

AMEX GBT
Neo

Release Notes Neo 24.3

20 July 2024

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AMEX GBT

Neo

NEO TRAVEL



[AIR] END OF PNR IMPORT LEGACY

SYNOPSIS

The former PNR import robot has been decommissioned with the Neo 24.3 release.

[OLD TRIP LIST] DECOMMISSIONED FROM NEO 24.3

MADE FOR...?	Arranger
ACTIVATION REQUIRED?	No

SYNOPSIS

From Neo 24.3, the old trip list view has been decommissioned. All customers have already been automatically migrated.

[TRANSPORT SEARCH FORM] TIME PICKER NOW ALLOWS USER INPUT

MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

To help users target a specific time when searching for specific trips, the new transport search form allows performing a search using very specific departure or return times.

Departure date *
06/15/2024

Departure time *
4:35 PM

Return date *
06/16/2024

Return time *
3:00 PM

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Date format MM/DD/YYYY

Time format h:mm AM | PM (example: 6:26 PM)

Cancel

Done

Certain carriers, such as Trainline in the United Kingdom, only provide a limited number of results per search (approximately 5 trains). On the journeys which have many trains departing per hour (every 5-10 minutes), only a few of these trains are retrieved and appear in the search results. This change allows users to search for trains which match their criteria.

[NEO] PRICE-CHANGE TOLERANCE ADDED AT TIME OF BOOKING

MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	Yes
ADMIN SUITE NODE	Travel Policy Price Change Tolerance
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

Occasionally a user may select a fare during the booking process that is no longer available when the traveler begins the check-out process. To control costs and avoid bookings with significant price discrepancies, the new price change tolerance feature is now available.

This new feature is activated in Admin Suite under the node: **Travel Policy | Price Change Tolerance**

General Settings

Name	Test Travel Policy
Workflow	Default Workflow
Hotel Policy based on	Booking Rules
Air/Rail Policy Details	<input checked="" type="checkbox"/> Display link in the KCR
After User Applies Modifications to a Trip	Always restart validation cycle
Tolerance for Price Increase	0 %
Price change tolerance	%

Cancel the booking if the price change exceeds the configured tolerance. Changes at booking

The price change tolerance is an amount which is expressed in percentages. If activated at the time of booking, the following will be reflected:

- If there is a price change below a certain percentage, there will be no change. The user will be warned of the increased price at the last step of the checkout, and the booking is then completed.
- If there is a price change that is over the amount configured by the price change tolerance, the trip will automatically be canceled regardless of fare flexibility.

Examples:

- When booking a flight from an airline (GDS), a rental car or hotel, if the price increase is over the tolerance defined in the travel policy the entire trip will be canceled
 - **NOTE:** If the user books transport that triggers cancellation due to this tolerance being exceeded, and they had also booked a pre-paid/advance purchase penalty hotel or car booking, that penalty will likely still apply.
- When booking a service that is either instant purchase or non-refundable, services will be canceled, and penalties may be applied.
- Following the cancellation of the trip, the traveler and the arranger (if applicable) will receive separate emails which include:
 - Booking confirmation
 - Cancellation email

NOTE: Void will still be processed if activated.

WHAT'S NEXT?

Further improvements are expected in a future release on the following:

- User messaging to improve the understand of the user is currently being investigated, and the user flow will be improved as a consequence of these findings.
- User email flow is expected in a future version of Neo.

SCOPE**Limitations**

- The tolerance will be applicable during the initial booking.
- Cancellations must be activated and supported in Admin Suite.
- This is applicable for any supplier, and any fares and rate types (non-refundable with or without penalties, low-cost carriers, instant purchase carriers...). If a user books from a low cost or instant purchase carrier, even if the feature is activated, it may be too late, and the payment may be processed.

