

AMEX GBT
Neo

Release Notes Neo 24.2

25 May 2024

Classification: Public / Restricted / Confidential / Secret (edit this footer)

GBT Travel Services UK Limited (GBT UK) and its authorized sublicensees (including Ovation Travel Group and Egencia) use certain trademarks and service marks of American Express Company or its subsidiaries (American Express) in the “American Express Global Business Travel” and “American Express GBT Meetings & Events” brands and in connection with its business for permitted uses only under a limited license from American Express (Licensed Marks). The Licensed Marks are trademarks or service marks of, and the property of, American Express. GBT UK is a subsidiary of Global Business Travel Group, Inc. (NYSE: GBTG). American Express holds a minority interest in GBTG, which operates as a separate company from American Express.

NEO 24.2 RELEASE: WHAT'S NEW IN NEO?

This release follows a series of service pack communications published in March and April 2024. These publications remain available on Neo Drive.

The following has been performed by Neo teams for the present **Neo 24.2** release:

For Neo Travel:

- Endeavors have been made to improve the user experience by making it possible to retain the cabin class and brand when users book alternative fares.
- Improvements have been made to inform users if their choice was out of policy.
- For car rentals, new sorting options are made available to users allowing them to promote a specific supplier or rate.
- A new display of rental car rates is now integrated in Neo, providing clearer descriptions.
- Users have more flexibility for car rentals, fulfilling customer requirements relative to the travel policies
- For car rentals made through Amadeus, it is now possible to share the user's request to the car rental company at the time of booking.
- Travel booking rules have been enhanced for travel within the United States by specifying certain information relative to the State of departure and arrival within Admin Suite.
- The sorting display for transport has been upgraded, allowing users to prioritize preferred flights with the shortest duration.
- Further capabilities for travelers via The Trainline have been made possible, such as allowing travelers to book a bike space in their train. Other functionalities linked to the Trainline have been updated.
- Conferma Virtual Payment is now able to be disabled through Admin Suite.
- For Neo companies sourcing Hotel through SMP, two new amenities have been made available to users.
- Neo now users SMP rate sorting for hotels, helping to apply travel policies more consistently.

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

TABLE OF CONTENTS

ADVANCE NOTICE.....	3
SAFARI 14 BROWSER VERSION NOT SUPPORTED.....	3
[OLD TRIP LIST] DECOMMISSIONED FROM NEO 24.3.....	4
[PNR IMPORT] DECOMMISSIONING OF OLD PNR IMPORT FROM NEO 24.3.....	5
NEO TRAVEL.....	6
[AIR] RETENTION OF CABIN CLASS AND BRAND.....	7
[TRAVEL] ENHANCEMENT FOR NON-COMPLIANT REASONS.....	8
[CAR] SORTING DISPLAY.....	10
[CAR] DISPLAY OF BASE RATE.....	11
[CAR] CAPPING RULES.....	13
[CAR AMADEUS] ENHANCED PROCESS FOR CAR RENTALS.....	15
[TRANSPORT] ENHANCEMENT FOR TRAVEL POLICY BOOKING RULES.....	16
[TRANSPORT] SORTING DISPLAY.....	17
[RAIL] TRAINLINE NEW API / NEW DIRECT LINK.....	18
[ADMIN SUITE] CONFERMA VIRTUAL PAYMENT: POSSIBILITY TO DISABLE SETTING.....	21
[EXCHANGE] NEW DENIAL REASON PREVENTING EXCHANGE WHEN SEGMENT IS ON THE WAITLIST.....	23
[SMP HOTEL] AMENITIES: FREE SHUTTLES.....	24
[SMP HOTEL] RATE SORTING FROM SMP.....	25
REMINDERS OF FEATURES FROM SERVICE PACK RELEASES.....	26
SERVICE PACK 1: 13 FEBRUARY 2024.....	26
[TRANSPORT] SEARCH FORM ENHANCEMENTS.....	26
[TRIP LIST] UNUSED TICKET ACCESS.....	27
SERVICE PACK 2: 5 MARCH 2024.....	28
[NEO] TRIP LIST ENHANCEMENTS.....	28
[NDC FARES] DISPLAY FARE FLEXIBILITY.....	29
SERVICE PACK 3: 26 MARCH 2024.....	30
[TRAVELFUSION] ANCILLARY SERVICES: EXTRA CABIN LUGGAGE.....	30
NEO EXPENSE.....	32
REMINDERS OF FEATURES FROM SERVICE PACK RELEASES.....	33
SERVICE PACK 1: 13 FEBRUARY 2024.....	33
[EXPENSE REPORT PAGE] REMOVAL OF CONTENT HEADER IN EXPENSE REPORT LIST.....	33
PLATFORM.....	34
[SAML SSO] SHA-1 ALGORITHM NO LONGER SUPPORTED.....	35
REMINDERS OF FEATURES FROM SERVICE PACK RELEASES.....	36
SERVICE PACK 2: 5 MARCH 2024.....	36
[SECURITY] NEW OPTION TO PREVENT DIRECT USERNAME/PASSWORD CONNECTIONS FOR NEO USERS.....	36
REPORTING.....	38
[REPORTING] EXPENSE SUBMISSION AND LAST ACCOUNTING DECISION DATES.....	39
[REPORTING] SUPPORT OF EXTERNAL BCA NUMBER, VENDOR, PERSONAL EXPENSE.....	40

ADVANCE NOTICES

SAFARI 14 BROWSER VERSION NOT SUPPORTED

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No

SYNOPSIS

The following updates will take place from the version **Neo 24.2**:

- Version 14 of the Safari web browser will no longer be supported by Neo products.
 - Only versions from Safari 14.1 will continue to be supported
- Version 14 of Apple iOS will no longer be supported by Neo products
 - Only versions from iOS 14.5 will continue to be supported

[OLD TRIP LIST] DECOMMISSIONED FROM NEO 24.3

MADE FOR...?	Arranger
ACTIVATION REQUIRED?	No

SYNOPSIS

From **Neo 24.3**, the old trip list view will be decommissioned. All customers will be automatically migrated.

