

AMEX GBT

Neo

Release Notes

Neo 25.5

15 November 2025

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ADVANCE NOTICES – NEO VERSION 25.5 SP

[TRANSPORT] FARE DISPLAY EXPERIENCE ENHANCEMENTS

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

SYNOPSIS

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

Key Enhancements

1. Fare display toggle for roundtrip searches

To make fare comparison easier and more intuitive, the previous tab-based view will be replaced by a new toggle feature labeled **Display other fare combinations**.

Users will now seamlessly switch between viewing only **symmetric roundtrip fares** or **all fare combinations** (symmetric + asymmetric) using a single toggle. This update will be supported by the addition of new fare card headers with leg identifiers (“Departure” / “Return”) for improved visual clarity.

Roundtrip symmetric fares = cabin and fare details are identical

Roundtrip asymmetric fares = cabin and fare details may vary

BEFORE

UNITED EWR - LAX > UNITED LAX - EWR > Fares

< Back to search

Fares Current search: New York (NY) - All Airports and Railways, Mon, Dec 15 — Los Angeles Intl (CA) - All Airports and Railways, Wed, Dec 17

Roundtrip fares Separate fares Filters

OUTBOUND	RETURN	OUTBOUND	RETURN	OUTBOUND	RETURN	OUTBOUND
Economy Coach	Economy Plus Coach	Economy Plus Coach	Economy Coach	Economy Fully Refundable Coach	Economy Plus Fully Refundable Coach	Economy Plus Fully Refundable Coach
€504.62 IN POLICY		€504.62 IN POLICY		€585.24 IN POLICY		€589.54 IN POLICY
✗ Trip not refundable	✗ Trip not refundable	✗ Trip not refundable	✗ Trip not refundable	✓ Trip fully refundable	✓ Trip fully refundable	✓ Trip fully refundable
✓ Trip change for free	✓ Trip change for free	✓ Trip change for free	✓ Trip change for free	✓ Trip change for free	✓ Trip change for free	✓ Trip change for free
✗ No checked bag included	✗ No checked bag included	✗ No checked bag included	✗ No checked bag included	✗ No checked bag included	✗ No checked bag included	✗ No checked bag included
✓ Seat selection	✓ Seat selection	✓ Seat selection	✓ Seat selection	✓ Seat selection	✓ Seat selection	✓ Seat selection
③ Boarding priority (with fee)	③ Boarding priority (with fee)	③ Boarding priority (with fee)	③ Boarding priority (with fee)	③ Boarding priority (with fee)	③ Boarding priority (with fee)	③ Boarding priority (with fee)
③ Eligible for upgrade with fee	③ Eligible for upgrade with fee	③ Eligible for upgrade with fee	③ Eligible for upgrade with fee	③ Eligible for upgrade with fee	③ Eligible for upgrade with fee	③ Eligible for upgrade with fee
1 View fare details	1 View fare details	1 View fare details	1 View fare details	1 View fare details	1 View fare details	1 View fare details

AFTER

BRITISH AIRWAYS LHR - EWR > BRITISH AIRWAYS EWR - LHR > Select fare

< Back to search

Fares Current search: London - All Airports and Railways, Mon, 08 Sep — New York (NY) - All Airports and Railways, Fri, 12 Sep

Display other fare combinations Filters

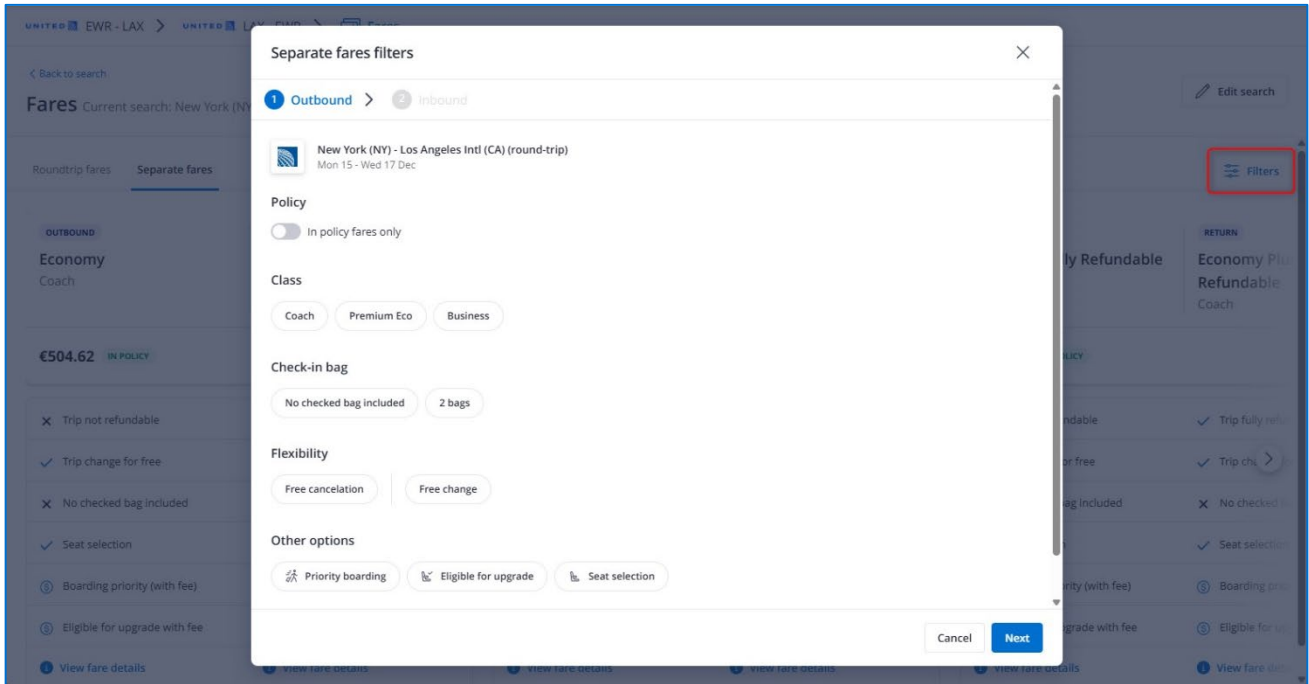
DEPARTURE / RETURN	DEPARTURE	RETURN	DEPARTURE	RETURN
Premium Economy Economy	Premium Economy Economy	Premium Economy Fully Flex Economy	Premium Economy Economy	Premium Economy Fully Flex Economy
£2,300.56 IN POLICY	£2,360.34 IN POLICY		£2,400.00 IN POLICY	
✗ Trip not refundable	✗ Not cancelable	✓ Free cancellation	✗ Not cancelable	✓ Free cancellation
① No trip change info available	① No change info available	✓ Free change	① No change info available	✓ Free cancellation
✓ 1 bag	✗ 1 bag	✓ 1 bag	✗ 1 bag	✓ 1 bag
① No seat selection info available	① No seat selection info available	✓ Seat selection	① No seat selection info available	✓ Seat selection
✗ No check-in priority	✗ No check-in priority	✗ No check-in priority	✗ No check-in priority	✗ No check-in priority
✗ No boarding priority	✗ No boarding priority	✗ No boarding priority	✗ No boarding priority	✗ No boarding priority
✗ No lounge access	✗ No lounge access	✗ No lounge access	✗ No lounge access	✗ No lounge access
1 View fare details	1 View fare details		1 View fare details	

2. Inline fare filters

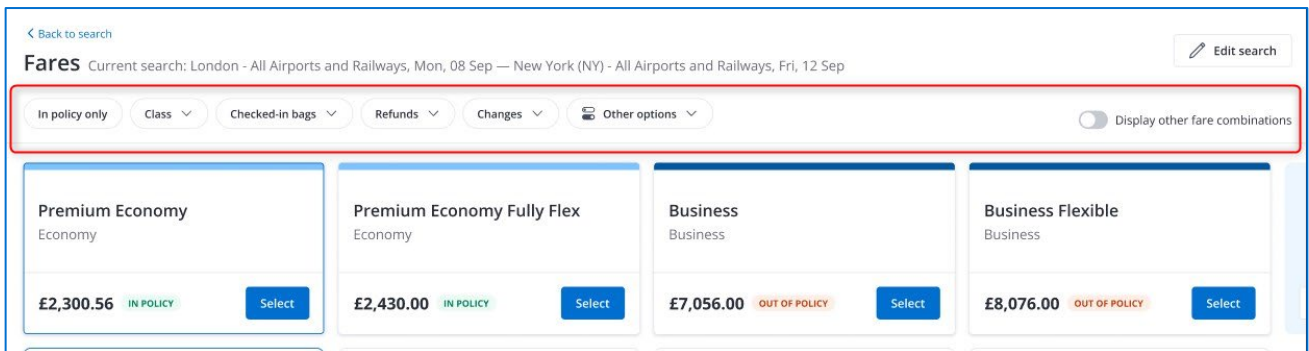
Fare filters will be moved from a modal to an **inline format** on the Neo Fare Display (NFD) page, making them more visible and easier to interact with.

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

BEFORE



AFTER



3. Improved transparency in the fare selection process

To help users better understand how fare selection works in Neo, a new message will be introduced on the transport results page. This enhancement will aim to build user confidence by clearly explaining how to access additional fare options beyond the one initially displayed.

A new message titled **Want a different fare?** will be now displayed **on the first transport card**, targeting the cabin class information.

