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Neo

Release Notes Neo 25.2

12 April 2025

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TABLE OF CONTENTS

ADVANCE NOTICE 2
[EMAILS] NOTIFICATION FOR SIGN-IN FROM A NEW DEVICE 2
NEO TRAVEL 3
[TRAVEL EMAILS] REMOVAL OF TRIP SUMMARY PDF ATTACHMENTS 4
[CHECKOUT] ENHANCED TRIP SUMMARY 5
[RAIL] AMTRAK TRAIN TYPE DISPLAYED IN TRANSPORT COMPACT CARD 7
[TRANSPORT] ENHANCED POP-UPS ON THE TRIP OVERVIEW PAGE 10
[CHECKOUT] NEW WARNING MESSAGE IN PROFILE POP-UP 13
[TRANSPORT] CUSTOMER EXPERIENCE ENHANCEMENTS 15
[ADMIN SUITE] NEW SETTING TO ENABLE OR DISABLE DOOR-TO-DOOR/TRIP BUILDER MODULE 16
[NDC] FARE LABEL UPDATE TO HIGHLIGHT NDC SAF FARES IN NEO 17
[NDC] NEW BANNER FOR NDC 18
[RAIL] REQUEST A SPECIFIC SEAT 19
[SABRE / RYANAIR] MULTI-BRAND FARE MANAGEMENT 21
[PNR IMPORT] IMPORT COMPLIANCY 23
[TRANSPORT] PRE-BOOKING APPROVAL 24
[SPECIAL REQUESTS] NEW PROPERTY FOR THE APPROVAL PROCESS 28
NEO EXPENSE 29
[EXPENSE] EXPENSE REPORT PAGE MIGRATION & REDESIGN - BETA VERSION 30
[EXPENSE] MISSING RECEIPT AFFIDAVIT OPTION FOR EXPENSES ABOVE A THRESHOLD AMOUNT 32
[ADMIN SUITE] BLOCKING OF FUTURE PAYMENT DATES ONLY 33
[EXPENSE] ENHANCED LOCATION GRANULARITY IN IMPORT FILES 38
[EXPENSE] MANUAL MERGING OF EXPENSE LINES TO PREVENT DUPLICATIONS 40
[EXPENSE] REMINDER EMAILS FOR SUBMITTING PENDING CORPORATE CREDIT CARD TRANSACTIONS 42
[EXPENSE] MIGRATION OF EXPENSE REPORT SUBMISSION SUMMARY FROM LEGACY CODE TO NEO 44
PLATFORM 45
[EMAILS] IMPROVED NOTIFICATION EMAILS FOR NAME AND EMAIL ADDRESS CHANGES 46
[PROFILE] IMPROVED ‘CONTACT INFORMATION’ SECTION IN THE PROFILE SCREEN 48
[PROFILE] ENHANCED PROFILE DATA CHANGE HISTORY FOR COMPLIANCE AND TRANSPARENCY 50

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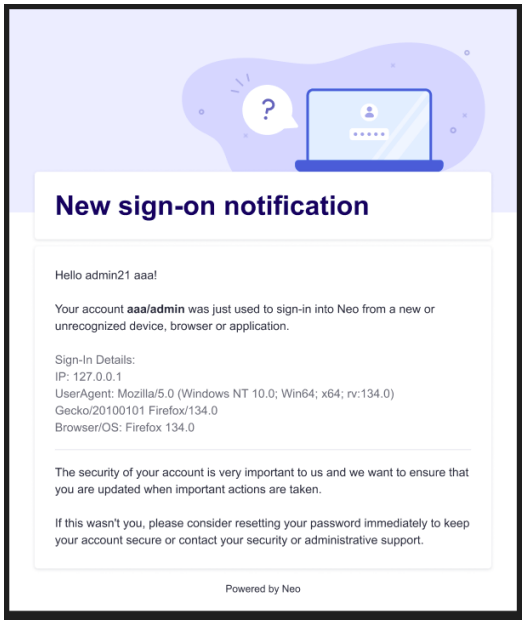
ADVANCE NOTICE

[EMAILS] NOTIFICATION FOR SIGN-IN FROM A NEW DEVICE

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

SYNOPSIS

To enhance security for Neo (both the user interface of Neo and Admin Suite), email notifications will now be sent whenever a user signs in from a new or unrecognized device, browser, or application. This update strengthens account security by informing users of any new sign-in activity.



Key Improvements:

- Users will receive an email notification at their registered business email whenever a sign-in occurs from a new device.
- A new cookie **KDS-DEVICE** will be deployed in Neo to track user sessions accurately.
  - Please note that as a new cookie will be deployed, that from version **25.3** for every first connection to Neo, Users will receive this email
- Details of this cookie will be included in the Neo Privacy Statement.

NOTE: It is necessary to make sure that clients who have a cookie filter do not block the new cookie

SCOPE

Neo User Interface and Admin Suite :

- User/Password login
- SAML SSO login
- Mobile activation (only for Neo UI)

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NEO TRAVEL

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[TRAVEL EMAILS] REMOVAL OF TRIP SUMMARY PDF ATTACHMENTS

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

SYNOPSIS

To streamline travel-related emails, the **Trip Summary PDF attachment** will no longer be included.

- Emails already contain **comprehensive trip details**, making additional attachments unnecessary.
- Starting from **version 25.2**, **Trip Summary PDFs** will be **removed** from travel-related emails.

SCOPE

This change is only for Travel emails sent by Neo.

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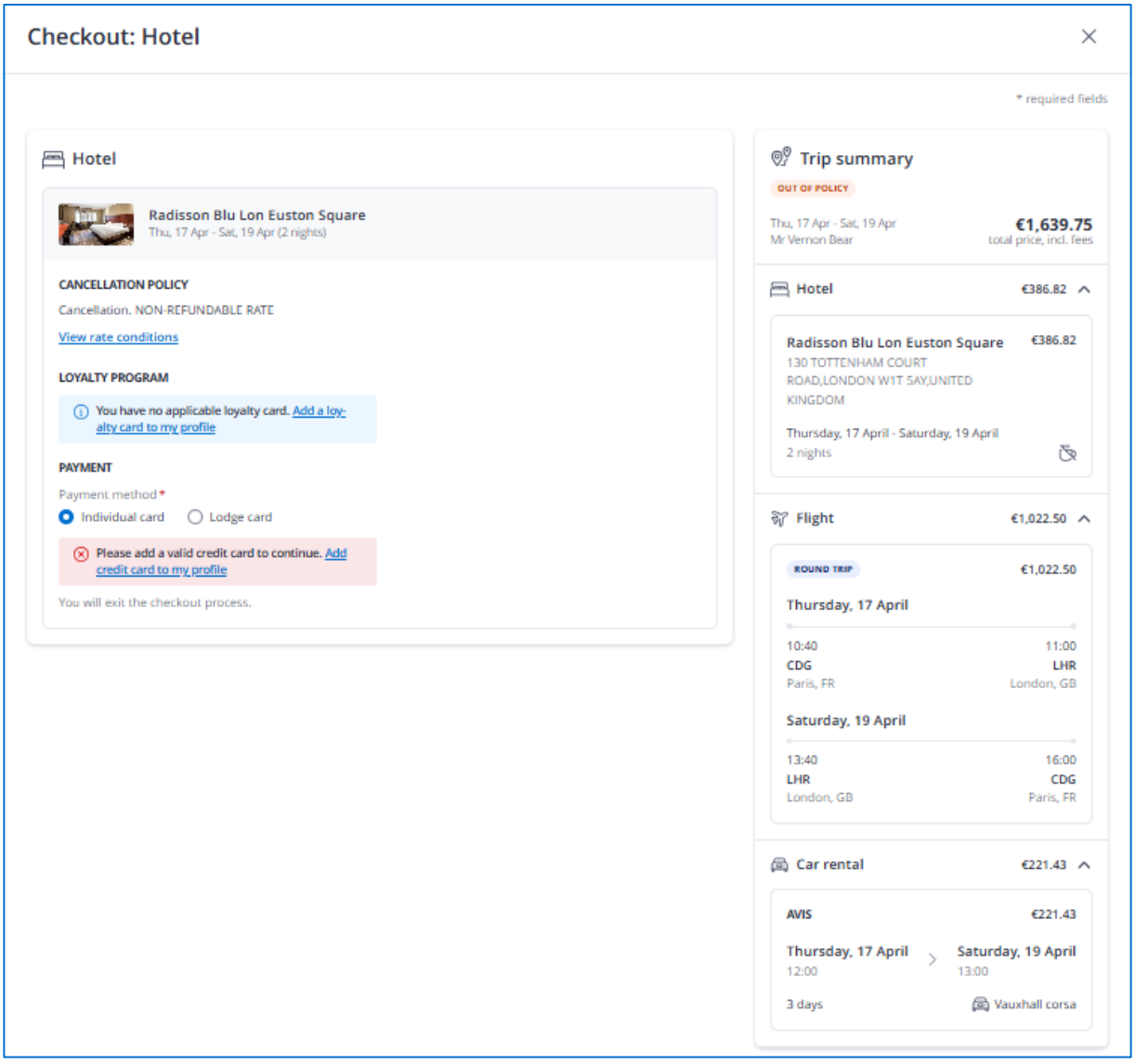
[CHECKOUT] ENHANCED TRIP SUMMARY

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

SYNOPSIS

To improve the booking experience for travelers and arrangers, an improved trip summary will be introduced in the checkout process. This feature enhances transparency, reduces booking abandonment, and improves accessibility compliance (WCAG – Web Computing Accessibility Guidelines) for screen reader users.

This update aligns with industry best practices, ensuring a seamless and accessible booking experience while reducing friction during checkout.



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Key Features

- A comprehensive trip summary will be displayed throughout the checkout process.
- Located on the right side of the checkout pages, ensuring visibility for all booked services.
- Includes essential trip details, such as , flight times, hotel names, and cost breakdowns.

Release Timeline

- **Phase 1 (25.2):** Initial rollout of the trip summary in the checkout flow.
- **Future Phases:** Enhancements to extend this feature for trip modifications.
- Features an expand/collapse function for each booked service, providing flexibility in viewing details.

SCOPE

This feature introduces the new checkout screens for the following services:

- Hotel bookings
- Transport, including flights
- Car rentals
- Ground transport

Additionally, this update will include new information relevant to these services.

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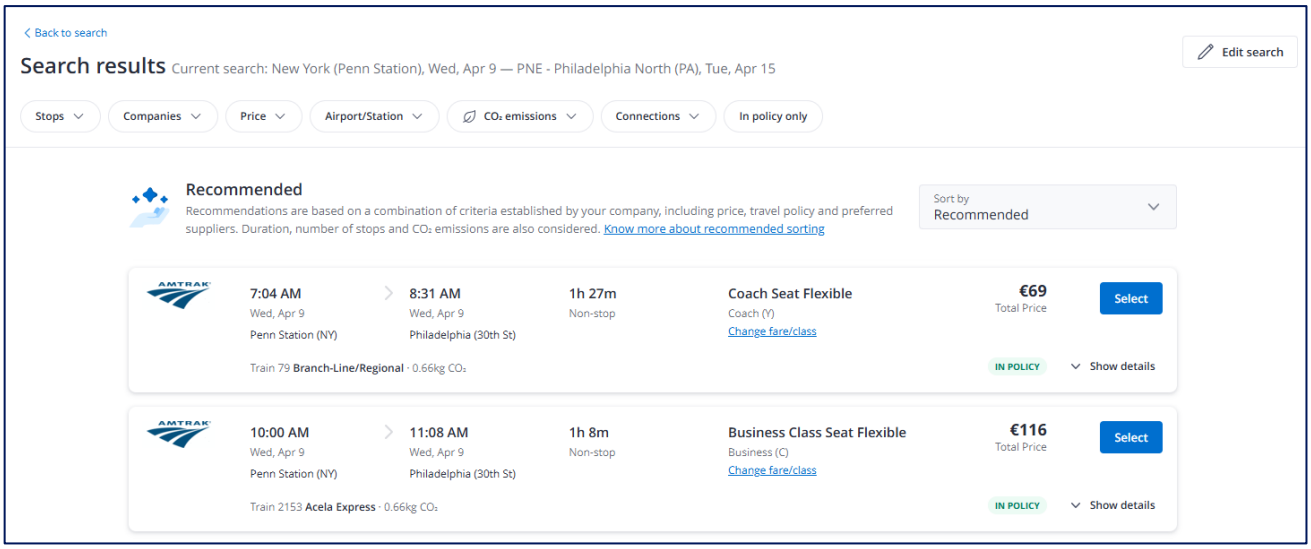
[RAIL] AMTRAK TRAIN TYPE DISPLAYED IN TRANSPORT COMPACT CARD

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

SYNOPSIS

Users need to easily differentiate between a regional (standard train) and Acela (high speed train) when shopping Amtrak services as the available cabins and services depend on the train equipment.

Amtrak train type/equipment will now be displayed directly in the transport compact card, reducing user navigation and enabling immediate train equipment identification.



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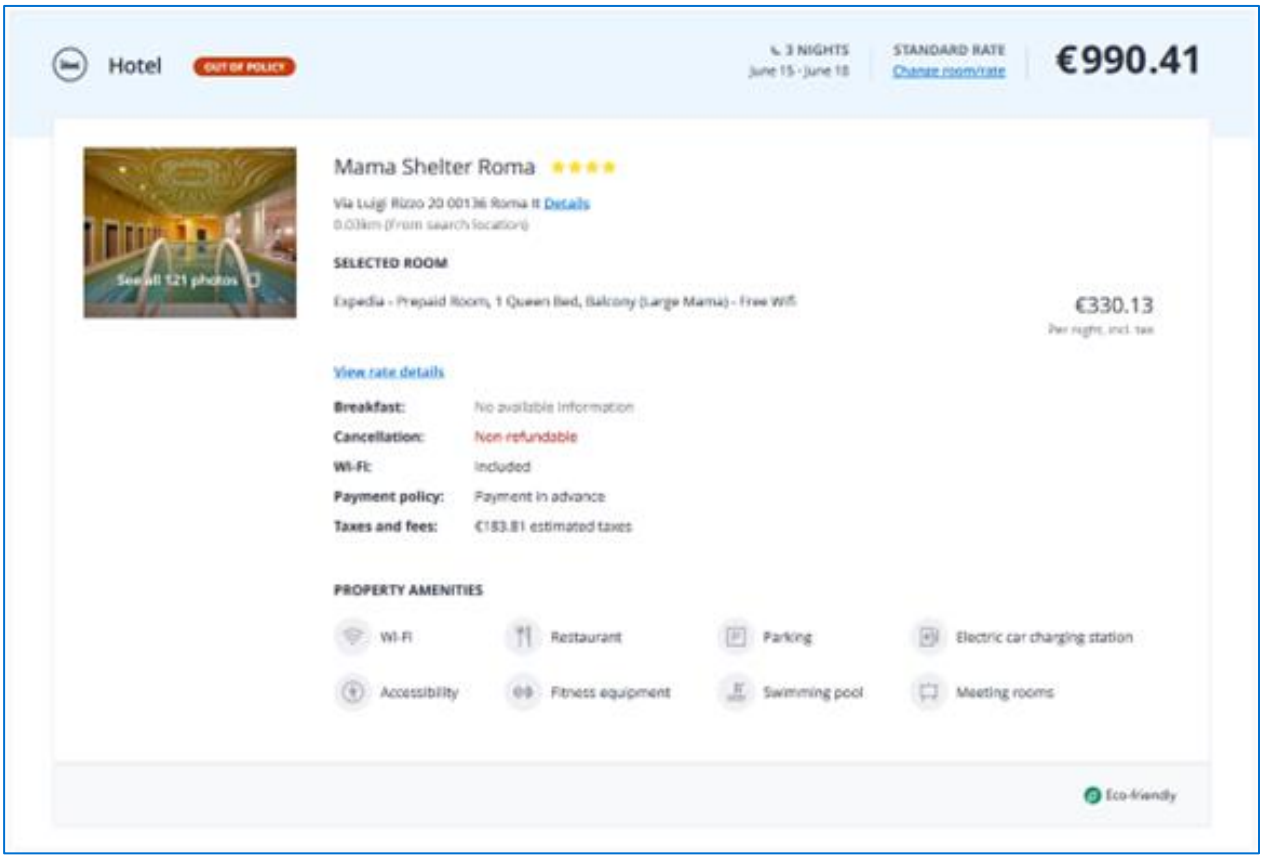
[HOTEL] REDESIGNED HOTEL CARD ON THE TRIP OVERVIEW PAGE

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

SYNOPSIS

To enhance navigation efficiency, the hotel card on the trip overview page has been fully redesigned to prioritize key travel details.

