



DON'T *do business* WITHOUT IT™



Your overview:

INFORMATION FOR PROGRAMME ADMINISTRATORS (PA)

VERSION 10/2021

YOU AS PA

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GUIDE

Your company has appointed you as a programme administrator for the Corporate Card Programme. That's great news! This makes you an important contact person between your company, the Corporate Cardholders in your company and American Express®. For example, you will be able to help everything run smoothly by exchanging information and passing on any changes to your Cardmembers.

In this brochure, we have compiled facts and figures for programme administrators:

- What do programme administrators do?
- Who can help you with various questions?
- What do you need to consider when making payments to American Express?
- What services are available to Cardmembers?
- How can American Express @ Work support you?

USEFUL LINKS AT A GLANCE

Programme Management

Here you will find important information and forms for you as a programme administrator.

americanexpress.at/programmverwaltung

@ Work Resource-Center

Find out more about your options in @ Work:

Online Programme Management (OPM), Online Card Applications and Reporting.

americanexpress.de/resourcecenter

Support with communication

Information material (videos, factsheets, etc.) on the benefits of the Corporate Card and the advantages for your company can be found under „Verschiedenes“ at

americanexpress.at/programmverwaltung

For Cardmembers

Here, the cardholders in your company will find information about all the services and benefits of the Corporate Card.

americanexpress.at/willkommen-corporate

WHAT DO PROGRAMME ADMINISTRATORS DO?

You are an important interface:

Only you as a programme administrator are authorised to receive information about the Corporate Card Programme.

You inform us of new contact persons (PA):

If any contact persons in your business need to be changed or added, let us know. You can find the form for this at americanexpress.at/programmverwaltung under “**Programmadministrator**”.

You update us with any changes in your business information and you send us official documents:

This includes, among other things, the company bank details, the company address or other contact details. In addition, you send us official documents, such as excerpts from the commercial register in the case of a change in your company address or a SEPA B2B form in the case of a change of company bank details with direct debit.

You contact your service providers:

Your travel agency and other suppliers will find out through you that your company is working with American Express.

You have access to @ Work:

The American Express @ Work online platform helps you to manage your Corporate Card Programme. You can also access comprehensive analysis here. Do you have any questions? Then get in touch with your contact at American Express. americanexpress.at/atwork

You cancel cards or Business Travel Accounts:

If employees leave, you can cancel their cards directly via the Online Programme Management (OPM) in @ Work. For Business Travel Accounts that are no longer required, pass the cancellations on to the BTA Unit (austriabtaunit@aexp.com).

You coordinate card applications:

American Express has set up a special website for card applications. You will find a link to the appropriate Corporate Card application at americanexpress.at/programmverwaltung under “**Verschiedenes/Anträge**”. Please note that you will need your Business Control Account (BCA) Number.

For any questions about card applications submitted, please use the following email address: Austrian.na.corporate.team@aexp.com

WE ARE HERE FOR YOU.

From billing questions to technical problems, our specialist service teams will be happy to assist. Of course, we always try to process your requests as soon as possible. In some cases, however, this can take up to five working days.

Have your Business Control Account Number ready

Please remember to quote the following number(s) when making enquiries:

- Your Corporate Account Number (MCA/Master Control Account Number, BCA/Business Control Account number) or
- the Business Travel Account number (BTA number), starting with 37, or
- the Control Account Number of your vPayment Account or the Card Number, starting with 34 or 37.

This ensures that only authorised persons receive information.

The numbers were provided to your company when the programme was opened.

Tip: Make a note of these numbers here – then you will always have them handy.

AMERICAN EXPRESS CORPORATE SERVICE TEAM

The Corporate Service Team will support you with many issues or questions about the administration of your corporate programme.

Mon–Fri, 8 am–6 pm

PHONE: 0800 900 350
+49 69 9797-3550 (from abroad)

EMAIL: firmen-info@aexp.com

Responsible for:

- » Missing company statements or centralised statements
- » Help with adding or deleting programme administrators
- » Changes of company address or name in the event of a change of company name
- » Technical and general questions about @ Work or the card application system
- » Adding more people to BTA Online billing
- » Missing reports or records
- » Questions about BTAConnect

You can also perform many tasks for the administration of your Corporate Card Programme conveniently online in **American Express @ Work**. For example:

- » Cancel cards
- » Suspend or activate cards
- » Edit cardholder and account information, such as changes of address, personnel number or cost centre
- » View card statements

You can find more information **starting on page 9** or online in the **@ Work Resource Centre at americanexpress.de/resourcecenter**

For payment of credits to Corporate Cards or Business Travel Accounts please contact the departments listed on pages 5 and 6. Please quote the Corporate Account Number or BTA number as well as the bank details for processing.