The screenshot shows the 'Transport results' page for a search from London to New York (NY) on Monday, 08 Sep. The page displays three transport cards. The first card is for British Airways, showing a flight from LHR to EWR on Mon, 08 Sep, with a duration of 7h 50m and a non-stop flight. The fare is Business Promo, with a total price of £6,224. A message overlay titled 'Want a different fare?' is displayed over the first card, stating: 'Fares you see in this page have been selected according to your company's preferences. You can see other class and fare options after selecting your full itinerary.' The message includes a close button (X) in the top right corner. The second card is for Finnair, showing a flight from LGW to JFK on Mon, 08 Sep, with a duration of 11h 30m and 1 stop (KEF). The fare is Premium Economy, with a total price of £1,756. The third card is also for Finnair, showing a flight from LGW to JFK on Mon, 08 Sep, with a duration of 11h 30m and 1 stop (KEF). The fare is Premium Economy, with a total price of £1,756. The page includes filters for Stops, Companies, Price, Airport/station, Connections, CO2 emissions, and Compliant only. A 'Sort by' dropdown menu is set to 'Recommended'. A 'Show details' link is visible for each card.

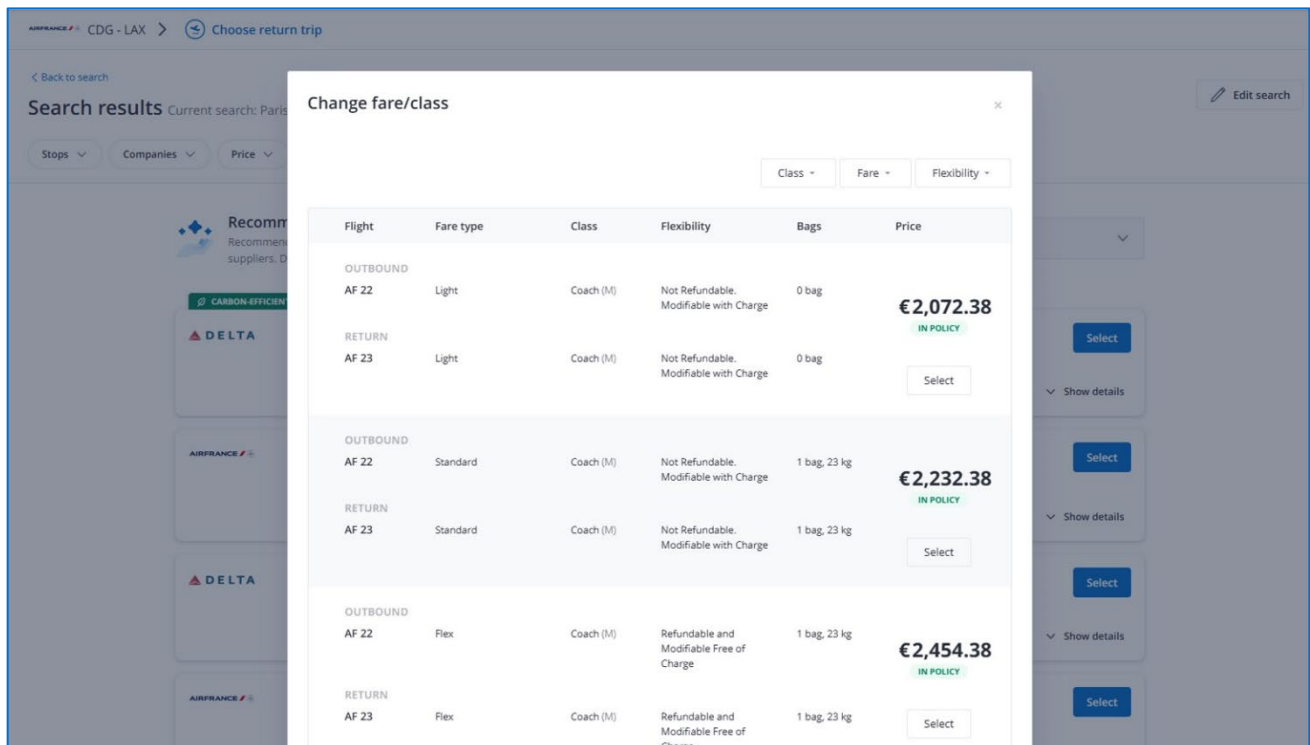
Users will be able to close the message by clicking the **X** in the upper right corner, which will prevent its reappearance in current and future sessions, including on the return leg of round trip searches.

4. Old change fare/class flow removal

The Change Fare/Class flow will be removed for:

- One-way searches
- Roundtrip searches
- Exchange flows

The below screen will be fully replaced by the Neo Fare Display page. This offers a more modern and unified fare selection experience.



These updates will streamline fare exploration and support better decision-making for travelers. They will mark the first phase of a broader initiative to enhance the fare display and selection experience in Neo.

ADVANCE NOTICES – NEO VERSION 26.1

[CHECKOUT] CAPTURE REASONS FOR NOT BOOKING A HOTEL FOR OVERNIGHT TRIPS

MADE FOR...?	Traveler Arranger Travel Manager Neo Admin GBT
ACTIVATION REQUIRED?	Yes - by NTG Admin
ADMIN SUITE NODE	1. Travel Neo: Other options 2. Travel Neo: Other options Hotel not booked justification
VALIDATION BY AGENCY REQUIRED	Yes

SYNOPSIS

In order to improve the user experience during checkout, it has been decided to add a new popup when travelers stay overnight and have not selected a hotel. Previously, a generic **No hotel reason** field appeared in the **Booking Information Review** for all bookings, regardless of whether a hotel was selected , creating confusion and providing little meaningful information.

Our new solution offers a contextual popup with user-friendly reason selection, providing clearer insights for travel managers by helping clients understand why travelers might not select accommodations when staying overnight. This approach ensures a smoother booking experience while providing valuable data to clients.

BEFORE

Additional Information

VERNON MODULAR BEAR

Charged to

* Distribution:

* Rationale for not using virtual presence:

Event Number (35max):

THCEE Other Explanation (35max):

* Primary Destination (City - Country) (35max):

Secondary Destination (City - Country) (35max):

* Offline TAN:

* No Hotel Reason:

Total Out of Pocket Expenses Amount:

Department:

TAN Prefix:

Booked Another Record | Chambre réservée dans le cadre d'un autre dossier

Booked Through Event/Conference | Chambre réservée par l'entremise des organisateurs de l'événement ou de la conférence

Booked on Internet/or on Own | Chambre réservée par Internet/par ses propres moyens

Client Preferred Rate, Must be booked Direct | Tarif préférentiel du client — la chambre doit être réservée directement

Corporate apartment/Govt facilities | Appartements d'affaires/les locaux du gouvernement

Day Trip,One Way Reservation - no Hotel required | Voyage d'une journée, aller simple — aucune chambre d'hôtel requise

Hotel Booked | Hôtel réservé

Hotel not available in OBT | L'hôtel ne figure pas dans FOREL

Room Provided by Event or Conference | Room Provided by Event or Conference

Sharing with Co-Worker | Partage avec un collègue

Special Rate not Offered Online | Le tarif spécial n'est pas offert en ligne

Staying in Private Accomodations | Occuper un logement particulier

Travelling with Group | Voyage de groupe

Used Personal Membership Points/Loyalty Program | Chambre réservée en utilisant les points d'un programme de fidélisation/abonnement personnel

