

neo



GLOBAL  
BUSINESS  
TRAVEL

# Neo 22.3

# Release Notes

JULY 2022



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# TRAVEL





## [INTERNET EXPLORER 11] END OF SUPPORT AS OF 15 JUNE 2022

COUNTRY	All
ACTIVATION	Automatic

### SYNOPSIS

Microsoft has already announced that support for Internet Explorer 11 ended as of 15 June 2022.

This means that Neo will no longer support IE 11 native, nor compatible modes for Neo solutions (IE11).

Customers are encouraged to move to Microsoft Edge with IE mode, the reason being that IE mode enables backward computability.

No extra configuration is needed, and these changes occur automatically.



## [NEO] REWORDING OF COMPLIANCY: IN POLICY / OUT POLICY

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

### SYNOPSIS

In response to feedback from users and travel managers, both 'Compliant' and 'Non-Compliant' will be reworded by 'In Policy' and 'Out of Policy'.

This will be made apparent from Neo 22.3 and is only present on the English version (US and UK) in Neo.

**NOVOTEL**  
HOTELS, SUITES & RESORTS

### Novotel Mumbai Juhu Beach

4.1 mi from search location

☺ Breakfast option available

**£88**  
per night, incl. tax

[View hotel](#)

♥♥♥ COVID-19

PUBLIC RATE

**INDEPENDENT HOTEL**

### Snob Hotel By Elegancia [Hrs Clean & Saf] \*\*\*\*

0.41 mi from search location

☺ Breakfast option available

📶

**£451**  
per night

[View hotel](#)

PUBLIC RATE

### DETAILED SCOPE

This change of wording will only affect Neo in English (UK and US).

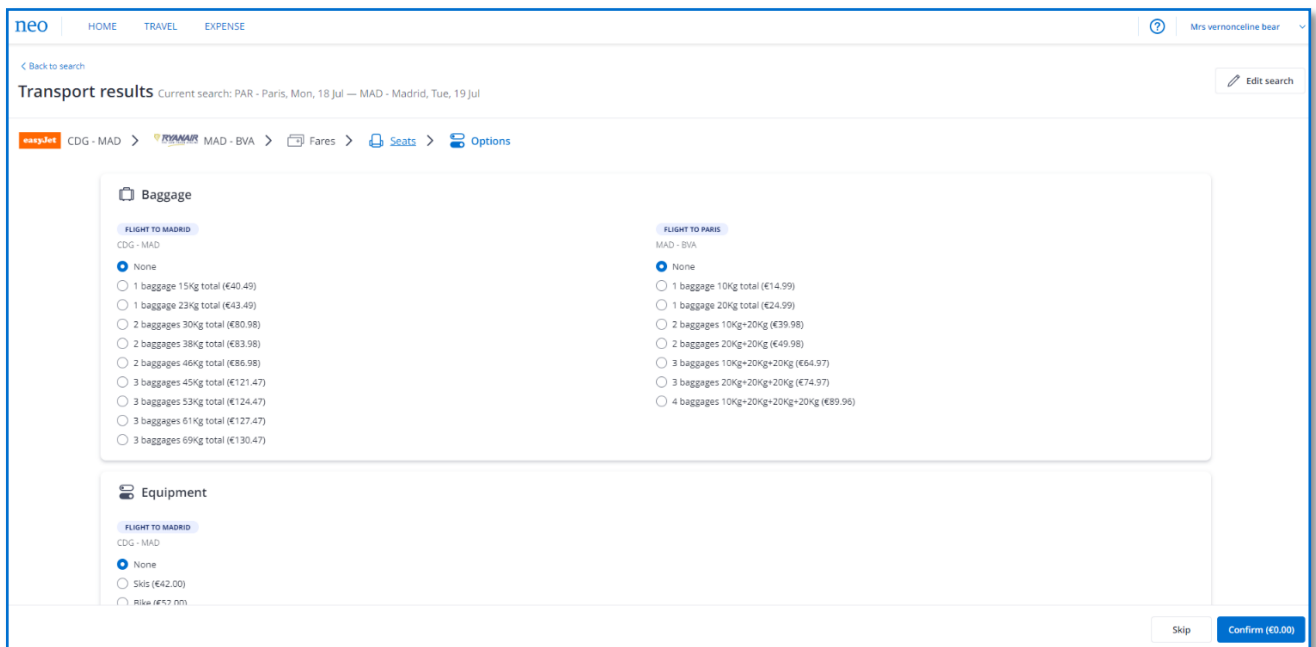
## [TRANSPORT] OPTION MIGRATION TO TRANSPORT FLOW

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

### SYNOPSIS

To make the user flow easier and more coherent, options such as baggage and speedy boarding now appear earlier in the transport booking flow.

This means that after a user selects the outbound and return, as well as the fare and seat if this is activated, the user can then select further options. Note this is possible only when ancillary services are enabled.



