

AMEX GBT
Neo

Release Notes Neo 25.4

13 September 2025

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ADVANCE NOTICES

[EXPENSE] UPDATES IN EXPENSE EXPORT FILES TO INCLUDE BENEFICIARY ADDRESS

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

This is an advance notice regarding upcoming changes to the Neo Expense Export Files that will be delivered in version 25.5.

SYNOPSIS

The new ISO 20022 regulation requires all SEPA bank transfer payment files to include the structured postal address of the beneficiary by **November 2025**. Payment files missing this information may be rejected or cause delays in processing.

To comply with this regulation, Neo will update all expense export files (CSV and XML) to include the beneficiary's postal address for clients using SEPA bank transfers as their reimbursement method.

Starting with **Neo 25.5**, the CSV expense export file will include **seven new columns**, added at the end of the file (Excel columns **127 [DW] to 133 [EC]**). These columns will contain the beneficiary's postal address, as entered in their Neo Profile.

NOTE: These columns will only contain values if:

- The reimbursement method is **bank transfer**, and
- The **SEPA transfer** setting is enabled.


Please reach out to your Neo Contact for more information if needed.

[NEO EMAILS] DISCONTINUATION OF “FROM” ADDRESS CUSTOMIZATION OPTION

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

SYNOPSIS

To strengthen email security and reduce the risk of Neo messages being blocked or flagged as spam, starting with the 25.5 release in November 2025, the option to send messages with a customized **From** address in the sub-units panel of the Admin Suite will be removed.


An invalid entry needs to be fixed before saving

General Settings	
Code	1108732
Neo GUID	d9ce53d2-131c-4450-17eb-64c76a141280 Global Unique Identifier
Company Name	ACME Inc.
Instance	corporate
IATA Number	
Email From (name only)	noreply@acme.com <i>You cannot set an email address as Email From</i>
Email Reply To	
Company ID	

Existing customized addresses in Neo company configurations will be removed, so all Neo email messages will be sent from addresses belonging to the **kds.com** domain (or the **amexgbt.com** domain in some cases).

It will still be possible to set a customized name for the Email From field, allowing users to more easily identify where email communication is coming from.

General Settings	
Code	1108732
Neo GUID	d9ce53d2-131c-4450-17eb-64c76a141280 Global Unique Identifier
Company Name	ACME Inc.
Instance	corporate
IATA Number	
Email From (name only)	ACME Travel
Email Reply To	
Company ID	

✓ Favorites

Inbox77

Sent Items2

Drafts

Deleted Items41

Archive4

Conversation History

Junk Email[3]

Outbox

FocusedOther

By Date

Today

ACME Travel

Your password has been changed

Hello Vernon Bear!

Your password has been changed

5:53 PM

GBT Travel Services Inc.

Hi Vernon Bear!

Hi Vernon Bear!

Hi Vernon Bear!

10:31 AM

This will allow Neo email messages to pass SPF, DKIM and DMARC security checks made on clients' email servers more easily.

SCOPE

This feature is for all automated email communications which are sent from Neo software.

AMEX GBT

Neo

NEO TRAVEL

[TRANSPORT] IMPROVED FARE SELECTION EXPERIENCE

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

SYNOPSIS

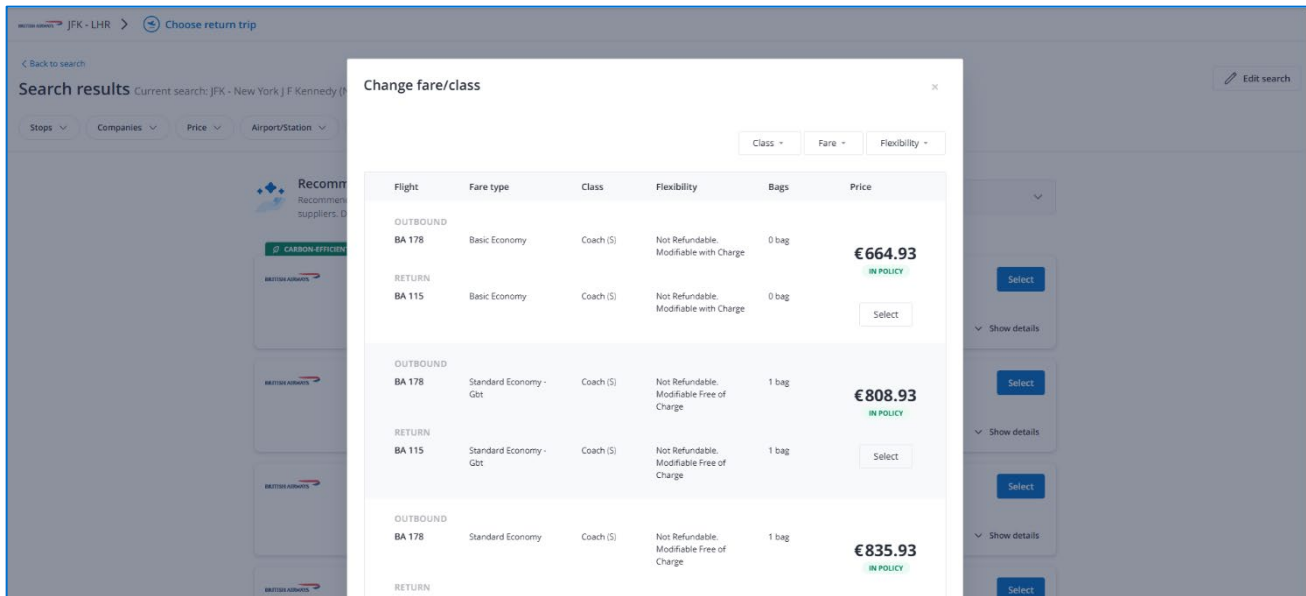
To enhance the user experience when selecting fares in Neo, the **Change fare/class** link will now display an informative pop-up. This will redirect users to the updated **Consolidated Fares selection page** which is designed to make fare selection clearer and more intuitive.

NOTE: The **Change fare/class** link and its current pop-up will soon be retired. Users are encouraged to start using the **Consolidated Fares** selection page to benefit from its improved design and comprehensive information.

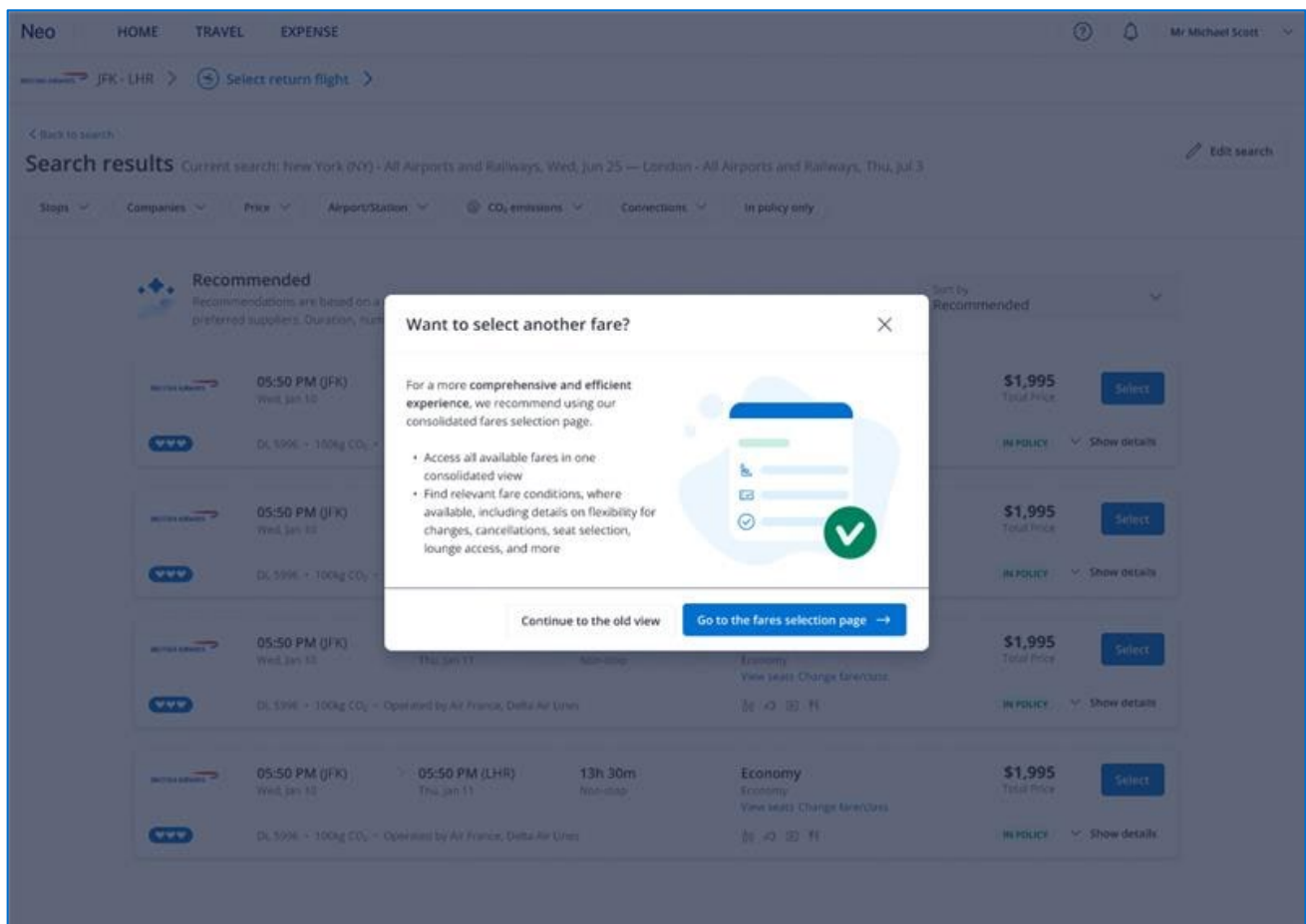
Please note that the **Consolidated fare selection** page has now been activated for all customers who did not previously have access to it.

