



**GLOBAL
BUSINESS
TRAVEL**

Neo Release Notes v20.2

April 2020

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TRAVEL

TRAVEL



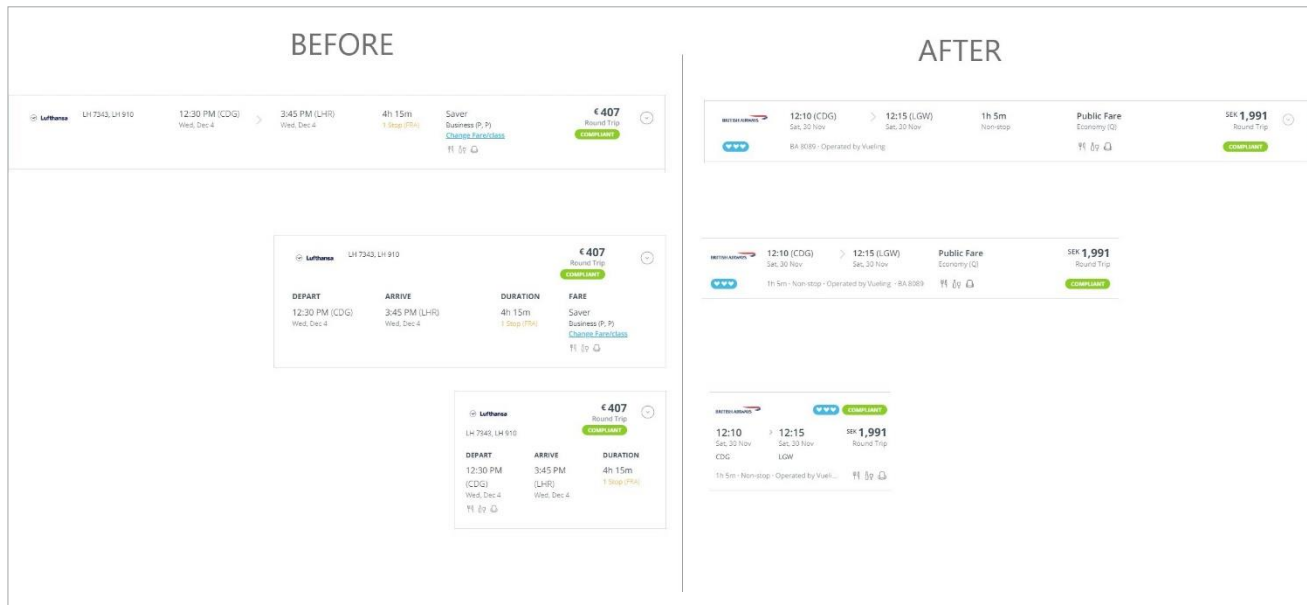
[TRANSPORT] NEW TRANSPORT CARD DISPLAY

GDS IMPACTED	All
COUNTRY	All
ACTIVATION	Automatic

SYNOPSIS

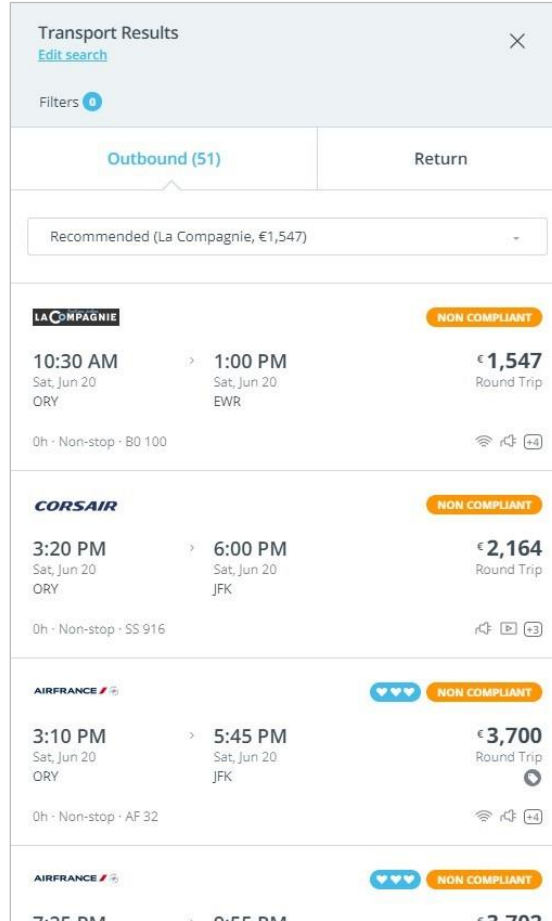
An optimization of results has been performed in order to give users an easier use flow in Neo. This improvement also allows more results to be displayed on mobile.

The transport card has been updated by reorganizing the information on the compact results card when it is closed.



NOTE: The results page itself has been made accessible to disabled users

This enhancement also allows an improved user experience for mobile booking. More flights are now visible on the screen.



