AMEX GBT
Select

Amex GBT Mobile App

User guide

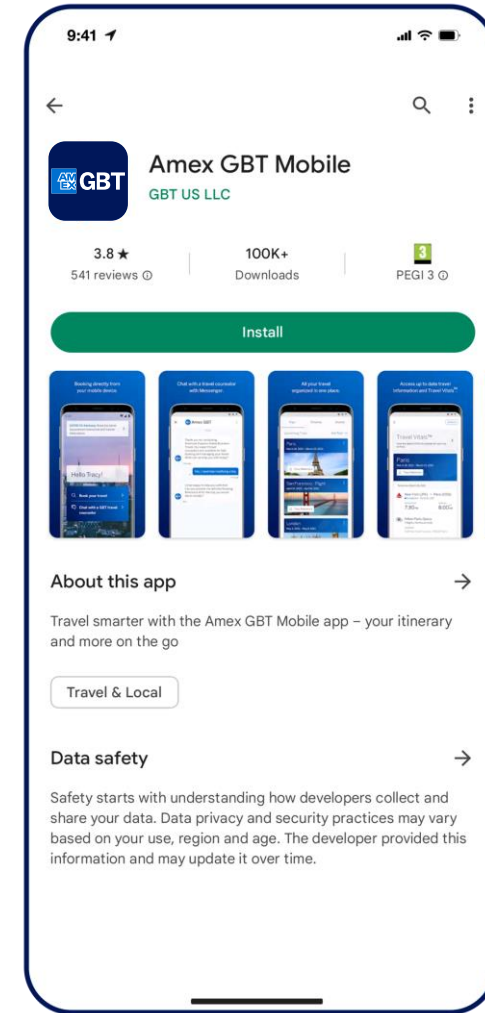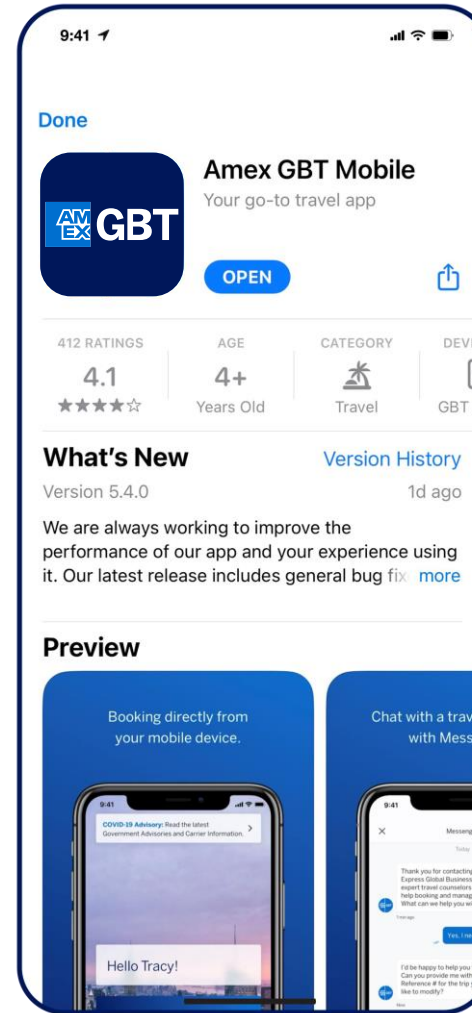# App store options

