

neo

Neo 23.1 Release Notes

21 JANUARY 2023



AN AMERICAN EXPRESS GLOBAL BUSINESS TRAVEL COMPANY

Classification: Restricted

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TRAVEL






[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:

FLIGHT 1 TO MADRID  LHR - MAD	FLIGHT 2 TO PARIS  MAD - CDG	FLIGHT 3 TO LONDON  CDG - LHR
--	---	--

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

TGV Deck

TRAIN TO MARSEILLE ST CHARLES

☒ Indifferent
☐ Top Floor
☐ Bottom Floor

TRAIN TO PARIS GARE DE LYON

☒ Indifferent
☐ Top Floor
☐ Bottom Floor

Seat Placement

TRAIN TO MARSEILLE ST CHARLES

☒ Indifferent
☐ Window
☐ Corridor
☐ Individual seat
☐ Club 2
☐ Solo
☐ Side-by-side duo

TRAIN TO PARIS GARE DE LYON

☒ Indifferent
☐ Window
☐ Corridor
☐ Individual seat
☐ Club 2
☐ Solo
☐ Side-by-side duo

Business 1ere

TRAIN TO MARSEILLE ST CHARLES

☒ press/snack and beverages trolley at departure station

TRAIN TO MARSEILLE ST CHARLES

☒ priority boarding

TRAIN TO MARSEILLE ST CHARLES

☒ free access to the “Grand Voyageur” lounge

TRAIN TO PARIS GARE DE LYON

☒ press/snack and beverages trolley at departure station

TRAIN TO PARIS GARE DE LYON

☒ free access to the “Grand Voyageur” lounge

TRAIN TO PARIS GARE DE LYON

☒ priority boarding

Cost details

TRANSPORT

Round-trip train €326.00

REQUESTED OPTIONS

TGV Deck €0.00
Seat Placement €0.00
Business 1ere included

TOTAL PRICE €326.00

Continue

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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.

[Back to search](#)

Trip itinerary

London - Madrid - Paris - London - 8 to 16 Mar

Mon 8 Mar	Mon 8 - 6:30 AM Mon 8 - 9:55 AM	Tue 16 - 10:50 AM Tue 16 - 12:15 PM	Tue 16 Mar
Trip starts	Delta Airlines to Madrid, Spain	British Airways to London-Heathrow, United Kingdom	Trip ends
	€704.05	€880.03	

[Change options](#)

Flight IN POLICY

BASIC [Check fare details](#) | **ECONOMY** [Change fare/class](#) | **€1 584.⁰⁸**

8:30 AM Mon, Mar 8 LHR → **9:55 AM** Mon, Mar 8 MAD **1h 25m** Non stop **Basic** Coach [Change fare/class](#)

COVID-19 DL Z36 • Delta Airlines [Details](#)

Madrid to London **\$880.03** [Hide details](#)

10:50 AM Tue, Mar 16 **Madrid, Spain (MAD)** Terminal 4 Madrid, ES

1h 25m British Airways • BA 649 • Airbus 320

12:15 PM Tue, Mar 16 **London Heathrow, United Kingdom (LHR)** Terminal 5 London, UK

Preferred partner **COVID-19** [View safety measures](#)

Basic Economy

- 19k**
- Bags:** 40kg
- Basic:** web browsing (fee)
- Power:** USB outlets
- Seatback:** on-demand video
- Seatback:** on-demand video

[View more](#)

REQUESTED OPTIONS [Change options](#)

	FLIGHT TO TOULOUSE	FLIGHT TO LONDON
Baggage	1 piece 20kg total (+ €25)	3 pieces 20kg+20kg+20kg total (+ €75)
Direction	ALL FLIGHTS No preference	
Speedy boarding	FLIGHT TO TOULOUSE Yes (€12.00)	FLIGHT TO LONDON Yes (€12.00)
Coach Type	ALL FLIGHTS Quiet	
Additional Service	ALL FLIGHTS Power socket	

CARBON EMISSIONS: 195 KG/PERS. CO₂

SELECTED FARES [Change fare/class](#)
Basic Economy

Ticket must be issued by 15 Mar 2021

[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

Listing of services booked in the trip

Trip modification


Find below all the services that you booked for your trip.
Select the one that you would like to modify:



Flight (round-trip)
Air France vers Londres Heathrow, Royaume-Uni
Air France vers Paris Charles de Gaulle, France

Free of charge before tickets are issued


Modify



Car rental
Prise de location de voiture à Enterprise, Heigham Street,
NR24TF Norwich, Royaume-Uni

May be subject to cancellation fees


Modify



Hotel
Sofitel London St James (2 nuits)

DEADLINE FOR CANCELLATION WITHOUT FEE : NON REFUNDABLE
THE AMOUNT DUE IS NOT REFUNDABLE EVEN IF THE BOOKING IS
CANCELLED OR MODIFIED.

Modify



Taxi
ACME SIMULATOR Taxi vers Norwich International, Royaume-Uni

Une fois la Commande effectuée par le Client, toute modification du lieu de destination ou ajout d'étapes supplémentaires entraînera le passage par le chauffeur à un mode de facturation sans lieu de destination (course libre). Toutefois le chauffeur peut, à sa discrétion, décider de conserver la course au forfait. Le Client sera facturé au minimum du montant forfaitaire initialement accepté.

