AMEX GBT
Neo

Neo™ Release Notes 23.4

16th of October 2023

AMERICAN EXPRESS
GLOBAL BUSINESS TRAVEL

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NEO TRAVEL

[AIR | RAIL] ENHANCEMENTS FOR RESULTS PAGE FILTERS

GDS SUPPORTED	All
COUNTRY	All
ACTIVATION	Automatic
AVAILABLE ON ...?	Desktop | Mobile (GBT Mobile and Neo Mobile App)

> Please note this feature was communicated in a previous service pack but delivered with the 23.4 release.

SYNOPSIS

Filters on the transport results page have been enhanced visually and has been made accessible for disabled users.

This migration will allow further improvements on the page, such as filters and enhancements like the waiting experience.

BEFORE

AFTER

Neo
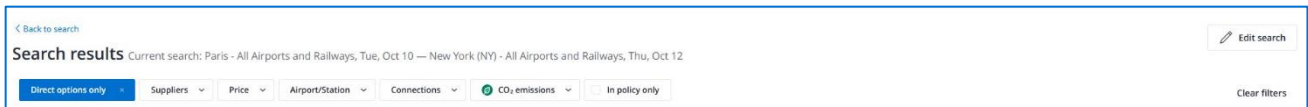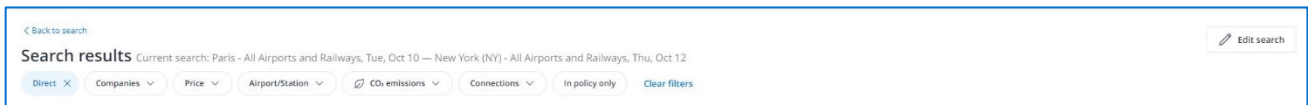
[NEO] NEW TRIP LIST

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

SYNOPSIS

The Trip List display in Neo is being enhanced to improve the overall usability of the page and to enable the page to meet current accessibility standards.

Following this migration, the **Trip List** has been redesigned and Neo is made more accessible.

Users can see their trip on the Trip List Page, which is available through the menu or via the tile.

BEFORE

AFTER

SCOPE

Trips booked in Neo and (where available) trips booked through the offline request module) will appear in this new list.

Limitations include the following:

- The link to display unused tickets has been temporarily removed from this view and will be delivered in a future release (please note unused tickets functionality is available in NORAM region).
- Requests and trips from the old offline module (comprising of former corporate pages) will remain in the old offline module list which is accessible from a link **Display Corporate offline module (old version)** (see below)

- Content management will no longer be available.
- The **Created by** filter will be delivered in a future release.
  - Note: this filter allows mainly arrangers to filter trips according to who created the trip.

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[NEO APPROVAL] REDESIGN OF THE APPROVAL/REJECTION MODAL

GDS SUPPORTED	All
COUNTRY	All
ACTIVATION	Automatic
AVAILABLE ON ...?	Desktop | Neo Mobile App ONLY

SYNOPSIS

Following the delivery of the new trip list in Neo, approval-related pages have been redesigned.

This includes a wider display and the use of more meaningful colors on decision buttons (red for reject and green for approve).

Additionally, the comment area has also been made wider.

SCOPE

All current approval functionality is supported, including:

• Supervision fields
• Inventory of associated prices as per configuration
• Comment for either approval or rejections

BEFORE

AFTER

Approve trip ✕

Travel Reason ⌄

Comment

Type a message in the text box to add a comment to your decision

FARE COMPARISON
Fare comparison information is not available for this trip.

Cancel   Approve

[HOTEL] AMENITIES: CHARGING STATION FOR ELECTRIC VEHICLES FOR BOOKING.COM

HOTEL SOURCE SUPPORTED	Booking.com direct link
COUNTRY	CH – IT – ES – CZ – HU – PL – NZ – US – CA
ACTIVATION	Automatic
AVAILABLE ON …?	Desktop | Mobile (GBT Mobile and Neo Mobile App)

SYNOPSIS

Users will be able to see information about the presence of electric car charging stations when they search for hotels.

