Release Notes Neo 23.2

APRIL 2023

Table of Contents

neo

ADVANCE NOTICE

[VAT] VAT AND DEDUCTIBLE VAT INFORMATION IN EXPORT FILES

MADE FOR…?	Neo Admin
ACTIVATION REQUIRED?	No

SYNOPSIS

The latest format of the export file (from July 2022) has integrated new columns/elements containing VAT and deductible VAT information. This change was introduced to manage the dedicated VAT accounting keys and the multiple VAT amounts introduced for the multi-VAT feature.

The VAT accounting key wll become the unique place to get VAT segments and deductible VAT segments to simplify maintenance. VAT segments and deductible VAT segments will no longer be supported in the accounting alias.

Please note that VAT amounts and deductible VAT amounts are already available in the new columns/elements.

From 24.2 (April 2024), VAT and deductible VAT information will have to be retrieved from the new columns/elements for all clients regardless of the use of single VAT or multi-VAT.

The old columns/elements containing VAT and deductible VAT information will no longer be populated following Neo 24.2 (April 2024).

Please contact your Neo technical contact for more information.

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[RAIL] FULL PAO FOR AMADEUS

MADE FOR…?	Traveler | Arranger | Travel Manager | Neo Admin | GBT
ACTIVATION REQUIRED?	Yes – Manual Activation Required

SYNOPSIS

Amadeus will migrate to FULL PAO SNCF with the ability to handle multi-inventories booking in a single booking such as TGV + TER. Amadeus will need the PAO reference in the passive segment to support SNCF bookings. This constraint will have an impact on the passive segments. Instead of sending the Resarail reference, Amadeus will be expecting to receive the PAO reference (which is already the case for TER and Eurostar) to make the claim of the SNCF reservation into the PNR to be issued.

This is the planning based on information shared by Amadeus:

- 28 March: "Dual" mode, the claim with both Resarail and PAO Reference will be possible. At the same time GDS will be able to handle multi-inventories reservation. This mode must be requested by the travel agencies to Amadeus.
- 12/13 April: "Go Live". Only PAO reference will be recognized by Amadeus.

If the passive segment does not contain the PAO reference travel Agencies won't be able to do the claim and to issue the reservation. Neo is already FULL PAO and in capacity to manage multi-inventories since several years. However, those changes imply modifications in the Amadeus passive segment sent by Neo and the activation of multi-inventories.

MANDATORY ACTIONS BY TRAVEL AGENCIES:

- Travel Agencies must contact Amadeus, to confirm the dates. It is recommended to start by a Dual Mode and then go Live two or three weeks later. Ensure that the passive segment modification is installed in production during the dual Mode period, the earlier the better.

- Travel Agencies must make a request to Neo for the modification of their Passive segment following the standard process in order to send the PAO reference and no longer the RESARAIL. Please note that this will not be done automatically.

  NOTE: This modification must be done through a Service Pack or a Version. If the Amadeus planning does not change it will be required for the 23.1 SP3 - the passive segment must be changed after the Amadeus's activation of the Dual mode and before the "Go Live".

- **Optional but strongly recommended**: Activation on Admin side of the SNCF multi-inventories in order to make a single booking for TGV + TER.
  (**NOTE**: Due to the "liberté Tarifaire" project all regions have migrated to a different inventory)

TRAVEL

neo

[NEO] NEW SUSTAINABILITY API

MADE FOR...?	Travel Manager | Neo Admin
ACTIVATION REQUIRED?	No
ADMIN SUITE NODE	Travel | Air/Rail | CO2 Settings

SYNOPSIS

Sustainability is becoming more and more important, and companies are asked to report CO2 emissions. Neo's objective is to provide the best method for calculating. With more granularity in results, travelers will be able to select more accurate information.

Previously, there were three different methods of calculation displayed for CO2 emissions: ADEME, DEFRA and EPA. These options were managed internally and based on public information from within the organism.

In this version of Neo, the new "Choose Integration" allows Neo to improve the values of these three calculation methods with even more granular data. Three further methods of calculation will be offered: ICAO, IATA RP 1726 and IATA CO2 connect. These methods include aircraft type when choosing transportation in Neo.

NOTE: IATA methods are new methods in the industry and can be activated in Admin suite. Due to the novelty of this integration, it is not possible to exclude that this could be limited and based on commercial discussions with IATA.

Further information is available in documentation made available by Neo.

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CONFIGURATION

To determine the amount of CO2 emissions, there is a main method of calculation.

The backup calculation methodology will be used to calculate rail and legacy pages (Multitraveler). This will also be the method used in case the main calculation fails. The back-up calculation is the existing tailored. calculation from Neo.

IMPORTANT: ICAO and IATA methodologies do not offer rail calculation methods.

Administrators can select either DEFRA, ADEME or EPA for rail.

If the main selection is one of the three the administrator won't have the choice to select the same of the last three in the back up rules.

NOTE: Previously Admin Suite offered a check box named "Display CO2" which was mainly used for legacy by default when Neo offers a CO2 display with ADEME. For customers where this check box is not selected, the new frame will present ADEME in both main calculations and the back up calculation.

In admin suite the existing setting frame that contains CO2 will be migrated to a new frame:

neo

[TRANSPORT] SEARCH EARLIER OR AFTER OPTION

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

SYNOPSIS

Neo continues to make the booking experience easier for users by adding new options. Users will be able to extend searches before or after the selected time, and a search of +3 or -3 hours based on user preferences will be relaunched.

Buttons will only be visible when entering exact time in the search form. Flexible travel time or time range are not part of the scope.

Users will stay on the results page if they do not find the transport solution they were initially expecting. It is expected that by engaging more with users. Navigation would also be made easier if providers respond with a limited number of results.

Please note that this is the first step of a longer project where unpriced solutions will ultimately disappear, and the flexible time feature will no longer be needed as users will have an easy way to move from one time range to another. More is to follow in upcoming versions of Neo.

neo

[TRANSPORT] EXPLANATION OF RECOMMENDED RESULTS

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

SYNOPSIS

It has been highlighted that the sorting of results could be improved by basing them on recommendations.

As a result, Neo now provides users with an explanation of this sorting providing users with an enhanced comprehension of the sorting of results and the display. Users will therefore understand that sorting is based on their company set up which is based on several criteria.

To provide this additional information , contextual information has been added, explaining what recommended transports are based on.

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[TRANSPORT] IMPROVEMENTS FOR RESULTS

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

SYNOPSIS

Feedback from users reflected the fact that there was a need to manage different searches to find adequate flights or trains in Neo. Improving the results received through search results is therefore another way that Neo aims to provide the best user experience possible.

In this version of Neo, there are improvements planned which are aimed to better target customer requirements, improve conversion, and allowing users to spend less time finding the flights or trains that corresponding to their travel needs.

Neo will better query the GDS to always target the time requested in addition of best flights options. This will be done by making queries more specific and restricting them, which will ensure that Neo precisely offers the options which are requested by travelers.

Neo is always attempting to match the best results based on users searches. For example, to find direct flights when possible. In addition to the existing neo algorithm, a neutral GDS query will be launched based on the user search if flight hours are not part of the user request.

neo

BEFORE

○ Round trip   ● One way   ○ Multi-city

FROM
AAL - Aalborg   ×

TO
OSL - Oslo   ×

When?

OUTBOUND

Tue 28 Mar 2023

✦ **Recommended**
Recommendations are based on a combination of criteria established by your company, including price, travel policy and preferred suppliers. Duration, number of stops and CO₂ emissions are also considered. Know more

Sort by
Recommended ⌄

🌐 All you need to know for your safe trip to Norway Learn more

🌱 CARBON-EFFICIENT

| SAS | 4:00 PM (AAL) Tue, Mar 28 | > | 5:10 PM (OSL) Tue, Mar 28 | 1h 10m Non-stop | Sas Plus Full Flex Business (C) Change fare/class · View seats | €429 Total Price | Select |
| | SK 1920 · 87kg CO₂ · Operated by Regional Jet OÜ | | | | 🔌 🍴 🖨 | IN POLICY | ⌄ Show details |

| SAS | 2:05 PM (AAL) Tue, Mar 28 | > | 4:35 PM (OSL) Tue, Mar 28 | 2h 30m 1 Stop (CPH) | Sas Plus Full Flex Business (C, C) Change fare/class · View seats | €464 Total Price | Select |
| | SK 1214, SK 1460 · 186kg CO₂ · Operated by sas link, Scandinavian Airlines | | | | 🔌 🍴 ⟵ 🖨 📶 | IN POLICY | ⌄ Show details |

| SAS | 2:05 PM (AAL) Tue, Mar 28 | > | 6:15 PM (OSL) Tue, Mar 28 | 4h 10m 1 Stop (CPH) | Sas Plus Full Flex Business (C, C) Change fare/class · View seats | €464 Total Price | Select |
| | SK 1214, SK 1468 · 186kg CO₂ · Operated by sas link, Scandinavian Airlines | | | | 🔌 🍴 ⟵ 🖨 📶 | IN POLICY | ⌄ Show details |

