

AMEX GBT
Select

Amex GBT Mobile App

User guide

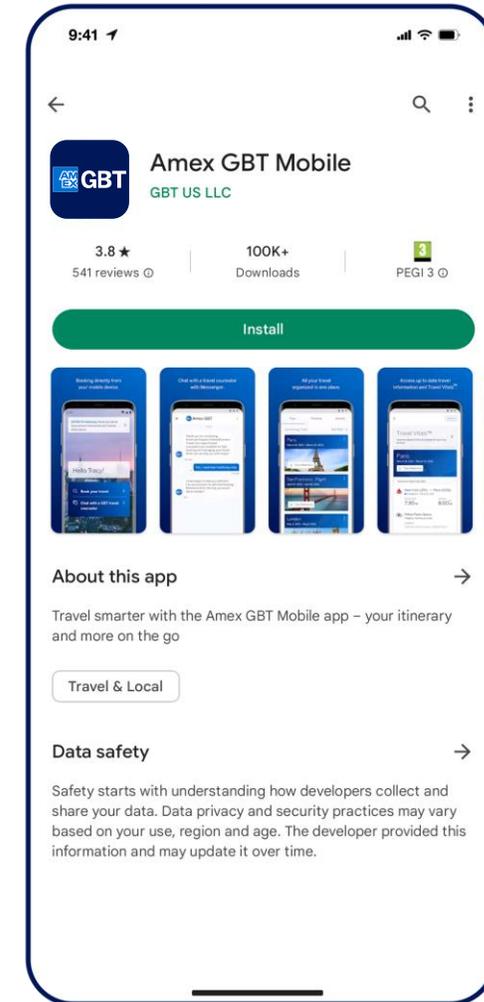
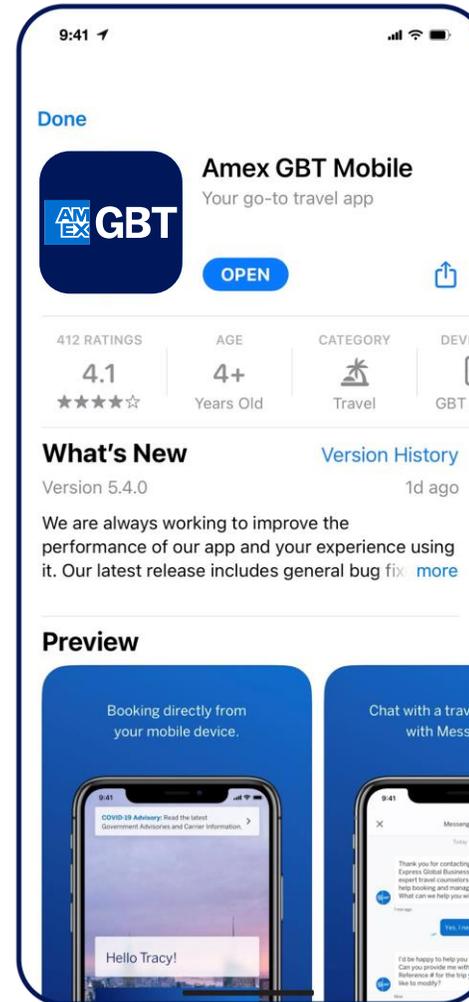
GBT Travel Services UK Limited (GBT UK) and its authorized sublicensees (including Ovation Travel Group and Egencia) use certain trademarks and service marks of American Express Company or its subsidiaries (American Express) in the “American Express Global Business Travel” and “American Express GBT Meetings & Events” brands and in connection with its business for permitted uses only under a limited license from American Express (Licensed Marks). The Licensed Marks are trademarks or service marks of, and the property of, American Express. GBT UK is a subsidiary of Global Business Travel Group, Inc. (NYSE: GBTG). American Express holds a minority interest in GBTG, which operates as a separate company from American Express.

App store options

Download the Amex GBT Mobile app now!