OUT OF SCOPE

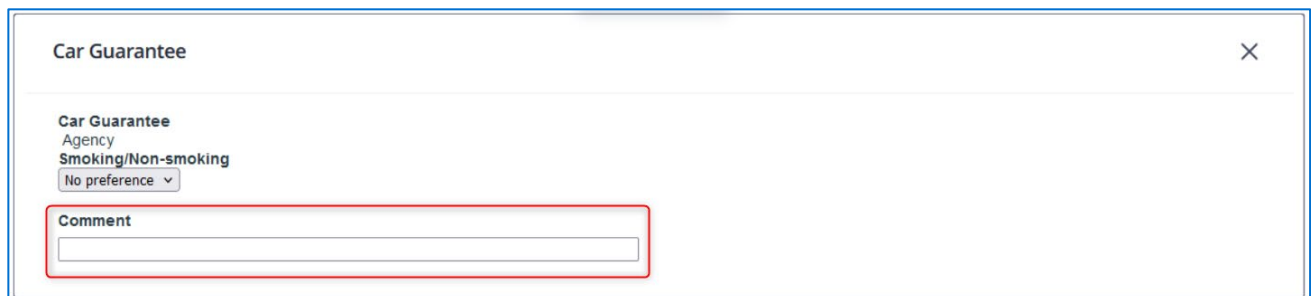
If an existing booking is modified, the tolerance will not be applied.

[CAR] NEW COMMENT FIELD

MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	Yes
ADMIN SUITE NODE	Reference Table Suppliers Car Rental Comment
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

Users will now be able to inform car rental agencies about a particular request, such as a second driver or specific car transmission, a new feature will allow users to specify their requests in a comment field. Information in this field will then be transmitted to car rental agencies at the time of booking.



The screenshot shows a 'Car Guarantee' dialog box with a close button (X) in the top right corner. Inside the dialog, there is a section titled 'Car Guarantee' with the following fields: 'Agency', 'Smoking/Non-smoking' (with a dropdown menu showing 'No preference'), and a new 'Comment' field. The 'Comment' field is highlighted with a red border, indicating it is the new feature being introduced.

ACTIVATION

The activation of the car comment field, as well as the limitations for a CRS and specific supplier are managed by the reference table:

[Reference Table](#) | [Suppliers](#) | [Car Rental Comment](#)

LIMITATIONS

Amadeus

Car Supplier	Minimum characters	Maximum characters
Avis	3	24
Budget	3	24
Default limit	3	25

Sabre

Car Supplier	Minimum characters	Maximum characters
Avis	1	24
Budget	1	24
Default limit	1	60

Galileo

Car Supplier	Minimum characters	Maximum characters
Avis	1	24
Budget	1	24
Default limit	1	90

SCOPE

This feature is supported for Amadeus in the Neo 24.3 release.

[AIR] RETENTION OF CABIN CLASS AND BRAND

MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	Yes
ADMIN SUITE NODE	Travel Policy Price Change Tolerance
VALIDATION BY AGENCY REQUIRED?	No

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 keep the cabin and brand (if applicable) and continue by booking the best option. This is possible if the checkbox **Keep Cabin Class** is ticked under the Admin Suite node **Travel | Policies | Travel policy name | General settings**

The screenshot shows the 'General Settings' form for a Travel Policy. The 'Cabin class' checkbox is highlighted with a red rectangle. The form includes various settings for travel policies, such as Name, Workflow, Hotel Policy based on, Air/Rail Policy Details, After User Applies Modifications to a Trip, Tolerance for Price Increase, Price change threshold, Price change, Time Window, Prevent Bookings, Trip Amendment Reason, Out of policy reason, and Is required.

General Settings	
Name	Travel Policy Name
Workflow	Default Workflow
Hotel Policy based on	Booking Rules
Air/Rail Policy Details	<input checked="" type="checkbox"/> Display link in the KCR
After User Applies Modifications to a Trip	Always restart validation cycle
Tolerance for Price Increase	0 %
Price change threshold	%
Price change	<input type="checkbox"/> Update compliance if hotel price changes at booking
Time Window	[None]
Cabin class	<input type="checkbox"/> Keep cabin class during booking
Prevent Bookings	0 days before departure
Trip Amendment Reason	<input type="checkbox"/> Must specify reason for amending trip
Out of policy reason	<input checked="" type="checkbox"/> Display the free text field for out of policy reason
Is required	<input type="checkbox"/> Makes the field Out of policy reason mandatory in Neo

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

[RAIL] SILVERRAIL FOR THE US MARKET: NEW API FOR AMTRAK

MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

Neo will implement a new Amtrak API, which is provided through connecting with SilverRail. This migration took place on 26 June 2024.

The following fare offers will now become available in Neo:

- **Flexible:** these fares are refundable and modifiable free of charge
- **Value and Sales:** Fares are refundable with an additional charge. It is not possible to modify the journey.

