Neo Release Notes v21.2

April 2021

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TRAVEL

[TRAVEL GUIDANCE] INFORMATION ON TRIP DESTINATION

GDS IMPACTED	All
COUNTRY	All
ACTIVATION	Automatic

SYNOPSIS

As a technology provider and travel interface, Neo is dedicated to supporting travelers and participating in the return of travel.

With the current situation in mind, Neo has made further developments aiming to give travelers the maximum amount of information to help them prepare their trip.

It is now possible from the transport page to access information related to possible travel restrictions linked to their travel destination, as well as information on their return trip.

*By clicking on **Learn More** the user will access further travel guidance corresponding to their travel destination*

DETAILED SCOPE

Users will see the following displayed

- Containment measure

- Quarantine details

- Entry and border details (including test and vaccine information)

- Country exit details

- Health travel documents

- Details on facial masks

- Official websites and news sources dedicated to Covid-19 (Travel Vitals)

Travel restrictions   ✕

USA

Country-wide restrictions   Last updated on 24 Mar 2021

CONTAINMENT MEASURES	QUARANTINE
Distancing	**10 days, All travellers**

ENTRY AND BORDER DETAILS

All passengers on inbound international flights must present a negative COVID-19 test not older than 72 hours for entry or medical documentation confirming that the traveller has contracted and recovered from COVID-19 within 90 days of their planned arrival.

QUARANTINE DETAILS

All returning travellers are advised to self-quarantine for 10 days.

EXIT COUNTRY DETAILS

While international travel is discouraged, there are no special requirements to exit the country.

HEALTH TRAVEL DOCS

Travellers are not required to complete any health and/or travel documentation. Airlines may require passengers to complete forms prior to landing.

MASK DETAILS

Most states and territories, including the Washington, D.C. federal district, require residents to wear masks while out in public. Violators may be subject to fines and be denied entry to businesses and use of public transport. Some states and territories have voluntary measures or measures restricted to specific venues and municipalities. Enforcement varies widely and is not consistently enforced at the local level. Masks must be worn in federal government buildings as well as on inter-state transport, including at airports and onboard flights, trains, planes, intercity buses and ferries.

VISIT OFFICIAL WEBSITES

https://www.nytimes.com/interactive/2020/us/coronavirus-us-cases.html
https://www.cdc.gov/coronavirus/2019-ncov/index.html

Close

[TRIP] NEW APPROVALS LIST

GDS IMPACTED	All
COUNTRY	All
ACTIVATION	Automatic

SYNOPSIS

Approvals in the Neo application have undergone further improvements by making multi-approvals possible directly from the approvals list. Additionally, the new approval list is now activated for all customers.

Multi-Approvals:

Approvers now have the possibility to approve or reject several trips simultaneously. This approval or rejection is done directly from the approval list. The relevant trip is selected. A comment can be added, and then the decision is applied.
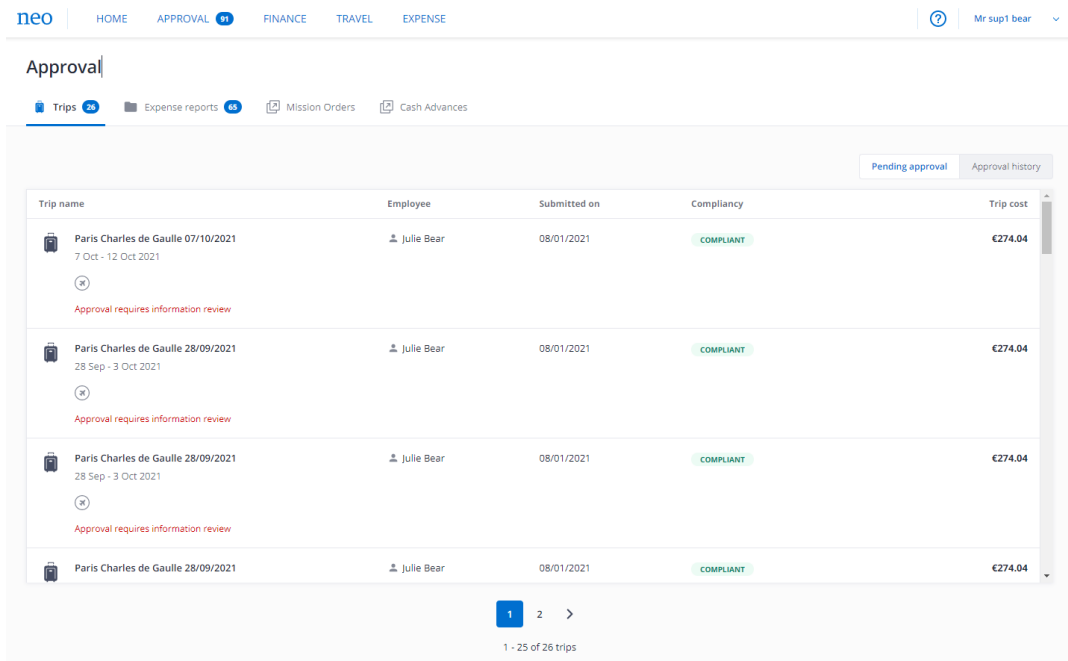
> **WARNING**: Approvals for trips requiring an information review will be done on a trip-by-trip basis.
>
> This is the same action as what was available previously on the former approval list.

Activation for all customers:

In the 21.1 version of Neo, the new trip approval list was on request.

In this new version, 21.2, the new trip approval page is activated automatically for all customers.

OUT OF SCOPE

Trip update reasons on rejection will no longer be supported when rejecting a trip.

[TRAVEL POLICY] TRAVEL REASON FOR DOOR TO DOOR SEARCHES

GDS IMPACTED	All
COUNTRY	All
ACTIVATION	On request

SYNOPSIS

Following the developments made for travel policies delivered in the 20.4 and 21.1 releases, the feature Travel policy based on travel reasons is now available for both door-to-door searches and single searches.

