

AMEX GBT

Neo

# Release Notes Neo 26.1 Service Pack 1

17 February 2026

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 X<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>[CHECKOUT HOTEL] PHASE 2: CAPTURE REASON FOR NOT BOOKING A HOTEL ON OVERNIGHT TRIPS</b> .....	<b>3</b>
<b>[APPROVALS] NEW SUBSTITUTE SELF-APPROVAL POLICY CONTROLS</b> .....	<b>8</b>
<b>NEO EXPENSE</b> .....	<b>10</b>
<b>[ACCOUNTING] SAVING A SEARCH ON THE ACCOUNTANT SEARCH PAGE</b> .....	<b>11</b>
<b>PLATTFORM</b> .....	<b>12</b>
<b>[NEO] ENHANCED USER SEARCH CAPABILITIES FOR ARRANGERS</b> .....	<b>13</b>

AMEX GBT

Neo

NEO TRAVEL

## [CHECKOUT HOTEL] PHASE 2: CAPTURE REASON FOR NOT BOOKING A HOTEL ON OVERNIGHT TRIPS

<b>MADE FOR...?</b>	Neo Admin   Travel Manager   GBT
<b>ACTIVATION REQUIRED?</b>	Yes – by NTG Admin
<b>ADMIN SUITE</b>	Travel   Neo: Other options   Hotel not booked justification
<b>VALIDATION BY AGENCY REQUIRED</b>	Yes

### SYNOPSIS

To improve the user experience during checkout, it has been decided to add a new popup for hotels when travelers stay overnight and have not selected a hotel. Previously, a generic **No hotel reason** field appeared in the **Booking Information Review** for all bookings, regardless of whether a hotel was booked, creating confusion and providing little meaningful information.

The new contextual popup lets travelers select why they are not booking hotel accommodations for overnight stays, giving clients valuable insights into traveler preferences while streamlining the booking experience.

Phase 1 has been delivered in 26.1. In 26.1 SP1, the rest of the feature will be enhanced.

### BEFORE

The screenshot shows the Neo Admin interface for configuring field values. The left sidebar shows a tree view with 'Reason No Hotel Booked' selected. The main area displays a table of field values for 'Reason No Hotel Booked'.

Field Values: Reason No Hotel Booked			
Filters <span style="float: right;">+ Add</span>			
	Inherited	Value1	Value2
	<input type="checkbox"/>	A HOTEL WAS BOOKED	NB
	<input type="checkbox"/>	ATTENDING A CONFERENCE	NE
	<input type="checkbox"/>	BOOKED DIRECT WITH HOTEL	NU
	<input type="checkbox"/>	DAY TRIP	NR
	<input type="checkbox"/>	PLAN TO BOOK LATER	NJ
	<input type="checkbox"/>	STAYING WITH FRIENDS OR FAMILY	NF

[Download first 250 rows as XML](#)

GLOBAL BUSINESS TRAVEL HOME TRAVEL Ms Vernon Bear Powered by Neo

### Additional Information

MS Vernon Bear

\* Cost Center:

Reason No Hotel Booked:

- A HOTEL WAS BOOKED
- ATTENDING A CONFERENCE
- BOOKED DIRECT WITH HOTEL
- DAY TRIP
- PLAN TO BOOK LATER
- STAYING WITH FRIENDS OR FAMILY

[Next](#)

**AFTER**

**Neo: Other Options:**

Settings are not inherited [\(Change\)](#) [Apply Modifications](#) [?](#)

