

AMEX GBT

Neo

Release Notes Neo 24.4

12 October 2024

Classification: Public / Restricted / Confidential / Secret (edit this footer)

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ADVANCE NOTICES AND REMINDERS

ADVANCE NOTICE [RAIL | SNCF] PASS FORFAIT & PASS HEBDO

MADE FOR...?	Traveler Arranger Travel Manager
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

The French rail provider SNCF continues to adapt its offers to fit travelers' needs.

The current FORFAIT will be ending as of **27 November 2024**. The high-speed line FORFAIT will be rebranded as **PASS MENSUEL** and **PASS HEBDO**.

This is applicable in France or for a chosen origin-destination for a weekly or monthly period in either first or second class.

The ticket cost will decrease from 1.50€ to 0.00€, however the cost for the PASS will increase.

The PASS will only be valid on TGV INOUI, and no longer available for traveling via *intercités* or TER trains.

For a classic line, there is no name change and FORFAIT remains the same.

The ticket cost will remain at the price of 1.50€

REMINDER: UPDATE OF SUPPORTED VERSION FOR BROWSERS

MADE FOR...?	Traveler Arranger Travel Manager Approver Accountant Expense Manager
ACTIVATION REQUIRED?	No
REQUIRES INFORMATION TO CLIENT'S IT DEPARTMENT?	Yes
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

“For security and performance reasons, we are updating the list of currently-supported browser versions.”

From this update, the minimum supported version of each browser is the following:

- Firefox, Edge, Chrome: version 115
- Safari: version 15

If any version below these mentioned are used, the user will be required to upgrade their browser.

A banner is displayed on Neo to those users, warning them of this requirement.

SCOPE

This upgrade concerns desktop browsers.

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NEO TRAVEL

[TRANSPORT & HOTEL] CHECKOUT PROCESS ENHANCEMENTS

MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

This version of Neo introduces updates to the checkout process, enhancing the booking experience for users by simplifying it.

Key improvements include the final step of the hotel checkout (hotel loyalty and guarantee), removal of unnecessary screens, the addition of a new [Rate Details](#) page, and an update to the [View Fare Details](#) page.

Further details are available on the following pages.

HOTEL CHECKOUT MIGRATION: GUARANTEE & LOYALTY CARDS

This enhancement is part of the second and last phase of the Hotel Checkout Migration.

Neo has initiated the migration with the introduction of the new **Rate Details** page and will now continue by integrating hotel guarantee and loyalty cards into this updated page.

Since nearly all Neo bookings include either transport or hotel services, this improvement will enhance the experience for the majority of Neo users as these updates will be visible in 55% of Neo bookings.

Two new sections will be added to the Checkout page under hotel rates:

- **Loyalty program:** users can select their hotel loyalty card here.
- **Payment section:** Users can select their hotel guarantee method here.

Checkout: Hotel
✕

Hotel name

\$200.00
total price

Mon 15 Jun - Wed 17 Jun (2 nights)

CANCELLATION POLICY

✓ Free cancellation
before June 14, 2023

No cancellation charge applies prior to 18:00 (local time) on the day of arrival. Beyond that time, the first night will be charged.

[View rate details](#)

LOYALTY PROGRAM

Loyalty card
 ALL - Accor Live Limitless 308138QD...

Hotel name

\$200.00
total price

Mon 15 Jun - Wed 17 Jun (2 nights)

CANCELLATION POLICY

✓ Free cancellation
before June 14, 2023

No cancellation charge applies prior to 18:00 (local time) on the day of arrival. Beyond that time, the first night will be charged.

[View rate details](#)

LOYALTY PROGRAM

Loyalty card
 ALL - Accor Live Limitless 308138QD...

PAYMENT

Payment method *

Credit card
 Lodge card
 Invoice

Card number *

Visa 3333 XXXX XXXX 1234

[Add a credit card to my profile \(you will exit the checkout process\)](#)

Checkout: Hotel
✕

Hotel

Hotel name

Mon 15 Jun - Wed 17 Jun (2 nights)

\$200.00

total price

CANCELLATION POLICY

✓
Free cancellation before June 14, 2023

No cancellation charge applies prior to 18:00 (local time) on the day of arrival. Beyond that time, the first night will be charged.

[Rate details](#)

LOYALTY PROGRAM

Loyalty card *
ALL - Accor Live Limitless 308138QD...

PAYMENT

Payment method *

Credit card
 Lodge card
 Invoice

Card number *
Visa 3333 XXXX XXXX 1234

[Add a credit card to my profile](#) (you will exit the checkout page)

NOTE: If you don't already have a payment method saved in your profile, this can be added by clicking on the link [add a credit card to my profile](#).

