

AMEX GBT
Neo

Neo™ Release Notes 23.4

14 October 2023

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AMEX GBT Neo

NEO TRAVEL

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P.2

[AIR | RAIL] ENHANCEMENTS FOR RESULTS PAGE FILTERS

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

Please note that the delivery of this feature will be in Neo 23.4, and not in a service pack.

SYNOPSIS

Filters on the transport results page have been enhanced visually and has been made accessible for disabled users.

This migration will allow further improvements on the page, such as filters and enhancements like the waiting experience.

BEFORE

[Back to search](#)
Edit search

Search results
Current search: Paris - All Airports and Railways, Tue, Oct 10 — New York (NY) - All Airports and Railways, Thu, Oct 12

Direct options only
Suppliers
Price
Airport/Station
Connections
CO₂ emissions
In policy only
Clear filters

AFTER

[Back to search](#)
Edit search

Search results
Current search: Paris - All Airports and Railways, Tue, Oct 10 — New York (NY) - All Airports and Railways, Thu, Oct 12

Direct
Companies
Price
Airport/Station
CO₂ emissions
Connections
In policy only
Clear filters

[NEO] ON/OFF AND COMPLEX TRIPS

MADE FOR...?	Traveler Arranger Travel Manager Neo Admin GBT
ACTIVATION REQUIRED?	No
DEVICE AVAILABILITY	Desktop Mobile (see scope below)

SYNOPSIS

The offline request module is being enhanced as part of the overall process of upgrading the Neo user experience.

With this module, a traveler does not need to know if a request should be sent offline or online. Instead, Neo reads customer rules and, when appropriate, redirects users to the form that will be sent to the agency. This is a “one stop shop” experience where Neo is the point of entry for all travel bookings. This also enables travelers to have a view of all trips in Neo, regardless of whether they were booked online or offline.

The trip list display is also being upgraded, including the ability to display trips booked online and offline.

All Trips							
traveler bear X Dates v Status v Services v Clear filters							
						PNR number: <input type="text"/>	Open trip
Trip ref.	Trip name	Services	Compliance	Traveler	Created by	Status	Trip cost
	Berlin 4/21/2023 21 Apr 2023 - 21 Apr 2023		OUT OF POLICY	traveler bear clarnicol@kds.com	traveler bear	Canceled	€199.86
	Milan Malpensa 4/7/2023 7 Apr 2023 - 7 Apr 2023		OUT OF POLICY	traveler bear clarnicol@kds.com	traveler bear	Canceled Rejected	€217.36
	Milan Malpensa 4/7/2023 7 Apr 2023 - 7 Apr 2023		OUT OF POLICY	traveler bear clarnicol@kds.com	traveler bear	Canceled Rejected	€217.36
	Milan Malpensa 4/7/2023 7 Apr 2023 - 7 Apr 2023		OUT OF POLICY	traveler bear clarnicol@kds.com	traveler bear	Canceled Rejected	€217.36
	Berlin 2/1/2023 1 Feb 2023 - 1 Feb 2023		IN POLICY	traveler bear clarnicol@kds.com	traveler bear	Draft	€611.28
	Berlin 12/1/2022 1 Dec 2022 - 1 Dec 2022		IN POLICY	traveler bear clarnicol@kds.com	traveler bear	Canceled	€212.14

WHAT'S NEW?

NEW REQUEST FORM

The request form has been completely redesigned, making the user experience more intuitive:

BEFORE

New Mission Order

* Name:

New Mission Order

Main traveller

Mr vernon bear

Itinerary (I do not need a flight or train)

✈️

Remove this item from the itinerary

✚️

Add a new flight/train

From

To

Class

Date

Thursday 24/08/2023

Time

Early morning (05:00-09:00)

Additional requests

☐ Hotel at arrival city
☐ Car rental at airport/station

Comment

Save

AFTER

Back to search
Contact agency

* indicates required fields

For what type of request?

✓ Complex trip

Business trip

Request name *

Complex trip request

Services

✈️ Flight/Train | Round trip

FROM

Paris - All Airports and Railways

Friday, Dec 1, 2023, 12:00 AM

TO

FNJ - Pyongyang

Monday, Dec 4, 2023, 12:00 AM

Show details

🏨 Hotel

LOCATION

FNJ - Pyongyang

Friday, Aug 25, 2023, 12:00 PM

AMENITIES

🍷 🍴 🍷 🍴

Show details

Add

✈️ Flight/Train

🏨 Hotel

🚗 Car

Comment for agent

1000 characters maximum

Cancel

Save Draft

Next

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OFFLINE EMAILS

Emails associated to the request form align with all emails.

BEFORE

Mission Order: 23.3 3 (#20145)
Trip # : OFF_00009880_KDS
Traveller: Mr [REDACTED]
Visited company:

Content:
Paris - Toulouse (07/27/2023)
Car rental in Toulouse
1 hotel night in Toulouse

Arranged by: Mr Arranger [REDACTED]

Traveller
Mr [REDACTED]
time test :
[REDACTED]

Itinerary

Price : 0
Class : Coach
Flexibility : Modifiable, Refundable

Paris - Lyon - Paris

Segment #1
Departure : Massy TGV Train
Arrival : Lyon Part Dieu 15/0
Flight : Corsair International
Class : Coach

AFTER

Hello vernon traveler bear!

Your request has been sent to the agent

test

Request	
TYPE	Complex trip
NUMBER	60 375
CREATION DATE	08 Aug 2023

HOTEL

Location	Paris, France
Check-in	
DATE	Aug 9, 2023
Check-out	
DATE	Aug 10, 2023
Reason for trip	Internal Meeting

Additional information

TRAVEL REASON	Internal Meeting
SUPERVISION FIELD 1 SDFSD	test
SUPERVISION FIELD 2 RGFER	value 2

Recipients of this email
According to their preferences, other recipients may have received this email in different language, currency or date/time format.

ADDITIONAL INFORMATION

This migration requires both activation and configuration in Admin Suite under the node: **Travel | Offline**

The import of booked itineraries relies on the new import process.

Certain features will not be supported in the new offline request module. These features are:

- LiveAgent
- ELT integration
- Counterproposals

These features are, however, still supported in the older version.

SCOPE

This migration only concerns trip requests.

The new form will be available through mobile so that travelers can submit a request through the mobile view. The history of the request will only be available on desktop.

LIMITATIONS

Support for specific requests such as visas, subscription cards, etc., are not included in this version.

If the **Unused Ticket** functionality is available in the actual Trip List, this will not be yet available in the new Trip List.

