

neo

Service Pack 3

Neo 23.1

28 MARCH 2023



AN AMERICAN EXPRESS GLOBAL BUSINESS TRAVEL COMPANY

Table of Contents

ADVANCE NOTICE..... 3

[RAIL] FULL PAO FOR AMADEUS..... 3

TRAVEL 4

[TRAIN] VIA RAIL 5

PLATFORM 6

[PROFILE API] SUPPORT FOR ACADEMIC TITLES 7

ADVANCE NOTICE

[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)

NOTE: The standard Neo passive segment format will be modified automatically.

Classification: Public

TRAVEL





[TRAIN] VIA RAIL

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

SYNOPSIS

Migration has been postponed.

The new date for this migration is yet to be made known.

Classification: Public

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A high-angle, close-up photograph of a worker on a solar farm. The worker, wearing a yellow hard hat, an orange safety vest over a red and black plaid shirt, and a white face mask, is standing on a vast array of dark blue solar panels. The panels are arranged in a grid pattern, with white metal frames visible. The worker's hands are near the panels, and they appear to be inspecting or working on them. The word "PLATFORM" is overlaid in large, bold, blue capital letters across the center of the image. The background shows more panels extending into the distance under a clear sky.

PLATFORM



[PROFILE API] SUPPORT FOR ACADEMIC TITLES

MADE FOR...?	Neo Admin
ACTIVATION REQUIRED?	Yes
ADMIN SUITE NODE	Company Setup Company Data

SYNOPSIS

In an endeavor to align the capabilities of Neo Profile API with the direct possibilities on Neo user profile screens, this field was supported in the latter but not the former. As a result, Neo Profile API will now support assigning academic titles to user profiles.

The Academic Title field can be enabled to be used in conjunction with the Neo title field to provide information on the academic situation of a given user in case it is mentioned in their travel documents.