

neo



GLOBAL
BUSINESS
TRAVEL

Neo v21.3 Release Notes

JULY 2021

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Table of Contents

| | |
|--|-----------|
| ADVANCE NOTICES | 3 |
| [RAIL] D-BAHN TIX UPDATE | 3 |
| TRAVEL | 4 |
| [PLATFORM] DECOMMISSIONED MODULES FROM NEO V21.3 | 5 |
| [TRANSPORT] ENHANCEMENTS FOR THE DISPLAY OF GREEN SOLUTIONS | 6 |
| [TRANSPORT] NEW HEADER FOR ITINERARY PAGE | 8 |
| [TRANSPORT] COMPACT CARD ENHANCEMENTS | 10 |
| [HOTEL MAP] ADJUSTMENT OF THE HOTEL MAP ZOOM LEVEL | 12 |
| [HOTEL] BREAKFAST AMENITY | 14 |
| [HOTEL] TRAVEL POLICY: BREAKFAST AVAILABLE AS CRITERIA | 17 |
| [HOTEL] PARKING & WIFI AT HOTEL RATE LEVEL | 18 |
| [AIR] MULTI-CITY SEARCH IN NEO | 19 |
| [RAIL] MULTI-CITY FOR RAIL | 21 |
| [PNR] IMPORTED PNRs IN NEO VIEW | 22 |
| [EMAILS]PART 2: IMPROVEMENTS FOR EMAILS SENT BY NEO | 23 |
| NEO MOBILE APP | 25 |
| [AUTHENTICATION] UPDATE OF PIN CODE REQUIREMENTS | 26 |
| [UI] SETTINGS MENU IMPROVEMENTS | 27 |
| NEO EXPENSE | 29 |
| [RECEIPTS] DEMATERIALIZATION OF RECEIPTS IN SPAIN | 30 |
| [ACCOUNTING] PART 1: ACCOUNTING MODULE MODIFICATIONS | 36 |
| [AUDITS] NEW PAGE FOR AUDITORS | 38 |
| [TRIP DETAILS] CAR RENTALS: FORM OF PAYMENT | 40 |
| [CONSISTENCY RULES] WEEKEND EXPENSES | 41 |
| [BILLING] POSSIBILITY TO RECONCILE CANCELED TRIPS | 42 |
| PLATFORM | 43 |
| [LANGUAGES] CANADIAN FRENCH ADDED IN NEO | 44 |
| FURTHER ENHANCEMENTS | 45 |



ADVANCE NOTICES

[RAIL] D-BAHN TIX UPDATE

Starting from July, Deutsche Bahn customers having a Bahn Tix will only be able to retrieve it using their order number, and no longer their BahnCard nor credit card.



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TRAVEL



[PLATFORM] DECOMMISSIONED MODULES FROM NEO V21.3

| | |
|---------------|-----------|
| GDS SUPPORTED | N/A |
| COUNTRY | All |
| ACTIVATION | Automatic |

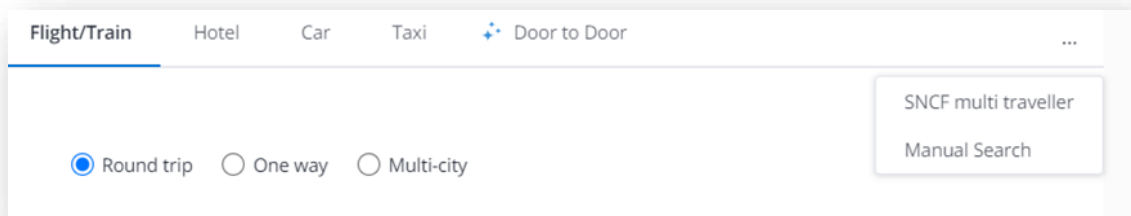
SYNOPSIS

From 17 July 2021, the “Manual search” option (also known as KDS Corporate) will be removed. Over the last 5 years, the vast majority of Neo users have switched from Manual search to the Neo search engine resulting in positive feedback on the user experience.

If your travelers are still using Manual Search now, they will need to start the transition to using the Neo search for all bookings.

DETAILED SCOPE

Manual search option will no longer be available on the search for nor on any associated page.



From Neo v21.3 trips being initiated from this interface will stay visible from the trip list and will be changeable until the next major version, being Neo v21.4.

After this date trips will stay visible in read only mode. Only the agency will be able to manage changes if needed.

Associated options to those trips, such as the trip template and trip duplication option will no longer be available in manual search. Duplicate feature will remain available in Neo search. Additionally, the possibility to add services such as transport, car or hotel options in a manual search trip will also be deactivated.

SNCF Multipax (France ONLY)

Companies using "SNCF Multipax" will continue to benefit of this feature. Other options in manual search such as duplicate, template or add service options will no longer be available.

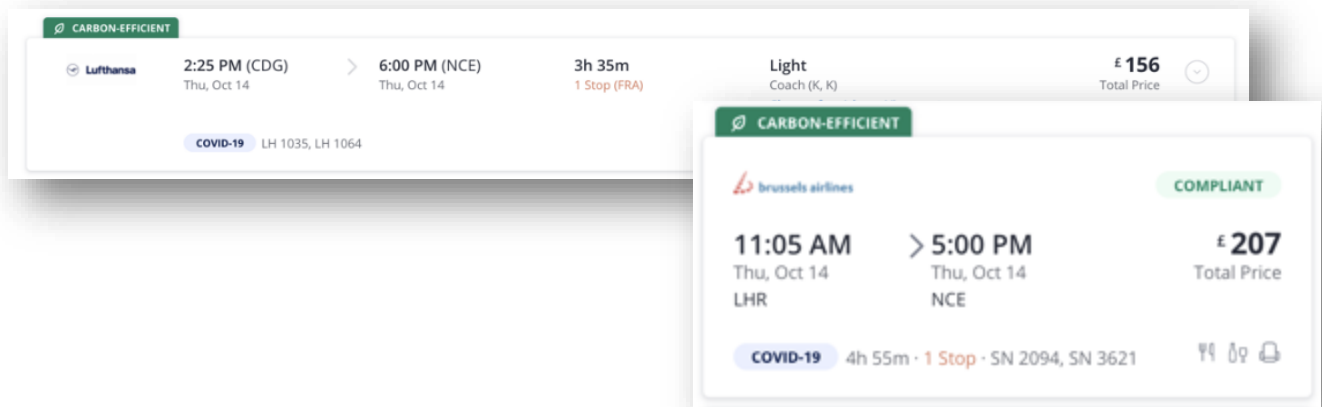
[TRANSPORT] ENHANCEMENTS FOR THE DISPLAY OF GREEN SOLUTIONS

| | |
|--------------------------|---------------------------|
| GDS SUPPORTED | All |
| COUNTRY | All |
| ACTIVATION | Automatic |
| AVAILABLE ON ...? | Desktop Tablet Mobile |

SYNOPSIS

A badge displaying carbon-efficient travel solutions is now displayed, allowing users to identify the lowest carbon emission result at a first glance.

The carbon-efficient badge is indicated for transport solutions with the lowest amount of CO2 emissions. If there are multiple transports within a search, and the same amount of CO2 is emitted, the carbon-efficient badge will be displayed on the most recommended transports within the results of a search.



“Carbon-efficient” badge on desktop and tablet



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When the user hovers over the badge with their mouse, the badge will display the following tooltip message: "This option is the greenest from your search results."

CARBON-EFFICIENT

Paris to Nice Select **£327.09**
Total Price
COMPLIANT

12:40 PM
Tue, Sep 7

Paris Charles de Gaulle (CDG)
Paris, FR

1h 10m

SWISS
Swiss · LX 4609 · Operated by Air France · Airbus A318

1:50 PM
Tue, Sep 7

Geneva (GVA)
Geneva, CH

Classic
Coach (S)

- 1 bag
- Chance of Wi-Fi (fee)
- Chance of USB outlet
- Chance of device streaming
- Snacks provided
- Alcohol & beverages provided

[View more](#)

COVID-19 [View safety measures](#)

5h 25m · Connect in airport (GVA)

7:15 PM
Tue, Sep 7

Geneva (GVA)
Geneva, CH

1h

SWISS
Swiss · LX 528

Classic
Coach (S)

- 1 bag
- 74 cm seat pitch

8:15 PM
Tue, Sep 7

Nice (NCE)
Nice, FR

COVID-19 [View safety measures](#)

CARBON EMISSIONS: 108 KG/PERS. CO₂

✓ **SELECTED FARES** [Change fare/class](#) · [View seats](#)
Classic / Classic
Not Refundable. Modifiable Free of Charge.
This ticket must be issued before Jun 13, 2021

Select

[TRANSPORT] NEW HEADER FOR ITINERARY PAGE

| | |
|-------------------|---------------------------|
| GDS SUPPORTED | All |
| COUNTRY | All |
| ACTIVATION | Automatic |
| AVAILABLE ON ...? | Desktop Tablet Mobile |

SYNOPSIS

Users will see a new header on the itinerary page.

Additionally, to achieve a more consistent user experience, headers are unified on all devices.

BEFORE

The screenshot shows a navigation bar with 'neo', 'HOME', 'TRAVEL', 'EXPENSE', and 'APPROVAL 13'. Below the navigation bar is a search bar with a 'Back to search' link. The main heading is 'Trip itinerary' with a subtitle 'Arrive Bedminster before 11:00 AM, on March 18 – Arrive Home before 11:30 AM, on March 25'. The itinerary is displayed as a horizontal timeline with various transport modes (taxi, train, walk, hotel, taxi) and their respective times. Total costs are shown below the timeline: €41.59, €65.32 (Per night), €41.59, and €50.19.

