neo

AMERICAN EXPRESS GLOBAL BUSINESS TRAVEL

Neo v21.4 Release Notes

OCTOBER 2021

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GLOBAL BUSINESS TRAVEL

TRAVEL

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[AIR] IMPROVEMENTS FOR RESPONSE TIME

GDS SUPPORTED	N/A
COUNTRY	All
ACTIVATION	Automatic

SYNOPSIS

During this new version, the teams at Neo have worked on the time needed to manage received data from different partners (GDS and direct links). This endeavor made it possible to reduce the processing time for air in Neo by up to 80%.

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[TRANSPORT] NEW HEADERS FOR TRANSPORT, CAR, TAXI & HOTEL

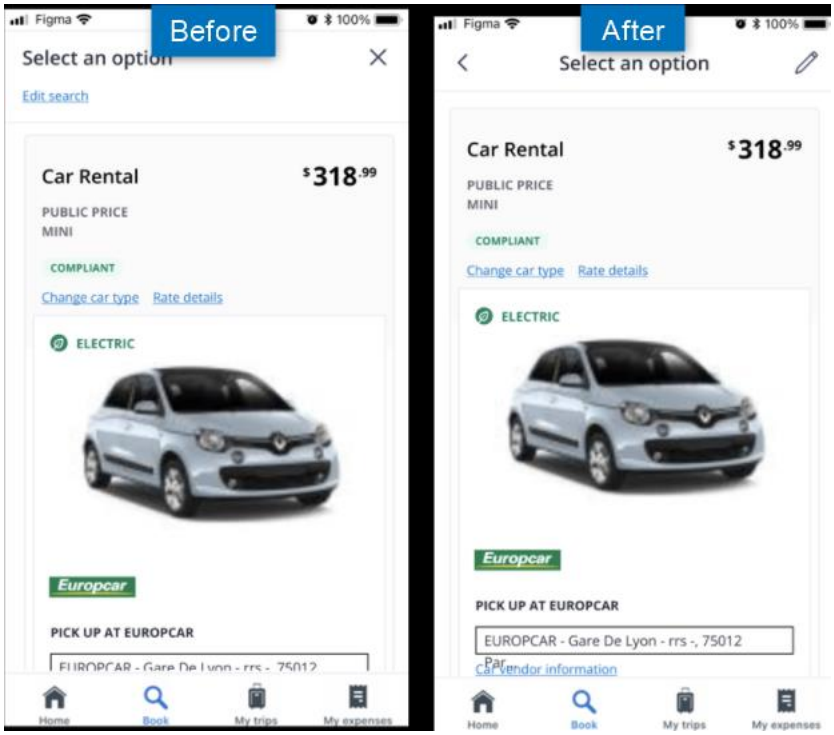
GDS SUPPORTED	All
COUNTRY	All
ACTIVATION	Automatic
AVAILABLE ON …?	Desktop | Tablet | Mobile

SYNOPSIS

For clarity and ease of use, headers will have a unified design throughout the Neo application on all devices.

Additionally, accessibility for all users will be improved.

On mobile devices, users can remove the top bar to gain screen space by clicking on the **X**.



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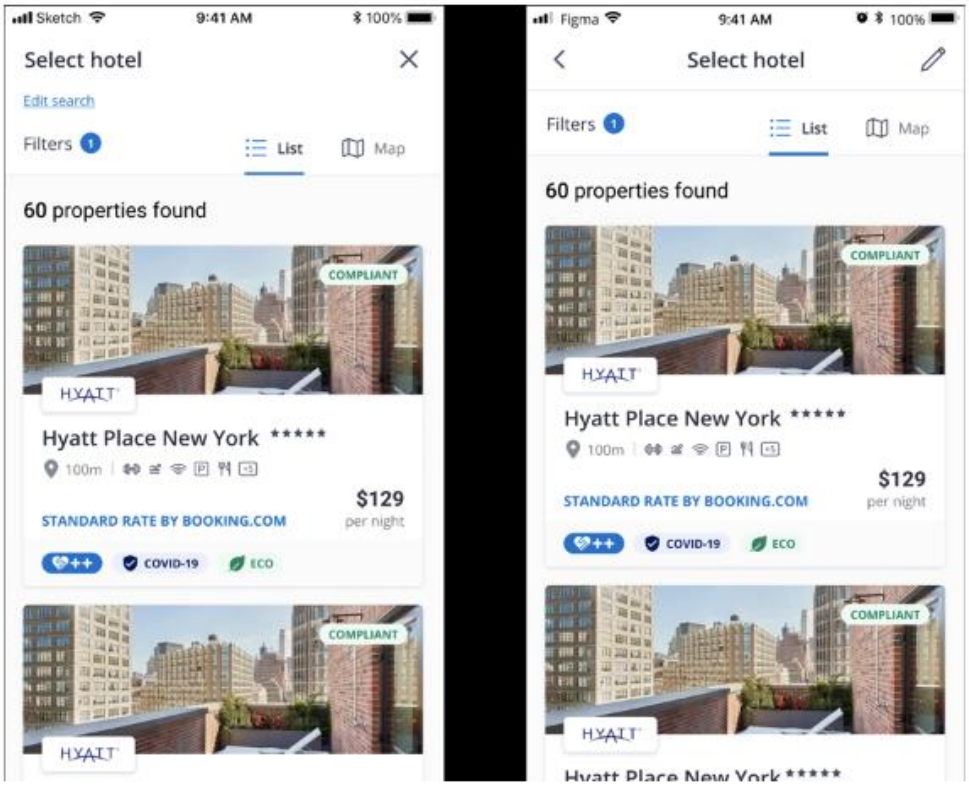