BEFORE



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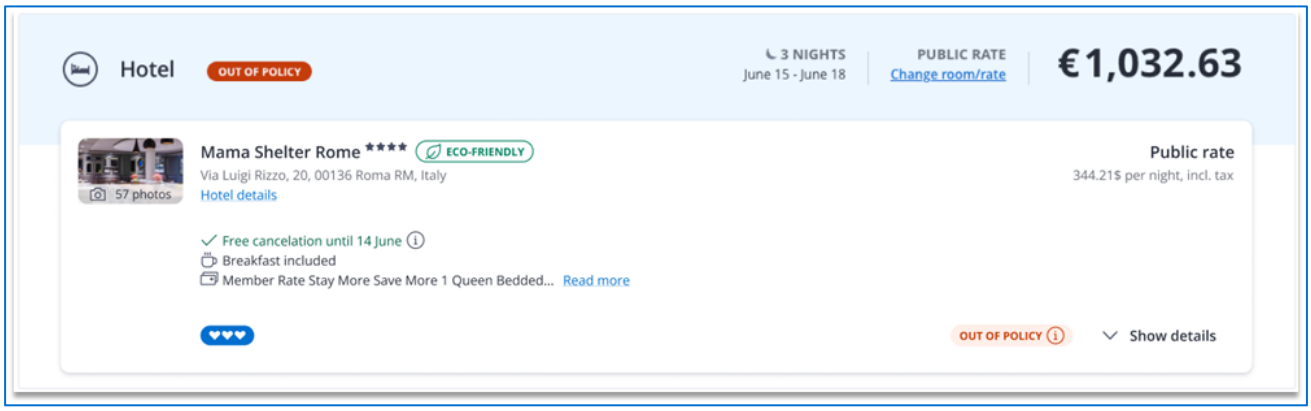
AFTER



Key Enhancements:

- Improved layout for better visibility of essential information.
- Fully updated design that now meets accessibility requirements.

These improvements provide a more intuitive and user-friendly experience when viewing hotel details.

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[TRANSPORT] ENHANCED POP-UPS ON THE TRIP OVERVIEW PAGE

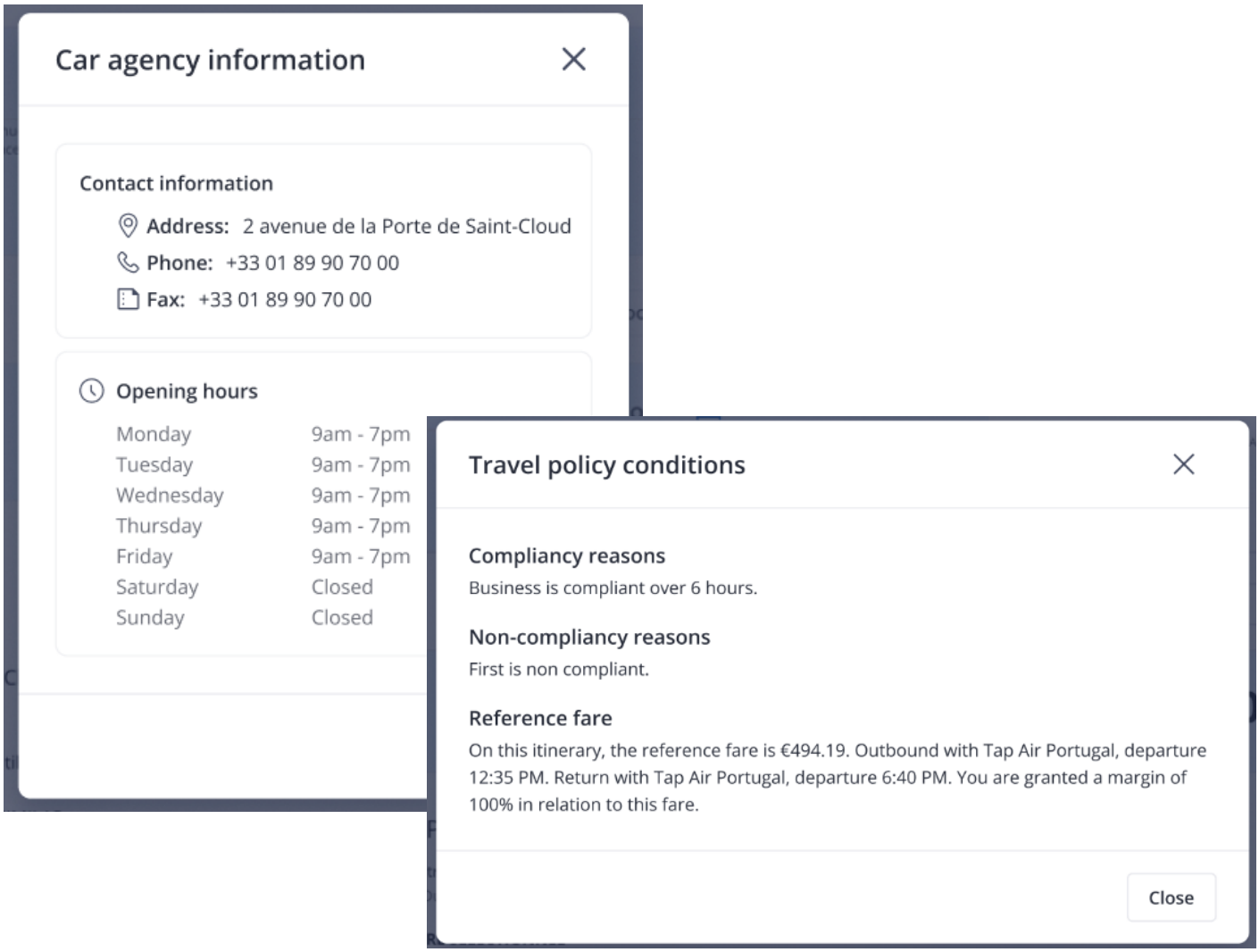
MADE FOR…?	Traveler | Arranger | Approver
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

To improve accessibility and user experience, the **trip overview** page has been optimized with targeted enhancements to pop-ups, providing clearer and more intuitive interactions.

The following pop-ups have been redesigned to enhance user accessibility:

- Hotel details
- Hotel rate details
- Car agency information
- In/ Out of policy reasons “Why” pop-ups for transport, hotel and car



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[TRANSPORT] ENHANCED TRANSPORT CARD ON TRIP OVERVIEW PAGE

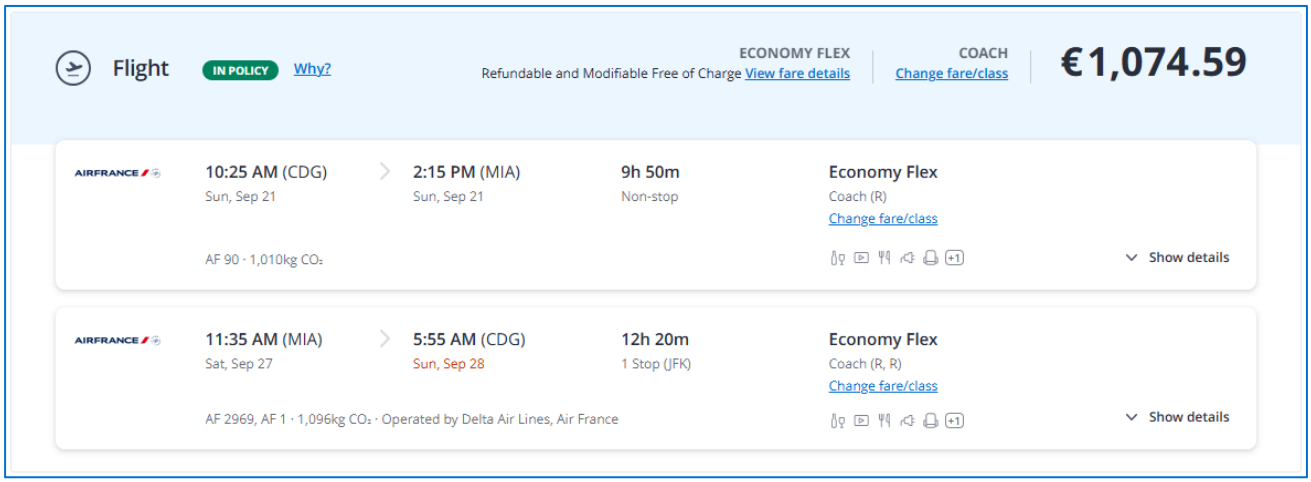
MADE FOR…?	Traveler | Arranger | Approver
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

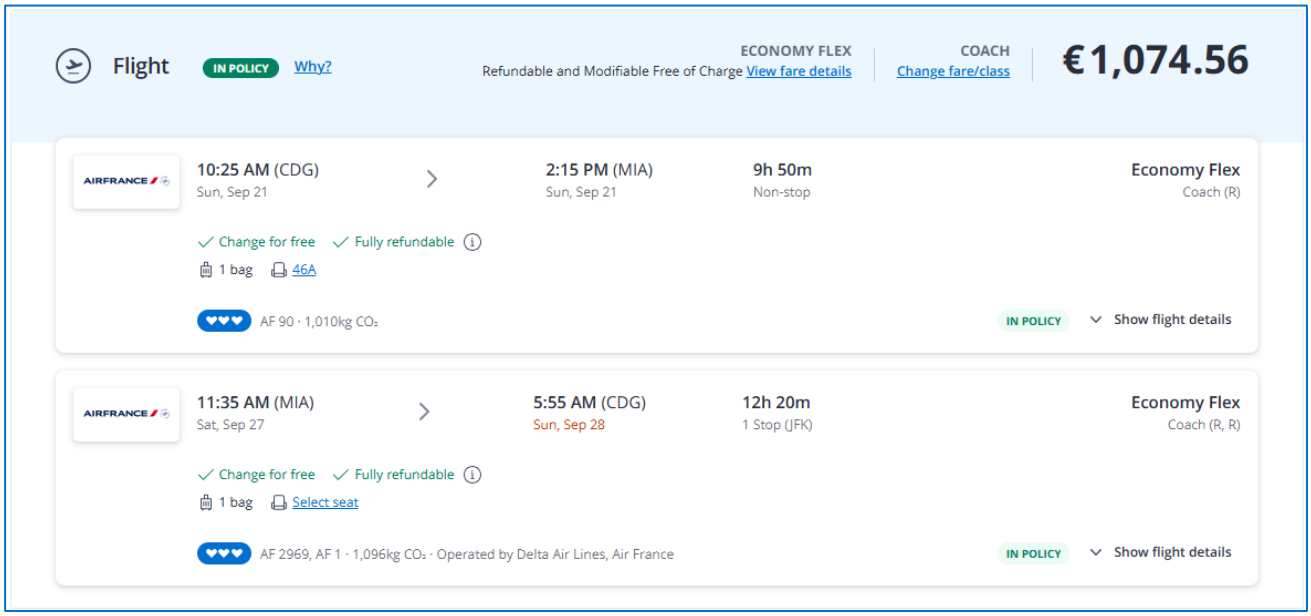
As part of the trip overview page redesign, the **transport card** has been improved to enhance visibility and provide clearer travel information.

These updates improve the user experience by presenting essential transport information more effectively while maintaining access to additional details when needed.

BEFORE



AFTER



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Key Enhancements:

- **Newly Added Details:**
    - **Fare flexibility** for better decision-making. For example, users will now be more aware when a fare is non-refundable as this appears directly on the transport card.
    - **Included options** such as baggage and seat selection.
- **Updated Display of Amenities:**
    - Amenities (Wi-Fi, meals, etc.) have been removed from the collapsed card.
    - These details remain accessible when clicking **"Show details."**

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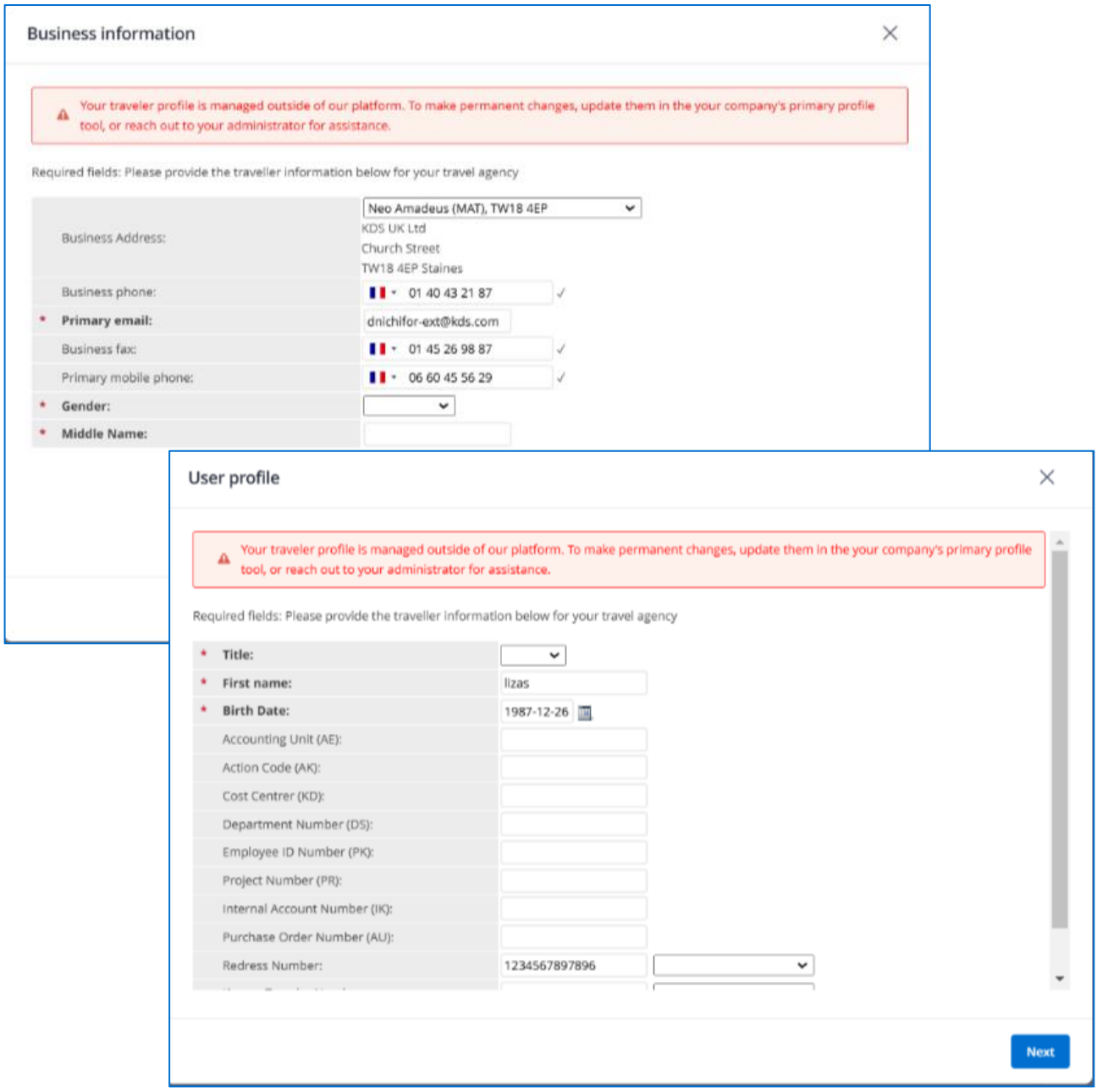
[CHECKOUT] NEW WARNING MESSAGE IN PROFILE POP-UP

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

SYNOPSIS

If a traveler's company uses an external profile manager as the profile of record, personal information should not be added or modified within Neo. However, when mandatory information is missing during booking, Neo currently opens a profile pop-up that allows travelers to enter or update personal details.

