



**GLOBAL
BUSINESS
TRAVEL**

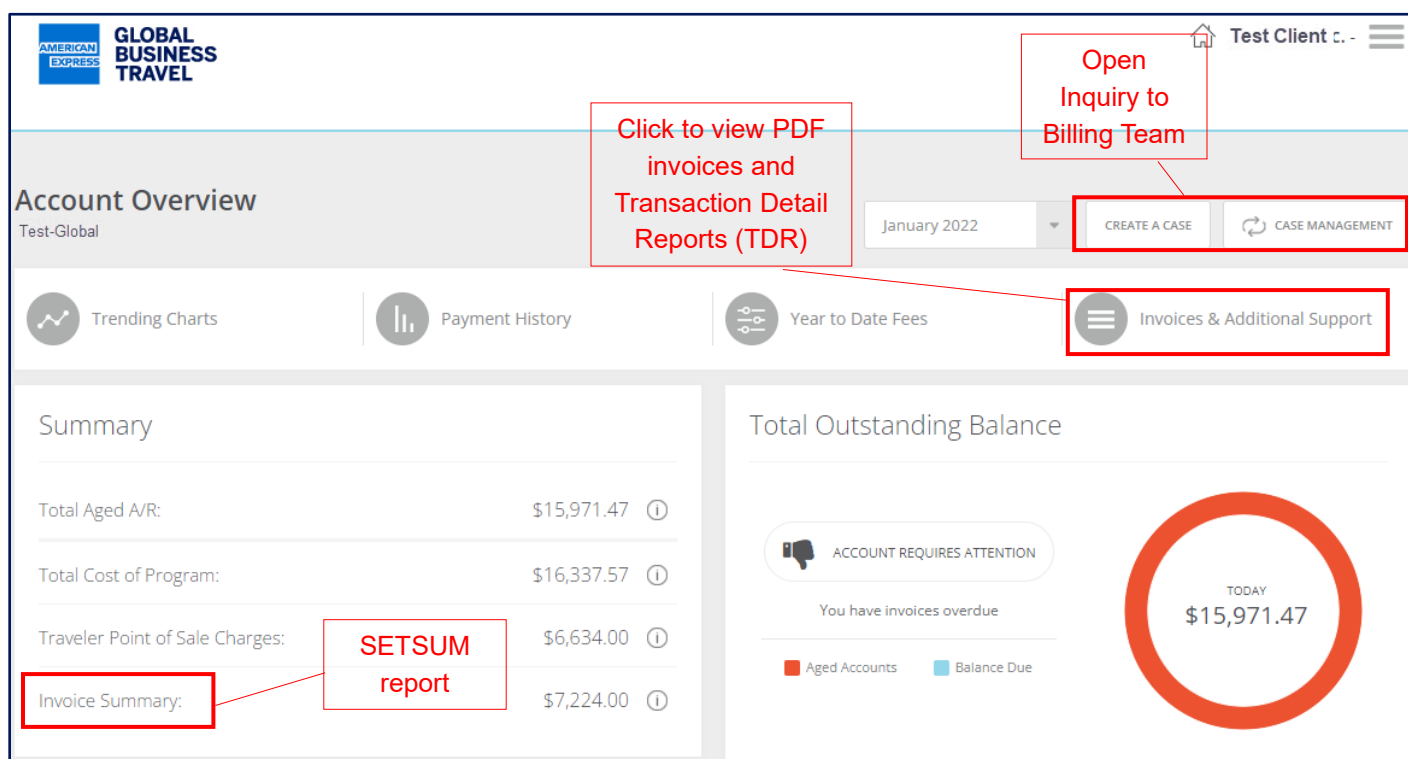
Settlement Invoice Site

Navigational Guide

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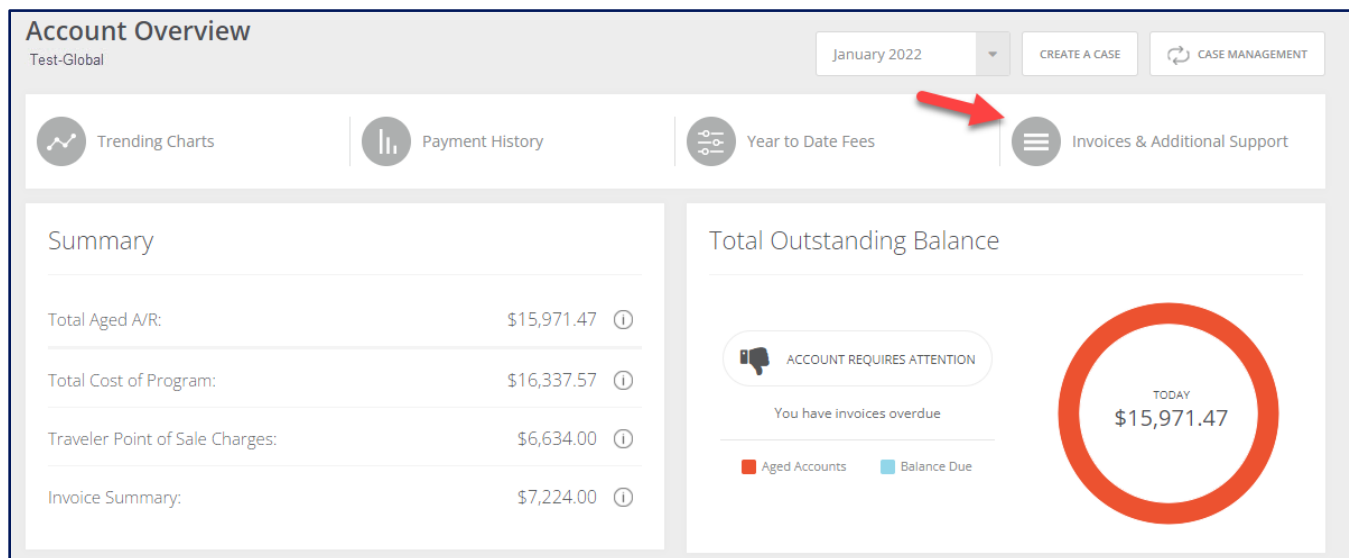
The screenshot shows the 'Account Overview' page for 'Test-Global'. The page includes a header with the American Express logo and 'GLOBAL BUSINESS TRAVEL'. A navigation bar contains links for 'Trending Charts', 'Payment History', 'Year to Date Fees', and 'Invoices & Additional Support'. The main content area is divided into two sections: 'Summary' and 'Total Outstanding Balance'. The 'Summary' section lists various charges, including 'Total Aged A/R', 'Total Cost of Program', 'Traveler Point of Sale Charges', and 'Invoice Summary'. The 'Total Outstanding Balance' section shows a large red circle with the amount '\$15,971.47' and a warning 'ACCOUNT REQUIRES ATTENTION'. Annotations in red boxes and lines point to specific elements: 'Click to view PDF invoices and Transaction Detail Reports (TDR)' points to the 'Invoices & Additional Support' link; 'Open Inquiry to Billing Team' points to the 'CASE MANAGEMENT' button; 'SETSUM report' points to the 'Invoice Summary' row; and 'Click to view PDF invoices and Transaction Detail Reports (TDR)' points to the 'CREATE A CASE' button.

Invoices & Additional Support

Overview

Under the Invoices & Additional Support link, you can find your global statements, transaction detail reports and legal invoices.

For US only, users can make credit card payments against open invoices.



FILTER AND VIEW CUSTOMER FILES

Download your statements to your desktop to view by clicking the **Download** link. It's broken out by open invoices on top and below is a list of all Invoices and Credit Notes.

You can also filter your statements by period and organization.

