neo

AMERICAN EXPRESS GLOBAL BUSINESS TRAVEL

Neo 22.1 Release Notes

JANUARY 2021

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[PLATFORM] UPDATE OF SUPPORTED BROWSERS

SYNOPSIS

From Neo's April 2022 release, the listed browsers (and following versions) will be supported for desktop and mobile products:

- Chrome ≥ 89
- Firefox ≥ 78
- IE 11 (no change)
- Safari ≥ 14
- iOS ≥ 14
- Android ≥ 89
- Chrome Android ≥ 89
- Edge ≥ 90

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GLOBAL BUSINESS TRAVEL

TRAVEL

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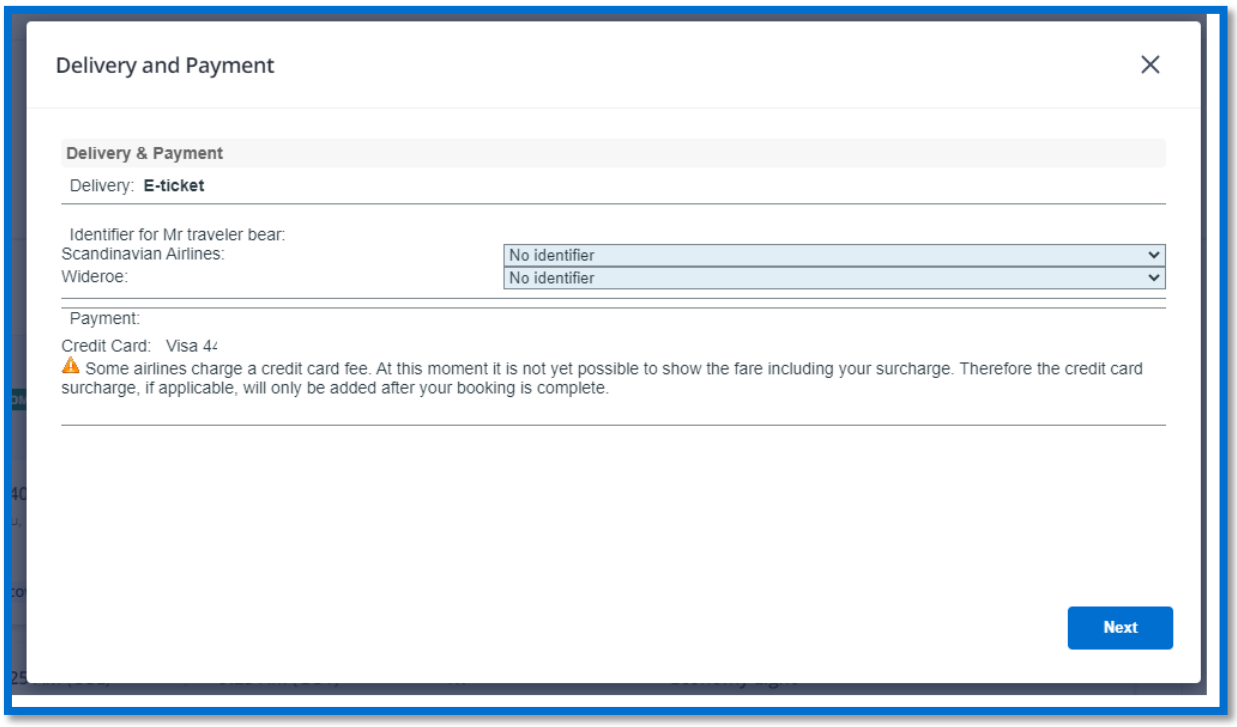
[TRANSPORT] MIGRATION OF PRE-BOOKING STEPS

GDS SUPPORTED	All
COUNTRY	All
ACTIVATION	Automatic
AVAILABLE ON …?	Desktop | Tablet | Mobile

SYNOPSIS

When clicking on the Book button, there are multiple steps before the booking is launched. Improvements for redesigning these pre-booking steps began in Neo version 21.4. This migration continues in this new version, and the following points are to be expected:

- Homogeneity is added on the modal



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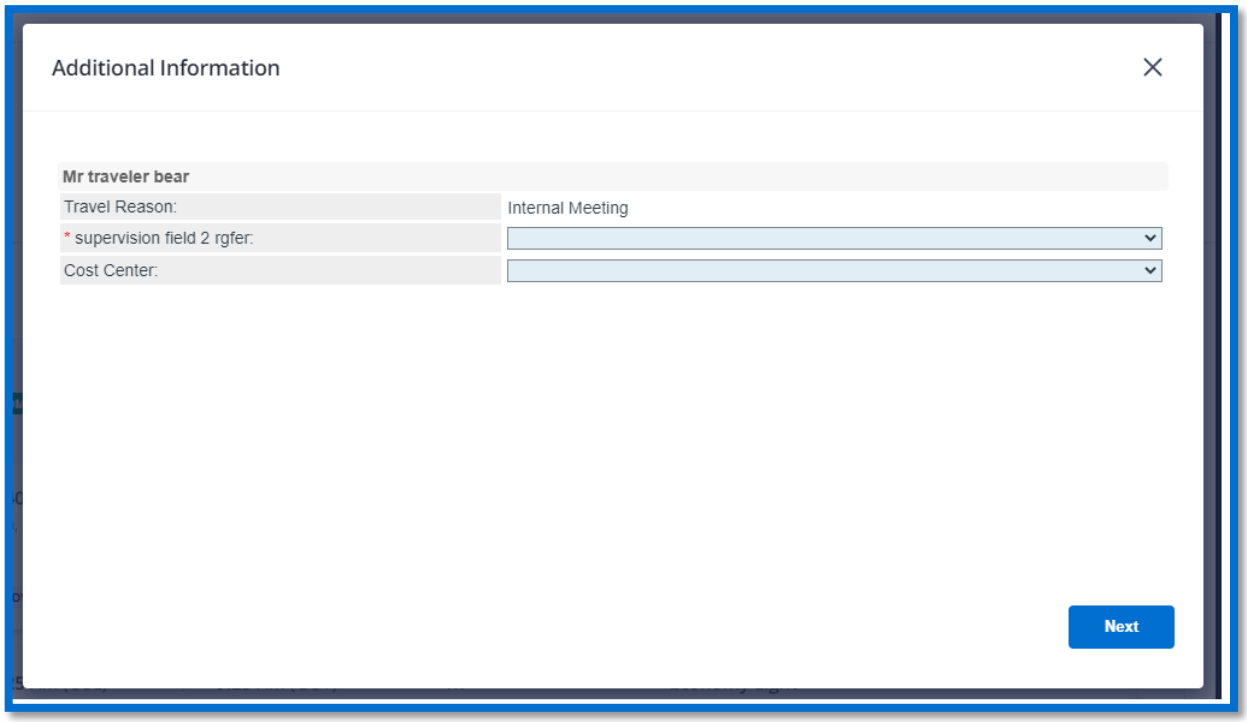
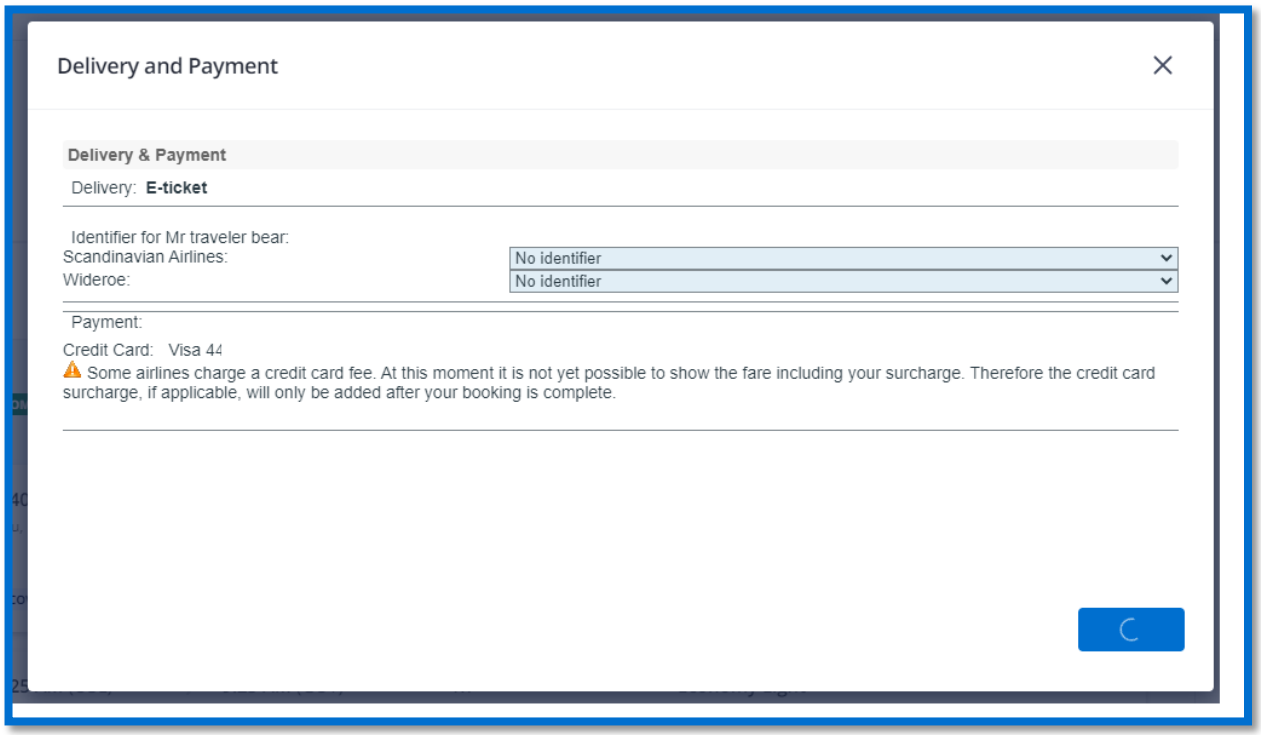
- An improved transition is added between each step





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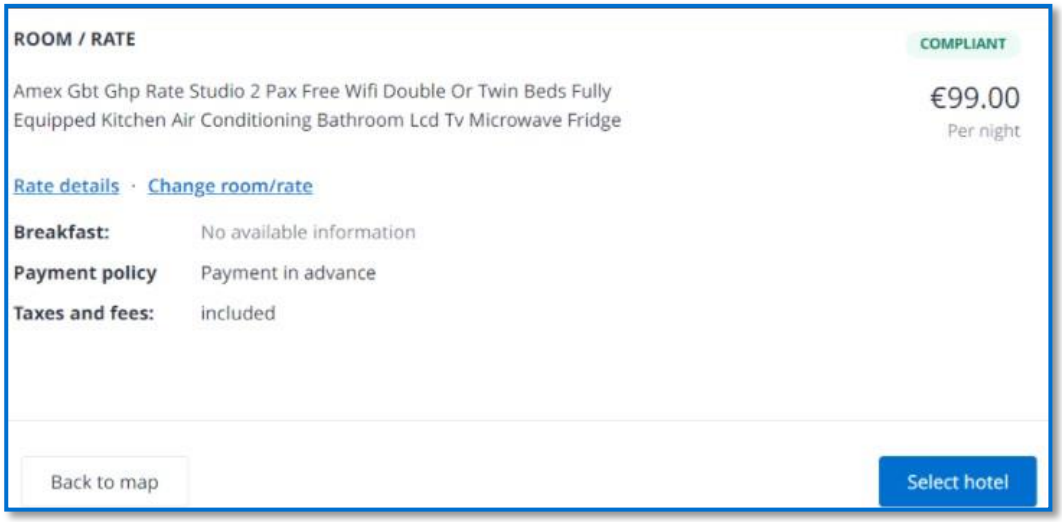
[HOTEL] GUARANTEE POLICY LABEL RENAMING AND ENHANCEMENT

