

AMEX GBT

Neo

**Release
Notes
Neo 26.2
SP 2**

16 June 2026

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TABLE OF CONTENTS

NEO TRAVEL 2

[IN PRODUCT MESSAGING] MODIFICATION GUIDANCE ADDED TO THE TRIP OVERVIEW 3

[HOTEL] LOYALTY CARD REQUIRED INDICATOR EXTENDED TO HOTEL RATE DETAILS 5

[APPROVALS] SMART ROUTING: PRE-BOOKING APPROVAL ACTIVATION BY CRS 6

[RAIL DEUTSCHE BAHN] EXPANDED TRAIN ROUTES ACROSS EUROPE 9

EXPENSE11

[EXPENSE] NEW “CREATE REPORT” POPUP AND IMPROVEMENT OF DEPENDENT VALUES BEHAVIOR 12

[EXPENSE] MOVE EXPENSE BACK TO THE PENDING EXPENSES LIST 14

SYNOPSIS 14

[EXPENSE] RESTART TOUR OF NEW REPORT PAGE 15

[EXPENSE] RESTORE DELETED EXPENSES FROM EXPENSE REPORT PAGE 16

PLATFORM..... 17

[PLATFORM] ARRANGER USER SEARCH PERFORMANCE-RELATED RESTRICTIONS AND GUIDANCE 18

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NEO TRAVEL

[IN PRODUCT MESSAGING] MODIFICATION GUIDANCE ADDED TO THE TRIP OVERVIEW

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

SYNOPSIS

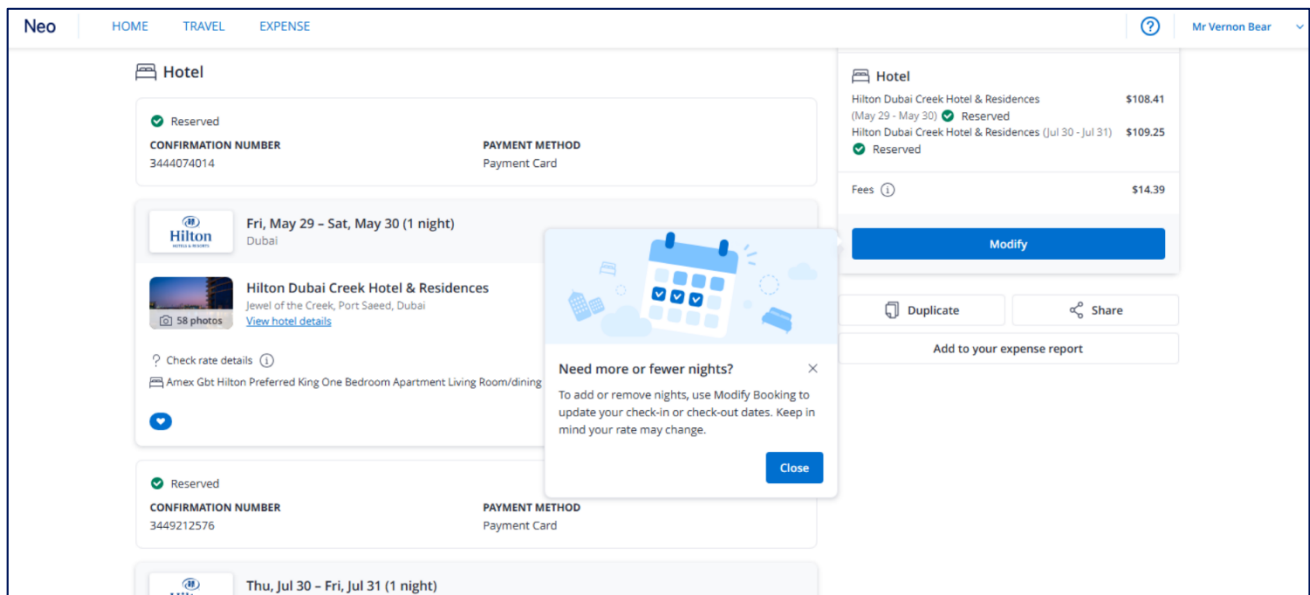
Travelers and bookers modifying reservations may be unsure how changes affect other services or how to update trip details. Amex GBT Neo now displays contextual guidance in the Trip Overview, providing clear information exactly when modification decisions are made.