Users must now also provide their date of birth. It will also be necessary for users to agree to Amtrak's terms and conditions by ticking a checkbox which appears on the user interface during the booking flow:

Fare Purchase

Purchase Agreement

You must agree to the general sales conditions in order to authorize Neo to book.
Warning: Make sure you have checked fare conditions prior to making your booking in Neo.

☒ I have read and I accept the general sales conditions. I authorize Neo to book.

[Read the general sales conditions for Amtrak](#)

Required additional security Code

Please enter the additional security code as required by your company's payment process

Supplier: Amtrak

Credit Card: 3782*****0005

Security code:

(3 or 4 digits)

The text for the terms and conditions can be found by clicking [here](#).

IMPORTANT: The change from the previous API does not require any modification or change on behalf of the customer since all changes are implemented by Amtrak behind the scenes.

FOR ADMIN

In the version Neo 23.4 SP2, the new format of the context has been changed as per the request made by Amtrak/SilverRail. Since then, a unique context per TMC exists, and has been used to create new bookings to migrate towards the new API.

[RAIL] TRAINLINE: PARTIAL CANCELATION ERROR MESSAGE

MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	Yes

SYNOPSIS

As part of implementing the new Trainline API and the RDG accreditation, Neo has improved the message displayed to users during a partial cancelation by displaying the message if part of the trip has not been canceled.

If a traveler cancels a Trainline ticket and not all legs have been successfully canceled, users will now see the following error message:

“Your cancelation has been partially made according to the travel policy of the fare(s) book. To see if your tickets that have not been refunded, please logout and then login again.”

SCOPE

This message will be displayed when travelers cancel a Trainline trip, and when at least one of the legs of this trip is not refundable nor able to be canceled.