On this page the relevant fare conditions (where available) can be found, including information about flexibility for changes and cancellations, seat changes, lounge access, and more.

BEFORE: When selecting Change fare/class users were taken to the Change fare/class pop-up:



AFTER: The following new pop-up will be displayed



2. If you click on **Go to the fare selection** page, you will land on the **Neo Fare Display** page:

The screenshot shows the 'Neo Fare Display' page for the route JFK - LHR. The page displays six fare options in a grid:

Fare Option	Price	IN POLICY	Select
Standard Economy Coach	€558.76	IN POLICY	Select
Economy Select Pro Coach	€654.76	IN POLICY	Select
Economy Fully Flex Coach	€2,280.31	IN POLICY	Select
Business Promo Business	€3,126.13	IN POLICY	Select
Business Select Pro Business	€3,340.13	IN POLICY	Select
Business Business	€5,375.13	IN POLICY	Select

Each fare option has a list of features below it, with checkmarks indicating included features and crosses indicating excluded features:

- Standard Economy:** Trip not refundable (X), Trip change for free (✓), 1 bag (✓), Seat selection with fee (Ⓢ), No check-in priority (X), No lounge access (X).
- Economy Select Pro:** Trip fully refundable (✓), Trip change for free (✓), 1 bag (✓), Seat selection (✓), No check-in priority (X), No lounge access (X).
- Economy Fully Flex:** Trip fully refundable (✓), Trip change for free (✓), 1 bag (✓), Seat selection (✓), No check-in priority (X), No lounge access (X).
- Business Promo:** Trip not refundable (X), Trip change for free (✓), 2 bags (✓), Seat selection with fee (Ⓢ), Check-in priority (✓), Lounge access (✓).
- Business Select Pro:** Trip fully refundable (✓), Trip change for free (✓), 2 bags (✓), Seat selection (✓), Check-in priority (✓), Lounge access (✓).
- Business:** Trip not refundable (X), Trip change for free (✓), 2 bags (✓), Seat selection with fee (Ⓢ), Check-in priority (✓), Lounge access (✓).

SCOPE

The new pop-up will appear when clicking the **Change fare/class** link:

- From the transport results page (collapsed and expanded transport card)
- For both one-way and round-trip searches

OUT OF SCOPE

- Multicity trips
- Exchanges made in Neo
- Neo Trip Overview page

[TRANSPORT CHECKOUT] SIMPLIFICATION OF OUTDATED DELIVERY OPTIONS

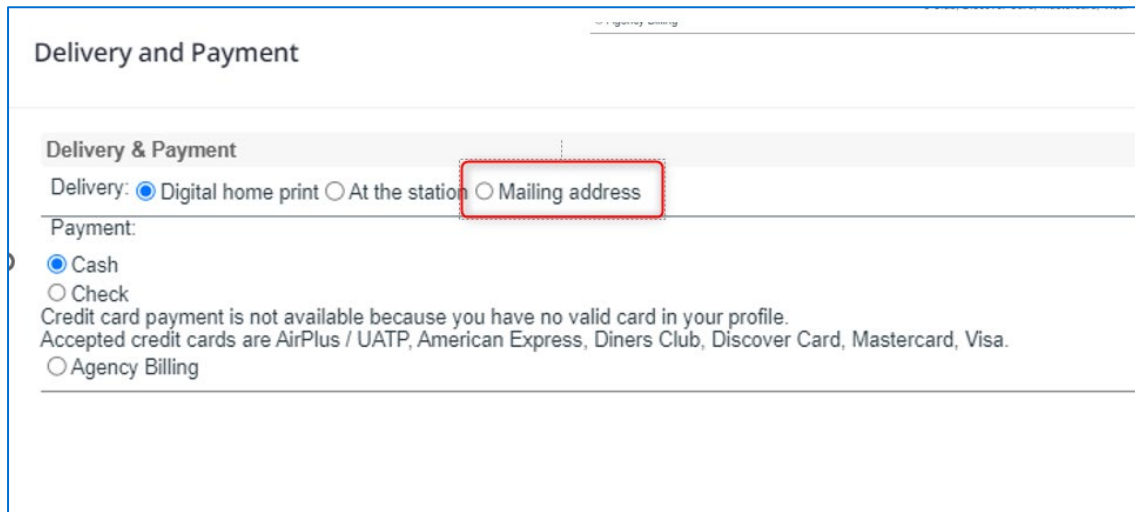
MADE FOR...?	Traveler Arranger Travel Manager Neo Admin GBT
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

As part of the optimization of the platform, Neo is simplifying transport bookings by removing outdated delivery methods. This update will provide a smoother migration of the Transport checkout process and reduce potential technical complications during system updates.

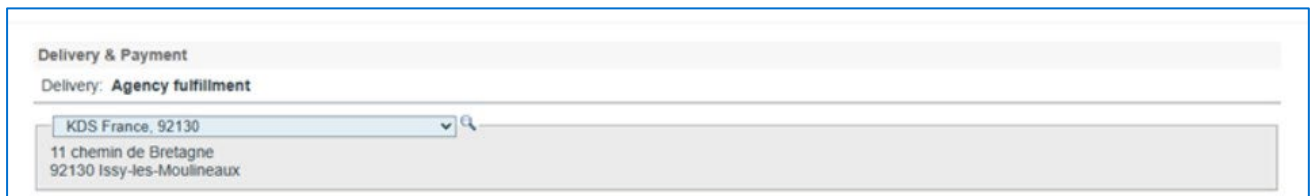
The following delivery options will be removed:

- Mailing Address



The screenshot shows a web form titled "Delivery and Payment". Under the "Delivery & Payment" section, there are three radio button options: "Digital home print" (selected), "At the station", and "Mailing address". The "Mailing address" option is highlighted with a red rectangular box. Below the delivery options, there is a "Payment:" section with "Cash" selected, "Check", and "Agency Billing". A message states: "Credit card payment is not available because you have no valid card in your profile. Accepted credit cards are AirPlus / UATP, American Express, Diners Club, Discover Card, Mastercard, Visa."

- Agency fulfillment



The screenshot shows the "Delivery and Payment" form with "Agency fulfillment" selected under the "Delivery:" label. Below this, there is a search bar containing "KDS France, 92130" and a magnifying glass icon. Below the search bar, the address "11 chemin de Bretagne, 92130 Issy-les-Moulineaux" is displayed.

