Supply Ontario

Neo Online Booking Tool Instructions

This document provides useful information for ministries using the Travel Management Company Services Vendor of Record arrangement.

Your Service	Contact details
Online booking tool **Support team** Provides online navigational support, assistance with resetting passwords, and changes and cancellations made online **Hours:** 24/7	**URL:** https://access.amexgbt.com/sso/saml2/0oa23mntyyruwrHFJ0h8 **Telephone:** 1-866-803-8954 **Intelligent Virtual Assistant (IVA)** "How can we help you today? You can say things like: book a trip, flight, rail, car or hotel, change or cancel a reservation, help with an online booking tool, password reset, document request or something else."
Offline booking For more complex, multi-sector trips that cannot be booked using your online booking tool, please contact your designated services team for assistance. **Hours:** Monday to Friday, 8.00am – 8.00pm (EST)	**Telephone:** 1-866-803-8954 **Email:** ca.travel@amexgbt.com
After hours services The emergency team is available to provide offline support during non-business hours to ensure uninterrupted assistance. **Hours:** 24 hours, Saturday, Sunday and holidays	**Telephone:** 1-866-803-8954 You will automatically be transferred to the after-hours service team when your call is received outside of standard business hours.
E-invoicing support	My trips

Frequently Asked Questions

Note: To maximize the cost savings, it is recommended to book travel using the online booking tool whenever possible.

1. Why is the online travel booking tool changing?

The current online booking tool has reached its end of life.

2. How do I get started?

i. Visit Amex GBT Account Portal at Travel Gateway – InsideOPS.
ii. Accept the GBT Account "Terms and Conditions".
iii. Complete your traveler profile.
iv. You must add some mandatory information plus your travel preferences:
    a. Ministry Name (found listed under Ministry Code in Traveller Information of Profile)
    b. Date of Birth
    c. Mobile phone number
    d. Travel preferences
v. Once you complete all required fields, click "Save".

3. Who are my contacts at Amex GBT?

Offline: Your travel team consists of experienced travel consultants who will be able to assist with your travel arrangements. This team is also the point of contact for any queries, changes and cancellations to bookings made online during office hours. Telephone numbers and email addresses are listed on the first page of this document.

Online: For navigational support or issues regarding the Neo online booking tool, please contact: 1-866-803-8954.

4. What happens if I need help outside of the offline office hours?

The Amex GBT Access After Hours service provides an extension of your daytime servicing team outside of standard working hours. The Access After Hours team provides the same high level of knowledgeable service you would receive during the day.

An additional call fee, plus any applicable transaction fee, will apply for this service.

5. Do I need to complete a traveller profile?

Yes, you will need a traveller profile in Neo to enable Amex GBT to manage your bookings effectively.

It is your responsibility to keep your traveller profile updated with relevant/personal information in the online booking tool and this information will automatically synchronize with offline bookings.

6. What is the purpose of a traveller profile?

The traveller profile ensures that your individual preferences, payment details and special requirements are available whenever you book. This will enable efficient customer service and accurate expense tracking.

The name on your profile must be identical to the name on your passport or government ID.

7. Is my current profile moving to Neo?

A new profile with basic information will be created in Neo, however you will need to complete your profile with all other important information such as mobile phone number, frequent flyer info, emergency contact, etc., as soon as you log in to Neo for the first time.

8. Will my credit card and personal information be secure?

Yes, strict security measures are in place at Amex GBT to ensure the confidentiality of your personal data.

9. What should I do if I have an existing reservation made with the incumbent online booking tool?

Changes or cancellations made through past online booking tools will be managed by calling an Amex GBT travel counsellor.

10. How will my tickets and documents be delivered?

Air Transportation: Electronic tickets will be issued as standard.

Rail Transportation: Tickets can be issued electronically, or collected at the station.

11. What itinerary confirmation can I expect?

You will receive an email confirmation of your itinerary each time you book with Amex GBT.

Please ensure you check your itinerary upon receipt.

12. How will I be charged for my travel requirements?

For air, rail, hotel and car reservations: requirements made by Amex Global Business Travel must be guaranteed and settled upon departure using an individual credit card.

13. Do I need to provide any additional details?

Yes, Ontario Ministries require individuals to provide their WIN number (profile) and ministry code (profile) for GBT to report on.

14. How will I receive my American Express Global Business Travel e-invoice?

Amex GBT invoices will automatically be sent via email as a PDF to the traveller.

15. What should I do if I want to apply for a refund?

Please send an email or call your Amex GBT team as soon as possible so the appropriate refund can be processed.

16. Who should I contact if I have any feedback?

Please call your Amex GBT team if you have any customer service concerns or commendations to make. All feedback will be acknowledged, and the customer service team will ensure that a response and/or resolution is provided within 5 business days (or 10 business days if supplier related).

For further information on training and how-to-guides, please refer to the link below: https://explorer.amexglobalbusinesstravel.com/Neo-Information-Hub_Training-Videos.html.