neo

AMERICAN EXPRESS GLOBAL BUSINESS TRAVEL

Neo 22.2 Release Notes

APRIL 2022

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ADVANCE NOTICES

END OF SUPPORT FOR INTERNET EXPLORER 11

THIS CHANGE CONCERNS NEO VERSION 22.3

SYNOPSIS

Microsoft has announced that support for Internet Explorer 11 will end as of 15 June 2022. This means that there will be no more support, yet it will not be decommissioned totally. For Neo, on that date, there will be no change.

However, recent news from Google forces us to accelerate on our side as well, since starting in August 2022, **Google Maps will be entirely discontinued from IE11.** This is important to keep in mind since Google Maps is used by both the Neo travel and Neo expense modules

Therefore, starting with our summer release (Neo 22.3, 9 July 2022), we will no longer support IE11 native or compatibility mode for our Neo solutions, **and it will be no longer be possible to log on to Neo from this browser.**

After our April release (Neo 22.2), issues on Neo using IE11 will not be logged by our support team and will not be fixed by our R&D team. Moreover, our upcoming product features and releases will use components which will not be supported on IE11.

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TRAVEL

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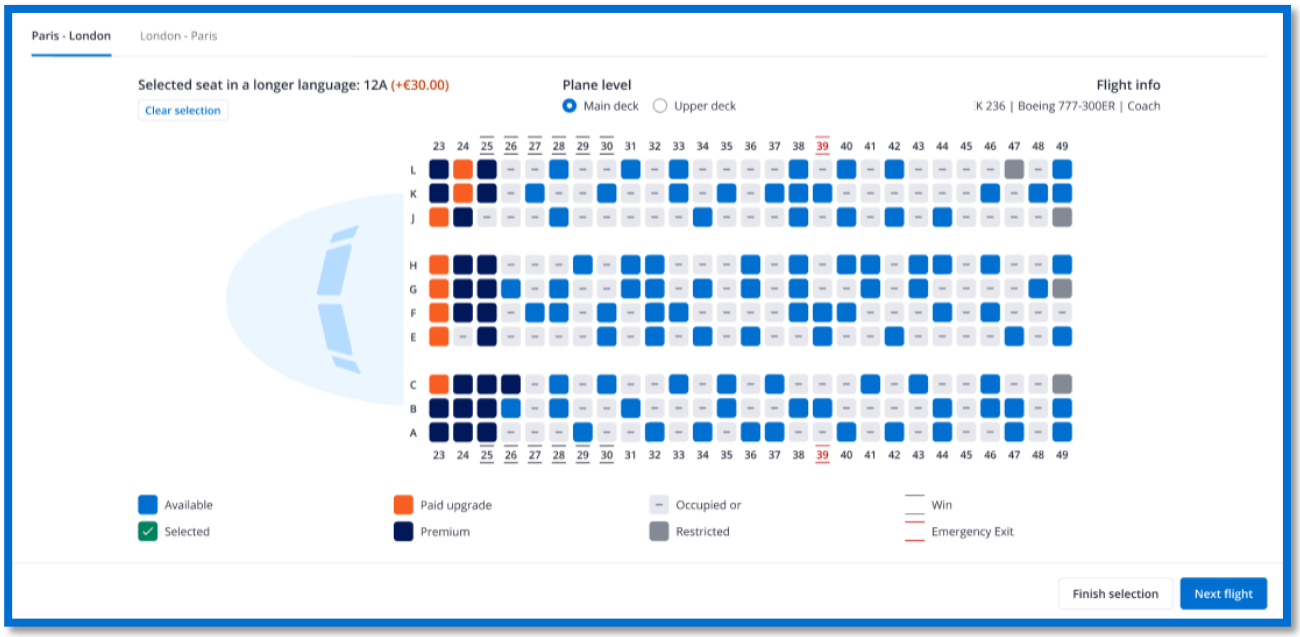
[SEAT MAP] NEW IMPROVEMENTS

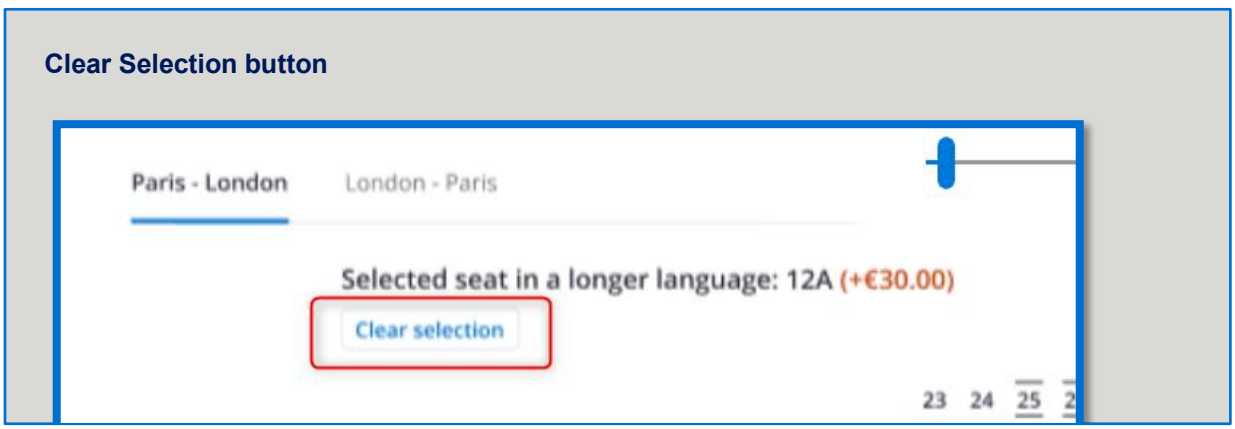
GDS SUPPORTED	All
COUNTRY	All
ACTIVATION	Automatic
AVAILABLE ON …?	Desktop | Mobile

SYNOPSIS

Users can now navigate easier with the seat maps on both the desktop and mobile versions of Neo.



A button has also been added to clear the selection of seats on the seat map.



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These improvements include displaying the map vertically on mobile to facilitate navigation of the seat map on mobile.

RAIL SEAT MAP

Today for SNCF the ‘preview seat’ link in the alternative page is always visible.

However, since the seat map is only available for business Premiere fare, the link will now only be visible when relevant.

