# Neo 23.3 Release Notes

22 JULY 2023

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# ADVANCE NOTICES

## [RAIL] SNCF PROJECT UPDATES (DELTA AND BOOST)

| | |
|---|---|
| **MADE FOR…?** | Traveler \| Arranger \| Travel Manager \| GBT |
| **ACTIVATION REQUIRED?** | No |

### SYNOPSIS

This notice aims to inform and provide an update on two major SNCF projects: Delta and Boost.

### DELTA PROJECT

The migration of Thalys trains from the Résarail Inventory towards S3 Eurostar is in progress.

From 1 June 2023, the following changes have been made applicable:

- **Until 31 August 2023**, trips will be hosted in the Résarail inventory as they are at present.
- **From 1 September 2023**, bookings will be made directly in the S3 Eurostar inventory.

During this transition period, if a section of your trip is in August (e.g., outbound) and another part is in September (e.g., inbound), the reservation will be split between the inventories: Résarail inventory for the August outbound part of the trip, and S3 Eurostar inventory for the September inbound part of the trip.

Depending on the reservation system used by the travel agency, either this reservation can be made in a single booking, or the reservation will be divided. In certain circumstances, travelers will not be able to view any search results and will have to make a split search for their trip. This is the case for Amadeus users since that system is not yet ready to handle two separate inventories in a single PAO order.

There will be a further limitation for the S3 inventory. When there is a multi-passenger booking, if one traveler has a discount card and the other travelers do not, SNCF will only return public fares. Each booking will have to be made individually.

**Ticketing time limits (for SBT) include:**

- Up to 10 days before departure: 72 hours
- From 10 days to 1 day before departure: 24 hours
- From 24 hours before departure: 60 minutes

As with Eurostar, there is no current possibility to request a “close to” or a specific seat (please note that this includes seat preferences such as aisle, window, etc.) for Thalys trains.



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## BOOST PROJECT

A migration will be made from Résarail SNCF content to S3P SNCF. This includes:

- **Domestic offers**: TGV, night trains, intercity trains
- **International trains**: Luxembourg, Fribourg, Brussels, Lyria Offers (Paris-Geneva or Zurich), SVIU (Paris to Milan), ALLEO (Paris to Strasbourg, Stuttgart, München, Saarbrücken or Frankfurt) and TGV INOUI France-Spain, Paris to Barcelona

From **11 October 2023**, the following is expected:

- For travel dates before 10 January 2024, bookings will continue to be made in the Résarail inventory.
- For travel dates from 10 January 2024, bookings will be made in S3P SNCF.

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# [RAIL] RENFE: INTERNATIONAL TRAIN OFFERS FRANCE TO SPAIN

| | |
|---|---|
| **MADE FOR…?** | Traveler \| Arranger \| Travel Manager |
| **ACTIVATION REQUIRED?** | No |

## SYNOPSIS

From July 2023, RENFE will begin offering new routes from and to Spain and France:

- Barcelona to Lyon: starting from 13 July 2023 (Friday to Monday)
- Madrid to Marseille: starting from 28 July 2023 (Friday to Monday, then 16 times per week from August

## NEXT STEPS

From September 2023 on the line from Lyon, and in October on the Marseille line, RENFE will begin operating AVE (high speed) trains from Monday to Sunday, offering 28 runs per week.

Between Nîmes and Barcelona, there will be four trains per day.

## OFFER DETAILS

This offer includes the following:

- High speed train (AVE)
- Confort and Standard classes
- Basico and Elige fares

The services proposed include:

- Free WiFi
- Power sockets
- Bar
- Up to 3 pieces of luggage

## SCOPE

RENFE Direct Link



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# [NEO] FUTURE SOLUTION: NEO ON/OFF

| | |
|---|---|
| **MADE FOR…?** | Traveler \| Arranger \| Travel Manager \| GBT |
| **ACTIVATION REQUIRED?** | Yes – by NTG Admin |

## SYNOPSIS

With the Neo Offline module, it is possible to use your online booking tool as a unique point of entry. Neo can redirect trips online or, offline to agents, based on different rules and configuration.

To take into consideration the need for constant improvement and continue the migration towards the new Neo interface, the offline module is undergoing a technical migration. This will increase online adoption and facilitate the work of travel advisers.

An “all-in-one” experience will be implemented, and all trips will be found at the same place and available also on Neo mobile. The new offline module will be made available, and trip requests will be available in the new Trip List. Additionally, the importation of trips in Neo will only be done through the new PNR import robot.

Furthermore, emails will also be migrated towards the new HTML versions of emails.

## SCOPE

For the pilot phase: included are both Trip Requests Only and New Trip List.

If the new offline module is activated, the customer will benefit from the new trip list automatically.

## UPCOMING CHANGES

The pilot phase will begin during an upcoming version.

Special requests, such as subscription cards, visas, etc., will be added in an upcoming release as well as multi-traveler requests and other enhancements.

Please note that the following will no longer be supported:

- LiveAgent
- ELT
- Counter propositions

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TRAVEL

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# [NEO] CHECKOUT: ALL PAGES DISPLAYED IN FULL SCREEN

| | |
|---|---|
| **MADE FOR…?** | Traveler \| Arranger |
| **ACTIVATION REQUIRED?** | No |

## SYNOPSIS

All the checkout pages are now implemented as full pages. This reduces scrolling when reading and updating the checkout pages. This approach prepares for future checkout process migration.

- All checkout steps are displayed in full page:
  - Pre-checkout pages such as the travel update reason, Content Hub and hotel rates details and guarantee:
    - Content hub is being worked on and will be delivered in an upcoming version.
    - Hotel rates details and guarantee are being worked on and will be delivered in an upcoming version.
  - All remaining checkout pages' content displayed will be migrated to a more user-friendly concept within the full page.
    - Non compliancy reasons
    - Air delivery and payment
    - Car guarantee and payment
    - Business information review
    - Personal data confirmation

## EXAMPLE

- Air service: Paris to Miami return
- Hotel in Naples, Florida (Non-compliant)
- Taxi to CDG

In this case, the Checkout pages will be displayed in this order:

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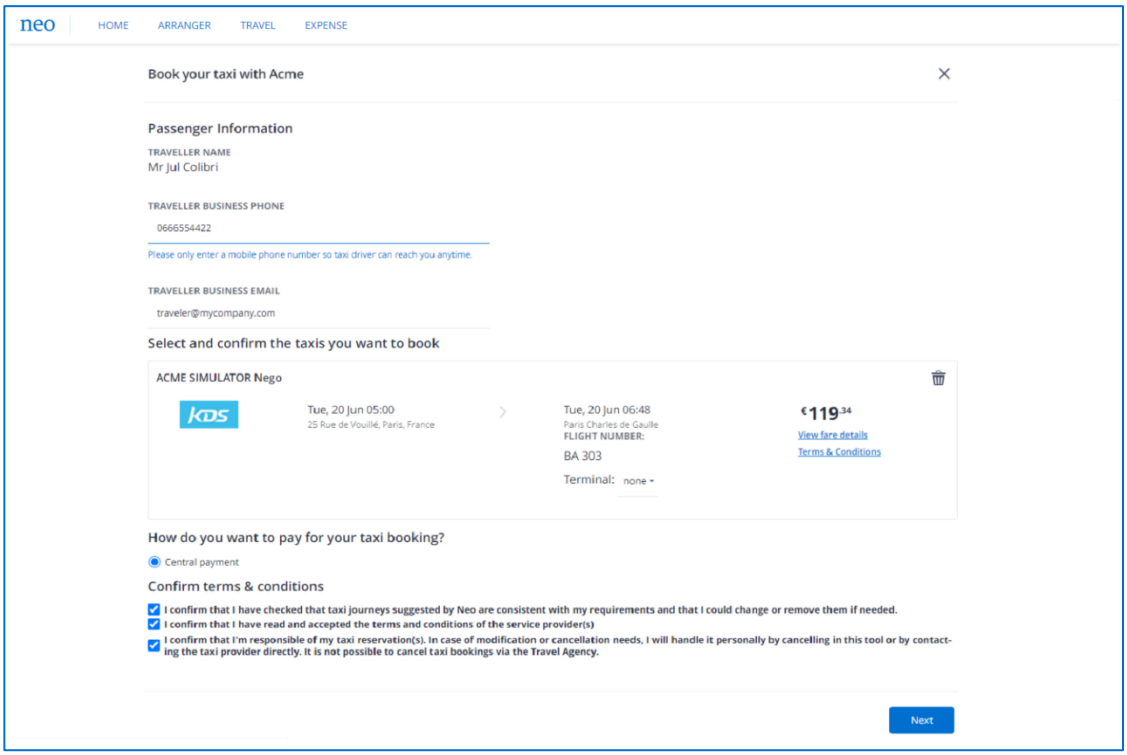
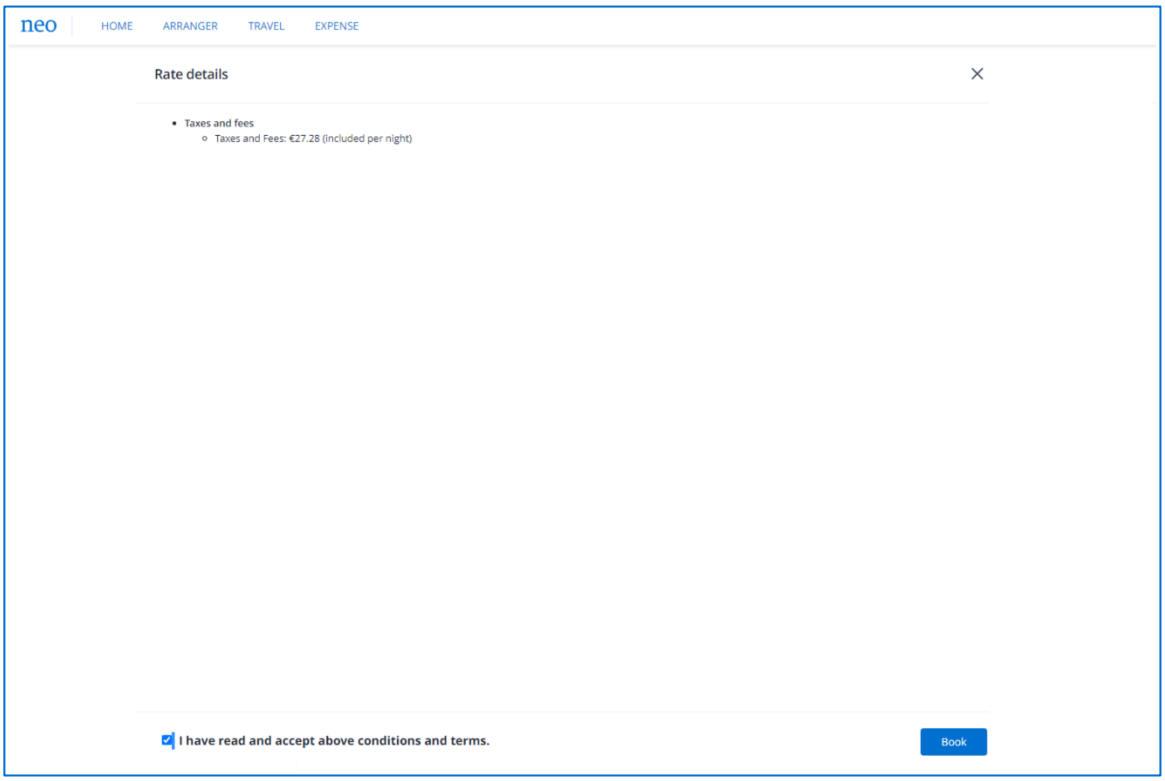
## The taxi confirmation page:




