

AMEX GBT
Neo

Release Notes Neo 25.4

13 September 2025

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ADVANCE NOTICES

[EXPENSE] UPDATES IN EXPENSE EXPORT FILES TO INCLUDE BENEFICIARY ADDRESS

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

This is an advance notice regarding upcoming changes to the Neo Expense Export Files that will be delivered in version 25.5.

SYNOPSIS

The new ISO 20022 regulation requires all SEPA bank transfer payment files to include the structured postal address of the beneficiary by **November 2025**. Payment files missing this information may be rejected or cause delays in processing.

To comply with this regulation, Neo will update all expense export files (CSV and XML) to include the beneficiary's postal address for clients using SEPA bank transfers as their reimbursement method.

Starting with **Neo 25.5**, the CSV expense export file will include **seven new columns**, added at the end of the file (Excel columns **127 [DW] to 133 [EC]**). These columns will contain the beneficiary's postal address, as entered in their Neo Profile.

NOTE: These columns will only contain values if:

- The reimbursement method is **bank transfer**, and
- The **SEPA transfer** setting is enabled.


Please reach out to your Neo Contact for more information if needed.

[NEO EMAILS] DISCONTINUATION OF “FROM” ADDRESS CUSTOMIZATION OPTION

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

SYNOPSIS

To strengthen email security and reduce the risk of Neo messages being blocked or flagged as spam, starting with the 25.5 release in November 2025, the option to send messages with a customized **From** address in the sub-units panel of the Admin Suite will be removed.



An invalid entry needs to be fixed before saving

General Settings

| | |
|------------------------|--|
| Code | 1108732 |
| Neo GUID | d9ce53d2-131c-4450-17eb-64c76a141280 Global Unique Identifier |
| Company Name | ACME Inc. |
| Instance | corporate |
| IATA Number | |
| Email From (name only) | noreply@acme.com <i>You cannot set an email address as Email From</i> |
| Email Reply To | |
| Company ID | |

Existing customized addresses in Neo company configurations will be removed, so all Neo email messages will be sent from addresses belonging to the **kds.com** domain (or the **amexgbt.com** domain in some cases).



It will still be possible to set a customized name for the Email From field, allowing users to more easily identify where email communication is coming from.

General Settings

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

Favorites

Inbox77

Sent Items2

Drafts

Deleted Items41

Archive4

Conversation History

Junk Email[3]

Outbox

FocusedOther

By Date

Today

ACME Travel

Your password has been changed

Hello Vernon Bear!

Your password has been changed

5:53 PM

GBT Travel System Alert

System alert: New message received

10:31 AM

This will allow Neo email messages to pass SPF, DKIM and DMARC security checks made on clients' email servers more easily.

SCOPE

This feature is for all automated email communications which are sent from Neo software.

AMEX GBT

Neo

NEO TRAVEL



[TRANSPORT] IMPROVED FARE SELECTION EXPERIENCE

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

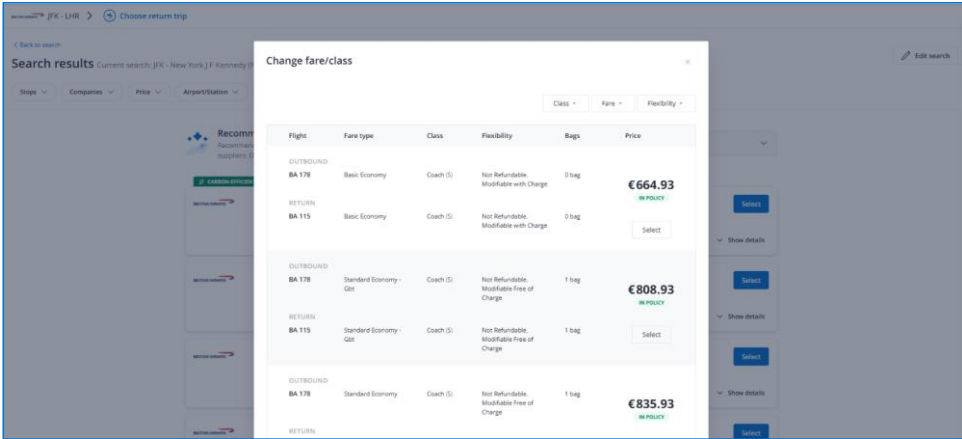
SYNOPSIS

To enhance the user experience when selecting fares in Neo, the **Change fare/class** link will now display an informative pop-up. This will redirect users to the updated **Consolidated Fares selection page** which is designed to make fare selection clearer and more intuitive.

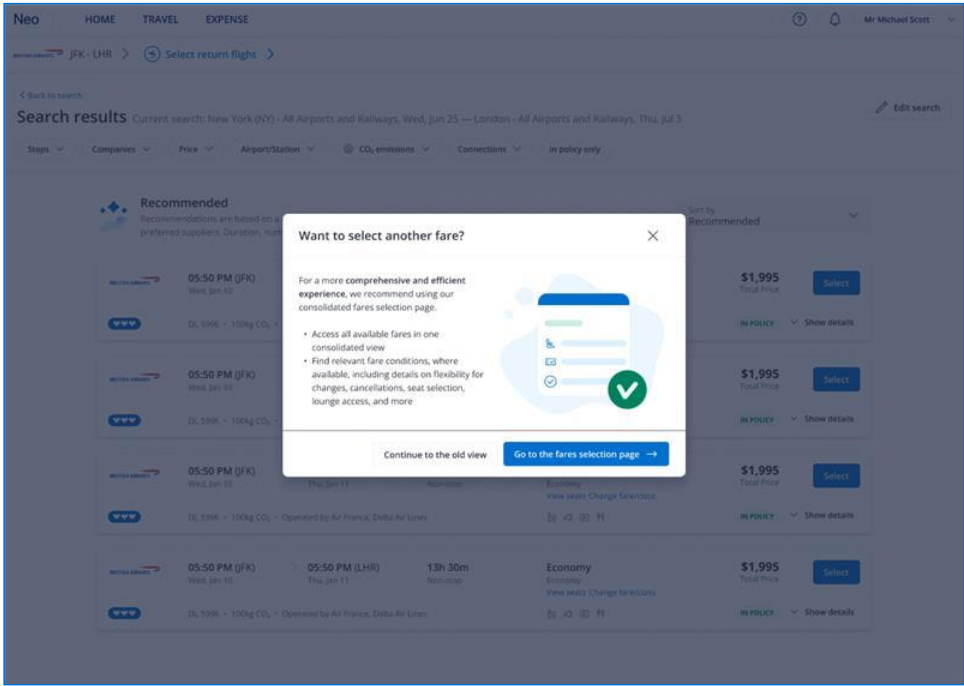
NOTE: The **Change fare/class** link and its current pop-up will soon be retired. Users are encouraged to start using the **Consolidated Fares** selection page to benefit from its improved design and comprehensive information.

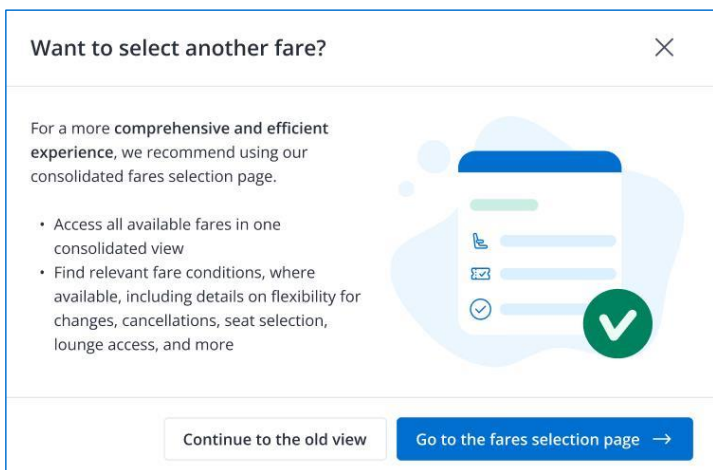
On this page the relevant fare conditions (where available) can be found, including information about flexibility for changes and cancellations, seat changes, lounge access, and more.

