

AMEX GBT

Neo

Release Notes Neo 26.1

Service Pack 2

17 March 2026

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AMEX GBT

Neo

NEO TRAVEL

[AIR] SABRE/RYANAIR: RYANAIR UK (RK) CONTENT

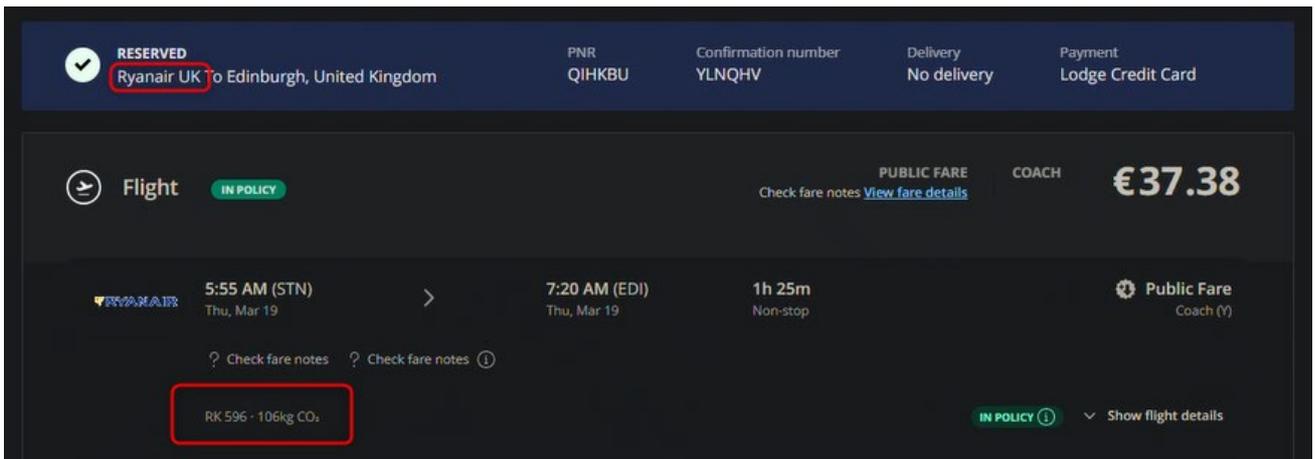
MADE FOR...?	Traveler Arranger Travel Manager
ACTIVATION REQUIRED?	Yes – manual activation required
ADMIN SUITE	Travel Fullfiment Reservation system direct Link Configuration
VALIDATION BY AGENCY REQUIRED	No

NOTE FOR AMEX GBT CLIENTS: This content will only be available to eligible clients with approved exception.

FOR AMEX GBT CLIENTS: If Ryanair (FR) content is already enabled, activation will happen automatically.

SYNOPSIS

This feature expands the content offering by adding Ryanair UK (RK code). Ryanair UK will be available alongside Ryanair (FR code) previously enabled.



SPECIFITIES

Ticketing is done by Neo.

- EMDs issuances are not required in Sabre for ancillary services.
- Instant ticketing is required at the time of booking: changes (including modifications or cancelations) after purchase are not allowed.
- Passenger names must include a title (all Neo titles are supported, except neutral titles).
- Only individual credit cards are accepted, and the CVV code is mandatory for ticket issuances
- Air Plus lodge cards are supported.
- Compliance with PSD2 is not required
- Corporate fares are not available
- Ancillary services can be added as well as paid seats.
- All brands are available

LIMITATIONS

- Mixed brands are not possible
 - Example: For a round trip BASIC + REGULAR is not possible
- Fare notes are not available

CONFIGURATION

- Ryanair UK content must be activated at PCC level.
- The agency should contact their Sabre account manager. No airline-specific agreement is required.
- To enable the new content: Ryanair UK (code RK) needs to be added at the reservation system level in the supplier list for Sabre as direct link (set as exclusive):

Suppliers	
Action	Add a Supplier
Suppliers	Ryanair UK (RK - Transportation)
Exclusive	<input checked="" type="checkbox"/>

- Seats are available:
 - Activation : Travel|Air Rail|Special Services

Special Service	
CRS	LCC Sabre API (LC)
Airline/Railway	Ryanair UK (RK)
Special Service	All

SCOPE

EMEA point of sales sites.

REMAINING LIMITATION IN NEO: Chargeable amenities are not available for ESSENTIEL and PLUS offer.

[RAIL] SNCF OUIGO: FULL NEW FARE ALL IN ONE AVAILABLE FROM 2 MARCH 2026

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

SYNOPSIS

SNCF launched a new offer on 2 March 2026 for their low-cost train service, **OUIGO**.

The **OUIGO FULL** joins the existing **ESSENTIEL** and **PLUS** options, giving travelers more choice in how they book.