DEPARTMENT FCB TEST

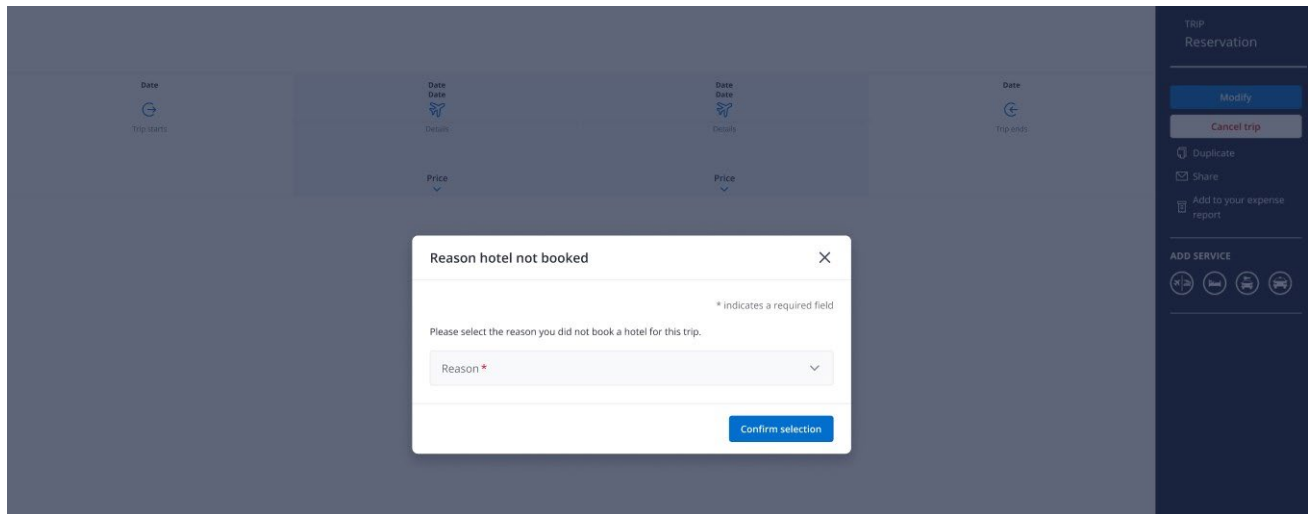
TAN PREFIX TEST

Clear values

Please follow this format: 1000.00

Next

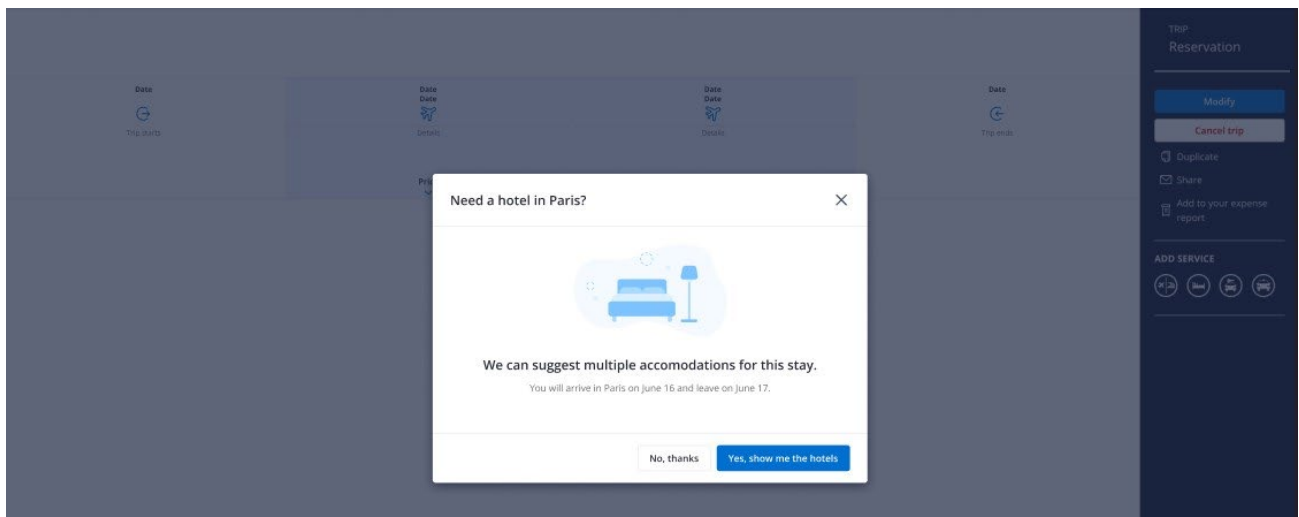
AFTER



How It Works:

A new setting has been created in Admin Suite to activate this new popup and add reasons for not having booked a hotel. The popup will appear when ALL these conditions are met:

- Trip includes an overnight stay
- No hotel has been selected
- "Suggest hotel addition before booking" is activated
- The **NEW** "Reason hotel not booked" setting is enabled
- If the user clicks on "No, thanks" after seeing this popup



When triggered, users can select a reason for not booking a hotel or dismiss the popup if desired.

SCOPE

- Target Audience: Travelers booking overnight trips
- Applicable Platforms: Neo booking tool, Admin Suite

OUT OF SCOPE

- Does not apply to bookings without overnight stays
- Not mandatory for all bookings

[NEO EMAILS] STRENGTHENED EMAIL SECURITY AND STANDARDIZED SENDER ADDRESSES

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

This update applies to all AmEx GBT and Neo customers

SYNOPSIS

To enhance email security and improve deliverability, Neo will no longer permit email messages to be sent using a customized “Email From” address. This change prevents Neo-generated emails from being blocked or marked as spam by recipient servers.

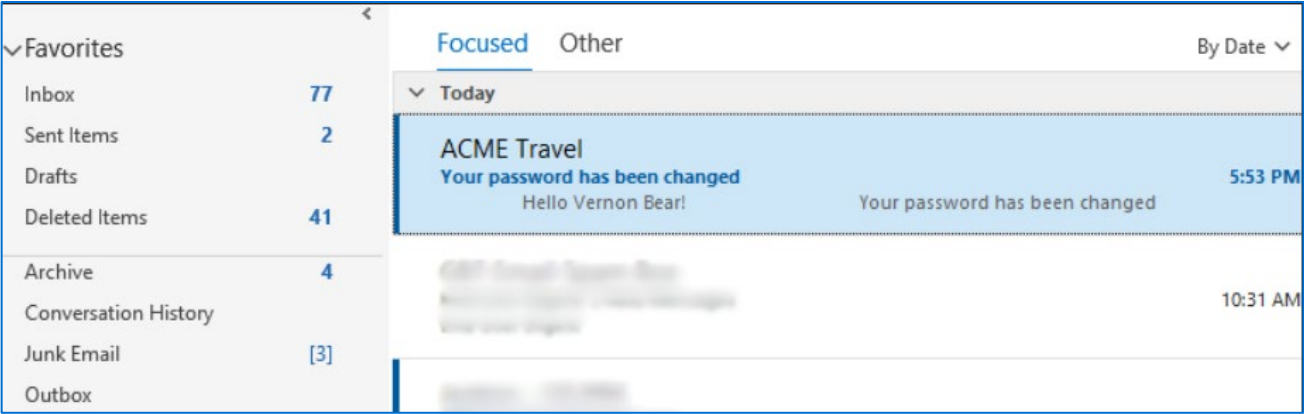
Starting with the release **26.1**, all Neo email messages will be sent from **Neo.DoNotReply@kds.com**.

Any existing custom **Email From** addresses will be automatically removed.

- For clients who already include a customized name in the “Email From” field, no change will occur.
- For clients without customization, the following default values will apply:
 - Amex GBT Clients: Neo Amex GBT
 - KDS Clients: Neo

The display name in the **Email From** field can still be customized to help recipients identify the source of the communication:

General Settings	
Code	1108732
Neo GUID	d9ce53d2-131c-4450-17eb-64c76a141280 Global Unique Identifier
Company Name	ACME Inc.
Instance	corporate
IATA Number	
Email From (name only)	ACME Travel
Email Reply To	
Company ID	



This update ensures that Neo email messages more easily pass **SPF**, **DKIM**, and **DMARC** security checks performed by client email servers.

[EXPENSE] UPDATES IN NEO CASH ADVANCE FILES TO INCLUDE BENEFICIARY ADDRESS

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

This is an advance notice regarding upcoming changes to the Neo Cash Advance Export Files that will be delivered in Neo version 26.1.

SYNOPSIS

The new ISO 20022 regulation requires all SEPA bank transfer payment files to include the structured beneficiary postal address. Payment files without this information may result in rejection or delay of payment to the beneficiary.

In response to this update in regulation, Neo has already made the updates on expense reports, and now the same will be done for cash advance (both csv. and xml) to accommodate the addition of the beneficiary address for clients who are using SEPA payment for bank transfer reimbursement method.

Cash Advance CSV

- The new cash advance export file csv will have 7 additional columns added to the end of the file
- The new columns will start from Excel column number 60 (BN) to 66 (BH)
- These new columns will include the postal address of the beneficiary, which is provided by the user in their Neo Profile.

Cash Advance XML

- A new structure <BeneficiaryAddress> is introduced and it becomes a "container" node holding all the elements of the beneficiary's address that apply to the cash advance line

Please note that these elements will only have values for cash advances that use bank transfer as reimbursement method and if the SEPA transfer setting is activated under [Expense | Reimbursement settings | Cash advance](#).

Please contact your Neo contact for more information if needed.

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NEO TRAVEL

[TRANSPORT] FARE DISPLAY EXPERIENCE ENHANCEMENT DURING EXCHANGE

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

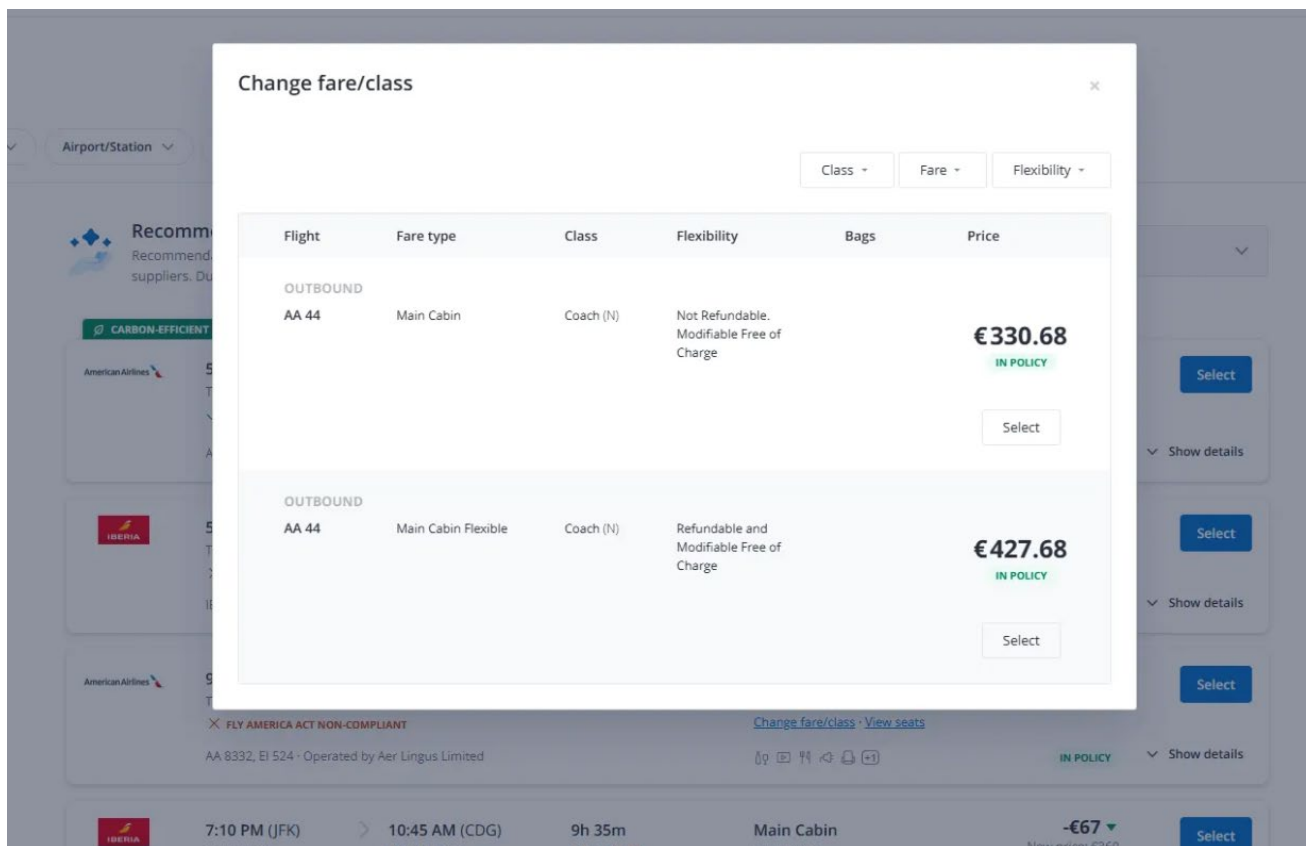
SYNOPSIS

To modernize and make the fare selection experience during transport ticket exchanges more intuitive and accessible, the Neo Fare Display (NFD) page is now integrated into the exchange flow. This enhancement provides users with a consolidated and intuitive interface to view and select alternate fares.