Mobile view of the compact transport card

SCOPE

- Transport card
- Itinerary
- Desktop and Mobile

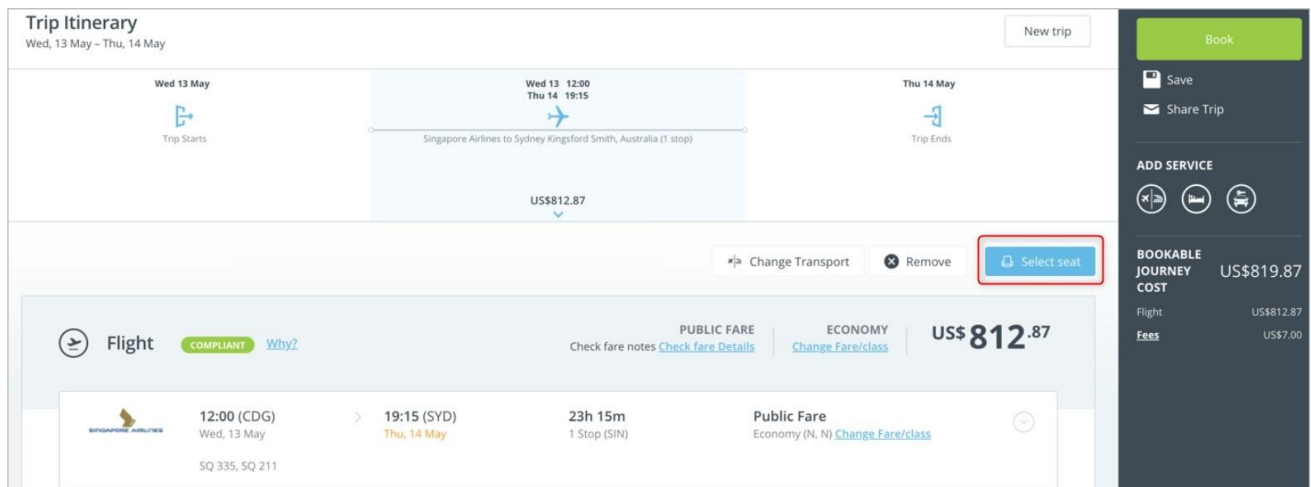
[TRANSPORT] SELECT SEAT BUTTON DISPLAYED FOR FLIGHT SELECTION

GDS IMPACTED	All
COUNTRY	All
ACTIVATION	Automatic

SYNOPSIS

To promote the SELECT SEAT feature, visibility of this option has been improved on the user interface.

When this feature is enabled, a blue button for the SELECT SEAT option is displayed above the transport card, directly beneath the timeline.



The screenshot displays a flight itinerary for a trip from Wednesday, May 13 to Thursday, May 14. The flight is operated by Singapore Airlines to Sydney Kingsford Smith, Australia, with a 1-stop layover. The total fare is US\$812.87. A blue 'Select seat' button is highlighted with a red box, located below the flight details and above the transport card. The interface also shows options to 'Change Transport' and 'Remove' the flight. On the right side, there is a 'Book' button and a 'BOOKABLE JOURNEY COST' summary showing a total of US\$819.87, including a US\$7.00 fee.

UPCOMING DEVELOPMENTS

Efforts to further enhance the Seat map selection feature and the booking flow are in progress. They are planned to appear in upcoming versions of Neo.

SCOPE

- Single searches
- Door-to-door searches
- Only available for flight searches

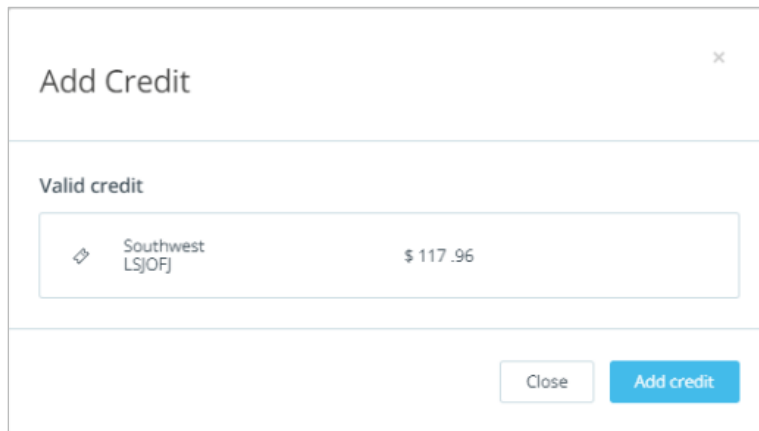
[AIR] SOUTHWEST: RESIDUAL TRAVEL FUND ENHANCEMENTS

GDS IMPACTED	N/A
COUNTRY	US
ACTIVATION	Automatic

SYNOPSIS

The current user flow has been enhanced by displaying the available amount for the residual travel fund (RTF) directly on the user interface.

When adding a credit from the side bar, a verification is performed in order to confirm the validity of credit, and display the available amount of the credit to the user.