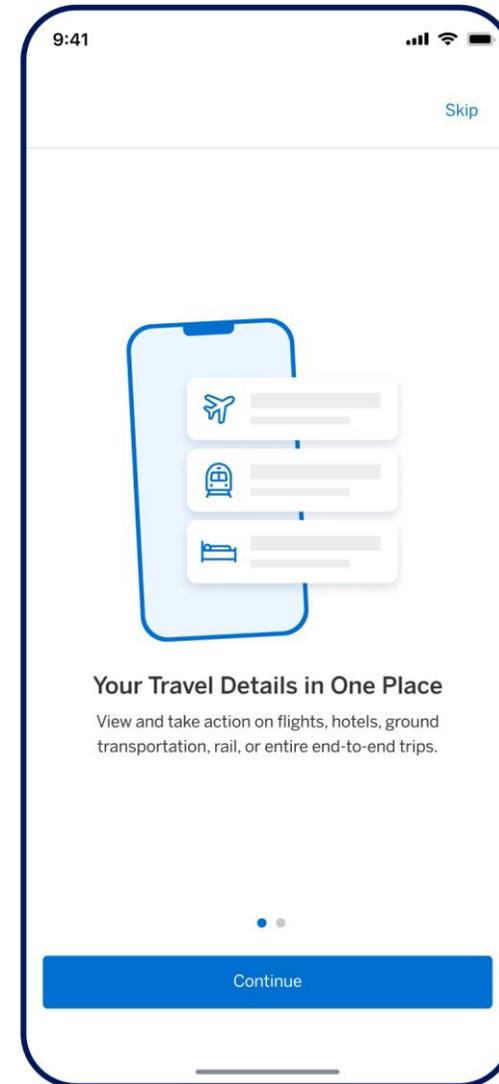


Apple App and Google Play



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?”.



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:



Flight check-in



Hotel room



Ground transportation



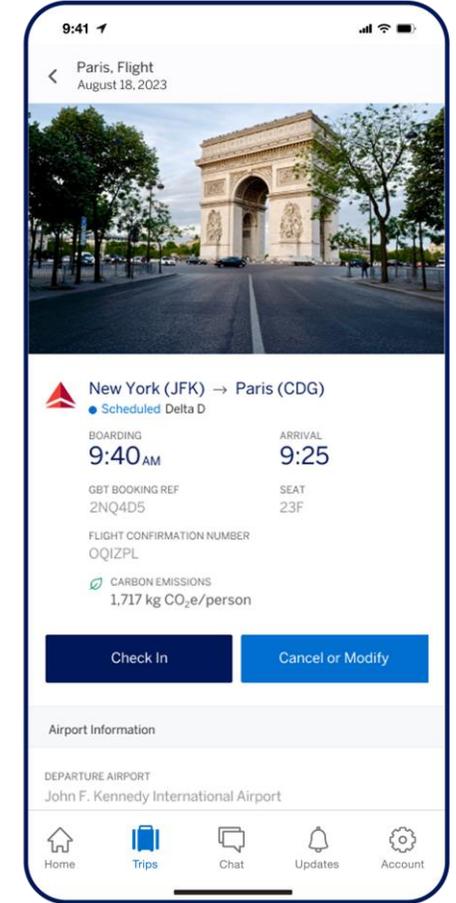
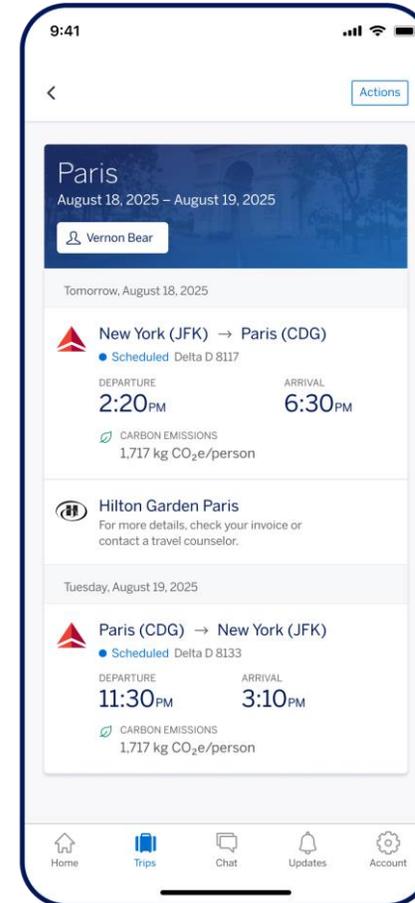
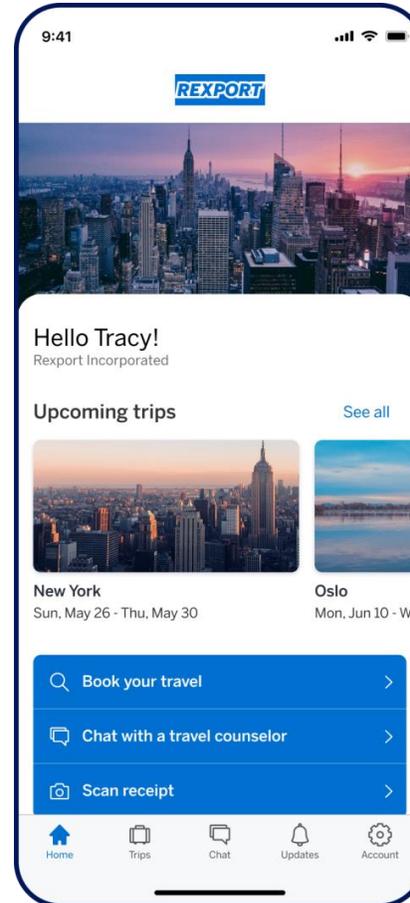
Departure/arrival times