| SAS | 2:05 PM (AAL) Tue, Mar 28 | > | 8:15 PM (OSL) Tue, Mar 28 | 6h 10m 1 Stop (CPH) | Sas Plus Full Flex Business (C, C) Change fare/class · View seats | €464 Total Price | Select |
| | SK 1214, SK 1470 · 186kg CO₂ · Operated by sas link, Scandinavian Airlines | | | | 🔌 🍴 ⟵ 🖨 📶 | IN POLICY | ⌄ Show details |

| SAS | 2:05 PM (AAL) Tue, Mar 28 | > | 12:10 AM (OSL) Wed, Mar 29 | 10h 5m 1 Stop (CPH) | Sas Plus Full Flex Business (C, C) Change fare/class · View seats | €464 Total Price | Select |
| | SK 1214, SK 1474 · 186kg CO₂ · Operated by sas link, Scandinavian Airlines | | | | 🔌 🍴 ⟵ 🖨 📶 | IN POLICY | ⌄ Show details |

AFTER

✦ **Recommended**
Recommendations are based on a combination of criteria established by your company, including price, travel policy and preferred suppliers. Duration, number of stops and CO₂ emissions are also considered. Know more

Sort by
Recommended ⌄

🌐 All you need to know for your safe trip to Norway Learn more

| norwegian | 6:25 AM (AAL) Tue, Mar 28 | > | 12:00 PM (OSL) Tue, Mar 28 | 5h 35m 1 Stop (CPH) | Low Fare Coach (Q, Q) Change fare/class | €87 Total Price | Select |
| | D8 3079, D8 3224 · 186kg CO₂ | | | | 🔌 ▶ 🍴 🖨 📶 | IN POLICY | ⌄ Show details |

neo

[NEO] SUPPLY OF TRAVEL AGENCY DETAILS

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

SYNOPSIS

When users are unable to modify details of the trip, they need to have access to the travel agency who can then make the modification or exchange on behalf of the traveler.

For times when services cannot be modified or changed online, Neo has made travel agency details known to travelers on a pop-in.

At the end of the message indicating that a modification or exchange is not allowed, all travel agency details will be supplied (including email, phone number, address and opening hours).

neo
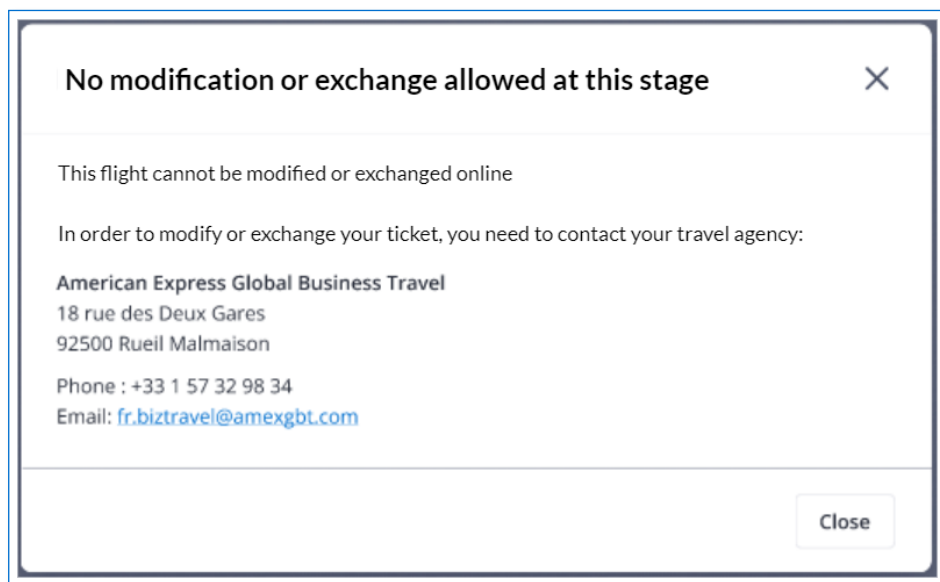
[CAR] RECOMMENDED RULE BASED ON TRAVELER CATEGORY

MADE FOR…?	Travel Manager
ACTIVATION REQUIRED?	Yes – by NTG Admin
ADMIN SUITE NODE	Travel | Policies | Travel Policies | [travel policy name] | Neo Display Logic | Car Recommended Category Rules

SYNOPSIS

Neo can define car booking rules based on the category of traveler. However, car recommended rules do not allow the definition of rules according to a specific traveler category.

To make this more flexible and align the car recommended rules with the car booking rules based on a traveler category, the field traveler category has been added under the car recommended rules.

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[HOTEL] HOTEL RATINGS DISPLAY

MADE FOR…?	Traveler	Arranger
ACTIVATION REQUIRED?	No

SYNOPSIS

Hotel selection is made easier by having more criteria available for users.