GDS SUPPORTED	All
COUNTRY	All
ACTIVATION	Automatic
AVAILABLE ON …?	Desktop | Tablet | Mobile

SYNOPSIS

Improvements have been made for the guarantee policy for hotel bookings. Firstly, for reasons of clarity, this policy has been renamed **payment policy**.

For SMP, rates requiring full pre-payment upon booking are also now clearly indicated.



NOTE: This will be indicated only if the information is provided by the hotel provider.

Various existing labels will also be modified to provide clarity to travelers:

Former Label	New Label
Guarantee policy	Payment policy
Guarantee required	Payment at the property
Deposit required	Advance deposit required
No guarantee specified	Payment policy not specified

DETAILED SCOPE

All providers will be impacted by the modified wording for labels.
The notification for Payments in Advance is only available for SMP.

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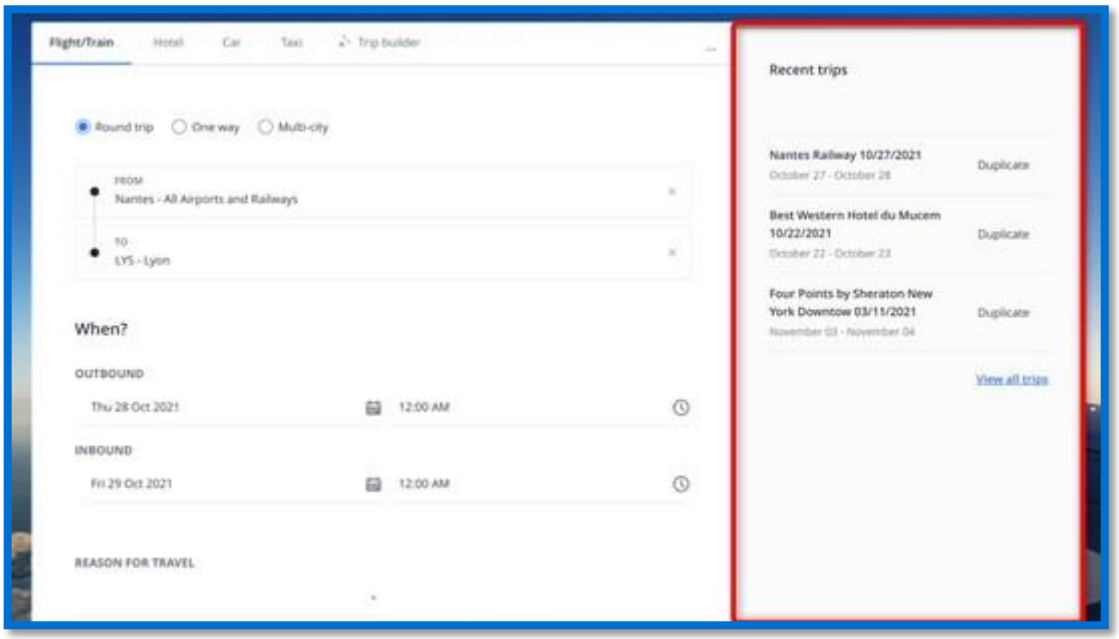
[SEARCH FORM] REMOVAL OF RECENT TRIPS SECTION

GDS SUPPORTED	All
COUNTRY	All
ACTIVATION	Automatic
AVAILABLE ON …?	Desktop | Tablet | Mobile

SYNOPSIS

Recent trips is a search form section which displays previous trips and past saved searches.

Since this section has a low usage, it will not be reimplemented on the new search form. Consequently, it is now removed from the search forms where it appears, including desktop and tablet. This will be a part of a longer search form refit which project teams are currently working on.



