Welcome KAROLINSKA INSTITUTET to American Express Global Business Travel (AmexGBT)

This document includes useful information, which is relevant to the forthcoming start, December 1,2022 of your new travel booking process.

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| Your Service | Contact details |
| **NEW TRAVEL ONLINE CONNECT POWERED BY NEO**  You are welcome to book your A to B trips, air, hotels, car, and train bookings in the new Travel Online.  The Online tool is open 24 h for bookings. You can book up to 3 hours before departure.  If you have any navigational questions regarding your new Online tool NEO, you are welcome to contact our Navigational Support.  You can today cancel your booking in NEO before departure.  **TRAVEL PROFILE IN NEO**  The Traveler Profile ensures that your individual preferences, birthdate, payment details and special requirements are available whenever you book. This will enable efficient customer service from AmexGBT and accurate expense tracking. It is critical that the name on your profile exactly matches the name in your passport. If your name is misspelled, you can update your name in your profile.  For your convenience, we have pre-loaded the basic profile information for you. We ask you kindly to update your profile immediately before you make the first booking.  You are by yourself responsible to keep your traveller profile updated in NEO.  NEO sends a copy of your profile to the Travel Agency/Offline.    •Update and add your personal information like date of birth, frequently cards etc. in the profile.  •Pls Note for SAS Eurobonus cards: Add the 3 letters EBB, EBS etc. in front of the figures.  •Add your credit card number for car reservation and for LCC tickets.  XXX For LCC card is needed  **Is my credit card and personal information secured?** Yes, strict security measures are in place at AmexGBT to ensure confidentiality of your personal data. | **NEO Online booking tool access**  **URL:** <https://w.mykds.com/gbt3>   **Login Name: your full business email address.**  **Password: Click on forgot password**  **Pls note if you cannot access kindly contact:**  [**kjell-ove.lindgren@ki.se**](mailto:kjell-ove.lindgren@ki.se)  **Online Navigational support**  **Select option 1:** Navigational Support for Online and Profile  **Sweden Phone:** +46850252267   |  | | --- | |  |   **Hours of Operation:** Monday to Friday: 08.00 – 17.00 |
| **PERSONAL SERVICE/OFFLINE**  For more complex bookings that cannot be booked using your online booking tool and for assistance with changes/ cancellations for bookings made Offline and Online, you are welcome to contact your AmexGBT personal service. | **Personal Service/Offline**  **Select option 2: Personal Service**  **Sweden Phone:** +46850252267  **Email:** se.travel@amexgbt.com  **Hours of Operation:** Monday to Friday: 08.00 – 17:00 |
| **AFTER HOURS SERVICES**  AmexGBT After Hours Services is available to provide you good service outside of normal working hours.  Extra fee will apply. | **Sweden Phone:** +46850252267 |
| **AMEX GBT MOBILE APP**  In this APP, you have all important trip information, possibility to book in NEO and contact numbers in one place available in your mobile device. You can also chat with the team if you would like to change your booking. See below as well under Proactive Traveller Care. | Download the “AMEX GBT Mobile” app in App Store or  Google Play by searching "AMEX GBT Mobile".  Follow the instruction in the guide. It is important that you use you company email address.  To activate booking in NEO: Select book” Book your trip” and follow the instructions: Log in to NEO and select you profile in the top right corner. Pick you unique QR code and scan the code. Click on activate. Now you are ready to book. |
| **PROACTIVE TRAVELER CARE** | For you as a traveller it means you will receive an automated message by email and SMS and a message under “updates” in Amex GBT Mobile APP, where we ask if you need assistance if you flight is cancelled, are more than 60minutes delayed and it’s a risk you lose your connection. If you reply yes, a travel consultant will be notified and will call you to assist with rebooking. |
| **COVID-19 Information & Advisories** | Given recent travel restrictions and concerns related to the Coronavirus, AmexGBT has developed a single source of information for Covid 19-related immigration restrictions, safety protocols, inflight food and beverage service and more. Visit the Travel Vitals website at <https://travelvitals.amexgbt.com/> to access information provided by governments, airports, risk management firms and travel suppliers. Information tailored to your itinerary can be accessed through AmexGBT Mobile App. |
| **VISA REQUEST** | You are welcome to contact our Personal Service/Offline  **Personal Service/Offline**  **Select option 2: Personal Service**  **Sweden Phone:** +46850252267  **Email:** se.travel@amexgbt.com |
| **E-DELIVERY NOTE /E-INVOCING SUPPORT** | **Sweden:** For every reservation booked via AmexGBT, you will automatically receive an e-delivery note as a pdf on your email address between 24-48 hours after the ticket is issued.  If you have invoice queries, please contact:  **Phone** : +46 850542793  **Emai**l : [nordic.e-invoicesupport@amexgbt.com](mailto:nordic.e-invoicesupport@amexgbt.com) |
| **INFOPOINT & TRAVEL ALERT**  **This is a complimentary service that provides up-to-the-minute travel news and information.** | Access too InfoPoint: <http://gbt.infopoint.intelliguide.com/traveler>  Create your Username and Password via” New User Registration”  American Express GBT Travel Alert: <http://gbt.infopoint.intelliguide.com/access>  **Company code: emeakarolinska**  **Password:** **aexpbt** |

**What should I do if I have an existing reservation with BCD?**

BCD will manage all existing bookings and will continue to provide assistance with changes and refunds to these bookings beyond the launch date.

**How will my tickets and documents be delivered?**

Air – Electronic tickets will be sent via email

Hotel – Reservations will be sent via email

Rail – Electronic tickets will be sent via email .

**What Itinerary Confirmation can I expect?**

You will receive an email confirmation of your itinerary each time you make a booking with AmexGBT. \*Please ensure that you check your itinerary upon receipt.

**How will I be charged for my travel bookings?**

Your air/rail/hotel tickets will be charged to your Company Business Travel Account. Car rental requirements made via Amex GBT will also need to be guaranteed at time of reservation and settled onsite using an individual credit card at the time of checkout/departure. You will also pay your low-cost carrier bookings with your credit card.

**Who should I contact if I have any service concerns?**

Please call your AmexGBT Travel team if you have any customer service concerns or commendations to make. All feedback will be acknowledged, and the Customer Service team will ensure a follow up response and / or resolution is provided within 5 business days.

**What do I do if I need a refund?**

Please call or send an email to personal service as soon as possible so that the refund process can be started.

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| * Additional training materials LINKS | |
| **NEO ONLINE BOOKING TOOL TRAINING GUIDE**  For all travelers and travel arrangers  Step by step document – how to make a booking via NEO. | [Quick Guide Traveler](https://explorer.amexglobalbusinesstravel.com/rs/346-POJ-129/images/Neo%20QuickGuide%20for%20Travelers%2019.2%20EN%20FINAL%20UPDATED.pdf)   * [Quick Guide Travel Arrangers](https://explorer.amexglobalbusinesstravel.com/Neo-Information-Hub_Quick-Guide.html) |