

AMEX GBT

Neo

Release Notes Neo 24.3

20 July 2024

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AMEX GBT

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NEO TRAVEL

[TRANSPORT SEARCH FORM] TIME PICKER NOW ALLOWS USER INPUT

MADE FOR...?	Traveler Arranger
ACTIVATION	Automatic
COUNTRY	All
AVAILABLE ON...?	Desktop Mobile (GBT Mobile and Neo Mobile App)

SYNOPSIS

To help users target a specific time when searching for specific trips, the new transport search form allows performing a search using very specific departure or return times.

The screenshot displays a search form with the following fields:

- Departure date *: 06/15/2024
- Departure time *: 4:35 PM
- Return date *: 06/16/2024
- Return time *: 3:00 PM

Below the fields is a calendar view for June and July 2024. A time picker dropdown menu is open over the calendar, showing a list of times from 12:00 AM to 4:00 AM. The selected time is 4:35 PM. At the bottom of the form, there are instructions for date and time formats, and 'Cancel' and 'Done' buttons.

Certain carriers, such as Trainline in the United Kingdom, only provide a limited number of results per search (approximately 5 trains). On the journeys which have many trains departing per hour (every 5-10 minutes), only a few of these trains are retrieved and appear in the search results. This change allows users to search for trains which match their criteria.

[NEO] PRICE-CHANGE TOLERANCE ADDED AT TIME OF BOOKING

MADE FOR...?	Traveler Arranger
ACTIVATION	On request
COUNTRY	All
AVAILABLE ON...?	Desktop Mobile (GBT Mobile and Neo Mobile App)

SYNOPSIS

Occasionally a user may select a fare during the booking process that is no longer available when the traveler begins the check-out process. To control costs and avoid bookings with significant price discrepancies, the new price change tolerance feature is now available.

The price change tolerance is an amount which is expressed in percentages. If activated at the time of booking, the following will be reflected:

- If there is a price change below a certain percentage, there will be no change. The user will be warned of the increased price at the last step of the checkout, and the booking is then completed.
- If there is a price change that is over the amount configured by the price change tolerance, the trip will automatically be canceled regardless of fare flexibility.

Examples:

- When booking a flight from an airline (GDS), a rental car or hotel, if the price increase is over the tolerance defined in the travel policy the entire trip will be canceled
 - **NOTE:** If the user books transport that triggers cancellation due to this tolerance being exceeded, and they had also booked a pre-paid/advance purchase penalty hotel or car booking, that penalty will likely still apply.
- When booking a service that is either instant purchase or non-refundable, services will be canceled, and penalties may be applied.
- Following the cancellation of the trip, the traveler and the arranger (if applicable) will receive separate emails which include:
 - Booking confirmation
 - Cancellation email

NOTE: Void will still be processed if activated.

WHAT'S NEXT?

Further improvements are expected in a future release on the following:

- User messaging to improve the understand of the user is currently being investigated, and the user flow will be improved as a consequence of these findings.
- User email flow is expected in a future version of Neo.

SCOPE

Limitations

- The tolerance will be applicable during the initial booking.
- Cancellations must be activated and supported in Admin Suite.
- This is applicable for any supplier, and any fares and rate types (non-refundable with or without penalties, low-cost carriers, instant purchase carriers...). If a user books from a low cost or instant purchase carrier, even if the feature is activated, it may be too late, and the payment may be processed.

OUT OF SCOPE

If an existing booking is modified, the tolerance will not be applied.

[CAR] NEW COMMENT FIELD

MADE FOR...?	Traveler Arranger
ACTIVATION	Automatic
COUNTRY	All – Amadeus GDS only
AVAILABLE ON...?	Desktop Mobile (GBT Mobile and Neo Mobile App)

SYNOPSIS

Users will now be able to inform car rental agencies about a particular request, such as a second driver or specific car transmission, a new feature will allow users to specify their requests in a comment field. Information in this field will then be transmitted to car rental agencies at the time of booking.

The screenshot shows a 'Car Guarantee' form with the following elements:

- Car Guarantee** (Title)
- Agency** (Text input)
- Smoking/Non-smoking** (Dropdown menu with 'No preference' selected)
- Comment** (Text input field, highlighted with a red border)

SCOPE

This feature is supported for Amadeus in the Neo 24.3 release.

[RAIL] SILVERRAIL FOR THE US MARKET: NEW API FOR AMTRAK

MADE FOR...?	Traveler Arranger
ACTIVATION	Automatic
COUNTRY	US
AVAILABLE ON...?	Desktop Mobile (GBT Mobile and Neo Mobile App)

SYNOPSIS

Neo will implement a new Amtrak API, which is provided through connecting with SilverRail. This migration took place on 26 June 2024.

