

AMEX GBT

Neo

Release Notes

Neo 26.4

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TABLE OF CONTENTS

NEO TRAVEL	3
[AIR] FLIGHT BLOCKING BY MARKETING AIRLINE CODE, APPLICABILITY PERIOD AND TRAVEL CATEGORY	4
[HOTEL] HOTEL CHECKOUT CLEANUP: LEGACY SETTING RETIRED FOR A SINGLE, STREAMLINED BOOKING FLOW	6
[TRANSPORT] LAST SEAT AVAILABILITY INDICATOR ON FARE CARDS DURING SHOPPING	8
[TRAVEL] STREAMLINED JOURNEY DETAILS POPUP FOR FLIGHT AND TRAIN SEARCH RESULTS	9
[NEO FARE DISPLAY] FARES SLIDER NOW SUPPORTS SMOOTH DRAG BROWSING	11
[TRAVEL] TRANSPORT CARD REDESIGN IN SEARCH RESULTS	12
[AIR] ELIMINATING DUPLICATE NDC (NEW DISTRIBUTION CAPABILITY) FARES ON THE NEO FARE DISPLAY PAGE	14
[TRAVEL] CURRENCY SWITCHER FOR FLIGHT AND HOTEL AVAILABILITY PAGES	15
[HOTEL] ADDING LOYALTY CARD DURING HOTEL CHECKOUT	17
[HOTEL] HOTEL ADDRESS DISPLAY IN SEARCH RESULTS	19
[APPROVAL] PROPERTY FOR ALTERNATE ITINERARY DETAILS IN PNR PACK	20
[OFFLINE REQUEST] MULTI-TRAVELER OFFLINE REQUESTS: NEW CONTROL SETTING FOR ADMINISTRATORS	21
[GROUND TRANSPORT] SEARCH FORM MODERNIZATION	23
[FEEDBACK] NEW FEEDBACK BUTTON TO SHARE INSIGHTS DIRECTLY WITHIN NEO	24
NEO PRODUCT UPDATE: NEO 26.3 SP	25
[TRAVELFUSION] REDUCING LOW-COST BOOKING FAILURES WHEN SUPPLIER FARE BASIS CHANGES BETWEEN SEARCH AND CONFIRMATION	25
[RAIL / DEUTSCHE BAHN] EXPANDED TRAIN ROUTES ACROSS EUROPE	27
[SILVERRAIL] NIGHT TRAIN BOOKING AVAILABILITY FOR SWEDISH RAIL ROUTES	29
[RAIL] SNCF: PASSENGER'S RIGHTS DATA VALIDATION NEXT PHASE MID SEPTEMBER 2026	30
[SNCF] NEW TERMS AND CONDITIONS ACCEPTANCE STEP IN THE RAIL BOOKING JOURNEY	31
[RAIL] SNCF ELECTRONIC INVOICING: NEW COMPLIANCE REQUIREMENTS FOR FRENCH AND SPANISH RAIL TRIPS	32
NEO EXPENSE	34
[EXPENSE] A MORE COMPLETE EXPENSE REPORT HISTORY	35
[EXPENSE] GLOBAL EXPENSE CALENDAR: ALL EXPENSES AND REPORTS IN ONE VIEW	36
[EXPENSE] BILLING PAGE MIGRATION TO NEO: NEW HOME PAGE FOR BILL STATEMENTS	37
[EXPENSE] EXACT METHOD FOR TAX COMPUTATION IN CANADA	38
[EXPENSE] ACCOUNTANT COMMENTS ADDED TO EXPENSE REPORT APPROVALS	40
[EXPENSE] DISPLAY INACTIVE AND EXPIRED USERS ON ACCOUNTING SEARCH	42
[EXPENSE] APPROVER VIEW ENHANCEMENTS: EXPANDED FILTERS, REPORT DETAILS, AND CUSTOM APPROVAL FIELDS	43
[EXPENSE] EXPORT ACCOUNTING SEARCH RESULTS AS CSV	45
[TRIP TO EXPENSE] EXPENSE FROM TRIP	47
NEO PRODUCT UPDATE : NEO 26.3 SP	50
[EXPENSE] SATISFACTION SURVEY FOR NEW APPROVER VIEW	50
PLATFORM	51
[USER PROFILE] FAX NUMBER ADDED TO CONTACT INFORMATION	51
[USER PROFILE] NEW ACCOUNT SETTINGS SECTION	52
[USER PROFILE] CITIZENSHIP FIELD IN PERSONAL INFORMATION SECTION	55

[USER PROFILE] ENHANCED COUNTRY SELECTION AND IDENTIFICATION IN PROFILE SCREEN 57

[USER PROFILE] ENHANCED COUNTRY PREFIX SELECTION FOR PHONE NUMBERS 59

[USER PROFILE] NEW COMPANY INFORMATION SECTION AVAILABLE FOR USERS WITH READ-ONLY VIEW.... 61

[NEO] ACCESSIBILITY IMPROVEMENTS FOR FORGOTTEN PASSWORD, RESET PASSWORD, AND CHANGE
PASSWORD PAGES 64

[NEO] HOMEPAGE ACCESSIBILITY IMPROVEMENTS..... 65

NEO PRODUCT UPDATE: NEO 26.3 SP..... 68

[NEO LOGIN] MULTI-FACTOR AUTHENTICATION FOR USERNAME AND PASSWORD LOGINS 68

AMEX GBT

Neo

NEO TRAVEL

[AIR] FLIGHT BLOCKING BY MARKETING AIRLINE CODE, APPLICABILITY PERIOD AND TRAVEL CATEGORY

MADE FOR...?	Traveler Travel Manager
ACTIVATION REQUIRED?	Yes - by NTG Admin
ADMIN SUITE	Travel Policies Travel Policies [Policy Name] Air-Rail Preferred Partners
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

Neo introduces the ability to block a specific flight from being booked, upon request from a client. This gives administrators direct control to prevent a flight from being booked by any user within their organization, for any reason, through a new "Blocked" status within the Preferred Partner rules, configured by marketing airline code, flight number, applicability period, and travel category.

Once an administrator configures this block, the affected flight will not be bookable in Neo. Bookers who search for this flight, including cases where the blocked flight number appears as a connecting segment within a multi-stop itinerary, will see it marked as blocked on the results page, provided the airline code, flight number, and travel date all match.

The screenshot shows the Neo Travel interface with the following details:

- Header:** Neo | TRAVEL | EXPENSE | User: Mr San Amadeus
- Search Bar:** Select departure | Back to search | Transport results | Current search: CDG - Paris Charles de Gaulle — BCN - Barcelona, Thu, 3 Sep | Edit search | GBP · £
- Filters:** Stops, Companies, Price, Airport/Station, CO₂ emissions, Connections, In policy only
- Flight Results:**
 - Top Results (Lufthansa):**
 - 07:25 (CDG) to 11:55 (BCN) - 4h 30m - 1 Stop (FRA) - Economy Comfort - £176 (IN POLICY)
 - 07:25 (CDG) to 13:05 (BCN) - 5h 40m - 1 Stop (FRA) - Economy Comfort - £176 (IN POLICY)
 - Blocked Flight (Highlighted):**
 - AIRFRANCE AF 1648 - 13:00 (CDG) to 14:50 (BCN) - 1h 50m Non-stop - Not available to book (NOT ALLOWED)
 - Reason: This flight has been restricted by your company. Please choose another option.
 - Bottom Result (Air France):**
 - 13:40 (CDG) to 15:35 (BCN) - 1h 55m Non-stop - Light Economy (T) - £160 (IN POLICY)

CONFIGURATION

Administrators can configure a flight block by adding a new Blocked status within the rules of a travel policy.

1. Navigate to **Travel | Policies | Travel Policies | [Policy Name] | Air-Rail | Preferred Partners**.
2. Select the **Blocked** status.
3. Enter the marketing airline code and specific flight number. Both fields are mandatory for this status.
4. Set the **Applicability Period** by selecting a start and end date. Past dates cannot be selected. For a single-day block, the start and end dates should be the same. This field is mandatory for the **Blocked** status.
5. Select the applicable **Travel Category**. This defaults to **All** and is a general criterion available across all statuses.

Preferred Partners

Settings are not inherited (Change)

Filters

Rank	Status
0	Preferred
0	Preferred
0	Preferred
0	Preferred
0	Preferred
0	Preferred
0	Preferred

+ Add

General Settings

Rank	0
Status	Blocked
Supplier	Air France (AF)
Flight Number	126
Departure	Everywhere
Arrival	Everywhere
Fares	☐ This preference applies to some fares only
Traveler Category	All

Advanced Settings

Routing	☐ Trip must be via a specific city or airport
Multiple Carriers	☐ Rule only applies if the complete journey is with this supplier

Applicability Period

From (Included)	29/07/2026
To (Included)	26/08/2026

Save and Add New Item Save Cancel

Once this configuration is applied, the flight will be shown as blocked, and user will not be allowed to book it.

SCOPE

- One way, Roundtrip, Multicity flight search

OUT OF SCOPE

- Undefined carrier/flight number and date based configurations

[HOTEL] HOTEL CHECKOUT CLEANUP: LEGACY SETTING RETIRED FOR A SINGLE, STREAMLINED BOOKING FLOW

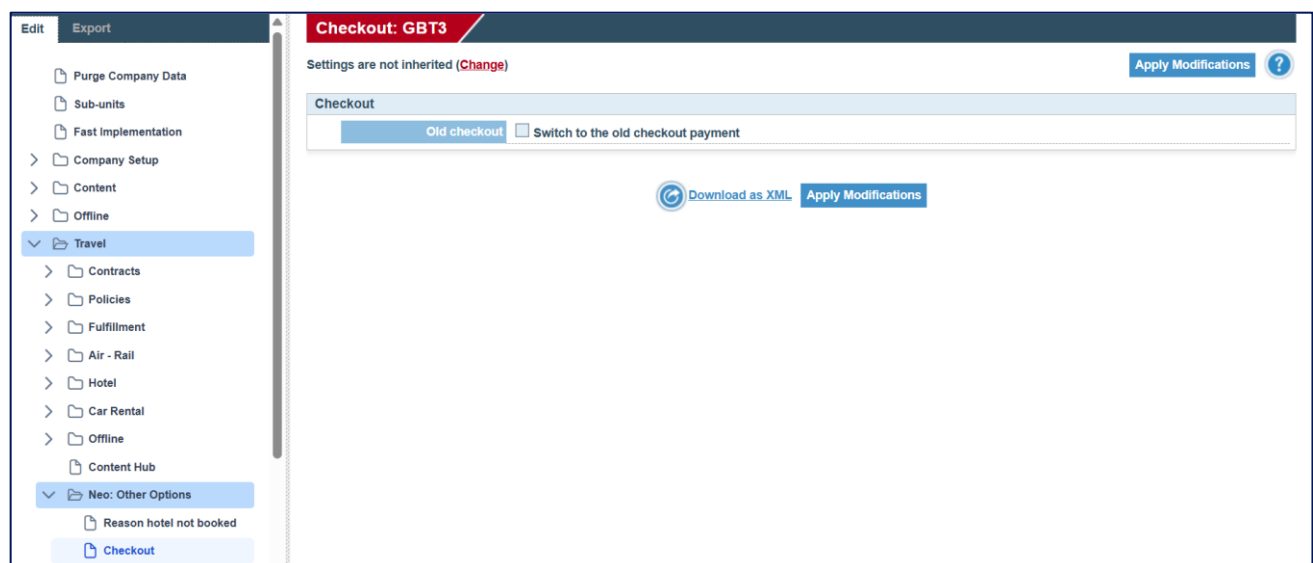
MADE FOR...?	Neo Admin
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

