

AMEX GBT

Neo

**Release
Notes
Neo 25.2**

12 April 2025

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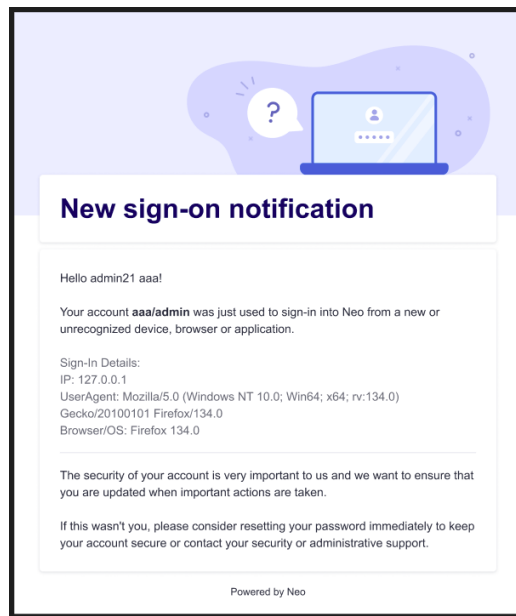
ADVANCE NOTICE

[EMAILS] NOTIFICATION FOR SIGN-IN FROM A NEW DEVICE

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

SYNOPSIS

To enhance security for Neo (both the user interface of Neo and Admin Suite), email notifications will now be sent whenever a user signs in from a new or unrecognized device, browser, or application. This update strengthens account security by informing users of any new sign-in activity.



Key Improvements:

- Users will receive an email notification at their registered business email whenever a sign-in occurs from a new device.
- A new cookie **KDS-DEVICE** will be deployed in Neo to track user sessions accurately.
 - Please note that as a new cookie will be deployed, that from version **25.3** for every first connection to Neo, Users will receive this email
- Details of this cookie will be included in the Neo Privacy Statement.

NOTE: It is necessary to make sure that clients who have a cookie filter do not block the new cookie

SCOPE

Neo User Interface and Admin Suite :

- User/Password login
- SAML SSO login
- Mobile activation (only for Neo UI)

AMEX GBT

Neo

NEO TRAVEL

[TRAVEL EMAILS] REMOVAL OF TRIP SUMMARY PDF ATTACHMENTS

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

SYNOPSIS

To streamline travel-related emails, the **Trip Summary PDF attachment** will no longer be included.

- Emails already contain **comprehensive trip details**, making additional attachments unnecessary.
- Starting from **version 25.2**, **Trip Summary PDFs** will be **removed** from travel-related emails.

SCOPE

This change is only for Travel emails sent by Neo.

[CHECKOUT] ENHANCED TRIP SUMMARY

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

SYNOPSIS

To improve the booking experience for travelers and arrangers, an improved trip summary will be introduced in the checkout process. This feature enhances transparency, reduces booking abandonment, and improves accessibility compliance (WCAG – Web Computing Accessibility Guidelines) for screen reader users.

This update aligns with industry best practices, ensuring a seamless and accessible booking experience while reducing friction during checkout.

Checkout: Hotel
✕

* required fields

Hotel

Radisson Blu Lon Euston Square
Thu, 17 Apr - Sat, 19 Apr (2 nights)

CANCELLATION POLICY

Cancellation. NON-REFUNDABLE RATE

[View rate conditions](#)

LOYALTY PROGRAM

You have no applicable loyalty card. [Add a loyalty card to my profile](#)

PAYMENT

Payment method *

Individual card Lodge card

✕ Please add a valid credit card to continue. [Add credit card to my profile](#)

You will exit the checkout process.

Trip summary

OUT OF POLICY

Thu, 17 Apr - Sat, 19 Apr
Mr Vernon Bear

€1,639.75

total price, incl. fees

Hotel
€386.82
⤴

Radisson Blu Lon Euston Square

130 TOTTENHAM COURT ROAD, LONDON W1T 5AY, UNITED KINGDOM

Thursday, 17 April - Saturday, 19 April
2 nights

Flight
€1,022.50
⤴

ROUND TRIP

€1,022.50

Thursday, 17 April

10:40	11:00
CDG	LHR
Paris, FR	London, GB

Saturday, 19 April

13:40	16:00
LHR	CDG
London, GB	Paris, FR

Car rental
€221.43
⤴

AVIS

€221.43

Thursday, 17 April > Saturday, 19 April

12:00 > 13:00

3 days Vauxhall corsa

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Key Features

- A comprehensive trip summary will be displayed throughout the checkout process.
- Located on the right side of the checkout pages, ensuring visibility for all booked services.
- Includes essential trip details, such as , flight times, hotel names, and cost breakdowns.

Release Timeline

- **Phase 1 (25.2):** Initial rollout of the trip summary in the checkout flow.
- **Future Phases:** Enhancements to extend this feature for trip modifications.
- Features an expand/collapse function for each booked service, providing flexibility in viewing details.

SCOPE

This feature introduces the new checkout screens for the following services:

- Hotel bookings
- Transport, including flights
- Car rentals
- Ground transport

Additionally, this update will include new information relevant to these services.

[RAIL] AMTRAK TRAIN TYPE DISPLAYED IN TRANSPORT COMPACT CARD

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

SYNOPSIS

Users need to easily differentiate between a regional (standard train) and Acela (high speed train) when shopping Amtrak services as the available cabins and services depend on the train equipment.

Amtrak train type/equipment will now be displayed directly in the transport compact card, reducing user navigation and enabling immediate train equipment identification.


[Back to search](#) [Edit search](#)

Search results Current search: New York (Penn Station), Wed, Apr 9 — PNE - Philadelphia North (PA), Tue, Apr 15

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

Recommended Sort by Recommended ▾

Recommendations are based on a combination of criteria established by your company, including price, travel policy and preferred suppliers. Duration, number of stops and CO₂ emissions are also considered. [Know more about recommended sorting](#)



7:04 AM
Wed, Apr 9
Penn Station (NY)

>

8:31 AM
Wed, Apr 9
Philadelphia (30th St)


1h 27m
Non-stop

Coach Seat Flexible
Coach (Y)
[Change fare/class](#)

€69
Total Price

IN POLICY ▾ Show details

[Select](#)



10:00 AM
Wed, Apr 9
Penn Station (NY)

>

11:08 AM
Wed, Apr 9
Philadelphia (30th St)

1h 8m
Non-stop

Business Class Seat Flexible
Business (C)
[Change fare/class](#)

€116
Total Price

IN POLICY ▾ Show details

[Select](#)

Train 79 Branch-Line/Regional - 0.66kg CO₂

Train 2153 Acela Express - 0.66kg CO₂

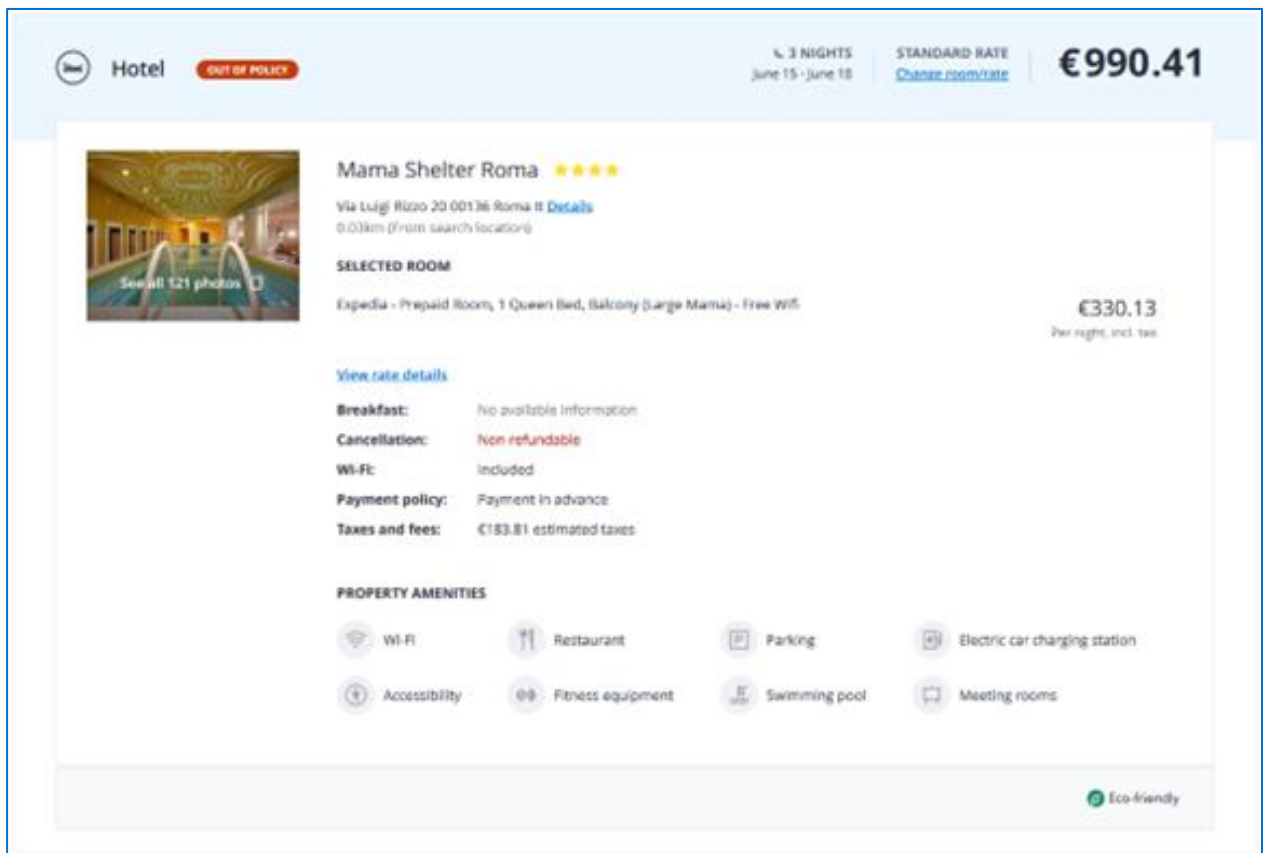
[HOTEL] REDESIGNED HOTEL CARD ON THE TRIP OVERVIEW PAGE