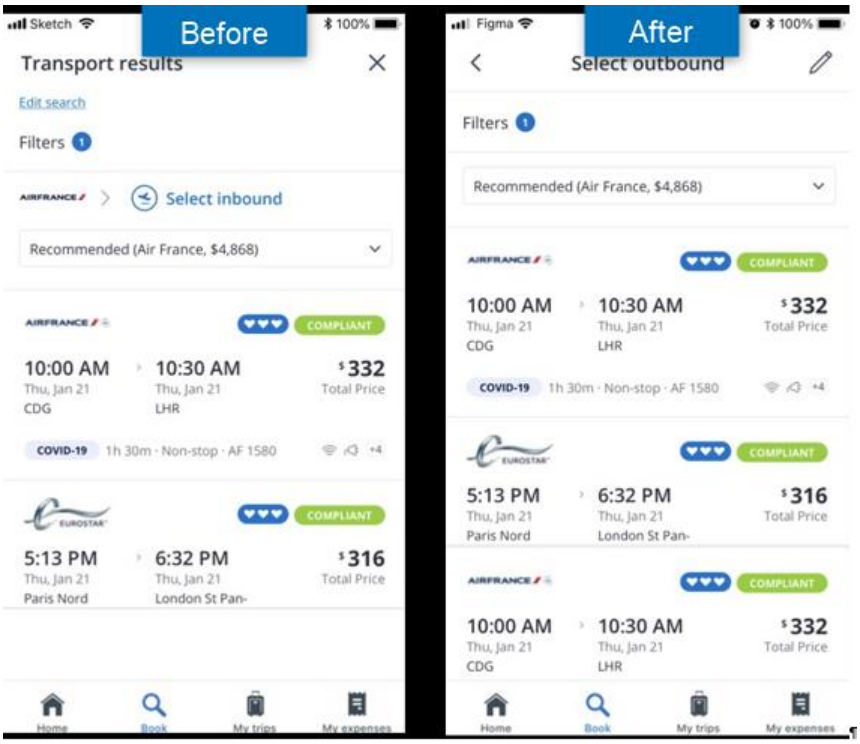

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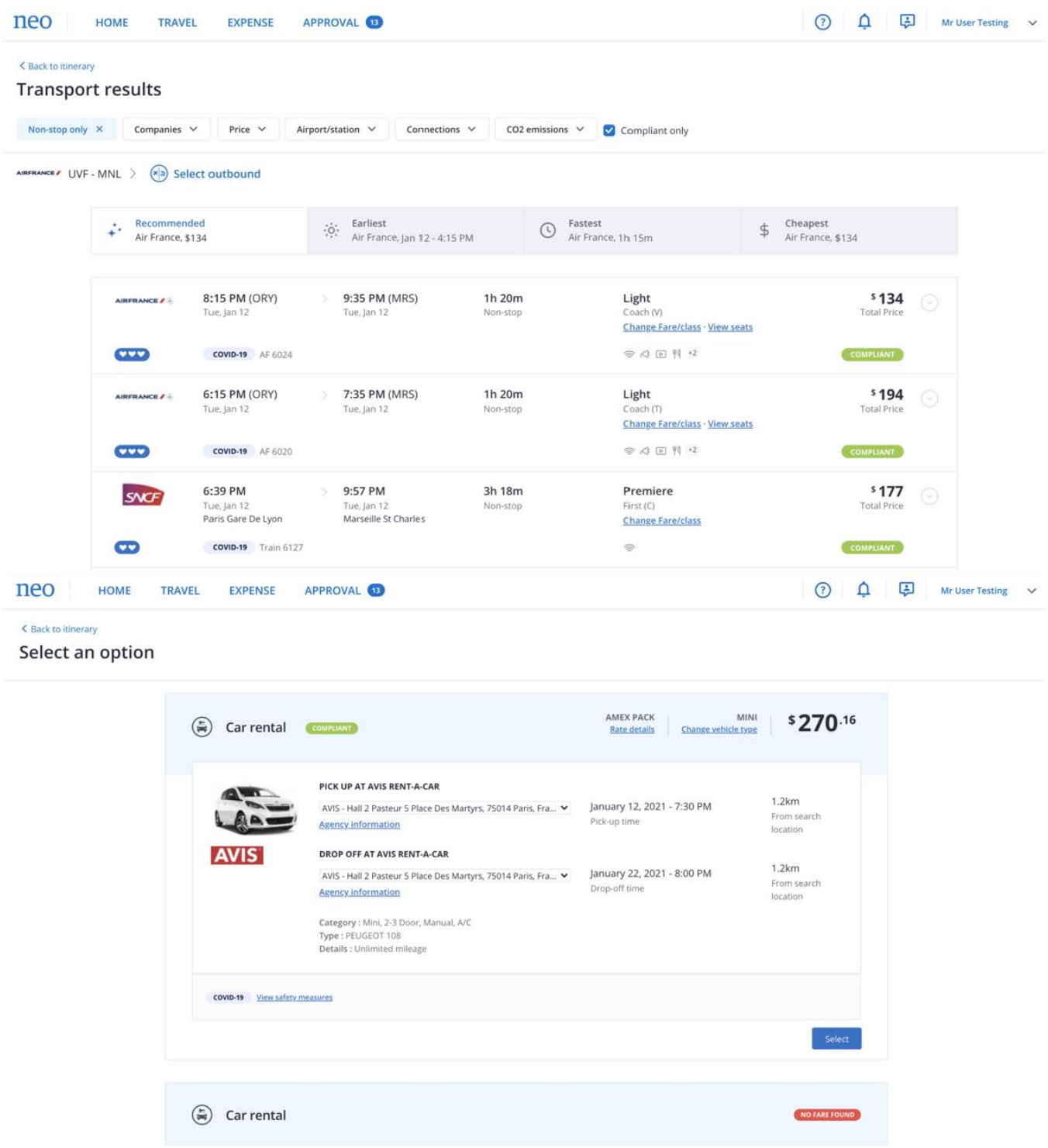

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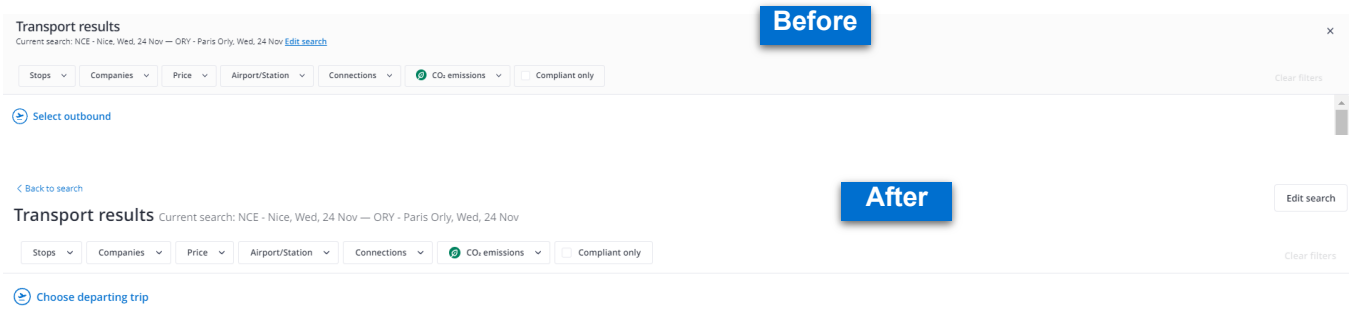
- New link “back to search” or “back to itinerary” displayed
- “Edit Search” button now displayed on the right corner
- “Outbound” and “Inbound” changed for “Departure” and “Return” Trips