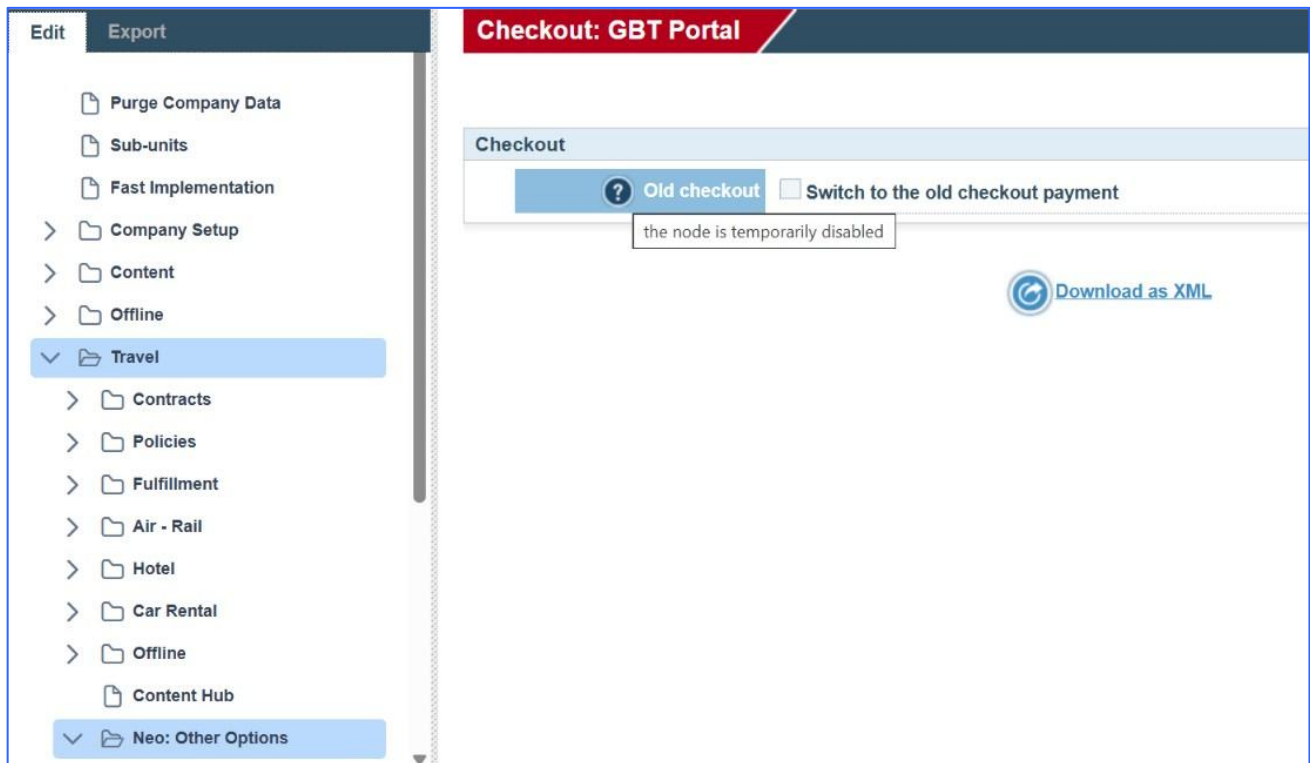
Several years ago, Neo migrated hotel checkout to a new flow, but a setting remained in Admin Suite that allowed select customers to fall back to the legacy checkout. This fallback existed because certain customers relied on lodge card fields and segments, a capability not yet available in the new hotel checkout.

A recent data review confirmed that no customer currently uses this fallback setting, allowing Neo to retire it safely. Neo has now disabled the legacy checkout setting in Admin Suite (node: [Travel | Neo: Other Options | Checkout | Old checkout](#)) and removed the underlying legacy code, making the new hotel checkout the single-entry point for all hotel bookings.

BEFORE



AFTER



SCOPE

- The legacy hotel checkout setting is disabled in Admin Suite, located at [Travel | Neo: Other Options | Checkout | Old checkout](#), with a note clarifying that it is temporarily disabled.

[TRANSPORT] LAST SEAT AVAILABILITY INDICATOR ON FARE CARDS DURING SHOPPING

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

SYNOPSIS

Previously, when a fare had very limited seats remaining at the time of shopping, bookers had no way to know until the price changed at the booking step. This left bookers unable to anticipate a potential price increase before committing to a purchase.

To address this, Amex GBT Neo now displays a "last seat" availability badge directly on the fare card whenever a fare has eight or fewer seats remaining, showing the exact number of seats left. Selecting the badge opens a popup explaining that the price may change as availability drops, helping bookers make more informed decisions during shopping.

The screenshot displays the Amex GBT Neo interface for searching fares. The top navigation bar includes 'Neo', 'TRAVEL', and 'EXPENSE' tabs, along with links for 'Feedback', a help icon, a notification bell, and a user profile 'Mr Vernon Bear'. The main search area shows the current search: 'Paris - All Airports and Railways, Sat, Aug 29 — New York (NY) - All Airports and Railways, Mon, Aug 31'. Below the search bar, there are filters for 'In policy only', 'Class', 'Fare', 'Refunds', 'Changes', 'Bags', and 'Other options'. The results section displays five fare cards: 'Light', 'Standard', 'Flex', 'Full Flex', and 'Premium Light'. Each card shows the fare type, coach class, and a '4 seats left' badge. A popup titled 'Last seat at this price' is overlaid on the 'Flex' fare card, stating: 'The last seats in a fare can cost more, and the price may change as availability drops.' The fare cards also list various amenities and conditions, such as 'Non-refundable', 'Change with fee', '1 carry-on bag, 12 kg', '1 checked bag', 'Seat selection with fee', 'No check-in priority', 'No boarding priority', 'No lounge access', and 'Eligible for upgrade with fee'. The prices for the round trip are: Light (€1,579.30), Standard (€1,748.30), Flex (€1,988.30), Full Flex (€5,848.30), and Premium Light (€2,585.30). The 'Premium Light' card is marked as 'OUT OF POLICY'.

SCOPE

GDS Amadeus, Sabre and Galileo

[TRAVEL] STREAMLINED JOURNEY DETAILS POPUP FOR FLIGHT AND TRAIN SEARCH RESULTS

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

SYNOPSIS

Previously, each transport card on the search results page expanded inline to display journey details, taking up space needed to introduce a new fares list design to come in future Neo versions. To resolve this, Neo replaces the inline expansion with a dedicated **Journey details** popup, keeping the transport card compact while still giving bookers full access to itinerary information.

On web and tablet, bookers open the popup through a **Show details** link on the transport card. On mobile, a **Continue** button opens the same popup. From the popup, bookers can select their fare and move directly to the next step in the booking process.

BEFORE

Select departure

Back to search

Search results

Current search: Paris - All Airports and Railways, Sun, Nov 15 — New York (NY) - All Airports and Railways, Mon, Nov 16

Edit search

Stops

Companies

Price

Airport/Station

CO₂ emissions

Connections

In policy only

CARBON-EFFICIENT

Paris to New York (NY) (NY)

€1,863.30
Total Price

Select

IN POLICY

Hide details

8:30 AM
Sun, Nov 15

Paris Charles de Gaulle (CDG)
Paris, FR

8h 25m

 DELTA

Delta Air Lines - DL 8747 - Operated by Air France - Boeing 777-300ER

10:55 AM
Sun, Nov 15

New York J F Kennedy (NY) (JFK)
New York (NY), NY, US

Delta Main Basic - Gbt
Coach (E)

Ultra-fast Wi-Fi

USB outlet

Seatback on-demand video

Meal provided

Alcohol & beverages provided

79 cm seat pitch

✓ SELECTED FARE

Delta Main Basic - Gbt

Not Refundable. Modifiable with Charge

This ticket must be issued before Nov 15, 2026

1 HAZARDOUS MATERIALS REGULATIONS

Please review the hazardous materials regulations for your trip. [View regulations](#)

CARBON EMISSIONS

800 kg/pers. CO₂

Select

Journey details

Paris to New York (NY)

€2,345.89

Round trip from

IN POLICY

11:25 AM
Sun, Nov 15

Paris Charles de Gaulle (CDG)
Paris, FR

American Airlines · AA 43 · Boeing 787-8

Recommended partner

8h 25m

1:50 PM
Sun, Nov 15

New York J F Kennedy (NY) (JFK)
New York (NY), NY, US

Main Cabin Flexible
Coach (H)

1 checked bag

Basic web browsing (fee)

Power & USB outlets

Seatback on-demand video

Lunch provided

Alcohol & beverages provided

[View more](#)

FLY AMERICA ACT Carrier compliant with Fly America Act rules [Learn more about Fly America Act](#)

SELECTED FARE [View seats](#)

Main Cabin Flexible

Refundable and Modifiable Free of Charge

This ticket must be issued before Aug 29, 2026

HAZARDOUS MATERIALS REGULATIONS Please review the hazardous materials regulations for your trip. [View regulations](#)

CARBON EMISSIONS

Select

[NEO FARE DISPLAY] FARES SLIDER NOW SUPPORTS SMOOTH DRAG BROWSING

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

SYNOPSIS

Previously, bookers comparing fares in the NFD (Neo Fare Display) slider could only browse available fares by clicking the next or previous arrows, which limited visibility to a narrow range of fares at a time. Neo has now enabled a drag feature within the NFD slider, allowing bookers to smoothly scroll through fares by dragging, providing a more fluid and intuitive browsing experience.

NEW

Drag to browse fares
Click and drag anywhere on the fare cards to scroll smoothly through all available options.

Neo

TRAVEL EXPENSE

?

Mrs Vernon BEAR

CDG - JFK

JFK - CDG

Fares

Back to search

Edit search

EUR · €

Fares

Current search: Paris - All Airports, Mon, Sep 14 — New York (NY) - All Airports, Wed, Sep 16

In policy only

Class

Fare

Refunds

Changes

Bags

Other options

Display other fare combinations

Drag left or right to see more fares

DEPARTURE / RETURN

Premium Economy Optima

Premium Eco

Non-refundable

Change with fee

1 carry-on bag

2 checked bags

Seat selection

No check-in priority

Boarding priority

No lounge access

Not eligible for upgrade

Round trip from

€3,146.94

OUT OF POLICY

Select

View fare details

DEPARTURE / RETURN

Premium Economy Fully Flexible

Premium Eco

Fully refundable

Change for free

1 carry-on bag

2 checked bags

Seat selection

No check-in priority

Boarding priority

No lounge access

Not eligible for upgrade

Round trip from

€6,632.94

OUT OF POLICY

Select

View fare details

DEPARTURE / RETURN

Optima

Coach

7 seats left

Non-refundable

Change with fee

1 carry-on bag

1 checked bag

Seat selection

No check-in priority

No boarding priority

No lounge access

Not eligible for upgrade

Round trip from

€2,120.94

OUT OF POLICY

Select

View fare details

DEPARTURE / RETURN

Comfort

Coach

7 seats left

Partially refundable

Change with fee

1 carry-on bag

1 checked bag

Seat selection

No check-in priority

Boarding priority

No lounge access

Not eligible for upgrade

Round trip from

€2,255.94

OUT OF POLICY

Select

View fare details

DEPARTURE / RETURN

Flexible

Coach

7 seats left

Fully refundable

Change for free

1 carry-on bag

1 checked bag

Seat selection

No check-in priority

Boarding priority

No lounge access

Not eligible for upgrade

Round trip from

€2,425.94

OUT

Select

View fare details

SCOPE

Everywhere the NFD (Neo Fare Display) slider is displayed.

