Neo 23.1 Release Notes

21 JANUARY 2023

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TRAVEL

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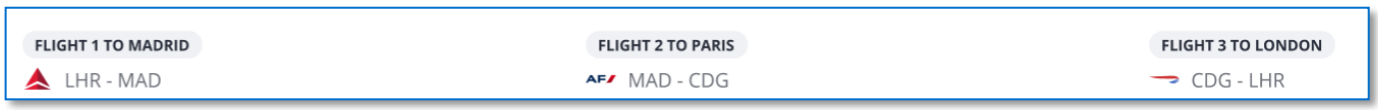
[TRANSPORT] FURTHER SPECIAL SERVICES IMPROVEMENTS

MADE FOR…?	Traveler | Travel Manager
ACTIVATION REQUIRED?	No

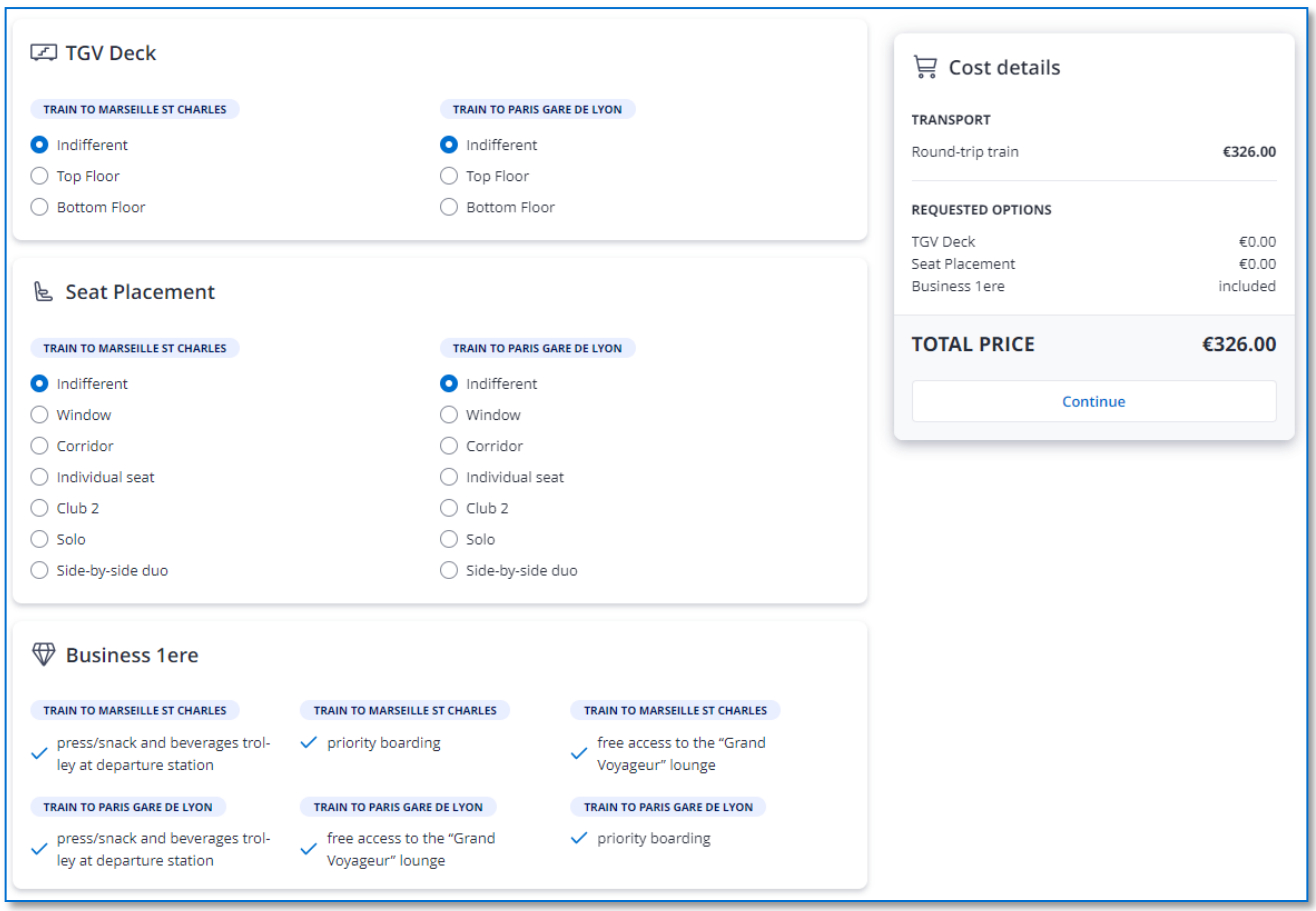
SYNOPSIS

Following improvements done for special services in Neo 22.4, these additional enhancements have now been made to the Special Services page:

- Adding the logo of the air carrier:



- Labels and check boxes have been enhanced for any option which is “included” in the fare:



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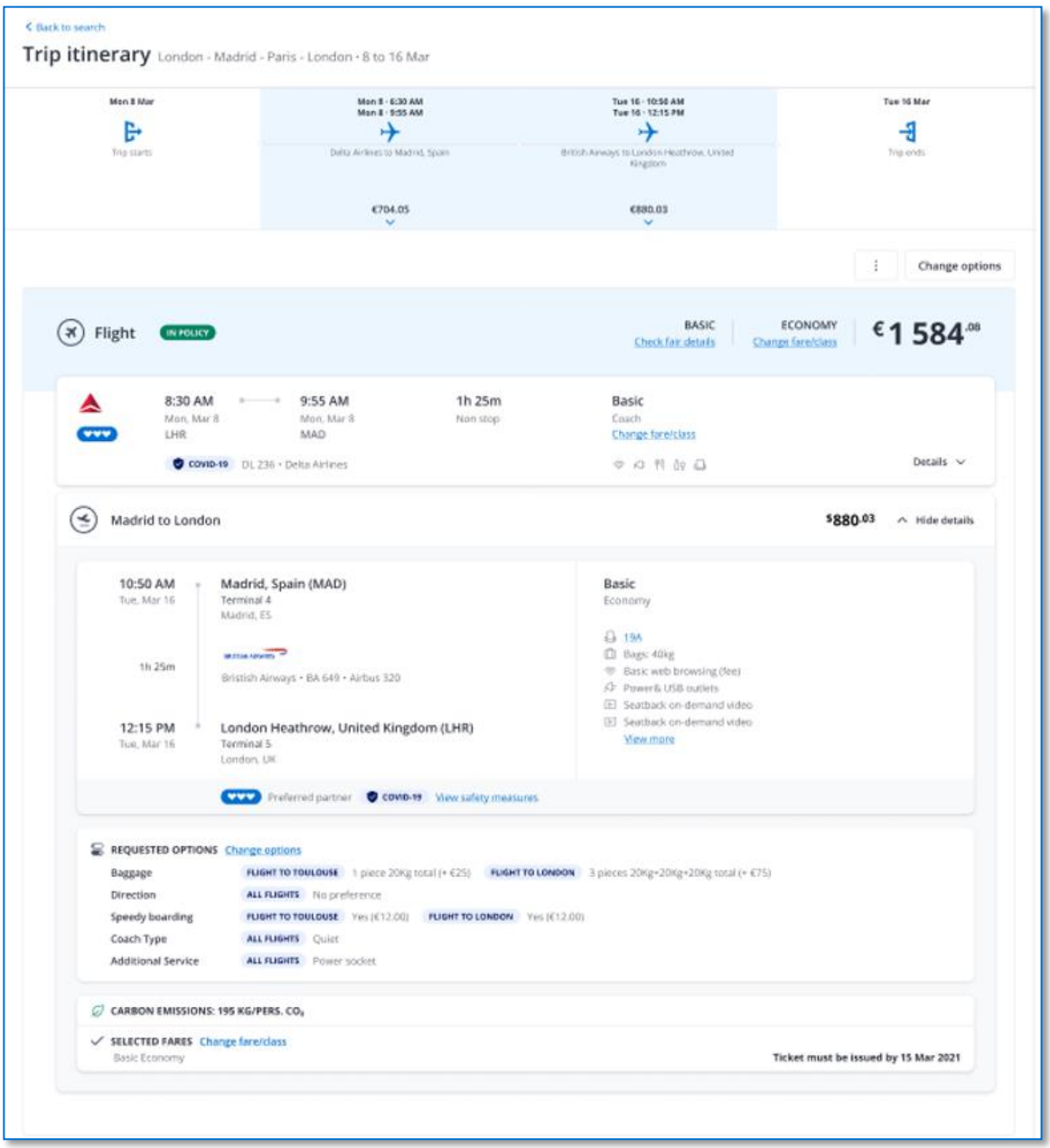
- When the traveler views details of the service on the trip itinerary, the full list of options associated to costs is also now displayed.



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[TRANSPORT] DISPLAY OF THE MODIFY BUTTON FOR TRIP ITINERARY AND SERVICE LEVELS

MADE FOR…?	Traveler | Arranger
ACTIVATION REQUIRED?	No

SYNOPSIS

The online modification of trips by users is promoted by displaying the **Modify** button on the trip itinerary when there is a booked trip.

DETAILED SCOPE

When there is a trip composed of multiple services:

- A message listing services is displayed with a modify button for each service
- When the selected service can be modified, the process is the same as it has been
- When the service is NOT modifiable, a message is displayed directing travelers towards the travel agency

When a trip is composed of a single service:

- When the selected service can be modified, the process remains the same
- When the service is NOT modifiable, a message is displayed directing travelers to contact their travel agency

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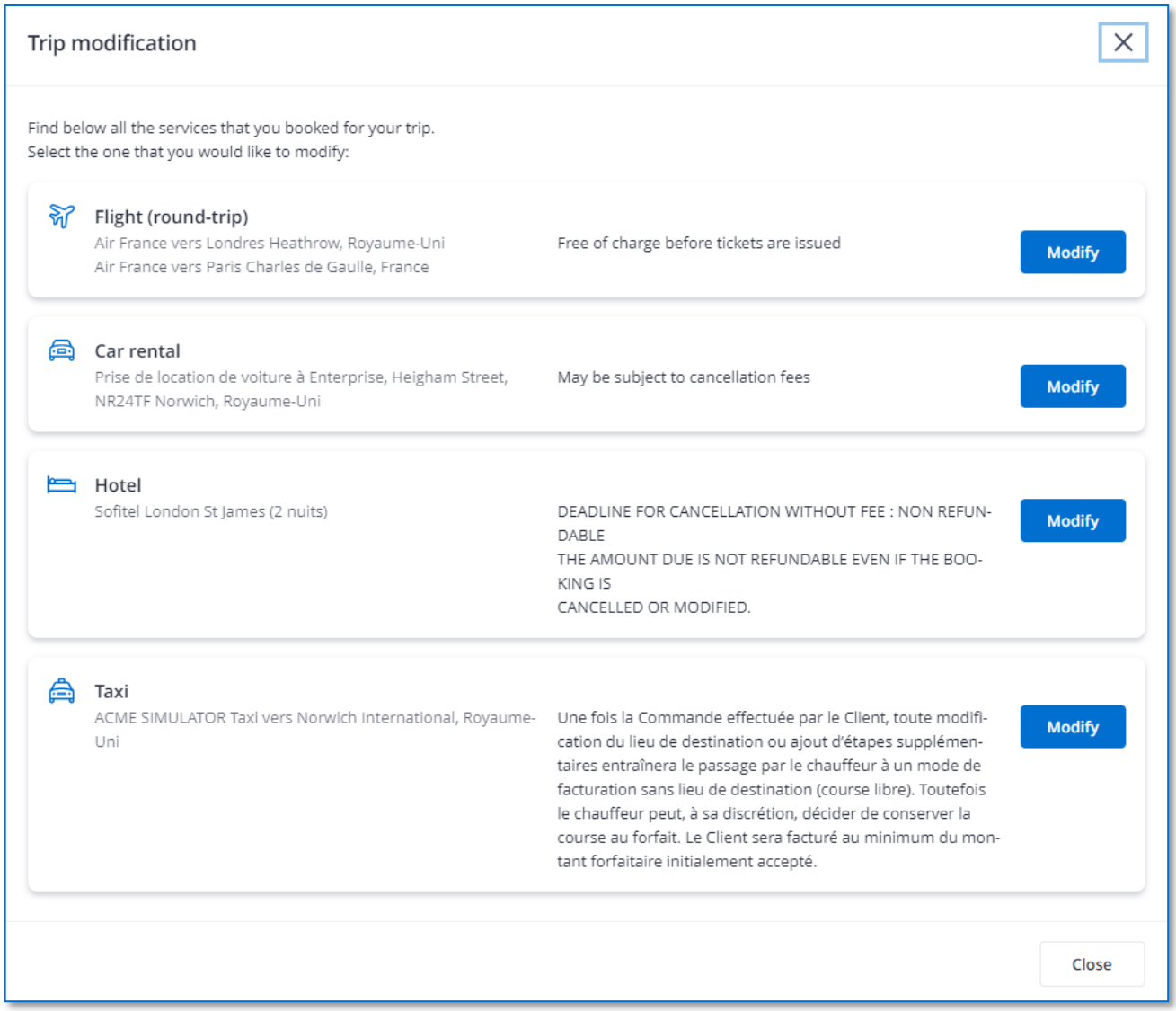
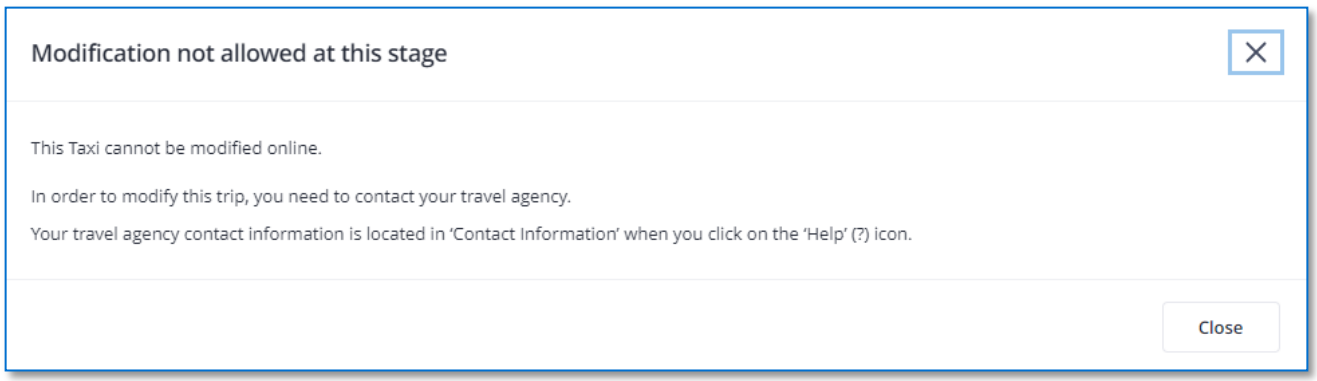
Listing of services booked in the trip