This information will also be displayed on the hotel results page and on the hotel overview page.

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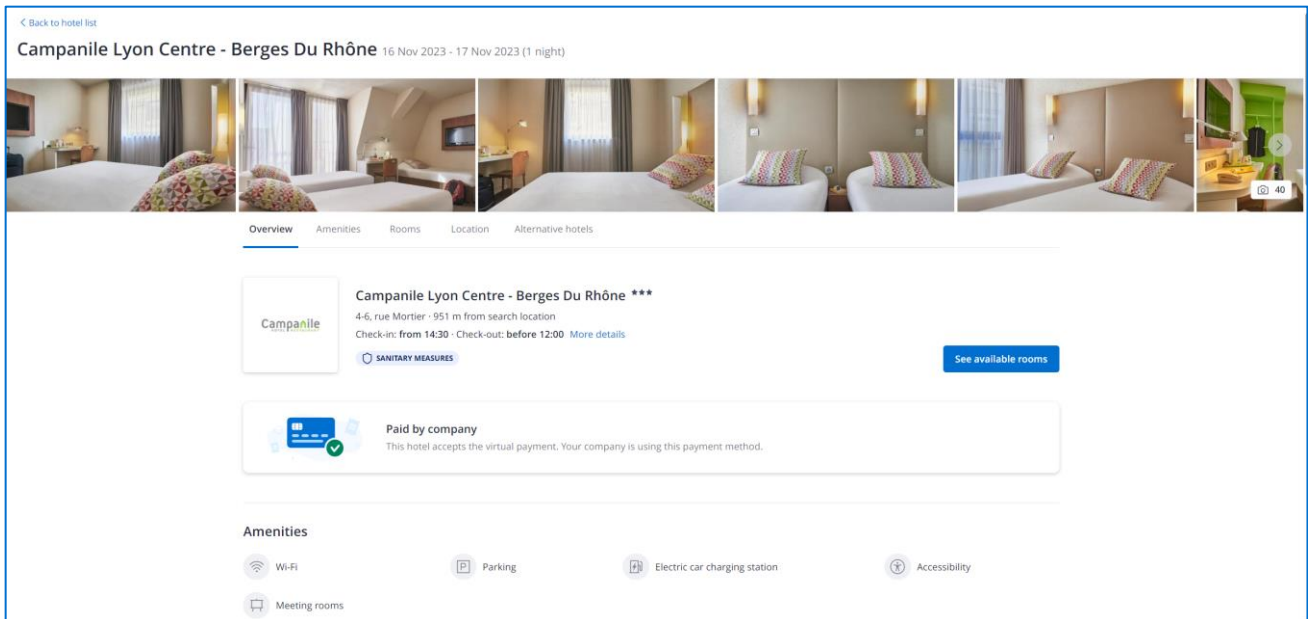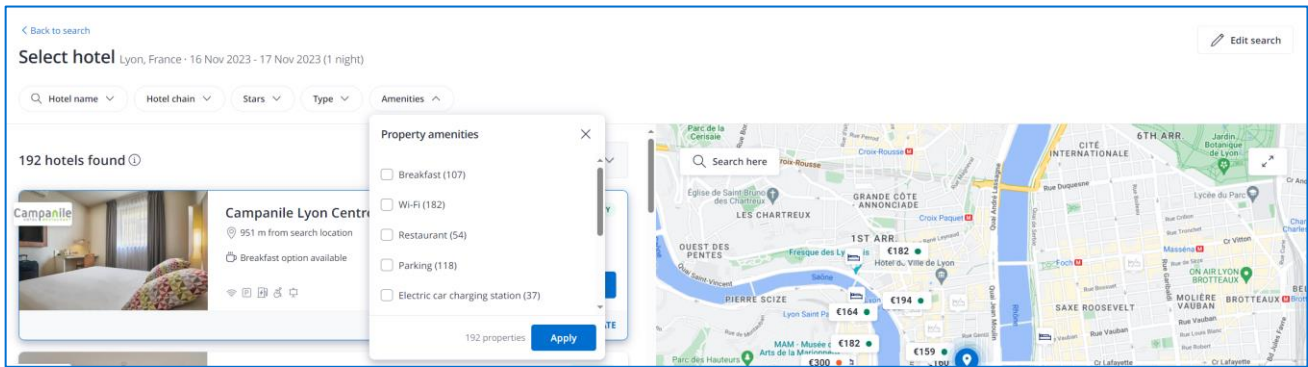
[CHECK-OUT] HOTEL RATE DETAILS

