

neo



GLOBAL  
BUSINESS  
TRAVEL

# Neo 22.4

## Release Notes

17 OCTOBER 2022



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## ADVANCE NOTICES 23.1

### [EXPENSE REPORTS] REMOVAL OF THE WEEK VIEW ON THE CALENDAR

MADE FOR...?	Traveler   Approver
ACTIVATION REQUIRED?	No

#### SYNOPSIS

As part of our continuous effort to ease navigation for our users, the week view will no longer be available as a view time for expense reports.

As a result, from Neo 23.1, only two view options will remain:

- The Calendar (previously entitled Month view)
- List view



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# TRAVEL



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## [TRANSPORT] NEW BUTTON FOR UNPRICED RESULTS

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

### SYNOPSIS

The results page has been enhanced, making it more user-friendly by hiding unpriced results.

When users launch a search, only priced results will be displayed on the screen.

At the end of the results list, a button named **Load More Results** has been added to display the unpriced results.

<b>BRITISH AIRWAYS</b>	12:10 PM Mon, Sep 5 CDG	>	6:35 PM Mon, Sep 5 MIA	12h 25m 1 Stop (LHR)	Basic Coach (S, L) <a href="#">Change fare/class</a> • <a href="#">View seats</a>	\$857 Total price	Select
BA 309, BA 209 • 1,043kg CO <sub>2</sub>							
📶 🗺️ 🧳 🧑‍🦯 +2							
IN POLICY Show details							
<b>Lufthansa</b>	2:25 PM Mon, Sep 5 CDG	>	2:45 PM Tue, Sep 6 MIA	1d 6h 20m 1 stop (FRA)	Economy light Coach (Q, Q) <a href="#">Change fare/class</a> • <a href="#">View seats</a>	\$841 Total price	Select
LH 1035, LH 462 • 1,149kg CO <sub>2</sub>							
📶 🗺️ 🧳 🧑‍🦯 +2							
IN POLICY Show details							
<b>AIR PORTUGAL</b>	4:40 AM Mon, Sep 5 ORY	>	2:40 PM Tue, Sep 6 MIA	1d 4h 1 stop (LIS)	Discount Coach (U, U, U) <a href="#">Change fare/class</a> • <a href="#">View seats</a>	\$615 Total price	Select
TP 441, TP 223 • 1,150kg CO <sub>2</sub>							
📶 🗺️ 🧳 🧑‍🦯 +2							
IN POLICY Show details							

Load more results

### UPCOMING ENHANCEMENTS

This is a first step in a larger project which aims to open the search flow by allowing it to offer searches for before/after, as well as the capacity to completely hide unpriced solutions.



## [TRANSPORT] REQUEST ROUTEHAPPY DATA FOR NON-BRANDED FARES

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

### SYNOPSIS

Fare flexibility and brands are now requested even for non-branded fares, improving the request for information from Routehappy.

The Neo display will now be able to include data for more options, including non-branded airlines, NDC fares, fares with no brand.

The display of such data is subject to the response from Routehappy. If the data is not available in the ATPCO / Routehappy database, it will not be included into the Neo display.

✓ **SELECTED FARE** [Change fare/class](#) · [View seats](#)  
Business Standard  
Not Refundable. Modifiable Free of Charge.

This ticket must be issued before 21 Sep 2022

### LIMITATIONS

Travelfusion is out of scope.



## [TRANSPORT] NEW BEHAVIOR FOR SPECIFIC CARRIER SEARCH

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

### SYNOPSIS

This enhancement will improve the user experience when searching for options with a specific airline.

When users launch a search targeting specific carriers, the companies filter will be pre-filled with the carriers which were specified in the search panel (see below).

Transport results Current search: Paris - All Airports and Railways, Thu, 29 Sep — New York (NY) - All Airports and Railways, Sat, 1 Oct

Stops **American Airlines** Price Airport/Station Connections CO<sub>2</sub> emissions In policy only

Choose departing trip Sort by Recommended

All you need to know for your safe trip to USA [Learn more](#)

	16:25 (CDG) Thu, 29 Sep	>	21:00 (JFK) Thu, 29 Sep	10h 35m 1 Stop (LHR)	<b>Flagship Business</b> Business (J, R) <a href="#">Change fare/class</a> · <a href="#">View seats</a>	€3,692 Total Price	<b>Select</b>
AA 6512, AA 6940 - 1.850kg CO <sub>2</sub> - Operated by British Airways							
IN POLICY Show details							
	12:15 (CDG) Thu, 29 Sep	>	14:36 (JFK) Thu, 29 Sep	8h 21m Non-stop	<b>Flagship Business</b> Business (C) <a href="#">Change fare/class</a> · <a href="#">View seats</a>	€6,540 Total Price	<b>Select</b>
AA 45 - 1,809kg CO <sub>2</sub>							
IN POLICY Show details							
	09:05 (CDG) Thu, 29 Sep	>	15:15 (JFK) Thu, 29 Sep	12h 10m 1 Stop (LHR)	<b>Flagship Business</b> Business (J, R) <a href="#">Change fare/class</a> · <a href="#">View seats</a>	€3,692 Total Price	<b>Select</b>
AA 6745, AA 105 - 1.850kg CO <sub>2</sub> - Operated by British Airways, American Airlines							
IN POLICY Show details							
	16:25 (CDG) Thu, 29 Sep	>	22:00 (EWR) Thu, 29 Sep	11h 35m 1 Stop (LHR)	<b>Flagship Business</b> Business (J, R) <a href="#">Change fare/class</a> · <a href="#">View seats</a>	€3,692 Total Price	<b>Select</b>
AA 6512, AA 6993 - 1.857kg CO <sub>2</sub> - Operated by British Airways							
IN POLICY Show details							

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In case travelers don't find their requested flight, they can simply remove the filter and other options will be displayed. This eliminates the need to start a new search, to view options from other carriers.

