

AMEX GBT

Neo

Release Notes Neo 26.2

17 April 2026

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ADVANCE NOTICE

[RAIL] SNCF: PASSENGER’S RIGHTS DATA VALIDATION MID MAY 2026

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

SYNOPSIS

This is an advance notice regarding SNCF's enhanced passenger data verification processes, rolling out in three phases beginning in May 2026. These changes will improve the accuracy of traveler information across all booking channels.

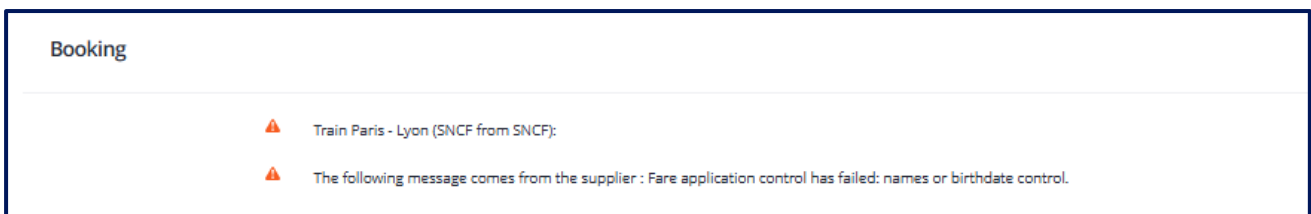
What will happen?

SNCF will progressively activate enhanced controls across three phases:

Phase 0 – SNCF Activation Mid-May

SNCF will begin verifying first and last names. Bookings will continue to be processed during this phase, even if minor discrepancies exist between information stored in Neo and the SNCF database.

IMPORTANT: Travelers must take action to correct any inconsistencies to support smooth processing in later phases.



Phase 1 – Mid-September

- If the first name or last name entered in Neo does not match the SNCF database, the booking will be blocked until discrepancies are corrected.
- Corrections can be made through the Neo profile, any external profile tool used to feed Neo profile (i.e. Connect Profile, Portrait), HR feed, or by contacting SNCF directly.

Phase 2 – Mid-January 2027

- SNCF will extend controls to include verification of traveler’s date of birth, in addition to first and last names.
- If any of these details differ from the SNCF database, the booking will be blocked until all discrepancies are corrected through the Neo profile, any external profile tool used to feed Neo profile (i.e. Connect Profile, Portrait), HR feed, or by contacting SNCF.

Which Travelers are affected?

- Holders of the following traveler cards:
- Carte Avantage (young, senior, adult)
- Carte Liberté
- Monthly and weekly passes
- Military

SCOPE

- SNCF Direct Link
- SNCB pending information

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NEO TRAVEL

[TRIP PLANNER] NEW FLOW

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

SYNOPSIS

The Trip Planner flow benefits from a specific redesigned **Trip Overview Page**, with a clearer, more intuitive experience while maintaining all existing functionality.

Trip Planner allows travelers to create a trip with no bookable services when they use company cars, public transport, or other non-bookable options to reach their destination.

A key enhancement is the estimated expense table, which now displays directly below the trip details without requiring users to click to open it. Travelers can immediately add, delete, or update estimated expenses, streamlining the process of capturing trip-related costs for reimbursement and reconciliation with company accounting systems.

BEFORE

The screenshot displays the 'Trip itinerary' page for a round-trip from Paris to New York. The itinerary timeline shows the following segments:

- Wed 4 Mar:** 1 Av. des Champs-Élysées, 75008 Paris, France
- 1:00 PM 8:21 PM:** Transport to 5th Ave, New York, NY, USA
- Wed 4 Thu 5:** Accommodation in 5th Ave, New York, NY, USA
- Wed 4 8:31 PM Thu 5 4:28 AM:** 5th Ave, New York, NY, USA
- 4:38 AM 12:00 PM:** Transport to 1 Av. des Champs-Élysées, 75008 Paris, France
- Thu 5 Mar:** 1 Av. des Champs-Élysées, 75008 Paris, France

Below the itinerary is a map showing the route from Paris, France, to New York, USA, and back. The right-hand sidebar contains the following information:

- Submit** (button)
- Save (icon)
- Share (icon)
- BOOKABLE TRIP COST** €0
- ADDITIONAL EXPENSES (ESTIMATED)** €25.00
 - Dinner €25.00
 - Breakfast €0.00
- Edit estimates** (button)
- TOTAL TRIP COST** €25.00

Estimated expenses

Total estimated expenses €25.00 [+ Add](#)

Item	Location	Supplier	Quantity	Date	Amount
Dinner	AMEX GBT, 3rd Avenue, New York, N.Y., USA		1	7/24/25	€25.00
Breakfast	AMEX GBT, 3rd Avenue, New York, N.Y., USA		1	7/25/25	€0.00
Lunch	AMEX GBT, 3rd Avenue, New York, N.Y., USA		1	7/25/25	€0.00

AFTER

Trip itinerary Leave Paris after 1:00 PM, on Mar 4 – Arrive Paris before 12:00 PM, on Mar 5

Wednesday 4 March
1 Av. des Champs-Élysées → 5th Avenue

Departure at 1:00 PM
1 Av. des Champs-Élysées, 75008 Paris, France

Arrival at 8:21 PM
5th Ave, New York, NY, USA

Thursday 5 March
5th Avenue → 1 Av. des Champs-Élysées

Departure at 4:38 AM
5th Ave, New York, NY, USA

Arrival at 12:00 PM
1 Av. des Champs-Élysées, 75008 Paris, France

Trip summary
Wed, Mar 4 – Thu, Mar 5
Mr Bear Vernon Total estimated expenses **€25.00**

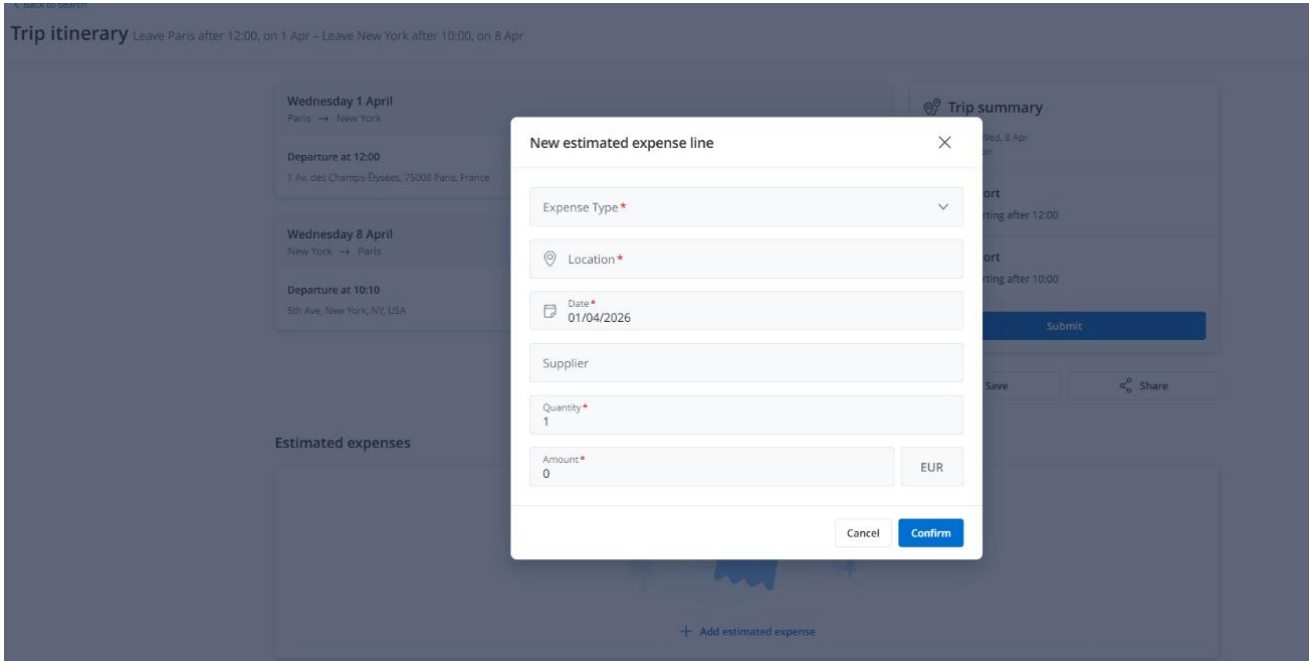
Transport
Mar 4 - Departing after 1:00 PM

Transport
Mar 5 - Arriving before 12:00 PM

Estimated expenses
Dinner €25.00
Breakfast €0.00

Estimated expenses [Add estimated expense](#)

Expense Type	Location	Supplier	Quantity	Date	Policy	Amount
Dinner	5th Ave, New York, NY, USA		1	3/4/26	IN POLICY	€25 ...
Breakfast	5th Ave, New York, NY, USA		1	3/5/26	IN POLICY	€0 ...



CONFIGURATION

No configuration required. Trip Planner and Estimated Expenses existing configuration continue to apply.

SCOPE

Travelers with Trip Planner activated will automatically see the new design when submitting their trip with no bookable services.

[TRIP OVERVIEW PAGE] FURTHER ENHANCEMENTS

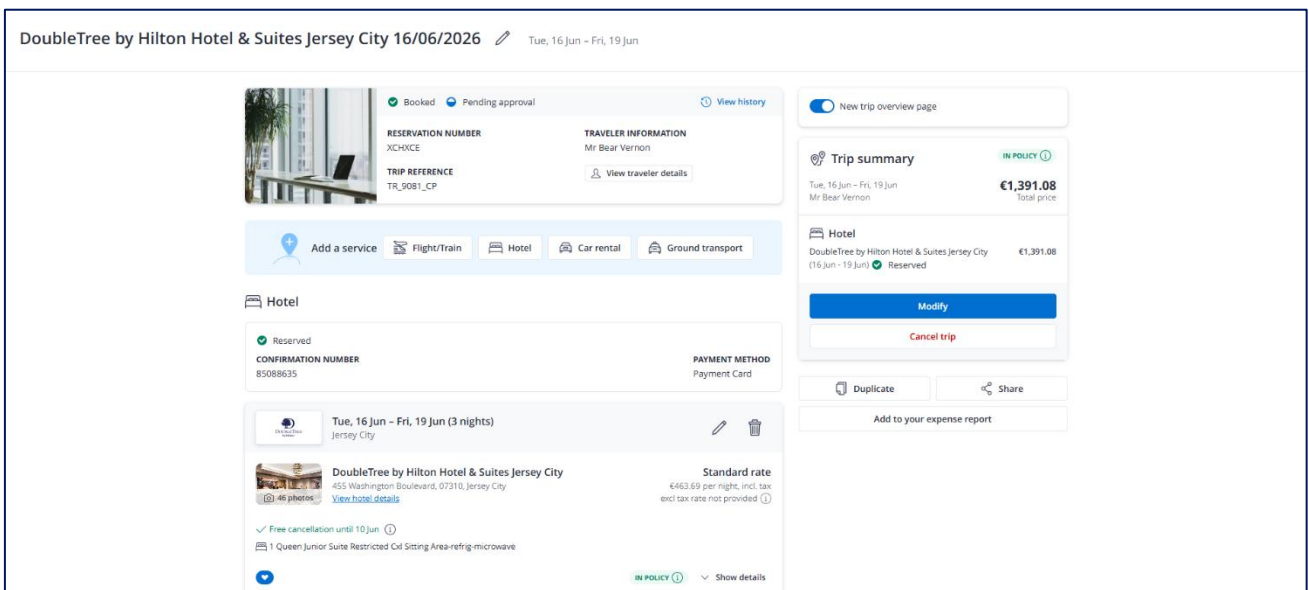
MADE FOR...?	Traveler Arranger Approver
ACTIVATION REQUIRED?	Yes - by NTG Admin
ADMIN SUITE	Reference tables
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

Neo has redesigned the trip overview page to provide a clearer, more intuitive experience when reviewing trip information. The previous layout required excessive navigation to locate important details, and bookers reported difficulty finding key trip elements. The new consolidated design presents all essential trip details in a single, organized view with improved layout, simplified navigation, and enhanced readability, reducing time spent searching for information and increasing user confidence in reviewing trip accuracy.

Initial deployment will occur through pilot activation with selected groups to validate performance before full rollout in a later release

This feature applies to all bookers using Neo's online booking tool who review trip information before and after booking.



[HOTEL] ENHANCED HOTEL LOYALTY RATE BOOKING EXPERIENCE

MADE FOR...?	Traveler Neo Admin
ACTIVATION REQUIRED?	No
ADMIN SUITE	Travel Hotel Settings Search Configuration
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

Business travelers sometimes select hotel loyalty rates without realizing they need specific loyalty program memberships, which can complicate the checkout process. Neo now provides clear visual guidance to help travelers identify loyalty rate requirements upfront, to efficiently book rates linked to their respective memberships.

With release 26.2, Neo displays helpful visual indicators (flags) on loyalty rates during hotel search, making it easy for travelers to see which rates require loyalty program membership before selection.

When loyalty cards are missing at checkout, Neo displays prominent warning banners with clear messaging explaining the requirements. The system intelligently disables the "Next" button until loyalty card needs are met, providing travelers with two options: add the missing loyalty card to their profile or return to select alternative rates. For multi-hotel bookings, warnings appear for each affected hotel, and travelers can navigate back while preserving all search criteria and selections.

PUBLIC RATE IN POLICY ⓘ

Chambre lit king-size - vue sur ville - annulation gratuite - petit-déjeuner compris dans le tarif - connexion wi-fi gratuite - tarif booking.com

- ✕ Breakfast not included
- ✕ Non-refundable
- 💰 Advance deposit

[More details](#)

LOYALTY CARD REQUIRED ⓘ

\$134
per night, incl. tax

[Select](#)

Hotel

Hotel name
Mon 15 Jun - Wed 17 Jun (2 nights)

CANCELLATION POLICY

✓ Free cancellation
before June 14, 2023

No cancellation charge applies prior to 18:00 (local time) on the day of arrival. Beyond that time, the first night will be charged.

[View rate details](#)

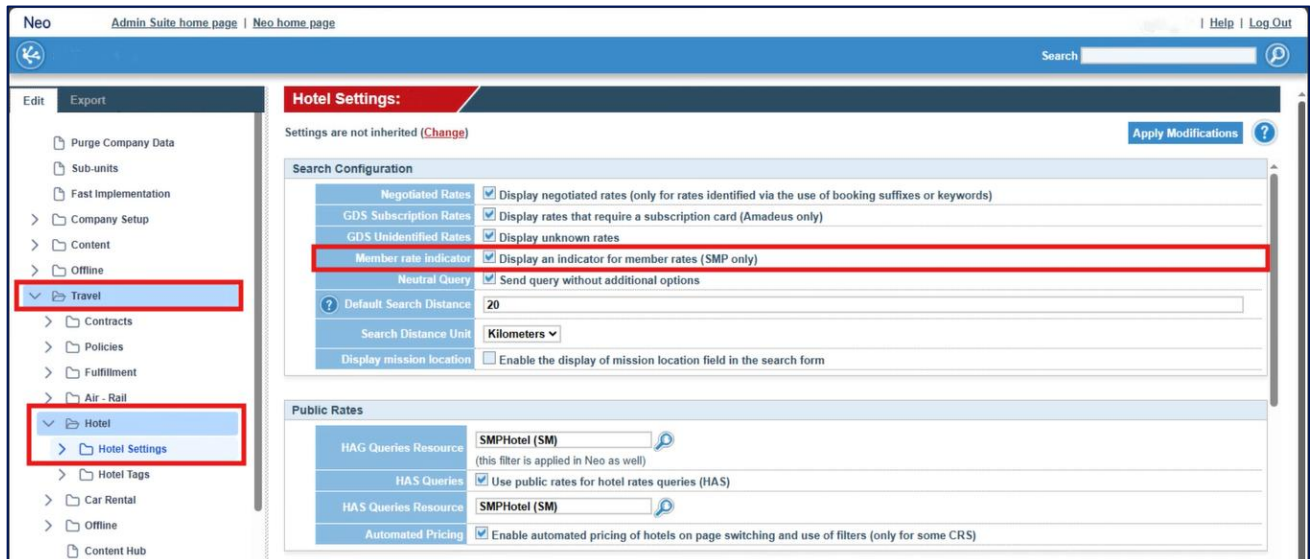
LOYALTY PROGRAM

⚠ This rate requires a loyalty program card.

[← Change rate](#)
[+ Add a loyalty card to my profile](#)

CONFIGURATION

Travel managers can control loyalty rate indicator visibility through Admin Suite under Travel | Hotel Settings. The "Loyalty Rate Indicator" checkbox is enabled by default for all customers, allowing companies to align the visibility of the feature with their internal travel policies and booking strategies.