DETAILED SCOPE

There has been no change in how this feature is activated.

WARNING: For customers who were using the mode **travel policy based on single travel policy**, and who will now use the mode travel policy based on travel reason, the default travel policy, and related settings (such as workflow), will be applied to the following:

- Draft trips created before the usage of a new travel policy mode.
- Modification of booked trips created before the usage of the new travel policy mode.

Also, for draft and booked trips created before the usage of the new travel policy mode, users will not be able to add an additional service.

These limitations are applied to door-to-door trips only for customers who were already using the mode **Travel policy based on travel reason.**

OUT OF SCOPE

Manual search is still out of scope and will remain out of scope.

The default travel policy will still be used when the mode **Travel policy based on travel reason is used.**

[EMAILS] FURTHER IMPROVEMENTS FOR TRAVEL EMAILS

| GDS IMPACTED	All
COUNTRY	All
ACTIVATION	Automatic and on request depending the option Clients using customized email templates will not benefit from the new email format

SYNOPSIS

Further developments have been done on the email feature following the Neo v21.1 release. The objective of these improvements is to establish a means of configuration allowing all customers to activate emails, with the aim to move away from email templates.

DETAILED SCOPE

ON HOLD TRIPS (AUTOMATIC)

A new email will be sent to the traveler (and arranger, if any) when a trip is hold. In this email, the auto-cancel date will be clearly indicated (in the "To be confirmed by" section)
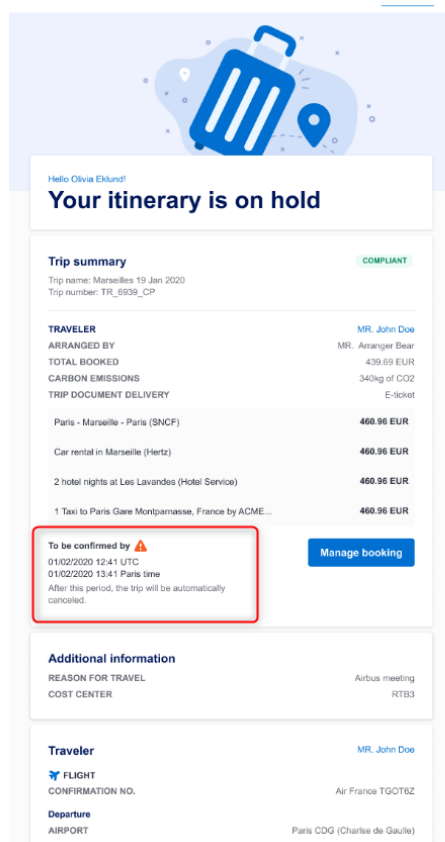
OPT-OUT OPTION (ON REQUEST)

Note: if you would like to benefit from these two options, please contact your account manager.

Two new settings have been added for this option:

- A new setting will be available to prevent sending emails depending on the type of email and the type of persona (traveler / arranger / approver).
    - ○ **EXAMPLE**: It is possible to not send confirmation email to the traveler.

- A new option is made available in the **Preferences** section of the user profile, and it will be possible to opt-out from travel emails. Note this is applicable only to a given user as it is set up at profile's level. For instance, if a user has a traveller and arranger role, if the arranger email is deactivated, it will only apply to this user (not impacting all arrangers from a given site).

ICALENDAR SETTING (ON REQUEST)

This setting will be able to be configured by the user type (traveler / arranger / approver) to define who will get the ICS file attached to the emails. By default, only travellers are getting the ICS files.

If you would like to get this changed, please contact your account manager.

SEND TRAVEL EMAILS TO A SPECIFIC EMAIL ADDRESS (ON REQUEST)

This new setting will allow to add a recipient by adding the email address. The recipient can be external (no need to have a Neo profile already created). This can be customized per email's type (trip request, on hold...).

If you would like to benefit from this option, please contact your account manager.

CONNECT TO NEO ("MANAGE BOOKING") BUTTON CUSTOMIZATION (ON REQUEST)

This new setting will allow to set up the "Manage booking" button in the emails for clients using an SSO "IdP Initiated". With previous release (21.1), if a site was using this type of SSO the "Manage booking" button was not displayed in the emails.

> **WARNING**: Only customers that have only the Travel module (and not Expense) can benefit from this feature.

[AIR] ONE WAY FARING IMPROVEMENTS

GDS IMPACTED	All
COUNTRY	All
ACTIVATION	Automatic

SYNOPSIS

The user experience will be improved for travelers who need to combine different carriers which are not part of the same alliance.

DETAILED SCOPE

For customers where the OW faring set-up is not activated, it was not previously possible to combine different airlines.

With this new feature, a traveler asking for a round trip will have the possibility to combine all airlines (even if these are not part of the same alliance).

Following the selection of the first flight during a search, the user can click on the Check Availability button.

[AIR] MULTI-CITY IMPROVEMENTS

GDS IMPACTED	All
COUNTRY	Clients with multileg already enabled before 21.2 release (mainly US)
ACTIVATION	Automatic if enabled before the 21.2 release

Note: this feature is applicable to clients that had already the multileg enabled before 21.2 release. With the 20.4 release the multileg capability has been made available for the single search flow. With 21.2 release it is now possible to book one-way fares within multicity search.
For clients that don't have this option enabled before 21.2 delivery, this feature is in testing and will be launched at a later stage.

SYNOPSIS

Developments with Neo v21.2 have been done towards the one-way faring feature, making it possible to combine different GDS carriers which are not part of the same alliance, in the Multi-City experience.

[CAR RENTALS] FILTER FOR ELECTRIC AND HYBRID CARS

GDS IMPACTED	All
COUNTRY	All
ACTIVATION	Automatic

SYNOPSIS

Users will be able to easily identify electric and hybrid cars during a search for car rentals. A specific filter is added to the vehicle selection pop-in. This allows travelers to identify this type of car more quickly among the long list of available alternatives.