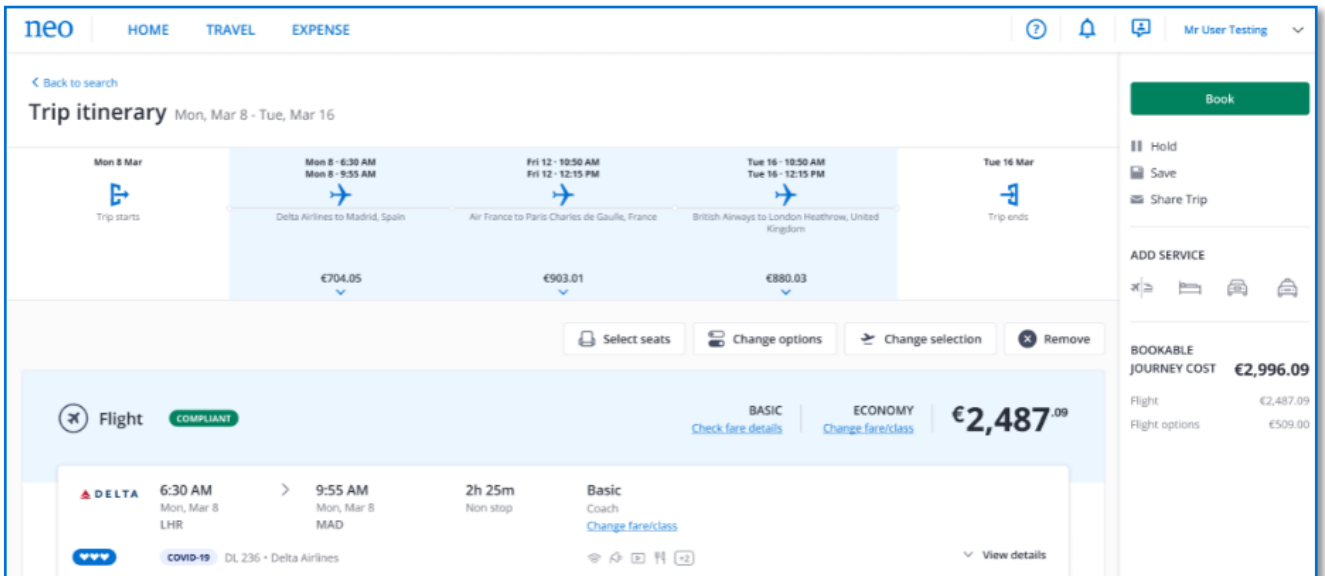
In addition to selecting options in the transport flow, users can also make this selection on the itinerary page.

After the user selects the outbound and inbound segments, fare, seat and any available options, the user has access to the new button **Change Options** which is situated above the transport service on the itinerary page.



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When clicking on **Change Options**, the page which is also displayed on the transport flow for options appears and the user can add or modify any options.



For rail bookings, if a seat is selected on the seat map step (when available) the options step with seat placement preferences won't be displayed.

## LIMITATIONS

When reopening a saved trip, options are not saved.

For door-to-door trips, users can only select options via the **Change Options** button on the itinerary page.

Once selected, these options are no longer visible in Neo and improvements are planned to change this.

