

AMEX GBT
Neo

Service Pack Communication Neo 24.1 SP2

5 March 2024

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ADVANCE NOTICE

[NEO RELEASES] NEW DATE FOR NEO 24.2

The release for Neo version 24.2 will be moved to **25 May 2024**.

Additionally, a fourth service pack communication (24.1 SP4) will be released on **16 April 2024**.

Click [here](#) to find the 2024 Release Calendar on Neo Drive.

[RAIL] SILVERRAIL: UPCOMING CHANGES FOR THE SWEDISH MARKET

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

SYNOPSIS

Starting from April 2024 and for a duration of several months, users of the Swedish rail market will experience some changes which affect the shopping search results and missing features.

The reason for these changes is that the carrier SJ has modified their booking system in order to have a better control of their inventory and products.

Silvertail is working closely with SJ and Samtrafikken to achieve a smooth transition towards these technical changes.

TECHNICAL DETAILS

- **From 3 April 2024 to 27 April 2024:** The latest bookable travel date will be **3 June 2024**
- **From 27 April:** users will be able to make bookings beyond **3 June 2024**

The following will be made visible for users from 3 June 2024:

- **Missing Features**
 - Seat map
 - Meals
 - Seat reservation
- **Carrier Contents**
 - **VyTåg** content will be available for booking starting from **11 June 2024**
 - **MRTX (ResPlus)** will be available for booking from **11 June 2024**
 - **Snalltaget** will be missing.

SCOPE

The Swedish rail market (Silvertail).

Please refer to the upcoming Neo 24.2 release notes for further information.

[AIR] CABIN CLASS AND BRAND

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

SYNOPSIS

When a trip is booked, the fare selected by the user may no longer be available.

From Neo 24.2, Neo will improve the way alternative fares are selected by ensuring that Neo will retain the cabin and brand (if applicable), and then book the best option.

WARNING: If the cabin is not available at the time of booking, this could lead to a failure for that booking.

END OF SUPPORT FOR VERSION 14 OF SAFARI WEB BROWSER

| | |
|----------------------|----------|
| MADE FOR...? | Traveler |
| ACTIVATION REQUIRED? | No |

SYNOPSIS

The following updates will take place from **Neo 24.2**:

- Version 14 of the Safari web browser will no longer be supported by Neo products.
 - Only versions from Safari 14.1 will continue to be supported.
- Version 14 of Apple iOS will no longer be supported by Neo products.
 - Only versions from iOS 14.5 will continue to be supported.

[PNR IMPORT] DECOMMISSIONING OF OLD PNR IMPORT ROBOT IN NEO 24.3

SYNOPSIS

The old PNR import robot will be decommissioned with the Neo 24.3 release.

If the migration towards the new robot, which was delivered in Neo 22.4, has not yet been completed, you are encouraged to get in touch with your contact at Neo to ensure a proper configuration of Neo Admin Suite.

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NEO TRAVEL

[RAIL] SNCF AND RYO GRANDEST REGION

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

SYNOPSIS

GrandEst has decided to move towards two main routes (Paris / Strasbourg and Paris / Troyes) from the Etoil inventory to RYO S3. (A similar change was done for the Normandy region in October 2021).

The TER Fluo will be activated by SNCF on **7 March 2024** (for travel dates starting on 6 July 2024).

NOTE: RYO signifies “Réserver, Yields, Offre” and concerns French regional trains (TER).

ROUTE DETAILS

Line 1: Paris – Epernay – Châlons-en-Champagne – Saint-Dizier – Strasbourg

Line 4: Paris – Troyes - Mulhouse

Other routes will remain in the Etoil inventory.

OFFER BY RYO GRANDEST

The offer contains the following:

- 1st class
- 2nd class
- Seat preferences (but without a seatmap)
- Close to (providing users with the possibility to sit next to a fellow passenger)

[NEO] TRIP LIST ENHANCEMENTS

| | |
|----------------------|---------------------|
| MADE FOR...? | Traveler Arranger |
| ACTIVATION REQUIRED? | Yes |

SYNOPSIS

Following the migration of the trip list, several new improvements have been introduced in Neo. It will now be possible for an arranger to display all trips for their users.

The traveler filter will no longer be required to display trips.