SCOPE

- Applicable to only SMP customers
- Business travelers booking hotel accommodations through Neo
- Neo Administrators managing hotel search configurations in admin suite

OUT OF SCOPE

- Loyalty program enrollment processes within Neo

[ADMIN SUITE] ENHANCED MULTI-CITY BOOKING CONTROL FOR TRAVEL ADMINISTRATORS

MADE FOR...?	Traveler Neo Admin
ACTIVATION REQUIRED?	No
ADMIN SUITE	Travel Air-Rail Search Modes
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

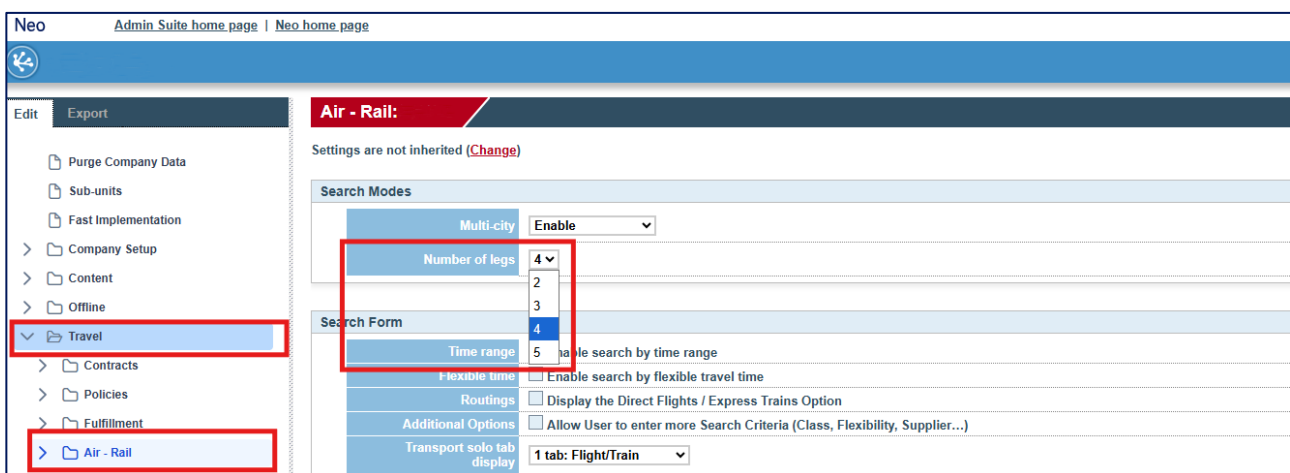
Multi-city bookings allow travelers to book journeys between three or more cities in a single trip, rather than simple round-trips. For example, a traveler might fly from New York to London, then take a train from London to Paris, and finally fly from Paris back to New York—creating a three-leg journey with multiple destinations.

Multi-city functionality also supports booking patterns like single open-jaw trips (flying into one city and returning from another, such as arriving in Rome and departing from Milan) or double open-jaw trips (where both the origin and destination differ on the return, such as departing from New York to London, then returning from Paris to Boston).

With the 26.2 release, Neo provides travel administrators with granular control over multi-city booking capabilities for both flights and trains. Administrators can set specific limits on booking complexity by choosing the maximum number of segments (legs) allowed, ranging from 2 to 5 legs through the Admin Suite.

For clients who previously had multi-city functionality disabled, the feature will be automatically activated post 26.2 release, with a default maximum of 3 legs, with full administrator control to adjust or disable as needed.

For clients who had multi-city enabled prior to the 26.2 release, the feature will remain enabled with the maximum 5 legs.



CONFIGURATION

To configure multi-city booking settings:

1. Log into the Neo Admin Suite with administrator permissions
2. Navigate to the multi-city feature settings in admin suite with this path Travel | Air-Rail | Search Modes
3. Toggle the multi-city feature ON or OFF based on your organization's requirements
4. When enabled, select the maximum number of legs from the dropdown menu (options: 2, 3, 4, or 5 legs). The recommended setting is 3 legs
5. Save your configuration

SCOPE

Neo Administrators :

- Configure the maximum number of legs allowed (2, 3, 4, or 5 legs) for both flight and train bookings

Neo End Users:

- Book multi-city flights and trains directly through the Neo booking tool (when enabled by their administrator)
- Book open-jaw itineraries

OUT OF SCOPE

This feature does not include:

- Custom configurations for individual users (settings apply organization-wide only)
- Automatic adjustment of existing multi-city booking workflows (these settings can be manually modified later from 5 to desired number of legs from Admin Suite)
- Retroactive modifications to bookings completed before this feature was implemented

[TRANSPORT] FARE FILTERING IMPROVEMENTS

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

SYNOPSIS

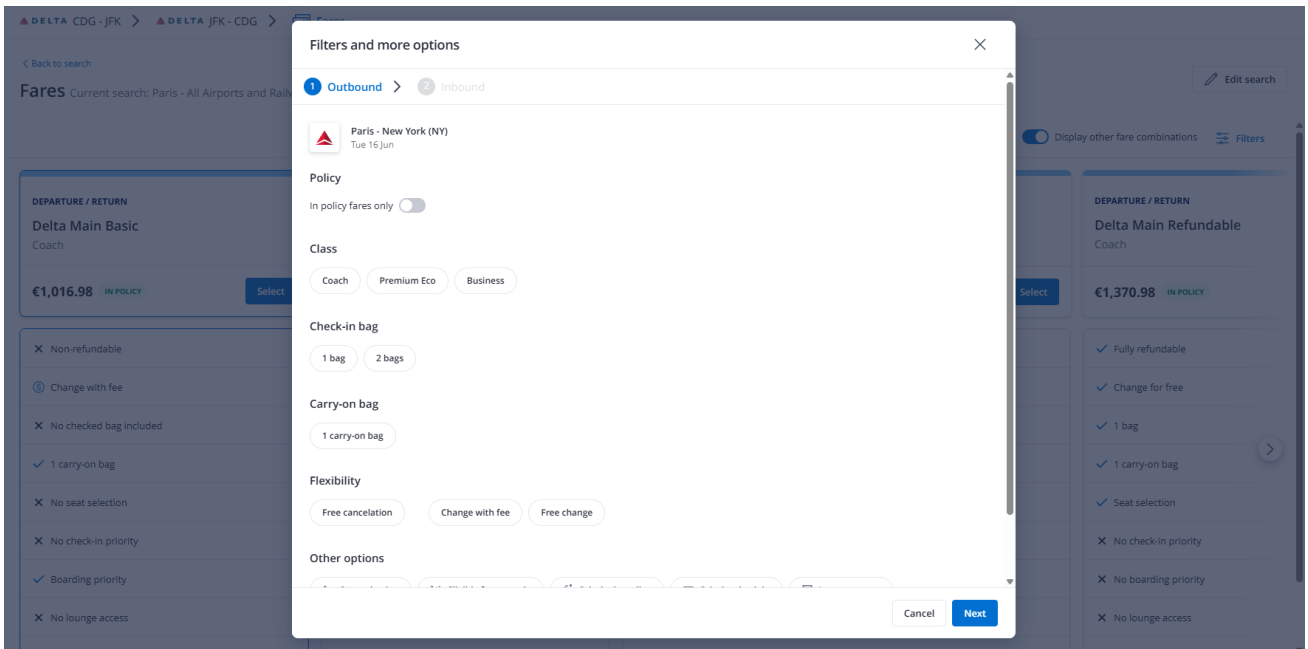
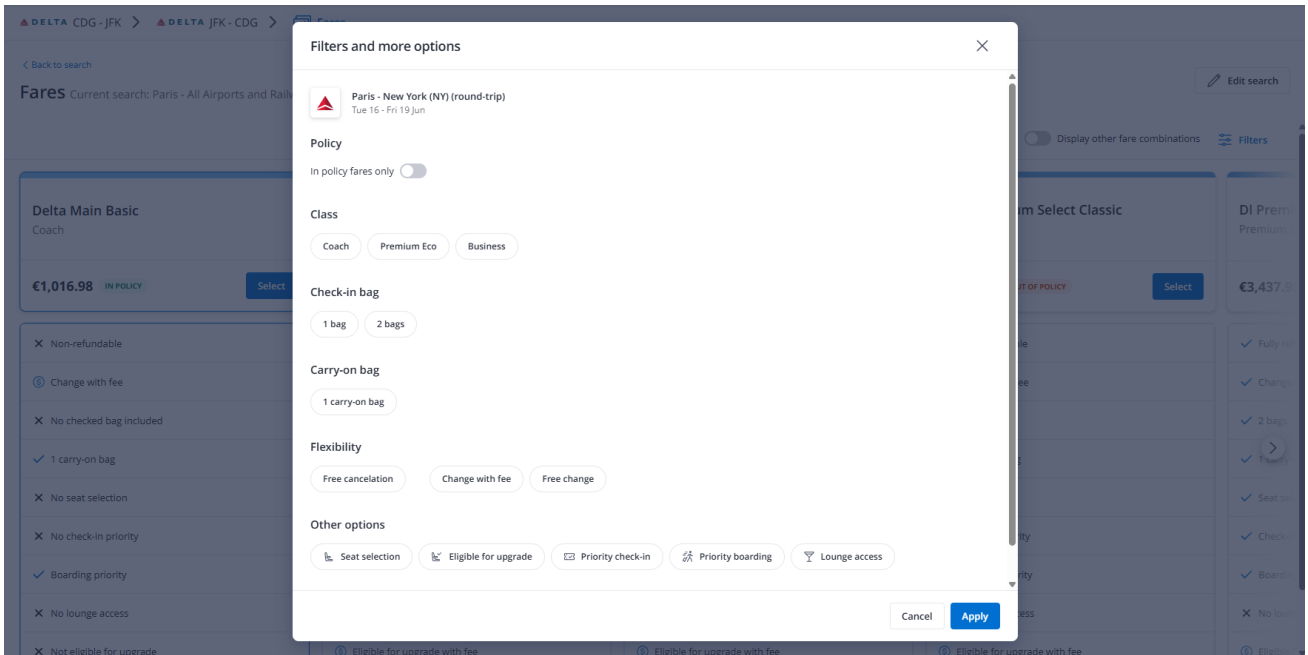
To make fare comparison easier and help users find the fare they want, the **fare filters** have been moved from a pop-up to an **inline format** on the Neo Fare Display (NFD) page, making them more visible and easier to interact with.

This change will improve navigation and will align with the filter behavior across other Neo modules, such as the transport results page.

BEFORE

The screenshot shows the Neo Fare Display (NFD) page for Delta flights. The search criteria are Paris - All Airports and Railways, Tue, Jun 16 — New York (NY) - All Airports and Railways, Thu, Jun 18. The page displays five fare options:

- Delta Main Basic** (Coach): €1,016.98 (IN POLICY). Filters: Non-refundable, Change with fee, No checked bag included, 1 carry-on bag, No seat selection, No check-in priority, Boarding priority, No lounge access, Not eligible for upgrade.
- Delta Main Classic** (Coach): €1,164.98 (IN POLICY). Filters: Non-refundable, Change with fee, 1 bag, 1 carry-on bag, Seat selection, No check-in priority, No boarding priority, No lounge access, Eligible for upgrade with fee.
- Delta Main Refundable** (Coach): €1,370.98 (IN POLICY). Filters: Fully refundable, Change for free, 1 bag, 1 carry-on bag, Seat selection, No check-in priority, No boarding priority, No lounge access, Eligible for upgrade with fee.
- Delta Premium Select Classic** (Premium Eco): €3,097.98 (OUT OF POLICY). Filters: Non-refundable, Change with fee, 2 bags, 1 carry-on bag, Seat selection, Check-in priority, Boarding priority, No lounge access, Eligible for upgrade with fee.
- Delta Premium Select** (Premium Select): €3,437.98 (OUT OF POLICY). Filters: Fully refundable, Change for free, 2 bags, 1 carry-on bag, Seat selection, Check-in priority, Boarding priority, No lounge access, Eligible for upgrade with fee.



AFTER

The screenshot displays the 'Fares' section of the Amex GBT Neo interface. At the top, it shows the flight route 'CDG - EWR' and 'EWR - CDG'. The current search is for 'Paris - All Airports and Railways, Mon, Sep 21' to 'New York (NY) - All Airports and Railways, Thu, Sep 24'. There are filters for 'In policy only', 'Class', 'Fare', 'Refunds', 'Changes', 'Bags', and 'Other options'. A toggle for 'Display other fare combinations' is also present.

Fare Type	Price	Status	Key Features
Basic Economy Coach	€1,107.62	IN POLICY	Non-refundable, Change with fee, 1 carry-on bag, No checked bag included, Seat selection with fee, Boarding priority (with fee), Not eligible for upgrade.
Premium Economy Premium Eco	€2,435.62	IN POLICY	Non-refundable, Change with fee, 1 carry-on bag, 2 bags, Seat selection, Boarding priority, Eligible for upgrade with fee.
Premium Economy Partially Ref Premium Eco	€2,585.62	IN POLICY	Partially refundable, Change with fee, 1 carry-on bag, 2 bags, Seat selection, Boarding priority, Eligible for upgrade with fee.
Premium Economy Fully Ref Premium Eco	€2,735.62	IN POLICY	Fully refundable, Change for free, 1 carry-on bag, 2 bags, Seat selection, Boarding priority, Eligible for upgrade with fee.

SCOPE

Applies to every NFD page (One-way and Roundtrip flows, modification/exchange flows, air and rail searches)

[TRANSPORT] OLD CHANGE FARE/CLASS FLOW REMOVAL

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

SYNOPSIS

Neo has introduced significant improvements to make fare browsing more intuitive, accessible, and user-friendly. These enhancements focus on simplifying fare comparison, improving visual clarity, and creating a more consistent interface across the application.

As consequence of these improvements, the old **Change fare/class** flow will be removed for:

- One-way searches
- Roundtrip searches
- Modification / Exchange flows

It will be fully replaced by the **Neo Fare Display page**, offering a more modern and unified fare selection experience.

BEFORE : Change fare/class flow

The screenshot displays the 'Change fare/class' modal window. The table below summarizes the fare options shown:

Flight	Fare type	Class	Flexibility	Bags	Price
OUTBOUND					
AF 22	Light	Coach (M)	Not Refundable. Modifiable with Charge	0 bag	€2,072.38
RETURN					
AF 23	Light	Coach (M)	Not Refundable. Modifiable with Charge	0 bag	Select
OUTBOUND					
AF 22	Standard	Coach (M)	Not Refundable. Modifiable with Charge	1 bag, 23 kg	€2,232.38
RETURN					
AF 23	Standard	Coach (M)	Not Refundable. Modifiable with Charge	1 bag, 23 kg	Select
OUTBOUND					
AF 22	Flex	Coach (M)	Refundable and Modifiable Free of Charge	1 bag, 23 kg	€2,454.38
RETURN					
AF 23	Flex	Coach (M)	Refundable and Modifiable Free of Charge	1 bag, 23 kg	Select

AFTER : Neo Fare Display page

This page will remain the unique flow for transport fare selection for one-way, roundtrip and modification/exchange search.

The screenshot displays the Neo Fare Display page for a search from Paris to New York. It features a navigation bar with 'United CDG - EWR' and 'United EWR - CDG' segments, and a 'Fares' tab. Below the search bar, there are filters for 'In policy only', 'Class', 'Fare', 'Refunds', 'Changes', 'Bags', and 'Other options'. A toggle for 'Display other fare combinations' is also present. The main content area shows four fare cards:

- Basic Economy (Coach):** Price €1,107.62. Conditions include: Non-refundable, Change with fee, 1 carry-on bag, No checked bag included, Seat selection with fee, Boarding priority (with fee), and Not eligible for upgrade.
- Premium Economy (Premium Eco):** Price €2,435.62. Conditions include: Non-refundable, Change with fee, 1 carry-on bag, 2 bags, Seat selection, Boarding priority, and Eligible for upgrade with fee.
- Premium Economy Partially Ref (Premium Eco):** Price €2,585.62. Conditions include: Partially refundable, Change with fee, 1 carry-on bag, 2 bags, Seat selection, Boarding priority, and Eligible for upgrade with fee.
- Premium Economy Fully Ref (Premium Eco):** Price €2,735.62. Conditions include: Fully refundable, Change for free, 1 carry-on bag, 2 bags, Seat selection, Boarding priority, and Eligible for upgrade with fee.

Consequently, the **Neo Fare Display** page can no longer be deactivated in Admin Suite.

SCOPE

- The link **Change fare/class** will be completely removed from transport results page
- The link **Change fare/class** accessible from the trip overview page will redirect to the Neo fare display page

[TRANSPORT] IMPROVEMENT OF ANCILLARY INFORMATION ON NEO FARE DISPLAY PAGES

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

SYNOPSIS

The Neo Fare Display page serves as a critical resource for informed travel decisions. Accurate fare information, particularly regarding baggage allowances and restrictions, supports confident booking decisions.

The Neo Fare Display page now retrieves complete and accurate fare information from RouteHappy, delivering correct details such as properly represented carry-on baggage policies.

This feature was developed to restore data accuracy and rebuild confidence in the fare information presented.

The data retrieval process that pulls fare information from RouteHappy has been revised and optimized. The updated process now correctly interprets and displays all fare baggage policies, seat selections, and other ancillary services. Data validation checks have been implemented to prevent incomplete or corrupted information from appearing on the display page.

