



Neo™

Product Features FAQ

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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

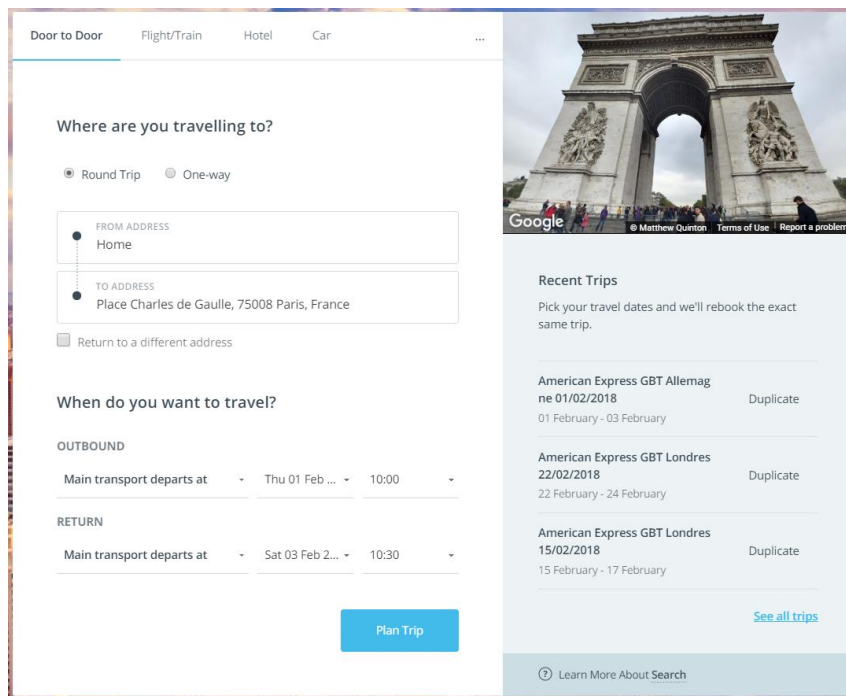
Criteria	Weight
User's booking history	+++
Compliance to policy	++
Distance (to meeting point)	+++
Hotel program	+++
Price	++

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 modes use the smart search engine?

The **Door to Door** search mode uses Neo's smart search engine. Smart search results are not displayed when doing **Flight/Train**, **Hotel**, **Car**, and **Multi-leg** searches.



The screenshot shows the 'Door to Door' search mode selected. The interface includes a search bar with 'FROM ADDRESS' (Home) and 'TO ADDRESS' (Place Charles de Gaulle, 75008 Paris, France). Below this, there are sections for 'When do you want to travel?' with 'OUTBOUND' and 'RETURN' options. The 'OUTBOUND' section shows 'Main transport departs at' on 'Thu 01 Feb ...' at '10:00'. The 'RETURN' section shows 'Main transport departs at' on 'Sat 03 Feb 2...' at '10:30'. A 'Plan Trip' button is at the bottom. On the right, there is a 'Recent Trips' section with a list of past trips and a 'See all trips' link.

1.3 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
- Single open-jaws at origin (flights returning to a different address)

Use the **Multi-leg** search mode (which can be found when clicking on the **three dots/More Options** icon) if you are searching for/booking a trip that includes:

- Open-jaw at destination
- Double open-jaw
- Multi-city trips
- A mix of air and rail content

1.4 Why are the smart search (Door to Door) results different than those from the other search modes?

Smart search is using a sophisticated algorithm balancing travelers' needs, time constraints, company policy, and personal preferences. It also compares multiple routings and city pairs.



1.5 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.

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.



User Profile

Mr Vernon Bear > General

User Profile		Update
Title: Mr	Change password	
Last Name: Bear	User's Group: GBT3 L1	
First Name: Vernon	Gender:	
Birth Date:		

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

Business Information		Update
Business Phone:	Business E-mail: virginie.millet@aexp.com	
Business Fax:	Business Mobile:	
I have read and accept the GBT Data Privacy Statement (please check the Resources section by clicking on the button on the top right in the menu bar):. <input type="checkbox"/> No		

General

- Preferences
- Expense Types
- Cards
- Passports
- Delegation

KDS Mobile

+ Get it on a new device

Last logon date: 25/04/2018 17:41:17
Warning: 1 unsuccessful attempt since this date.

Powered by **KDS/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 selecting **Yes**.

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**.

User Profile

Mr Vernon Bear › Cards

Credit Cards

[Add a new credit card](#)

Loyalty/Subscription Cards

[Add a new loyalty/subscription card](#)

› General

› Preferences

› Expense Types

› **Cards**

› Passports

› Delegation

KDS Mobile

+ [Get it on a new device](#)

Last logon date: 25/04/2018 17:41:17
Warning: 1 unsuccessful attempt since this date.

Powered by **KDS|neo**

+ [Get it on a new device](#)

Last logon date: 25/04/2018 17:41:17
Warning: 1 unsuccessful attempt since this date.

Powered by **KDS|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 finalising a booking.

Since other profile information, including loyalty card numbers, travel preferences, contact details, and addresses, cannot be altered during the booking process, it is recommended that you make any other changes prior to booking.