Two pop-up guidance messages now appear in the **Trip Overview**. The first pop-up explains that each service in a trip can be modified or cancelled independently, leaving all other bookings untouched. The second guides bookers on adjusting hotel nights using the **Modify Booking** option, with a note that rates may change when stay dates are updated.

Manage your services independently

The screenshot displays the Amex GBT Neo Trip Overview interface. At the top, there are navigation tabs: HOME, TRAVEL, and EXPENSE. The user's name, Mr. Vernon Bear, is visible in the top right corner. The main content area shows a hotel booking for Hilton Dubai Creek Hotel & Residences, with a confirmation number of 3444074014 and a payment method of Payment Card. The booking is for a stay from Friday, May 29 to Saturday, May 30 (1 night) in Dubai. A pop-up message titled "Manage services independently" is overlaid on the booking details, stating: "Each service in your trip can be modified or cancelled separately. Your other bookings remain untouched." The pop-up has a "Close" button. To the right of the booking details, there is a summary of the booking, including the hotel name, stay dates, and a total price of \$108.41. Below this, there is a "Modify" button and a "Duplicate" button. The bottom of the interface shows a "Share" button and an "Add to your expense report" button.

Need more or fewer nights



SCOPE

- Travelers and bookers viewing the **Trip Overview** in Amex GBT Neo
- Messages display contextually within the **Trip Overview**; no action is required to activate them
- Each spotlight message is shown **only once** to each user, regardless of the number of trips they make.
- **Manage services independently** displays when:
 - The trip contains 2 or more services with at least one modifiable or cancellable service
- **Need more or fewer nights** displays when:
 - The trip contains at least one modifiable hotel booking

OUT OF SCOPE

- These messages are informational only. No changes have been made to the underlying modification or cancellation workflows.
- The guidance does not replace the **Modify Booking** functionality. It directs bookers to use the existing tools already available in Neo.

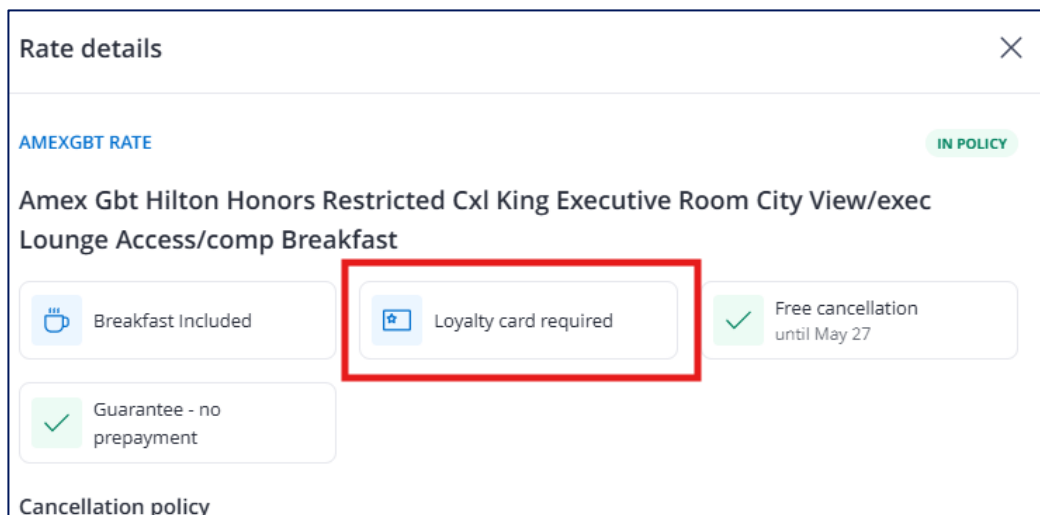
[HOTEL] LOYALTY CARD REQUIRED INDICATOR EXTENDED TO HOTEL RATE DETAILS

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

SYNOPSIS

Building on the hotel loyalty rate enhancements introduced in release 26.2, Amex GBT Neo has extended loyalty rate visibility into the rate details pop up for hotels booked using the Marketplace Platform (MPP - formerly known as SMP). Bookers who open the details of a hotel rate now see a "Loyalty Card Required" badge directly within the popup, reinforcing awareness of loyalty requirements at this additional step in the booking journey.

This addition complements the loyalty indicator already present on the hotel overview page, delivering consistent visibility across both the search results and rate detail views. Bookers gain clear confirmation of loyalty card requirements before booking the other, reducing the likelihood of booking attempts without the required program membership.



