

AMEX GBT
Neo

Highlights: Neo Release 26.4

12 September 2026



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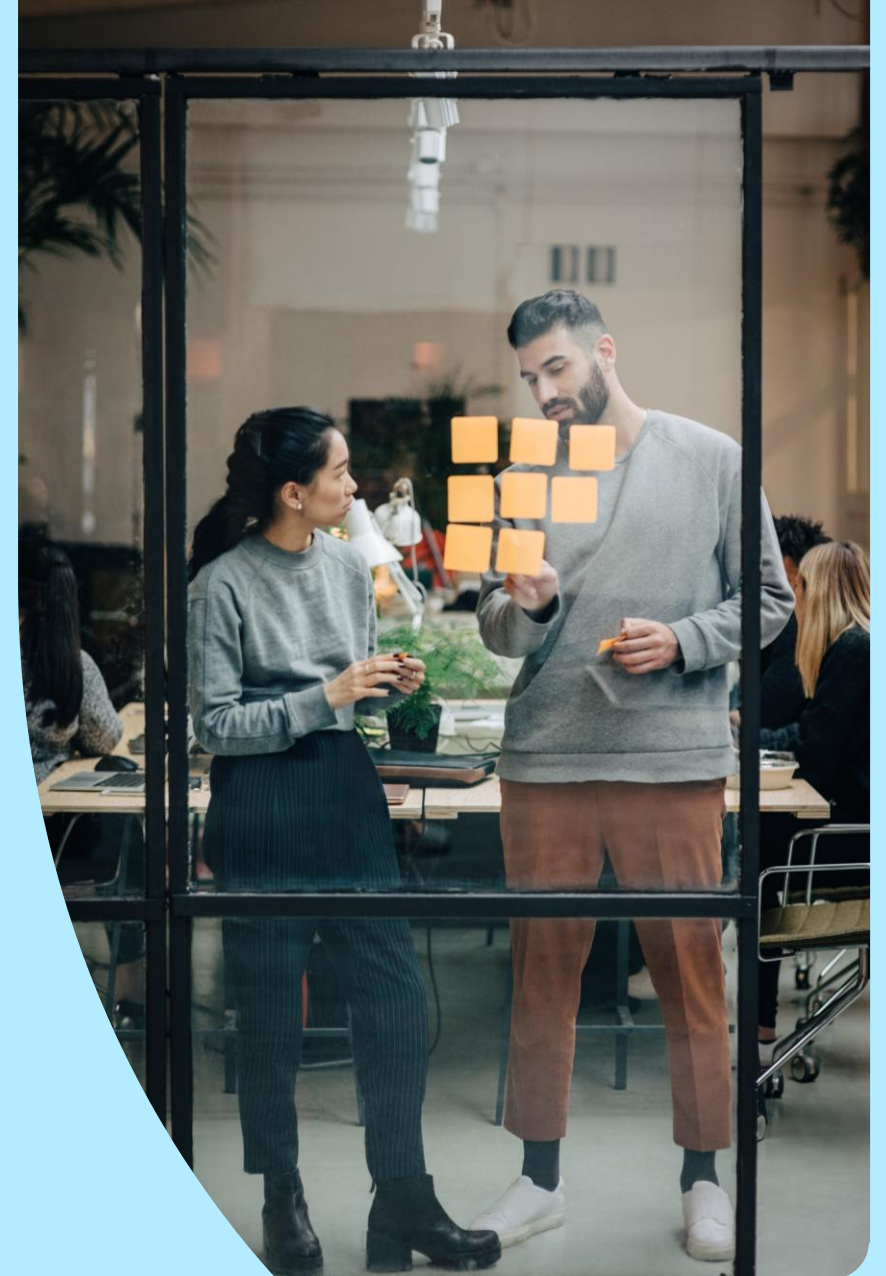
Neo