The NFD page in exchange context retains the same design as in initial search, with the following additions:

- **Price Difference Display:** Shows the fare difference between the original and new fare.
- **Visual Indicators:**
 - Green downward arrow for cheaper fares
 - Red upward arrow for more expensive fares
 - Grey equal icon for unchanged fare
 -

BEFORE (only change fare/class pop up was displayed)



AFTER

American Airlines LAS - LAX > American Airlines LAX - LAS > Fares

[Back to itinerary](#)

Fares

Main Cabin

Economy

-€26.03

IN POLICY

New price: €205

Select

✗ Non-refundable

✓ Change for free

✓ Seat selection

Ⓢ Priority check-in (with fee)

Ⓢ Boarding priority (with fee)

Ⓢ Lounge access (with fee)

Ⓢ Same day change (with fee)

View fare details

Main Cabin Flexible

Economy

€41.69

IN POLICY

New price: €273

Select

✓ Fully refundable

✓ Change for free

✓ Seat selection

Ⓢ Priority check-in (with fee)

Ⓢ Boarding priority (with fee)

Ⓢ Lounge access (with fee)

Ⓢ Same day change (with fee)

View fare details

SCOPE

This feature applies to both Air and Rail solutions when exchange is available.

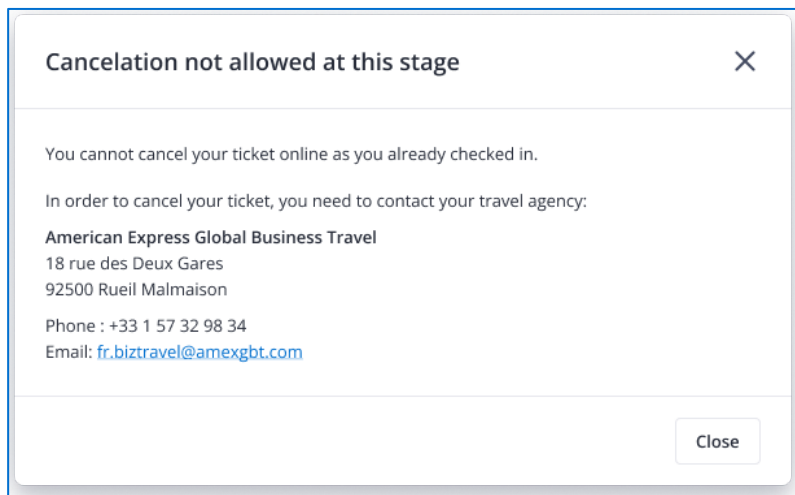
[CANCELTION] ENHANCED TICKET CANCELTION MESSAGING FOR CHECKED-IN TRIPS WHEN CANCELTION FAILS

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

SYNOPSIS

The user experience has been enhanced when attempting to cancel a ticket after check-in. Instead of a silent cancellation failure, customers now receive a clear, informative pop-up message explaining why the cancellation cannot be processed.

If a traveler has already checked in online with the airline or at the airport and then attempts to cancel their trip in Neo, the system provides a transparent explanation of why the cancellation is not possible. This feature helps travelers understand the specific limitations of ticket cancellation after check-in, reducing confusion and frustration when modifying travel plans.



Configuration Instructions:

- No additional configuration required
- Feature automatically activates for all users of Neo booking tool

SCOPE

- Target Audience: All Neo booking tool users
- Applies to travel tickets checked in online with the airline or at the airport

OUT OF SCOPE

- Does not modify existing check-in or cancellation policies
- Cannot override system restrictions on canceling checked-in tickets

[EXCHANGE POST-TICKETING] ENHANCED FUNCTIONALITY FOR SABRE TO SUPPORT CHEAPER FARES

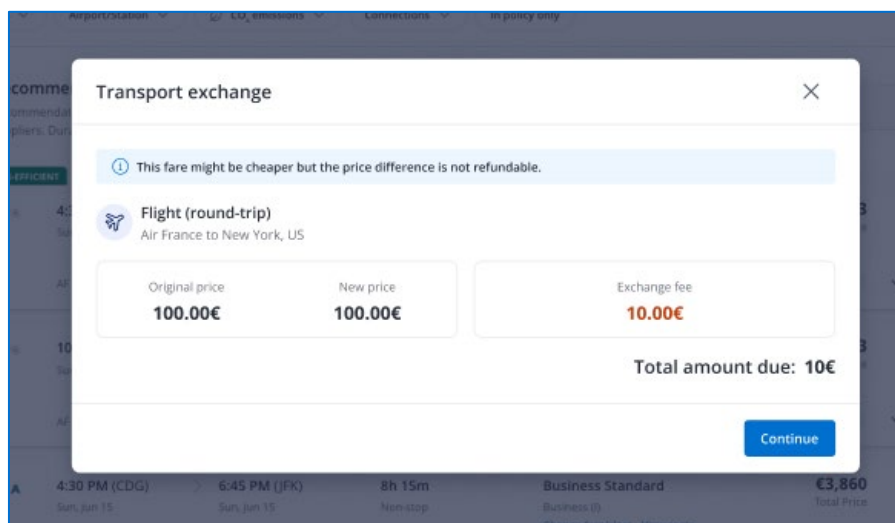
MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

Customers, particularly from North America, have requested improved visibility to lower cost fares within Sabre when doing an exchange of a ticketed trip. To address this, Neo has removed previous fare filtering limitations in Sabre, enabling the display of cheaper fare alternatives during ticket exchanges.

To support informed decision-making, a new user notification system has been implemented that informs travelers that the new fare might be cheaper but that the price difference is not refundable, which explains why we display the same price in both the new and original prices.

- Currently, when the fare increases, the system will clearly show the price increase (no change).
- In cases where the user selects flights where the new price is cheaper, the system will display the same price for both the original and new price. Travelers will be informed that while the new fare might be cheaper, the price difference is not refundable.



This enhancement provides increased fare transparency.

SCOPE

This feature is for exchanges done post-ticketing.

[POSTBOOKING] REDESIGN OF TRIP STATUS AND TRAVELER DETAILS

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

SYNOPSIS

In this version, trip information has been redesigned to meet accessibility requirements and to highlight key information.

- Reservation number
- Trip reference
- Trip status
- Approval status
- Trip history
- Traveler details (displayed based on the client configuration)
 - Examples: travel reason, cost center, etc.

NOTES

- Photos are displayed randomly and are not customizable.
- Draft trips are out of scope.

BEFORE

AMEX GBT

Neo

HOME APPROVAL TRAVEL EXPENSE

Mr Vernon Bear

Powered by Neo

New York J F Kennedy (NY) 10/13/2025

Reservation number: PTDWY

Trip reference: 1000002501

Status and booking history: [Reserved](#), [Pending approval](#)

Travellers information: [Mr John Doe](#)

Show message

Add a service

Flight/Train

Hotel

Car rental

Ground transport

Tue 15 Sep

Tue 15 10:40

Tue 15 15:30

American Airlines to New York J F Kennedy (NY), USA (1 stop)

Operated by British Airways

Tue 15

Fri 18

Hyatt Centric Midtown 5th Avenue New York (3 nights)

€889.73 (Per night)

Fri 18 21:30

Sat 19 13:20

American Airlines to Paris Charles de Gaulle, France (1 stop)

Operated by British Airways

Sat 19 Sep

€2,150.21

€2,150.21

Add a service to your trip?

Modify

Cancel trip

Duplicate

Share

Add to your expense report

ADD SERVICE

BOOKABLE TRIP COST €6,989.62

Flight €4,300.42

Hotel €2,669.20

Taxes €20.00

CO₂ emissions

Your company will pay ~ €171 to help compensate CO₂ emissions for the entire trip.

AFTER

Neo

HOME TRAVEL EXPENSE

Miss smp et

New York J F Kennedy (NY) 10/13/2025

Reserved

Pending approval

View history

RESERVATION NUMBER

PTDWY

TRIP REFERENCE

1000002501

TRAVELER INFORMATION

Mr John Doe

View traveler details

Show message

Add a service

Flight/Train

Hotel

Car rental

Ground transport

Mon 13 Oct

Mon 13 1:30 PM

Mon 13 3:45 PM

Air France to New York J F Kennedy (NY), USA

Mon 13

Thu 16

Hyatt Centric Wall Street New York (3 nights)

€675.87 (Per night)

Thu 16 5:30 PM

Fri 17 6:55 AM

Air France to Paris Charles de Gaulle, France

Fri 17 Oct

€3,070.72

€3,070.72

Add a service to your trip?

Modify

Cancel trip

Duplicate

Share

ADD SERVICE

BOOKABLE TRIP COST €8,499.69

Flight €5,736.81

Hotel €2,027.62

Requested options €404.63

[EMAILS] ADDITIONAL FIELDS FOR NEO TRAVEL EMAILS

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

SYNOPSIS

Important improvements to Neo Travel emails are being rolled out to make them clearer, more informative, and align with client needs.

Why these changes?

- Prepare for Trip summary PDF removal from emails permanently, coming in the 26.1 release (e-ticket attachments will remain)
- Add key details requested by clients for better transparency.

What's changing?

1. Approval Status

- Approver's name will now appear in the "Approval Status" section (*approved or refused/rejected*).
- Multi-level approvals will show all previous approvers.

