

AMEX GBT
Neo

Highlights: Neo Release 26.2

18 April 2026



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AMEX GBT

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About 26.2

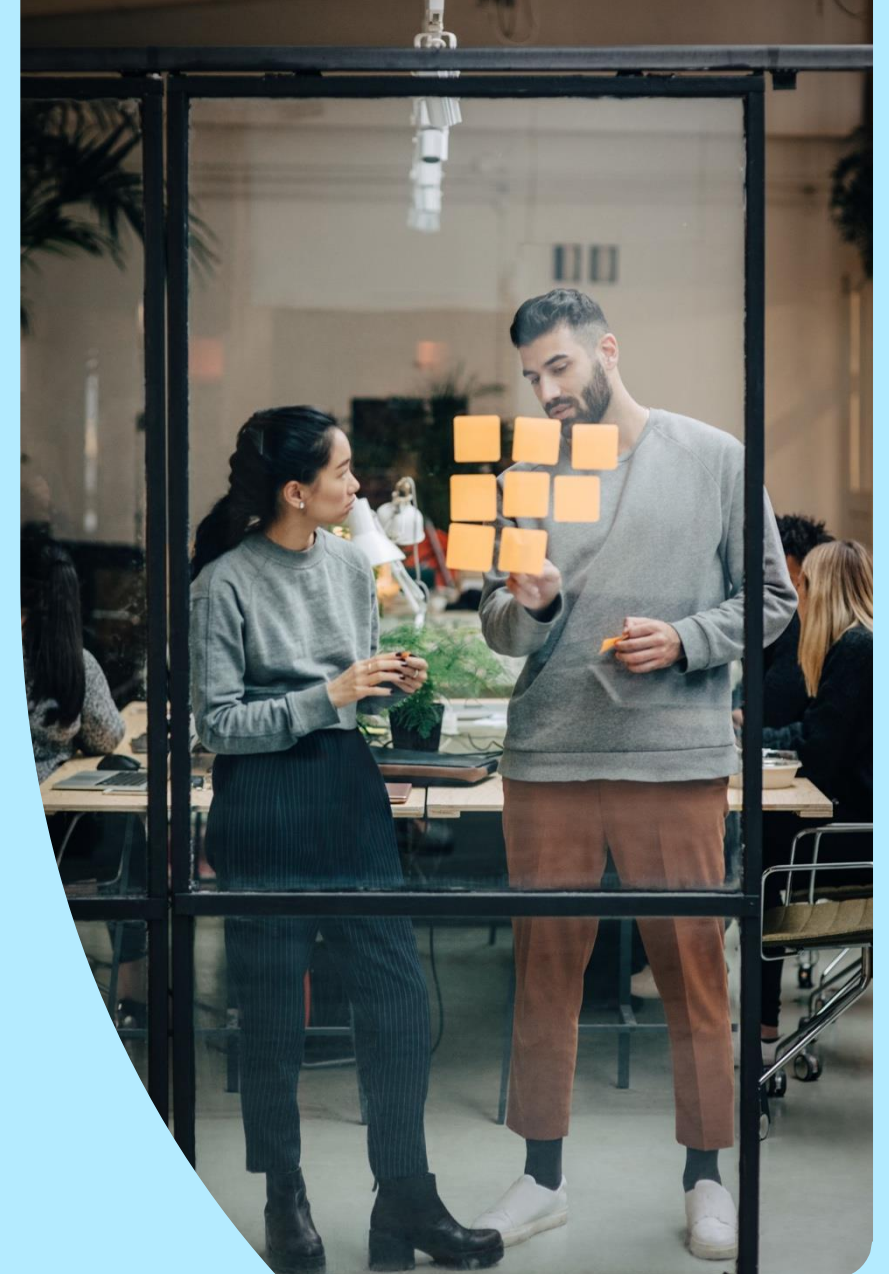
Release on Saturday, 18 April

Over 30 enhancements

Ongoing progress on several multi-release projects, including:

- Self-service
- Content
- Compliance

¹ New Distribution Capability



Multi-city booking controls

Enable up to five segments (legs) through the admin suite.