About 26.4

Release on Saturday, 12 September

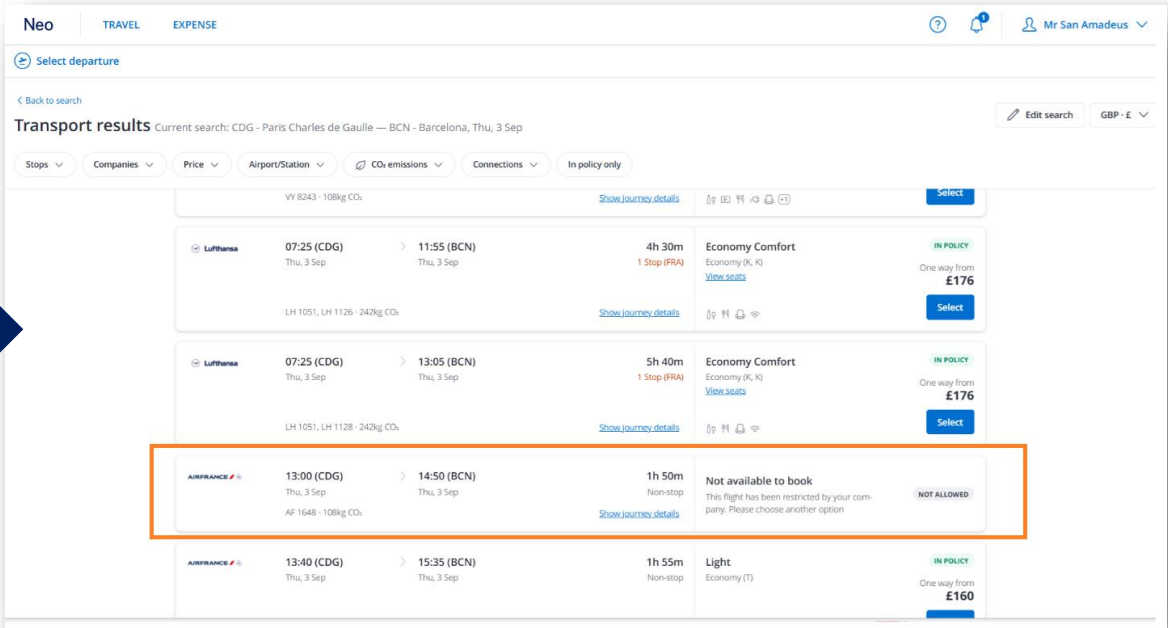
Over 30 enhancements across Travel, Expense, and Platform including:

- Search results & fare display modernization
- Hotel and rail booking experience improvements
- Profile and accessibility upgrades
- Expense workflow and approver enhancements



[AIR] Flight Blocking by Marketing Airline Code

Administrators can now block a specific flight from being booked, configured by marketing airline code, flight number, applicability period, and travel category.



[AIR] Eliminating Duplicate NDC Fares on the Neo Fare Display



Travelers previously could see the same Amadeus NDC fare appear twice on the Neo Fare Display page. Neo now shows a single, accurate fare per option.

[TRANSPORT] Last Seat Availability Indicator on Fare Cards

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Neo now displays a “last seat” badge directly on the fare card whenever eight or fewer seats remain, showing the exact number left. This helps travelers anticipate a potential price increase before they commit.

The screenshot displays the Amex GBT Neo fare selection interface. At the top, the 'Neo' logo is visible alongside 'TRAVEL' and 'EXPENSE' tabs. A navigation bar includes 'Feedback', a help icon, a notification bell, and a user profile 'Mr Vernon Bear'. The main search bar shows the current search: 'Paris - All Airports and Railways, Sat, Aug 29 — New York (NY) - All Airports and Railways, Mon, Aug 31'. Below this, a 'Fares' section lists five fare options, each with a '4 seats left' badge. The options are: Light (Coach, €1,579.30), Standard (Coach, €1,748.30), Flex (Coach, €1,988.30), Full Flex (Coach, €5,848.30), and Premium Light (Premium Eco, €2,585.30). Each fare card lists its features, 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'. A 'Last seat at this price' warning box 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 interface also includes filters like 'In policy only', 'Class', 'Fare', 'Refunds', 'Changes', 'Bags', and 'Other options'.

Fare Type	Class	Price (Round trip from)	Policy	Seats Left
Light	Coach	€1,579.30	IN POLICY	4
Standard	Coach	€1,748.30	IN POLICY	4
Flex	Coach	€1,988.30	IN POLICY	4
Full Flex	Coach	€5,848.30	IN POLICY	4
Premium Light	Premium Eco	€2,585.30	OUT OF POLICY	4

[TRAVEL] Streamlined Journey Details Popup

Neo replaces inline journey-detail expansion with a dedicated **Journey details** popup, keeping the transport card compact for flight and train search results while preserving full itinerary access.

From:

The 'From' state shows a search results page for 'Paris to New York (NY)'. The search criteria are 'Paris - All Airports and Railways, Sun, Nov 15' to 'New York (NY) - All Airports and Railways, Mon, Nov 16'. The results show a flight on Delta Main Basic - Gbt Coach (E) for €1,863.30. The flight details include: 8:30 AM departure from Paris Charles de Gaulle (CDG), 8h 25m duration, and arrival at New York J F Kennedy (NY) (JFK) at 10:55 AM. The fare is Delta Main Basic - Gbt, Not Refundable, Modifiable with Charge. The ticket must be issued before Nov 15, 2026. The page also includes sections for Hazardous Materials Regulations and Carbon Emissions (806 kg/pers. CO₂).