## Hotel rates details



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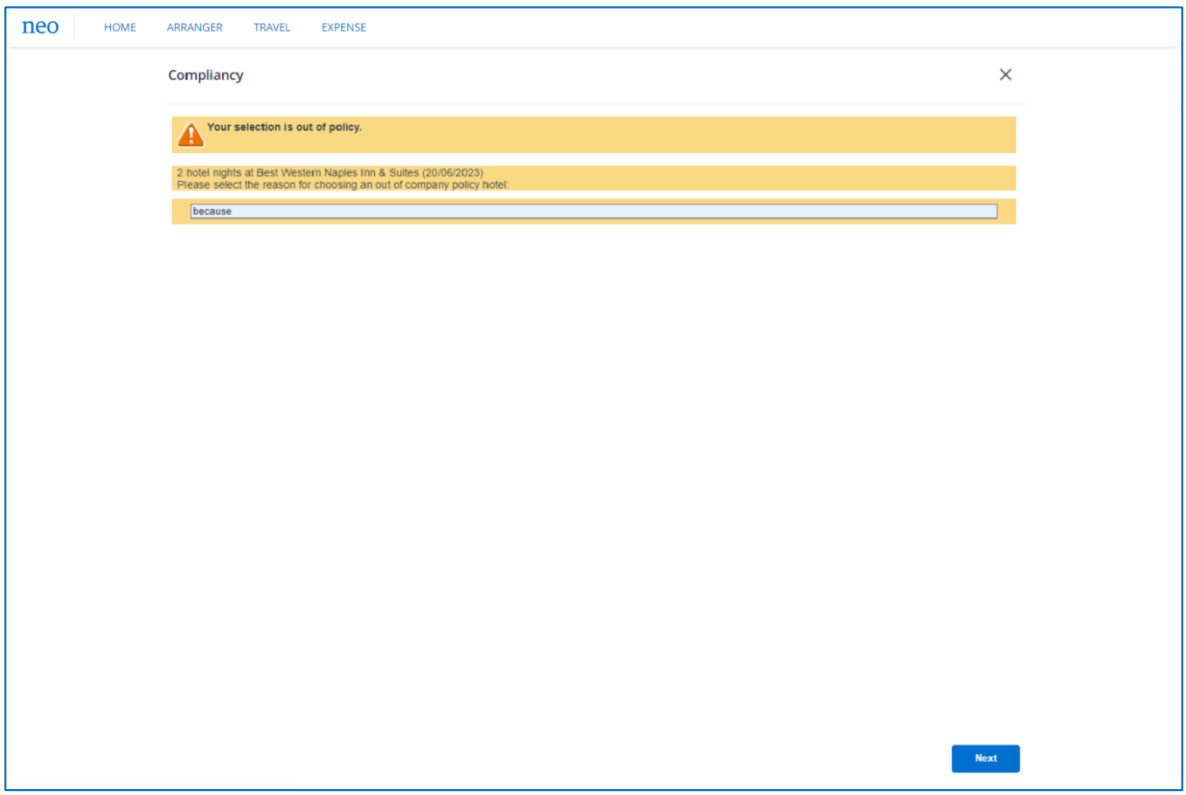
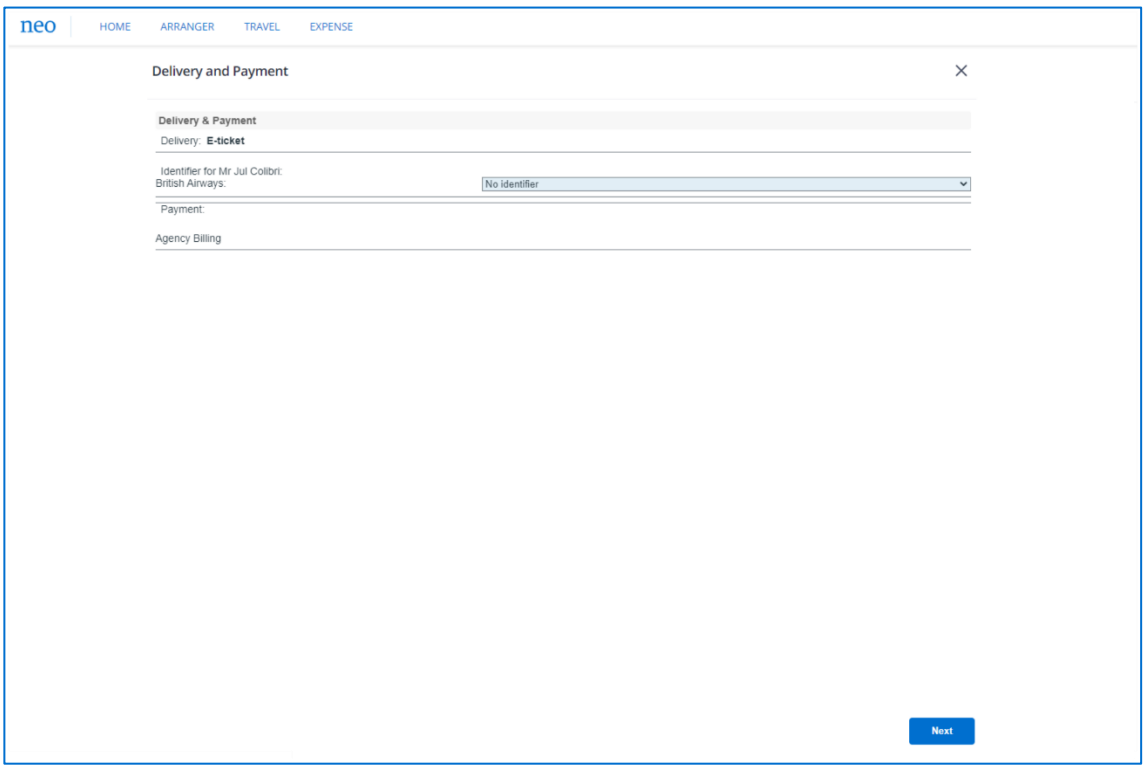
## The non compliancy reason page




## The air service “delivery and payment” page

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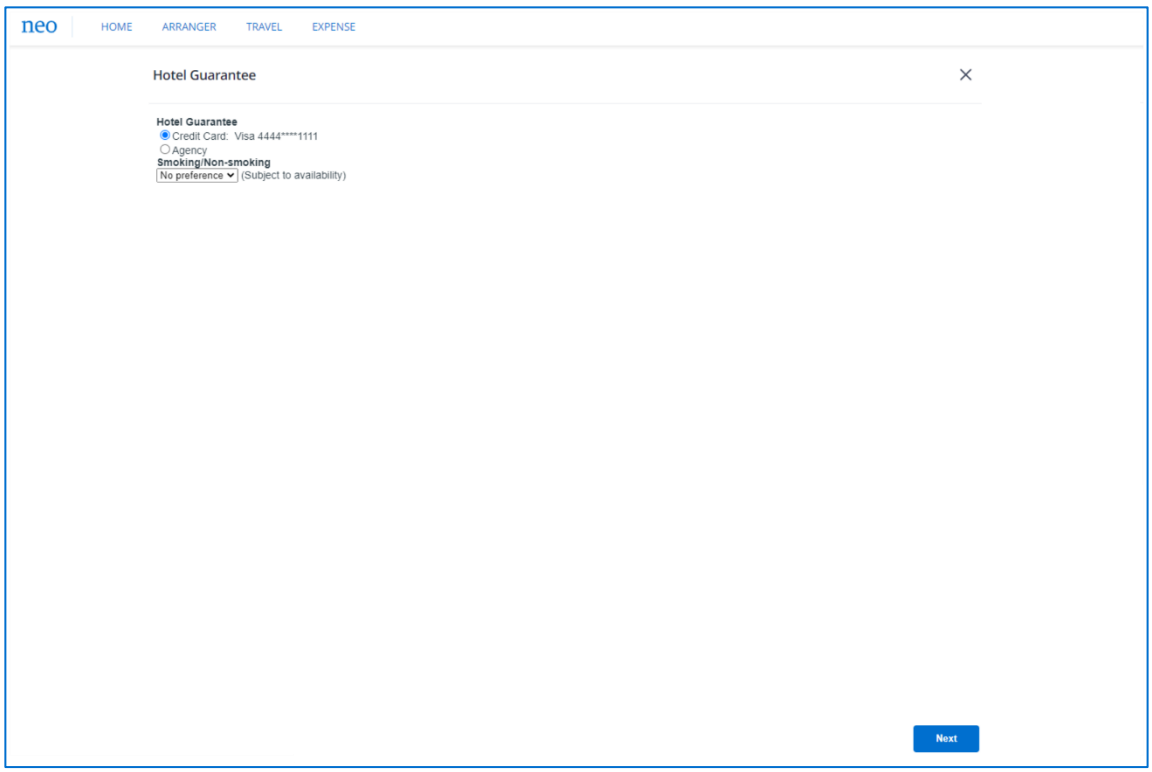
## The hotel “guarantee” page



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# [EXCHANGE] FURTHER INFORMATION DISPLAYED FOR MODIFICATIONS

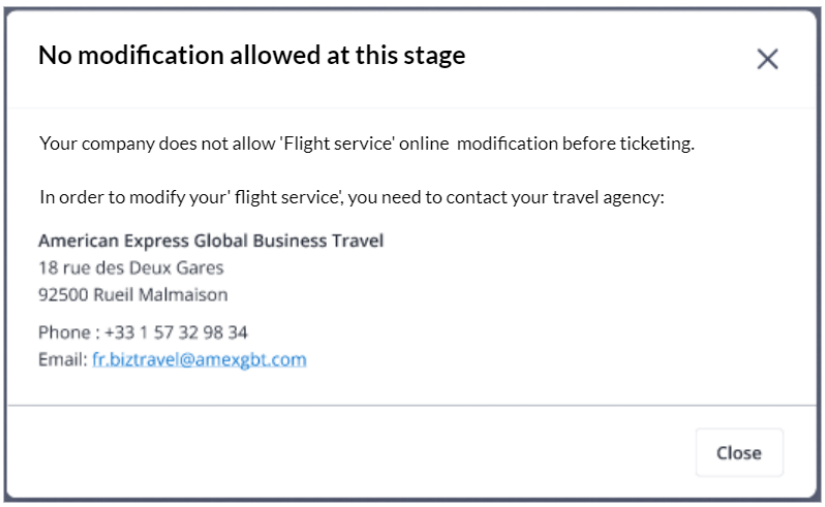
| | |
|---|---|
| **MADE FOR...?** | Traveler \| Arranger |
| **ACTIVATION REQUIRED?** | No |

## SYNOPSIS

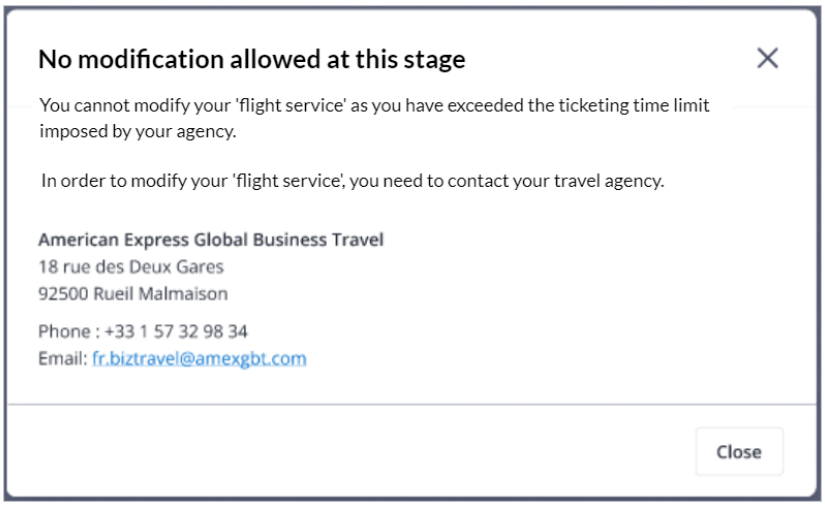
Since the Modify button is still displayed on the user interface, users need to know why modifying an unticketed trip is not allowed.

A pop-up will be displayed when a modification is not allowed. This information will display a reason and contact information for the travel agency.

