

GLOBAL BUSINESS TRAVEL



Trip management in the palm of your hands

Travelers need quick, easy access to the latest information on schedule changes, travel restrictions and other destination and supplier updates.

American Express Global Business Travel's (GBT) app keeps travelers connected to their travel program and GBT. It also gives them the ability to easily manage every aspect of their trip from their phone.

BENEFITS

- **Simplified Bookings:** Amex GBT Mobile lets travelers book either through the app itself or by directly speaking with a GBT travel counselor over the phone or through chat.
- **Minimize Leakage:** Amex GBT Mobile helps to minimize leakage by promoting travel options that are within company policy.
- **Targeted Communications:** The platform behind GBT Mobile can deliver real-time information that travellers need (e.g. relevant security/safety alerts, important carrier- and destination-specific insights).

FEATURES

- **Messenger:** Easily connect and chat with trained travel counselors who can assist during a travel disruption.
- **Targeted Message Delivery:** Send traveller messages in real-time based on timing, destination or other trip-related attributes.
- **End-to-end Booking:** For Neo™ clients, book air, hotel, rail, and ground transportation right from the app.
- **Important Informational Links:** Embedded links provide travellers with the latest updates from suppliers, government travel safety advisories and published airport restrictions.
- **Expert Care™:** During a crisis, communicate via two-way messaging, receive geolocation information, and quickly access an emergency response number directly on the Amex GBT Mobile app.
- **Proactive Traveler Care™:** Gain access to flight disruption assistance for a missed connection, cancelled flight, or a delay of over 60 minutes.

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- **Ground Transportation:** Book taxis, shuttles, rideshares, and more directly on the Amex GBT Mobile app.
- **Booking.com:** Book hotels directly through the Amex GBT Mobile app.
- **Trip Recommender™:** Receive three, click-to-book personalized hotel recommendations for an overnight stay when airfare is booked without a hotel.
- **Trip Management:** Check into flights, share itineraries, and view trip details from a single location.
- **Flight Check-in:** Available 24 hours prior to departure, travelers will be able to access the check-in action from both their itinerary and flight details.
- **Click-to-call:** Easily talk with American Express GBT travel counselors 24/7.
- **Map & Directions:** Trip segments include an expandable map to view details about key locations in a trip; use “Get Directions” to navigate to or from those key points in your journey.
- **Geolocation:** Travelers can communicate directly with their company’s safety officer by sharing their geolocation and alerting the company that they are safe during a disruption.
- **Biometric Authentication:** For iOS and Android users, utilize Touch ID/facial recognition to log into the Amex GBT Mobile app.

Business Travel In an App

Complete trip information at your fingertips

Quick access to previous and upcoming trip information

Dynamic design with smart-card features

Flight check-in

Additional trip details and actions, such as layover timing, class of service, hotel room, rental car type, loyalty program numbers, link to next trip segment

Real-time info and updates

"Assist me" functionality that connects users to travel counselors via one touch

To learn more about the Amex GBT Mobile app, visit amexglobalbusinesstravel.com