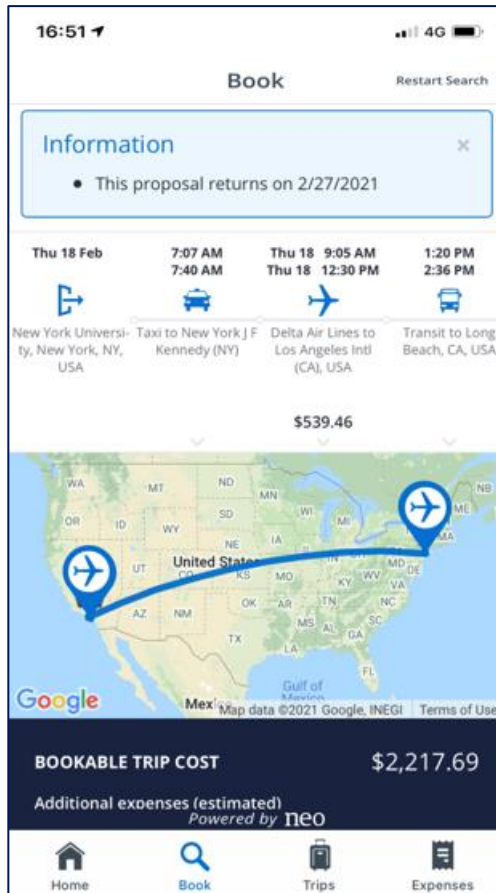
AFTER

The screenshot shows a navigation bar with 'neo', 'HOME', 'TRAVEL', and 'EXPENSE'. Below the navigation bar is a search bar with a 'New trip' button. The main heading is 'Trip Itinerary' with a subtitle 'Main transport departing anytime, on January 13 – Main transport departing at night, on January 27' and an 'Edit search' link. The itinerary is displayed as a horizontal timeline with various transport modes (taxi, train, walk, hotel, taxi) and their respective times. Total costs are shown below the timeline: €561.69, €84.13 (Per night), and €561.69.

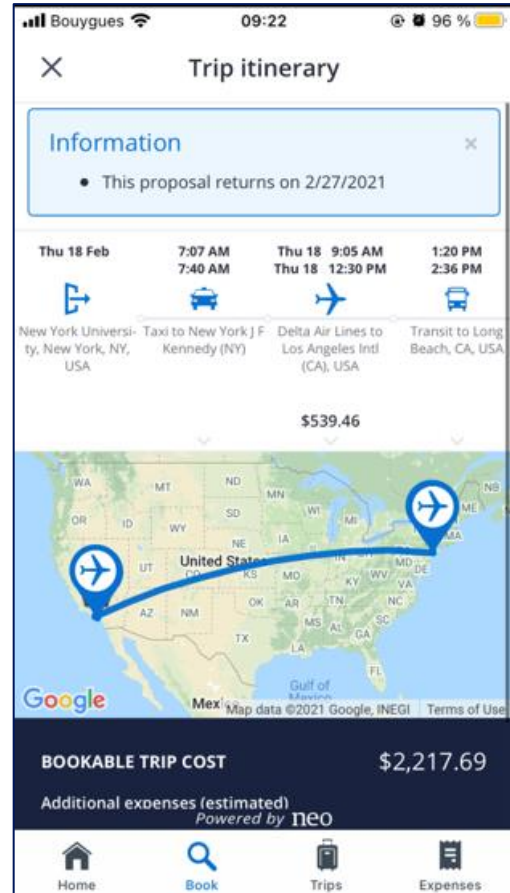
NEO MOBILE

Neo mobile users will also gain screen space on their device by having the option to remove the top bar.

BEFORE



AFTER



DOOR-TO-DOOR SEARCHES

The user flow on the itinerary page has been modified. Instead of editing a door-to-door search, the user will be led back to the initial search form.



[TRANSPORT] COMPACT CARD ENHANCEMENTS

| | |
|-------------------|---------------------------|
| GDS SUPPORTED | All |
| COUNTRY | All |
| ACTIVATION | Automatic |
| AVAILABLE ON ...? | Desktop Tablet Mobile |

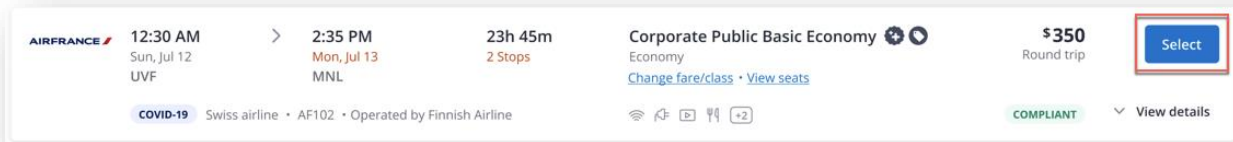
SYNOPSIS

For ease of use, several enhancements have been made on the compact card where the collapsed view is displayed.

Improvements include a new **Select** button on the compact card, and the display of CO2 emission ratings.

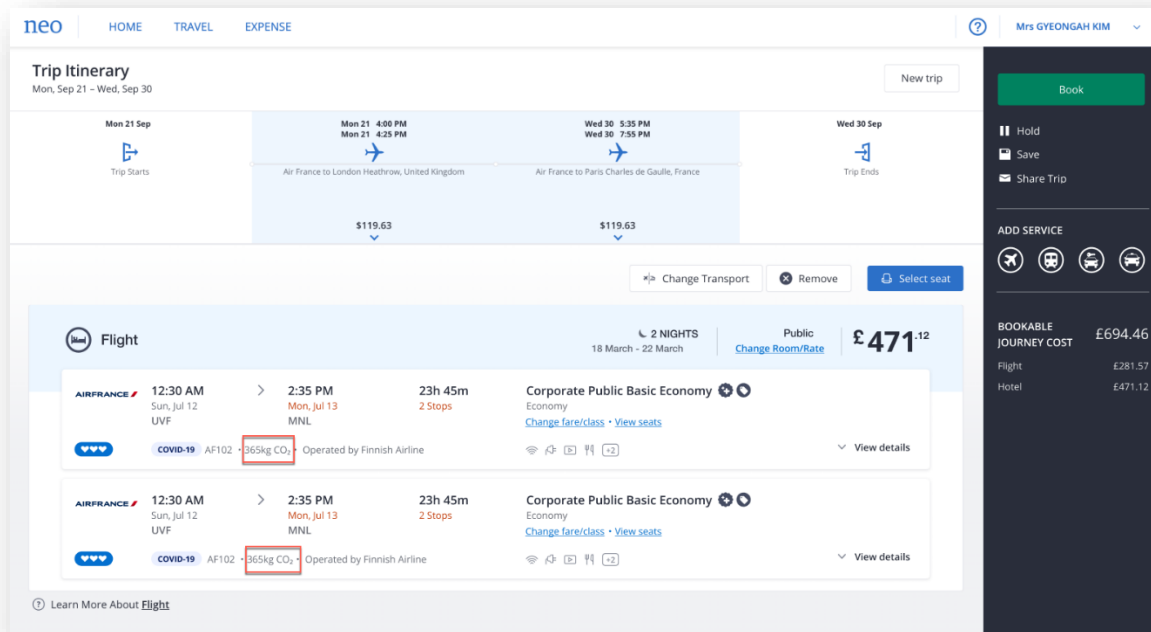
SELECT BUTTON

A select button has been added to the compact card, improving the user experience in Neo Travel. When users already know the flight or train they want to select, this button provides a shortcut.



CO2 EMISSIONS

To improve the user experience, it is now possible to compare CO2 emissions directly in the search results, without having to expand each compact card.



When the value is between 0 and 1Kg, two decimal points are displayed after the 0. Example, 0.12Kg

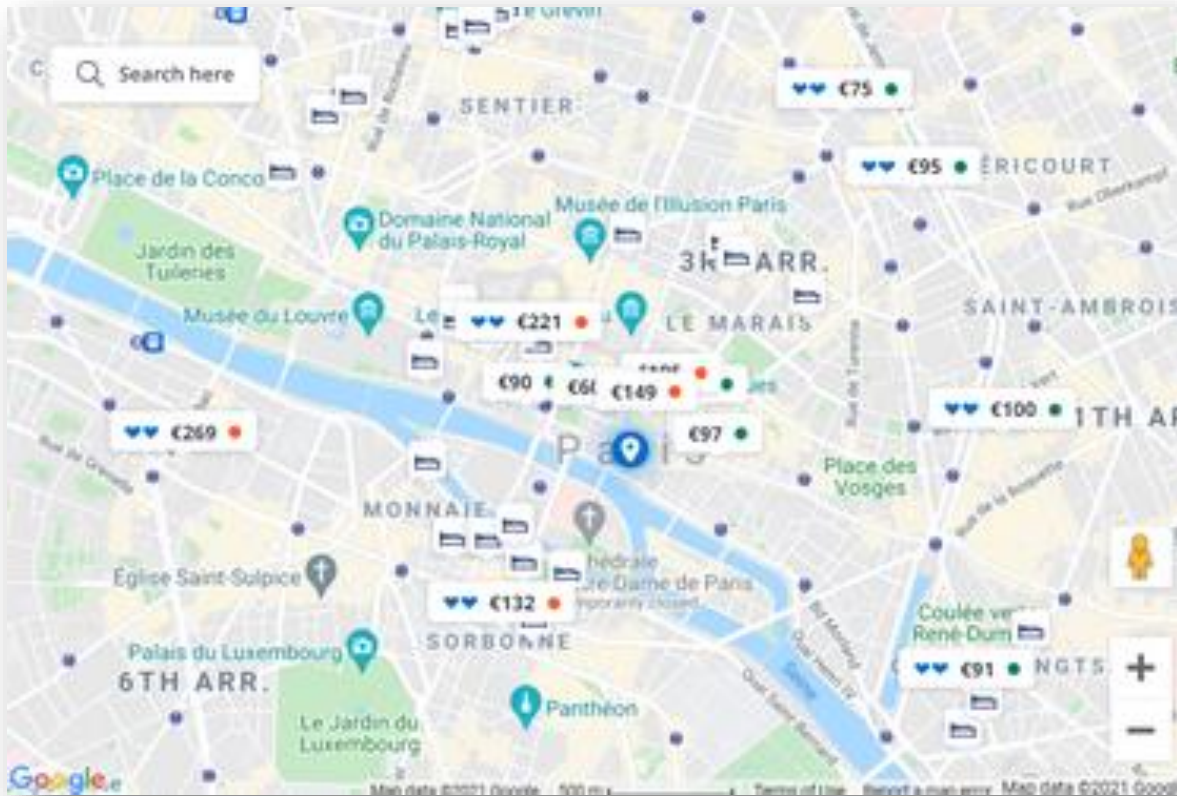
[HOTEL MAP] ADJUSTMENT OF THE HOTEL MAP ZOOM LEVEL

| | |
|-------------------|---------------------------|
| GDS SUPPORTED | All |
| COUNTRY | All |
| ACTIVATION | Automatic |
| AVAILABLE ON ...? | Desktop Tablet Mobile |

SYNOPSIS

The zoom level on maps for hotels will be more dynamic and will better adjust to what the traveler is searching for.