BEFORE

Light Economy	Light Extra Saf Economy	Standard Economy	Standard Extra Saf Economy
<p>€386.58 <small>IN POLICY</small> Select</p> <p>Specific terms</p>	<p>€413.06 <small>IN POLICY</small> Select</p> <p>Specific terms</p>	<p>€458.58 <small>IN POLICY</small> Select</p> <p>Specific terms</p>	<p>€485.06 <small>IN POLICY</small> Select</p> <p>Specific terms</p>
<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Non-refundable <input checked="" type="checkbox"/> Non-changeable <input checked="" type="checkbox"/> No checked bag included <input type="checkbox"/> No info available <input checked="" type="checkbox"/> Seat selection (with fee) <input checked="" type="checkbox"/> No priority check-in <input checked="" type="checkbox"/> No boarding priority 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Non-refundable <input checked="" type="checkbox"/> Non-changeable <input checked="" type="checkbox"/> No checked bag included <input type="checkbox"/> No info available <input checked="" type="checkbox"/> Seat selection (with fee) <input checked="" type="checkbox"/> No priority check-in <input checked="" type="checkbox"/> No boarding priority 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Non-refundable <input checked="" type="checkbox"/> Change with fee <input checked="" type="checkbox"/> 1 bag, 23kg <input checked="" type="checkbox"/> 1 carry-on bag, 12 kg <input checked="" type="checkbox"/> Seat selection (with fee) <input checked="" type="checkbox"/> No priority check-in <input checked="" type="checkbox"/> No boarding priority 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Non-refundable <input checked="" type="checkbox"/> Change with fee <input checked="" type="checkbox"/> 1 bag, 23kg <input checked="" type="checkbox"/> 1 carry-on bag, 12 kg <input checked="" type="checkbox"/> Seat selection (with fee) <input checked="" type="checkbox"/> No priority check-in <input checked="" type="checkbox"/> No boarding priority

AFTER

<p>Light Economy</p> <p>Specific terms</p> <p>€386.58 <small>IN POLICY</small> Select</p>	<p>Light Extra Saf Economy</p> <p>Specific terms</p> <p>€413.06 <small>IN POLICY</small> Select</p>	<p>Standard Economy</p> <p>Specific terms</p> <p>€458.58 <small>IN POLICY</small> Select</p>	<p>Standard Extra Saf Economy</p> <p>Specific terms</p> <p>€485.06 <small>IN POLICY</small> Select</p>
<p><input checked="" type="checkbox"/> Non-refundable</p> <p><input checked="" type="checkbox"/> Non-changeable</p> <p><input checked="" type="checkbox"/> No checked bag included</p> <p><input checked="" type="checkbox"/> 1 carry-on bag, 12 kg</p> <p><input checked="" type="checkbox"/> Seat selection (with fee)</p> <p><input checked="" type="checkbox"/> No priority check-in</p> <p><input checked="" type="checkbox"/> No boarding priority</p>	<p><input checked="" type="checkbox"/> Non-refundable</p> <p><input checked="" type="checkbox"/> Non-changeable</p> <p><input checked="" type="checkbox"/> No checked bag included</p> <p><input checked="" type="checkbox"/> 1 carry-on bag, 12 kg</p> <p><input checked="" type="checkbox"/> Seat selection (with fee)</p> <p><input checked="" type="checkbox"/> No priority check-in</p> <p><input checked="" type="checkbox"/> No boarding priority</p>	<p><input checked="" type="checkbox"/> Non-refundable</p> <p><input checked="" type="checkbox"/> Change with fee</p> <p><input checked="" type="checkbox"/> 1 bag, 23kg</p> <p><input checked="" type="checkbox"/> 1 carry-on bag, 12 kg</p> <p><input checked="" type="checkbox"/> Seat selection (with fee)</p> <p><input checked="" type="checkbox"/> No priority check-in</p> <p><input checked="" type="checkbox"/> No boarding priority</p>	<p><input checked="" type="checkbox"/> Non-refundable</p> <p><input checked="" type="checkbox"/> Change with fee</p> <p><input checked="" type="checkbox"/> 1 bag, 23kg</p> <p><input checked="" type="checkbox"/> 1 carry-on bag, 12 kg</p> <p><input checked="" type="checkbox"/> Seat selection (with fee)</p> <p><input checked="" type="checkbox"/> No priority check-in</p> <p><input checked="" type="checkbox"/> No boarding priority</p>

SCOPE

- Air GDS including NDC content

OUT OF SCOPE

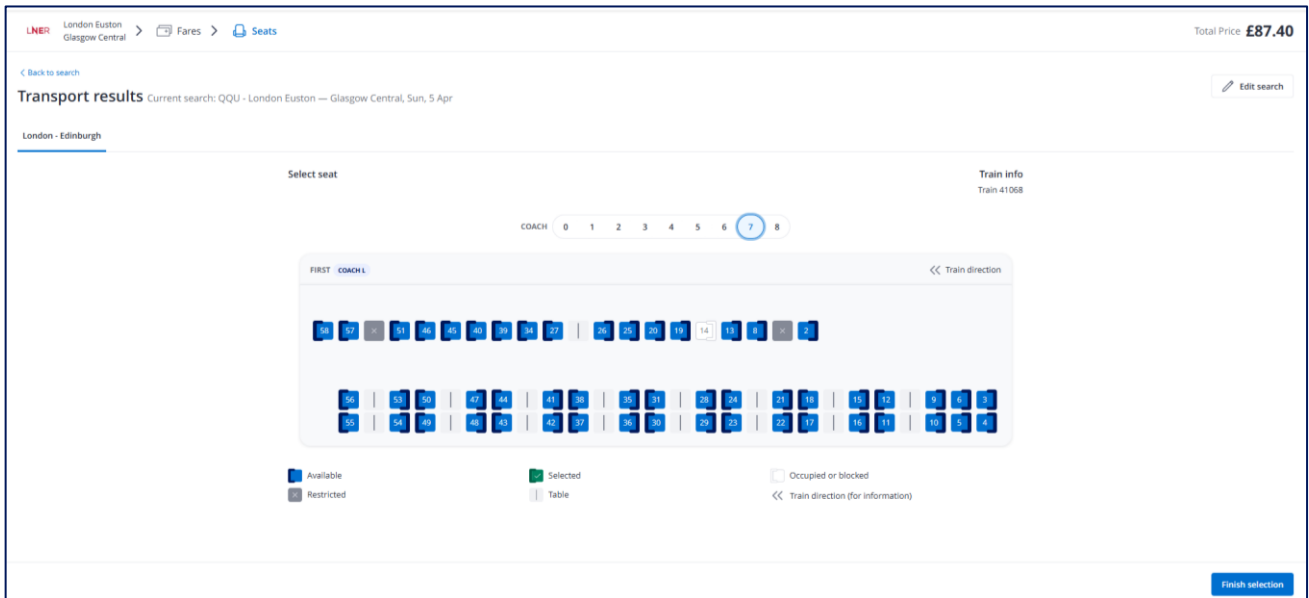
- Rail, Travelfusion

[RAIL] TRAINLINE SEATMAP NOW AVAILABLE FOR THE UK

MADE FOR...?	Traveler Arranger Travel Manager
ACTIVATION REQUIRED?	Yes - manual activation required
VALIDATION BY AGENCY REQUIRED	Yes

SYNOPSIS

Neo now empowers travelers to view and select their preferred seats in real-time when booking rail journeys with LNER, Avanti West Coast, GWR and LUMO. During the trip reservation process, users can see available seating options across First Class and Standard Class and confirm their seat choice before completing their booking. This enhancement streamlines the rail booking experience by eliminating the need for post-booking seat management and gives travelers greater control over their journey comfort from the moment of reservation.



CONFIGURATION

NOTE: For GBT customers, activation will be managed automatically.

To enable real-time seat maps in Neo:

1. Navigate to **Admin Suite**
2. Select **Travel | Fulfillment | Reservation Systems | [Your Reservation System] | Configuration**
3. Add the **Ocapi Verb SMP** (Seat Map) configuration

SCOPE

This feature is available to all Neo Travel customers booking rail services **through Trainline direct link** with the following carriers:

- Avanti West Coast
- GWR
- LNER
- LUMO
- Seat maps display availability for both First Class and Standard Class accommodations.

OUT OF SCOPE

Limitations from Trainline

- Real-time seat selection is not available for other rail operators or train companies outside the three supported carriers listed above.
- Split ticket fares: because seat allocation is controlled by Trainline so that travelers keep the same coach and seat
- Seatmap is not available during the exchange process.

[TRANSPORT] SABRE GDS - CONFIGURE SEPARATE POLICIES FOR DAY AND OVERNIGHT FLIGHTS

MADE FOR...?	Traveler Arranger Travel Manager Neo Admin
ACTIVATION REQUIRED?	Yes - by NTG Admin
ADMIN SUITE	<p>Booking Rules: Travel Policies Travel Policies <PolicyName> Air-Rail Booking Rules Travel Schedule</p> <p>Preferred Class Rules: Travel Policies Travel Policies <PolicyName> Neo Display Logic Air-Rail Preferred Class Rules Travel Schedule</p> <p>Capping Rules: Travel Policies Travel Policies <PolicyName> Neo Display Logic Air-Rail Capping Rules Capping Type "Lowest fare" Transport Class</p>
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

Travel managers can now create more flexible and cost-effective travel policies by setting different rules for day flights versus overnight flights. This feature addresses the common business need to provide enhanced comfort for longer, overnight journeys while maintaining cost controls for shorter day flights.

For example, companies can now allow senior managers to travel in Business Class for overnight flights while restricting them to Premium Economy for day flights. The system automatically identifies flight types based on configurable criteria and applies the appropriate policy rules, giving organizations greater control over their travel spend while improving traveler experience on longer journeys.

When overnight policies are active, search results may display mixed cabin options (such as Premium Economy outbound and Business inbound) based on flight timing and the cabins recommended by the company's policy.

If some combinations aren't initially displayed, compliant fares will appear in the Alternate Fares Display page. When capping rules apply with overnight policies, the system can use the lowest fare of the highest compliant cabin per segment as the reference point.

CONFIGURATION

Travel administrators can define overnight flights using three criteria options in Admin Suite:

- **Next Day(s) Arrival** – Flights arriving the next day(s) are classified as overnight flights
- **Travel Time Range** – Flights departing or arriving within specified time ranges are classified as overnight flights
- **Combination of Both** – Flights meeting either next-day arrival or time range criteria are classified as overnight flights

Admin Suite nodes and important notes:

- **Booking Rules:** Travel | Policies | Travel Policies | <PolicyName> | Air-Rail | Booking Rules | Travel Schedule
- **Preferred Class Rules:** Travel | Policies | Travel Policies | <PolicyName> | Neo Display Logic | Air-Rail | Preferred Class Rules | Travel Schedule
- The default value **Not Applicable** for **Travel Schedule** preserves existing travel policies without impact
- When no travel schedule criteria are set, rules primarily apply to day flights when at least one rule with travel schedule is configured

The screenshot shows the configuration page for a Booking Rule in the Neo Admin Suite. The page is organized into several sections:

- Booking Date:** Includes a text input for 'Booking Date' (value: 0) with the label 'days before departure at least' and a dropdown for 'Traveler Category' (value: All).
- Suppliers:** A dropdown menu for 'Rule applies to' (value: All suppliers).
- Itinerary:** Contains several fields:
 - Departure: Everywhere
 - Arrival: Everywhere
 - Trip from / to: Everywhere
 - Direction: Rule is valid both ways
 - Journey Time: 0 (minutes minimum per one-way)
 - Minimum Stay: 0 (nights at least)
 - With Stops: Journey time includes stops and connections
 - Travel Schedule (Applies for Galileo, Sabre): A dropdown menu is open, showing options: Not Applicable (selected), Next Day(s) Arrival, Travel Time Range, and Next Day(s) Arrival or Travel Time Range.
- Classes and Fares:** Includes a dropdown for 'Transport Class' and a text input for 'Booking Classes'.

At the bottom of the form, there are three buttons: 'Save and Add New Item', 'Save', and 'Cancel'.

Capping Rules: Travel | Policies | Travel Policies | <PolicyName> | Neo Display Logic | Air-Rail | Capping Rules | Capping Type “Lowest fare” | Transport Class

- The **Highest Compliant Cabin** setting in **Lowest fare** capping feature works exclusively with overnight policy settings
- This change only applies to capping rules type “Lowest fare” which are the only types that rely on cabin classifications.

General Settings

Name	<input style="width: 80%;" type="text"/>
Traveler Category	<input style="width: 80%;" type="text" value="Any"/>

Suppliers

Rule Applies to	<input style="width: 80%;" type="text" value="All suppliers"/>
------------------------	--

Itinerary

Departure	<input style="width: 80%;" type="text" value="Everywhere"/>
Arrival	<input style="width: 80%;" type="text" value="Everywhere"/>
Direction	<input checked="" type="checkbox"/> Rule is valid both ways
Network	<input style="width: 80%;" type="text" value="[Any]"/>

Capping

Capping Type	<input style="width: 80%;" type="text" value="Lowest fare"/>
Hide fares above capping	<input type="checkbox"/>
CRS	<input style="width: 80%;" type="text" value="Any"/>
Supplier	<input style="width: 80%;" type="text"/>
Transport Class	<input style="width: 80%;" type="text" value="All"/>
Journey Time	<input style="width: 80%;" type="text"/>
Within Time Window	<input style="width: 80%;" type="text" value="Economy"/>
Direct flight	<input style="width: 80%;" type="text" value="Premium Eco"/>
Corporate fare	<input style="width: 80%;" type="text" value="Business (Rail: First)"/>
Tolerance Type	<input style="width: 80%;" type="text" value="First (Air only)"/>
	<input style="width: 80%;" type="text" value="Highest Compliant Cabin (For Galileo,Sabre)"/>

Save and Add New Item	Save	Cancel
-----------------------	------	--------

SCOPE

This feature is already available for **GDS Galileo** and is now extended to **GDS Sabre** (Applicable for One way, Roundtrip and Multicity searches)

- Policy rules application : GDS Galileo , GDS Sabre and other direct links if configured (e.g Travelfusion, SNCF, etc.)
- Additional queries to get expected mixed-cabins content : GDS Galileo, GDS Sabre
- Multicity limitations may exist by searching for **Company recommended class**
 - For best results, search by desired class for each journey/segment

OUT OF SCOPE

- Amadeus (Target by end of Q2 2026)

NEO PRODUCT UPDATE : NEO 26.1 SP1

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

MADE FOR...?	Neo Admin Travel Manager GBT
ACTIVATION REQUIRED?	Yes – by NTG Admin
ADMIN SUITE	Travel Neo: Other options Hotel not booked justification
VALIDATION BY AGENCY REQUIRED	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-hand navigation menu is open, showing a tree view of field categories. The 'Reason No Hotel Booked' category is selected, and its sub-items are visible: Field Names, Field Values (highlighted), and Default Value. The main content area is titled 'Field Values: Reason No Hotel Booked' and contains a table with the following data:

Filters			Value2
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

At the bottom of the table, there is an 'Add' button and a 'Download first 250 rows as XML' link.

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: [Apply Modifications](#) ?

Settings are not inherited [\(Change\)](#)

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

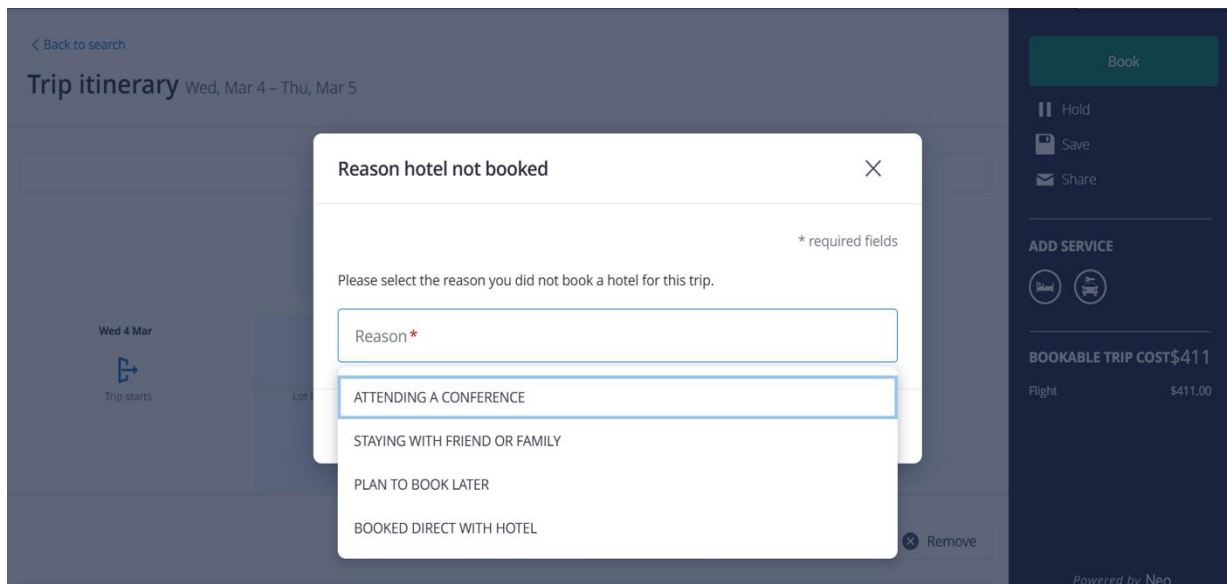
Reason hotel not booked

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

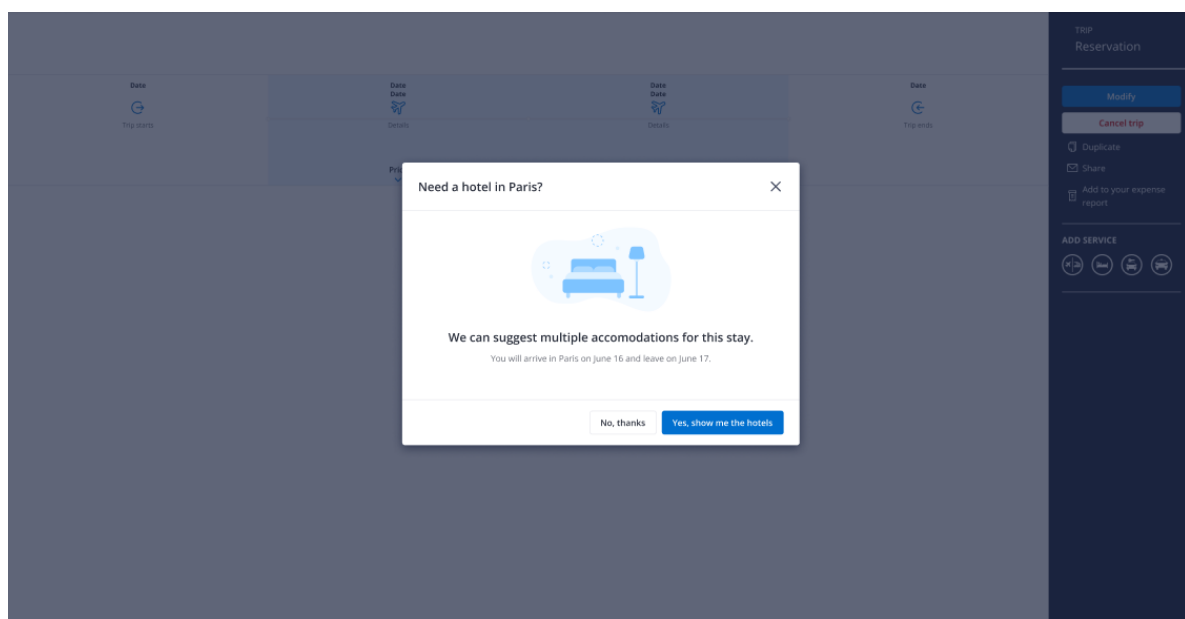
[Download as XML](#) [Apply Modifications](#)



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.