HOTEL SOURCE SUPPORTED	All
COUNTRY	All
ACTIVATION	Automatic
AVAILABLE ON ...?	Desktop | Mobile (GBT Mobile and Neo Mobile App)

SYNOPSIS

The upgrade of the checkout process in Neo is an ongoing project. In this release, we have simplified the presentation and review of hotel rate terms and conditions. See below:

BEFORE

This new display is a more concise summary and follows accessibility standards. Please note that the full rate conditions will remain available through the **Rate Details** link. By clicking on the **Next** button, the end user accepts the rate conditions.

AFTER

SMP Hotel

AFTER

Hotel source different from SMP Hotel

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[NDC] INFORMATION ON SPECIFIC AFTER SALES CONDITIONS AND WHEN MODIFICATION IS NOT ALLOWED

SCOPE	Only applicable to clients with NDC content enabled
ACTIVATION	Automatic
AVAILABLE ON ...?	Desktop | Mobile (GBT Mobile and Neo Mobile App)

SYNOPSIS

In recent Neo service pack releases (SP2 and SP3 Neo 23.3), Neo introduced a feature helping users understand their ability to perform certain after-sales operations (e.g., ticket cancelation or modification) related to NDC fares. This information is provided to users during the search, booking process and post-booking. A new link **View specific aftersales conditions** is displayed next to NDC fares.

These features underline the fact that NDC fares often restrict the user's ability to make online after-sales changes, (e.g., ticket cancellation or modification). They also provide further guidance helping users to understand what is feasible online, or when they require them to contact to their travel agency.

As NDC fares modifications cannot be done online, the user is immediately informed by clicking on the **modify** button.

The display will instruct the user to contact their travel agency for modification of certain bookings.

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[RAIL] EXCHANGE WHEN ALLOWED AFTER DEPARTURE

RAIL SUPPORTED	SNCF
COUNTRY	FR
ACTIVATION	Automatic
AVAILABLE ON ...?	Desktop | Neo Mobile App only

SYNOPSIS

When on a trip, users are not able to make exchanges online and are obliged to call the travel agency.

Neo will now allow the traveler to exchange the inbound ticket when the outbound one has been traveled for specific rail providers.

SCOPE

The exchange after departure only applies to the following suppliers:

- SNCF

[EXCHANGE] STREAMLINING OF THE EXCHANGE FLOW

SOURCES SUPPORTED	Amadeus – Sabre - SNCF
COUNTRY	US – FR – DE – BE – NL – DK – NO – CH – SE – ES – FI – CZ – HU – PL – AU
ACTIVATION	Automatic
AVAILABLE ON ...?	Desktop | Mobile (GBT Mobile and Neo Mobile App)

SYNOPSIS

For SNCF, travelers will now have the ability to see the actual price of each leg of their journey on the timeline display.

Additionally, the Neo exchange process has been streamlined for both air and rail. As a result, it is no longer necessary to confirm outbound transport service when modifying inbound transport service. Users are also brought directly to the selection of inbound transport service based on their new requirements.