- Paper ticket ([Travel](#) | [Fulfillment](#) | [Ticketing](#) | [User options](#))

Edit
Export

Purge Company Data
Sub-units
Fast Implementation
Company Setup
Content
Offline
Travel
Contracts
Policies
Fulfillment
Selected Implant/Explant
Implant/Explant
Queueing Policies
Trip Counter
Payment
Booking Information Review
PNR Settings
PNR Packs
PNR Import
Ticketing
Ticketing Devices
Delivery
Air - Rail
Specific Fares
Specific Fare Rules
Special Services
Time Window Tolerance
Low Fare Engine Routes
Ticketless Airlines
NDC deduplication rules

Ticketing: GBT3 L1

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

Ticketing & Queueing

Ticketing Date	Instant ticketing -- right after booking (or validation if any) ▼
Queueing mode	Instant, managed by GDS ▼
PNR Comment for Invalid TST	
PNR Comment for Approval	
Queueing Date	<input checked="" type="checkbox"/> Overwrite queueing date in case of a change
Booking Prevention	<input checked="" type="checkbox"/> Prevent booking if the default ticketing date conflicts with booking deadlines
PNR remark	<input type="checkbox"/> Insert ticketing remark without time limits
? Specific Train Fulfillment	Done by the travel agency ▼
Address to return TrainLine tickets	

Validation Cycle Settings

Adjustment	<input checked="" type="checkbox"/> Adjust to meet booking deadlines
Start	<input type="checkbox"/> Start as late as possible with respect to booking deadlines

User Options

Paper Ticket	<input type="checkbox"/> Allow users to select paper ticket as ticketing option
SNCF E-Billet	<input type="checkbox"/> Enable E-Billet option for SNCF tickets
Book & Hold	<input type="checkbox"/> Activate the Book & Hold feature
Book & Hold Reminder Email	<input type="checkbox"/> Remind users by email about held itineraries

- At station window

Delivery and Payment

Delivery & Payment
Delivery: ☐ E-ticket ☒ Self collection
Ticket retrieval:
☐ Self-service Ticket (Not all stations have ticket machines. [Check the list here.](#))
☒ At station window
Payment:
☐ Credit Card: Mastercard 5132****0000 ▼
☒ Agency Billing

Some railways charge a credit card fee. At this moment it is not yet possible to show the fare including your surcharge. Therefore the credit card surcharge, if applicable, will only be added after your booking is complete.

- Removal of the Delays for a Delivery at Business/Other Address settings - [Travel | Travel Policies | Travel policy](#)

Air Agency Ticketing	Agency opening hours
Rail Agency Ticketing	2 Agency opening hours
Rail E-ticket	2 Agency opening hours
Active Hotel Reservations	2 Agency opening hours
Passive Hotel Reservations	0 Agency opening hours
Hotel Voucher Issued by the Agency	Yes ▾
Active Car Rental Reservations	0 Agency opening hours
Car Rental Voucher Issued by the Agency	Yes ▾
Delays for a Delivery at Business Address	72 Agency opening hours
Delays for a Delivery at Other Address	48 Agency opening hours
Delays for a Delivery at Local Airport	72 Agency opening hours

PNR Modification	
PNR Modification	<input checked="" type="checkbox"/> Allow PNR Modification
Allow Modification	1 Days before departure
Non-refundable Fares	<input checked="" type="checkbox"/> Allow cancelation (and refund when supported) after ticketing
Non-refundable Fares/CRS Allowed for cancelation after ticketing	<div> Amadeus (1A) Deutsche Bahn (2A) FinnishRail (0Z) Galileo (1G) LCC Sabre API (LC) Renfe (RF) SilverRail (SL) </div> <div> > >> << < </div> <div> Sabre (1S) </div>

SCOPE

The removal of these options apply to the Neo user interface and Admin Suite.

This feature is applicable to all instances and all clients.

[TRIP OVERVIEW PAGE] ENHANCEMENT TO THE IN/OUT POLICY BADGE

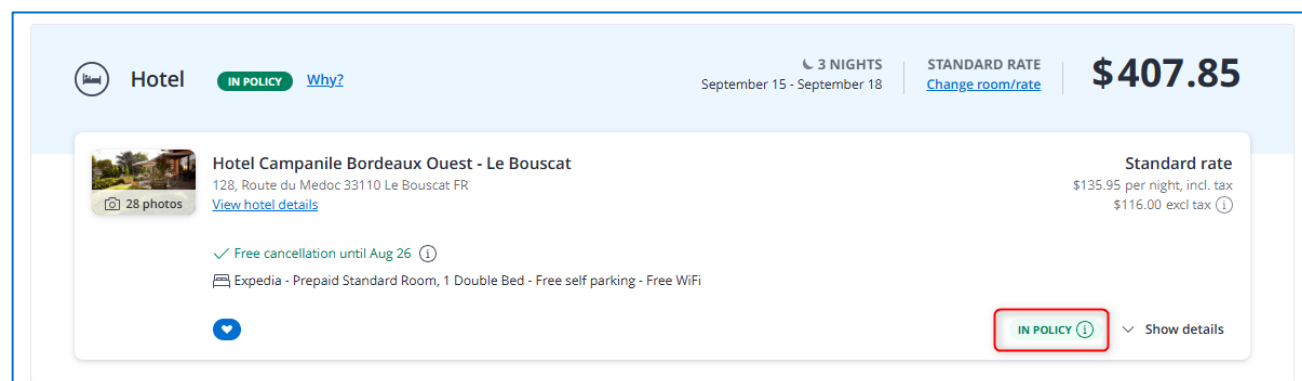
MADE FOR...?	Traveler Arranger Approver Travel Manager Neo Admin
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

To improve navigation, an enhanced policy badge has been added with an informative icon and popup details.

The badge functions as a button, allowing users to view the reason a selection is in policy or out of policy.

The update also meets accessibility requirements.




[TRIP OVERVIEW PAGE] REDESIGN OF THE “OUT OF POLICY” REASON DISPLAY


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


SYNOPSIS


As part of the [Trip Overview](#) page migration, the display of the out-of-policy reason has been redesigned to make it easier to understand.

BEFORE




Out of policy justification
TRAVEL POLICY
No availability
 No alternatives for these dates


 **Hotel** **OUT OF POLICY** [Why?](#)


 3 NIGHTS
15 June - 18 June




STANDARD RATE
[Change room/rate](#)


€742.44




Mama Shelter Roma **** 
Via Luigi Rizzo 20 136 Rome IT
[View hotel details](#)


Standard rate
€247.48 per night, incl. tax
€199.98 excl tax 

 Non-refundable 
 Expedia - Prepaid Room, 1 Double Bed (Medium Mama) - Free WiFi





OUT OF POLICY  Show details

AFTER




OUT OF POLICY REASON
Reason No availability
Comment No alternatives for these dates


 **Hotel** **OUT OF POLICY** [Why?](#)


 3 NIGHTS
June 15 - June 18




STANDARD RATE
[Change room/rate](#)


\$869.61





Mama Shelter Roma **** 
Via Luigi Rizzo 20 136 Rome IT
[View hotel details](#)

Standard rate
\$289.87 per night, incl. tax
\$234.23 excl tax 

 Non-refundable 
 Expedia - Prepaid Room, 1 Double Bed (Medium Mama) - Free WiFi



OUT OF POLICY   Show details

[TRIP OVERVIEW PAGE] ENHANCED “ADD SERVICES” FEATURE

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

SYNOPSIS

The **Add Services** feature on the **Trip Overview** page has been redesigned for easier navigation. The update also meets accessibility requirements.

The screenshot displays the Neo Trip Overview page for a trip from Monday, September 15 to Thursday, September 18. The page features a navigation bar at the top with links for HOME, APPROVAL, TRAVEL, and EXPENSE. A sidebar on the right contains a 'Book' button, 'Save' and 'Share' options, and a 'BOOKABLE TRIP COST' summary showing a total of \$411.57, with a hotel cost of \$407.85 and fees of \$3.72.

The main content area shows a 'Trip itinerary' for the dates Mon, Sep 15 - Thu, Sep 18. A red box highlights the 'Add a service' button, which is part of a row of service options: Flight/train, Hotel, Car rental, and Ground transport. Below this, the itinerary details for the hotel are shown: Hotel Campanile Bordeaux Ouest - Le Bouscat, with a standard rate of \$407.85 for 3 nights. The hotel details include a free cancellation policy until August 26, a prepaid standard room with 1 double bed, free self parking, and free WiFi. The page also includes a 'Need help?' link at the bottom left and a 'Powered by Neo' note at the bottom right.

