

**AMEX GBT**  
**Neo**

# **Service Pack 2 – Neo 23.3**

September 2023

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**GLOBAL  
BUSINESS  
TRAVEL**

## Table of Contents

<b>ADVANCE NOTICES .....</b>	<b>2</b>
<b>[RAIL] VIA RAIL: MIGRATION DELAY .....</b>	<b>2</b>
<b>[PASSENGER RIGHTS REGULATION (PRR)] UPDATE FOR RENFE.....</b>	<b>3</b>
<b>[RAIL] PHASE 2: THALYS DELTA PROJECT .....</b>	<b>4</b>
<b>TRAVEL .....</b>	<b>6</b>
<b>[RAIL] Deutsche Bahn: HIGHLIGHT OF CITY TICKET INCLUDED IN THE FARE.....</b>	<b>Erreur ! Signet non défini.</b>
<b>[NDC] INFORMATION ON SPECIFIC SALES CONDITIONS POST-BOOKING. 6</b>	
<b>MOBILE .....</b>	<b>8</b>
<b>[EXPENSE] SHARE RECEIPT WITH NEO MOBILE APP .....</b>	<b>8</b>

## ADVANCE NOTICES

### [RAIL] VIA RAIL: MIGRATION DELAY

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

### SYNOPSIS

Migration of Via Rail towards a new API and inventory system has been delayed to an unknown date.

The new date is yet to be made known.

## [PASSENGER RIGHTS REGULATION (PRR)] UPDATE FOR RENFE

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

### SYNOPSIS

New regulations from the EU Council - UE Regulation 2021/782 have been applicable since 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.

**Please take into note the following changes or updates below:**

### RENFE

RENFE made the necessary developments to provide the following information directly from their API. Neo is pleased to share with our users the following is now available:

- General transport conditions
- Fare conditions
- Lost luggage procedure
- Claims and Safety procedure

### SCOPE

This only concerns the RENFE direct link.

Documentation is provided by Renfe either in Spanish or English.

## [RAIL] PHASE 2: THALYS DELTA PROJECT

MADE FOR...?	Traveler   Arranger
ACTIVATION REQUIRED?	Not required

### SYNOPSIS

Phase 2 of the DELTA project will begin as of 1 October 2023.

As a reminder, this is the project's name for the merge of Thalys and Eurostar, which was approved by the European Commission in April 2022. Phase 1 of the project has been completed successfully and concerned mainly the migration from the inventory Resarail RR towards S3 Eurostar for Thalys trains.

#### The following actions will be done by the supplier:

- The Thalys loyalty card will be replaced by the "Club Eurostar" with a new card number.
  - IMPORTANT:** Do not forget to update your Neo profile accordingly
- The PDF ticket will be changed to incorporate the Eurostar Logo and name. For the former Thalys train, there will now be a new red train color indicated on the ticket.

**eurostar**

PASSENGER  
GUILLAUME FORTIN

**YOUR TRIP**

TICKET ISSUE DATE: 27/07/2023

TRAVEL DATE: 13/08/2023

REFERENCE/PNR: YMWXJ6

**PARIS NORD** → **BRUXELLES-MIDI/ BRUSSEL-ZUID**

DEPARTURE AT: 08:55

ARRIVAL AT: 10:17

TRAIN N°: 9617

CLASS: 2

COACH: 7

SEAT: 31

CARRIER CODE: 0018

DISTRIBUTOR: 1187

TCN: 860813504

TRAIN COLOUR: RED

PRICE INCL. VAT: 29 EUR

FARE: STANDARD

Exchangeable without a fee until 7 days before the departure. Afterwards: exchangeable with a 15-euro fee until the departure time. The possible price difference between the old and the new ticket applies. Refundable without a fee until 7 days before the departure. Afterwards: non-refundable.

