

AMEX GBT Neo

Release Notes Neo 24.1

20 January 2024

Classification: Public

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NEO 24.1 RELEASE: WHAT'S NEW IN NEO?

Prior to the features described in these present release notes, an additional publication was sent out which underlined important security enhancements. In addition to this, we invite Travel Managers to review the following security best practices to ensure further security by the following:

- We recommend that you disable or delete deprecated user accounts you may have on Neo, especially accounts which may have been provisioned manually outside your automated data feeds.
- Set up the Neo approval or supervisor notification to help prevent unauthorized usage.
- Review list of users with privileged accesses (arrangers, guest managers, administrators) to make sure it is accurate and limit it when possible.
- If possible, set up Single Sign On so that users have one less password to remember.

For Neo Travel:

- More short-haul flights will be displayed to users in the Nordic region when they search for flights between various islands in the region. Prior to this release, flights less than 300 kilometers were not always displayed.
- Exchanging tickets has become easier with the introduction of a feature allowing users to exchange tickets after departure for both Amadeus and Sabre
- The search form has been made more accessible for disabled users from the very first step of the booking process.
- Several new features have brought improvements for the Offline module, including the management of email related to offline trips.
- Management of PNRs (Passenger Name Record) has been integrated for car and taxi, as well as the creation of new properties with price details for one-way and return service flights.
- Information on the carbon fee will be displayed to users, providing them with more information on the calculation of these fees.

For Neo Expense

- Users will be allowed to preview receipts in the form of a thumbnail image within the expense list.

Neo Mobile

- The management of expenses in the Neo Mobile application has been enhanced.

Neo Platform

- These release notes also provide further information as to how the management of guest profiles has been improved for the Neo Platform, as well as an additional feature which aims to enhance even further different points relative to security.

If you have any questions related to these features, or the Neo application in general, please contact your Neo Service Manager.

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ADVANCE NOTICE

[AIR] TRAINLINE: GLOBAL API

MADE FOR...?	Traveler Arranger GBT Travel Manager Neo Admin
ACTIVATION REQUIRED?	Yes

SYNOPSIS

In a recent upgrade, Trainline has recently introduced a new application programming interface (API) by which Neo accesses rail content. The new Global API replaces the previously used WSG API.

Team at Neo have completed the necessary development to work with the upgraded API in order to support the booking and cancelation of both public and corporate fares.

The pre-certification for this API has begun.

Users will be informed in upcoming release notes once Neo is officially certified by Trainline.

If you would like to participate in the pilot test phase for this API, please inform your primary Neo contact.

AMEX GBT

Neo

NEO TRAVEL

[AIR] NORDIC REGION: IMPROVEMENTS FOR SHORT DISTANCE FLIGHTS

MADE FOR...?	Traveler Arranger GBT
ACTIVATION REQUIRED?	Yes – Activation by NTG Admin

SYNOPSIS

Users who need to take short distance flights (notably between cities located on different islands in the Nordic region), will find these flights more easily in Neo. User feedback has demonstrated that this enhancement adjusts that logic, making it easier to search for and book short-distance flights within the Nordic region.

The search engine in Neo was designed to ignore short-distance flights that were less than 300 kilometers in order to show users more useful flight (e.g., avoiding flights between multiple airports in the same area). This improvement decreases by 30% the number of searches where flights were not found because of the relatively short distance between destinations.

SCOPE

This feature applies to the following Nordic countries:

- Norway
- Sweden
- Finland
- Denmark

[TRANSPORT] SEARCH FORM IMPROVEMENTS

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

SYNOPSIS

Neo is focused on continually enhancing the accessibility of the booking process. In this release, Neo has upgraded the layout and accessibility of the transport search form.

This improvement includes a more modern design based on scalable technology, facilitating future enhancements. It will also promote accessibility by improving support for keyboard-only and screen reader usage.

BEFORE

The screenshot shows the 'Flight/Train' search form. At the top, there are tabs for 'Flight/Train', 'Hotel', 'Car', and 'Door to door'. Below the tabs, there are radio buttons for 'Round trip' (selected), 'One way', and 'Multi-city'. The 'FROM' field contains 'Paris - All Airports and Railways' and the 'TO' field contains 'Madrid - All Airports and Railways'. Under the 'When?' section, there are two rows: 'OUTBOUND' with 'Tue 16 Jan 2024' and '10:00', and 'INBOUND' with 'Fri 19 Jan 2024' and '15:00'. At the bottom, there is a 'More search options' link and a blue 'Search' button.

AFTER

Flight/Train

Hotel

Car

+ Trip builder

Round trip

One way

Multi-city

From *
Paris - All Airports and Railwa ✕

To *
Madrid - All Airports and Railv ✕

Departure date *
01/16/2024 - 10:00 AM

Return date *
01/19/2024 - 3:00 PM

Class *
Company recommended class

+ See other search options

☐ Direct trips only

Search flights/trains

[TRANSPORT] CARBON FEE

MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	Yes – Activation by NTG Admin
ADMIN SUITE NODE	Travel Air-Rail (CO ₂ Information Section)

SYNOPSIS

To inform users as to the costs involved related to carbon emissions and encourage them to reduce emissions linked to their business trips, Neo can now display to users the costs that their company pays in relation to carbon emission reduction. If a company has identified associated costs for each ton of CO₂ generated (e.g., taxes, budgets, carbon compensation), these costs can be reflected in Neo.

A new space **Carbon Emissions** is available on the Transport page and is situated under the transport details and the itinerary page.

This space includes the following information:

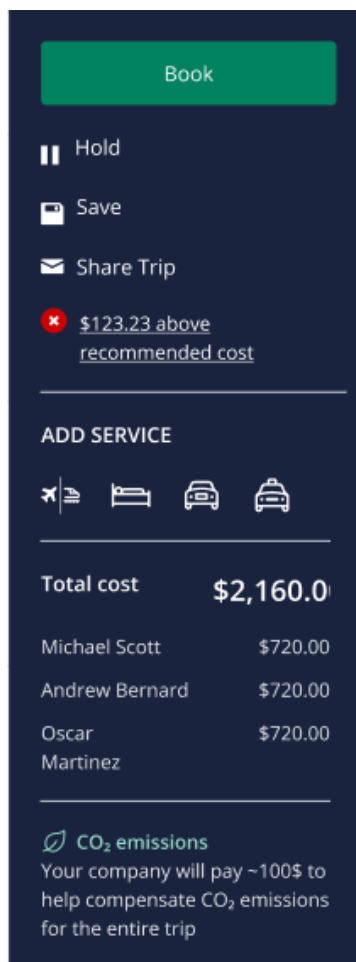
- **The amount of CO₂** measured in kilograms.
- **The carbon fee** which is paid by the company (in the same currency of the user)
 - Example: “Your company will pay ~ X[currency] to help compensate for the CO₂ emissions associated this trip.” An example is displayed on the screenshot below.
 - Please note that this sentence is only displayed if the company has a carbon fee configured in Admin Suite.
 - The carbon fee can be based on either the CO₂ amount, or on a fixed amount.
 - The carbon fee may apply to air travel or air and rail travel

The screenshot displays the Neo Travel interface for a flight from London to Paris. The flight details are as follows:

- Route:** London to Paris
- Flight:** Air France AF 1381
- Class:** Economy Light
- Departure:** 6:20 AM, Sun, Jul 10, London Heathrow (LHR)
- Arrival:** 8:35 AM, Sun, Jul 10, Paris Charles de Gaulle (CDG)
- Duration:** 1h15min, Non-stop
- Carbon Fee:** \$153 (Round trip)
- Carbon Emissions:** 106kg/pers. CO₂

The interface also includes sections for Sanitary Measures, Specific After-Sales Conditions, and Carbon Emissions. The Carbon Emissions section states: "Your company will pay ~\$50 to help compensate for the CO₂ emissions associated with this journey."

On the itinerary page, a summary of the cost will be displayed in the side bar.



CONFIGURATION

This feature can be activated under the Admin Suite node: [Travel | Air-Rail \(CO2 information section\)](#)

SCOPE

This feature can be activated for all clients.

Available on desktop, tablet and mobile.

[TRANSPORT] CANCELATION PROCESS IMPROVEMENTS

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

SYNOPSIS

The process for canceling trips in Neo has been made easier, whether the user wishes to cancel a part of a trip, or an entire trip.


Prior to this release, clicking on **Cancel** on the trip itinerary page would cause users to cancel an entire trip instead of only the service they wanted to cancel. For partial cancellations, users would have to select the service they wanted to cancel, then click **Cancel** on that service card.

Now, when user clicks **Cancel** at the trip level, a list of associated services is displayed to users. Users can choose whether to cancel a specific service, or the entire trip including all booked services:

Select Service

×

Please find below an extract of the cancellation policy for all segments of your trip.




Flight (Round Trip)