To:

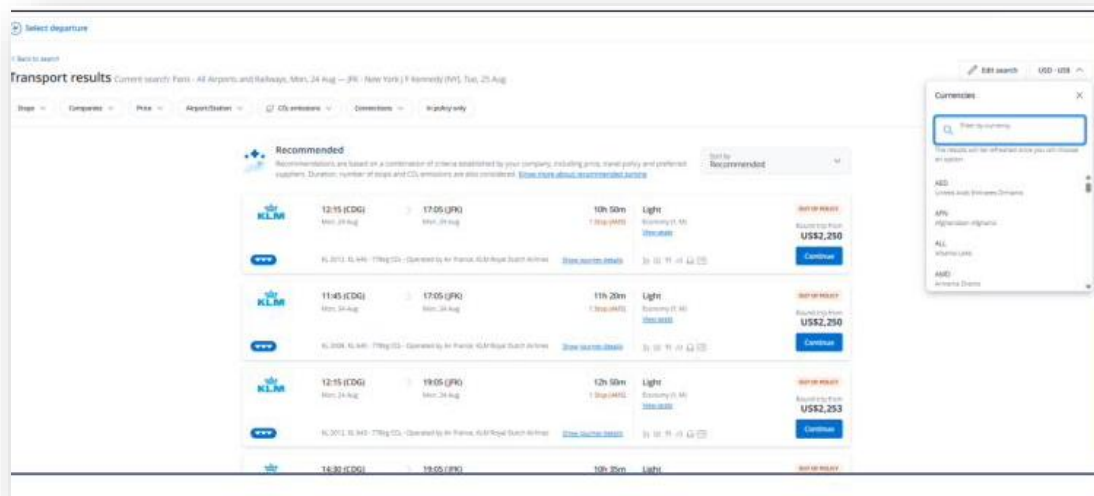
The 'To' state shows a detailed journey for 'Paris to New York (NY)'. The total price is €2,345.89 for a round trip from Paris, FR to New York (NY), NY, US. The flight is on American Airlines - AA 43 - Boeing 787-8, departing at 11:25 AM from Paris Charles de Gaulle (CDG) and arriving at New York J F Kennedy (NY) (JFK) at 1:50 PM. The duration is 8h 25m. The fare is Main Cabin Flexible Coach (H). The ticket includes 1 checked bag, Basic web browsing (fee), Power & USB outlets, Seatback on-demand video, Lunch provided, and Alcohol & beverages provided. The ticket must be issued before Aug 29, 2026. The page also includes sections for Fly America Act, Hazardous Materials Regulations, and Carbon Emissions.

[TRAVEL] Currency Switcher for Flight & Hotel

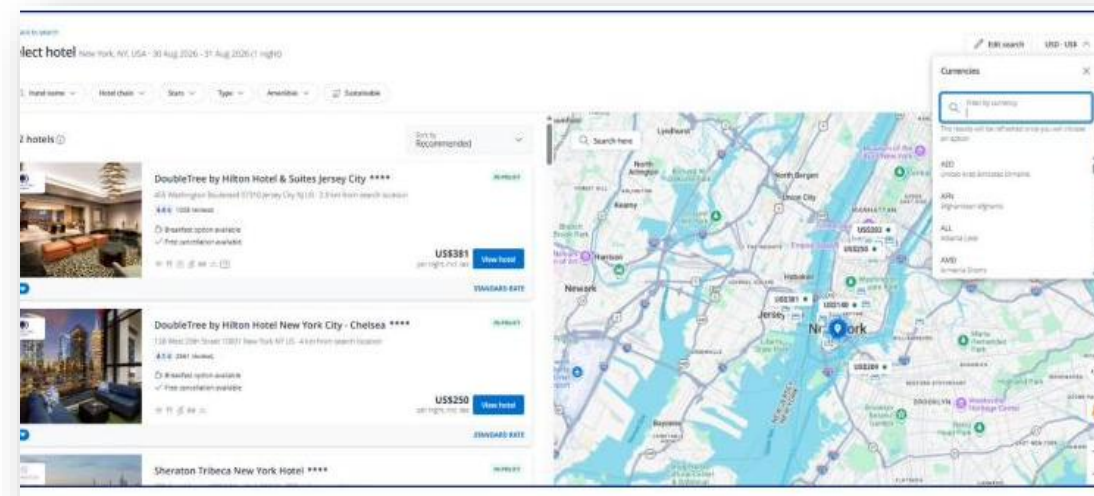
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Travelers can now switch currencies while searching flights and hotels, viewing fares in their preferred currency or the hotel's local currency, for viewing purposes only.

