



## Release Notes v19.3

July 22, 2019



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## Quick View Table

Please note that all new features are available with smart search only.

Concerned module	Name	Activation method
Search	Adjust location to search type	Automatic
Search	Empty date and time in search form when adding a car rental or taxi segment in a single search	Automatic
Search	Add supplier to Edit Search page	Automatic
Search	Only button displayed inside multiple choice filters	Automatic
Search	Reminder on transport page	Automatic
Search	Pre-populated hotel search form when adding a hotel	Automatic
Air	Luggage information on transport first result page	Automatic
Air	New icons for Web fare	Automatic
Air	Norwegian NDC via Travelfusion	Automatic
Air	One way faring France and Germany	On request
Rail	SNCF – French regional trains (TER): e-billet sent to booker's email	Automatic
Hotel	Clearing hotel filters when no results found	Automatic
Hotel	Hotel accommodation type included in recommendation engine	Automatic
Hotel	Hotel search improvement: amenities	Automatic
Hotel	Hotel search improvement hotel description	Automatic
Hotel	Hotel search improvement: unavailable hotels	Automatic
Car	Car display order enhancement	Automatic
Trip	Confirmation message improvement for partial cancellations (before ticketing)	Automatic



## GLOBAL BUSINESS TRAVEL

<b>Compliance</b>	Compliance reasons displayed in tooltips	<b>Automatic</b>
<b>User Interface</b>	Improvement of the password forgotten feature	<b>Automatic</b>
<b>User Interface</b>	Neo homepage for disabled users	<b>Automatic</b>
<b>User Interface</b>	Resources link name change	<b>Automatic</b>
<b>User Interface</b>	Neo logo	<b>Automatic</b>
<b>Profile</b>	Define mandatory field in user profile	<b>On request</b>
<b>Offline</b>	Import PNR	<b>On request</b>
<b>Mobile</b>	New tile for Neo mobile on the homepage	<b>Automatic</b>
<b>Mobile</b>	Display Blue Chips for activated filters (tablet/mobile)	<b>Automatic</b>



## Additional Explanations



### Automatically activated by vendor (KDS)

The production will begin with the vendor launch of a release or service pack. Dates of production will vary.



### Automatically activated by American Express Global Business Travel (GBT)

The customer will be advised on the production date by American Express Global Business Travel.



### On request


The customer is required to make a formal request to American Express Global Business Travel to activate this feature. The feature will be activated the day after the Neo™ release load is in production.



## Advanced Notice

### Mobile: end of support for versions inferior to Windows 10

GDS Impacted	All
Country	All
Tier	All
Activation	Automatic
Pricing	N/A
Status	Launched/included in Neo Release 19.3



With consideration to the announcement made by Microsoft stating that neither security updates nor technical support will be guaranteed for versions preceding Windows 10, it has been decided that support by KDS for versions of Windows 10 and inferior will be maintained to a current operating state for Neo mobile.

This means that these versions will no longer be tested, nor will the bugs be corrected.

Versions superior to Windows 10 will continue to be supported by Neo.

This will take effect as from 20<sup>th</sup> of July.



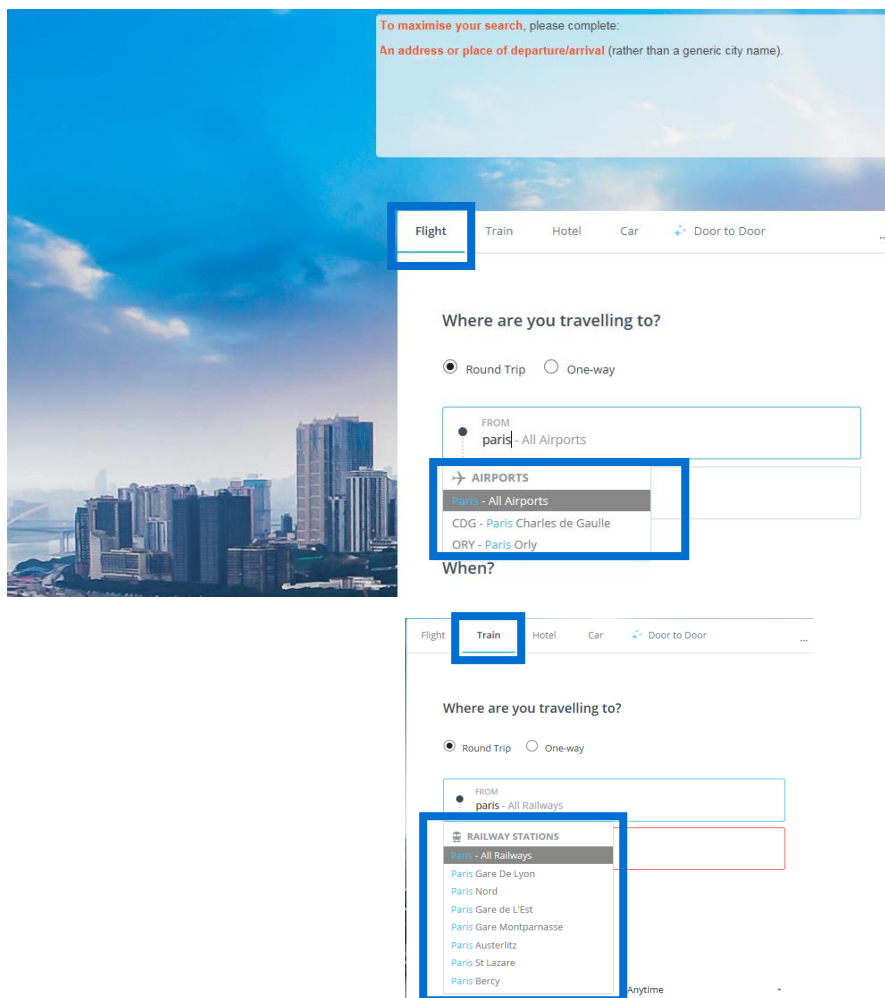
## New Functionality

### Adjust location to search type

GDS Impacted	All
Country	All
Tier	All
Activation	Automatic
Pricing	Free of charge
Status	Launched/included in Neo Release 19.3



As from 19.3 release the location type (railway station or airport) is adjusted to the search type (flight or train). Therefore, only airports will be offered with a flight only search and railway stations with a rail only search.







## Empty date and time in search form when adding a car rental or taxi segment in a single search

GDS Impacted	All
Country	All
Tier	All
Activation	Automatic
Pricing	Free of charge
Status	Launched/included in Neo Release 19.3



When adding either transport, taxi or car rental segment, outbound and return dates will not be pre-populated.

The date of booking day will not be prefilled by default and will avoid any mistakes during the booking process.

**Car rental addition** [x]

Where would you like to pick-up/drop-off the car?

FROM ADDRESS

Enter a full address

Please enter your departure

Drop off at a different address

When?

PICK UP

Choose a date

DROP OFF

Choose a date

Search



## Add supplier to edit search page

GDS Impacted	All
Country	All
Tier	All
Activation	Automatic
Pricing	Free of charge
Status	Launched/included in Neo Release 19.3



As from release 19.3 as soon as customer has activated the advanced search criteria and is able to specify a supplier from the initial search form it is also possible when the user is editing the search via the **Edit search link [1]**.

**Transport Results**  
Current search: Berlin - All Airports, Mon, 9 Dec — Paris - All Airports, Tue, 10 Dec [Edit search](#) **1**

Stops ▾ Companies ▾ Airport/Station ▾ Connections ▾ Compliancy ▾

Outbound (5) Return

<b>Recommended</b> Air France, €257	<b>Earliest</b> Air France, 9 Dec - 15:10	<b>Fastest</b> Air France, 1h 45m	<b>Cheapest</b> Air France, €257
--	--	--------------------------------------	-------------------------------------

**AIRFRANCE** AF 1235    15:10 (TXL) Mon, 9 Dec > 16:55 (CDG) Mon, 9 Dec    1h 45m Non-stop    Light, hand-baggage only Economy (T) [Change Fare/Class](#)    **€257** Round Trip **COMPLIANT**

FROM: Berlin - All Airports  
TO: Paris - All Airports

**When?**

**OUTBOUND**  
Mon 09 Dec 2019 15:35

**RETURN**  
Tue 10 Dec 2019 15:35

**More options**

Display only direct options

**CLASSES**  
 Company recommended  
 Economy  
 Eco Premium  
 Business  
 First

**FLEXIBILITY**  
 No advance purchase  
 No penalty  
 Refundable only

**SUPPLIER**  
Air France

- lufthansa
- Lufthansa Cityline
- Lufthansa Systems



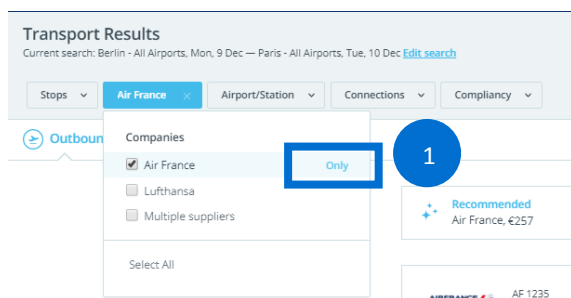
## Only button displayed inside multiple choice filters

GDS Impacted	All
Country	All
Tier	All
Activation	Automatic
Pricing	Free of charge
Status	Launched/included in Neo Release 19.3



From the various filters, available on the result page and where multiple choices are offered it is now possible to select one option with a single click. Using mouse over the Only [1] information appears and when user is clicking on it, the selection is only made on given option.