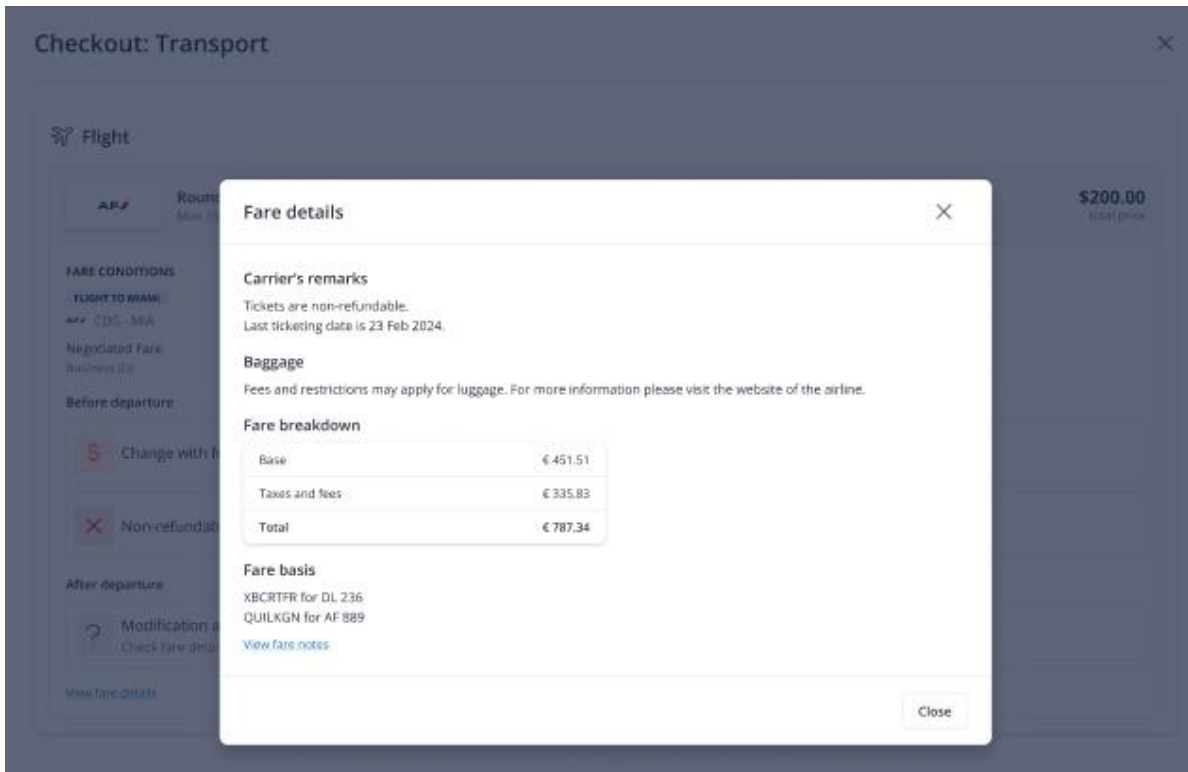
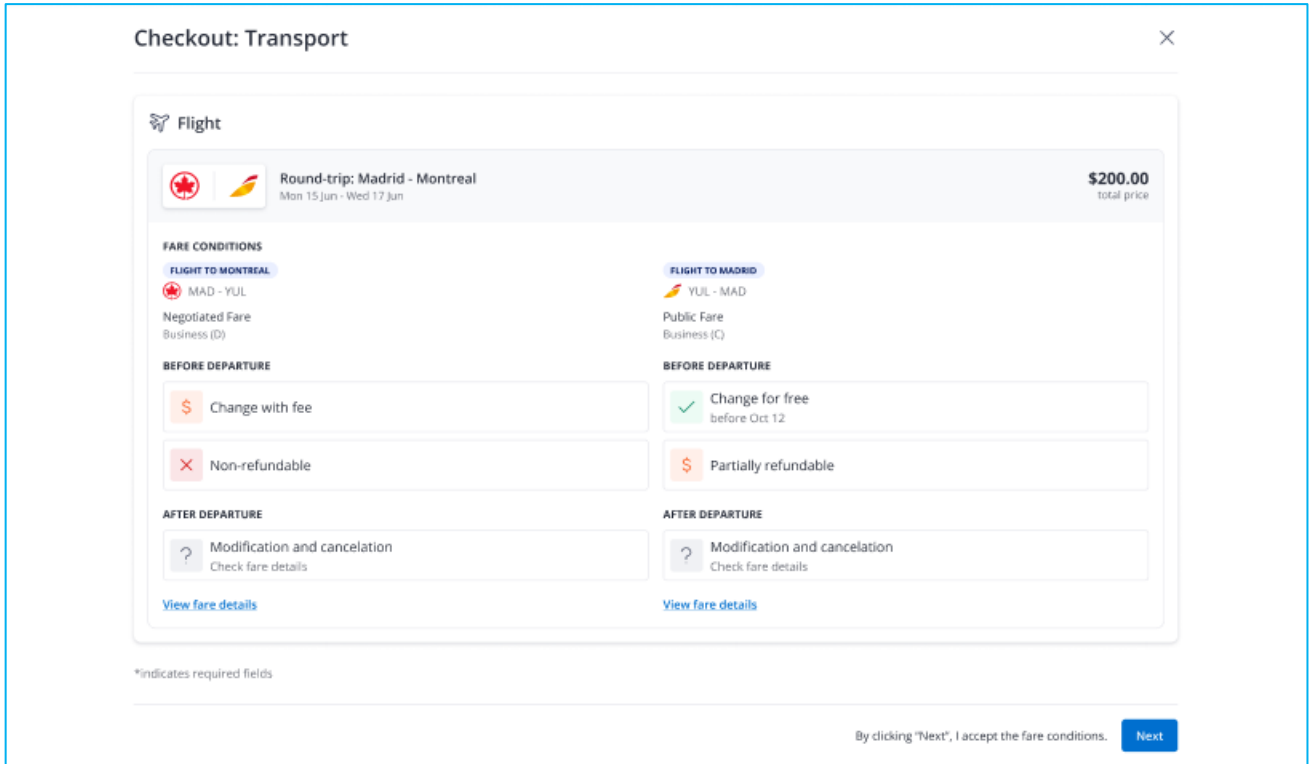
Once you click on this link, your trip will be saved, and you will then be redirected to your profile in order to provide information for payment. You can then retrieve your saved trip in the trip list to finalize your booking.