**Allow PNR modification is off.**




**The ticketing deadline is outside configured delays.**

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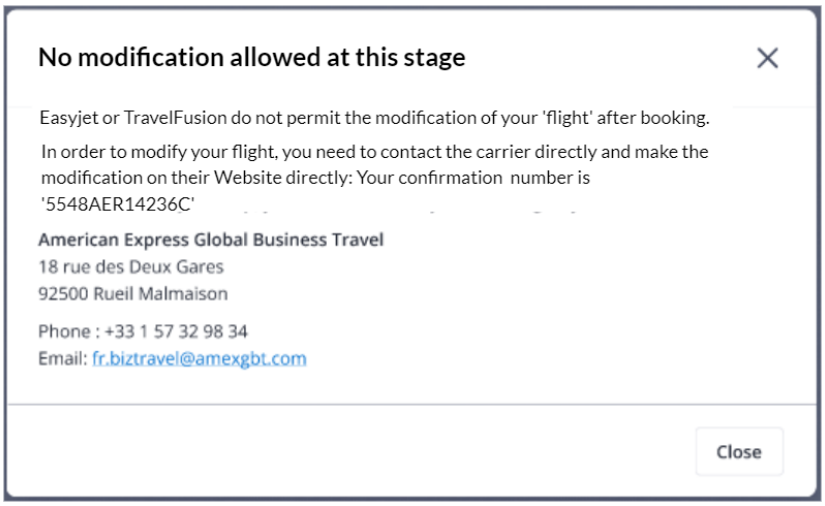
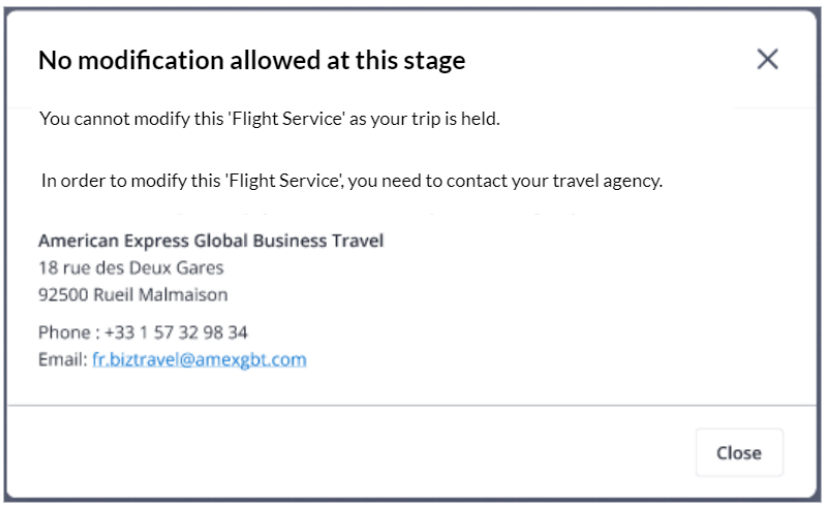
## The CRS or GDS does not allow modification after booking




## The trip is held





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# [AIR] IRYO MANAGEMENT

| | |
|---|---|
| **MADE FOR…?** | Traveler |
| **ACTIVATION REQUIRED?** | No |

## SYNOPSIS

Previously, things such as preferences or corporate fares were not supported in Neo with the supplier IRYO.

A patch has been made to correct this behavior and present IRYO as a railway supplier, and IRYO is now fully supported by Neo.

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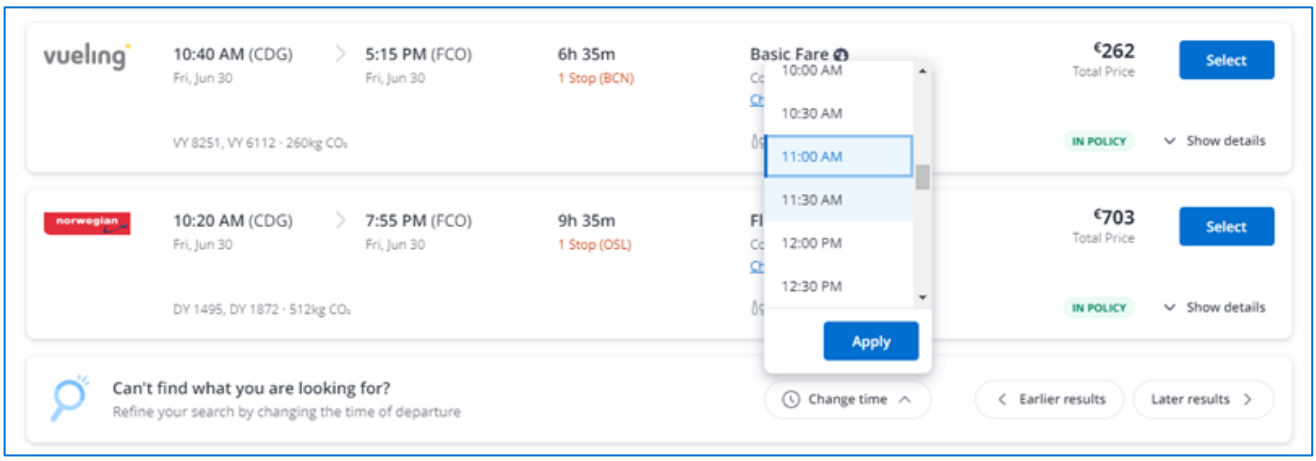
# [TRANSPORT] CHANGES IN TRANSPORT SEARCHES

| | |
|---|---|
| **MADE FOR…?** | Traveler \| Arranger \| Travel Manager |
| **ACTIVATION REQUIRED?** | No |

## SYNOPSIS

To ease user transport selection and to offer more accurate results several options have been added or updated from the search form to the result page. This will allow user to find more easily the flight they are looking for to have them staying in neo.




## SCOPE

For searches with time range and exact time, in addition of buttons before and after a time picker has been added to directly select from the screen a new time to be more precise. Also and because there are new and easier option to refine the search, the flexible time (which was not offering the expected offer to the traveler) has been automatically deactivated from the search form, and the schedules unpriced will disappear.

Please note that flexible times and schedules are only able to be reactivated upon request.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# [TRANSPORT] DEDUPLICATE TRANSPORT SEGMENTS

| | |
|---|---|
| **MADE FOR…?** | Traveler \| Arranger |
| **ACTIVATION REQUIRED?** | No |

## SYNOPSIS

Currently, when several sources for air or train transport offers are configured, the same flight (or train) can be offered twice since they come from different sources. As a result, users can sometimes see duplicates of the same flight or train on the results page, which causes confusion.

Neo will now deduplicate results which appear twice. They will now only appear once on the results page. Alternative fares from diverse sources will be presented on the NFD (Neo Fare Display) screen, or on the change fare option screen. Users will benefit from the easier user flow which will allow them to find a flight or train transport result tailored to what they expect. Secondly, users can also choose the appropriate fare amongst those offered for the selected flight or train result.

This is an important improvement and step forward for NDC rollout.

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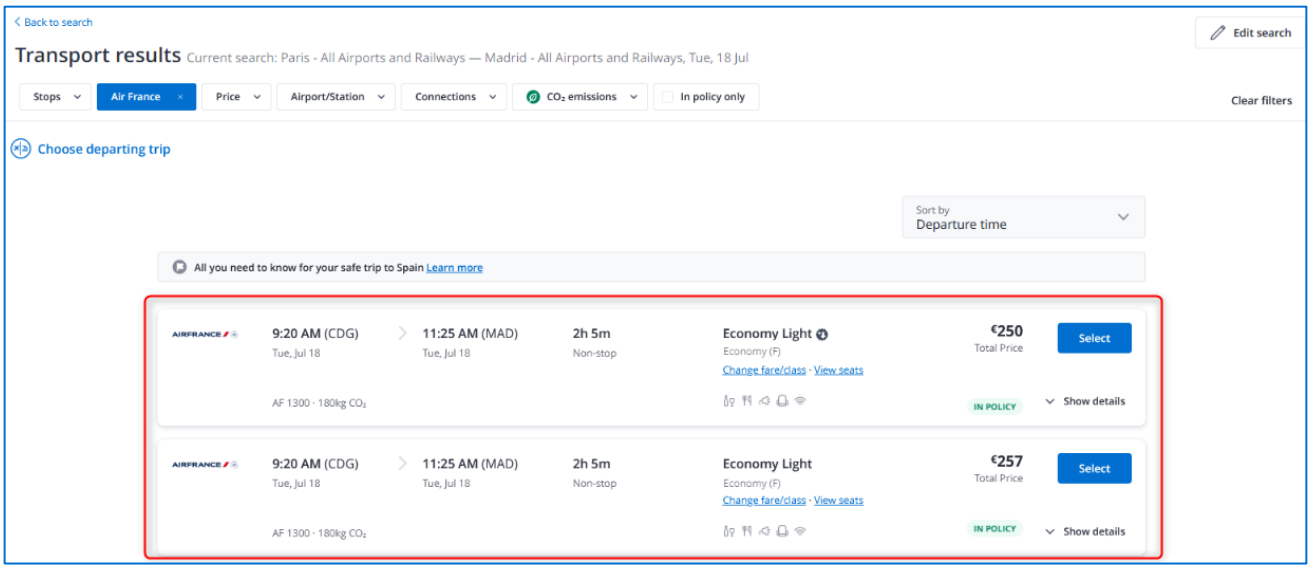
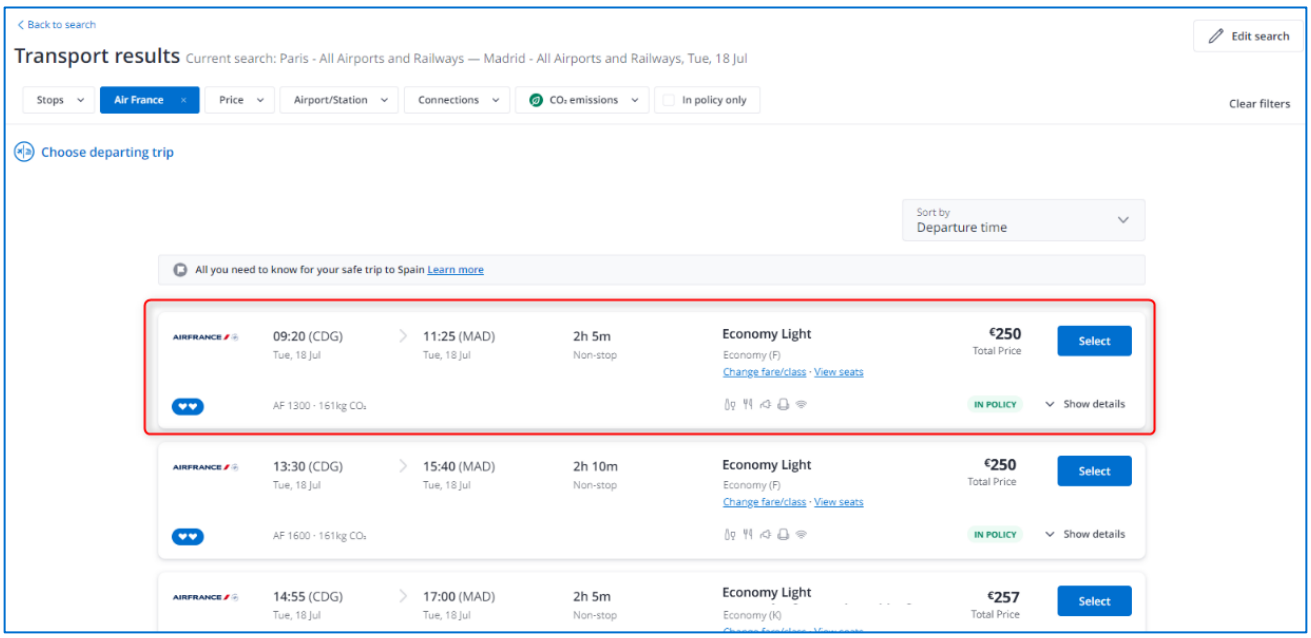
Please note in the screenshot below an example of what was available prior to this release, as well as the improvements made available during the present release:

**BEFORE**




**AFTER**



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# [CONTENT HUB] API ENHANCEMENT FOR NEW PROVIDER INTEGRATION

| | |
|---|---|
| **MADE FOR…?** | Traveler \| Arranger |
| **ACTIVATION REQUIRED?** | No |

## SYNOPSIS

Improvements to the API will allow a second step for GroundSpan to be implemented within the coming month.

With this enhancement, more details will be given to service providers, who can then process more efficiently the pick-up and drop-off of rental cars.

