

AMEX GBT  
**Neo**

**Neo™  
Release  
Notes  
SP1 23.4**

November 2023

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# AMEX GBT Neo

## NEO TRAVEL

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## ADVANCE NOTICES – NEO TRAVEL

### [TRAVEL] UPDATES FOR TRAVELFUSION

MADE FOR...?	Neo Admin   Travel Manager
ACTIVATION REQUIRED?	See details below
ADMIN SUITE NODE	Travel   Policies   Travel Policies – PNR Modification

### SYNOPSIS

As of now, for Travelfusion the status “Ticket issued” is not displayed. With the upcoming version SP2 Neo 23.4 an improvement will be delivered to have the Ticket Issued status for travel policy cancelation setting taken into account.

**IMPORTANT:** This may have an impact on your travel policy and queuing policy, please see details below.

### ADMIN SUITE

Before the delivery of this improvement in the upcoming release, it is advised that you verify the travel policy and queuing policy setup under the Admin Suite node: Travel | Policies | Travel Policies – PNR Modification.

PNR Modification	
PNR Modification	<input checked="" type="checkbox"/> Allow PNR Modification
Allow Modification	<input type="text" value="0"/> Days before departure
Non-refundable Fares	<input type="checkbox"/> Allow Cancellation after Ticketing
Refundables Fares	<input type="checkbox"/> Allow Cancellation after Ticketing
Fares with Complex Refund Conditions (see Fare Notes)	<input type="checkbox"/> Allow Cancellation after Ticketing
Fares with Penalties	<input type="checkbox"/> Allow Modification after Ticketing
Fares without Penalties	<input type="checkbox"/> Allow Modification after Ticketing
Fares with Complex Penalties Conditions (see Fare Notes)	<input type="checkbox"/> Allow Modification after Ticketing
CRS limitations	<input type="checkbox"/> Ignore CRS limitations for cancellation or modification after ticketing
Hotel Reservations	<input type="checkbox"/> Allow Addition, Modification and Cancellation Until Departure After Ticketing
Car Rentals	<input type="checkbox"/> Allow Addition, Modification and Cancellation Until Departure After Ticketing
Modification Remark	<input type="text"/>
Exchange	<input type="checkbox"/> Enable exchange
Void	<input type="checkbox"/> Enable void

### QUEUEING

This change may impact your queueing policy.

If you have determined rules based on “BOOKED” trips, you will need to modify it to “TICKETED” trip.

**[RAIL] AMTRAK FARE CHANGES**

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

**SYNOPSIS**

Due to a change by Amtrak in their API / connectivity to 3rd party tools and a last-minute communication by Amtrak to not make all fare types available in the legacy API, as of 25 October 2023 Value and Saver fares are not available in Neo.

At this time, only flexible fares will be proposed until Neo is able to migrate to the new API.

The Neo team is diligently working to gather more information so that Amex GBT and Neo can offer the best fares possible to our clients. In the meantime, we recommend customers who want the best Amtrak fares with restrictions to contact Amex GBT directly.

A target date for Neo migration to the new Amtrak API will be communicated as soon as a clearer understanding of level effort and timeline for development is determined. Status update will be communicated in alignment with Neo's next major release scheduled for January 20, 2024.

## [HOTEL] AMENITIES: CHARGING STATION FOR ELECTRIC VEHICLES FOR BOOKING.COM

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

### SYNOPSIS

Users will be able to see the new amenity for electric car charging stations when they search for hotels.

This amenity will also be displayed on the hotel results page and on the hotel overview page.

### SCOPE

Booking.com

## [HOTEL] HRS: ECO-FRIENDLY BADGE

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No

### SYNOPSIS

Travelers will be informed when hotels are eco-friendly with the display of an eco-friendly badge tooltip.

The information on this tooltip will come directly from the hotel source HRS.

### SCOPE

Applicable to hotels through HRS.

## [RAIL] DEUTSCHE BAHN: HIGHLIGHT OF CITY TICKET INCLUDED IN THE FARE

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

### SYNOPSIS

City Ticket gives access to local transport with a long-distance ticket bought in 130 cities within Germany.

Previously, when Deutsche Bahn fares included the City Ticket, this information was not highlighted on the user interface which then caused misunderstanding for travelers.

