

AMEX GBT

Neo

Release Notes Neo 26.3 Service Pack

18 August 2026

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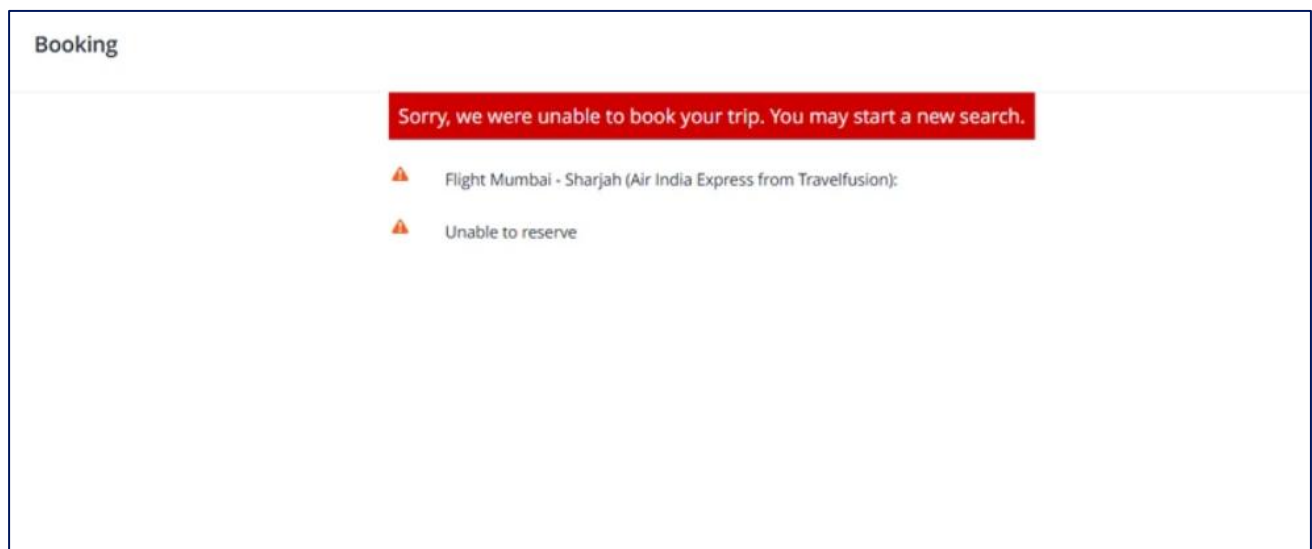
NEO TRAVEL

[TRAVELFUSION] REDUCING LOW-COST BOOKING FAILURES WHEN SUPPLIER FARE BASIS CHANGES BETWEEN SEARCH AND CONFIRMATION

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

SYNOPSIS

Bookings on Travelfusion (low cost carriers content) previously failed whenever the fare basis code confirmed by the supplier did not exactly match the one found during search, even if the fare class was the same. This caused bookers to lose fares they had already selected over a minor code difference.



Neo now selects the cheapest available fare within the same fare class when only the fare basis code differs, subject to a defined price uplift limit set at client's site level. This reduces avoidable booking failures while keeping any associated price uplift within defined boundaries.

SCOPE

- Applies to Travelfusion bookings
- When both the fare class and fare basis code match, the booking proceeds as before
- When the fare class matches but the fare basis code does not, the cheapest available fare within the same class is booked instead, subject to the price uplift limit
- This price uplift limit applies using the most restrictive calculation rule
- A new log entry is recorded for each price uplift event
- A specific error message and tracking entry are generated when the price uplift limit is exceeded

OUT OF SCOPE

- When the fare class does not match, the booking fails as before; this behavior is not changed by this feature
- Bookings on content sources other than Travelfusion are not affected by this feature

[RAIL / DEUTSCHE BAHN] EXPANDED TRAIN ROUTES ACROSS EUROPE

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

SYNOPSIS

Amex GBT Neo has expanded Deutsche Bahn train route availability to support increased business travel flexibility across Europe.

