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Release Notes

Neo 26.5

14 November 2026

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ADVANCE NOTICES

ADVANCE NOTICE OF REMOVAL OF THE NEO LEGACY CODE PAGE FOR APPROVER - EXPENSE REPORT VIEW (26.5 SERVICE PACK)

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

SYNOPSIS

With the 26.5 Service Pack release on 15 December 2026, Neo will remove the toggle and the Neo legacy code page for approver - expense report view on desktop. Approvers and supervisors will then use the new Approver expense report view only.

This advance notice is provided for awareness. The removal is automatic for all clients, no action is required, and all features of the legacy page are available in the new Approver expense report view.

SCOPE

- Platform : Desktop
- All clients

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[ADVANCE NOTICE] [NEO] MULTI-FACTOR AUTHENTICATION ENABLED BY DEFAULT FOR ALL CLIENTS

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

SYNOPSIS

Starting 30 November 2026, Neo will turn on multi-factor authentication (MFA) by default for all clients that use login and password authentication. This change strengthens account security for users who sign in to Neo with a login and password.

Previously, MFA was available from the Neo 26.3 Service Pack (SP) as a setting that clients had to turn on. With this enhancement, MFA will be enabled by default.

CONFIGURATION

Clients that need to disable MFA must send a request to their Amex GBT account manager (or Service Manager, if applicable) **by end of day on 23rd of November 2026**.

Only administrators with Superadmin access can view the MFA setting in Admin Suite under the node **Company Setup | Account security**.

OUT OF SCOPE

- Clients that use single sign-on (SSO) authentication.
- SSO sign-in does not use a login and password, so MFA does not apply.

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NEO TRAVEL

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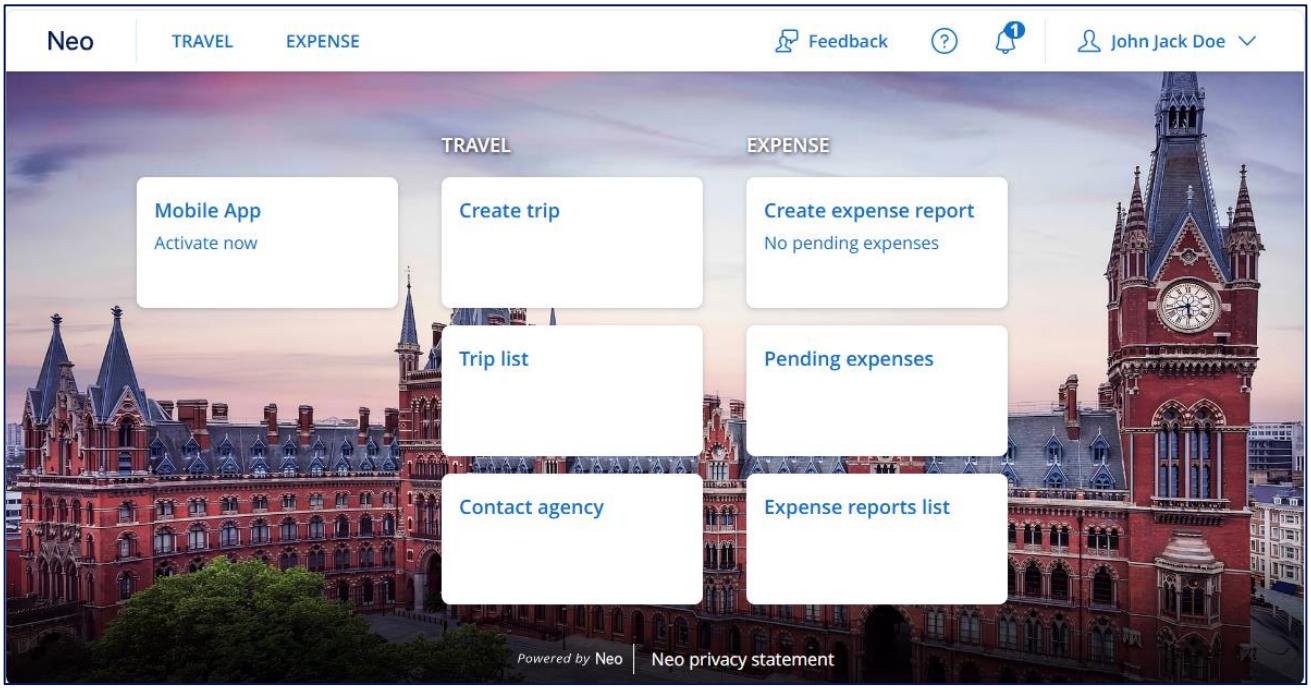
[NEO] HIDE THE PROFILE TILE ON THE NEO HOME PAGE

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

SYNOPSIS

Administrators can now hide the Profile tile on the Neo home page for their organizations, so users no longer see a tile that may not be relevant to them. This is useful for clients whose primary profile is not Neo.

When the new Admin Suite setting is turned off, the Neo home page does not display the Profile tile. The setting is turned on by default, so existing configurations see no change.



Neo home page with Profile tile hidden

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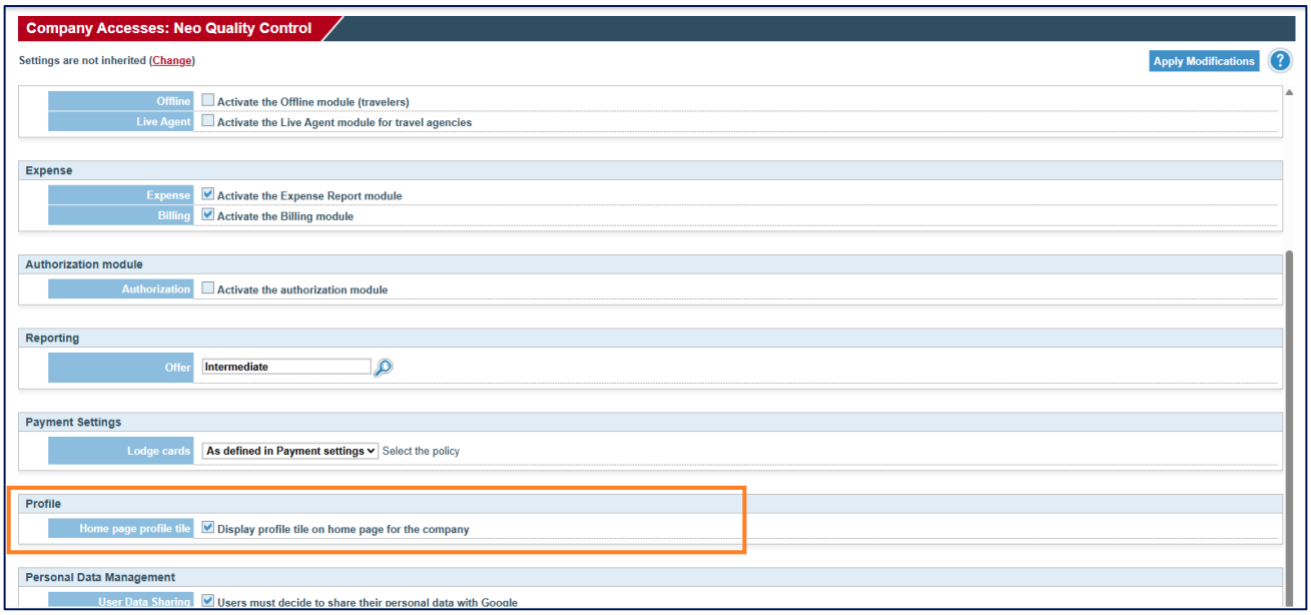
CONFIGURATION

Administrators can turn the **Profile** tile on or off in the Admin Suite. The setting is configurable at company level and is inherited by all subunits and users under that company.

1. Open **Company Setup | Company Accesses** in the Admin Suite.
2. Go to the new **Profile** section.
3. Turn the **Home page profile tile** setting on or off.



SCOPE

- New Admin Suite setting to hide or show the **Profile** tile, configurable at company level,
- The Neo home page omits the Profile tile when the setting is turned off.

OUT OF SCOPE

- Changes to Neo pages other than the home page.
- The **View profile** link in the right corner of the top navigation bar still opens the Neo profile page. This link remains available when the tile is hidden.

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[TRANSPORT] CLIENT POLICY POPUP FOR TRANSPORT

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

SYNOPSIS

Previously, client policy information, made up of fare-driven capping rules and booking rules, appeared in a small tooltip, making it hard for bookers to find the information that mattered most when comparing fares.

After delivery of the 26.5 release, Neo will present this information in a clear, well-organized client policy popup for transport (flight and train). The popup brings together fare-driven policy rules and booking policy, giving bookers everything needed to quickly understand why a fare is in or out of policy and confidently decide what to do next.

SCOPE

- Applies to the client policy popup for transport (flight and train), in both the Out of Policy and the In Policy states.
- Covers fare-driven policy rules, which determine how the baseline applicable fare is set, along with any applicable margin, alongside existing booking rules.
- Includes a scope line that shows whether the rule applies to a particular route.

OUT OF SCOPE

- Booking policy details, such as advance purchase deadlines or cabin class requirements, are not changing and continue to be presented in their existing format. This update only introduces the new fare-driven policy rules and their improved presentation.
- Hotel and car rental policy communication is not covered by this update

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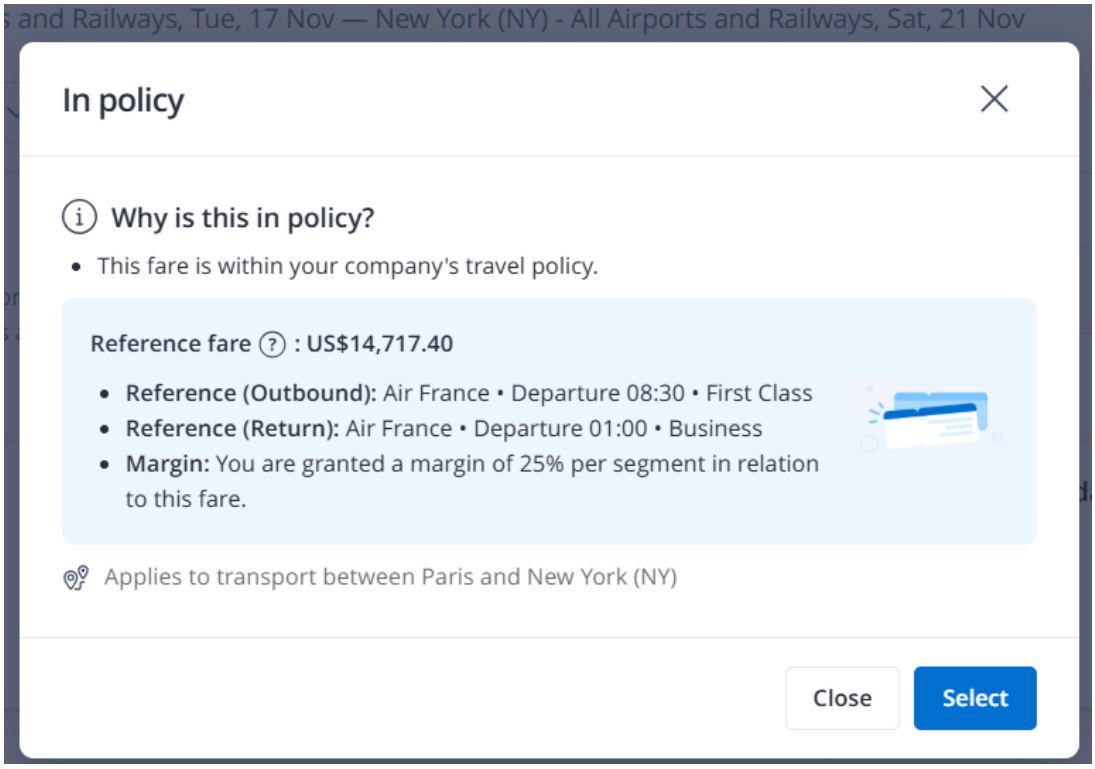

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[TRANSPORT] NEW LOYALTY CARD SELECTION IN TRANSPORT CHECKOUT

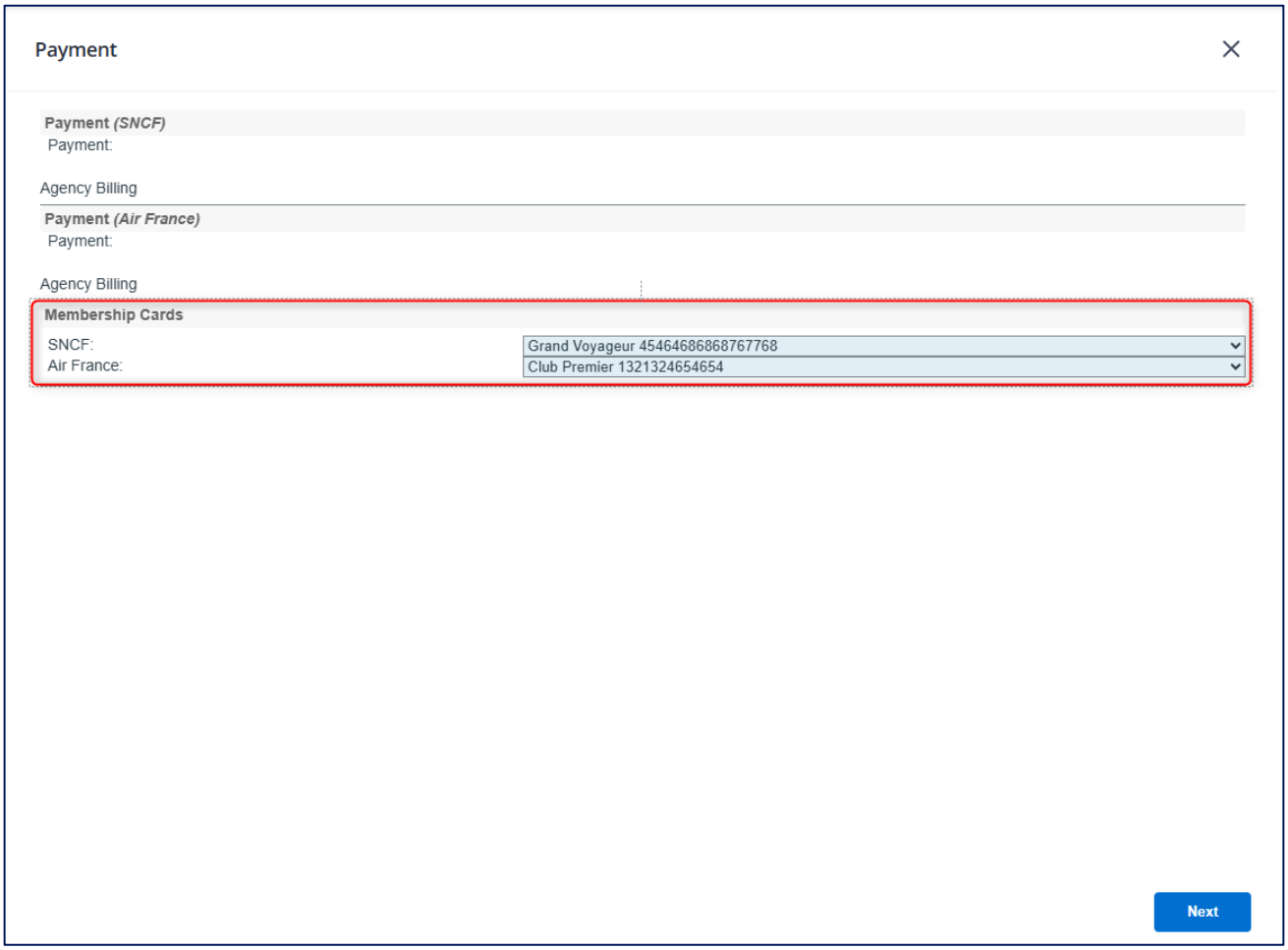
MADE FOR…?	Traveler | Arranger
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

As part of the ongoing Transport checkout migration, Neo is introducing a dedicated **Loyalty Program** section to support feature parity with the legacy checkout. This update is a key step toward retiring the previous checkout version once all sections have been migrated to the new experience.

Bookers can now select one loyalty card per supplier directly within the **Transport checkout**, helping travelers earn loyalty points and access membership benefits. When no applicable loyalty card is available for a supplier, Neo displays a banner with a link allowing travelers to add a loyalty card to their Neo profile.

