



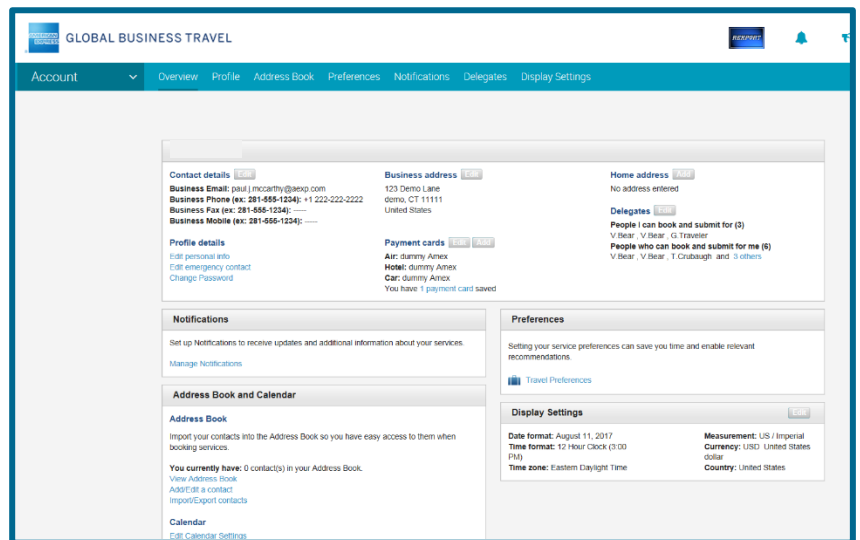
CONNECT powered by Deem

Profile Guide

Setting up your CONNECT Account and Profile

› Your CONNECT profile will be used for all reservations you make with American Express Global Business Travel—whether online via CONNECT or with one of our travel counselors. To get the most out of CONNECT, be sure your profile contains up-to-date and accurate information.

- After accessing your activation email or creating a new account, complete the registration process by entering the required fields.
- Ensure that the name entered in your profile matches your Government Issued ID that you will use at check-in.
- Finish the process by entering business address and telephone, home telephone, Date of Birth, and any other required information your company may want to collect.
- In the **Travel Preferences** section of your Profile, you will be able to enter the following:



- Home airport, meal and seat preferences, and how you would like to view your air search results
- Air preferences and frequent traveller and loyalty program account information
 - **Tip:** When entering hotel loyalty program information you can use the chain/program name such as Hilton Honors versus choosing individual chain property names

- After entering the information above, move to the bottom of the page and click “SAVE”.
- Additional information can also be added and updated:
 - **Charge cards** – if required, add a card by clicking on the link and entering the required fields. After saving, select the desired service, i.e. airfare/hotel guarantee/dining etc and select the card from the dropdown that you would like to use when purchasing this service
 - **Notifications** – allows you to set up when and how you want to receive updates on your trip’s flight status, either by email or by text message
 - **Delegates** – Assign someone to book travel and services on your behalf or set yourself up to book travel and services for someone else
 - Click on “Add a delegate” or “Become a delegate”
 - Enter the person’s name or email address
 - Select from the list (if applicable) and click “Select”