**Transport results** Current search: Paris - All Airports and Railways, Thu, 29 Sep — New York (NY) - All Airports and Railways, Sat, 1 Oct

Stops ▾ Companies ▾ Price ▾ Airport/Station ▾ Connections ▾ CO<sub>2</sub> emissions ▾ In policy only

Choose departing trip Sort by Recommended ▾

COVID-19: All you need to know for your safe trip to USA [Learn more](#)

	10:30 (ORY) Thu, 29 Sep	>	13:00 (EWR) Thu, 29 Sep	8h 30m Non-stop	Negotiated Fare Business (K) <a href="#">Change fare/class</a>	€3,392 Total Price	Select
80 100 - 1,816kg CO <sub>2</sub>							
IN POLICY ▾ Show details							
	10:30 (CDG) Thu, 29 Sep	>	12:55 (JFK) Thu, 29 Sep	8h 25m Non-stop	Business Standard Business (I) <a href="#">Change fare/class</a> · <a href="#">View seats</a>	€5,563 Total Price	Select
AF 14 - 1,809kg CO <sub>2</sub>							
IN POLICY ▾ Show details							
	11:30 (CDG) Thu, 29 Sep	>	14:05 (JFK) Thu, 29 Sep	8h 35m Non-stop	Business Standard Business (I) <a href="#">Change fare/class</a> · <a href="#">View seats</a>	€5,206 Total Price	Select
AF 3628 - 1,809kg CO <sub>2</sub> · Operated by Delta Air Lines							
IN POLICY ▾ Show details							
	13:35 (CDG) Thu, 29 Sep	>	16:15 (JFK) Thu, 29 Sep	8h 40m Non-stop	Business Standard Business (I) <a href="#">Change fare/class</a> · <a href="#">View seats</a>	€5,206 Total Price	Select
AF 3625 - 1,809kg CO <sub>2</sub> · Operated by Delta Air Lines							
IN POLICY ▾ Show details							

If no results at all exist for the search, then the standard error page will be displayed.

[Back to search](#) [Edit search](#)

**Transport results** Current search: Home, Mon, 26 Sep — New York (NY) - All Airports and Railways, Sun, 2 Oct

Stops ▾ Companies ▾ Price ▾ Paris Only +1 ▾ Connections ▾ CO<sub>2</sub> emissions ▾ In policy only Clear filters

Choose departing trip Sort by Recommended ▾

COVID-19: All you need to know for your safe trip to USA [Learn more](#)

**No matching result**  
Try clearing filters or edit your search

[Clear filters](#)

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## [TRANSPORT] IMPROVEMENTS FOR SPECIAL SERVICES - PHASE 1

<b>GDS SUPPORTED</b>	Applicable only for LCC content as Ancillary Services are not activated for GDS Content
<b>COUNTRY</b>	All
<b>ACTIVATION</b>	Automatic
<b>AVAILABLE ON ...?</b>	Desktop   Mobile

### SYNOPSIS

For clarity and ease of use, special services have been enhanced in Neo. These improvements include:

- Cost details panel on the option page (Options and Seats)

The screenshot shows the 'Options' page for a flight from NCE to ORY. It features two main sections: 'Baggage' and 'Equipment'. The 'Baggage' section lists various options from 'None' to '3 baggages 69Kg total', with the '1 baggage 23Kg total' option selected. The 'Equipment' section lists 'None', 'Bike', and 'Skis', with 'Bike' selected. On the right, a 'Cost details' panel shows a breakdown of costs: TRANSPORT (€42.64), SEATS (€8.99), and REQUESTED OPTIONS (€28.99 for Baggage and €52.00 for Equipment), resulting in a TOTAL PRICE of €132.62. A 'Confirm' button is visible at the bottom of the cost details panel.

- Price of options now added on the side bar

The screenshot displays a flight itinerary for 'Wed, 9 Nov - Wed, 9 Nov'. The main itinerary shows a flight from NCE to ORY on easyJet, starting at 15:00 and ending at 16:30, with a duration of 1h 30m. The total price is €132.62. Below the flight details, there are buttons for 'Change seat', 'Change options', 'Change transport', and 'Remove'. On the right side, a vertical sidebar contains a 'Book' button, 'Save', 'Share', and a warning icon indicating a cost of €89.98 above the recommended cost. Under 'ADD SERVICE', there are icons for baggage, seats, and equipment. The 'BOOKABLE TRIP COST' section lists: Flight (€42.64), Seats (€8.99), and Requested options (€80.99).



## [TRANSPORT] ENHANCEMENT OF BUTTONS FOR MODIFY, CANCEL AND DUPLICATE

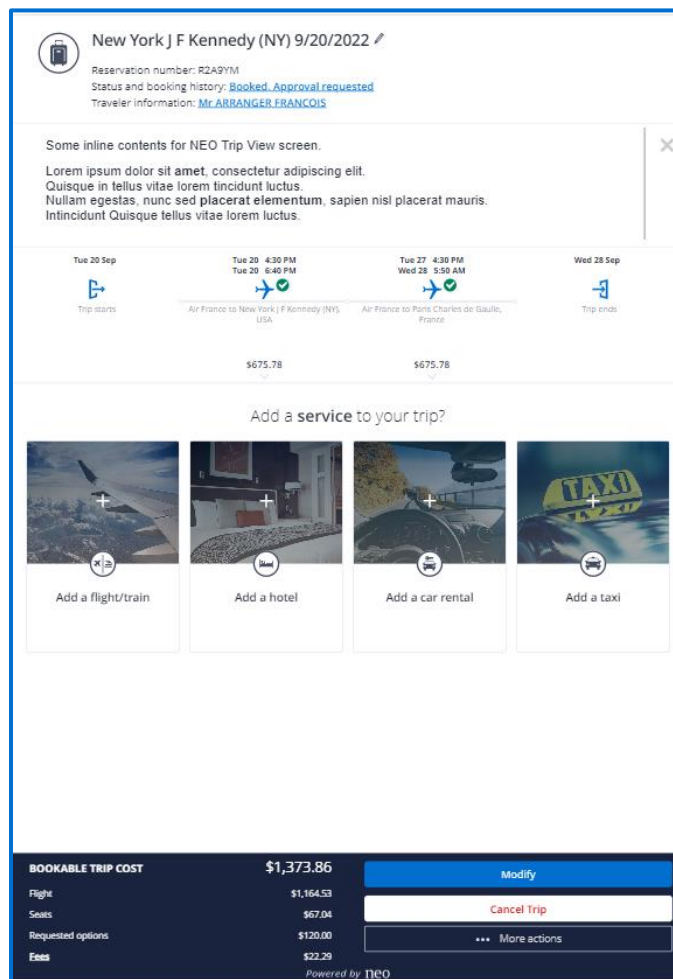
GDS SUPPORTED	All
COUNTRY	All
ACTIVATION	Automatic
AVAILABLE ON ...?	Desktop   Mobile

### SYNOPSIS

The sidebar buttons **Modify**, **Cancel** and **Duplicate** will be revamped to set the focus on the buttons **Modify** and **Cancel** when and where available.

