



**GLOBAL
BUSINESS
TRAVEL**

Release Notes

Neo Version v21.1

January 2021



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TRAVEL

[AIR] SEAT MAP UI ENHANCEMENT

GDS IMPACTED	All
COUNTRY	All
ACTIVATION	Automatic

SYNOPSIS

To enhance the user experience and offer better visibility for seat map selection, the user interface for seat maps has been updated.

COVID-19 [View safety measures](#)

CARBON EMISSIONS: 1,964 KG/PERS. CO₂

✓ **SELECTED FARES** [Change fare/class](#) [View seats](#)

Light / Light
Not Refundable. Modifiable Free of Charge.

This ticket must be issued before 1 Feb 2021

Seat on the alternative page

Transport results
Current search: CDG - Paris Charles de Gaulle, Mon, 8 Feb — JFK - New York J F Kennedy (NY), Sat, 13 Feb [Edit search](#)

Select Seats

Paris - Amsterdam Amsterdam - New York (NY) New York (NY) - Paris

Select seat

Flight info
AF 6698 | Boeing 777-200 | Economy

Finish selection Next flight

Step for selection on the seat map

Change transport Remove **Select seat**

Flight **COMPLIANT** [Why?](#) Not Refundable. Modifiable Free of Charge [View fare details](#) [Change fare/class](#) **€ 1,056.30**

AIRFRANCE	10:00 (CDG) Mon, 8 Feb	>	17:15 (JFK) Mon, 8 Feb	13h 15m 1 Stop (AMS)	Standard Economy (K, H) Change fare/class	⌵
COVID-19 AF 8230, AF 6698 - Operated by KLM Royal Dutch Airlines						📶 🗺️ 📺 📺 +2
AIRFRANCE	19:40 (JFK) Sat, 13 Feb	>	09:00 (CDG) Sun, 14 Feb	7h 20m Non-stop	Standard Economy (H) Change fare/class	⌵
COVID-19 AF 7						📶 🗺️ 📺 📺 +2

Select seat button

DETAILED SCOPE

The seat map view displays the following on the desktop version of Neo:

- Seats on the alternative travel page
- Step for selection on the seat map
- **Select Seat** button

[TRANSPORT] NEW DETAILS ON TRANSPORT CARD

GDS IMPACTED	All
COUNTRY	All
ACTIVATION	Automatic Note: also applicable to users booking with GBT mobile App

SYNOPSIS

In an endeavor to unify the user flow throughout the Neo application, the transport card has been updated for the desktop and mobile version of Neo.

Details of a flight or train are easier to read with a full-screen display on mobile. Information is more structured and is displayed as a vertical timeline, showing the chronology of a trip.

MOBILE:

Sketch 9:41 AM 100%

Book

Transport results
[Edit search](#)

Filters 0

AIRFRANCE > [Select inbound](#)

Paris to New York (NY) (NY)

7:30 AM Sun, Jul 10	St Lucia Hewanorra (UVF) St Lucia, LC
11h 05m 1 technical stop	Midland Mainline • BA 2158 • Operated by British Airways • Airbus 320 Corporate Basic Public Economy Economy class (s) <ul style="list-style-type: none"> Full flat Bags: 40kg Basic web browsing (fee) Power & USB outlets Seatback on-demand video
3:50 PM Sun, Jul 10	London Gatwick (LGW) London, GB

8h 15m • Connect in airport (LGW)

7:30 AM Sun, Jul 10	London Gatwick (LGW) London, UK
8h 05m	AIRFRANCE Midland Mainline • BA 2158 • Operated by British Airways • Airbus 320 Corporate Basic Public Economy Economy class (s) <ul style="list-style-type: none"> Full flat Bags: 40kg Basic web browsing (fee) Power & USB outlets Seatback on-demand video
3:50 PM Sun, Jul 10	Hong Kong (HKG) Hong Kong, HK

COVID-19 [View safety measures](#)

CARBON EMISSIONS: 502 KG CO₂
 You company is paying 5€ to offset carbon emission.