FLIGHT
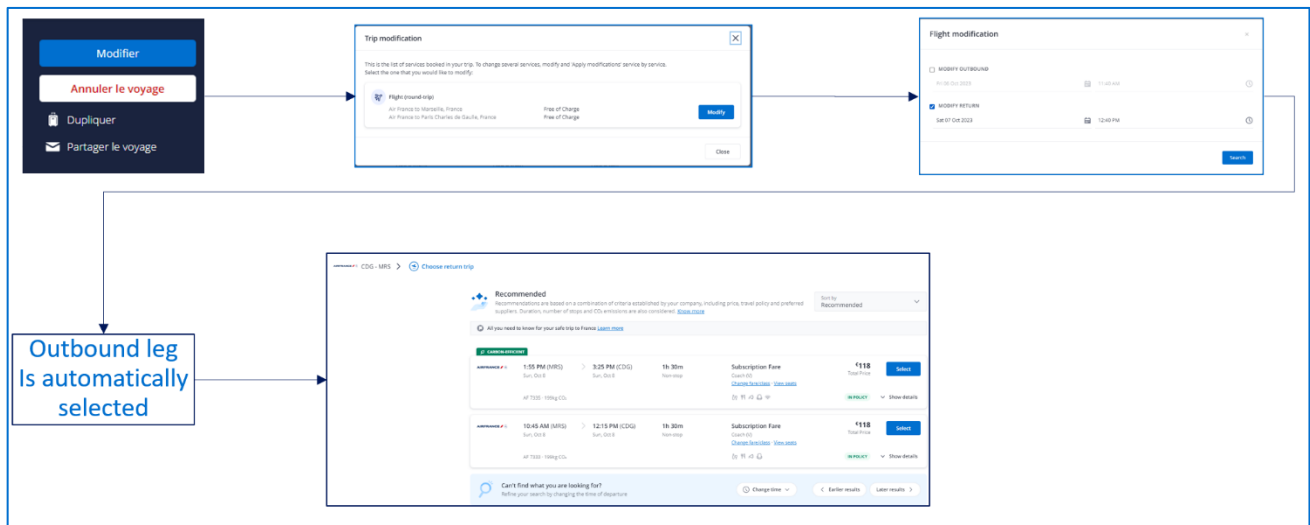
SNCF (French rail)
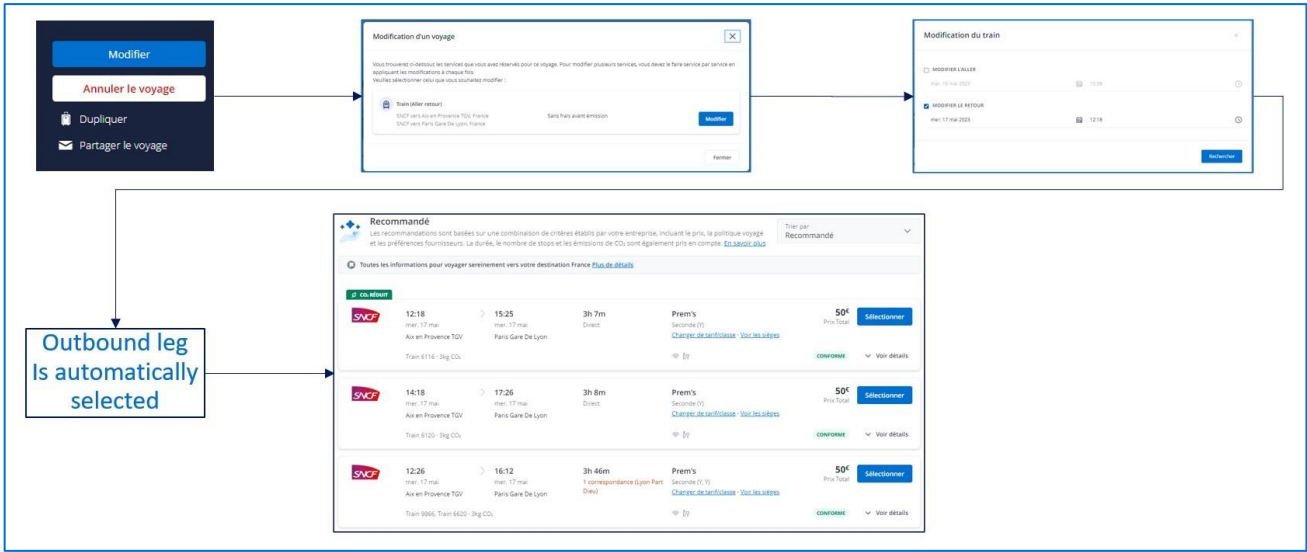
SCOPE

The price for each leg of a journey display (outbound and inbound) has been made available for:

- SNCF

For air services, the current price allocation on the display of 50% on outbound and 50% on inbound will continue to exist until CRS supports the prices for different legs of a journey.