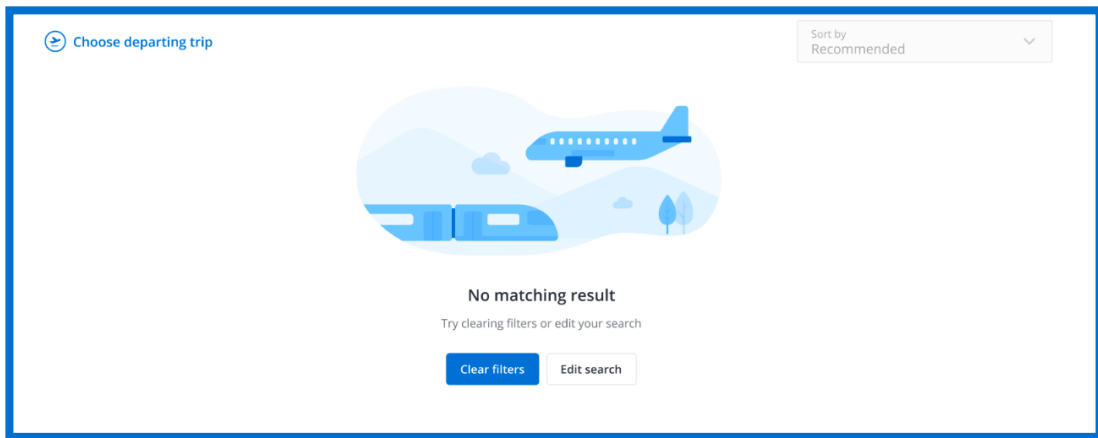
## [TRANSPORT] DESIGN ENHANCEMENT

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

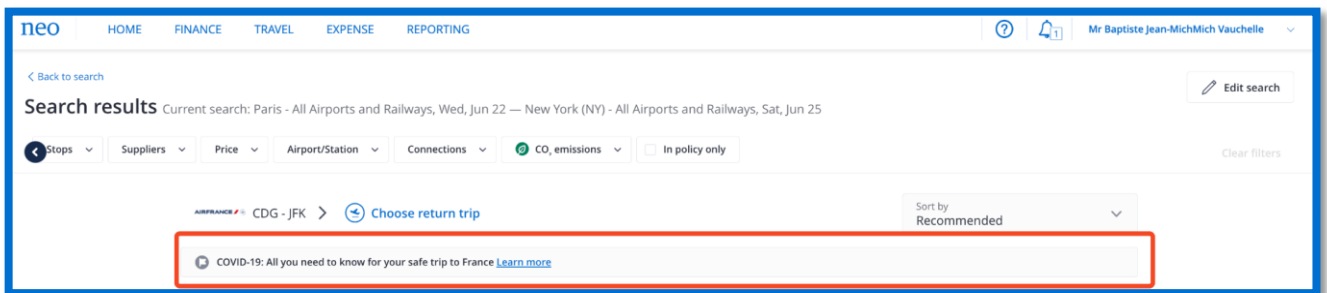
### SYNOPSIS

To provide users with a more satisfying user flow, enhancements have been made making information and buttons more accessible.

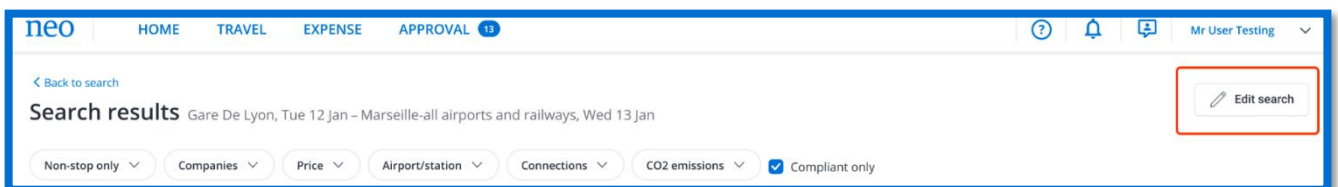
When users do not have a matching result, an illustration is now displayed:



The covid banner is now better integrated on the user interface:



The **Edit Search** button has also been made more visible by adding an icon:







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## [RENFE] AVLO RENFE LOW COST

COUNTRY	Spain
ACTIVATION	Automatic if Renfe direct link is activated
AVAILABLE ON ... ?	Desktop   Tablet   Mobile

### SYNOPSIS

AVLO (RENFE Low Cost) is now available in RENFE content in Neo.

Resultados de transportes Búsqueda actual: Madrid - Aeropuertos y compañías ferroviarias — Valencia - Aeropuertos y compañías ferroviarias, mar., 26 jul.

Paradas	Renfe	Precio	Aeropuerto/Estación	Conexiones	Emissiones de CO <sub>2</sub>	Solo conforme		
7:40	mar., 26 jul.	9:20	Madrid-Puerta De Atocha	Valencia Joaquín Sorolla	1h 40m	Empresa	55€	Seleccionar
8:45	mar., 26 jul.	10:38	Madrid-Puerta De Atocha	Valencia Joaquín Sorolla	1h 53m	Empresa	55€	Seleccionar
6:08	mar., 26 jul.	13:52	Madrid-Atocha Cercan	Valencia Sant Isidre	7h 44m	Adulto Ida	28€	Seleccionar
6:30	mar., 26 jul.	8:23	Madrid-Puerta De Atocha	Valencia Joaquín Sorolla	1h 53m	Básica	25€	Seleccionar

Tren **CONFORME** ¿Por qué? No reembolsable y sin posibilidad de cambio [Compruebe los detalles de la tarifa](#) **BÁSICA** **TURISTA/ESTANDAR** **25,00 €** [Cambiar tarifa/clase](#)

Madrid a Valencia **25,00€** [Ocultar detalles](#)

6:30 mar., 26 jul. Madrid-Puerta De Atocha, España Madrid, ES

1h 53m **renfe** Renfe - Tren D6802 - AVLO

8:23 mar., 26 jul. Valencia Joaquín Sorolla, España Valencia, ES

**COVID-19** [Revisar las medidas de seguridad](#)

EMISIONES DE CARBONO: 15 KG/PERS. CO<sub>2</sub>

TARIFA SELECCIONADA [Cambiar tarifa/clase](#)  
Básica  
No reembolsable y sin posibilidad de cambio.

### DETAILED SCOPE

RENFE must be activated to get AVLO trains displayed.

AVLO routes are available through this link: <https://avlorenfe.com/vlc/home.do>.



