



## LOGGING IN

### **Q. I have forgotten my password and the system will not accept my temporary password.**

A. Neo will email you a temporary password if you have forgotten your password. You must type the password in exactly as it appears, do not copy and paste it, in order to access the system and reset your password.

## PROFILES

### **Q. Can I update profiles for different travellers?**

A. If you are assigned the role of a Travel Arranger you should be able to update the profiles of those travellers assigned to you.

### **Q. I cannot find a traveller profile?**

A. Please ensure that you are searching using the travellers last name (as per their passport).

If you cannot find the traveller that you are looking for, it is possible that either they do not have a profile or that you have not been given the responsibility for travel arranger for that particular traveller. Please contact your administrator to set up their profile or assign you responsibility as their travel arranger.

### **Q. My surname is different from my passport?**

A. You can change your name to match your passport by choosing the Profile tile from your Neo Home page. Click 'Update' on the top right of the User Profile details, make the necessary change and click 'Apply Modifications' at the bottom of the screen. Please allow approximately 20 minutes for this update to synch to our reservation systems before making any new reservations online or offline.

### **Q. Do I need to have a profile if I will not be making bookings for myself?**

A. As a traveller arranger, you need to have a profile on Neo, even if you are not travelling. You must have your details up to date in case a consultant needs to contact you. When you access NEO, you must use your personal login and password which will bring you to your own profile, and from there you can arrange travel on behalf of the travellers you have been assigned the responsibility for.

## **BOOKING PAGES**

### **Q. I am receiving an error message when I try to make a booking.**

A: If there is any information missing from the traveller's profile or in the incorrect format, that is required by the system to make a booking, the system will not allow you to proceed. Please carefully read the error message and then check that the information in the profile that correlates to the error message is all up-to-date and correct. These error messages could be anything from the country code within the phone number to problems with frequent traveller numbers.

### **Q. Certain flights or airlines are not showing when I am searching for flights**

A: The system searches for flights based on factors that you decide, such as departure time and it will also consider your company travel policy/preferences. Try leaving your search criteria as open as possible by leaving the departure times as 'Anytime', you can narrow your options later on the results page using the filters or change the order of the results view by switching from 'Recommended' to 'Fastest', Earliest or 'Cheapest'

### **Q. Where can I check the hotel cancellation fees?**

A. Click on the required hotel, the Map View on the right of the screen will be replaced with further details about the hotel. From here you will have the option to click on the text 'Rate Details' and the full rate details will appear in a pop-up screen, scroll down to read the cancellation penalties.

### **Q. How can I tell if the hotel rate showing is one of my preferred corporate rates?**

Rates negotiated by your company will be labelled with your company name showing just below the hotel chain logo on the results page.

### **Q. How can I change/cancel a flight on Neo**

A. If you need to make a change or cancel an airline reservation, please contact your offline travel consultant.