Gate location



Flight carbon emissions



Trip management

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



Share real-time flight status



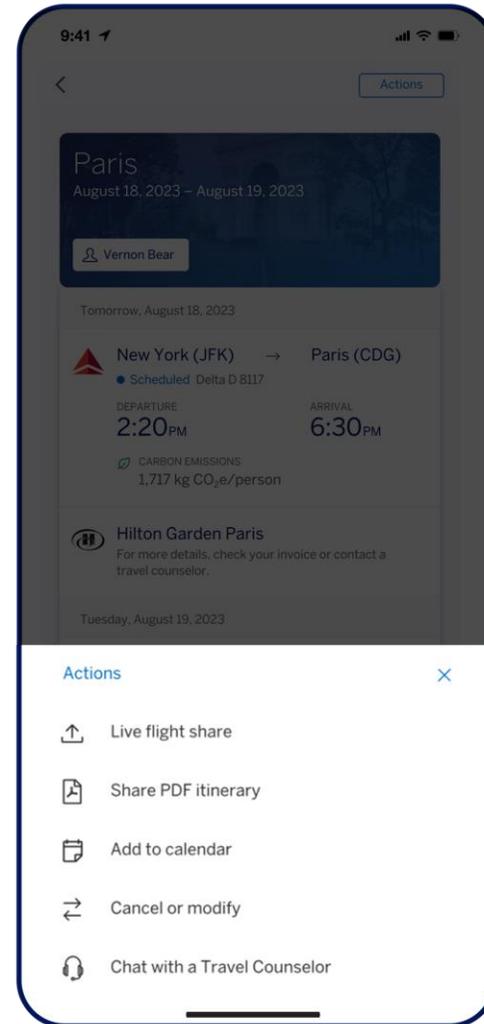
Share itineraries



Add trip details to any calendar



Contact a travel counselor

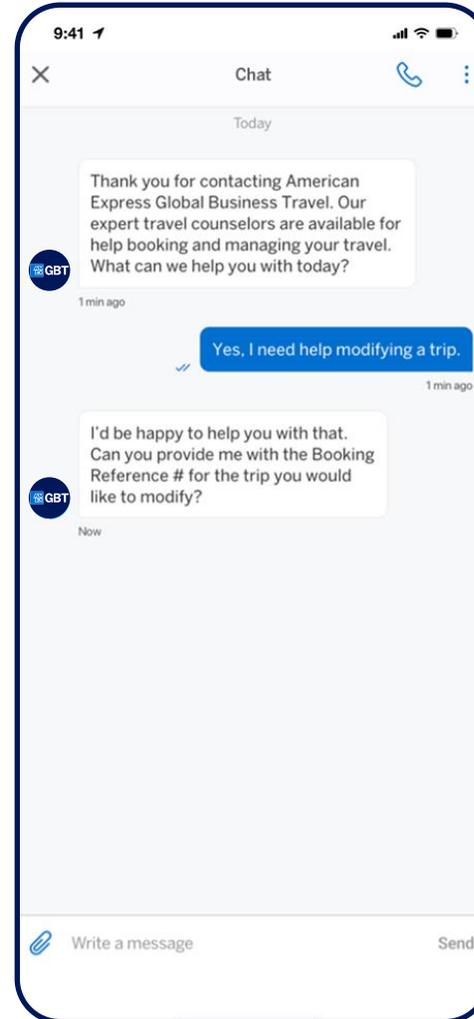


Chat

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.

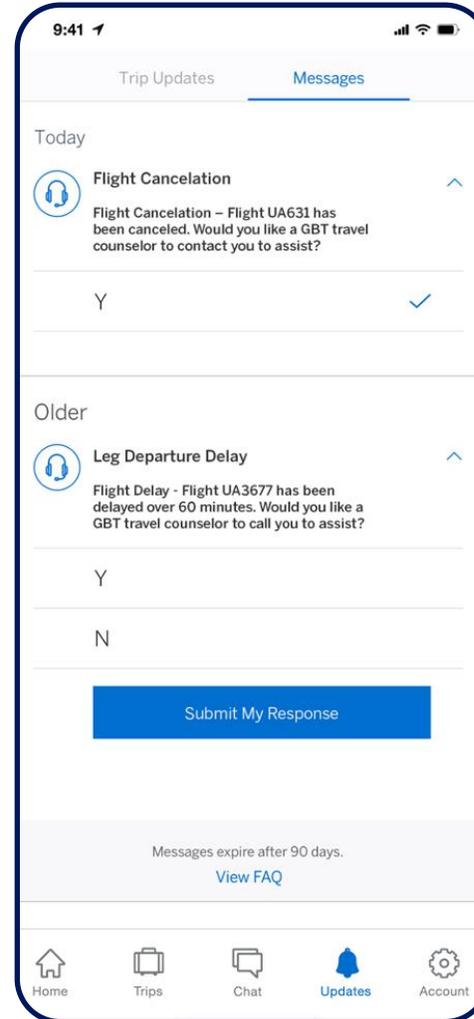
With our conversational artificial intelligence technology, you can:

- 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.