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

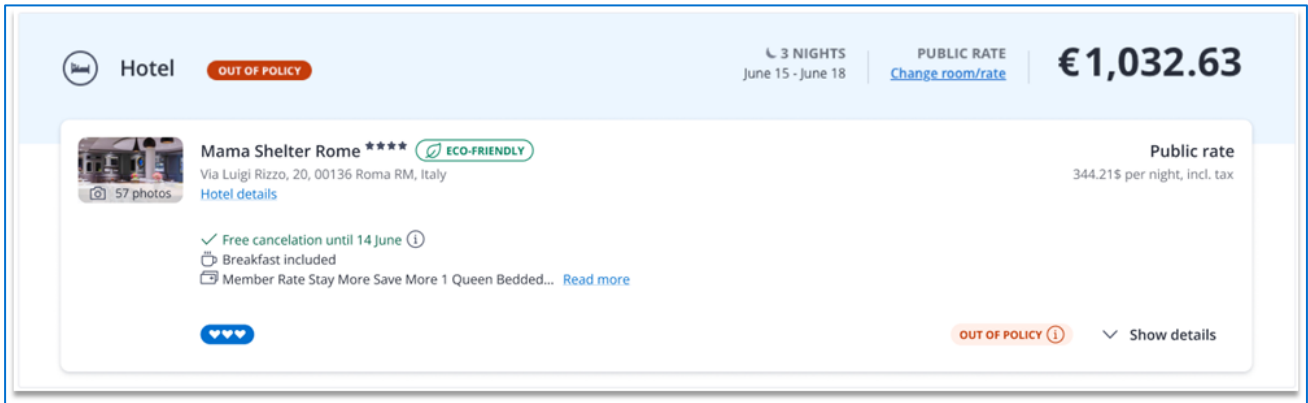
SYNOPSIS

To enhance navigation efficiency, the hotel card on the trip overview page has been fully redesigned to prioritize key travel details.

BEFORE



AFTER



Key Enhancements:

- Improved layout for better visibility of essential information.
- Fully updated design that now meets accessibility requirements.

These improvements provide a more intuitive and user-friendly experience when viewing hotel details.

[TRANSPORT] ENHANCED POP-UPS ON THE TRIP OVERVIEW PAGE

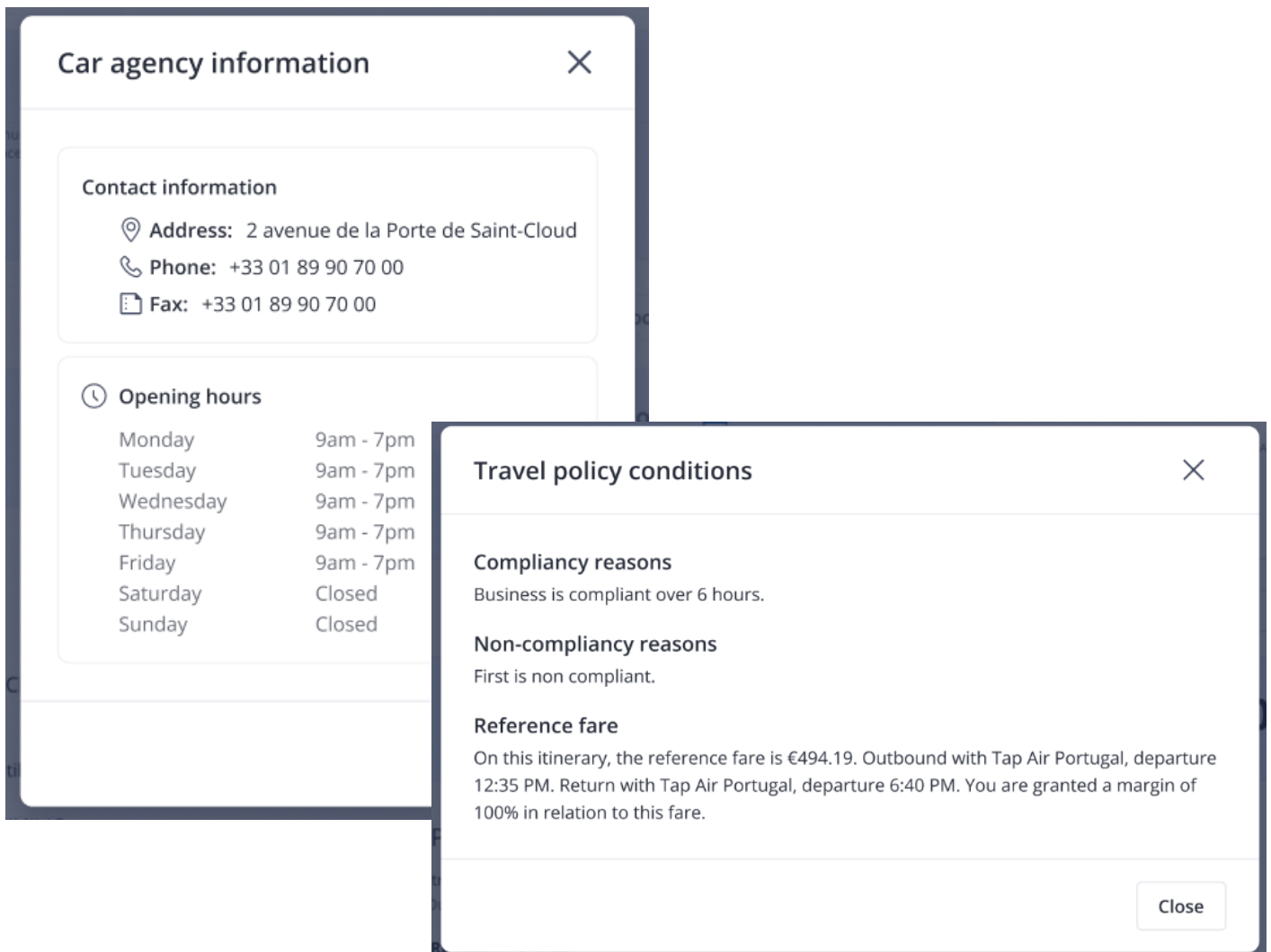
MADE FOR...?	Traveler Arranger Approver
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

To improve accessibility and user experience, the **trip overview** page has been optimized with targeted enhancements to pop-ups, providing clearer and more intuitive interactions.

The following pop-ups have been redesigned to enhance user accessibility:

- Hotel details
- Hotel rate details
- Car agency information
- In/ Out of policy reasons “Why” pop-ups for transport, hotel and car



[TRANSPORT] ENHANCED TRANSPORT CARD ON TRIP OVERVIEW PAGE

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

SYNOPSIS

As part of the trip overview page redesign, the **transport card** has been improved to enhance visibility and provide clearer travel information.

These updates improve the user experience by presenting essential transport information more effectively while maintaining access to additional details when needed.