BEFORE: When selecting Change fare/class users were taken to the Change fare/class pop-up:



AFTER: The following new pop-up will be displayed



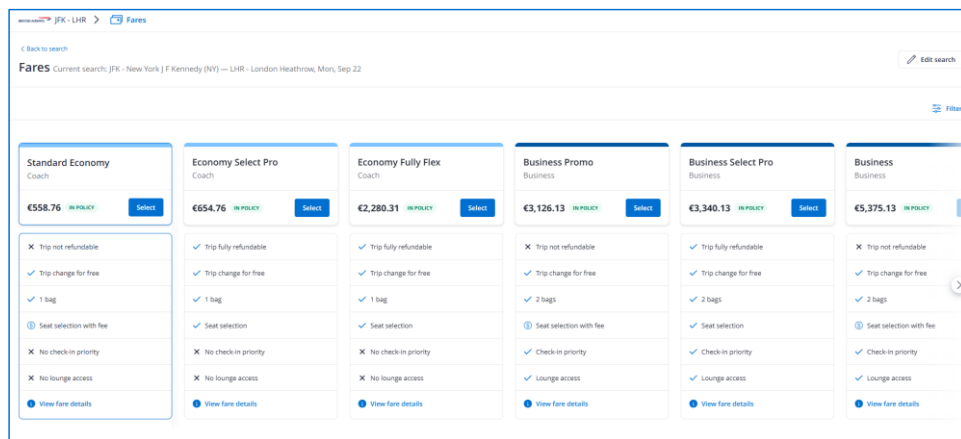


1. By clicking **Continue to the old view**, users will be taken to the **Change fare/class** pop-up, as before.

Change fare/class

| Flight | Fare type | Class | Flexibility | Bags | Price |
|-----------------|------------------------|-----------|--|-------|--|
| OUTBOUND | | | | | |
| BA 178 | Basic Economy | Coach (S) | Not Refundable. Modifiable with Charge | 0 bag | €664.93 <small>IN POLICY</small> |
| RETURN | | | | | |
| BA 115 | Basic Economy | Coach (S) | Not Refundable. Modifiable with Charge | 0 bag | Select |
| OUTBOUND | | | | | |
| BA 178 | Standard Economy - GtE | Coach (S) | Not Refundable. Modifiable Free of Charge | 1 bag | €808.93 <small>IN POLICY</small> |
| RETURN | | | | | |
| BA 115 | Standard Economy - GtE | Coach (S) | Not Refundable. Modifiable Free of Charge | 1 bag | Select |
| OUTBOUND | | | | | |
| BA 178 | Standard Economy | Coach (S) | Not Refundable. Modifiable Free of Charge | 1 bag | €835.93 <small>IN POLICY</small> |
| RETURN | | | | | |

2. If you click on **Go to the fare selection** page, you will land on the **Neo Fare Display** page:



SCOPE

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

- From the transport results page (collapsed and expanded transport card)
- For both one-way and round-trip searches

OUT OF SCOPE

- Multicity trips
- Exchanges made in Neo

[TRANSPORT CHECKOUT] SIMPLIFICATION OF OUTDATED DELIVERY OPTIONS

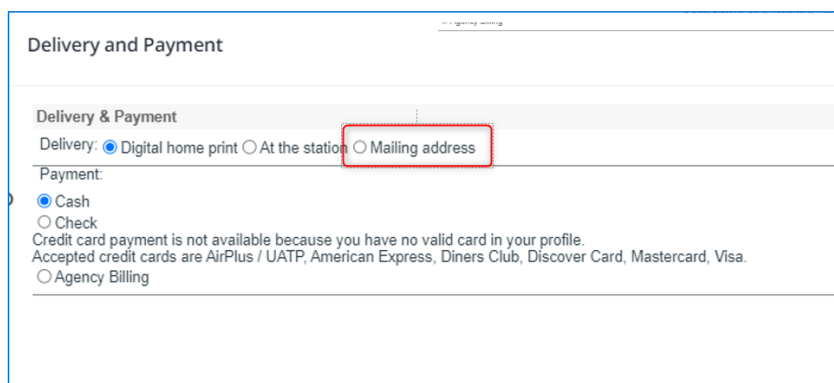
| | |
|-------------------------------|--|
| MADE FOR....? | Traveler Arranger Travel Manager Neo Admin GBT |
| ACTIVATION REQUIRED? | No |
| VALIDATION BY AGENCY REQUIRED | No |

SYNOPSIS

As part of the optimization of the platform, Neo is simplifying transport bookings by removing outdated delivery methods. This update will provide a smoother migration of the Transport checkout process and reduce potential technical complications during system updates.

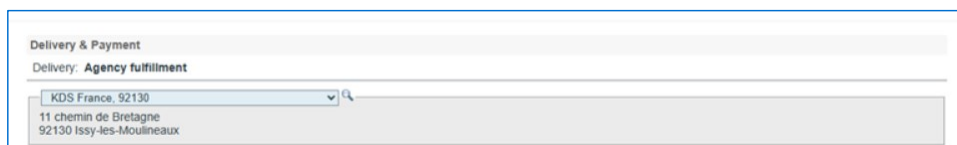
The following delivery options will be removed:

- Mailing Address



The screenshot shows a web form titled "Delivery and Payment". Under the "Delivery & Payment" section, there are three radio button options: "Digital home print" (selected), "At the station", and "Mailing address" (highlighted with a red box). Below these, there is a "Payment:" section with "Cash" selected, "Check", and "Agency Billing" as options. A message states: "Credit card payment is not available because you have no valid card in your profile. Accepted credit cards are AirPlus / UATP, American Express, Diners Club, Discover Card, Mastercard, Visa."

- Agency fulfillment



The screenshot shows the "Delivery & Payment" section of the form. The "Delivery:" label is followed by "Agency fulfillment" which is selected. Below this, there is a dropdown menu showing "KDS France, 92130" and a search icon. The address "11 chemin de Bretagne, 92130 Issy-les-Moulineaux" is displayed below the dropdown.

- Paper ticket (Travel | Fulfillment | Ticketing | User options)

EditExport

Purge Company Data

Sub-units

Fast Implementation

Company Setup

Content

Offline

Travel

Contracts

Policies

Fulfillment

Selected Implant/Explant

Implant/Explant

Queuing Policies

Trip Counter

Payment

Booking Information Review

PNR Settings

PNR Packs

PNR Import

Ticketing

Ticketing Devices

Delivery

Air - Rail

Specific Fares

Specific Fare Rules

Special Services

Time Window Tolerance

Low Fare Engine Routes

Ticketless Airlines

NDC deduplication rules

Ticketing: GBT3 L1

Settings are not inherited (Change)

Ticketing & Queuing

Ticketing DateInstant ticketing – right after booking (or validation if any) ▾

Queuing modeInstant, managed by GDS ▾

PNR Comment for Invalid TST

PNR Comment for Approval

Queuing Date

Booking Prevention

PNR remark

Specific Train Fulfillment

Address to return Trainline tickets

Overwrite queuing date in case of a change

Prevent booking if the default ticketing date conflicts with booking deadlines

Insert ticketing remark without time limits

Done by the travel agency ▾

Validation Cycle Settings

Adjustment

Start

Adjust to meet booking deadlines

Start as late as possible with respect to booking deadlines

User Options

Paper Ticket

SNCF E-Billet

Book & Hold

Book & Hold Reminder Email

Allow users to select paper ticket as ticketing option

Enable E-Billet option for SNCF tickets

Activate the Book & Hold feature

Remind users by email about held itineraries

- At station window

Delivery and Payment

Delivery & Payment

Delivery: ☐ E-ticket ☒ Self collection

Ticket retrieval:

☐ Self-service Ticket (Not all stations have ticket machines. Check the list here.)
 ☒ At station window

Payment:

☐ Credit Card: Mastercard 5132****0000 ▾
 ☒ Agency Billing

- Removal of the Delays for a Delivery at Business/Other Address settings - [Travel | Travel Policies | Travel policy](#)

| | |
|---|----------------------------|
| Air Agency Ticketing | Agency opening hours |
| Rail Agency Ticketing | 2 Agency opening hours |
| Rail E-ticket | 2 Agency opening hours |
| Active Hotel Reservations | 2 Agency opening hours |
| Passive Hotel Reservations | 0 Agency opening hours |
| Hotel Voucher Issued by the Agency | Yes |
| Active Car Rental Reservations | 0 Agency opening hours |
| Car Rental Voucher Issued by the Agency | Yes |
| Delays for a Delivery at Business Address | 72 Agency opening hours |
| Delays for a Delivery at Other Address | 48 Agency opening hours |
| Delays for a Delivery at Local Airport | 72 Agency opening hours |

PNR Modification

| | |
|---|--|
| PNR Modification | <input checked="" type="checkbox"/> Allow PNR Modification |
| Allow Modification | 1 Days before departure |
| Non-refundable Fares | <input checked="" type="checkbox"/> Allow cancellation (and refund when supported) after ticketing |
| Non-refundable Fares/CRS Allowed for cancellation after ticketing | <div>Amadeus (1A) Deutsche Bahn (2A) FinnishRail (0Z) Galileo (1G) LCC Sabre API (LC) Renfe (RF) SilverRail (SL)</div> <div>Sabre (1S)</div> |

Save and Add New ItemSaveCancel

SCOPE

The removal of these options apply to the Neo user interface and Admin Suite.