To filter by period, select a Period and click **Apply Filters**.

To filter by organization, click the desired organization on the hierarchical menu on the left.

Invoices & Additional Support

TEST1-CA

TEST1-Global

- TEST1-Global
 - TEST1-Americas
 - TEST1-CA
 - TEST1-MX
 - TEST1-US
 - TEST1-APAC
 - TEST1-EMEA

TEST1-CA

Level at which data is shown

PERIOD

-- Select --

Apply Filters

Open Invoices

Payment Option Within Site Is Currently Only Available For US Invoices

Select for Payment	Earned Period End	Legacy Invoice Number	Amount	Currency	Subsidiary	DK	Status	
	Mar 2019	0406275	214.70	Canadian Dollar	Canada	01099504433-AXC	Open	Download
	Jan 2019	0404261	200.01	Canadian Dollar	Canada	01099504430-AXC	Open	Download
	Jan 2019	0404184	215.83	Canadian Dollar	Canada	01099500664-AXC	Open	Download

All Invoices

Earned Period End	Legacy Invoice Number	File Name	
Nov 2019	0410415	TDR_0410415_NOV_2019_TEST110-CA_UTF.CSV	Download
Nov 2019	0410415	TDR_0410415_NOV_2019_TEST110-CA_TF.CSV	Download
Nov 2019	0410415	Legal Inv - 01099500664-0410415 Nov 2019	Download
Oct 2019	0409767	TDR_0409767_OCT_2019_TEST110-CA_TF.CSV	Download
Oct 2019	0409767	TDR_0409767_OCT_2019_TEST110-CA_UTF.CSV	Download
Oct 2019	0409767	Legal Inv - 01099500664-0409767 Oct 2019	Download

The Invoice Summary (SETSUM)

Overview

In the Summary pane you can view the aggregated totals of your Aged Accounts Receivable, Total Cost of Program, Traveler Point of Sale Charges and **Invoice Summary** for the period you select.

The name of the top-level organization you have permission to view appears just above the Summary pane. The aggregated totals shown reflect the combined total of all sub-levels organizations below this top-level organization

Totals are represented in the currency of the top-level organization, as displayed at the bottom of the screen.

SUMMARY PANE - DETAIL VIEW

Click on a line item in the Summary pane to drill down on each of the aggregated totals. You can see up to three additional levels of detail, giving you a more granular view of the components that make up the total.

Line options in bold can be clicked to display additional underlying detail. Line options in regular text represent the lowest level of detail available.

NAVIGATE USING THE ORGANIZATIONAL HIERARCHY

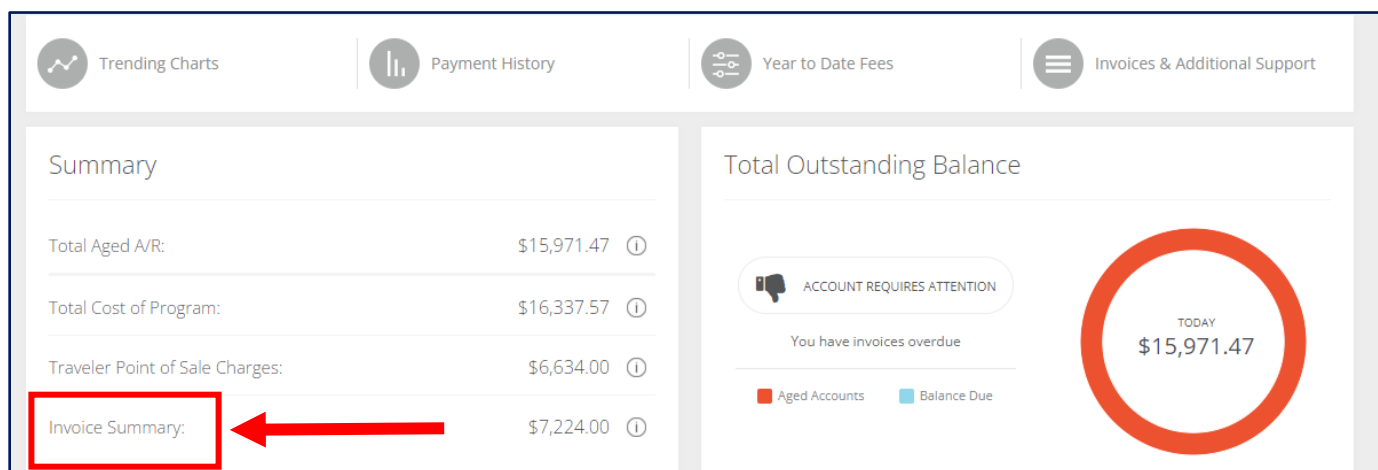
Use the hierarchical structure on the left to view information by a selected organizational level. Folders with a PLUS sign indicate additional levels below.