Air France to Marseille, France

Air France to Paris Orly, France

Free of charge before tickets are issued

Cancel flight



Car rental

Pick up rental car at Hertz, Provence Airport, 13700 Marseille, France

May be subject to cancellation fees

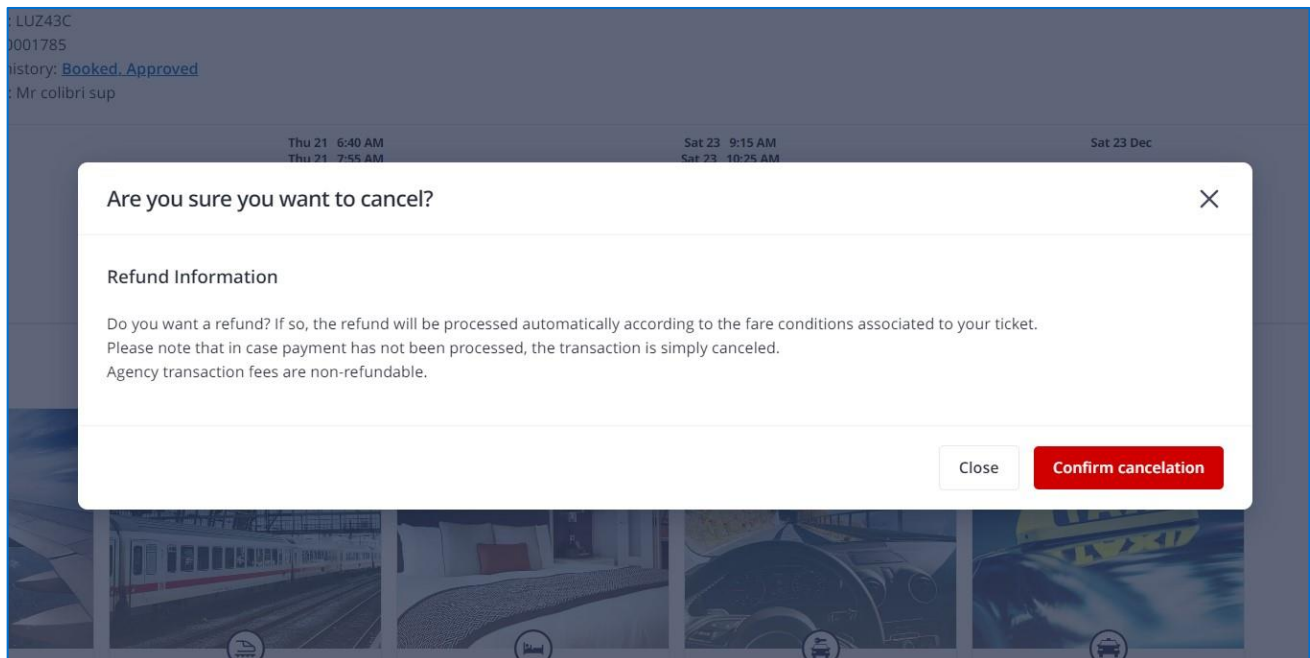
Cancel Car Rental

Close

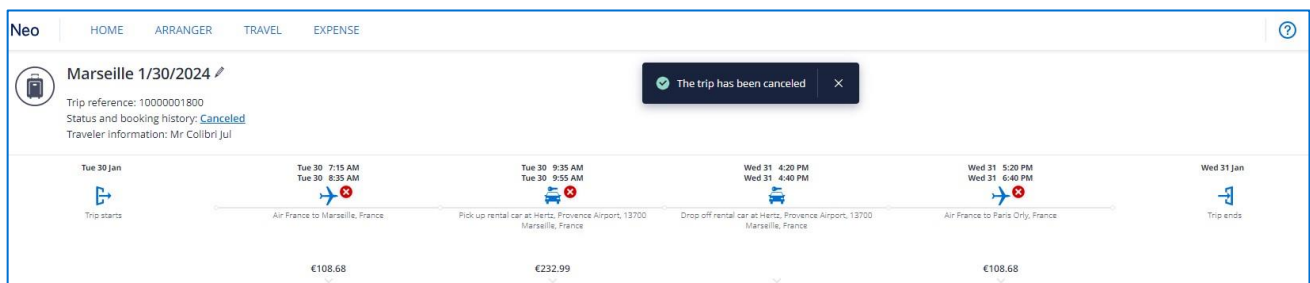
Cancel all services

Users are then asked if they are sure they want to cancel.

By clicking on **Confirm Cancellation** freezes the panel, and a spinner is displayed until the cancellation is complete.



Once canceled, the **The trip has been canceled** message is displayed on the itinerary page:



SCOPE

This feature is applicable to all customers.

[TRANSPORT] EXCHANGE AFTER DEPARTURE FOR AMADEUS AND SABRE

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

SYNOPSIS

Improvements have been made to make the procedure for exchanging tickets even easier. Users can now exchange the inbound segment of a trip online when the **outbound ticket segment has already been checked-in or flown**.



This feature is at present in pilot mode and is being tested in a first instance for Amadeus and Sabre.

This should be coordinated with the Travel Agencies.

TECHNICAL DETAILS

For supported CRSs, a PNR synchronization will systematically occur so that Neo can be updated with the service statuses and ticketing information.

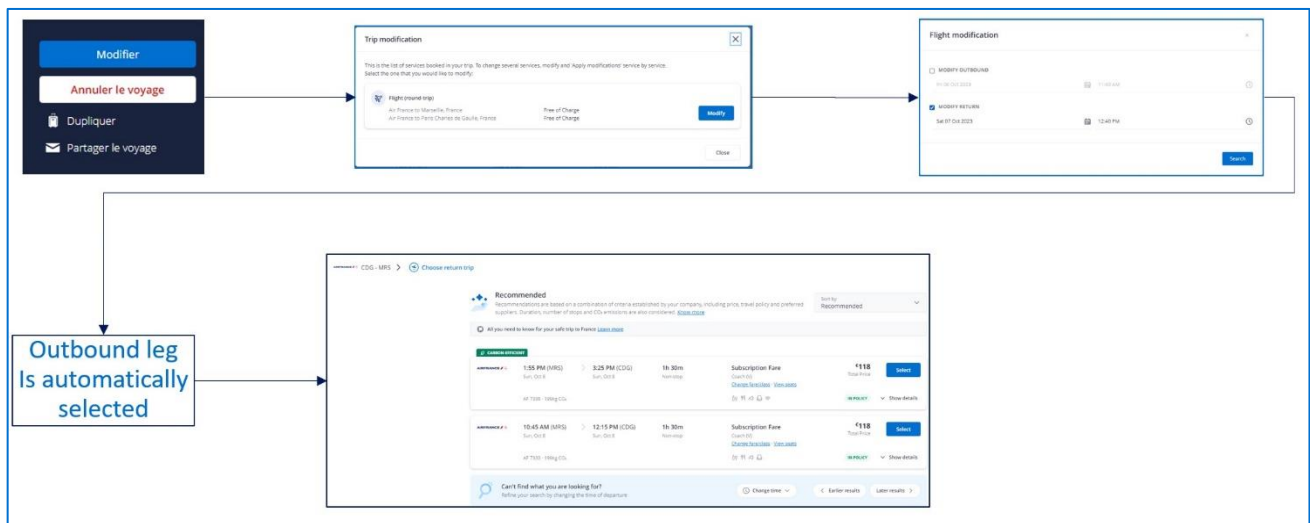
Certain conditions need to be met, then analyzed by Neo, to determine if a ticket can be exchanged after the user has departed. The conditions for an exchange after a departure includes the following:

- The service must be ticketed.
- **For rail**: the outbound service departure date/time must be in the past.
- **For air**: the outbound segment must have the status as “checked-in” or “flown.”
- The fare selected must be able to be exchanged.

During the exchange process, only the inbound service will be eligible for exchange.

The **outbound** service will be secured.

Once the selected fare has been retrieved, Neo then requests the CRS for an exchange of the **Inbound** service.



The company's configuration enables or disables the exchange after departure. Should the exchanged service CRS refuse the Exchange after departure, the following reason for denial will be displayed:

Exchange not allowed at this stage

You cannot exchange your ticket online as Galileo does not support 'Exchange after departure'.

In order to exchange your ticket, you need to contact your travel agency:

American Express Global Business Travel
18 rue des Deux Gares
92500 Reuil Malmaison
Phone : +33 1 57 32 98 34
Email: fr.biztravel@amexgbt.com

Close

If it is the CRS which does not allow exchanges, another error message is displayed (as covered in previous versions for the Exchange features in Neo).

WHAT HAPPENS AFTER THE EXCHANGED TICKET IS ISSUED

Sabre and Amadeus will produce a second ticket in case a ticket has already been issued. This will cause the return service, for which the inbound was exchanged, to transform into 2 one ways:

- Outbound with a “Flown” status on the initial ticket.
- Inbound, which has just been exchanged and re-issued, on the new ticket.

FOR AMADEUS

Please note that the following will be updated in a future Neo Service Pack:

The prices linked to each service after this exchange will be as following:

- Outbound (Flown): bears the initial cost of the ticket before it was exchanged.
- Inbound bears the delta price computed from the difference between the price after exchange and the initial price:
 - Positive: this amount will be settled with the original form of payment
 - Negative: Approach your travel agency to initiate the refund

Example Scenarios:

A fare higher than the initial fare was selected	Amounts
Initial fare amount	410€
Fare amount after exchange of the inbound segment	420€
Outbound service price	410€
Inbound service price	10€

A fare lower than the initial fare was selected	Amounts
Initial fare amount	410€
Fare amount after exchange of the inbound segment	400€
Outbound service price	410€
Inbound service price	-10€

A fare same as the initial was selected	Amounts
Initial fare amount	410€
Fare amount after exchange of the inbound segment	410€
Outbound service price	410€
Inbound service price	0 €

CONFIGURATION

To activate an exchange after departure, the customer's travel policy must be modified under the Admin Suite node:

Travel | Travel Policies | *Travel policy name*

- The checkbox for the setting **Allow PNR modification** must be ticked
- The setting **Enable Exchange** must be checked
- The CRS must be activated for exchanges.
- The required CRS must be selected for **Exchange after departure**.

Exchange	<input checked="" type="checkbox"/> Enable exchange	
CRS allowed for exchange	Abacus (1B) Sabre (1S) SMPAir (SP) SNCF (SO)	Amadeus (1A) FinnishRail (0Z)
CRS allowed for exchange after departure		Amadeus (1A)
Validation cycle after an exchange	Never restart validation cycle	
Void	<input type="checkbox"/> Enable void	

When a CRS is selected for exchange after departure and it is not selected for exchange, an error message is displayed.



The CRSs allowed for exchange after departure (1A) need to be a subset of CRSs allowed for exchange.

Exchange	<input checked="" type="checkbox"/> Enable exchange	
CRS allowed for exchange	Abacus (1B) Amadeus (1A) Sabre (1S) SMPAir (SP) SNCF (SO)	FinnishRail (0Z)
CRS allowed for exchange after departure		Amadeus (1A)
Validation cycle after an exchange	Never restart validation cycle	
Void	<input type="checkbox"/> Enable void	

SCOPE

The following table indicate which CRSs support exchanges after departure:

CRS	Customers
Finnish Rail	All Customers
SNCF	GBT Customers Only
Amadeus	All Customers
Sabre	All Customers



Please note that one-way services are not impacted by this enhancement since they can be “exchanged” after ticketing unless the services have the status of **Checked-In** or **Flown**.

SNCF will be automatically activated.

[TRANSPORT] NEW TRIP LIST

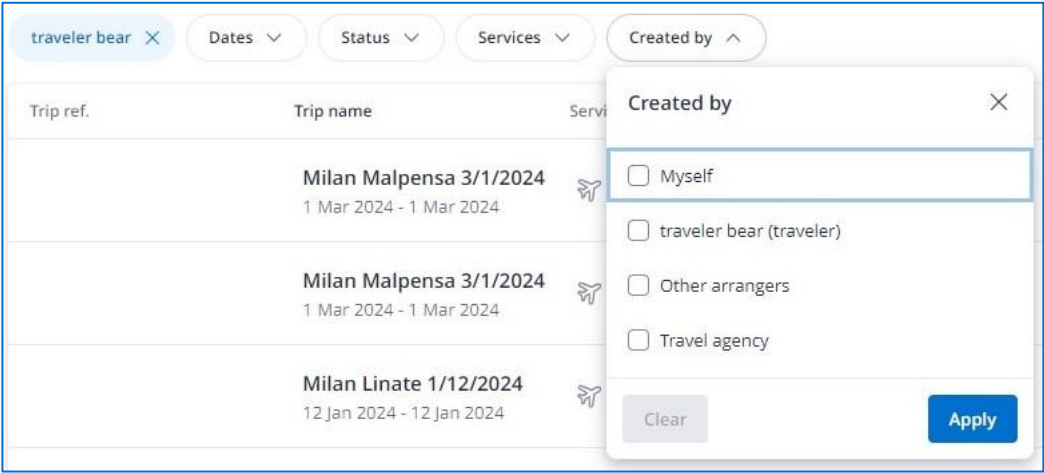
MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	No

SYNOPSIS

Further improvements have been made to the new Trip List.