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# [HOTEL] ECO-FRIENDLY BADGE IMPROVEMENT

| | |
|---|---|
| **MADE FOR…?** | Traveler |
| **ACTIVATION REQUIRED?** | No |

## SYNOPSIS

At present, customers have to configure the hotels as “eco-friendly” in Admin Suite if they want them tagged as “eco-friendly” in Neo.

To provide better quality data, it will be necessary to now retrieve the information directly from the hotel resource, and starting with SMP. Other resources will follow soon.

As SMP is based on GSTC (Global Sustainable Tourism Council), Neo will now provide a more reliable data concerning the eco-friendly” badge. Indeed, GSTC manages global standards for sustainable travel and tourism and acts as the international accreditation body for sustainable tourism certification.

Furthermore, clients will no longer need to manually configure the information in Admin Suite. They will, however, still have the option to do so in Admin Suite if needed.

Indeed, GSTC is an additional data that the customer can decide to activate in addition or not to the current eco-friendly settings.

In upcoming versions, Neo will update the eco-friendly badge tooltip, with the objective to reflect how a certain hotel has been identified as eco-friendly, for instance thanks to the hotel supplier, or the configuration within Admin Suite.

## SCOPE

This is applicable to hotels through SMP.


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# [HOTEL] <HOTEL PUBLIC RATE> RATE LABEL DISPLAY IMPROVEMENT

| | |
|---|---|
| **MADE FOR…?** | Travel Manager \| Neo Admin |
| **ACTIVATION REQUIRED?** | Yes |
| **ADMIN SUITE NODE** | Travel \| Hotel \| Hotel Settings \| Hotel Public Rates |

## SYNOPSIS

More flexibility is now granted to travel managers in the Neo configuration. Improvements have been made to avoid them from being blocked by the system values where hotel public rate labels are concerned.

Following improvements made for the management of **<Hotel Public Rates>** travel managers can now easily define or customize a rate label for any public rate already present in the system values. This is done by the travel managers giving priority to custom rules, in the direction from bottom to top.

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# [HOTEL] FILTER BY MASTER CHAIN OR SUB-CHAIN

| | |
|---|---|
| **MADE FOR…?** | Traveler \| Arranger |
| **ACTIVATION REQUIRED?** | No |

## SYNOPSIS

Users will now be able to filter hotel search results by chain as well as brand / sub-chain. This will be particularly valuable for users who want to focus on hotels that are part of a particular chain loyalty program.

For example: Accor can be selected if the user wants to see all accord hotels (Ibis, Novotel etc).

## SCOPE

This is applicable to all hotel sources.



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# [HOTEL] AMENITIES: CHARGING STATION FOR ELECTRIC VEHICLES

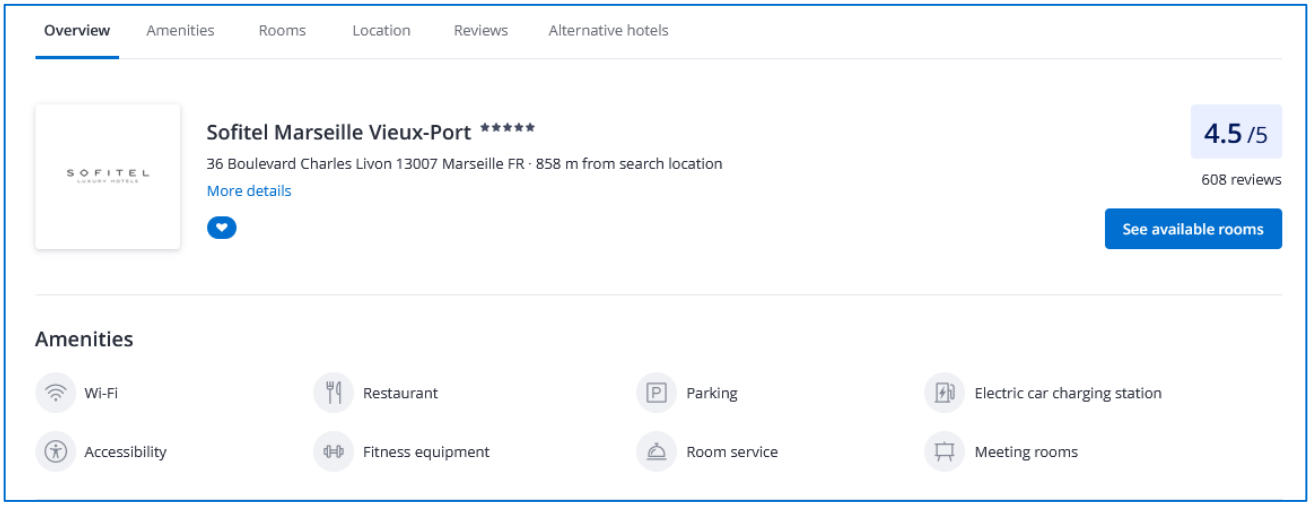
| | |
|---|---|
| **MADE FOR…?** | Traveler \| Arranger |
| **ACTIVATION REQUIRED?** | No |

## SYNOPSIS

Travelers are putting more emphasis on sustainability. In order to help travelers achieve this, Neo continues to add sustainability-related features.

In 23.3 users will now be able to filter and see the new amenity **electric car charging station** through the existing filter amenities. This amenity will also be displayed on the hotel results page as well as on the hotel overview page.

Please note that this information depends on the information provided to Neo by sources.




## SCOPE

This feature will be available for the hotel data form SMP Hotel in the Neo 23.3 release.

In Service Pack 1 Neo 23.3, the following additional hotel data sources will be supported:

- CDS
- HCorpo
- HRS
- Booking.com

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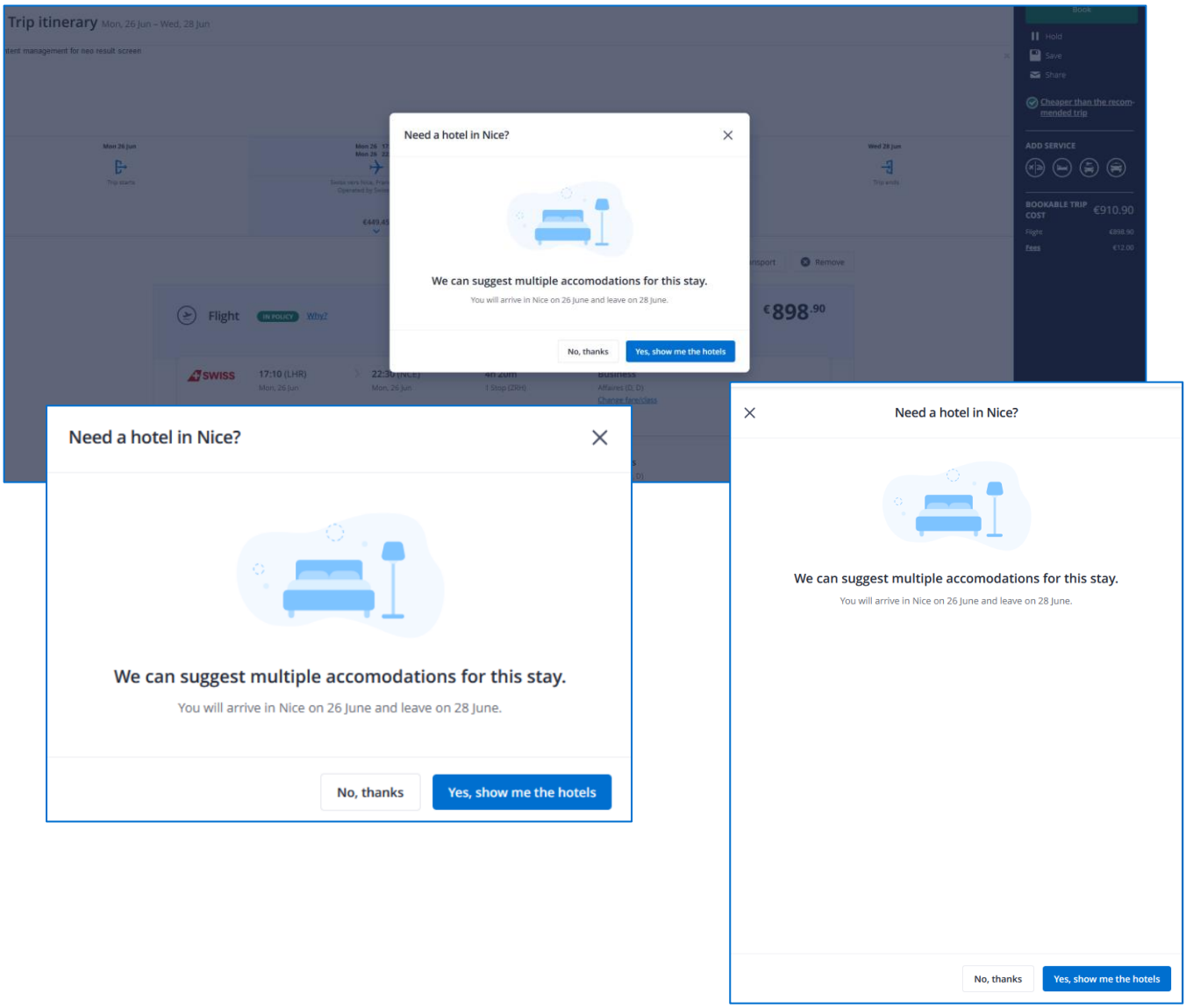
# [HOTEL] NEW IMAGE FOR HOTEL POPIN

| | |
|---|---|
| **MADE FOR...?** | Traveler \| Arranger \| Travel Manager |
| **ACTIVATION REQUIRED?** | Yes |
| **ADMIN SUITE NODE** | Travel \| Neo: Other Options (Hotel section) |
| **DEVICES** | Mobile \| Tablet \| Desktop application |

## SYNOPSIS

When a user books a trip where the departure and arrival are not on the same day and has not booked a hotel, a pop-in is displayed to users prompting them to also book a hotel (if they do indeed need it).

To align with the user interface on the Neo application, the image which appears in this pop-in is updated.





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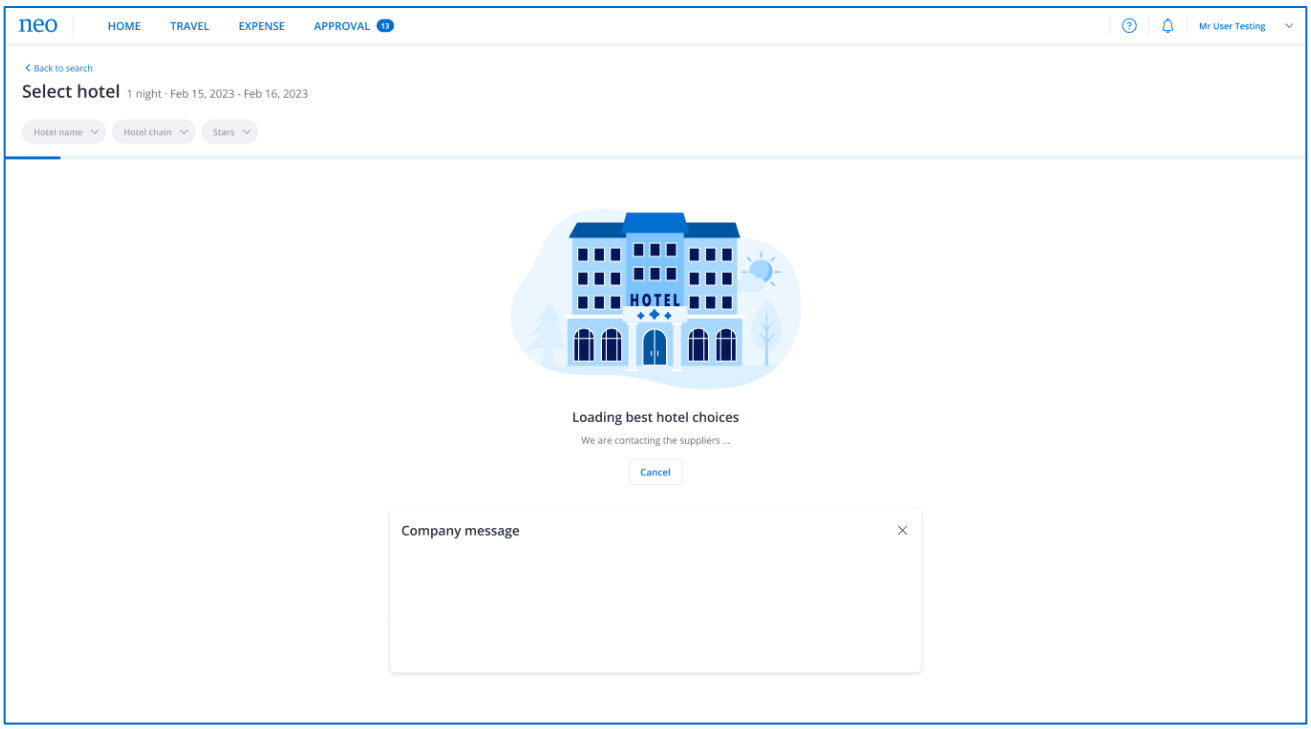
# [HOTEL] WAITING SCREEN

| | |
|---|---|
| **MADE FOR…?** | Traveler \| Arranger |
| **ACTIVATION REQUIRED?** | No |

## SYNOPSIS

The waiting screen for hotel search has been updated to include further information explaining to users what the system is doing at that moment.

