

AMEX GBT

Neo

Release Notes Neo 26.2

SP 1

19 May 2026

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ADVANCE NOTICE

[EXPENSE] UPDATE TO EXPENSE REPORT EXPORT

MADE FOR...?	Accountant
ACTIVATION REQUIRED?	No

SYNOPSIS

The European Union's **VAT in the Digital Age (ViDA)** initiative, adopted in March 2025, is modernizing the VAT system across member states to combat fraud and administrative errors by making e-invoicing the default invoicing method.

To support this regulatory shift, Neo is introducing a new **Invoice Number** field that can be configured under each expense type, allowing Expense users to capture invoice identifiers from receipts for integration into the Neo Expense export files.

The export files will be updated as follows:

- **CSV:** A new column will be added to the end of the file at position 156 (EZ). By adding this to the end, the placement of existing data remains unchanged for ERP integration.
- **XML:** The invoice number will be exported under the Expense Line section under Field.

This enhancement facilitates clients in their shift towards the new e-invoicing process.

SCOPE

Neo Expense exports.

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NEO TRAVEL

[HOTEL] ACCOR LOYALTY RATES NOW DISPLAYED FOR HCORPO HOTEL BOOKINGS

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

SYNOPSIS

Neo now displays Accor loyalty rates when bookers have an Accor membership card in their profile and search for hotels through the Hcorpo source. Previously, these preferential rates were not visible to eligible members during the search process.

Neo now recognizes Accor membership status and automatically shows loyalty rates, clearly labeled for easy identification.

SCOPE

- Bookers with Accor membership cards stored in their Neo profiles
- Hotel searches conducted through the Hcorpo source
- Accor hotel properties offering loyalty member rates

OUT OF SCOPE

- Other hotel loyalty programs beyond Accor
- Hotel sources other than Hcorpo
- Bookers without Accor membership information in their profiles

[RAIL DEUTSCHE BAHN] NEO SUPPORTS NEW BAHNBONUS CARD FORMAT

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

SYNOPSIS

Deutsche Bahn is changing BahnBonus loyalty card numbers from 16 digits to 12 digits in June 2026. Neo is being updated to support this industry change and help bookers avoid booking disruptions.

During a transition period lasting until November 2026, Neo will accept both 16-digit and 12-digit card formats. If the format is different, an error message appears. The booking cannot continue until the BahnBonus card number is corrected.

From the Neo 26.5 release in mid-November, Neo will only accept the new 12-digit format to align with Deutsche Bahn requirements.

NOTE: Travelers with updated BahnBonus cards should update their loyalty program information in Neo once their new 12-digit card arrives.

Profile updates can be completed directly in Neo or through connected external profile management tools—such as Connect Profile or Portrait—based on client configuration.

BahnBonus card number format verification against Neo's current requirements prevents booking errors.

SCOPE

- Bookers in countries where Deutsche Bahn operates and use BahnBonus loyalty programs
- Deutsche Bahn direct link

OUT OF SCOPE

- Changes to other loyalty program card formats or requirements
- Automatic migration of existing 16-digit card numbers to 12-digit format
- Support for card formats other than the Deutsche Bahn BahnBonus program

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NEO EXPENSE

[EXPENSE] IMPROVED VENDOR NAME ACCURACY FOR AMEX GL1025 IMPORT FILES

MADE FOR...?	Traveler Accountant Expense Manager
ACTIVATION REQUIRED?	No

SYNOPSIS

Client feedback revealed that vendor and merchant names imported from AMEX GL1025 corporate card files were often displaying registered legal entity names rather than the trading names merchants use day-to-day, making expense identification difficult. Neo now prioritizes the merchant’s trading name (DBA - Doing Business As - Name) when displaying vendor names. If the trading name is not available, it falls back to the legal entity name.

This change applies automatically to **all** AMEX GL1025 imports with no configuration required.

SCOPE

All clients using AMEX GL1025 corporate card import files

[EXPENSE] IMPROVED EXPORT PROCESS

MADE FOR...?	Accountant
ACTIVATION REQUIRED?	No

SYNOPSIS

The expense export process has been upgraded to prevent a single problematic report from delaying an entire payment batch. Previously, the system was all or nothing. If one expense report had an error (for example, a corrupted file or data inconsistency), the whole export failed. This often led to significant payment delays for all employees.

The new logic allows the export engine to identify, isolate, and skip only the specific reports causing issues. This allows the vast majority of expenses to be processed and paid on schedule, while problematic items are flagged for technical review. The system now successfully generates export files even if individual items fail.

Isolated reports are assigned a specific status to support visibility and follow-up.

What's New

The export job now performs a selective extraction. If a report fails to process, the system removes it from the current export slice and continues with the remaining data.

- **New Status:** A status labeled **Export Failed** is now visible in the interface and search results for any skipped report.
- **Audit Trail:** The history log of the expense report now includes the exact timestamp of the failed export attempt.
- **Recovery Pathways:** Accountants can either allow the system to retry the export automatically once the underlying issue is resolved or cancel the request to reset the accounting date for a cleaner financial period.

