div> <div>\$293.61 OUT OF POLICY <a href="#">Select</a></div>	<div>Delta Main Refundable Coach</div> <div>\$322.02 OUT OF POLICY <a href="#">Select</a></div>	<div>Delta Comfort Refundable Coach</div> <div>\$439.63 OUT OF POLICY <a href="#">Select</a></div>
--	--	---	---	--

### Impact on Neo:

There is no change required for Neo configurations. Customers with travel policies defined around Basic Economy fares will see no disruption. The booking class for Delta Main Basic remains E class.

**NOTE:** This update does not affect customers operating under a dedicated PCC who may have these fares blocked within the GDS.

## [NEO] ENHANCED TRIP OVERVIEW PAGE FOR HOTELS – NOW INCLUDES HOTEL MAPS

As part of ongoing enhancements to the Trip Overview page, release 25.2 SP1 introduces a refreshed hotel card design that prioritizes key travel details while aligning with accessibility standards.

Additionally, when expanding the hotel card via **Show details**, users will now see a **View on map** option which offers greater context and convenience for both bookers and travelers

The screenshot displays a hotel card for the Hilton Garden Inn DFW North Grapevine. At the top, it shows a 'Hotel' tab, an 'IN POLICY' badge, a 'Why?' link, the stay duration '3 NIGHTS August 4 - August 7', the booking type 'AMERICAN EXPRESS GBT' with a 'Change room/rate' link, and the total price '\$588.82'. The hotel name 'Hilton Garden Inn DFW North Grapevine' is followed by a 3-star rating and an 'ECO-FRIENDLY' badge. Below this is the address '205 West State Highway 114 76051 Grapevine TX US' and a 'View hotel details' link. A photo gallery icon indicates '47 photos'. Key features include 'Free cancellation until Aug 3' and 'AMEX GBT - HILTON VALUE RATE 1 KING BED COMP WIFI - HDTV WITH HI DEF CHANNELS'. A heart icon is present for favorites. A 'Show details' link is on the right. The expanded details section includes the 'AMERICAN EXPRESS GBT' booking type with a 'Change room/rate' link, the same rate description, room type 'King bed', and 'Guarantee - no prepayment'. The 'CANCELLATION POLICY' section shows 'Free cancellation until Aug 3' and '12AM 04AUG25'. At the bottom, the hotel name is repeated with a 'View on map' link highlighted by a red box. A row of amenity icons follows: Wi-Fi, Restaurant, Parking, Accessibility, Fitness equipment, Swimming pool, Room service, and Meeting rooms.

Hotel **IN POLICY** [Why?](#) 3 NIGHTS August 4 - August 7 AMERICAN EXPRESS GBT [Change room/rate](#) **\$588.82**

**Hilton Garden Inn DFW North Grapevine** \*\*\* **ECO-FRIENDLY**  
205 West State Highway 114 76051 Grapevine TX US [View hotel details](#)  
47 photos

✓ Free cancellation until Aug 3 ①  
AMEX GBT - HILTON VALUE RATE 1 KING BED COMP WIFI - HDTV WITH HI DEF CHANNELS

♥ **IN POLICY** [Hide details](#)

**AMERICAN EXPRESS GBT** [Change room/rate](#)  
AMEX GBT - HILTON VALUE RATE 1 KING BED COMP WIFI - HDTV WITH HI DEF CHANNELS  
King bed  
✓ Guarantee - no prepayment

**CANCELLATION POLICY** [View rate details](#)  
✓ Free cancellation until Aug 3  
12AM 04AUG25

**HILTON GARDEN INN DFW NORTH GRAPEVINE** [View on map](#)  
Wi-Fi Restaurant Parking Accessibility Fitness equipment Swimming pool Room service Meeting rooms

## [RAIL] SILVERRAIL: REQUESTED SEAT PREFERENCES AND MEAL NOW INCLUDED FOR THE SWEDISH MARKET

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

**GBT CLIENTS:** Special services for Swedish rail content should be already activated as a default therefore this update will be automatic for customers.

### SYNOPSIS

These features were removed by Silverrail last year due to an inventory change in the Swedish market. However, these features are once again available, allowing Neo to provide an improved user experience at the shopping level.

During the booking flow, users can ask for their seat preference as a request (subject to availability), as well as verify if a meal is included in the selected fare.

The screenshot displays the Neo travel booking interface. At the top, the user is logged in as 'Mr Dorin BORCAN'. The main content area shows search results for a train journey from Stockholm Frihamnen to Gothenburg Central Station, Sweden, on Thursday, May 8. The 'Seat position' section for the 'STOCKHOLM - GOTHENBURG' route shows 'None' selected. The 'MEAL' section for the same route shows 'Meal included' with a checkmark. A 'Cost details' sidebar on the right shows a transport cost of €99.58 for a one-way train, with no additional costs for requested options, resulting in a total price of €99.58. A 'Continue' button is visible at the bottom of the cost details.

Activation by administrators in Admin Suite can be made under the node:

**Travel | Air -Rail | Special Services**

### SCOPE

This feature is for Swedish rail suppliers.