The following tabs have also been added:

- Upcoming (current and future trips)
- Past (traveled trips)

All travelers trips

PNR number

Open trip

Upcoming

Past

[Display Corporate offline module \(old version\)](#)

Traveler

Dates

Status

Services

Created by

| Trip ref. | Trip name | Services | Compliance | Traveler | Created by | Status | Trip cost |
|-----------|--|----------|---------------|-----------------------------------|---------------|--------------------------------|-----------|
| | New York, NY, USA 24/02/2024 24 Feb 2024 - 24 Feb 2024 | | IN POLICY | arranger bear arranger@kds.com | arranger bear | <div><div></div>Draft</div> | €1,844.89 |
| | Milan Malpensa 3/1/2024 1 Mar 2024 - 1 Mar 2024 | | OUT OF POLICY | traveler bear traveler@kds.com | traveler bear | <div><div></div>Canceled</div> | €219.87 |
| | Milan Malpensa 3/1/2024 1 Mar 2024 - 1 Mar 2024 | | OUT OF POLICY | traveler bear traveler@kds.com | traveler bear | <div><div></div>Canceled</div> | €219.87 |

NOTE: For customers still using the old trip list, an activation will be scheduled. Please contact your Neo service manager for further information.

Please take note that trips older than 3 years cannot be displayed.

[NDC FARES] DISPLAY FARE FLEXIBILITY

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

SYNOPSIS

Enhancements have been made which enable users to see the correct fare conditions when selecting an NDC fare.

Instead of relying on Route Happy for NDC fares, Ne now relies on the information provided directly by airlines (through the GDS and SMP) to provide Neo with updated fare conditions.

SCOPE

This feature is for all travelers who book NDC fares.

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PLATFORM

[SECURITY] NEW OPTION TO PREVENT DIRECT USERNAME/PASSWORD CONNECTIONS FOR NEO USERS

| | |
|----------------------|----------------------------------|
| MADE FOR...? | Traveler Neo Admin |
| ACTIVATION REQUIRED? | Yes – Manual activation required |
| ADMIN SUITE NODE | Company Setup Account Security |

SYNOPSIS

Customers for which users only connect to Neo through a Single Sign on or mobile application may want to have better control over the security of their authentication into Neo by removing the option for users to log in directly from the Neo login page using their Neo specific username and password.

On the **Company Setup | Account Security** node in Neo Admin Suite, a new option has been added. As a result, security administrators can now restrict allowed connection methods to Neo for a given company to SSO or mobile connections only.

This prevents users from logging in with their Neo credentials on the Neo login page:

Account Security: ACME Inc.

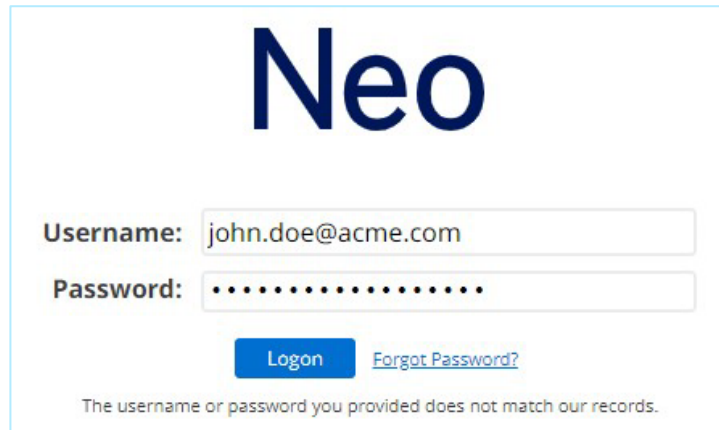
Settings are not inherited ([Change](#))

Apply Modifications ?

Security


| | | |
|--------------------------------|--|--|
| Force Change | 365 | Password must be changed after number of days |
| Reuse Password | 5 | Old password can be reused after number of changes |
| Minimum Change Period | 1 Day | Password can be changed after this period |
| Allowed Authentication Methods | <div>Single Sign On and mobile authentication only</div> This default setting will apply to all user accounts in the company unless they have individually been explicitly assigned different allowed authentication setup by an admin in their user profile | |

Users attempting to connect from the Neo login page will then be rejected if they use their current Neo credentials:



The image shows the Neo login interface. At the top is the 'Neo' logo. Below it are two input fields: 'Username:' with the value 'john.doe@acme.com' and 'Password:' with masked characters. A blue 'Ligon' button and a blue link 'Forgot Password?' are positioned below the password field. At the bottom, a message states: 'The username or password you provided does not match our records.'

Individual user accounts that still need to be able to login to Neo with their username and password when this security option is activated for their company (e.g., such as specific test, support or administrator accounts) can still be explicitly flagged as such by administrators when editing their profile on [the Company Setup | User Profile](#) screen:



The image shows a section titled 'Application Access'. Underneath is a blue button labeled 'Allowed Authentication'. To its right is a dropdown menu. The dropdown is open, showing three options: 'As per Account Security configuration' (selected and highlighted in blue), 'As per Account Security configuration', and 'Username/password always allowed'.