AMEX GBT

Neo

Release Notes Neo 25.3

19 July 2025

TABLE OF CONTENTS

AMEX GBT
Neo

AMEX GBT
Neo

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

AMEX GBT
Neo
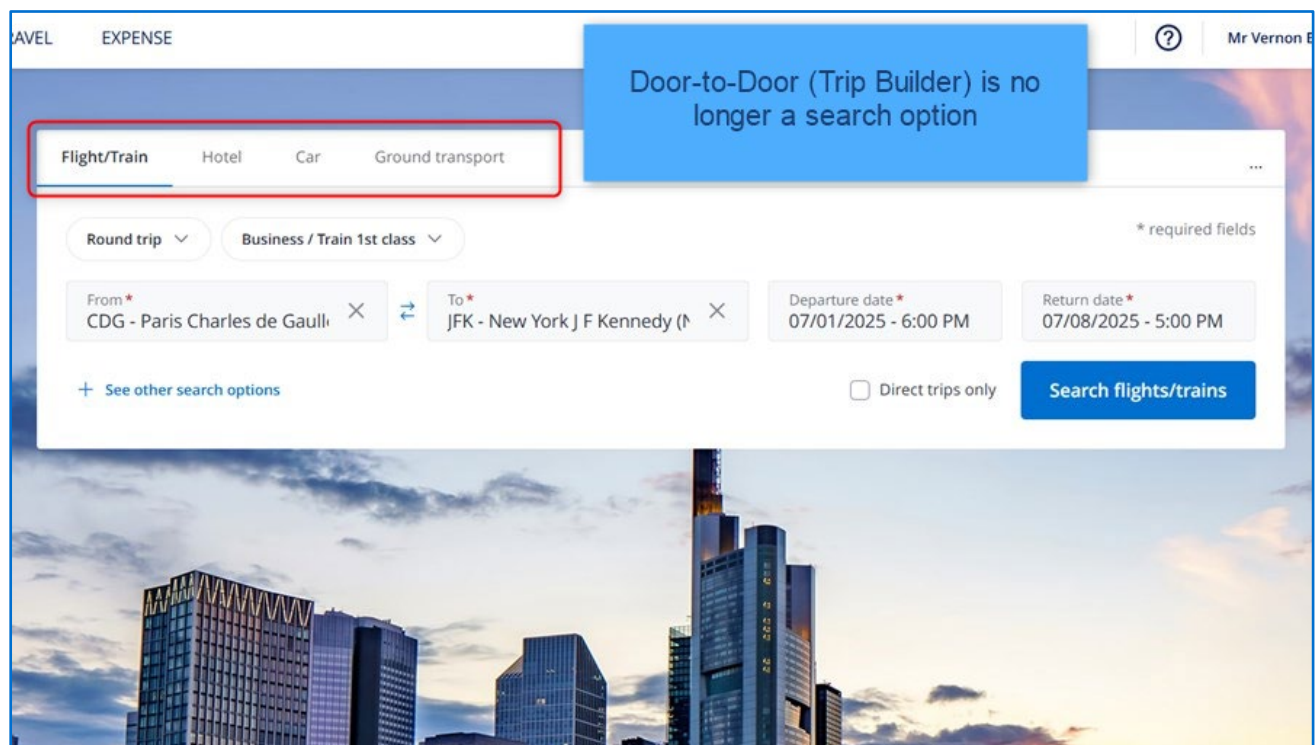
What's next?

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.