SELECTED FARES [Change fare/class](#) • [View seats](#)
 Corporate Public Basic Economy / Business / GBT First
 *Ticket must be issued by 20 May 2021

COMPLIANT **\$350.23** Round trip [Select](#)

Home Book My trips My expenses

DESKTOP:

Transport results

Current search: UVF - St Lucia, Sun, 12 Jul - HKG - Hong Kong, Fri, 17 Jul [Edit search](#)

Stops ▾ Companies ▾ Price ▾ Airport/station ▾ Connections ▾ 🌱 CO2 emissions ▾ Compliant only

AIRFRANCE UVF - MNL > [Select inbound](#)

Recommended Air France, US\$350	Earliest Air France, Jul 10 - 6:50 AM	Fastest Air France, 1d 9h 38m	Cheapest Air France, \$350
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7:30 AM (UVF) Sun, Jul 12	9:15 PM (MNL) Mon, Jul 13	1d 13h 45m 2 Stops (LGW-LHR, HKG)	Corporate Public Basic... Economy (s) Change fare/class • View seats	\$350 Round trip
COVID-19 BA 2158, CX 354, CX 901			COMPLIANT	

Sainte-Lucia to Manila [Select this option](#) **\$350.23** Round trip COMPLIANT

7:30 AM Sun, Jul 10	St Lucia Hewanorra (UVF) St Lucia, LC	Corporate Basic Public Economy Economy class (N, N) <ul style="list-style-type: none"> Full flat Bags: 40kg Basic web browsing (fee) Power & USB outlets Seatback on-demand video
11h 05m 1 technical stop	Midland Mainline BA 2158 • Operated by British Airways • Airbus 320	
3:50 PM Sun, Jul 10	London Gatwick (LGW) London, UK	

8h 15m • Connect in airport (LGW)

7:30 AM Sun, Jul 10	London Gatwick (LGW) London, UK	Corporate Basic Public Economy Economy class (N, N) <ul style="list-style-type: none"> Full flat Bags: 40kg Basic web browsing (fee) Power & USB outlets Seatback on-demand video
8h 05m	AIRFRANCE Air France • AF108 • Operated by Cathay Pacific • Boeing 737	
3:50 PM Sun, Jul 10	Hong Kong (HKG) Hong Kong, HK	

COVID-19 [View safety measures](#)

CARBON EMISSIONS: 502 KG CO₂ You company is paying 5€ to offset carbon emission

SELECTED FARES [Change fare/class](#) • [View seats](#)

Corporate Public Basic Economy / Business / GBT First

*Ticket must be issued by 20 May 2021

[Select this option](#)

7:30 AM (UVF) Sun, Jul 12	9:15 PM (MNL) Mon, Jul 13	1d 13h 45m 2 Stops (LGW-LHR, HKG)	Corporate Public Basic... Economy (s) Change fare/class • View seats	\$350 Round trip
COVID-19 BA 2158, CX 354, CX 901			COMPLIANT	

7:30 AM (UVF) Sun, Jul 12	9:15 PM (MNL) Mon, Jul 13	1d 13h 45m 2 Stops (LGW-LHR, HKG)	Corporate Public Basic... Economy (s) Change fare/class • View seats	\$350 Round trip
COVID-19 BA 2158, CX 354, CX 901			COMPLIANT	

[TRANSPORT] ESTIMATION OF CO2 EMISSIONS ACCORDING TO EPA CALCULATIONS

GDS IMPACTED	All
COUNTRY	All
ACTIVATION	On request

SYNOPSIS

More flexibility on the carbon emission calculation method is now provided.

Also, to align with local standards, the option to select the EPA calculation method according to regulations in the United States has also been added with both the French organism, ADEME, as well as the UK and International regulatory body, DEFRA.

DETAILED SCOPE

To calculate the carbon emissions, the distance flown is multiplied by the average provided by the organization chosen by the administrator.

