Insights

Best practices and tips

AMERICAN EXPRESS®

GLOBAL BUSINESS TRAVEL

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Dear [Name]

We would like to take this opportunity to share a few best practices to help you optimize your performance on Insights. Please follow the tips we have outlined below if you are encountering any of these situations:

- Receiving an error message stating that the page is unresponsive.
- Re-prompting a report is taking a long time.
- The "My Dashboard" page is taking a while to render results.
- Reports are taking a long time to return once you hit "Run Report."
- Pages are taking a long time to render.

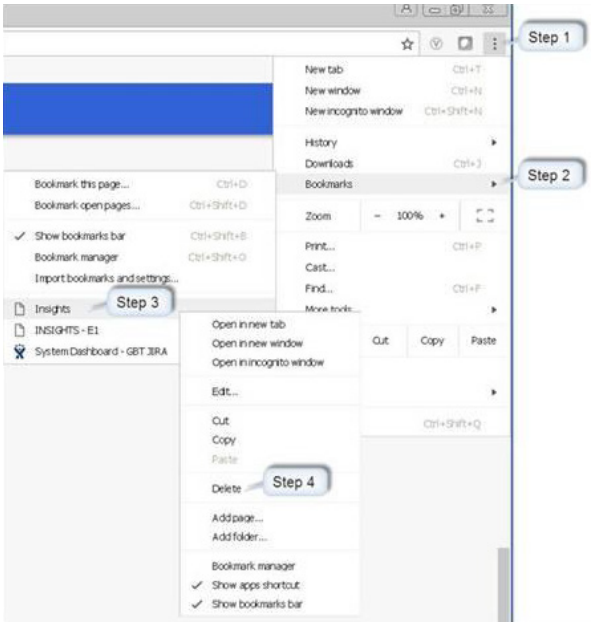
Tip one:

Delete & resave your Insights URL

If you have previously bookmarked the Insights URL, follow the instructions below to delete and resave the Insights URL.

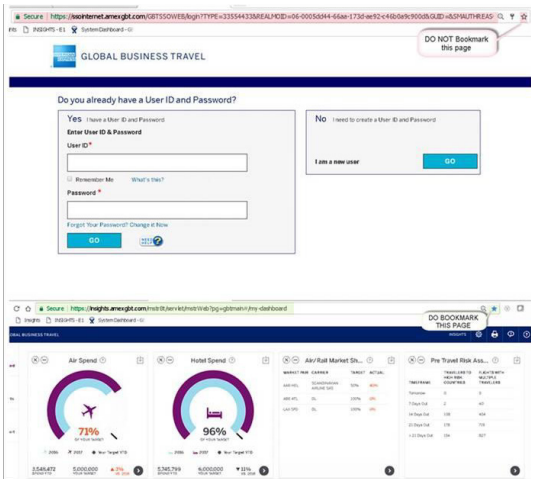
Deleting your current bookmark

1. Click on the three dots "more options" icon located at the top right-hand side of the address bar.
2. Select "Bookmarks."
3. Select "Insights" (or whatever name you have saved for "Insights").
4. Select "Delete."



Saving the Insights URL

1. Click on the Insights URL https://insights.amexgbt.com/.
2. Enter your user ID and password.
3. You will be taken to the "My Dashboard" page.
4. Select the star icon located on the address bar.
5. You will receive a confirmation message.
6. Select "Done."



Tip two:

Delete internet cache and cookies

Before logging in to Insights, open Google Chrome and clear your cookies with the following instructions:

1. Press CTRL + H in your browser.
2. Select "Clear browsing data" on the left-hand side.
3. Select the time range "All time."
4. Check off all three boxes:
   a. Browsing history.
   b. Cookies and other site data.
   c. Cached images and files.
5. Select "Clear data."
6. Close Google Chrome.
7. Reopen Google Chrome and select the bookmark to access Insights.

Tip three:

Fixing errors in job details

“Maximum number of result rows retried per report was exceeded 128,000”

This message means the report you have generated has more than 128,000 rows of data. Please keep in mind that, although the tool does allow for tabular level reporting and exporting, the tool was not designed to handle data dumping of reports — meaning you are attempting to process large amounts of data at one time. The size of your account will determine how much data you are able to process at one time. The same report may not work for multiple accounts, depending on the volume of transactions they process through American Express Global Business Travel. Therefore, please be prepared to reduce the size of your reporting by doing one or all of the following:

1. Select smaller date ranges (e.g., quarterly vs. year or monthly vs. quarterly, depending on the size of the account).
2. Reduce the number of client IDs (e.g., group them by region: EMEA, JAPA, NA).
3. Reduce the number of attributes/metrics.
4. Add filter conditions under the “Advanced Filter” section.

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