**Transport**

Transport  Enable addition of transport service when trip already contains one

**Hotel**

Suggest hotel addition before booking

Reason hotel not booked  Enable the Reason hotel not booked

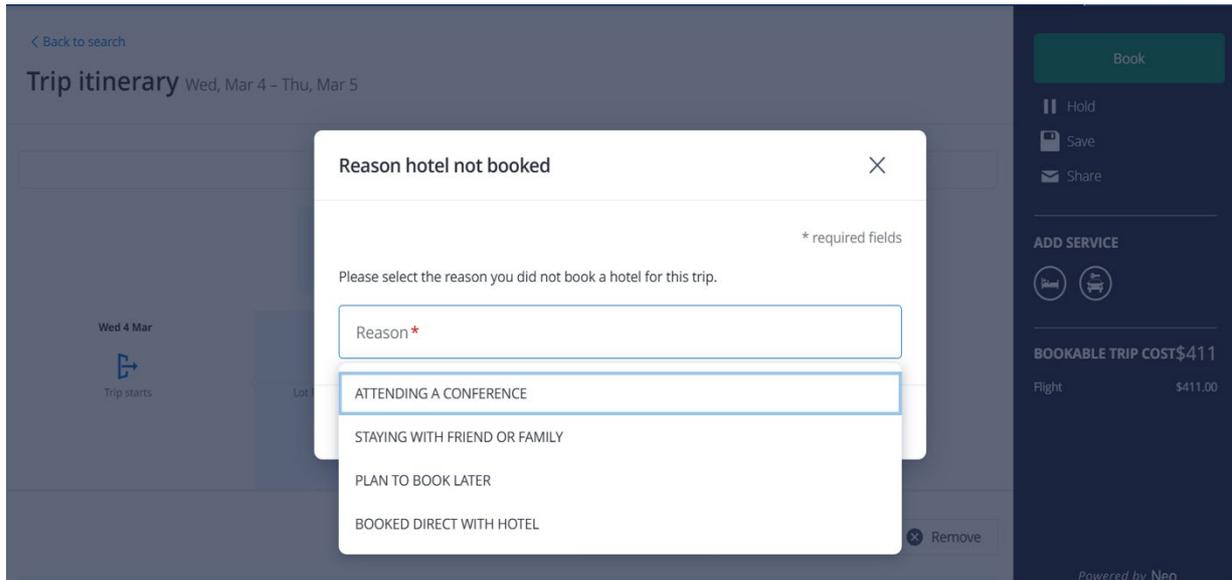
**Reason hotel not booked**

[Filters](#)

<input type="checkbox"/>	Key	Name
<input type="checkbox"/>	NE	ATTENDING A CONFERENCE
<input type="checkbox"/>	NF	STAYING WITH FRIEND OR FAMILY
<input type="checkbox"/>	NJ	PLAN TO BOOK LATER
<input type="checkbox"/>	NU	BOOKED DIRECT WITH HOTEL

[Delete](#) [Add](#)

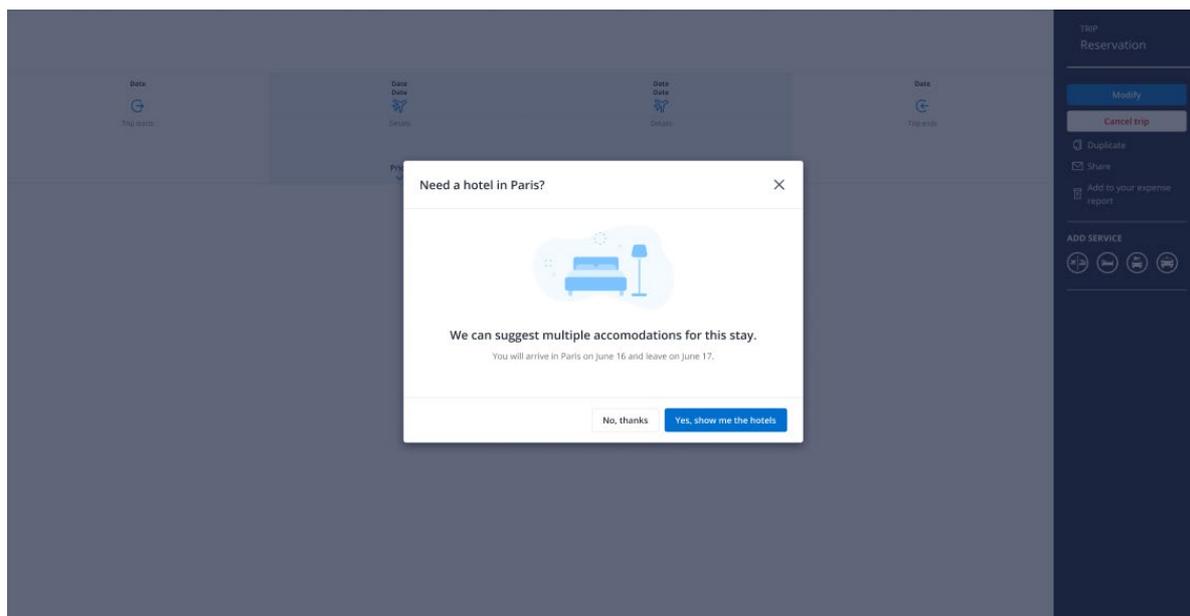
[Download as XML](#) [Apply Modifications](#)