Adjustments to the zoom level include making the zoom level wider when the search location point is referring to an area (e.g., a city, district, airport, or train station...)



Additionally, the zoom level will be restricted when the search point is a company site. It will be even more restricted when the traveler is searching for a specific hotel, or nearby a specified address.



When search with the map, the zoom level will depend on the active zoom level at the time of search, with the condition of displaying at least one result.

[HOTEL] BREAKFAST AMENITY

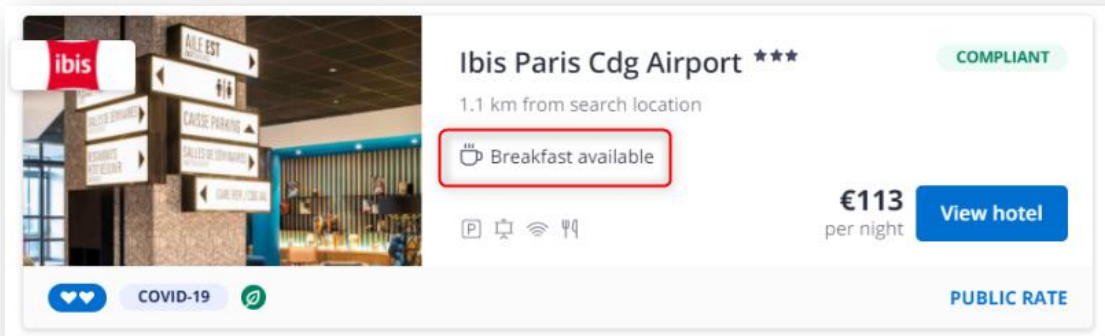
| | |
|--------------------------------|--|
| HOTEL CONTENT SUPPORTED | <ul style="list-style-type: none"> Breakfast filter available for following hotel content: Booking.com, HCorpo, SMP Display of the breakfast information is available for following hotel content: Amadeus, Amex Hotel Hub, Booking.com, HCorpo, HRS, Sabre, SMP |
| COUNTRY | All |
| ACTIVATION | Automatic |
| AVAILABLE ON ...? | Desktop Tablet Mobile |

SYNOPSIS

Improvements have been made to the display of breakfast amenity data, which is a key point of consideration for travelers when they book their trip.

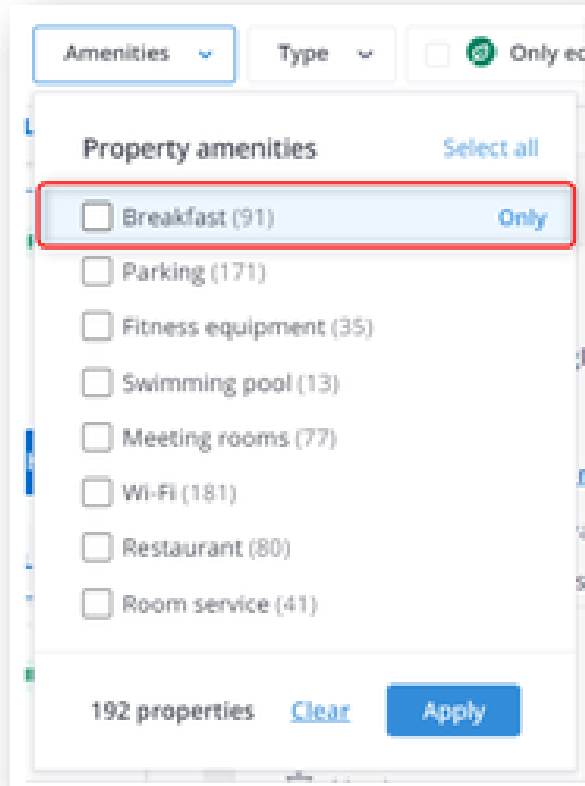
DETAILED SCOPE

The breakfast amenity is now highlighted directly from the hotel selection stage. This allows travelers to choose their hotel depending on the availability of breakfast.



Breakfast amenity on the hotel compact card

Also, travelers will be able to view their hotel results based on the breakfast amenity. Establishments that do not provide breakfast on site may be filtered from the results, providing faster and more effective search.



Breakfast is added in the Amenities filter



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Additional improvements have been made to the display of the breakfast amenity at rate level:

- Clarifying between the explicit absence of breakfast in the rate, and in the case where it is not clearly specified.
- The following color indicate if breakfast is included or not:
 - **Red** when breakfast is not included (SMP only)

ROOM / RATE COMPLIANT

Superior Double Room - Single Occupancy - Free Cancellation - Free Wifi €79.00
Per night

[Rate details](#) · [Change room/rate](#)

| | |
|-------------------|--------------------|
| Breakfast: | Not Included |
| Parking: | Included |
| Wi-Fi: | Included |
| Guarantee: | Guarantee required |

- **Grey** when its presence is not explicitly exposed

ROOM / RATE COMPLIANT

Superior Room With Double Bed And Single Sofa Bed - Single Occupancy - Free Cancellation - Free Wifi €125.00
Per night

[Rate details](#) · [Change room/rate](#)

| | |
|-------------------|--------------------------------|
| Breakfast: | No available information |
| Guarantee: | Deposit or prepayment required |

- In the change rooms/rates pop-in, the same level of information about breakfast has also been added.
- Reposition of the links to view rate details, and the choice of rooms just above the rate information for a better access.

LIMITATIONS

The breakfast filter and display of information pertaining to the breakfast amenity at rate level are entirely dependent on the hotel content provider.

NOTE: This feature is dependent on the CRS

The breakfast filter is available for: Booking.com, HCorpo, SMP

The display of the breakfast information is available for: Amadeus, Amex Hotel Hub, Booking.com, HCorpo, HRS, Hotel Hub, Sabre, SMP.



[HOTEL] TRAVEL POLICY: BREAKFAST AVAILABLE AS CRITERIA

| | |
|-------------------------|---|
| HOTEL CONTENT SUPPORTED | Amadeus, Amex Hotel Hub, Booking.com, HCorpo, HRS, SMP, Sabre |
| COUNTRY | All |
| ACTIVATION | On request |

SYNOPSIS

Since not all hotel rates are comparable based on price alone, developments have been made which allow to consider breakfast when computing compliancy when the travel policy is taken into consideration.

This new feature will help travelers avoid paying extra charges on site when they book expensive compliant rooms which do not include breakfast.

EXAMPLE

A hotel can be compliant up to 100€ if breakfast is *not* included. However, this same hotel can be compliant up to 115€ if breakfast *is* included.

This is done by setting a tolerance of 15€, or 15% (amount or percentage).

LIMITATIONS

The tolerance for breakfast is not applicable to all hotel providers and rates. This applicability depends on the structure of the breakfast information received by Neo from the hotel source.

NOTE: This feature depends on the hotel content enabled.

Available for: Amadeus, Amex Hotel Hub, Booking.com, HCorpo, HRS, SMP, Sabre.



[HOTEL] PARKING & WIFI AT HOTEL RATE LEVEL

| | |
|--------------------------------|---|
| HOTEL CONTENT SUPPORTED | SMP |
| COUNTRY | US (SMP content only signed off with this country for the moment) |
| ACTIVATION | Automatic |
| AVAILABLE ON ...? | Desktop Tablet Mobile |

SYNOPSIS

To provide travelers with information about key amenities during the booking of a hotel, further improvements have been done for both parking and WiFi amenities.

Travelers will now know when a rate includes or does not include free parking and free WiFi at the hotel.

ROOM / RATE **COMPLIANT**

Standard Twin Room - Single Occupancy - Free Cancellation - Breakfast Included In The Price - Free Wifi **€139.00**
Per night

[Rate details](#) · [Change room/rate](#)

Breakfast: Included

Wi-Fi: Included

Guarantee: Guarantee required

Information on amenities on the hotel card

LIMITATION

This feature is only available via SMP integration.

[AIR] MULTI-CITY SEARCH IN NEO

| | |
|---------------------|--|
| GDS IMPACTED | All |
| COUNTRY | US - EMEA |
| ACTIVATION | Automatic if multicity is already enabled (mainly in US) Otherwise on Request |

Note: this feature is applicable to clients who already had the multileg enabled in the past (through manual search flow). Multicity is available for the single search flow.

For clients that don't have this option enabled, this feature is on request.

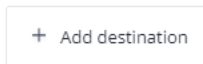
SYNOPSIS

To provide an enhanced user experience, it is now possible to request a multi-city trip directly from the Neo interface which can include up to 5 legs.

The search form has been made wider, adapted to the multi-city searches.

The screenshot displays the Neo search interface for multi-city flights. At the top, there are tabs for 'Flight', 'Train', 'Hotel', 'Car', and 'Door to door'. Below these, there are radio buttons for 'Round trip', 'One way', and 'Multi-city', with 'Multi-city' selected. The interface shows three flight legs, each with a 'FROM' and 'TO' field, a date, a time, and a 'CLASS' dropdown menu. The first leg is for 'Flight 1' on 'Mon 23 Aug 2021' at '09:00'. The second leg is for 'Flight 2' on 'Tue 24 Aug 2021' at '17:00'. The third leg is for 'Flight 3' on 'Wed 25 Aug 2021' at '12:00'. A '+ Add destination' button is located at the bottom left, and a 'Search' button is at the bottom right.

Up to 5 legs can be added by the user with the **Add destination** button.