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P.11

[TRAVEL] TRANSPORT CARD REDESIGN IN SEARCH RESULTS

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

SYNOPSIS

In preparation to support a future project to include the fare selection flow directly on the **Search Results Page**, Neo has redesigned the transport card for flights and trains.

The updated layout surfaces key information at a glance while preserving all existing indicators that bookers rely on today, such as carbon-efficient, company preferred, Fly America Act compliance, overnight, low cost, unpriced, and excluded flight scenarios.

The new design applies consistently across one-way, round trip, and multi-city searches, and across desktop, tablet, and mobile screens. The call-to-action button label ("Continue" or "Select") now reflects whether a card represents a pending choice or a final selection, helping bookers understand where they stand in the booking process.

BEFORE

Select departure

[Back to search](#)

Edit search

Search results
Current search: Paris - All Airports and Railways, Sun, Nov 15 — New York (NY) - All Airports and Railways, Mon, Nov 16

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

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](#)

Sort by Recommended

CARBON-EFFICIENT

DELTA
8:30 AM (CDG)
Sun, Nov 15

>
10:55 AM (JFK)
Sun, Nov 15

8h 25m
Non-stop

Delta Main Basic - Gbt
Coach (E)
[View seats](#)

DL 8747 - 800kg CO₂ - Operated by Air France

€1,863
Total Price

Select

AIRFRANCE
8:30 AM (CDG)
Sun, Nov 15

>
10:55 AM (JFK)
Sun, Nov 15

8h 25m
Non-stop

Light
Coach (M)
[View seats](#)

AF 2 - 800kg CO₂

€1,937
Total Price

Select

DELTA
10:30 AM (CDG)
Sun, Nov 15

>
12:55 PM (JFK)
Sun, Nov 15

8h 25m
Non-stop

Delta Main Basic - Gbt
Coach (E)
[View seats](#)

€1,863
Total Price

Select

AFTER

Select departure

[Back to search](#)

Search results

Current search: Paris - All Airports and Railways, Sun, Nov 15 — New York (NY) - All Airports and Railways, Mon, Nov 16

Edit search

EUR · €

Stops

Companies

Price

Airport/Station

CO₂ emissions

Connections

In policy only

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](#)

Sort by Recommended

CARBON-EFFICIENT

American Airlines

11:25 AM (CDG) > 1:50 PM (JFK)

Sun, Nov 15 > Sun, Nov 15

8h 25m Non-stop

Main Cabin Flexible

Coach (H)

IN POLICY

Round trip from €2,346

Continue

AA 43 · 685kg CO₂

[Show journey details](#)

[View seats](#)

FINNAIR

11:25 AM (CDG) > 1:55 PM (JFK)

Sun, Nov 15 > Sun, Nov 15

8h 30m Non-stop

Economy Flex

Coach (H)

IN POLICY

Round trip from €2,353

Continue

AY 3747 · 685kg CO₂ · Operated by American Airlines

[Show journey details](#)

[View seats](#)

IBERIA

11:25 AM (CDG) > 1:55 PM (JFK)

Sun, Nov 15 > Sun, Nov 15

8h 30m Non-stop

Flexible

Coach (H)

IN POLICY

Round trip from

American Airlines

CDG - JFK

Select return

[Back to search](#)

Search results

Current search: Paris - All Airports and Railways, Sun, Nov 15 — New York (NY) - All Airports and Railways, Mon, Nov 16

Edit search

EUR · €

Stops

Companies

Price

Airport/Station

CO₂ emissions

Connections

In policy only

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](#)

Sort by Recommended

CARBON-EFFICIENT

American Airlines

5:20 PM (JFK) > 6:35 AM (CDG)

Mon, Nov 16 > Tue, Nov 17

7h 15m Non-stop

Main Cabin Flexible

Coach (H)

IN POLICY

Round trip from €2,346

Select

AA 42 · 685kg CO₂

[Show journey details](#)

[View seats](#)

American Airlines

5:00 PM (JFK) > 9:30 AM (CDG)

Mon, Nov 16 > Tue, Nov 17

10h 30m 1 Stop (DUB)

Main Cabin Flexible

Coach (H, H)

IN POLICY

Round trip from €2,350

Select

AA 8330, EI 520 · 699kg CO₂ · Operated by Aer Lingus Limited

[Show journey details](#)

[View seats](#)

American Airlines

5:05 PM (JFK) > 9:25 AM (ORY)

Mon, Nov 16 > Tue, Nov 17

10h 20m 1 Stop (MAD)

Main Cabin Flexible

Coach (H, H)

IN POLICY

Round trip from

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P.13

[AIR] ELIMINATING DUPLICATE NDC (NEW DISTRIBUTION CAPABILITY) FARES ON THE NEO FARE DISPLAY PAGE

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

SYNOPSIS

When travelers searched for fares on Neo via Amadeus New Distribution Capability (NDC), the same fare could previously appear twice on the Neo Fare Display (NFD) page. This duplication made it harder for travelers to compare options and could generate confusion or unnecessary questions from clients.

Neo has resolved this issue so that travelers now see a single, accurate fare per option. This update improves trust in search results and reduces the risk of confusion during the booking process.

SCOPE

- Amadeus NDC (with SMP Air)

OUT OF SCOPE

- Amadeus EDIFACT (non NDC) search
- Sabre search
- Rail search
- Low cost search

[TRAVEL] CURRENCY SWITCHER FOR FLIGHT AND HOTEL AVAILABILTY PAGES

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

SYNOPSIS

Bookers need the ability to switch between currencies while searching for flights and hotel, so that fares display in the currency of their choice or in the traveler's preferred currency when booking on behalf of someone else. Also for hotel searches, this would be helpful if the users want to view the rates in the local currency of the hotel .

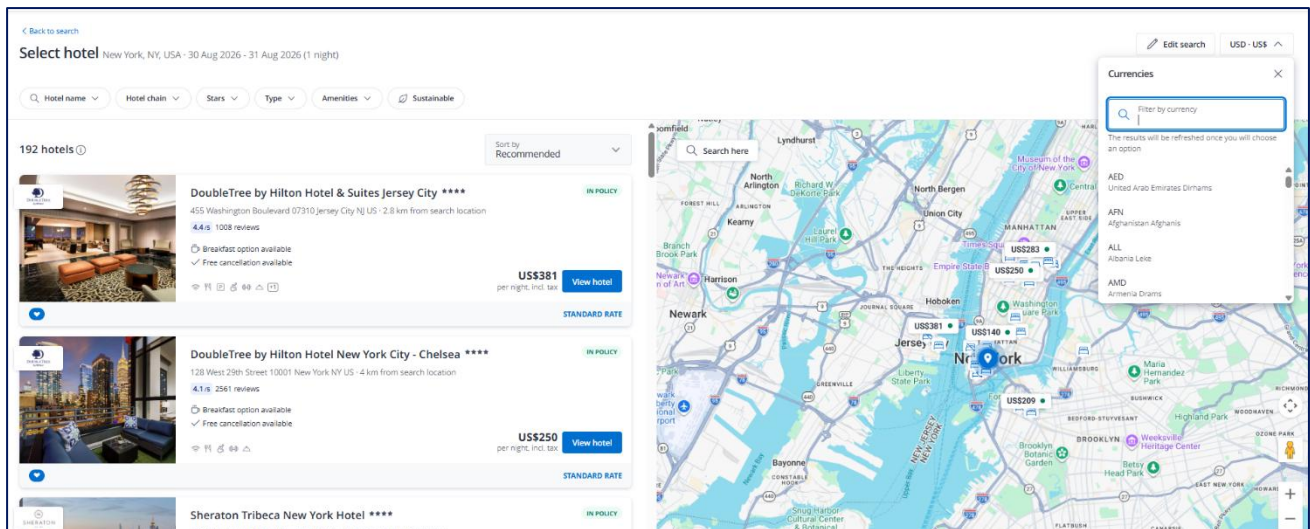
To support this, Amex GBT Neo introduces a currency switcher on the search/availability related pages for hotel and flight for all users. Bookers can select a currency from a searchable dropdown, and Neo displays all rates on the page, including fare totals and policy information, in the selected currency for viewing purposes only. The dropdown defaults to the preferred currency set in the traveler's profile, and the last currency selected is retained as the Booker moves between the search results and fare details or overview pages.

Once the user logs out and logs in again the currency will be switched back to the default currency of the user.

Currency drop down in flight search:

The screenshot displays the 'Transport results' page for a flight search from Paris to New York. The search parameters are: Paris - All Airports and Railways, Mon, 24 Aug — JFK - New York J F Kennedy (NY), Tue, 25 Aug. The results are sorted by 'Recommended'. A 'Currencies' dropdown menu is open on the right side of the page, showing a search bar 'Filter by currency' and a list of currencies including AED, AFN, ALL, and AMD. The main search results show three flight options from KLM, all with a price of US\$2,250. Each flight option includes the departure time, arrival time, duration, and a 'Continue' button.

Currency dropdown in hotel search:



SCOPE

- **Flights** - Flight search results and fare detail page
- **Hotels** - Hotel search results and overview page

OUT OF SCOPE

- Any Booking related screens/pages, seat map, and itinerary related pages

[HOTEL] ADDING LOYALTY CARD DURING HOTEL CHECKOUT

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

SYNOPSIS

Previously, loyalty cards could only be added through a traveler's profile, requiring bookers to leave the booking flow mid-checkout to update profile information before returning to complete the booking. This interruption contributed to booking abandonment and an inconsistent booking experience.

Neo now supports adding a loyalty card directly at the hotel checkout step, removing the need for a profile detour.

SCOPE

- Bookers who manage their profiles directly in Neo can add a loyalty card directly at hotel checkout; the card is saved to the profile for future bookings.

The screenshot displays the Neo interface during a hotel checkout process. A modal titled "Add a new card" is open, overlaying the checkout screen. The modal has a close button (X) in the top right corner. It features a progress indicator with two steps: "1 Select your card type" (active) and "2 Fill in card information". Below the progress indicator, there are four buttons for card types: "Air", "Rail", "Hotel" (selected with a checkmark), and "Car". To the right of these buttons is a note: "* required fields". Below the card type selection, there is a search input field labeled "Supplier*" and a dropdown menu labeled "Card type*". At the bottom of the modal, there are "Cancel" and "Next" buttons. The background interface shows a "Hotel" section with a Conrad hotel listing, a "Cancellation Policy" section, a "Loyalty Program" section, and a "Payment" section. A "Trip summary" section on the right shows a total price of CA\$484.47.

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

- This feature covers hotel bookings within the Neo online booking tool.

OUT OF SCOPE

- Loyalty card management outside of the checkout flow (additions, edits, or deletions via the profile page) is not changed by this feature.
- This feature applies to hotel bookings only; loyalty card entry at checkout is not available for air, rail, or car rental bookings at this time.

