

AMEX GBT
Neo

Neo™ Product Features FAQ

GBT Travel Services UK Limited (GBT UK) and its authorized sublicensees (including Ovation Travel Group and Egencia) use certain trademarks and service marks of American Express Company or its subsidiaries (American Express) in the “American Express Global Business Travel” and “American Express GBT Meetings & Events” brands and in connection with its business for permitted uses only under a limited license from American Express (Licensed Marks). The Licensed Marks are trademarks or service marks of, and the property of, American Express. GBT UK is a subsidiary of Global Business Travel Group, Inc. (NYSE: GBTG). American Express holds a minority interest in GBTG, which operates as a separate company from American Express.



**GLOBAL
BUSINESS
TRAVEL**

Table of Contents

For your convenience, the table of contents is hyperlinked to allow you to easily navigate through the document when viewed electronically. The table is simple to use—by rolling your mouse over the page numbers and clicking once, you automatically will move to that section.

1. UNDERSTANDING NEO’S SEARCH ENGINE	5
1.1 WHAT IS NEO’S “SMART SEARCH” ENGINE AND HOW DOES ITS ALGORITHM WORK? ..	5
AIR/RAIL ALGORITHM	5
HOTEL ALGORITHM.....	5
GROUND TRANSPORTATION ALGORITHM	6
1.2 WHICH SEARCH MODE SHOULD I USE WHEN BOOKING A TRIP?	6
1.3 WHEN USING THE DOOR TO DOOR SEARCH MODE, WHY DO I NEED TO CHOOSE BETWEEN THREE DIFFERENT TIME OPTIONS?	6
2. GENERAL CONFIGURATION.....	7
2.1 ARE DISTANCES IN NEO DISPLAYED AS MILES OR KILOMETRES?.....	7
2.2 FRANCE ONLY: CAN I CREATE AN OFFLINE TRIP REQUEST WITH NEO?	7
2.3 CAN TRAVEL ARRANGERS USE NEO TO BOOK ON TRAVELERS’ BEHALF? HOW?	7
3. LOGGING IN AND MANAGING MY PROFILE.....	8
3.1 WHY ISN’T THE PASSWORD I WAS GIVEN BEING RECOGNISED WHEN I TRY LOGGING IN TO NEO?	8
3.2 HOW DO I UPDATE MY PROFILE INFORMATION?	8
3.3 WHAT INFORMATION MUST I INCLUDE IN MY PROFILE SECTION?	10
3.4 WHERE DO I ADD OR UPDATE MY LOYALTY/SUBSCRIPTION CARD DETAILS (I.E., FREQUENT FLYER NUMBERS, HOTEL LOYALTY REWARD INFORMATION, ETC.)?	10
3.5 CAN I MODIFY MY PROFILE DURING THE BOOKING PROCESS?	10
4. CREATING AND MANAGING BOOKINGS	11
4.1 HOW DO I BOOK A TRIP IN NEO?.....	11
4.2 CAN I USE THE AIRPORT/CITY NAME OR IATA AIRPORT CODES IN THE “FROM” AND “TO” ADDRESS SEARCH FIELDS?.....	12

4.3 IS THERE AN EASIER WAY TO SEARCH WHEN USING MY COMPANY OR PERSONAL ADDRESS? IS IT NECESSARY FOR ME TO ENTER THE FULL ADDRESS EVERY TIME? 12

4.4 HOW CAN I HOLD A TRIP? 12

4.5 HOW CAN I MODIFY A TRIP? 13

4.6 HOW CAN I CANCEL A TRIP? 13

4.7 CAN I SAVE A TRIP AS A DRAFT?..... 13

4.8 AM I ABLE TO DUPLICATE AN ITINERARY AND USE IT FOR ANOTHER TRIP? 13

4.9 WHAT KIND OF CONFIRMATION INFORMATION DOES NEO SEND? 13

4.10 WHY ARE SOME SEGMENTS IN THE TIMELINE BOOKABLE AND OTHER ELEMENTS ARE NOT?..... 14

4.11 MY COMPANY REQUIRES THAT I ENTER CERTAIN INFORMATION FOR INVOICING PURPOSES WHEN BOOKING A TRIP. HOW CAN I DO THIS IN NEO? 14