In addition to domestic German rail routes, France, Belgium, Netherlands, Luxembourg, Denmark, Switzerland since last releases, bookers can now access direct international connections from Germany to major cities across Austria, Croatia, Hungary, Poland, Slovakia, Slovenia. This expansion responds to customer demand for seamless European rail travel options and opens new opportunities for organizations with cross-border travel requirements.

CONFIGURATION

No configuration is required.

The expanded Deutsche Bahn routes are automatically available to all bookers within Neo's online booking tool. Bookers can search and book international train routes using the standard train search functionality by selecting origin and destination cities across the newly supported countries.

SCOPE

This feature is specifically for Deutsche Bahn direct link.

Supported Routes:

International train routes to/from Germany with the following destinations:

- Austria: Vienna, Innsbruck
- Croatia: Zagreb, Split
- Hungary: Budapest
- Poland: Warsaw,
- Slovakia: Bratislava,
- Slovenia: Ljubljana

Applicability

All bookers using Neo's online booking tool with access to Deutsche Bahn rail options.

OUT OF SCOPE

Supplier Limitation:

- The Deutsche Bahn supplier API (PST) currently supports only direct train routes outside Germany and doesn't support domestic routes outside Germany.
- Multi-country itineraries (for example : France to Austria via Germany) are not available at this time.

Domestic Routes:

- This expansion does not modify existing domestic German train route availability.
- Other Train Suppliers:
- This update applies only to Deutsche Bahn direct link: other rail suppliers' route networks remain unchanged.

[SILVERRAIL] NIGHT TRAIN BOOKING AVAILABILITY FOR SWEDISH RAIL ROUTES

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

SYNOPSIS

Within the SilverRail scope for the Swedish market, travelers could previously book only day trains through Neo's online booking tool. Neo now extends this capability to include night train solutions, giving bookers access to overnight rail options alongside existing day train offerings.

This update covers rail carriers SJ and Snälltåget across Sweden's main routes. Amtrak and ViaRail remain outside the scope of this update.

CONFIGURATION

No administrator configuration is required for this update; night train availability applies automatically within the supported Swedish routes.

SCOPE

- Applies to bookers using Neo's online booking tool for rail travel within the SilverRail scope, Swedish market.
- Supported carriers: SJ and Snälltåget.
- Supported accommodation types: a bed in a private compartment (first class); a bed in a shared or private sleeping compartment (second class, up to five travelers); a couchette in a shared sleeping compartment (second class, up to six travelers); or a standard seat, where available.
- Bookers can request a women's or men's compartment at the time of booking; to support this preference, gender must be completed in the Neo traveler profile.
- Supported routes:
 - Stockholm to Upper Norrland (via Sundsvall, Umeå), operated by SJ
 - Stockholm to Narvik (via Umeå, Boden, Kiruna), operated by SJ
 - Stockholm to the Jämtland Mountains (via Gävle, Östersund), operated by SJ
 - Stockholm to Malmö (via Linköping, Nässjö, Alvesta), operated by SJ
 - Stockholm to Berlin (via Norrköping, Linköping, Malmö, Copenhagen, Hamburg), operated by SJ and Snälltåget
 - Stockholm/Malmö to Berlin, seasonal (via Copenhagen, Hamburg), operated by Snälltåget
 - Sweden to the Austrian Alps, seasonal (via Malmö, Copenhagen, Hamburg), operated by Snälltåget

OUT OF SCOPE

- Amtrak and ViaRail are not included in this update.
- Seat map display is not available for night train bookings due to a supplier limitation.

[RAIL] SNCF: PASSENGER'S RIGHTS DATA VALIDATION NEXT PHASE MID SEPTEMBER 2026

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

SYNOPSIS

This is an advance notice regarding SNCF's enhanced passenger data verification processes, rolling out in three phases that began in May, we are now entering phase 1 coming in September. These changes will strengthen the accuracy of traveler information across all booking channels.

What will happen?

SNCF will progressively activate enhanced controls across below phases:

Phase 1 – Mid-September

If the first name or last name entered in Neo does not match the SNCF database, the booking will be blocked until discrepancies are corrected. Corrections can be made through the Neo profile, any external profile tool used to feed Neo profile (i.e. Connect Profile, Portrait), HR feed, or by contacting SNCF directly.