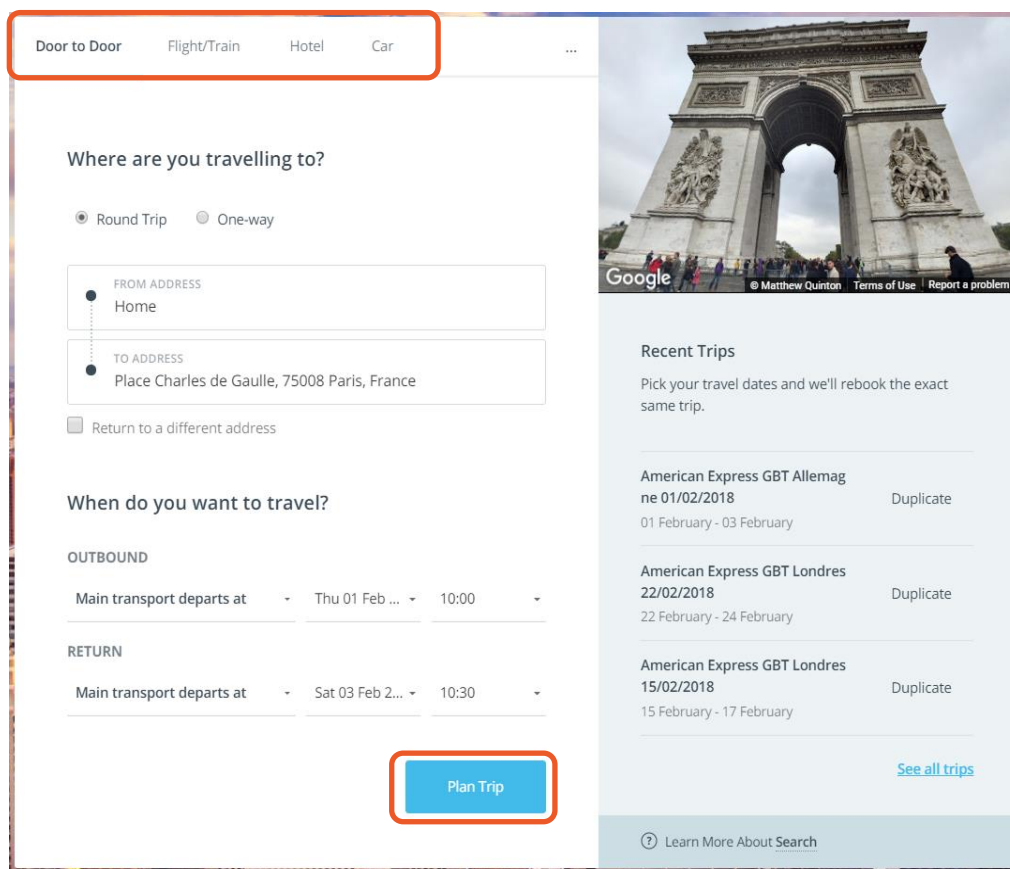
4. Creating and managing bookings

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 **Plan Trip**. You will be redirected to a screen with a graphical timeline displaying Neo's top recommendations for your trip. If you wish to edit a segment, you may do so by

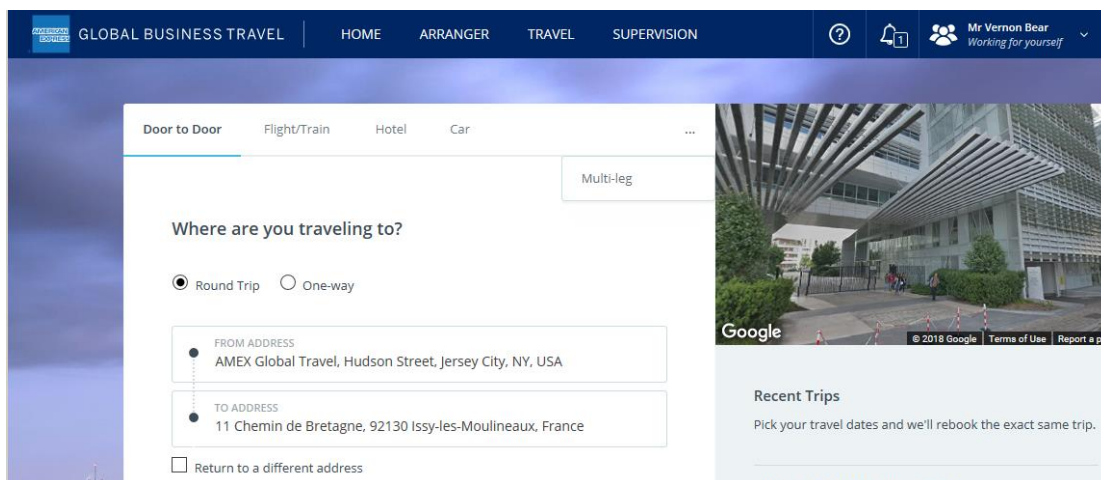


clicking the segment of the trip you wish to change from the timeline. You will be presented with more options. Select the option you prefer instead and it will populate into the timeline. Once you are satisfied with the full itinerary, click **Book** on the right-hand side.

Note: There is a different process for booking trips when doing a **Multi-leg** search.

4.2 How do I book multi-destination trips with Neo?

First, click **New Trip** on the home page. After being redirected to the search page, click on the **three dots (More options)** icon on the right-hand side and select **Multi-leg**. You then can begin filling in all the required fields and putting together your itinerary piece by piece.



4.3 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 a home address, 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.

4.4 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?

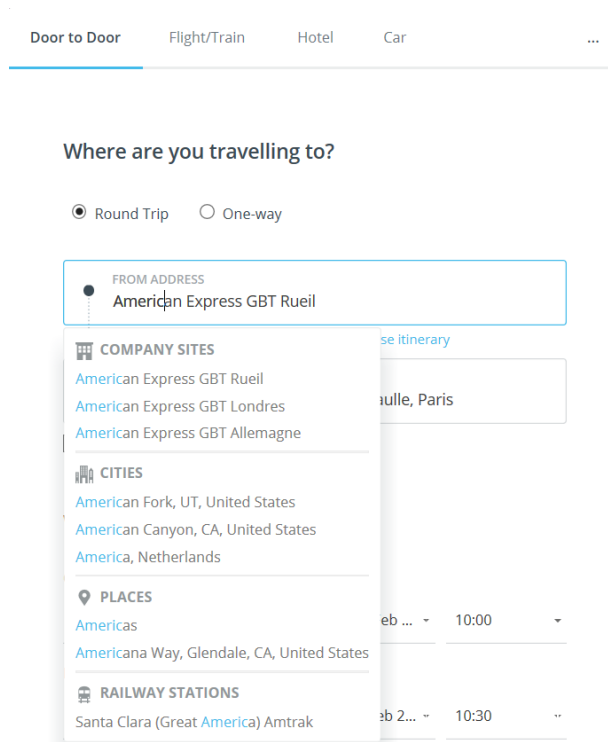
If a company or personal address has been included in the profile section, you can do a search simply by typing “office” or “home” instead of having to type in the entire address each time.