SCOPE

Southwest direct links

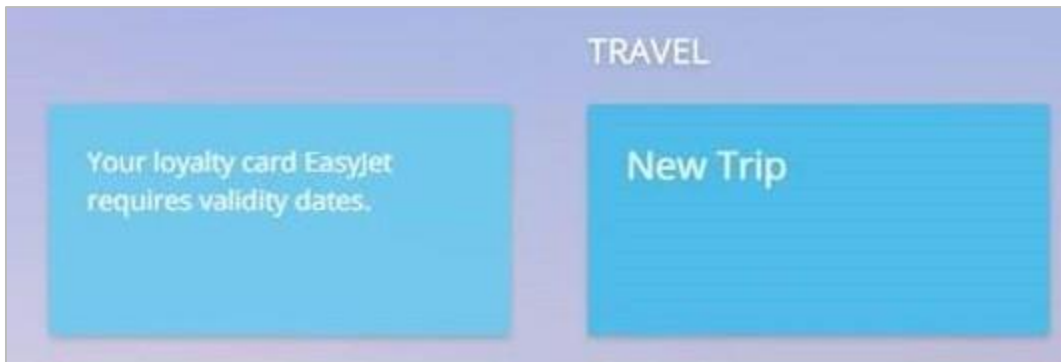
[AIR] EASYJET LOYALTY CARD MANAGEMENT

GDS IMPACTED	N/A
COUNTRY	All
ACTIVATION	Automatic

SYNOPSIS

In developments made towards the 20.2 version, Neo has made the EasyJet Plus card expiration date available in the traveler profile.

If a user already has a card in his or her profile, they will be asked to complete the expiration date from the homepage via the profile tile.



IMPORTANT: If the user does not enter the expiration date, the card won't be taken into account in the booking flow.

It is recommended that this information is communicated to travelers in advance.

SCOPE

- EasyJet loyalty card holders

[HOTEL] BOOKING HISTORY NO LONGER APPLIED FOR HOTEL DIRECT LINKS

GDS IMPACTED	All hotel sources except Amadeus, Galileo, Sabre, Booking.com direct link
COUNTRY	All
ACTIVATION	Automatic

SYNOPSIS

To avoid adding unexpected hotels to the list provided by the direct link's hotel suppliers, the user of the booking history in the Neo hotel algorithm has been disabled for these suppliers.

SCOPE

- Door-to-door hotel searches
- Single searches for hotels
- Suppliers that will continue with the booking history enabled: Amadeus, Galileo, Sabre, Booking.com direct link

[HOTEL] “NOT ALLOWED” BADGE ENHANCEMENTS

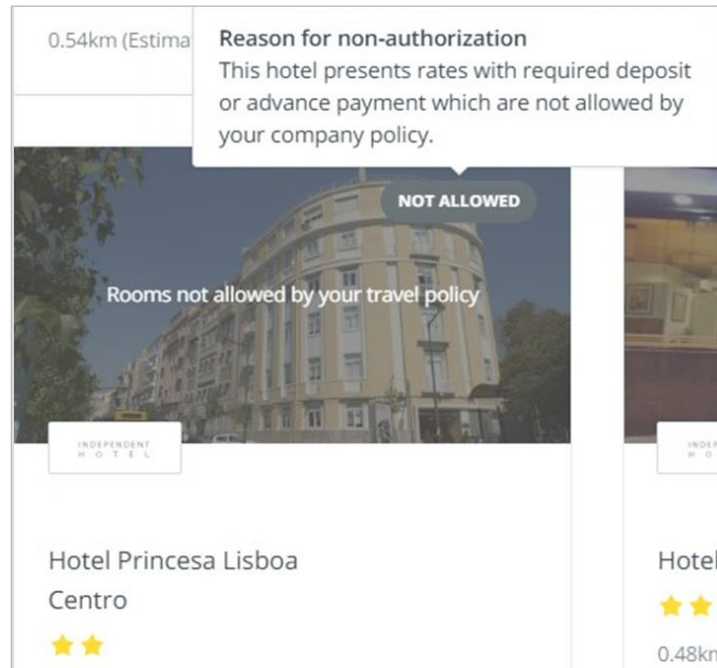
GDS IMPACTED	All
COUNTRY	All
ACTIVATION	Automatic

SYNOPSIS

In an effort to provide users with more precise information as to why a particular hotel is not allowed, (besides for reasons based on their travel policies), improvements have been made on the "Not Allowed" badge for hotels.

When a rate is linked to the “Rates with restrictions” setting, the tool-tip will read: “This hotel presents rates with required deposit or advance payment, which are not allowed by your company policy.”

When there are no other reasons as to why a hotel is not allowed, besides travel policy and rates with restrictions, the tool-tip will read: “This hotel presents unexpected rates which are not allowed by your company policy.”



The color of the badge has also been modified to make the “NOT ALLOWED” badge less intrusive.



SCOPE

- Hotels

[HOTEL] RECOMMENDATION STRATEGY FOR FAVORING PREFERENCE

GDS IMPACTED	All
COUNTRY	All
ACTIVATION	On request

SYNOPSIS

To allow travel managers to offer their travelers hotel recommendations which are more suitable to their travel policy and preferred search flow, a new setting has been made available in the Admin part of Neo.