Beyond the Paris-Brussels route, **OUIGO FULL** is now available on French domestic routes.

OUIGO FULL is an all-in-one offer that brings together everything a traveler could need: baggage allowance, seat selection, Wi-Fi access, and flexibility (exchanges available)

See the screenshot below provided by SNCF for additional details:

	OUIGO^v ESSENTIEL	OUIGO⁺ PLUS	OUIGO⁺ FULL
BAGAGE À MAIN Sac à main ou petit sac à dos. 40 x 30 x 15 cm	0€	9€ <small>Par adulte Gratuit pour les enfants de - de 12 ans</small>	18€ <small>Par adulte Gratuit pour les enfants de - de 12 ans</small>
BAGAGE CABINE Doit être rangé sous votre siège. 55 x 35 x 25 cm	✓ 1 bagage inclus	✓ 1 bagage inclus	✓ 1 bagage inclus
BAGAGE SUPPLÉMENTAIRE OU VOLUMINEUX 130 x 90 x 50 cm et <30kg.	✓ 1 bagage inclus	✓ 1 bagage inclus	✓ 1 bagage inclus
CHOIX DE LA PLACE Duo ou solo, avec prise ou vue sur votre valise, c'est à vous de jouer !	✓ 1 bagage inclus	✓ 1 bagage inclus	✓ 1 bagage inclus
OUIFUN Accédez à Internet et à une sélection de films, séries, presse, podcasts pour toute la famille !	Payable options are not supported	✓ Inclus	✓ Inclus
OUIGO FLEX Echange sans frais et illimité !	Payable options are not supported	✓ Inclus	✓ Inclus

SCOPE

SNCF Direct link.

[RAIL] SNCF OUIGO TRAVEL QR CODE AUTO-DELIVERY

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

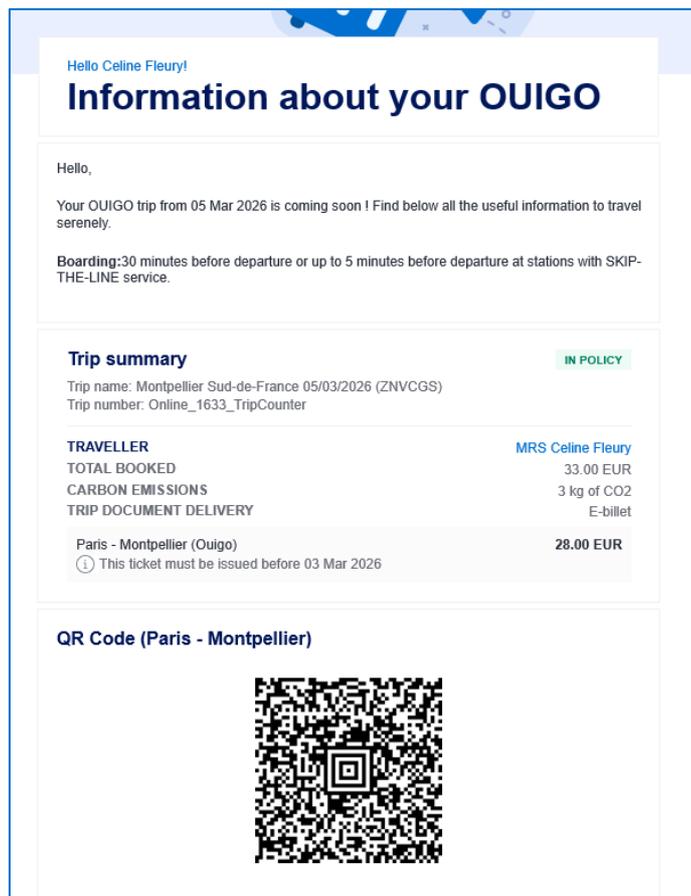
SYNOPSIS

Today, OUIGO is making available the travel QR Code four days before departure and is available in Neo through the **Travel document** section.

The goal of this feature is to send it automatically to the booker and traveler four days before departure. A separate Neo email will be sent at this time including this QR code.

The travel QR Code is only available four days before departure. Previously, travelers and bookers needed to connect to Neo to retrieve it, which created unnecessary friction.

An automated process sends QR code emails daily to both the booker and traveler, providing travel documentation well in advance of departure.



SYNOPSIS

OUIGO through SNCF direct link.

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PLATFORM

[NEO] NEW PRIVACY STATEMENT CONSENT

[PLATFORM] IMPROVED PRIVACY STATEMENT DISPLAY IN DESKTOP AND MOBILE APPLICATION

MADE FOR...?	Traveler Arranger Travel Manager Neo Admin Accountant Approver Expense Manager
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

Following the deployment of user consent privacy feature in Neo 26.1, an issue was identified where privacy statements were not displaying correctly in the Neo mobile application. When users attempted to access KDS privacy statement within the app, they encountered blank pages instead of the expected content. This prevented users from reviewing important privacy information during the consent process.

