

AMEX GBT  
**Neo**

# **Release Notes Neo 25.1**

18 January 2025

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## ADVANCE NOTICES AND REMINDERS

### CHANGES TO BOOKING.COM DIRECT CONNECTION

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

### SYNOPSIS

The Neo direct connection with Booking.com is planned to be stopped end of March 2025. This is due to Booking.com confirming they will be sunsetting the version of the connection Neo has in place. After this date, it will be possible to cancel or modify bookings through the Booking.com link, using the reference and the pin code number in the booking confirmation email.

Customers who have access to Booking.com content through HotelHub or SMP direct connections, are not impacted by this announcement. If you have any questions, please contact your Service Manager.

## [EXPENSE] EXTERNAL TRANSACTION ID NOW INCLUDED FOR ITEMIZED CHILD LINES IN CSV EXPORT

MADE FOR...?	Expense Manager
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	Yes

### SYNOPSIS

The export CSV file now includes the **External Transaction ID** for all expense lines. This enhancement applies to both the parent (“mother”) line and all associated itemized (“child”) lines within an itemized expense.

By providing consistent External Transaction IDs across related expense lines, clients can more efficiently reconcile external transactions, such as imported card transactions, with their records.

### SCOPE

This feature is for the export of CSV files.

AMEX GBT

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NEO TRAVEL

## [TRANSPORT] BAGGAGE ALLOWANCE DISPLAYED ON ITINERARY PAGE POST-BOOKING

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

### SYNOPSIS

Displaying baggage allowance on the itinerary page after booking provides travelers and arrangers easy access to this important information whenever they revisit their booked trip. This helps users verify baggage details at any time, avoiding confusion or discrepancies when preparing for their journey.

The saved baggage allowance will now be displayed on the trip itinerary page after a booking is completed.

The display will match the format and details shown prior to completing the booking.

**RESERVED**  
Air France To Nice, France

PNR  
TMJ4ZK

Confirmation number  
TMJ4ZK

Delivery  
E-ticket

Payment  
Cash

... Actions

**Flight**

**IN POLICY**

Refundable and Modifiable Free of Charge [View fare details](#)

FLEX | ECONOMY

**€189.43**

Paris to Nice

**€189.43**

^ Hide details

09:30  
Tue, 18 Mar

Paris Charles de Gaulle, France (CDG)  
Terminal 2F  
Paris, FR

1h 35m

**AIRFRANCE**  
Air France · AF 7304

11:05  
Tue, 18 Mar

Nice, France (NCE)  
Terminal 2  
Nice, FR

**Flex**  
Economy (X)

1 bag

Streaming Capable Wi-Fi (fee)

USB outlet

Snacks provided

Alcohol & beverages provided

76 cm seat pitch

**SANITARY MEASURES** [View sanitary measures](#)

**SELECTED FARE**  
Flex  
Refundable and Modifiable Free of Charge.

This ticket must be issued before 7 Dec 2024

**CARBON EMISSIONS**  
190 kg/pers. CO<sub>2</sub>

### SCOPE

**Out of scope:** Online PNR synchronization and offline PNR imports are not included in this release.

**NOTE:** These functionalities will be addressed in a subsequent phrase.

## [TRANSPORT] CONTINUING THE TRANSPORT SEARCH FORM REVAMP: EDIT AND ADD SEARCH

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

### SYNOPSIS

Neo continues its commitment to enhance accessibility for users, starting from the early stages of the booking process.

Building on the redesign of the transport search form in Neo 24.1, further improvements have been implemented to enhance the user experience when editing a transport search or adding a transport service later in the process.

## BEFORE

Flight/train addition

☒ Round trip
 ☐ One way
 ☐ Multi-city

FROM

Enter a location

TO

Enter a location

When?

OUTBOUND

Choose a date

INBOUND

Choose a date

Advanced search

Edit search

☒ Round trip
 ☐ One way
 ☐ Multi-city

FROM

Paris - All Airports and Railways

TO

New York (NY) - All Airports and Railways

When?

OUTBOUND

Tue 18 Mar 2025

10:00

INBOUND

Thu 20 Mar 2025

12:00

More search options

Search

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P.7



The **Edit and Add Transport** search form has been upgraded for improved accessibility.

It is now fully navigable via keyboard and compatible with screen readers, ensuring a more inclusive and accessible experience for all users.

## AFTER

The 'Add flight/train' form is a modal window with a title bar containing a close button (X). It features two dropdown menus at the top: 'Round trip' and 'Company recommended class'. Below these are four input fields: 'From' with a red asterisk, 'To' with a red asterisk, 'Departure date' with a red asterisk, and 'Return date' with a red asterisk. A double-headed arrow icon is positioned between the 'From' and 'To' fields. Below the 'From' field is a link '+ See other search options'. At the bottom left is a checkbox labeled 'Direct trips only'. At the bottom right are two buttons: 'Cancel' and 'Search flights/trains'.

The 'Edit search' form is a modal window with a title bar containing a close button (X). It features two dropdown menus at the top: 'Round trip' and 'Company recommended class'. Below these are four input fields: 'From' with a red asterisk, 'To' with a red asterisk, 'Departure date' with a red asterisk, and 'Return date' with a red asterisk. The 'From' field contains the text 'Paris - All Airports and Ra' and has a close button (X). The 'To' field contains the text 'New York (NY) - All Airpor' and has a close button (X). A double-headed arrow icon is positioned between the 'From' and 'To' fields. The 'Departure date' field contains the text '03/18/2025 - 10:00 AM'. The 'Return date' field contains the text '03/20/2025 - 12:00 PM'. Below the 'From' field is a link '+ See other search options'. At the bottom left is a checkbox labeled 'Direct trips only'. At the bottom right are two buttons: 'Cancel' and 'Search flights/trains'.

## SCOPE

- For customers with the Add Transport feature enabled

## OUT OF SCOPE

- Modify search form

**[TRANSPORT] 'AFTER DEPARTURE' CONDITIONS REMOVAL**

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

**SYNOPSIS**

The transport checkout and the [view fare details](#) display have both been simplified in this latest update by removing **after departure conditions**.

