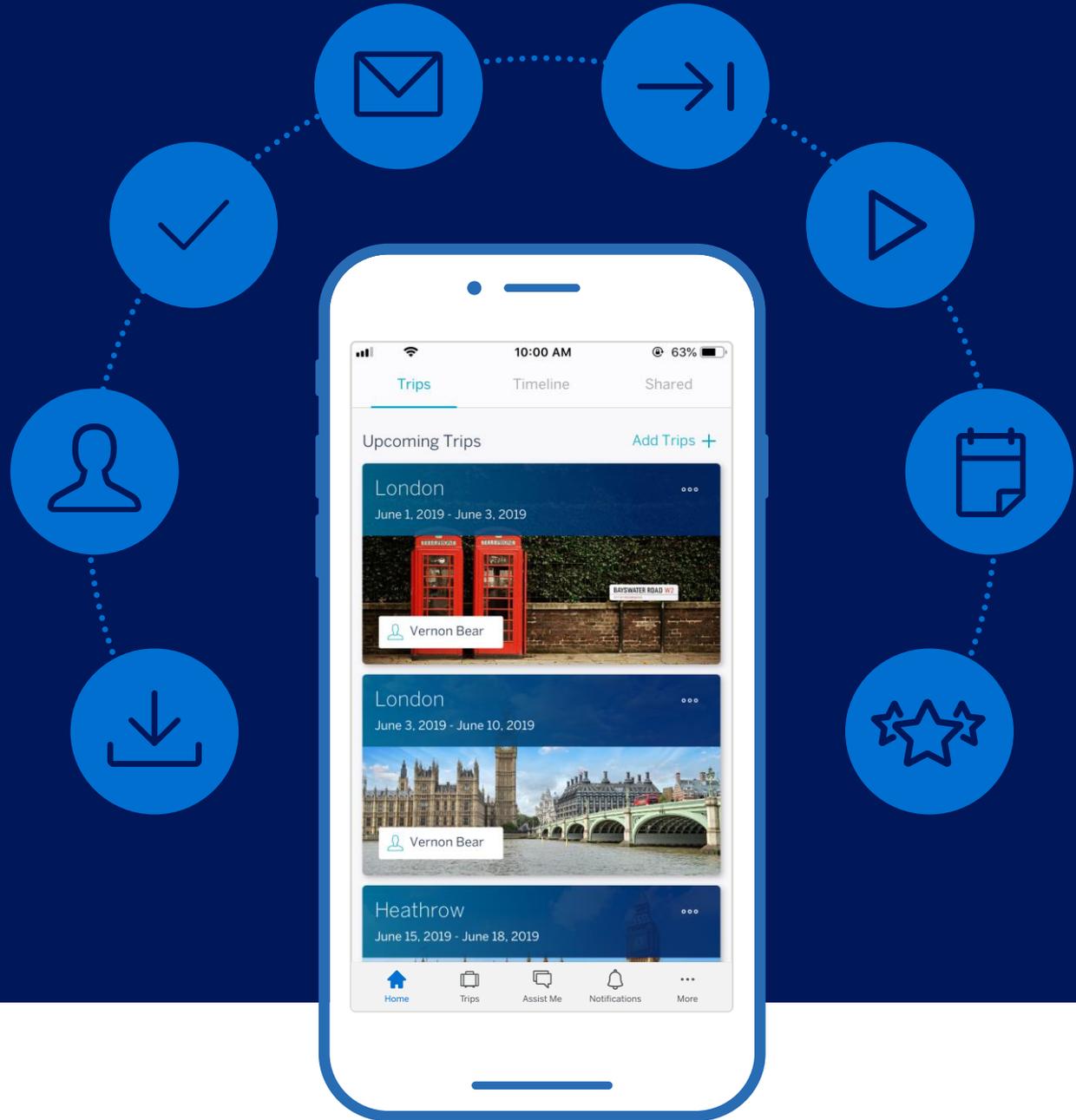


AMEX GBT MOBILE APP USER GUIDE

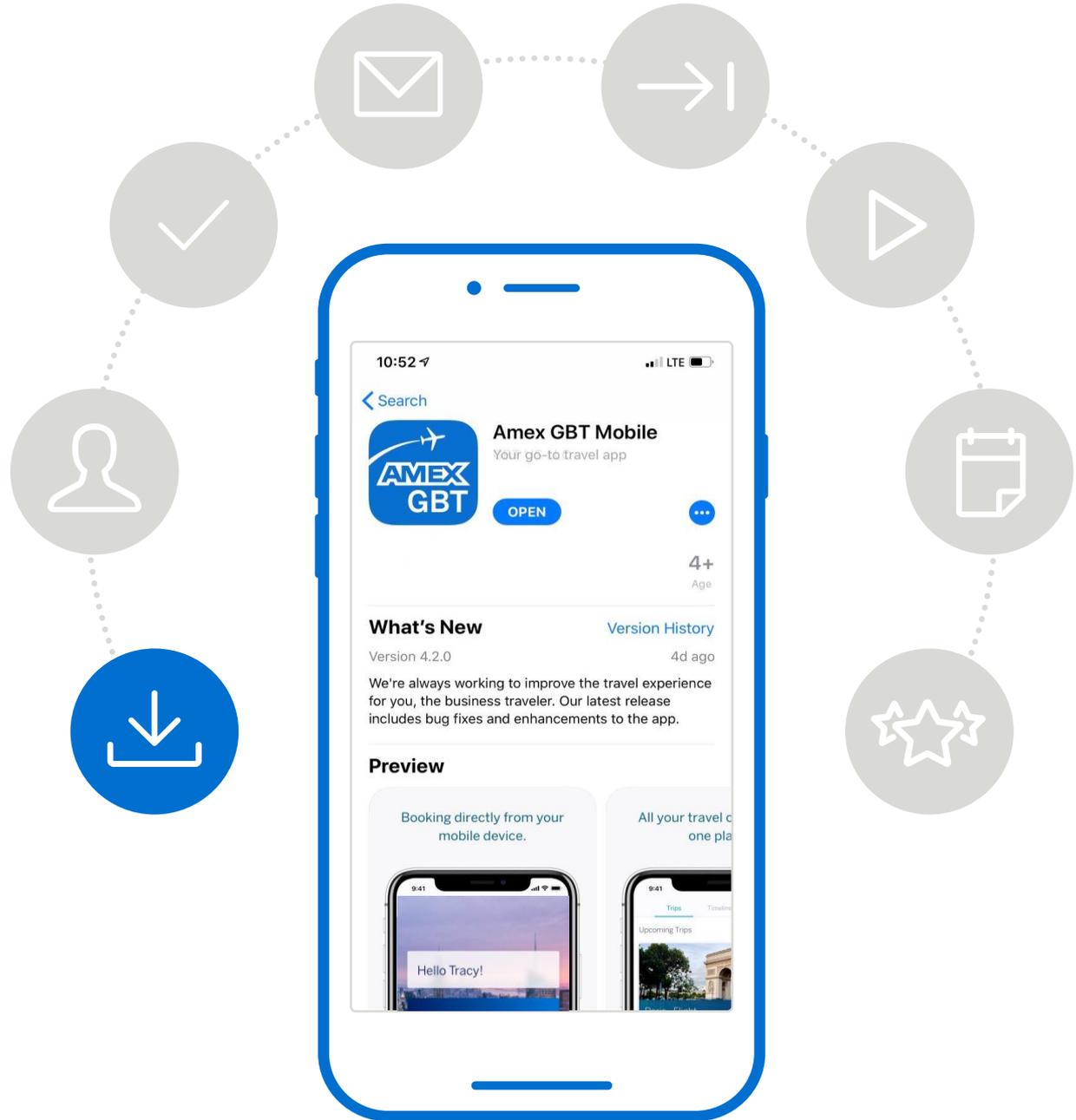


APP STORE OPTIONS 1



iOS **ANDROID**

Download the application in Apple's App Store or the Google Play Store.

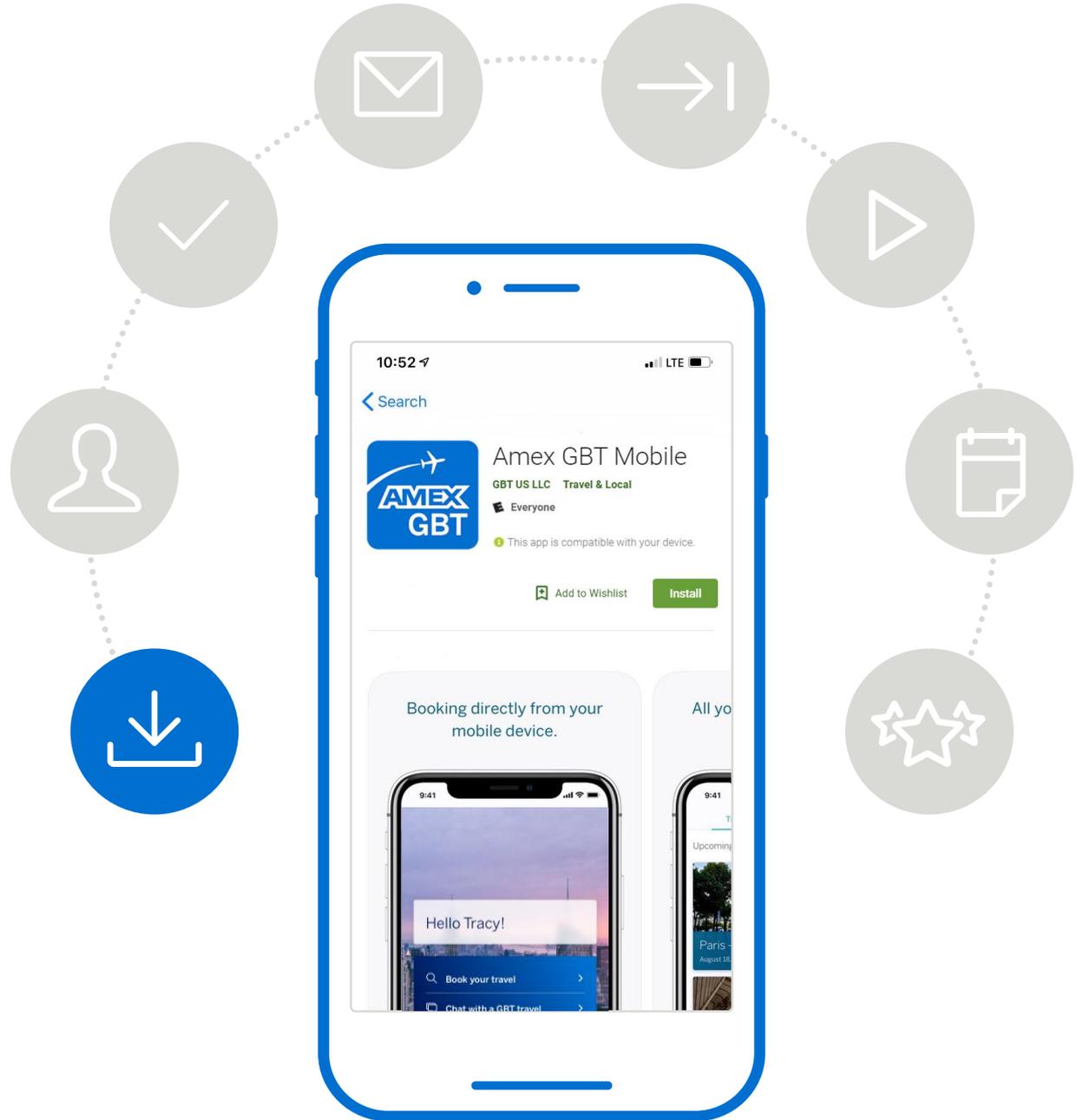


APP STORE OPTIONS 1



iOS ANDROID

Download the application in Apple's App Store or the Google Play Store.

