Neo 23.2
Release Notes

24 APRIL 2023

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ADVANCE NOTICE

[VAT] VAT AND DEDUCTIBLE VAT INFORMATION IN EXPORT FILES

MADE FOR…?	Travel Manager
ACTIVATION REQUIRED?	Customers may check if new expense report format will be compatible with their systems

SYNOPSIS

The latest format of the export file (from July 2022) includes new columns/elements containing VAT and deductible VAT information. This change was introduced to manage the dedicated VAT accounting keys and the multiple VAT amounts introduced for the multi-VAT feature.

The VAT accounting key will become the unique source for VAT segments and deductible VAT segments to simplify maintenance. VAT segments and deductible VAT segments will no longer be supported in the accounting alias.

Please note that VAT amounts and deductible VAT amounts are already available in the new columns/elements.

From 24.2 (April 2024), VAT and deductible VAT information will have to be retrieved from the new columns/elements for all clients regardless of the use of single VAT or multi-VAT.

The old columns/elements containing VAT and deductible VAT information will no longer be populated following Neo 24.2 (April 2024).

Please contact your Neo technical contact for more information.

TRAVEL

[NEO] NEW SUSTAINABILITY API

GDS SUPPORTED	All
COUNTRY	All
ACTIVATION	On request
AVAILABLE ON ...?	Desktop | Mobile (GBT Mobile and Neo Mobile App)

SYNOPSIS

Sustainability is becoming more and more important, and companies are asked to report CO_2 emissions. Neo's objective is to provide useful information when calculating CO_2 data. With more granularity in results, travelers will be able to select more accurate information.

Previously, there were three different methods of calculation displayed for CO_2 emissions: ADEME, DEFRA and EPA. These options were managed internally and based on public information from within the organism.

In this version of Neo, the new "Choose Integration" allows Neo to present data based on more granular calculation methodologies. Three additional methodologies will now be offered: ICAO, IATA RP 1726 and IATA CO_2 connect. These methodologies incorporate aircraft type into their data which allows Neo to reflect this in search results.

NOTE: While there is not currently a cost for using IATA's CO_2 data, that may change in the future.

[TRANSPORT] SEARCH EARLIER OR AFTER OPTION

GDS SUPPORTED	All
COUNTRY	All
ACTIVATION	Automatic
AVAILABLE ON …?	Desktop | Mobile (GBT Mobile and Neo Mobile App)

SYNOPSIS

Neo continues to make the booking experience easier for users by adding new options. Users will be able to extend searches before or after the selected time. This button will advance and update the search +3 or -3 hours based on user preferences will be relaunched.

Buttons will only be visible when entering exact time in the search form. They will not appear if the user based their search on "Flexible travel time" or on a time range.

GLOBAL BUSINESS TRAVEL

[TRANSPORT] EXPLANATION OF RECOMMENDED RESULTS

GDS SUPPORTED	All
COUNTRY	All
ACTIVATION	Automatic
AVAILABLE ON …?	Desktop | Mobile (GBT Mobile and Neo Mobile App)

SYNOPSIS

Users often ask about the logic behind the "Recommended" sort order in Neo.

As a result, Neo now provides users with an explanation of this sorting providing users with an enhanced comprehension of the sorting of results and the display. This will assist users in understanding that sorting is based on their company set up which is based on several criteria.

GLOBAL BUSINESS TRAVEL

[NEO] SUPPLY OF TRAVEL AGENCY DETAILS

GDS SUPPORTED	All
COUNTRY	All
ACTIVATION	Automatic
AVAILABLE ON …?	Desktop | Mobile (GBT Mobile and Neo Mobile App)

SYNOPSIS

When users are unable to modify details of the trip, they need to have access to the travel agency details. The travel agent can then make the modification or exchange on behalf of the traveler.