This enhancement simplifies modification of an online trip in Neo and encourages the user to make their changes in the system rather than by calling a travel counselor.

### Tablet View



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## Mobile View

FRANCOIS

Cancel Trip
Share

Tue 20 Sep

Tue 20 4:30 PM  
Tue 20 6:40 PM

Tue 27 4:30 PM  
Wed 28 5:50 AM

Wed 28 Sep

Trip starts

Air France to New York J F Kennedy (NY), USA

Air France to Paris Charles de Gaulle, France

Trip ends

\$675.78
\$675.78

Add a **service** to your trip?

Add a flight/train

+

Add a hotel

+

Add a car rental

+

Add a taxi

+

**BOOKABLE TRIP COST**
**\$1,373.86**

TRIP  
Reservation

Modify
Cancel Trip
... More actions

Powered by **neo**

## Desktop View

**New York J F Kennedy (NY) 9/20/2022**

Reservation number: R2A9YM  
 Status and booking history: [Booked](#), [Approval requested](#)  
 Traveler information: [Mr. ARRANGER FRANCOIS](#)

Some inline contents for NEO Trip View screen.

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Quisque in tellus vitae lorem trincidunt luctus. Nullam egestas, nunc sed **placemat elementum**, sapien nisl placemat mauris. Intincidunt Quisque tellus vitae lorem luctus.

TRIP  
 Reservation

Tue 20 Sep

Tue 20 4:30 PM  
Tue 20 6:40 PM

Tue 27 4:30 PM  
Wed 28 5:50 AM

Wed 28 Sep

Trip starts

Air France to New York J F Kennedy (NY), USA

Air France to Paris Charles de Gaulle, France

Trip ends

\$675.78
\$675.78

Add a **service** to your trip?

Add a flight/train

Add a hotel

Add a car rental

Add a taxi

**BOOKABLE TRIP COST**
**\$1,373.86**

Flight	\$1,164.53
Seats	\$67.04
Requested options	\$120.00
Fees	\$22.29

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## [TRANSPORT] STREAMLINING RAIL SEAT SELECTION

<b>GDS SUPPORTED</b>	All – applicable when rail is enabled
<b>COUNTRY</b>	Only when rail is enabled
<b>ACTIVATION</b>	Automatic
<b>AVAILABLE ON ...?</b>	Desktop   Mobile

### SYNOPSIS

The check-out process step which presents seating options, is skipped when the traveler has selected seats for rail segments.

When no seat selection has been made in the transport shopping options, this page is displayed to allow the traveler to select a seat with the “Close To” approach.

The screenshot shows the 'Transport results' page for a search from Paris to Marseille. It displays options for 'TGV Deck' and 'Seat Placement' for two different train directions: 'TRAIN TO MARSEILLE ST CHARLES' and 'TRAIN TO PARIS GARE DE LYON'. The 'TGV Deck' options include Indifferent, Top Floor, and Bottom Floor. The 'Seat Placement' options include Indifferent, Window, Corridor, Individual seat, Side-by-side duo, Club 2, and Solo. A 'Cost details' sidebar on the right shows the total price of €155.00, including the transport and requested options like TGV Deck and Seat Placement. A 'Continue' button is visible at the bottom of the sidebar.

The 'Seating Options' dialog box provides a choice between 'Proceed with booking' and 'Select a seat'. Under 'Select a seat', there is a 'Train 6107 > Seating' section. It includes a note about being seated next to someone and a 'Select your seating preference' section with options for 'No specific seat' (selected) and 'Specific request'. The 'Specific request' section has input fields for 'Coach' and 'Seat'. A 'Note' at the bottom states that the supplier cannot guarantee the request and that the page only displays travelers who booked with Neo. A 'Next (Train 6074)' button is located at the bottom center, and a 'Next' button is at the bottom right.

