

neo

Service Pack 2

Neo 23.1

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AN AMERICAN EXPRESS GLOBAL BUSINESS TRAVEL COMPANY

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ADVANCE NOTICE

[RAIL] VIA RAIL / SILVERAIL: NEW API AND INVENTORY

MADE FOR...?	Traveler Arranger Travel Manager Neo Admin GBT
ACTIVATION REQUIRED?	No

SYNOPSIS

Via Rail will move to a new API and inventory system. SilverRail will toward this new API and inventory on 24 March 2023.

After this date, all bookings will be made in the new API and inventory. Booking will be migrated, except for those on for travel before the technical migration.

The current scope of the functionality remains as is; with the exception of seat preferences which is due to a limitation on Via Rail. As a result, seat preferences will not be available.

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[RAIL] FULL PAO FOR AMADEUS

MADE FOR...?	Traveler Arranger Travel Manager Neo Admin GBT
ACTIVATION REQUIRED?	Yes – Manual Activation Required

SYNOPSIS

Amadeus will migrate to FULL PAO SNCF with the ability to handle multi-inventories booking in a single booking such as TGV + TER. Amadeus will need the PAO reference in the passive segment to support SNCF bookings. This constraint will have an impact on the passive segments. Instead of sending the Resarail reference, Amadeus will be expecting to receive the PAO reference (which is already the case for TER and Eurostar) to make the claim of the SNCF reservation into the PNR to be issued.

This is the planning based on information shared by Amadeus:

- 28 March: "Dual" mode, the claim with both Resarail and PAO Reference will be possible. At the same time GDS will be able to handle multi-inventories reservation. This mode must be requested by the travel agencies to Amadeus.
- 12/13 April: "Go Live". Only PAO reference will be recognized by Amadeus.

If the passive segment does not contain the PAO reference travel Agencies won't be able to do the claim and to issue the reservation. Neo is already FULL PAO and in capacity to manage multi-inventories since several years. However, those changes imply modifications in the Amadeus passive segment sent by Neo and the activation of multi-inventories.

MANDATORY ACTIONS BY TRAVEL AGENCIES:

- Travel Agencies must contact Amadeus, to confirm the dates. It is recommended to start by a Dual Mode and then go Live two or three weeks later. Ensure that the passive segment modification is installed in production during the dual Mode period, the earlier the better.
- Travel Agencies must make a request to Neo for the modification of their Passive segment following the standard process in order to send the PAO reference and no longer the RESARAIL. Please note that this will not be done automatically.

NOTE: This modification must be done through a Service Pack or a Version. If the Amadeus planning does not change it will be required for the 23.1 SP3 - the passive segment must be changed after the Amadeus's activation of the Dual mode and before the "Go Live".

- **Optional but strongly recommended:** Activation on Admin side of the SNCF multi-inventories in order to make a single booking for TGV + TER.
(**NOTE:** Due to the "liberté Tarifaire" project all regions have migrated to a different inventory)



FEATURE REMINDER

SUPPORT OF WHEELCHAIR BOOKINGS

Neo aims to ensure that the specific needs of travelers are met. Therefore, we would like to remind our users that wheelchair bookings are available in Neo.

Within the user's profile, if the field which specifies the need for wheelchairs is activated, this will automatically be added to the PNR.

SCOPE

The following GDSs support wheelchair bookings:

- Sabre
- Amadeus
- Galileo

TRAVEL





[TRANSPORT] SEATMAP IMPROVEMENTS FOR PREFERENTIAL SEATS

MADE FOR...?	Traveler Arranger Travel Manager
ACTIVATION REQUIRED?	No

SYNOPSIS

Users will find several improvements for seat maps in Neo for preferred and chargeable seats.

In some cases GDSs return seats which are both Preferential (i.e. users have a frequent flyer card) and Chargeable. In cases of a premium seat which is also chargeable, they will now be returned as chargeable.

NOTE: If the Admin Suite configuration does not have ancillary seats activated, chargeable premium seats will not be bookable.

“Preferential” seats based on the airline’s commercial policy (and not linked to a frequent flyer card), these seats will be displayed to the traveler even if there is no card configured and the fare allows this seat to be booked.

SCOPE

- Amadeus



[HRS] VIRTUAL PAYMENT INDICATOR

MADE FOR...?	Traveler Arranger Travel Manager
ACTIVATION REQUIRED?	No

SYNOPSIS

Neo users will now be able to see which hotel accepts the virtual payment directly on the user interface.

This information will be visible once a company has virtual payment configured in Admin Suite.

NOTE: This feature is also available for booking.com

A close-up photograph of a person's hands holding a white smartphone. The person has long, light brown hair and is wearing a dark blue long-sleeved shirt. A silver ring with a small diamond is visible on the ring finger of the right hand. The background is blurred, showing a laptop keyboard and a blue surface. The text 'NEO MOBILE' is overlaid in a bold, blue, sans-serif font across the center of the image.

