

AMEX GBT
Neo

Release Notes Neo 25.3

19 July 2025

Classification: Public

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ADVANCE NOTICES

[DOOR-TO-DOOR] UPCOMING CHANGE

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

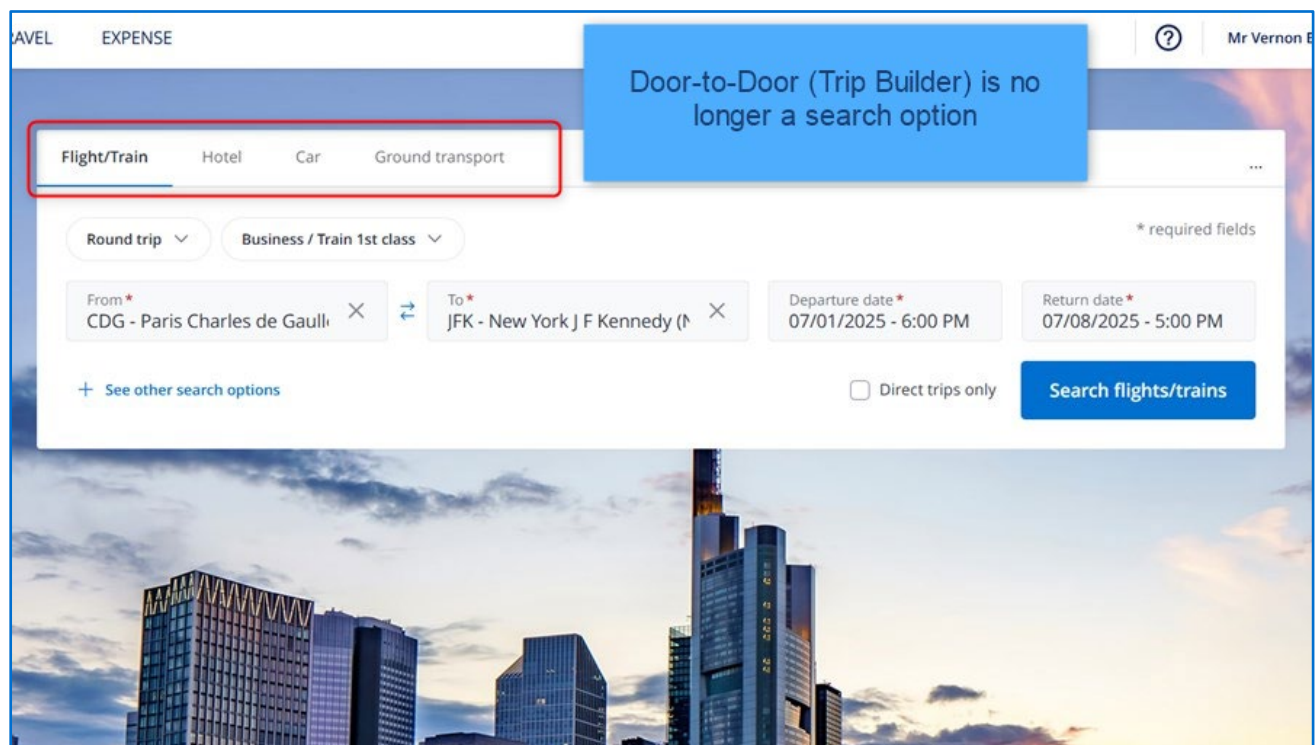
SYNOPSIS

In the Neo 25.2 release, an option was introduced that allowed the **Door to Door/Trip Builder** tab to be disabled by customer request. This was a first step in a larger project to review the best features of the Door-to-Door experience and begin to consolidate them into the standard Neo search / booking flow.

In the 25.4 release, the Door-to-Door/Trip Builder module will be removed completely as a search option for all customers.

The Door-to-Door/Trip Builder process is seldom used. Consolidating to one search process (instead of maintaining 2), will enable acceleration of different initiatives such as:

- Faster development cycles
- More policy flexibility
- AI recommendation engine
- Richer Omni-channel support
- Improved accessibility



What's next?

The option to generate **a trip without service** and a cost-of-trip estimate for planning purposes (formerly referred to as Empty Trip within Door-to-Door) **is maintained and redesigned** for the 25.4 release.

Stay tuned for future communications regarding our plans to further expand the best features from Door to Door into our standard Neo search / booking experience.

SCOPE

This update is for all Neo users.

MIGRATION OF LEGACY TRIP API – EFFECTIVE AS OF NOVEMBER 2025 (TO BE CONFIRMED)

MADE FOR...?	Neo Admin
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED	No
INFORMATION TO CLIENT I.T. DEPARTMENT	Yes - Required

SYNOPSIS

To improve performance, maintainability, and security, we are modernizing our trip management APIs. The legacy **getTripInfo** and **setDecision** endpoints, along with all other services previously documented in the Trip API documentation, are being retired. This initiative offers a more scalable and future-proof integration experience for all partners.

The following endpoints are being migrated to new, modern APIs:

- **getTripInfo**
- **setDecision**

These endpoints will continue to be supported, but only through the new API.

All other web services previously documented in the legacy Trip API will be permanently discontinued.

Documentation is available upon request. Please contact your Neo representative to obtain access.

SCOPE

- Trip API web services
- The Neo Search API continues to operate as usual and requires no changes.

AMEX GBT

Neo

NEO TRAVEL

[NEO-ACTIVATION] OUIGO CONTENT VIA SNCF DIRECT LINK

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

SYNOPSIS

With the release of version 24.4 SP3, Neo introduced the ability to book Ouigo trains. Since then, pilot programs have been launched, and the feature has been enabled for selected clients.

If you wish to make this option available to your travelers, please reach out to your service manager.

NOTE: Ouigo has been activated for Amex GBT customers that do not have a dedicated service manager. Clients that work with a dedicated service manager should confirm this status with them.

Before enabling this feature, the following conditions should be met :

1. Your travel agency is ready to support Ouigo bookings
2. In the case that you have an approval process in place; your workflow must be adapted accordingly (Ouigo tickets must be issued within 30 minutes)

[NEO-ACTIVATION] UK RAIL EXCHANGE VIA TRAINLINE DIRECT LINK

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

SYNOPSIS

With the release of version 24.4 SP3, Neo introduced the ability to exchange online UK rail bookings. Since then, pilot programs have been launched, and the feature is now available for selected clients.

If you wish to make this option available to your travelers, please reach out to your service manager.

NOTE: Exchange has been activated for Amex GBT customers that do not have a dedicated service manager. Clients that work with a dedicated service manager should confirm this status with them.

REMINDER: The exchange feature allows travelers or arrangers to modify their trainline bookings directly online, which offers greater flexibility and convenience. This enhancement not only improves the overall user experience but also reduces the need for travelers and travel arrangers to contact the travel agency for support.

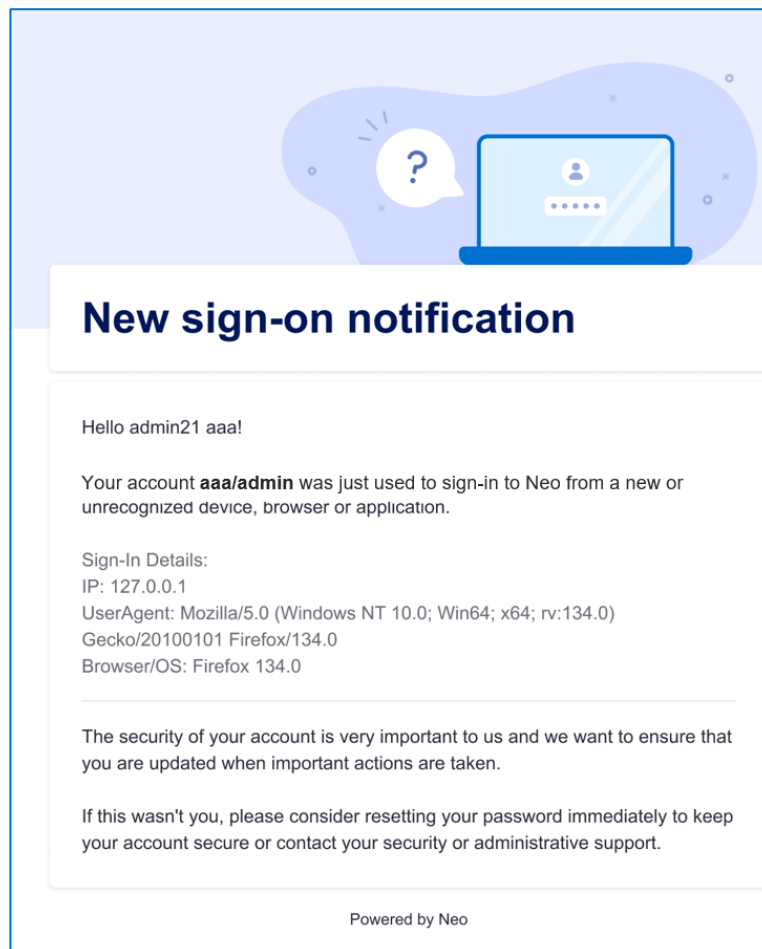
[NEO] NEW DEVICE SIGN-IN EMAIL NOTIFICATION

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 make sure 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)

[TRIP SUMMARY] DYNAMICALLY EXPAND/COLLAPSE RELEVANT TRANSPORT SERVICE DETAILS DURING CHECKOUT

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

SYNOPSIS

Neo will improve the display of the trip summary by only expanding the accordion details of the specific service being checked out when users are on the checkout page.