AMEX GBT
Neo

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

AMEX GBT
Neo

[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)

AMEX GBT
Neo

[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.
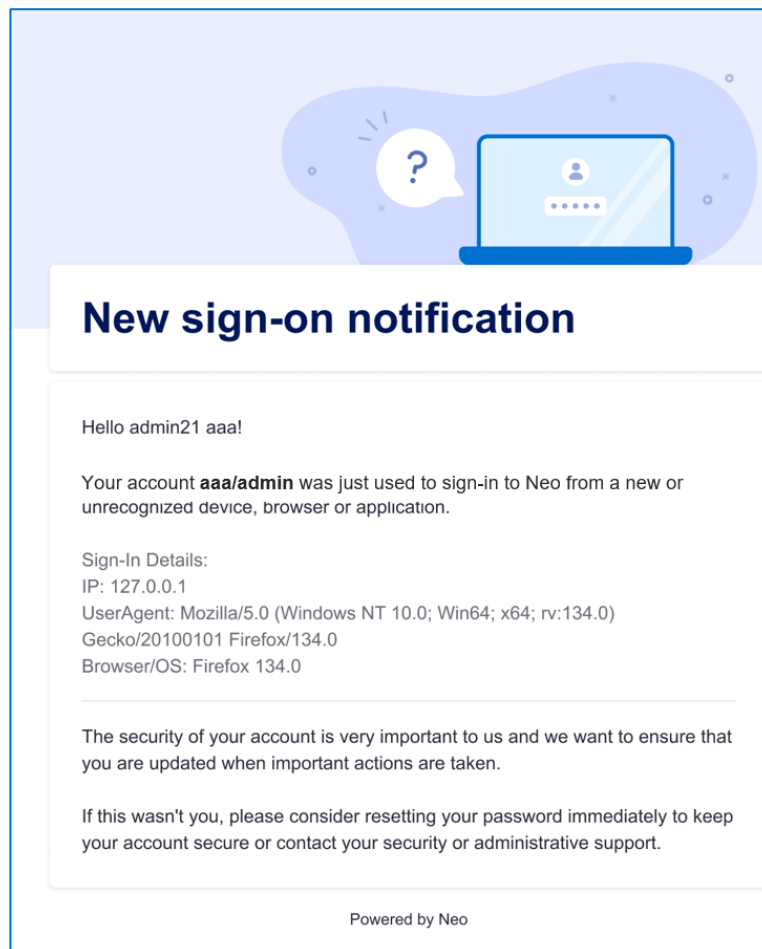
AMEX GBT
Neo

[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:

New sign-on notification

Hello admin21 aaa!

Your account **aaa/admin** was just used to sign-in to Neo from a new or unrecognized device, browser or application.

Sign-In Details:
IP: 127.0.0.1
UserAgent: Mozilla/5.0 (Windows NT 10.0; Win64; x64; rv:134.0)
Gecko/20100101 Firefox/134.0
Browser/OS: Firefox 134.0

The security of your account is very important to us and we want to ensure that you are updated when important actions are taken.

If this wasn't you, please consider resetting your password immediately to keep your account secure or contact your security or administrative support.

Powered by Neo

AMEX GBT

Neo

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)

AMEX GBT
Neo

[TRIP SUMMARY] DYNAMICAMLY 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.

SCOPE

This feature is for the new checkout screens for:

- Ground transport
- Hotel
- Transport

AMEX GBT
Neo

[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.

SCOPE

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

AMEX GBT
Neo

[OFFLINE FEATURES] NEW ENHANCEMENTS

MADE FOR...?	Traveler | Arranger | Travel Manager | Amex GBT | Neo Admin
ACTIVATION REQUIRED?	Yes - by NTG Admin
ADMIN SUITE NODES	• **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:**