Modify

Close

When a given service cannot be modified or exchanged:

Modification not allowed at this stage

This Taxi cannot be modified online.

In order to modify this trip, you need to contact your travel agency.

Your travel agency contact information is located in 'Contact Information' when you click on the 'Help' (?) icon.

Close

[TRANSPORT] ABILITY TO SORT RESULTS BY ARRIVAL TIME

MADE FOR...?

Traveler | Arranger

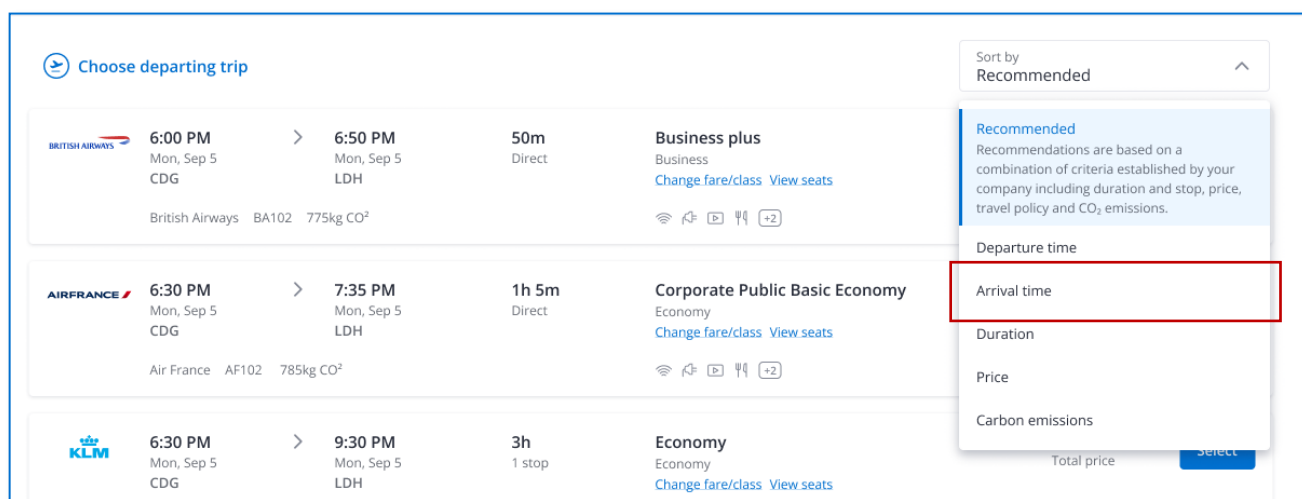
ACTIVATION REQUIRED?

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.



The screenshot displays a flight selection interface. On the left, under the heading "Choose departing trip", three flight options are listed:

- British Airways:** 6:00 PM Mon, Sep 5 CDG to 6:50 PM Mon, Sep 5 LDH, 50m Direct, Business plus. Details: British Airways BA102, 775kg CO₂. Amenities: Wi-Fi, Power, Entertainment, Luggage (+2).
- Air France:** 6:30 PM Mon, Sep 5 CDG to 7:35 PM Mon, Sep 5 LDH, 1h 5m Direct, Corporate Public Basic Economy. Details: Air France AF102, 785kg CO₂. Amenities: Wi-Fi, Power, Entertainment, Luggage (+2).
- KLM:** 6:30 PM Mon, Sep 5 CDG to 9:30 PM Mon, Sep 5 LDH, 3h 1 stop, Economy. Details: Amenities: Wi-Fi, Power, Entertainment, Luggage (+2).

On the right, a "Sort by" dropdown menu is open, showing the following options: Recommended, Arrival time (highlighted with a red box), Duration, Price, and Carbon emissions. Below the menu, a "Total price" label and a "Select" button are visible.

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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.

[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 providers 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.

Select and confirm the taxis you want to book

ACME SIMULATOR Nego



Wed, Jan 18 5:00 PM
Stockholm Arlanda

>

Wed, Jan 18 7:25 PM
Hotel At Six, Brunkebergstorg, Stockholm,
Sweden

€156²³
[View fare details](#)
[Terms & Conditions](#)

FLIGHT NUMBER:
KL 1115
Terminal: 2

[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.

Search Policy to Apply

Recommended Category

Any

Recommended Fuel Type

Electric

Any

Hydrogen

Diesel

Electric

ElectricPlus

Hybrid

HybridPlugIn

LGP

MultiFuel

Unspecified

Ethanol

Petrol

[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.

Hotel addition

BEFORE

Information

- Information relative to the selected transport service is pre-populated in the search form [Clear Fields](#)

DESTINATION / HOTEL NAME

London, UK

When?

CHECK-IN

Tue 20 Dec 2022

CHECK-OUT

Wed 21 Dec 2022

REASON FOR TRIP

Client

AFTER

Add hotel

Destination

London

Check-in

Fri 22 Jan

Check out

Sat 23 Jan

Search meeting address, company site, hotel name...

Reason for trip

For fun

Cancel

Search hotels

Classification: Public

BEFORE

Edit search

DESTINATION / HOTEL NAME

London, UK

When?

