



**GLOBAL
BUSINESS
TRAVEL**

Amex GBT Mobile

Giving business travelers the ability to search, book and manage every aspect of their trip with end-to-end support in real-time.

Traveler User Guide



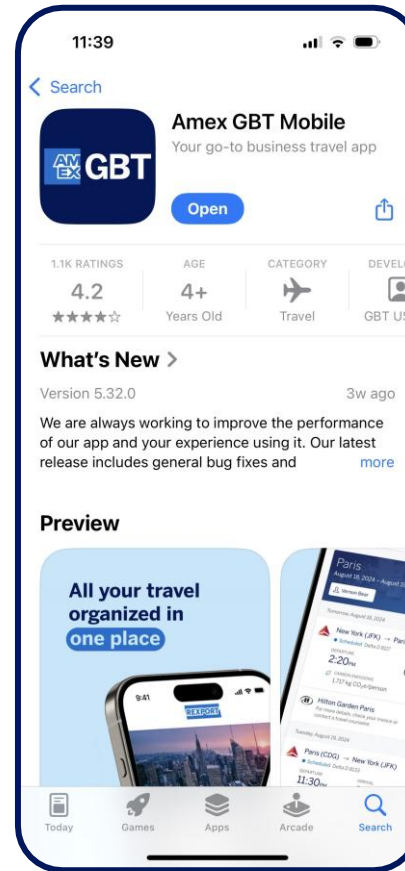
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App store options

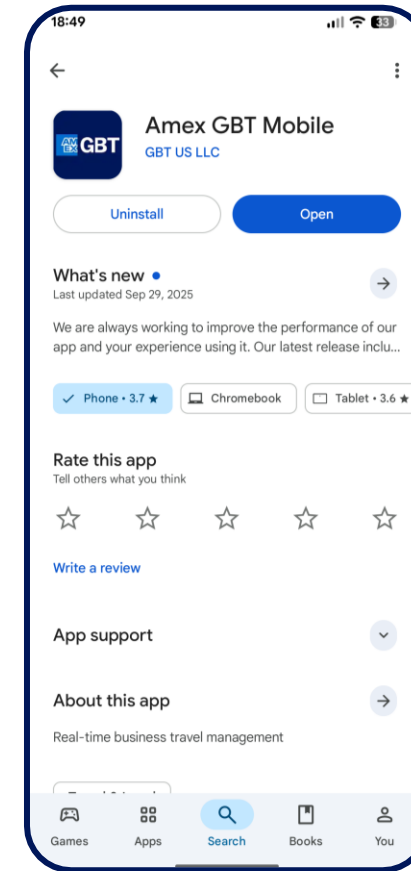
Download the Amex GBT Mobile app



iOS and Android



Apple App



Google Play

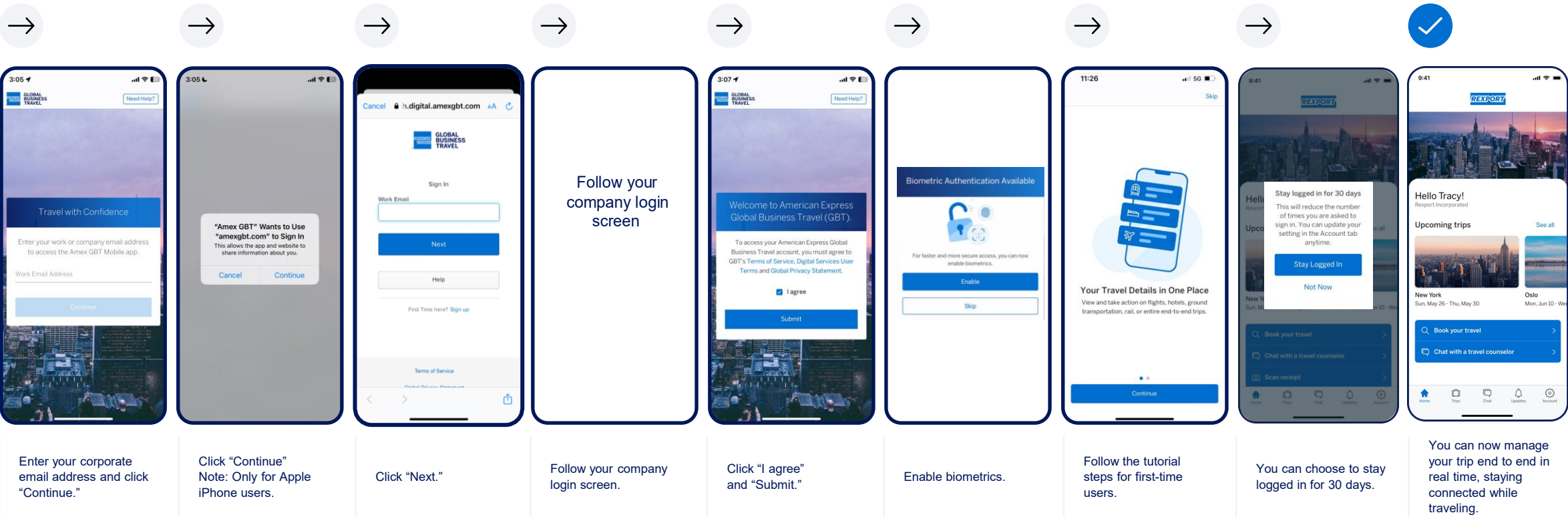
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Log in to the app