Different hotel strategies can be selected according to destinations and categories of travelers.

- **Balanced recommendation (default setting):** when enabled, most preferred properties will be better ranked, in comparison to less preferred properties which are found at equal distance (more or less 2 km).
- **Favor preference over other criteria:** when this setting is enabled, properties which are most preferred and are found within the search radius will always be better ranked by the Neo hotel algorithm, in comparison to less preferred properties.
- **Favor distance over other criteria:** when enabled, distance will be the criteria which is considered over other preferences.

If you need to change the default setting, please contact your Global Business Travel account manager.

SCOPE

- Hotel searches

LIMITS

- Not available for door-to-door searches

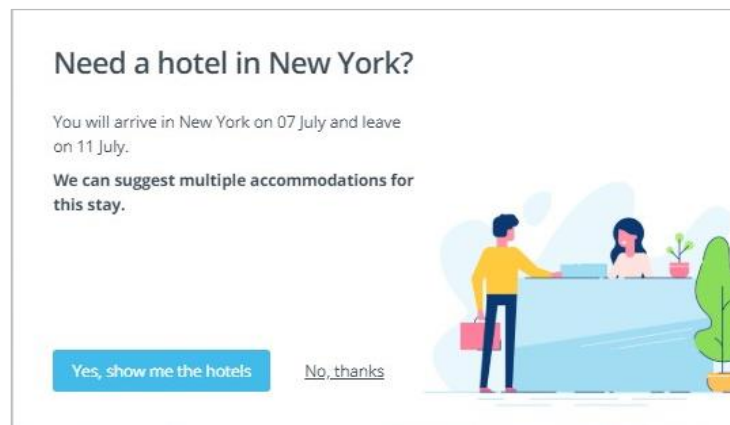
[HOTEL] SUGGESTION OF A HOTEL BEFORE BOOKING

GDS IMPACTED	All
COUNTRY	All
ACTIVATION	Automatic

SYNOPSIS

By proposing a hotel for round trips with at least one night in one place, the user is made aware of further options which are made available by Neo travel.

When the user clicks on Book, they will be suggested book a hotel with a pop-in.



Pop-in which suggests a hotel before the user continues towards their booking

In the case that the user does not require a hotel for his trip, and the user clicks on No, thanks, the reservation process will continue.

If you need to deactivate this feature, please contact your Global Business Travel account manager.

When a trip contains several transport segments, the hotel suggestion depends on which service segment has the most nights spent in one place.

SCOPE

- Single searches

[HOTEL] ENABLE MORE ROOM TYPES FOR BOOKING.COM

GDS IMPACTED	Booking.com direct link ONLY
COUNTRY	All
ACTIVATION	On request

SYNOPSIS

To improve customer satisfaction and to better reflect very specific, but essential, offers which exist in certain countries (for example, Japan, South Africa, etc.), Neo is now able to propose additional properties for Booking.com. This includes guest houses, motels, resorts, ryokans (in Japan), and country houses.

If you need to enable those specific contents, please liaise with your GBT account manager.

NOTE: Resorts are taken into consideration in the same way that hotels are in Neo. Likewise, guest houses are comparable to bed & breakfasts, motels and ryokans are both taken into consideration as inns, and country houses are comparable to villas.

SCOPE

- Booking.com direct link only

[PROFILE] US COMPANIES: ACCESS TO DOB INFORMATION

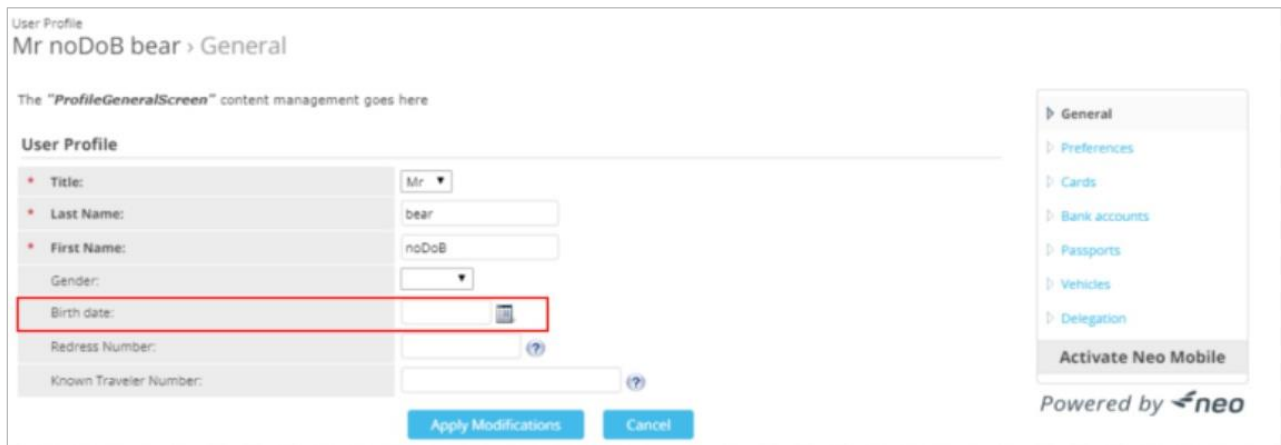
GDS IMPACTED	All
COUNTRY	US
ACTIVATION	Automatic

SYNOPSIS

For an improved user flow, access to information for the date of birth for travelers has been made available for arrangers working for a US based company.