This applies to the 3 filters: Companies, Airport/Station, Connections.





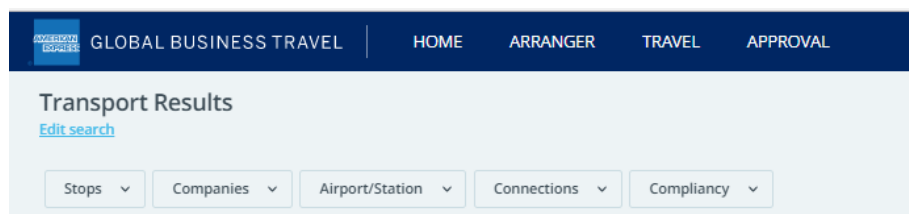
## Search reminder on transport page

GDS Impacted	All
Country	All
Tier	All
Activation	Automatic
Pricing	Free of charge
Status	Launched/included in Neo Release 19.3

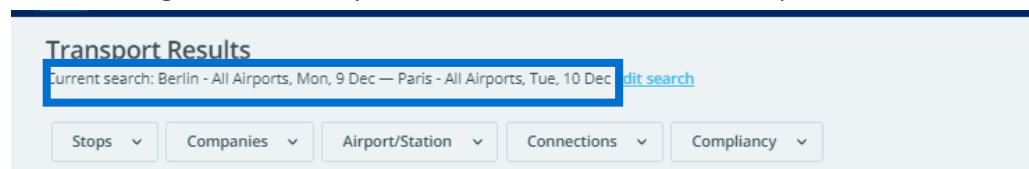


A search reminder is now displayed on the results page for transport searches with single search. This reminder informs the user which parameters have been considered for the search.

Before 19.3 release: No information was displayed regarding search criteria.



After 19.3 release user can view the summary of the search criteria. This is allowing the user to verify if results are consistent with initial request.



## Pre-populated hotel search form when adding a hotel

GDS Impacted	All
Country	All
Tier	All
Activation	Automatic
Pricing	Free of charge
Status	Launched/included in Neo Release 19.3

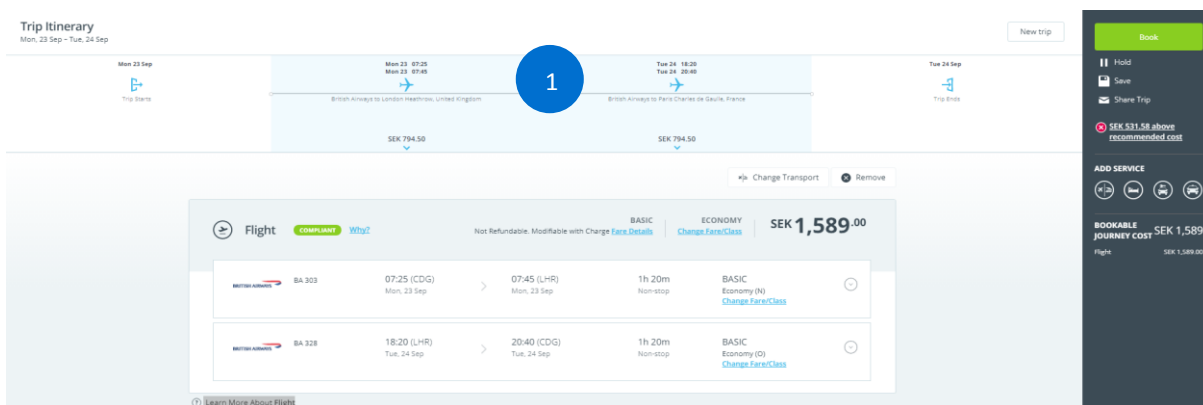


When a user looks for a hotel stay during an online single search that already includes a return flight or a return train, he might want to book a hotel stay for that same period.

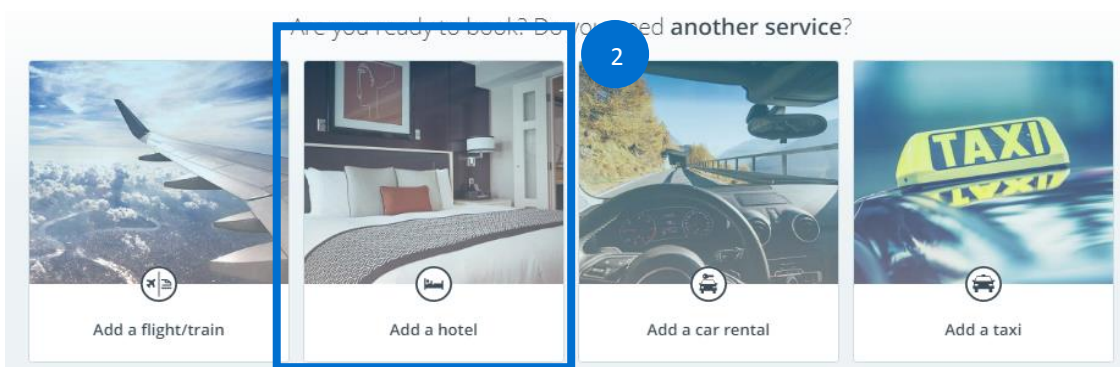
Neo has improved the behaviour by linking the hotel stay to the transportation.

If a trip includes an outbound and an inbound flight or train with at least one night between outbound and inbound dates, the hotel search form will be pre-populated.

- › A return flight has been booked through the single search [1].



- › User clicks on “Add hotel” button [2].





# GLOBAL BUSINESS TRAVEL

- › Destination, check-in and check-out dates are pre-populated in the hotel addition search form [3].

Pre-populated fields can be cleared by clicking on the "Clear fields" link [4].

## Hotel addition 3

### Information x

- Information relative to the selected transport service is pre-populated in the search form [Clear Fields](#) 4

### Where do you need accommodation?

#### TO ADDRESS

London Heathrow 5

Using the exact address gives a more precise itinerary

#### HOTEL NAME/CHAIN (Optional)

Enter the name or the chain of the hotel

### When?

#### CHECK-IN

Mon 23 Sep 2019 5

#### CHECK-OUT

Tue 24 Sep 2019

Search

Pre-populated check-in date is the arrival date of the outbound flight[4].  
Pre-populated check-out date is the departure date of the return flight[5].

On this example the user has clicked on the "Clear fields" link as he would like to stay one more night at the hotel.

## Hotel addition x

### Where do you need accommodation?

6

#### TO ADDRESS

Enter a full address

Please enter your destination

#### HOTEL NAME/CHAIN (Optional)

Enter the name or the chain of the hotel

### When?

#### CHECK-IN

Choose a date

#### CHECK-OUT

Choose a date

7

Search

[6] Destination, check-in and check-out dates are mandatory to submit the search. User will need to fill the relevant fields before clicking on the "search" button [7]. The search button will become active as soon as the mandatory fields are filled in.

## Luggage information on transport first result page

GDS Impacted	All
Country	All
Tier	All
Activation	Automatic
Pricing	Free of charge
Status	Launched/included in Neo Release 19.3



With release 19.3 it will be visible now if a luggage is included or not in the price from the first page of results when a search is performed with single search. Information will be available on all devices.

Before release 19.3 no information was provided regarding luggage allowance until final flight selection (outbound/inbound).

- › First page of results and no information for luggage allowance was displayed before 19.3 release:

- › With 19.3 release the luggage information is displayed straight from the first page of results when user is expanding the **arrow [1]** next to the price information:





## New icons for Web fare

GDS Impacted	All
Country	All
Tier	All
Activation	Automatic
Pricing	Free of charge
Status	Launched/included in Neo Release 19.3



New icon has been placed next to Web Fare Information to make this type of fare more visible to the user.

