



**GLOBAL
BUSINESS
TRAVEL**



Key Booking Tips

Learn how to navigate our online booking tool more easily with these tips:

- 1 Use the Door-to-Door booking option, in your booking navigation options (Flight/Train, Hotel, Car, Door to Door), in Amex GBT Neo (Neo™) when you are not sure how to structure your trip or going somewhere you are unfamiliar with. The system will propose an entire trip (including air, hotel, and ground transportation) for you.
- 2 Be sure to download the Amex GBT Mobile app onto your phone. From this app, you can book travel as well as message a travel counselor directly – a great option if you need to make a quick, last-minute change to your travel plans.
- 3 Click on “Change Room/Rate” when looking at hotel options. This will let you see other room types, rates, and offers that are available.
- 4 You can book multicity itineraries with Neo™, but if you are planning a complex trip, we recommend calling a travel counselor. They may be able to find a better price that more closely fits with your schedule constraints.
- 5 You may give someone else, such as a travel arranger, the ability to book travel on your behalf. From the portal page, when modifying your travel profile, click on the “Travel Arrangers” area to search for and select the person who will be making travel arrangements on your behalf.
- 6 For trips that you take on a regular basis, use the “duplicate” button on the search screen in Neo™. You can change the date of the trip and let the system rebook the whole trip for you.
- 7 To the extent applicable to your servicing, if you have credits from prior unused tickets, Amex GBT may apply such credits to your travel arrangements. Don’t worry – we keep track of all of this and will manage it for you.
- 8 Have a booking question? The same number you call to talk with a travel counselor will also connect you with our navigation support specialists.

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