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.

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[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.

NEO TRAVEL

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[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.

SCOPE

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

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

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

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

SYNOPSIS

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

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

BEFORE

Flight/train addition   ✕

○ Round trip   ○ One way   ○ Multi-city

● FROM
  Enter a location

● TO
  Enter a location

When?

OUTBOUND

Choose a date   📅   🕐

INBOUND

Choose a date   📅   🕐

Advanced search

Edit search   ✕

◉ Round trip   ○ One way   ○ Multi-city

● FROM
  Paris - All Airports and Railways   ✕

● TO
  New York (NY) - All Airports and Railways   ✕

When?

OUTBOUND

Tue 18 Mar 2025   📅   10:00   🕐

INBOUND

Thu 20 Mar 2025   📅   12:00   🕐

More search options   ⌄

[Search]

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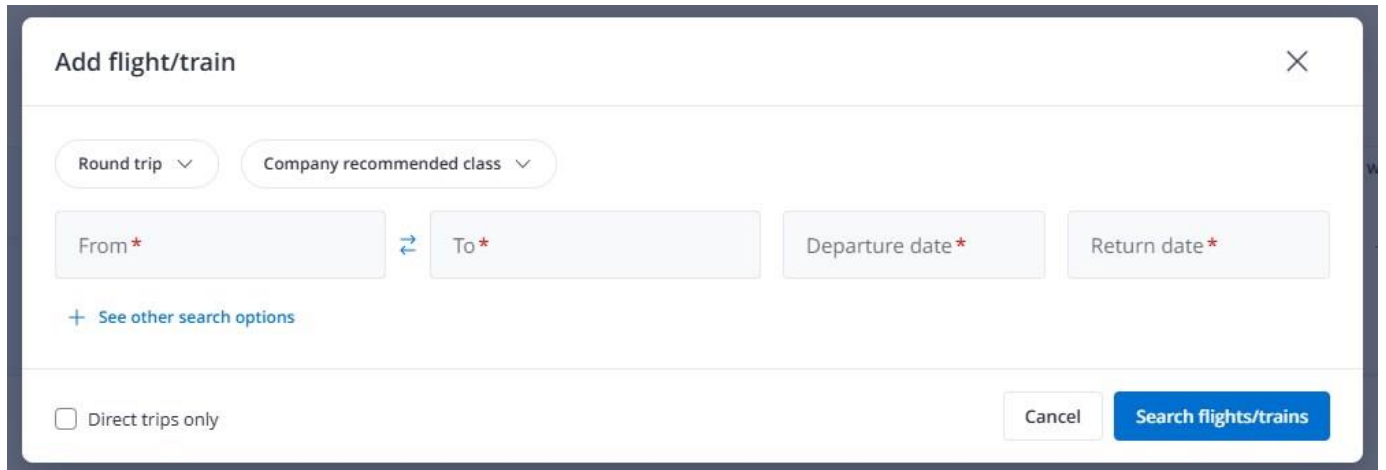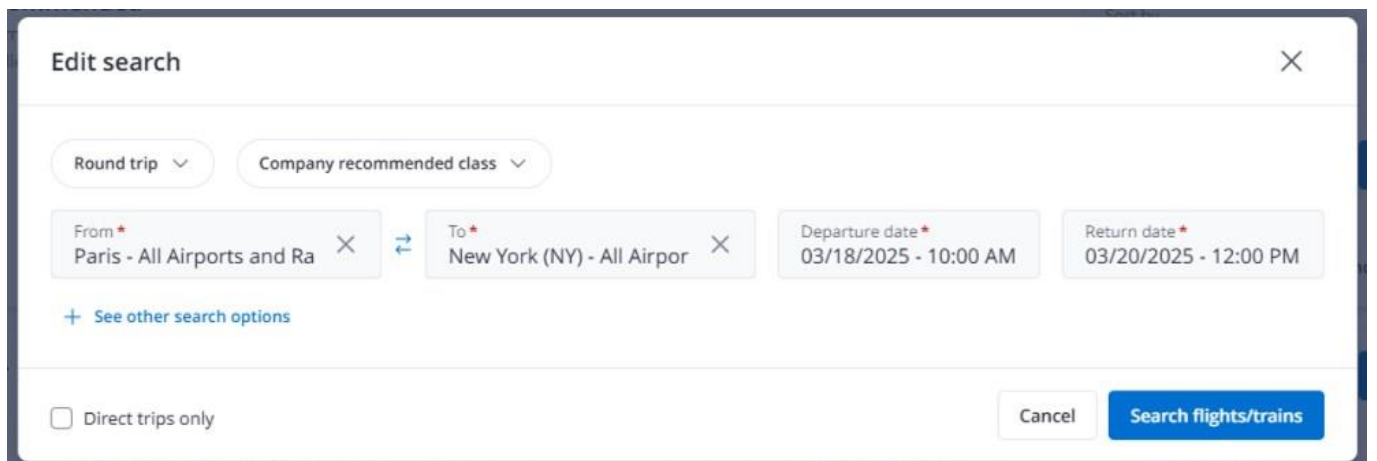
The **Edit and Add Transport** search form has been upgraded for improved accessibility.