[TRIP OVERVIEW PAGE] CONTENT MESSAGE REDESIGN

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

SYNOPSIS

The content messaging display on the **Trip Overview** page has been enhanced to improve navigation.

Users can now choose to hide or display the message shown on this page.

The update also meets accessibility requirements.

The screenshot displays the Neo Trip Overview page. At the top, there's a navigation bar with 'Neo', 'HOME', 'APPROVAL', 'TRAVEL', and 'EXPENSE'. Below this, a 'Trip itinerary' section for 'Mon, Sep 15 - Thu, Sep 18' is shown. A red-bordered box highlights a new 'Here are some helpful tips!' section. This section contains three columns of tips: 'TRAVELING TO THE US?', 'FINDING DESIRED RESULTS', and 'BOOKING A RENTAL CAR?'. Each column has a list of actionable items. Below the tips, there's a 'Hide message' link. The main itinerary area shows a timeline from 'Mon 15 Sep' to 'Thu 18 Sep'. A central card for 'Hotel Campanile Bordeaux Ouest - Le Bouscat' is displayed, showing a rate of '\$135.95 (Per night)'. Below this, a detailed hotel card for 'Hotel Campanile Bordeaux Ouest - Le Bouscat' is shown, including a photo, address, and a 'Standard rate' of '\$407.85' for 3 nights. A right-hand sidebar contains a 'Book' button, 'Save' and 'Share' options, and a 'BOOKABLE TRIP COST' summary showing a total of '\$411.57'.

[OFFLINE REQUESTS] FURTHER ENHANCEMENTS FOR THE NEW OFFLINE REQUEST MODULE

MADE FOR...?	Travel Manager Traveler Arranger Neo Admin GBT
ACTIVATION REQUIRED?	Yes - activation by NTG Administrators
VALIDATION BY AGENCY REQUIRED	Yes

SYNOPSIS

The **Offline Request** module in Neo has been upgraded in order to drive online adoption and prevent unnecessary use of Offline Request for bookings that are supported online.

Emails Update

- Enhanced email subject line: Emails sent from the new Offline Request module to the **travel agency** will now include the **departure date** of the requested trip.
 - Example: There is a request for Mr Vernon Traveler Bear (Trip to Lagos) - **departure date 01/11/2025** - waiting for processing
 - The date will be displayed based on the travel agency configuration within Admin Suite.
- A new configuration option is introduced in the Admin Suite: **Emails | Travel | Custom Recipient** to manage the forwarding of emails from the **Offline Request module**.

General Settings

Email	Trip request
Email address	
Offline	<input type="checkbox"/> Offline module emails only
Specific zone	No specified zone

By ticking this option the email will be forwarded only if it comes from the new offline module

Save Cancel

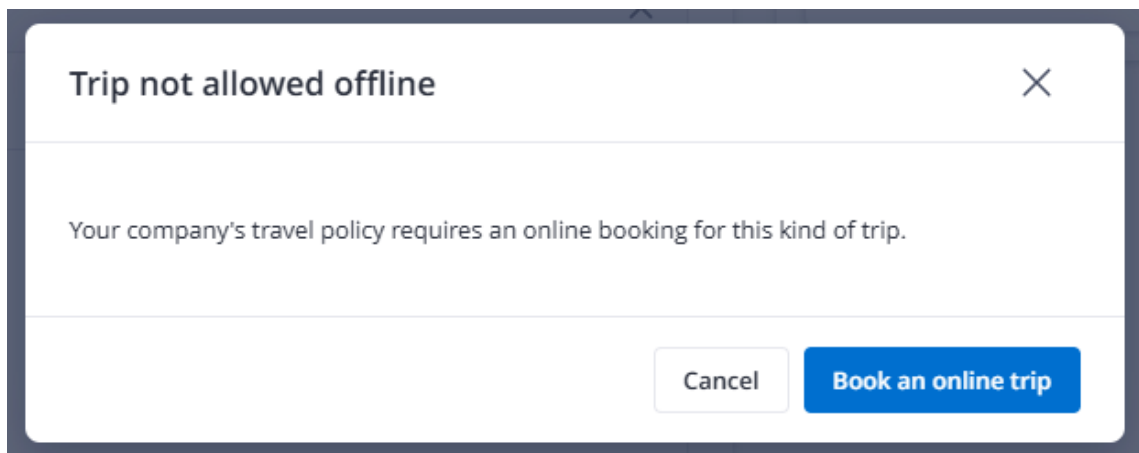
Offline-to-Online switch:

The **switch** will now include an intelligent routing from offline to online that guides travelers to the most appropriate booking channel, ensuring efficient trip planning and encouraging online booking creation whenever possible.

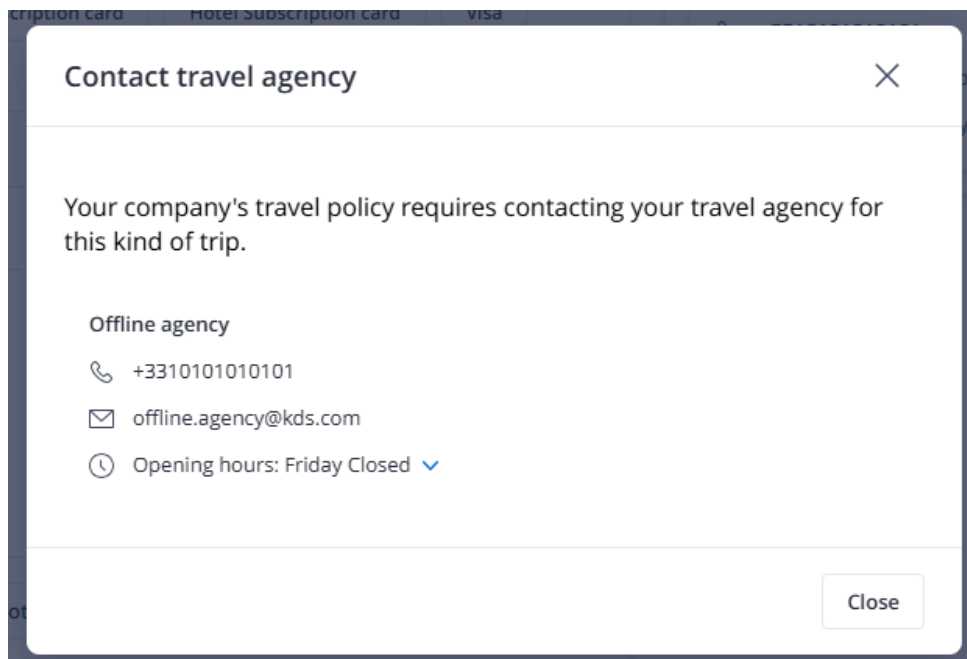
Configuration: [Company Setup | Switch and Geographic Zones](#).

- **Behaviors**

1. If itinerary is eligible for offline processing: User can proceed and add the required services (transport, hotel, car).
2. If itinerary should be booked online (within online zones): User will not be able to complete the Offline Request form and will be redirected to complete their booking online.



3. If itinerary is not bookable at all (in no zone): User is blocked and will not be able to use the Offline Request form nor complete their booking online.



SCOPE

This feature is specifically for the **New Offline Request** module.

OUT OF SCOPE

- Legacy offline module emails
- Emails sent when a PNR is imported but not linked to an offline request are considered an online email, and are therefore, not within the scope of this feature.