For SMP, CDS and HRS: Hotel ratings from 1 to 5 will now be displayed in the hotel overview.

For SMP and CD: Sub-category ratings will be displayed with the ratings from 1 to 5 for the following categories:

- Cleanliness
- Service
- Comfort
- Location
- Amenities
- Neighborhood

SCOPE

Available for:

- SMP
- CDS
- HRS

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[HOTEL] HOTEL RESULTS DISPLAY IMPROVEMENT

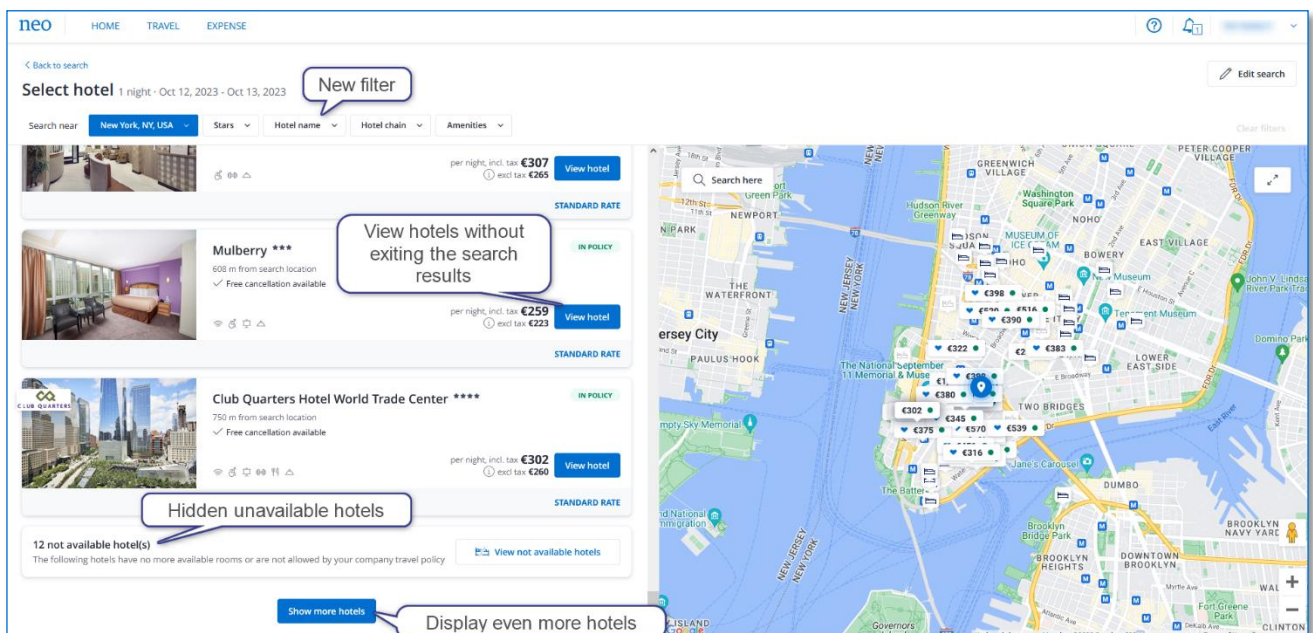| MADE FOR…? | Traveler | Arranger |
|---|---|
| ACTIVATION REQUIRED? | No |

SYNOPSIS

Feedback from users have made it aware that too many "Not Available" results appear which are not able to be filtered. The following improvements have been done on the hotel results page in order to improve the user experience during a search for hotels in Neo:

▪ Additional clicks will be reduced by the addition of a new **Show more hotels** button. By clicking on this button up to 192 hotels can be displayed on one unique page, allowing users to make a better comparison between hotels.
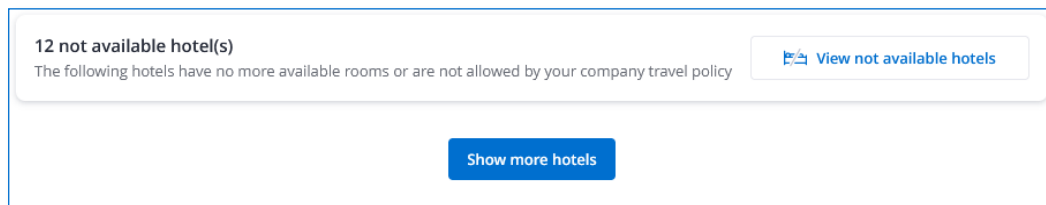
▪ While loading further results, users can now display an already selected hotel without having to wait until the page finished loading.
▪ Hotels which are "Not available" or "Not allowed" and those which are "Available" will be displayed in two distinct sections.
▪ When 10 or more hotels are available, hotels which are not available or not allowed will be hidden. However, users will be given a choice if they wish to view these hotels.