When a given service cannot be modified or exchanged:



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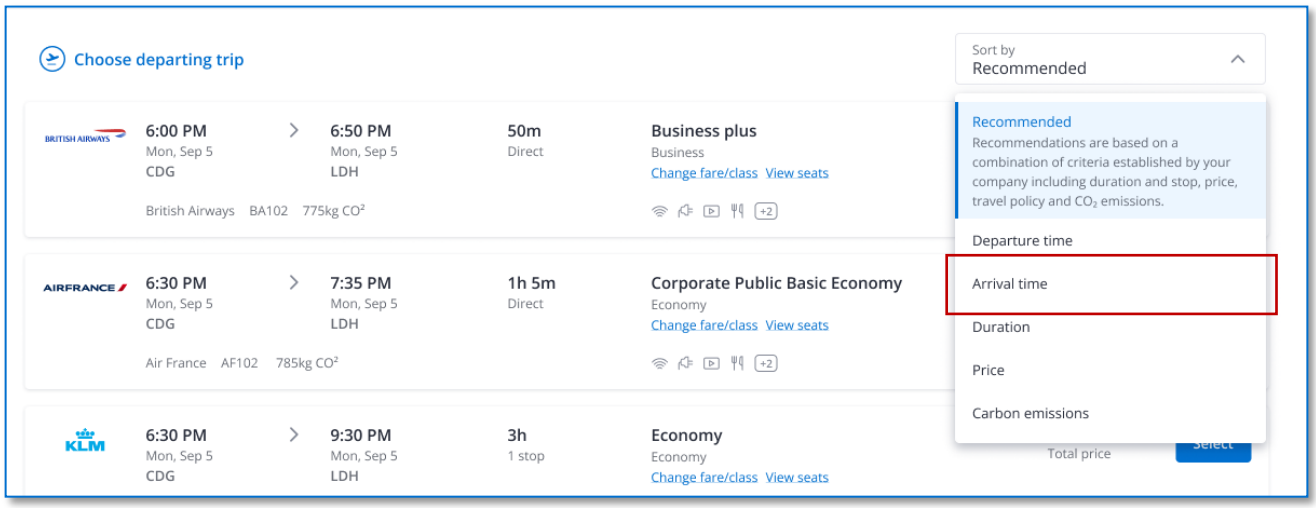
[TRANSPORT] ABILITY TO SORT RESULTS BY ARRIVAL TIME

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

SYNOPSIS

A new sorting option allows travelers to sort transport options by arrival time.

This means that users can now choose various travel options based on scheduled arrival time.



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[TRAVEL POLICY] OUT OF POLICY REASON “WHY?” DISPLAYED POST-BOOKING

MADE FOR…?	Traveler | Arranger | Approver
ACTIVATION REQUIRED?	No

SYNOPSIS

The reason that trips are outside of a user’s travel policy is now explained in a pop-in, “Why?” displayed in the trip view after a booking has been made.

Users will be able to know the reason which is applied to “out of policy” options at the time of booking.

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[TAXI] AUTOMATIC FILLING IN OF FLIGHT / TRAIN NUMBER FOR TAXI BOOKINGS

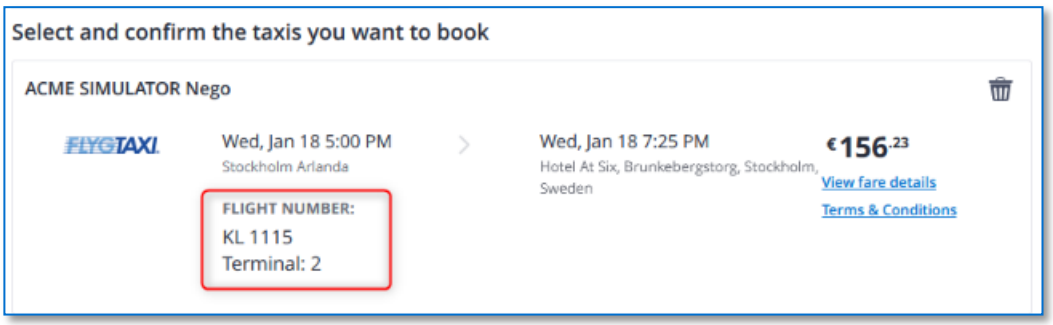
MADE FOR…?	Traveler | Arranger
ACTIVATION REQUIRED?	No

SYNOPSIS

Since flight or train numbers are mandatory for some taxi provides when they provided booked services at an airport or rail station.

This information is now provided to users allowing them to process their booking.

NOTE: In an upcoming version of Neo, further enhancements will be done for this feature.



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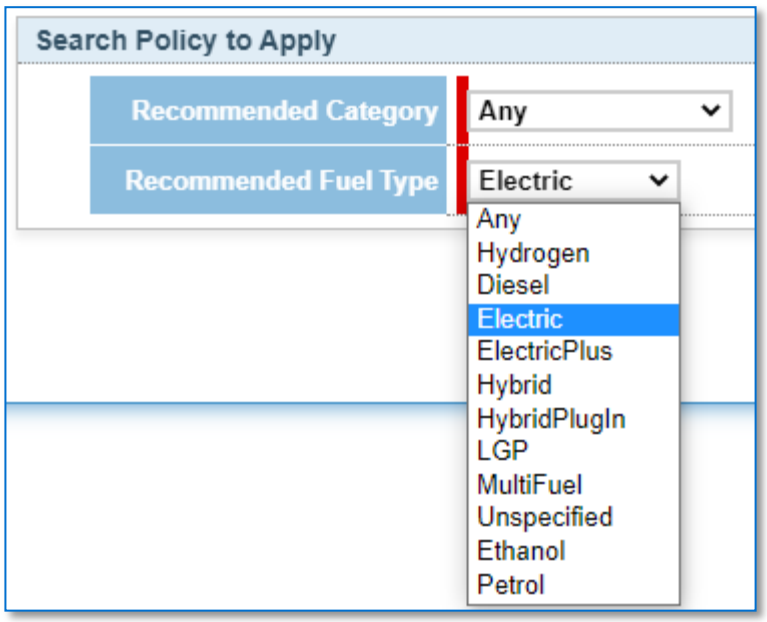
[CAR] FUEL TYPE RECOMMENDATION

MADE FOR...?	Traveler | Neo Admin
ACTIVATION REQUIRED?	Yes

SYNOPSIS

Administrators can now promote the display of electric or hybrid cards to the top of the rates display in Admin Suite.

NOTE: This is possible only if this type of car is available.



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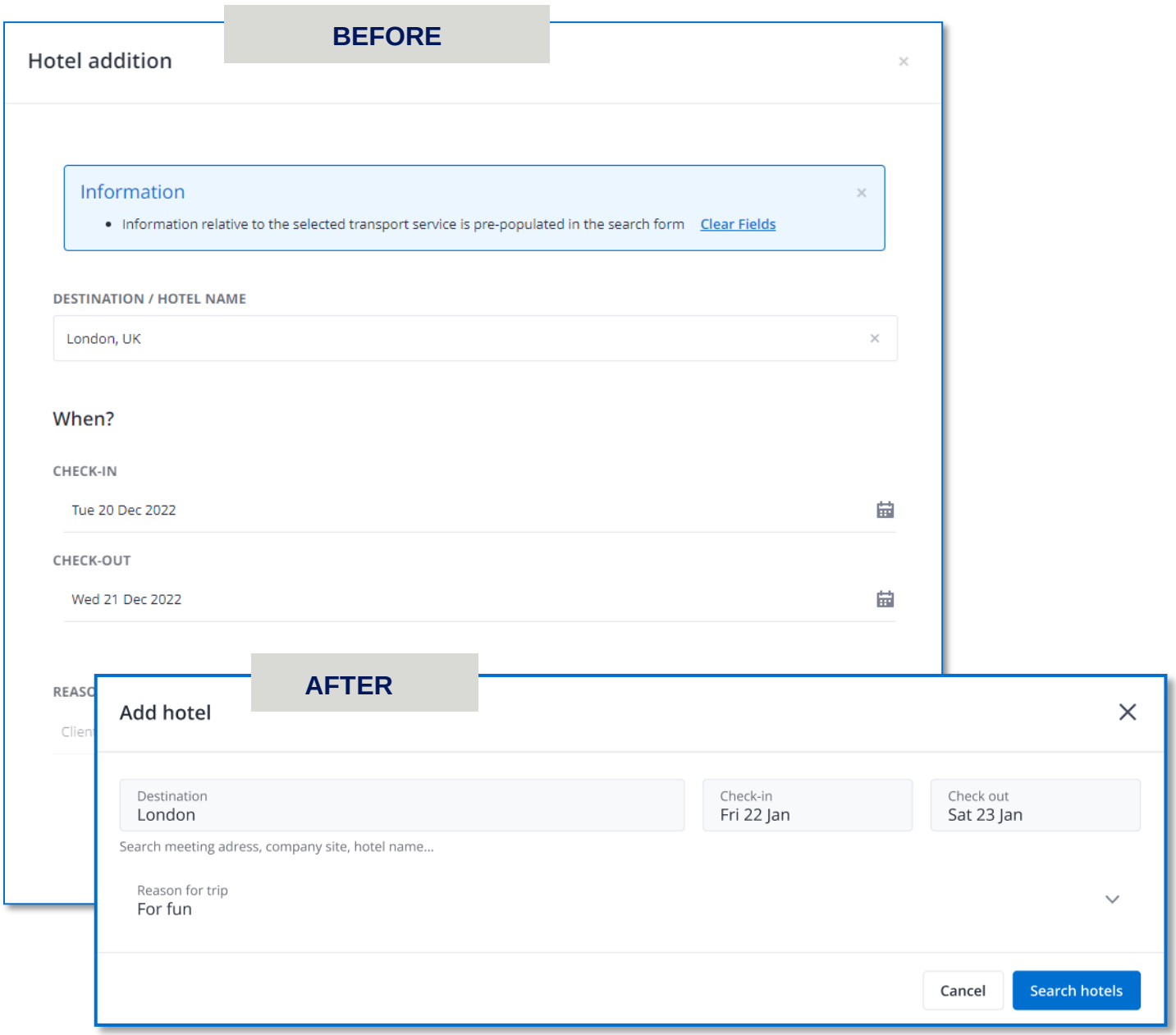
[HOTEL] FURTHER ENHANCEMENTS FOR THE SEARCH FORM

MADE FOR…?	Traveler | Arranger
ACTIVATION REQUIRED?	No

SYNOPSIS

Neo aims to offer improved accessibility for disabled users. In this version, enhancements have been made for when users want to edit a hotel search or add a hotel to a trip.



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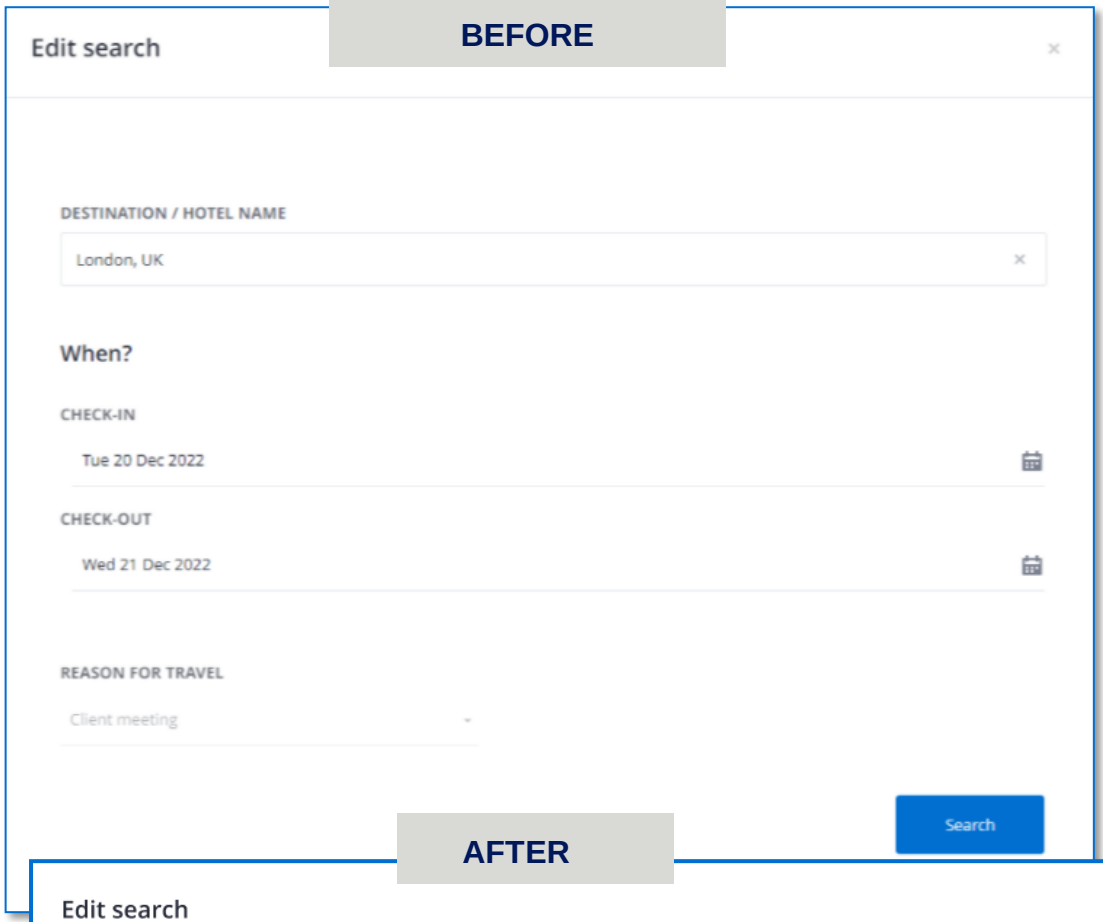
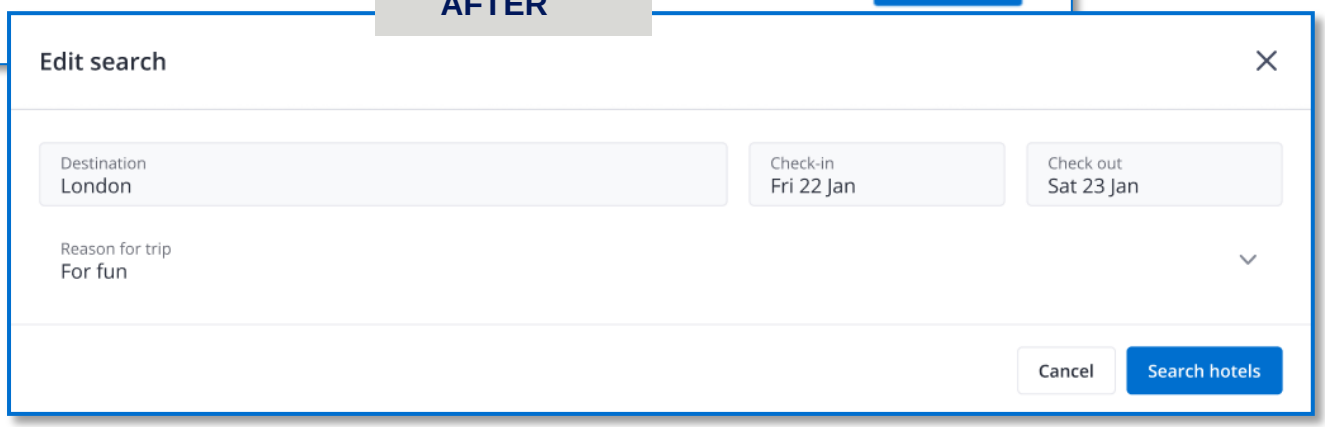
BEFORE