[AIR] AIR FARES DEDUPLICATION: ALGORITHM IMPROVEMENT BY INCLUDING BAGGAGE AS A DEDUPLICATION CRITERION

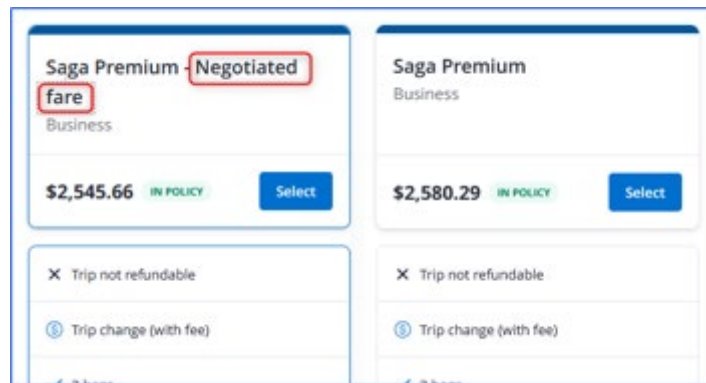
MADE FOR...?	Traveler Accountant Neo Admin
ACTIVATION REQUIRED?	No
ADMIN SUITE NODE	Travel Air – Rail Specific Fares
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

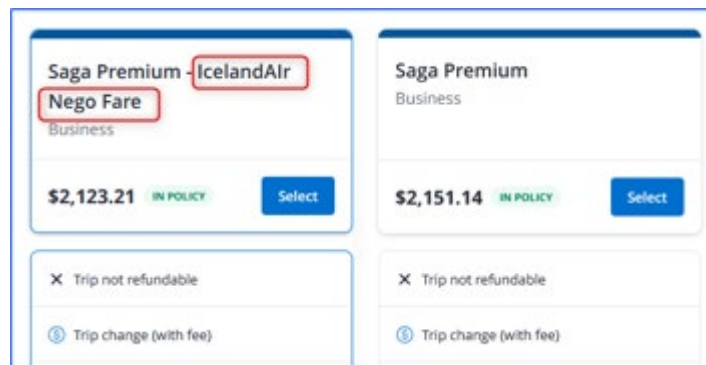
Users can now easily identify negotiated fares in Neo. Agency-negotiated fares are displayed with a dedicated fare label, which can be customized in the Admin Suite under the Specific Fares node. This works in the same way as the display for corporate fares.

Specific negotiated fare labels are configured in Admin Suite: **Travel | Air – Rail | Specific Fares**

Default negotiated fare label:



Specific negotiated fare label as defined in Admin Suite



SCOPE

This feature is available for all clients, all CRS and all markets included.

[AIR] AIR FARES DEDUPLICATION: ALGORITHM IMPROVEMENT BY INCLUDING BAGGAGE AS A DEDUPLICATION CRITERION

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

SYNOPSIS

Baggage is now taken into account in the deduplication process.

This enhancement ensures that fares with different numbers of bags included are displayed in Neo, whereas previously one of them might have been deduplicated.

Before – Example where the NDC fare was not displayed because the deduplication rule applied regardless of the number of bags.

Premium Standard - Af Gbt
Rate
Premium Eco

€2,578.43 OUT OF POLICY
Select

X Trip not refundable
\$ Trip change (with fee)
✓ 2 bags
✓ Seat selection
✓ Check-in priority
✓ Boarding priority

AFTER: Example where both NDC and ATPCO fares are displayed because the number of bags is different, so the deduplication does not apply.

Premium Standard - Af Corp Rate - Af Corp Rate Premium Eco	Premium Standard - Af Gbt Rate Premium Eco
Specific terms	
€2,577.17 OUT OF POLICY	€2,578.43 OUT OF POLICY
Select	Select
✗ Trip not refundable	✗ Trip not refundable
💰 Trip change (with fee)	💰 Trip change (with fee)
✓ 1 bag	✓ 2 bags
✓ Seat selection	✓ Seat selection
✓ Check-in priority	✓ Check-in priority
✓ Boarding priority	✓ Boarding priority

SCOPE

Baggage criteria only affects customers with NDC content activated.

[SABRE] IMPROVED OFFERS BASED ON REQUESTED CABIN CLASS, WITH ADDITIONAL FARE OPTIONS FOR AIRLINES WITHOUT BRANDED FARES*

MADE FOR...?	Travel Manager Accountant
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

Neo now provides a more comprehensive travel search experience for both round-trip and one-way bookings.

Prior to 25.4, Neo's advance fare search optimization, which ensured a broader range of fares was returned (specifically in the cabin class requested), was available only for round-trip searches. With recent performance enhancements, this improvement is now also applied to one-way searches, providing users with even more options and flexibility.

The following enhancements are now available to clients:

- Immediate visibility to more fare options in the requested travel class (whether user requested or company policy driven)
- Wider selection of fares from a broader range of airlines, especially those without branded fares*
- A smoother and more consistent booking experience

Neo now offers a wider variety of fare options (where available) for travelers choosing airlines without branded fares*, such as:

- Cheapest fare without checked baggage allowance
- Cheapest fare with one free checked bag included
- Cheapest flexible fare with restrictions
- Cheapest fully flexible fare

IN SCOPE

- Sabre
- Multi-city (alternate fare options for airlines without branded fares*)

OUT OF SCOPE

- Multi-city (for additional fare options based on requested travel class)

** Airlines without branded fares use a simpler fare structure. They may offer different fare classes (such as economy, business, or first class), but these are not bundled with extra features. Instead, additional services are typically sold separately as à la carte options.*

INTERNAL [GDS PNR] CREATE GDS PNR WITH PASSIVE SEGMENT EVEN IF OTHER SERVICES FAIL

MADE FOR...?	Travel Manager Accountant
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

Prior to 25.4, if a booking containing only passive segments failed, the GDS PNR would not be created. In addition, when an active segment failed in a booking that contained both active and passive segments, no GDS PNR would be created.

Expected behavior after Neo 25.4:

- **For a GDS PNR with passive segment + active segment, active segment booking is failing**
 - Successful GDS PNR creation with Passive and remarks.
- **For a GDS PNR with NDC or Olay + passive segment, NDC or Olay segment is failing**
 - Successful GDS PNR creation with Passive and remarks.
- **For PNR with a mix of NDC and active segment is failing**
 - only the NDC is present in the PNR and PNR format/remarks are added.
- **For pure active segments (No NDC or Olay booking, neither passive segment)**
 - if one fails then the whole process fails. (current flow)
- **For PNR with active segment + passive segment, passive segment is failing**
 - Successful GDS PNR creation (current flow)

SCOPE

- Amadeus
- Sabre

[TRANSPORT] DOOR-TO-DOOR SEARCH CONSOLIDATION

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

SYNOPSIS

Neo is streamlining its search experience by consolidating into a single process, progressively bringing the best elements of Door-to-Door into the standard search flow.

The **Door-to-Door** search form, also known as **Trip Builder**, has been removed. The corresponding tab no longer appears on the trip creation page

The screenshot shows the Neo search interface. At the top, there are tabs for 'Flight/Train', 'Hotel', 'Car', and 'Ground transport'. The 'Flight/Train' tab is selected and highlighted with a red box. A blue callout box with white text says 'Door-to-Door (Trip Builder) is no longer a search option'. Below the tabs, there are search filters: 'Round trip' (dropdown), 'Business / Train 1st class' (dropdown), and '* required fields'. The search criteria are: 'From' (CDG - Paris Charles de Gaulle), 'To' (JFK - New York J F Kennedy), 'Departure date' (07/01/2025 - 6:00 PM), and 'Return date' (07/08/2025 - 5:00 PM). There is a checkbox for 'Direct trips only' and a blue button labeled 'Search flights/trains'. The background of the interface shows a city skyline at sunset.

NOTE : As a result, the Neo search API no longer supports Door-to-Door searches.

SCOPE

This feature is for all Neo users.

[TRANSPORT] "I DO NOT NEED ANY SERVICE" OPTION RENAMED TO TRIP PLANNER

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

SYNOPSIS

Previously, users who selected the ***I do not need any service*** option in the Door-to-Door search form could submit trips for approval without making any bookings.

This option has now been replaced with a dedicated ***Trip Planner*** form, allowing travelers to enter trip locations and dates to create an itinerary without booking.

BEFORE

The screenshot shows the AMEX GBT Neo Trip builder interface. The top navigation bar includes HOME, TRAVEL, and EXPENSE. The user is logged in as Mr. Vernon Bear. The Trip builder section is active, showing options for Round trip (selected) and One way. The FROM ADDRESS is 11 Chemin de Bretagne, Issy-les-Moulineaux, France, and the TO ADDRESS is AMEX GBT, 3rd Avenue, New York, N.Y., USA. The travel dates are set for OUTBOUND on Thu 24 Jul 2025 at 10:55 AM and INBOUND on Thu 31 Jul 2025 at 11:25 PM. The TRIP SERVICES section is highlighted with a red box, showing the option "I do not need any service" selected with a checkbox. A Search button is located at the bottom right.