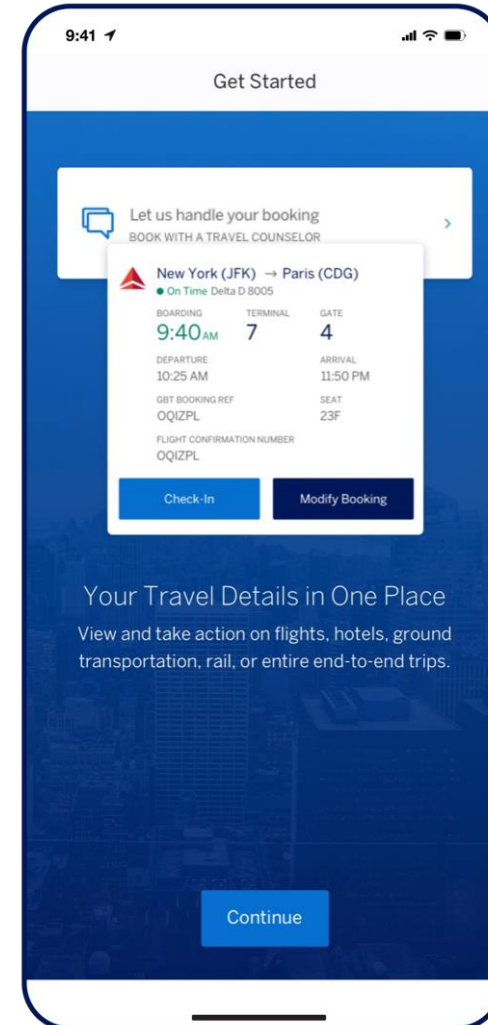## Download the Amex GBT Mobile app now!

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

The Trips tab is on the bottom of the home screen, where you can view all your upcoming and past trips.

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

Flight check-in
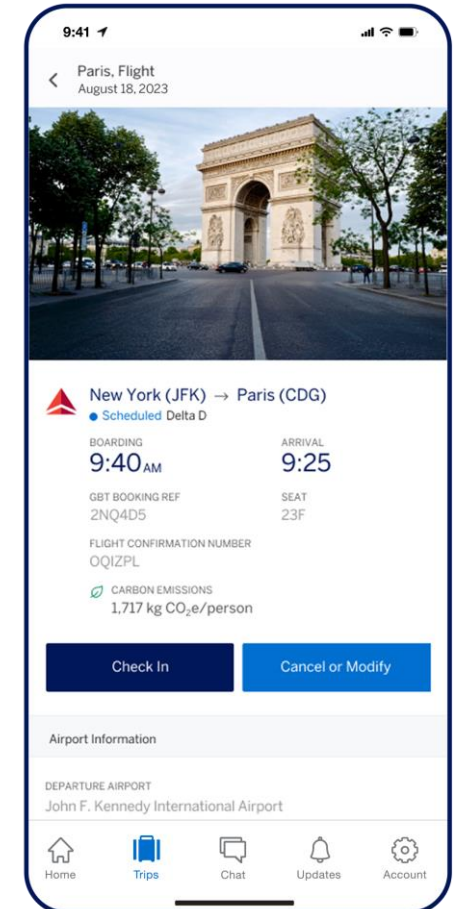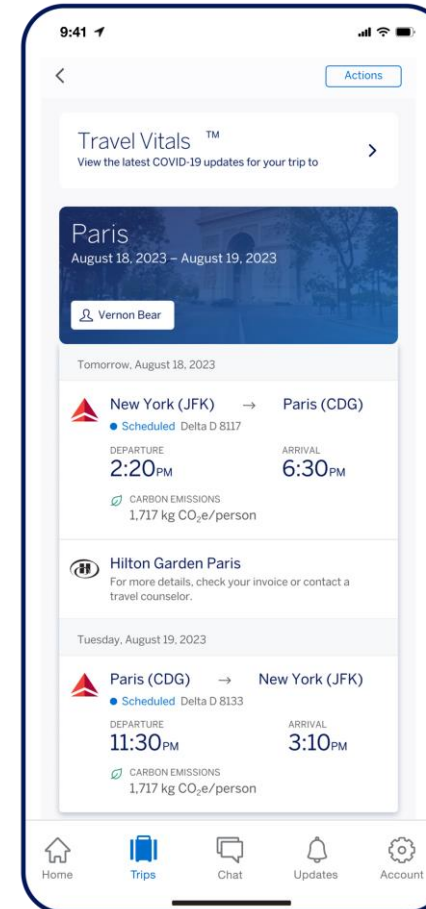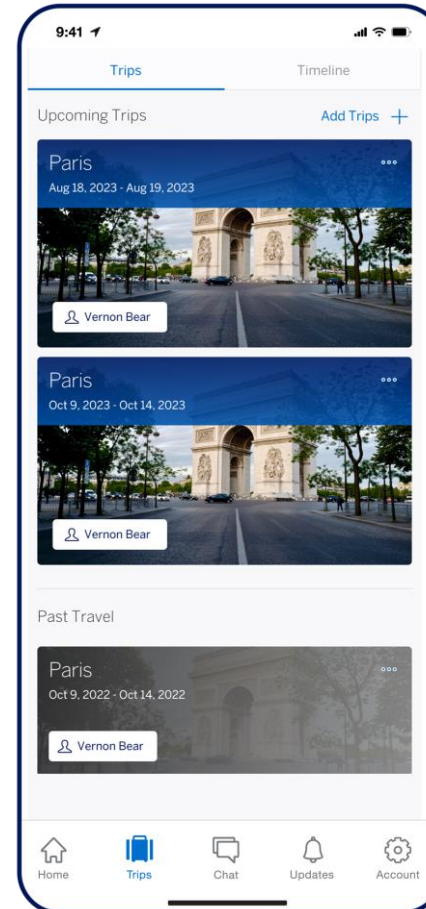
Hotel room

