

AMEX GBT
Neo

Release Notes Neo 26.1

17 January 2026

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AMEX GBT

Neo

NEO TRAVEL

[TRANSPORT] FARE DISPLAY ENHANCEMENTS FOR ROUNDTrip SEARCHES

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

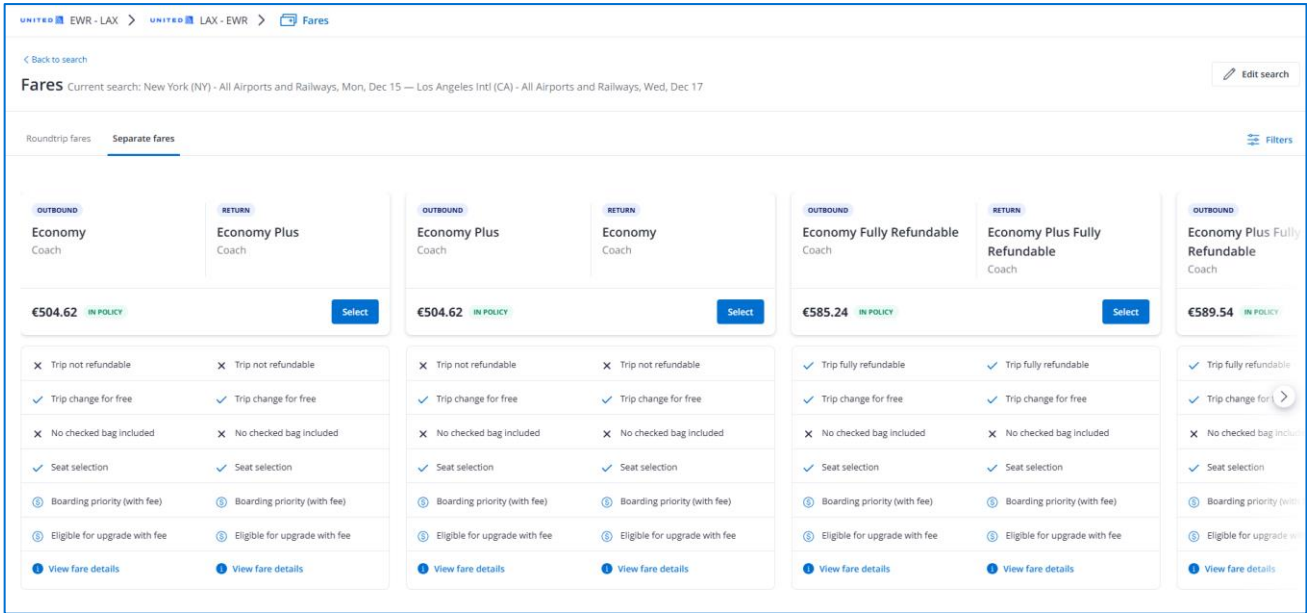
SYNOPSIS

To make fare comparison easier and more intuitive, the previous tab-based view has been replaced by a new toggle feature labeled **Display other fare combinations**.

Users will now seamlessly switch between viewing only symmetric roundtrip fares or all fare combinations (symmetric + asymmetric) using a single toggle. This update will be supported by the addition of new fare card headers with leg identifiers (“Departure” / “Return”) for improved visual clarity.

- Roundtrip symmetric fares = cabin and fare details are identical
- Roundtrip asymmetric fares = cabin and fare details may vary

BEFORE



AFTER

UNITED EWR - LAX

>

UNITED LAX - EWR

>

Fares

< Back to search

Fares

Current search: New York (NY) - All Airports and Railways, Tue, 3 Feb — LAX - Los Angeles Intl (CA), Tue, 10 Feb

Edit search

Display other fare combinations

Filters

DEPARTURE / RETURN

Economy

Economy

€242.78

IN POLICY

Select

✕ Non-refundable

✓ Change for free

✕ No checked bag included

✓ 1 carry-on bag

✓ Seat selection

① Boarding priority (with fee)

① Eligible for upgrade (with fee)

View fare details

DEPARTURE / RETURN

Economy Fully Refundable

Economy

€319.11

IN POLICY

Select

✓ Fully refundable

✓ Change for free

✕ No checked bag included

✓ 1 carry-on bag

✓ Seat selection

① Boarding priority (with fee)

① Eligible for upgrade (with fee)

View fare details

DEPARTURE

Economy

Economy

€462.08

IN POLICY

Select

✕ Non-refundable

✓ Change for free

✕ No checked bag included

✓ 1 carry-on bag

✓ Seat selection

① Boarding priority (with fee)

① Eligible for upgrade (with fee)

View fare details

RETURN

Economy Plus

Economy

€462.08

IN POLICY

Select

✕ Non-refundable

✓ Change for free

✕ No checked bag included

✓ 1 carry-on bag

✓ Seat selection

① Boarding priority (with fee)

① Eligible for upgrade (with fee)

View fare details

SCOPE

Roundtrip searches with symmetric and asymmetric fares available.

[TRANSPORT] CONFIGURE SEPARATE POLICIES FOR DAY AND OVERNIGHT FLIGHTS

MADE FOR...?	Traveler Arranger Travel Manager Neo Admin Amex GBT
ACTIVATION REQUIRED?	Yes – by NTG Admin
ADMIN SUITE NODE	Booking Rules: Travel Policies Travel Policies <PolicyName> Air-Rail Booking Rules Travel Schedule Preferred Class Rules: Travel Policies Travel Policies <PolicyName> Neo Display Logic Air-Rail Preferred Class Rules Travel Schedule Capping Rules: Travel Policies Travel Policies <PolicyName> Neo Display Logic Air-Rail Capping Rules Capping Type “Lowest fare” Transport Class
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

Travel managers can now create more flexible and cost-effective travel policies by setting different rules for day flights versus overnight flights. This feature addresses the common business need to provide enhanced comfort for longer, overnight journeys while maintaining cost controls for shorter day flights.

For example, companies can now allow senior managers to travel in Business Class for overnight flights while restricting them to Premium Economy for day flights. The system automatically identifies flight types based on configurable criteria and applies the appropriate policy rules, giving organizations greater control over their travel spends while improving traveler experience on longer journeys.

When overnight policies are active, search results may display mixed cabin options (such as Premium Economy outbound and Business inbound) based on flight timing and the cabins recommended by the company's policy. If some combinations aren't initially displayed, compliant fares will appear in the Alternate Fares Display page. When capping rules apply with overnight policies, the system can use the lowest fare of the highest compliant cabin per segment as the reference point.

CONFIGURATION

Travel administrators can define overnight flights using three criteria options in the Admin Suite:

- **Next Day(s) Arrival** – Flights arriving the next day(s) are classified as overnight flights
- **Travel Time Range** – Flights departing or arriving within specified time ranges are classified as overnight flights
- **Combination of Both** – Flights meeting either next-day arrival or time range criteria are classified as overnight flights

Configuration paths and important notes:

- **Booking Rules:** Travel Policies | <PolicyName> | Air-Rail | Booking Rules | Travel Schedule
- **Preferred Class Rules:** Travel | Policies | Travel Policies | <PolicyName> | Neo Display Logic | Air-Rail | Preferred Class Rules | Travel Schedule
- The default value **Not Applicable** for **Travel Schedule** preserves existing travel policies without impact
- When no travel schedule criteria are set, rules primarily apply to day flights when at least one rule with travel schedule is configured

General Settings

Index	2
Name	Business compliant - Night flight time range
In policy?	In policy
Booking Date	0 days before departure at least
Traveler Category	All

Suppliers

Rule applies to	All suppliers
-----------------	---------------

Itinerary

Departure	Everywhere
Arrival	Everywhere
Trip from / to	Everywhere
Direction	☒ Rule is valid both ways
Journey Time	0 minutes minimum per one-way
Minimum Stay	0 nights at least
With Stops	☐ Journey time includes stops and connections
Travel Schedule (Applies only for Galileo)	Not Applicable

Classes and Fares

Transport Class	Next Day(s) Arrival
Booking Classes	Travel Time Range
Fare Basis	Next Day(s) Arrival or Travel Time Range
Dependency	☐ Rule applies only if fares are available in another transport class

Rule Description

Save and Add New Item

Save

Cancel

- **Capping Rules:** Travel | Policies | Travel Policies | <PolicyName> | Neo Display Logic | Air-Rail | Capping Rules | Capping Type “Lowest fare” | Transport Class
- The **Highest Compliant Cabin** setting in **Lowest fare capping** feature works exclusively with overnight policy settings
- This only applies to the capping rule type **Lowest fare** which is the only type which relies on cabin classification.