Proactive Traveler Care™

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

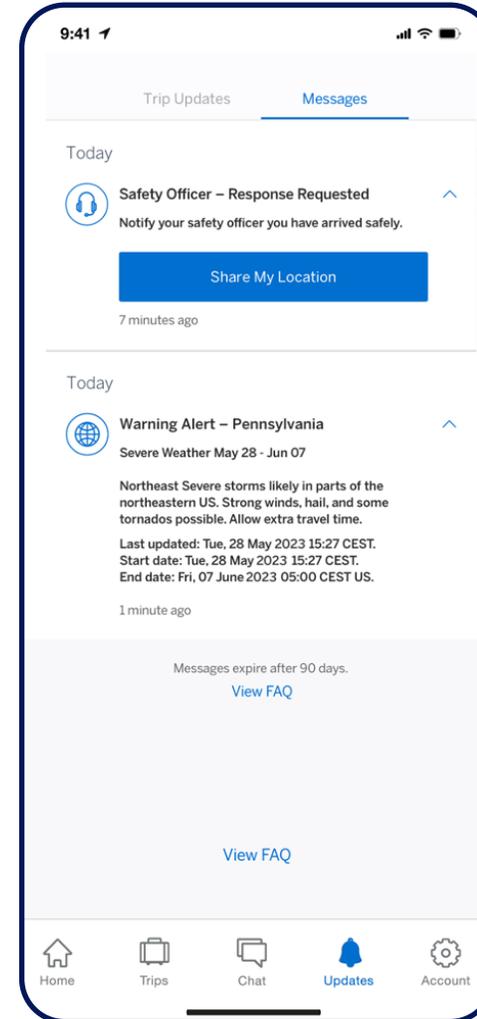
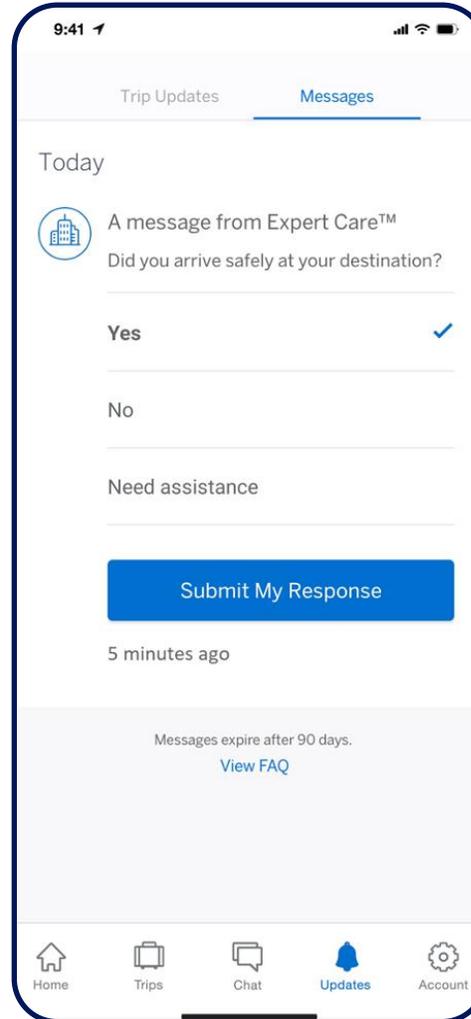


AMEX GBT
Select