Users will be informed that Neo is contacting suppliers and looking for the best possible solutions all while considering their company travel policy. This should improve the user's overall experience and understanding of the system.

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# [RAIL] PASSENGER RIGHTS REGULATION

| | |
|---|---|
| **MADE FOR…?** | Traveler \| Arranger \| Travel Manager |
| **ACTIVATION REQUIRED?** | No |

## SYNOPSIS

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

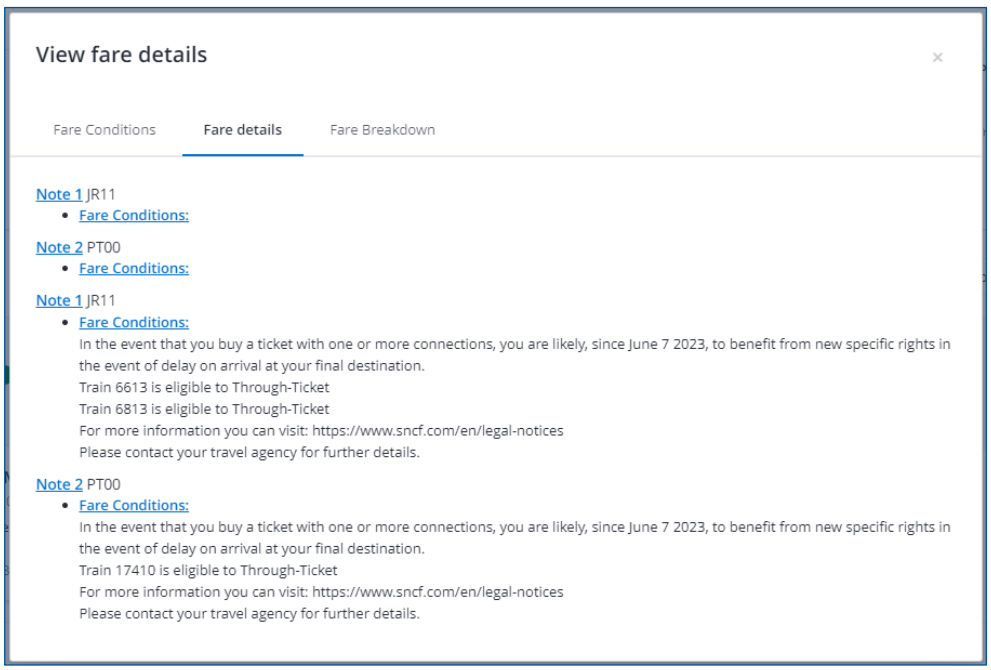
The goal of this reform is to safeguard the rights of rail passengers and improve the quality and effectiveness of rail passenger services. This will help increase the share of rail transport in relation to other means of transportation.

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.

This regulation stipulates that it is necessary to display to those booking their trip if the ticket is a through-ticket or not. Otherwise, it must be assumed that it is. This notion must be available before and after the booking of the trip is completed.

Based on the information returned by the SNCF API, Neo will display if 'through-ticket' is applicable or not for each train selected. This will be displayed in neo in the View fare details, under the Tab "fare details" where user can verify fare conditions.





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When a user buys a ticket with one or more connections, they are likely from 7 June 2023 to benefit from new specific rights if a train is delayed at its destination.

***For further information, please visit https://www.sncf.com/en/legal-notices***

**SCOPE**

This is for SNCF Direct Link.

**NOTE**: SNCF does not provide through-ticket information during exchange, only at the shopping stage of the original reservation.

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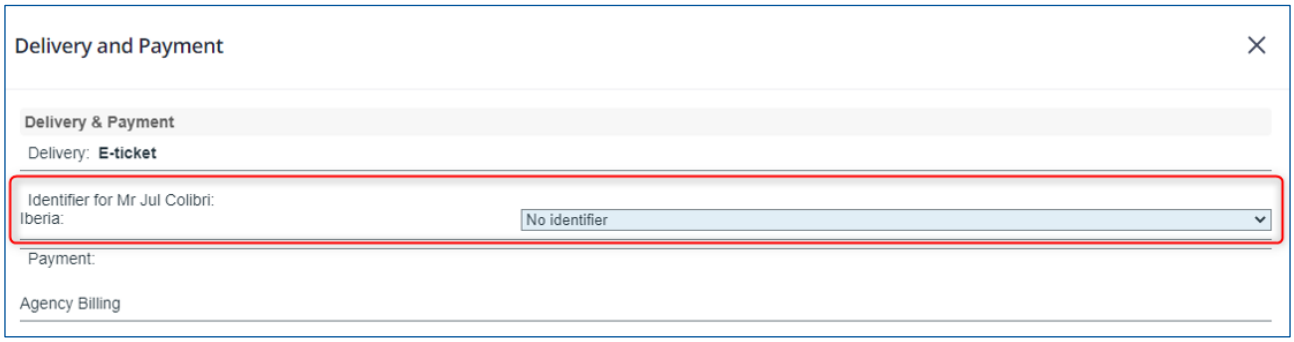
# [TRANSPORT] AIRLIINE E-TICKET IDENTIFIER NO LONGER DISPLAYED

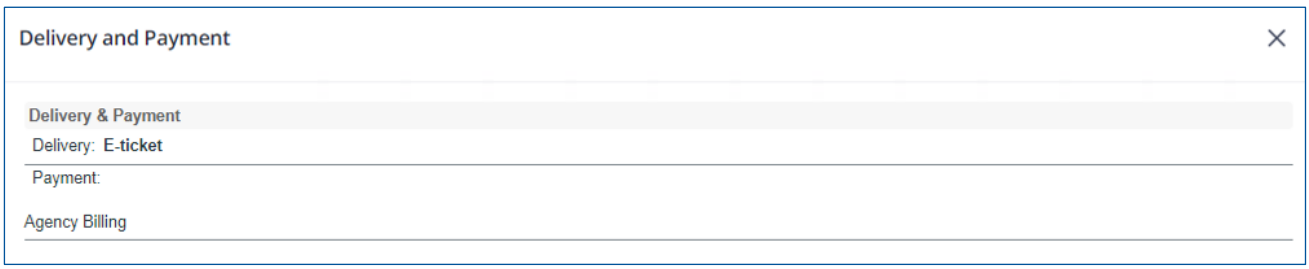
| | |
|---|---|
| **MADE FOR…?** | Traveler \| Arranger |
| **ACTIVATION REQUIRED?** | No |

## SYNOPSIS

Airlines have automated the way to render e-tickets to travelers. Before, it was necessary for travelers to supply an identifier (e.g., frequent flyer number, credit card, etc) to retrieve their e-ticket.




This information is now made available to the airline without any involvement from the traveler, who will no longer be asked for this information.



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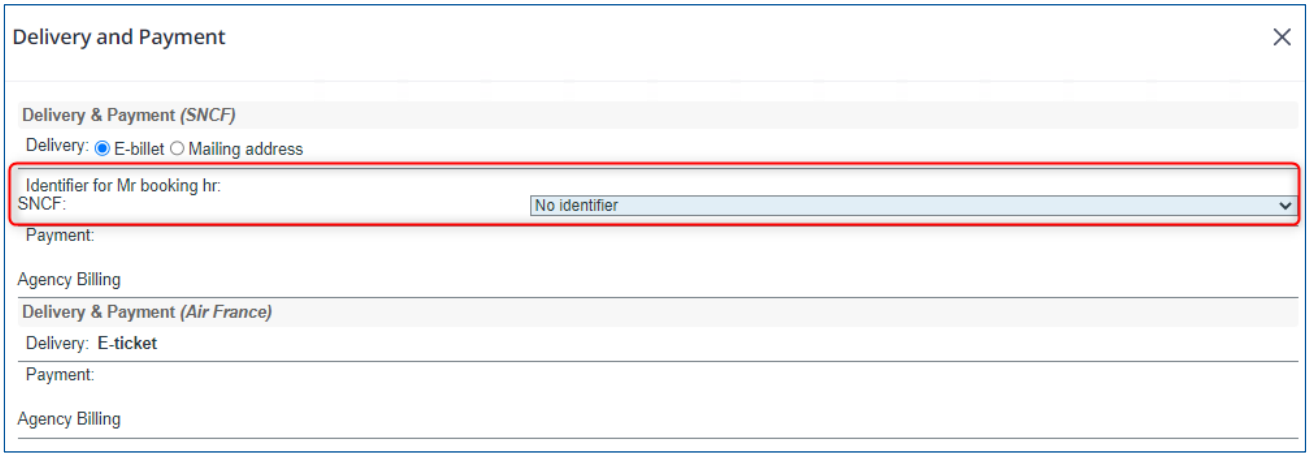
Please note that this modification ***only*** concerns air transport. In case of transport by rail, some railways still require this information, and the traveler will be requested to supply this information.

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## [PNR IMPORT] NEW ENHANCEMENTS

| | |
|---|---|
| **MADE FOR…?** | Travel Agency \| GBT |
| **ACTIVATION REQUIRED?** | No |

### SYNOPSIS

PNR import management has been improved to prevent PNRs from being processed again which causes congestion.

If an error is encountered when removing the PNR from the queue for a second time, then this error encountered in the PNR will be ignored and backlisted.

Additionally, processing times have been improved ensuring that all import configurations can be processed with more consistency through the integration of a rotation mechanism.

The oldest processed configuration will be processed first on the next robot run.


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# [ROUTEHAPPY] FURTHER INFORMATION DISPLAYED FOR MODIFICATIONS

| | |
|---|---|
| **MADE FOR…?** | Traveler |
| **ACTIVATION REQUIRED?** | No |

## SYNOPSIS

The rules which airlines have concerning an entire trip are often undergoing changes. One rule may not be only linked to a leg of the trip, but to the entire trip. For that reason, and to ensure that our data is accurate Neo has changed the way we send queries.

Currently, different queries are sent for RouteHappy (e.g., one query for outbound, and one query for inbound) which sometimes leads to incorrect fare flexibility.

To avoid this incorrect fare flexibility, all itineraries will be sent in the same query. For example, one query will be sent for inbound and outbound, and in case of multi-leg trips, one query will be sent with all legs of the trip. As a result, RouteHappy will provide the correct fare flexibility for any given itinerary.

