

# neo

## Service Pack 1

## Neo 23.3

16 AUGUST 2023



AN AMERICAN EXPRESS GLOBAL BUSINESS TRAVEL COMPANY

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# Table of Contents

**ADVANCE NOTICE ..... 3**

**[RAIL] AMADEUS | SNCF FULL PAO ..... 3**

**TRAVEL ..... 5**

**[SNCB | RAIL] PASSENGER RIGHTS REGULATION..... 6**

**[TRANSPORT] AIRLINE E-TICKET IDENTIFIER NO LONGER DISPLAYED..... 7**

**[HOTEL] AMENITIES: CHARGING STATION FOR ELECTRIC VEHICLES..... 8**

**[TRANSPORT] ENHANCEMENTS FOR THE TRANSPORT CARD ..... 9**

**[AIR | RAIL] ENHANCEMENTS FOR RESULTS PAGE FILTERS ..... 10**

# ADVANCE NOTICE

## [RAIL] AMADEUS | SNCF FULL PAO

MADE FOR...?	TMC (Travel Management Company) and their Clients
ACTIVATION REQUIRED?	No

**THIS NOTICE AIMS TO INFORM TRAVEL AGENCIES AND THE TRAVEL AGENCIES OF OUR CUSTOMERS**

### SYNOPSIS

Amadeus will migrate to FULL PAO SNCF on **26 September 2023**. This allows Amadeus to handle multi-inventory bookings within a single booking (e.g., TGV and TER).

Amadeus needs the PAO reference in the passive segment to support SNCF bookings, and this constraint impacts passive segments. Instead of sending the Resarail reference, Amadeus will receive the PAO reference to make a claim for the SNCF reservation into the PNR to be issued. Please note that this is already the case for TER and Eurostar.

During the shortest period of time possible, Amadeus will be able to handle claims for pending SNCF bookings where the Resarail reference is present in the passive segment. Simultaneously, the GDS will be able to handle multi-inventory reservations (made possible because the PAO reference is present in the passive segment).

Neo itself is already FULL PAO and has the capacity to manage multi-inventories. However, the modifications made for Amadeus will affect passive segments for Amadeus which are sent by Neo and the activation of the multi-inventories.

### MANDATORY ACTION BY TRAVEL AGENCIES:

Travel Agencies must make a request to KDS to modify their Amadeus Passive segment following the standard process in order to send the PAO reference and no longer Resarail.

**IMPORTANT:** This action is not done automatically.

If the planning for Amadeus does not change, this modification will be required for Service Pack 3 of Neo 23.3 (please note that this will be done during SP3 Neo 23.3 and not before nor after).

If the passive segment is not modified TMC won't be able to claim their Resarail booking (TGV, Night trains, Lyria etc ...)

**OPTIONAL ACTIVATION - STRONGLY RECOMMENDED:**

Activation of the SNCF multi inventories is recommended to make a single booking for TGV + TER, Thalys or Eurostar.

This is done in the Admin Suite node **Travel | Contracts | CRS Client Identification**.

**SCOPE**

Travel agencies servicing SNCF through Amadeus.

**TRAVEL**



## [SNCB | RAIL] PASSENGER RIGHTS REGULATION

MADE FOR...?	Traveler   Arranger   Travel Manager   Neo Admin   GBT
ACTIVATION REQUIRED?	No
DEVICE AVAILABILITY	Mobile   Tablet   Desktop

### 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, and if not, it must be assumed that it is. This notion must be available before and after the booking of the trip is completed.

At the time we made the enhancement the SNCB API was not returning the information. Neo invites users to retrieve this information directly from the SNCB website as follows:

- <https://www.b-europe.com/EN/Legal/Conditions-of-Carriage/Contracts-of-carriage>
- <https://www.belgiantrain.be/en/support/rail-passenger-rights>
- <https://www.b-europe.com/EN/Legal/Conditions-of-Carriage>

The URLs will be displayed in Neo under **View fare details**. This is situated under the tab **Fare details** where users can verify fare conditions.

This information will be available prior to the booking and remain available after the booking.

### SCOPE

This is for the SNCB Direct Link.

**IMPORTANT:** URLs will be personalised for the following user languages:

- English
- French
- German

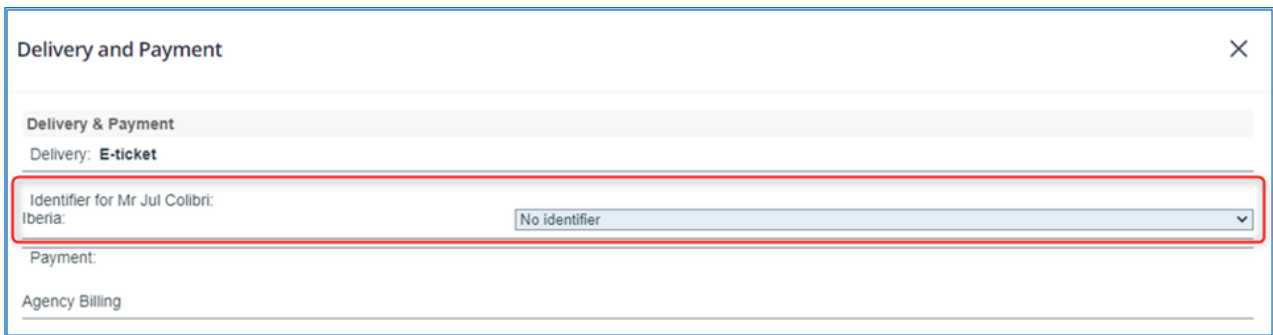
**[TRANSPORT] AIRLINE E-TICKET IDENTIFIER NO LONGER DISPLAYED**

<b>MADE FOR...?</b>	Traveler   Arranger
<b>ACTIVATION REQUIRED?</b>	No

**ERRATUM:** contrary to what was published in the neo 23.3 RELEASE NOTES (July 2023), this feature will be released during this service pack (sp1 Neo 23.3)

