

AMEX GBT
Neo

Highlights: Neo Release 26.3

18 July 2026



GBT Travel Services UK Limited (GBT UK) and its authorized sublicensees (including Ovation Travel Group, Egencia, and CWT) use certain trademarks and service marks of American Express Company or its subsidiaries (American Express) in the "American Express Global Business Travel" and "American Express GBT Meetings & Events" brands and in connection with its business for permitted uses only under a limited license from American Express (Licensed Marks). The Licensed Marks are trademarks or service marks of, and the property of, American Express. GBT UK is a subsidiary of Global Business Travel Group, Inc. (NYSE: GBTG). American Express holds a minority interest in GBTG, which operates as a separate company from American Express.

AMEX GBT

Neo

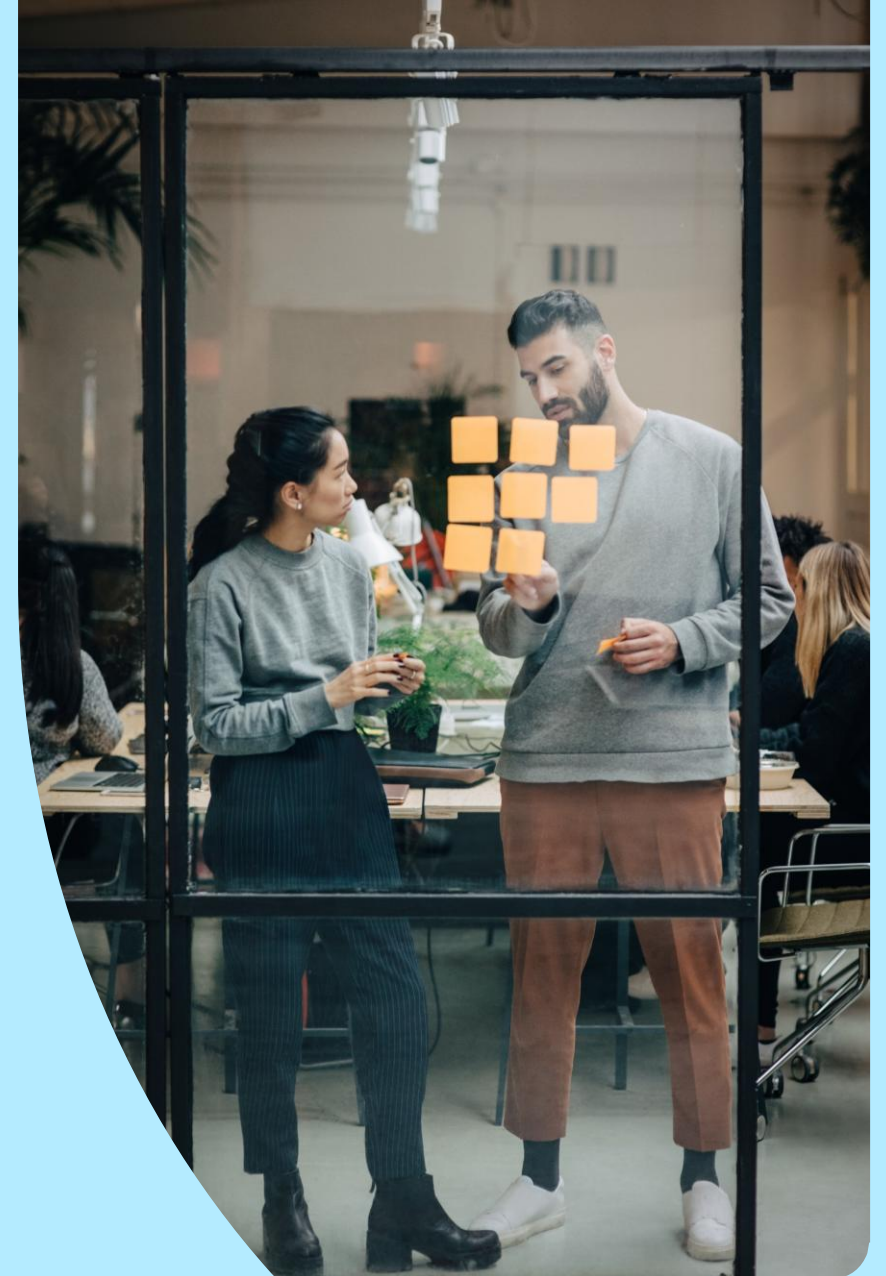
About 26.3

Release on Saturday, 18 July

Over 30 enhancements

Ongoing progress on several multi-release projects, including:

- Self-service configuration
- Content expansion
- Compliance and policy controls
- 1 New Distribution Capability (NDC) feature



[AIR] NDC search enhancement

AMEX GBT
Neo



Bookers will automatically see more complete results when policy rules filter initial fares.