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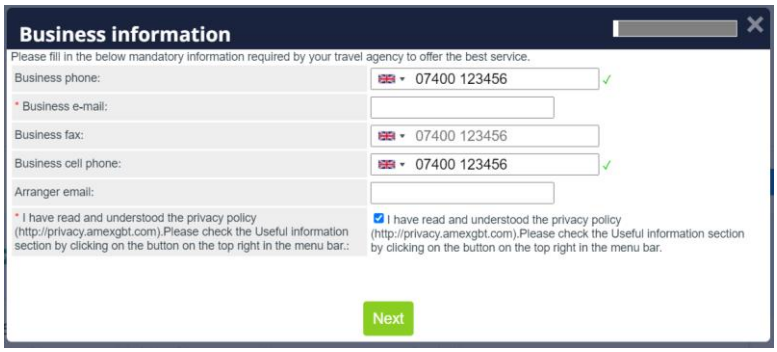
[TRANSPORT] MIGRATION OF PRE-BOOKING STEPS

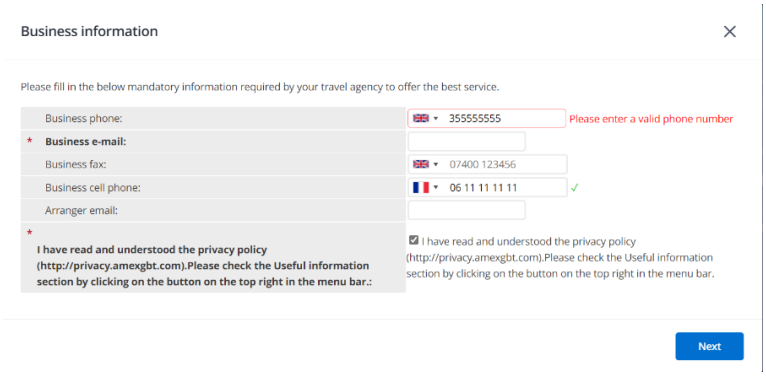
GDS SUPPORTED	All
COUNTRY	All
ACTIVATION	Automatic
AVAILABLE ON …?	Desktop | Tablet | Mobile

SYNOPSIS

To create an improved user experience, pre-booking steps are being redesigned over the next few releases of Neo. Changes in this release will include that providing mandatory information has been made the first step in the booking flow. This step is only presented once, or when an update is requested.



Before 21.4 release



After 21.4 release

NEXT STEPS

In upcoming versions of Neo, more features are expected such as the content hub, the step for hotel cancelations as well as special services.

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[TRANSPORT] TRANSPORT EXPERIENCE FLOW IMPROVEMENTS

GDS SUPPORTED	All
COUNTRY	All
ACTIVATION	Automatic
AVAILABLE ON …?	Desktop

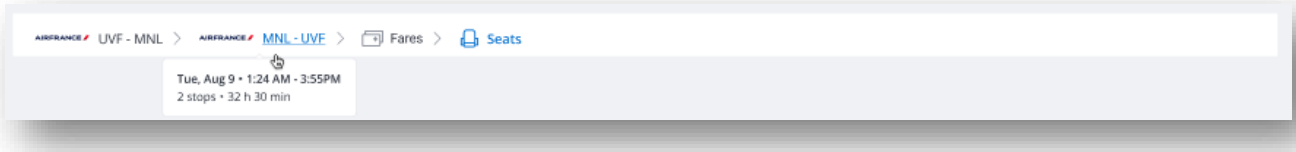
SYNOPSIS

To provide an improved user experience, several updates have been made in the transport flow. These updates provide enhancements for the transport experience.

DETAILED SCOPE

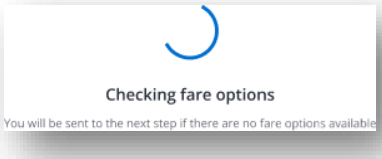
These updates include:

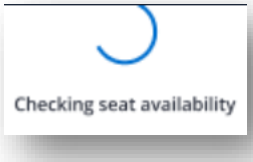
- An added tooltip in the transport wizard which includes travel segment information (e.g. flight, time…)



- When loading a step, the wizard has new step information, which informs the user that a step is being loaded

- Animation by a loader have been integrated which depend on actions done in the tool, searching for fare or map





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[CAR RENTALS] PRICE CONSIDERATION IN ALGORITHM FOR RECOMMENDATIONS

GDS SUPPORTED	All
COUNTRY	All
ACTIVATION	Automatic
AVAILABLE ON …?	Desktop | Tablet | Mobile

SYNOPSIS

The sorting order for displaying car rental suppliers has been improved with the inclusion of a price criterion in Neo's recommendation algorithm.

Now three criteria are considered for sorting car rental suppliers:

- Company preference
- Distance of the agency from the search location
- Price of the recommended car rental (generally the cheapest compliant option)

Customers who have no preferred car rental companies or several equally preferred companies for the same destination will get recommendations that consider pricing as a key differentiator. This is because price will be a truly differentiating criteria that distance alone is not always.

For instance, when renting from an airport, all agencies from different suppliers are just a few meters away from each other so distance does not really matter in that case. Therefore, considering price will greatly improve the logic of the sorting.

Distance from the search location	Price of the cheapest compliant option	Supplier Preference	Former Ranking	New Ranking
Agency parking indicated at 1.6km	€83	Preferred	**1**	**1**
Agency parking indicated at 2.3km	**€70**	-	**5**	**2**
Agency parking indicated at 1.1km	€81	-	**2**	**3**
Agency oarking indicated at 1.9km	€92	-	**4**	**4**
Agency parking indicated at 1.2km	**€114**	-	**3**	**5**

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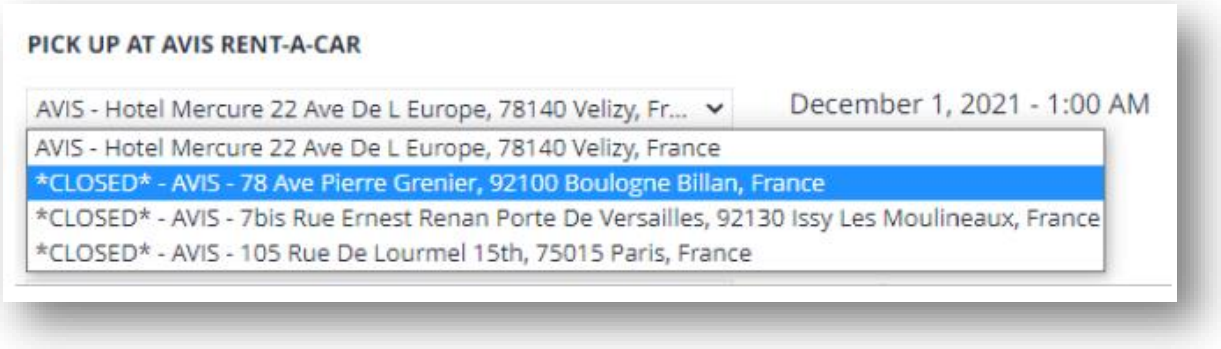
[CAR RENTALS] IMPROVEMENTS FOR CLOSED AGENCIES