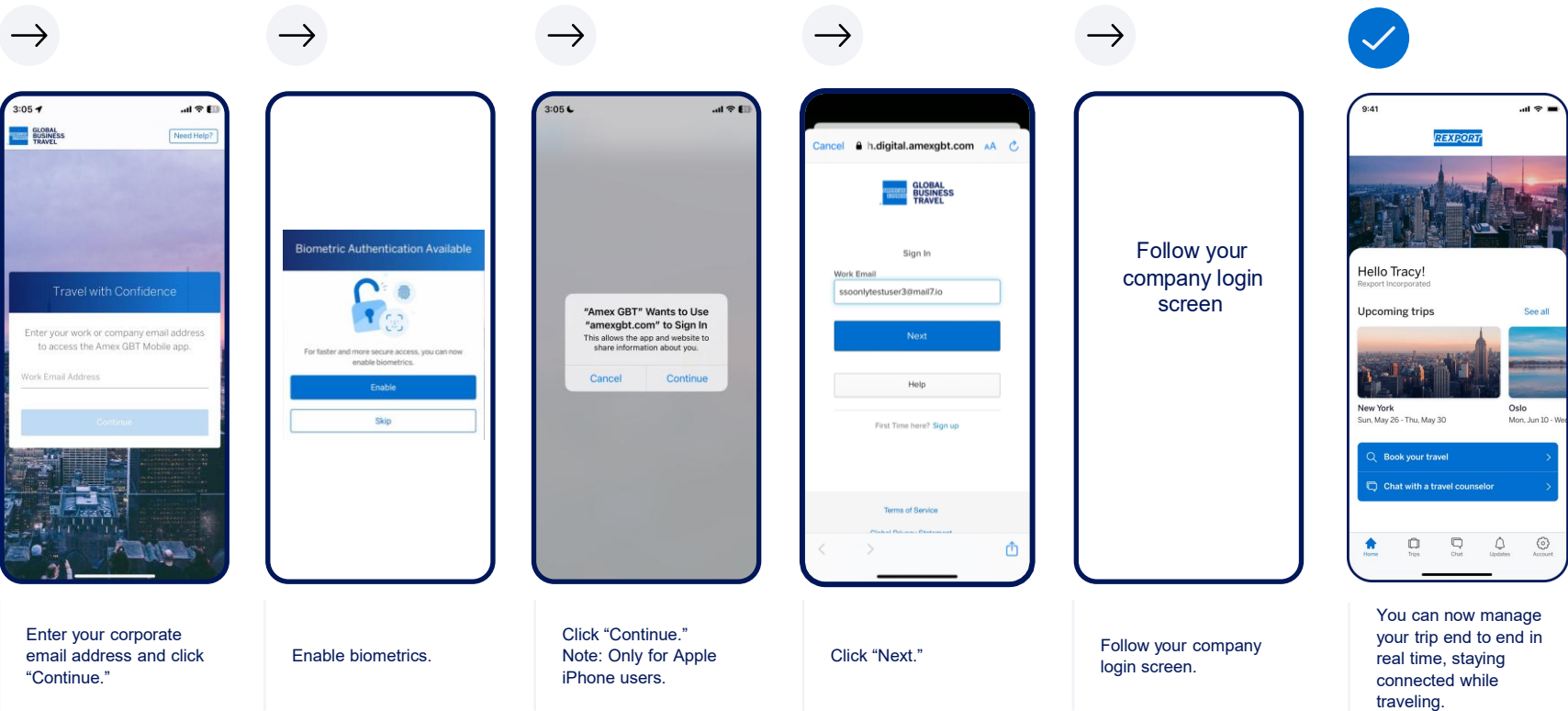
New users

Terms & Conditions and onboarding screens



Log in to the app

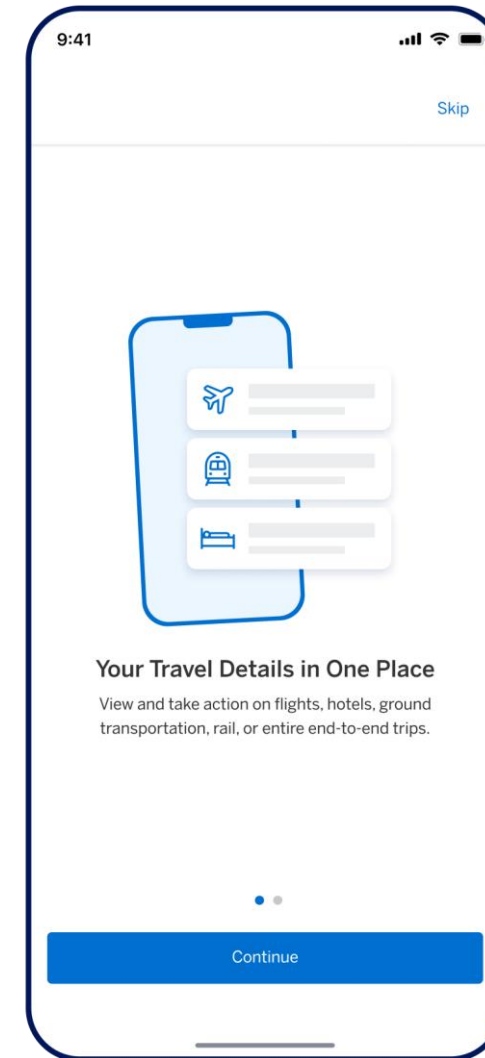
Returning users



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 access the tutorial from the account tab under “Did you know?”.