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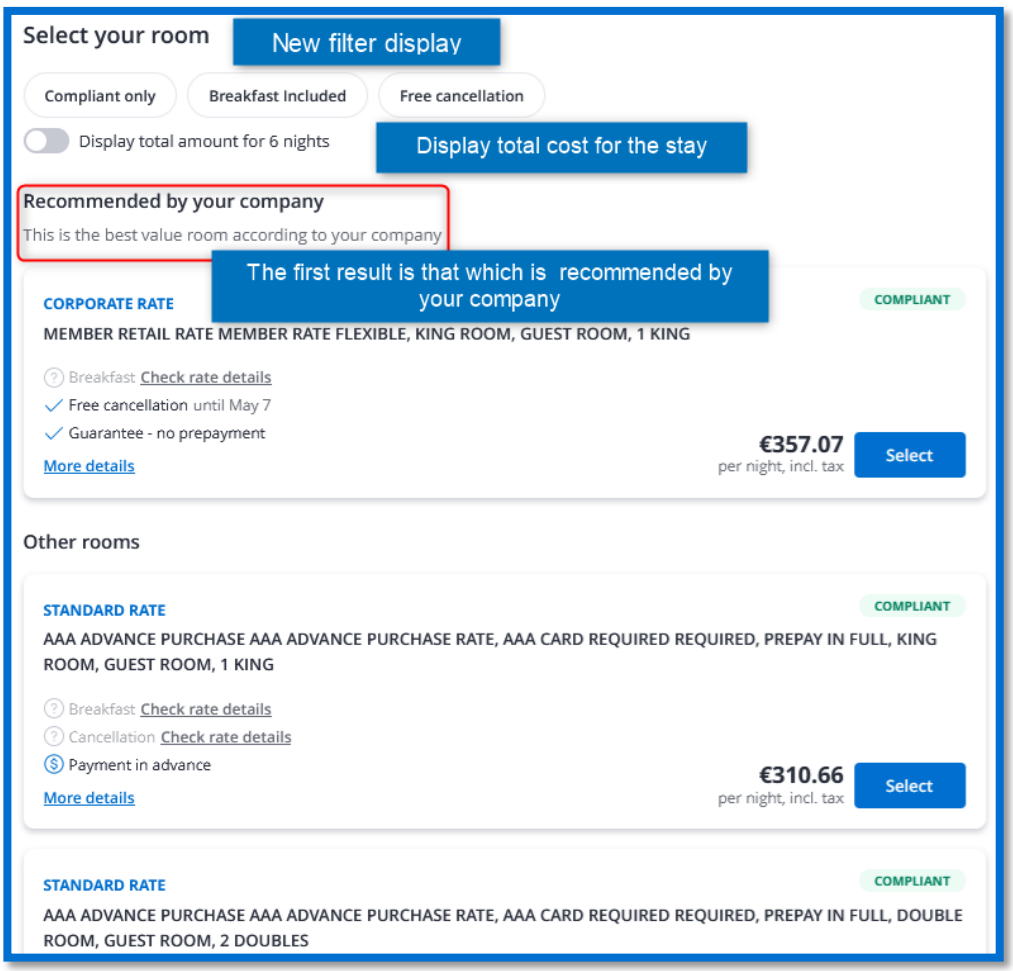
[HOTEL] DEDICATED ROOM SELECTION PAGE

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

SYNOPSIS

Based on user feedback, we have been redesigning the process for selecting fares and rates. In this release, a new hotel rate display page has been enabled. This new page allows users to easily change their rates during hotel selections and makes it easier to see and compare rate information.

After selecting a hotel user will now see and select rate options on the new rates display page. This is applicable for all hotel suppliers. This page will also include new display and filter options. It will now be possible to switch to a display of the total cost of the hotel stay instead of price-per-night, as well as to filter by policy.



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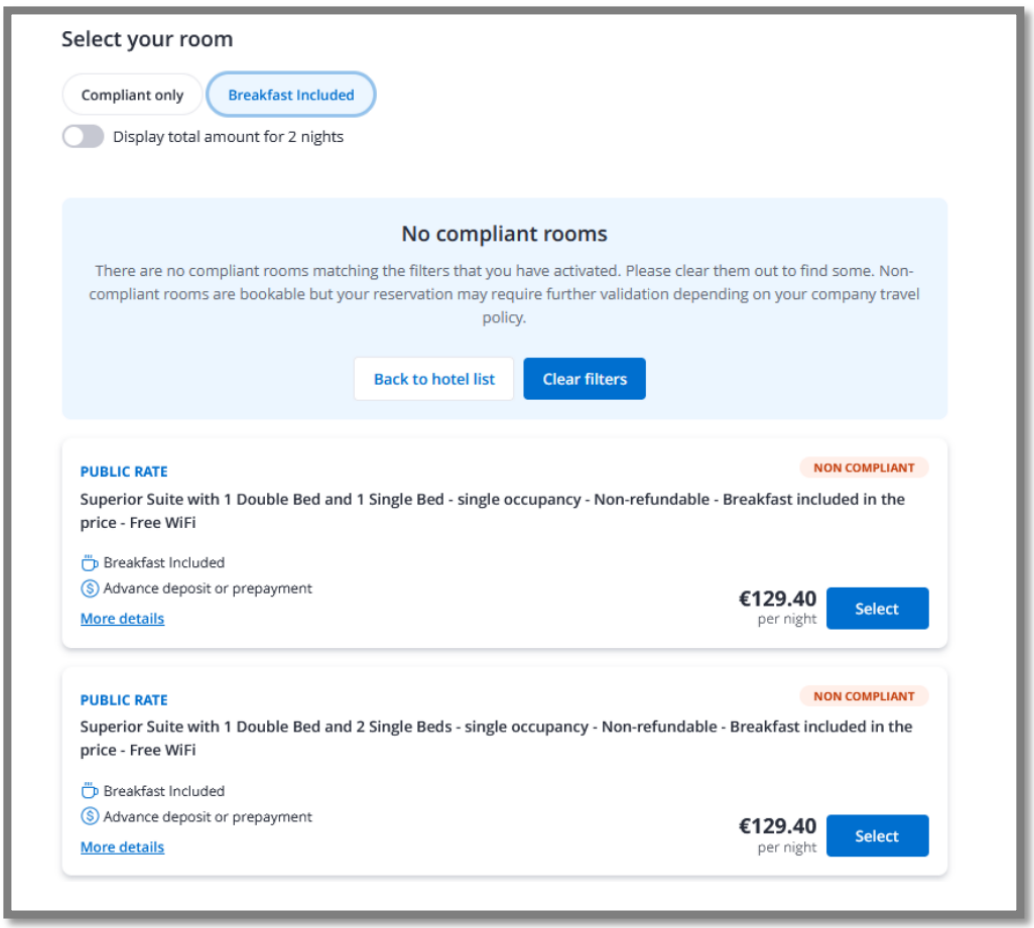
If no travel-policy-compliant rooms/rates are available based on the filter criteria, an on-screen message will make this clear.

The **Clear filters** button is also more visible, and the **Back to hotel list** leads users back to the initial hotel list.



Additionally, the **See all available rooms** has replaced the **Select hotel** button. Note that the **Change room/rate** button remains available to users.