General Settings	
Name	Lowest Capping
Traveler Category	Any

Suppliers	
Rule Applies to	All airlines

Itinerary	
Departure	Everywhere
Arrival	Everywhere
Direction	☒ Rule is valid both ways
Network	[Any]

Capping	
Capping Type	Lowest fare
Hide fares above capping	☐
CRS	Any
Supplier	
Transport Class	All
Journey Time	All
Within Time Window	Economy
Direct flight	Premium Eco
Corporate fare	Business (Rail: First)
Tolerance Type	First (Air only)
	Highest Compliant Cabin (For Galileo)

Save and Add New Item
Save
Cancel

SCOPE

This feature is made especially for GDS- Galileo (Applicable for One way, Roundtrip and Multicity searches)

- **Policy rules application:** GDS Galileo + others direct links if configured (e.g Travelfusion, SNCF, etc.)
- Additional queries to get expected mixed-cabins content: GDS Galileo
- Multicity limitations may exist by searching for **Company recommended class**
 - For best results, search by desired class for each journey/segment

OUT OF SCOPE

- Sabre (Target by end of 2026)
- Amadeus (Target to be determined after Sabre delivery)

[HOTEL CHECKOUT] PHASE 1: ADMIN SETTINGS FOR REASON NOT BOOKING A HOTEL ON OVERNIGHT TRIPS

MADE FOR...?	Travel Manager Neo Admin Amex GBT
ACTIVATION REQUIRED?	Yes – by NTG Admin
ADMIN SUITE NODE	Travel Neo: Other options Hotel not booked justification
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

As noted in the 25.5 advance notice, a new hotel popup has been planned to improve the checkout experience when *no hotel* is selected.

Previously, a generic **No hotel reason** field appeared in the **Booking Information Review** for all bookings, regardless of whether a hotel was booked, creating confusion and providing little meaningful information.

In 26.1, the Admin Suite settings will be delivered in a first phase. This setting prepares for the new **Reason for not booking a hotel** functionality.

The second phase is targeted for the Service Pack on **17 February 2026**. Do not use the Admin Suite setting until then, as the admin feature won't function on the UI until the second phase is delivered.

SCOPE

Not applicable until the second phase is delivered.

[HOTEL CHECKOUT] ALLOW SELECTION OF ANY AVAILABLE CONFERMA POOL FOR A BOOKING

MADE FOR...?	Traveler Arranger Travel Manager Neo Admin GBT
ACTIVATION REQUIRED?	No
ADMIN SUITE NODE	Travel Fulfillment Payment Conferma Conferma pools
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

This feature allows users to select a specific Conferma payment pool when booking a hotel, rather than having the system automatically assign one.

Previously, when multiple Conferma payment pools were available for a hotel booking, the system automatically selected and applied one pool without user input. This removed control over payment allocation.

Clients asked for the ability to let their users choose the correct Conferma pool for each booking, ensuring the travelers expenses route to the appropriate cost centers and business units.

When a user selects Conferma as the payment method during hotel checkout, a dropdown menu now appears if multiple pools are available. The user can select the pool that best fits their booking needs.

BEFORE

 **Hotel**



Hotel name

CANCELLATION POLICY



Free cancellation
before June 14, 2023

No cancellation charge applies prior to 18:00 (local time) on the day of arrival. Beyond that time, the first night will be charged.

[View rate conditions](#)

LOYALTY PROGRAM

Loyalty card
ALL - Accor Live Limitless 308138QD...

PAYMENT

Payment method *

☒ Client Virtual Payment
☐ Credit card
☐ Invoice

AFTER

Hotel

Hotel name

CANCELLATION POLICY

Free cancellation
before June 14, 2023

No cancellation charge applies prior to 18:00 (local time) on the day of arrival. Beyond that time, the first night will be charged.

[View rate conditions](#)

LOYALTY PROGRAM

Loyalty card
ALL - Accor Live Limitless 308138QD...

PAYMENT

Payment method *

☒ Client Virtual Payment
 ☐ Credit card
 ☐ Invoice

Account name *

Payment for business
Room and tax only

Payment for trip
Breakfast only

Payment for everything
Everything you need

Payment for a test
It is simply a test

Payment for lunch
Lunch only

PAYMENT

Payment method *

☒ Client Virtual Payment
 ☐ Credit card
 ☐ Invoice

Account name *

Payment for business
Room and tax only

Payment for trip
Breakfast only

Payment for everything
Everything you need

Payment for a test
It is simply a test

Payment for lunch
Lunch only

[Add a credit card to my profile](#) (you will exit the checkout process)

ADMIN SECTION

A new name field has been added to the Admin Suite for Conferma pool settings:

[Travel](#) | [Fulfillment](#) | [Payment](#) | [Conferma](#) | [Conferma Pools](#)

- **Existing pools:** The name field is optional
- **New pools:** The name field is mandatory
- **Updated pools:** When administrators modify an existing pool, the name field becomes mandatory

While not required for existing pools, adding meaningful names is highly recommended. Without custom names, pools display as "Virtual payment account," which may not clearly indicate their purpose. Descriptive names help users understand which pool to select for their specific needs.

For Amex GBT clients with multiple Conferma payment pools set up, it is recommended to update the name field. Please contact your Amex GBT account manager for more details.

The screenshot shows a web form titled 'General Settings' for a Conferma pool. At the top, a yellow banner with a warning icon states: 'An invalid entry needs to be fixed before saving'. Below this, the form has four fields: 'Account Name', 'Account Value', 'Service Type', and 'Custom Field'. The 'Account Name' field is currently empty and has a red border around it, with the text 'This field is required.' displayed below the input area. The other fields are also empty. At the bottom of the form, there are three buttons: 'Save and Add New Item', 'Save', and 'Cancel'.

Note for Amex GBT clients: This feature should only be activated in Hotel Market Place (HMP) offline countries. Note that HMP has an equivalent feature for multi-card selection. Management Information (MI) must be perfectly aligned across all card pools and DKs, as differing UDID positions or formats will cause Conferma card pool reconciliation errors. Contact VPEImplementations@amexgbt.com before committing to customers. The standard setup is one card pool per DK; use this feature only as an exception."

Key Benefits

- User Control: Users select the appropriate pool for each booking based on their requirements
- Clear Pool Identification: Meaningful names make it obvious which pool to choose
- Better Financial Organization: Expenses route to the correct cost centers and departments

SCOPE

- Hotel checkout in Neo

Checkout: RESIDENCE INN DOWNTWN MARRIOTT 25/03/2026

Hotel



Residence Inn Downtown Marriott

CANCELLATION POLICY

Cancel on 23 Mar 2026 by 23:59 local hotel time to avoid 1 night(s) charge

[View rate conditions](#)

LOYALTY PROGRAM

You have no applicable loyalty card. [Add a loyalty card to my profile](#)

PAYMENT

Payment method *

☒ Conferma

Account name *

First valid account name

Trip summary

IN POLICY

Fri, Dec 13 - Sun, Dec 15
Doctor Vernon Bear

€100.00
total price, incl. fees

Hotel

€100.00

Hotel Les Bulles De Paris
20 RUE DU TEMPLE, PARIS
75004, FRANCE

Friday, December 13 - Sunday, December 15
2 nights

By clicking "Next", I accept the rate conditions.

- Users selecting Conferma as their payment method
- Administrators managing payment pool settings

OUT OF SCOPE

- Hotel checkout in legacy systems

Neo
HOME
TRAVEL
?
Mr bear vernonada

Delivery and Payment
X

Delivery & Payment

Delivery: **E-billet**

Traveller's information for Mr bear vernonada

* **E-mail** dnichifor-ext@kds.com SNCF will send an email at this address, allowing to print travel documents

Payment:

☐ Credit Card: AIDA

☒ Agency Billing

Loyalty Cards

SNCF: Grand Voyageur 3453545454

Next

- Other travel services (flights, car rentals, etc.)
- Payment methods other than Conferma

[TRIP SUMMARY] EMAIL SETTING REMOVAL FROM ADMIN SUITE

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

SYNOPSIS

The removal of Trip Summary PDF attachments from Neo itinerary emails was delivered in Neo 25.2.

