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Release Notes

Neo 26.3

18 July 2026

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ADVANCE NOTICE

[ADMIN SUITE] MULTI-FACTOR AUTHENTICATION FOR USERNAME AND PASSWORD LOGINS

MADE FOR…?	Traveler
ACTIVATION REQUIRED?	Yes - Manual activation required
ADMIN SUITE	Admin Suite | Company Setup | Account Security | Security
VALIDATION BY AGENCY REQUIRED	No

NOTE: This is an advance notice for the upcoming service pack for Neo 26.3

SYNOPSIS

Username and password accounts are more vulnerable to credential-stuffing and phishing attacks than Single Sign-On (SSO)-based logins. To provide an additional layer of identity verification, Neo is introducing Multi-Factor Authentication (MFA) for email/password users, using a device-recognition approach that minimizes friction for users on familiar devices.

When logging in from an unrecognized device, users will receive a one-time sign-in link by email and must click it to complete authentication. Once verified, the device is trusted for six months, and subsequent logins from that device proceed without an additional step. This feature is activated per company by administrators and does not affect SSO users or mobile connections.

CONFIGURATION

Administrators can enable or disable MFA for their company through the Admin Suite. This setting is unticked by default and MFA flow will apply to username and password users only.

To enable or disable MFA:

- Navigate to **Admin Suite | Company Setup | Account Security | Security (SUPERADMIN ONLY)**
- Locate the "Enable MFA" checkbox
- Tick/untick the checkbox to activate/deactivate MFA for username and password users
- Save the changes

SCOPE

- Applies to username and password login paths only
- When MFA is enabled, users logging in from an unrecognized device receive a one-time sign-in link by email to complete authentication
- Once a device is verified, it is trusted for six months; users on a trusted device log in directly without an additional step
- Expired or already-used sign-in links display an error page with a link back to the login page
- MFA can be enabled or disabled per company by administrators through the Admin Suite

OUT OF SCOPE

- SSO-authenticated users are not affected by this change
- Mobile connections are not affected by this change
- MFA is not enforced retroactively on existing active sessions
- Administrator management of trusted devices per user is not included in this update
- Integration of a third-party MFA library is not part of this release; this implementation is a near-term solution using existing Neo infrastructure

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NEO TRAVEL

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[AIR] TRANSAVIA CONTENT THROUGH SABRE

MADE FOR…?	Traveler | Arranger | Travel Manager
ACTIVATION REQUIRED?	Yes - by NTG Admin
ADMIN SUITE	Travel | Fulfillment | Reservation system | Direct Link
VALIDATION BY AGENCY REQUIRED	Yes

Pending GBT end-to-end testing. Not yet available in the GBT system.

SYNOPSIS

This integration provides agencies with access to Transavia content through Sabre, enabling streamlined booking processes and expanded service options across Europe,Middle East,and Africa (EMEA). Neo improves operational efficiency and enhances the booking experience for agencies by offering Transavia fares directly via Sabre.

CONFIGURATION

Transavia content must be activated at the Pseudo-City Code (PCC) level before it becomes available in Sabre. The agency must contact its Sabre account manager to enable access; no airline-specific agreement is required.

Two activations are required to enable Transavia content:

1. Add ticketing authorization for Transavia
2. Activate the company in [BFM]

Once activated, the following configurations apply:

- Transavia content is routed through the Sabre direct link (TO and/or HV)
- Sabre is implemented as a direct link with a new code: LC
- Bookings are processed through Sabre (PCC configured as a direct link), with a passive segment added to the main Global Distribution System (GDS) Passenger Name Record (PNR)

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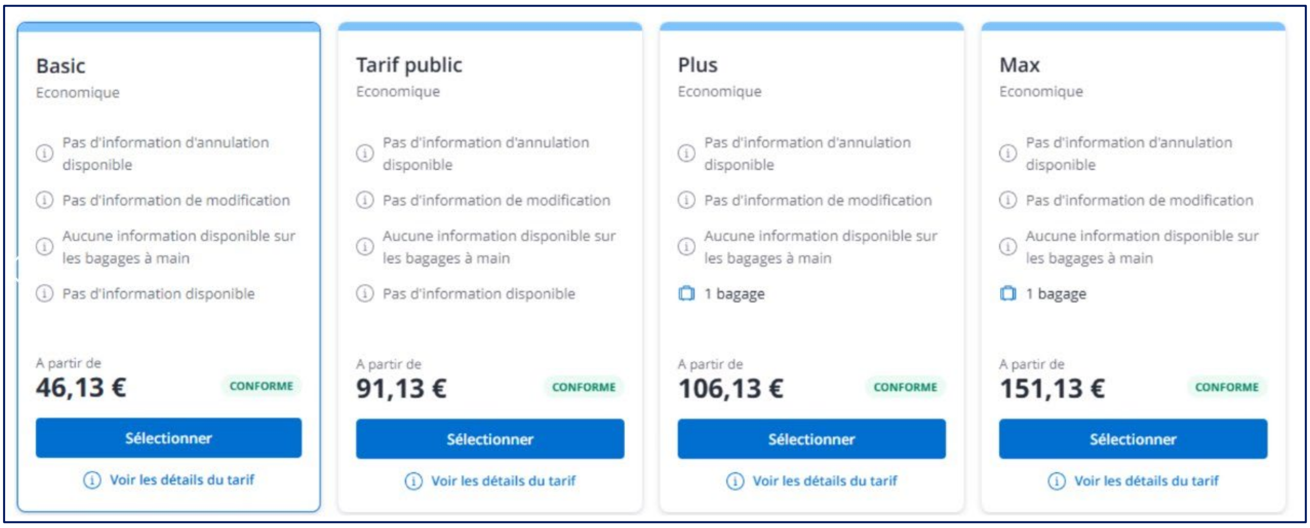
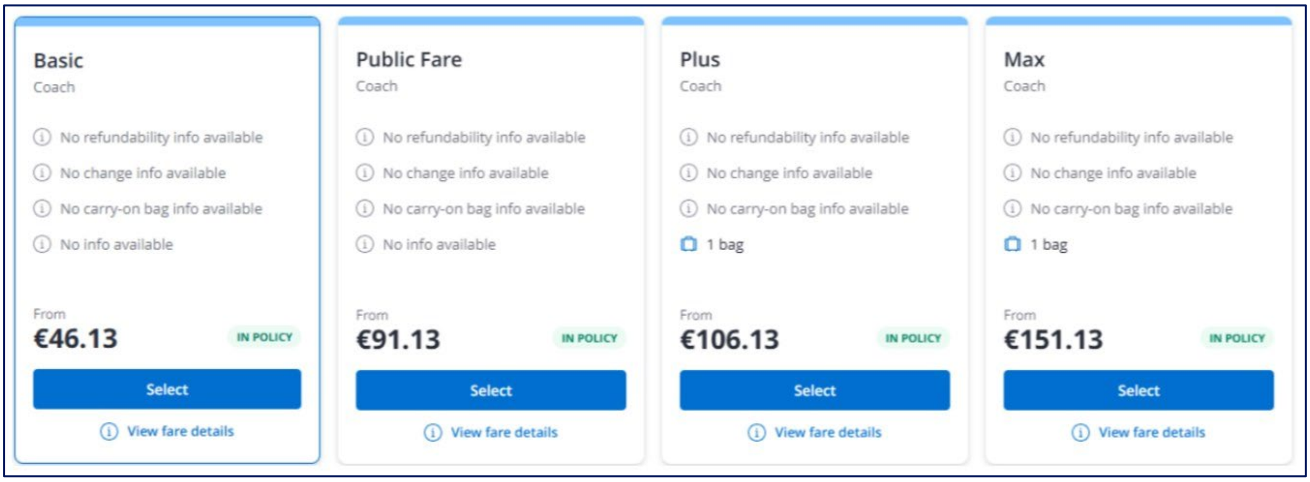
SCOPE

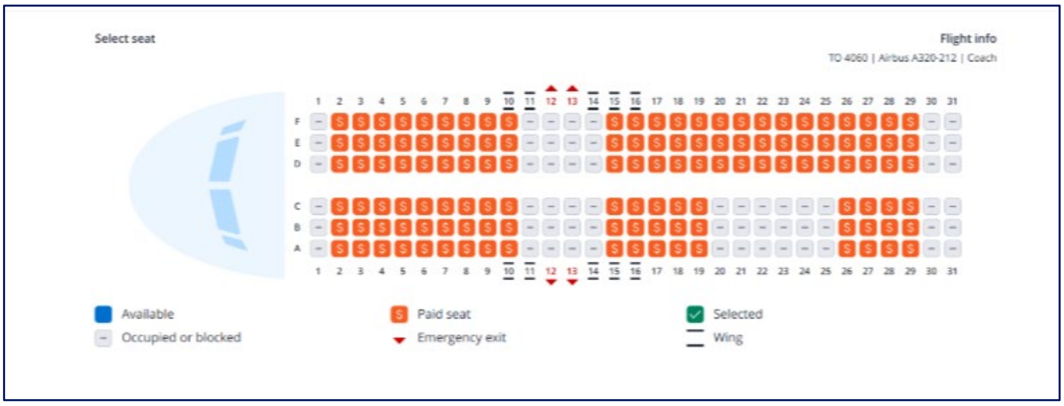
This feature is available to EMEA agencies accessing Transavia content through Sabre.





The following behaviors and capabilities apply:

- Ticketing is completed by Neo
- Ancillary services and paid seats can be added at the time of booking



SCOPE

- Transavia via Sabre (TO and HV)
- Passenger names must include a title (all Neo titles are supported, except neutral titles).
- Individual credit cards are accepted; the CVV code is mandatory for ticket issuance
- Airplus Lodge cards are accepted; CVV is not required for this card type
- Electronic Miscellaneous Documents (EMDs) are not required in Sabre for ancillary services
- Instant ticketing is required at the time of booking: changes, including modifications or cancellations, after purchase are not allowed
- Payment Services Directive 2 (PSD2) compliance is not required for this integration

OUT OF SCOPE

- Mixed brand bookings are not supported
- Sabre native fare notes are not displayed; fare notes are accessible through the view fare details link
- Corporate identification ([CLID]/[OIN] number) is not supported; this capability will be delivered in a later phase
- Corporate fares are not available

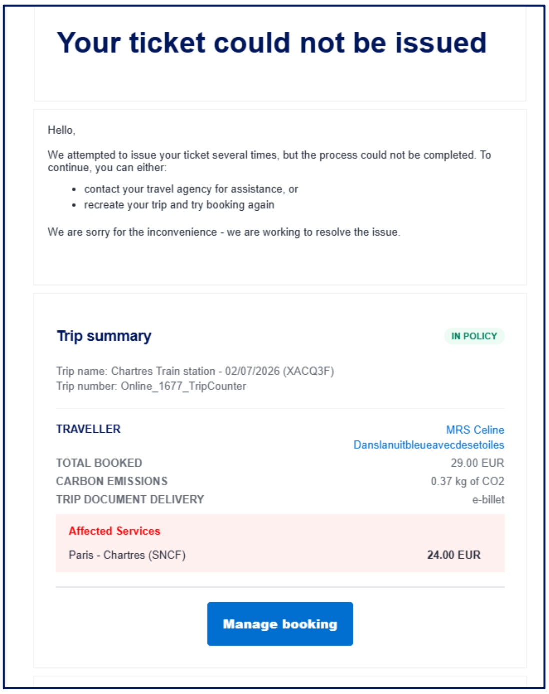
[RAIL] SNCF: NEO EMAIL NOTIFICATION FOR FAILED SNCF TICKET ISSUANCE

MADE FOR…?	Traveler | Arranger
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

When Neo attempts to issue a SNCF train ticket on behalf of a traveler, technical issues can occasionally prevent successful issuance even after multiple retry attempts. Previously, if all retry attempts failed, the process would stop without notifying the traveler, leaving them unaware of the issue.

Starting with release 26.3, travelers receive an automatic email notification when Neo is unable to issue their SNCF ticket after three failed issuance attempts. This notification allows travelers to take timely action by contacting their travel agency, which can claim the SNCF Passenger Name Record (PNR) and complete the issuance, or by rebooking their journey.



SCOPE

- SNCF direct link
- Applies to all SNCF train ticket issuances processed through Neo
- Travelers receive an automated email notification following three failed issuance attempts
- Notification prompts travelers to contact their travel agency to claim the SNCF PNR and issue the ticket, or to rebook

OUT OF SCOPE

- All other rail direct links
- Ticket issuances for rail suppliers other than SNCF
- Automated resolution or reissuance by Neo without traveler or agency action

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[RAIL] SNCF: PASSENGER’S RIGHTS DATA VALIDATION NEXT PHASE MID SEPTEMBER 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 that begun in May, we are now entering phase 1 coming in September. These changes will strengthen the accuracy of traveler information across all booking channels.

What's Next?

SNCF will progressively activate enhanced controls across below 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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[RAIL / DEUTSCHE BAHN] EXPANDED TRAIN ROUTES ACROSS EUROPE

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

SYNOPSIS

Amex GBT Neo has expanded Deutsche Bahn train route availability to support increased business travel flexibility across Europe.

In addition to domestic German rail routes, and BENELUX since the last release, bookers can now access direct international connections from Germany to major cities across Denmark, Switzerland. This expansion responds to customer demand for seamless European rail travel options and opens new opportunities for organizations with cross-border travel requirements.

CONFIGURATION

No configuration is required.

The expanded Deutsche Bahn routes are automatically available to all bookers within Neo's online booking tool. Bookers can search and book international train routes using the standard train search functionality by selecting origin and destination cities across the newly supported countries.

SCOPE

This feature is specifically for Deutsche Bahn direct link.

Supported Routes:

International train routes to/from Germany with the following destinations:

- •Denmark: Copenhagen to Germany
- •Switzerland: Brig, Berne to Germany; Chur, Zurich to Germany

Applicability

- All bookers using Neo's online booking tool with access to Deutsche Bahn rail options.

OUT OF SCOPE

Supplier Limitation:

- The Deutsche Bahn supplier API (PST) currently supports only direct train routes outside Germany and doesn't support domestic routes outside Germany.
- Multi-country itineraries (for example: France to Austria via Germany) are not available at this time.

Domestic Routes:

- This expansion does not modify existing domestic German train route availability.

Other Train Suppliers:

This update applies only to Deutsche Bahn direct link: other rail suppliers' route networks remain unchanged.

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[RAIL] FINNISH RAIL PENDOLINO PLUS: EXPANDED TRAIN TYPE AND FARE CLASS OPTIONS

MADE FOR…?	Traveler | Arranger | Approver
ACTIVATION REQUIRED?	Yes - by NTG Admin
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

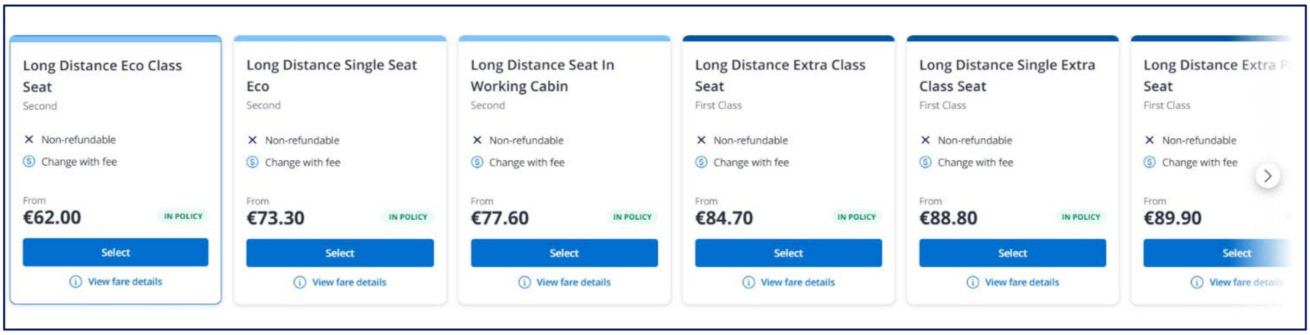
Finnish Rail has introduced a new high-speed train type, Pendolino Plus, along with an expanded set of fare classes designed to better meet traveler requirements on key routes. This update gives bookers access to a broader range of cabin comfort options when booking Finnish Rail direct connections.

The available fare classes vary by train type as follows:

- Intercity: Eko Class (Economy), Ekstra Class Calm (First Class), Ekstra Class Relaxed (First Class).
- Pendolino: Eko Class (Economy), Ekstra Class Calm (First Class).
- Pendolino Plus: Eko Class (Economy), Ekstra Class Calm (First Class), Ekstra Plus (First Class).

Neo has also broadened its Finnish Rail fare offering across all trains to include additional comfort-oriented options. Bookers can now access the following seating experiences (with extra cost):

- Seat in restaurant coach: a dining environment for travelers preferring to combine meals with travel.
- Seat in working cabin: a quieter, work-focused setting for travelers requiring a productive environment on board.
- Single seat: travelers can journey in peace and quiet without an adjacent passenger.



CONFIGURATION

- No configuration is required to activate this update. The new train type and fare classes are available automatically for eligible Finnish Rail bookings within Neo.
- We encouraged to review existing travel policies to determine whether the new Ekstra Class variants require adjustments to fare class allowances or booking restrictions. Depending on client travel policy settings, updates may be needed to reflect the availability of Ekstra Class Calm, Ekstra Class Relaxed, and Ekstra Plus.

SCOPE

- Applies to bookers making Finnish Rail reservations through Neo.
- Pendolino Plus train type is available on the following routes: Helsinki–Oulu; Helsinki–Turku.
- New fare classes available: Ekstra Class Calm, Ekstra Class Relaxed, and Ekstra Plus (all first-class)
- Existing fare classes Eko Class and Ekstra Class remain available.

OUT OF SCOPE

- This update applies to Finnish Rail direct connections only; connecting or interlined services are not included.
- This feature does not apply to other rail carriers or countries.

[AIR] TRAVELFUSION : NON-BOOKABLE FARE COMBINATIONS REMOVED FROM TRAVELFUSION RETURN TRIP SEARCH RESULTS

MADE FOR…?	Traveler | Arranger
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

Users searching for return trips through Travelfusion could previously reach the later stages of the booking process before discovering that their chosen outbound and inbound fare combination could not be selected together. This often resulted in wasted search time and required bookers to restart flight selection from the beginning.

Fare compatibility checks now take place during the initial search, so Travelfusion return trip results reflect fare combinations that can be successfully booked together. Bookers can select their preferred flights with greater confidence, spending less time navigating options that would not result in a completed booking.

SCOPE

- Applies to return trip bookings made through Travelfusion.
- Where an airline does not provide fare combination information during the search, the previous booking flow validation remains in effect for those results.

OUT OF SCOPE

- One-way Travelfusion bookings are not addressed in this feature.

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[AIR] NEO UPSELL SEARCHES NOW CONTINUE WHEN TRAVEL POLICY RULES HIDE INITIAL FARES

MADE FOR…?	Traveler | Arranger
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

Neo's Admin Suite allows administrators to configure travel policy rules that filter certain fare types out of search results. Previously, when a specific fare basis was hidden by one of these rules, Neo would stop querying that source entirely, meaning no results from that source were returned to bookers.

Neo has updated its query logic so that additional fare searches continue even when an initial fare basis has been filtered by a travel policy rule.

While this update applies to all distribution sources, the benefit is most significant for New Distribution Capability (NDC) content, where Neo relies on a single fare query rather than the multiple queries used for traditional Global Distribution System (GDS) sources. Previously, a single hidden fare meant no NDC options reached bookers at all; now Neo continues searching for alternatives, returning a more complete set of results.

SCOPE

- •Applies to Amadeus, Galileo and NDC sources
- •Benefit is most significant for NDC airline content

OUT OF SCOPE

- •Sabre

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[SUSTAINABILITY] UK BEIS CO2 CALCULATION METHOD EXPANDED WITH RADIATIVE FORCING AND WELL-TO-TANK FOR FULLER EMISSIONS REPORTING

MADE FOR…?	Neo Admin
ACTIVATION REQUIRED?	Yes - by NTG Admin
ADMIN SUITE	Travel | Air-Rail
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

Neo currently offers six CO2 calculation methods for air emissions display, accessible within the Travel section in Admin Suite under the Air-Rail node, in the Main calculation field of the CO2 information section. As sustainability requirements continue to evolve globally, a seventh calculation method is being introduced to support an additional way of measuring CO2 emissions.

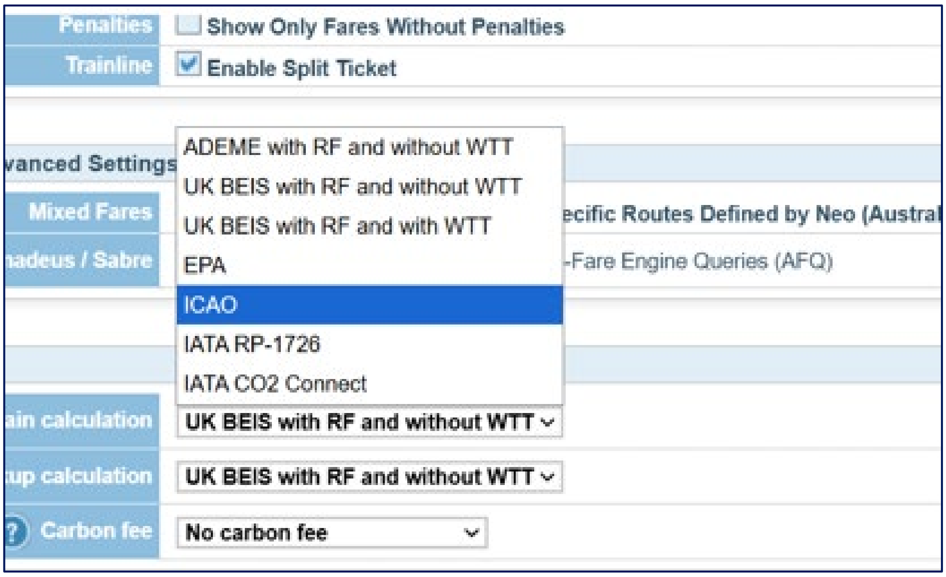
The new option, UK BEIS with Radiative Forcing (RF) and with Well-to-Tank (WTT), expands the range of methodologies available to administrators configuring CO2 emissions display for their organization. This addition supports customers in aligning their emissions calculations with broader sustainability and regulatory reporting standards.

RF accounts for the fact that emissions released at high altitude have a greater warming effect than the same emissions at ground level, increasing the calculated emissions of a flight to reflect this additional climate impact. WTT captures the upstream emissions associated with producing and distributing jet fuel before it reaches the aircraft, expanding the calculation toward a full lifecycle view. This is particularly valuable for organizations evaluating Sustainable Aviation Fuel (SAF) purchases, as lifecycle emissions calculations are essential to determining how much SAF is needed to meet reduction targets.

CONFIGURATION

Administrators can enable the new calculation method by navigating to the CO2 information settings within the platform. The new option is available alongside the existing six methods in the "Main calculation" field.

- **Travel | Air-Rail | CO2 information section | Main calculation field**
- Select "UK BEIS with RF and WTT" from the dropdown list of available calculation methods.



SCOPE

- Applicable to CO2 emissions display on flight options.
- The new calculation method appears as a selectable option in the **Main calculation** field under the **Air-Rail** node.

OUT OF SCOPE

- This update does not affect the existing six CO2 calculation methods, which remain available and unchanged.
- Rail emissions configuration and other travel segments are not impacted by this addition.

