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Release Notes Neo 24.3 SP1

13 August 2024

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ADVANCE NOTICE

UPDATE OF SUPPORTED VERSION FOR BROWSERS

MADE FOR...?	Traveler | Arranger | Accountant | Approver | Expense Manager
ACTIVATION REQUIRED?	No
REQUIRES INFORMATION TO CLIENT'S IT DEPARTMENT?	Yes
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

As multiple browsers no longer support a number of out-of-date versions, an update will be made to improve the user experience, security, the overall performance of the Neo website. Upgrading the browsers to the supported versions will enable users to access all Neo features securely and rapidly.

By keeping of out-of-date versions, browsers lack the appropriate security updates needed to protect them from vulnerabilities as well as provide a secure navigation. These versions will also not benefit from the latest technical performance optimizations and new compatible technologies, impacting as a consequence the navigation speed and access to available features.

From this update, the minimum supported version of each browser is the following:

- Firefox, Edge and Chrome: version 115
- Safari: version 15

> If any version below these mentioned are used, the user will be required to upgrade their browser.
>
> A banner will be displayed on Neo to those users, warning them of this requirement.

SCOPE

This upgrade concerns desktop browsers.

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TRAVEL

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[NEO] STOP POLICY RECOMPUTATION IF PRICE CHANGE DURING AND AFTER BOOKING

MADE FOR…?	Traveler | Arranger | Travel Manager | Neo Admin
ACTIVATION REQUIRED?	Yes
ADMIN SUITE NODE	Travel | Policies | Travel Policies | General Settings
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

When a user selects a fare or rate during the shopping process, it is possible that the fare or rate is no longer available at the time of booking. In this case, Neo will attempt to book another available fare which can sometimes lead to a change of policy compliancy due to a fare or rate change (either an increase or decrease in price). This can occur even if the user does not voluntarily initiate this change of fare or rate, and the user was initially following their company policy rules.

CONFIGURATION

To avoid a change of policy compliancy during or after booking, a new Admin Suite setting is now made available under the node: **Travel | Policies | Travel Policies | General Settings**

To activate this new setting, the checkbox **Update compliance if air, rail, or car prices changes during or after booking** must be unticked. Note that the setting is ticked by default as by default the policy recomputation is enabled.

This setting allows to disable the policy recomputation during and after booking for transport and car services when a price change occurred.

OUT OF SCOPE

Deactivation of policy recomputation for saved and duplicated trips is not within the scope of this feature.

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[SABRE] IMPROVEMENT IN THE NUMBER OF RESULTS RETURNED BY REQUESTED CABIN CLASS

MADE FOR…?	Traveler | Arranger | Travel Manager
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

Neo has recently seen an increase in missing business class fares, particularly for United Airlines and British Airways. This limitation is due to an increase in branded fares that now limit how many results can be acquired in an online booking tool. Additionally, a recent upgrade made by Sabre to their systems has interfered with Neo's ability to receive these fares.

Consequently, Neo has adapted the way it queries fares to Sabre, allowing to bypass these new limitations. This change will enable Neo to bring back a broader range of fares, (estimated in average of 58% or more of fares), and adapt to new offers of airlines that are increasing their range of fares, or fare bundles in general.

This change will in particular correct the different issues raised by customers who were not able to find fares in business cabin class for branded airlines.

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[TRANSPORT] NEO FARE DISPLAY

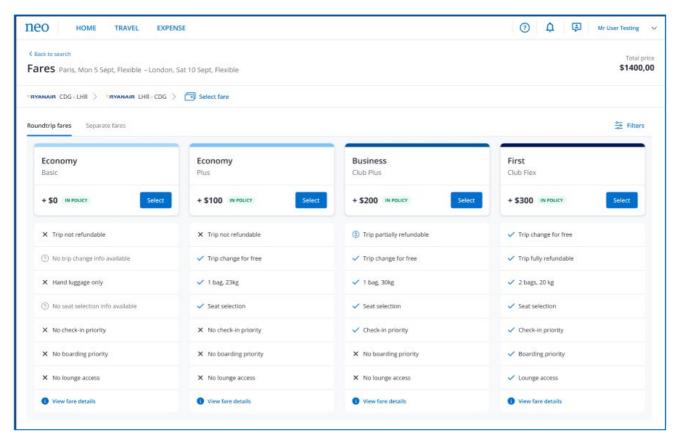| MADE FOR...?	Traveler | Arranger
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	Yes

SYNOPSIS

After selecting transport options, all users are now redirected to the Neo Fare display page where they can select their preferred fare options.

A tab has also been added to be able to select either roundtrip fares, or separate fares.

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| neo | HOME | TRAVEL | EXPENSE | | | | Mr User Testing ∨ |

‹ Back to search

Fares Paris, Mon 5 Sept, Flexible – London, Sat 10 Sept, Flexible

Total price
$1400,00

▼RYANAIR CDG - LHR › ▼RYANAIR LHR - CDG › 🖶 Select fare

Roundtrip fares   Separate fares   ⇄ Filters

	Economy Basic	Economy Plus	Business Club Plus	First Club Flex
	+ $0 IN POLICY [Select]	**+ $100** IN POLICY [Select]	**+ $200** IN POLICY [Select]	**+ $300** IN POLICY [Select]
	✕ Trip not refundable	✕ Trip not refundable	$ Trip partially refundable	✓ Trip change for free
	? No trip change info available	✓ Trip change for free	✓ Trip change for free	✓ Trip fully refundable
	✕ Hand luggage only	✓ 1 bag, 23kg	✓ 1 bag, 30kg	✓ 2 bags, 20 kg
	? No seat selection info available	✓ Seat selection	✓ Seat selection	✓ Seat selection
	✕ No check-in priority	✕ No check-in priority	✓ Check-in priority	✓ Check-in priority
	✕ No boarding priority	✕ No boarding priority	✕ No boarding priority	✓ Boarding priority
	✕ No lounge access	✕ No lounge access	✕ No lounge access	✓ Lounge access
	ⓘ View fare details	ⓘ View fare details	ⓘ View fare details	ⓘ View fare details

SCOPE

All fares are now displayed on this screen.