With the 26.1 release, the **Trip Summary Email** setting from Admin Suite will be removed and the option to include the PDF attachment will no longer be available.

The **Trip Summary PDF** setting will be automatically removed from Admin Suite during this release.

SCOPE

This change applies to:

- **All user types:** Internal and External
- All Neo Travel email notifications

[PNR IMPORT] IMPORT PRICE FOR RAIL PASSIVE SEGMENTS FROM PNR REMARKS

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

SYNOPSIS

With the 26.1 release, Neo will improve support for capturing offline rail bookings by automatically importing passive rail segment prices from remarks. This facilitates accurate pricing for rail offline bookings and supports approval workflows.

What is changing?

- The import robot now parses remarks in the PNR to extract rail segment prices.
- Supports one-way and round-trip remark formats.
- Implements robust error handling and logging for invalid or missing remarks.
- Supports parsing of remarks in the format:
 - **One-way trip:**
RAIL QUOTED FARE Sx <price><currency>
→ x is the segment index in the PNR.
 - **Example** : RAIL QUOTED FARE S1 89.00EUR
 - **Round trip:**
RAIL QUOTED FARE Sx Sy <price><currency>
→ x and y are the segment indexes of the round trip in the PNR.
 - **Example** : RAIL QUOTED FARE S1 S2 240.00EUR

Benefits

- Automates price import for rail passive segments.
- Facilitates compliance with approval processes.
- Improves data integrity for offline rail bookings.

[SABRE] PAID SEATS

MADE FOR...?	Traveler Arranger Travel Manager
ACTIVATION REQUIRED?	Yes - manual activation required
ADMIN SUITE NODE	Travel Air Rail Special Services
VALIDATION BY AGENCY REQUIRED	Yes

SYNOPSIS

Neo now supports users' ability to select and book **chargeable seats** directly from the aircraft seat map when available.

This enhancement improves flexibility and allows travelers to make more informed seating choices during booking.

For GBT clients

Additional end-to-end testing will have to be performed to provide a smooth user experience.

Key Features:

- **Chargeable seats** are displayed on the seat map with their **associated prices**.
- These seats often provide **additional benefits**

Lufthansa
CDG - FRA
Fares
Seats

Total Price **\$167.63**

[Back to search](#)

Edit search

Search results
Current search: CDG - Paris Charles de Gaulle — FRA - Frankfurt, Thu, Mar 12

Select 9A paid seat \$30.17

Available

Paid seat

Selected

When the seat is booked, the price of the seat is displayed

Frankfurt 3/12/2026

Booked
 Approved

[View history](#)

RESERVATION NUMBER

QWQFWP

TRAVELER INFORMATION

Mr. John Doe

Add a service

Flight/Train

Hotel

Car rental

Thu 12 Mar

Thu 12 6:25 AM

Thu 12 7:45 AM

Lufthansa to Frankfurt, Germany

Thu 12 Mar

Trip starts

Trip ends

Modify

Cancel trip

Duplicate

Share

ADD SERVICE

BOOKABLE TRIP COST

\$197.80

Flight

\$167.63

Seats

\$30.17

In fare details

Fare details

Carrier's remarks

No remarks provided by the supplier.

Baggage

Fees and restrictions may apply for luggage. For more information please visit the website of the airline.

Fare breakdown

Base	\$91.62
Taxes and fees	\$76.02
Seats	\$30.17
Total	\$197.80

CONFIGURATION

- Seat Reservation can be added under the Admin Suite node **Travel | Air Rail |Special Services**
 - Select Seat Reservation or All

Special Service

CRS		
Airline/Railway		
Special Service	Seat Reservation	

Save and Add New Item

Save

Cancel

When the seat is booked, an EMD (Electronic Miscellaneous Document) will be issued by the travel agency to collect fees for the additional service.

SCOPE

- This feature is specifically for Sabre.

[NEO] BOOKING DATA CAPTURE FOR MACHINE LEARNING

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	Yes - manual activation required
ADMIN SUITE NODE	Travel Air Rail Special Services
VALIDATION BY AGENCY REQUIRED	Yes

SYNOPSIS

Neo is developing a machine learning model to improve the ordering of flight and train search results. By collecting and analyzing search and booking data we aim to present users with more relevant travel options, ultimately enhancing their booking experience and search efficiency

From 26.1 onwards, Neo will automatically capture booking information when opted-in companies users complete a travel booking, This data is then sent to the data platform. This enhancement is developed to provide more accurate insights into user decision-making patterns, as booking selections represent final choices.

This feature does not affect the user booking experience or interface. Data capture happens in the background and does not change how users search for or book travel. This enhancement does not directly impact the expense management tool or modify any existing search or booking functionality visible to users.

SCOPE

- This applies to Amex GBT Neo customers who have opted to data capture
- The data capture occurs automatically during the booking process and requires no action from end users.

OUT OF SCOPE

- Non-Amex GBT Customers
- Other services - Hotel, Car Rentals and Ground Transport.

REMINDER OF UPDATES FOR SERVICE PACK 25.5 SP

[TRANSPORT] FARE DISPLAY EXPERIENCE ENHANCEMENTS

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

SYNOPSIS

To help users better understand how fare selection works in Neo, a new message has been introduced on the transport results page. This enhancement aims to build user confidence by clearly explaining how to access additional fare options beyond the one initially displayed.

A new **message** titled **Want a different fare?** is now displayed on the **first transport card**.

The screenshot shows the 'Transport results' page for a search from London to New York (NY) on Monday, 08 Sep. The page displays a list of recommended flights. The first flight is British Airways (AA 185) from LHR to EWR, departing at 16:35 and arriving at 19:25, with a duration of 7h 50m. The total price is £6,224. A message overlay titled 'Want a different fare?' is displayed over the first flight card, stating: 'Fares you see in this page have been selected according to your company's preferences. You can see other class and fare options after selecting your full itinerary.' The message includes a close button (X) in the top right corner. Below the message, the flight details for the first card are visible: AA 185 • 1,054kg CO2. The second flight is Finnair (BA 175) from LGW to JFK, departing at 15:40 and arriving at 22:10, with a duration of 11h 30m and 1 stop (KEF). The total price is £1,756. The third flight is also Finnair (BA 175) from LGW to JFK, with the same details as the second flight. The page includes filters for Stops, Companies, Price, Airport/station, Connections, CO2 emissions, and Compliant only. A 'Sort by Recommended' dropdown is also present.

Users will be able to close the message by clicking the **X** in the upper right corner, which will prevent its reappearance in current and future sessions, including on the return leg of round-trip searches.

This enhancement is the first step in a broader initiative to improve the fare display and selection experience in Neo.

[RAIL] DEUTSCHE BAHN FARE NOTES

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

SYNOPSIS

Neo users can now access detailed fare information from Deutsche Bahn directly within the platform. Previously, this information was not available through Neo's booking tool.

Users will now see links to Deutsche Bahn's fare details pages based on their language preference, making it easier to understand fare options without leaving Neo.