Since not all trips utilize these conditions, this removal streamlines the user interface and provides a cleaner, more intuitive experience.

**SCOPE**

This feature applies to both Air and Rail transportation options.

## BEFORE

Checkout: Transport

Train

One-way: London - Manchester

Departure date: Fri, 8 Nov

£32.00

total price

FARE CONDITIONS

TRAIN TO MANCHESTER

Public  
Economy (Y)

Before departure

- Modification  
Check fare details
- Refundability  
Check fare details

After departure

- Modification and refundability  
Check fare details

[View fare details](#)

Fare details

X

Next

Fare details

Fare conditions

FLIGHT TO MIAMI  
AFR CDG - MIA  
Negotiated Fare  
Business (D)

BEFORE DEPARTURE

\$ Change with fee

X Non-refundable

AFTER DEPARTURE

? Modification and cancellation  
Check fare notes

FLIGHT TO PARIS  
AFR MIA - CDG  
Public Fare  
Business (C)

BEFORE DEPARTURE

✓ Change for free  
before Oct 12

\$ Partially refundable

AFTER DEPARTURE

? Modification and cancellation  
Check fare notes

[View fare notes](#)

Carrier's remarks

Tickets are non-refundable.  
Last ticketing date is 23 Feb 2024.

Baggage

Fees and restrictions may apply for luggage. For more information please visit the website of the airline.

Fare breakdown

Base	€ 451.51
Taxes and fees	€ 335.83
Total	€ 787.34

Fare basis


XBCRTFR for DL 236  
XBCRTFR for DL 236

Close

## AFTER

✕


Checkout: Transport



**Round-trip: Paris - London - Paris**  
Departure dates: Thu, Feb 6 - Sat, Feb 8


**FARE CONDITIONS**


FLIGHT TO LONDON

 CDG - LHR

Public  
Business (D)


**Before departure**

 Change for free

 Fully refundable


[View fare details](#)


FLIGHT TO PARIS

 LHR - CDG

Public  
Business (D)

**Before departure**

 Change for free

 Fully refundable

By clicking on "Next", I accept the fare conditions.


Next

✕

Fare details


**Fare conditions**


FLIGHT TO PARIS

 BER - PAR

Public Fare  
Business (I)


**Before departure**

 Change for free

 Fully refundable


[View fare notes](#)


FLIGHT TO BERLIN

 PAR - BER

Public Fare  
Business (I)

**Before departure**

 Change for free

 Fully refundable

Carrier's remarks

No remarks provided by the supplier.

Baggage

Fees and restrictions may apply for luggage. For more information please visit the website of the airline.

**Fare breakdown**

Base	€655.00
Taxes and fees	€127.94
<b>Total</b>	<b>€782.94</b>

Close

## [NEW OFFLINE FORM] PRE-FILLED SEARCH FORMS

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

**Please note that the offline request form functionality is still not yet available for GBT systems.**

### SYNOPSIS

The Neo user experience has been enhanced by eliminating the need to re-enter data when transitioning from the search form to the offline form.

Now, all relevant fields in the offline form will automatically populate with the date entered in the search interface.

This minimizes errors, and ensures a smoother, more efficient workflow.

### SCOPE

This feature is specifically for the new offline request form.

**[PCI DSS] NO LONGER POSSIBLE TO ADD A CREDIT CARD AT TIME OF CHECKOUT**

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

**SYNOPSIS**

To support the latest PCI DSS Version 4 requirements, modifications have been made to the checkout process which aligns with PCI DSS Version 4 and improves overall security.

- The **Create Credit Card** button and the **Add Credit Card** screen will be removed entirely from the checkout flow.
- This screen has already been removed from the new checkout flows for **Hotel** and **Content Hub**.
- From this version of Neo, they will also be removed from the **Transport** and **Car** checkouts.

**Previous behavior:**

Travelers were able to use the **Create Credit Card** button to add or update a credit card when there wasn't one saved or valid in their profile for the booking, provided credit cards were allowed by their configuration.

**[AIR] RYANAIR CONTENT THROUGH SABRE**

<b>MADE FOR...?</b>	Traveler   Arranger   Travel Manager   Agency
<b>ACTIVATION REQUIRED?</b>	Yes – Manual activation required
<b>ADMIN SUITE NODE</b>	Travel   Fulfillment
<b>VALIDATION BY AGENCY REQUIRED?</b>	Yes

**Pending GBT end-to-end testing. Not yet available in the GBT system.**

**SYNOPSIS**

This integration provides agencies with access to Ryanair content through Sabre, enabling streamlined booking processes and expanded service options for EMEA agencies. By offering Ryanair fares directly via Sabre, we improve operational efficiency and enhance the booking experience for our customers.

**ACTIVATION**

- Availability: Ryanair content via Sabre is exclusively available to EMEA agencies
- Enabling Ryanair Content:
  - Ryanair content must be activated at the PCC level
  - The agency must contact its Sabre account manager (no airline-specific agreement is required).
  - Two activations are required:
    - Add ticketing authorization for Ryanair
    - Activate the company in BFM

**CONFIGURATION**

- Ryanair content is set as exclusive on a direct link.
- Sabre is implemented as a direct link with a new CRS code: LC
- Bookings are processed through Sabre (PCC configured as a direct link), with a passive segment added to the “main GDS” PNR.

**LIMITATIONS**

- Mixed brands are not supported
- Sabre fare notes are not available
  - Fare notes available through the [view fare details](#) link .
- Tax Handling: taxes remain at 0€ (depending on flights) at the booking stage, which is consistent with Ryanair’s website.