[TRANSPORT] STREAMLINED DELIVERY SELECTION IN TRANSPORT CHECKOUT

MADE FOR…?	Traveler | Arranger
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED	No

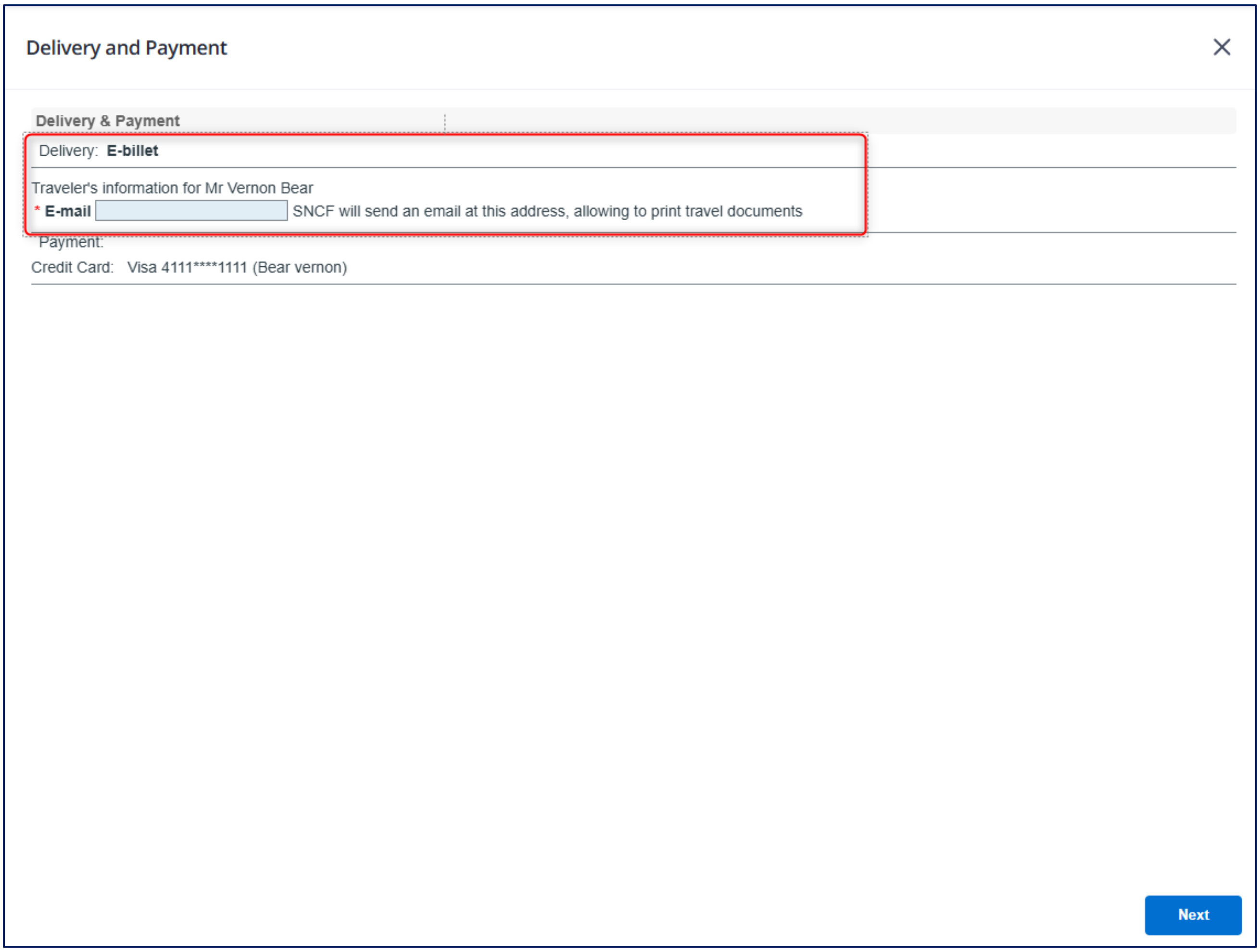
SYNOPSIS

The delivery step for transport bookings is moving from the old checkout to Neo's new, streamlined checkout experience.

This migration is part of a broader checkout modernization initiative designed to make the platform more accessible, reduce booking time, and improve overall user satisfaction.

Users will now select their transport delivery mode directly within the new Transport checkout, alongside a refreshed set of delivery options that have been simplified to remove outdated functionalities and improve clarity

BEFORE



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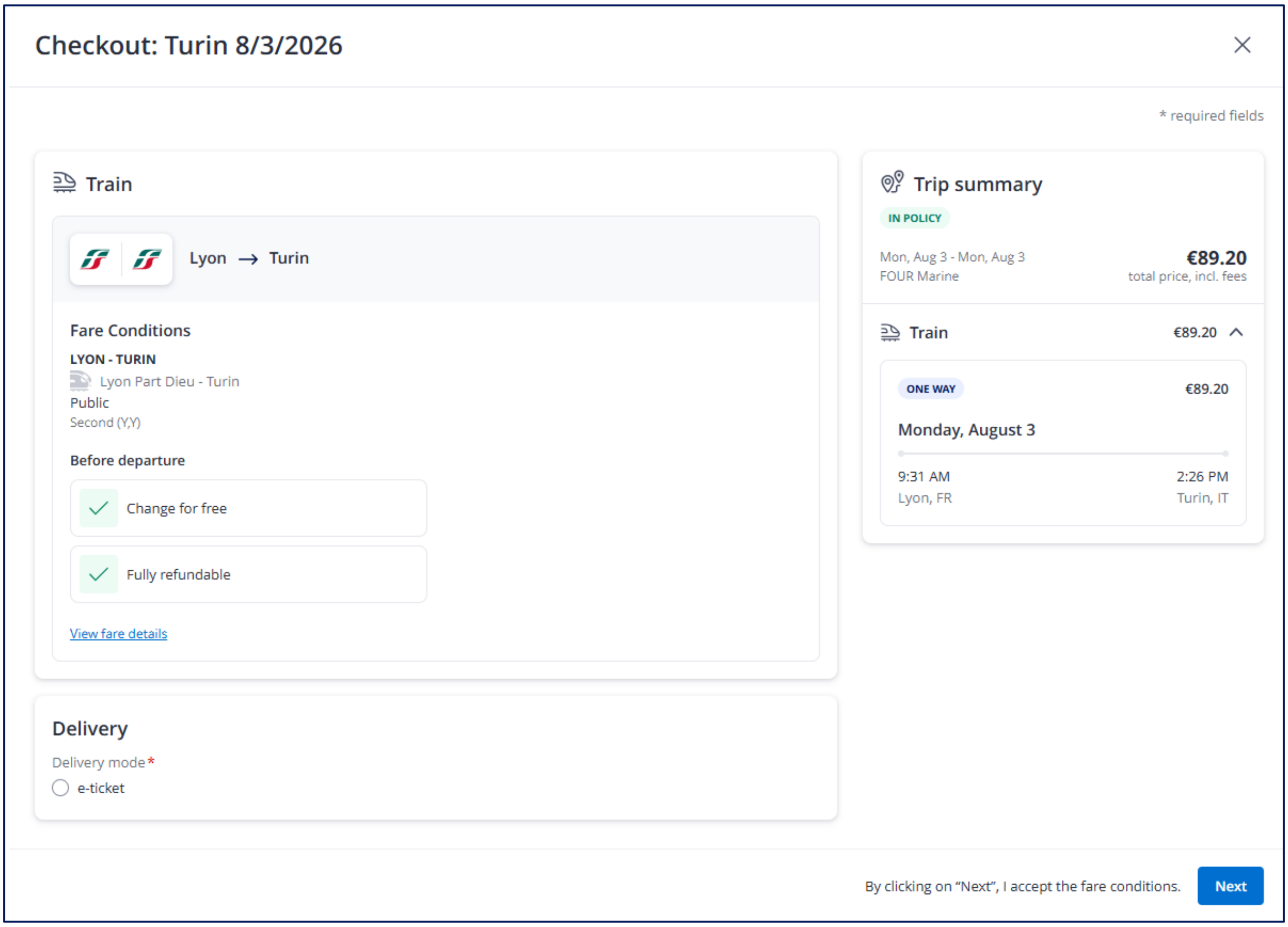

SCOPE

- Transport booking users across all Neo instances
- Delivery mode selection during the transport checkout process
- Harmonized delivery mode labels for consistency and ease of use
- Delivery mode selection during the transport checkout process (when applicable)

OUT OF SCOPE

- Delivery functionality for non-transport bookings
- Changes to payment processing (handled separately in checkout migration)
- Modifications to trip approval workflows

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[TRANSPORT FARE SELECTION] FARE CARDS REDESIGN

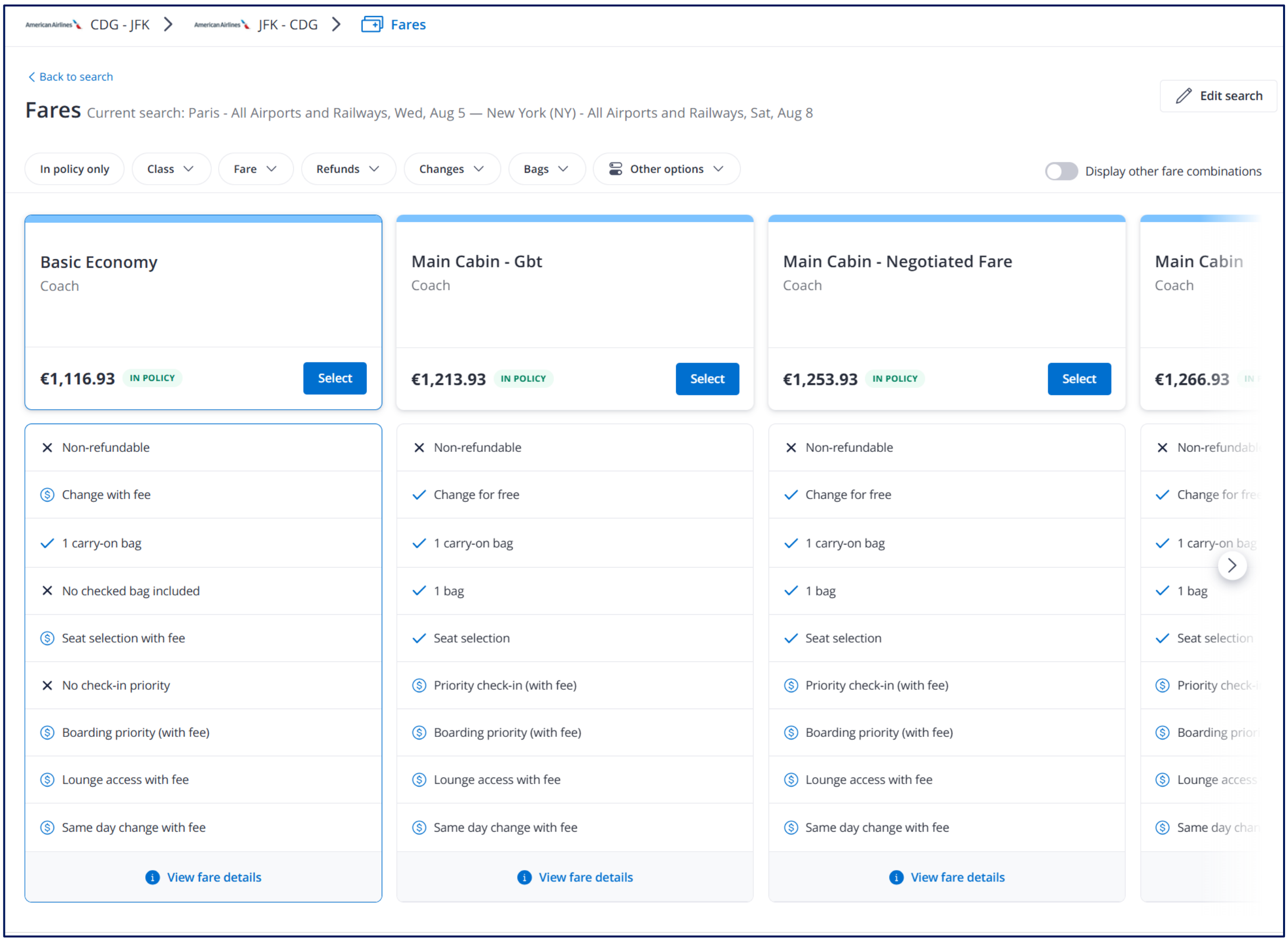
MADE FOR…?	Traveler | Arranger
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

Comparing fare options can be difficult when information is presented inconsistently across devices or requires excessive scrolling. As part of an ongoing project to integrate fare selection directly into the transport results page, Neo has redesigned fare cards within the Neo Fare Display (NFD) page to present fare information in a cleaner, more compact, and more readable layout across web, tablet, and mobile devices.

The updated fare cards group related information logically, with icons added to ease understanding of each fare attribute. Split ticket information has also been simplified for greater clarity.

BEFORE



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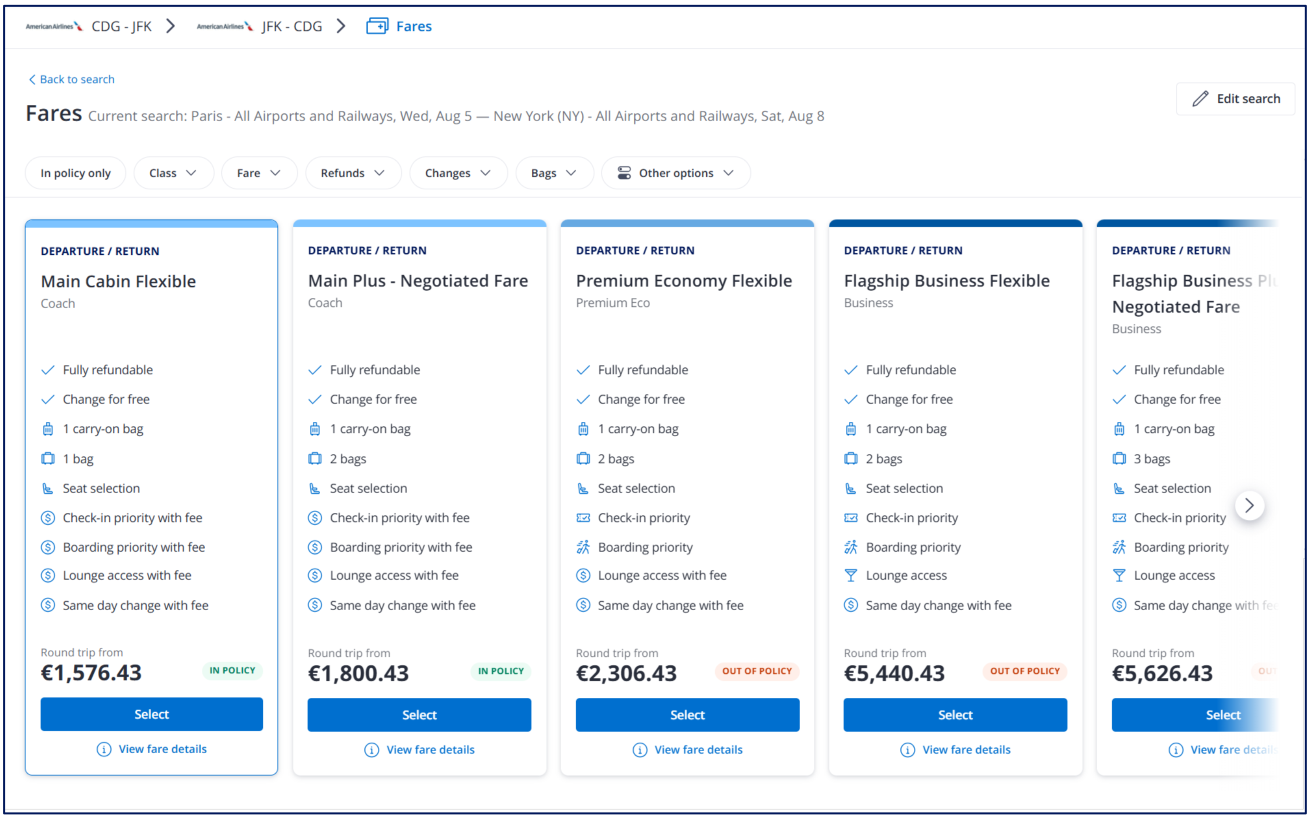


SCOPE

- The redesign applies to all fare card types displayed within the NFD page.
- Supported search types include one-way and roundtrip searches, as well as exchange and modification flows.

The updated layout is consistent across web, tablet, and mobile devices.

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

MADE FOR...?	Traveler | Arranger | Travel Manager | GBT
ACTIVATION REQUIRED?	Yes - by NTG Admin
ADMIN SUITE	Travel | Policies | Travel Policies | <PolicyName> | Air-Rail | Booking Rules | Travel Schedule
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.

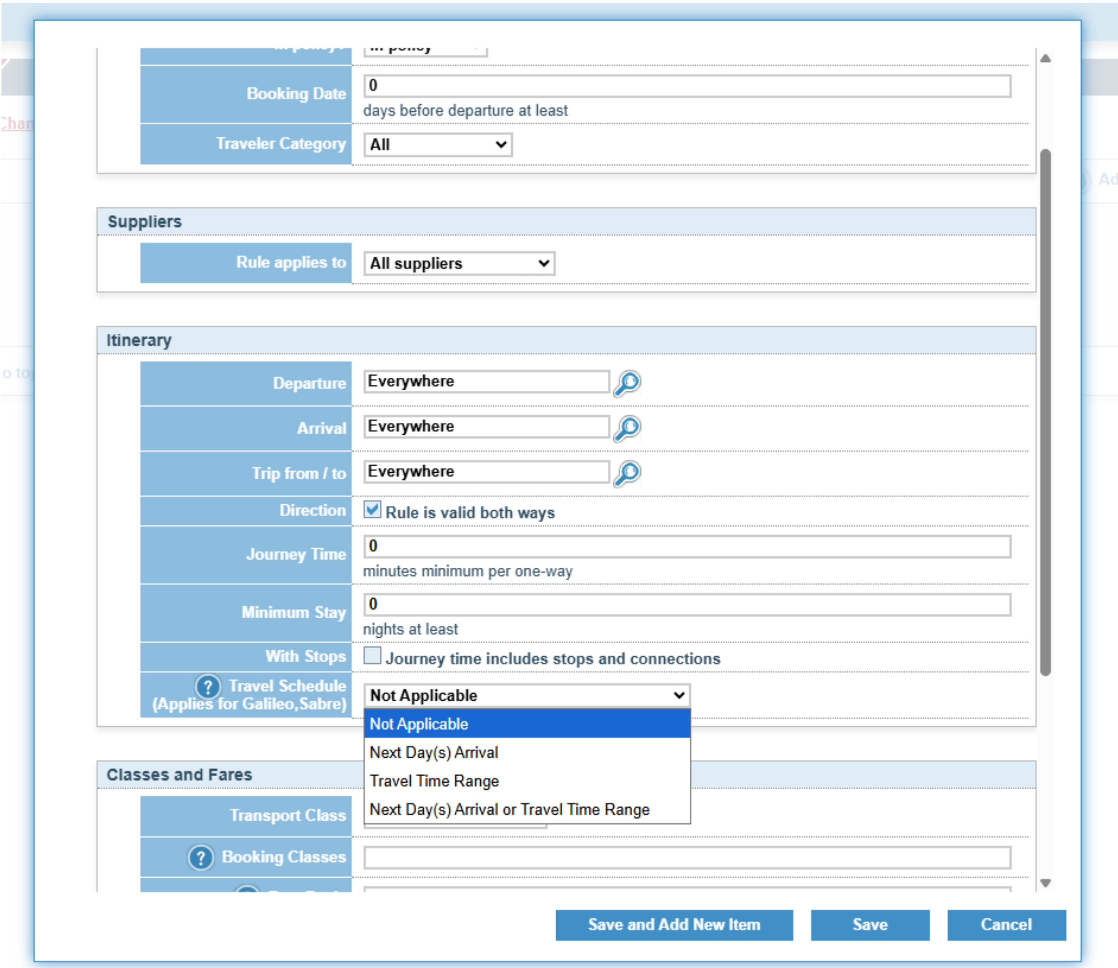
If some combinations aren't initially displayed, compliant fares will appear in the Alternate Fares Display page. When capping rules apply with overnight policies, the system can use the lowest fare of the highest compliant cabin per segment as the reference point.

Travel administrators can define overnight flights using three criteria options in the 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

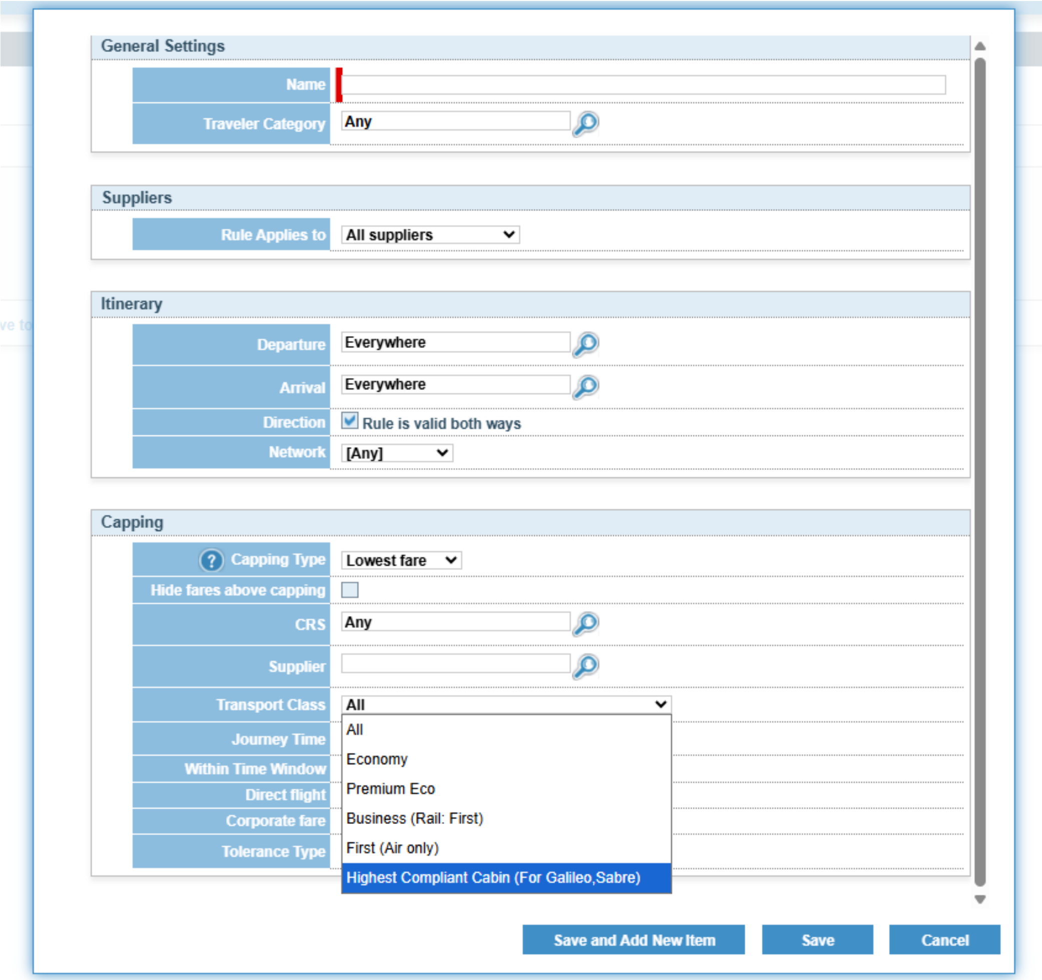
Configuration paths and important notes:

- **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



- **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.



SCOPE

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

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

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[CAR RENTALS] SEARCH FORM MODERNIZATION

MADE FOR…?	Traveler | Arranger
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

Neo has updated the car rental search form to align with the latest Neo user interface (UI) standards. This update delivers a more consistent, accessible, and intuitive search experience for bookers without removing any existing functionality.

The updated form retains all current search capabilities, including pick-up and drop-off location selection, date and time inputs, reason for trip, and number of travelers. Bookers will notice a refreshed look and feel that matches the rest of the Neo booking experience.