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[HOTEL] SEARCH FORM ENHANCEMENTS

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

SYNOPSIS

By adding new designs and integrating the latest performance technologies, further efforts have been made in revamping the hotel search form.

To better accommodate disabled users from the very first step of the booking flow, improvements have been integrated which aim to provide users with the possibility to modify bookings easier and more efficiently.

The interface design has also been improved for when a user edits or adds a hotel during a trip search:

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Users are now better guided as to what they are allowed to do without being blocked later in the user flow, improvements have been made for date picking.

Date picking for hotel searches is now easier to use by disabling past dates as well as those which are too far into the future. It is also now possible to select the same dates for check-in and check-out for hotel searches:

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[TRAVELFUSION] NEW AIRLINE AVAILABLE

MADE FOR…?	Traveler	Arranger	Neo Admin
ACTIVATION REQUIRED?	Yes

SYNOPSIS

In a continuous effort to update content, Norse Atlantic Airways has been made available via the Travelfusion direct link.

The seat map is also available for this supplier in Neo.

CONFIGURATION

Customers should contact Neo in order to add this line to their list of supported carriers.

Neo Administrators can add this airline to the list of carriers in Admin Suite.

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[EMAILS] NO CANCELATION EMAIL SENT BY NEO FOR OFFLINE CANCELATIONS

MADE FOR…?	Traveler	Approver	Arranger
ACTIVATION REQUIRED?	No

SYNOPSIS

To avoid confusion and reduce sending out too many emails, Noe will no longer send a cancelation email to users regarding trips canceled outside of Neo with an offline agent or tool.

DETAILED SCOPE

- **Online** PNR canceled by an offline agent
- **Offline** PNR canceled by an offline agent

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[EMAILS] EASE PARSING OF NEO TRAVEL EMAILS

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

SYNOPSIS

Whereas Neo does not recommend email parsing, this can be done by providers and customers parse Neo emails for internal processes.

By standardizing the content in a hidden section, Neo has made the visual HTML and technical tags independent and able to be parsed. This avoids dependency with visual and potential changing versus tags used for different rootings.

Please note that documentation is available upon request.

neo

[PNR IMPORT] ERROR HANDLING

MADE FOR…?	Agencies Only
ACTIVATION REQUIRED?	No

SYNOPSIS

Only one solution will be able to be used for PNR Import in order to have offline PNR in Neo. All other offline tools will be smoothly decommissioned starting from this year. Neo now flags new PNR import reason of errors to manage re-import if needed for agencies, ensuring that Neo maintains a high level of quality.

Therefore, to help agencies manage rejected PNRs and prevent PNRs from looping when a PNR is rejected, a remark is now added precising the reason for rejection. Please refer to the table below which specifies the error and the reason for the errors.

After five attempts, this specific PNR will be blacklisted (i.e., if it comes back in the import queue, it will be ignored.

The wording of the added remark in the case of blacklisting has been changed, and now reads: "IMPORT REJECT MAX FAILURES PERMANENTLY IGNORED."

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

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Error	What happened?
Username not found in remarks	There is no username in the PNR.
User not found by username	The username found in the PNR is not linked to a user.
Profile ID is missing	There is no profile ID in the PNR.
No user found by profile ID	The profile ID found in the PNR is not linked to a user.
More than one user found by profile ID	The profile ID found in the PNR is linked to more than 2 users.
More than one user found by employee number	The employee number found in the PNR is linked to more than 2 users.
Error while retrieving PNR	Technical error. The PNR cannot be read by Neo. The error can be temporary.
Empty PNR	No active or passive segment readable by Neo (using the format configured in Admin Suite).
Employee number not found in remarks	There is no employee number in the PNR.

TRAVEL: SERVICE PACK RELEASES

SERVICE PACK 1 NEO 23.1

[GDS] TRAVELFUSION: SUPPORT OF THE TITLE "MS."	
MADE FOR…?	Traveler | Arranger | Travel Manager
ACTIVATION REQUIRED?	No
DESCRIPTION	Users going through the Travelfusion direct link can choose the title Ms (instead of Mrs). This information now appears on the airline record.

SERVICE PACK 2 NEO 23.1

[TRAVEL] SEATMAP IMPROVEMENT FOR PREFERENTIAL SEATS	
MADE FOR…?	Travel Manager | Traveler | Arranger
ACTIVATION REQUIRED?	No
DESCRIPTION	Improvements have been done for both preferential and chargeable seats in Neo. Notably, premium chargeable seats will now be returned as chargeable. **NOTE**: If the Admin Suite configuration does not have ancillary seats activated, chargeable premium seats will not be bookable.

