

AMEX GBT

Neo

# Neo Product Update Service Pack 25.4

14 October 2025

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## ADVANCE NOTICE

### [NEO EMAILS] REMOVAL OF ADDRESS CUSTOMIZATION OPTION IN THE EMAIL FROM HEADER

<b>MADE FOR...?</b>	Arranger   Neo Admin   Approver   Expense Manager   GBT
<b>ACTIVATION REQUIRED?</b>	No
<b>VALIDATION BY AGENCY REQUIRED</b>	No
<b>INFORMATION TO CLIENT I.T. DEPARTMENT</b>	Yes - Required

### SYNOPSIS

The removal of address customization in the email **From** header, originally planned for release 25.5, has been postponed to 26.1.

Additional details about the default email address will be provided in the 25.5 release.

General Settings	
Code	1108732
Neo GUID	d9ce53d2-131c-4450-17eb-64c76a141280 Global Unique Identifier
Company Name	ACME Inc.
Instance	corporate
IATA Number	
Email From (name only)	ACME Travel
Email Reply To	
Company ID	

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NEO TRAVEL

## [TRANSPORT] IMPROVED FARE SELECTION EXPERIENCE

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

### SYNOPSIS

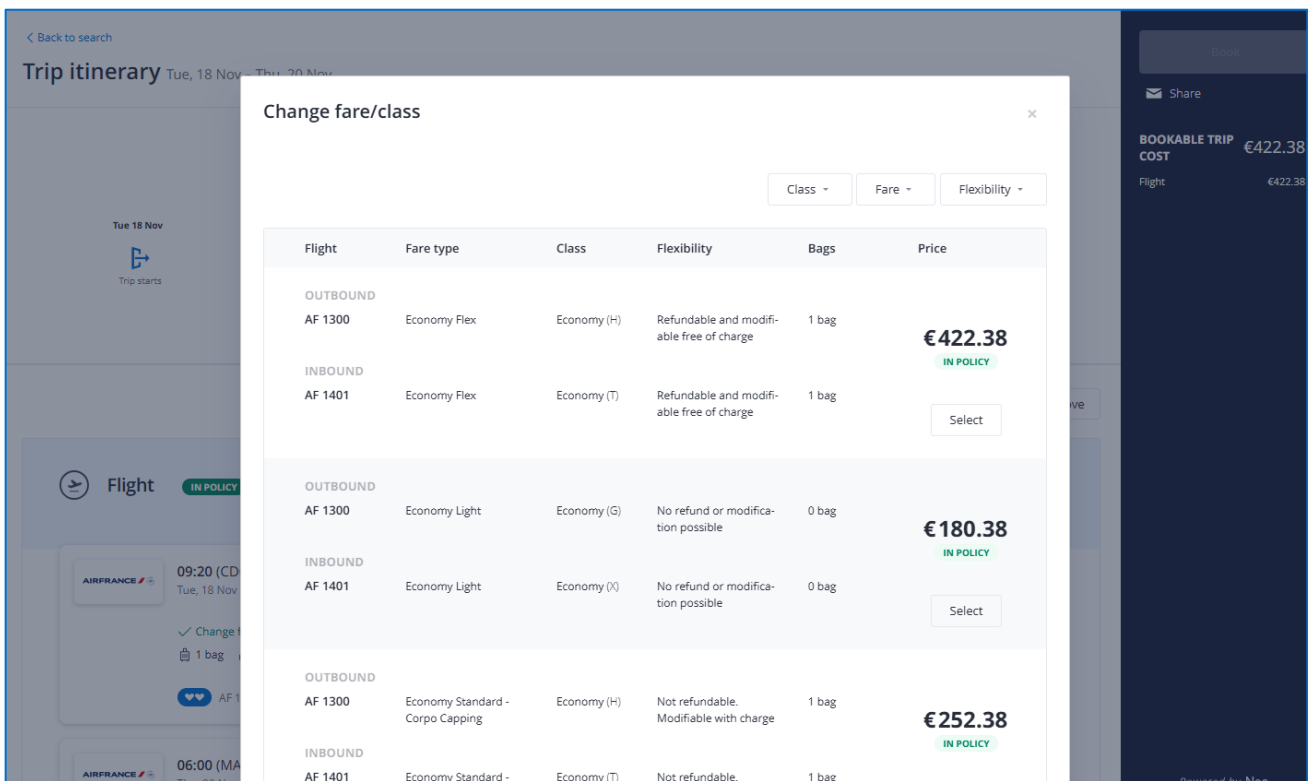
As previously announced in the last Neo release, the legacy “Change fare/class” pop-up is being phased out.