## [HOTELS] OVERVIEW PAGE IMPROVEMENTS

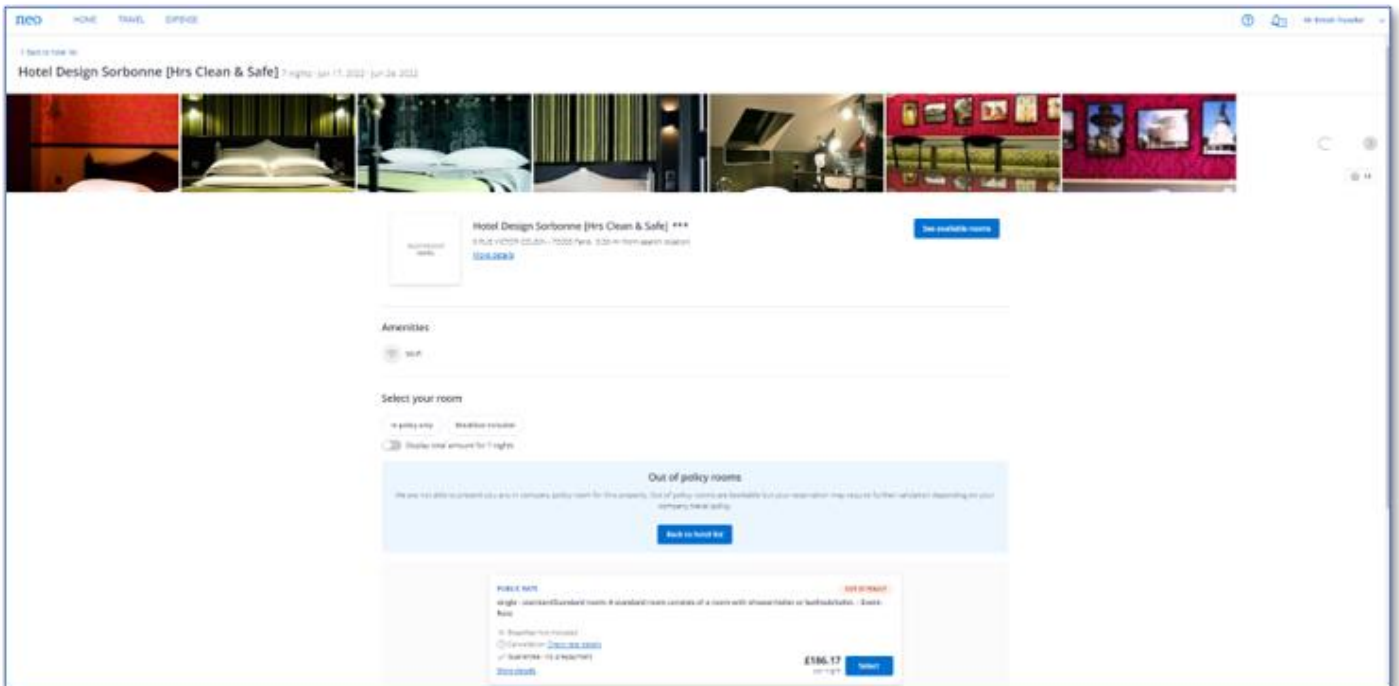
HOTEL SOURCE SUPPORTED	All
COUNTRY	All
ACTIVATION	Automatic
AVAILABLE ON ...?	Desktop   Mobile

### SYNOPSIS

To enhance the user flow during the booking of hotels, the hotel overview page has been made larger.

Additionally, information is displayed giving the user a more accurate understanding of what is provided with any chosen hotel.

In the previous release, enhancements were made to the display of rates. This has been successfully incorporated in the hotel overview page.





## [EMAILS] FURTHER ENHANCEMENTS

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

### SYNOPSIS

To provide further user satisfaction, further improvements have been made to emails.

The non-compliance badge is added at the same level of the service, as well as the reason for non-compliance.

Hello vernonmel bear!

## Your trip is pending approval

**Trip summary** OUT OF COMPANY POLICY

Trip name: London Heathrow 22/09/2022 (JDWQYX)  
Trip number: Online\_0627\_TripCounter

TRAVELLER	Mr vernonmel ama bear
TOTAL BOOKED	225.00 EUR
CARBON EMISSIONS	79 kg of CO2
TRIP DOCUMENT DELIVERY	E-ticket

Paris - London (British Airways) **220.00 EUR**

ⓘ This ticket must be issued before 16 Jun 2022

OUT OF COMPANY POLICY

Business class trips < 2 hours

[Manage booking](#)



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## [AIR] POST TICKETING CANCELLATION – BEFORE DEPARTURE

GDS SUPPORTED	Amadeus - Sabre
COUNTRY	FR – DE – BE – NL – SE – NO – DK – CH - UK
ACTIVATION	Automatic
AVAILABLE ON ...?	Desktop   Mobile (only Neo mobile App)

### SYNOPSIS

After the ticketing, the button “Cancel Trip” is still displayed to allow user to cancel the whole trip.

The user can also click any of the segments on the timeline and cancel them (note partial cancellation of a portion of a flight ticket is not possible).