Example: On hotel checkout, hotel details expand; on transport checkout, flight details expand. All other service details will collapse accordingly when not in focus for that checkout step.

HOME TRAVEL EXPENSE

Mr Art Vandelay

Checkout: Transport

*required fields

Flight

AF Los Angeles → Rome

Fare conditions

LOS ANGELES - ROME

▲ LAX - FCO

Negotiated Fare

Business (D)

Before departure

Change with fee

Non-refundable

[View fare details](#)

Loyalty program

Loyalty card

United Airlines 30838QD

+ Add loyalty card

Payment

Payment method *

☒ Credit card ☐ Agency

Card number *

Visa 3333 XXXX XXXX 1234

+ Add credit card

Trip to New York

OUT OF POLICY

Tue 10 Jun - Fri 13 Jun

Mr Stan Smith

\$2750.00

total price

Ground transport \$50.00

Hotel \$200.00

Flight \$2000.00

ROUND-TRIP \$2000.00

Tuesday 10 June

9:55 AM CDG Paris, FR

9:35 AM JFK New York, US

Friday 13 June

1:20 PM JFK New York, US

8:37 PM CDG Paris, FR

OPTIONS

Checked-in luggage (2) \$100.00

Seats (2) \$50.00

Car \$500.00

By clicking "Next", I accept the fare conditions. **Next**

SCOPE

This feature is for the new checkout screens for:

- Ground transport
- Hotel
- Transport

[TRIP LIST] TRIP COUNTER ENHANCEMENTS

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

SYNOPSIS

To improve search usability and accuracy, users can now search for trips using either **PNR** or **Trip Counter** in a single search field.

This dual input mode provides travelers and arrangers with more flexible and precise trip retrieval options, expanding the existing search capabilities beyond the traditional PNR-only approach.

All Trips

PNR number / Trip counterOpen trip

Upcoming2Past

DatesStatusServicesCreated by

Trip ref.	Trip counter	Trip date	Services	Compliance	Traveler	Created by	Status	Trip cost
PAWRSM	10000002798	Milan Malpensa 6/6/2025 Jun 6, 2025 - Jun 6, 2025		OUT OF POLICY	traveler bear	traveler bear	<div>Booked</div> <div>Pending approval</div>	€352.34
	10000002731	New York J F Kennedy (NY) 7/9/2025 Jul 9, 2025 - Jul 9, 2025		IN POLICY	traveler bear	traveler bear	<div>Canceled</div>	€4,558.51

SCOPE

This feature is for the trip list where the trip counter is enabled.

[OFFLINE FEATURES] NEW ENHANCEMENTS

MADE FOR...?	Traveler Arranger Travel Manager Amex GBT Neo Admin
ACTIVATION REQUIRED?	Yes - by NTG Admin
ADMIN SUITE NODES	<ul style="list-style-type: none"> Content Travel Email Travel Fulfillment PNR Import Configuration Library
VALIDATION BY AGENCY REQUIRED?	Yes

SYNOPSIS

As Neo continues to enhance offline features, the following have been added:

1. **Special requests list - new filters:**

- **Traveler view:** Added **Status & Created by** filters

Status ▾	Created by ▾			
Request name	Request number	Created by	Status	
Test	60 3081	vernon traveler bear	⌚ Pending approval	
Test request	60 3057	vernon traveler bear	⌚ Pending approval	

- **Arranger view:** Added **Status, Created by & Traveler** filters

Traveler ▾	Status ▾	Created by ▾			
Request name	Request number	Traveler	Created by	Status	
test	60 3282	bear vernon	bear vernon	⌚ Pending approval	
Test	60 3081	vernon traveler bear	vernon traveler bear	⌚ Pending approval	
Test request	60 3057	vernon traveler bear	vernon traveler bear	⌚ Pending approval	

[PRE-BOOKING APPROVAL] NEW RECALL FEATURE

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

SYNOPSIS

The pre-booking approval feature was introduced in the Neo 25.2 release. In 25.3 we are further enhancing this feature.

To enable travelers or arrangers to recall a pre booking approval request before the first approver makes a decision (Approved/Rejected), a "Recall" button is now available in the following locations:

- The Trip itinerary sidebar (top position, white button)
- The trip list contextual menu (3 dots on the right side)

Neo

HOME TRAVEL EXPENSE

?

1

Mr Vernon Bear

Milan Malpensa 6/6/2025

Trip reference: 10000002797

Status and booking history: [Not booked](#), [Approval requested](#)

Traveler information: [Mr Bear Vernon](#)

Recall

BOOKABLE TRIP COST €293.39

All trips & requests

PNR number / Trip counter

Open trip

Upcoming

Past

Dates

Status

Services

Created by

Trip ref.	Trip counter	Trip date	Services	Compliance	Traveler	Created by	Status	Trip cost	
	10000002634	New York J F Kennedy (NY) 6/5/2025 Jun 5, 2025 - Jun 15, 2025		OUT OF POLICY	Vernon Bear	Vernon Bear	<input type="radio"/> Draft	€160.16	⋮
	10000002797	Milan Malpensa 6/6/2025 Jun 6, 2025 - Jun 7, 2025		OUT OF POLICY	Vernon Bear	Vernon Bear	<input type="radio"/> Draft <input checked="" type="radio"/> Pending approval	€295.39	⋮

Recall Trip

RECALL POP-UP

Recall trip request

×

The approval request for this trip will be cancelled. The recalled trip will return to draft status.

Cancel

Confirm

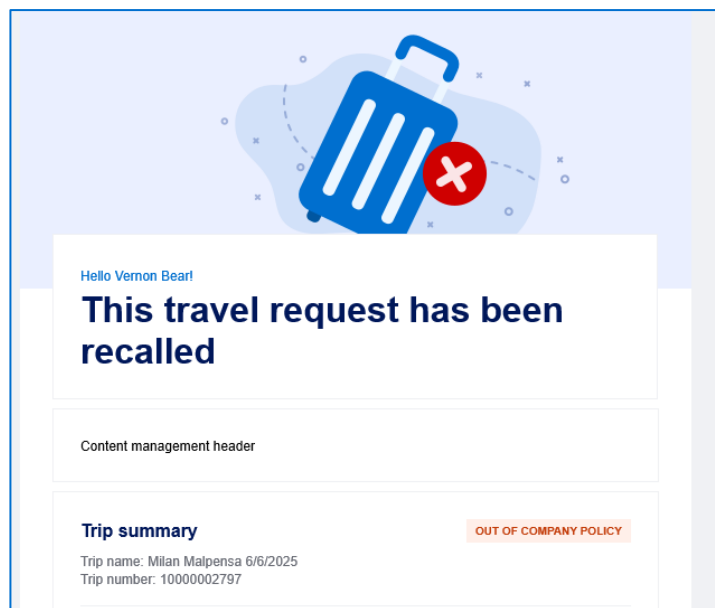
Behavior after recall confirmation:

- Approval request is aborted
- Trip status reverts to Draft
- User is redirected to Trip list or itinerary with a recall success notification
- Email recall confirmation is received (traveler/arranger/approver)
- Pre booking approval request is aborted
- Trip can be modified and resubmitted

Example email (may vary slightly by recipient)

NOTE: The “Content Management Header” space is customizable using the existing **EmailTripRequestHeader/Footer** under **Content Management**.