Please note that this scenario represents less than 2% of bookings in Neo.

REMINDER: The permanent credit card updates need to be made at the profile source (CPr or other), in order to be permanently saved.

NEW TRANSPORT CHECKOUT: MIGRATION OF FARE DETAILS

The Neo fare conditions, and the [View fare details](#) modal will be updated to enhance user experience and accessibility. The fare conditions and the modal link are displayed in **all** Transport bookings, which represent 70% of all Neo bookings.



The fare conditions modal, accessed from the [itinerary](#) page, will also benefit from this migration to Neo from the older legacy code.

This is the first phase of the transport checkout migration, aimed at phasing out the old legacy code.

The next step will focus on updating the Loyalty and Payment sections.

RESULTS & ITINERARY PAGES: HAZARDOUS MATERIALS REGULATION

This feature is for all flights that are stopping, departing from, or arriving to the United States.

As Neo is removing all redundant screens from the checkout stage of the user flow, the **Hazardous Materials** regulation screen is also included in this update.

This information will be moved to both the **Results** and **Itinerary** pages as this information is related to the flight itself, and not to the entire trip.

A new section under **Show Details** is now displayed and is entitled **Hazardous Materials Regulations**.

This update also allows the removal of the hazardous materials regulation screen from the checkout, which will simplify navigation and create a smoother user experience that is more intuitive and efficient.

The screenshot displays a flight booking interface for a JetBlue flight from Paris to New York. At the top, the flight status is 'Flight' with a 'Why?' link. The selected fare is 'BLUE BASIC' (Coach) for a total price of €911.88. Below this, the specific flight details for 'Paris to New York (NY) (NY)' are shown, including a price of €455.94 and a 'Hide details' link. The flight schedule shows a departure from Paris Charles de Gaulle (CDG) at 1:25 PM on Sunday, August 18, and an arrival at New York J F Kennedy (JFK) at 4:00 PM on Sunday, August 18. The flight duration is 8h 35m. The aircraft is a JetBlue B6 1908 Airbus A321neo. The fare class is 'Blue Basic Coach (L)'. Amenities listed include 0 bag, Streaming Capable Wi-Fi, Power & USB outlets, Seatback on-demand & live TV, Meal provided, and Alcohol & beverages provided. A 'SANITARY MEASURES' link is also present. Below the flight details, there are sections for 'SELECTED FARES' (Economy Light, No Refund or Modification Possible) and 'HAZARDOUS MATERIALS REGULATIONS' (Please review the hazardous materials regulations for your trip. Learn more), which is highlighted with a red border. A 'CARBON EMISSIONS' section indicates that the company will pay \$50 to help compensate for the CO₂ emissions associated with this journey (106kg/pers. CO₂). At the bottom, there is a summary of the flight: JetBlue Airways, 1:30 PM (JFK) on Thursday, August 22, followed by a 1-stop flight (BOS) on Friday, August 23, arriving at 9:15 AM (CDG). The total flight time is 13h 45m. The fare class is 'Blue Basic Coach (L, L)' with a 'Change fare/class' link. A 'Show details' link is also available. A 'Learn More About Elight' link is located at the bottom left of the page.