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[RAIL] TRAINLINE: PARTIAL CANCELATION ERROR MESSAGE

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

SYNOPSIS

As part of implementing the new Trainline API and the RDG accreditation, Neo has improved the message displayed to users during a partial cancelation by displaying the message if part of the trip has not been canceled.

If a traveler cancels a Trainline ticket and not all legs have been successfully canceled, users will now see the following error message:

"Your cancelation has been partially made according to the travel policy of the fare(s) book. To see if your tickets that have not been refunded, please logout and then login again."

SCOPE

This message will be displayed when travelers cancel a Trainline trip and when at least one of the legs of this trip is not refundable nor able to be canceled.

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[RAIL] DEUTSCHE BAHN: SEAT MAP AVAILABLE WITH NEW API

MADE FOR…?	Traveler | Arranger | Travel Manager | Neo Admin
ACTIVATION REQUIRED?	Yes – manual activation required (see below)
VALIDATION BY AGENCY REQUIRED?	Yes

SYNOPSIS

The current API used by Deutsche Bahn will be decommissioned from 1 October 2024.

Users will find with the implementation of this new API a seatmap, allowing them to choose their seat on their journeys.

RETAINED FEATURES

Certain features will be retained with the new API, including:

- German domestic routes
- Seat reservations; either mandatory or optional
- Available fares:
    - public/subscription (Bahn Card 25, 50)
    - corporate (BMIS is mandatory)
- Bahn Bonus loyalty card
- For booking and cancelations, refunds are available online as before
- Fulfillment is done 100% by the supplier

Ticket delivery will be made by either mobile tickets, or e-tickets.

Deutsche Bahn will be the unique merchant, with no possibilities for travel agencies to be a merchant on behalf of the supplier.

IMPORTANT

The first step in this update concerns customers who pay with either an Airplus or American Express lodge card – and this before the end of September 2024.

The second step concerns customers who pay with individual cards (either personal or corporate). This is due to Deutsche Bahn not yet being prepared to handle PSD2 information since Neo has their own PSP. No further date is given by the supplier at the moment.

REMOVED FEATURES

The features that will be removed by the supplier with this update include:

- Bahn-Tix (retrieval of tickets at the station)
- Fulfillment done by agencies as merchants

REMAINING LIMITATIONS

With this new update the following limitations remain in place:

- It is not possible to mix 1st and 2nd class tickets (i.e., one leg of the journey in 1st class, and the other in 2nd class)
- Mixed flexibilities, such as when one leg of the journey is refundable, and the other is not.
- Ticket exchanges are not available for Deutsche Bahn trains

LIMITATIONS FOR NEO

- Routes outside Germany, including from/to foreign countries will be made later this year.
- Night trains are not available to be booked in Neo.
- Booking with a *Bahncard 100* is not possible.

CONFIGURATION

Customers will be contacted by their Neo service manager to plan the migration before 30 September 2024.

"BMIS"

This value remains unchanged. Customers are identified by this value from the supplier, and then receive corporate fares. There is no change to this value, and it must still be configured in Neo Admin Suite under:

- the client identification **Travel | Contracts | CRS Client Identification**
- Corporate ID **Travel | Contracts | Corporate ID**

"PST Client ID":

This is a unique identifier that must be added curent office ID. it will be used to make the switch from the former API 'NVS" to the new API, "PST".

Travel | Fullfilment |Reservation systems|<reservation system>|Direct link Configuration

- Field **"options"**

or

Travel | Contracts | CRS Client Identification

- Field **"Crs office Id"**

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PLATFORM

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INTERNAL [USER PROFILE] NEW DISPATCH SSO ACCESS AVAILABLE FOR GLOBAL TRAVEL COUNSELORS

MADE FOR...?	Neo Admin
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

With the management of SNCF rail bookings by travel agents directly in the Neo Agent Tool for some GBT travel counselors, the new global travel counselor (TC role) access needs to be given to some GBT Travel Counselor teams on specific instances.

To remove the need to manually maintain created profiles in all different instances, this access is now given from the SSO Dispatch portal.

SCOPE

This new access will be created for all instances but only used for some GBT customers for now.

It may be expanded to more customers, and more rail booking suppliers (such as Trainline) soon.

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INTERNAL [USER PROFILE] NEW DISPATCH SSO ACCESS FOR THE GBT GPC TEAM

MADE FOR…?	Neo Admin
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

The new user role (Code J5) covers the need of the GPC Team to have the correct rights to maintain customer configuration. This will be made available through GPC existing Dispatch SSO access.

To remove the need to manually maintain created profiles in all different instances, this access is now given from the SSO Dispatch portal.

SCOPE

The new access will be created for all instances but only used for GBT customers.