BEFORE

Flight
IN POLICY [Why?](#)

Refundable and Modifiable Free of Charge [View fare details](#)

ECONOMY FLEX
COACH
€1,074.59

	10:25 AM (CDG) Sun, Sep 21	>	2:15 PM (MIA) Sun, Sep 21	9h 50m Non-stop	Economy Flex Coach (R) Change fare/class
AF 90 · 1,010kg CO ₂					
Show details					

	11:35 AM (MIA) Sat, Sep 27	>	5:55 AM (CDG) Sun, Sep 28	12h 20m 1 Stop (JFK)	Economy Flex Coach (R, R) Change fare/class
AF 2969, AF 1 · 1,096kg CO ₂ · Operated by Delta Air Lines, Air France					
Show details					

AFTER

Flight
IN POLICY [Why?](#)

Refundable and Modifiable Free of Charge [View fare details](#)

ECONOMY FLEX
COACH
€1,074.56

	10:25 AM (CDG) Sun, Sep 21	>	2:15 PM (MIA) Sun, Sep 21	9h 50m Non-stop	Economy Flex Coach (R)
✓ Change for free ✓ Fully refundable ⓘ 1 bag 46A					IN POLICY
AF 90 · 1,010kg CO ₂					Show flight details

	11:35 AM (MIA) Sat, Sep 27	>	5:55 AM (CDG) Sun, Sep 28	12h 20m 1 Stop (JFK)	Economy Flex Coach (R, R)
✓ Change for free ✓ Fully refundable ⓘ 1 bag Select seat					IN POLICY
AF 2969, AF 1 · 1,096kg CO ₂ · Operated by Delta Air Lines, Air France					Show flight details

Key Enhancements:

- **Newly Added Details:**
 - **Fare flexibility** for better decision-making. For example, users will now be more aware when a fare is non-refundable as this appears directly on the transport card.
 - **Included options** such as baggage and seat selection.
- **Updated Display of Amenities:**
 - Amenities (Wi-Fi, meals, etc.) have been removed from the collapsed card.
 - These details remain accessible when clicking "**Show details.**"

[CHECKOUT] NEW WARNING MESSAGE IN PROFILE POP-UP

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

SYNOPSIS

If a traveler's company uses an external profile manager as the profile of record, personal information should not be added or modified within Neo. However, when mandatory information is missing during booking, Neo currently opens a profile pop-up that allows travelers to enter or update personal details.

To enable data consistency, travelers will now be informed that any updates to personal information should be made directly in the external profile manager, not in Neo.

Business information

Warning: Your traveler profile is managed outside of our platform. To make permanent changes, update them in the your company's primary profile tool, or reach out to your administrator for assistance.

Required fields: Please provide the traveller information below for your travel agency

Business Address: Neo Amadeus (MAT), TW18 4EP
KDS UK Ltd
Church Street
TW18 4EP Staines

Business phone: 01 40 43 21 87 ✓

* Primary email: dnichlfor-ext@kds.com

Business fax: 01 45 26 98 87 ✓

Primary mobile phone: 06 60 45 56 29 ✓

* Gender: [Dropdown]

* Middle Name: [Text]

User profile

Warning: Your traveler profile is managed outside of our platform. To make permanent changes, update them in the your company's primary profile tool, or reach out to your administrator for assistance.

Required fields: Please provide the traveller information below for your travel agency

* Title: [Dropdown]

* First name: lizas

* Birth Date: 1987-12-26 [Calendar]

Accounting Unit (AE): [Text]

Action Code (AK): [Text]

Cost Centrer (KD): [Text]

Department Number (DS): [Text]

Employee ID Number (PK): [Text]

Project Number (PR): [Text]

Internal Account Number (IK): [Text]

Purchase Order Number (AU): [Text]

Redress Number: 1234567897896 [Text]

[Next]

What's New

A new warning message will be displayed, only to travelers managed by a profile manager.

The message will appear if the traveler does not have all mandatory information in their profile when completing their booking. The profile pop-up (with warning) appears after clicking on "Book" from the Itinerary page.

Warning message: *"Your traveler profile is managed outside of our platform. To make permanent changes, update them in your company's primary profile tool, or reach out to your administrator for assistance."*

SCOPE

- Other profile tools as primary profile of record:
 - Cegid Notilus
 - Connect Profile
 - Neo1

OUT OF SCOPE

- Neo as profile of record

[TRANSPORT] CUSTOMER EXPERIENCE ENHANCEMENTS

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

SYNOPSIS

To enhance platform scalability and meet growing customer demand for expanded transport options and fares in the future, we need to optimize the current performance of the transport shopping flow. These improvements will directly improve user experience by reducing search time.

Neo has optimized backend processing of transport solutions and fares, improving technical efficiency without changing user-facing content.

The technical improvements will enable Neo in the future to handle, on average, +25% more solutions, +21% more fares per search. As a positive result it will also allow to reach 86% of transport searches with 4s of average search duration.

SCOPE

- This feature is for all transport content.

ADDITIONAL ENHANCEMENTS SPECIFICALLY FOR AMADEUS

Intermittent timeouts may occur during alternate fare retrieval for specific search parameters.

Neo has optimized special services retrieval, now requesting options from Amadeus only when the options page is displayed, rather than earlier in the shopping flow.

EXPECTED OUTCOME

For Amadeus transport search:

- Approximately 70% reduction in timeout occurrences
- An estimated 10% overall decrease in loading time from the Neo connectivity layer

SCOPE

- GDS Amadeus as main resource.

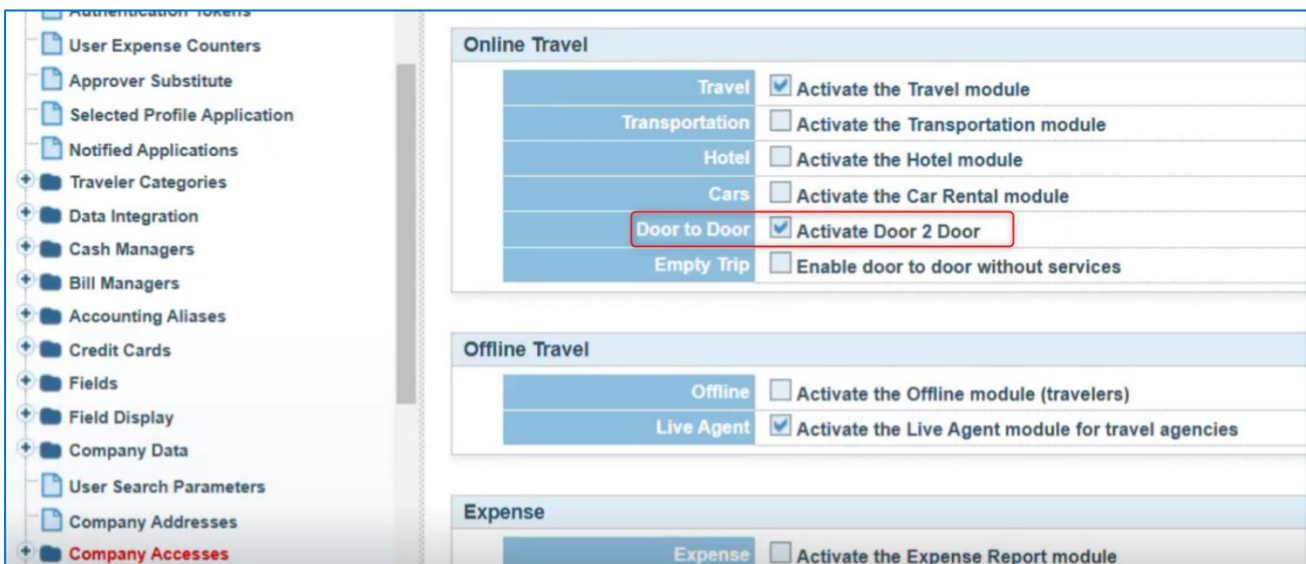
[ADMIN SUITE] NEW SETTING TO ENABLE OR DISABLE DOOR-TO-DOOR/TRIP BUILDER MODULE

MADE FOR...?	Neo Admin Travel Manager
ACTIVATION REQUIRED?	Yes
ADMIN SUITE NODE	Company Setup Company Accesses
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

Before version 25.2, the Door-to-Door/Trip Builder module was visible to all customers with no option to hide it. Starting with this release, customers can now disable Door-to-Door/Trip Builder via a setting in the Admin Suite.

A new field has been introduced under the **Company Accesses** node, enabling deactivation of the module within Neo.



[NDC] FARE LABEL UPDATE TO HIGHLIGHT NDC SAF FARES IN NEO

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

This feature is only available if NDC content is enabled on the site.

SYNOPSIS

Users can now clearly differentiate **NDC SAF (Sustainable Aviation Fuel) fares** from **standard NDC fares** in Neo.