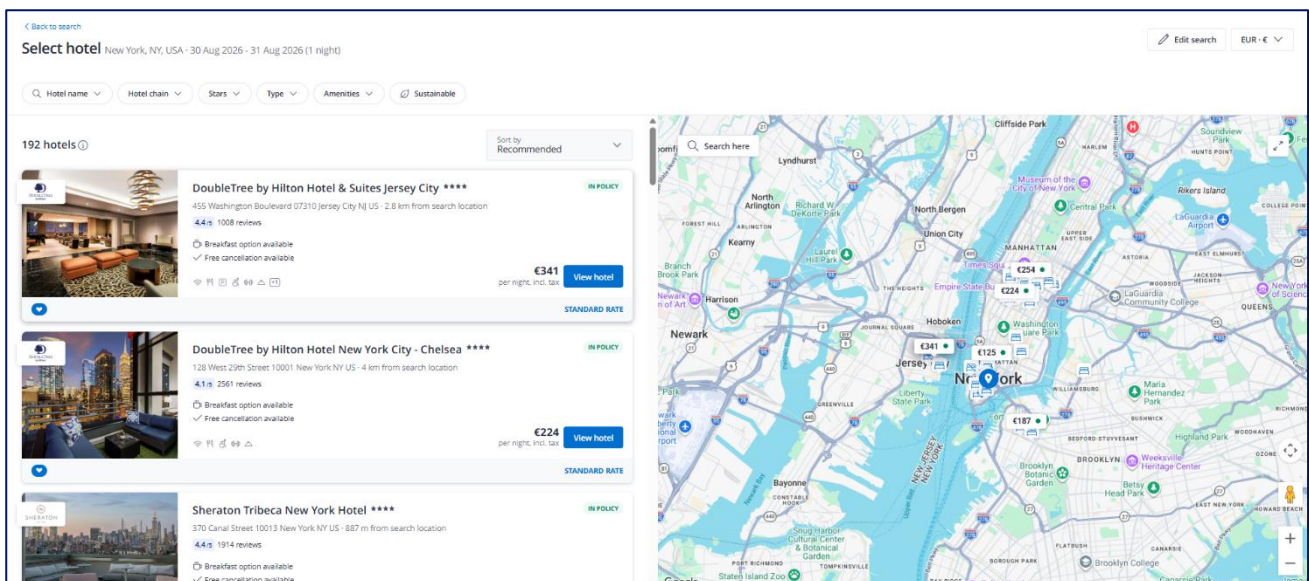
[HOTEL] HOTEL ADDRESS DISPLAY IN SEARCH RESULTS

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

SYNOPSIS

When hotel search results include properties with similar names, bookers currently need to click into each hotel's overview page to view its address, or open the map view to distinguish locations, even when the search was performed by address. This adds extra clicks and makes it harder to quickly tell similar-sounding properties apart.

To address this, Amex GBT Neo now displays the hotel address directly on the search results page. This allows bookers to distinguish between properties with fewer clicks, without needing to open the hotel overview or map view.



SCOPE

- Hotel search results page

[APPROVAL] PROPERTY FOR ALTERNATE ITINERARY DETAILS IN PNR PACK

MADE FOR...?	Approver
ACTIVATION REQUIRED?	Yes - by NTG Admin
VALIDATION BY AGENCY REQUIRED	Yes

SYNOPSIS

When a booking falls out of policy, approvers using the Expert Auditor approval process currently see only the cost of the lowest fare alternative that the traveler did not select, without any itinerary details for that alternative. This makes it difficult for approvers to understand why a traveler may have chosen the booked option, for example due to a direct flight or another legitimate reason, and to make a fully informed approval decision.

To address this, Amex GBT Neo will expose the itinerary details for the alternate fare, including the capping fare, lowest fare, and benchmark fare, within the Passenger Name Record (PNR) pack properties used to generate the Expert Auditor approval email. This allows approvers to review both the price and the itinerary of the alternate option alongside the booked itinerary when making an approval decision.

CONFIGURATION

Below are the list of properties exposed which holds the itinerary details against each fare:

- Capping Fare Details (Air Service. Capping Fare Details)
- Benchmark Fare Details(Air Service. Benchmark Fare Details)
- Lowest Fare Details (Air Service. Lowest Fare Details)

SCOPE

- PNR pack properties
- Expert Auditor triggered approval email content for flight

[OFFLINE REQUEST] MULTI-TRAVELER OFFLINE REQUESTS: NEW CONTROL SETTING FOR ADMINISTRATORS

MADE FOR...?	Arranger
ACTIVATION REQUIRED?	Yes – Manual activation
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

Some travel agencies are not equipped to process offline requests for multiple travelers, and **Passenger Name Record (PNR) Import** does not support multiple travelers. Previously, agencies had to rely on informational messages to discourage arrangers from submitting multi-traveler requests.

To address this, Neo now provides a dedicated setting that allows administrators to directly manage whether multi-traveler offline requests are permitted for their company. When enabled, arrangers can add multiple travelers to a single offline request as before; when disabled, offline requests are limited to one traveler per submission.

When the setting is disabled, the multi-traveler option is hidden from the offline request form for arrangers.

Contact agency

* required fields

Traveler
VERNON BEAR + Add traveler

For what type of request?
☒ Complex trip
 ☐ Air & Rail Subscription card
 ☐ Hotel Subscription card
 ☐ Visa

Request name*

Services
 Add ☐ Flight/Train ☐ Hotel ☐ Car

Comment for agent
 1000 characters maximum

Important information
 Hello !
 This is the new content for the offline form

Need help?
 Contact a travel agent directly if needed

Offline agency
 +3310101010101
 offline.agency@kds.com
 Opening hours: Friday Closed

Cancel Save Draft Next

CONFIGURATION

Administrators can manage this capability from the Neo Admin Suite.

1. Navigate to **Travel | Offline | Complex Trips**
2. Locate the **Multiple Travelers** setting
3. Check the box to allow more than one traveler in a request (this reflects current behavior), or leave it unchecked to limit offline requests to a single traveler
4. Save the configuration

SCOPE

- Applies to the new offline module

OUT OF SCOPE

- The legacy offline module is not affected by this change
- PNR Import functionality is not affected by this change

[GROUND TRANSPORT] SEARCH FORM MODERNIZATION

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

SYNOPSIS

Neo has updated the ground transport search form to align with the latest Neo user interface (UI) standards. This update delivers a more consistent, accessible, and intuitive search experience for bookers without removing any existing functionality.

The updated form retains all current search capabilities, including pick-up and drop-off location selection, date and time inputs, and reason for trip. Bookers will notice a refreshed look and feel that matches the rest of the Neo booking experience.

SCOPE

- Ground Transport Search
- Edit search

OUT OF SCOPE

- No changes on supplier content
- No changes to downstream booking, approval, or payment workflows

[FEEDBACK] NEW FEEDBACK BUTTON TO SHARE INSIGHTS DIRECTLY WITHIN NEO

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

SYNOPSIS

Neo has introduced a **Feedback** button in the platform header, letting users share comments and suggestions without leaving the platform. This helps the Neo product team centralize feedback and prioritize improvements.

The screenshot shows the Neo platform interface. The header includes the 'Neo' logo, 'TRAVEL' and 'EXPENSE' tabs, a 'Feedback' button with a speech bubble icon, a help icon, a notification bell, and a user profile 'Mr vernon bear'. A 'Feedback' popup is open in the center, containing the following content:

We are always looking for ways to improve your experience.

How easy was it to complete your task today?

1 2 3 4 5

Very difficult Very easy

What was the primary reason for your visit today?

Select

Do you have any additional feedback to help us improve your experience?

Write here

Language: English

Close

Selecting the button in the header opens a popup with a survey powered by Diduenjoy, visible across all Neo sections and enabled by default for eligible customer instances.

SCOPE

Travel and Expense

OUT OF SCOPE

Customer instances excluded from surveys

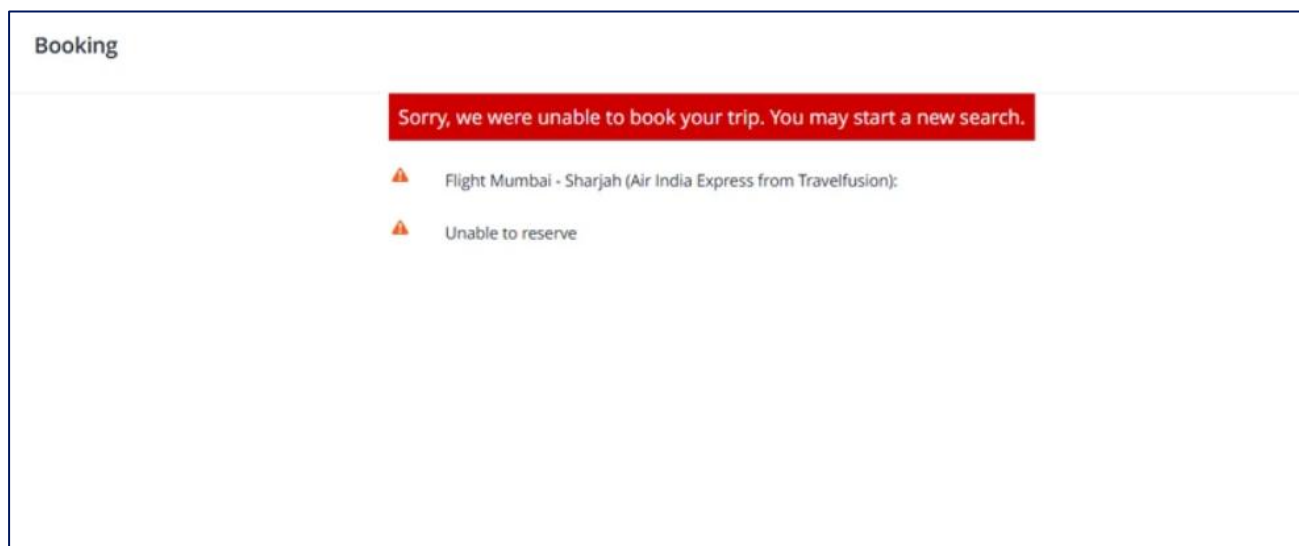
NEO PRODUCT UPDATE: NEO 26.3 SP

[[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 and Czech Republic. 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
- Czech Republic : Prague

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 begun 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
- SNCB 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.

AMEX GBT

Neo

NEO EXPENSE

[EXPENSE] A MORE COMPLETE EXPENSE REPORT HISTORY

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No

SYNOPSIS

The History tab already gives users a timeline of the main actions taken on their expense report. Neo now adds several new entries to that timeline, so users can follow more of what happened to a report, including why an item was rejected, what an approver commented, and changes to the report itself, all in one place.

SCOPE

New entries added to the expense report History timeline:

- **Rejection reason:** when an expense line is rejected by an approver or accountant, the reason is shown in the comment section.
- **Approver comment:** the approver's comment is shown under their name when one is available.
- **Report name edited:** recorded when the report name is changed while the report is in draft.
- **Distribution applied to all lines:** recorded when a distribution is applied to every expense from the report details.
- **Export failed:** recorded when a report export does not complete.

Available in the **History** tab of the report details on the new report page, on desktop.

[EXPENSE] GLOBAL EXPENSE CALENDAR: ALL EXPENSES AND REPORTS IN ONE VIEW

MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	No

SYNOPSIS

Neo now offers a calendar view on the expense report list page, giving users a single place to see the expenses and trips from all of their reports at once. A new switcher above the table turns the report list into a calendar, with a side panel that groups reports by status so users can filter what is shown and jump straight into any report.