CHECK-IN

Tue 20 Dec 2022

CHECK-OUT

Wed 21 Dec 2022

REASON FOR TRAVEL

Client meeting

Search

AFTER

Edit search

Destination

London

Check-in

Fri 22 Jan

Check out

Sat 23 Jan

Reason for trip

For fun

Cancel

Search hotels

[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.

Select your room

In policy only Breakfast Included Free cancellation Clear filters

☐ Display total amount for 2 nights

STANDARD RATE

BB SEMI FLEX STANDARD KING ROOM LARGE ROOM 30 SQM WITH KING SIZE BED

Breakfast Included

✓ Free cancellation until Feb 3

✓ Guarantee - no prepayment

[See rate details](#)

IN POLICY

€193.88

per night, incl. tax

Select

STANDARD RATE

BB SEMI FLEX STANDARD TWIN ROOM LARGE ROOM 30SQM ROOM WITH TWO BEDS

Breakfast Included

✓ Free cancellation until Feb 3

✓ Guarantee - no prepayment

[See rate details](#)

IN POLICY

€193.88

per night, incl. tax

Select


[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**.



Hilton Cancun, An All-Inclusive Resort ★★★★★

Carretera Federal Libre 307 Cancun-Tulum 248 & 868 77569 Cancun MX · 109 m from search location

[More details](#)

SANITARY MEASURES

[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

Select your room

In policy only Breakfast Included Free cancellation Rate type Prepayment Bed type Clear filters

☐ Display total amount for 2 nights

STANDARD RATE
Expedia Rate-Prepaid Superior Room, 1 King Bed, City View
 King bed
 Non-refundable
 Payment in advance
[See rate details](#)
€137.87
per night, incl. tax
Select

Payment policy

☐ Payment at the property
☒ Prepayment

STANDARD RATE
Expedia Rate-Prepaid Superior Room, 1 King Bed, Accessible, Bathtub - Free WIFI
 King bed
 Non-refundable
 Payment in advance
[See rate details](#)
€137.87
per night, incl. tax
Select

[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.

Select a room

Compliant only
Breakfast included
Free cancellation
Payment policy
Rate type

☐ Display total amount for 2 nights

Select your room

In policy only
Breakfast Included
Free cancellation
Standard rate
Payment policy
Bed type
Clear filters

☐ Display total amount for 2 nights

Rate type

☒ Standard rate
☐ Standard rate by Booking.com

STANDARD RATE

Expedia Rate-Prepaid Superior Room

King bed

Non-refundable

Payment in advance

[See rate details](#)

IN POLICY

€137.87
per night, incl. tax

Select

STANDARD RATE

Expedia Rate-Prepaid Superior Room, 1 King Bed, Accessible, Bathtub - Free WiFi

King bed

Non-refundable

Payment in advance

[See rate details](#)

IN POLICY

€137.87
per night, incl. tax

Select

NOTE

Please note that this information is provided by suppliers.



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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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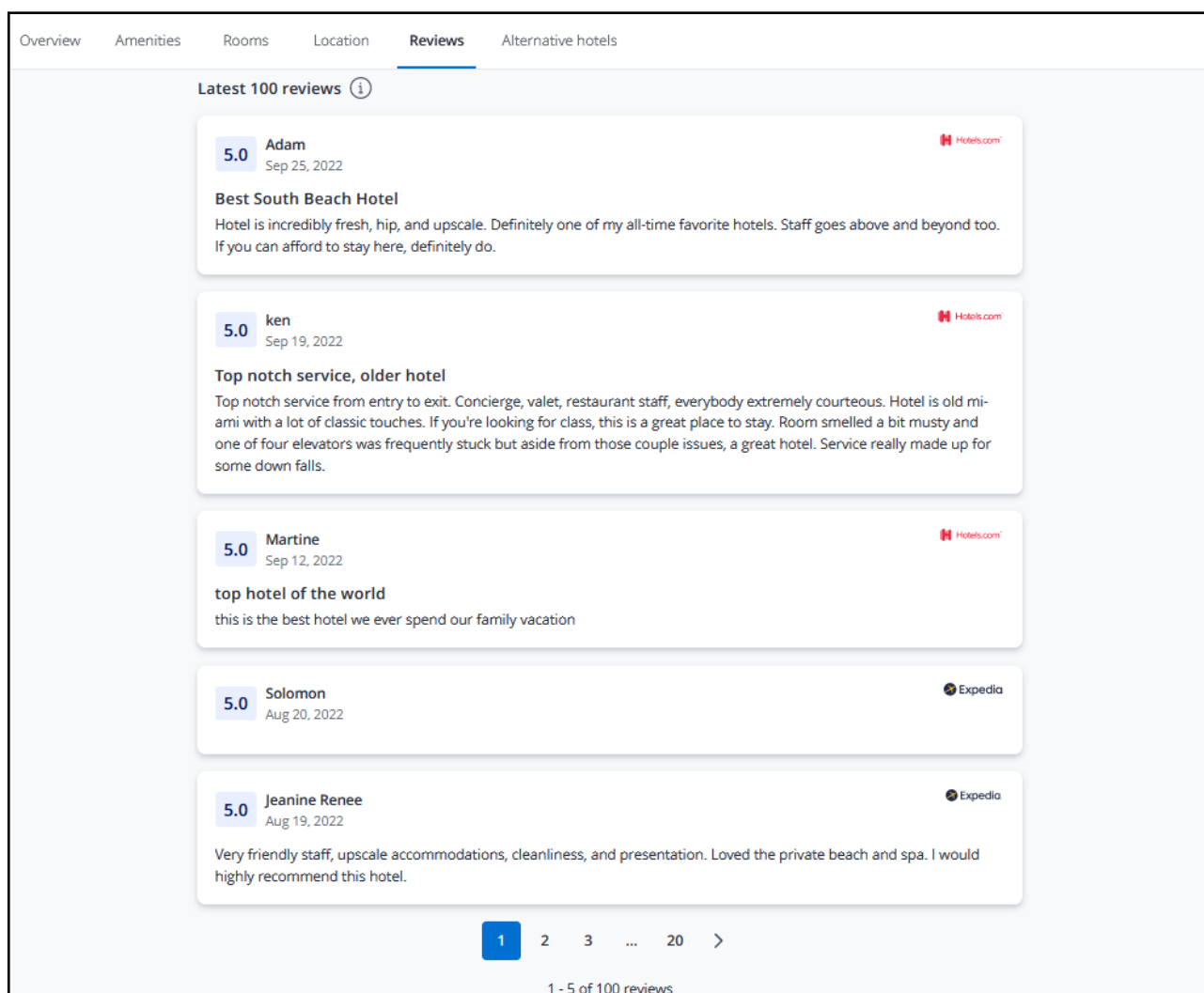
[HOTEL] HOTEL REVIEWS AVAILABLE

MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	No
ADMIN SUITE CODE	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.



Overview Amenities Rooms Location **Reviews** Alternative hotels

Latest 100 reviews ⓘ

5.0
Adam
Sep 25, 2022
Hotels.com

Best South Beach Hotel
Hotel is incredibly fresh, hip, and upscale. Definitely one of my all-time favorite hotels. Staff goes above and beyond too. If you can afford to stay here, definitely do.

5.0
ken
Sep 19, 2022
Hotels.com

Top notch service, older hotel
Top notch service from entry to exit. Concierge, valet, restaurant staff, everybody extremely courteous. Hotel is old mi-ami with a lot of classic touches. If you're looking for class, this is a great place to stay. Room smelled a bit musty and one of four elevators was frequently stuck but aside from those couple issues, a great hotel. Service really made up for some down falls.

5.0
Martine
Sep 12, 2022
Hotels.com

top hotel of the world
this is the best hotel we ever spend our family vacation

5.0
Solomon
Aug 20, 2022
Expedia

5.0
Jeanine Renee
Aug 19, 2022
Expedia

Very friendly staff, upscale accommodations, cleanliness, and presentation. Loved the private beach and spa. I would highly recommend this hotel.

1 2 3 ... 20 >

1 - 5 of 100 reviews

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

[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 always returned. It could be linked to the hotel and source, but also to the country. In that case, a tool tip is displayed.



Hyatt Place New York Mid-town South field hotel ★★★★★


4.4 / 5 1,220 reviews 100m from search location

Breakfast available
Payment at the property

per night, incl tax **\$119**
excl tax **\$97**

View hotel

BOOKED 17 TIMES ECO-FRIENDLY STANDARD RATE BY BOOKING.COM



Hyatt Place New York Mid-town South field hotel ★★★★★

4.4 / 5 1,220 reviews 100m from search location

Breakfast available
Payment at the property

per night, incl tax **\$119**
excl tax amount not available

View hotel

BOOKED 17 TIMES ECO-FRIENDLY STANDARD RATE BY BOOKING.COM

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

[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.

[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

Select your room

☐ In policy only ☐ Breakfast Included ☐ Free cancellation

PUBLIC RATE IN POLICY
EMPLOYEE AMERICAN EXPRESS -NEG KING GUEST ROOM CONTEMPORARY ACCOMMODATION
✓ Free cancellation until Nov 16
✓ Guarantee - no prepayment
[See rate details](#)
€206.87
per night, incl. tax [Select](#)

STANDARD RATE IN POLICY
SEMI-FLEX KING GUEST ROOM CONTEMPORARY ACCOMMODATION
✗ Non-refundable
✓ Guarantee - no prepayment
[See rate details](#)
€251.75
per night, incl. tax [Select](#)

STANDARD RATE IN POLICY
FLEXIBLE RATE KING GUEST ROOM CONTEMPORARY ACCOMMODATION
✓ Free cancellation until Nov 16
✓ Guarantee - no prepayment
[See rate details](#)
€254.75
per night, incl. tax [Select](#)

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

STANDARD RATE IN POLICY
SEMI-FLEX KING GUEST ROOM CONTEMPORARY ACCOMMODATION
✗ Non-refundable
✓ Guarantee - no prepayment
[See rate details](#)
€251.75
per night, incl. tax [Select](#)

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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.