<b>Recommended</b> Easyjet, SEK 854	<b>Earliest</b> Air France, 12 Nov - 09:35	<b>Fastest</b> Air France, 1h 40m	<b>Cheapest</b> Easyjet, SEK 854
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U2 5536	13:35 (ORY) Tue, 12 Nov	>	15:20 (TXL) Tue, 12 Nov	1h 45m Non-stop	Standard Economy (M)	<b>Web Fare</b> <a href="#">Change Fare/Class</a>	<b>SEK 854</b> Round Trip 	
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## Norwegian NDC via Travelfusion

GDS Impacted	All
Country	All
Tier	All
Activation	Automatic
Pricing	Free of charge
Status	Launched/included in Neo Release 19.3



From 19.3, all clients who make reservations from Norwegian Airlines via Travelfusion will switch towards the new connection of Travelfusion, Norwegian NDC.

A booking fee of 3% (charged by Travelfusion) of the total amount will be included in the total trip price displayed in Neo. If bags are enabled on your site, the 3% will be calculated on the total trip price including additional charges for bags. For American Express and Airplus cards a booking fee of 5 % will be charged by Travelfusion.

Note: no change for Norwegian Airlines flight available through GDS content (e.g. Amadeus).

These flights are available through Norwegian NDC content ("Web fare" icon).

Flight	Class	Price
norwegian DY 4324 20:55 (NCE) Tue, 8 Oct → 23:50 (ARN) Tue, 8 Oct 2h 55m Non-stop	Lowfare Economy <b>Web Fare</b>	€ 124.85
norwegian DY 4321 09:40 (ARN) Wed, 9 Oct → 12:40 (NCE) Wed, 9 Oct 3h Non-stop	Lowfare Economy <b>Web Fare</b>	

Total trip price includes booking fee charged by Travelfusion (the booking fees are not included in the total trip price displayed in the confirmation email sent by the airline but they are in the Neo confirmation email and in the price charged to the user's credit card).

Fare Breakdown	
Base	€75.09
Taxes	€46.12
<b>Booking Fee</b>	<b>€3.64</b>
<b>Total</b>	<b>€124.85</b>



## One way faring

GDS Impacted	Amadeus	
Country	France/Germany	
Tier	All	
Activation	On request	
Pricing	Free of charge	
Status	Launched/included in Neo Release 19.3	

Flights from different airlines outbound and inbound can be mixed together.

It is not possible to mix air and rail together.

### Important:

From Germany to Germany outbound and inbound fares are calculated as one ways on all routes.

From France to France, France to Europe and Germany to Europe: outbound and inbound fares will be calculated as one ways only on routes operated by a Low Cost Carrier.

- › Low Cost Carriers can be mixed with GDS airlines. In the example below Easyjet and Lufthansa.

**Flight** COMPLIANT [Why?](#)

STANDARD / CLASSIC  
Not Refundable. Modifiable with Charge [Fare Details](#)

ECONOMY  
[Change Fare/Class](#)

€ 158.40

U2 5563	08:20 (TXL) <small>Tue, 2 Jul</small>	>	09:40 (MUC) <small>Tue, 2 Jul</small>	1h 20m <small>Non-stop</small>	Standard Economy (Y) Web Fare <a href="#">Change Fare/Class</a>	⌵
LH 2754	17:30 (MUC) <small>Wed, 3 Jul</small>	>	18:35 (TXL) <small>Wed, 3 Jul</small>	1h 5m <small>Non-stop</small>	CLASSIC Economy (K) <a href="#">Change Fare/Class</a>	⌵

- › GDS airlines can be mixed together. In the example below Eurowings and Lufthansa.

**Flight** COMPLIANT [Why?](#)

PUBLIC FARE / CLASSIC  
Not Refundable. Modifiable with Charge [Fare Details](#)

ECONOMY  
[Change Fare/Class](#)

€ 388.89

EW 1973 <small>Operated by Eurowings Europe</small>	08:45 (HAM) <small>Tue, 2 Jul</small>	>	10:10 (MUC) <small>Tue, 2 Jul</small>	1h 25m <small>Non-stop</small>	Public Fare Economy (G) <a href="#">Change Fare/Class</a>	⌵
LH 2088	17:45 (MUC) <small>Wed, 3 Jul</small>	>	19:00 (HAM) <small>Wed, 3 Jul</small>	1h 15m <small>Non-stop</small>	Classic Economy (H) <a href="#">Change Fare/Class</a>	⌵



### SNCF – French regional trains (TER): e-billet sent to booker’s email

GDS Impacted	Amadeus
Country	France
Tier	All
Activation	Automatic
Pricing	Free of charge
Status	Launched/included in Neo Release 19.3



Since the French regional (TER) trains migrated through PAO content, users were no longer receiving their PDF ticket by email (they were only able to access it through Neo).

As from 19.3 users will receive their e-billet for TER trains, the same way as TGV for example.

mar. 09/07/2019 12:08  
 wave.support@kds.com on behalf of Test@amexgbt.com  
 Your journey has been approved (St Laurent Du Var 08/10/2019 - #L3CA95)

mar. 09/07/2019 12:17  
 noreply@sncf.fr  
 E-mail de confirmation - Votre réservation AVC3T2 pour le 08/10/2019 par votre agence

Train 86028, Nice Ville...  
1 KB

fbb-0190088106-sgIRb...  
1 MB

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and expect that the content is safe.

Bonjour,

SNCF Mobilités et votre agence ont le plaisir de vous communiquer les informations récapitulatives concernant votre voyage réservé le 09/07 et ayant la référence dossier AVC3T2.

**Les informations relatives à votre voyage sont les suivantes :**

Passager **VERNON BEAR**

De NICE VILLE à ST LAURENT DU VAR le 08/10 à 12:01

Pour voyager, vous devez imprimer votre billet dématérialisé en [clicquant ici](#) ou en imprimant la pièce-jointe.

**Vous trouverez ci-dessous, les conditions d'utilisation de votre billet :**

- Pour voyager, vous devrez imprimer votre billet en pièce jointe sur page A4.
- Chacun des passagers devra être en possession d'une pièce d'identité (Carte d'identité ou passeport) en cours de validité avec photo ainsi que des justificatifs de réduction conformément aux conditions

Itinerary : St Laurent Du Var 08/10/2019 (reservation # L3CA95)  
 Trip # : 1000951663  
 Total Booked : 2.30 EUR  
 Carbon Emissions : 0.15 kg of CO2  
 Traveller : Mr bear vernon

Content:  
 Nice - St Laurent Du Var (SNCF) 2.30 EUR

Traveller  
 Mr bear vernon  
 Departure date : 08Oct19  
 Travel Reason: Travel Reason Test 1  
 Cost Centre: Test CC

Transport

Users will receive 2 emails:  
 1 Neo confirmation email.  
 1 email sent by SNCF with the attached PDF file for the e-billet.

**SNCF** TER PROVENCE-ALPES-COTE-D'AZUR

Tarif Normal  
 Aller le 08/10/2019  
 NICE VILLE  
 ST LAURENT DU VAR  
 Sens : Aller Simple  
 Classe 2  
 Billet non-échangeable et non-remboursable.

VERNON / BEAR  
 Né(e) le : 15.06.1962  
 1 Adulte(s)

Prix €\*\* 2.30  
**34**

081805407 PX11 KM0007 09.07.2019 12:16 CA 87384941 110 AEV 429 AVC3T2

Conditions d'utilisation du billet :  
 Prenez place directement à bord du train, sans compostage.  
 Ce titre est nominatif, personnel et incessible. Il n'est ni échangeable, ni remboursable.  
 Votre billet doit impérativement :  
 • Etre accompagné d'une pièce justificative d'identité officielle portant



## Clearing hotel filters when no results found

GDS Impacted	All
Country	All
Tier	All
Activation	Automatic
Pricing	Free of charge
Status	Launched/included in Neo Release 19.3



Giving the possibility for users to clear filters in one click after an unsuccessful search enhances the hotel search flow.

This allows to quickly redefine the filters when filters are used and no results are found.

A button “Clear filters” is now available below the message from Neo informing that no hotel room matches the user’s search criteria.

By clicking on this button, the filters are reset to their default values.

We were unable to find hotel room based on your search criteria. You could broaden your search by clearing filters.

Clear Filters

This feature only applies to the hotel results page and to all devices (desktop, tablet, mobile).