### How It Works:

A new setting has been created in Admin Suite to activate this new popup and add reasons for not having booked a hotel. The popup will appear when ALL these conditions are met:

- Trip includes an overnight stay
- No hotel has been selected
- **Suggest hotel addition before booking** is activated
- The **NEW** "Reason hotel not booked" setting is enabled
  - If the user clicks on "No, thanks" after seeing this popup

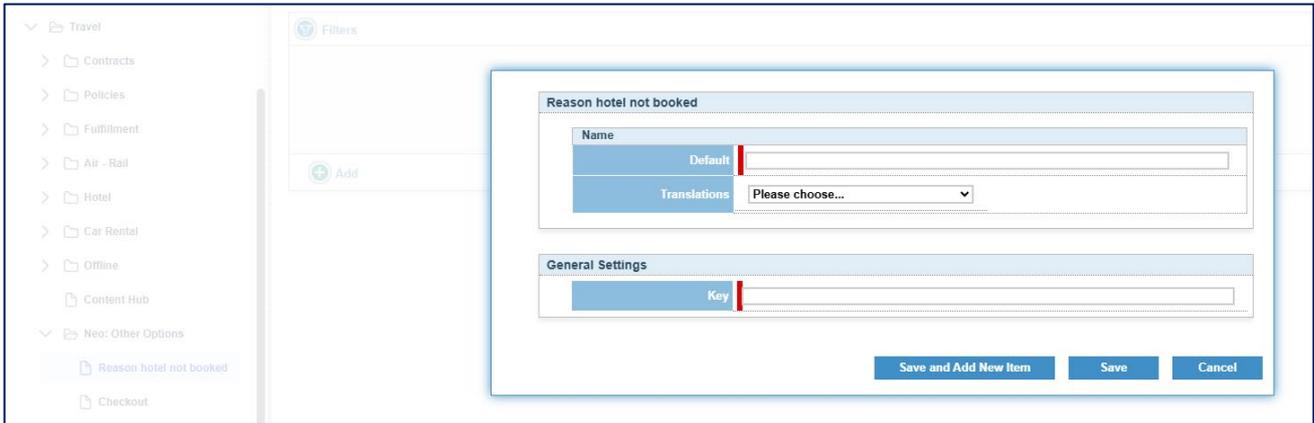


When triggered, users can select a reason for not booking a hotel.

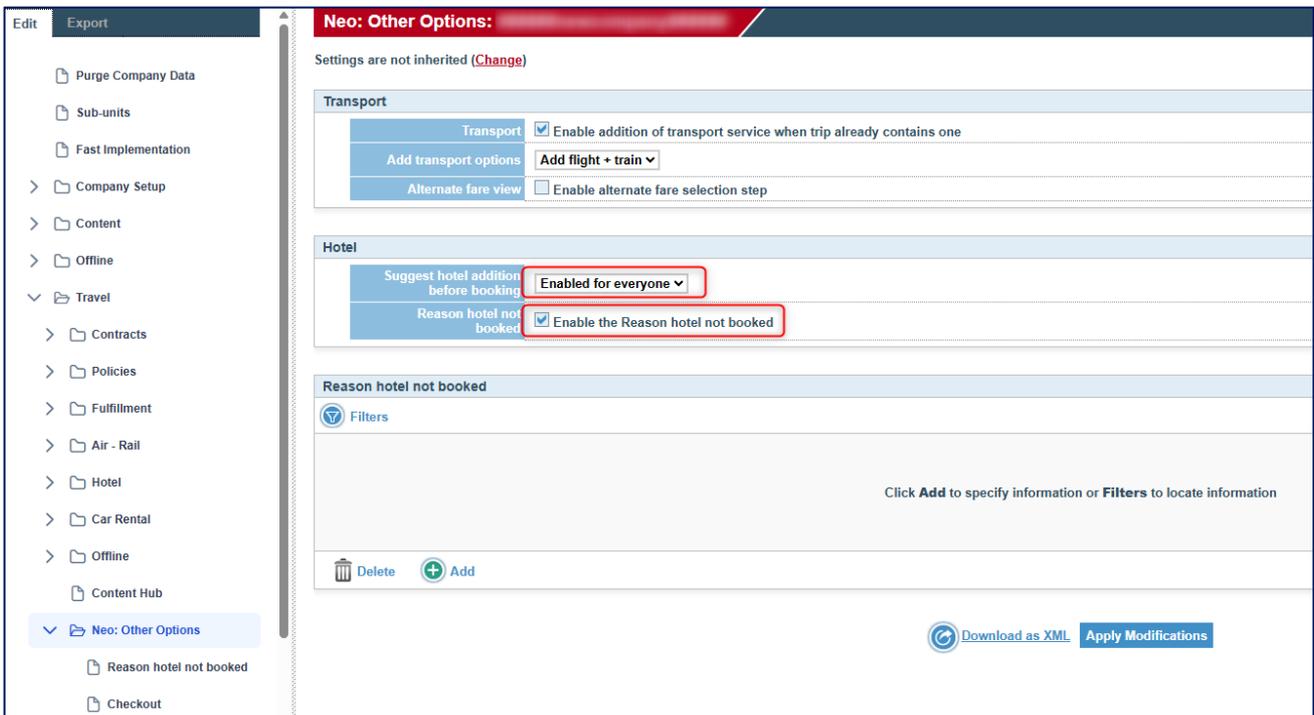
To migrate from the legacy configuration and enable reason codes for not booking overnight hotel stays using the new and improved logic, or for first-time setup, contact your Amex GBT Neo representative.

