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Release Notes Neo 26.4 Service Pack

13 October 2026

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NEO TRAVEL

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

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

SYNOPSIS

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

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

SCOPE

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

OUT OF SCOPE

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

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

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

SYNOPSIS

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

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

SCOPE

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

OUT OF SCOPE

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

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

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

SYNOPSIS

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

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

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

SCOPE

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

OUT OF SCOPE

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

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NEO EXPENSE

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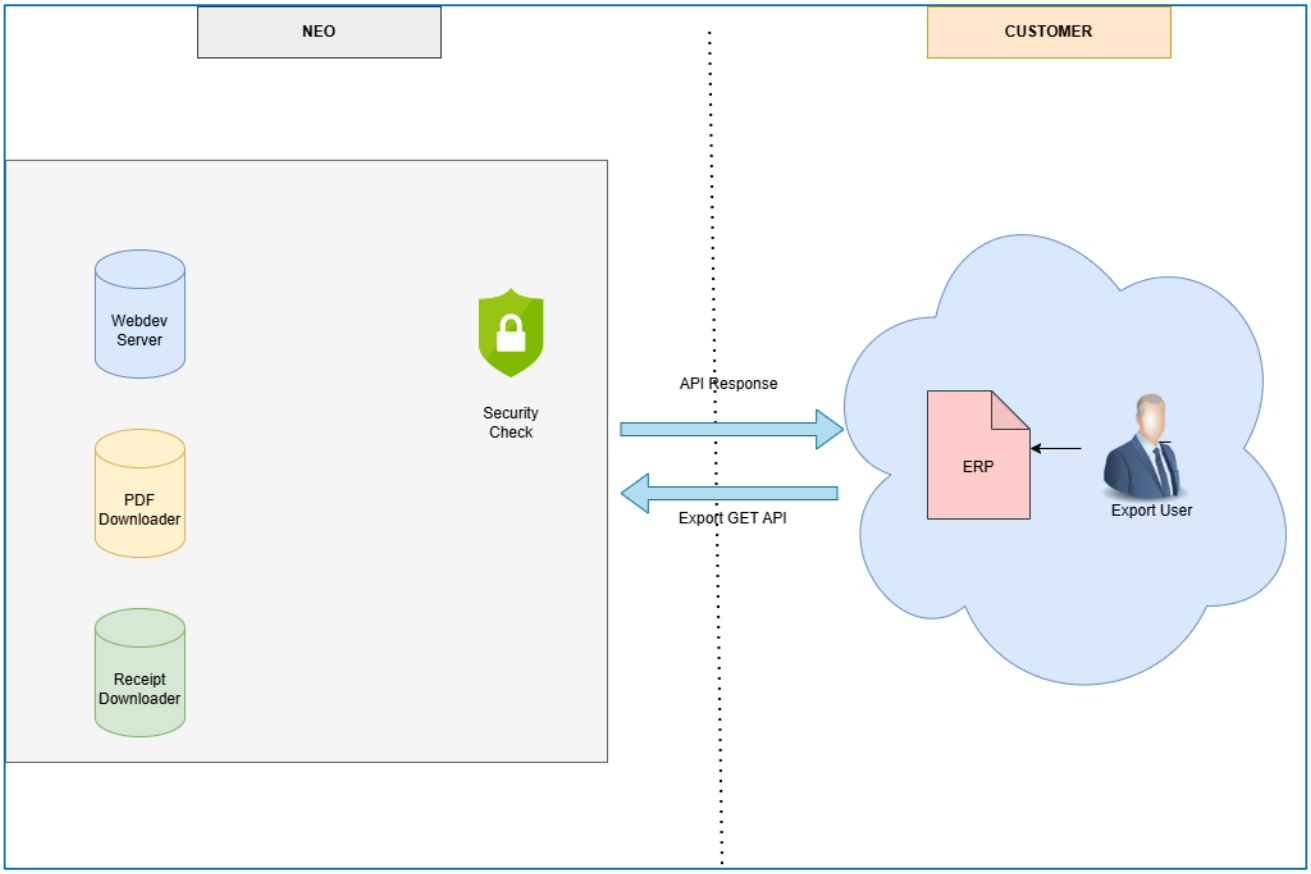
[EXPENSE REPORT] EXPORT API: AUTOMATED, REAL-TIME RETRIEVAL FOR ERP INTEGRATION

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

SYNOPSIS

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

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



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

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CONFIGURATION

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

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

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

IMPORTANT DISCLAIMER:

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

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PLATFORM

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

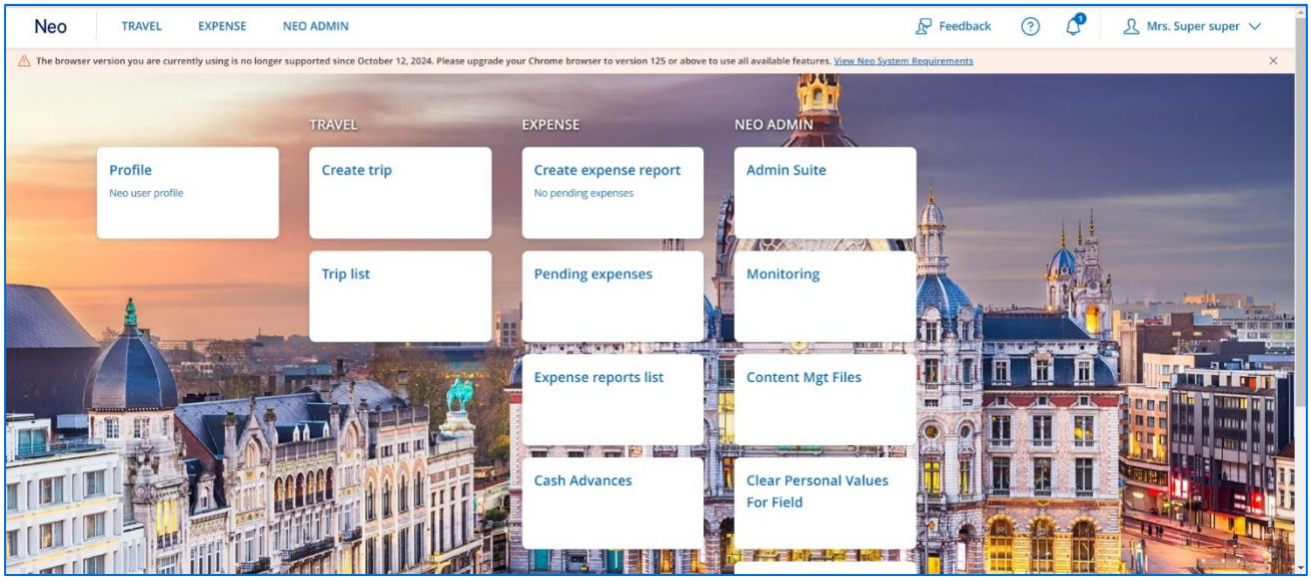
MADE FOR…?	Traveler | Arranger
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

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

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

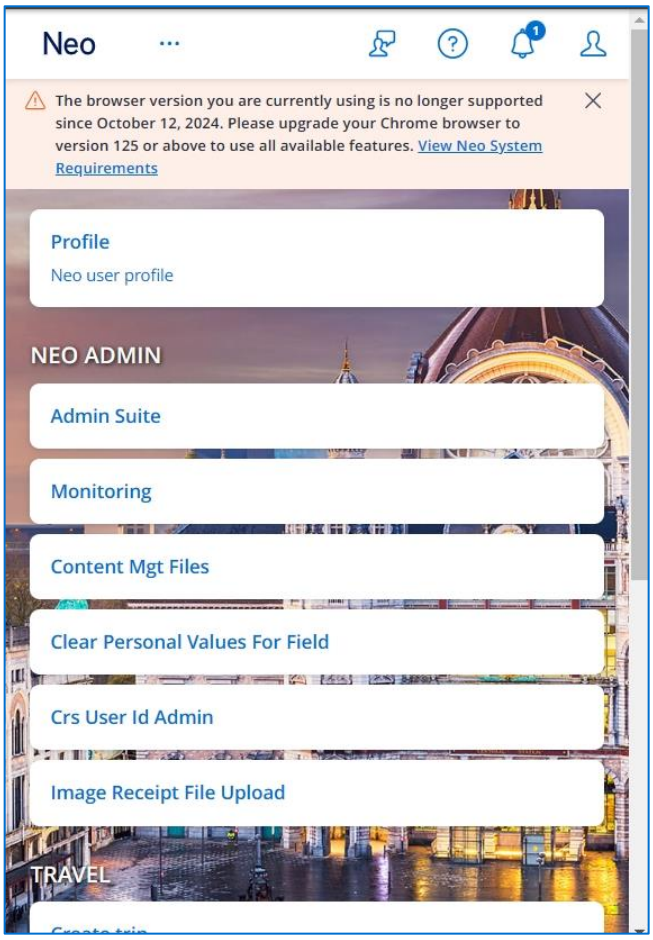
This banner appears when the detected browser version falls below the minimum supported version, and it identifies the browser name along with the version required for upgrade. This behavior aligns Neo Travel with functionality already available in the Neo Expense product.



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



SCOPE

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

OUT OF SCOPE

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

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