The screenshot displays the Neo Admin Suite interface for the 'Air - Rail' settings. The left sidebar shows the navigation menu with 'Travel' and 'Air - Rail' highlighted. The main content area is titled 'Air - Rail' and shows settings for search modes and search form options. The 'Search Modes' section includes a 'Multi-city' dropdown set to 'Enable' and a 'Number of legs' dropdown set to 4. The 'Search Form' section includes a 'Time range' dropdown set to 5, a 'Flexible time' checkbox, a 'Routings' checkbox, an 'Additional Options' checkbox, and a 'Transport solo tab display' dropdown set to '1 tab: Flight/Train'.

Loyalty rate bookings

The screenshot displays a hotel booking page. At the top, it says 'Hotel' with a bed icon. Below that is a 'Hotel name' section with a placeholder image and the dates 'Mon 15 Jun - Wed 17 Jun (2 nights)'. A 'CANCELLATION POLICY' section follows, featuring a green checkmark icon and the text 'Free cancellation before June 14, 2023'. Below this, it states: 'No cancellation charge applies prior to 18:00 (local time) on the day of arrival. Beyond that time, the first night will be charged.' and includes a link 'View rate details'. The bottom section, 'LOYALTY PROGRAM', is highlighted with a red border and contains a warning icon and the text 'This rate requires a loyalty program card.' Below this warning are two buttons: 'Change rate' and 'Add a loyalty card to my profile'.

New indicators during booking flow display which rates require loyalty memberships for a more efficient check out experience.

[PILOT] Trip page overview

A more intuitive
user experience.

The screenshot displays the AMEX GBT Neo interface for a trip reservation. The top navigation bar includes 'HOME', 'APPROVAL', 'TRAVEL', and 'EXPENSE'. The user is logged in as 'Mr Vernon Bear' and the page is 'Powered by Neo'. The main heading is 'DoubleTree by Hilton Hotel & Suites Jersey City 16/06/2026' for the dates 'Tue, 16 Jun - Fri, 19 Jun'. The reservation status is 'Booked' with a 'Pending approval' indicator. Key details include Reservation Number 'XCHXCE', Trip Reference 'TR_9081_CP', and Traveler Information 'Mr Bear Vernon'. A 'View history' link is available. Below this, there are buttons for 'Add a service' (Flight/Train, Hotel, Car rental, Ground transport). The 'Hotel' section shows a 'Reserved' status with Confirmation Number '85088635' and Payment Method 'Payment Card'. The trip dates are 'Tue, 16 Jun - Fri, 19 Jun (3 nights)' in 'Jersey City'. The hotel details for 'DoubleTree by Hilton Hotel & Suites Jersey City' (455 Washington Boulevard, 07310, Jersey City) are shown, including a 'Standard rate' of €463.69 per night and 'Free cancellation until 10 Jun'. The room type is '1 Queen Junior Suite Restricted Cxl Sitting Area-refrig-microwave'. A 'Trip summary' on the right shows the total price of €1,391.08. Action buttons include 'Modify', 'Cancel trip', 'Duplicate', and 'Share'. An 'Add to your expense report' button is also present.

Hotel and car rental modifications for US

Added flexibility for existing bookings

Allows for the addition, modification and cancellation until departure after ticketing.

Hotel Reservations



Allow addition, modification and cancelation until departure after ticketing

Car Rentals



Allow addition, modification and cancelation until departure after ticketing

Improved fare display information

Making the cost and range of options clearer

From:

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

Improved fare display information

Making the cost and range of options clearer

To:

Light Economy	Light Extra Saf Economy	Standard Economy	Standard Extra Saf Economy
€386.58 <small>IN POLICY</small>	€413.06 <small>IN POLICY</small>	€458.58 <small>IN POLICY</small>	€485.06 <small>IN POLICY</small>
<ul style="list-style-type: none">X Non-refundableX Non-changeableX No checked bag included? No info availableⓈ Seat selection (with fee)X No priority check-inX No boarding priority	<ul style="list-style-type: none">X Non-refundableX Non-changeableX No checked bag included✓ 1 carry-on bag, 12 kgⓈ Seat selection (with fee)X No priority check-inX No boarding priority	<ul style="list-style-type: none">X Non-refundableⓈ Change with fee✓ 1 bag, 23kg✓ 1 carry-on bag, 12 kgⓈ Seat selection (with fee)X No priority check-inX No boarding priority	<ul style="list-style-type: none">X Non-refundableⓈ Change with fee✓ 1 bag, 23kg✓ 1 carry-on bag, 12 kgⓈ Seat selection (with fee)X No priority check-inX No boarding priority