SCOPE

- Bookers searching and selecting MPP hotel rates through Amex GBT Neo
- Applicable to rate details pop ups where the selected rate requires a loyalty card
- Builds on and extends the loyalty indicator functionality delivered in release 26.2

OUT OF SCOPE

- This update applies to MPP hotels only; loyalty rate display for non-MPP hotels is not affected by this change.
- No modifications have been made to the loyalty indicator on the hotel overview page introduced in release 26.2.

[APPROVALS] SMART ROUTING: PRE-BOOKING APPROVAL ACTIVATION BY CRS

MADE FOR...?	Neo Admin GBT
ACTIVATION REQUIRED?	Yes - Activation required by NTG Admin
ADMIN SUITE	Travel Policies General Policy Settings Validation Mode = Smart Routing Transport pre-booking approval
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

In the Neo 25.2 release, Pre-booking approval was introduced, aimed at providing an alternate approval process flow so that it occurs before a trip is booked. Typical use cases include prepaid hotels, low-cost / instant-purchase carriers, and other instant-purchase options. Pre-booking approval was further improved in 25.5, adding Smart Routing to automatically route bookings for approval based on fare flexibility.

With 26.2, pre-booking approval Smart Routing has been further enhanced by adding CRS (Central Reservation System) as a selectable configuration criterion. This allows administrators to route specific supplier bookings, such as Travelfusion bookings, through pre-booking approval workflows before ticket issuance and fund commitment occur.

The addition of CRS criteria enables administrators to create more targeted approval policies by combining fare conditions with specific CRS selections, increasing flexibility and control over pre-booking approval processes. It also improves the user experience by allowing bookings outside Smart Routing pre-booking approval criteria to proceed through standard post-booking approval and ticketing workflows.

CONFIGURATION

Admin Suite Node: [Travel | Policies | General Policy Settings | Validation Mode = Smart Routing | Transport/Hotel/Car pre-booking approval](#)

1. When a fare criteria is selected, a CRS selection panel is displayed
 - a. Move any CRS requiring **Pre-booking approval** (e.g., Travelfusion, CRS for low-cost airlines) to the **right panel**.
 - b. Move any CRS requiring **post-booking approval** to the **left panel**.

NOTE : Each CRS uses the same approval workflow. Only the trigger point differs within the booking flow, based on whether Pre-booking or Post-booking approval is selected.

General Travel Settings

Email

☒ Send e-mails as defined in workflow settings (recommended)

Booking Rules

☒ Check all trips against Travel Policies (recommended)

?

Validation Mode

Smart routing

Multi-Traveler Trips

Disabled

Multi-passenger Booking

Disabled

Transport pre-booking approval

Refundable fares

☒ Use pre-booking approval for refundable fares

Abacus (1B)

Air Canada API (CA)

Amadeus (1A)

Apollo (1V)

Deutsche Bahn (2A)

Easyjet API (EJ)

FinnishRail (0Z)

Galileo (1G)

Jetstar (JQ)

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Travelfusion (TF)

Non refundable fares

☐ Use pre-booking approval for non refundable fares

Fares with complex refund restrictions (see fare notes)

☐ Use pre-booking approval for fares with complex refund conditions

Hotel pre-booking approval

Rates with pre payment

☒ Use pre-booking approval for rates with pre payment

Abacus (1B)

Amadeus (1A)

Apollo (1V)

BcdHotelHub (BH)

Booking.com (BK)

Capita (CP)

CDS (CD)

Galileo (1G)

HARP (HA)

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AmexHotelHub (AH)

Rates with deposit

☐ Use pre-booking approval for rates with deposit

Rates with guarantee

☐ Use pre-booking approval for rates with guarantee

Car pre-booking approval

Car

☒ Use pre-booking approval for car services

Abacus (1B)

Apollo (1V)

Galileo (1G)

Sabre (1S)

SMPAir (SP)

Worldspan (1P)

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Amadeus (1A)



PILOT PHASE

- Pilot phase used to gather feedback from early adopters to further refine features.
- Looking for pilot participants – reach out to your Neo contact if interested!

SCOPE

Pre-booking and post-booking approval using Smart Routing.

OUT OF SCOPE

Offline import with approval.

[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, bookers can now access direct international connections from Germany to major cities across France, the Netherlands, Belgium, Luxembourg and Austria.

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:

- **France:** Paris, Marseille to Frankfurt, Karlsruhe
- **Netherlands:** Amsterdam, Maastricht to Germany
- **Belgium:** Brussels / Liege to Germany
- **Luxembourg:** Luxembourg to Germany
- **Austria:** Vienna to Germany

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 does not 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.