## SPECIFICITIES FOR RYANAIR

- Ticketing is done by Neo.
- EMDs issuances are not required in Sabre for ancillary services.
- Instant ticketing is required at the time of booking: changes (including modifications or cancelations) after purchase are not allowed.
- Passenger names must include a title (all Neo titles are supported, except neutral titles)
- Only individual credit cards are accepted, and the CVV code is mandatory for ticket issuance.
- Compliance with PSD2 is not required.
- Corporate fares are not available.
- Only BASIC fare is available with the Neo 25.1 release.
- Ancillary services can be added as well as paid seats

**Recommended**  
 Recommendations are based on a combination of criteria established by your company, including price, travel policy and preferred suppliers. Duration, number of stops and CO<sub>2</sub> emissions are also considered. [Know more about recommended sorting](#)

Sort by  
Recommended

<b>RYANAIR</b>	9:25 AM (DUB) Fri, Dec 27	10:45 AM (STN) Fri, Dec 27	1h 20m Non-stop	Basic Coach (Y) <a href="#">Change fare/class</a> - <a href="#">View seats</a>	€61 Total Price	<b>Select</b>
FR 204 - 130kg CO <sub>2</sub>					IN POLICY	Show details
<b>RYANAIR</b>	10:45 AM (DUB) Fri, Dec 27	12:00 PM (LTN) Fri, Dec 27	1h 15m Non-stop	Basic Coach (Y) <a href="#">Change fare/class</a> - <a href="#">View seats</a>	€71 Total Price	<b>Select</b>
FR 337 - 120kg CO <sub>2</sub>					IN POLICY	Show details
<b>RYANAIR</b>	12:00 PM (DUB) Fri, Dec 27	1:20 PM (STN) Fri, Dec 27	1h 20m Non-stop	Basic Coach (Y) <a href="#">Change fare/class</a> - <a href="#">View seats</a>	€71 Total Price	<b>Select</b>
FR 272 - 130kg CO <sub>2</sub>					IN POLICY	Show details

Users will also be able to select a paid seat on the seat map

**RYANAIR** DUB - LGW > [Seats](#)  
 Dublin - London

Select seat

Flight info  
 FR 116 | Boeing 737-800 | Coach

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33
F	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	
E	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	
D	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	
C	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	
B	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	
A	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33

Available

Occupied or blocked

Paid seat

Emergency exit

Selected

Wing



Ancillary services are available :

### WCHC ASSISTANCE TO SEAT/LIFT

FLIGHT TO LONDON  
DUB - STN

☐ WCHC ASSISTANCE TO SEAT/LIFT

FLIGHT TO LONDON  
DUB - STN

☐ WCHR ASSISTANCE TO/FROM GATE

FLIGHT TO LONDON  
DUB - STN

☐ WCHS ASSISTANCE THROUGH ARPT

FLIGHT TO LONDON  
DUB - STN

☐ WCMP USING OWN WHEELCHAIR

FLIGHT TO LONDON  
DUB - STN

☐ WCLB LITHIUM BATTERY WHEELCHR

FLIGHT TO LONDON  
DUB - STN

☐ WCBD DRY/GEL BATTERY WHEELCHR

### SSR BLND BLIND/WALKER REQ

FLIGHT TO LONDON  
DUB - STN

☐ SSR BLND BLIND/WALKER REQ

FLIGHT TO LONDON  
DUB - STN

☐ SSR DEAF SAFETY BRIEFING REQ

FLIGHT TO LONDON  
DUB - STN

☐ SSR DPNA DISABLED/WALKER REQ

FLIGHT TO LONDON  
DUB - STN

☐ SSR BLDP BLIND/NO ASSISTANCE

FLIGHT TO LONDON  
DUB - STN

☐ SSR BDGR GUIDE OR ASSIST DOG

FLIGHT TO LONDON  
DUB - STN

☐ SSR PETC ASSISTANCE DOG

### PRIORITY BRD - 2 CABIN BAGS

FLIGHT TO LONDON  
DUB - STN

☒ PRIORITY BRD - 2 CABIN BAGS

FLIGHT TO LONDON  
DUB - STN

☒ FAST TRACK (€12.99)

### Cost details

<b>TRANSPORT</b>	
One way flight	€88.99
No baggage included	
<b>SEATS</b>	
Seat selected (1)	€15.00
<b>REQUESTED OPTIONS</b>	
PRIORITY BRD - 2 CABIN BAGS	€12.99
<b>TOTAL PRICE</b>	<b>€116.98</b>

Confirm

Discard options

Change seat

Change options

Change selection

Remove

Flight

IN POLICY

REGULAR

COACH

€116.98

Dublin to London

€116.98

Hide details

9:25 AM  
Fri, Dec 27

Dublin, Ireland (DUB)  
Dublin, IE

1h 20m

RYANAIR

Ryanair - FR 204 - Boeing 737-800

10:45 AM  
Fri, Dec 27

London Stansted, United Kingdom (STN)  
London, GB

Regular

Coach (B)

15B

Light meal (fee)

Alcohol & beverages (fee)

REQUESTED OPTIONS

Change options

PRIORITY BRD - 2 CABIN BAGS

PRIORITY BRD - 2 CABIN BAGS

FAST TRACK (€12.99)

BOOKABLE TRIP COST

€116.98

Flight	€88.99
Seats	€15.00
Requested options	€12.99

By integrating Ryanair content in Sabre, agencies are now able to offer competitive pricing and enhanced options, streamlining the booking process while adhering to Ryanair's specific requirements.

**[NDC] NDC OFFER EXPIRATION**

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

**SYNOPSIS**

Users will now be informed about the expiration of NDC offers between the time they search for a trip and book a trip.

NDC offers now include an expiration time, after which the fare will no longer be available if not booked.

- When searching for an NDC fare, the GDS sets a maximum booking time, which is displayed in Neo.
- This expiration time is shown in the user's local time (traveler or arranger) for clarity.

Specific after-sales conditions

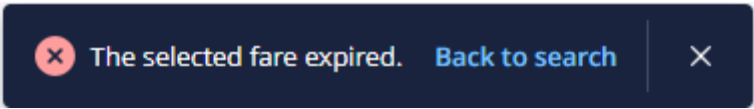
This fare expires at 11:40 AM. After that, please start a new search.

This fare comes with some online after-sales conditions.  
  
 After booking, you will need to contact the agency directly for any modifications that cannot be processed online.