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

Vehicle category ∨   Vehicle transmission ∨   ☐ ⊘ Electric and hybrid only

[GDS] GALILEO: UAPI MIGRATION COMPLETED

GDS IMPACTED	Galileo
COUNTRY	IT – APAC – UK on Galileo – NL on Galileo
ACTIVATION	Automatic

SYNOPSIS

Developments towards this migration were done step by step, in order to make this migration work as smoothly as possible.

After having allowed time for agencies to perform tests which would ensure that all worked properly, it is now possible to deliver the booking part of this migration. This last part will be activated for all Galileo customers with the Neo v21.2 release.

UPCOMING DEVELOPMENTS

The following steps in these developments include providing enhancements through uAPI, such as ancillaries or release responsibility.

[HOTELS] REDESIGN OF THE HOTEL RESULTS LIST

GDS IMPACTED	All
COUNTRY	All
ACTIVATION	Automatic

SYNOPSIS

The hotel results list has been redesigned in order to increase its readability and clarity:

This revamp of the page for hotel results will enable further developments in the upcoming versions of Neo to be displayed more easily on the user interface, such as the breakfast amenity, and the cancelation policy directly on hotel property card.

HOTEL RESULT CARD

Each property is now presented in a more harmonious horizontal card
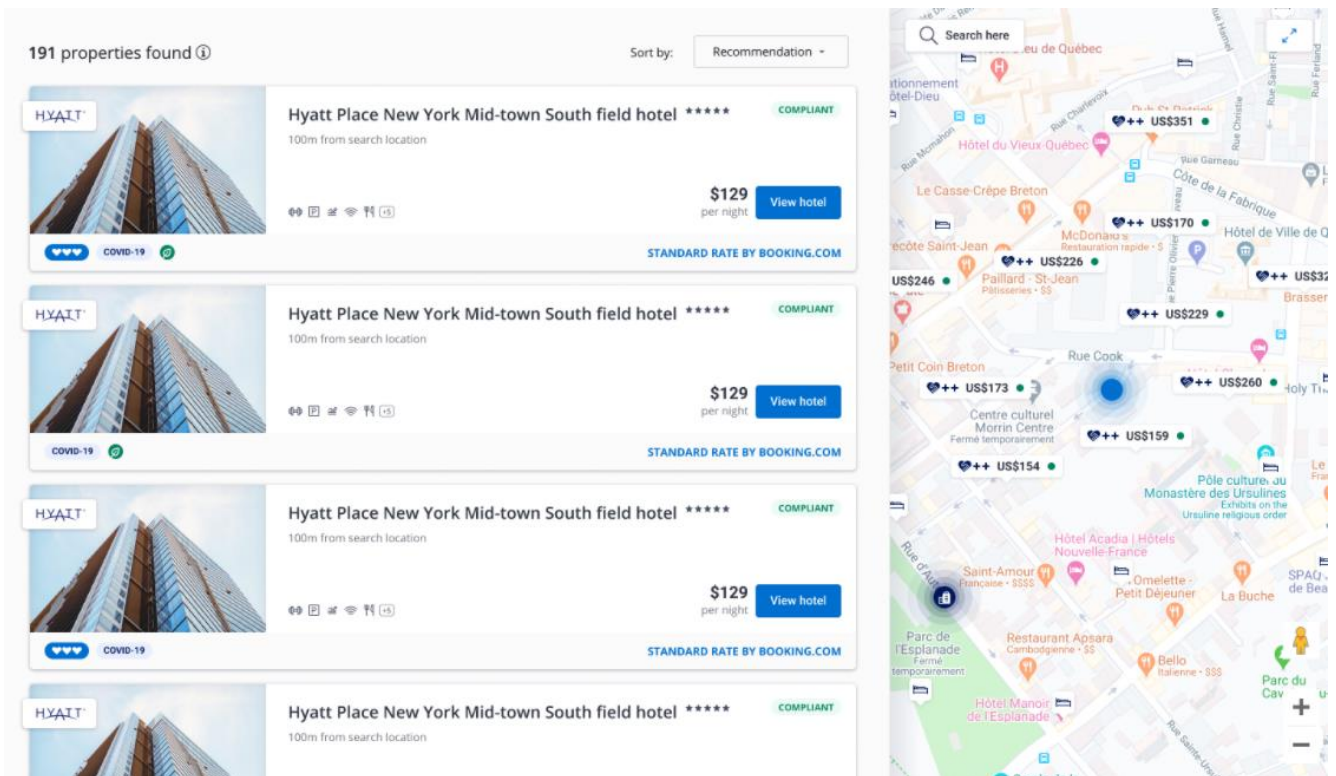
INFORMATION ABOUT THE PROPERTY AND THE RECOMMENDED RATE ARE REORGANIZED