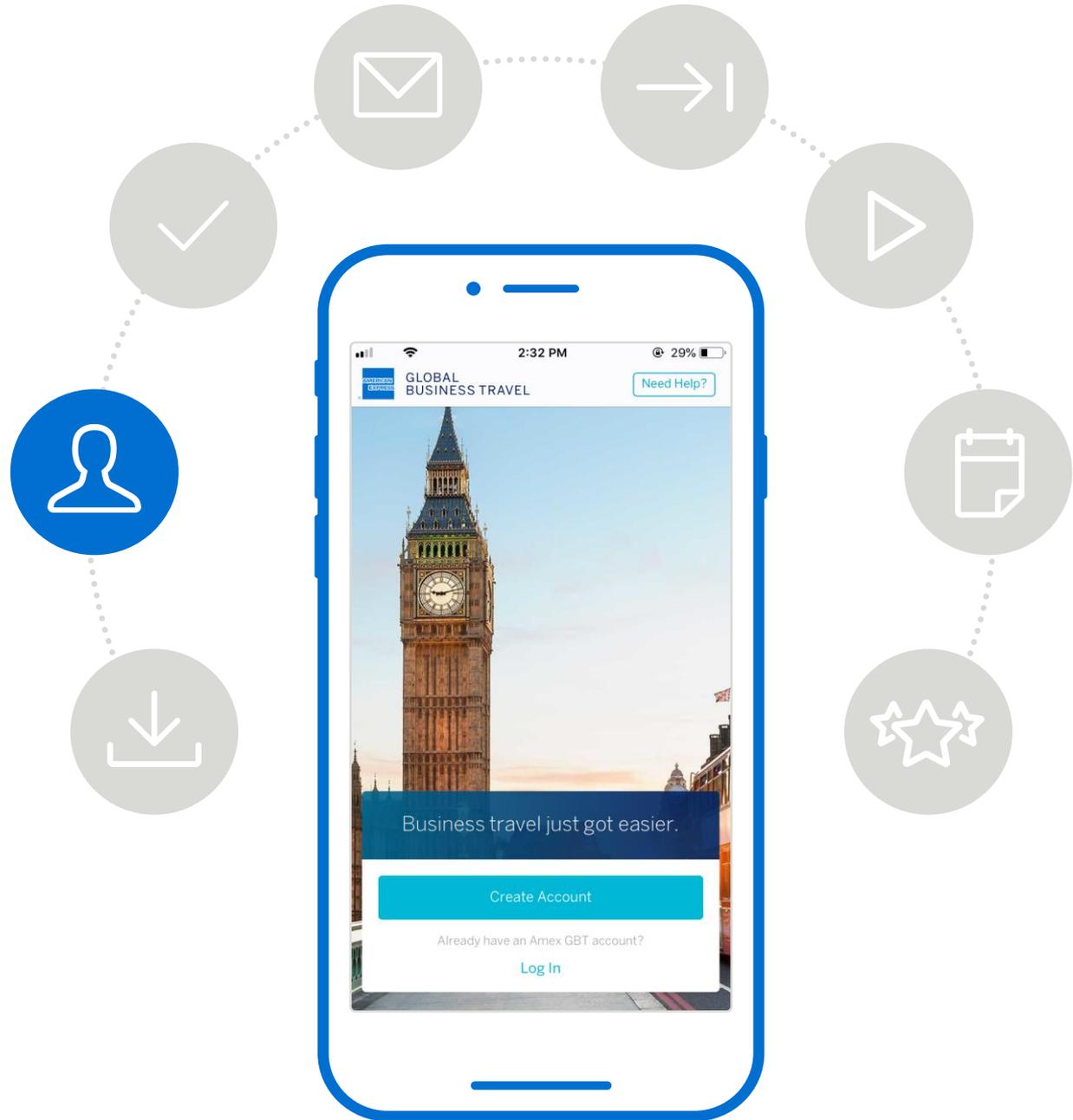


APP REGISTRATION 2



Open the app and create your account by pressing the **Create Account** button at the bottom of your screen.

Enter your information and your work email address, including the user name and password you will use to log in to the app, and then press Continue.

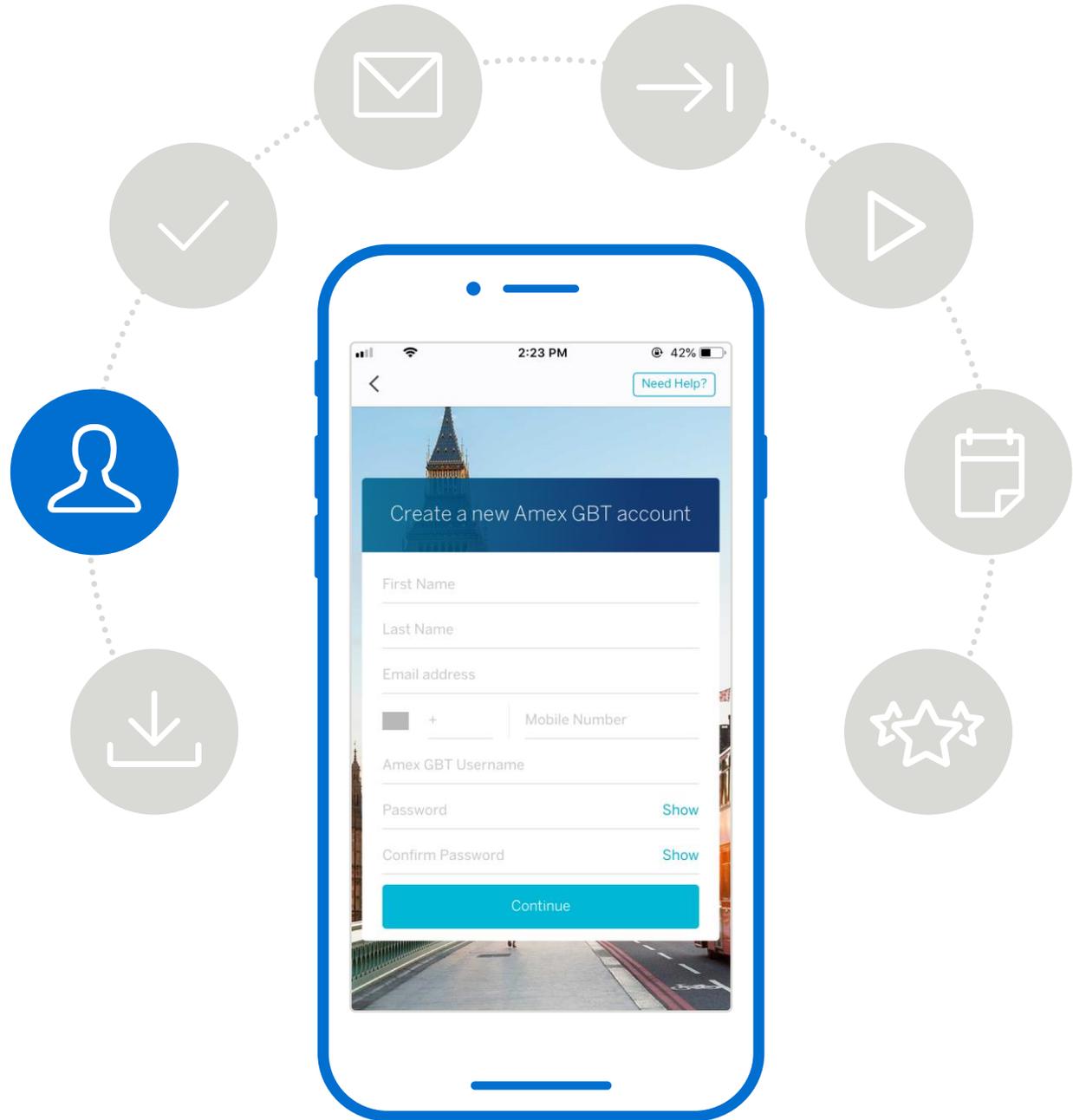


APP REGISTRATION 2



Open the app and create your account by pressing the **Create Account** button at the bottom of your screen.

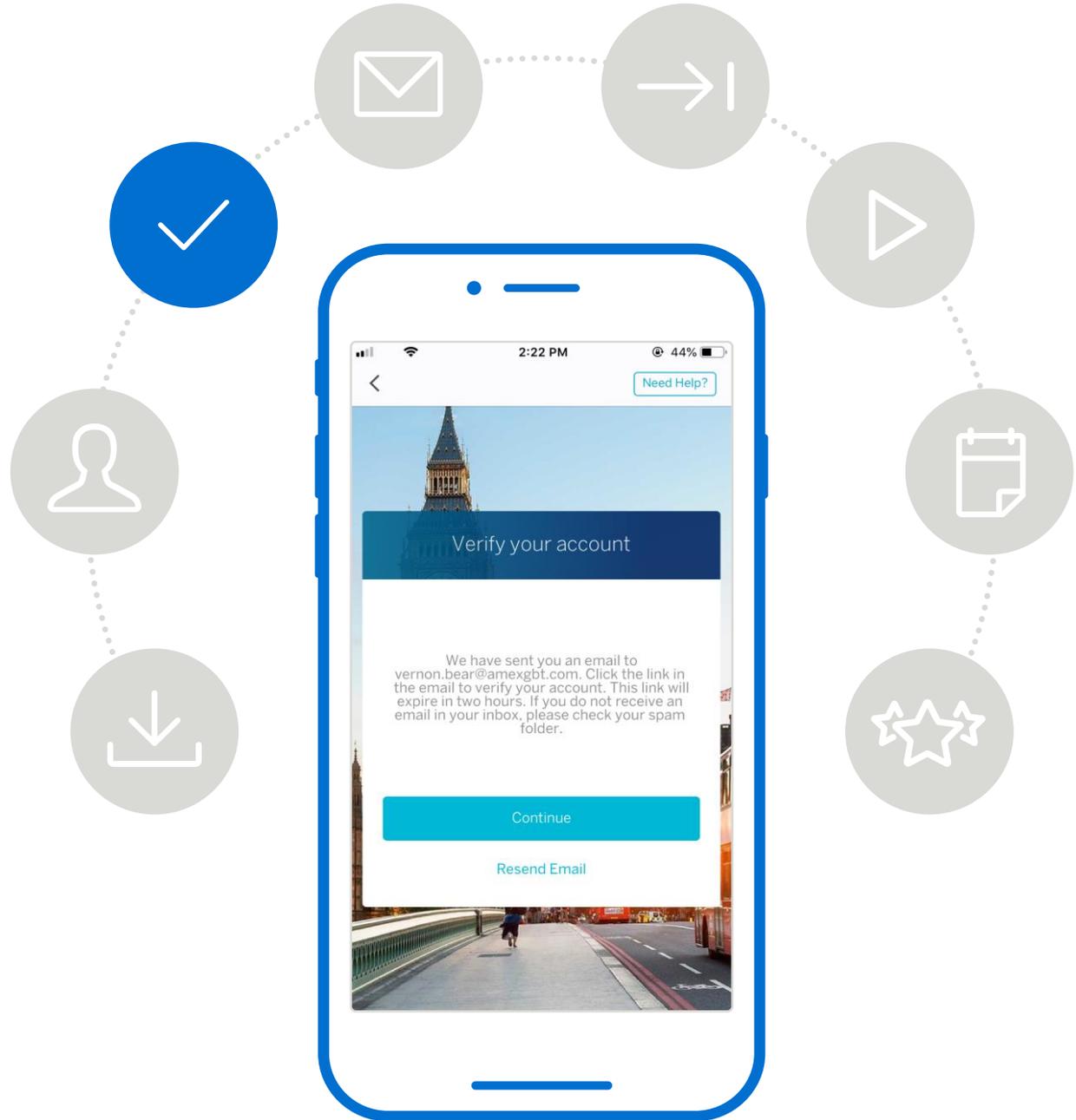
Fill out your personal information, including the user name and password you will use to log in to the app, and then press **Continue**.