AFTER

TRAVEL
EXPENSE

Flight/Train
Hotel
Car
Trip planner

Round trip

* required fields

From*
Paris, France

To*
Bucharest, Romania

Search postal address, company site...

Search postal address, company site...

Departure preference
Departing after

Departure date*
09/15/2025 - 10:00 AM

Return preference
Arriving before

Return date*
09/20/2025 - 8:00 PM

Create trip

SCOPE

This feature is specifically for the **I do not need any service** option previously embedded in the Door-to-Door feature.

- Navigate to Company Setup → Data Manager

AMEX GBT

Neo

NEO EXPENSE

[EXPENSE REPORT PAGE] UPDATE: ENHANCED VISIBILITY FOR EXPENSE REPORT APPROVAL JOURNEYS

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

SYNOPSIS

This version introduces a new approval tracking section, allowing users to follow the full journey of their expense reports.

- **Approval Steps & Approvers:** The section displays all required approval steps for final reimbursement along with the list of configured approvers.
- Two New Tabs:
 - *Details* — shows the approval timeline.
 - *Approvers* — lists approvers with authority to approve or reject expense reports. A copy/paste option is available to quickly copy an approver's email address for direct contact.
- **Contextual Banner:** A banner provides explanations at each step, giving users more clarity and reducing friction caused by lack of visibility.

This update provides greater transparency, making the approval process easier to follow.

SCOPE

This feature is specifically for the new expense report page.

[EXPENSE] EXACT DUPLICATED RECEIPT DETECTION

MADE FOR...?	Traveler Accountant Approver
ACTIVATION REQUIRED?	Yes - Activation by NTG Administrators
ADMIN SUITE	Expense Receipt
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

With 25.4, Neo is introducing a feature to improve clients' capability to detect potential fraudulent behavior when the same receipt is used for multiple expense claims.

This feature allows the client to flag an expense line where the claimant has used the same receipt image via OCR scan for different expenses.

ACTIVATION

The feature can be activated when receipt fraud detection is enabled and the new consistency rule Duplicated Receipt – Exact Match is configured.

OCR Management

Enable

☒

Receipt fraud detection

☒

Computation Parameters

Custom Script

Duplicated Receipt - Exact match

Blocking

☐

NOTE: This feature will detect when a user attempts to submit multiple expenses with the exact same image of the receipt via OCR scan.

Other use cases of similar images of the same receipt and non scanned receipts will come in later versions.

[EXPENSE] NEW ZOOM VIEW FOR THE ACCOUNTING SEARCH PAGE

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

SYNOPSIS

Following the release of the new Accounting search page, a zoom view will be introduced.

This feature allows users to see more details at a glance without navigating away, making it easier to review and analyze accounting data efficiently.

Neo

HOME

FINANCE

TRAVEL

EXPENSE

?

Mr Acc BEAR

×

Search

All report statuses

Draft

Pending approval

Ready for export

Pending export

Cleared for payment

Start date *

08/21/2022

End date *

08/21/2025

The maximum period is 3 years

Employee

Cancel

Search reports

Neo

HOMEFINANCETRAVELEXPENSE

?

Mr Acc BEAR

Accounting management

Current search:

Start date: 21/08/2022

End date: 21/08/2025

Statuses: Draft, Submitted, Ready for export, Pending export, Paid

Approval status

410 expense reports

export migration T1

Elena Stan

21/08/2025

Approval status:

✔

 Approved

Expense report status:

➔

 Ready for export

IN POLICY

5.00 EUR

export migration T4

Elena Stan

IN POLICY

[ACCOUNTING] NEW EMLPOYEE FILTER ON THE NEW ACCOUNTING PAGE

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

SYNOPSIS

To simplify daily tasks for accountants when searching and managing expense reports, navigation has been improved and search results are now quicker and more tailored.

The **Accounting Expense Report** page includes extended filters with the addition of an **Employee** filter. The **Employee** filter has also been added to the **Approval List** page for the Supervisor role.

Neo

HOMEFINANCETRAVELEXPENSE

?

Mr Acc BEAR

Accounting management

Type expense report ID

Open report

Expense reports

Export

New Export

Search

Filter by employee name, ID.

Company

Flag

Approval status

Pending

Approved

Rejected

<input type="checkbox"/>	Expense report ID	Employee	Submitted date	Policy	Amount	Approval status	Approval date
<input type="checkbox"/>	142417 SP 25.1 SP1 API	Pouet SP Neo Expense (MAT)	11/02/2025	IN POLICY	20.00 EUR	Requested	
<input type="checkbox"/>	129886 CC Postman 04	A Bear Neo Expense (Consistency C...	06/02/2025	IN POLICY	16.00 EUR	Requested	
<input type="checkbox"/>	142338 January 2025	The User Neo Expense (Accountant 1st)	04/02/2025	IN POLICY	45.00 EUR	Draft	
<input type="checkbox"/>	142221 SP 27 January group2	Pouet SP Neo Expense (MAT)	27/01/2025	IN POLICY	10.00 EUR	Requested	

Neo

HOMEFINANCETRAVELEXPENSE

?

Mr Acc BEAR

Accounting management

Type expense report ID

Open report

Expense reports

Export

New Export

Search

John

Company

Flag

Approval status

Pending

Approved

Rejected

<input type="checkbox"/>	Expense report ID	Employee	Submitted date	Policy	Amount	Approval status	Approval date
<input type="checkbox"/>	137870 dr-1 2024	John DOE Neo Expense (MAT)	28/03/2024	IN POLICY	20.00 EUR	Requested	
<input type="checkbox"/>	137869 Test DR 2024	John DOE Neo Expense (MAT)	28/03/2024	IN POLICY	15.00 EUR	Requested	
<input type="checkbox"/>	134334 juli 2023	John DOE Neo Expense (MAT)	24/07/2023	IN POLICY	2.00 EUR	Approved	24/07/2023

[ACCOUNTING] ADDITION OF A LIST OF REASONS FOR REJECTION

MADE FOR...?	Accountant
ACTIVATION REQUIRED?	Yes
ADMIN SUITE NODE	Expense Accountant Rejection Reasons
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

A predefined list of rejection reasons can now be created in the Admin Suite, activated, and displayed in the Neo app to streamline the rejection process.

When rejecting an entire expense report or an individual expense line, accountants can select a rejection reason, which will also appear in the PDF and email sent to the expense creator.

This feature enables accountants to track recurring rejection reasons, gather consistent data, and work toward reducing specific issues to improve performance.

Please note that the rejection reasons will not be available in Neo Reporting.

The screenshot displays the Neo app interface with a modal dialog titled "Reject expense report". The dialog contains the following elements:

- Title:** Reject expense report
- Instruction:** Please select the reason for your rejection.
- Form Fields:**
 - A dropdown menu labeled "Reason *" with a downward arrow.
 - A text input field labeled "Type your comment (optional)".
- Buttons:** "Cancel" and "Reject" (highlighted in red).

The background interface shows a travel expense report for Paris, France, with a total of 12.00 EUR. The right sidebar includes sections for "Approval and history", "Anomalies", and "Compliance issues". At the bottom right, there are buttons for "Approve" and "Reject", along with a "Reported amount" of 10.61 GBP and a "Reimbursable amount" of 10.61 GBP.

Reject expense report

Please select the reason for your rejection.

Reason *

No receipt

Information missing

Activity out of scope

No receipt (rejection reason in Neo)

NeoAdmin Suite home pageNeo home page

superadmin | Trace Viewer | Help | Log Out

Ze KDSUnited Kingdom

Searchsuperadmin

EditExport

Receipts

Vehicle Management Settings

Mileage via Mapping

Expense Matrixes

Expense Counters

Exchange Rates

Custom Scripts

VAT

Tax Benefit Settings

Credit Card Import Settings

Accountant Rejection Reasons

Expense Policies

Per Diem Settings

Accountant Rejection Reasons

Settings are not inherited (Change)

Apply Modifications?