## [HOTEL] MORE TABS ON THE OVERVIEW PAGE

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

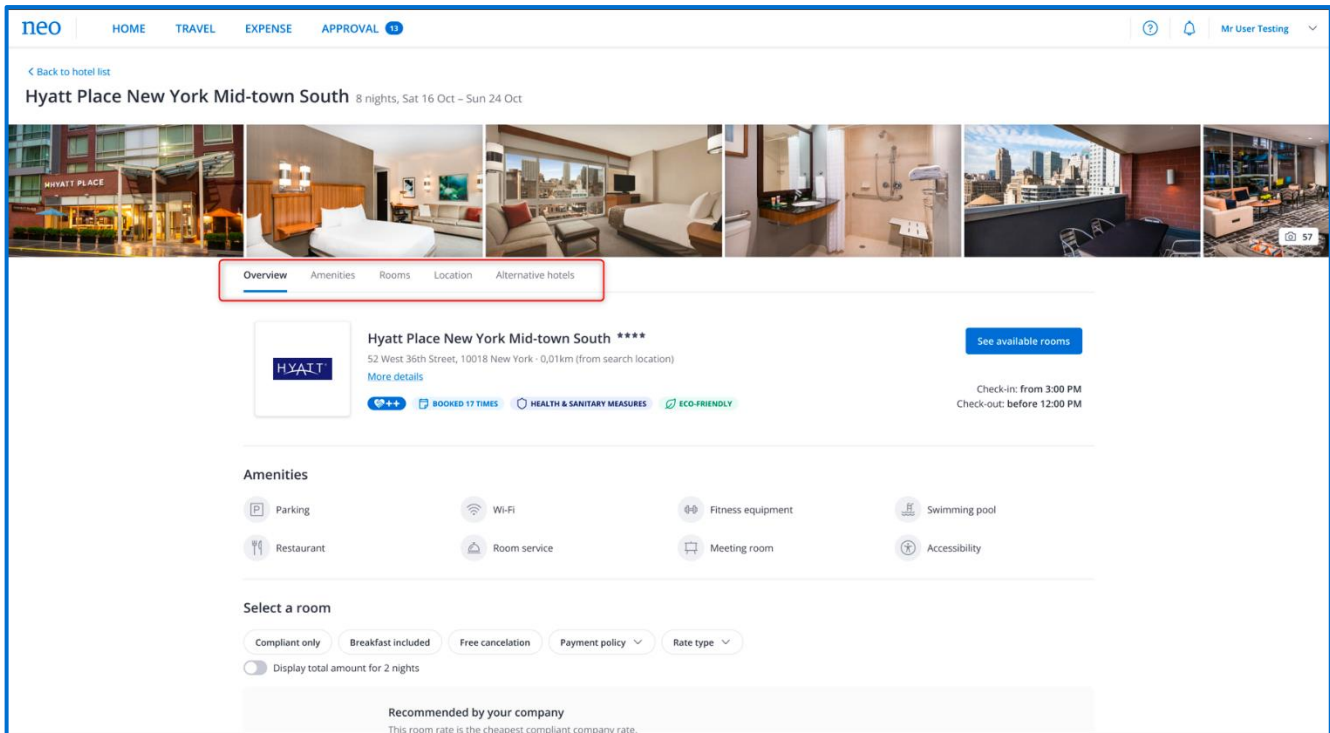
### SYNOPSIS

Users will now find it easier to navigate from one section to another thanks to the tabs that have been added to the sections of the overview page.

These tabs will be visible for existing sections, as well as for two additional sections on the overview page, including:

- Overview
- Amenities
- Rooms
- Locations
- Alternative Hotels

The user still will have the option to scroll the page, and these tabs will remain visible as the user scrolls.



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## [HOTEL] NEW LOCATION OF THE OVERVIEW SECTION

<b>HOTEL SOURCE SUPPORTED</b>	All
<b>COUNTRY</b>	All
<b>ACTIVATION</b>	Automatic
<b>AVAILABLE ON ...?</b>	Desktop   Mobile

### SYNOPSIS

For a better localization, a new “Location” section has been added allowing users to see where the selected hotel is located.

This new section shows the map, and even allows it to be displayed in full screen. The hotel will also be more visible since it is identified by an icon, making it more visible on the map.

This location section also displays:

- Up to 3 of the closest company sites which are available within a 30km radius
- The 3 closest airports within a 100km radius
- The 3 closest train stations within a 30km radius

### Location

5, RUE CARNOT, BOULOGNE BILLANCOURT 92100, FRANCE [Expand the map](#)

COMPANY SITES	AIRPORTS	RAILWAY STATIONS
PSG Stadium 1.1 km	Paris Orly (ORY) 15 km	Paris Montparnasse 3 Vaugirard 5.4 km
TEST MAT NEO AMA 4.4 km	Paris Charles de Gaulle (CDG) 31 km	Paris Gare Montparnasse 5.6 km
	Paris Beauvais Tille (BVA) 70 km	Paris St Lazare 7.6 km

## [HOTEL] NEW OVERVIEW SECTION FOR ALTERNATIVE HOTELS

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

### SYNOPSIS


Users will find it easier to compare 2 or more hotels with fewer clicks. Users can now go from the selected hotel to another without having to go back to the hotel list results page through this section.

The hotels displayed consider the previously applied filters in the result page. They are also displayed in the same order as on the results page.

Up to 9 previously priced hotels may be displayed under this section.

An additional **Back to hotel list** button has been added under this section, allowing users to go back to the hotel results page for more solutions.

**Alternative hotels**  
Based on your search criteria




**Hampton Inn Seaport Financial District**

235 m | [Icons]

**\$94**  
per night, incl. tax

♥♥♥




**The Beekman, A Thompson Hotel**

482 m | [Icons]

**\$154**  
per night, incl. tax

♥♥♥



**Four Seasons Hotel New York Downtown**

180 m | [Icons]

**\$225**  
per night, incl. tax

♥♥♥

[Back to hotel list](#)



## [HOTEL] SEARCH FORM IMPROVEMENTS

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

### SYNOPSIS

The hotel search screen has been redesigned to improve accessibility and simplify the user experience when searching for hotels.

Flight/Train **Hotel** Car Taxi Trip builder ...

Destination \* Check-in \* Check-out \*

Reason for trip \* ▾

Search hotels

### Mobile view:

Flight Train **Hotel** Car Trip bu

Destination \*

Search meeting address, company site, hotel name...

Check-in \* 09/25/2022 Check-out \* 09/26/2022

Reason for trip \* ▾

Search hotels

This is a first step in a larger project to upgrade the user experience when beginning the search process.

Transport and other services will be enhanced in future releases.