A dedicated configuration option for Trip Recall is planned in the future (timeline to be determined).

**Conditions:**

- Displayed only if pre-booking approval is enabled
- Hidden if the trip is already booked or at least one approver has acted

SCOPE

- Only available for pre-booking approval
- Available from both **Trip list** and **Trip itinerary**

NOTE: The pre-booking approval feature is still in the pilot testing phase. If interested in participating, reach out to your Neo contact.

[TRANSPORT] MODIFY SEARCH: COMPLETING THE TRANSPORT SEARCH FORM REVAMP

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

SYNOPSIS

Neo continues its commitment to enhancing accessibility for users, starting from the early stages of the shopping flow.

Building on the redesign of the other transport search forms (initial search form, edit search form and add search form), Neo has now implemented further improvements to enhance the user experience when modifying a transport booking.

The **Modify Transport** search form has been upgraded for improved accessibility. It is now fully navigable via keyboard and compatible with screen readers, ensuring a more inclusive and accessible experience for all users.

BEFORE

Flight modification

☒ MODIFY OUTBOUND

Mon 24 Nov 2025

1:15 PM

☒ MODIFY RETURN

Wed 26 Nov 2025

10:00 AM

Search

AFTER

Modify trip

Select the journey(s) to be modified

Paris Charles de Gaulle to Madrid

Nov 24, 2025 - 1:15 PM

Modify departure journey

Madrid to Paris Charles de Gaulle

Nov 26, 2025 - 10:00 AM

Modify return journey

New trip information

* required fields

Departure date *

11/24/2025 - 1:15 PM

Return date *

11/26/2025 - 10:00 AM

Cancel

Search flights/trains


[TRANSPORT] GROUND TRANSPORT CARD REDESIGN IN THE TRIP OVERVIEW PAGE

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

SYNOPSIS

To improve user navigation efficiency, we have redesigned the ground transport card in the trip overview page to prioritize key travel details.

The ground transport card has been fully redesigned and now meets accessibility requirements.


 Ground transport

IN POLICY

SHARED TAXI
[View fare details](#)

STANDARD
[Change your ground transport](#)

€94.06

 Flytaxi

PICK-UP

Mama Shelter Rome
Via Luigi Rizzo, 20, 00136 Roma RM, Italy

Sun 18 Jun

Pick-up time
6.30 PM

>

DROP-OFF

Rome Fiumicino
Airport

Sun 18 Jun

Estimated drop-off time
7.32 PM

Estimated duration: 32 minutes

OPTIONS

☐ Additional passenger (\$5.00)

☐ Additional baggage (\$5.00)

Standard
Shared taxi ⓘ

IN POLICY

[CAR] REDESIGN OF THE CAR RATE DETAILS POP-UP

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

SYNOPSIS

To improve accessibility, we have optimized the trip overview page through targeted pop-up improvements. The car rate details pop-up has been redesigned to enhance user accessibility.

BEFORE

View rate details		X
Charges		
950 km + 0.2 EUR/		€116.40
extra distance unit / km		€0.20
Public rate		
Surcharges		
Day		€22.00
SLT - SALES TAX		€19.40
CDW - COLLISION DAMAGE WAIVER		
TP - THEFT PROTECTION		

AFTER

Rate details

×

PUBLIC RATE

Charges

950 km + 0.2 EUR/	€ 116.40
Extra distance unit / km	€ 0.20

Surcharges

Day	€ 22.00
SLT - Sales tax	€ 19.40
CDW - Collision Damage Waiver	No info
TP - Theft Protection	No info

Close

[CAR] REDESIGN OF THE CARD FOR RENTAL CARS IN THE TRIP OVERVIEW PAGE

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

SYNOPSIS

To improve user navigation efficiency, we have redesigned the car card in the trip overview page to prioritize key travel details.

The car card has been fully redesigned and now meets accessibility requirements.

BEFORE

Car rental
 OUT OF POLICY [Why?](#)

PUBLIC RATE
[View rate details](#)
ECONOMY
[Change vehicle type](#)

€ 1812.88

Pick up rental car - Sixt
ADDRESS
 SIXT
 Rome Airport Fiumicino, Sala Autonoleggi, 00054 Fiumicino
 Roma, Italy
[Agency information](#)
 Category : Economy, 2/4 Door, Automatic, Electric < 250 mi / 400 km
 A/C
 Type : Fiat 500 or Similar
 Details : Unlimited mileage
[Change vehicle type](#)

September 23, 2025 - 11:00 AM
 Pick-up time

1.1 km
 From search location

OPTIONS
☐ Winter tires (on request, €35.38 estimated)
☐ Snow Chains (on request with additional cost)
☐ GPS (on request, €21.24 estimated)

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

AFTER

Car rental
 OUT OF POLICY

PUBLIC RATE
[View rate details](#)
ECONOMY
[Change vehicle type](#)

€ 1812.88

Fiat 500 or similar
ELECTRIC

Mini, 2-3 doors, Manual, With A/C
 Unlimited mileage

Public rate ⓘ

PICK-UP
 Sixt
 Rome Airport Fiumicino, Sala Autonoleggi, 00054
 Thu 15 Jun - 10.00 am
[Agency details](#)

DROP-OFF
 Sixt
 Via di Porta Cavalleggeri, 133, 00165 Roma RM, Italie
 Sun 18 Jun - 6.00 pm
[Agency details](#)

OPTIONS
☐ Winter tyres (on request, €457.84 estimated)
☐ Snow Chains (on request, €41.30 estimated)
☐ GPS (on request, €309.71 estimated)

OUT OF POLICY ⓘ
Show details

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

MADE FOR...?	Traveler Arranger Travel Manager
ACTIVATION REQUIRED?	Yes – by NTG Admin
VALIDATION BY AGENCY REQUIRED?	Yes

SYNOPSIS

Neo now supports real-time seat map display for Swedish rail services. During the booking process, users can view the train layout and select a specific seat directly from the map.

This enhancement is available during the reservation flow and provides a more intuitive and flexible booking experience.

CONFIGURATION REQUIREMENTS

Under **Air/Rail Requests**, the “**SMP**” **Ocapi Verb** must be added in the direct link configuration:

[Travel](#) | [Fulfillment](#) | [Reservation Systems](#) | [<reservation system>](#) | [Configuration](#)

GBT Clients

For Amex GBT clients, special services for Swedish rail are already enabled by default. As a result, this update will be applied automatically for these customers.

SCOPE

- **Country:** Sweden
- **Supported Carriers:** SJ and TÅGAB
- **Applies to:** High-speed trains only (excludes bus services)

[SABRE] IMPROVE NUMBER OF SOLUTIONS OFFERED FOR MULTI-CITY SEARCH

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

SYNOPSIS

In the 25.2 SP3 release, Sabre multi-city searches have been significantly enhanced, now returning approximately three times more travel solutions compared to previous capabilities.

This improvement provides travelers and arrangers with greater flexibility and a broader range of options when booking complex, multi-city itineraries.

SCOPE

This feature is for the Multi-city feature with Sabre.

REMINDER OF UPDATES FOR SERVICE PACK 1 NEO 25.2

[GALILEO] ABILITY TO CHOOSE AND BOOK CHARGEABLE SEATS

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

Pending GBT end-to-end testing. Not yet available in the GBT system.

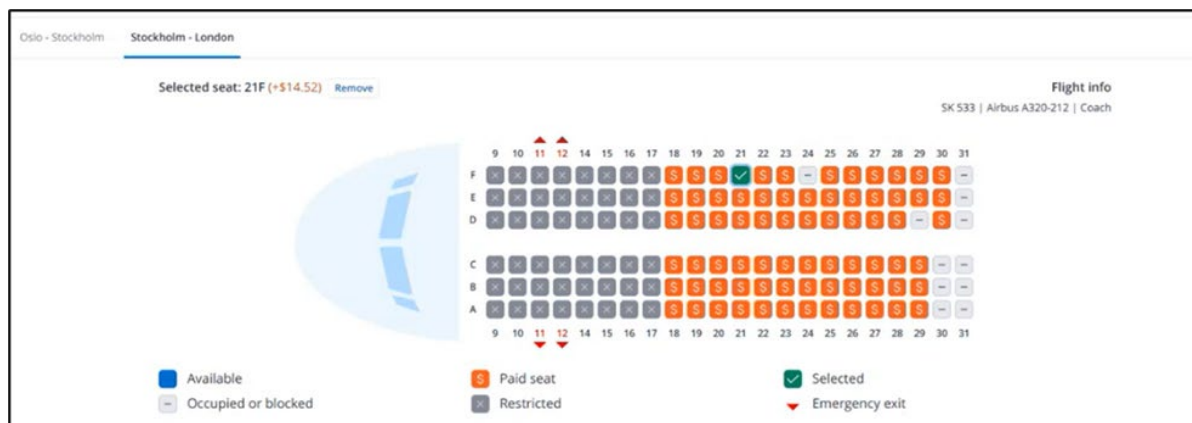
SYNOPSIS

Users can now select and book chargeable seats directly from the aircraft seat map when available.