AFTER



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[HOTEL] RATES AND ROOMS: ENHANCEMENTS FOR SEARCH FILTERS

MADE FOR...?	Traveler | Arranger | Travel Manager
ACTIVATION REQUIRED?	No

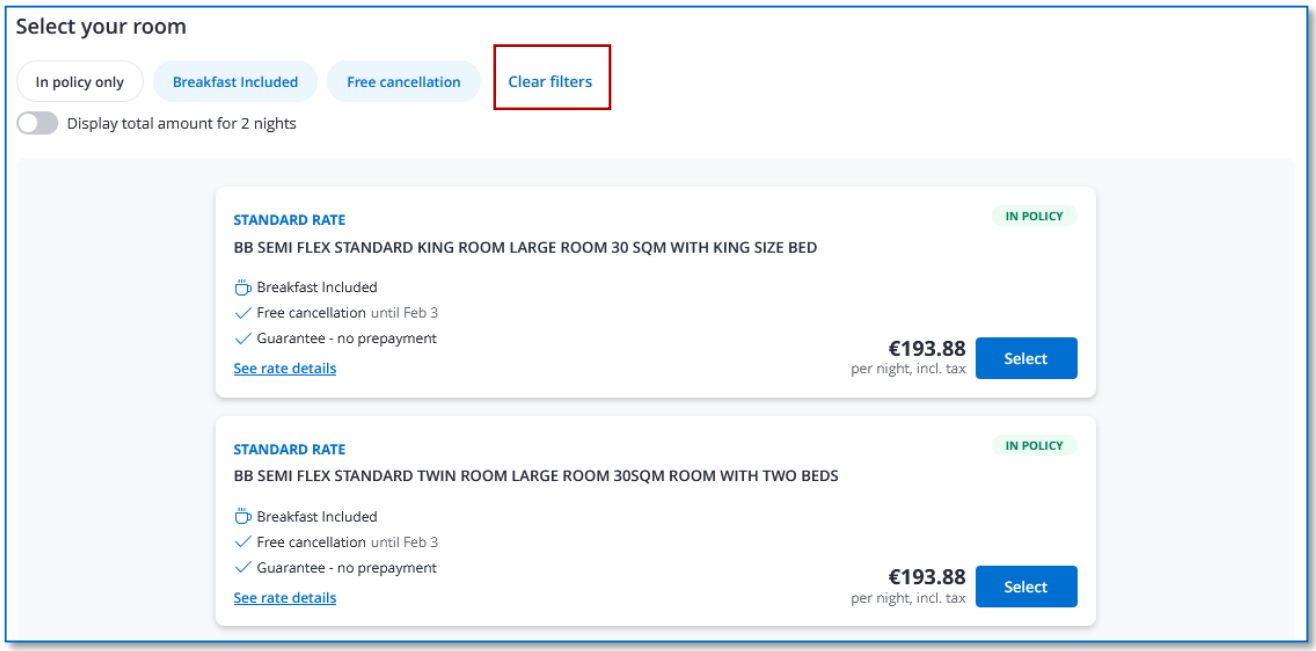
SYNOPSIS

With a new filter which added under the room and rates section, users will find it easier to choose their hotel based on the types of rates they want to select.

This new filter is based on the rate label which always remains visible, even if there is only one type of rate available.

A **Clear filters** button has also been added allowing users to easily remove unused or irrelevant filters in fewer clicks.

This **Clear filter** button will be displayed when one or more filters is applied during a search.



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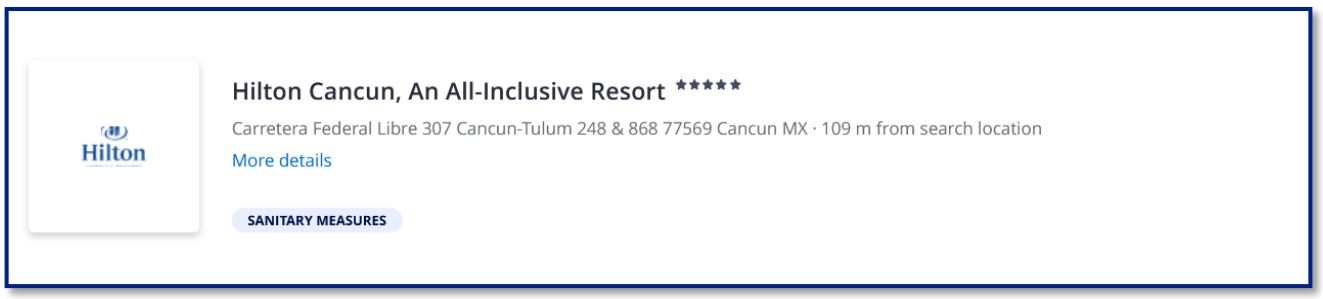
[HOTEL] UPDATES FOR THE COVID-19 BADGE

MADE FOR…?	Traveler | Arranger
ACTIVATION REQUIRED?	No

SYNOPSIS

The COVID-19 badge has been removed from the hotel result page, as it has already been done for other sections in Neo. This badge will only be displayed on the selection part of the hotel overview page.

This badge has also been renamed under all services where it was visible and is now named **SANITARY MEASURES**.



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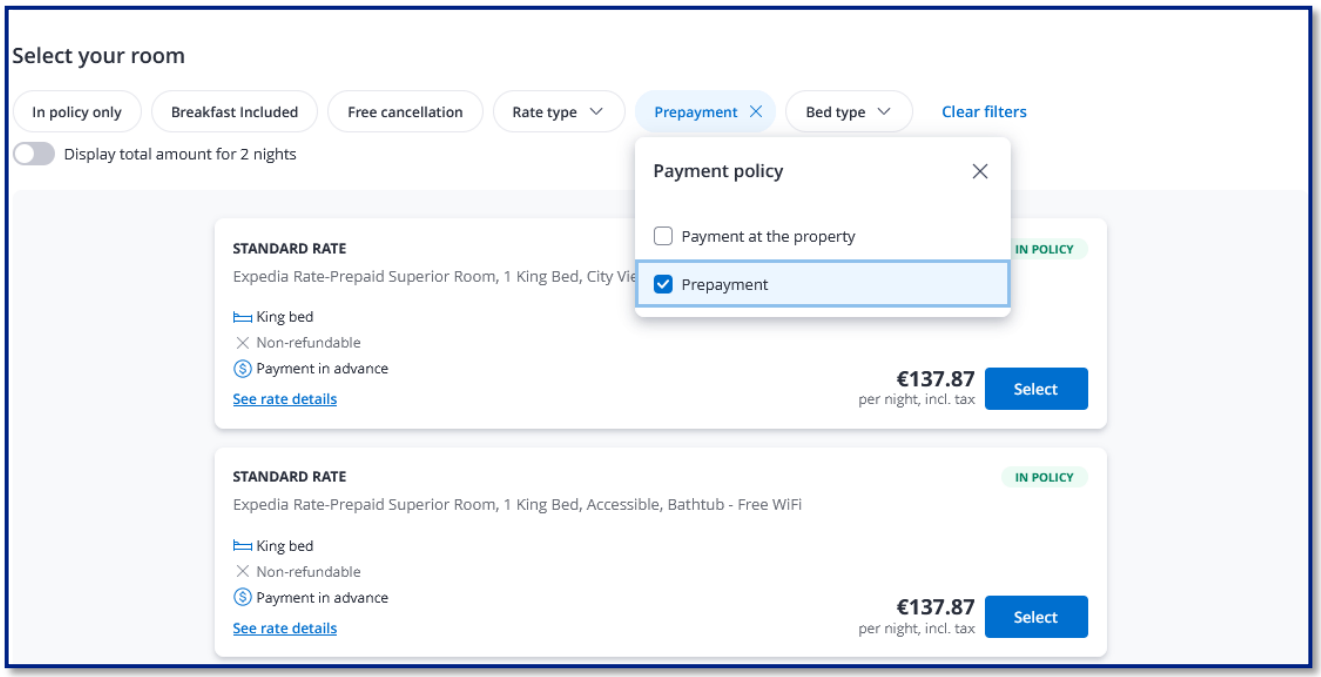
[HOTEL] PAYMENT POLICY FILTER

MADE FOR…?	Traveler | Arranger
ACTIVATION REQUIRED?	No

SYNOPSIS

When an individual credit card is used as the hotel guarantee and payment, a new payment policy allows users to filter according to a specific payment policy type:

- Payment at the property
- Deposit or prepayment
- Prepayment



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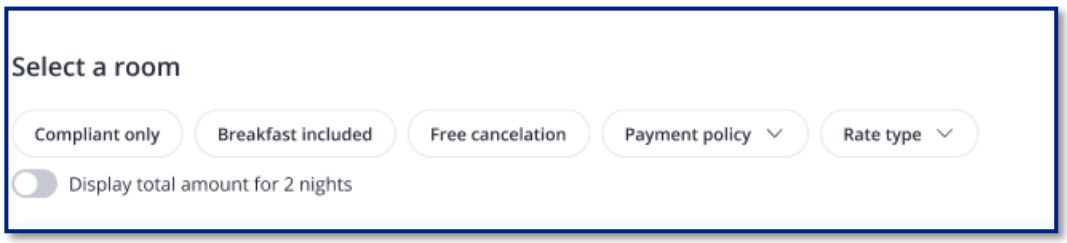
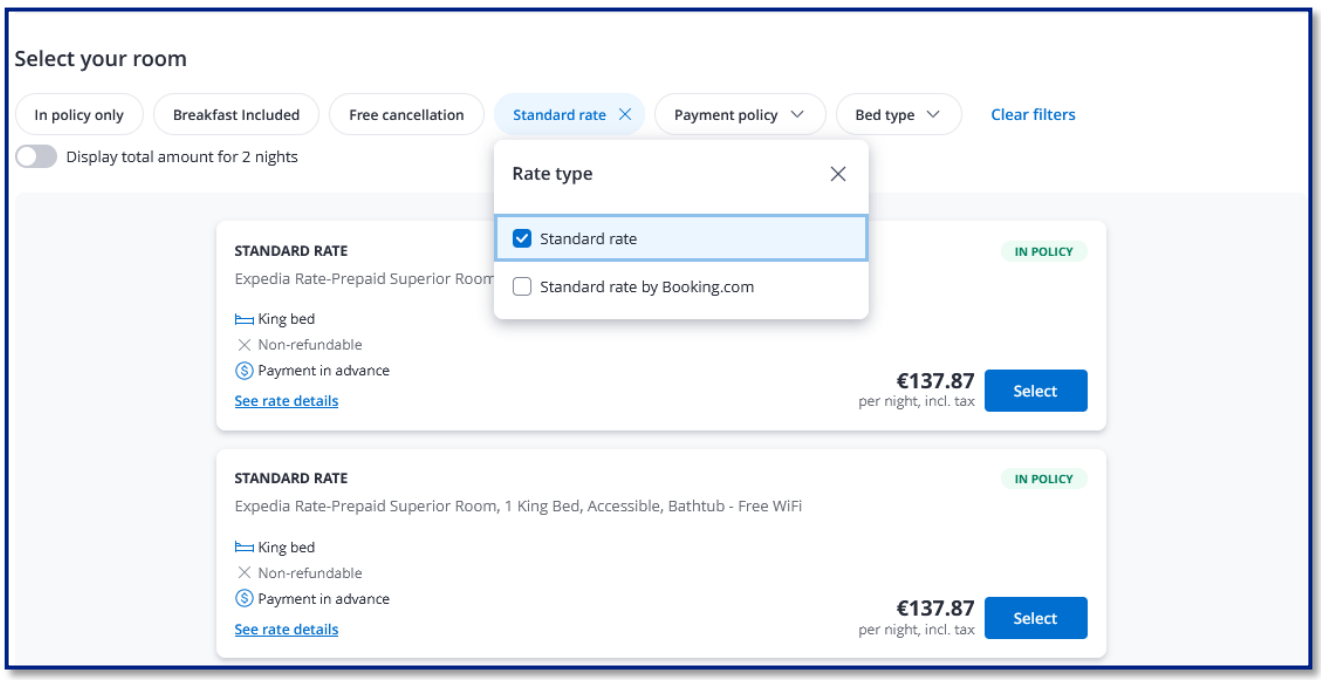
[HOTEL] BED TYPE INFORMATION AND FILTER

MADE FOR…?	Traveler | Arranger
ACTIVATION REQUIRED?	No

SYNOPSIS

A filter for bed type under the room selection page is now available allowing users to select rooms according to more useful information.