The following fare offers will now become available in Neo:

- **Flexible:** these fares are refundable and modifiable free of charge
- **Value and Sales:** Fares are refundable with an additional charge. It is not possible to modify the journey.

Users must now also provide their date of birth. It will also be necessary for users to agree to Amtrak's terms and conditions by ticking a checkbox which appears on the user interface during the booking flow:

Fare Purchase ✕

Purchase Agreement

You must agree to the general sales conditions in order to authorize Neo to book.
 Warning: Make sure you have checked fare conditions prior to making your booking in Neo.
[Read the general sales conditions for Amtrak](#)

I have read and I accept the general sales conditions. I authorize Neo to book.

Required additional security Code

Please enter the additional security code as required by your company's payment process

Supplier: Amtrak

Credit Card: 3782*****0005

Security code:
(3 or 4 digits)

The text for the terms and conditions can be found by clicking [here](#).

IMPORTANT: The change from the previous API does not require any modification or change on behalf of the customer since all changes are implemented by Amtrak behind the scenes.

[RAIL] TRAINLINE: PARTIAL CANCELATION ERROR MESSAGE

MADE FOR...?	Traveler Arranger
ACTIVATION	Automatic
COUNTRY	UK
AVAILABLE ON...?	Desktop Mobile (GBT Mobile and Neo Mobile App)

SYNOPSIS

As part of implementing the new Trainline API and the RDG accreditation, Neo has improved the message displayed to users during a partial cancellation by displaying the message if part of the trip has not been canceled.

If a traveler cancels a Trainline ticket and not all legs have been successfully canceled, users will now see the following error message:

“Your cancelation has been partially made according to the travel policy of the fare(s) booked. To see if your tickets that have not been refunded, please logout and then login again.”

SCOPE

This message will be displayed when travelers cancel a Trainline trip, and when at least one of the legs of this trip is not refundable nor able to be canceled.

[HOTEL] IMPROVEMENTS FOR THE USER INTERFACE

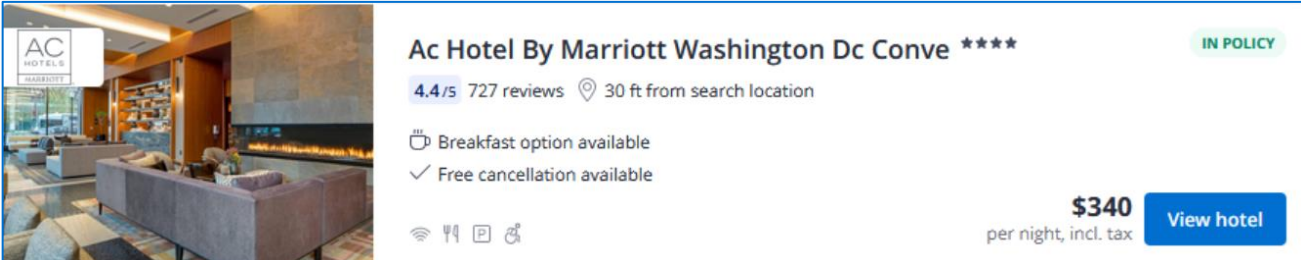
MADE FOR...?	Traveler Arranger
ACTIVATION	Automatic
COUNTRY	All
AVAILABLE ON...?	Desktop Mobile (GBT Mobile and Neo Mobile App)

SYNOPSIS

Previously when a hotel's name contained more than a certain number of characters, the name of the hotel would not be fully displayed.

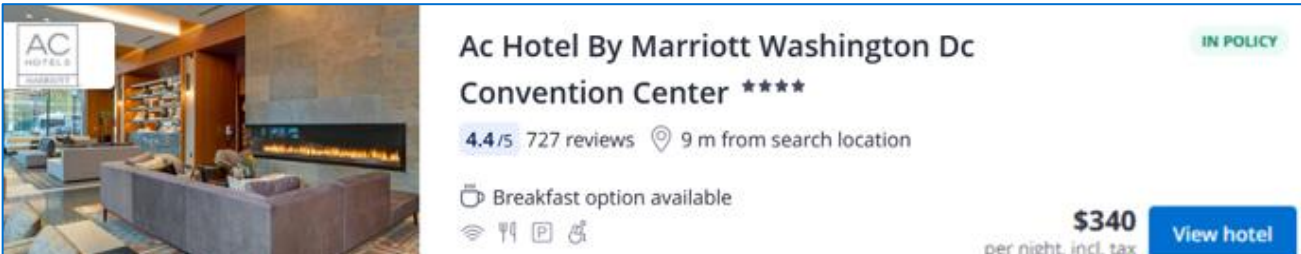
For clarity, users will now be able to see the entire name of the hotel since the number of characters has been increased in the field HotelName.