Under the [Show Details](#) page:


Paris to New York (NY) (NY) €905.85
Total Price [Select](#)

[IN POLICY](#) [Hide details](#)

2:50 PM
Sun, Aug 18

Paris Charles de Gaulle (CDG)
Paris, FR

1h 55m

 Iberia - IB 5743 - Operated by Vueling - Airbus A320

4:45 PM
Sun, Aug 18

Barcelona (BCN)
Barcelona, ES


[SANITARY MEASURES](#) [View loyalty program](#)

2h - Connect in airport (BCN)

6:45 PM
Sun, Aug 18

Barcelona (BCN)
Barcelona, ES

8h 55m

 Iberia - IB 2627 - Operated by wamos for iberia level spain - Airbus A330-300

9:40 PM
Sun, Aug 18


New York J F Kennedy (NY) (JFK)
New York (NY), NY, US

[SANITARY MEASURES](#) [View loyalty program](#)

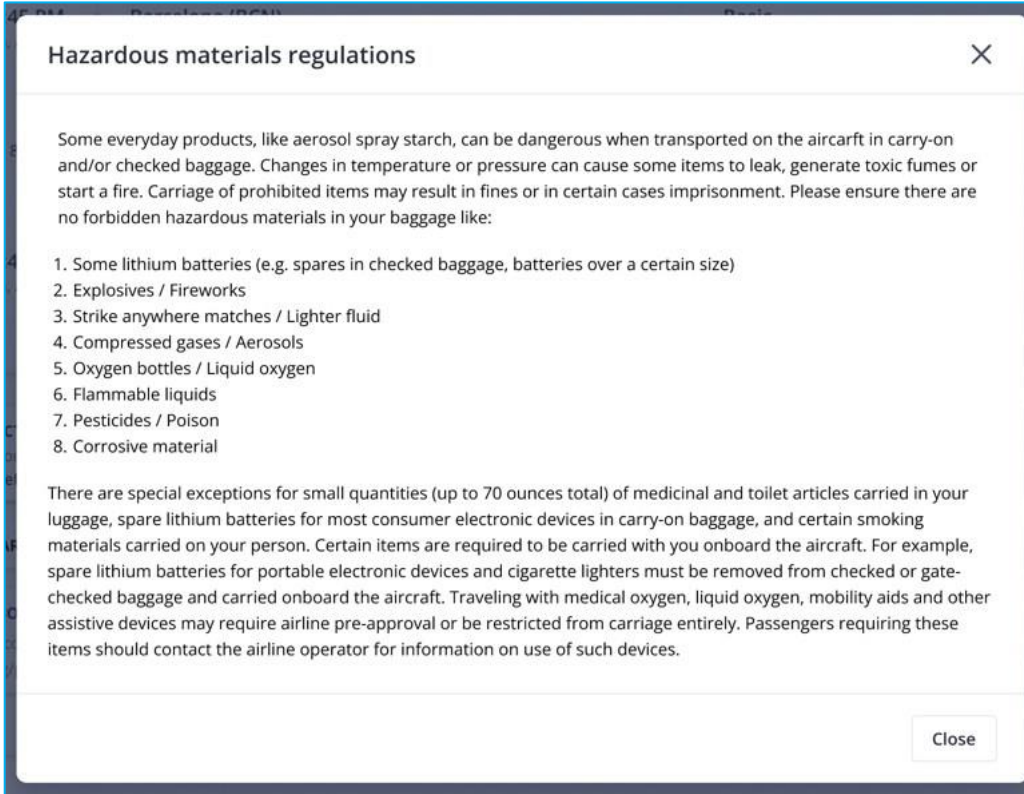
✓ **SELECTED FARES** [Change fare/class](#) · [View seats](#)
Economy Light
No Refund or Modification Possible.

HAZARDOUS MATERIALS REGULATIONS Please review the hazardous materials regulations for your trip. [Learn more](#)

CARBON EMISSIONS
Your company will pay ~\$50 to help compensate for the CO₂ emissions associated with this journey.
106kg/pers. CO₂



From this section, users can open a [Learn more](#) modal which contains all details previously displayed during the checkout.