Booking travel

Book travel anytime, anywhere on the app.

- Search for air, hotel, train or ground transportation
- Book, modify or cancel
- Real-time trip notifications



Air



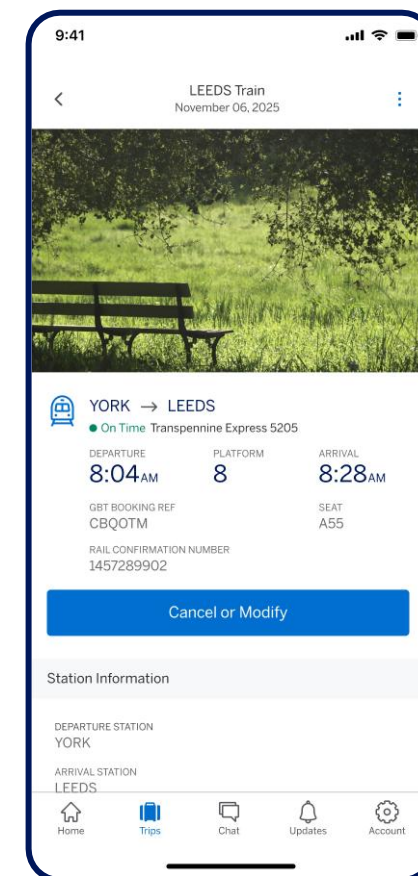
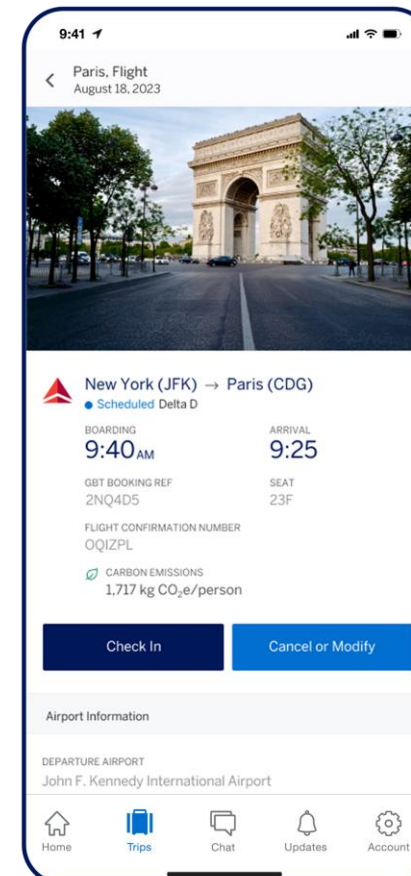
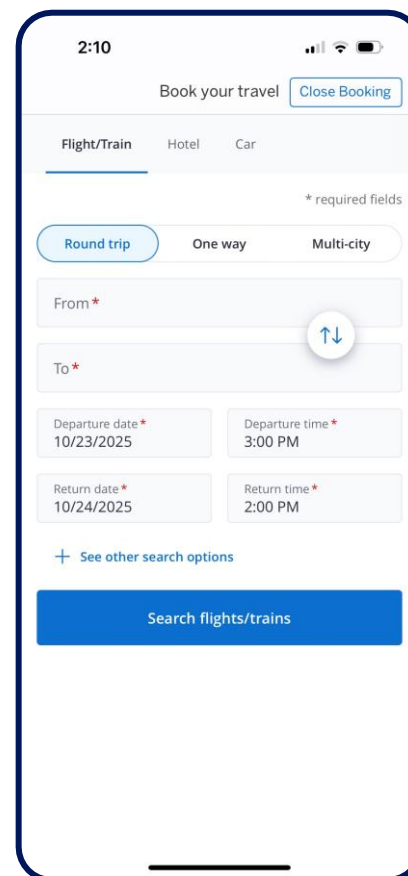
Hotel