GDS SUPPORTED	All
COUNTRY	All
ACTIVATION	Automatic
AVAILABLE ON …?	Desktop | Tablet | Mobile

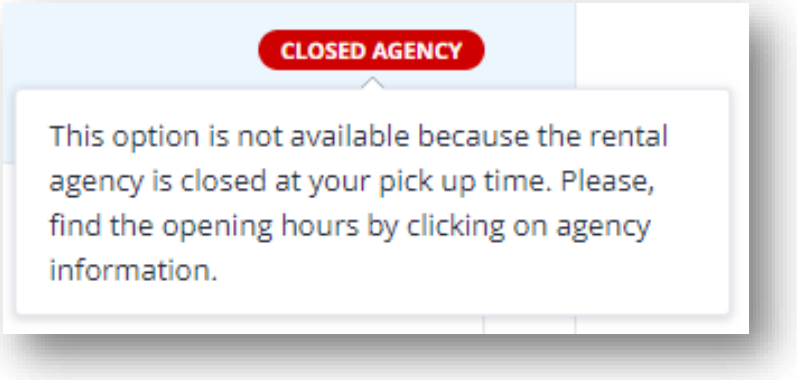
SYNOPSIS

To accommodate users' needs and improve the user experience, travelers can now check the opening times of agencies which are closed.

Closed car rental agencies will now be displayed in the pickup and drop off selection drop-down lists. They will be clearly tagged as closed. However, the traveler will still be able to select them and check their opening times.



Closed Agency in Drop-down list



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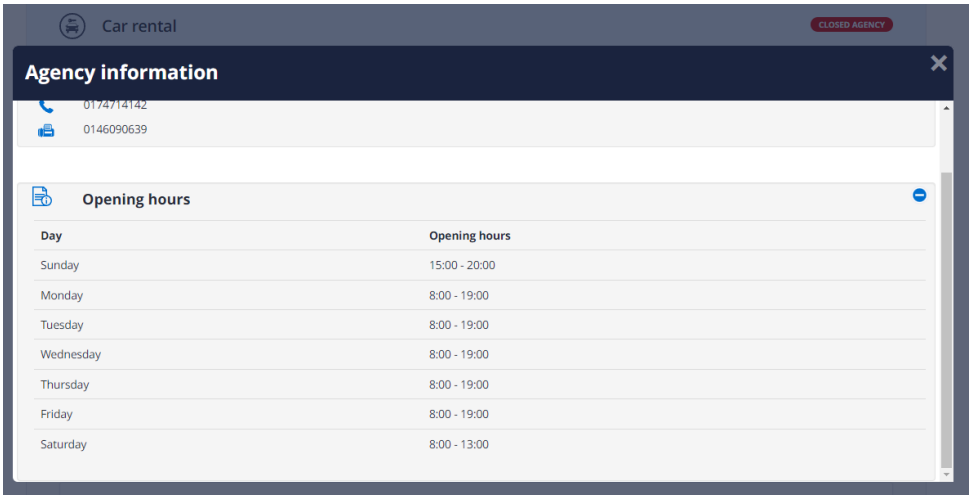
Closed Agency Tooltip

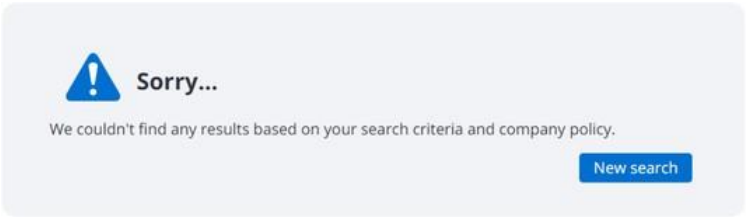


Opening Hours Pop-in

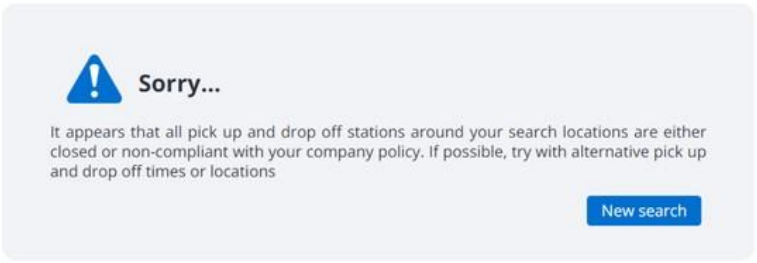
ERROR MESSAGES FOR CLOSED AGENCIES

If applicable, Neo will now display to the traveler a message indicating precisely why no results were found for their car rental search and inviting them to try with alternative pick up and/or drop off times or locations.

BEFORE



AFTER



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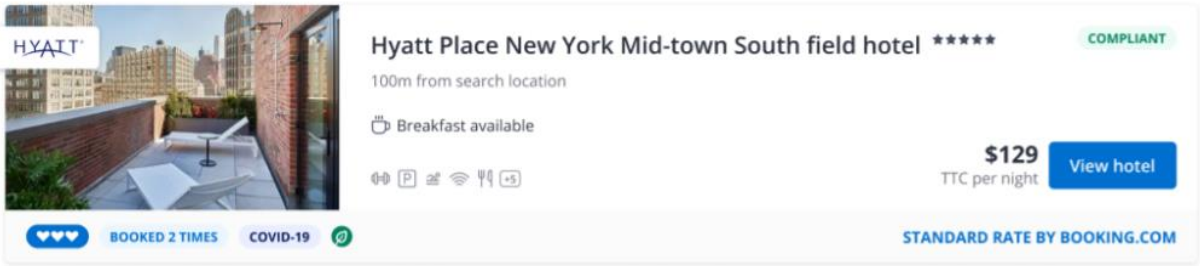
[HOTELS] NUMBER OF RESERVATIONS DISPLAYED ON HOTEL CARDS

GDS SUPPORTED	All
COUNTRY	All
ACTIVATION	Automatic
AVAILABLE ON …?	Desktop | Tablet | Mobile

SYNOPSIS

The number of reservations, also called booking history, is computed at the traveler' sub-unit's level (excluding parent and child entities). This takes into consideration the last rolling three years and is updated automatically once a day.



