

AMEX GBT

Neo

# Release Notes Neo 24.2

25 May 2024

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# ADVANCE NOTICE

## SAFARI 14 BROWSER VERSION NOT SUPPORTED

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No

### SYNOPSIS

The following updates will take place from the version **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

AMEX GBT

Neo

NEO  
TRAVEL

## [AIR] RETENTION OF CABIN CLASS AND BRAND

<b>MADE FOR...?</b>	Traveler   Arranger
<b>ACTIVATION</b>	On request
<b>COUNTRY</b>	All with Sabre GDS ONLY
<b>AVAILABLE ON...?</b>	Desktop   Mobile (GBT Mobile and Neo Mobile App)

### SYNOPSIS

When a traveler books their trip, the fare which they initially selected may no longer be available, resulting in Neo booking the best option. Improvements have been made in this version allowing the class and brand to be retained when booking an alternative fare.

Neo will now have improved capability to keep the cabin and brand (if applicable) and continue by booking the best option.

#### WARNING!

If the cabin is not available at the time of booking, this could lead to the user being unable to make the booking.

To enable this feature, please contact your GBT Account Manager.

### SCOPE

This feature is only available for Sabre.

## [AIR] NEO FARE DISPLAY REVAMP

MADE FOR...?	Traveler   Arranger
ACTIVATION	Automatic
COUNTRY	All
AVAILABLE ON...?	Desktop

### SYNOPSIS

For some airlines, Neo fare display was already available to better display fare attributes including purchase conditions. With this release, this display has been revamped to improve the user experience and allow more efficient comparisons of the different offers.

GLOBAL BUSINESS TRAVEL | [HOME](#) | [APPROVAL](#) | [ARRANGER](#) | [TRAVEL](#)

[Back to search](#)

**Fares** Current search: Nice - All Airports and Railways, Mon, 17 Jun — Madrid - All Airports and Railways, Thu, 20 Jun

AIRFRANCE NCE - MAD > AIRFRANCE MAD - NCE > [Fares](#)

Economy Light Economy	Economy Standard Economy	Economy Flex Economy	Business Flex Business
€441.82 <span style="color: green;">IN POLICY</span> <a href="#">Select</a>	€479.82 <span style="color: green;">IN POLICY</span> <a href="#">Select</a>	€607.82 <span style="color: green;">IN POLICY</span> <a href="#">Select</a>	€960.46 <span style="color: orange;">OUT OF POLICY</span> <a href="#">Select</a>
<ul style="list-style-type: none"> <li>✗ Trip not refundable</li> <li>✗ Trip not changeable</li> <li>✗ Hand luggage only</li> <li>Ⓢ Seat selection (with fee)</li> <li>✗ No priority check-in</li> <li>✗ No boarding priority</li> <li>✗ No lounge access</li> <li>Ⓢ Eligible for upgrade (with fee)</li> <li>📄 View fare details</li> </ul>	<ul style="list-style-type: none"> <li>✗ Trip not refundable</li> <li>✗ Trip not changeable</li> <li>✓ 1 bag</li> <li>Ⓢ Seat selection (with fee)</li> <li>✗ No priority check-in</li> <li>✗ No boarding priority</li> <li>✗ No lounge access</li> <li>Ⓢ Eligible for upgrade (with fee)</li> <li>📄 View fare details</li> </ul>	<ul style="list-style-type: none"> <li>✓ Trip fully refundable</li> <li>✓ Trip change for free</li> <li>✓ 1 bag</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> <li>📄 View fare details</li> </ul>	<ul style="list-style-type: none"> <li>✓ Trip fully refundable</li> <li>✓ Trip change for free</li> <li>✓ 2 bags</li> <li>✓ Seat selection</li> <li>✓ Check-in priority</li> <li>✓ Boarding priority</li> <li>✓ Lounge access</li> <li>✗ Not eligible for upgrade</li> <li>📄 View fare details</li> </ul>

## [TRAVEL] ENHANCEMENT FOR NON-COMPLIANT REASONS

<b>MADE FOR...?</b>	Traveler   Arranger   Travel Manager
<b>ACTIVATION</b>	On request
<b>COUNTRY</b>	All
<b>AVAILABLE ON...?</b>	Desktop   Mobile (GBT Mobile and Neo Mobile App)

### SYNOPSIS

When users select out of policy options, an improvement has been made to inform them that their choice is not compliant with their travel policy when the user makes the non-compliant selection.

**Out of your company's travel policy**

Your option is out of policy. Select an out of policy reason to proceed.