The screenshot displays the 'Expense reports list' interface in calendar view for June 2026. The calendar grid shows various expense items plotted across the days. A popup for an 'Accommodation Room' report is visible, showing details like 'Paris', '08/06 - 09/06/2026', and amounts of '200.00 EUR' and '0.00 EUR'. The side panel on the right includes a 'Create expense report' button, a 'Calendar' vs 'List' toggle, and a list of filters: Draft, June 2026 (#69627), August 2026 (2) (#69976), Expense report (#65773), June 2026 (2) (#69433), and June 2026 (#69375). Below these are checkboxes for 'Pending accounting approval' and 'Pending payment clearance'.

KEY CAPABILITIES

- **Switch views instantly:** a content switcher toggles between the list view (default) and the new calendar view.
- **See everything together:** expenses and trips from selected reports appear on the calendar, with indicators for anomalies, rejected, and out of policy items.
- **Filter from the side panel:** reports are grouped by status, selected by default, and can be checked or unchecked to control what the calendar shows.
- **Open reports and expenses quickly:** users can open a report from its ID, or select an expense to view it in a read-only editor, and hover to see a popup with its key details.
- **Available on:** the expense report list on desktop.

[EXPENSE] BILLING PAGE MIGRATION TO NEO: NEW HOME PAGE FOR BILL STATEMENTS

MADE FOR...?	Travel Manager Accountant
ACTIVATION REQUIRED?	No

SYNOPSIS

The Billing module is being migrated from legacy code to the Neo platform to bring a more modern, consistent experience to users. This first version migrates the Billing home page, which displays ongoing bill and exported bill statements.

This migration will take on a phased approach. For this version, only a limited group of clients will be approached to test the new home page and provide feedback.

A wider rollout will take place in future versions once more pages will have been migrated.

Billing				
Bill statement Import Search Files				
All suppliers ▼ Ongoing 4 Ready for export 1 Export requested Export history				
☐	Reference ID	Issued on ^	Supplier	Total amount
☐	REFBZEPOS	21/09/2017	Ze French Supplier	662.48 GBP
☐	970052921332	28/11/2021	Ze French Supplier	2379.26 EUR
☐	970052921339	05/12/2021	Ze French Supplier	8456.42 EUR
☐	A8 00244065	31/05/2022	Ze French Supplier	10610.76 EUR
☐	TESTBILL2	30/01/2024	Ze French Supplier	443.48 EUR
☐	BTAMEX1111	23/02/2025	Ze French Supplier	687.86 EUR
☐	21083648	11/04/2025	Ze French Supplier	-42899.00 EUR
☐	21083648	11/04/2025	Ze French Supplier	-42899.00 USD
☐	ref-testDemo	03/05/2026	Ze French Supplier	100.00 EUR
1 - 9 of 9 1 Items per page 25 ▼				

SCOPE

Billing :

- Billing Classic
- Billing to Expense

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	Yes - Manual activation
ADMIN SUITE	Expense VAT Default VAT computation settings and/or Expense Item categories and types Item categories <Category> <Expense type> VAT Override VAT computation settings

To comply with Canadian tax regulations, the exact method can now be configured in Neo so that value added tax (VAT) amounts are entered manually, rather than calculated automatically.

Because some receipts lack a tax breakdown, administrators can configure an optional checkbox that lets users switch to the factor method, which computes VAT amounts automatically.

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CONFIGURATION

Administrators can configure the exact method in Admin Suite for Multi-VAT - All VAT rules are displayed and applied computation mode for Canada only, under two nodes:

- *Default VAT computation settings:* [Expense | VAT | Default VAT computation settings](#)
- *Override VAT computation settings:* [Item categories and types | Item categories | <Category> | <Expense type> | VAT | Override VAT computation settings](#)

Default VAT computation settings: Company ABC

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

Country: **Canada**

VAT computation mode: **Multi-VAT - All VAT rules are applied and displayed**
For multi-VAT computation modes, there should not be any accounting key segments with "VAT" or "Deductible VAT" override location for this subunit, all parent subunits and all child subunits

Default VAT method: **Exact method**

Enable factor method switch: ☒ VAT can be calculated when there is no tax breakdown on receipt

Factor method switch checkbox name:

Default	Translations
Receipt without tax breakdown	Please choose...

Deductible VAT mode: **Multi deductible VAT - the accountant applies different deductible VAT rules to each type ..**

[Save and Add New Item](#) [Save](#) [Cancel](#)

[EXPENSE] ACCOUNTANT COMMENTS ADDED TO EXPENSE REPORT APPROVALS

MADE FOR...?	Accountant
ACTIVATION REQUIRED?	Yes - Manual activation
ADMIN SUITE	Expense Company expense settings

SYNOPSIS

Previously, accountants could only add a comment when rejecting an expense report, with no option to provide context when approving one.

Neo now allows accountants to add an optional comment when approving an expense report, whether approving a single report or multiple reports at once. The comment is saved and remains visible in the expense report's history, the approval journey and the final exported PDF.

The screenshot displays the Neo Expense Report interface. At the top, there's a navigation bar with 'Neo', 'HOME', 'FINANCE', 'TRAVEL', and 'EXPENSE'. Below this, a sidebar on the left shows a list of expense reports for 'May 2026'. The main area shows a table of expense reports with columns: Na, Expense, Status, Taxes, Amount, Authorized, Reported, and Accountant Review. Two reports are visible: 'Lunch' for July 7, 2026, and 'Lunch' for July 15, 2026. A modal dialog titled 'Approve expense report' is open in the center, featuring a text input field labeled 'Type your comment (optional)' and two buttons: 'Cancel' and 'Approve'. On the right side of the interface, there's a summary section showing 'Reported amount 45.53 EUR' and 'Reimbursable amount 45.53 EUR', along with 'Approve' and 'Reject' buttons.

CONFIGURATION

This feature is optional and must be turned on by an administrator under **Expense | Company expense settings**

Edit

Export

Purge Company Data

Sub-units

Fast Implementation

Company Setup

Content

Offline

Travel

Expense

Selected Business Sector

Company Expense Settings

Export

Dematerialization Settings

Receipts

Vehicle Management Settings

Mileage via Mapping

Expense Matrices

Expense Counters

Exchange Rates

Custom Scripts

VAT

Tax Benefit Settings

Credit Card Import Settings

Accountant Rejection Reasons

Expense Policies

Per Diem Settings

Form of Payment

Expense Report Information

Cash Advances

Company Expense Settings: Company ABC

Settings are not inherited [Change](#)

Apply Modifications ?

Exchange Rates

Modify Rates

☐ Allow traveler to modify the expense line exchange rate

URL for Rates

Enter URL to help traveler with exchange rates

URL for Rates

Fluctuation Margin

Margin in exchange rate (%)

Lock Margin

☐ Approval Margin

Period Currency

Lock Currencies

☐ Only use currencies defined in Exchange Rates

Enable Modules

Cash Advance

☐ Activate Cash Management

Vehicle Management

☒ Activate Vehicle Management

Personal Accounts

☐ Activate Personal Accounts for Cash Advance

Other Settings

Attendees Search

In sub-unit

Approval Margin

Margin in relation to amount approved in Travel Module(%)

Approval Bypass

☐ Allow approvers to override authorized amounts

Default Value

☐ Use test field value as default (not applicable on Neo Expense)

Self-audit

☐ Allow accountants to self-audit

Substitute self approval

☐ Allow substitutes to self approve their expense reports

Arranger approval

☐ Allow approvers to approve expense reports they submitted as arranger

Accountant approval comment

☒ Allow accountants to add a comment when approving expense reports

Download as XML

Apply Modifications

[EXPENSE] DISPLAY INACTIVE AND EXPIRED USERS ON ACCOUNTING SEARCH

MADE FOR...?	Accountant
ACTIVATION REQUIRED?	No

SYNOPSIS

Prior to Neo 26.4, accountants could not view inactive/expired users and their expense reports in Neo when using the Search module. This limiting accountants' ability to track historical activity and audit.

Accountants can now search for inactive or expired users on the Accounting Search page and view their associated expense reports. Search results display a status label indicating that a user is inactive or expired, and this status is also available as a filter option in the relevant dropdown list. All displayed information remains within the accountant's existing access scope.

The screenshot shows the 'Accounting management' search interface. The 'Employee' search field is highlighted with a red box, and the dropdown menu shows the user 'Nesrine Malek - Neo Expense' with the status 'Inactive' highlighted with a purple box. The interface includes filters for status (All statuses, Draft, Pending approval, Ready for export, Pending export, Export failed, Cleared for payment) and date ranges (Start date: 31/08/2023, End date: 31/08/2026). The 'Search reports' button is visible.

Expense report ID	Employee	Modification date	Policy	Amount	Approval status	Expense report status
65945 September 2025	Nesrine Malek Neo Expense Inactive	03/10/2025	IN POLICY	24.00 EUR	☐ Draft	☐ Draft

SCOPE

Desktop only

OUT OF SCOPE

- Filter improvements (for example, Cleared for payment, Pending export) on the **Export Search** page, which are tracked under a separate workstream
- Changes to how or when user profiles or expense reports are automatically purged

[EXPENSE] APPROVER VIEW ENHANCEMENTS: EXPANDED FILTERS, REPORT DETAILS, AND CUSTOM APPROVAL FIELDS

MADE FOR...?	Approver
ACTIVATION REQUIRED?	No

SYNOPSIS

Approvers previously lacked several capabilities already available elsewhere in Neo, including filter parity with the **Pending Expenses** and **Expense Report** views, a detailed read-only report view, and visibility into custom approval information configured by administrators.

Neo's 26.4 release introduces five new filters (displayed depending on the content of the expense report), a reusable **Report Details** popup, and dynamic approval fields on the **Approver** page. These updates align the approver experience with existing views throughout Neo.

Neo | APPROVAL 10 | TRAVEL | EXPENSE

Mr Sup Exp BEAR

Back to the expense reports list

August 2026 trip

69996 | Report details | John DOE | View PDF

Total amount: 406.00 EUR | Reimbursable amount: 230.00 EUR | Status: Pending approval

Expense type | Location | Rejected | Credit card | Centrally settled | Calendar | List

#	Expense type	Location	Date	Authorized	Reported	Receipt
1	Car Rental Pouet Centrally settled	France	19/06 - 19/06/2026	40.00 EUR	40.00 EUR	Reject
3	Taxi Centrally settled	France	19/06/2026	80.00 EUR	80.00 EUR	Reject
4	Internet connection	Paris	31/08/2026	8.00 EUR	8.00 EUR	Reject
5	Parking hotel Rejected Centrally settled	France	20/06/2026	56.00 EUR	56.00 EUR	Reject

Report details

Information

Amount details

History

August 2026 trip

John DOE

Neo Expense

aleburlu@kds.com

Distribution

Type "pou" to find a Pouet

Mission

Color

Neo TAN

Expense report ID: #69996

230.00 EUR

reimbursable

Reimbursement method: Cash

DETAILS

Reported amount406.00 EUR

Company paid-176.00 EUR

Reimbursable amount:230.00 EUR

Report last updated on Monday, August 31, 2026 at 13:41

Cancel

SCOPE

- Five filters: Linked to a Trip, Out of Policy, Rejected, Credit Card, Centrally Settled (Bill to Expense)
- Filters only show when at least 1 expense line matches; reuses logic from Pending Expenses/Expense Report views
- Report Details popup reused from Expense Report view — includes Information, Amount Details, History tabs
- Popup shows user info (name, company, default icon), report ID, reimbursable amount breakdown, current status
- User's business email shown with copy button
- Custom approval fields (admin-configurable): Yes/No, free text, dropdown

OUT OF SCOPE

- Per diem (child) lines excluded from Out of Policy filter (since per diems use fixed allowances)

[EXPENSE] EXPORT ACCOUNTING SEARCH RESULTS AS CSV

MADE FOR...?	Approver
ACTIVATION REQUIRED?	No

SYNOPSIS

Accountants previously had no way to export the expense report list directly from the **Accounting Search** page, requiring them to manually copy and paste result data into a spreadsheet to gather and share report information. This manual process was time-consuming, particularly for accountants who needed different subsets of information for different purposes.