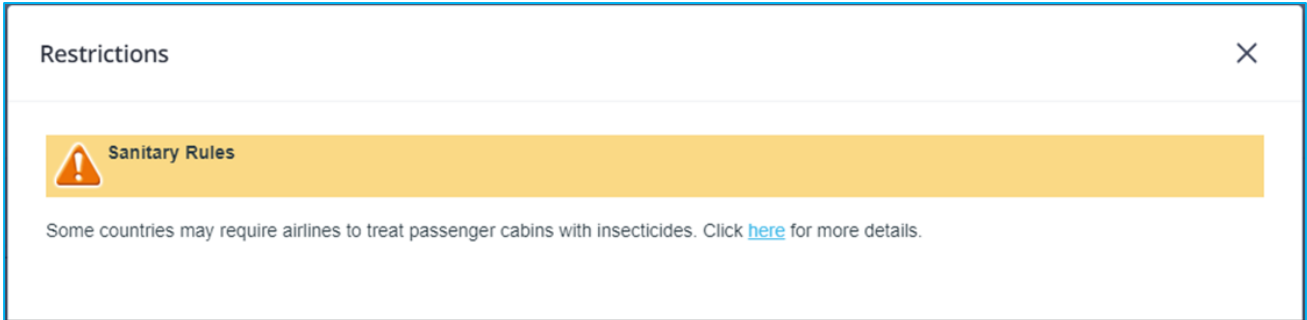


RESTRICTION SCREENS REMOVAL

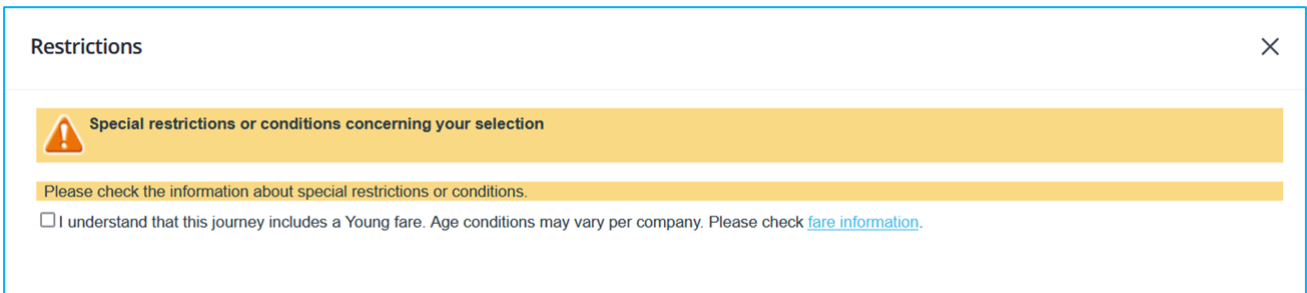
As part of the checkout migration, it has been decided to remove the restriction screens which are no longer required. Removing unnecessary screens will streamline the user journey, reduce the cognitive load and accelerate task completion, leading to a more efficient and satisfying user experience.

The **Sanitary Rules screen** will be removed along with the screen for **Special restrictions or conditions concerning your selection**.

The **Sanitary Rules** screen has been displayed until now for flights between Asia and the United States:



The **Special restrictions or conditions concerning your selection** screen has until now been displayed when the user is booking a "young" or "senior" fare:



This feature is only for checkout screens concerning former restrictions that were put in place.

[TRANSPORT] ABILITY TO SET A LOWEST FARE CAPPING RULE FOR CABIN CLASS BASED ON JOURNEY DURATION

MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	Yes
ADMIN SUITE NODE	Travel Policies Travel Policies {TravelPolicyName} Neo Display Logic Air - Rail Capping Rules (Configuration of a Lowest fare capping rule)
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

The option to specify journey time when setting a "Lowest Fare" capping rule has been added. Now, the lowest fare capping rules function similarly to booking and preferred class rules in regard to the journey time.

Companies can establish a transport policy that determines the authorized cabin class based on journey duration. Additionally, they may implement a fare cap rule, setting the maximum allowable fare at the lowest rate within the highest compliant cabin class.

SCOPE

- “Lowest Fare” Transport Capping rules
- All transport content sources / Sabre focus due to behavior difference

[HOTEL] TRAVEL POLICY BASED ON EXPENSE RULES WITH MISSION LOCATION

MADE FOR...?	Traveler Arranger Travel Manager Neo Admin
ACTIVATION REQUIRED?	Yes
ADMIN SUITE NODE	Travel Hotel Hotel Settings
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

Clients can now apply the hotel travel policy based on the mission location, with expense rules factored in. This will allow users to have the same travel policy applied for expense and the travel hotel city cap without filing a separate travel policy for the travel and expense modules.