If the migration towards the new trip list has not yet been completed, you are encouraged to reach out to your Neo service manager for activation.

[PNR IMPORT] DECOMMISSIONING OF OLD PNR IMPORT FROM NEO 24.3

SYNOPSIS

The old PNR import robot will be decommissioned with the **Neo 24.3** release.

If the migration towards the new robot which was delivered in Neo 22.4 has not yet been completed, you are encouraged to contact Neo to ensure a proper configuration of Neo Admin Suite.

AMEX GBT

Neo

NEO TRAVEL

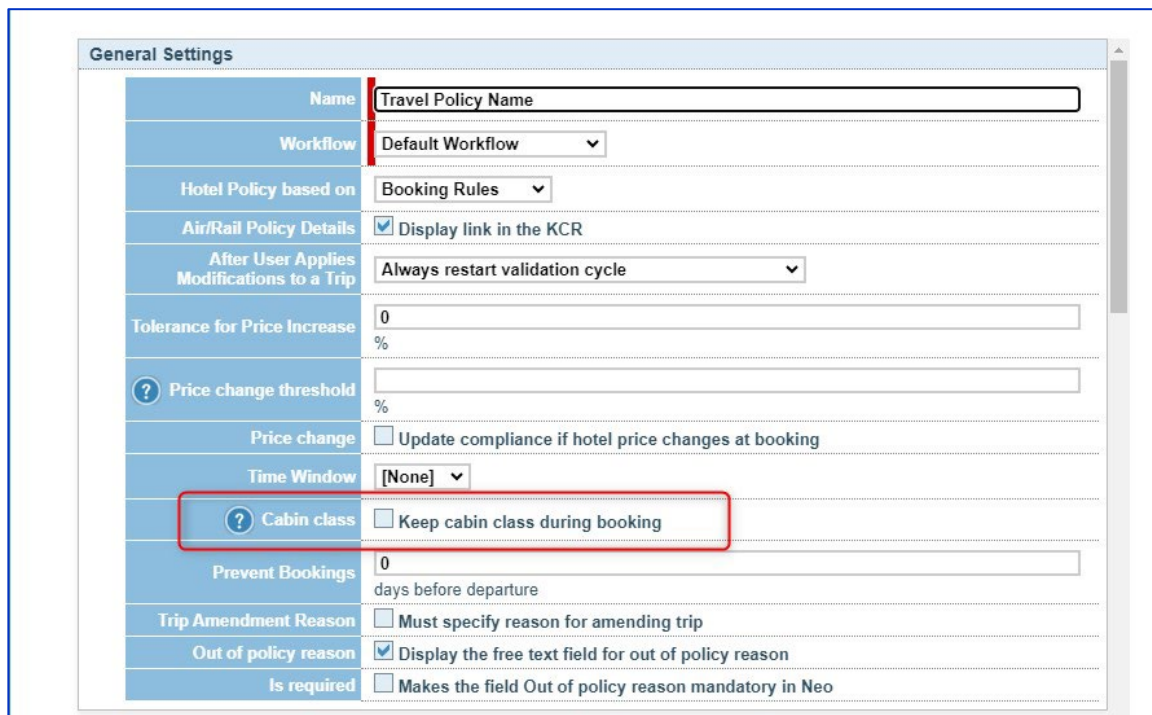
[AIR] RETENTION OF CABIN CLASS AND BRAND

MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	Yes – by NTG Admin
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

When a traveler books their trip, the fare which they initially selected may no longer be available, resulting in Neo booking the best option. Improvements have been made in this version allowing the class and brand to be retained when booking an alternative fare.

Neo will now keep the cabin and brand (if applicable) and continue by booking the best option. This is possible if the checkbox Keep Cabin Class is ticked under the Admin Suite node **Travel | Policies | Travel policy name | General**.



General Settings	
Name	Travel Policy Name
Workflow	Default Workflow
Hotel Policy based on	Booking Rules
Air/Rail Policy Details	<input checked="" type="checkbox"/> Display link in the KCR
After User Applies Modifications to a Trip	Always restart validation cycle
Tolerance for Price Increase	0 %
Price change threshold	0 %
Price change	<input type="checkbox"/> Update compliance if hotel price changes at booking
Time Window	[None]
Cabin class	<input type="checkbox"/> Keep cabin class during booking
Prevent Bookings	0 days before departure
Trip Amendment Reason	<input type="checkbox"/> Must specify reason for amending trip
Out of policy reason	<input checked="" type="checkbox"/> Display the free text field for out of policy reason
Is required	<input type="checkbox"/> Makes the field Out of policy reason mandatory in Neo

WARNING!

If the cabin is not available at the time of booking, this could lead to the user being unable to make the booking.

SCOPE

This feature is only available for Sabre.

[TRAVEL] ENHANCEMENT FOR NON-COMPLIANT REASONS

MADE FOR...?	Traveler Arranger Travel Manager Neo Admin
ACTIVATION REQUIRED?	Yes
ADMIN SUITE NODE	Travel Policies Travel Policies
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

When users select out of policy options, an improvement has been made to inform them that their choice is not compliant with their travel policy when the user makes the non-compliant selection.

Out of your company's travel policy

Your option is out of policy. Select an out of policy reason to proceed.

Out of policy reason *

Comment

By using a drop-down menu, users are able to give the reason for the option being out of policy and provide a comment before clicking **Confirm Selection**.

Today the **Comment** field is free text, and automatically activated. With this version, this will remain activated but not mandatory. Administrators will have the possibility to deactivate it (see the configuration setting below). When the Comment field is added, it will be automatically visible for both the traveler and the approver on the Itinerary page.

CONFIGURATION

Under **Travel | Policies | Travel Policies** administrators, under the direction of travel managers, can configure the display of an additional free text reason field, which can also be made mandatory.

Out of policy reason	<input checked="" type="checkbox"/> Display the free text field for out of policy reason
Is required	<input type="checkbox"/> Makes the field Out of policy reason mandatory in Neo

ADDITIONAL INFORMATION

This feature also supports the check-out wizard migration by reducing the number of actions for the last part of the booking process.

NOTE: Free text comments are not added to the PNR Remarks.