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.

4.5 Can I mix air and rail in the same booking/PNR?

By default, flight and rail recommendations will be proposed for both outbound and inbound.



But you also can bring up a mix of air and rail content by clicking **New Trip** on the home page, then on the **three dots** (**More options** icon) on the search page, and finally **Multi-leg**. You may have some rail options displayed for inbound combined with flights for outbound or the other way around. This may depend on the routing eligibility (i.e., flight/rail availability).

Alternatively, if you do a **Flight/Train** search, you can click **Return to a different address** to retrieve a mix of flight and air options.

AMERICAN EXPRESS


GLOBAL BUSINESS TRAVEL

HOME

ARRANGER

MORE...

?



Mr VERNON BEAR

Working for yourself

Powered by KLM

Door to Door

Flight/Train

Hotel

Car

...

Where are you travelling to?

☒ Round Trip
 ☐ One-way

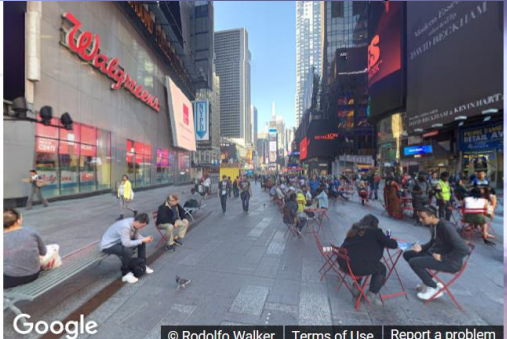
FROM

NCE - Nice

TO

New York - All Airports and Railways

☐ Return to a different address



Google

© Rodolfo Walker Terms of Use Report a problem

Recent Trips

Pick your travel dates and we'll rebook the exact same trip.

New York - All Airports an

AMERICAN EXPRESS


GLOBAL BUSINESS TRAVEL

HOME

ARRANGER

MORE...

?



Mr VERNON BEAR

Working for yourself

Door to Door

Flight/Train

Hotel

Car

...

Where are you travelling to?

☒ Round Trip
 ☐ One-way

FROM

NCE - Nice

TO


New York - All Airports and Railways

RETURN ADDRESS

Enter a full address

Please enter your return address

☒ Return to a different address



Google

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Recent Trips

Pick your travel dates and we'll rebook the exact same trip.

New York - All Airports an

d Railways 06/12/2018

06 December - 08 December

Duplicate

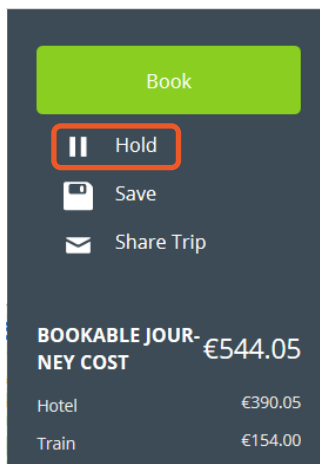
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4.6 How can I hold a trip?

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 certain taxis as well 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.



4.7 How can I modify a trip?

A booking only can be modified within Neo if the modification feature has been enabled on the site and before the segment has been ticketed. If that's the case, you may modify a trip by clicking **List of Trips** on the home page. Select the itinerary you wish to change and click **Modify**.

Note: If a trip segment needs to be modified after ticketing (or if the modification feature has not been enabled on your site), please call an American Express Global Express Travel (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.

4.8 How can I cancel a trip?

Locate the trip you wish to cancel in **List of Trips** (which can be found on the home page) and select **Cancel**.

Note: You only can cancel a trip in Neo if it hasn't been ticketed yet. If it has been ticketed, please call an 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.

4.9 Can I save a trip as a draft?

Yes. If you are unable to finalise your trip (e.g., some important information is missing in your profile that you need to update before booking a 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 finalise the booking, you can do so by clicking **List of Trips** found on the home page and bringing up that trip.



4.10 I often travel to the same destination. Is there a way I can save a trip itinerary and reuse it for future bookings?

Yes. To do so, click **List of Trips** on the home page. There you will see a list of all the current and previous bookings you have made. Select the trip you wish to recreate and click **Convert into template**. When you would like to use that itinerary for future bookings, go to **List of Trips** and then to **Trip Templates** on the right-hand side.

My Trips Travel Policy non compliant Direct acc

Filter **Current** Trips I have booked All

All | None Cancel Booking Duplicate Delete Convert into template

	Name	Departure	Travellers	Booker	Price
<input type="checkbox"/>	 New York, NY, USA 15/01/2018 Not booked	15/01/2018	Mr Vernon Bear	Mr Vernon Bear	1,513.33 EUR
<input type="checkbox"/>	 American Express GBT Londres 15/02/2018 Not booked	15/02/2018	Mr Vernon Bear	Mr Vernon Bear	612.63 EUR

4.11 Am I able to duplicate an itinerary and use it for another trip?



Yes, there are two ways to duplicate a trip itinerary:

1. Neo stores your trips in the **Recent Trips** list (found on the right-hand side of the search page). From this list, click the one you wish to copy and then click **Duplicate**.
2. From the home page, click **List of Trips**. 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**.

My Trips Travel Policy non compliant Direct acc

Filter **Current** Trips I have booked All

All | None Cancel Booking Duplicate Delete Convert into template

	Name	Departure	Travellers	Booker	Price
<input type="checkbox"/>	 New York, NY, USA 15/01/2018 Not booked	15/01/2018	Mr Vernon Bear	Mr Vernon Bear	1,513.33 EUR
<input type="checkbox"/>	 American Express GBT Londres 15/02/2018 Not booked	15/02/2018	Mr Vernon Bear	Mr Vernon Bear	612.63 EUR

4.12 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).