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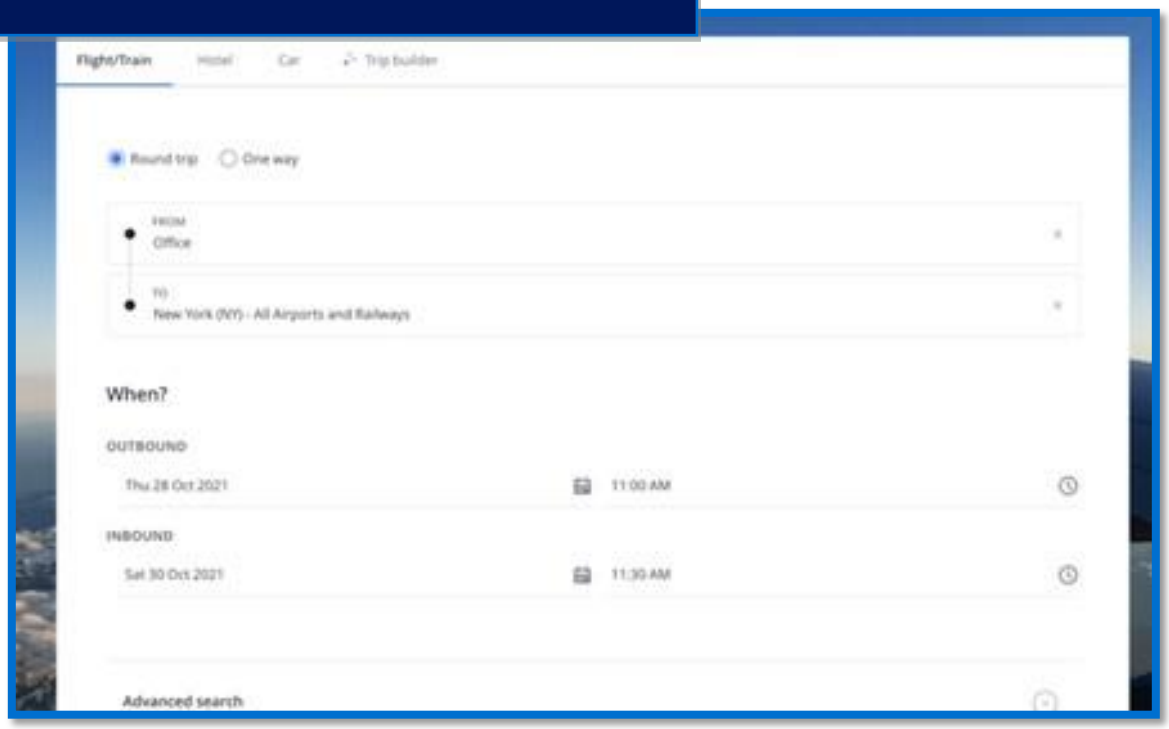
New search form without **Recent Trips**



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[TRANSPORT] SEARCH IMPROVEMENT WHEN SELECTING RAIL STATION OR AIRPORT

GDS SUPPORTED	All
COUNTRY	All
ACTIVATION	Automatic
AVAILABLE ON …?	Desktop | Tablet | Mobile

SYNOPSIS

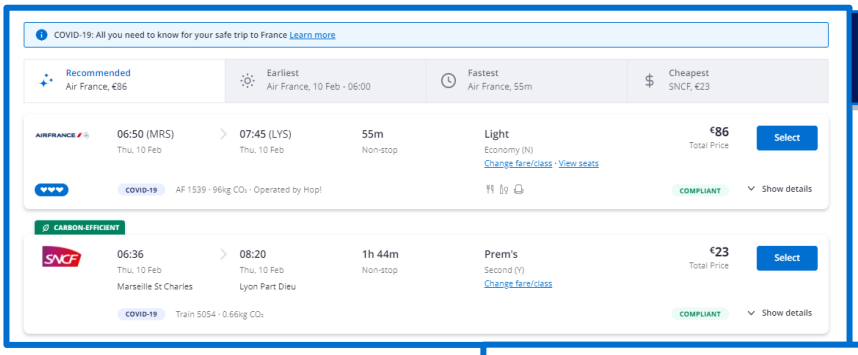
Improvements have been made on searches done in Neo to provide users with a more satisfactory user experience.

When selecting a rail station in Neo, only rail travel options will be displayed.

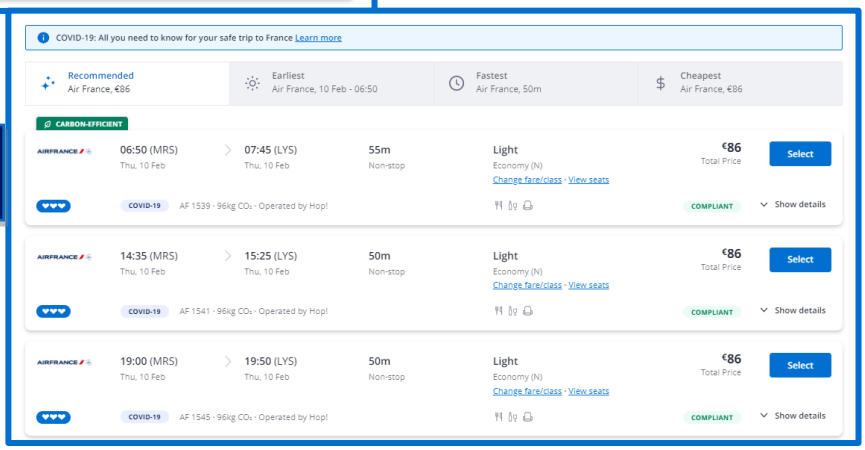
The same applies for when the user chooses an airport, and only air travel options will be displayed.

This change is applicable to clients using the Flight/Train tab:

- Air Search : Marseille - Lyon airports



Before Release:
Flights + Trains displayed



After Release:
Only Flights are displayed

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[EXPENSE] CREDIT CARD IMPORT TRANSACTION NOTIFICATIONS

GDS SUPPORTED	N/A
COUNTRY	All
ACTIVATION	Automatic if Neo expense enabled Only applicable for Neo mobile App – to come later for GBT mobile App

SYNOPSIS

Notifications from the Neo mobile application now alert users informing them that a credit card transaction has arrived in the Neo application to be used in an expense report.

IMPORTANT: The mobile account will have to be reactivated by the user for notifications to be sent.

