

**AMEX GBT**

# Neo

## Release Notes Neo 24.2 SP1

18 June 2024

Classification: Public / Restricted / Confidential / Secret (edit this footer)

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TABLE OF CONTENTS

NEO TRAVEL .....2

[TRANSPORT] EXCHANGE AFTER DEPARTURE.....2

[AIR] MORE DIRECT FLIGHTS NOW OFFERED .....5

[AIR] SABRE: SEATMAP FOR WESTJET .....7

[RAIL] TRAINLINE: PARTIAL ERROR MESSAGE FOR CANCELATIONS .....8

AMEX GBT

Neo

NEO  
TRAVEL

**[TRANSPORT] EXCHANGE AFTER DEPARTURE**

MADE FOR...?	Traveler   Arranger
ACTIVATION REQUIRED?	Yes
ADMIN SUITE NODE	Travel   Policies   Travel Policies
VALIDATION BY AGENCY REQUIRED?	No

**SYNOPSIS**

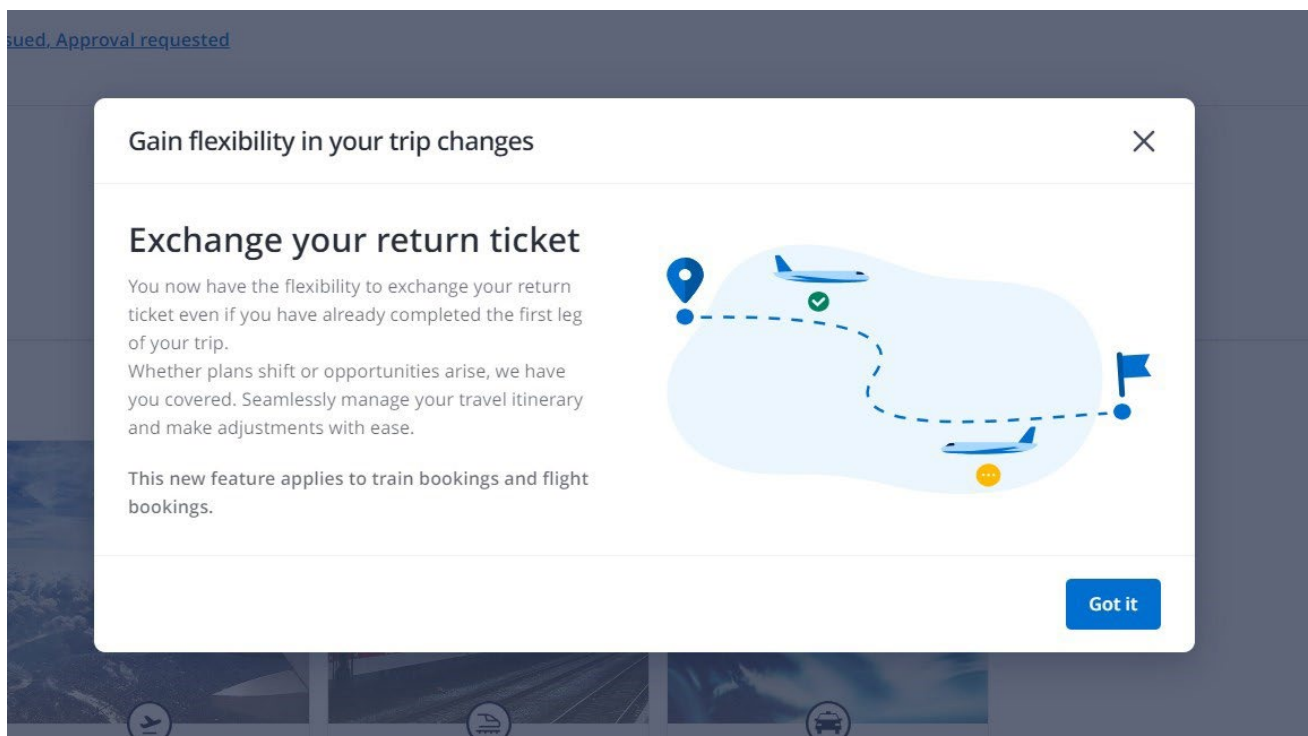
The feature **Exchange after departure** was delivered in version Neo 24.1 and allows travelers and arrangers to exchange tickets when a service has been booked online.