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[HOTELS] OPTIMIZATION OF SEARCH BY NAME LOGIC

GDS SUPPORTED	All
COUNTRY	All
ACTIVATION	Automatic
AVAILABLE ON …?	Desktop | Tablet | Mobile

SYNOPSIS

Neo’s internal hotel name search algorithm now distinguishes between relevant and irrelevant keywords to avoid false positive searches.

For example, a search for “Mercure Sao Paulo Moema Hotel” in Sao Paulo will only consider the keywords “Mercure” and “Moema” as relevant.

The search for the office establishment “Paris Consulting Group” in Paris will take into consideration all keywords to be irrelevant. As a result, Neo will not regard a hotel that includes the word “Paris” in its name as being the subject of the search.

Neo's internal hotel name search algorithm now distinguishes between relevant and irrelevant keywords to avoid the display of error messages indicating that Neo could not find the requested hotel while the requested location is not a hotel (but usually an office).

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[EMAILS] END OF PLAIN TEXT EMAILS

GDS SUPPORTED	All
COUNTRY	All
ACTIVATION	Automatic

SYNOPSIS

As shared in the previous releases, plain text emails for online trips are now decommissioned.

DETAILED SCOPE

It will no longer be possible to deactivate HTML emails, signifying that administrators cannot return to plain text emails.

> **NOTE**: For now, plain text format emails will be kept for offline emails only.

OUT OF SCOPE

- Offline module emails

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[EMAILS] PART 2: IMPROVEMENTS FOR EMAILS SENT BY NEO

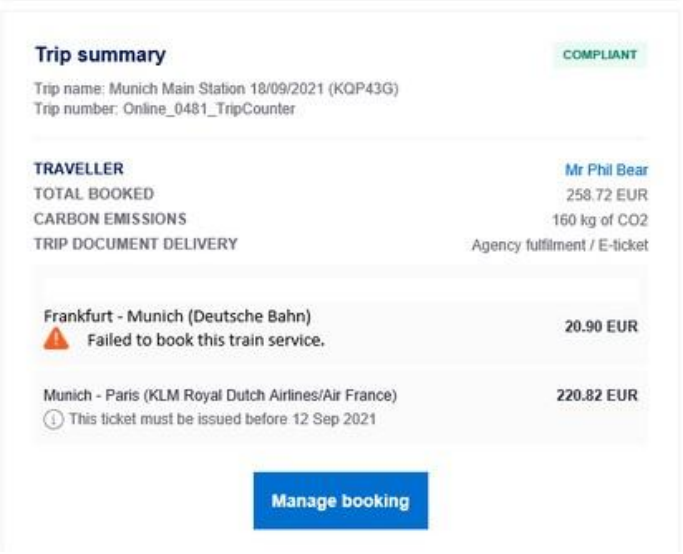
GDS SUPPORTED	All
COUNTRY	All
ACTIVATION	Automatic

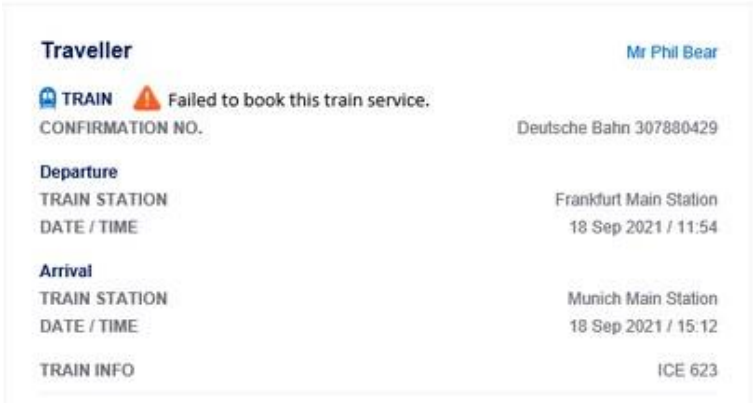
SYNOPSIS

Following enhancements done towards emails in the last two versions of Neo, another improvement has been introduced for emails which are sent by Neo.

DETAILED SCOPE

If a service cannot be booked due to errors made during the booking process, this appears in the emails as seen in these examples:





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[RAIL] RENFE

GDS SUPPORTED	Amadeus
COUNTRY	Spain
ACTIVATION	On request
AVAILABLE ON …?	Desktop | Tablet | Mobile

SYNOPSIS

The reservation of train in Spain is made possible through the Renfe direct link. Renfe is the national Spanish rail company.

IMPORTANT: Pre-requisite Renfe – GBT Client commercial agreement/ contract is required for Renfe activation in Neo.

DETAILED SCOPE

- The Renfe Spanish Rail Direct Connect via Neo provides all the content available via the Renfe API: High-Speed train (AVE), long and medium distance as well as regional content (AVANT).
- Public, corporate or subscription rates bookable in Spanish domestic direct trains.
- Credit cards whether personal or lodge cards can be used as form of payment.
- Credit cards accepted by Renfe: AX, DC, CA, VI (only if issued in Spain).
- The Neo user will receive a ticket in PDF format within the Neo confirmation email.
- The PDF Renfe train ticket can also be loaded from Neo.

RENFE LIMITATION

- Only direct trains are supported.
- Seat selection and special services are not available.
- Cancellations and Modifications are managed offline only.