If a trip cannot be modified or changed online, Neo will show the relevant travel agency contact information to the traveler.
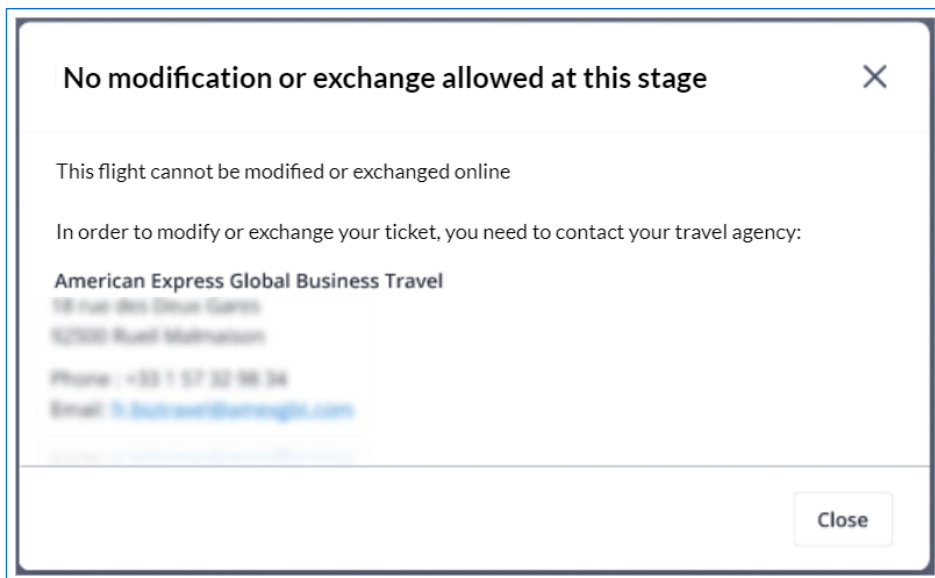
(Screenshot for your information)

[CAR] RECOMMENDATION RULE BASED ON TRAVELER CATEGORY

GDS SUPPORTED	All
COUNTRY	All
ACTIVATION	On request
AVAILABLE ON …?	Desktop | Mobile (GBT Mobile and Neo Mobile App)

SYNOPSIS

Neo could define car booking rules based on the category of traveler (setting up the compliancy, non-compliancy or hiding car classes or car types), however, the car recommendation rules (e.g. recommended category or fuel type) could not previously be defined by traveler category. With this release, clients will now have the flexibility to do this.

In this example the recommended car category 'Intermediate" is highlighted for traveler category "VIP"

[HOTEL] HOTEL RATINGS DISPLAY

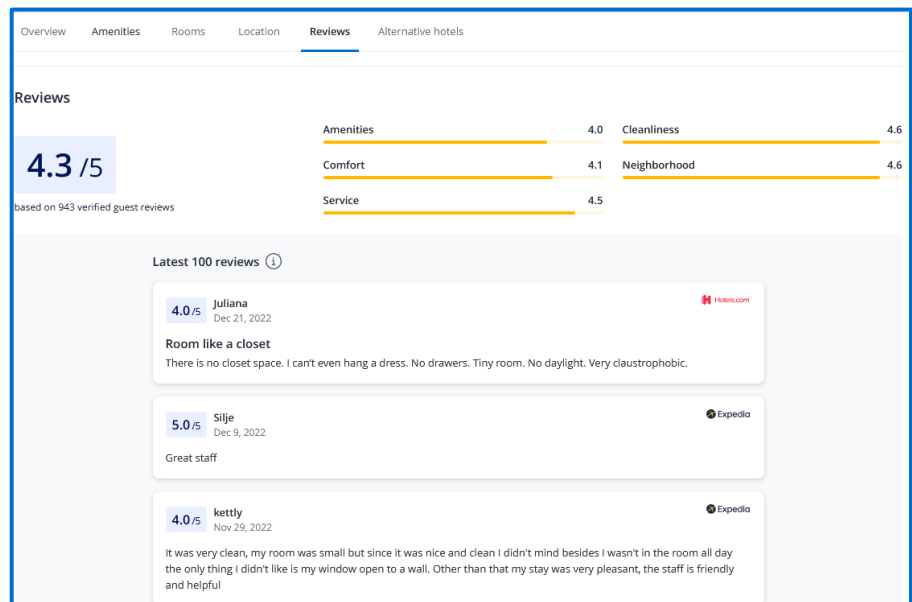| HOTEL SOURCE SUPPORTED	SMP
COUNTRY	All
ACTIVATION	Automatic
AVAILABLE ON …?	Desktop | Mobile (GBT Mobile and Neo Mobile App)

SYNOPSIS

Hotel selection is made easier by having more criteria available for users.