BEFORE



The screenshot shows a hotel listing for 'Ac Hotel By Marriott Washington Dc Conve' with a 4.4/5 rating and 727 reviews. The name is truncated. The price is \$340 per night, including tax. A 'View hotel' button is present. The listing also indicates 'IN POLICY', 'Breakfast option available', and 'Free cancellation available'.

AFTER



The screenshot shows the same hotel listing, but the name is now fully displayed as 'Ac Hotel By Marriott Washington Dc Convention Center'. The rating and reviews remain the same. The price is still \$340 per night, including tax. The 'View hotel' button and other details are consistent with the 'BEFORE' screenshot.

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NEO EXPENSE

[EXPENSE] NO IMPORT OF DUPLICATED AMEX TRANSACTIONS

MADE FOR...?	Accountant
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

The American Express card transactions feed will frequently include duplicates of transactions which causes confusion at the time of import. To avoid issues linked to these duplications, the duplicated Amex transactions will be ignored and no longer imported.

This behavior has already been put in place for Mastercard 'cdf3' import format and has now been extended to American Express card transactions.

SCOPE

American Express GL1025 format.

[EXPENSE] NEW AUDIT RULE BASED ON CUSTOM FIELD

MADE FOR...?	Accountant
ACTIVATION REQUIRED?	Yes
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

A new audit rule based on the custom field (closed list type) values has been implemented to provide customers with a more complete list of rules to configure.

When an expense report is submitted with at least one expense line containing a specific value in the custom closed list field, configured in the audit rule, the audit rule is triggered, and the expense report is sent to the accountant for manual review.

REMINDER: For this to be configured, the expense report workflow must be set to one of the following:

- Audit, Accounting agreement then supervision
- Supervision then Audit and accounting agreement

[EXPENSE] COMPLIANCY WITH ISO 4217 ON CURRENCIES AND DECIMALS

MADE FOR...?	Traveler Expense Manager
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

The ISO 4217 rule defines the number of decimals authorized per currency. To comply with this rule, from Neo 24.3 the following currencies will be changed to 0-decimal currencies:

CFA Franc BCEAO	XOF
Burundi Franc	BIF
CFA Franc BEAC	XAF
Chilean Peso	CLP
Comorian Franc	KMF
Djibouti Franc	DJF
CFP Franc	XPF
Guinean Franc	GNF
Iceland Krona	ISK
Yen	JPY
Won	KRW
Guarani	PYG
Rwanda Franc	RWF
Uganda Shilling	UGX
Vatu	VUV
Dong	V ND

Currencies not mentioned in this list will remain as they are at present, i.e. with two decimals.

JPY, KRW and VND currencies are displayed with 0 decimal in Neo.

The TWD currency will be changed from 0 to 2 decimals in order to be compliant with the ISO 4217 rule.