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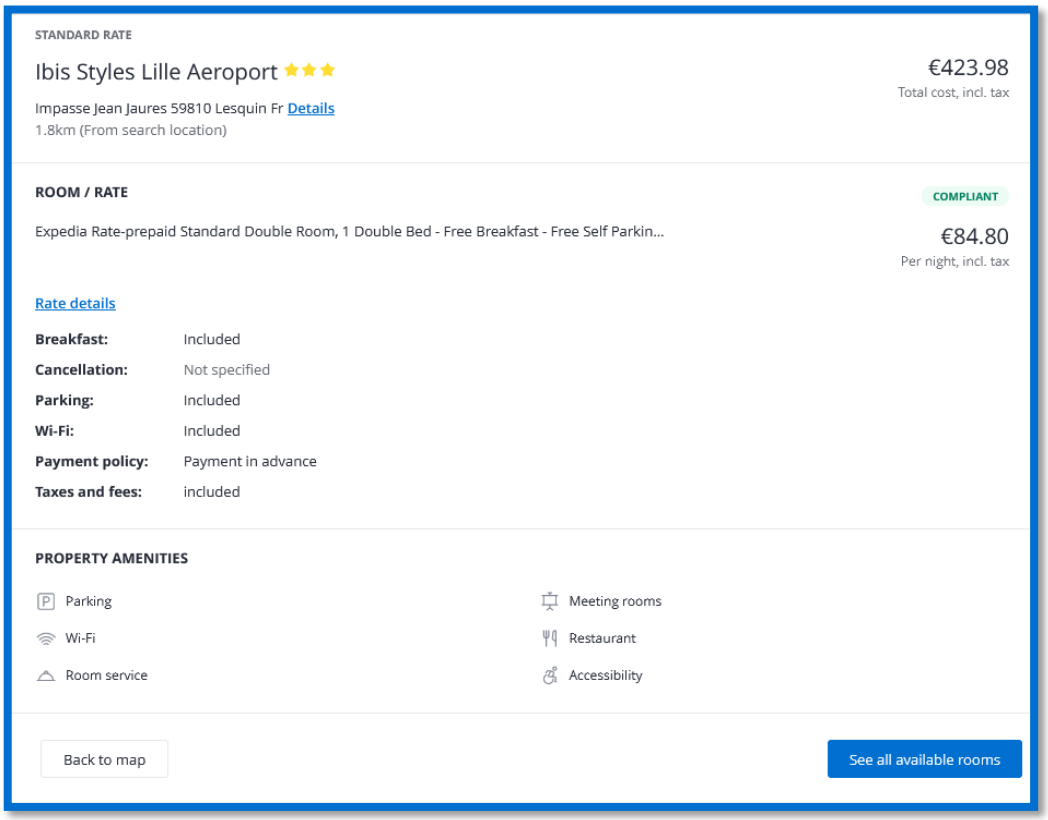
[HOTEL] SMP: MENTION OF TAX IN THE RATE DISPLAY

HOTEL SOURCE SUPPORTED	SMP only
COUNTRY	US – CA – UK - NL
ACTIVATION	Automatic
AVAILABLE ON …?	Desktop | Tablet | Mobile

SYNOPSIS

Improvement has been made to display information about taxes.

Price will now have the mention Inc. Tax if taxes are included, improving the rate information displayed to the users.



LIMITATIONS

Currently only available for SMP.

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[HOTEL] SMP: CANCELATION POLICY IMPROVEMENTS

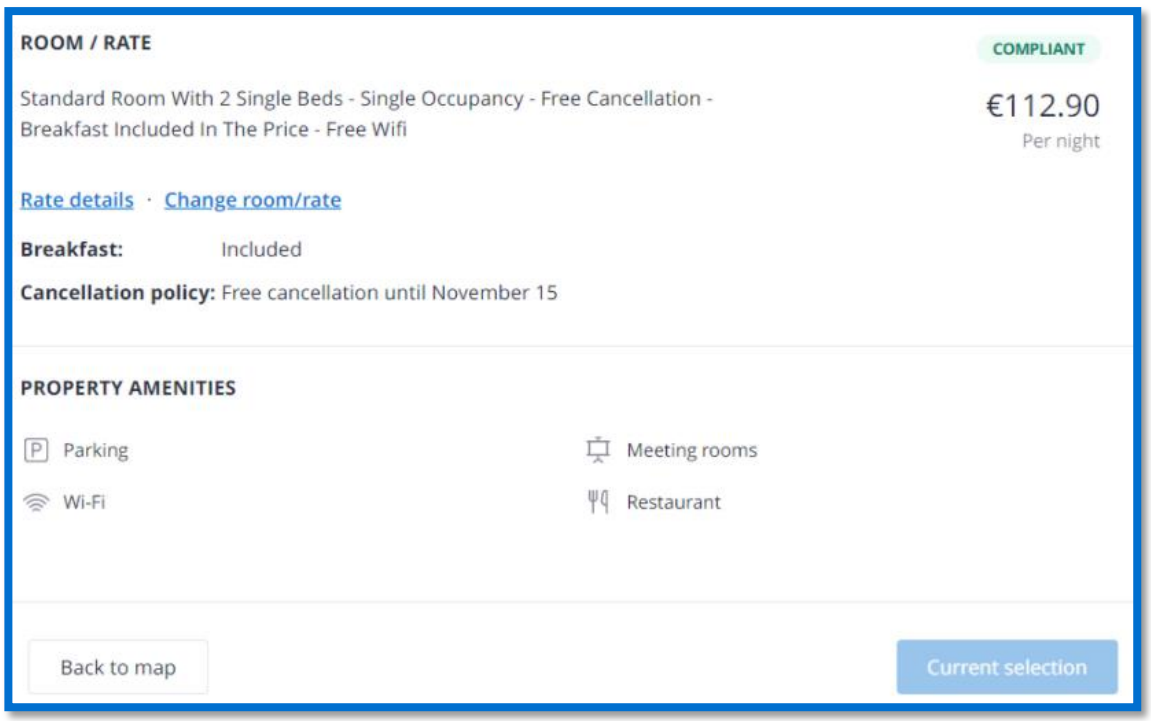
HOTEL SOURCE SUPPORTED	SMP only
COUNTRY	US – CA – UK - NL
ACTIVATION	Automatic
AVAILABLE ON …?	Desktop | Tablet | Mobile

SYNOPSIS

Improvements have been made to the presentation of the cancellation policy for hotel bookings.

At property level, travelers will see which hotels offer rates with free cancellation.

At rate level, travelers can see a summary of the cancellation policy without opening the rate details.



NOTE: This is possible in both cases if the information is provided by the hotel.

LIMITATIONS

Currently only available for SMP.