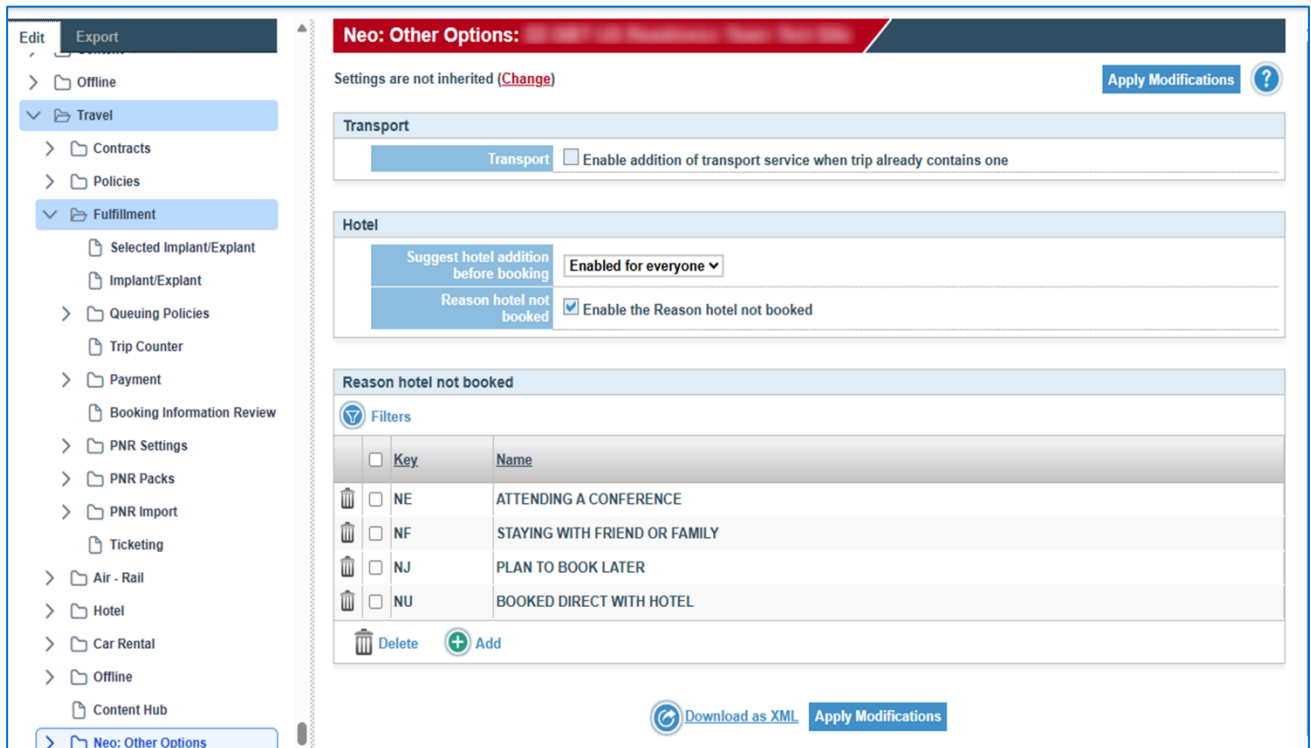
Configuration Instructions:

- 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 field with a search icon)
- Passive:**
- Decision on All Targets:**
- Self Approval:** Manual decision (dropdown menu is open, showing options: Manual decision, Auto Approval, and 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

NEO PRODUCT UPDATE : NEO 26.1 SP2

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

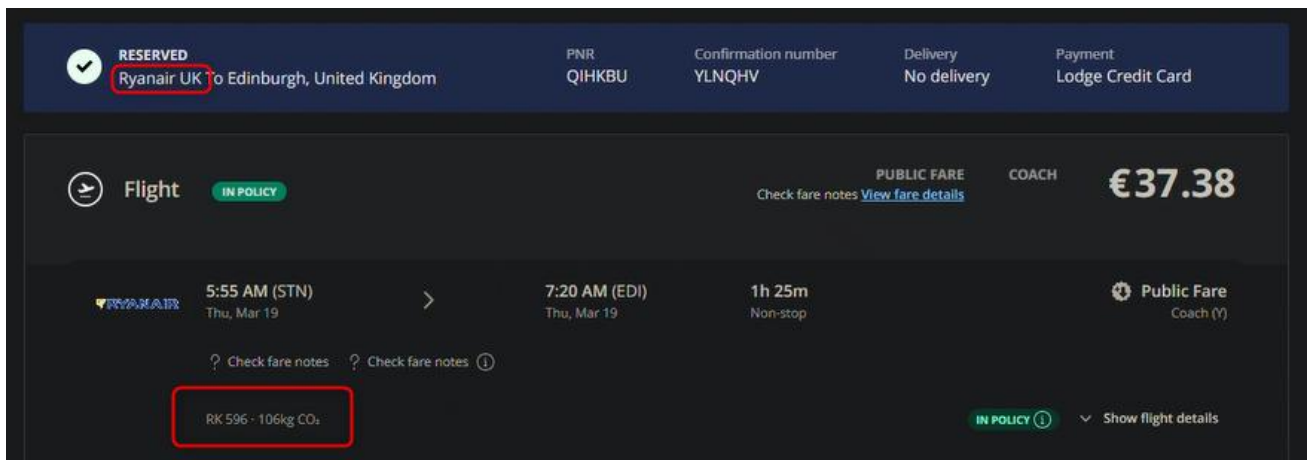
MADE FOR...?	Traveler Arranger Travel Manager
ACTIVATION REQUIRED?	Yes – manual activation required
ADMIN SUITE	Travel Fullfiment Reservation system direct Link Configuration
VALIDATION BY AGENCY REQUIRED	No

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	✓	✓	✓
BAGAGE SUPPLÉMENTAIRE OU VOLUMINEUX 130 x 90 x 50 cm et <30kg.	✓	✓	✓
CHOIX DE LA PLACE Duo ou solo, avec prise ou vue sur votre valise, c'est à vous de jouer !	✓	✓	✓
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

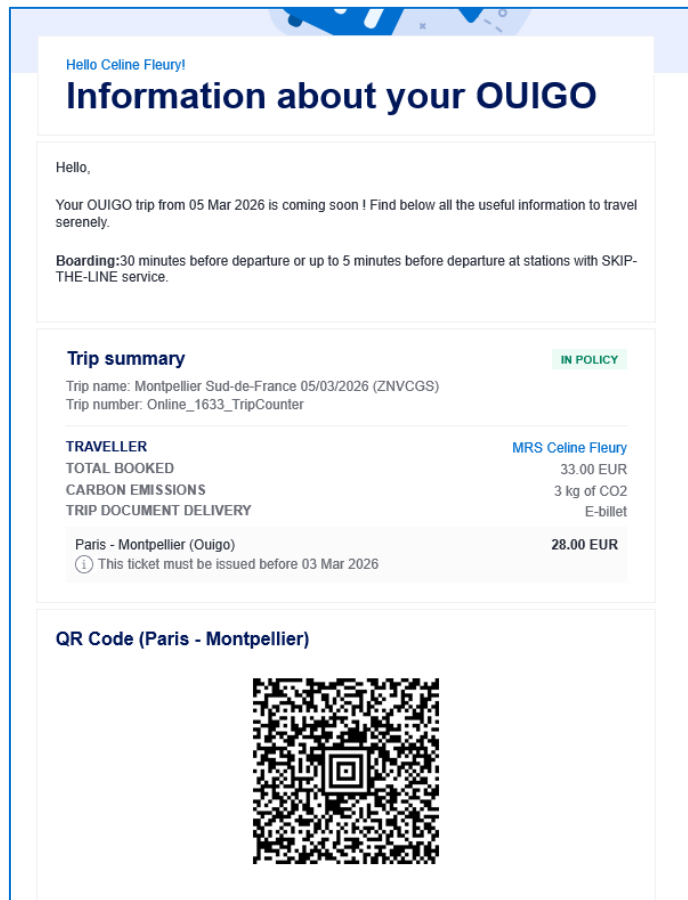
SYNOPSIS

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.



SCOPE

OUIGO through SNCF direct link.

AMEX GBT

Neo

NEO EXPENSE

[EXPENSE] TRIP TO EXPENSE: NEW FLOW

MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	Yes - By NTG Admin
ADMIN SUITE NODE	Expense Trip to Expense Transfers Trip to Expense

SYNOPSIS

Neo is upgrading the **Trip to Expense** functionality to improve the user experience and enable new features in the workflow.

The **Trip to Expense** functionality allows travelers to create an expense report directly from their booked trips. Trip services are converted into expense lines and imported into either an existing draft report or a new one, based on the traveler's preference. When the per diem functionality is enabled for the traveler's subunit, per diem amounts are automatically added to the imported expense lines.

NOTE: The new flow will initially be enabled for a select group of clients as a pilot. Please contact the Product Team to verify compatibility for your needs.

To enable the new flow, administrators must configure it in the Admin Suite as follows:

Admin Suite Node: Expense | Trip to Expense Transfers | Trip to Expense

- **General Settings:**
 - Check the "Activate Trip to Expense" box. When enabled, the Neo flow becomes available for all travelers, and the KCR flow is no longer accessible.
 - Check the "Activate Per Diem Transfer" box if you want per diem amounts to be imported from trips to reports.
- **Transfer Settings:**
 - Select the service types that should be transferable and their associated payment methods. Currently, only individual payment methods are transferable.

In scope: bookable services (air, rail, hotel, car rental, taxi), non-bookable services (from Trip Planner), per diem.

Trip to Expense

Settings are not inherited ([Change](#))

[Apply Modifications](#)



General Settings

- Activate **Activate Trip to Expense**
- Perdiem **Activate Perdiem transfer**

Transfer Settings



Filters

<input type="checkbox"/>	<u>Service type</u>	Individual credit card	Charge card
	<input type="checkbox"/> Air Service	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/> Rail Service	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/> Hotel Service	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/> Car rental	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	<input type="checkbox"/> Non-Bookable Services	<input type="checkbox"/>	<input type="checkbox"/>



Delete



Add



[Download as XML](#)

[Apply Modifications](#)

BEFORE

[Place Abel Gance, 92100 Boulogne-Billancourt, France 11/26/2025](#) > Expense Type Selection

Select expense report

Import services into: AMPLITUDES TRACKERS or [create a new expense report](#)

Review Expense Types

Vendor	Date	Amount	Expense Type
<input checked="" type="checkbox"/> Virtuo	27/11/2025	105.00 EUR	Car Rental
<input checked="" type="checkbox"/> Ibis Issy Les Moulineaux	27/11/2025	148.20 EUR	Accommodation Room

Per Diem to import

Location	From	To	Per Diem Type
<input checked="" type="checkbox"/> Paris (PAR), Paris, Île-de-France Region, France	26/11/2025	27/11/2025	Per Diem DE

Hint
Unchecked services will not be imported into the expense report.

About Expense Types
[Which expense type should I choose?](#)

Powered by Neo

[Next >](#) [Cancel](#)

FINANCE ARRANGER TRAVEL EXPENSE REPORTING

Project: Project 10

Powered by Neo

2. Car Rental - Virtuo

*** Location:** Paris (PAR), Paris, Île-de-Fr

*** Reported Amount:** 105.00 EUR (Other currency)

Receipt: Digital [Choose picture](#) Paper No receipt

*** Pick-up date:** 26/11/2025 11:00

*** Drop-off date:** 27/11/2025 15:30

*** Number of days:** 1

Payment Method: Visa 4111****1111

Vendor: Virtuo

Comments

Define a specific charge.

3. Accommodation Room - Ibis Issy Les Moulineaux

*** Location:** Paris (PAR), Paris, Île-de-Fr

*** Reported Amount:** 148.20 EUR (Other currency)

*** Exchange Rate:** 1 EUR = 1 EUR

Receipt: Digital [Choose picture](#) Paper No receipt

*** Check-in date:** 26/11/2025 00:00

*** Check-out date:** 27/11/2025 00:00

*** Number of nights:** 1

Payment Method: Lodge Card

Vendor: Ibis Issy Les Moulineaux

Comments

Define a specific charge.

[Previous](#) [Next >](#) [Cancel](#)

[Place Abel Gance, 92100 Boulogne-Billancourt, France 11/26/2025](#) > Fill in expense report from trip



Per Diem DE 26/11/2025 to 27/11/2025

* **Departure from home/office:** * **Date:** Wednesday 26/11/2025 11:00

* **Stay:** * **Location:** Paris (PAR), Paris, Île-de-France Region, France
 * **Arrival:** Wednesday 26/11/2025 11:00
 * **Departure:** Thursday 27/11/2025 15:30

+ [Add a stay](#)

* **Arrival at home/office:** * **Date:** Thursday 27/11/2025 15:30

< Back Next > Cancel

[Place Abel Gance, 92100 Boulogne-Billancourt, France 11/26/2025](#) > Fill in expense report from trip



Per Diem DE 26/11/2025 to 27/11/2025

Charge per diem to... Cost Center: Cost Center 3 [Clear values](#)
 Mission type: 1. Training
 Billable: NO
 Project: Project 1

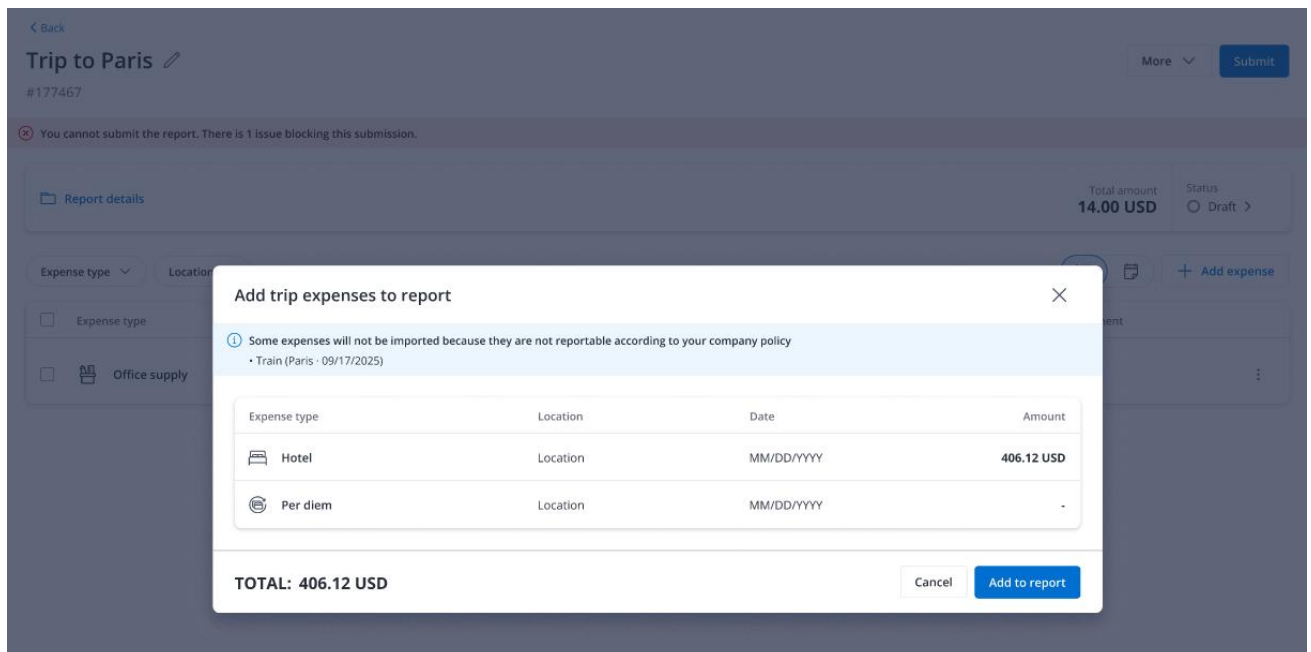
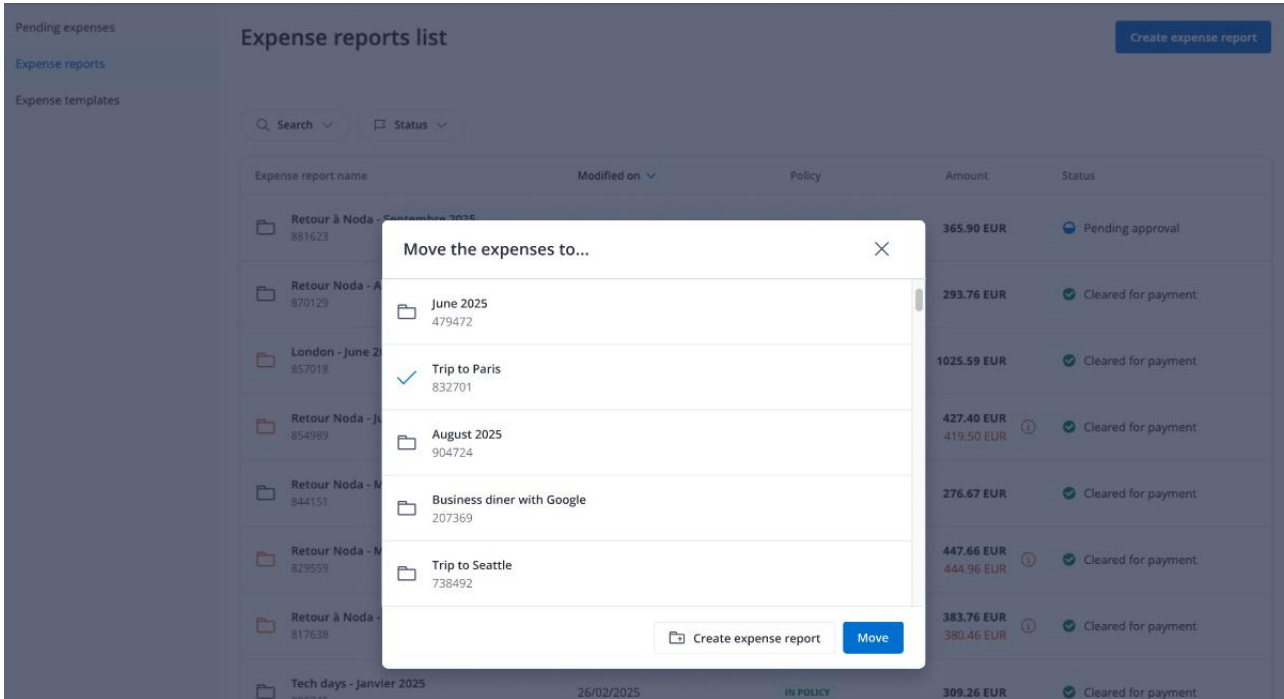
1 Paris (PAR), Paris, Île-de-France Region, France
 26/11/2025: France, 11:00 > Paris (PAR), Paris, Île-de-France Region, France, 11:00
 27/11/2025: Paris (PAR), Paris, Île-de-France Region, France, 15:30 > France, 15:30

Day	EUR	Sel.
Wed 26/11	-	
Thu 27/11	-	

Amount will be calculated after creation

< Back Finish Cancel

AFTER



[Back](#)


Trip to Paris


#177467

 We have completed your expense report based on the services you have booked and your estimated expenses. Please check these carefully before submitting the report.





