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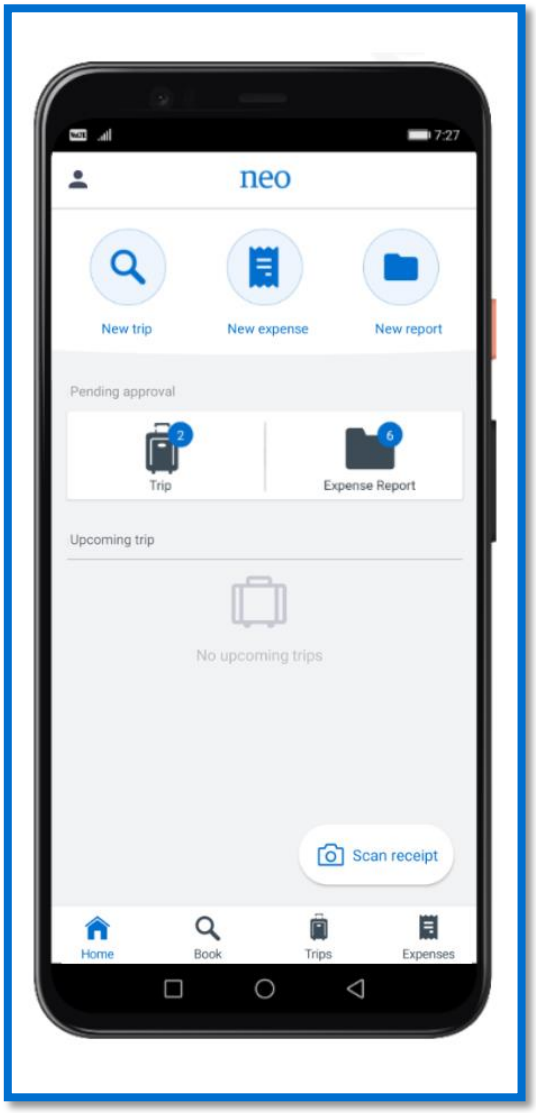
[MOBILE] APPROVAL ACCESS TO SUBSTITUTES AND DELEGATES

GDS SUPPORTED	N/A
COUNTRY	All
ACTIVATION	Automatic Only applicable for Neo mobile App

SYNOPSIS

Delegate and Substitute approvers will now be able to see the pending approval list and approve/reject trips or expense reports on the Neo Mobile app on the go, as they are used to do it on the desktop version.



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NEO
EXPENSE

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[EXPENSE REPORTS] POSSIBILITY TO RECALL SUBMITTED REPORTS

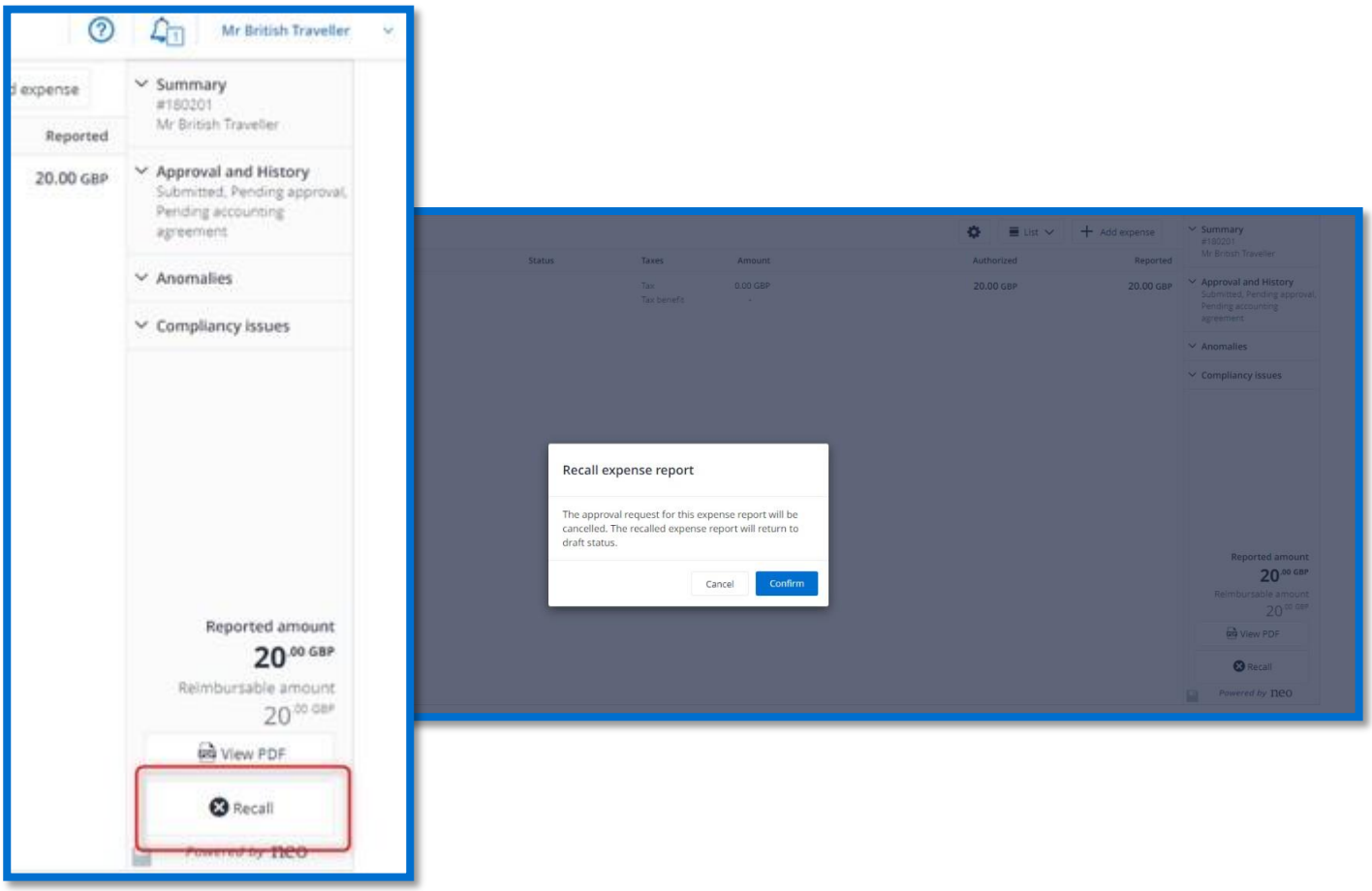
MADE FOR...?	Traveler | Arranger
COUNTRY	All
ACTIVATION	Automatic if Neo expense enabled

SYNOPSIS

Users can now recall their submitted expense reports if they must modify it in the case, it was submitted too quickly, or further information must be added to it.