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EXPENSE

[EXPENSE] NEW “CREATE REPORT” POPUP AND IMPROVEMENT OF DEPENDENT VALUES BEHAVIOR

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No

SYNOPSIS

An updated design for the expense report creation popup will be released. This refresh aligns the look and feel with the new expense report page while delivering significant accessibility and the distribution workflow improvements.

What's new for all?

- **A modernized interface:** The popup design has been streamlined to provide a more consistent and intuitive experience across the platform.

What's new for customers with a disabled autocomplete search field for distribution?

- **Improved search logic:** For customers using disabled autocomplete search fields in the distribution section, the user experience is now more seamless. A drop-down list of results will now appear automatically once you type at least 3 characters, allowing for quicker selection without users leaving their current view.

What's new for customers with a distribution that includes dependent values?

- **Smart dependent values:** We have improved the way the system handles "linked" fields (where one selection automatically populates another) in order to reduce confusion and improve accessibility:
 - **Contextual alerts:** The system now proactively informs the users when dependent values are configured for the fields.
 - **Visual highlights:** When a selection triggers a dependent value (e.g., a Project Code), the associated fields are **auto-filled and highlighted in yellow** with a sub-message, such as *"Auto-filled from Project code"*. This allows users to immediately identify which field triggered the change and confirms the link between them.
 - **Accessibility first:** By providing explicit sub-messages and clearer field states, we enable users relying on assistive technologies to detect and understand automatic changes as they happen in real-time.

Expense reports list

Search report

Expense report name	Amount	Status	
October 2020 178302	17.68 GBP	☐ Draft	Trash
October 2025 195701	0.00 GBP	☐ Draft	Trash
September 2023 185075	0.00 GBP	☐ Draft	Trash
September 2023 (2) 195700	900.00 GBP	☐ Draft	Trash
September 2023 (2) 185076	900.00 GBP	☐ Draft	Trash
June 2023 (2) 184280	17.00 GBP 0.00 GBP	☐ Draft	Trash
June 2023 184279	0.00 GBP	☐ Draft	Trash
October 2022 182081	0.00 GBP	☐ Draft	Trash
March 2021	0.00 GBP	☐ Draft	Trash

Create expense report

* required fields

Expense report name

Reason for expense

If you have a validated cash advance, you can add it to the report

Distribution

Some of the fields are linked fields. Changing a value may adjust the other fields automatically.

Cost Center

Project Code

Auto-filled from linked field

P&L Account

TAN Prefix

Auto-filled from linked field

SCOPE

Expense report creation

[EXPENSE] MOVE EXPENSE BACK TO THE PENDING EXPENSES LIST

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No

SYNOPSIS

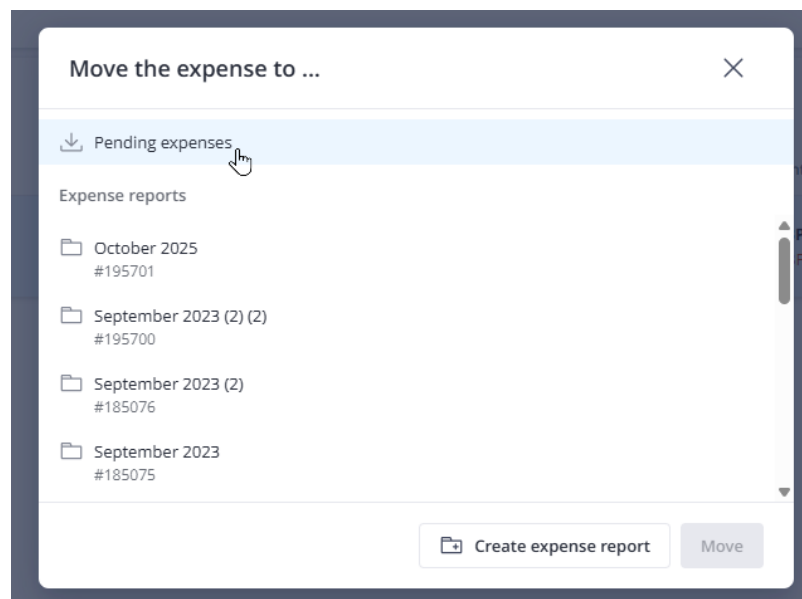
When expenses are added to the wrong report due to errors or lack of clarity, users no longer have to go through time-consuming workarounds.