[TRANSPORT] RECOMMENDED SOLUTION SORTED BY PRICE

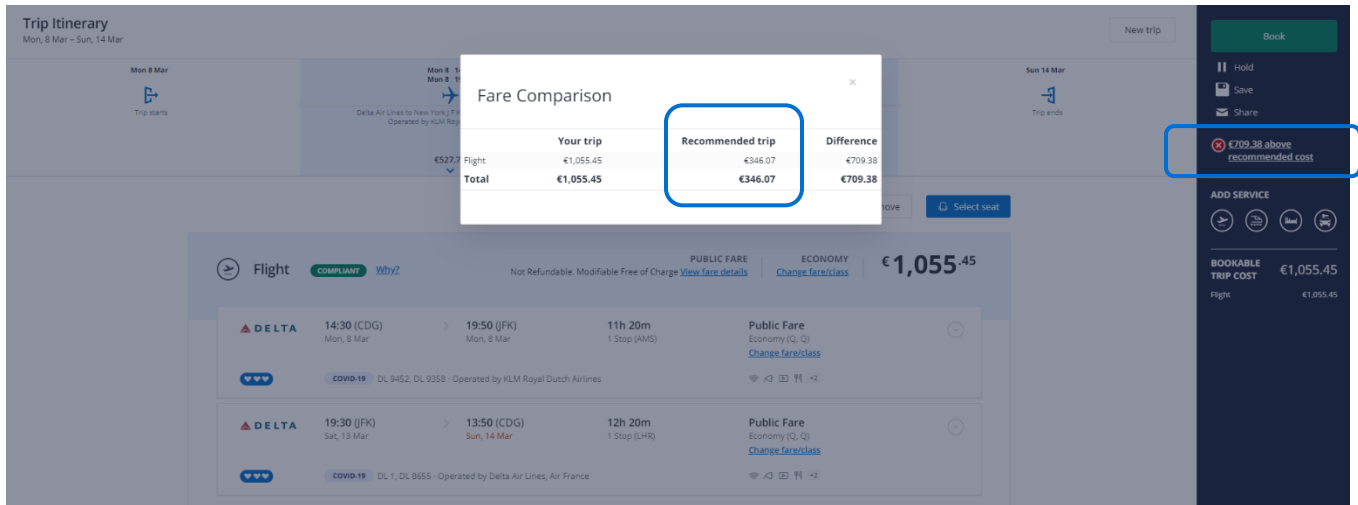
GDS IMPACTED	All
COUNTRY	All
ACTIVATION	On request

SYNOPSIS

To enable travel managers to find travel solutions which fit their needs, it is possible to have the recommended solution sorted by price.

Recommended Icelandair, €346	Earliest British Airways, 8 Mar - 07:30	Fastest Delta Air Lines, 8h 37m	Cheapest Icelandair, €346	
13:10 (CDG) Mon, 8 Mar 18:20 (JFK) Mon, 8 Mar 11h 10m 1 Stop (KEF) Light Economy (P, P) Change fare/class COVID-19 FI 543, FI 615 COMPLIANT €346 Total Price	07:30 (CDG) Mon, 8 Mar 16:05 (JFK) Mon, 8 Mar 14h 35m 1 Stop (LHR) Public Fare + Premium Premium Eco (K, T) Change fare/class - View seats COVID-19 BA 303, BA 177 COMPLIANT €675 Total Price	07:30 (CDG) Mon, 8 Mar 15:40 (JFK) Mon, 8 Mar 14h 10m 1 Stop (LHR) Public Fare + Premium Premium Eco (K, T) Change fare/class - View seats COVID-19 BA 303, BA 1510 - Operated by British Airways, American Airlines COMPLIANT €675 Total Price	14:30 (CDG) Mon, 8 Mar 19:50 (JFK) Mon, 8 Mar 11h 20m 1 Stop (AMS) Public Fare Economy (E, E) Change fare/class - View seats COVID-19 DL 9452, DL 9358 - Operated by KLM Royal Dutch Airlines COMPLIANT €935 Total Price	12:40 (CDG) Mon, 8 Mar 17:15 (JFK) Mon, 8 Mar 10h 35m 1 Stop (AMS) Light Economy (K, H) Change fare/class - View seats COVID-19 AF 1740, AF 6698 - Operated by Air France, KLM Royal Dutch Airlines COMPLIANT €935 Total Price

Flights are immediately sorted by price



	Your trip	Recommended trip	Difference
Flight	€1,055.45	€346.07	€709.38
Total	€1,055.45	€346.07	€709.38

Warning: €709.38 above recommended cost

Selected trip is compared to the recommended one, the cheapest available trip

DETAILED SCOPE

This feature is applicable to both air and rail solutions.