SCOPE

- Car Rental Search, Edit search and Modification forms

OUT OF SCOPE

- No changes to car rental search results or supplier content
- No changes to downstream booking, approval, or payment workflows

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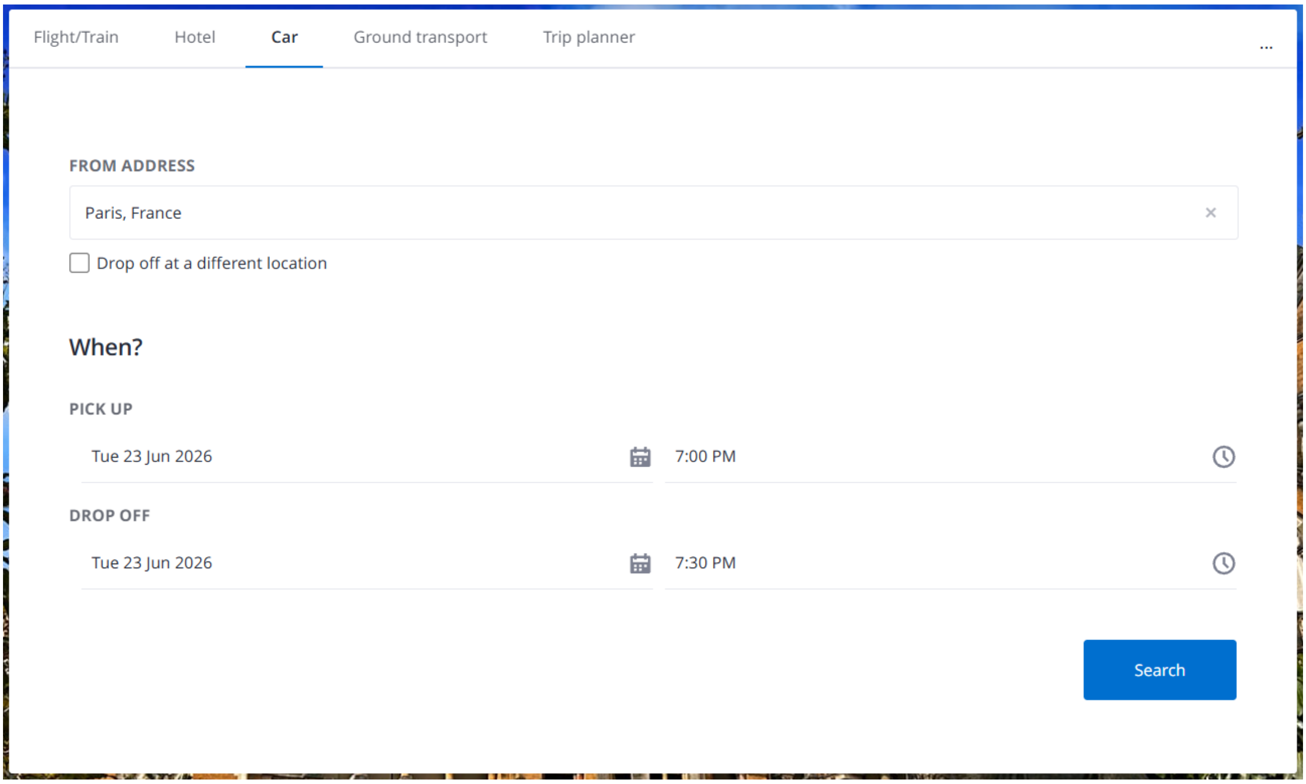
BEFORE



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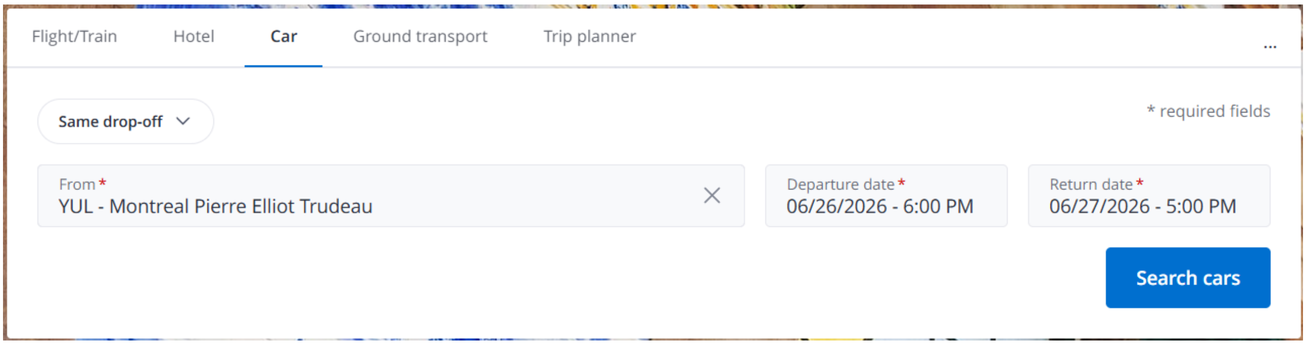

[HOTEL] IMPROVED HOTEL BOOKING EXPERIENCE FOR IN-SESSION RATE CHANGES

MADE FOR…?	Traveler | Arranger
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

When hotel rates shift between search and booking confirmation, travelers and bookers previously had no visibility into what changed or whether the updated rate still aligned with travel policy. Amex GBT Neo has enhanced the hotel booking flow within the Marketplace Platform (MPP, formerly known as SMP). Neo now surfaces the updated rate, taxes, and fees at the point of confirmation, alongside a refreshed policy compliance badge and any applicable justification reflecting the changed rate.

This update builds on Phase 1 which was delivered on Neo 26.2 SP2, which introduced automatic booking continuation for rate variances below 1%. Phase 2 extends transparency to all rate changes in MPP, regardless of rate variance size, so bookers have the full picture before confirming a reservation.

SCOPE

- Applicable to all MPP hotel bookings where a rate change occurs between search and booking confirmation, irrespective of variance size.
- Displays the updated rate, taxes, and fees at the confirmation step.
- Refreshes the policy compliance badge based on the changed rate.

OUT OF SCOPE

- This release does not apply to hotel bookings outside the MPP channel.

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[HCORPO] ACCOR LOYALTY CARD TRANSMISSION TO HCORPO FOR SUBSCRIPTION RATE RETRIEVAL

MADE FOR…?	Traveler | Arranger
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

Accor is the most booked hotel chain in Neo, and many Amex GBT clients have requested that subscription rates from the Hcorpo (HC) hotel source be accessible when booking Accor properties. To retrieve these subscription rates, Neo now transmits the traveler's Accor membership card details to Hcorpo at the availability search level.

When a traveler has an eligible Accor loyalty card saved in their profile and the hotel search is sourced through Hcorpo, Neo automatically sends the corresponding card identifier to the Hcorpo system. This supports the return of subscription rates specific to the traveler's membership, making relevant negotiated pricing visible during the hotel search.

SCOPE

- Hcorpo hotel source only
- Accor hotel chain properties
- The following Accor loyalty cards saved in traveler profiles:
  - All Plus Voyageur
  - All Plus Ibis
  - All Live Limitless

OUT OF SCOPE

- All hotel sources other than Hcorpo
- Any loyalty or membership cards other than the Accor cards listed above
- Accor properties sourced through SMP with Hcorpo

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

MADE FOR…?	Traveler | Arranger
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

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

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

SCOPE

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

OUT OF SCOPE

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

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[RAIL DEUTSCHE BAHN] NEO SUPPORTS NEW BAHNBONUS CARD FORMAT

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

SYNOPSIS

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

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

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

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

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

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

SCOPE

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

OUT OF SCOPE

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

NEO PRODUCT UPDATE: NEO 26.2 SP2

[IN PRODUCT MESSAGING] MODIFICATION GUIDANCE ADDED TO THE TRIP OVERVIEW

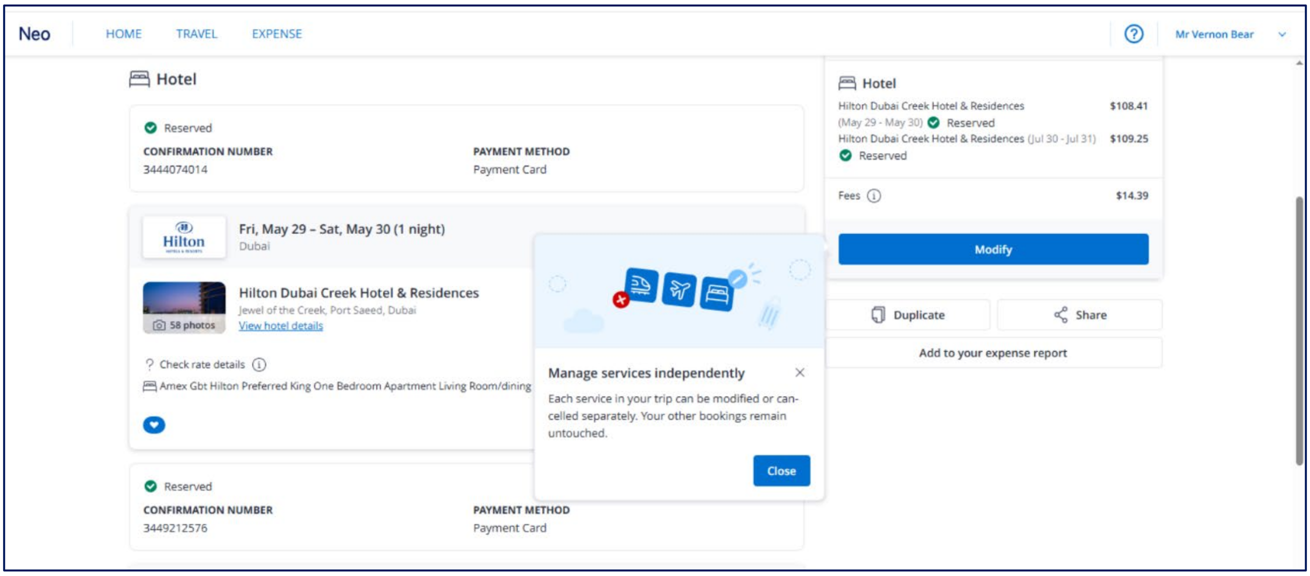
MADE FOR…?	Traveler | Arranger
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

Travelers and bookers modifying reservations may be unsure how changes affect other services or how to update trip details. Amex GBT Neo now displays contextual guidance in the Trip Overview, providing clear information exactly when modification decisions are made.

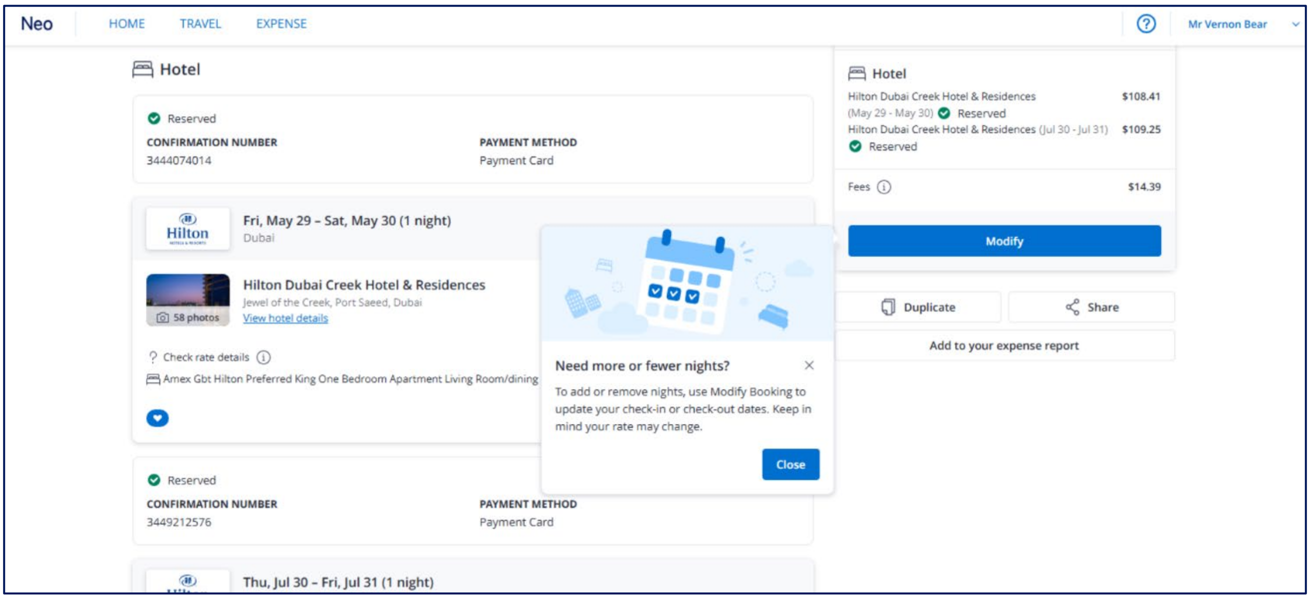
Two pop-up guidance messages now appear in the **Trip Overview**. The first pop-up explains that each service in a trip can be modified or cancelled independently, leaving all other bookings untouched. The second guides bookers on adjusting hotel nights using the **Modify Booking** option, with a note that rates may change when stay dates are updated.

Manage your services independently



AMEX GBT
Neo

Need more or fewer nights



SCOPE

- Travelers and bookers viewing the **Trip Overview** in Amex GBT Neo
- Messages display contextually within the **Trip Overview**; no action is required to activate them
- Each spotlight message is shown **only once** to each user, regardless of the number of trips they make.
- **Manage services independently** displays when:
  - The trip contains 2 or more services with at least one modifiable or cancellable service
- Need more or fewer nights displays when:
  - The trip contains at least one modifiable hotel booking

OUT OF SCOPE

- These messages are informational only. No changes have been made to the underlying modification or cancellation workflows.
- The guidance does not replace the **Modify Booking** functionality. It directs bookers to use the existing tools already available in Neo.

AMEX GBT
Neo

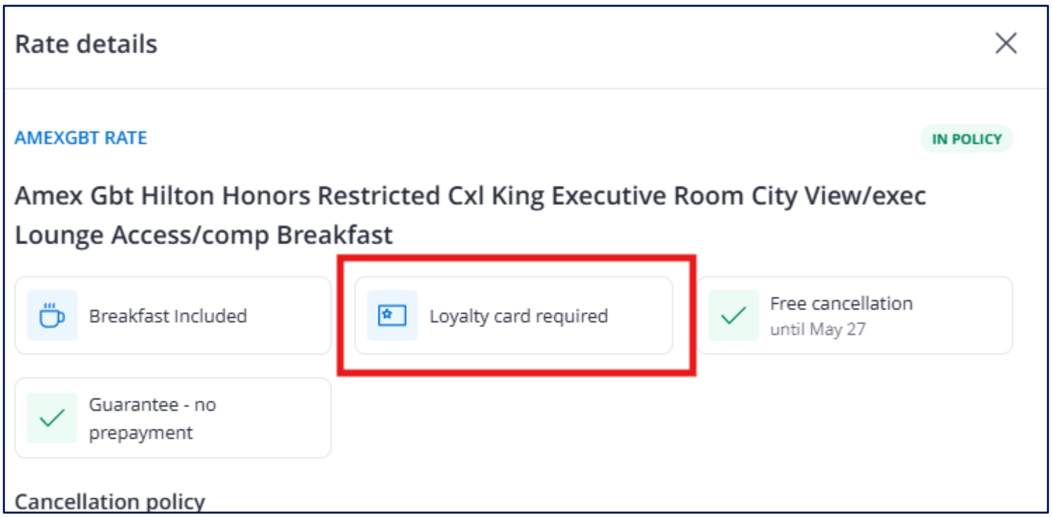
[HOTEL] LOYALTY CARD REQUIRED INDICATOR EXTENDED TO HOTEL RATE DETAILS

MADE FOR…?	Traveler | Arranger
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

Building on the hotel loyalty rate enhancements introduced in release 26.2, Amex GBT Neo has extended loyalty rate visibility into the rate details pop up for hotels booked using the Marketplace Platform (MPP - formerly known as SMP). Bookers who open the details of a hotel rate now see a "Loyalty Card Required" badge directly within the popup, reinforcing awareness of loyalty requirements at this additional step in the booking journey.

This addition complements the loyalty indicator already present on the hotel overview page, delivering consistent visibility across both the search results and rate detail views. Bookers gain clear confirmation of loyalty card requirements before booking the other, reducing the likelihood of booking attempts without the required program membership.



SCOPE

- Bookers searching and selecting MPP hotel rates through Amex GBT Neo
- Applicable to rate details pop ups where the selected rate requires a loyalty card
- Builds on and extends the loyalty indicator functionality delivered in release 26.2

OUT OF SCOPE

- This update applies to MPP hotels only; loyalty rate display for non-MPP hotels is not affected by this change.
- No modifications have been made to the loyalty indicator on the hotel overview page introduced in release 26.2.

AMEX GBT
Neo

[APPROVALS] SMART ROUTING: PRE-BOOKING APPROVAL ACTIVATION BY CRS

MADE FOR…?	Neo Admin | GBT
ACTIVATION REQUIRED?	Yes - Activation required by NTG Admin
ADMIN SUITE	Travel | Policies | General Policy Settings | Validation Mode = Smart Routing | Transport pre-booking approval
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

In the Neo 25.2 release, Pre-booking approval was introduced, aimed at providing an alternate approval process flow so that it occurs before a trip is booked. Typical use cases include prepaid hotels, low-cost / instant-purchase carriers, and other instant-purchase options. Pre-booking approval was further improved in 25.5, adding Smart Routing to automatically route bookings for approval based on fare flexibility.

With 26.2, pre-booking approval Smart Routing has been further enhanced by adding CRS (Central Reservation System) as a selectable configuration criterion. This allows administrators to route specific supplier bookings, such as Travelfusion bookings, through pre-booking approval workflows before ticket issuance and fund commitment occur.

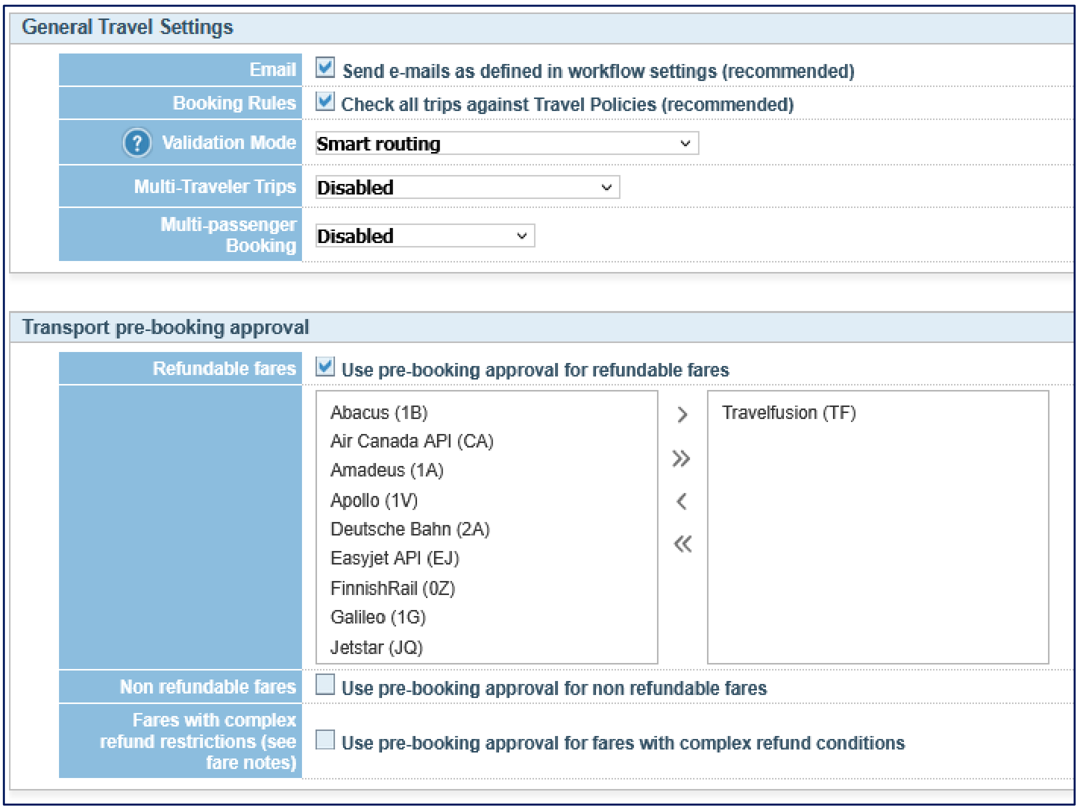
The addition of CRS criteria enables administrators to create more targeted approval policies by combining fare conditions with specific CRS selections, increasing flexibility and control over pre-booking approval processes. It also improves the user experience by allowing bookings outside Smart Routing pre-booking approval criteria to proceed through standard post-booking approval and ticketing workflows.

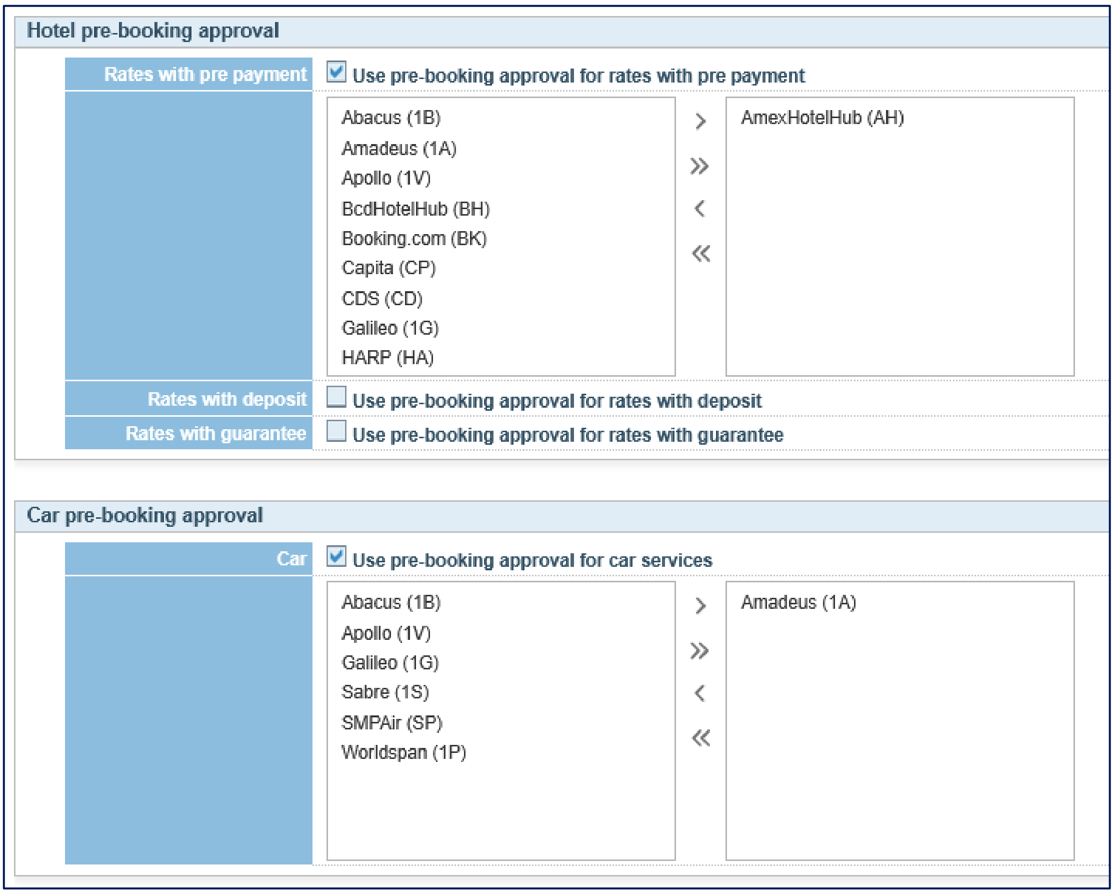
CONFIGURATION

Admin Suite Node: Travel | Policies | General Policy Settings | Validation Mode = Smart Routing | Transport/Hotel/Car pre-booking approval

1. When a fare criteria is selected, a CRS selection panel is displayed
   a. Move any CRS requiring **Pre-booking approval** (e.g., Travelfusion, CRS for low-cost airlines) to the **right panel**.
   b. Move any CRS requiring **Post-booking approval** to the **left panel**.

NOTE : Each CRS uses the same approval workflow. Only the trigger point differs within the booking flow, based on whether Pre-booking or Post-booking approval is selected.


General Travel Settings
Email
Send e-mails as defined in workflow settings (recommended)
Booking Rules
Check all trips against Travel Policies (recommended)
Validation Mode
Smart routing
Multi-Traveler Trips
Disabled
Multi-passenger Booking
Disabled
Transport pre-booking approval
Refundable fares
Use pre-booking approval for refundable fares
Abacus (1B)
Air Canada API (CA)
Amadeus (1A)
Apollo (1V)
Deutsche Bahn (2A)
Easyjet API (EJ)
FinnishRail (0Z)
Galileo (1G)
Jetstar (JQ)
Travelfusion (TF)
Non refundable fares
Use pre-booking approval for non refundable fares
Fares with complex refund restrictions (see fare notes)
Use pre-booking approval for fares with complex refund conditions


Hotel pre-booking approval
Rates with pre payment
Use pre-booking approval for rates with pre payment
Abacus (1B)
Amadeus (1A)
Apollo (1V)
BcdHotelHub (BH)
Booking.com (BK)
Capita (CP)
CDS (CD)
Galileo (1G)
HARP (HA)
AmexHotelHub (AH)
Rates with deposit
Use pre-booking approval for rates with deposit
Rates with guarantee
Use pre-booking approval for rates with guarantee
Car pre-booking approval
Car
Use pre-booking approval for car services
Abacus (1B)
Apollo (1V)
Galileo (1G)
Sabre (1S)
SMPAir (SP)
Worldspan (1P)
Amadeus (1A)

AMEX GBT Neo

PILOT PHASE

- Pilot phase used to gather feedback from early adopters to further refine feature
- Looking for pilot participants – reach out to your Neo contact if interested!

SCOPE

Pre-booking and Post-booking approval using Smart Routing.

OUT OF SCOPE

Offline import with approval.

[RAIL DEUTSCHE BAHN] EXPANDED TRAIN ROUTES ACROSS EUROPE

MADE FOR…?	Traveler | Arranger | Travel manager
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

Amex GBT Neo has expanded Deutsche Bahn train route availability to support increased business travel flexibility across Europe.

In addition to domestic German rail routes, bookers can now access direct international connections from Germany to major cities across France, the Netherlands, Belgium, Luxembourg, Austria, Denmark, and Switzerland.

This expansion responds to customer demand for seamless European rail travel options and opens new opportunities for organizations with cross-border travel requirements.

CONFIGURATION

No configuration is required.

The expanded Deutsche Bahn routes are automatically available to all bookers within Neo's online booking tool. Bookers can search and book international train routes using the standard train search functionality by selecting origin and destination cities across the newly supported countries.

