



# GLOBAL BUSINESS TRAVEL

## Release Notes 19.4

Neo - Travel and Expense 19.4  
October 2019



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# EXPENSE



## [Expense] Add a receipt with drag and drop

GDS Impacted	N/A
Country	All
Tier	All
Activation	Automatic if Neo Expense enabled
Pricing	Free of charge
Status	Launched / Included with 19.4 release

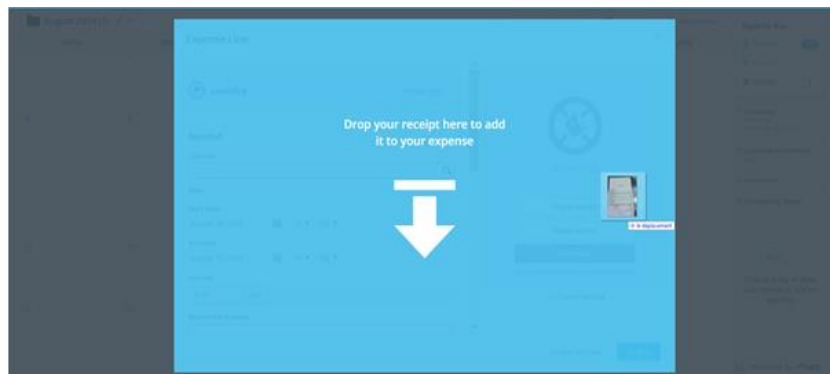


### Overview

To provide a more satisfactory user experience by making expense lines easier to create.

### What's New?

Users can now drag and drop a receipt from their computer directly into the expense form. The receipt is then automatically attached to the expense.



**Note:** This applies to both optional and mandatory receipts.

The receipt must be saved on the user's computer. It is not possible to drag and attachment into Neo.

### Scope

This feature applies to draft expense lines requiring a receipt.

## [Expense] Using drag and drop to create an expense line

GDS Impacted	N/A
Country	All
Tier	All
Activation	Automatic if Neo Expense enabled
Pricing	Free of charge
Status	Launched / Included with 19.4 release

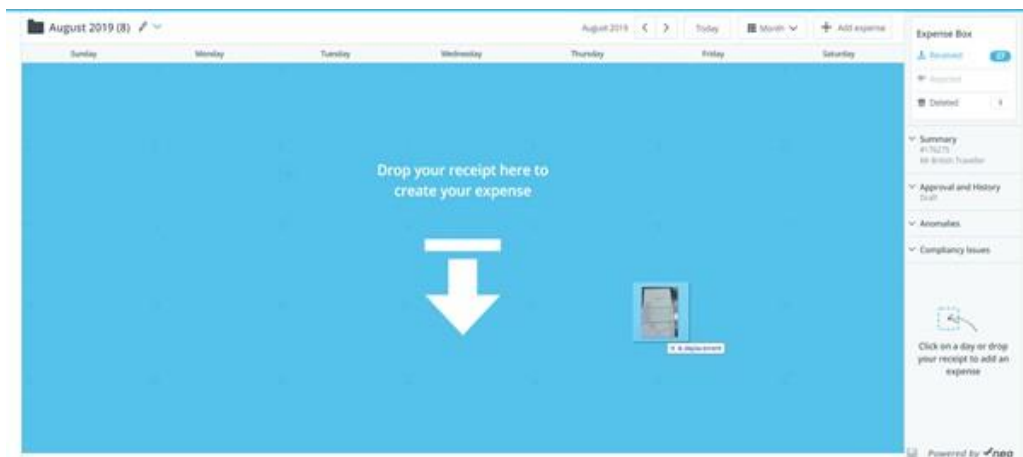


### Overview

By making expense lines easier to create the user experience is enhanced.

### What's New?

From the calendar view, or list view, it is now possible to drag and drop a receipt into Neo to create an expense line.



### Example:

A user receives a hotel receipt by e-mail. This receipt is then saved on their computer.

From the computer file, it is dragged then dropped to create an expense line.

As the OCR setting is activated for the company, the expense line will be pre-populated with the receipt and the information by OCR.



## Scope

This feature applies to Neo expense.

This feature applies when OCR is activated for the sub-unit.

If OCR is deactivated, the drag and drop option will not be available.

## [Expense] Saving the last opened view

GDS Impacted	N/A
Country	All
Tier	All
Activation	Automatic if Neo Expense enabled
Pricing	Free of charge
Status	Launched / Included with 19.4 release



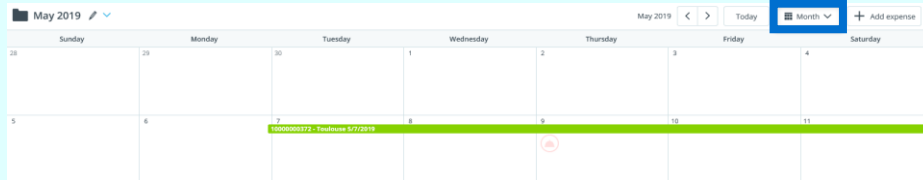
### Overview

To improve user satisfaction, the previously selected view (month, list, or week) in Neo expense is displayed each time an expense report is opened.

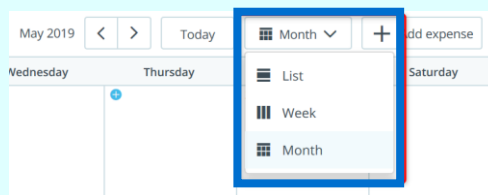
### What's New?

When the Expense Reports page is reopened, the preferred view will be visible instead of the default view for month.

It is possible to choose the view type from the drop-down menu available at the top of the calendar view:



Drop down menu:



### Scope

This feature applies to the expense reports in Neo expense.



## [Expense] New calendar date picker

GDS Impacted	N/A
Country	All
Tier	All
Activation	Automatic if Neo Expense enabled
Pricing	Free of charge
Status	Launched / Included with 19.4 release



### Overview

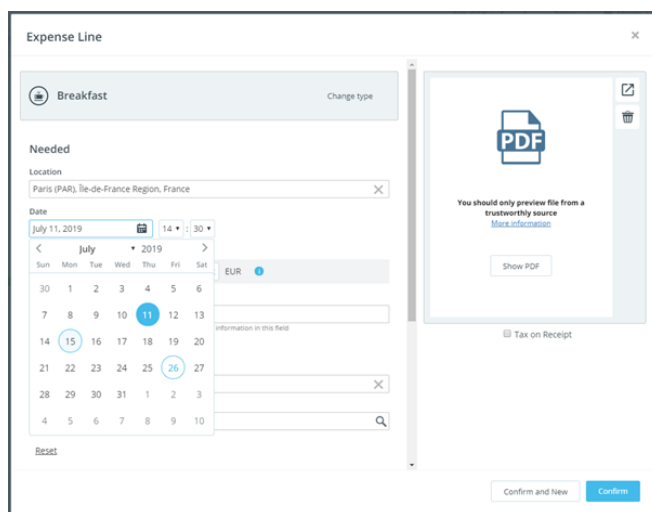
Creating an easier way to select the date in Neo expense saves time for the user and enhances the general user flow.