FLIGHT SEARCH



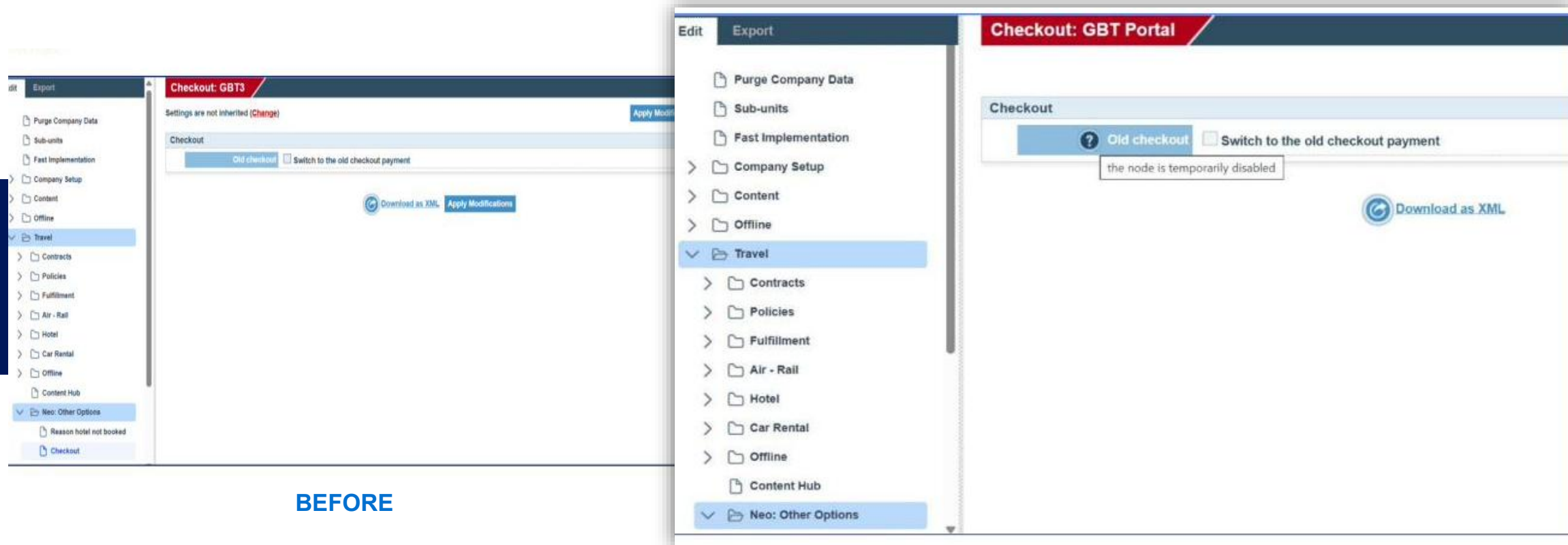
HOTEL SEARCH



[HOTEL] Checkout Improvements

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A legacy Admin Suite setting that allowed select customers to fall back to the old hotel checkout has been retired, making the modern checkout flow the single-entry point for all hotel bookings.