5. AIR 15

5.1 ARE WEB FARES AVAILABLE IN NEO? HOW CAN I BOOK THEM? 15

5.2 WHY DOES THE PRICE CHANGE WHEN I “CONFIRM” A WEB FARE BOOKING?..... 15

5.3 WHAT FORMS OF PAYMENT ARE ACCEPTED WITH A WEB FARE BOOKING? 15

5.4 CAN I MODIFY OR CANCEL MY WEB FARE BOOKING IN NEO?..... 15

5.5 IF MY COMPANY HAS PRETRIP APPROVAL ACTIVATED ON NEO, WILL THAT APPLY TO A WEB FARE BOOKING? 16

6. HOTEL 17

6.1 HOW DO I SEARCH FOR HOTEL CONTENT IN NEO?..... 17

6.2 HOW DO I SEARCH A HOTEL BY NAME? 17

6.3 ARE MY COMPANY’S PREFERRED HOTELS DISPLAYED IN NEO? 17

7. RAIL 18

7.1 WHAT RAIL CONTENT IS AVAILABLE IN NEO? 18

7.2 WHAT SPECIFIC CONTENT (I.E., ROUTES, FARES, AND LOYALTY/SUBSCRIPTION CARDS) IS AVAILABLE IN NEO? 18

7.3 WHAT TYPES OF RAIL BOOKINGS CAN I MAKE? 20

7.4 CAN I BOOK A MULTI-TRAVELER RAIL BOOKING? 21

7.5 HOW DO I MODIFY THE RECOMMENDED TRAINS AND FARE TYPES? 21

7.6 CAN I BOOK A SPECIFIC SEAT, A MEAL, OR SELECT A TRAIN WITH WI-FI SERVICE?....	21
7.7 WHAT FORMS OF PAYMENT DO THE RAIL CARRIERS ACCEPT?	22
7.8 WHAT RAIL TICKET TYPES (METHODS OF DELIVERY) ARE AVAILABLE?.....	23
7.9 HOW DO I SELECT THE METHOD OF DELIVERY OF MY RAIL TICKET?	24
7.10 IS IT POSSIBLE TO CANCEL AND/OR MODIFY A RAIL BOOKING THAT HAS BEEN BOOKED IN NEO?	24
7.11 MY TRIP ITINERARY IS PENDING APPROVAL. WHAT HAPPENS TO MY RAIL BOOKING?	25
7.12 SWEDISH RAIL ONLY: WHAT INFORMATION CAN I VIEW ON MY SMS TICKET AND IN WHAT LANGUAGE WILL IT APPEAR?.....	25
7.13 AS A TRAVEL ARRANGER, CAN I BOOK RAIL CONTENT FOR A GUEST TRAVELER?...	25
8. CAR RENTAL	26
8.1 HOW DO I SEARCH FOR CAR RENTAL CONTENT IN NEO?.....	26
8.2 CAN I DROP OFF A CAR AT A DIFFERENT LOCATION THAN THE PICKUP LOCATION? ..	27
8.3 CAN I BOOK SPECIAL EQUIPMENT FOR A CAR RENTAL WITH NEO?	28
FOR TRAVEL MANAGERS	29
9.1 CAN CUSTOM MESSAGES BE DISPLAYED IN NEO?.....	29
9.2 WHEN TRAVELERS USE SMART SEARCH (DOOR TO DOOR) TO MAKE BOOKINGS, WILL THERE BE ANY IMPACT ON SAVINGS REPORTS?.....	29
9.3 CAN I SET A MAXIMUM AMOUNT/CAP FOR ESTIMATED ADDITIONAL EXPENSES?	29
9.4 WILL ESTIMATED ADDITIONAL EXPENSES BE DISPLAYED IN CONFIRMATION EMAILS?	30
9.5 IF PRETRIP APPROVAL HAS BEEN ACTIVATED ON THE SITE, WILL IT BE APPLIED TO ALL BOOKINGS?.....	30
9.6 WHICH SOURCE DOES NEO USE TO PROVIDE FLIGHT SCHEDULES?.....	30
9.7 IS HOTELHUB/BOOKING.COM CONTENT DISPLAYED IN NEO?.....	30
9.8 IS SMP HOTEL CONTENT DISPLAYED IN NEO?.....	30

1. UNDERSTANDING NEO’S SEARCH ENGINE

1.1 WHAT IS NEO’S “SMART SEARCH” ENGINE AND HOW DOES ITS ALGORITHM WORK?

Unlike any other online booking tool, Neo’s smart search engine delivers the most optimal itinerary balancing travelers’ time constraints, personal preferences, company policy, cost, convenience, and available inventory. Its algorithm uses the following weighted criteria:

Weighted criteria: Major impact +++ | Significant impact ++ | Moderate impact + | No impact =

AIR/RAIL ALGORITHM

Criteria	Weight
Price	+++
Duration	+++
Search criteria	+ to +++
Departure/arrival time	Depending on constraint
Number of stops	+
Symmetry	+++
CO ₂	=
Travel policy compliance	+++
Preferred suppliers	++

HOTEL ALGORITHM

Criteria	Weight
User’s booking history	+
Compliance to policy	++
Distance (to meeting point)	++
Hotel program	+++

GROUND TRANSPORTATION ALGORITHM

Criteria	Weight
Price	++
Duration	+++
CO ₂	+
Number of steps	++
Transport mode (bus, tram, train, car)	++
On time at meeting	+++

1.2 WHICH SEARCH MODE SHOULD I USE WHEN BOOKING A TRIP?

Use the Door to **Door**, **Flight/Train**, **Hotel**, and **Car** search modes with:

- One-way trips
- Return trips

Use the Multi-city search mode if you are searching for/booking a trip that includes:

- Open jaw at destination
- Double open jaw
- Multi-city trips

1.3 WHEN USING THE DOOR-TO-DOOR SEARCH MODE, WHY DO I NEED TO CHOOSE BETWEEN THREE DIFFERENT TIME OPTIONS?

The three different time options in the **Door-to-Door** search help Neo build the best trip itinerary based on when the traveler wishes to leave. The three options include:

- **Leave after** a specific time: Neo will search for transportation departing two hours before the specified time and 22 hours after
- **Main transport departs at** a specific time: Neo will search for transportation departing 12 hours before and after the specified time.
- **Arrive before** a specific time: Neo will search for transportation departing 22 hours before and two hours after the specified time.

2. GENERAL CONFIGURATION

2.1 ARE DISTANCES IN NEO DISPLAYED AS MILES OR KILOMETRES?

During the configuration stage, companies have the option to display distances either in miles or kilometres. Individual users cannot adjust this company-level setting.

2.2 FRANCE ONLY: CAN I CREATE AN OFFLINE TRIP REQUEST WITH NEO?

Offline trip requests are available if this setting has been activated on your site. This option currently is only available in France. Please click the help icon (i.e., the question mark symbol in the top right-hand corner) for more details.

2.3 CAN TRAVEL ARRANGERS USE NEO TO BOOK ON TRAVELERS' BEHALF? HOW?

Yes, travel arrangers can book on travelers' behalf. To get started, a traveler first will need to delegate the travel arranger who will handle their bookings by clicking the **Delegation** tab found in the menu bar of their profile. From there, they can **Add a new arranger for travel** and select the travel arranger's name from the directory. Once a travel arranger has been added, they can begin booking trips by clicking **List of Employees** on the home page.

Alternatively, a travel arranger can be assigned to a group of travelers by the Neo system administrator. If you are unsure of how to do this (or do not have access) please contact your GBT account manager.