Hotel ratings from 1 to 5 will now be displayed in the hotel overview.
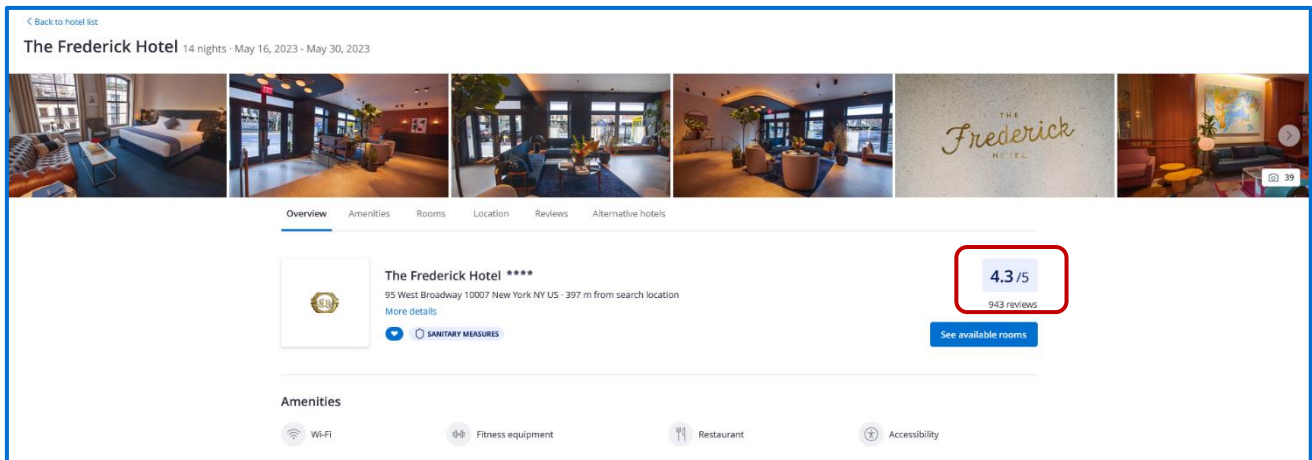
Sub-category ratings will be displayed with the ratings from 1 to 5 for the following categories:

- Cleanliness
- Service
- Comfort
- Location
- Amenities
- Neighborhood

SCOPE

Available for SMP.

[HOTEL] HOTEL SEARCH RESULTS DISPLAY IMPROVEMENT

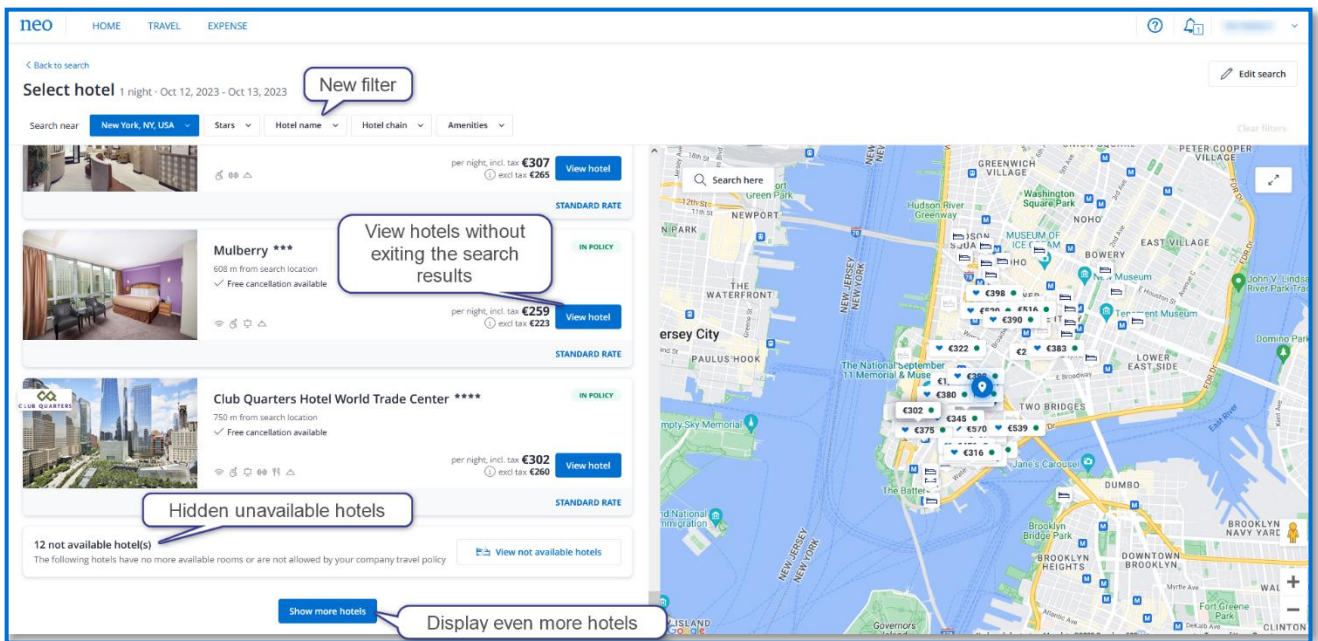| HOTEL SOURCE SUPPORTED	All
COUNTRY	All
ACTIVATION	Automatic
AVAILABLE ON …?	Desktop | Mobile (GBT Mobile and Neo Mobile App)