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PLATFORM

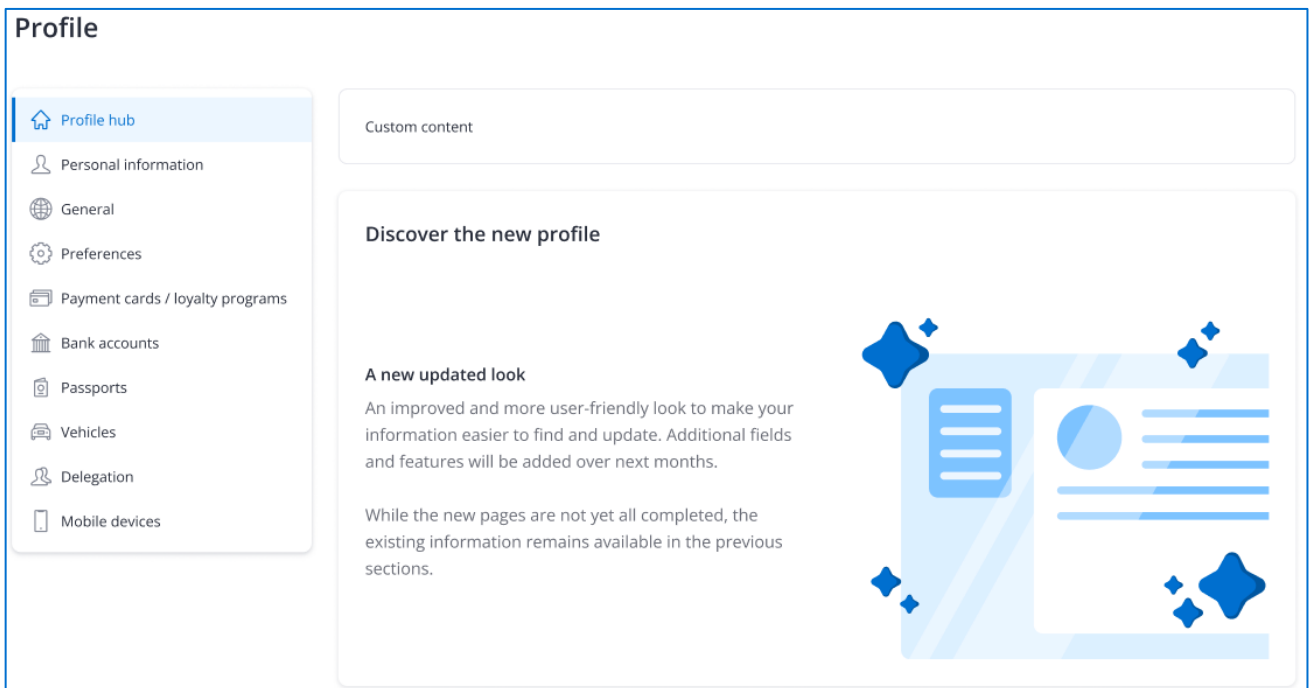
[USER PROFILE] PROFILE PAGE ENHANCEMENT

MADE FOR...?	Traveler
ACTIVATION	Automatic
COUNTRY	All
AVAILABLE ON...?	Desktop only

SYNOPSIS

In order to improve the accessibility and user experience when updating traveler profiles, this release includes the following enhancements to the profile page:

- Profile Hub:** this page displays customer or agency specific content (this is the same content as previously displayed in the profile's General section). Users will now receive information here concerning the latest changes made to profile pages:



- **Personal Information:** this section gathers personal details as well as personal contact information:

Profile

- Personal information
- General
- Preferences
- Payment cards / loyalty programs
- Bank accounts
- Passports
- Vehicles
- Delegation
- Mobile devices

Personal details ✎ Edit

Ms. Dr. Penelope Barnes

Date of birth 01/01/1990

Gender ❗ Missing information

Contact information ✎ Edit

Address 1234 Elm Street
10001
New York, NY, USA

Phone number +12125551234

Mobile number +12125551234

Personal email penelope.barnes@email.com

- **Mobile devices:** here in this section, the list of mobile devices which are currently attached to a specific Neo profile account will be displayed. Users will be able to remove devices from this section:

Profile

- General
- Preferences
- Payment cards / loyalty programs
- Bank accounts
- Passports
- Vehicles
- Delegation
- Mobile devices

Connected mobile devices

If your company has activated one of these options, you can add a new device by either logging in via app using Single Sign-On (SSO) or generating a QR code from the "Mobile app - Activate now" tile in the home page.

ANDROID - HUAWEI HMA-L30

✔ Active
Valid until 16/01/2024

✗ Remove this device

IOS - APPLE IPHONE

❌ Expired
Add as new device to reactivate

✗ Remove this device

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The other sections in the user profile will remain available from the new menu until they are completely updated in a future Neo release:

Profile

- [General](#)
- Preferences
- [Payment cards / loyalty programs](#)
- [Bank accounts](#)
- [Passports](#)
- [Vehicles](#)
- [Delegation](#)
- [Mobile devices](#)

Ms Penelope BARNES > Preferences

Display Update

Language: English (United Kingdom)	Default Currency: EUR (Euro)
Date: dd/mm/yyyy	Time: hh:mm (14:05)
Departure location: Paris, France	

Transport Preferences Update

Air Preferences

Discounts: None	Preferred Meal: Vegetarian Vegan Meal
Seat: Window	
Preferred Partners:	

Rail Preferences

Facing front: Yes	Seated Meal: Yes
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Hotel & Car Preferences Update

Hotel Preferences

Preferred Partners:	Smoking/Non-smoking: No preference
---------------------	------------------------------------

Car Preferences

Transmission: Indifferent	Air Conditioned: Indifferent
Preferred Partners:	Smoking/Non-smoking: No preference

Booking Information Update

Booking Information

Seat Map: On a shared flight/train, show my seat to colleagues	
Redress Number:	
Known Traveler Number:	