To enable data consistency, travelers will now be informed that any updates to personal information should be made directly in the external profile manager, not in Neo.



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What's New

A new warning message will be displayed, only to travelers managed by a profile manager.

The message will appear if the traveler does not have all mandatory information in their profile when completing their booking. The profile pop-up (with warning) appears after clicking on "Book" from the Itinerary page.

Warning message: "*Your traveler profile is managed outside of our platform. To make permanent changes, update them in your company's primary profile tool, or reach out to your administrator for assistance.*"

SCOPE

- Other profile tools as primary profile of record:
  - Cegid Notilus
  - Connect Profile
  - Neo1

OUT OF SCOPE

- Neo as profile of record

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[TRANSPORT] CUSTOMER EXPERIENCE ENHANCEMENTS

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

SYNOPSIS

To enhance platform scalability and meet growing customer demand for expanded transport options and fares in the future, we need to optimize the current performance of the transport shopping flow. These improvements will directly improve user experience by reducing search time.

Neo has optimized backend processing of transport solutions and fares, improving technical efficiency without changing user-facing content.

The technical improvements will enable Neo in the future to handle, on average, +25% more solutions, +21% more fares per search. As a positive result it will also allow to reach 86% of transport searches with 4s of average search duration.

SCOPE

- This feature is for all transport content.

ADDITIONAL ENHANCEMENTS SPECIFICALLY FOR AMADEUS

Intermittent timeouts may occur during alternate fare retrieval for specific search parameters.

Neo has optimized special services retrieval, now requesting options from Amadeus only when the options page is displayed, rather than earlier in the shopping flow.

EXPECTED OUTCOME

For Amadeus transport search:

- Approximately 70% reduction in timeout occurrences
- An estimated 10% overall decrease in loading time from the Neo connectivity layer

SCOPE

- GDS Amadeus as main resource.

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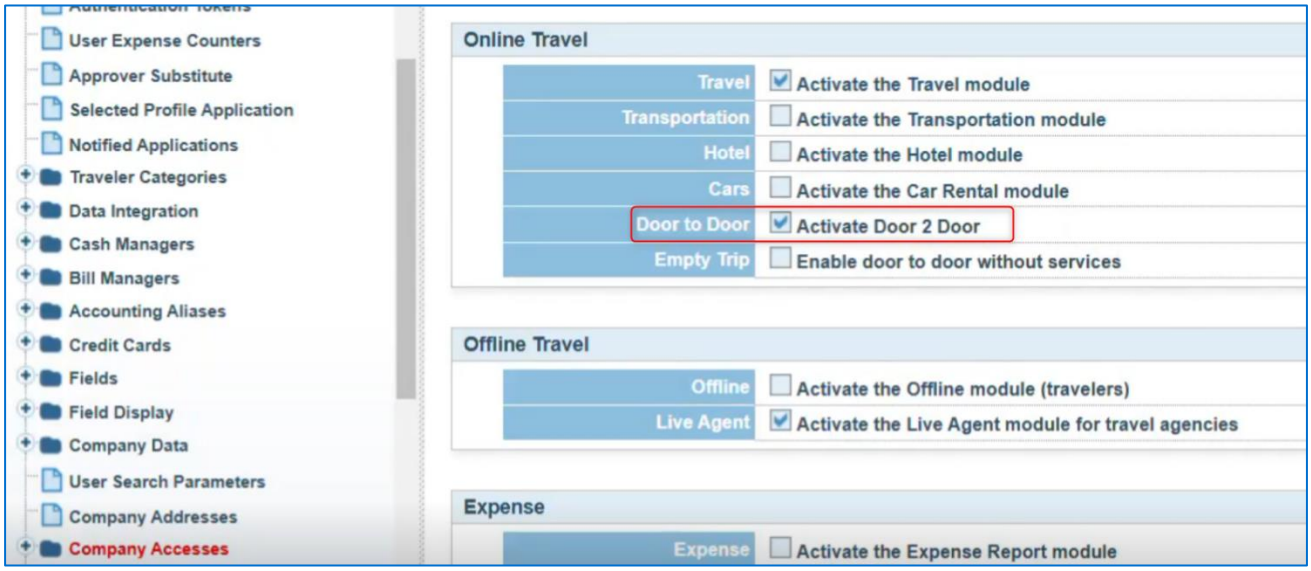
[ADMIN SUITE] NEW SETTING TO ENABLE OR DISABLE DOOR-TO-DOOR/TRIP BUILDER MODULE

MADE FOR…?	Neo Admin | Travel Manager
ACTIVATION REQUIRED?	Yes
ADMIN SUITE NODE	Company Setup | Company Accesses
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

Before version 25.2, the Door-to-Door/Trip Builder module was visible to all customers with no option to hide it. Starting with this release, customers can now disable Door-to-Door/Trip Builder via a setting in the Admin Suite.

A new field has been introduced under the **Company Accesses** node, enabling deactivation of the module within Neo.



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[NDC] FARE LABEL UPDATE TO HIGHLIGHT NDC SAF FARES IN NEO

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

This feature is only available if NDC content is enabled on the site.

SYNOPSIS

Users can now clearly differentiate **NDC SAF (Sustainable Aviation Fuel) fares** from **standard NDC fares** in Neo.

Key Enhancements:

- Previously, NDC fare labels were retrieved from Routehappy based on the fare basis, causing NDC SAF fares and standard NDC fares to display the same label.
- Now, fare labels for all NDC fares are retrieved directly from SMPAir and correctly displayed in Neo.
- This update ensures that NDC SAF fare labels are accurately highlighted, improving fare visibility and selection.

SCOPE

This feature is for all NDC fares.

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[NDC] NEW BANNER FOR NDC

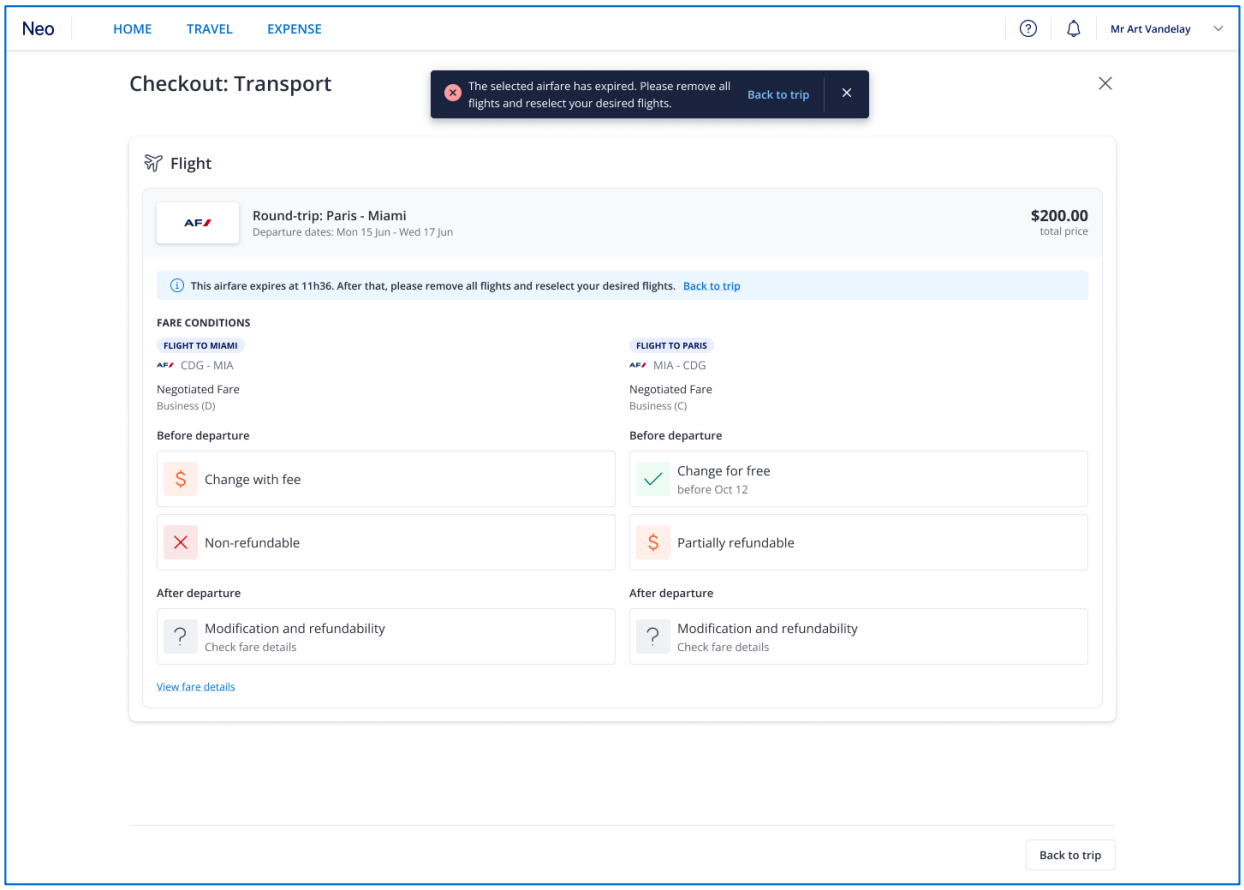
MADE FOR…?	Traveler | Arranger
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

To align with NDC fare messaging improvements introduced in the 25.1 release, Neo will be implementing the following enhancements:

- A banner notification will now inform users of their NDC fare's expiration time during checkout, along with guidance on what to do if they are unable to complete the booking before the fare expires.

NOTE: The following banner and pop-up appear only if the NDC content is available for a given site."



- If an NDC fare expires before checkout is completed, and the user clicks on **Next**, a **pop-up message** will provide additional details on the expiration and next steps.

These improvements ensure users receive clear, real-time notifications about fare expirations, minimizing confusion and guiding them on how to proceed with their booking.

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[RAIL] REQUEST A SPECIFIC SEAT

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

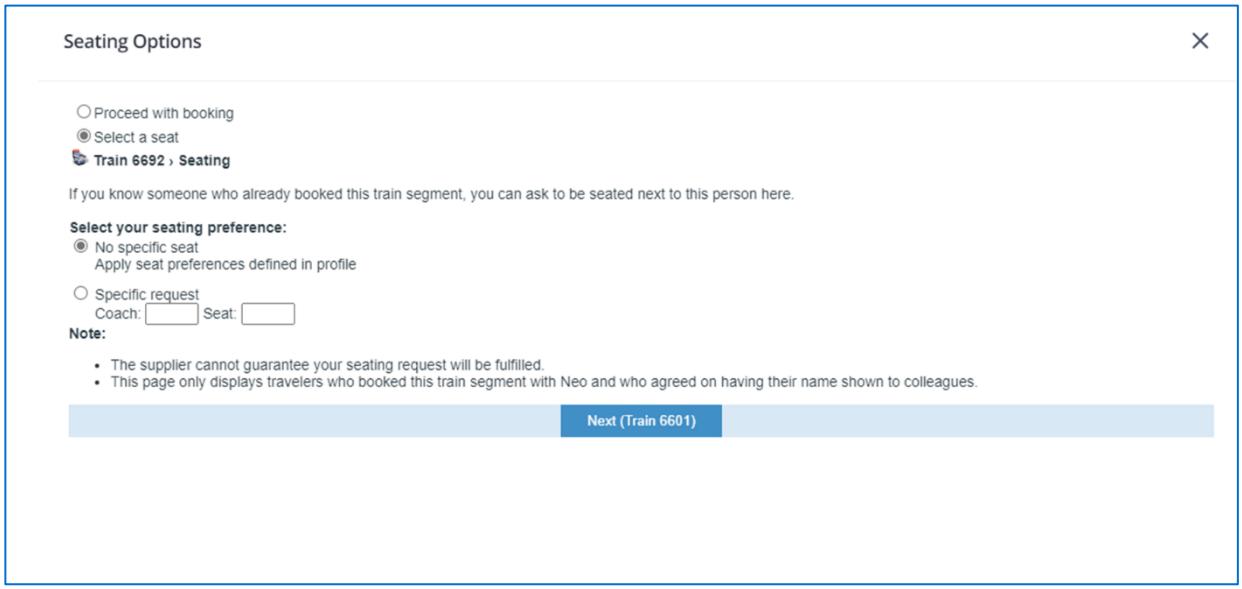
SYNOPSIS

To improve the user experience, we have introduced a new Specific Seat card on the Rail Options screen. This allows users to specify the coach and seat of the person they wish to sit next to, providing a more intuitive and streamlined booking process. This card will be displayed in the following scenarios:

- if the special services are enabled
- the rail supplier offers a “close to” option for the train you’ve selected
- and you haven’t selected any seat in the seat map a “close to” seating option for the selected train, and no seat has been chosen from the seat map, “Specific Seat” section will appear in the Rail options screen.

As part of the checkout migration, we have removed the seat selection confirmation screen from the checkout process, as it was not the appropriate place for this step.