### What's New?

A new date picker is available in Neo expense.

With this date picker, the potential need of changing up to 3 different information fields (day / month / year) is avoided during the creation of an expense

The user is now able to pick a date directly within a calendar:



*New Date Picker*

11

Indicates the date selected for the expense line.

15

Date which is being hovered over by the user.

26

Represents the current date.



## GLOBAL BUSINESS TRAVEL

**Important:** The date limits for the system have been implemented within the new date picker. It is not possible to choose a date prior to 1 January of the preceding year. Also, it will not be possible to choose a date more than 6 months into the future from the date.


### Scope

This feature applies to any field containing dates within Neo expense. Note: Also applicable within the Auto Create a Report process.



**[Expense] "Diduenjoy": Measuring user satisfaction**

GDS Impacted	N/A
Country	All
Tier	All
Activation	Automatic if Neo Expense enabled
Pricing	Free of charge
Status	Launched / Included with 19.4 release



**Overview**

By measuring the user satisfaction for end-users, it is possible to obtain immediate statistics on the use of Neo, and therefore better understand the effects of our product and help teams make further enhancements.

**What's New?**

A survey, Diduenjoy, composed of several questions concerning the user's experience with Neo will be made available when the user submits an expense report.

The results of this survey will be available and distributed for internal use only, and on a regular basis.

**QUESTION 2 / 5**

Are you satisfied with its response time?



**Scope**

The survey for "Did You Enjoy" will be made available first for Neo Expense (Neo Travel to come later).

# NEO MOBILE APP





## **Disclaimer**

Important changes and enhancements have been made to the Neo mobile application in 19.4.

As a result, it is recommended that you update Neo Mobile to benefit from the new features.



## [Mobile] Technical Support for Android and iOS

GDS Impacted	N/A
Country	All
Tier	All
Activation	Automatic
Pricing	Free of charge
Status	Launched / Included with 19.4 release



### Overview

Enable better support for the Neo mobile application.

### What's New

From 19.4 the following will be supported by Neo mobile:

- Android: versions 5.0 and newer
- iOS: versions 11 and newer

### Scope

This feature affects software support for Neo mobile.

## [Mobile] New tab “My expenses”

GDS Impacted	N/A
Country	All
Tier	All
Activation	Automatic if Neo Expense enabled
Pricing	Free of charge
Status	Launched / Included with 19.4 release



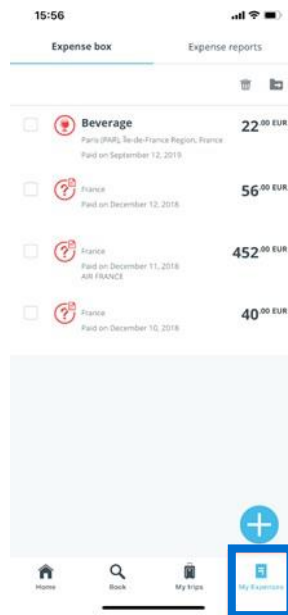
### Overview

Easier navigation by allowing the user to manage expenses with one tab.

### What's New?

The Expense box and Expense reports tabs have been merged into one tab called My Expenses.

When the user clicks on My Expenses, direct access is given to their expense reports and expense lines.



### Scope

This feature applies to travelers using Neo mobile.



## [Mobile] Management of expense lines in the Expense Box

GDS Impacted	N/A
Country	All
Tier	All
Activation	Automatic if Neo Expense enabled
Pricing	Free of charge
Status	Launched / Included with 19.4 release

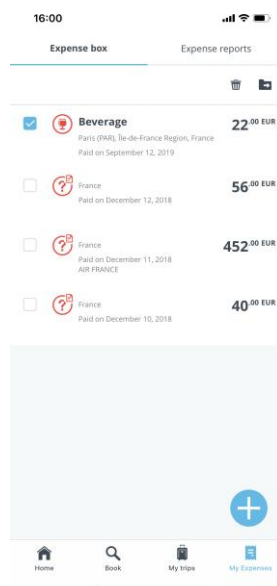


### Overview

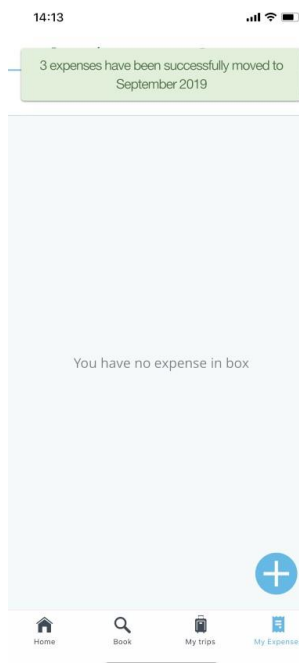
Expense lines have been made easier to manage for users in Neo mobile.

### What's New?

Users can move one or more expense lines from the Expense Box to a new or existing Expense Report.







## Scope

This feature is for Neo Mobile.

Important: This feature is only available when the user is online.



## [Mobile] Expense form parity

GDS Impacted	N/A
Country	All
Tier	All
Activation	Automatic if Neo Expense enabled
Pricing	Free of charge
Status	Launched / Included with 19.4 release



### Overview

The creation of expense lines has been improved for Neo Mobile by making the mobile application consistent with the desktop version.

### What's New?

The expense line form now has the same number of information fields available in the Neo mobile application as it does for the desktop version.

There are two procedures for creating an expense line in the Neo mobile application:

#### Creating an expense line (without scanning the receipt):

1. The expense type is selected.
2. The expense form must be filled in and validated.
3. The expense line is then found in the Expense Box.

12:11 📶 📶 🔋

Expense Line ✕

🍷 Beverage ✎

**Needed**

**Location**  
 ✕

**Date**  
 22 Apr 2019 📅 12 : 15

**Amount**  
 EUR

**Reason**

**Distribution**

**Projet**  
 🔍

**Color**  
 🔍

**Global Shape**  
 🔍

Add Expense

🏠 Home
🔍 Book
📅 My trips
📄 My Expenses

## Creating an expense line by scanning a receipt:

1. A photo of the receipt for the expense is taken.
2. Selection of the expense type.
3. Using OCR, the receipt is scanned.
4. The expense form must be filled in and validated.
5. The expense line is then found in the Expense Box.



## [Mobile] Loading spinner added

GDS Impacted	N/A
Country	All
Tier	All
Activation	Automatic
Pricing	Free of charge
Status	Launched / Included with 19.4 release

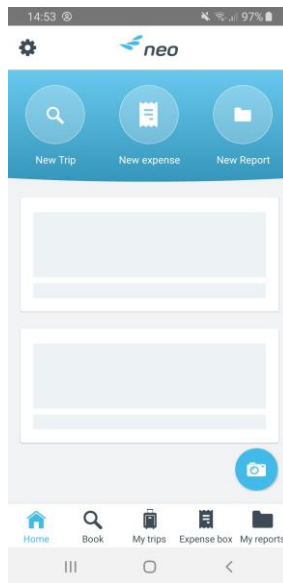


### Overview

The perception if the loading time has been improved for users.

### What's New?

A loading spinner has been added to the Neo mobile application homepage. This spinner indicates that content is being loaded.