Key Enhancements:

- Previously, NDC fare labels were retrieved from Routehappy based on the fare basis, causing NDC SAF fares and standard NDC fares to display the same label.
- Now, fare labels for all NDC fares are retrieved directly from SMPAir and correctly displayed in Neo.
- This update ensures that NDC SAF fare labels are accurately highlighted, improving fare visibility and selection.

SCOPE

This feature is for all NDC fares.

[NDC] NEW BANNER FOR NDC

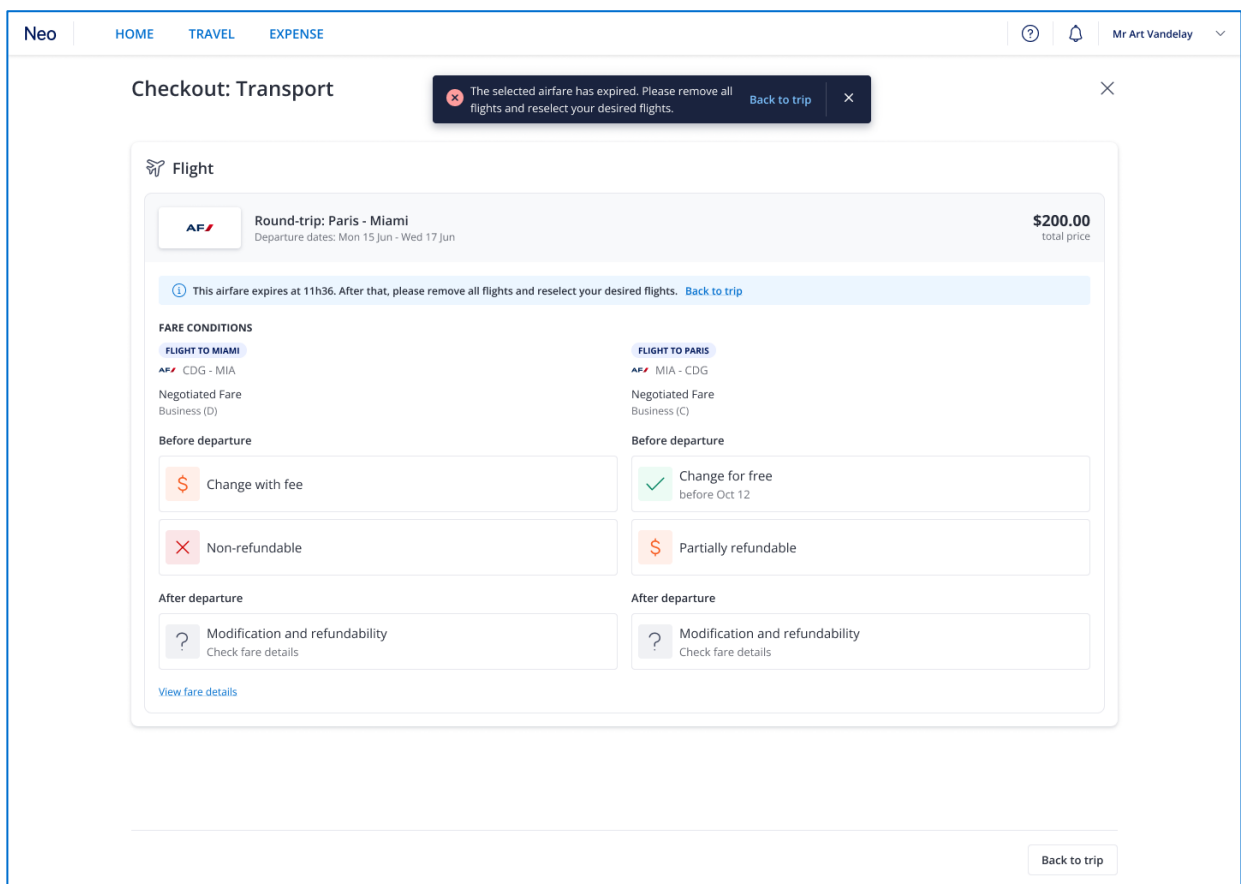
MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

To align with NDC fare messaging improvements introduced in the 25.1 release, Neo will be implementing the following enhancements:

- A banner notification will now inform users of their NDC fare's expiration time during checkout, along with guidance on what to do if they are unable to complete the booking before the fare expires.

NOTE: The following banner and pop-up appear only if the NDC content is available for a given site."



- If an NDC fare expires before checkout is completed, and the user clicks on **Next**, a **pop-up message** will provide additional details on the expiration and next steps.

These improvements ensure users receive clear, real-time notifications about fare expirations, minimizing confusion and guiding them on how to proceed with their booking.

[RAIL] REQUEST A SPECIFIC SEAT

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

SYNOPSIS

To improve the user experience, we have introduced a new Specific Seat card on the Rail Options screen. This allows users to specify the coach and seat of the person they wish to sit next to, providing a more intuitive and streamlined booking process. This card will be displayed in the following scenarios:

- if the special services are enabled
- the rail supplier offers a “close to” option for the train you’ve selected
- and you haven’t selected any seat in the seat map a “close to” seating option for the selected train, and no seat has been chosen from the seat map, “Specific Seat” section will appear in the Rail options screen.

As part of the checkout migration, we have removed the seat selection confirmation screen from the checkout process, as it was not the appropriate place for this step.

BEFORE

Seating Options
✕

Proceed with booking
 Select a seat

Train 6692 › Seating

If you know someone who already booked this train segment, you can ask to be seated next to this person here.

Select your seating preference:

No specific seat
 Apply seat preferences defined in profile

Specific request
 Coach: Seat:

Note:

- The supplier cannot guarantee your seating request will be fulfilled.
- This page only displays travelers who booked this train segment with Neo and who agreed on having their name shown to colleagues.

Next (Train 6601)

AFTER

neo | HOME TRAVEL EXPENSE | ? 🔔 Mr User Testing

[Back to search](#) | **Transport results** Paris, Mon 5 Sept, Flexible – Lyon, Sat 10 Sept, Flexible Edit search

Paris Gare De Lyon > Lyon Part Dieu > Fares > Options

TGV Deck

TRAIN TO LYON	TRAIN TO PARIS
<input checked="" type="radio"/> Indifferent	<input checked="" type="radio"/> Indifferent
<input type="radio"/> Top floor	<input type="radio"/> Top floor
<input type="radio"/> Bottom floor	<input type="radio"/> Bottom floor

Seat placement

TRAIN TO LYON	TRAIN TO PARIS
<input checked="" type="radio"/> Indifferent	<input checked="" type="radio"/> Indifferent
<input type="radio"/> Window	<input type="radio"/> Window
<input type="radio"/> Corridor	<input type="radio"/> Corridor

Specific seat

Fill in these fields to request a specific placement. The supplier cannot guarantee your request will be fulfilled.

TRAIN TO LYON	TRAIN TO PARIS
<input type="text" value="Coach"/>	<input type="text" value="Coach"/>
<input type="text" value="Seat"/>	<input type="text" value="Seat"/>

Cost details

Transport	
Round-trip train	€124.00
Requested options	
TGV Deck	€0
Seat placement	€0
Close to a specific seat (1)	€0
TOTAL PRICE	€124.00
Continue	

[SABRE / RYANAIR] MULTI-BRAND FARE MANAGEMENT

MADE FOR...?	Traveler Arranger Travel Manager
ACTIVATION REQUIRED	Yes – Manual activation required
ADMIN SUITE NODE	Travel Fullfiment Travel Air-Rail Special Services
VALIDATION BY AGENCY REQUIRED?	Yes

Pending GBT end-to-end testing. This feature is not yet available in the GBT system.

SYNOPSIS

With this release, Neo is expanding Ryanair fare options available through Sabre, enabling users to book a wider range of fares, including those with ancillaries.

What's New?

In **version 25.1**, Neo introduced the **Basic fare**, which includes no ancillaries.

Now, with **version Neo 25.2**, all available Ryanair fare types can be booked directly via Sabre, providing better flexibility and additional service options:

- **Regular** – Includes **Priority Boarding, 2 Cabin Bags, and 1 Standard Seat**
- **Plus** – Includes **Airport Check-in, 20kg Checked Bag, and 1 Standard Seat**
- **Flexi Plus** – Includes **Airport Check-in, Priority Boarding, 2 Cabin Bags, Fast Track, and 1 Seat Selection**

Equipment

LONDON - DUBLIN

STN - DUB

None

BABY EQUIPMENT (€15.00)

MUSICAL INSTRUMENTS (€50.00)

SPORT EQUIPMENT (€40.00)

SKI EQUIPMENT (€45.00)

BIKE (€60.00)

GOLF (€35.00)

TRANSPORT

One way flight €125.99

No baggage included

AIRPORT CHECK-IN included

PRIORITY BRD - 2 CABIN BAGS included

FAST TRACK included

REQUESTED OPTIONS

Baggage €55.00

Equipment €0.00

Accessibility €0.00

TOTAL PRICE **€180.99**

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CONFIGURATION

To configure this feature, Special Services need to be enabled under the Admin Suite node:

Travel | Air - Rail | Special Services

SCOPE

This feature is for Ryanair through Sabre Direct Link.

