

AMEX GBT

Neo

**Release
Notes
Neo 25.1**

18 January 2025

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ADVANCE NOTICES AND REMINDERS

CHANGES TO BOOKING.COM DIRECT CONNECTION

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

SYNOPSIS

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

Customers who have access to Booking.com content through HotelHub or SMP direct connections, are not impacted by this announcement.

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

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

SYNOPSIS

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

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

SCOPE

This feature is for the export of CSV files.

AMEX GBT

Neo

NEO TRAVEL

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

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

SYNOPSIS

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

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

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

The screenshot displays the Amex GBT Neo itinerary page for a flight from Paris to Nice. At the top, a dark navigation bar shows the status 'RESERVED' with a green checkmark, the flight description 'Air France To Nice, France', PNR 'TMJ4ZK', Confirmation number 'TMJ4ZK', Delivery 'E-ticket', Payment 'Cash', and an 'Actions' button. Below this, the flight details section shows 'Flight' with a 'POLICY' tag, 'Refundable and Modifiable Free of Charge', 'View fare details', 'FLEX ECONOMY', and a price of '€189.43'. The main flight card for 'Paris to Nice' (€189.43) includes a 'Hide details' link. The flight schedule shows departure at 09:30 from Paris Charles de Gaulle (CDG) and arrival at 11:05 at Nice, France (NCE), with a 1h 35m duration. The airline is Air France (AF 7304). The 'Flex Economy (X)' fare class is shown, with a red box highlighting '1 bag' under baggage allowance. Other amenities listed include Streaming Capable Wi-Fi (fee), USB outlet, Snacks provided, Alcohol & beverages provided, and 76 cm seat pitch. Below the flight card, the 'SELECTED FARE' section shows 'Flex Refundable and Modifiable Free of Charge' and a note 'This ticket must be issued before 7 Dec 2024'. The 'CARBON EMISSIONS' section shows '190 kg/pers. CO₂'.

SCOPE

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

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

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

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

SYNOPSIS

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

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

BEFORE

Flight/train addition

Round trip One way Multi-city

FROM
Enter a location

TO
Enter a location

When?

OUTBOUND
Choose a date

INBOUND
Choose a date

Advanced search

Edit search

Round trip One way Multi-city

FROM
Paris - All Airports and Railways

TO
New York (NY) - All Airports and Railways

When?