Phase 2 – Mid-January 2027

SNCF will extend controls to include verification of traveler's date of birth, in addition to first and last names. If any of these details differ from the SNCF database, the booking will be blocked until all discrepancies are corrected through the Neo profile, any external profile tool used to feed Neo profile (i.e. Connect Profile, Portrait), HR feed, or by contacting SNCF.

Which Travelers are affected?

Holders of the following traveler cards:

- Carte Avantage (young, senior, adult)
- Carte Liberté
- Monthly and weekly passes
- Military

SCOPE

- SNCF Direct Link
- SNCF pending information

[SNCF] NEW TERMS AND CONDITIONS ACCEPTANCE STEP IN THE RAIL BOOKING JOURNEY

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

SYNOPSIS

SNCF (Société Nationale des Chemins de fer Français) now requires the display of general terms and conditions of sale within the booking journey to support transparency and align with applicable legal obligations. To meet this requirement, Neo activates a dedicated page allowing bookers to consult the general terms and conditions of sale for SNCF and Eurostar directly on the carrier's website.

Bookers must confirm acceptance of the general terms and conditions of sale before proceeding with the booking journey.. This confirmation is required before the booking can be finalized.

×

Fare Purchase

Purchase Agreement

You must agree to the general sales conditions in order to authorize Neo to book.
 Warning: Make sure you have checked fare conditions prior to making your booking in Neo.
 [Read the general sales conditions for SNCF](#)

☒ I have read and I accept the general sales conditions. I authorize Neo to book.

SCOPE

- Applicable to rail bookings made through the SNCF direct link.
- Display of a dedicated page allowing the booker to consult the general terms and conditions of sale for SNCF and Eurostar on the carrier's website, within the rail booking journey.
- Mandatory acceptance of the general terms and conditions of sale by the booker before proceeding with the booking.

OUT OF SCOPE

- Rail direct links other than SNCF.

[RAIL] SNCF ELECTRONIC INVOICING: NEW COMPLIANCE REQUIREMENTS FOR FRENCH AND SPANISH RAIL TRIPS

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

SYNOPSIS

European Union (EU) regulations require companies in member countries to issue electronic invoices (e-invoicing) and comply with electronic fiscal reporting (e-reporting) for eligible commercial transactions. Starting in September 2026, SNCF (the French national rail operator) will apply this requirement to rail trips connected directly to SNCF PAO.

For trips in Spain, invoice type is determined by whether the client holds a valid FCE number:

- Clients without a valid FCE number will receive a simplified electronic invoice.
- Clients whose booking contains an incorrect FCE number will be required to submit a correction.
- Clients with a valid FCE number will receive a full-detail electronic invoice, sent to the contact information listed in that FCE.

For trips in France, an FCE number is required for SNCF to issue any invoice:

- Clients with an FCE number who are subject to Value Added Tax (VAT) in France will receive an electronic invoice through a state-approved operator, which transmits the details directly to the French tax authority, Direction Générale des Finances Publiques (DGFIP).
- Clients with an FCE number who are not subject to VAT in France will receive a PDF invoice.

When a booking is issued or exchanged in Neo, Neo transmits the traveler's last name, first name, and email address to SNCF, along with the Purchase Order Number when available. The Purchase Order Number is not mandatory at this time; if no value is provided, the booking will proceed without interruption. For clients and agencies using a Global Distribution System (GDS) for ticketing and after-sales servicing, this information is not transmitted at the time of the SNCF booking, due to a SNCF limitation. Affected clients should contact their agency, and agencies should in turn contact their GDS provider.

Note for GBT customers: Neo transmits this information to SNCF only for clients with GTR (Global Trip record) integration. For clients without GTR integration, the Amex GBT team is currently reviewing whether any process exists at the GDS level. More information will be communicated in a timely manner.

Customers who already hold an FCE number should agree with SNCF on the unique value to be sent as the Purchase Order Number, then contact their GBT Client General Manager or Neo Service Manager (if applicable) to implement this unique value in Neo.