UPCOMING RELATED FEATURES

Future Neo releases will target the following enhancements to this functionality:

- Special requests management (subscription card, visas)
- Enhanced queueing logic for scenarios such as:
 - Imported trips
 - Accessibility enhancements
 - More complex approval processes
 - Multi-traveler booking requests

[NEO] NEW TRIP LIST

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

SYNOPSIS

The Trip List display in Neo is being enhanced to improve the overall usability of the page and to enable the page to meet current accessibility standards.

Following this migration, the **Trip List** has been redesigned and Neo is made more accessible.

Users can see their trip on the Trip List Page, which is available through the menu or via the tile.

All Trips

Display Corporate offline module (old version) ⓘ

traveler bear ✕
 Dates ▾
 Status ▾
 Services ▾
 Clear filters
 PNR number Open trip

Trip ref.	Trip name	Services	Compliance	Traveler	Created by	Status	Trip cost	
	Berlin 4/21/2023 21 Apr 2023 - 21 Apr 2023		OUT OF POLICY	traveler bear clarnicol@kds.com	traveler bear	Canceled	€199.86	⋮
	Milan Malpensa 4/7/2023 7 Apr 2023 - 7 Apr 2023		OUT OF POLICY	traveler bear clarnicol@kds.com	traveler bear	Canceled Rejected	€217.36	⋮
	Milan Malpensa 4/7/2023 7 Apr 2023 - 7 Apr 2023		OUT OF POLICY	traveler bear clarnicol@kds.com	traveler bear	Canceled Rejected	€217.36	⋮
	Milan Malpensa 4/7/2023 7 Apr 2023 - 7 Apr 2023		OUT OF POLICY	traveler bear clarnicol@kds.com	traveler bear	Canceled Rejected	€217.36	⋮
	Berlin 2/1/2023 1 Feb 2023 - 1 Feb 2023		IN POLICY	traveler bear clarnicol@kds.com	traveler bear	Draft	€611.28	⋮
	Berlin 12/1/2022 1 Dec 2022 - 1 Dec 2022		IN POLICY	traveler bear clarnicol@kds.com	traveler bear	Canceled	€212.14	⋮

SCOPE

Trips booked in Neo and (where available) trips booked through the offline request module will appear in this new list.

Limitations include the following:

- The link which is used to display unused tickets has been temporarily removed will be delivered in a future release.
- Requests and trips from the old offline module (comprising of former corporate pages) will remain in the old offline module list which is accessible from a link **Display Corporate offline module (old version)** (see below).

All Trips

traveler bear X

Dates ▾

Status ▾

Services ▾

Clear filters

PNR number

Open trip

Display Corporate offline module (old version) ⓘ

Trip ref.	Trip name	Services	Compliance	Traveler	Created by	Status	Trip cost
	<div>Berlin 4/21/2023</div> <div>21 Apr 2023 - 21 Apr 2023</div>		OUT OF POLICY	<div>traveler bear</div> <div>clarnicol@ids.com</div>	traveler bear	Canceled	€199.86

- Content management will no longer be available.
- The **Created by** filter will be delivered in a future release.
 - **Note:** this filter allows mainly arrangers to filter trips according to who created the trip.

[NEO APPROVAL] REDESIGN OF THE APPROVAL/REJECTION MODAL

MADE FOR...?	Approver
ACTIVATION REQUIRED?	No

SYNOPSIS

Following the delivery of the new trip list in Neo, approval-related pages have been redesigned.

This includes a wider display and the use of more meaningful colors on decision buttons (red for reject and green for approve).

Additionally, the comment area has also been made wider.

BEFORE

Approval

You can add a comment to your approval by filling the text box.

Travel Reason *
Travel Reason 1

Order Number *
ff
Your value should be between 2 and 5 characters

Mr Bear Julie

Test MAT *
Value 1

Useless field *
useless

Fare comparison

Min Price is: €56.00
SNCF
Journey 1 : 11:22 AM - 4:58 PM
Journey 2 : 4:01 PM - 9:50 PM

Max price is: €650.47
Air France
Journey 1 : 8:30 AM - 10:00 AM
Journey 2 : 4:45 PM - 6:15 PM

Recommended price is: €219.70
Easyjet / Air France
Journey 1 : 7:00 AM - 8:25 AM
Journey 2 : 2:45 PM - 4:15 PM

Capping price is: €260.79

Approve Cancel

AFTER

Approve trip

Travel Reason

Comment

Type a message in the text box to add a comment to your decision

FARE COMPARISON

Min Price

Paris - Nice - Paris

SNCF (11:22 AM - 4:58 PM) - SNCF (7:57 AM - 1:50 PM)

€50.00

Max Price

Paris - Nice - Paris

SNCF (5:43 PM - 7:26 PM) - SNCF (7:57 AM - 1:50 PM)

€444.00

Recommended Price

Paris - Nice - Paris

SNCF (9:10 AM - 2:58 PM) - SNCF (7:57 AM - 1:50 PM)

€50.00

Capping Price

Paris - Nice - Paris

€55.86

Cancel

Approve

SCOPE

All current approval functionality is supported, including:

- Supervision fields
- Inventory of associated prices as per configuration
- Comment for either approval or rejections

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[CHECK-OUT] HOTEL RATE DETAILS

MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	Yes – by NTG Admin

SYNOPSIS

The upgrade of the checkout process in Neo is an ongoing project. In this release, we have simplified the presentation and review of hotel rate terms and conditions. See below:

BEFORE

Rate details

Room Mate Waldorf (2 nights) €475.38

- Taxes and fees**
 - SERVICECHARGE Resort fee: €45.52 (excluded per night)
 - VAT Tax: €58.38 (excluded per night)
- Cancellation Policy**
 - You may cancel free of charge until 2 days before arrival. You will be charged the cost of the first night if you cancel in the 2 days before arrival.
- Payment policy**
 - Guarantee supported cards:
 - Carte Blanche
 - Visa
 - Diners Club
 - MasterCard (virtual credit card)
 - American Express (virtual credit card)
 - American Express
 - Maestro
 - UnionPay credit card
 - Discover
 - Euro/Mastercard
 - JCB
 - Visa (virtual credit card)
- Other rules information**
 - Guests are required to show a photo identification and credit card upon check-in. Please note that all Special Requests are subject to availability and additional charges may apply. In response to Coronavirus (COVID-19), additional safety and sanitation measures are in effect at this property. Guests under the age of 18 can only check in with a parent or official guardian. Please inform Waldorf Towers South Beach in advance of your expected arrival time. You can use the Special Requests box when booking, or contact the property directly with the contact details provided in your confirmation. A damage deposit of USD 100 is required on arrival. This will be collected by credit card. You should be reimbursed within 14 days of check-out. Your deposit will be refunded in full via credit card, subject to an inspection of the property. Please note that deliveries are accepted 1 week prior to guest's arrival. The hotel will


☐ I have read and accept above conditions and terms.