OUTBOUND
Tue 18 Mar 2025 10:00

INBOUND
Thu 20 Mar 2025 12:00

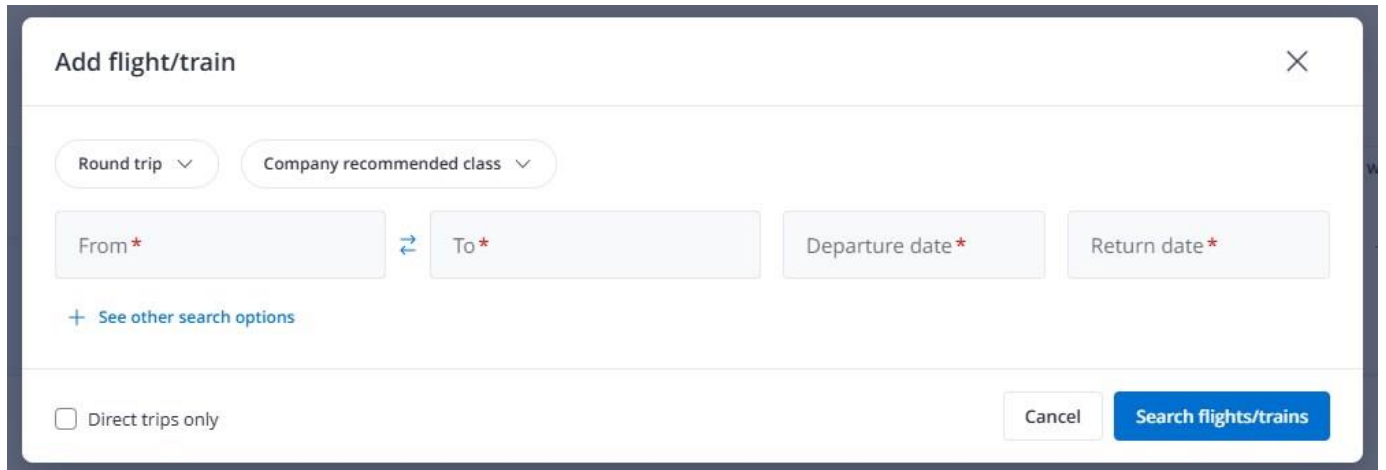
More search options

Search

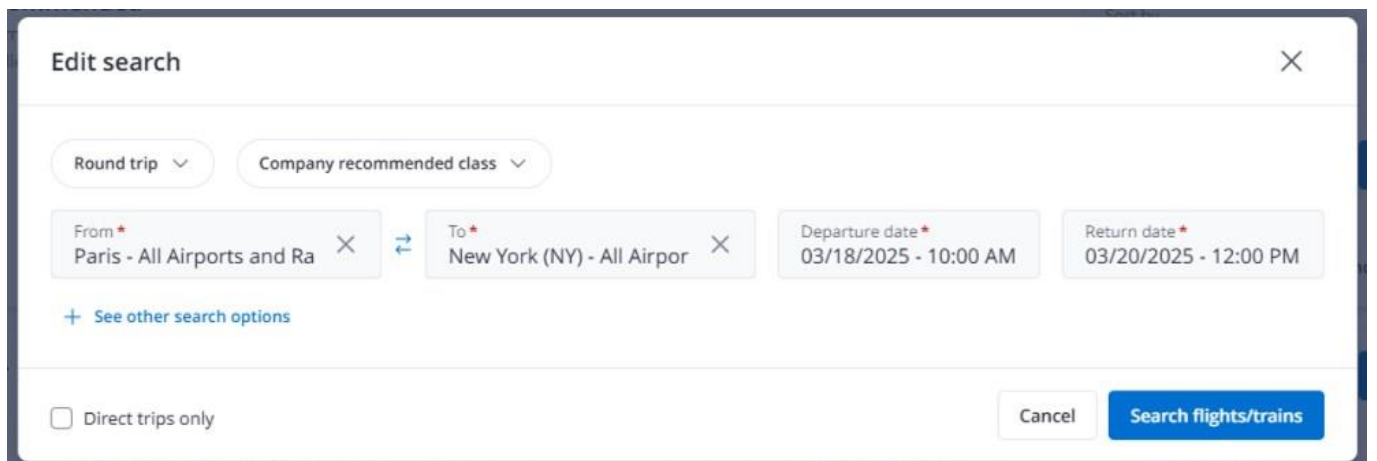
The **Edit and Add Transport** search form has been upgraded for improved accessibility.

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

AFTER



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



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

SCOPE

- For customers with the Add Transport feature enabled

OUT OF SCOPE

- Modify search form

[TRANSPORT] 'AFTER DEPARTURE' CONDITIONS REMOVAL

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

SYNOPSIS

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

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

SCOPE

This feature applies to both Air and Rail transportation options.

BEFORE

Checkout: Transport

Train

One-way: London - Manchester **£32.00**
total price

Departure date: Fri, 8 Nov

FARE CONDITIONS

TRAIN TO MANCHESTER

Public
Economy (Y)

Before departure

- Modification
Check fare details
- Refundability
Check fare details

After departure

- Modification and refundability
Check fare details

[View fare details](#)

Next

Fare details

Fare conditions

FLIGHT TO MIAMI AF CDG - MIA Negotiated Fare Business (D)	FLIGHT TO PARIS AF MIA - CDG Public Fare Business (C)
---	---

BEFORE DEPARTURE	BEFORE DEPARTURE
\$ Change with fee	✓ Change for free before Oct 12
✗ Non-refundable	\$ Partially refundable

AFTER DEPARTURE

? Modification and cancellation Check fare notes	? Modification and cancellation Check fare notes
--	--

[View fare notes](#)

Carrier's remarks
Tickets are non-refundable.
Last ticketing date is 23 Feb 2024.

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

Fare breakdown

Base	€ 451.51
Taxes and fees	€ 335.83
Total	€ 787.34

Fare basis
XBCRTFR for DL 236
XBCRTFR for DL 236

Close

AFTER

×
Checkout: Transport

Flight

Round-trip: Paris - London - Paris

Departure dates: Thu, Feb 6 - Sat, Feb 8

FARE CONDITIONS

FLIGHT TO LONDON

CDG - LHR

Public
Business (D)

Before departure

✓ Change for free

✓ Fully refundable

[View fare details](#)

FLIGHT TO PARIS

LHR - CDG

Public
Business (D)

Before departure

✓ Change for free

✓ Fully refundable

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

Next

×
Fare details

Fare conditions

FLIGHT TO PARIS

BER - PAR

Public Fare
Business (I)

Before departure

✓ Change for free

✓ Fully refundable

[View fare notes](#)

FLIGHT TO BERLIN

PAR - BER

Public Fare
Business (I)

Before departure

✓ Change for free

✓ Fully refundable

Carrier's remarks
No remarks provided by the supplier.