DETAILED SCOPE

Only expense reports pending validation can be recalled by users. As soon as the approval or accounting status is approved, recalling the expense report will no longer be possible. Emails confirming the recall operation is sent to both the user and approver(s) who were targeted within the initial report.



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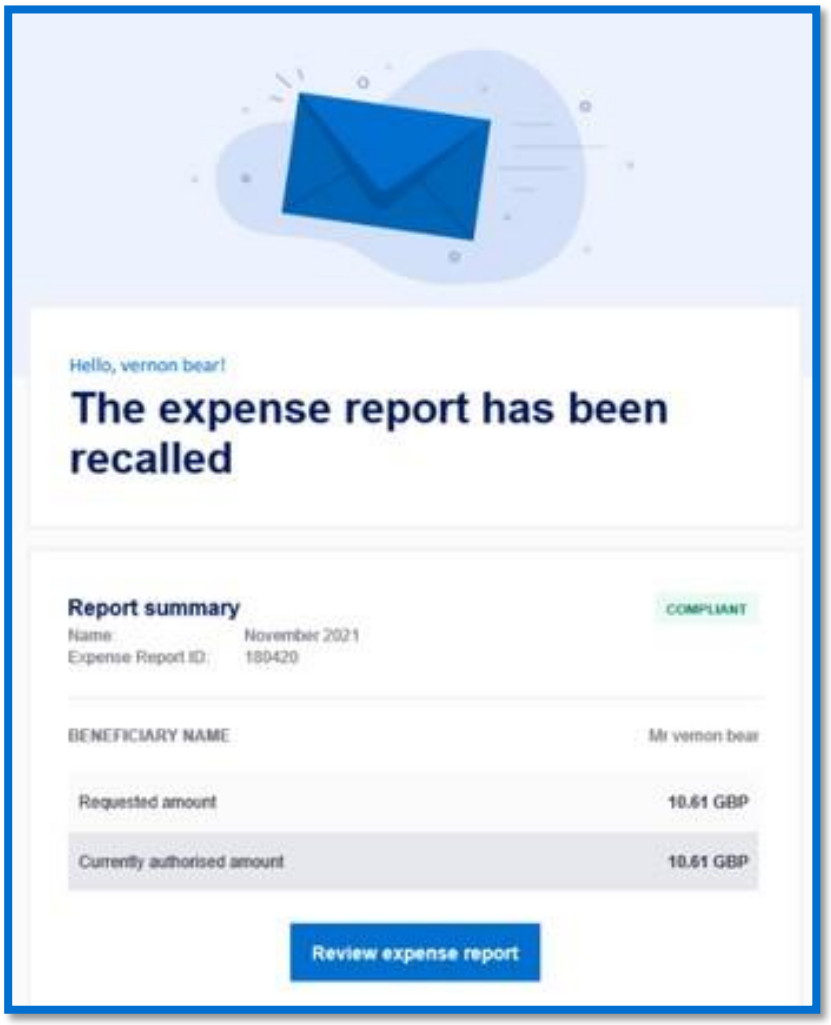
An email will be sent to the user informing them that the expense report has been recalled:



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[BILLING] RECONCILIATION OF MULTI-PASSENGER BOOKINGS

MADE FOR...?	Expense Manager
COUNTRY	All
ACTIVATION	Automatic if billing module enabled

SYNOPSIS

Multi-passenger bookings are now automatically reconciled in the Billing module with related bill lines within the invoice.

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[ACCOUNTING] PENDING LIST UPDATE

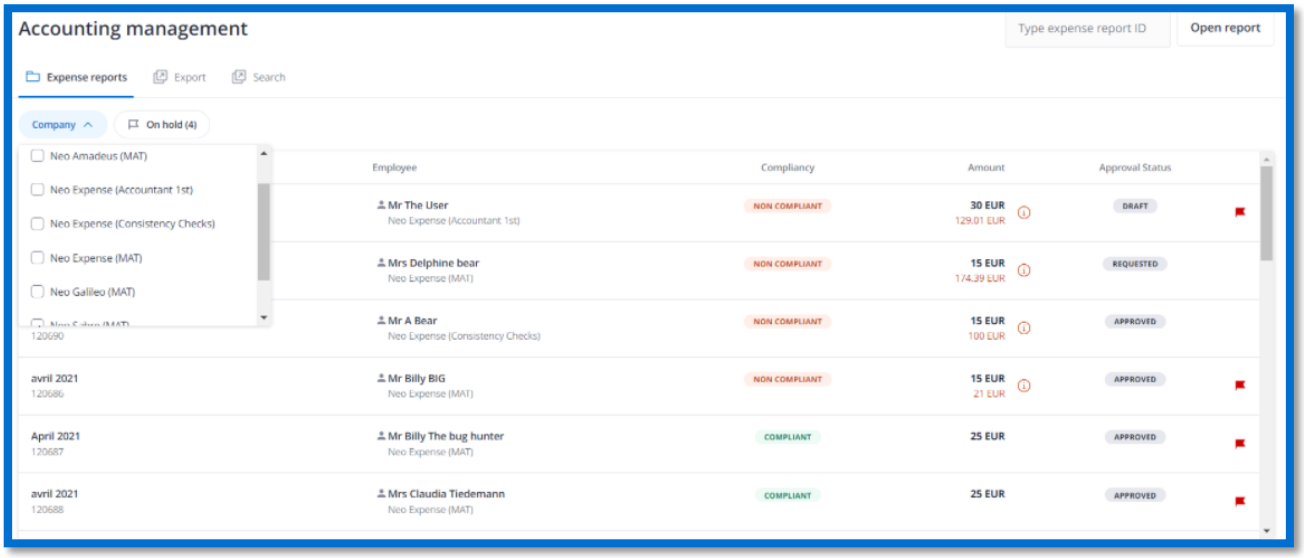
MADE FOR...?	Expense Manager
COUNTRY	All
ACTIVATION	On request if Neo expense enabled