SCOPE

This feature is specifically for Deutsche Bahn direct link.

Supported Routes

International train routes to/from Germany with the following destinations:

- **France**: Paris, Marseille to Frankfurt, Karlsruhe
- **Netherlands**: Amsterdam, Maastricht to Germany
- **Belgium**: Brussels / Liege to Germany
- **Luxembourg** : Luxembourg to Germany
- **Austria**: Vienna to Germany

Applicability

All bookers using Neo's online booking tool with access to Deutsche Bahn rail options.

OUT OF SCOPE

Supplier Limitation

The Deutsche Bahn supplier (API (PST) currently supports only direct train routes outside Germany and does not support domestic routes outside Germany.

Multi-country itineraries (for example: France to Austria via Germany) are not available at this time.

Domestic Routes

This expansion does not modify existing domestic German train route availability.

Other Train Suppliers

This update applies only to Deutsche Bahn direct link: other rail suppliers' route networks remain unchanged.

NEO EXPENSE

AMEX GBT
Neo

[EXPENSE] NEW APPROVER PAGE ON NEO FOR SUPERVISORS

MADE FOR…?	Approver
ACTIVATION REQUIRED?	No

SYNOPSIS

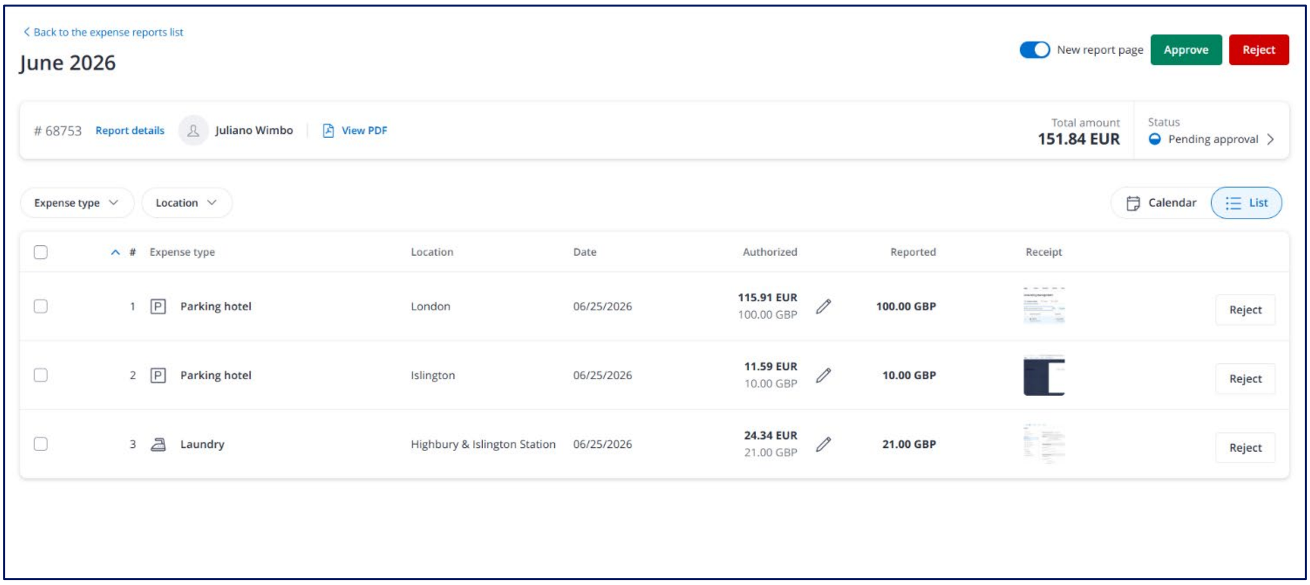
The Approver view in Neo has a new user interface, to give Supervisors a faster, more efficient way to review and action expense reports. All approval actions are now consolidated directly within the expense list, reducing the number of steps required to complete a review. The new interface is the default landing page for Supervisor role users, with the old view remaining accessible via a toggle during the transition period.

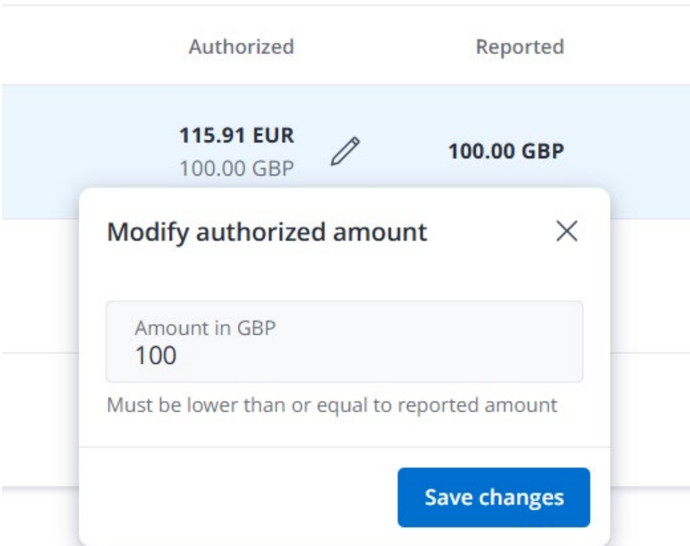
What's New?

- Approve and Reject buttons are now visible at the top of the page
- Individual expense lines can be rejected directly from the list without rejecting the entire report
- Multiple lines can be selected for bulk rejection or bulk adjustment of authorized amounts

Activation

- No activation required. Enabled by default for all Supervisor role users.
- The Approver will automatically land on new page, with a possibility to switch back to the previous view via toggle.





SCOPE

Supervisor role users reviewing expense reports in the Neo Approver role.

[EXPENSE] TRIP TO EXPENSE ENHANCEMENTS

MADE FOR…?	Traveler | Arranger
ACTIVATION REQUIRED?	No

SYNOPSIS

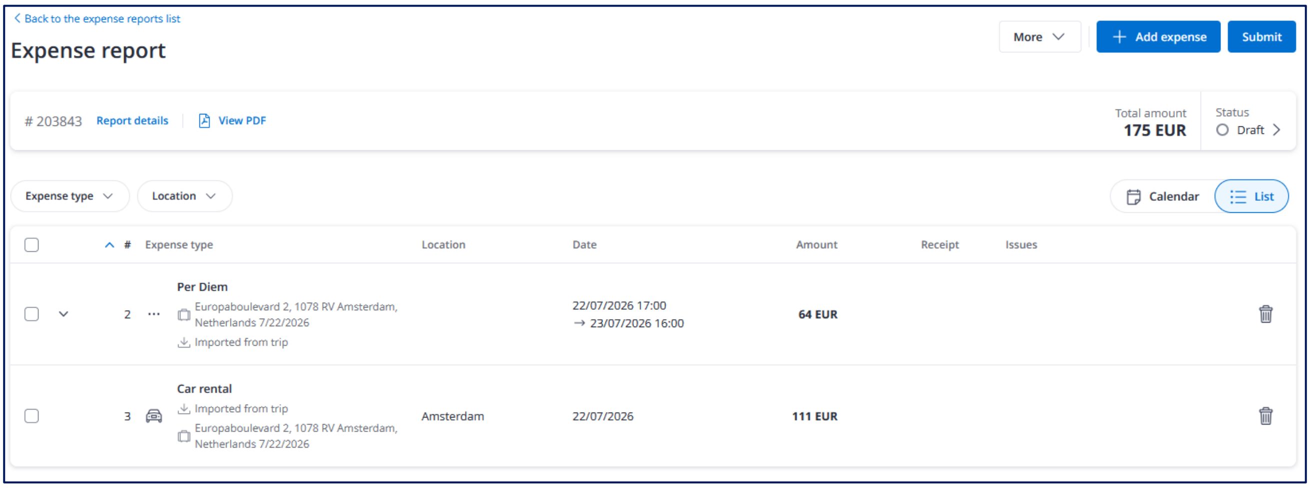
Neo is upgrading the **Trip to Expense** functionality to improve the user experience and enable new features in the workflow.

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.

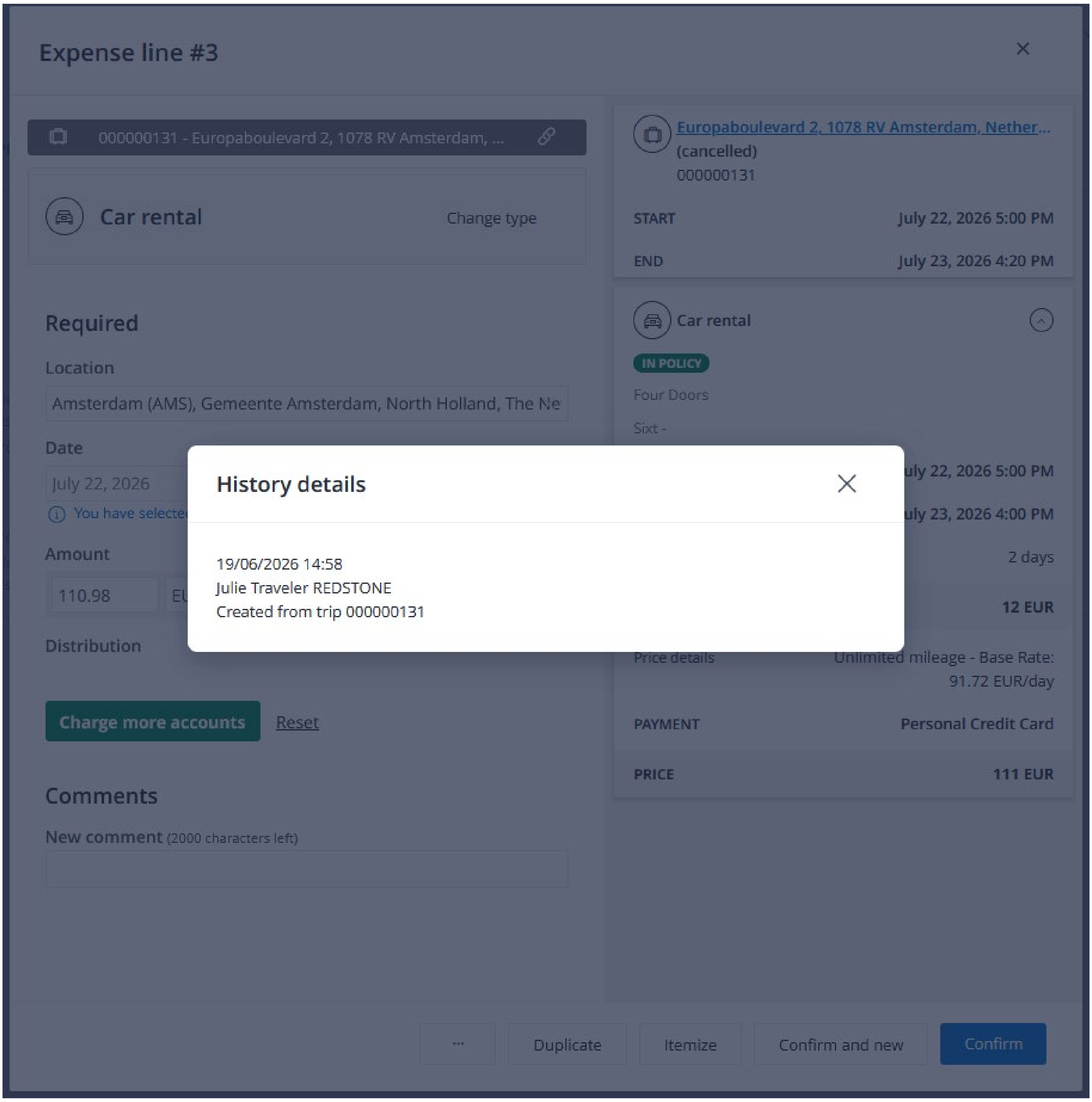
NOTE: As part of this Release, all clients on the legacy Trip to Expense flow will be automatically migrated to the new one.

Within this release, the following enhancements are delivered.

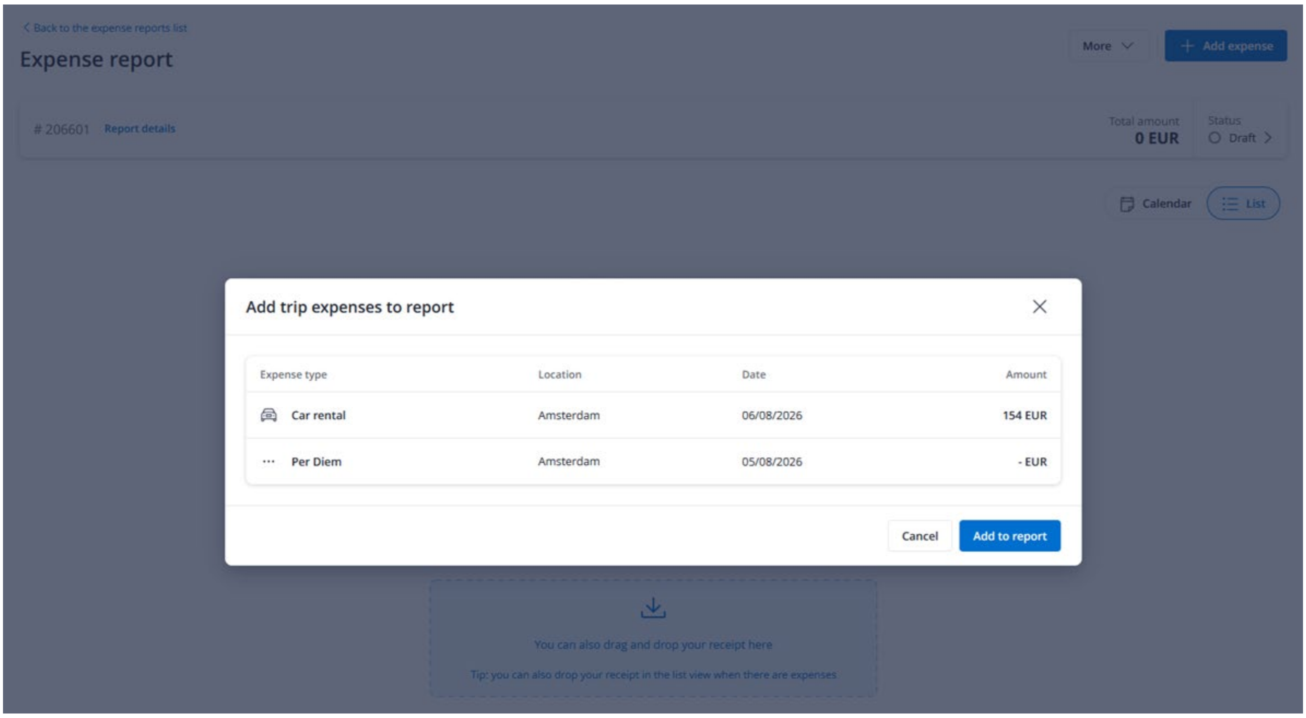
- **Label "Imported from trip"** on each imported lines. This label will allow travelers to easily know which expense lines have been created from a trip; thus they will be able to identify which expense lines need to be checked before submission.



- **Line history**: in the line history, it is now specified that the line has been created from a trip along with the trip reference.



- **Expense line import popup**: total amount has been removed to align with other popups and avoid misleading figures. The displayed total is partial until the per diem is added, which is only calculated when the line is saved to the report



NOTE: These improvements will be applied by default and no configuration is required (as long as the Trip to Expense functionality is enabled).

AMEX GBT
Neo

[CREDIT CARD IMPORT] NOTIFICATION ON THE MOBILE APPLICATION

MADE FOR…?	Traveler
ACTIVATION REQUIRED?	No

SYNOPSIS

This feature enables automated notifications on mobile application 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 notification to know that they have transactions to submit.

This feature was already delivered in April 2026 and now the notifications on both Neo and GBT mobile applications are part of the scope.

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.

Mobile app release date: Early July 2026 (to be confirmed)

[EXPENSE] NORWEGIAN PER DIEM TAX BENEFIT

MADE FOR…?	Traveler | Accountant
ACTIVATION REQUIRED?	Yes - manual activation required
ADMIN SUITE	Expense | Tax Benefit Settings | Rules

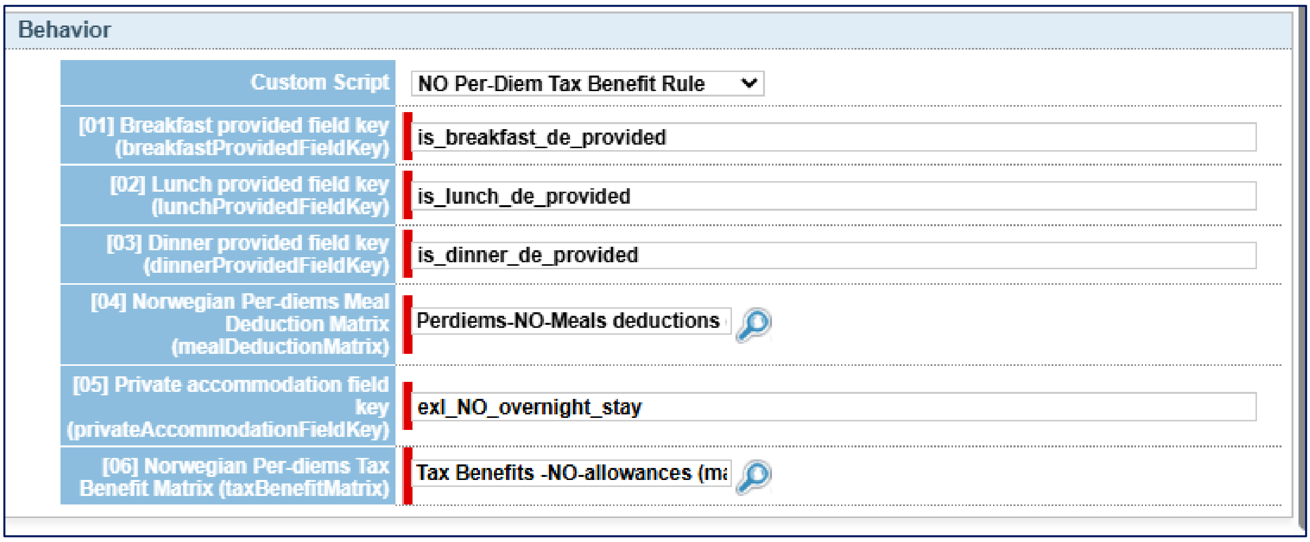
SYNOPSIS

Norwegian per diem reimbursement operates under a dual-rate framework where the state rate determines employer reimbursement while a separate tax-free ceiling determines the portion exempt from income tax and payroll withholding. The difference between these two rates represents the taxable benefit that employees must declare on their income tax returns.

Neo now calculates both the state rate and the tax-free ceiling, enabling accurate tax benefit computation for Norwegian business travel expenses. A new custom field captures accommodation type for multi-day trips, and a new tax benefit matrix applies meal deductions to determine the final taxable amount.

CONFIGURATION

Administrators must configure three elements to enable Norwegian per diem tax benefit calculations: a new custom field for accommodation type, a tax benefit rule that applies meal deductions and add the tax benefit rule to the Norwegian per diem expense nature.



SCOPE

Applies to all Norwegian domestic and international business travel expenses processed through Neo Expense

AMEX GBT
Neo

[EXPENSE] ENHANCED BILLING RECONCILIATION ENGINE

MADE FOR…?	Travel Manager | Accountant
ACTIVATION REQUIRED?	No

SYNOPSIS

Bill managers identified reconciliation engine performance as a critical priority. Neo has now added additional fallback step, leveraging trip counter data, to accelerate the reconciliation process by identifying beneficiaries and matching services more efficiently.

The enhanced engine maintains the existing WHO-WHAT-DATA reconciliation structure while adding trip counter lookup as a fallback step. This improvement streamlines matching for when beneficiary or service data is unavailable or ambiguous.

SCOPE

Applies to all bill line reconciliation processing

[EXPENSE] EXPENSE EXPORT FILE UPDATED TO INCLUDE INVOICE NUMBER FIELD

MADE FOR…?	Traveler | Accountant
ACTIVATION REQUIRED?	No

SYNOPSIS

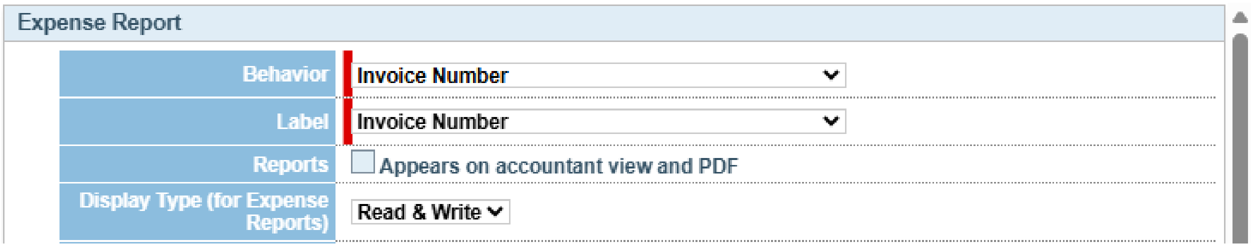
The European Union's VAT in the Digital Age (ViDA) initiative is modernizing the VAT system across member states to combat fraud and administrative errors by making e-invoicing the default invoicing method. The new regulation would require businesses to both issue and receive structured, machine-readable e-invoices reported to tax authorities in near real-time.

To support this regulatory shift, Neo is introducing a new Invoice Number field that can be configured under each expense type, allowing Expense users to capture invoice identifiers from receipts for reconciliation against government tax authority databases.

The export files will be updated as follows:

CONFIGURATION

Administrators must configure the system field Invoice Number (field key exl_einvoice_number) to the desired Expense Nature in order for the field to be visible and editable for users. This value will then be exported in the Expense export files. If the field is not configured or the user does not provide a value, the value in the export file will be empty.



SCOPE

- Expense CSV export
- Expense Report XML export

AMEX GBT
Neo

[EXPENSE] CONFIGURABLE LOCATION EXCLUSIONS FOR EXPENSE LINES

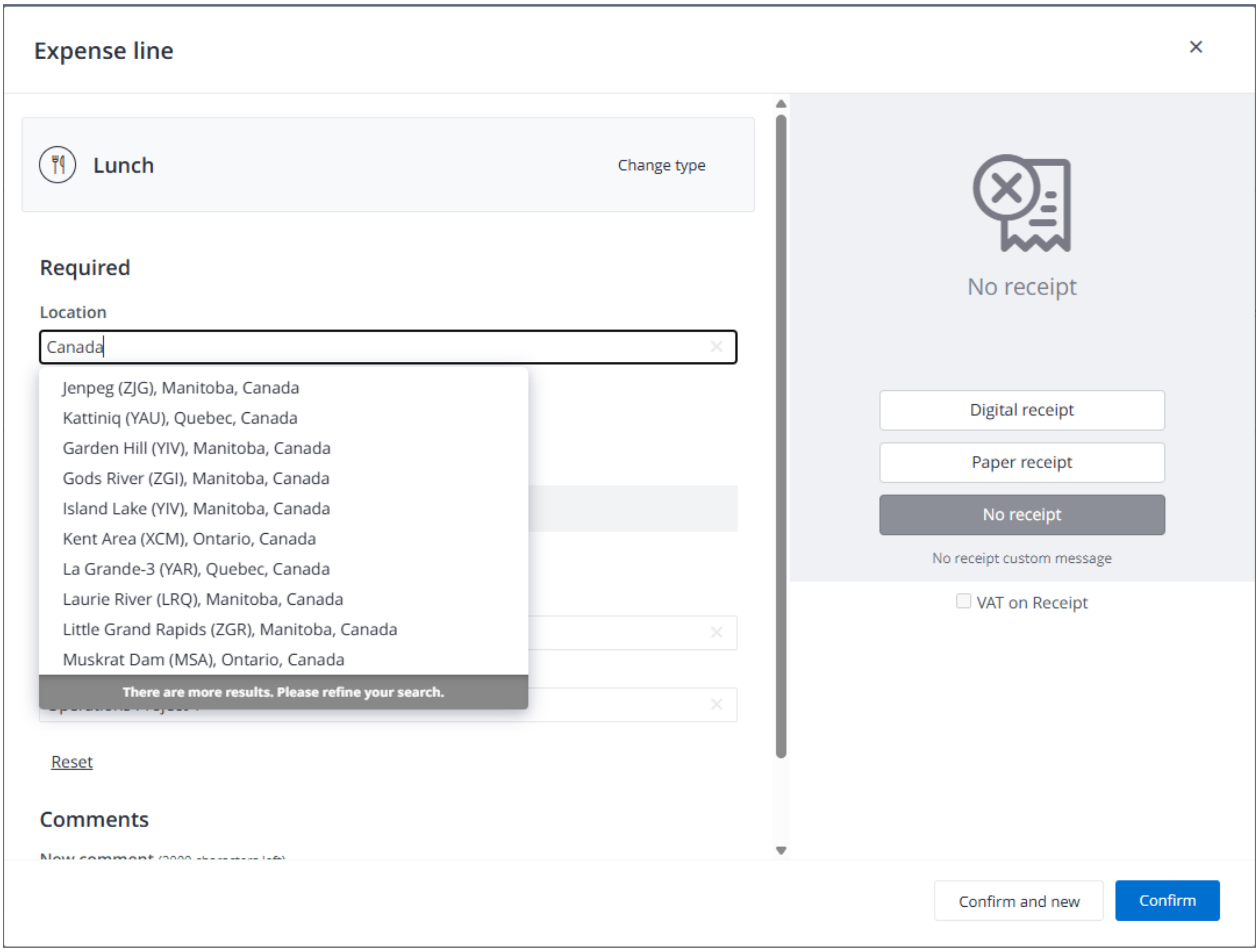
MADE FOR…?	Traveler | Neo Admin
ACTIVATION REQUIRED?	Yes - manual activation required
ADMIN SUITE	Expense | Company expense settings | Excluded locations

SYNOPSIS

Administrators can now define a list of excluded locations in Admin Suite.