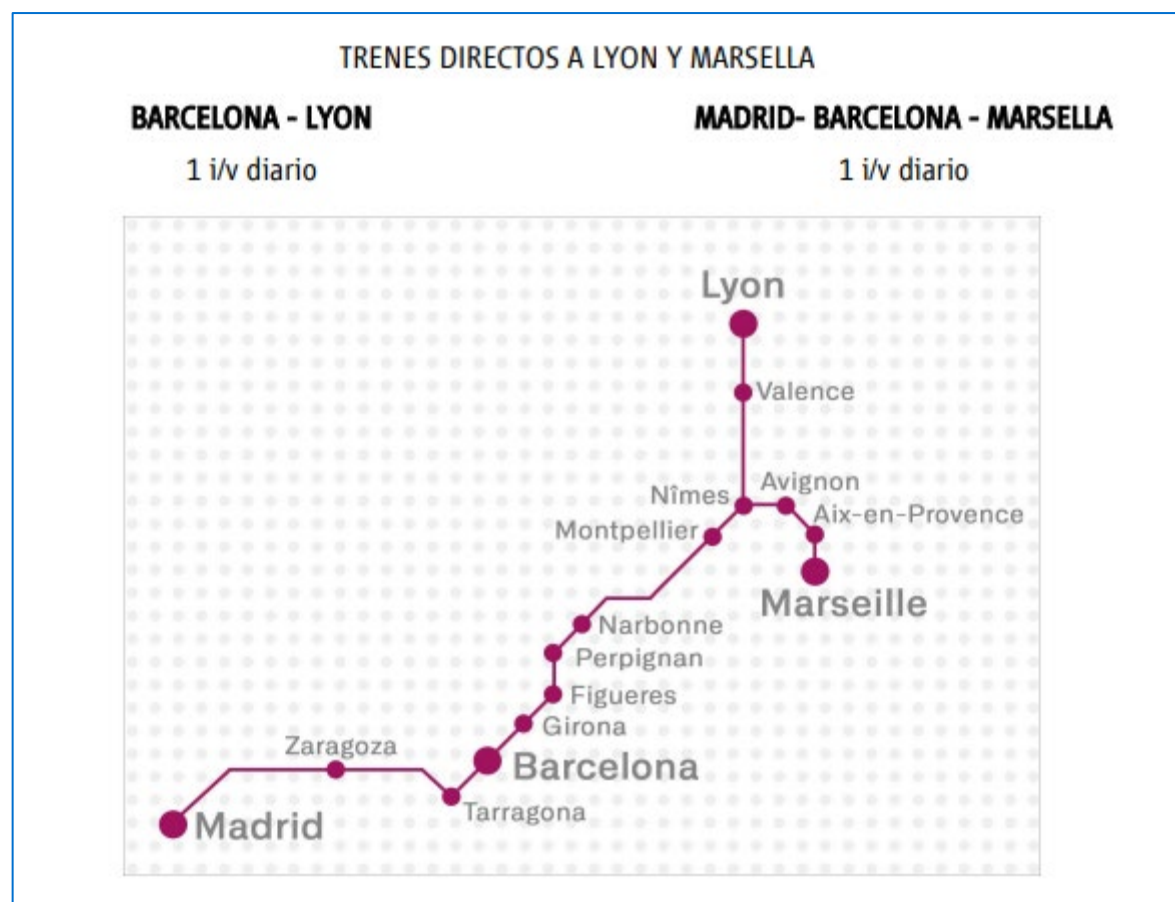
[RAIL] RENFE: SPAIN / FRANCE

MADE FOR...?	Traveler Arranger Travel Manager
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	Yes

SYNOPSIS

The railway service, Renfe, has extended their service to Lyon, France.

The networks covered by Renfe between Spain and France with their high-speed trains ('AVE') are detailed in the image below:



ESPAGNE - FRANCE



Gares	BARCELONE - LYON 9737	MADRID - MARSEILLE 9725
Madrid-Puerta de Atocha		13:25
Guadalajara		13:50
Zaragoza Delicias		14:50
Camp de Tarragona		15:46
Barcelona-Sants	08:19	16:34
Girona	09:01	17:16
Figueres Vilafant	09:18	17:33
Perpignan	09:52	18:02
Narbonne	10:32	18:46
Montpellier St Roch	11:28	19:55
Nîmes	12:00	20:26
Avignon TGV		20:49
Aix-en-Provence TGV		21:11
Marseille St Charles		21:23
Valence TGV	12:45	
Lyon Part Dieu	13:20	

FRANCE - ESPAGNE



Gares	LYON - BARCELONE 9742	MARSEILLE - MADRID 9730
Lyon Part Dieu	14:35	
Valence TGV	15:11	
Marseille St Charles		08:04
Aix-en-Provence TGV		08:18
Avignon TGV		08:40
Nîmes	15:59	09:01
Montpellier St Roch	16:28	09:33
Narbonne	17:26	10:39
Perpignan	18:11	11:18
Figueres Vilafant	18:38	11:42
Girona	18:55	11:59
Barcelona-Sants	19:34	12:50
Camp de Tarragona		13:23
Zaragoza Delicias		14:25
Guadalajara		
Madrid-Puerta de Atocha		15:45

[HOTEL] IMPROVEMENTS FOR THE USER INTERFACE


MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

Previously when a hotel's name contained more than a certain number of characters, the name of the hotel would not be fully displayed.

For clarity, users will now be able to see the entire name of the hotel since the number of characters has been increased in the field HotelName.

BEFORE



Ac Hotel By Marriott Washington Dc Conve ★★★★★

4.4/5 727 reviews 30 ft from search location

☕ Breakfast option available
✓ Free cancellation available


📶 🚶 🅇 🦿

\$340
per night, incl. tax

[View hotel](#)

IN POLICY

AFTER



**Ac Hotel By Marriott Washington Dc
Convention Center** ★★★★★

4.4/5 727 reviews 9 m from search location

☕ Breakfast option available

📶 🚶 🅇 🦿

\$340
per night, incl. tax

[View hotel](#)

IN POLICY

[GDS] END OF MIGRATION FOR SABRE

MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

With this release, the migration of Neo's connectivity to Sabre's new web services has been completed.

Neo took the opportunity to use more robust and updated technology which offers connectivity to Sabre.

This update was a long-term project. To make the transition as smooth as possible, Neo made the technical updates which were seamless to our customers.

REMINDERS OF FEATURES FROM SERVICE PACK RELEASES

SERVICE PACK 1: 18 JUNE 2024

[EXCHANGE] EXCHANGE AFTER DEPARTURE

MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	Yes
ADMIN SUITE NODE	Travel Policies Travel Policies
VALIDATION BY AGENCY REQUIRED?	Yes