Improved fare comparison

Fare comparison simplified

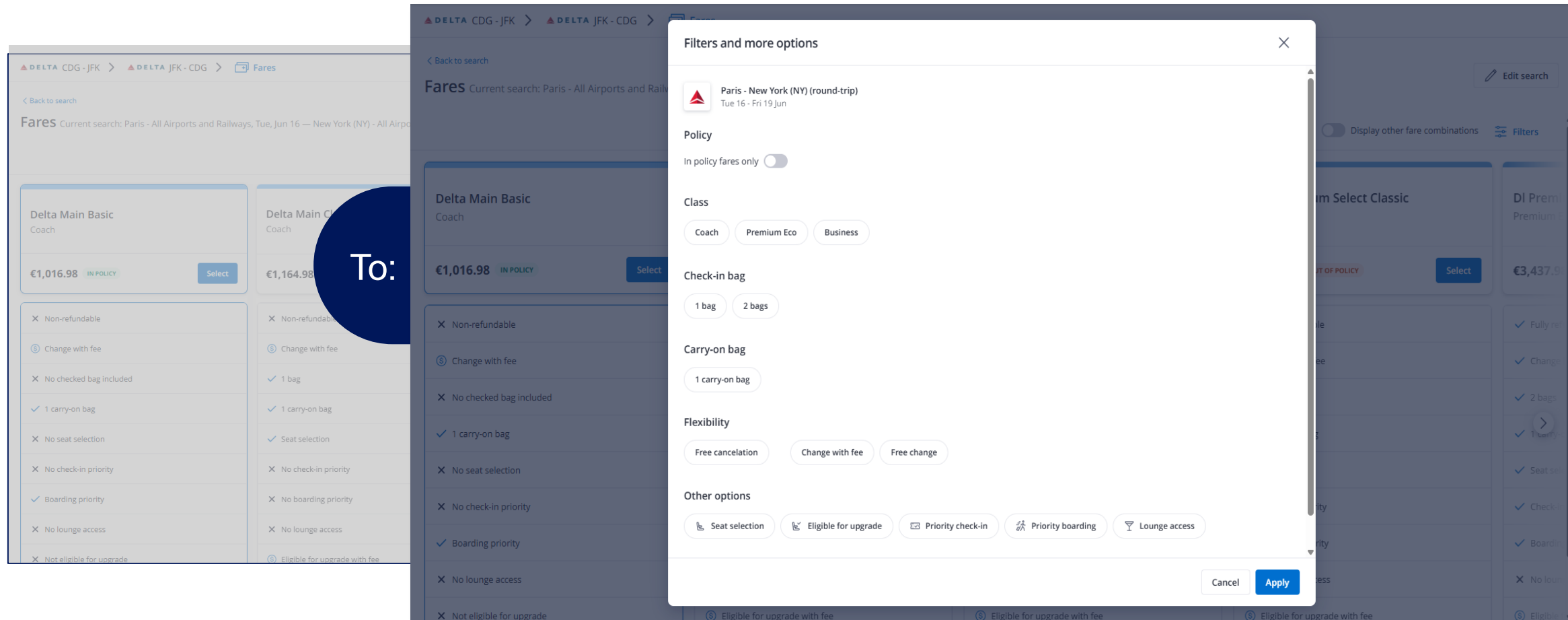
From:

The screenshot displays a fare comparison interface for Delta flights from CDG to JFK. The search criteria are Paris - All Airports and Railways, Tue, Jun 16 — New York (NY) - All Airports and Railways, Thu, Jun 18. The interface shows five fare options, each with a price, a 'Select' button, and a list of features.