### Configuration Instructions:

- Custom reasons for Hotel Not Booked Justification are entered in **Travel | Neo: Other options | Reason hotel not booked** and configuring the *Name* (shown in the UI drop down) and *Key* details in this node, then clicking **Save**.

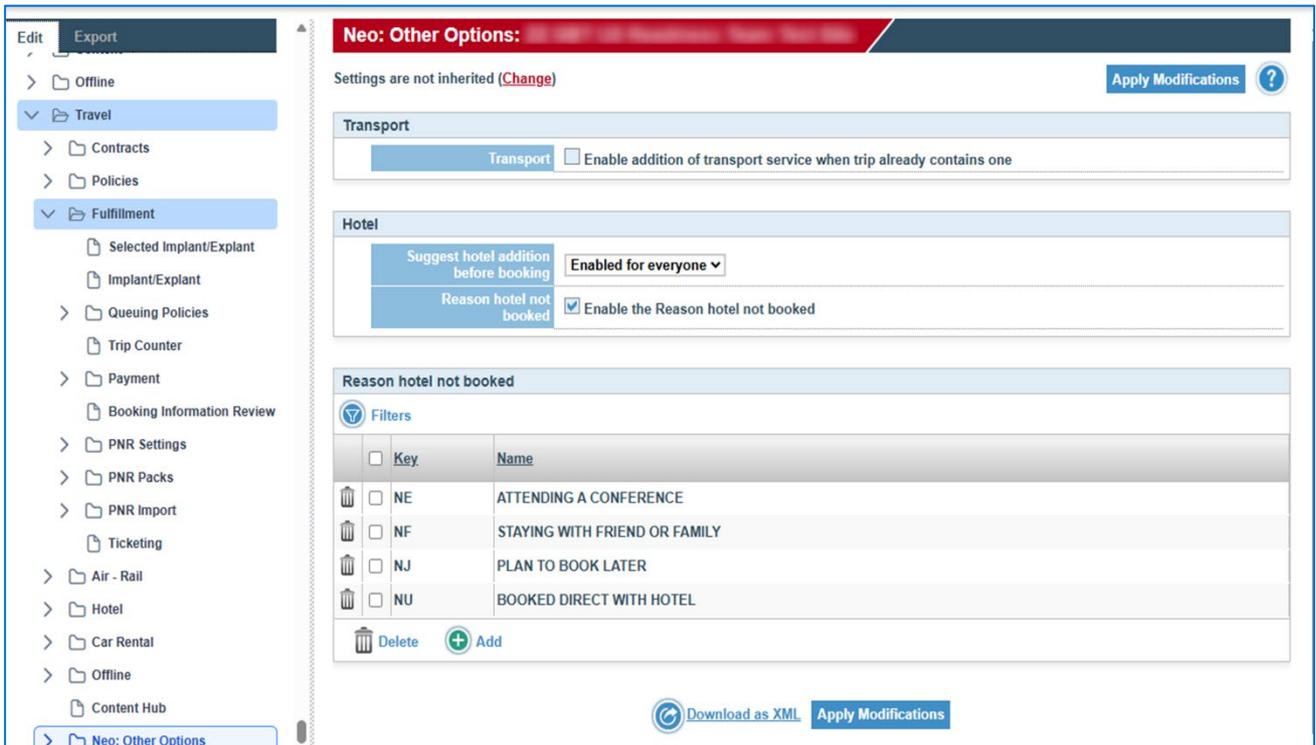


- Administrators can activate the "Reason hotel not booked" popup in Admin Suite | Node: **Travel | Neo: Other options** by ticking *Enable the Reason hotel not booked* box in the *Hotel* section
- Then, in the same section of this setting, the drop down **Suggest hotel addition before booking** should be set as **Enabled for everyone**.



**NOTE:** Users may see an option **Enabled for traveler**. This setting **SHOULD NOT BE USED** as it is not functional for this new No Hotel Booked feature.

- Finally, the custom reasons for not booking a hotel needs to be applied in this same node Travel | Neo: Other options in the Hotel Not Booked Justifications section.



- Once the new setting is well configured, the old field can be removed from the Booking Information Review.

Also, in addition to these settings, a new object property (called **Trip.ReasonHotelNotBooked**) and a new property (called **ReasonHotelNotBooked.Key**) have been created to use them in the PNR Pack script and thus send the Reason key in the PNRs.

**NOTE:** The Neo Readiness team will create the PNR scripts and advise once available. The Neo Readiness will also be distributing complete migration instructions as well as detailed first time setup instructions.

## SCOPE

- Target Audience:** Travelers booking overnight trips
- Applicable Platforms:** Neo booking tool, Admin Suite
- PNR Pack

## OUT OF SCOPE

- Does not apply to bookings without overnight stays
- Making the selection optional (when enabled, selecting a value will always be required)
- PNR Pack Variables
- Modified bookings

## [APPROVALS] NEW SUBSTITUTE SELF-APPROVAL POLICY CONTROLS

MADE FOR...?	Approver
ACTIVATION REQUIRED?	Yes – manual activation required
ADMIN SUITE	Business Process   Workflow Templates   [Workflow Name]   Validation Cycles   [Validation cycle name]   Level roles
VALIDATION BY AGENCY REQUIRED	No