AMERICAN EXPRESS BTA-UNIT

Responsible for:

Enquiries about BTA Business Travel Account statements, change of address, new travel agencies, change of additional data fields, direct debits and payments, Adding more people to the BTA online statement ...

Mon–Fri, 8 am–6 pm

PHONE: 0800 900 920
+49 69 9797-3500 (from abroad)

EMAIL: austriabtaunit@aexp.com

AMERICAN EXPRESS CORPORATE PURCHASING SOLUTIONS TEAM

Responsible for:

Enquiries about setting up new users and about statements or transactions via vPayment and Corporate Purchasing Card.

Mon–Fri, 9 am–5 pm

PHONE: +49 69 7576-2995
EMAIL: vpayment.servicing.europe@aexp.com

ALLOCATION OF PAYMENTS

For all enquiries about payments made to American Express, please contact us by email: AmericanExpressPaymentServicesAustria@aexp.com

The bank details and a payment guide including information about our payment advice can be found at americanexpress.at/programmverwaltung under **“Bankverbindung und Zahlungen”**.

When transferring money, please state the complete 15-digit card number (starting with with 3740) as the reason for payment. If this information is missing, we will need an electronic payment payment advice by e-mail so that the payment can be correctly allocated.

[Download payment guide](#)

Payment or Corporate Purchasing Cards: If you have any questions about payments to American Express, the Corporate Purchasing Solutions Team will be happy to assist you (phone: +49 69 9797-2995, e-mail: vpayment.servicing.europe@aexp.com).

NEW CARD APPLICATIONS

You will find a link to the appropriate online Corporate Card application at americanexpress.at/programmverwaltung under **“Verschiedenes/Anträge”**. Recommendation: If necessary, go to this page and download the current application. Please then save the application to your drive with your Business Control Account-Number, address, and liability and billing options. You determine whether fields such as personnel number or cost centre are requested and marked as mandatory fields.

For questions about card applications that have been submitted, please use the following email address: Austrian.na.corporate.team@aexp.com

ONLINE IDENTIFICATION

Corporate Card applicants can verify their identity online using WebID: americanexpress.at/web-id

In order for the WebID verification to be assigned to the card application, please enter either the Business Control Account Number (BC) or company name as a reference number in the WebID tool. Processing and dispatch of the Corporate Card will take approximately 10 to 14 days after receipt of all completed documents.

SERVICES FOR CARDMEMBERS

American Express offers a customer service phone line for Corporate Cardmembers in your company on **0800 900 940**. Cardmembers can find the phone number on the back of their Corporate Card.

Information about the Corporate Card and all services and benefits is also available online at: americanexpress.at/willkommen-corporate

Cardmembers have the additional option of managing their account on their smartphone with the Amex app. They can simply download the app from americanexpress.at/mobile and give it a try.

SECURITY FOR ONLINE TRANSACTIONS

More protection against online fraud: That is why banks, payment service providers and online shops carry out additional security checks. For online payments with the Corporate Card, it's easy.

Safe with SafeKey®: The security solution from American Express is displayed during the payment process.

Additional authentication: Cardholders receive a one-time code as a as an SMS or as a push notification via the Amex app. With this code they can confirm their identity.

For a smooth transaction: Cardholders have their current mobile phone number and email address in their online card account – so that the confirmation code the confirmation code reaches them safely.

SET UP EXPRESS LIST. ADD MERCHANT. DONE.

Cardholders can add websites they frequently shop at to their Express List. Then they don't need to go through additional security measures every time. Only in exceptional cases do we need to confirm their identity again.

More information at americanexpress.at/onlineschutz or in the [video](#).