BEFORE



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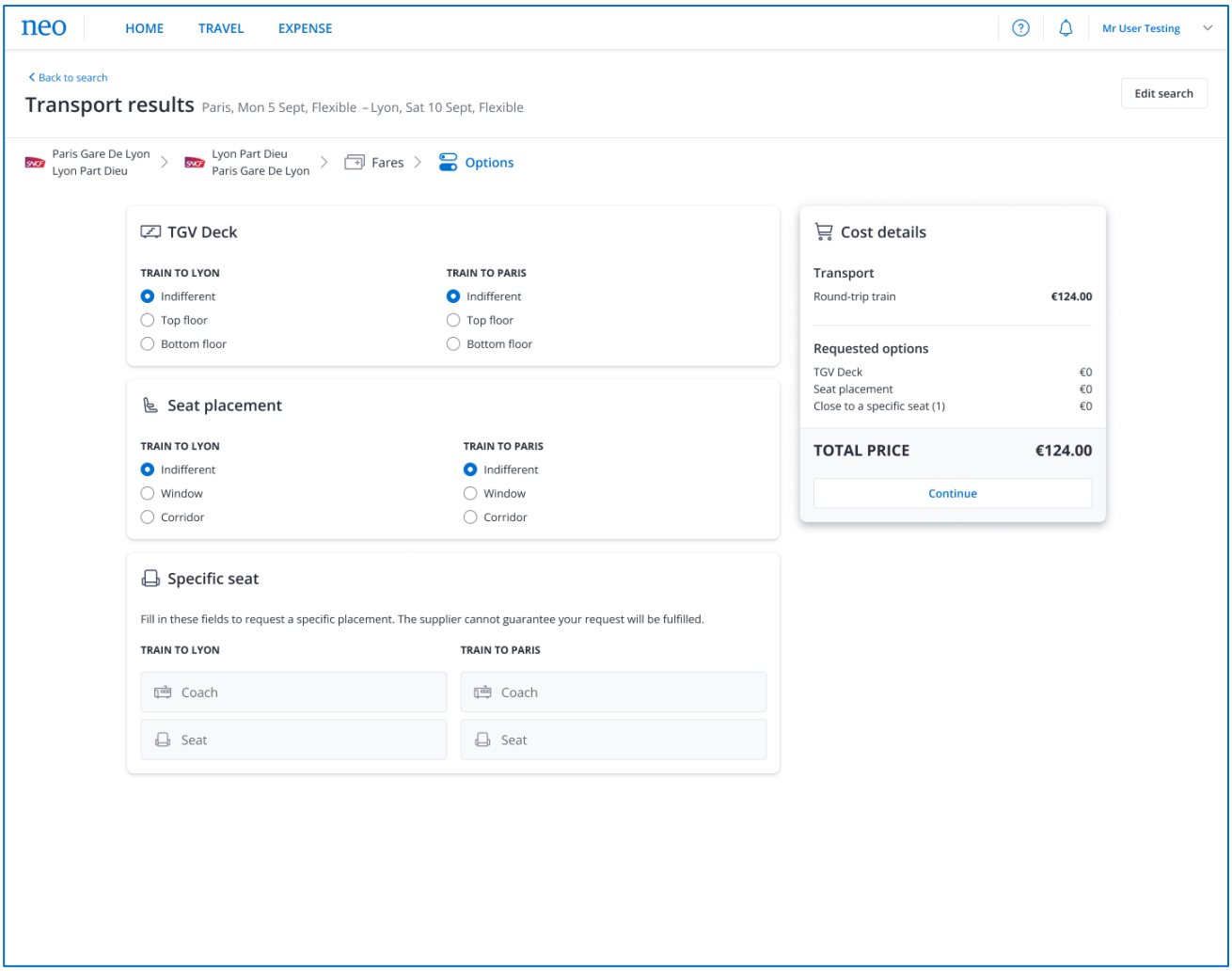

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[SABRE / RYANAIR] MULTI-BRAND FARE MANAGEMENT

MADE FOR…?	Traveler | Arranger | Travel Manager
ACTIVATION REQUIRED	Yes – Manual activation required
ADMIN SUITE NODE	Travel | Fullfiment Travel | Air-Rail | Special Services
VALIDATION BY AGENCY REQUIRED?	Yes

Pending GBT end-to-end testing. This feature is not yet available in the GBT system.

SYNOPSIS

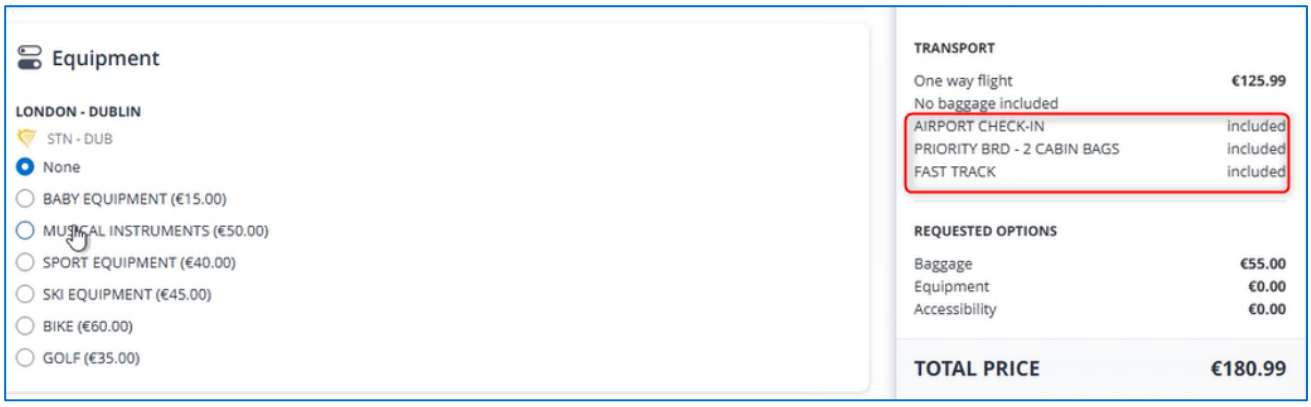
With this release, Neo is expanding Ryanair fare options available through Sabre, enabling users to book a wider range of fares, including those with ancillaries.

What's New?

In **version 25.1**, Neo introduced the **Basic fare**, which includes no ancillaries.

Now, with **version Neo 25.2**, all available Ryanair fare types can be booked directly via Sabre, providing better flexibility and additional service options:

- **Regular** – Includes **Priority Boarding, 2 Cabin Bags, and 1 Standard Seat**
- **Plus** – Includes **Airport Check-in, 20kg Checked Bag, and 1 Standard Seat**
- **Flexi Plus** – Includes **Airport Check-in, Priority Boarding, 2 Cabin Bags, Fast Track, and 1 Seat Selection**



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CONFIGURATION

To configure this feature, Special Services need to be enabled under the Admin Suite node:

Travel | Air - Rail | Special Services

SCOPE

This feature is for Ryanair through Sabre Direct Link.

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[PNR IMPORT] IMPORT COMPLIANCY

MADE FOR…?	Traveler | Arranger | Travel Manager
ACTIVATION REQUIRED	Yes – Manual activation required
ADMIN SUITE NODE	Travel | Fulfillment | PNR Import | PNR import Actions
VALIDATION BY AGENCY REQUIRED?	Yes

SYNOPSIS

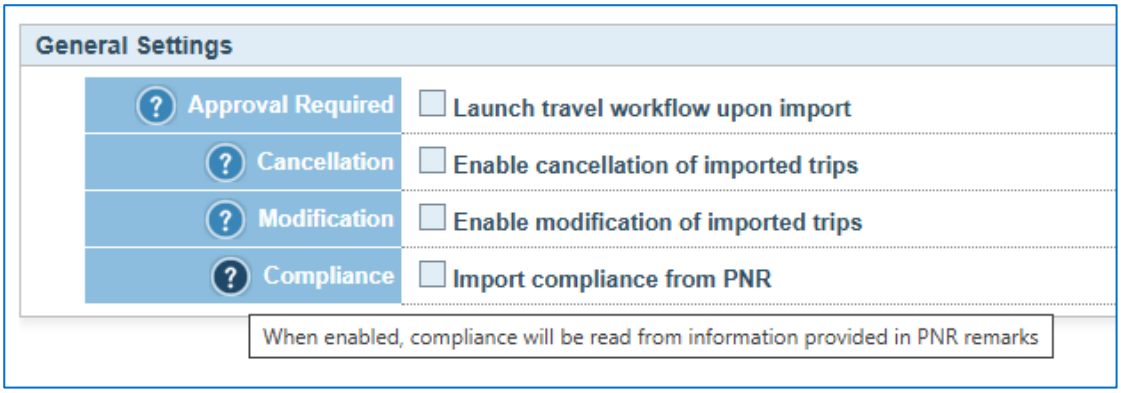
The agency and client require the ability to override compliance in specific cases, as certain policy rules do not apply during the import process.

A new PNR import option enables policy compliance overrides by service type using optional formatted general remarks:

- **TRANSPORT COMPLIANCY Y or N**
- **HOTEL COMPLIANCY Y or N**
- **CAR COMPLIANCY Y or N**

> **Example**: TRANSPORT COMPLIANCY Y
>
> In that case, all transport services will be marked as compliant.

When a trip is imported and created in Neo, if any of the compliancy remarks mentioned above are present in the PNR, and if the option has been activated, the compliancy will be enforced according to the remarks.



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[TRANSPORT] PRE-BOOKING APPROVAL

MADE FOR…?	Traveler | Arranger | Travel Manager
ACTIVATION REQUIRED	Yes – Manual activation required
ADMIN SUITE NODE	Travel | Policies | General policy settings | Validation mode
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

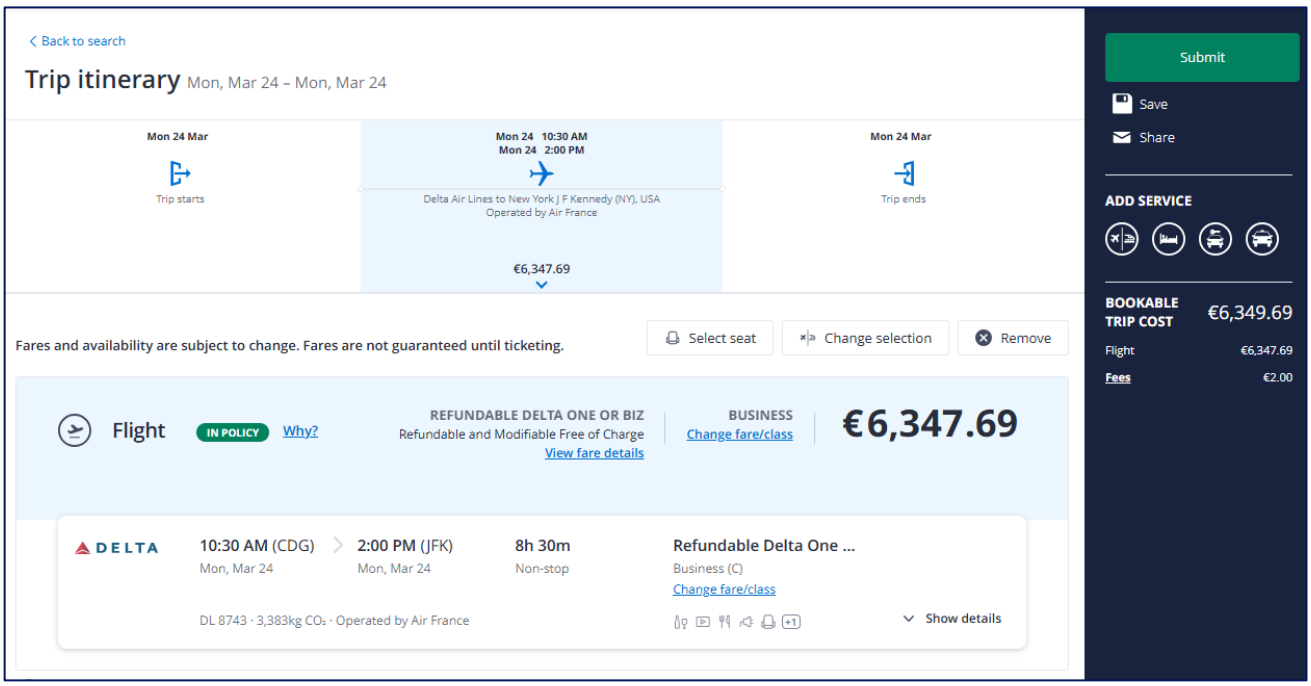
This feature aims to provide an alternate approval process flow so that it occurs before a trip is booked.

This aims to provide greater control over spending, and prevent unnecessary fund commitments.

Target Use Cases

- Validate budget before engaging costs.
- Prepaid hotels.
- Low-cost carriers (that require instant purchase).
- Other instant purchase options.

Feature Overview



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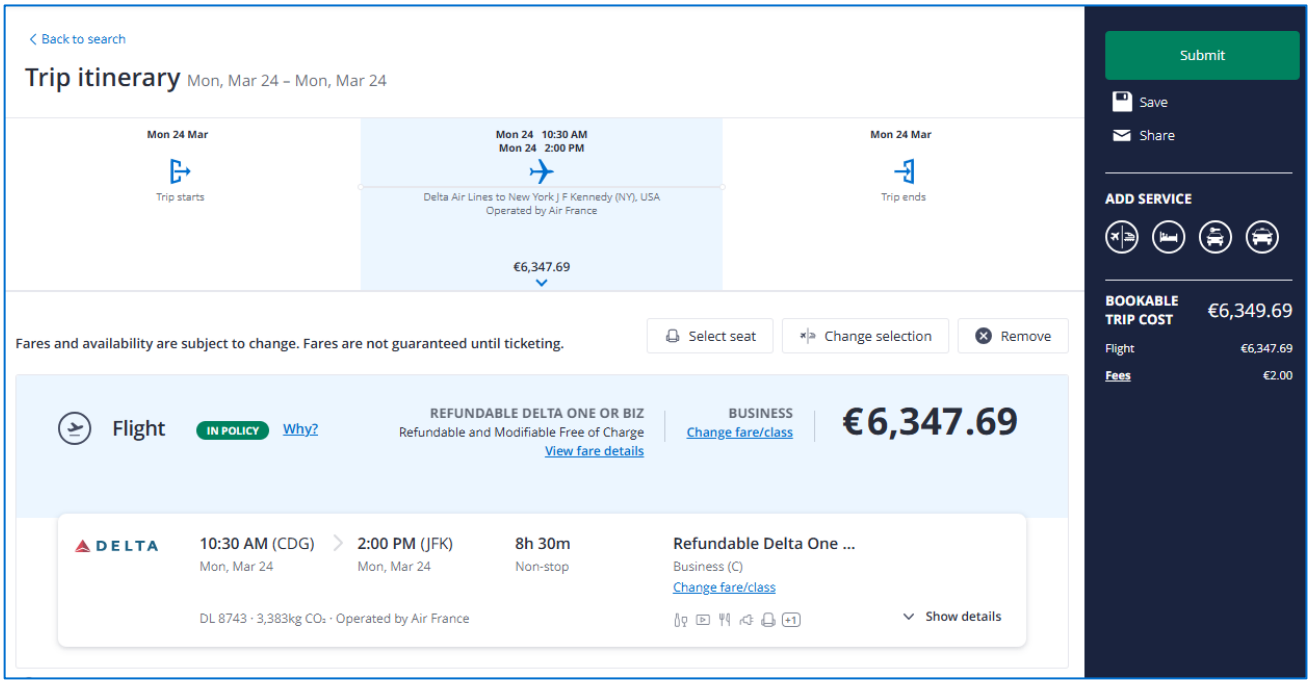
- User shops for a trip as usual in Neo.
- Instead of booking, user submits the trip for approval.
- Trip stays in Draft status.
- Approver opens the trip from the trip list, reviews & decides:

NOTE: Approve/Reject from trip list not available

- **Approve** → Trip is automatically booked.
- **Reject** → Trip is returned to the traveler/arranger for modification

Only applicable to trips that have not yet been booked.