The exchange streamlined process applies to both air and rail transportation.

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[EXCHANGE] DISPLAY OF REASONS WHY EXCHANGE IS NOT ALLOWED

SOURCES SUPPORTED	Amadeus – Sabre - SNCF
COUNTRY	US – FR – DE – BE – NL – DK – NO – CH – SE – ES – FI – CZ – HU – PL – AU
ACTIVATION	Automatic
AVAILABLE ON ...?	Desktop | Mobile (GBT Mobile and Neo Mobile App)

SYNOPSIS

At present, since the **Modify** button is always displayed, the user modifying a trip needs to know the reason why the exchange is not allowed for a ticketed service.

A pop-up will be displayed when an exchange is not allowed with a reason and the contact information of the travel agency.

The cases covered by this feature include:

- When a trip is multi-city

Exchange not allowed at this stage   ✕

You cannot exchange this 'ticket' as your trip is 'Multi City'.

In order to exchange this 'ticket', you need to contact your travel agency.

American Express Global Business Travel
18 rue des Deux Gares
92500 Rueil Malmaison

Phone : +33 1 57 32 98 34
Email: fr.biztravel@amexgbt.com

Close
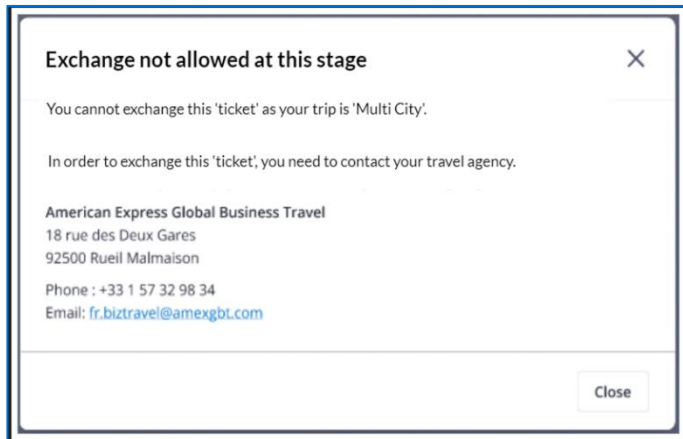
- When the airline doesn't allow an exchange

Exchange not allowed at this stage   ✕

Easyjet or TravelFusion do not permit the exchange of your ticket online

In order to exchange your ticket, you need to contact the carrier directly and make the modification on their Website directly. Your confirmation number is '5548AER14236C'

American Express Global Business Travel
18 rue des Deux Gares
92500 Rueil Malmaison

Phone : +33 1 57 32 98 34
Email: fr.biztravel@amexgbt.com

Close

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- When an exchange has previously been requested

Exchange not allowed at this stage   ✕

You cannot exchange your ticket online as your travel agency is still processing the exchange you requested earlier.

In order to exchange your ticket, you need to contact your travel agency:

American Express Global Business Travel
18 rue des Deux Gares
92500 Rueil Malmaison

Phone : +33 1 57 32 98 34
Email: fr.biztravel@amexgbt.com

Close

The following cases will have the standard message displayed:

- Transportation has been ticketed as "pay as you fly"
- The service which is being exchanged has already been checked-in
- The service being modified has already been flown

NOTE: In future releases of Neo, these scenarios will have additional dedicated messaged assigned to them. Neo is also working on the ability to exchange after departure for Amadeus and Sabre.

SCOPE

The situations will only occur if the exchange is activated and if the user tries to modify an air or rail booking that has already been ticketed.

