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Service Pack Communication Neo 24.1 SP3

26 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.

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[CAR] IMPORTANT RESACAR UPDATE

SYNOPSIS

The direct connection agreement with Resacar for car hire has been terminated by the vendor. As a result, the final day of this connection in Neo will be 30 June 2024.

Users will be able to use GDS for their car hire requirements.

> **A configuration is required.**
>
> **Please contact your Neo Service Manager or Account Manager for further information.**

WHAT WILL HAPPEN WITH EXISTING BOOKINGS?

Following the migration from Resacar to GDS:

- **Before 30 June 2024:** Once activation has been made for the bookings on GDS, the bookings made via Resacar will only be accessible for consultation and cancelation. Any other action in the form or modification should be performed offline by the travel agency.

- **After 30 June 2024**: No action or synchronization will be possible via Resacar. Any action for existing bookings will have to be managed offline by the travel agency.

> **IMPORTANT:**
>
> You may have already been contacting regarding this migration**. If this is not the case, please contact your service manager or account manager as soon as possible.**

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[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 to have a better control of their inventory and products.

Silverrail is working closely with SJ and Samtrafiken 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**

  o Seat map

  o Meals

  o Seat reservation

- **Carrier Contents**

  o **VyTåg** content will be available for booking starting from **11 June 2024**

  o **MRTX (ResPlus)** will be available for booking from **11 June 2024**

  o **Snalltaget** will be missing.

SCOPE

The Swedish rail market (Silverrail).

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.

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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.

    o Only versions from **Safari 14.1** will continue to be supported.

- **Version 14 of Apple iOS** will no longer be supported by Neo products.

    o 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.

[SNCF DIRECT LINK] EUROSTAR: ADVANCE PASSENGER INFORMATION (API)

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No

SYNOPSIS

For travel to or from the United Kingdom, travelers with Eurostar trains must complete the Advance Passenger Information (API) form prior to travel. Completion of the API will provide travelers with their boarding pass which is obligatory for travel. Please note that this change does not affect air travel.

The Eurostar API involves both the collection and transmission of personal data which includes travel type document (passport or ID card), travel document number, issuing country and expiry date, first name, last name, gender, nationality, and date of birth.

From 27 March 2024 and for travel from 1 April 2024, PDF ticket will no longer be available in Neo.

SNCF will replace the ticket by a trip summary.

> **IMPORTANT**: this is NOT a ticket and cannot be used to board the train.

WHAT IS NEW IN THE BOOKING EXPERIENCE?

When a booking is made and once the ticket is issued, Neo will display the trip summary provided by the SNCF from the Travel Documents section (see screenshot below). This contains the process to complete the API and obtain the boarding pass.

Travelers will then need to go to the Eurostar website with their confirmation number (*see screenshot below*).
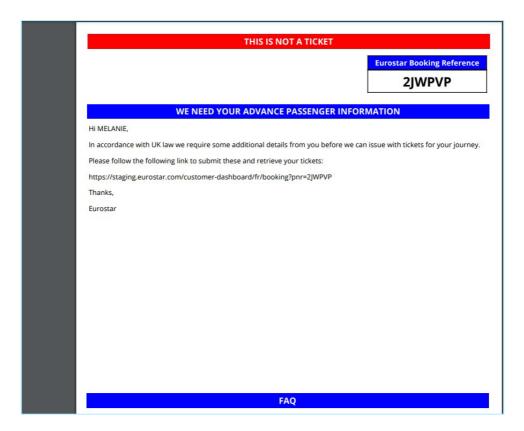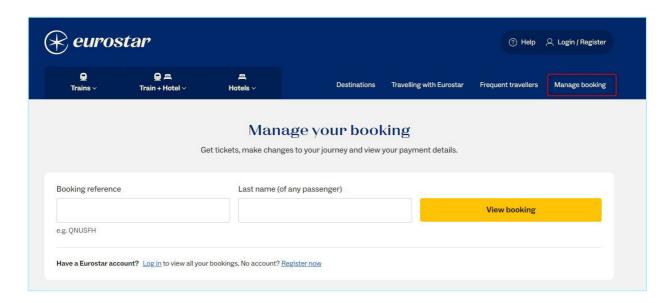

THIS IS NOT A TICKET

Eurostar Booking Reference

2JWPVP

WE NEED YOUR ADVANCE PASSENGER INFORMATION

Hi MELANIE,

In accordance with UK law we require some additional details from you before we can issue with tickets for your journey.