[PNR IMPORT] IMPORT COMPLIANCY

MADE FOR...?	Traveler Arranger Travel Manager
ACTIVATION REQUIRED	Yes – Manual activation required
ADMIN SUITE NODE	Travel Fulfillment PNR Import PNR import Actions
VALIDATION BY AGENCY REQUIRED?	Yes

SYNOPSIS

The agency and client require the ability to override compliance in specific cases, as certain policy rules do not apply during the import process.

A new PNR import option enables policy compliance overrides by service type using optional formatted general remarks:

- **TRANSPORT COMPLIANCY Y or N**
- **HOTEL COMPLIANCY Y or N**
- **CAR COMPLIANCY Y or N**

Example: TRANSPORT COMPLIANCY Y

In that case, all transport services will be marked as compliant.

When a trip is imported and created in Neo, if any of the compliancy remarks mentioned above are present in the PNR, and if the option has been activated, the compliancy will be enforced according to the remarks.

General Settings

<div style="background-color: #0070C0; color: white; padding: 2px; border-radius: 5px; display: flex; align-items: center; justify-content: center;"> ? Approval Required </div>	<input type="checkbox"/> Launch travel workflow upon import
<div style="background-color: #0070C0; color: white; padding: 2px; border-radius: 5px; display: flex; align-items: center; justify-content: center;"> ? Cancellation </div>	<input type="checkbox"/> Enable cancellation of imported trips
<div style="background-color: #0070C0; color: white; padding: 2px; border-radius: 5px; display: flex; align-items: center; justify-content: center;"> ? Modification </div>	<input type="checkbox"/> Enable modification of imported trips
<div style="background-color: #0070C0; color: white; padding: 2px; border-radius: 5px; display: flex; align-items: center; justify-content: center;"> ? Compliance </div>	<input type="checkbox"/> Import compliance from PNR

When enabled, compliance will be read from information provided in PNR remarks

[TRANSPORT] PRE-BOOKING APPROVAL

MADE FOR...?	Traveler Arranger Travel Manager
ACTIVATION REQUIRED	Yes – Manual activation required
ADMIN SUITE NODE	Travel Policies General policy settings Validation mode
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

This feature aims to provide an alternate approval process flow so that it occurs before a trip is booked.

This aims to provide greater control over spending, and prevent unnecessary fund commitments.

Target Use Cases

- Validate budget before engaging costs.
- Prepaid hotels.
- Low-cost carriers (that require instant purchase).
- Other instant purchase options.

Feature Overview

The screenshot displays a flight booking interface. At the top, there is a 'Back to search' link. The main heading is 'Trip itinerary Mon, Mar 24 - Mon, Mar 24'. Below this, a timeline shows the trip starting on Mon 24 Mar and ending on Mon 24 Mar. The flight details are: Delta Air Lines to New York J F Kennedy (NY), USA, Operated by Air France, with a price of €6,347.69. There are buttons for 'Select seat', 'Change selection', and 'Remove'. Below the flight details, there is a section for 'Flight' with 'IN POLICY' and 'Why?' links, and 'REFUNDABLE DELTA ONE OR BIZ' with 'Refundable and Modifiable Free of Charge' and 'View fare details' link. The price is displayed as €6,347.69. The flight details include: DELTA, 10:30 AM (CDG) to 2:00 PM (JFK), 8h 30m, Non-stop, Refundable Delta One Business (C), and DL 8743 - 3,383kg CO₂ - Operated by Air France. A sidebar on the right contains a 'Submit' button, 'Save' and 'Share' options, 'ADD SERVICE' icons, and a 'BOOKABLE TRIP COST' summary of €6,349.69, with 'Flight' at €6,347.69 and 'Fees' at €2.00.

- User shops for a trip as usual in Neo.
- Instead of booking, user submits the trip for approval.
- Trip stays in Draft status.
- Approver opens the trip from the trip list, reviews & decides:

NOTE: Approve/Reject from trip list not available

- **Approve** → Trip is automatically booked.
- **Reject** → Trip is returned to the traveler/arranger for modification

Only applicable to trips that have not yet been booked.

For trip modifications, the current process remains unchanged: the modification is sent directly to the supplier.

The screenshot displays a travel booking interface. At the top left, there is a 'Back to search' link. The main heading is 'Trip itinerary' for the dates 'Mon, Mar 24 - Mon, Mar 24'. Below this, a timeline shows 'Trip starts' on 'Mon 24 Mar' and 'Trip ends' on 'Mon 24 Mar'. The central part of the itinerary details a flight: 'Delta Air Lines to New York J F Kennedy (NY), USA', operated by Air France, with a price of €6,347.69. Below the itinerary, there are buttons for 'Select seat', 'Change selection', and 'Remove'. A disclaimer states: 'Fares and availability are subject to change. Fares are not guaranteed until ticketing.' The flight details section shows 'Flight' with 'IN POLICY' and 'Why?' links, 'REFUNDABLE DELTA ONE OR BIZ' (Refundable and Modifiable Free of Charge), 'BUSINESS' class, and a price of '€6,347.69'. A 'Change fare/class' link is also present. The flight details include: 'DELTA', '10:30 AM (CDG) > 2:00 PM (JFK)', '8h 30m', 'Refundable Delta One ... Business (C)', 'Change fare/class' link, 'DL 8743 · 3,383kg CO₂ · Operated by Air France', and 'Show details' button. On the right side, there is a dark blue sidebar with a 'Submit' button, 'Save' and 'Share' options, 'ADD SERVICE' icons, and a 'BOOKABLE TRIP COST' summary showing 'Flight €6,347.69' and 'Fees €2.00'.

All trips & requests							PNR number	Open trip
Upcoming		Past						
Dates	Status	Services	Created by					
Trip ref.	Trip date	Services	Compliance	Traveler	Created by	Status	Trip cost	
	New York J F Kennedy (NY) 3/24/2025 Mar 24, 2025 - Mar 24, 2025		OUT OF POLICY	Vernon Bear	Vernon Bear	<input type="radio"/> Draft <input checked="" type="radio"/> Pending approval	€2,801.13	

Key considerations

Approval speed is critical

- Fares and rates are not guaranteed until ticketing.
- A **shorter deadline** in the approval workflow is encouraged to reduce risk of availability and pricing changes.
- Engage with customers to highlight the importance of **quick approval**.

NDC Fares are time-sensitive

- NDC fares may expire very quickly.
- Delayed approval may impact fare availability.

Limitations: service availability check

- If a service (flight, hotel, etc.) is no longer available when the approver opens the trip, the approval process will stop. The traveler / arranger will be notified, and they may modify and resubmit the trip if needed.

Credit Card Storage – CVV

- With **pre-booking approval**, travelers proceed to checkout and enter their credit card details, but the **booking occurs only after approval**.
- This requires a modification in Neo's credit card storage to comply with PCI-DSS regulations.
- The **CVV will be stored for a limited time** per security recommendations.
- It is **critical to align the approval cycle with the CVV retention period** to prevent approvals after the CVV has been purged.

FUTURE IMPROVEMENT POSSIBILITIES

1. Price increase threshold

Implement a **threshold mechanism** to notify approvers when the trip cost has increased beyond a predefined limit.

2. Approval mode based on trip type

Ability to **automatically determine** whether a trip should go through pre-booking or post-booking approval:

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

Provides **greater flexibility** to match different travel policies.

3. Recall feature – Stopping the approval process

Allow travelers / arrangers to **recall pending approval requests**, minimizing time spent on approval processing in the event the traveler's plans change.

Pilot phase

- Pilot phase to begin following 25.2 release
- Pilot phase used to gather feedback from early adopters to refine feature
- Looking for pilot participants – reach out to your account manager or contact at Amex GBT if interested!

SCOPE

Approvals in Neo.

[SPECIAL REQUESTS] NEW PROPERTY FOR THE APPROVAL PROCESS

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

SYNOPSIS

Prior to 25.2, special requests (such as visas and subscription cards) were processed through the complex trip request approval workflow script, preventing the creation of conditional approval processes (validation cycle) when a special request is present.