#### The following boarding conditions will change:

- For Eurostar only, the gate closing times will change to:
  - Standard/Standard Premier fares: gates close 30 minutes before departure
  - Business Premier fares: gates close 15 minutes before departure (instead of 10 minutes previously)

	EUROSTAR trains		THALYS trains
	Standard / Standard Premier	Business Premier	
<b>Before October 1, 2023</b>	Between 45 and 60 minutes before departure	Between 10 and 30 minutes before departure	Up to 2 minutes before departure
<b>From October 1, 2023</b>	60 minutes before departure	Between 15 and 30 minutes before departure	Up to 5 minutes before departure

## Actions from Neo

The Thalys logo will be replaced in Neo by the Eurostar logo. This will be complete in the Neo 23.4 release.

# TRAVEL

## [NDC] INFORMATION ON SPECIFIC SALES CONDITIONS POST-BOOKING

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

### SYNOPSIS

In SP2 Neo 23.3, Neo introduced a feature which informs users about the **online** capabilities to perform specific after-sales operations related to NDC fares. This information is given during the search and booking process. Further developments have been made for this feature, and Neo will now also provide information **after booking**.

The link **View specific after-sales conditions** and its associated modal will now be displayed on the itinerary page after booking.

The screenshot displays the Neo flight itinerary page for a round trip from LGA to DFW and back. The itinerary shows two flights: AA 547 from LGA to DFW on Wed, Nov 22, and AA 1608 from DFW to LGA on Thu, Nov 23. The total price is \$477.81. The page includes a sidebar with booking options, a 'View specific after-sales conditions' link, and a 'Book' button. The sidebar also shows a 'BOOKABLE TRIP COST' of \$477.81 and a 'Flight' cost of \$477.81. The page is powered by Neo.

This feature underlines the fact that NDC fares can have some restrictions to perform online after-sales operations, (e.g. ticket cancelation or modification), so as to provide further guidance to users as to what is feasible **online** or which actions require them to contact their travel agency.

The screenshot shows the Neo travel portal interface. At the top, there are navigation tabs: HOME, TRAVEL, and EXPENSE. The user is logged in as 'Mrs ndc sabre'. The main content area displays a flight booking for 'Montreal Pierre Elliott Trudeau 01/12/2023'. The booking details include: Reservation number: ASQA/JN, Trip reference: Online\_1011\_TripCounter, Status and booking history: Ticket issued, Approval requested, and Travellers information: Mrs sabre. A modal window titled 'Specific after-sales conditions' is open, showing the following table:

Service	Allowed with this fare?	Processed online?
Booking changes	Your flight ticket has already been issued.	Your flight ticket has already been issued.
Booking cancellation	Your flight ticket has already been issued.	Your flight ticket has already been issued.
Ticket exchange	✗	✗
Refunds	✗	✓

The modal window also includes a 'Close' button at the bottom right. The background shows a flight from CDG to Montreal on 01/12/2023 at 09:35, operated by United Airlines.

This screenshot shows a different instance of the 'Specific after-sales conditions' modal window. It contains the following table:

Service	Allowed with this fare?	Processed online?
Booking changes	✓	✗
Booking cancellation	✓	✓
Ticket exchange	✓	✗
Refunds	✓	✓

The modal window also includes a 'Close' button at the bottom right.

## SCOPE

This feature is for after booking for flights with the status of either booked or ticketed.

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# MOBILE

## [EXPENSE] SHARE RECEIPT WITH NEO MOBILE APP

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No

### SYNOPSIS

A new **Share** feature has been added for mobile users who will be able to scan receipts and create a new expense on the Neo mobile app by sharing their receipt from another app. easily and quickly.

This feature is done by users sharing files (image or PDF) with the Neo Mobile app directly from a third-party app. These apps can include emails, the mobile photo gallery, or a service provider such as Uber.

Users will have a more seamless expense creation journey and will reduce supplementary actions, and especially having to manually switching between apps.

Firstly, when a user shares a receipt, they will be directed to the Neo mobile app. If they are already logged in, the receipt scanning process will begin immediately, and the user will simply have to complete the form and save the new expense.

If the user happens to be logged out, they will be directed to the login page then through the receipt scanning process.