4.13 Why are some segments in the timeline bookable and other elements are not?

There are two types of segments displayed in the timeline: bookable and nonbookable elements. Bookable elements include flights, rail (if applicable), hotels, and cars as well as other ground transportation, in some circumstances. These can be booked/paid through the regular booking process in Neo.

Nonbookable elements, such as meals, some taxis, etc., are listed under **Estimated Additional Expenses** 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.).



4.14 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 pop up in the search results just like regular fares and are featured with a special “web fare” icon. You can combine a web fare booking with a hotel and car rental just like you would for any other type of fare and you can book special services, when available.



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?

The list of credit cards accepted by each carrier is displayed in **Special services**. If a credit card does not show on the carrier’s list, it means all booking attempts using this card will fail.

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 Can I hold a web fare booking?



Web fare bookings are confirmed and purchased instantly at the time of booking. Therefore, you cannot hold a web fare. Even if the **Hold** feature is activated on Neo and available to the user, it will not prevent a web fare booking from being confirmed and paid for instantly.

5.6 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?

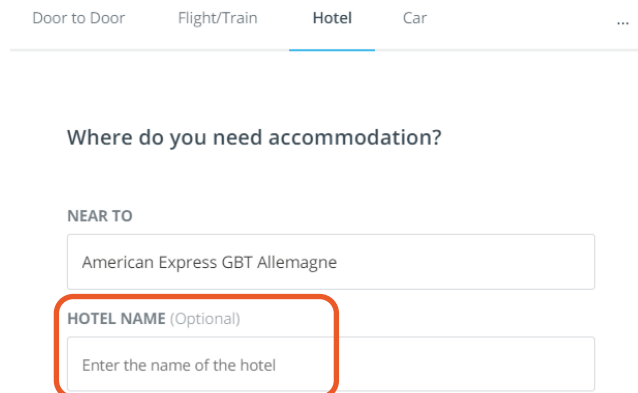
There are two ways to search for hotel content:

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. If you do not like the option given, you may click on that segment in the timeline and two more options will be revealed. To view even more options, you then can click **See more hotel solutions**.
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 from the graphical timeline.

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 **Hotel Name** search box.



6.3 Are my company's preferred hotels displayed in Neo?

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

If you do not see all of your company's preferred hotels in the list, click **See more hotel solutions** to display a map with additional hotel options.

7. Rail

7.1 What rail content is available in Neo?

Neo offers content from SNCF, SNCB, Deutsche Bahn, Trainline, and Swedish Rail. Renfe is being validated at this point.

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*
Domestic routes including TER (transport express regional) International routes: Eurostar, Thalys, SNCF-Renfe en cooperation, Alleeo	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*
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: 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 Cards*
Domestic routes in Germany and routes to and from Germany	Public fares	BahnCard 25
	Corporate fares with BMIS number (corporate ID)	BahnCard 50
		Business BahnCard 25
		Business BahnCard 50
		bahn.bonus Card
Trainline – availabilities usually open three months before departure date		
Routes	Fares	Loyalty/Subscription Cards*
Domestic UK routes	Published fares	National Railcard:
	Corporate fares	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		
Swedish Rail		
Routes	Fares	Loyalty/Subscription Cards*
Domestic routes in Sweden	Published refundable	SJ PRIO (loyalty)
Routes from Sweden to Norway	Published non-rebookable/refundable Corporate fares	Årskort Silver (subscription)
		Årskort Silver Plus (subscription)
		Årskort Guld (subscription)
		Årskort Silver Resplus (subscription)
		Årskort Silver Plus Resplus (subscription)
		Årskort Guld Resplus (subscription)
Renfe		
Routes	Fares	Loyalty/Subscription cards*
Domestic direct routes in Spain	Published refundable	+RENFE
	Published non-rebookable/refundable	Tarjeta Dorada
		Tarjeta Joven RENFE

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

Options that are not supported:

Swedish Rail: government rates and rebookable fares

Renfe: government rates and rebookable fares

Trainline: international routes outside the United Kingdom

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
- Single open-jaw at origin (returning to a different address)

For the following types of rail bookings, please use the **Multi-leg** search:

- Single open-jaw at destination
- Double open-jaw
- Multi-destination
- When mixing air content with rail (not available for Renfe in Spain)

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** (**More options** icon).

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

7.5 I am having trouble finding rail content. Why might that be?

Train proposals are only suggested for distances above 30 kilometres, except in the United Kingdom, where the minimum distance is 5 kilometres.

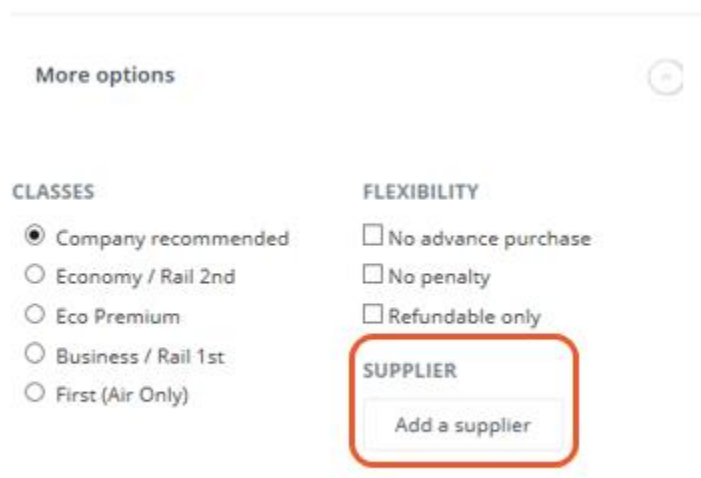
If the distance is above 30 kilometres and there still is no train proposal displayed in the **Best Match Transport** options, they can be viewed by clicking **See more transport solutions** at the bottom of the page.