VERIFY YOUR ACCOUNT

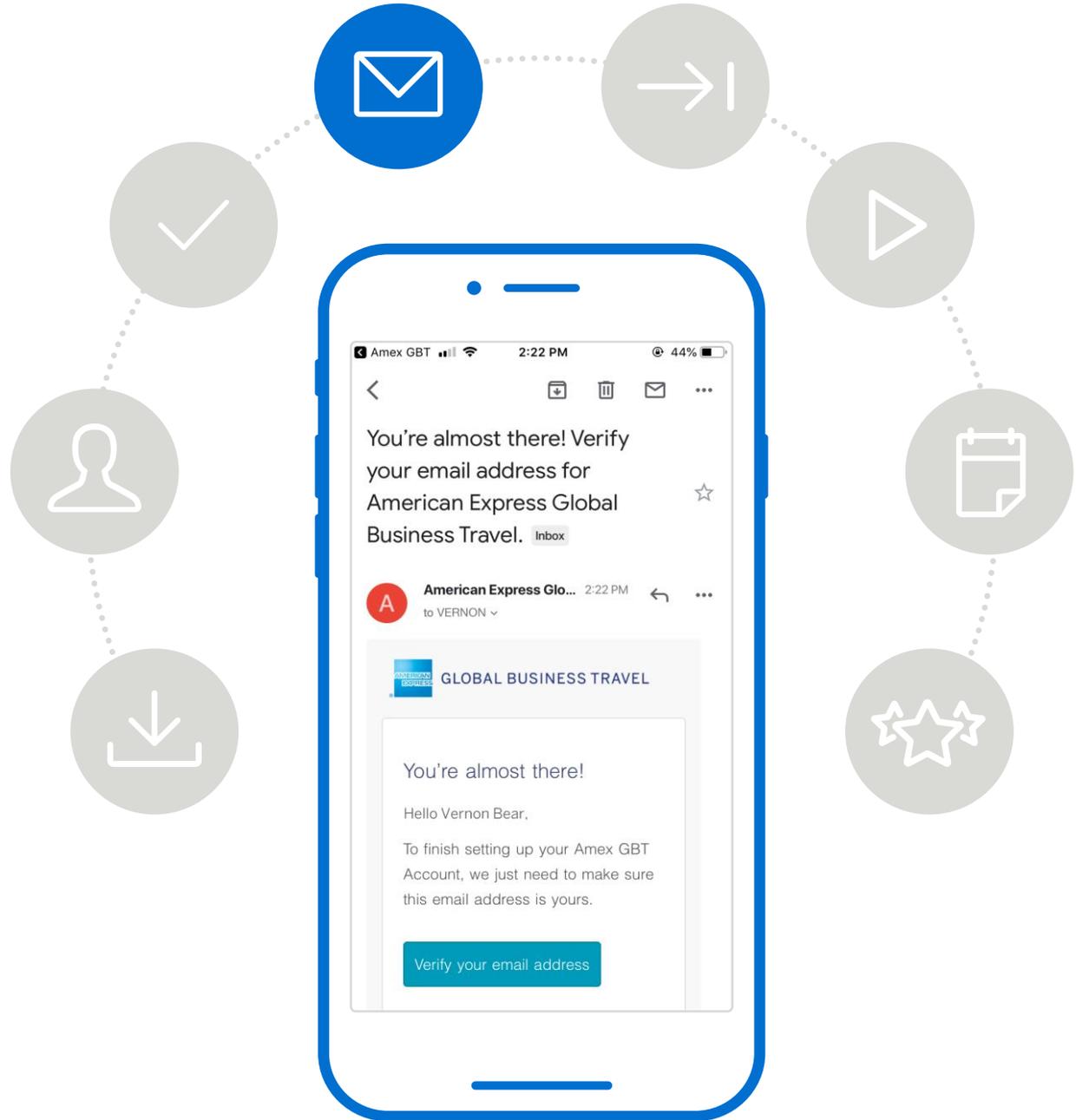


Verify your email account by pressing the **Continue** button.



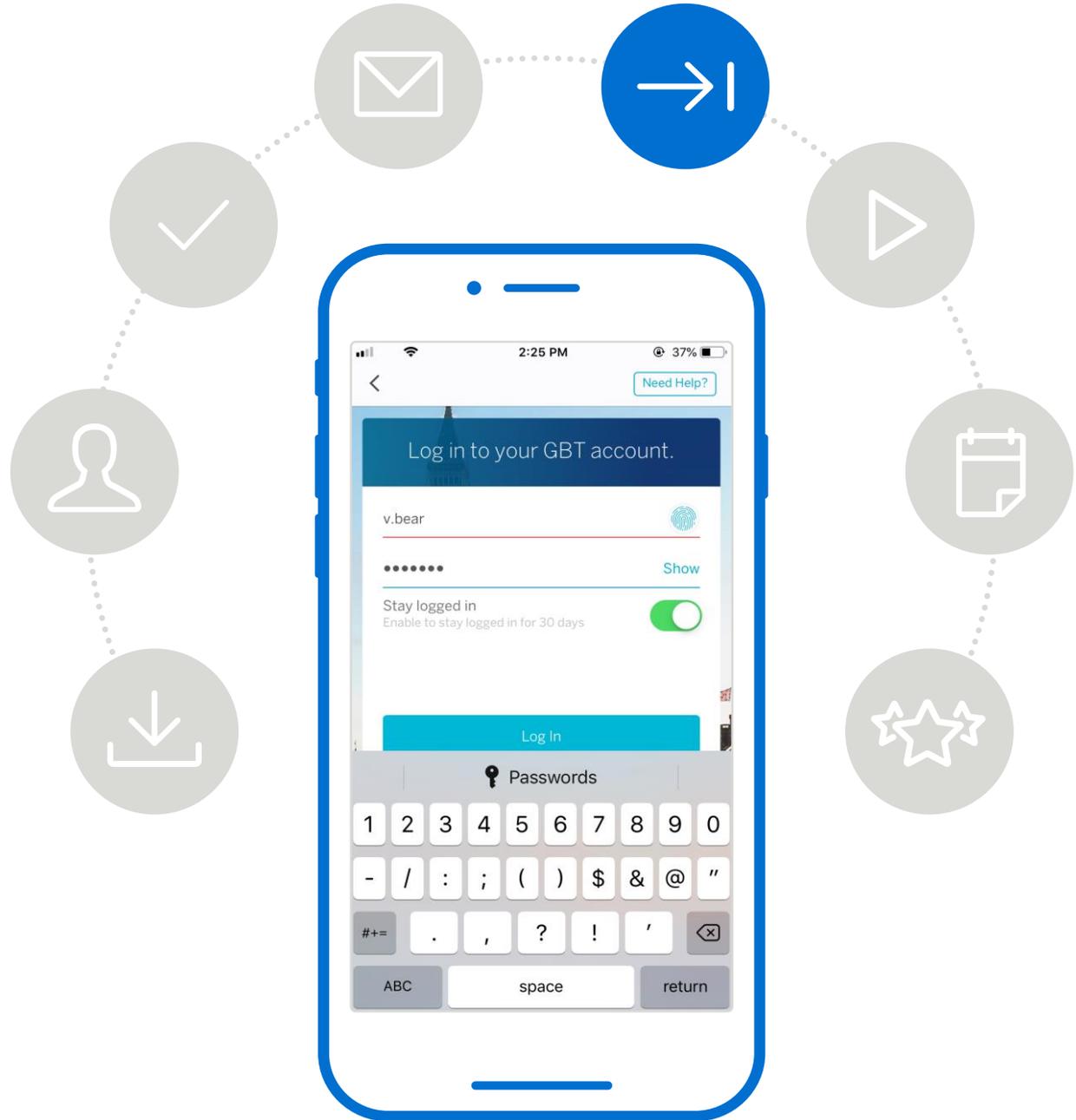
4 > VERIFICATION EMAIL

Confirm your email address by pressing the **Verify your email address** button in the email sent to you from the Amex GBT Mobile app.



LOG IN 5 >

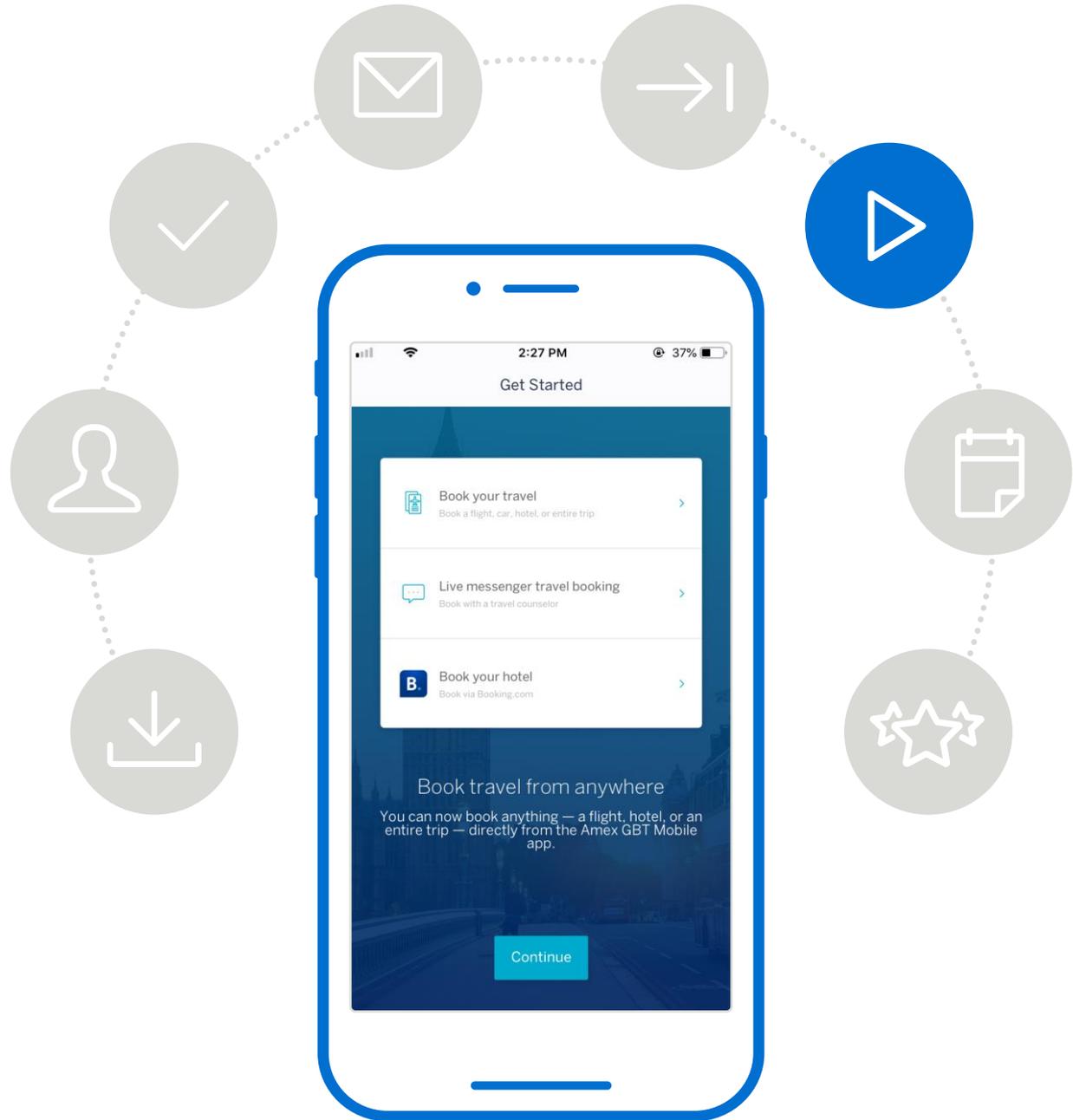
Log in to your Amex GBT Mobile account with the ID and password you created in Step 2.





HOME SCREEN

Our **Get Started** tutorial will automatically pop up the first time you log in to the app to help you learn how to use the Amex GBT Mobile app. You can also access the tutorial at any time from your account page. Here you can see the home screen of the app.