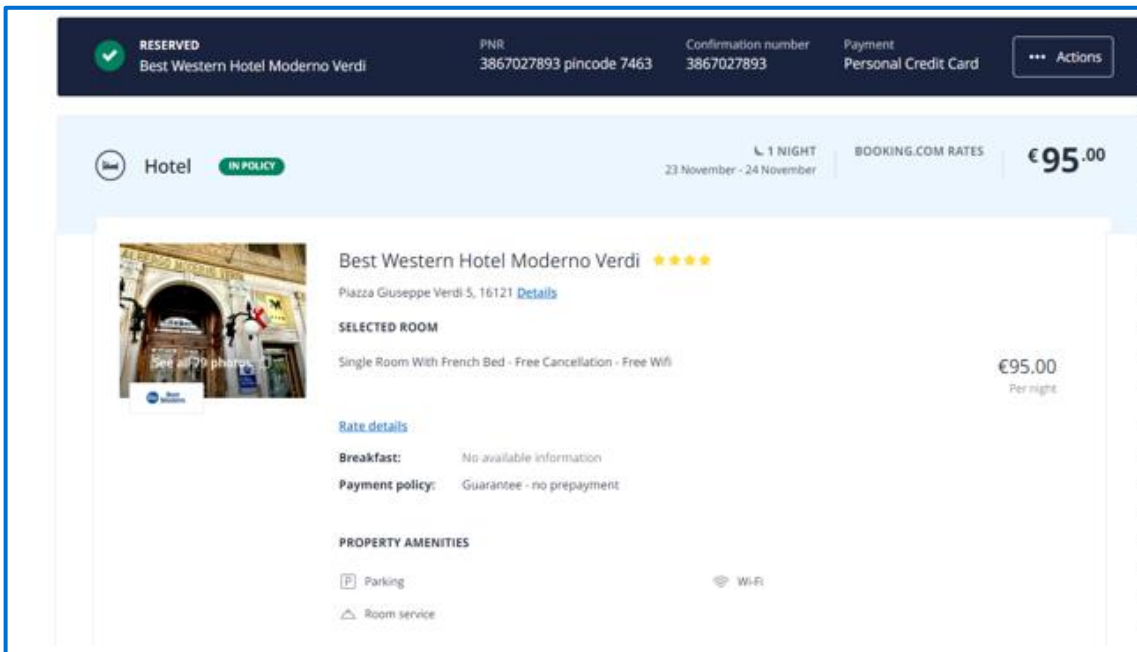
## [HOTEL] BOOKING.COM CONTENT AVAILABLE FOR CUSTOMERS BASED IN ITALY

<b>HOTEL SOURCE SUPPORTED</b>	Booking.com
<b>COUNTRY</b>	Italy
<b>ACTIVATION</b>	On request
<b>AVAILABLE ON ...?</b>	Desktop   Mobile

### SYNOPSIS

Booking.com content is now available for sites using Italian point of sale with Galileo GDS.

Booking.com rates are clearly indicated to users:



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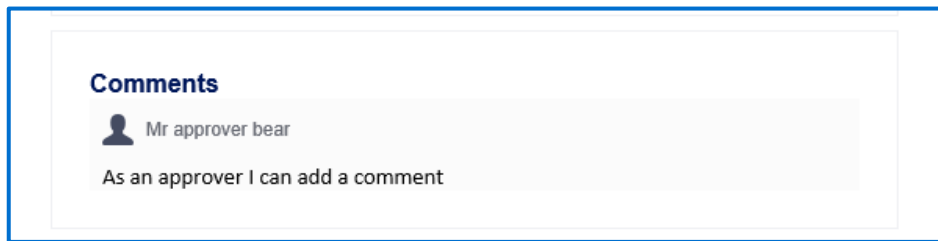
## [EMAILS] NEW ENHANCEMENTS

<b>GDS SUPPORTED</b>	All
<b>COUNTRY</b>	All
<b>ACTIVATION</b>	Automatic
<b>AVAILABLE ON ...?</b>	Desktop   Mobile

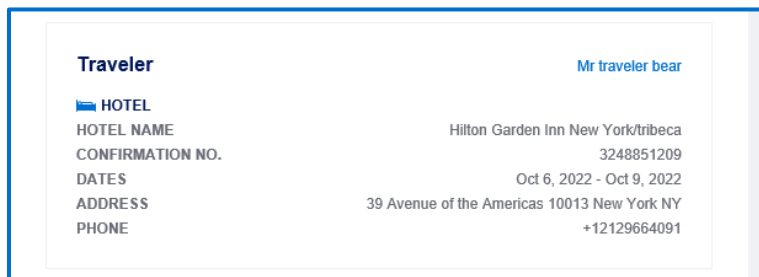
### SYNOPSIS

Several enhancements have been made to emails sent out by Neo from this release.

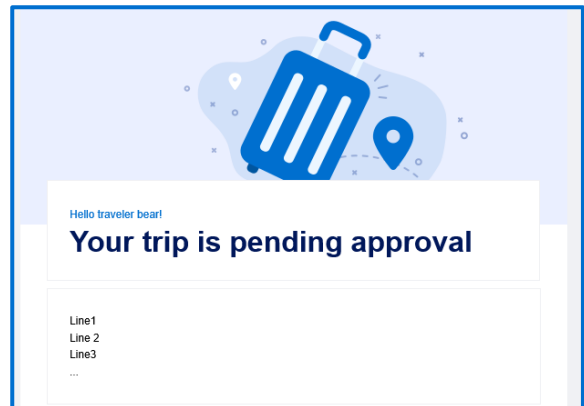
- The optional comment from the approver is now available in the email which is sent to the traveler and arranger.



- The dates of reservations for hotels have been added



- Several lines of text can be added (instead of one single run-on line)



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## [TRAVELFUSION] SEATMAP SUPPORTED FOR MORE AIRLINES

GDS SUPPORTED	All
COUNTRY	All
ACTIVATION	On request
AVAILABLE ON ...?	Desktop   Mobile

### SYNOPSIS

Seat map will now be available for following airlines (on top of easyJet and Vueling already enabled in previous versions):

Aer Lingus  
Air Arabia  
Air Arabia Maroc  
Blue Islands  
Condor  
GoAir B2B  
Indigo B2B  
Jet2  
Jetstar including Jetstar Asia, Japan, Pacific  
Spice Jet B2B  
Transavia  
Virgin Australia  
Volotea  
Wizzair (W6)



## [USER PROFILE] REMOVAL OF UNUSED FIELDS

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

### SYNOPSIS

Optical passport and Biometric passport information have been removed from the user's profile.