More 

Submit

 You cannot submit the report. There is 1 issue blocking this submission.

 Report details Total amount **526.12 USD** Status Draft >

Expense type  Location    + Add expense

<input type="checkbox"/>	Expense type	Location	Date 	Amount	Receipt	Issues	
<input type="checkbox"/>	 Office supply	Paris	06/30/2025	14.00 USD			
<input type="checkbox"/>	 Hotel <small>Imported from trip</small>	Paris	06/30/2026	406.12 USD		 Missing receipt	
<input type="checkbox"/>	 Per diem  <small>Imported from trip</small>		17/09/2025 - 19/09/2025	101.00 USD			
<input type="checkbox"/>	 Per diem 	Paris	01/01/2023	40.40 USD			
<input type="checkbox"/>	 Per diem 	Paris	01/01/2023	40.40 USD			
<input type="checkbox"/>	 Per diem 	Paris	01/01/2023	20.20 USD			

[ACCOUNTING] SEGMENT TYPE FILTER AVAILABLE FOR ACCOUNTANTS

MADE FOR...?	Accountant
ACTIVATION REQUIRED?	Yes - manual activation required
ADMIN SUITE	Company Accounting Aliases Segment Definition Admin suite filter

SYNOPSIS

The Segment filter is a new autocomplete search field on the Accounting List (Expense Reports tab) that allows Accountants to refine their search using company-specific Segment values. Only Segment types activated in Admin Suite are reflected in the filter, allowing each Accountant to see relevant results for their respective companies.

Problem solved: Accountants previously had limited search criteria available on the Accounting List, making it difficult to locate specific expense reports efficiently — particularly for companies with large volumes of data and complex segment structures.

Benefit: The Segment filter adds a targeted, company-specific search option that reduces time spent manually browsing through expense report results.

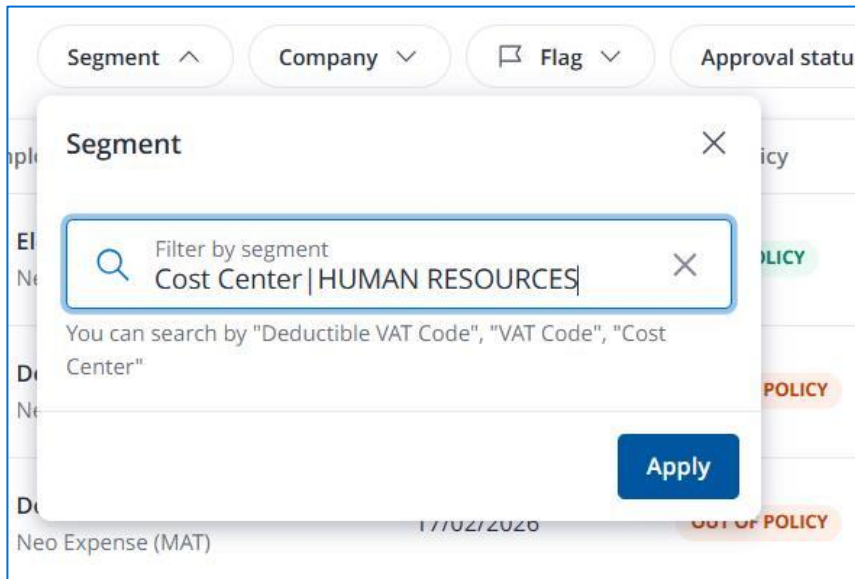
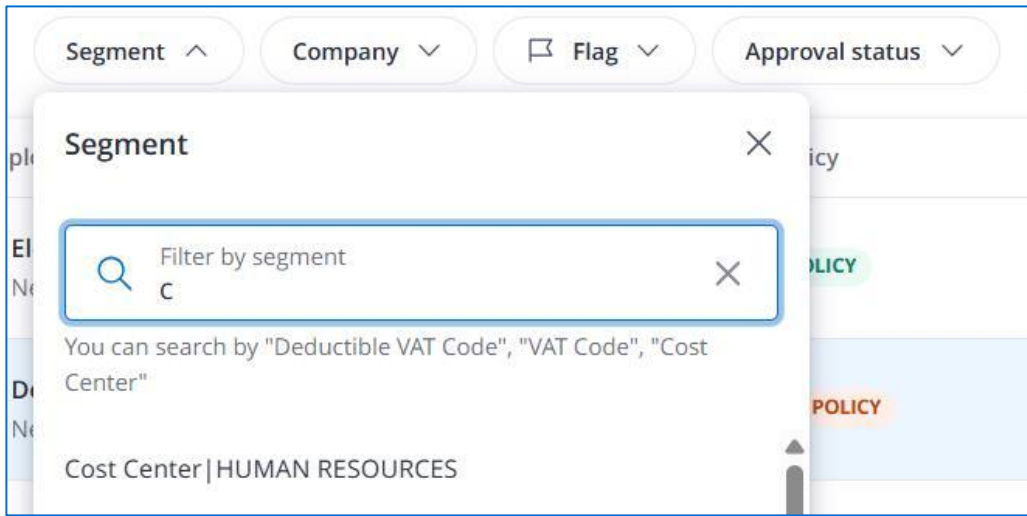
What Has Changed

A new **Segment filter** is now available on the Accounting List (Expense Reports tab) in the Neo Expense Accountant Module. The filter takes the form of an autocomplete search field that suggests configured Segment values as the Accountant types.

Key characteristics of the filter:

- One Segment value can be selected at a time
- The autocomplete field supports values of any character length — from short to very long names
- Up to 1,000 suggestions are displayed at a time
- Only Segment values configured for the Accountant's respective companies are visible
- An informational text is displayed within the filter showing which Segment types are available (up to 3 Segment Types are listed)
- Segment Type labels support translations, meaning that the accountants that use different languages, for which translations were applied in Admin Suite, will be able to see the results in the used language

Segment filter on Neo, after activation:



neo | HOME FINANCE TRAVEL EXPENSE

Accounting management

Expense reports Export Search

Filter by employee name

Cost Center|HUMAN RESOURCES Company Flag Approval status Download 1 reports Pending Appro

Expense report ID	Employee	Submitted date	Policy	Amount	Approval status	Approval date
146818 Segment filter test	Elena Stan Neo Expense (MAT)	31/03/2026	IN POLICY	44.00 EUR	Approved	31/03/2026

CONFIGURATION

Activation is required before this feature is visible in Neo.

Admin Suite path: Company Setup | Accounting Aliases | Segment Definition

Activation:

1. Access or create the relevant Segment definitions in Admin Suite
2. Tick the checkbox next to each Segment type to be exposed in Neo
3. Once ticked, the selected Segment types will become available in the Neo filter

IMPORTANT

- Only ticked Segment types will appear in the Neo filter. If no Segment types are ticked, the filter will not be visible to Accountants at all.
- The Segment filter only shows values that exist within the expense reports the Accountant has access to. Activated Segment types with no matching values in those reports will not appear as filter options.

Copy from another company

Filters + Add ↕ Move to top ⬇ Move to bottom 10 Move to index 0

	<input type="checkbox"/>	Index	Name	ID	Key Size	Segment Mandatory	Edit or Display in profile	Accountant Filter	Neo and PDF	Is Expired	Autocomplete	Valid From	Valid Until		
		↕	↕	<input type="checkbox"/>	0	Cost center en	ANA3	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
		↕	↕	<input type="checkbox"/>	1	Project Code	ANA4	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		↕	↕	<input type="checkbox"/>	2	Company Code	ANA1	0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		↕	↕	<input type="checkbox"/>	3	Payroll Id	CCA	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		↕	↕	<input type="checkbox"/>	4	P&L Account	CDR	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		↕	↕	<input type="checkbox"/>	5	Sales Tax 1	vat_account	0	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		↕	↕	<input type="checkbox"/>	6	Sales Tax 2	a	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		↕	↕	<input type="checkbox"/>	7	Deductible Sales Tax1	dv1	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		↕	↕	<input type="checkbox"/>	8	Deductible Sales Tax2	Deductible_Sales_Tax2	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		↕	↕	<input type="checkbox"/>	9	New Accounting key	n_a_k	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		↕	↕	<input type="checkbox"/>	10	Test expired	1	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	07/10/2025
		↕	↕	<input type="checkbox"/>	11	TAN PrefixN	tan_prefix	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		

+ Add ↕ Move to top ⬇ Move to bottom 10 Move to index 0

SCOPE

- Neo Expense — Accountant Module — Accounting List

[CREDIT CARD TRANSACTION REMINDER] IMPORT NOTIFICATION

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	Yes - by NTG Admin
ADMIN SUITE	Emails Expense Reminder emails for pending expenses

SYNOPSIS

This feature enables automated email notifications to travelers when new corporate credit card transactions are imported into their Neo profiles. When the feature is enabled, travelers receive a consolidated daily summary email of all imported transactions processed that day. With this new notification, travelers are informed the day of the import and they do not have to wait for the first reminder email to know that they have transactions to submit.

The feature intelligently suppresses notifications when all expenses are integrated and submitted within the same day, reducing email noise while maintaining visibility into pending transactions. Traveler category exclusions are respected, preventing designated traveler groups from receiving these notifications based on organizational preferences.

CONFIGURATION

Administrators can enable this feature by navigating to **Emails | Expense | Reminder emails for pending expenses** in Neo Admin Suite and selecting the **Import notification** tickbox.

Reminder emails for pending expenses

Settings are not inherited ([Change](#))

General Settings

Geographic Zone	EMEA (Europe, Middle-East and Africa) ▼
-----------------	---

Corporate credit card transactions

Activation	<input checked="" type="checkbox"/> Send reminder emails for corporate card transactions
Import notification	<input checked="" type="checkbox"/> Send notification emails when corporate card transactions are imported
First reminder threshold	<input type="text"/> Start sending reminder at the defined number of days after import
Frequency	Once per week
Day of the week	Thursday ▼
Exclude traveler categories	<input type="checkbox"/> Exclude traveler categories from email recipients
Escalation to level 1 managers	<input type="checkbox"/> Copy level 1 managers to reminder emails

[Download as XML](#)
Apply Modifications

[CREDIT CARD TRANSACTION REMINDER] FIRST REMINDER THRESHOLD

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	Yes - by NTG Admin
ADMIN SUITE	Emails Expense Reminder emails for pending expenses

SYNOPSIS

This feature addresses the challenge of managing timely follow-ups for pending corporate credit card transactions by setting up a threshold that will trigger the first reminder email sent to the traveler. Previously, the first reminder was sent on the first pre-configured day of the week. The First Reminder Threshold feature introduces a configurable numeric field in the Admin Suite where Admins can specify the number of days before the first reminder is triggered, with reminders consistently sent on a pre-configured day of the week.

The feature solves the critical problem of expense visibility and timely submission by automatically identifying transactions that have exceeded the threshold and including them in scheduled reminder emails. The threshold-based approach allows only appropriately aged transactions to be included in each reminder cycle, preventing notification fatigue while maintaining focus on genuinely overdue items.

CONFIGURATION

Administrators can enable this feature by navigating to **Emails | Expense | Reminder emails for pending expenses** in Neo Admin suite and populating the desired value in the **First Reminder Threshold** (numeric field, in days) field.

Reminder emails for pending expenses

Settings are not inherited [\(Change\)](#)

General Settings

Geographic Zone: EMEA (Europe, Middle-East and Africa) ▼

Corporate credit card transactions

Activation	<input checked="" type="checkbox"/> Send reminder emails for corporate card transactions
Import notification	<input checked="" type="checkbox"/> Send notification emails when corporate card transactions are imported
First reminder threshold	<input type="text" value="10"/> <small>Start sending reminder at the defined number of days after import</small>
Frequency	Once per week
Day of the week	Thursday ▼
Exclude traveler categories	<input type="checkbox"/> Exclude traveler categories from email recipients
Escalation to level 1 managers	<input type="checkbox"/> Copy level 1 managers to reminder emails

[Download as XML](#)
Apply Modifications

[EXPENSE] DYNAMIC FIELD REQUIREMENTS: CONDITIONAL FIELD LOGIC

MADE FOR...?	Neo Admin
ACTIVATION REQUIRED?	Yes - manual activation required
ADMIN SUITE	Expense Expense type fields

SYNOPSIS

Neo Expense can now support **Conditional Field Requirements**. This feature allows administrators to make a specific field mandatory based on the value selected in *another* field within the same expense.


What's New

Previously, fields could only be made mandatory based on the expense amount. This update provides the granular control needed to handle complex scenarios, like requiring a receipt only when a specific vehicle fuel or electric vehicle charging type is selected by the user.

Under the **Expense Nature** configuration, the "Required" setting now includes a **Conditional** option. Selecting this opens two new configuration panels:

- **[Existing] Threshold-Based Logic:** Maintain existing rules where a field becomes mandatory once an expense exceeds a certain amount.
- **[New 26.2] Field-Based Logic:** Create a dependency between two fields. It is now possible to specify that "Field A" is required only if "Field B" is **Equal to** or **Different from** a specific value (e.g., *Receipt* is required only if *EV Charge Type* equals *Public*).

The customer can decide to apply either just the threshold or field based condition or apply both conditions.

Required (for Expense Reports)	Conditional ▾
Use Conditional Expense Threshold	<input type="checkbox"/> Indicate the conditional amount and currency
Use Conditional Fields	<input checked="" type="checkbox"/> Indicate the conditional field
Field	<input type="text" value=""/>
Must be	<input type="text" value=""/>
Reference Value	<input type="text" value=""/> 

[EXPENSE] DELETED EXPENSES AVAILABLE IN THE PENDING EXPENSES PAGE

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No
ADMIN SUITE	Remove Expense Expense type fields and replace with Desktop Mobile

SYNOPSIS

A new **Deleted expenses** button is now available directly in the header of the “Pending expenses” page. This feature allows users to view all recently deleted items in one central pop up, providing users with the access to manage deleted expenses without needing to open a specific report.

Key capabilities:

- **Restore feature:** users can select and move expenses back to the pending expenses list. Once restored, the item can be edited or moved to any expense report.
- **Permanent deletion:** users can choose to completely delete an expense.
- **Synchronization:** the deleted items are always kept in sync between the pending expenses page and the expense report page.

Pending expenses Deleted expenses 3 [Scan receipt](#) [Add expense](#)

5 expenses

Expense type Location Centrally settled

<input type="checkbox"/>	Expense type	Location	Date	Amount	Receipt	Issues	
<input type="checkbox"/>	Laundry		19/01/2026	0.00 EUR		Several anomalies in the expense	
<input type="checkbox"/>	Residence tax		19/01/2026	12.00 EUR 0.00 EUR		Several anomalies in the expense	
<input type="checkbox"/>	Laundry		19/01/2026	12.00 EUR 0.00 EUR		Several anomalies in the expense	

Deleted expenses ✕

3 expenses

1 expense selected [Restore](#) [Delete permanently](#)

<input type="checkbox"/>	Expense type	Location	Date	Amount	Issues	
<input checked="" type="checkbox"/>	Breakfast		02/04/2026	0.00 EUR	Incomplete	⋮
<input type="checkbox"/>	Breakfast		11/03/2026	0.00 EUR	Incomplete	⋮
<input type="checkbox"/>	Breakfast		11/03/2026	0.00 EUR	Incomplete	⋮

[Close](#)

SCOPE

Pending expenses list on desktop and mobile views

[EXPENSE] RECEIPT FRAUD DETECTION: DIGITAL TAMPERED RECEIPT

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	Yes - manual activation required
ADMIN SUITE	Expense Expense Policies Uniqueness Consistency Checks

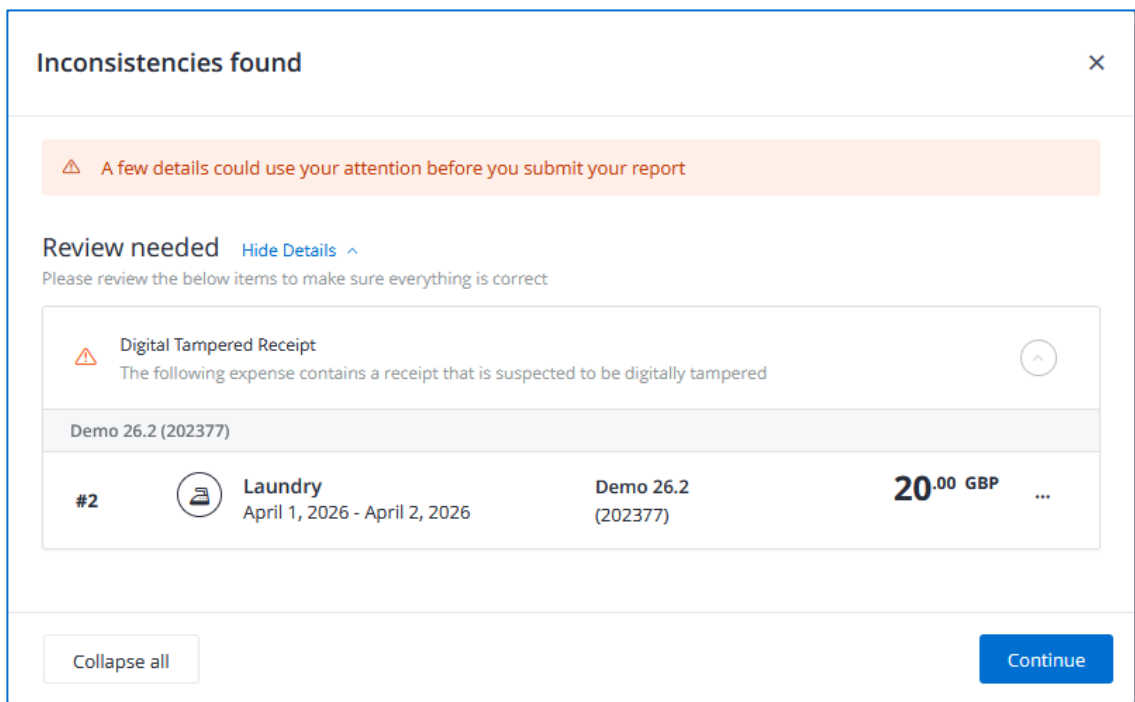
SYNOPSIS

In an era where AI-generated images and sophisticated photo editing are increasingly accessible, verifying the authenticity of financial documents is more critical than ever. Neo is enhancing its fraud detection engine to include **Digital Tamper Detection**, specifically designed to identify receipts that have been suspected to be manipulated via Photoshop, AI generation, copy-paste edits, or metadata tampering.