They can now directly move one or several expenses out of an expense report and back to the pending expenses list in just a few clicks.

What has changed

A **Pending expenses** option is now available in the **Move to** menu, directly from the expense report page.

- Users must first select an expense then click on the “Move to” button that appears.
- At the click, a popup will be displayed showing the list of available reports as well as the new move expense to “Pending expenses” option.
- Selecting it moves the expense back to the pending list instantly, with a confirmation message.



[EXPENSE] RESTART TOUR OF NEW REPORT PAGE

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No

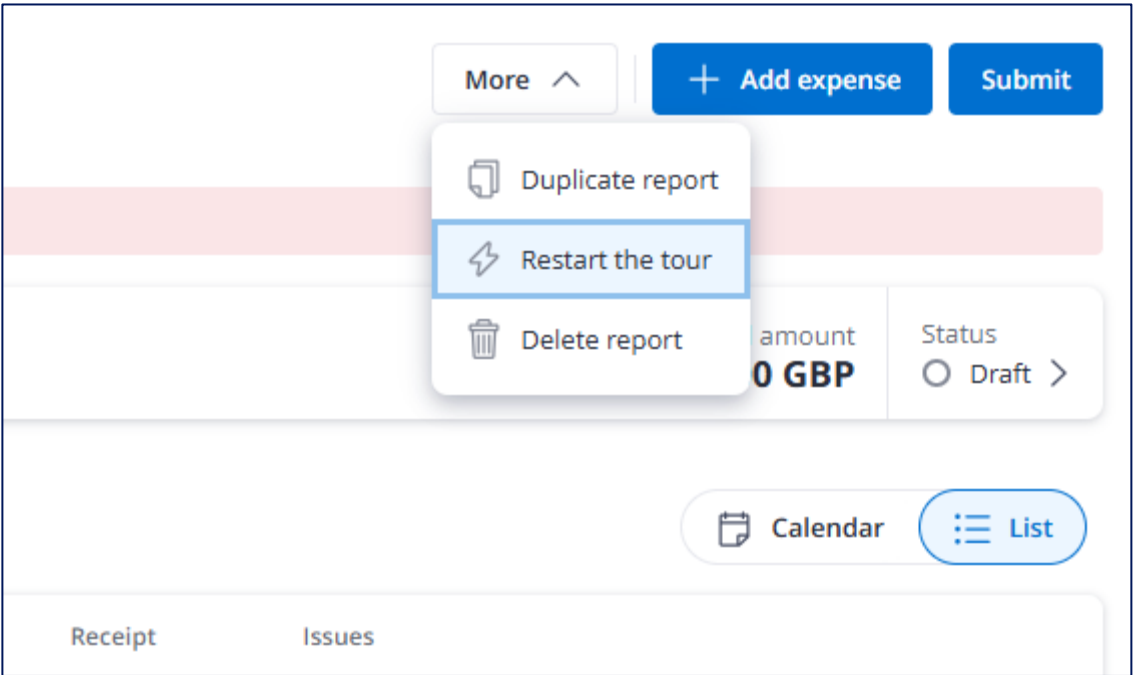
SYNOPSIS

Users can now restart the onboarding product tour at any time from within a draft expense report.

This feature reduces friction for users who did not complete the onboarding the first time or who still feel uncertain about how the new page works. This gives users a safety net to revisit the tour whenever they need it without needing support.

What has changed

A **Restart the tour** option has been added to the **More** menu inside draft expense reports. Clicking it relaunches the full product tour from the first step. This option is only visible on draft expense reports.