A new field, **Mission Location**, has been added to the hotel search form.

The screenshot shows the 'Hotel' tab selected in a navigation bar. Below the navigation bar, there are several input fields: 'Mission location*' (highlighted with a red box), 'Check-in*' (09/19/2024), and 'Check-out*' (09/20/2024). Below these, there is a 'Hotel location*' field with a 'Remove hotel location' button. A note below the 'Hotel location' field states: 'Only if hotel location is different from mission location.' A 'Search hotels' button is located at the bottom right of the form.

In the case that the hotel location is different from the mission location, by selecting **Use a different hotel location**, a new field will appear for **Hotel location**:

This screenshot shows the same hotel search form as the previous one, but with the 'Use a different hotel location' dropdown menu selected. The 'Mission location*' field is still highlighted with a red box. The 'Check-in*' (09/19/2024) and 'Check-out*' (09/20/2024) fields are visible. The 'Search hotels' button is at the bottom right.

The field **Mission Location** can be enabled in the hotel settings in Admin Suite under the node:

Travel | Hotel | Hotel Settings

When using the **mission location**, the travel policy applied in the search will always be based on the mission's location.

For instance, if the mission is in Miami but the booking is made for Fort Lauderdale, the travel policy from Miami will still apply.

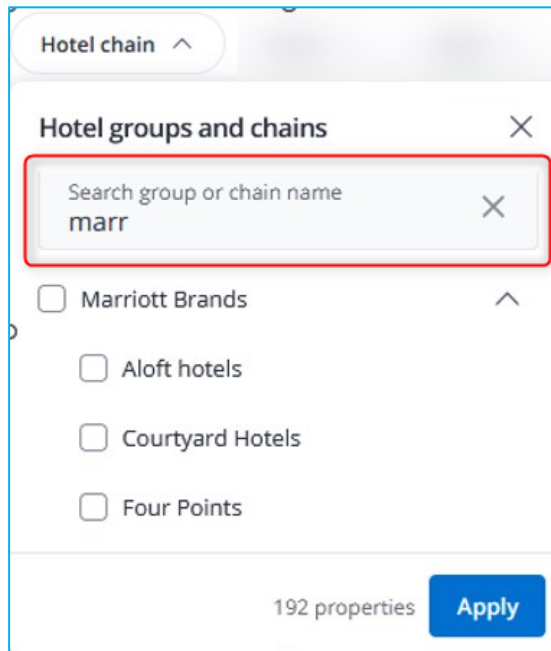
[HOTEL] IMPROVEMENT OF HOTEL CHAINS AND SUBCHAINS IN FILTER OPTIONS

MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

Linking a hotel sub-chain to its master chain is important for enhancing the user experience by providing more accurate and streamlined search results. This allows users to easily filter and find hotels within a specific chain or its subchains, ensuring they can align their preferences or travel policies with the correct options. Ultimately, it enables users to make more informed choices while maintaining consistency across larger hotel networks.

A free text field under the hotel chain filter in the results page, allows users to look for a specific hotel chain without having to scroll down the list:



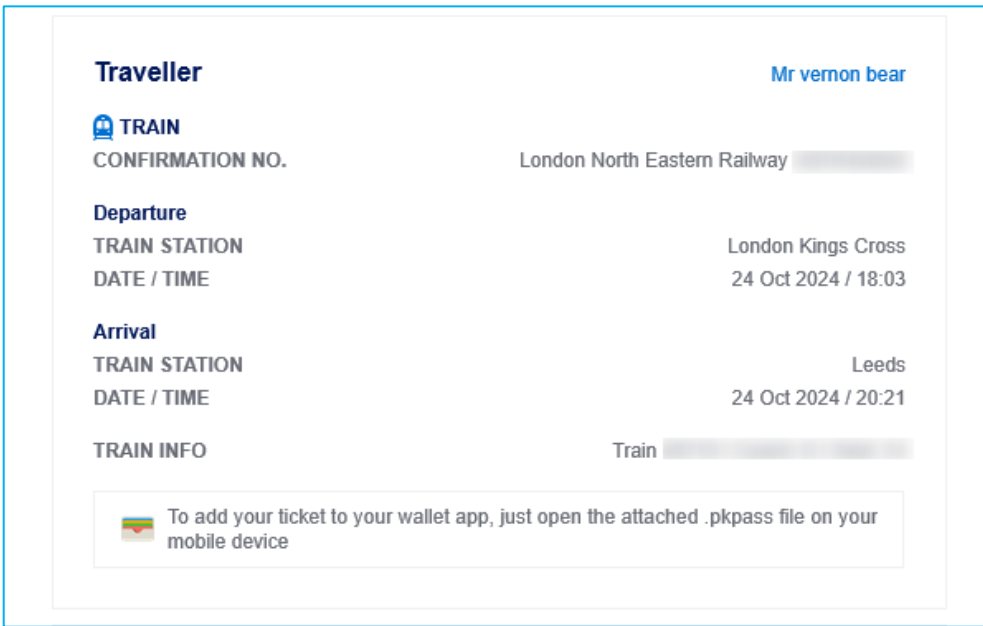
[RAIL] TRAINLINE: DOWNLOADABLE E-TICKETS NOW AVAILABLE ON IOS AND ANDROID DEVICES