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

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

AMEX GBT
Neo

[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)
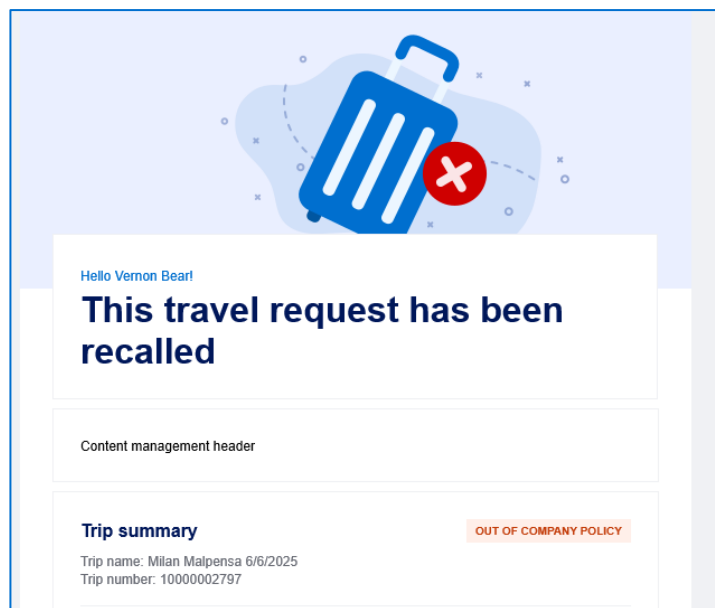

RECALL POP-UP

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).

Hello Vernon Bear!

This travel request has been recalled

Content management header

Trip summary
Trip name: Milan Malpensa 6/6/2025
Trip number: 10000002797

OUT OF COMPANY POLICY

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.

AMEX GBT
Neo

[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

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.

Neo

[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

AMEX GBT

Neo

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

AMEX GBT
Neo

[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

AFTER

AMEX GBT

Neo

[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)

AMEX GBT
Neo

[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

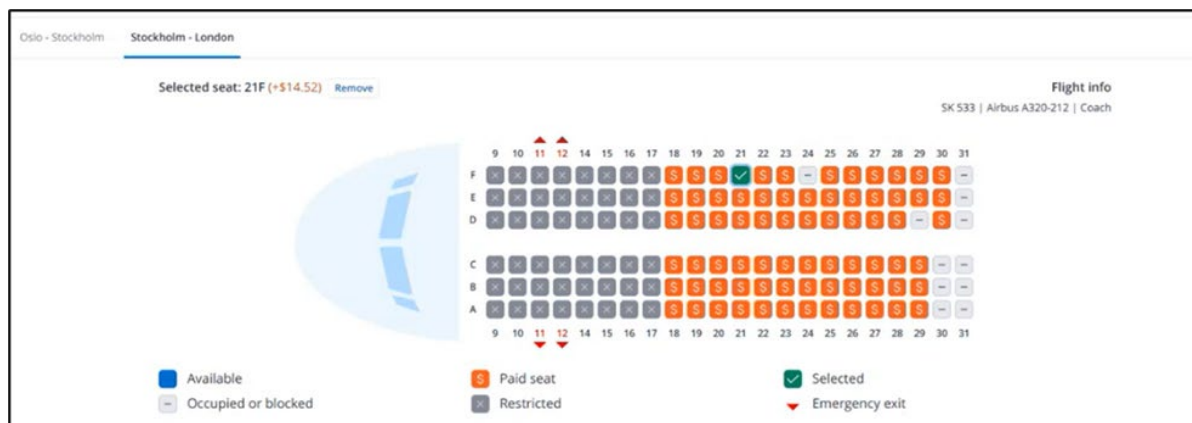> **Pending GBT end-to-end testing. Not yet available in the GBT system.**

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.

CONFIGURATION

Seat Reservation can be added under the Admin Suite node **Travel | Air Rail |Special Services**

- Select **Seat Reservation** or **All**

> **NOTE:** When the seat is booked, an EMD (Electronic Miscellaneous Document) will be issued by the travel agency to collect fees for the additional service.

SCOPE

This feature is specifically for Galileo.

AMEX GBT
Neo

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:

Delta Main Basic	Delta Main	Delta Comfort	Delta Main Refundable	Delta Comfort Refundable
Coach	Coach	Coach	Coach	Coach
$166.21 IN POLICY [Select]	$234.79 IN POLICY [Select]	$293.61 OUT OF POLICY [Select]	$322.02 OUT OF POLICY [Select]	$439.63 OUT OF POLICY [Select]

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

AMEX GBT
Neo

[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.