A new filter, **Created by** allows users to filter the trips according to who booked it (e.g., the traveler themselves, an arranger, or the travel agency).

Additionally, to comply with accessibility standards, the text and layout of the filters and search by PNR header on the trip list page can be scaled if users zoom their screen at 200%.



SCOPE

This is applicable only for the new Trip List display.

[TAXI] NEW PNR PACK PROPERTIES FOR ALL TAXI PROVIDERS

MADE FOR...?	GBT
ACTIVATION REQUIRED?	Yes
ADMIN SUITE NODE	Travel Fulfilment PNR Pack [PNR Pack Name] PNR Script

SYNOPSIS

As part of the integration of the new data provider for ground transportation bookings, it is now possible to send taxi remarks when a GDS PNR is created in the trip regardless of a passive segment creation.

It is now possible to add PNR script lines for taxi in the PNR Pack. As a result, the following properties have been added:

- **Taxi Service List:** list of taxi services booked in the trip
- **Taxi Service Count:** count of taxi services booked in the trip
- **Confirmation Number:** confirmation number returned by the taxi provider
- **Provider Code:** code of taxi provider

The lines will be sent if a PNR is created in the reservation and regardless of the passive segment creation. This will allow expansion for Groundspan in 2024.

SCOPE

- All GDS
- All taxi providers

[TAXI] FLYGTAXI: ENHANCEMENT TO BOOKING PROCESS

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

SYNOPSIS

Previously, clients with access to Flygtaxi bookings in Neo were not able to book in the following situations:

- When the pick-up or drop-off was scheduled at an airport or train station
- When there are no transportation services listed in the trip

The following improvements have been made to make taxis bookable:

- When there are no transportation services and a taxi to or from an airport, the following has been implemented:
 - A text box will be made available in the Content Hub check-out page, allowing arrangers to enter a flight number.
 - A validation will occur, with the following:
 - **For Flights:**
 - The flight number must be at least 3 characters.
 - The flight number cannot exceed 6 characters.
 - The last 4 characters must be numeric.
 - **For Train:**
 - The length of data entered cannot exceed 20 characters.

Checkout: Taxi

Traveler: Trav Bear

Mobile phone number *

+33123456789

Business e-mail *

test@kds.com

Enter a mobile phone number where your driver can reach you

Payment method *

☒ Lodge card

Lodge card number *

Lodge Visa no CVV

Selected taxi

ACME SIMULATOR

Standard

€99.67

PICK-UP

Paris Charles de Gaulle

Oct 16, 2023, 10:30:00 PM

Flight No. *

Terminal *

DROP-OFF

116 Bd Diderot, 75012 Paris, France

Oct 16, 2023, 11:58:10 PM

Please enter a valid flight number (e.g. SK8786, AF123...)

- Additional passenger: €5.00
- Additional baggage: €5.50
- Brands: Ford, Volkswagen, Fiat
- Luggage: One big baggage

[Terms and Conditions](#)

* indicates required field

By clicking "Next", I accept the terms and conditions of the service provider.

Next

SCOPE

Applicable for all clients served by FlygTaxi.

[SABRE] MIGRATION TO THE NEWEST SABRE WEBSERVICES

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

SYNOPSIS

Neo's connectivity has moved towards the new Sabre webservice. This involves a technical migration for the following elements:

- **Profile**
 - Retrieval of a profile
 - Profile creation
 - Profile modification
 - Profile deletion
- **Passive segment mechanisms**
 - Neo uses the Passive Segment format for online PNR creation and sends the GDS entries as defined in the customer's specification (Neo standard format or custom formats). The Sabre specific mechanism to support them has been migrated with this version.

This transition forms part of a continuous delivery and is invisible to Neo customers and users alike.

[SMP HOTEL | SABRE] DISPLAY OF GOVERNMENT AND MILITARY RATES

MADE FOR...?	Travel Manager Neo Admin
ACTIVATION REQUIRED?	Yes
ADMIN SUITE NODE	Travel Hotel Hotel Settings Hotel Public Rates


SYNOPSIS

To reply to specific customer needs, as well as offer more content it will now be possible to book government and military rates for hotels in Neo.

The GOV (Government) and MIL (Military) rates categories in the query will be sent, in order to retrieve them when available from the content source SMP.

CONFIGURATION

Under the Admin Suite node **Travel | Hotel |Hotel Settings | Hotel Public Rates** the checkboxes **Display rate on results page** and **Specific SMP, Sabre and Galileo Queries** should be ticked:



The screenshot shows a 'General Settings' window with two rows of settings. The first row has a 'Display' button and a checked checkbox for 'Display rate on results pages'. The second row has a 'Specific Queries' button with a question mark icon and a checked checkbox for 'Specific SMP, Sabre and Galileo Queries'.

SCOPE

- SMP Hotel
- Sabre

[OFFLINE MODULE] FURTHER IMPROVEMENTS

MADE FOR...?	Travel Agency
ACTIVATION REQUIRED?	No

SYNOPSIS

In several countries, requirements are set by the Worker's Council. To comply with these requirements, improvements have been made for language sent through the Neo offline module, and as a result, a language can now be defined for emails received by travel agencies.

The screenshot displays the configuration interface for the Neo offline module, divided into two main sections: Office Identifiers and Office Contact Details.

Office Identifiers:

- Code:** 1001640
- Agency Name:** Offline agency
- IATA City Code:** Paris [PAR] (with a search icon)
- IATA Number:** (empty field)

Office Contact Details:

- Language:** English (United States) (dropdown menu) Select the default Language for Neo
- Date:** dd/mm/yyyy (dropdown menu) Select the default date format
- Time:** hh:nn (14:05) (dropdown menu) Select the default time format
- Phone Number:** +3310101010101
- E-mail:** offline.agency@kds.com
- Street Address:** 11 chemin de bretagne
- City:** ISSY LES MLX
- ZIP Code:** 92130
- Country:** France (dropdown menu)
- State:** (empty field with a search icon)

The supported languages in Neo will be the same as for emails sent by Neo to travelers and arrangers.

SCOPE

Applicable to emails received by the travel agency during the offline request flow.

QUEUING RULE - NEW PROPERTY FOR OFFLINE TRIPS

A new property has been created for offline trips which makes it possible to separate “online” trips from trips which are linked to an offline request, and therefore use different queuing rule depending on the type of trip. You will find this property under the Admin Suite node: [Travel | Fulfillment | Queuing policies](#)

Three new parameters are now within the queuing policy configuration (see screenshot below), and it is now possible to define the queueing rule depending on the “online/offline” status:

- **Online trips:** queuing rule is applicable for trips booked in Neo.
- **Imported trips:** queuing rule is applicable for trips imported.
- **Complex trips:** queuing rule is applicable for trips linked to an offline request (new offline module only)

General & Applicability Settings	
Code	
Traveler Category	<input type="text"/>
On event	Booking (validation cycle exists) ▼
Trip status	Unbooked ▼
Specific Supplier	No <input type="text"/>
Days before departure	<input type="text"/>
OnlineTrips	<input checked="" type="checkbox"/> Applies to trips created online
Imported trips	<input checked="" type="checkbox"/> Applies to imported trips
Complex trips	<input checked="" type="checkbox"/> Applies to trips linked to an offline request

NEW PROPERTY FOR OFFLINE TRIPS

The creation of a new property for offline trips will make it possible to separate “online” trip bookings from trips linked to offline requests, and therefore be able to launch validation cycles depending on the trip type.

The new property **IsComplex** can be used in the custom workflow. It separates online trips from trips with an offline request. This property **only** considers imported trips linked to offline requests created in the new offline module.

Imported trips not linked to an offline request are not included in this property.

The existing property for imported trips is **IsImported**. This remains available for workflow scripts, thus where all imported trips (online and those linked to offline requests) are managed.

SCOPE

This is applicable to:

- Trips imported and linked to an offline request
- New PNR import robot
- New offline module

OFFLINE REQUEST FORM ENHANCEMENTS

Users will be able to add traveler to a trip which has been created by a traveler for whom they work:

The traveler for whom the arranger is working, is now placed at the top of the form:

It is also possible to add a traveler. The travel agency will receive one email with all the relative information and will create separate PNRs (one PNR per traveler).

SCOPE

This applies to the new offline request form.

EASE PARSING IN OFFLINE AGENCY EMAILS

Agencies will now be provided with a structured and clear email enabling them to be easily routed. New offline emails have been enhanced to be easily parsed by third parties.



Further documentation is available upon request.

[ROUTEHAPPY] BEHAVIOR IMPROVEMENTS

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

FARE CONDITIONS IMPROVEMENT FOR FLIGHTS WITH A TECHNICAL STOP

When flights contained a technical stop, it was previously not possible to read the fare conditions for this flight. This was due to RouteHappy interpreting flights with technical stops as having two separate travel segments.

Neo will now take into consideration an entire trip which is received in a RouteHappy reply allowing the display of the fare conditions in Neo where the trip has a technical stop.

UNIVERSAL TICKET ATTRIBUTES: UPDATED BEHAVIOR

Users expect to see if their selected fare allows upgrades such as priority boarding or check-in, same day exchanges or lounge access on the Neo Fare Display (NFD), and until this version these UTA results had more restrictions.

From this version, travelers will be able to know what the best option for their travel needs is by displaying the Universal Ticket Attributes (UTA), and which will display any possible upgrades.

When a trip contains several legs, Neo will display the most restrictive of the journey's legs.

SCOPE

Applicable to these UTAs:

- UpgradeEligibility
- BoardingPriorities
- CheckInPriorities
- LoungeAccesses
- SameDayChange

[PNR PACK] AIR SERVICE LEGS: NEW PROPERTIES WITH PRICE DETAILS

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

SYNOPSIS

Following the implementation of the “Exchange” and “Exchange after departure” features in Neo raised the need to inform agencies as to the price of the outbound and inbound legs of a trip.

The PNR Pack API has been enriched, providing a way to script information about any Air Service legs.