There are more transport solutions
available for this route

See more transport solutions

For **Swedish Rail** content: When searching for Uppsala-Arlanda-Copenhagen using **Door to Door**, a train will be suggested for Uppsala-Arlanda to feed the air segment Arlanda-Copenhagen.

Alternatively, you can search specifically for **Swedish Rail** when **Flight/Train** by clicking **More options** and adding the supplier name in the field under **Supplier**:



For **Trainline** content: a maximum of five train proposals are received from Trainline per search.

7.6 How do I modify the recommended trains and fare types?

Before booking, 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.

For Swedish Rail and Renfe:

Please note: in the case of a return trip, outbound and inbound recommendations are displayed separately. Therefore, when you click on the outbound recommendation, it only will allow you to see alternative trips and change rates for this outbound segment.

If you need to modify the inbound proposals, you will need to click on the inbound section from the graphical timeline and **See more transport solutions** or **Change fare/class** for this segment.

7.7 Can I book a specific seat, a meal, or select a train with Wi-Fi service?

Rail vendor	Seat	Meal	Wi-Fi service
SNCF	Yes. Depending on the train service, you may ask for seat preferences, a specific seat, or a seat close to another one (to travel close to another passenger, for example). These requests will be granted based on SNCF availability, fare type, and train type. Seat assignment confirmation is known after booking completion.	No.	No.
SNCB	Yes.	No.	No.

	On trains where a seat reservation is allowed, you can ask to be seated next to another traveler.		
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.	No.	No.
Trainline	You can request a seat to be assigned automatically if 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).	Not applicable.	Not applicable.
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.
Renfe	A seat is automatically assigned. Travelers' preferences are considered if stored in their profile.	Not applicable.	No. If Wi-Fi is included as a free service onboard the train, it will show on the issued ticket.

7.8 What forms of payment do the rail carriers accept?

Rail vendor	Supported forms of payment	Not supported
SNCF	Lodge card Individual credit cards	
SNCFB	Lodge card Individual credit cards	
Deutsche Bahn	Lodge cards (no data from supplemental management information fields is sent on card statements) Individual credit cards	
Trainline	Business travel account payment only	All others



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Swedish Rail	Lodge cards only	No individual credit cards
Renfe	Lodge cards only	No individual credit cards

7.9 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 ¹ Note: When booking a TER-only ticket, the ebillet is not sent via email. The ticket must be retrieved in Neo. ¹ This is an SNCF limitation.
	“Pick up at train station” Eurostar PDF	To print at station from the kiosk Available in Neo ¹
SNCB	PDF document	Available in Neo ¹
Deutsche Bahn	Dbahn PDF	Available in Neo ¹
Trainline ²	Self-collection (station or ticket machines)	Collection reference information is sent via email by Trainline—to be used to pick up the ticket
	Print Your Own (PYO) ³	PDF sent as an attachment from a Trainline email—then needs to be printed out
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
Renfe ⁴	PDF	Available in Neo ¹

1 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.

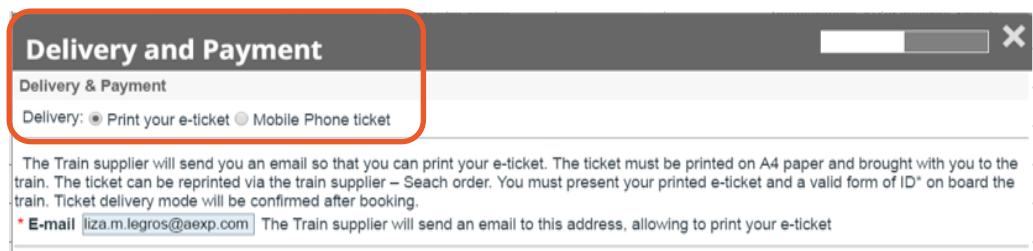
2 “Mailing address” or “local printer” methods of delivery are not supported by Neo. Trainline and Neo both will send an email with a PDF attachment of the ticket.

3 Not all routes are eligible for PYO method of delivery.

4 Renfe SMS/mobile ticket and Passwallet are not available.

7.10 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.



7.11 Is it possible to cancel and/or modify a rail booking that has been booked in Neo?

Deutsche Bahn / Trainline / Renfe / Swedish Rail / SNCB: No. Bookings are issued instantly. If you need to cancel or modify your booking, please contact an American Express GBT travel counsellor.

SNCF: Yes, a rail booking can be modified before ticketing.

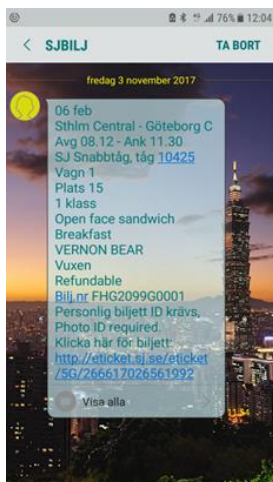
7.12 My trip itinerary is on hold/pending approval. What happens to my rail booking?

Deutsche Bahn / SNCB / Swedish Rail / Trainline / Renfe: 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 on hold or 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 put on hold without being ticketed.

7.13 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.



7.14 Swedish Rail only: As a travel arranger, can I book rail content for a guest traveler?



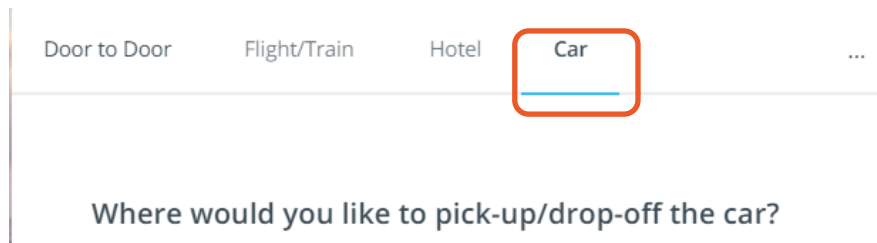
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Yes, however a guest traveler booking always will have to be charged to the company lodge card.