3. LOGGING IN AND MANAGING MY PROFILE

3.1 WHY ISN'T THE PASSWORD I WAS GIVEN BEING RECOGNISED WHEN I TRY LOGGING IN TO NEO?

An error may be occurring if you are copying and pasting the password from your login credentials. Sometimes when copying and pasting a password, some spaces are added, and this will prevent you from logging in successfully. Therefore, please do not copy and paste your password. Type it in manually instead.

3.2 HOW DO I UPDATE MY PROFILE INFORMATION?

On the home page, you will see your (or the traveler's) name in the upper right-hand corner. Click on the down arrow next to the name and then click **View profile**.

By default, you will be redirected to the **General** section of the profile. To the right, you will see a menu bar where you can access the other profile sections. Click on the section you would like to update and edit.



Profile

Mr VERNON BEAR > General

Profile		Update
Title:	Mr	Change password
Last name:	BEAR	User's Group: BE Test Mag - Ecommerce ONLY
First name:	VERNON	Gender: Male
Birth Date:	15/03/1980	Citizenship: France
Place of birth:	Nice	Native country: FRANCE
Known Traveler Number:	TEST123456 (Issued by United States)	Redress Number:

Personal Address		Update
Address:		
Postcode:	City:	
Country:		
Phone:	E-mail:	
Fax:	Mobile:	
EMERGENCY NUMBER:	EMERGENCY NAME:	
Emergency contact phone:		

Business information		Update
Business phone:	+33(6)123456	Business e-mail: magali.z.klacansky@amexgbt.com
Business fax:		Business mobile: +33(6)4566666
<p>I have read and understood the privacy policy (http://privacy.amexgbt.com). Please check the Useful information section by clicking on the button on the top right in the menu bar.: <input checked="" type="checkbox"/> Yes</p>		

General
Preferences
Payment Cards / Loyalty Programs
Passports
Vehicles
Delegation
Neo Mobile
iOS - Apple iPhone
iOS - Apple iPhone
+ Add device

Last login: 13/07/2022 08:05:14

Powered by **neo**

3.3 WHAT INFORMATION MUST I INCLUDE IN MY PROFILE SECTION?

When you log in to Neo for the first time, please make sure that your profile information has been entered in properly before you begin booking a trip. Check that your name and contact details are correct and that your date of birth and gender information has been added. Booking errors can occur when required fields have been left blank.

You also can add your passport and credit card information in the **Passports** and **Cards** sections.

Note: The first time you use Neo, you must accept the **GBT Data Privacy Statement** by clicking **Update** in the **General** section and check the box.

3.4 WHERE DO I ADD OR UPDATE MY LOYALTY/SUBSCRIPTION CARD DETAILS (I.E., FREQUENT FLYER NUMBERS, HOTEL LOYALTY REWARD INFORMATION, ETC.)?

In the **Cards** section of your profile, click **Add a new loyalty/subscription card**.

Profile

Mr VERNON BEAR > Payment Cards / Loyalty Programs

Credit Cards

- Please select **all** tick boxes within the "**Set as default credit card**" section below.
- This will ensure that correct payment and guarantee information is sent to your Travel Agency.
- If your company use lodge card/central billing for air/rail payment the credit card is only used for hotel/car guarantee.

Credit cards

[New credit card](#)

Loyalty/subscription cards

[New loyalty/subscription card](#)

- ▷ General
- ▷ Preferences
- ▷ **Payment Cards / Loyalty Programs**
- ▷ Passports
- ▷ Vehicles
- ▷ Delegation
- Neo Mobile**
- ▷ iOS - Apple iPhone
- ▷ iOS - Apple iPhone
- + Add device

Last login: 13/07/2022 08:05:14

Powered by **neo**

3.5 CAN I MODIFY MY PROFILE DURING THE BOOKING PROCESS?

You can add a credit card number or update an expiry date if prompted to do so while finalizing a booking.

If there is any mandatory information that you missed to complete in your profile, you will be prompted to add it during the booking process. And it will be saved in your profile for the next time.


4. CREATING AND MANAGING BOOKINGS

4.1 HOW DO I BOOK A TRIP IN NEO?

Click **New Trip** on the home page. You will be redirected to the **Search** form.

Select the search mode you would like to use: **Door to Door**, **Flight/Train**, **Hotel**, or **Car**.

Fill in all the required fields for Neo to build your itinerary and click **Search**.

Flight/Train Hotel Car  Door to door



Round trip One way Multi-city

FROM
Paris - Tous les aéroports et gares ×



TO
Londres - Tous les aéroports et gares ×


When?

OUTBOUND

Wed 13 Dec 2023  09:00 

INBOUND

Thu 14 Dec 2023  09:00 

More search options 

Search

4.2 CAN I USE THE AIRPORT/CITY NAME OR IATA AIRPORT CODES IN THE “FROM” AND “TO” ADDRESS SEARCH FIELDS?

Yes, you can do a search using the airport/city name or IATA code. You also have the option to search via office location, place of interest, or city.

It is recommended that you use origin and destination addresses (as opposed to airport codes and city names) for **Door-to-Door** searches so that Neo can build the most optimal itinerary for you/your traveler with all transfers to arrive (or depart) on time.

FYI: Neo origin and destination fields use an autocomplete feature. It will suggest up to 10 locations based on your input. The more letters you type in, the finer the results will be.

4.3 IS THERE AN EASIER WAY TO SEARCH WHEN USING MY COMPANY OR PERSONAL ADDRESS? IS IT NECESSARY FOR ME TO ENTER THE FULL ADDRESS EVERY TIME?

If a company or personal address has been included in the profile section, you can do a search simply by typing “office” or “home” instead of having to type in the entire address each time.