Property Name	Type	Content
Leg Prices List	Object: List of leg	List all “leg prices” which are present in the air service
Leg Prices Count	Number	A counter of all “leg prices” present in the air service (0 if none)
Leg Price Object	Object: Price Object	Price object for each “leg price” present in the “air service”



USE CASES

For each of the use cases, the leg price object is populated as follows:

ONE WAY SERVICE

Outbound leg (1 leg present only)

PNR PACK PROPERTY	COMPUTATION
Amount in company currency	Leg price converted to "company currency"
Amount String	leg price using the same formatting process as today
Amount in original currency	leg price in leg price currency code
cents in company currency	cents part of leg price converted to "company currency"
cents in payer currency	cents part of leg price converted in "payer currency"
in payer currency	Formatted leg price amount in payer currency (2 decimals and thousand separator)
integer part in company currency	integer part of leg price converted to "company currency"
integer part in comp cur HRG	formatted leg price amount in company currency left padded with "." up to 4 characters
integer part in payer currency	integer part of leg price converted in "payer currency"
is valid	True
original currency code	leg price currency code
price string	formatted leg price amount in price original currency
has value	True

RETURN SERVICE

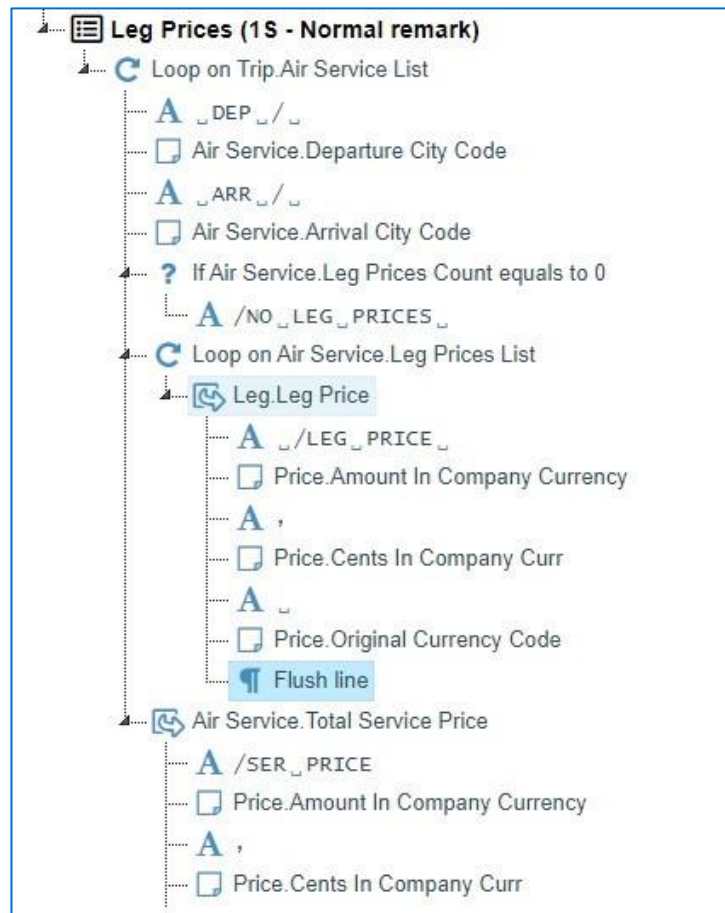
Outbound leg

PNR PACK PROPERTY	COMPUTATION
Amount in company currency	outbound leg price converted to "company currency"
Amount String	outbound leg price using the same formatting process as today
Amount in original currency	outbound leg price in leg price currency code
cents in company currency	cents part of outbound leg price converted to "company currency"
cents in payer currency	cents part of outbound leg price converted in "payer currency"
in payer currency	Formatted outbound leg price amount in payer currency (2 decimals and thousand separator)
integer part in company currency	integer part of outbound leg price converted to "company currency"
integer part in comp cur HRG	formatted outbound leg price amount in company currency left padded with "." up to 4 characters
integer part in payer currency	integer part of outbound leg price converted in "payer currency"
is valid	True
original currency code	outbound leg price currency code
price string	formatted outbound leg price amount in price original currency
has value	True

Inbound leg

PNR PACK PROPERTY	COMPUTATION
Amount in company currency	Inbound leg price converted to "company currency"
Amount String	Inbound leg price using the same formatting process as today
Amount in original currency	Inbound leg price in leg price currency code
cents in company currency	cents part of Inbound leg price converted to "company currency"
cents in payer currency	cents part of Inbound leg price converted in "payer currency"
in payer currency	Formatted Inbound leg price amount in payer currency (2 decimals and thousand separator)
integer part in company currency	integer part of Inbound leg price converted to "company currency"
integer part in comp cur HRG	formatted Inbound leg price amount in company currency left padded with "." up to 4 characters
integer part in payer currency	integer part of Inbound leg price converted in "payer currency"
is valid	True
original currency code	Inbound leg price currency code
price string	formatted Inbound leg price amount in price original currency
has value	True

USAGE EXAMPLE



USE CASES

With Neo 24.1, the leg prices are **only available with SNCF bookings**.

These properties will be expanded soon when Neo receives support from other CRSs.

REMINDERS OF FEATURES FROM SERVICE PACK RELEASES

SERVICE PACK 1: OCTOBER 2023

[TRAVEL] UPDATES FOR TRAVELFUSION

MADE FOR...?	Neo Admin Travel Manager
ACTIVATION REQUIRED?	See details below
ADMIN SUITE NODE	Travel Policies Travel Policies – PNR Modification

SYNOPSIS

As of now, for Travelfusion the status “Ticket issued” is not displayed. With the upcoming version SP2 Neo 23.4 an improvement will be delivered to have the Ticket Issued status for travel policy cancellation setting considered.

IMPORTANT: This may have an impact on your travel policy and queuing policy, please see details below.

ADMIN SUITE

Before the delivery of this improvement in the upcoming release, it is advised that you verify the travel policy and queuing policy setup under the Admin Suite node: [Travel | Policies | Travel Policies – PNR Modification](#).

PNR Modification

PNR Modification	<input checked="" type="checkbox"/> Allow PNR Modification
Allow Modification	<input type="text" value="0"/> Days before departure
Non-refundable Fares	<input type="checkbox"/> Allow Cancellation after Ticketing
Refundables Fares	<input type="checkbox"/> Allow Cancellation after Ticketing
Fares with Complex Refund Conditions (see Fare Notes)	<input type="checkbox"/> Allow Cancellation after Ticketing
Fares with Penalties	<input type="checkbox"/> Allow Modification after Ticketing
Fares without Penalties	<input type="checkbox"/> Allow Modification after Ticketing
Fares with Complex Penalties Conditions (see Fare Notes)	<input type="checkbox"/> Allow Modification after Ticketing
CRS limitations	<input type="checkbox"/> Ignore CRS limitations for cancellation or modification after ticketing
Hotel Reservations	<input type="checkbox"/> Allow Addition, Modification and Cancellation Until Departure After Ticketing
Car Rentals	<input type="checkbox"/> Allow Addition, Modification and Cancellation Until Departure After Ticketing
Modification Remark	<input type="text"/>
Exchange	<input type="checkbox"/> Enable exchange
Void	<input type="checkbox"/> Enable void

QUEUEING

This change may impact your queueing policy.

If you have determined rules based on “BOOKED” trips, you will need to modify it to “TICKETED” trip.

[RAIL] AMTRAK FARE CHANGES

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

SYNOPSIS

Due to a change by Amtrak in their API / connectivity to 3rd party tools and a last-minute communication by Amtrak to not make all fare types available in the legacy API, as of 25 October 2023 Value and Saver fares are not available in Neo.

At this time, only flexible fares will be proposed until Neo is able to migrate to the new API.

The Neo team is diligently working to gather more information so that Amex GBT and Neo can offer the best fares possible to our clients. In the meantime, we recommend customers who want the best Amtrak fares with restrictions to contact Amex GBT directly.

A target date for Neo migration to the new Amtrak API will be communicated as soon as a clearer understanding of level effort and timeline for development is determined. Status update will be communicated in alignment with an upcoming Neo release.

SERVICE PACK 2: NOVEMBER 2023

[TRAVELFUSION] CANCELATION AFTER TICKETING BASED ON ADMIN SUITE SETTINGS

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

SYNOPSIS

At present when the cancel verb is enabled for Travelfusion at RS level, the cancellation for LCCs is available for all fares for users even if there is no setting done under the travel policy.






There is therefore a need to have the Travel Policy setup (i.e., types of fares eligible for refund) considered and if nothing, then the cancellation button not displayed to users (even if the cancel verb is enabled at RS level).






As a result, for Travelfusion it is now possible to configure the travel policy setup in Admin Suite under the node: **Travel | Policies | Travel Policies - 'PNR Modification'** capabilities and specify cancellation rules based on the fare flexibility.

PNR Modification	
PNR Modification	<input checked="" type="checkbox"/> Allow PNR Modification
Allow Modification	<input type="text" value="0"/> Days before departure
Non-refundable Fares	<input type="checkbox"/> Allow Cancellation after Ticketing
Refundables Fares	<input type="checkbox"/> Allow Cancellation after Ticketing
Fares with Complex Refund Conditions (see Fare Notes)	<input type="checkbox"/> Allow Cancellation after Ticketing
Fares with Penalties	<input type="checkbox"/> Allow Modification after Ticketing
Fares without Penalties	<input type="checkbox"/> Allow Modification after Ticketing
Fares with Complex Penalties Conditions (see Fare Notes)	<input type="checkbox"/> Allow Modification after Ticketing
CRS limitations	<input type="checkbox"/> Ignore CRS limitations for cancellation or modification after ticketing
Hotel Reservations	<input type="checkbox"/> Allow Addition, Modification and Cancellation Until Departure After Ticketing
Car Rentals	<input type="checkbox"/> Allow Addition, Modification and Cancellation Until Departure After Ticketing
Modification Remark	<input type="text"/>
Exchange	<input type="checkbox"/> Enable exchange
Void	<input type="checkbox"/> Enable void

IMPORTANT

This change may impact your QUEUING policy. If you have pre-determined rules based on “BOOKED” trips, this absolutely needs to be changed to “TICKETED” trip as demonstrated in the following screenshots.

General & Applicability Settings	
Code	183
Traveler Category	<input type="text"/> 
On event	Last Minute Queuing 
Trip status	Booked  
Specific Supplier	No 
Days before departure	0

General & Applicability Settings	
Code	183
Traveler Category	<input type="text"/> 
On event	Last Minute Queuing 
Trip status	Ticketed  
Specific Supplier	No 
Days before departure	0

SCOPE

Applicable to Travelfusion.

[RAIL] VIA RAIL: NEW API AND INVENTORY THROUGH SILVERRAIL

MADE FOR...?	Traveler Arranger Travel Manager Neo Admin GBT
ACTIVATION REQUIRED?	No

SYNOPSIS

Via Rail and SilverRail have migrated towards a new API and inventory as of the 18 November 2023.

From this date onward, all bookings are made in the new API and inventory.

Existing bookings will be migrated, except for those for travel which were made before this technical migration.

The current scope of the functionality remains as is, except for seat preferences, which is due to a limitation on Via Rail. As a result, seat preferences will not be available.

[HOTEL] HCorpo: ECO-FRIENDLY BADGE

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No

SYNOPSIS

Travelers will be informed when hotels are eco-friendly with the display of an eco-friendly badge tooltip.