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

AFTER

SCOPE

- For customers with the Add Transport feature enabled

OUT OF SCOPE

- Modify search form

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[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.

Checkout: Transport ✕

🚆 Train

	One-way: London - Manchester	£32.00
◁	Departure date: Fri, 8 Nov	total price

FARE CONDITIONS

TRAIN TO MANCHESTER

Public
Economy (Y)

Before departure

?	Modification
	Check fare details

?	Refundability
	Check fare details

After departure

?	Modification and refundability
	Check fare details

View fare details

Next

Fare details ✕

Fare conditions

FLIGHT TO MIAMI   FLIGHT TO PARIS

AF✈ CDG - MIA   AF✈ MIA - CDG

Negotiated Fare   Public Fare
Business (D)   Business (C)

BEFORE DEPARTURE   **BEFORE DEPARTURE**

$	Change with fee	✓	Change for free
			before Oct 12

✕	Non-refundable	$	Partially refundable

AFTER DEPARTURE   **AFTER DEPARTURE**

?	Modification and cancelation	?	Modification and cancelation
	Check fare notes		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	FLIGHT TO PARIS
CDG - LHR	LHR - CDG
Public	Public
Business (D)	Business (D)

Before departure

✓ Change for free	✓ Change for free
✓ Fully refundable	✓ Fully refundable

View fare details

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

Next

Fare details

Fare conditions

FLIGHT TO PARIS	FLIGHT TO BERLIN
✈ BER - PAR	✈ PAR - BER
Public Fare	Public Fare
Business (I)	Business (I)

Before departure

✓ Change for free	✓ Change for free
✓ Fully refundable	✓ Fully refundable

View fare notes

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

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[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.

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[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.

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[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 .
- <u>Tax Handling</u>: axes remain at 0€ (depending on flights) at the booking stage, which is consistent with Ryanair's website.

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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

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

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Ancillary services are available :

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.

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[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.

-

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.

SCOPE

This feature is applicable to NDC fares.

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[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.

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
    - o 1 hand bag (36 X 27 X 15 cm)
    - o 1 Cabin lugage (55 X 35 X 25 cm)

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

NEO EXPENSE

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[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**

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.
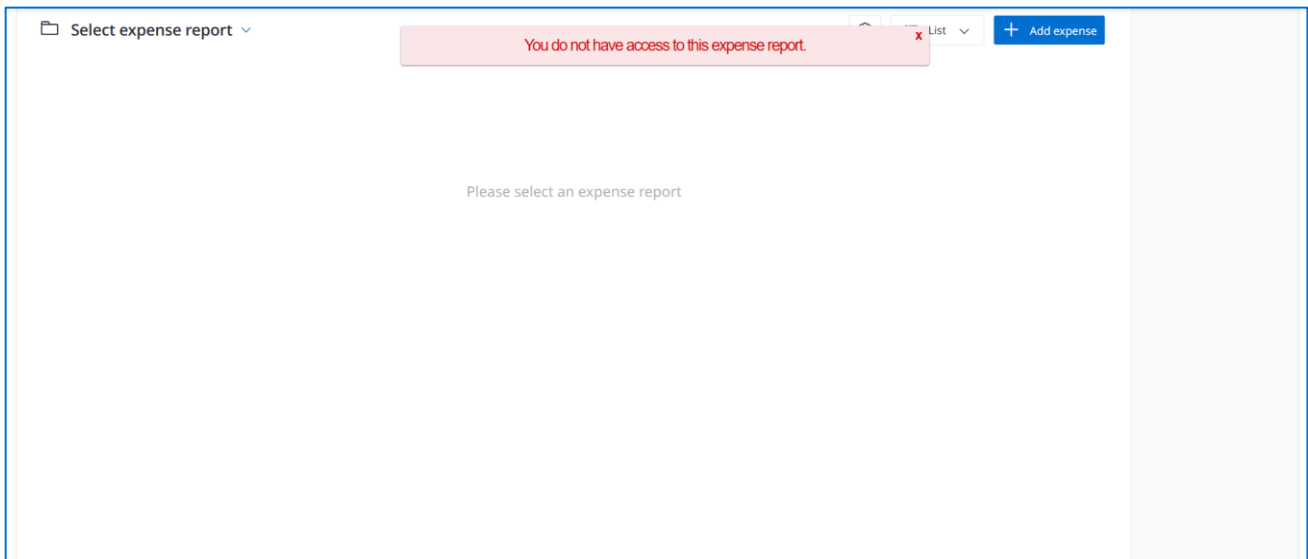
[EXPENSE | CANADA] PER DIEM ALLOWANCE CALCULATION