Ground transportation

Departure/ arrival times

Gate location

Flight carbon emissions

Trip management

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

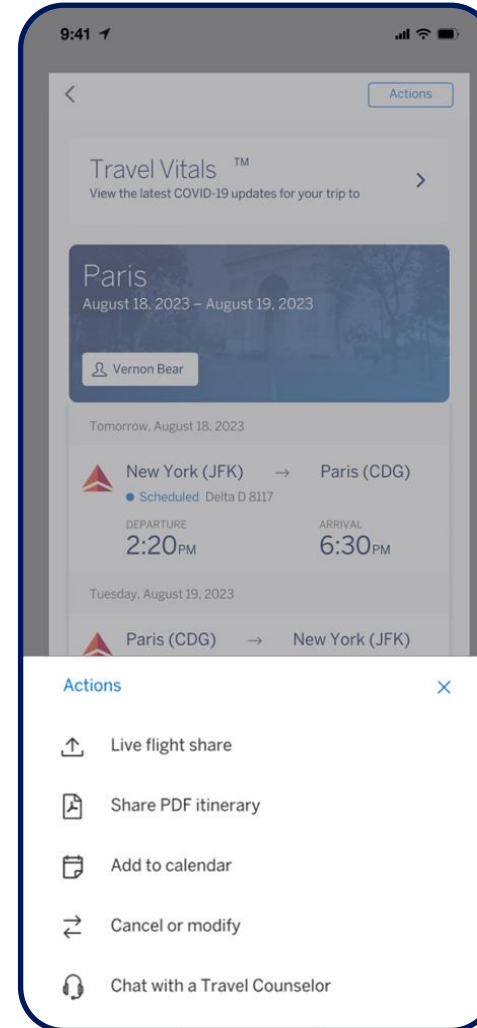**Share real-time flight status**

Share itineraries

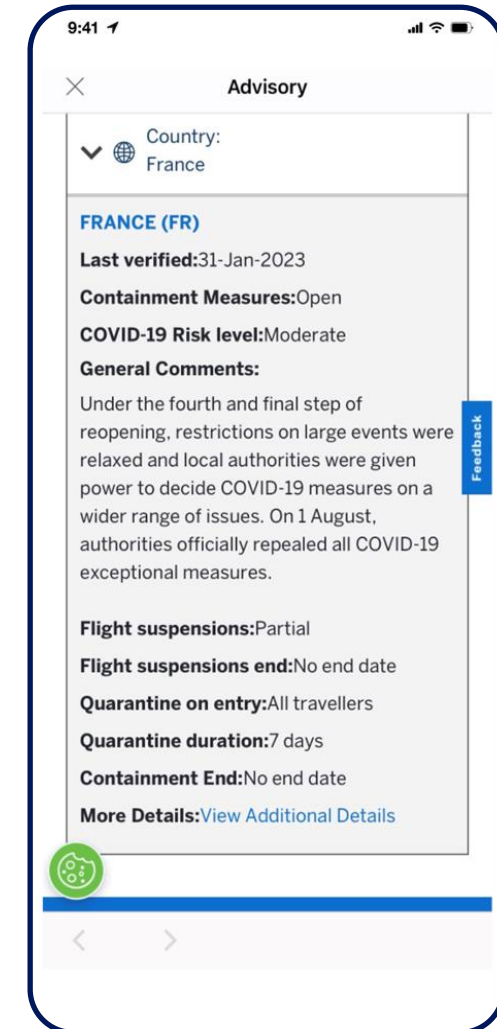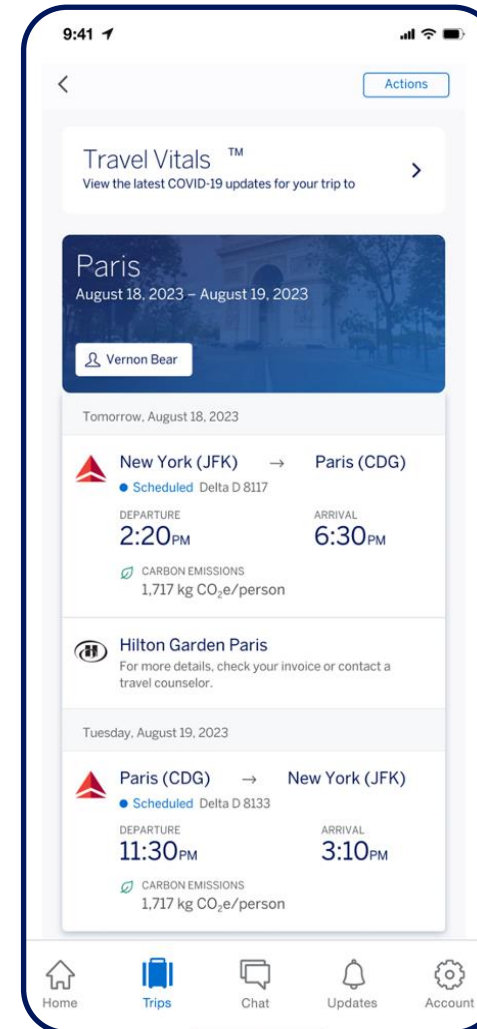**Add