[RAIL] Deutsche Bahn European Expansion

AMEX GBT
Neo

Neo has expanded Deutsche Bahn route availability, giving bookers access to direct international connections from Germany to more destinations across Europe.



[RAIL] Transport Fare Cards Redesign

Cleaner, more compact fare information across all devices

From:

American Airlines CDG - JFK > American Airlines JFK - CDG > Fares

< Back to search

Fares Current search: Paris - All Airports and Railways, Wed, Aug 5 — New York (NY) - All Airports and Railways, Sat, Aug 8

Edit search

In policy only Class Fare Refunds Changes Bags Other options

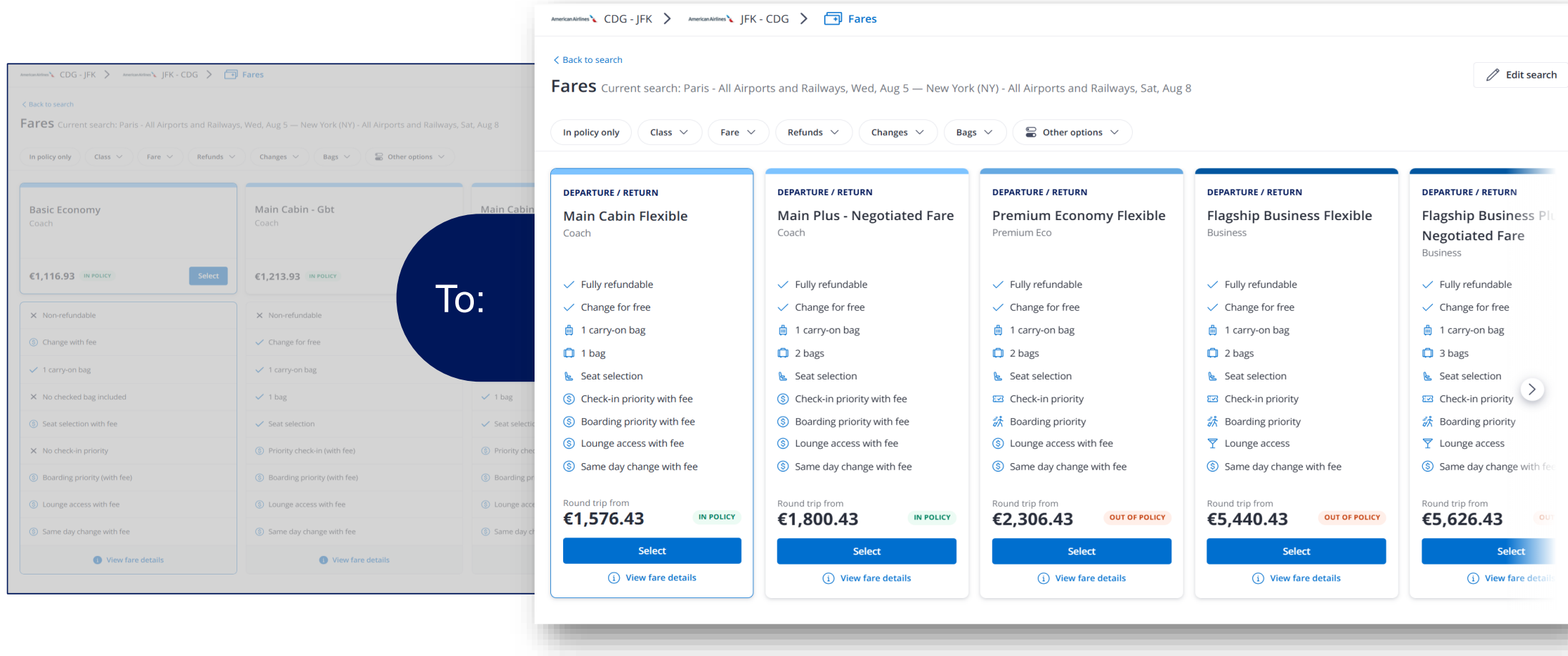
Display other fare combinations

Basic Economy Coach	Main Cabin - Gbt Coach	Main Cabin - Negotiated Fare Coach	Main Cabin Coach
€1,116.93 IN POLICY	€1,213.93 IN POLICY	€1,253.93 IN POLICY	€1,266.93 IN POLICY
Select	Select	Select	Select
✗ Non-refundable Ⓢ Change with fee ✓ 1 carry-on bag ✗ No checked bag included Ⓢ Seat selection with fee ✗ No check-in priority Ⓢ Boarding priority (with fee) Ⓢ Lounge access with fee Ⓢ Same day change with fee	✗ Non-refundable ✓ Change for free ✓ 1 carry-on bag ✓ 1 bag ✓ Seat selection Ⓢ Priority check-in (with fee) Ⓢ Boarding priority (with fee) Ⓢ Lounge access with fee Ⓢ Same day change with fee	✗ Non-refundable ✓ Change for free ✓ 1 carry-on bag ✓ 1 bag ✓ Seat selection Ⓢ Priority check-in (with fee) Ⓢ Boarding priority (with fee) Ⓢ Lounge access with fee Ⓢ Same day change with fee	✗ Non-refundable ✓ Change for free ✓ 1 carry-on bag ✓ 1 bag ✓ Seat selection Ⓢ Priority check-in (with fee) Ⓢ Boarding priority (with fee) Ⓢ Lounge access with fee Ⓢ Same day change with fee
View fare details	View fare details	View fare details	View fare details

[RAIL] Transport Fare Cards Redesign

AMEX GBT
Neo

Cleaner, more compact fare information across all devices



[AIR] Overnight Flight Policy — Now on Amadeus

AMEX GBT
Neo

- Flexible— Set different cabin rules for day versus overnight flights, allowing Business Class comfort for longer journeys while managing costs on shorter trips.
- Travel managers can now configure separate cabin class rules for day flights and overnight flights on Amadeus, in addition to the existing Galileo and Sabre support.