To promote this feature to both travelers and arrangers, a new page will now be displayed.

When opening a ticketed trip, travelers will see the following page, where they will find further information on the possibility to make an exchange following a departure. This new page will only be displayed once for each traveler, and will be displayed in the following circumstances:

- The trip contains an air trip, and the page has not yet been displayed for this condition
- The trip contains a rail trip, and the page has not yet been displayed for this condition
- The trip contains both rail and air segments, and the page has not yet been displayed for this condition

Once the page has been displayed for all of the above conditions, it will be dismissed and no longer displayed for the traveler or arranger concerned.



## CONFIGURATION

Activation for **Exchange after departure** is made in Admin Suite under the node: **Travel | Policies | Travel**

To benefit from the Exchange after departure, this feature must be activated for at least one CRS in Admin Suite.

### Policies

Ticking the checkbox **Enable exchange** enables exchange of trips in Neo.

After clicking on **Allow PNR Modification** and **Enable Exchange**, this section **CRS allowed for exchange after departure** will appear.

The screenshot displays the 'Travel Policies: KDS Neo' configuration window. On the left, a sidebar lists various policy settings, with 'Travel Policies' expanded. The main area shows a list of policies, including 'KDS Neo'. The right panel contains configuration options for 'KDS Neo'. The 'Exchange' section is highlighted with a red box, showing 'Enable exchange' checked. Below it, two sections 'CRS allowed for exchange' and 'CRS allowed for exchange after departure' are visible, each with a list of CRS providers including Amadeus (1A), FinnishRail (02), Sabre (1S), SMPAir (SP), SNCF (SO), and Trainline Global API (TL).

### SCOPE

This modal is displayed only if the Exchange after departure is activated in the Admin Suite, for at least one CRS

**[AIR] MORE DIRECT FLIGHTS NOW OFFERED**

MADE FOR...?	Traveler   Arranger
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

**SYNOPSIS**

A part of Neo's mission is to offer the best user experience possible. Based on feedback received by Neo in relation to the improvements done on the shopping page enabling users to search before and after, users have made it known that they wish to see direct flights even if the times do not match with their initial search criteria.

An update has now been made to Neo queries allowing the search for direct flights when searching for an exact time in the day.

**BEFORE**

One way






Company recommended class

From\*  
Milan - All Airports

To\*  
DXB - Dubai

























Departure date\*  
10/06/2024 - 08:00

In the search for a flight from Milan to Dubai from 8:00 am, the flights displayed on the shopping page will have one stopover:

 <b>Recommended</b> Recommendations are based on a combination of criteria established by your company, including price, travel policy and preferred suppliers. Duration, number of stops and CO <sub>2</sub> emissions are also considered. <a href="#">Know more about recommended sorting</a>		Sort by Recommended	
	09:40 (MXP) Mon, 10 Jun	20:55 (DXB) Mon, 10 Jun	9h 15m 1 Stop (DOH) Economy Classic Economy (O, O) <a href="#">Change fare/class</a> · <a href="#">View seats</a> QR 124, QR 1018 · 668kg CO <sub>2</sub>
	09:40 (MXP) Mon, 10 Jun	21:25 (DXB) Mon, 10 Jun	9h 45m 1 Stop (DOH) Economy Classic Economy (O, O) <a href="#">Change fare/class</a> · <a href="#">View seats</a> QR 124, QR 1014 · 668kg CO <sub>2</sub>
	09:45 (MXP) Mon, 10 Jun	22:35 (DXB) Mon, 10 Jun	10h 50m 1 Stop (BAH) Economy Light Economy (X, X) <a href="#">Change fare/class</a> GF 26, GF 512 · 946kg CO <sub>2</sub>
	10:50 (MXP) Mon, 10 Jun	00:20 (DXB) Tue, 11 Jun	11h 30m 1 Stop (IST) Promotional Economy (V, V) <a href="#">Change fare/class</a> TK 1874, TK 760 · 772kg CO <sub>2</sub>