Book

This new display is a more concise summary and follows accessibility standards. Please note that the full rate conditions will remain available through the **Rate Details** link:

AFTER

Hotel



Hotel name

Mon 15 Jun - Wed 17 Jun (2 nights)

\$200.00

total price

CANCELLATION POLICY

✓ Free cancellation

before June 14, 2023

No cancellation charge applies prior to 18:00 (local time) on the day of arrival.

Beyond that time, the first night will be charged.

[Rate details](#)

[NDC] INFORMATION ON SPECIFIC AFTER SALES CONDITIONS AND WHEN MODIFICATION IS NOT ALLOWED

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

SYNOPSIS

In recent Neo service pack releases (SP2 and SP3 Neo 23.3), Neo introduced a feature helping users understand their ability to perform certain after-sales operations (e.g., ticket cancellation or modification) related to NDC fares. This information is provided to users during the search and booking process as well as post-booking.

A new link **View specific aftersales conditions** is displayed next to NDC fares, which allows to open an informative modal.

The screenshot displays the 'Transport results' page for a search from Paris to Nice. It shows four fare options, each with a price, class, and a list of conditions. A new link, 'View specific after-sales conditions', is visible next to the 'Light' and 'Standard' fare options.

Fare Option	Price	Class	Conditions	Link
Light	€245.44	Economy	<ul style="list-style-type: none"> Trip change: With fee Trip cancellation: Non refundable Seat: 74 cm seat pitch Baggage allowance: No bags Seat selection: (with fee) No lounge access Not eligible for upgrade 	View specific after-sales conditions
Light	€248.54	Economy	<ul style="list-style-type: none"> Trip change: With fee Trip cancellation: Non refundable Seat: 74 cm seat pitch Baggage allowance: No bags Seat selection: (with fee) No lounge access Not eligible for upgrade 	View specific after-sales conditions
Standard	€285.44	Economy	<ul style="list-style-type: none"> Trip change: Free Trip cancellation: Non refundable Seat: 74 cm seat pitch Baggage allowance: 1 bag Seat selection: (with fee) No lounge access Not eligible for upgrade 	View specific after-sales conditions
Standard	€288.54	Economy	<ul style="list-style-type: none"> Trip change: Free Trip cancellation: Non refundable Seat: 74 cm seat pitch Baggage allowance: 1 bag, 23 kg Seat selection: (with fee) No lounge access Not eligible for upgrade 	View specific after-sales conditions

< Back to search

Trip itinerary Wed, Nov 22 – Thu, Nov 23

Wed 22 Nov

Trip starts

Wed 22 8:25 AM
Wed 22 11:36 AM

American Airlines to Dallas Fort Worth International (TX), USA

\$238.91

Thu 23 10:24 AM
Thu 23 3:00 PM

American Airlines to New York La Guardia (NY), USA

\$238.91

Thu 23 Nov

Trip ends

Select seats

Change selection

Remove

Flight IN POLICY [Why?](#)

Not Refundable, Modifiable Free of Charge [View fare details](#) [Change fare/class](#) **\$477.81**

American Airlines

8:25 AM (LGA)
Wed, Nov 22

11:36 AM (DFW)
Wed, Nov 22

4h 11m
Non-stop

Main Cabin

[View specific after-sales conditions](#)

Coach (G)

[Change fare/class](#)

AA 547 - 376kg CO₂

[Show details](#)

American Airlines

10:24 AM (DFW)
Thu, Nov 23

3:00 PM (LGA)
Thu, Nov 23

3h 36m
Non-stop

Main Cabin

[View specific after-sales conditions](#)

Coach (H)

[Change fare/class](#)

AA 1608 - 376kg CO₂

[Show details](#)

[Learn More About Flight](#)

Powered by NEO

Book

Save

Share

\$36.01 above recommended cost

ADD SERVICE

BOOKABLE TRIP COST **\$477.81**

Flight \$477.81

If the user clicks on the "View specific after-sales conditions" link on the fare display page, an easy-to-understand visual summary of these conditions is presented.

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	

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The display will instruct the user to contact their travel agency for modification of certain bookings.

No modification allowed at this stage

Air France or the reservation system do not permit the modification of your flight service after booking.

In order to modify your flight service, you need to contact the carrier and make the necessary changes on its website or contact your travel agency. Your confirmation number is N54RTJ.

American Express GBT
18 rue des Deux Gares, 92500, Rueil Malmaison, France
Phone: +33 1 57 32 98 34
E-mail: fr.biztravel@amexgbt.com
Opening hours: 08:00 - 18:00 (Monday - Friday)

Close

These features underline the fact that NDC fares often restrict the user's ability to make online after-sales changes, (e.g., ticket cancellation or modification). They also provide further guidance helping users to understand what is feasible online, or when they require them to contact to their travel agency.

[RAIL] EXCHANGE WHEN ALLOWED AFTER DEPARTURE

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

SYNOPSIS

When on a trip, users are not able to make exchanges online and are obliged to call the travel agency. Beginning on 31 December 2023, agencies will no longer be able to manage these offline, therefore Neo will allow users to do this action online in addition to offering options to agents for the management of exchanges.

Neo will now allow the traveler to exchange the inbound ticket when the outbound one has been traveled for specific rail providers.