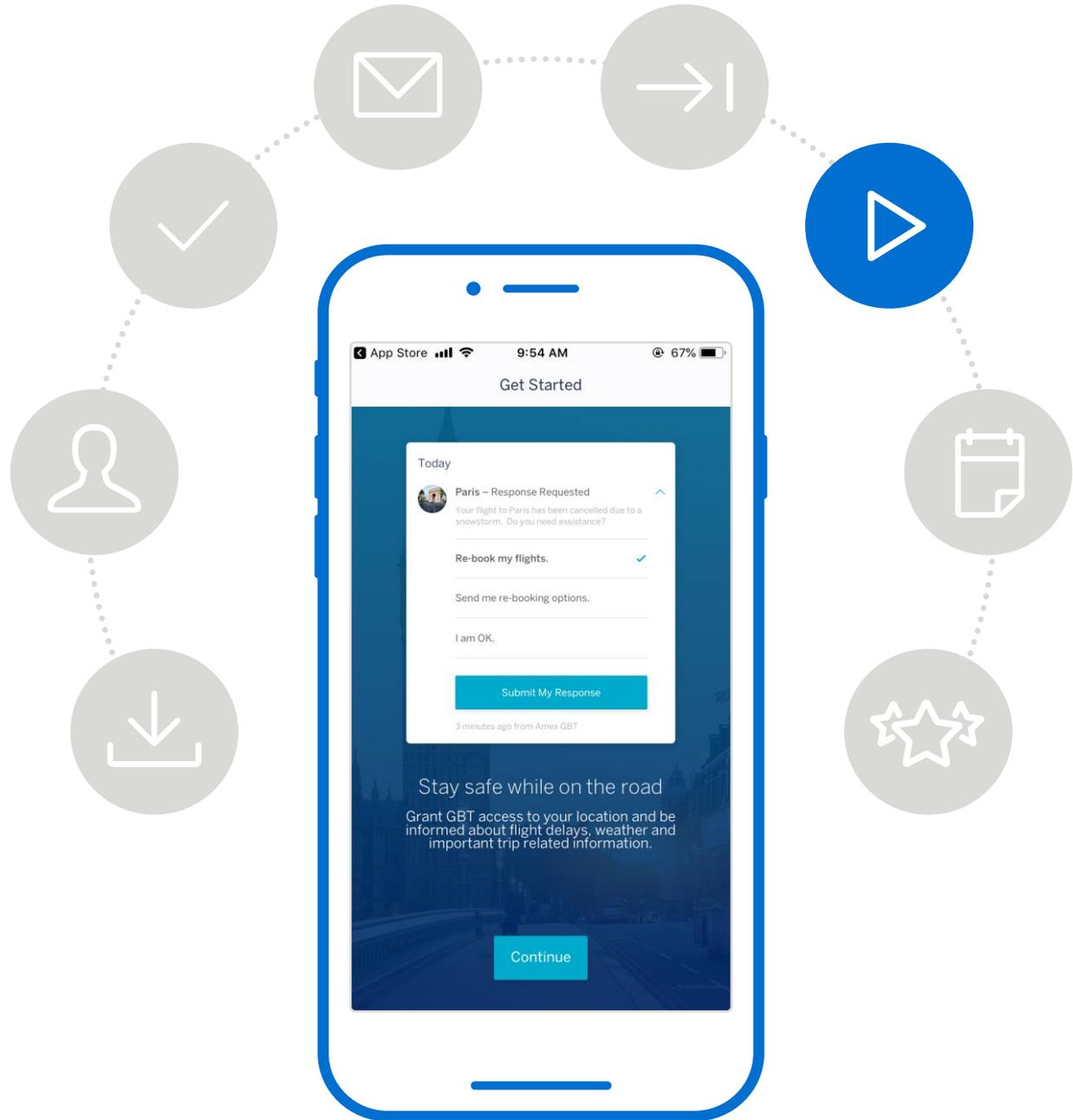


GET STARTED TUTORIAL



DISRUPTION SERVICE & LOCATION PERMISSION

Learn how to respond to notifications during a travel disruption.

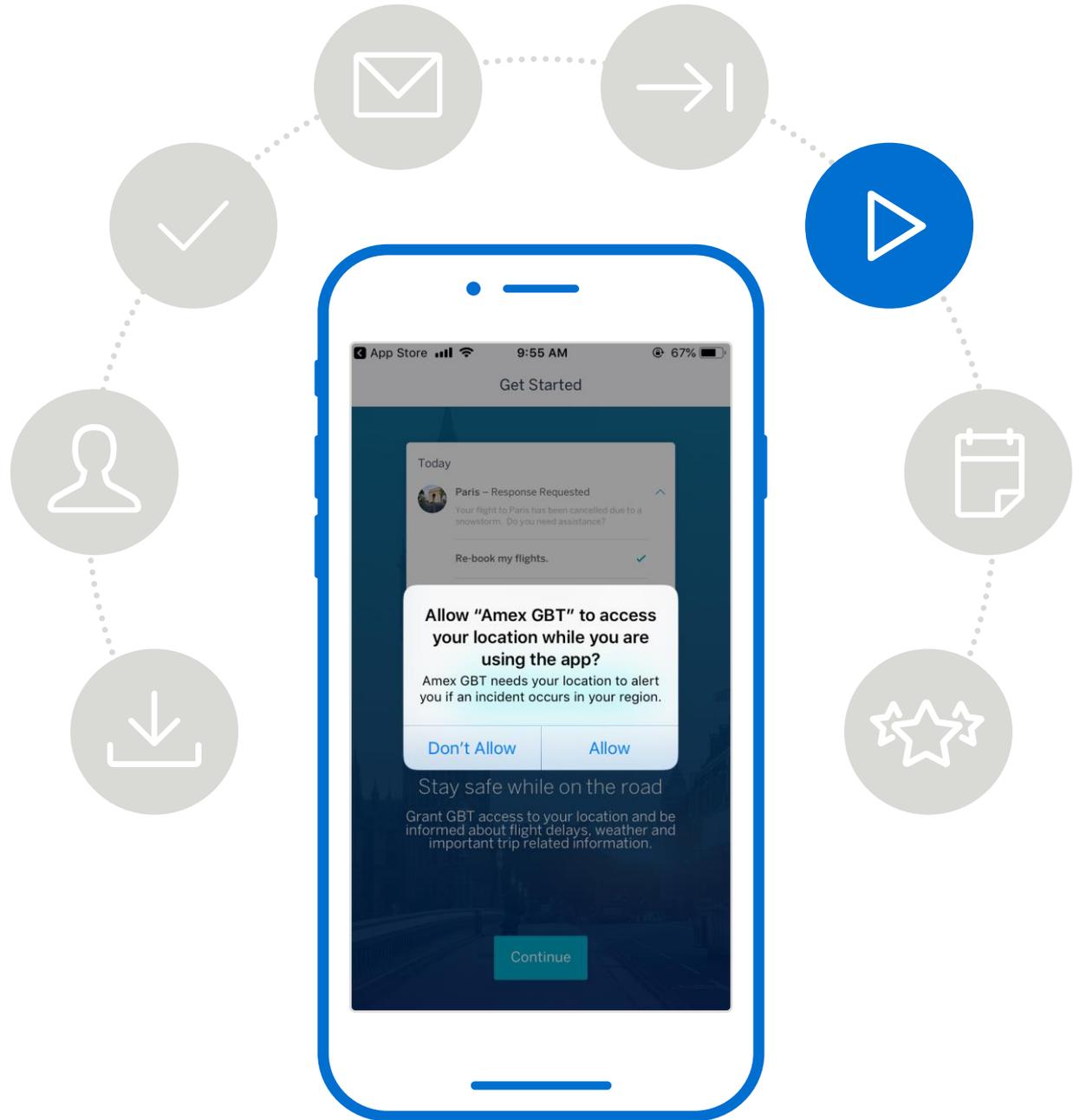




LOCATION PERMISSION CONFIRMATION

The Amex GBT Mobile app will also prompt you to give permission to pinpoint your location to help us better service you during these disruptions.

Press **Allow** to give the Amex GBT Mobile app permission to access your location.

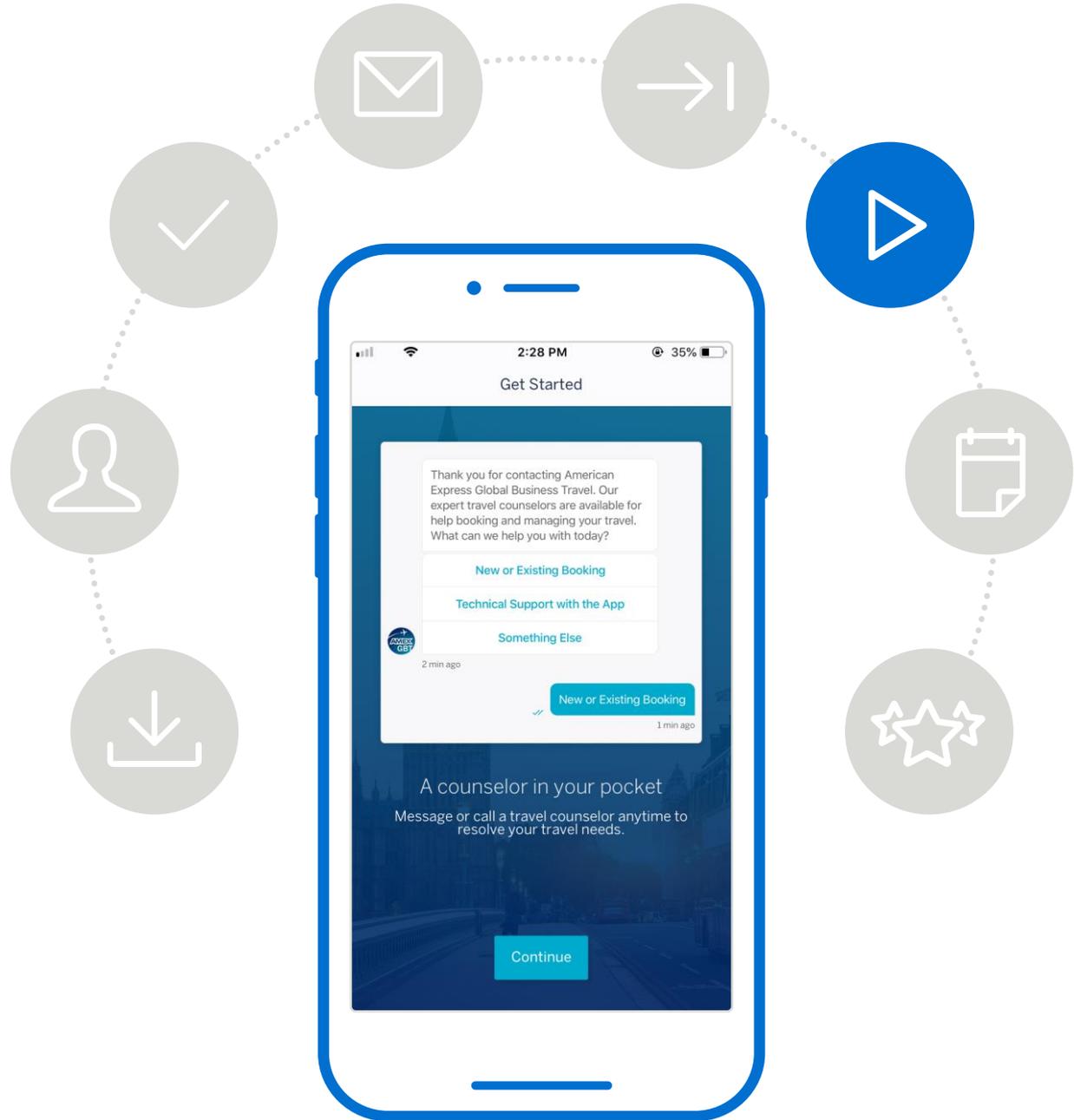




MESSENGER

Learn how to chat with or call a live American Express Global Business Travel (GBT) travel counselor.

The travel counsellor will be able to service you during your trip or in the event of a travel disruption. For example, rebooking a missed flight, ordering a taxi, or booking a new trip entirely.

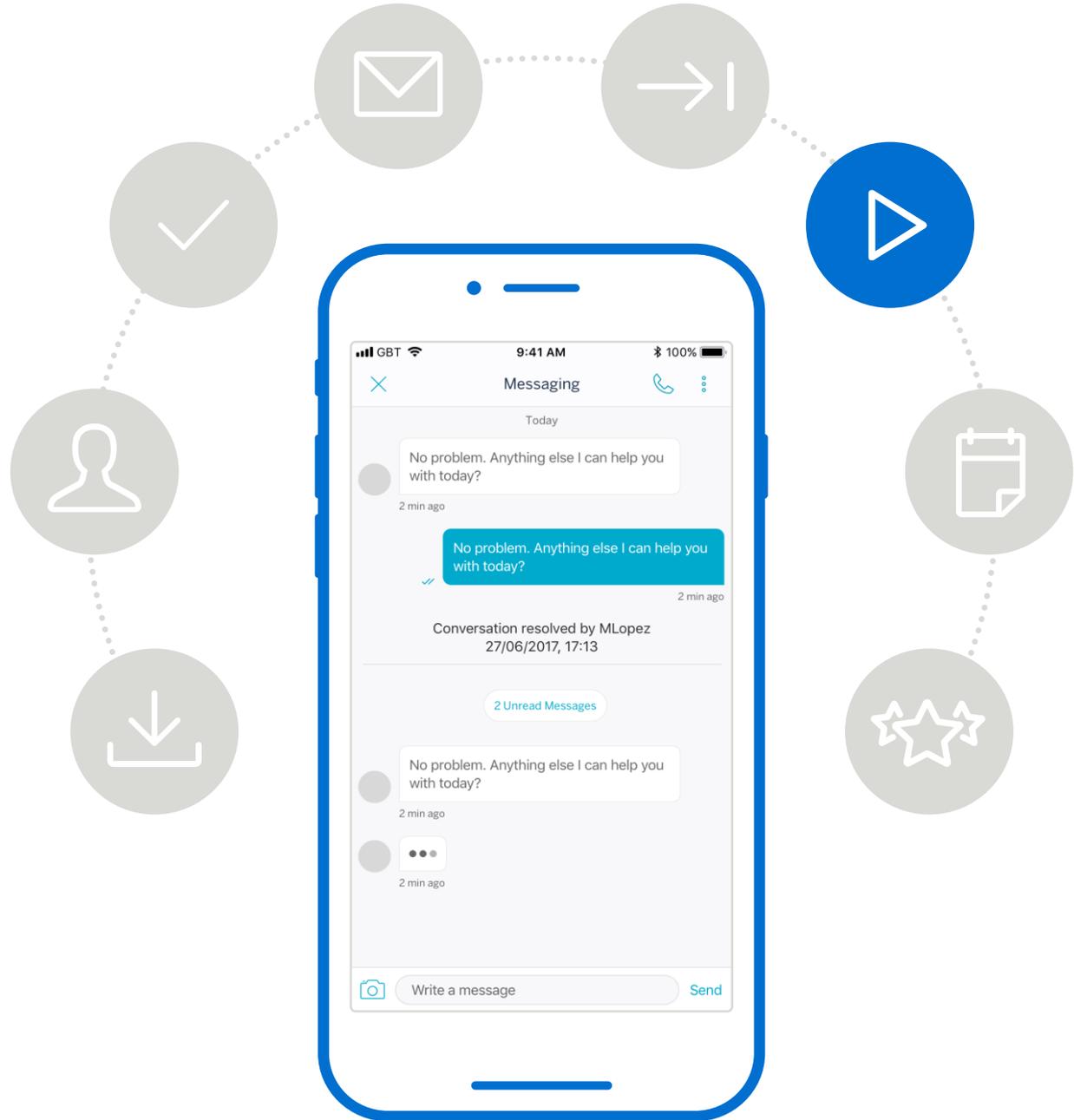




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The travel counsellor will be able to service you during your trip or in the event of a travel disruption. For example, rebooking a missed flight, ordering a taxi, or booking a new trip entirely.