SYNOPSIS

The following improvements have been made to the hotel results in order to improve the presentation of hotels that are not available or not allowed by policy during a search for hotels in Neo:

A new Show more hotels button has been added to this screen. Clicking this button will allow the user to display and compare up to 192 hotels at a time.
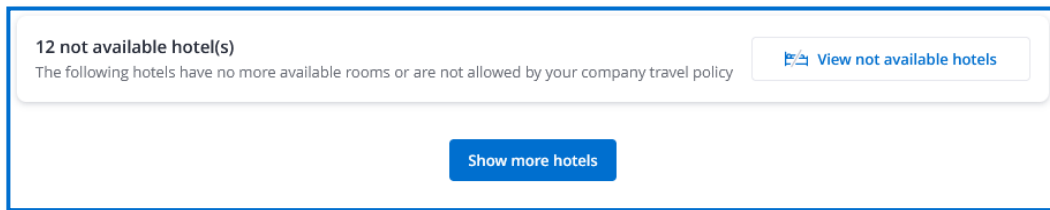
- Users will be able to view hotels which are displayed on the screen while waiting for additional hotels to load.
- Hotels which are "Not available" or "Not allowed" and those which are "Available" will be displayed in two separate sections.
- When 10 or more hotels are available, hotels which are not available or not allowed will be hidden. However, users will be given the option to view these hotels as well.

[HOTEL] SEARCH FORM ENHANCEMENTS

HOTEL SOURCE SUPPORTED	All
COUNTRY	All
ACTIVATION	Automatic
AVAILABLE ON …?	Desktop | Mobile (GBT Mobile and Neo Mobile App)

SYNOPSIS

Enhancements have been made to provide users with a better search experience, improving the design and the performance of this function. Furthermore, accessibility for disabled users is now enhanced from the very first step of the booking user flow.

This is the last part of the hotel search form revamping which started with the Neo 22.4 release. These improvements provide easier modification during hotel bookings as seen below:

The user experience for editing or adding a hotel during the search process has also been improved.

Date selection for hotel searches has been made easier. Past dates and dates too far into the future are now automatically blocked. It is also now possible to select the same dates for check-in and check-out for hotel searches:

[EMAILS] NO CANCELATION EMAIL SENT BY NEO FOR OFFLINE CANCELATIONS

GDS SUPPORTED	All
COUNTRY	All
ACTIVATION	Automatic

SYNOPSIS

To avoid confusion and reduce the number of emails sent to users, Neo will no longer send a cancelation email regarding trips canceled with an offline agent.

DETAILED SCOPE

- **Online** PNR canceled by an offline agent
- **Offline** PNR canceled by an offline agent

NOTE: this will not change the emails flow sent by the offline GBT teams.

NEO EXPENSE

[NON-DECIMAL CURRENCIES] IMPROVEMENT TO DISPLAY AMOUNTS

MADE FOR…?	Traveler | Accountant
COUNTRY	All when Neo expense is supported
ACTIVATION	Automatic if Neo expense enabled

SYNOPSIS

Prior to Neo 23.1, non-decimal currencies were not supported in Neo.