SCOPE

The exchange after departure only applies to the following suppliers:

- SNCF
- Finnish Rail

[EXCHANGE] STREAMLINING OF THE EXCHANGE FLOW

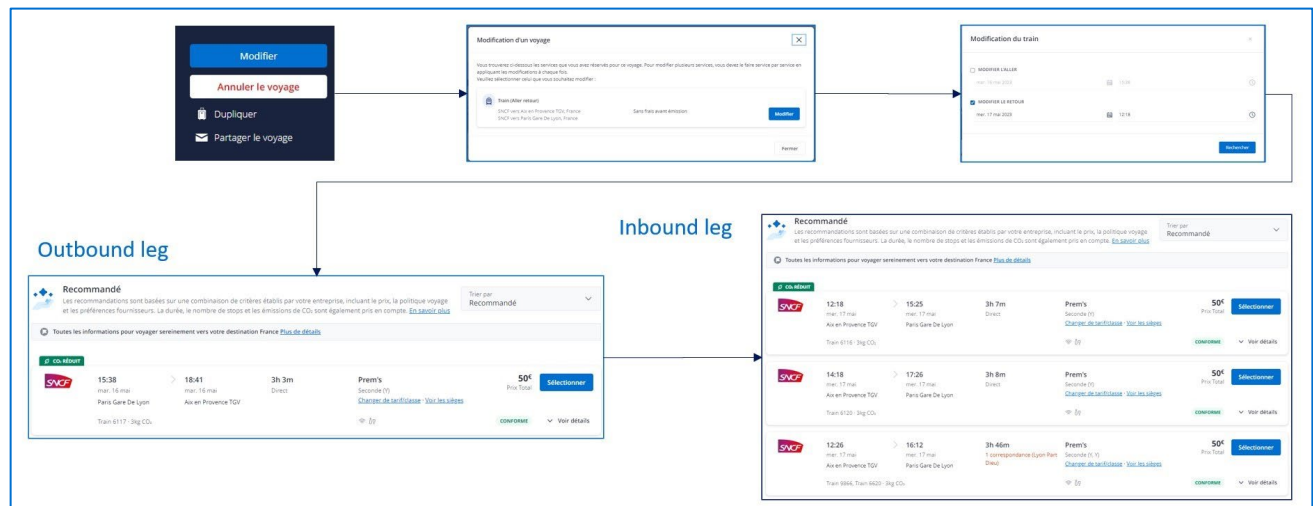
MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	No

SYNOPSIS

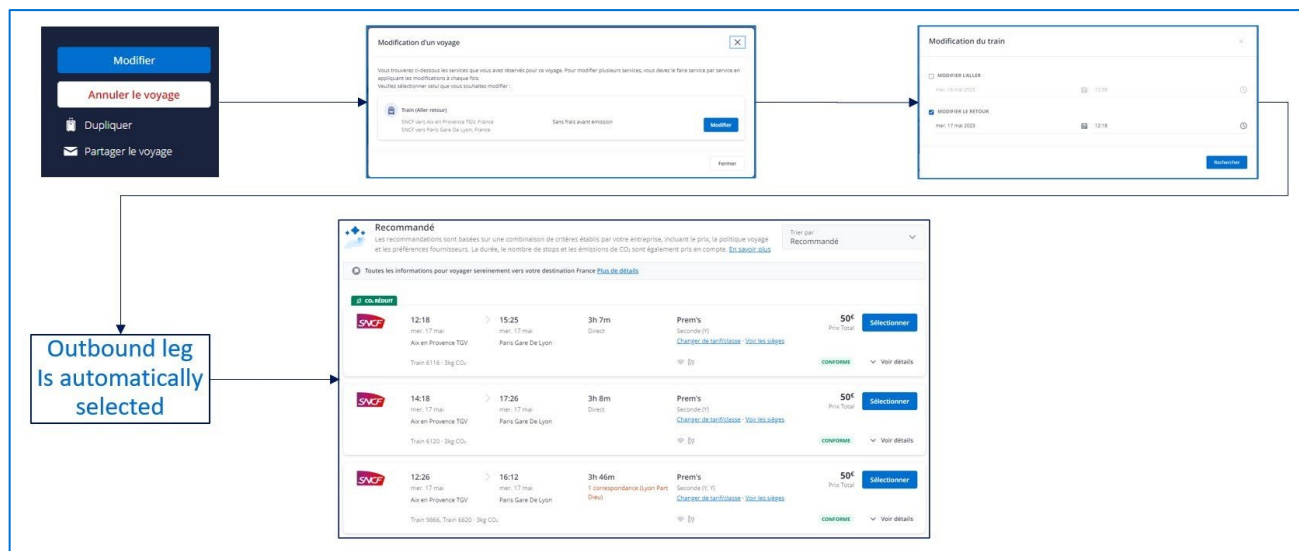
For SNCF and Finnish Rail, travelers will now have the ability to see the actual price of each leg of their journey on the timeline display.

Additionally, the Neo exchange process has been streamlined for both air and rail. As a result, it is no longer necessary to confirm outbound transport service when modifying inbound transport service. Users are also brought directly to the selection of inbound transport service based on their new requirements.

BEFORE



AFTER



SCOPE

The price for each leg of a journey display (outbound and inbound) has been made available for:

- SNCF
- Finnish Rail

For air services, the current price allocation on the display of 50% on outbound and 50% on inbound will continue to exist until CRS supports the prices for different legs of a journey.

The exchange streamlined process applies to both air and rail transportation.

[EXCHANGE] DISPLAY OF REASONS WHY EXCHANGE IS NOT ALLOWED

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

SYNOPSIS

At present, since the **Modify** button is always displayed, the user modifying a trip needs to know the reason why the exchange is not allowed for a ticketed service.

A pop-up will be displayed when an exchange is not allowed with a reason and the contact information for the travel agency.

The cases covered by this feature include:

- When a trip is multi-city
- The CRS or the Admin Suite configuration doesn't allow an exchange
- An exchange has previously been requested

The following cases will have the standard message displayed:

- Transportation has been ticketed as "pay as you fly"
- The service which is being exchanged has already been checked-in
- The service being modified has already been flown
- The PNR is not eligible for exchange

NOTE: In future releases of Neo, these scenarios will have additional dedicated messages assigned to them. Neo is also working on the ability to exchange after departure for Amadeus and Sabre.

SCOPE

The situations will only occur if the module Exchange has been configured and enabled in Admin Suite.

This node is **Travel | Policies | Travel Policies | <Travel Policy Name>**

When an exchange is configured, only ticketed services are affected (namely air and rail tickets).

These messages will be displayed when you click on **Modify** within the Multi Services List:

Trip modification

This is the list of services booked in your trip. To change several services, modify and 'Apply modifications' service by service.
Select the one that you would like to modify:

Train (round-trip)

SNCF to Lille Flandres, France

SNCF to Paris Nord, France

Free of charge before tickets are issued

Modify

Close

[TAXI | CONTENT HUB] CHECK-OUT WIZARD ENHANCEMENT

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

SYNOPSIS

Neo continuously aims to render taxi bookings as simple and straight forward as possible for travelers and arrangers alike.

When a traveler is either dropped-off or picked-up at an airport or railway station, the taxi driver may need to know the following information:

- Flight number and terminal at which the traveler is being picked-up or dropped-off
- Train number at which the traveler is being picked-up or dropped-off

When being dropped-off or picked-up at an address which is not an airport or a railway station, the taxi driver only needs the address. Additionally, taxi companies have very detailed “terms and conditions” which must be acknowledged by the person who books the trip, therefore, Neo needs to help travelers in acknowledging these terms.