How It Works

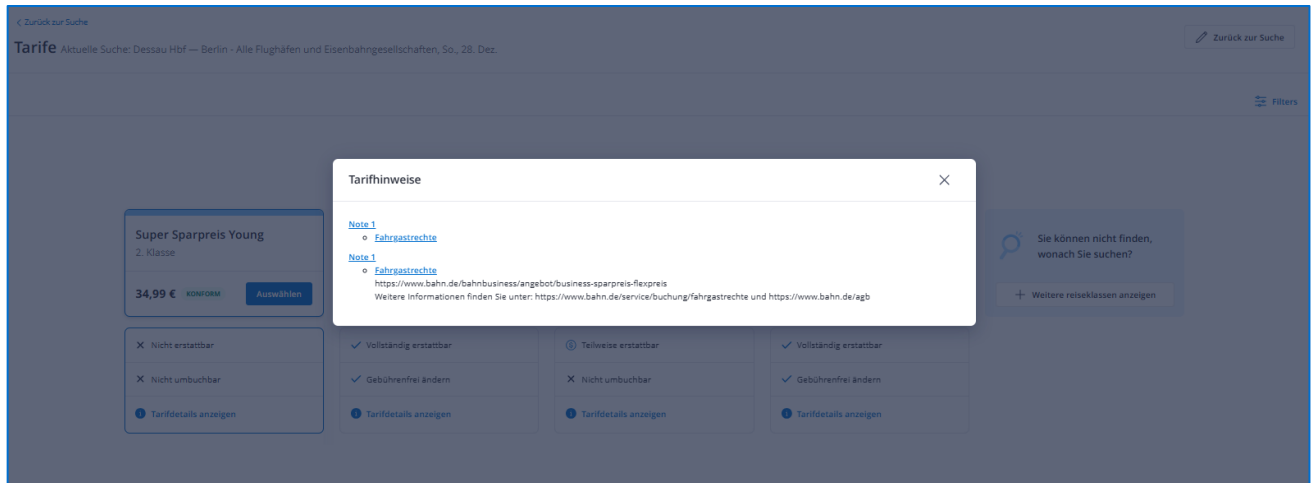
When booking train travel, users will see links to Deutsche Bahn's business fare information pages. The link displayed depends on the user's language setting:

- **German (DE):** Link to Deutsche Bahn's business fare page in German
- **English (EN):** Link to Deutsche Bahn's business fare page in English
- **Other languages:** German fare page is displayed by default

The screenshot shows the Deutsche Bahn (DB) website interface for a journey from Dessau Hbf to Berlin Südkreuz. The page displays four fare categories with their respective prices and conditions:

- Super Sparpreis Young (2. Klasse):** 34,99 € KONFORM. Buttons: Auswählen, Tarifdetails anzeigen.
- Flexpreis (2. Klasse):** 50,90 € KONFORM. Buttons: Auswählen, Tarifdetails anzeigen.
- Sparpreis Business - Corporate (2. Klasse):** 57,99 € KONFORM. Buttons: Auswählen, Tarifdetails anzeigen.
- Flexpreis Business - Corporate (2. Klasse):** 59,70 € KONFORM. Buttons: Auswählen, Tarifdetails anzeigen.

Below the fare cards, there are sections for 'Nicht erstattungsfähig' (Not refundable) and 'Vollständig erstattungsfähig' (Fully refundable) with checkboxes for 'Nicht umbuchbar' (Not bookable) and 'Gebührenfrei ändern' (Change fee-free). A 'Tarifdetails anzeigen' (Show fare details) link is present for each fare card. A search bar at the top right shows 'Zurück zur Suche' (Back to search).



SCOPE

This feature is specifically for the Deutsche Bahne direct link.

[SNCF] LAUNCH OF OFFERS FOR 'OPTIMUM' AND 'OPTIMUM PLUS'

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

SYNOPSIS

SNCF has introduced two new first-class offers for TGV INOUI: **OPTIMUM** and **OPTIMUM PLUS**, available for travel from **8 January 2026**. These offers aim to deliver a best-in-class experience for business travelers.

As part of this change, **Business Première will no longer be available for sale from 19 December 2025**.

Both OPTIMUM and OPTIMUM PLUS are **fixed price, fully flexible offers**.

Pricing remains the same whether travelers book on the day of departure or several weeks in advance.

Summary of New OPTIMUM and OPTIMUM PLUS Offers

- **OPTIMUM Offer** is now available in the **Neo Fare Display**
- Dedicated Seat Spaces for OPTIMUM

Select seat

Train info
Train 6689

COACH

1 2 3 5 6 7 8

DECK

Bottom Top

FIRST ESPEACE OPTIMUM PLUS

Train direction unavailable

179 177 175 172 169 166 163 160 157 154 151 148 145 142

178 176 174 171 168 165 162 159 156 153 150 147 144

173 170 167 164 161 158 155 152 149 146 143 140

Available

Selected

Occupied or blocked

Exit

Table

Baggage storage

Stairs

Toilet

- **OPTIMUM** services are listed in the **Fare Details** section of the shopping basket.

Fare details

Fare conditions

PARIS - LYON

Public Fare

First (C)

Before departure

✓

Change for free

✓

Fully refundable

[View fare notes](#)

Carrier's remarks

Tarif OPTIMUM PLUS:

Exchange or refund free of charge up to 30 minutes after departure. From 30 minutes before departure, ticket may be exchanged once and will not be refunded thereafter. If you are taking another train, exchange is compulsory.

-

Presse et contenus sur le Portail TGV INOUI

Prise électrique individuelle

Salon Grand Voyageur

Optimum Plus

Espace calme et dédié

Restauration à la place

Ligne téléphonique dédiée

Bagages inclus

[Show less](#)

Fare breakdown

Base	€180.00
Taxes and fees	€0.00

Close

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P.25

[TRANSPORT] CARRY-ON BAGS IN NEO

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

SYNOPSIS

Travelers and bookers need clear carry-on baggage information when planning a journey. Knowing whether a fare includes carry-on bags as well as any associated limits helps them compare options and avoid unexpected fees at the airport.

Key Enhancements

Neo users will now be able to view carry-on baggage details directly within the **Fare Display** page, just below the checked baggage information. Where provided by the supplier, users will see:

- Whether carry-on bags are included in the fare
- The number of carry-on bags allowed
- The maximum permitted weight for each bag (displayed per bag when more than one is included)

Premiere Standard First	Business Business	Premium Standard Premium Eco	Premium Flex Premium Eco	Premium Premium Eco	Economy Light Coach
€12,427.65 IN POLICY Select	€11,173.65 IN POLICY Select	€2,660.65 IN POLICY Select	€2,895.65 IN POLICY Select	€5,417.65 IN POLICY Select	€1,247.15 IN POLICY
☒ Non-refundable	☒ Fully refundable	☒ Non-refundable	☒ Fully refundable	☒ Fully refundable	☒ Non-refundable
☒ Change with fee	☒ Change for free	☒ Change with fee	☒ Change for free	☒ Change for free	☒ Change with fee
☒ 3 bags	☒ 2 bags	☒ 2 bags	☒ 2 bags	☒ 2 bags	☒ No checked bag included
☒ 2 carry-on bags, 9 kg	☒ 2 carry-on bags, 9 kg	☒ 2 carry-on bags, 6 kg	☒ 2 carry-on bags, 6 kg	☒ 2 carry-on bags, 6 kg	☒ 1 carry-on bag, 12 kg
☒ Seat selection	☒ Seat selection	☒ Seat selection	☒ Seat selection	☒ Seat selection	☒ Seat selection with fee
☒ Check-in priority	☒ Check-in priority	☒ Check-in priority	☒ Check-in priority	☒ Check-in priority	☒ No check-in priority
☒ Boarding priority	☒ Boarding priority	☒ Boarding priority	☒ Boarding priority	☒ Boarding priority	☒ No boarding priority
☒ Lounge access	☒ Lounge access	☒ Lounge access with fee	☒ Lounge access with fee	☒ Lounge access with fee	☒ No lounge access
☒ Not eligible for upgrade	☒ Eligible for upgrade with fee	☒ Eligible for upgrade with fee	☒ Eligible for upgrade with fee	☒ Eligible for upgrade with fee	☒ Eligible for upgrade with fee

AMEX GBT

Neo

NEO EXPENSE

[EXPENSE] NEW PERMISSION SETTING FOR ARRANGER APPROVALS

MADE FOR...?	Arranger Neo Admin Approver
ACTIVATION REQUIRED?	Yes
ADMIN SUITE NODE	Expense Company Expense Settings

SYNOPSIS

In addition to the controls in place between the beneficiary and the approvers, Neo now checks that the person approving the expense report is not the same person who submitted it as an arranger.

This new setting addresses an important audit and compliance consideration: arrangers who also have an approver role should not be able to both submit and approve an expense report, as this creates a potential compliance risk in the approval process. By separating submission and approval responsibilities, clients can strengthen their internal controls and meet audit requirements more effectively.

Neo now includes enhanced approval controls that allow customers to define whether approvers can approve or reject expense reports they submitted on behalf of other travelers as arrangers. The system recognizes three distinct approver roles (supervisor, delegate, and substitute) and applies approval restrictions based on the customer's configuration preferences.

By default, the new setting will be enabled for all customers, meaning that approvers will still be able to approve reports they submitted on behalf of someone else.