What's new

Customer can now enforce this check through a new consistency rule: **"Digital Tampered Receipt Detection."**

This rule allows the system to flag expense lines that contains a receipt that's suspected to be fraudulent and to either display a blocking or warning message according to the rule configuration.



[NEO BUSINESS RULES] UPDATED HMRC MILEAGE FOR ELECTRIC VEHICLES

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	Yes - manual activation required
ADMIN SUITE	Expense Expense Policies Expense Line Rules

SYNOPSIS

In alignment with updated UK government directives, the mileage reimbursement system now supports differentiated rates for Electric Vehicles (EV) based on the charging method. Travelers can now specify whether they used a public or private charging station, allowing reimbursement rates more accurately reflect the higher costs associated with public charging.

Previous mileage rules applied a flat rate to all electric vehicles regardless of the charging source.

What's new

The updated business rule **English Mileage engine Fuel** now includes a mandatory **Electric Vehicle Charge Type** field.

When enabled, the user can select between **Public Charge** and **Private Charge**. The system then applies the corresponding rate per mile.

SCOPE

Neo Business Rules

[ACCOUNTING] TOTAL AMOUNTS AND ENHANCED USER INTERFACE AVAILABLE ON EXPORT PAGES

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

SYNOPSIS

In order to provide complete information for Accountants in their day-to-day accounting and export management, information on **Total amounts** has been reintroduced from the Legacy pages in a new format with an improved UI on the page: **Ready for Export**.

The updated UI includes a header that will benefit the user when scrolling, making sure they always have the **Total amounts** information displayed even when scrolling.

The total amounts information will display:

- Total reported amount
- Total reimbursable amount

The screenshot displays the 'Ready for export' page in the Neo Expense Manager. At the top, there are three status indicators: 'Ready for export' with a count of 9, 'Export requested' with a count of 1, and 'Files to download'. Below this, a summary bar shows 'Total reported amount 625.80 GBP' and 'Total reimbursable amount 407.80 GBP'. A 'Request 9 expense reports' button is located on the right. The main table lists expense reports with columns for 'Expense report name', 'Employee', 'Policy', and 'Amount'. Each row includes a checkbox, a report ID and date, the employee name and organization, the policy status (e.g., 'IN POLICY' or 'OUT OF POLICY'), the total amount, and a download icon.

Expense report name	Employee	Policy	Amount
<input type="checkbox"/> 177332 March 2020	Traveler British United Kingdom	IN POLICY	88.89 GBP
<input type="checkbox"/> 177343 March 2020 (3)	Traveler British United Kingdom	IN POLICY	29.18 GBP
<input type="checkbox"/> 177282 February 2020 (4)	Traveler British United Kingdom	IN POLICY	32.00 GBP 250.00 GBP
<input type="checkbox"/> 177122 January 2020 (4)	Traveler British United Kingdom	OUT OF POLICY	200.00 GBP
<input type="checkbox"/> 177117 January 2020	Traveler British United Kingdom	IN POLICY	17.68 GBP

[EXPENSE] NEW PRODUCT TOUR FEATURE FOR THE NEW REPORT PAGE

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No
DEVICE AVAILABILITY	Desktop

SYNOPSIS

As the new expense report interface is now the standard experience for all customers, a guided onboarding tour is available. This tour highlights key features and assists users in exploring the updated interface through an interactive walkthrough to support user adoption and a smooth transition.

How it works

Upon landing on the expense report page, a **pop up** welcomes users and offers a four-step tour. This walkthrough covers:

- **Report details:** Visibility of report information and amount breakdowns.
- **View Switcher:** Guidance on using the list and calendar views.
- **Add Expense:** Direction to the primary action button for new expenses.
- **Additional Actions:** Information on where to find the “Duplicate” feature.

An additional highlight is provided after a report is submitted to assist users in tracking their report status.

NOTE: The tour appears only once for users transitioning to the new page or for new users.

SCOPE

Expense users on the desktop view.

[EXPENSE] FINAL TRANSITION TO THE NEW EXPENSE REPORT PAGE

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No
DEVICE AVAILABILITY	Desktop

SYNOPSIS

The transition to a modernized and more accessible expense report interface is now complete. The new expense report page becomes the standard and exclusive interface for all users.

All main features were successfully migrated from the previous version while introducing substantial improvements to visual design, functionality, and user workflows.

What's new

The new expense report interface is now the standard experience for all Neo customers, featuring comprehensive improvements across multiple areas:

- **Improved interface design:** The page layout was redesigned to enhance features visibility with the "Add expense" button placed in the header, relocated "View PDF" access, a clearer calendar/list view switcher, and improved spacing throughout the interface for better usability.
- **Policy compliance visibility:** Interactive "Out of policy" badges now appear in the "Issues" column of the expense table for expenses exceeding company policy limits. Hovering over badges reveals the out of policy reason.
 - Further improvement: The "Out of policy" badge is now also displayed in the pending expenses list
- **Report details with "Search" based distribution:** The new version of "Report details" is now available for configurations with search based distribution fields. It provides access to detailed report information through an organized popup displaying amount breakdowns, reimbursement calculations, and report data.
- **Visual history timeline:** Users now have access to a visual timeline that displays all report activities chronologically. The "History" tab shows each action with icons, timestamps, and user names.
 - Where to find it: "History" tab available inside the "Report details" button (below the report name)
- **Credit card manual merge:** Users can now combine credit card transactions with manual expense entries directly from the new expense report page. The system prioritizes credit card data while keeping the manual receipts and comments.
 - How it works: User must select 1 credit card line + 1 expense line to merge. Perdiems and itemizations cannot be merged

No configuration changes are required. All existing expense policies, rules, and settings will continue to function with the new interface.

SCOPE

All expense users on desktop.

[ACCOUNTING] SUPERVISOR ACCESS ACCOUNTING KEY - SUAANK: NEW RIGHT CREATED ALLOWING SUPERVISORS TO EDIT SEGMENT VALUES

MADE FOR...?	Approver
ACTIVATION REQUIRED?	Yes - manual activation required
ADMIN SUITE	Company Setup Roles

SYNOPSIS

In the past, the right to edit user expense report distribution value was only reserved for the Accountant role.

What's new

The right **Supervisor Access Accounting Key (SUAANK)** has now been developed to also allow supervisor to edit distribution accounting segment values directly within the approval interface.

This provide more flexibility for clients to adapt the responsibility according to their organizational needs.

Benefits

- **Reduced Rejection Rates:** Minor typographical or coding errors can be corrected immediately without returning the report to the employee.
- **Improved Data Integrity:** Accounting segments are verified and corrected by the individuals closest to the departmental budget.
- **Operational Continuity:** Delegation and substitution rules automatically carry over these editing rights, preventing workflow stalls during absences.
- **Audit Compliance:** Every modification done by the supervisor is logged with a timestamp and the name of the individual who performed the edit, maintaining a clear audit trail.

[EXPENSE] REMOVAL OF EXPORT LEGACY PAGES

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

SYNOPSIS

The previous Export pages have been fully removed from Neo Expense. Accountants now have access exclusively to the updated Export pages, which consolidate all Export-related features into a single, modernized experience.

Why This Feature Was Created

- **Problem solved:** The coexistence of Legacy and updated Export pages created confusion and limited autonomy, as Accountants had to navigate between two versions of the same functionality.
- **Benefit:** The removal of Legacy pages simplifies the Export experience, giving Accountants access to the complete set of Export features in one place — without the need for additional support or workarounds.

What Has Changed

- Legacy Export pages have been fully removed
- The updated Export pages are now the sole version available
- All Export-related features are available on the updated pages

Activation Required

- No activation is required.
- This change is applied automatically for all users who already had access to the previous Export pages. Just as before, you still need **Export rights** on Admin suite in order to view the pages.

SCOPE

- Neo Expense — Accountant Module — Export pages

NEO PRODUCT UPDATE : NEO 26.1 SP1

[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] ENHANCED NEO LOGIN PAGE

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No

SYNOPSIS

The Neo login page has undergone a visual refresh designed to enhance user experience and modernize its appearance. Building on the recent addition of error message banners, this update continues strengthening the login interface through a cleaner, more intuitive design.



SCOPE

This enhancement applies to all Neo users accessing the login page.

OUT OF SCOPE

This update focuses exclusively on visual improvements to the login page interface. No new functionality or features have been added as part of this release.

[ADMIN SUITE] CONTROL VEHICLE SECTION VISIBILITY AND EDITING PERMISSIONS IN USER PROFILES

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No

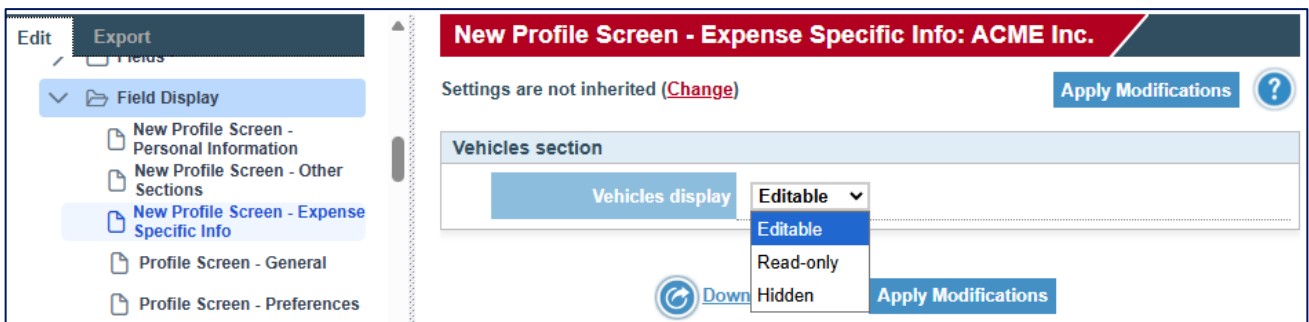
SYNOPSIS

Administrators now have precise control over how the Vehicles section appears and functions in user profiles. Through a new panel "New Profile Screen - Expense Specific Info", administrators can determine whether end-users view the Vehicles section, can edit it, or cannot access it at all. This gives companies the flexibility to align Neo's interface with their specific business needs and data management practices.

CONFIGURATION

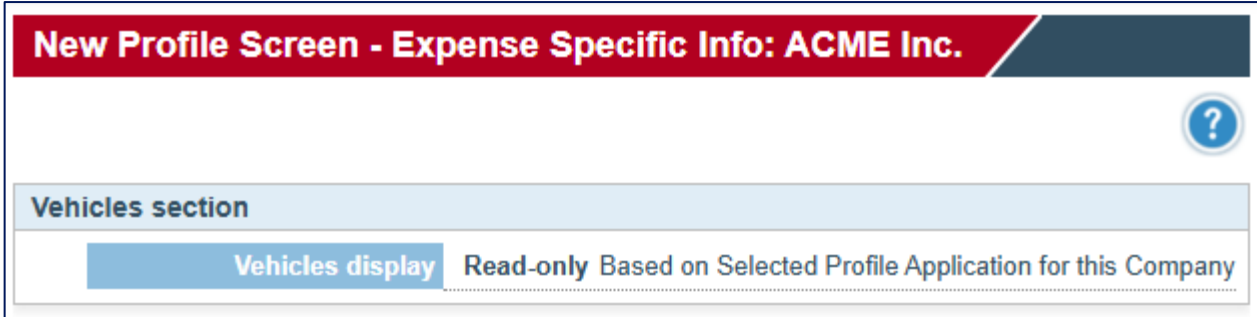
Administrators with access to **Company Setup | Field Display** can manage vehicle section visibility through the new "**New Profile Screen - Expense Specific Info**" panel using three options:

- **Editable:** Travelers and authorized arrangers can create, update, or delete vehicles
- **Read-only:** Travelers and authorized arrangers can view existing vehicle information but cannot create, update, or delete vehicles
- **Hidden:** The Vehicles section is completely removed from the user profile page menu

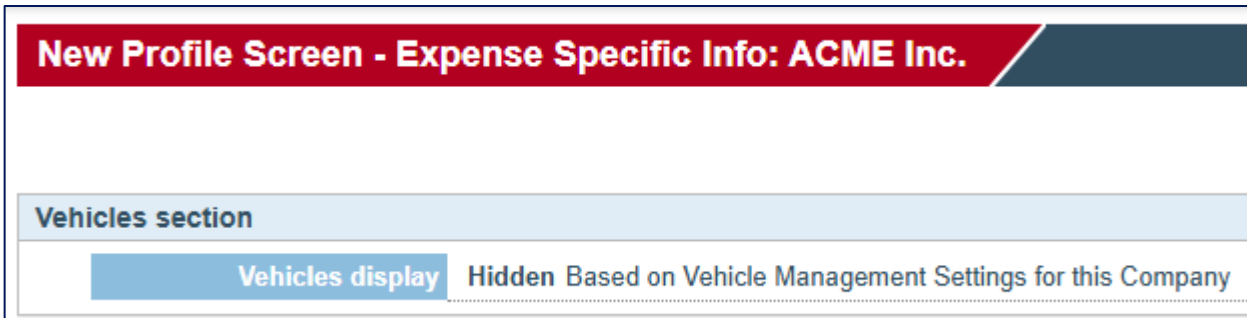


Automatic Settings:

- Customers with vehicle data synchronized from some specific external applications will have the Vehicles section automatically set to read-only



- Customers not using vehicle data in Neo will have the section automatically hidden



SCOPE

- This feature applies to all administrators managing company-level profile settings and affects how all end-users (travelers and arrangers) interact with the Vehicles section in their profiles.

[USER PROFILE] MODERNIZED VEHICLE MANAGEMENT

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No

SYNOPSIS

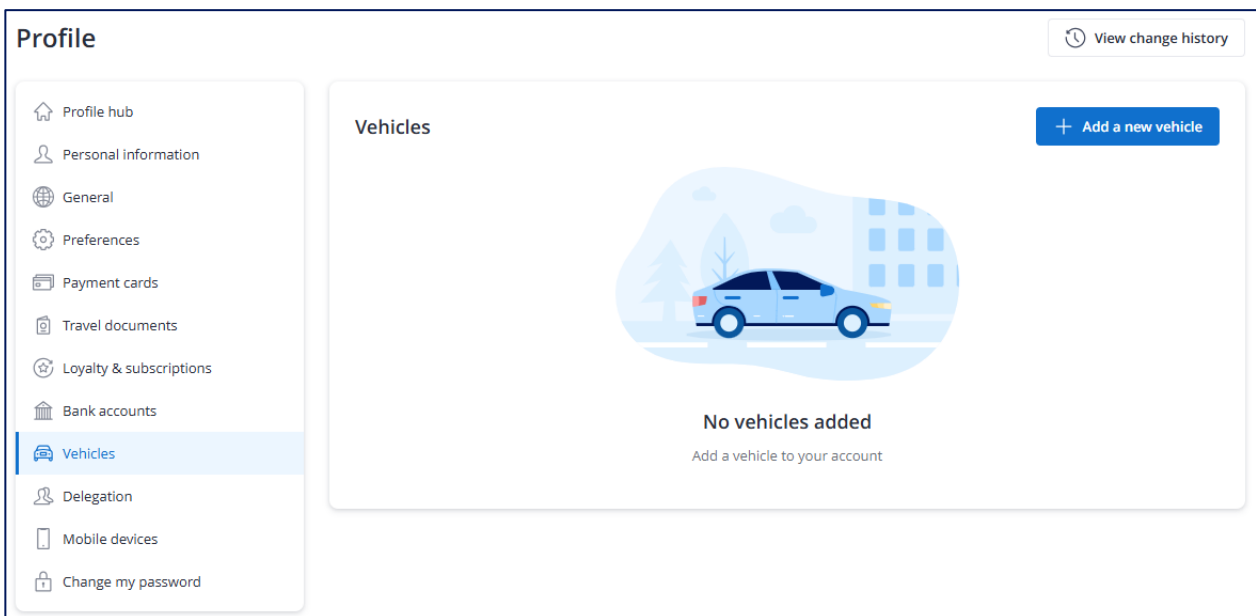
Neo now provides a modern, intuitive vehicle management experience directly within user profiles. This new feature allows for easy addition, editing, and management of vehicles in one centralized location, with full support for company-specific vehicle requirements. Whether tracking vehicle ownership, registration details, fuel type, or uploading registration certificates, the new vehicles section adapts to companies' organizational configuration—providing visibility only to information that matters for business operations.

The new vehicles section replaces the legacy vehicle management interface with a streamlined design that supports multiple vehicle types (cars, motorcycles, mopeds, and bicycles), flexible field configurations, and intelligent handling of vehicles with active expense reports.