The mobile and desktop hotel cards have been reorganized.
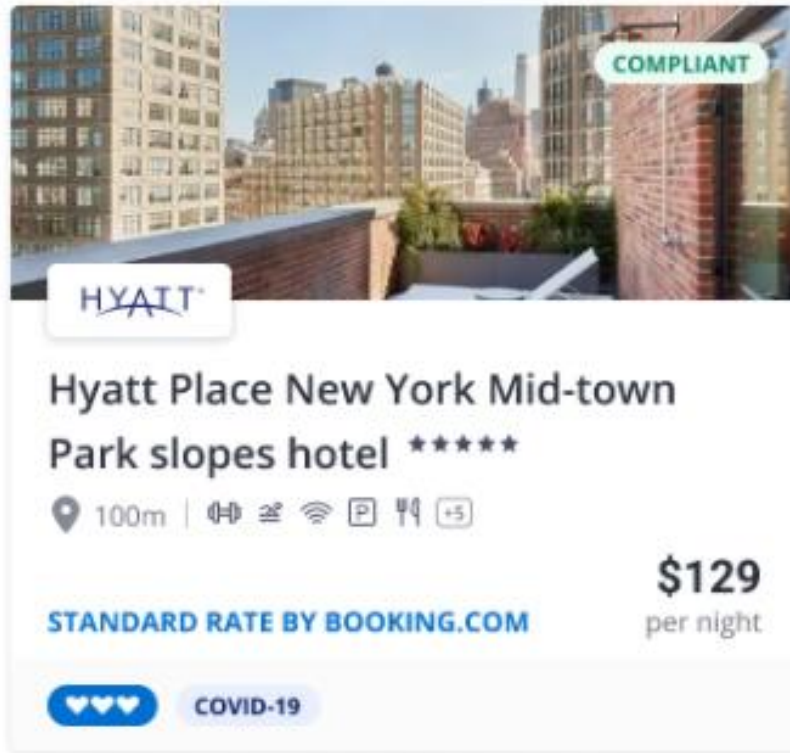
Hotel card on mobile

DESKTOP:
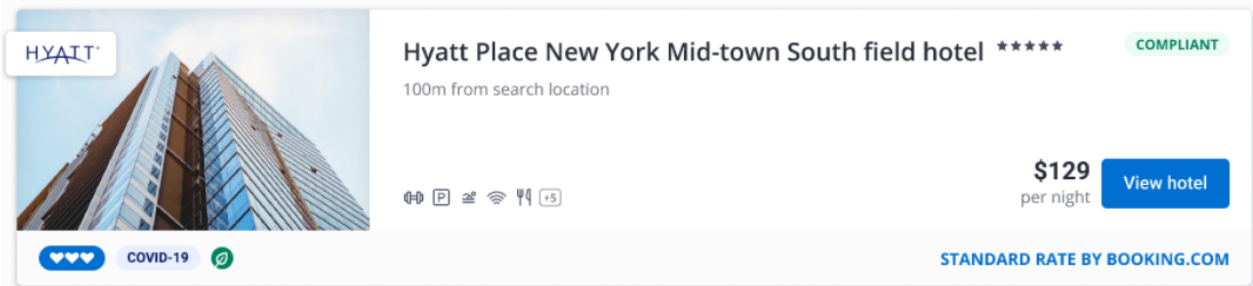
Hotel card on desktop

OTHER IMPROVEMENTS

- Hotel card display (when the card is hovered over, selected, or focused on) for availability, has been revised. The availability status indicates if a hotel is not available, not allowed, or check availability.

- The availability status is made apparent with a badge on the hotel card, as well as the compliancy badge.

- The hotel map width is adapted to the screen resolution allowing a larger map to be displayed by default on larger screens, while the width of results list remains the same.

- **Accessibility**: The hotel list is now fully accessible to all users.

NOTE: These improvements affect Neo hotel searches on all devices.

LIMITATION

Information contained in the hotel card is dependent on the hotel provider

[TRANSPORT] ENHANCEMENTS FOR TRANSPORT CARD DETAILS

GDS IMPACTED	All
COUNTRY	All
ACTIVATION	Automatic

SYNOPSIS
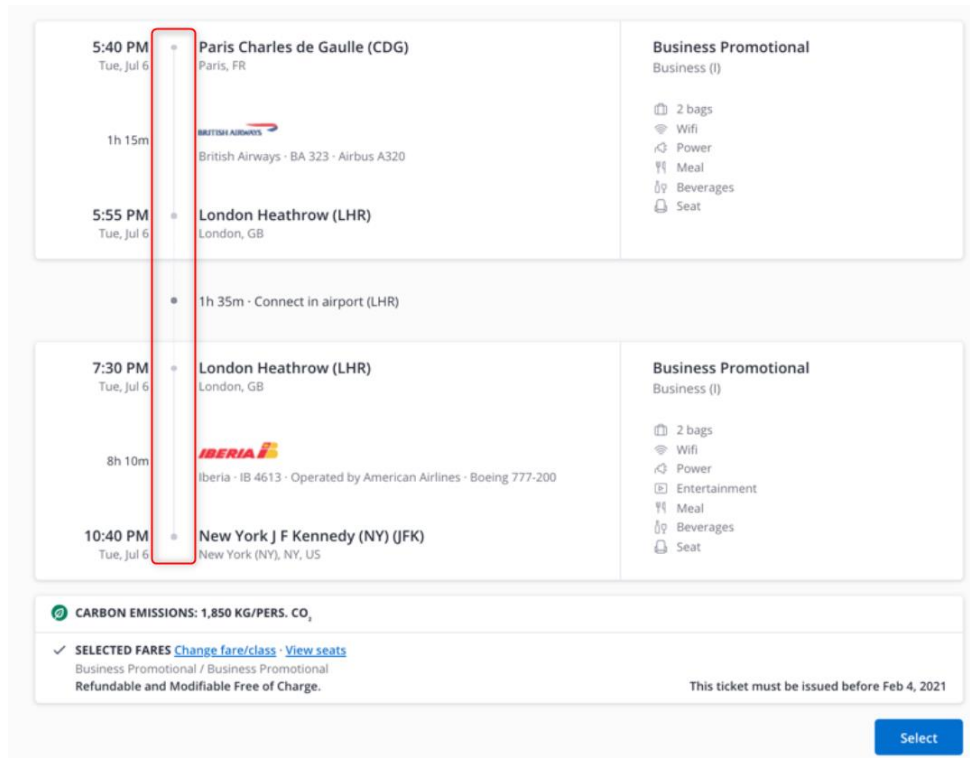
The user flow has been significantly improved by incorporating improvements for the transport card in the Neo application. These improvements include:

- A new vertical timeline,
- Updated Covid badges for suppliers at different levels,
- Information on amenities
- The possibility to change transport more easily on mobile.