## Hotel accommodation type included in recommendation engine

GDS Impacted	All
Country	All
Tier	All
Activation	Automatic for Booking.com direct link.
Pricing	Free of charge
Status	Launched/included in Neo Release 19.3



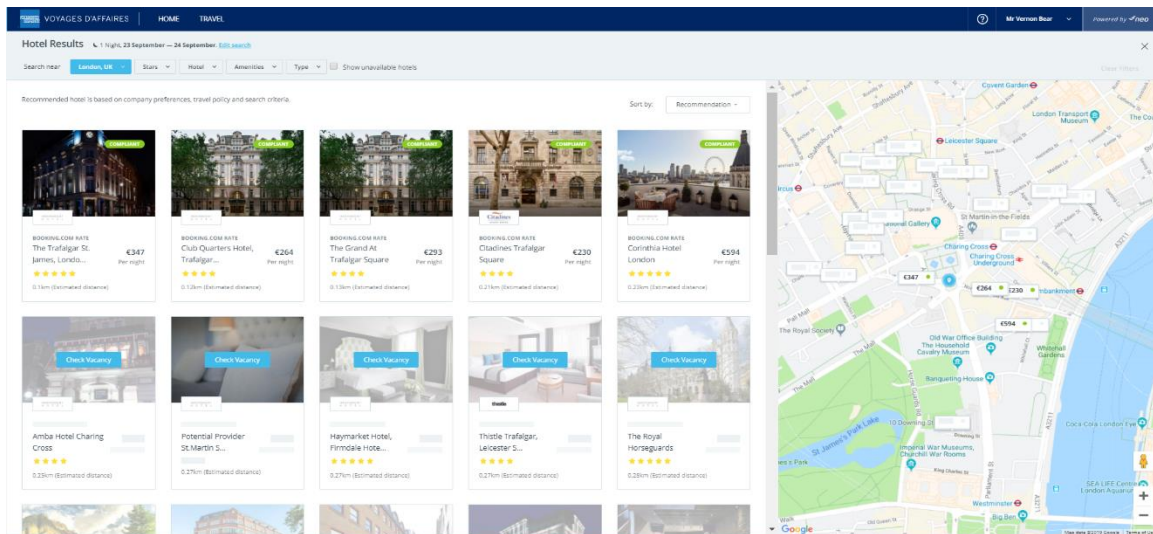
This feature is only available when booking.com direct link is set up as this is the only hotel content that provides Neo with accommodation types.

Hotels and aparthotels will now be recommended to the user in priority over any other accommodations (for instance bed and breakfasts, apartments, inns, villas and bungalows).

The Neo hotel recommendation engine for hotel source booking.com now includes the accommodation type.

This criterion has the same level of importance as the distance.

This feature impacts both door-to-door and single searches.

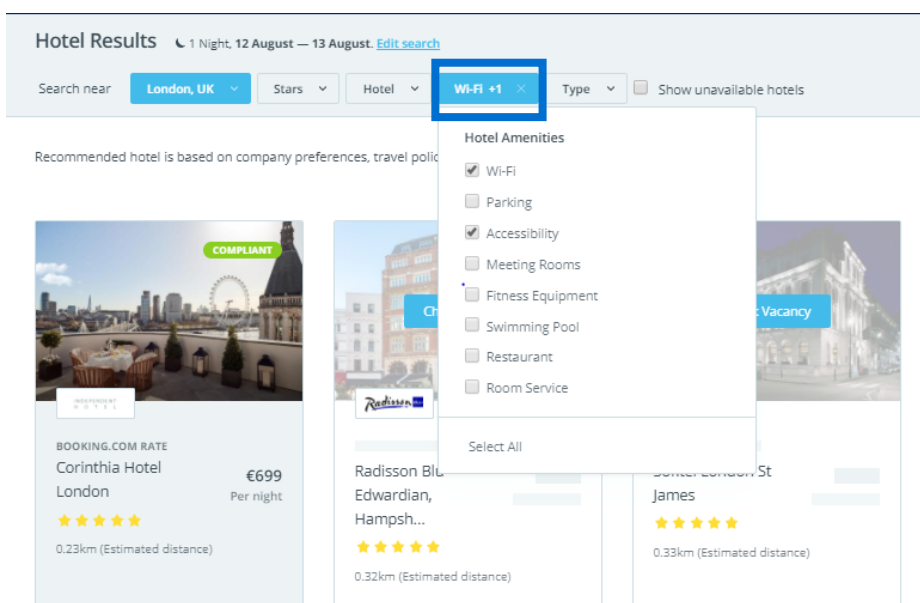


## Hotel search improvement: amenities

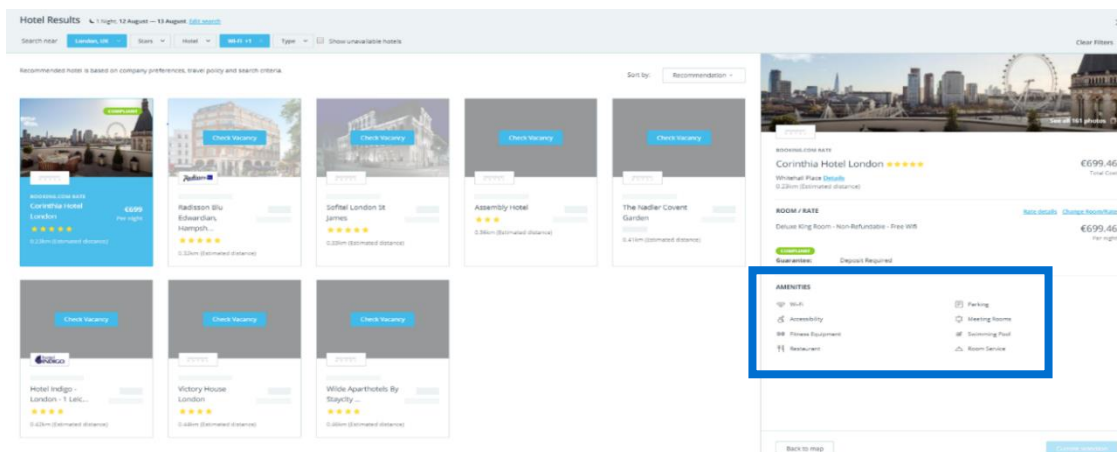
GDS Impacted	All
Country	All
Tier	All
Activation	Automatic for all hotel sources except Amadeus and HotelHub
Pricing	Free of charge
Status	Launched/included in Neo Release 19.3



- › A new filter hotel amenities is available for all hotel sources except Amadeus and HotelHub.



- › The amenities offered by each hotel (for supported hotel suppliers) are clearly displayed to the user, with the appropriate icons and labels displayed in each hotel card.



› Hotel amenities are displayed at hotel room selection too.

Hotel
COMPLIANT

1 NIGHT  
12 August - 13 August

BOOKING.COM RATE  
[Change Room/Rate](#)

€699.46

See all 161 photos

### Corinthia Hotel London ★★★★★

Whitehall Place [Details](#)  
 0.23km (Estimated distance)

**ROOM / RATE**

Deluxe King Room - Non-Refundable - Free Wifi

**€699.46**  
Per night

**Guarantee:** Deposit Required

**AMENITIES**

Wi-Fi	Parking
Accessibility	Meeting Rooms
Fitness Equipment	Swimming Pool
Restaurant	Room Service





## Hotel search improvement hotel description

GDS Impacted	All
Country	All
Tier	All
Activation	Automatic
Pricing	Free of charge
Status	Launched/included in Neo Release 19.3



The hotel description on each hotel card is fully displayed without any need to click on an additional link.

**Important:** The hotel description is limited to 150 characters.

- › Hotel partial description before Neo release 19.3:

ROOM / RATE	<a href="#">Rate details</a>	<a href="#">Change Room/Rate</a>
Standard Queen Room With Queen Size Bed And City <a href="#">More</a>		€141.00 Per night
<b>NON COMPLIANT</b>		
<b>Breakfast:</b>	Included	
<b>Guarantee:</b>	Deposit Required	

- › Hotel full description after Neo release 19.3:

ROOM / RATE	<a href="#">Rate details</a>	<a href="#">Change Room/Rate</a>
Standard Queen Room With Queen Size Bed And City View - Single Occupancy - Free Cancellation - Breakfast Included In The Price - Free Wifi And Cable Television In The Room - Deposit Required		€141.00 Per night
<b>NON COMPLIANT</b>		
<b>Breakfast:</b>	Included	
<b>Guarantee:</b>	Deposit Required	

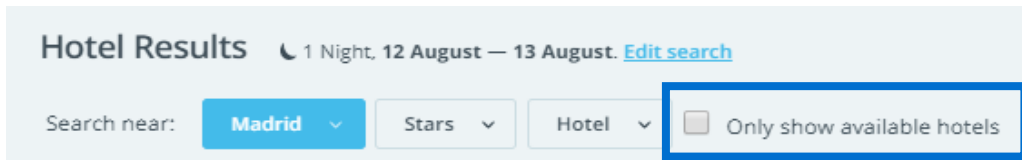
## Hotel search improvement: unavailable hotels

GDS Impacted	All
Country	All
Tier	All
Activation	Automatic
Pricing	Free of charge
Status	Launched/included in Neo Release 19.3

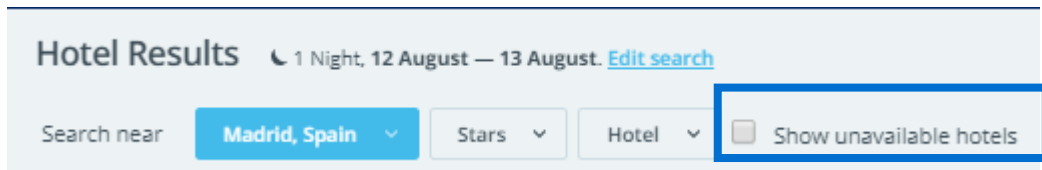


- › The button “Only show available hotels” has been replaced by “Show unavailable hotels”.