NEO MOBILE

[HOMEPAGE] ENHANCEMENTS FOR MAIN ACTIONS ON HOMEPAGE

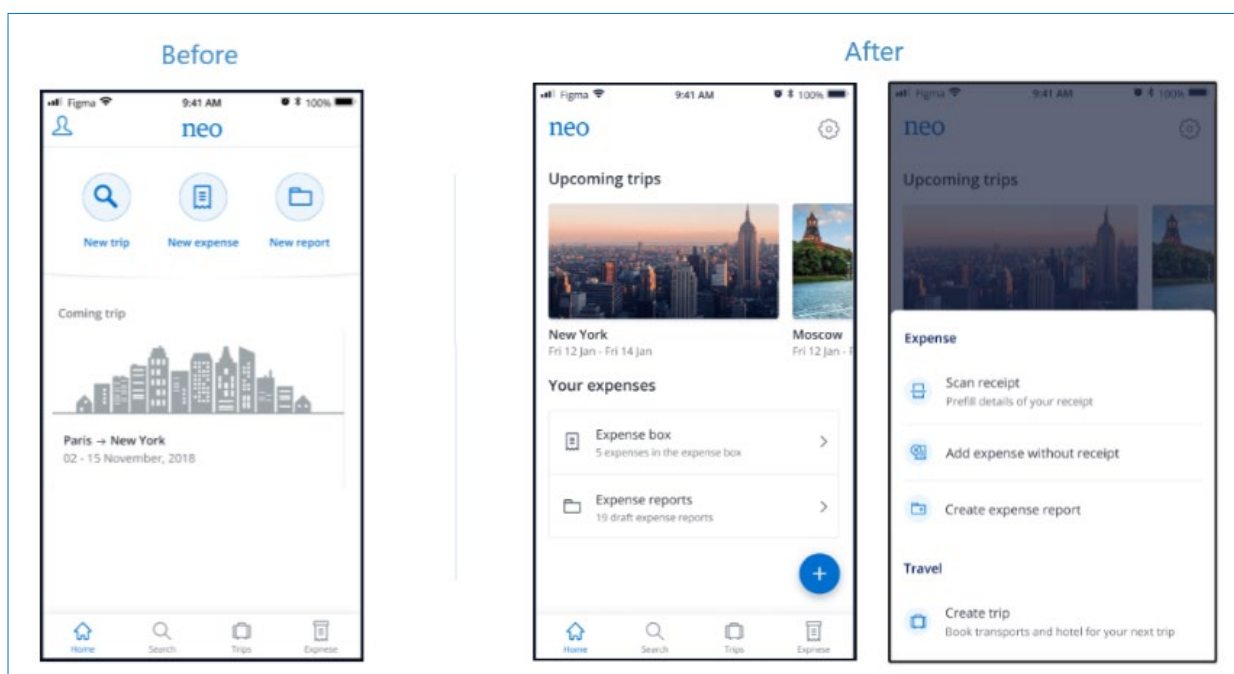
MADE FOR...?	Neo Admin
ACTIVATION REQUIRED?	No

SYNOPSIS

A single action button **+** is now available on the homepage.

Clicking on **+** will open a menu with several available actions.

This allows the centralization of all possible actions in one single location, providing more context to each action for better guidance.





[MOBILE] IMPROVEMENTS FOR UPCOMING TRIPS SECTION

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No

SYNOPSIS

The homepage of the Neo Mobile application is easier to use, and now provides clearer information, the Upcoming Trips section has been now enhanced.

For users with both the Neo Travel and Neo Expense modules activated, trips are displayed in the form of a carousel. This format includes images for each destination and up to 3 trips can be swiped. A “see all” link enables users to go to the Trips List view for upcoming trips.

Users who only have the Neo Travel module activated will have upcoming trips displayed as a vertical list with a specific image for each destination.

A main action button will also be available to go directly to the travel search form to start booking a trip.

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NEO EXPENSE





[NON-DECIMAL CURRENCIES] SUPPORT OF TAX AMOUNTS IN NON-DECIMAL CURRENCIES

MADE FOR...?	Traveler Accountant
ACTIVATION REQUIRED?	No

SYNOPSIS

As part of the support of non-decimals currencies in Neo Expense, the tax amounts computation has been added to the rounded mechanism.

This has been done in order not to have any decimals for tax amounts expressed in non-decimal currencies.

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[MULTI-VAT] ADDITIONAL DETAILS FOR ACCOUNTANTS

MADE FOR...?	Accountant
ACTIVATION REQUIRED?	No

SYNOPSIS

For expense types in multi-VAT, a modal will be available to display additional information, if applicable for accountants. The additional information includes:

- Amounts: VAT rules, VAT amounts, calculated gross amounts and calculated net amounts
- VAT accounting key: VAT segment names and VAT segment values
- Deductible VAT key: deductible VAT segment names and deductible VAT segment values

VAT details

Amounts (EUR)

VAT rule	Net amount	VAT amount	Gross amount
10% (FR)	5.90	0.59	6.49
20% (FR)	8.15	1.63	9.78
Total	14.05	2.22	16.27

VAT accounting key

10% (FR)

VAT code

FR-10

20% (FR)

VAT code

FR-20

Deductible VAT accounting key

100%

Deductible VAT code

DV10

PLATFORM





[PROFILE API] IMPROVED VALIDATION AND NUMBER EXTENSIONS SUPPORT FOR PHONE NUMBERS

MADE FOR...?	Neo Admin
ACTIVATION REQUIRED?	No

SYNOPSIS

To help guarantee the data quality of phone numbers present within the Neo user profile database, Neo now only accepts phone numbers sent to Neo Profile API when they are considered valid for their country.

Validation will be made through Google's open-source libphonenumber library. This is the same library which Neo already uses to validate phone numbers entered by users in Neo profile UI.

Additionally, it will now be possible to send numbers containing phone extensions to Neo Profile API, with the extension separated from the number by the 'x' character.