### Scope

This feature affects the Neo mobile application.




# TRAVEL





## [Air] Detailed Seat Map

GDS Impacted	Sabre and Amadeus
Country	UK – Greece for Sabre. The other countries for Amadeus.
Tier	All
Activation	Automatic
Pricing	Free of charge
Status	Launched / Included with 19.4 release



### Overview

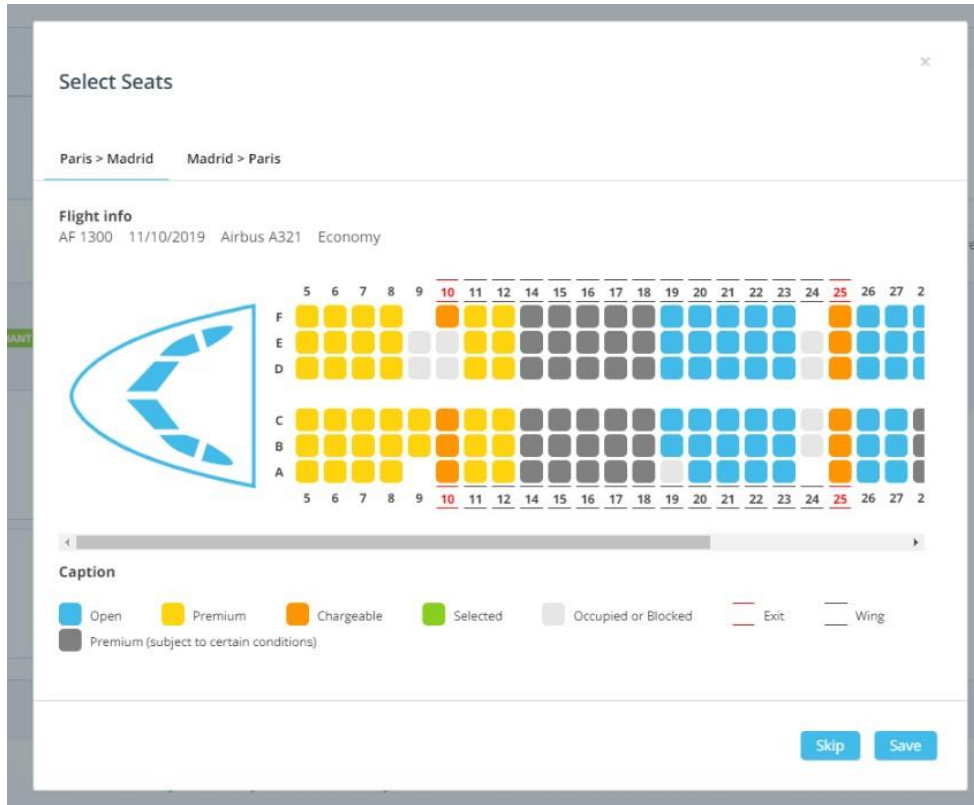
Display of information of seat status provides an enhanced user experience.

### What's New?

Previously, the seats were displayed as available or occupied. Additional information is now displayed for the user to show chargeable or premium seats.

Status now displayed on the seat map:

- Available seats
- Occupied seats
- Premium seats (i.e. those with conditions attached such as frequent flyer status or those which may require additional payment to reserve that specific seat)



*Seat Map*

## Scope

This feature is available for Amadeus and Sabre.

For Sabre, if a traveler has a specific loyalty card, premium seats will be displayed in yellow as shown above.



## [Air] Onboard Services

GDS Impacted	All
Country	All
Tier	All
Activation	Automatic
Pricing	Free of charge
Status	Launched / Included with 19.4 release



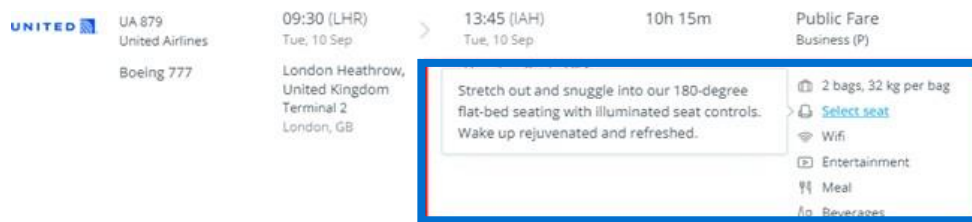
### Overview

More information is provided by the airlines for the selected cabin class to ensure a more satisfactory onboard experience.

### What's New?

The services available on board are now displayed according to the selected cabin class.

When the user hovers over the services proposed on a flight, a pop-in displays a detailed description:



*Display of onboard services*

Note: As the description is provided by the supplier directly and not Neo, when no description is available in the language in which Neo is used, the description will be provided in English.

### Supported services include:

- Power outlets / Beverages / Meals / Seat / Entertainment / WiFi

### Scope

This feature applies to transport services and completes the improvements made for SNCF which were delivered in the 19.3 version.

Important: Onboard services are dependent on the airline.



## [Car Rentals] Extended car rental suppliers

GDS Impacted	All
Country	All
Tier	All
Activation	Automatic
Pricing	Free of charge
Status	Launched / Included with 19.4 release



### Overview

Displaying more rates for car rental suppliers in the result page provides an improved user experience.

The choice between the different car rental suppliers can be done quicker.

### What's New?

From 19.4, more car rental suppliers are automatically priced when accessing the alternative page.

Up to 5 suppliers are now automatically priced.

### Scope

This feature applies to car rental suppliers in single searches and door-to-door searches.

Car Rental **COMPLIANT** GBT LIGHT FRANCE [Rate details](#) | [Change car type](#) **MINI** €112.25

**PICK UP AT HERTZ**  
HERTZ - 75-74 Av Aristide Briand 75201 Paris, France  
[Car vendor information](#)

**DROP OFF AT HERTZ**  
HERTZ - 75-74 Av Aristide Briand 75201 Paris, France  
[Car vendor information](#)

Vehicle Category: Mini, 2/4-Door, Manual, A/C  
Vehicle Type: A FIAT 500 OR SIMILAR  
Price Details: 200 km/day + 0.22 EUR - Base Rate: 46.77 EUR/day

2 December 2019 - 09:35  
Pick up Time

3 December 2019 - 18:20  
Drop Off Time

0km  
Est'd Distance

0km  
Est'd Distance

[Select](#)

Car Rental **COMPLIANT** PUBLIC PRICE [Rate details](#) | [Change car type](#) **ECONOMY** €89.98

**PICK UP AT SIXT**  
SIXT - 1 Blvd Sebastienopol 75 Boulevard Sebastienopol  
[Car vendor information](#)

**DROP OFF AT SIXT**  
SIXT - 1 Blvd Sebastienopol 75 Boulevard Sebastienopol  
[Car vendor information](#)

Vehicle Category: Economy, 4-Door, Automatic, Electric with A/C  
Vehicle Type: SMART EQ 1.080 CULR  
Price Details: 500 km + 0.24 EUR

2 December 2019 - 09:35  
Pick up Time

3 December 2019 - 18:20  
Drop Off Time

0.39km  
Est'd Distance

0.39km  
Est'd Distance

[Select](#)