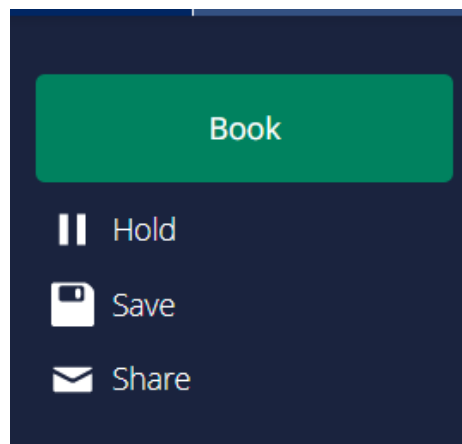
If more than one company address has been entered in the profile, they will be displayed in priority among the drop-down list when typing your “from” or “to” address.

Alternatively, if a company name is recognised by Google, it automatically will pop up in the drop-down menu as you begin typing its name since Neo uses Google address and map technology.

4.4 HOW CAN I HOLD A TRIP?

You can hold a trip (i.e., book a trip without it being ticketed) if this option has been activated on your site. To do so, click **Hold**, which can be found underneath the **Book** button to the right of the graphical timeline.

Note: Some segments, such as train tickets issued by Trainline, Swedish Rail, Deutsche Bahn, SNCB, and Renfe, cannot be put on hold. These bookings will be instantly confirmed and paid for.



4.5 HOW CAN I MODIFY A TRIP?

If enabled on your site, you will be able to change most bookings before or after they are ticketed. Locate the trip you wish to cancel in **Trip List** (which can be found on the home page) and select **Modify**.

If this option is not available to you, please call an American Express GBT counsellor for assistance.

For ticketless services, including hotels, flights with low-cost carriers, and some trains, please check the terms and conditions before making any changes.

4.6 HOW CAN I CANCEL A TRIP?

If enabled on your site, you will be able to cancel most bookings before or after they are ticketed. Locate the trip you wish to cancel in **Trip List** (which can be found on the home page) and select **Cancel**.

If this option is not available to you, please call and American Express GBT counsellor for assistance.

For ticketless services, including hotel reservations, flights with low-cost carriers, and some trains, please check the terms and conditions before cancelling.

4.7 CAN I SAVE A TRIP AS A DRAFT?

Yes. If you are unable to finalize your trip, you can save it by clicking **Save**, which can be found underneath the **Book** button to the right of the graphical timeline. Once you are ready to finalize the booking, you can do so by clicking **List of Trips** found on the home page and bringing up that trip.

4.8 AM I ABLE TO DUPLICATE AN ITINERARY AND USE IT FOR ANOTHER TRIP?

From the home page, click **Trip List**. There you will see a list of all the current and previous bookings you have made. Select the trip you wish to copy and click **Duplicate**.

The screenshot shows the 'All Trips' section of the Neo interface. At the top, there are navigation links for 'GLOBAL BUSINESS TRAVEL', 'HOME', and 'TRAVEL'. On the right, there is a user profile for 'Mr. VERNON BEAR' and a 'Powered by Neo' logo. Below the navigation, there are filters for 'Dates', 'Status', and 'Services', along with a 'PNR number' search field and an 'Open trip' button. The main content is a table with the following columns: Trip ref., Trip name, Services, Compliancy, Traveler, Created by, Status, and Trip cost. A single trip is listed with the following details:

Trip ref.	Trip name	Services	Compliancy	Traveler	Created by	Status	Trip cost
	ibis Lisboa Jose Malhoa 11/12/2023 11 Dec 2023 - 12 Dec 2023		IN POLICY	VERNON BEAR magali.z.kiacansky@amexgbt.com	VERNON BEAR	Canceled	€73.00

A 'Duplicate Trip' button is visible next to the trip entry.

4.9 WHAT KIND OF CONFIRMATION INFORMATION DOES NEO SEND?

After the booking process is complete, a confirmation email as well as the ticket(s) (if being issued via email) will be sent to the traveler. If a travel arranger is booking on the traveler's behalf, they also will receive a confirmation email and the ticket(s).

4.10 WHY ARE SOME SEGMENTS IN THE TIMELINE BOOKABLE AND OTHER ELEMENTS ARE NOT?

When booking using door-to-door, there are two types of segments displayed in the timeline: bookable and nonbookable elements. Bookable elements include flights, rail (if applicable), hotels, and cars. These can be booked/paid through the regular booking process in Neo.

Nonbookable elements, such as meals, taxis, etc., are listed under **Additional Expenses (estimated)** and are displayed for informational purposes only in order to estimate the total trip price.

This estimate is based on calculations derived from Neo's database. In addition, the user can add their own estimates (e.g., entry ticket to conference, client dinner, etc.).






4.11 MY COMPANY REQUIRES THAT I ENTER CERTAIN INFORMATION FOR INVOICING PURPOSES WHEN BOOKING A TRIP. HOW CAN I DO THIS IN NEO?

Any mandatory information that your company requires (which is set up during the Neo configuration stage) will pop up after you have selected your itinerary options and as you are finalising the booking.

5. AIR

5.1 ARE WEB FARES AVAILABLE IN NEO? HOW CAN I BOOK THEM?

Yes, if your company has activated web fare (i.e. low-cost carrier) content to be displayed in Neo, web fare content seamlessly will be integrated. Web fares will be included in the search results just like regular fares. If enabled on your site and supported by the underlying reservation systems, you can also combine a webfare with a regular GDS content. This includes booking hotel and car rental and special services, when available.

	19:55 (TLN) Wed, 13 Dec	> 21:35 (ORY) Wed, 13 Dec	1h 40m Non-stop	Basic  Economy (Y) Change fare/class	€164 Total Price	Select
	TO 7027 · 84kg CO ₂		  	IN POLICY	Show details	

Note: The following information must be stored in your profile for a web fare booking to be successful:

- Email address
- Complete business address
- Telephone number
- Title (e.g., Mr or Mrs)

5.2 WHY DOES THE PRICE CHANGE WHEN I “CONFIRM” A WEB FARE BOOKING?

Some additional fees (e.g., credit card fees) may not be included in the fare displayed during the booking process. This explains why the price may increase when you confirm your trip.