[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.

```

OK
rtN85DNH
--- RLR SFP ---
RP/MLHWL2105/MLHWL2105          WS/SU   1DEC22/0916Z   N85DNH
 1.BEAR/VERNONMEL AMA
 2 AA6557 Y 20FEB 1 CDGLHR HK1      2B 0700 0725   *1A/E*
 3 AP MLH 03 84 98 41 13 - CWT FRANCE - A
 4 TK OK01DEC/MLHWL2105
 5 SSR OTHS 1A MISSING SSR CTCM MOBILE OR SSR CTCE EMAIL OR SSR
   CTCTR NON-CONSENT FOR BA
 6 OP MLHWL2105/01DEC/73C50
 7 OP MLHWL2105/01DEC/73C50
 8 OP MLHWL2105/01DEC/73C50
 9 RM EMP2022
10 RM *IMPORT REJECT TRAVELER NOT FOUND
11 RM *IMPORT REJECT TRAVELER NOT FOUND
12 RM *IMPORT REJECT PNR IS BLACKLISTED
13 FP CASH

```

[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)

[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.

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

[RAIL | SABRE] EUROSTAR ENHANCEMENTS


SERVICE PACK VERSION	SP2 Neo 22.4
MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	No
SUMMARY	<p>Users booking through Sabre can now find and book Eurostar trains that have multiple stops.</p> <p>NOTE: Only for Eurostar trains booked through the GDS</p>

Choose departing trip

Sort by
Recommended

All you need to know for your safe trip to Netherlands [Learn more](#)

CARBON-EFFICIENT



6:04 PM

Thu, Jan 12

London St Pancras

>

11:11 PM

Thu, Jan 12

Amsterdam Centraal

4h 7m

2 Technical Stops

Standard

Second (H)

[Change fare/class](#) · [View seats](#)


£208

Total Price

Select

IN POLICY

Show details



11:04 AM

Thu, Jan 12

London St Pancras

>

4:11 PM

Thu, Jan 12

Amsterdam Centraal

4h 7m

3 Technical Stops

Standard

Second (V)

[Change fare/class](#) · [View seats](#)

£281

Total Price

Select

IN POLICY

Show details

Classification: Public

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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	<p>A new fee has been introduced by Air France and KLM through NDC.</p> <p>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.</p>

The screenshot displays the 'neo' travel management system interface. At the top, there's a navigation bar with tabs: HOME, APPROVAL, FINANCE, ARRANGER, TRAVEL, EXPENSE, and REPORTING. The main content area shows a 'Trip itinerary' for 'Tue, 16 Aug - Tue, 16 Aug'. A 'View fare details' modal is open, showing a 'Fare Breakdown' with the following details:

Fare Conditions	Fare details	Fare Breakdown	Details
Base	US\$125.11		
Taxes and fees	US\$24.52		
Booking Fee	US\$11.17		
Total	US\$160.79		

Below the modal, the flight details are shown: 'Flight' (Public Fare, Refundable and Modifiable Free of Charge), 'ECONOMY' (Public Fare, Economy (N)), and a total price of 'US\$ 160.79'. The flight is from LAS to LAX on Tue, 16 Aug, with a duration of 1h 12m. The aircraft is AA 2695 - 50kg CO₂. A 'Show details' link is available. On the right side, there's a 'Book' button and a 'Share' button. A warning message states: 'US\$116.41 above recommended cost'. Below this, there's an 'ADD SERVICE' section with buttons for 'Add', 'Remove', and 'Cancel'. At the bottom, there's a 'BOOKABLE TRIP COST' of 'US\$160.79' and a 'Flight' section with 'US\$160.79'.

Une image contenant texte, capture d'écran, moniteur
Description générée automatiquement

[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.

Users can either:

- Book couchettes in trains and request certain preferences
- Book a seat: users can ask for an aisle or window seat


Several routes are available:


- Paris to Briançon
- Paris to Nice
- Paris to Lourdes / La Tour de Carol / Cerbère / Port Bou
- Paris to Toulouse / Rodez / Albi

 Choose departing trip

Sort by
Recommended

All you need to know for your safe trip to France [Learn more](#)

 CARBON-EFFICIENT



8:52 PM

Tue, Nov 29

Paris Austerlitz

>

9:08 AM

Wed, Nov 30

Nice Ville

12h 16m

Non-stop

Premiere - Berths

First (C)

[Change fare/class](#) · [View seats](#)

€69

Total Price

Select

Train 5771 · 3kg CO₂

IN POLICY

Show details

Classification: Public

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A woman with short dark hair, wearing a blue blazer, a yellow polo shirt, and white trousers, is walking down a modern, brightly lit hallway. She is smiling and looking at her smartphone. She is pulling a black rolling suitcase. The hallway has large windows on the left and white walls on the right. The floor is polished and reflects the light.

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.