SCOPE

This feature is applicable for:

- Transport
- Hotel
- Car Rental

[CAR] SORTING DISPLAY

MADE FOR...?	Travel Manager Neo Admin
ACTIVATION REQUIRED?	Yes
ADMIN SUITE NODE	Travel Policies Travel Policies [Travel policy name] Neo Display Logic
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

To enable the configuration of display order for car rentals, an improvement has been made allowing customers to push a specific supplier, or rate, to the top of the list of options for rental cars.

Under the node **Travel | Policies | Travel Policies | [Travel policy name] | Neo Display Logic** the sorting display order based on the following criteria can be defined on the **Results** page:

- Recommended (this is the current behavior based on the algorithm in Neo)
- Cheapest
- Cheapest of preferred
- Nearest of preferred

Car

Sorting Priority

Recommended solution ▾

Recommended solution

Cheapest

Cheapest of preferred

Nearest of preferred

[CAR] DISPLAY OF BASE RATE

MADE FOR...?	Travel Manager Neo Admin Arranger Traveler
ACTIVATION REQUIRED?	Yes
ADMIN SUITE NODE	Travel Car Rental
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

A user's travel policy is either based on the total cost or base rate, depending on their configuration. In this version the base rate is enabled providing users with enhanced visibility on these rates.

Additionally, this activation allows sorting options to be applied on the base rates, and not only to the total costs.

Car rental
 IN POLICY

PUBLIC RATE
[View rate details](#)

ECONOMY
[Change vehicle type](#)

estimated total price **€ 255.97**
① € 106.65 base / day

ELECTRIC

PICK UP AT HERTZ
 HERTZ *GK* - 99 Rue Rivoli, Commercial Center Carroussel
 Level 2, 75001 Paris, France
[Agency information](#)

DROP OFF AT HERTZ
 HERTZ *GK* - 99 Rue Rivoli, Commercial Center Carroussel
 Level 2, 75001 Paris, France
[Agency information](#)

Category : Economy, 2/4 Door, Automatic, Electric < 250 mi / 400 km A/C
 Type : B1 PEUGEOT E 208 OR SIMILAR
 Details : Unlimited mileage - Base Rate: 106.65 EUR/day

July 23, 2024 - 10:00 AM
Pick-up time

July 25, 2024 - 10:00 AM
Drop-off time

1.4km
From search location

1.4km
From search location

Recommended partner
 SANITARY MEASURES [View safety measures](#)

Select

Under **Travel | Car Rental** users can now see the base rate supplied by the GDS when the **checkbox Enable the display of the base rate in Neo** is ticked.

The screenshot shows the Neo system configuration interface. On the left is a navigation menu with the following items: Sub-units, Fast Implementation, Company Setup, Content, Offline, Travel (highlighted with a red box), Contracts, Policies, Fulfillment, Air - Rail, Hotel, Car Rental (highlighted with a red box), and Offline. The main content area is divided into two sections: 'Search Configuration' and 'User Search Options'. The 'Search Configuration' section contains four rows: 'Public rates' with a checkbox 'Display rates available to the public', 'Discounted rates' with a checkbox 'Display discounted rates (public rates with special discount)', 'Suppliers' rates' with a checkbox 'Display rates from your suppliers', and 'Neutral query' with a checkbox 'Send query without additional options'. The 'User Search Options' section contains two rows: 'Additional search options' with a checked checkbox 'Display additional options on search forms', and 'Display base rate' with a checked checkbox 'Enable the display of the base rate in Neo' (highlighted with a red box).

Search Configuration	
Public rates	<input type="checkbox"/> Display rates available to the public
Discounted rates	<input type="checkbox"/> Display discounted rates (public rates with special discount)
Suppliers' rates	<input type="checkbox"/> Display rates from your suppliers
Neutral query	<input type="checkbox"/> Send query without additional options

User Search Options	
Additional search options	<input checked="" type="checkbox"/> Display additional options on search forms
Display base rate	<input checked="" type="checkbox"/> Enable the display of the base rate in Neo

The total estimated rate will remain visible as it is today.

SCOPE

This information is available if the information is returned from the CRS.

[CAR] CAPPING RULES

MADE FOR...?	Travel Manager Neo Admin
ACTIVATION REQUIRED?	Yes
ADMIN SUITE NODE	Travel Policies Travel Policies [Travel Policy Name] Car Rental Capping rules
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

To provide more flexibility in the Neo travel policies for cars and align with customer requirements, it is now possible to define a travel policy based on a reference rate which is based on the lowest price and takes into account different set criteria.

On the new Admin Suite node: [Travel | Policies | Travel Policies | \[Travel Policy Name\] | Car Rental | Capping rules](#) customers can now define the following:

- A travel policy based on the lowest rate (total estimated rate or base rate)
- Criteria such as car supplier, type or class can be taken into account

IMPORTANT!

These new travel policy rules can be applied in addition to the existing car booking rules.

General Settings	
Index	0
Name	
Based on	Total estimated rate ▼

Applicability Conditions	
Traveler Category	All ▼
Location	Everywhere 🔍
Car Rental Supplier	🔍
? Car Classes	
? Car Types	
Transmission	<input checked="" type="radio"/> Any <input type="radio"/> Automatic <input type="radio"/> Manual
Drive	<input checked="" type="radio"/> Any <input type="radio"/> AWD <input type="radio"/> 4WD <input type="radio"/> Not specified
? Fuel Type and AC	
Rule Applies	Regardless of the number of travelers ▼
Rate type	All ▼

Tolerance	
Percentage	<input type="text"/> if percentage and fixed amount are defined the most restrictive is applied
Amount	<input type="text"/> if percentage and fixed amount are defined the most restrictive is applied

Save and Add New Item
Save
Cancel

SCOPE

Travel policy for cars for all CRS.

[CAR | AMADEUS] ENHANCED PROCESS FOR CAR RENTALS

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

SYNOPSIS

A traveler's email address can now be sent directly to the car rental company during the sale of a rental car prior to the customer arriving at the sales counter. This has been made possible by allowing the car rental company to receive access to this information which is linked to the car segment.

This feature is required by Virtuo, a new vendor on the French market.