Car Rental **COMPLIANT** PUBLIC PRICE [Rate details](#) | [Change car type](#) **MINI** €107.90

**PICK UP AT EUROPCAR**  
EUROPCAR - Gare De Lyon - rive- 75012 Paris, France  
[Car vendor information](#)

**DROP OFF AT EUROPCAR**  
EUROPCAR - Gare De Lyon - rive- 75012 Paris, France  
[Car vendor information](#)

Vehicle Category: Mini, 2-Door, Manual, A/C  
Vehicle Type: RENAULT TWINGO OR SIMILAR  
Price Details: 500 km + 0.44 EUR

2 December 2019 - 09:35  
Pick up Time

3 December 2019 - 18:20  
Drop Off Time

1.8km  
Est'd Distance

1.8km  
Est'd Distance

[Select](#)

Car Rental **COMPLIANT** PUBLIC PRICE [Rate details](#) | [Change car type](#) **MINI** €98.21

**PICK UP AT BUDGET**  
BUDGET - Gare De Lyon, Galerie Marchande Rd, 75012 Paris, France  
[Car vendor information](#)

**DROP OFF AT BUDGET**  
BUDGET - Gare De Lyon, Galerie Marchande Rd, 75012 Paris, France  
[Car vendor information](#)

Vehicle Category: Mini, 2-Door, Manual, A/C  
Vehicle Type: REFER TO POLICY PAGE CP0ZD000VEH  
Price Details: Unlimited mileage - Base Rate: 49.51 EUR/day

2 December 2019 - 09:35  
Pick up Time

3 December 2019 - 18:20  
Drop Off Time

2km  
Est'd Distance

2km  
Est'd Distance

[Select](#)

Car Rental **COMPLIANT** PUBLIC PRICE [Rate details](#) | [Change car type](#) **MINI** €96.24

**PICK UP AT ALAMO**  
ALAMO - Gare De Lyon Sncl Rts 193 7 Rue De Bercy Tour Gamma, 75012 Paris, France  
[Car vendor information](#)

**DROP OFF AT ALAMO**  
ALAMO - Gare De Lyon Sncl Rts 193 7 Rue De Bercy Tour Gamma, 75012 Paris, France  
[Car vendor information](#)

Vehicle Category: Mini, 2/4-Door, Manual, A/C  
Vehicle Type: RENAULT TWINGO OR SIMILAR  
Price Details: Unlimited mileage - Base Rate: 48.12 EUR/day

2 December 2019 - 09:35  
Pick up Time

3 December 2019 - 18:20  
Drop Off Time

2.1km  
Est'd Distance

2.1km  
Est'd Distance

[Select](#)

## [GDS] Universal API: Shopping for hotels and car rentals

GDS Impacted	Galileo
Country	Italy
Tier	All
Activation	Automatic
Pricing	Free of charge
Status	Launched / Included with 19.4 release



### Overview

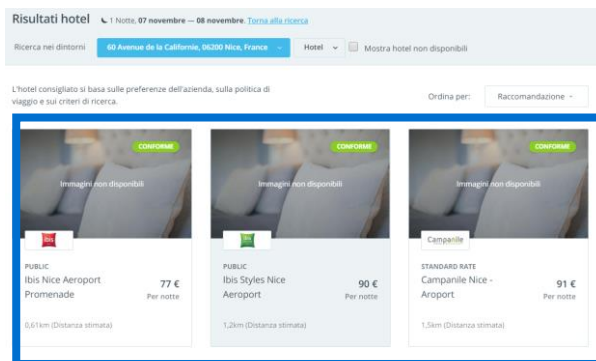
The migration to the Universal API will give clients access to even more content with further developments made in 19.4.

### What's New?

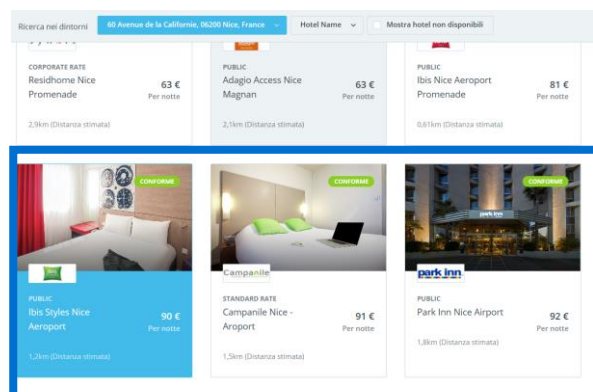
Content for hotels and car rentals, such as photos of hotels, is now available via Universal API.

This technical migration will only be covering the availability part (air availability was already delivered in previous release – 19.3).

### Before ...



### After ...



### Scope

This feature impacts Galileo GDS.

## [Hotel] Extended Hotel Pricing

GDS Impacted	HotelHub, Amadeus, Sabre, Galileo, HCorpo direct link, Booking.com direct link
Country	All
Tier	All
Activation	Automatic
Pricing	Free of charge
Status	Launched / Included with 19.4 release



### Overview

Following the launch of this feature for certain pilot users in 19.3, the display of more priced hotels has been made automatic.

### What's New?

From 19.4, 12 priced hotels will be displayed, if allowed by the user's resource. (See list of suppliers in Scope).

### Before with 5 automatically priced hotels ...

Hotel Results 1 Night, 22 October — 23 October. [Edit search](#)

Search near: **Strasbourg, France** Stars Hotel Amenities Type Only show available hotels

Recommended hotel is based on company preferences, travel policy and search criteria.

Sort by: Recommendation

Hotel Name	Price (Per night)	Distance (Estimated)
Moderne Et Charmant Studio Pla...	€100	0.58km
Holiday Inn Express Strasbourg...	€124	0.55km
PUBLIC Holiday Inn Exp Centre	€126	0.5km
Hotel Beaucour	€197	0.59km
Appartement De Charme Spacieux...	€135	0.61km
Appartement Hyper Centre Corbe...	-	0.61km
Appartement Du Corbeau Centre ...	-	0.63km
Hôtel Du Dragon	-	0.66km

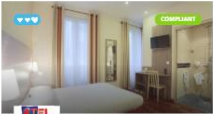


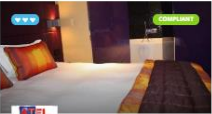
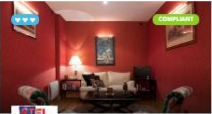










### After with 12 automatically priced hotels...

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**Hotel Results**  
 1 Night, 02 December – 03 December [Edit search](#)

Search near **Paris, France** Stars Hotel Name [Show unavailable hotels](#)

60 recommended hotels based on your company's preferences, travel policy and search criteria. [Sort by: Recommendation](#)

