GERMANY

American Express @ Work®

Here are some Frequently Asked Questions about @ Work.

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American Express @ Work®

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1. What is American Express @ Work?

A convenient, online portal that gives you more control over your Corporate Programme, helps you quickly complete essential tasks, gain business insights, and more.

New to American Express and not yet a Programme Administrator (PA)?
Enrol as a PA

Already enrolled as an American Express Programme Administrator (PA)?
Enrol, Modify or Delete PA access to @ Work

2. What is the @ Work Resource Centre?

Learn the ins and outs of using @ Work with educational materials from our online library. Quickly search through documents and how-to videos to find what you need.

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

Follow these steps to get started:

1. Submit an application online using this form.
2. Select Add, Delete, or Modify Programme Administrator.
3. Complete the form as applicable.
4. Print and sign the completed form.
5. Return the signed form and any needed attachments to firmen-info@aexp.com.

4. How can I book an @ Work training session?

Please contact our Customer Service Team at +49 (0) 69 9797 3550 and one of our Customer Care Professionals will be happy to advise you of the available training sessions.

The team is available Monday to Friday 08:00 – 18:00 Uhr.

5. What are some of the common actions I can do with Online Programme Management in @ Work?

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

- **Send a Payment Reminder:** Help manage Cardmember's overdue Accounts with a customisable email.
- **Suspend or Unsuspend Cards:** Easily prevent future spending on an individual Card for a specific time. Watch video
- **Cancel a Card:** Immediately cancel, or request a cancellation for a future date. Watch video
- **Update Cardmember and Account Information:** Edit Billing addresses, Contact numbers, Employee IDs, and more. Watch video
- **Replace a Card:** Replace damaged Cards at your convenience.
- **View and Download Statements:** Track Cardmember spending, Account status, and payment status. Watch video
- **Search for an Account:** Search for Accounts with the intuitive search bar on the homepage. Watch video

6. How do I add a new Corporate Cardmember?

You can create Card applications quickly and securely using the Card Application Tool. Creating, filling out and approving applications correctly is faster than ever.

Access the User Guide here

Access the Tool here

Here are some options you have when adding a new Cardmember.

Select Application: If you are a registered Programme Administrator, and you know your Corporate Customer Number, you will be able to generate the correct application form to complete.

Define Default Settings: For example, you can store branches and specify mandatory fields, such as employee number.

Manage Applications: Under "History" you will find an overview of the Card applications previously submitted.

Allow Employees to Submit an Application: Create new employees through the "Invite Employees" link. Send directly to an employee via email, or share internally on your company's intranet site, allowing employees to complete an application on their own.

7. How can I request for a Credit Balance Refund from a Cardmember's Account?

Contact our Customer Service Team at +49 (0) 69 9797 3550 and one of our Customer Care Professionals will be happy to assist.

The team is available Monday to Friday 08:00 – 18:00 Uhr.

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 reports that you can run on-demand, or on a schedule, with options to customise data elements and filters.

Some of our most used templates are:

- **Cardmember Activity:** Manage Cards quickly by using this transaction-level detailed report for reconciliation and audit purposes.
- **Cardmember Listing:** Conveniently view details of all your Card Accounts in one place.
- **Cardmember Delinquency:** View monthly balances and monitor past due Card Accounts to manage delinquency fees and identify Cardmembers that are frequently past due.
- **Cardmember Spending Analysis:** View spending summaries and insights for each Cardmember by popular spend categories.

For more information on Reporting, click here.

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9. What are Business Travel Accounts (BTAs/IBTAs)? What benefits do they offer?

BTA Connect and BTA Online Statements can both be accessed from the @ Work homepage.

BTA Connect
BTA Connect is an innovative tool designed to enable a more streamlined and flexible BTA reconciliation process by providing you with access to the data you need in a format you use.

Online statements
Unlike a paper-based system, our online services give you access to a unique centralised billing and query system. The solution has been designed to be very flexible, in order to better meet your reconciliation needs. Online statements have 12 months of data available in a variety of formats such as PDF and CSV files.

10. Is @ Work a platform for my other payment solutions, vPayment or Buyer Initiated Payments (BIP), as well?

Via @ Work, you can get access to your vPayment solution (incl. statements) and BIP (Buyer Initiated Payments) invoices.

vPayment: For complex payment processes, American Express offers a virtual payment solution for even more security and transparency. For example, it can be useful when employees order software licenses and a credit card number that's limited in terms of purpose, amount and period is requested before the download.

To learn more about vPayment, contact your American Express representative or click here

BIP: Eliminate errors and cut time and costs out of your payment process. With BIP, from American Express, you can automate payments to suppliers within your existing invoice approval workflow — while still maintaining full control over transaction amounts and timing.

To learn more about BIP, contact your American Express representative or click here

11. Where can I get additional help?

Speak to a Representative about your American Express Corporate Card Programme by calling +49 (0) 69 9797 3550.

The team is available Monday to Friday 08:00 – 18:00 Uhr.

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