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PLATFORM

[USER PROFILE] MISSING INFORMATION INDICATORS FOR INCOMPLETE VEHICLES

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No

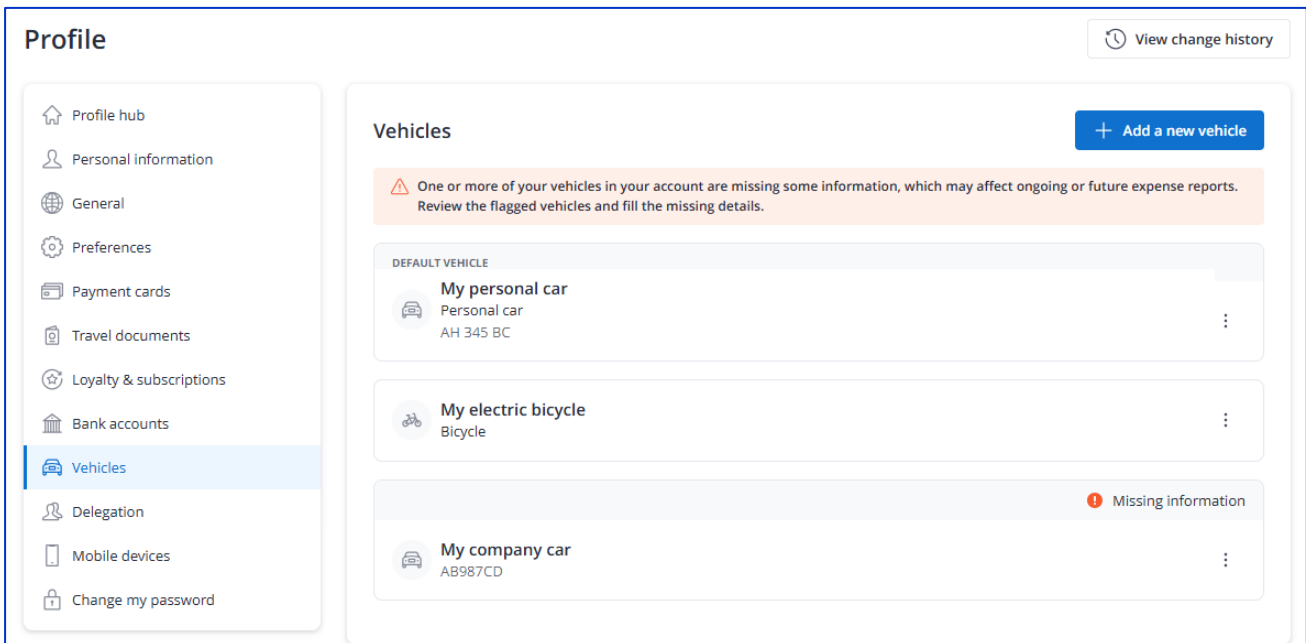
SYNOPSIS

The Neo profile page now alerts travelers when their vehicles are missing required information based on their current company's vehicle management settings. An example is if the configuration was changed to include new required information. A warning banner and badge system highlight incomplete vehicles, guiding travelers to add missing data before performing certain actions. When editing an incomplete vehicle, travelers must choose the vehicle type first. Then they fill in the other missing information. If the vehicle is locked by an active expense report, this does not apply.

These enhancements support compliance with company vehicle policies and prevent incomplete vehicle data from being set as default or used in travel and expense workflows.

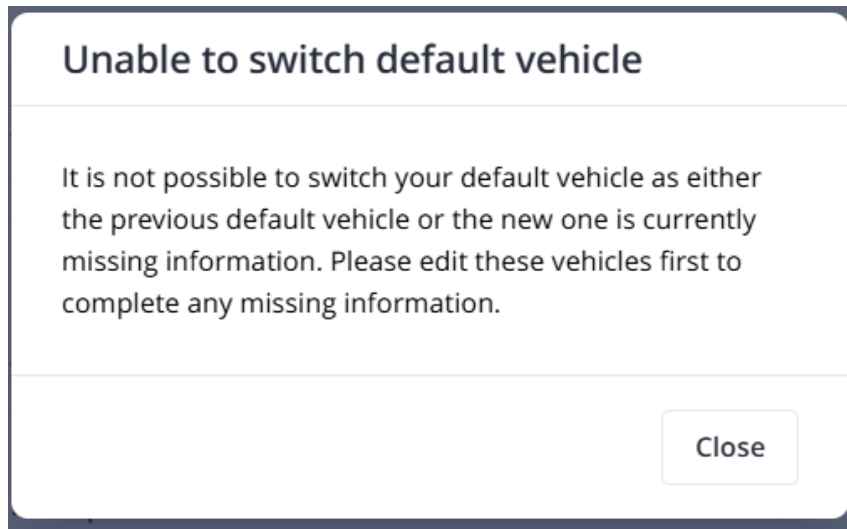
CONFIGURATION

No configuration is required. The missing information indicators are automatically active in Neo profile's Vehicles section. Travelers will notice the following updates:



- A warning banner appears at the top of the Vehicles section if any vehicle is missing required information
- Each incomplete vehicle has a "missing info" badge displayed for quick identification

If a vehicle is incomplete, users cannot set it as the default or switch away from it. A pop-up message appears: "Unable to switch default vehicle," with instructions to complete the missing information first.



SCOPE

This feature applies to all travelers managing vehicles in Neo Profile's Vehicles section. The missing information indicators and workflows activate when a company's vehicle management settings require additional fields beyond the user's current vehicle data.