In this feature, the Content Hub check-out page has been completely revamped, ensuring a more efficient flow.

The “Terms and Conditions” are automatically acknowledged by Neo with the possibility of a review done by the traveler. When the booker clicks on **Next**, Neo assumes that the “Terms and Conditions” are accepted. The booker may also review the “Terms and conditions” before clicking on **Next**.

Checkout: Taxi booking

Traveler: Vernon OURS

Mobile phone number *

2312321321

Business e-mail *

test@test.com

Enter a mobile phone number where your driver can reach you

Payment method *

☒ Central payment
 ☐ Personal card

Selected taxi

ACME SIMULATOR

Standard

€97.88

PICK-UP

Lund University, Lund, Sweden

5 Oct 2023, 11:00:00

DROP-OFF

Malmö Sturup

5 Oct 2023, 12:26:21

- Additional passenger: €5.00
- Additional baggage: €5.50
- Brands: Ford, Volkswagen, Fiat
- Luggage: One big baggage

Terms and Conditions

* indicates required field

By clicking “Next”, I accept the terms and conditions of the service provider.

Next

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When non airport or railway stations addresses are selected, no further information about the location will be requested:

Checkout: Taxi booking

Traveler: Vernon OURS

Mobile phone number *
2312321321

Business e-mail *
test@test.com

Enter a mobile phone number where your driver can reach you

Payment method *

☒ Central payment
 ☐ Personal card

Selected taxi

ACME SIMULATOR

Standard

€97.88

PICK-UP

Lund University, Lund, Sweden

5 Oct 2023, 11:00:00

DROP-OFF

Malmö Sturup

5 Oct 2023, 12:26:21

- Additional passenger: €5.00
- Additional baggage: €5.50
- Brands: Ford, Volkswagen, Fiat
- Luggage: One big baggage

[Terms and Conditions](#)

* indicates required field

By clicking "Next", I accept the terms and conditions of the service provider.

Next

When the airport station address is selected for pick-up or drop-off:

- The flight number will be pre-populated from the Neo service airport name
- The booker may also decide to select a terminal

Please note that when this concerns a railway station, only the train number will be available and pre-populated:

Checkout: Taxi booking

Mobile phone number *
2321321312

Business e-mail *
test@test.com

Enter a mobile phone number where your driver can reach you

Payment method *

☒ Central payment
 ☐ Personal card

Selected taxi

ACME SIMULATOR

Standard

€110.37

PICK-UP

Sollentuna Centrum, Sollentunavägen, Sollentuna, Sweden

3 Nov 2023, 11:00:00

DROP-OFF

Stockholm Arlanda

3 Nov 2023, 12:39:02

Flight No.
2111 (ARN - MMX)

Terminal
2

2

3

4

5

TN

- Additional passenger: €5.00
- Additional baggage: €5.50
- Brands: Ford, Volkswagen, Fiat
- Luggage: One big baggage

[Terms and Conditions](#)

* indicates required field

By clicking "Next", I accept the terms and conditions of the service provider.

Next

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AMERICAN EXPRESS
GLOBAL BUSINESS TRAVEL

SCOPE

This check-out section applies to all taxi providers.

When the taxi provider is ***Flyg Taxi***: When the service concerned is a pick-up or a drop-off at an airport or railway station, the train number or flight number becomes mandatory. The booker will not be able to continue until they select a flight or train number.

- It is not possible to book this taxi provider for a ride to or from an airport or a railway station, if there are no rail or air services in the trip

[TRAVELFUSION] MEAL OPTIONS

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

SYNOPSIS

For certain airlines, meal options are presented for the whole trip, by trip leg, or by segment. Recently, Travelfusion has updated the way meal options are handled.

With this enhancement Neo can now display the meal options as is it returned for each airline.

neo

HOMETRAVELEXPENSE

My VERNONTF BEARTESTTF

Back to search

Transport results

Current search: EVN - Yerevan, Tue, 17 Oct — DOH - Doha, Thu, 19 Oct

Edit search

FLIGHT TO SHARJAH

EVN - SHJ

None

Chicken Zinger Spicy (AED 15.00)

Tandoori Chicken Tikka Sandwich (AED 15.00)

Lamb Kofta Sandwich (AED 20.00)

Chicken with Creamy Dill Sauce Sandwich (AED 15.00)

Veg Club Sandwich (AED 15.00)

Chicken Curry Sandwich (AED 15.00)

Chicken Mayo Sandwich (AED 15.00)

Halloumi Cheese Sandwich (AED 15.00)

FLIGHT TO DOHA

SHJ - DOH

None

Dates Duo Mousse & Cake (AED 15.00)

Seasonal Fruit Salad (AED 15.00)

Veg Club Sandwich (AED 15.00)

Chicken Mayo Sandwich (AED 15.00)

Chicken Curry Sandwich (AED 15.00)

Halloumi Cheese Sandwich (AED 15.00)

FLIGHT TO SHARJAH

DOH - SHJ

None

Dates Duo Mousse & Cake (AED 15.00)

Seasonal Fruit Salad (AED 15.00)

Halloumi Cheese Sandwich (AED 15.00)

Chicken Curry Sandwich (AED 15.00)

Chicken Mayo Sandwich (AED 15.00)

Veg Club Sandwich (AED 15.00)

Cost details

TRANSPORT

Round-trip flight

No baggage included

AED 1,991.00

REQUESTED OPTIONS

Meal

Baggage

AED 45.00

AED 0.00

TOTAL PRICE

AED 2,036.00

Confirm

Discard options

[GDS] SABRE MIGRATION

MADE FOR...?	Arranger Travel Manager
ACTIVATION REQUIRED?	No

SYNOPSIS

In an endeavor to offer the best service to customers, Neo continues a technical migration towards the latest Sabre webservice.

With this release, we completed the migration of the modification, and the exchange modules.

Neo also completed the migration of the module which manages the passive segments and the remarks.

This upgrade is completely transparent to the travelers and agencies.

[PASSENGER RIGHTS REGULATION (PRR)] UPDATES FOR DEUTSCHE BAHN

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 EU 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 relative 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.

DEUTSCHE-BAHN

At the time Neo made the necessary enhancements, the Deutsche Bahn integration was not providing all needed information. Neo therefore invites users to get this information for the Passenger Rights directly from the Deutsche Bahn website as follows:

- [Passenger rights at Deutsche Bahn: your rights as a passenger](#)
- [Deutsche Bahn AG's conditions of carriage](#)

The URLs will be displayed in Neo under **View fare details** which 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 Deutsche Bahn direct link only.