SCOPE

Car rentals for Amadeus.

Only applicable for car rental companies that support this functionality.

[TRANSPORT] ENHANCEMENT FOR TRAVEL POLICY BOOKING RULES

MADE FOR...?	Travel Manager Neo Admin
ACTIVATION REQUIRED?	No
ADMIN SUITE NODE	Travel Policies Travel Policies {TravelPolicyName} Air - Rail Booking Rules
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

Travel policies may be based on more detailed locations for domestic trips within the United States. To support this requirement, policies can now be set up with US states by specifying the departure, arrival, or transit locations according to the state in the Neo transport booking rules.

More precise details will automatically be added under **Itinerary**, under the node **Travel | Policies | Travel Policies | {TravelPolicyName} | Air - Rail | Booking Rules** as seen in the screenshot below.

These details may include:

- The State from which the user departs
- The State from which the user arrives
- And the trip from/to

General Settings

Index	0
Name	
In policy?	In policy ▼
Booking Date	0 days before departure at least
Traveler Category	All ▼

Suppliers

Rule applies to	All suppliers ▼
-----------------	-----------------

Itinerary

Departure	Alaska State, USA [AK]
Arrival	Alaska State, USA [AK]
Trip from / to	Alaska State, USA [AK]
Direction	<input checked="" type="checkbox"/> Rule is valid both ways
Journey Time	0 minutes minimum per one-way
Minimum Stay	0 nights at least
With Stops	<input type="checkbox"/> Journey time includes stops and connections

Classes and Fares

Save and Add New Item Save Cancel

[TRANSPORT] SORTING DISPLAY

MADE FOR...?	Travel Manager Neo Admin
ACTIVATION REQUIRED?	Yes
ADMIN SUITE NODE	Travel Policies Travel Policies {TravelPolicyName} Neo Display Logic Air - Rail Recommended Solution Rules
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

The sorting display on the **Transports Results** page has been upgraded to better correspond to specific customer needs. A new recommended sorting option allows users to prioritize flight duration in the sorting of the available transportation solutions.

This feature allows users to prioritize preferred flights with the shortest duration. The results will be sorted according to flight duration, regardless of the price of the flight options.

USE CASE

- According to the configuration, both Air France and British Airways are both preferred airlines.
- Both airlines operate on a route from Paris to New York. However, British Airways has a longer flight duration than Air France.
- This new sorting option allows to sort and display the Air France flight option first on the results page, before the British Airways option since the flight duration of the Air France flight is shorter. (The previous sorting was defined according to the price of each flight).

General Settings

Name

Scope of Application

Departure

Everywhere

Arrival

Everywhere

Traveler Category

All

Direction

☒ Rule is valid both ways

Recommended solution to apply

Recommended solution

Most direct of preferred

Save and Add New Item

Save

Cancel

[RAIL] TRAINLINE NEW API / NEW DIRECT LINK

MADE FOR...?	Traveler Arranger Travel Manager Neo Admin
ACTIVATION REQUIRED?	Yes
VALIDATION BY AGENCY REQUIRED?	Yes

SYNOPSIS

Trainline has created a new API named “Global API” that provides access to several markets for rail within the UK. The UK market has been implemented for the moment, providing Neo users access to the UK ATOC market during the migration from the former Trainline API.

Below you will find a summary of the changes expected with the deployment of Global API.

Available capabilities

While selecting their fare, users will be presented with three separate fare options when they book a train ticket:

- public
- subscription
- corporate fares

Users can also indicate their seat preference, either aisle or window. Even further options of placement include:

- seat direction
- quiet coach seating
- table seat
- power sockets

Users can now book a bike space, under **Special Service**, thanks to this new API. However, for this to be possible, it is important to note that **all special services** must be configured under the Admin Suite node **Travel | Air-Rail | Special Services**.

Additionally, under the **Option** page, seat reservations can be requested as an option under **Special Service** if reservations are optional during the booking. If a reservation is mandatory, this will be booked automatically.

Analytics data for customer invoicing (MI Data) will remain available and will be transferred to Trainline through the remark in the PNR Pack following a specific syntax. MI data, if applicable, must be set in Neo and mirror the Trainline settings. Neo will send MI data if and only if they are set on the Trainline side either as optional or mandatory.

Ticket Delivery

Users will have the possibility to choose from either e-Tickets or to collect the tickets at the station.

E-Tickets will remain available through the Neo app and will be attached to emails sent from Neo.

Payment Methods

Depending on the customer configuration or the travel agency, not all payment methods can be used. The following methods will, however, be available:

- Agency / on account
- Credit card payment, Trainline or the travel agency as the merchant

NOTE: PSD2 applies to purchases.

Changes to features

Emails from Neo

The sending of emails from Neo will be activated as mandatory with no possibility to opt-out of them.

Instructions are added to the header to improve ticket collection as well as the refund procedure. Please note that there is no option to change the instructions or opt out of displaying them.

New Features

Online modifications

Users will now have the option to make online changes when booking Trainline content.

Please note that this functionality is subject to activation.

Cancellations


When requesting a cancellation, fare breakdowns are displayed before confirming the request for a refund. The fare breakdown contains the following:

- **Ticket price:** The initial price of the booked ticket (this includes any booking fee that may have been paid)
- **Refund admin fee:** This is the amount that Trainline charges when the service is effectively canceled
- **Total to refund:** The amount that will be refunded to the booker or the traveler (or their company)
-

Select service


×

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

 **Train (round-trip)**
Paris to London, UK

Ticket Price	£100.00
Refund admin fee	£10.00
Total to refund	£90.00

Cancel train

 **Hotel**
Abba Rambla Hotel (3 nights)

Free of charge before tickets are issued

Cancel hotel

Close

Cancel all services

Features no longer available

- For seat preference, the option “close to”, which allowed users to choose a seat next to another traveler, will no longer exist.
- The “Print your own” option, concerning ticket delivery, is now removed from Trainline.
- Trainline also removed emails previously sent for online bookings.

IMPORTANT

Neo users will not be able to download the PDF ticket they receive via email into their mobile wallet.