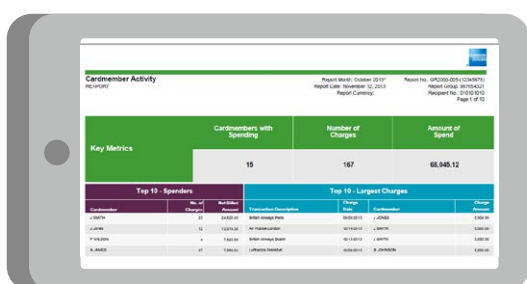
@ WORK – HOW TO MANAGE YOUR CORPORATE CARD PROGRAMME ONLINE

With American Express @ Work®, you have 24/7 access to reports and analysis as well as card activity, account balances and statements. So you can manage your Corporate Card Programme easily and effectively. For your Business Travel Account (BTA), you can download your consolidated statements in @ Work.

Don't have access to @ Work?

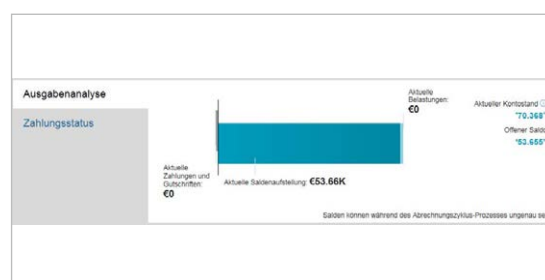
You can find an application form at americanexpress.at/programmverwaltung. Simply fill it in and send it to firmer-info@aexp.com. If you have any questions, please contact American Express Corporate Service Team.

HOW CAN YOU USE AMERICAN EXPRESS @WORK?



Keep an eye on card activities:

For accounts with central invoicing, you can use our standard reports to monitor card activities.



Track balances and the latest debits:

You can view this information directly on the homepage or in any card account. Analysis of expenditure is shown as an infographic. Simply click on the graphic to display the card activities.

Suspend or cancel card accounts with immediate effect:

With a single click, you can prevent unwanted spending on one or more cards.

LETZTE KONTOBEWEGUNGEN		ABRECHNUNGEN	
ABRECHNUNGEN UND ZAHLUNGEN			
▶ Letzte Kontobewegungen			
24 Okt, 2016 - 23 Nov, 2016			
Anfangssaldo	Abschlusssaldo	Zahlungen insgesamt	
€2.788,16	€2.295,59	€0,00	
▶ 24 Sep, 2016 - 23 Okt, 2016			
▶ 24 Aug, 2016 - 23 Sep, 2016			
▶ 24 Jul, 2016 - 23 Aug, 2016			
▶ 24 Jun, 2016 - 23 Jul, 2016			
▶ 24 Mai, 2016 - 23 Jun, 2016			
ZURÜCKGERUFENE ARCHIVIERTE ABRECHNUNGEN			
Archivierte Abrechnungen anfordern			

KARTENÜBERSICHT - CORPORATE CARD	
OFFENER SALDO	€2.295 ⁹⁹
Zahlung bis* 19 Dez (Fälligkeitsstatus ist 0 Tage)	€2.287,99
Aktueller Kontostand	€7154,00
Vorheriger Saldo	2.788,16
Abrechnungsschlag 23 Okt, 2016	- 0,00
Zahlungen insgesamt	- 500,17
Gutschriften insgesamt	+ 7,60
Belastungen insgesamt	+ 7,60
Von 24 Okt, 2016 bis 23 Nov, 2016	
Aktueller Saldo	= €2.295,59
Aktuelle Zahlungen	- 0,00
Aktuelle Gutschriften	- 0,00
Aktuelle Belastungen	+ 0,00
Von 24 Nov, 2016 bis heute	
Offener Saldo	= €2.295,59

Access statements online:

It is easy to check statements and payments online. The statements are available for download as a PDF file or in Excel format.

View account balances:

You can monitor balances as well as pending and/or upcoming transactions in real time.

@ Work Resource Centre

In the newly designed @ Work Resource Centre you can find out more about your opportunities in @ Work: online programme management, online card applications and reporting. See for yourself: americanexpress.de/resourcecenter

Other tools or processes may be available for corporate customers in Austria.

If you have any questions about @ Work, the Corporate Service Team will be happy to help.

AMERICAN EXPRESS

PROGRAMME MANAGEMENT

americanexpress.at/programmverwaltung

@ WORK RESOURCE-CENTER*

americanexpress.de/resourcecenter

MARKETING SUPPORT FOR CORPORATE CUSTOMERS WITH CORPORATE CARDS*

americanexpress.de/mal

FOR CARDMEMBERS

americanexpress.at/willkommen-corporate

* Please note: Other tools or processes may be available for corporate customers in Austria.

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