8. Car rental

8.1 How do I search for car rental content in Neo?

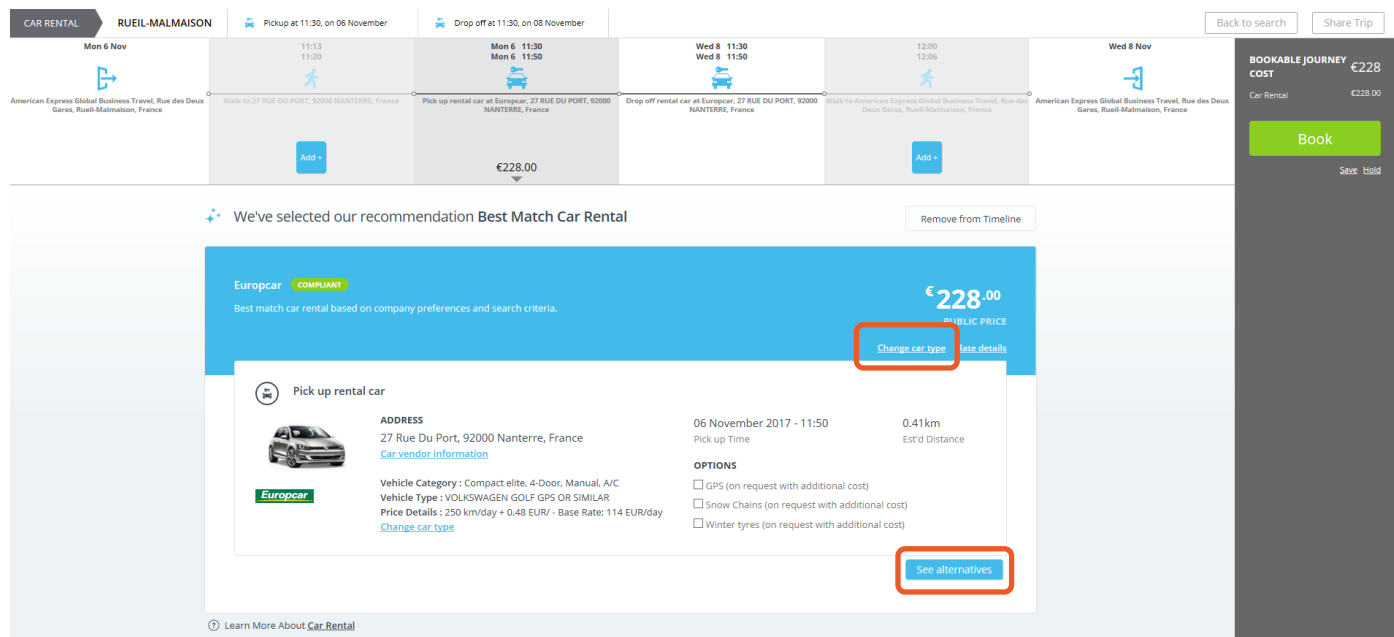
You can access car rental content by using the **Car** search mode.



You also may try the **Door to Door** search. However, a car rental option only will be displayed if it's relevant to your itinerary since another option, such as taxi or ground transportation, may be more suitable. If you don't see the car rental option in the timeline, you may click **See alternatives** 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.

Door to Door
Flight/Train
Hotel
Car
...

Where would you like to pick-up/drop-off the car?

PICK-UP ADDRESS

Home

☐ Drop off at a different address

When?

PICK UP

Thu 01 Feb 2018 10:00

DROP OFF

Sat 03 Feb 2018 10:30

Search


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.

We've selected our recommendation **Best Match Car Rental**
Remove from Timeline

Avis Rent-a-car COMPLIANT
Best match car rental based on company preferences and search criteria.
€170.57
AMEX LIGHT
Change car type Rate details



Pick up rental car

ADDRESS
Aeroport D', 83400 Hyeres, France
[Car vendor information](#)

Vehicle Category : Intermediate, 4-Door, Manual, A/C
Vehicle Type : RENAULT SCENIC
Price Details : 200 km/day + 0.21 EUR/ - Base Rate: 71.37 EUR/day
[Change car type](#)