NOTE

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DETAILED SCOPE

This is available for:

- SMP
- Amadeus
- Sabre

This will be deployed for other suppliers at a later date.

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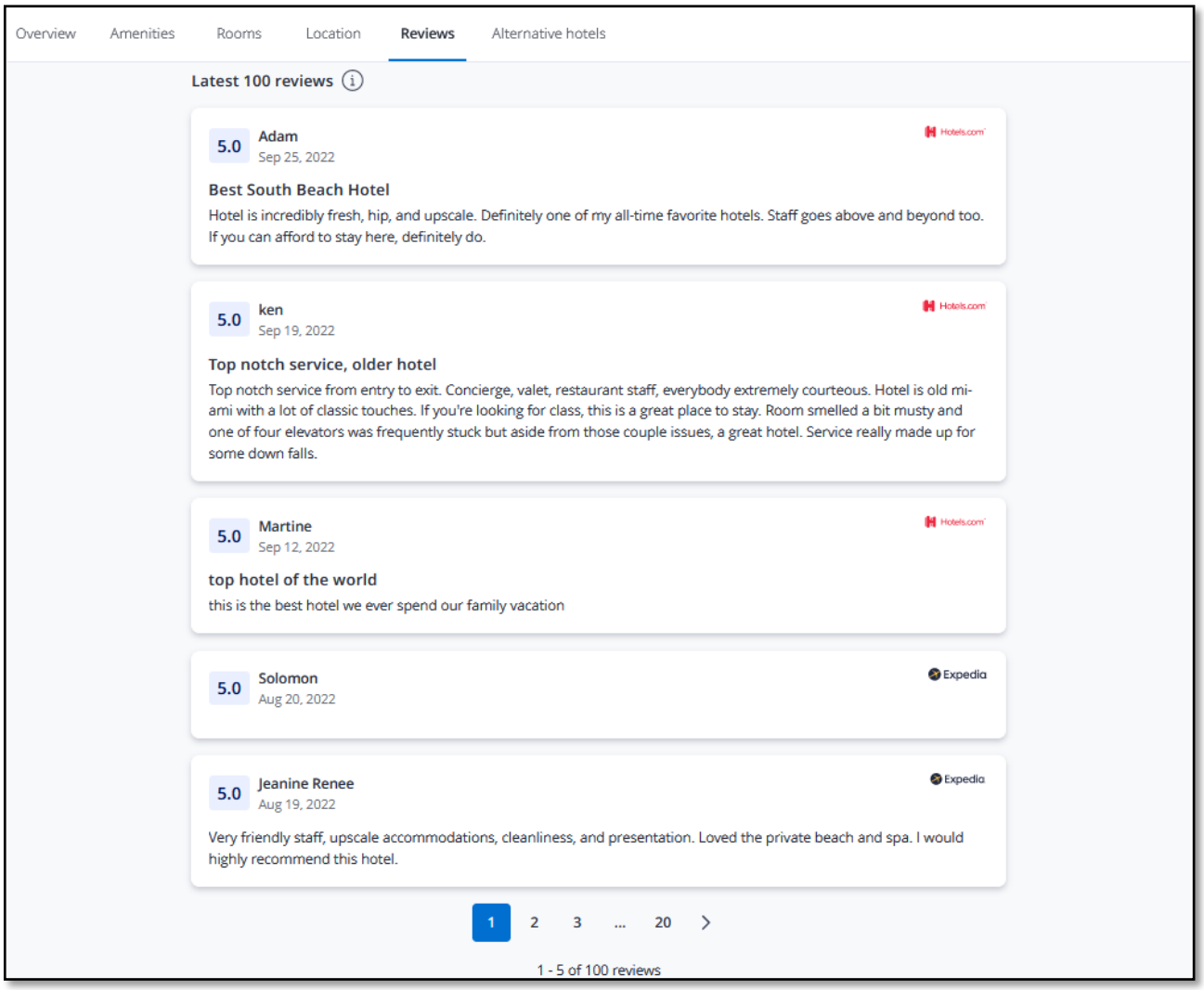
[HOTEL] HOTEL REVIEWS AVAILABLE

MADE FOR…?	Traveler | Arranger
ACTIVATION REQUIRED?	No
ADMIN SUITE HODE	Travel | Fulfilment | Reservation Systems | [Reservation System Name] | Configuration | Hotel Requests

SYNOPSIS

Reviews made for hotels will now be displayed to users in the hotel overview section.

Making these reviews available avoids having users go outside of the Neo in search of this information, and then potentially booking outside of the Neo application.



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CONFIGURATION

To enable this feature, it is necessary to add the HRV verb in Admin Suite under the node:
Travel | Fulfilment | Reservation System | <reservation system> | Configuration | Hotel Requests

DETAILED SCOPE

Only for SMP

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[HOTEL] DISPLAY OF HOTEL RATES BEFORE TAXATION

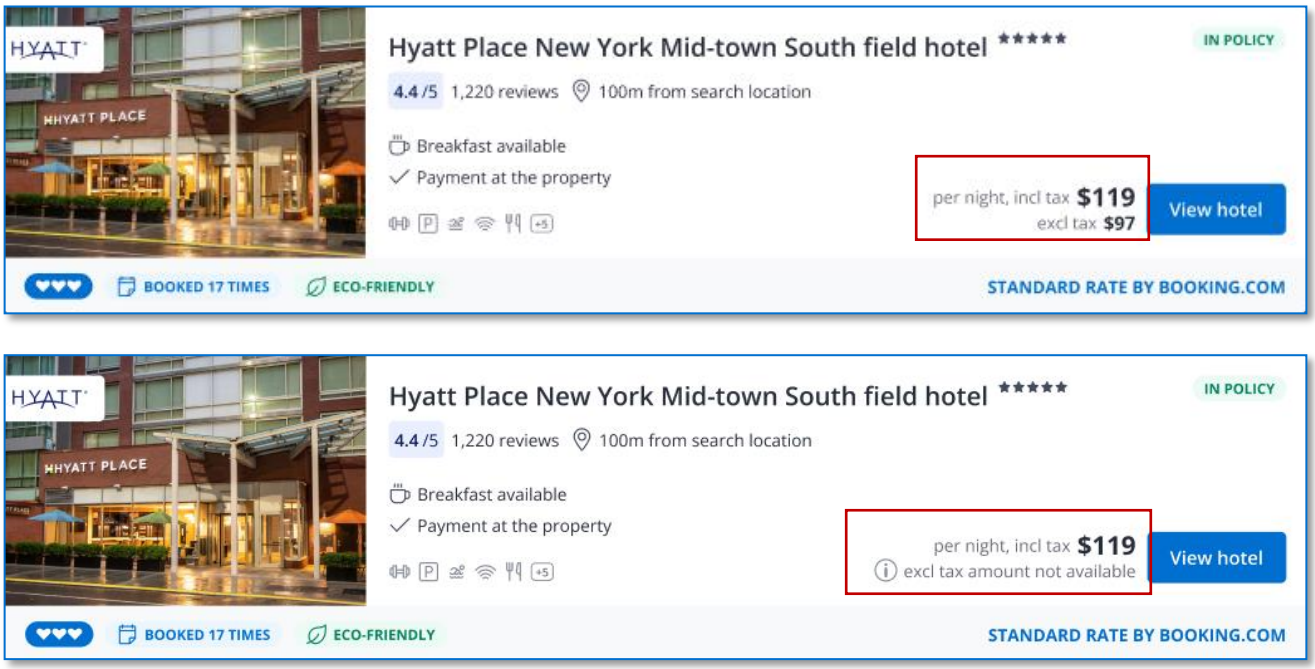
MADE FOR…?	Traveler | Arranger
ACTIVATION REQUIRED?	No
ADMIN SUITE NTrODE	Travel | Hotel | Hotel Settings

SYNOPSIS

To conform with legal requirements and reinforce confidence with Neo, the rate before taxes is now displayed for customers who use SMP.

> **NOTE**
>
> This information is displayed only if this information is made available.

Even if activated this information is not aways returned. It could be linked to the hotel and source, but also to the country. In that case, a tool tip will appear.



DETAILED SCOPE

This feature allows the following:

- Activation or deactivation of the feature with an ADS setting
- Display of both excl. and incl. tax rates
- An informative tooltip is displayed for clarity

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[HOTEL] HRS SORTING DISPLAY

MADE FOR…?	Traveler | Arranger | Travel Manager
ACTIVATION REQUIRED?	No

SYNOPSIS

Customers using HRS as a resource will now see the hotel sorting order always returned from HRS.

The Neo setting, Hotel Sorting Priority, under the Admin Suite node **Travel | Policies | Travel Policies | [Travel Policy Name] | Neo Display Logic**, will no longer be considered.

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[HOTEL] DISPLAY OF RATE INFORMATION WHEN AVAILABLE

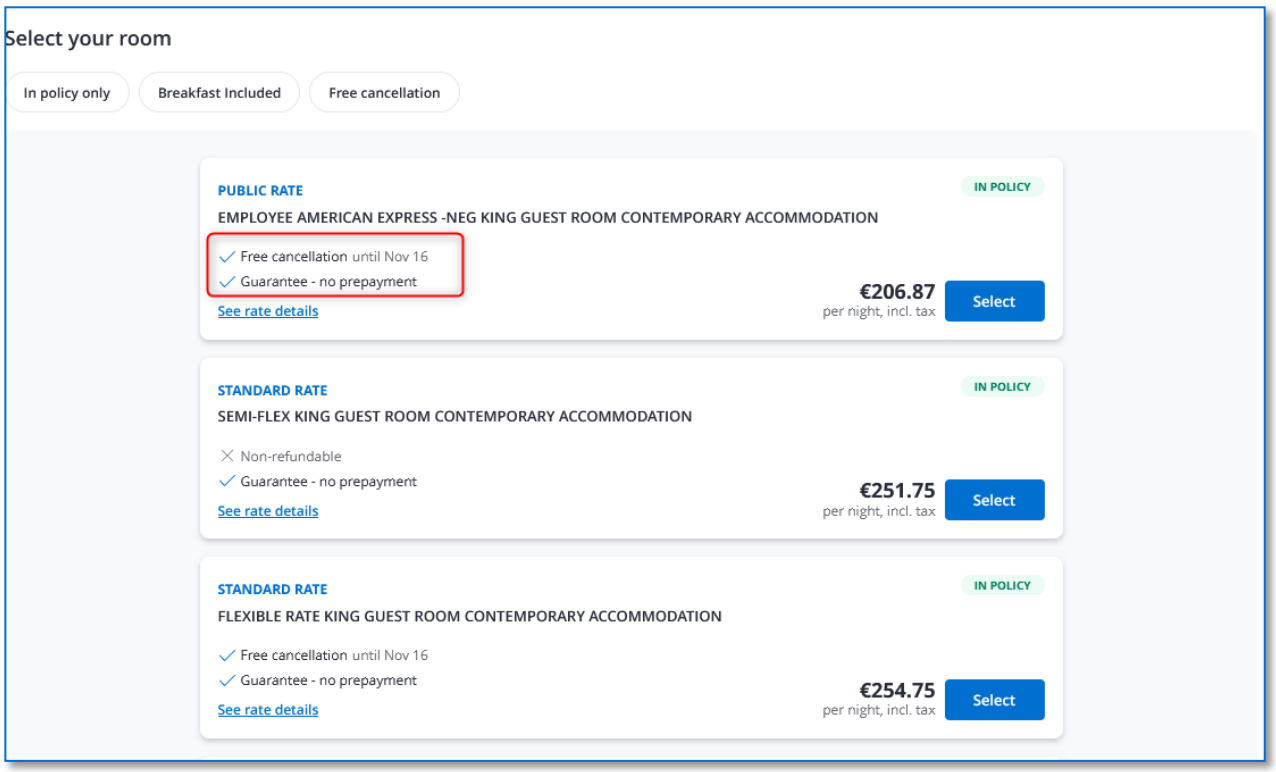
MADE FOR…?	Traveler | Arranger
ACTIVATION REQUIRED?	No

SYNOPSIS

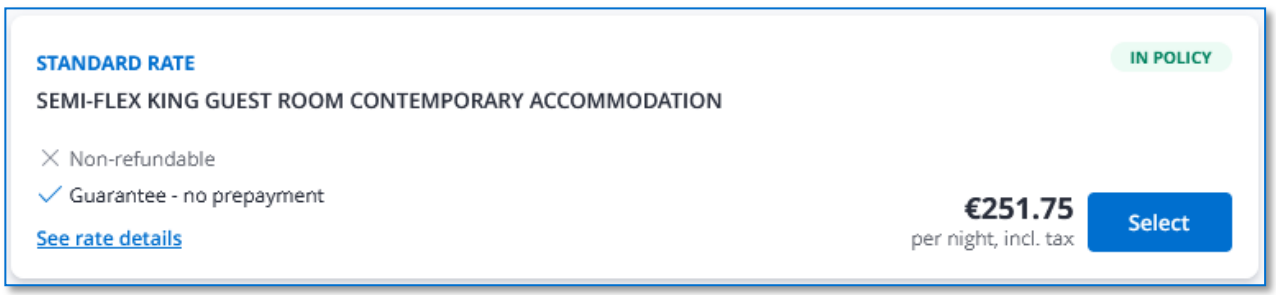
Information for rates will be displayed (if they are provided by the supplier).

Examples of these rates include:

- Breakfast
- Cancellation
- Payment policy



The link for **See rate details** continues to allow users to access information on rates for a hotel



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[PNR IMPORT] ACTIVATION OF CANCELATION FOR ACTIVE SEGMENTS

MADE FOR…?	Traveler | Arranger
ACTIVATION REQUIRED?	Yes

SYNOPSIS

Users will be able to cancel active segments for imported trips.