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

Fare breakdown

Base	€655.00
Taxes and fees	€127.94
Total	€782.94

Close

[NEW OFFLINE FORM] PRE-FILLED SEARCH FORMS

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

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

SYNOPSIS

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

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

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

SCOPE

This feature is specifically for the new offline request form.

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

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

SYNOPSIS

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

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

Previous behavior:

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

[AIR] RYANAIR CONTENT THROUGH SABRE

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

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

SYNOPSIS

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

CONFIGURATION

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

LIMITATIONS

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

DETAILS FOR RYANAIR

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

Recommended

Recommendations are based on a combination of criteria established by your company, including price, travel policy and preferred suppliers. Duration, number of stops and CO₂ emissions are also considered. [Know more about recommended sorting](#)

Sort by
Recommended

<p>RYANAIR 9:25 AM (DUB) > 10:45 AM (STN) 1h 20m</p> <p>Fri, Dec 27 Fri, Dec 27 Non-stop</p> <p>FR 204 · 130kg CO₂</p>	<p>Basic</p> <p>Coach (Y)</p> <p>Change fare/class · View seats</p>	<p>€61</p> <p>Total Price</p> <p>Select</p>
<p>CARBON-EFFICIENT</p>		
<p>RYANAIR 10:45 AM (DUB) > 12:00 PM (LTN) 1h 15m</p> <p>Fri, Dec 27 Fri, Dec 27 Non-stop</p> <p>FR 337 · 120kg CO₂</p>	<p>Basic</p> <p>Coach (Y)</p> <p>Change fare/class · View seats</p>	<p>€71</p> <p>Total Price</p> <p>Select</p>
<p>RYANAIR 12:00 PM (DUB) > 1:20 PM (STN) 1h 20m</p> <p>Fri, Dec 27 Fri, Dec 27 Non-stop</p> <p>FR 272 · 130kg CO₂</p>	<p>Basic</p> <p>Coach (Y)</p> <p>Change fare/class · View seats</p>	<p>€71</p> <p>Total Price</p> <p>Select</p>

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


RYANAIR DUB - LGW > [Seats](#)

Dublin - London

Flight info

FR 116 | Boeing 737-800 | Coach

Select seat



Ancillary services are available :

WCHC ASSISTANCE TO SEAT/LIFT

FLIGHT TO LONDON
DUB - STN

WCHC ASSISTANCE TO SEAT/LIFT

FLIGHT TO LONDON
DUB - STN

WCHR ASSISTANCE TO/FROM GATE

FLIGHT TO LONDON
DUB - STN

WCHS ASSISTANCE THROUGH ARPT

FLIGHT TO LONDON
DUB - STN

WCMP USING OWN WHEELCHAIR

FLIGHT TO LONDON
DUB - STN

WCLB LITHIUM BATTERY WHEELCHR.

FLIGHT TO LONDON
DUB - STN

WCBD DRY/GEL BATTERY WHEELCHR

SSR BLND BLIND/WALKER REQ

FLIGHT TO LONDON
DUB - STN

SSR BLND BLIND/WALKER REQ

FLIGHT TO LONDON
DUB - STN

SSR DEAF SAFETY BRIEFING REQ

FLIGHT TO LONDON
DUB - STN

SSR DPNA DISABLED/WALKER REQ

FLIGHT TO LONDON
DUB - STN

SSR BLDP BLIND/NO ASSISTANCE

FLIGHT TO LONDON
DUB - STN

SSR BDGR GUIDE OR ASSIST DOG

FLIGHT TO LONDON
DUB - STN

SSR PETC ASSISTANCE DOG

PRIORITY BRD - 2 CABIN BAGS

FLIGHT TO LONDON
DUB - STN

PRIORITY BRD - 2 CABIN BAGS

FLIGHT TO LONDON
DUB - STN

FAST TRACK (€12.99)

Cost details

TRANSPORT
One way flight €88.99
No baggage included

SEATS
Seat selected (1) €15.00

REQUESTED OPTIONS
PRIORITY BRD - 2 CABIN BAGS €12.99

TOTAL PRICE **€116.98**

Confirm
Discard options

Flight IN POLICY

REGULAR COACH **€116.98**

No Refund or Modification Possible [View fare details](#) [Change fare/class](#)