Neo now provides a download button on the **Accounting Search** page that allows accountants to export expense report data as a CSV file, with the ability to select which columns to include. The export always reflects the filters already applied on the Accounting Search page, so the downloaded file matches what the accountant is currently viewing.

Accounting management

Type expense report ID

Open report

Expense reports

Export

Search

✓ All statuses

Draft

Pending approval

Ready for export

Pending export

Export failed

Cleared for payment

Clear filters

Start date* 08/28/2023

End date* 08/28/2026

Employee

Search reports

The maximum period is 3 years

Total expense reports 83

Total reported amount 12241.04 EUR

Total reimbursable amount 9363.60 EUR

Approval status

Download CSV

Expense report ID	Employee	Modification date	Policy	Amount	Approval status	Expense report status
65766 August 2025 - test approval	Juliano Wimbo expense product	08/28/2026	IN POLICY	10.00 EUR	Approved	Export failed
65257 July 2025	Juliano Wimbo expense product	08/28/2026	IN POLICY	10.00 EUR	Approved	Export failed
63580 Test self audit	accountant exp expense product	08/28/2026	IN POLICY	20.00 EUR	Approved	Export failed

☒ Select all

☒ Report ID

☒ Employee name

☒ Modification date

☒ Policy

☒ Amount

☒ Approval status

☒ Expense reports status

7 columns selected

Cancel

Download CSV

SCOPE

- Available on desktop for the accountant role
- All columns are pre-selected by default; the accountant can unselect any that are not needed
- Clicking **Cancel** closes the column selection interface and returns the accountant to the search page without exporting

OUT OF SCOPE

- Redesign of the export approach; this feature qualifies the existing proof of concept for production use
- Dynamic determination of available columns; the exportable column set is fixed for the time being, and adding new columns or filters in the future will require dedicated updates

[TRIP TO EXPENSE] EXPENSE FROM TRIP

MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	No

SYNOPSIS

Neo is upgrading the **Trip to Expense** functionality to improve the user experience and enable new features in the workflow.

The Trip to Expense functionality allows travelers to create an expense report directly from their booked trips. Trip services are converted into expense lines and imported into either an existing draft report or a new one, based on the traveler's preference.

With the 26.4 release, this feature introduces the possibility to import trip services from an expense report directly. When starting a new expense report or adding a new expense line into a report, a list of eligible trips now appears, allowing selection of one or more trips whose services are automatically added as expense lines.

- A new option, **Add expenses from booked trip**, appears when creating an expense report. On the report creation popup, the two more recent trips are shown, and all eligible trips are visible on a dedicated popup, triggered when clicking on **Show more trips**

Create expense report

✕

* required fields

Expense report name*

August 2026 (2)

Reason for expense

☒ Add expenses from booked trips

☐ Hôtel Saint Julien 18/11/2026
18/11 - 19/11/2026

☐ Intercontinental Lyon Hotel Dieu by IHG 18/11/2026
18/11 - 19/11/2026

Show more trips

Distribution

Cost Center

Project

Cancel

Create

A new option, **Import from trip**, is available when adding an expense line to an existing report.

Neo

TRAVELEXPENSE

Feedback

?

User Redstone BEAR

[Back to the expense reports list](#)

Expense report

203843 [Report details](#) [View PDF](#)

More

+ Add expense

Submit

Scan receipt

New expense line

Pending expenses 2

Import from trip

Restore deleted expenses

Status

Draft

List

Expense type

Location

	#	Expense type	Location	Date	Amount	Receipt	Issue
		Per Diem					
☐	2	Imported from trip Europaboulevard 2, 1078 RV Amsterdam, Netherlands 7/22/2026		22/07/2026 17:00 → 23/07/2026 16:00	64.00 EUR		
		Car rental					
☐	3	Imported from trip Europaboulevard 2, 1078 RV Amsterdam, Netherlands 7/22/2026	Amsterdam	22/07/2026	110.98 EUR		

Expense report

203843 Report details

Expense type Location

Per Diem

Car rental

Back to the expense reports list

Some trips might not be displayed because they are still in draft status, are not reportable according to your company policy, contain services older than January of last year, or have already been reported to an expense report.

Dates Status Services

Trip date	Services	Status	Total cost
☐ Hôtel Saint Julien 18/11/2026 18/11/2026 - 19/11/2026		☒ Booked ☒ Requested	117.74 EUR
☐ Intercontinental Lyon Hotel Dieu by IHG 18/11/2026 18/11/2026 - 19/11/2026		☒ Booked ☒ Requested	523.96 EUR
☐ Le Grand Balcon 18/11/2026 18/11/2026 - 19/11/2026		☒ Booked ☒ Requested	204.19 EUR
☐ Dorma Plaza Catalunya 29/09/2026 29/09/2026 - 30/09/2026		☒ Booked ☒ Requested	217.30 EUR
☐ Dorma Plaza Catalunya 28/09/2026 28/09/2026 - 29/09/2026		☒ Booked ☒ Requested	217.30 EUR
☐ London Heathrow 15/08/2026 15/08/2026 - 16/08/2026		☒ Cancelled ☒ Draft	187.59 EUR
☐ Nassaukade 345 346, 1053 LW Amsterdam, Netherlands 7/29/2026 29/07/2026 - 30/07/2026		☒ Cancelled ☒ Draft	1675.15 EUR
Gare Du Nord Gare SnCF Voie 3 Niveau 1. 75010			

Cancel Confirm

Total amount 174.98 EUR Status Draft

Calendar List

- Multiple trips can be selected at once, up to a maximum of 5 trips, and all matching expense lines (including per diem) are added together.
- Only trips that meet the following conditions are shown:
 - The trip has been booked or planned (draft trips are not shown)
 - The trip includes services eligible based on the Trip to Expense configuration
 - The trip does not exclusively include services older than January of the previous year
 - The trip has not already been submitted to an expense report
- To benefit from the Expense from Trip flow, Trip to Expense feature must be enabled.
- As a reminder, Trip to Expense feature is available for Travel & Expense customers. Also, only trip services paid by individual credit card can be imported into a report through that flow.

SCOPE

At this time, a maximum of 100 expense reports can be exported in the CSV file using this process.

NEO PRODUCT UPDATE: NEO 26.3 SP

[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.

AMEX GBT

Neo

PLATFORM

[USER PROFILE] FAX NUMBER ADDED TO CONTACT INFORMATION

[USER PROFILE] NEW ACCOUNT SETTINGS SECTION

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No

SYNOPSIS

To provide a cleaner and more intuitive profile experience, a dedicated **Account Settings** section has been introduced within the user profile page, to start separating account-related preferences from travel-specific settings.

This new section consolidates language, default currency, and email notification preferences into one organized location, making it easier for users to find and manage their personal account configuration.

Profile

View change history

Profile hub

Personal information

General

Preferences

Payment cards

Travel documents

Loyalty & subscriptions

Bank accounts

Vehicles

Delegation

Account settings

Mobile devices

Change my password

Display preferences

Language

English (United States)

Default currency

USD - United States Dollars

Edit

Notifications

You have chosen the following options for your notification preferences:

Email updates

Traveler

Yes

Travel arranger

Yes

Approver

Yes

Edit

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P.52

HOW IT WORKS

Section and field visibility is managed through company profile settings, sharing the same configuration with the current display of these fields in the **Preferences** section.

Display preferences subsection allows users to manage their Neo language and default currency preferences.

The screenshot shows a modal dialog titled "Edit display preferences" with a close button (X) in the top right corner. Inside the dialog, there is a section for "Language *" with a dropdown menu currently showing "English (United States)". Below this, a note states: "You'll need to log out and log back in for any language change to take effect. It can take up to a few minutes to fully apply throughout the application." Below the note is a section for "Default currency *" with a dropdown menu currently showing "EU". A tooltip or dropdown list is visible below the currency field, showing "EUR - Euro". At the bottom of the dialog are two buttons: "Cancel" and "Save changes".

Notifications subsection allow users to manage their preferences regarding receipt of travel-related Neo emails. **Travel arranger** and **Approver** options are only display if the displayed profile has the corresponding rights.

The screenshot shows a modal dialog titled "Edit notifications" with a close button (X) in the top right corner. Inside the dialog, there is a message: "You have chosen the following options for your notification preferences:". Below this message, there is a section for "Email updates" with three toggle switches: "Traveler" (checked), "Travel arranger" (unchecked), and "Approver" (checked). At the bottom of the dialog are two buttons: "Cancel" and "Save changes".

SCOPE

This feature is available to all users whose companies have enabled the display of language, default currency or email notification preferences in Neo user profile page, either editable or read-only.

OUT OF SCOPE

- Removal of these account settings preference fields from the **Preferences** section within Neo user profile page. They will be displayed in both **Preferences** and **Account Settings** sections until we have all data from **Preferences** section available in the modernized profile sections.
- Account switching functionality (for users whose Neo profile has been moved between companies and for which the old account is not expired yet) will be added to **Account Settings** in a future release
- Reintegration of password change into the **Account Settings** section - planned for a future release
- Adding the **Account Settings** section to [Company Setup | Field Display | New Profile Screen - Other Sections](#) Admin Suite page to provide clear view for admins on how fields are displayed - planned for a future release

[USER PROFILE] CITIZENSHIP FIELD IN PERSONAL INFORMATION SECTION

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No

SYNOPSIS

Previously, the **Citizenship** field was only available as a custom field in the legacy section of the traveler profile. Neo customers who rely on citizenship information can now access the **Citizenship** field directly within the modernized Personal Information section of the profile screen.

The **Citizenship** field appears in the **Personal details** subsection and behaves like other country-selection fields in the profile page.

Edit personal details

The following information should be identical to your travel documents

Some fields can't be edited as their value is either set automatically from another system or managed by an administrator. Please make the modification in the source system or contact your administrator to update it.

* required fields

Title

Mr

United States (US)

Australia (AU)

Austria (AT)

Belarus (BY)

Bonaire, Saint Eustatius, and Saba (BQ)

Citizenship

US

Gender

Male

Cancel

Save

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P.55

CONFIGURATION

- The **Citizenship** field is managed through Admin Suite. Its visibility in the **Personal Information** section follows the display mode configured for the field with key "CL_TF_NATIDOCs" in the **Profile Screen - General** field display configuration.
- Administrators can review and confirm the field's visibility status by navigating to: [Admin Suite | Company Setup | Field Display | New Profile Screen - Personal Information](#).

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	Read-only
Academic title	Editable
First Name	Mandatory
Middle Name	Hidden
Last Name	Read-only
Birth Date	Read-only
Citizenship	Editable

Citizenship will only be displayed when a field with key "CL_TF_NATIDOCs" has been defined in the 'Fields' section and used in the 'Profile Screen - General' field display screen configuration.