Out of policy reason \*

Comment

By using a drop-down menu, users are able to give the reason for the option being out of policy and provide a comment before clicking **Confirm Selection**.

Today the **Comment** field is free text, and automatically activated. With this version, this will remain activated but not mandatory. If you would like to deactivate the comment box, please contact your GBT Account Manager. When the Comment field is added, it will be automatically visible for both the traveler and the approver on the Itinerary page.

### ADDITIONAL INFORMATION

This feature also supports the check-out wizard migration by reducing the number of actions for the last part of the booking process.

**NOTE:** Free text comments are not considered for reporting purposes. Comments are only visible to approvers when using Neo's built-in approval workflow. External approval tools do not have visibility to these comments.

### SCOPE

This feature is applicable for:

- Transport
- Hotel
- Car Rental

## [CAR] SORTING DISPLAY

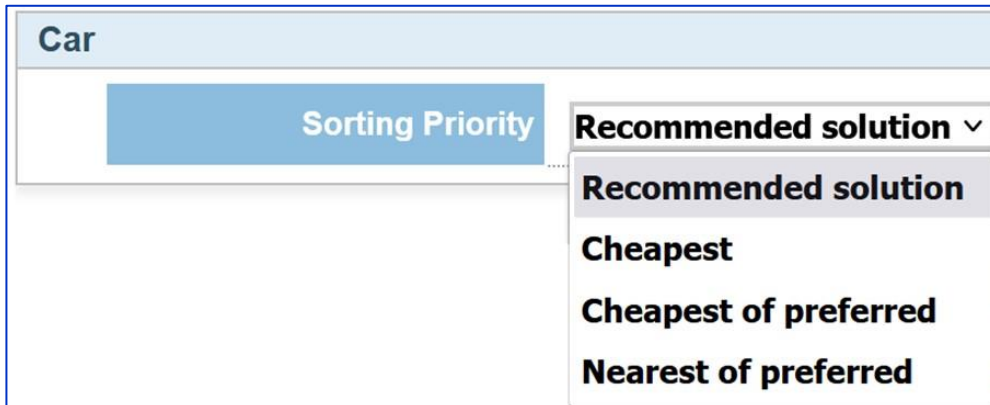
<b>MADE FOR...?</b>	Travel Manager
<b>ACTIVATION</b>	On request
<b>COUNTRY</b>	All
<b>AVAILABLE ON...?</b>	Desktop   Mobile (GBT Mobile and Neo Mobile App)

### SYNOPSIS

To enable the configuration of display order for car rentals, an improvement has been made allowing customers to push a specific supplier, or rate, to the top of the list of options for rental cars.

The sorting display order based on the following criteria can be defined on the [Results](#) page:

- Recommended (this is the current behavior based on the algorithm in Neo)
- Cheapest
- Cheapest of preferred
- Nearest of preferred





## [CAR] DISPLAY OF BASE RATE

<b>MADE FOR...?</b>	Travel Manager   Arranger   Traveler
<b>ACTIVATION</b>	On request
<b>COUNTRY</b>	All
<b>AVAILABLE ON...?</b>	Desktop   Mobile (GBT Mobile and Neo Mobile App)

## SYNOPSIS

A user's travel policy is either based on the total cost or base rate, depending on their configuration. In this version the base rate is enabled providing users with enhanced visibility on these rates.

Additionally, this activation allows sorting options to be applied on the base rates, and not only to the total costs.

The screenshot displays a car rental search result for a Hertz electric car. The interface includes a 'Car rental' header with a 'PUBLIC RATE' and 'ECONOMY' filter. A red box highlights the 'estimated total price' as €255.97, with a sub-note of '€ 106.65 base / day'. The rental details include pick-up and drop-off locations at Hertz \*GK\* in Paris, France, on July 23 and 25, 2024, at 10:00 AM. The car category is 'Economy, 2/4 Door, Automatic, Electric < 250 mi / 400 km A/C' and the type is 'B1 PEUGEOT E 208 OR SIMILAR'. A 'Select' button is visible at the bottom right.

The total estimated rate will remain visible as it is today.

## SCOPE

This information is available if the information is returned by the car supplier.

## [CAR] CAPPING RULES

<b>MADE FOR...?</b>	Travel Manager
<b>ACTIVATION</b>	On request
<b>COUNTRY</b>	All
<b>AVAILABLE ON...?</b>	Desktop   Mobile (GBT Mobile and Neo Mobile App)

### SYNOPSIS

To provide more flexibility in the Neo travel policies for cars and align with customer requirements, it is now possible to define a travel policy based on a reference rate which is based on the lowest price and takes into account different set criteria.