Approval status

Level 1: Approved



Approved

Level 2: Refused



Rejected

2. Flight Segments

- Terminal info displayed under Departure & Arrival (after Date/Time), if available.

AIRPORT	Paris Charles de Gaulle
DATE / TIME	05 Nov 2025 / 13:55
TERMINAL	2F

3. Air Segments

- Travel Class
- Fare Name (e.g., CLASS Business (BCG-Fully-Flex-LH PAF)).

FLIGHT INFO	AF1413 / Economy / Public fare + ECONOMY FLEX - Mix Public / Corpo Capping / Seat: 30C
-------------	---

4. Rail Section

- Travel Class
- Fare Name added (e.g., *First / Tarif Flex Première*).
- New Collection Ref field for **Trainline services**.
-

 TRAIN	
CONFIRMATION NO.	Avanti West Coast GJ [REDACTED]
COLLECTION REF	35 [REDACTED]
Departure	
TRAIN STATION	Crewe
DATE / TIME	18 Nov 2025 / 06:03
Arrival	
TRAIN STATION	London Euston
DATE / TIME	18 Nov 2025 / 07:53
TRAIN INFO	Train 9834 / First / Anytime Single 1st Class / Coach: J / Seat: 15

5. Approver Emails

- New Trip Details section for better visibility (same as Traveler and Arranger).

6. Hotel Section

- Room description
- Cancellation policy

 HOTEL	
HOTEL NAME	Casa Brera
CONFIRMATION NO.	30 
DATES	02 Nov 2025 - 05 Nov 2025
ADDRESS	Piazzetta M Bossi No 2 20121 MILAN Italy
PHONE	+39 02 305430
ROOM	Stay Longer on Us, Save 10% or more as you stay longer Superior King, 1 King, 24sqm/258sqft, Living/sitting area, Wireless internet,
Price Information	
Superior King, 1 King, 24sqm/258sqft, Living/sitting area, Wireless internet, complimentary, Coffee/tea maker Stay 3 nights or more and enjoy a savings on our flexible standard rate. This offer is valid exclusively for stays of 3 nights or longer. The discount is already included in the rate displayed. Additional discounts or reductions are not applicable. Please be aware that changes to your stay duration, including early departures, may result in a rate adjustment. Embrace this opportunity to experience luxury at an exceptional value.	
Stay Longer on Us, Save 10% or more as you stay longer	
Superior King, 1 King, 24sqm/258sqft, Living/sitting area, Wireless internet,	
Base amount before tax: 675.00 EUR per day from 02 Nov 2025 to 05 Nov 2025	
All known costs and taxes: 2046.00 EUR	
Taxes	
City tax (exclusive). Charge: Per stay	
Guarantee	
Guarantee required.	
Cancellation policy	
Cancel on 01 Nov 2025 by 23:59 local hotel time to avoid 1 night(s) charge	

7. Car Section

- Pick-up & Drop-off address
- Dates
- Car class, type, transmission
- Base rate & extra charges

 CAR RENTAL	
CONFIRMATION NO.	119
SUPPLIER	Europcar
PICK UP	Linate Forlanini Airport, 20090 Milan Segrate, Italy
DROP OFF	Linate Forlanini Airport, 20090 Milan Segrate, Italy
PICK UP DATE	02 Nov 2025 14:55
DROP OFF DATE	05 Nov 2025 11:20
CAR CLASS	Economy
CAR TYPE	2/4 Door
TRANSMISSION	Manual
AIR CONDITIONED	Hybrid with A/C
Base Rate	
165.90 EUR - Unlimited Mileage	
Extra charges	
SCG - AIRPORT SURCHARGE	6.48 EUR
CDW - COLLISION DAMAGE WAIVER	0.00 EUR
TPW - THEFT PROTECTION WAIVER	0.00 EUR
TAX - TAX	29.92 EUR

SCOPE

These changes are applicable to all personas: Traveler, Arranger, Approver.

TIMELINE

Trip Summary PDF Removal: Automatic deactivation for all clients in the version 26.1 (17 January 2026).

[APPROVALS] SMART ROUTING

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

SYNOPSIS

With 25.5, Neo offers Smart Routing for trip approvals, enabling Travel Managers to automatically route bookings based on trip type. This feature intelligently determines the most efficient approval workflow, aligning with policy compliance, reducing unnecessary delays, optimizing travel spend by applying stricter controls (where needed), and streamlining approvals for low-risk or routine trips.

The system can now intelligently determine whether a trip requires **pre-booking approval** or **post-booking approval**, depending on the configuration set in Admin Suite under **Travel | Policies | General Policy Settings** with the **Validation Mode: Smart Routing** option.

Example

- **Pre-booking approval:** For **low-cost carriers, prepaid hotels & other instant purchase options**(to avoid fund engagement before approval).
- **Post-booking approval:** For **GDS content & refundable bookings** (to ensure availability and flexibility).

General Travel Settings

Email

Booking Rules

Validation Mode

Multi-Traveler Trips

☒ Send e-mails as defined in workflow settings (recommended)

☒ Check all trips against Travel Policies (recommended)

Pre-booking approval

Manual Validation

Auto-validation

Manual Validation for out of policy PNRs

Pre-booking approval

Smart routing

Download as XML

Apply Modifications

This enhancement provides **greater flexibility** to match different travel policies.

CONFIGURATION

Configuration is done by NTG Admin under the Admin Suite node: **Travel | Policies | General Policy Settings**

Smart Routing should be chosen under **Validation Mode**

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 ▼
Transport pre-booking approval	
Refundable fares	☐ Use pre-booking approval for refundable fares
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
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

[TRANSPORT] BOOKING.COM V3 MIGRATION

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

SYNOPSIS

The Neo direct connection with [Booking.com](#) will be migrated from version 2 to version 3 with the 25.5 release in mid-November 2025, following [Booking.com](#)'s announcement to sunset version 2. The migration is functional with the current setup and will be fully transparent to users. No updates are required in the Admin Suite. Bookings made through version 2 can still be retrieved and cancelled after the migration.

SCOPE

This migration applies only to customers accessing [Booking.com](#) content via Neo's direct connection. Customers using [Booking.com](#) content through HotelHub or SMP direct connections are not impacted.

[SNCF] BREAKDOWN FOR REFUND AMOUNT

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

SYNOPSIS

When cancellations are authorized in Neo Admin Configuration and the ticket has been issued, the user experience is now significantly improved. Users will now see the supplier's applicable cancellation fees before confirming a refund request with SNCF, allowing them to decide whether to proceed or keep their ticket.

Previously, users had to manually check fare details and calculate fees. With this enhancement, clicking the **Cancellation** button will now display a pop-up window summarizing:

- The original ticket price
- The cancellation fee amount
- The total refund value

This update provides users with greater transparency and a smoother cancellation process.

For GBT clients who have SNCF content with automated invoice integrated, cancellation is enabled by default.

SCOPE

This feature is specifically for SNCF.

This feature is already available for the following:

- Trainline
- DeutscheBahn
- SNCB

[SNCF] REGIONAL BRAND AND TRANSDEV

MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	Yes - by NTG Admin
ADMIN SUITE NODE	Travel Fulfillment Reservation Systems <reservation system> Direct Link Configuration <direct link> Suppliers
VALIDATION BY AGENCY REQUIRED	Yes

SYNOPSIS

Regional authorities in France aim to promote and distinguish their own transport offers. To achieve this, regional councils have created **regional mobility brands**. Additionally, new operators such as **TRANSDEV** are now running routes in certain areas, including the **Nice → Marseille** line in southeastern France.

Regional brands are now present across most regions in France. Their **logos** will be displayed in the Neo user interface alongside the **operating company's name**.

The **Nice → Marseille** route operated by **TRANSDEV** will appear under the regional brand **Zou!** and can be booked accordingly.

Choose departing trip

< Back to search

Transport results Current search: Paris - All Airports and Railways — Chartres Train station, Tue, 4 Nov

Stops Companies Price Airport/Station CO₂ emissions Connections In policy only

Operator	Departure	Arrival	Duration	Product	Price	Action
SNCF	06:36 Tue, 4 Nov Paris Gare Montparnasse	07:35 Tue, 4 Nov Chartres Train station	59m Non-stop	Prix Flash Plus Second (Y)	€13 Total Price	Select
Remi	07:09 Tue, 4 Nov Paris Gare Montparnasse	08:24 Tue, 4 Nov Chartres Train station	1h 15m Non-stop	Billet Remi Second (Y)	€23 Total Price	Select
Remi	07:39 Tue, 4 Nov Paris Gare Montparnasse	08:58 Tue, 4 Nov Chartres Train station	1h 19m Non-stop	Billet Remi Second (Y)	€23 Total Price	Select
Ouigo	07:58 Tue, 4 Nov Paris Austerlitz	09:25 Tue, 4 Nov Chartres Train station	1h 27m Non-stop	Ouigo Essentiel Adulte Second (Y)	€13 Total Price	Select

In line with these changes, the **Passenger Regulation Rules** information has been updated.

For GBT clients, additional tests will be performed before enabling this supplier to validate that everything works correctly in the GBT Ecosystem.

CONFIGURATION

- Admin Setup
- Supplier:
 - TRANSDEV has been added as a new supplier and must be configured in the Admin Suite node:
Travel | Fulfillment | Reservation Systems | <reservation system> | Direct Link Configuration | <direct link> | Suppliers
- The **travel policy** must also be updated accordingly.

Passive Segment

- **KDS** and **GBT** passive segment formats have been updated.
- For all other formats, an update must be requested.

SCOPE

This feature is specifically for SNCF direct link.

[SILVERRAIL] ADDITIONAL EMAIL ADDRESS FUNCTIONALITY FOR VIA RAIL AND AMTRAK SUPPLIER CONFIRMATIONS

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

SYNOPSIS

Thanks to recent developments by SilverRail, it is now possible to send supplier confirmation emails to an additional recipient.