BEFORE



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AFTER



SCOPE

- When no loyalty card is available, a banner with an Add loyalty card to my profile link is displayed, directing the traveler to the loyalty card section of the Neo profile page.
- Bookers with a third-party (external) profile will be able to select their loyalty card in this new section but if they do not have any applicable loyalty card, they will not see the link (as they do not have access to Neo profile). They will have to add the loyalty card in their external tool.
- Bookers can update loyalty card selections when modifying, exchanging, or adding a transport segment.

OUT OF SCOPE

- Add a loyalty card directly in the checkout flow.
- This feature applies to transport bookings only; loyalty card entry at checkout is not available for car rental bookings at this time.

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[TRANSPORT] INLINE FARES ON FLIGHT AND TRAIN RESULTS PAGES

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

SYNOPSIS

For one-way and round trip searches, fares now appear in a panel on the results page (return results page for round trip searches)

Bookers no longer open a separate fares page and can compare transport options and their fares at the same time, without leaving the results page.

How it works

- A **Show fares** button replaces the **Select** button on each transport card. This button changes to **Hide fares** when the panel is open.
- The panel contains the fare filters and a **Display other fare combinations** toggle. On tablet and mobile screens, the filters are collapsed under **Filters and more options**.
- Fare cards appear in a horizontal carousel, and bookers can open several panels on the same page.
- The **Display other fare combinations** toggle applies separately in each panel. Selected filters apply to all panels when eligible. When a filter is not eligible in a panel, an information banner explains this.
- A popup titled **A new way to browse and book** explains the new experience, and a feedback form collects booker feedback to improve it. Neo shows each once per booker.

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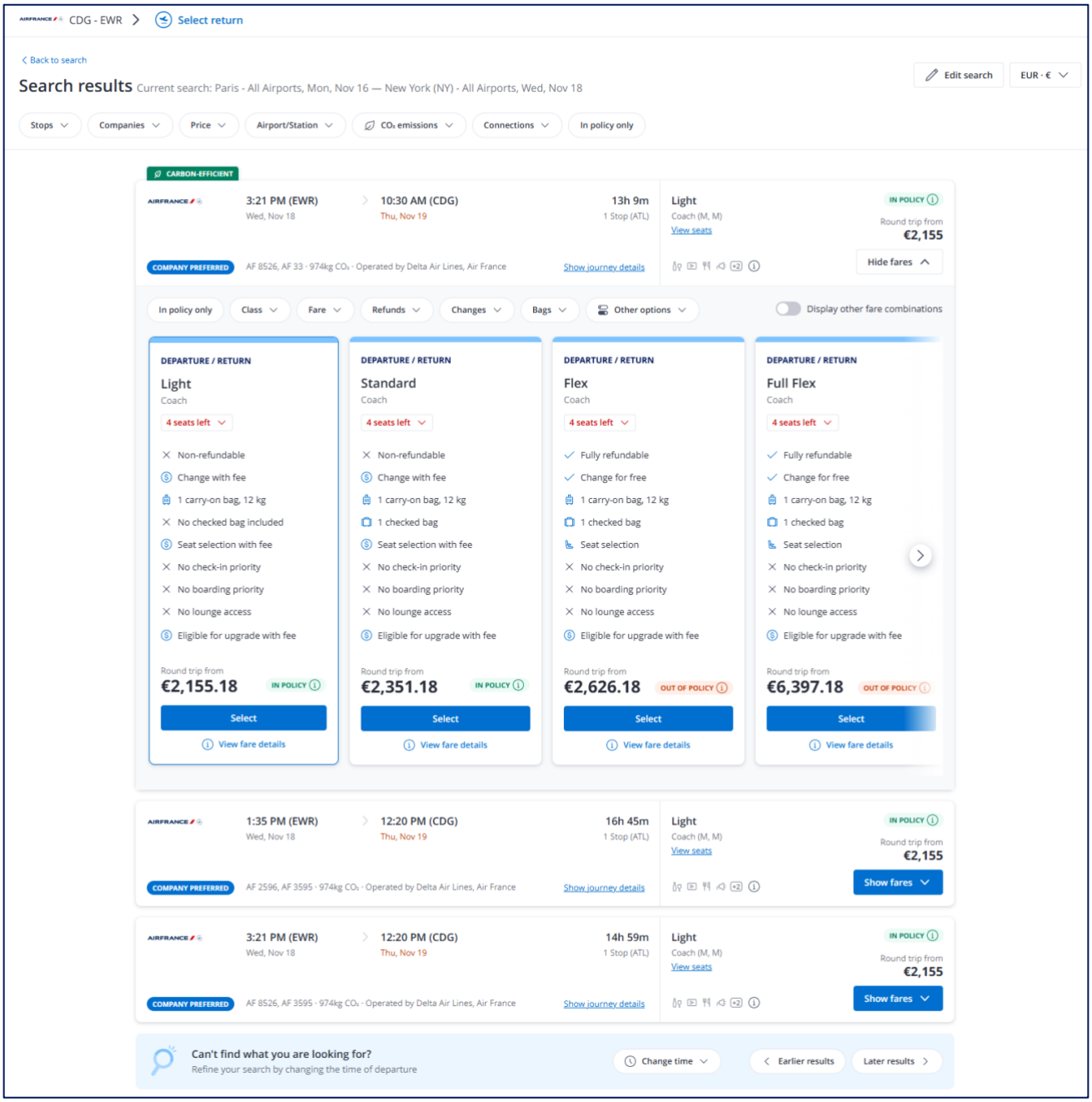
Roundtrip



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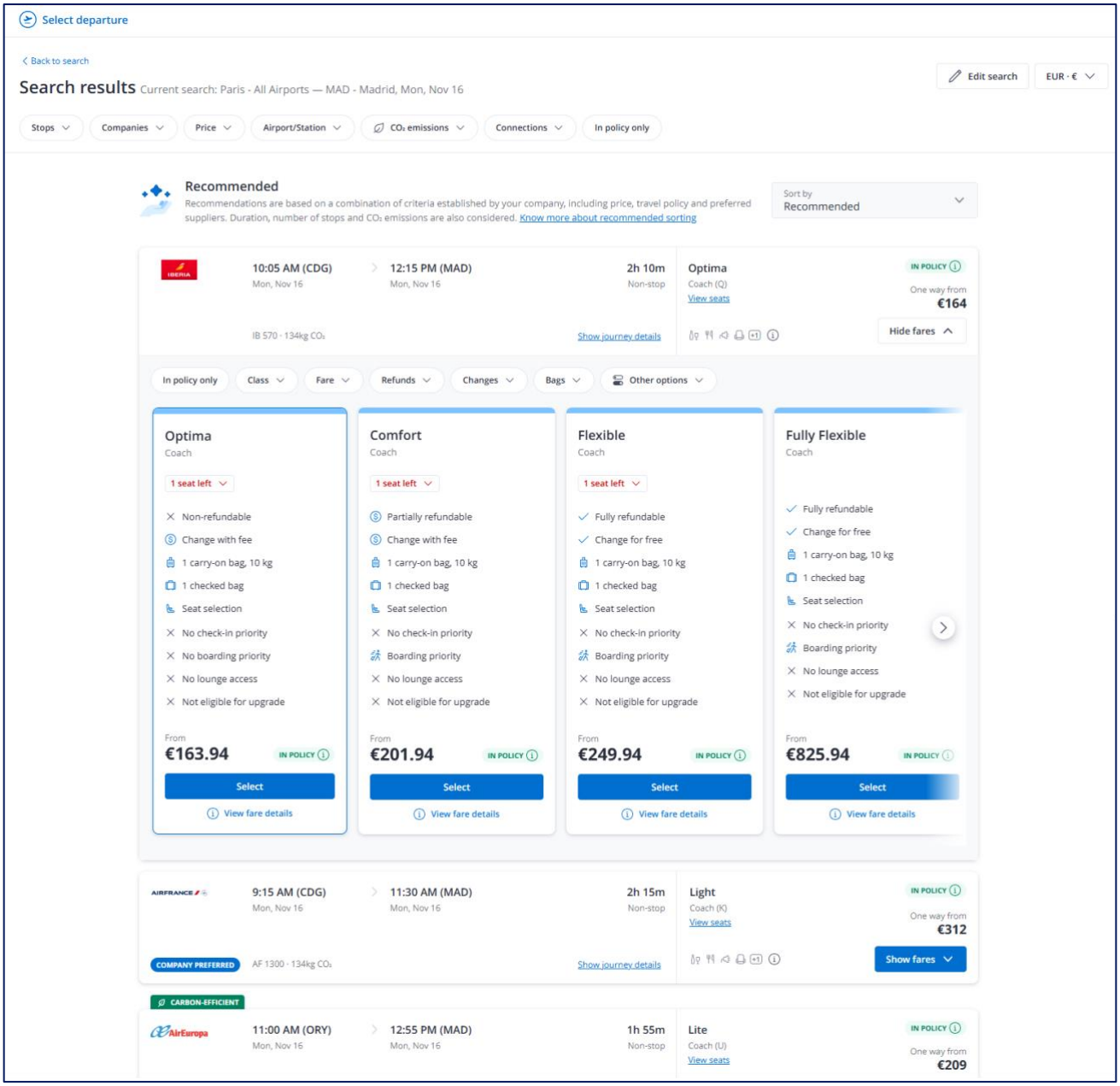
Oneway



SCOPE

- One-way searches (results page) and round trip searches (return results page) for flights and trains
- Desktop, tablet, and mobile screens.

OUT OF SCOPE

- Multi-city searches.
- Departure results page of round trip searches.

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[RAIL] SNCF: PASSENGER'S RIGHTS DATA VALIDATION NEXT PHASE JANUARY 2027

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

SYNOPSIS

This is advance notice regarding SNCF's enhanced passenger data verification processes, which are being rolled out in three phases that began in May. The final phase will start in January 2027. **Travelers should correct any inconsistencies in their data to support smooth processing.**

What is happening?

SNCF is progressively activating enhanced controls across three phases:

Phase 0 – SNCF Activation Mid-May

SNCF began verifying first and last names. Bookings continued to be processed during this phase, even if minor discrepancies existed between the information stored in Neo and the SNCF database.

Phase 1 – Mid-September

If the first name or last name entered in Neo does not match the SNCF database, the booking is blocked until discrepancies are corrected. Corrections can be made in the Neo profile, in any external profile tool used to feed Neo profile (e.g. Connect Profile, Portrait), through the 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 or 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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[ARRANGER] “USERS YOU MANAGE” NOW OPENS THE MANAGE USER SIDE PANEL, REPLACING THE ARRANGED TRAVELERS PAGE

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

SYNOPSIS

The **Users you manage** tile and menu item now open the **Manage** user side panel on the **Home** page instead of the legacy **Arranged travelers** page. This change improves accessibility for all arrangers, including those who use a keyboard or assistive technology.

The legacy page is built on Neo legacy code and has accessibility gaps. About 80% of arrangers already use the Manage user side panel, and this change moves the remaining arrangers to the same experience.

How it works

- The change applies to every route that led to the legacy page: the **Users you manage** tile, the **Users you manage** menu item (Arranger section), bookmarks, deep links, and guest invitation email links. All of these open the **Home** page with the **Manage user** side panel open.
- Keyboard focus is placed inside the side panelwhen it opens. Screen readers announce the side panelas a dialog with an accessible name.
- Arrangers can select a traveler from the **recently managed list** or after a search.
- Closing the drawer with the **Esc** key or the close button returns focus to a visible target on the Home page. While the side panel is open, the **Home** page behind it is not reachable by keyboard or screen reader.

SCOPE

- **Users you manage** tile and menu item (Arranger section) on the **Home** page
- Bookmarks, deep links, and guest invitation email links that use the **Users you manage** landing point
- The Manage user side panel opens automatically, and keyboard and screen reader users are moved to the first item in the panel.

OUT OF SCOPE

- Removal of the legacy Arranged travelers page code. This is deferred until the profile **Delegation** section, which shares code with this page, is migrated.
- A richer dashboard for arrangers beyond what the side panel offers.
- The full paginated traveler list. The side panel search and the “recently managed” list cover the most common need.
- The **Remove a traveler from arranger scope** action. Administrators keep this capability, and travelers can still remove an arranger from their own list.
- Direct links to the legacy page that do not use the **Users you manage** landing point, such as older bookmarks.

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[AIR] PRICE TOLERANCE PROTECTION NOW EXTENDS TO REGULAR FARE BOOKINGS

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

SYNOPSIS

When the fare a booker originally requests becomes unavailable at the time of booking, Neo automatically offers the next available fare instead. This fallback previously had price tolerance protection only for low-cost carrier bookings, so a booker on a regular fare could end up paying more than expected without an explicit approval step.

Neo now extends that same protection to regular bookings on Amadeus, Sabre, and Travelport. Fallback bookings exceeding the Travel Manager's configured tolerance are blocked using the same message and process bookers already see today for low-cost carrier fares.

SCOPE

- Applies to bookings on Amadeus, Sabre, and Travelport, in addition to low-cost carrier bookings that were already supported.
- Uses the price tolerance settings Travel Managers already have configured for low-cost carrier bookings; no separate settings are needed.
- Applies equally whether a traveler books directly or a booker books on behalf of a traveler.
- Rolls out in phases: Sabre first, followed by Amadeus, then Travelport.

OUT OF SCOPE

- New Distribution Capability (NDC) content already supported by SMP.
- Ticket exchange and re-issue bookings are not covered; only new fallback bookings are protected.
- No new configuration options are introduced for setting price tolerance separately from low-cost carrier bookings.

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[HOTEL CHECKOUT] LOYALTY PROGRAM DROPDOWN AT HOTEL CHECKOUT SHOWS ONLY ELIGIBLE PROGRAMS

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

SYNOPSIS

Previously, when a booker added a loyalty card at hotel checkout, the loyalty program dropdown listed all suppliers rather than only those eligible for the specific hotel being booked. This made it difficult for bookers to search through all eligible loyalty programs and sometimes resulted in the wrong card being added.

With the Neo 26.4 SP delivery, the loyalty program dropdown at hotel checkout will only show the programs eligible for the specific hotel. Bookers select the correct program from the filtered dropdown and enter their membership number, reducing the risk of selecting an ineligible loyalty program.

SCOPE

- Applies to loyalty card entry at hotel checkout, for both Neo profile and third-party (external) profile users.
- Neo scopes the dropdown automatically based on the hotel; no filter controls are required from the booker.
- For multi-hotel bookings, each hotel has its own add-loyalty-card entry point, and its dropdown is scoped independently to that hotel's eligible programs.
- Existing save behavior is unchanged: for Neo profile users, the card can be saved to the profile for future bookings; for third-party profile users, it applies to that booking only.

OUT OF SCOPE

- Filter controls applied by the booker; scoping is handled entirely by the system.
- Changing the dropdown to a free-text field; it remains a dropdown selection.
- Air, rail, and car rental checkout.

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[HOTEL CHECKOUT] ADD LOYALTY CARD DURING HOTEL CHECKOUT IN MOBILE

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

SYNOPSIS

Previously, bookers could add a hotel loyalty card during checkout on web, but this capability was not available on mobile. Bookers on mobile devices could not add a loyalty card in the flow and had to complete their booking without the correct loyalty card applied.

With the Neo 26.4 SP delivery Neo now brings the in-checkout loyalty card experience to mobile, matching the existing web behavior. Bookers can add a loyalty card directly during hotel checkout on mobile, without leaving the flow, so bookings can be completed with the correct loyalty card the same way as on web.

NOTE: Bookers who manage their profiles within a third-party (external) profile application can add a loyalty card at hotel checkout; the card is applied to that booking only and is not saved to the profile

SCOPE

- Applies to hotel checkout on mobile, bringing existing web functionality to parity; no new functionality is introduced.
- When a loyalty rate is selected but no valid loyalty card is available, the **Change rate** and **Add a loyalty card** to my profile buttons are shown on mobile.
- When a non-loyalty rate is selected and a loyalty card is eligible for the hotel, an **Add a loyalty card to my profile** link is shown on mobile.

OUT OF SCOPE

- Any functionality beyond parity with the existing web experience.
- Air, rail, and car rental checkout.