As part of supporting non-decimal currencies in Neo Expense, amounts expressed in these currencies will not display decimals within the tool.

The ".00" previously displayed will be removed from the user interface from the following:

- PDF expense reports
- emails
- export files

[EXPENSE] DUPLICATION OF EXPENSE REPORTS

MADE FOR...?	Traveler	Arranger
COUNTRY	All when Neo expense is supported
ACTIVATION	Automatic if Neo expense enabled

SYNOPSIS

Today, recurring expense reports must be created manually each time.

With this new function, users will be able to duplicate a previous expense report to save time (for example users claiming the same mileage reimbursement each week/month).

[VAT] AMOUNT CONTROL WARNING FOR ACCOUNTANTS

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

SYNOPSIS

To help accountants identify VAT information to check, a warning appears in the list view and in the expense line form if VAT amounts are incorrect or need to be checked. The warning is displayed in 3 cases:

- The total gross amount calculated by Neo (based on the VAT rates and VAT amounts) does not match the reported amount
- The VAT rule is 0% and the VAT amount is other than 0
- If multi-VAT is configured and one of the selected VAT rates is at 0%

[VAT] OCR SCANNING

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

SYNOPSIS

When scanning a receipt with multi-VAT, rates for VAT will be automatically selected. Also, VAT amounts will be automatically filled in which will simplify the creation of expense lines by users.

Multi-VAT information will only be filled in if scanned VAT rates match configured VAT rates.

When a receipt is scanned, the scanned VAT amounts will be highlighted in yellow, and a label will be displayed so that users can quickly recognize what has been scanned. The yellow highlight is removed after the user edits the field or closes the form.

This applies when the OCR setting is enabled in the configuration.

[VAT] DISPLAY OF "100% DEFAULT" AS DEDUCTIBLE VAT RULE

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

SYNOPSIS

When 100% default deductible VAT is applied, "100% default" will be displayed instead of "None" as deductible VAT rule name in the detailed list view and in the PDF.

This improvement helps to avoid confusion with the cases where no deductible VAT is applied.

[EXPENSE] SCAN RECEIPT FEATURE FOR LIST AND CALENDAR VIEWS

MADE FOR…?	Traveler – only on desktop version
COUNTRY	All when Neo expense is supported
ACTIVATION	Automatic