Arrangers can still submit expense reports for travelers. However, customers can now choose to prevent those arrangers from approving or rejecting the reports they submitted. Neo evaluates only the most recent submission when determining whether to block an approval action.

Customers can configure arranger approval permissions via the **Arranger approval** setting under **Company Expense Settings**.

SCOPE

This feature is for approvals in Neo expense.

[EXPENSE] EXPANDED DELEGATION CAPABILITIES FOR APPROVER ROLES

MADE FOR...?	Traveler Neo Admin
ACTIVATION REQUIRED?	No

SYNOPSIS

Delegates and substitutes were previously limited in their approver capabilities and did not have access to the full range of actions available to Supervisors. This created workflow restrictions and prevented complete delegation of responsibilities. To support more flexible and comprehensive approval processes, their scope of rights has been expanded.

Settings have been updated to grant delegate and substitute approvers the same rights as the main approver.

The Delegate or Substitute Approver Can Now:

- Hold the same approval rights as the main approver
- Modify the authorized amount per expense line
- Access partial and total authorized approval amounts
- Reject or validate expense lines

NOTE: These rights apply only when the main approver possesses the corresponding rights.

[ACCOUNTING] IMPROVED SEARCH EXPERIENCE FOR ACCOUNTANTS WITH A FIXED SEARCH BAR

MADE FOR...?	Accountant
ACTIVATION REQUIRED?	No

SYNOPSIS

To streamline and optimize the search experience for accountants, the user interface has been enhanced by introducing a sticky header when scrolling after a search has been performed.

With this improvement, the search header and criteria remain visible while navigating through the list of results, providing clearer context and reducing the need to scroll back up. This update increases accessibility and improves the overall usability of the Search page.

SCOPE

This feature is specifically for the Accounting module for Neo expense.

[ACCOUNTING] TOTAL AMOUNTS DISPLAY ON ACCOUNTING SEARCH PAGE

MADE FOR...?	Accountant
ACTIVATION REQUIRED?	No

SYNOPSIS

To support accountants with clearer financial oversight in their daily operations, Neo is introducing a new **Total Amounts** display format on the **Accounting | Search** page.

What's New

After executing a search, users will now see aggregated totals for the results returned, including:

- Total number of reports
- Total reported amount
- Total reimbursable amount

This enhancement provides accountants with a quick and comprehensive view of financial data without needing to export or manually calculate totals.

Expense reportsExportNew ExportSearch

All report statusesDraftPending approvalReady for exportPending exportCleared for paymentClear filters

Start date*20/12/2025

End date*05/01/2026

Employee

Search reports

The maximum period is 3 years

Total expense reports 3Total reported amount 1244.82 EURTotal reimbursable amount 1153.36 EUR

Requested

Expense report ID	Employee	Modification date	Policy	Amount	Approval status	Expense report status
66608 December 26.1	Spain A Bear Neo Expense (Spain Demat)	30/12/2025	OUT OF POLICY	30.00 EUR 121.46 EUR	Requested	Submitted
66285 test arranger SEPA	The User Neo Expense (Accountant 1st)	29/12/2025	IN POLICY	179618 JPY	Requested	Submitted
66561 Approver field	Spain A Bear Neo Expense (Spain Demat)	29/12/2025	IN POLICY	45.00 EUR	Requested	Submitted

1 - 3 of 31Items per page25

SCOPE

This feature is specifically for the Accounting module for Neo expense.

[ACCOUNTING] NEW BUTTON TO REQUEST EXPORT OF ALL EXPENSE REPORTS

MADE FOR...?	Accountant
ACTIVATION REQUIRED?	No

SYNOPSIS

A **Request to Export All** button has been added to the **Ready for Export** page. This feature enables exporting all expense reports in the results list with a single action, removing the need for individual selection.

A counter is displayed on the button, showing the total number of expense reports included in the export request.

The screenshot shows the 'New Export' page in the Neo system. At the top, there's a navigation bar with 'Expense reports', 'Export', and 'New Export' (highlighted). Below the navigation bar, a message states: 'We are currently improving the design and performance of the export pages, in this new tab you can have a quick look of what it will look like.' In the top right corner, there's a 'Ready for export 10' button, which is highlighted with a red box. To its right are 'Export requested' and 'Files to download' links. Below these, there's a 'Request 10 expense reports' button. The main content area is a table with columns: 'Expense report name', 'Employee', 'Policy', and 'Amount'. The table contains two rows of expense reports, both from 'Traveler British United Kingdom' and both marked 'IN POLICY'.

Expense report name	Employee	Policy	Amount
177472 April 2020 (2)	Traveler British United Kingdom	IN POLICY	8.00 GBP 8.77 GBP
177332 March 2020	Traveler British United Kingdom	IN POLICY	88.89 GBP

SCOPE

This feature is specifically for the Accounting module for Neo expense.

[EXPENSE] ISO 20022 SEPA FORMAT UPDATE FOR CASH ADVANCE

MADE FOR...?	Traveler Accountant
ACTIVATION REQUIRED?	Yes - Manual activation required
ADMIN SUITE NODE	Expense Reimbursement Settings Cash Advance

SYNOPSIS

The European banking system is migrating to the **ISO 20022 standard** for all SEPA payments, which requires the **structured or hybrid format of beneficiary addresses** in all payment files.

This feature supports **compliance with the ISO 20022 mandate** for customers using Cash Advance by making the user's personal home address a **mandatory requirement** for submitting a Cash Advance request using the **Bank Transfer** reimbursement method.

CONFIGURATION & TECHNICAL DETAILS

A new setting has been added in Admin Suite to allow customers to enable SEPA transfer for cash advance.

General Settings	
Check	☐ Use Check
Cash	☒ Use Cash
Payroll	☐ Use Payroll
Transfer	Yes, with bank account ▼
SEPA Transfer	☒ Include beneficiary address

When this setting is activated and a user selects **'Transfer with Bank account'** as the reimbursement method, the system checks the user's **Profile** for mandatory personal address information. If the mandatory address information is missing, the user will be prompted to complete the data before submission.

Upon submission, the user's personal address will be linked to the Cash Advance request and included in the Cash Advance Export CSV and XML.

Export File Updates for SEPA Compliance:

To accommodate the added information, **Neo Cash Advance CSV** and **Neo Cash Advance XML** will be updated for all customers (regardless of if SEPA transfer is used).

If a customer has not activated SEPA transfer setting, the new columns in CSV and the new property in XML will be empty.

- **CSV Updates:** 7 new columns have been added to the Neo Cash Advance CSV export (column number 60 to 66) to accommodate for beneficiary street name, postal code, city name and country code.
- **XML Updates:** A new node, <BeneficiaryAddress>, has been introduced in the XML file, acting as a container for all the new structured address elements.

[EXPENSE] ENABLE ITEMIZATION FOR BILL TO EXPENSE IMPORTED EXPENSE LINES

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No

SYNOPSIS

This feature enables travelers to **itemize expense lines that are imported via Bill to Expense**, allowing for comprehensive data entry at the sub-line level.

This enables greater flexibility, accuracy and improves compliance with internal and external reporting requirements. The end-to-end expense workflow for Bill to Expense is also now streamlined.

Travelers can now create additional expenses in the form of sub-lines to provide more details on an expense lines imported via Bill to Expense, provided that itemization is enabled in the expense nature of the main line.

This **improves Reporting Accuracy** with more precise allocation of costs and accurate reporting by allowing different expense natures and segments within a single bill line.

No user or administrator configuration is required.

The feature is automatically applied to all eligible Expense lines.

SCOPE

All Bill-to-Expense (B2E) lines imported into a user's expense report.

[EXPENSE] NEW EXPENSE REPORT PAGE BECOMES DEFAULT VIEW

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No

SYNOPSIS

From this release Neo expense is switching to the new expense report view as the default experience for all users.

This change will give users the opportunity to explore and become more familiar with the updated interface at their own pace, making the transition smoother when the old view is removed in the near future. The switch toggle will remain, allowing them to maintain the flexibility to switch back to the old view whenever needed.

To guide users through this change, a one-time welcome pop-up will appear to introduce the new view and its main features.