Train



Car



Trip management

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

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



**Flight
check-in**



**Hotel
room**



**Rail & ground
transportation**



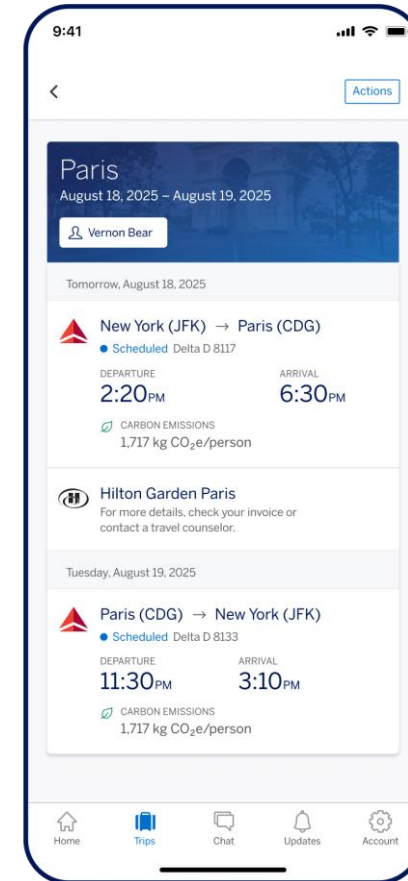
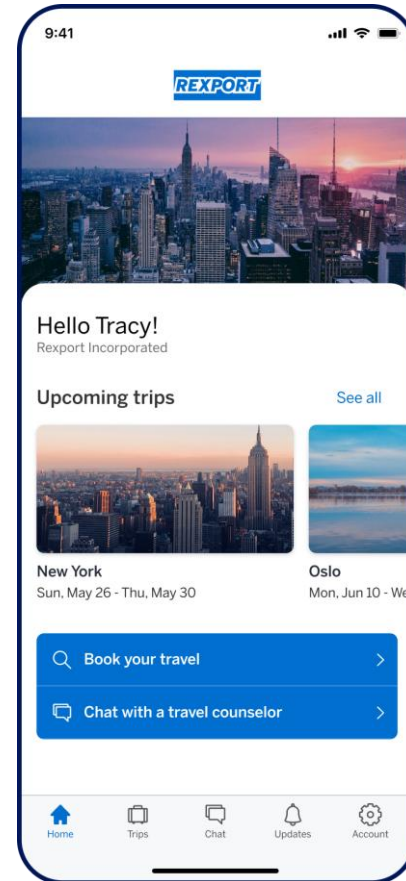
**Departure/
arrival times**



**Gate
location**



**Flight carbon
emissions**



Trip management

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



Share real-time
flight status



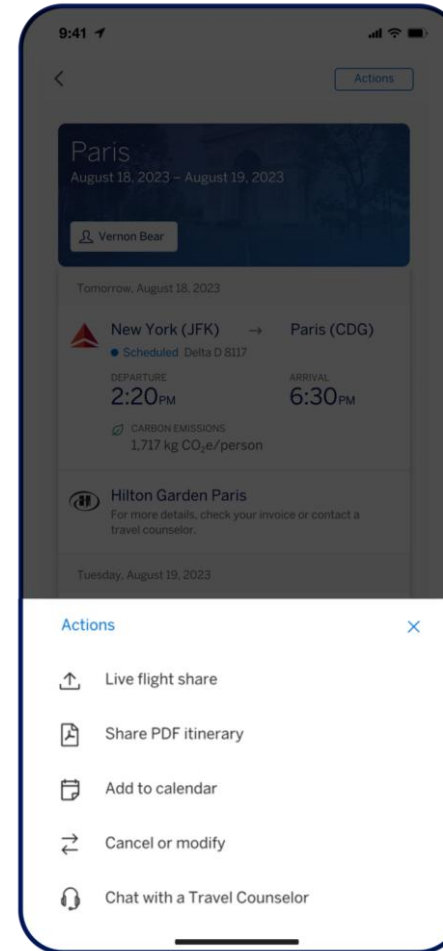
Share
itineraries



Add trip details
to any calendar

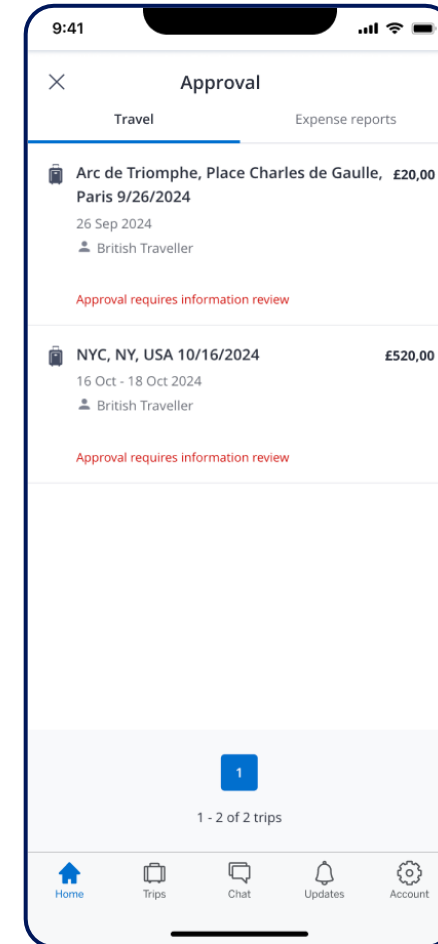
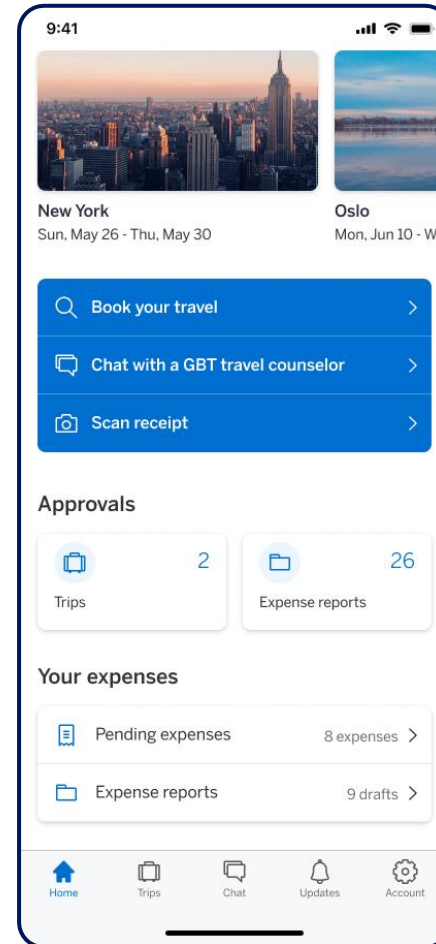