 STANDARD RATE <b>Grand Hotel Du Loiret</b> 4.5 stars 0.23km (Estimated distance) <b>€192</b> Per night	 PUBLIC <b>Le Notre Dame</b> 4.5 stars 0.57km (Estimated distance) <b>€189</b> Per night	 PUBLIC <b>Hotel Alba Saint Michel</b> 4.5 stars 0.67km (Estimated distance) <b>€150</b> Per night	 PUBLIC <b>De Notre Dame</b> 4.5 stars 0.72km (Estimated distance) <b>€187</b> Per night	 PUBLIC <b>Relais Hotel Du Vieux Paris</b> 4.5 stars 0.74km (Estimated distance) <b>€181</b> Per night
 PROMOTIONAL RATE <b>Abbatial Saint Germain</b> 4.5 stars 0.77km (Estimated distance) <b>€133</b> Per night	 PUBLIC <b>Jeanne D Arc Le Marais</b> 4.5 stars 0.81km (Estimated distance) <b>€163</b> Per night	 PUBLIC <b>Turenne Le Marais</b> 4.5 stars 0.83km (Estimated distance) <b>€135</b> Per night	 PUBLIC <b>Eugenie</b> 4.5 stars 0.83km (Estimated distance) <b>€180</b> Per night	 PUBLIC <b>Jeu De Paume</b> 4.5 stars 0.58km (Estimated distance) <b>€202</b> Per night
 PROMOTIONAL RATE <b>Hotel De Jobo</b> 4.5 stars 0.72km (Estimated distance) <b>€283</b> Per night	 No rooms available <b>Temple De Jeanne</b> 0.8km (Estimated distance)	 Check Vacancy <b>Cluny Square</b> 0.85km (Estimated distance)	 Check Vacancy <b>Agora Saint Germain</b> 4.5 stars 0.89km (Estimated distance)	 Check Vacancy <b>Les Bulles De Paris</b> 0.91km (Estimated distance)

## Scope

This feature impacts hotels results.

The hotel sources impacted are:

- Hotel Hub, Amadeus, Sabre, Galileo, HCorpo direct link and Booking.com direct link.



## [Hotel] Further enhancements

GDS Impacted	All
Country	All
Tier	All
Activation	Automatic
Pricing	Free of charge
Status	Launched / Included with 19.4 release



### Overview

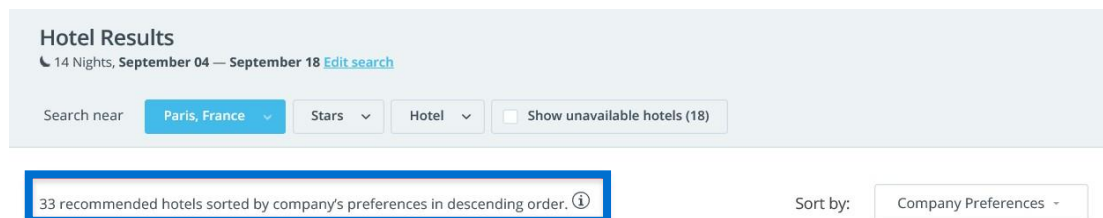
For added convenience and an improved user experience, the hotel search flow has been enhanced on the user interface and within search parameters.

### What's New?


Following enhancements made in 19.3, further improvements to the search flow have been made for hotels, as well as improvements on how information is displayed to the user.

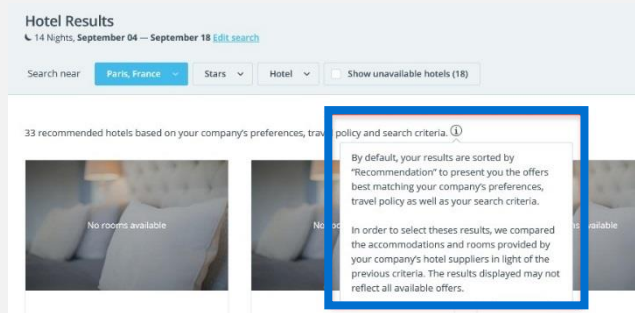
### Hotel search results display

Information which explains the results of the hotel search results is displayed beneath the title of the hotel search page. This helps users to better understand the results for hotel searches and the sorting of these results.

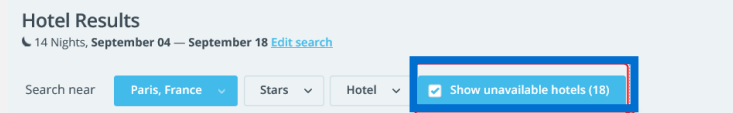


*Information displayed for search results*

When the user hovers over  additional information explaining the search results is displayed within a pop-in window.



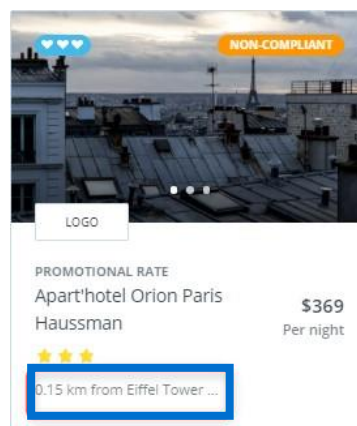
Hotels have been made more visible with the Show unavailable hotels button.



*Show unavailable hotels button*

## Sorting of hotel search results

The sorting of hotel search results has been modified by updating the distance criteria. This will now be measured in a hundredth of a kilometer (instead of in meters).



*Modification of the distance displayed on the hotel result card*

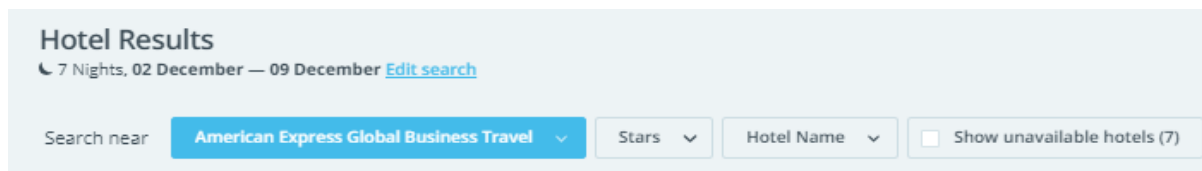


## Company Site Name

The name of the company site now is displayed on the hotel map and in the location reminder when the user hovers over the map pin point.



*Company site name appearing on the map*



*Company site in the search reminder*

## Scope

This feature applies to hotels.

Available on all devices (desktop, tablet, mobile).

## [Rail] Full content through PAO

GDS Impacted	Amadeus
Country	France
Tier	All
Activation	Automatic
Pricing	Free of charge
Status	Launched / Included with 19.4 release



### Overview

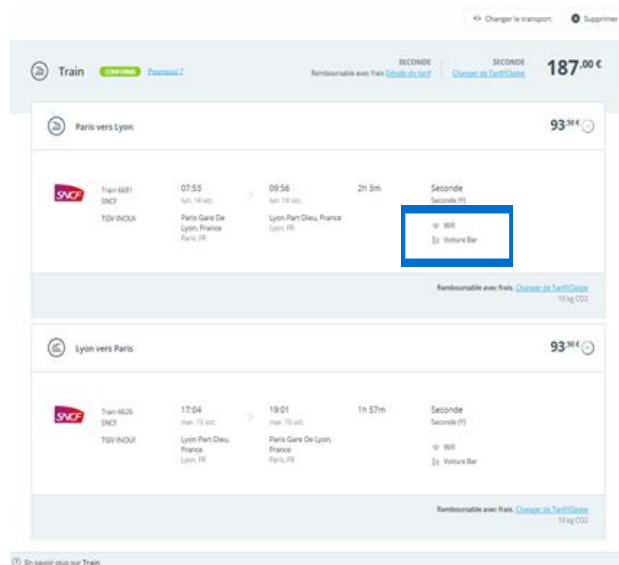
Eurostar will soon be leaving the Resarail to join another inventory (S3) in 2020.