SYNOPSIS

Upgrades have been performed on the new view of the accounting list. This reduces the previous limitations and provides an enhanced user experience.

These upgrades consist in:

- The 200 expense reports display limit has been removed thanks to the integration of the pagination. All pending expense reports will be displayed with up to 25 reports per page.
- A new filter Company, has been added:
    - This enables accountants to filter expense reports lists according to the employee's company. The filter displays the companies which have at least one pending expense report.
    - This filter displays a maximum of 200 companies.



If not enabled yet, please contact your GBT account manager to have your site updated.

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[ACCOUNTING] POSSIBILITY TO REJECT EXPENSE REPORTS

MADE FOR...?	Accountant
COUNTRY	All
ACTIVATION	Automatic if Neo expense enabled

SYNOPSIS

All accountants will now be able to reject expense reports regardless of the workflow. They will have the choice to take the decision of approving, rejecting, or putting on hold an expense report.

These action buttons will only be available inside the expense report page.

Changes were made to the two decisions Reject and On Hold in order to bring clarity to the behavior of each decision and unify the associated statuses

DETAILED SCOPE

Reject

The **Reject** button will enable the accountants to reject expense reports. These expense reports are sent back to the users in Draft status. The accountants have the possibility to add a comment explaining the reason.

Users are notified by email that their expense report has been rejected by the accountant and will be able to go back to the expense report to edit and submit it again.

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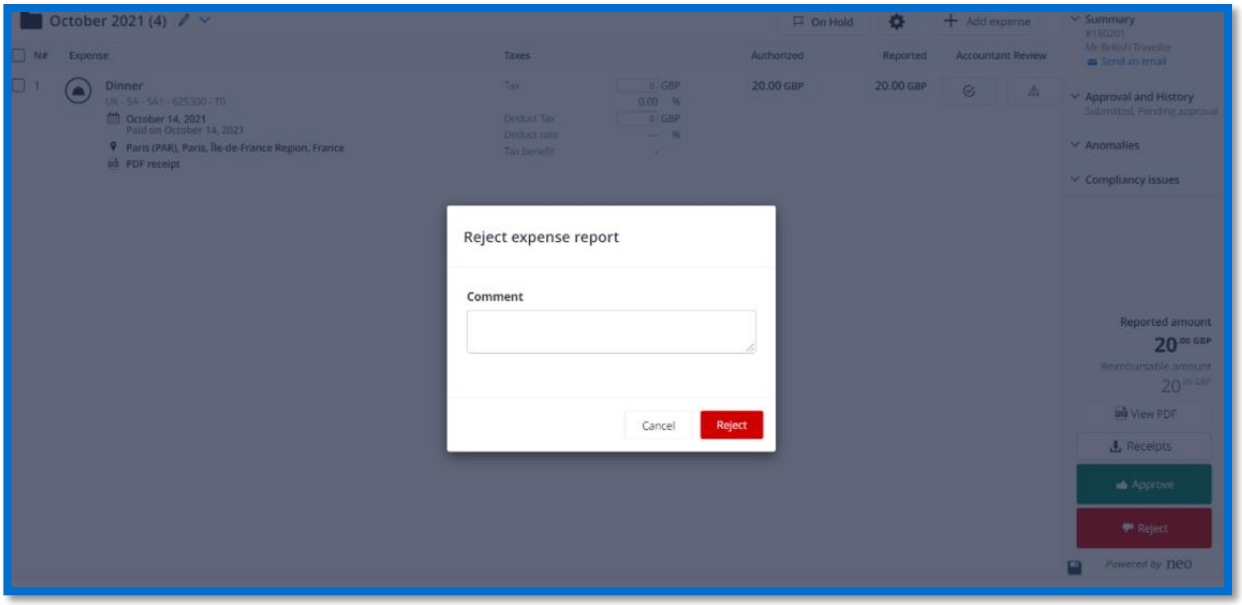
The status will reflect the decision to reject the expense report.



NOTE: There is no change in the rejection process for accountants that were already in the Accounting then Supervision workflow.

> Please note that in expense reports which have not been approved (and which are not rejected and in draft status) will not be displayed in the pending list.
>
> This will avoid causing an increase o pending expense reports.
>
> In the older version, it will be possible to batch reject expense reports from the list.

On Hold

The **On Hold** button has been relocated to the report's action bar. This allows accountants to put the expense report on hold when additional details are needed before taking a decision.

The expense report can be marked as being on hold, and it is also possible to remove this on hold flag.

When an expense report is put on hold, the accounting status remains as Requested and no notification is sent to the user. The action is also displayed in the History panel.

When **On hold** is enabled, a flag is displayed in the pending list.