Service	Allowed with this fare?	Processed online?
Before ticketing : Booking change	✓	✗
Before ticketing : Booking cancellation	✓	✓
After ticketing : Trip change	✓	✓
After ticketing : Trip cancellation	✗	✗

Close

If time limit is reached, NDC fare will no longer be available and a banner message will be displayed to users to let them know a new search must be done. If this limit is reached, the NDC booking will fail, requiring the user to start the search.



Specific after-sales conditions

This fare expired. Please start a new search.

This fare comes with some online after-sales conditions.

After booking, you will need to contact the agency directly for any modifications that cannot be processed online.

Service	Allowed with this fare?	Processed online?
Before ticketing : Booking change	✓	✗
Before ticketing : Booking cancellation	✓	✓
After ticketing : Trip change	✓	✓
After ticketing : Trip cancellation	✗	✗

Close

SCOPE

This feature is applicable to NDC fares.

## FEATURES FROM NEO 24.4 SP1

### [RAIL] SNCF: NEW ROUTE PARIS (FRANCE) – BERLIN (GERMANY)

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

#### SYNOPSIS

Beginning December 16th, a new daily rail service will launch between Paris and Berlin, made possible by the collaboration between SNCF and Deutsche Bahn.

The new daily line will be operated by Deutsche Bahn's high-speed 'ICE' train with the following schedule:

**Paris → Berlin** (via Strasbourg, Karlsruhe, Frankfurt South)

Departure: 09:55 AM

Arrival: 06:03 PM

**Berlin → Paris** (via Frankfurt South, Karlsruhe, Strasbourg)

Departure: 11:54 AM

Arrival: 07:55 PM

#### SYNOPSIS

SNCF Direct Link

## FEATURES FROM NEO 24.4 SP2

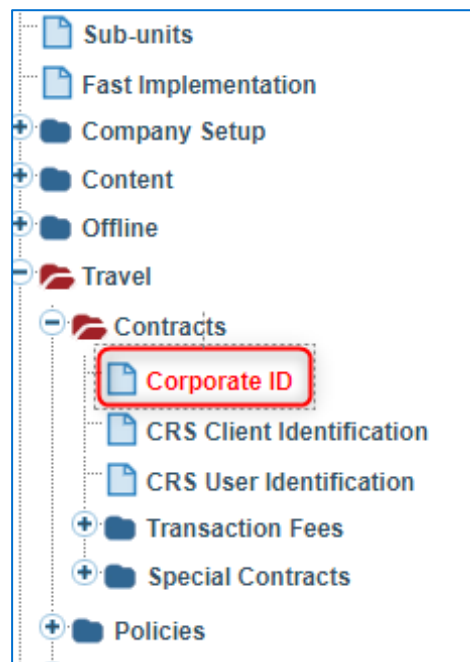
### [SMP AIR] MODIFICATION OF CORPORATE ID TYPES FOR ACCURATE NDC CONTENT DISPLAY




MADE FOR...?	Travel Manager   Neo Admin
ACTIVATION REQUIRED?	No
ADMIN SUITE NODE	Travel   Contracts   Corporate ID
VALIDATION BY AGENCY REQUIRED?	No

### SYNOPSIS

NDC fares can be associated with either a corporate contract or an OIN, therefore it is essential to differentiate between the two to retrieve the complete NDC content.

Below includes details as to how this distinction is configured in Admin Suite:



Corporate ID - General Settings	
Supplier	All Airlines 
Corporate ID	<input type="text"/>
Access Code	<input type="text"/>
Corporate Queries	For Hotels only <input checked="" type="checkbox"/> Use specific query for Car Search
CRS	All CRS 
Corporate ID type	<input type="text"/> For airlines only
Fare Label	
Default	<input type="text"/>
Translations	Please choose... 

To retrieve NDC content, ensure the corporate ID type is correctly specified in Admin Suite:

- If the corporate ID is used specifically for NDC content, select **"NDC Only."**
- If the corporate ID is an OIN or CLID, select **"OIN/CLID Only."**

**NOTE:** Other values should not be used.

New customer guides have been already updated, a one-time patch will automatically apply the right corporate ID to existing customers with NDC content in order to cope with the changes which have been announced.

## SCOPE

- Admin Suite for SMPAir

## FEATURES FROM NEO 24.4 SP3

### [RAIL] OUIGO CONTENT NOW AVAILABLE VIA SNCF DIRECT LINK

MADE FOR...?	Traveler   Travel Manager   Arranger
ACTIVATION REQUIRED?	Yes – manual activation required
ADMIN SUITE NODE	Travel   Fulfillment   Reservation Systems   <reservation system>   Direct Link Configuration   <direct link>   Suppliers
VALIDATION BY AGENCY REQUIRED?	Yes

### SYNOPSIS

To deliver the best content to our customers, OUIGO content is now available for customers using the SNCF Direct link.

Customers can activate OUIGO Grande Vitesse and/or OUIGO Classique, and seamlessly mix them with other SNCF content for an enhanced travel planning experience.

### SCOPE

#### Fare Offer

- Included for OUIGO Essentiel
  - 1 hand bag (36 X 27 X 15 cm)
  - 1 Cabin luggage (55 X 35 X 25 cm)
- Included for OUIGO Plus
  - 1 hand bag (36 X 27X 15 cm)
  - 1 Cabin luggage (55 X 35X 25 cm)
  - 1 Extra bag (up to 2m and 30 kg)
  - Seat selection
  - OUIFI
  - OUIFUN
  - Priority Boarding

**NOTE:** The E-ticket (QR Code) will be sent to the agency by OUIGO, 4 days before departure, and will also be available on the OUIGO app.

AMEX GBT

Neo

NEO EXPENSE



## [EXPENSE] SUBSTITUTE APPROVERS RESTRICTED FROM SELF-APPROVAL OF EXPENSE REPORTS

MADE FOR...?	Neo Admin   Approver
ACTIVATION REQUIRED?	Yes
ADMIN SUITE NODE	Expense   Company Expense Settings
VALIDATION BY AGENCY REQUIRED?	No

### SYNOPSIS

A new setting is being introduced in Neo Expense to manage whether substitute approvers can approve their own expense reports.