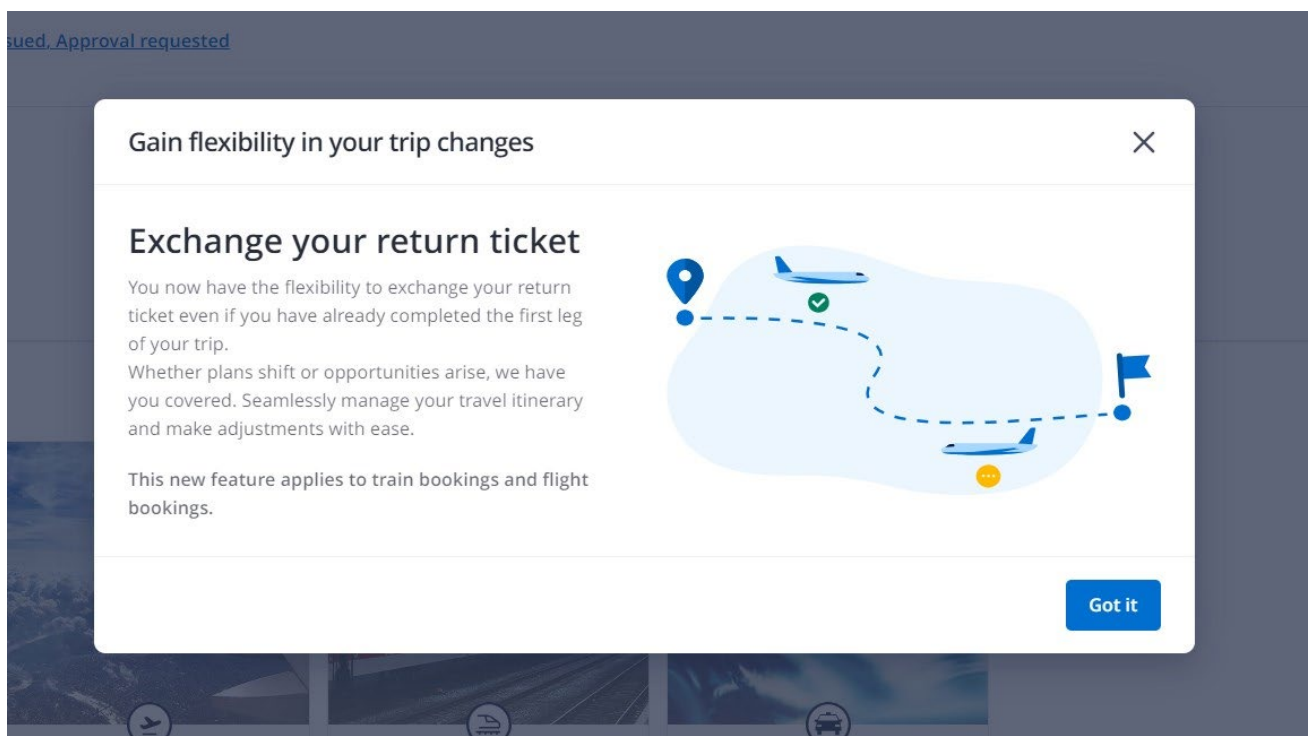
SYNOPSIS

The feature Exchange after departure process was delivered in Neo 24.1, allowing traveler and arranger to exchange tickets when the service has been booked online.

To promote this feature to both travelers and arrangers, a new page is now displayed.

When opening a ticketed trip, travelers will see the following page which highlights the option to make an exchange after beginning their trip. This new page will only be displayed once for each traveler, and is displayed in the following circumstances:

- The trip contains air and the page has not yet been displayed for this condition
- The trip contains a rail trip, and the page has not yet been displayed for this condition
- The trip contains both rail and air segments, and the page has not yet been displayed for this condition



Once the page has been displayed for all the above conditions, it will be dismissed and no longer displayed for the traveler or arranger concerned.

CONFIGURATION

To benefit from this feature, **Exchange after departure** must be activated for at least one CRS.

Activation for 'Exchange after departure' is made in Admin Suite under the node: **Travel | Policies | Travel Policies**

Clicking on the checkbox **Enable exchange** enables exchange of trips in Neo.

After clicking on **Allow PNR Modification** and **Enable Exchange**, this section **CRS allowed for exchange after departure** will appear.

SCOPE

This modal is displayed only if the Exchange after departure is activated in the Admin Suite, for at least one CRS.

[AIR] MORE DIRECT FLIGHTS NOW OFFERED

MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

Users often ask for easier ways to find non-stop flights. In this release, the search logic has been enhanced to prioritize non-stop flights beyond the search time-window over connecting flights that match the search time window.