Contact a travel
counselor



Trip approval

Review and approve trips quickly from the home screen.

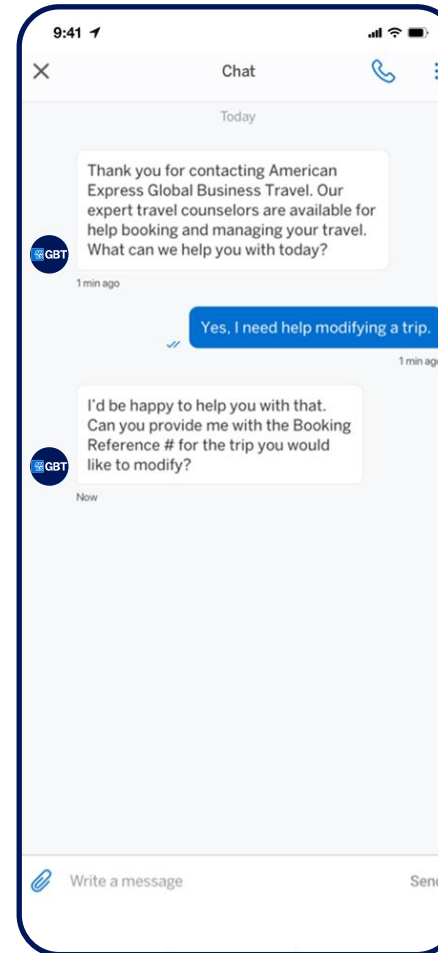


Chat

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.

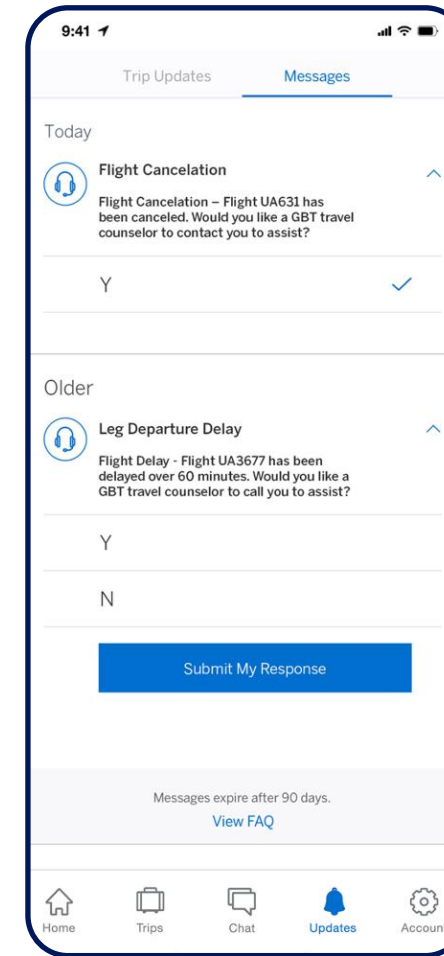
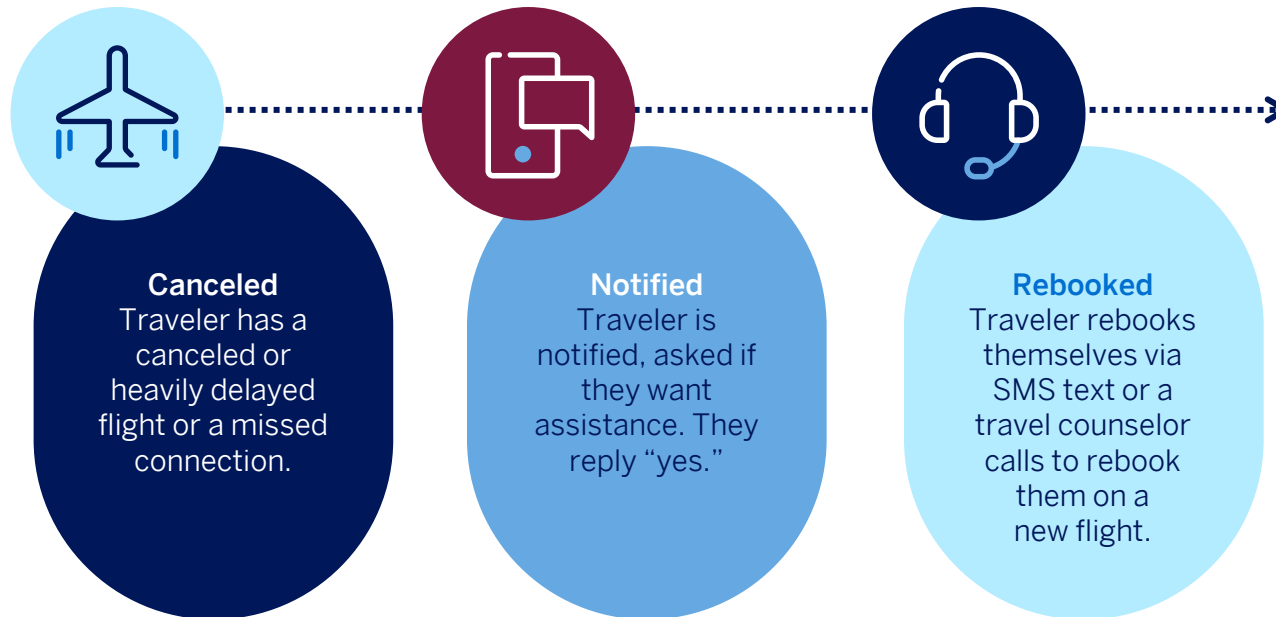
You can:

- 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.



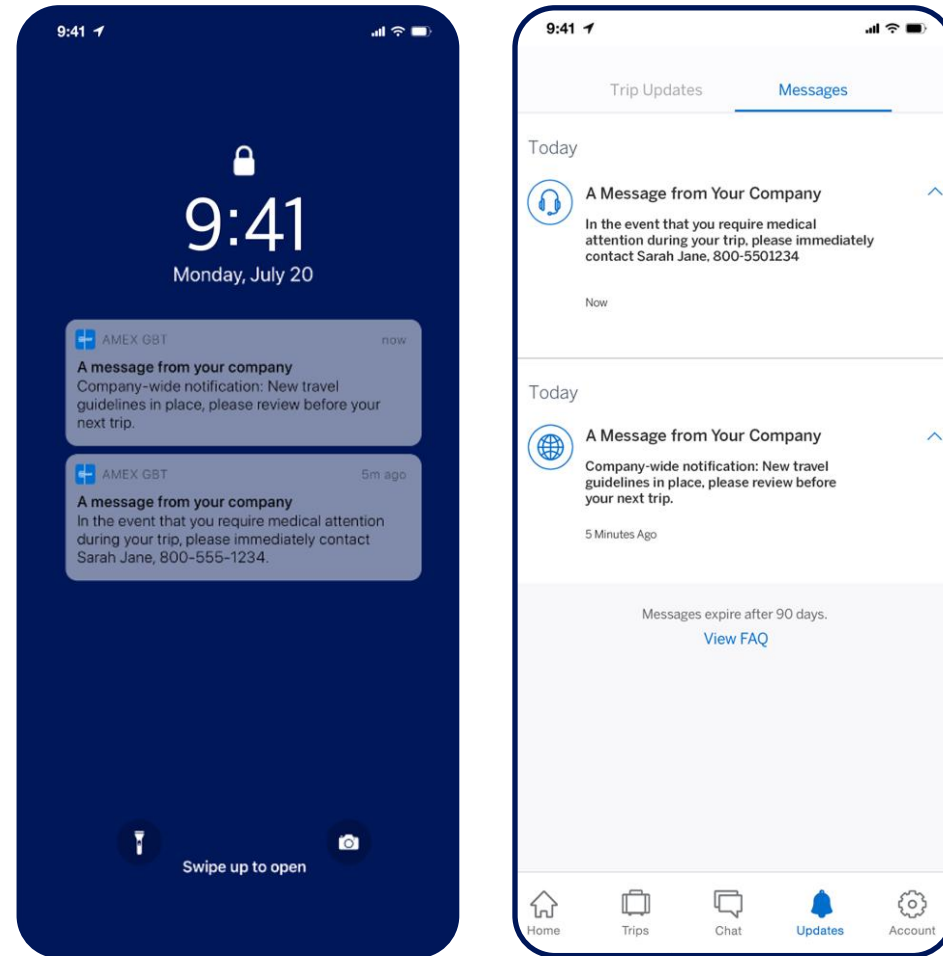
Proactive Traveler Care™

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



Program Alerts™

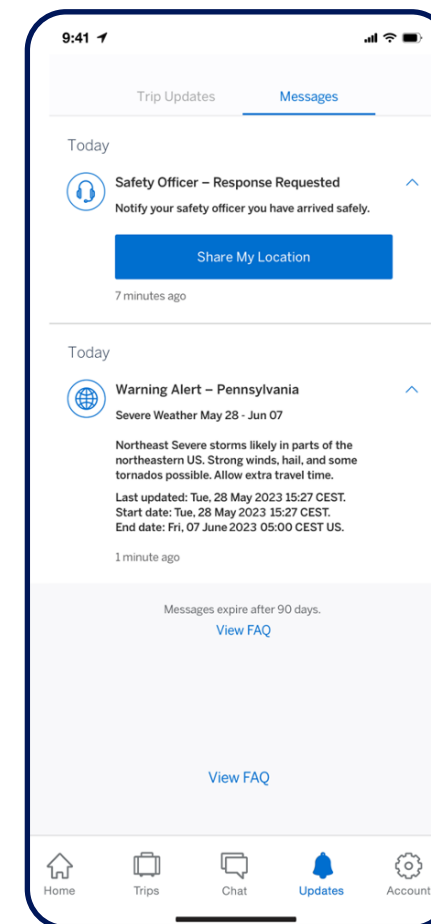
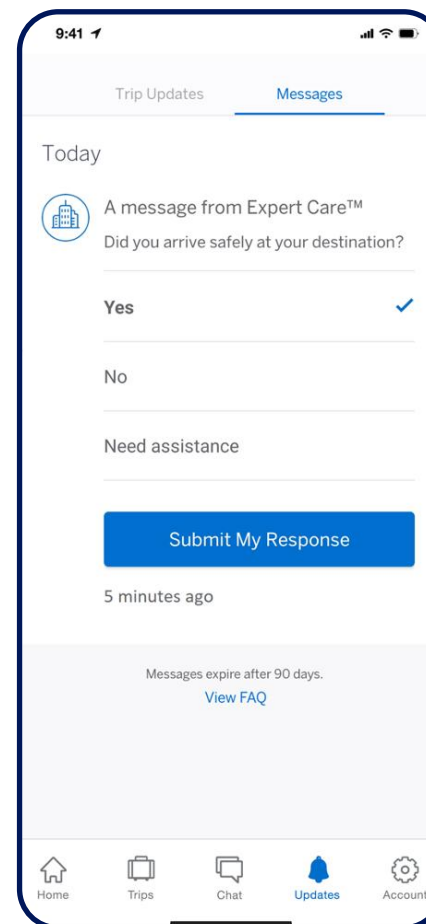
Receive important company messages and keep up to date on any relevant issues.