Now, when flexible price or saver price fares automatically include City Ticket, Neo will show this to the user directly on the user interface under View fare details in the carrier's remarks.

View fare details

Fare Conditions
Fare details
Fare Breakdown

Munich Main Station, Germany - Frankfurt Main Station, Germany

Modification  
Before departure See fare notes

Cancellation  
Before departure See fare notes

Fare Basis  
10001-1000 for Train 1000  
10001-1000 for Train 526  
10001 for Train 4533

Carrier's Remarks  
Preisart : Flexpreis  
Ermaessigung : Keine  
**Inklusive City Ticket für folgende Städte: München+City**  
STORNO KOSTENFREI  
BIS 1 TAG VOR 1.GELTUNGSTAG  
Produkt Kategorie A

### SYNOPSIS

Deutsche Bahn Direct Link



## [PASSENGER RIGHTS REGULATION] SWEDISH RAIL (SILVERRAIL)

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.

### SILVERRAIL SWEDISH RAILS

Regarding the Passengers Rights Regulation, Swedish Rail made the necessary developments to provide this information from their API if the ticket sold is a through ticket or not.

Neo will make a pass-through of the information received in response to information received through their API. This will be visible under **View fare details** situated under the tab **Fare details** where users can verify fare conditions.

### SCOPE

This only concerns the SilverRail direct link.

### IMPORTANT

Documentation is provided by Renfe either in Swedish or English.

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## NEO EXPENSE

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## ADVANCE NOTICE – NEO EXPENSE

### [EXPENSE REPORTS] EXPORT AMENDMENTS

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

### SYNOPSIS

From the Neo 24.1 January release, expense report export files will be improved in order to support new sets of data for the following:

- VAT and Deductible VAT gross amounts per VAT rate applied on an expense line
- AMEX Corporate Cards Billing Information: Basic Control Account Number & Bill Cycle Date

Please contact your Neo technical contact for more information

### SCOPE

Expense report exports in the following formats:

- CSV
- XML

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# PLATFORM

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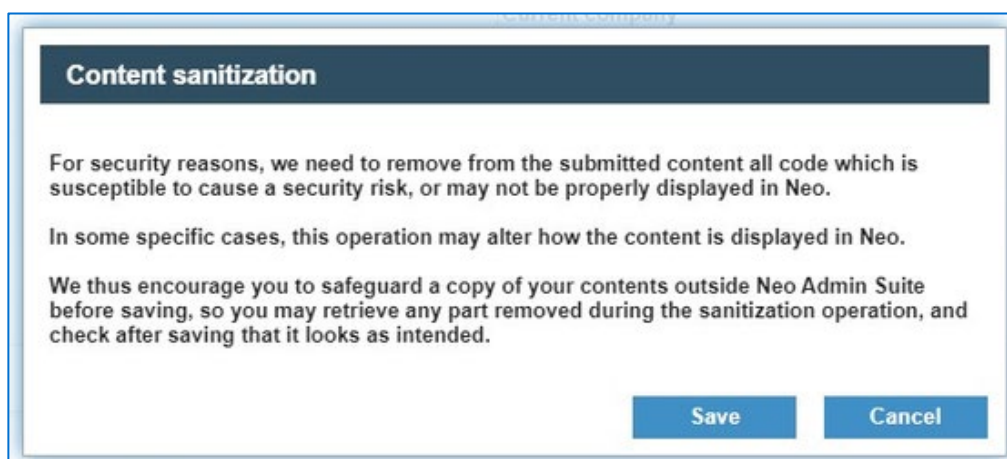
## [ADMIN SUITE] SECURITY VALIDATION AND SANITIZATION FOR CONTENT MANAGEMENT

MADE FOR...?	Neo Admin
ACTIVATION REQUIRED?	No
ADMIN SUITE NODE	Content

### SYNOPSIS

Whenever an administrator submits through Neo Content Management pages via Admin Suite HTML content, which is to be displayed to Neo users, the provided HTML code will be sanitized of anything susceptible to cause a security risk.

This change ensures that Neo administrators who have access to Content Management cannot inject unsafe or malicious content.



### SCOPE

This concerns all HTML content submitted by administrators in Admin Suite's Content Management section.