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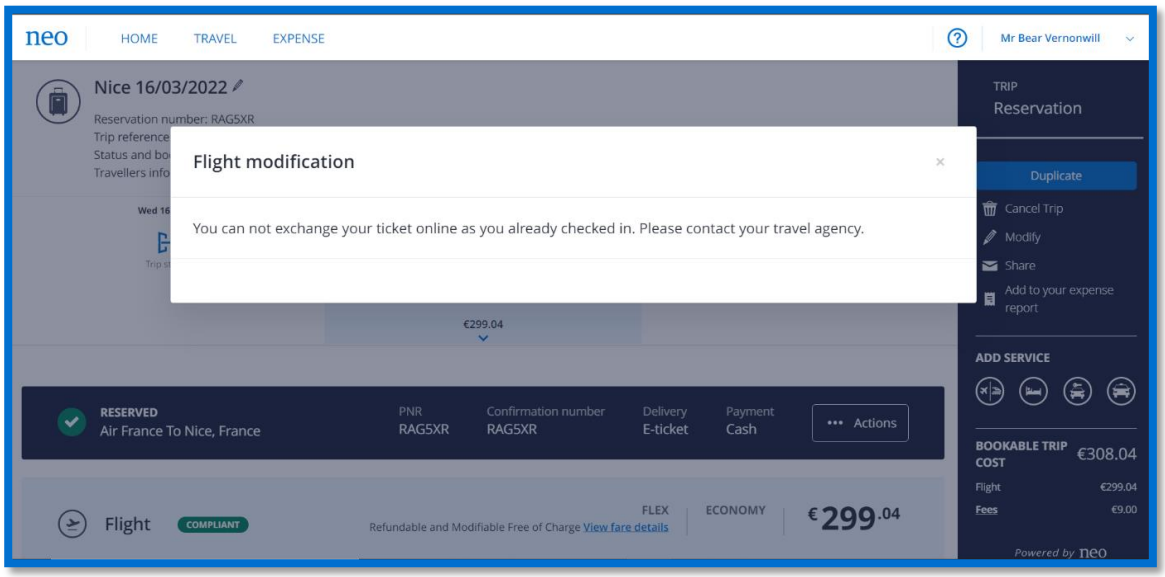
[EXCHANGE] PREVENT LAUNCHING EXCHANGE ON A CHECKED-IN TRIP

GDS SUPPORTED	All
COUNTRY	Note: this feature requires exchange enabled. Currently available in US, Australia and in pilot for Sweden and Norway.
ACTIVATION	Automatic if exchange already enabled
AVAILABLE ON …?	Desktop | Mobile

SYNOPSIS

To prevent a user from doing an exchange when they have already checked in for their flight, a new check is performed when user clicks on **Modify** after ticketing and following message is returned:

“You cannot exchange your ticket online as you already checked in. Please contact your travel agency.”



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[TRANSPORT] DISPLAY OF AIRPORT REQUESTS

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

SYNOPSIS

For ease of use, developments have been made to allow users booking trips to only see the airport they request.

DETAILED SCOPE

Today some IATA city codes are also used for airport (e.g. OSL, IST, DXB, etc.).

With this enhancement, when doing a search on all airports in the search form, all airports attached to the IATA will be displayed.

However, if the traveler only selects their chosen airport, the others will be filtered.

EXAMPLE

When doing a search from/to OSL Airport from/to LON => Only flights from/to OSL are displayed (and no longer TRF)

When doing a search from/to Oslo - All Airport from/to LON => flights from/to OSL and TRF are displayed

This enhancement applies to all IATA codes that fit this pattern.

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[TRANSPORT] OPTION TO SORT BY CARBON EMISSION

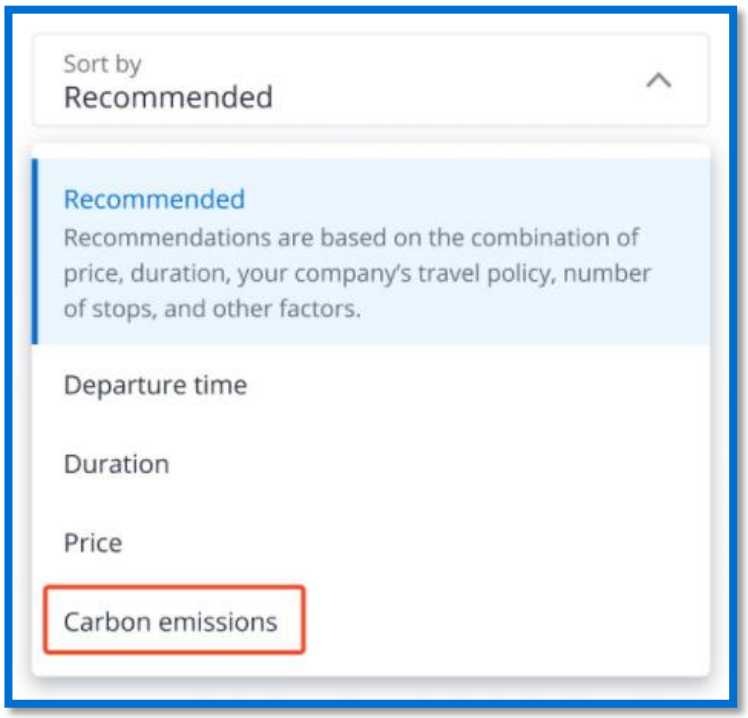
GDS SUPPORTED	All
COUNTRY	All
ACTIVATION	Automatic
AVAILABLE ON …?	Desktop | Mobile

SYNOPSIS

The sorting of results has been redesigned on the transport page. The new sorting display has been upgraded, enhancing accessibility and providing a more standard way to sort search results.

This new design will allow for more sort options in the future. Lately the most requested option was the ability to sort by carbon emission. This will now be supported, making it easier to find options with the lowest CO2 emissions.

Additionally, text has been added, helping users to better understand how recommended sorting works.