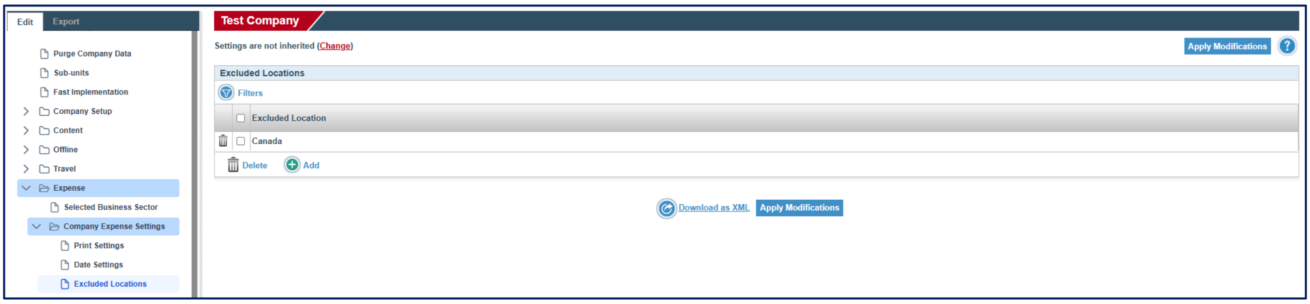
Locations on this list are removed from the *Location* field autocomplete on expense lines. Expense lines containing excluded locations are flagged as invalid.

Note: Excluding a country-level location does not remove sub-locations within that country. For example, excluding Canada removes only Canada from the Location field; all locations within Canada remain available.



CONFIGURATION

Administrators can configure excluded locations through Admin Suite under **Expense | Company expense settings | Excluded locations**



SCOPE

- Administrators configuring excluded locations in Admin Suite
- Users entering expense line details in the **Location** field

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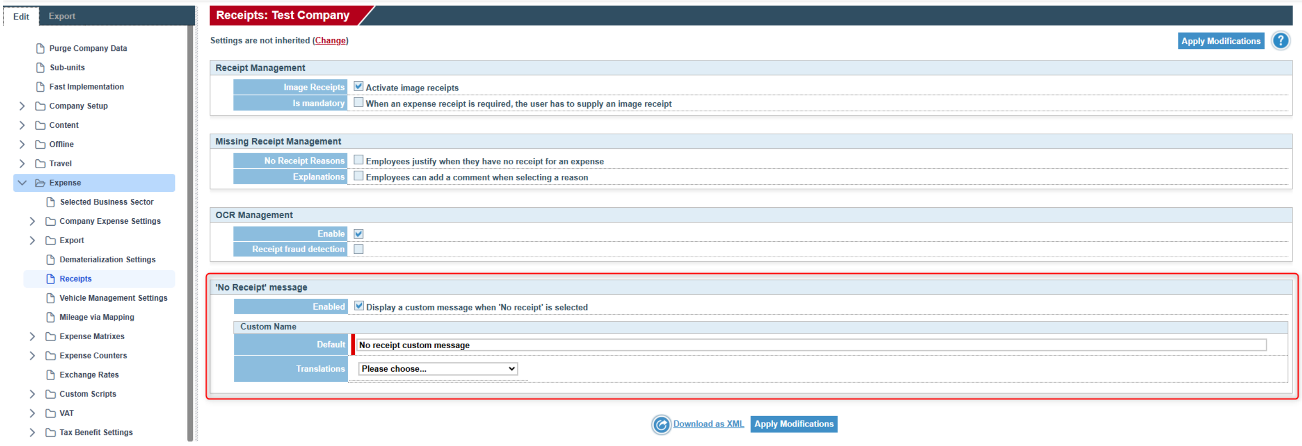
Neo

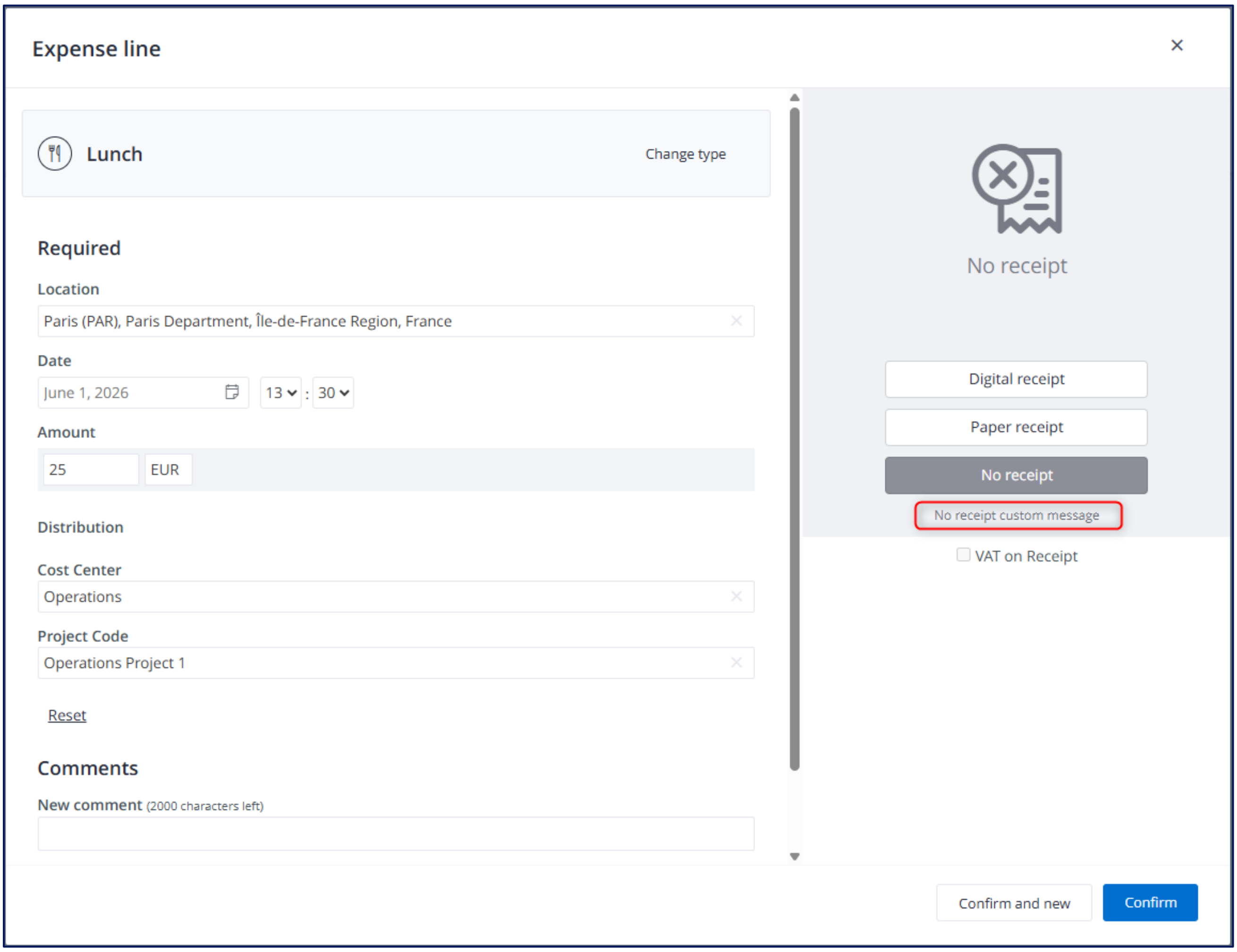
[EXPENSE] CONFIGURABLE CUSTOM MESSAGE WHEN THERE IS NO RECEIPT

MADE FOR…?	Traveler | Neo Admin
ACTIVATION REQUIRED?	Yes - Manual activation required
ADMIN SUITE	Expense | Receipts

SYNOPSIS

Administrators can now configure a custom message that appears below the No receipt button on the expense line form whenever a user selects this option. This message supports multiple languages and can be used to communicate tax compliance guidance or any other relevant information.





CONFIGURATION

Administrators configure the **No receipt** message through Admin Suite under **Expense | Receipts**.

SCOPE

- Administrators configuring the custom message in Admin Suite
- Users entering expenses and selecting the **No receipt** option

AMEX GBT

Neo

[EXPENSE] VAT SET TO 0 WHEN NO RECEIPT OR AFFIDAVIT PRESENT

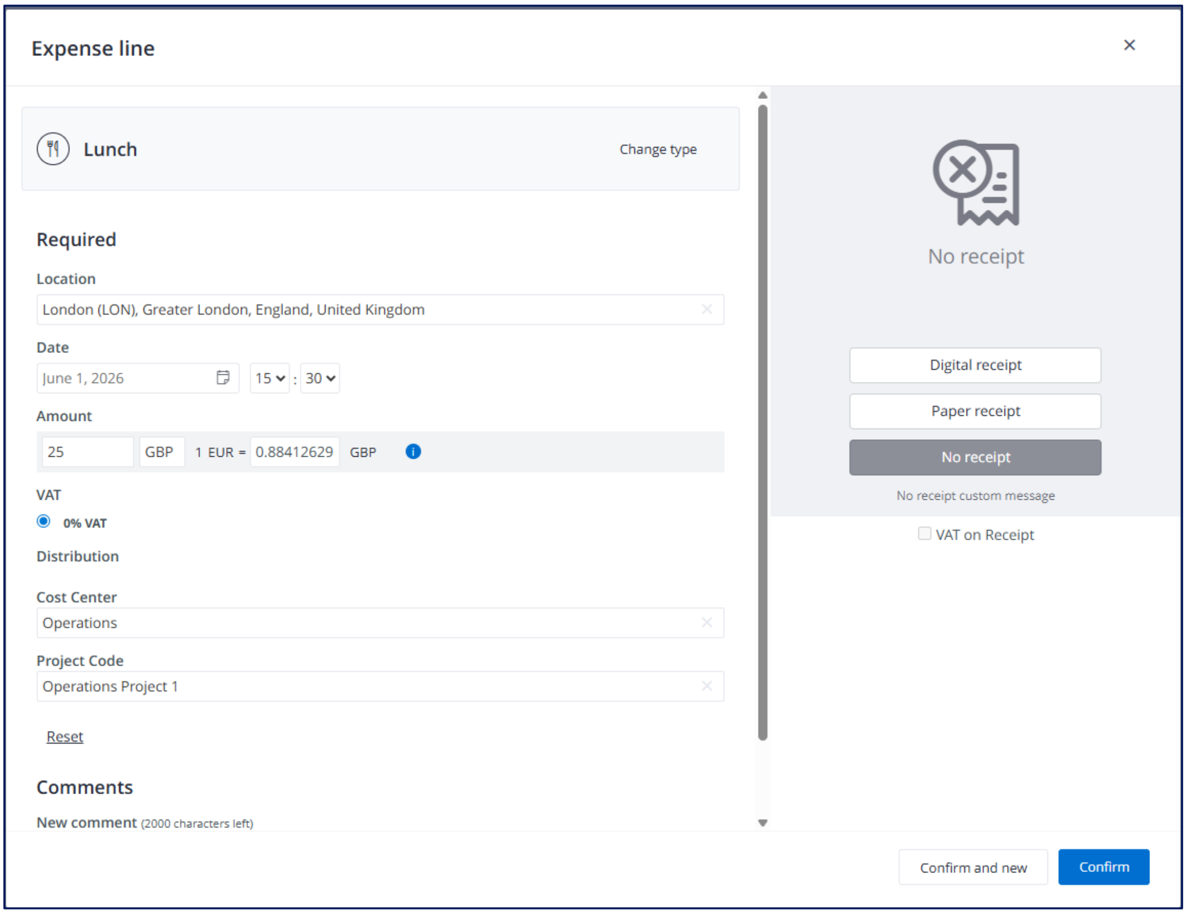
MADE FOR...?	Traveler | Accountant
ACTIVATION REQUIRED?	No

SYNOPSIS

Value-added tax (VAT) reclaim requires proof of purchase in the form of a receipt. When an expense line has no receipt attached, either because the user selected "No receipt" or because a missing receipt affidavit has been submitted in place of the original, applying a non-zero VAT amount is not compliant, as there is no documentation to support the claim.

When users select "No receipt" or when an affidavit is created for an expense line, VAT amount is automatically set to 0 to reflect the missing receipt documentation.

Neo applies the 0% VAT rule if available, or no VAT rule when none applies, providing accurate tax calculations for non-receipted expenses



SCOPE

- Users selecting **No receipt** or submitting expenses with affidavits
- Accountants reviewing expenses with missing receipts
- VAT rule and amount calculations for non-receipted expenses

[EXPENSE] EXPANDED LOCATION COVERAGE FOR CANADA

MADE FOR…?	Traveler
ACTIVATION REQUIRED?	No

SYNOPSIS

Neo now includes expanded location coverage for Canada, making smaller cities and communities available for expense line entries and per diem calculations. With this expansion, per diem rates accurately reflect the actual places where users travel.

Previously, only larger cities and regions were available, which did not represent the full range of locations where employees work and travel within Canada.

SCOPE

- Users entering expense lines with Canadian locations
- Administrators managing location settings in the Admin Suite
- Per diem rate calculations for Canadian locations

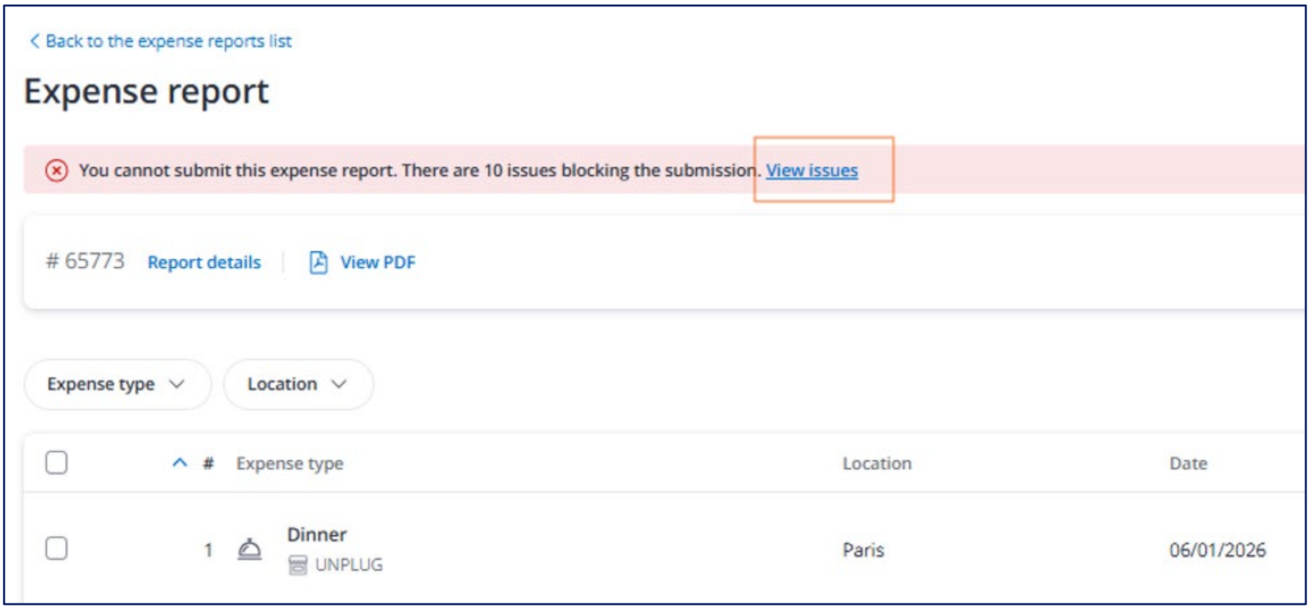
AMEX GBT
Neo

[EXPENSE] ONE-CLICK ACCESS TO ALL EXPENSE REPORT ISSUES BEFORE SUBMISSION

MADE FOR…?	Traveler
ACTIVATION REQUIRED?	No

SYNOPSIS

When an expense report contains issues that prevent or flag submission, users previously had limited visibility into what needed to be resolved and why. Neo has introduced a consolidated issues popup accessible directly from the error or warning banner on the expense report page, giving users a clear, structured view of everything requiring attention before submission.



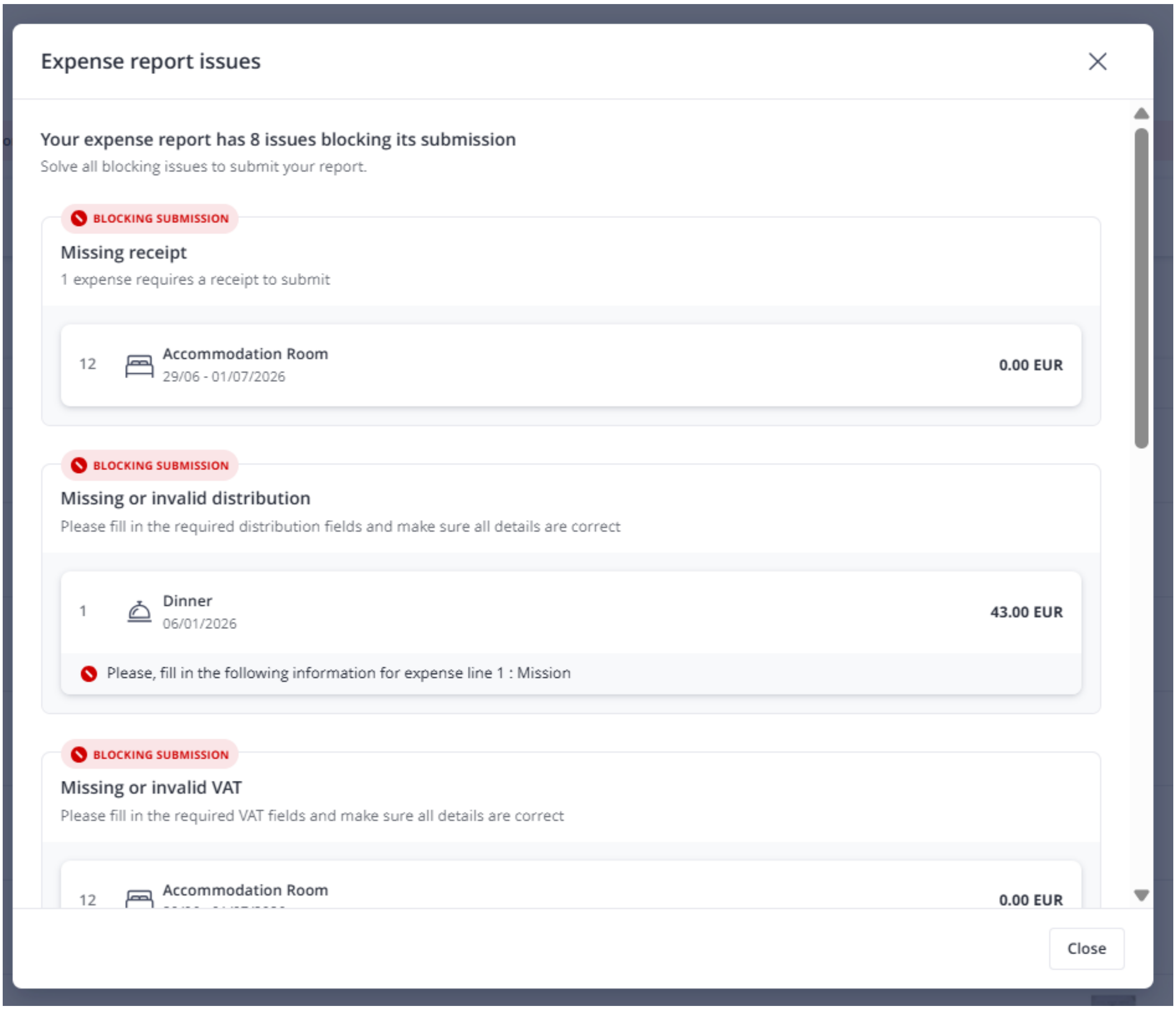
When the "View issues" button is selected from the banner, a popup titled "Expense report issues" opens and displays all identified issues grouped by issue type.

Each issue section is labeled with a "Blocking submission" or "Warning" badge, and the associated expenses are listed within the section showing the index, expense type, date and amount.

Clicking on an expense line opens that expense directly for editing.

When more than five expenses appear within a single issue group, a "Show more" option expands the list, with a "Show less" option available to collapse it again.

Once all blocking issues have been resolved, the popup displays a success confirmation. If only warnings remain, the popup presents those warnings as they do not prevent submission but will be flagged to the approver.



SCOPE

New expense report page

AMEX GBT
Neo

[EXPENSE] ENHANCEMENT ON SEGMENT FILTER: MULTI-SELECTION AVAILABLE

MADE FOR…?	Accountant
ACTIVATION REQUIRED?	No
DEVICE AVAILABILITY	Desktop

SYNOPSIS

Accountants working on the Accounting List were previously limited to filtering expenses by a single segment value at a time, making it time-consuming to review expenses across multiple segment values in one view. The Segment filter has been updated to support multi-value selection, allowing accountants to select up to 10 segment values simultaneously and retrieve results in a single action.

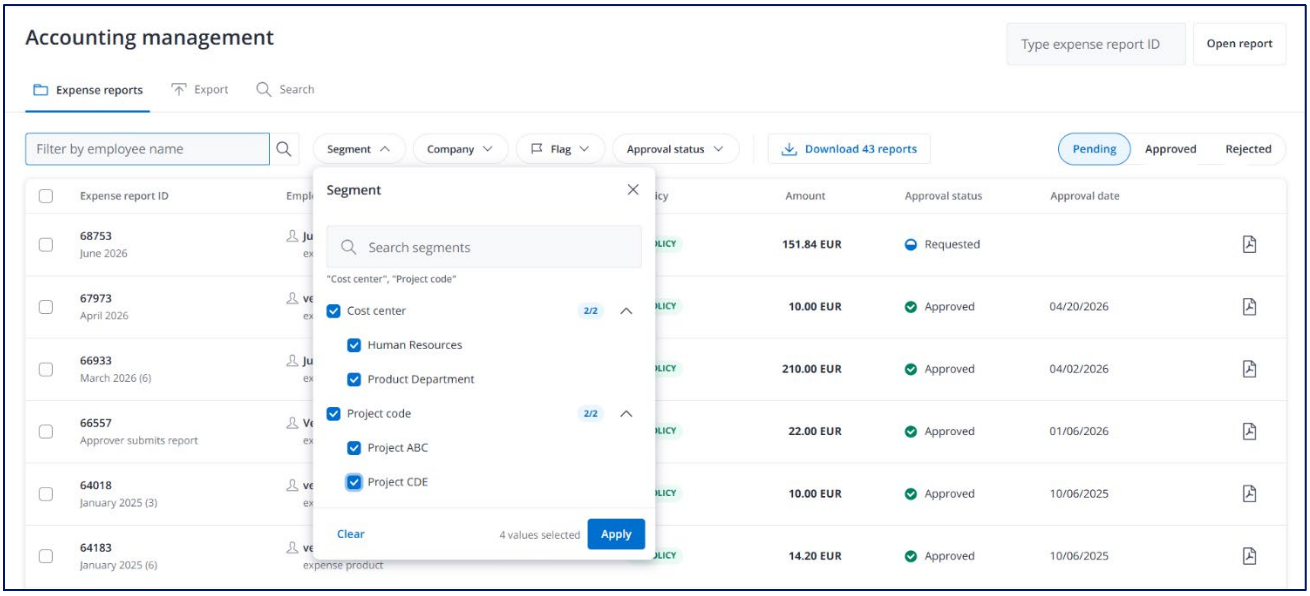
Segment values are now grouped under their segment type directly in the filter dropdown, making it faster and more intuitive to find and apply the right filters.

What’s new?

