

AMEX GBT  
**Neo**

# **Release Notes Neo 25.1 SP 1**

11 February 2025

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AMEX GBT

Neo

NEO TRAVEL

## [NDC] UPDATE TO SPECIFIC TERMS LINK

|                                |                           |
|--------------------------------|---------------------------|
| MADE FOR...?                   | Traveler   Travel Manager |
| ACTIVATION REQUIRED?           | No                        |
| VALIDATION BY AGENCY REQUIRED? | No                        |

## SYNOPSIS

Since both travelers and arrangers need a clearer way to identify NDC fares when booking trips, the current NDC link for specific terms has been redesigned.

This change highlights NDC fares and allows travelers and arrangers to easily view the specific terms associated with NDC fares. This improvement enhances accessibility and ensures a more seamless booking experience.

This link now aligns with the Neo user interface. Instead of a standard link, it will now appear as a more user-friendly button.

## BEFORE

**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. [Know more about recommended sorting](#)

Sort by  
Recommended

CARBON-EFFICIENT

Amsterdam to London
 

**€343.88**  
 Total Price
 

Select

IN POLICY ^ Hide details

3:45 PM  
Mon, Mar 17

Amsterdam (AMS)  
Amsterdam, NL

1h 20m

KLM Royal Dutch Airlines · KL 1011 · Operated by KLM Cityhopper

4:05 PM  
Mon, Mar 17

London Heathrow (LHR)  
London, GB

Recommended partner

SANITARY MEASURES [View sanitary measures](#)

**FLY AMERICA ACT** Carrier non-compliant with Fly America Act rules [Learn more about Fly America Act](#)

**SPECIFIC TERMS** Some services may not be available in online after-sales. [View terms](#)

✓ **SELECTED FARE** [Change fare/class](#) · [View seats](#)

Economy Flex

Refundable with Charge. Modifiable Free of Charge

CARBON EMISSIONS

102 kg/pers. CO<sub>2</sub>

**Economy Flex**  
 Coach (G)
 

- 1 bag
- Chance of Wi-Fi (fee)
- USB outlet
- Snacks provided
- Alcohol & beverages provided
- 74 cm seat pitch

Select

## AFTER

**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. [Know more about recommended sorting](#)

Sort by  
Recommended

**CARBON-EFFICIENT**

3:45 PM (AMS)  
Mon, Mar 17

4:05 PM (LHR)  
Mon, Mar 17

1h 20m  
Non-stop

**Economy Flex**  
Coach (G)  
[Change fare/class](#) · [View seats](#)  

Specific terms

**€344**  
Total Price

Select

**FLY AMERICA ACT NON-COMPLIANT**

KL 1011 · 102kg CO<sub>2</sub> · Operated by KLM Cityhopper

IN POLICY

Show details

| Economy Flex  | Economy Flex  | Business Flex  |
|---|---|--|
| Coach   | Coach   | Business   |
| <div>Specific terms</div>   | <div>Specific terms</div>   | <div>Specific terms</div>  |
| <b>€343.88</b> IN POLICY  | <b>€354.28</b> IN POLICY  | <b>€830.46</b> OUT OF POLICY   |
| Select  | Select  | Select   |
| <ul style="list-style-type: none"> <li>✓ Trip fully refundable</li> <li>✓ Trip change for free</li> <li>✓ 1 bag, 23kg</li> <li>✓ Seat selection</li> <li>✓ Check-in priority</li> <li>✓ Boarding priority</li> <li>✗ No lounge access</li> <li>Ⓢ Eligible for upgrade with fee</li> </ul> | <ul style="list-style-type: none"> <li>✓ Trip fully refundable</li> <li>✓ Trip change for free</li> <li>✓ 1 bag, 23kg</li> <li>✓ Seat selection</li> <li>✓ Check-in priority</li> <li>✓ Boarding priority</li> <li>✗ No lounge access</li> <li>Ⓢ Eligible for upgrade with fee</li> </ul> | <ul style="list-style-type: none"> <li>✓ Trip fully refundable</li> <li>✓ Trip change for free</li> <li>✓ 2 bags, 32kg</li> <li>✓ Seat selection</li> <li>✓ Check-in priority</li> <li>✓ Boarding priority</li> <li>✓ Lounge access</li> <li>✗ Not eligible for upgrade</li> </ul> |
| View fare details   | View fare details   | View fare details  |