A new property **Trip.IsSpecialRequest** now enables configuring approval processes specifically related to the presence of a special request.

SCOPE

- This feature concerns the workflow script which is managed by the GIS team.

AMEX GBT

Neo

NEO EXPENSE

[EXPENSE] EXPENSE REPORT PAGE MIGRATION & REDESIGN - BETA VERSION

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

SYNOPSIS

The expense report page is undergoing a technical migration alongside a functional and design revamp.

Objectives:

- Enhance technical performance for a smoother experience.
- Improve the interface with a more modern look and better readability.
- Increase user guidance and make navigation more intuitive.

Given the complexity and scale of this section within Neo, the migration will be implemented in phases to ensure a seamless transition while maintaining all functionalities.

The first phase, introduced in the 25.2 release, allows users to experience the new design and gradually adapt to the updated version. In this initial release, key expense report actions are available, including submission. Additional features will be introduced in upcoming phases.

Scope of the first phase:

- **Applicable to end users only**
 - Not in scope: accountant and approver view will be available at a later date
- **Available on desktop and zoom view**
 - Not in scope: mobile app view will be available at a later date
- **Available features: add/edit expenses, itemization, submission of expense report, duplicate expense report**
 - Not in scope: per diems, calendar view, summary and history screens

Neo HOME TRAVEL EXPENSE Ms Bear A Test

[Back to the expense reports list](#)

Test new expense report Old report page More Submit

Your expense report, simplified

This is a first look at the new expense report, more features will be available in future releases. In the meantime, you can try it out and switch back anytime.

Expense report ID: #64284 Reported amount: 295.60 EUR Reimbursable amount: 280.00 EUR Status: Draft

Expense type: Location: + Add expense

#	Expense type	Location	Date	Amount	Receipt	Tax Free
1	Lunch	Paris	14/03/2025	30.00 EUR 45.60 EUR		Complete
2	Dinner		14/03/2025	0.00 EUR		Incomplete Several anomalies in the expense
3	Accommodation Room	Paris	17/03 - 20/03/2025 3 nights	250.00 EUR		Complete

Users will have the option to switch between the new and old views, allowing them to have a preview of the changes while maintaining access to all the features which are currently available.

A survey will be displayed when users decide to switch back to the old view to give their feedback. This will help to better prioritize future improvements.

[EXPENSE] MISSING RECEIPT AFFIDAVIT OPTION FOR EXPENSES ABOVE A THRESHOLD AMOUNT

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	Yes – activation by NTG Admin
ADMIN SUITE NODE	“Item categories” “Fields” node inside expense type “Receipt” → Required (For expense reports) drop down → “Conditional”
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

A new option is available for users to submit a missing receipt affidavit when a receipt is required for expenses exceeding a specified threshold amount.

This update allows flexibility in expense submissions while maintaining compliance with receipt requirements.

Key Improvements:

- Neo can already enforce mandatory digital receipts for expenses above a configured threshold.
- With this improvement, users can now submit a missing receipt affidavit when a receipt is unavailable, enabling them to still claim their expenses.
- The affidavit option will be visible only if the setting is enabled in Admin Suite.

Configuration Requirements:

To enable this feature, the following settings must be configured:

- **Mandatory Receipt Setting:**
 - *Path:* Expense → Receipts → Receipt Management
 - *Setting:* "Is mandatory" checkbox must be enabled.
- **Affidavit Option Activation:**
 - *Path:* Expense → Receipts → Affidavit Receipt Management
 - *Setting:* "Enable" checkbox must be activated.
- **Threshold Amount Configuration:**
 - *Path:* Item Categories → Fields (inside expense type) → Receipt
 - *Setting:* In the “Required (For expense reports)” dropdown, select **"Conditional"**

[ADMIN SUITE] BLOCKING OF FUTURE PAYMENT DATES ONLY

MADE FOR...?	Traveler Neo Admin Travel Manager Expense Manager
ACTIVATION REQUIRED?	Yes - Manual activation required
ADMIN SUITE NODE	Expense Company Expense Settings Date setting
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

A new setting is being introduced in Admin Suite to allow users to add expenses that take place in the future while maintaining a separate control for the payment date. This update provides greater flexibility in expense management while maintaining control over payment date restrictions.

Key Improvements:

- Currently, users are blocked from adding future expenses due to a specific check on the payment date.
- The new setting will enable users to record expenses with a future date while maintaining a current payment date.

Admin Suite node

Expense | Company Expense Settings | Date setting

The screenshot shows the Neo Admin Suite interface. At the top, there's a navigation bar with 'Neo', 'Admin Suite home page', 'Neo home page', and user information 'superadmin | Trace Viewer | Help | Log Out'. Below this is a breadcrumb trail: 'Massive > Massive > MD Lucian'. A search bar contains 'superadmin'. The left sidebar has a tree view with categories like 'Edit', 'Export', 'Purge Company Data', 'Sub-units', 'Fast Implementation', 'Company Setup', 'Content', 'Offline', 'Travel', 'Expense', 'Selected Business Sector', 'Company Expense Settings', 'Print Settings', and 'Date Settings'. The main content area is titled 'Date Settings: MD Lucian' and shows 'Currently inheriting settings from Massive Dynamic (Change)'. Under 'General Settings', there are two settings: 'Expenses in the future' set to 'Blocking' and 'Block only payment date' which is checked. A tooltip explains: 'Allow start date and end date to be in the future, and block only payment date to not exceed today's date.' At the bottom, there are 'Download as XML' and 'Apply Modifications' buttons.

Setting Warning

Date Settings: United Kingdom

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

General Settings

Expenses in the future **Warning**

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

Ligne de frais #1 ✕

Long Dinner Changer le type

Requis

Lieu
Paris (PAR), Paris, Île-de-France, France ✕

Date
15 mars 2025 📅 15 : 45 ▼
ⓘ Vous avez sélectionné une date dans le futur

Date de début
13 mars 2025 📅 15 : 45 ▼
ⓘ Vous avez sélectionné une date dans le futur

Montant

< > 1 sur 1 ... [Dupliquer](#) [Confirmer et nouveau](#) [Confirmer](#)

Setting Blocking (all dates):

Date Settings: United Kingdom


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

General Settings

Expenses in the future	Blocking
Block only payment date	<input type="checkbox"/>

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

Ligne de frais #1

 **Long Dinner** Changer le type

Requis

Lieu
Paris (PAR), Paris, Île-de-France, France

Date
15 mars 2025 15 : 45
⊗ Vous avez sélectionné une date dans le futur

Date de début
13 mars 2025 15 : 45
⊗ Vous avez sélectionné une date dans le futur

Montant

< > 1 sur 1 ... [Dupliquer](#) [Confirmer et nouveau](#) [Confirmer](#)

Setting Blocking only Payment date:

Date Settings: United Kingdom

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

General Settings

Expenses in the future **Blocking**

Block only payment date

Allow start date and end date to be in the future, and block only payment date to not exceed today's date

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

Ligne de frais #1 ×

Requis

Lieu
Paris (PAR), Paris, Île-de-France, France ×

Date
14 mars 2025 📅 15 : 45 ⌵
⊗ Vous avez sélectionné une date dans le futur

Date de début
14 mars 2025 📅 15 : 45 ⌵
ⓘ Vous avez sélectionné une date dans le futur

Montant
12.00

Distribution

< > 1 sur 1 ⋮ [Dupliquer](#) [Confirmer et nouveau](#) [Confirmer](#)

Example with an Expense created on 20 March 2025

Expense line

Accommodation Room
This expense type must be itemized Change type

this description is so long I hope it won't break the display because it would make me very sad and i do not like to be very sad.

Required

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

Check-in date
March 20, 2025 📅 15 ▼ : 15 ▼

Check-out date
March 21, 2025 📅 15 ▼ : 15 ▼
ⓘ You have selected a date in the future

Amount
0.00 GBP 1 EUR = 0.88412629 GBP

Number of nights
1

Distribution

Projet
 🔍

Color
 🔍

Global Shape
Circle ×

Type of Pouet
 🔍 Search

[Charge more accounts](#) [Reset](#)

No receipt

[Add my receipt](#)

You can drag and drop your receipt here

VAT on Receipt

[EXPENSE] ENHANCED LOCATION GRANULARITY IN IMPORT FILES

MADE FOR...?	Traveler Neo Admin Accountant Approver Expense Manager
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No
DEVICE AVAILABILITY	Desktop, Mobile

SYNOPSIS

Clients require greater detail in their import files regarding location data. Currently, expense lines derived from import files only display the country, but some clients set policy amount limits based on city rather than country.