The screenshot displays the Amadeus Neo configuration interface for an Overnight Flight Policy. The interface is organized into several sections: General Settings, Suppliers, Itinerary, and Capping. The General Settings section includes fields for Name and Traveler Category (set to Any). The Suppliers section shows Rule Applies to set to All suppliers. The Itinerary section includes fields for Departure (Everywhere), Arrival (Everywhere), Direction (checked for Rule is valid both ways), and Network ([Any]). The Capping section includes a Capping Type dropdown (Lowest fare), a checkbox for Hide fares above capping, and fields for CRS (Any), Supplier, Transport Class (All), Journey Time, Within Time Window, Direct flight, Corporate fare, and Tolerance Type. A dropdown menu for Transport Class is open, showing options: All, Economy, Premium Eco, Business (Rail: First), First (Air only), and Highest Compliant Cabin (For Galileo, Sabre). At the bottom, there are buttons for Save and Add New Item, Save, and Cancel.

General Settings	
Name	
Traveler Category	Any

Suppliers	
Rule Applies to	All suppliers

Itinerary	
Departure	Everywhere
Arrival	Everywhere
Direction	☒ Rule is valid both ways
Network	[Any]

Capping	
Capping Type	Lowest fare
Hide fares above capping	☐
CRS	Any
Supplier	
Transport Class	All
Journey Time	
Within Time Window	
Direct flight	
Corporate fare	
Tolerance Type	

Transport Class dropdown options: All, Economy, Premium Eco, Business (Rail: First), First (Air only), Highest Compliant Cabin (For Galileo, Sabre)

Buttons: Save and Add New Item, Save, Cancel

[SUSTAINABILITY] Expanded CO2 Calculation Methods

AMEX GBT
Neo

The screenshot displays the 'Advanced Settings' section of the AMEX GBT Neo interface. A dropdown menu is open, showing various CO2 calculation methods. The methods listed are: ADEME with RF and without WTT, UK BEIS with RF and without WTT, UK BEIS with RF and with WTT, EPA, ICAO (highlighted in blue), IATA RP-1726, IATA CO2 Connect, and UK BEIS with RF and without WTT (with a dropdown arrow). Below the dropdown, there are two more dropdown menus for 'Main calculation' and 'Sup calculation', both set to 'UK BEIS with RF and without WTT'. At the bottom, there is a 'Carbon fee' dropdown menu set to 'No carbon fee'.