CONFIGURATION

SNCF has created a new unique identifier, the Purchase Order Number, which can be transmitted to the French Tax Authority (DGFIP) for reconciliation purposes. For this value to be transmitted, administrators must add a specific remark to the Passenger Name Record (PNR) pack in Neo Admin; without this remark, the Purchase Order Number will not be sent.

Note for GBT customers: the new PNR Pack line will be scripted by the Neo Readiness Orchestration team. Further guidelines will be communicated once finalized.

Remark Type	Remark Line
RN	SNCFPO=value

SCOPE

- Applies to rail trips booked with SNCF for travel in France and Spain, connected directly to PAO.
- Applies to clients and agencies whose travel programs include SNCF as a rail supplier.
- Applies to bookings issued and exchanged directly in Neo, where traveler name and email details, along with the Purchase Order Number, are transmitted to SNCF.
- Takes effect when SNCF activates this requirement in September 2026.

OUT OF SCOPE

- Neo does not create, issue, or manage the FCE number. This process will be handled directly by SNCF and made available through SNCF Voyageur before September 2026.
- The FCE number will be a prerequisite for any new commercial contract with SNCF Voyageurs, but this contractual requirement is managed outside of Neo.
- Clients not subject to VAT in France who do not hold an FCE will not be able to recover VAT; this outcome is determined by French tax rules and is not a Neo system limitation.
- Bookings issued or serviced through a Global Distribution System (GDS) are not covered by this data transmission capability, due to a SNCF limitation. Clients affected should work with their agency and GDS provider directly.

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EXPENSE

[EXPENSE] SATISFACTION SURVEY FOR NEW APPROVER VIEW

MADE FOR...?	Approver
ACTIVATION REQUIRED?	No

SYNOPSIS

When a supervisor uses the toggle to switch back to the Old View from the New Approver View, Neo will trigger a Diduenjoy survey to gather feedback on the newly delivered expense report view.

This feedback will help Neo improve the overall experience related to the new expense report view.

Please rate your experience in this new page

1

2

3

4

5

Very bad

Very good

Why are you switching back to the old view?

Please select

What features could we add that you would really appreciate?

Write here

Submit

SCOPE

Supervisors using the New Approver View for expense reports

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PLATFORM

[NEO LOGIN] MULTI-FACTOR AUTHENTICATION FOR USERNAME AND PASSWORD LOGINS

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	Yes - Manual activation required
ADMIN SUITE	Admin Suite Company Setup Account Security Security

SYNOPSIS

Username and password accounts are more vulnerable to credential-stuffing and phishing attacks than Single Sign-On (SSO)-based logins. To provide an additional layer of identity verification, Neo is introducing Multi-Factor Authentication (MFA) for email/password users, using a device-recognition approach that minimizes friction for users on familiar devices.

When logging in from an unrecognized device, users will receive a one-time sign-in link by email and must click it to complete authentication. Once verified, the device is trusted for six months, and subsequent logins from that device proceed without an additional step. This feature is activated per company by administrators and does not affect SSO users or mobile connections.