The information on this tooltip will come directly from the hotel source HCorpo.

[PASSENGER RIGHTS REGULATION] SWEDISH RAIL (SILVERRAIL)

MADE FOR...?	Traveler Arranger Travel Manager
ACTIVATION REQUIRED?	Yes – Manual activation required

SYNOPSIS

New regulations from the EU Council - UE Regulation 2021/782 have been applicable since 7 June 2023 for all EU rail carriers. Further details can be found by [clicking on this link](#).

The goal of this reform is to safeguard the rights of rail passengers and improve the quality and effectiveness of rail passenger services. This will help increase the share of rail transport relative to other means of transportation.

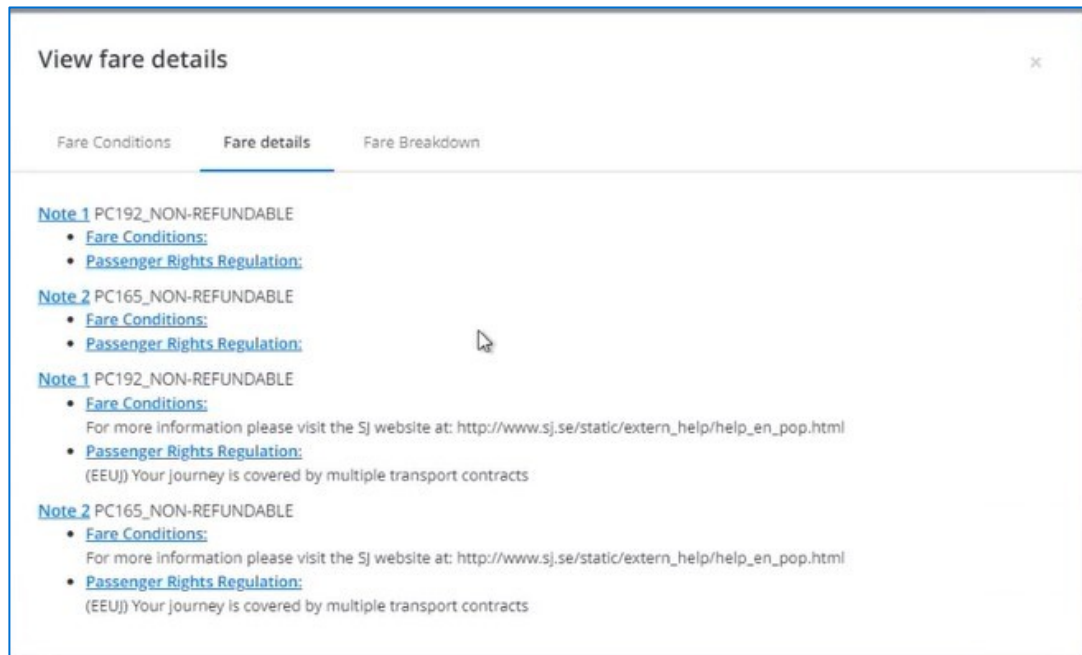
The main areas of this regulation include:

- A new notion of 'through-ticket' (in French, *billets directs*) has been introduced, representing the unique transport contract for successive railway services operated by the same or several railways. The objective is to identify which carrier, and for which part of the travel segment in the journey it is accountable for.
- Travel information which is affected includes users' rights, compensation, lost luggage process and accessibility.

SILVERRAIL SWEDISH RAILS

Regarding the Passengers Rights Regulation, Swedish Rail made the necessary developments to provide this information from their API if the ticket sold is a through ticket or not.

Neo will make a pass-through of the information received in response to information received through their API. This will be visible under **View fare details** situated under the tab **Fare details** where users can verify fare conditions.



SCOPE

This only concerns the SilverRail direct link.

IMPORTANT

Documentation is provided by SilverRail either in Swedish or English.

ERRATUM

Contrary to what was previously published, this feature will be released for SP2 Neo 23.4 (and not SP1).

[HOTEL] AMENITIES: CHARGING STATION FOR ELECTRIC VEHICLES FOR BOOKING.COM

MADE FOR...?	Traveler Arranger Travel Manager
ACTIVATION REQUIRED?	No
DEVICE AVAILABILITY	Mobile Tablet Desktop

SYNOPSIS

Users will be able to see the new amenity for electric car charging stations when they search for hotels.

This amenity will also be displayed on the hotel results page and on the hotel overview page.

SCOPE

Booking.com

[HOTEL] HRS: ECO-FRIENDLY BADGE

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No

SYNOPSIS

Travelers will be informed when hotels are eco-friendly with the display of an eco-friendly badge tooltip.

The information on this tooltip will come directly from the hotel source HRS.

SCOPE

Applicable to hotels through HRS.

[RAIL] DEUTSCHE BAHN: HIGHLIGHT OF CITY TICKET INCLUDED IN THE FARE

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

SYNOPSIS

City Ticket gives access to local transport with a long distance ticket bought in 130 cities within Germany.

Previously when Diebahn fares included the City Ticket, this information was not highlighted on the user interface, which then caused misunderstanding for travelers.

Now when flexible price or saver price fares automatically include City Ticket, Neo will show this to the user in the user interface under **View Fare** details in the carrier's remarks.

View fare details

Fare Conditions

Fare details

Fare Breakdown

Munich Main Station, Germany - Frankfurt Main Station, Germany

Modification

Before departure See fare notes

Cancellation

Before departure See fare notes

Fare Basis

10001-1000 for Train 1000

10001-1000 for Train 526

10001 for Train 4533

Carrier's Remarks

Preisart : Flexpreis

Ermaessigung : Keine

Inklusive City Ticket für folgende Städte: München+City

STORNO KOSTENFREI

BIS 1 TAG VOR 1.GELTUNGSTAG

Produkt Kategorie A

SCOPE

Now when flexible price or saver price fares automatically include City Ticket, Neo will show this to the user in either German or English in accordance to the client's configuration in the user interface under **View fare details** in the carrier's remarks.

[PASSENGER RIGHTS REGULATION] SWEDISH RAIL (SILVERRAIL)

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

SYNOPSIS

New regulations from the EU Council - UE Regulation 2021/782 have been applicable since 7 June 2023 for all UE rail carriers. Further details can be found by clicking on this link.

The goal of this reform is to safeguard the rights of rail passengers and improve the quality and effectiveness of rail passenger services. This will help increase the share of rail transport in relation to other means of transportation.

The main areas of this regulation include:

- A new notion of 'through-ticket' (in French, billets directs) has been introduced, representing the unique transport contract for successive railway services operated by the same or several railways. The objective is to identify which carrier, and for which part of the travel segment in the journey it is accountable for.
- Travel information which is affected includes users' rights, compensation, lost luggage process and accessibility.

SILVERRAIL SWEDISH RAILS

In regard to the Passengers Rights Regulation, SilverRail made the necessary developments to provide this information from their API if the ticket sold is a through ticket or not.

Neo will make a pass-through of the information received in response to information received through their API. This will be visible under **View fare details** situated under the tab **Fare details** where users can verify fare conditions.

SCOPE

This only concerns the SilverRail direct link.

Documentation is provided by SilverRail either in English or Swedish.



IMPORTANT

Documentation is provided by SilverRail through their API.

AMEX GBT

Neo

NEO EXPENSE

[EXPENSE REPORTS] EXPORT AMENDMENTS

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

SYNOPSIS

From the Neo 24.1 January release, expense report export files will be improved in order to support new sets of data for the following:

- VAT and Deductible VAT gross amounts per VAT rate applied on an expense line
- American Express Corporate Cards Billing Information: Basic Control Account Number & Bill Cycle Date

Please contact your Neo technical contact for more information

SCOPE

Expense report exports in the following formats:

- CSV
- XML

[EXPENSE] RECEIPT MANDATORY ABOVE THRESHOLD AMOUNT

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	Yes
ADMIN SUITE NODE	Item categories and types Item categories <Item category> <Expense type > Fields

SYNOPSIS

Within the United States if a reported amount is less than a threshold amount (defined by the client), there is no requirement to attach a copy of a receipt.

This enhancement will now allow the threshold amount to be defined according to the expense type.

[MULTI-VAT] MANAGEMENT OF VAT GROSS AMOUNTS

MADE FOR...?	Traveler Accountant
ACTIVATION REQUIRED?	Yes

USE CASE

On a dinner receipt in France, food and non-alcoholic drinks are taxed at 10%, and alcoholic drinks are taxed at 20%

SYNOPSIS

Due to some ERPs not being able to integrate multi-VAT data from Neo because of the gross amount per VAT lines not being exported, an improvement has been made towards the management of VAT gross amounts.

For multi-VAT modes for European use cases where several VAT rates apply to different items, there will be two methods to input VAT information to get the gross amount per VAT line.

Multi-VAT - The user allocates the VAT amount to one or several VAT rules mode

By default, users will now enter gross amounts per VAT rule and the VAT amount will be automatically calculated.

Expense line #1

Dinner

Required

Marseille (MRS), Bouches-du-Rhône, Provence-Alpes-Côte d'Azur Region, France

Date

June 20, 2023

21 : 00

Amount

36.00 EUR

VAT (EUR)

☒ 10% (FR)

Gross amount *

24.00

VAT amount *

2.18

☒ 20% (FR)

Gross amount *

12.00

VAT amount *

2.00

☐ 5.50% (FR)

L'alchimiste
14 rue des Frères Angès, 13008 Marseille
France
04.91.42.37.44
BOUTIQUE@LALCHIMISTE.FR - 30 Rue de la République

(21-06-2023) 00.00
Extérieur : 110

Total

 36,00 €

TVA 20% (20%) 10,00 € TVA 10%
TVA 10% (10%) 21,00 € TVA 10%
Total 31,00 € TVA 10%

Total par paiement 36,00 €

2 couvertures, 1 ligne, verdu per l'évent
(2023)- le 2023-06-20 20:00:01 sur la
catégorie F2D, version T1.1.0 (10085)

Justificatif non valable pour encaissement
Ticket original n°F2D-BH43
Signature : MF323 8-0452-Gou
Jalis

< > 1 of 1 Duplicate Confirm and New Confirm

For receipts without gross amounts per VAT line, users will enter VAT amounts per VAT rule. Gross amounts per VAT rule will be calculated by Neo and displayed to accountants only.

Expense line

Lunch

Change type

Required

Location

Ribeauvillé, Haut-Rhin, Grand Est, France

Date

December 3, 2023

14

:

00

Amount

137.70

EUR

VAT (EUR)

There is a gross amount per VAT rule on my receipt

10% (FR)

VAT amount *
11.27

20% (FR)

VAT amount *
2.28

5.50% (FR)

Distribution

Confirm and New

Confirm

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To automate the process, the scan of the receipt by the OCR is recommended to automatically select VAT rules and fill gross amounts and VAT amounts in.