IMPORTANT: URLs will be personalized for the following user languages:

- German
- English

REMINDERS OF SERVICE PACK PUBLICATIONS

SERVICE PACK 1 NEO 23.3

[SNCB] RAIL: PASSENGER RIGHTS REGULATION

MADE FOR...?	Traveler Arranger Travel Manager 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 EU 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 relative 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 information must be available before and after the booking of the trip is completed.

At the time we made the enhancement, SNCB was not returning the information. Neo users can get the information directly from the SNCB website as follow:

- <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 personalized for the following user languages:

- English
- French
- German

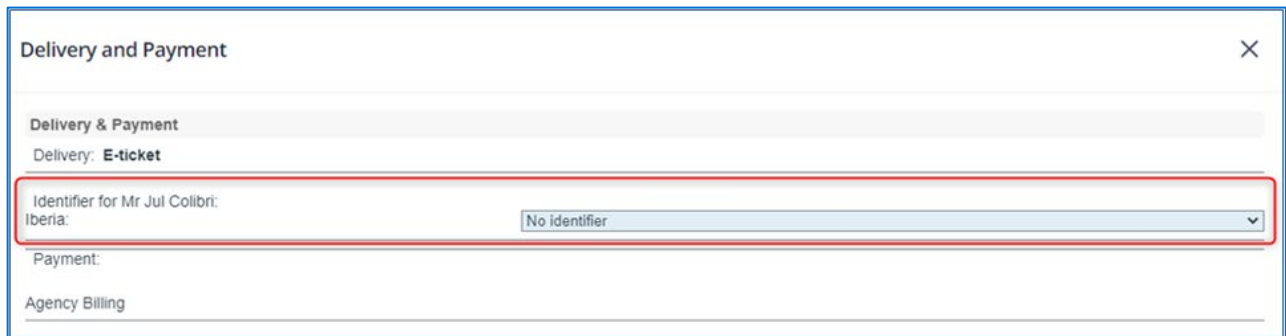
[TRANSPORT] AIRLINE E-TICKET IDENTIFIER NO LONGER DISPLAYED

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

ERRATUM: Contrary to what was published in the Neo 23.3 Release Notes (July 2023), this feature was released during SP1 Neo 23.3

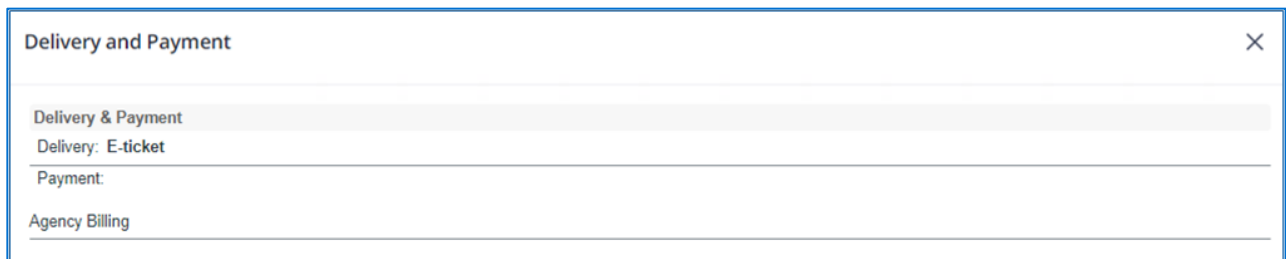
SYNOPSIS

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' form. Under the 'Delivery & Payment' section, it says 'Delivery: E-ticket'. Below this, there is a field labeled 'Identifier for Mr Jul Colibri: Iberia:' with a dropdown menu. The dropdown menu is currently set to 'No identifier'. The form also includes sections for 'Payment:' and 'Agency Billing'.

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' form, but the 'Identifier' field has been removed. The form now only shows the 'Delivery & Payment' section with 'Delivery: E-ticket', followed by 'Payment:' and 'Agency Billing'.

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

[HOTEL] AMENITIES: CHARGING STATION FOR ELECTRIC VEHICLES

MADE FOR...?	Traveler Arranger Travel Manager
ACTIVATION REQUIRED?	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

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

SYNOPSIS

A new set of controls on the transport results page was included in a recent Neo release. These controls help users to find what they are looking for by refining their search.

To bring further visibility to this feature, these controls are now highlighted in blue and are more visible on the search results page.

[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

CO₂ 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 CO₂ emissions are also considered. [Know more](#)

Sort by Recommended

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

AIRFRANCE

10:20 (CDG)

Tue, 22 Aug

>

11:50 (NCE)

Tue, 22 Aug

1h 30m

Non-stop

Light

Economy (F)

[Change fare/class](#) · [View seats](#)

€247

Total Price

Select

AF 7304 · 106kg CO₂

IN POLICY

Show details

AIRFRANCE

11:25 (CDG)

Tue, 22 Aug

>

12:55 (NCE)

Tue, 22 Aug

1h 30m

Non-stop

Light

Economy (F)

[Change fare/class](#) · [View seats](#)

€247

Total Price

Select

AF 7316 · 106kg CO₂

IN POLICY

Show details

Can't find what you are looking for?