TECHNICAL CHANGES

For new onboarding customers, all relative information has been updated in the available user documentation.

In case that migrating customers have not yet been contacted or migrated, please contact your Neo Service Manager for more information.

[ADMIN SUITE] CONFERMA VIRTUAL PAYMENT: POSSIBILITY TO DISABLE SETTING

MADE FOR...?	Neo Admin
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	Yes

SYNOPSIS

Admin users will now have more control over whether Conferma is enabled or disabled in Admin Suite. Prior to this release, it was only possible to enable Conferma settings, and once activated, it was not possible to disable it. A new checkbox has been added under the node: **Travel | Fulfillment | Payment | Conferma**

If the check box is ticked

- The General settings fields appear
- Conferma settings are enabled
- Mandatory fields *remain* mandatory and Admin user cannot save the modification without filling them

If the check box is unticked

- The General settings fields displayed is not displayed
- The Conferma setting is disabled

Conferma:

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

Conferma Settings

Conferma ☒ Enable Conferma virtual payment settings

General Settings

Agent Id	<input type="text"/>
Booker Id	<input type="text"/>
Customer ID based on	Specific value ▼
Value	<input type="text"/>
Customer Name based on	Specific value ▼
Value	<input type="text"/>
Username	<input type="text"/>
Password	<input type="text"/>
Name	
Default	<input type="text"/>
Translations	Please choose... ▼

SCOPE

With this delivery:

- Clients already using the node **Travel | Fulfillment | Payment | Conferma** will have the check box ticked by default with their current settings saved (see screenshot)
- Clients not using this node will have the check box unticked by default

[EXCHANGE] NEW DENIAL REASON PREVENTING EXCHANGE WHEN SEGMENT IS ON THE WAITLIST

MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	Yes
VALIDATION BY AGENCY REQUIRED?	Yes

SYNOPSIS

Very rarely a ticket exchange fails due to it being on a waitlist. Since such a situation, as described below, can cause complications for those booking the trip as well as travelers, modifications have been made in this version.

The situation in question is the following:

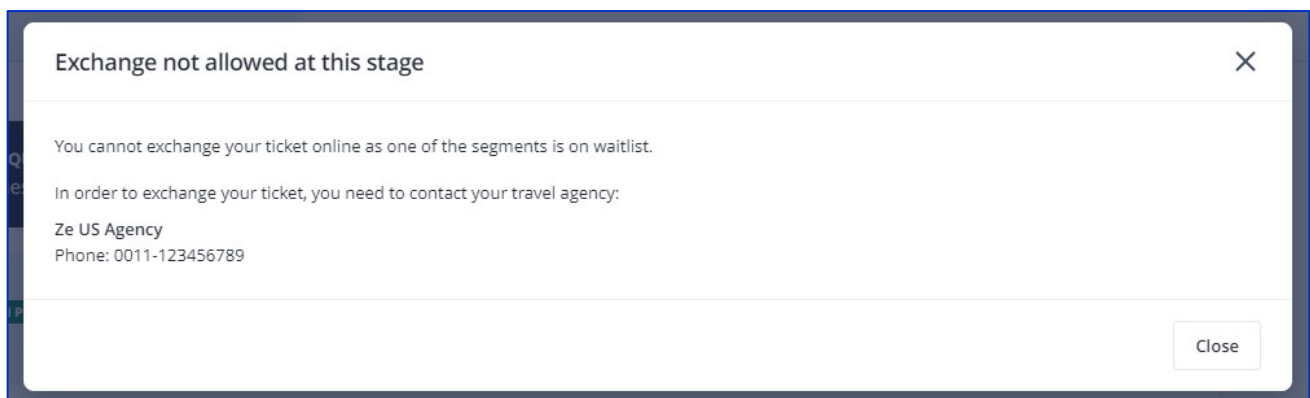
A return ticket is booked then issued.

After ticketing, the user calls the agency and the agent places a protection segment on the waitlist (in case the booker is not yet sure of the flight to be exchanged).

Once the booker is sure about the flight, an exchange attempt is made in Neo. It then fails because of the Waitlisted segment. However, the booker is not aware of this problem until after booking.

Neo now verifies that no waitlisted segment is present on the trip before allowing an exchange after departure.

If such a case does occur, the following message will be displayed:



[SMP HOTEL] AMENITIES: FREE SHUTTLES

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

SYNOPSIS

To provide more hotel content at rate level to users, Neo can now display two new amenities under **Other Services**:

- Free airport transfer
- Free transfer to client locations

Room details

PUBLIC RATE

IN POLICY

Queen Room with Bath Tub - Hearing/Mobility Accessible - Free cancellation - Free WiFi

Breakfast included

Free cancellation before June 14, 2023

Other services

Free wifi

Free airport transfer

Room amenities

- Tea/Coffee maker
- Bath
- Safety deposit box
- Pay-per-view channels

- Cable channels
- Bath or shower
- Carpeted
- Laptop safe

- Heated pool
- Pool towels
- Pool cover
- Bottle of water

Show more

Cancellation Policy

No prepayment is needed.

You may cancel free of charge until 2 days before arrival.

You will be charged the total price of the reservation if you cancel in the 2 days before arrival.

The property reserves the right to pre-authorise credit cards prior to arrival.

\$129

per night, incl. tax

Select

[SMP HOTEL] RATE SORTING FROM SMP

MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	Yes – by NTG Admin
ADMIN SUITE NODE	SMP Admin
VALIDATION BY AGENCY REQUIRED?	Yes

SYNOPSIS

SMP has recently enhanced the rate sorting logic within that platform, and Neo is now able to use that logic when presenting hotel search results. This should help apply policy more consistently and improve hotel search performance.

SCOPE

SMP Hotel

REMINDERS OF FEATURES FROM SERVICE PACK RELEASES

SERVICE PACK 1: 13 FEBRUARY 2024

[TRANSPORT] SEARCH FORM ENHANCEMENTS

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

SYNOPSIS

To continue improvements made to the transport search form in [Neo 24.1](#), further enhancements have been made to both the design and functionalities (e.g., new design for trip type and class selection).

In this version, navigation will be made simpler when searching for transportation. Users can now reverse the location for departures and destinations in just one click.