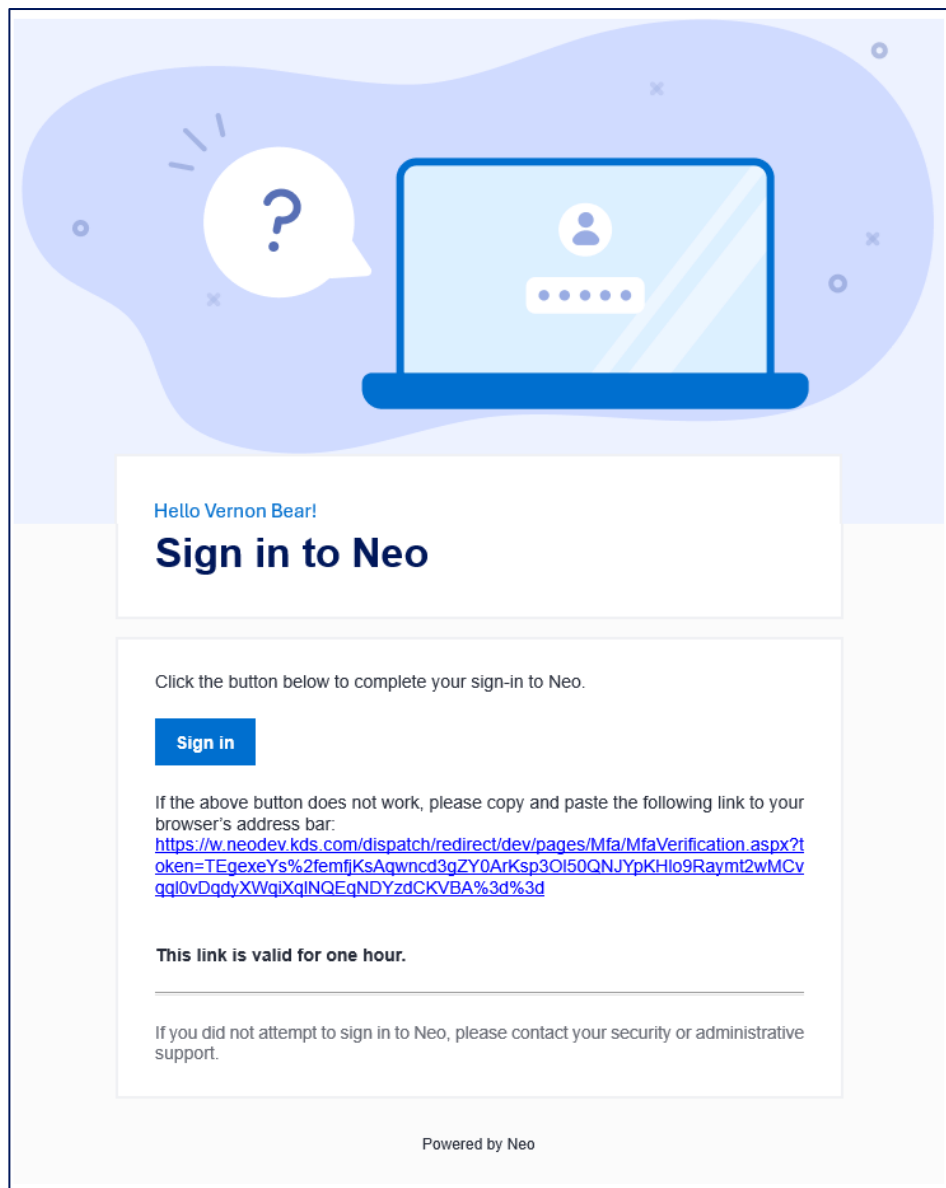
If a user need to go through MFA workflow, following message will be displayed on the screen after credentials validation (login/password) :

Check your inbox

A sign-in link has just been sent to your email address. Click the link in the email to complete your sign-in. If you don't see the email, check your spam folder. If your account has no email address, please contact your administrator.

If your profile does not have a valid email address, you will not be able to complete the sign-in process. If you need help, please reach out to your administrator.

Then, the user will receive an email to complete the sign-in to Neo:



CONFIGURATION

Administrators can enable or disable MFA for their company through the Admin Suite. This setting is unticked by default and MFA flow will apply to username and password users only.

To enable or disable MFA:

1. Navigate to **Admin Suite | Company Setup | Account Security | Security (SUPERADMIN ONLY)**
2. Locate the "Enable MFA" checkbox
3. Tick/untick the checkbox to activate/deactivate MFA for username and password users
4. Save the changes

SCOPE

- Applies to username and password login paths only
- When MFA is enabled, users logging in from an unrecognized device receive a one-time sign-in link by email to complete authentication
- Once a device is verified, it is trusted for six months; users on a trusted device log in directly without an additional step
- Expired or already-used sign-in links display an error page with a link back to the login page
- MFA can be enabled or disabled per company by administrators through the Admin Suite

OUT OF SCOPE

- SSO-authenticated users are not affected by this change
- Mobile connections are not affected by this change
- MFA is not enforced retroactively on existing active sessions
- Administrator management of trusted devices per user is not included in this update
- Integration of a third-party MFA library is not part of this release; this implementation is a near-term solution using existing Neo infrastructure