

American Express @ Work[®]

Here are some Frequently Asked Questions about @ Work.

TABLE OF CONTENTS

1. [What is the @ Work Resource Centre?](#)
2. [How can we manage payments for our Corporate program?](#)
3. [What happens if a Card Member's Account is paid late?](#)
4. [How do I update my Company's details?](#)
5. [How do I apply for or edit user access for @ Work?](#)
6. [What are the common actions I can perform within @ Work Online Program Management?](#)
7. [Does Amex offer training sessions for @ Work?](#)
8. [What @ Work Reporting templates are available?](#)
9. [How can I request for a Credit Balance Refund from a Card Member's Account?](#)
10. [How do I add a new Corporate Card Member?](#)
11. [How can Card Members dispute a charge?](#)
12. [Where can I get help if I still have questions about @ Work?](#)

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Here are some Frequently Asked Questions about @ Work.

1. What is the @ Work Resource Centre?

Learn the ins and outs of using @ Work with educational materials from [our online library](#).

Quickly view documents and how-to videos to find what you need, using our advanced search functionality.

2. How can we manage payments for our Corporate program?

There are many ways – like Direct Debit payments, EFT, or BPAY. But before choosing, you'll need to identify the type of billing that applies to your company and its program's policy.

There are two types:

Central Billing

Corporate Card Member statements are billed directly to the company, who settles them for Card Members.

Individual Billing

Statements are billed directly to individual Corporate Card Members who personally settle them.

[Click here](#) to find payment options available for each type.

3. What happens if a Card Member's Account is paid late?

We recommend subscribing to proactive alerts for overdue payments in @ Work.

Also remind Card Members:

- Their full balance should be paid upon receipt of their statement.
- The full balance must be paid at least 3 working days before the due date, or a late payment fee may apply.
- We may charge your Company or Card Member fee on the overdue balance.
- Membership Rewards points earned in the previous statement cycle will be forfeited, if payment is not received within 40 days of the statement date. Card Members can reinstate the forfeited points online, however a fee applies.

The American Express credit policy may vary depending upon the Terms and Conditions set for your Company and will be applied on an individual Card basis.

4. How do I update my Company's details?

[Use this Change of Company Details form](#) to do just that.

Update your Company Name, address, or cost centre details.



5. How do I apply for or edit user access for @ Work?

New Users

1. [Submit your access application online.](#)
2. Retain your Verification Pin for your first time log in.
3. Receive an @ Work Welcome Email in 3-5 business days.
4. Complete the registration process.
5. This will also add a new program contact

Update Access

1. Select [Modify](#) to make changes.
2. Your updates to @ Work will be in effect in 3-5 business days.
3. This will also add a new program contact.

Delete Users

1. Select [Delete](#) an existing user.
2. You will need the individual's User ID to submit this request.
(Note: If you do not have the User ID, contact the Program Administrator Servicing Team at 1300-655-300).
3. Updates to @ Work will be in effect in 3-5 business days.

6. What are the common actions I can perform within @ Work Online Program Management?

View the Common Actions section in the Card Member Profile Page to access functions such as:

- **Send a Payment Reminder:** Help manage Card Member's overdue Accounts with a customisable email.
- **Suspend or Unsuspend Cards:** Easily control the spend on your employee's Accounts.
- **Cancel a Card:** Immediately cancel, or request a cancellation for a future date.
- **Edit Account Information:** Edit Card Member Account information such as Billing address, Contact numbers, Employee ID, and more.
- **Replace a Card:** Replace damaged Cards at your convenience.
- **Check Spending Ability:** Check if a charge will be approved before your employees transact.
- **Manage Limits:** Permanently or temporarily update your Card Members' spending limits.

7. Does Amex offer training sessions for @ Work?

Book a customised training session with our @ Work Client Trainers to get started.
Sign up by contacting your Account Manager or the Program Administrator Servicing Team at 1300-655-300.

8. What @ Work Reporting templates are available?

@ Work Reporting gives you the power and flexibility to turn information into actionable insights.

There are two kinds of reports:

Standard reports: Simple, preformatted reports delivered monthly in either a PDF or Excel format.

Customised reports: Flexible enough to run on-demand or on a schedule. These allow you to customise data elements and filters.