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[PASSENGER RIGHTS REGULATION (PRR)] UPDATES FOR DEUTSCHE BAHN

RAIL SUPPORTED	Deutsche Bahn
COUNTRY	DE
ACTIVATION	Automatic
AVAILABLE ON ...?	Desktop | Mobile (GBT Mobile and Neo Mobile App)

SYNOPSIS

New regulations from the EU Council - UE Regulation 2021/782 have been applicable since 7 June 2023 for all EU rail carriers. Further details can be found by clicking on this link.

The goal of this reform is to safeguard the rights of rail passengers and improve the quality and effectiveness of rail passenger services. This will help increase the share of rail transport relative to other means of transportation.

The main areas of this regulation include:

- A new notion of 'through-ticket' (in French, *billets directs*) has been introduced, representing the unique transport contract for successive railway services operated by the same or several railways. The objective is to identify which carrier, and for which part of the travel segment in the journey it is accountable for.
- Travel information which is affected includes users' rights, compensation, lost luggage process and accessibility.

DEUTSCHE-BAHN

At the time Neo made the necessary enhancements, the Deutsche Bahn integration was not providing all needed information. Neo therefore invites users to get this information for the Passenger Rights directly from the Deutsch Bahn website as follows:

- Passenger rights at Deutsche Bahn: your rights as a passenger
- Deutsche Bahn AG's conditions of carriage

The URLs will be displayed in Neo under **View fare details** which is situated under the tab **Fare details** where users can verify fare conditions.

This information will be available prior to the booking and remain available after the booking.

SCOPE

This is for the Deutsche Bahn direct link only.

IMPORTANT: URLs will be personalized for the following user languages:

- German
- English

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NEO MOBILE

[MOBILE] MAINTENANCE NOTIFICATION

ACTIVATION	Automatic
AVAILABLE ON ...?	Neo Mobile App only

SYNOPSIS

Periodically, the Neo mobile app is unavailable due to scheduled maintenance for new releases. This enhancement creates an in-app notification that informs the user of upcoming maintenance.

The new notification will be displayed 3 days before the scheduled maintenance.

The notification will include a message which informs users of the date of the upcoming maintenance as well as a checkbox which allows users to not see the notification again until the next release.
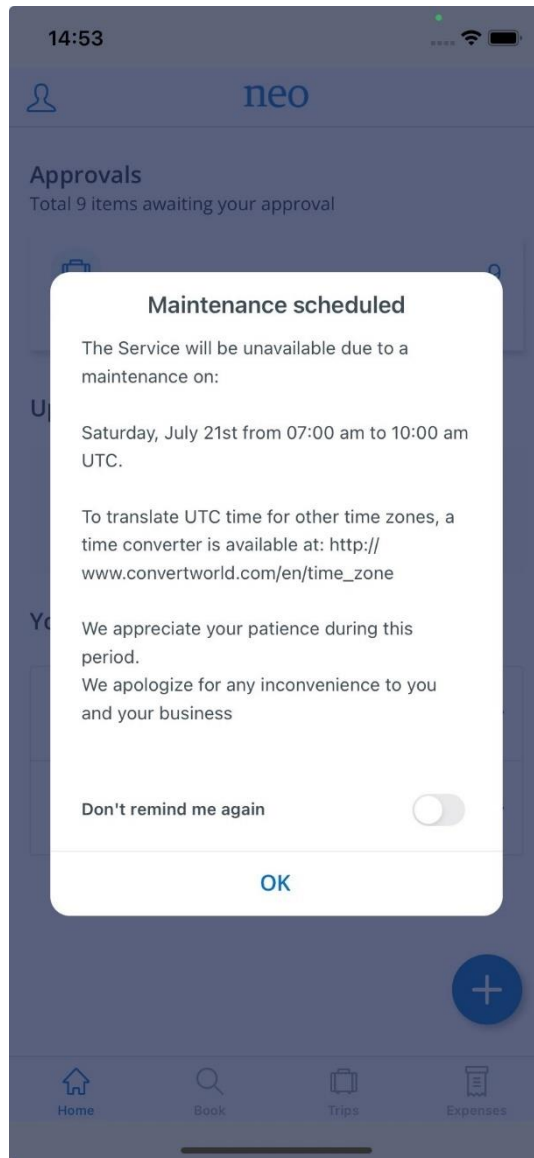
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NEO EXPENSE

[ACCOUNTING LIST] APPROVAL DATE COLUMN AND APPROVAL STATUS FILTER

MADE FOR...?	Accountant
ACTIVATION	Automatic

SYNOPSIS

The Accounting Management list screen has been enhanced to make it easier to manage and audit the list of expense reports. Users can now filter by date and approval status. Also, a new column has been added which displays the approval date.