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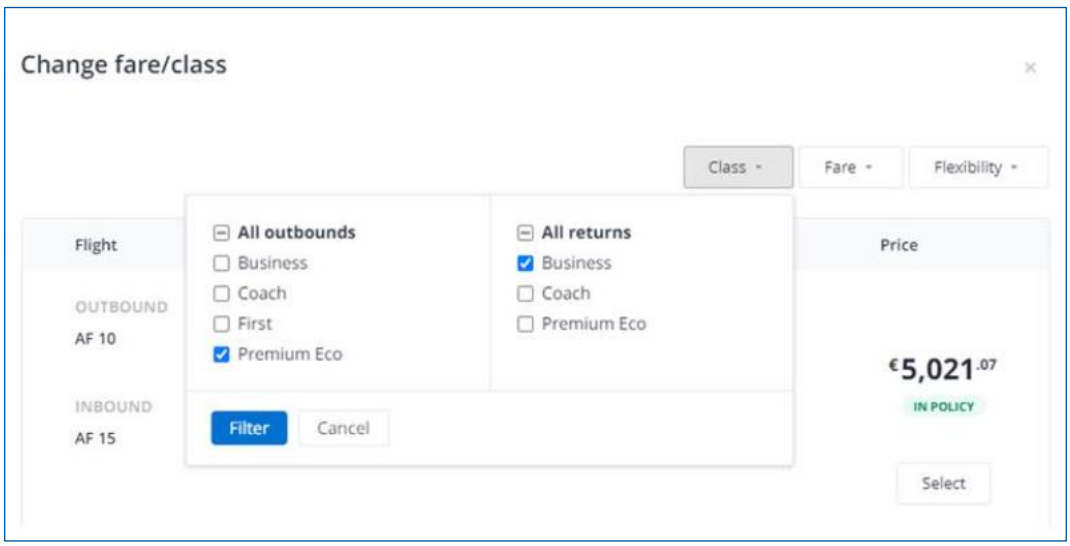
# [GDS] GALILEO: HANDLE MIXED CABIN FARES

| | |
|---|---|
| **MADE FOR…?** | Traveler \| Arranger \| Travel Manager |
| **ACTIVATION REQUIRED?** | No |

## SYNOPSIS

Many clients have travel policies which indicate that travelers can book trips where the outbound flights are in one cabin, and the return flights are in a different cabin.

Neo already supports this for reservations on the Amadeus reservation systems. With this enhancement, that functionality will now be supported on the Galileo reservation system as well.




## SCOPE

Applicable to Galileo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# [GDS] SABRE MIGRATION

| | |
|---|---|
| **MADE FOR…?** | Arranger \| Travel Manager |
| **ACTIVATION REQUIRED?** | No |

## SYNOPSIS

Sabre will be migrating its connectivity from an older standard SDS (Sabre Data Services) to the new Sabre web services.

From last version to this version, the following migrated:

- Queuing
- Booking (Air)
  - Corporate fares, Youth and Senior fares, Subscription fares

**NOTE**: This transition is a continuous delivery and is invisible to customers.

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# [RENTAL CAR] AMADEUS: PRICES AND BOOK OPTIONS NOW DISPLAYED FOR SNOW TIRES AND GPS

| | |
|---|---|
| **MADE FOR…?** | Traveler \| Arranger \| Travel Manager |
| **ACTIVATION REQUIRED?** | No |

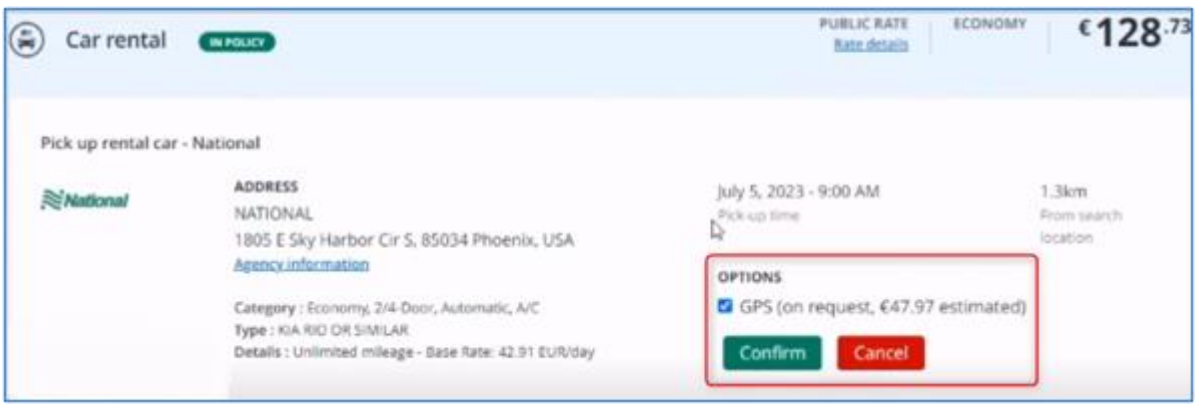
## SYNOPSIS

Further content concerning the options available for rental cars is now made available to users.

As a result, improvements have been made to display prices and available booking options, which avoid users having to call the car rental agency to add the options of snow tires and/or GPS. Available options will be displayed by supplier and by station. Users will be able to book the options displayed at the shopping step in Neo.

## BEFORE

## AFTER



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# [TRAVELFUSION] AER LINGUS UPDATE

| | |
|---|---|
| **MADE FOR…?** | Traveler \| Arranger \| Travel Manager |
| **ACTIVATION REQUIRED?** | No |

## SYNOPSIS

To avoid booking failures and offer users a more stable and reliable booking experience, customers are now able to use the Aer Lingus B2B connection through Travelfusion with or without credentials.

## TECHNICAL DETAILS

It has been advised by Travelfusion that to migrate customers to Aer Lingus B2B where PSD2 is activated.

Customers can use their own credentials, which are sent from Aer Lingus, if they want negotiated content from the airline.

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## [PSD2] ENHANCEMENTS

| | |
|---|---|
| **MADE FOR…?** | Traveler \| Arranger |
| **ACTIVATION REQUIRED?** | No |

### SYNOPSIS

Based on the PSD2 regulation, Neo has modified the way Strong Customer Authentication (SCA) data is captured and sent to suppliers. This has allowed Neo to expand coverage by sending this data.


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# TRAVEL: REMINDER OF FEATURES MADE AVAILBLE IN RECENT SERVICE PACK DELIVERIES

| [RAIL] VIA RAIL \| SILVERRAIL: NEW API AND INVENTORY | |
|---|---|
| **SERVICE PACK VERSION** | SP2 Neo 23.2 |
| **MADE FOR…?** | Traveler \| Arranger \| Travel Manager \| Neo Admin \| GBT |
| **ACTIVATION REQUIRED?** | No |
| **SUMMARY** | The Via Rail API migration in SilverRail planned on June 10th has been cancelled by the carrier without providing a new date for this action. |

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NEO
EXPENSE

# [VAT] MANAGEMENT OF MULTIPLE TAXES LEVIED BY DIFFERENT GOVERNMENTS (CANADIAN USE CASE)

| | |
|---|---|
| **MADE FOR…?** | Traveler \| Accountant |
| **ACTIVATION REQUIRED?** | Yes |

## USE CASE

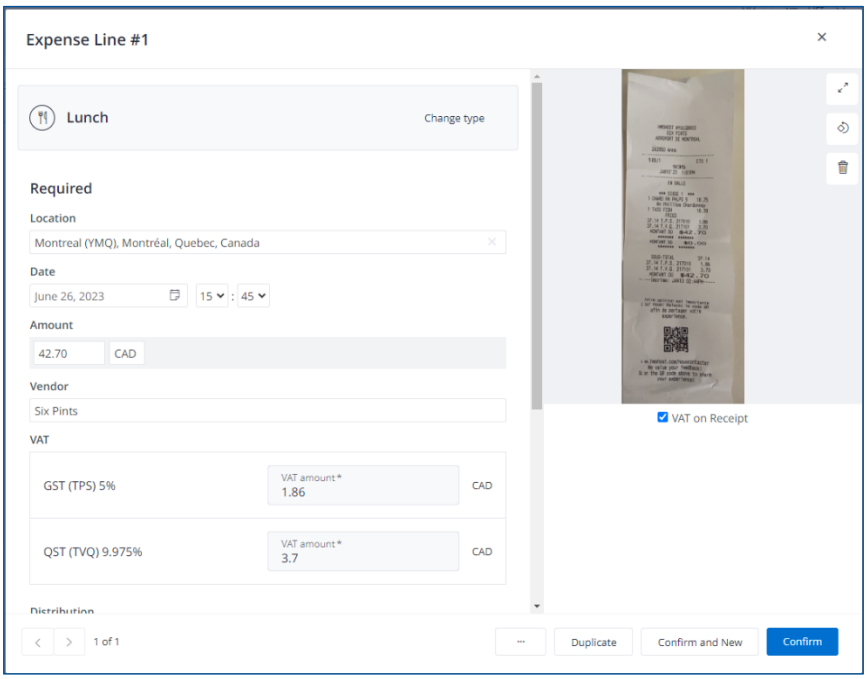
In some provinces in Canada, there are two types of sales taxes:

- **Provincial Sales Taxes (PST)** levied by provinces
- **Goods and Services Tax (GST)** levied by the federal government.

## SYNOPSIS

To comply with the local taxation system, Neo will now support two new modes of multi-VAT:

- Multi-VAT: All VAT rules are automatically applied (hidden for users)
  - The VAT section will be hidden for users and approvers, and will only be displayed to accountants
  - VAT amounts will be automatically calculated and can then be edited by accountants
- Multi-VAT: All VAT rules are applied and displayed
  - The VAT section will be displayed for users, approvers, and accountants
  - VAT amounts will be scanned by the OCR or automatically calculated and can be edited by user and accountants

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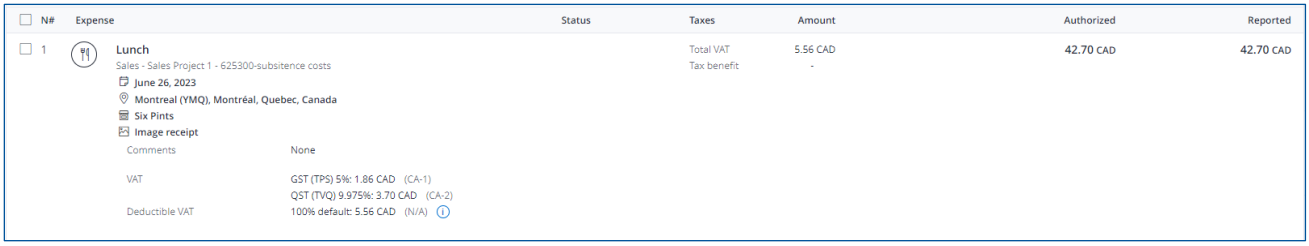
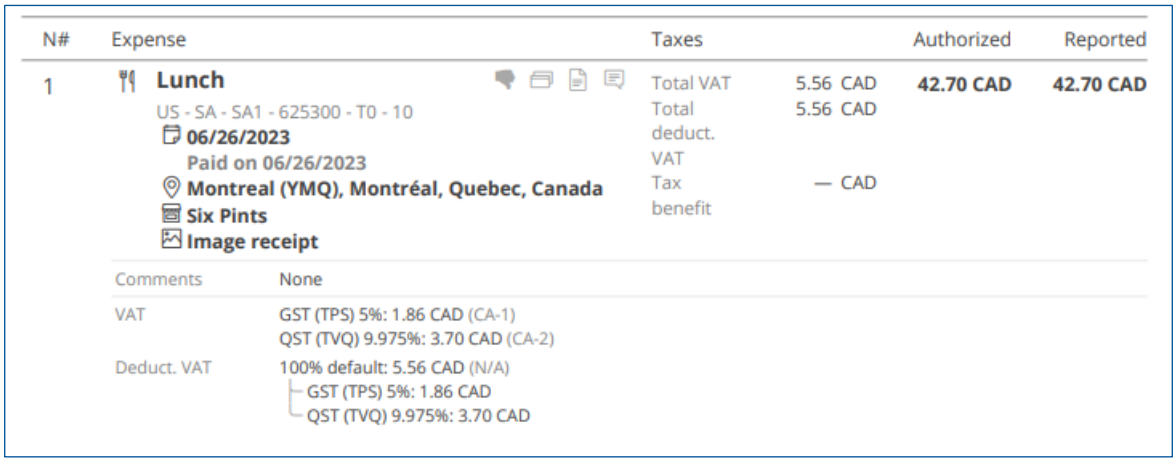
In the list view of the expense report, multi-VAT information is displayed in the detailed view.




Multi-VAT information is also available in the expense report PDF and in the export file (CSV and XML).