In addition to the traveler's email address, an extra email address can now be passed to VIA Rail and Amtrak. The additional recipient will receive the same confirmation emails as the traveler.

- **VIA Rail** sends **two emails per booking**: one booking confirmation and one e-ticket with a QR code.
- **Amtrak** sends **a single email** containing the e-ticket.

To enable this feature, an extra email address must be added at the time of booking by creating a new **Normal Remark (RN)** in the PNR when using **SilverRail as the CRS**.

PNR Pack Configuration

For clients on GBT shared instances, GBT is evaluating the need to build a setup that can be shared by all clients and respond accordingly to their needs.

The syntax below must be followed exactly—otherwise, the email address will not be transmitted to the supplier.

The email can be either:

- Hardcoded directly in the PNR pack, or
- Dynamically sourced via a rule (e.g., using the travel agency's email address).

Remark	
RemarkType	RemarkLine
RN	ADDMAIL=xxxx@xxx.ca,

SCOPE

This feature is specifically for Silverrail.

It concerns the following carriers:

- ViaRail (Canada)
- Amtrak (USA)

OUT OF SCOPE

Not supported by Silverrail/Swedish rail companies.

[DOOR-TO-DOOR] FEATURE MIGRATION AND CLEAN-UP: REMAINING TRIPS AVAILABLE IN OFFLINE ONLY

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

SYNOPSIS

In the context of Door-to-Door feature migration and clean up:

- Trips booked via Door-to-Door (or Trip Builder) which are still awaiting travel remain available and are manageable offline
- Door-to-Door trips are still displayed in the trip list in Neo
- Door-to-Door trips can no longer be opened and edited in Neo

BEFORE

Trip List

AMEX GBT, 3rd Avenue, New York, NY, USA 7/7/2025 Jul 7, 2025 - Jul 15, 2025	  	IN POLICY	vernon bear mail@mail.com	vernon bear	☐ Draft	€4,405.93	:
--	---	-----------	------------------------------	-------------	-----------------------------	-----------	---

AFTER

Trip List

AMEX GBT, 3rd Avenue, New York, NY, USA 7/7/2025 Jul 7, 2025 - Jul 15, 2025	  	IN POLICY	vernon bear mail@mail.com	vernon bear	Available offline	€4,405.93	:
--	---	-----------	------------------------------	-------------	-------------------	-----------	---

Click on Door-to-Door trip

Contact travel agency

Due to a recent system update, this trip is currently not visible in Neo. Please be assured that this booking is still accessible through our offline channels. For further assistance, please contact your travel agency.

Name: Travel Agency
Phone: +33 1 45 56 89 78
Email: travelagency@mail.com
Address: Postal Address

Close

SCOPE

This feature is specifically for trips booked via the Door-to-Door feature. (This feature counted for less than 0,03% upcoming trips in Neo)

[DIDUENJOY] ENHANCED POST-BOOKING FEEDBACK SURVEY

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

SYNOPSIS

Amex GBT is revamping the customer feedback survey for the Neo booking tool to improve engagement and quality.

A simplified post-booking survey will be introduced and tested alongside the existing one, aiming to reduce user effort and survey fatigue while collecting more meaningful feedback.

Key Improvements:

- Reduced survey length from 6 pages to one single-page

How easy was it to complete your booking?

1

2

3

4

5

Very Difficult Very Easy

How likely are you to recommend this booking tool to colleagues for business travel?

0

1

2

3

4

5

6

7

8

9

10

Please share any feedback about your experience - what worked well, what could be improved, or any other suggestions:

Comments

SCOPE

This feature is specifically for trips booked via the Door-to-Door feature. (This feature counted for less than 0,03% upcoming trips in Neo)

NOTE: Diduenjoy is a built-in Neo survey.

REMINDER OF UPDATES FOR SERVICE PACK NEO 25.3 FOR TRAVEL

[TRANSPORT] IMPROVED FARE SELECTION EXPERIENCE

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

SYNOPSIS

As previously announced in the last Neo release, the legacy “Change fare/class” pop-up is being phased out.

To prepare users for this transition, a new informative pop-up has been introduced when clicking the **Change fare/class** link on the **Transport Results** page. This pop-up guides users to the modernized **Consolidated Fares selection** page, designed to offer a clearer and more intuitive fare selection experience.

This enhancement has now been extended to the **Trip Overview** page.

BEFORE

Clicking on **Change fare/class** from the Trip Overview would open the legacy fare/class pop-up:

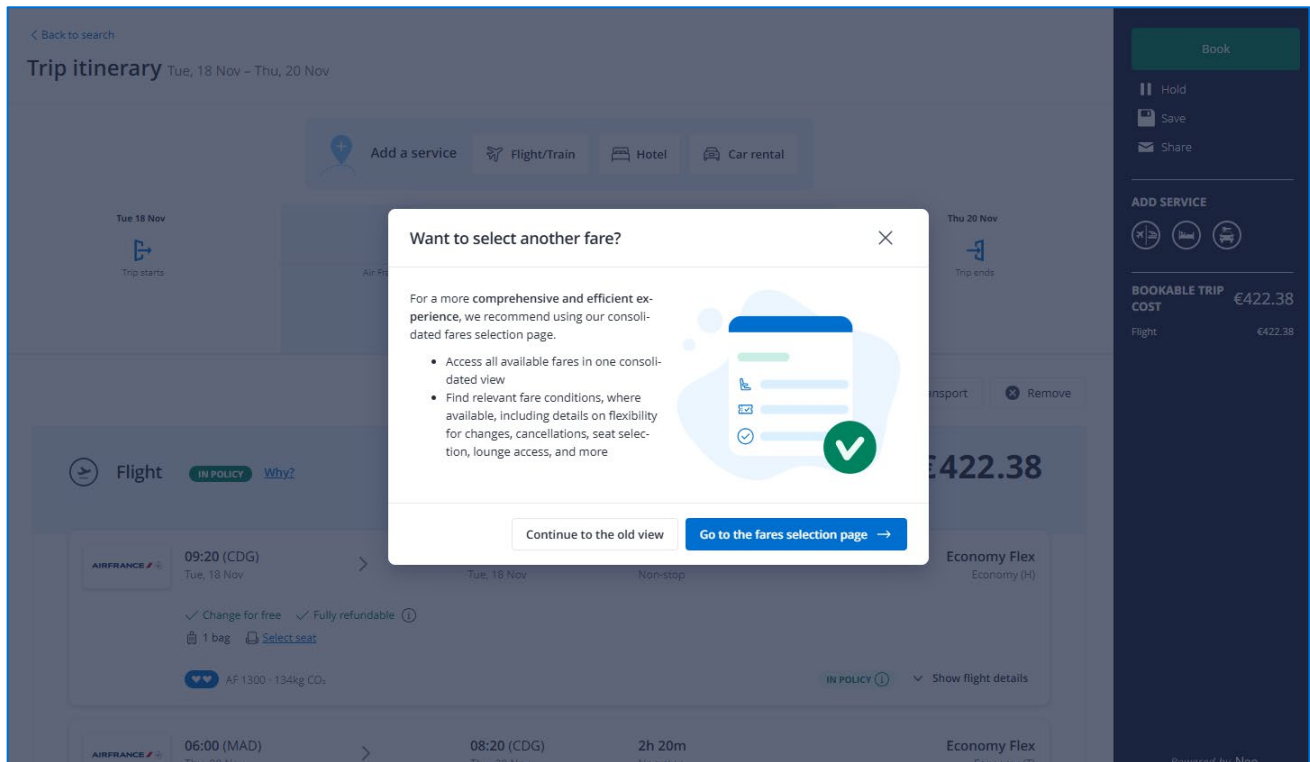
The screenshot shows a 'Change fare/class' pop-up window. The pop-up has a title bar with a close button (X). Below the title bar are three filters: 'Class', 'Fare', and 'Flexibility'. The main content is a table with the following columns: Flight, Fare type, Class, Flexibility, Bags, and Price.

Flight	Fare type	Class	Flexibility	Bags	Price
OUTBOUND					
AF 1300	Economy Flex	Economy (H)	Refundable and modifiable free of charge	1 bag	€422.38 IN POLICY
INBOUND					
AF 1401	Economy Flex	Economy (T)	Refundable and modifiable free of charge	1 bag	Select
OUTBOUND					
AF 1300	Economy Light	Economy (G)	No refund or modification possible	0 bag	€180.38 IN POLICY
INBOUND					
AF 1401	Economy Light	Economy (X)	No refund or modification possible	0 bag	Select
OUTBOUND					
AF 1300	Economy Standard - Corpo Capping	Economy (H)	Not refundable. Modifiable with charge	1 bag	€252.38 IN POLICY
INBOUND					
AF 1401	Economy Standard -	Economy (T)	Not refundable.	1 bag	

The background of the screenshot shows a 'Trip itinerary' for Air France flights on Nov 18 and 19. It includes a 'Flight' section with a 'Change fare/class' link and a 'Share' button. The right sidebar shows 'BOOKABLE TRIP COST' as €422.38 and 'Flight' as €422.38.

AFTER

With this update, clicking the same link will display a new informative pop-up:



Users can choose between two options:

- **Continue to the old view:** Opens the legacy **Change fare/class** pop-up.

Change fare/class

Class ▾ Fare ▾ Flexibility ▾

Flight	Fare type	Class	Flexibility	Bags	Price
OUTBOUND					
AF 1300	Economy Flex	Economy (H)	Refundable and modifiable free of charge	1 bag	€422.38 IN POLICY
INBOUND					
AF 1401	Economy Flex	Economy (T)	Refundable and modifiable free of charge	1 bag	Select
OUTBOUND					
AF 1300	Economy Light	Economy (G)	No refund or modification possible	0 bag	€180.38 IN POLICY
INBOUND					
AF 1401	Economy Light	Economy (X)	No refund or modification possible	0 bag	Select
OUTBOUND					
AF 1300	Economy Standard - Corpo Capping	Economy (H)	Not refundable. Modifiable with charge	1 bag	€252.38 IN POLICY
INBOUND					
AF 1401	Economy Standard -	Economy (T)	Not refundable.	1 bag	Select

- **Go to the fare selection page:** Redirects to the **Neo Fare Display** page.