Some of our most used templates are:

- **Program Management Dashboard:** View, analyse, and share your program data with this insightful, interactive dashboard.
- **Card Member Activity:** Manage Cards quickly by using this transaction-level detailed report for reconciliation and audit purposes.
- **Card Member Listing:** Conveniently view details of all your Card Accounts in one place.
- **Card Member Delinquency:** Monitor past due Card Accounts to manage delinquency fees and identify Card Members that are frequently past due.
- **Card Member Spending Analysis:** View spending summaries and insights for each Card Member by popular spend categories.

For more information on @ Work Reporting, [click here](#).

9. How can I request a Credit Balance Refund from a Card Member's Account?

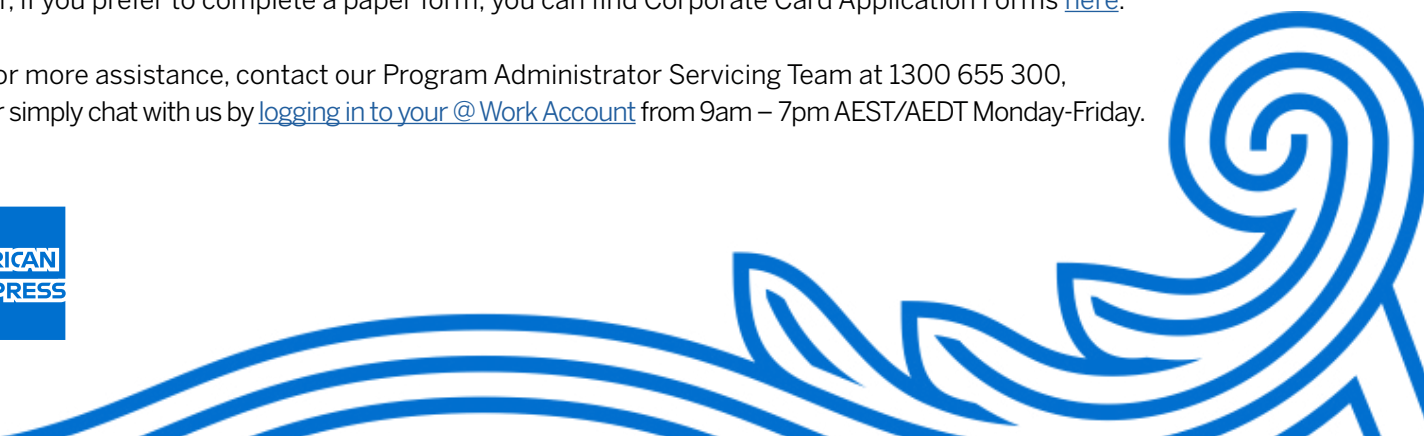
Contact our Program Administrator Servicing Team at 1300 655 300, or live chat with us by [logging in to your @ Work Account](#) between 9am – 7pm AEST/AEDT Monday-Friday.

10. How do I add a new Corporate Card Member?

Simply [log in to @ Work](#) to submit and process applications digitally.

Or, if you prefer to complete a paper form, you can find Corporate Card Application Forms [here](#).

For more assistance, contact our Program Administrator Servicing Team at 1300 655 300, or simply chat with us by [logging in to your @ Work Account](#) from 9am – 7pm AEST/AEDT Monday-Friday.



11. How can Card Members dispute a charge?

Card Members can take one of the following recommended courses of action:

1. Contact the merchant and dispute the charge directly.
2. Raise a billing enquiry online by:
 - Logging in to Card Member Online Account.
 - Selecting the transaction from your statement.
 - Click "Have a question about this charge?"
 - Select the type of enquiry you want to make and answer a few questions (you will be advised if documentation is needed).
3. Contact Customer Service via Live Chat or call 1300 362 639 to dispute the charge.

NOTE: This must be within 3 months of the date of the charge.
A temporary credit may be applied to the Account while American Express investigates the charge. This may take up to 6 to 8 weeks.

12. Where can I get help if I still have questions about @ Work?

We're ready to provide assistance to you with these 3 options:

1. Speak to a Representative about your American Express Corporate Card Program, by [clicking here](#) to find the right contact.
2. [Log in for @ Work Live Chat](#), Monday-Friday 9am – 7pm AEST/AEDT.
3. Card Members can log in for [Online Account Live Chat](#), available 24/7.



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