BEFORE

One way


Company recommended class

From *
Milan - All Airports

To *
DXB - Dubai

Departure date *
10/06/2024 - 08:00

In the search for a flight from Milan to Dubai from 8:00 am, the flights displayed on the shopping page will have one stopover:











Recommended

Recommendations are based on a combination of criteria established by your company, including price, travel policy and preferred suppliers. Duration, number of stops and CO₂ emissions are also considered. [Know more about recommended sorting](#)





Sort by
Recommended

▼

<div></div> <div><div>09:40 (MXP) Mon, 10 Jun</div><div>></div><div>20:55 (DXB) Mon, 10 Jun</div></div> <div><div>9h 15m 1 Stop (DOH)</div></div> <div><div>Economy Classic Economy (Q, O) Change fare/class · View seats</div><div><div></div></div></div> <div><div>€274 Total Price</div><div><div>IN POLICY</div><div>Show details</div></div></div> <div><div>Select</div></div>
<div></div> <div><div>09:40 (MXP) Mon, 10 Jun</div><div>></div><div>21:25 (DXB) Mon, 10 Jun</div></div> <div><div>9h 45m 1 Stop (DOH)</div></div> <div><div>Economy Classic Economy (Q, O) Change fare/class · View seats</div><div><div></div></div></div> <div><div>€274 Total Price</div><div><div>IN POLICY</div><div>Show details</div></div></div> <div><div>Select</div></div>
<div></div> <div><div>09:45 (MXP) Mon, 10 Jun</div><div>></div><div>22:35 (DXB) Mon, 10 Jun</div></div> <div><div>10h 50m 1 Stop (BAH)</div></div> <div><div>Economy Light Economy (X, X) Change fare/class</div><div><div></div></div></div> <div><div>€370 Total Price</div><div><div>IN POLICY</div><div>Show details</div></div></div> <div><div>Select</div></div>
<div></div> <div><div>10:50 (MXP) Mon, 10 Jun</div><div>></div><div>00:20 (DXB) Tue, 11 Jun</div></div> <div><div>11h 30m 1 Stop (IST)</div></div> <div><div>Promotional Economy (V, V) Change fare/class</div><div><div></div></div></div> <div><div>€289 Total Price</div><div><div>IN POLICY</div><div>Show details</div></div></div> <div><div>Select</div></div>

AFTER

With this update, direct flights will now be included for the same search:

Recommended					
Recommendations are based on a combination of criteria established by your company, including price, travel policy and preferred suppliers. Duration, number of stops and CO ₂ emissions are also considered. Know more about recommended sorting					
Sort by Recommended					
	13:40 (BGY) Mon, 10 Jun	21:55 (DXB) Mon, 10 Jun	6h 15m Non-stop	Public Fare Economy (M) Change fare/class	€369 Total Price IN POLICY Show details
	13:40 (BGY) Mon, 10 Jun	21:55 (DXB) Mon, 10 Jun	6h 15m Non-stop	Eco Flex Economy (K) Change fare/class · View seats	€571 Total Price IN POLICY Show details
	09:40 (MXP) Mon, 10 Jun	20:55 (DXB) Mon, 10 Jun	9h 15m 1 Stop (DOH)	Economy Classic Economy (O, O) Change fare/class · View seats	€274 Total Price IN POLICY Show details
	14:05 (MXP) Mon, 10 Jun	22:10 (DXB) Mon, 10 Jun	6h 5m Non-stop	Eco Flex Economy (K) Change fare/class · View seats	€577 Total Price IN POLICY Show details

[AIR] SABRE: SEATMAP FOR WESTJET

MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

Users now can select and confirm a seat for WestJet flights,

This enhances the user experience since prior to this release, users were able to see and select a seat on the seat map for WestJet. However, at the end of the booking flow, they received a warning stating ***“Your seating request could not be fulfilled”***.

10:00 AM
Mon, Aug 19

Toronto Pearson International, Canada (YYZ)
Terminal 3
Toronto, ON, CA

5h 12m

WESTJET
WestJet · WS 707 · Operated by westjet · Boeing 737

12:12 PM
Mon, Aug 19

Vancouver, Canada (YVR)
Terminal M
Vancouver, BC, CA

Premium
Premium Eco (R)
3F

LOYALTY REWARD [View loyalty program](#)

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NEO EXPENSE

[EXPENSE] NO IMPORT OF DUPLICATED AMERICAN EXPRESS TRANSACTIONS

MADE FOR...?	Accountant
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

The American Express card transactions feed will frequently include duplicates of transactions which causes confusion at the time of import. To avoid issues linked to these duplications, the duplicated Amex transactions will be ignored and no longer imported.