DETAILED SCOPE

NEW VERTICAL TIMELINE

A new vertical timeline has been introduced to visually detail each step of the trip by adding a bullet point to each step, and a dotted vertical line is displayed to materialize a step in the trip which is a layover:

COVID BADGE DISPLAYED AT LEG LEVEL

Each leg of the trip displays COVID-related information for its own supplier.

POSSIBILITY TO CHANGE TRANSPORT AT LEG LEVEL MOBILE

A **Change Transport** button on is now available on the Neo mobile application.

The **Change Transport** button allows users to go directly to the trip and change the means of transport.

For multi-city trips, the user will no longer need to go back to the first part of the trip.
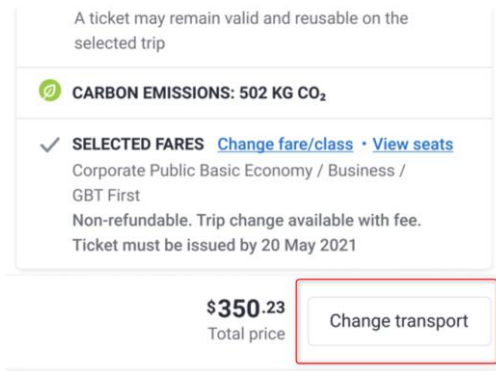
MOST IMPORTANT AMENITIES DISPLAYED BY DEFAULT:

APPLICABLE FOR MOBILE | DESKTOP | TABLET

The transport card has been improved by reducing the height of the card as well as reduce the amount of information displayed when the card was expanded.

Desktop and Tablet: The first six amenities are now displayed, and the full list of amenities is displayed after clicking on "View more" button, which is available on desktop and tablet.

Mobile: By default, only the bag amenity is displayed if any.

[RAIL] PDF TICKET ATTACHED TO EMAILS

GDS IMPACTED	N/A
COUNTRY	BE - NL
ACTIVATION	Automatic

SYNOPSIS

The user experience is made easier by attaching the PDF ticket to emails from Neo when this ticket is generated by the supplier at the time of booking.

DETAILED SCOPE

Applicable to:

- SNCB

NOTE: This has already been made available for The Trainline, Deutsche Bahn

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[RAIL] TRAINLINE: LABEL IMPROVEMENTS AND ADDITIONAL FARES MADE AVAILABLE

GDS IMPACTED	N/A
COUNTRY	UK
ACTIVATION	Automatic

SYNOPSIS

For Trainline direct link, it has been made possible to book a specific Veteran Fare; and the new subscription card "Veterans UK Railcard" has been added.

The fare label displayed in Neo which displays to the user which subscription card is applied in the availability fare results has also been improved.

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NEO
MOBILE APP

[ONBOARDING] ENHANCEMENTS FOR THE LOGIN PAGE AND TERMS & CONDITIONS

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

SYNOPSIS

In an endeavor to make specific screens on the Neo mobile application more mobile friendly, the following screens have been enhanced with new designs:

- Sign up page
- Login page with the PIN
- Terms & Conditions page, including an improved agreement process
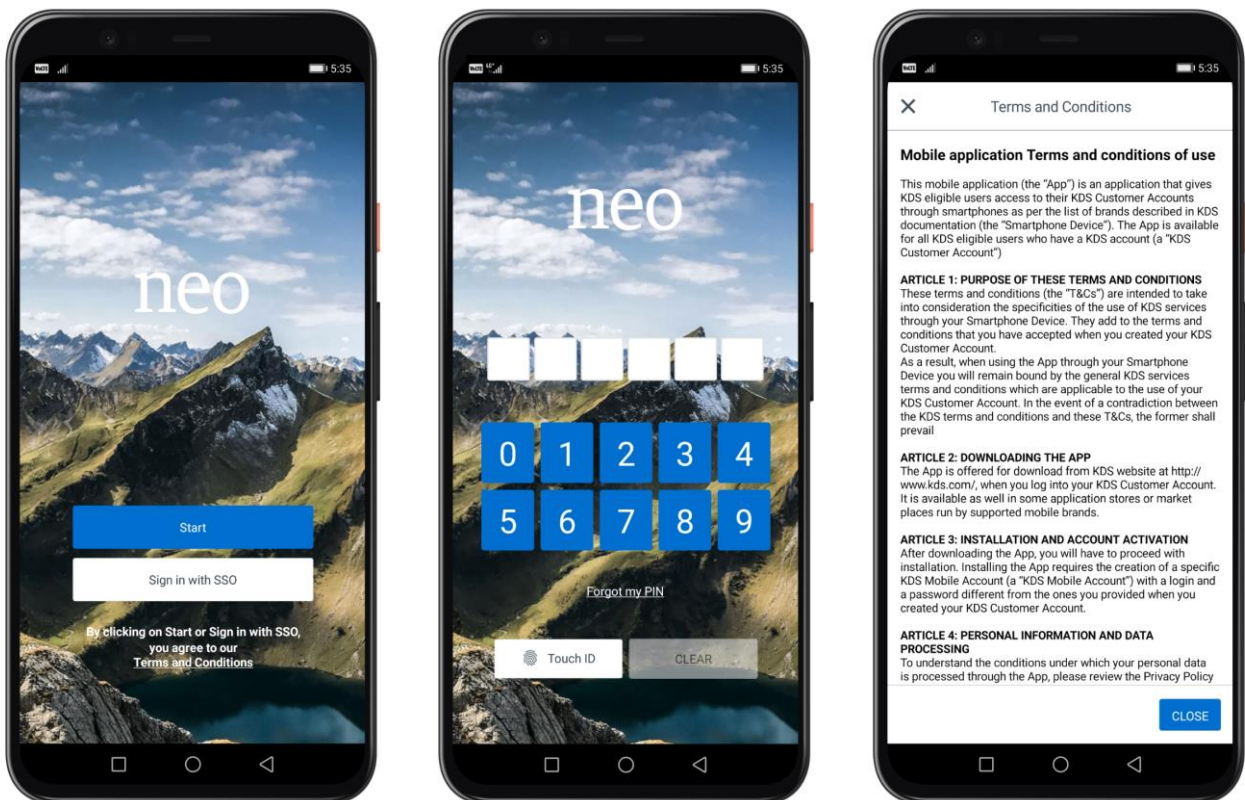
The process of agreeing to the terms and conditions, initially part of the onboarding process, has been simplified. By clicking on Start or Sign in with SSO, the user thereby agrees to the Terms and Conditions.