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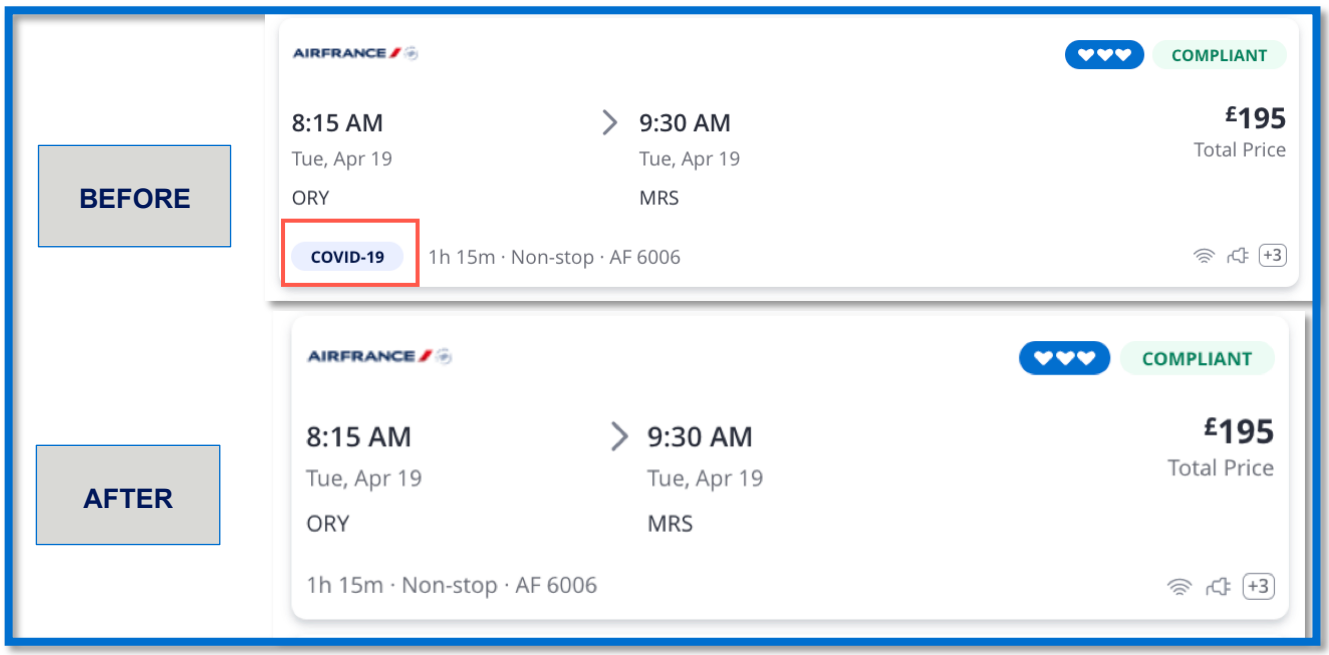
[TRANSPORT] COVID BADGE REMOVED FROM COMPACT CARD

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

SYNOPSIS

Due to its very low usage, we have decided to remove the Covid-19 badge from the compact card. Covid badges will still be available on the expanded card, so our users won't lose the feature.



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[PSD2] FURTHER IMPLEMENTATIONS

GDS SUPPORTED	N/A
COUNTRY	UK only for Trainline, HRS in several countries when enabled (exceptional basis)
ACTIVATION	Automatic if Trainline or HRS direct links enabled on your site

SYNOPSIS

In compliance with the European Payment Services Directive 2 (PSD2), Strong Customer Authentication (SCA) is now activated for The Trainline in this release.

Neo users can be presented at checkout with an SCA challenge pop up box (in Neo) by the issuing bank of an in-scope credit card being used. It is the decision of the card issuing bank if they present an SCA challenge requiring a One Time Passcode (OTP) from the card member – it is not a Neo decision. Travel Arrangers making a booking on behalf of a traveler (with an in-scope credit card) can be presented an SCA challenge. Per the regulations, if the OTP is not entered to an SCA challenge, the booking will likely fail.

Additionally, to improve the user experience and platform stability, we have upgraded the API used during the 3DS authentication.

GENERAL INFORMATION ON THE PSD2 REGULATION

PSD2 stands for Payment Service Directive 2.

SCA stands for Strong Customer Authentication.

Adyen is the “Payment Service Provider”

This authentication only concerns a named payment card holder (can be either a Corporate issued personal card or a Personal card).

Travelers paying with either a lodge or virtual card are exempt from this authentication step.

DETAILED SCOPE

Available for:

- The Trainline Direct Link
- HRS Direct Link

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NEO MOBILE APP

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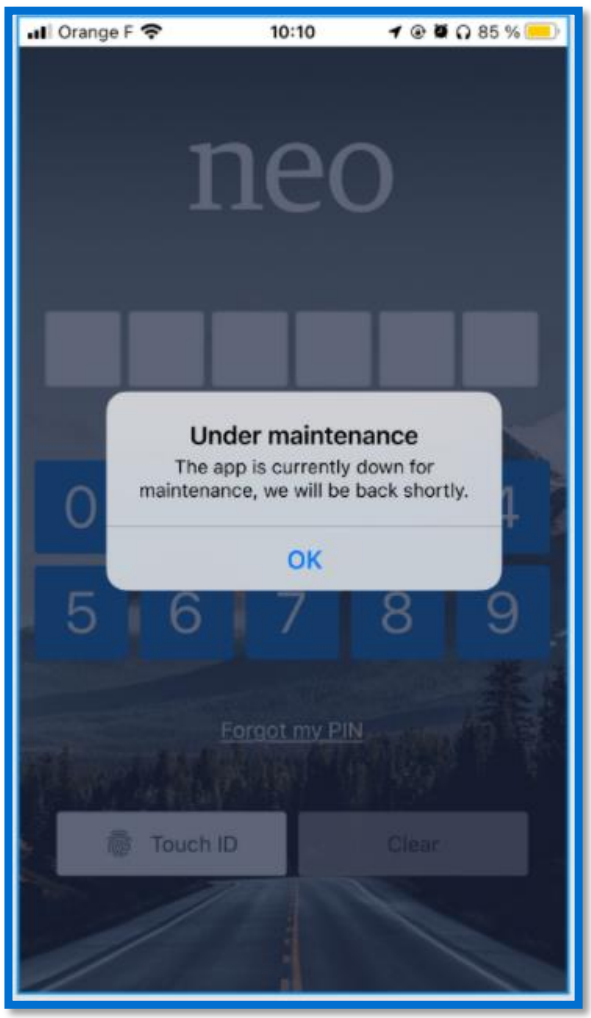
[MOBILE] MAINTENANCE NOTIFICATIONS

COUNTRY	All
ACTIVATION	Automatic Only applicable for Neo Mobile App

SYNOPSIS

From Neo 22.2, mobile app users will be informed in the same way desktop users are already informed as to when major releases will be deployed.

Users will become aware of maintenance on the Neo platform when they try to login. A pop-up message will appear with the relevant information.



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[EXPENSE LINES] DUPLICATION OF LINES

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

SYNOPSIS

Users now have the possibility to duplicate expense lines created on a draft expense report.

The duplication option is available on both the expense line and the list view. This action triggers a multi-duplication action.

Data is copied to the new line, except for the digital receipt and comments (if any) on the previous expense line.