This setting can be found in Admin Suite under the node:

#### Expense | Company Expense Settings

There is now a checkbox entitled **Substitute self approval**

**Company Expense Settings: KDS**
Settings are not inherited ([Change](#))
Apply Modifications ?

**Exchange Rates**

Modify Rates	<input type="checkbox"/> Allow traveler to modify the expense line exchange rate
URL for Rates	<input type="text" value="Enter URL to help traveler with exchange rates"/> <small>URL for Rates</small>
Fluctuation Margin	<input type="text" value="% eg. 12"/> <small>Margin in exchange rate (%)</small>
Lock Margin	<input type="checkbox"/> Approval Margin
Lock Currencies	<input type="checkbox"/> Only use currencies defined in Exchange Rates

**Enable Modules**

Cash Advance	<input type="checkbox"/> Activate Cash Management
Vehicle Management	<input checked="" type="checkbox"/> Activate Vehicle Management
Personal Accounts	<input checked="" type="checkbox"/> Activate Personal Accounts for Cash Advance

**Other Settings**

Attendees Search	<input type="text" value="In sub-unit"/>
Approval Margin	<input type="text" value="0"/> <small>Margin in relation to amount approved in Travel Module(%)</small>
Approver Bypass	<input checked="" type="checkbox"/> Allow approvers to override authorized amounts
Default Value	<input checked="" type="checkbox"/> Use last field value as default (not applicable on Neo Expense)
Self-audit	<input type="checkbox"/> Allow accountants to self audit
<b>Substitute self approval</b>	<input type="checkbox"/> Allow substitutes to self approve their expense reports

Download as XML
 Apply Modifications

If self-approval is not permitted and the substitute timeout is reached, the substitute approver will no longer have access to their own expense reports for approval.

Select expense report ▾

You do not have access to this expense report.

⌵

List ▾

+ Add expense

Please select an expense report

**[EXPENSE | CANADA] PER DIEM ALLOWANCE CALCULATION**

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	Yes
ADMIN SUITE NODE	Expense Matrix
VALIDATION BY AGENCY REQUIRED?	No

**SYNOPSIS**

Employees are at times entitled to receive a daily allowance (Per Diem) when traveling for authorized purposes that include an overnight stay. This allowance covers meals and incidental expenses.

This functionality enables users to claim Per Diem allowances for overnight trips, ensuring compliance with travel policies in place for employees.

**Allowance Calculation Details**

The Per Diem allowance is determined based on rates published quarterly by the Canadian government. Each location has an allowance rate specified in its dedicated currency. The total allowance is calculated using the following factors:

- **Trip Location:** The geographic area where the trip takes place.
- **Travel Duration:** The user's status, based on the number of consecutive calendar days at the same location.
- **Meal Provision:** Whether meals have been provided during the trip.
- **Accommodation Type:** Whether the stay was at a private accommodation or not.

**System Functionality**

The system calculates the total Per Diem allowance by consolidating the above inputs provided by the user, ensuring an accurate and efficient claims process.

Toronto (YTO), Ontario, Canada

From November 4, 2024 8:30 AM to November 6, 2024 3:30 PM

	Private Accommodation	Day In Travel	Breakfast has been provided	Lunch has been provided	Dinner has been provided	CAD
November 4, 2024	<input checked="" type="radio"/> Yes <input type="radio"/> No	Day 1 - 30 (full rate)	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	154.35
November 5, 2024	<input checked="" type="radio"/> Yes <input type="radio"/> No	Day 1 - 30 (full rate)	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	154.35
November 6, 2024	<input type="radio"/> Yes <input checked="" type="radio"/> No	Day 1 - 30 (full rate)	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	129.25

New York (NYC), New York, United States

From November 6, 2024 3:30 PM to November 11, 2024 8:30 PM

	Private Accommodation	Day In Travel	Breakfast has been provided	Lunch has been provided	Dinner has been provided	USD
November 6, 2024	This per diem is paid in another stay					
November 7, 2024	<input type="radio"/> Yes <input checked="" type="radio"/> No	Day 1 - 30 (full rate)	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	129.25
November 8, 2024	<input type="radio"/> Yes <input checked="" type="radio"/> No	Day 1 - 30 (full rate)	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	129.25
November 9, 2024	<input type="radio"/> Yes <input checked="" type="radio"/> No	Weekend Travel Home (no Per D)	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	0.00
November 10, 2024	<input type="radio"/> Yes <input checked="" type="radio"/> No	Weekend Travel Home (no Per D)	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	0.00
November 11, 2024	<input type="radio"/> Yes <input checked="" type="radio"/> No	Day 1 - 30 (full rate)	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	129.25

1 of 1

Confirm

**[EXPENSE] MILEAGE CALCULATION (USA & CANADA)**

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

**DOMESTIC MILEAGE**

This feature enables employees to claim mileage allowances for trips within Canada and the USA using their personal vehicles for government travel.

This streamlined process ensures accuracy and efficiency in managing mileage claims.

**Key Details:**

- **Allowance Basis:** The mileage allowance is published quarterly by the Canadian government.
- **Calculation Factors:**
  - **Trip Location:** Based on all locations input during itinerary creation.
  - **Vehicle Registration:** Based on the user profile where the vehicle is saved.
  - **Total Distance:** Automatically calculated from the user's itinerary.
  - **Tax Status:** Declared by the user as tax-free or tax-paid.

**Steps to Claim:**

1. **Input Trip Details:** Enter all locations traveled during the trip.
2. **Select Vehicle and Tax Status:** Indicate the vehicle used (pre-saved in the user profile) and the tax status of the expense.
3. **Automatic Calculation:** The system calculates the total distance and generates the mileage allowance.
4. **Confirmation:** Save the expense line, including the calculated mileage allowance.

## INTERNATIONAL MILEAGE

This feature allows employees to claim mileage reimbursement when they use their own vehicle on a business-related trip, enabling them to claim allowances based on where they have traveled to, and the distance traveled. This now includes trips that take place outside of Canada and the US.

### Allowance Calculation Factors

The total travel allowance is dynamically calculated using the following criteria:

- Geographic location of the trip
- Total distance traveled
- Employee's current tax status

The total amount of the travel allowance is published by the Canadian government on an annual basis.