The arranger can visualize this information, and if needed, it may be modified.

Note: It is possible to make the Birth date field obligatory in Admin Suite.



User Profile
Mr noDoB bear > General

The "ProfileGeneralScreen" content management goes here

User Profile

* Title: Mr

* Last Name: bear

* First Name: noDoB

Gender:

Birth date:

Redress Number:

Known Traveler Number:

Apply Modifications Cancel

General
Preferences
Cards
Bank accounts
Passports
Vehicles
Delegation

Activate Neo Mobile

Powered by neo

User profile ✕

Please fill in the mandatory information below (indicated by the red star). This information allows the travel agency to provide the best services available.

* Title:

* Last Name:

* First Name:

Gender:

* Birth date:

Redress Number:

Known Traveler Number:

Next

Birth date filed on the user profile pop-in

Additional Information ✕

* supervision field 2 rgfer:

Cost Center:

Passenger information

KDS will enter for you the following travel related data into your booking.
In case any of this data is incorrect please update the information in the traveler profile(s).

Mr traveler bear

* Gender : Male

* First Name : traveler

Middle Name :

* Last Name : bear

*** Birth date : 01/12/2015**

Document Identifier :

Passenger Notification of Hazardous Materials Regulations

Some everyday products, like aerosol spray starch, can be dangerous when transported on the aircraft in carry-on and/or checked baggage. Changes in temperature or pressure can cause some items to leak, generate toxic fumes or start a fire. Carriage of prohibited items may result in fines or in certain cases imprisonment. Please ensure there are no forbidden hazardous materials in your baggage like:

1. Some Lithium batteries (e.g. spares in checked baggage, batteries over a certain size)
2. Explosives / Fireworks
3. Strike anywhere matches/ Lighter fluid
4. Compressed gases / Aerosols
5. Oxygen bottles / Liquid oxygen

Birth date information present on the Additional Information pop-in

SCOPE

- User profile
- Pop-in for bookings

[SEARCH FORM] NEW FORM FOR MODIFICATION AND EXCHANGE

GDS IMPACTED	All
COUNTRY	All
ACTIVATION	Automatic

SYNOPSIS



Advancements have been made on the user flow by modifying the search form to accommodate the functions of modifying a trip or making an exchange.

When the user ticks the check box **Modify Outbound** and / or **Modify Return**, an exchange can be applied to the outbound segment, return segment or both segments.



Flight modification ✕

⚠ Trip modification after ticketing is limited to carriers from the same alliance. Some modification fees can be applied. ✕

MODIFY OUTBOUND

Thu 12 Nov 2020
 09:54


MODIFY RETURN

Wed 18 Nov 2020
 12:00


Check boxes for Modify Outbound and Modify Return

SCOPE

- Single search trips only
- Changes before ticketing ONLY (post ticketing changes being tested by Global Business Travel)



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NEO MOBILE APP



[APPROVAL] NEW LIST FOR APPROVERS

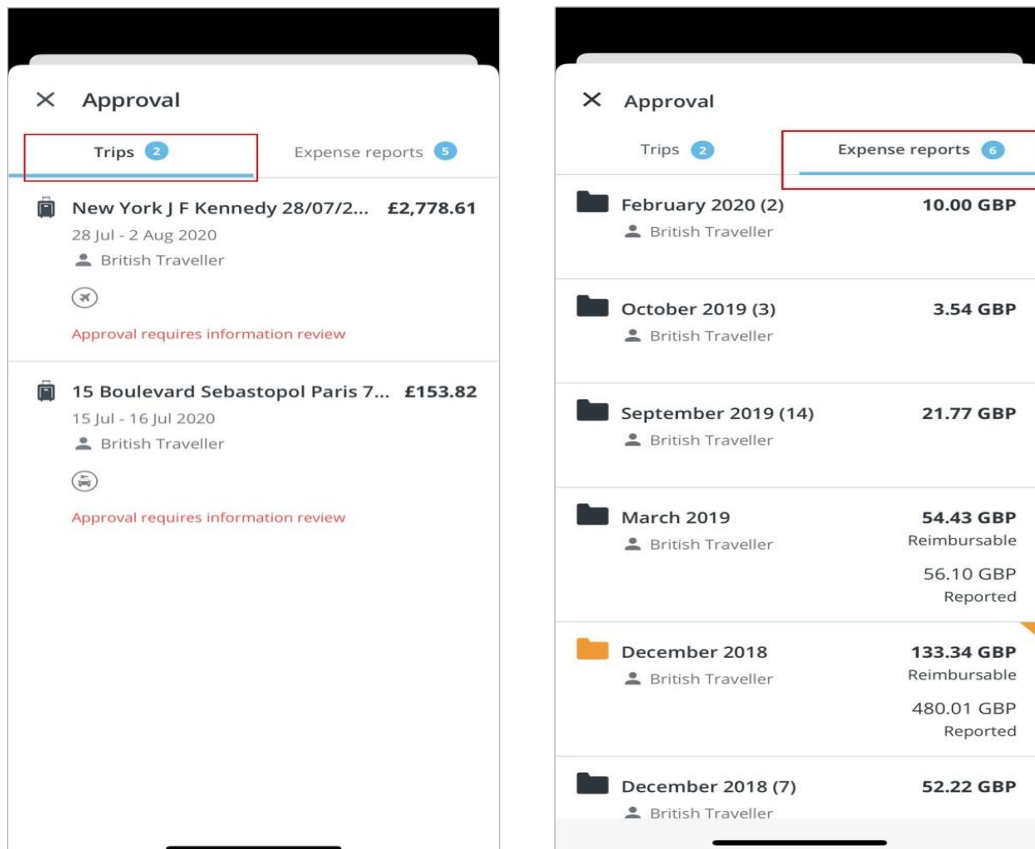
GDS IMPACTED	N/A
COUNTRY	All
ACTIVATION	Automatic if Neo Expense enabled