Clicking on the link Terms and Conditions will lead the user to the details for the Terms and Conditions, which are also available from the settings menu.

EXPENSE

[SEGMENT VALUES] ALTERNATIVE SEARCH IN NEO

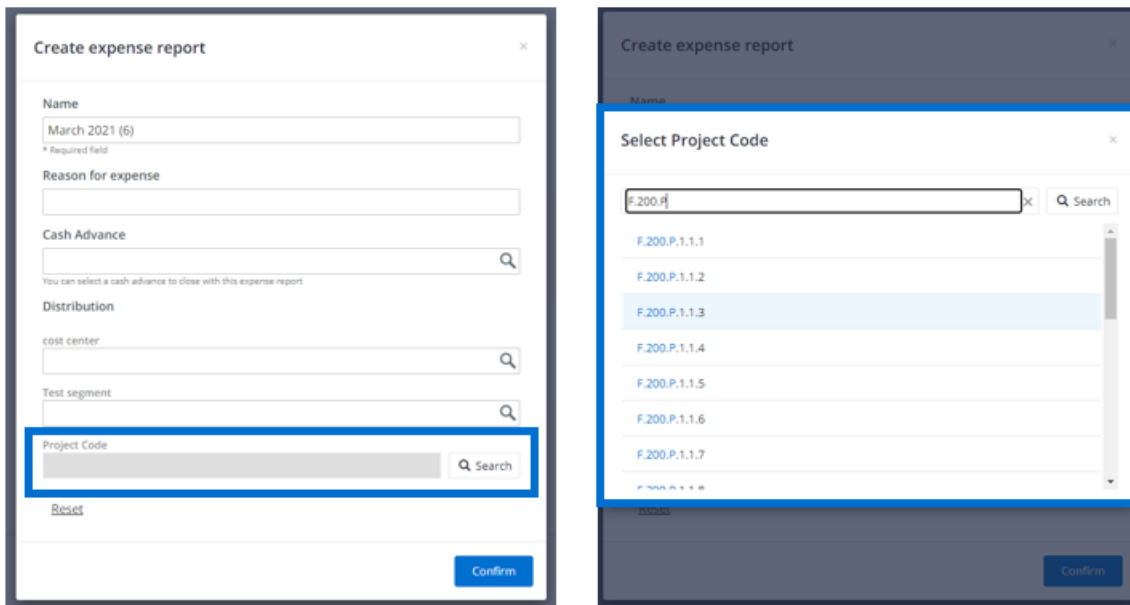| GDS IMPACTED	N/A
COUNTRY	All
ACTIVATION	On request if Neo expense enabled

SYNOPSIS

A new way of searching for segment values is now available in Neo.

For specific types, identified as such in the configuration tool, the user will have a dedicated search form where they will be able to type the requested values, search for it, then select it from the available results list.

HOW DOES IT WORK?

When enabled, on the Neo interface, these configured segment types will have a new display:

LIMITATIONS

This feature must not be activated on a segment type which is used with dependent values.

[APPROVALS] ENHANCEMENTS FOR THE APPROVALS LIST

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

SYNOPSIS

The Neo v21.2 is providing the user with new developments for the approvals list which includes:

- Making fields mandatory in the approvals list
- Single selection in the approvals list (delivered during SP2 Neo v21.1)
- Multiple selection in the approvals list (delivered during SP3 Neo v21.1)

MANDATORY FIELDS IN APPROVALS LIST

Additional information can be required to the approver before approving an expense report according to the company's configuration. This additional information may be mandatory or not.

Improvements delivered during this release enable the expense reports with these requirements to be selected and approved/rejected from the pending approval list.
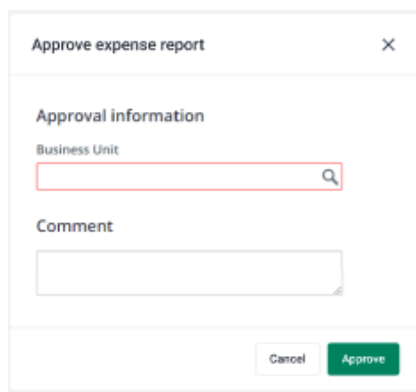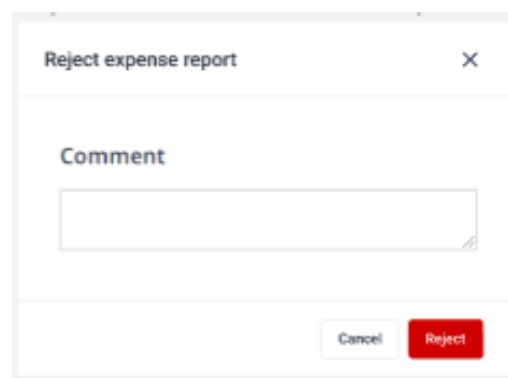
DETAILED SCOPE

Mandatory: The label Approval requires information review is already displayed in red within the list for identification, and the input fields to be filled out will be displayed in the approval modal with a red border.