Likewise, it is possible to remove a leg from the trip with the **Remove** button

Remove

Cabin classes can be selected for each leg of the trip. The default value is **Company recommended**, therefore the list of cabin classes is derived from the specific travel policy. If a specific cabin is selected for a given flight, only this cabin will be displayed for that flight.

When the user clicks on **Search**, Neo will run a coherence check between the indicated legs of the trip. If the date and/or time are not in chronological order, a warning message is displayed.

NOTE: If a booking is made via the multi-city search and if the legs do not all belong to the same alliance of airlines there will be 1 ticket per leg in 1 PNR. If the legs belong to the same alliance there will be 1 ticket in 1 PNR.

SCOPE

- Air only
- Multi-city searches with the following GDSs: Amadeus, Sabre, Travelport (Galileo and Apollo)
- All carriers available on GDS
- All Low-Cost carriers
- Search by price only

OUT OF SCOPE

- Ticket modification and exchange after booking
- “More options” is deactivated on multi-city links due to the limitation of results.

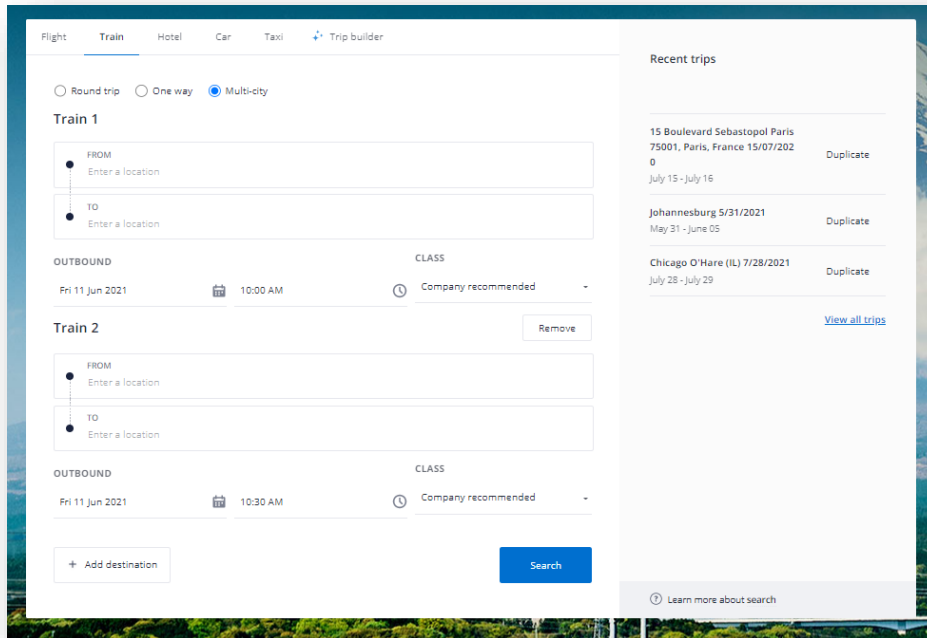
[RAIL] MULTI-CITY FOR RAIL

| | |
|----------------------|---|
| GDS SUPPORTED | Amadeus |
| COUNTRY | France |
| ACTIVATION | Automatic if multicity is already enabled Otherwise On request |

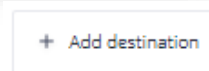
SYNOPSIS

The multi-city feature is now extended to rail, allowing users to add results for up to 3 legs of a trip done by rail.

Neo will also check fare and availabilities with rail provider.



Up to 3 legs can be added by the user with the **Add destination** button



DETAILED SCOPE

If Flight and Rail searches are on the same tab, when users search for more than 3 legs in a journey a warning will be displayed on the search form. This will specify that results will not include rail. However, users will be able to add rail services afterwards.

When Flight and Rail are split, the multi-city button is displayed on the rail table, and up to 3 legs of a journey can be searched for.

NOTE: The previous solution, where a link was provided to KCR view will no longer be available.



[PNR] IMPORTED PNRs IN NEO VIEW

| | |
|---------------|--|
| GDS SUPPORTED | All |
| COUNTRY | All |
| ACTIVATION | Automatic if import is already enabled Otherwise On request |

Note: cancellation will only be supported for US. For other countries, additional testing needs to be performed.

SYNOPSIS

From this new version, imported PNRs will be displayed in Neo.

Related to the decommissioning of KDS Corporate, starting from Neo v21.3, imported PNRs will be displayed in Neo.

Until now, the following PNRs are initiated by the agency:

- Are in Corporate View
- Cancellation is not possible
- Modification is not possible

DETAILED SCOPE

This influences all PNRs imported via PNR import. This also depends on the configuration in Admin Suite for modification and cancellation.

- If the PNR contains only GDS
 - Cancellation will be possible.
 - Modifications will not be possible; The user in this case, will be asked to contact the travel agency.
- If the PNR contains at least one passive segment.
 - Cancellations will not be possible. Users will be asked to contact the travel agency.
 - Modifications will not be possible; the user will be asked to contact the travel agency.

If the configuration does not allow a cancellation and/or modification (either before and/or after ticketing), the **Cancel** and/or **Modify** buttons will not be displayed.

[EMAILS]PART 2: IMPROVEMENTS FOR EMAILS SENT BY NEO

| | |
|---------------|---|
| GDS SUPPORTED | All |
| COUNTRY | All |
| ACTIVATION | Automatic and on request depending the option. Clients using customized email templates will not benefit from the options of the new email format. |

Warning for upcoming 21.4 release: Emails which were in a text format will be discontinued from Neo v21.4. Consequently, attached txt files will no longer be included and it will no longer be possible to go back to the previous txt version of the emails. Customized email templates will also disappear. All clients will then use the new email format.

SYNOPSIS

Following enhancements done towards emails in Neo v21.2 more improvements have made to emails sent by Neo. The aim of the improvements consists to allow customers to activate this feature and move away from using email templates. These improvements have been made directly to the emails sent by Neo, as well as in Admin Suite.

DETAILED SCOPE

- The ticketing time limit when available is now clearly indicated in all emails (*Automatic activation*)
- Passive approvers (when there is no active validation, i.e. notification) will receive an email if a trip is modified by the traveler or arranger (*Automatic activation when applicable*).

Trip summary NON-COMPLIANT

Trip name: New York J F Kennedy 16/06/2021 (M88QIU)
Trip number: Online_0474_TripCounter

| | |
|------------------------|----------------|
| TRAVELLER | Mr Phil Vernon |
| TOTAL BOOKED | 2,315.75 EUR |
| CARBON EMISSIONS | 880 kg of CO2 |
| TRIP DOCUMENT DELIVERY | E-ticket |

| | |
|---|--------------|
| Paris - New York (KLM Royal Dutch Airlines) | 2,306.75 EUR |
|---|--------------|

ⓘ This ticket must be issued before 16 Jun 2021

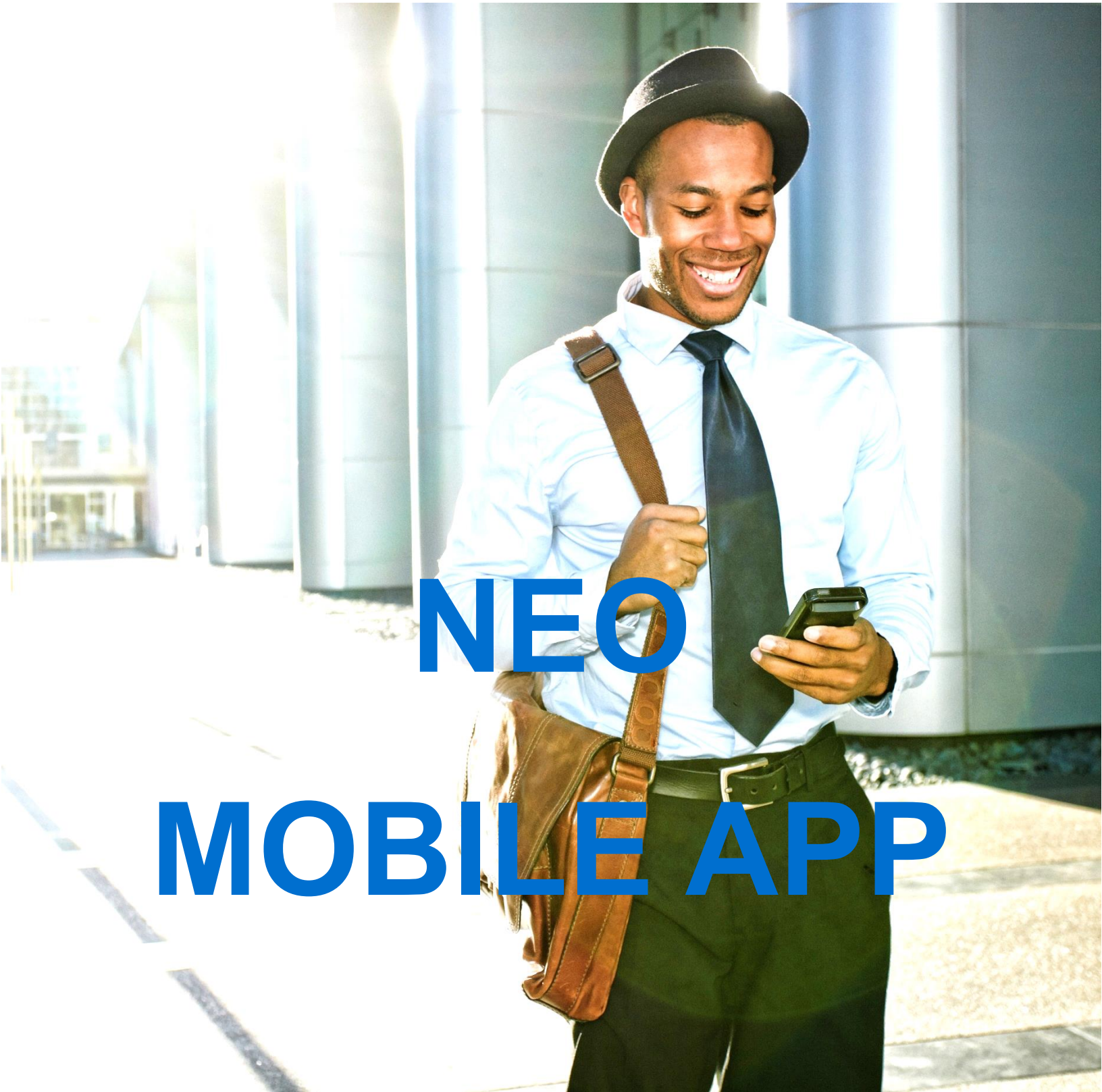
Review request



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ADDITIONAL OPTIONS (ON REQUEST)

- New settings will be available to add recipients depending on a **specific geographical zone, services booked** (hotel, air, rail, car rental) in addition to the email's type previously delivered with 21.2 release.