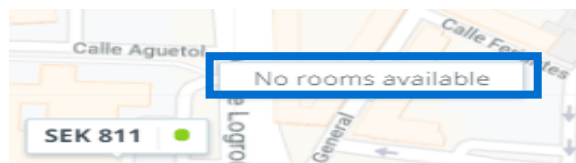
Before Neo release 19.3:



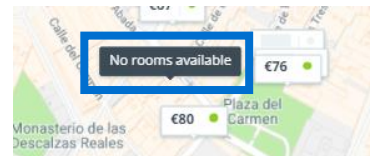
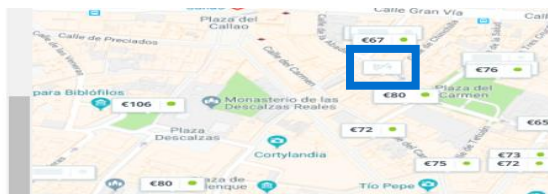
- › After Neo release 19.3:



- › Display of a non-available hotel on the map before Neo release 19.3:



- › Display of a non-available hotel on the map after Neo release 19.3:



If the user hovers the hotel icon on the map, the wording “No rooms available” appears.

### Important:

The box “show unavailable hotels” is deactivated by default. Only hotels with availabilities are displayed.

This filter only impacts the 5 priced hotels. Hotels without any availabilities can still be displayed on the unpriced hotels when user clicks on the “Check vacancy” button.



## Car display order enhancement

GDS Impacted	All
Country	All
Tier	All
Activation	Automatic – On request for additional configuration
Pricing	Free of charge
Status	Launched/included in Neo Release 19.3



The display order has been modified to promote car rentals that are compatible with both the company budget and the travel policy.

- › Before Neo release 19.3 the cheapest fares from the highest category were displayed first.

Change car type

Vehicle Category - Vehicle Transmission -

Vehicle	Rate Type	Conditions	Price
N4 opel vivaro or similar Full-Size elite, Van, Manual, A/C	Public price	Unlimited mileage - Base Rate: 149.57 EUR/day	€358.97 COMPLIANT
N4 opel vivaro or similar Full-Size elite, Van, Manual, A/C	GBT Light France	Unlimited mileage - Base Rate: 149.57 EUR/day	€378.94 COMPLIANT
N4 opel vivaro or similar Full-Size elite, Van, Manual, A/C	GBT All included	Unlimited mileage - Base Rate: 149.57 EUR/day	€446.91 COMPLIANT
C peugeot 2008 or similar Compact, 4-Door, Manual, A/C	Public price	Unlimited mileage - Base Rate: 55.82 EUR/day	€133.97 COMPLIANT
C peugeot 2008 or similar Compact, 4-Door, Manual, A/C	GBT Light France	200 km/day + 0.20 EUR/ - Base Rate: 59.18 EUR/day	€142.03 COMPLIANT

- › After Neo release 19.3, by default, cars are displayed from the cheapest to the most expensive ones all categories combined. Cars are ordered by price and by compliancy.

Change car type

Vehicle Category - Vehicle Transmission -

Vehicle	Rate Type	Conditions	Price
Fiat 500 or similar Mini, 2/4-Door, Manual, A/C	Public price	Unlimited mileage	€174.83 COMPLIANT
Fiat 500 or similar Mini, 2/4-Door, Manual, Multi fuel with A/C	Public price	Unlimited mileage	€182.20 COMPLIANT
Vauxhall corsa or similar Economy, 2/4-Door, Manual, A/C	Public price	Unlimited mileage	€183.43 COMPLIANT
Vw polo or similar Economy, 4-Door, Manual, Multi fuel with A/C	Public price	Unlimited mileage	€195.70 COMPLIANT

- › **Subject to configuration:** a category can be prioritized in a specific location.

That category level will override the price criteria.

For this example, a setting has been created to prioritize economy cars in London. The Neo display starts from the cheapest compliant economy car to the most expensive one [1]. The cars from this category are followed by the other compliant cars all categories combined from the cheapest to the most expensive ones [2].

Change car type

Vehicle Category - Vehicle Transmission -

Vehicle	Rate Type	Conditions	Price
Vauxhall corsa or similar Economy, 2/4-Door, Manual, A/C	Public price	Unlimited mileage	€183.43 COMPLIANT Selected
Vw polo or similar Economy, 4-Door, Manual, Multi fuel with A/C	Public price	Unlimited mileage	€195.70 COMPLIANT Select
Fiat 500 or similar Mini, 2/4-Door, Manual, A/C	Public price	Unlimited mileage	€174.83 COMPLIANT Select
Fiat 500 or similar Mini, 2/4-Door, Manual, Multi fuel with A/C	Public price	Unlimited mileage	€182.20 COMPLIANT Select

- › **Subject to configuration:** this modification in the car display order does not prevent the prioritization of corporate rates over public rates.

A setting has been created to promote corporate rates against public rates. Cars are displayed from the cheapest corporate rates to the most expensive all categories combined.

Change car type

Vehicle Category - Vehicle Transmission -

Vehicle	Rate Type	Conditions	Price
A fiat 500 or similar Mini, 2/4-Door, Manual, A/C	GBT Light France	200 km/day + 0.22 EUR/ - Base Rate: 46.77 EUR/day	€112.25 COMPLIANT Selected
B renault clio or similar Economy, 4-Door, Manual, A/C	GBT Light France	200 km/day + 0.22 EUR/ - Base Rate: 55.04 EUR/day	€132.10 COMPLIANT Select
V kia rio or similar Economy, 4-Door, Manual, Diesel with A/C	GBT Light France	200 km/day + 0.26 EUR/ - Base Rate: 55.55 EUR/day	€133.32 COMPLIANT Select
C peugeot 2008 or similar Compact, 4-Door, Manual, A/C	GBT Light France	200 km/day + 0.26 EUR/ - Base Rate: 59.18 EUR/day	€142.83 COMPLIANT Select
A fiat 500 or similar Mini, 2/4-Door, Manual, A/C	GBT All included	Unlimited mileage - Base Rate: 68.33 EUR/day	€164.80 COMPLIANT Select
D peugeot 308 sw or similar Compact, Wagon/Estate, Manual, A/C	GBT Light France	200 km/day + 0.28 EUR/ - Base Rate: 69.28 EUR/day	€166.27 COMPLIANT Select



# GLOBAL BUSINESS TRAVEL

- › **Subject to configuration:** a car category in a specific location can be prioritized for a company who would like to see the corporate rates promoted.

A setting has been created to promote corporate rates against public rates and to prioritize economy category. Cars are displayed from the cheapest compliant economy corporate cars to the most expensive. Then from the cheapest compliant economy public rates followed by the cheapest to the most expensive public rates all categories combined.

Change car type

Vehicle Category - Vehicle Transmission -

Vehicle	Rate Type	Conditions	Price
<b>B renault clio or similar</b> Economy - 4 Door, Manual, A/C	GBT Light France	200 km/day + 0.22 EUR/ - Base Rate: 55.04 EUR/day	<b>€132.10</b> <small>COMPLIANT</small>
Selected			
<b>V kia rio or similar</b> Economy - 4 Door, Manual, Diesel with A/C	GBT Light France	200 km/day + 0.26 EUR/ - Base Rate: 55.55 EUR/day	<b>€133.32</b> <small>COMPLIANT</small>
Select			
<b>B renault clio or similar</b> Economy - 4 Door, Manual, A/C	GBT All included	Unlimited mileage - Base Rate: 70.83 EUR/day	<b>€170.00</b> <small>COMPLIANT</small>
Select			
<b>V kia rio or similar</b> Economy - 4 Door, Manual, Diesel with A/C	GBT All included	Unlimited mileage - Base Rate: 75 EUR/day	<b>€180.00</b> <small>COMPLIANT</small>
Select			
<b>A fiat 500 or similar</b> Mini, 2/4 Door, Manual, A/C	GBT Light France	200 km/day + 0.22 EUR/ - Base Rate: 46.77 EUR/day	<b>€112.25</b> <small>COMPLIANT</small>
Select			
<b>C peugeot 2008 or similar</b> Compact - 4 Door, Manual, A/C	GBT Light France	200 km/day + 0.26 EUR/ - Base Rate: 58.18 EUR/day	<b>€142.03</b> <small>COMPLIANT</small>

This car display order by price and compliancy impacts car rental for both door-to-door and single searches.