Totals are reflected in the currency of the selected organization.

Access to the information in the organization structure is controlled through permissions. You will not be able to view information in levels for which you do not have permission.

EXPORT INFORMATION

At any time, you can export information in PDF or Excel formats. The exported information will display a complete breakout of cost categories and details for the organization selected.





GLOBAL
BUSINESS
TRAVEL

Test Client

Invoice Summary

Test-Global

TEST-Global

- TEST-Americas
 - TEST-CA
 - TEST-MX
 - TEST-US
 - Test Client - Main
 - Test Client Advisory Se..
 - Test Client HR
- TEST-EMEA
 - TEST-CH
 - TEST-DE
 - TEST-FR
 - TEST-GB

Test Client - Main

CREATE A CASE

January 2022

Back

Billable Sales

Billable Sales	Subtotal	\$442,071.98
Billable Air Sales		\$441,989.98
Billable Rail Sales		\$82.00

Invoice Summary Items

Travel Service Charges	Subtotal	\$16,337.57
Fixed/Variable Charges		\$6,564.00
Account Management		\$6,564.00
Additional Services		\$4,506.57
After Hours Services		\$900.00
Air Track Expert		\$2,940.57
High Cost Booking		\$590.00
International Rate Desk Services		\$70.00
Additional Traveler Invoiced Tranx Fees		\$6.00
Offline Transaction		\$2,350.00
Online Transaction		\$2,917.00
Travel Service Credits	Subtotal	(\$9,113.57)
Additional Services		(\$3,850.57)
Offline Transaction		(\$2,350.00)
Online Transaction		(\$2,913.00)

Total Amount Due

TOTAL \$7,224.00

view or export
report to PDF

Export to Pdf



Case Management

Overview

You can initiate and track queries through the Case Management Interface. This will direct the inquiry directly to the billing analyst that manages your account and can address any billing question specifically related to your account.

INITIATE A CASE

Cases are associated to the organization at the settlement level; that is, at any level where billing has taken place. Use the Invoice summary link and the organizational hierarchy to locate the organization and level where you would like to create a case.

Account Overview
Test-Global

January 2022 [CREATE A CASE](#) [CASE MANAGEMENT](#)

Trending Charts | **Payment History** | **Year to Date Fees** | **Invoices & Additional Support**

Summary	
Total Aged A/R:	\$15,971.47 ⓘ
Total Cost of Program:	\$16,337.57 ⓘ
Traveler Point of Sale Charges:	\$6,634.00 ⓘ
Invoice Summary:	\$7,224.00 ⓘ