This feature is applicable to all instances and all clients.

[TRIP OVERVIEW PAGE] ENHANCEMENT TO THE IN/OUT POLICY BADGE

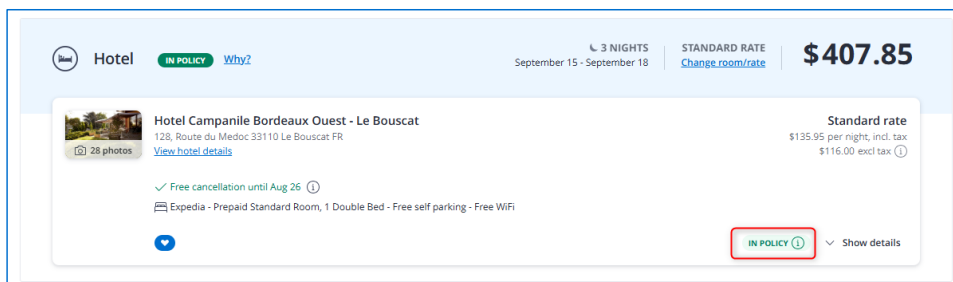
| | |
|-------------------------------|---|
| MADE FOR...? | Traveler Arranger Approver Travel Manager Neo Admin |
| ACTIVATION REQUIRED? | No |
| VALIDATION BY AGENCY REQUIRED | No |

SYNOPSIS

To improve navigation, an enhanced policy badge has been added with an informative icon and popup details.

The badge functions as a button, allowing users to view the reason a selection is in policy or out of policy.

The update also meets accessibility requirements.




[TRIP OVERVIEW PAGE] REDESIGN OF THE “OUT OF POLICY” REASON DISPLAY

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

SYNOPSIS

As part of the [Trip Overview](#) page migration, the display of the out-of-policy reason has been redesigned to make it easier to understand.

BEFORE



Out of policy justification
TRAVEL POLICY
No availability
No alternatives for these dates

Hotel

OUT OF POLICY

Why?


3 NIGHTS

15 June - 18 June

STANDARD RATE

Change room/rate

€742.44



104 photos

Mama Shelter Roma

SUSTAINABLE

Via Luigi Rizzo 20 136 Rome IT

View hotel details

Non-refundable

Expedia - Prepaid Room, 1 Double Bed (Medium Mama) - Free WiFi

OUT OF POLICY

Show details

AFTER

OUT OF POLICY REASON

Reason No availability

Comment No alternatives for these dates

Hotel

OUT OF POLICY

Why?

3 NIGHTS

June 15 - June 18

STANDARD RATE

Change room/rate

\$869.61



104 photos

Mama Shelter Roma

SUSTAINABLE

Via Luigi Rizzo 20 136 Rome IT

View hotel details

Non-refundable

Expedia - Prepaid Room, 1 Double Bed (Medium Mama) - Free WiFi

OUT OF POLICY

Show details

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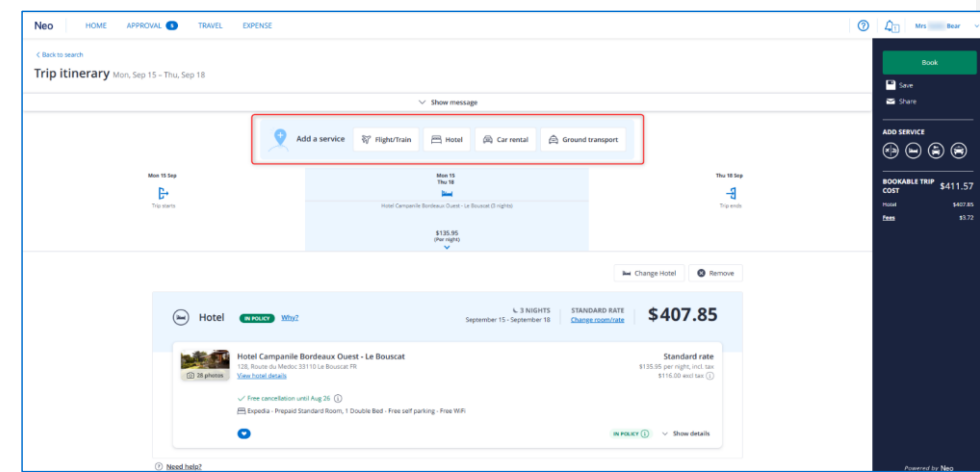
P.14

[TRIP OVERVIEW PAGE] ENHANCED “ADD SERVICES” FEATURE

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

SYNOPSIS

The **Add Services** feature on the **Trip Overview** page has been redesigned for easier navigation. The update also meets accessibility requirements.

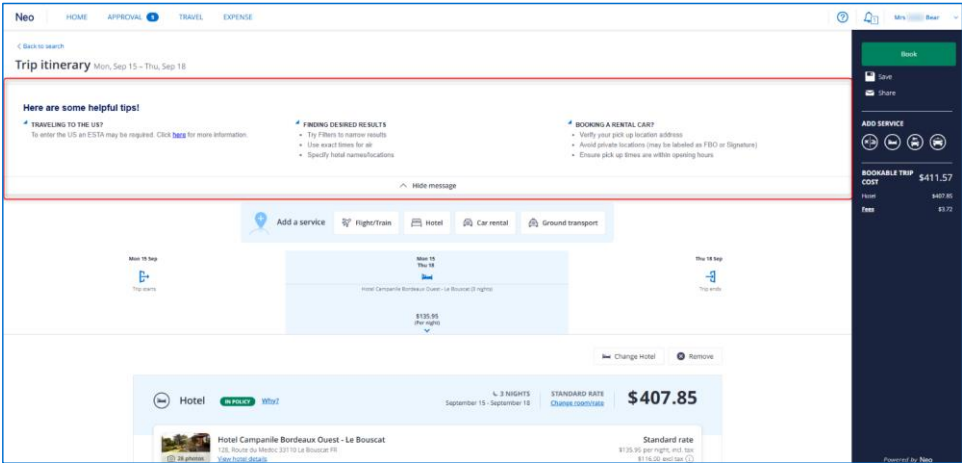


[TRIP OVERVIEW PAGE] CONTENT MESSAGE REDESIGN

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

SYNOPSIS

The content messaging display on the [Trip Overview](#) page has been enhanced to improve navigation. Users can now choose to hide or display the message shown on this page. The update also meets accessibility requirements.



[OFFLINE REQUESTS] FURTHER ENHANCEMENTS FOR THE NEW OFFLINE REQUEST MODULE

| | |
|-------------------------------|--|
| MADE FOR...? | Travel Manager Traveler Arranger Neo Admin GBT |
| ACTIVATION REQUIRED? | Yes - activation by NTG Administrators |
| VALIDATION BY AGENCY REQUIRED | Yes |

SYNOPSIS

The **Offline Request** module in Neo has been upgraded in order to drive online adoption and prevent unnecessary use of Offline Request for bookings that are supported online.