This enhancement improves flexibility and allows travelers to make more informed seating choices during booking.

Key Features

- Chargeable seats are displayed on the seat map with their associated prices.
- These seats often provide additional benefits, such as extra legroom or proximity to exits.





REMINDER OF UPDATES FOR SERVICE PACK 2 NEO 25.2

[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:

<p>Delta Main Basic Coach</p> <p>\$166.21 IN POLICY Select</p>	<p>Delta Main Coach</p> <p>\$234.79 IN POLICY Select</p>	<p>Delta Comfort Coach</p> <p>\$293.61 OUT OF POLICY Select</p>	<p>Delta Main Refundable Coach</p> <p>\$322.02 OUT OF POLICY Select</p>	<p>Delta Comfort Refundable Coach</p> <p>\$439.63 OUT OF POLICY Select</p>
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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 the hotel booking interface for the Hilton Garden Inn DFW North Grapevine. At the top, a header bar shows the hotel name, a green 'IN POLICY' badge with 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 main hotel card for 'Hilton Garden Inn DFW North Grapevine ***' includes an 'ECO-FRIENDLY' badge, a photo gallery with '47 photos', and the address '205 West State Highway 114 76051 Grapevine TX US'. It features a 'View hotel details' link and a green checkmark indicating 'Free cancellation until Aug 3'. The room type is 'AMEX GBT - HILTON VALUE RATE 1 KING BED COMP WIFI - HDTV WITH HI DEF CHANNELS'. A heart icon is visible below the room type.

Below the main card, there are three expandable sections:

- AMERICAN EXPRESS GBT**: Includes a 'Change room/rate' link, the room type 'AMEX GBT - HILTON VALUE RATE 1 KING BED COMP WIFI - HDTV WITH HI DEF CHANNELS', 'King bed', and 'Guarantee - no prepayment'.
- CANCELLATION POLICY**: Includes a 'View rate details' link, 'Free cancellation until Aug 3', and the time '12AM 04AUG25'.
- HILTON GARDEN INN DFW NORTH GRAPEVINE**: Includes a 'View on map' link (highlighted with a red box) and a row of amenity icons: Wi-Fi, Restaurant, Parking, Accessibility, Fitness equipment, Swimming pool, Room service, and Meeting rooms.

At the bottom right of the main card area, there is a green 'IN POLICY' badge and a 'Hide details' link.

[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 'Neo' logo and navigation tabs 'HOME' and 'TRAVEL' are visible. Below the logo, the route 'Stockholm Frihamnen, Sweden' to 'Gothenburg Central Station, Sweden' is shown, along with an 'Options' button. A search bar indicates the current search is for 'Stockholm Frihamnen — XWL - Gothenburg Central Station, Thu, May 8'. The main content area features two interactive panels: 'Seat position' and 'MEAL'. The 'Seat position' panel for the 'STOCKHOLM - GOTHENBURG' route shows 'None' as the selected option, with 'Aisle', 'Middle', and 'Window' as alternatives. The 'MEAL' panel for the same route shows 'Meal included' with a checkmark. To the right, a 'Cost details' panel shows a 'TRANSPORT' cost of €99.58 for a 'One way train'. Under 'REQUESTED OPTIONS', 'Seat position' is listed at €0.00. The 'TOTAL PRICE' is €99.58, and a 'Continue' button is at the bottom of the cost details panel.

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.

AMEX GBT

Neo

NEO EXPENSE

[EXPENSE REPORTS] IMPROVED HANDLING OF REJECTED EXPENSE LINES

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

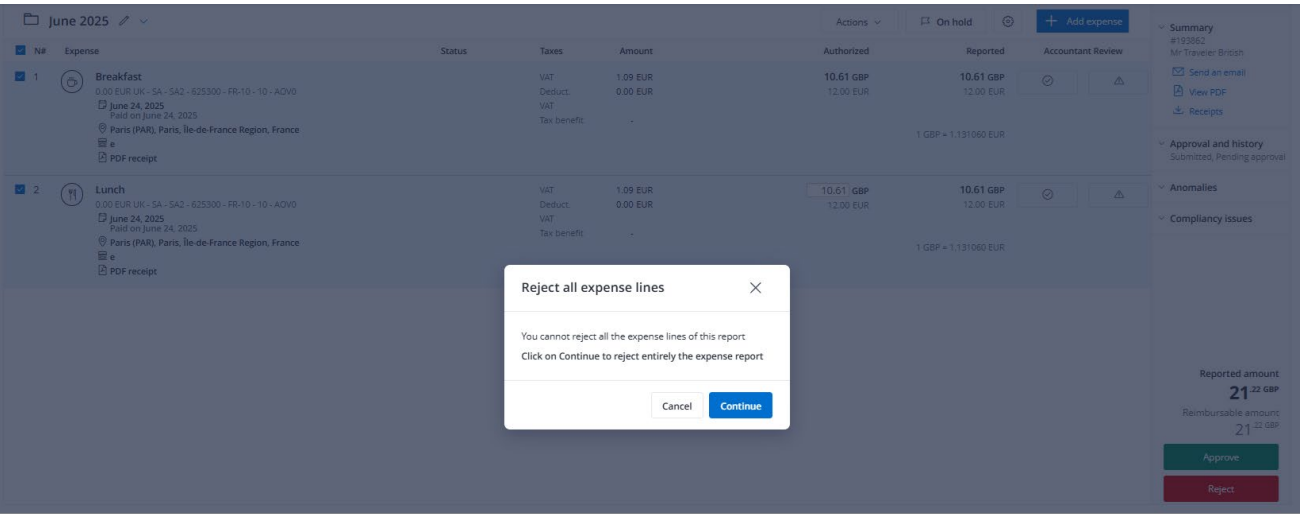
SYNOPSIS

Previously, when all expense lines in a report were rejected, they were not flagged as rejected upon resubmission. As a result, these lines could bypass proper review by the approver or accountant.

With this release, rejected expense lines will now retain their status upon resubmission. This allows them to be correctly identified and handled with appropriate attention.

For example, if an audit rule is configured, any expense report containing such rejected lines will now trigger a manual validation by the accountant.

All the expense lines have to be rejected from an expense report:



The rejected expense lines will be flagged as such in the expense report:

June 2025

☰ List

Add expense

New report page

NP	Expense	Status	Taxes	Amount	Authorized	Reported
1	<div>Breakfast</div> <div>Sales - Sales Project 2 - 625300-subistence costs - AOV0</div> <div>June 24, 2025</div> <div>Paris (PAR), Paris, Île-de-France Region, France</div> <div>PDF receipt</div>	Previously rejected	VAT Tax benefit	1.09 EUR -	10.61 GBP 12.00 EUR	10.61 GBP 12.00 EUR 1 GBP = 1.131060 EUR
2	<div>Lunch</div> <div>Sales - Sales Project 2 - 625300-subistence costs - AOV0</div> <div>June 24, 2025</div> <div>Paris (PAR), Paris, Île-de-France Region, France</div> <div>PDF receipt</div>		VAT Tax benefit	1.09 EUR -	10.61 GBP 12.00 EUR	10.61 GBP 12.00 EUR 1 GBP = 1.131060 EUR

Expense box

Received 25

Rejected 1

Deleted 9

Summary

#193862

Mr Traveler British

View PDF

Approval and history

Draft, Rejected

Anomalies

Compliance issues

Reported amount

21.22 GBP

Reimbursable amount

21.22 GBP

Duplicate

Submit

SCOPE

This feature applies when all the expense line(s) are rejected from an expense report.