IMPORTANT: Approval is disabled if multiple expense reports are selected and if at least one of them has mandatory fields.
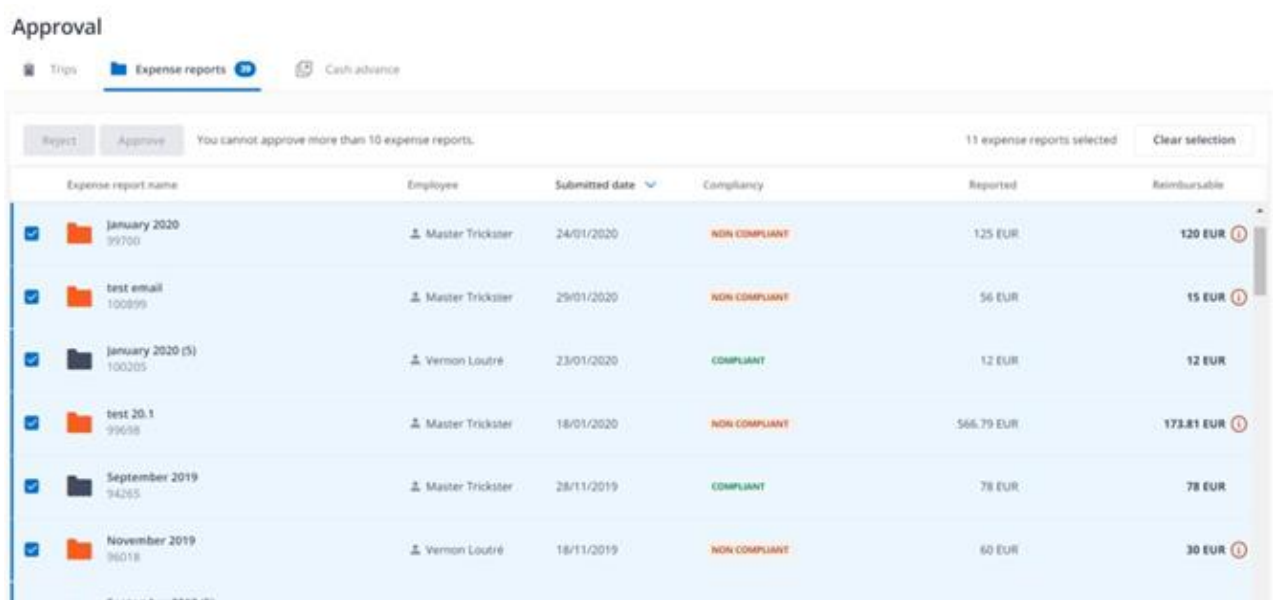
These expense reports can only be approved individually from the list.

Non-mandatory: The specific fields are displayed in the approval modal in the case of a single expense report selected and approved. If multiple expense reports are selected, no specific field is displayed in the modal.

MULTIPLE SELECTION IN APPROVAL LIST
FEATURE RELEASED IN SP3 21.1

Multiple expense reports can be selected and approved directly from the pending approval list, making it possible to select up to 10 expense reports at a time.
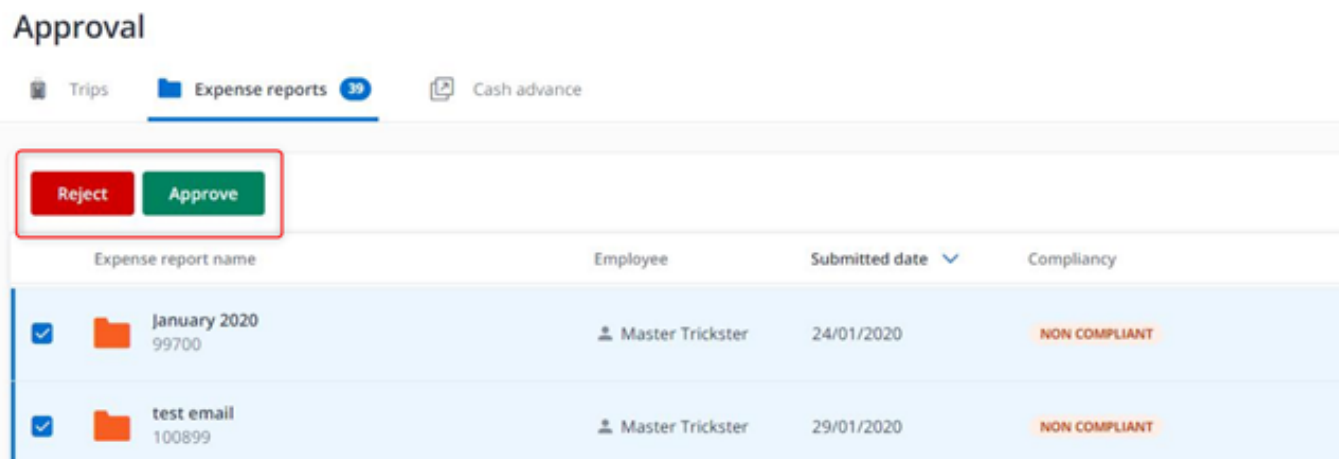

HOW DOES IT WORK?

Approvers will be able to do the following with this new feature:

- Select and approve (or reject) up to 10 expense reports in the list by ticking the checkbox
- Tick the select all checkbox which automatically selects the 10 first expense reports of the list

Once selection is done, the action bar with the **Approve** and **Reject** button appears

NOTE: Only ten expense reports can be approved. If there are more than 10 items, the action buttons are deactivated, and a warning message is displayed.

FURTHER INFORMATION

The expense report with mandatory information to be reviewed can only be approved or rejected by opening the report.

A red label Approval requires information review will be displayed in the list for these expense reports, and the line will contain no checkbox.

This feature is only available for the Neo desktop application.

FURTHER DETAILS

The expense reports with mandatory information to review can only be approved or rejected by opening the report.

A red label **Approval requires information review** will be displayed in the list for these expense reports and the line will contain no checkbox. This will be delivered in an upcoming release.