Once your booking is confirmed, you will receive an email from the airline’s website with the final fare amount. You also will receive an email from Neo with the total trip cost.

5.3 WHAT FORMS OF PAYMENT ARE ACCEPTED WITH A WEB FARE BOOKING?

This type of booking can usually be paid with individual/corporate card. This may trigger a strong customer authentication as per new PSD2 regulations.

Lodge card payment is not available in all geographic locations. Please check with your American Express GBT account manager for further assistance.

5.4 CAN I MODIFY OR CANCEL MY WEB FARE BOOKING IN NEO?

No. All web fare bookings must be managed directly via the low-cost carrier’s website. Please read the purchase conditions before making any modifications or cancellations.

5.5 IF MY COMPANY HAS PRETRIP APPROVAL ACTIVATED ON NEO, WILL THAT APPLY TO A WEB FARE BOOKING?

No. Pretrip approvals do not apply to web fare bookings since such content is instantly purchased. This means if you book a web fare, the web fare booking still will be confirmed in the airline's system even if a supervisor has declined your trip and the rest of the itinerary has been cancelled.

6. HOTEL

6.1 HOW DO I SEARCH FOR HOTEL CONTENT IN NEO?

There are two ways to search for hotel content:

- 1 When using the **Door-to-Door** search, a hotel automatically will be recommended (based on Neo's smart search algorithm) and displayed in the graphical timeline. To view more options, you then can click **Change Hotel**.
- 2 If you wish to book a hotel only, you can use the **Hotel** search mode and either enter a location or look for a specific hotel by name.

Note: If you start with a **Flight/Train** search, you have the option to add a hotel by clicking on **Add a hotel**.

6.2 HOW DO I SEARCH A HOTEL BY NAME?

You can search for a specific hotel when using the Hotel search mode and entering its name in the search box.

Flight/Train **Hotel** Car + Door to door

Destination*
Mercure Paris Gare de Lyon Opéra Bastille, Rue Parrot, Paris X

Check-in*
12/12/2023

Check-out*
13/12/2023

Search meeting address, company site, hotel name...

Search hotels

6.3 ARE MY COMPANY'S PREFERRED HOTELS DISPLAYED IN NEO?

Yes. A company's preferred hotels will be indicated by a heart icon.

7. RAIL

7.1 WHAT RAIL CONTENT IS AVAILABLE IN NEO?

Neo offers content from SNCF, SNCB, Deutsche Bahn, Renfe, Trainline, Swedish Rail, Amtrak and VIA Rail.

Note: Rail content is not available globally and is subject to activation per country.

7.2 WHAT SPECIFIC CONTENT (I.E., ROUTES, FARES, AND LOYALTY/SUBSCRIPTION CARDS) IS AVAILABLE IN NEO?

SNCF		
Routes	Fares	Loyalty/Subscription Cards ¹
Domestic routes including TER (transport express regional) International routes: Eurostar, Alleo	Public fares Corporate fares (FCE)	Grand Voyageur (loyalty) Carte Jeune (subscription) Carte militaire (subscription) Carte Week-End (subscription) Fréquence (subscription) Fréquence et abonnement Suisse (subscription) Résa Forfait (subscription) Carte Senior Plus (subscription)
SNCB		
Routes	Fares	Loyalty/Subscription Cards ¹
May vary depending on your contract (NS or SNCB) Can include: CFL (Luxembourg), NS International (Netherlands), SNCB (Belgium) train reservations, Deutsche Bahn (Germany) train reservations, Eurostar, SNCF (France), and Thalys train reservations	Public	NS: Jaar traject abonnement Maand net abonnement Maand traject abonnement NS jaarkaart OV jaar abonnement Voordeelurenabonnement SNCB: Bahn cards 25/50 Rail Plus Card SNCF:

¹ Both loyalty and subscription cards must be added to the traveler profile to be taken into consideration at booking time.

		Fréquence France or Fréquence premium Fréquence France suisse Thalys International: Lys Première ThePass Business ThePass Premium ThePass WeekEnd The Card (Silver, Gold, or Platinum) Ticketless Thalys
Deutsche Bahn		
Routes	Fares	Loyalty/Subscription Cards¹
Domestic routes in Germany and routes to and from Germany	Public fares Corporate fares with BMIS number (corporate ID)	BahnCard 25 BahnCard 50 Business BahnCard 25 Business BahnCard 50 bahn.bonus Card
Trainline – availabilities usually open three months before departure date		
Routes	Fares	Loyalty/Subscription Cards¹
Domestic UK routes International routes not supported	Published fares Corporate fares	National Railcard: Annual Gold Railcard Disabled Persons Railcard Family and Friends Railcard Network Railcard Senior Railcard 16-25 Railcard ATOC: HM Forces Railcard Jobcentre Plus: New Deal Photocard Railcard
Renfe		
Routes	Fares	Loyalty/Subscription Cards¹

Domestic routes in Spain Cross-border train with France and Portugal High-Speed train (AVE), long and medium distance as well as regional content (AVANT) AVLO (low-cost trains) ONLY direct trains supported.	Public Fares NEC Corporate Rates	Loyalty Card RENFE + *Elder people Subscription available, no for CPR clients
Swedish Rail		
Routes	Fares	Loyalty/Subscription Cards¹
Domestic routes in Sweden Routes from Sweden to Norway	Published refundable Published non-rebookable/refundable Corporate fares Government and rebookable fares not supported	SJ PRIO (loyalty) Årskort Silver (subscription) Årskort Silver Plus (subscription) Årskort Guld (subscription) Årskort Silver Resplus (subscription) Årskort Silver Plus Resplus (subscription) Årskort Guld Resplus (subscription)
Amtrak (United States)		
Routes	Fares	Loyalty/Subscription Cards¹
Domestic routes	Public Negotiated	Amtrak Rewards (loyalty)
VIA Rail (Canada)		
Routes	Fares	Loyalty/Subscription Cards¹
Domestic routes	Public Negotiated	VIA Préférence (loyalty)

7.3 WHAT TYPES OF RAIL BOOKINGS CAN I MAKE?

When using the **Door to Door** or **Flight/Train** search modes, you can book:

- One-way and return trips.