Filters

	Name	Key	Is Expired	Valid From	Valid Until
	<input type="checkbox"/> No receipt	1	<input type="checkbox"/>		
	<input type="checkbox"/> Information missing	2	<input type="checkbox"/>		
	<input type="checkbox"/> Activity out of scope	3	<input type="checkbox"/>		
	<input type="checkbox"/> No receipt (rejection reason in Neo)	D	<input type="checkbox"/>		

+ Add

Please note that the rejection reasons will not be available in Neo Reporting yet.

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[EXPENSE REPORTS] IMPROVING THE VISUAL EXPERIENCE FOR THE EXPORT PROCESS

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

SYNOPSIS

The **Accountant Export** page has been migrated from the formerly used platform to the new Neo platform, streamlining and improving the expense report export process.

Key improvements include:

A redesigned interface with simplified steps, cleaner UI, and more intuitive navigation.

A modernized layout that enhances day-to-day efficiency for accountants.

A new tab - **New Export** - where the updated pages can be tested, while the old pages remain available, allowing all features to be preserved during the transition.

Pages included in this release:

- Ready for Export
- Export Requested

Expense report name	Employee	Policy	Amount
export migration T10 144166	Elena Stan Neo Expense (MAT)	IN POLICY	10.00 EUR
export migration T9 144165	Elena Stan Neo Expense (MAT)	IN POLICY	9.00 EUR
export migration T8 144164	Elena Stan Neo Expense (MAT)	IN POLICY	8.00 EUR
export migration T7 144163	Elena Stan Neo Expense (MAT)	IN POLICY	7.00 EUR
export migration T6	Elena Stan	IN POLICY	6.00 EUR

Accounting management

Type expense report IDOpen report

Expense reportsExportNew ExportSearch

Ready for exportExport requestedFiles to download

Request export

1 expense report selectedClear selection

Expense report name	Employee	Policy	Amount
<input checked="" type="checkbox"/> export migration T10 144166	Elena Stan Neo Expense (MAT)	IN POLICY	10.00 EUR
<input type="checkbox"/> export migration T8 144164	Elena Stan Neo Expense (MAT)	IN POLICY	8.00 EUR
<input type="checkbox"/> export migration T6 144162	Elena Stan Neo Expense (MAT)	IN POLICY	6.00 EUR
export migration T4	Elena Stan		

NeoHOMEFINANCETRAVELEXPENSE

Mr Acc BEAR

Accounting management

Type expense report IDOpen report

Expense reportsExportNew ExportSearch

Ready for exportExport requestedFiles to download

Request export

1 expense report selectedClear selection

Expense report name	Employee	Policy	Amount
<input checked="" type="checkbox"/> export migration T10 144166	Elena Stan Neo Expense (MAT)	IN POLICY	10.00 EUR
<input type="checkbox"/> export migration T8 144164	Elena Stan Neo Expense (MAT)	IN POLICY	8.00 EUR
<input type="checkbox"/> export migration T6 144162	Elena Stan Neo Expense (MAT)	IN POLICY	6.00 EUR
export migration T4	Elena Stan		

Select an accounting date

Please select an accounting date to be able to request the export of your selection

Accounting date *
08/22/2025

The date cannot be older than 1st of January of the previous year

CancelRequest export

SCOPE

Accounting

[APPROVALS] EMPLOYEE FILTER ON NEO APPROVAL PAGE

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

SYNOPSIS

To simplify daily tasks for approvers when searching and managing expense reports, navigation has been improved and search results are now faster and more tailored.

The **Approval** page for the Supervisor role now includes extended filters, with the addition of an Employee filter. (This update mirrors the enhancement made to the Accounting Expense Report page.)

Neo

HOME

AUTHORIZATION 30

VOUCHER

?

Approval

Type expense report ID

Open report

Trips 30

Expense reports 50

Filter by employee name, ID.

Q

Pending approval

Approval history

<input type="checkbox"/> Expense report ID	Employee	Submitted date	Policy	Reported	Reimbursable
<input type="checkbox"/> 445874 Trip to New York	John Doe Company B	23/02/2025	IN POLICY	971.21 GBP	30.08 GBP
<input type="checkbox"/> 445874 Trip to New York	Claire Yury Company B	23/02/2025	IN POLICY	971.21 GBP	30.08 GBP
<input type="checkbox"/> 445874 Trip to New York	Johanna Luv Company B	23/02/2025	IN POLICY	971.21 GBP	30.08 GBP
<input type="checkbox"/> 445874 Trip to New York	John Doe Company B	23/02/2025	IN POLICY	971.21 GBP	30.08 GBP
<input type="checkbox"/> 445874 Trip to New York	Steven Gloss Company B	23/02/2025	IN POLICY	971.21 GBP	30.08 GBP
<input type="checkbox"/> 445874 Trip to New York	Sebastian Puy Company B	23/02/2025	IN POLICY	971.21 GBP	30.08 GBP

[EXPENSE LINES] INCLUDE HISTORY IN EXPENSE LINES WHEN REJECTING ENTIRE EXPENSE REPORT

MADE FOR...?	Approver Accountant
ACTIVATION REQUIRED?	Yes
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

To improve tracking for Approvers, expense lines will now retain history and comments when an entire expense report is rejected.

This enhancement complements the existing flagged rejected expense lines feature, ensuring all related expense lines include full rejection history for better day-to-day monitoring.

June 2025

REMINDER OF UPDATES FOR **SERVICE PACK NEO 25.3**

[ACCOUNTANT MULTI-SELECT] IMPROVED VALIDATION AND REJECTION PROCESS

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

SYNOPSIS

When accountants validate or reject multiple expense reports at once, any report with a blocking issue previously stopped the process for all remaining reports in the queue.

This process has been improved: reports with blocking issues are now automatically skipped, allowing the action to continue for the rest of the selected reports.

At the end of the process, a pop-up displays a list of skipped reports, ensuring the accountant is informed which reports were not processed and why. All other selected reports are processed as intended.

[NEW REPORT PAGE] NEW UPDATE: EDIT REPORT DETAILS

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

SYNOPSIS

The new report page now includes a feature that allows users to edit an expense report's details, including the name, reason, and distribution. This enhancement was the most requested feature in the recent survey and has been prioritized for early delivery.


This update is particularly useful when duplicating expense reports or correcting mistakes made during report creation. A new **Edit report details** action button is now available. Clicking this button opens a popup with dedicated fields for editing.

For distribution-related changes, users can also add missing distribution details to existing expenses within the expense report. Simply select the relevant expenses and click **Add missing distribution**, which appears if at least one expense lacks distribution.

[< Back to the expense reports list](#)

Expense report

Expense report ID
#193706

 Edit report details

[Back to the expense reports list](#)

Expense report

Expense report ID

#193706 [Edit report details](#)

Edit expense report

×

Expense report name

Expense report edited name

* Required field

Reason for expense

Distribution

Cost Center

Sales

×

Project Code

Q

P&L Account

Q

TAN Prefix

Q

[Reset](#)

Confirm

You can also drag and drop your receipt here

AMEX GBT

Neo

PLATFORM

[PROFILE] NATIONAL ID ADDED TO TRAVEL DOCUMENTS SECTION

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

SYNOPSIS

Profile improvements continue with all travel documents supported by Neo now consolidated in a single section of the profile screen.

For clients who display it, national ID information is now gathered inside the **Travel documents** section on the user profile screen.

Profile

View change history

Profile hub

Personal information

General

Preferences

Payment cards

Travel documents

Loyalty & subscriptions

Bank accounts

Vehicles

Delegation

Mobile devices

Change my password

Passports & visas

+ Add a passport

My current passport

46218412

France

Valid until Nov 14, 2027

INDIA VISA 4156461

Valid until Feb 24, 2028

JAPAN VISA 754243

Valid until Nov 14, 2030

UNITED STATES VISA 954324

Expired on Nov 14, 2007

My Swiss passport

45678423456

Switzerland

Expired on May 4, 2024

National ID

Edit

National ID number

987654321

Expiration date

Valid until Jul 2, 2029

Country

France

Edit national ID

×

* required fields

National ID number *

987654321

Expiration date *

07/02/2029

Country *

France

▼

Delete national ID

Cancel

Save

For now, the display configuration for these fields will remain in Neo Admin Suite's **Company Setup / Field Display / Profile Screen - General** panel, and they will continue to be shown as well in the end-user profile screen's **General** section where they were displayed before this release.