Change seat | Change options | Change selection | Remove

BOOKABLE TRIP COST **€116.98**

Flight	€88.99
Seats	€15.00
Requested options	€12.99

Dublin to London **€116.98** Hide details

9:25 AM
Fri, Dec 27

Dublin, Ireland (DUB)
Dublin, IE

1h 20m

RYANAIR
Ryanair · FR 204 · Boeing 737-800

10:45 AM
Fri, Dec 27

London Stansted, United Kingdom (STN)
London, GB

Regular
Coach (B)

15B

Light meal (fee)

Alcohol & beverages (fee)

REQUESTED OPTIONS [Change options](#)

PRIORITY BRD - 2 CABIN BAGS PRIORITY BRD - 2 CABIN BAGS FAST TRACK (€12.99)

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

[NDC] NDC OFFER EXPIRATION

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

SYNOPSIS

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

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

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

Specific after-sales conditions
✕

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

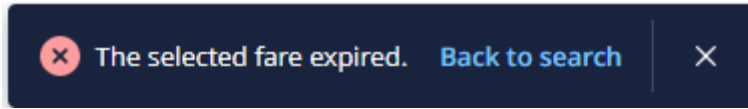
This fare comes with some online after-sales conditions.

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

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

Close

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



Specific after-sales conditions ✕

✕ This fare expired. Please start a new search.

This fare comes with some online after-sales conditions.

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

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

Close

SCOPE

This feature is applicable to NDC fares.

[NDC] FARE EXCHANGES ON SABRE

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

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

SYNOPSIS

Neo can now support the exchange of NDC fares on Sabre. However, a user's ability to use this is dependent on individual airlines enabling and supporting this as well.

Further communication will be shared once the airlines are deployed, and the feature is live in Neo.

CONFIGURATION

If not already activated, the basic exchange settings must be applied in the travel policy.

SMPAir should be added in the right column of “CRS allowed for exchange”.

SMPAir value will not be displayed until airlines are ready and deployed.

PNR Modification

PNR Modification	<input checked="" type="checkbox"/> Allow PNR Modification
Allow Modification	<input type="text"/> Days before departure
Non-refundable Fares	<input type="checkbox"/> Allow cancellation (and refund when supported) after ticketing
Refundables Fares	<input type="checkbox"/> Allow cancellation (and refund when supported) after ticketing
Fares with Complex Refund Conditions (see Fare Notes)	<input type="checkbox"/> Allow cancellation (and refund when supported) after ticketing
Fares with Penalties	<input type="checkbox"/> Allow modification after ticketing
Fares without Penalties	<input type="checkbox"/> Allow modification after ticketing
Fares with Complex Penalties Conditions (see Fare Notes)	<input type="checkbox"/> Allow modification after ticketing
CRS limitations	<input type="checkbox"/> Ignore CRS limitations for cancelation or modification after ticketing
Hotel Reservations	<input type="checkbox"/> Allow addition, modification and cancelation until departure after ticketing
Car Rentals	<input type="checkbox"/> Allow addition, modification and cancelation until departure after ticketing
Modification Remark	<input type="text"/>
Exchange	<input checked="" type="checkbox"/> Enable exchange
CRS allowed for exchange	<div style="display: flex; align-items: flex-start;"><div style="border: 1px solid #ccc; padding: 2px; margin-right: 5px;">Abacus (1B) Amadeus (1A) FinnishRail (0Z) Sabre (1S) SNCF (SO) Trainline Global API (TL)</div><div style="margin: 0 5px;"><input type="button" value="➤"/> <input type="button" value="➤"/> <input type="button" value="➤"/> <input type="button" value="➤"/></div><div style="border: 1px solid #ccc; padding: 2px; margin-right: 5px;">SMPAir (SP)</div><div style="margin: 0 5px;"><input type="button" value="➤"/> <input type="button" value="➤"/> <input type="button" value="➤"/> <input type="button" value="➤"/></div></div>
CRS allowed for exchange after departure	<div style="display: flex; align-items: flex-start;"><div style="border: 1px solid #ccc; padding: 2px; margin-right: 5px;">Amadeus (1A) SNCF (SO) Trainline Global API (TL)</div><div style="margin: 0 5px;"><input type="button" value="➤"/> <input type="button" value="➤"/> <input type="button" value="➤"/> <input type="button" value="➤"/></div><div style="border: 1px solid #ccc; padding: 2px; margin-right: 5px;"></div><div style="margin: 0 5px;"><input type="button" value="➤"/> <input type="button" value="➤"/> <input type="button" value="➤"/> <input type="button" value="➤"/></div></div>
Validation cycle after an	<input type="text"/>