[APPROVALS] NEW TRIP APPROVAL LIST

GDS IMPACTED	All
COUNTRY	All
ACTIVATION	On request

SYNOPSIS

To provide a better user experience, the approval list has been migrated from manual search to Neo smart search towards a new design.

This migration only affects online trips. For offline requests, if the module is activated the link will be available on the new approval list page but will direct the approver towards the current page.

On desktop, the user will have access to trips pending approval, as well as the approval history.










DETAILED SCOPE

- No change will be performed for offline requests.

Approval

Trips 29
Expense reports
Offline Requests 1
Cash Advances 1

Pending approval
Approval history

Trip name	Employee	Submitted Date	Compliance	Trip cost
 New York J F Kennedy 15/09/2020 Sep 15 - Sep 23, 2020 	 Jul Colibri	5/6/2020	COMPLIANT	282.48 EUR
 New York J F Kennedy 8/18/2020 Aug 18 - Aug 25, 2020 	 Vernon Bear	3/25/2020	COMPLIANT	780.91 EUR
 London St Pancras 8/3/2020 Aug 3, 2020 	 melanie ROF	7/29/2020	COMPLIANT	57 EUR

Approval requires information review

SCOPE

The multi-approval from the approval list is expected to be integrated into this feature in the version 21.2 of Neo

[TRAVEL POLICY] FURTHER DEVELOPMENTS FOR TRAVEL POLICIES BASED ON TRAVEL REASONS

GDS IMPACTED	All
COUNTRY	All
ACTIVATION	On request

SYNOPSIS

Following developments towards travel policies based on travel reasons made in the 20.4 version of Neo, efforts have been made to improve this feature, including decreasing its limitations.

As a result, in this version, trips duplication is now supported which means that when a trip is duplicated, the travel policy based on the travel reason is taken in account for the new booking.

Door-to-door searches and manual searches are still out of scope for this version. In both of these cases, the default travel policy will be used.

IMPORTANT: For customers using the mode **Travel policy based on single travel policy**, and who now use **Travel policy based on travel reason**, the following must be taken into account.

DETAILED SCOPE

Draft trips created before the usage of the new travel policy mode: when opening those trips, it is the default travel policy which is to be used as well as all related settings (e.g. workflow, etc...)

- Booked trips created before the usage of the new travel policy mode: When modifying a trip, this is the default travel policy which is to be used, along with all related settings
- Limitations which were present for the 20.4 release of this feature have been resolved. This impacts draft and booked trips created before the usage of the new travel policy mode: user will not be able to add an additional service.

UPCOMING DEVELOPMENTS

In the next version of Neo, the travel reason for door-to-door trips will then be supported.

[PAYMENT]: PSD2 FOR AIR AND HOTEL

GDS IMPACTED	All
COUNTRY	Europe and UK
ACTIVATION	Automatic

SYNOPSIS

A regulation has been made in regards to online payments. The objective of this regulation is to provide further protection to customers.

PSD2 (Payment Service Directive 2) requires that SCA (Strong Customer Authentication) is applied to all electronic payments - including proximity, remote and mobile payments - within the European Economic Area and UK.

SCA is a new set of rules that will change how consumers confirm their identity when making purchases online to help further protection from fraud.

APPLICATION

The new official date communicated for this regulation is January 2021. However, this date is dependent on several countries.

This supports the need for all the constituent parts of our distribution eco-system to comply with PSD2 and establishes the exchange flow of SCA authentication information when the partner supplier is ready in order to avoid payments associated with bookings.

With this feature, the authentication information is sent to the provider in the new booking process for air and hotel reservations.

IMPACT ON TRAVEL ARRANGERS

Arrangers are impacted by this legal directive. With Strong Customer Authentication (SCA), arrangers are no longer able to book for their travelers if using personal named credit cards (individual or corporate) without having them involved in the payment validation.

DETAILED SCOPE

Travelers with personal plastic credit cards issued through a European bank are affected by this feature, as well as air and hotel bookings.

The booking flow will include an additional step: the traveler will have to validate that they have indeed initiated this reservation. Authentication data is then transferred to the provider. Activation of this process will follow the requirements for regulations.