**Stockholm Arlanda 14/09/2022**

Reservation number: PAZP6Q  
Status and booking history: [Ticket issued](#)  
Travellers information: [Mr Bear Vernon](#)

Date	Time	Event	Price
Wed 14 Sep	09:15 - 09:20	Scandinavian Airlines to Stockholm Arlanda, Sweden (Operated by Cityjet)	€46.01
Wed 14 Sep	11:00 - 11:20	Pick up rental car at Europcar, Stockholm Intl Airport, 19060 Arlanda, Sweden	€166.57
Wed 14 Thu 15		Scandic Gamla Stan (1 night)	€191.02 (Per night)
Thu 15 Sep	06:40 - 08:40	Scandinavian Airlines to Helsinki, Finland (Operated by Cityjet)	€71.72
Thu 15 Sep	09:30 - 09:50	Drop off rental car at Europcar, Stockholm Intl Airport, 19060 Arlanda, Sweden	

**RESERVED** Scandinavian Airlines To Stockholm Arlanda, Sweden

PNR: PAZP6Q | Confirmation number: PAZP6Q | Delivery: E-ticket | Payment: Lodge Credit Card

**BOOKABLE TRIP COST** €475.32

- Car rental: €166.57
- Flight: €117.73
- Hotel: €191.02

**Cancel Flight**

This will be applicable to all type of fares (non refundable, refundable with charges, fully refundable).

This is available only before departure of the first leg.

It will also be possible to add/cancel a hotel or car booking on a ticketed trip.



## [BOOKINGS] ERROR MESSAGE ENHANCEMENT

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

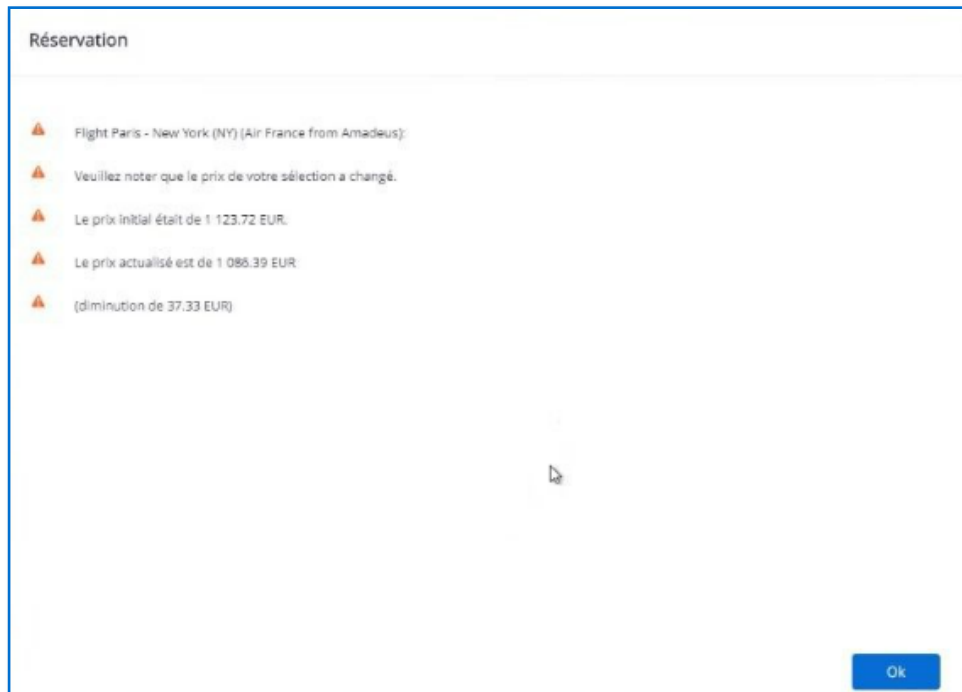
### SYNOPSIS

Users will be more adequately informed when something goes wrong during a booking thanks to a global enhancement on error messages.

### DETAILED SCOPE

When an error or warning is sent by the supplier, the following information has been added:

- The service which has been impacted (e.g. hotel service, air service ...)
- Name of the service (e.g. Hotel Novotel Paris Tour Eiffel / Paris-Marseille (Air France))
- Source (e.g. Amadeus) and supplier (e.g. Air France)





## [PROFILE] ADD ISSUE COUNTRY FIELD FOR REDRESS AND KNOWN TRAVELER NUMBERS

GDS SUPPORTED	All
COUNTRY	All
ACTIVATION	Automatic if Known traveller or redress number already setup in the profile
AVAILABLE ON ...?	Desktop

### SYNOPSIS

Redress and Known Traveler numbers (used for fast entry in the US) can be issued either by the United States or by Canada.

To permit travelers to select the proper issue country in their Neo profiles, we have added the following dropdown for all customers which are using the Redress and/or Known Traveler number fields:

The image shows a form field for a Redress Number. The label 'Redress Number :' is on the left. To its right is a text input box containing the number '123'. Further right is a dropdown menu currently displaying 'issued in Canada' with a downward arrow and a help icon (question mark) to its right.

By default, 'US' will be used as issue country for all Known Traveler and Redress numbers, which means that travelers whose number has been issued by Canada *must* select the correct value in the newly added dropdown before their next trip requiring this information.



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# NEO EXPENSE





## [CONSISTENCY RULE] PAIRS OF EXPENSE TYPES

MADE FOR...?	Traveler
COUNTRY	All when Neo expense is supported
ACTIVATION	On request

### SYNOPSIS

This new consistency rules allows companies to manage two expense types that must be submitted together in an expense report.

If one defined expense type is present in the expense report, and not in the other (as per defined in the rule), users will not be able to submit the expense report.