[EXPENSE] CONDITIONAL APPLICATION OF 100% DEDUCTIBLE VAT BASED ON MODULE ACTIVATION

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

SYNOPSIS

To enhance the user experience in AdminSuite and reduce the risk of unintentional configurations, the **Deduct 100% of VAT by default** setting is now only visible when **Activate deductible VAT** is enabled.

This change provides that VAT-related options are only shown when relevant, streamlining the configuration process. It also helps avoid the accidental activation of the **100% Default** setting when the **Deductible VAT** setting is not activated.

- If the **Activate deductible VAT** setting is disabled, the “Deduct 100% by default” setting will not be visible:

Deductions	
Deductible VAT	<input type="checkbox"/> Activate deductible VAT

- If the user activates the **Activate deductible VAT** setting, then the **Deduct 100% by default** setting will be visible:

Deductions	
Deductible VAT	<input checked="" type="checkbox"/> Activate deductible VAT
100% Default	<input type="checkbox"/> Deduct 100% of VAT by default

[ADMIN SUITE] NEW 'PIVOT CURRENCY' SETTING FOR CUSTOM EXCHANGE RATES

MADE FOR...?	Neo Admin
ACTIVATION REQUIRED?	Yes - Manual activation required
ADMIN SUITE NODE	Expense Company Expense Setting
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

Previously, when clients loaded custom exchange rates under **Expense | Exchange Rates**, the reference currency had to match the company's default currency in order for the system to correctly identify and apply the conversion rate.

With this new setting, companies can now load custom exchange rates using *any* currency as the reference currency. The system will automatically apply the correct conversion rate, regardless of whether it matches the default company currency.

A new optional setting, **Pivot Currency (if different from ref currency)**, has been added under **Expense | Company Expense Setting**.

This setting is relevant only when custom exchange rates are loaded under **Expense | Exchange Rates**, and the company's default currency differs from the pivot currency used.

This setting allows the user to be able to define any currency to be used as reference currency for the custom exchange rates loaded under the **Exchange Rates** node.

The screenshot displays the 'Company Expense Settings' window. On the left is a sidebar with navigation links: 'Print Settings', 'Date Settings', 'Export', and 'Dematerialization Settings'. The main content area contains several settings: 'Margin in exchange rate (%)', 'Lock Margin' (with an unchecked checkbox), 'Approval Margin' (with an unchecked checkbox), 'Pivot Currency' (a text input field with a question mark icon and a search icon), and 'Lock Currencies' (with an unchecked checkbox and the text 'Only use currencies defined in Exchange Rates').

[EXPENSE] NEW EXPENSE REPORT PAGE UPDATES

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

SYNOPSIS

The latest update marks a major step forward in enhancing the expense management experience.

Building on user feedback and a continued focus on delivering a more intuitive and efficient product, the new expense report view has been expanded with features that make managing expenses more visual, streamlined, and user-friendly.

What's new in this second version of the new report page:

Enhanced calendar view offering greater visibility and a more comprehensive overview

- **Unified timeline view:** Users will see all their booked trips and expenses that are created inside the active expense report. This also helps confirm that all trip-related expenses are in order and eliminates confusion caused by viewing expenses from other reports.
- **Modern and accessible design:** The calendar interface has been refreshed with improved visual clarity and enhanced accessibility for better usability. For that purpose, expenses are now displayed with an icon and label as well as a visual indicator when the expense has a blocking issue. Trips, however, have a different background color to make them stand out from expenses.
- **Expense details available in a glance:** More details can be viewed via a tooltip for each expense by simply hovering
- **Multi-day expenses:** Expenses that span multiple dates, such as accommodation and per diems, are displayed across their entire duration from start to end date in the form of banners.
- **Trip display:** Trips are displayed either spanning multiple days or as single day events. The former appears as a banner spanning from the start to the end date and the latter as a single day event which is sorted in the list based on the date and time along with an icon displayed next to the specific date inside the calendar to indicate there is a single day trip among the other events of the date.
- **Intuitive drag & drop functionalities:**
 - **Date flexibility:** Users can simply drag and drop expenses between calendar dates to adjust their dates or correct misallocated items
 - **Receipt processing:** They can also drop receipts onto the calendar to quickly create new expenses

Enhanced Per Diem management

For the configurations that require per diem, these types of expenses are now supported by the new expense report view and have been redesigned to bring a more user-friendly experience to per diem users.

- **Create and edit per diems:** Users can now generate or modify per diem expenses directly within the new interface
- **Decluttered visual design:** The display has been decluttered and simplified only showing essential data.
- **Quick status recognition:** Visual icons have been added to instantly show which per diem categories are claimed versus those which are unclaimed for each day.

Back to the expense reports list

June 2025

New report page

More

Submit

You can not submit the report. There are 5 issues blocking the submission.

Expense report ID
#142460

Total amount
585.60 EUR

Status
Draft

Expense type

Location

ListCalendarAdd expense

	Expense type	Location	Date	Amount	Receipt	Status
	1	Per Diem DE	12/05/2025 17:00 → 15/05/2025 17:00	585.60 EUR		The field Project is empty or invalid
1.1	Per Diem DE	Paris	12/05/2025	198.00 EUR		The field Project is empty or invalid
1.2	Per Diem DE	Paris	13/05/2025	193.80 EUR		The field Project is empty or invalid
1.3	Per Diem DE	Paris	14/05/2025	193.80 EUR		The field Project is empty or invalid
1.4	Per Diem DE	Paris	15/05/2025	0.00 EUR		The field Project is empty or invalid

Display of Expense Anomalies

- A banner will be displayed at the top of the page when there are blocking issues:
 - When blocking issues are detected inside an expense report, a new red banner will be displayed at the top of the page to inform users that they cannot submit the report until the issues are fixed
- The displayed issues inside the expenses list, in the “Issues” column, have also been improved to provide more clarity and reduce confusion
 - The incomplete/complete tags have been removed on the desktop view and replaced simply by the label of the identified issue
 - If more than one issue, the following label is displayed “Several anomalies in the expense”
 - These changes apply to the pending expenses list as well

[Back to homepage](#)

Expense report test

More

Submit

Expense report ID

177457

Amount reported

734,00 €

Amount reimbursable

700,00 €

Status

☐ Draft

Expense type

Location

+ Add expense

<input type="checkbox"/>	Expense type	Split	Location	Date	Amount	Receipt	Issues
<input type="checkbox"/>	Hotel Credit card		City	11/01/2025	348.00 EUR		Missing receipt
<input type="checkbox"/>	Lunch		City	12/01/2025	38.00 EUR		VAT amount to review
<input type="checkbox"/>	Hotel		City	01/02/2025	348.00 EUR		Several anomalies

[ACCOUNTING] UPGRADE OF ACCOUNTANT SEARCH PAGE

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

SYNOPSIS

Neo has upgraded the **Accountant** search page to deliver a more streamlined and efficient search experience. The new page features a modernized design, simplified search criteria, and a cleaner, more intuitive user interface.

This global search functionality enhances the day-to-day work of accountants by making it easier to locate and review expense reports directly within Neo.

Neo

HOME

APPROVAL 33

FINANCE

TRAVEL

EXPENSE

?