For trip modifications, the current process remains unchanged: the modification is sent directly to the supplier.



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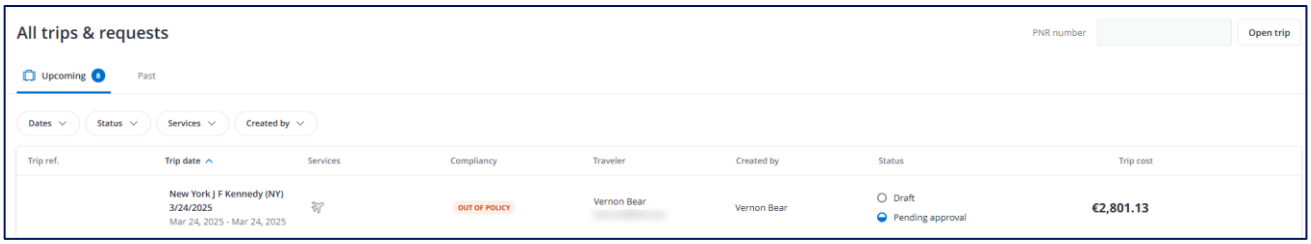

Key considerations

Approval speed is critical

- Fares and rates are not guaranteed until ticketing.
- A **shorter deadline** in the approval workflow is encouraged to reduce risk of availability and pricing changes.
- Engage with customers to highlight the importance of **quick approval**.

NDC Fares are time-sensitive

- NDC fares may expire very quickly.
- Delayed approval may impact fare availability.

Limitations: service availability check

- If a service (flight, hotel, etc.) is no longer available when the approver opens the trip, the approval process will stop. The traveler / arranger will be notified, and they may modify and resubmit the trip if needed.

Credit Card Storage – CVV

- With **pre-booking approval**, travelers proceed to checkout and enter their credit card details, but the **booking occurs only after approval**.
- This requires a modification in Neo's credit card storage to comply with PCI-DSS regulations.
- The **CVV will be stored for a limited time** per security recommendations.
- It is **critical to align the approval cycle with the CVV retention period** to prevent approvals after the CVV has been purged.

FUTURE IMPROVEMENT POSSIBILITIES

1. **Price increase threshold**

Implement a **threshold mechanism** to notify approvers when the trip cost has increased beyond a predefined limit.

2. **Approval mode based on trip type**

Ability to **automatically determine** whether a trip should go through pre-booking or post-booking approval:

- **Pre-booking approval** → For **low-cost carriers** (that require instant purchase) **& prepaid hotels** (to avoid fund engagement before approval).
- **Post-booking approval** → For **GDS content & refundable bookings** (to ensure availability and flexibility).

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Provides **greater flexibility** to match different travel policies.

3. **Recall feature – Stopping the approval process**

Allow travelers / arrangers to **recall pending approval requests,** minimizing time spent on approval processing in the event the traveler's plans change.

Pilot phase

- Pilot phase to begin following 25.2 release
- Pilot phase used to gather feedback from early adopters to refine feature
- Looking for pilot participants – reach out to your account manager or contact at Amex GBT if interested!

SCOPE

Approvals in Neo.

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[SPECIAL REQUESTS] NEW PROPERTY FOR THE APPROVAL PROCESS

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

SYNOPSIS

Prior to 25.2, special requests (such as visas and subscription cards) were processed through the complex trip request approval workflow script, preventing the creation of conditional approval processes (validation cycle) when a special request is present.

A new property **Trip.IsSpecialRequest** now enables configuring approval processes specifically related to the presence of a special request.

SCOPE

- This feature concerns the workflow script which is managed by the GIS team.

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NEO EXPENSE

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[EXPENSE] EXPENSE REPORT PAGE MIGRATION & REDESIGN - BETA VERSION

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

SYNOPSIS

The expense report page is undergoing a technical migration alongside a functional and design revamp.

Objectives:

- Enhance technical performance for a smoother experience.
- Improve the interface with a more modern look and better readability.
- Increase user guidance and make navigation more intuitive.

Given the complexity and scale of this section within Neo, the migration will be implemented in phases to ensure a seamless transition while maintaining all functionalities.

The first phase, introduced in the 25.2 release, allows users to experience the new design and gradually adapt to the updated version. In this initial release, key expense report actions are available, including submission. Additional features will be introduced in upcoming phases.

Scope of the first phase:

- **Applicable to end users only**
  - Not in scope: accountant and approver view will be available at a later date
- **Available on desktop and zoom view**
  - Not in scope: mobile app view will be available at a later date
- **Available features: add/edit expenses, itemization, submission of expense report, duplicate expense report**
  - Not in scope: per diems, calendar view, summary and history screens

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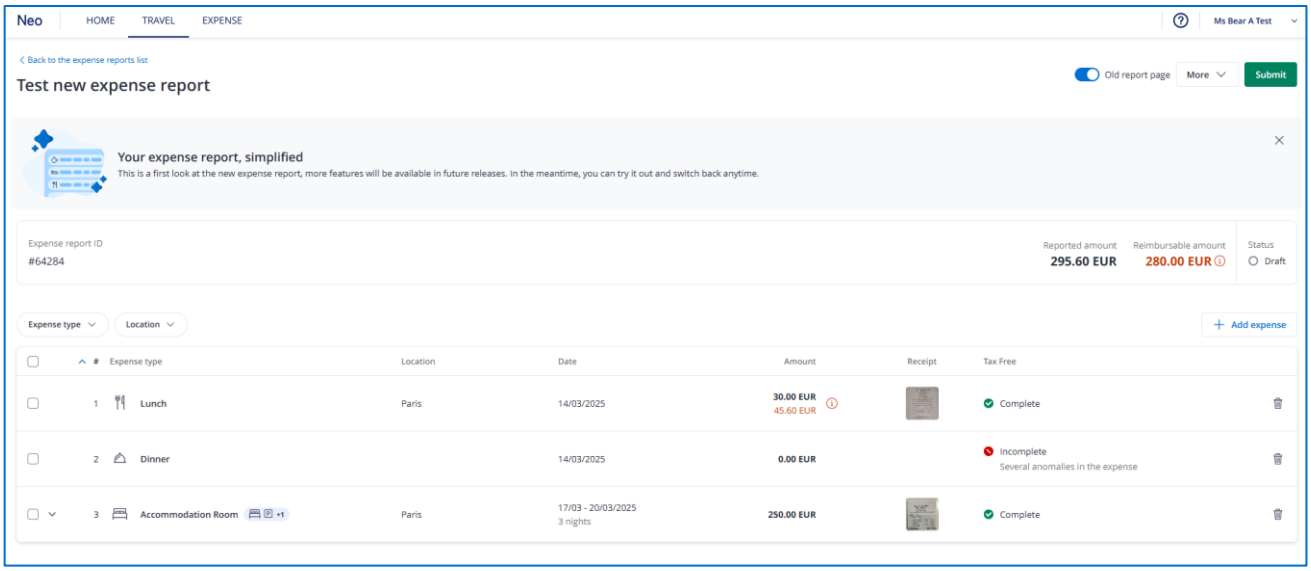

Users will have the option to switch between the new and old views, allowing them to have a preview of the changes while maintaining access to all the features which are currently available.

A survey will be displayed when users decide to switch back to the old view to give their feedback. This will help to better prioritize future improvements.

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[EXPENSE] MISSING RECEIPT AFFIDAVIT OPTION FOR EXPENSES ABOVE A THRESHOLD AMOUNT

MADE FOR…?	Traveler
ACTIVATION REQUIRED?	Yes – activation by NTG Admin
ADMIN SUITE NODE	“Item categories” I “Fields” node inside expense type I “Receipt” → Required (For expense reports) drop down → “Conditional”
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

A new option is available for users to submit a missing receipt affidavit when a receipt is required for expenses exceeding a specified threshold amount.

This update allows flexibility in expense submissions while maintaining compliance with receipt requirements.

Key Improvements:

- Neo can already enforce mandatory digital receipts for expenses above a configured threshold.
- With this improvement, users can now submit a missing receipt affidavit when a receipt is unavailable, enabling them to still claim their expenses.
- The affidavit option will be visible only if the setting is enabled in Admin Suite.

Configuration Requirements:

To enable this feature, the following settings must be configured:

- **Mandatory Receipt Setting:**
  - *Path:* Expense → Receipts → Receipt Management
  - *Setting:* "Is mandatory" checkbox must be enabled.
- **Affidavit Option Activation:**
  - *Path:* Expense → Receipts → Affidavit Receipt Management
  - *Setting:* "Enable" checkbox must be activated.
- **Threshold Amount Configuration:**
  - *Path:* Item Categories → Fields (inside expense type) → Receipt
  - *Setting:* In the “Required (For expense reports)” dropdown, select **"Conditional"**

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[ADMIN SUITE] BLOCKING OF FUTURE PAYMENT DATES ONLY

MADE FOR…?	Traveler | Neo Admin | Travel Manager | Expense Manager
ACTIVATION REQUIRED?	Yes - Manual activation required
ADMIN SUITE NODE	Expense | Company Expense Settings | Date setting
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

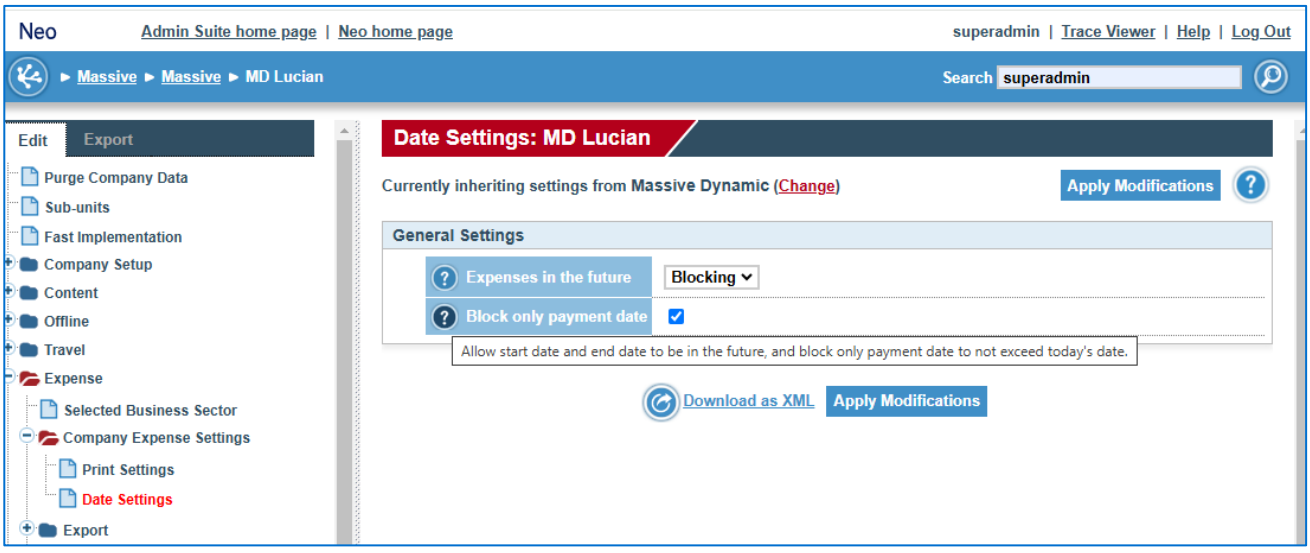
A new setting is being introduced in Admin Suite to allow users to add expenses that take place in the future while maintaining a separate control for the payment date. This update provides greater flexibility in expense management while maintaining control over payment date restrictions.

Key Improvements:

- Currently, users are blocked from adding future expenses due to a specific check on the payment date.
- The new setting will enable users to record expenses with a future date while maintaining a current payment date.

Admin Suite node

Expense | Company Expense Settings | Date setting



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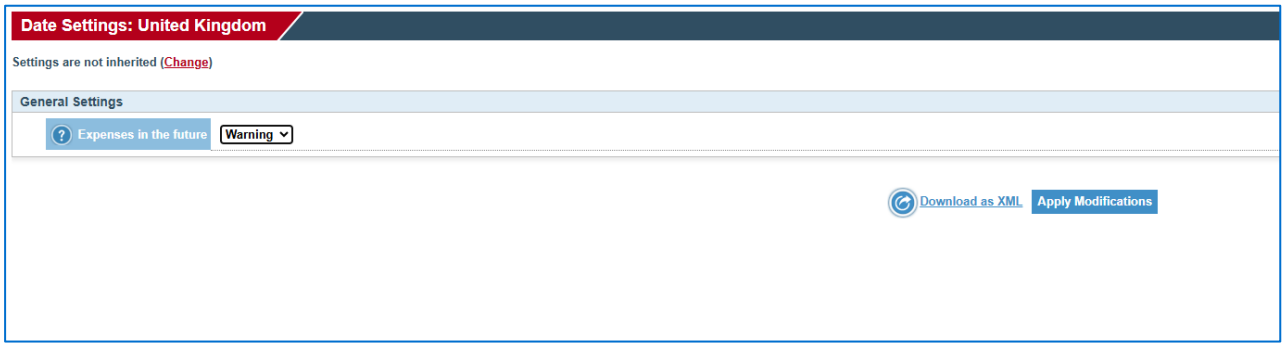
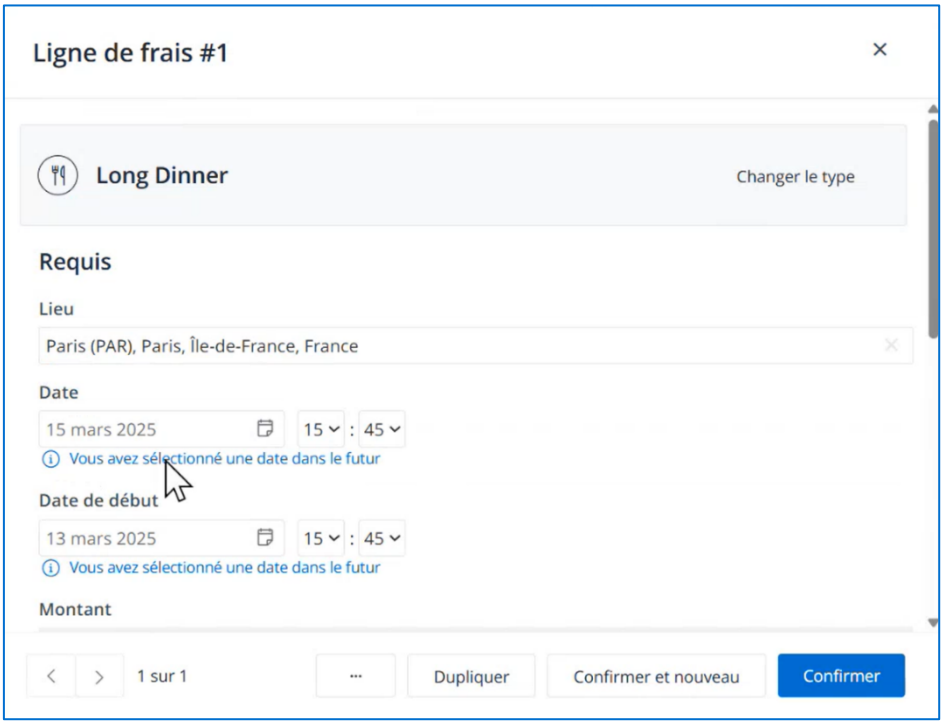
Setting Warning