Expert Care™

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

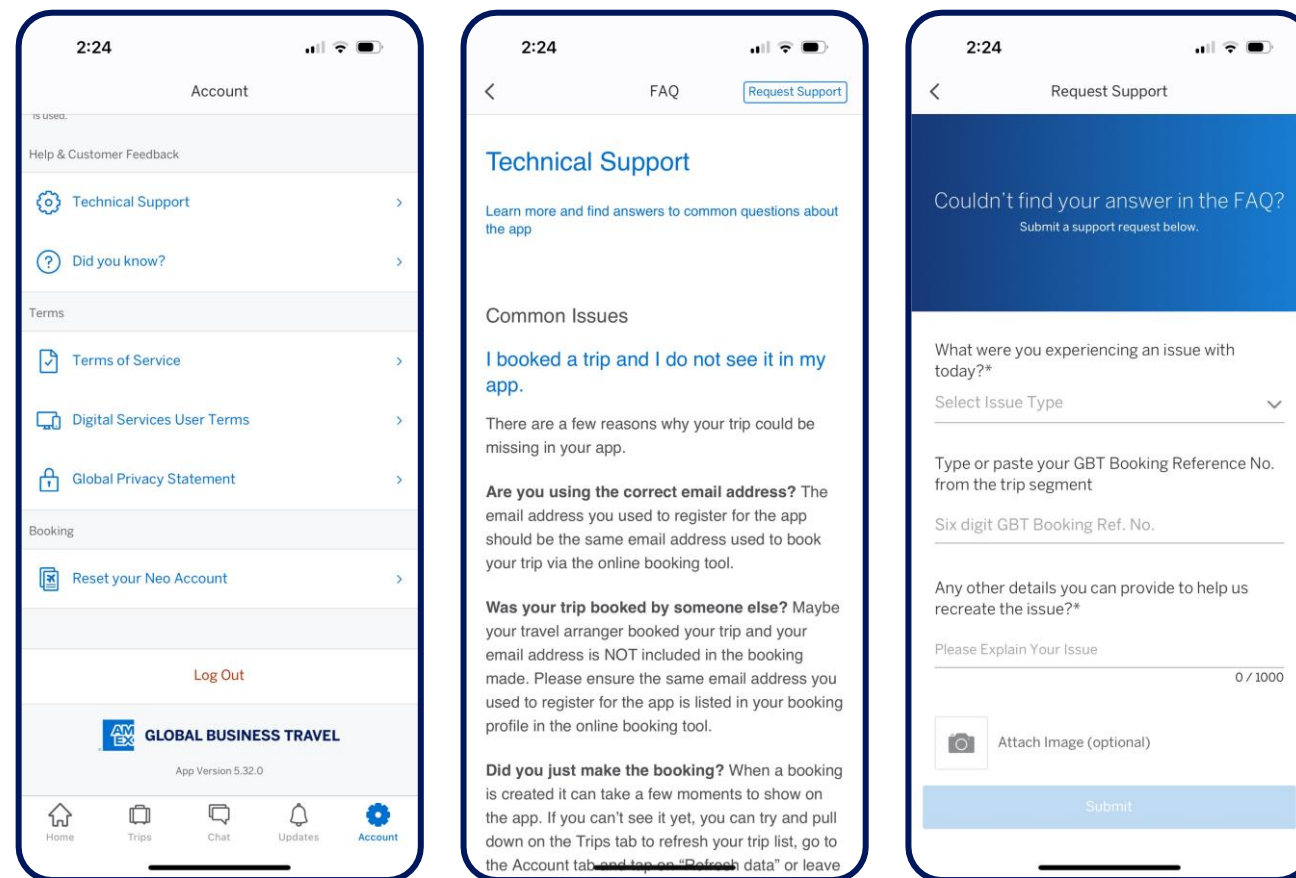
- Push messages alerting you of situations.
- Two-way response messages to ensure you are safe.
- Requests to share your device geolocation to augment location data based on your itinerary.