Because the technical platform RIVA (that belongs to SNCF), does not have access to the S3 inventory, changes are being made which will permit Neo to continue allowing users to reserve Eurostar trains through the PAO platform.

This technical update will soon also provide users the possibility to book trips composed of different train inventories.

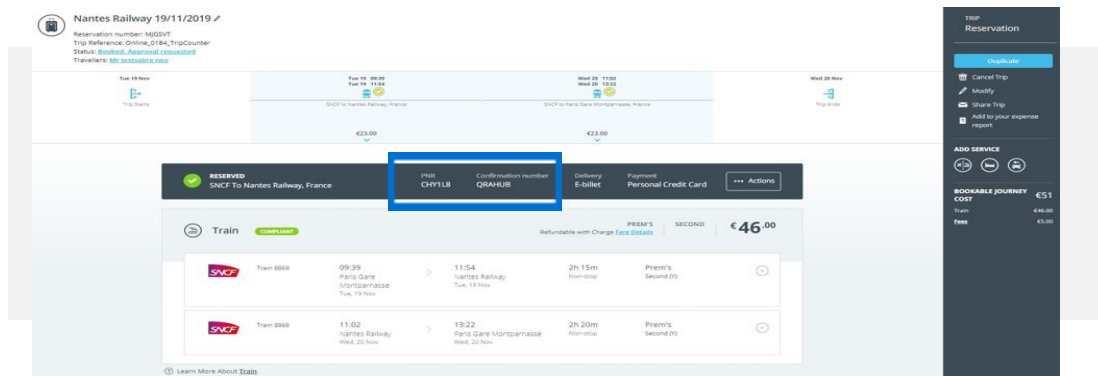
### What's New?

- The traveler date of birth needs to be filled in the user profile.
- In case the date of birth is missing, no rail will be displayed:
  - If rail is the only option on a specific route, an error message will be displayed.
  - If rail is not the only option on a specific route, then only air results will be displayed.
- Onboard train amenities are displayed on Neo result page and after train selection into the shopping part.



- Onboard train amenities are not displayed anymore once trip is booked (trip review).

- PAO and Resarail references are displayed together after the train has been reserved.
- PAO reference includes letters and numbers. Resarail reference only includes letters.



## Scope

This feature applies to rail for point of Sales France.



## [Rail] MTR - Swedish Rail

GDS Impacted	Amadeus
Country	Sweden
Tier	All
Activation	Automatic for public rates; On request for corporate rates
Pricing	Free of charge
Status	Launched / Included with 19.4 release



### Overview

To ensure user satisfaction and meet the requirements of Swedish clients, reservations for MTR Express via Silverrail are now possible.

### What's New?

Clients can access MTR Express.

Public and corporate rates can be displayed.

For the display of MTR Express corporate rates a request should be raised to your GBT Account Manager.

Train COMPLIANT [Why?](#)

FIX NON-REFUNDABLE Not Refundable [Fare Details](#) | SECOND [Change Fare/class](#) | SEK 370.00

Train 12029	10:42 Stockholm Central Station Mon, 2 Dec	>	14:00 Gothenburg Central Station Mon, 2 Dec	3h 18m Non-stop	Fix Non-refundable Second (Y) <a href="#">Change</a>	<input type="button" value="v"/>
Train 2044	17:05 Gothenburg Central Station Tue, 3 Dec	>	20:23 Stockholm Central Station Tue, 3 Dec	3h 18m Non-stop	Fix Non-refundable Second (Y) <a href="#">Change</a>	<input type="button" value="v"/>

[Learn More About Train](#)

### Scope

This feature applies to Swedish Rail via the Silverrail Direct Link.

## [Transport] Filter criteria update: "1 stop maximum" in the "stops" filter

GDS Impacted	All
Country	All
Tier	All
Activation	Automatic
Pricing	Free of charge
Status	Launched / Included with 19.4 release



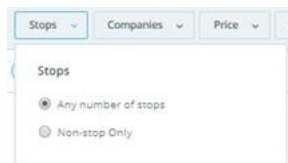
### Overview

For ease of use, the "stops" filter has been updated.

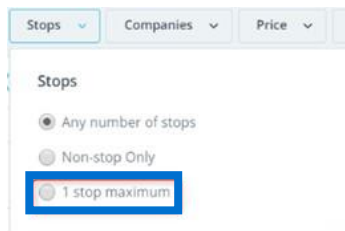
### What's New?

A filter "1 stop maximum" has been added so that users are able to exclude results with 2 or more stops.

### Before ...



### After ...



### Scope

Available on all devices for searches done in Neo.

## [Transport] Display of supplier list matching transport segment type

GDS Impacted	All
Country	All
Tier	All
Activation	Automatic
Pricing	Free of charge
Status	Launched / Included with 19.4 release



### Overview

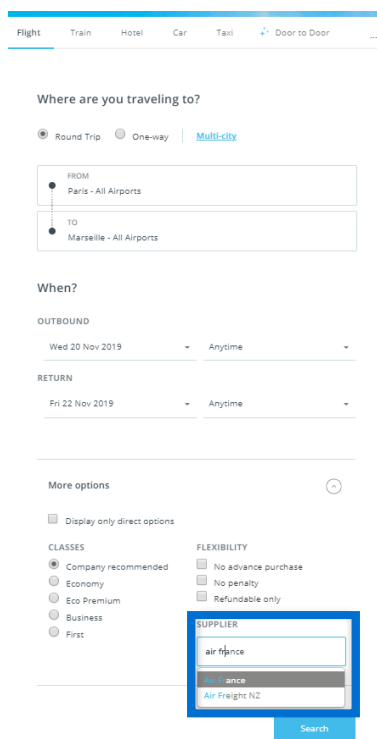
From 19.2 it was possible to configure the search form with separate flight and train tabs. Further improvements have been made to ensure consistency when making searches in Neo.

### What's New?

Only suppliers matching the provided service are displayed when the search form is configured to display two separate tabs.

### Example:

When a user makes a search for a train via the Rail tab, he will not see any air supplier (or vice versa).



### Scope

This feature is applicable to all search forms for transport segments.

## [Transport] Price Filter

GDS Impacted	All
Country	All
Tier	All
Activation	Automatic
Pricing	Free of charge
Status	Launched / Included with 19.4 release

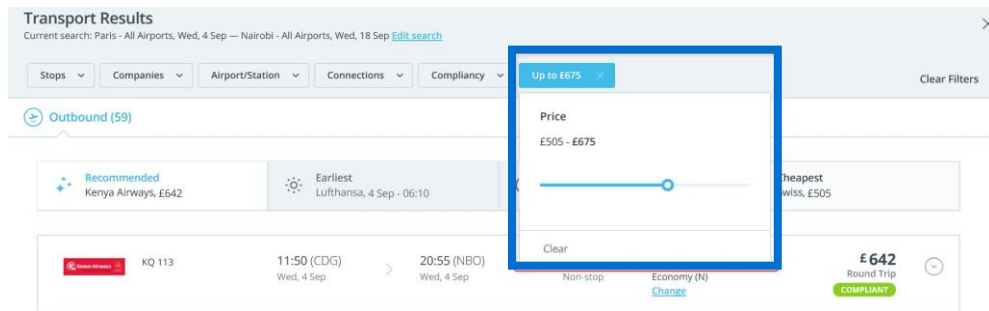


### Overview

To enhance the search flow, it is possible to filter by price when searching for a transport segment.

