

**AMEX GBT**  
**Neo**

**Neo Product Update  
Service Pack 25.5**

**16 December 2025**

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

**TABLE OF CONTENTS**

<b>NEO TRAVEL.....</b>	<b>2</b>
<b>[TRANSPORT] FARE DISPLAY EXPERIENCE ENHANCEMENTS.....</b>	<b>3</b>
<b>[RAIL] DEUTSCHE BAHN FARE NOTES .....</b>	<b>4</b>
<b>[SNCF] LAUNCH OF OFFERS FOR 'OPTIMUM' AND 'OPTIMUM PLUS'</b> .....	<b>6</b>
<b>[TRANSPORT] CARRY-ON BAGS IN NEO.....</b>	<b>8</b>

AMEX GBT

**Neo**

**NEO TRAVEL**

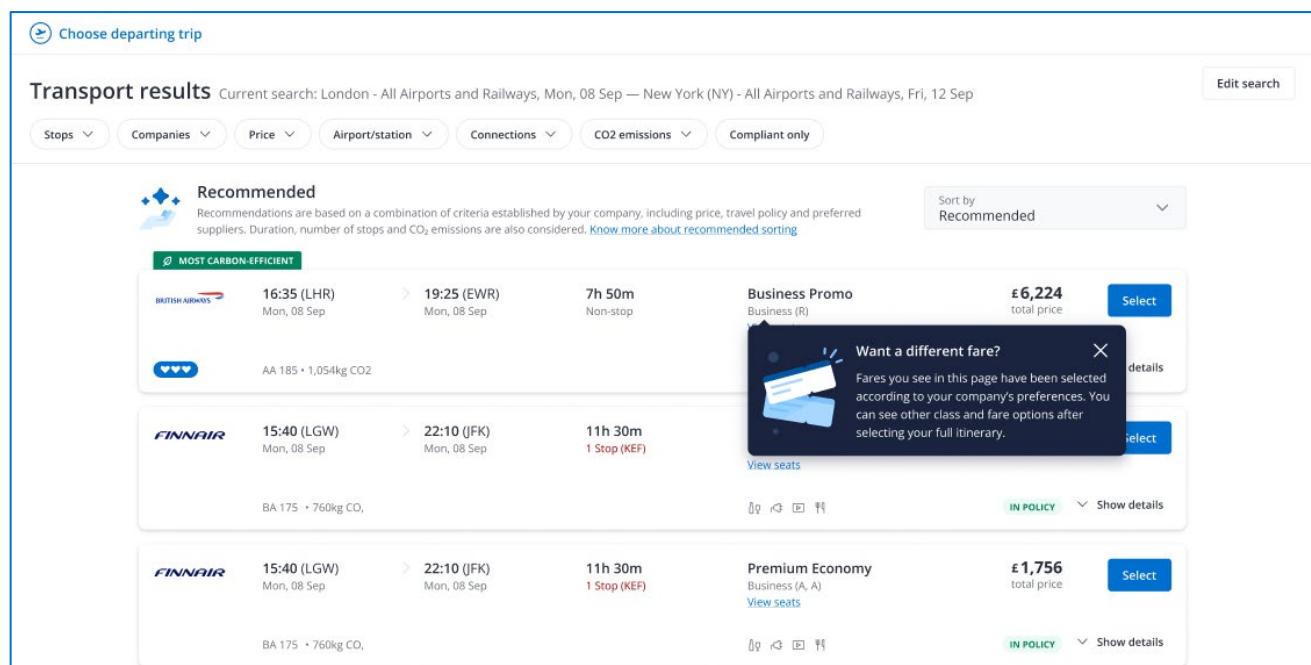
## [TRANSPORT] FARE DISPLAY EXPERIENCE ENHANCEMENTS

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

## SYNOPSIS

To help users better understand how fare selection works in Neo, a new message has been introduced on the transport results page. This enhancement aims to build user confidence by clearly explaining how to access additional fare options beyond the one initially displayed.

A new message titled “Want a different fare?” is now displayed on the **first transport card**.



The screenshot shows the Neo transport results page for a search from London to New York. The results are sorted by 'Recommended'. The first flight, a British Airways flight from LHR to EWR, is highlighted with a 'Business Promo' fare. A dark overlay message 'Want a different fare?' is displayed on top of the flight card, containing text: 'Fares you see in this page have been selected according to your company's preferences. You can see other class and fare options after selecting your full itinerary.' The message has a close button 'X' in the top right corner.