SYNOPSIS

To improve performance and enhance the user experience for Neo Mobile, a new approval list has been made available.

Both trips and expense reports are visible on the same page, via two distinct tabs.

NOTE: Only trips and expense reports subject awaiting approval are available on this list.



UPCOMING DEVELOPMENTS

This new approval list for Neo mobile is part of a large-scale project. Developments are underway towards the next version for desktop, and updates are expected to give an improved view on approvals or deadlines, for example. This future delivery will also allow the migration of the trip list on Neo screens.

SCOPE

- Only available for Neo Mobile

LIMITS

- Cash advance pending request will no longer be accessible for the approver on Neo Mobile

[EXPENSE] DEFAULT VALUE ENGINE APPLIED ON EXPENSE LINE CREATION FLOW

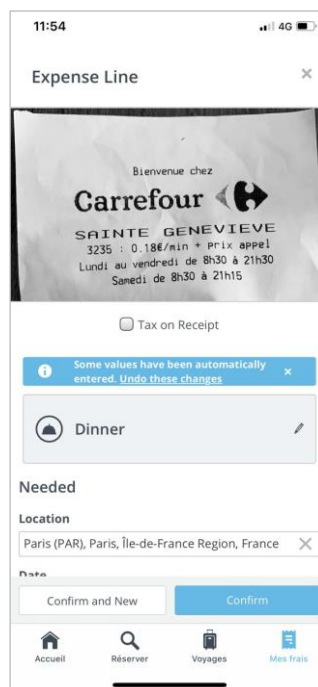
GDS IMPACTED	N/A
COUNTRY	All
ACTIVATION	Automatic if Neo Expense enabled

SYNOPSIS

By using the default value engine, the creation of expense lines has been made easier.

When an expense line is created in the mobile expense box, common field values are retained for expense lines which share the same expense date.

This signifies that if several expense lines are created on the same date, the user is not obliged to fill in all the fields individually. The user will be able to “undo” the default value application by clicking on the link which is made available.



SCOPE

- Expense box for Neo Mobile

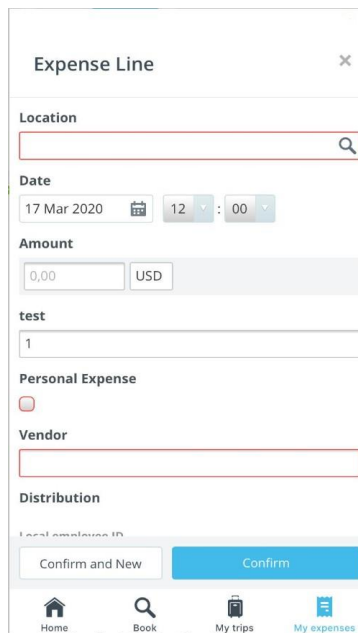
[EXPENSE] IMPROVEMENTS FOR CREATING EXPENSE LINES FOR NEO MOBILE

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

SYNOPSIS

By making it possible for users to add multiple expense lines simultaneously, the creation process for expense lines has been enhanced.

A new button is now displayed on the expense line screen. When the user presses on CONFIRM AND NEW, they can save the expense line, and then open the expense category selection screen. From this screen, they can start the creation process for a new expense.



CONFIRM AND NEW button on the Expense Line screen

NOTE: The Add expense button has been renamed Confirmed.

SCOPE

- Creation of expense lines on Neo Mobile

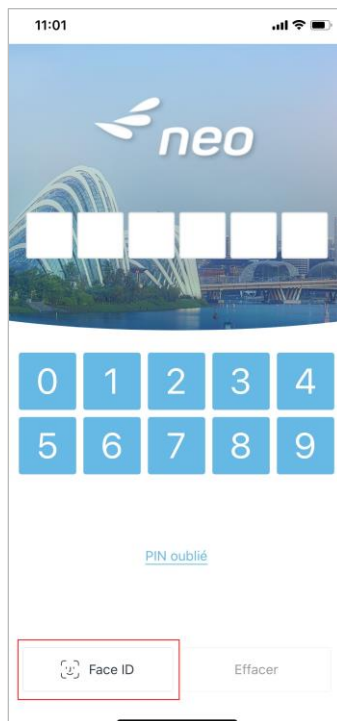
[ONBOARDING] TOUCH ID / FACE ID ENHANCEMENTS

GDS IMPACTED	N/A
COUNTRY	All
ACTIVATION	Automatic (Neo App)

SYNOPSIS

Easy onboarding tools are able to offer more than making it easier to log in; it provides an opportunity for the application to be more secure, more rapid and provide better accessibility. TouchID and FaceID have already been made available for Neo mobile in previous versions, and activation was made possible in Settings.

In an effort to make activation easier, Touch ID and FaceID can be activated directly from the log-in page.



FaceID activation on the Neo mobile interface

SCOPE

- Neo Mobile

[RECEIPTS] POSSIBILITY TO CROP CAPTURE IMAGES

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

SYNOPSIS

To improve the user flow and improve the quality of uploaded receipts, it is now possible to re-size images of receipts. This is done by adjusting the four corners which are now available on the captured image.

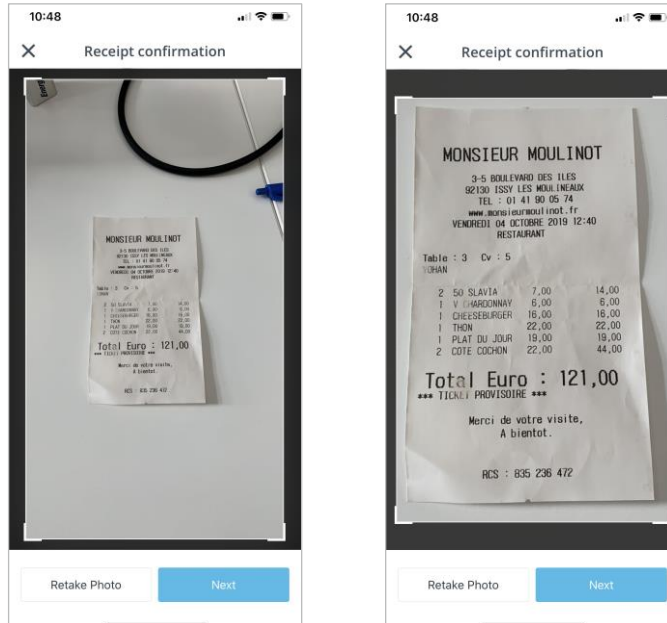
If the user is satisfied with how their image is cropped, the user can validate the receipt. The receipt is then attached to the expense line.

USER FLOW

1. First the user takes a picture of their receipt.



- The four corners will appear around the image after a picture of the receipt is taken, and can be used to re-size the captured image.



- By clicking NEXT the user will be taken to the next step in the creation flow for expense lines.

NOTE: The user also has the possibility to capture another image with the RETAKE PHOTO button.

SCOPE

- Applicable when the receipt was taken on the spot instead of added via an image file
- Neo Mobile



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EXPENSE



[ATTENDEE TRACKING] MINIMUM OF 2 ATTENDEES WITH INTERNAL ATTENDEE TRACKING PER EXPENSE TYPE

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

SYNOPSIS

To give more flexibility to administrators, the verification that at least two attendees are attached to the expense line is now part of the configuration of the expense type.

This new setting will be deactivated by default starting from the Neo 20.2 release. Administrators will have to manually activate it per expense type when required.

When the **Minimum 2 attendees** setting is activated, the related expense line will be blocked for submission if it does not contain at least 2 attendees.

If you need to change the default setting, please contact your Global Business Travel account manager.

SCOPE

- Attendee tracking in Neo expense

[ATTENDEE TRACKING] ADD BUSINESS EMAIL ADDRESS FOR INTERNAL ATTENDEES

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

SYNOPSIS

The search for internal attendees has been made more accurate when several attendees are found in the results belonging to the same sub-unit.

To enhance the identification of the attendee, their business email is now added after the sub-unit name.