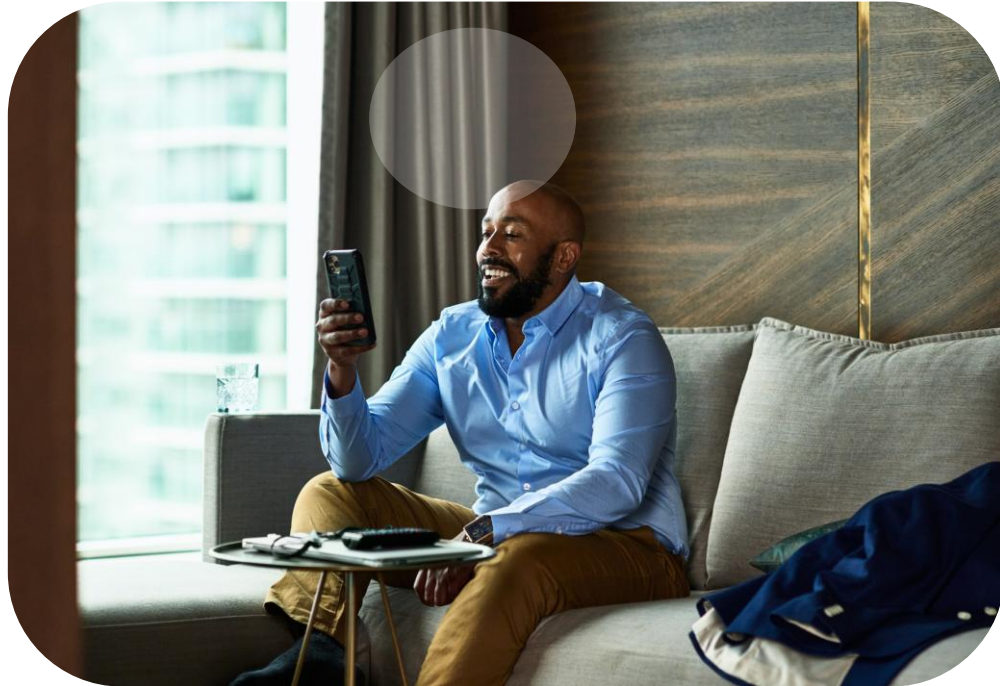


BEFORE

AFTER

[HOTEL] Adding Loyalty Card During Hotel Checkout

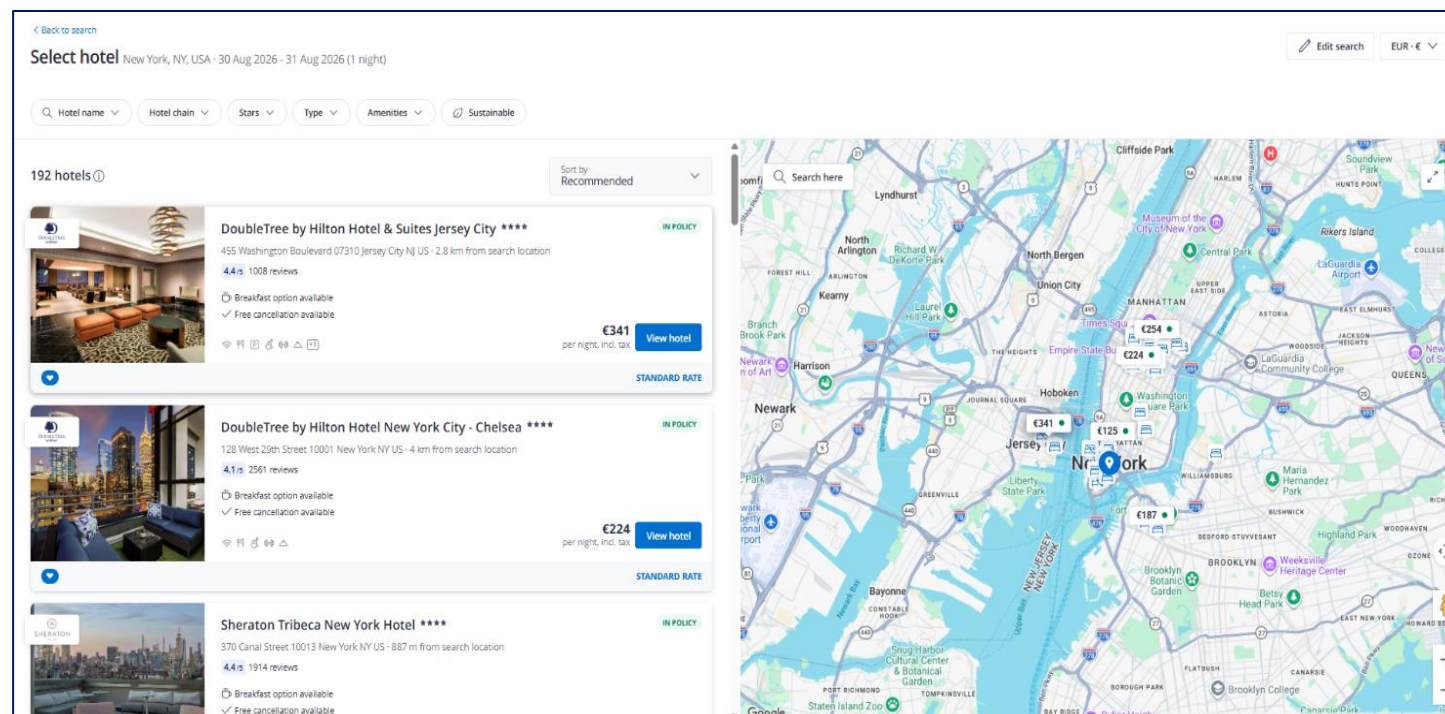
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Travelers can now add a loyalty card directly at the hotel checkout step, removing the need to leave the booking process mid-checkout to update their profile.

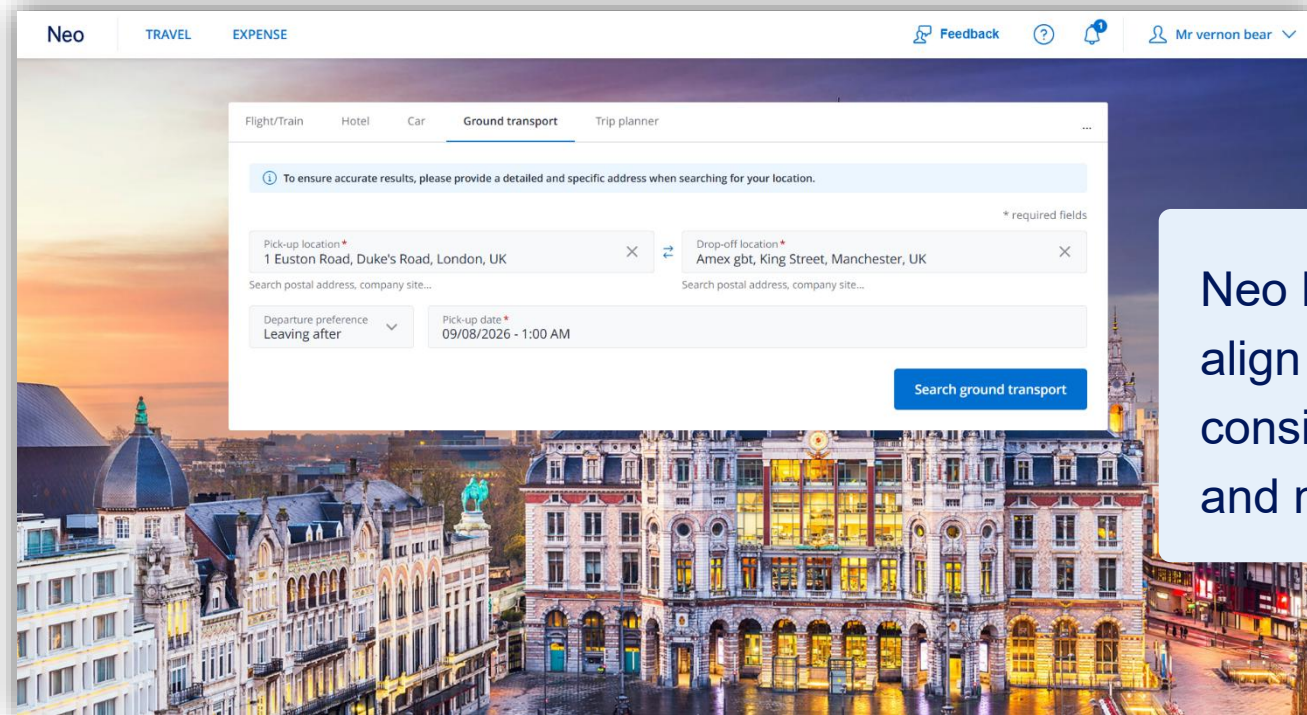
[HOTEL] Address Display in Search Results