This behavior has already been put in place for Mastercard 'cdf3' import format and has now been extended to American Express card transactions.

SCOPE

American Express GL1025 format.

[EXPENSE] NEW AUDIT RULE BASED ON CUSTOM FIELD

MADE FOR...?	Accountant
ACTIVATION REQUIRED?	Yes
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

A new audit rule based on the custom field (closed list type) values has been implemented to provide customers with a more complete list of rules to configure.

When an expense report is submitted with at least one expense line containing a specific value in the custom closed list field, configured in the audit rule, the audit rule is triggered, and the expense report is sent to the accountant for manual review.

REMINDER: For this to be configured, the expense report workflow must be set to one of the following:

- Audit, Accounting agreement then supervision
- Supervision then Audit and accounting agreement

[EXPENSE] COMPLIANCY WITH ISO 4217 ON CURRENCIES AND DECIMALS

MADE FOR...?	Traveler Expense Manager
ACTIVATION REQUIRED?	No
VALIDATION BY AGENCY REQUIRED?	No

SYNOPSIS

The ISO 4217 rule defines the number of decimals authorized per currency. To comply with this rule, from Neo 24.3 the following currencies will be changed to 0-decimal currencies:

CFA Franc BCEAO	XOF
Burundi Franc	BIF
CFA Franc BEAC	XAF
Chilean Peso	CLP
Comorian Franc	KMF
Djibouti Franc	DJF
CFP Franc	XPF
Guinean Franc	GNF
Iceland Krona	ISK
Yen	JPY
Won	KRW
Guarani	PYG
Rwanda Franc	RWF
Uganda Shilling	UGX
Vatu	VUV
Dong	V ND

Currencies not mentioned in this list will remain as they are at present, i.e. with two decimals.

JPY, KRW and VND currencies are displayed with 0 decimal in Neo.

The TWD currency will be changed from 0 to 2 decimals in order to be compliant with the ISO 4217 rule.