Expert Care™

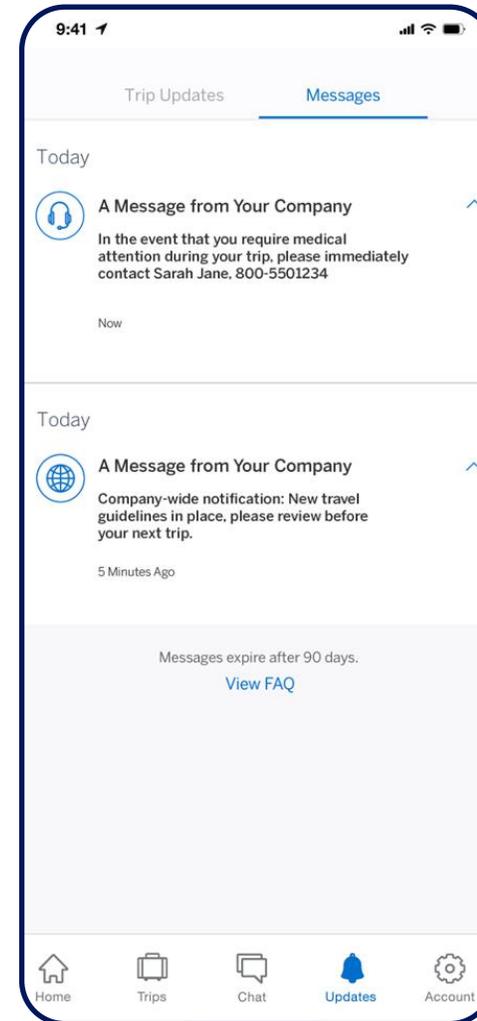
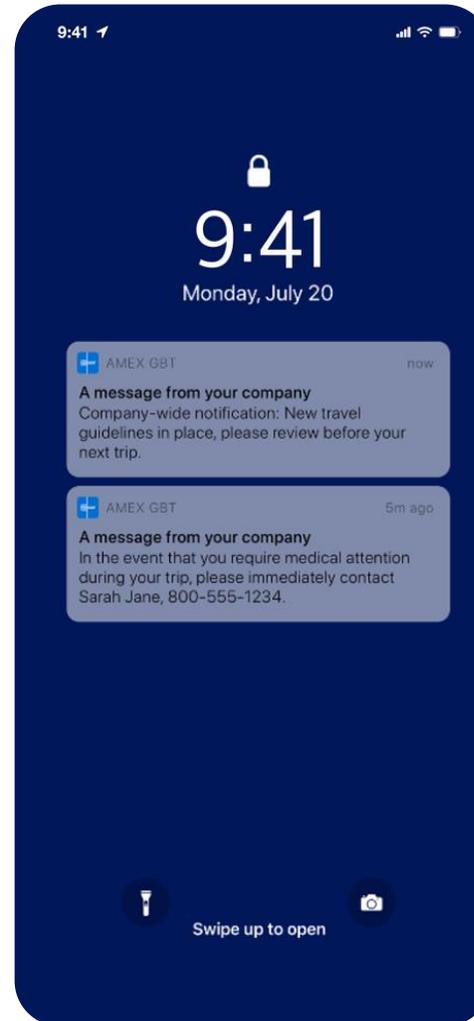
In moments of potential risk, your company can communicate in real time with you.