#### Before Neo release 22.4

#### After Neo release 22.4

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# NEO MOBILE APP

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## [MOBILE] DISPLAY IMPROVEMENTS FOR EXPENSE

COUNTRY	All
ACTIVATION	Automatic Only applicable for Neo Mobile App

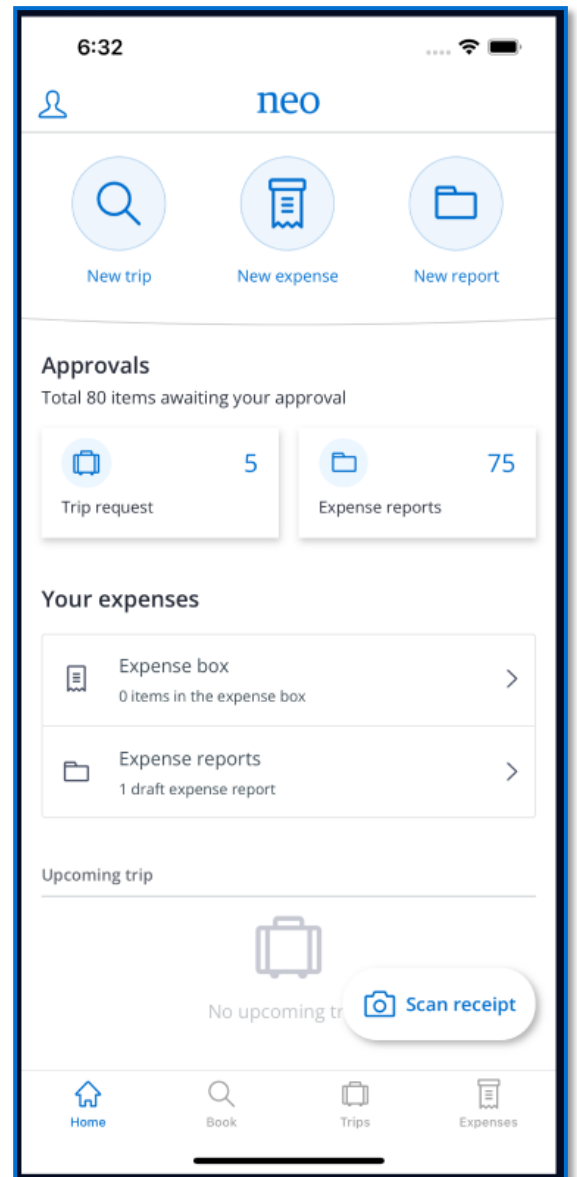
### SYNOPSIS

To provide a better user experience, the homepage for the Neo Mobile app has been enhanced.

On the homepage, the design of approvals has been improved. The total number of pending items will be displayed when the approver has access to both the trip and expense items.

Expense users will also now see directly on the homepage a summary as well as a shortcut to the expense part of the mobile app, including:

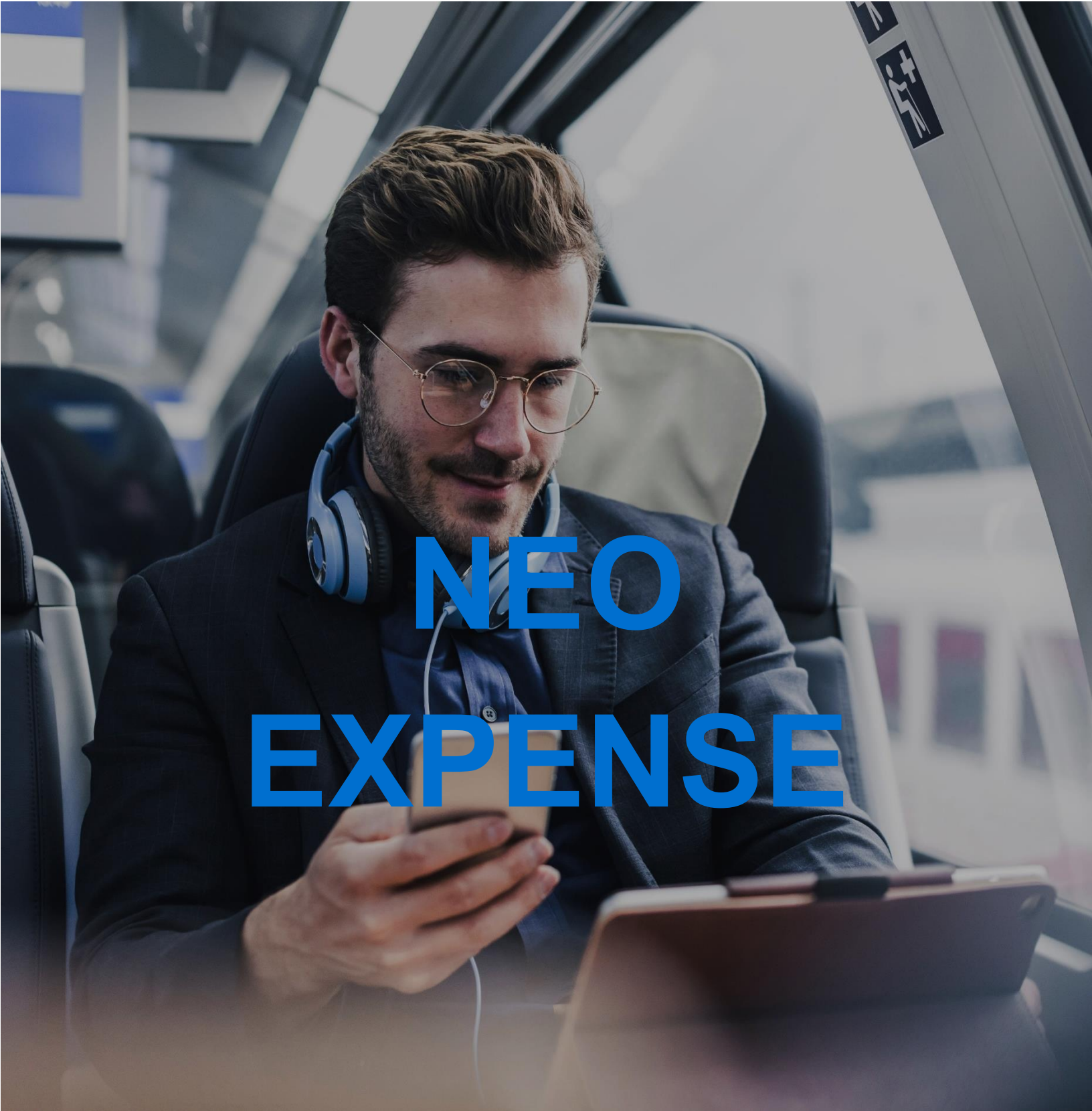
- Number of draft expense reports
- Number of expenses in the expense box



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# NEO EXPENSE

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## [VAT] VAT INFORMATION IN THE PDF OF EXPENSE REPORT

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

### SYNOPSIS

The display of VAT information in the expense report PDF is improved by aligning this information with how it is displayed in Neo.

