



Your overview:

INFORMATION FOR PROGRAMME ADMINISTRATORS (PA)

Version: 02/2021



DON'T do business WITHOUT IT™

WELCOME ON BOARD!

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 – so that you'll have them at your fingertips.

You will find answers to the following questions:

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

You can find important information and forms at
www.americanexpress.at/programmverwaltung

You can also find out about the **latest news** here, such as:

- You can now choose and set up your own PIN
- For BT users: 24-hour luggage insurance from Crawford & Company (max. EUR 5,000 per insured event and journey)
- You can now verify your identity online with WebID at www.amex.at/web-id
- Your employees can manage their account around the clock with the Amex app

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 www.americanexpress.at/programmverwaltung under "You as a programme administrator".

You update us with any changes in your business information:

For example, these include your company bank account, company address and other contact details.

You send us official documents:

Sometimes (e.g. when you change your company address) we need official documents, for example, excerpts from the commercial register or annual accounts.

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.

You cancel cards or Business Travel Accounts:

If employees leave, you can cancel their cards directly in @ Work. You can also forward cancellations to American Express for any Business Travel Accounts that are no longer required.

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 www.americanexpress.at/programmverwaltung under "Miscellaneous/applications". 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 quote your 15-digit Business Control Account (BCA) Number (starting with 023) or your Business Travel Account number (starting with 37) when you contact us. This ensures that only authorised persons can receive relevant information. You can find these numbers in @ Work at any time.

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



AMERICAN EXPRESS CORPORATE SERVICE TEAM

Responsible for:

Replacement of centralised statements, cancellation of Corporate Cards, help with Corporate Membership Rewards®, change of company address, change of company name ...

Mon–Fri, 8 am–6 pm

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



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 ...

Mon–Fri, 8 am–6 pm

PHONE: 0800 900 920
+49 69 9797-3500 (aus dem Ausland)



AMERICAN EXPRESS **CORPORATE PURCHASING SOLUTIONS TEAM**

Responsible for:

Enquiries about statements or transactions via
vPayment, CPC

Mon–Fri, 9 am–5 pm

TELEFON: +49 69 7576-2995 (option 1, then option 2)

ALLOCATION OF PAYMENTS

For all enquiries about payments made to American Express, please contact us by email: **AmericanExpressPaymentServicesAustria@aexp.com** (Corporate Cards) and **allocations@aexp.com** (BTA).

The bank details can be found on the back of this brochure.

You can download a payment guide including information about our payment advice from **www.americanexpress.at/programmverwaltung** under „Bank Details and Payments“.

Important information, forms and a payment guide are also available at
www.americanexpress.at/programmverwaltung

NEW CARD APPLICATIONS

You will find a link to the appropriate online Corporate Card application at
www.americanexpress.at/programmverwaltung under „Various/Applications“.

Please 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: **AustrianNACorporateTeam@aexp.com**

ONLINE VERIFICATION OF IDENTITY

Corporate Card applicants can verify their identity online using WebID:

www.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.

Important information: Verification of identity is not required if Corporate Card applicants pay by SEPA direct debit.

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: **www.americanexpress.at/welcome**

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

Good to know: Cardmembers can use the online card account to change their PIN using their PC – for secure card transactions.

@ 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.

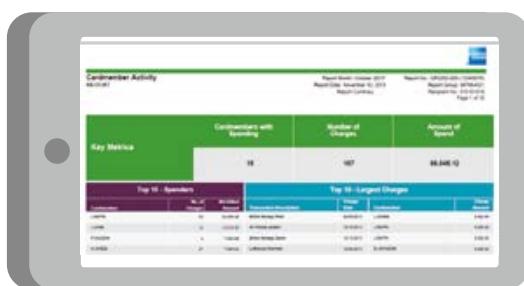
Don't have access to @ Work?

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

HOW CAN YOU USE AMERICAN EXPRESS @WORK?

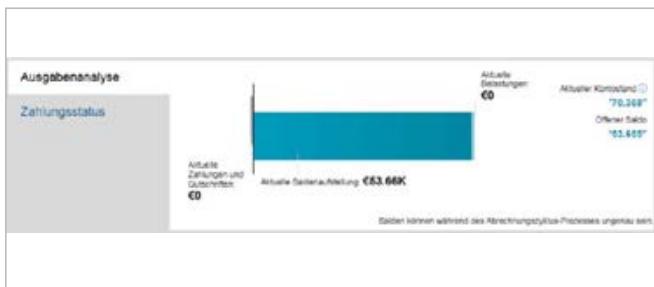
Keep an eye on card activities:

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.