trip details to any calendar**

Contact a travel counselor

Travel Vitals®

Access your destination information and advisories related to an existing or planned trip.

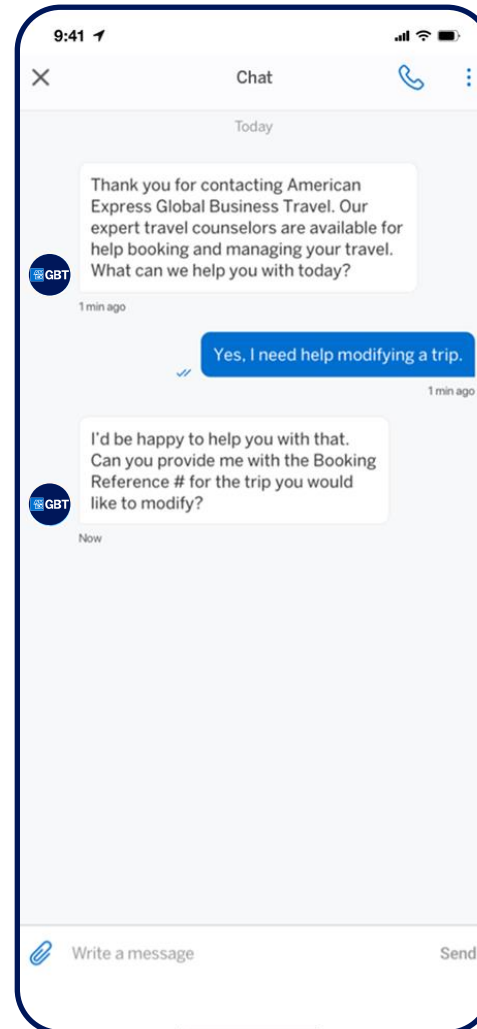**The "know before you go" card** appears at the top of each trip.