## AFTER

With this update, direct flights will now be included for the same search:

Recommended					Sort by Recommended	
Recommendations are based on a combination of criteria established by your company, including price, travel policy and preferred suppliers. Duration, number of stops and CO <sub>2</sub> emissions are also considered. <a href="#">Know more about recommended sorting</a>						
	13:40 (BGY) Mon, 10 Jun	>	21:55 (DXB) Mon, 10 Jun	6h 15m Non-stop	Public Fare Economy (M) <a href="#">Change fare/class</a>	€369 Total Price <a href="#">Select</a>
FZ 1574 · 880kg CO <sub>2</sub>					    	IN POLICY <a href="#">Show details</a>
	13:40 (BGY) Mon, 10 Jun	>	21:55 (DXB) Mon, 10 Jun	6h 15m Non-stop	Eco Flex Economy (K) <a href="#">Change fare/class</a> · <a href="#">View seats</a>	€571 Total Price <a href="#">Select</a>
EK 2141 · 880kg CO <sub>2</sub> · Operated by FlyDubai					    	IN POLICY <a href="#">Show details</a>
	09:40 (MXP) Mon, 10 Jun	>	20:55 (DXB) Mon, 10 Jun	9h 15m 1 Stop (DOH)	Economy Classic Economy (O, O) <a href="#">Change fare/class</a> · <a href="#">View seats</a>	€274 Total Price <a href="#">Select</a>
QR 124, QR 1018 · 668kg CO <sub>2</sub>					    	IN POLICY <a href="#">Show details</a>
	14:05 (MXP) Mon, 10 Jun	>	22:10 (DXB) Mon, 10 Jun	6h 5m Non-stop	Eco Flex Economy (K) <a href="#">Change fare/class</a> · <a href="#">View seats</a>	€577 Total Price <a href="#">Select</a>
EK 206 · 646kg CO <sub>2</sub>					    	IN POLICY <a href="#">Show details</a>

**[AIR] SABRE: SEATMAP FOR WESTJET**

MADE FOR...?	Traveler   Arranger
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	

**SYNOPSIS**

Users will now be able to select a seat for WestJet flights, and therefore finalize their booking for this carrier.

This enhances the user experience since prior to this release, users were able to see and select a seat on the seat map for WestJet. However, at the end of the booking flow users received a warning which states: *"Your seating request could not be fulfilled."*

10:00 AM  
Mon, Aug 19

Toronto Pearson International, Canada (YYZ)  
Terminal 3  
Toronto, ON, CA

5h 12m

**WESTJET**  
WestJet · WS 707 · Operated by westjet · Boeing 737

12:12 PM  
Mon, Aug 19

Vancouver, Canada (YVR)  
Terminal M  
Vancouver, BC, CA

**Premium**  
Premium Eco (R)  
3F

LOYALTY REWARD [View loyalty program](#)

**SCOPE**

Available for Sabre.

**[RAIL] TRAINLINE: PARTIAL ERROR MESSAGE FOR CANCELATIONS**

MADE FOR...?	Traveler   Arranger
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

**SYNOPSIS**

As part of the creation of the new Trainline API and the RDG accreditation, Neo has improved the message displayed to users when they perform a partial cancellation. For clarity, Neo now displays this message to users if part of a trip has not been canceled.

When travelers cancel a Trainline ticket, and not all legs have successfully been canceled, the message will read:

*“The cancelation has been proceeded partially according to the cancelation policy of the fare(s) booked. Please disconnect and then reconnect to see the non-refunded ticket(s).”*

**SCOPE**

This message will be displayed when travelers cancel a Trainline trip, and when at least one of the legs of the trip is not refundable or able to be canceled.