Activation of the cancel capability is done upon request.

LIMITATIONS

Only applicable to active segments, meaning those booked in Neo or which are GDS content.

Passive segments remain in read-only mode and can be canceled only by the agency.

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[PNR] BLACKLISTING AND ERROR MESSAGES

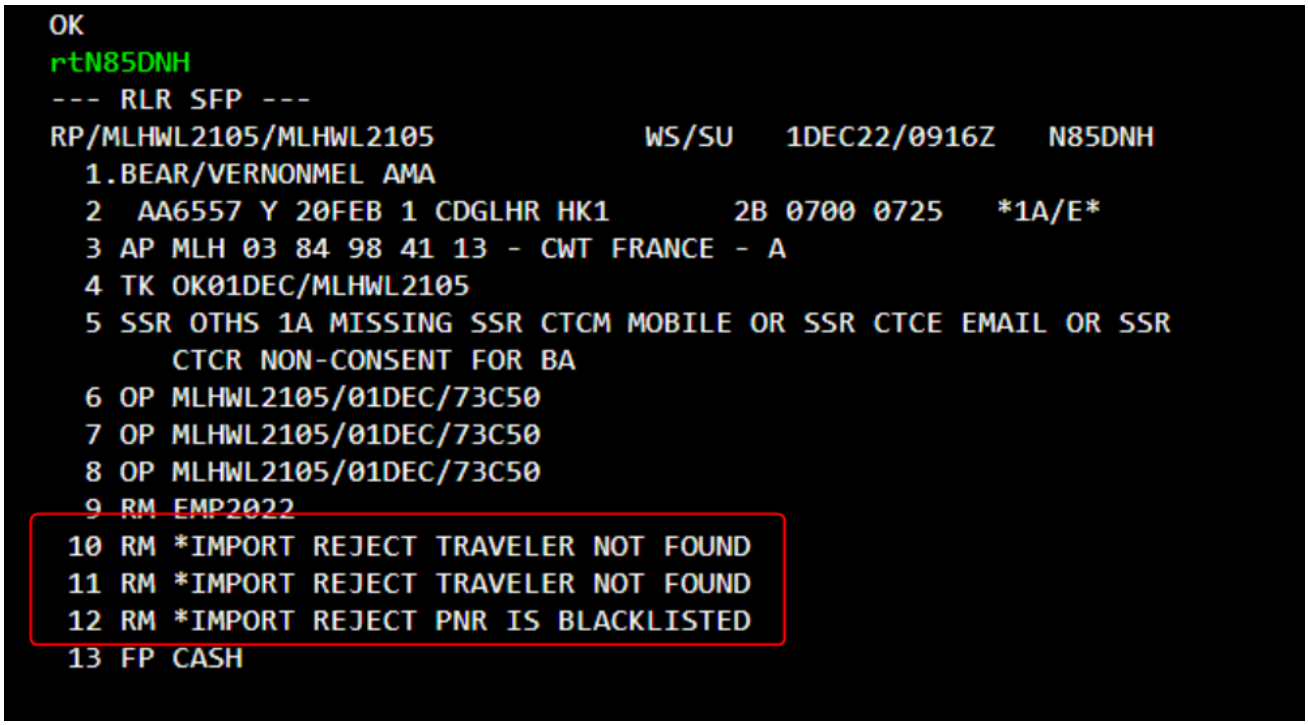
MADE FOR…?	Traveler | Arranger
ACTIVATION REQUIRED?	No

SYNOPSIS

When a PNR is rejected, a remark will be added with the reason for this rejection.

After five attempts, the PNR will be blacklisted, meaning that if it returns in the import queue, the PNR will be ignored.

There is no way to remove the PNR from the blacklist, and a blacklisted PNR cannot be reimported under any circumstance.



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[AIR] PAY AS YOU FLY REMARK ADDED IN PNR

MADE FOR…?	Traveler | Arranger | Travel Manager
ACTIVATION REQUIRED?	No

SYNOPSIS

Neo will automatically add the remark in the PNR if a 'Pay As You Fly' fare basis is booked for specific airlines.

One remark will be added per carrier only.

DETAILED SCOPE

One remark will be added per carrier only. This remark is not configurable.

Remark format: **SR*OTHS YY-DEAL/<PAF CODE>/<CREDIT CARD NUMBER>/<VALIDITY>**

This feature is for Amadeus only.

Airlines affected by this change include:

- Lufthansa Group (LH (Lufthansa)
- LX (Swiss)
- OS (Austrian)
- SN (Brussels Airlines)

Classification: Public

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[EMAILS] NEW EMAIL SENT WHEN TRIP IS CONFIRMED AFTER BEING PUT ON HOLD

MADE FOR…?	Traveler | Arranger | Approver
ACTIVATION REQUIRED?	No

SYNOPSIS

When a trip is confirmed by a user, an email will be sent to the arranger, traveler, or approver. This concerns trips which are in auto-validation mode or which were on hold and then confirmed.

DETAILED SCOPE

This is applicable to

- The confirmation of trips which are “On Hold”
- Trips in auto-validation mode.

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neo

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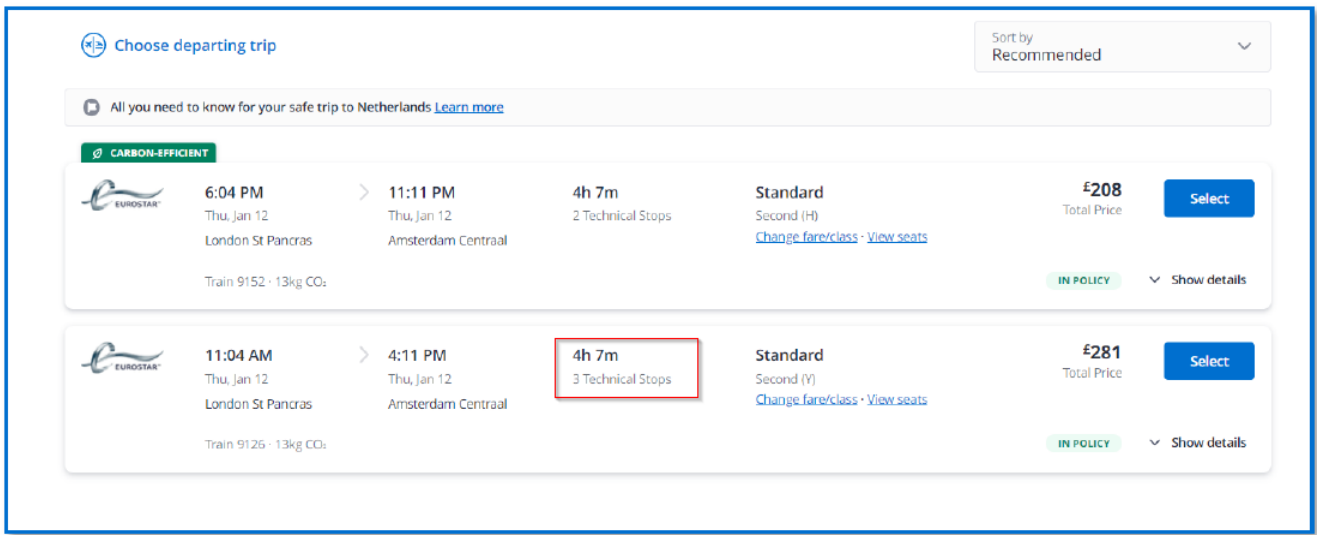
TRAVEL: REMINDER OF FEATURES MADE AVAILBLE IN RECENT SERVICE PACK DELIVERIES

[RAIL | SABRE] EUROSTAR ENHANCEMENTS	
SERVICE PACK VERSION	SP2 Neo 22.4
MADE FOR…?	Traveler | Arranger
ACTIVATION REQUIRED?	No
SUMMARY	Users booking through Sabre can now find and book Eurostar trains that have multiple stops. **NOTE**: Only for Eurostar trains booked through the GDS



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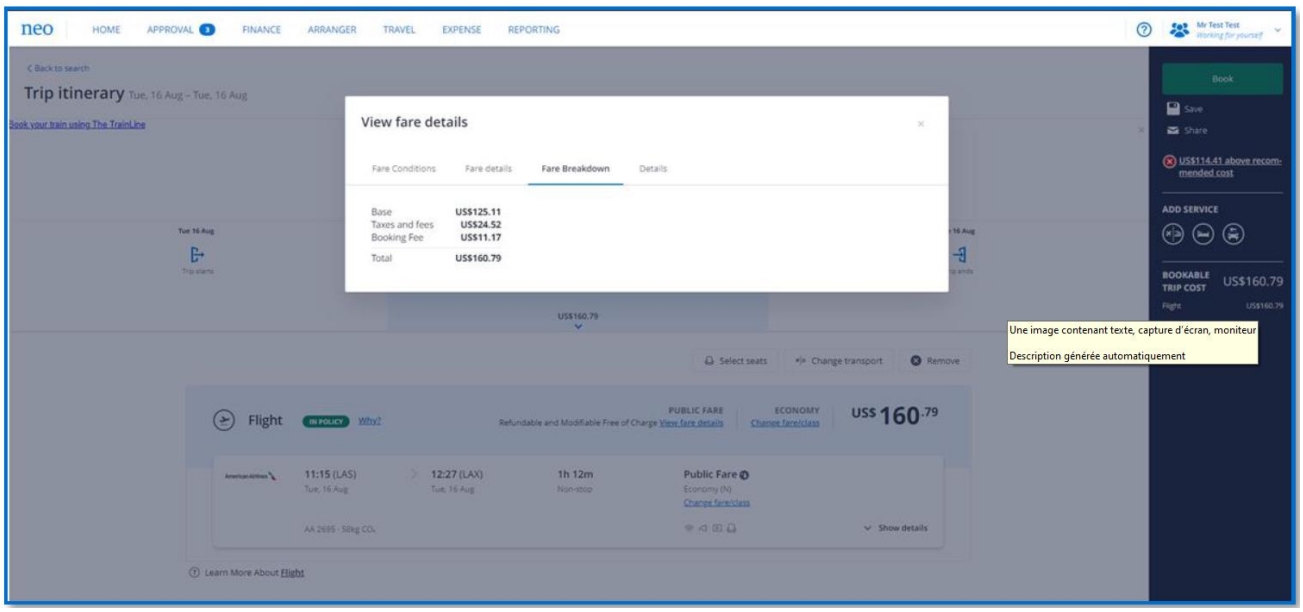
[SMP AIR | NDC] MANAGEMENT OF AGGREGATOR FEES	
SERVICE PACK VERSION	SP2 Neo 22.4
MADE FOR…?	Traveler
ACTIVATION REQUIRED?	No
SUMMARY	A new fee has been introduced by Air France and KLM through NDC. The implementation of booking fees for SMP Air / NDC have been implemented to alert customers of the non-refundable surcharge throughout the shopping and booking processes.



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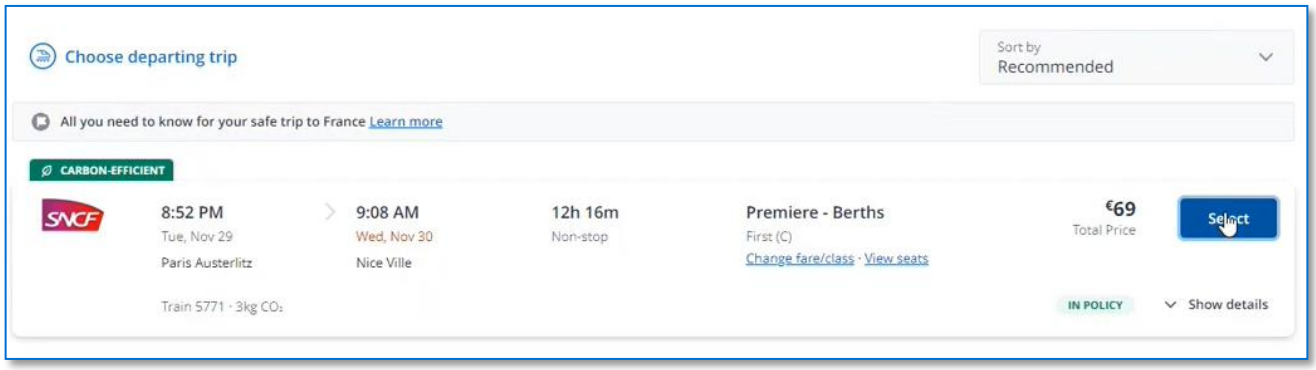
[SNCF] NIGHT TRAINS	
SERVICE PACK VERSION	SP3 Neo 22.4
MADE FOR…?	Traveler | Arranger | Travel Manager
ACTIVATION REQUIRED?	No
SUMMARY	It is now possible to book night trains through the SNCF direct link. <u>Users can either:</u> • Book couchettes in trains and request certain preferences • Book a seat: users can ask for an aisle or window seat <u>Several routes are available:</u> • Paris to Briançon • Paris to Nice • Paris to Lourdes / La Tour de Carol / Cerbère / Port Bou • Paris to Toulouse / Rodez / Albi



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NEO
EXPENSE

[NEO] SUPPORT FOR NON-DECIMAL CURRENCIES

MADE FOR...?	Traveler | Arranger | Accountant | Expense Manager
ACTIVATION REQUIRED?	No

SYNOPSIS

There are some international currencies for which amounts are written without decimals. This includes, for example, amounts expressed in Japanese Yen.