GET STARTED TUTORIAL 6



NOTIFICATION

Learn how you will receive notifications.



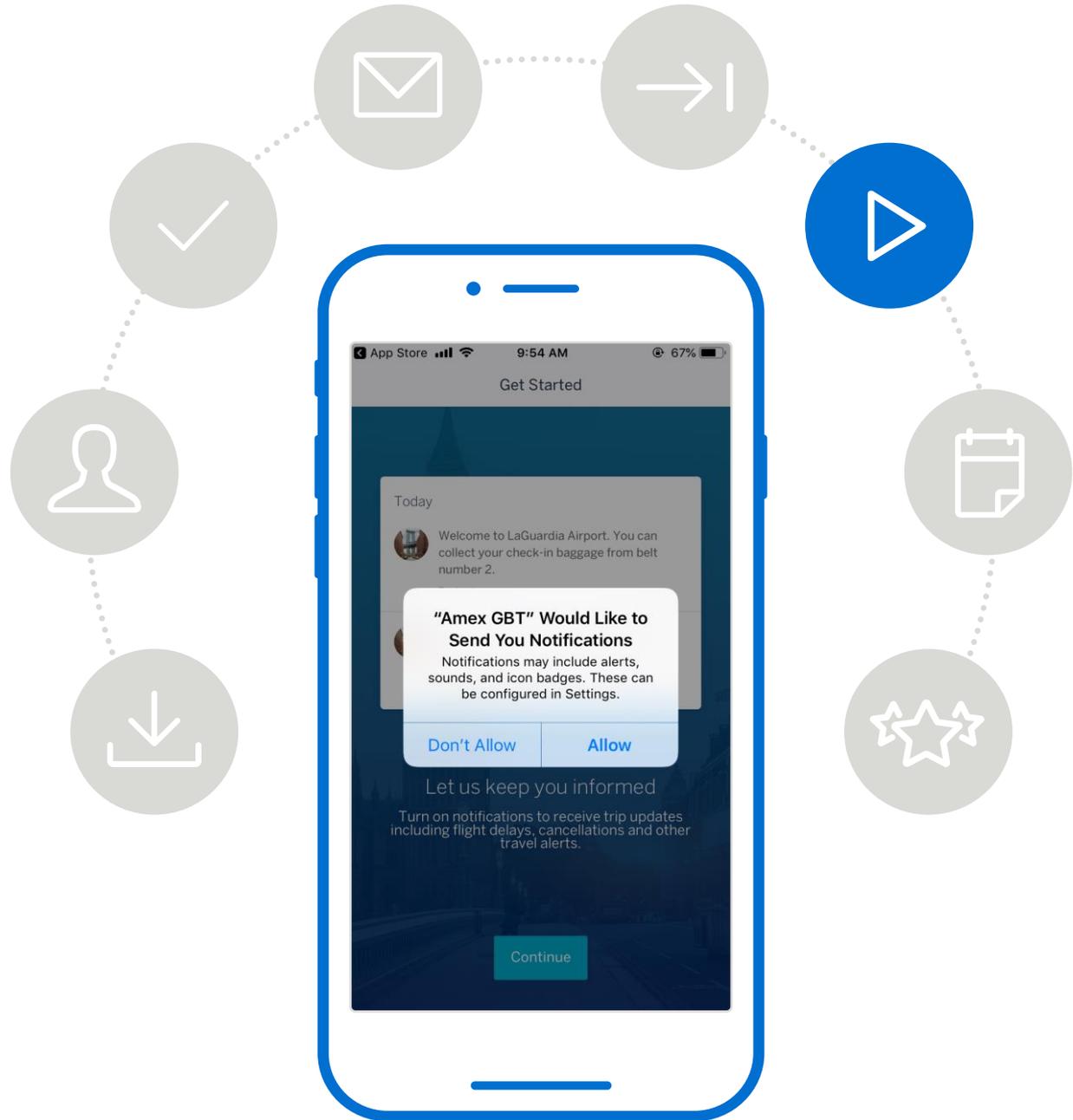
GET STARTED TUTORIAL

6



NOTIFICATION CONFIRMATION

Press **Allow** to let Amex GBT Mobile send you notifications about your trips.

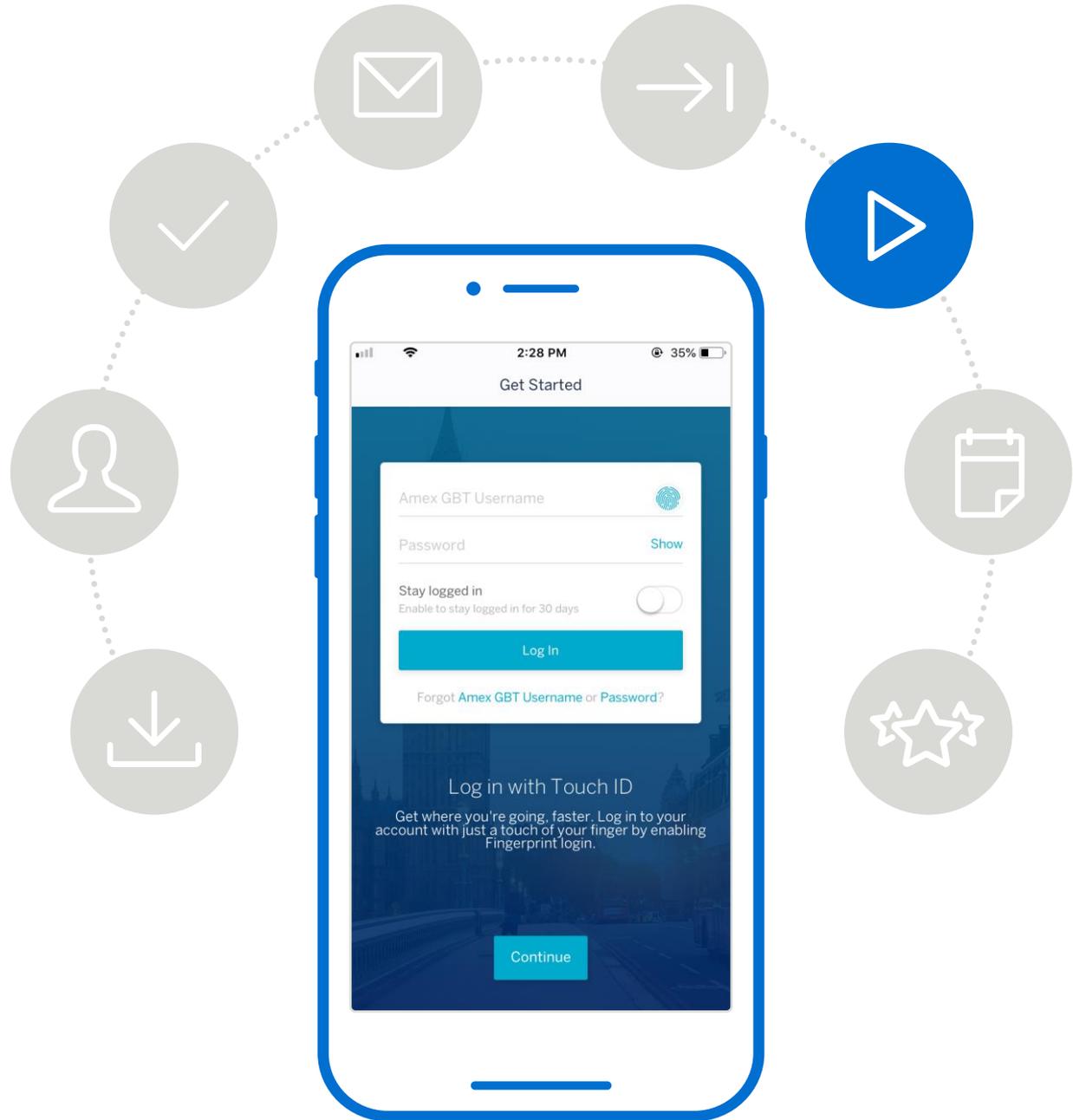


GET STARTED TUTORIAL



TOUCH ID

Log in with your account information from Step 2 to enable Touch ID. This will give you the ability to log in with your fingerprint.

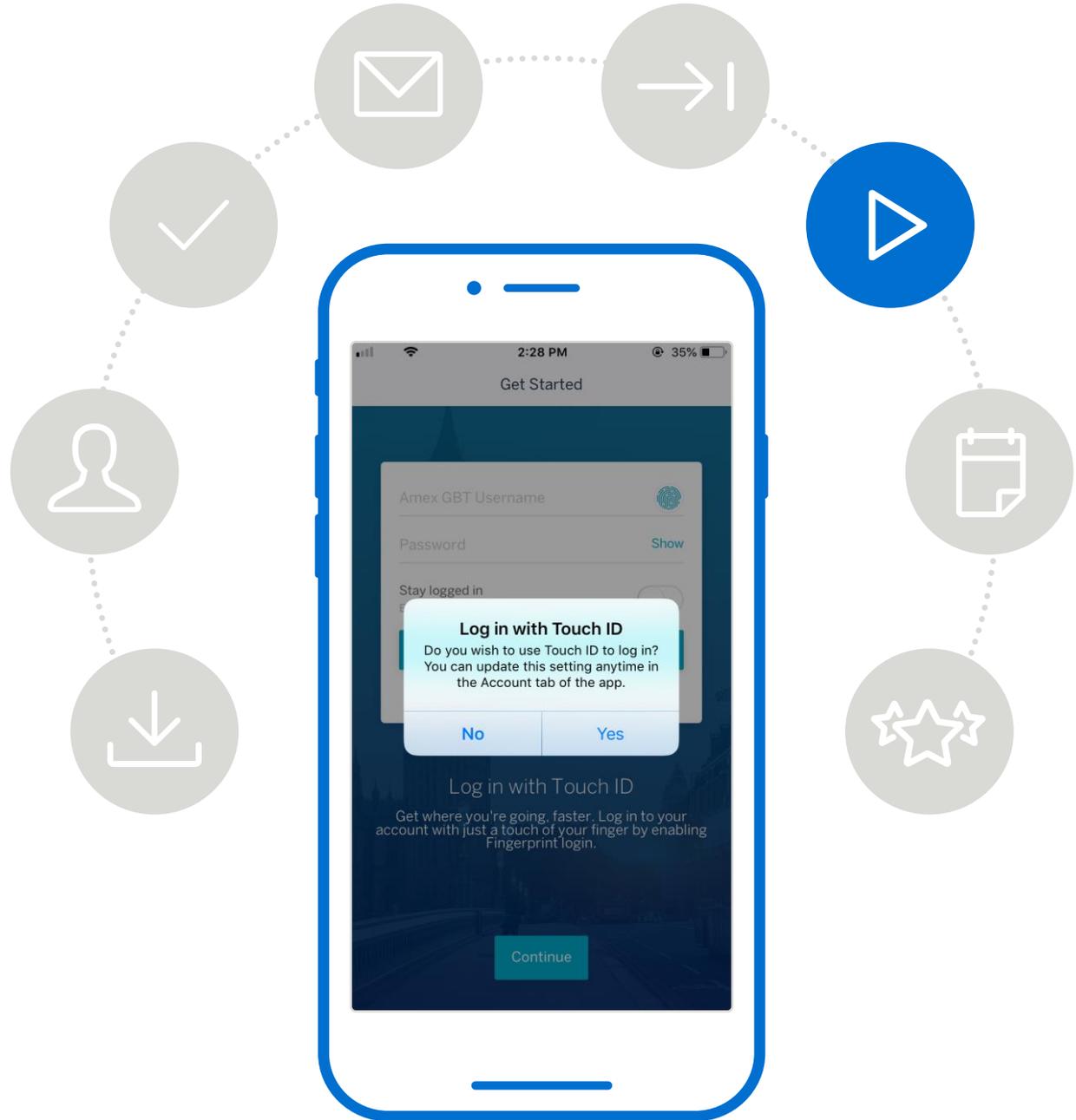


GET STARTED TUTORIAL



TOUCH ID CONFIRMATION

Press **Yes** to enable Touch ID.