NOTE: Expenses coming from credit card import and expenses being itemized will not be duplicated

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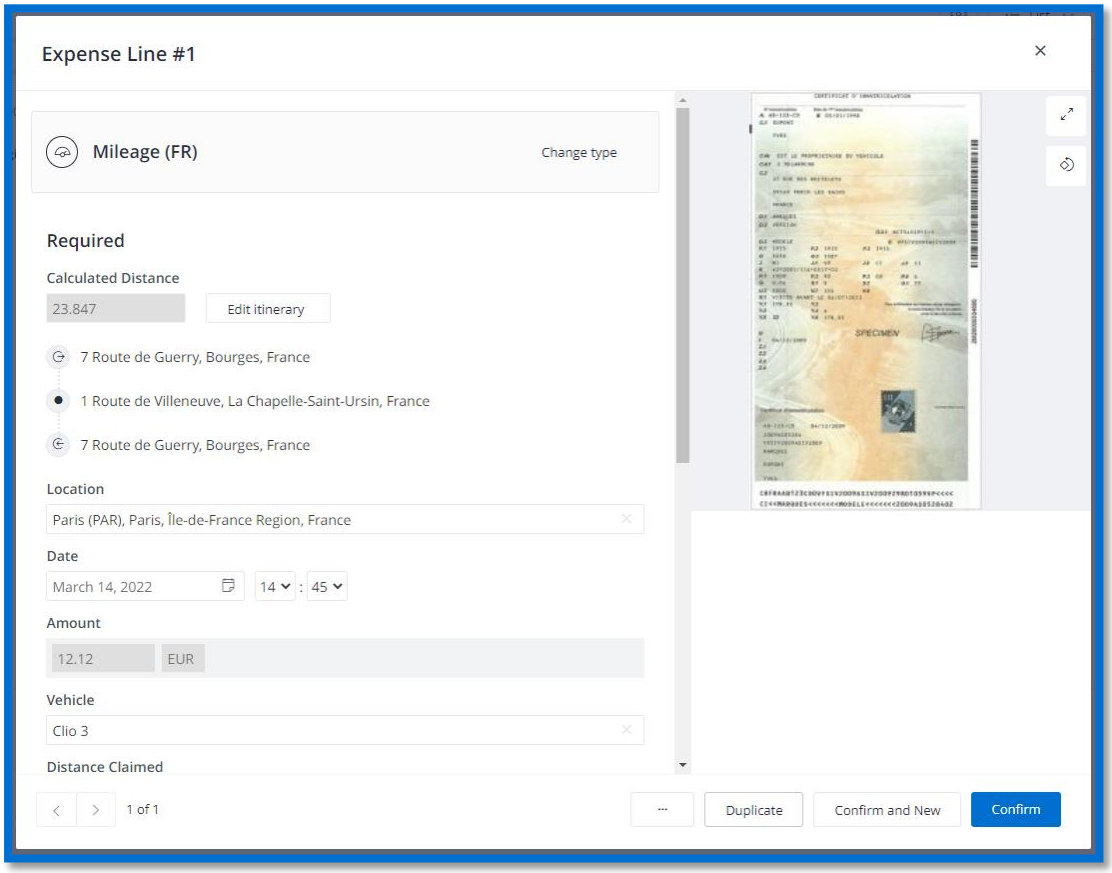

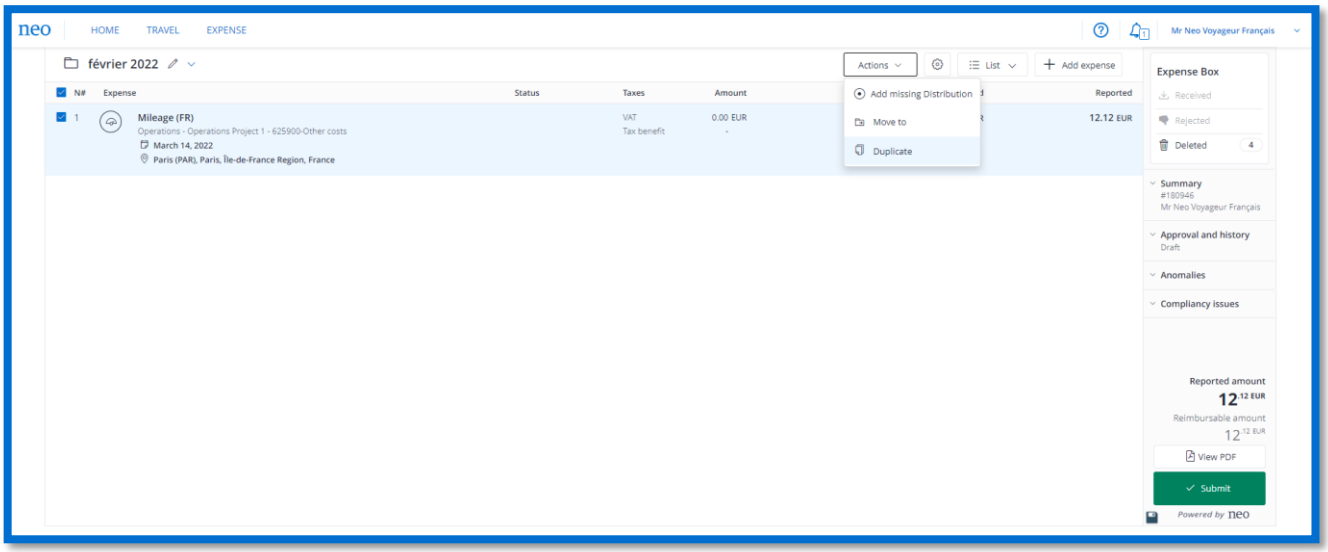

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[UI] IMPROVEMENTS FOR PDF PREVIEW RECEIPTS

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

SYNOPSIS

The preview feature for PDF receipts has been improved based on feedback received from users.

PDF receipts are now clearly displayed without any re-sizing ratio being done.

A rotate option is also now available on PDF receipts.

BEFORE

AFTER

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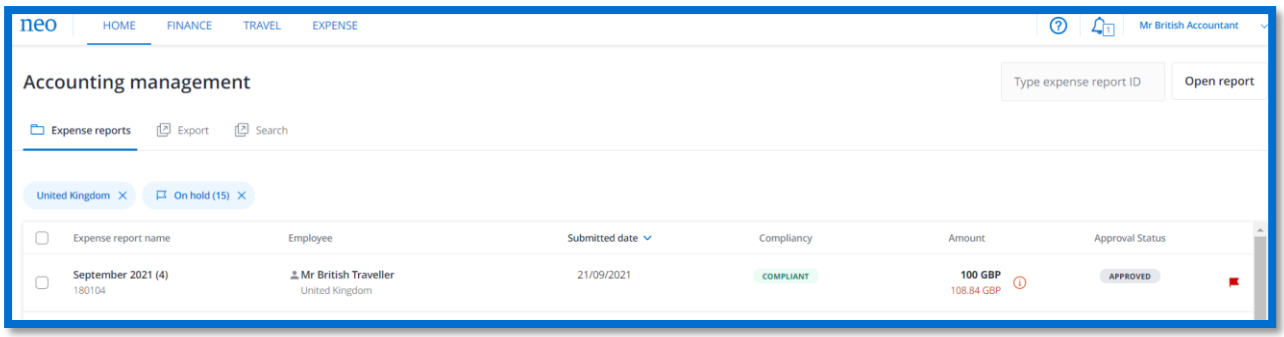
[ACCOUNTING] FILTERS SAVED DURING NAVIGATION

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

SYNOPSIS

The filters for "Company" and "on hold" remain enabled when navigating between the pending list and the expense report. This will simplify navigation for users.