Users will be able to close the message by clicking the **X** in the upper right corner, which will prevent its reappearance in current and future sessions, including on the return leg of round-trip searches.

This enhancement is the first step in a broader initiative to improve the fare display and selection experience in Neo.

## [RAIL] DEUTSCHE BAHN FARE NOTES

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

## SYNOPSIS

Neo users can now access detailed fare information from Deutsche Bahn directly within the platform. Previously, this information was not available through Neo's booking tool. Users will now see links to Deutsche Bahn's fare details pages based on their language preference, making it easier to understand fare options without leaving Neo.

## How It Works

When booking train travel, users will see links to Deutsche Bahn's business fare information pages. The link displayed depends on the user's language setting:

- **German (DE):** Link to Deutsche Bahn's business fare page in German
- **English (EN):** Link to Deutsche Bahn's business fare page in English
- **Other languages:** German fare page is displayed by default

## SCOPE

This feature is specifically for the Deutsche Bahne direct link.

## [SNCF] LAUNCH OF OFFERS FOR 'OPTIMUM' AND 'OPTIMUM PLUS'

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

### SYNOPSIS

SNCF has introduced two new first-class offers for TGV INOUI: **OPTIMUM** and **OPTIMUM PLUS**, available for travel from **8 January 2026**. These offers aim to deliver a best-in-class experience for business travellers.

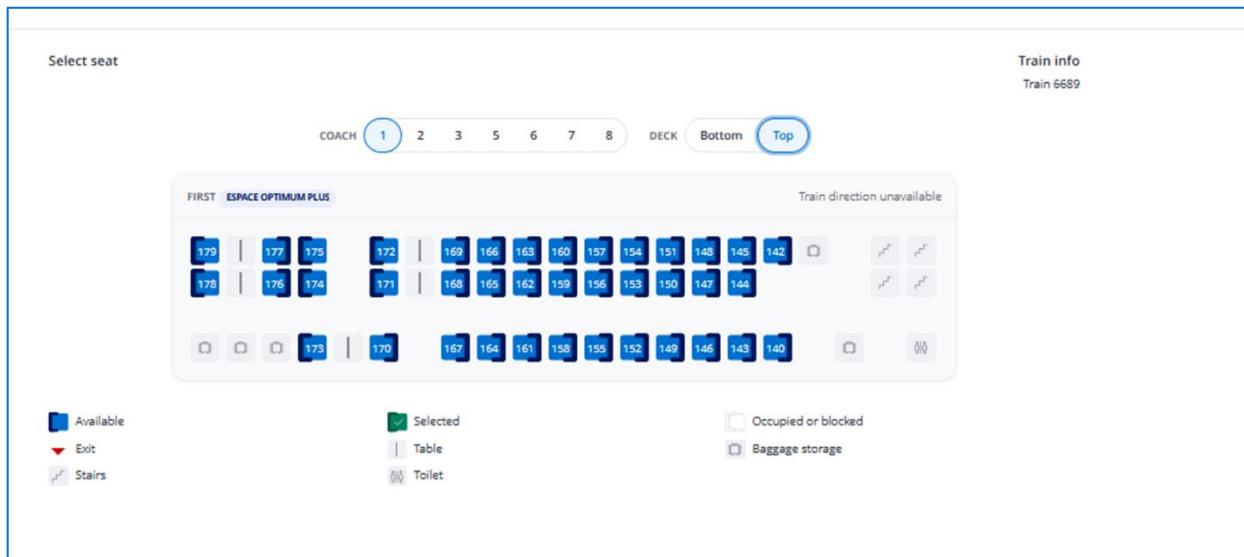
As part of this change, **Business Première** will no longer be available for sale from **19 December 2025**.

Both OPTIMUM and OPTIMUM PLUS are **fixed price, fully flexible offers**.

Pricing remains the same whether travelers book on the day of departure or several weeks in advance.

### Summary of New OPTIMUM and OPTIMUM PLUS Offers

- OPTIMUM Offer Now Available in Neo Fare Display
- Dedicated Seat Spaces for OPTIMUM



- OPTIMUM services are listed in the Fare Details section of the shopping basket.

### Fare details

**Fare conditions**

PARIS - LYON  
Public Fare  
First (C)

**Before departure**

Change for free

Fully refundable

[View fare notes](#)

**Carrier's remarks**

Tarif OPTIMUM PLUS:  
Exchange or refund free of charge up to 30 minutes after departure. From 30 minutes before departure, ticket may be exchanged once and will not be refunded thereafter. If you are taking another train, exchange is compulsory.