Fare Option	Price	Policy	Key Features
Delta Main Basic Coach	€1,016.98	IN POLICY	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	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	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	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
DI Premi Premium	€3,437.98		Fully 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

Improved fare comparison

Fare comparison simplified



Rail enhancements

Trainline seat map available in UK. Travellers can now select and confirm seat choice before checkout.

The screenshot shows the LNER Trainline website's seat selection interface. At the top, the route is London Euston to Glasgow Central, with a total price of £87.40. The current search is for QQU - London Euston to Glasgow Central on Sun, 5 Apr. The selected route is London - Edinburgh. The interface is titled "Select seat" and shows "Train info" for Train 41068. A "COACH" selector is set to 7. The seat map is labeled "FIRST COACH L" and shows two rows of seats. The top row has seats 58, 57, 51, 46, 45, 40, 39, 34, 27, 26, 25, 20, 19, 14, 13, 8, and 2. The bottom row has seats 56, 53, 50, 47, 44, 41, 38, 35, 31, 28, 24, 21, 18, 15, 12, 9, 6, and 3. A legend indicates that blue boxes represent available seats, grey boxes with an 'x' represent restricted seats, green boxes with a checkmark represent selected seats, and grey boxes with a table icon represent table seats. A "Train direction" arrow points left. A "Finish selection" button is located at the bottom right.

[Coming Soon] Rail enhancements


UK Split ticketing update. Neo will interchange split tickets to deliver savings even when changing trains.

The screenshot displays the Amex GBT Neo rail booking interface. At the top, it shows the current search: "Current search: QQN - Birmingham New Street, Wed, Jul 23 — QQU - London Euston, Thu, Jul 24". Below this, there are tabs for "Roundtrip fares" and "Separate fares". A modal window titled "Split ticket" is open in the center, containing the following text:

Split ticket

Split ticket saves you money by "splitting" your journey into multiple tickets.

Instead of paying one big ticket from A to B, you pay less for a number of small ones. Same train, same route - just more tickets.

Look out for this icon  for journeys with Split ticket!

The prices you see include your Split ticket savings. No maths required.

The background interface shows several fare options for "Advance Single Standard Premium" and "Advance Single Standard". Prices are displayed in Euros (€97.36, €108.95, €136.76). Each option includes a "Select" button and a "View fare details" link. There are also informational icons and text indicating that no trip refundability or change info is available for these fares.

Hotel Marketplace update

AMEX GBT
Neo



More choices. Better rates. One optimized experience.

Overnight flight policy

- Flexible– Set different cabin rules for day versus overnight flights, allowing Business Class comfort for longer journeys while managing costs on shorter trips.
- Automatic policy application – Teams travels according to policy without extra steps.
- Available now – Fully supported on Galileo and Sabre for one-way, roundtrip, and multicity searches.

The screenshot displays the configuration interface for an Overnight flight policy, organized into several sections:

- General Settings:** Includes a 'Name' field and a 'Traveler Category' dropdown menu set to 'Any'.
- Suppliers:** Features a 'Rule Applies to' dropdown menu set to 'All suppliers'.
- Itinerary:** Contains fields for 'Departure' (set to 'Everywhere'), 'Arrival' (set to 'Everywhere'), 'Direction' (checked 'Rule is valid both ways'), and 'Network' (set to '[Any]').
- Capping:** Includes a 'Capping Type' dropdown set to 'Lowest fare', a 'Hide fares above capping' checkbox, and fields for 'CRS' (set to 'Any') and 'Supplier'. A 'Transport Class' dropdown menu is open, showing options: 'All', 'Economy', 'Premium Eco', 'Business (Rail: First)', 'First (Air only)', and 'Highest Compliant Cabin (For Galileo,Sabre)'. The 'Highest Compliant Cabin' option is highlighted.

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

Receipt fraud detection

Enhanced
expense
management

Inconsistencies found

⚠️ A few details could use your attention before you submit your report


Review needed [Hide Details](#) ^

Please review the below items to make sure everything is correct

⚠️ **Digital Tampered Receipt**

The following expense contains a receipt that is suspected to be digitally tampered

Demo 26.2 (202377)

#2	 Laundry April 1, 2026 - April 2, 2026	Demo 26.2 (202377)	20.00 GBP ...
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[Collapse all](#) [Continue](#)

Credit card transaction reminders

Improved
expense
workflows

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	10 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](#)

Other items include...