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

With this version of Neo, users can now download e-Tickets for reservations made through Trainline directly from the confirmation email sent by Neo. This feature provides added convenience by allowing users to securely store and easily access their tickets through their mobile wallet application, enhancing their overall travel experience.

Previously available only as PDF attachments, e-Tickets can now be downloaded in **.pkpass** format and stored in mobile wallet applications supported by Android and iOS. This update ensures that your tickets are always at your fingertips, ready for a seamless travel experience.



SCOPE

- This feature is for Trainline in the UK only.
- Tickets are only downloadable through the Neo confirmation email.

OUT OF SCOPE

- Wallet is not supported on desktop.

If the PDF version of the tickets is still available, this will be displayed on the Neo interface.

[RAIL] ONLINE EXCHANGE AVAILABLE FOR TRAINLINE

MADE FOR...?	Traveler Arranger Travel Manager GBT Neo Admin
ACTIVATION REQUIRED?	Yes - Manual activation required
VALIDATION BY AGENCY REQUIRED?	Yes

Pending GBT end-to-end testing. This feature is not yet available in the GBT system.

SYNOPSIS

Online exchange is now available for The Trainline allowing users to modify their booking online. This provides more convenience and improved user satisfaction.

ACTIVATION

This feature must be activated on the side of Neo admin.

Activation is done under the node [Travel | Policies | Travel Policy | PNR Modification section | Settings](#)

To “enable exchange” it is necessary to add the CRS “TL”.

SCOPE

- The Trainline (for the UK market)

[SABRE CAR] COMMENT FOR SUPPLIER INFORMATION

MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

Informing car rental agencies of specific requests ensures personalized services, optimal vehicle selection, and enhances overall customer satisfaction and convenience.

This feature, which was initially introduced during the Neo 24.3 release for Amadeus is now made available for Sabre customers. Through a designated comment field, users can indicate information such as a second driver, or the desired transmission of the rental car.

Information in this field is transmitted to car rental agencies at the time of booking.

Car Guarantee
✕

Car Payment
Agency Billing Number

Smoking/Non-smoking
No preference ▾

Comment

SCOPE

This feature is for Sabre.

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NEO EXPENSE

[GERMAN PER-DIEMS] CROSS-BORDER & DATELINE COMPUTATION

MADE FOR...?	Neo Admin
ACTIVATION REQUIRED?	Yes
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

The border crossing has an impact on the way that German per-diems are computed. When the border crossing is close to the “Date Line change” Neo computes the per-diems incorrectly.

- **On the first day:**
 - If the border crossing is before midnight, and the arrival at location is on the next day (from the departure day), the short per-diem rate of the location reached should be computed.
 - If the border crossing is after midnight, and the arrival at location is on the next day (from the departure day), the short per-diem rate of Germany should be computed.
- **On the last day**
 - Border crossing is before or after midnight, but the arrival is on the following day (from the departure day)
 - The day of departure from location is considered a full day for the allowance
 - The day of arrival at home/office should receive an allowance of the short day per-diem of the location departed from

SCOPE

Neo will support both modes of calculation:

- For customers that do not wish to implement border crossing computation, then no action is required, and the per-diems will continue to compute as done today.
- For customers that wish to implement border crossing, then a change is required in admin suite. In the per-diem node, the border crossing setting must be enabled, and the “German” behavior needs to be selected.

[EXPENSE] MISSING RECEIPT DOCUMENT

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	Yes – activation by NTG Admin
ADMIN SUITE NODE	Expense Receipts Receipt mandatory
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

A new feature has been introduced to address situations where users are unable to provide a receipt for their expenses, either because it was lost or not provided by the merchant.

Previously, based on the customer’s configurations, users could not submit expenses when a receipt was mandatory for reimbursement. Now, users with missing receipts can create a Missing Receipt Affidavit directly from the expense line.

