

neo

Service Pack 2

Neo 23.2

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AN AMERICAN EXPRESS GLOBAL BUSINESS TRAVEL COMPANY

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ADVANCE NOTICES

[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. Silverail will also migrate towards this new API and inventory from **10 June 2023**.

After this date, all bookings will be made in the new API and inventory. Bookings will be migrated, except those done for travel prior to the technical migration.

The current scope of the functionality will not change, except for the fact that seat preferences will no longer be available. This exception is due to a limitation imposed by Via Rail.

Please note that the system will not be available on the evening of 9 June 2023.

Classification: Public

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[RAIL] SNCF PROJECT UPDATES (DELTA AND BOST)

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 will be made towards S3 Eurostar.

From 1 June 2023, the following changes will be 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.

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 GDS used by the travel agency, either this reservation can be booked in a single booking, or the reservation will have to be divided. This signifies that 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 the GDS 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 multipax booking, if one traveler has a discount card and the other travelers do not, SNCF will only return public fares and bookings will have to be split.

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 possibility to request a specific seat (including seat preferences such as aisle, window, etc.) for Thalys trains.



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, Bruxelles, 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.

TRAVEL





[AIR] NEW BEHAVIOUR FOR CHARGEABLE SEATS

MADE FOR...?	Traveler Arranger Travel Manager
ACTIVATION REQUIRED?	No
RELEASE DATE	SP1 Neo 23.2

SYNOPSIS

The behavior for chargeable seats in Neo has been improved to be more accurate.

For displayed seats which are at 0€, these can be booked even if seats as an ancillary service are not activated in Admin Suite.

Seats with displayed amounts remain restricted. These seats cannot be booked except in the case where seats as an ancillary service are activated in Admin Suite.

SCOPE

- Amadeus
- SMP Air

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