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NEO EXPENSE

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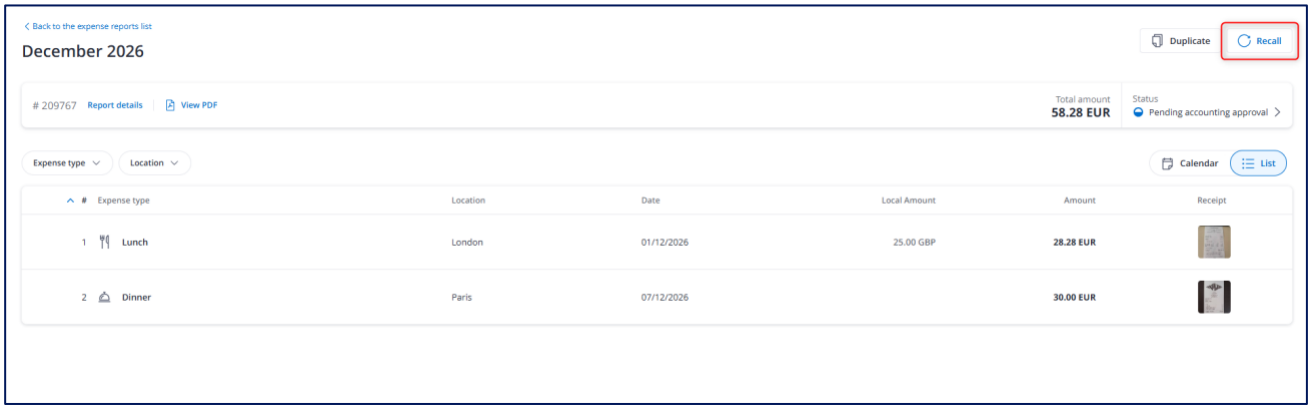
[EXPENSE] RECALL OF PARTIALLY APPROVED EXPENSE REPORTS

MADE FOR…?	Traveler
ACTIVATION REQUIRED	Yes - Manual activation required
ADMIN SUITE	Expense | Company expense settings

SYNOPSIS

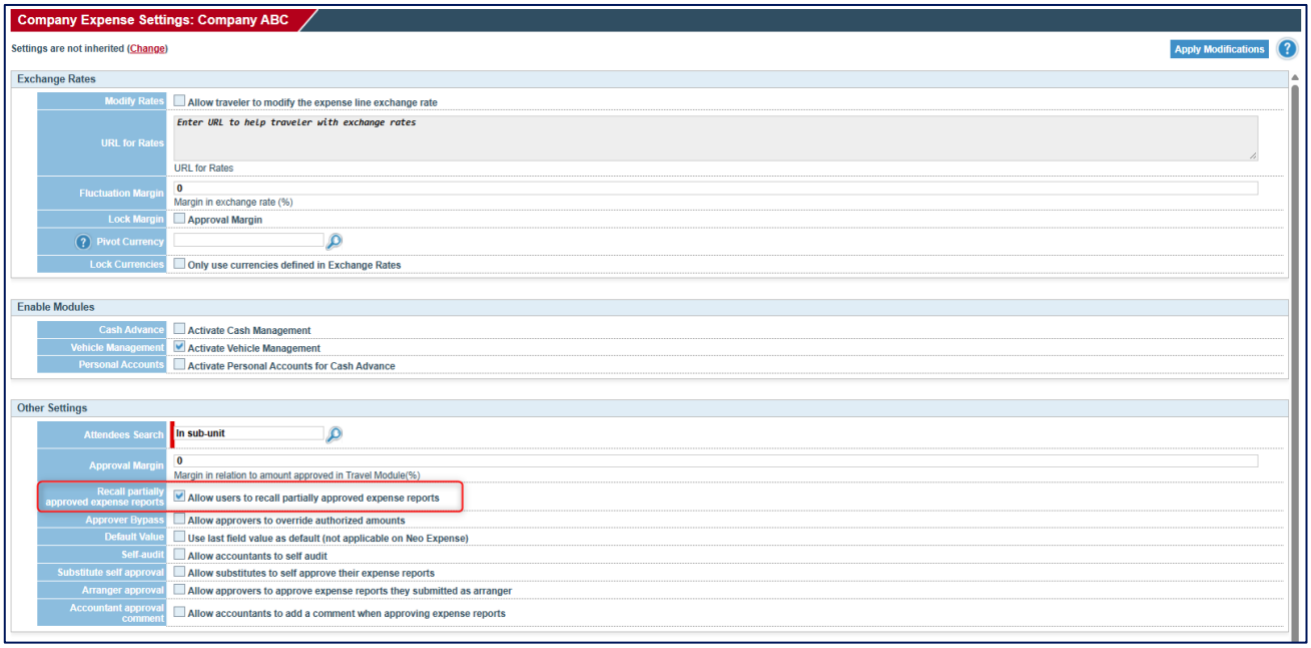
Users can already recall an expense report that has not yet been approved by anyone. However, once a report is partially approved, they previously had to wait for it to be rejected, or contact an approver to manually reject it, causing delays and frustration.

To address this, Neo now allows users to recall an expense report even while it is partially approved.



CONFIGURATION

Administrators can enable this capability from Admin Suite under ***Expense | Company expense settings***



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[EXPENSE] BILLING PAGE MIGRATION TO NEO: NEW BILL LINE LIST PAGE

MADE FOR…?	Accountant | Expense manager | Travel Manager | Word: Traveler
ACTIVATION REQUIRED	Yes - Manual activation required
ADMIN SUITE	Expense | Company expense settings

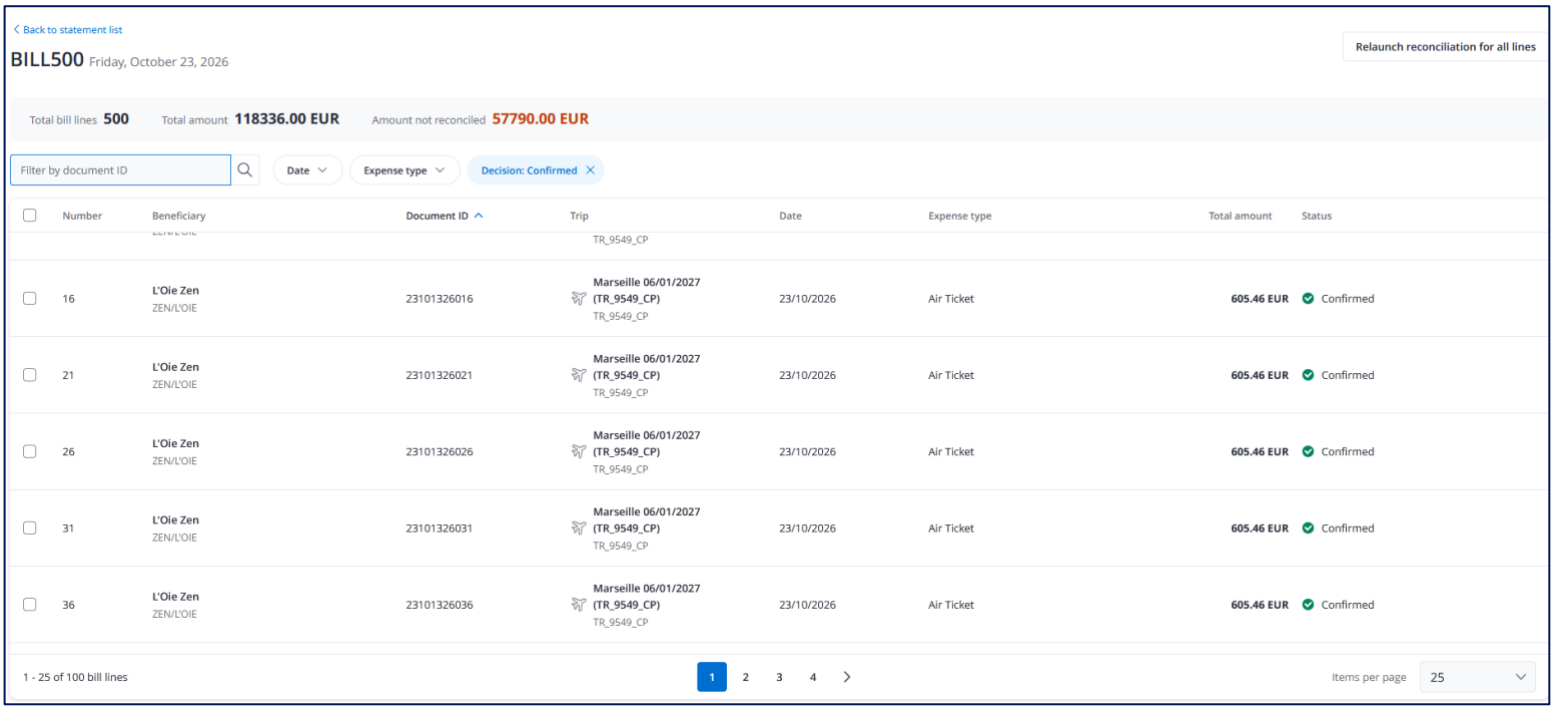
SYNOPSIS

The Billing module continues to be migrated from legacy code to the Neo platform to bring a more modern, consistent experience to users. For this version, the Bill Lines page has been migrated, which displays ongoing list of bill lines with information about the profile, trip and status linked to each bill line.

As with the Bill Statement page, the new page is displayed only to clients who have expressed interests in testing it. As more pages will be migrated, the new Billing module will become the default view for all clients starting from the next version.

SCOPE

- Bill line list for Billing Classic and Bill to Expense.
- Displayed only to clients that also use the new Bill Statement List page.



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[EXPENSE] REMINDER: VERIFY RECEIPT FRAUD DETECTION RESULTS

MADE FOR…?	Approver | Expense manager
ACTIVATION REQUIRED	No

SYNOPSIS

As a reminder, the existing Receipt Fraud Detection feature uses AI from a third-party provider to identify potentially fraudulent receipts. Because AI can make mistakes, its results are indicators only. A person should review and verify them before making any final decisions.

SCOPE

- Neo Expense, Receipt Fraud Detection

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[EXPENSE] ITEMIZED EXPENSES AND PER DIEMS NOW FULLY SUPPORTED ON THE PENDING PAGE

MADE FOR…?	Traveler
ACTIVATION REQUIRED	No

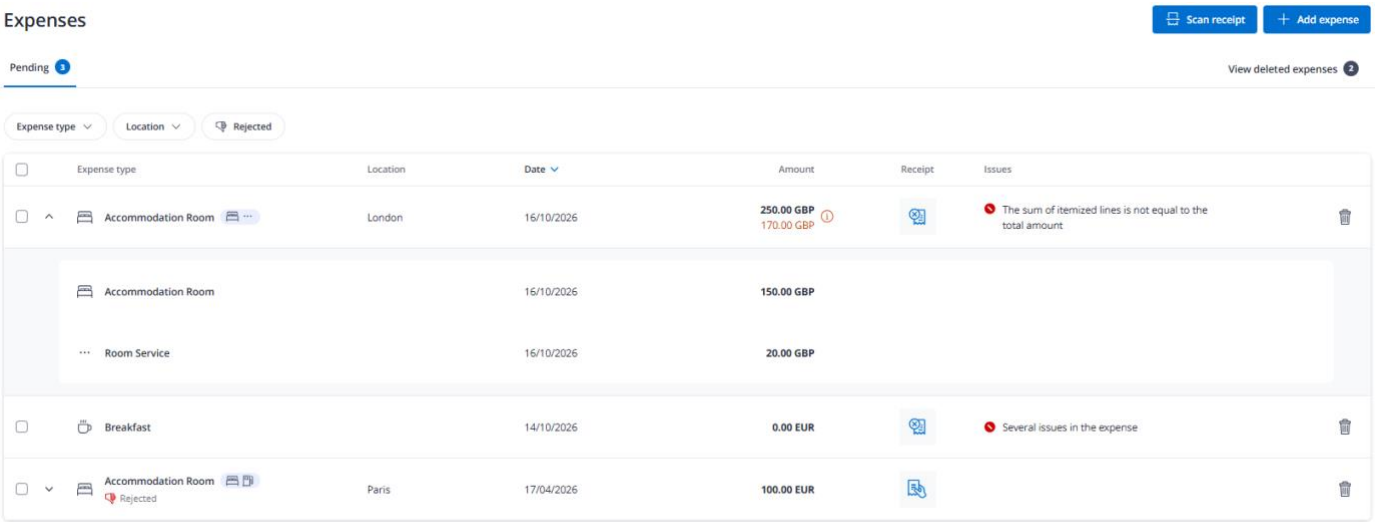
SYNOPSIS

Until now, the **Pending expenses** page and the report page didn't offer the same capabilities. On the **Pending page**, itemized expenses showed only the main (mother) line, with none of their child lines. Users also couldn't create per diems there and had to open a report first.

With this update, users can now create and view the same types of expenses on both pages.

What's new on the Pending tab (desktop)

- **Itemize from the Pending page.** When itemization is enabled for an organization, an "Itemize" button appears inside the expense form.
- **See itemized expenses in full.** Child lines now appear under their main line in the Pending list. This applies to expenses users have just created, expenses that were rejected, and expenses moved back from a report. Users can collapse or expand the lines to show only what they need.
- **Create per diems on the Pending page.** Per diems are available in the expense nature selection popup and are created the same way as in a report. They also appear fully in the Pending list.



SCOPE

- This update applies to the desktop version only.
- On mobile, in zoom view, and in expense boxes, users will continue to see only the main line of an itemized expense.

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[EXPENSE] DISPLAY REJECTION REASON DIRECTLY IN THE EXPENSE LINE EDITOR

MADE FOR…?	Accountant
ACTIVATION REQUIRED?	No

SYNOPSIS

Accountants previously needed to open "History details" to view why an expense line was rejected, adding extra steps to routine review tasks. Amex GBT Neo now displays the full rejection reason directly above the comment box in the expense line editor, removing the need to navigate away from the editor.

How it works:

- This update applies only to new rejections created after this feature is released. Expense lines rejected before this release will not display the rejection reason in the comment section, since that data was not previously captured in this location. If an accountant retracts an existing rejection on an older line and rejects it again with a reason, the reason will then appear in the comment section going forward.
- For the rejection reason to appear above the comment box, a comment must be included together with the rejection reason at the time of rejection. If an expense line is rejected without a comment, the rejection reason is only logged in "History details," consistent with prior behavior.
- No activation needed for this improvement

SCOPE

- Accountants, desktop only
- Applies to single-line rejections and multi-line rejections (reason shown for each line)
- "History details" view continues to function without change

OUT OF SCOPE

- Mobile interfaces
- Rejection reason display in PDF exports
- Rejection reason display in email notifications
- Retroactive display of rejection reasons for expense lines rejected before this release
- Rejection reasons for entire expense report rejections (not shown at the line level)

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[EXPENSE] DISTRIBUTION EDITING AND APPROVAL REVIEW FIELDS NOW AVAILABLE ON THE NEW APPROVER VIEW

MADE FOR…?	Approver
ACTIVATION REQUIRED?	No

SYNOPSIS

As part of the migration from Legacy pages to the new Approver view, Neo introduces the final features to complete the view:

- Approvers that are using the Supervisor Access Accounting Key (SUAAK) rights on Admin suite can now edit distribution
- Approvers with customizable approver settings now see their review fields in the approval popup.
- Both features work the same as before, now with a new view and improved user interface (UI).

SCOPE

- Distribution editing for approvers with Supervisor Access Accounting Key (SUAAK) rights on the new Approver view, desktop only
- Approval popup with review fields (customizable approver settings) on the new Approver view

OUT OF SCOPE

- Mobile screens (coming in 26.5 SP)
- No changes for supervisors without SUAAK rights, or customizable fields

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[EXPENSE] APPROVERS CAN NOW REJECT ENTIRE EXPENSE REPORT WHEN REJECTING ALL LINES

MADE FOR…?	Approver
ACTIVATION REQUIRED?	No

SYNOPSIS

Neo is improving the rejection flow on the Approver view so that approvers no longer end up with empty expense reports. When an approver selects all lines of an expense report to reject, Neo now offers the option to reject the entire expense report.

This flow already exists for accountants, and Neo now applies it to approvers. Before this update, rejecting every line left an empty expense report behind. Now a warning popup explains that the whole report will be rejected, and the approver confirms or cancels.

How it works:

- When an approver selects some, but not all, lines and clicks Reject, the flow is unchanged. The approver enters a comment or reason, and only the selected lines are rejected.
- When an approver selects all lines and clicks Reject, a warning popup informs the approver that the whole report will be rejected.
- The approver can cancel from the warning popup. In this case, no lines are rejected.
- When the approver confirms, a final comment popup appears. After confirmation, the report status changes to “Rejected” and the approver returns to the list page.