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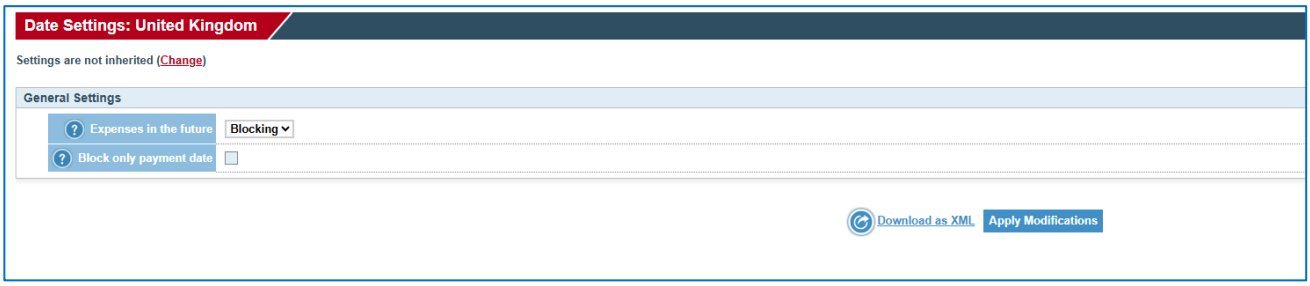
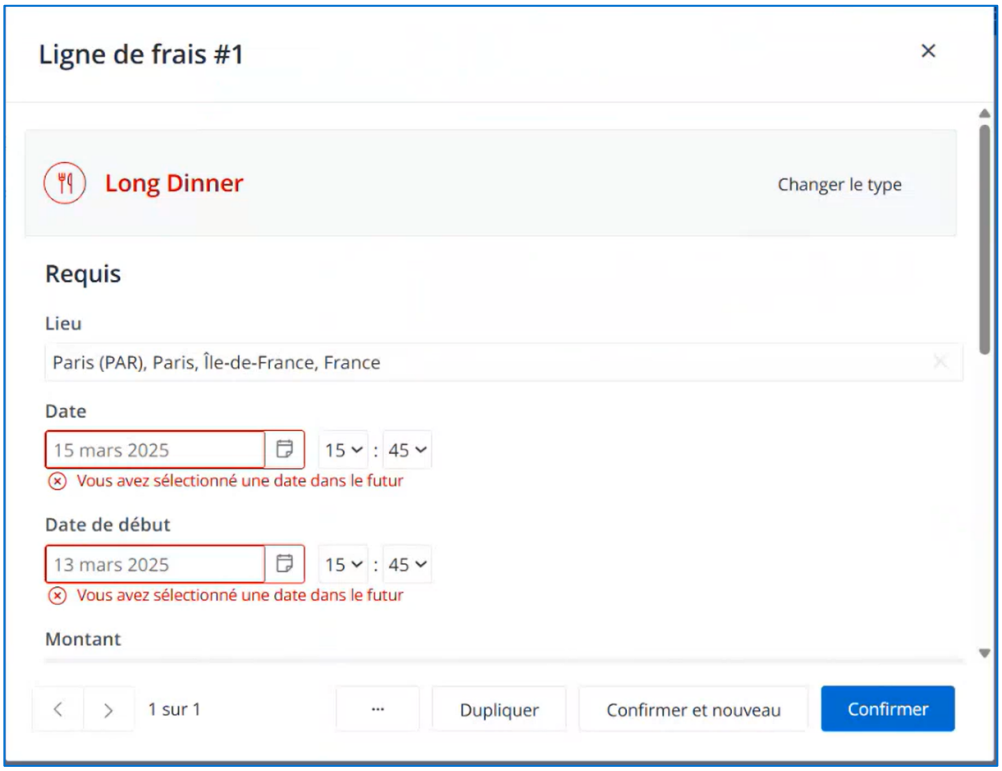
Setting Blocking (all dates):





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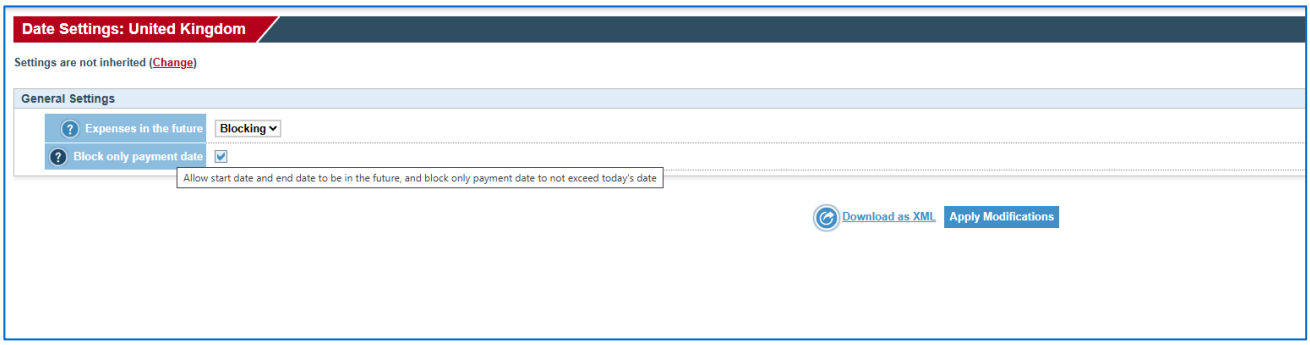
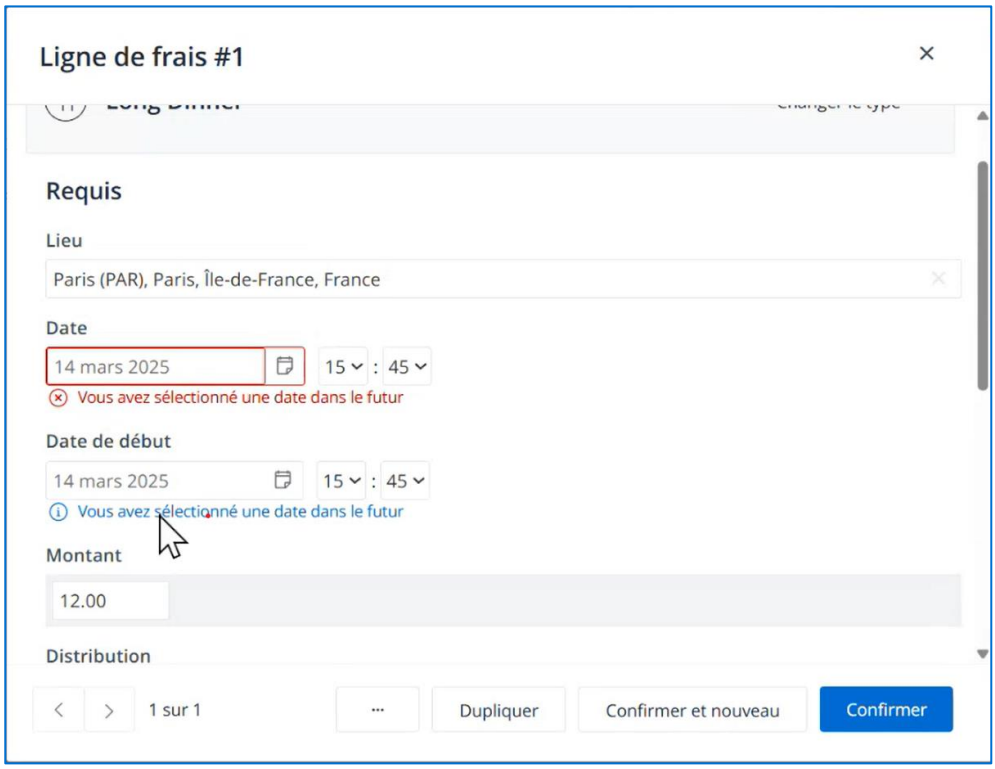
Setting Blocking only Payment date:





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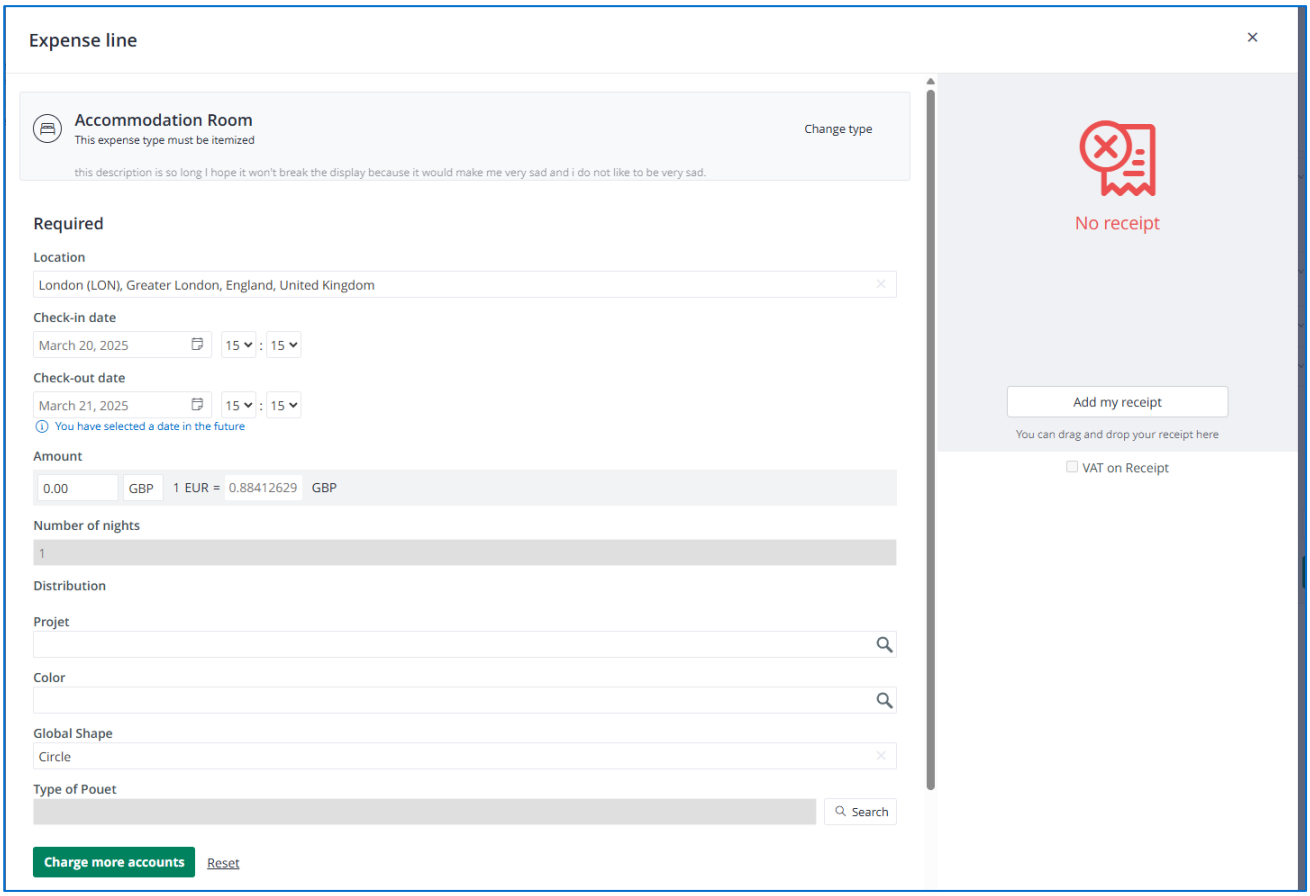
Example with an Expense created on 20 March 2025



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[EXPENSE] ENHANCED LOCATION GRANULARITY IN IMPORT FILES

MADE FOR…?	Traveler | Neo Admin | Accountant | Approver | Expense Manager
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No
DEVICE AVAILABILITY	Desktop, Mobile

SYNOPSIS

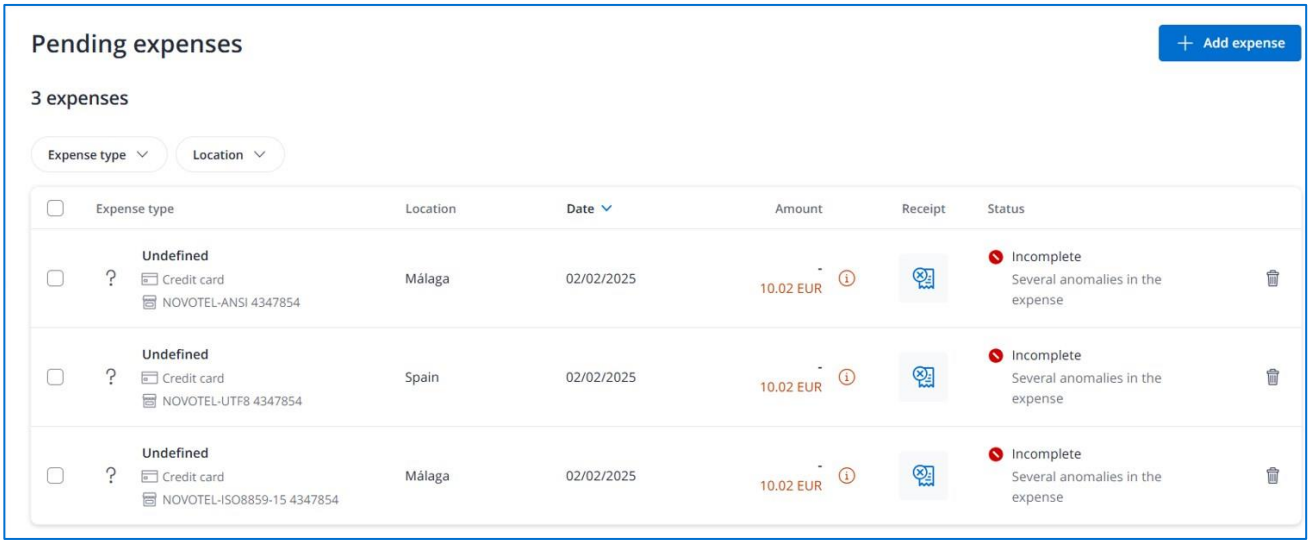
Clients require greater detail in their import files regarding location data. Currently, expense lines derived from import files only display the country, but some clients set policy amount limits based on city rather than country.