Emails Update

- Enhanced email subject line: Emails sent from the new Offline Request module to the **travel agency** will now include the **departure date** of the requested trip.
 - Example:** There is a request for Mr Vernon Traveler Bear (Trip to Lagos) - **departure date 01/11/2025** - waiting for processing
 - The date will be displayed based on the travel agency configuration within Admin Suite.
- A new configuration option is introduced in the Admin Suite: **Emails | Travel | Custom Recipient** to manage the forwarding of emails from the **Offline Request module**.

General Settings

| | |
|---------------|--|
| Email | Trip request |
| Email address | |
| Offline | <input type="checkbox"/> Offline module emails only |
| Service | <input type="checkbox"/> By ticking this option the email will be forwarded only if it comes from the new offline module |
| Specific zone | No specified zone |

Save Cancel

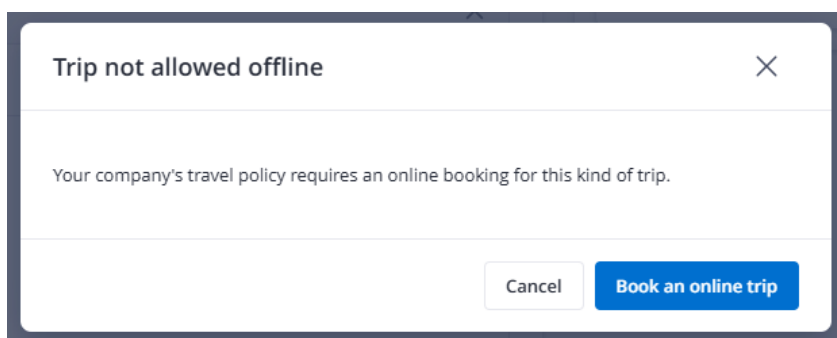
Offline-to-Online switch:

The **switch** will now include an intelligent routing from offline to online that guides travelers to the most appropriate booking channel, ensuring efficient trip planning and encouraging online booking creation whenever possible.

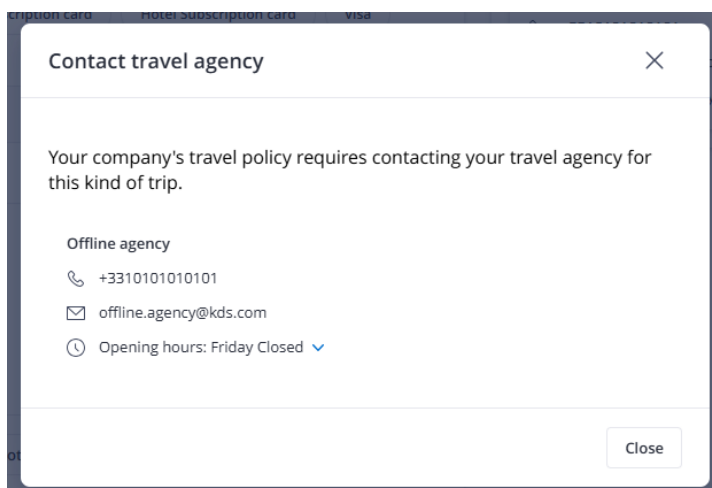
Configuration: [Company Setup | Switch and Geographic Zones](#).

- **Behaviors**

1. If itinerary is eligible for offline processing: User can proceed and add the required services (transport, hotel, car).
2. If itinerary should be booked online (within online zones): User will not be able to complete the Offline Request form and will be redirected to complete their booking online.



3. If itinerary is not bookable at all (in no zone): User is blocked and will not be able to use the Offline Request form nor complete their booking online.





SCOPE

This feature is specifically for the **New Offline Request** module.

OUT OF SCOPE

- Legacy offline module emails
- Emails sent when a PNR is imported but not linked to an offline request are considered an online email, and are therefore, not within the scope of this feature.

[AIR] AIR FARES DEDUPLICATION: ALGORITHM IMPROVEMENT BY INCLUDING BAGGAGE AS A DEDUPLICATION CRITERION

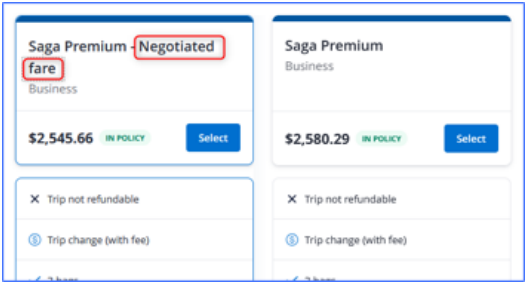
| | |
|-------------------------------|--------------------------------------|
| MADE FOR...? | Traveler Accountant Neo Admin |
| ACTIVATION REQUIRED? | No |
| ADMINSUITE NODE | Travel Air – Rail Specific Fares |
| VALIDATION BY AGENCY REQUIRED | No |

SYNOPSIS

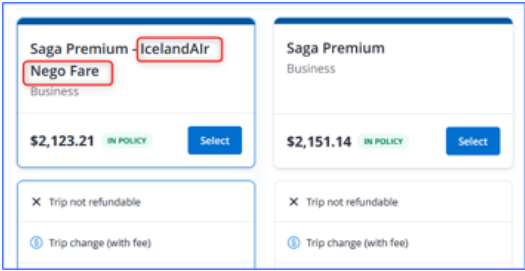
Users can now easily identify negotiated fares in Neo. Agency-negotiated fares are displayed with a dedicated fare label, which can be customized in the Admin Suite under the Specific Fares node. This works in the same way as the display for corporate fares.

Specific negotiated fare labels are configured in Admin Suite: **Travel | Air – Rail | Specific Fares**

Default negotiated fare label:



Specific negotiated fare label as defined in Admin Suite



SCOPE

This feature is available for all clients, all CRS and all markets included.

[AIR] AIR FARES DEDUPLICATION: ALGORITHM IMPROVEMENT BY INCLUDING BAGGAGE AS A DEDUPLICATION CRITERION

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

SYNOPSIS

Baggage is now taken into account in the deduplication process.

This enhancement ensures that fares with different numbers of bags included are displayed in Neo, whereas previously one of them might have been deduplicated.

Before – Example where the NDC fare was not displayed because the deduplication rule applied regardless of the number of bags.

Premium Standard - Af Gbt

Rate

Premium Eco

€2,578.43 OUT OF POLICY

Select

✕ Trip not refundable

⑤ Trip change (with fee)

✓ 2 bags

✓ Seat selection

✓ Check-in priority

✓ Boarding priority

AFTER: Example where both NDC and ATPCO fares are displayed because the number of bags is different, so the deduplication does not apply.

| | |
|--|---|
| <div><div>Premium Standard - Af Corp Rate - Af Corp Rate</div><div>Premium Eco</div><div>Specific terms</div><div>€2,577.17 OUT OF POLICY</div><div>Select</div></div> <div><div>✕ Trip not refundable</div><div>⑤ Trip change (with fee)</div><div>✓ 1 bag</div><div>✓ Seat selection</div><div>✓ Check-in priority</div><div>✓ Boarding priority</div></div> | <div><div>Premium Standard - Af Gbt Rate</div><div>Premium Eco</div><div>Specific terms</div><div>€2,578.43 OUT OF POLICY</div><div>Select</div></div> <div><div>✕ Trip not refundable</div><div>⑤ Trip change (with fee)</div><div>✓ 2 bags</div><div>✓ Seat selection</div><div>✓ Check-in priority</div><div>✓ Boarding priority</div></div> |
|--|---|

SCOPE

Baggage criteria only affects customers with NDC content activated.



[SABRE] IMPROVED OFFERS BASED ON REQUESTED CABIN CLASS, WITH ADDITIONAL FARE OPTIONS FOR AIRLINES WITHOUT BRANDED FARES*

| | |
|-------------------------------|-----------------------------|
| MADE FOR...? | Travel Manager Accountant |
| ACTIVATION REQUIRED? | No |
| VALIDATION BY AGENCY REQUIRED | No |

SYNOPSIS

Neo now provides a more comprehensive travel search experience for both round-trip and one-way bookings.