[Back to the expense reports list](#)

☒ New report page

More ▾

Submit

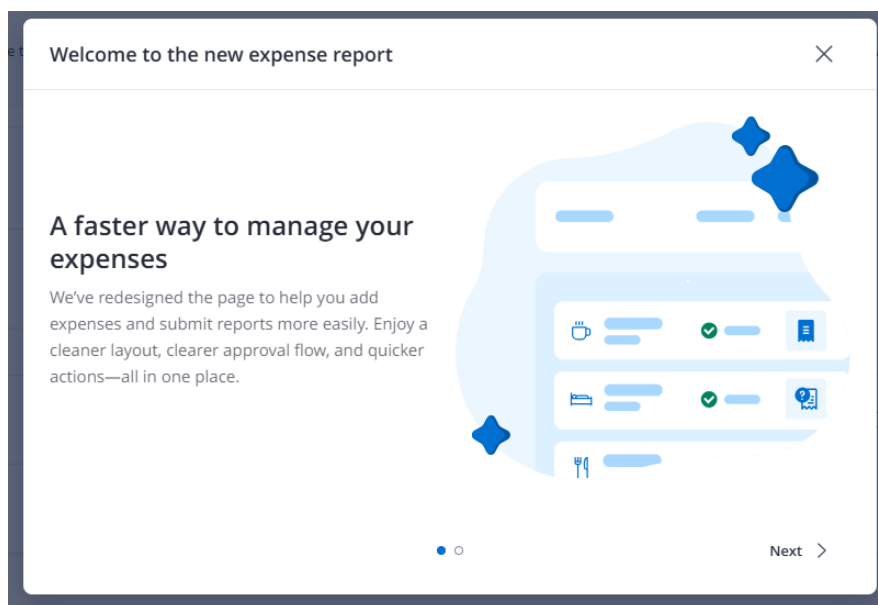
November 2025 (2)

#196078

Reported amount

Reimbursable amount

Status



SCOPE

This feature applies to all Neo users managing their own expense reports.

[EXPENSE] NEW EXPENSE REPORT PAGE UPDATE: EDIT REPORT DETAILS AND VIEW TOTAL AMOUNT BREAKDOWN

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No

SYNOPSIS

To provide users with easy access to comprehensive expense report information, the previous **Summary** and report header sections have been migrated and combined into a new dedicated pop up called **Report details**. This enhancement allows users to view key report information, a summary of the report amounts as well as the full calculation of their reimbursable amount, all in one place and organized in easy-to-navigate tabs.

This streamlined approach helps users quickly understand their reimbursable amounts, review expense details, and manage report information without switching between multiple screens.

This **Report details** pop up is accessible via an action button in the header overview of the expense report page. This feature consolidates all information into two main tabs:

- **Information:** This tab groups essential report fields (like the report name, reason for expense, cash advance selection, and distribution whenever applicable). These fields are now editable directly within the pop up when the report is in **Draft** status. Input validation is applied to fields like the Report Name (limited to 30 characters), with error messages appearing if mandatory fields are left empty.
- **Amounts details:** This tab provides a transparent breakdown of the reimbursable amount, including personal expenses, non-reimbursable amounts (out-of-policy deductions), company-paid expenses, and any applicable tax benefit details. Each sub-section is collapsible for improved readability.

In a future release, an additional tab will be added inside this popup showcasing the expense report history.

Back to the expense reports list

November 2025 (2)

New report pageMoreSubmit

#196078

Report details

Total amount10.61 GBPStatusDraft

Expense typeLocationAdd expense

Expense type	Location	Date	Local Amount	Amount	Receipt	Issues
1 Breakfast	Paris	19/12/2025	12 EUR	10.61 GBP		

Report details

Expense report ID: #196078

10.61 GBP

reimbursable

DETAILS

Reported amount10.61 GBP

Reimbursable amount10.61 GBP

Information

Expense report name *November 2025 (2)

Reason for expense

Distribution

Cost CenterSales

Project CodeSales Project 1

P&L Account

TAN PrefixAOVO

Report last updated on vendredi 19 décembre 2025 at 10:00

Report details

Expense report ID: #196078

282.92 GBP

reimbursable

DETAILS

Reported amount309.45 GBP

Out of policy expenses-26.53 GBP

Reimbursable amount282.92 GBP

Information

Expenses listed here are totally or partially deducted from your total reimbursable amount

Out of policy expenses26.53 GBP

1. Breakfast

OUT OF POLICY

Authorized17.68 GBP

Reported-44.21 GBP

Non-reimbursable-26.53 GBP

Report last updated on vendredi 19 décembre 2025 at 10:46

CancelSave

SCOPE

Applies only to customers with distribution segment type in auto-complete - if at least one segment type is not configured as auto-complete in the report header, the old popup will still be applied.

This feature applies to all expense users managing their own expense reports.

REMINDER OF UPDATES FOR SERVICE PACK 25.5 SP

[NEW EXPENSE REPORT] NEW COLUMN FOR LOCAL CURRENCY

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No

SYNOPSIS

From SP 25.5 users are allowed to view local currency amounts directly in the new expense report view. With this improvement, users will benefit from clearer visibility and a more intuitive experience when processing their expense reports.

How it works

When expenses are added in currencies different from the company's main currency, both the original amount (in the local currency) and the reimbursable amount (in the company currency) will be displayed side by side. This provides better visibility into multi-currency expenses and reduces confusion related to exchange rates.

A new **Local Amount** column will appear in the expenses table within the new expense report page, positioned just before the exchanged amount.

- Displays expenses reported in a currency different from the company's reference currency
- Shown in subtle grey to distinguish it from the main reimbursement amount
- Appears only when at least one foreign-currency expense is present; otherwise it remains hidden to keep the interface clutter-free

The screenshot shows the 'New report page' for November 2025. A message at the top states: 'You cannot submit the report. There are 9 issues blocking the submission.' The report details for #178302 show a reported amount of 129.49 GBP and a reimbursable amount of 17.68 GBP. The table below lists four expenses: Lunch in Paris (04/11/2025), Lunch in Paris (02/12/2025), Breakfast in London (02/12/2025), and Lodging in New York (25/11 - 27/11/2025). The 'Local Amount' column is highlighted in red, showing values in EUR and USD alongside the GBP amounts. The 'Status' column indicates 'Several anomalies in the expense' for the last three items.

Expense type	Location	Date	Local Amount	Amount	Receipt	Status
1 Lunch	Paris	04/11/2025	20 EUR	17.68 GBP		
2 Lunch	Paris	02/12/2025	20 EUR 0 EUR	17.68 GBP 0.00 GBP		Several anomalies in the expense
3 Breakfast	London	02/12/2025		15.00 GBP 0.00 GBP		Several anomalies in the expense
4 Lodging	New York	25/11 - 27/11/2025 2 nights	100 USD 0 EUR	79.13 GBP 0.00 GBP		Several anomalies in the expense

SCOPE

This feature is applicable to the new view of the **Expense Report** page for travelers.

AMEX GBT

Neo

PLATFORM

[NEO] NEW PRIVACY STATEMENT CONSENT

MADE FOR...?	Travel Manager Neo Admin Traveler Arranger Accountant Approver Expense manager GBT
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

To comply with data protection regulations, Neo now tracks user consent for privacy statements when Amex GBT or KDS acts as the data controller. This enhancement addresses the legal requirement to obtain explicit user consent before processing personal data in specific contractual arrangements.

The solution introduces a new consent management system that displays the appropriate privacy statement based on the contractual relationship. When users first log into Neo, they will encounter a privacy policy pop-up that requires their acceptance before they can access the platform. The system intelligently determines which privacy statement to display—either the KDS data controller version, the KDS data processor version, or the TMC (Travel Management Company) privacy statement—based on the company's configuration settings.

Privacy policy

By clicking on **Agree and continue**, I confirm that I have read and accept [Neo privacy statement](#)

Agree and continue

A new **Neo contract holder** setting has been added to the **Company Setup | Data Management** screen, allowing administrators to specify whether KDS or Amex GBT holds the Neo technology contract. This setting, combined with the existing **Data controller** checkbox, determines which privacy statement(s) users will see.

The consent date and time is recorded in the Neo database, so that the user only sees pop-up once upon their initial acceptance.

Administrators should configure the following settings in Admin Suite:

Please note that settings are updated properly for GBT clients during the release load in production.