-

Presse et contenus sur le Portail TGV INOUI  
Prise électrique individuelle  
Salon Grand Voyageur  
Optimum Plus  
Espace calme et dédié  
Restauration à la place  
Ligne téléphonique dédiée  
Bagages inclus

[Show less](#)

**Fare breakdown**

Base	€180.00
Taxes and fees	€0.00

[Close](#)

## [TRANSPORT] CARRY-ON BAGS IN NEO

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

## SYNOPSIS

Travellers and bookers need clear carry-on baggage information when planning a journey. Knowing whether a fare includes carry-on bags as well as any associated limits helps them compare options and avoid unexpected fees at the airport.

## Key Enhancements

Neo users will now be able to view carry-on baggage details directly within the Fare Display page, just below the checked baggage information. Where provided by the supplier, users will see:

- Whether carry-on bags are included in the fare
- The number of carry-on bags allowed
- The maximum permitted weight for each bag (displayed per bag when more than one is included)

Premiere Standard First	Business Business	Premium Standard Premium Eco	Premium Flex Premium Eco	Premium Premium Eco	Economy Light Coach
€12,427.65 <small>IN POLICY</small> <span>Select</span>	€11,173.65 <small>IN POLICY</small> <span>Select</span>	€2,660.65 <small>IN POLICY</small> <span>Select</span>	€2,895.65 <small>IN POLICY</small> <span>Select</span>	€5,417.65 <small>IN POLICY</small> <span>Select</span>	€1,247.15 <small>IN POLICY</small>
<input checked="" type="checkbox"/> Non-refundable <small> ⓘ Change with fee</small> <input checked="" type="checkbox"/> 3 bags	<input checked="" type="checkbox"/> Fully refundable <input checked="" type="checkbox"/> Change for free <input checked="" type="checkbox"/> 2 bags	<input checked="" type="checkbox"/> Non-refundable <small> ⓘ Change with fee</small> <input checked="" type="checkbox"/> 2 bags	<input checked="" type="checkbox"/> Fully refundable <input checked="" type="checkbox"/> Change for free <input checked="" type="checkbox"/> 2 bags	<input checked="" type="checkbox"/> Fully refundable <input checked="" type="checkbox"/> Change for free <input checked="" type="checkbox"/> 2 bags	<input checked="" type="checkbox"/> Non-refundable <small> ⓘ Change with fee</small> <input checked="" type="checkbox"/> No checked bag included
<input checked="" type="checkbox"/> 2 carry-on bags, 9 kg	<input checked="" type="checkbox"/> 2 carry-on bags, 9 kg	<input checked="" type="checkbox"/> 2 carry-on bags, 6 kg	<input checked="" type="checkbox"/> 2 carry-on bags, 6 kg	<input checked="" type="checkbox"/> 2 carry-on bags, 6 kg	<input checked="" type="checkbox"/> 1 carry-on bag, 12 kg
<input checked="" type="checkbox"/> Seat selection	<input checked="" type="checkbox"/> Seat selection	<input checked="" type="checkbox"/> Seat selection	<input checked="" type="checkbox"/> Seat selection	<input checked="" type="checkbox"/> Seat selection	<small> ⓘ Seat selection with fee</small>
<input checked="" type="checkbox"/> Check-in priority	<input checked="" type="checkbox"/> Check-in priority	<input checked="" type="checkbox"/> Check-in priority	<input checked="" type="checkbox"/> Check-in priority	<input checked="" type="checkbox"/> Check-in priority	<input checked="" type="checkbox"/> No check-in priority
<input checked="" type="checkbox"/> Boarding priority	<input checked="" type="checkbox"/> Boarding priority	<input checked="" type="checkbox"/> Boarding priority	<input checked="" type="checkbox"/> Boarding priority	<input checked="" type="checkbox"/> Boarding priority	<input checked="" type="checkbox"/> No boarding priority
<input checked="" type="checkbox"/> Lounge access	<input checked="" type="checkbox"/> Lounge access	<small> ⓘ Lounge access with fee</small>	<small> ⓘ Lounge access with fee</small>	<small> ⓘ Lounge access with fee</small>	<input checked="" type="checkbox"/> No lounge access
<input checked="" type="checkbox"/> Not eligible for upgrade	<small> ⓘ Eligible for upgrade with fee</small>	<small> ⓘ Eligible for upgrade with fee</small>	<small> ⓘ Eligible for upgrade with fee</small>	<small> ⓘ Eligible for upgrade with fee</small>	<small> ⓘ Eligible for upgrade with fee</small>