Penalties	☐ Show Only Fares Without Penalties
Trainline	☒ Enable Split Ticket
Advanced Settings	
Mixed Fares	
Amadeus / Sabre	
Specific Routes Defined by Neo (Australia)	
Fare Engine Queries (AFQ)	
Main calculation	UK BEIS with RF and without WTT ▼
Sup calculation	UK BEIS with RF and without WTT ▼
Carbon fee	No carbon fee ▼

A seventh CO2 calculation method is now available: UK BEIS with Radiative Forcing (RF) and Well-to-Tank (WTT). This gives organizations a more complete view of flight emissions.

[CAR] Search Form Modernization

AMEX GBT
Neo

A refreshed car rental search experience. Neo has updated the car rental search form to align with the latest UI standards, delivering a more consistent and accessible experience across search, edit, and modification flows.

From:

To:

The image displays two versions of a car rental search form side-by-side. The background form represents the 'old' version, while the foreground form represents the 'new' modernized version.

Old Form (Background):

- Navigation tabs: Flight/Train, Hotel, Car (selected), Ground transport, Trip planner.
- FROM ADDRESS: Paris, France
- ☐ Drop off at a different location
- When? PICK UP: Tue 23 Jun 2026, 7:00 PM
- DROP OFF: Tue 23 Jun 2026, 7:30 PM
- Search button

New Form (Foreground):

- Navigation tabs: Flight/Train, Hotel, Car (selected), Ground transport, Trip planner.
- Same drop-off (dropdown)
- * required fields
- From *: YUL - Montreal Pierre Elliot Trudeau (with close icon)
- Departure date *: 06/26/2026 - 6:00 PM
- Return date *: 06/27/2026 - 5:00 PM
- Search cars button

[HOTEL] Improved Rate Change Transparency

AMEX GBT
Neo



Full visibility when hotel rates shift between search and confirmation.

[HOTEL] Accor Loyalty Rates via Hcorpo

AMEX GBT
Neo

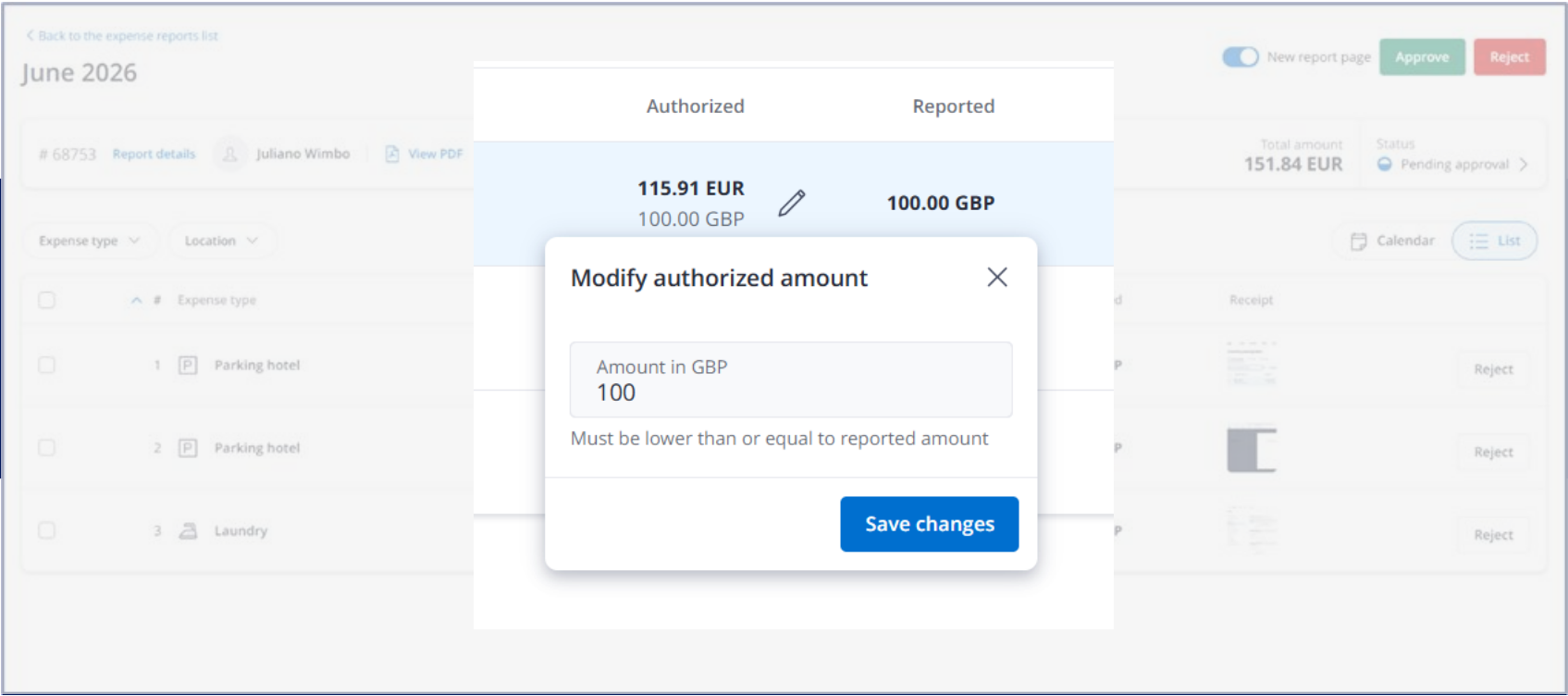
A faster, more efficient way to review and action expense reports.