To prepare users for this transition, a new informative pop-up has been introduced when clicking the **Change fare/class** link on the **Transport Results** page. This pop-up guides users to the modernized **Consolidated Fares selection** page, designed to offer a clearer and more intuitive fare selection experience.

This enhancement has now been extended to the **Trip Overview** page.

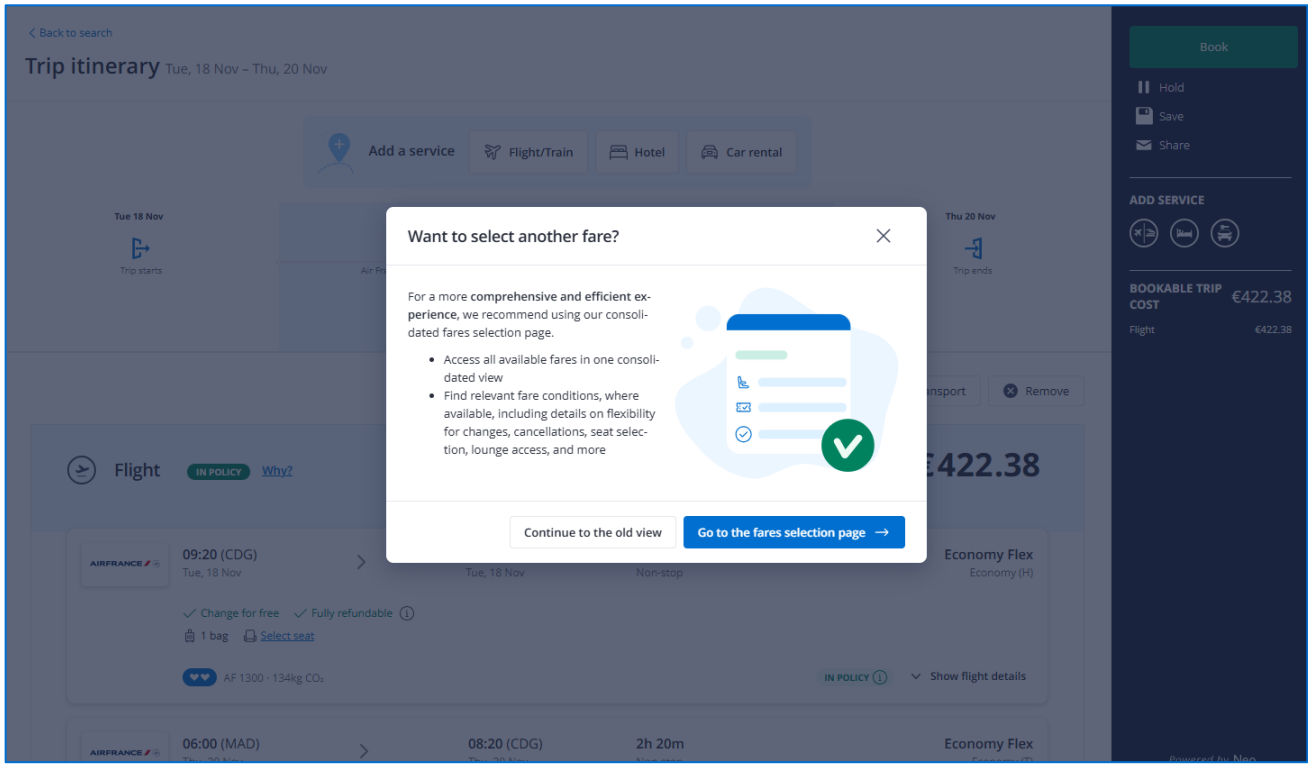
### BEFORE

Clicking on **Change fare/class** from the Trip Overview would open the legacy fare/class pop-up:



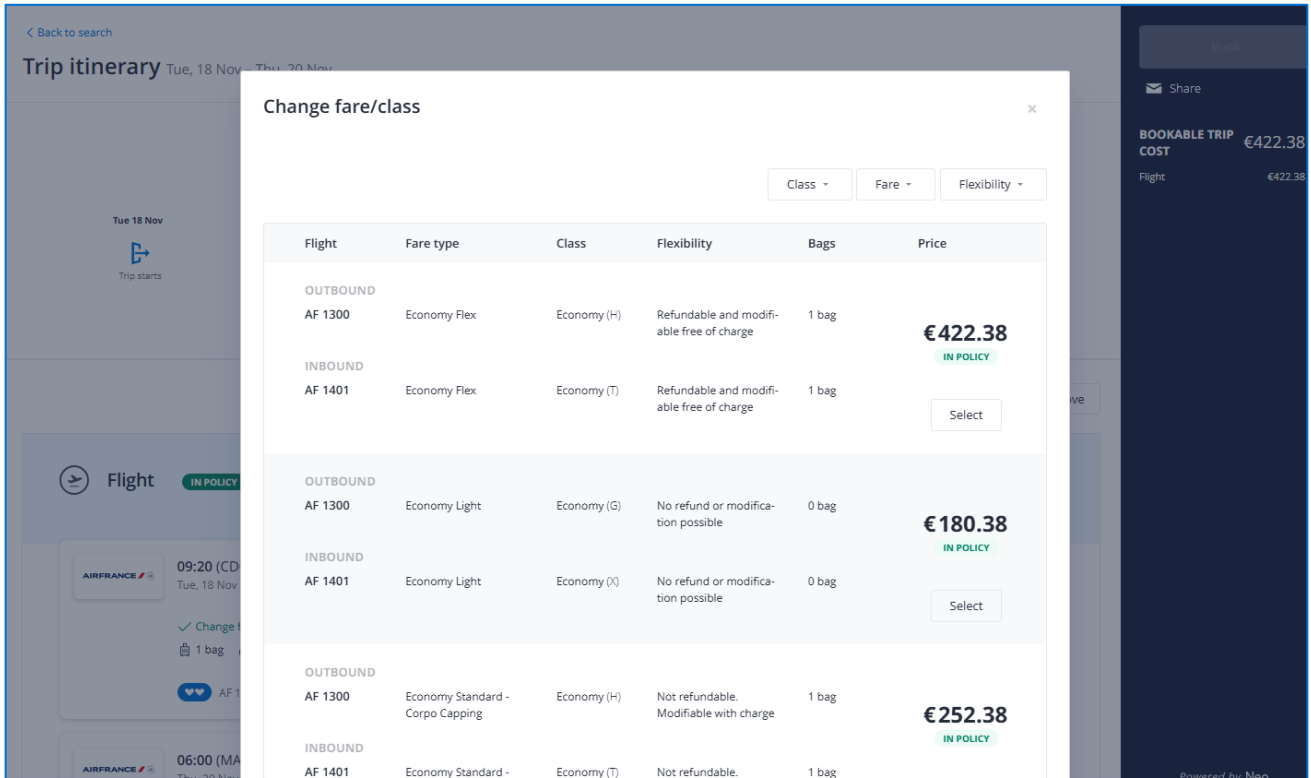
AFTER

With this update, clicking the same link will display a new informative pop-up:

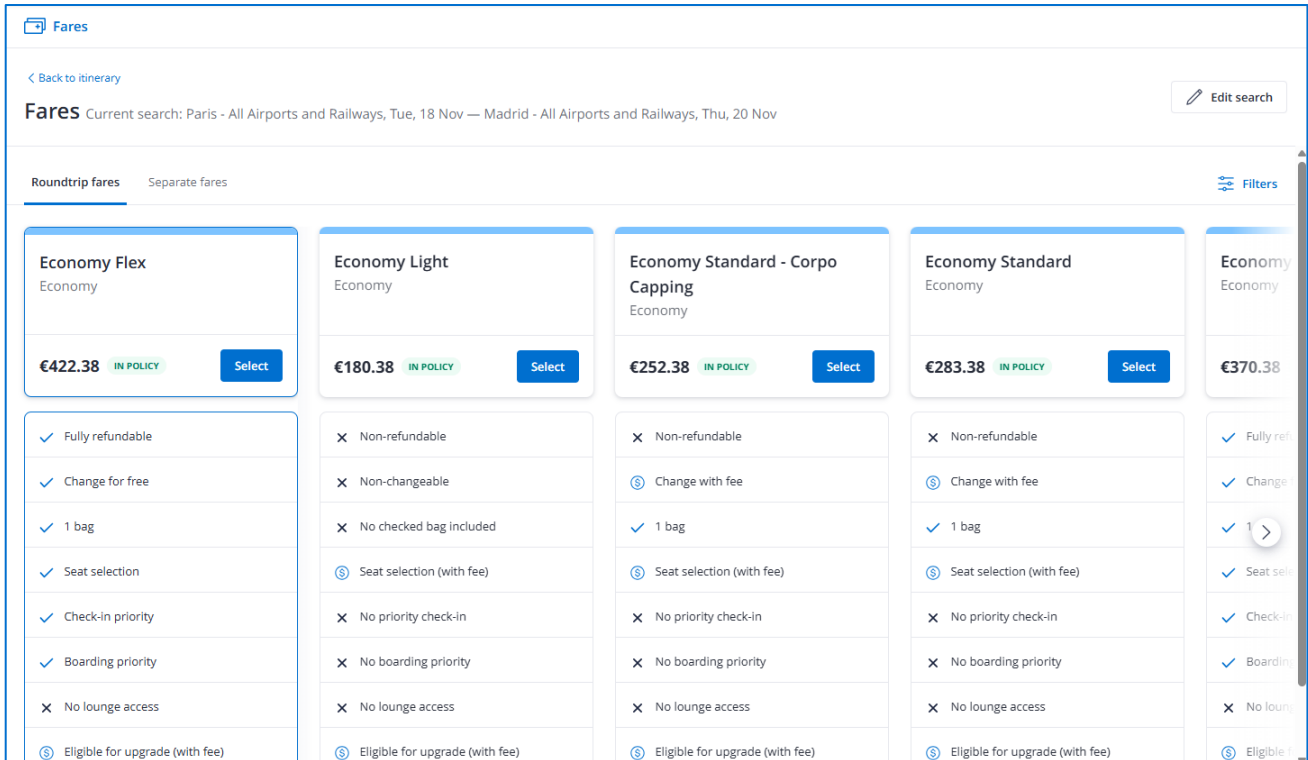


Users can choose between two options:

- **Continue to the old view:** Opens the legacy **Change fare/class** pop-up.



- **Go to the fare selection page:** Redirects to the **Neo Fare Display** page.



## SCOPE

The new pop-up will appear when clicking the **Change fare/class** link:

- From the **Trip Overview** page (in addition to the Transport Results page)
- For both **one-way** and **round-trip** searches

## OUT OF SCOPE

- **Multicity** itineraries
- **Exchange flow**

## [SNCB] SEAT AND SPACE PREFERENCE REQUEST

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

### SYNOPSIS

Neo users can now request seat or space preferences at the time of booking. While these requests are subject to carrier policies and availability, they allow for more personalised travel arrangements.

Seat preferences include: aisle, window, middle seat, and single seat.

Space preferences include: calm space and bike area.

**NOTE:** Preferences saved in the Neo profile are not considered for these requests.

### ACTIVATION

Admin Suite node: [Travel](#) | [Air-Rail](#) | [Special Services](#)

Activate all options, or at a minimum: **SPOS**, **BIKE**, **NOIS**, and **SPA**.

### SCOPE

SNCB Direct Link

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**NEO EXPENSE**

**[ACCOUNTING] REPORTING AVAILABLE FOR ACCOUNTANT REJECTION REASONS**

<b>MADE FOR...?</b>	Accountant
<b>ACTIVATION REQUIRED?</b>	No
<b>VALIDATION BY AGENCY REQUIRED?</b>	No

**SYNOPSIS**

In the previous release the Neo expense feature, for **Accountant rejection reasons** was delivered.

This feature allows accountants to set a reason when:

- Rejecting an expense line
- Rejecting an expense report

This feature will also now include **Reporting**.

**SCOPE**

This feature is specifically for the Neo Accountant module.