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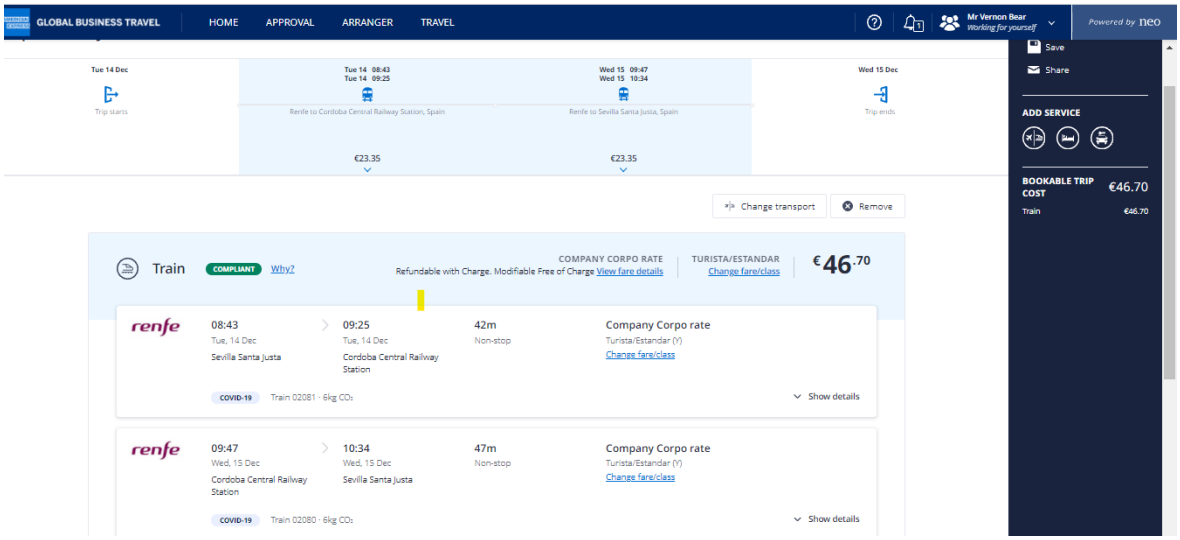
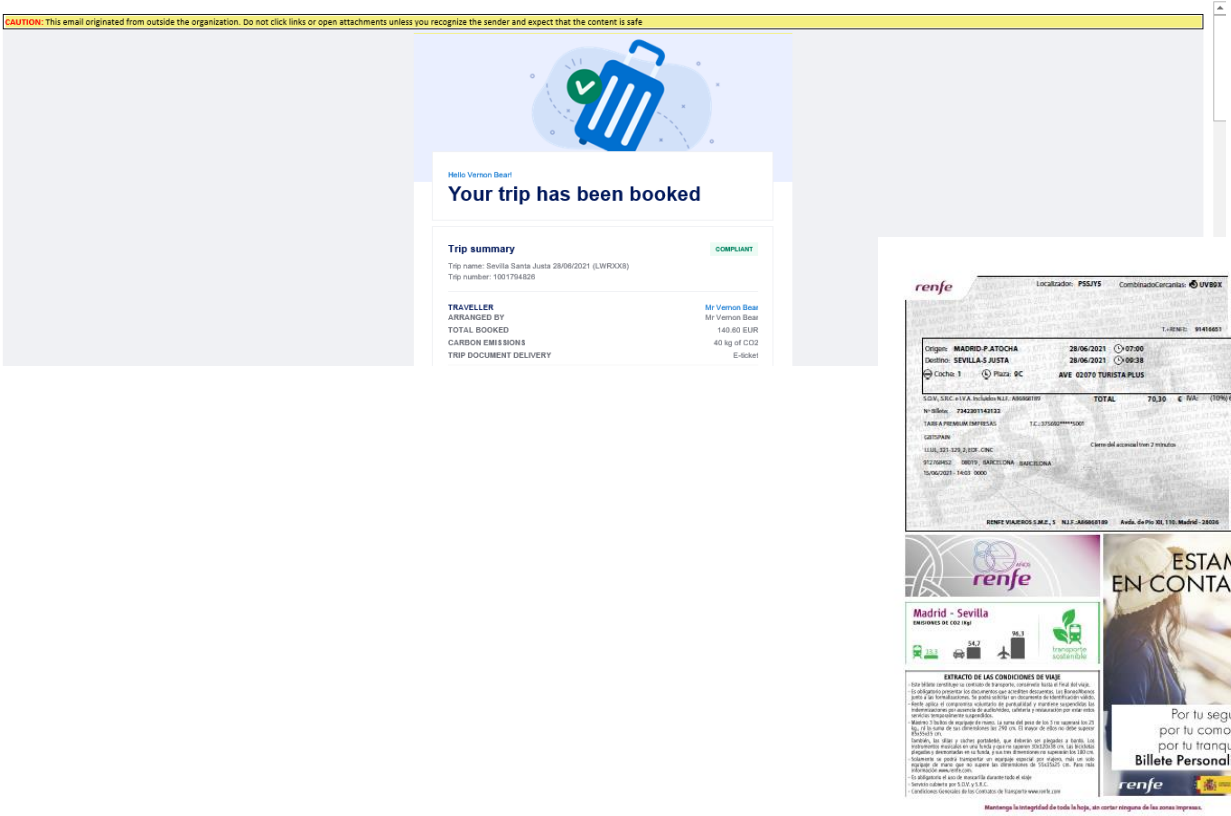
GLOBAL BUSINESS TRAVEL

RENFE LOOK AND FEEL



Your journey has been reserved (Sevilla Santa Justa 28/06/2021 -#LWRXX8)



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[SNCF] MIGRATION FOR RYO

GDS SUPPORTED	Amadeus
COUNTRY	France
ACTIVATION	Automatic

SYNOPSIS

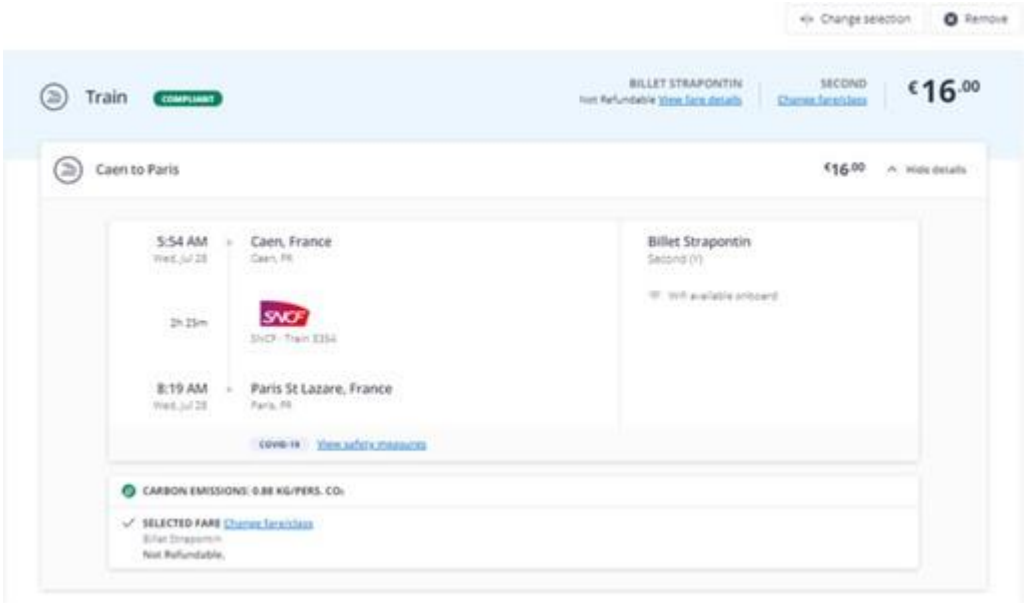
In advance for the RYO migration, activated by the SNCF on 20 October 2021, Neo is now prepared to adapt to the necessary changes.