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.
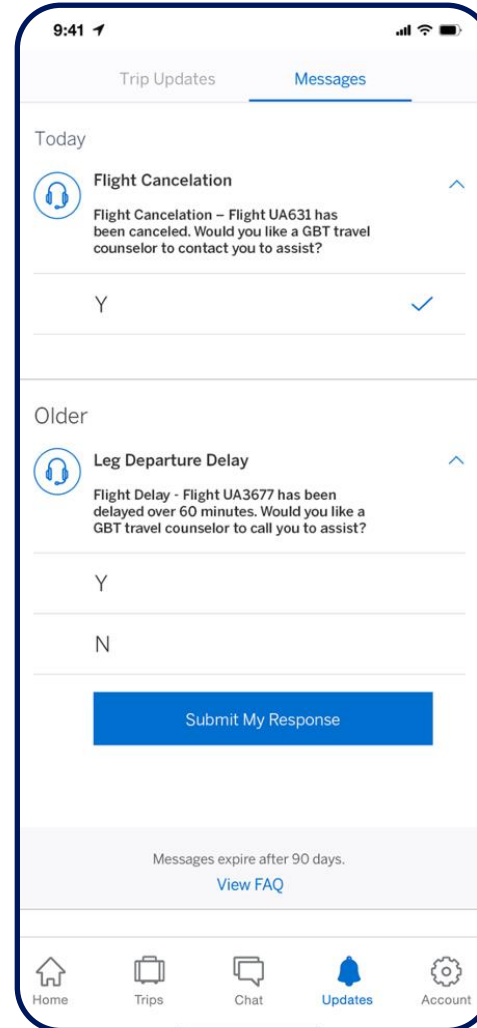
With our conversational artificial intelligence technology, you can:

- 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.
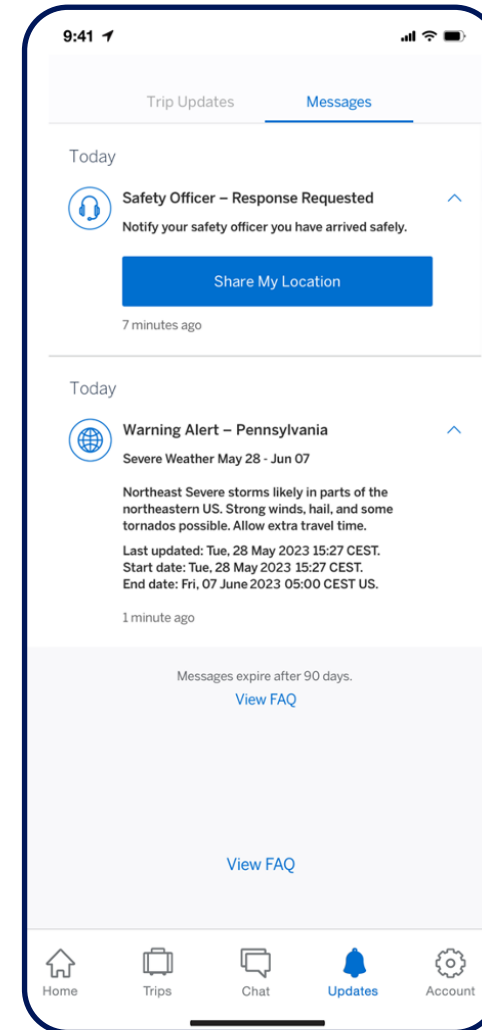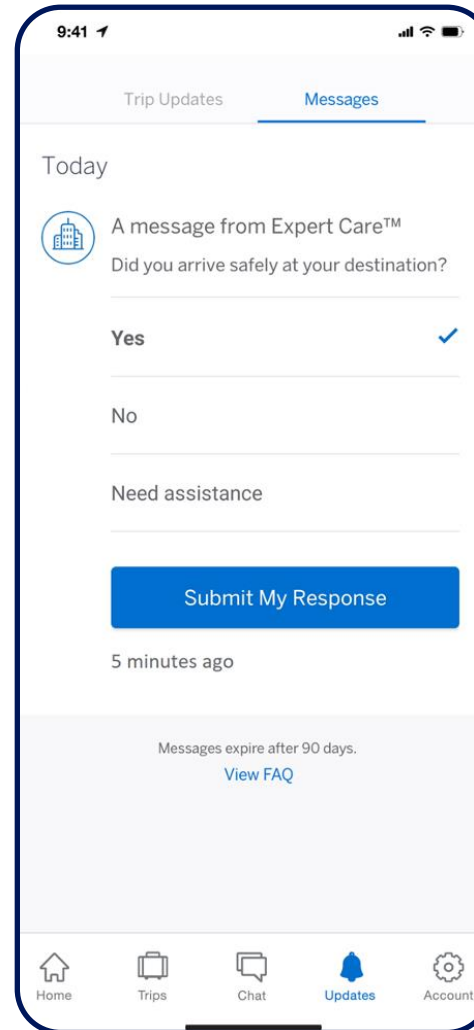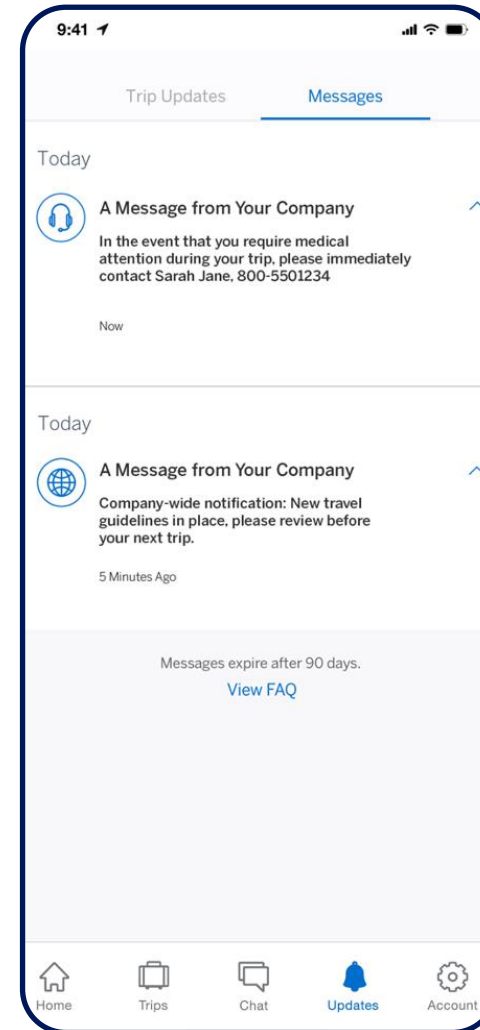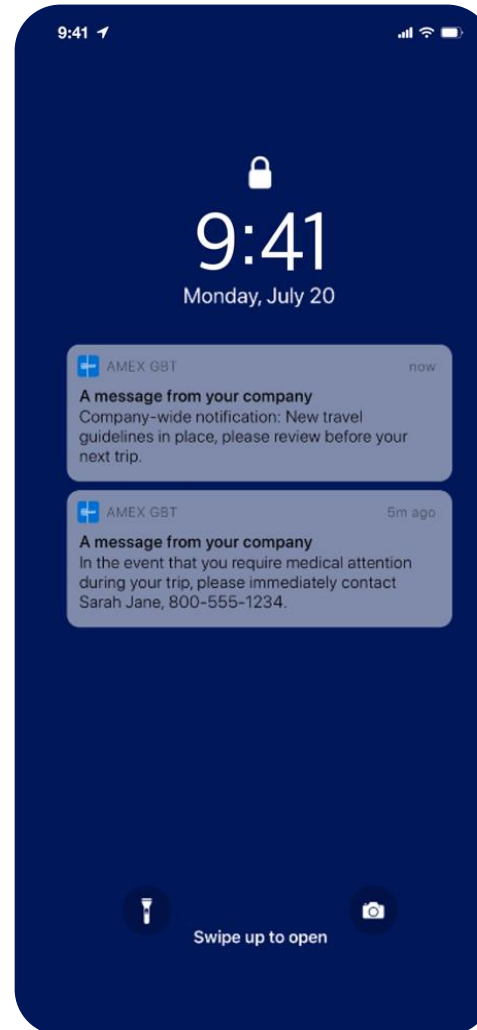
Expert Care™