To address this, we are introducing an enhancement that allows Neo to display city-level information. This update provides clients with the necessary granularity to enforce location-based spending policies effectively.

New Location Search in Readers

To ensure accurate city data, we are implementing a new search function in the Readers that extracts city information from import files. This enhancement will allow Neo to display city details alongside country data in expense lines.

- **For the USA**: A state-based search will be implemented to ensure correct city identification, as many states share city names.
- **For countries outside the USA**: The system will use the country to accurately localize the correct city.



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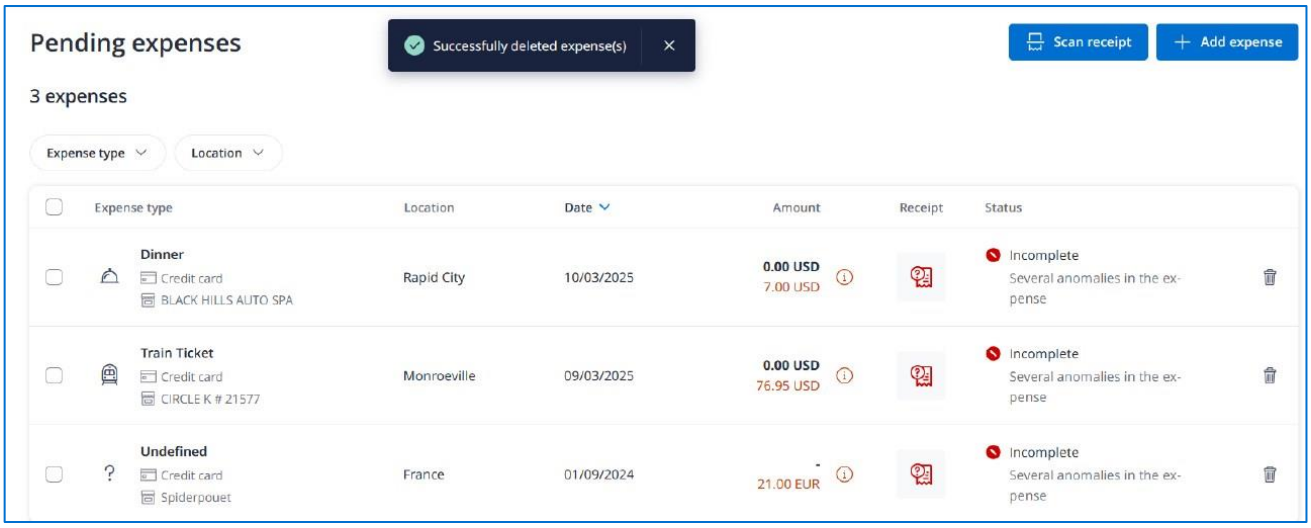

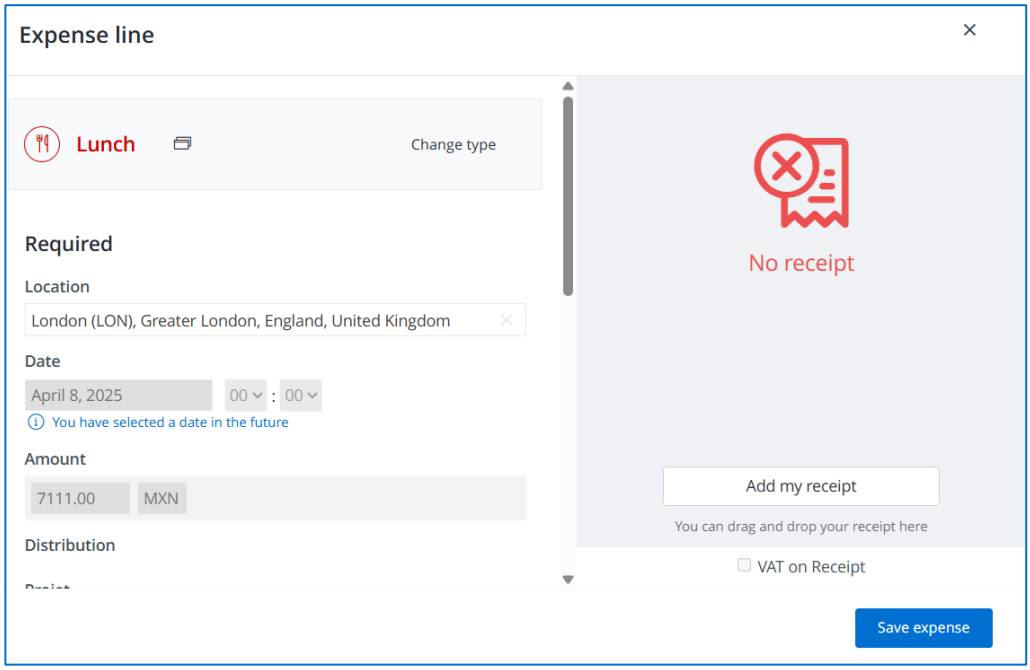

SCOPE

This feature is available on both Desktop and Mobile.

For the following formats:

- American Express GL1025
- VISA
- Mastercard

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[EXPENSE] MANUAL MERGING OF EXPENSE LINES TO PREVENT DUPLICATIONS

MADE FOR…?	Traveler
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No
DEVICE AVAILABILITY	Desktop, Mobile

SYNOPSIS

To help users avoid duplicate expense entries, Neo is introducing a new feature that allows manual merging of expense lines.

Users will be able to merge one corporate card (CC) expense line with one manually entered expense line, consolidating them into a single expense line.

This enhancement enables more accurate expense reporting and reduces duplicate entries, improving overall data consistency in Neo.

How It Works

Users can select a corporate card transaction and a matching manual expense entry to merge.

The resulting expense line will retain:

- Receipt from the manual expense line.
- Currency, location, and date from the corporate card transaction.

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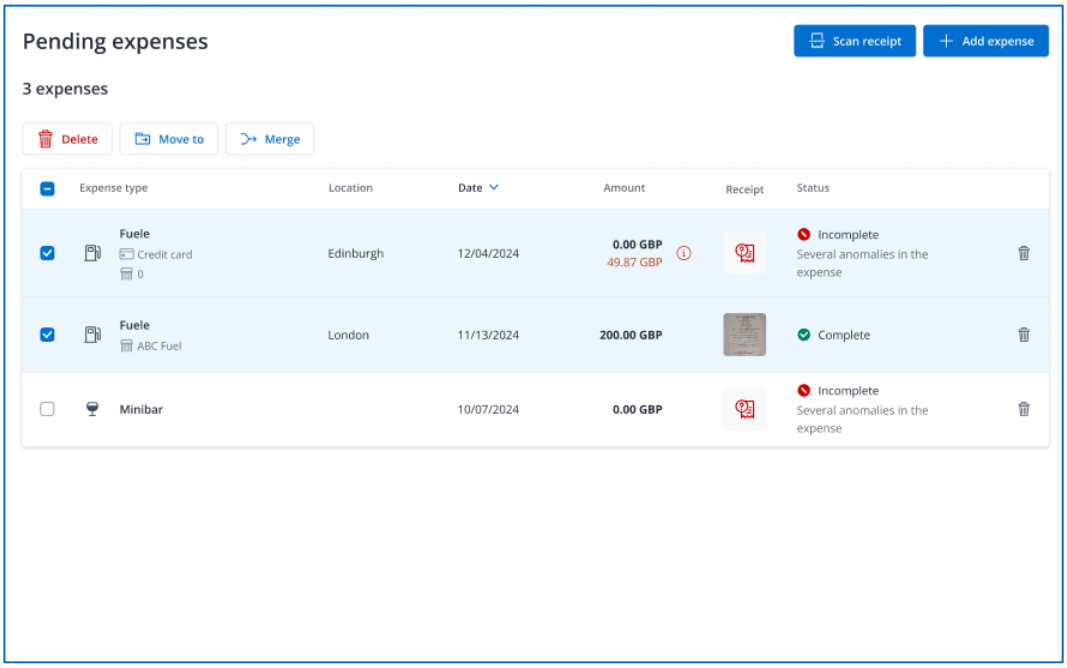
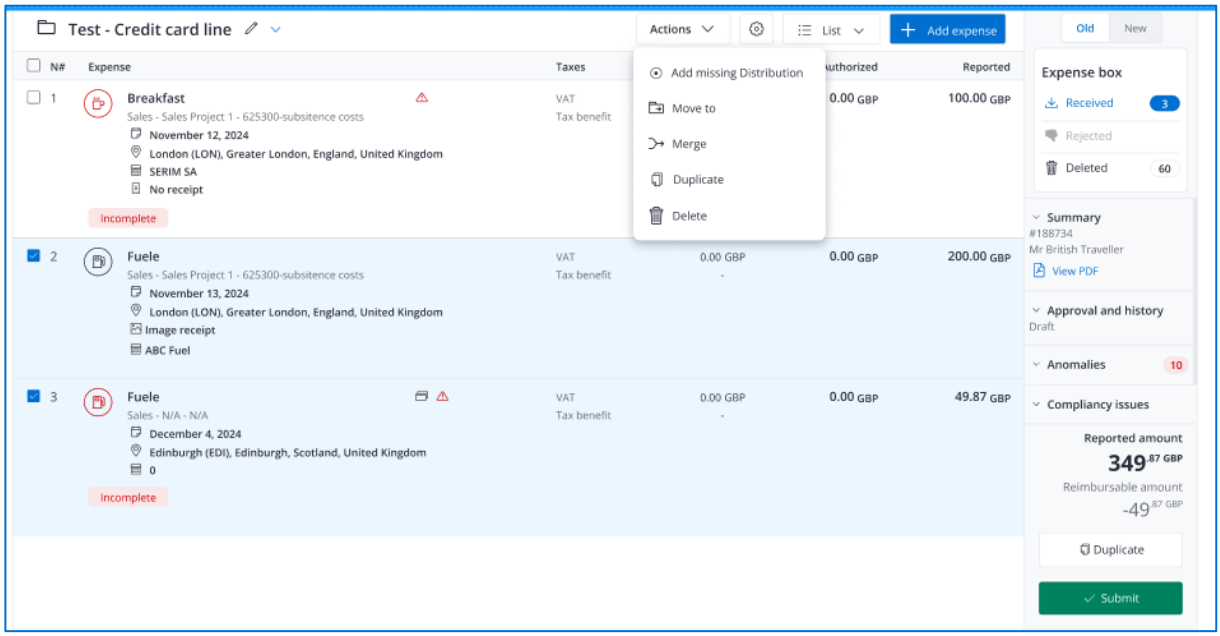
This feature is available on both the **Pending expense** page and the **Expense Report** page.

On the **Pending expense** page:



As well as the **Expense Report** page:



SCOPE

This feature is for corporate cards and receipt lines.

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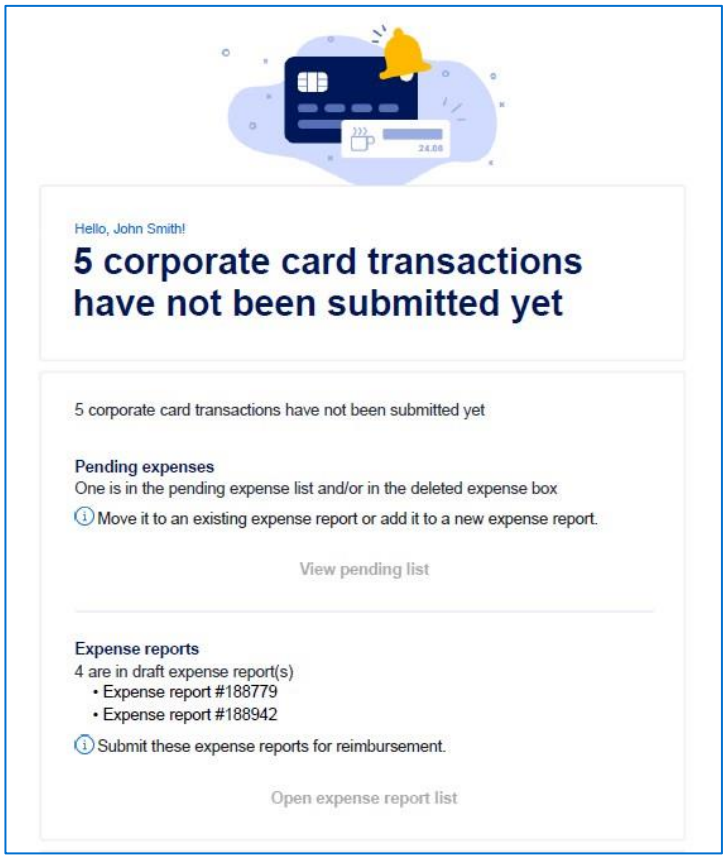
[EXPENSE] REMINDER EMAILS FOR SUBMITTING PENDING CORPORATE CREDIT CARD TRANSACTIONS

MADE FOR…?	Traveler | Approver
ACTIVATION REQUIRED?	Yes - Manual activation required
VALIDATION BY AGENCY REQUIRED?	Emails | Expense | Reminder emails for pending expenses
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

Companies often face delays in expense report submissions from employees with company-paid corporate credit cards, impacting reconciliation processes.



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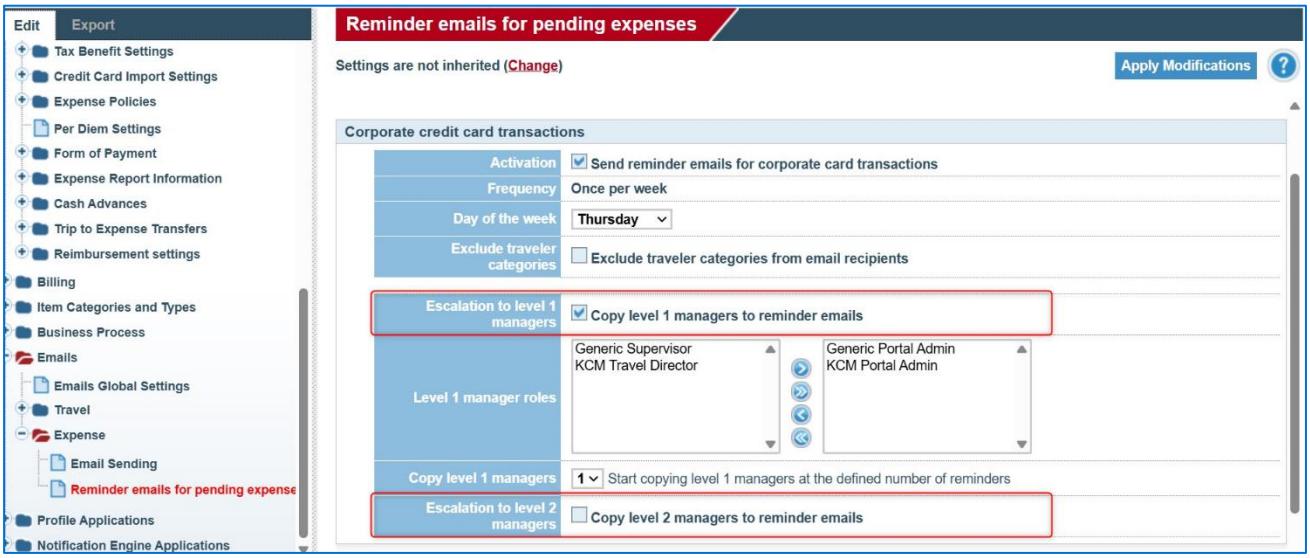
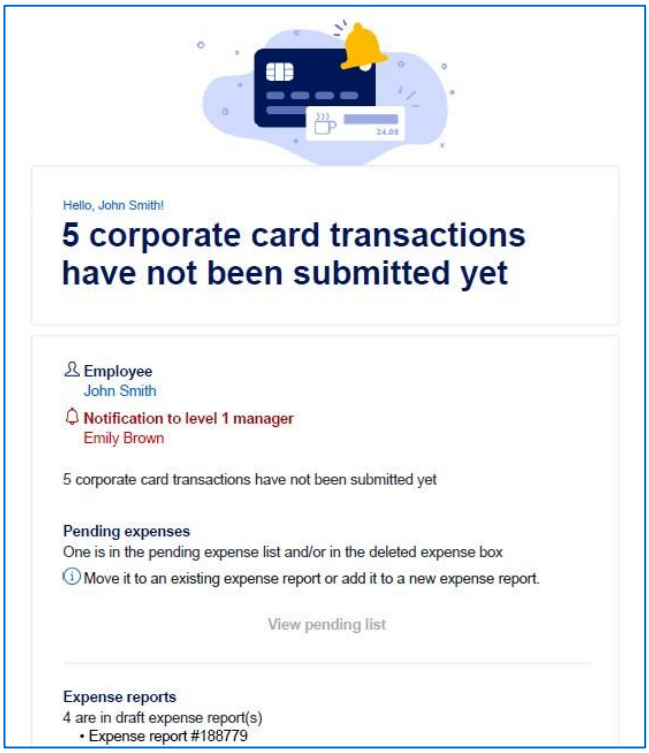
An escalation process can be configured for pending corporate credit card transactions that are still not submitted after a given number of reminders sent to users. In this case, level 1 managers will be copied to the reminder email. Level 2 managers can also be copied in the email.