***Please contact your service manager to configure multi-VAT.***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# [OCR] EXPENSE TYPE SCANNED

| | |
|---|---|
| **MADE FOR…?** | Traveler |
| **ACTIVATION REQUIRED?** | No |

## SYNOPSIS

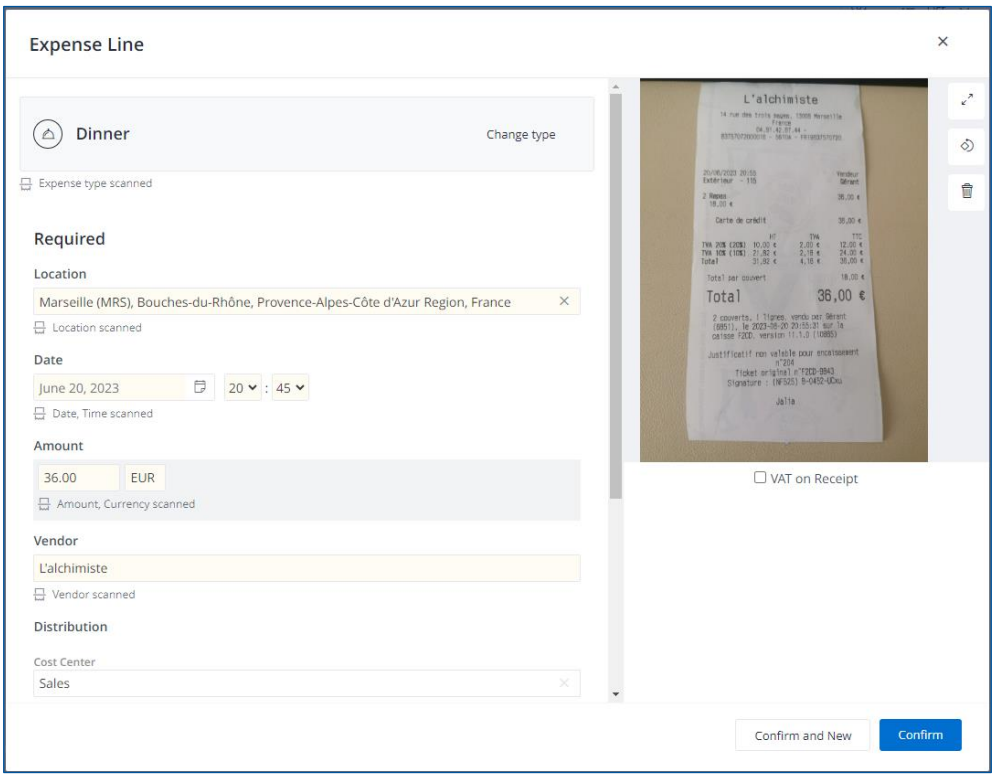
The OCR feature has been enhanced to facilitate the creation of expense lines by prepopulating the expense type. As a reminder, the following are scanned already by OCR: date, time, amount, currency, location, vendor, VAT rate and VAT amount.

When scanning a receipt, Neo will be able to detect the following expense types

- Breakfast
- Lunch
- Dinner
- Hotel
- Taxi
- Parking fees

**There are two possible cases for the scan of the expense type which depends on the configuration:**

1. The expense type will automatically be selected if there is only one match

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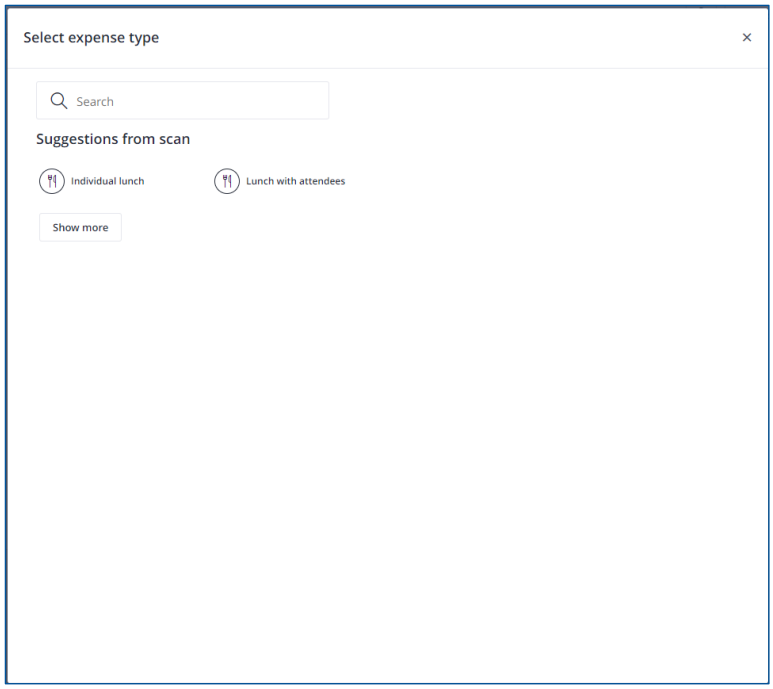
2. Suggested expense types will be proposed in the case that several types could match




A label will be displayed below the expense type so that users can quickly recognize what has been scanned. This is applicable when the OCR setting is enabled in the configuration.

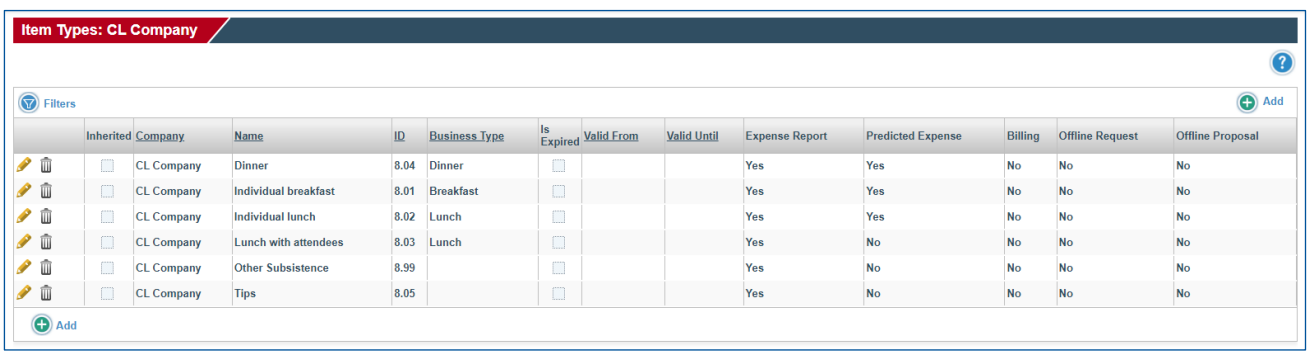
## NEXT STEPS

Neo will soon be able to detect even more expense types in future versions of Neo.

## SCOPE

To have expense types scanned by the OCR, business types need to be configured for expense types in Admin Suite.

One business type can be set for one or several expense types.




| | Inherited | Company | Name | ID | Business Type | Is Expired | Valid From | Valid Until | Expense Report | Predicted Expense | Billing | Offline Request | Offline Proposal |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | CL Company | Dinner | 8.04 | Dinner | | | | Yes | Yes | No | No | No |
| | | CL Company | Individual breakfast | 8.01 | Breakfast | | | | Yes | Yes | No | No | No |
| | | CL Company | Individual lunch | 8.02 | Lunch | | | | Yes | Yes | No | No | No |
| | | CL Company | Lunch with attendees | 8.03 | Lunch | | | | Yes | No | No | No | No |
| | | CL Company | Other Subsistence | 8.99 | | | | | Yes | No | No | No | No |
| | | CL Company | Tips | 8.05 | | | | | Yes | No | No | No | No |

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# [EXPENSE] COMPANY PAID CORPORATE CARDS TRANSACTION VISUALISATION

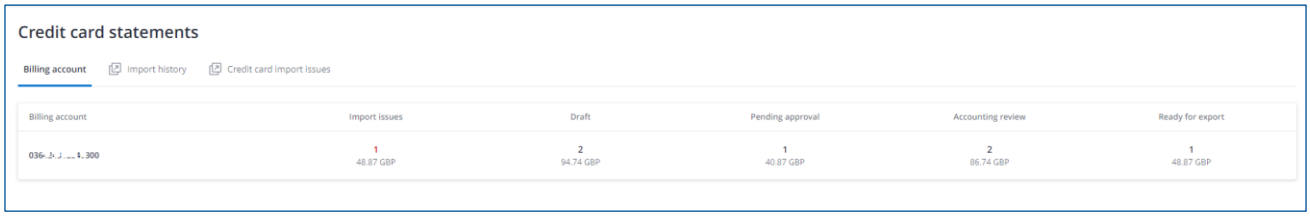
| | |
|---|---|
| **MADE FOR…?** | Accountant |
| **ACTIVATION REQUIRED?** | Yes – by NTG Admin |

## SYNOPSIS

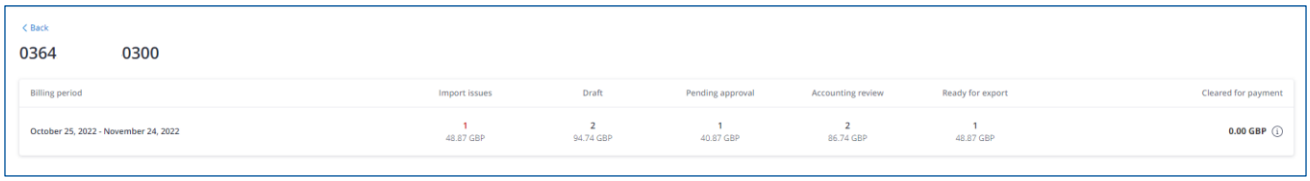
Corporate credit card transactions charged on a company account (“company paid”) are at present imported today in Neo Expense. However, there have been challenges making sure that users submit their expenses properly to facilitate reconciliation of the charges to the credit card statement.

An enhancement is now available to display the corporate credit card transactions imported in Neo per billing account and per billing period.

The first table represents the number of corporate credit card transaction according to their status in Neo:




The second table presents the inside of a billing account, with all billing periods with at least one pending corporate credit card transaction and their status in Neo:

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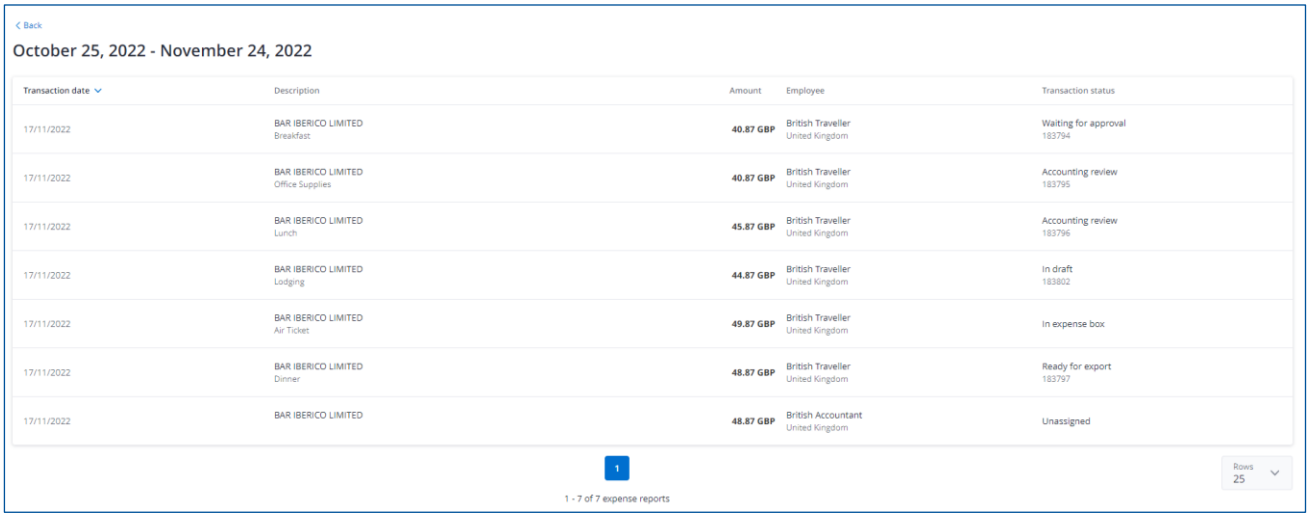
The third table is representative of inside a billing period, including all corporate credit card transaction details with their status in Neo:




**NOTE**: This new functionality is only compatible with American Express Corporate Credit cards.

**Please liaise with your Neo technical contact for activation.**



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# [EXPENSE REPORTS] NEW CREATE REPORT FLOW

| | |
|---|---|
| **MADE FOR…?** | Traveler |
| **ACTIVATION REQUIRED?** | No |

## SYNOPSIS

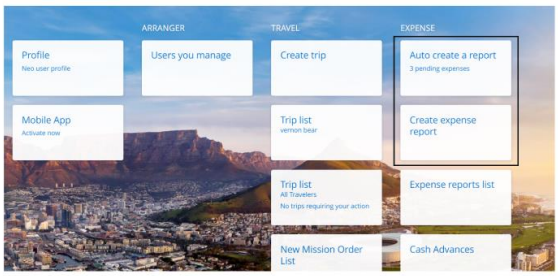
It is important to make the process for creating expense reports as seamless as possible for users. Towards this goal, we have enhanced the entry point and user flow for creating an expense report and adding expenses. Users will now see a single tile for the creation of expense reports on the homepage which will display the amount of pending expenses and that of rejected expenses.

