

Amex GBT **Mobile App** User guide

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App store options

Download the Amex GBT Mobile app now!



Apple App and Google Play







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Get Started tutorial

Our **Get Started** tutorial will automatically pop up the first time you log in to the Amex GBT Mobile app to help you learn how to use it. You can also access the tutorial at any time from your account under "Did you know?".





P.3

Trip management

Upcoming trips are on the home screen. View past trips by tapping on the trips icon on bottom menu bar.

Upon opening a trip itinerary, you can see real-time information for:



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Home Trips	Chat Updates	Account	Home	
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AMEX GBT

Select



Updates

Account



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You can access additional trip details from the **Actions** menu:



Share real-time flight status



Add trip details to any calendar

Contact a travel counselor

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Share

D

itineraries







Chat

Chat with a live American Express Global Business Travel (Amex GBT) travel counselor **to get help** during your trip or in the event of a travel disruption. You can rebook a missed flight or book a new trip entirely.

With our conversational artificial intelligence technology, you can:

- Receive your itinerary.
- Get an invoice.
- Book, change, or cancel a trip.
- Ask any trip-related questions for a quick response.
- Get transferred to a travel counselor.





P.6

Proactive Traveler Care[™]

Receive messages to get proactive help with flight cancelations, delays, and potential missed connections.

	Trip Updates	Messages	
Today			
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Home	Trips	Chat Updates	Accour





P.7

Expert Care[™]

In moments of potential risk, your company can communicate in real time with you.

- Push messages alerting you of situations.
- Two-way response messages to ensure you are safe.
- Requests to share your device geolocation to augment location data based on your itinerary.

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	Trip Updates	Messages		Trip Upda
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Select



Program alerts

Receive important company messages and keep up to date on any relevant issues.



TRAVEL

EXPR

AMEX GBT

Select

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Activate mobile booking

Neo™

Download and login to the Amex GBT Mobile app to get started.

- Tap on "Book your travel."
- Please grant the camera access when prompted. If you "Don't Allow," then you'll need to go into Settings, find Amex GBT, and enable Camera from there.
- On the desktop, log in to your Neo[™] account to retrieve your QR code, click on the tile that reads "Mobile App: Activate Now".







AMEX GBT

Select

Activate mobile booking

Neo™

- Scan your unique QR code from your desktop screen.
- Once the QR code is recognized, the "Activate Account" button on the bottom should turn blue; tap on it.

After a moment, your Neo[™] account should be activated on your app.

Once your Neo [™] account is connected, tap on "Book your travel" to access the default booking screen to book:











