

Proactive Traveler Care™

Travel disruption management

Stay ahead of travel disruptions with a tool that proactively takes care of rebooking and traveler support.

Travel manager benefits

Mitigate indirect costs

Save resources across your company including time, productivity, and out-of-pocket costs.

Let our tool do the work

With automatic travel disruption management, you'll have more time to focus on other tasks.

Monitor trips

By having all flights booked through American Express Global Business Travel (GBT), we will be able to assist your employees when they need support.

Get insights

Receive a detailed analysis on how disruptions affect your travelers and company.

Traveler benefits

Reduce stress

Get the help you need when things don't go as planned with access to dedicated travel counselors who can help.

Get where you need to be

No matter what your destination, get there quickly while we manage all elements of your trip with a wide range of options.

Have peace of mind

Know that support is available when you need it most.

Stay informed

Receive proactive messages during a delay, cancellation, or missed connection.

How does Proactive Traveler Care™ work?



Traveler has a cancellation, delay, or a potential missed connection.



An automated message is sent to the traveler (via Email, SMS, and Amex GBT Mobile App).



Traveler answers that they need help.



Travel counsellor (TC) is then notified and calls the traveler.



After they talk, the TC helps them make alternate plans.



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