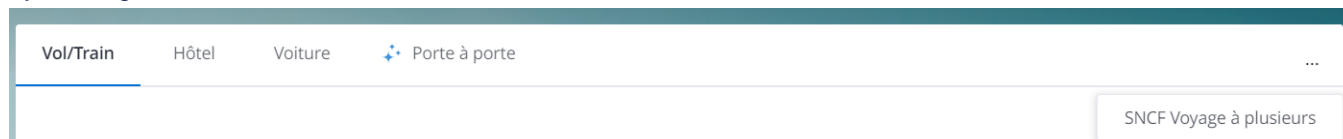
For the following types of rail bookings, please use the **multi-city** search:

- Single open jaw at destination

- Double open jaw
- Multi-city (only for SNCF content)

7.4 CAN I BOOK A MULTI-TRAVELER RAIL BOOKING?

Multi-traveler bookings are only available for SNCF. To get started, click **SNCF multi traveler**, which you can find by clicking on the **three dots**.



Note: This option must be enabled on your site and is only available to clients in France.

7.5 HOW DO I MODIFY THE RECOMMENDED TRAINS AND FARE TYPES?

When booking using door-to-door, you can change the trains and/or the fare types recommended and applied by Neo by clicking the segment you wish to modify on the graphical timeline.

7.6 CAN I BOOK A SPECIFIC SEAT, A MEAL, OR SELECT A TRAIN WITH WI-FI SERVICE?

Rail vendor	Seat	Meal	Wi-Fi service
SNCF	Seat map displayed for 1st class and some routes	No.	Yes.
SNCB	Yes. On trains where a seat reservation is allowed, you can ask to be seated next to another traveler.	No.	No.
Deutsche Bahn	Yes. On trains where a seat reservation is possible, you can request a seat or a seat next to another traveler. Integrated seat reservation is supported. Seat map not available.	No.	No.
Renfe	Seat map available. Free seat available.	Not applicable.	Not applicable.
Trainline	You can request a seat to be assigned automatically if	Not applicable.	Not applicable.

Rail vendor	Seat	Meal	Wi-Fi service
	available on the train service (it is not possible to select a specific seat). Travelers' preferences are considered if stored in their profile. It is also possible to request a seat next to another one (in case you are travelling with someone and know their seat assignment).		
Swedish Rail	A seat is automatically assigned if available. Travelers' preferences are considered if stored in their profile.	Yes. After clicking on Book, the booker will be requested to select a meal based on the train offer.	No. If Wi-Fi is included as a free service onboard the train, it will show on the issued ticket.
Amtrak	Seat map not available	Not applicable	Not applicable
VIA Rail	Seat map not available	Not applicable	Not applicable

7.7 WHAT FORMS OF PAYMENT DO THE RAIL CARRIERS ACCEPT?

Rail vendor	Supported forms of payment
SNCF	Lodge card Individual credit cards
SNCB	Lodge card Individual credit cards
Deutsche Bahn	Lodge cards (no data from supplemental management information fields is sent on card statements) Individual credit cards
Renfe	Individual credit cards Lodge cards
Trainline	Individual credit cards Lodge cards except Air Plus
Swedish Rail	Lodge cards only Individual credit card not supported
Amtrak	Individual credit cards Lodge cards
VIA Rail	Individual credit cards Lodge cards

7.8 WHAT RAIL TICKET TYPES (METHODS OF DELIVERY) ARE AVAILABLE?

The methods of delivery depend on the rail supplier and are selected at booking time.

Railway provider	Method of delivery	Details of ticket availability
SNCF	SNCF “ebillet” (PDF document)	Sent via email, also available in Neo ²
	“Pick up at train station”	To print at station from the kiosk
	Eurostar PDF	Available in Neo ²
SNCB	PDF document	Sent via email, also available in Neo ²
Deutsche Bahn	Dbahn PDF	Available in Neo ²
Renfe	PDF document	Sent via email, also available in Neo ²
Trainline	Self-collection (station or ticket machines)	Collection reference information is sent via email by Trainline—to be used to pick up the ticket
	PDF document	Sent via email, also available in Neo ²
Swedish Rail	SMS	Sent 24 hours before the departure
	PDF sent via email by the supplier: Sender: noreply@linkon.se Subject: E-biljett	Sent immediately if booking completed within 60 days of departure Otherwise, sent the day before departure Note: The ticket is not available in Neo
Amtrak	E-ticket only PDF sent via email by the supplier: Sender: etickets@amtrak.com Subject: Amtrak: eTicket and Receipt for Your MM/DD/YYYY Trip - <Traveler Name>	Sent via email immediately after booking is completed and payment goes through
VIA Rail	E-ticket only PDF sent via email by the supplier after confirmation. 2 nd email with payment Receipt emailed by supplier	Sent via email immediately after booking is completed and payment goes through

² For those ticket types, once the trip is booked and the ticket is issued, you can retrieve your booking in List of Trips and display the itinerary. Then from the graphical timeline, click on the rail step to display the details and click on Travel documents to open the PDF ticket.

7.9 HOW DO I SELECT THE METHOD OF DELIVERY OF MY RAIL TICKET?

After selecting your rail trip and clicking **Book**, you will be prompted to select the delivery method you prefer among the ones supported by the rail carrier. A default delivery method will be preselected; select an alternative option if necessary.