To address this, we are introducing an enhancement that allows Neo to display city-level information. This update provides clients with the necessary granularity to enforce location-based spending policies effectively.

New Location Search in Readers

To ensure accurate city data, we are implementing a new search function in the Readers that extracts city information from import files. This enhancement will allow Neo to display city details alongside country data in expense lines.

- **For the USA:** A state-based search will be implemented to ensure correct city identification, as many states share city names.
- **For countries outside the USA:** The system will use the country to accurately localize the correct city.

Pending expenses + Add expense

3 expenses

Expense type Location

<input type="checkbox"/>	Expense type	Location	Date	Amount	Receipt	Status
<input type="checkbox"/>	Undefined ? Credit card NOVOTEL-ANSI 4347854	Málaga	02/02/2025	10.02 EUR		Incomplete Several anomalies in the expense
<input type="checkbox"/>	Undefined ? Credit card NOVOTEL-UTF8 4347854	Spain	02/02/2025	10.02 EUR		Incomplete Several anomalies in the expense
<input type="checkbox"/>	Undefined ? Credit card NOVOTEL-IS08859-15 4347854	Málaga	02/02/2025	10.02 EUR		Incomplete Several anomalies in the expense

<input type="checkbox"/>	Undefined ? Credit card UBER EATS in Malaga	Málaga	11/03/2025	45.18 EUR		Incomplete Several anomalies in the expense
--------------------------	--	--------	------------	-----------	--	--

Pending expenses Successfully deleted expense(s) Scan receipt Add expense

3 expenses

Expense type Location Date Amount Receipt Status

<input type="checkbox"/>	Dinner Credit card BLACK HILLS AUTO SPA	Rapid City	10/03/2025	0.00 USD 7.00 USD		Incomplete Several anomalies in the expense
<input type="checkbox"/>	Train Ticket Credit card CIRCLE K # 21577	Monroeville	09/03/2025	0.00 USD 76.95 USD		Incomplete Several anomalies in the expense
<input type="checkbox"/>	Undefined Credit card Spiderpouet	France	01/09/2024	21.00 EUR		Incomplete Several anomalies in the expense

Expense line

Lunch Change type

Required

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

Date
April 8, 2025 00 : 00
You have selected a date in the future

Amount
7111.00 MXN

Distribution

No receipt

Add my receipt
You can drag and drop your receipt here

VAT on Receipt

Save expense

SCOPE

This feature is available on both Desktop and Mobile.

For the following formats:

- American Express GL1025
- VISA
- Mastercard

[EXPENSE] MANUAL MERGING OF EXPENSE LINES TO PREVENT DUPLICATIONS

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No
DEVICE AVAILABILITY	Desktop, Mobile

SYNOPSIS

To help users avoid duplicate expense entries, Neo is introducing a new feature that allows manual merging of expense lines.

Users will be able to merge one corporate card (CC) expense line with one manually entered expense line, consolidating them into a single expense line.

This enhancement enables more accurate expense reporting and reduces duplicate entries, improving overall data consistency in Neo.

How It Works

Users can select a corporate card transaction and a matching manual expense entry to merge.

The resulting expense line will retain:

- Receipt from the manual expense line.
- Currency, location, and date from the corporate card transaction.

This feature is available on both the **Pending expense** page and the **Expense Report** page.

On the **Pending expense** page:

Expense type	Location	Date	Amount	Receipt	Status
Fuele Credit card 0	Edinburgh	12/04/2024	0.00 GBP 49.87 GBP		Incomplete Several anomalies in the expense
Fuele ABC Fuel	London	11/13/2024	200.00 GBP		Complete
Minibar		10/07/2024	0.00 GBP		Incomplete Several anomalies in the expense

As well as the **Expense Report** page:

N#	Expense	Taxes	Authorized	Reported
1	Breakfast Sales - Sales Project 1 - 625300-subistence costs November 12, 2024 London (LON), Greater London, England, United Kingdom SERIM SA No receipt Incomplete	VAT Tax benefit	0.00 GBP	100.00 GBP
2	Fuele Sales - Sales Project 1 - 625300-subistence costs November 13, 2024 London (LON), Greater London, England, United Kingdom Image receipt ABC Fuel	VAT Tax benefit	0.00 GBP	200.00 GBP
3	Fuele Sales - N/A - N/A December 4, 2024 Edinburgh (EDI), Edinburgh, Scotland, United Kingdom 0 Incomplete	VAT Tax benefit	0.00 GBP	49.87 GBP

Expense box

- Received: 3
- Rejected: 0
- Deleted: 60

Summary
#188734
Mr British Traveller
[View PDF](#)

Approval and history
Draft

Anomalies 10

Compliance issues

Reported amount: **349.87 GBP**
Reimbursable amount: -49.87 GBP

[Duplicate](#)

[Submit](#)

SCOPE

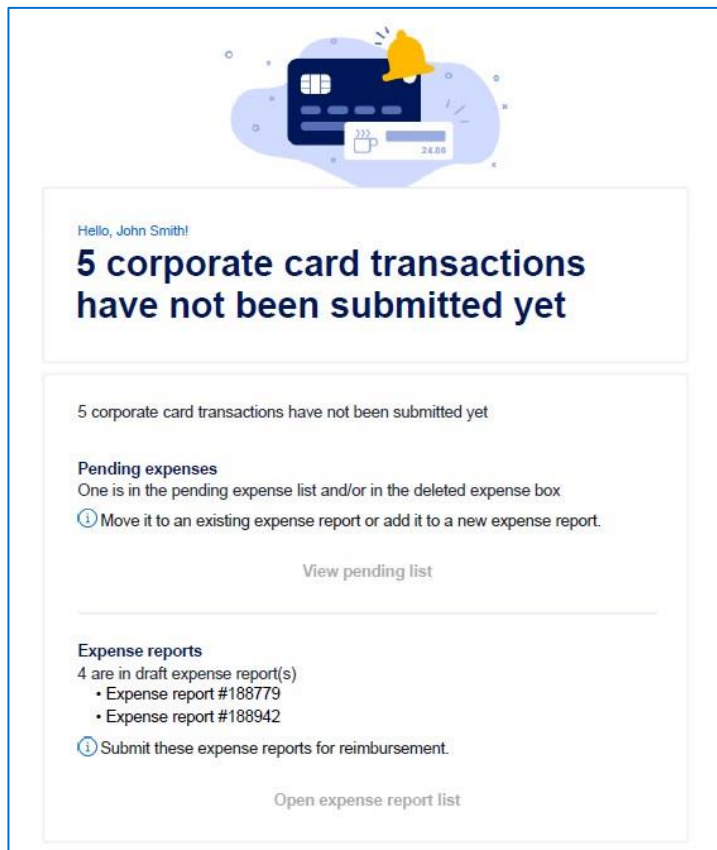
This feature is for corporate cards and receipt lines.

[EXPENSE] REMINDER EMAILS FOR SUBMITTING PENDING CORPORATE CREDIT CARD TRANSACTIONS

MADE FOR...?	Traveler Approver
ACTIVATION REQUIRED?	Yes - Manual activation required
VALIDATION BY AGENCY REQUIRED?	Emails Expense Reminder emails for pending expenses
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

Companies often face delays in expense report submissions from employees with company-paid corporate credit cards, impacting reconciliation processes.



An escalation process can be configured for pending corporate credit card transactions that are still not submitted after a given number of reminders sent to users. In this case, level 1 managers will be copied to the reminder email. Level 2 managers can also be copied in the email.

Reminder emails for pending expenses

Settings are not inherited (Change) Apply Modifications ?

Corporate credit card transactions

Activation	<input checked="" type="checkbox"/> Send reminder emails for corporate card transactions
Frequency	Once per week
Day of the week	Thursday
Exclude traveler categories	<input type="checkbox"/> Exclude traveler categories from email recipients
Escalation to level 1 managers	<input checked="" type="checkbox"/> Copy level 1 managers to reminder emails
Level 1 manager roles	<div style="display: flex; justify-content: space-between;"> <div> <ul style="list-style-type: none"> Generic Supervisor KCM Travel Director </div> <div style="text-align: center;"> <ul style="list-style-type: none"> ➔ ➔ ⏪ ⏪ </div> <div> <ul style="list-style-type: none"> Generic Portal Admin KCM Portal Admin </div> </div>
Copy level 1 managers	1 Start copying level 1 managers at the defined number of reminders
Escalation to level 2 managers	<input type="checkbox"/> Copy level 2 managers to reminder emails

Hello, John Smith!

5 corporate card transactions have not been submitted yet

Employee
John Smith

Notification to level 1 manager
Emily Brown

5 corporate card transactions have not been submitted yet

Pending expenses
One is in the pending expense list and/or in the deleted expense box
🕒 Move it to an existing expense report or add it to a new expense report.