## Confirmation message improvement for partial cancellations (before ticketing)

GDS Impacted	All
Country	All
Tier	All
Activation	Automatic
Pricing	Free of charge
Status	Launched/included in Neo Release 19.3



Displaying messages with clear information improves the user experience by avoiding confusion during the booking process.

The message displayed at the end of the partial cancellation process has been modified.

This modification clearly mentions the type of service that has been cancelled (e.g. flight, train, hotel, taxi, car rental).

- › Before Neo release 19.3, the message is the same for any type of service.



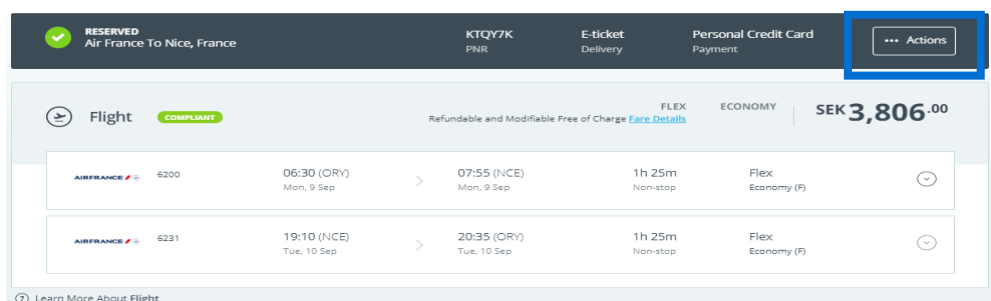
- › After Neo release 19.3, the word "trip" has been replaced by the name of the relevant type of service.

The message is: "Your [service type] has been cancelled."

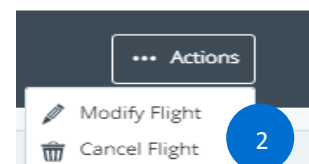
**Important:** No modification is done to the message displayed when an entire trip is cancelled "Your trip has been cancelled".

The new message for partial cancellations is displayed for both single and door to door searches.

For a partial cancellation of the trip, please click on the "Actions" button situated on the top right side of the type of service booked (air, rail, hotel, car, taxi) [1].

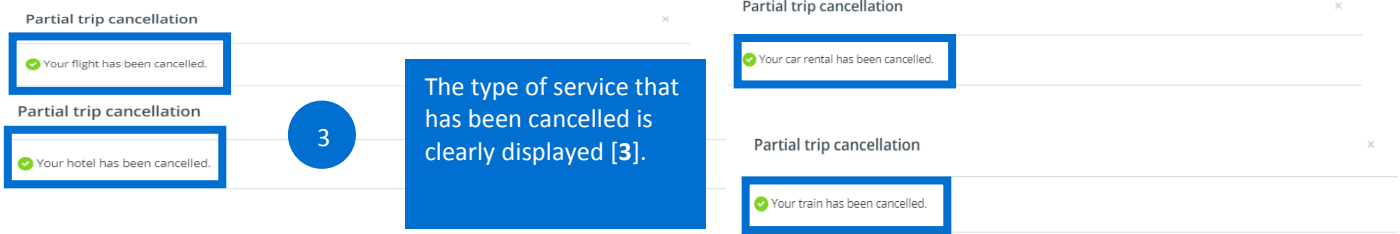


Click on "Cancel flight", "Cancel hotel", "Cancel train", "Cancel car rental" or "Cancel taxi" depending on the type of service you would like to cancel [2].





# GLOBAL BUSINESS TRAVEL



**Note:** this feature is only available before ticketing as GBT User Acceptance Testing Team is still working to validate the post ticketing cancellations.

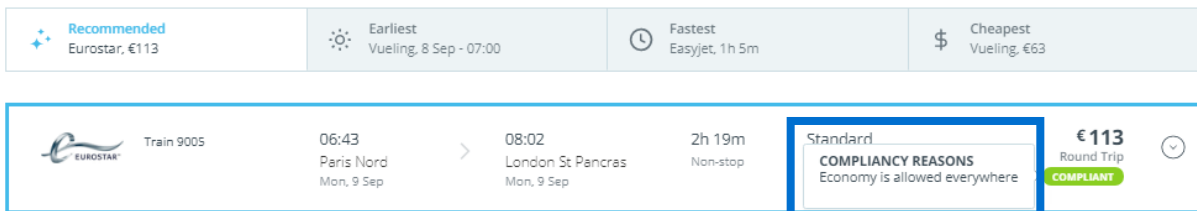
## Compliance reasons displayed in tooltips

GDS Impacted	All
Country	All
Tier	All
Activation	Automatic
Pricing	Free of charge
Status	Launched/included in Neo Release 19.3



Displaying information about compliance within the search results gives users a better understanding of the company policies.

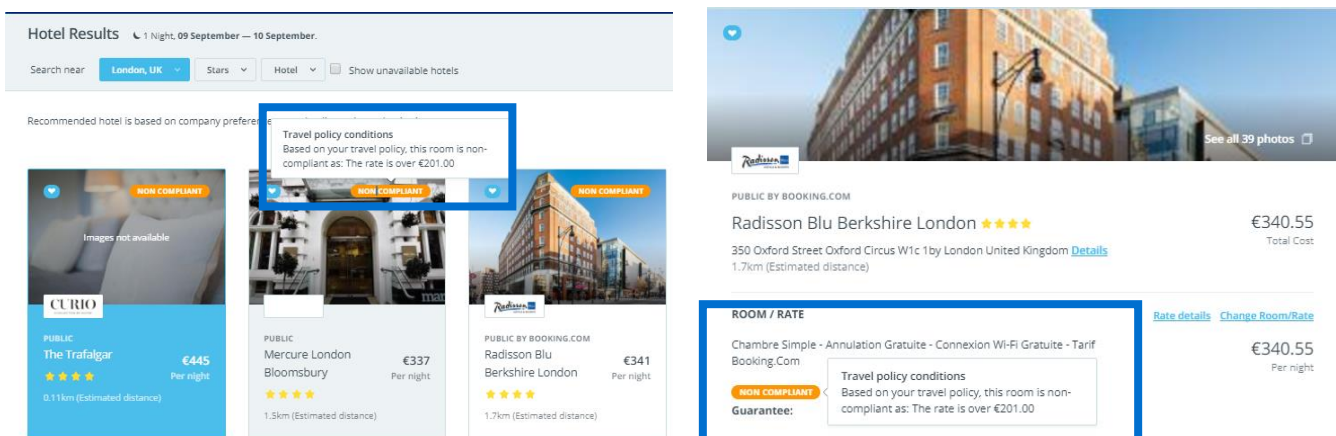
Information about the reasons why a hotel or a transport (air or rail) is compliant to the company policy or not, is now displayed along with the compliance badge within a tooltip.



The screenshot shows a search bar with filters: Recommended Eurostar, €113; Earliest Vuelling, 8 Sep - 07:00; Fastest Easyjet, 1h 5m; Cheapest Vuelling, €63. Below is a search result for Eurostar Train 9005, Paris Nord to London St Pancras, 06:43 to 08:02, 2h 19m non-stop. A 'Standard' compliance badge is highlighted with a blue box, and a tooltip shows the reason: 'COMPLIANCE REASONS: Economy is allowed everywhere'. The badge also shows '€113 Round Trip' and 'COMPLIANT'.

Desktop: When the user hovers over the compliance badge with his mouse, the compliance information appears in an informative pop-in.

This information is displayed both in the search result badge and when the result card appears on the map section.



The screenshot shows hotel search results for 'Hotel Results' in London, UK, for 1 night from 09 September to 10 September. Three search result cards are shown, each with a 'NON COMPLIANT' badge. A tooltip for the first card shows: 'Travel policy conditions: Based on your travel policy, this room is non-compliant as: The rate is over €201.00'. The detailed result card for Radisson Blu Berkshire London shows a 'NON COMPLIANT' badge with a tooltip: 'Travel policy conditions: Based on your travel policy, this room is non-compliant as: The rate is over €201.00'. The badge also includes a 'Guarantee:' section.

