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Service Pack 2
Neo 23.3

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Advance Notices

[RAIL] AMADEUS | SNCF FULL PAO

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

> **This notice aims to provide information for travel agencies as well as the travel agencies used by Neo customers.**

SYNOPSIS

> **SCOPE: Travel agencies servicing SNCF through Amadeus**

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 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 will not be done automatically.**

Please note that 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 ...)

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Optional but 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**.

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[RAIL] VIA RAIL & SILVERRAIL: NEW API & INVENTORY

MADE FOR…?	Traveler	Travel Manager	Arranger	Neo Admin	GBT
ACTIVATION REQUIRED?	Yes

SYNOPSIS

Via Rail will move to a new AI and inventory system. SilverRail will migrate towards this new API and inventory from **16 September 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 remains as is, except for seat preferences which will not 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 15 September 2023.

Neo Travel

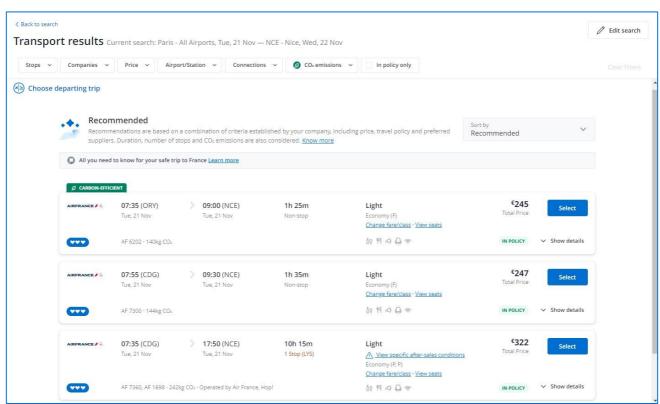## [NEO] INFORMATION ON SPECIFIC AFTER-SALES CONDITIONS

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

SYNOPSIS

During the search and booking process, Neo will now inform users about the online capabilities to perform certain after-sales operations in relation to NDC fares.
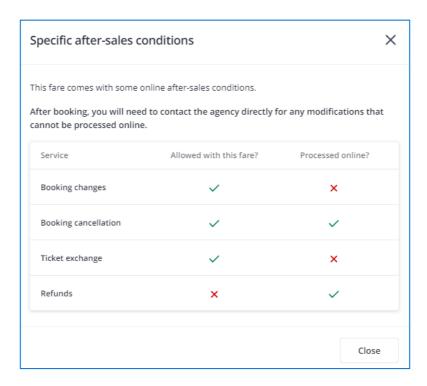
A new link **View specific after-sales conditions** will be displayed next to NDC fares which allow to open an informative modal.

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The modal, in addition to providing a summary of fare conditions, will inform users if they can or cannot perform these after-sales operations *online*, or if they need to contact their agency.

Specific after-sales conditions ✕

This fare comes with some online after-sales conditions.

After booking, you will need to contact the agency directly for any modifications that cannot be processed online.

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

Close

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

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[HOTEL | CDS] AMENITIES: CHARGING STATION FOR ELECTRIC VEHICLES

MADE FOR…?	Traveler | Arranger | Travel Manager
ACTIVATION REQUIRED?	No
DEVICE AVAILABILITY	Mobile | Tablet | Desktop

SYNOPSIS

Users are now able to understand clearer the amenities offered by hotels.

The electric car charging station amenity will be now viewable through the exiting filter amenities. This amenity will also be displayed on the hotel results page, as well as on the hotel overview page.

SCOPE

CDS Direct Link

[SMP AIR] HANDLING OF REDRESS AND KNOWN TRAVELER NUMBER

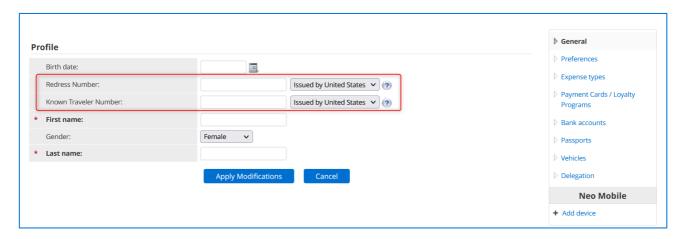| MADE FOR…? | Traveler | Arranger | Travel Manager |
|---|---|
| ACTIVATION REQUIRED? | No |

SYNOPSIS

This feature aims to handle both the known traveler number and redress number (which is used for fast entry into the United States) for customers using the SMP Air direct link.

A **Known Traveler Number** is issued to all approved individuals to receive the TSA PreCheck® expedited screening. This number will be added in the booking airline travel reservations to have the TSA PreCheck® indicator appear on your boarding pass.

The **Redress Control Number (Redress Number)** is a unique identifier issued by the Transportation Security Administration's (TSA) Secure Flight program to match travelers with the results of heir redress case through the DHS TRIP program.

If the information concerning **Known Traveler** and **Redress number** exists in Admin Suite, they are then automatically sent to SMP Air.

Neo Expense

[EXPENSE REPORT] DELETION OF EXPENSE LINES

MADE FOR…?	Traveler
ACTIVATION REQUIRED?	No

SYNOPSIS

A feature to delete expenses inside an expense report has been added to the available actions menu that is displayed in the list view of the expense report.

This menu is displayed when one or several expenses are selected and enables to act on those expenses.

Users will now be able to delete expenses directly from the list view by selecting them then clicking on Delete in the Actions menu.

As for the monthly or weekly views, the deletion can occur only by opening the expense or drag and dropping the expense icon to the "Deleted" section of the expense box.