CONFIGURATION

Accessing Vehicle Management:

1. Navigate to the user profile screen
2. Click on "Vehicles" section in the profile menu (if available)



The section visibility and available actions depend on vehicle management settings applicable to the user's company


Adding a New Vehicle:


1. Click the **Add a new vehicle** button
2. If the user's company uses vehicle types, select the vehicle type first (car, motorcycle, moped, or bicycle)


Add a new vehicle ✕


1 Select vehicle type > **2** Add vehicle details

Select the type of vehicle you want to add:

 Car Select

 Motorbike Select

 Moped Select

 Bicycle Select

Close

3. Enter the required vehicle information based on the company's configuration (nickname, plate number, brand, model, registration details, fuel type, etc.)

Add a new vehicle

1 Select vehicle type > 2 Add vehicle details

Car

* required fields

VEHICLE DETAILS

Vehicle ownership *

Vehicle nickname *

This is how your vehicle will be listed in Neo and when submitting mileage claims.

Plate number *

Brand *

Model *

REGISTRATION DETAILS

Registration certificate *

Back Add vehicle

4. If required, upload a registration certificate image (JPEG, PNG, or PDF, up to 3MB)

Registration certificate *

Drag and drop file here

or

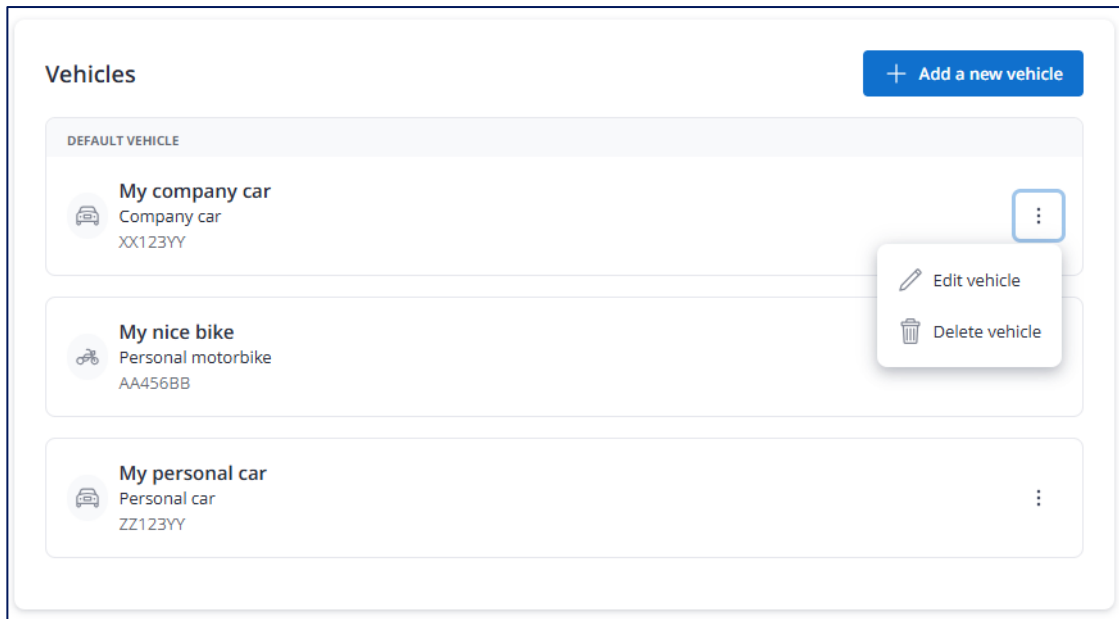
Browse files

Max file size: 3MB. Supported file types: .jpg, .png and .pdf

5. Click **Add vehicle** to save

Editing an Existing Vehicle:

1. Click the **Edit** button on any vehicle in the list



2. Update the vehicle information as needed

The screenshot shows the 'Edit vehicle' form. At the top, there is a title 'Edit vehicle' and a close button (X). Below the title, there is a section for vehicle type with a car icon and the text 'Car'. A note '* required fields' is present. The form is divided into three sections:


- VEHICLE DETAILS**:
 - Vehicle ownership *: Company vehicle (dropdown menu)
 - Vehicle nickname *: My company car
 - Plate number *: XX123YY
 - Brand *: ACME
 - Model *: Model A
- REGISTRATION DETAILS**:
 - Registration certificate *: UK vehicle registration certificate.png (834 KB) with a 'Replace file' button.

At the bottom of the form, there are two buttons: 'Cancel' and 'Save changes'.

3. If the vehicle has an ongoing expense report, its details will be set read-only until the expense has been paid or rejected:

Edit vehicle ✕

i It is not possible to edit this vehicle at this time, as it is currently being used for at least one expense report. Edit will be available again if the related reports are recalled or when they have been processed. Find more information in the expense report list. [View report list](#)

 Car

VEHICLE DETAILS

Vehicle ownership
Personal vehicle

Vehicle nickname
My personal car
This is how your vehicle will be listed in Neo and when submitting mileage claims.

Plate number
AB987CD

ENGINE AND FUEL DETAILS

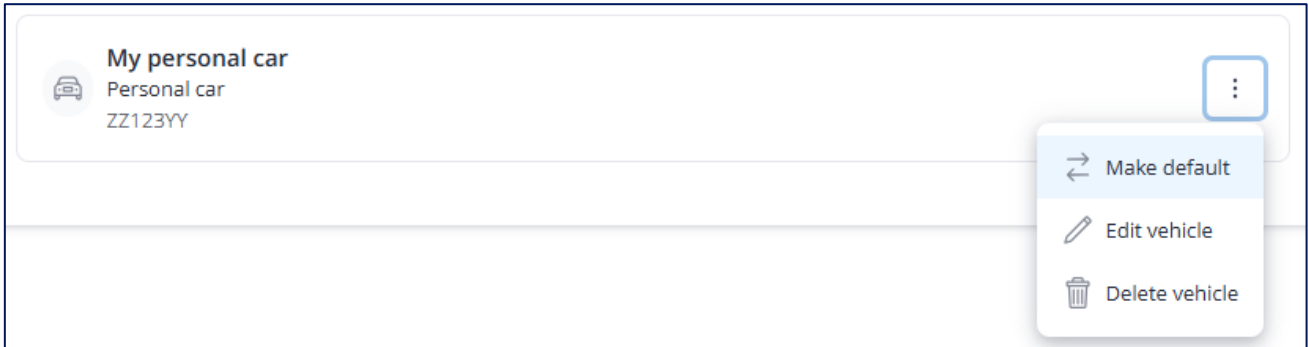
Fuel type
Gasoline

CO₂ emissions (g/km)
100

4. Click **Save changes** to apply updates

Managing Default Vehicle:

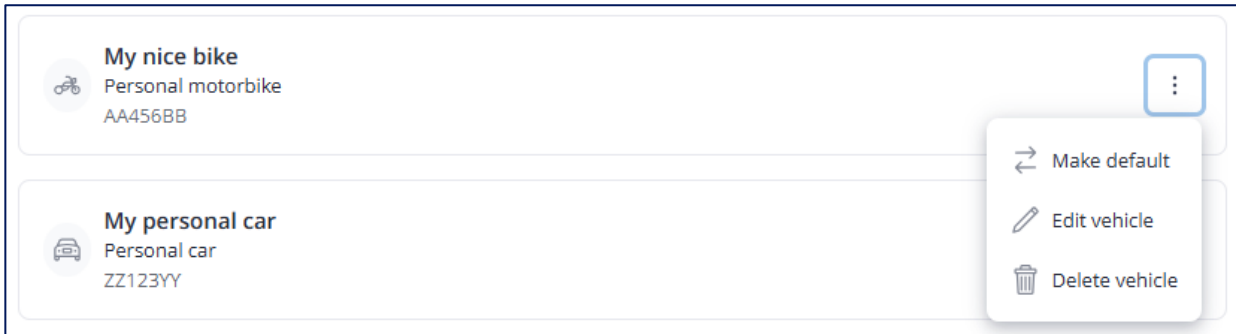
1. Click the **Make default** button on any vehicle to set it as the primary vehicle for this profile



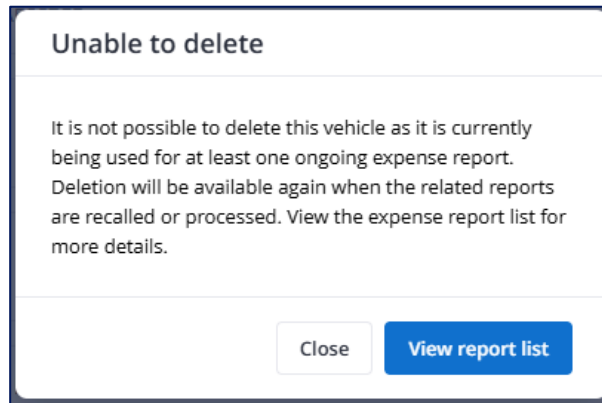
2. The default vehicle will always appear first in the vehicles list, and will be proposed automatically when entering expenses

Deleting a Vehicle:

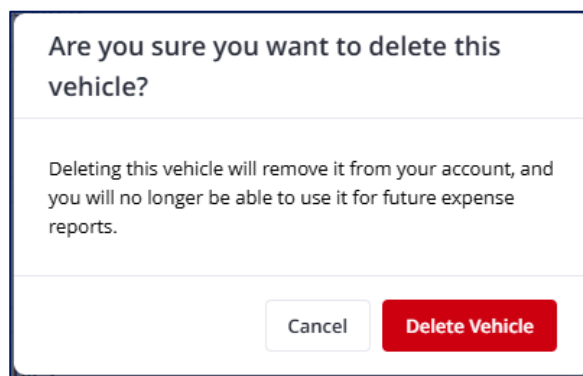
1. Click the **Delete** button on any vehicle



2. If the vehicle has an active expense report, an explanation will be displayed instead, with a link to the expense reports list



3. Otherwise, a pop-up will be displayed to require confirmation for the deletion



SCOPE

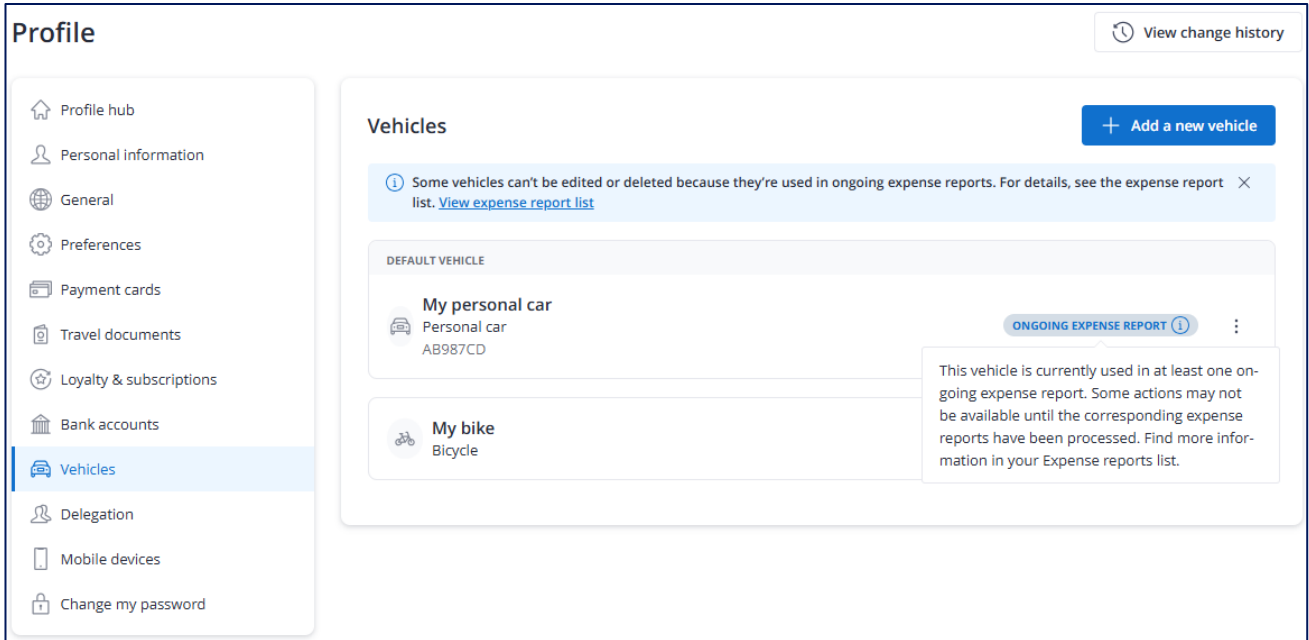
This feature is available to all Neo users whose companies have enabled vehicle management. The vehicles section appears in users profile screen based on the company's configuration settings, which determine:

- Whether the vehicles section is visible, read-only, or fully editable
- Which vehicle fields are visible and required (vehicle type, ownership, plate number, registration details, fuel type, engine specifications, CO₂ emissions, etc.)

Target users:

- Individual employees managing their personal or company vehicles for mileage tracking and expense reporting
- Arrangers managing vehicle information for other users

NOTE 1 : Vehicles with active mileage claims in expense reports appear in the vehicles list with a corresponding “ONGOING EXPENSE REPORT” indicator, and cannot be deleted or have their core information modified until those reports are processed or rejected.



NOTE 2: To further streamline the creation and editing of vehicles by Neo users, some obsolete fields which did not see any significant usage anymore or were not linked to any Neo business processes have been removed from the new version:

- Insurance number
- Insurance company
- Color
- CO2 emissions vehicle first circulation date condition
- Vehicle usage dates

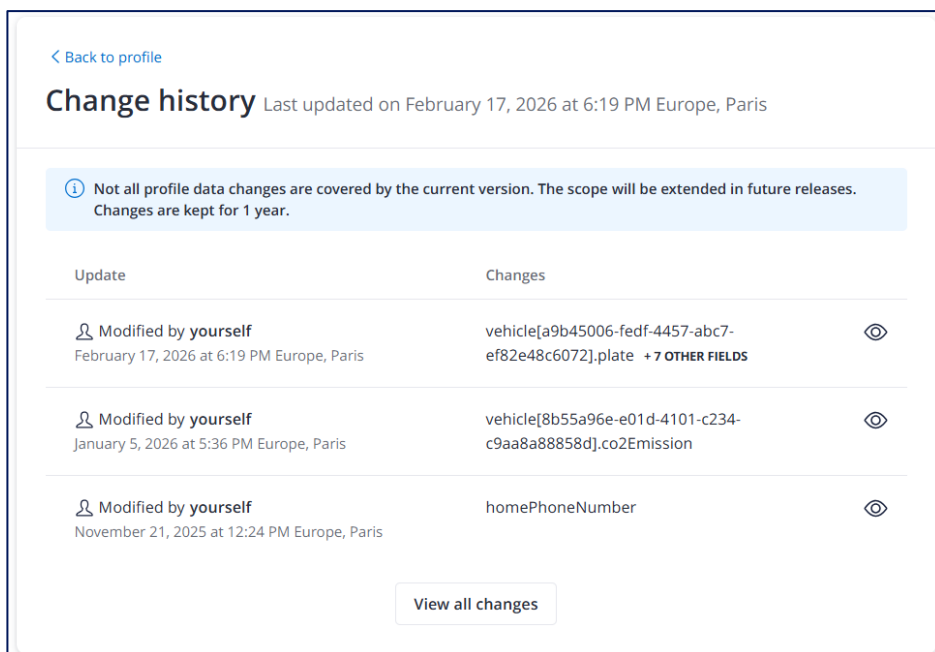
These fields have been deactivated from any remaining configuration still having them.

[USER PROFILE] VEHICLE CHANGES TRACKED IN PROFILE HISTORY

MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	No

SYNOPSIS

Neo now records vehicle information changes in Neo user profiles' change history, providing visibility into modification details and date-time records. This enhancement maintains vehicle data transparency and auditability as part of Neo's ongoing modernization of profile management.



SCOPE

Vehicle data modifications made within Neo after this release will be recorded for one year, including:

- Creation of new vehicle entries
- Updates to existing vehicle information
- Deletion of vehicle records

It applies to

- Changes made by users or authorized arrangers directly in Neo profile UI
- Changes synchronized through the Neo Profile API

OUT OF SCOPE

Changes made through file-based integrations will not be recorded in the profile change history at this time.

[USER PROFILE] AUTOMATIC CHARACTER CLEANUP IN TRAVEL DOCUMENT AND LOYALTY CARD NUMBER FIELDS

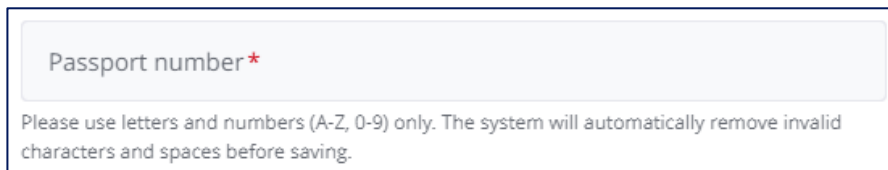
MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No

SYNOPSIS

Neo now automatically removes non-alphanumeric characters (such as dashes and spaces) from travel documents and loyalty card number fields when users move to the next field. This eliminates validation errors and streamlines data entry, as users often copy and paste numbers from external sources where formatting characters may be present. Additionally, lowercase letters are automatically capitalized to improve readability.

CONFIGURATION

A helper message now appears on affected number fields: "Please use letters and numbers (A-Z, 0-9) only. The system will automatically remove invalid characters and spaces before saving." Users can enter numbers with formatting characters, and Neo will automatically clean the input when focus leaves the field.



SCOPE

This feature applies to the following number fields in user profiles:

Loyalty and Subscriptions section:

- Card number (in card creation and edit pop-ups)

Travel Documents section:

- Passport number
- Visa number
- Known traveler number
- Redress number
- Driver's license number
- National ID number

OUT OF SCOPE

This feature does not apply to other profile fields or to number fields outside of travel documents and loyalty card management.

[USER PROFILE] DIRECT DEEP LINKS TO SPECIFIC PROFILE SECTIONS

MADE FOR...?	Neo Admin
ACTIVATION REQUIRED?	No

SYNOPSIS

Neo now supports direct deep links to specific user profile sections. This enhancement allows external applications connected to Neo through Single Sign On (SSO) to direct users straight to a particular profile section rather than landing on the main Profile Hub. System integrators can now build links that take users exactly where they need to go within their profile.