[CAR RENTALS] ELECTRIC & HYBRID CARS

GDS IMPACTED	All
COUNTRY	All
ACTIVATION	Automatic

SYNOPSIS

Electric and hybrid cars are given more visibility in the Neo application with the addition of a specific icon.

Vehicle	Rate type	Conditions	Price
Peugot e208, Renault Zoe Electric Intermediate, 2/4 Door, Automatic, AC 	Public rate	Unlimited mileage	\$318.99 COMPLIANT Selected
Hyundai Kona Hybrid Intermediate, 2/4 Door, Automatic, AC 	Public rate	Unlimited mileage	\$318.99 COMPLIANT Select

Icons for electric and hybrid cars

DETAILED SCOPE

Electric and hybrid cars are provided via the GDS ACCRISS.

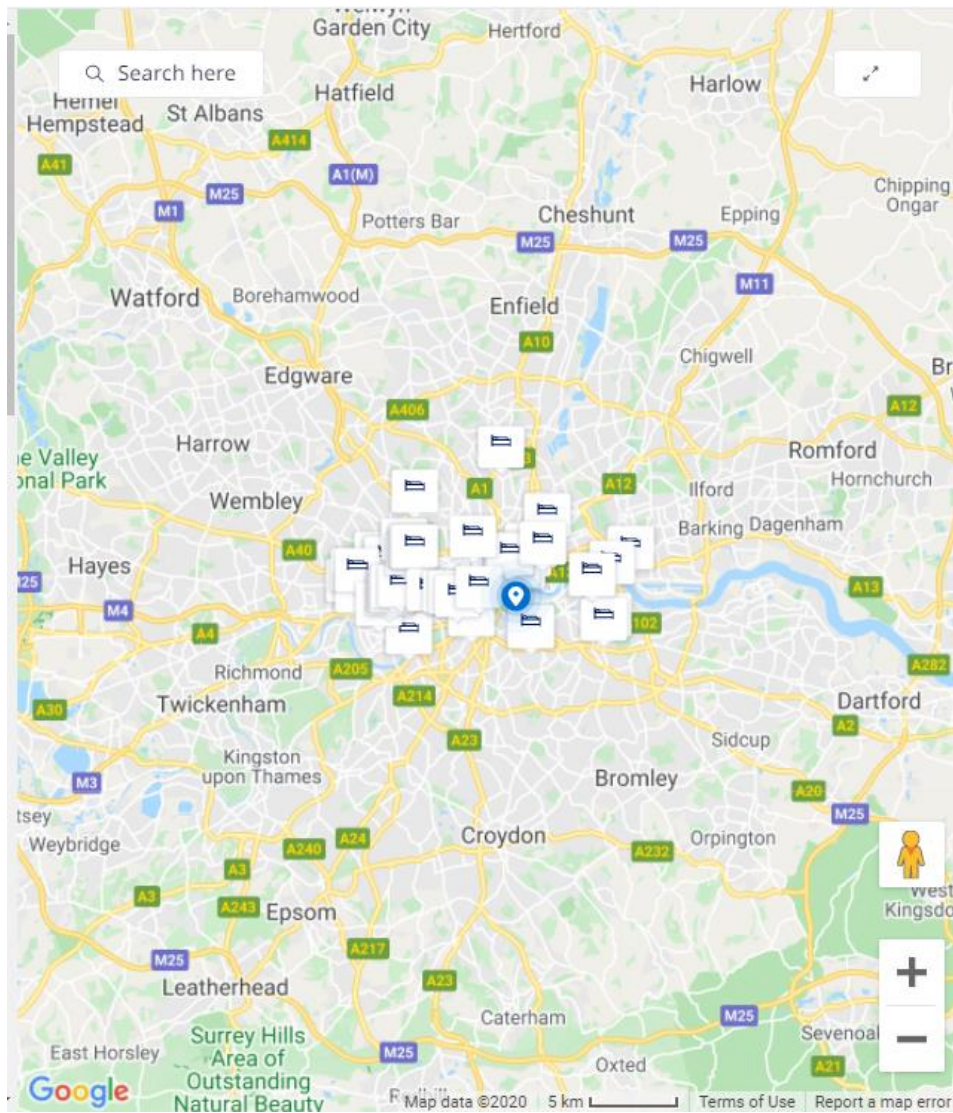
Icons for this feature are managed by Neo.