[View pending list](#)

Expense reports
4 are in draft expense report(s)
• Expense report #188779

[EXPENSE] MIGRATION OF EXPENSE REPORT SUBMISSION SUMMARY FROM LEGACY CODE TO NEO

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

SYNOPSIS

As part of ongoing efforts to enhance platform stability and accessibility, we have updated the tech stack by migrating key modules from the Neo legacy code.

With this release, the expense report submission pop-up has been migrated to Neo, introducing a refreshed design aligned with the Neo look and feel and WCAG standards. Users will benefit from improved performance and faster loading times for a more seamless experience.

When submitting an expense report, users will now see a redesigned submission review screen that includes:

- **Expense report summary**
- **Custom content** (if configured)
- **Custom fields**
- And if configured, they will see the following:
 - **Approver selection**
 - **Reimbursement method selection**

This update provides a more accessible, modern, and efficient experience while maintaining all existing functionalities.

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PLATFORM

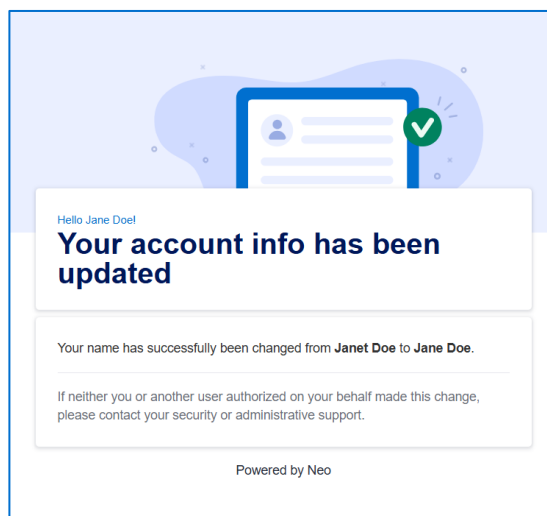
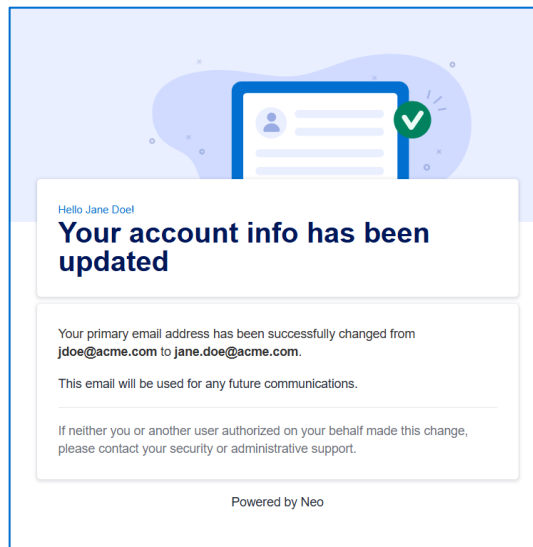
[EMAILS] IMPROVED NOTIFICATION EMAILS FOR NAME AND EMAIL ADDRESS CHANGES

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

SYNOPSIS

To promote consistency across emails sent by Neo, the design has been modernized and standardized for notifications related to user account updates.

Emails sent when a **first name, last name, or primary email address** is changed have been updated to align with the new design. This applies to changes made by the user or an arranger with access to their profile.



NOTE: These notification emails are now also sent when this profile information is updated from an external application using Neo Profile API

SCOPE

First name, last name and primary email address changes done either directly in Neo profile screen by users or arrangers, or from an external application using Neo Profile API to perform profile data updates.

For now, changes made manually by administrators in Admin Suite console or done through file-based data integrations will not trigger these email notifications.

[PROFILE] IMPROVED 'CONTACT INFORMATION' SECTION IN THE PROFILE SCREEN

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

SYNOPSIS

Enhancements have been made to clarify the purpose of Neo phone numbers and consolidate all relevant contact details within the same section of the profile screen.

- **Mobile phone number** under the new **Personal information** section will include former primary mobile phone number.
 - If no primary mobile phone number provided but a secondary mobile phone number, then the secondary one will be displayed under this section.
 - Legacy screens will continue to include both primary and secondary mobile phone number if both are filled in.
- **Work number** (previously called “**Business phone**”) is now included in the **Contact Information** section within **Personal Information**.
- **Primary email address** has been added to this section for greater visibility.
- **Address field** has been renamed “**Home address**” to prevent confusion.

Profile
[View change history](#)

- [Profile hub](#)
- [Personal information](#)
- [General](#)
- [Preferences](#)
- [Payment cards](#)
- [Loyalty programs](#)
- [Bank accounts](#)
- [Passports](#)
- [Vehicles](#)
- [Delegation](#)
- [Mobile devices](#)

Personal details [Edit](#)

Mr John Doe

Date of birth May 5, 1985

Gender Male

Contact information [Edit](#)

Mobile number	+1 800 555 0175	Work number	+1 800 555 0199
Home number	No information		
Primary email	jdoe@acme.com	Secondary email	No information
Home address	No information		

Admin Suite panel **Company Setup | Field Display | New Profile Screen - Personal Information** will reflect these changes accordingly:

New Profile Screen - Personal Information	
? Personal information section display is currently derived from the fields configured in 'Profile Screen - General' screen. It may also depend on the Selected Profile Application.	
Personal Details	
Title	Hidden
Academic title	Editable
First Name	Mandatory
Middle Name	Hidden
Last Name	Read-only
Birth Date	Read-only
Gender	Read-only
Contact Information	
? Mobile number	Editable
? Work number	Mandatory
? Home number	Editable
Primary email	Mandatory
Secondary email	Editable
? Home address	Editable
Emergency Contact	
? Emergency contact name	Editable
? Emergency contact phone	Editable
? Emergency contact email	Editable

SCOPE

- **For Users:** This feature is available to all Neo users.
- **For Administrators:** Administrators with access to **Field Display configuration** can manage this feature.

[PROFILE] ENHANCED PROFILE DATA CHANGE HISTORY FOR COMPLIANCE AND TRANSPARENCY

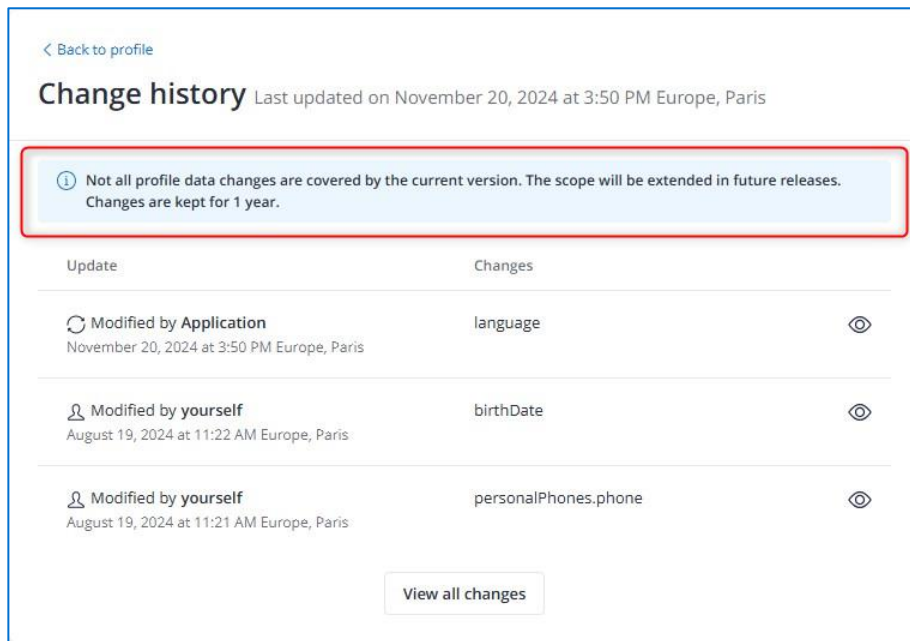
MADE FOR...?	Traveler Neo Admin
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

To maintain compliance with GDPR, other relevant regulations, and GBT’s personal data management policy, while providing auditability and transparency of profile data modifications, additional clarifications have been introduced.

Since the **Neo 24.3 SP2** release in **September 2024**, profile data modifications have been accessible via the **“View change history”** button in the Neo user profile screen.

A clarification has been added regarding the retention period of one year:



As with other personal information, profile change history is either physically removed from the Neo database or anonymized six months after the deletion of a user account.

SCOPE

This feature concerns all data kept in the change history for the user profile.