### SYNOPSIS

The approval process has been strengthened to prevent conflicts of interest. When self-approval restrictions are enabled, substitutes can no longer approve their own trips, even when they are temporarily filling in for someone else.

### Why was this feature created?

- Approval integrity may require that substitutes do not approve their own trips.
- Self-approval restrictions were previously bypassed when substitutes were assigned.
- This feature enforces compliance and prevents policy violations.

### How it works:

Substitutes are automatically removed from the approver list when the timeout is reached and self-approval restriction is active.

## CONFIGURATION

Administrators can enable this protection through the approval policy settings. When **Removed from validation cycle** is turned on in the **Self-Approval** field, this safeguard automatically activates for all substitute approvers.

**ADMIN SUITE NODE:** Business Process | Workflow Templates | [Workflow Name] | Validation Cycles | [Validation cycle name] | Level roles

The screenshot shows a configuration window titled "Validation cycle Simple Validation Cycle, Level 1 Roles". The form contains the following fields and options:

- Validation Cycle:** Simple Validation Cycle
- Level:** Level 1 (dropdown)
- Role Name:** (text input with search icon)
- Passive:**
- Decision on All Targets:**
- Self Approval:** Manual decision (dropdown menu is open)
  - Manual decision
  - Auto Approval
  - Removed from validation cycle

At the bottom of the form, there are buttons for "Add New Item", "Save", and "Cancel".

## SCOPE

- Applies to approval and pre-approval workflows.
- Covers substitute behavior when self approval restriction settings are enabled.

## OUT OF SCOPE

- Does not apply to delegates

AMEX GBT

Neo

NEO EXPENSE

## [ACCOUNTING] SAVING A SEARCH ON THE ACCOUNTANT SEARCH PAGE

MADE FOR...?	Arranger   Neo Admin   Approver
ACTIVATION REQUIRED?	Yes
ADMIN SUITE NODE	Expense   Company Expense Settings

### SYNOPSIS

Search criteria on the **Accounting Search** page is now saved when the user navigates to other Neo pages and then returns to the search page.