- 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.



Program alerts

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



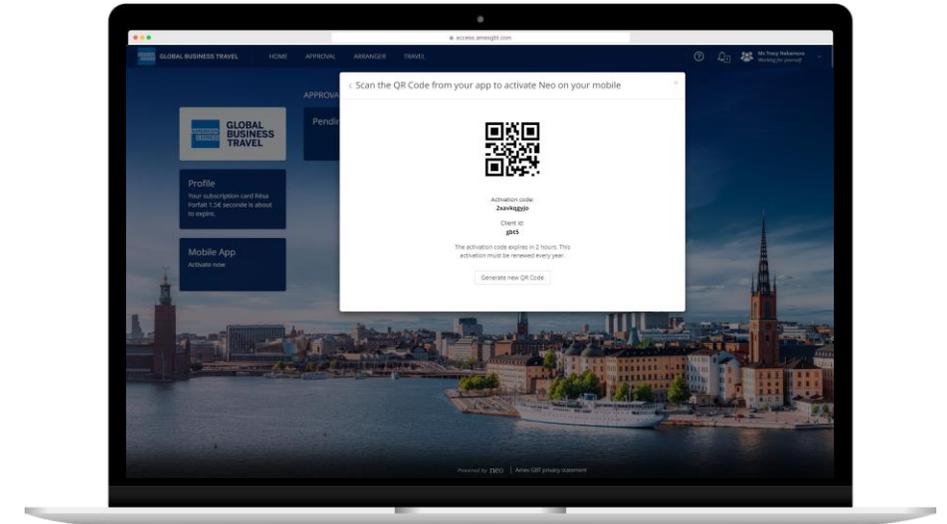
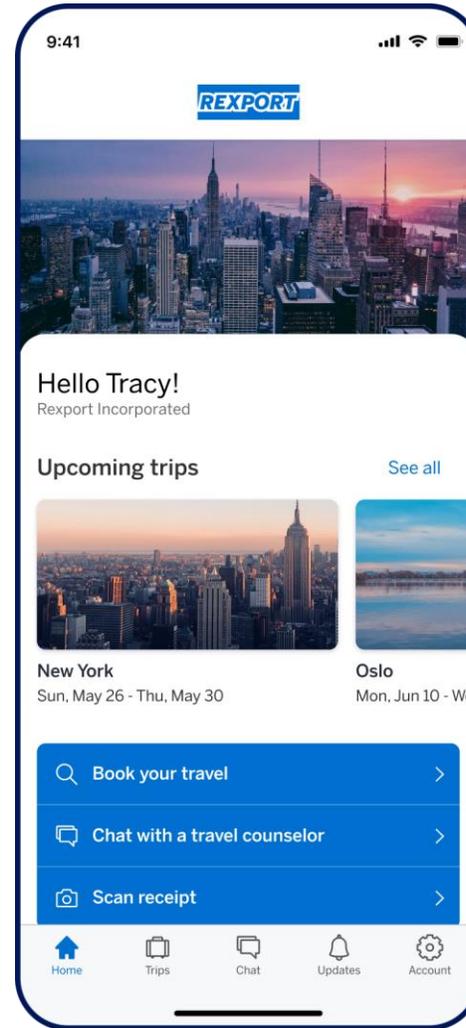
AMEX GBT
Select