SCOPE

- Rejection of all lines of an expense report on the Approver view, desktop only

OUT OF SCOPE

- Changes to the existing Accountant reject flow
- Changes to the expense report history

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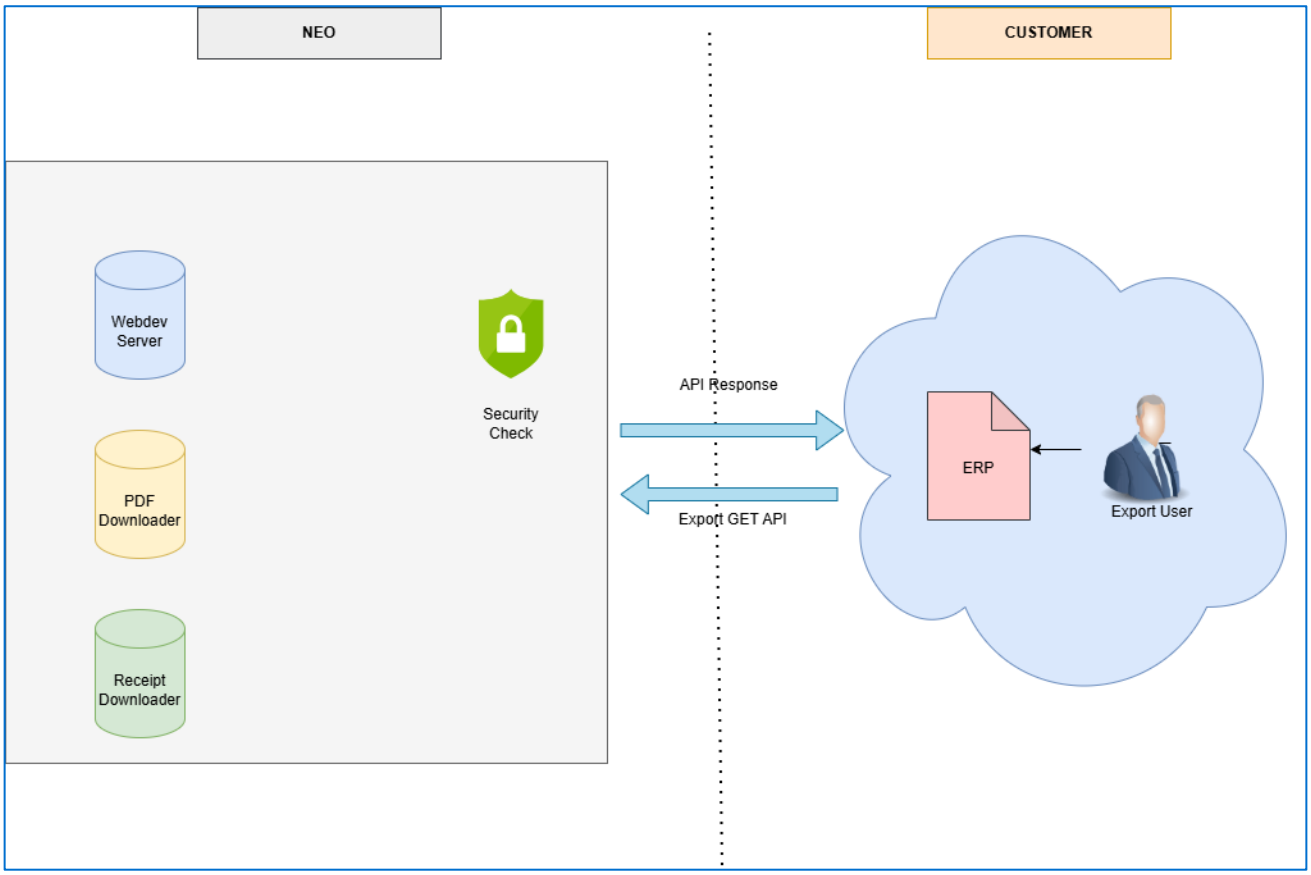
[EXPENSE REPORT] EXPORT API: AUTOMATED, REAL-TIME RETRIEVAL FOR ERP INTEGRATION

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

SYNOPSIS

Today Neo delivers approved expense reports in Comma-Separated Values (CSV) or Extensible Markup Language (XML) format to customers through Secure File Transfer Protocol (SFTP), where files are generated and transferred to a customer-specific location. This process can introduce delays and is not automated.

With the 26.4 SP delivery, Neo offers Export APIs that allow users to retrieve approved expense reports directly by integrating them into their Enterprise Resource Planning (ERP) or accounting systems in real time, reducing manual effort and removing dependency on SFTP file transfers.



Export Users can now search for available expense report export files within a chosen date range and download a specific file directly.

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CONFIGURATION

Administrators must generate an authentication token before the export APIs can be used. This token uses bearer authentication and is valid for one year by default.

- Navigate to **Admin Suite | Company Setup | Authentication Tokens**.
- Click **Add** select the profile user, and copy the token shown in the popup.
- Save the token immediately, as it will not be visible again after this step.
- Note that a maximum of two tokens can be generated per profile user; existing tokens can be deleted at any time to generate a new one.

The export API user must also hold either the **PYCTR** (Expense Payment Control) or **ACCEE** (Access Connector for Expense Export) right to call the new export APIs.

IMPORTANT DISCLAIMER:

- These APIs are only available to customers who are using Neo Generic File Format for expense report exports, without custom file transformations.
- Files already downloaded through SFTP will not reappear in the export API file list, and files downloaded through the export API will not be sent through SFTP afterward, avoiding duplicate delivery.
- Customers using Neo's Single Euro Payments Area (SEPA) payment file generation process should avoid downloading expense reports directly through the export API before the corresponding SEPA payment file has been received, as doing so may interrupt SEPA payment file generation.

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PLATFORM

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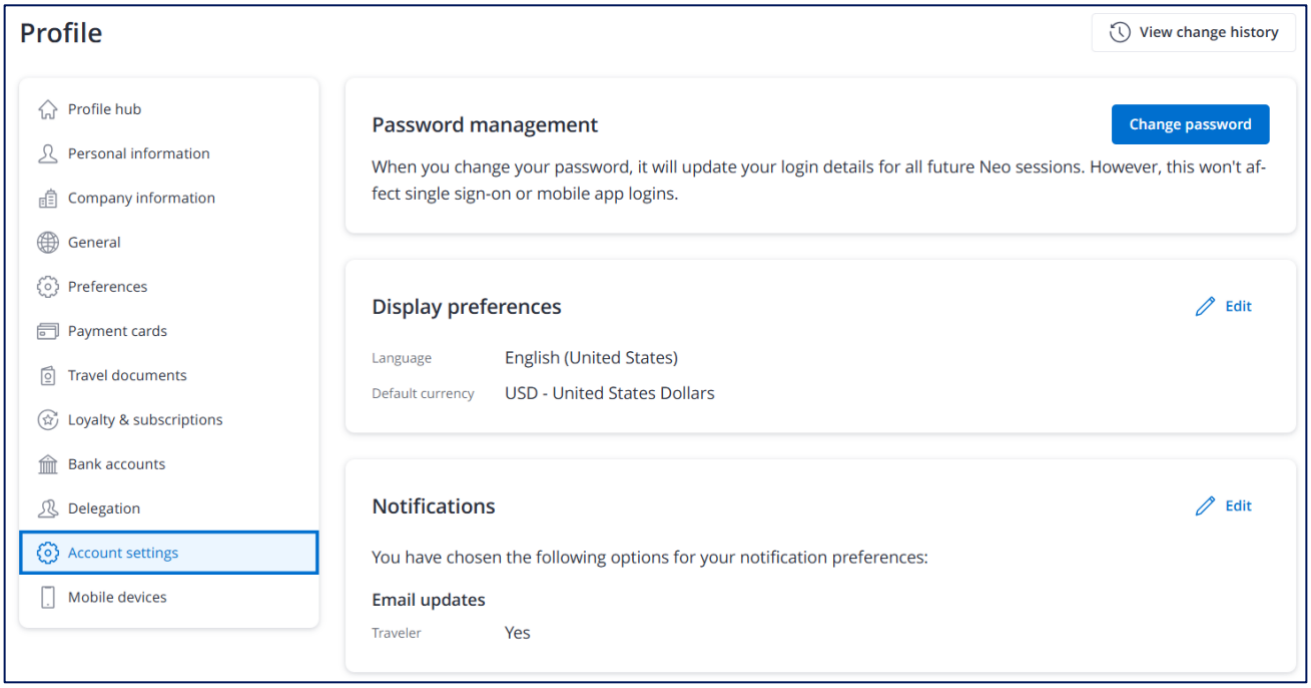
[USER PROFILE] PASSWORD CHANGE MOVES TO ACCOUNT SETTINGS

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

SYNOPSIS

Users now change their password in the new **Password management** subsection of **Account** settings, which replaces the previous **Change my password** profile menu item.

Most Neo users sign in with single sign-on (SSO), so password change was moved to keep the profile menu short, while keeping it where users expect to find the option, in their account settings.



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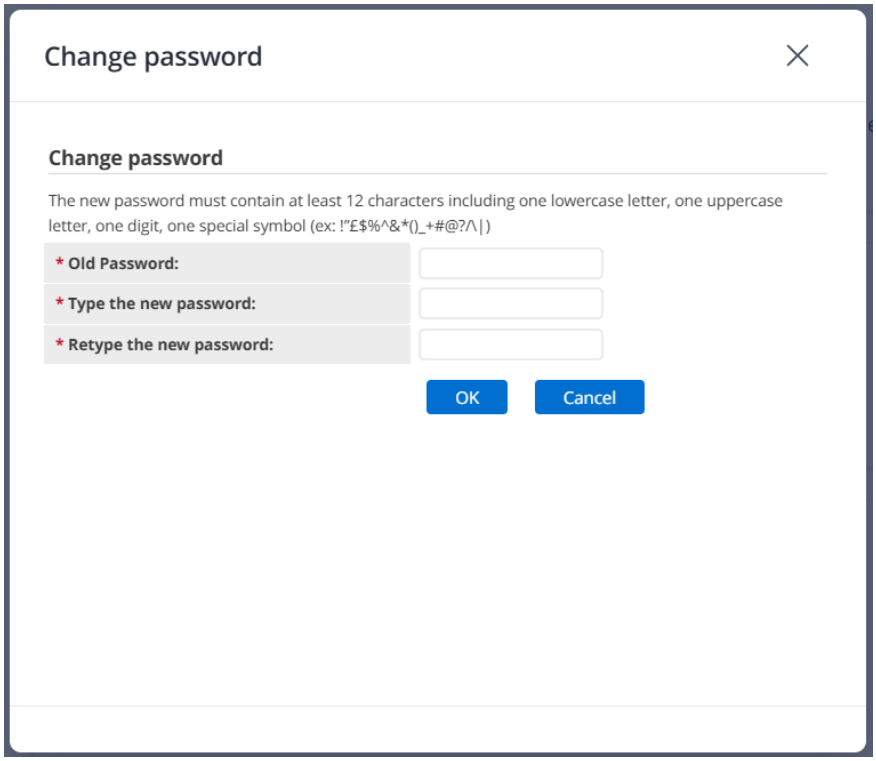
How it works

- In the "Password management" subsection, users click "Change password" to open the password change form in a popup.



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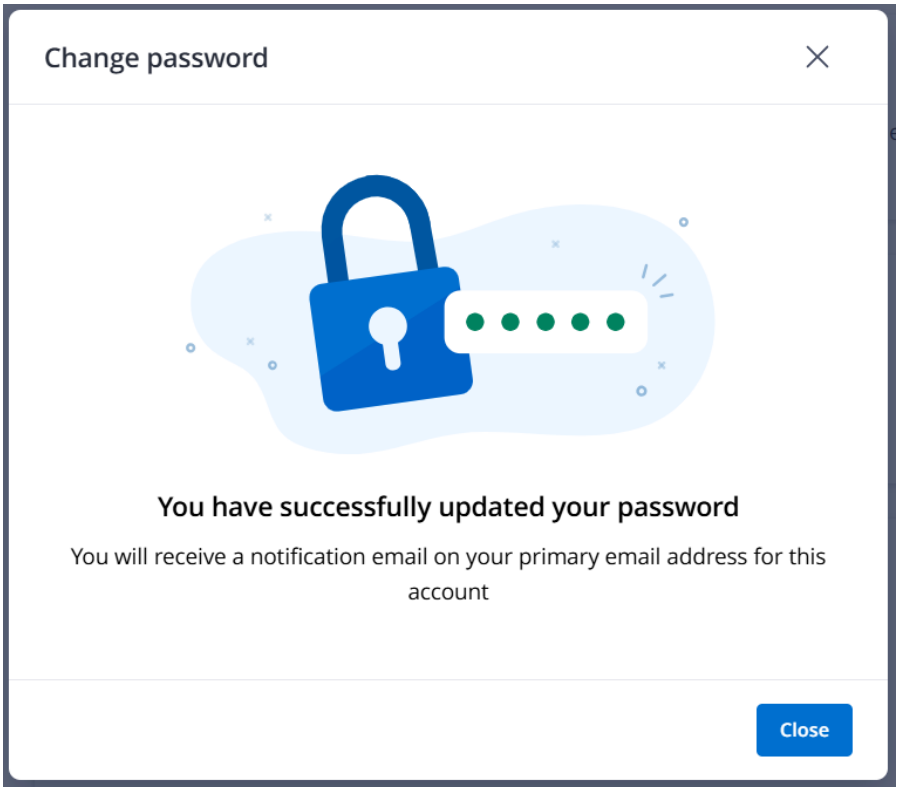
- Clicking "Cancel" on this form closes the popup.
- If users close the popup before their password is changed, Neo asks them to confirm that they want to leave.
- After a successful change, the popup shows the message "You have successfully updated your password." and a "Close" button. Users can then close the popup with no confirmation step.



SCOPE

- The "Password management" subsection appears only when users work on their own current profile. It does not appear when users view one of their old profiles, or when arrangers work on another user's profile.
- Each customer's profile configuration determines whether the "Password management" subsection appears. In Admin Suite, administrators see whether "Password change" is "Displayed" or "Hidden" under **Company Setup | Field Display | New Profile Screen - Other Sections | Account settings**.

OUT OF SCOPE

- No change has been made on the password change form itself.

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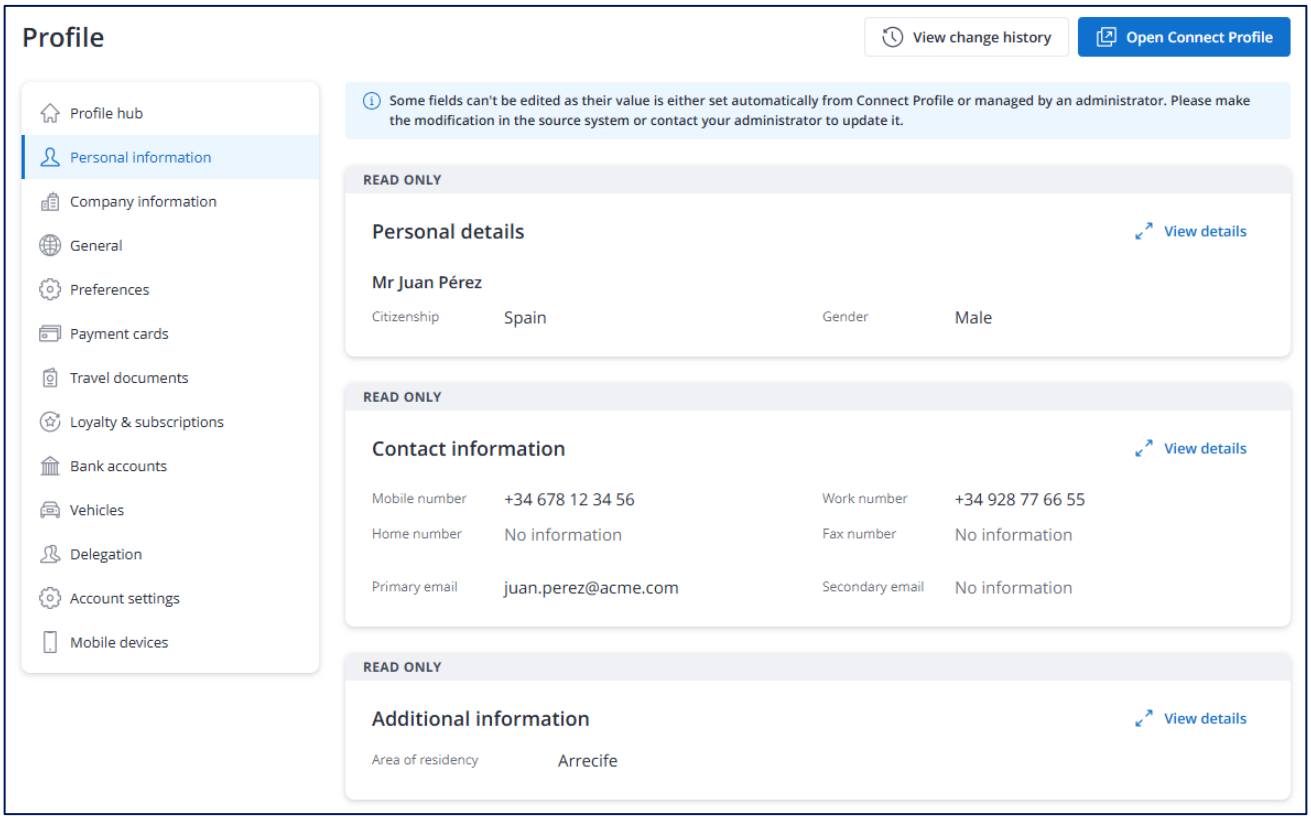
[USER PROFILE] PERSONAL AND COMPANY CUSTOM FIELDS NOW SHOWN IN SEPARATE PROFILE SECTIONS

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

SYNOPSIS

Neo no longer groups all custom fields in the **Additional information** subsection of the **Company information** section. Custom fields now appear in the **Personal information** or **Company information** section of the user profile page, depending on the client's configuration.