AMEX GBT

Neo

PLATFORM

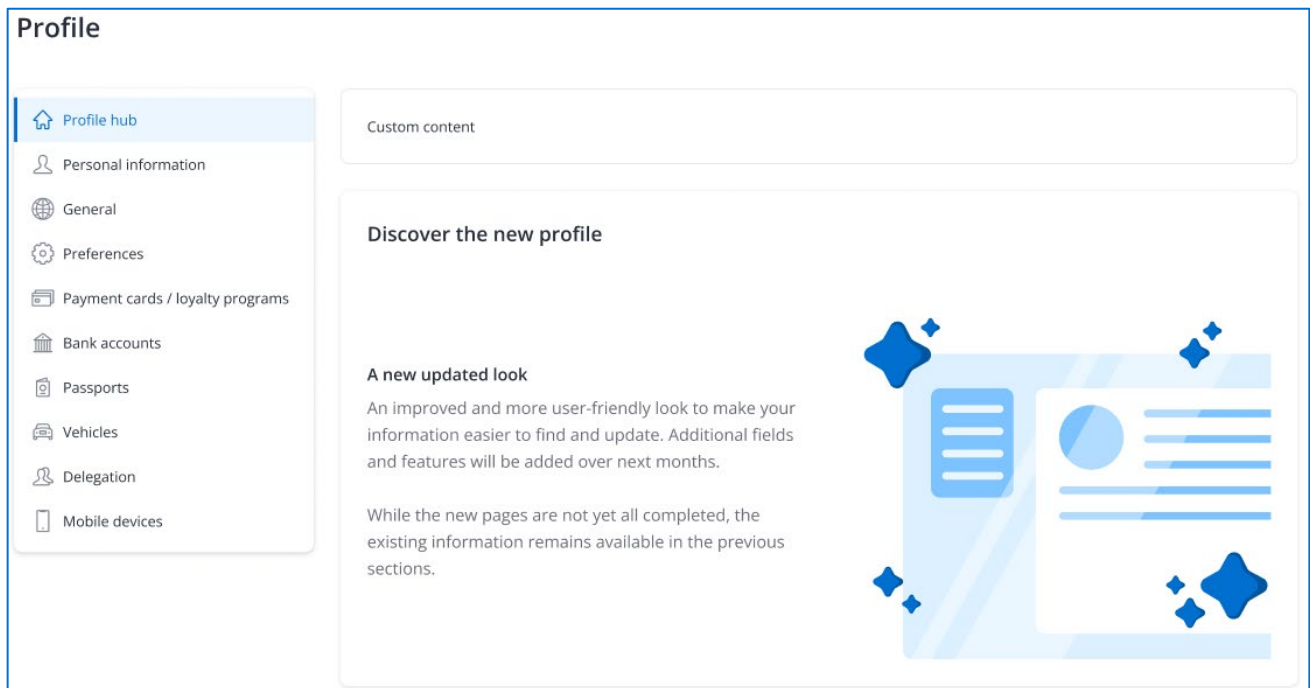
[USER PROFILE] PROFILE PAGE ENHANCEMENT

MADE FOR...?	Traveler
ACTIVATION REQUIRED?	No

SYNOPSIS

In order to improve the accessibility and user experience when updating traveler profiles, this release includes the following enhancements to the profile page:

- **Profile Hub:** this page displays customer or agency specific content (this is the same content as previously displayed in the profile's General section). Users will now receive information here concerning the latest changes made to profile pages:



- **Personal Information:** this section gathers personal details as well as personal contact information:

Profile

Personal information

General

Preferences

Payment cards / loyalty programs

Bank accounts

Passports

Vehicles

Delegation

Mobile devices

Personal details

 Edit

Ms. Dr. Penelope Barnes

Date of birth 01/01/1990

Gender Missing information

Contact information

 Edit

Address 1234 Elm Street
10001
New York, NY, USA

Phone number +12125551234

Mobile number +12125551234

Personal email penelope.barnes@email.com

- **Mobile devices:** here in this section, the list of mobile devices which are currently attached to a specific Neo profile account will be displayed. Users will be able to remove devices from this section:

Profile

General

Preferences

Payment cards / loyalty programs

Bank accounts

Passports

Vehicles

Delegation

Mobile devices

Connected mobile devices

If your company has activated one of these options, you can add a new device by either logging in via app using Single Sign-On (SSO) or generating a QR code from the "Mobile app - Activate now" tile in the home page.

ANDROID - HUAWEI HMA-L30

Active
Valid until 16/01/2024

Remove this device

IOS - APPLE IPHONE

Expired
Add as new device to reactivate

Remove this device

The other sections in the user profile will remain available from the new menu until they are completely updated in a future Neo release:

Profile

General

Preferences

Payment cards / loyalty programs

Bank accounts

Passports

Vehicles

Delegation

Mobile devices

Ms Penelope BARNES > Preferences

Display

Update

Language: English (United Kingdom)

Default Currency: EUR (Euro)

Date: dd/mm/yyyy

Time: hh:mm (14:05)

Departure location: Paris, France

Transport Preferences

Update

Air Preferences

Discounts: None

Preferred Meal: Vegetarian Vegan Meal

Seat: Window

Preferred Partners:

Rail Preferences

Facing front: Yes

Seated Meal: Yes

Hotel & Car Preferences

Update

Hotel Preferences

Preferred Partners:

Smoking/Non-smoking: No preference

Car Preferences

Transmission: Indifferent

Air Conditioned: Indifferent

Preferred Partners:

Smoking/Non-smoking: No preference

Booking Information

Update

Booking Information

Seat Map: On a shared flight/train, show my seat to colleagues

Redress Number:

Known Traveler Number:

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[USER PROFILE] BUSINESS EMAIL MADE MANDATORY IN MOST SITUATIONS

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

SYNOPSIS

Email addresses are required for many agency processes and Neo features; and actions are limited without the traveler's email included in their user profile.

With the Neo release 24.1, the business email field was made mandatory in Neo for booking trips by default, while still leaving the option for administrators to set it optional again.

As there are currently no customers for which it is currently set optional, that option will be removed, and this field will always be mandatory for booking.

The business email field is now also mandatory when editing user profiles in Admin Suite:

Personal Information	
Title	<input type="text" value=""/>
Last Name	<input type="text" value="DOE"/>
First Name	<input type="text" value="John"/>
Gender	<input type="text" value=""/>
Middle Name	<input type="text" value=""/>
Business Email Address	<input type="text" value=""/> <i>This field is required.</i>
Neo User Name	<input type="text" value="acme/john.doe"/>
Neo Password	<input type="password" value=""/>

It will remain possible for customers to create incomplete user profiles without a business email through the Dataloading flat file import, if that information is missing from the import into Neo.