Expense line

Required

Location

Issy-les-Moulineaux, Hauts-de-Seine, Île-de-France Region, France

Location scanned

Date

December 12, 2023

19 : 15

Date, Time scanned

Amount

20.00

EUR

Amount, Currency scanned

VAT (EUR)

There is a gross amount per VAT rule on my receipt

2 VAT rates, 2 gross amounts, 2 VAT amounts scanned

10% (FR)

Gross amount* 16.50

VAT amount* 1.50

20% (FR)

Gross amount* 3.50

VAT amount* 0.58

5.50% (FR)

JUSTIFICATIF

NEW VALUE POUR ENVOI

MADELEINE

5 RUE JACQUES-HENRI LAMOTTE

92130 ISSY-LES-MOULINEAUX

FRANCE

Tél : 01 87 42 68 66

CINCE N°1 50118 1104 F2054204880

NUMÉ 524 204 550 00027

REPAIS COMPLET

12 DEC 2023 19:21:47

QTE DESIGNATION P.A.U. Total A.T.

1 REPAIS COMPLET 16.50 16.50

1 CONSUMATION 2.50 2.50

TOTAL TTC 20.00

NUMÉRE LONGS 401325 2

CODE P.V. HT TTC

0 TVA 10.00% 1.50 16.50 16.50

1 TVA 20.00% 0.58 2.92 3.50

TOTAL 2.08 17.52 20.00

1 TOTAL 20.00 20.00

CARTON 12 22/12/2023 19:21:47

VANDEUR 10 CONSTRUCTION 1

CLIFF 10

COMMANDE 000463

(IMP25) 00000 0104

100001 000000 000000

100001 000000 000000

100001 000000 000000

100001 000000 000000

Confirm and New

Confirm

Multi-VAT - The accountant allocates the VAT amount to one or several VAT rules mode

The VAT section will not be displayed to users. By default, the default VAT rule will be selected, the reported amount will be set as the gross amount and the VAT amount will be automatically calculated.

If the receipt is scanned by the user, VAT rules, gross amounts and VAT amounts will be filled in by the OCR.

Gross amounts per VAT rate will be added to the export files (CSV and XML).

Please refer to the 23.4 SP1 communication for more information.

To configure multi-VAT, please contact your Neo Service Manager.

ADDITIONAL DETAILS

- In the case where a user enters VAT amounts, gross amounts will be calculated by Neo. If the sum of calculated gross amounts is not equal to the reported amount, the rounding mechanism will adjust the gross amount of the lowest VAT rate up or down to reflect the rounding adjustment.
- If users enter VAT amounts, a warning will be raised to users and accountants in the list view and in the expense line form if VAT amounts are incorrect or need to be checked.


[RECEIPTS] THUMBNAIL IMAGES OF RECEIPTS DISPLAYED IN EXPENSES LIST

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No
DEVICE AVAILABILITY	Desktop Tablet Mobile (see below for more details)






SYNOPSIS

Receipts are an important element of expense claims, and improvements have been made to better highlight them on the screen, permitting users to see the receipt type and status for multiple items in one view.

In the pending expenses list, users will now find a new column which displays information on the receipt:

Pending expenses							Scan receipt	+ Add expense
5 expenses								
Expense type Location Date Amount Receipt Status								
<input type="checkbox"/>	Expense type	Location	Date	Amount	Receipt	Status		
<input type="checkbox"/>	P Parking	Milan	08/01/2024	0.00 EUR 15.00 EUR		Incomplete Missing receipt		

On the desktop view, a receipt area has been designed inside the list, indicating the receipt type that has been added to the expense. Users will also be informed if the receipt is missing.

Pending expenses							Scan receipt	+ Add expense
5 expenses								
Expense type Location Date Amount Receipt Status								
<input type="checkbox"/>	Expense type	Location	Date	Amount	Receipt	Status		
<input type="checkbox"/>	P Parking	Milan	08/01/2024	0.00 EUR 15.00 EUR		Incomplete Missing receipt		
<input type="checkbox"/>	D Dinner Hakata Choten		05/01/2024	0.00 EUR 20.00 EUR	 Missing receipt	Incomplete The field Location is empty or invalid		
<input type="checkbox"/>	L Lunch	Paris	05/01/2024	0.00 EUR 15.00 EUR		Incomplete Several anomalies in the expense		
<input type="checkbox"/>	M Mileage allowance FR	Paris	04/10/2023	0.00 EUR		Complete		
<input type="checkbox"/>	D Dinner Rejected McDonald's Deutschland LLC	Munich	03/10/2023	30.00 EUR 100.00 EUR		Complete		

When the receipt has been uploaded, users will see a thumbnail image of their receipt. In other cases, an icon will be displayed for each possible case in accordance with the customer's configuration, including:

- Mileage
- Missing receipt
- Receipt in paper format, to be given to the accounting department
- No receipt available
- Unable to generate receipt thumbnail

A tooltip providing further clarification will be displayed when the user hovers over the receipt area:

DEVICE AVAILABILITY

These displays will be available on the mobile app, ***with the exclusion of the tooltip.***

SCOPE

Pending expenses list.

AMEX GBT

Neo

NEO MOBILE

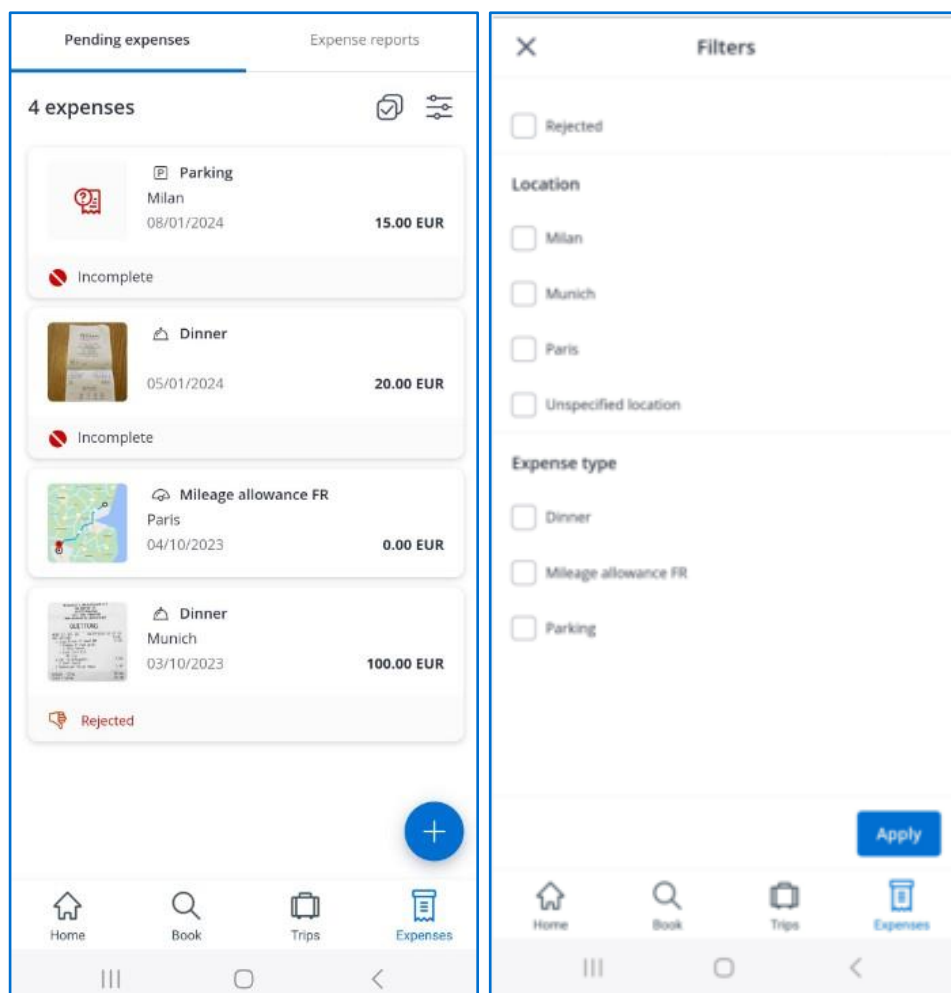
[EXPENSE] IMPROVEMENTS FOR PENDING EXPENSES FOR MOBILE

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No

SYNOPSIS

To offer a seamless experience from desktop to mobile, we have enhanced the Neo mobile app expense box list. This allows Neo to provide an improved user experience by providing more content, and better consistency between desktop and mobile views.

The **Expense Box** section within the Expense navigation tab has been redesigned, and there have been added feature improvement.



These changes include the following:

The title of the list:

- The list is now labeled Pending expenses

The list:

- The expenses are now displayed in individual cards allowing for a better visibility of each item and its content
- For each expense, a receipt thumbnail will be shown when a receipt has been added
- The rejected expenses are now indicated on this list with a rejected indicator.
- An incomplete indicator is displayed when the mandatory fields have not all been filled out

Additional features

- The list can be filtered by various criteria (e.g., location, expense type, credit card, rejected...)
- Expenses can be selected to be moved to an expense report or deleted. To select expenses, 3 possibilities are available:
 - Tap on the select button located at the top right side of the page
 - Tap on the thumbnail section to enable selection
 - Tap and hold on the line

[MOBILE] UPDATE REQUIRED TOWARDS LATEST VERSION

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

SYNOPSIS

To experience an optimal user experience and ensure that the latest fixes and improvements are available, users are required to update the mobile application directly on their mobile.

If the version of Neo Mobile used is older than the latest version available on mobile application stores, an update will be required.

Versions older than the latest version of Neo Mobile will no longer be supported. Users will be prompted to update the application when a pop-up is displayed when they try to login to Neo Mobile.

AMEX GBT

Neo

PLATFORM

[GUEST MANAGEMENT] MANDATORY GUEST PROFILE EXPIRATION

MADE FOR...?	Travel Manager Arranger
ACTIVATION REQUIRED?	No
ADMIN SUITE NODE	Company Setup Company Data

SYNOPSIS

Guest profiles are not managed by administrators but directly by arrangers in Neo. They are therefore not covered by customers' automated or manual human resources processes. Consequentially, it is necessary to monitor that guest profiles are deleted, and their data anonymized when they are no longer required.

From this version, it will no longer be possible to set guest profiles as “never expiring” in the company’s configuration.

To accommodate arrangers who need guest profiles to be active for a long period of time, a new option has been added allowing the expiration of the profile to occur three years after its creation. This new option will be applied to all companies where guest profiles were set to “never expiring” (i.e., where there is no expiration date for these profiles).

The screenshot shows the 'Guests' configuration page in Neo. On the left, there's a sidebar with four main sections: 'Guest Travelers', 'Date of expiry', 'Sub-Unit', and 'Companies Management'. The 'Guest Travelers' section has a checkbox labeled 'Allow Guest Travelers' which is checked. The 'Date of expiry' section has a dropdown menu currently set to '3 Years', with a list of other options (1 Day, 1 Week, 1 Month, 3 Months, 1 Year, 3 Years) visible. The 'Sub-Unit' section has a dropdown menu with a question mark icon, and a label 'Select the Sub-Unit that contains Guest user profiles'. The 'Companies Management' section has a label 'selection of companies when creating guest profiles (requires selection of sub-units under the sub-unit defined above)'. The '3 Years' option in the 'Date of expiry' dropdown is highlighted in blue.