### EXAMPLE

For the use case: to manage the “Forfait Mobilité Durable” (or FMD), users will have to submit both the FMD expense type along with the Public Transport expense in the same expense report.





## [VAT] NEW VAT ACCOUNTING KEY

<b>MADE FOR...?</b>	Neo Admin   Accountant
<b>COUNTRY</b>	All when Neo expense is supported
<b>ACTIVATION</b>	Automatic

### SYNOPSIS

Neo will soon support multi-VAT. To prepare for this development, there will be now a VAT accounting key for each VAT rule and a deductible VAT accounting key for each deductible VAT rule.

### Definition of the VAT accounting key for VAT and deductible VAT

- VAT accounting keys for VAT and deductible VAT will be configured in Admin Suite in a new node:
  - Expense | VAT | VAT accounting key**
- VAT segments will be defined for VAT and deductible VAT in:
  - Expense | VAT | VAT accounting key | Segments definition**
- The override of VAT segments for Expense and Billing will be managed in
  - Expense | VAT | VAT accounting key | Accounting key node**
- The overloaded segment values will be set for VAT and deductible VAT in
  - Expense | VAT | VAT accounting key | Overloaded segment values node**

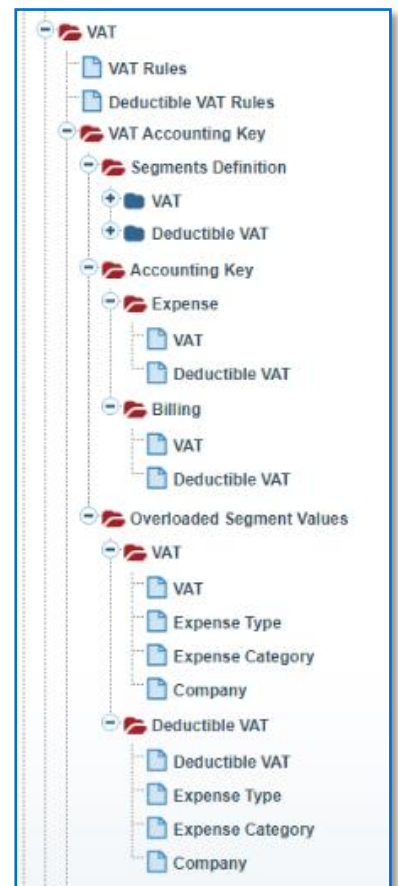
The overloaded segments values will now have the following fixed order: VAT or deductible VAT, expense type, expense category, company:

Existing VAT segments will be copied in this new VAT accounting key setting.

The existing accounting key will still be supported until you implement multi-VAT, but it will not be possible anymore to override with a "VAT" or "Deductible VAT" location.

### Display of the VAT accounting key for VAT and deductible VAT

In Neo, VAT accounting keys for VAT and deductible VAT will be displayed in the list view.



<input type="checkbox"/>	N#	Expense	Taxes	Authorized	Reported
<input type="checkbox"/>	1	<b>Lunch</b> Marketing - Marketing Project 2 - 625300-subsistence costs June 14, 2022 Paris (PAR), Paris, Ile-de-France Region, France Café du commerce PDF receipt VAT 10% (FR): 1.32 EUR (FR-10) Comments None	VAT 1.32 EUR Tax benefit - Deductible VAT 100%: 1.32 EUR (DV10)	14.50 EUR	14.50 EUR



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For accountants, they will also be displayed in the expense line editor:

### Expense Line #1

VAT

0 Rated VAT  
 5.50% (FR)  
 20% (FR)  
 10% (FR)

1.32  
Enter the amount in the currency spent

VAT accounting key

Sales Taxes

FR-10

Deductible VAT

Rule

No deductible VAT  
 100%

Deductible VAT accounting key

Ded Sales Tax

DV10

VAT on Receipt

< > 1 of 1

Confirm and New Confirm

In the PDF:

N#	Expense	Taxes	Authorized	Reported
1	<b>Lunch</b> FR1 - MA - MA2 - 625300 - FR-10 - 10 14/06/2022 Paid on 14/06/2022 Paris (PAR), Paris, Île-de-France Region, France Café du commerce PDF receipt	VAT 1,32 EUR Ctrl Rate 10,02 % FR-10 Deduct 1,32 EUR VAT Deduct rate 100,00 % DV10 Tax benefit 7,25 EUR	14,50 EUR	14,50 EUR
	Deductible VAT 100%	VAT 10% (FR)		
	Comments None			



In the billing module:

Billing Information				
Payee Name:	Français/Voyageur Neo	Personal ID:	FR0019	
Payee:	Mr Neo Voyageur Français ( <a href="#">Modify payee</a> )	Document ID:	4971712452	
External ID:				
Additional information:	ACK1=OP ACK2=OP1 TC=10000000784 (Blank fields:ACK3,ACK4,FLD1,FLD2,FLD3,FLD4)			
Accounting Key 1:	Authorized		<b>342.52 EUR</b>	
	Company Code		FR1	
	Cost Center		OP	
	Project Code		OP1	
	P&L Account		625100	
	Sales Taxes		FR-20	
	Rec Sales Tax		20	
VAT Information				
VAT:	57.09 EUR	Deduc. VAT:	0.00 EUR	
VAT accounting key:	Sales Taxes	FR-20	Ded Sales Tax	N/A

### VAT accounting key for VAT and deductible VAT in the export files

In the CSV exports, VAT accounting keys for VAT or deductible VAT will be found in columns CD to CH for single VAT.