| Economy Flex  |   | Economy Flex  |   |
|---|---|---|---|
| OUTBOUND  | RETURN  | OUTBOUND  | RETURN  |
| Coach   | Coach   | Coach   | Coach   |
| <div>Specific terms</div>   | <div>Specific terms</div>   | <div>Specific terms</div>   | <div>Specific terms</div>   |
| <b>€449.74</b> IN POLICY  | <b>€456.30</b> IN POLICY  | <b>€449.74</b> IN POLICY  | <b>€456.30</b> IN POLICY  |
| Select  | Select  | Select  | Select  |
| <ul style="list-style-type: none"> <li>✓ Trip fully refundable</li> <li>✓ Trip change for free</li> <li>✓ 1 bag, 23kg</li> <li>✓ Seat selection</li> <li>✓ Check-in priority</li> <li>✓ Boarding priority</li> <li>✗ No lounge access</li> <li>Ⓢ Eligible for upgrade with fee</li> </ul> | <ul style="list-style-type: none"> <li>✓ Trip fully refundable</li> <li>✓ Trip change for free</li> <li>✓ 1 bag, 23kg</li> <li>✓ Seat selection</li> <li>✓ Check-in priority</li> <li>✓ Boarding priority</li> <li>✗ No lounge access</li> <li>Ⓢ Eligible for upgrade with fee</li> </ul> | <ul style="list-style-type: none"> <li>✓ Trip fully refundable</li> <li>✓ Trip change for free</li> <li>✓ 1 bag, 23kg</li> <li>✓ Seat selection</li> <li>✓ Check-in priority</li> <li>✓ Boarding priority</li> <li>✗ No lounge access</li> <li>Ⓢ Eligible for upgrade with fee</li> </ul> | <ul style="list-style-type: none"> <li>✓ Trip fully refundable</li> <li>✓ Trip change for free</li> <li>✓ 1 bag, 23kg</li> <li>✓ Seat selection</li> <li>✓ Check-in priority</li> <li>✓ Boarding priority</li> <li>✗ No lounge access</li> <li>Ⓢ Eligible for upgrade with fee</li> </ul> |
| View fare details   | View fare details   | View fare details   | View fare details   |

**[RAIL | RENFE] WALLET DOWNLOAD AVAILABLE VIA NEO EMAILS**


|                                       |          |
|---------------------------------------|----------|
| <b>MADE FOR...?</b>                   | Traveler |
| <b>ACTIVATION REQUIRED?</b>           | No       |
| <b>VALIDATION BY AGENCY REQUIRED?</b> | No       |

**SYNOPSIS**

Users can now travel smoothly with their RENFE ticket on their mobile device.

After booking, your e-ticket will be available to download on iOS or Android devices directly from your Neo confirmation email (pkpass file) as shown on the screenshot below. **BEFORE**


**Traveller**
Mr Vernon Bear


 **TRAIN**  
CONFIRMATION NO. Renfe 5LJFSF

**Departure**  
TRAIN STATION Barcelona-Sants  
DATE / TIME 05 Feb 2025 / 06:20

**Arrival**  
TRAIN STATION Madrid-Puerta De Atocha  
DATE / TIME 05 Feb 2025 / 08:50

TRAIN INFO Train 03060 / Coach: 0006 / Seat: 8A


 To add your ticket to your wallet app, just open the attached .pkpass file on your mobile device

 **TRAIN**  
CONFIRMATION NO. Renfe 5LJFSF

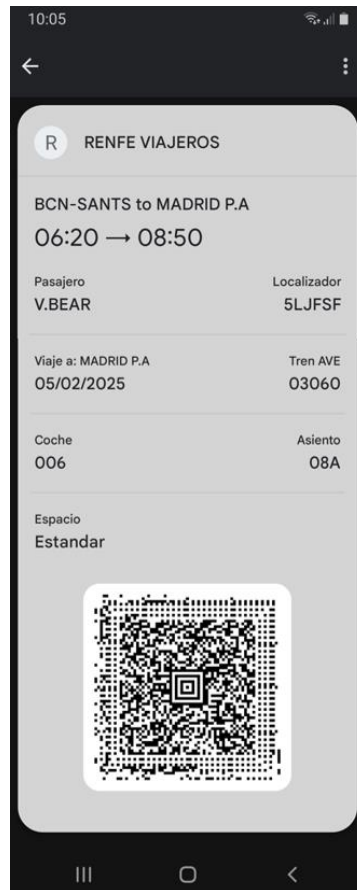
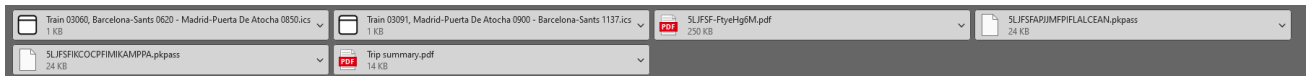
**Departure**  
TRAIN STATION Madrid-Puerta De Atocha  
DATE / TIME 08 Feb 2025 / 09:00

**Arrival**  
TRAIN STATION Barcelona-Sants  
DATE / TIME 08 Feb 2025 / 11:37

TRAIN INFO Train 03091 / Coach: 0003 / Seat: 8B

 To add your ticket to your wallet app, just open the attached .pkpass file on your mobile device

The e-ticket PDF remains available within the Neo confirmation email as well as the .pkass file needed in order to add the ticket to the traveler's wallet.



## SCOPE

This feature is specifically for RENFE, and concerns confirmation emails from Neo.

## OUT OF SCOPE

Both the Neo desktop user interface and Neo mobile are not concerned by this feature.

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PLATFORM



**[ADMIN SUITE] DEFAULT VALUE FOR INDIVIDUAL CREDIT CARDS**

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

**SYNOPSIS**

The project and deployment teams collaborated to identify opportunities for accelerating new instance deployments.

This analysis revealed several repetitive post-deployment configuration tasks that could be automated. The initial phase focused on implementing "quick wins" to reduce the time teams spend on manual configuration tasks.

- For **Travel | Fulfillment | Payment | Transport Payment**
  - The field Individual credit card, will be set by default to Everyone
- For **Travel | Fulfillment | Payment | Hotel Guarantee**
  - The field **Individual credit card**, will be set by default to **Everyone**
  - The field **Multi-Traveler Trips** will be set by default as **Each traveler pays for self**