AVIS
Preferred Car Rental

06 November 2017 - 11:50
Pick up Time

1.00km
Est'd Distance

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

See alternatives

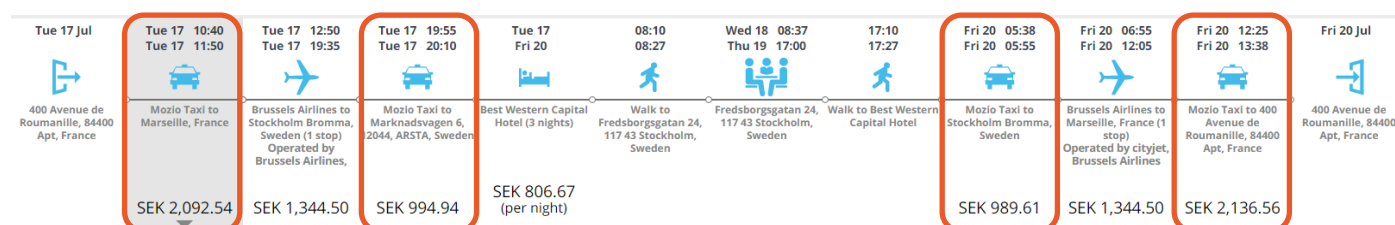
9. Taxi and other ground transportation

9.1 What types of ground transportation suppliers can I book?

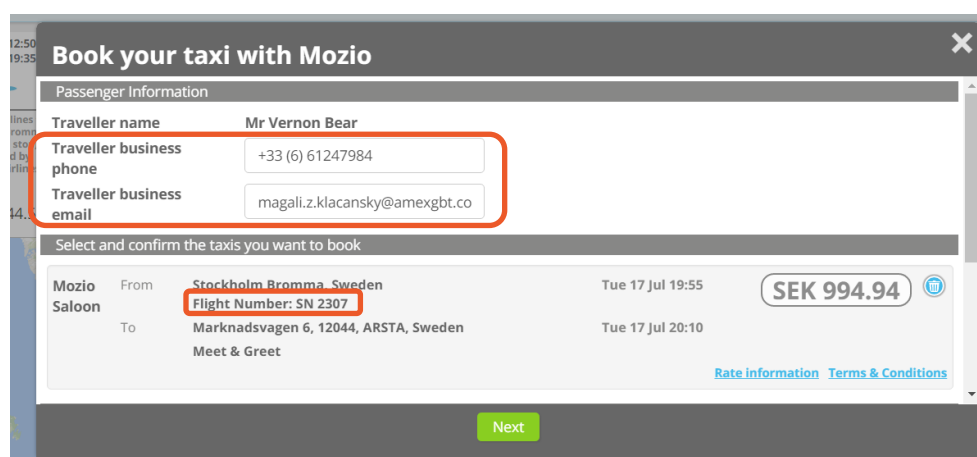
Taxis, black cars, and limos can be booked in Neo, depending on the configuration of a client's account and the specific availability in a geographic location.

9.2 How do I book a taxi?

Depending on the trip itinerary, Neo may recommend taxi options when you search for a trip using **Door to Door** or **Flight/Train** search modes. They automatically will appear in the graphical timeline.



When you reach the booking stage, you will be prompted to insert details for your specific taxi reservation, including the traveler's business phone number and email address as well as the flight number. Please ensure there is a space between the airline code and flight number. Otherwise, it may result in an error and you will be prompted to start again.



Book your taxi with Mozio

Passenger Information

Traveller name: Mr Vernon Bear

Traveller business phone: +33 (6) 61247984

Traveller business email: magali.z.kiacansky@amexgbt.co

Select and confirm the taxis you want to book

Mozio	From	To	Time	Price
Saloon	Stockholm Bromma, Sweden	Marknadsvagen 6, 12044, ARSTA, Sweden	Tue 17 Jul 19:55	SEK 994.94

Flight Number: SN 2307

Meet & Greet

[Rate information](#) [Terms & Conditions](#)

Next

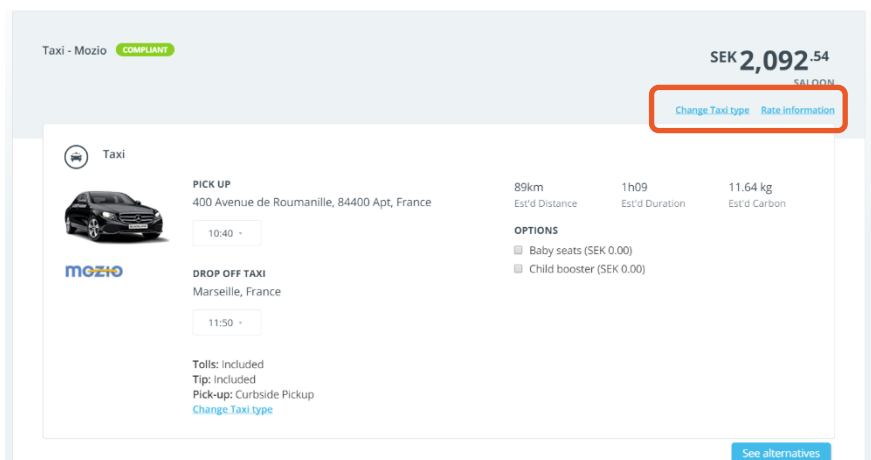
Once those details have been entered, click **Next**. Select the traveler's individual credit card (if the information has been stored in the profile) and **Confirm terms & conditions**.

9.3 How do I view the details of the taxi that Neo is recommending?

As with any other content displayed on the graphical timeline, simply click the taxi segment for which you would like to view more information. More details, such as pickup and drop-off locations, times, distance, duration, CO₂ footprint,

and the name of the taxi supplier, will be displayed on a new screen. The taxi supplier's name also will be available on the confirmation email that will be sent to you.

From this display, you can click **Change Taxi type** (to view more taxi company options) or display **Rate information**.



9.4 Why am I seeing this symbol when looking at ground transportation options?

This indicates “unresolved transport” and means that there is no ground transport options available in that location other than taxi and, due to policy, that option is not being displayed within the system.

9.5 Are taxi recommendations always bookable?

No, some taxis may not be bookable even if an option is displayed on the graphical timeline. You can tell it is not bookable when trying to view the taxi details and it says **Estimated** instead. If a taxi is displayed for informational purposes only, you can view its estimated cost by clicking **Estimated Additional Expenses** on the right-hand side under the **Book** button.

9.6 When the taxi is displayed for informational purposes only, why is the taxi price estimated by Neo different than the one paid to the taxi provider?

Neo uses a reference table to estimate taxi costs. Therefore, the final price paid to the taxi provider may be different than Neo's estimate.

9.7 What forms of payment can I use when booking a taxi?

Individual credit cards are the only form of payment that can be accepted at this time. Lodge cards will be supported at a later stage.

Please note:

- Payment for a taxi booking is instant and the credit card will be charged immediately at the time of booking.
- Upon payment completion, the traveler will receive a payment confirmation from Stripe, an online payment processing system.

9.8 Will I receive a confirmation after booking a taxi?



You will receive a confirmation email from American Express GBT sent from <info@mozio.com>. **Note:** Please be sure to save the confirmation email, as it will include a link allowing you to cancel your taxi reservation at any time. Your taxi reservation information also will be included in the usual notification email Neo sends to confirm your booking.

9.9 Can I hold a taxi reservation?

No, you cannot put a taxi on hold like you can do with a flight. If a flight booking is on hold and then gets cancelled (i.e., the trip is not ticketed), the taxi reservation must be cancelled separately.