Prior to 25.4, Neo's advance fare search optimization, which ensured a broader range of fares was returned (specifically in the cabin class requested), was available only for round-trip searches. With recent performance enhancements, this improvement is now also applied to one-way searches, providing users with even more options and flexibility.

The following enhancements are now available to clients:

- Immediate visibility to more fare options in the requested travel class (whether user requested or company policy driven)
- Wider selection of fares from a broader range of airlines, especially those without branded fares*
- A smoother and more consistent booking experience

Neo now offers a wider variety of fare options (where available) for travelers choosing airlines without branded fares*, such as:

- Cheapest fare without checked baggage allowance
- Cheapest fare with one free checked bag included
- Cheapest flexible fare with restrictions
- Cheapest fully flexible fare

IN SCOPE

- Sabre
- Multi-city (alternate fare options for airlines without branded fares*)

OUT OF SCOPE

- Multi-city (for additional fare options based on requested travel class)

** Airlines without branded fares use a simpler fare structure. They may offer different fare classes (such as economy, business, or first class), but these are not bundled with extra features. Instead, additional services are typically sold separately as à la carte options.*

INTERNAL [GDS PNR] CREATE GDS PNR WITH PASSIVE SEGMENT EVEN IF OTHER SERVICES FAIL

| | |
|-------------------------------|-----------------------------|
| MADE FOR...? | Travel Manager Accountant |
| ACTIVATION REQUIRED? | No |
| VALIDATION BY AGENCY REQUIRED | No |

SYNOPSIS

Prior to 25.4, if a booking containing only passive segments failed, the GDS PNR would not be created. In addition, when an active segment failed in a booking that contained both active and passive segments, no GDS PNR would be created.

Expected behavior after Neo 25.4:

- **For a GDS PNR with passive segment + active segment, active segment booking is failing**
 - Successful GDS PNR creation with Passive and remarks.
- **For a GDS PNR with NDC or Olay + passive segment, NDC or Olay segment is failing**
 - Successful GDS PNR creation with Passive and remarks.
- **For PNR with a mix of NDC and active segment is failing**
 - only the NDC is present in the PNR and PNR format/remarks are added.
- **For pure active segments (No NDC or Olay booking, neither passive segment)**
 - if one fails then the whole process fails. (current flow)
- **For PNR with active segment + passive segment, passive segment is failing**
 - Successful GDS PNR creation (current flow)

SCOPE

- Amadeus
- Sabre

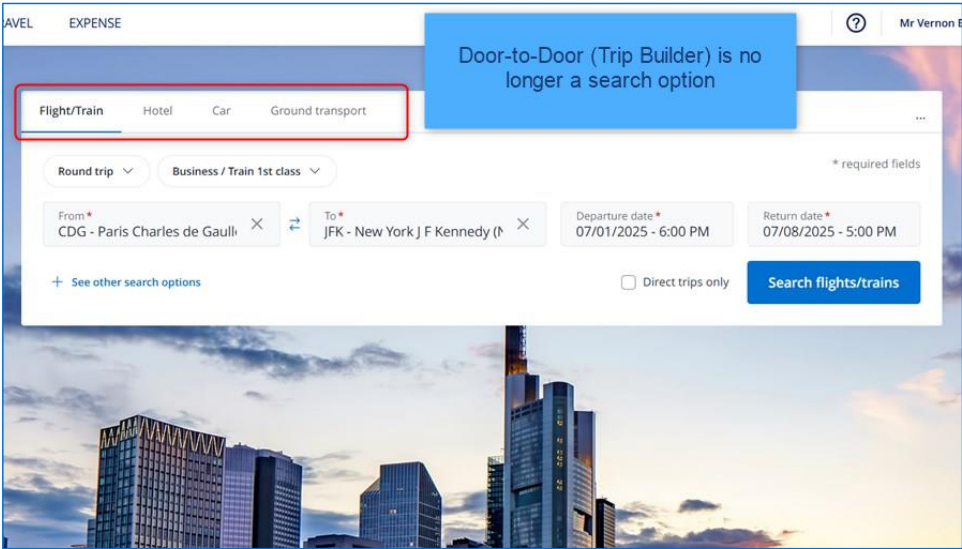
[TRANSPORT] DOOR-TO-DOOR SEARCH CONSOLIDATION

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

SYNOPSIS

Neo is streamlining its search experience by consolidating into a single process, progressively bringing the best elements of Door-to-Door into the standard search flow.

The **Door-to-Door** search form, also known as **Trip Builder**, has been removed. The corresponding tab no longer appears on the trip creation page



NOTE : As a result, the Neo search API no longer supports Door-to-Door searches.

SCOPE

This feature is for all Neo users.

[TRANSPORT] "I DO NOT NEED ANY SERVICE" OPTION RENAMED TO TRIP PLANNER

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

SYNOPSIS

Previously, users who selected the *I do not need any service* option in the Door-to-Door search form could submit trips for approval without making any bookings.

This option has now been replaced with a dedicated *Trip Planner* form, allowing travelers to enter trip locations and dates to create an itinerary without booking.

BEFORE

HOMETRAVELEXPENSE

Mr Vernon Bear

Flight/TrainHotelCarGround transportTrip builder

Round tripOne way

FROM ADDRESS

11 Chemin de Bretagne, Issy-les-Moulineaux, France

TO ADDRESS

AMEX GBT, 3rd Avenue, New York, N.Y., USA

When do you want to travel?

OUTBOUND

Main transport departs at

Thu 24 Jul 2025

10:55 AM

INBOUND

Main transport departs at

Thu 31 Jul 2025

11:25 PM

TRIP SERVICES

☒ I do not need any service

Search

AFTER

TRAVELEXPENSE

Flight/TrainHotelCarTrip planner

Round trip

* required fields

From*Paris, France

To*Bucharest, Romania

Search postal address, company site...

Search postal address, company site...

Departure preferenceDeparting after

Departure date*09/15/2025 - 10:00 AM

Return preferenceArriving before

Return date*09/20/2025 - 8:00 PM

Create trip

SCOPE

This feature is specifically for the I do not need any service option previously embedded in the Door-to-Door feature.

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P.27

- Navigate to Company Setup → Data Management

AMEX GBT

Neo

NEO EXPENSE



[EXPENSE REPORT PAGE] UPDATE: ENHANCED VISIBILITY FOR EXPENSE REPORT APPROVAL JOURNEYS

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

SYNOPSIS

This version introduces a new approval tracking section, allowing users to follow the full journey of their expense reports.

- **Approval Steps & Approvers:** The section displays all required approval steps for final reimbursement along with the list of configured approvers.
- Two New Tabs:
 - *Details* — shows the approval timeline.
 - *Approvers* — lists approvers with authority to approve or reject expense reports. A copy/paste option is available to quickly copy an approver's email address for direct contact.
- **Contextual Banner:** A banner provides explanations at each step, giving users more clarity and reducing friction caused by lack of visibility.

This update provides greater transparency, making the approval process easier to follow.

SCOPE

This feature is specifically for the new expense report page.

[EXPENSE] EXACT DUPLICATED RECEIPT DETECTION

| | |
|-------------------------------|--|
| MADE FOR...? | Traveler Accountant Approver |
| ACTIVATION REQUIRED? | Yes - Activation by NTG Administrators |
| ADMIN SUITE | Expense Receipt |
| VALIDATION BY AGENCY REQUIRED | No |

SYNOPSIS

With 25.4, Neo is introducing a feature to improve clients' capability to detect potential fraudulent behavior when the same receipt is used for multiple expense claims.

This feature allows the client to flag an expense line where the claimant has used the same receipt image via OCR scan for different expenses.

ACTIVATION

The feature can be activated when receipt fraud detection is enabled and the new consistency rule Duplicated Receipt – Exact Match is configured.

| OCR Management | |
|-------------------------|-------------------------------------|
| Enable | <input checked="" type="checkbox"/> |
| Receipt fraud detection | <input checked="" type="checkbox"/> |

| Computation Parameters | |
|------------------------|----------------------------------|
| Custom Script | Duplicated Receipt - Exact match |
| Blocking | <input type="checkbox"/> |

NOTE: This feature will detect when a user attempts to submit multiple expenses with the exact same image of the receipt via OCR scan.