SCOPE

- Applies to Neo customers who have the Citizenship custom field (key: CL_TF_NATIDOCs) configured in their Profile Screen: General field display, with display mode set to Editable or Read Only.
- The updated display is available in the new profile screen's Personal Information section for both travelers viewing their profile and administrators managing field visibility in Admin Suite.

OUT OF SCOPE

- Customers who use a different field for citizenship information will not see the new field in Personal Information section. They are encouraged to switch their configuration to use the standard key CL_TF_NATIDOCs to benefit from the improved display.

[USER PROFILE] ENHANCED COUNTRY SELECTION AND IDENTIFICATION IN PROFILE SCREEN

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No

SYNOPSIS

Neo profile page has been updated to make selection and identification of country information faster and more intuitive. Country flags now replace generic passport icons throughout the Travel documents section, and country and state selection fields have been upgraded from dropdown menus to autocomplete controls with flag icons. These improvements reduce selection time and provide clearer visual feedback when managing passports, visas, driver's licenses, national IDs, addresses or vehicles.

Add visa



My current passport

46218412

United Kingdom



* required fields

Visa number *

MA7852626

Please use letters and numbers (A-Z, 0-9) only. The system will automatically remove invalid characters and spaces before saving.

Country *

in

 India (IN)

 Argentina (AR)

 Bahrain (BH)

 Benin (BJ)

 Bonaire, Saint Eustatius, and Saba (BQ)

 Bosnia and Herzegovina (BA)

Cancel

Add visa

Country flags appear besides passport summary information in travel documents list and travel visa creation form. When selecting a country, matches on country code appear first in the list.

CONFIGURATION

- No configuration is required. The updated country and state selection controls are automatically available throughout Neo profile sections. Travelers will notice the following changes when managing profile data:
 - Country selection fields now display an autocomplete search box instead of a traditional dropdown menu
 - Country flags appear as visual indicators next to country names in search results and in the selected field. They are loaded only as users scroll the results, to provide a smooth experience even for users working with a limited internet bandwidth.
 - State/province selection fields operate with the same autocomplete functionality (without flags)
 - Searching works by typing any part of a country name or by entering the country code; matching results appear alphabetically with country code matches prioritized first

SCOPE

- This feature applies to all country and state selection fields across Neo Profile:
 - Personal information section: Country and State/Province fields for home address
 - Travel documents section: Nationality and Issuing country fields for passports; Country fields for travel visas, driver's licenses, and national IDs; State/Province field for driver's licenses; Issuing country field for Redress number and Known traveler number (these fields remain as a dropdown control, as only two issuing country options exist)
 - Vehicles section: Registration country and Registration state/province fields
- The feature also updates the passport list display in the Travel documents section, where country flags for the passports' nationality replace the generic passport icon for easier at-a-glance identification.

OUT OF SCOPE

- Changes to other country selection controls outside the Neo profile page

[USER PROFILE] ENHANCED COUNTRY PREFIX SELECTION FOR PHONE NUMBERS

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No

SYNOPSIS

Neo profile page has been updated to make selection and identification of country prefixes for phone numbers faster and more intuitive. Country prefix selection now uses autocomplete instead of dropdown lists and include flag icons.

Country flags appear besides phone numbers in contact details edit form. Countries can be searched by their name, two-letters code or international dialing prefix.

The screenshot shows the 'Edit contact details' form. At the top, there's a title bar with a close button. Below it, a section titled 'CONTACT DETAILS' contains two phone number fields. The first field, labeled 'Mobile number', has a dropdown menu open showing a list of countries with their flags and international dialing prefixes. The second field, labeled 'Work number', is marked as required with a red asterisk. Below the phone number fields, there's a section titled 'HOME ADDRESS' with two text input fields: 'Home address' (marked as required) and 'ZIP/Postal code' (marked as required). At the bottom right, there are 'Cancel' and 'Save' buttons.

Edit contact details

* required fields

CONTACT DETAILS

Mobile number
+33 6 77 66 77 66

Work number *

Country
+44

- Guernsey (+44) (GG)
- Isle of Man (+44) (IM)
- Jersey (+44) (JE)
- United Kingdom (+44) (GB)

HOME ADDRESS

Home address *
111, boulevard inconnu

ZIP/Postal code *
75000

Cancel Save

CONFIGURATION

- No configuration is required. The updated phone number country prefix controls are automatically available in Neo profile page. Travelers will notice the following changes when managing phone numbers:
 - Country prefix selection fields now display an autocomplete search box instead of a traditional dropdown menu
 - Country flags appear as visual indicators next to country names in search results, and in the selected field. They are loaded only as users scroll the results, to provide a smooth experience even for users working with a limited internet bandwidth.
 - Users can still type the entire number including the international dialing prefix directly in the number part of the field, in which case the corresponding country flag will be automatically updated upon validation of the number
 - Searching works by typing any part of a country name or by entering the country code or dialing prefix; matching results appear alphabetically with country code and dialing prefix matches prioritized first

SCOPE

This feature applies to all phone number fields available under Contact details inside Neo profile page's *Personal information* section.

OUT OF SCOPE

Changes to other phone number controls outside the Neo profile page

[USER PROFILE] NEW COMPANY INFORMATION SECTION AVAILABLE FOR USERS WITH READ-ONLY VIEW

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No

SYNOPSIS

Company-related details such as organization name, employee identification number, work address, custom fields, and accounting segments were previously only available in the legacy **General** profile section. A new **Company information** section has been introduced in the profile menu, bringing this information into the modern profile interface for clients whose company configuration keeps this information read-only.

Profile

[Profile hub](#)
[Personal information](#)
[Company information](#)
[General](#)
[Preferences](#)
[Payment cards](#)
[Travel documents](#)
[Loyalty & subscriptions](#)
[Bank accounts](#)
[Vehicles](#)
[Delegation](#)
[Account settings](#)
[Mobile devices](#)

View change history

Company information

Organization

ACME Inc.

Employee ID

12345678

Work address

ACME Inc.
123, Anywhere lane
85858 ACME City, Arizona
USA

Accounting information

Cost Center

Operations

Project Code

Operations Project 1

Additional information

Backup approver email

john.doe@acme.com

HOW IT WORKS

The new section can include up to three subsections, depending on a client's configuration.

Company information section can contain the name of the organization the user's profile belongs to within the client's overall company structure, as well as the user's employee ID and work address details.

Edit company information

i
Some fields can't be edited as their value is either set automatically from another system or managed by an administrator. Please make the modification in the source system or contact your administrator to update it.

Organization

ACME Inc.

Employee ID

12345678

Work address

ACME Inc.
123, Anywhere lane
85858 ACME City, Arizona
USA

Cancel

Save changes

Accounting information section contains part of the customer's accounting key configured to be displayed in Neo user profiles.

Edit accounting information

i
Some fields can't be edited as their value is either set automatically from another system or managed by an administrator. Please make the modification in the source system or contact your administrator to update it.

Cost Center

Operations

Project Code

Operations Project 1

Cancel

Save details

Additional information section contains any other custom data field that customers have set to be displayed in Neo user profiles.

Edit additional information ✕

i Some fields can't be edited as their value is either set automatically from another system or managed by an administrator. Please make the modification in the source system or contact your administrator to update it.

Backup approver email
john.doe@acme.com

Cancel Save details

SCOPE

This new section is only displayed to users who currently see the General section of Neo profile page as read-only. For example, because they edit the corresponding data in a different profile software, and it is only made visible in Neo for viewing purposes.

OUT OF SCOPE

- The following improvements will be added in future Neo releases:
 - Editable view for this new section
 - Administrator view to reflect how the new section will be shown to end-users
 - More guidance about where the data can be edited when it's read-only in Neo profile page

[NEO] ACCESSIBILITY IMPROVEMENTS FOR FORGOTTEN PASSWORD, RESET PASSWORD, AND CHANGE PASSWORD PAGES

MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	No

SYNOPSIS

The Forgotten Password page previously became cropped when viewed at high browser zoom levels, and users were unable to scroll to reach the hidden areas, preventing some users from resetting their credentials. In addition, the logo displayed on the Reset Password and Change Password pages did not use the alternative text value that administrators configure in Admin Suite, leaving a gap for users relying on screen readers.

Neo updated the Forgotten Password page so that all content remains visible and fully scrollable when browser zoom is set to 200 percent or 400 percent.

Neo also extended the existing "Logo alternative text" setting, already available in Admin Suite, so the same configured value now applies to the Reset Password and Change Password pages.

NOTE: For clients sharing the same instance (Neo server environment where a customer's site is hosted), only one logo and alternative text can be setup at instance level.

SCOPE

- Forgotten Password page layout and scroll behavior at 200 percent and 400 percent browser zoom.
- Reset Password page logo alternative text, sourced from the existing Admin Suite "Logo alternative text" setting.
- Change Password page logo alternative text, sourced from the same setting.

OUT OF SCOPE

- Visual redesign of the Forgotten Password, Reset Password, or Change Password pages.
- New Admin Suite fields or configuration screens.
- The Neo login page logo alternative text, addressed in a separate feature.
- Accessibility issues unrelated to zoom and reflow behavior or logo alternative text.

[NEO] HOMEPAGE ACCESSIBILITY IMPROVEMENTS

MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	No

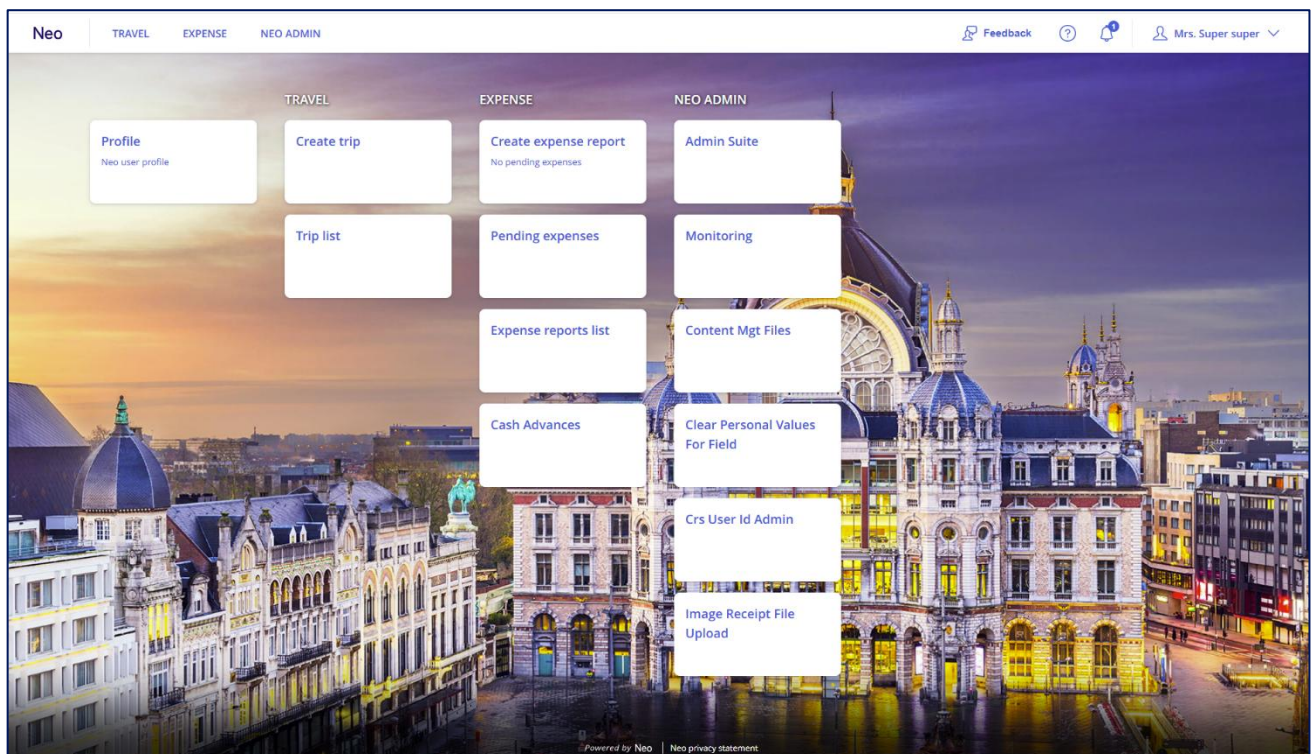
SYNOPSIS

External accessibility audits identified a number of Web Content Accessibility Guidelines (WCAG) 2.1 violations across the Neo homepage, affecting screen reader compatibility, color contrast, keyboard navigation, and browser zoom. These findings affect users who rely on assistive technology, keyboard-only navigation, or browser zoom to use Neo.