9.10 How do I cancel a taxi reservation?

Before ticket issuance of the main transportation:

- You can cancel your entire booking, taxi included, by going to **List of Trips**, clicking the box next to the trip you wish to cancel and then **Cancel Booking**.
- You also can cancel the taxi reservation only (keeping the rest of your trip) by cancelling it from the graphical timeline.

After ticket issuance of the main transportation:

- You only can cancel your taxi reservation using the link embedded in the confirmation email received upon booking. **Note:** Please make sure you have registered first to the ground transportation portal. Please contact your navigational support team for assistance.
- Upon cancellation, you will receive an email confirming the cancellation and then a second one confirming the refund (as per the cancellation policy).

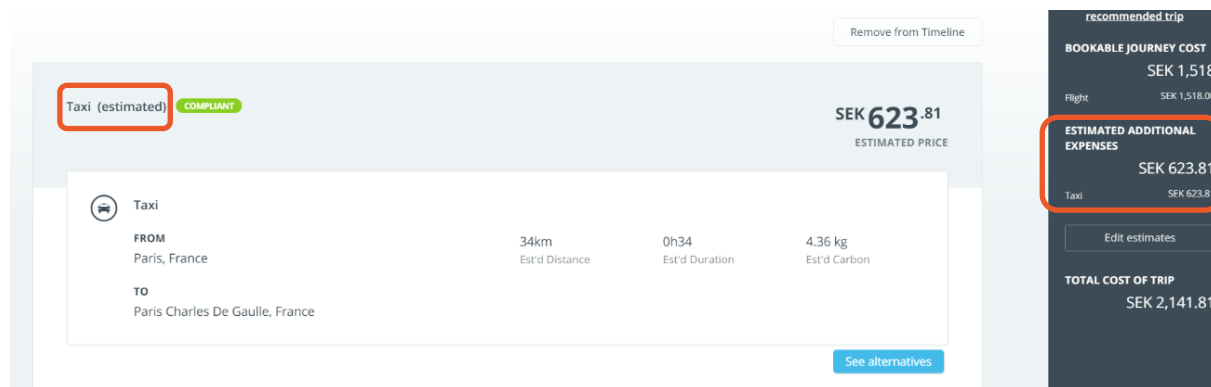
Note: If the cancellation is done in Neo, you also will receive the usual notification for trip cancellation.

9.11 Where can I check the taxi's cancellation policy?

This information can be found under **Rate information** when selecting a taxi segment from the graphical timeline.

9.12 Can I book a taxi only?

For the moment, standalone taxi reservations are not possible and must be booked with an air or rail reservation.



FROM	TO	Est'd Distance	Est'd Duration	Est'd Carbon
Paris, France	Paris Charles De Gaulle, France	34km	0h34	4.36 kg

9.13 Are taxi reservations visible in the Amex GBT Mobile app?

Yes, taxi reservations booked via Neo are now visible in the Amex GBT Mobile app itinerary.

9.14 Does Neo display public transportation options, such as bus and metro?

Yes, Neo displays public transportation options in more than 50 countries with schedules and stop names as well as associated colors for metro, underground, overground, bus and Velib, a bicycle-sharing system in Paris. Options are provided by Google Transit. For a list of cities where such options are available, check <http://maps.google.com/landing/transit/cities/index.html>.

If a city is featured in the list provided by Google Transit with the phrase “No routing” next to it, it means schedules are not provided by Google Transit and therefore public transportation options won’t be offered as alternatives in Neo (since Neo’s alternative results for public transportation are based on schedules).

Note: Public transportation options are displayed for informational purposes only. They cannot be booked and information may be incomplete for some locations. Public ground transportation options will not show if a search request is made for a departure two to three months in advance.

For travel managers

10.1 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.

10.2 When travelers use smart search (Door to Door) to make bookings, will there be any impact on savings reports?

The fare benchmark is the one coming from the first recommended option (displayed on the timeline page). With smart search, the best recommendation is based on critical criteria, such as departure or arrival time, not only price. Therefore, it may be that the benchmark is not the lowest fare.

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.

Book

⏸ Hold

💾 Save

✉ Share Trip

✖ €61.40 above recommended cost

BOOKABLE JOURNEY COST €701.86
 Flight €253.36
 Hotel €448.50

ESTIMATED ADDITIONAL EXPENSES €0.00

Edit estimates

TOTAL COST OF TRIP €701.86

Fare Comparison

	Your trip	Recommended trip	Missed Savings
Flight	€253.36	€0.00	€253.36
Train	€0.00	€162.00	-€162.00
Hotel	€448.50	€448.50	€0.00
Taxi	€0.00	€29.96	-€29.96
Transport	€0.00	€0.00	€0.00
Total	€701.86	€640.46	€61.40

10.3 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.



10.4 Do I need to have an additional module activated to get Estimated Additional Expenses displayed?

Estimated Additional Expenses will be displayed by default but the categories and subcategories can vary as they require additional settings and may not be offered on all sites. Please contact your account manager for further assistance.

10.5 Will Estimated Additional Expenses be displayed in confirmation emails?

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

10.6 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, and taxi 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.

10.7 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.

10.8 Is HotelHub/Booking.com content displayed in Neo?

Yes, Neo displays HotelHub/Booking.com results on the graphical timeline page. HotelHub content is available to clients in France, the United Kingdom, Germany, Sweden, Denmark, and Norway. Booking.com content is available to clients in Belgium and the Netherlands as direct connect and GDS content.

10.9 Can travel policies be set up for ground transportation?

It is possible to set up travel policy rules for ground transportation (compliant/noncompliant/hidden) and it can be done based on the following criteria:

- › Transportation mode (taxi, public transport, driving own vehicle, walking, cycling)
- › Traveler category
- › Location (country or city)
- › Maximum distance
- › Time (e.g., from 9 p.m. to 6 a.m.)
- › Maximum cost (estimated for taxi and driving)