FEATURES FROM NEO 24.4 SP1

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

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

SYNOPSIS

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

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

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

Departure: 09:55 AM

Arrival: 06:03 PM

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

Departure: 11:54 AM

Arrival: 07:55 PM

SYNOPSIS

[SNCF Direct Link](#)

FEATURES FROM NEO 24.4 SP3

[RAIL] OUIGO CONTENT NOW AVAILABLE VIA SNCF DIRECT LINK

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

SYNOPSIS

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

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

SCOPE

Fare Offer

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

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

AMEX GBT

Neo

NEO EXPENSE

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

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

SYNOPSIS

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

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

Expense | Company Expense Settings

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

Company Expense Settings: KDS

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

Exchange Rates

- Modify Rates** Allow traveler to modify the expense line exchange rate
- URL for Rates**
- Fluctuation Margin** % eg. 12
Margin in exchange rate (%)
- Lock Margin** Approval Margin
- Lock Currencies** Only use currencies defined in Exchange Rates

Enable Modules

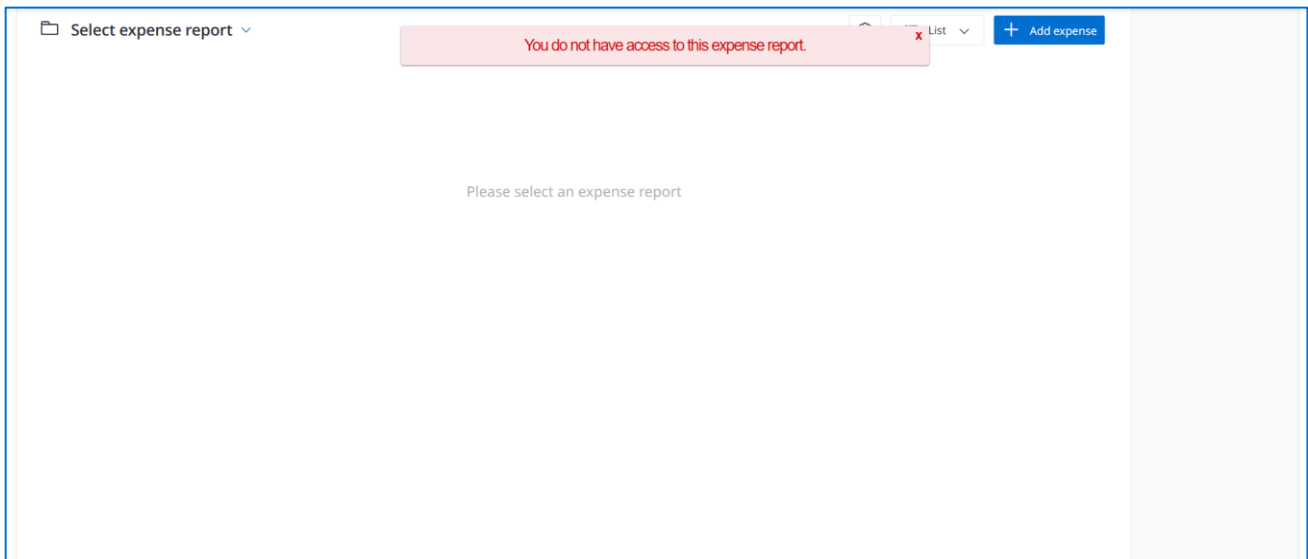
- Cash Advance** Activate Cash Management
- Vehicle Management** Activate Vehicle Management
- Personal Accounts** Activate Personal Accounts for Cash Advance

Other Settings

- Attendees Search**
- Approval Margin**
Margin in relation to amount approved in Travel Module(%)
- Approver Bypass** Allow approvers to override authorized amounts
- Default Value** Use last field value as default (not applicable on Neo Expense)
- Self-audit** Allow accountants to self audit
- Substitute self approval** Allow substitutes to self approve their expense reports

[Download as XML](#) [Apply Modifications](#)