Refine your search by changing the time of departure

Change time

Earlier results

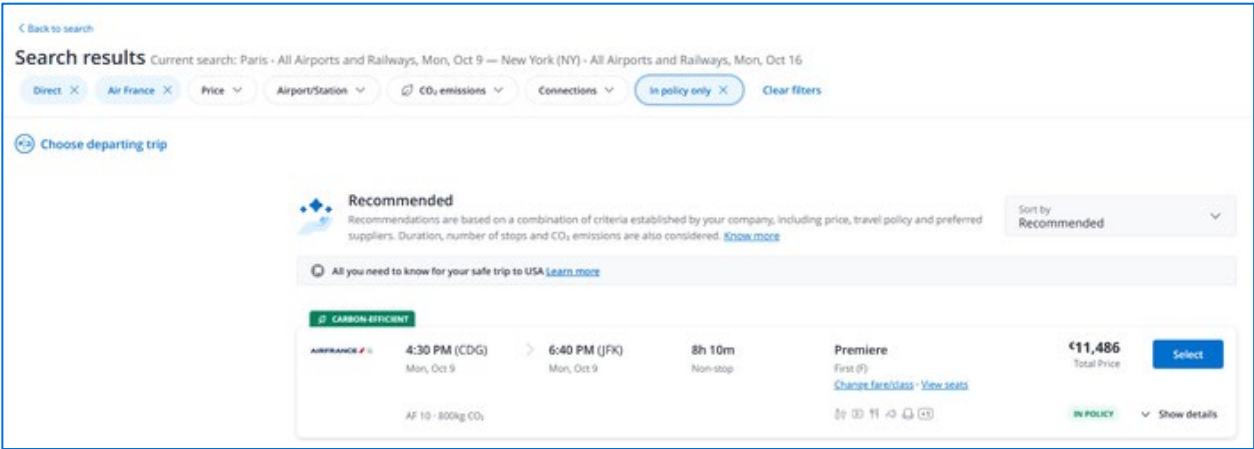
Later results

[AIR | RAIL] FILTER ENHANCEMENTS ON THE RESULTS PAGE

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

SYNOPSIS

The air/rail search results page has been enhanced so that the on-screen filters are compatible with accessibility standards. The enhancements will also lay the foundation other usability enhancements in future releases.



SERVICE PACK 2 NEO 23.3

[SNCB] 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.

6:20 AM

Sun, Jul 12

LHR

>

8:35 AM

Mon, Jul 13

CDG

1h15min

Non-stop

Economy Light

View specific after-sales conditions

Economy

Change fare/class • View seats

\$153

Round trip

Select

AF 1381 • 100kg CO₂

IN POLICY

Show details

\$155.00

Economy

Economy Light

View specific after-sales conditions

IN POLICY

Trip change

With fee

Trip cancellation

No refund

Standard Seat

74 cm seat pitch

Checked bags

No bag

Seat selection (with fee)

No lounge access

Eligible for upgrade (with fee)

Select

See more fare details

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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), as to provide further guidance to users as to what is feasible online, or which actions require a contact to their travel agency.

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

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

SYNOPSIS

Information on the availability of electric car charging stations will now be available on the hotel search results page and on the hotel overview page. Availability of this option can also be used as a filter on the hotel search results page.

SCOPE

CDS Direct Link

[SMP AIR] HANDLE 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 the US TSA 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 US Transportation Security Administration's (TSA) Secure Flight program to match travelers with the results of their 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.

Profile

Birth date:

Redress Number: Issued by United States

Known Traveler Number: Issued by United States

* First name:

Gender:

* Last name:

Neo Mobile

- General
- Preferences
- Expense types
- Payment Cards / Loyalty Programs
- Bank accounts
- Passports
- Vehicles
- Delegation

AMEX GBT Neo

NEO MOBILE

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[MOBILE] MAINTENANCE NOTIFICATION

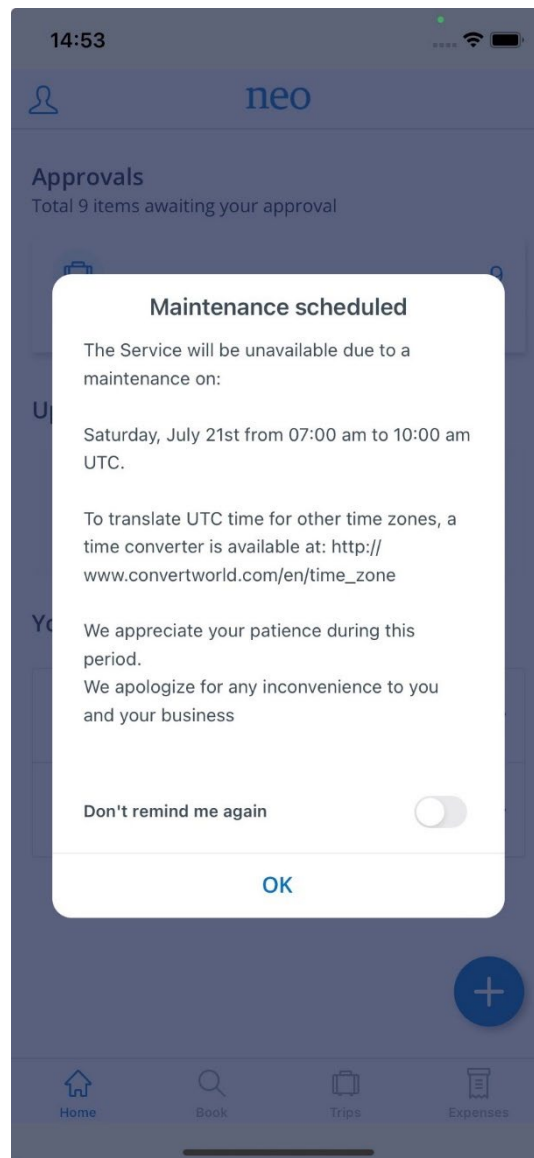
MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No

SYNOPSIS

Periodically, the Neo mobile app is unavailable due to scheduled maintenance for new releases. This enhancement creates an in-app notification that informs the user of upcoming maintenance.

The new notification will be displayed 3 days before the scheduled maintenance.

The notification will include a message which informs users of the date of the upcoming maintenance as well as a checkbox which allows users to not see the notification again until the next release.



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AMEX GBT Neo

NEO EXPENSE

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**GLOBAL
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TRAVEL**

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[ACCOUNTING LIST] APPROVAL DATE COLUMN AND APPROVAL STATUS FILTER

MADE FOR...?	Accountant
ACTIVATION REQUIRED?	No

SYNOPSIS

The Accounting Management list screen has been enhanced to make it easier to manage and audit the list of expense reports. Users can now filter by date and approval status. Also, a new column has been added which displays the approval date.

The **Approval Date** column can be sorted according to most the most recent date to the latest, and this is displayed when there is at least one approval date in the list.

Additionally, the added filter enables to select one or multiple approval statuses (approved, requested, draft...), to filter out of the list and display only the reports with the selected status.

The screenshot displays the 'Accounting management' interface. At the top, there's a search bar with 'Type expense report ID' and an 'Open report' button. Below this, a navigation bar includes 'Expense reports', 'Export', and 'Search'. A filter dropdown menu is open, showing 'Approval status' with options: 'Approved (19)', 'Requested (9)', and 'Draft (1)'. The main table lists expense reports with columns: 'Expense report ID', 'Company', 'Flag', 'Policy', 'Amount', 'Approval status', and 'Approval date'. The 'Approval date' column is highlighted with a yellow box. The table shows three rows of approved reports and one row of a requested report.