- The Segment filter now supports selection of multiple values at once, up to a maximum of 10
- Segment values are grouped under their segment type (e.g. Circle, Rectangle, and Square appear under Global Shape)
- Selecting a segment type header automatically selects all values within that group
- Individual values can be selected or deselected independently
- A counter displays how many values are currently selected
- A message informs the accountant when the 10-value limit has been reached
- The footer updates dynamically: displays "x results" by default and switches to "x selected" when values are checked
- A search input at the top of the dropdown allows quick filtering of types and values
- "Clear" and "Apply" actions are available at the bottom of the dropdown

Key Benefits

- Reduces the number of filter actions needed to review expenses across multiple segments
- Gives accountants greater control and flexibility when auditing expense reports



CONFIGURATION

No configuration required. No activation required. The enhancement on the filter is automatic.

SCOPE

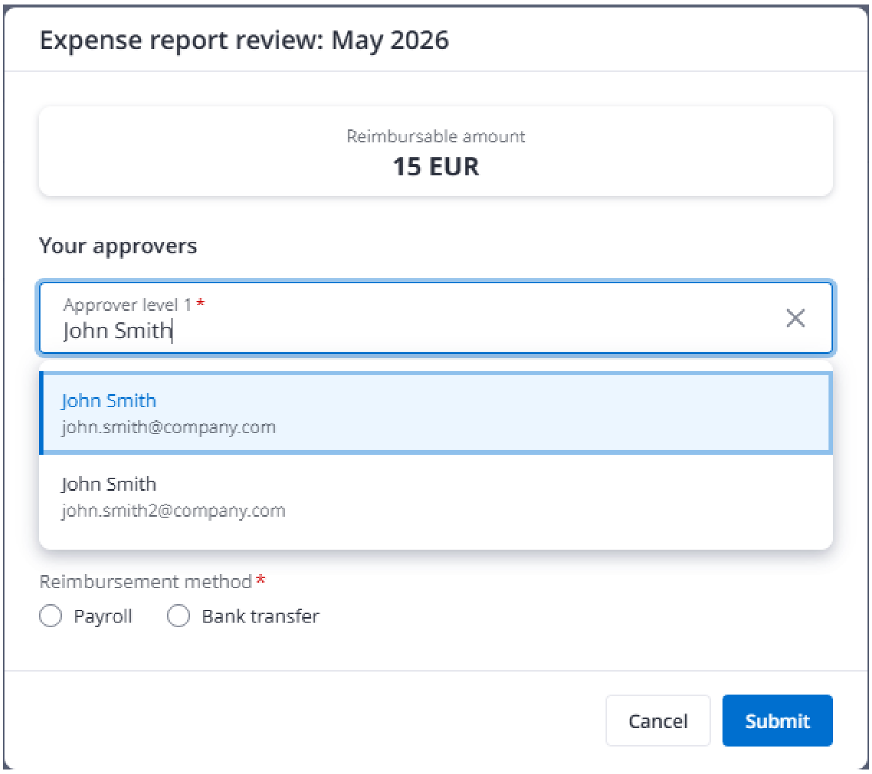
- Segment filter on the Accounting List
- Desktop

[EXPENSE] IMPROVED APPROVER SELECTION WITH EMAIL ADDRESSES

MADE FOR…?	Traveler | Arranger
ACTIVATION REQUIRED?	No

SYNOPSIS

Each approver's email address is now displayed beneath their name in the approver selection dropdown. Email addresses are shown for all approvers regardless of whether a name conflict exists, providing consistent context at every approval step.



SCOPE

- Users selecting approvers during expense report submission
- Multi-level approval workflows: email addresses are displayed at each approver selection step

AMEX GBT
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[EXPENSE] CONSISTENT EXPENSE REPORT STATUS LABELS ACROSS USER VIEWS

MADE FOR…?	Traveler | Arranger
ACTIVATION REQUIRED?	No

SYNOPSIS

Users previously saw different status labels depending on whether they were viewing the expense report list or looking inside an individual report, which created confusion when tracking the progress of a submission. Neo has updated the report list to display the same status labels used within the report itself, bringing consistency across both views.

The following statuses are now reflected in the report list:

- Draft
- Draft, Rejected
- Pending approval (parallel workflow)
- Pending manager approval (single level)
- Pending approval level 1 / Pending approval level 2 (multi-level approval)
- Pending approval by accountant
- Pending payment clearance
- Cleared for payment

Export-related statuses (ready for export, pending export, export failed) are no longer surfaced to end users and are grouped under "Pending payment clearance."

AMEX GBT
Neo

[EXPENSE] ENHANCED CALENDAR VIEW FOR CLEARER EXPENSE VISIBILITY

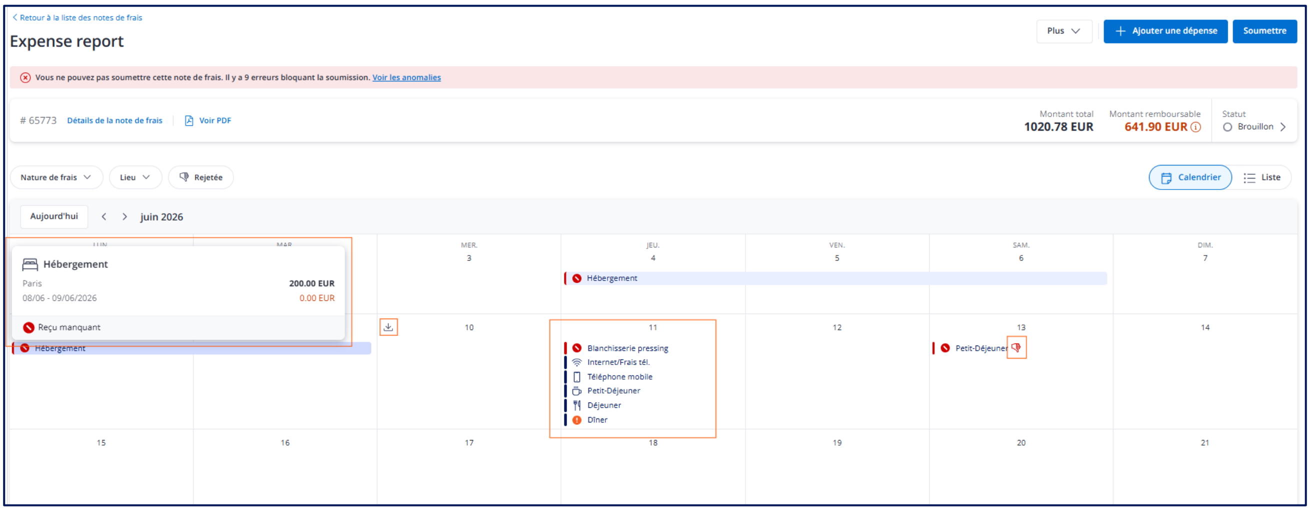
MADE FOR…?	Neo Admin
ACTIVATION REQUIRED?	No

SYNOPSIS

The expense report calendar view has been updated with a series of visibility and usability improvements to make it easier for users to review and manage their expenses at a glance. When opening a report, the calendar now lands automatically on the month of the most recent expense, whether that expense is in the past or the future, removing the need to navigate manually to the relevant date.

Individual calendar cells and expense indicators have also been improved:

- Cells now expand to display up to 10 expenses, with the entire row extending to maintain visual alignment
- When more than 10 expenses fall on the same date, a "+X more" option opens a small popup showing the additional entries
- Hovering over any expense displays an improved version of the tooltip as it now includes out-of-policy indicator and any associated issues.
- Rejected expenses are marked with a dedicated icon
- Dates with pending expenses are identified by an inbox icon in the top left of the cell



SCOPE

- Neo expense report page

AMEX GBT
Neo

NEO PRODUCT UPDATE : NEO 26.2 SP1

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

MADE FOR…?	Traveler | Accountant | Expense Manager
ACTIVATION REQUIRED?	No

SYNOPSIS

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

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

SCOPE

All clients using AMEX GL1025 corporate card import files

[EXPENSE] IMPROVED EXPORT PROCESS

MADE FOR…?	Accountant
ACTIVATION REQUIRED?	No

SYNOPSIS

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

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

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

What's New

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

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

AMEX GBT
Neo

[EXPENSE] NEW “CREATE REPORT” POPUP AND IMPROVEMENT OF DEPENDENT VALUES BEHAVIOR

MADE FOR…?	Traveler
ACTIVATION REQUIRED?	No

SYNOPSIS

An updated design for the expense report creation popup will be released. This refresh aligns the look and feel with the new expense report page while delivering significant accessibility and the distribution workflow improvements.

What’s new for all?

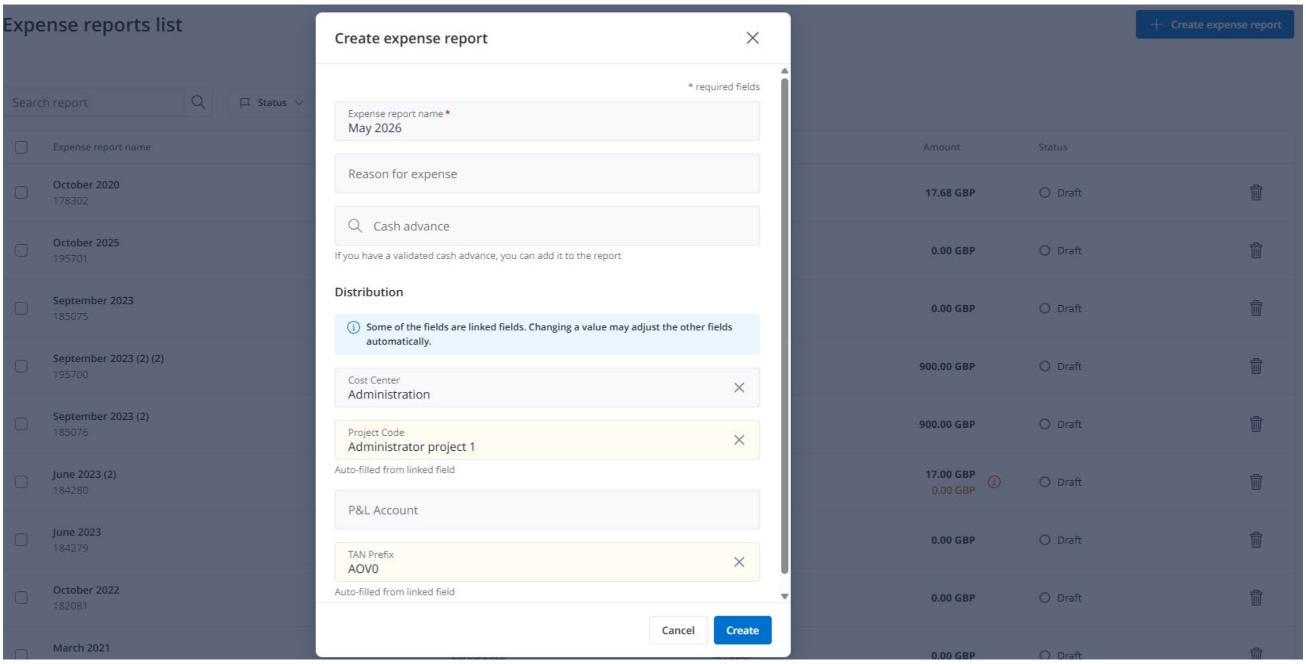
- **A modernized interface:** The popup design has been streamlined to provide a more consistent and intuitive experience across the platform.

What’s new for customers with a disabled autocomplete search field for distribution?

- **Improved search logic:** For customers using disabled autocomplete search fields in the distribution section, the user experience is now more seamless. A drop-down list of results will now appear automatically once you type at least 3 characters, allowing for quicker selection without users leaving their current view.

What’s new for customers with a distribution that includes dependent values?

- **Smart dependent values:** We have improved the way the system handles "linked" fields (where one selection automatically populates another) in order to reduce confusion and improve accessibility:
  – **Contextual alerts:** The system now proactively informs the users when dependent values are configured for the fields.
  – **Visual highlights:** When a selection triggers a dependent value (e.g., a Project Code), the associated fields are **auto-filled and highlighted in yellow** with a sub-message, such as *“Auto-filled from Project code”*. This allows users to immediately identify which field triggered the change and confirms the link between them.
  – **Accessibility first:** By providing explicit sub-messages and clearer field states, we enable users relying on assistive technologies to detect and understand automatic changes as they happen in real-time.



SCOPE

Expense report creation

AMEX GBT
Neo

[EXPENSE] MOVE EXPENSE BACK TO THE PENDING EXPENSES LIST

MADE FOR…?	Traveler
ACTIVATION REQUIRED?	No

SYNOPSIS

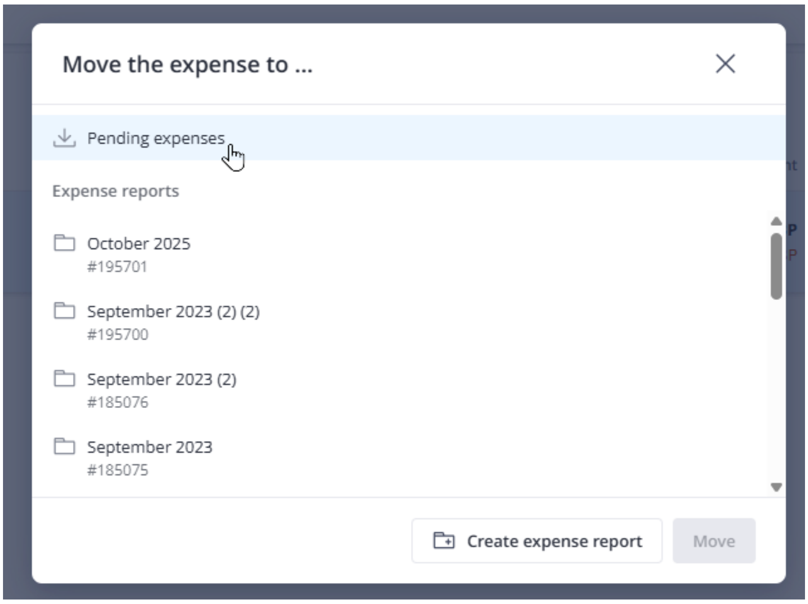
When expenses are added to the wrong report due to errors or lack of clarity, users no longer have to go through time-consuming workarounds.

Users can now directly move one or several expenses out of an expense report and back to the pending expenses list in just a few clicks.

What has changed

A **Pending expenses** option is now available in the **Move to** menu, directly from the expense report page.

- Users must first select an expense then click on the "Move to" button that appears.
- At the click, a popup will be displayed showing the list of available reports as well as the new move expense to "Pending expenses" option.
- Selecting it moves the expense back to the pending list instantly, with a confirmation message.



AMEX GBT
Neo

[EXPENSE] RESTART TOUR OF NEW REPORT PAGE

MADE FOR…?	Traveler
ACTIVATION REQUIRED?	No

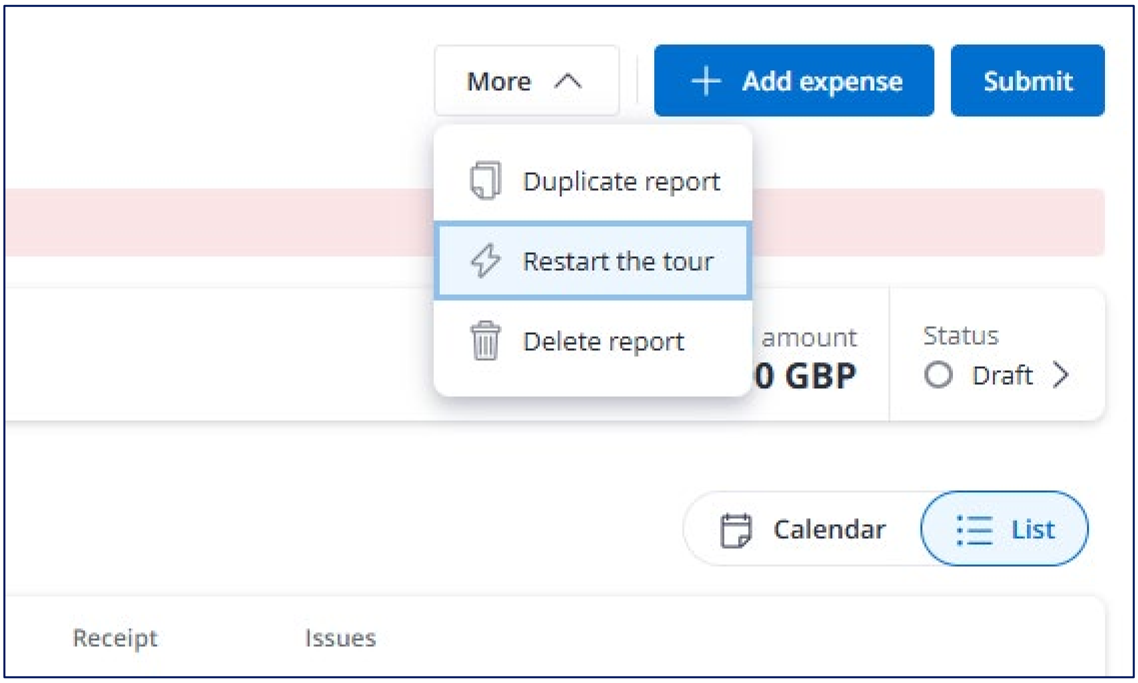
SYNOPSIS

Users can now restart the onboarding product tour at any time from within a draft expense report.

This feature reduces friction for users who did not complete the onboarding the first time or who still feel uncertain about how the new page works. This gives users a safety net to revisit the tour whenever they need it without needing support.

What has changed

A **Restart the tour** option has been added to the **More** menu inside draft expense reports. Clicking it relaunches the full product tour from the first step. This option is only visible on draft expense reports.



AMEX GBT
Neo

[EXPENSE] RESTORE DELETED EXPENSES FROM EXPENSE REPORT PAGE

MADE FOR…?	Traveler
ACTIVATION REQUIRED?	No

SYNOPSIS

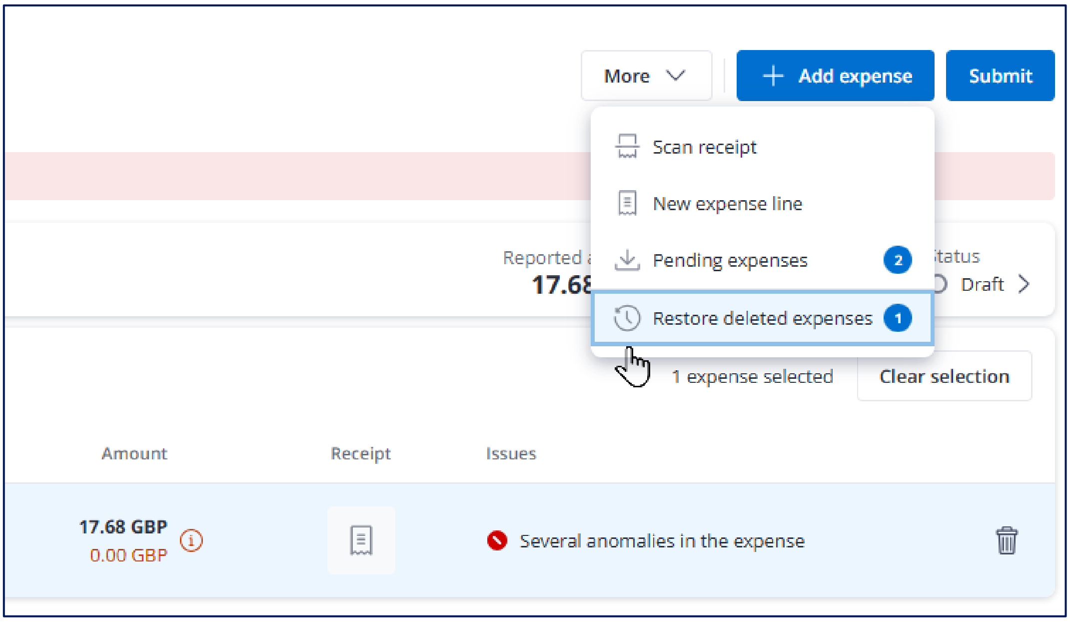
Recovering a deleted expense is now a seamless, in-context action that does not interrupt the expense report building flow. Users can restore deleted expenses and add them directly in the expense report.

What has changed

A "Restore deleted expenses" option is now available inside the "Add expense" menu, directly from the report page. A counter displays the number of deleted expenses available for restoration. The option is visually separated from the other actions by a divider, making it easy to distinguish from expense creation actions.

How it works

- User clicks on the “Add expense” button. the new “Restore deleted expenses” menu item is available
- When selected, a window opens listing all deleted expenses. Clicking "Restore" on an expense adds it back to the current report instantly — no navigation away from the page, no lost progress.



AMEX GBT

Neo

PLATFORM

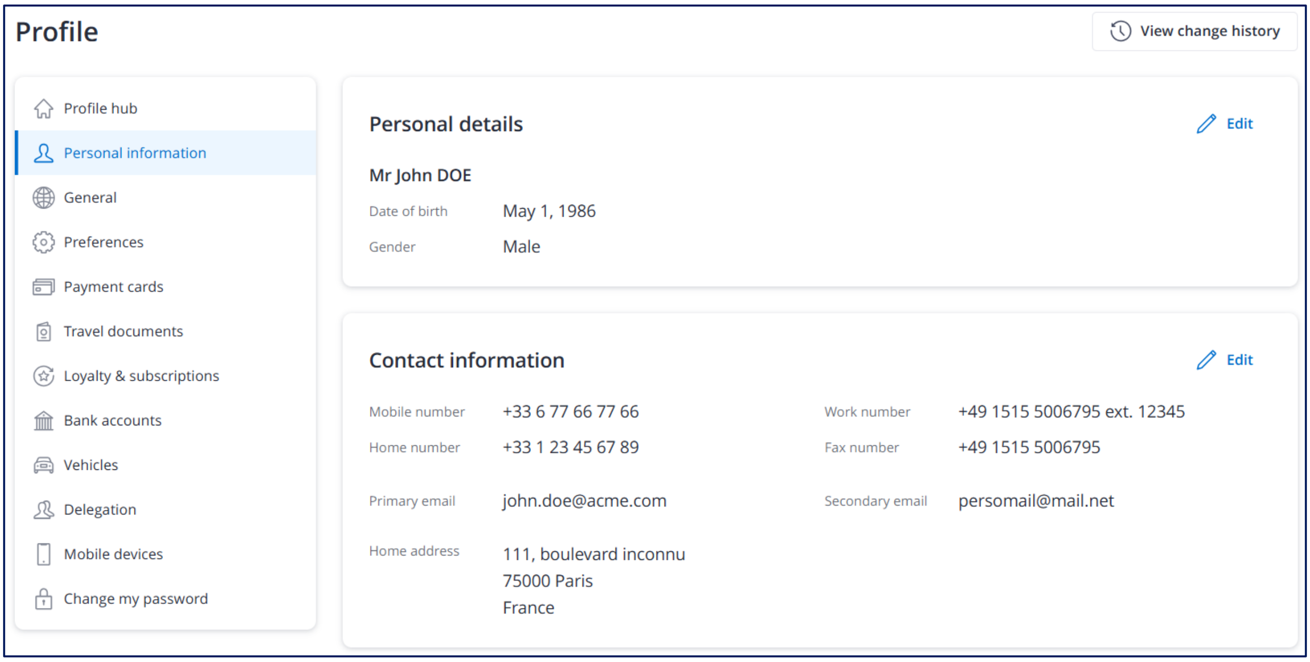
AMEX GBT
Neo

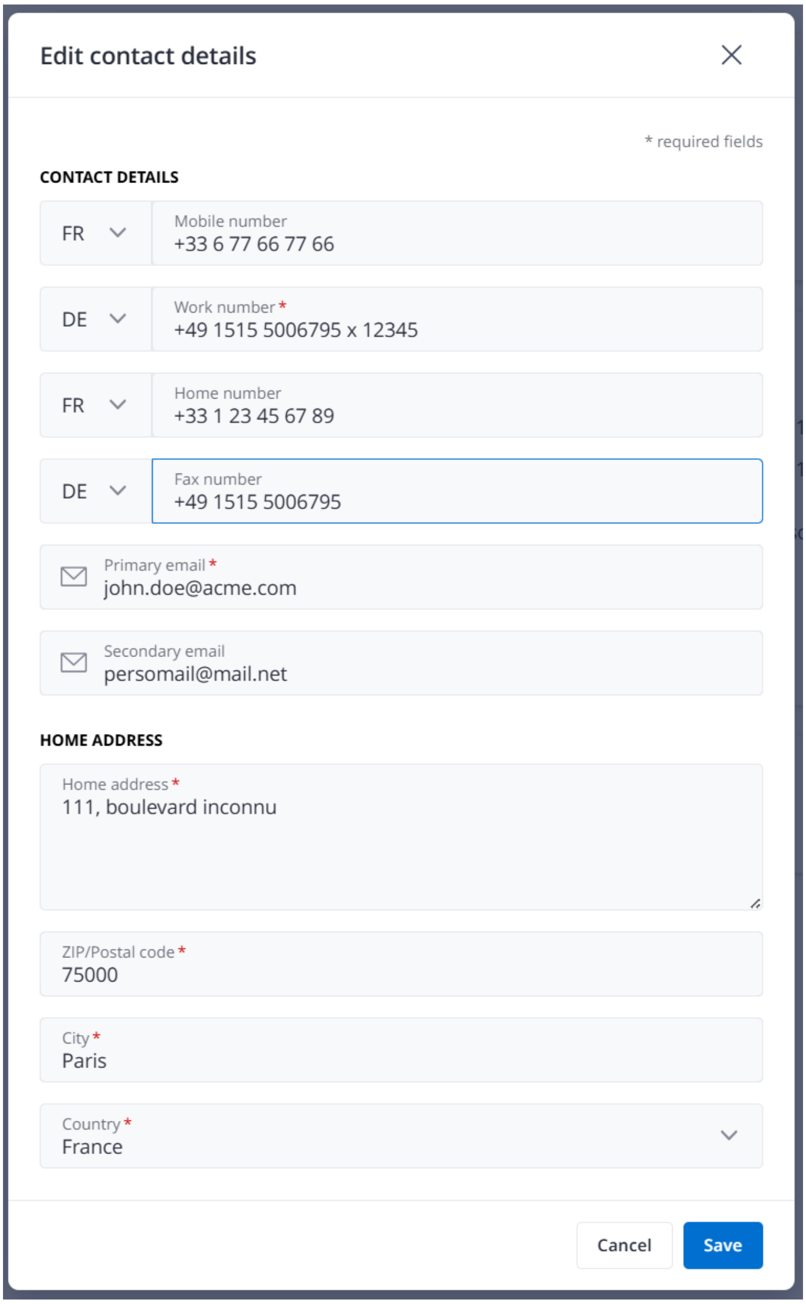
[USER PROFILE] FAX NUMBER ADDED TO CONTACT INFORMATION

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

SYNOPSIS

A single fax number field now appears in the Neo user’s **Personal Information**, under **Contact information** alongside other phone numbers, merging the previous **Business fax** and **Personal fax** fields together.

