

AMEX GBT
Neo

**Neo™
Release
Notes
SP2 23.4**

28 November 2023

Classification: Restricted

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NEO TRAVEL

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[TRAVELFUSION] CANCELATION AFTER TICKETING BASED ON ADMIN SUITE SETTINGS

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

SYNOPSIS

At present when the cancel verb is enabled for Travelfusion at RS level, the cancellation for LCCs is available for all fares for users even if there is no setting done under the travel policy.

There is therefore a need to have the Travel Policy setup (i.e., types of fares eligible for refund) considered and if nothing, then the cancellation button not displayed to users (even if the cancel verb is enabled at RS level).






As a result, for Travelfusion it is now possible to configure the travel policy setup in Admin Suite under the node: **Travel | Policies | Travel Policies - 'PNR Modification'** capabilities and specify cancellation rules based on the fare flexibility.






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

IMPORTANT

This change may impact your QUEUING policy. If you have pre-determined rules based on “BOOKED” trips, this absolutely needs to be changed to “TICKETED” trip as demonstrated in the following screenshots.

General & Applicability Settings	
Code	183
Traveler Category	<input type="text"/> 
On event	Last Minute Queuing 
Trip status	Booked  
Specific Supplier	No 
Days before departure	0

General & Applicability Settings	
Code	183
Traveler Category	<input type="text"/> 
On event	Last Minute Queuing 
Trip status	Ticketed  
Specific Supplier	No 
Days before departure	0

SCOPE

Applicable to Travelfusion.

[RAIL] VIA RAIL: NEW API AND INVENTORY THROUGH SILVERRAIL

MADE FOR...?	Traveler Arranger Travel Manager Neo Admin GBT
ACTIVATION REQUIRED?	No

SYNOPSIS

Via Rail and SilverRail has migrated towards a new API and inventory as of the 18 November 2023.

From this date onward, all bookings are made in the new API and inventory.

Existing bookings will be migrated, except for those for travel which were made before this technical migration.

The current scope of the functionality remains as is, except for seat preferences, which is due to a limitation on Via Rail. As a result, seat preferences will not be available.

[HOTEL] HCorpo: 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 HCorpo.

[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.

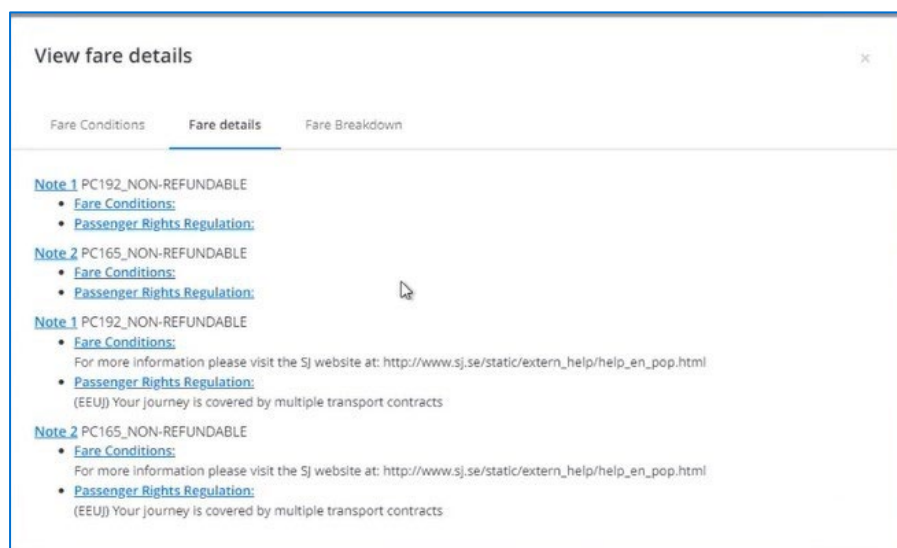
The main areas of this regulation include:

- 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.



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SCOPE

This only concerns the SilverRail direct link.

IMPORTANT

Documentation is provided by SilverRail either in Swedish or English.

ERRATUM

Contrary to what was previously published, this feature will be released for SP2 Neo 23.4 (and not SP1).

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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