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



[EXPENSE | CANADA] PER DIEM ALLOWANCE CALCULATION

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

SYNOPSIS

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

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

Allowance Calculation Details

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

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

System Functionality

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

Toronto (YTO), Ontario, Canada		From November 4, 2024 8:30 AM to November 6, 2024 3:30 PM					CAD
	Private Accommodation	Day In Travel	Breakfast has been provided	Lunch has been provided	Dinner has been provided		
November 4, 2024	<input checked="" type="radio"/> Yes <input type="radio"/> No	Day 1 - 30 (full rate)	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	154.35	
November 5, 2024	<input checked="" type="radio"/> Yes <input type="radio"/> No	Day 1 - 30 (full rate)	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	154.35	
November 6, 2024	<input type="radio"/> Yes <input checked="" type="radio"/> No	Day 1 - 30 (full rate)	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	129.25	
New York (NYC), New York, United States		From November 6, 2024 3:30 PM to November 11, 2024 8:30 PM					USD
	Private Accommodation	Day In Travel	Breakfast has been provided	Lunch has been provided	Dinner has been provided		
November 6, 2024	This per diem is paid in another stay						
November 7, 2024	<input type="radio"/> Yes <input checked="" type="radio"/> No	Day 1 - 30 (full rate)	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	129.25	
November 8, 2024	<input type="radio"/> Yes <input checked="" type="radio"/> No	Day 1 - 30 (full rate)	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	129.25	
November 9, 2024	<input type="radio"/> Yes <input checked="" type="radio"/> No	Weekend Travel Home (no Per D)	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	0.00	
November 10, 2024	<input type="radio"/> Yes <input checked="" type="radio"/> No	Weekend Travel Home (no Per D)	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	0.00	
November 11, 2024	<input type="radio"/> Yes <input checked="" type="radio"/> No	Day 1 - 30 (full rate)	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	129.25	

[Confirm](#)

[EXPENSE] MILEAGE CALCULATION (USA & CANADA)

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

DOMESTIC MILEAGE

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

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

Key Details:

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

Steps to Claim:

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

INTERNATIONAL MILEAGE

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

Allowance Calculation Factors

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

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

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

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

[EXPENSE | CANADA] MULTI-DEDUCTIBLE VAT

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

SYNOPSIS

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

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

Minibar
Change type

Required

Location

Date
 :

Amount
 1 EUR = 1.51090990 1

Reason For Expense

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

VAT

BC PST N/A	VAT amount * 1.25
BC GST N/A	VAT amount * 0.89

[Show VAT details](#)

Deductible VAT

BC PST	Deductible VAT 0% deductible PST (N/A)	
	Deductible VAT amount *	CAD
	0.00	
BC GST	Deductible VAT 100% Deductible GST/HST (N/A)	
	Deductible VAT amount *	CAD
	0.89	

[EXPENSE] MASTERCARD V22 UPDATE

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

SYNOPSIS

Neo now supports Mastercard CDF3 File V22, ensuring compatibility and seamless integration with Mastercard's required format for imported credit card files.

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

[EXPENSE REPORT] NEW AUDIT RULE FOR MISSING RECEIPT AFFIDAVITS

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

SYNOPSIS

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

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

Applicability

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

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

How It Works

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

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

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

FEATURES FROM NEO 24.4 SP1

[CONSISTENCY RULES] COMPANY PAID EXPENSES

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

SYNOPSIS

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

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

SCOPE

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

AMEX GBT

Neo

PLATFORM

[USER PROFILE] MOBILE PHONE FIELD NOW MANDATORY FOR GBT CUSTOMERS

MADE FOR...?	Neo Admin
ACTIVATION REQUIRED?	No
ADMIN SUITE NODE	Company setup Field Display
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

To enhance the experience of users contacting travel agents by phone and to support future phone-based features, mobile phone numbers will now be mandatory in user profiles for all GBT customers.

Moving forward:

- Primary mobile phone numbers will be required in the Neo user profile and marked as mandatory. If this information is missing, users will be prompted to provide it during the checkout process during booking.
- For customers where the business phone number was previously mandatory (but the primary mobile phone number was not), the business phone will no longer be required for booking in Neo.
- If both the primary mobile phone and business phone were already mandatory, this requirement will remain unchanged.

These updates provide a more efficient user experience when engaging with travel agents and using Neo's phone-based features.

