AMEX GBT Neo Service Pack 2 -Neo 23.3 September 2023

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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.



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[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.

GLOBAL BUSINESS TRAVEL



[RAIL] PHASE 2: THALYS DELTA PROJECT

MADE FOR?	Traveler Arranger
ACTIVATION REQUIRED?	Not required

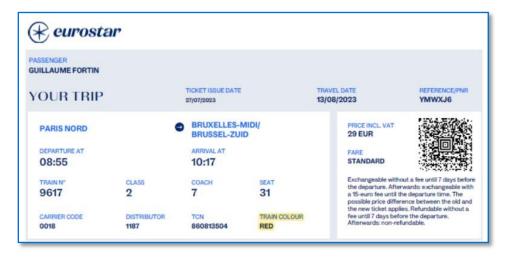
SYNOPSIS

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.



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)

GLOBAL
BUSINESS
TRAVEL



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

Actions from Neo

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

CLOPAL



P.5



TRAVEL

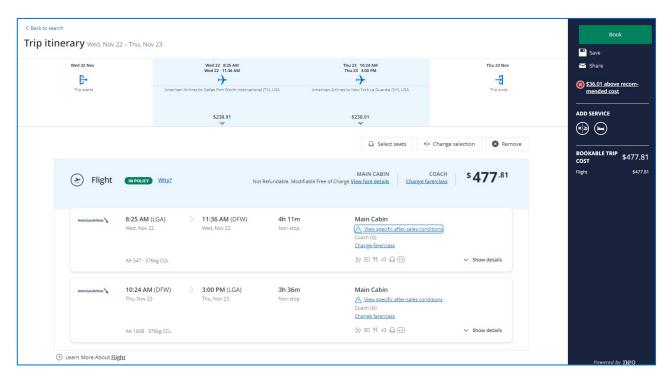
[NDC] INFORMATION ON SPECIFIC SALES CONDITIONS POST-BOOKING

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.

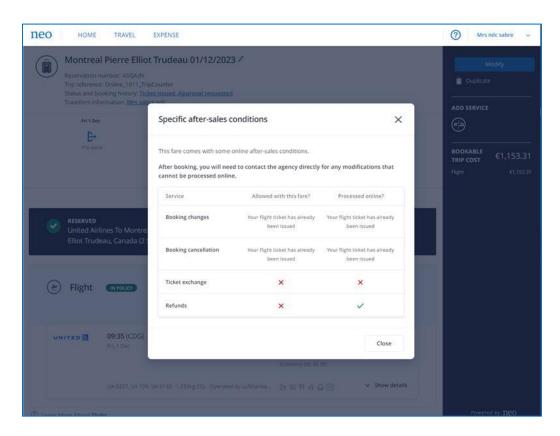


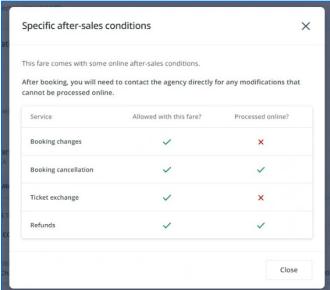
This feature underlines the fact that NDC fares can have some restrictions to perform online after-sales operations, (e.g. ticket cancelation or modification), so as to provide further guidance to users as to what is feasible **online** or which actions require them to contact their travel agency.

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SCOPE

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

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BUSINESS TRAVEL

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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.