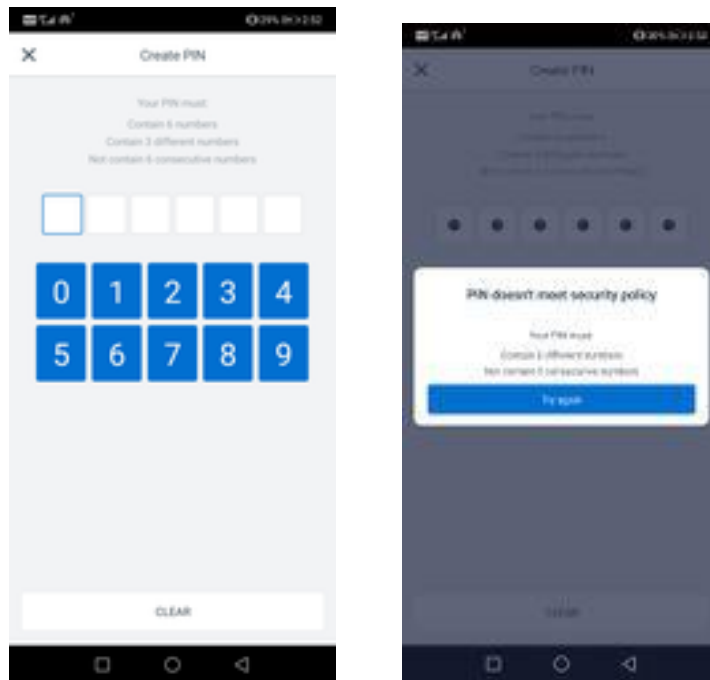
NEO MOBILE APP

[AUTHENTICATION] UPDATE OF PIN CODE REQUIREMENTS

| | |
|----------------------|---|
| GDS SUPPORTED | N/A |
| COUNTRY | All |
| ACTIVATION | Automatic Only applicable for Neo mobile App |

SYNOPSIS

The authentication process has been improved and security strengthened by implementing new PIN code security requirements in the Neo mobile application.



DETAILED SCOPE

The following requirements are displayed on the Create a PIN screen during the activation process. These requirements include that the PIN must:

- Contain 6 digits, (3 of these digits must be different)
- Not contain a consecutive sequence of 6 digits

PIN code compliancy is verified when the whole PIN code value is inserted. In case of a non-compliant PIN code, users are notified by a pop-up with the security requirements, and users are offered to try again.

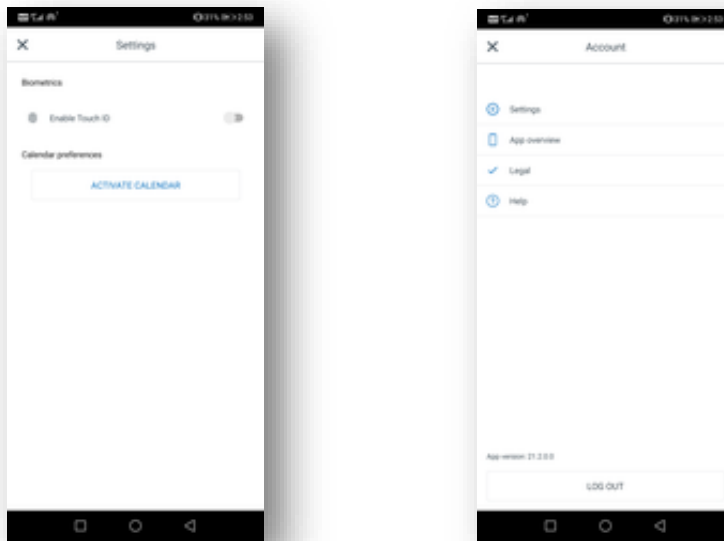
If the PIN is compliant, users can confirm their choice and move to the next step of the authentication procedure.

[UI] SETTINGS MENU IMPROVEMENTS

| | |
|---------------|---|
| GDS SUPPORTED | N/A |
| COUNTRY | All |
| ACTIVATION | Automatic Only applicable for Neo mobile App |

SYNOPSIS

The settings menu has been enhanced in the Neo mobile app to provide a more comprehensible hierarchy of information and facilitate navigation.



DETAILED SCOPE

Settings is now one of the categories on the Account screen. The menu on this list now displays a list of categories containing the relevant sub items, including:

- **Settings.** In this category, users will be able activate or deactivate the Face/Touch ID as well as synchronize their calendar.
- **App Overview.** The items will be displayed on the onboarding screens, summarizing the main features of the app.
- **Legal.** Here the privacy policy as well as terms and conditions can be found.

UPCOMING ENHANCEMENTS

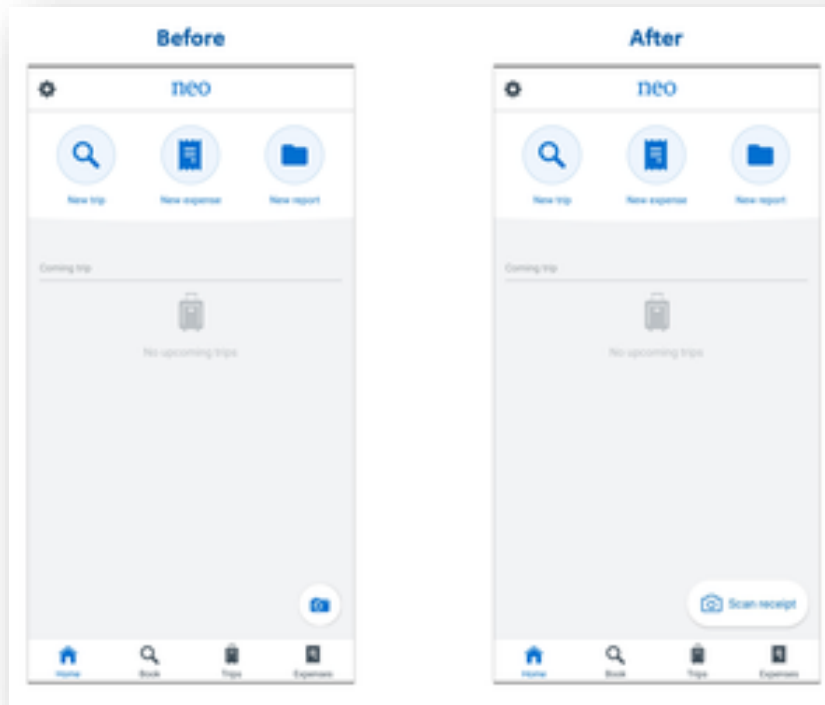
The settings menu will contain in an upcoming version a FAQ for the Neo mobile application.

[RECEIPTS] IMPROVEMENT FOR RECEIPT SCANS ON THE HOMEPAGE

| | |
|---------------|---|
| GDS SUPPORTED | N/A |
| COUNTRY | All |
| ACTIVATION | Automatic Only applicable for Neo mobile App |

SYNOPSIS

The camera button on Neo mobile homepage has been improved by adding a label entitled 'Scan Receipt', making this feature more visible to users.



DETAILED SCOPE

When the user taps on this button, the menu which displays the three options on how to add a receipt is displayed (photo, image, PDF).

NOTE: The "New expense" quick action button does not include the scan feature. It is only available through the camera button on the homepage and the 'scan receipt' option in expense box/report.

This feature is available when OCR is enabled.



**GLOBAL
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A man with short brown hair and a beard, wearing round glasses and a dark suit jacket over a blue shirt, is seated in an airplane cabin. He is looking down at a smartphone in his hands. He has large blue headphones around his neck. A laptop is open on his lap. The background shows the interior of an airplane with windows and overhead storage bins.

NEO EXPENSE

[RECEIPTS] DEMATERIALIZATION OF RECEIPTS IN SPAIN

| | |
|--------------|-----------------------------------|
| MADE FOR...? | Traveller |
| COUNTRY | Spain |
| ACTIVATION | On request if Neo expense enabled |

SYNOPSIS

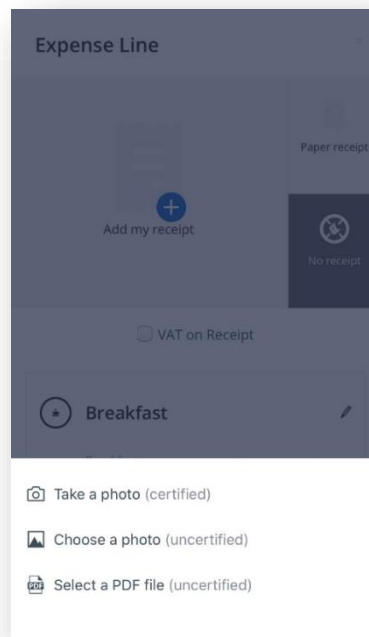
The dematerialization process of receipts in Neo Expense is now certified in Spain. With this certification, receipts uploaded from the Neo mobile app are recognized by Spanish authorities with the same fiscal value as original paper receipts.

This signifies that in the dematerialization process for Spain, receipts are certified if they are taken from the camera of the mobile application and kept as signed PDFs with the required metadata added. In these cases, Neo will inform users that receipts uploaded from the photo gallery or file folder of the mobile application, or even from the desktop application are not certified.