Example: Jon Smith (Sub Unit A) john.k.smith@subunita.com



SCOPE

- Attendee Tracking

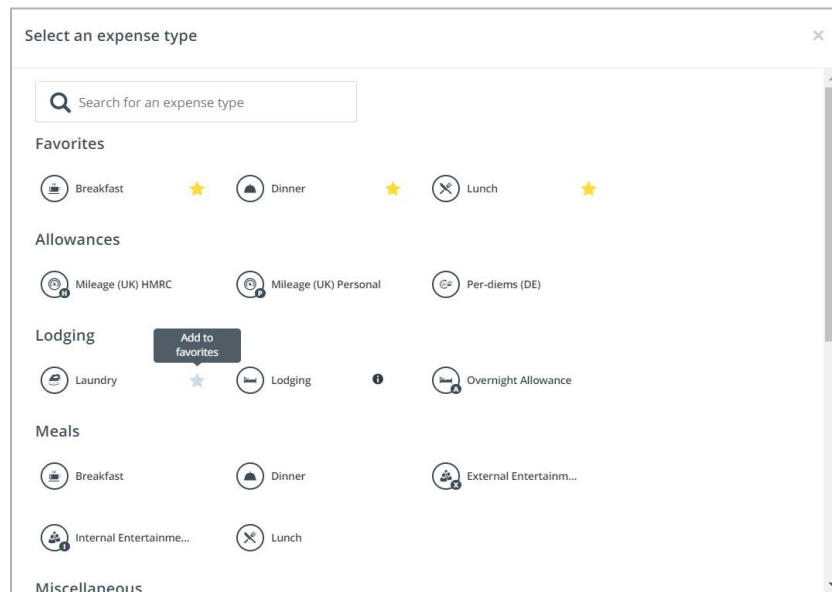
[EXPENSE TYPES] MANAGEMENT OF FAVORITE EXPENSE TYPES

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

SYNOPSIS

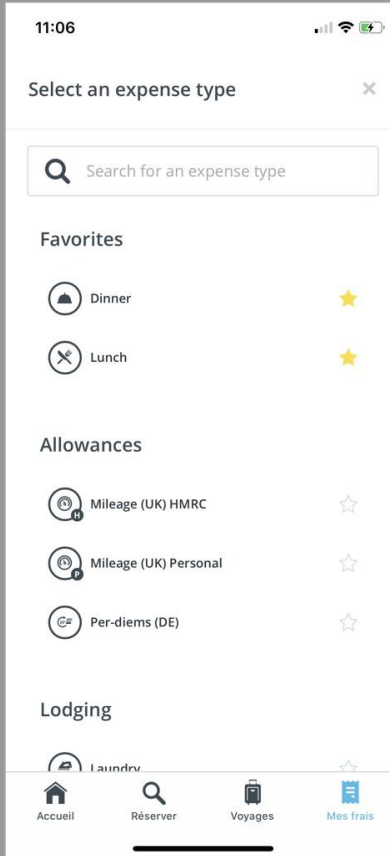
The user flow is improved by allowing users to click on the overall description of the expense within the expense type selection screen.

The user must click on the star icon which is situated next to the name of the expense in order to designate an expense type as a favorite.



By clicking on the star icon, an expense type is designated as a favorite

Users can now also manage favorite expense types on the Neo



SCOPE

- Expenses designated as favorites in Neo expense

[EXPENSE REPORT] ADDITIONAL INFORMATION IN PDF

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

SYNOPSIS

The PDF generated for expense reports has been improved by providing more accurate information.

The information added to this PDF now includes:

- Total authorized amounts
- Approval comment
- Details of compliancy issues

SCOPE

- Generated PDF for expense reports.

[PER DIEMS] DISPLAY OF MORE PER DIEM ITEMS

GDS IMPACTED	N/A
COUNTRY	Germany
ACTIVATION	Automatic if Neo Expense enabled

SYNOPSIS

In an effort to conform with per-diem regulations in Germany as well as enhance the user flow, it has been made possible to declare more per-diem items.

With this feature, the per-diem pop-in window can now display up to 6 items in the columns for per-diems, as opposed to the display of a maximum of 4 items which was previously configured in Neo.

Expense Line #2 ✕

⊕ Per-diems (DE) Change itinerary

Needed

Amount
136 EUR

Distribution

Distribution

Cost Center
Marketing

Project Code

Reset

📍 Paris (PAR), Paris, Île-de-France Region, France | From January 13, 2020 4:45 PM to January 15, 2020 4:45 PM

	Breakfast provided	Lunch provided	Dinner provided	Overnight	Private	Taxable	EUR
January 13, 2020	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="checkbox"/>	<input type="radio"/> Yes <input checked="" type="radio"/> No	39.00
January 14, 2020	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="checkbox"/>	<input type="radio"/> Yes <input checked="" type="radio"/> No	58.00
January 15, 2020	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="checkbox"/>	<input type="radio"/> Yes <input checked="" type="radio"/> No	39.00

2 of 2 🔄 Confirm

SCOPE

- Expenses classified as per-diems

[DATA DELETION] REMOVAL OF UNUSED EXPENSES FROM USER IN-BOX

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

SYNOPSIS

Due to GDPR, (the European regulation on data protection and privacy), it has been decided that data will be deleted in cases where it has no further purpose in Neo.

This feature has an impact on all expenses remaining in the user's inbox, with a payment date older than 1 January 2019. These expenses cannot be submitted in Neo, by consequence, they will be deleted following the Neo 20.2 release.

Users will still be able to remove lines from their inbox regardless of the payment date, by sending them to **Trash** (as is already the case).

UPCOMING DEVELOPMENTS

The submission date limit rule is already in place.
However, automatic deletion will take place from the Neo 20.2 release.

SCOPE

- All expenses older than 1st of January of the previous year which are still present in the user's inbox.