Fares

Current search: Paris - All Airports and Railways, Tue, 18 Nov — Madrid - All Airports and Railways, Thu, 20 Nov

Roundtrip fares Separate fares

Economy Flex Economy	Economy Light Economy	Economy Standard - Corpo Capping Economy	Economy Standard Economy	Economy Economy
€422.38 IN POLICY Select	€180.38 IN POLICY Select	€252.38 IN POLICY Select	€283.38 IN POLICY Select	€370.38
✓ Fully refundable	✗ Non-refundable	✗ Non-refundable	✗ Non-refundable	✓ Fully refundable
✓ Change for free	✗ Non-changeable	③ Change with fee	③ Change with fee	✓ Change for free
✓ 1 bag	✗ No checked bag included	✓ 1 bag	✓ 1 bag	✓ 1 bag
✓ Seat selection	③ Seat selection (with fee)	③ Seat selection (with fee)	③ Seat selection (with fee)	✓ Seat selection
✓ Check-in priority	✗ No priority check-in	✗ No priority check-in	✗ No priority check-in	✓ Check-in priority
✓ Boarding priority	✗ No boarding priority	✗ No boarding priority	✗ No boarding priority	✓ Boarding priority
✗ No lounge access	✗ No lounge access	✗ No lounge access	✗ No lounge access	✗ No lounge access
③ Eligible for upgrade (with fee)	③ Eligible for upgrade (with fee)	③ Eligible for upgrade (with fee)	③ Eligible for upgrade (with fee)	③ Eligible for upgrade (with fee)

SCOPE

The new pop-up will appear when clicking the **Change fare/class** link:

- From the **Trip Overview** page (in addition to the Transport Results page)
- For both **one-way** and **round-trip** searches

OUT OF SCOPE

- **Multiplicity** itineraries
- **Exchange flow**

AMEX GBT

Neo

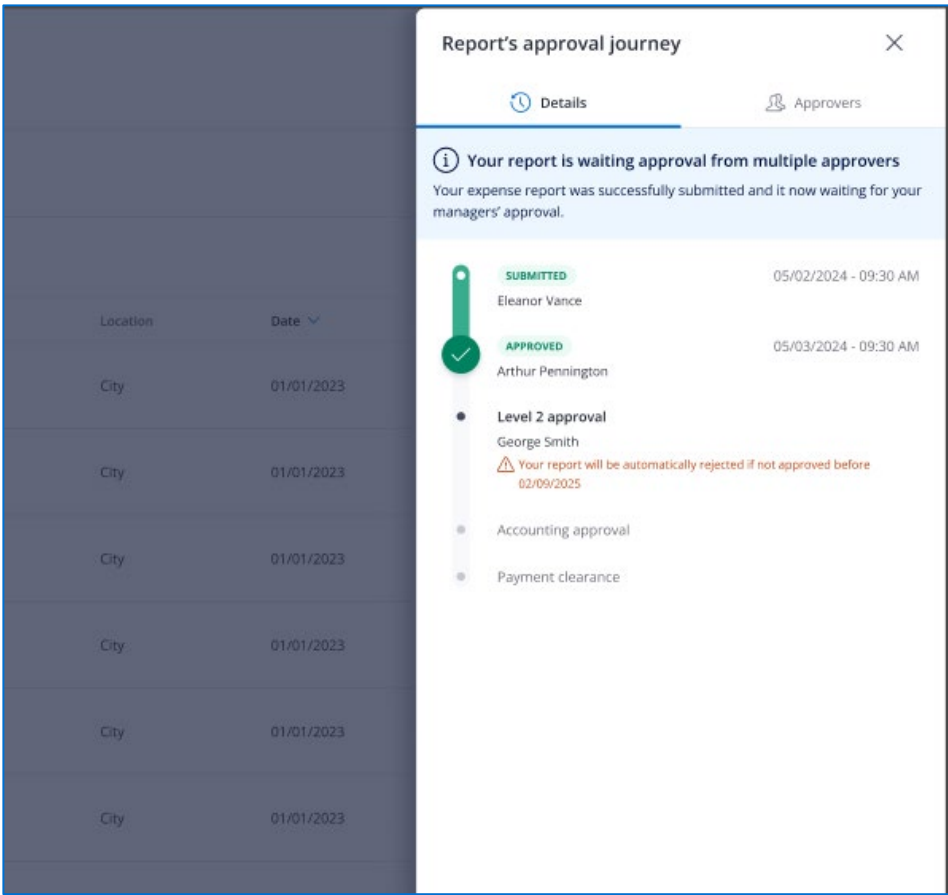
NEO EXPENSE

[EXPENSE REPORTS] ENHANCED VISIBILITY IN THE EXPENSE REPORT APPROVAL JOURNEY

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

SYNOPSIS

The 25.5 release introduces significant improvements to the **expense report approval journey display** within the new interface. These enhancements continue the effort to create a smoother, more intuitive experience on the expense report page—saving time and reducing confusion when tracking or following up on approvals.



WHAT'S NEW

Improved Approval Journey Display

The approval process is now presented with greater clarity and transparency through the following updates:

- **Visual Timeline Indicator:** A new, streamlined timeline provides a complete view of the approval process at a glance, making it easier to identify the current stage of any expense report.
- **Animated Pending Status:** Expense reports awaiting action now include a subtle animation, highlighting the step currently pending approval.
- **Clearer Approval Labels:** The display of automated approvals and rejections has been refined to indicate when an expense report was automatically approved or rejected due to:
 - Configured automatic approval rules
 - Approver timeouts
 - Reports not flagged for audit

These updates enhance visibility and transparency across the approval journey, enabling a faster and more efficient expense reporting experience.

SCOPE

New expense report page

[EXPORT FILES] UPDATE FOR EXPORT FILES IN COMPLIANCE WITH ISO 20022 STANDARDS FOR SEPA BANK TRANSFERS

MADE FOR...?	Accountant
ACTIVATION REQUIRED?	Yes
ADMIN SUITE	Expense Reimbursement setting Expense report
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

Overview

Starting from version Neo 25.5, Neo Expense Export Files will be updated to include beneficiary address information in alignment with the ISO 20022 regulation for SEPA bank transfers.

The ISO 20022 regulation requires that all SEPA bank transfer payment files include a structured beneficiary postal address by November 2025. Failure to include this information may lead to payment rejections or delays.

In response, Neo is therefore updating all Expense Export Files (both CSV and XML) to support the addition of the beneficiary address for clients using SEPA payments for bank transfer reimbursements.

WHAT'S NEW?

AdminSuite Setting

A new configuration option has been added in Admin Suite under the node:

Expense | Reimbursement setting | Expense report

General Settings	
Check	☐ Use Check
Cash	☐ Use Cash
Payroll	☐ Use Payroll
Transfer	Yes, with bank account ▼
SEPA Transfer	☒ Include beneficiary address

Once this setting is activated, the user who chooses to be reimbursed by bank transfer will have to ensure their home address is fulfilled under Neo Profile Personal Information before they can submit their expense report.

- This home address that the users save in their profile will be attached to each expense report.
- Neo Expense Export files will also be updated to accommodate this change.

Expense Export File Updates

Expense CSV

- The new Expense Export CSV file includes seven additional columns at the end of the file.
- These new columns range from Excel column ES (149) to EY (155).
- The added columns contain the beneficiary's postal address, as provided in the user's Neo Profile.
- As the new columns are appended to the end, existing data placement remains unchanged.

Expense XML

- A new structure <BeneficiaryAddress> has been introduced.
- This structure acts as a container node holding all applicable beneficiary address elements related to each expense line.

Additional Information

If the SEPA transfer setting is not activated, no personal address will be attached to expense reports. In such cases, the additional columns in the export files will remain empty.

For further information or assistance, please contact your Neo representative.

SCOPE

This feature is specifically for Neo Expense.

[RECEIPTS] NEW CONFIGURABLE MISSING RECEIPT AFFIDAVIT CONDITIONS

MADE FOR...?	Traveler Neo Admin
ACTIVATION REQUIRED?	Yes
ADMIN SUITE NODE	Inside an item category under the Item categories & types node (see the below feature description for more details)
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

The 25.5 release introduces expanded configuration options for the **missing receipt affidavit**, providing greater flexibility and control over expense reimbursement processes. These capabilities enable alignment with organizational policies and compliance requirements, allowing for a more automated and optimized approach to managing missing receipts.

New Configuration Options

- **Expense Type Level:** The missing receipt affidavit can now be enabled or disabled for specific expense types.
Example: The affidavit may be permitted for meal expenses while requiring actual receipts for hotel stays.
- **Amount Thresholds:** A maximum amount per expense type can be defined, ensuring affidavits are only submitted for expenses below a set threshold. This feature allows more flexibility for lower-value expenses while maintaining stricter receipt requirements for higher-value items.

NOTE: The missing receipt affidavit applies only when a digital receipt is mandatory. End users will see the **Create affidavit** option only when available based on configured rules, ensuring a guided and compliant submission process.

Configuration Details

Global Setting:

- Located in **Adminsuite** under the “**Receipt**” node.
- The existing general setting activates the affidavit without additional conditions.

Expense Type-Level Configuration Path in Admin Suite:

Item categories and types | Item categories | [Open an expense type node] | Missing receipt affidavit settings

1. **Enable the affidavit only for a specific expense type**

- The global setting under **Receipt** must be disabled.
- In the **Missing receipt affidavit settings**, tick the **Override** checkbox.
- Set **Enable affidavit** to **Yes**.