> 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

AMEX GBT
Neo

[EXPENSE REPORTS] IMPROVED HANDLING OF REJECTED EXPENSE LINES

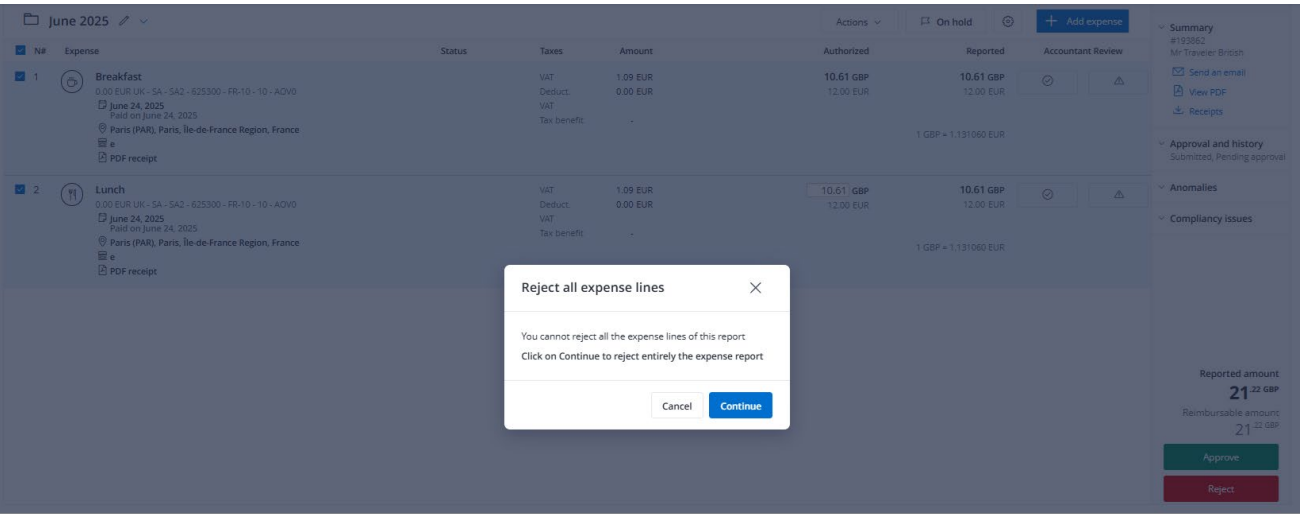| MADE FOR...?	Traveler | Accountant
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

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:

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:

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

[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.

Neo

AMEX GBT

[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 later 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

AMEX GBT
Neo

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.

AMEX GBT
Neo

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

AMEX GBT
Neo

[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.

SCOPE

This feature is specifically for accounting.

AMEX GBT
Neo

[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 RE

🔍

New Accounting key

🔍

Charge more accounts   Reset

No receipt

Known

Payment method EXPIRED

American Express - 3708*******7790

Vendor

Spiderpouet

Comments

New comment (2000 characters left)

Add my receipt

You can drag and drop your receipt here

☐ VAT on Receipt

Save expense

Neo

[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.

[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.

AMEX GBT
Neo

PLATFORM

AMEX GBT
Neo

[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**

Neo

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**

AMEX GBT
Neo

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
Valid until 15 May 2032

+ Add visa to passport
✏ Edit passport
🗑 Delete passport

JAPAN VISA 456456456
USA VISA 987654321

JAPAN VISA 456456456
Valid until 18 Feb 2026

USA VISA 987654321
Expired

✏ Edit visa
🗑 Delete visa

JAPAN VISA 456456456

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.

Neo

[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.