1

Mr British Accountantt

▼

Accounting management

Type expense report ID

Open report

Expense reports

Export

Search

All report statuses

Draft

Submitted

Ready for export

Pending export

Cleared for payment

Start date

End date

Search reports

Accounting management

Type expense report ID

Open report

Expense reports

Export

Search

All report statuses

Draft

Pending approval

Ready for export

Pending export

Cleared for payment


Start date 24/06/2022

End date 24/06/2025

Employee

Search reports

The maximum period is 3 years



Start a new search

Fill in the search criteria to view the reports

Accounting management

Expense reports Export Search

All report statuses Draft Pending approval Ready for export Pending export Cleared for payment

Start date 24/06/2022

The maximum period is 3 years

End date 24/06/2025

Employee Gall

Search reports

Brian Gallagher - Entity ABC - 123456
bg@abc.com

James Gallagher - Entity ABC - 543678
jg@abc.com

John Gallagher - Entity ABC - 398658
johng@abc.com

Accounting management

Type expense report ID Open report

Expense reports Export Search

All report statuses Draft Pending approval Ready for export Pending export Cleared for payment Clear filters

Start date 24/06/2022

The maximum period is 3 years

End date 24/06/2025

Employee Brian Gallagher

Search reports

Approval status

Expense report ID	Employee	Modification date	Policy	Amount	Approval status	Expense report status
193047 May 2025 test reject lines	Brian Gallagher Entity ABC	26/05/2025	OUT OF POLICY	17.68 GBP 176.83 GBP	Requested	Submitted
174424 May 2018 (9)	Brian Gallagher Entity ABC	26/05/2025	IN POLICY	345.00 GBP	Approved	Submitted
181976 September 2022 (4)	Brian Gallagher Entity ABC	20/05/2025	IN POLICY	196.27 GBP	Requested	Submitted
188939 Test arranger 2	Brian Gallagher Entity ABC	30/04/2025	IN POLICY	176.83 GBP	Requested	Submitted
185577 November 2023	Brian Gallagher Entity ABC	07/04/2025	OUT OF POLICY	15.00 GBP 100.00 GBP	Approved	Submitted
191602 New York trip	Brian Gallagher Entity ABC	31/03/2025	OUT OF POLICY	40.29 GBP 66.62 GBP	Requested	Submitted
185175 September 2023 (2)	Brian Gallagher Entity ABC	19/03/2025	OUT OF POLICY	0.00 GBP 16.10 GBP	Requested	Submitted

SCOPE

This feature is specifically for accounting.

[EXPENSE] SUPPORT FOR DELETED CARDS IN LATE IMPORT FILES

MADE FOR...?	Accountant Approver
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

Users sometimes upload import files to Neo several months after the transactions occurred. In some cases, the cards used for these transactions may have since expired or been deleted from Neo or the Admin Suite. As a result, these cards no longer appear under the **Payment Method** field when editing an expense line, making it difficult for users to identify the original payment method.

With this release, Neo now displays available information for deleted cards stored in our database. This allows older import files to display any associated deleted cards in the Payment Method field of the expense line.

. This provides better traceability and context for historical credit card transactions.

Expense line

Project Code Ref

New Accounting key

Charge more accounts

Reset

Known

Payment method EXPIRED

American Express - 3708*****7790

Vendor

Spiderpouet

Comments

New comment (2000 characters left)

No receipt

Add my receipt

You can drag and drop your receipt here

☐ VAT on Receipt

Save expense

[EXPENSE] ENHANCED LOCATION GRANULARITY FOR MASTERCARD TRANSACTION IMPORTS

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

SYNOPSIS

Neo now extracts city-level detail from Mastercard transaction files, offering clients more precise insights than the previous country-only data.

City detection

Each imported Mastercard transaction now includes the city where the purchase occurred, providing clients with clearer context in reports and analytics.

State detection for U.S. transactions

As many U.S. cities share the same name, Neo also captures the state field to provide accurate identification of each city.

These enhancements are applied automatically, enabling clients to benefit from richer location data in all newly imported Mastercard files.

REMINDER OF UPDATES FOR SERVICE PACK 1 NEO 25.2

[MULTI-VAT SPLIT AMOUNT] CONTROL ON TOTAL GROSS AMOUNT TO MATCH REPORTED AMOUNT

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

SYNOPSIS

To strengthen data integrity and prevent VAT reporting errors, a new control has been introduced for expenses using the multi-VAT split amount computation mode where multiple VAT rates apply to different portions of an expense.

Previously, this control was only enforced for travelers. Now, accountants will also be prevented from validating an expense if the total gross amount does not match the reported expense amount. In such cases, the accountant must either correct the VAT entries or reject the expense entirely.

This enhancement offers greater accuracy in VAT handling and improves the overall financial reporting process.

NOTE: This control does not impact expenses using single VAT or multi-VAT with the same base computation modes.

SCOPE

Multi-VAT split amount computation mode.

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Neo

PLATFORM

[USER PROFILE] NEW SECTION FOR TRAVEL DOCUMENT INFORMATION

MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	Yes – Manual activation required
VALIDATION BY AGENCY REQUIRED?	Yes

SYNOPSIS

A new section on the user profile screen provides a modern, accessible interface for managing travel documents.

The **Passports** section on the Neo user profile screen has been replaced by a new section called **Travel documents**

Profile

- Profile hub
- Personal information
- General
- Preferences
- Payment cards
- Travel documents**
- Loyalty & subscriptions
- Bank accounts
- Vehicles
- Delegation
- Mobile devices
- Change my password

View change history

Passports & visas

+ Add a passport

My French passport 123456789

France

Valid until 15 May 2032

JAPAN VISA 456456456

Valid until 18 Feb 2026

USA VISA 987654321

Expired on 05 Apr 2025

My UK passport 456431597

United Kingdom

Expired on 01 Jun 2025

INDIA VISA 78432124

Expired on 02 Apr 2023

If the section is set as editable for their company, users can add new passports, associate travel visas to them, and edit or delete existing ones.

Add passport ✕

* required fields

Passport holder*
John DOE


Passport holder name corresponds to name information from the Personal Information page

Passport nickname*


This is how your passport will be listed in Neo

Passport number*

Nationality* ▼

 Expiration date*

ISSUING INFORMATION


 Issued date*

Issuing place*

Issuing country* ▼

Cancel Add passport

Associating new visas to passports, as well as editing or deleting passports and visas can be done through the actions menu available for each item:

 **My French passport** 123456789
France


JAPAN VISA 456456456


USA VISA 987654321

Valid until 15 May 2032

+

 Add visa to passport

 Edit passport


 Delete passport


JAPAN VISA 456456456

USA VISA 987654321

Valid until 18 Feb 2026

Expired

 Edit visa

 Delete visa

JAPAN VISA 456456456

USA VISA 987654321

INDI

Are you sure you want to delete this passport?

Deleting this passport will remove it from your account, alongside any visa it might contain, and you will no longer be able to use it.

Cancel

Delete passport

NOTE: Driver's license, national ID, as well as TSA information for U.S. DHS Trusted Traveler Programs (Known Traveler Number) and Traveler Redress Inquiry Program (Redress Number), will be added in an upcoming release to this new profile section. For now, they remain available in the Neo profile's **General** section for customers who already use them.

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[ADMIN SUITE] NEW FIELDS TO MANAGE AND VIEW TRAVEL DOCUMENT DISPLAY IN USER PROFILE UI

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

SYNOPSIS

New fields in Admin Suite will give administrators greater control over which sections of Neo are visible or editable by end-users.

Administrators with access to **Company setup | Field Display** will see a new field in **New Profile Screen - Other Sections** panel to control the display of the new **Travel documents** section on user profile screen:

Setting it to **Read-only** prevents travelers and arrangers from creating, updating, or deleting passports and travel visas for that company, while still allowing these to be viewed, if available.

Profile

View change history

- Profile hub
- Personal information
- General
- Preferences
- Payment cards
- Travel documents**
- Loyalty & subscriptions
- Bank accounts
- Vehicles
- Delegation
- Mobile devices
- Change my password

Passports & visas

My French passport 123456789

France

Valid until 15/05/2032

JAPAN VISA 456456456

Valid until 18/02/2026

USA VISA 987654321

Expired on 05/04/2025

My UK passport 456431597

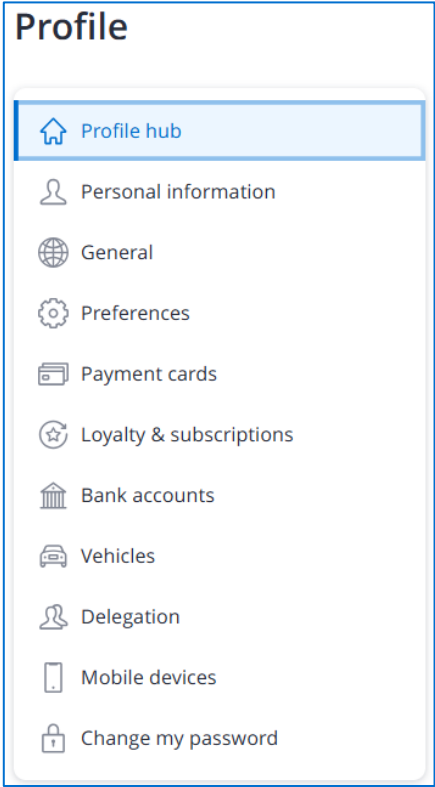
United Kingdom

Expired on 01/06/2025

INDIA VISA 78432124

Expired on 02/04/2023

Setting it to *Hidden* will remove the **Travel documents** section from the user profile page menu:



NOTE: For customers whose profile data, including travel documents, is synchronized from specific external applications, the **Loyalty & subscriptions** section is automatically set to read-only in the user profile UI. This setting is also reflected in the Admin Suite panel.