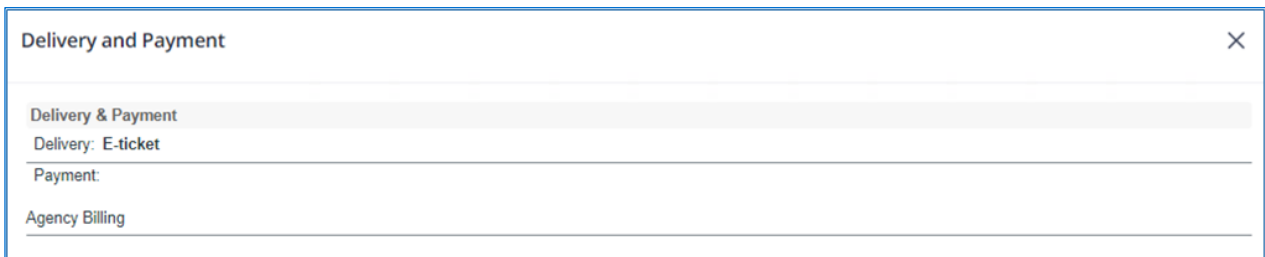
**SYNOPSIS**

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.



The screenshot shows a 'Delivery and Payment' dialog box. Under the 'Delivery & Payment' section, it says 'Delivery: E-ticket'. Below that, there is a field for 'Identifier for Mr Jul Collibri: Iberia:' with a dropdown menu currently showing 'No identifier'. Other sections like 'Payment:' and 'Agency Billing' are visible but not fully expanded.

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



The screenshot shows the same 'Delivery and Payment' dialog box, but the identifier field has been removed. The 'Delivery & Payment' section shows 'Delivery: E-ticket', and the 'Payment:' section is now visible.

**NOTE:** This feature for airline e-tickets had not been in use for the past three years.

**[HOTEL] AMENITIES: CHARGING STATION FOR ELECTRIC VEHICLES**

<b>MADE FOR...?</b>	Traveler   Arranger   Travel Manager
<b>ACTIVATION REQUIRED?</b>	No

**SYNOPSIS**

Travelers are putting more emphasis on sustainability. For Neo to provide users with solutions that are adapted to sustainable solutions, improvements have been made giving users more insight into the different amenities offered by hotels. This further information prevents users from seeking this information outside of the Neo application.

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**

From this service pack (SP1 Neo 23.3), the following sources will be added:

- HRS

## [TRANSPORT] ENHANCEMENTS FOR THE TRANSPORT CARD

<b>MADE FOR...?</b>	Traveler   Arranger
<b>ACTIVATION REQUIRED?</b>	No

### SYNOPSIS

A new card in the transport results page has been made available to users in a previous version of Neo. This card helps users to find what they are looking for by refining their search.

To bring further visibility to this feature, the card is now highlighted in blue and is more easily detectable amongst results.

< Back to search
Edit search

**Transport results** Current search: Paris - All Airports, Tue, 22 Aug — NCE - Nice, Wed, 23 Aug

Stops Air France Price Paris Charles de Gaulle CO<sub>2</sub> emissions Connections In policy only Clear filters

Choose departing trip

**Recommended**  
 Recommendations are based on a combination of criteria established by your company, including price, travel policy and preferred suppliers. Duration, number of stops and CO<sub>2</sub> emissions are also considered. [Know more](#)

Sort by Recommended

All you need to know for your safe trip to France [Learn more](#)

<b>AIRFRANCE</b>	10:20 (CDG) Tue, 22 Aug	>	11:50 (NCE) Tue, 22 Aug	1h 30m Non-stop	Light Economy (F) <a href="#">Change fare/class</a> · <a href="#">View seats</a>	€247 Total Price	<a href="#">Select</a>
	AF 7304 · 106kg CO <sub>2</sub>					IN POLICY	<a href="#">Show details</a>
	11:25 (CDG) Tue, 22 Aug	>	12:55 (NCE) Tue, 22 Aug	1h 30m Non-stop	Light Economy (F) <a href="#">Change fare/class</a> · <a href="#">View seats</a>	€247 Total Price	<a href="#">Select</a>
	AF 7316 · 106kg CO <sub>2</sub>					IN POLICY	<a href="#">Show details</a>

**Can't find what you are looking for?**  
 Refine your search by changing the time of departure

[Change time](#)
[Earlier results](#)
[Later results](#)

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**[AIR | RAIL] ENHANCEMENTS FOR RESULTS PAGE FILTERS**

<b>MADE FOR...?</b>	Traveler   Arranger
<b>ACTIVATION REQUIRED?</b>	No

**SYNOPSIS**

The results page for air and rail has been enhanced at the level of the filters. This has been done through a technical update to make them accessible since filters were not previously available. These developments will also allow future features deliveries such as implementing new filters or further improving existing filters. Additionally, further work on the transport waiting page will be made possible.

This enhancement has allowed a redesign and general improvement of the existing filters.