The following will be displayed in the details section of expense lines:

- VAT rule
- VAT amount
- VAT accounting key

The same deductible VAT information will be displayed below.

N#	Expense	Taxes	Authorized	Reported
9	<b>Lunch</b> UK - SA - SA1 - 625300 - UK-20 - 10 8/30/2022 Paid on 8/30/2022 London (LON), Greater London, England, United Kingdom PDF receipt	VAT 2,50 GBP Ctrl Rate 20,00 % Deduct 2,50 GBP VAT Deduct 100,00 % rate Tax — GBP benefit	<b>15,00 GBP</b>	<b>15,00 GBP</b>
	Comments	None		
	VAT	20% (UK): 2,50 GBP (UK-20)		
	Deduct VAT	100%: 2,50 GBP (DV10)		

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## [ACCOUNTING] FURTHER IMPROVEMENTS FOR ACCOUNTING PAGE

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

### SYNOPSIS

Following enhancements that have been made to the accounting page in previous versions of Neo, additional improvements are included in Neo 22.4.

These include:

- The compliancy, approval status and report status columns are now sortable
- The employee's name column is now sortable by last name
- The PDF version can be downloaded directly from the list

The Neo 22.4 release marks the full activation of the new view as the default view of the accounting page.

The screenshot shows the 'Accounting management' page in the Neo system. The page has a navigation bar with 'HOME', 'FINANCE', 'EXPENSE', and 'APPROVAL' (13 items). Below the navigation bar, there are filters for 'Company' and 'Flag', and buttons for 'Report ID' and 'Open report'. The main content is a table of expense reports with the following columns: Expense report name, Employee, Submitted date, Policy, Amount, and Approval Status. The table contains 8 rows of data, including reports for Savannah Nguyen, Dianne Russell, Marvin McKinney, Jacob Jones, Esther Howard, Jane Cooper, and Cody Fisher. The first row is marked as 'OUT OF POLICY' with an amount of 3,000.00 EUR (344.75 EUR net), while the others are 'IN POLICY'.

Expense report name	Employee	Submitted date	Policy	Amount	Approval Status
558 612 August 2022	Savannah Nguyen Company A	07/08/2022	OUT OF POLICY	3 000.00 EUR 344.75 EUR	APPROVED
449 003 Miscellaneous	Dianne Russell Company B	20/08/2022	IN POLICY	39 EUR	APPROVED
653 518 Project 123	Marvin McKinney Company A	15/08/2022	IN POLICY	168 EUR	APPROVED
651 535 July	Jacob Jones Company A	18/07/2022	IN POLICY	68 EUR	APPROVED
558 612 July	Esther Howard Company C	28/06/2022	IN POLICY	82 EUR	APPROVED
487 441 Perdiems	Jane Cooper Company B	21/06/2022	IN POLICY	56 EUR	APPROVED
651 535 June	Cody Fisher Company C	16/06/2022	IN POLICY	152 EUR	APPROVED

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## [ACCOUNTING] READ-ONLY MODE FOR VAT AMOUNTS IN EXPENSE REPORT LIST VIEW

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

### SYNOPSIS

The VAT amount in the expense report list view will be in read-only mode for accountants. It will only be editable in the expense line form.

This improves data, consistency and is another step in preparing for the integration of the multi-VAT feature.

N#	Expense	Status	Taxes	Amount	Control rates	Authorized	Reported	Accountant Review
1	<b>Breakfast</b> UK - SA - SA1 - G25300 - UK-20 - 10 June 13, 2022 Paid on June 13, 2022 London (LON), Greater London, England, United Kingdom Starbucks PDF receipt		VAT	1.67 GBP	20.05 %	10.00 GBP	10.00 GBP	<input type="button" value="🔄"/> <input type="button" value="🗑️"/>
			Deduct VAT	1.67 GBP	100.00 %			
			Tax benefit	-				

## [ACCOUNTING] APPROVAL CANCELATIONS

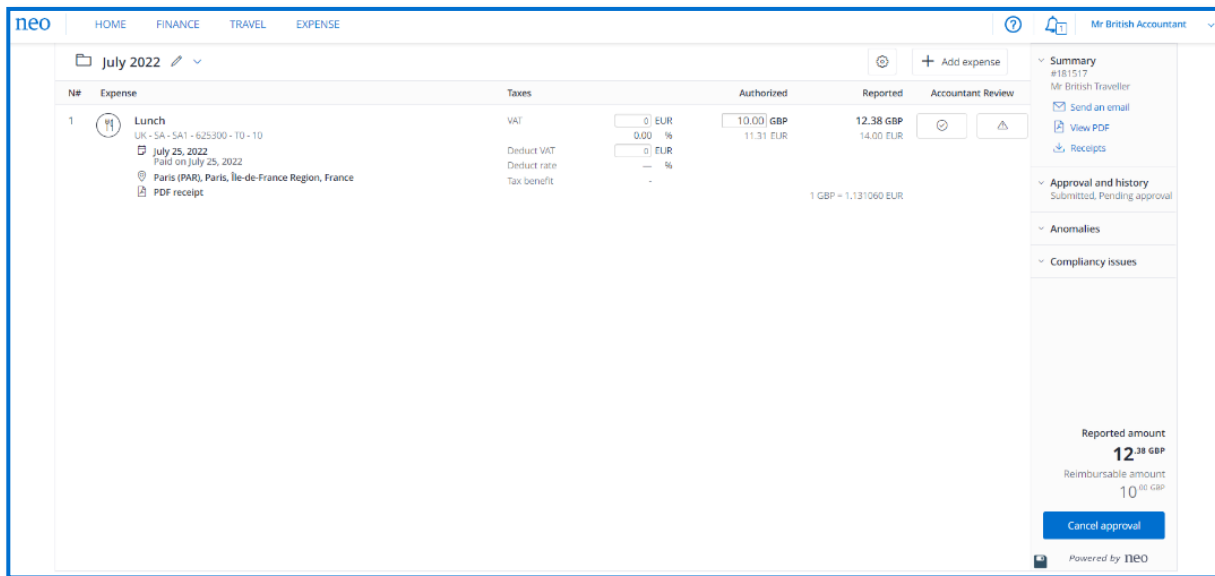
<b>MADE FOR...?</b>	Accountant
<b>COUNTRY</b>	All when Neo expense is supported
<b>ACTIVATION</b>	Automatic if Neo expense enabled