Payment cards section	
Payment cards display	Read-only Based on Selected Profile Application for this Company
Loyalty and subscription cards section	
Loyalty cards display	Read-only Based on Selected Profile Application for this Company
Travel documents section	
Passports and visas display	Read-only Based on Selected Profile Application for this Company
? National ID (coming soon)	Hidden Based on Selected Profile Application for this Company
? Driver's license (coming soon)	Read-only Based on Selected Profile Application for this Company
? Known traveler number (coming soon)	Read-only Based on Selected Profile Application for this Company
? Redress number (coming soon)	Read-only Based on Selected Profile Application for this Company

[USER PROFILE] MODERNISED LOYALTY & SUBSCRIPTION CARD MANAGEMENT IN USER PROFILE

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

SYNOPSIS

To deliver a more modern and accessible experience, aligned with our web accessibility standards, we've revamped the way users manage their loyalty and subscription cards in the Neo user profile.

The previous **Loyalty programs** section has been replaced with a new, streamlined **Loyalty & subscriptions** section.

Profile

Profile hub

Personal information

General

Preferences

Payment cards

Travel documents

Loyalty programs

Bank accounts

Passports

Vehicles

Delegation

Mobile devices

Change my password

View change history

Loyalty & subscriptions

+ Add a new card

AIR FRANCE

Carte d'abonnement

456455XX1234

Valid from 15 May 2025 to 14 May 2026

AIR FRANCE

Flying Blue

1234567890

AVIS RENT-A-CAR

Avis Preferred

4651321FDF215

SNCF

PASS MENSUEL / HEBDO LGV Première

9876543210

Valid starting 1 Jul 2025

ITINERARY Paris Gare De Lyon ↔ Lyon Part Dieu

TRAVELODGE

Travelodge

46132154456

SNCF

Résa Forfait 1.5€ première

4564631232415646

Expired on 8 Apr 2023

ITINERARY France ↔ France

If this section is editable for their company, users can:

- Add new cards
- Edit or delete existing cards via the actions menu available for each card

Adding a card is now a simplified two-step process:

1. Select the card type,
2. Fill in the card details.

Add a new card

1 Select your Card Type >

2 Fill in card information

* required fields

Air

✓ Train

Hotel

Car

Supplier*
SNCF

Card type*

Nouveau Résa Forfait Première Ligne classique
Subscription Card

Nouveau Résa Forfait Seconde Ligne classique
Subscription Card

PASS MENSUEL / HEBDO LGV Première
Subscription Card

PASS MENSUEL / HEBDO LGV Seconde
Subscription Card

Add a new card



✓ Select your Card Type > 2 Fill in card information

* required fields



SNCF

PASS MENSUEL / HEBDO LGV Première

Card number *

Valid from *

Valid until *

☐ Valid in all of France


From *

To *

Cancel

Add card

The update and deletion of existing cards is available through the actions menu available for each card:



SNCF

Résa Forfait 1.5€ première

4564631232415646


Expires

Edit card

Delete card

ITINERARY France ↔ France

Edit Card



SNCF

Résa Forfait 1.5€ première

Card number *

4564631232415646

Valid from *

09/04/2022

Valid until *

08/04/2023

☒ Valid in all of France

Cancel

Save

Are you sure you want to delete this card?

Deleting this card will remove it from your account and you will no longer be able to use it for discounts or rewards.

Cancel

Delete card

SCOPE

This feature is applicable to all Neo users for which this section has not been hidden for their company.

[ADMIN SUITE] NEW FIELD TO CONTROL VISIBILITY OF LOYALTY & SUBSCRIPTION SECTIONS IN USER PROFILES

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

To give customers greater control over which sections of Neo are visible or editable by end-users, a new configuration option has been added.

Administrators with access to **Company setup | Field Display** will see a new field in **New Profile Screen - Other Sections** panel to control the display of the new **Loyalty & subscriptions** section in user profile screen:

The screenshot displays the Neo Admin Suite interface. On the left is a sidebar with a tree view under 'Field Display' containing items like 'New Profile Screen - Personal Information', 'New Profile Screen - Other Sections' (highlighted in red), 'Profile Screen - General', 'Profile Screen - Preferences', 'Traveler Screen', 'Approver Screen', 'Offline Request Header', 'Offline Request Traveler Screen', and 'Company Data'. The main content area is titled 'New Profile Screen - Other Sections: ACME Inc.' and includes a 'Settings are not inherited (Change)' link and an 'Apply Modifications' button. Below this, there are three sections: 'Payment cards section' with a 'Payment cards display' button and a 'Read-only' dropdown; 'Loyalty and subscription cards section' with a 'Loyalty cards display' button and an 'Editable' dropdown (which is open, showing 'Editable', 'Read-only', and 'Hidden' options); and 'Travel documents section' with a 'Passports and visas' button and an 'Editable' dropdown.

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.

Profile

View change history

Profile hub

Personal information

General

Preferences

Payment cards

Travel documents

Loyalty & subscriptions

Bank accounts

Vehicles

Delegation

Mobile devices

Change my password

Loyalty & subscriptions

AIR FRANCE

Flying Blue

378282246310005

AMERICAN AIRLINES

AAdvantage

4111111111111111

HERTZ

Hertz Gold Plus

6541324

MARRIOTT BRANDS

Marriott Rewards

731521

SNCF

PASS MENSUEL / HEBDO LGV Seconde

12345678

Valid from May 30, 2025 to May 30, 2026

SNCF

Setting it to **Hidden** will remove the **Loyalty & subscriptions** section from the user profile page menu:

Profile

Profile hub

Personal information

General

Preferences

Payment cards

Travel documents

Bank accounts

Vehicles

Delegation

Mobile devices

Change my password

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NOTE: For customers whose profile data, including loyalty and subscription cards, is synchronized from specific external applications, the **Loyalty & subscriptions** section is automatically set to read-only in the user profile UI. This setting is also reflected in the Admin Suite panel.

New Profile Screen - Other Sections: ACME Inc.

?

Payment cards section

Payment cards display

Read-only Based on Selected Profile Application for this Company

Loyalty and subscription cards section

Loyalty cards display

Read-only Based on Selected Profile Application for this Company

[USER PROFILE] EXPANDED CHANGE HISTORY TRACKING FOR NEW PROFILE SECTIONS

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

SYNOPSIS

As part of the ongoing modernization of the Neo user profile, we’ve extended the scope of the **Change History** to include newly updated sections. This offers greater transparency and auditability across all key profile updates.

From this release onward, the change history will capture modifications made to:

- **Passports and travel visas**
- **Loyalty & subscription cards**

[< Back to profile](#)

Change history

Last updated on 11 June 2025 at 17:14 Europe, Paris

Not all profile data changes are covered by the current version. The scope will be extended in future releases. Changes are kept for 1 year.

Update	Changes	
<div><div></div><div>Modified by yourself</div><div>11 June 2025 at 17:14 Europe, Paris</div></div>	loyaltyCard[f9906abe-a3bd-4314-0a93-1db373a909e4].number + 3 OTHER FIELDS	<div></div>
<div><div></div><div>Modified by yourself</div><div>11 June 2025 at 17:13 Europe, Paris</div></div>	visa[feca68bc-d1c7-4d1e-f370-2cae1c9c819f].issueDate	<div></div>
<div><div></div><div>Modified by yourself</div><div>11 June 2025 at 11:51 Europe, Paris</div></div>	passport[0b02ae38-b39a-4066-e7e5-7b495440e4aa].expirationDate + 8 OTHER FIELDS	<div></div>

View all changes

SCOPE

The change history will record the creation, update, or deletion of these items when performed by:

- The users themselves
- Their authorized arrangers in Neo
- Synchronization using Neo Profile API

NOTE: Changes made with file-based integrations will not be recorded in the change history.

