

## ADDITIONAL RESOURCES

# Stay in the know.

Do you have an emergency and need to locate an employee? Want to manage Business Travel Accounts and itineraries quickly? Looking to get more out of your company's Programme data? Start here.



### Commercial Insights

Take advantage of our highly customisable Commercial Insights\* tool and uncover opportunities to optimise business travel spending.



### Ready Response

Your employee's safety is of the utmost importance. When unexpected events occur, you can find their location using the Ready Response tool in American Express @ Work. Data is based on their last Card usage and shows you the time and place of their transaction.



### BTA Connect

Easily manage your Business Travel Account with BTA Connect. Add reference information, edit and export statement data in just a few clicks. Also, you can use it to quickly contact your travel agency or American Express with any questions about individual transactions.



### vPayment

Get secured access to this virtual payment solution that assigns a single-use Account number to each transaction. Users are also able to set a specific pre-authorisation payment amount, date range, and transaction details to help control spend and facilitate reconciliation processes.



### Buyer Initiated Payments (BIP)

Eliminate errors and reduce time and costs out of your payment process. Use BIP through American Express @ Work to automate supplier payments within your existing invoice approval workflow. You'll still maintain full control over transaction amount and timing.

Get access to your monthly Buyer Initiated Payment invoices and statements through @ Work.

To learn more about BIP, contact your American Express representative or [visit our website](#).

Learn more about these resources and access them from the links on the bottom of the [@ Work homepage](#).

\*Access to Commercial Insights is not available to all American Express corporate clients and is by invitation only. Please have your Programme administrator contact your Account representative to see if Commercial Insights is right for you.

## @ WORK HELP

# How can we help you with @ Work?

We're available to answer all the day-to-day questions you have about your company's American Express Card Programme.

### Items you might inquire about:

- You missed your company billing or central billing
- You need help with Corporate Membership Rewards®
- You want to change an address
- You have changed your name
- You have questions about @ Work registration
- You would like to register another person for the BTA online billing
- You are missing a report or data record
- You have questions about BTA Connect

## Your American Express Corporate Service Team

Customer Service is available to answer all of your questions about your American Express Company Card Programme in normal day-to-day business.

Mon-Fri, 8 a.m. – 6 p.m.

Phone: +49 69 9797-3550

Fax: + 49 69 9797-2160

firmer-info@aexp.com

**Remember, as the Programme Administrator, you'll need your full Corporate Customer Account Number or product-specific number for identification.**

We want to ensure that only authorised persons who are registered with American Express as Programme Administrators receive information.



## USEFUL LINKS

# @ Work is at your fingertips.

Here are some links to keep nearby, whenever you need them, to take full advantage of your American Express Programme.

@ Work: [www.amex.de/atwork](http://www.amex.de/atwork)

Add, Remove, Modify Access to @ Work\*: [https://business.americanexpress.com/de/~media/Files/GCP/de/2019-05/Juni2020\\_PA\\_Enrolment\\_form.pdf?la=de](https://business.americanexpress.com/de/~media/Files/GCP/de/2019-05/Juni2020_PA_Enrolment_form.pdf?la=de)

@ Work Resource Centre: [www.americanexpress.com/de/resourcecenter](http://www.americanexpress.com/de/resourcecenter)

Marketing Asset Library: <https://www.americanexpress.com/de/firmenkreditkarten/benefits/corporate-marketing-assets.html?linknav=us-en-corporate-marketing-assets-ge-home>

B4B Marketplace: [www.amex.de/B4B](http://www.amex.de/B4B)

Set up Online Card Applications: [www.amex.de/antraege](http://www.amex.de/antraege)

Programme Administrator Information: [www.amex.de/programmverwaltung](http://www.amex.de/programmverwaltung)

\*If you are a Programme Administrator for your company, and do not have access to @ Work, complete [this form](#).