[HRS] VIRTUAL PAYMENT INDICATOR	
MADE FOR…?	Travel Manager | Traveler | Arranger
ACTIVATION REQUIRED?	No
DESCRIPTION	Users can see which hotels accept virtual payments directly on the user information. This information is displayed once a company has virtual payment configured in Admin Suite. Also available for booking.com

NEO
EXPENSE

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[NON-DECIMAL CURRENCIES] IMPROVEMENTS ON DISPLAYED AMOUNTS

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

SYNOPSIS

Prior to Neo 23.1, non-decimal currencies were not supported in Neo.

As part of the support of non-decimal currencies in Neo Expense, amounts expressed in such currencies will not carry any decimals within the tool.

The ".00" previously displayed will be removed from the user interface from the following:

- PDF expense report
- emails
- export files generated

neo

[EXPENSE] DUPLICATION OF EXPENSE REPORTS

MADE FOR…?	Traveler	Arranger
ACTIVATION REQUIRED?	No

SYNOPSIS

Today, recurring expense reports must be completed manually from scratch each time.

With this new function, users will be able to duplicate a previous expense report to save time (for example users claiming the same mileage each week/month).

neo

[VAT] AMOUNT CONTROL WARNING FOR ACCOUNTANTS

MADE FOR…?	Accountant
ACTIVATION REQUIRED?	No

SYNOPSIS

To help accountants to identify VAT information to check, a warning is raised in the list view and in the expense line form if VAT amounts are incorrect or need to be checked. Accountants are now warned in 3 cases:

- The total gross amount calculated by Neo (based on the VAT rates and VAT amounts) does not match the reported amount

- The VAT rule at 0% and the VAT amount is other than 0

- In multi-VAT, one of the selected VAT rates is at 0%

neo

[VAT] OCR SCANNING

MADE FOR…?	Traveler	Accountant
ACTIVATION REQUIRED?	Yes – Manual activation required
ADMIN SUITE NODE	Expense	Receipts

SYNOPSIS

When scanning a receipt with multi-VAT, rates for VAT will be automatically selected. Also, VAT amounts will be automatically filled in which will further facilitate the creation of expense lines by users.

Multi-VAT information will be automatically filled in, only if scanned VAT rates match configured VAT rates.

When a receipt is scanned, the scanned VAT amounts will be immediately highlighted in yellow, and a label will be displayed so that users can quickly recognize what has been scanned. The yellow highlight is removed after editing the field or closing the form.

This applies when the OCR setting is enabled in the configuration.

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[VAT] DISPLAY OF "100% DEFAULT" AS DEDUCTIBLE VAT RULE

MADE FOR...?	Traveler	Accountant
ACTIVATION REQUIRED?	No

SYNOPSIS

When 100% default deductible VAT is applied, "100% default" will be displayed instead of "None" as deductible VAT rule name in the detailed list view and in the PDF.

This improvement helps to avoid confusion with the cases where no deductible VAT is applied.

neo

[EXPENSE] SCAN RECEIPT FEATURE FOR LIST AND CALENDAR VIEWS

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No
DEVICE AVAILABILITY	Desktop only

SYNOPSIS

The receipt scanning feature enables users to add expenses in a simpler and more automated way. This functionality captures the receipt content and pre-populates the main expense details.

Deploying this feature corresponds with the goal of Neo which is to make as many users as possible benefit from this feature and provide them with a more intuitive expense creation process.

This functionality is available for both the list and calendar views.

For the list view, a new section has been added in the empty state when the list is empty. This section gives users the option to begin the expense creation process by uploading or dropping their receipt in the list view.

For the monthly and weekly calendar views, users will have access to the multiple choices made available to them in order to create an expense line when clicking on any date within the calendar. These choices include:

- Add an expense line without scanning a receipt
- Scan a receipt
- Add an expense from the expense box when available

SCOPE

- This is for desktop devices
- Applicable when configuration with OCR is enabled.

neo

[ACCOUNTING] PREVENTION OF PENDING AND EMPTY EXPENSE REPORTS

MADE FOR…?	Accounting
ACTIVATION REQUIRED?	No

SYNOPSIS

Following the migration of the accounting page, old empty expense reports were inherited from the previous disagreement process. As these reports have been overfilling the pending lists of many accountants, a mass deletion has been carried out.

To improve further the process and ensure that only relevant empty reports remain in the accounting pending list, a new change has been made in the "Reject lines" process.