Other use cases of similar images of the same receipt and non scanned receipts will come in later versions.

[EXPENSE] NEW ZOOM VIEW FOR THE ACCOUNTING SEARCH PAGE

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

SYNOPSIS

Following the release of the new Accounting search page, a zoom view will be introduced.

This feature allows users to see more details at a glance without navigating away, making it easier to review and analyze accounting data efficiently.

Neo

HOME

FINANCE

TRAVEL

EXPENSE

?

Mr Acc BEAR

×

Search

All report statuses

Draft

Pending approval

Ready for export

Pending export

Cleared for payment

Start date*

08/21/2022

End date*

08/21/2025

The maximum period is 3 years

Employee

Cancel

Search reports

Neo

HOME

FINANCE

TRAVEL

EXPENSE

?

Mr Acc BEAR

Accounting management

Current search:

Start date: 21/08/2022

End date: 21/08/2025

Statuses: Draft, Submitted, Ready for export, Pending export, Paid

Approval status

410 expense reports

export migration T1

Elena Stan

21/08/2025

IN POLICY

5.00 EUR

Approval status:

✔

 Approved

Expense report status:

➡

 Ready for export

export migration T4

Elena Stan

IN POLICY

[ACCOUNTING] NEW EMLPOYEE FILTER ON THE NEW ACCOUNTING PAGE

| | |
|-------------------------------|----------------------------------|
| MADE FOR....? | Traveler Accountant Approver |
| ACTIVATION REQUIRED? | No |
| VALIDATION BY AGENCY REQUIRED | No |

SYNOPSIS

To simplify daily tasks for accountants when searching and managing expense reports, navigation has been improved and search results are now quicker and more tailored.

The **Accounting Expense Report** page includes extended filters with the addition of an **Employee** filter. The **Employee** filter has also been added to the **Approval List** page for the Supervisor role.

Neo

HOMEFINANCETRAVELEXPENSE

Mr Acc BEAR

Accounting management

Type expense report IDOpen report

Expense reportsExportNew ExportSearch

Filter by employee name, ID.

CompanyFlagApproval status

PendingApprovedRejected

| <input type="checkbox"/> | Expense report ID | Employee | Submitted date | Policy | Amount | Approval status | Approval date |
|--------------------------|--------------------------------|--|----------------|-----------|-----------|-----------------|---------------|
| <input type="checkbox"/> | 142417 SP 25.1 SP1 API | Pouet SP Neo Expense (MAT) | 11/02/2025 | IN POLICY | 20.00 EUR | Requested | |
| <input type="checkbox"/> | 129886 CC Postman 04 | A Bear Neo Expense (Consistency C... | 06/02/2025 | IN POLICY | 16.00 EUR | Requested | |
| <input type="checkbox"/> | 142338 January 2025 | The User Neo Expense (Accountant 1st) | 04/02/2025 | IN POLICY | 45.00 EUR | Draft | |
| <input type="checkbox"/> | 142221 SP 27 january group2 | Pouet SP Neo Expense (MAT) | 27/01/2025 | IN POLICY | 10.00 EUR | Requested | |

Neo

HOMEFINANCETRAVELEXPENSE

Mr Acc BEAR

Accounting management

Type expense report IDOpen report

Expense reportsExportNew ExportSearch

John

CompanyFlagApproval status

PendingApprovedRejected

| <input type="checkbox"/> | Expense report ID | Employee | Submitted date | Policy | Amount | Approval status | Approval date |
|--------------------------|------------------------|-------------------------------|----------------|-----------|-----------|-----------------|---------------|
| <input type="checkbox"/> | 137870 dr-1 2024 | John DOE Neo Expense (MAT) | 28/03/2024 | IN POLICY | 20.00 EUR | Requested | |
| <input type="checkbox"/> | 137869 Test DR 2024 | John DOE Neo Expense (MAT) | 28/03/2024 | IN POLICY | 15.00 EUR | Requested | |
| <input type="checkbox"/> | 134334 juli 2023 | John DOE Neo Expense (MAT) | 24/07/2023 | IN POLICY | 2.00 EUR | Approved | 24/07/2023 |

[ACCOUNTING] ADDITION OF A LIST OF REASONS FOR REJECTION

| | |
|-------------------------------|--|
| MADE FOR...? | Accountant |
| ACTIVATION REQUIRED? | Yes |
| ADMIN SUITE NODE | Expense Accountant Rejection Reasons |
| VALIDATION BY AGENCY REQUIRED | No |

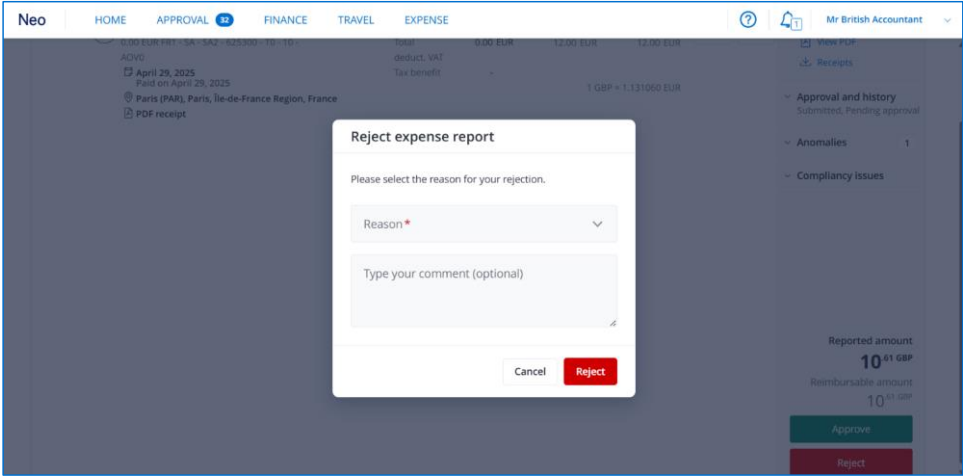
SYNOPSIS

A predefined list of rejection reasons can now be created in the Admin Suite, activated, and displayed in the Neo app to streamline the rejection process.

When rejecting an entire expense report or an individual expense line, accountants can select a rejection reason, which will also appear in the PDF and email sent to the expense creator.

This feature enables accountants to track recurring rejection reasons, gather consistent data, and work toward reducing specific issues to improve performance.

Please note that the rejection reasons will not be available in Neo Reporting.



Reject expense report

Please select the reason for your rejection.

Reason*

No receipt

Information missing

Activity out of scope

No receipt (rejection reason in Neo)

NeoAdmin Suite home page | Neo home page

superadmin | Trace Viewer | Help | Log Out

Ze KDS | United Kingdom

Searchsuperadmin

EditExport

Receipts

Vehicle Management Settings

Mileage via Mapping

Expense Matrixes

Expense Counters

Exchange Rates

Custom Scripts

VAT

Tax Benefit Settings

Credit Card Import Settings

Accountant Rejection Reasons

Expense Policies

Per Diem Settings

Accountant Rejection Reasons

Settings are not inherited (Change)

Apply Modifications?

Filters

| <input type="checkbox"/> | Name | Key | Is Expired | Valid From | Valid Until |
|--------------------------|--------------------------------------|-----|--------------------------|------------|-------------|
| <input type="checkbox"/> | No receipt | 1 | <input type="checkbox"/> | | |
| <input type="checkbox"/> | Information missing | 2 | <input type="checkbox"/> | | |
| <input type="checkbox"/> | Activity out of scope | 3 | <input type="checkbox"/> | | |
| <input type="checkbox"/> | No receipt (rejection reason in Neo) | D | <input type="checkbox"/> | | |

Add

Please note that the rejection reasons will not be available in Neo Reporting yet.