Custom fields can hold different kinds of data, such as residency-enabled discounts (personal) or cost center information (business). Neo now shows each custom field with data of the same kind.



Personal information section with personal-related "Area of residency" custom field

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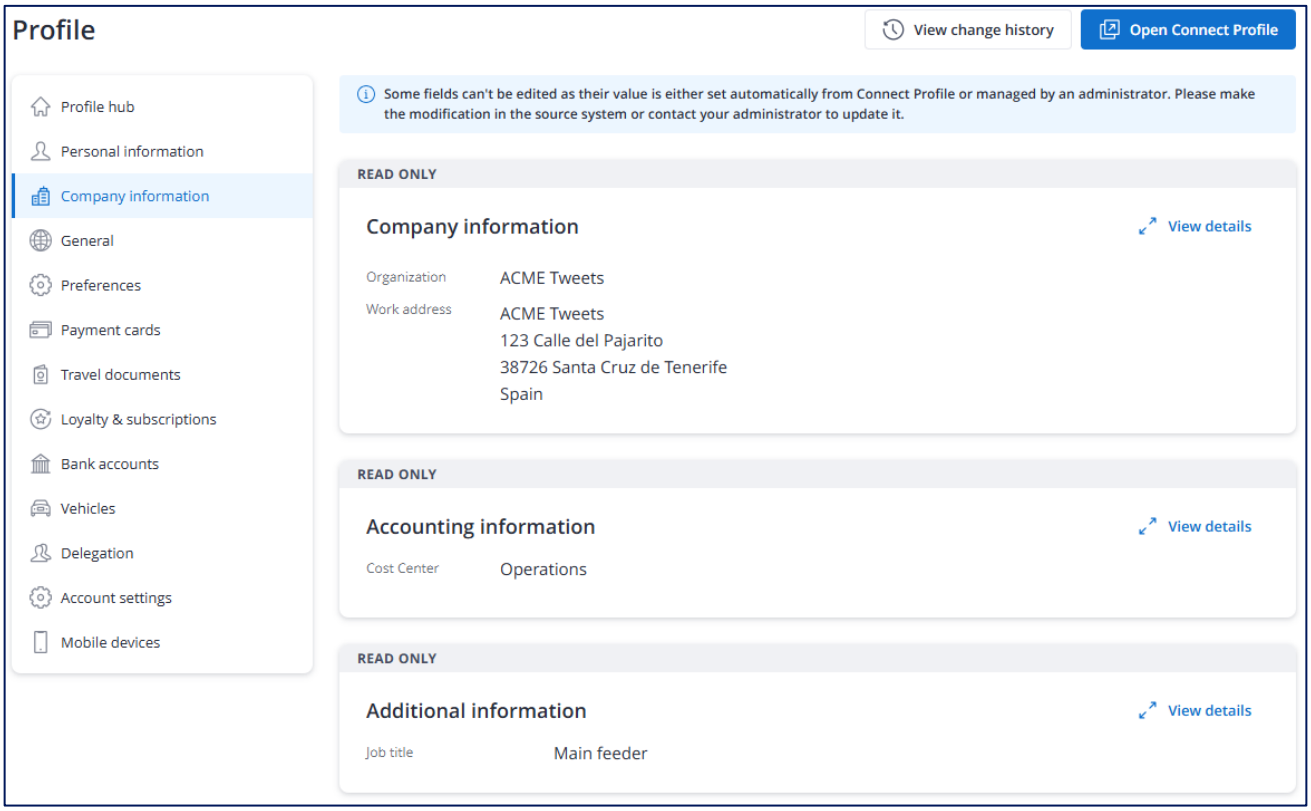

Company information section with business-related "Job title" custom field

How it works

- Custom fields that the client's configuration places in the personal part of the profile appear in the Personal information section.
- Custom fields that the configuration places in the business part of the profile appear in the Company information section.
- Personal custom fields appear in a new Additional information subsection at the bottom of the Personal information section. This subsection looks the same as the Additional information subsection in the Company information section.

SCOPE

- The new Additional information subsection appears when all personal custom fields are read-only or hidden, and at least one is read-only.
- The Additional information subsection in the Company information sections shows company custom fields when all of them are read-only or hidden.

OUT OF SCOPE

- Customers whose users can edit custom fields still do not see the Additional information subsection. The editable view will be delivered in a future release. Until then, these customers still see the corresponding fields in the legacy General section.

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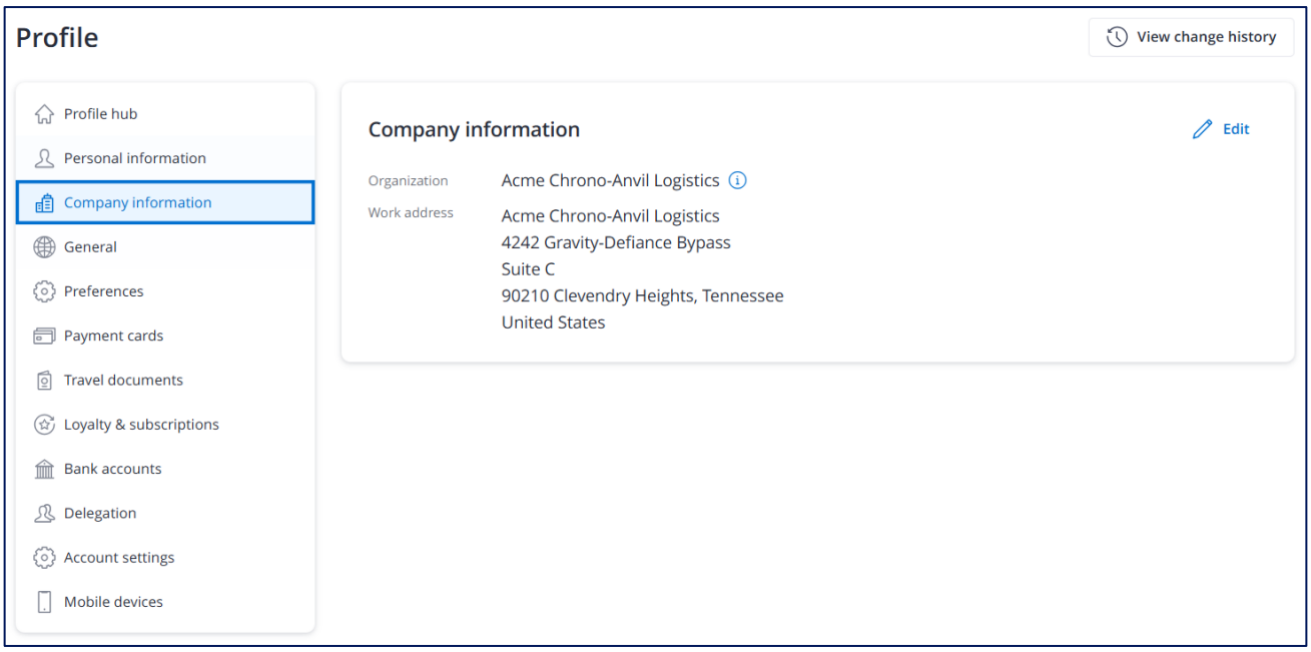
[USER PROFILE] EDITABLE EMPLOYEE ID AND WORK ADDRESS IN THE COMPANY INFORMATION SECTION

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

SYNOPSIS

Users can now edit their employee ID and work address in the **Company information** section of their profile, when their company configuration allows it. This continues the ongoing modernization of the Neo user profile screen.

The **Company information** subsection is now displayed in the **Company information** section even when it is editable. For now, the **Accounting information** and **Additional information** subsections are still displayed only when they are read-only.



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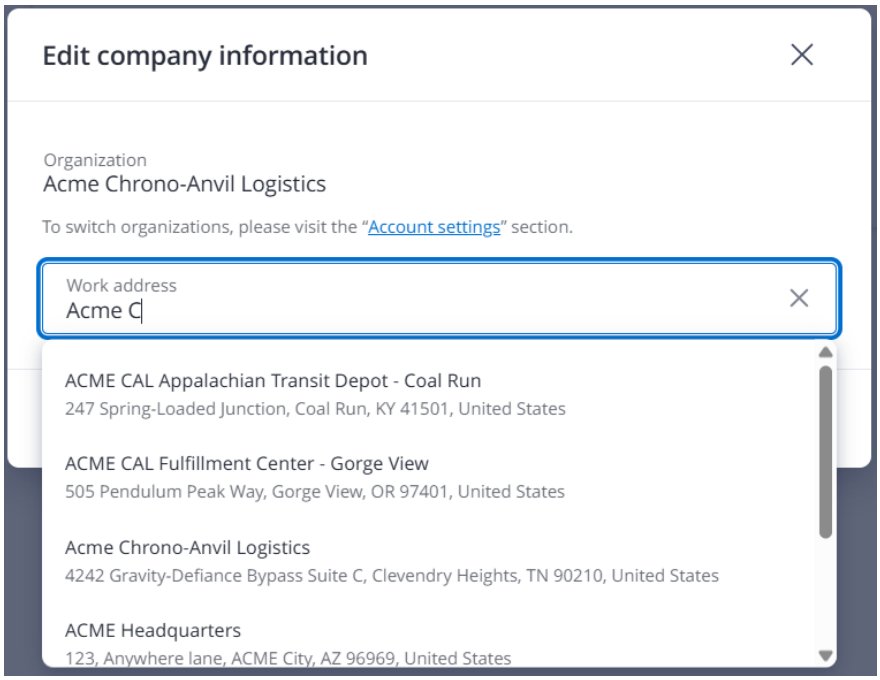
How it works

- **Organization** is the name of the organization the user's profile belongs to within the client's overall company structure. It is always read-only when displayed. The “switch organizations” help message is only displayed to users who have at least one past account still active in a different part of the organization.
- **Employee ID** is a free text field limited to 50 characters. Some customers use a different field to manage employee IDs. For these customers, the employee ID is shown in the Accounting information or Additional information subsection instead.
- **Work address** is chosen from a searchable list of the addresses available to the user. When it is left blank, the profile reverts to the default address of the user's company.



SCOPE

- The Company information subsection is displayed for all customers whose configuration displays at least one of the Organization, Employee ID, or Work address fields. Each field is shown according to the company configuration.
- Eligible work addresses depend on the addresses configured for the company and on the address visibility scope defined by administrators.

OUT OF SCOPE

- Editing the **Accounting information** and **Additional information** subsections. When these are configured as editable, they are not displayed. For now the corresponding fields remain visible in the legacy **General** section. The **Accounting information** and **Additional information** subsections will be made editable in a future release.
- Customers whose user profile data is primarily managed in another application like Connect Profile still see Company information section as read-only, including the Accounting information and Additional information subsections if relevant for their configuration.

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[USER PROFILE] EASIER PROFILE EDITING WHEN ANOTHER APPLICATION MANAGES THE PROFILE

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

SYNOPSIS

Neo now labels each profile subsection as “EDITABLE” or “READ ONLY” for customers whose user profile data is primarily managed in another application. Neo also adds a link to open that application, and shows “View Details” instead of “Edit” on fully read-only subsections for all users.

Previously, users found out that a section was read-only after selecting Edit, and had no easy way to reach the managing application. Neo now shows this status upfront and links to the managing application, so users can make their edits in the right place.

How it works

When another application manages the profile data, users see the following:

- The Profile Hub shows a welcome section and the custom message set by the administrator, if any.
- An "Understanding your profile sections" section in the Profile Hub names the managing application.
- An "Open [application name]" link appears to the right of "View Change History". It opens the managing application in a new browser tab, and the Neo profile page stays open in the original tab.
- Each subsection shows an "EDITABLE" or "READ ONLY" label. A subsection is "EDITABLE" when at least one field can be edited in Neo. For example, “Display preferences” is “EDITABLE” because users can edit the default currency preference in Neo, while the language preference comes from Amex GBT Connect Profile.
- A banner at the top of the sections points users to the managing application when at least one field is read-only.
- When users open a subsection that has read-only fields, a banner or message names the managing application and includes the "Open [application name]" link.

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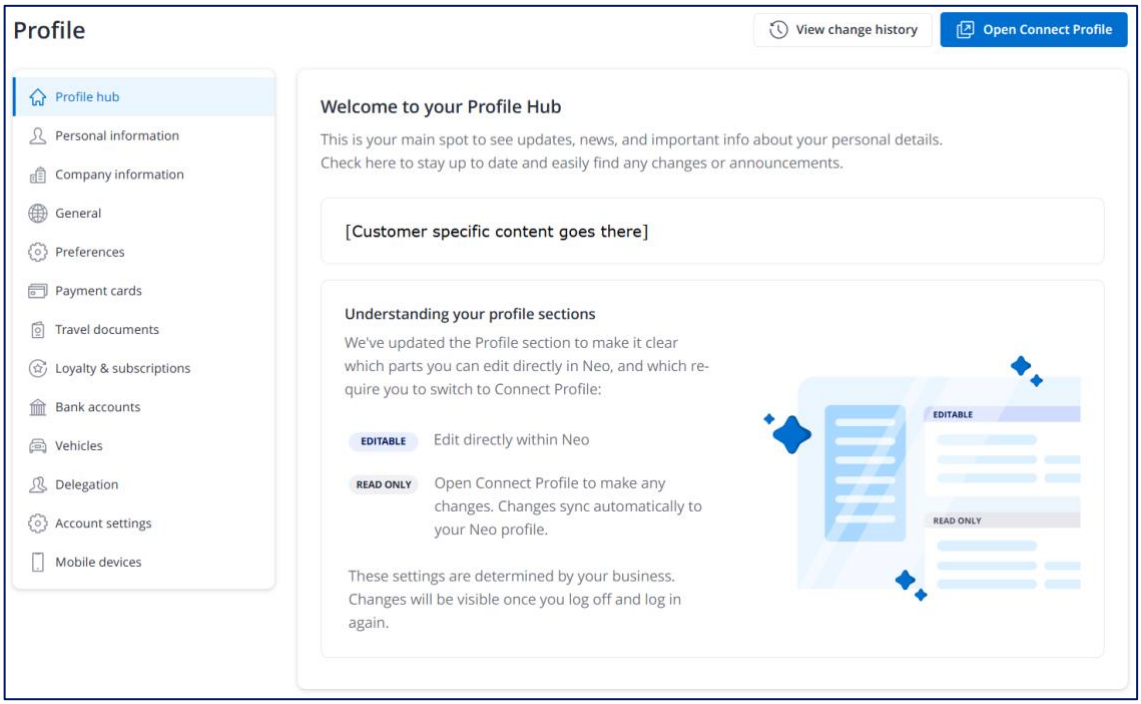
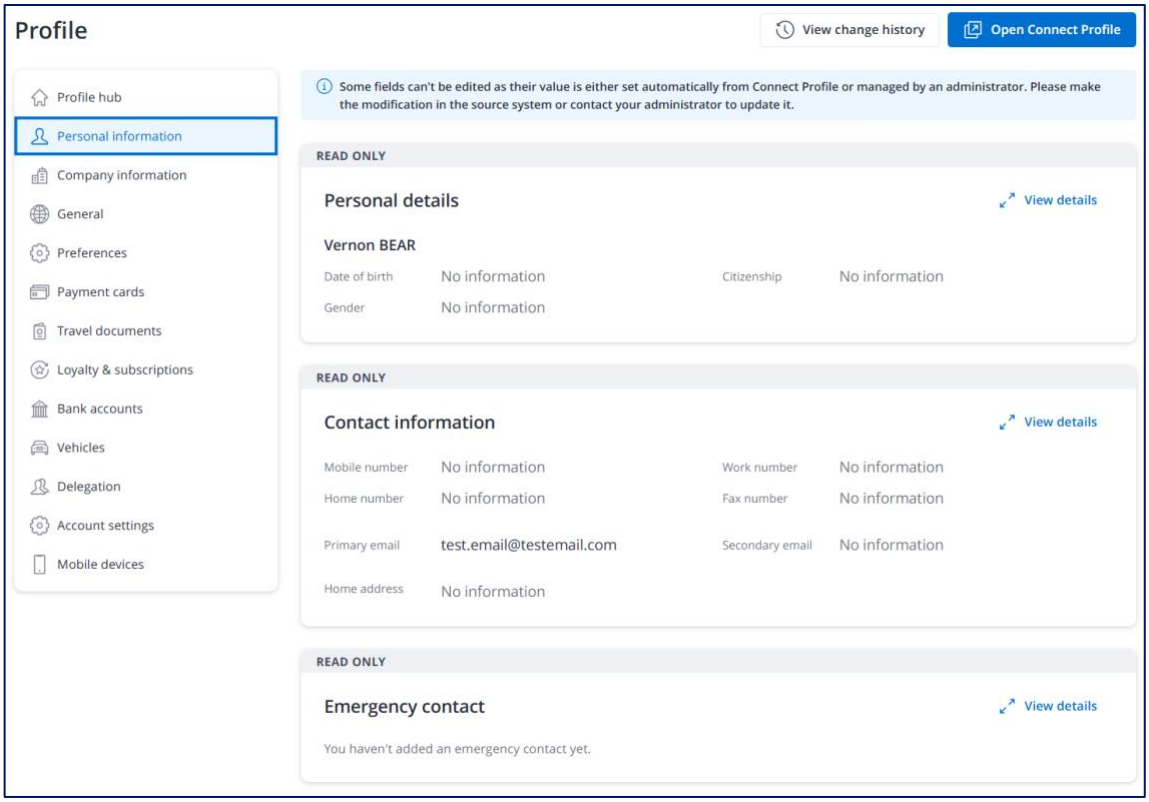
The new Profile hub for a user with Connect Profile as primary profile application:



Personal information section for a user with Connect Profile as primary profile application:



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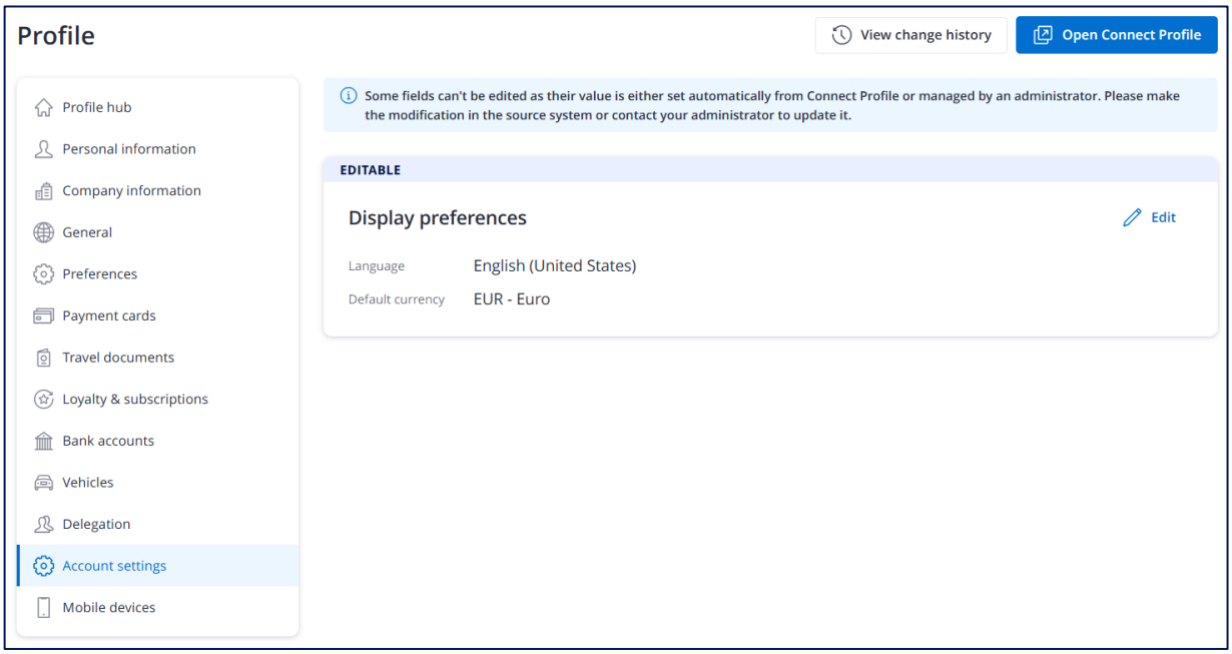
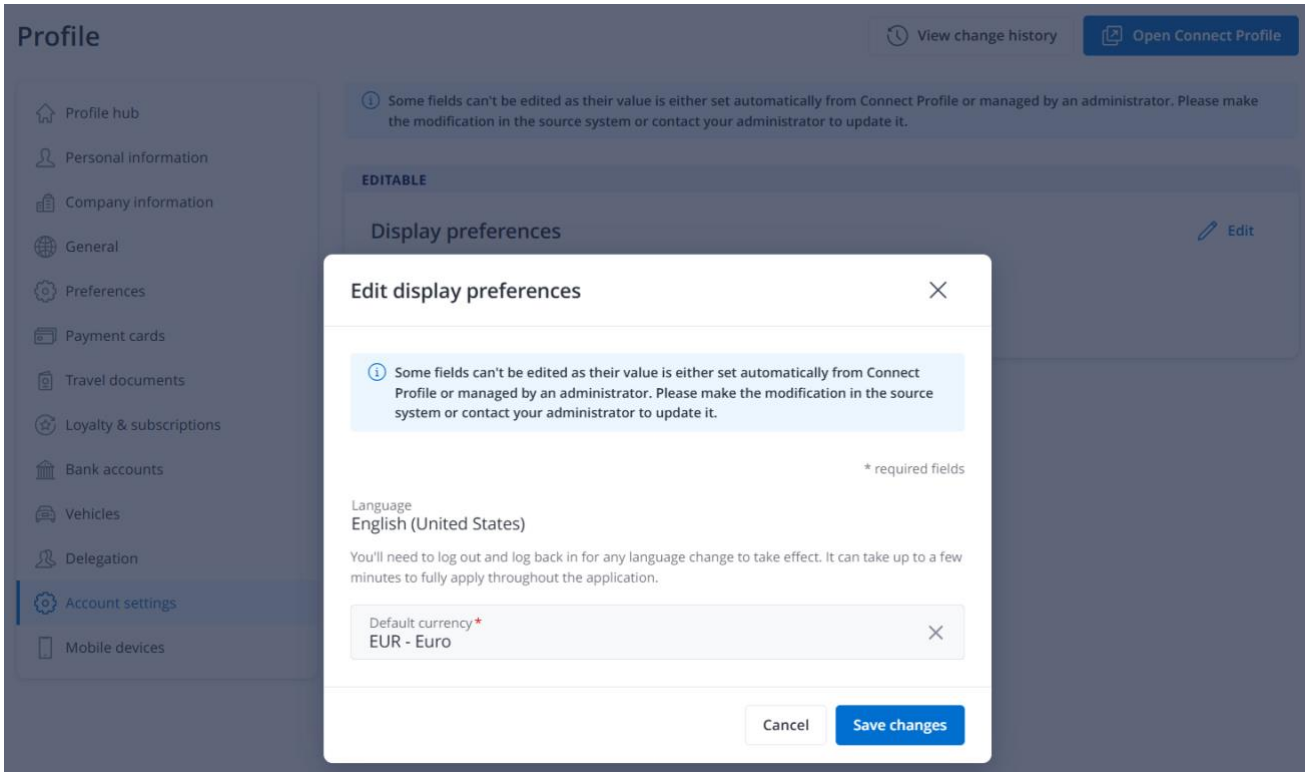
Account settings section for a user with Connect Profile as primary profile application. “Display preferences” is marked editable because default currency preference can be edited in Neo, while Language preference comes from Connect Profile:



Edit popup for display preferences for a user with Connect Profile as primary profile application :



For all users, whichever application manages the profile, "Edit" buttons and icons are replaced by a "View Details" equivalent when the information is fully read-only.

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SCOPE

- This feature applies to customers whose Neo profiles are managed by one of the following applications:
  - Amex GBT Connect Profile
  - Amex GBT One
  - Amex GBT Gov Travel
  - Cegid Notilus (except for the "Open [application name]" link)
- Other applications may be added in future releases.

OUT OF SCOPE

- Read-only subsections that have no button or action today do not gain a way to view full details.
- The General, Preferences, and Delegation sections are not changed. They will be replaced with modernized sections, which will include these improvements.

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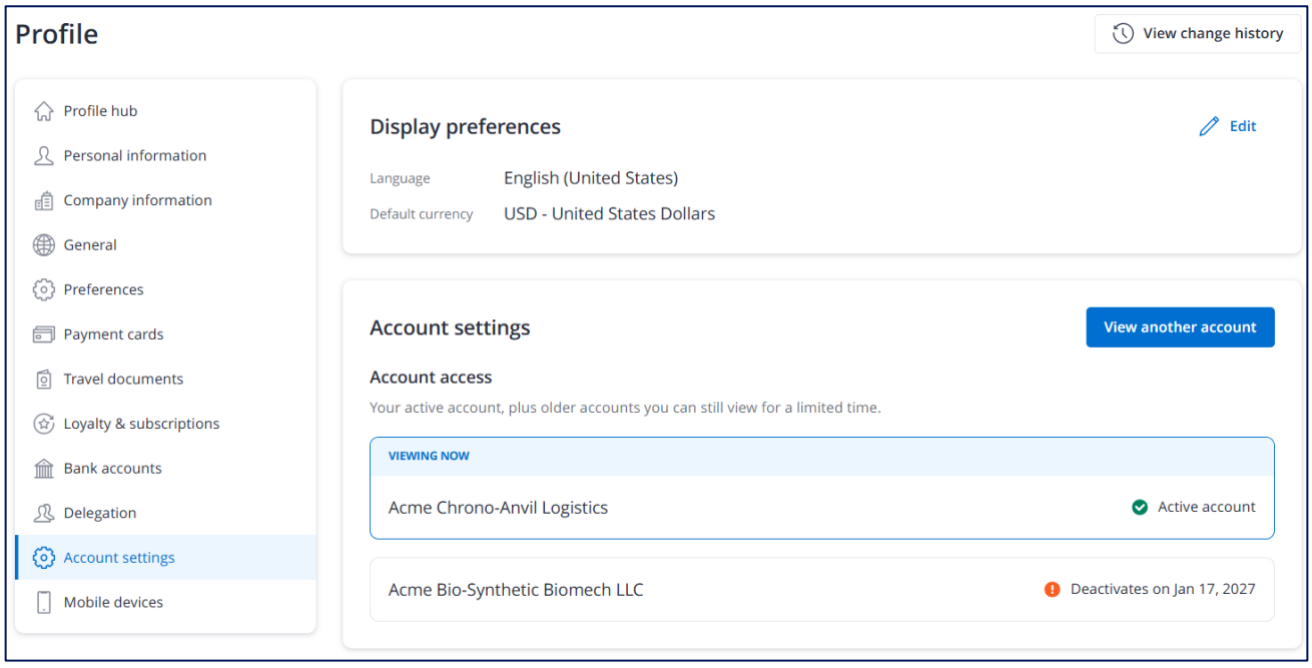
[USER PROFILE] NEW ACCOUNT ACCESS SUBSECTION TO SWITCH BETWEEN ACCOUNTS

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

SYNOPSIS

Users whose profile was moved between entities in their organization can now switch between accounts in a new **Account access** subsection of **Account** settings. This is clearer and more visible than the "Change" link in the existing General section of the profile.

The **Account access** subsection is displayed only to users who have at least one past account that has not expired yet. Other users do not see it.



How it works

- When displayed, the **Account access** subsection lists the current account and the past accounts that have not expired yet. Each past account shows its organization name and expiration date, with the latest expiration date first.
- A warning icon and message are displayed for any account that expires in less than 3 months.
- The account being viewed is labeled "Viewing now". The user's current account is labeled "Active account".
- The "View another account" button opens a popup where users select a past account and switch to it. Neo then loads the settings of the entity of the selected account.
- While a past account is viewed, a banner shows the organization name of that account and a "Return to active account" button. This button switches back to the current account and loads the settings of its entity.

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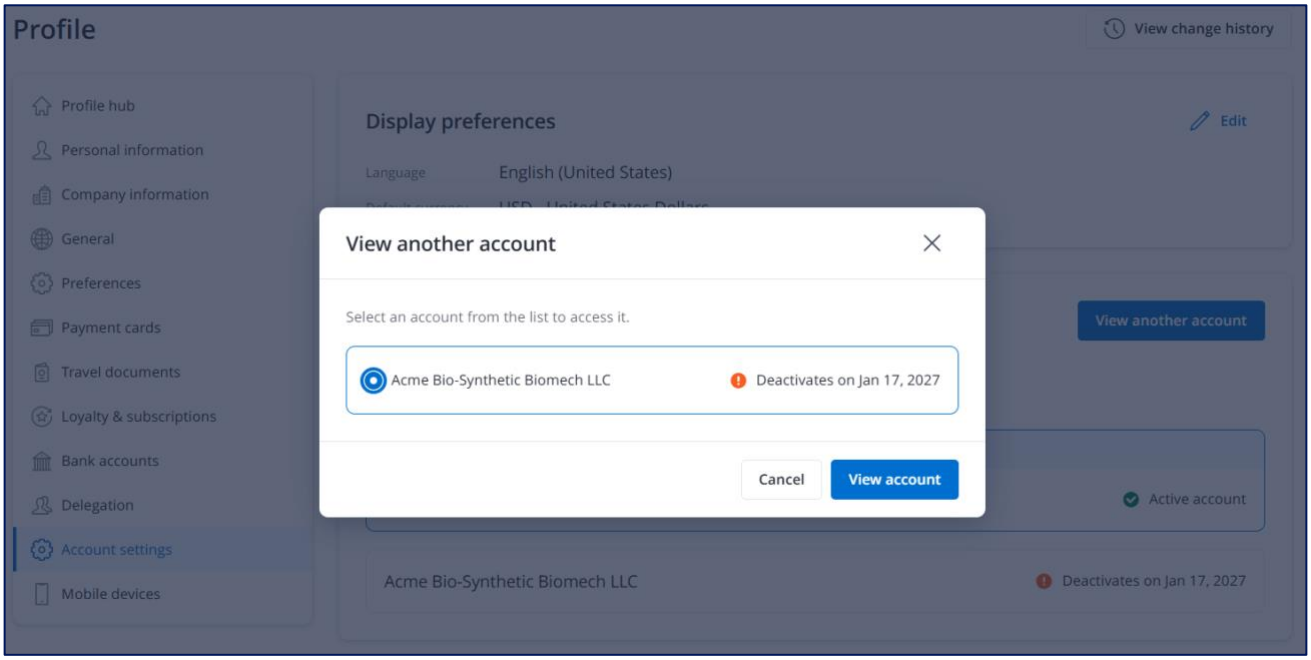
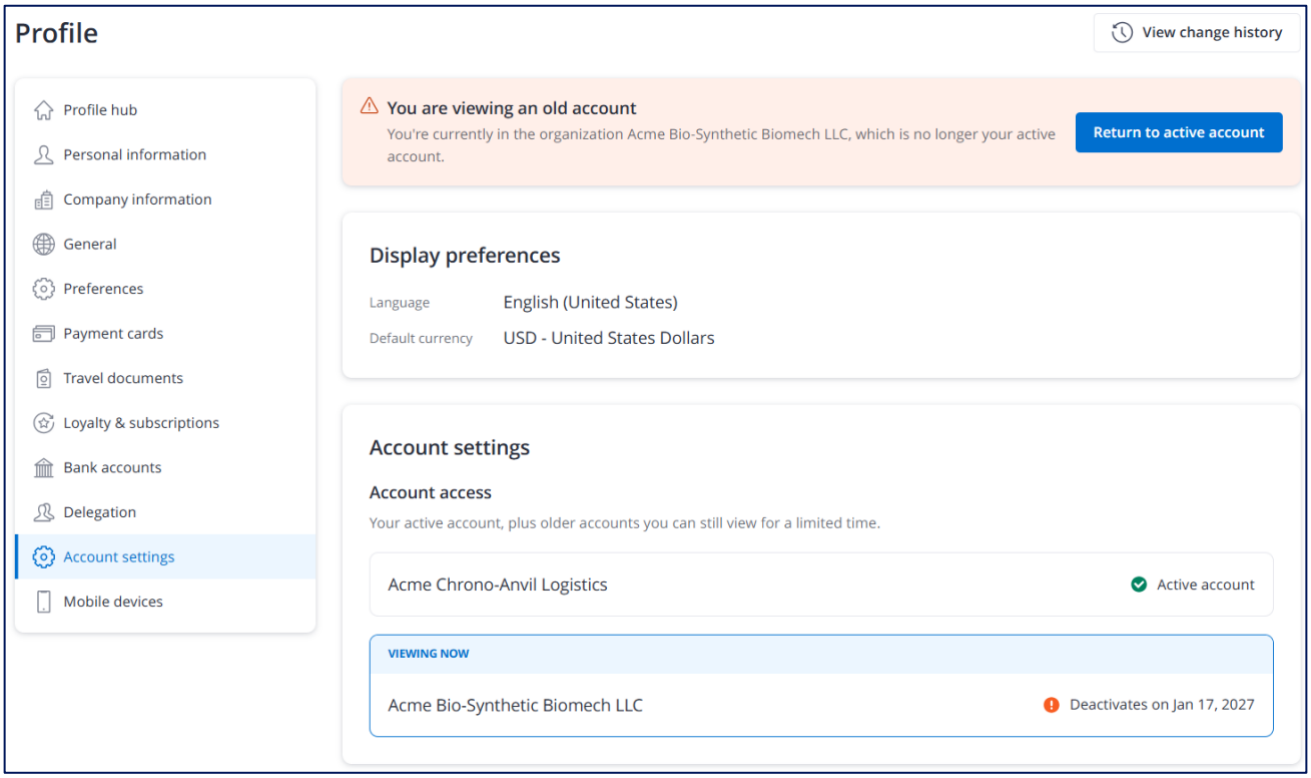
- In the **Company information** section, the hint and tooltip on the **Organization** field now point to **Account settings** instead of the **General** section. The edit popup includes a link to **Account settings**.