Neo now displays the hotel address directly on the search results page, helping travelers distinguish between similarly named properties without opening the overview or map view.



[GROUND TRANSPORT] Search Form Modernization

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The screenshot displays the Neo web interface for ground transport search. The top navigation bar includes 'Neo', 'TRAVEL', and 'EXPENSE' tabs, along with 'Feedback', a help icon, a notification bell, and a user profile 'Mr vernon bear'. The main content area features a tabbed interface with 'Flight/Train', 'Hotel', 'Car', 'Ground transport' (selected), and 'Trip planner'. A blue informational banner states: 'To ensure accurate results, please provide a detailed and specific address when searching for your location.' Below this, the 'Pick-up location' field contains '1 Euston Road, Duke's Road, London, UK' and the 'Drop-off location' field contains 'Amex gbt, King Street, Manchester, UK'. Both fields have a search placeholder 'Search postal address, company site...' and a close icon. A 'Departure preference' dropdown is set to 'Leaving after', and the 'Pick-up date' is '09/08/2026 - 1:00 AM'. A blue 'Search ground transport' button is positioned at the bottom right of the form. The background of the interface shows a cityscape at night.

Neo has updated the ground transport search form to align with the latest UI standards, delivering a more consistent and accessible experience across search, edit, and modification tasks.

[RAIL] Deutsche Bahn European Expansion

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Neo has expanded Deutsche Bahn route availability, giving bookers access to direct international connections from Germany to more destinations across Europe.



[RAIL] Night Train Availability for Swedish Rail Routes

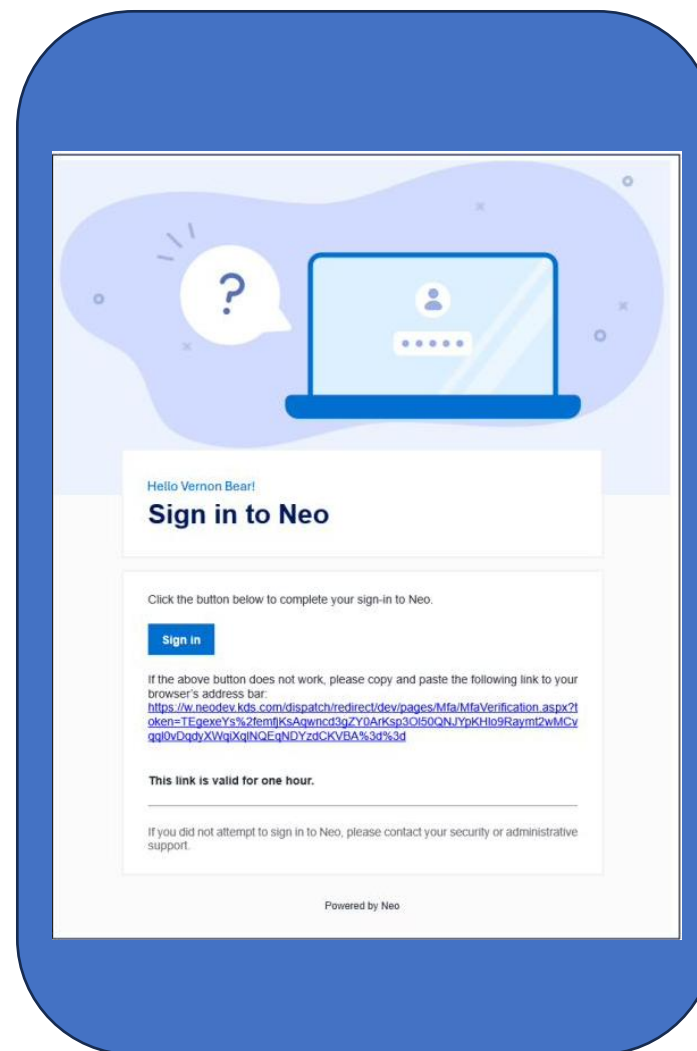
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Within SilverRail's Swedish coverage, travelers could previously book only day trains through Neo. Night train booking is now available, giving travelers more flexible overnight travel options.