### What's New?

With the new price filter, the user can move the cursor back and forth to filter prices.



*New price filter with cursor*

### Scope

This feature impacts door-to-door and single searches for air and rail transport segments.

Available on all desktop and mobile devices.

## [Transport] Fare label improvements

GDS Impacted	All
Country	All
Tier	All
Activation	Automatic
Pricing	Free of charge
Status	Launched / Included with 19.4 release



### Overview

To ensure better visibility of fare information.

### What's New?

Fare labels will now be displayed in a unique format. Previously, each supplier provided a format with their own style. Now, Neo displays the fare labels with the same rule applied for each supplier.

AIRFRANCE AF 3628 Operated by Delta Air Lines	10:30 AM (CDG) Wed, Nov 20	>	1:04 PM (JFK) Wed, Nov 20	8h 34m Non-stop	Public Fare Business (D) Unused tickets may apply <a href="#">Change Fare/class</a>	€ 4,794 Round Trip NOW COMPLIANT
AIRFRANCE AF 5028, AF 8914 Operated by Flybe, Virgin Atlantic	10:05 AM (CDG) Wed, Nov 20	>	3:30 PM (JFK) Wed, Nov 20	11h 25m 1 Stop (MAN)	Flex + Public Fare Business (I) Unused tickets may apply <a href="#">Change Fare/class</a>	€ 4,177 Round Trip NOW COMPLIANT
American Airlines AA 45	9:55 AM (CDG) Wed, Nov 20	>	12:35 PM (JFK) Wed, Nov 20	8h 40m Non-stop	Flagship Business Business (D) <a href="#">Change Fare/class</a>	€ 4,179 Round Trip NOW COMPLIANT

*Display of fare labels*

### Scope

This feature applies to transport segment results available on all devices (desktop, tablet, mobile).





## [Transport] Improvements to hotel search reminder

GDS Impacted	All
Country	All
Tier	All
Activation	Automatic
Pricing	Free of charge
Status	Launched / Included with 19.4 release



### Overview

The display of information on the Neo platform has been adapted to provide a more satisfactory user experience.

### What's New?

Information for a hotel search is now displayed beneath the title for hotel searches.

#### Before ...

Hotel Results 1 Night, 24 September — 25 September. [Edit search](#)

#### After ...

Hotel Results  
1 Night, September 24 — September 25 [Edit search](#)

### Scope

This feature applies to the hotel result page on all devices (desktop, tablet, mobile).



## [Travel] Display of search reminder after selection

GDS Impacted	All
Country	All
Tier	All
Activation	Automatic
Pricing	Free of charge
Status	Launched / Included with 19.4 release



### Overview

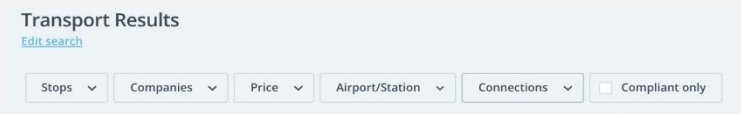
Information pertinent to the search is made more visible to the user, providing a more satisfactory search flow.

### What's New?

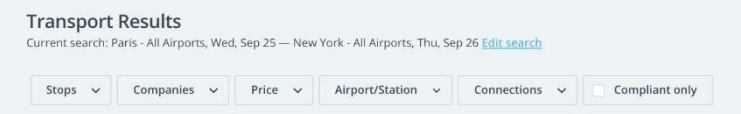
A new search reminder is displayed on the search page. Information informs the user on changes of the current search criteria.

Search information reminder contains details on date and destination for the current search.

Before ...



After ...



### Scope

This feature impacts the search results page for flights and trains.



## [Transport] Splitting departures and arrivals in airport and station filters

GDS Impacted	All
Country	All
Tier	All
Activation	Automatic
Pricing	Free of charge
Status	Launched / Included with 19.4 release



### Overview

For ease of use and to enhance the search flow, the existing filters for transport segments have been improved.

### What's New?

The existing filter for airports and railway stations will be split between departure and arrival locations.

Users will therefore be able to filter departure airports separately to the arrival airport.

Departs in the airport / station filter:



Arrivals in the airport / station filter:



### Scope

This feature applies to the filter for transport segments available on all devices.

## [Travel] Reasons for Compliance: Hotel, Car Rental

GDS Impacted	All
Country	All
Tier	All
Activation	Automatic
Pricing	Free of charge
Status	Launched / Included with 19.4 release



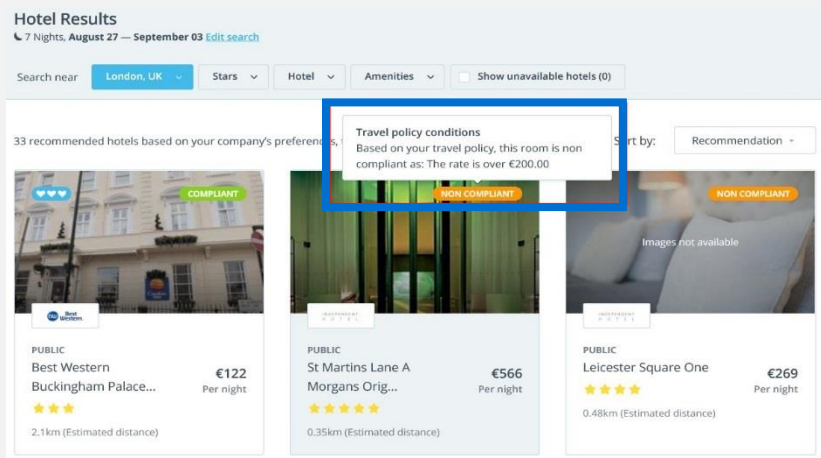
### Overview

For clarity and ease of use, information on compliancy is displayed to users directly in the results page.

### What's New?

A new tooltip is available to users when they hover over, or click on, the compliancy badge.

The tooltip contains information on why a result is compliant or not according to the company policy.



*Tooltip showing reasons for non-compliance during a search for*

### Note:

It is possible to customize the compliancy or non-compliance reasons.

Reason for non compliance  
Hotels in Paris Non compliant over 150 euros

The screenshot shows two hotel cards from the ATEL network. The left card is for 'Jeu De Paume', a public hotel with a 3-star rating, priced at €202 per night, and located 0.58km away. A tooltip is displayed over this card, stating 'Reason for non compliance: Hotels in Paris Non compliant over 150 euros'. An orange 'NON COMPLIANT' banner is visible on the hotel's image. The right card is for 'De Notre I', a public hotel with a 4-star rating, located 0.72km away.