- **Company Setup | Privacy Statement:**

- Configure **TMC Privacy Statement** checkbox as needed
- The TMC privacy statement will either replace Neo's own privacy statement if Neo is acting as data processor for the company, or will be displayed alongside Neo's statement if Neo is acting as data controller

The screenshot shows the 'Privacy Statement' configuration page in the Admin Suite. On the left, a sidebar menu includes 'Edit', 'Export', and a list of settings: 'Account Security', 'Data Retention', 'Data Management', 'Privacy Statement' (highlighted), 'Accessibility', and 'Custom Locations'. The main content area has a red header 'Privacy Statement'. Below the header, it states 'Settings are not inherited (Change)'. There are two main sections: 'TMC Privacy Statement' which contains a checkbox with a question mark icon, and 'Company Privacy Statement' which contains a checkbox labeled 'Display link to company specific privacy statement alongside Neo's one'.

The system supports eight different scenarios based on the combination of these settings, automatically displaying the correct privacy statement(s) in the home page footer, and consent pop-up.

SCOPE

This feature applies to:

- All Neo users on instances where KDS or Amex GBT acts as data controller
- Companies with hybrid contractual arrangements (e.g., Amex GBT holds the Neo Travel contract while KDS holds the Neo Expense contract)

The feature affects:

- Neo home page (consent pop-up and footer)
- Admin Suite configuration screens

[ADMIN SUITE] ALLOW ADMINS TO EDIT EXPIRATION DATE AND ACCOUNT HOLDER NAME WHEN UPDATING AN EXISTING LODGE CARD

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

SYNOPSIS

To simplify the work of travel managers or other Neo administrators managing lodge credit card data when renewing cards without card number changes, improvements have been made to the edit form for existing lodge cards to allow update of card holder and expiration date information while remaining compliant with PCI DSS v4.0.1 security constraints.

Lodge Cards: ACME Inc.

General

Name	ACME Gadgets
Type	American Express
BTA Card Class	BTA (Business Travel Account) ▼
Requires CVV Code	☐

Sensitive Information

Number	3782*****0005
Account Holder	ACME GADGETS
Expiration Date	03/28

Save and Add New Item
Save
Cancel

SCOPE

This feature is available to all Neo admin users with permission to edit lodge credit card data.

OUT OF SCOPE

Updating card numbers (card number field remains locked for security reasons). Lodge cards renewal, which includes card number changes must be handled as card deletion and subsequent re-creation.

[NEO] ENHANCED LOGIN SECURITY MESSAGING AND EMAIL NOTIFICATIONS

MADE FOR...?	Traveler Arranger Travel Manager Neo Admin Accountant Approver Expense Manager GBT
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

To enhance security and protect user accounts, Neo has standardized login error messaging and introduced automated email notifications for account lockout scenarios. This update supports security team requirements by reducing the risk of potential attackers gaining information about account status through varied error messages.

Previously, different error messages displayed during failed login attempts could inadvertently reveal information to unauthorized users. The system now displays a consistent **Login Failed** message for all authentication failures, regardless of the cause. This standardization applies to both Neo and Admin Suite login pages.

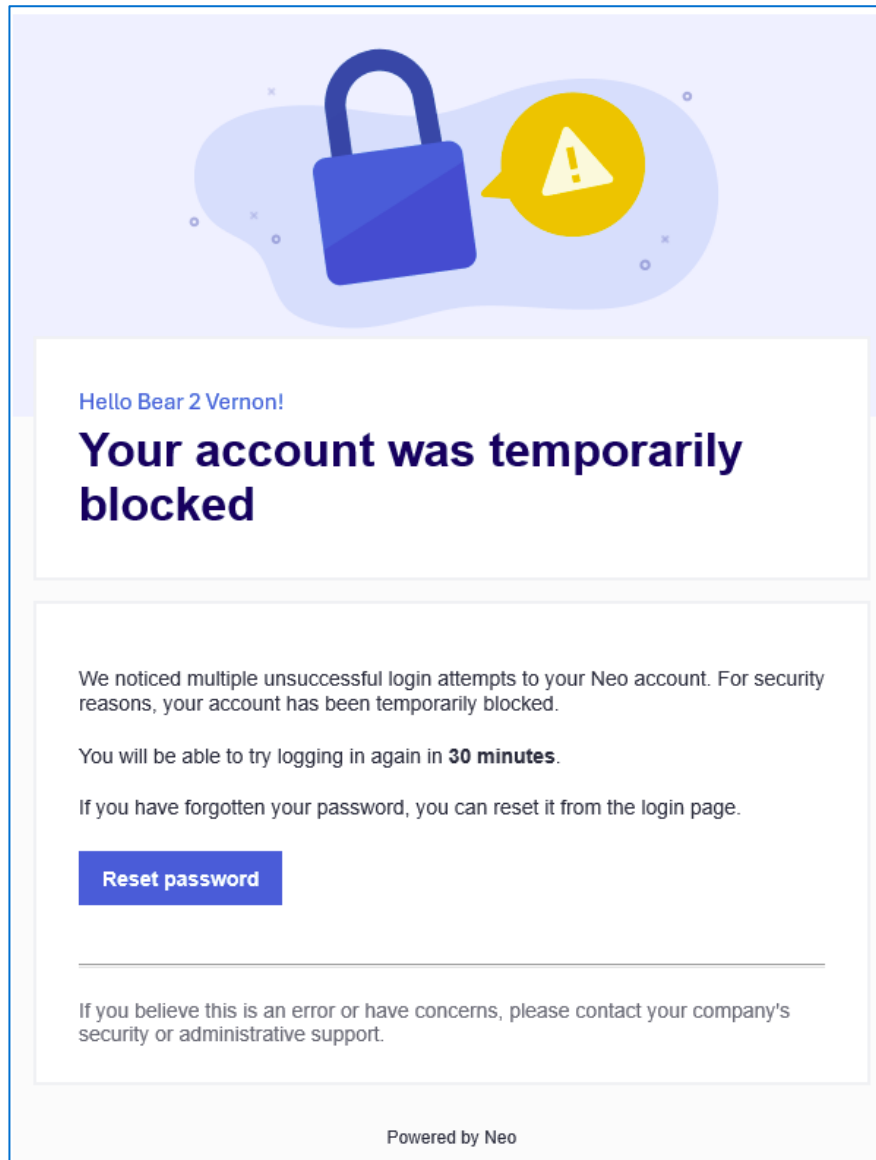


The screenshot displays the Neo login interface. At the top, the 'Neo' logo is prominently shown. Below the logo, a red error banner with a crossed-out circle icon and the text 'Login failed.' is visible. Underneath the banner, there are two input fields: 'Username:' with the value 'User123' and 'Password:' with masked characters '.....'. At the bottom of the form, there is a blue 'Logon' button and a blue link labeled 'Forgot Password?'.