Delivery and Payment



Delivery & Payment

Delivery: E-ticket Thalys At the station

Identifier for Mr VERNON BEAR:
 Thalys International:

No identifier

7.10 IS IT POSSIBLE TO CANCEL AND/OR MODIFY A RAIL BOOKING THAT HAS BEEN BOOKED IN NEO?

Deutsche Bahn: Yes, it is possible to cancel the booking for all fares except non-refundable ones. Modification is not available. If you need to modify your booking, please contact an American Express GBT travel counsellor.

Trainline: Yes, it is possible to cancel the booking for all fares except non-refundable ones. Modification is not available. If you need to modify your booking, please contact an American Express GBT travel counsellor.

RENFE: Yes, it is possible to cancel the booking for all fares except non-refundable ones. Modification is not available. If you need to modify your booking, please contact an American Express GBT travel counsellor.

Swedish rail: Yes, it is possible to cancel the booking for full refundable fares only. Modification is not available. If you need to modify your booking, please contact an American Express GBT travel counsellor.

SNCF: Yes, a rail booking can be modified before ticketing and after ticketing (if enabled on your site). Cancellation is possible before ticketing only.

Amtrak: Yes, it is possible to cancel the booking for all fares. Modification is not available. If you need to modify your booking, please contact Amtrak directly at 1-800-USA-RAIL.

VIA Rail: Yes, it is possible to cancel the booking for all fares. Modification is not available. If you need to modify your booking, please contact VIA Rail directly at 1-888-VIA-RAIL.

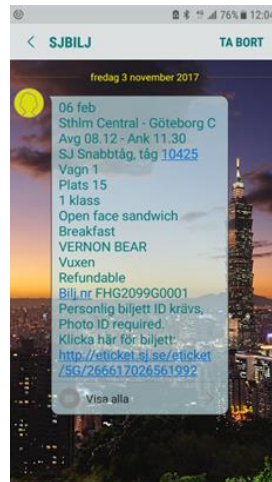
7.11 MY TRIP ITINERARY IS PENDING APPROVAL. WHAT HAPPENS TO MY RAIL BOOKING?

Deutsche Bahn / SNCB / Swedish Rail / Trainline / RENFE / Amtrak / VIA Rail: Rail bookings are instant purchase and immediately issued by the supplier—no matter what status you see within Neo. This means even if a booking is pending approval, the ticket has been automatically issued and therefore fare conditions apply.

SNCF: Since these rail bookings are not instant purchase, they can be pending approval without being ticketed.

7.12 SWEDISH RAIL ONLY: WHAT INFORMATION CAN I VIEW ON MY SMS TICKET AND IN WHAT LANGUAGE WILL IT APPEAR?

See an example of an SMS ticket below for the information that will be displayed. English is the default language unless the Neo user profile's preferred language is Swedish, in which case the SMS is sent in Swedish.



7.13 AS A TRAVEL ARRANGER, CAN I BOOK RAIL CONTENT FOR A GUEST TRAVELER?

Yes, however a guest traveler booking may have to be charged to the company lodge card.

8. CAR RENTAL

8.1 HOW DO I SEARCH FOR CAR RENTAL CONTENT IN NEO?

You can access car rental content by using the **Car** search mode.

Flight/Train Hotel **Car** Door to door

FROM ADDRESS

Office

Drop off at a different address

When?

PICK UP

Tue 23 Aug 2022 09:47

DROP OFF

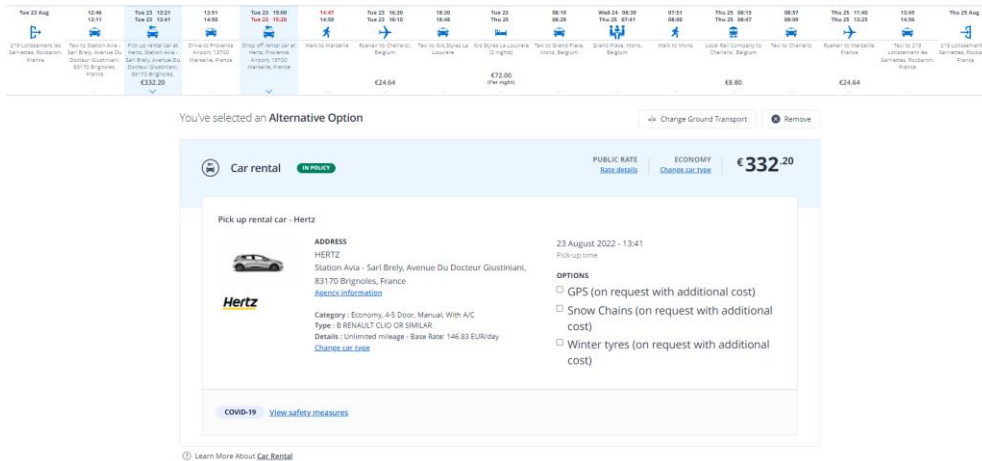
Thu 25 Aug 2022 10:13

Search

You also may try the **Door-to-Door** search. However, a car rental option only will be displayed if it is relevant to your itinerary since another option, such as taxi or ground transportation, may be more suitable (even if not bookable through the system). If you don't see the car rental option in the timeline, you may click **Change Ground Transport** to access other ground transportation options, including personal vehicle and car rentals.