The **Approval Date** column can be sorted according to most the most recent date to the latest, and this is displayed when there is at least one approval date in the list. Additionally, the added filter enables to select one or multiple approval statuses (approved, requested, draft…), to filter out of the list and display only the reports with the selected status.

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[EXPENSE] NEW PENDING EXPENSES PAGE

MADE FOR...?	Traveler
ACTIVATION	Automatic
AVAILABLE ON ...?	Desktop ONLY

SYNOPSIS

The "Pending Expenses" page has been enhanced to make it easier for users to find, manage and create expenses. This list is accessible from the homepage via the tile **Pending expenses,** or from the Expense top navigation menu.

Users will find here the following expenses:

- Rejected expenses.
- Imported from credit card statements.
- Expenses created on the Neo mobile app.
- Drafts created on this same page.

The list includes:

- Filters to easily navigate through the table.
- An anomalies column which indicates when an expense is complete or has missing details.

From here, users can create a new expense or move the existing ones to an expense report.

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[EXPORT FILES] TRANSACTION ID FROM AMERICAN EXPRESS CREDIT CARD TRANSACTIONS

MADE FOR...?	Accountant
ACTIVATION	Automatic

SYNOPSIS

Currently, the transaction ID is not imported for American Express credit card transactions. As a result, this information was not contained in the export files. However, this information is needed by clients for reconciliation.

From this version of Neo, the transaction ID for American Express credit card transactions will now be available in the CSV and XML export files in the **External transaction ID** column or element.

SCOPE

This concerns the Amex GL1025 format of credit card imports.

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PLATFORM

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[GUEST MANAGEMENT] NEW UI FOR THE CREATION OF GUEST PROFILES

ACTIVATION	Automatic
AVAILABLE ON ...?	Desktop ONLY

SYNOPSIS

The user interface for creating guest profiles has been enhanced. Travel arrangers with guest management rights will see this new, improved screen when creating new guest user profiles.

The form will contain the same fields as before (including the **Traveler Category** and **User's Group** fields whose display depends on the configuration). In addition:

- A **Language** field has been added, allowing guests to receive email communications sent by Neo in a language other than the default language which is set for the guest company.
- Instead of the time period for which the guest user will be active, the actual expiration date will be provided, simplifying the use of this field.

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The list of possible actions will still be displayed once the guest profile has been created, with an updated look.

< Back to home page

Create guest profile

✓

The guest profile has been successfully created.

It will be active until January 2, 2024.

You can now :