Mobile / Tablet: The information appears when the user taps on the compliance badge.

This feature applies to the search results for transport and hotels.

It is available on all devices (desktop, tablet, mobile).





## Improvement of the password forgotten feature

GDS Impacted	All
Country	All
Tier	All
Activation	Automatic for companies using Outlook email system
Pricing	Free of charge
Status	Launched/included in Neo Release 19.3



When the user clicks on “forgot password” [1], he must fill his username and email address into the relevant fields [2] and click on “send new password”. A confirmation pop up is displayed informing that a new password has been sent to that email address [3]. The user receives the temporary password [4].

The user copies the temporary password from the notification email and pastes it to the password field [5].

The “forgot password” feature enhancement is only related to step [5].

Even if a space was included within the temporary password that has been copied by the user from the notification email, it will be automatically removed by the system when pasted to the password field.

User will need to fill old and new password to log to Neo again [6].

**Important:** Please note that this enhancement impacts Outlook users only. All other email systems used can disregard this enhancement.

The screenshots illustrate the following steps:

- User clicks on "Forgot Password?" on the login page.
- User fills in their username and business email address in the "Trouble Accessing Your Account?" form and clicks "Send new password".
- User receives a confirmation message: "Confirmation. A new temporary password has just been sent to your email address. You need to customise your password after you log on."
- User receives an email notification from KDS Corporate containing the temporary password.
- User pastes the temporary password into the password field on the login page.
- User is prompted to change their password by filling in their old password and a new password in the "Mr Vernon Bear, please change your password" form.



## Neo homepage for disabled users

GDS Impacted	All
Country	All
Tier	All
Activation	Automatic
Pricing	Free of charge
Status	Launched/included in Neo Release 19.3

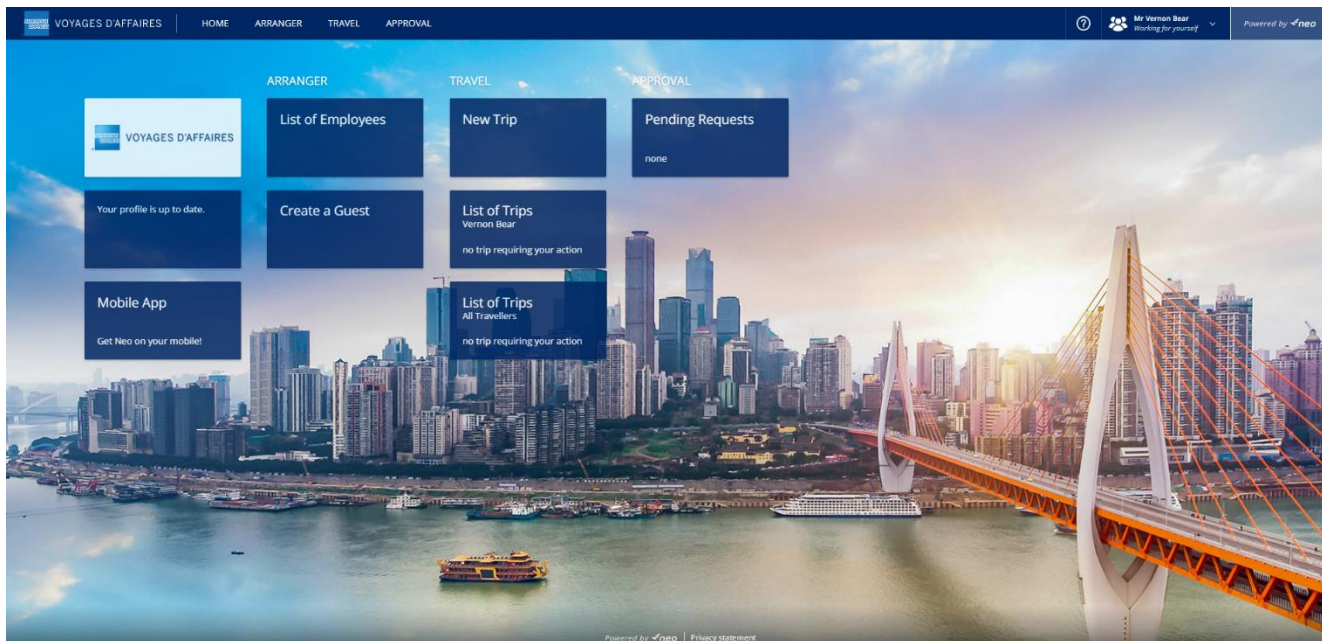


Improving new ways of navigation on the homepage ensures that all users can access Neo.

Instead of using a standard computer mouse, disabled users can now use the following for navigating within the Neo homepage:

- › Keyboard: using tab, shift tab and the return key.
- › Alternative pointing device.
- › Screen reading device.
- › Navigating software.

Using the **tab** to go from a menu to another one or from a tile to another. Using **shift tab** to go back to the previous tile. Then use the return key.



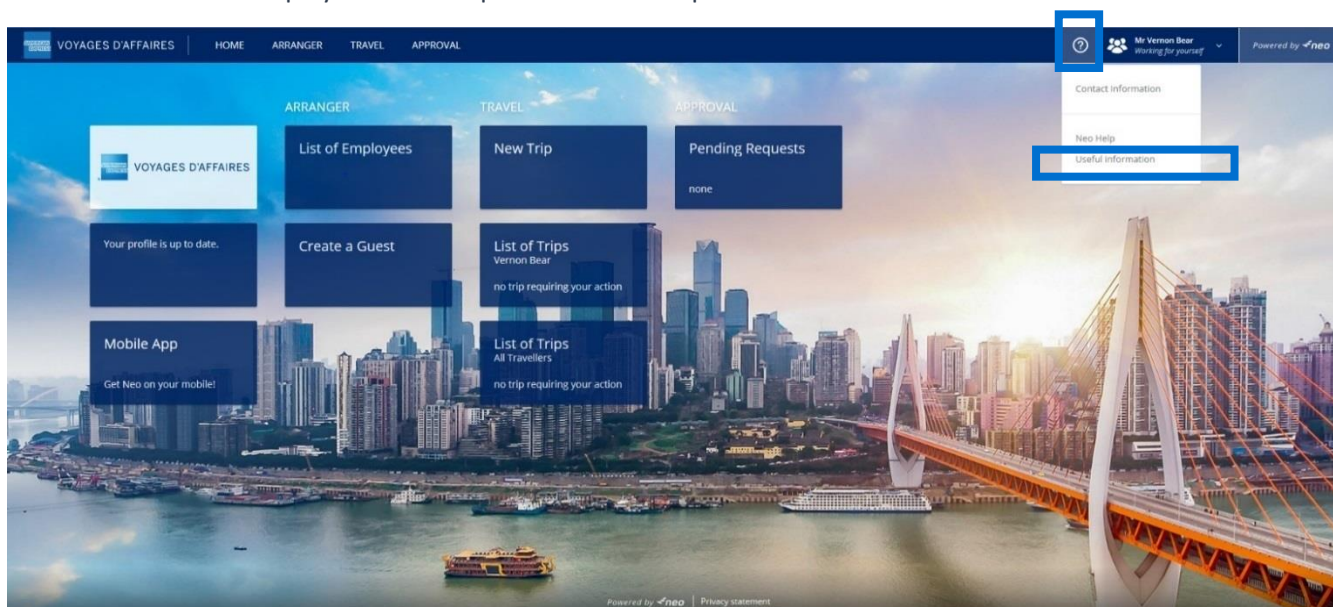


## Resources link name change

GDS Impacted	All
Country	All
Tier	All
Activation	Automatic
Pricing	Free of charge
Status	Launched/included in Neo Release 19.3



The “Resources” link displayed into the question mark drop down list has been renamed to “Useful information”.