[USER PROFILE] IMPROVED VISIBILITY FOR PASSWORD CHANGE OPTION

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

SYNOPSIS

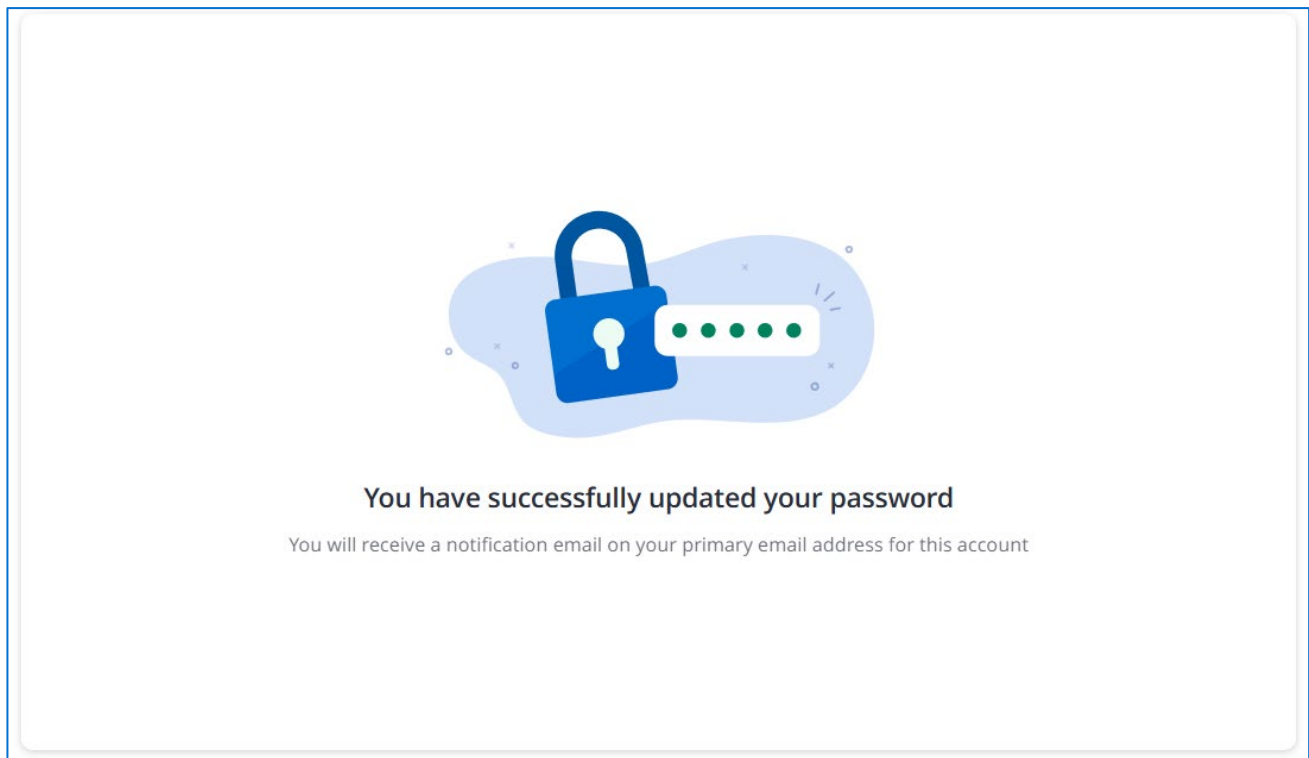
Users will find it easier to locate the option to update their password.

A new **Change my password** menu item will now be displayed in the profile page menu for eligible users. This allows users to directly access the password change form without needing to scroll through the General section of the profile page:

The screenshot shows the 'Profile' page of the Neo system. On the left is a sidebar menu with the following items: Profile hub, Personal information, General, Preferences, Payment cards, Loyalty programs, Passports, Delegation, Mobile devices, and 'Change my password'. The 'Change my password' item is highlighted with a red rectangular box. The main content area is titled 'Change password' and contains a text input field for the new password, followed by three password requirements: 'The new password must contain at least 10 characters including one lowercase letter, one uppercase letter, one digit, one special symbol (ex: !@#\$%^&*()_+#@?/\|)', '* Old Password:', '* Type the new password:', and '* Retype the new password:'. Each requirement has a corresponding text input field. At the bottom right of the form are 'OK' and 'Cancel' buttons. A 'View change history' link with a clock icon is located in the top right corner of the profile page.

Previously, users had to navigate to the General section of their profile and click the **Change password** button to update their credentials. With this update, the password change option is now more visible and accessible.

Additionally, once a password is successfully changed, users will receive an on-screen confirmation and will also be informed that a notification email confirming the change has been sent for added security:



SCOPE

This feature is for users who can currently access the **Change password** button in the profile screen's *General* section.

OUT OF SCOPE

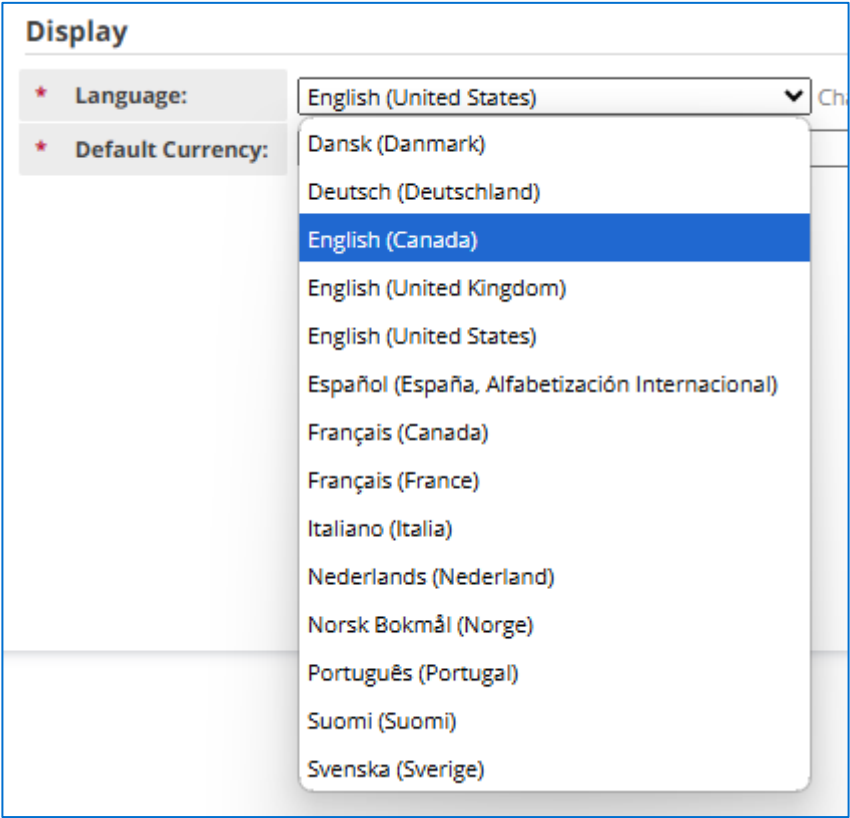
Users who cannot see it today, because the password field is not set editable for their company, or arrangers working on a different Neo profile than their own, will not see the new item in the profile menu.

[PLATFORM] SUPPORT FOR CANADIAN ENGLISH IN NEO

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

SYNOPSIS

To improve the user experience for English speakers in Canada, both users and companies can now select English (Canada) as their preferred language.



When selected, the user interface across all end-user Neo screens will reflect this language setting.

Additionally, most translation-enabled settings in the Admin Suite now support configuring content specifically in Canadian English.

SCOPE

Canadian English is only available for the Neo end-user application.

The Admin Suite user interface remains available only in US English and French.

[PROFILE API] LIMIT TO ALPHANUMERIC CHARACTERS ONLY FOR LOYALTY AND SUBSCRIPTION CARD NUMBERS, TRAVEL DOCUMENT NUMBERS

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

SYNOPSIS

Using non-alphanumeric characters, including spaces, dashes, or other special symbols, can cause errors when these numbers are transmitted to other systems. This may result in failed bookings, missed mileage accruals, incorrect subscription rate applications, or travel document IDs not being correctly linked to the passenger record.

To avoid this, Neo will now restrict the following fields to letters (without diacritics) and digits only for any new profile change:

- Loyalty and subscription cards number
- Passport number
- Travel visa number
- Driver's license number
- Known traveler number
- Redress number

SCOPE

This change applies to all user profile modifications made in Neo, whether by travelers or arrangers, or through data integrations using the Neo Profile API or file-based data uploads.