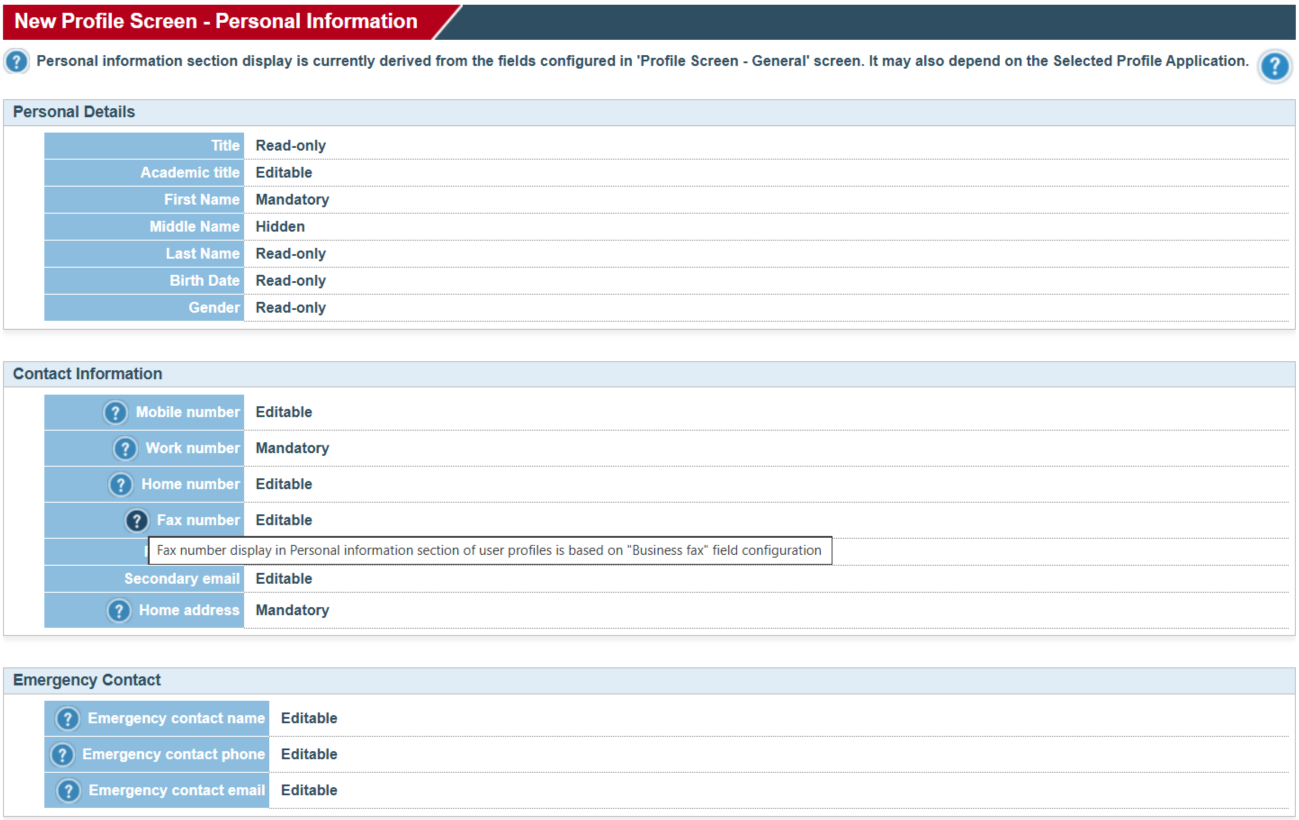



Edit contact details
* required fields
CONTACT DETAILS
FR
Mobile number
+33 6 77 66 77 66
DE
Work number *
+49 1515 5006795 x 12345
FR
Home number
+33 1 23 45 67 89
DE
Fax number
+49 1515 5006795
Primary email *
john.doe@acme.com
Secondary email
persomail@mail.net
HOME ADDRESS
Home address *
111, boulevard inconnu
ZIP/Postal code *
75000
City *
Paris
Country *
France
Cancel
Save

CONFIGURATION

Administrators can manage fax number visibility through the existing "Business fax" field configuration in Admin Suite under **Company Setup | Field Display | Profile Screen - General**. The fax number will display in the Contact information section of user profiles whenever the "Business fax" field is set to either read-only or editable status in the company's Field Display configuration.

Company Setup | Field Display | New Profile Screen - Personal Information panel now includes explanatory text clarifying that fax number display is based on the "Business fax" field configuration from the General display settings.



SCOPE

All companies which currently display **Business fax** field in user profiles.

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

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

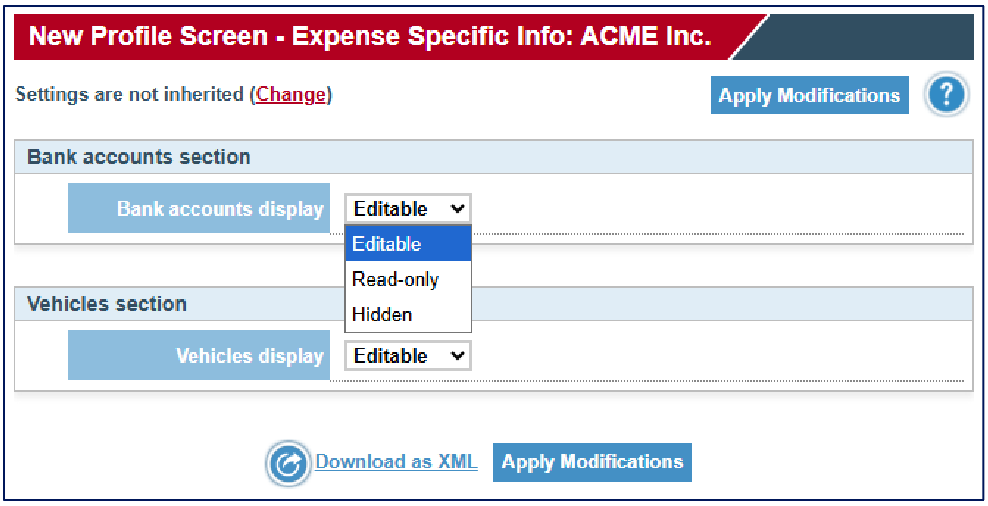
SYNOPSIS

Administrators now have precise control over how the Bank accounts section appears and functions in user profiles. Through the panel "New Profile Screen - Expense Specific Info", administrators can determine whether end-users view the Bank accounts 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

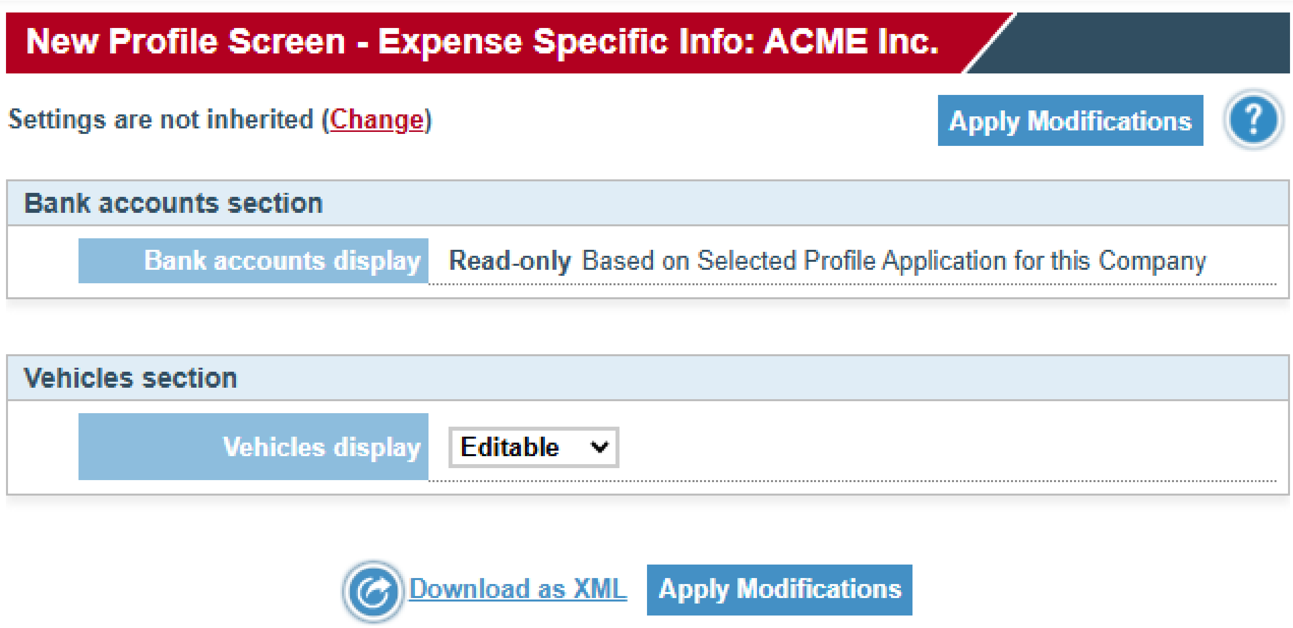
Administrators with access to **Company Setup | Field Display** can manage bank accounts section visibility through the **"New Profile Screen - Expense Specific Info"** panel using three options:

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

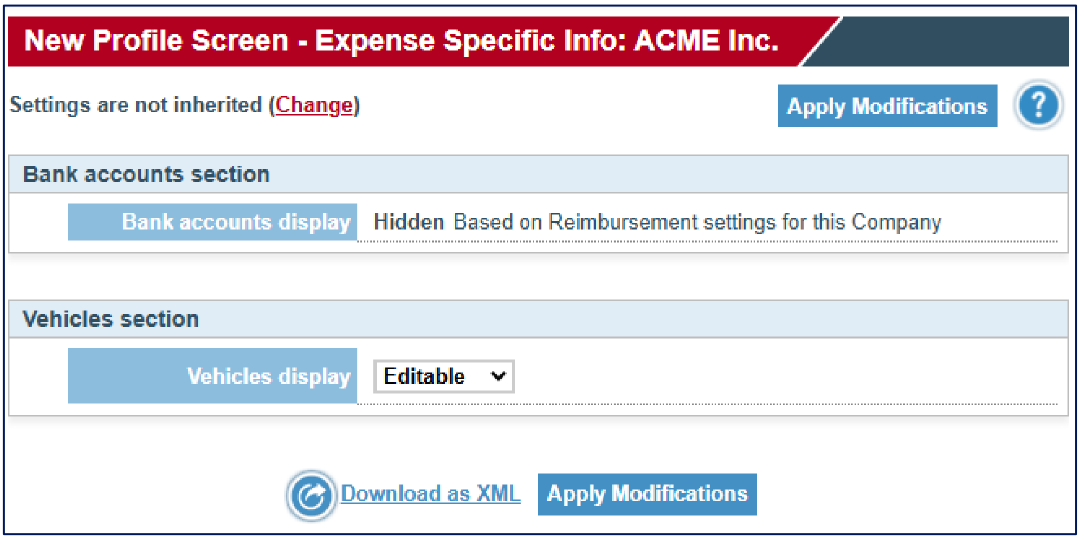


Automatic Settings:

- Customers with bank account data synchronized from some specific external applications will have the Bank accounts section automatically set to read-only



- Customers not using bank account 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 Bank accounts section in their profiles.

AMEX GBT
Neo

[USER PROFILE] MODERNIZED BANK ACCOUNT MANAGEMENT

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

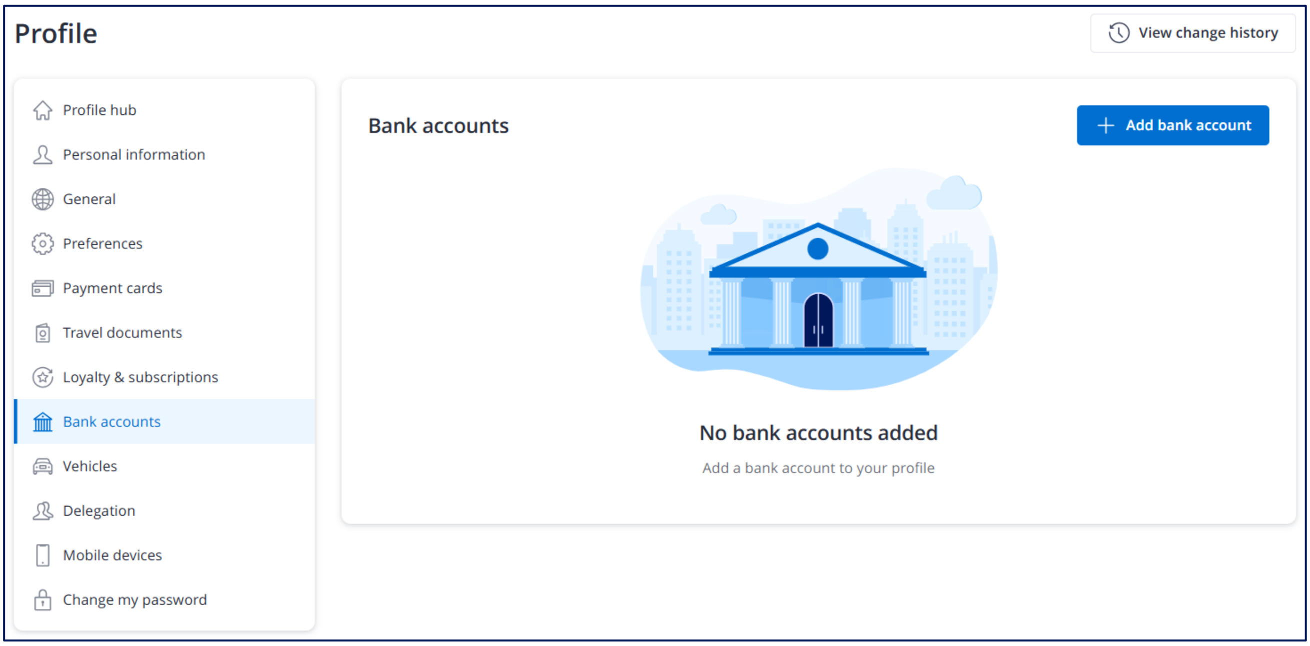
SYNOPSIS

Managing bank accounts within the Neo user profile has been updated with a modern interface that makes it easier for users to view, add, edit, and delete bank account information in one place.

For companies which have required the beneficiary address to be added for bank transfer reimbursements, proper guidance is now included as well in the profile page's bank accounts section.

How it works

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

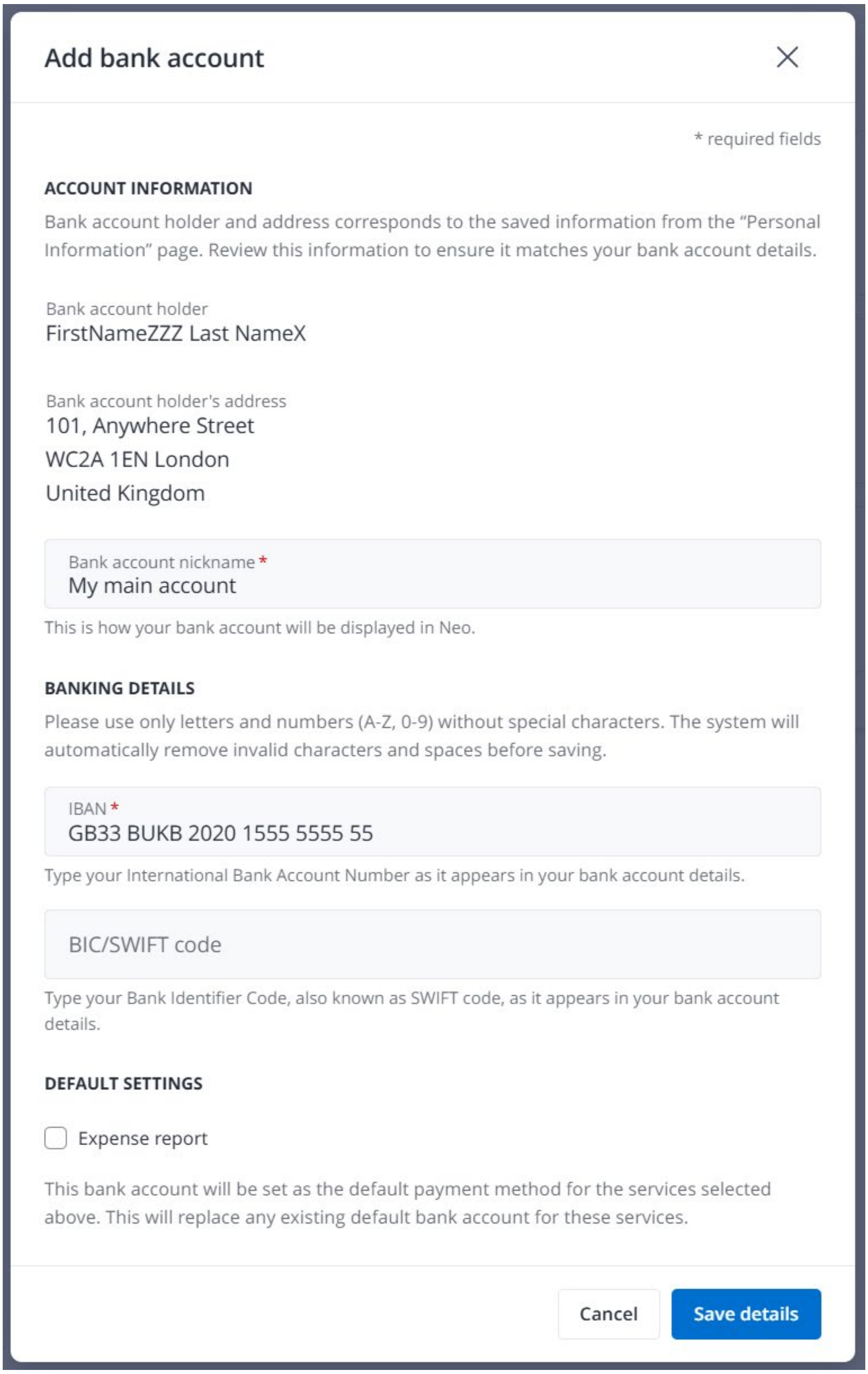


The section visibility and available actions depend on expenses and cash advances reimbursement settings applicable to the user's company

Adding a new bank account::

1. Click the Add bank account button

2. Fill-in the fields with bank account nickname, IBAN, BIC and default account preferences

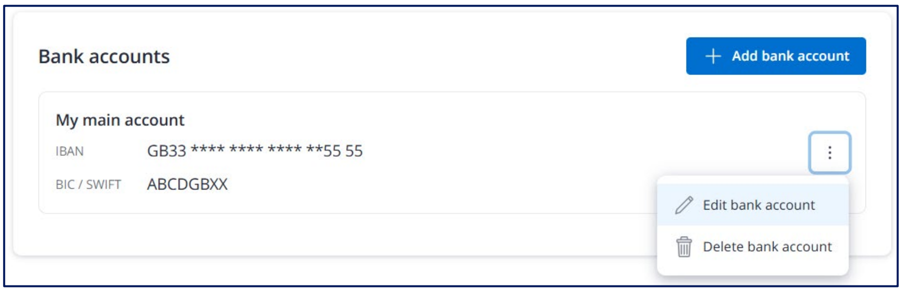


1. Click on **Save details** to save the bank account

BIC is optional for bank accounts registered in countries which are part of the Single European Payment Area (SEPA). In that case, users should provide it only if they need to receive bank transfers from outside the SEPA area.

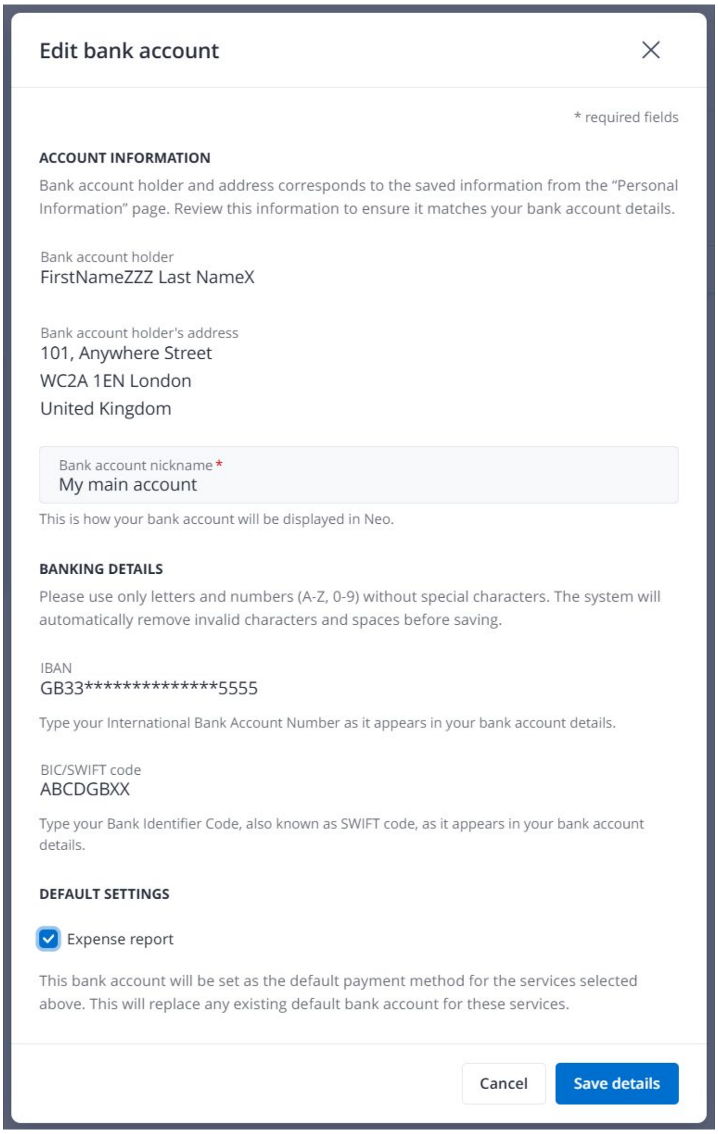
Editing an existing bank account:

1. Click the **Edit bank account** button on any account in the list



2. Update the bank account nickname or default preferences

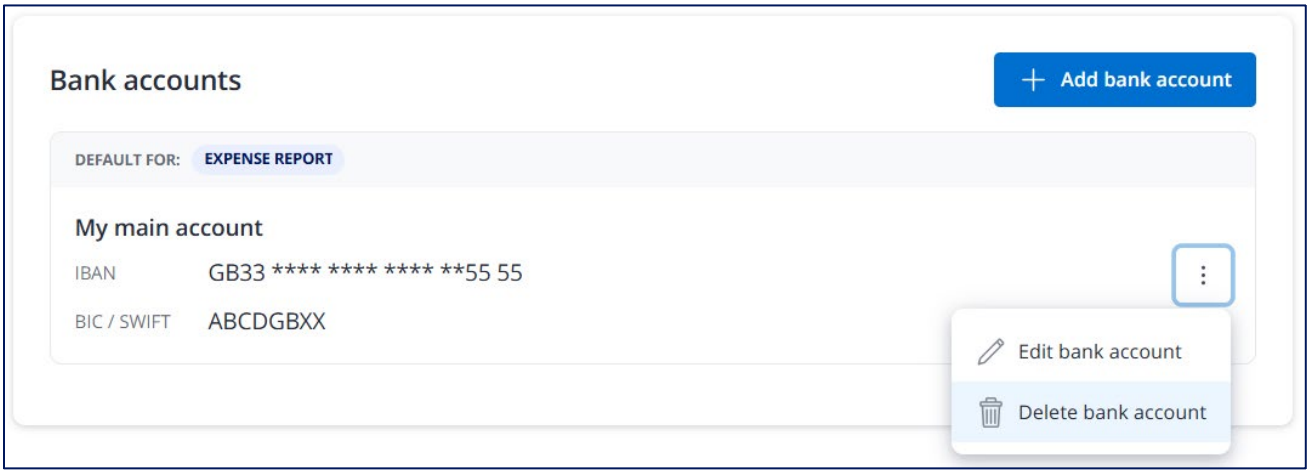
3. Click **Save Changes** to apply updates



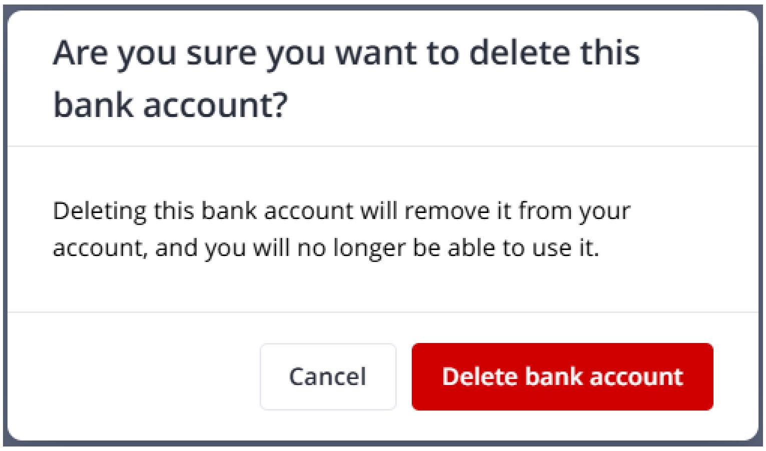
NOTE: For security and privacy reasons, IBAN and BIC are not editable during updates, and only the first and last characters of the IBAN are displayed after the bank account has been created.