Already existing guest user profiles that do not have an expiration date will be automatically set to expire three years after the release date of the version Neo 24.1.

SCOPE

All customers using Neo guest management capabilities.

[GUEST MANAGEMENT] GUEST PROFILE CREATION: EDITABLE EXPIRATION DATE

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

SYNOPSIS

Guest managers will be given some flexibility when they define the proper period in which a guest profile should remain active.

To allow this flexibility, the field **Expiration Date** is now editable when creating a new guest profile:

< Back to home page

Create guest profile

* indicates a required field

Title: Mr

Gender: Male

Last name *: Corner

First name *: Andrew

Email address *: andrew.corner@gmail.com

Language *: English (United States)

User's group *: Headquarters

Profile expiration date *: 09/07/2023

Traveler category: Candidate

Cancel Update profile

The expiration date can be set to be as soon as the next day after the date of creation. It can also be as late as either of the following:

- The default expiration date plus 3 months. This is used if the guest default expiration date in the company settings is set to 1 day, 1 week, or 1 month.
- The default expiration date plus 1 year if the guest expiration date in the company settings is set to 3 months or 1 year.
- If the default expiration date in company settings is already set to three years, it cannot be extended. It can, however, be reduced.

[ADMIN SUITE] BUSINESS EMAILS MANDATORY FOR BOOKING TRIPS

MADE FOR...?	Travel Manager Traveler
ACTIVATION REQUIRED?	No
ADMIN SUITE NODE	Company Setup Field Display Field Display - General

SYNOPSIS

Email addresses are required for many agency processes and Neo features, and actions are limited without the traveler's email included in their user profile.

The **Business email** field will now be marked as mandatory for all customers where it was not already the case, so users will have to fill-in that field before they can complete a booking in Neo.



The screenshot shows a configuration window titled "Profile Screen - General: ACME Inc.". Inside, there is a table with the following configuration for the "Business e-mail" field:

Field	Business e-mail
Display Mode	Editable
Mandatory	<input checked="" type="checkbox"/>
New Line	<input type="checkbox"/> Always display the field on a new line

At the bottom right of the window are "Save" and "Cancel" buttons.

It will still be possible to untick the **Mandatory** checkbox in the configuration, in the case it is necessary for some users to be able to book without having an email address in their Neo profile.

SERVICE PACK 1: OCTOBER 2023

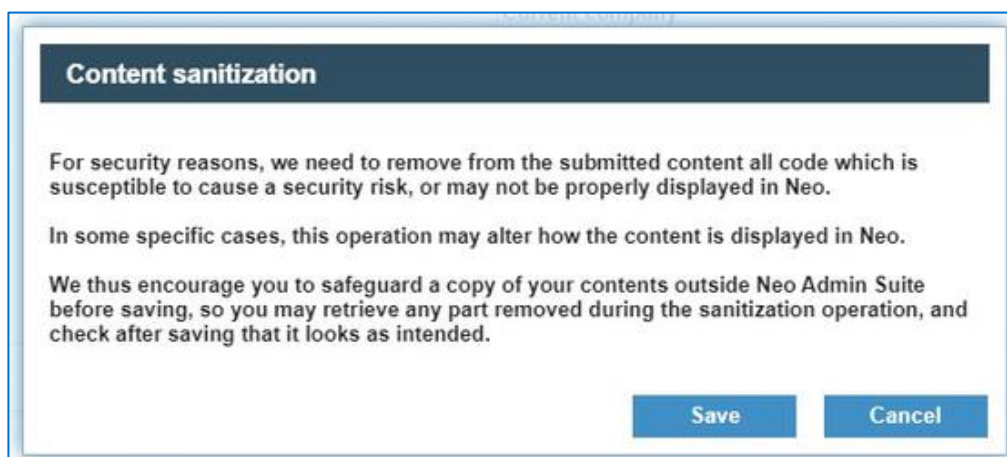
[ADMIN SUITE] SECURITY VALIDATION AND SANITIZATION FOR CONTENT MANAGEMENT

MADE FOR...?	Neo Admin
ACTIVATION REQUIRED?	No
ADMIN SUITE NODE	Content

SYNOPSIS

Whenever an administrator submits through Neo Content Management pages via Admin Suite HTML content, which is to be displayed to Neo users, the provided HTML code will be sanitized of anything susceptible to cause a security risk.

This change will help Neo administrators who have access to Content Management avoid injecting unsafe or malicious content.



SCOPE

This concerns all HTML content submitted by administrators in Admin Suite's Content Management section.

SERVICE PACK 3: DECEMBER 2023

[SECURITY] CHANGES FOR INACTIVE ACCOUNTS

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

SYNOPSIS

Neo continues to improve security for Neo applications while minimizing the disruption for users.

In addition to the security improvements delivered on 18 November 2023, Neo introduced a maximum inactivity period of 2 years for user accounts before they are blocked at the next login.

To limit the number of blocked accounts for customers who infrequently use Neo while maintaining the proper security level, Neo is introducing the following changes in this version:

- Admins will be able to disable the process of automatically blocking inactive accounts:

Account Security: ACME Inc.

Settings are not inherited (Change)

Block Account

Failed Log In

Disabled

Block after number of failed logins

Inactivity

Disabled

Block after days of inactivity

Security

Force Change

1

2

3

4

5

10

15

30

60

90

180

365

730

Must be changed after number of days

Reuse Password

1

2

3

4

5

10

15

30

60

90

180

365

730

Password can be reused after number of changes

Minimum Change Period

1

2

3

4

5

10

15

30

60

90

180

365

730

Password can be changed after this period

- Regardless of the value set for the field entitled Inactivity under the node: **Company Setup | Account Security**, a new activity check will be performed ***only for users attempting to log-in with their username and password***. If they have not logged into Neo for at least one year, a password reset link will be sent to them by email, with which they can change their password and login again:



Only if a user does not have an email address associated to their Neo profile will their account be blocked due to this new security check.

Accounts will still be blocked for inactivity as per their Inactivity setting under: Company Setup | Account Security Admin Suite screen regardless of whether they have an email address in their Neo profile or not.. They will then require an administrator's action to unblock them.

Administrators attempting to log in to Admin Suite after more than a year of inactivity will also be blocked even if they have an email address associated to their Neo account.

RELEASE NOTES 20 NOVEMBER 2023

INCREASED MINIMAL AND DEFAULT PASSWORD SECURITY SETTINGS

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

SYNOPSIS

Security improvements continue to be made for Neo applications. A review of the minimally acceptable security settings of Neo have recently been reviewed. Following this review, the following changes will be made to security settings:

- The maximum period of inactivity has been set to **730 days**.
 - User accounts which have not logged into Neo for more than 730 days will be automatically blocked. Administrators with the appropriate access to User Profiles in Admin Suite will be able to unblock these accounts if need be.
- **A minimum of 5 passwords** will be kept in the password history before a user can reuse an old password.
- The minimum delay between password changes has been set to **1 day**.
- Minimal password complexity has been increased to:
 - A minimum length of **10 characters**
 - Passwords must contain at least one of each of the following:
 - one digit
 - one lowercase letter
 - one uppercase letter
 - one special character

Account Security: ACME Inc.

Settings are not inherited ([Change](#))

Apply Modifications

?

Block Account

Failed Log In	Disabled	Block after number of failed logins
Inactivity	730	Block after days of inactivity

Security

Force Change	365	Password must be changed after number of days
Reuse Password	5	Old password can be reused after number of changes
Minimum Change Period	1 Day	Password can be changed after this period

Password Strength

Minimum Length	10	Minimum number of characters
Upper Case Character	<input checked="" type="checkbox"/>	Must contain at least one upper case character (A-Z)
Special Character	<input checked="" type="checkbox"/>	Must contain at least one special character (!*)?etc.)

Download as XML

Apply Modifications

New minimum-security configuration in Admin Suite

Existing security configurations which have already met, or exceeded, these new minimum setups will be left as they are. All other security settings will be adjusted in order to meet the requirements.

Administrators will, of course, still be able to enforce stronger security requirements within the same existing Neo capabilities, as they are today.

Users with Neo accounts which do not comply with the new minimum password complexity requirements will be required to change their password when they next login to Neo with their username and password.

LAST NAME FIELD IN READ-ONLY MODE BY DEFAULT FOR END-USERS

MADE FOR...?	Traveler Arranger Neo Admin
ACTIVATION REQUIRED?	No
ADMIN SUITE NODE	Company Setup Field Display

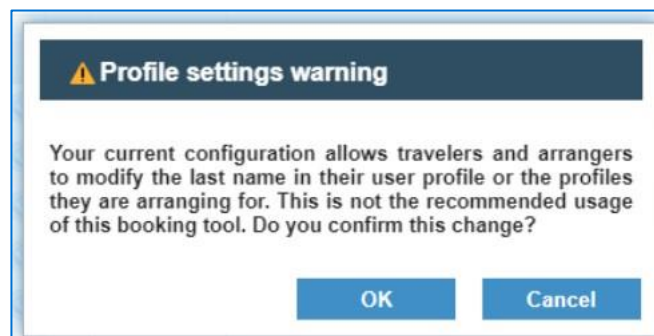
SYNOPSIS

To help prevent the unauthorized usage of the Neo application by various user accounts, the following modifications will be made.

The last names of users will now be set as *read-only* to travelers and arrangers by default. This is applicable to all new and existing configurations.

It will still be possible to set back the last name field as *editable* for end-users under the Admin Suite node **Company Setup | Field Display**.

However, it is recommended that customers ensure that they have adequate protection in place to prevent the risk of misuse before setting this field as editable.



Administrators who have write-access to the **User Profiles** screen in Admin Suite will continue to be able to edit users' last names regardless of this setting, as will the automated data feeds.

NOTIFY USERS FOR EMAIL AND NAME CHANGES

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

SYNOPSIS

The prevention of unauthorized profile data changes in the Neo application will be furthered by the following modifications:

- When changes are made by either a traveler or arranger in the Neo profile user interface to the first name, last name and/or business email fields for a given user profile, a notification will be sent to that user's email address.
- In the case of a business email address change, an email notification will be sent to both the old and new email address.

AMEX GBT

Neo

REPORTING

[REPORTING] SUPPORT OF TRAVELER/BENEFICIARY EMAILS

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

SYNOPSIS

Improvements have been made which allow Neo customers to monitor the following:

- Employees who do not submit expenses in due time, especially when 'company paid' expenses are concerned.
- Supervisors who do not approve documents in due time.