In the XML export for Expense and Billing, the VAT accounting key will be found in the <VATAccountingValue> node for VAT and in <DeductibleVATAccountingValue> for deductible VAT.

***For more details, please refer to the specifications related to export changes posted on Neo drive.***

***If you don't have access to Neo drive, please ask access to your GBT account manager.***



## [EXPORTS] CSV AND XML EXPORT CHANGES

MADE FOR...?	Neo Admin   Accountant
COUNTRY	All when Neo expense is supported
ACTIVATION	Automatic

### SYNOPSIS

Soon, Neo will support multi-VAT. To prepare for this important development, the Neo Expense and Billing CSV and XML export file layout will be updated.

### EXPECTED FOR AFTER 22.3 (AND BEFORE 22.4)

The “Single VAT Mode” will be the rule as it was prior to 22.3. However, Neo will bring changes to the CSV and XML exports to anticipate the implementation of “Multi VAT”.

Your integration program will continue to work with the CSV or XML export files produced after Neo 22.3.

### CSV

A new set of columns is introduced, allowing the capture of VAT in single and multi-VAT modes.

### XML

A new structure **VATAccountingRules** is added to the XML file for Expense and Billing

### FROM NEO 22.4

The “Single VAT Mode” will still be the rule.

If you intend to implement “Multi VAT” you will not be able to do so until your ERP integration program has been modified to cater for the “Multi VAT” approach.

***Please refer to the specifications available in Neo drive for more details.***



## [PER-DIEMS] 'TAXABLE' IN READ-ONLY FORMAT

MADE FOR...?	Neo Admin   Accountant
COUNTRY	All when Neo expense is supported
ACTIVATION	Automatic when per diems are setup

### SYNOPSIS

The 'Taxable' checkbox (controlled in Admin Suite) will be displayed in read-only for users when it is used in per-diems.

The **Taxable** checkbox will remain editable for accountants who usually manage the taxation of per-diems.



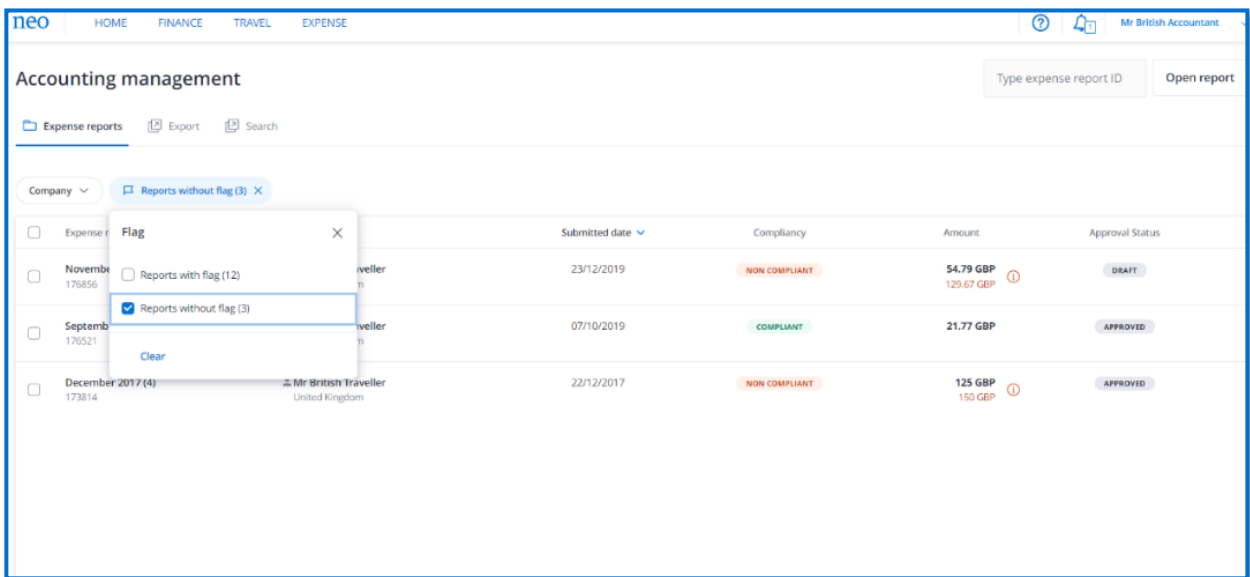
## [ACCOUNTING] FILTER ENHANCEMENTS FOR ACCOUNTING PAGE

MADE FOR...?	Neo Admin   Accountant
COUNTRY	All when Neo expense is supported
ACTIVATION	Automatic

### SYNOPSIS

Accounting module users will now be able to filter the pending list in the new accounting view with either flagged or non-flagged reports.