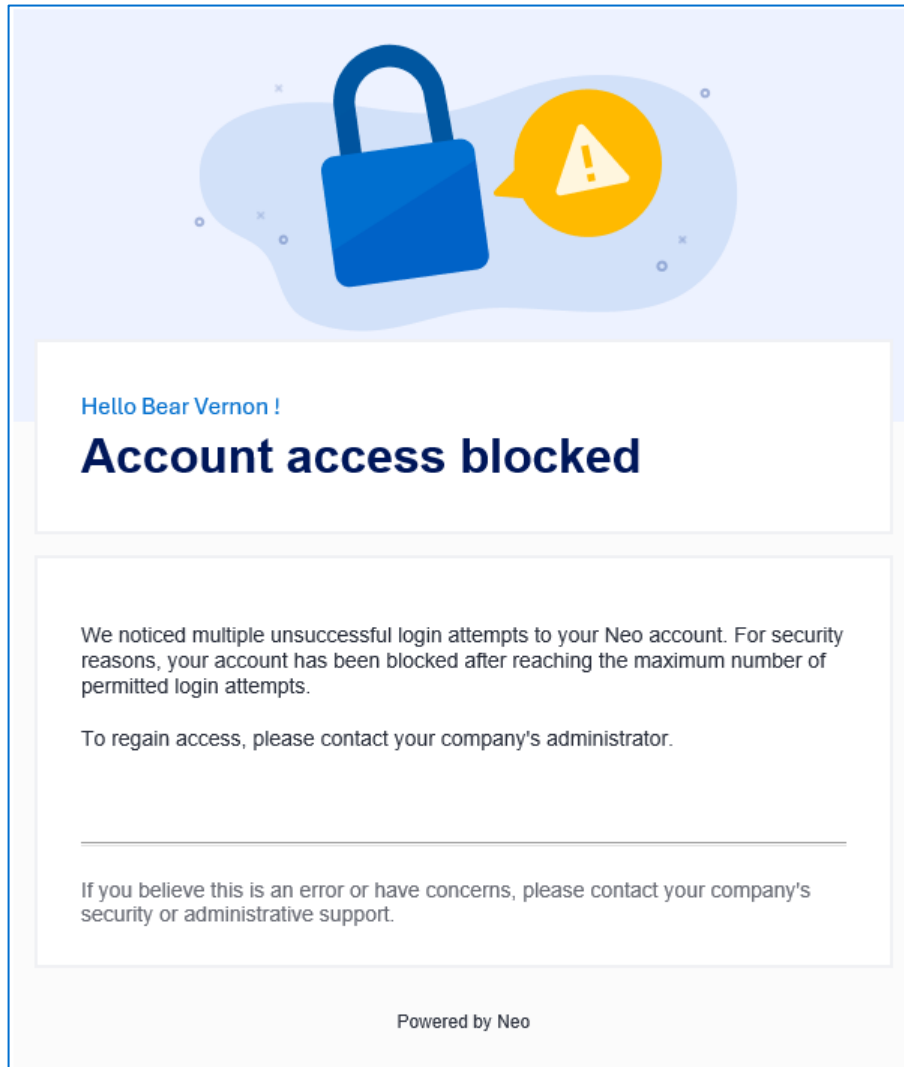
When a user account becomes locked due to failed login attempts or inactivity, the system sends an automated email notification to the registered user (provided the username is valid).

These notifications cover the following:

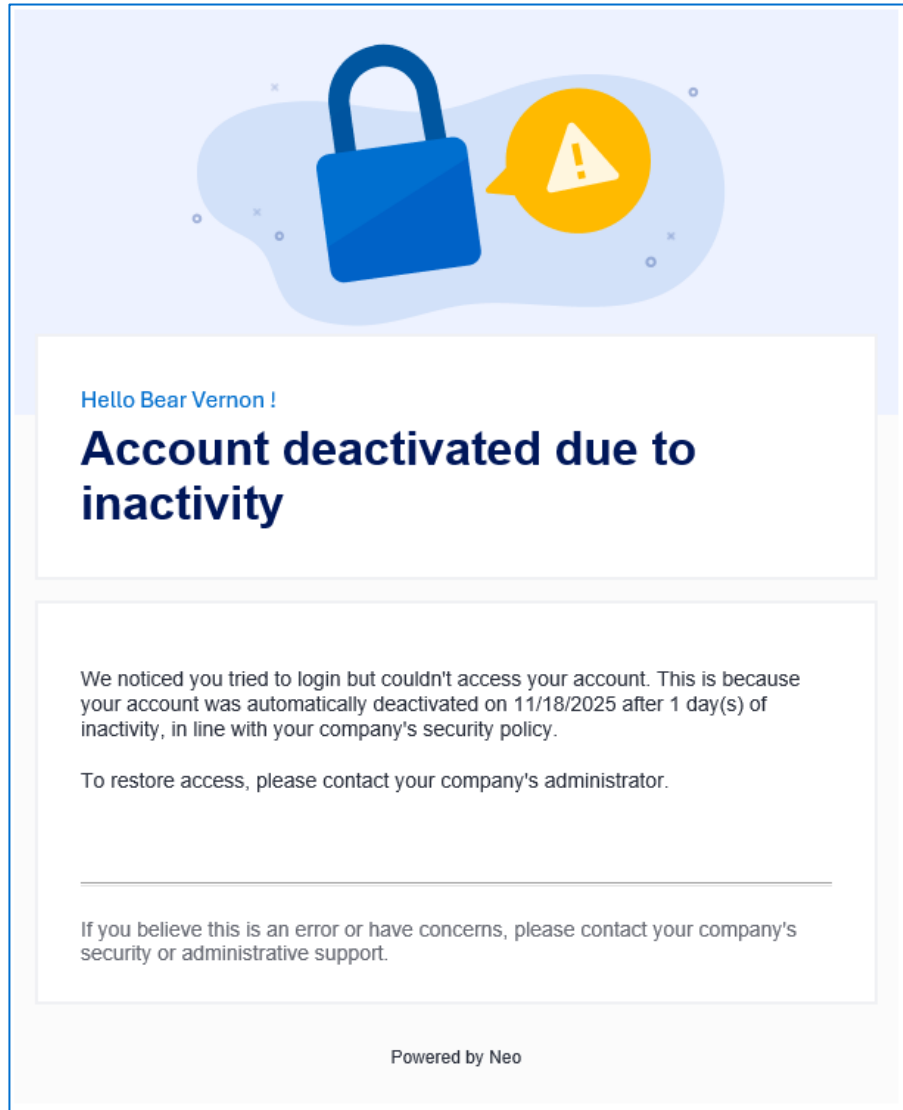
Temporary logout: Account blocked for 30 minutes after 5 failed login attempts



Administrative logout: Account blocked after exceeding the maximum failed login attempts configured in Admin Suite (**Company Setup | Account Security**)



Inactivity Lockout: Account Blocked After Exceeding Configured Inactivity Period in Admin Suite (**Company Setup | Account Security**)



Each notification explains the reason for the lockout and outlines the actions required for account recovery. This enhancement strengthens account protection while supporting a clearer user experience.

- Account security thresholds can be configured in Admin Suite under **Company Setup | Account Security**, where administrators can define:
 - Maximum number of failed login attempts before administrative lockout
 - Number of days of inactivity before account lockout

SCOPE

- All Neo users (travelers and travel agents)
- Admin Suite users
- Both standard user login and travel agent login processes

[EMAILS] REMOVAL OF ADDRESS CUSTOMIZATION OPTION IN EMAIL 'FROM' HEADER

MADE FOR...?	Neo Admin
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED	No
REQUIRES INFORMATION TO CLIENT IT DEPARTMENT	Yes

SYNOPSIS

To reinforce email security and help avoid Neo email messages from being blocked or marked as spam by email servers, Neo will no longer allow email messages to be sent with a customized **Email From** address.

After the 26.1 release, all Neo email messages will be sent from Neo.DoNotReply@kds.com.

General Settings	
Code	1079350
Neo GUID	8bf219f6-16fe-4010-d073-a04d29fc161a Global Unique Identifier
Company Name	Demo Company
Instance	dev
IATA Number	
Email Sender Name	Amex GBT Neo
Email Reply To	
Company ID	

Existing custom email addresses will be automatically removed.

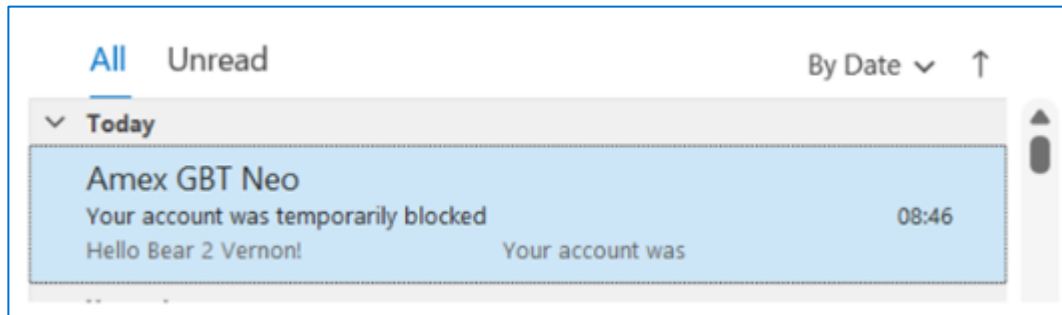
For clients who already have a customized **email from** field including a name, there won't be any change.

For clients who do not have customization in the "Email From" Field, the default value will be set to the following:

- Amex GBT Clients: **Amex GBT Neo**
- Other Clients: **Neo**

It will still be possible to customize the name in the **Email From** field to help users better identify where the email communication is coming from:

From email inbox list view:



After opening the email:



This will help Neo email messages pass SPF, DKIM and DMARC security checks made on our customers' email servers more easily.