As part of this monitoring, the individuals concerned need to be reminded by email of the required actions.

This improvement includes the enrichment of the reporting datafeed, allowing it to gather the following information:

- Traveler emails for Travel
- Beneficiary emails for Expense
- Supervisors' emails for both Travel and Expense

The following dimensions have also been added:

T&E Dimensions

- "Email" in **Travel & Expense Query | Common Dimensions T&E | Travellers | Traveller**
- "Email" in **Travel & Expense Query | Common Dimensions T&E | Beneficiaries | Beneficiary**
- "Email" in **Travel & Expense Query | Common Dimensions T&E | Supervisors ...| Supervisor**
- "First supervisor email" in **Travel & Expense Query | Common Dimensions T&E | Supervision Levels | First Level**
- "Second supervisor email" in **Travel & Expense Query | Common Dimensions T&E | Supervision Levels | second Level**
- "Third supervisor email" in **Travel & Expense Query | Common Dimensions T&E | Supervision Levels | third Level**

Expense Dimensions

- "Email" in **Expense Query | Standard Dimensions | Traveller ...| Traveller**

Traveler, beneficiary, and supervisor emails:

Travellers

Travellers

Members

Index Traveller

Travellers

Members

abc Traveller Name

abc Employee number

abc Traveler Category

abc KDS User Name

abc Traveller email

Beneficiaries

Beneficiaries

Members

Index beneficiary

Beneficiary

Members

abc Beneficiary Name

abc Employee number

abc Beneficiary Category

abc KDS User Name

abc Beneficiary email

Bookers & Arrangers

Suppliers

Supervisors

Supervisors

Members

Index Supervisor

Supervisor

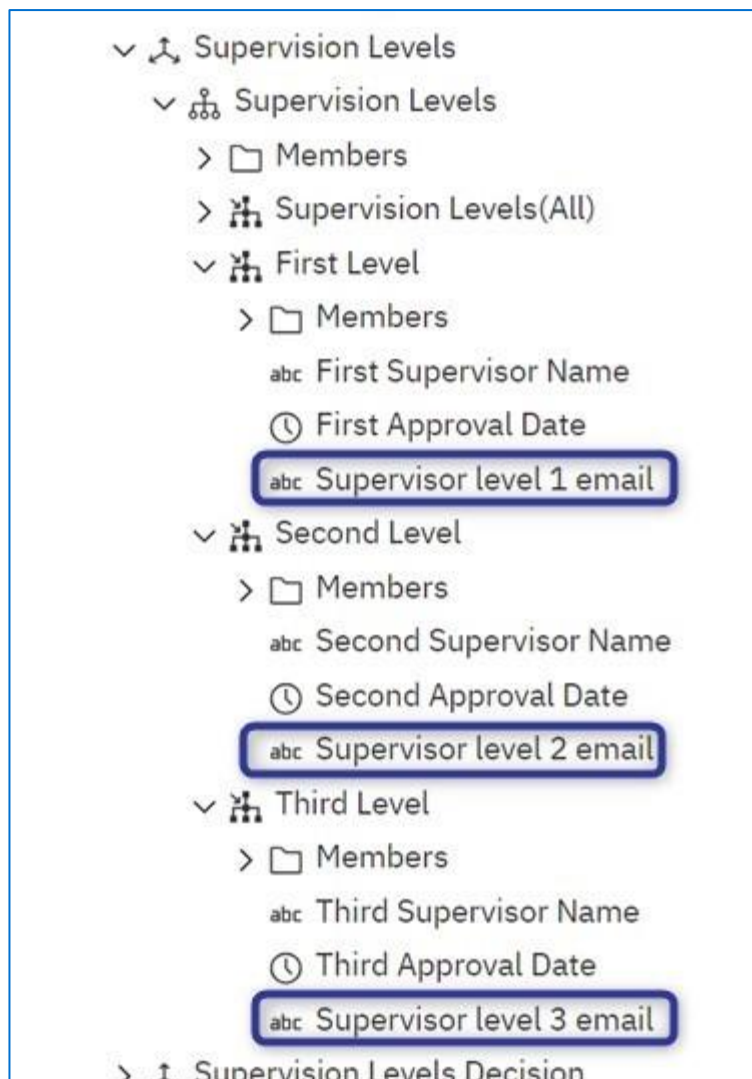
Members

abc Supervisor

abc Employee number

abc Supervisor email

Supervisor Emails



SCOPE

Reporting manages supervisors based on their last action (either an approval or rejection):

- Therefore, only supervisors having taken an action, will be available in reporting.
- Supervisors which actions are pending will not be available in reporting.

[REPORTING] SUPPORT OF EXTERNAL ATTENDEES

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

SYNOPSIS

For fiscal reasons, some customers need to constitute reports for the amount of entertainment, as well as provide information pertinent to those attending the entertainment in question.

To gather and provide the relevant information, the datafeed has been improved.

Below are the details of improvements done for the T&E and Expense modules:

The T&E module: Travel & Expense Query | Expense Dimensions | Other Information Expense

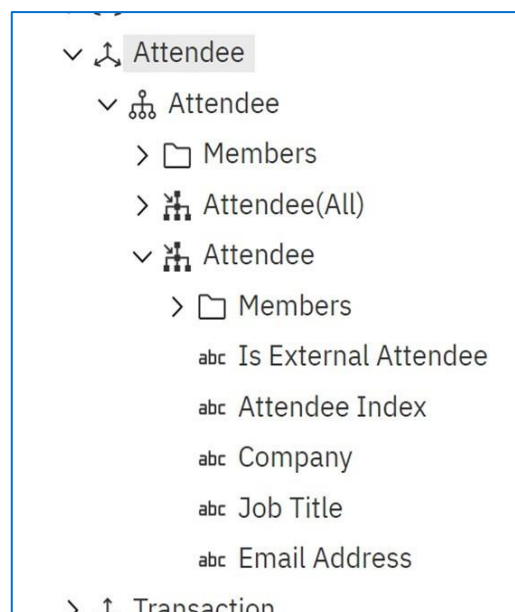
The attendee dimension can now support both internal and external attendees

For internal attendees:

- The value Is External Attendee will always be false
- Attendee index will contain the user's full name

For external attendees:

- The value Is External Attendee will always be true
- Attendee index will contain the attendee's full name (composed of Last Name, First Name and Title)
- Company
- Job Title
- Email address



For the Expense Model: Expense Query | Standard Dimensions

The attendee dimension now supports both internal and external attendees

For internal attendees:

The value **Is External Attendee** will always be false

Attendee index will contain the user's full name

For external attendees:

- The value **Is External Attendee** will always be true
- **Attendee index** will contain the attendee's full name (composed of Last Name, First Name and Title)
- **Company**
- **Job Title**
- **Email address**

✓	✈️	VAT Rate
✓	✈️	Other Information - Expense
✓	✈️	Other Information - Expense
	>	Members
✓	✈️	Other Information - Expense
	>	Members
	#	Expense Line Number
	abc	Is Itemized Line
	abc	Non Compliancy Reason
	abc	Non Compliancy Explanation
	abc	Receipt
	abc	VAT on Receipt
	abc	Mileage Departure Location
	abc	Mileage Arrival Location
	abc	Expense Report Reason
	abc	External Transaction Id
✓	✈️	Attendee
	abc	Is External Attendee
	abc	Attendee Index
	abc	Company
	abc	Job Title
	abc	Email Address

SCOPE

- This enhancement applies to all customers.
- Recalculation will be performed back to January 1st 2024.

[REPORTING] SUPPORT OF EXPENSE EXTERNAL TRANSACTION ID

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

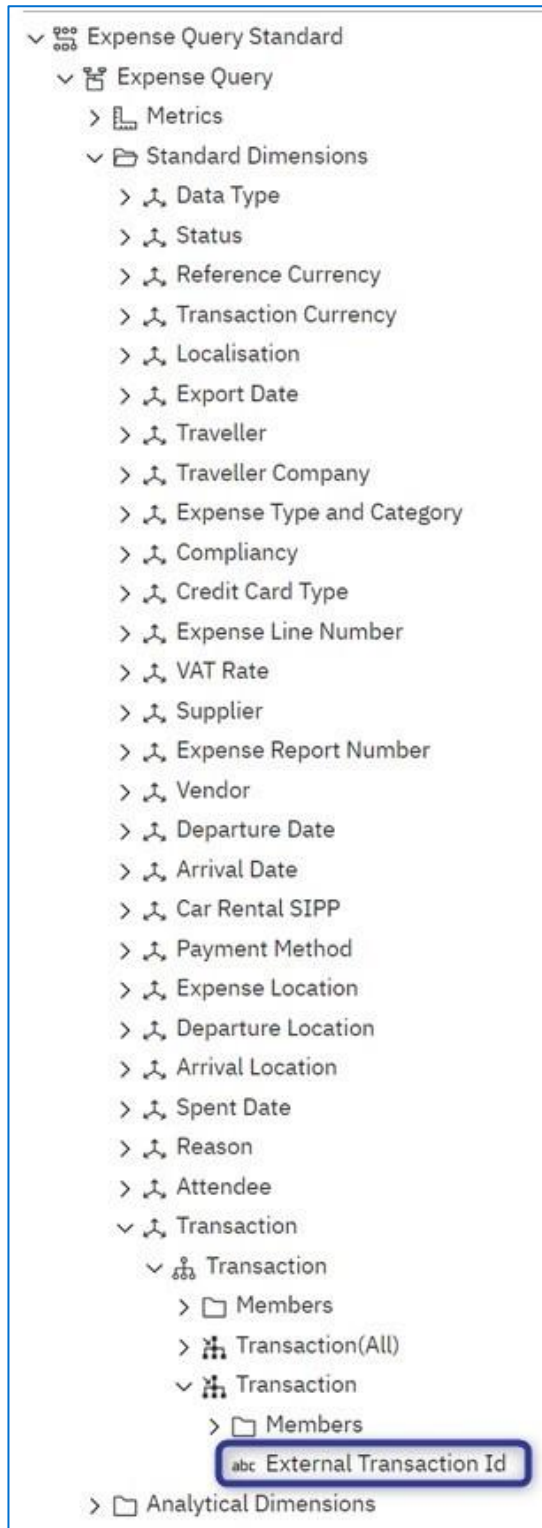
SYNOPSIS

Customers who use 'company settled' credit cards require Neo Reporting to help them reconcile expenses which were settled with this type of credit card with the credit statements supplied by their bank.

This external transaction ID is the common identifier between a Neo expense line and the associated credit card statement line.

- The reporting datafeed has been improved in order to store this identifier.
 - The T&E data model has been modified as follows:

[Travel & Expense Query](#) | [Expense Dimensions](#) | [Other Information Expense](#) | [External Transaction Id](#)



- The Expense data model has been modified as follows:

[Expense Query](#) | [Standard Dimensions](#) | [Transaction](#) | [External Transaction Id](#)