As a result, the list will be simplified and reduced offering users a more comfortable list to work with.





## [ACCOUNTING] HISTORY LIST FOR ACCOUNTANTS

MADE FOR...?	Neo Admin   Accountant
COUNTRY	All when Neo expense is supported
ACTIVATION	Automatic

### SYNOPSIS

Accountant users can now access all expense reports submitted to accounting for approval directly from the accounting page. This is done by viewing the expense reports which are pending as well as those which have been approved or rejected.

Three tabs have been added to the new accounting page allowing users to navigate between the different lists:

- Pending
- Approved
- Rejected

The screenshot displays the 'Accounting management' page in the Neo system. The page includes a navigation bar with 'HOME', 'FINANCE', 'TRAVEL', and 'EXPENSE'. A user profile 'Mr Acc BEAR' is visible in the top right. The main content area features a search bar for 'Type expense report ID' and an 'Open report' button. Below this, there are tabs for 'Expense reports', 'Export', and 'Search'. A 'Company' dropdown menu is present, and a red box highlights three tabs: 'Pending', 'Approved', and 'Rejected'. The main table lists expense reports with columns for 'Expense report name', 'Employee', 'Submitted date', 'Compliance', 'Amount', and 'Report status'. Two reports are shown, both marked as 'NON COMPLIANT' and 'DRAFT'.

Expense report name	Employee	Submitted date	Compliance	Amount	Report status
Test_SP1 125227	Mrs Delphine bear Neo Expense (MAT)	08/02/2022	NON COMPLIANT	45 EUR 430 EUR	DRAFT
Test_SP1 125225	Mr Pouet SP Neo Expense (MAT)	08/02/2022	NON COMPLIANT	245 EUR 700.35 EUR	DRAFT



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Approved and rejected lists will display the expense report overall status to enable accountants to follow the expense reports workflow:

- **Approved list:** Requested (if the supervisor approval occurs afterwards), ready for export, export requested
- **Rejected list:** Draft as the report is sent back to the employee, once it is submitted again in the expense report.
  - The expense reports are moved again to the pending list when submitted again by the employee.

The screenshot shows the 'Accounting management' page in the Neo system. It features a navigation bar with 'HOME', 'FINANCE', 'TRAVEL', and 'EXPENSE'. Below the navigation, there are tabs for 'Expense reports', 'Export', and 'Search'. A search bar is present with the placeholder 'Type expense report ID' and an 'Open report' button. The main content area displays a table of expense reports, filtered by 'Approved' status. The table has columns for 'Expense report name', 'Employee', 'Submitted date', 'Compliance', 'Amount', 'Approval Status', and 'Report status'. The data rows are as follows:

Expense report name	Employee	Submitted date	Compliance	Amount	Approval Status	Report status
1st acc why 125624	Mr The User Neo Expense (Accountant 1st)	31/05/2022	COMPLIANT	11 EUR	REQUESTED	SUBMITTED
What the pouet 119058	Mrs L'Oie Zen Neo Expense (MAT)	31/05/2022	COMPLIANT	30.08 EUR	APPROVED	READYTOEXPORT
SP smoke test 125528	Mr Pouet SP Neo Expense (MAT)	01/03/2022	COMPLIANT	12 EUR	APPROVED	READYTOEXPORT
January 2022 125244	Mr Pouet SP Neo Expense (MAT)	09/02/2022	NON COMPLIANT	17 EUR 52 EUR	APPROVED	READYTOEXPORT
Test-SP1 125276	Mr Pouet SP Neo Expense (MAT)	08/02/2022	NON COMPLIANT	369.85 EUR 854.85 EUR	APPROVED	READYTOEXPORT





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# PLATFORM





## [USER PROFILES] REMOVAL OF UNUSED FIELDS

GDS SUPPORTED	All
COUNTRY	All
ACTIVATION	Automatic
AVAILABLE ON ...?	Desktop

### SYNOPSIS

To make the user flow more coherent, fields not used in Neo user profiles have been removed.

This includes:

- Air and rail smoking preference fields.
  - The reason for this is that virtually no country / airline / trainline allows smoking on commercial airplanes or trains anymore.

The screenshot shows a 'Transport Preferences' form with an 'Update' button. It is divided into 'Air Preferences' and 'Rail Preferences' sections. Under 'Air Preferences', there are fields for 'Smoking: No', 'Preferred Meal: [Any]', and 'Seat: No preference'. Under 'Rail Preferences', there are fields for 'Smoking: No', 'Facing front: No preference', 'Cabin Classes: Economy, Business, First, Premium', and 'Seated Meal: Yes'.

**Before 22.3**

The screenshot shows the same 'Transport Preferences' form after version 22.3. The 'Smoking' fields have been removed. Under 'Air Preferences', there are now 'Preferred Meal: [Any]' and 'Seat: No preference'. Under 'Rail Preferences', there are 'Cabin Classes: Second, First', 'Facing front: No preference', and 'Seated Meal: Yes'.

**After 22.3**