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

Profile

🏠	Profile hub
👤	Personal information
🌐	General
⚙️	Preferences
💳	Payment cards
⭐	Loyalty & subscriptions
🏛️	Bank accounts
🚗	Vehicles
👥	Delegation
📱	Mobile devices
🔒	Change my password
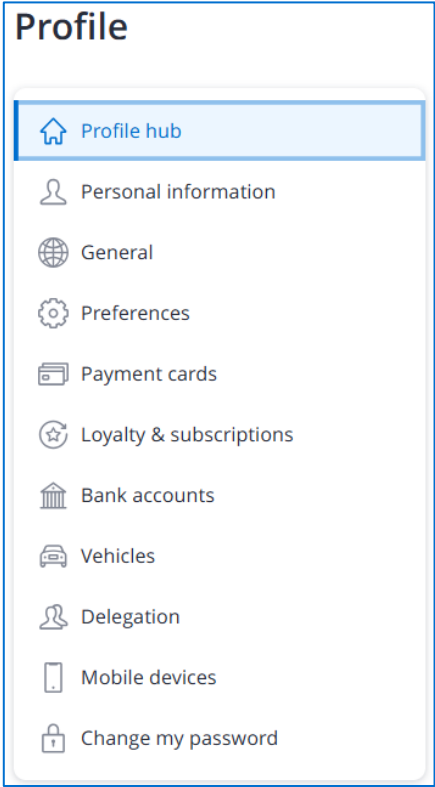
NOTE: For customers whose profile data, including travel documents, is synchronized from specific external applications, the **Loyalty & subscriptions** section is automatically set to read-only in the user profile UI. This setting is also reflected in the Admin Suite panel.

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

AMEX GBT
Neo

[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.

AMEX GBT
Neo

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.

AMEX GBT
Neo

Add a new card ✕

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:

SCOPE

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

AMEX GBT
Neo

[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:

AMEX GBT
Neo

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 **Loyalty & subscriptions** section from the user profile page menu:

AMEX GBT
Neo

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

AMEX GBT
Neo

[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

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

View all changes

AMEX GBT
Neo

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.

AMEX GBT
Neo

[USER PROFILE] IMPROVED VISIBILITY FOR PASSWORD CHANGE OPTION

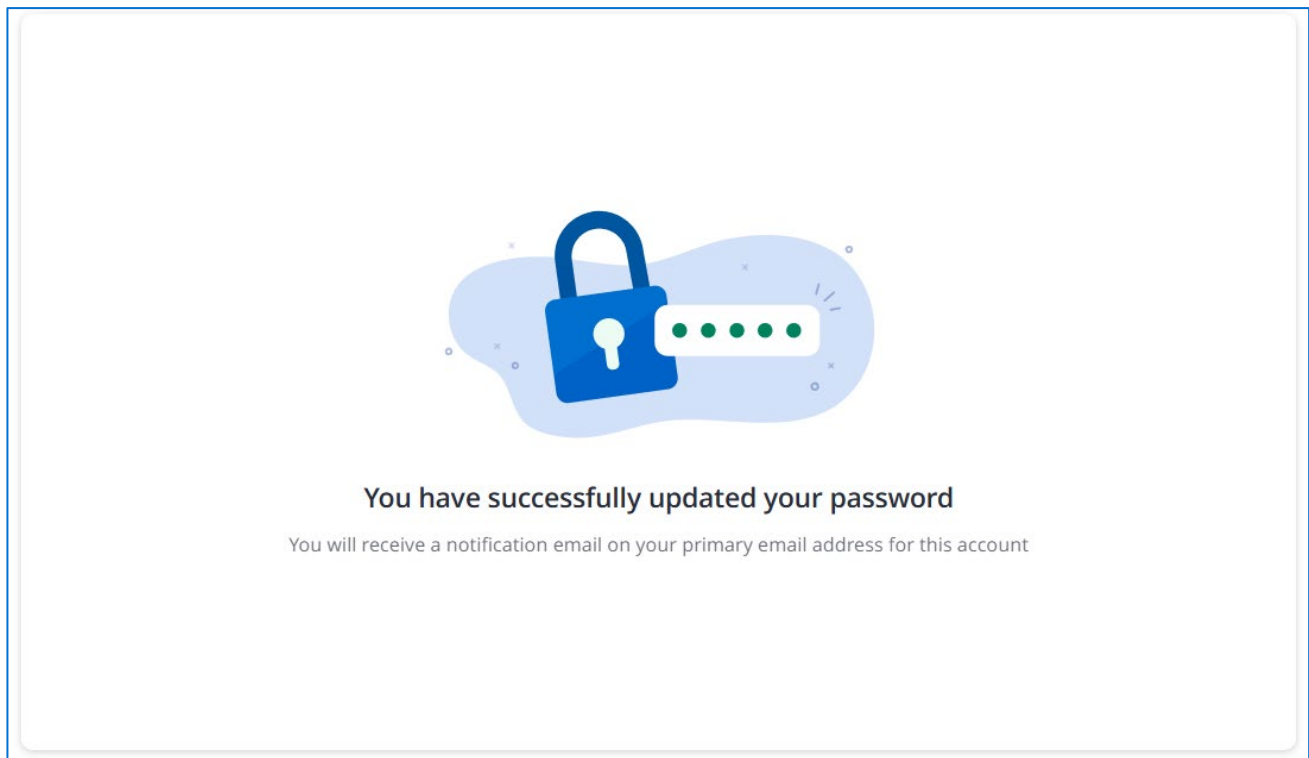| MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