Neo now transmits traveler Accor membership card details to Hcorpo at the search level, automatically surfacing subscription rates relevant to their membership.



[EXPENSE] New Approver Page for Supervisors

The Approver view in Neo has a new interface, giving supervisors everything they need to review and act on expense reports without navigating away from the list.



[EXPENSE] Trip to Expense Enhancements

Clearer labeling and smarter import workflows.

Back to the expense reports list

Expense report

203843 Report details View PDF

Expense type

Location

	#	Expense type	Location	Date	Amount	Receipt
		Per Diem				
	2	Europaboulevard 2, 1078 RV Amsterdam, Netherlands 7/22/2026 Imported from trip		22/07/2026 17:00 → 23/07/2026 16:00	64 EUR	
	3	Car rental Imported from trip Europaboulevard 2, 1078 RV Amsterdam, Netherlands 7/22/2026	Amsterdam	22/07/2026	111 EUR	

Back to the expense reports list

Expense report

206601 Report details

Total amount: 0 EUR Status: Draft

Calendar List

Add trip expenses to report

Expense type	Location	Date	Amount
Car rental	Amsterdam	06/08/2026	154 EUR
Per Diem	Amsterdam	05/08/2026	- EUR

Cancel

Add to report

You can also drag and drop your receipt here

Tip: you can also drop your receipt in the list view when there are expenses

Hotel and car rental modifications for US

Added flexibility for existing bookings.

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

[< Back to the expense reports list](#)

June 2026

New report page

Approve

Reject

68753

Report details

Juliano Wimbo

View PDF

Total amount
151.84 EUR

Status
Pending approval >

Expense type

Location

Calendar

List

☐	#	Expense type	Location	Date	Authorized	Reported	Receipt	
☐	1	Parking hotel	London	06/25/2026	115.91 EUR 100.00 GBP	100.00 GBP		Reject
☐	2	Parking hotel	Islington	06/25/2026	11.59 EUR 10.00 GBP	10.00 GBP		Reject
☐	3	Laundry	Highbury & Islington Station	06/25/2026	24.34 EUR 21.00 GBP	21.00 GBP		Reject

Improved fare display information

AMEX GBT
Neo

Making the cost and range of options clearer.