***Please contact your Neo representative if you have any further questions concerning this feature.***

[EXPENSE | CANADA] MULTI-DEDUCTIBLE VAT

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

SYNOPSIS

The new VAT Rule Allocation feature provides enhanced flexibility for managing value-added tax (VAT) deductions across different expense types and tax jurisdictions. This functionality addresses the complex tax reporting requirements in various countries.

Accountants will now be able to assign unique deductible VAT rules for different VAT types. This supports scenarios where a single expense incurs multiple VAT rates. This also accommodates local tax regulations that require specific deductible VAT rule applications.

Minibar

Change type

Required

Location

Vancouver (YVR), Metro Vancouver Regional District, British Columbia, Canada

Date

December 20, 202415:45

Amount

20.00CAD1 EUR = 1.51090990CAD

Reason For Expense

Team Meeting

Please ensure that you do not state confidential and secret information in this field

VAT

BC PST

N/A

VAT amount \*1.25

BC GST

N/A

VAT amount \*0.89

Show VAT details

Deductible VAT

BC PST

Deductible VAT0% deductible PST (N/A)

Deductible VAT amount \*0.00

CAD

BC GST

Deductible VAT100% Deductible GST/HST (N/A)

Deductible VAT amount \*0.89

CAD

**[EXPENSE] MASTERCARD V22 UPDATE**

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

**SYNOPSIS**

Neo now supports Mastercard Export File V22, ensuring compatibility and seamless integration with Mastercard's required format for imported credit card files.

This update guarantees that the system adapts effectively to Mastercard's specifications, enhancing the reliability and accuracy of credit card data processing.

**[EXPENSE REPORT] NEW AUDIT RULE FOR MISSING RECEIPT AFFIDAVITS**

MADE FOR...?	Accountant
ACTIVATION REQUIRED?	Yes
ADMIN SUITE NODE	Expense node   Expense policies   Audit policies   Audit rule library   Behavior section   Rule processing type list
VALIDATION BY AGENCY REQUIRED?	No

**SYNOPSIS**

Accountants can now identify when a missing receipt affidavit has been submitted as proof of expense in place of the original receipt.

A new audit rule, **Expense Line with Affidavit** has been introduced in the audit settings. This rule enables accountants to manually approve or reject expense reports that include a missing receipt affidavit.

**Applicability**

This rule will apply when the approval workflow incorporates the audit module, including workflows such as:

- Audit, Accounting Agreement, then Supervision
- Supervision, then Audit and Accounting Agreement

**How It Works**

When an employee submits an expense report, the system will automatically detect if a missing receipt affidavit has been attached in place of an original receipt.

If detected, the Expense Line with Affidavit rule is triggered, and the expense report will appear in the accountant's pending list for review.

This update ensures greater oversight and control over expense reports that rely on affidavits as proof of expense.



## FEATURES FROM NEO 24.4 SP1

### [CONSISTENCY RULES] COMPANY PAID EXPENSES

MADE FOR...?	Traveler   Expense Manager
ACTIVATION REQUIRED?	Yes – by NTG Admin
ADMIN SUITE NODE	Consistency Rule
VALIDATION BY AGENCY REQUIRED?	No

### SYNOPSIS

Reconciliation issues may arise when users with company-settled corporate cards submit expenses before the corporate card feed has been updated in Neo.

A new consistency rule can now be configured to prevent users from submitting expenses marked as paid with a company-settled corporate card if those transactions are not yet included in the corporate card data feed.

### SCOPE

This feature is specifically for corporate cards which are settled by the company.

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PLATFORM

## [SECURITY – NEO ACCOUNTS] EMAIL NOTIFICATIONS FOR PASSWORD CHANGES AND FAILED PASSWORD RESET ATTEMPTS

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

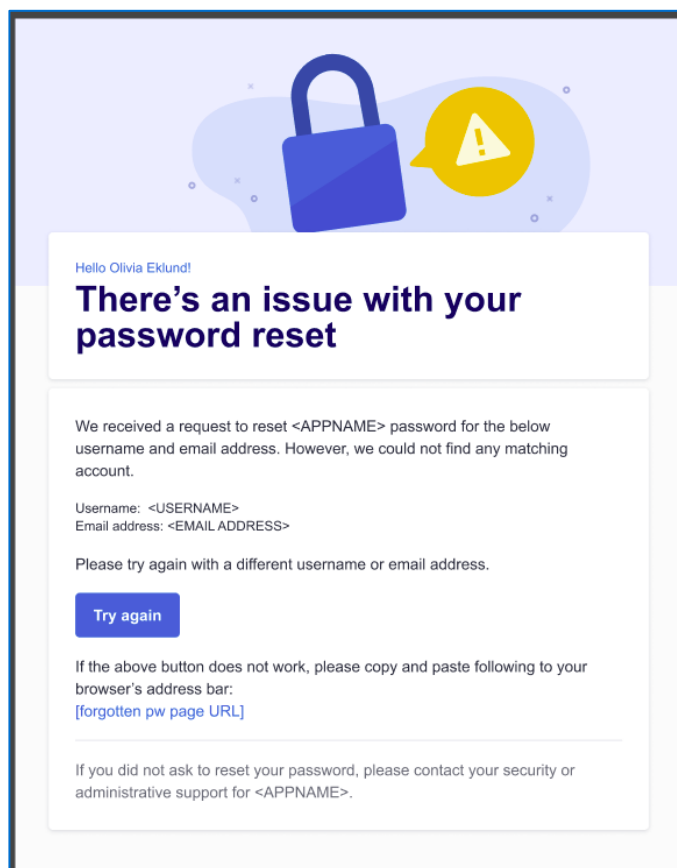
### SYNOPSIS

Neo now includes enhanced security features to keep your account safe. In this version, users will be kept more readily informed when changes are made to their account with email updates which are designed to increase account security.

### EMAIL NOTIFICATION FOR FAILED PASSWORD RESET ATTEMPTS

An email notification will be sent to make sure users are informed whenever a password reset request is made with their email address, but with an incorrect username.