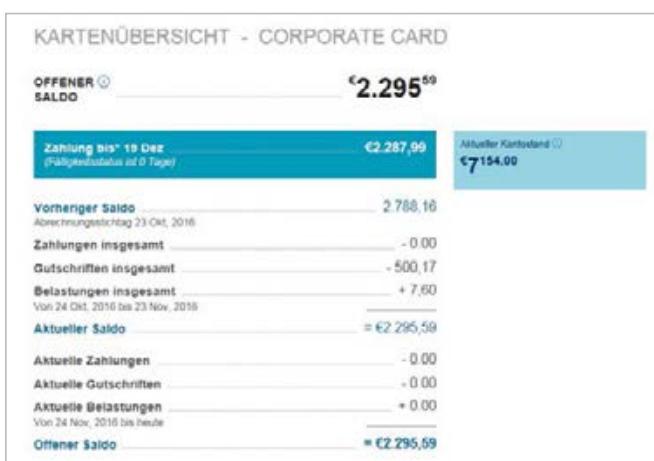


Suspend or cancel card accounts with immediate effect:

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

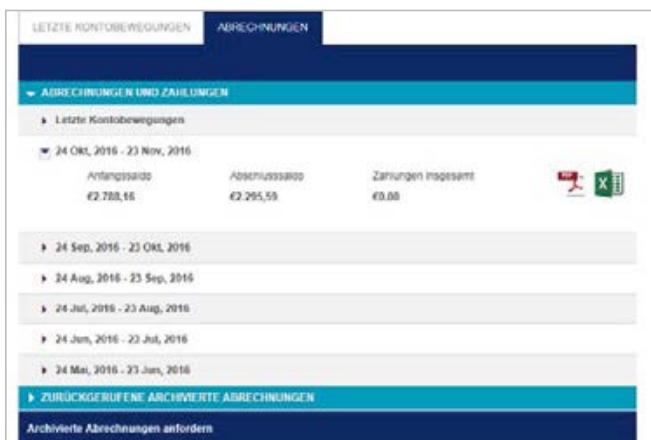
View account balances:

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



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.



The screenshot shows the 'ABRECHNUNGEN' (Statements) section of the American Express online account. At the top, there are tabs for 'LETZTE KONTOBEWEGUNGEN' (Last movements) and 'ABRECHNUNGEN' (Statements). The 'ABRECHNUNGEN' tab is selected. Below the tabs, a section titled 'ABRECHNUNGEN UND ZAHLUNGEN' (Statements and payments) is shown. It includes a summary table with the following data:

Abrechnung	Abrechnungszeitraum	Zahlungen insgesamt
Abrechnung 000	24 Okt., 2016 - 23 Nov., 2016	€2.768,66
Abrechnung 001	24 Okt., 2016 - 23 Nov., 2016	€2.295,59
		€0,00

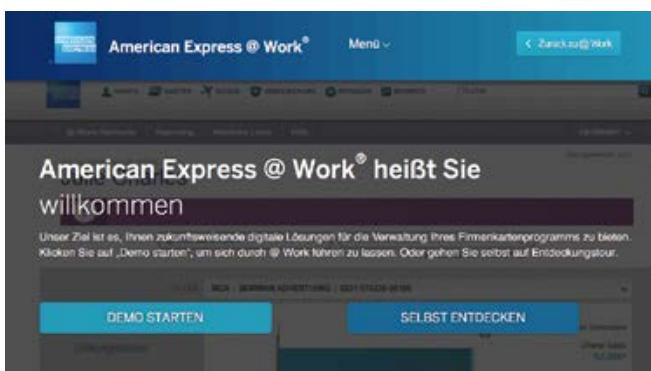
Below this table, a list of previous statements is provided:

- 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

At the bottom of the section, there is a link 'Archivierte Abrechnungen anfordern' (Request archived statements).

For you:

You can find a brief @ Work demo tour at www.americanexpress.at/programmverwaltung in the right column under „Useful Links“.



The screenshot shows the 'American Express @ Work' demo tour landing page. The top navigation bar includes the American Express logo, the text 'American Express @ Work', a 'Menü' (Menu) button, and a 'Zur @ Work' (To @ Work) button. The main heading reads 'American Express @ Work® heißt Sie willkommen' (American Express @ Work® welcomes you). Below the heading, a subtext states: 'Unser Ziel ist es, Ihnen zukunftsweisende digitale Lösungen für die Verwaltung Ihres Firmenkartenprogramms zu bieten. Klicken Sie auf „Demo starten“, um sich durch @ Work führen zu lassen. Oder gehen Sie selbst auf Entdeckungstour.' (Our goal is to offer you future-oriented digital solutions for managing your corporate card program. Click on 'Demo starten' to be guided through @ Work. Or go on a self-discovery tour.) At the bottom of the page, there are two prominent buttons: 'DEMO STARTEN' (Start Demo) and 'SELBST ENTDECKEN' (Discover Yourself).



**BANK DETAILS FOR PAYMENTS TO
AMERICAN EXPRESS:**

Deutsche Bank AG, Filiale Wien
IBAN: AT20 1910 0000 1019 5000
BIC: DEUTATWWXXX

When making payments to American Express,
please always include the 15-digit card number
or Business Travel Account number as a
reference. Without a reference, we will be
unable to allocate your payment

American Express Europe S.A. (Austrian Branch),

Kärntner Straße 21–23, 1010 Wien.

Firmenbuchgericht: Handelsgericht Wien,

Firmenbuchnummer: FN 495241 x,

UID-Nr.: ATU73547502.

www.americanexpress.at

© 02/2021 American Express®

DON'T do business WITHOUT IT™