November 2022 (3)

List

+

Add expense

N#	Expense	Status	Taxes	Amount	Authorized	Reported
1	<div><div><div></div><div></div><div></div></div><div><div>Dinner</div><div>cc1 - AAA1 - cc1</div><div>November 28, 2022</div><div>Tokyo (TYO), Tokyo, Japan</div><div>Starbuck</div><div>PDF receipt</div></div></div>		Tax Tax benefit	0.00 JPY -	3245.00 JPY	3245.00 JPY
2	<div><div><div></div><div></div><div></div></div><div><div>Lunch</div><div>cc1 - AAA1 - cc1</div><div>November 28, 2022</div><div>Tokyo (TYO), Tokyo, Japan</div><div>PDF receipt</div></div></div>		Tax Tax benefit	0.00 JPY -	1334.00 JPY	1334.00 JPY
3	<div><div><div></div><div></div><div></div></div><div><div>Mileage</div><div>cc1 - AAA1 - cc1</div><div>November 28, 2022</div><div>Tokyo (TYO), Tokyo, Japan</div><div>PDF receipt</div></div></div>		Tax Tax benefit	0.00 JPY -	120.00 JPY	120.00 JPY

Expense Box

Received

4

Rejected

5

Deleted

1

Summary

#614676

Mr. vernon bear user

View PDF

Approval and history

Draft

Anomalies

Compliance issues

Reported amount

4699.00 JPY

Reimbursable amount

4699.00 JPY

Submit

Powered by

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.

Expense Line #1

Lunch

Change type

Required

Location

Paris (PAR), Paris, Île-de-France Region, France

Date

December 20, 2022 13 : 45

Amount

16.30 EUR

VAT

☒ 10% (FR)

VAT amount* 0.59 EUR

☒ 20% (FR)

VAT amount* 1.63 EUR

☐ 5.50% (FR)

Distribution

< > 1 of 1

...

Duplicate

Confirm and New

Confirm

EXKI TRANSMANCHE

GARE DU NORD

75010 PARIS FRANCE

SIRET:52495923600141 NAF:5610C TVA:FR76524959236

HERMANN B

1 TARTES SALEES 6.50 E

2 ICGP OC SYRAH B 4.90 9.80 C

TOTAL 16.30

C TVA 20.00 HT 8.17 TVA 1.63 TTC 9.80

E TVA 10.00 5.91 0.59 6.50

CARTE BLEUE (PASSAGE) 16.30

To:017 Doc:98522 (ihh7) MAT6010S

Classification: Public

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

N#	Expense	Status	Taxes	Amount	Authorized	Reported
1	Lunch Operations - Operations Project 1 - 625300-subsistence costs December 20, 2022 Paris (PAR), Paris, Île-de-France Region, France PDF receipt Comments: None		Total VAT Tax benefit	2,22 EUR -	16,30 EUR	16,30 EUR
<div><div>VAT</div><div>10% (FR): 0,59 EUR (FR-10) 20% (FR): 1,63 EUR (FR-20) 100%: 2,22 EUR (DV10)</div><div>Deductible VAT</div></div> <div><div>10% (FR): 0,59 EUR 20% (FR): 1,63 EUR</div><div>Total 2,22 EUR</div></div>						

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

N#	Expense	Taxes	Authorized	Reported
1	Lunch FR1 - OP - OP1 - 625300 - T0 - 10 12/20/2022 Paid on 12/20/2022 Paris (PAR), Paris, Île-de-France Region, France PDF receipt Comments: None	Total VAT Total deduct. VAT Tax benefit	2,22 EUR 2,22 EUR 8,15 EUR	16,30 EUR 16,30 EUR
<div><div>VAT</div><div>10% (FR): 0,59 EUR (FR-10) 20% (FR): 1,63 EUR (FR-20)</div><div>Deduct VAT</div></div> <div><div>100%: 2,22 EUR (DV10) 10% (FR): 0,59 EUR 20% (FR): 1,63 EUR</div></div>				

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.

Expense Line #1

Date

December 20, 2022 13 : 45

Amount

16.30 EUR

VAT

☒ 10% (FR)
FR-10

VAT amount *
0.59

EUR

☒ 20% (FR)
FR-20

VAT amount *
1.63

EUR

☐ 5.50% (FR)

Deductible VAT

Deductible VAT
100% (DV10)

10% (FR)

Deductible VAT amount *
0.59

EUR

20% (FR)

Deductible VAT amount *
1.63

EUR

	HT	TVA	TTC
C TVA 20.00	8.17	1.63	9.80
E TVA 10.00	5.91	0.59	6.50
TOTAL			16.30

CARTE BLEUE
(PASSAGE) 16.30

To: 017 Doc: 98522 (1hh7) MAT6010S

<

>

1 of 1

...

Confirm and New

Confirm

Please contact your service manager to configure multi-VAT.

[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.

Expense Line #1

Dinner

Change type

Required

Location

Paris (PAR), Paris, Île-de-France Region, France

Date

December 20, 2022 15 : 45

Amount

14.50 EUR

VAT

☐ 0 Rated VAT

☐ 20% (FR)

☒ 10% (FR)

1.32

Enter the amount in the currency spent

VAT accounting key

VAT code

FR-10

Deductible VAT

☐ No deductible VAT

INDIANA CAFE

18 BD MONTMARTRE

75009 PARIS FRANCE

SIRET:43387708100037 NAF:5610A TVA:FR89433877081

Tel : 01.47.70.08.05

WWW.INDIANACAFE.FR

TABLE 72

1 COUVERT LAURA.19

Référence Document No : 206444

Du 07-08-2020 13:25:45

JUSTIFICATIF 14.50

	HT	TVA	TTC
C TVA 10.00	13.18	1.32	14.50
	13.18	1.32	

JUSTIFICATIF NON VALABLE POUR ENCAISSEMENT

To:035 Doc:206445 B0002 <X1ep> NANE011H

< > 1 of 1

...