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.

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[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.

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[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.

[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.

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[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.

PLATFORM

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[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.

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Profile

🕐 View change history

| Profile hub |
| Personal information |
| **General** |
| Preferences |
| Payment cards / loyalty programs |
| Bank accounts |
| Passports |
| Vehicles |
| Delegation |
| Mobile devices |

▪▪▪ › 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

			zzErvin Test
BCD Wrong Entity ID:		Business address:	11 Chemin de Bretagne 92160 Issy
Business phone:	+33612345678	Primary email:	test@kds.com
Business fax:		Primary mobile phone:	+33623456789
Pear Segment:		Ananas Segment:	
Basic Test Field:		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.

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[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.

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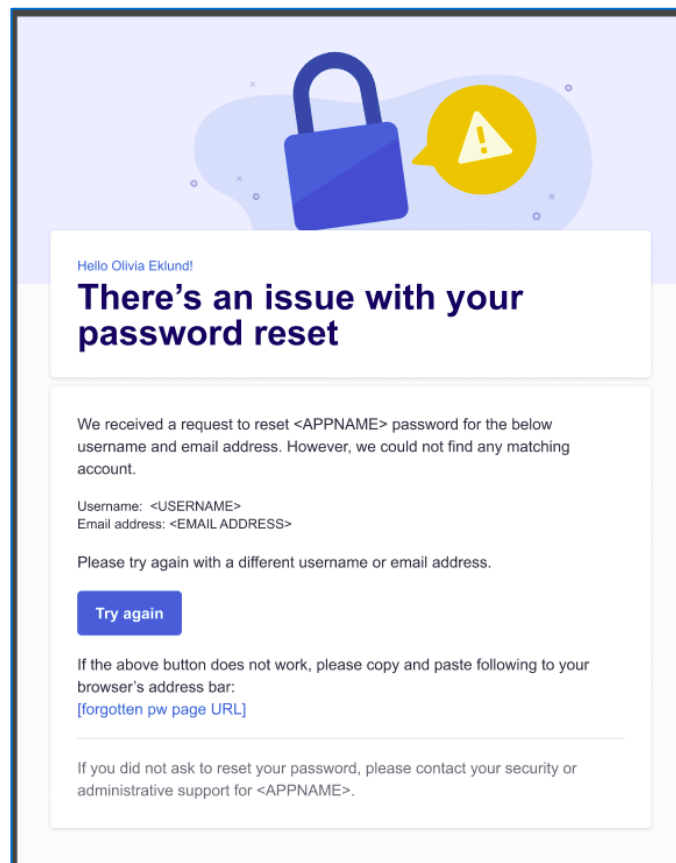
NOTIFICATION FOR PASSWORD CHANGE

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.

Hello Ervin Redza!

Your password has been changed

Your administrator just changed your KDS Corporate password.

If you did not ask to reset your password, please change your password immediately.

Alternatively, you can contact your security or administrative support for KDS Corporate.