Trip-to-expense workflow



Modernized vehicle management



Segment filtering for accountants

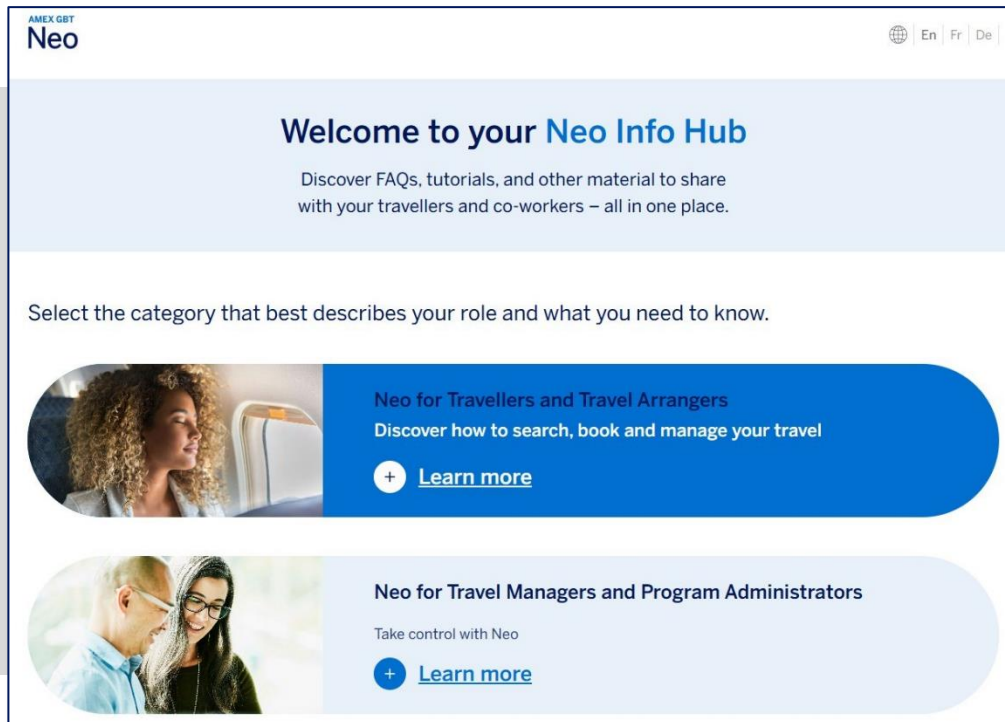


Profile deep-linking

Looking for more information?

Check out the Neo Information Hub:

<https://explorer.amexglobalbusinesstravel.com/Neo-Info-Hub-Homepage.html>



The screenshot shows the Neo Info Hub homepage. At the top left is the AMEX GBT Neo logo. In the top right corner, there are language selection options: a globe icon, 'En', 'Fr', and 'De'. The main heading is 'Welcome to your Neo Info Hub', followed by the text 'Discover FAQs, tutorials, and other material to share with your travellers and co-workers – all in one place.' Below this is a prompt: 'Select the category that best describes your role and what you need to know.' There are two main categories: 'Neo for Travellers and Travel Arrangers' with a sub-heading 'Discover how to search, book and manage your travel' and a '+ Learn more' button; and 'Neo for Travel Managers and Program Administrators' with a sub-heading 'Take control with Neo' and a '+ Learn more' button. Each category is accompanied by a circular image of a person.

Travel Management Support

Overseeing a travel program is no easy task.
Here are the resources you need to simplify it all.

BENEFITS FOR TRAVEL MANAGERS AND PROGRAM ADMINISTRATORS

Help reduce travel program costs by encouraging Travellers and Travel Arrangers to book better accommodations
Maintain company booking policies for all trips

Travel Management Support



Select any topic from the menu for Neo information and support:

Neo Factsheet

Intro to Amex GBT mobile app

Quick reference guide

Training videos

Release notes

FAQs

AMEX GBT

Neo

Thank you!

Danke schön!

Tak!

¡Gracias!

Grazie!

Tack!

Kiitos!

Merci!

Takk!

Obrigado!