To resolve this issue, Neo has enhanced how privacy statements are presented across both desktop and mobile platforms. The system now differentiates between two types of privacy statements: the Amex GBT Travel Management Company privacy statement (displayed as an external link opening in a new browser tab) and the Neo platform privacy statement (displayed within an expanded version of the existing consent pop-up). When users click to view the Neo privacy statement, the pop-up extends to show the full statement content, with a button at the bottom allowing users to return to the previous view. This improvement ensures travelers can access and review all necessary privacy information seamlessly, regardless of whether they are using the desktop booking tool or the mobile application, maintaining transparency and compliance with data protection requirements.

CONFIGURATION: No configuration required. This enhancement is automatically available for all Neo users.

SCOPE

- For Non-GBT customers only
- Desktop users accessing Neo through web browsers
- Neo Mobile application users
- Travelers who need to review privacy statements during first-time login or through footer links.
- Clients where Neo acts as data controller.

OUT OF SCOPE

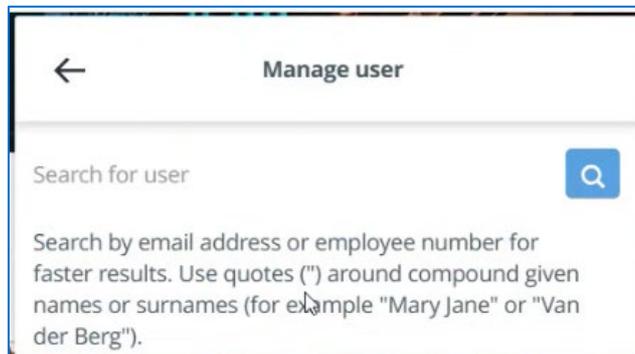
- No impact for GBT customers
- Changes to the actual content of privacy statements
- Modifications to when privacy consent pop-ups are triggered.
- Updates to GBT or other TMC's privacy statement display format (continues to open in new browser tab as before).

[ARRANGER] DISPLAY HELP MESSAGE TO GUIDE ARRANGERS ON THE NEW USER SEARCH CAPABILITIES

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

SYNOPSIS

Arrangers managing travel bookings and expenses for other employees now have access to helpful guidance directly in the user search box available from Neo’s top navigation toolbar. This enhancement builds on Neo 26.1 SP1’s expanded search capabilities by providing clear instructions on how to use these new search capabilities more effectively. The guidance message beneath the search field is helping arrangers find the right travelers and profiles quickly and accurately.



SCOPE

This feature applies to all users with arranger rights who manage travel bookings and/or expenses for other employees or guest profiles.

As a reminder, the expanded search capabilities available since Neo 26.1 SP1 release include:

- Searching by email address, first name, last name, and employee number.
- Searching on up to three search terms at the same time, separated by spaces. When more than one search term is provided, returned results match every search term (e.g. [Patrick Martin] as search input will match travelers who have both Patrick as their first name and Martin as their last name - but also travelers having both Martin as their first name and Patrick as their last name).
- Using quotes around search terms which include spaces, which is very helpful when searching for people who have a compound first or last name (e.g. ["Van der Berg"] will search for people having this exact last name, whereas [Van der Berg] will not yield meaningful results as it will search for “Van”, “der” and “Berg” separately).
- Search is not case sensitive, and accents (like 'é', 'À', 'ñ' or 'ç') on letters are ignored.
- For each provided search term, matches are made using a starts-with method ([John “De Lion”] would match both Jonathan de Lion, and John De Lioncourt).

OUT OF SCOPE

This feature does not change the underlying search functionality or algorithm—it only provides instructional guidance.

[GBT] REMOVAL OF CUSTOM FIELDS RELATED TO PRIVACY STATEMENT CONSENT IN USER PROFILES

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

SYNOPSIS

Following the Neo 26.1 release of the privacy statement consent after logging into Neo, we identified that most GBT clients already collect privacy consent through a dedicated privacy consent field in their user profile—which was required during the checkout process if not previously completed.

To eliminate this duplication and streamline the user experience, we implemented an automated cleanup that removes the legacy privacy consent field from various screens throughout the platform. This cleanup applies to companies where Neo acts as the Data Controller and is serviced by GBT. The system automatically removed these fields from the following areas:

- User Profile screens (General and Preferences sections)
- Booking Information Review screen
- Traveler Screen
- Offline Request Review screen
- Expense Report Review screen

With this change, users are only asked to provide privacy consent once—during the login process—rather than encountering redundant consent requests in their profile or during booking workflows.

SCOPE

This enhancement applies to all Neo instances where companies meet the configuration criteria outlined above.

OUT OF SCOPE

The privacy consent fields themselves remain in the Admin Suite field list and have not been permanently deleted