“Useful information” link allows to access documentation as follows:

### Useful information

Click on the link below to access all quick cards about main features available in Neo:

<https://www.gbtplatforms.com/connect/kdsuserguides.php>

To access airlines online check in, please click on the link below:

[https://www.gbtplatforms.com/upload/airline\\_webcheckin.pdf](https://www.gbtplatforms.com/upload/airline_webcheckin.pdf)

Use of this tool is subject to the [Digital Services User Terms](#) and the [Global Privacy Statement](#)

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Close

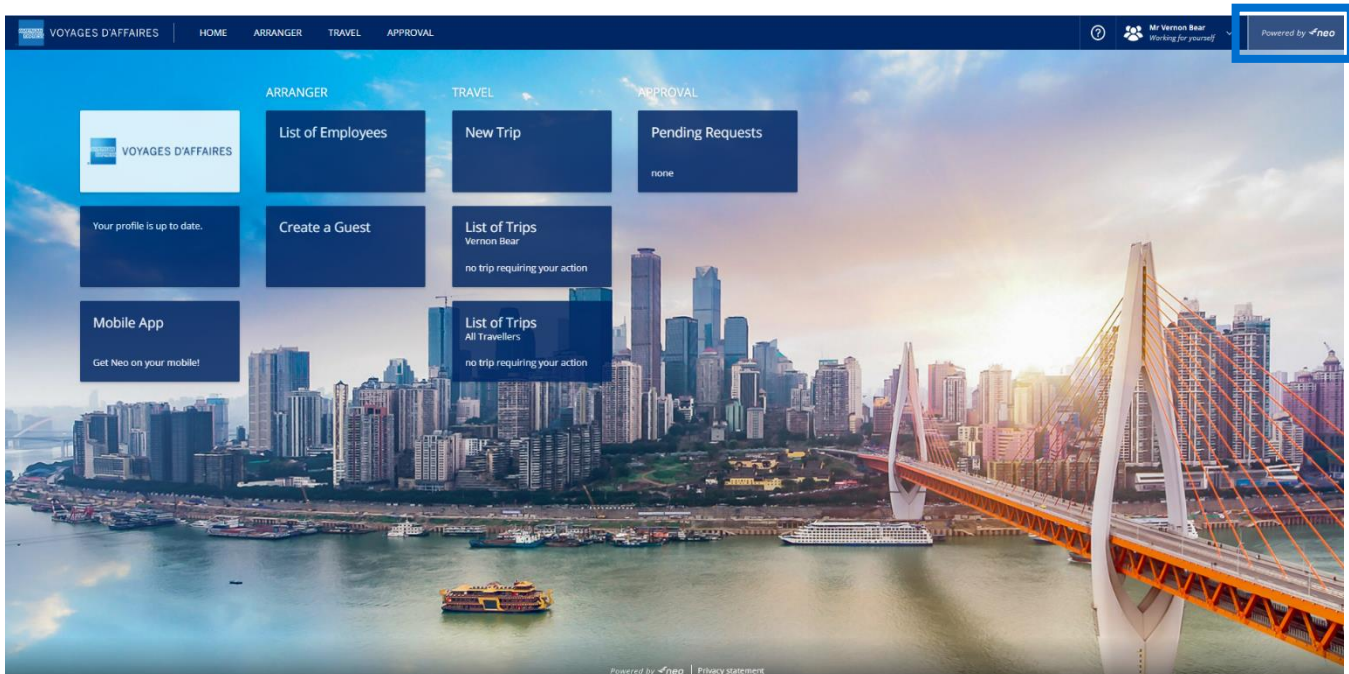


## Neo logo

GDS Impacted	All
Country	All
Tier	All
Activation	Automatic
Pricing	Free of charge
Status	Launched/included in Neo Release 19.3



The logo "Powered by KDS Neo" has been replaced by "Powered by Neo".



## Define mandatory field in user profile

GDS Impacted	All
Country	All
Tier	All
Activation	On request
Pricing	Free of charge
Status	Launched/included in Neo Release 19.3



Indicating mandatory information when completing user profiles in Neo enhances the workflow and ensures that all mandatory information is collected to make the booking.

It is now possible to indicate which information must be included in a Neo user profile by adding a red asterisk next to the information field.

Once the profile field is set up as mandatory, a red asterisk appears in front of the title on the page for the Neo user profile:

### Business Information

Business Phone:	+ ( ) -
Business E-mail:	
Business Fax:	+ ( ) -
<b>* Business Mobile:</b>	+ ( ) -

I have read and accept the Global Business Travel Data Privacy Statement (please check the Resources section by clicking on the button on the top right in the menu bar):.

I have read and accept the Global Business Travel Data Privacy Statement (please check the Resources section by clicking on the button on the top right in the menu bar).

If the user tries to add some information but the mandatory profile field is not completed then she/he is not able to save the updates and she/he will receive the following error message:

**The 'Business Mobile' field is mandatory**

**Please check that your first name and last name below exactly match the spelling in your Passport. Please also make sure your profile contains a mobile or business phone number.**

<b>Business Information</b>	
Business Phone:	+ ( ) -
Business E-mail:	test@amexgbt.com
Business Fax:	+ ( ) -
<b>* Business Mobile:</b>	+ ( ) -

I have read and accept the Global Business Travel Data Privacy Statement (please check the Resources section by clicking on the button on the top right in the menu bar):.

I have read and accept the Global Business Travel Data Privacy Statement (please check the Resources section by clicking on the button on the top right in the menu bar).



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Once mandatory information is filled in, user will be able to save the relevant section of the profile.

**Note:** The red asterisk is displayed when the user edits the relevant section (not on profile summary page):

**Business Information** Update

Business Phone:	Business E-mail: test@amexgbt.com
Business Fax:	Business Mobile: +33(6)12345678

I have read and accept the Global Business Travel Data Privacy Statement (please check the Resources section by clicking on the button on the top right in the menu bar):

At this step, if the mandatory information is not filled in the profile, the user will not be prevented from booking a trip nor saving other sections of her/his profile. This will come at a later stage.

For more information about this functionality, please contact your GBT Account Manager.

## Import PNR

GDS Impacted	Amadeus	
Country	UK	
Tier	Gold for new implementations. All tiers for existing sites.	
Activation	On request	
Pricing	Additional charge may apply – please check with your account manager.	
Status	Launched/included in Neo Release 19.3	

- › Neo PNR Import is a feature that allows bookings made offline with your travel agency (by phone and/or by email) to be imported back into Neo. All your trips will be centralized under the same repository: “My trips”.
- › If your imported booking is modified / cancelled by your offline travel agency you will see those changes in Neo.
- › **Note:** Users will not be able to take any action once the booking is imported back into Neo. It is displayed for information purposes in read only mode.
- › Imported bookings are displayed in the “my trips” [1] section in Neo. They can easily be identified by the “system” [2] wording used in the booker column.

My Trips 1 Travel Policy non compliant

Filter Current All

All | None Cancel Booking Duplicate Delete Convert into template

	Name	Departure	Travellers	Booker	Price
<input type="checkbox"/>	<b>Rennes 24/01/2017</b> Cancelled	24/01/2017	Mr Vernon UAT Bear	System	142.00 EUR
<input type="checkbox"/>	<b>Francfort 15/02/2017 (YHRSSM)</b> Booked	15/02/2017	Mr Vernon UAT Bear	System	1,034.82 EUR

## New tile for Neo mobile on the homepage

GDS Impacted	N/A
Country	All
Tier	All
Activation	Automatic (if Neo mobile is activated on your site)
Pricing	Free of charge
Status	Launched/included in Neo Release 19.3



Informing the users about Neo Mobile directly on the homepage will help users to understand the application, and its different assets.

A pop-in is displayed when the Mobile App tile [1] is clicked on.

This pop-in contains important information for users, helping users learn about the advantages of Neo Mobile.

**Note:** This new tile will not be displayed if Neo mobile is not activated on your site. Please contact your GBT Account Manager if you would like to get the Neo mobile enabled.

From the informative pop-in, it is also possible to download the Neo Mobile app on Google Play or on the Apple App Store. By clicking on **Activate a new device [2]**, users land on the profile page where they can go through the activation process [3].

User Profile  
Mr BEAR VERNON > General

**Please check that your first name and last name below exactly match the spelling on your Passport. Please also make sure your profile contains a mobile or business phone number.**

<b>User Profile</b>		<a href="#">Update</a>
Title: Mr	<a href="#">Change password</a>	
Last Name: VERNON	User's Group: ZZ-BE_LU Test	
First Name: BEAR	Gender:	
Birth Date:		
<b>Personal Address</b>		<a href="#">Update</a>
Address:		

- General
- Preferences
- Cards
- Passports
- Delegation

**Neo Mobile**

[+ Get it on a new device](#)

Last login date: 09/07/2019 09:43:29


Powered by Neo





## Display Blue Chips for activated filters (tablet/mobile)

GDS Impacted	All
Country	All
Tier	All
Activation	Automatic – only when using Neo mobile
Pricing	Free of charge
Status	Launched/included in Neo Release 19.3



For greater ease of use and a more engaging user experience, the filters used during a search are indicated directly on the user interface at a first glance.

The filters which are used during a search are now displayed on top of the filter page for mobile and tablet. They are materialized by blue chips.

The blue chips are displayed on top of the results page on mobile and tablet.

From the blue chips, it is also possible to cancel individual filters by clicking on the cross.