2. **Enable the affidavit for a specific expense type up to a certain amount**

- In the same node, tick **Override**.
- Set **Enable affidavit** to **Only if below threshold amount**.
- New fields appear to specify the **amount** and **currency**.

3. **Disable the affidavit for a specific expense type**

- The global setting under **Receipt** must be enabled.
- In **Missing receipt affidavit settings**, tick **Override**.
- Set **Enable affidavit** to **No**.

These configuration options provide administrators with precise control over when and how the missing receipt affidavit can be used, ensuring compliance while improving the overall expense submission experience.

[EXPENSE] DIDUENJOY SURVEY FOR THE ACCOUNTANT MODULE

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

SYNOPSIS

To support continuous improvement of the newly migrated Accountant pages, a **Diduenjoy survey** will now be triggered to gather feedback and measure user satisfaction among accountants.

Accountants will receive a survey prompt when **approving or rejecting expense reports**, helping to ensure that future enhancements are guided by real user insights and needs.

SCOPE

Accountant module.

[EXPENSE] PART 2: MIGRATION OF LEGACY EXPENSE EXPORT PAGES

MADE FOR...?	Accountant
ACTIVATION REQUIRED?	Yes
ADMIN SUITE NODE	Expense Export Export settings
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

A redesigned **Export** page is now available within the **Accountants** module on Neo, transforming the previous layout into a modern interface with improved navigation and usability.

The updated design introduces simplified steps, a cleaner UI, and a more intuitive user experience, enhancing the day-to-day efficiency of accountants through a more streamlined approach to exporting expense reports.

Progressive Migration

The migration is being rolled out in stages, with pages released gradually. During this transition, the new experience can be accessed through the **New Export** tab, while the previous pages remain available to provide feature parity and continuity.

Pages and Features in This Release

- **Export Requested** Page
- **Mark Manually as Cleared for Payment** – Now configurable via an Admin Suite setting, allowing administrators to deactivate this button as needed.
- **Files to Download** Page

These enhancements mark the next step toward a fully modernized and efficient exporting experience within Neo.

SCOPE

- Migration of the legacy expense pages to the new Neo platform is underway.
- This release focuses on the **Accountant Export page**, aiming to **streamline and enhance the Expense Report Export process** for accountants.

REMINDER OF UPDATES FOR **SERVICE PACK NEO 25.3 FOR EXPENSE**

[ACCOUNTING] REPORTING AVAILABLE FOR ACCOUNTANT REJECTION REASONS

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

SYNOPSIS

In the previous release the Neo expense feature, for **Accountant rejection reasons** was delivered.

This feature allows accountants to set a reason when:

- Rejecting an expense line
- Rejecting an expense report

This feature will also now include **Reporting**.

SCOPE

This feature is specifically for the Neo Accountant module.

AMEX GBT

Neo

PLATFORM

[NEO PROFILE] NEW OPTION TO RESTRICT OR EXPAND AVAILABLE CREDIT CARD TYPES IN NEO PROFILES

MADE FOR...?	Traveler Arranger Travel Manager
ACTIVATION REQUIRED?	Yes
ADMIN SUITE NODE	Company Setup Credit Cards User-allowed Card Creation
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

Administrators with access to **Company Setup** | **Credit Cards** section in Admin Suite will now have access to a new screen **User-allowed Card Creation**, where they will be able to control what type of credit cards can be created by end-users in their Neo profile (if the profile screen's *Payment cards* section has been set editable).

For example, this will allow companies to restrict users to create only personal cards (if their corporate cards are created through an automated data feed), or allow them to create company-paid cards themselves (which could previously only be created by administrators or data feeds).

User-allowed Card Creation : ACME Inc.

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

Individual payment card types allowed for creation directly by users

Personal cards	☒ Users can add personal payment cards
Corporate cards	☒ Users can add corporate payment cards (with employee debit)
 Company-paid cards	☒ Users can add company-paid payment cards

Company-paid cards correspond to business cards, purchasing cards or other payment cards which expenses are debited to a company account. In Neo expense management module, expenses associated to a company-paid card will be automatically set non-reimbursable.

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

The payment card creation flow in the Neo profile screen now includes a new step: users must first select the card type before entering their card details.

Add a new card

1 Select card type > 2 Fill in card information

Select the type of card you want to add:



Personal card
Your own card issued by your bank, which you manage and pay for personally.

Select



Corporate card
A company-issued card linked to your name, with expenses debited from your own bank account and reimbursed.

Select



Company-paid card
A company-issued card linked to your name, with expenses directly charged to a company account.

Select

Close

Add a new card

☒ Select card type > ☒ 2 Fill in card information

 You won't be able to switch card type once it's added to the system.



Personal card
Your own card issued by your bank, which you manage and pay for personally.

* required fields

Card nickname

Card number *

Name on card

No special characters

Expiration date (MM/YY) *

Default payment for:
☐ Air ☐ Rail ☐ Hotel ☐ Car

This card will be proposed as the default payment method for the selected services, if your company setup allow payment by individual card for them. This will replace any existing individual cards already set as default for the same services (centralized payment methods are not impacted).

Back

Add card

For existing customers, the Admin screen will, by default, have only the **Personal cards** and **Corporate cards** checkboxes selected, matching the previous behavior.

NOTE: If all three checkboxes are left unticked, users will still be able to edit their existing cards in the Neo profile (as long as the Payment cards section is set to editable).

For example, they can change which card is set as the default for a trip service. However, they will not be able to add new cards themselves.

Also, as mentioned in the new card creation flow above, the card type is now read-only when a user edits an existing card in their profile.

Edit card

VISA My personal card

PERSONAL

**** 1111

Exp. end 05/26

Valid

DEFAULT CARD FOR

HOTEL CAR

Delete card

CARD INFORMATION

* required fields

Card nickname

My personal card

Name on card

MR TEST TEST

Card type

Personal

Default card for:

☐ Air
 ☐ Rail
 ☒ Hotel
 ☒ Car

This card will be proposed as the default payment method for the selected services, if your company setup allow payment by individual card for them. This will replace any existing individual cards already set as default for the same services (centralized payment methods are not impacted).

Cancel

Save changes

SCOPE

This feature is for all customers which allow users to edit the **Payment cards** section in the Neo profile.

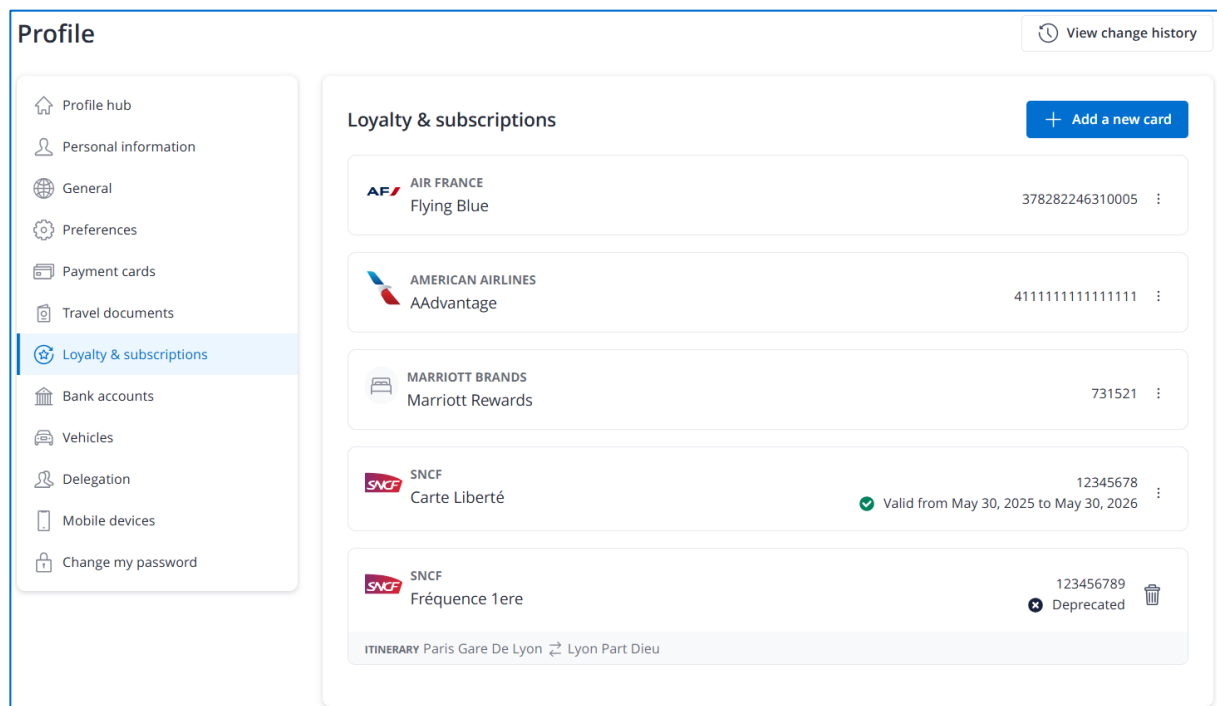
[NEO PROFILE] USER INTERFACE CHANGES FOR DEPRECATED LOYALTY AND SUBSCRIPTION CARDS

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

SYNOPSIS

Neo profile screen's Loyalty and subscription section has been updated to properly identify cards which have been tagged in Neo software as deprecated. This corresponds to cards which are no longer valid for that supplier, so they cannot be applied to any new trip.

Users will also no longer be able to edit existing deprecated cards. They will only be allowed to delete them from their profile.



SCOPE

This feature concerns all existing cards in Neo user profiles which have been tagged as deprecated.

[ADMIN SUITE] NEW NAVIGATION MENU

MADE FOR...?	Neo Admin
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

The Neo admin suite navigational menu is being replaced with a new, modern alternative. While the look and feel are changing, functionality will remain the same.

BEFORE



AFTER