The screenshot displays the transport search form in Neo 24.1. At the top, there are tabs for 'Flight/train', 'Hotel', 'Car', 'Taxi', and 'Door to door'. Below these, there are dropdowns for 'Round trip' and 'Economy class'. The 'From' field is set to 'Paris - All Airports and Railway' and the 'To' field is set to 'Bangkok - All Airports'. A red box highlights a blue double-headed arrow icon between the 'From' and 'To' fields, indicating the reverse location functionality. The 'Departure date' is '18/06/2024 - 11:00' and the 'Return date' is '20/06/2024 - 10:00'. The 'Reason for trip' is 'Business meeting'. At the bottom, there is a '+ See other search options' link, a checked 'Direct trips only' checkbox, and a 'Search flights/trains' button.

[TRIP LIST] UNUSED TICKET ACCESS

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

SYNOPSIS

The trip list in Neo continues to be migrated.

In this update, the unused ticket link has been reintroduced.

If a user has unused tickets available, a link will be displayed at the top of the trip list.

Neo | HOME | ARRANGER | TRAVEL | EXPENSE

Mr vernon bear
Working for yourself

All trips & requests

Display Corporate offline module (old version)

VERNON Ahmet X Dates Status Services Created by

PNR number Open trip

VERNON Ahmet has 14 unused ticket(s). [See tickets](#)

Trip ref.	Trip name	Services	Compliance	Traveler	Created by	Status	Trip cost
-----------	-----------	----------	------------	----------	------------	--------	-----------

Users will be redirected to the **unused ticket** screen (made available in previous versions of Neo).

SERVICE PACK 2: 5 MARCH 2024

[NEO] TRIP LIST ENHANCEMENTS

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

SYNOPSIS

Following the migration of the trip list, several new improvements have been introduced in Neo.

It will now be possible for an arranger to display all trips for their users.

The traveler filter will no longer be required to display trips.

The following tabs have also been added:

- Upcoming (current and future trips)
- Past (traveled trips)

NOTE: For customers still using the old trip list, an activation will be scheduled. Please contact your Neo service manager for further information.

Please take note that trips older than 3 years cannot be displayed.

[NDC FARES] DISPLAY FARE FLEXIBILITY

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

SYNOPSIS

Enhancements have been made which enable users to see the correct fare conditions when selecting an NDC fare.

Instead of relying on Route Happy for NDC fares, Ne now relies on the information provided directly by airlines (through the GDS and SMP) to provide Neo with updated fare conditions.

SCOPE

This feature is for all travelers who book NDC fares.

SERVICE PACK 3: 26 MARCH 2024

[TRAVELFUSION] ANCILLARY SERVICES: EXTRA CABIN LUGGAGE

MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	Yes
ADMIN SUITE NODE	Travel Air-Rail Special Services

SYNOPSIS

Some LCC lowest fares only include an under-seat bag for passengers. There is however the possibility for passengers to “purchase” a large cabin bag in addition to their under-seat bag.

Passengers booking through Neo will also have the possibility to buy ancillary options, which includes extra cabin luggage.

NOTE: Travelfusion supports special services which depends on each supplier.

Baggage

ALL FLIGHTS

LGW - CDG - CDG - LGW

☒ None

☐ 1 baggage 15Kg total (\$55.29)

☐ 1 baggage 23Kg total (\$67.00)

☐ 2 baggage 15Kg+15Kg (\$110.59)

☐ 2 baggage 15Kg+23Kg (\$122.30)

☐ 2 baggage 23Kg+23Kg (\$134.01)

☐ 3 baggage 15Kg+15Kg+15Kg (\$165.87)

☐ 3 baggage 15Kg+15Kg+23Kg (\$177.59)

☐ 3 baggage 15Kg+23Kg+23Kg (\$189.30)

☐ 3 baggage 23Kg+23Kg+23Kg (\$201.02)

Equipment

ALL FLIGHTS

LGW - CDG - CDG - LGW

☒ None

☐ Skis (\$96.32)

☐ Golf Bag (\$96.32)

☐ Bike (\$117.14)

Ancillary Options

ALL FLIGHTS

LGW - CDG - CDG - LGW

☒ None

☐ 1 x small under seat bag

☐ 1 x small under seat bag&1 x large overhead bag Maximum size 56 x 45 x 25 cm.&Includes Speedy Boarding (\$41.63)

Cost details

TRANSPORT	
Round-trip flight	\$111.66
No baggage included	
SEATS	
Seat selected (2)	\$18.20
REQUESTED OPTIONS	
Baggage	\$0.00
Equipment	\$0.00
Ancillary Options	\$0.00
TOTAL PRICE	\$129.86

[Continue](#)

CONFIGURATION

Manual activation is required for this feature under the Admin Suite node:

Travel | Air-Rail | Special Services

Under **Special Service**, ensure that **ALL** is selected from the drop-down list.

Special Service

CRS	<input type="text" value="Travelfusion (TF)"/>	
Airline/Railway	<input type="text"/>	
Special Service	<input type="text" value="All"/>	