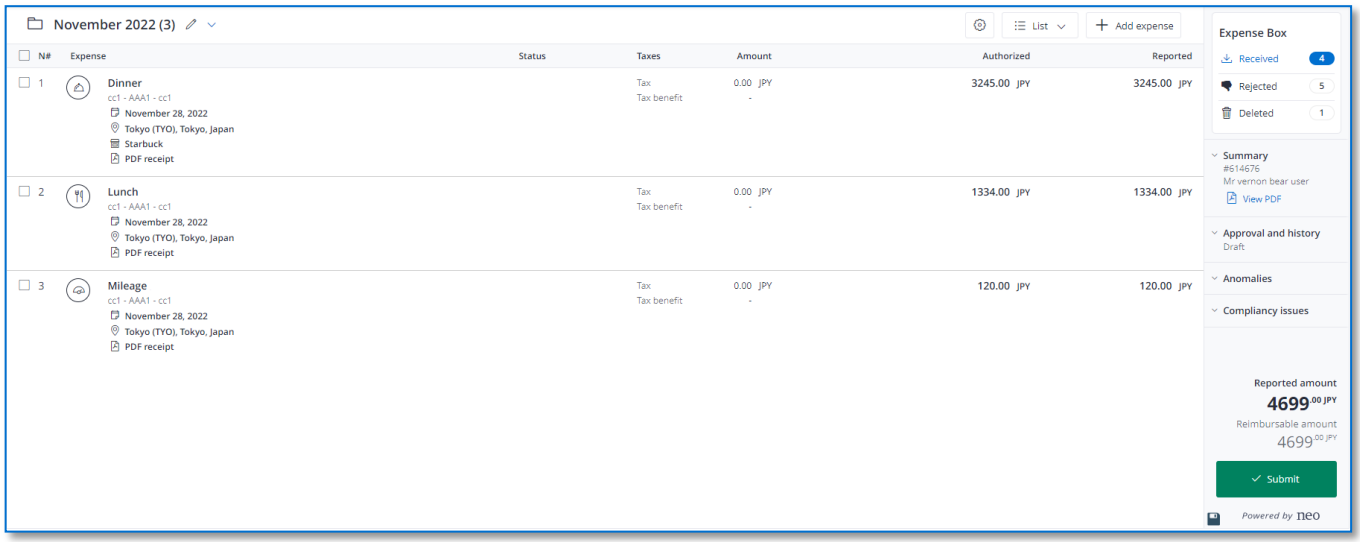
Beginning with this release, users will not be able to add decimals when entering amounts for expense lines which are expressed in Japanese Yen (JPY).

Computed amounts from either allowances or other amounts converted into JPY, will be rounded, avoiding having decimals in the relevant currency.

NOTE

The display of amounts has not yet been modified. This means that they will still appear with ".00".

The tax computation is not part of this delivery. This will be enhanced in an upcoming version of Neo.



OUT OF SCOPE

This feature has not been included in the following modules:

- Billing
- Cash Advance
- Travel

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[VAT] MULTI-VAT APPLIED TO DIFFERENT ITEMS – USE CASE FOR SOME EUROPEAN COUNTRIES

MADE FOR…?	Traveler | Accountant
ACTIVATION REQUIRED?	Yes
ADMIN SUITE NODE	Expense | VAT | Default VAT computation settings

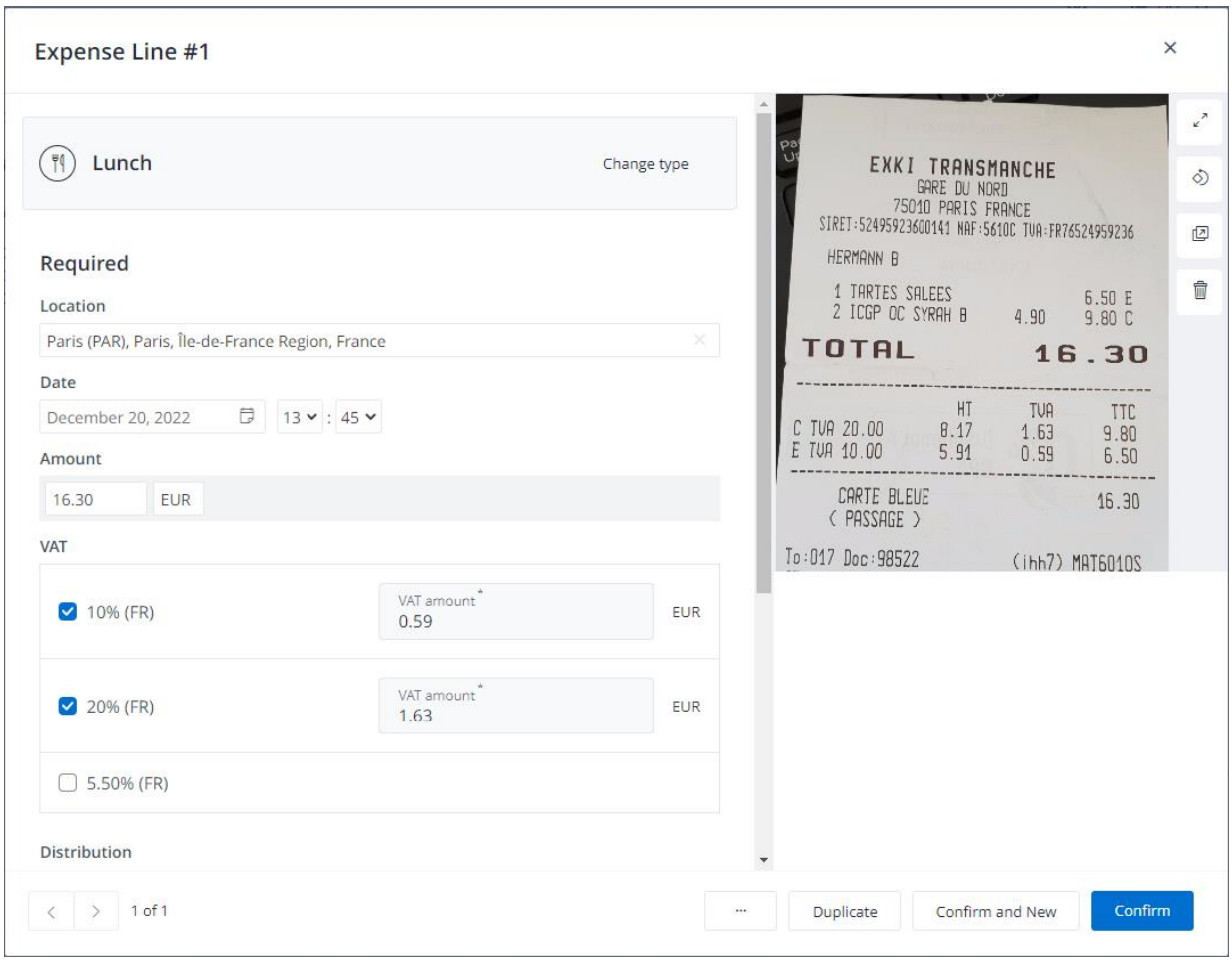
USE CASE

On a dinner receipt in France, food and non-alcoholic drinks are taxed at 10%.

Alcoholic drinks are taxed at 20%

SYNOPSIS

From this version, Neo supports multi-VAT applied to different items: where the user manually fills in the VAT amount for one or several VAT rules.



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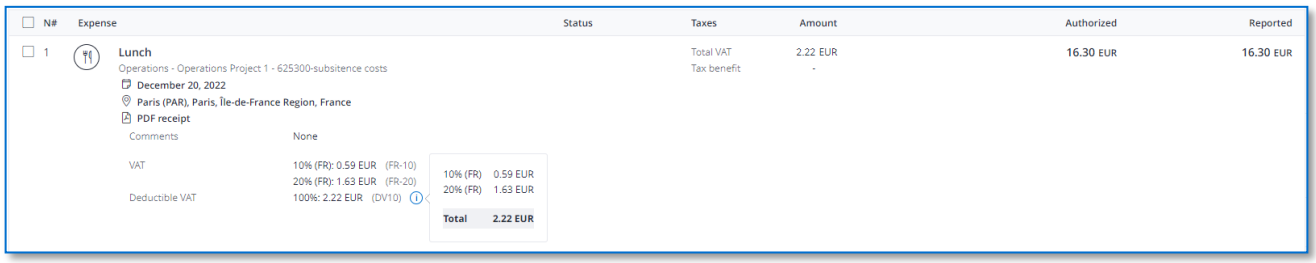
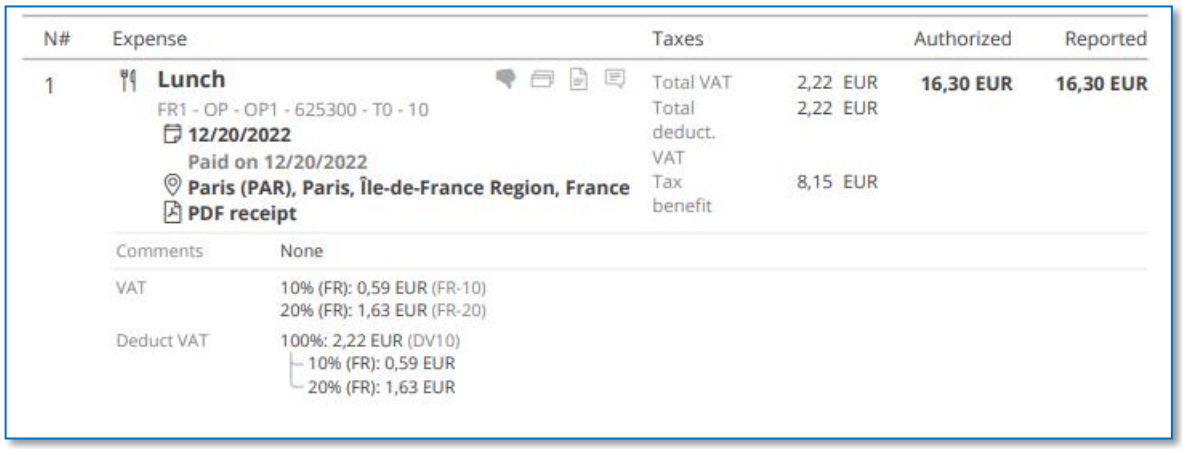
In the list view of the expense report, multi-VAT information is displayed in the detailed view:



Multi-VAT information is also available in the expense report PDF and in the export file (CSV and XML)



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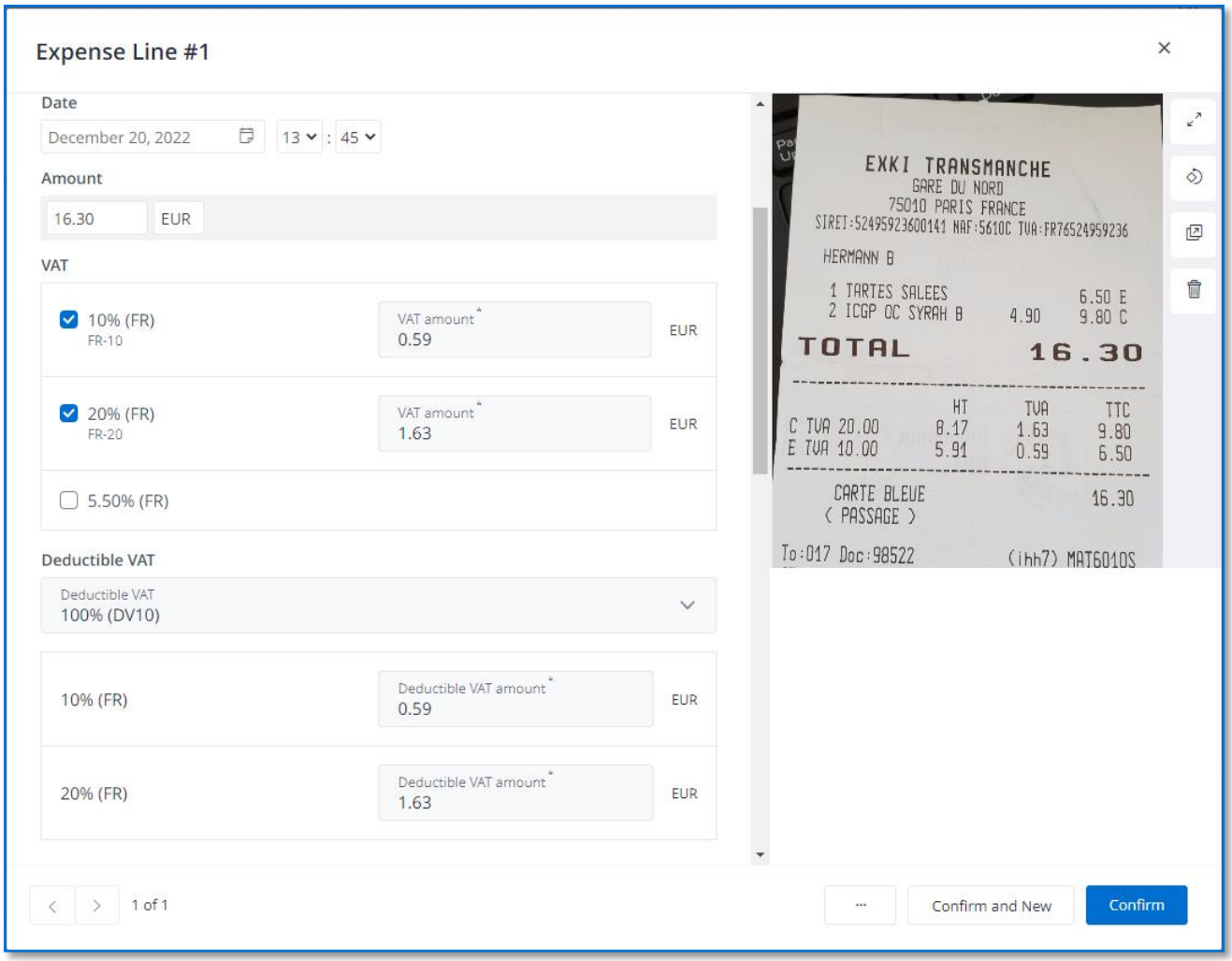
FOR ACCOUNTANTS

In multi-VAT, the VAT accounting key is displayed below the VAT rule for accountants
In multi-VAT, only one deductible VAT rule applies per expense type. The deductible VAT accounting key is displayed next to the name of the deductible VAT rule.

There is one deductible VAT amount by VAT rule.



Please contact your service manager to configure multi-VAT.