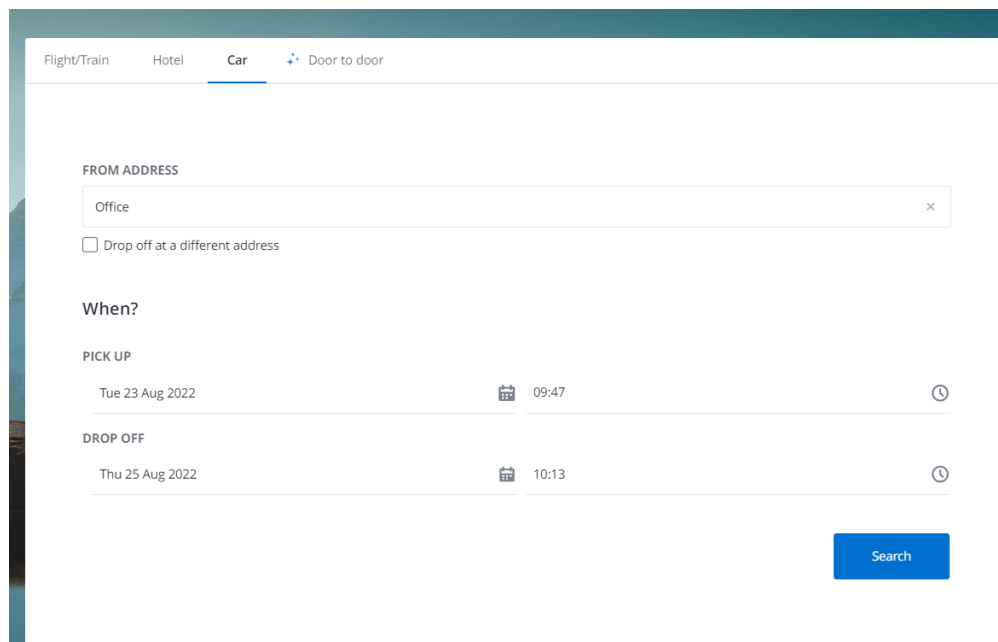
Click **Change car type** found on the right-hand side to access all available rates for a vendor.

The car vendor that Neo displays by default in the timeline will be the nearest preferred vendor to the pickup point.



8.2 CAN I DROP OFF A CAR AT A DIFFERENT LOCATION THAN THE PICKUP LOCATION?


Yes. When on the **Car** search form, click **Drop off at a different address**, which can be found underneath the **Pick-up Address** search box.



8.3 CAN I BOOK SPECIAL EQUIPMENT FOR A CAR RENTAL WITH NEO?


Yes, such options are available when you select your car rental. Click the boxes under OPTIONS.

Note: This is a special request and is subject to the car vendor's availability.

 Car rental IN POLICY

PUBLIC RATE [Rate details](#) | ECONOMY [Change car type](#) | **€332.20**

Pick up rental car - Hertz



ADDRESS
HERTZ
Station Avia - Sarl Brelly, Avenue Du Docteur Giustiniani,
83170 Brignoles, France
[Agency information](#)

Category : Economy, 4-5 Door, Manual, With A/C
Type : B RENAULT CLIO OR SIMILAR
Details : Unlimited mileage - Base Rate: 146.83 EUR/day
[Change car type](#)

23 August 2022 - 13:41
Pick-up time

OPTIONS

- GPS (on request with additional cost)
- Snow Chains (on request with additional cost)
- Winter tyres (on request with additional cost)

Hertz

COVID-19 [View safety measures](#)

9. FOR TRAVEL MANAGERS

9.1 CAN CUSTOM MESSAGES BE DISPLAYED IN NEO?

Yes, specific messages can be set up on the search, loading, and timeline pages. Please check with your account manager for the available options.

9.2 WHEN TRAVELERS USE SMART SEARCH (DOOR TO DOOR) TO MAKE BOOKINGS, WILL THERE BE ANY IMPACT ON SAVINGS REPORTS?

The fare benchmark is the lowest fare of the itinerary within travel policy.

If the recommended trip is not selected, then a link will be displayed next to the timeline underneath the **Book** button if there are any lost savings opportunities. Clicking on the link next to the “X” in the red circle opens a **Fare Comparison** window to view a complete breakdown.

	Your trip	Recommended trip	Difference
Flight	€2,383.61	€1,958.61	€425.00
Total	€2,383.61	€1,958.61	€425.00

9.3 CAN I SET A MAXIMUM AMOUNT/CAP FOR ESTIMATED ADDITIONAL EXPENSES?

You can set a cap for each expense category as well as subcategories (defined by the site administrator).

If the maximum cap has been reached, the relevant **Estimated Additional Expenses** line will be highlighted in yellow. This is for informational purposes only. Estimated expenses that surpass the cap will have no effect on the booking and will not be flagged by the pretrip approval system.

Note: Setting up a cap may require additional setup not available on all sites.

9.4 WILL ESTIMATED ADDITIONAL EXPENSES BE DISPLAYED IN CONFIRMATION EMAILS?

Yes, unless preferences have been configured differently on your site.

9.5 IF PRETRIP APPROVAL HAS BEEN ACTIVATED ON THE SITE, WILL IT BE APPLIED TO ALL BOOKINGS?

Pretrip approval will not be applied to content that has been purchased and ticketed instantaneously (e.g., web fare, rail bookings). Such content will be confirmed and in the supplier's system even if the supervisor has declined the trip.

Please note: Pretrip approval is only applicable for bookable elements (e.g., air, rail, hotel) and does not apply to "estimated expenses." Therefore, if all bookable components of a trip are in policy, but it includes some noncompliant estimated expenses (such as taxi), the trip will be approved and ticketed.

9.6 WHICH SOURCE DOES NEO USE TO PROVIDE FLIGHT SCHEDULES?

To improve air search performance, Neo connects to a third-party company called Innovata, which provides flight schedules with timetables of 11 months. Neo uses Innovata for **Door to Door** and **Flight** searches only; they are not applicable for **multi-leg** searches.

Note: Airlines are responsible for loading the flight schedules in Innovata and for providing timetables and flights numbers to Innovata on a monthly basis. Availabilities, rates, and pricing for most air content are generated in the GDS. Web fare content is generated by Travelfusion and direct API connections.

9.7 IS HOTELHUB/BOOKING.COM CONTENT DISPLAYED IN NEO?

Yes, Neo displays HotelHub/Booking.com results on the graphical timeline page. This content is available in some countries. Please consult your GBT account manager for more information.

9.8 IS SMP HOTEL CONTENT DISPLAYED IN NEO?

Yes, Neo displays SMP hotel results on the graphical timeline page. This content is available in some countries. Please consult your GBT account manager for more information.