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:

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:

You have successfully updated your password

You will receive a notification email on your primary email address for this account

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.

AMEX GBT

Neo

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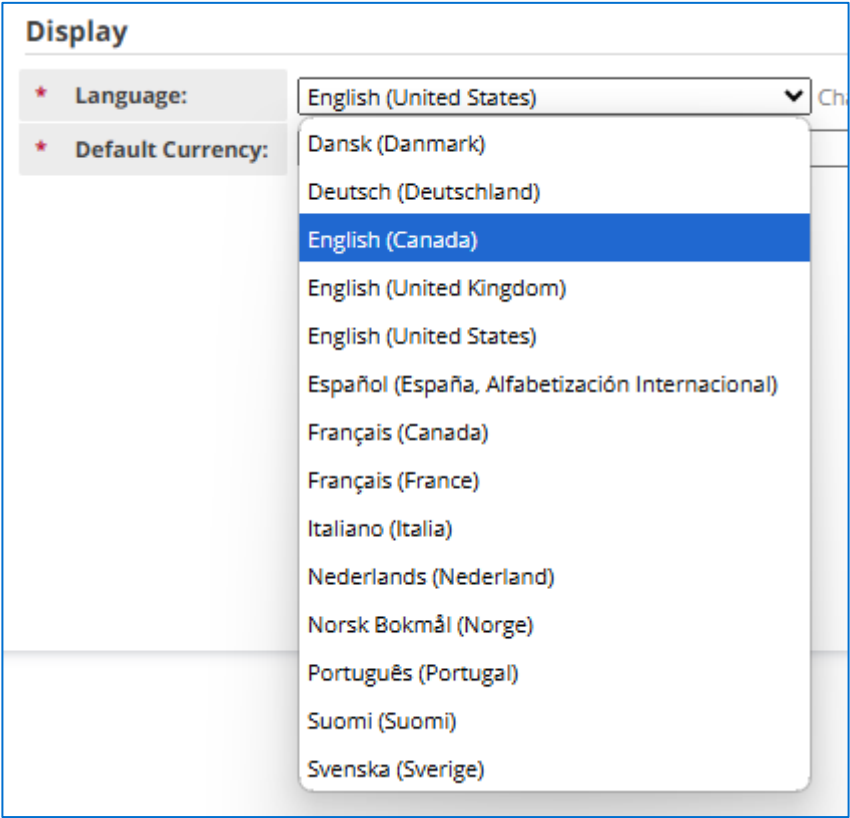
When selected, the user interface across all end-user Neo screens will reflect this language setting.

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.

AMEX GBT
Neo

[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.