Total Outstanding Balance

ACCOUNT REQUIRES ATTENTION

You have invoices overdue

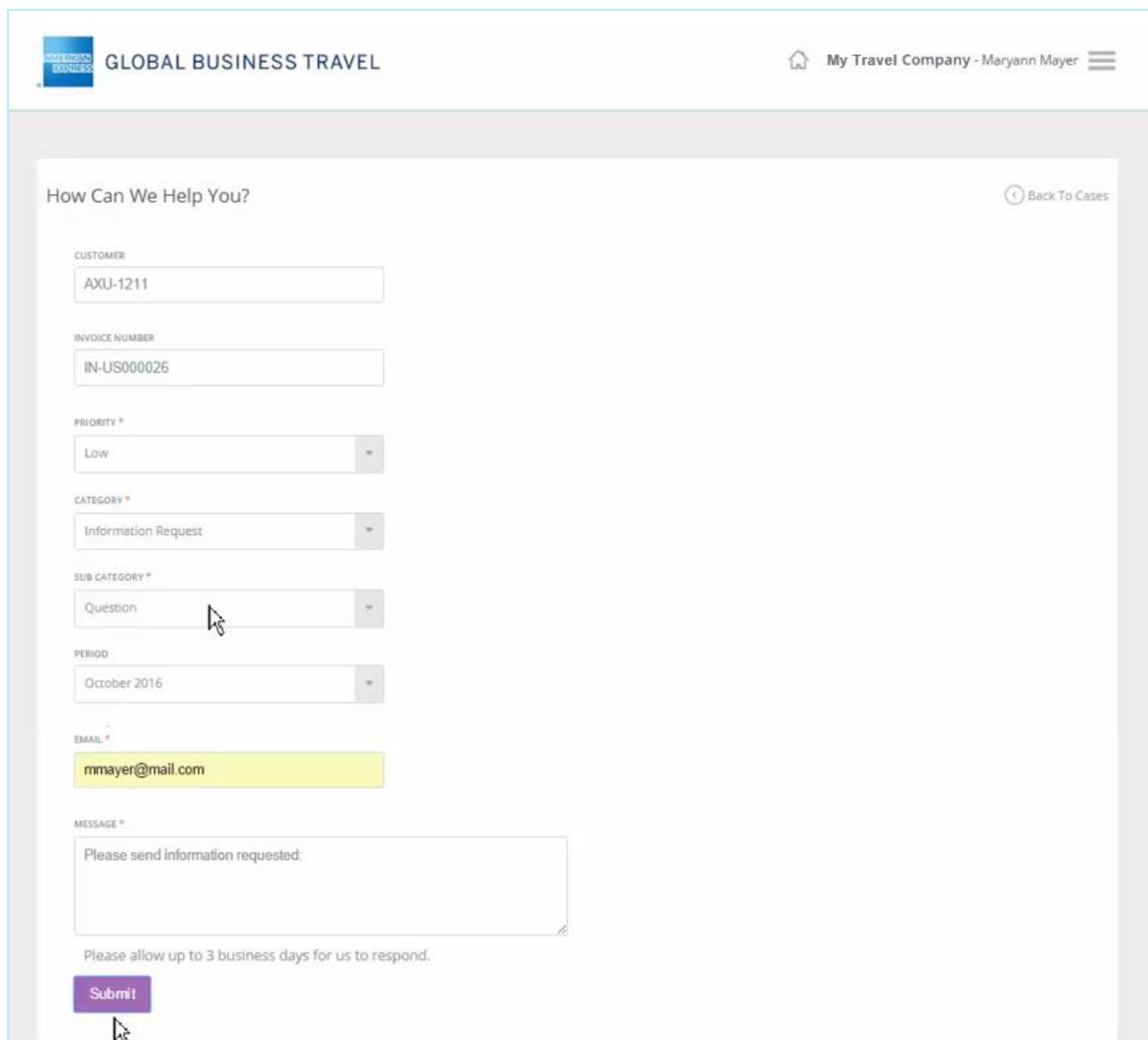
■ Aged Accounts ■ Balance Due

TODAY

\$15,971.47

On the case query form, fill in the appropriate information. When you are finished, click the Submit button.

Once submitted, a notification is sent to Billing Operations, and a Billing Analyst is assigned to the case.