From this version of Neo, if a user intends to reject the only or all expense line available in the report, they will be redirected to the rejection of the entire expense report. This will help preventing any empty expense reports.

If the user intends to reject only one or some of the expense lines, then the process remains the same.

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[ACCOUNTING] REPORT ID DISPLAYED FIRST IN ACCOUNTING LISTS

MADE FOR…?	Accountant
ACTIVATION REQUIRED?	No
DEVICE AVAILABILITY	Desktop | Tablet

SYNOPSIS

This is part of the post-migration of the accountant list. Both accountant features in this note were highly requested by almost all customers. These features improve their experience with the page and enable them to have an intuitive list they can work with quickly and easily and especially in parallel of their internal tools. In this case, quickly see the report ID and copy it to paste it in a spreadsheet or their accounting tool.

This enhancement includes displaying the expense report name and the report ID in the "Expense Report Name" column of the three accounting lists, including: pending, approved and rejected.

From this release, the report ID will be displayed in bold and in first place. This highlights this element allowing quick identification by users.

This change also makes it so the sorting of the "Expense report" column will now be based on the report ID and not on the report name.

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[ACCOUNTING] COPY & PASTE FEATURE

MADE FOR...?	Accountant
ACTIVATION REQUIRED?	No

SYNOPSIS

A new feature has been added which will improve the user experience for accountants. Users can now copy a specific piece of information in the accounting list in order to paste it elsewhere.

The report ID in the **Expense report name** column and the employee name can be copied simply by hovering with the mouse.

When hovering, an icon appears which can be clicked to copy the data. The user can afterwards paste that same data anywhere else. A tooltip shows confirmation that the data was copied.

This feature is available in the three accounting lists: pending, approved, rejected.

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NEO EXPENSE: SERVICE PACK RELEASES

SERVICE PACK 1 NEO 23.1

[MULTI-VAT] EXPENSE LINE HISTORY	
MADE FOR…?	Accountant
ACTIVATION REQUIRED?	No
DESCRIPTION	Changes are now displayed in the history of an expense line when the accountant edits VAT / deductible VAT information directly, or fields which effect the VAT / deductible VAT. Users can see which VAT is updated in the history of an expense line.

[MULTI-VAT] NEW "ACCOUNTANT ONLY" MODE	
MADE FOR…?	Accountant
ACTIVATION REQUIRED?	No
DESCRIPTION	Neo supports a new mode for multi-VAT applied to different items: "Multi-VAT – The accountant allocates the VAT amount to one or several VAT rules." The VAT section will not be displayed to users. The default VAT rule is selected by default and the VAT amount is automatically calculated.

SERVICE PACK 2 NEO 23.1

[NON-DECIMAL CURRENCIES] SUPPORT OF TAX AMOUNTS IN NON-DECIMAL CURRENCIES	
MADE FOR…?	Traveler | Accountant
ACTIVATION REQUIRED?	No
DESCRIPTION	The tax amounts computation has been added to the rounded mecanism.

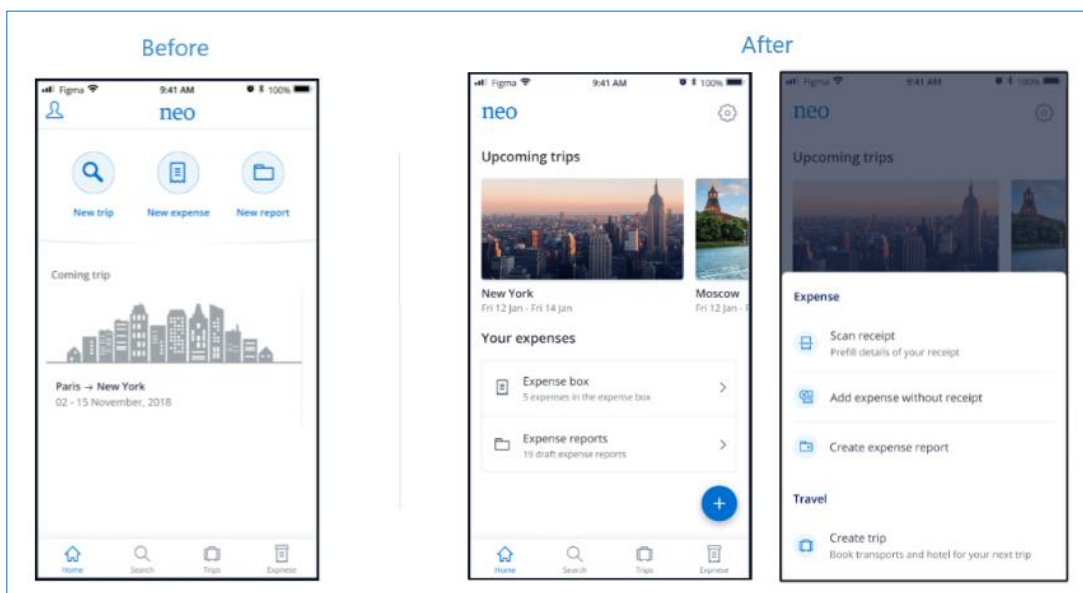| [MULTI-VAT] ADDITIONAL DETAILS FOR ACCOUNTANTS	
MADE FOR…?	Accountant
ACTIVATION REQUIRED?	No
DESCRIPTION	A modal will be available to display additional information, if applicable for accountants. The additional information includes: Amounts, VAT accounting key, Deductible VAT key