[HOTEL] MAP ENHANCEMENTS FOR HOTELS

GDS IMPACTED	All
COUNTRY	All
ACTIVATION	Automatic

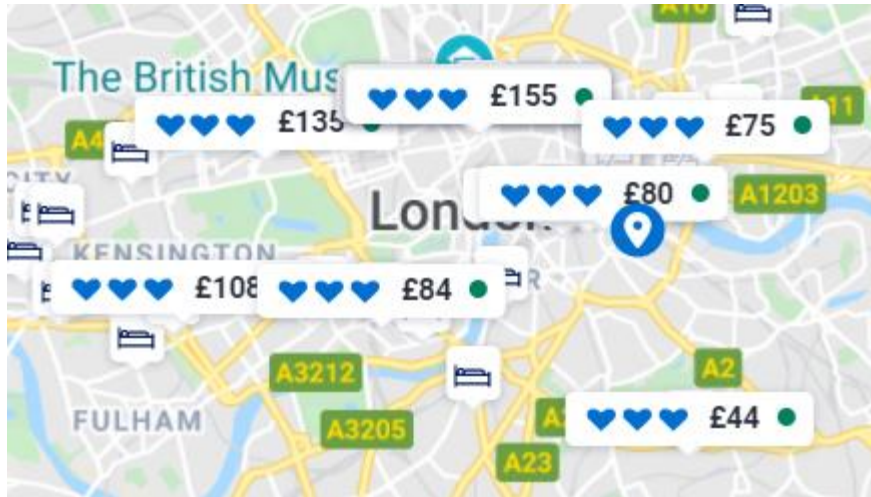
SYNOPSIS

To improve the user experience, the hotel map has been improved by making it more readable and enhancing its overall usability.

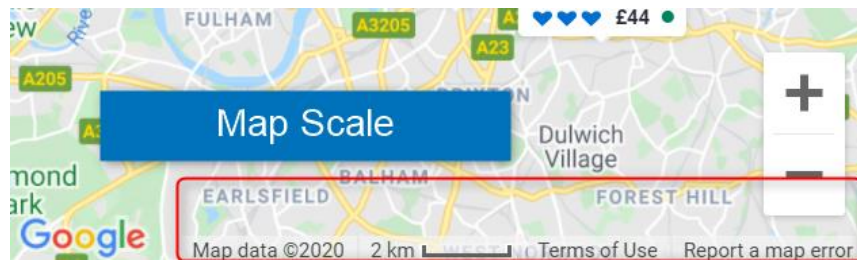


Map for hotels

New map makers are more understandable:



Map markers.



Map scale situated on the bottom right corner



Expand button situated on the top right corner

Select hotel

1 Night, December 11 — December 12 [Edit search](#)

Search near **London Bridge, London, UK** Stars Hotel name Hotel chain Amenities Only eco-friendly (33) [Clear filters](#)

Map data ©2020 2 km

Expanded Map

COMMUNICATIONS IN NEO

[EMAILS] NEW FORMAT FOR BOTH TRAVEL AND EXPENSE

GDS IMPACTED	All
COUNTRY	All
ACTIVATION	Automatic Clients using customized email templates will not benefit from the new email format

SYNOPSIS

In an endeavor to increase user satisfaction, emails sent out by Neo contain a new format. This new format is applied by Neo on emails for online bookings and expense reports.

DETAILED SCOPE

Travel

This format applies to all emails sent for an online booking, including:

- Requests related to travel
- Decisions (approvals or rejections)
- Modifications and cancellations
- Reminders

Expense:

Emails for expense reports will have the new format applied:

- Submissions
- Approvals or rejections
- Cleared for payment

LIMITATIONS

Travel:

Offline emails are not included in this feature.

If trip templates are configured in the workflow, new emails will not be automatically activated. A new setting will be made available for activation later.

[EMAILS] CONNECT TO NEO

GDS IMPACTED	All
COUNTRY	All
ACTIVATION	Automatic

SYNOPSIS

A new button will be made available in Neo email to access the Neo app in Admin Suite. This makes trip or expense reports directly accessible by travelers, arrangers and approvers from within the application.