Deleting a bank account:

1. Click the **Delete bank account** button on any account



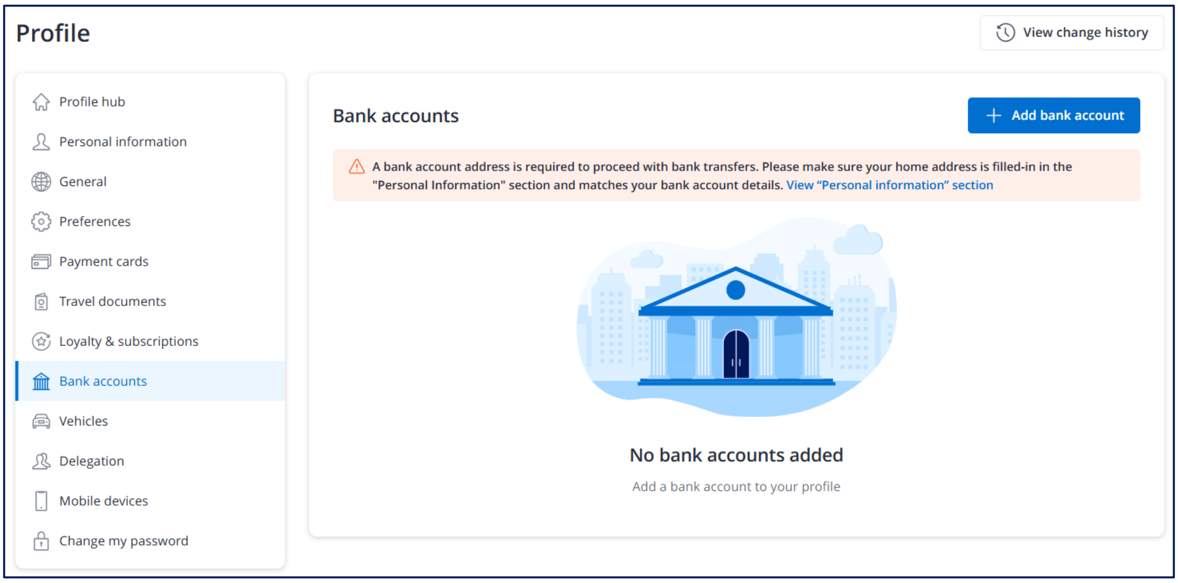
2. A pop-up will be displayed to require confirmation for the deletion



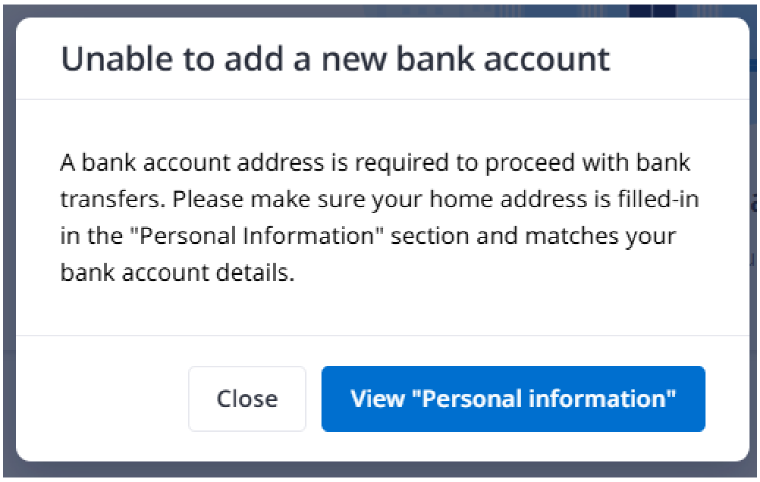
AMEX GBT
Neo

Beneficiary address

Users which company has required the beneficiary address to be added for bank transfer reimbursements will see a warning banner in case they haven't added a home address to their profile yet.



If users try to add or edit a bank account, users will see instead a pop-up notification with a link to the personal information section where they can add the missing address.



SCOPE

This feature is available to all users whose companies have enabled bank accounts management in Neo and bank transfers as an available method for reimbursement of expense reports or cash advances.

OUT OF SCOPE

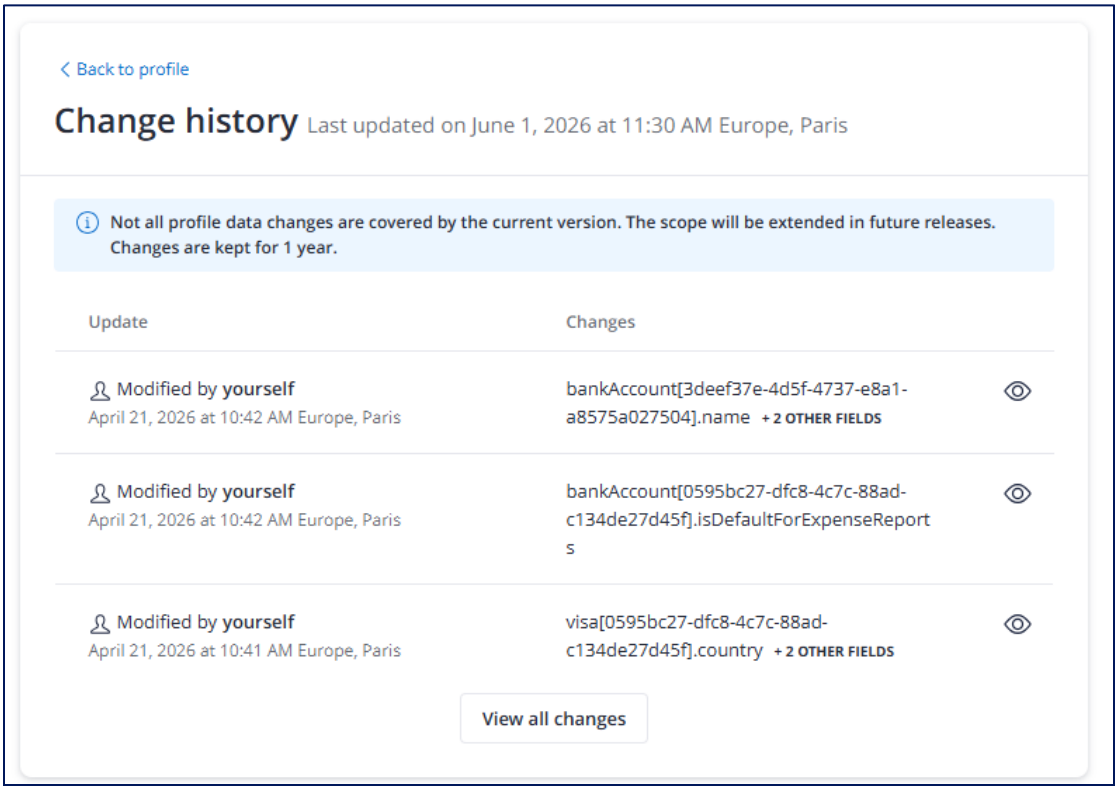
- Support for bank accounts which are not in an IBAN format

[USER PROFILE] BANK ACCOUNT CHANGES TRACKED IN PROFILE HISTORY

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

SYNOPSIS

Neo now records bank account changes in the change history of user profiles. This provides visibility into modification details and date-time records. This enhancement maintains bank accounts data transparency and auditability as part of Neo's ongoing modernization of profile management.



For security and confidentiality reasons, the full IBAN will not be displayed in the history, but only the first four and last four characters.

SCOPE

Bank accounts modifications made within Neo after this release will be recorded during one year, including:

- Creation of new bank account entries
- Updates to existing bank account information
- Deletion of bank account records

Applicability

- 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.

[NEO] ACCESSIBILITY ENHANCEMENTS ACROSS NEO LOGIN AND PASSWORD MANAGEMENT PAGES

MADE FOR…?	Traveler
ACTIVATION REQUIRED?	No

SYNOPSIS

An accessibility audit identified non-compliance with Web Content Accessibility Guidelines (WCAG) criteria 1.1.1 (Non-Text Content), 3.3.2 (Labels or Instructions), and 3.3.3 (Error Suggestions) across the Neo login page and related password management pages. Users relying on assistive technologies, such as screen readers, encountered an inconsistent experience: required fields were not visually marked, error messages were not consistently announced, and the login page logo lacked a meaningful, configurable description.

Neo has addressed these gaps across four pages: the login page, the Change Password page, the Forgotten Password page, and the Reset Password page. All mandatory form fields now display a red asterisk next to their label and a "* Required field" indicator. When a required field is left empty on submission, a clear error message is displayed and announced by screen readers. Additionally, administrators can now define meaningful alternative text for the Neo login page logo directly within the Admin Suite, replacing a previous backend configuration that was neither visible nor manageable by administrators.

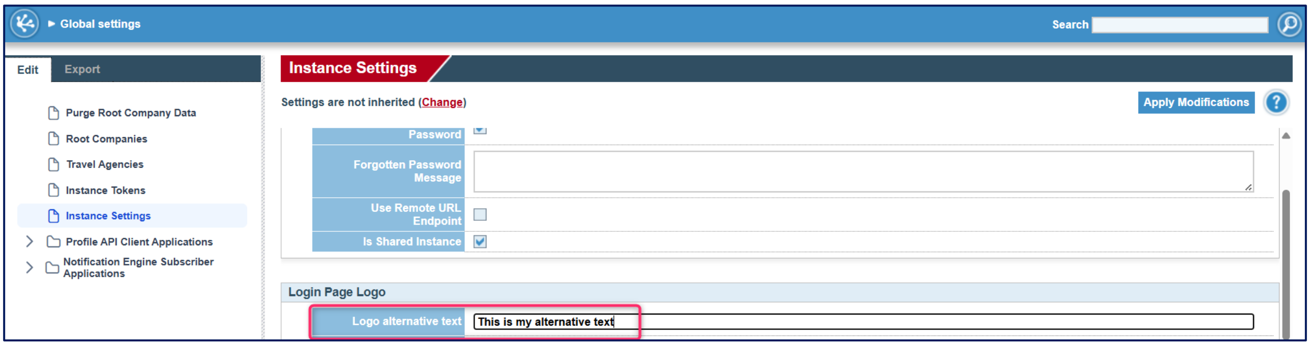
NOTE: For clients sharing the same instance (Neo server environment where a customer's site is hosted), only one logo and alternative text can be setup at instance level.

CONFIGURATION

Administrators can set the alternative text for the login page logo through the Admin Suite. For clients whose logo previously had a custom description configured in the backend, that value is automatically pre-filled in the new field.

To configure the logo alternative text:

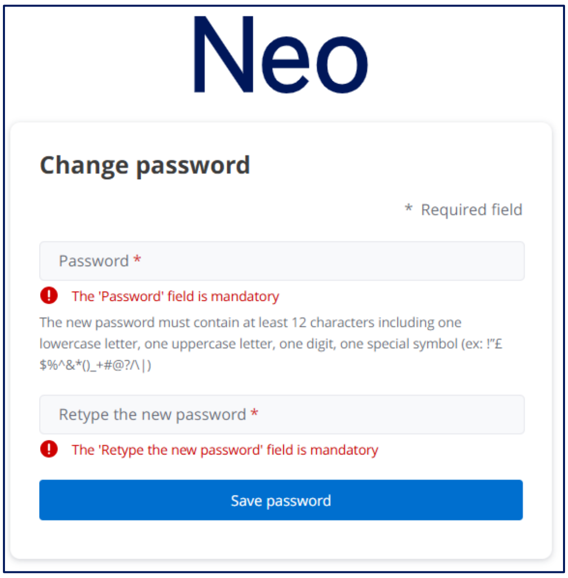
1. Navigate to **Admin Suite | Global Settings | Instance Settings | Login Page Logo**

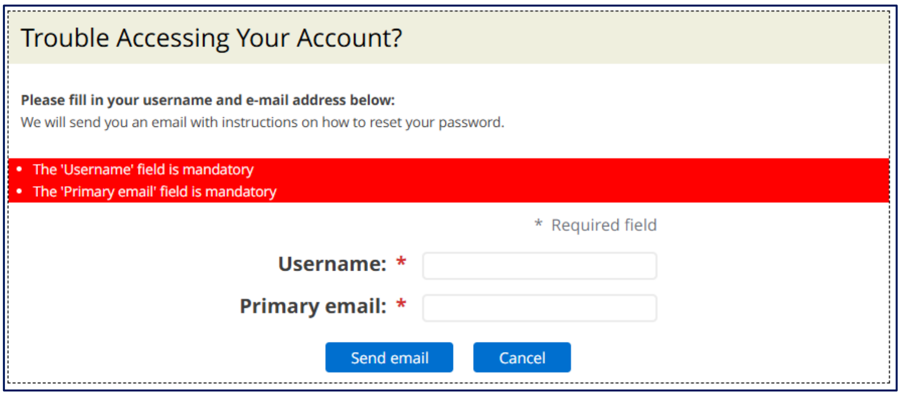


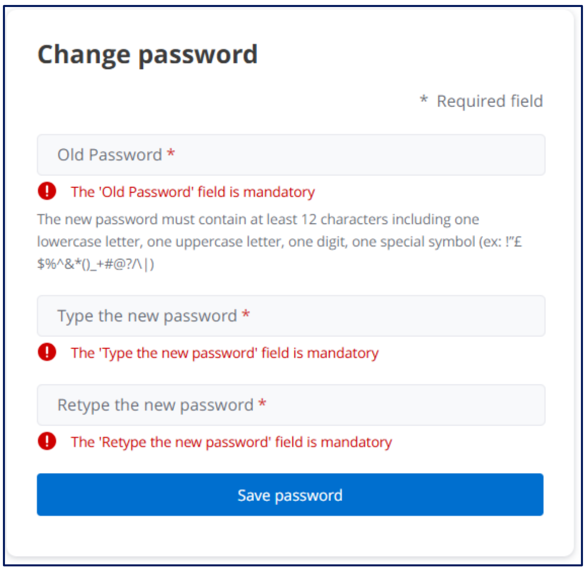
2. Locate the new "Logo alternative text" input field
3. Enter the desired alternative text for the logo
4. Save changes; the login page will reflect the updated value immediately

SCOPE

- Applies to four pages: the Neo login page, the Change Password page, the Forgotten Password page, and the Reset Password page







- All mandatory fields on each form display a red asterisk next to the field label and a "* Required field" indicator aligned to the right, below the banner
- Screen readers announce required field status, error states, and error messages on all four pages
- A configurable "Logo alternative text" field is available in Admin Suite for the login page logo
- Existing clients with a custom logo description previously defined in the backend will have that value automatically migrated to the new Admin Suite field
- Clients without a custom value will have the field initialized with the default text "Login page logo"

OUT OF SCOPE

- Visual redesign of any form layout beyond the required-field indicators described above
- Accessibility improvements unrelated to mandatory field indication or logo alternative text
- The Forgotten Password and Force Change Password screens are addressed under separate work items where not already included above

AMEX GBT
Neo

NEO PRODUCT UPDATE: NEO 26.2 SP1

[USER PROFILE] MISSING INFORMATION INDICATORS FOR INCOMPLETE VEHICLES

MADE FOR…?	Traveler
ACTIVATION REQUIRED?	No

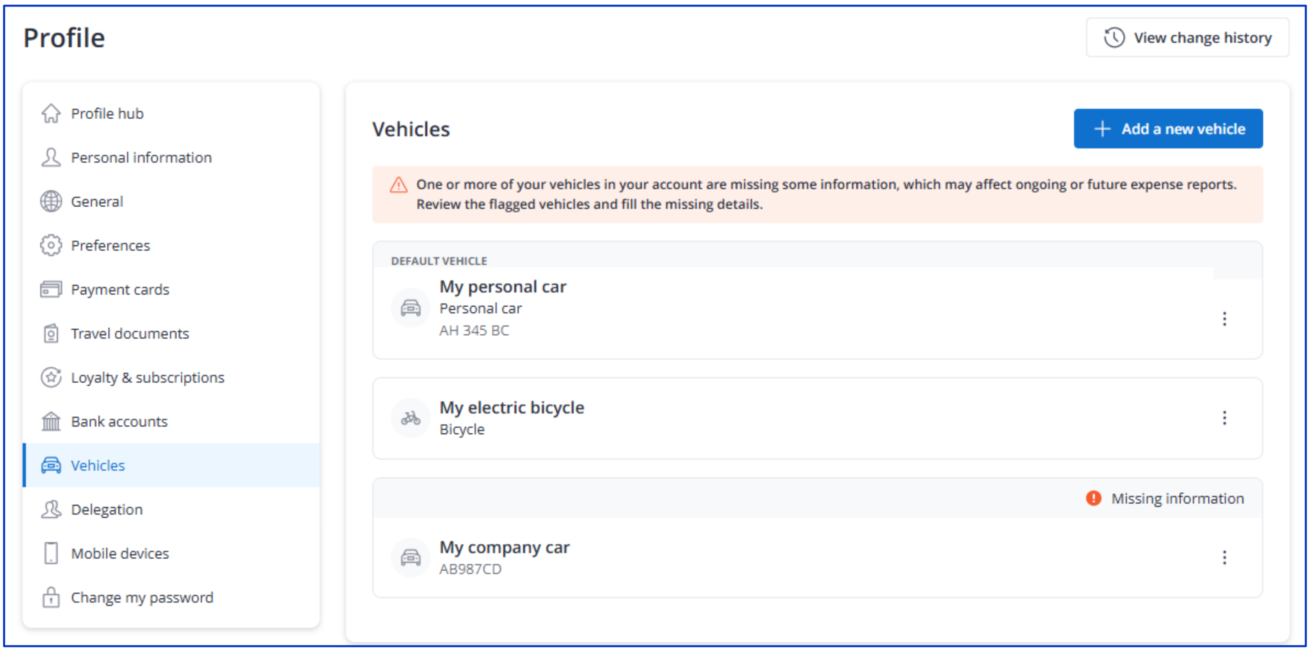
SYNOPSIS

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

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

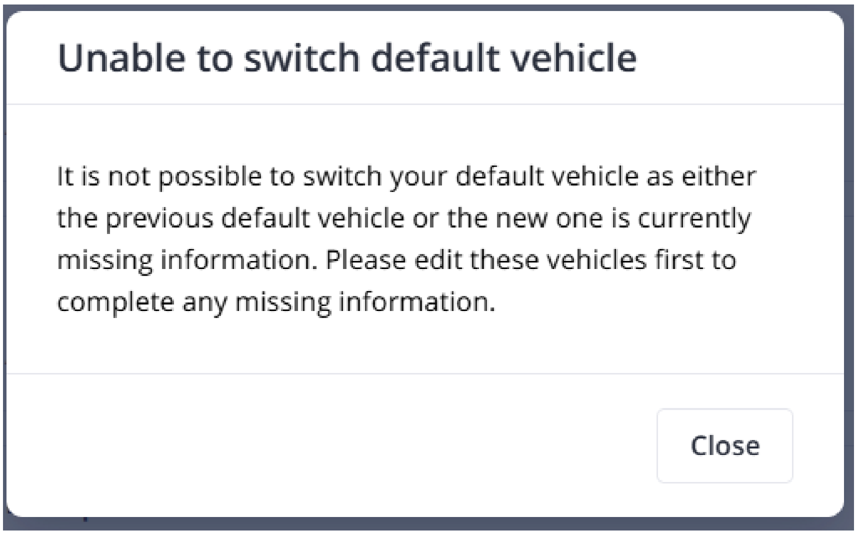
CONFIGURATION

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



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

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



SCOPE

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

AMEX GBT
Neo

NEO PRODUCT UPDATE: NEO 26.2 SP2

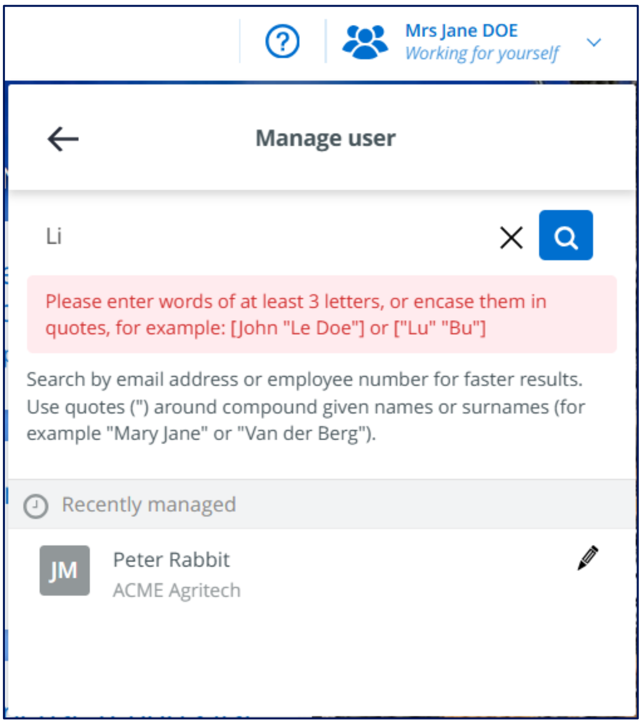
[PLATFORM] ARRANGER USER SEARCH PERFORMANCE-RELATED RESTRICTIONS AND GUIDANCE

MADE FOR…?	Arranger
ACTIVATION REQUIRED?	No

SYNOPSIS

The user search box available to Neo arrangers has been enhanced to provide clearer guidance on search requirements and failures.

The search now enforces a minimum of 3 characters for unquoted search terms, while still allowing 2-letter words when enclosed in quotation marks to accommodate very short names. A 10-second query timeout has been implemented to prevent excessively long searches, with user-friendly error messaging to guide arrangers toward more specific search criteria.



Arrangers will see above error message when searching for one letter long search terms or two-letter long search terms without quotes

These refinements aim to reduce search latency and help arrangers find users more efficiently by encouraging more targeted search inputs.

CONFIGURATION

No configuration is required.

The updated search behavior is automatically active in the user search functionality. Arrangers will notice the following search rules changes when looking up users:

- Search terms must contain at least 3 characters unless enclosed in quotation marks. Two-letter words are accepted only when enclosed in quotation marks (for example: Kim "Li" is accepted, but not Kim Li)
- If a search exceeds 10 seconds, an error message appears: ***Your search is too long, please be more specific***, so arrangers can refine their search.

SCOPE

- This feature applies to arrangers using the user search box located in Neo's top toolbar.

OUT OF SCOPE

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