1st class, 2nd class are proposed as well as "strapontin" (folding seat, non refundable), along with 3 different levels of flexibilities. Additionally, some fares are exchangeable before departure. New offers include WIFI and New Trains.

DETAILED SCOPE

RYO stands for “Réserver, Yielder, Offre”. This concerns the French regional TER trains. The region of Normandie will be the first to migrate for certain routes.

French regions will have the possibility to keep 100% of their routes in the current Etoil inventory, or to move some of them (those eligible, such as Krono+, formerly “Intercité”) to the S3 inventory (S3 Passenger) for RYO trains.



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[PLATFORM] NEXT STEPS TOWARDS THE END OF MANUAL SEARCH

GDS SUPPORTED	All
COUNTRY	All
ACTIVATION	Automatic

OLD TRIPS IN NEO VIEW

SYNOPSIS

Trips which were previously created in KCR (Corporate) will be displayed in Neo view. They will appear in read-only format and no action can be taken on those trips.

If necessary, users will have to contact the travel agency to modify the trip offline.

OUT OF SCOPE

The following are not affected by this feature:

- Offline module trips
- Multi-traveler trips (SNCF and other suppliers)

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NEO MOBILE APP

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[MOBILE] APPROVAL NOTIFICATIONS

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

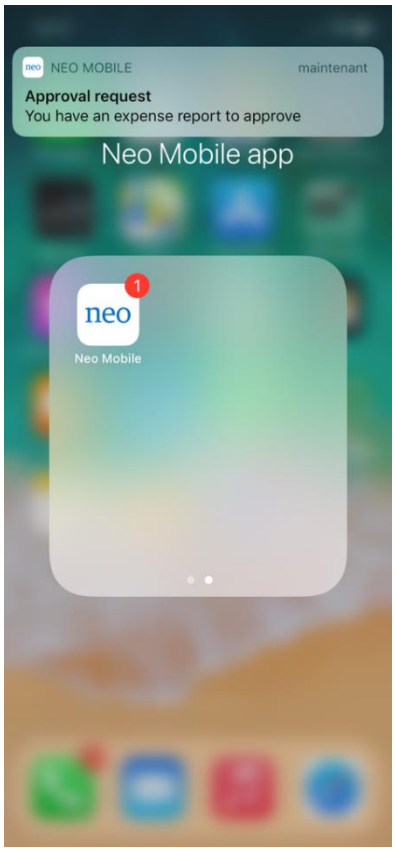
SYNOPSIS

On the Neo Mobile application, pending trips and expense reports sent for approval now trigger notifications which are displayed on the approver's mobile device.

The number of pending trips and expense reports to be approved is also shown with the red push icon on the app.

Important: the mobile account will have to be reactivated by the user in order for the notifications to be sent (activation process has to be done again in order to get the approval notifications).

This feature is compatible with both iOS and Android devices.



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[MOBILE] EMPTY STATE SCREEN INTEGRATION

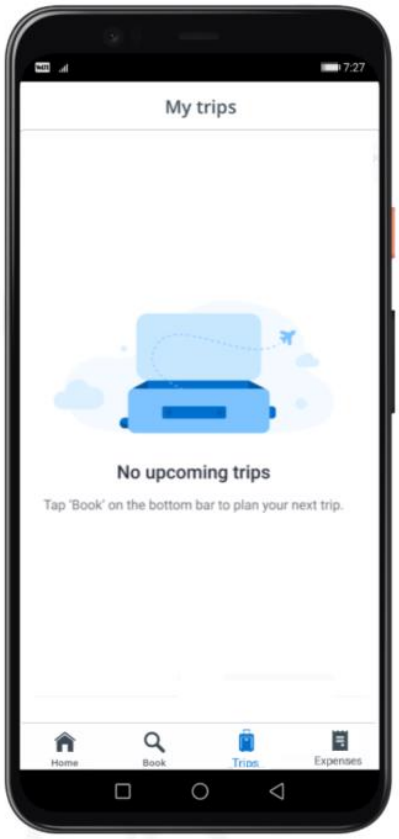
GDS SUPPORTED	N/A
COUNTRY	All
ACTIVATION	Automatic Only applicable for Neo mobile App

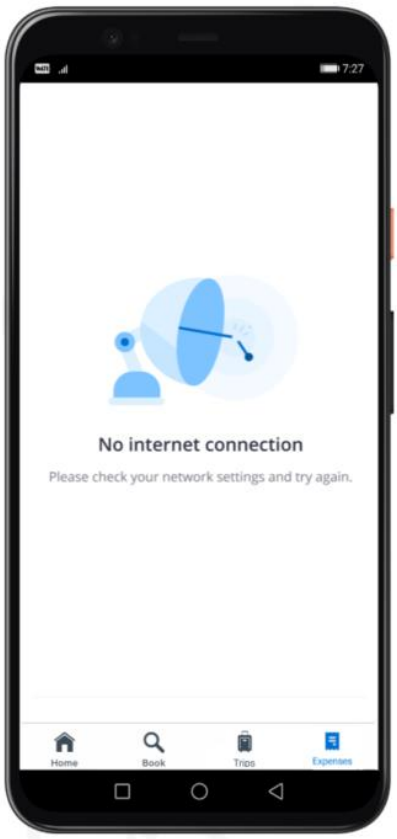
SYNOPSIS

With the objective to increase user satisfaction and improve the Neo mobile experience, empty state screens have been integrated in the Neo mobile app.

Users will now see a clear message on the Neo mobile application which explains to them why a screen is empty and what can they do about it. Empty states are displayed in the following situations:

- Empty trip list
- No network connection





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[ACCOUNTING MODULE] NEW PENDING LIST FOR ACCOUNTANTS

MADE FOR...?	Accountant
COUNTRY	All
ACTIVATION	On request if Neo expense enabled

SYNOPSIS

The accounting module is currently undergoing a complete redesign in order to give an improved user experience to accountants and help them manage expense reports more efficiently. Step by step, a new interface will be delivered to users, as well as enhancements on the features and components within this module.

From Neo v21.4, accountants can use the new expense reports pending list.

> This new version will require an activation per customer in Admin Suite. Please contact your account manager for more details.