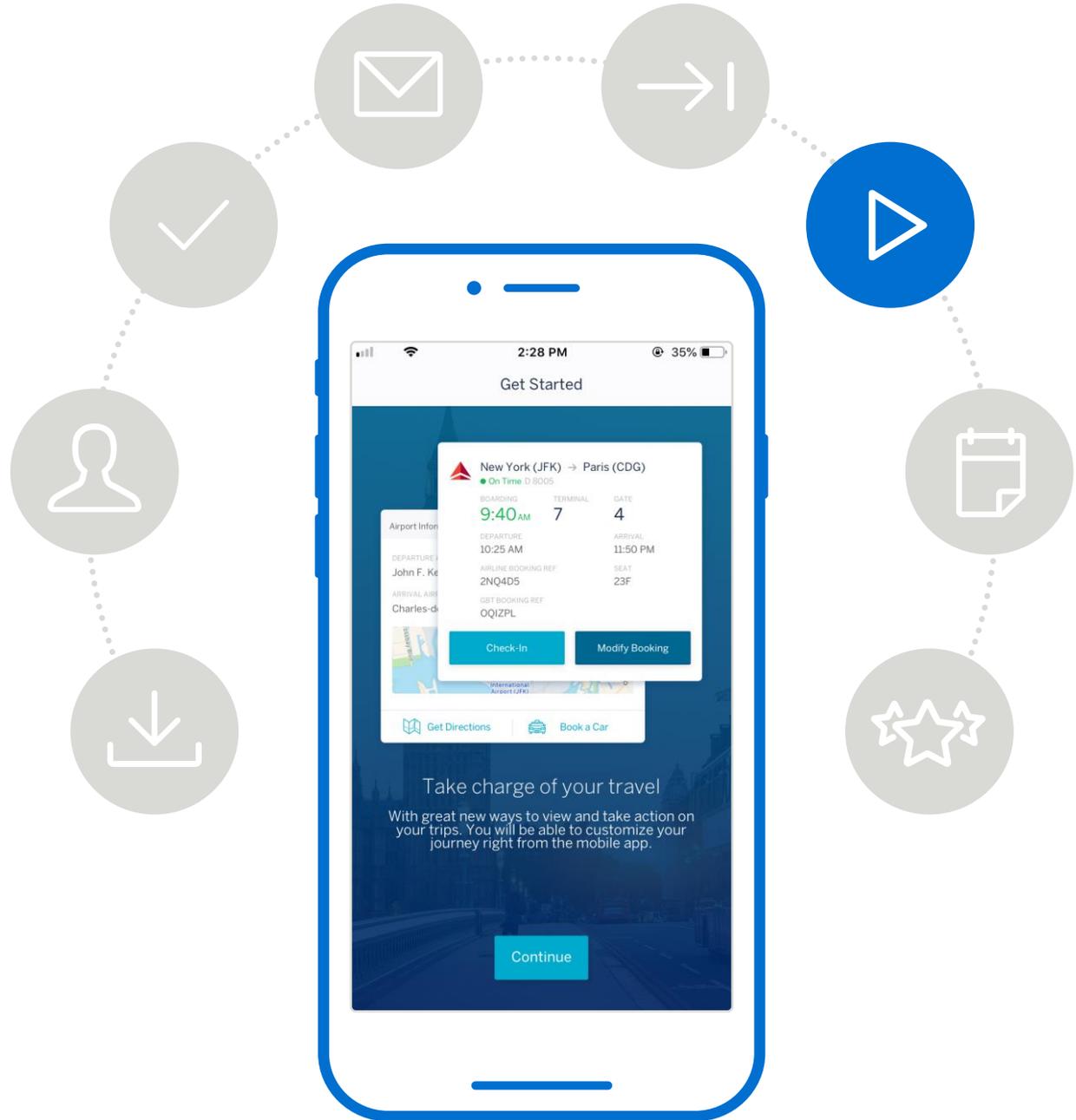


GET STARTED TUTORIAL



TRIP MANAGEMENT

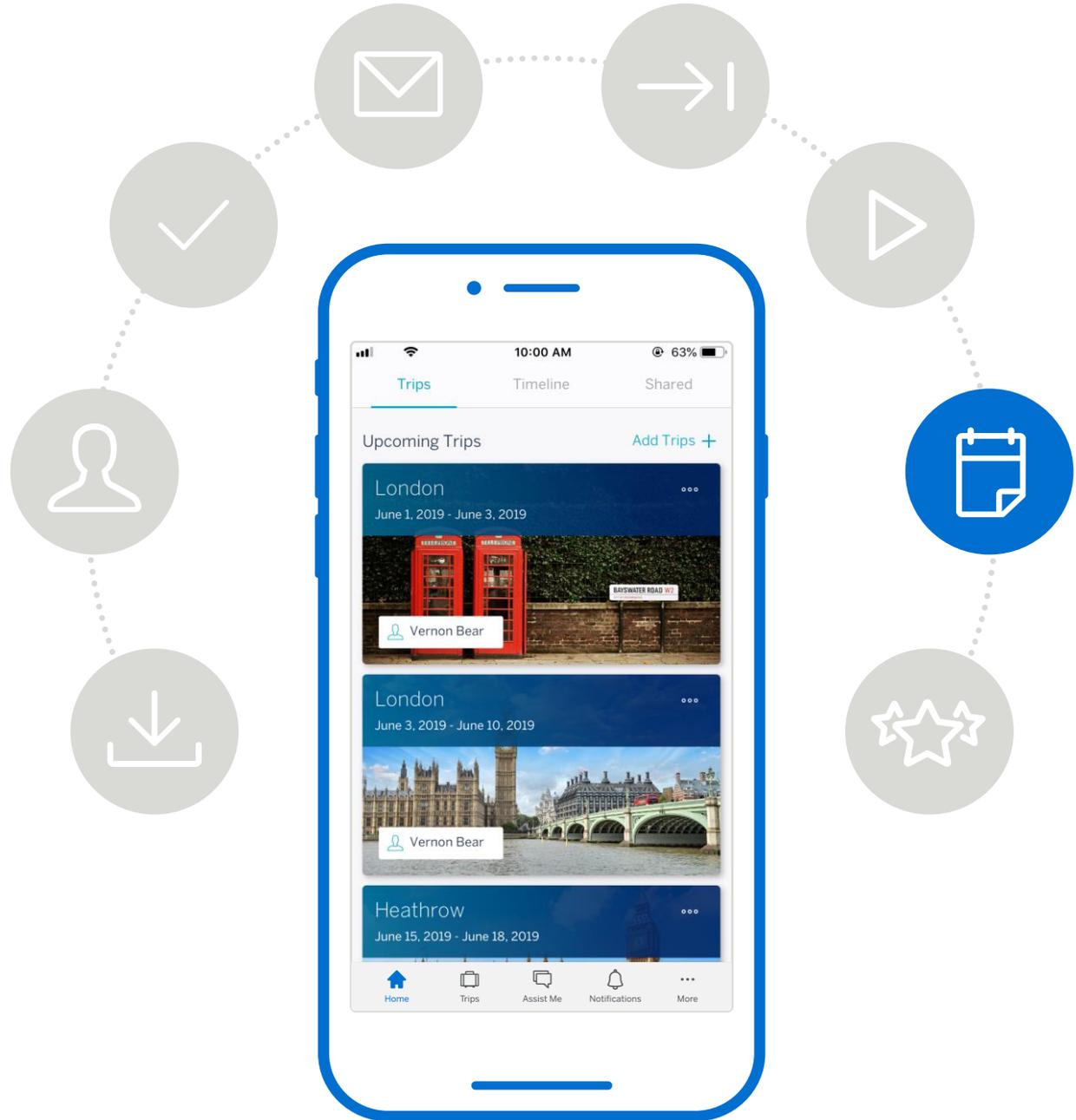
Learn more about all the different ways you can manage your trips from the app.



UPCOMING TRIPS



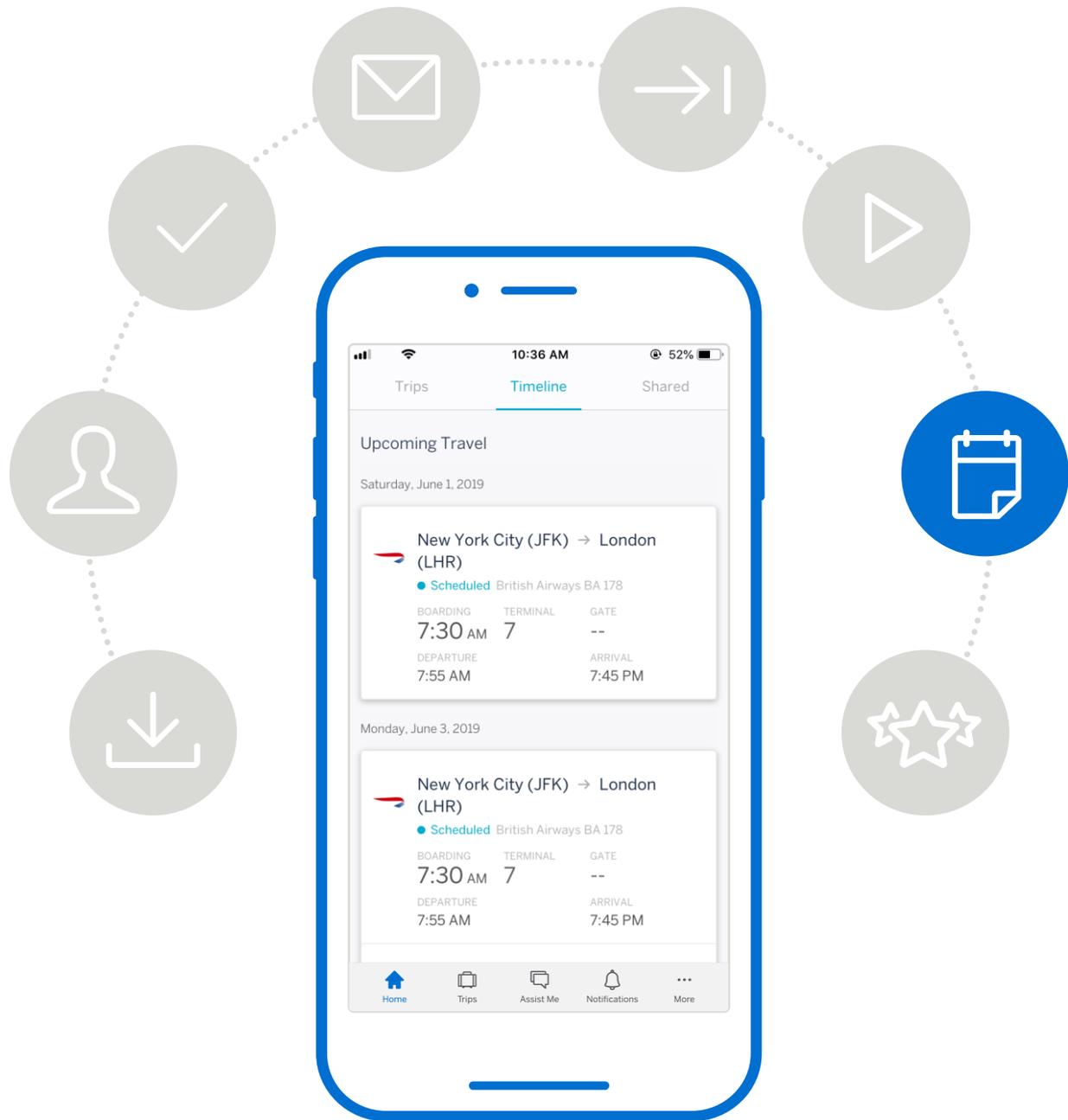
Once completed with our **Get Started** tutorial, you will be able to see all your upcoming trips.



