

AMEX GBT
Neo

Service Pack Communication Advance Notices

Neo 24.1 SP4

16 April 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 to have 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 **27 April 2024 to 24 May 2024**: The latest bookable travel date will be **3 June 2024**
- On **25 May 2024**, booking possibilities will extend beyond **3 June** via the new Silverrail connection "NDS".

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**
 - Snälltåget** will be missing.

SCOPE

The Swedish rail market (Silverrail).

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

[NEO MOBILE] CALENDAR SYNCHRONIZATION REMOVED

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No

SYNOPSIS

As Neo is continuously working on improving the Neo mobile app in order to provide useful and intuitive features to users, new changes will be gradually introduced in the near future.

Following research and user tests, Neo has decided to remove the calendar synchronization feature, allowing to improve overall the efficiency of the app as well as provided an enhanced user experience. This signifies that calendar events will not be visible on the week view on the desktop version of Neo.

This change is for a future Neo mobile app update. Further information will be published before the update.

If you have any questions on this feature, please contact your Neo account or service manager.

[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.**

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.