Light Economy Specific terms €386.58 IN POLICY Select Light Extra Saf Economy Specific terms €413.06 IN POLICY Select		To:			
Light Economy Specific terms €386.58 IN POLICY Select Light Extra Saf Economy Specific terms €413.06 IN POLICY Select		Light Economy Specific terms €386.58 IN POLICY Select Light Extra Saf Economy Specific terms €413.06 IN POLICY Select Standard Economy Specific terms €458.58 IN POLICY Select Standard Extra Saf Economy Specific terms €485.06 IN POLICY Select			
X Non-refundable X Non-changeable X No checked bag included ? No info available Seat selection (with fee) X No priority check-in X No boarding priority X Non-refundable X Non-changeable X No checked bag included ? No info available Seat selection (with fee) X No priority check-in X No boarding priority		X Non-refundable X Non-changeable X No checked bag included ✓ 1 carry-on bag, 12 kg Seat selection (with fee) X No priority check-in X No boarding priority X Non-refundable X Non-changeable X No checked bag included ✓ 1 carry-on bag, 12 kg Seat selection (with fee) X No priority check-in X No boarding priority X Non-refundable Change with fee ✓ 1 bag, 23kg ✓ 1 carry-on bag, 12 kg Seat selection (with fee) X No priority check-in X No boarding priority X Non-refundable Change with fee ✓ 1 bag, 23kg ✓ 1 carry-on bag, 12 kg Seat selection (with fee) X No priority check-in X No boarding priority			

[EXPENSE] One-Click Access to All Report Issues

AMEX GBT
Neo

A consolidated view of everything that needs attention before submission.

Neo now shows a consolidated issues popup from the error or warning banner on the expense report page, giving travelers a clear view of all issues before they submit.

[Back to the expense reports list](#)

Expense report

⊗ You cannot submit this expense report. There are 10 issues blocking the submission. [View issues](#)

65773 [Report details](#) | [View PDF](#)

Expense type ▾ Location ▾

☐	^ #	Expense type	Location	Date
☐	1	Dinner UNPLUG	Paris	06/01/2026

[EXPENSE] VAT Compliance and Receipt Controls

Three connected enhancements for accurate, compliant expense reporting.

AMEX GBT
Neo

Improved
expense
workflows

Expense line

Lunch

Change type

Required

Location

London (LON), Greater London, England, United Kingdom

Date

June 1, 2026

15 : 30

Amount

25

GBP

1 EUR = 0.88412629

GBP

VAT

☒ 0% VAT

Distribution

Cost Center

Operations

Project Code

Operations Project 1

Reset

Comments

New comment (2000 characters left)

No receipt

Digital receipt

Paper receipt

No receipt

No receipt custom message

☐ VAT on Receipt

Confirm and new

Confirm

This document contains unpublished, confidential, and proprietary information of American Express Global Business Travel (Amex GBT).
No disclosure or use of any portion of these materials may be made without the express written consent of Amex GBT. © 2026 GBT Travel Services UK Limited.

[EXPENSE] Enhanced Approver and Status Experience AMEX GBT Neo

Clearer visibility at every step of the approval journey.

Expense reports list					+ Create expense report
Search report		Status			
☐	Expense report name	Modified on	Policy	Amount	Status
☐	Expense report 65773	01/07/2026	OUT OF POLICY	1020.78 EUR 641.90 EUR	☐ Draft
	29.12.1 66588	01/07/2026	IN POLICY	0.00 EUR	☒ Pending approval
☐	February 2026 66764	01/07/2026	IN POLICY	250.00 EUR	☐ Draft
☐	April 2026 67893	01/07/2026	IN POLICY	1217.00 EUR 5.00 EUR	☐ Draft
	exp-23582-ab-test-1 65075	25/06/2026	IN POLICY	1.98 EUR 1.50 EUR	☒ Pending accounting approval
	January 2026 (2) 66744	29/04/2026	IN POLICY	0.00 EUR	☒ Pending accounting approval

Looking for more information?

Check out the Neo Information Hub:

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

AMEX GBT
Neo

En | Fr | De

Welcome to your Neo Info Hub

Discover FAQs, tutorials, and other material to share with your travellers and co-workers – all in one place.

Select the category that best describes your role and what you need to know.



Neo for Travellers and Travel Arrangers
Discover how to search, book and manage your travel
[+ Learn more](#)



Neo for Travel Managers and Program Administrators
Take control with Neo
[+ Learn more](#)

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

Thank you!

Danke schön!

Tak!

¡Gracias!

Grazie!

Tack!

Kiitos!

Merci!

Takk!

Obrigado!