DETAILED SCOPE

For Neo Mobile:

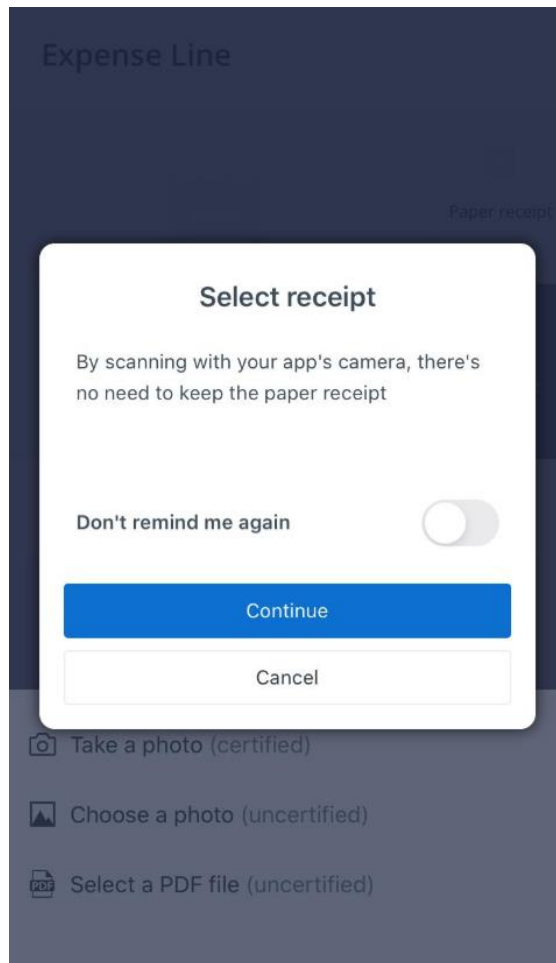
On the Neo mobile application, when the source of the receipt is selected, users are informed that only receipts taken from the camera are certified.





GLOBAL BUSINESS TRAVEL

If a receipt is added from the photo gallery or the file folder, users will be informed that only camera receipts are certified. They can choose this information to not be shown anymore in the case that they do not need to be reminded in the future.

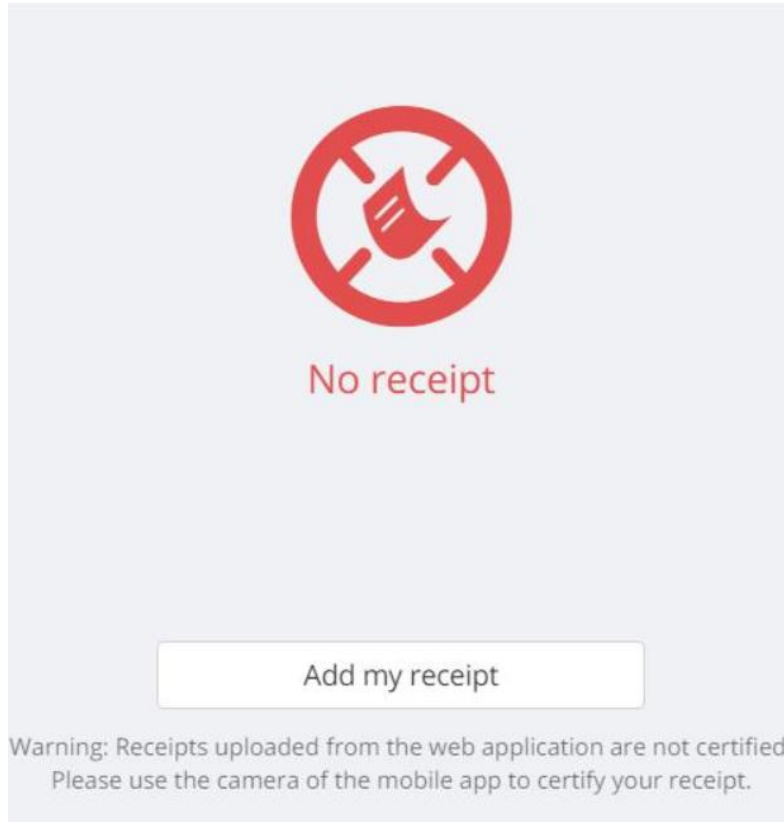




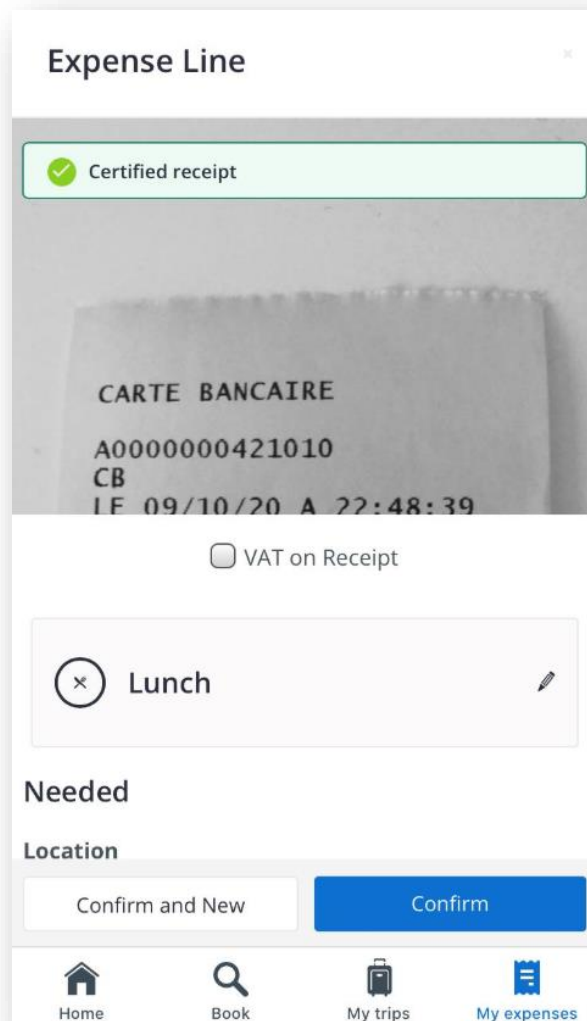
For both Neo mobile and the desktop application:

When there is no receipt, a warning message is displayed in the receipt area on the desktop application only.

This message informs users how to upload a certified receipt



When a receipt is uploaded, a **Certified** receipt (or **Uncertified Receipt**) banner is displayed with an explanatory tooltip.





GLOBAL BUSINESS TRAVEL

In the list of expense lines, the **Certified receipt** (or **Uncertified receipt**) status is displayed in color.

For clients with the Spanish dematerialization process the certification status of the receipt is displayed instead of the receipt format.

| | | | | | | |
|---|--|--|--------------------|---------------|-----------|-----------|
| 1 | | Dinner Sales - Purple - Square None Certified receipt December 1, 2020 Paris (PAR), Paris, Île-de-France Region, France 1 attendee. Average per attendee: 20.00EUR | VAT Tax benefit | 3.33 EUR - | 20.00 EUR | 20.00 EUR |
| 2 | | Breakfast Sales - Purple - Square None Uncertified receipt December 1, 2020 Paris (PAR), Paris, Île-de-France Region, France | VAT Tax benefit | 0.00 EUR - | 8.00 EUR | 8.00 EUR |

This information is also available in the expense report PDF.



| N# | Expense | Taxes | Authorized | Reported |
|----|---|---|------------------|------------------|
| 1 | Dinner P16 - C16 - GS14 01/12/2020 Paid on 01/12/2020 Paris (PAR), Paris, Île-de-France Region, France Certified receipt 1 attendee. Average per attendee: 20,00 EUR. | VAT 3,33 EUR Ctrl Rate 19,98 % Deduct 0,00 EUR VAT Deduct rate — % Tax benefit — EUR | 20,00 EUR | 20,00 EUR |
| | Deductible VAT None Payment method None Internal Attendees Mr John Smith Comments None | VAT VAT 20 Reason Dinner External Attendees None | | |
| 2 | Breakfast P16 - C16 - GS14 01/12/2020 Paid on 01/12/2020 Paris (PAR), Paris, Île-de-France Region, France Uncertified receipt | VAT 0,00 EUR Ctrl Rate — % Deduct 0,00 EUR VAT Deduct rate — % Tax benefit — EUR | 8,00 EUR | 8,00 EUR |
| | Deductible VAT None Reason Breakfast Comments None | Payment method None | | |



When submitting an expense report with at least one expense line containing an uncertified receipt, users are warned to keep original receipts for uncertified receipts.

Uncertified Receipt Lines

The following lines do not have a certified receipt. Remember to provide your accounting with the corresponding paper receipts.

| | | |
|-----|---|-----------------|
| # 1 |  Beverage December 4, 2020 | 5.00 EUR |
| # 2 |  Lunch December 4, 2020 | 8.50 EUR |

[Continue](#)