UPCOMING TRIPS



Once completed with our **Get Started** tutorial, you will be able to see all your upcoming trips.



NEW ENHANCEMENTS ∞

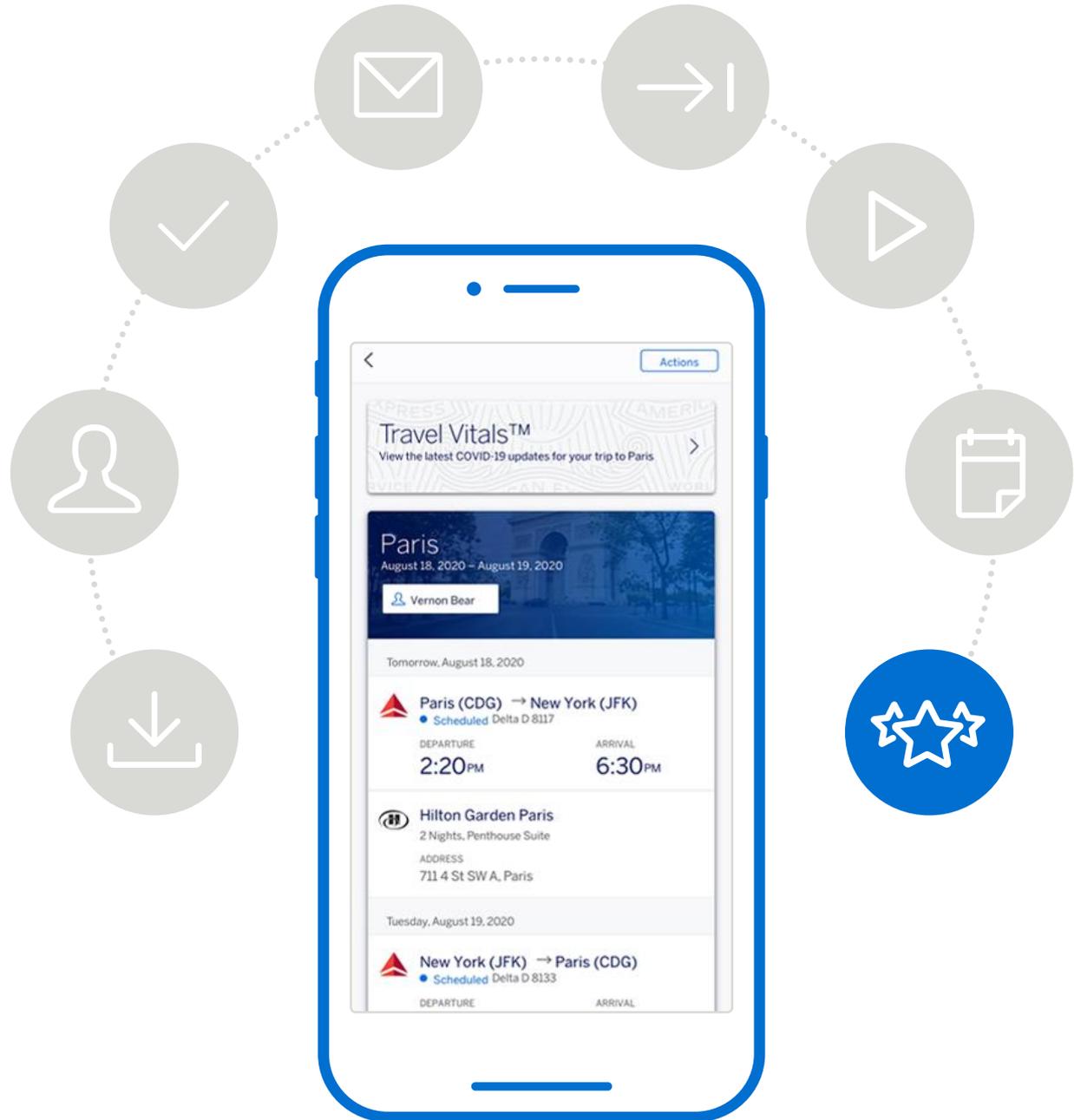


Travel Vitals™

Access up-to-date travel information

related to an existing or planned trip, such as quarantines and mask requirements.

Know-before-you-go Card appears at the top of each trip.



NEW ENHANCEMENTS ∞

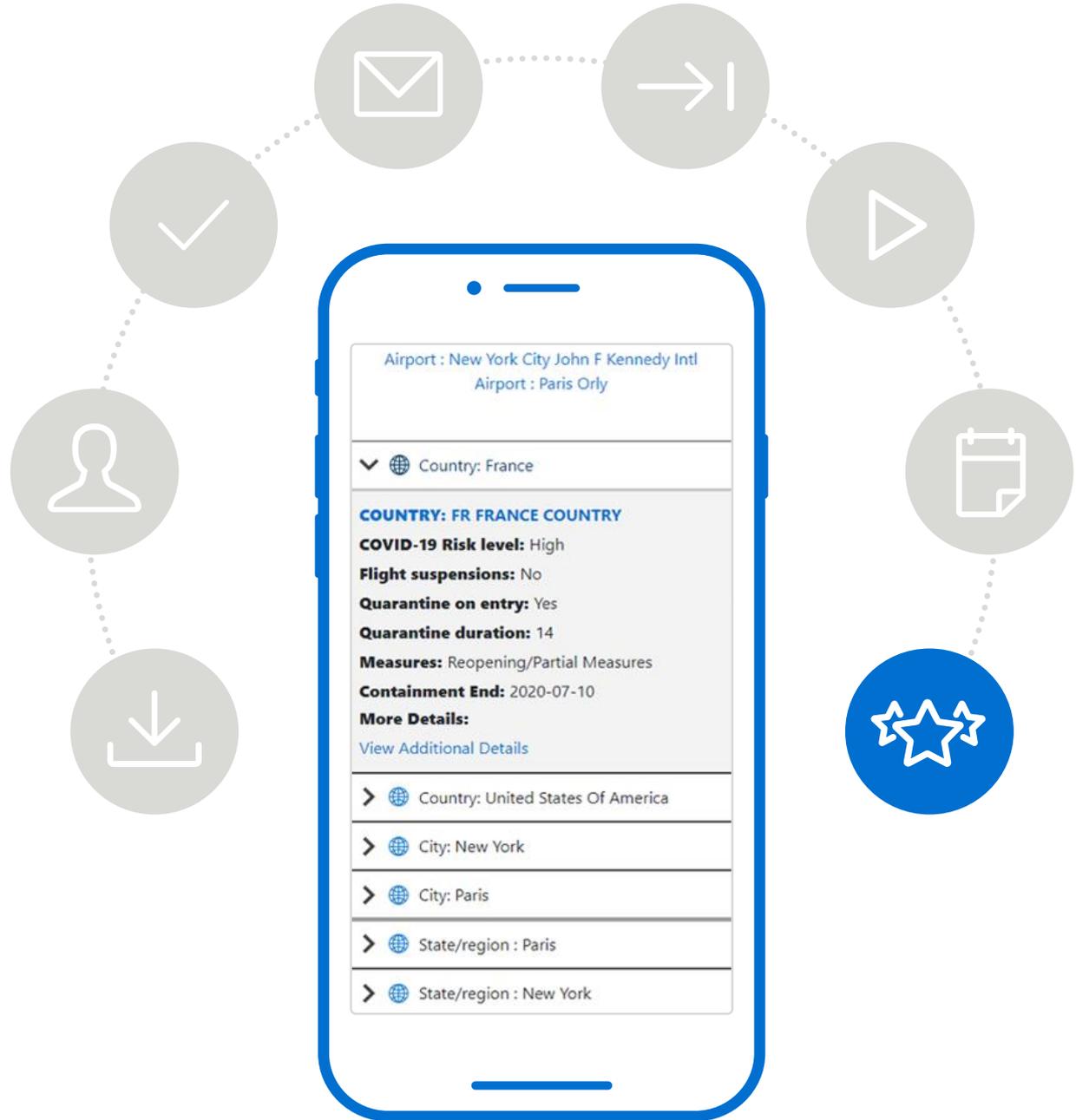


Travel Vitals™

Access up-to-date travel information related to an existing or planned trip, such as quarantines and mask requirements.

Know-before-you-go Card appears at the top of each trip.

Travelers can access their trip brief to know what protection measures are in place and any restrictions to be aware of.