[NEO LOGIN] Multi-Factor Authentication

Username and password accounts can now require multi-factor authentication. Once enabled by an administrator, users receive a secure sign-in email to complete their login to Neo.



[EXPENSE] Global Expense Calendar

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.

Expense reports list

Search by report name

Calendar

List

Today

<

>

June 2026

MON 1	TUE 2	WED 3	THU 4	FRI 5	SAT 6	SUN 7
			Accommodation Room			
8	9	10	11	12	13	14
Accommodation Room Accommodation Room			Taxi Laundry Internet/Phone Bill Mobile phone Mileage allowance FR Lunch Dinner		Breakfast	
Expense report - #65773 Accommodation Room Itemized from #11 - Accommodation Room Paris 08/06 - 09/06/2026 200.00 EUR 0.00 EUR Missing receipt		17	18	19	20	21
22	23	24	25	26	27	28
						Laundry
29	30	1	2	3	4	5
		Bar/Mini bar				

+

Create expense report

Calendar

List

✓

Draft

^

✓

June 2026

#69627

✓

August 2026 (2)

#69976

✓

Expense report

#65773

✓

June 2026 (2)

#69433

✓

June 2026

#69375

Show more reports

✓

Pending accounting approval

^

✓

Pending payment clearance

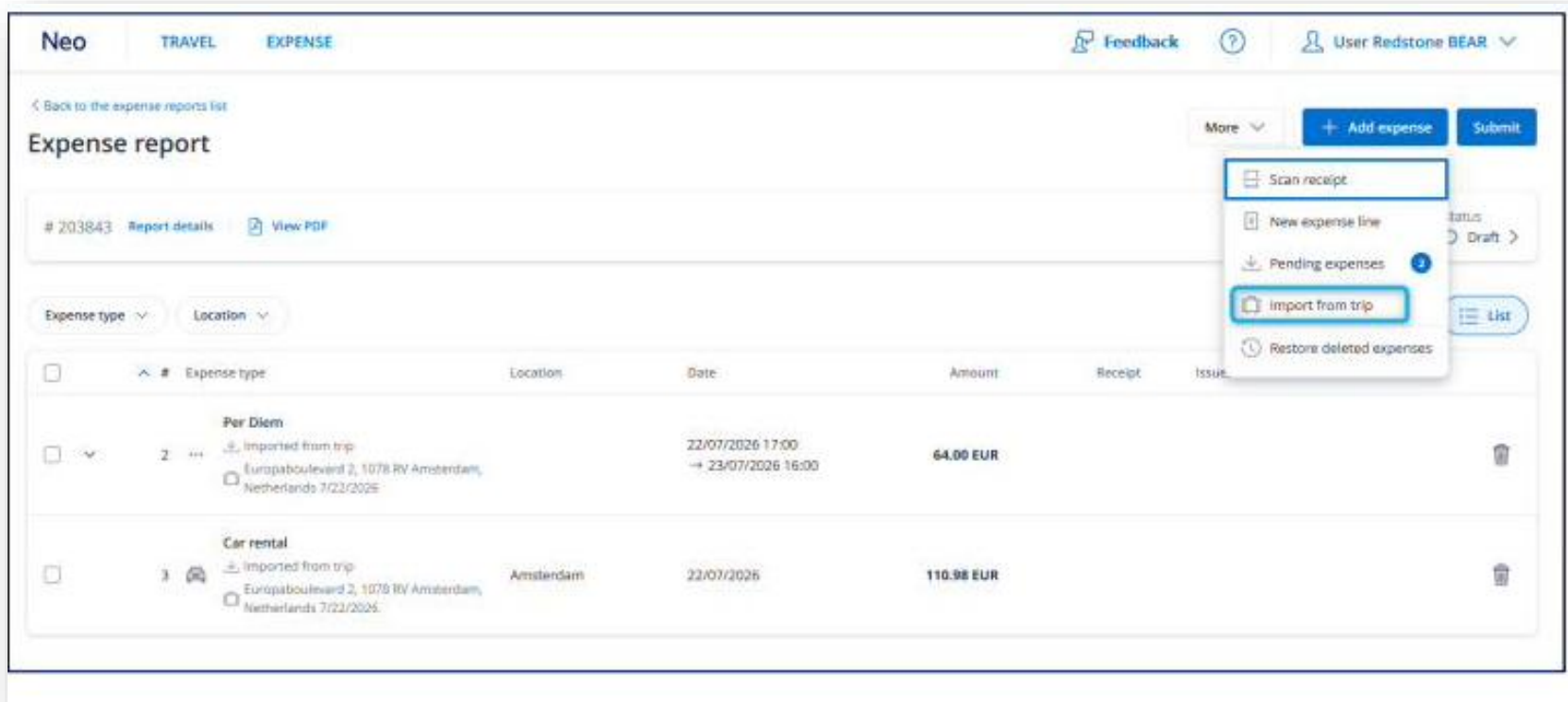
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GLOBAL BUSINESS TRAVEL