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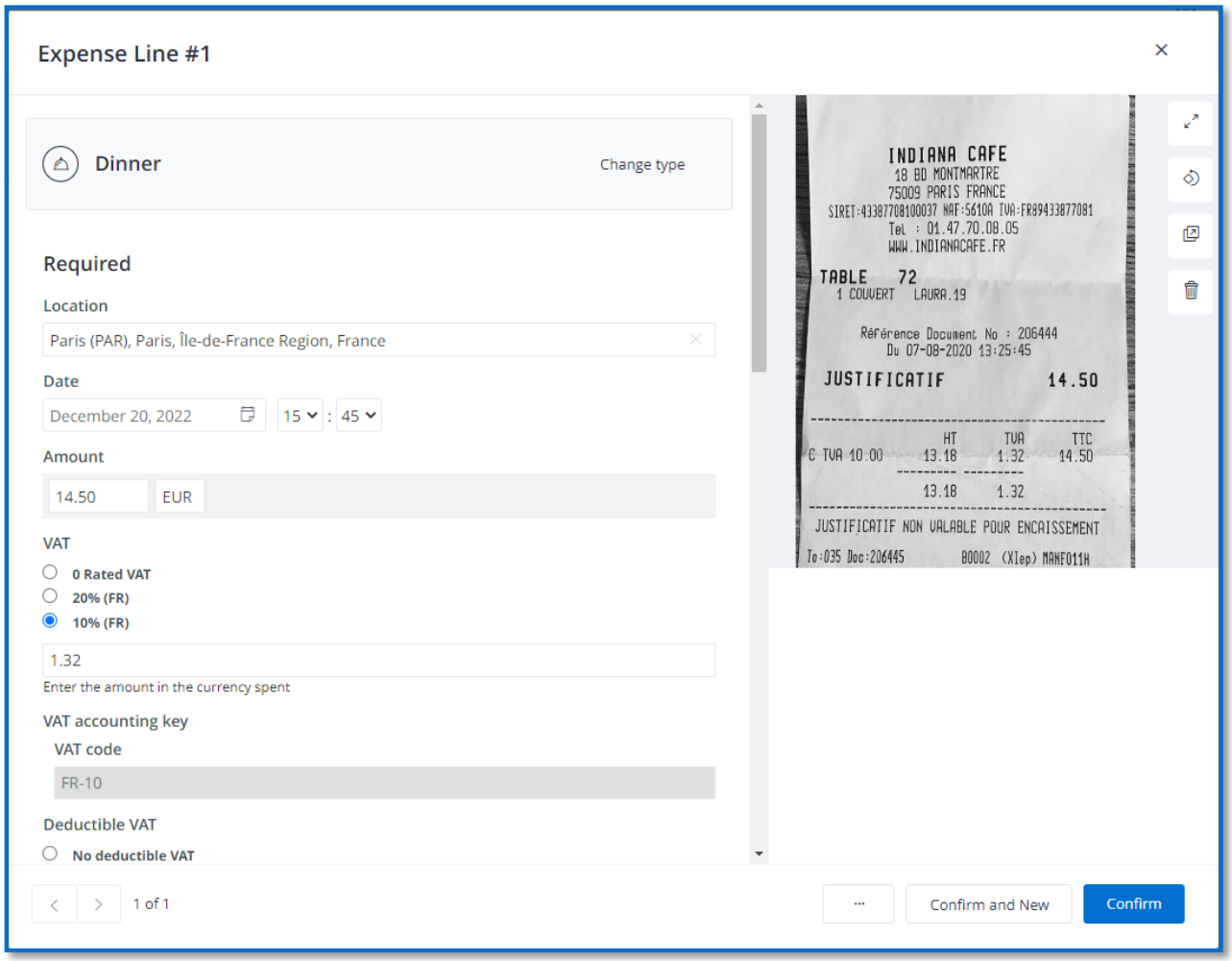
[VAT] VAT AMOUNT ALWAYS DISPLAYED AND EDITABLE FOR ACCOUNTANTS

MADE FOR...?	Accountant
ACTIVATION REQUIRED?	No

SYNOPSIS

The **VAT amount** field is always displayed and editable for accountants in the expense line form.

This is regardless of if **Allow amount override** is enabled or not for VAT rules.



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[VAT | ADMIN SUITE] AREA OF APPLICATION AND VAT RATE MANDATORY FOR VAT RULES

MADE FOR…?	Neo Admin
ACTIVATION REQUIRED?	No

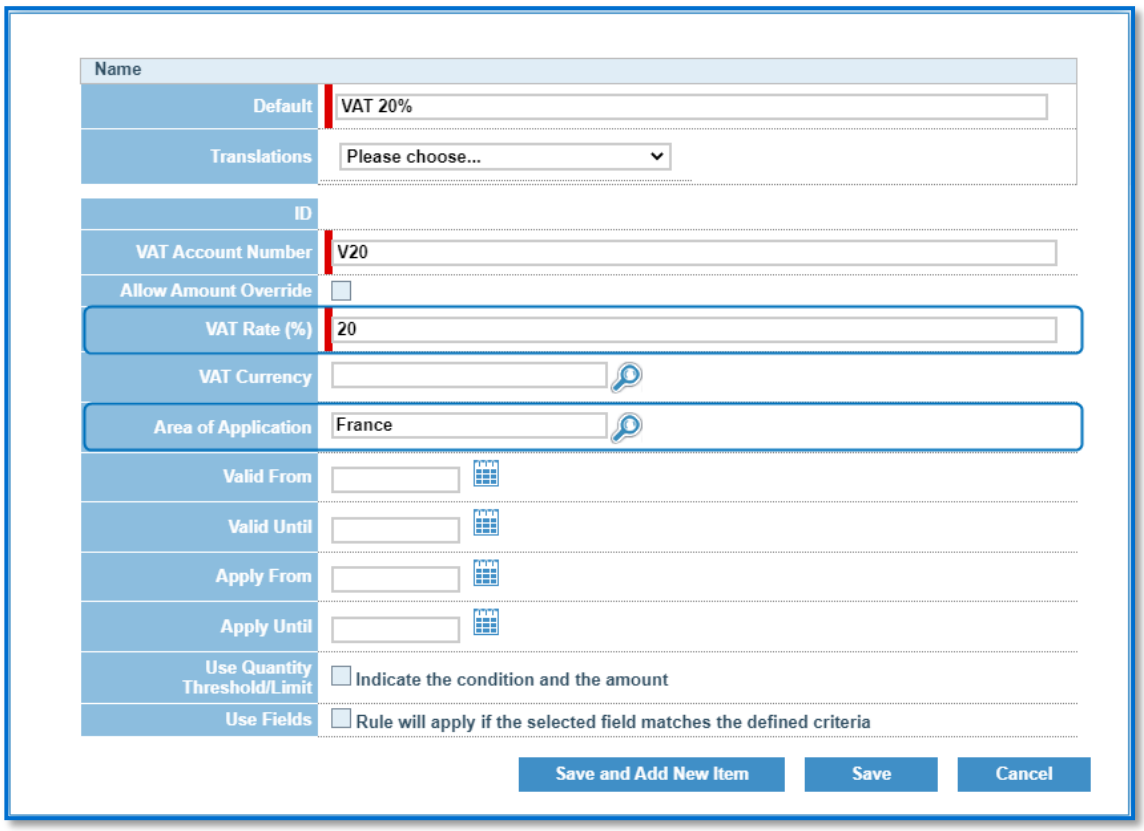
SYNOPSIS

When creating or updating a VAT rule, the area of application is mandatory except if the VAT rate is 0%.

VAT rules with no area of application (except from VAT at 0%) will no longer work.

The VAT rate is always mandatory.

Admin Suite Node: Expense | VAT | VAT Rules



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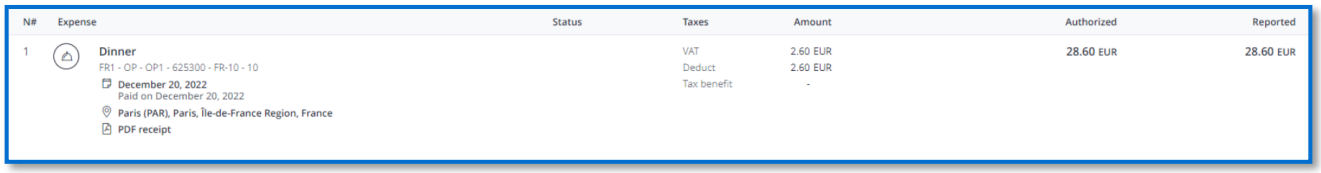
[VAT] CHANGES IN THE EXPENSE REPORT LIST VIEW FOR ACCOUNTANTS

MADE FOR...?	Accountant
ACTIVATION REQUIRED?	No

SYNOPSIS

In the expense report list view for accountants, the control rate is removed for more clarity.

The deductible VAT amount is no longer editable from the list. Only the expense line form remains editable at that location.



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[ACCOUNTING] EXPAND EXPENSE REPORT LIST

MADE FOR...?	Accountant
ACTIVATION REQUIRED?	No

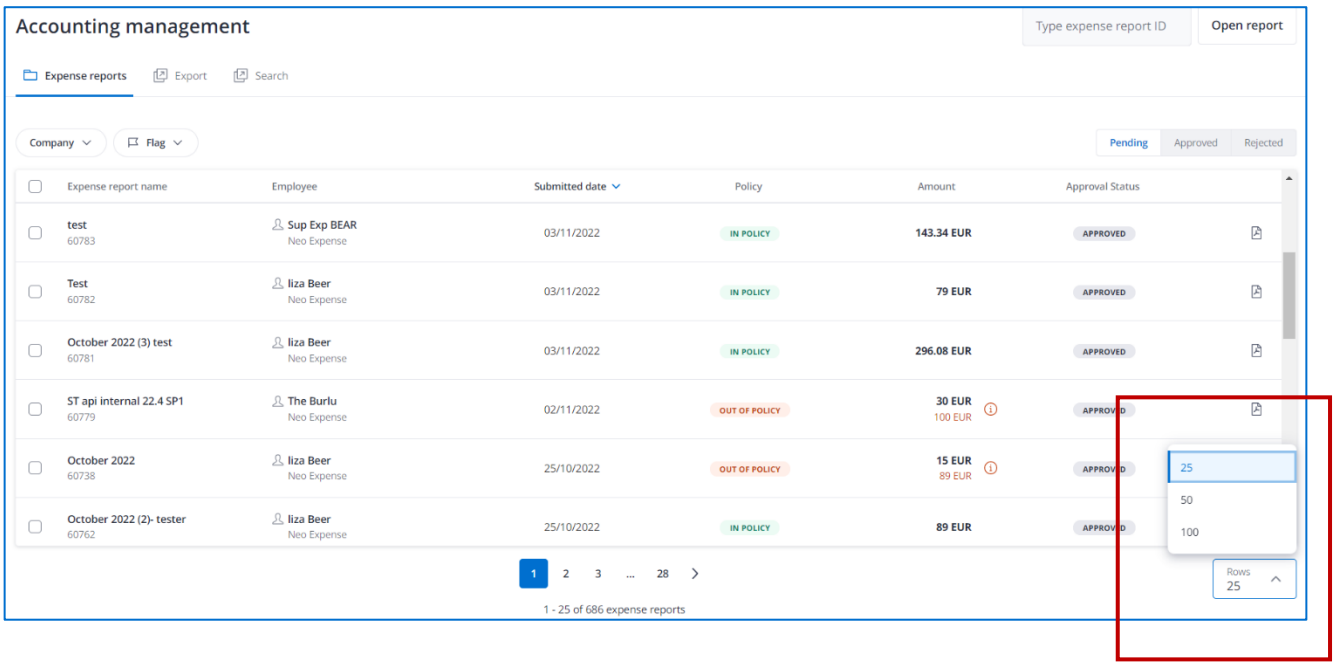
SYNOPSIS

The accounting module within Neo expense continues to be improved.

Accountants are now able to expand the pending report list, which can display up to 100 expense reports per page.

A drop-down menu has been added at the end of the list, offering accountants to select the following number of expense reports to display:

- 25 (by default)
- 50
- 100



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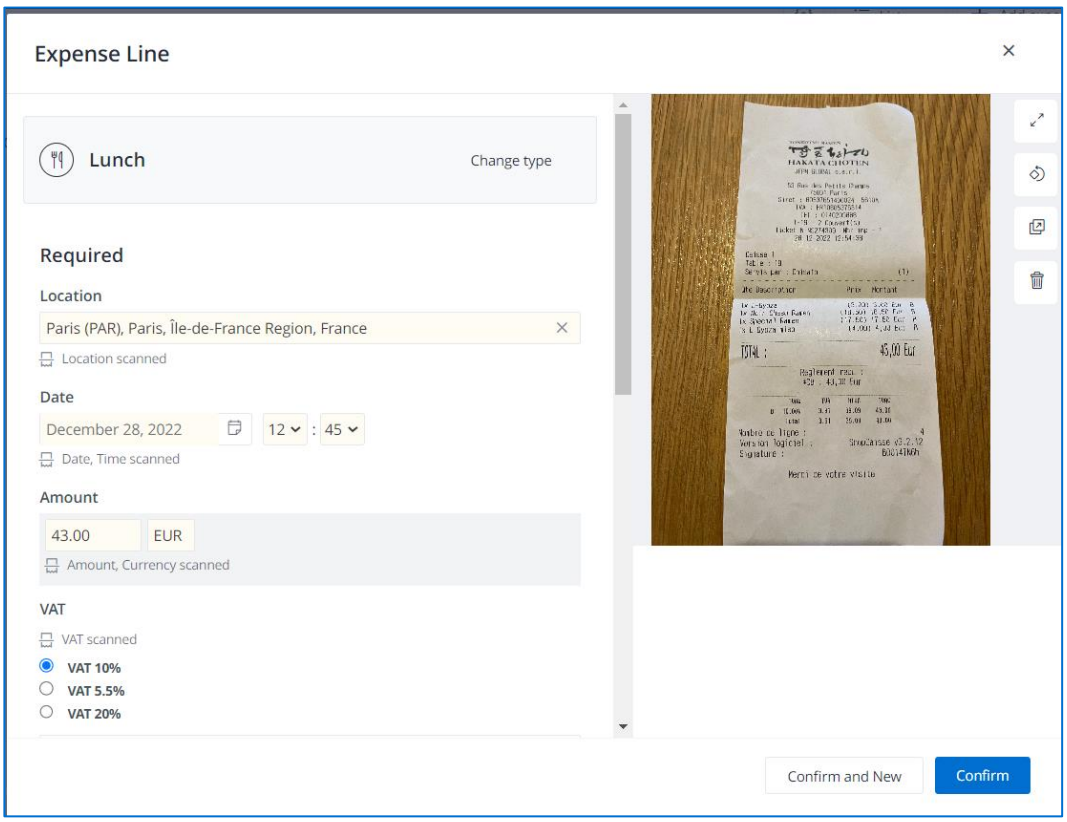
[OCR] RECEIPT SCANNING ENHANCEMENTS

MADE FOR…?	Traveler
ACTIVATION REQUIRED?	No

SYNOPSIS

With this release, the display of data captured from a receipt via OCR (optical character recognition) has been enhanced. Scanned fields will be immediately highlighted in yellow, and a label will be displayed below each field. This makes it so users can quickly recognize what information has been scanned. The yellow highlight is removed after editing or closing the form. This applies when the OCR setting is enabled in the configuration.