Customers can now define the following:

- A travel policy based on the lowest rate (total estimated rate or base rate)
- Criteria such as car supplier, type or class can be taken into account

### IMPORTANT

These new travel policy rules can be applied in addition to the existing car booking rules.

## [CAR | AMADEUS] ENHANCED PROCESS FOR CAR RENTALS

<b>MADE FOR...?</b>	Traveler   Arranger
<b>ACTIVATION</b>	Automatic
<b>COUNTRY</b>	All with Amadeus GDS ONLY
<b>AVAILABLE ON...?</b>	Desktop   Mobile (GBT Mobile and Neo Mobile App)

### SYNOPSIS

A traveler’s email address can now be sent directly to the car rental company during the sale of a rental car prior to the customer arriving at the sales counter. This has been made possible by allowing the car rental company to receive access to this information which is linked to the car segment.

This feature is required by Virtuo, a new vendor on the French market.

### SCOPE

Car rentals for Amadeus.

Only applicable for car rental companies that support this functionality.

## [TRANSPORT] SORTING DISPLAY

MADE FOR...?	Travel Manager
ACTIVATION	On request
COUNTRY	All
AVAILABLE ON...?	Desktop   Mobile (GBT Mobile and Neo Mobile App)

### SYNOPSIS

The sorting display on the **Transport Results** page has been upgraded to better correspond to specific customer needs. A new recommended sorting option allows users to prioritize flight duration in the sorting of the available transportation solutions.

This feature allows users to prioritize preferred flights with the shortest duration. The results will be sorted according to flight duration, regardless of the price of the flight options. For more detailed information please contact your Amex GBT account manager as the application of this new setting needs to be aligned with the overall travel policy including lowest logical airfare application.

#### USE CASE

- According to the configuration, both Air France and British Airways are both preferred airlines.
- Both airlines operate on a route from Paris to New York. However, British Airways has a longer flight duration than Air France.
- This new sorting option allows to sort and display the Air France flight option first on the results page, before the British Airways option since the flight duration of the Air France flight is shorter. (The previous sorting was defined according to the price of each flight).