[EXPENSE] RESTORE DELETED EXPENSES FROM EXPENSE REPORT PAGE

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No

SYNOPSIS

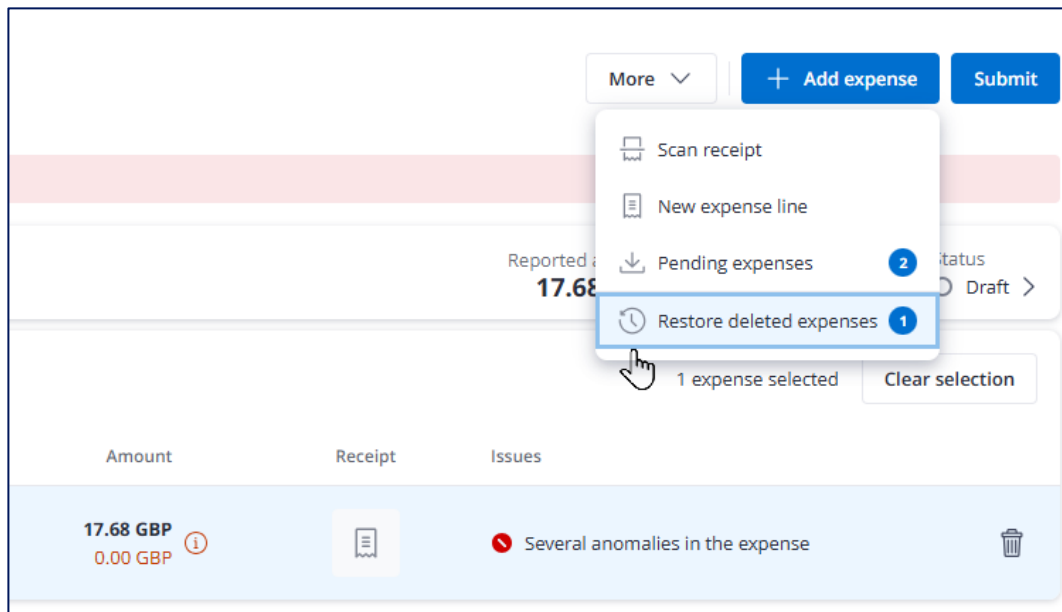
Recovering a deleted expense is now a seamless, in-context action that does not interrupt the expense report building flow. Users can restore deleted expenses and add them directly in the expense report.

What has changed

A "Restore deleted expenses" option is now available inside the "Add expense" menu, directly from the report page. A counter displays the number of deleted expenses available for restoration. The option is visually separated from the other actions by a divider, making it easy to distinguish from expense creation actions.

How it works

- User clicks on the "Add expense" button. the new "Restore deleted expenses" menu item is available
- When selected, a window opens listing all deleted expenses. Clicking "Restore" on an expense adds it back to the current report instantly — no navigation away from the page, no lost progress.



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PLATFORM

[PLATFORM] ARRANGER USER SEARCH PERFORMANCE-RELATED RESTRICTIONS AND GUIDANCE

MADE FOR...?	Arranger
ACTIVATION REQUIRED?	No

SYNOPSIS

The user search box available to Neo arrangers has been enhanced to provide clearer guidance on search requirements and failures.

The search now enforces a minimum of 3 characters for unquoted search terms, while still allowing 2-letter words when enclosed in quotation marks to accommodate very short names. A 10-second query timeout has been implemented to prevent excessively long searches, with user-friendly error messaging to guide arrangers toward more specific search criteria.

The screenshot shows a mobile application interface for managing users. At the top, there is a header bar with a help icon, a user profile icon, and the text "Mrs Jane DOE Working for yourself". Below this is a "Manage user" section with a back arrow. A search bar contains the text "Li". To the right of the search bar is a clear button (X) and a search button (magnifying glass). Below the search bar, a red error message box states: "Please enter words of at least 3 letters, or encase them in quotes, for example: [John 'Le Doe'] or ['Lu' 'Bu']". Below the error message, there is a tip: "Search by email address or employee number for faster results. Use quotes (") around compound given names or surnames (for example 'Mary Jane' or 'Van der Berg')." Below the tip is a section titled "Recently managed" with a clock icon. Under this section, there is a user entry for "Peter Rabbit" with the initials "JM" and the company "ACME Agritech". To the right of the user entry is an edit icon (pencil).

Arrangers will see above error message when searching for one letter long search terms or two-letter long search terms without quotes

These refinements aim to reduce search latency and help arrangers find users more efficiently by encouraging more targeted search inputs.

CONFIGURATION

No configuration is required.

The updated search behavior is automatically active in the user search functionality. Arrangers will notice the following search rules changes when looking up users:

- Search terms must contain at least 3 characters unless enclosed in quotation marks. Two-letter words are accepted only when enclosed in quotation marks (for example: Kim "Li" is accepted, but not Kim Li)
- If a search exceeds 10 seconds, an error message appears: ***Your search is too long, please be more specific***, so arrangers can refine their search.

SCOPE

- This feature applies to arrangers using the user search box located in Neo's top toolbar.

OUT OF SCOPE

- The legacy **Arranged travelers** screen (accessible through the **Users you manage** tile on Neo home page) will receive these enhancements in a future update, as part of its overall modernization.