[ACCOUNTING] PART 1: ACCOUNTING MODULE MODIFICATIONS

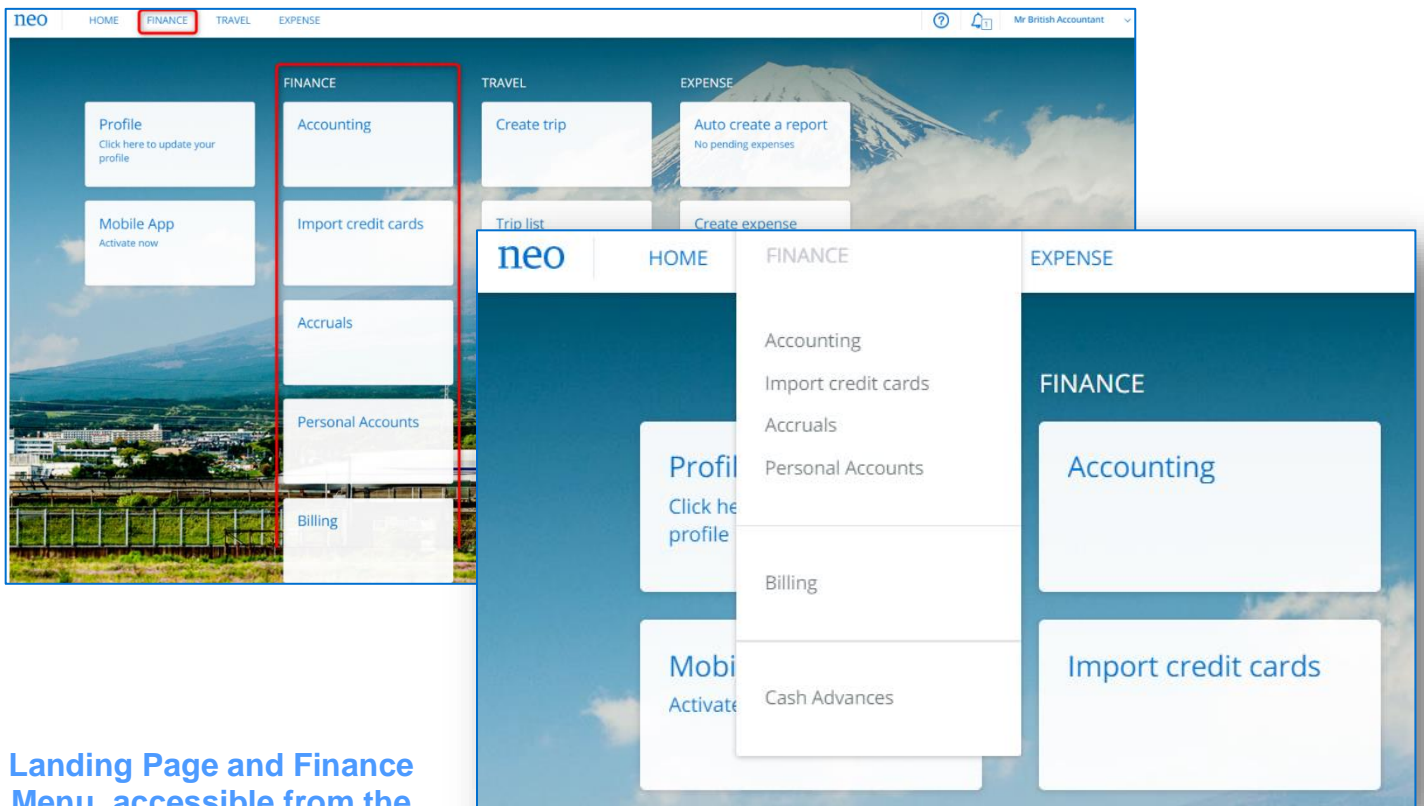
| | |
|---------------------|----------------------------------|
| MADE FOR...? | Accountant |
| COUNTRY | All |
| ACTIVATION | Automatic if Neo expense enabled |

SYNOPSIS

New changes have been made to the Accounting module regarding the navigation between the accounting sub modules displayed according to users' access rights.

The following pages will be removed from the Accounting page and will be only accessible from the homepage and the Finance top menu:

- Import of credit cards
- Accruals
- Personal accounts



Landing Page and Finance Menu, accessible from the Accountant's landing page



The navigation menu on the Accounting page has been updated with the integration of a new link **Search**. This displays the accounting Search feature that enables a search for an expense report through a number of search criteria.

Accounting management Direct access: Report N° [Open](#)

Filter: **Pending** Accounting Agreement Accounting Disagreement Per page: 25

Select: **All** | None [Accounting Agreement](#) [Accounting Disagreement](#)

| | Submitted for | Name | N° | Modified on | Reported | Authorised | Reimbursable |
|---------------------------------------|----------------------|---|--------|-------------|------------|-------------------|-------------------|
| <input type="checkbox"/> | Mr British Traveller | September 2019 (14) Submitted, Approved | 176521 | 19/05/2021 | 21.77 GBP | 21.77 GBP | 21.77 GBP |
| <input type="checkbox"/> | Mr British Traveller | January 2018 Submitted | 173838 | 19/05/2021 | 537.48 GBP | 318.34 GBP | 318.34 GBP |
| <input type="checkbox"/> | Mr British Traveller | November 2019 (7) Submitted | 176856 | 17/02/2020 | 129.67 GBP | 54.79 GBP | 54.79 GBP |
| <input type="checkbox"/> | Mr vernon bear | Mission to Paris Submitted | 174012 | 15/02/2018 | 15.00 GBP | 15.00 GBP | 15.00 GBP |
| <input type="checkbox"/> | Mr British Traveller | December 2017 (4) Submitted, Approved | 173814 | 01/02/2018 | 150.00 GBP | 125.00 GBP | 125.00 GBP |
| Total of this page, 5 expense reports | | | | | | 534.90 GBP | 534.90 GBP |
| Total for 1 pages, 5 expense reports | | | | | | 534.90 GBP | 534.90 GBP |

Select: **All** | None [Accounting Agreement](#) [Accounting Disagreement](#)

Per page: 25

Browse

- Accounting
- Export
- Search

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UPCOMING DEVELOPMENTS

The next step in this development will include the migration of the accounting pending list to Neo.

[AUDITS] NEW PAGE FOR AUDITORS

| | |
|--------------|----------------------------------|
| MADE FOR...? | Auditors |
| COUNTRY | All |
| ACTIVATION | Automatic if Neo expense enabled |

SYNOPSIS

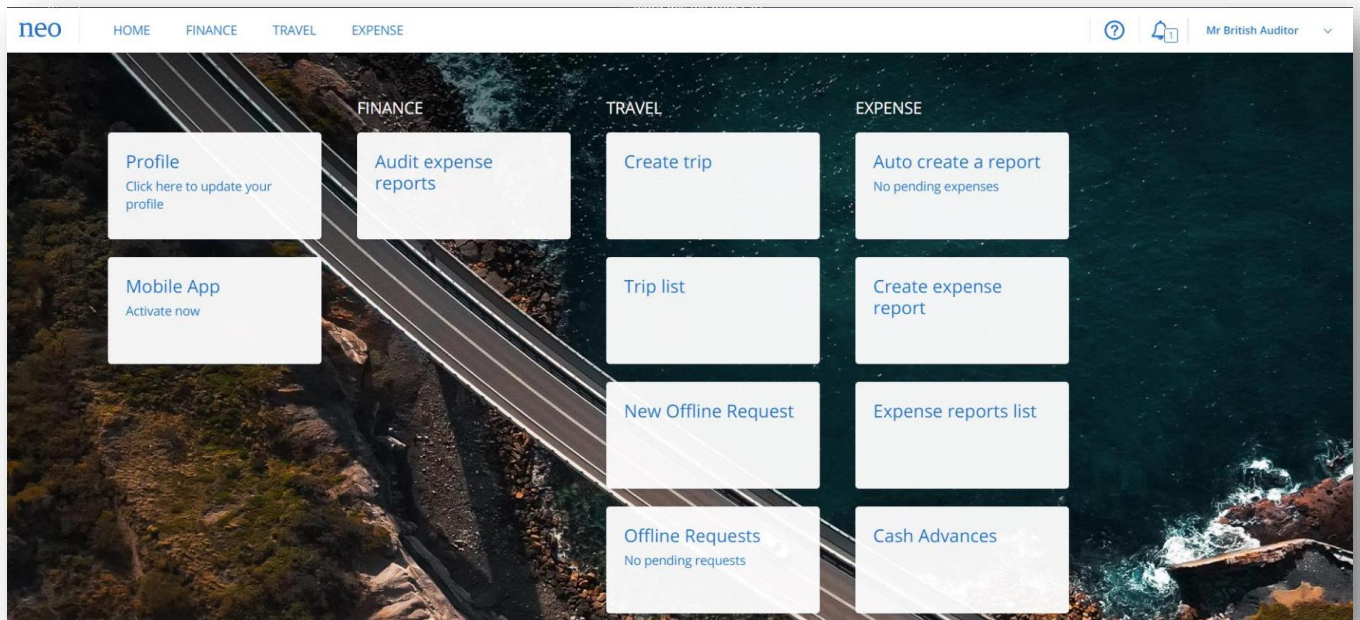
A new page has been made available in Neo named “Audit Expense Reports”. Auditors will be able to search and view expense reports in read-only mode.

DETAILED SCOPE

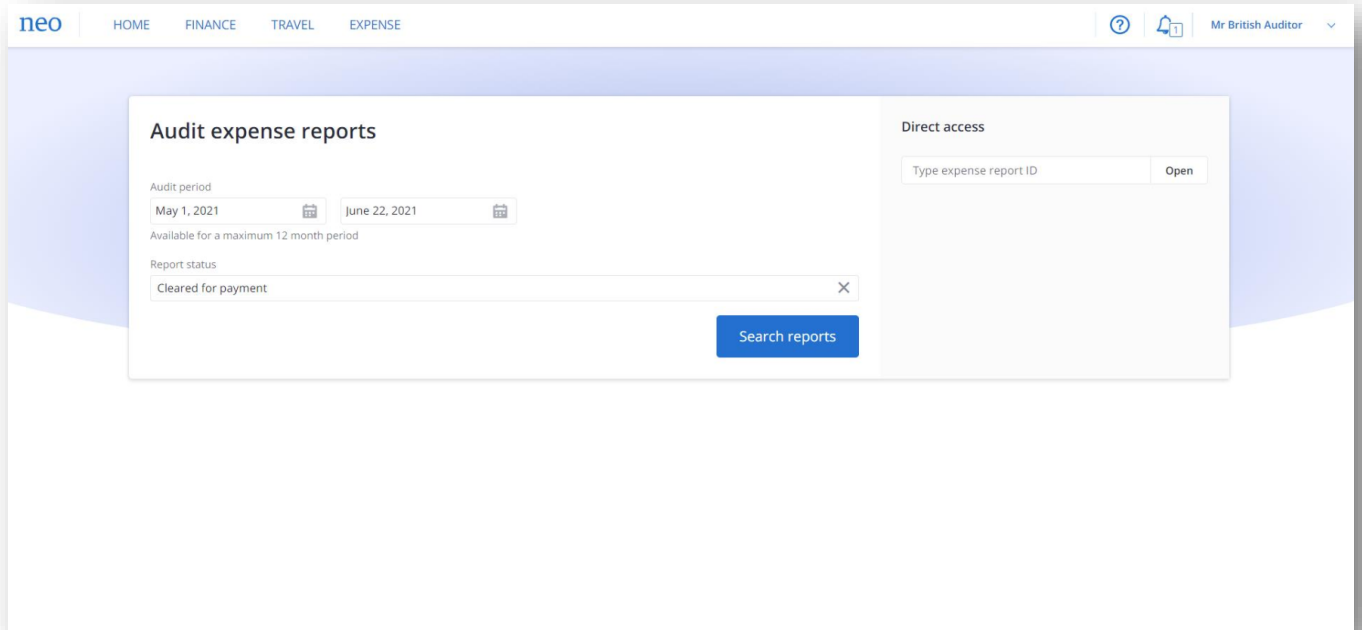
Users with the right ACAUD (Access to audit search) will have access to the Audit Expense Reports page, where they have the following possibilities:

- Search expense reports according to date and status, or by expense report ID
- View expense reports in read-only mode

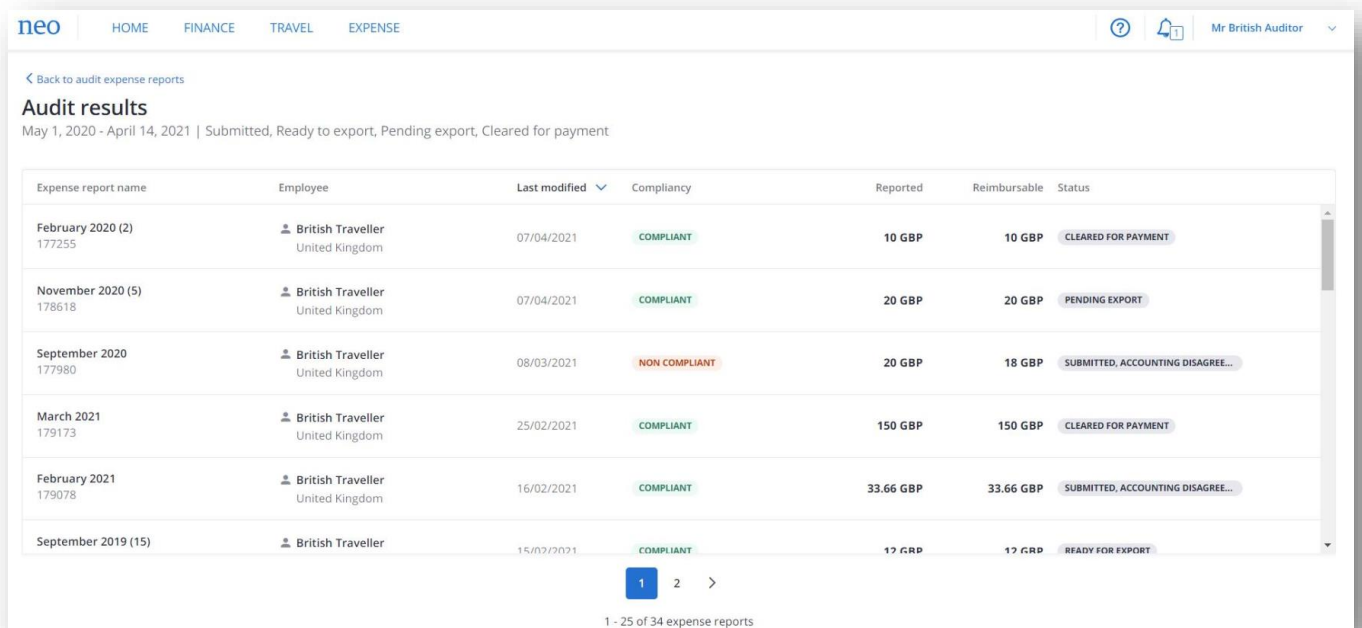
NOTE: Draft expense reports are out of scope of the audit search.



From the landing page, the Auditor can click on the Audit expense reports tile



Auditor can search for expense reports according to date, report status or direct access by using the ID of an expense report.



After adding the search criteria, the auditor will be sent to the Audit Results page



[TRIP DETAILS] CAR RENTALS: FORM OF PAYMENT

| | |
|--------------|--|
| MADE FOR...? | Traveller Arranger Accountant Approver |
| COUNTRY | All |
| ACTIVATION | Automatic if Neo expense enabled |

SYNOPSIS

The form of payment used to book a car rental service is now available in the trip details tab. This tab is situated in the expense line linked to a trip.

This will allow to control whether the car rental booking has been paid with a Company or Personal payment method.

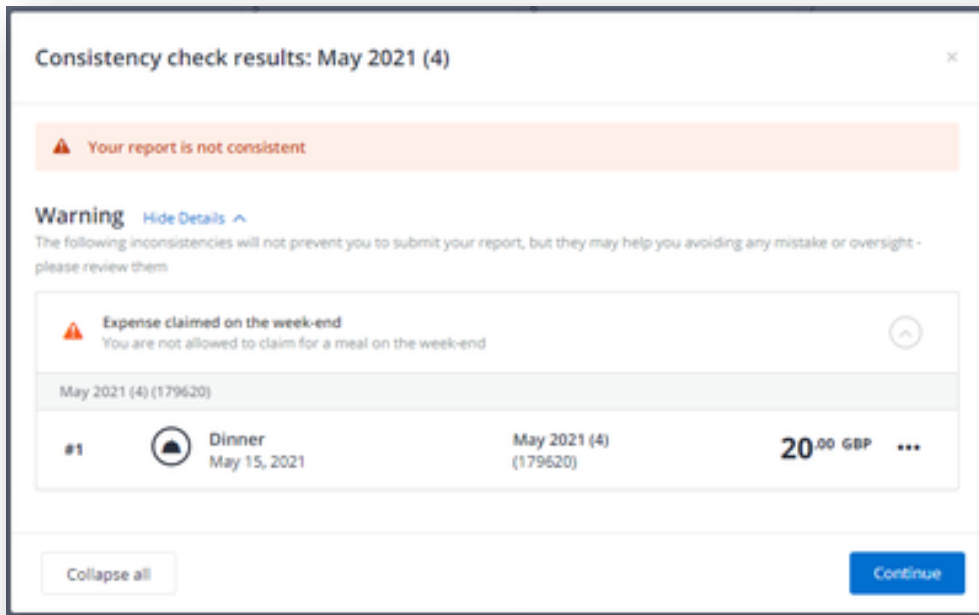
The screenshot displays the 'Expense Line #2' interface. On the left, the 'Car Rental' section includes fields for 'Location' (Paris (PAR), Paris, Île-de-France Region, France), 'Date' (July 15, 2020), 'Amount' (173.98 EUR), 'Reason For Expense' (customer meeting), 'Distribution' (Sales), and 'Project Code' (Sales Project 1). On the right, the 'Trip Details' tab is active, showing a receipt for '15 Boulevard Sebastopol Paris 75001, Paris, France' with a 'START' time of July 15, 2020 6:30 PM and an 'END' time of July 16, 2020 7:20 PM. The 'Car rental' section is marked as 'COMPLIANT' and lists details such as 'Four Doors', 'Sixt - 15 Boulevard Sebastopol Paris 75001, Paris, France', 'PICKUP' (July 15, 2020 6:30 PM), 'DROPOFF' (July 16, 2020 7:00 PM), 'Compact' (2 days), and 'Price details' (500 km/day + 0,24 GBP/ - Base Rate: 64,09 GBP/day). The 'PAYMENT' method is highlighted in red and set to 'Personal Credit Card', with a 'PRICE' of 153.82 GBP. At the bottom, there are navigation buttons: 'Itemize', 'Confirm and New', and 'Confirm'.

[CONSISTENCY RULES] WEEKEND EXPENSES

| | |
|--------------|-----------------------------------|
| MADE FOR...? | Expense Manager |
| COUNTRY | All |
| ACTIVATION | On request if Neo expense enabled |

SYNOPSIS

To facilitate compliancy checks, a new consistency rule now allows expenses which were created on a weekend to be flagged.





[BILLING] POSSIBILITY TO RECONCILE CANCELED TRIPS

| | |
|--------------|--|
| MADE FOR...? | Accountant Expense Manager |
| COUNTRY | All |
| ACTIVATION | Automatic if Neo billing module is enabled |

SYNOPSIS

The Neo Billing module now makes it possible to reconcile canceled trips which are present on the lodge card and invoice statements.

Online canceled trips are eligible for reconciliation since the last Neo release. From the present Neo v21.3, offline canceled trips (booked using the offline module) are also eligible for reconciliation.

DETAILED SCOPE

This feature is applicable to:

- Customers who have the Billing module activated
- All lodge card providers

PLATFORM





[LANGUAGES] CANADIAN FRENCH ADDED IN NEO

| | |
|---------------|-----------|
| GDS SUPPORTED | N/A |
| COUNTRY | All |
| ACTIVATION | Automatic |

SYNOPSIS

In addition to the languages already available for the Neo user interface, French as spoken in Canada has been made available.

This improves the user experience for French speakers from Canada and complies with specific regulations for certain companies operating in Canada.

DETAILED SCOPE

Users and companies will be able to select Canadian French as their preferred language, and the user interface will be displayed accordingly for all end-user Neo screens.

Most settings in Admin Suite which provide translation options can now offer the possibility to setup Canadian French translations specifically.

When there is no possibility to setup a specific Canadian French translation or if no-Canadian French translation has been defined, users with the preference set for the Canadian French language will see the default French translation.



FURTHER ENHANCEMENTS

Besides the features presented in these release notes, Neo teams have made other improvements for all users. These enhancements include:

- Accommodating even further visually impaired users by making the seat map available for them
- Continuous work done on performance for transport.



GLOBAL BUSINESS TRAVEL

ABOUT NEO

American Express Global Business Travel, the world's largest TMC, acquired KDS and its flagship offering, Neo™, in 2016 as part of its vision for a complete and modern business travel experience. Neo is an award-winning, unified SaaS platform that streamlines the end-to-end processes for arranging and managing business travel while helping to automate travel-related expense management. Neo also unifies the complex ecosystem of travel suppliers and payment providers, making everything accessible through one simple interface. The elegant, easy-to-use tool help companies increase productivity and turn travel spend into an investment for growth.