All three national ID fields (number, issue country and expiration date) must be present in the **Profile Screen - General** display configuration for the national ID to be shown in **Travel documents** section.

The key of the **Fields** used to store national ID information must also match with our standardized keys for this purpose:

- **ETKT_NATIONALID** for national ID number
- **CL_PF_NATIONAL_ID_COUNTRY** for national ID issue country
- **DT_NATIONAL_ID_EXPIRATION** for national ID expiration date

To provide clear information to administrators, their display status has also been added to the **Company Setup / Field Display / New Profile Screen - Other Sections** panel:

New Profile Screen - Other Sections: ACME Inc.

Settings are not inherited (Change)

Apply Modifications ?

Payment cards section

Payment cards display Editable

Loyalty and subscription cards section

Loyalty cards display Editable

Travel documents section

Passports and visas display Editable

?

National ID

Edit

?

Dr

Edit

?

Known trav

Edit

?

Redress number

Hidden

National ID subsection will only be displayed when fields with keys 'ETKT_NATIONALID' (number), 'CL_PF_NATIONAL_ID_COUNTRY' (country) and 'DT_NATIONAL_ID_EXPIRATION' (expiry date) have all been defined in the 'Fields' section and used in the 'Profile Screen - General' field display screen configuration.

Download as XML

Apply Modifications

[PROFILE] DRIVER'S LICENCE INFORMATION ADDED TO TRAVEL DOCUMENTS SECTION

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

SYNOPSIS

Profile improvements continue with all travel documents supported by Neo now consolidated in a single section of the profile screen.

For clients who display it, driver's license information is now included within the **Travel Documents** section.

Profile

View change history

Profile hub

Personal information

General

Preferences

Payment cards

Travel documents

Loyalty & subscriptions

Bank accounts

Vehicles

Delegation

Mobile devices

Change my password

Passports & visas

+ Add a passport

My current passport

462 18412

France

Valid until Nov 14, 2027

INDIA VISA 4156461

Valid until Feb 24, 2028

JAPAN VISA 754243

Valid until Nov 14, 2030

UNITED STATES VISA 954324

Expired on Nov 14, 2007

My Swiss passport

45678423456

Switzerland

Expired on May 4, 2024

Driver's license

Edit

License number

123456789

Issue Date

Jan 5, 1999

Country

France

Edit driver's license

×

* required fields

Driver's license number *

123456789

Issue Date *

01/05/1999

Country *

France

▼

Delete driver's license

Cancel

Save

For now, the display configuration for these fields will remain in Neo Admin Suite's **Company Setup | Field Display | Profile Screen - General** panel, and they will continue to be shown as well in the end-user profile screen's **General** section where they were displayed before this release.

All three driver's license fields (number, issue country and issue date) must be present in the **Profile Screen - General** display configuration for the driver's license to be shown in **Travel documents** section. To provide clear information to administrators, their display status has also been added to the **Company Setup | Field Display | New Profile Screen - Other Sections** panel:

New Profile Screen - Other Sections: ACME Inc.

Settings are not inherited (Change)

Apply Modifications ?

Payment cards section

Payment cards display

Editable ▾

Loyalty and subscription cards section

Loyalty cards display

Editable ▾

Travel documents section

Passports and visas display

Editable ▾

? National ID

Hidden

? Driver's license

Editable

? Known

Driver's license subsection will only be displayed when all three fields 'Driving license number', 'Driving license country' and 'Driving license date' are used in the 'Profile Screen - General' field display screen configuration.

? Redress number

Hidden

Download as XML

Apply Modifications

[PROFILE] TSA INFORMATION ADDED TO THE TRAVEL DOCUMENTS SECTION

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

SYNOPSIS

Improvements continue to be made to the Neo profile by bringing all supported travel documents into a single, streamlined section of the profile screen.

TSA Secure Flight additional information, more specifically the U.S. DHS Trusted Traveler Programs' **Known Traveler Number** and Traveler Redress Inquiry Program's **Redress Number**, are now gathered inside the **Travel documents** section in the user profile screen, for clients who are displaying them.

Profile

View change history

Profile hub

Personal information

General

Preferences

Payment cards

Travel documents

Loyalty & subscriptions

Bank accounts

Vehicles

Delegation

Mobile devices

Change my password

Passports & visas

+ Add a passport

My current passport

46218412

France

Valid until Nov 14, 2027

INDIA VISA 4156461

Valid until Feb 24, 2028

JAPAN VISA 754243

Valid until Nov 14, 2030

UNITED STATES VISA 954324

Expired on Jun 14, 2025

My Swiss passport

45678423456

Switzerland

Expired on May 4, 2024

TSA information

Known traveler number

AC12345678

Issued by United States

Redress number

1234567

Issued by United States

Travelling or transiting in the USA? Save time at the airport by adding this information to your bookings

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Edit TSA information

KNOWN TRAVELER NUMBER

Issued by the U.S. Department of Homeland Security (DHS) to those who participate in a voluntary program designed to expedite security screening for passengers who are willing to provide biometric and other data, and undergo a security threat assessment.

[Know more](#)

Known traveler number

AC12345678

Issuing country

United States

REDRESS NUMBER

A unique number issued by the U.S. Department of Homeland Security (DHS) to facilitate passenger clearance for those who have experienced difficulties during travel security screening and participate in DHS's Traveler Redress Inquiry Program (TRIP).

[Know more](#)

Redress number

1234567

Issuing country

United States

Cancel

Save

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For now, the display configuration for these fields will remain in Neo Admin Suite's **Company Setup | Field Display | Profile Screen - General** panel, and they will continue to be shown as well in the end-user profile screen's **General** section where they were displayed before this release.

To provide clear information to administrators, their display status has also been added to the **Company Setup | Field Display | New Profile Screen - Other Sections** panel:

New Profile Screen - Other Sections: ACME Inc.

Settings are not inherited (Change)

Apply Modifications ?

Payment cards section

Payment cards display

Editable ▾

Loyalty and subscription cards section

Loyalty cards display

Editable ▾

Travel documents section

Passports and visas display

Editable ▾

? National ID

Hidden

? Driver's license

Editable

? Known traveler number

Editable

? Redress number

Editable

Currently derived from 'Redress Number' field display configured in 'Profile Screen - General' screen, unless overridden by the applicable Selected Profile Application.

Download as XML

Apply Modifications

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AMEX GBT

Neo

REPORTING

[REPORTING] NEW DIMENSIONS AVAILABLE IN NEO REPORTING FOR THE AFFIDAVIT PROCESS

MADE FOR...?	Travel Manager Accountant
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

Neo expense released an Affidavit process whereby a claimant has the possibility to produce a 'Missing receipt' statement and attach it to the expense line concerned.

This information will now be available in [Neo Reporting](#).

In the following data models:

- Expense lines
- Expense distribution

The following dimensions are now available for reporting

- Affidavit receipt (Y/N)
 - Y: The receipt attached to the expense line is an Affidavit
 - N: The receipt is not an Affidavit receipt
- Affidavit receipt name
 - Affidavit Receipt: The receipt attached to the expense line is an Affidavit
 - Other: The receipt is not an Affidavit receipt

✓	Expenses distribution
✓	Expenses distribution
>	Expense distribution
>	Reconciliation travel
✓	Expense report and billing
>	Expense Report
>	Billing
✓	Expense lines
>	Identifiers
>	Beneficiary
>	Beneficiary company
>	Reconciliation
>	Itemisation
✓	Expense details
#	Expense category code
abc	Expense category name
abc	Expense category ID
#	Expense nature code
abc	Expense nature name
abc	Expense nature ID
abc	Expense Nature Business Type
abc	Expense industry code key
abc	Expense industry code Name
abc	Vendor
abc	Expense refunded
abc	Payment Method
abc	Receipt URL
abc	Itineraries
abc	Depature location
abc	Arrival location
abc	User reconciliation status (B2B)
abc	Data reconciliation status (B2B)
abc	Business Type Code
abc	Business Type
abc	Expense source
abc	Expense source name
abc	Affidavit receipt
abc	Affidavit receipt name

SCOPE

This feature is applicable to all customers who have access to Neo Reporting.