The missing receipt document is generated in PDF format based on the expense details entered in the form. It will be attached to the expense as a substitute for the missing receipt. Users can also add a reason for the missing receipt to provide additional context.

This feature can be enabled in the Neo Admin Suite under [Expense | Receipts | Receipt Mandatory](#). When activated, the option to create a Missing Receipt Document will be available to users when submitting expenses where receipts are required.

SCOPE

Neo Expense only.

[EXPENSE] NEW CONSISTENCY RULE FOR DETECTING DUPLICATES

MADE FOR...?	Traveler Neo Admin Accountant Approver Expense Manager
ACTIVATION REQUIRED?	Yes - activation by NTG Admin
ADMIN SUITE NODE	Expense Expense Policies Consistency
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

Detecting duplicate submitted expenses prevents over-reimbursement and maintains financial integrity. It ensures accurate accounting, reduces administrative errors, and saves time by catching errors before processing. This enhances budget control and compliance, ultimately improving efficiency and accountability in expense management.

A new consistency rule, **Identical Duplicate**, will be added to the existing rules in AdminSuite. This rule will help identify duplicate expense lines based on the following criteria:

- User
- Expense type
- Date
- Amount
- Currency

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PLATFORM

[USER PROFILE] CLARIFICATION FOR THE MOBILE PHONE AND EMAIL ADDRESS FIELD LABELS

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

Accurately matching how mobile phone and email address fields are used in Neo is important because it ensures that the information collected aligns with the practical needs of the system and the user experience. This alignment allows for more efficient communication, relevant feature access, and reduces the likelihood of redundant or unnecessary data being required. It also helps ensure that users receive timely updates and support, improving the overall effectiveness of the platform.

For most Neo end-user and admin screens, the following fields will be renamed as such:

Previous name	New name
Business cell phone (US English) / Business mobile phone (UK English)	Primary mobile phone
Cell phone (US English) / Mobile phone (UK English)	Secondary mobile phone
Business e-mail	Primary email
E-mail	Secondary email

A mobile phone number in a user's profile enables quick communication for urgent updates, personalized assistance, access to phone-based features, faster problem resolution, and future enhancements. This ensures a more connected, efficient, and personalized travel experience.

[USER PROFILE] DEDICATED EMERGENCY CONTACT FIELDS IN THE NEW PROFILE USER INTERFACE

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED	No

SYNOPSIS

The management of emergency contact information in users' profiles has been improved and standardized.

A new element has been added to the Neo profile screen's **Personal Information** section. Users can now add, modify or delete their emergency contact details.

Profile
 View change history

- Profile hub
- Personal information
- General
- Preferences
- Payment cards / loyalty programs
- Bank accounts
- Passports
- Vehicles
- Delegation
- Mobile devices

Personal details Edit

Mr John Doe

Date of birth Dec 24, 1979

Gender Male

Contact information Edit

Address No information

Phone number No information

Mobile number No information

Personal email john.doe@dummymail.com

Emergency contact Edit

Jack Doe

Phone number +1 561 555 7689

Email jack.doe@dummymail.com

The screenshot displays the 'Profile' page with a sidebar on the left containing navigation items: Profile hub, Personal information, General, Preferences, Payment cards / loyalty programs, Bank accounts, Passports, Vehicles, Delegation, and Mobile devices. The main content area shows 'Personal details' for 'Mr John Doe' with a date of birth of 'Dec 24, 1979'. An 'Edit emergency contact' modal is open, featuring three input fields: 'Emergency contact name' (filled with 'Jack Doe'), 'Emergency phone number' (filled with '+1 561 555 7689' and a country dropdown set to 'US'), and 'Emergency contact email' (filled with 'jack.doe@dummymail.com'). The modal also includes a 'Delete contact' button with a trash icon, a 'Cancel' button, and a 'Save' button. The background profile page shows the 'Jack Doe' contact details with the same phone number and email address.

SCOPE

The new emergency contact fields will only be displayed for companies using **Fields** with the keys **FT_EMERGENCY_CONTACT_NAME** and **FT_EMERGENCY_CONTACT_PHONE** to manage respectively the emergency contact's full name and phone number.

Emergency contact email field will only be displayed for companies which also use a **Field** with key to this purpose **FT_EMERGENCY_CONTACT_EMAIL**.

Companies which are using other field keys to manage emergency contact information will still see these fields in either the legacy **General** or **Preferences** section of the profile but will not see these new fields.

Neo invites all customers for which it is not already the case to use the standardized field keys, so they can benefit from this new modernized UI.