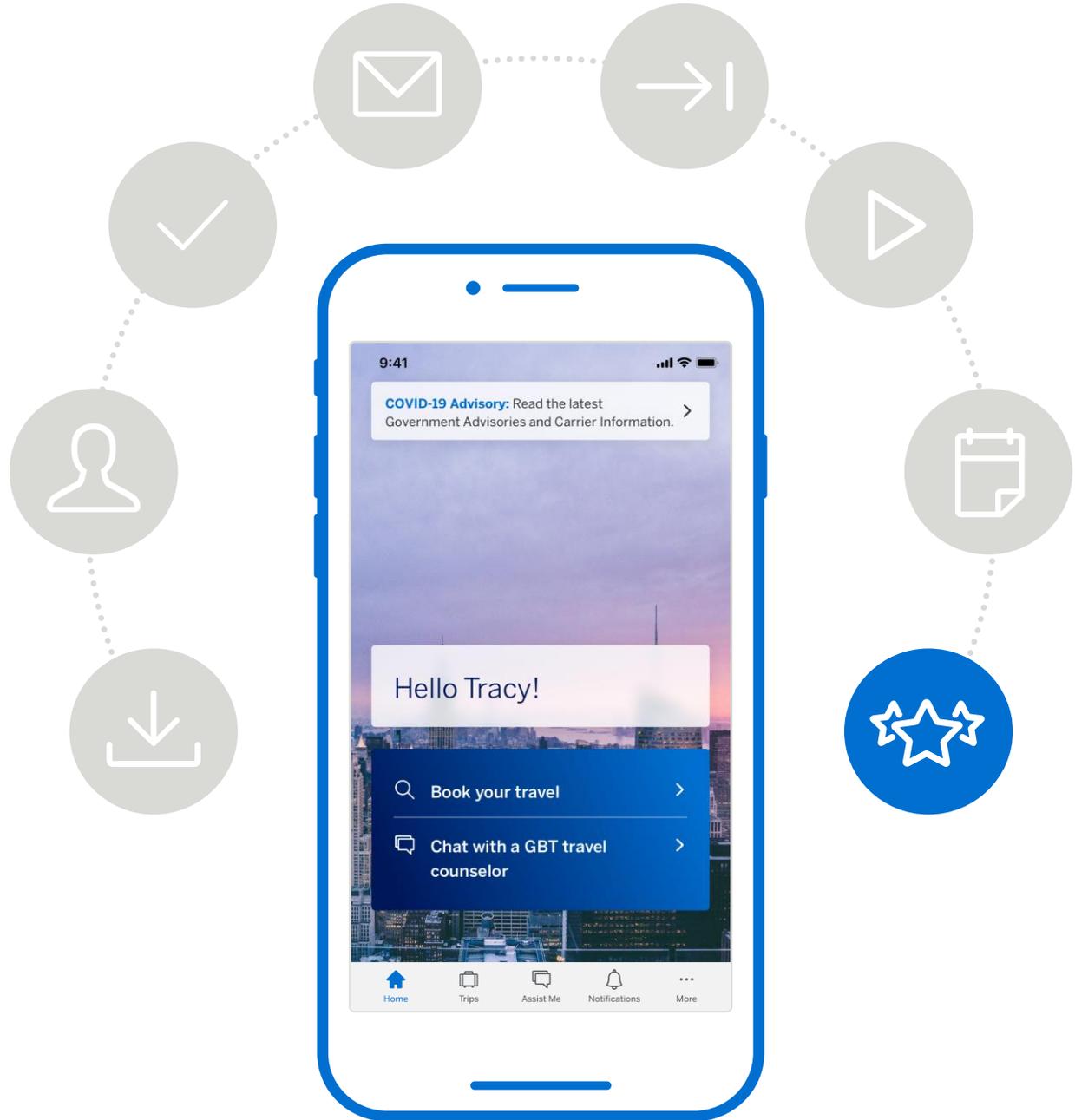


NEW ENHANCEMENTS ∞



**Messenger
Expansion**

**Improved
communication
channel** with live GBT
travel counsellors.



NEW ENHANCEMENTS ∞

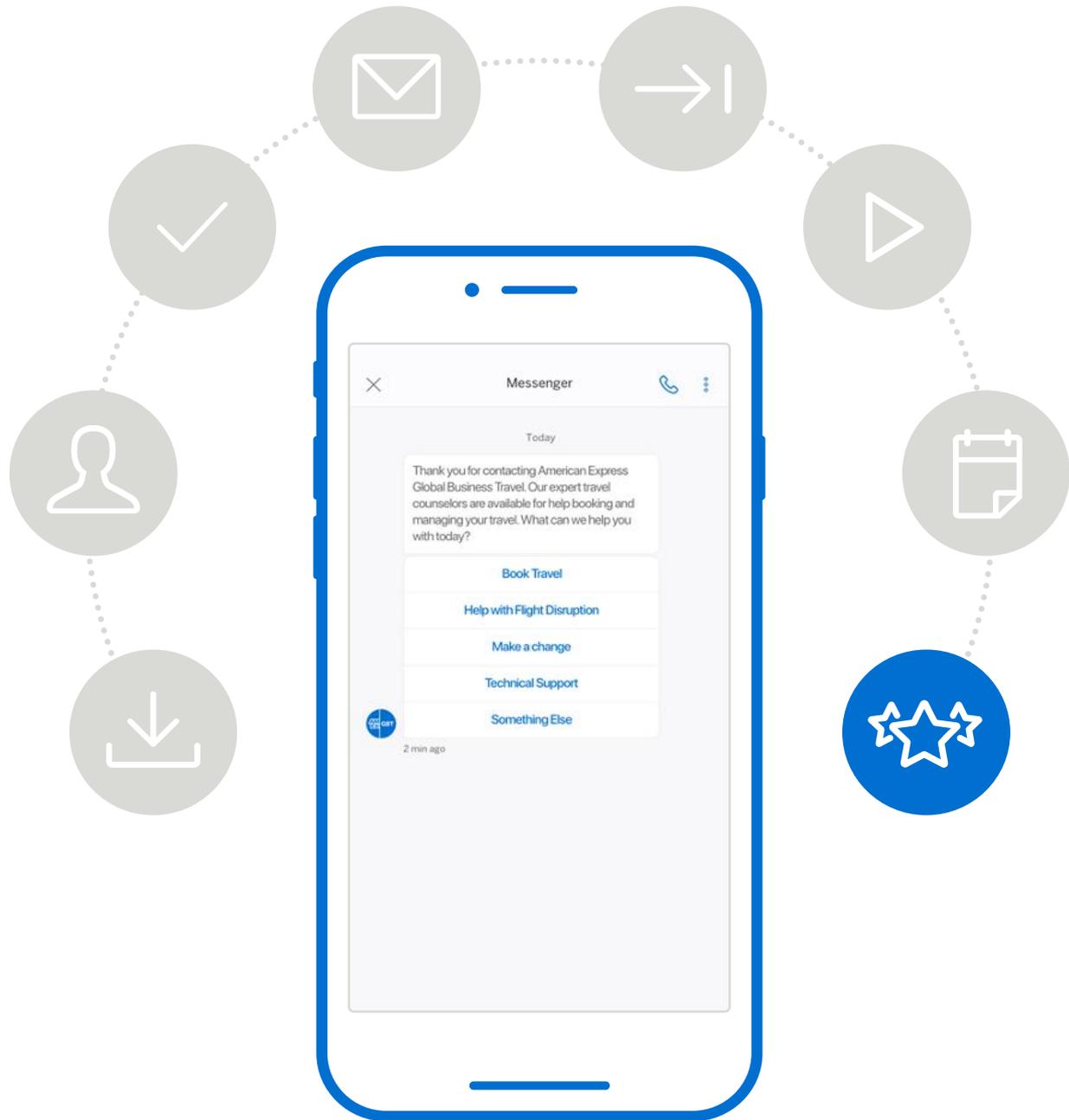


Messenger Expansion

Improved communication channel with live GBT travel counsellors.

Travel counsellors and travellers will have access to **messaging history** to help improve experiences.

Consistent and proactive servicing to build traveller trust and confidence.

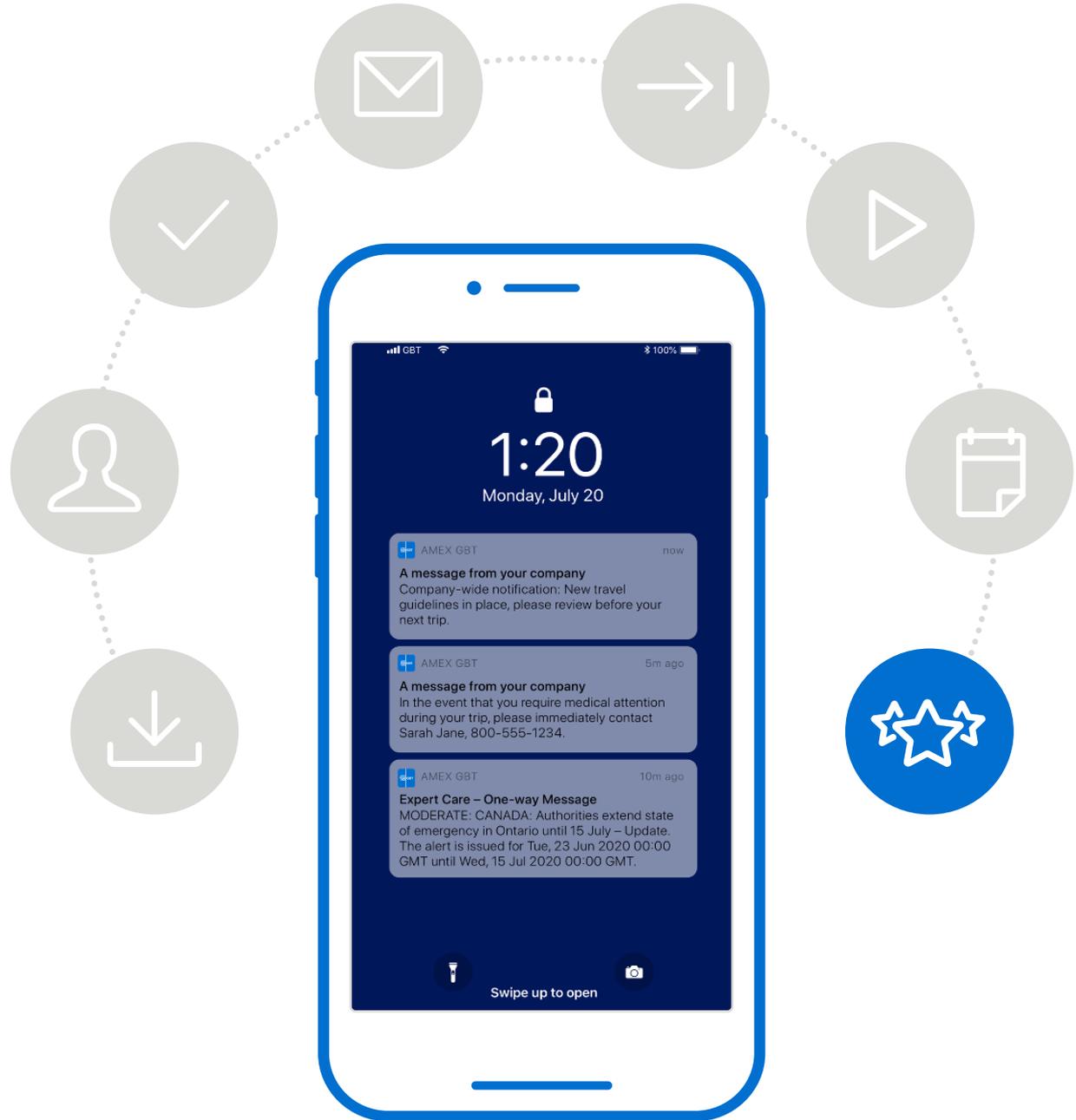


NEW ENHANCEMENTS ∞



Travel Program Notifications

Targeted notifications to travellers or employees who have registered for the Amex GBT Mobile app.



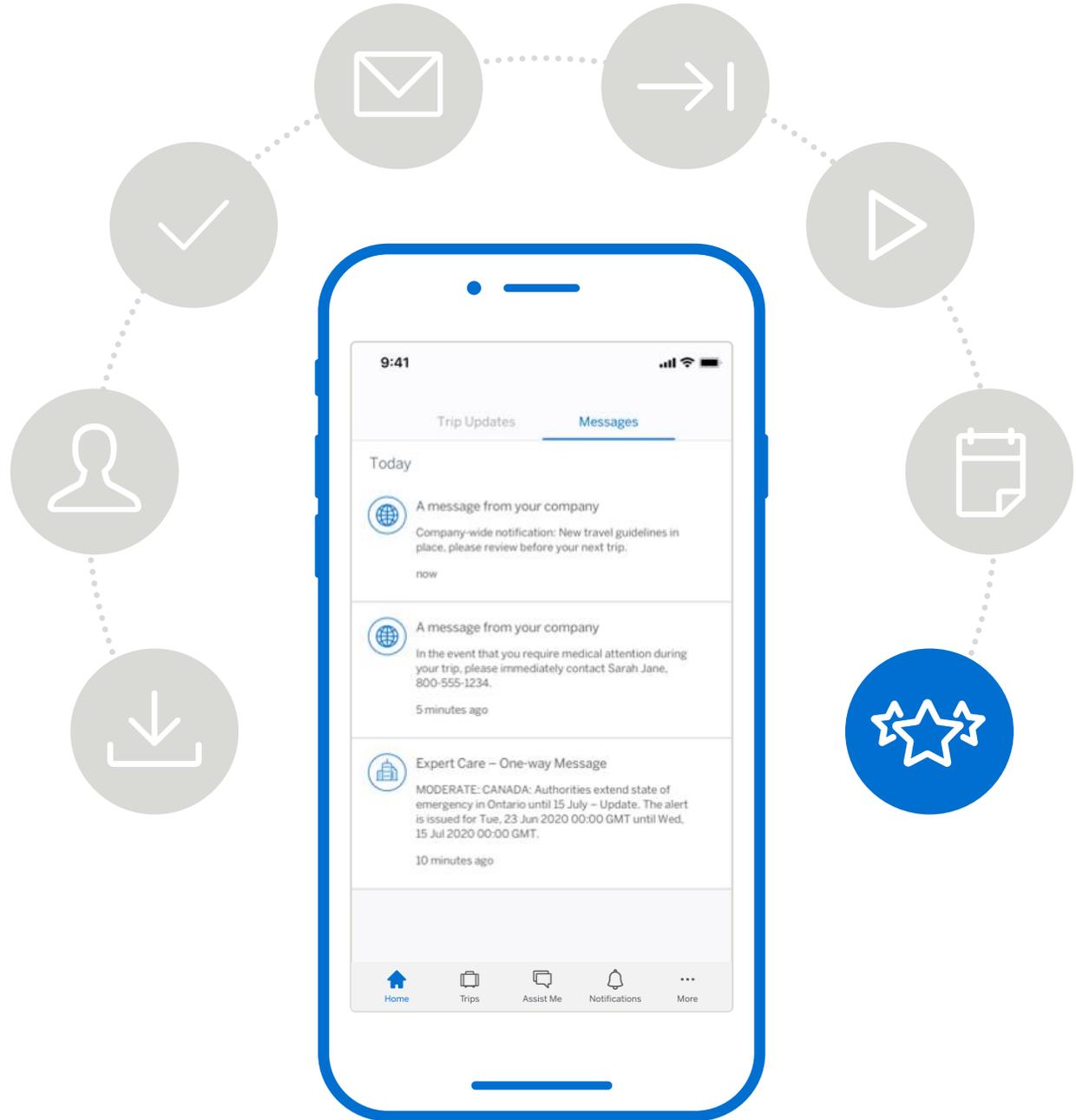
NEW ENHANCEMENTS ∞



Travel Program Notifications

Targeted notifications to travellers or employees who have registered for the Amex GBT Mobile app.

Receive notifications via email, SMS, or Amex GBT Mobile.



Download the Amex GBT Mobile app today!

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BUSINESS
TRAVEL**