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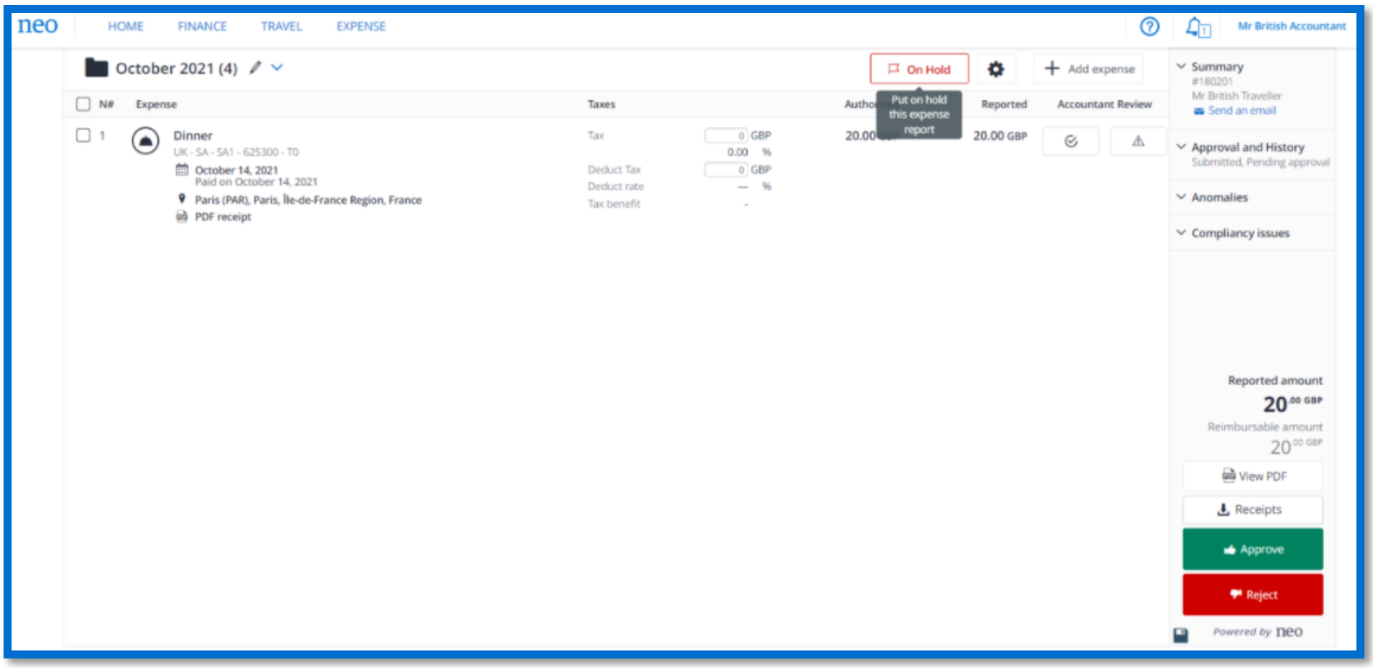

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PLATFORM

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[PASSWORDS] PASSWORD RESET LINK

COUNTRY	All
ACTIVATION	Automatic
AVAILABLE ON …?	Desktop

SYNOPSIS

To improve security and user experience regarding our forgotten password feature, we are making the following changes:

- The emails sent when a user requests a password resent through the forgotten password form will not contain directly a new temporary password. Instead, they will contain a one-time secure password reset link which when used will provide the user the capacity to define a new password.
- Improvements for the resent password link:
    - The link for resetting a password can only be used one and will not work once the user has successfully changed their password.
    - The link is valid only for ONE HOUR. If the user clicks on the link after it expires, the user will be redirected to the forgotten password form, and the reset process will restart.

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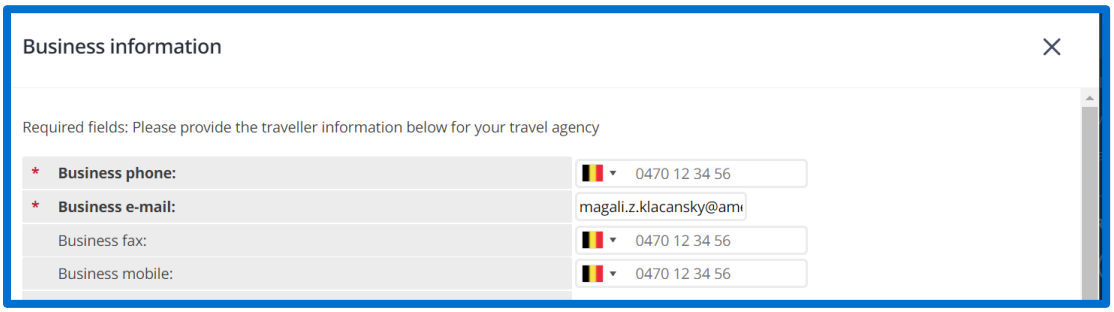
[PROFILE] BUSINESS PHONE NUMBER FIELD MANDATORY

COUNTRY	All
ACTIVATION	Automatic
AVAILABLE ON …?	Desktop | Tablet | Mobile

SYNOPSIS

In order to meet new requirements, business phone number field is now set up as mandatory in user's profiles.

If this information is not yet filled in profiles, then bookers will be asked to provide it during the booking process (and it will be saved for next time):



Note: if the information is already in the user's profile or if alternatively a business mobile phone is filled in, then no change will apply.

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ABOUT NEO

American Express Global Business Travel, the world's largest TMC, acquired KDS and its flagship offering, Neo™, in 2016 as part of its vision for a complete and modern business travel experience. Neo is an award-winning, unified SaaS platform that streamlines the end-to-end processes for arranging and managing business travel while helping to automate travel-related expense management. Neo also unifies the complex ecosystem of travel suppliers and payment providers, making everything accessible through one simple interface. The elegant, easy-to-use tool help companies increase productivity and turn travel spend into an investment for growth.

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