Create a trip for GUEST BEARGUEST	>
Edit GUEST BEARGUEST profile	>

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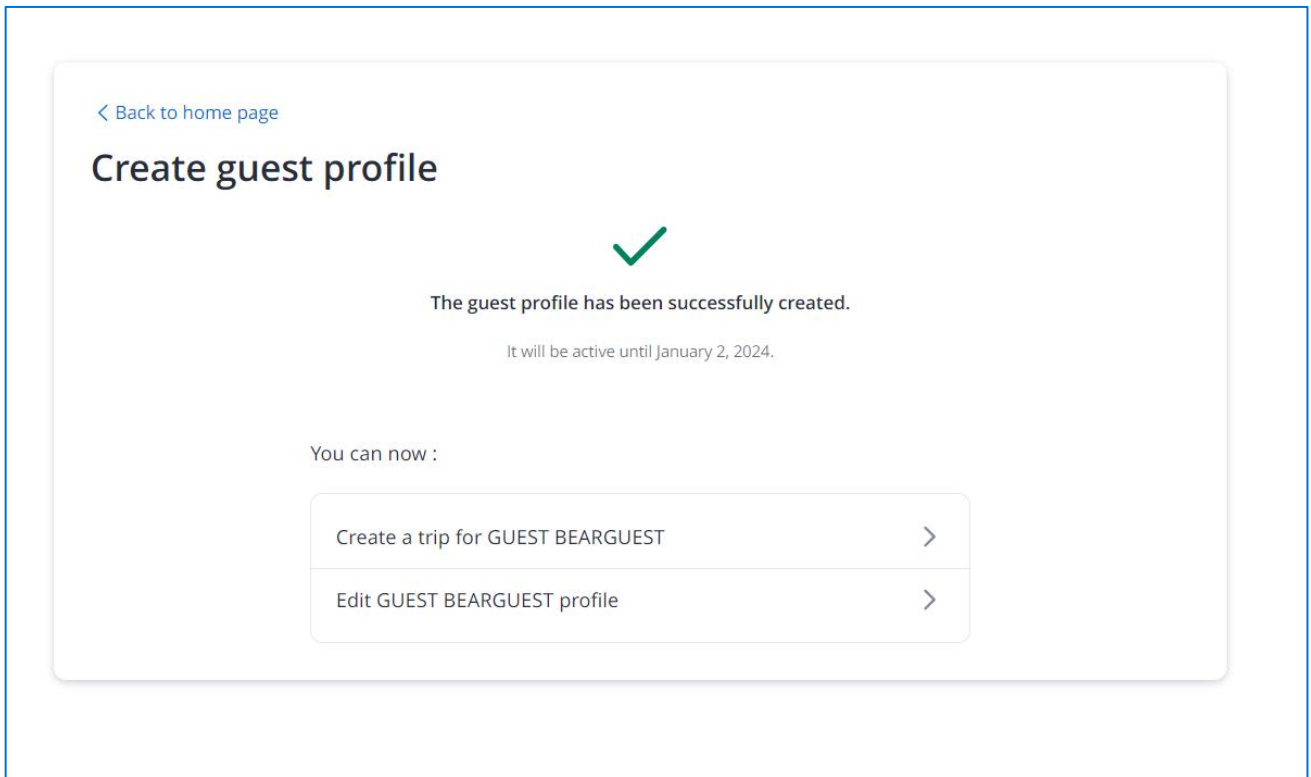
[PROFILE AND GUEST MANAGERS] RESTRICTIONS ON USERNAMES FOR GUEST PROFILES

MADE FOR...?	Users with profile managers access
ACTIVATION	Automatic

SYNOPSIS

For customers who have activated Neo guest profiles management feature, guest profiles are usually created directly in Neo by users with guest rights.

This signifies that the username for those profiles is automatically assigned by Neo, as a number prefixed by "GUEST-".

To avoid errors caused by administrators mistakenly changing usernames of guest profiles, the following will now apply:

- Guest user profiles will have the Neo Username field set as read-only in Admin Suite

Personal Information

Title	Mr
Last Name	Test
First Name	Guest
Gender	Male
Middle Name	
Business Email Address	test.guest@test.com
Neo User Name	GUEST-000397
Neo Password	●●●●●●●●●

[...]

Classifications

Traveler Category	
Guest	☑ This profile is a guest profile
Travel Reason	[Default value]
Business Sector	

Save and Add New Item   Save   Cancel

The "Guest-" prefix in Neo usernames will be reserved for profiles which are declared as guests.

⚠ **'GUEST-' syntax in username is reserved for guest profiles created by Guest Managers**

Unique Identifiers

Neo ID #	Profile identifier for the company
Profile Application	Profile Application managing this profile
External ID	Profile identifier for the Profile Application managing this profile
Neo GUID	Global Unique Identifier
Employee #	
GDS Profile ID #	

Personal Information

Title	⌄
Last Name	BEAR
First Name	Vernon
Gender	⌄
Middle Name	
Business Email Address	vernon.bear@acme.com
Neo User Name	GUEST-123456
Neo Password	●●●●●●●●●●●

Save and Add New Item   Save   Cancel

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