REMINDER

OCR can read the following information from the receipt:

- Location
- Date
- Hour
- Amount
- Currency
- Vendor
- VAT rate and the VAT amount

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PLATFORM

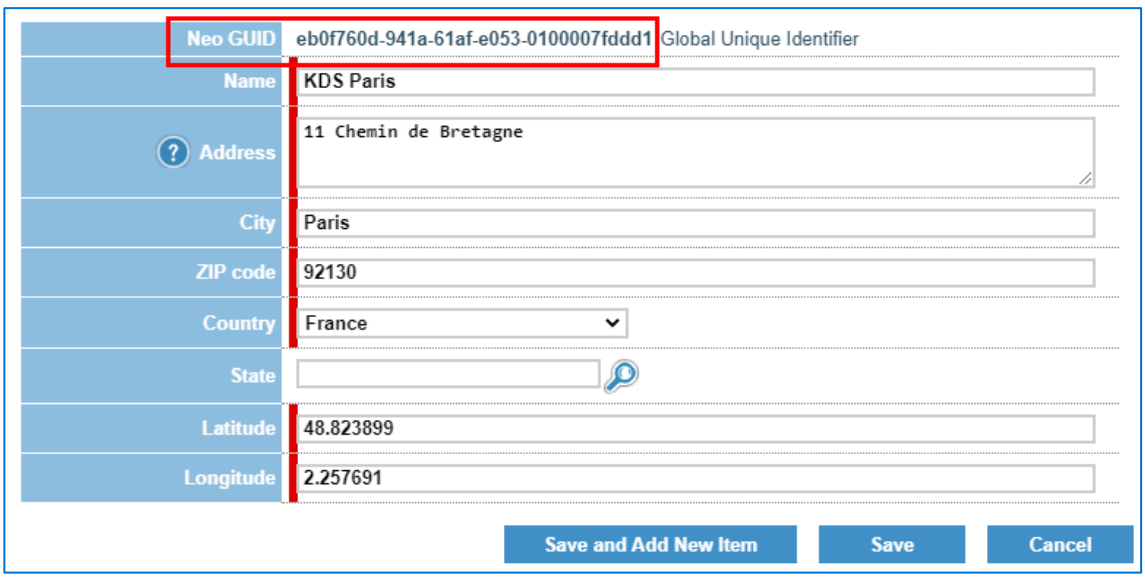
[PROFILE API] ASSIGNING COMPANY ADDRESSES TO USER PROFILES

MADE FOR…?	Neo Admin
ACTIVATION REQUIRED?	No

SYNOPSIS

Customers who have a list of company addresses defined in Neo can now assign them as a business address for a user profile updated or created within Neo Profile API.

This address must be referenced through its Neo GUID (Global Unique Identifier), as can be retrieved in Admin Suite when looking at the addresses under the node: **Company Setup | Company Addresses** as seen below:



NOTE

If no reference for a company address is provided for a given profile, they will use their sub-unit's default address as a business address (as is the case at present)

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[PROFILE API] CUSTOM FIELD VALUES VALIDATION ALIGNED WITH END-USER SCREENS

MADE FOR…?	Neo Admin
ACTIVATION REQUIRED?	No

SYNOPSIS

Neo provides the possibility for administrators to define a validation rule for a given free text custom field. This makes it so users can only enter a value which respects that rule when providing a value for this field in their profile, in a trip or when claiming an expense.

Neo Profile API now also checks the same rules for values provided for these fields when a profile is created or updated through the API.

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PLATFORM: REMINDER OF FEATURES MADE AVAILBLE IN RECENT SERVICE PACK DELIVERIES

[PROFILE API] SUPPORT FOR REDRESS AND KNOWN TRAVELER ISSUING COUNTRY	
SERVICE PACK VERSION	SP1 Neo 22.4
MADE FOR…?	Neo Admin
ACTIVATION REQUIRED?	No
SUMMARY	When creating or updating a user profile with the Neo API, which has a redress number or known traveler number, it is also possible to define the corresponding issuing country (whether it be Canada or the United States) for that number.

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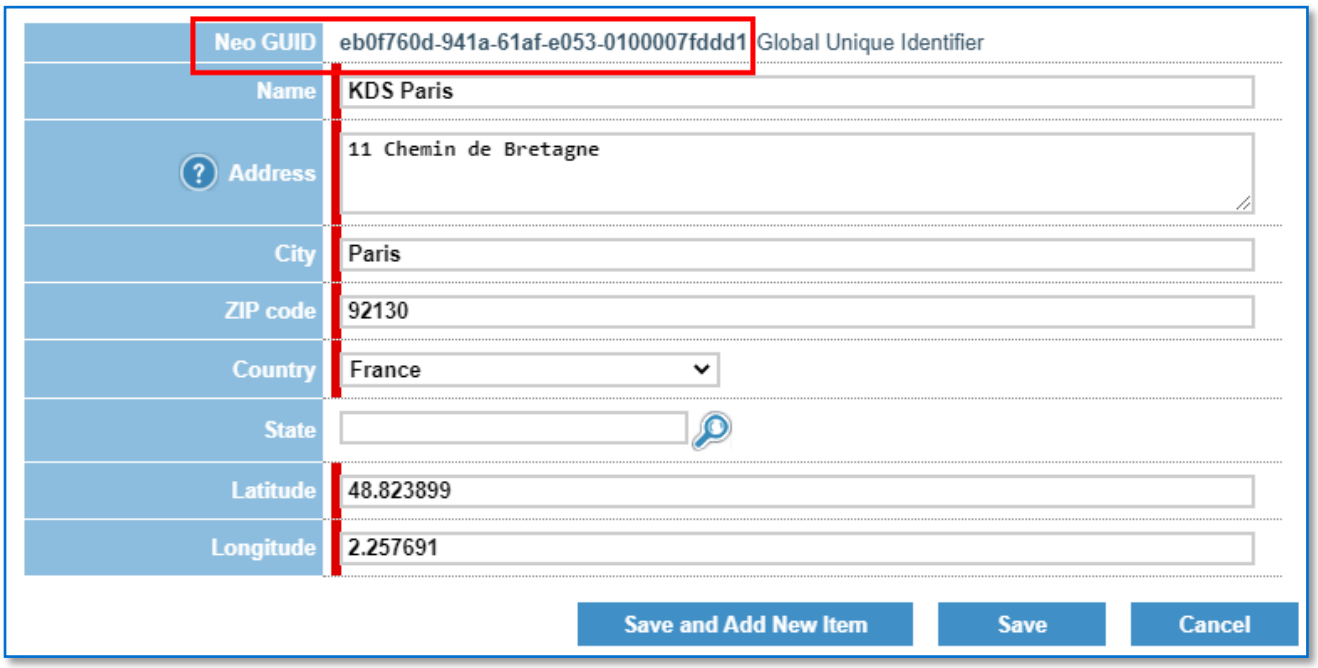
[PROFILE API] ASSIGNING A COMPANY ADDRESS TO USER PROFILES

SERVICE PACK VERSION	SP3 Neo 22.4
MADE FOR…?	Neo Admin
ACTIVATION REQUIRED?	No
SUMMARY	For customers who have a list of company addresses defined in Neo, it is now possible to assign one of them as a business address in a user profile created or updated with Neo Profile API.



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NEO
REPORTING
THE COMPANY PROPOSAL

NEO REPORTING DIMENSIONS FOR TRAVEL

MADE FOR…?	Neo Admin | Travel Manager
ACTIVATION REQUIRED?	No

SYNOPSIS

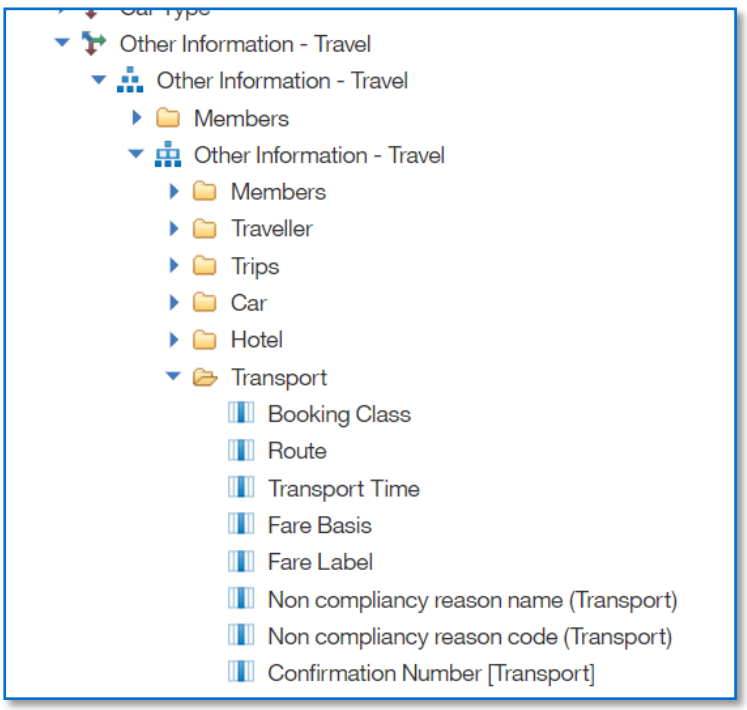
To enhance the workflow for Reporting, three new dimensions have been added in the travel dimensions group which ensure that a trip's PNR number was taken into account when services are booked on a direct link. These three dimensions include:

- Confirmation number for transport
- Confirmation number for hotel
- Confirmation number for car rentals

The trip's PNR will now always contain the PNR number issued from the booking as is displayed in Neo.

NOTE: This change will apply for all future trips. Trips which are already stored in Reporting, and which do not sustain modifications will continue to carry the legacy value for Trip PNR.

Transport dimensions:



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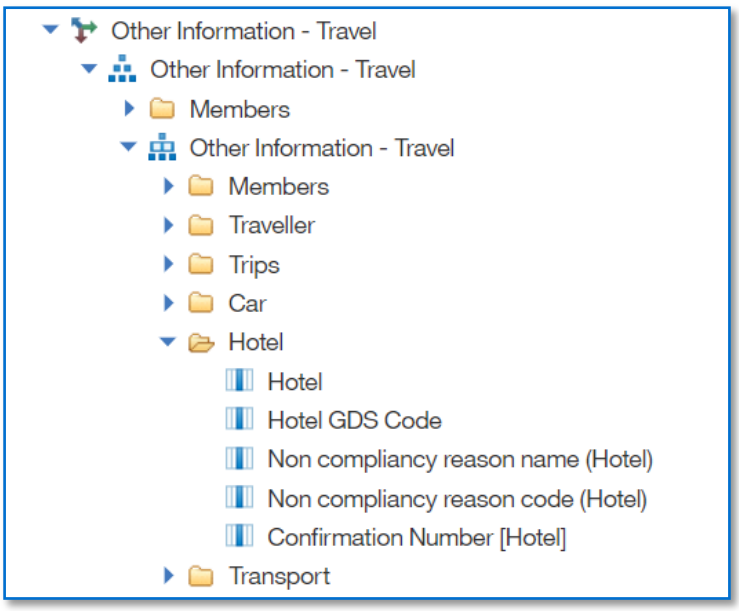
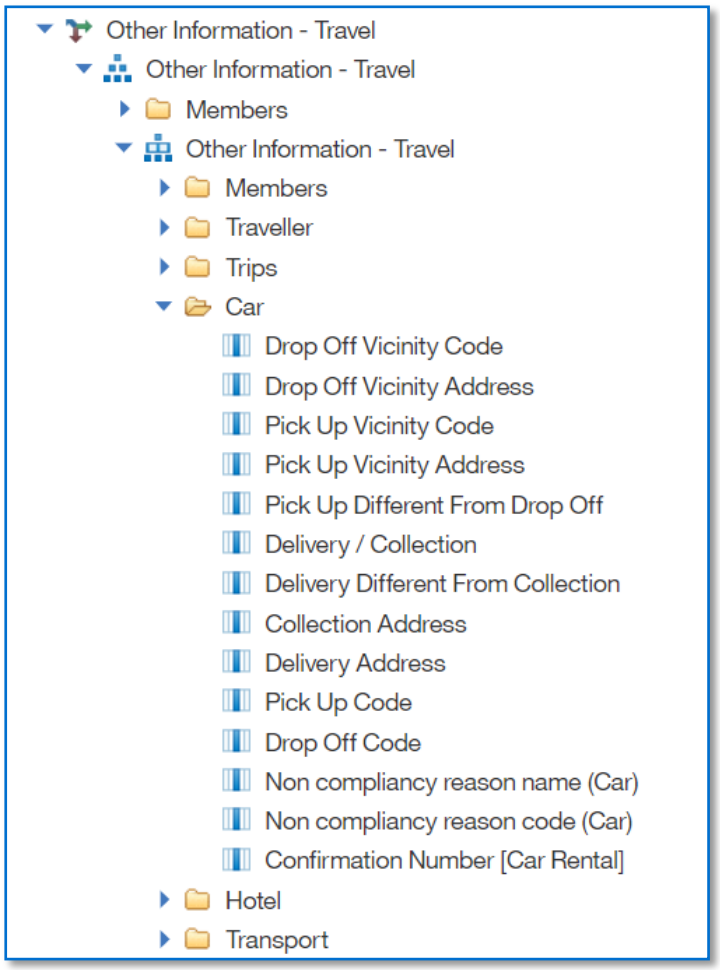
Hotel dimensions:



Car rental dimensions:



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