User who are accountants can continue processing the expense reports in the pending list without resetting the filters when they return to the list.



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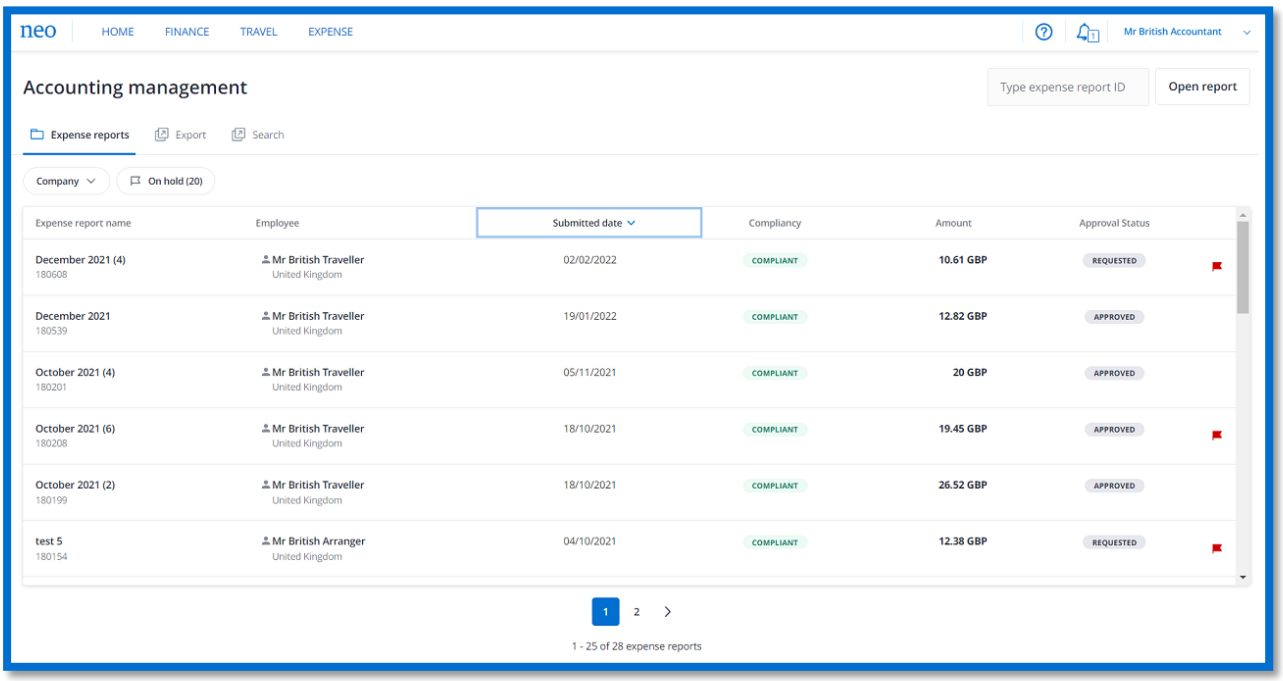
[ACCOUNTING] SUBMISSION DATE AND SORTING FOR NEW ACCOUNTING PAGE

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

SYNOPSIS

To provide users with an easier way to browse pending items and to simplify the accounting process, a new column with the “submission date” of the expense reports is now available, along with the option to sort the list by each column to the new accounting page.



DETAILED SCOPE

Expense reports will be sorted in the list by default in reverse chronological order: most recent to the oldest.

This will enable accountants to prioritize expense reports according to their needs, and enable them to sort from newest to oldest, (and vice versa), and by alphabetical order.

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[ACCOUNTING] APPROVALS FROM THE ACCOUNTING LIST

MADE FOR...?	Accountant
COUNTRY	All when Neo expense is supported
ACTIVATION	Automatic if Neo expense and new accounting page enabled

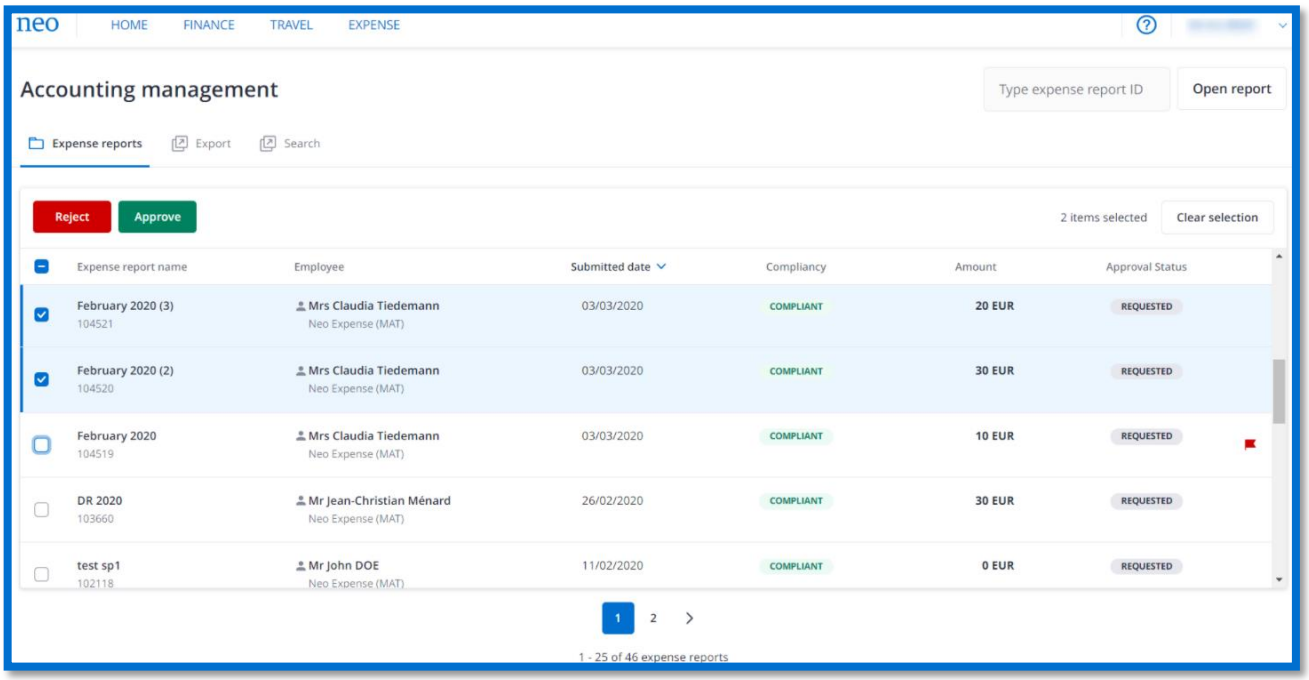
SYNOPSIS

This feature allows accountants to batch approve or reject directly from the list by simply selecting items in the displayed list.