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[NEO ACCOUNTS] EXPECTED FORMAT ON RESET PASSWORD SCREENS

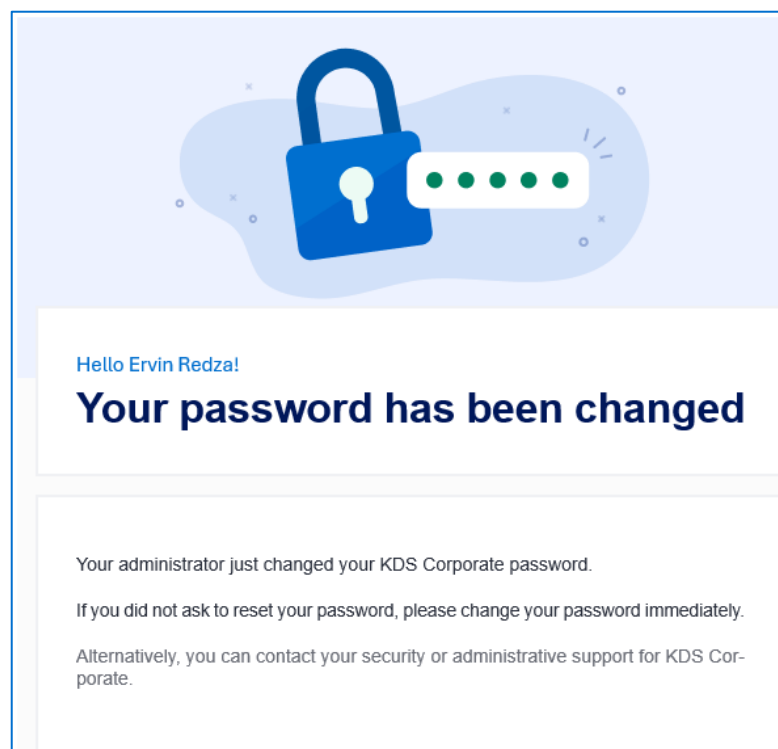| MADE FOR…?	Traveler
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

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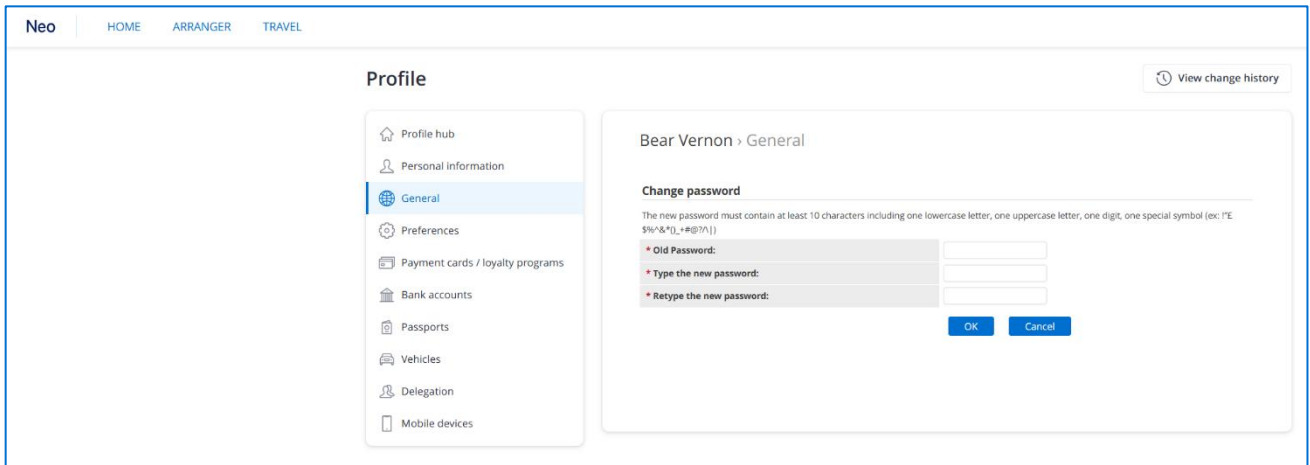
▪ The following screenshot appears during the password reset process after the user clicks the reset link sent via email

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

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[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.

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FEATURES FROM NEO 24.4 SP3

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

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

SYNOPSIS

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

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

> **IMPORTANT**
>
> Segment values created through that process will be added to the list in the company where that segment has been defined, and will have a description identical to their ID.
>
> These values will not be removed automatically by Neo Profile API and must be maintained through a separate process if needed.
>
> Due to these considerations, it is advised that this option is only used for segment values unique to a given profile, like Employee IDs.

SCOPE

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