SYNOPSIS

The receipt scanning feature enables users to add expenses in a simpler and more automated way. This functionality captures the receipt content and pre-populates the main expense details in both the list and calendar views.
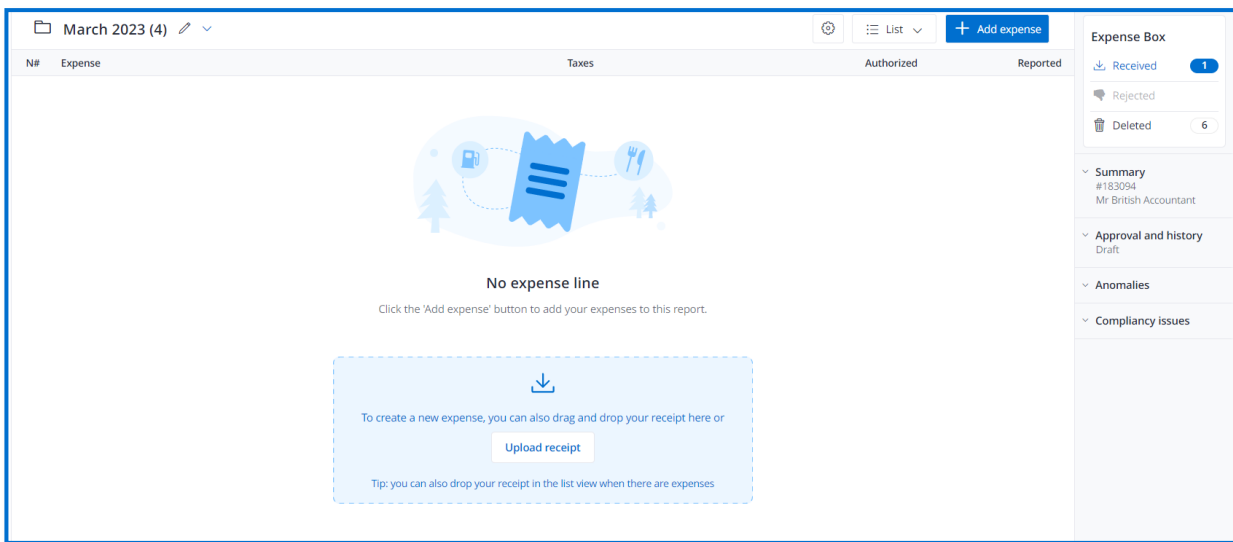
For the list view, a new section has been added in the empty state when the list is empty. This section gives new users the option to begin the expense creation process by uploading or dropping their receipt in the list view.
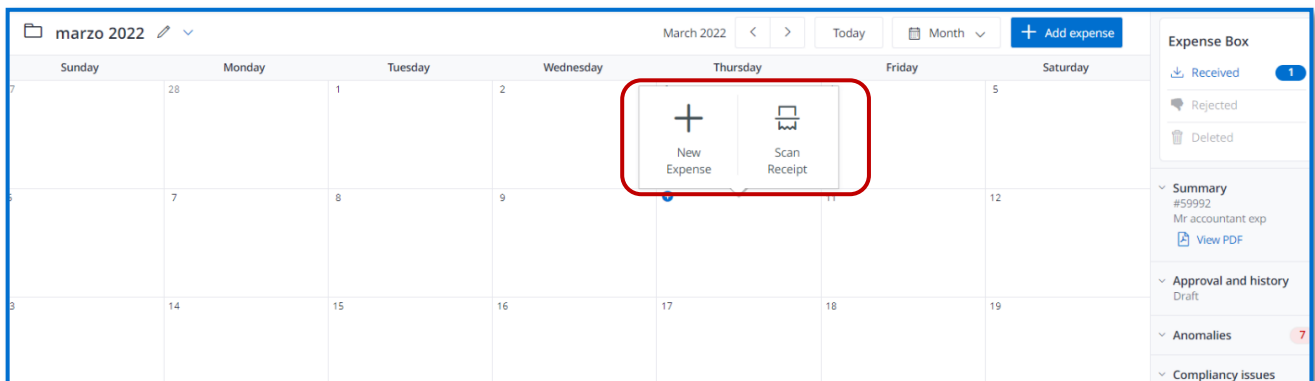
For the monthly and weekly calendar views, users will have multiple options for creating an expense line when clicking on any date. These options include:

- Add an expense line without scanning a receipt
- Scan a receipt
- Add an expense from the expense box when available

SCOPE

- This is for desktop devices
- Applicable when configuration with OCR is enabled.

[ACCOUNTING] PREVENTION OF PENDING AND EMPTY EXPENSE REPORTS

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

SYNOPSIS

Following the migration of the accounting page, old empty expense reports were carried forward and were still visible. To "clean up" the accountants' pending lists, they have been removed from the system.

To further improve the process and ensure that only relevant empty reports remain in the accounting pending list, a change has been made in the "Reject lines" process.

From this version of Neo, if a user intends to reject the only or all expense lines in the report, they will be redirected to the rejection of the entire expense report. This will help prevent empty expense reports.

If the user intends to reject only one or some of the expense lines, then the process remains the same.

[ACCOUNTING] REPORT ID DISPLAYED FIRST IN ACCOUNTING LISTS

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

SYNOPSIS

This enhancement includes displaying the expense report name and the report ID in the "Expense Report Name" column of the three accounting lists, including: pending, approved and rejected.

From this release, the report ID will be displayed in bold in the first column. This highlights this element allowing quick identification by users.

This also enables sorting of the "Expense report" column by report ID rather than report name.

[ACCOUNTING] COPY & PASTE FEATURE

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

SYNOPSIS

A new feature has been added which will improve the user experience for accountants. Users can now copy a specific piece of information in the accounting list and paste it elsewhere.

The report ID in the **Expense report name** column and the employee's name can be copied simply by hovering with the mouse.

When hovering, an icon appears which can be clicked to copy the data. The user can afterwards paste that same data anywhere else. A tooltip shows confirmation that the data was copied.

This feature is available in the three accounting lists: pending, approved, rejected.