Profile

🕒 View change history

- 🏠 Profile hub
- 👤 Personal information
- 🌐 General
- ⚙️ Preferences
- 💳 Payment cards / loyalty programs
- 🏦 Bank accounts
- 🛂 Passports
- 🚗 Vehicles
- 👥 Delegation
- 📱 Mobile devices

[Redacted] > General

Test US Content no condition (inline)

Profile

Update

Boolean Test dataloading: No	Title:
Change password	Last name: Redza
User's Group: zzErvin Test	First name: Ervin
Birth date:	Known Traveler Number:
Redress Number:	Academic title:

Driving License Section Title test

Update

Driving license number:	Driving license country:
Driving license date:	Emergency phone:
Emergency name:	

Personal address

Update

Phone:	Secondary email:
Fax:	Secondary mobile phone:
Gender:	
Country:	

Business information

Update

BCD Wrong Entity ID:	zzErvin Test
Business phone: +33612345678	Business address: 11 Chemin de Bretagne 92160 Issy
Business fax:	Primary email: test@kds.com
Pear Segment:	Primary mobile phone: +33623456789
Basic Test Field:	Ananas Segment:
	CL_TEST_NO_VALUE: rrrr
	Boolean Test dataloading: No

Page footer content

For customers with Connect Profile as primary:

All customers who have Connect Profile as their primary profile system feeding Neo may not have the mobile phone number field mandatory in Connect Profile by the time we deliver this Neo release.

If that is the case for a given customer, users who don't yet have a mobile phone filled-in in Connect Profile will be asked to add it as part of the Neo booking check-out process. However, as Connect Profile is the profile source system for them, they might have to enter it again for their next bookings unless they add it directly in Connect Profile.