The same behavior applies when the accountant exits the search using the **back** button.

With this new feature, accountants won't need to re-enter details like expense report status, employee name, and dates, making the search faster and more intuitive.

### SCOPE

Applicable to the **Search** page for the **Accountant Module**.

AMEX GBT

Neo

PLATFORM

[NEO] NEW PRIVACY STATEMENT CONSENT

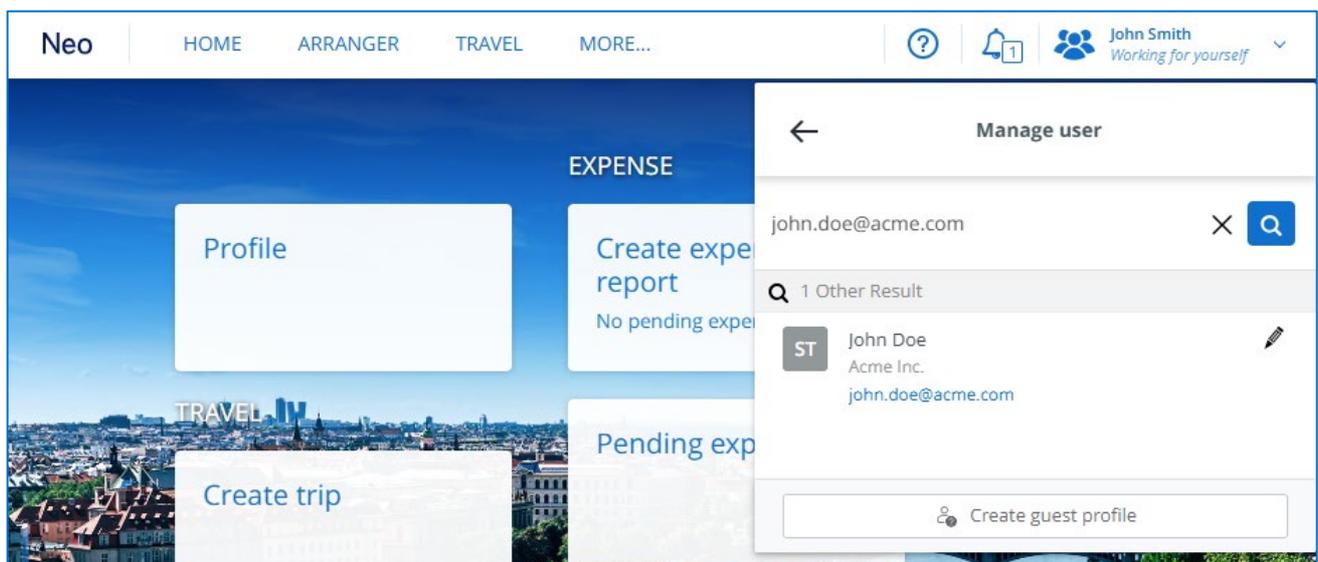
## [NEO] ENHANCED USER SEARCH CAPABILITIES FOR ARRANGERS

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

### SYNOPSIS

Travel arrangers who manage bookings or expenses on behalf of other travelers can now search for their arranged users more efficiently. Previously, arrangers could only search by last name, which created significant challenges for large organizations where dozens or even hundreds of employees might share the same name.

The search functionality has been expanded to include multiple search criteria: email address, first name, last name, and employee number. The system matches results based on the beginning of the search term entered (starts-with matching), making it faster and easier to locate the correct traveler.



### CONFIGURATION

No configuration is required. This enhancement is automatically available to all users with arranger rights.

## SCOPE

This enhancement applies to the search box located in Neo's top toolbar and is available to any user with arranger rights who manage travel bookings and/or expenses for other employees or guest profiles.

Up to three search terms can be provided, separated by spaces (e.g. "Patrick Martin" as search input will match travelers having "Patrick" as their first name and "Martin" as their last name, but also travelers having "Martin" as their first name and "Patrick" as their last name).

## OUT OF SCOPE

The legacy **Arranged travelers** screen (accessible through the **Users you manage** tile on Neo home page) will receive this enhancement in a future update, as part of its overall modernization