- If the username is correctly entered but the email address does not match, an email will be sent to the associated email address.
- Similarly, if the email address is correct but the username is incorrect, an email will still be sent to notify the user.

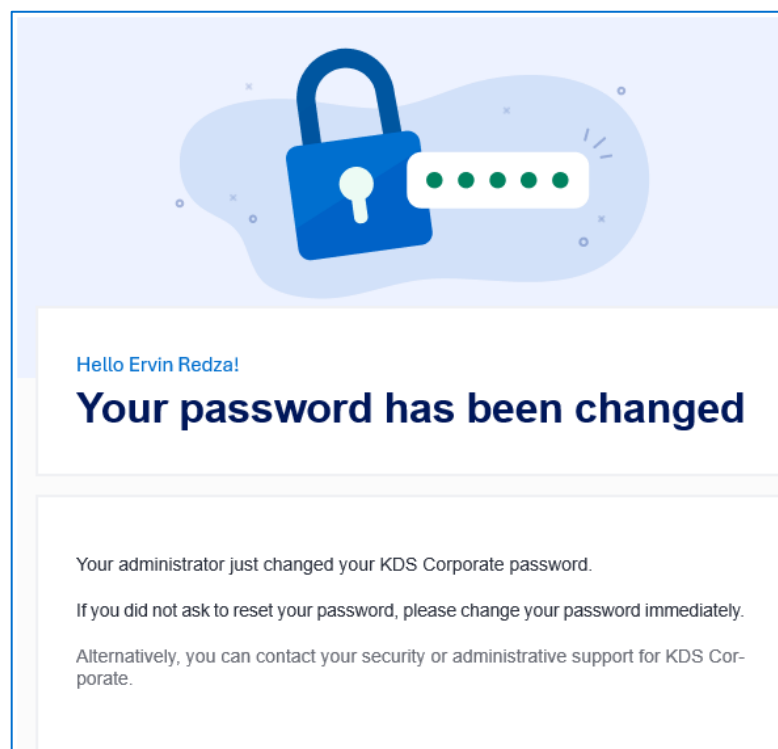


## NOTIFICATION FOR PASSWORD CHANGE

To enhance the security of Neo accounts, we have implemented email notifications for password changes.

Whenever a password is updated, whether by the user or an administrator, an email will be sent to the address associated with the account to inform the user of the change.

Please note that this is an informational email only and will not contain any link to reset the password.



[NEO ACCOUNTS] EXPECTED FORMAT ON RESET PASSWORD SCREENS

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

SYNOPSIS

Previously, when a user attempted to modify their password, the expected format was only shown after trying to save a new password that didn't meet the requirements.

Now the expected format is displayed immediately upon accessing the password modification screen.

Additionally, a new UI has been introduced as part of this update.

NeoHOMEARRANGERTRAVEL

Profile

Profile hub

Personal information

General

Preferences

Payment cards / loyalty programs

Bank accounts

Passports

Vehicles

Delegation

Mobile devices

Bear Vernon > General

Change password

The new password must contain at least 10 characters including one lowercase letter, one uppercase letter, one digit, one special symbol (ex: !@#\$%^&\*()\_+~@?/\|).

\* Old Password:

\* Type the new password:

\* Retype the new password:

OK

Cancel

- The following screenshot appears during the password reset process after the user clicks the reset link sent via email

The screenshot shows a web interface for the 'Neo' system. At the top, the word 'Neo' is displayed in a large, dark blue font. Below it, the heading 'Change password' is centered. There is a single text input field labeled 'Password'. Below the input field, a paragraph of text specifies the password requirements: 'The new password must contain at least 10 characters including one lowercase letter, one uppercase letter, one digit, one special symbol (ex: !"£\$%^&\*()\_+#@?/\|)'. Below this text is another text input field labeled 'Retype the new password'. At the bottom of the form is a blue button with the text 'Save password'.

- The screenshot below is shown when a user's password has expired, prompting them to update it upon attempting to log in with the old password

This screenshot shows a similar web interface to the one above, but with an additional input field. The heading 'Change password' is still present. The first input field is now labeled 'Old Password'. Below it, the same password requirements text is displayed: 'The new password must contain at least 10 characters including one lowercase letter, one uppercase letter, one digit, one special symbol (ex: !"£\$%^&\*()\_+#@?/\|)'. Below this text are two input fields: 'Type the new password' and 'Retype the new password'. At the bottom is a blue button labeled 'Save password'.

**[SECURITY UPDATE] PASSWORD POLICY ALIGNMENT WITH PCI-DSS V4**

MADE FOR...?	Traveler   Neo Admin   Expense Manager   GBT
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

**SYNOPSIS**

To comply with **PCI-DSS v4 requirements**, Neo is implementing a change to its password policy:

For clients connecting to Neo via login/password, the maximum password change deadline will be updated from **365 days** to **90 days**.

Clients already adhering to a more restrictive password policy will remain unaffected.

**Recommendation for Improved Security and Convenience**

This only affects users who log into Neo with a User ID and password. Clients should consider implementing Single Sign-On to make the sign-in process simpler for users.

This update provides an alignment with industry standards while maintaining flexibility for clients with stricter policies.