[EXPENSE REPORTS] IMPROVING THE VISUAL EXPERIENCE FOR THE EXPORT PROCESS

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

SYNOPSIS

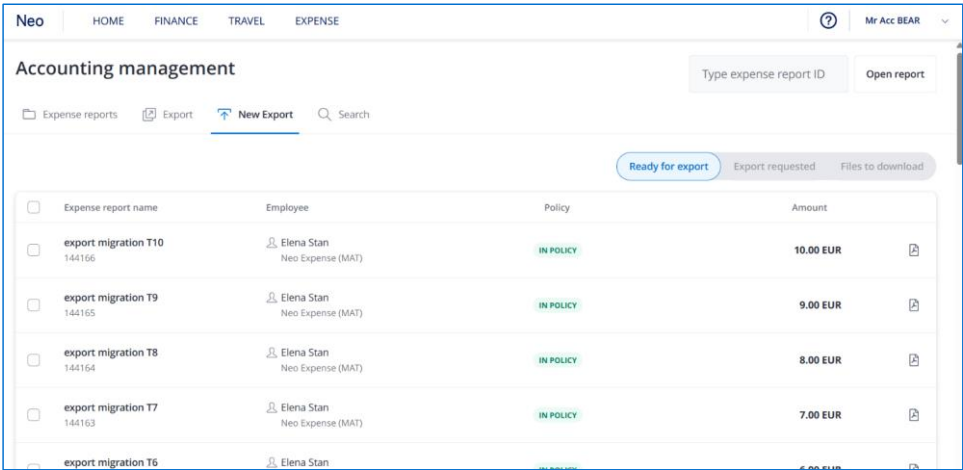
The **Accountant Export** page has been migrated from the formerly used platform to the new Neo platform, streamlining and improving the expense report export process.

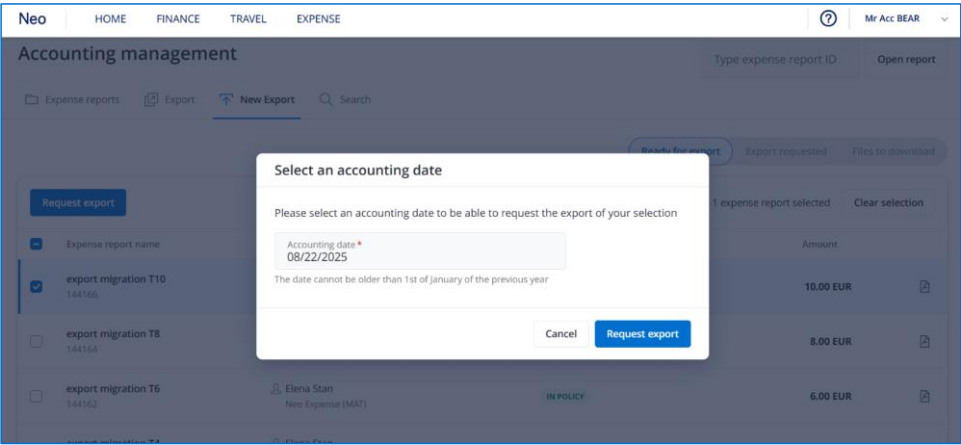
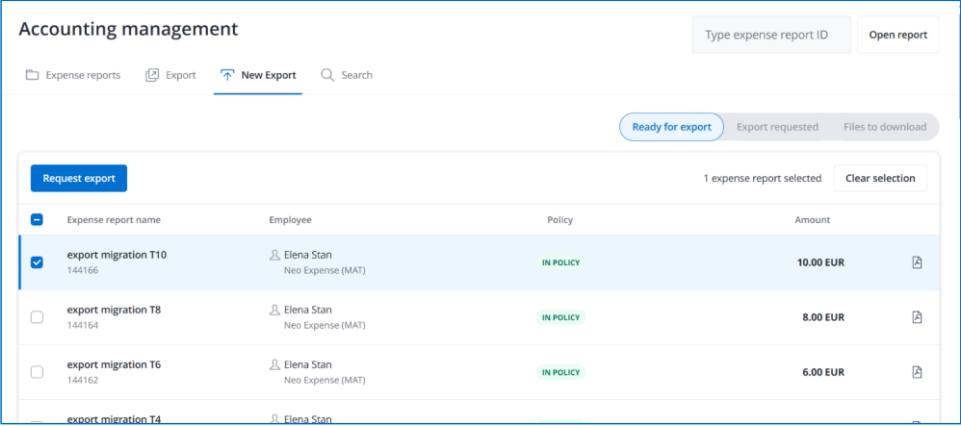
Key improvements include:

- A redesigned interface with simplified steps, cleaner UI, and more intuitive navigation.
- A modernized layout that enhances day-to-day efficiency for accountants.
- A new tab - **New Export** - where the updated pages can be tested, while the old pages remain available, allowing all features to be preserved during the transition.

Pages included in this release:

- Ready for Export
- Export Requested





SCOPE

Accounting

Commented [CM1]: To be verified

[APPROVALS] EMPLOYEE FILTER ON NEO APPROVAL PAGE

| | |
|-------------------------------|----------|
| MADE FOR....? | Approver |
| ACTIVATION REQUIRED? | No |
| VALIDATION BY AGENCY REQUIRED | No |

SYNOPSIS

To simplify daily tasks for approvers when searching and managing expense reports, navigation has been improved and search results are now faster and more tailored.

The **Approval** page for the Supervisor role now includes extended filters, with the addition of an Employee filter. (This update mirrors the enhancement made to the Accounting Expense Report page.)

Neo

HOME

AUTHORIZATION 90

VOUCHER

Approval

Type expense report ID

Open report

Trips 90

Expense reports 90

Filter by employee name, ID.

Pending approval

Approval history

| <input type="checkbox"/> Expense report ID | Employee | Submitted date | Policy | Reported | Reimbursable |
|---|----------------------------|----------------|-----------|------------|--------------|
| <input type="checkbox"/> 445874 Trip to New York | John Doe Company B | 23/02/2025 | IN POLICY | 971.21 GBP | 30.08 GBP |
| <input type="checkbox"/> 445874 Trip to New York | Claire Yury Company B | 23/02/2025 | IN POLICY | 971.21 GBP | 30.08 GBP |
| <input type="checkbox"/> 445874 Trip to New York | Johanna Luv Company B | 23/02/2025 | IN POLICY | 971.21 GBP | 30.08 GBP |
| <input type="checkbox"/> 445874 Trip to New York | John Doe Company B | 23/02/2025 | IN POLICY | 971.21 GBP | 30.08 GBP |
| <input type="checkbox"/> 445874 Trip to New York | Steven Gloss Company B | 23/02/2025 | IN POLICY | 971.21 GBP | 30.08 GBP |
| <input type="checkbox"/> 445874 Trip to New York | Sebastian Puy Company B | 23/02/2025 | IN POLICY | 971.21 GBP | 30.08 GBP |

[EXPENSE LINES] INCLUDE HISTORY IN EXPENSE LINES WHEN REJECTING ENTIRE EXPENSE REPORT

| | |
|-------------------------------|-----------------------|
| MADE FOR....? | Approver Accountant |
| ACTIVATION REQUIRED? | Yes |
| VALIDATION BY AGENCY REQUIRED | No |

SYNOPSIS

To improve tracking for Approvers, expense lines will now retain history and comments when an entire expense report is rejected.

This enhancement complements the existing flagged rejected expense lines feature, ensuring all related expense lines include full rejection history for better day-to-day monitoring.

June 2025

<



REMINDER OF UPDATES FOR SERVICE PACK NEO 25.3

[ACCOUNTANT MULTI-SELECT] IMPROVED VALIDATION AND REJECTION PROCESS

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

SYNOPSIS

When accountants validate or reject multiple expense reports at once, any report with a blocking issue previously stopped the process for all remaining reports in the queue.

This process has been improved: reports with blocking issues are now automatically skipped, allowing the action to continue for the rest of the selected reports.

At the end of the process, a pop-up displays a list of skipped reports, ensuring the accountant is informed which reports were not processed and why. All other selected reports are processed as intended.



[NEW REPORT PAGE] NEW UPDATE: EDIT REPORT DETAILS

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

SYNOPSIS

The new report page now includes a feature that allows users to edit an expense report’s details, including the name, reason, and distribution. This enhancement was the most requested feature in the recent survey and has been prioritized for early delivery.


This update is particularly useful when duplicating expense reports or correcting mistakes made during report creation. A new **Edit report details** action button is now available. Clicking this button opens a popup with dedicated fields for editing.