## Scope

This tooltip is displayed on single search and door-to-door search results for car rentals and hotels. Available on both desktop and mobile devices.



## [Share\_Trip] Security improvement

GDS Impacted	All
Country	All
Tier	All
Activation	Automatic
Pricing	Free of charge
Status	Launched / Included with 19.4 release



### Overview

To ensure a higher level of security, improvements have been made to the Share Trip function.

### What's New?

The subject field in an e-mail has now been modified for security purposes. The user is no longer able to modify the subject of the e-mail.

This information reads now as:

Trip [Trip Name] has been shared by [Title][First Name][Last Name]

**Note:** [Title] [First Name] [Last Name]: designates the person who shares this trip.

Share Trip

EMAIL SUBJECT:  
Trip Los Angeles Intl 24/10/2019 has been shared by Mr British Traveller

EMAIL ADDRESSES: ?

COMMENT:  
Can i proceed with the booking?

Send Email Cancel




When a comment is added, the section Comment within the e-mail indicates who added the comment by marking Comment added by [Title] [First Name] [Last Name].


(As in the Share Trip, the person who added the comment is indicated with [Title] [First Name] [Last Name]).

Los Angeles Intl 24/10/2019 (Not booked)


---

 **Traveler name** Mr Traveller British


---

 **Comment added by Mr British Traveller**

---

 **Trip Starts**

---

 **Compliant** Economy £265.12

---

Economy Check fare notes £132.56 / one-way

## Scope

This feature applies to the Share Trip function.



## [Search\_Form] Pre-populated car rental search form for single search add service

GDS Impacted	All
Country	All
Tier	All
Activation	Automatic
Pricing	Free of charge
Status	Launched / Included with 19.4 release



### Overview

When a traveler adds a car rental to a search already containing a transport segment, it is likely that they require a car rental for the indicated time period designated in the search. By ensuring a link between the transportation segment and adding a car rental, the user flow is enhanced.

### What's New?

When a traveler adds a car rental for a trip which already contains a transport segment, the Add Car Rental search form will be pre-populated.

The following fields are now pre-filled in the search form:

- From address: Indicates the airport / railway station Pick-up date: Arrival date for the departure segment.
- Pick-up time: arrival time for the departure segment (+ 1 hour) Drop-off date: departure date for the return segment.
- Drop-off time: departure date for the return segment (- 1 hour).





### Car rental addition

#### Information

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

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

FROM ADDRESS

Using the exact address gives a more precise itinerary

Drop off at a different address

When?

PICK UP

Wed 04 Sep 2019	▼	22:50	▼
-----------------	---	-------	---

DROP OFF

Wed 18 Sep 2019	▼	07:05	▼
-----------------	---	-------	---

Important: If in a search a different airport or railway station is indicated for the arrival and return, the check box Drop-off at a different address is ticked automatically.

## Scope

This feature impacts the search form for car rentals.

## [Accessibility] Improved focus on main content

GDS Impacted	N/A
Country	All
Tier	All
Activation	Automatic
Pricing	Free of charge
Status	Launched / Included with 19.4 release



### Overview

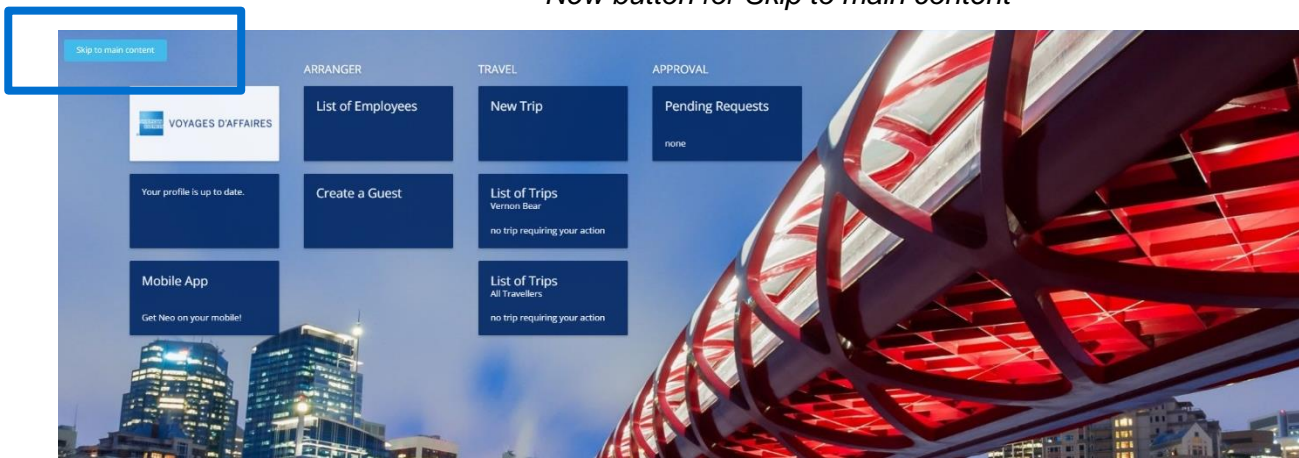
Improving navigation in Neo ensures that all users can access content easily.

### What's New?

A previously hidden button, “Skip to main content”, now appears when the user hits Tab for the first time after the Neo homepage is loaded.

If the user clicks Enter, the user is brought to the main section of the screen (i.e. the area containing the tiles), and can go from one tile to another by hitting the tab button.

*New button for Skip to main content*



### Scope

This feature applies to the homepage of Neo.



## [Neo] Activation of Neo Online Help

GDS Impacted	N/A
Country	All
Tier	All
Activation	On request
Pricing	Free of charge
Status	Launched / Included with 19.4 release

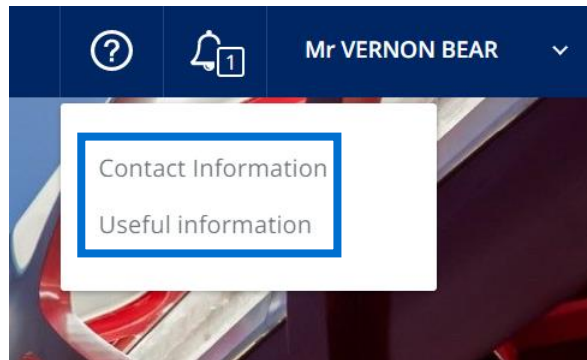


### Overview

Making documentation accessible according to how Neo is used, and display information pertinent to the user.

### What's New?

Activating the display of Neo Online Help documentation is now possible through configuration. By default, the Neo Help link will remain displayed. If you would like to remove it, please send a request to your GBT Account manager.



### Scope

This feature applies to the documentation available for Neo Online Help.



# FURTHER ENHANCEMENTS





## **Updates**

### **Parallel work done for 19.4**

One of the key pillars of the Neo strategy is maintaining a satisfactory user experience. Teams have worked on developments to better understand user behavior. Also, trackers have been implemented to measure statistics which are able to monitor performance and use of the tool.

Teams have also been hard at work to facilitate feature delivery and improve test performances.

Last but not least, Neo teams have worked on technical features with the objective to allow and maintain our PCI DSS certifications.