Expense report ID	Company	Flag	Policy	Amount	Approval status	Approval date
182915 February 2023 (3)			IN POLICY	14.00 GBP 17.68 GBP	APPROVED	28/06/2023
182057 October 2022 (6)			IN POLICY	30.00 GBP	APPROVED	30/08/2023
182040 October 2022 (4)			IN POLICY	88.41 GBP	APPROVED	30/08/2023
181976 September 2022 (4)	British Traveller United Kingdom		IN POLICY	215.72 GBP	REQUESTED	

[EXPENSE] NEW PENDING EXPENSES PAGE

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No
Device Availability	Desktop

SYNOPSIS

The "Pending Expenses" page has been enhanced to make it easier for users to find, manage and create expenses. This list is accessible from the homepage via the tile **Pending expenses**, or from the Expense top navigation menu.

Users will find here the following expenses:

- Rejected expenses
- Imported from credit card statements
- Expenses created on the Neo mobile app
- Drafts created on this same page

The list includes:

- Filters to easily navigate through the table
- An anomalies column which indicates when an expense is complete or has missing details

From here, users can create a new expense or move the existing ones to an expense report.

<ul style="list-style-type: none"> Pending expenses Expense Reports Expense Templates Billing Inbox Billing History 	Pending expenses					Scan receipt	+ Create expense
	29 expenses						
	Expense type Location Rejected Centrally settled						
	<input type="checkbox"/>	Expense type	Location	Date	Amount	Status	
	<input type="checkbox"/>	Bar/Mini bar	Lyon	19/09/2023	5.00 EUR	Complete	
	<input type="checkbox"/>	Accommodation Room	France	15/09/2023	6.00 EUR	Incomplete Missing VAT rule	
	<input type="checkbox"/>	Breakfast	Paris	14/09/2023	5.00 EUR	Complete	
	<input type="checkbox"/>	Breakfast		14/09/2023	0.00 USD	Incomplete The VAT is empty or invalid	
	<input type="checkbox"/>	Accommodation Room		13/09/2023	0.00 USD	Incomplete The VAT is empty or invalid	

[EXPORT FILES] TRANSACTION ID FROM AMERICAN EXPRESS CREDIT CARD TRANSACTIONS

MADE FOR...?	Accountant
ACTIVATION REQUIRED?	No

SYNOPSIS

Currently, the transaction ID is not imported for American Express credit card transactions. As a result, this information was not contained in the export files. However, this information is needed by clients for reconciliation.

From this version of Neo, the transaction ID for American Express credit card transactions will now be available in the CSV and XML export files in the **External transaction ID** column or element.

SCOPE

This concerns the Amex GL1025 format of credit card imports.

REMINDERS OF SERVICE PACK PUBLICATIONS

SERVICE PACK 2 NEO 23.3

[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 the user to perform several actions 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.

On 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.

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PLATFORM

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[GUEST MANAGEMENT] NEW UI FOR THE CREATION OF GUEST PROFILES

MADE FOR...?	Arranger
ACTIVATION REQUIRED?	No

SYNOPSIS

The user interface for creating guest profiles has been enhanced. Travel arrangers with guest management rights will see this new, improved screen when creating new guest user profiles.

< Back to home page

Create guest profile

i The guest profile will be active until 2 November 2023.

* indicates a required field

Title

Gender

Last name *
Doe

First name *
John

Email address *
john.doe@acme.com

Language *
English (United Kingdom)

Cancel Create profile


The form will contain the same fields as before (including the **Traveler Category** and **User's Group** fields whose display depends on the configuration). In addition:

- A **Language** field has been added, allowing guests to receive email communications sent by Neo in a language other than the default language which is set for the guest company.
- Instead of the time period for which the guest user will be active, the actual expiration date will be provided, simplifying the use of this field.

The list of possible actions will still be displayed once the guest profile has been created, with an updated look.

[← Back to home page](#)

Create guest profile



The guest profile has been successfully created.

It will be active until 2 November 2023.

You can now :

- Create a trip for John Doe >
- Send an offline request for John Doe >
- Edit John Doe profile >
- Send an invitation to John Doe >

[CUSTOM FIELDS] REMOVAL OF 'OPEN LIST'

MADE FOR...?	Traveler Neo Admin
ACTIVATION REQUIRED?	No

SYNOPSIS

Previously, Neo allowed the creation of custom fields with the **Open List** type. This permitted users to either select a value from a pre-defined list or enter a free text value. As very few customer configurations use this, it was deprecated two years ago and is no longer supported in recent features, nor on recently added Neo screens.

As Neo continues to migrate older Neo screens towards a newer technology and a more modern UI, Neo is discontinuing the **Open List** custom field type entirely. Remaining fields of this type will automatically be converted to the **Closed List** type, and any free text value entered by administrators or users for these fields will be added to the list of possible values associated to that field.

[ADMIN SUITE] RESTRICTIONS ON USERNAMES FOR GUEST PROFILES

MADE FOR...?	Neo Admin
ACTIVATION REQUIRED?	No

SYNOPSIS

For customers who have activated Neo guest profiles management feature, guest profiles are usually created directly in Neo by users with guest rights.

This signifies that the username for those profiles is automatically assigned by Neo, as a number prefixed by "GUEST-".

To avoid errors caused by administrators mistakenly changing usernames of guest profiles, the following will now apply:

- Guest user profiles will have the **Neo User Name** field set as read-only in Admin Suite

Personal Information

Title	Mr
Last Name	Test
First Name	Guest
Gender	Male
Middle Name	
Business Email Address	test.guest@test.com
Neo User Name	GUEST-000397
Neo Password	*****

[...]

Classifications


Traveler Category	
Guest	<input checked="" type="checkbox"/> This profile is a guest profile
Travel Reason	[Default value]
Business Sector	

Save and Add New Item

Save

Cancel

The “Guest-” prefix in Neo usernames will be reserved for profiles which are declared as guests

 **'GUEST-' syntax in username is reserved for guest profiles created by Guest Managers**

Unique Identifiers

Neo ID #	Profile identifier for the company
Profile Application	Profile Application managing this profile
External ID	Profile identifier for the Profile Application managing this profile
Neo GUID	Global Unique Identifier
Employee #	<input type="text"/>
GDS Profile ID #	<input type="text"/>

Personal Information

Title	<input type="text" value=""/>
Last Name	<input type="text" value="BEAR"/>
First Name	<input type="text" value="Vernon"/>
Gender	<input type="text" value=""/>
Middle Name	<input type="text" value=""/>
Business Email Address	<input type="text" value="vernon.bear@acme.com"/>
Neo User Name	<input type="text" value="GUEST-123456"/>
Neo Password	<input type="password" value=""/>