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.
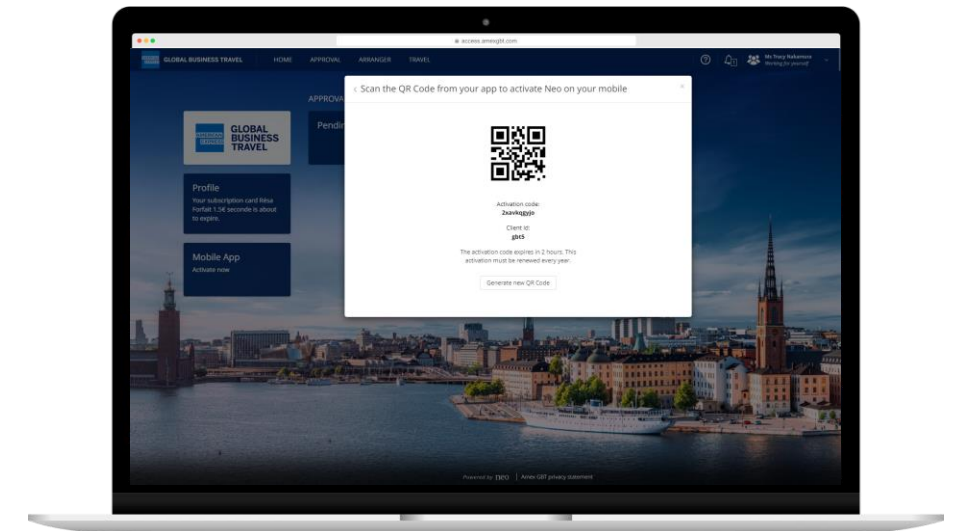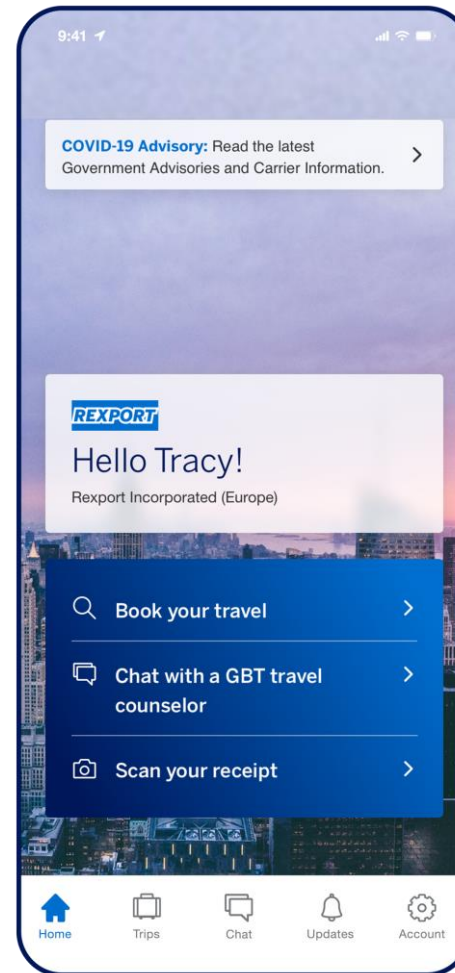
Activate mobile booking