NEO MOBILE

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NEO MOBILE: SERVICE PACK RELEASES

SERVICE PACK 2 NEO 23.1

[HOMEPAGE] ENHANCEMENTS FOR MAIN ACTIONS	
MADE FOR…?	Neo Admin
ACTIVATION REQUIRED?	No
DESCRIPTION	A single action button **+** is now available on the homepage. Clicking on **+** will open a menu with several available actions.

[MOBILE] IMPROVEMENTS FOR UPCOMING TRIPS SECTION	
MADE FOR…?	Traveler
ACTIVATION REQUIRED?	No
DESCRIPTION	For users with both the Neo Travel and Neo Expense modules activated, trips are displayed in the form of a carrousel. This format includes images for each destination and up to 3 trips can be swiped. A "seal all" link enables users to go to the Trips List view for upcoming trips. Users who only have the Neo Travel module activated will have upcoming trips displayed as a vertical list with a specific image for each destination. A main action button will also be available to go directly to the travel search form to start booking a trip.

PLATFORM

neo

[PROFILE API] IMPROVED VALIDATION AND NUMBER EXTENSIONS SUPPORT FOR PHONE NUMBERS

MADE FOR…?	Neo Admin
ACTIVATION REQUIRED?	No

SYNOPSIS

To help guarantee the data quality of phone numbers present within the Neo user profile database, Neo now only accepts phone numbers sent to Neo Profile API when they are considered valid for their country.

Validation will be made through Google's open-source libphonenumber library. This is the same library which Neo already uses to validate phone numbers entered by users in Neo profile UI.

Additionally, it will now be possible to send numbers containing phone extensions to Neo Profile API, with the extension separated from the number by the 'x' character.

PLATFORM: SERVICE PACK RELEASES

SERVICE PACK 1 NEO 23.1

[ADMIN SUITE] DIALOGUE BOX FOR COMPANY DELETION	
MADE FOR…?	Neo Admin
ACTIVATION REQUIRED?	No
DESCRIPTION	The deletion confirmation message has been updated for the following reasons: • Mention the name of the company being deleted, to avoid any mistake • Explain what will happen to user profiles, trips and expense data • Provide guidance if data must be removed from Neo earlier than the normal retention duration ⚠ **Delete Company MyCompanyName** You are about to delete company MyCompanyName, including all child companies. This operation cannot be reverted once done. All user profiles under that company will be marked as deleted. Existing trips and expenses' data will be kept according to the currently defined data retention durations for each impacted company. User profile data will be anonymized after 6 months. If the data must be deleted sooner, please: 1. BEFORE deleting this company, retrieve any data you need to keep 2. Delete the company using this screen 3. Ask your Neo service representative to have the data purged from Neo application OK Cancel

neo

SERVICE PACK 2 NEO 23.1

[PROFILE API] IMPROVED VALIDATION AND NUMBER EXTENSIONS SUPPORT FOR PHONE NUMBERS	
MADE FOR…?	Neo Admin
ACTIVATION REQUIRED?	No
DESCRIPTION	Neo now only accepts phone numbers sent to Neo Profile API when they are considered valid for their country. Validation will be made through Google's open-source libphonenumber library. It is also possible to send numbers containing phone extensions to Neo Profile API, with the extension separated from the number by the 'x' character.

SERVICE PACK 3 NEO 23.1

[PROFILE API] SUPPORT FOR ACADEMIC TITLES	
MADE FOR…?	Neo Admin
ACTIVATION REQUIRED?	Yes – manual activation required
ADMIN SUITE NODE	Company Setup	Company Data
DESCRIPTION	As a result, Neo profile API will now support assigning academic titles to user profiles. The **Academic Title** field can be enabled to be used in conjunction with Neo title field to provide information on the academic situation of a given user in case it is mentioned in their travel documents.