Save and Add New Item

Save

Cancel

AMEX GBT

Neo

NEO EXPENSE

REMINDERS OF FEATURES FROM SERVICE PACK RELEASES

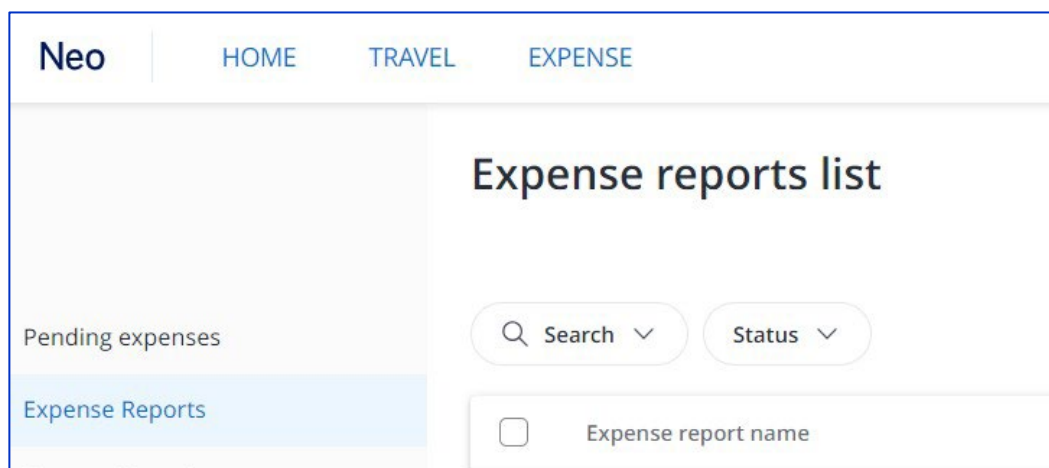
SERVICE PACK 1: 13 FEBRUARY 2024

[EXPENSE REPORT PAGE] REMOVAL OF CONTENT HEADER IN EXPENSE REPORT LIST

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	NO
DEVICE AVAILABILITY	Desktop

SYNOPSIS

The content header that was available on the left sidebar in the expense report list will be removed.



This change will enhance the accessibility of the Neo user interface. Logos will be displayed in specific location such as on the homepage and on the top navigation bar, ensuring further consistency throughout the Neo product.

NOTE: The content footer located at the bottom of the sidebar will not be impacted by this change.

SCOPE

These changes concern the expense report list page on desktop only.

AMEX GBT

Neo

PLATFORM

[SAML SSO] SHA-1 ALGORITHM NO LONGER SUPPORTED

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

SYNOPSIS

SHA-1 algorithm has been set as deprecated for all new SSO configurations since 2021. However, up until now Neo continued to support it on existing configurations. This allowed customers to update their SSO signing certificate and signature method towards a stronger algorithm such as SHA-256.

Now that all existing configurations have been migrated, the SHA-1 option has been removed from the SAML SSO signature verification configuration. The remaining options are: SHA-256, SHA-384 or SHA-512, as in the screenshot below:

Local SAML Configuration: ACME Inc.

Settings are not inherited ([Change](#)) Apply Modifications ?

? IdP Certificate	VQQDEx5E aWdpQ2VydCBTSEEyIFNlY3VyZSBtZXJ2ZXIgaQ0EwHhcNMTgwMzIyMDAwMDAwWhcNMjAwMzIyMTIwMDAwWjCBKjELMAkGA1UEBhMCVVMxEzARBgNVBAGTCk51dyBKZXJzZXkxFDASBgNVBACTC0plcnNleSBDaXR5MRQwEgYDVQKEwtHQ1QgVVMs
? Neo Issuer	KDS
? Signatures Algorithm	SHA-256 ▼ SHA-512 SHA-384 SHA-256
? Username Prefix	
? Username Suffix	

REMINDERS OF FEATURES FROM SERVICE PACK RELEASES

SERVICE PACK 2: 5 MARCH 2024

[SECURITY] NEW OPTION TO PREVENT DIRECT USERNAME/PASSWORD CONNECTIONS FOR NEO USERS

MADE FOR...?	Neo Admin Traveler
ACTIVATION REQUIRED?	Yes – by NTG Admin
ADMIN SUITE NODE	Company Setup Account Security

SYNOPSIS

Customers for which users only connect to Neo through a Single Sign On or mobile application may want to better control the security of their authentication into Neo by removing the option for users to log in directly from Neo login page using their Neo-specific username and password.

On the **Company Setup / Account Security** screen in Neo Admin Suite, a new option has been added. This option allows security administrators to restrict **allowed** connection methods to Neo for a given company to SSO or mobile app connections only.

This is designed to prevent users from logging in with their Neo credentials on Neo login page:

Account Security: ACME Inc.

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

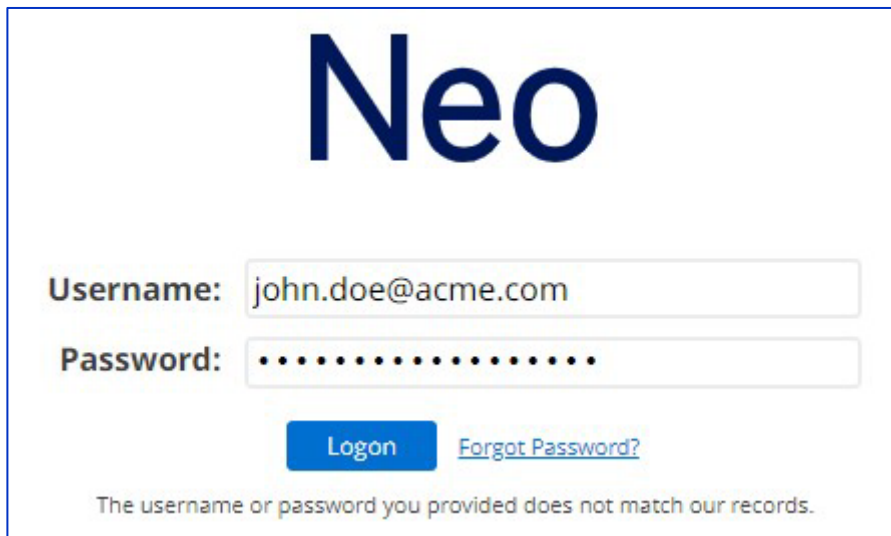
Apply Modifications

?

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
Allowed Authentication Methods	<div>Single Sign On and mobile authentication only</div> This default setting will apply to all user accounts in the company unless they have individually been explicitly assigned different allowed authentication setup by an admin in their user profile	

Users attempting to connect from Neo login page will then be rejected even if they use their current Neo credentials.



The image shows the Neo login interface. At the top is the 'Neo' logo. Below it are two input fields: 'Username:' containing 'john.doe@acme.com' and 'Password:' containing a series of dots. Below the password field is a blue 'Logon' button and a blue link 'Forgot Password?'. At the bottom, a message states: 'The username or password you provided does not match our records.'