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.

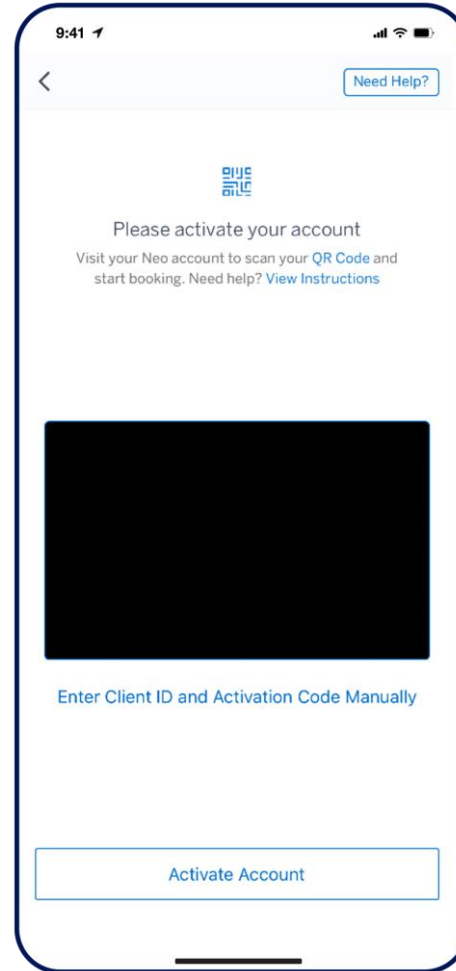Once your Neo ™ account is connected, tap on "Book your travel" to access the default booking screen to book:
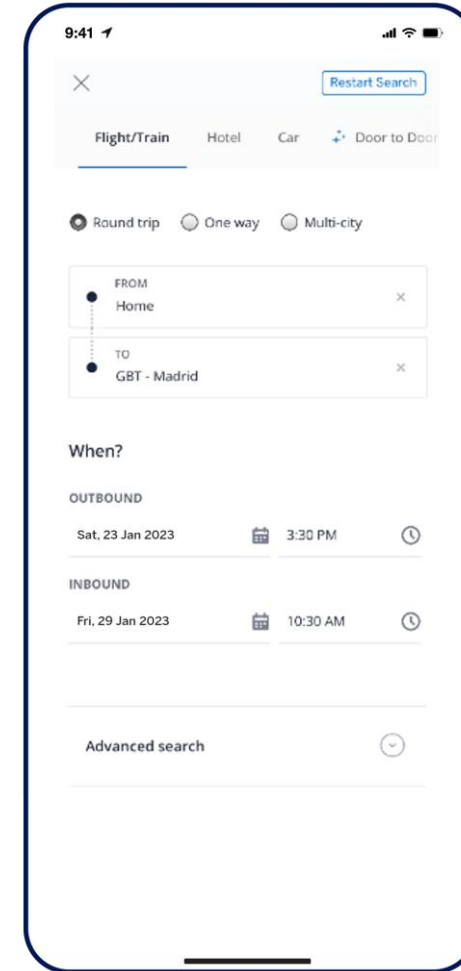
Air   **Train**   **Hotel**   **Car**

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

Book, modify, or cancel your trip!

Download the Amex GBT Mobile app today!