The screenshot shows the 'How Can We Help You?' form within the American Express Global Business Travel portal. The header includes the company logo and the user's name, 'My Travel Company - Maryann Mayer'. The form contains several input fields: 'CUSTOMER' with the value 'AXU-1211', 'INVOICE NUMBER' with 'IN-US000026', 'PRIORITY' set to 'Low', 'CATEGORY' set to 'Information Request', 'SUB CATEGORY' set to 'Question', and 'PERIOD' set to 'October 2016'. The 'EMAIL' field is highlighted in yellow and contains 'mmayer@mail.com'. The 'MESSAGE' field contains the text 'Please send information requested:'. A 'Submit' button is at the bottom left, and a 'Back To Cases' link is at the top right. A note at the bottom states 'Please allow up to 3 business days for us to respond.'

How Can We Help You? [Back To Cases](#)

CUSTOMER
AXU-1211

INVOICE NUMBER
IN-US000026

PRIORITY *
Low

CATEGORY *
Information Request

SUB CATEGORY *
Question

PERIOD
October 2016

EMAIL *
mmayer@mail.com

MESSAGE *
Please send information requested:

Please allow up to 3 business days for us to respond.

Submit



TRACE CASES

Keep track of submitted cases through the Case Management interface.

The screenshot displays the 'Account Overview' page for 'Test-Global'. The top navigation bar includes the American Express logo, the account name 'Test Client c.', and a menu icon. Below the navigation bar, the 'Account Overview' section features a date selector set to 'January 2022' and two buttons: 'CREATE A CASE' and 'CASE MANAGEMENT'. A red arrow points to the 'CASE MANAGEMENT' button. The main content area is divided into four sections: 'Trending Charts', 'Payment History', 'Year to Date Fees', and 'Invoices & Additional Support'. The 'Summary' section on the left lists four items: 'Total Aged A/R' (\$15,971.47), 'Total Cost of Program' (\$16,337.57), 'Traveler Point of Sale Charges' (\$6,634.00), and 'Invoice Summary' (\$7,224.00). The 'Total Outstanding Balance' section on the right shows a balance of \$15,971.47 with a red circular graphic. A message box indicates 'ACCOUNT REQUIRES ATTENTION' and 'You have invoices overdue'. A legend at the bottom of the balance section shows 'Aged Accounts' in red and 'Balance Due' in blue. A footer note states 'Values are displayed in USD (US Dollar)'.

Summary	
Total Aged A/R:	\$15,971.47
Total Cost of Program:	\$16,337.57
Traveler Point of Sale Charges:	\$6,634.00
Invoice Summary:	\$7,224.00

Total Outstanding Balance	
ACCOUNT REQUIRES ATTENTION	TODAY \$15,971.47
You have invoices overdue	
■ Aged Accounts ■ Balance Due	

On the Support Cases page, you can see a list of the cases you have submitted as well as their status. Click on the case number of the case you would like to review.


GLOBAL BUSINESS TRAVEL


My Travel Company - Maryann Mayer


Support Cases Back to Home

Case No.	Subject	Creation date	Last Message	Status
Case #1	Information Request: AXU-1211	2016-11-21	2016-11-21	Not Started

Showing 1 - 1 of 1

On the case review page, review case details, read messages and add your replies.


GLOBAL BUSINESS TRAVEL


My Travel Company - Maryann Mayer


Case #1: Information Request: AXU-1211 Back To Cases

Type of inquiry: Question
 Invoice Number:
 Settlement Period: October 2016
 Creation date: 2016-11-21
 Last message: 2016-11-21
 Case Priority: Low

Status: Completed

REPLY WITH A MESSAGE:

Thank you

Reply

Messages (2)

2016-11-21

NS Task Manager (1:46 pm)

The requested report is now available under the Customer Files link.

2016-11-21

You (1:23pm) Original case message

Please send the requested information.