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

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

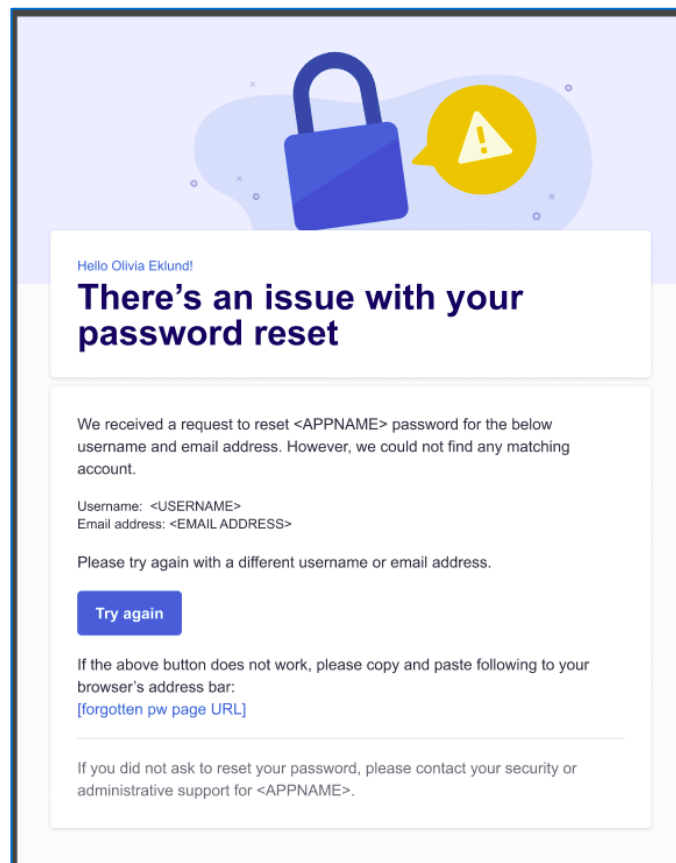
SYNOPSIS

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

EMAIL NOTIFICATION FOR FAILED PASSWORD RESET ATTEMPTS

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

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

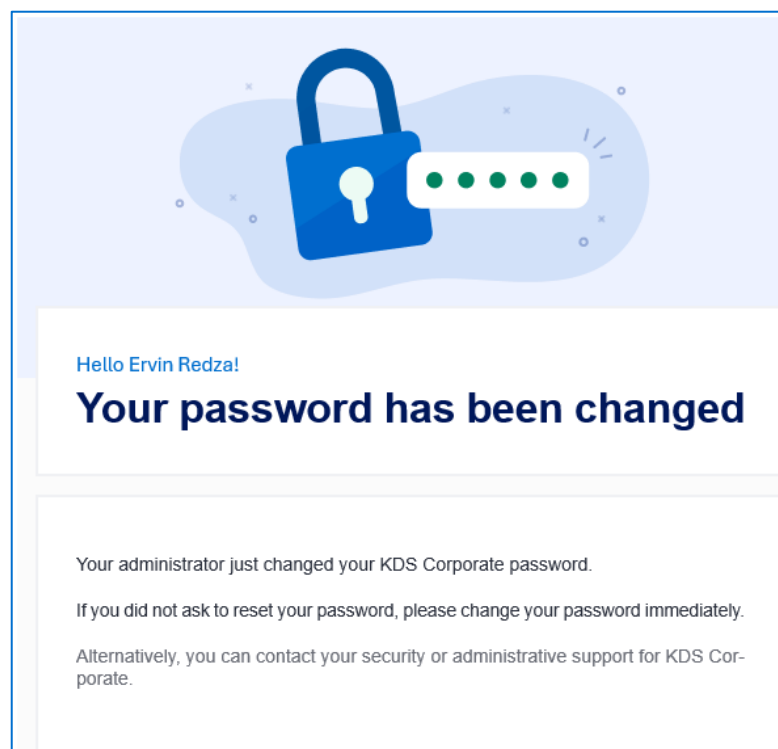


NOTIFICATION FOR PASSWORD CHANGE

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

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

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



[NEO ACCOUNTS] EXPECTED FORMAT ON RESET PASSWORD SCREENS

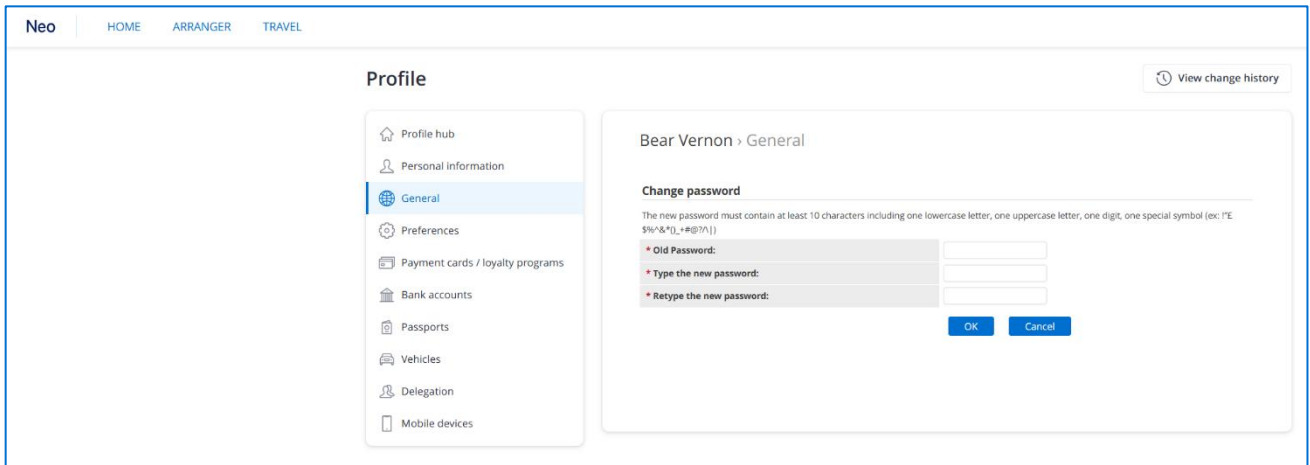
MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

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

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

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



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

The screenshot shows a web page with the 'Neo' logo at the top. Below the logo is a form titled 'Change password'. The form contains a single text input field labeled 'Password'. Below the input field is a paragraph of text: 'The new password must contain at least 10 characters including one lowercase letter, one uppercase letter, one digit, one special symbol (ex: !"£\$%^&*()_+#@?/\|)'. Below this text is another text input field labeled 'Retype the new password'. At the bottom of the form is a blue button labeled 'Save password'.

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

The screenshot shows a web page with the 'Neo' logo at the top. Below the logo is a form titled 'Change password'. The form contains three text input fields: 'Old Password', 'Type the new password', and 'Retype the new password'. Below the input fields is a paragraph of text: 'The new password must contain at least 10 characters including one lowercase letter, one uppercase letter, one digit, one special symbol (ex: !"£\$%^&*()_+#@?/\|)'. At the bottom of the form is a blue button labeled 'Save password'.

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

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

SYNOPSIS

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

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

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

Recommendation for Improved Security and Convenience

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

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

FEATURES FROM NEO 24.4 SP3

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

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

SYNOPSIS

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

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

IMPORTANT

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

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

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

SCOPE

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