Pending expenses will include all expenses which are waiting to be moved to an expense report and include:

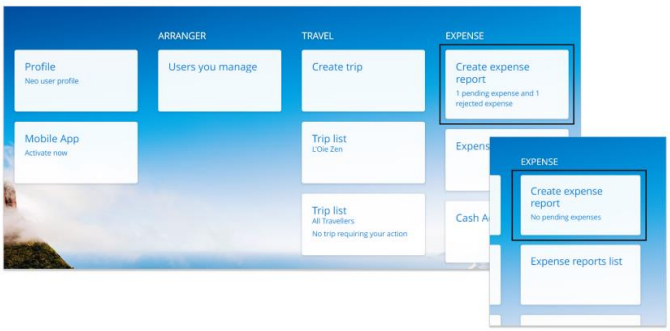
- Credit card import
- Drafts from mobile or desktop
- Bill to expense

The new entry point will replace the two previous ones: **Create report** and **Auto-create a report**. It will send users on a more intuitive journey where the user first creates an expense report and then selects expenses from the pending list that will be displayed when available. If there is no pending expense, the user will directly be led to the newly created expense report page.

**Before**




**After**

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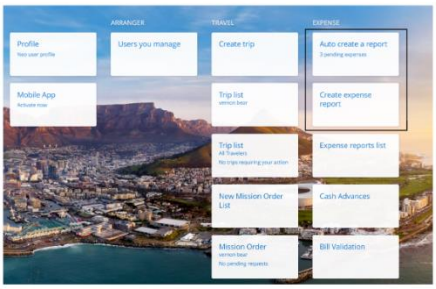
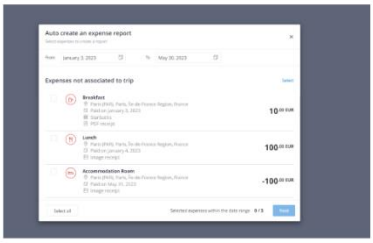
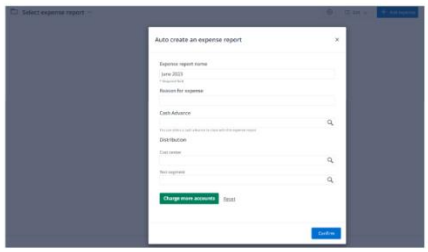
This new flow also improves the cancelation at mid-process where previously the user would land on a blank and disabled report page from which they needed to navigate back to in order to restart their journey. Users will now automatically land on the report list page where they can directly move on to the next needed action.

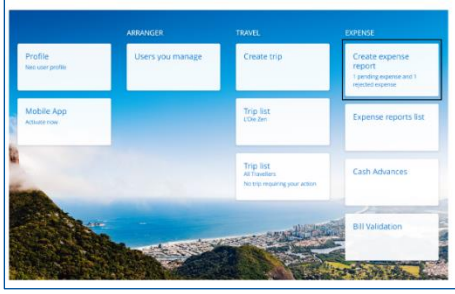
**Before**

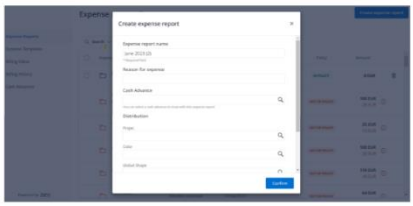


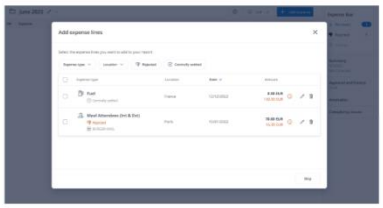




**After**



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# [EXPENSE LIST] IMPROVEMENTS IN THE CREATE REPORT FLOW

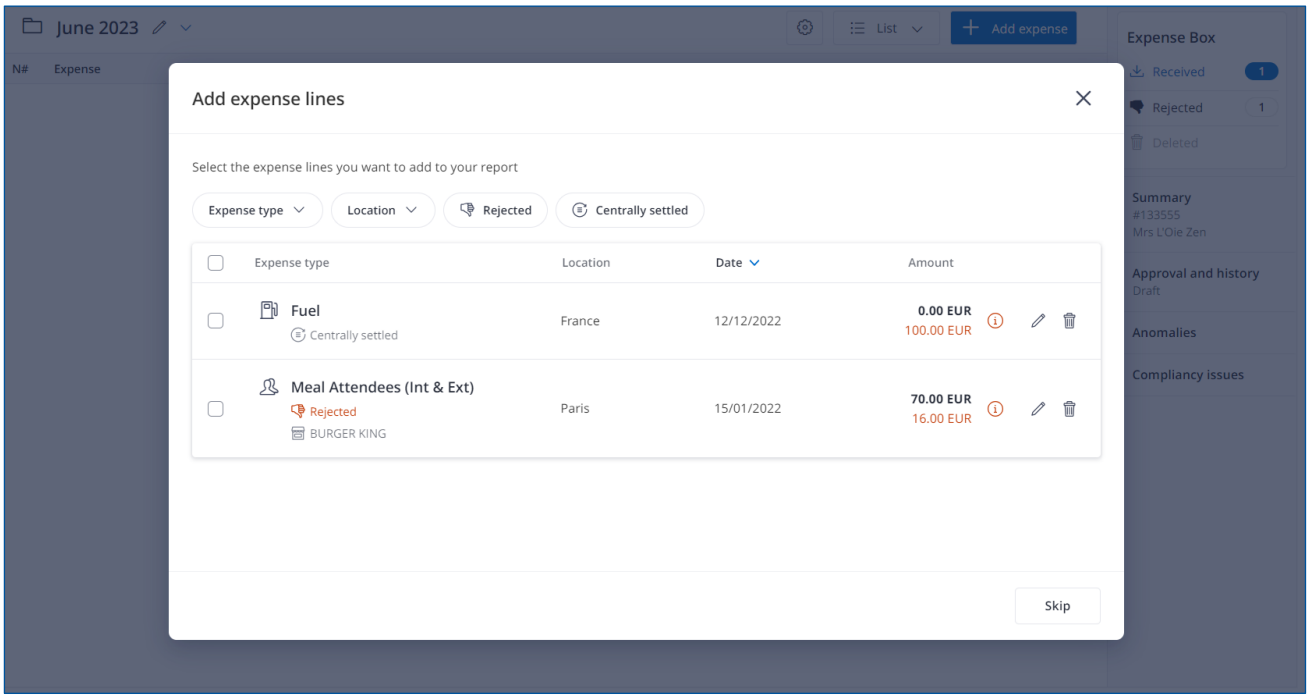
| | |
|---|---|
| **MADE FOR...?** | Traveler |
| **ACTIVATION REQUIRED?** | No |
| **DEVICE** | Desktop application |

## SYNOPSIS

The enhancements made in the process of creating an expense report have also impacted the pending expense list which has been displayed until now when starting from the Auto-create report.

Upgrades to the expense list include technical and design improvements. The main enhancement is that this list now includes:

- The rejected expenses: users can instantly view and add rejected expenses to their new expense report
- Sorting option for each column and filters to simplify the selection of expenses
- Added label for when it is a credit card or a centrally settled expense

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PLATFORM

# [PROFILE API] RETURN INVALID PHONE NUMBERS AS SEPARTE ELEMENTS WHEN READING A PROFILE

| | |
|---|---|
| **MADE FOR…?** | Neo Admin |
| **ACTIVATION REQUIRED?** | No |

## SYNOPSIS

Neo Profile API only accepts valid phone numbers sent in the international standard E.164 format. However, even if Neo profile screens do a similar validation since April 2021, Neo still has legacy phone numbers which date from before, and these are not always valid. Until now, when reading a profile using Neo Profile API, only valid phone numbers which could be converted in E.164 format were returned in the API response.

From now on, invalid numbers which cannot be converted to E.164 format will also be returned in the dedicated fields 'rawPhone', 'rawFax' or 'rawMobile' in the API response. They will be in the same format as they were stored in Neo.

This will allow clients of Profile API to distinguish between profiles without a phone number and profiles which include an incorrect phone number, and possibly correct invalid numbers.

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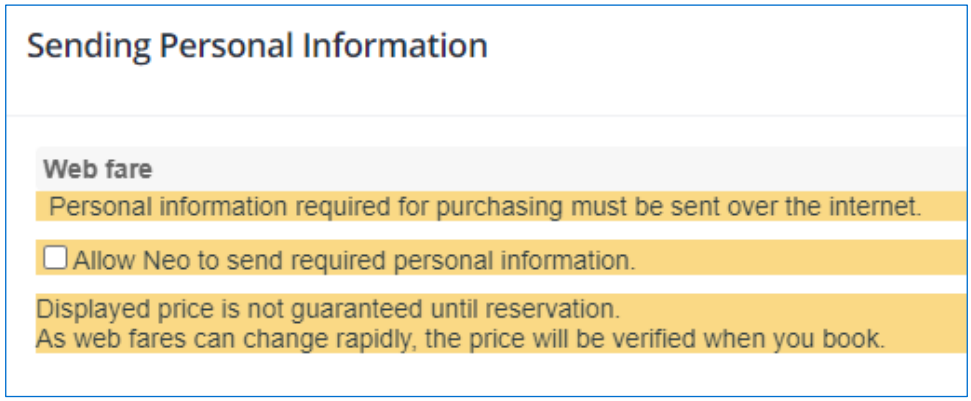
## [USER PROFILES] DECOMMISSIONING OF THE 'WEB FARES' FIELD

| | |
|---|---|
| **MADE FOR…?** | Traveler |
| **ACTIVATION REQUIRED?** | No |

### SYNOPSIS

To prepare for future changes in screens for the booking flow, the 'Web Fares' field will be removed from the Preferences screen in Neo user profiles.

As a result, all users will now have to tick the **Sending Personal Information** box when booking a low-cost carrier, even if they previously selected the **Always allow Neo to send required personal information to purchase flights with web fare**s option in their profile.





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NEO
REPORTING

# [REPORTING] AMENDED REPORTING DATAFEED FOR LOW COST CARRIERS AND SMP HOTELS

| | |
|---|---|
| **MADE FOR…?** | Travel Manager \| Arranger |
| **ACTIVATION REQUIRED?** | No |

## SYNOPSIS

The reporting data feed has been enriched. It will therefore be able to support the following:

- The ‘Hotel Confirmation Number’ when a hotel has been booked using ‘SMP Hotels’
- The airline record locator. This is concatenated in the ‘Transport Confirmation Number’ with the CRS confirmation number
    - ([CRS confirmation number] / [Airline record locator])


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# [REPORTING] COGNOS ANALYTICS VERSION UPGRADE

| | |
|---|---|
| **MADE FOR…?** | Travel Manager \| Accountant \| Expense Manager |
| **ACTIVATION REQUIRED?** | No |

## SYNOPSIS

Cognos has been upgraded to the version 11.1.7 PF7.

The fix pack which has been implemented by IBM for this upgrade corrected defaults and security vulnerabilities.

Details of the fix pack can be found here: https://www.ibm.com/support/pages/node/6986505

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