WHAT'S NEW?

For Neo Mobile:

A user-friendly interface will be integrated into the Accounting module. Additionally, an enhanced list display will be clearer and more efficient to use.

Further new functionalities have been added to the list. This includes:

- Employee's company
- Last approval status
- A new accounting decision
    - For accountants who approve expense reports after managers, the **disagreement** button has been replaces by the **Put on hold** button. This button has the same behavior as the previous **Disagree** button. By giving it a new name, the functionality of this button is made clearer to users.
    - The accounting status remains as rejected which is the same as at present.
    - This feature enables to **Put on hold** the expense report which requires further attention before being approved. These expense reports are then highlighted in the pending list with a flag icon, and can also be filtered by clicking on the **On hold filter** button.

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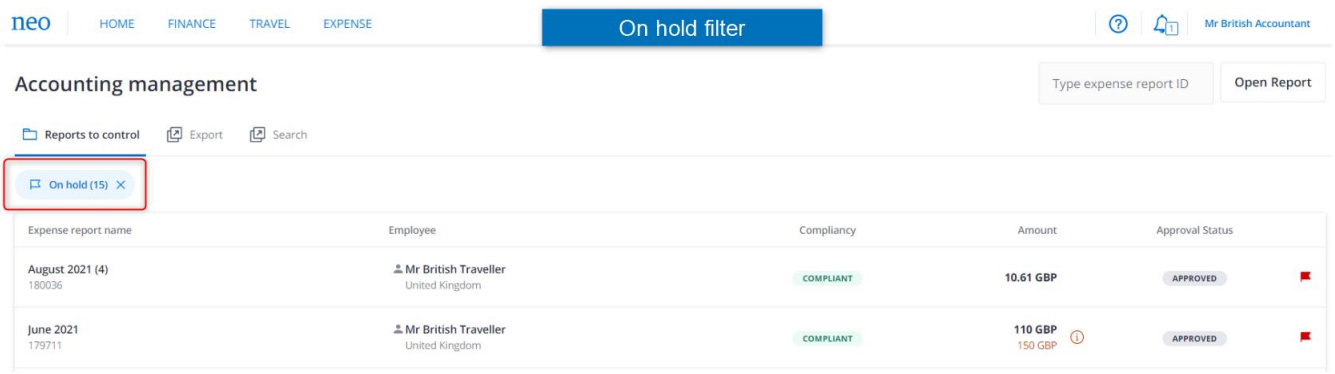

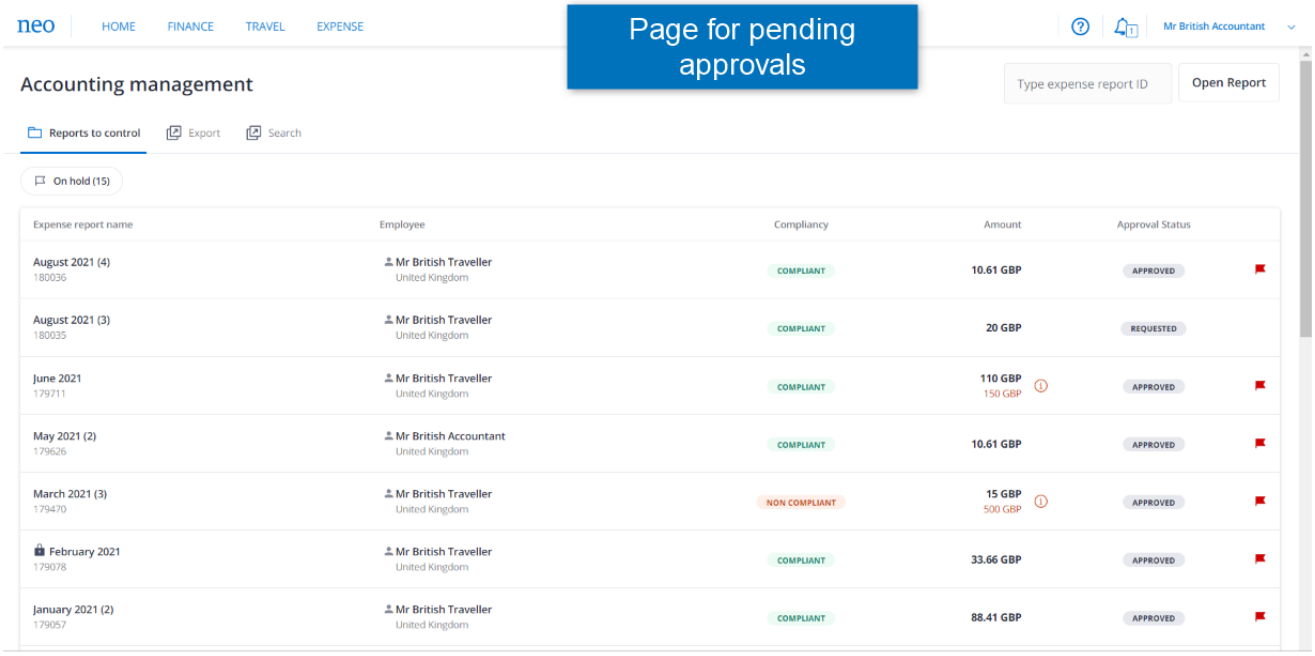

This new list is the first version of the new accounting module, and does not yet include all features available from the previous version such as:

- Multi-approvals from the list
- The expense reports which have been already received agreements and are pending payment will not be displayed.
- PDF files can only be downloaded from the expense report
- The list will display up to 200 expense reports.

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[OCR] SCANNED RECEIPTS: VAT AUTOMATICALLY FILLED IN

MADE FOR...?	Traveller
COUNTRY	All
ACTIVATION	Automatic

SYNOPSIS

When a receipt is scanned using OCR technology, the VAT rate will be automatically selected if the VAT rate read by the OCR matches the rate of one of the configured VAT rules.

The VAT rate and VAT amount will be automatically filled-in by the information read by the OCR on the receipt, or calculated based on the VAT rule

> This feature works for single VAT and for manual VAT configurations only.

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ABOUT NEO

American Express Global Business Travel, the world's largest TMC, acquired KDS and its flagship offering, Neo™, in 2016 as part of its vision for a complete and modern business travel experience. Neo is an award-winning, unified SaaS platform that streamlines the end-to-end processes for arranging and managing business travel while helping to automate travel-related expense management. Neo also unifies the complex ecosystem of travel suppliers and payment providers, making everything accessible through one simple interface. The elegant, easy-to-use tool help companies increase productivity and turn travel spend into an investment for growth.

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