Confirm and New

Confirm

[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

Name	
Default	VAT 20%
Translations	Please choose... ▼
ID	
VAT Account Number	V20
Allow Amount Override	<input type="checkbox"/>
VAT Rate (%)	20
VAT Currency	<input type="text"/> 🔍
Area of Application	France 🔍
Valid From	<input type="text"/> 📅
Valid Until	<input type="text"/> 📅
Apply From	<input type="text"/> 📅
Apply Until	<input type="text"/> 📅
Use Quantity Threshold/Limit	<input type="checkbox"/> Indicate the condition and the amount
Use Fields	<input type="checkbox"/> Rule will apply if the selected field matches the defined criteria
<div>Save and Add New Item Save Cancel</div>	

[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.

N#	Expense	Status	Taxes	Amount	Authorized	Reported
1	 Dinner FR1 - OP - OP1 - 625300 - FR-10 - 10  December 20, 2022 Paid on December 20, 2022  Paris (PAR), Paris, Île-de-France Region, France  PDF receipt		VAT Deduct Tax benefit	2.60 EUR 2.60 EUR -	28.60 EUR	28.60 EUR

[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

Accounting management

Type expense report IDOpen report

Expense reportsExportSearch

CompanyFlag

PendingApprovedRejected

<input type="checkbox"/>	Expense report name	Employee	Submitted date	Policy	Amount	Approval Status	
<input type="checkbox"/>	test 60783	Sup Exp BEAR Neo Expense	03/11/2022	IN POLICY	143.34 EUR	APPROVED	
<input type="checkbox"/>	Test 60782	liza Beer Neo Expense	03/11/2022	IN POLICY	79 EUR	APPROVED	
<input type="checkbox"/>	October 2022 (3) test 60781	liza Beer Neo Expense	03/11/2022	IN POLICY	296.08 EUR	APPROVED	
<input type="checkbox"/>	ST api internal 22.4 SP1 60779	The Burliu Neo Expense	02/11/2022	OUT OF POLICY	30 EUR 100 EUR	APPROVED	
<input type="checkbox"/>	October 2022 60738	liza Beer Neo Expense	25/10/2022	OUT OF POLICY	15 EUR 89 EUR	APPROVED	
<input type="checkbox"/>	October 2022 (2)- tester 60762	liza Beer Neo Expense	25/10/2022	IN POLICY	89 EUR	APPROVED	

123...28>

1 - 25 of 686 expense reports

2550100Rows25

[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.

Expense Line

Lunch

Change type

Required

Location

Paris (PAR), Paris, Île-de-France Region, France

Location scanned

Date

December 28, 2022 12 : 45

Date, Time scanned

Amount

43.00 EUR

Amount, Currency scanned

VAT

VAT scanned

VAT 10%

VAT 5.5%

VAT 20%

Confirm and New

Confirm

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:

Neo GUID	eb0f760d-941a-61af-e053-0100007fddd1	Global Unique Identifier
Name	KDS Paris	
Address	11 Chemin de Bretagne	
City	Paris	
ZIP code	92130	
Country	France	
State		
Latitude	48.823899	
Longitude	2.257691	
<div>Save and Add New Item Save Cancel</div>		

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)

[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.

PLATFORM: REMINDER OF FEATURES MADE AVAILABLE 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.

[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.

Neo GUID	eb0f760d-941a-61af-e053-0100007fddd1	Global Unique Identifier
Name	KDS Paris	
Address	11 Chemin de Bretagne	
City	Paris	
ZIP code	92130	
Country	France	
State		
Latitude	48.823899	
Longitude	2.257691	
<div>Save and Add New Item</div> <div>Save</div> <div>Cancel</div>		

NEO REPORTING

An overhead view of a business meeting around a white circular table. Five people are visible, working on documents and a tablet. The documents are titled 'THE COMPANY PROPOSAL' and 'THE WAY WE WORK'. A tablet displays a green bar chart. A small potted plant and a pink sticky note are on the table. The background is a light-colored tiled floor.