For distribution-related changes, users can also add missing distribution details to existing expenses within the expense report. Simply select the relevant expenses and click **Add missing distribution**, which appears if at least one expense lacks distribution.

< Back to the expense reports list

Expense report

Expense report ID

#193706  Edit report details

[Back to the expense reports list](#)

Expense report

Expense report ID
#193706 [Edit report details](#)

Edit expense report

Expense report name

Expense report edited name

* Required field

Reason for expense

Distribution

Cost Center

Sales

Project Code

P&L Account

TAN Prefix

[Reset](#)

[Confirm](#)

You can also drag and drop your receipt here

AMEX GBT

Neo

PLATFORM

[PROFILE] NATIONAL ID ADDED TO TRAVEL DOCUMENTS SECTION

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

SYNOPSIS

Profile improvements continue with all travel documents supported by Neo now consolidated in a single section of the profile screen.

For clients who display it, national ID information is now gathered inside the **Travel documents** section on the user profile screen.

Profile

View change history

Profile hub

Personal information

General

Preferences

Payment cards

Travel documents

Loyalty & subscriptions

Bank accounts

Vehicles

Delegation

Mobile devices

Change my password

Passports & visas

+ Add a passport

My current passport

46218412

France

Valid until Nov 14, 2027

INDIA VISA 4156461

Valid until Feb 24, 2028

JAPAN VISA 754243

Valid until Nov 14, 2030

UNITED STATES VISA 954324

Expired on Nov 14, 2007

My Swiss passport

45678423456

Switzerland

Expired on May 4, 2024

National ID

National ID number

987654321

Expiration date

Valid until Jul 2, 2029

Country

France

Edit

Edit national ID

×

* required fields

National ID number *

987654321

📅

Expiration date *

07/02/2029

Country *

France

▼

🗑️

Delete national ID

Cancel

Save

For now, the display configuration for these fields will remain in Neo Admin Suite's **Company Setup / Field Display / Profile Screen - General** panel, and they will continue to be shown as well in the end-user profile screen's **General** section where they were displayed before this release.

All three national ID fields (number, issue country and expiration date) must be present in the **Profile Screen - General** display configuration for the national ID to be shown in **Travel documents** section.

The key of the **Fields** used to store national ID information must also match with our standardized keys for this purpose:

- **ETKT_NATIONALID** for national ID number
- **CL_PF_NATIONAL_ID_COUNTRY** for national ID issue country
- **DT_NATIONAL_ID_EXPIRATION** for national ID expiration date

To provide clear information to administrators, their display status has also been added to the **Company Setup / Field Display / New Profile Screen - Other Sections** panel:

New Profile Screen - Other Sections: ACME Inc.

Settings are not inherited (Change)

Apply Modifications ?

Payment cards section

Payment cards display Editable

Loyalty and subscription cards section

Loyalty cards display Editable

Travel documents section

Passports and visas display Editable

?

National ID

Editabile

?

Dr

National ID subsection will only be displayed when fields with keys 'ETKT_NATIONALID' (number), 'CL_PF_NATIONAL_ID_COUNTRY' (country) and 'DT_NATIONAL_ID_EXPIRATION' (expiry date) have all been defined in the 'Fields' section and used in the 'Profile Screen - General' field display screen configuration.

?

Known tra

?

Redress number

Hidden

Download as XML

Apply Modifications

[PROFILE] DRIVER'S LICENCE INFORMATION ADDED TO TRAVEL DOCUMENTS SECTION

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

SYNOPSIS

Profile improvements continue with all travel documents supported by Neo now consolidated in a single section of the profile screen.

For clients who display it, driver's license information is now included within the **Travel Documents** section.

Profile

View change history

Profile hub

Personal information

General

Preferences

Payment cards

Travel documents

Loyalty & subscriptions

Bank accounts

Vehicles

Delegation

Mobile devices

Change my password

Passports & visas

+ Add a passport

My current passport

462 18412

France

Valid until Nov 14, 2027

INDIA VISA 4156461

Valid until Feb 24, 2028

JAPAN VISA 754243

Valid until Nov 14, 2030

UNITED STATES VISA 954324

Expired on Nov 14, 2007

My Swiss passport

45678423456

Switzerland

Expired on May 4, 2024

Driver's license

Edit

License number

123456789

Issue Date

Jan 5, 1999

Country

France

Edit driver's license

×

* required fields

Driver's license number *

123456789

Issue Date *

01/05/1999

Country *

France

▼

🗑️

Delete driver's license

Cancel

Save

For now, the display configuration for these fields will remain in Neo Admin Suite's **Company Setup | Field Display | Profile Screen - General** panel, and they will continue to be shown as well in the end-user profile screen's **General** section where they were displayed before this release.

All three driver's license fields (number, issue country and issue date) must be present in the **Profile Screen - General** display configuration for the driver's license to be shown in **Travel documents** section. To provide clear information to administrators, their display status has also been added to the **Company Setup / Field Display / New Profile Screen - Other Sections** panel:

New Profile Screen - Other Sections: ACME Inc.

Settings are not inherited (Change)

Apply Modifications ?

Payment cards section

Payment cards display Editable

Loyalty and subscription cards section

Loyalty cards display Editable

Travel documents section

Passports and visas display Editable

National ID Hidden

Driver's license Editable

Known

Driver's license subsection will only be displayed when all three fields 'Driving license number', 'Driving license country' and 'Driving license date' are used in the 'Profile Screen - General' field display screen configuration.

Redress number Hidden

Download as XML

Apply Modifications

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[PROFILE] TSA INFORMATION ADDED TO THE TRAVEL DOCUMENTS SECTION

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

SYNOPSIS

Improvements continue to be made to the Neo profile by bringing all supported travel documents into a single, streamlined section of the profile screen.

TSA Secure Flight additional information, more specifically the U.S. DHS Trusted Traveler Programs' **Known Traveler Number** and Traveler Redress Inquiry Program's **Redress Number**, are now gathered inside the **Travel documents** section in the user profile screen, for clients who are displaying them.

Profile

View change history

Profile hub

Personal information

General

Preferences

Payment cards

Travel documents

Loyalty & subscriptions

Bank accounts

Vehicles

Delegation

Mobile devices

Change my password

Passports & visas

My current passport

46218412

France

Valid until Nov 14, 2027

INDIA VISA 4156461

Valid until Feb 24, 2028

JAPAN VISA 754243

Valid until Nov 14, 2030

UNITED STATES VISA 954324

Expired on Jun 14, 2025

My Swiss passport

45678423456

Switzerland

Expired on May 4, 2024

TSA information

Known traveler number

AC12345678

Issued by United States

Redress number

1234567

Issued by United States

Travelling or transiting in the USA? Save time at the airport by adding this information to your bookings

Edit TSA information

KNOWN TRAVELER NUMBER

Issued by the U.S. Department of Homeland Security (DHS) to those who participate in a voluntary program designed to expedite security screening for passengers who are willing to provide biometric and other data, and undergo a security threat assessment.

[Know more](#)

Known traveler number

AC12345678

Issuing country

United States

REDRESS NUMBER

A unique number issued by the U.S. Department of Homeland Security (DHS) to facilitate passenger clearance for those who have experienced difficulties during travel security screening and participate in DHS's Traveler Redress Inquiry Program (TRIP).

[Know more](#)

Redress number

1234567

Issuing country

United States

Cancel

Save

For now, the display configuration for these fields will remain in Neo Admin Suite's **Company Setup | Field Display | Profile Screen - General** panel, and they will continue to be shown as well in the end-user profile screen's **General** section where they were displayed before this release.

To provide clear information to administrators, their display status has also been added to the **Company Setup | Field Display | New Profile Screen - Other Sections** panel:

New Profile Screen - Other Sections: ACME Inc.

Settings are not inherited (Change)

Apply Modifications ?

Payment cards section

Payment cards display

Editable

Loyalty and subscription cards section

Loyalty cards display

Editable

Travel documents section

Passports and visas display

Editable

? National ID

Hidden

? Driver's license

Editable

? Known traveler number

Editable

? Redress number

Editable

Currently derived from 'Redress Number' field display configured in 'Profile Screen - General' screen, unless overridden by the applicable Selected Profile Application.

Download as XML

Apply Modifications

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