DETAILED SCOPE

This feature is applicable for all emails integrated within this migration within the Neo travel and expense modules.

OUT OF SCOPE

Configuration using the SSO “IdP Initiated” cannot benefit the automatic link to Neo as per its way of working. As a consequence, the button will not be displayed in the new email.

Note: clients accessing Neo through Connect Portal will not see this new button in the emails.

NEO MOBILE APP

[DOCUMENT ACCESS] PDF TRAVEL DOCUMENTS AVAILABLE IN MOBILE DEVICES

GDS IMPACTED	N/A
COUNTRY	All
ACTIVATION	Automatic For clients using GBT mobile App, travel documents can be retrieved from the trip confirmation page once booking is finalized.

SYNOPSIS

Users are now provided with their travel documents directly from mobile devices (including tablets) for some direct links. This includes their travel tickets in PDF format.

After booking a rail service in Neo, a link entitled Travel document is available in the service details of the trip, enabling the user to open their ticket in PDF format.

DETAILED SCOPE

PDF tickets are available from the following direct links: Deutsche Bahn and The Trainline.

Available in Neo and GBT mobile when the trip is opened.

[USER INFORMATION] PRIVACY POLICY AVAILABLE IN MULTIPLE LANGUAGES

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

SYNOPSIS

Neo continues to adapt to the wide range of users by adapting the Neo mobile application to the user’s language. Therefore, the privacy policy has been made available in all languages supported by Neo.

In addition to the French and English version which are already available, this content will also be available in the following 9 languages:

- German
- Portugese
- Spanish
- Italian
- Dutch
- Dansk
- Norwegian (Norsk)
- Swedish (Svenska)
- Finnish (Suomi)

The privacy policy can be found in **Settings** on the Neo mobile app.

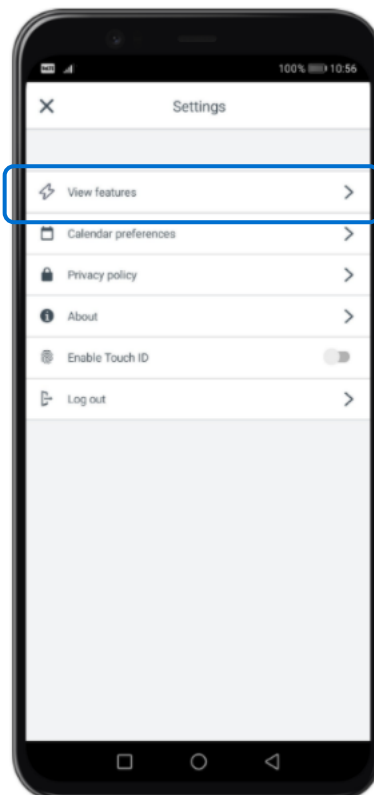
[ONBOARDING] INTRODUCTORY SCREENS NOW AVAILABLE IN THE VIEW FEATURE MENU

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

SYNOPSIS

The onboarding screens offer first time users an overview of the key features available on the Neo mobile application.

These screens have been integrated as a separate menu entitled View features in the application's settings page. They will then be able to be reviewed later by the user if necessary.



EXPENSE

[EXPORT FORMATS] MODIFICATIONS FOR CSV AND XML FORMATS IN NEO EXPENSE

GDS IMPACTED	N/A
COUNTRY	All
ACTIVATION	Automatic if Neo expense enabled

SYNOPSIS

Export formats will be modified for “Expense” from Neo Version 21.1.

This change affects both the CSV and XML formats.

CSV Format:

An additional column called Certified Receipt will indicate if the receipt is certified or not as per Spanish regulations.

XML Format:

In a new element called IsCertifiedReceipt will indicate if the receipt is certified or not as per Spanish regulations.