This feature is only available on the Neo desktop application.

[EXPENSE LINES] OCR IMPROVEMENT: THE HOUR IS NOW READ WHEN SCANNED

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

SYNOPSIS

The OCR scanning feature has been enhanced to further automate the creation of expense lines.

The new improvement consists of collecting information on the time of purchase from scanned receipts and automatically fill-in the "Hour" field in the expense form. Users will no longer need to manually fill in this line during the creation of their expense lines.

DETAILED SCOPE

For OCR scanning from the Neo mobile and desktop applications.

[EXPENSE LINES] NEW INFORMATION AVAILABLE FOR USERS

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

SYNOPSIS

More information is now provided in both the expense report as well as in the generated PDF.
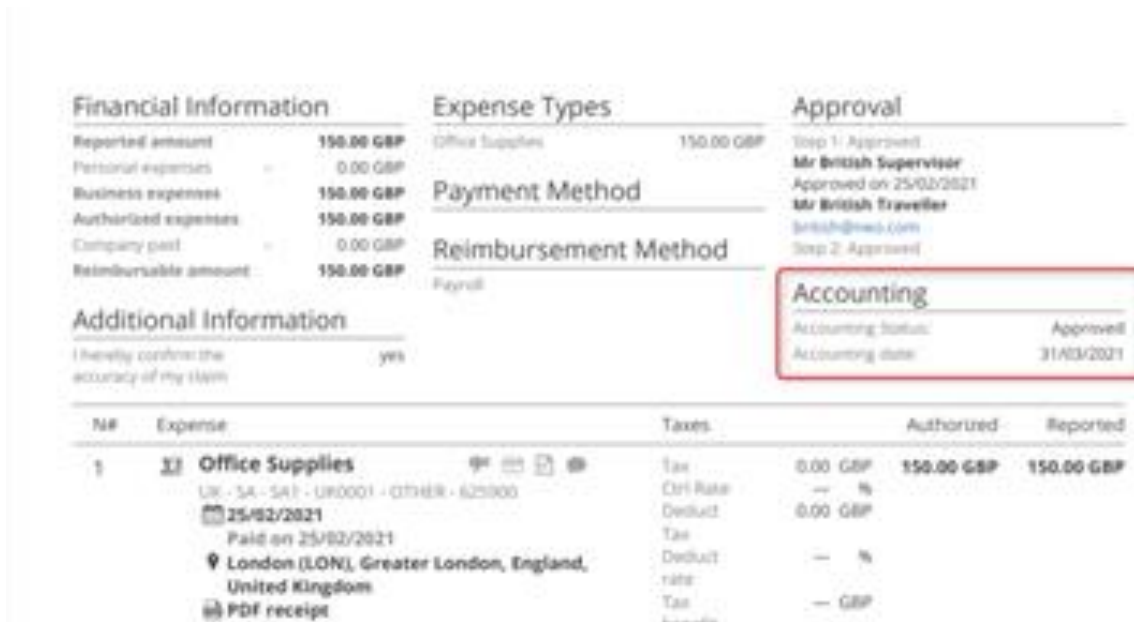
Expense Report

The accounting date will be displayed in the "Approval and History" section, when this is available.

Expense Report PDF:

The following information will be visible directly on the generated PDF:

- Accounting status
- Accounting date

[PER DIEMS] CONSISTENCY CHECK FOR THE GERMAN PER-DIEM THREE-MONTH RULE USERS

GDS IMPACTED	N/A
COUNTRY	DE
ACTIVATION	On request if Neo expense enabled

SYNOPSIS

By applying the new consistency check "Per-Diem DE 3-month rule", users will be warned or blocked when a per-diem line needs to be set as taxable, according to the German per-diem three-month rule.

In Germany, per-diems at the same location which have a duration of more than 3 calendar months are considered as taxable. In this case, per-diem lines will be highlighted in Neo when they are needed to be set as taxable by the accountant.

[MILEAGE] UPDATE ON FRENCH MILEAGE RATES FOR 2021

GDS IMPACTED	N/A
COUNTRY	FR
ACTIVATION	On request if Neo expense enabled

SYNOPSIS

As per the new regulations concerning French mileage published by the French Finance Ministry for 2021, rates for electric vehicles will be increased by 20%.

Rates for petrol, diesel and LPG vehicles remain the same as in 2020.

> To apply 2021 rates for electric vehicles, fuel type has to be activated at client level.
>
> All vehicles for the client will be deemed invalid, and fuel type will need to be provided in the user profile in order to compute mileages.
>
> Please contact your account manager to apply 2021 rates for electric vehicles.
>
> NOTE: If the fuel type is not activated at client level, the regular rates will apply.

FOUNDATION

[USER PROFILE] IMPROVEMENTS FOR PHONE NUMBERS

GDS IMPACTED	All
COUNTRY	All
ACTIVATION	Automatic

SYNOPSIS

An improved user experience is provided by ensuring that phone numbers are correctly and easily entered in the information fields. Additionally, it is assured now that only valid phone numbers can be saved in Neo by validating them against country-specific rules.

Phone numbers are now entered using a country flag drop-down selector, and an input field which will help users to correctly enter the phone number.

Previously, the segmentation of phone numbers into four different subfields confused many users because segmentation of phone numbers may vary from one country to another. Additionally, this does not always align with how the data is then used by Neo.

DETAILED SCOPE

This development concerns all phone numbers edited through Neo end-user profile screens.

Phone numbers entered in other parts of the Neo application (Admin suite, or taxis at the time of booking) are not impacted by these changes for now.

The Neo Data loading interface will be amended to only accept valid characters in phone numbers. This includes:

- digits
- "+" sign
- standard space
- standard dot "."
- standard dash "-",
- parentheses

BEST PRACTICE

Phone numbers sent in data loading files are best to be formatted according to E.164 international formats.