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[EXPENSE] MIGRATION OF EXPENSE REPORT SUBMISSION SUMMARY FROM LEGACY CODE TO NEO

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

SYNOPSIS

As part of ongoing efforts to enhance platform stability and accessibility, we have updated the tech stack by migrating key modules from the Neo legacy code.

With this release, the expense report submission pop-up has been migrated to Neo, introducing a refreshed design aligned with the Neo look and feel and WCAG standards. Users will benefit from improved performance and faster loading times for a more seamless experience.

When submitting an expense report, users will now see a redesigned submission review screen that includes:

- **Expense report summary**
- **Custom content** (if configured)
- **Custom fields**

- And if configured, they will see the following:
  - **Approver selection**
  - **Reimbursement method selection**

This update provides a more accessible, modern, and efficient experience while maintaining all existing functionalities.

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PLATFORM

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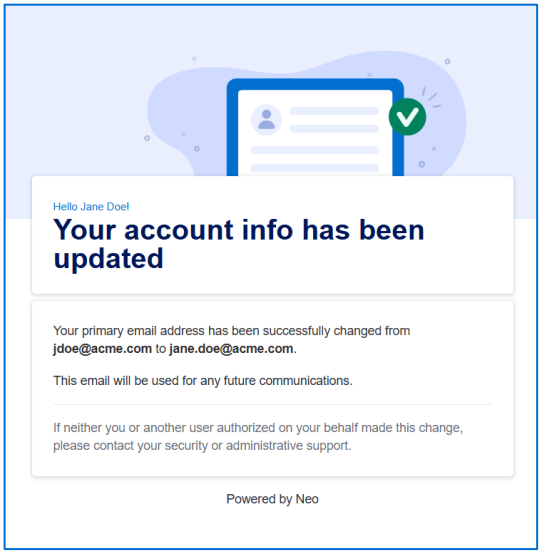
[EMAILS] IMPROVED NOTIFICATION EMAILS FOR NAME AND EMAIL ADDRESS CHANGES

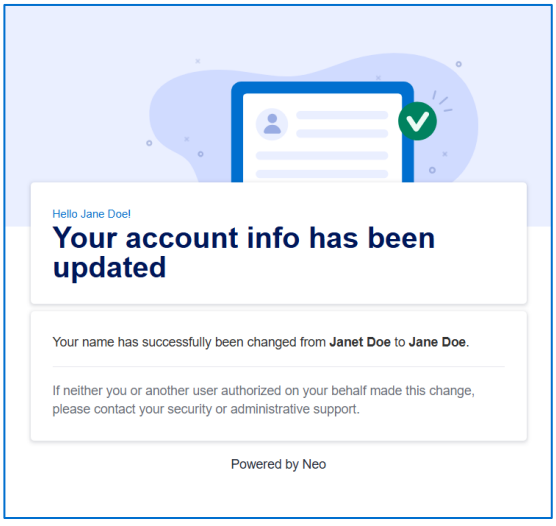
MADE FOR…?	Traveler | Arranger
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

To promote consistency across emails sent by Neo, the design has been modernized and standardized for notifications related to user account updates.

Emails sent when a **first name, last name, or primary email address** is changed have been updated to align with the new design. This applies to changes made by the user or an arranger with access to their profile.





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NOTE: These notification emails are now also sent when this profile information is updated from an external application using Neo Profile API

SCOPE

First name, last name and primary email address changes done either directly in Neo profile screen by users or arrangers, or from an external application using Neo Profile API to perform profile data updates.

For now, changes made manually by administrators in Admin Suite console or done through file-based data integrations will not trigger these email notifications.

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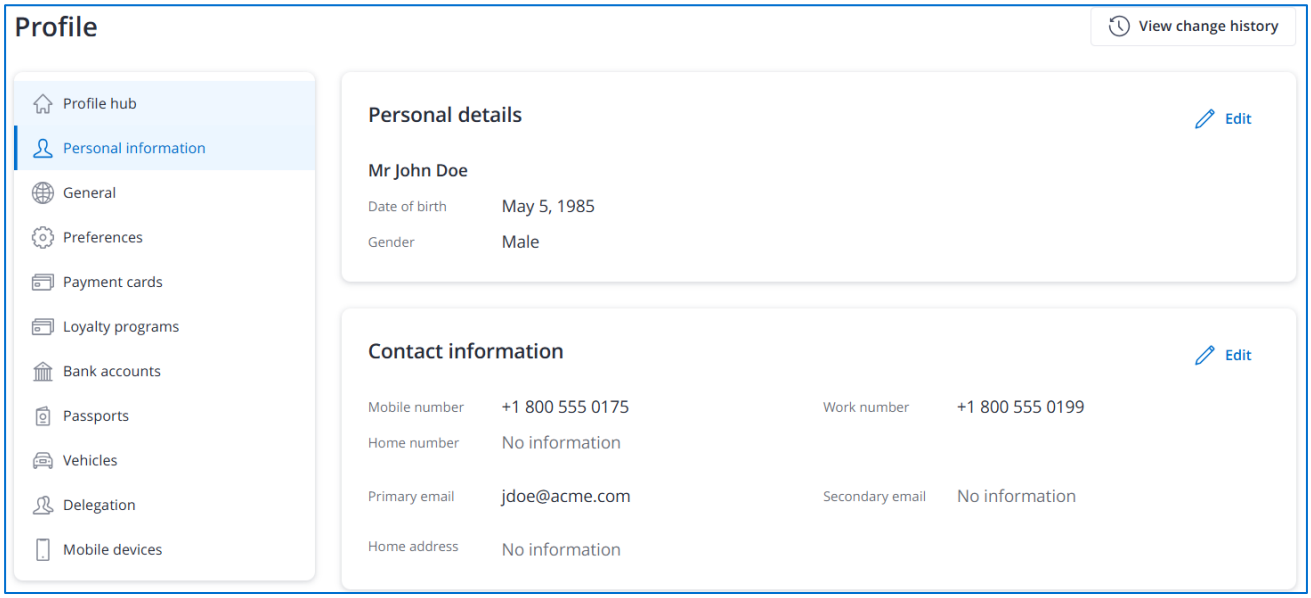
[PROFILE] IMPROVED ‘CONTACT INFORMATION’ SECTION IN THE PROFILE SCREEN

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

SYNOPSIS

Enhancements have been made to clarify the purpose of Neo phone numbers and consolidate all relevant contact details within the same section of the profile screen.

- **Mobile phone number** under the new **Personal information** section will include former primary mobile phone number.
    - If no primary mobile phone number provided but a secondary mobile phone number, then the secondary one will be displayed under this section.
    - Legacy screens will continue to include both primary and secondary mobile phone number if both are filled in.
- **Work number** (previously called **“Business phone”**) is now included in the **Contact Information** section within **Personal Information.**
- **Primary email address** has been added to this section for greater visibility.
- **Address field** has been renamed **“Home address”** to prevent confusion.



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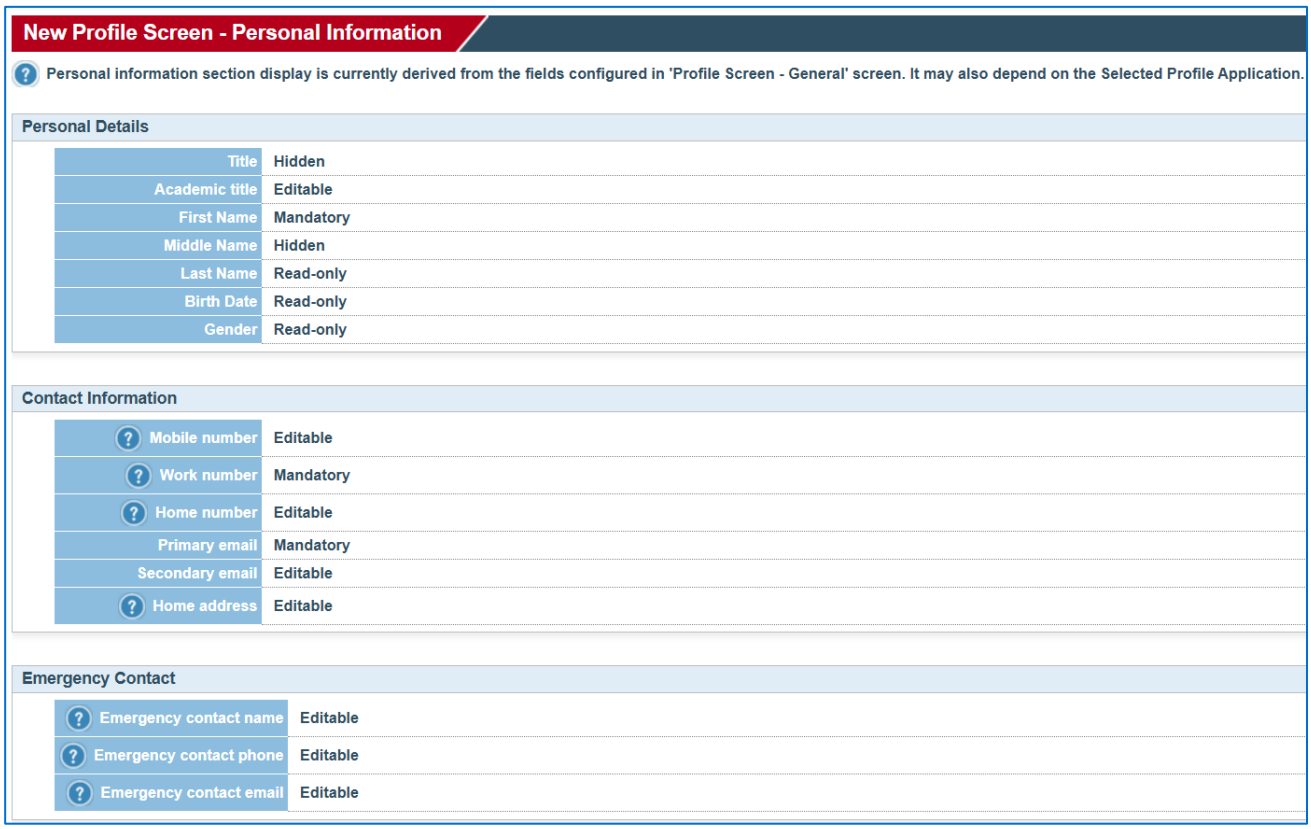
Admin Suite panel **Company Setup | Field Display | New Profile Screen - Personal Information** will reflect these changes accordingly:



SCOPE

- **For Users:** This feature is available to all Neo users.
- **For Administrators:** Administrators with access to **Field Display configuration** can manage this feature.

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[PROFILE] ENHANCED PROFILE DATA CHANGE HISTORY FOR COMPLIANCE AND TRANSPARENCY

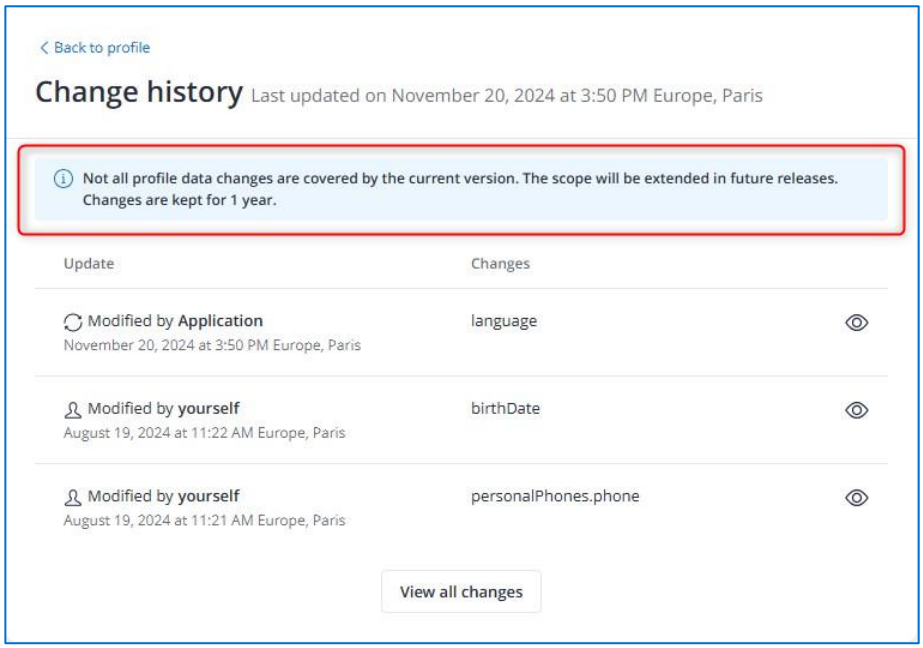
MADE FOR…?	Traveler | Neo Admin
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

To maintain compliance with GDPR, other relevant regulations, and GBT's personal data management policy, while providing auditability and transparency of profile data modifications, additional clarifications have been introduced.

Since the **Neo 24.3 SP2** release in **September 2024**, profile data modifications have been accessible via the **"View change history"** button in the Neo user profile screen.

A clarification has been added regarding the retention period of one year:



As with other personal information, profile change history is either physically removed from the Neo database or anonymized six months after the deletion of a user account.

SCOPE

This feature concerns all data kept in the change history for the user profile.

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