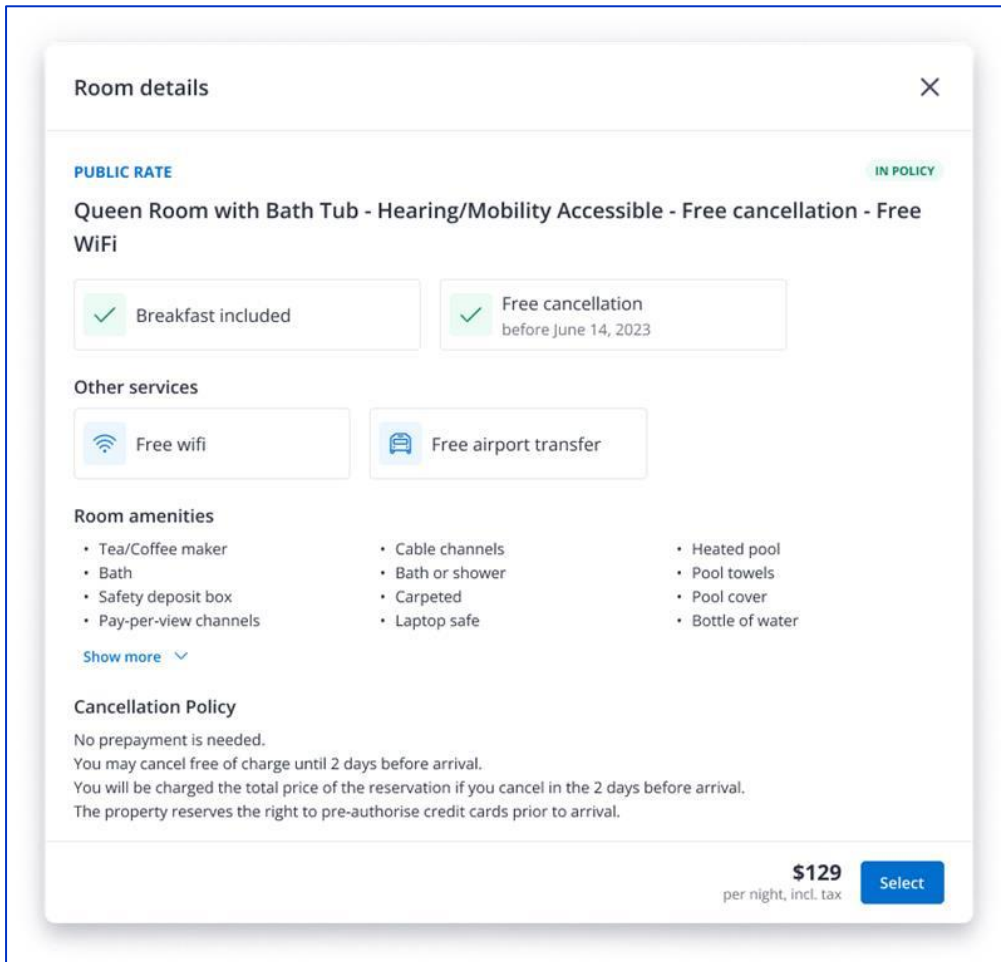
## [SMP HOTEL] AMENITIES: FREE SHUTTLES

MADE FOR...?	Traveler   Arranger
ACTIVATION	Automatic if SMP hotel content is enabled
COUNTRY	All where SMP hotel content is available
AVAILABLE ON...?	Desktop   Mobile (GBT Mobile and Neo Mobile App)

### SYNOPSIS

To provide more hotel content at rate level at rate level to users, Neo can now display two new amenities under **Other Services**:

- Free airport transfer
- Free transfer to client locations



**Note:** this is subject to amenities being loaded properly for a given rate. Please contact your GBT Account manager for more information.

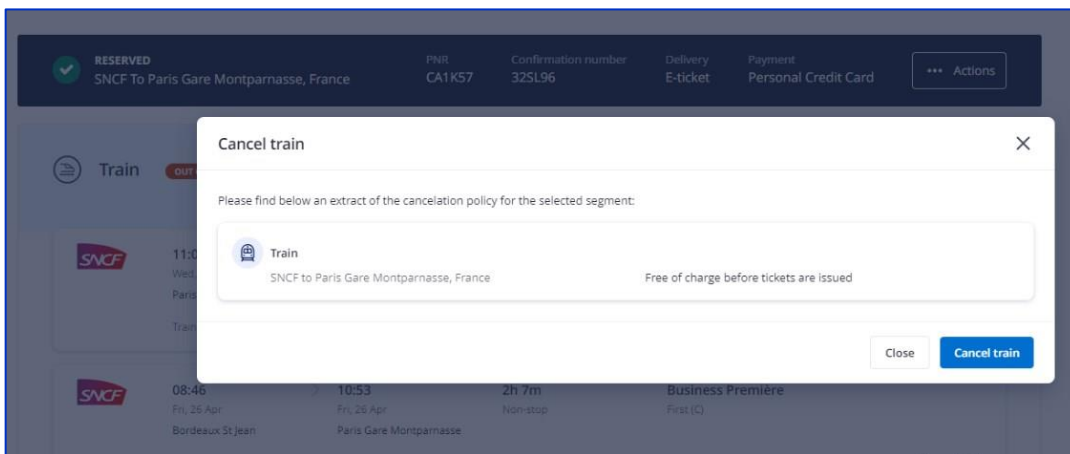
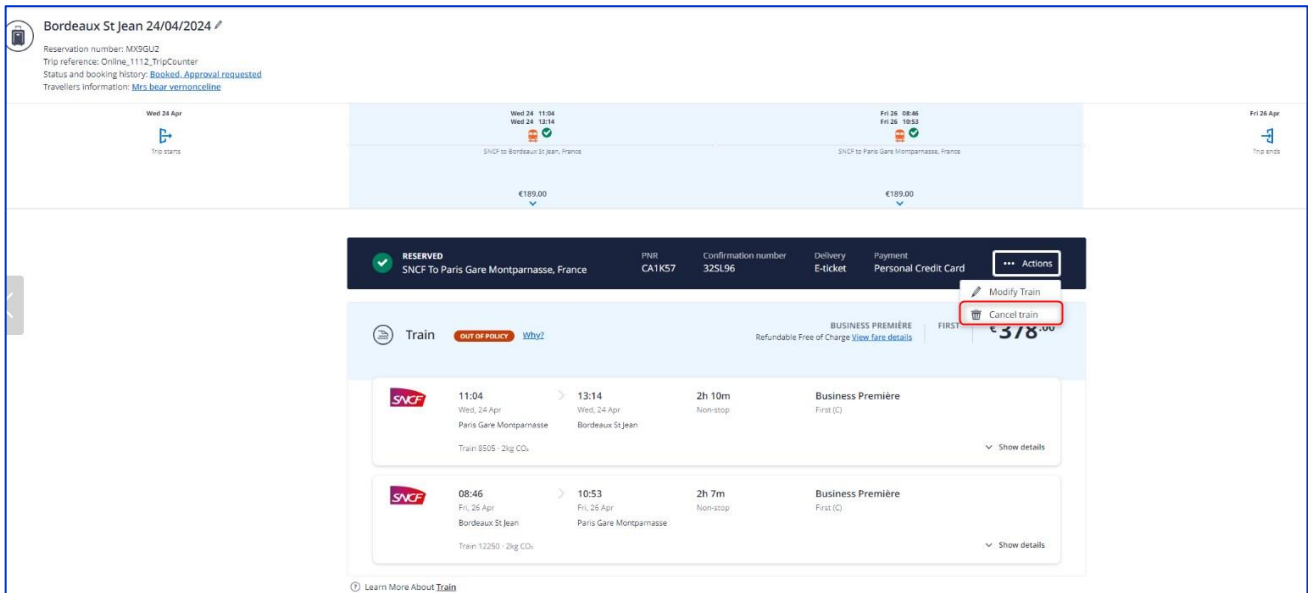
## [RAIL] SNCF: PARTIAL CANCELLATION OR REFUND