Individual user accounts that still need to be able to login to Neo with their username and password when this security option is activated for their company (e.g., like specific test, support, or admin accounts) can still be explicitly flagged as such by administrators when editing the profile in Company Setup / User Profile screen:



The image shows the 'Application Access' settings. Under the 'Allowed Authentication' section, there is a dropdown menu. The dropdown is open, showing three options: 'As per Account Security configuration' (which is highlighted in blue), 'As per Account Security configuration', and 'Username/password always allowed'.

AMEX GBT

Neo

REPORTING

[REPORTING] EXPENSE SUBMISSION AND LAST ACCOUNTING DECISION DATES

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

SYNOPSIS

The Expense module is no longer using the validation cycle history table to maintain the following:

- Submission date
- Accountant agreement date

This information can now be found in either the “expense report master table” or the “expense report history” table.

As a result, the submission date will now be obtained directly from the expense report itself where it is stored at each submission of an expense report.

The last accounting decision date will now be obtained from the expense report history table where it is stored at each accounting approval of an expense report.

SCOPE

There are no changes in the data models ‘Expense Query’ and ‘T&E query’ as these dimensions already exist.

They will be mapped to the newly gathered information.

[REPORTING] SUPPORT OF EXTERNAL BCA NUMBER, VENDOR, PERSONAL EXPENSE

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

SYNOPSIS

To improve the reconciliation of company paid credit card transactions with their related statements, information is now captured by the expense module and can be reflected in Reporting:












- **Bill Cycle Date** : Indicates the cut off date for a statement and its related transactions.
- **Billing account number** : Indicates which company paid account, the imported transaction belongs to
- **Billing account name** : the name associated with the billing account number

In order to improve expense tracking with suppliers and personal spent, the following can be reflected in reporting:

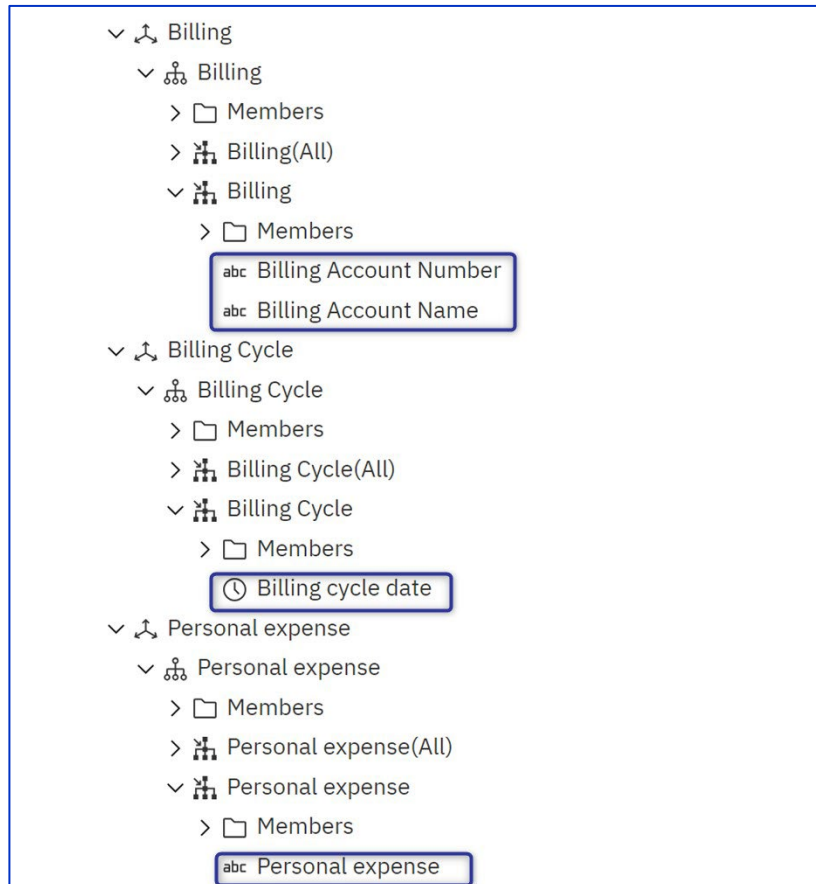
- **Expense Vendor**: Indicates the original supplier from whom the expense originates
- **Personal expense**: Indicates that the expense was of a personal nature and was not reimbursed to the beneficiary. For company paid expenses, it also means the beneficiary has a debt towards his/her company.

The following reporting models have been updated as follows:











US T&E MODEL

- ✓  Expense Dimensions
 - >  Billing
 - >  Vehicle
 - >  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
 - abc Billing Account Number
 - abc Billing Account Name
 -  Billing cycle date
 - abc Expense Vendor
 - abc Personal expense
- >  Attendee



















US EXPENSE MODEL



FRENCH T&E MODEL

- ✓  Dimensions Note de frais
 - >  Facturation
 - >  Véhicule
 - >  Taux TVA
- ✓  Autres informations - Note de frais
 - ✓  Autres informations - Note de frais
 - >  Membres
 - ✓  Autres informations - Note de frais
 - >  Membres
 - # Numéro de ligne de frais
 - abc Ligne décomposée
 - abc Raison non conformité
 - abc Explication non conformité
 - abc Reçu
 - abc TVA sur le reçu
 - abc Kilometrage - Lieu de départ
 - abc Kilometrage - Lieu d'arrivée
 - abc Justification de la note de frais
 - abc Id Transaction externe
 - abc Compte facturation No
 - abc Compte facturation Nom
 - 🕒 Date cycle facturation
 - abc Fournisseur
 - abc Dépense personnelle
- >  Invité

FRENCH EXPENSE MODEL

- ✓  Facturation
 - ✓  Facturation
 - >  Membres
 - >  Facturation(All)
 - ✓  Facturation
 - >  Membres
 - abc Compte facturation No
 - abc Compte facturation Nom
- ✓  Cycle facturation
 - ✓  Cycle facturation
 - >  Membres
 - >  Cycle facturation(All)
 - ✓  Cycle facturation
 - >  Membres
 - 🕒 Date cycle facturation
- ✓  Dépense personnelle
 - ✓  Dépense personnelle
 - >  Membres
 - >  Dépense personnelle(All)
 - ✓  Dépense personnelle
 - >  Membres
 - abc Dépense personnelle