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”.



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:



Air



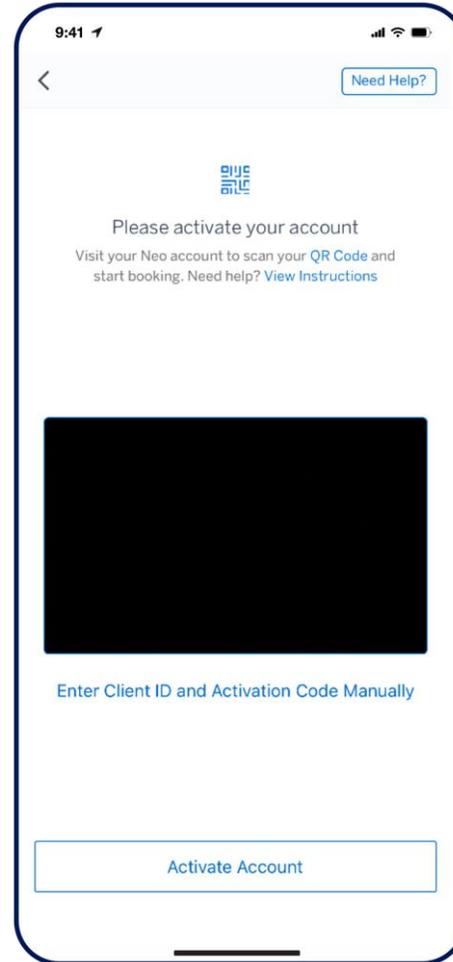
Train



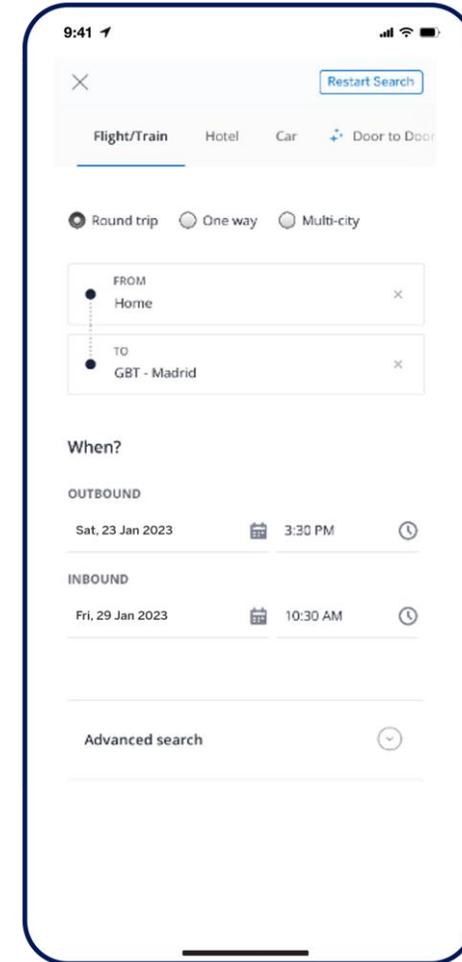
Hotel



Car



Scan QR code and tap on **Activate Account**.



Book, modify, or cancel your trip!

AMEX GBT
Select

Download the Amex GBT Mobile app today!