The following actions can now be done by users:

- Select more than one expense reports in one page. It is possible to select all 25 items in one page.
- Approve or reject selected expense reports individually, or in bulk
- Add comments when rejecting

REMINDER: If not already the case, you can enable the new accounting page by contacting your NTG Service Manager



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[PLATFORM] NEW OPTIONS FOR NAME PREFIX AND GENDER

COUNTRY	All
ACTIVATION	Automatic
AVAILABLE ON …?	Desktop

SYNOPSIS

As part of making Neo more inclusive for all users, changes have been made to enhance how name prefixes and genders are used in user profiles.

NAME PREFIXES

For privacy reasons, many customer systems do not contain name prefixes / titles anymore. This includes systems which may serve as data sources for user profiles in Neo. Additionally, required use of name prefixes is now less prevalent in the travel industry than in the past.

As a result, name prefix information is now optional for user profile creation in Neo. This applies to profile creation through Neo Admin Suite UI, Neo Profile API (Connect Profile as example), or upload of employee records through Dataloading flat files (for clients with direct HR Feed to Neo).

Given that some content suppliers will still require the title, it will be possible to fill in the information during the booking process in order to complete the trip.

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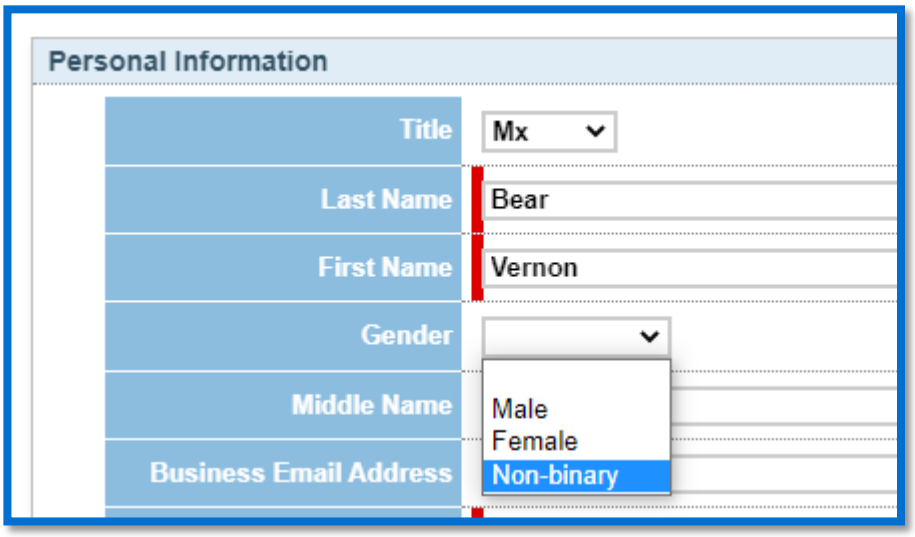
SUPPORT OF NON-BINARY OPTIONS FOR GENDER

'Non-binary' option added to gender field

There is a new option for gender in user profile management, both in Admin Suite and directly in Neo Profiles.



Please note that it might be either removed or replaced by "Undisclosed" gender code when transmitting data to some systems.

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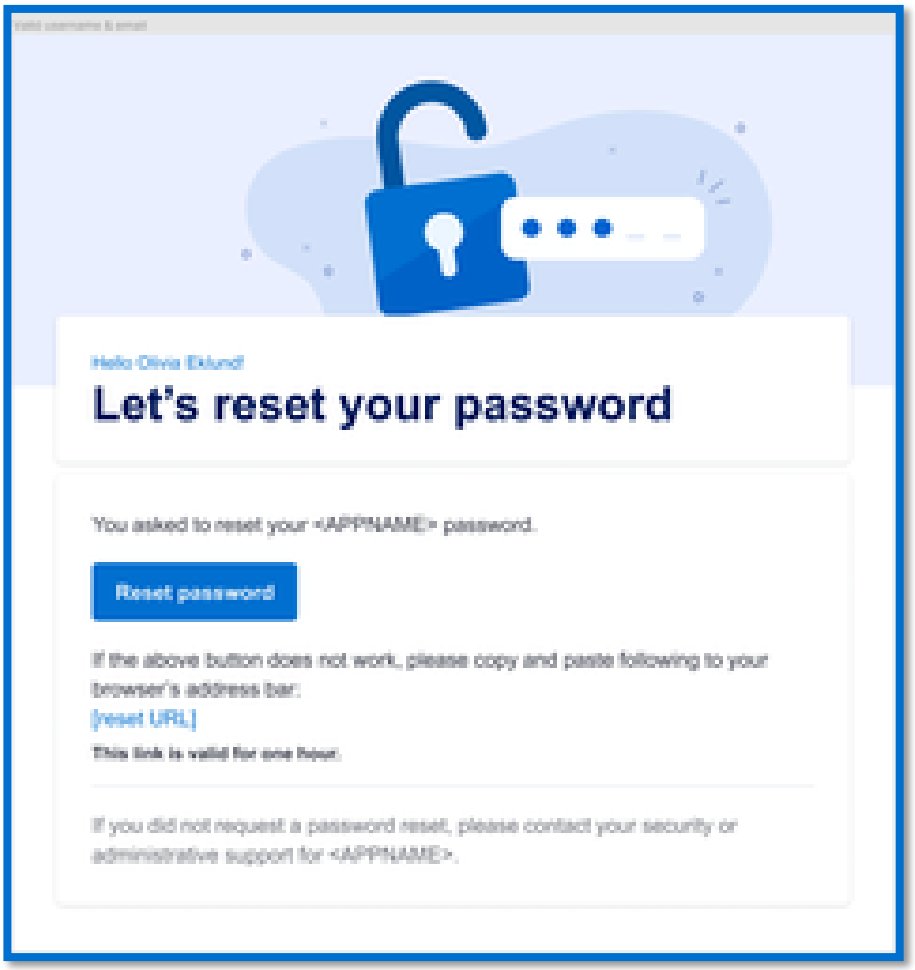
[PASSWORDS] IMPROVED PASSWORD RESET EMAIL DESIGN

COUNTRY	All
ACTIVATION	Automatic
AVAILABLE ON …?	Desktop

SYNOPSIS

Following enhancements done on the password reset link in Neo 22.1, the password reset email design is now updated and aligns with other Neo emails.



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