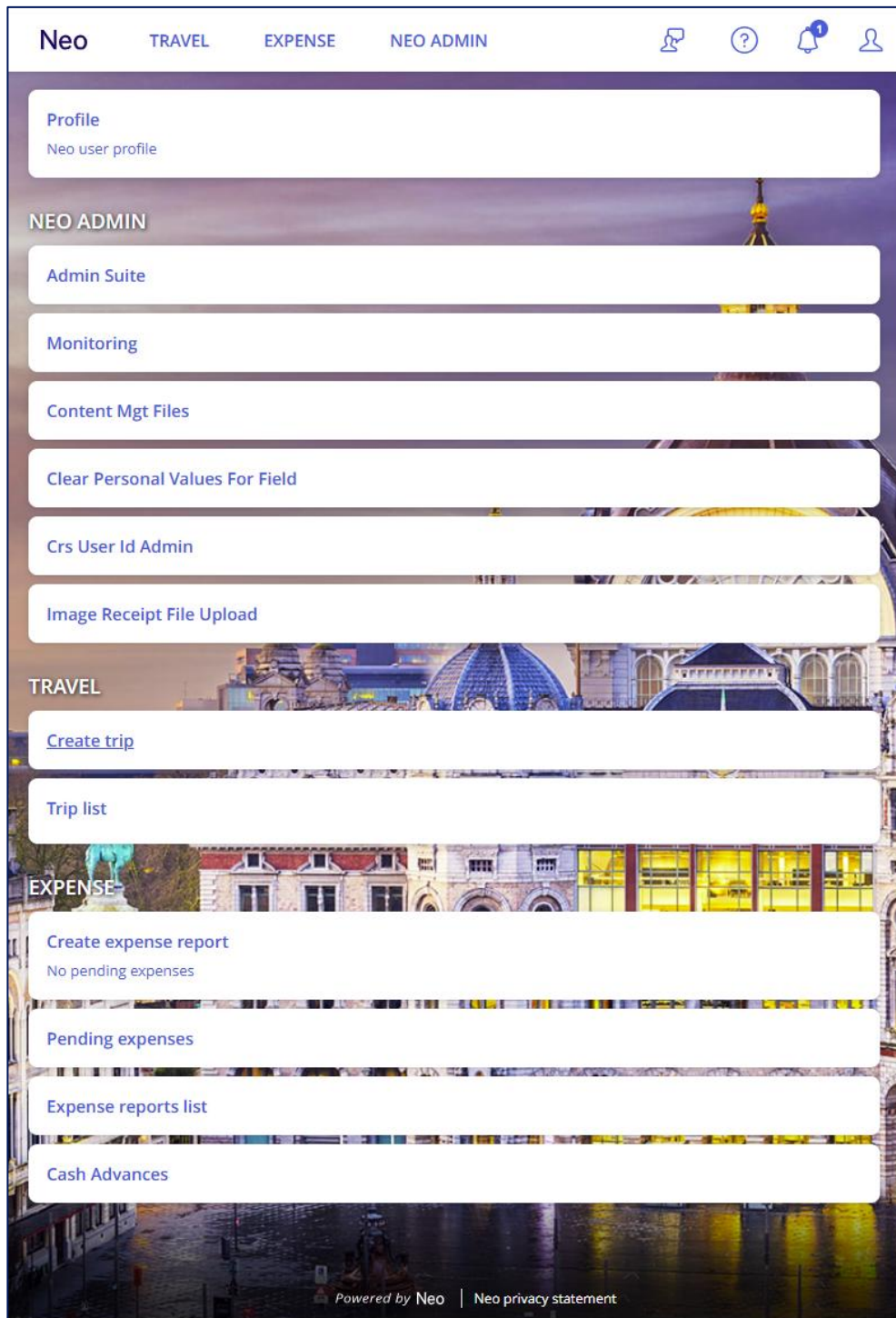
Neo addressed these findings with a broad set of homepage improvements, grouped into four areas: Screen reader announcements, contrast and visual focus, keyboard navigation, zoom and text resize. These changes touch the header, navigation dropdowns, tiles, popups, and footer, without changing the overall layout or day-to-day workflow of the homepage.

NOTE: Removal of the Home button from the Neo header menu. This button was redundant with the logo in the upper-left corner of the header menu, which already redirects users to the homepage.

Standard screen view: (screenshot for illustration purposes)



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



CONFIGURATION

Administrators can now set a custom alternative text for the homepage logo, which screen readers read aloud in place of a generic description. When no custom text is entered, Neo applies "Neo" as the default value.

- [Admin Suite | Company Setup | UI Customization | Header logo \(header logo alternative text\)](#)
- [Admin Suite | Company Setup | Company Data | Company logo \(tile logo alternative text\)](#)

SCOPE

- **Screen reader announcements:** Popups (such as the announcement, contact information, useful information, and mobile app popups) are now announced correctly as popups, with an accurate title read aloud. The page no longer shows two top-level headings at once when a popup is open. Dropdown and list announcements now state the correct number of items, including group names, and screen readers announce updates such as search results, QR code generation, and session timeout warnings.
- **Contrast and visual focus:** Focus indicators across the header, footer, tiles, and popup buttons now meet the required contrast ratio. Previously low-contrast links and text inside popups are easier to read.
- **Keyboard navigation:** Dropdown menus close automatically when keyboard focus moves elsewhere. Popups can be closed with the Escape key and return focus to the button that opened them. Elements that were previously unreachable by keyboard, including certain links inside popups, are now accessible, and the header's dropdown menu was rebuilt so keyboard users move through items in the expected visual order.
- **Zoom, reflow, and text resize:** At 400% zoom, the homepage reflows into a single column with no horizontal scrolling or loss of content. At 200% zoom, content no longer overlaps or gets cut off. On medium and small screens, the header switches to a simplified menu that groups navigation items together.

OUT OF SCOPE

This update addresses accessibility compliance only and does not introduce new features or change existing homepage workflows.

NEO PRODUCT UPDATE: NEO 26.3 SP

[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.

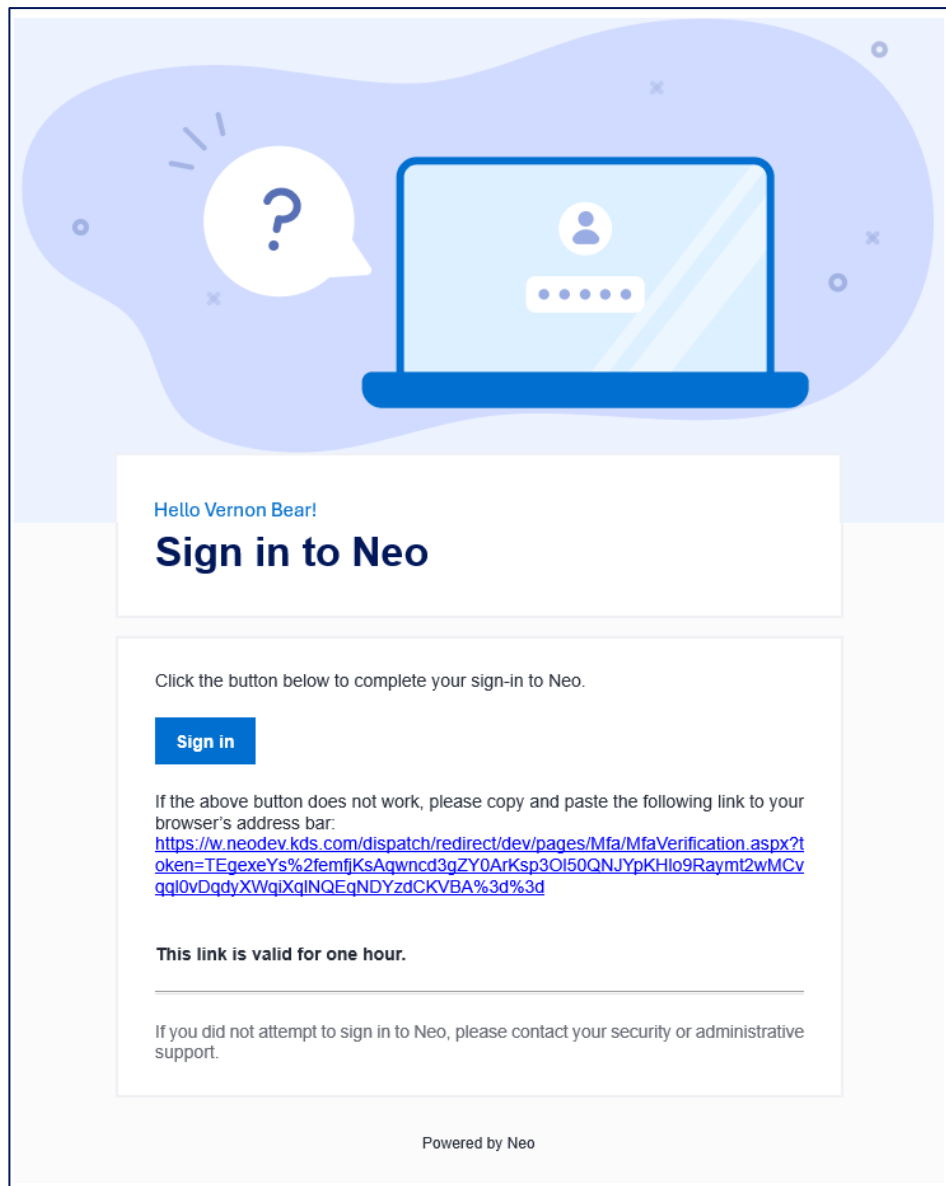
If a user need to go through MFA workflow, following message will be displayed on the screen after credentials validation (login/password) :

 **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

The screenshot shows the 'Account Security: ERE Demo' settings page. The 'Security' section contains the 'Enable MFA' checkbox, which is currently unchecked. A red box highlights this checkbox and its associated text: 'When enabled, users must verify their identity via a one-time email link on unrecognized devices. Applies to username/password login only — SSO and mobile connections are unaffected.' The 'Password Strength' section shows a minimum length of 12 characters.

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