CONFIGURATION

Neo servers now recognize profile section IDs when interpreting the value of standard SAML RelayState parameter. Deep links are constructed using the following format:

- **RelayState={mode}.userProfile.{sectionId}** - directs users directly to the corresponding user profile section, e.g. **RelayState=home.userProfile.LoyaltyCards** will direct users to the *Loyalty & subscriptions* section
- **RelayState={mode}.userProfile** - (without section ID) continues to direct users to the *Profile Hub* section

The RelayState parameter can be passed as a parameter to the login page URL or within SSO connections.

The full list of supported deep links for Neo is documented in the **Neo SAML SSO Integration** guide available upon request.

SCOPE

This feature updates how RelayState works for Neo to accept user profile section IDs enabling direct navigation to specific profile sections from external sources and email links.

OUT OF SCOPE

Deep links to specific workflows or actions (such as directly triggering loyalty card creation) are not included in this release.

NEO PRODUCT UPDATE: NEO 26.1 SP1

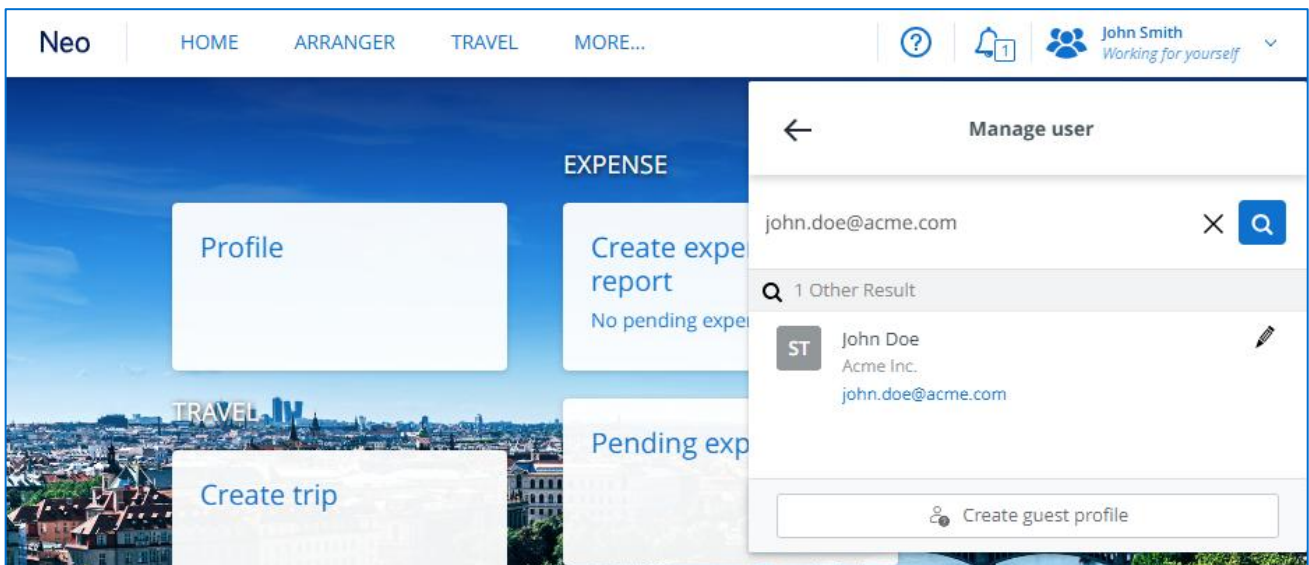
[NEO] ENHANCED USER SEARCH CAPABILITIES FOR ARRANGERS

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

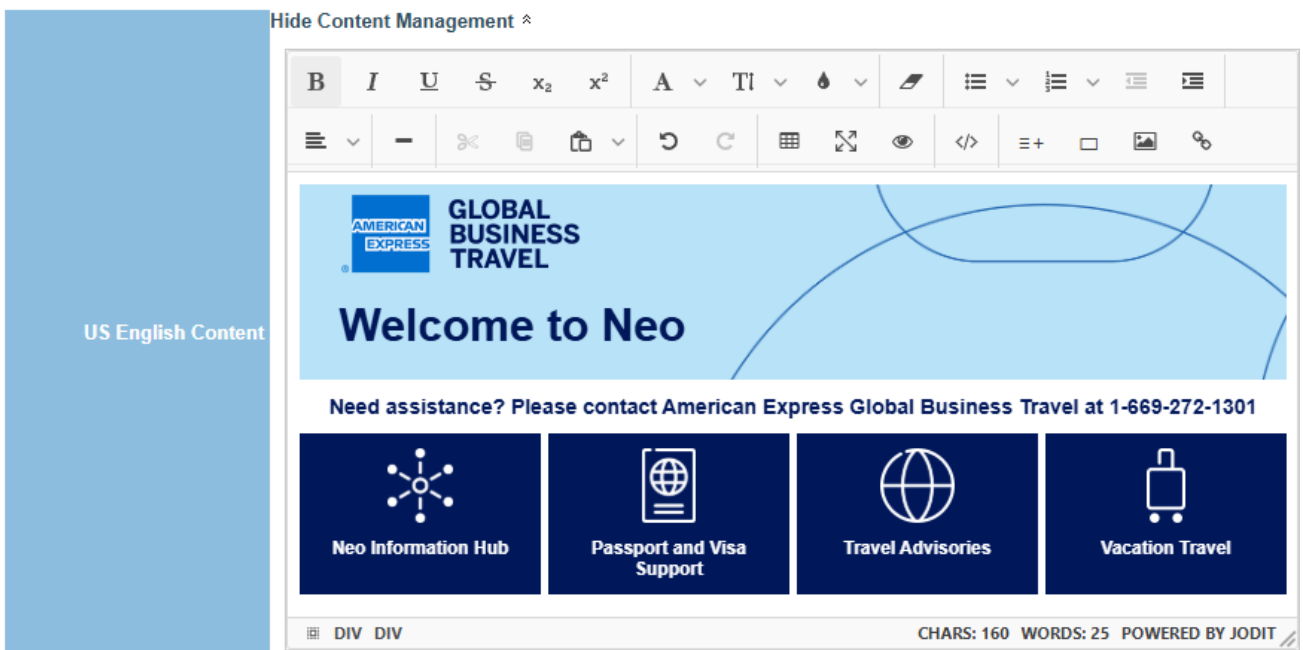
[EXPENSE] ENHANCED TEXT EDITOR FOR CONTENT MANAGEMENT IN ADMIN SUITE

MADE FOR...?	Neo Admin
ACTIVATION REQUIRED?	No

SYNOPSIS

Neo's Admin Suite has upgraded its content management capabilities by replacing an outdated text editor component with a modern, actively maintained solution. The previous editor was no longer supported by the development community, creating potential security vulnerabilities and limiting future enhancement possibilities.

The new editor provides the same rich text editing functionality administrators rely on while offering improved security, better performance, and ongoing community support. All existing customer content remains fully compatible with the new editor, and the transition is seamless for administrators—no changes to workflows or saved content are required.



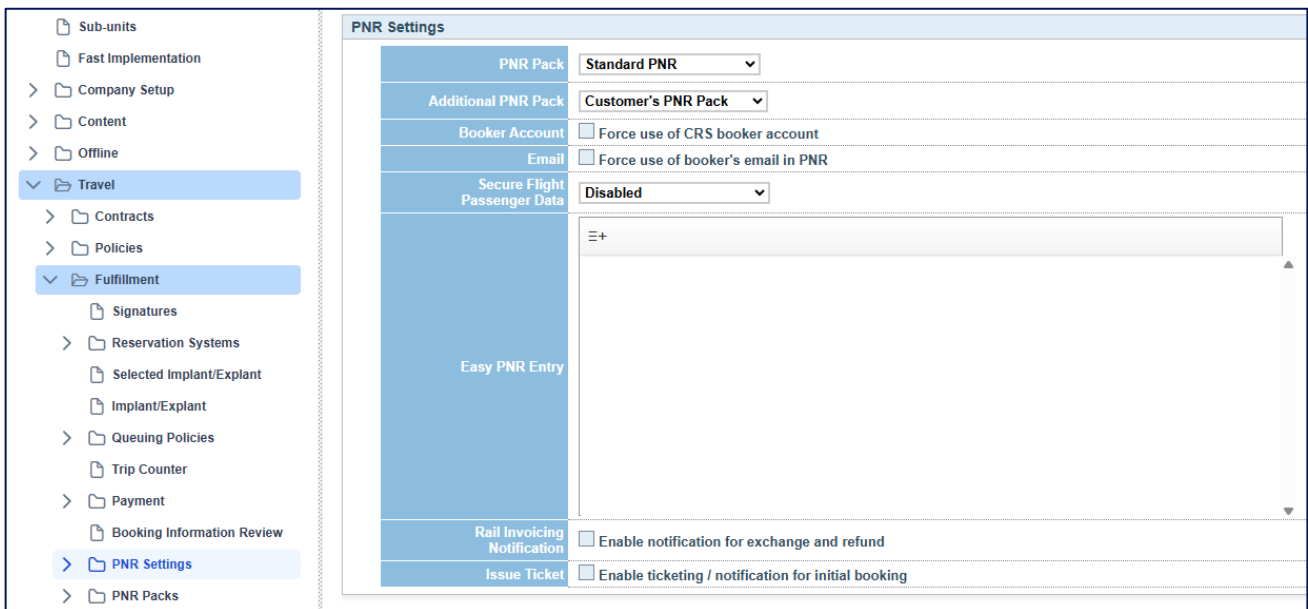
CONFIGURATION

No configuration is required. The new editor automatically replaces the previous version in all applicable areas.

SCOPE

This enhancement applies to Neo administrators who manage content in the following Admin Suite areas:

- **Content** | [All Subnodes]
- **Item Category and Types** | Item Category | Other communication expenses | Instructions (deprecated)
- **Travel** | Fulfilment | **PNR Settings**



NEO PRODUCT UPDATE: NEO 26.1 SP2

[ADMIN SUITE] MOBILE APP SELECTION CONTROL NOW AVAILABLE IN NEO ADMIN SUITE

MADE FOR...?	Neo Admin
ACTIVATION REQUIRED?	Yes – Manual activation required
ADMIN SUITE	Company Setup Mobility

This feature was delivered in Neo 26.1 SP2

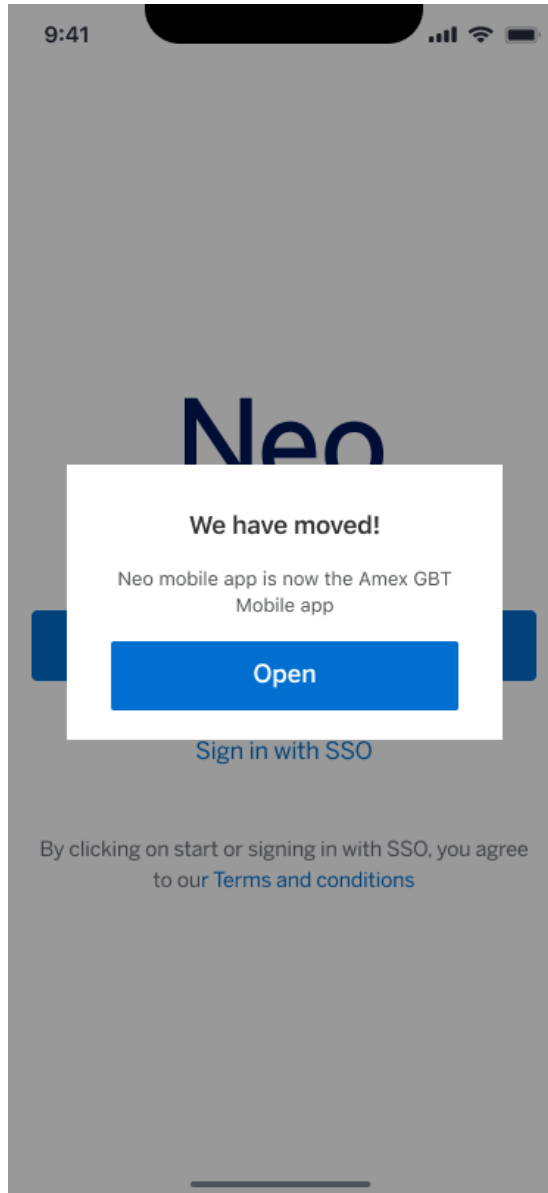
SYNOPSIS

Amex GBT has added a new administrative field to indicate which mobile application the organization will use for travel and/or expense management.

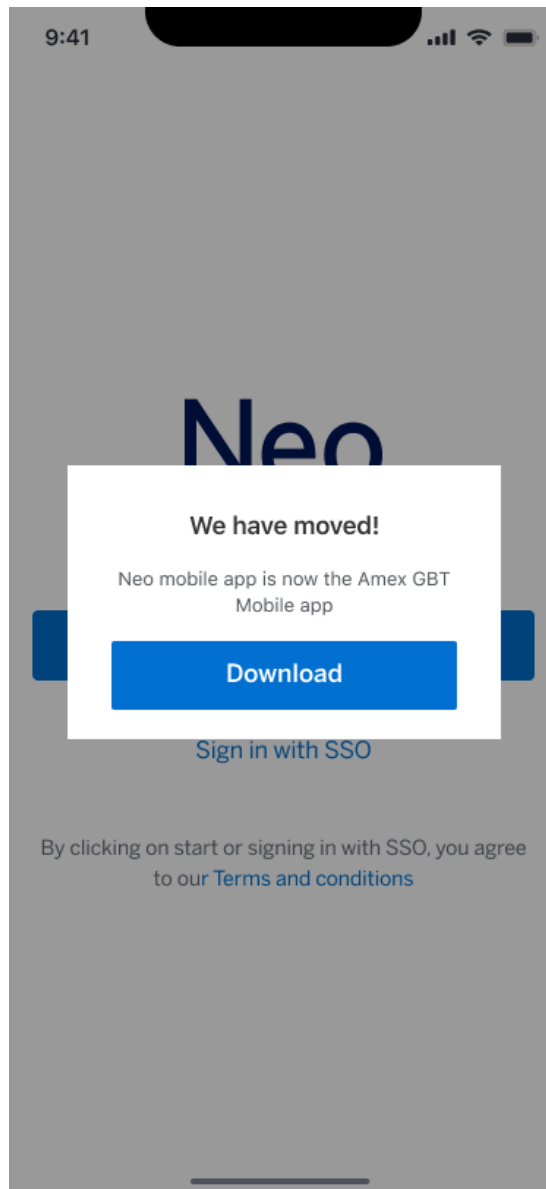
The new "Mobile App" field allows administrators to select between the Neo Mobile app or the Amex GBT Mobile app.

- When set to "Neo Mobile" (the default), users continue using the Neo Mobile app as usual.
- When set to "Amex GBT Mobile," users who open the Neo Mobile app receive a pop-up message prompting them to Open or Download and use the Amex GBT Mobile app instead:

GBT Mobile app already present on the mobile device



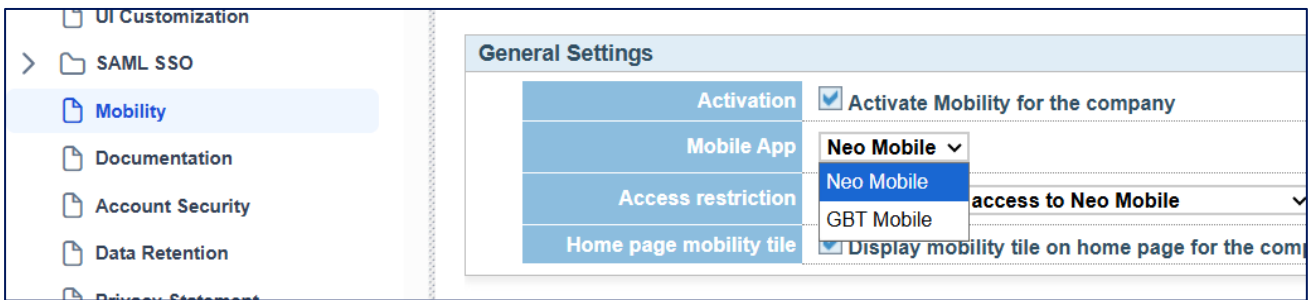
GBT Mobile app not present on the mobile device



This streamlined configuration provides consistent mobile access across the organization and eliminates confusion about which application employees should use.

CONFIGURATION

1. Log in to the Neo admin suite
2. Navigate to **Company Setup**
3. Select **Mobility**
4. Locate the **Mobile App** field
5. Choose the applicable mobile application:
 - **Neo Mobile** (default setting)
 - **GBT Mobile**



6. Save your selection

SCOPE

This feature applies to customers whose Amex GBT/KDS account team (Account Managers/Client Growth Managers (CGMs)) has determined eligibility for the Amex GBT Mobile app (the customer is in data controller terms with KDS and is a GBT customer too, their Neo profiles fully sync to Connect Profile, etc.). Only authorized Neo administrators should modify this field to maintain proper configuration for eligible clients.

OUT OF SCOPE

This feature does not include automatic deployment, user notifications, or installation support.

[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

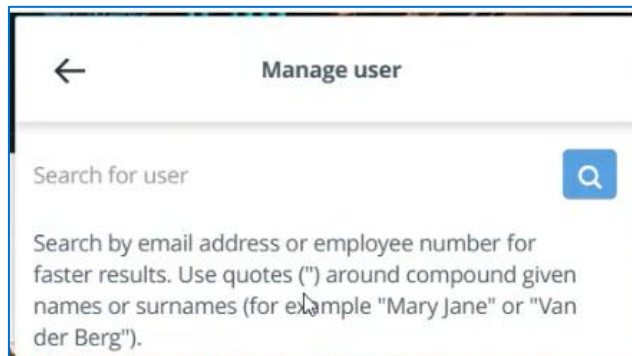
- No impact for GBT customers
- Changes to the actual content of privacy statements
- Modifications to when privacy consent pop-ups are triggered.
- Updates to GBT or other TMC's privacy statement display format (continues to open in new browser tab as before).

[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