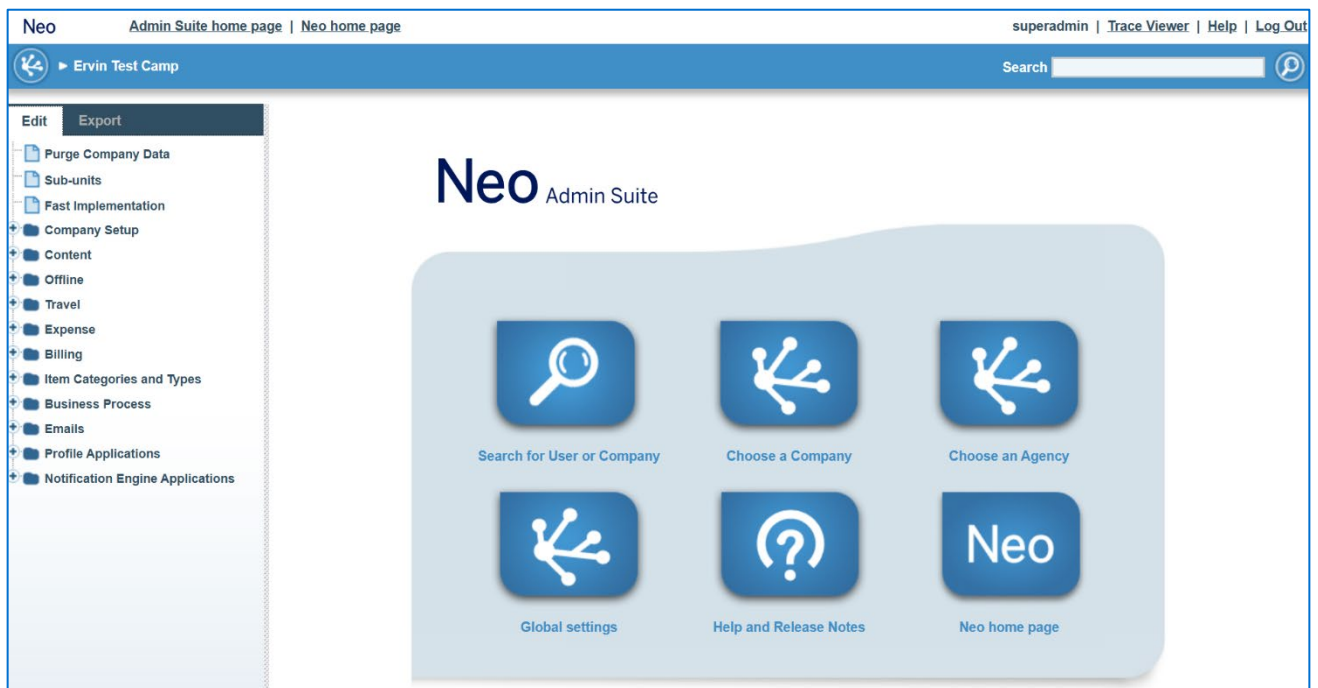
**[NEO] NEW LINK FROM ADMIN SUITE TO THE NEO HOMEPAGE**

<b>MADE FOR...?</b>	Traveler
<b>ACTIVATION REQUIRED?</b>	No
<b>VALIDATION BY AGENCY REQUIRED?</b>	No

**SYNOPSIS**

A link has been added in the Admin Suite top bar, allowing users with the appropriate permissions to easily access the Neo homepage.

Additionally, a tile on the Admin Suite home page provides quick access for authorized users. Both options will redirect the current browser tab to the Neo homepage.





**[ADMIN SUITE] DEFAULT DISPLAY FOR HOTEL PUBLIC RATES**

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

**SYNOPSIS**

When a new company is created, hotel public rates are now displayed by default, removing the need for administrators to manually enable the Display setting.

By default, the following hotel public rates will be visible under [Travel | Hotel | Hotel Settings | Hotel Public Rates](#):

- Standard Rate
- Corporate Rate
- Weekend Rate
- Promotional Rate

This enhancement streamlines the setup process for administrators, providing a smoother user experience.

## FEATURES FROM NEO 24.4 SP1

## FEATURES FROM NEO 24.4 SP3

### [PROFILE API] OPTION TO PROVISION NEW SEGMENT VALUES ON-THE-FLY

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

### SYNOPSIS

Neo accounting segments values must be present in the list of available values maintained in Neo for that segment before they can be assigned to a user profile using Neo Profile API. Until now, a segment value needed to be added to the list through a separate process (e.g. manually in Admin Suite or through a Data loading feed) prior to its assignment to user profiles with Neo Profile API.

When assigning an accounting segment value to a user profile with Neo Profile API, customers and partners will now have the option to create the segment value in the list of values on-the-fly during the profile synchronization, by setting property **createIfNeeded** to **'true'** for that segment in the API payload. In that case, if no segment value can be found with that ID, a new value will be added to the list and assigned to this profile, instead of rejecting the synchronization attempt.

#### IMPORTANT

Segment values created through that process will be added to the list in the company where that segment has been defined, and will have a description identical to their ID.

These values will not be removed automatically by Neo Profile API and must be maintained through a separate process if needed.

Due to these considerations, it is advised that this option is only used for segment values unique to a given profile, like Employee IDs.

### SCOPE

This feature is specifically for customers and partners using Neo Profile API to maintain their user profiles.

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# REPORTING

**[NEO REPORTING] ENHANCED DATA MODELS AND REPORT TEMPLATES**

<b>MADE FOR...?</b>	Travel Manager   Accountant   Neo Admin   Expense Manager
<b>ACTIVATION REQUIRED?</b>	No
<b>VALIDATION BY AGENCY REQUIRED?</b>	No

**SYNOPSIS**

In view of the enhancements brought to Neo, the reporting tool is being fully revamped in order to address the following:

- Full travel coverage with accounting distribution
- Trip and service reconciliation to expense and billing
- Expense, billing and cash advance with accounting distribution
- Workflow validation for supervisors and accountants

**Eleven new data models will be available in Neo Reporting:**

1. Trip
2. Transport services
3. Hotel services
4. Car services
5. Other services (Content hub)
6. Travel distribution
7. Expense
8. Expense distribution
9. Cash advance
10. Cash advance distribution
11. Workflow

**For each of the data models, a set of report templates are supplied which:**

- Support 3 currency types (Reference, Holding and Consolidation)
- Can be run as a standard report with pre-defined filters
- Can be copied to the client shared folder for modification or scheduling (Including the predefined filters)

## SCOPE

### To be delivered in 25.1:

- Travel with distribution and reconciliation with expense and billing (Data models 1 through 6)
- Workflow travel (Data model 11)

### Anticipated for 25.1 SP1:

- Expense and cash advance report templates (Data models 7 through 10)
- GoC exports
- 

### Anticipated for 25.1 SP2:

- Workflow Expense report templates for supervisors and accountant (Data model 11)