Please follow the following link to submit these and retrieve your tickets:

https://staging.eurostar.com/customer-dashboard/fr/booking?pnr=2JWPVP

Thanks,

Eurostar

FAQ

The link for Eurostar is the following:

https://www.eurostar.com/customer-dashboard/en/get-booking?market=uk-en

Travelers must then go to **Manage Booking**. The Eurostar booking reference is the Neo Confirmation Number available directly on the user interface (*see screenshot above*) or on the trip summary.

Travelers should then add your name, click on **View Booking,** then **Information Required** where travelers can then complete the API.

It will then be possible for travelers to obtain their boarding pass by downloading or to email it by clicking on **Get your Ticket**.

SCOPE

This is applicable for Eurostar through the SNCF Direct Link.

All passengers traveling to and from the UK are concerned.

> Please ensure that the Eurostar website URL is whitelisted by your company:
>
> https://www.eurostar.com/customer-dashboard/en/get-booking?market=uk-en

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[SNCB DIRECT LINK] EUROSTAR: ADVANCE PASSENGER INFORMATION (API)

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No

SYNOPSIS

For travel to or from the United Kingdom, travelers with Eurostar trains must complete the Advance Passenger Information (API) form prior to travel. Completion of the API will provide travelers with their boarding pass which is obligatory for travel. Please note that this change does not affect air travel.

The Eurostar API involves both the collection and transmission of personal data which includes travel type document (passport or ID card), travel document number, issuing country and expiry date, first name, last name, gender, nationality, and date of birth.

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SNCF will replace the ticket by a trip summary.

IMPORTANT: this is NOT a ticket and cannot be used to board the train.

SCOPE

This is applicable for Eurostar through the SNCB Direct Link.

All passengers traveling to and from the UK are concerned.

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[RAIL] SNCF AND RYO GRANDEST REGION

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

In Neo 24.1 SP2, the activation for TER Fluo was noted for **7 March 2024**.

This date has since been modified after the publication of Neo 24.1 SP2, and TER Fluo will be now activated from **9 April 2024**.

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 **9 April 2024** (for travel dates starting on 6 July 2024).

NOTE: RYO signifies "*Réserver, Yielder, 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 seat map)
- Close to (providing users with the possibility to sit next to a fellow passenger.

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NEO TRAVEL

[TRAVELFUSION] ANCILLARY SERVICES: EXTRA CABIN LUGGAGE

MADE FOR...?	Traveler | Arranger
ACTIVATION REQUIRED?	Yes
ADMIN SUITE NODE	Travel | Air-Rail | Special Services

SYNOPSIS

Some LCC lowest fares only include an under-seat bag for passengers. There is however the possibility for passengers to "purchase" a large cabin bag in addition to their under-seat bag.

Passengers booking through Neo will also have the possibility to buy ancillary options, which includes extra cabin luggage.

NOTE: Travelfusion supports special services which depends on each supplier.
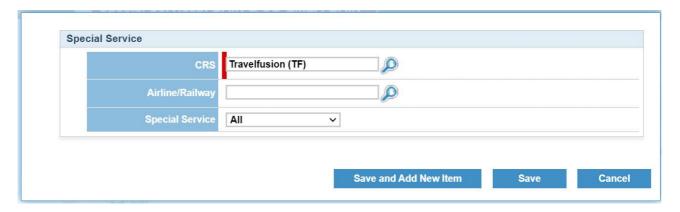
CONFIGURATION

Manual activation is required for this feature under the Admin Suite node:

Travel | Air-Rail | Special Services

Under **Special Service**, ensure that **ALL** is selected from the drop-down list.

[HRS] REVERSE NOTIFICATION

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

SYNOPSIS

Changes have been made to send the GDS PNR reference to HRS. This is performed by enabling the reverse notification.

This means that once the booking is made on HRS and the passive segment is added to the GDS PNR, a new request is sent to HRS to link the GDS PNR number with the HRS reservation.

If this step is not performed, the HRS reservation would be cancelled after a certain period.

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PLATFORM

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

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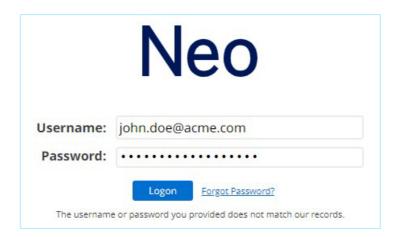
On the **Company Setup | Account Security** node in Neo Admin Suite, a new option has been added. As a result, security administrators can now restrict allowed connection methods to Neo for a given company to SSO or mobile connections only.

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

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

Neo

Username: john.doe@acme.com

Password: •••••••••••••••••

[Logon]   Forgot Password?

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:

Application Access

Allowed Authentication   As per Account Security configuration ✔
                          As per Account Security configuration
                          Username/password always allowed