Technical support in app

Receive technical support within the app at any time.

- Tap the 'Account' icon in the menu bar on the bottom right.
- Tap 'Technical Support'.
- FAQs will populate.
- If you can't find the answer tap 'Request Support' on the top right, fill in the request and tap 'Submit'.



Technical support outside of app

Receive technical support outside the app at any time.

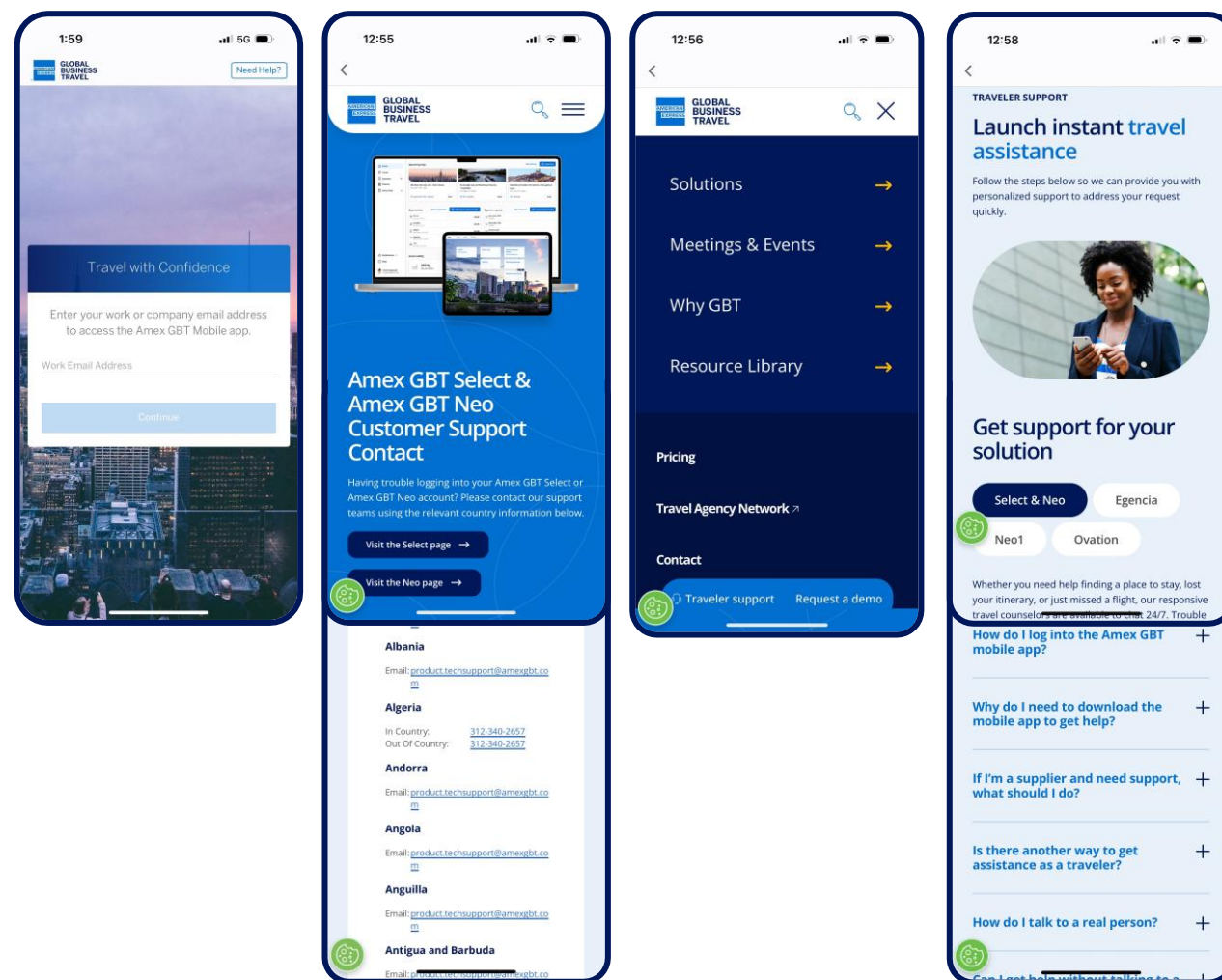
- Tap the app icon
- Tap the 'Need Help?' box on the top right of the screen.
- When page opens scroll down to see support by country.

OR

- User can tap 3 line bars on top right of the screen next to magnify icon.
- Tap 'Traveler support' icon on bottom left to launch support page.

Note: for technical support outside of the app please email:

GBTMobileTechnicalSupport@amexgbt.com



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