<b>MADE FOR...?</b>	Traveler   Arranger
<b>ACTIVATION</b>	Automatic – applicable ONLY if refund is enabled for SNCF
<b>COUNTRY</b>	France
<b>AVAILABLE ON...?</b>	Desktop   Mobile (GBT Mobile and Neo Mobile App)

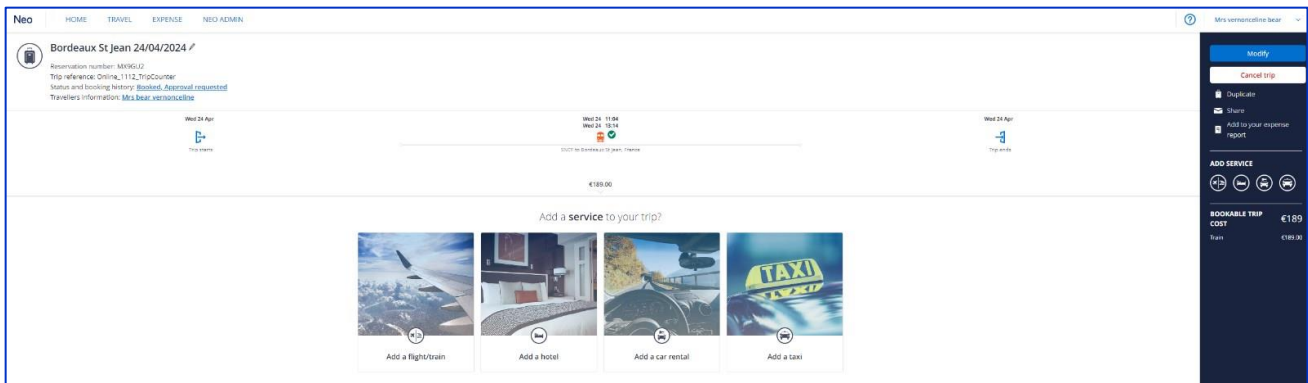
### SYNOPSIS

Travelers can now cancel a part of an SNCF trip.

For example, if a traveler has a round-trip with SNCF, they can cancel only one part of the trip (for instance the inbound) by going to that segment and clicking on **Cancel** (see screenshot below).



After clicking **Cancel**, a pop-in will be displayed with details on the canceled segment (see screenshot above).  
By clicking on **Cancel Train**, the traveler confirms that the segment will be cancelled.



## SCOPE

This is feature concerns ticketed SNCF trips **before and after departure**.

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PLATFORM



## [SAML SSO] SHA-1 ALGORITHM NO LONGER SUPPORTED

MADE FOR...?	Neo Admin
ACTIVATION REQUIRED?	No

### SYNOPSIS

SHA-1 algorithm has been set as deprecated for all new SSO configurations since 2021. However, up until now Neo continued to support it on existing configurations. This allowed customers to update their SSO signing certificate and signature method towards a stronger algorithm such as SHA-256.

Now that all existing configurations have been migrated, the SHA-1 option has been removed from the SAML SSO signature verification configuration. The remaining options are: SHA-256, SHA-384 or SHA-512.