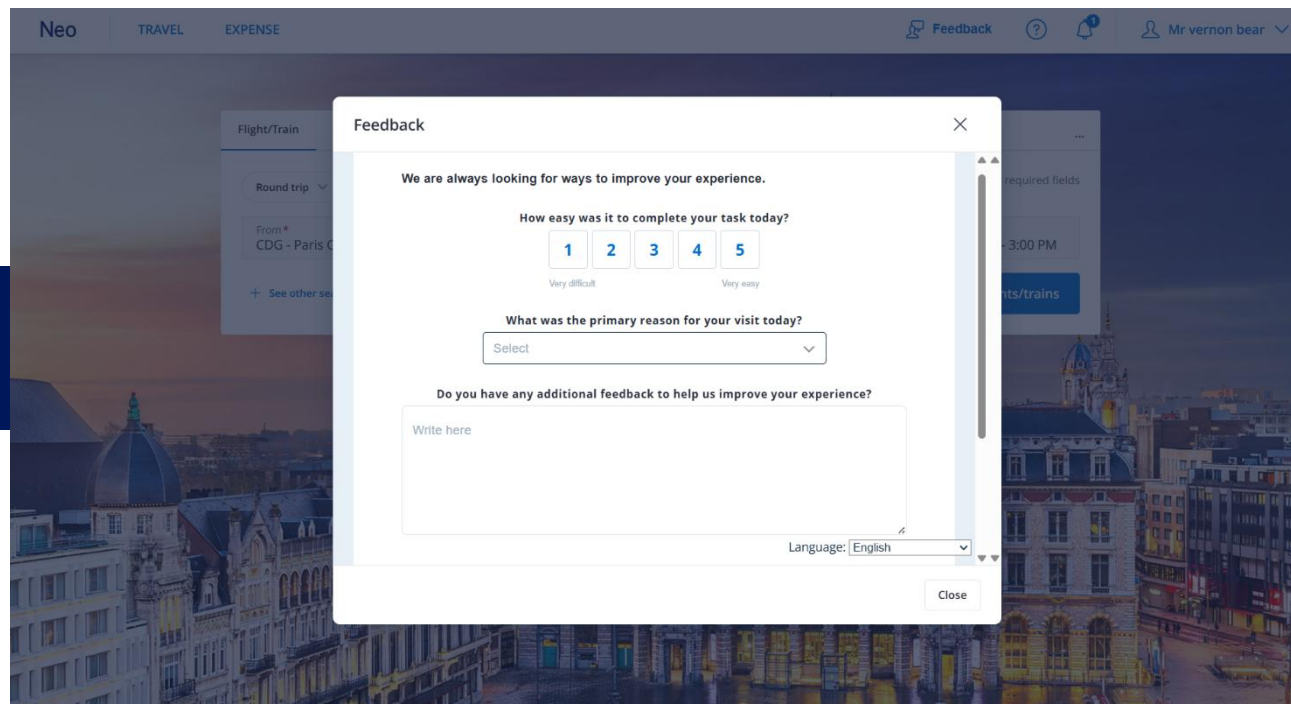
[EXPENSE] Trip to Expense Enhancements

A new Import from trip option lets travelers add expense lines from up to five booked or planned trips at once, with matching expense lines, including per diem, added together automatically.



[NEW] Feedback Button in Neo

Neo has introduced a **Feedback button** in the platform header, letting users share comments and suggestions without leaving the platform.



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 icon, and a user profile 'Mr vernon bear'. A feedback modal is open, displaying the following content:

Feedback

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

AFTER

Looking for more information?

Check out the [Neo Information Hub](#)

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En | Fr | De

Welcome to your Neo Info Hub

Discover FAQs, tutorials, and other material to share with your travellers and co-workers – all in one place.

Select the category that best describes your role and what you need to know.



Neo for Travellers and Travel Arrangers
Discover how to search, book and manage your travel
[+ Learn more](#)



Neo for Travel Managers and Program Administrators
Take control with Neo
[+ Learn more](#)

Travel Management Support

Overseeing a travel program is no easy task.
Here are the resources you need to simplify it all.

BENEFITS FOR TRAVEL MANAGERS AND PROGRAM ADMINISTRATORS

Help reduce travel program costs by encouraging Travellers and Travel Arrangers to book better accommodations
Maintain company booking policies for all trips

Travel Management Support



Select any topic from the menu for Neo information and support:

- Neo Factsheet
- Intro to Amex GBT mobile app
- Quick reference guide
- Training videos
- Release notes
- FAQs

Thank you!

Danke schön!

Tak!

¡Gracias!

Grazie!

Tack!

Kiitos!

Merci!

Takk!

Obrigado!