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SCOPE

- The **Account access** subsection is displayed only to users who view their own profile and have a past account that has not expired yet.
- Arrangers who view another user's profile do not see the **Account access** subsection.
- Users with a single account see no change.

OUT OF SCOPE

- Removal of the legacy "Change" link from the **General** section of the profile. This will be done in a future release.

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[ADMIN SUITE] ACCOUNT SETTINGS SECTION ADDED TO ADMIN SUITE FIELD DISPLAY

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

SYNOPSIS

Administrators can now see in Admin Suite how the fields of the new Account settings section are displayed to users in their profile. The display reflects the configuration of the company, including settings inherited from a parent company.



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How it works

The new read-only **Account settings** section is in the **Company Setup | Field Display | New Profile Screen - Other Sections** node. It shows the display state of four fields:

Password change: Displayed if the Password field is Editable in **Profile Screen - General**, Hidden otherwise (including when Password is Read-only).

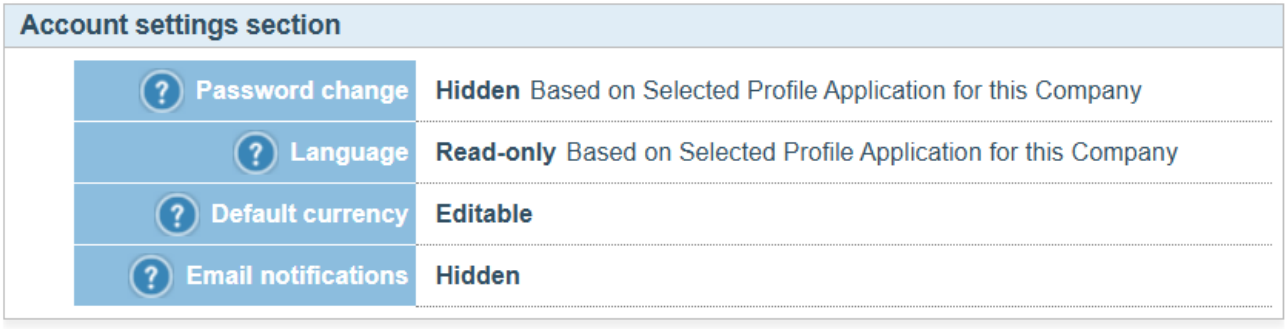
- Language: the same state (Editable, Read-only or Hidden) as the Language field in Profile Screen - Preferences.
- Default currency: the same state as the Default Currency field in Profile Screen - Preferences.
- Email notifications: the same state as the Email preferences field in Profile Screen - Preferences.

A field that is not present in the configuration is shown as Hidden. A tooltip on each field explains which configuration it comes from.

The **Selected Profile Application** of the company can change these states.

Password change can be set to Hidden, and Language, Default currency and Email notifications can be set to Read-only when they would otherwise be Editable.

The field then shows the mention "Based on Selected Profile Application for this Company".



SCOPE

- The Account settings section is a read-only view in Admin Suite.

OUT OF SCOPE

- Editing the display of these fields directly from this page.

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AMEX GBT
Neo

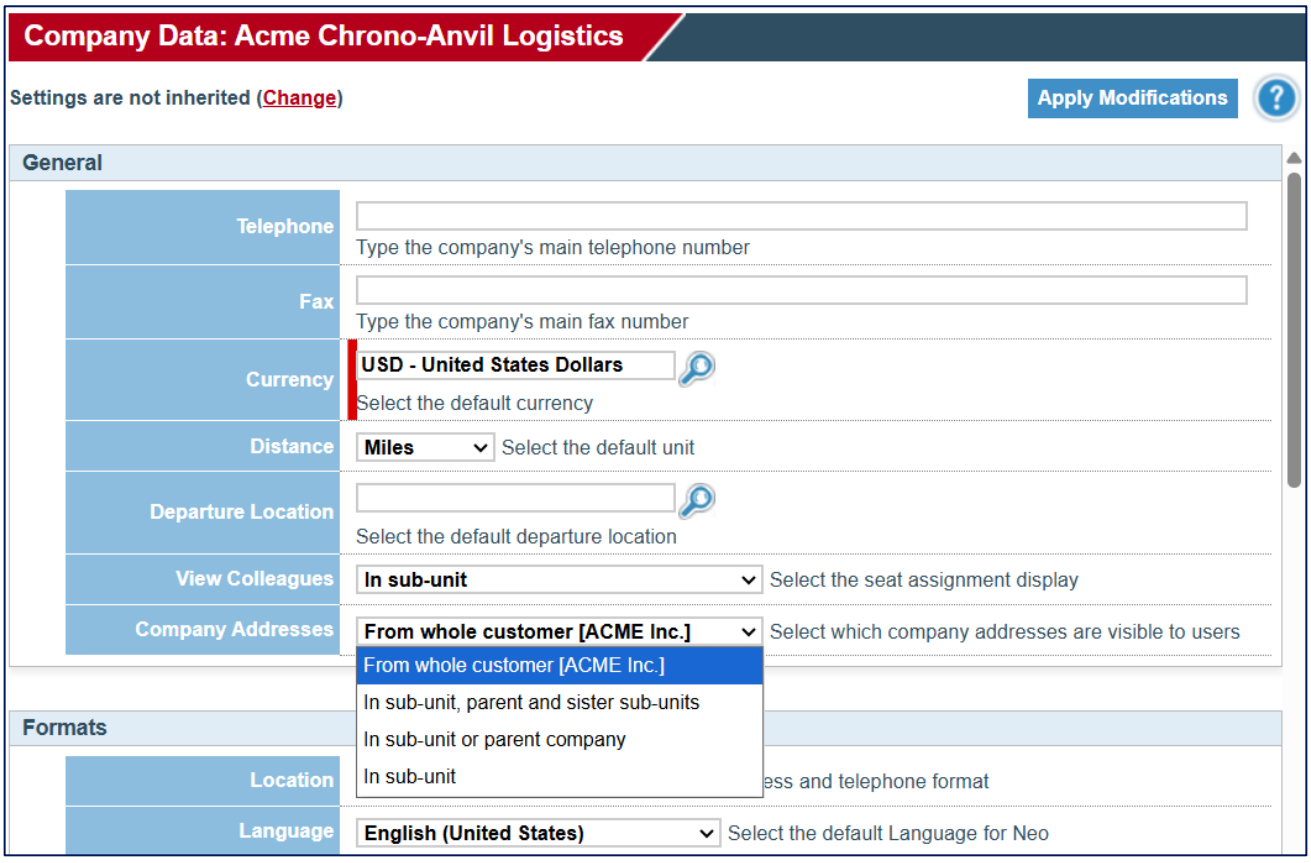
[ADMIN SUITE] NEW "FROM WHOLE CUSTOMER" OPTION FOR COMPANY ADDRESSES SEARCH SCOPE

MADE FOR…?	Travel Manager | Neo Admin
ACTIVATION REQUIRED?	Yes - Manual activation required
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

Administrators can now let users choose from all the addresses of their whole customer when searching for trips or selecting their work address. This makes it easier clients with more than two hierarchical company levels in shared instances to manage their addresses, as they don't have to duplicate the list in several levels.

A new option, "From whole customer [customer name]", is available in the Company Addresses field. When a company uses this option, its users can search trips from or to any valid company address of their customer.



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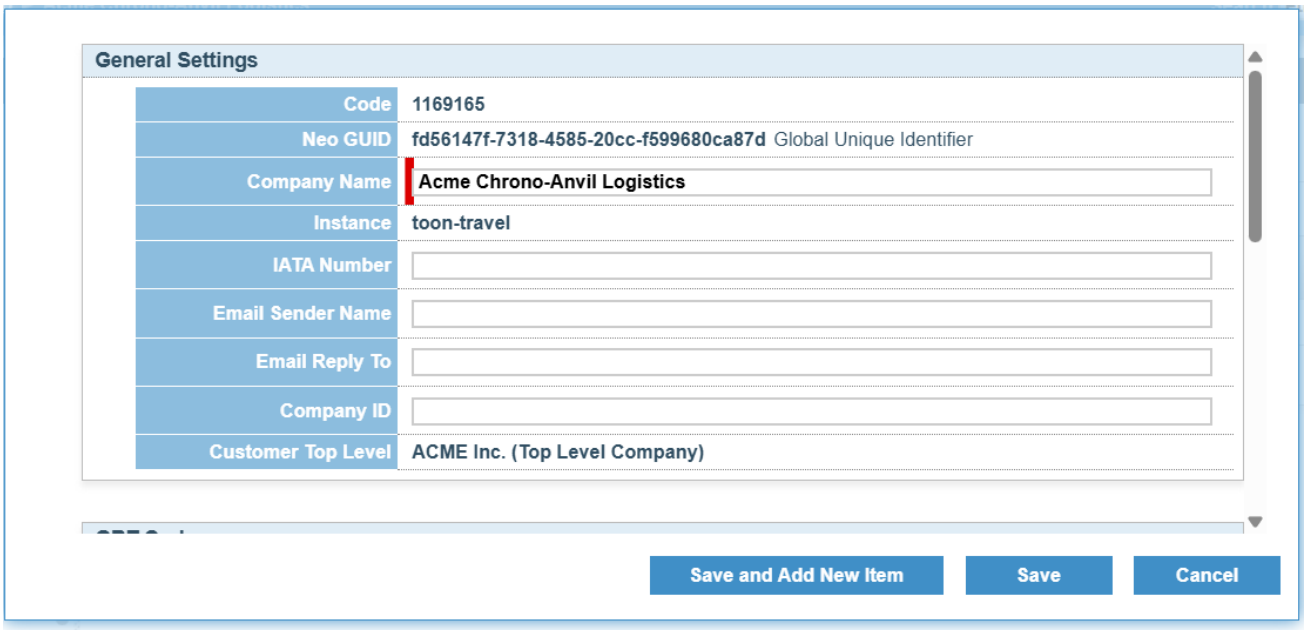
CONFIGURATION

Administrators with write access to the Company Data screen can select the option for a company.

1. Go to Company **Setup | Company Data | General**.
2. In the **Company Addresses** field, select "From whole customer [customer name]", where [customer name] is the customer's top-level company."

The option is displayed only when both conditions are met:

- The instance is declared as a shared instance in the **Instance Settings** screen.
- The company has a customer top level defined in **Sub-units** screen, either the company itself or a parent company.



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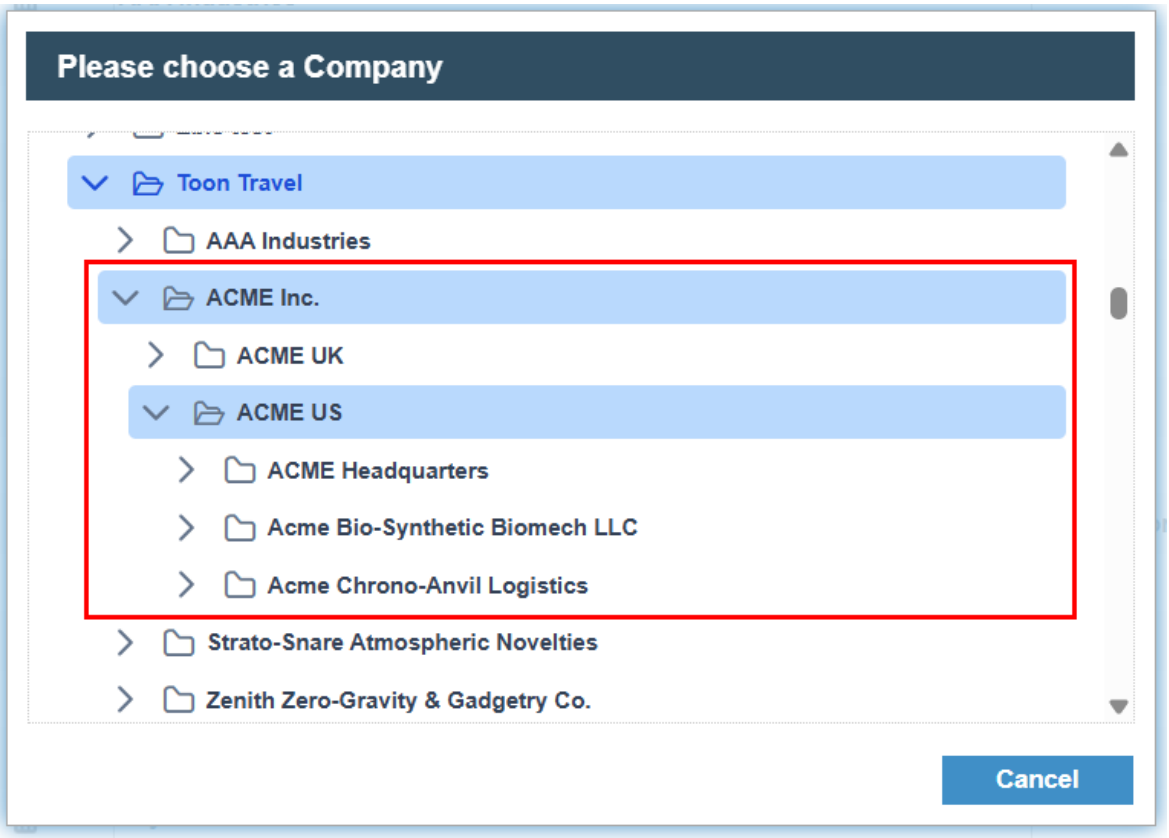
How it works

Users in a company that uses this option can select any valid address defined in the customer top-level company or in any company below it. For example, a fictional customer has “ACME Inc.” as its top-level company. Users in “ACME Chrono-Anvil Logistics” can then select addresses from any company under “ACME Inc.”