### SYNOPSIS

Accountant users can now return approved expense reports. It is also possible for them to cancel their approval if there is a need to call back the expense reports (such as in case of a hasty approval, or to edit an expense report according to their access rights).

To do this, users open an expense report from the approved list and click on the **Cancel approval** button which is displayed inside the report.

**NOTE:** This feature is available when the approved expense report is at the “Ready to export” stage.



Further changes were also brought to the right panel inside the expense report page to enhance the display of the main decision actions and better organize the action buttons, including:

- View PDF
- Receipt

These two action buttons have been moved to the Summary panel where actions related to the expense report are now grouped, and the decision button are highlighted at the bottom of the page (Approve, Reject, Cancel, Submit).

This applies to accountants, approvers, and users alike.



## EXPENSE, BILLING, CASH ADVANCE CSV EXPORT FILES: END OF SUPPORT FOR CP1252 ENCODING

MADE FOR...?	Travel Manager
ACTIVATION REQUIRED?	No

### SYNOPSIS

Since Neo 20.2, customers using the CSV format for exports of Expenses, Bills and Cash Advances can choose between our legacy CP-1252 encoding or UTF-8 encoding (with Byte Order Mark) for the generated files.

Given that CP-1252 encoding only works for a restricted character set, it will be decommissioned and all customers still having their files generated in CP-1252 encoding will be automatically switched to UTF-8 with 22.4 release.

In case they cannot synchronize switching their processing of Neo files for the encoding change with 22.4 release date, customers can contact their Neo service representatives to switch to UTF-8 as an earlier date.

Accruals files for Expense and Bills will also switch to UTF-8 encoding with Neo 22.4.



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# PLATFORM



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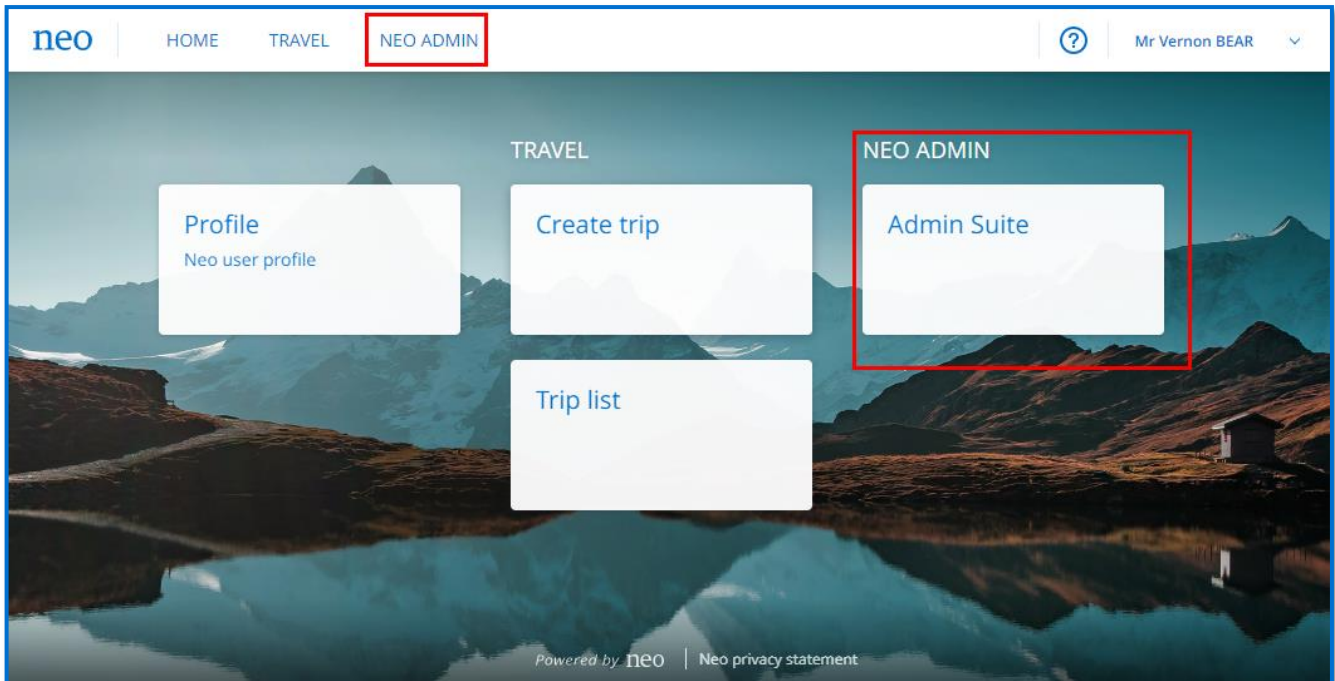
## [ADMIN SUITE] DIRECT ACCESS TO ADMIN SUITE FROM NEO

MADE FOR...?	Neo Admin – Profile Managers
ACTIVATION	Automatic

### SYNOPSIS

For an improved navigation experience for administrators, every user with access to Admin Suite will now have an access link for Admin Suite directly on the Neo homepage as well as in the top toolbar.

All customers with SSO configured to Neo can also connect their administrators directly to Admin Suite.



**REMINDER:** Customers are encouraged to use the same user account to administrate Neo as they use to book travel and/or submit expenses. This practice avoids having to manage separate sets of credentials.