NEO REPORTING DIMENSIONS FOR TRAVEL

MADE FOR...?	Neo Admin Travel Manager
ACTIVATION REQUIRED?	No

SYNOPSIS

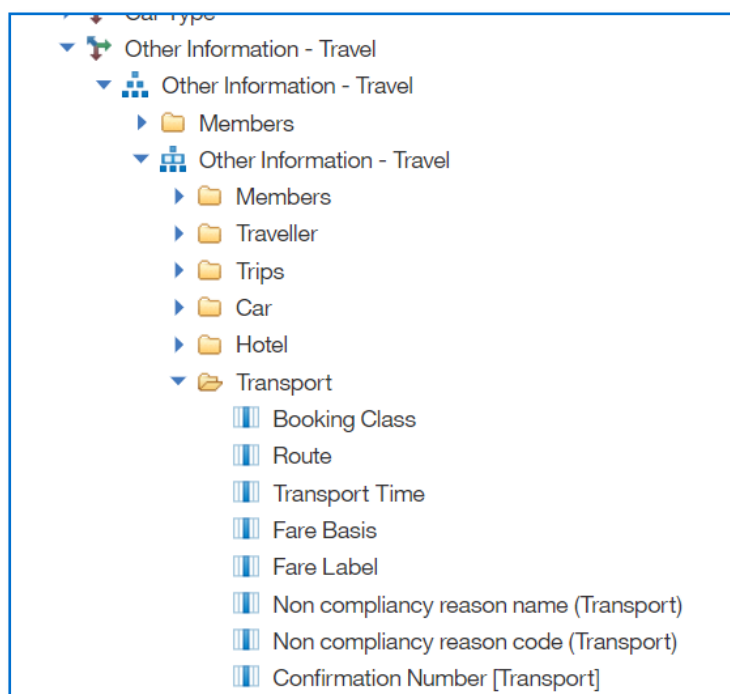
To enhance the workflow for Reporting, three new dimensions have been added in the travel dimensions group which ensure that a trip's PNR number was taken into account when services are booked on a direct link. These three dimensions include:

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

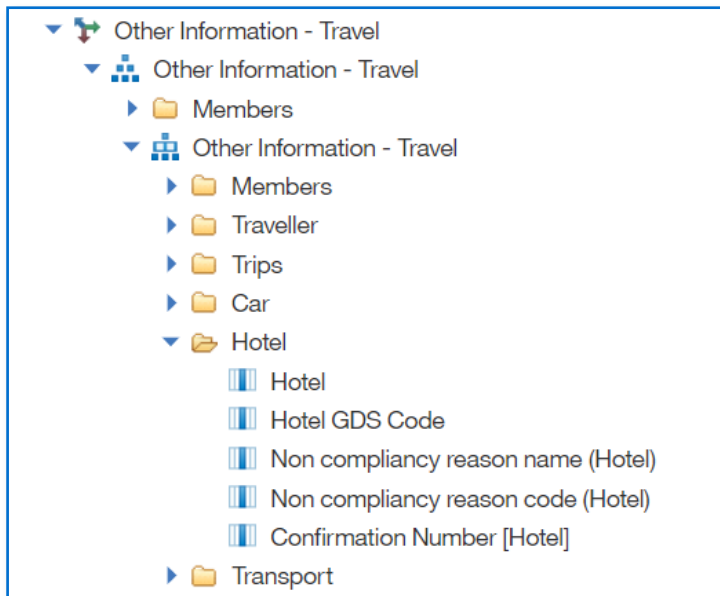
The trip's PNR will now always contain the PNR number issued from the booking as is displayed in Neo.

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.

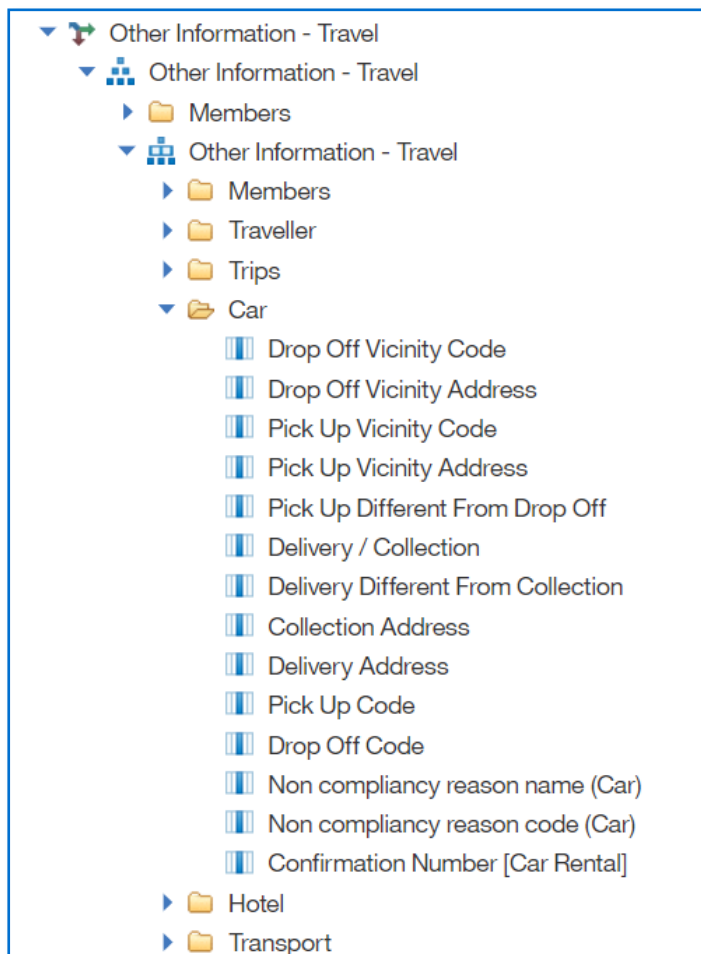
Transport dimensions:



Hotel dimensions:



Car rental dimensions:



Classification: Public