Company adresses defined at any level in the entire ACME Inc. company structure are eligible

SCOPE

- The option applies to the **Company Addresses** field, for companies in shared instances that have a customer top level.
- The option applies to trip searches and to the work address that users select in their profile.

OUT OF SCOPE

- Cleaning up duplicate company addresses in existing client configurations. This option does not remove them, so duplicates must be removed before the option is used. Otherwise, users see the same address several times.

[NEO INSTANCE DEFINITION ADDED] Note: A Neo instance describes the specific location within the Neo server environment where a customer's site is hosted. Think of it as the dedicated space for each customer's data and Neo configurations.

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Neo

[ADMIN SUITE] - DISPLAY OF SYSTEM ROLES AND ACCESS RIGHTS NAMES IN ENGLISH OR FRENCH

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

SYNOPSIS

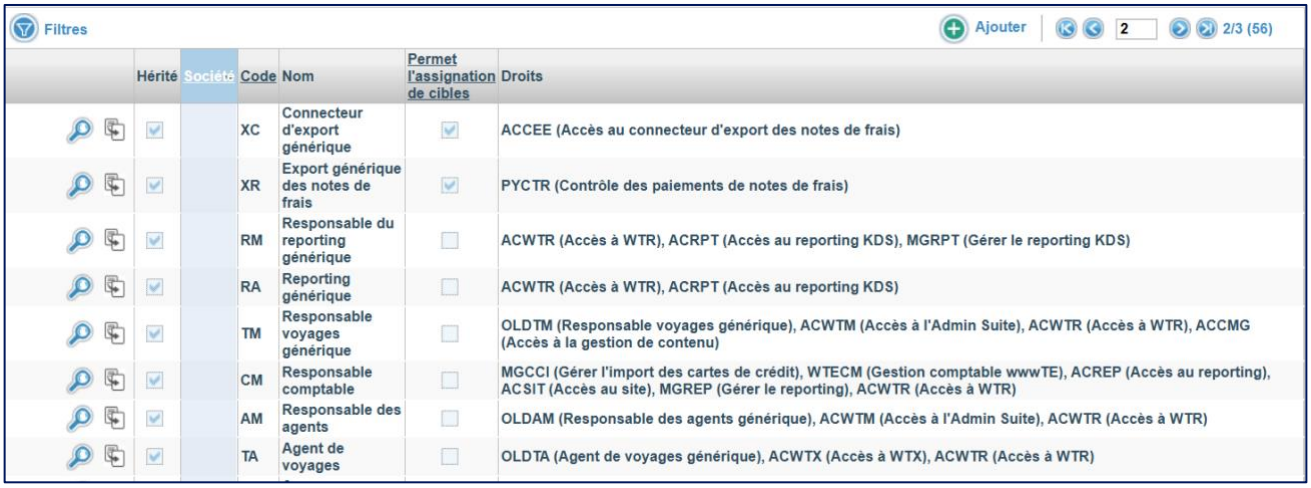
Admin Suite users whose preferred language is French now see system role and access right names in French instead of English only.

System roles and access rights are created by the system rather than manually in Admin Suite, so their names were not translated. Neo now provides a translation key for each of these names, so each name displays in the preferred language of the user.

How it works

- Each system role name and each access right name has a translation key. The English text of each key is the name used today.
- Names display in the preferred language of the user, English or French.
- If a French translation is missing, the English text displays instead of a blank field or a technical key.
- Sorting by role has been removed from the Roles and User Responsibilities screens for both english and french preferred language

Roles node :



	Hérité	Société	Code	Nom	Permet l'assignation de cibles	Droits
	☑		XC	Connecteur d'export générique	☑	ACCEE (Accès au connecteur d'export des notes de frais)
	☑		XR	Export générique des notes de frais	☑	PYCTR (Contrôle des paiements de notes de frais)
	☑		RM	Responsable du reporting générique	☐	ACWTR (Accès à WTR), ACRPT (Accès au reporting KDS), MGRPT (Gérer le reporting KDS)
	☑		RA	Reporting générique	☐	ACWTR (Accès à WTR), ACRPT (Accès au reporting KDS)
	☑		TM	Responsable voyages générique	☐	OLDTM (Responsable voyages générique), ACWTM (Accès à l'Admin Suite), ACWTR (Accès à WTR), ACCMG (Accès à la gestion de contenu)
	☑		CM	Responsable comptable	☐	MGCCI (Gérer l'import des cartes de crédit), WTECM (Gestion comptable wwwTE), ACREP (Accès au reporting), ACSIT (Accès au site), MGREP (Gérer le reporting), ACWTR (Accès à WTR)
	☑		AM	Responsable des agents	☐	OLDAM (Responsable des agents générique), ACWTM (Accès à l'Admin Suite), ACWTR (Accès à WTR)
	☑		TA	Agent de voyages	☐	OLDTA (Agent de voyages générique), ACWTX (Accès à WTX), ACWTR (Accès à WTR)

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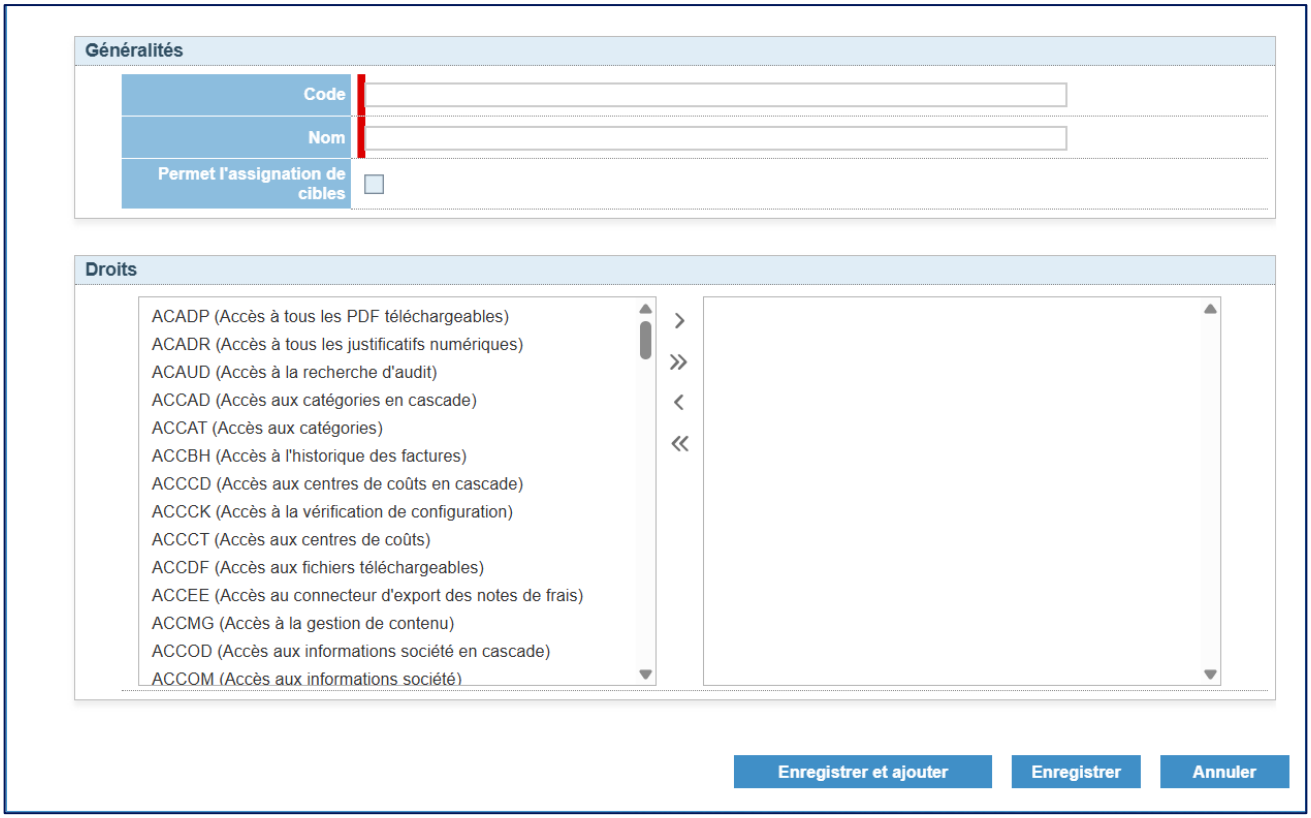
AMEX GBT
Neo



SCOPE

- System roles created by the system.
- Access rights created by the system.
- The Roles, User Profiles, User Roles, and User Responsibilities screens in Admin Suite.

OUT OF SCOPE

- Roles created by clients in Admin Suite. Their names stay as the client entered them.
- Writing the French translations. Amex GBT enters them outside the application.
- Any change to how roles and rights work. Codes, assignments, and permission checks stay the same.

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AMEX GBT
Neo

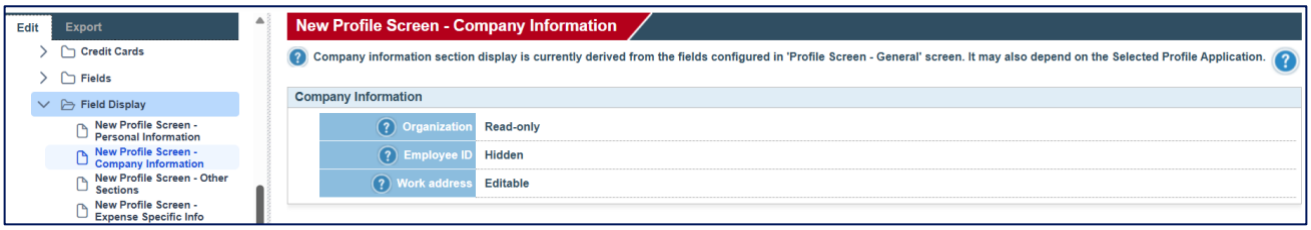
[ADMIN SUITE] NEW ADMIN VIEW OF THE COMPANY INFORMATION PROFILE SECTION DISPLAY

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

SYNOPSIS

The new read-only screen, **New Profile Screen - Company Information**, shows administrators how the **Company information** subsection is displayed to users. This helps administrators understand how the display of this subsection depends on the company configuration.

The screen works like the existing **New Profile Screen - Personal Information** screen and follows the same display rules.



How it works

- The screen shows the Organization, Employee ID, and Work address fields as they are displayed to users.
- Organization is always shown as read-only, even when it is set as editable in the **Profile Screen - General** configuration.
- A tooltip on each field names the configuration that drives its display. These are "User's Group" for Organization, "Employee #" for Employee ID, and "Business address" for Work address.
- The Work address tooltip also states that the **Company Addresses** field of the **Company Data** screen sets the addresses users can choose from.



SCOPE

- The screen is available to administrators with access to **Company Setup | Field Display**.
- The screen is read-only. It shows the display of the **Company information** subsection only

OUT OF SCOPE

The other subsections of the Company information section (Accounting information and Additional information) will be added in a future release.

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[PLATFORM] IN-APP BANNER WARNING USERS OF UNSUPPORTED BROWSER VERSIONS

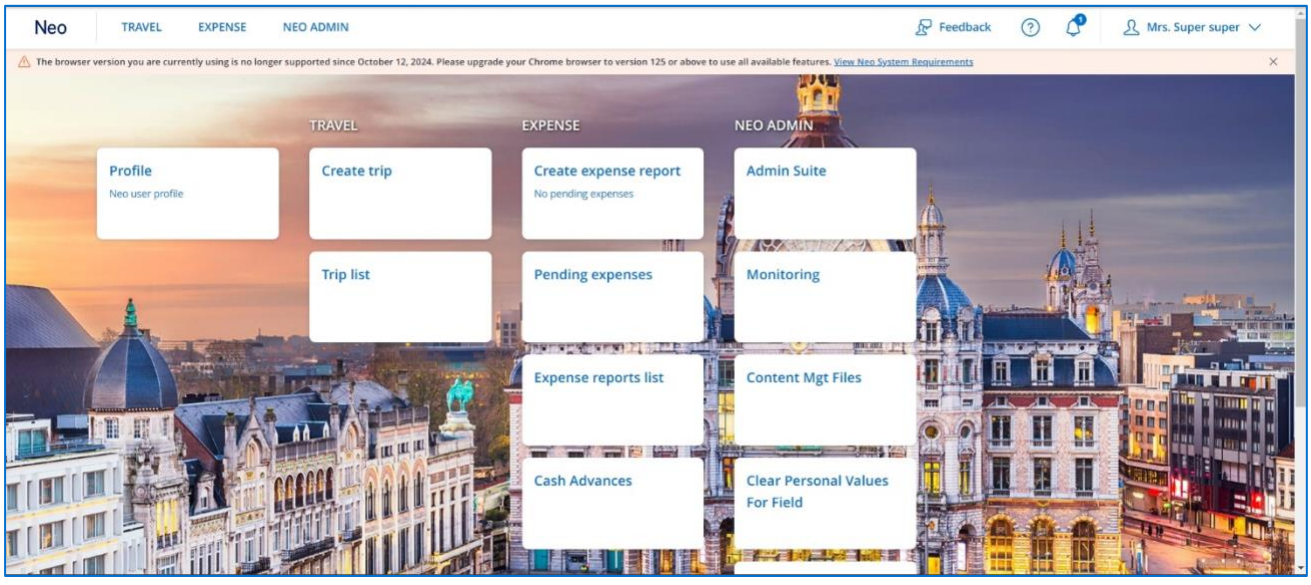
MADE FOR…?	Traveler | Arranger
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

Users running an outdated browser version risk a degraded or unreliable experience, and certain features may not work correctly.

Ahead of the browser support end date on 14 November 2026, Neo now displays an in-app warning banner that gives users time to upgrade to a supported version.

This banner appears when the detected browser version falls below the minimum supported version, and it identifies the browser name along with the version required for upgrade. This behavior aligns Neo Travel with functionality already available in the Neo Expense product.



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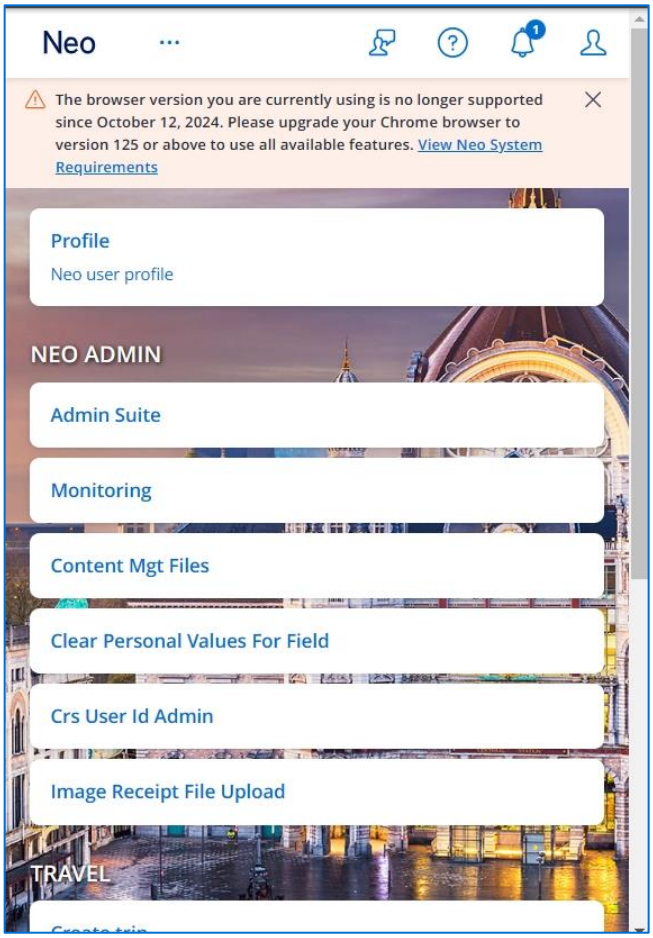
Small screen / mobile view : (screenshot for illustration purposes):



SCOPE

- Detect the user's browser and current version.
- Displays the warning banner when the detected version falls below the supported minimum:
    - Edge, Chrome, and Firefox: version 125 or above
    - Safari: version 18 or above
- The message includes the detected browser name and the required version to upgrade to.
- The banner displays within the Neo home application and across other screens.
- The banner will be displayed only in Neo desktop view.
- Users can dismiss the banner using the close button; the banner reappears at the next login.

OUT OF SCOPE

- Blocking access or reducing functionality for unsupported browsers; this is a warning banner only.
- Changing which browsers or versions the application supports.
- Equivalent work already delivered in the Neo Expense product.

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