[EXPENSE LINES] ADDITIONAL INFORMATION IN EXPENSE LINE

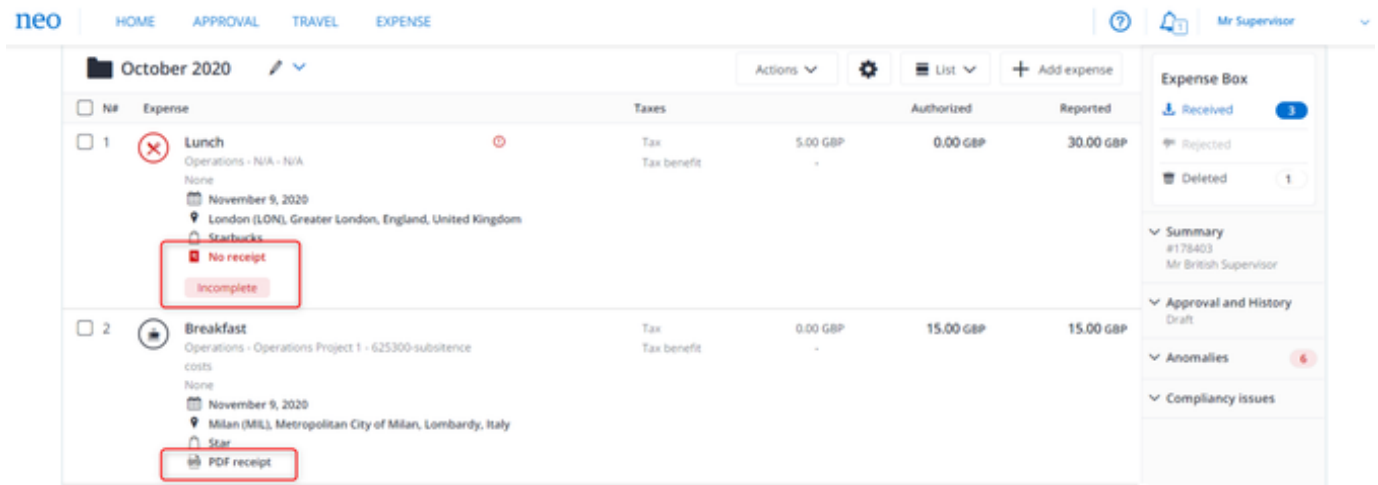
GDS IMPACTED	N/A
COUNTRY	All
ACTIVATION	Automatic if Neo expense enabled

SYNOPSIS

To allow users to identify all needed information quickly and easily for the management of an expense report, new details have been added in the expense lines list. For example, information will be displayed when there is no receipt in an expense line.

The new details that displayed in the expense line include:

- Vendor name (*when available*)
- Format of the receipt (i.e. PDF, digital image, paper...)
- “No receipt” message displayed when missing from an expense line



DETAILED SCOPE

The current icons for receipt and no receipt displayed in the second column after the receipt name will be removed.

These details are also displayed in the PDF export of the expense report.

Modifications are applicable to both desktop and mobile for the expense box and expense report.

[DEMATERIALIZATION | RECEIPTS] ELECTRONIC SIGNATURE AND METADATA ADDED TO RECEIPTS IN PDF FORMAT

GDS IMPACTED	N/A
COUNTRY	All
ACTIVATION	Automatic if Neo expense enabled

SYNOPSIS

To conform with the requirements set by some fiscal authorities affecting dematerialization, metadata has been added to receipts which are converted into PDF format and electronically signed.

DETAILED SCOPE

Clients in dematerialization mode will now have receipts converted into PDF documents, and electronically signed in PAdES format (by using the Certinomis certificate).

The timestamp of the uploaded receipt, version of Neo and original hash of the receipt will be added as metadata to the PDF in XMP format.

PLATFORM

PLATFORM

[DATA MANAGEMENT] DELETION OF EXPIRED PROFILES AFTER 30 DAYS

GDS IMPACTED	N/A
COUNTRY	All
ACTIVATION	Automatic

SYNOPSIS

To avoid having expired profiles to appear indefinitely in Neo Admin Suite, further improvements are being made throughout the Neo application for better data management.

Profiles with an expiration date will now be automatically deleted after 30 days and will no longer appear in Neo Admin Suite. Also, any personal data contained within these profiles will be made anonymous 6 months later.

This includes ALL existing user profiles which already have an expiration date set prior to the delivery of this feature in the upcoming Neo version 21.1 (January 2021).

DETAILED SCOPE

Neo user profiles with an expiration date set 30 days in the past (or more) will now be marked as deleted.