

# AME EXI



**Your overview:**

## INFORMATION FOR PROGRAMME ADMINISTRATORS (PA)

English language version for the German market, 01/2019



DON'T *do business* WITHOUT IT™

## 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 here: [www.americanexpress.de/programmverwaltung](http://www.americanexpress.de/programmverwaltung)

### **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.amex-corporate-card.de/kartenantrag](http://www.amex-corporate-card.de/kartenantrag). Please note that you will need your Business Control Account (BCA) Number.

For any questions about card applications submitted or to submit a paper-based card application, please use the following email address:

[GermanNAcorporateteam@aexp.com](mailto:GermanNAcorporateteam@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.

**Our tip:** make a note of these numbers here – then you will always have them handy.

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## 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:** +49 69 9797-3550

**FAX:** + 49 69 9797-2160



## AMERICAN EXPRESS BTA-UNIT

**Responsible for:**

Enquiries about BTA or I-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:** +49 69 9797-3500

**FAX:** +49 69 9797-1350



## AMERICAN EXPRESS CORPORATE ONLINE SUPPORT

**Responsible for:**

Technical enquiries about @ Work or registration, adding people to BTA online statements, missing reports or records, questions about BTAConnect ...

Mon–Fri, 8 am–6 pm

**PHONE:** +49 69 9797-2929 – option 1



## AMERICAN EXPRESS CORPORATE PURCHASING SOLUTIONS TEAM

**Responsible for:**

Enquiries about statements or transactions via vPayment, CPC or BIP

Mon–Fri, 9 am–5 pm

**PHONE:** +49 69 9797-2995

**PURCHASING SOLUTIONS AND BIP:**

european.b2b.servicing@aexp.com

**VPAYMENT:** vpayment.servicing.europe@aexp.com



## TECHNICAL SOLUTIONS SUPPORT TEAM

**Responsible for:**

Technical solutions such as CAR, problems logging into BIP, uploading files (“FileFactory”) ...

**EMAIL:** technicalsolutionssupport@aexp.com

## ALLOCATION OF PAYMENTS

For all enquiries about payments made to American Express, please contact us by email: [AmericanExpressPaymentServicesGermany@aexp.com](mailto:AmericanExpressPaymentServicesGermany@aexp.com)

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.de/programmverwaltung](http://www.americanexpress.de/programmverwaltung)

Important information, forms and a payment guide are also available at [www.americanexpress.de/programmverwaltung](http://www.americanexpress.de/programmverwaltung)

## NEW CARD APPLICATIONS

You will find a link to the appropriate online Corporate Card application at [www.antraege.amex-corporate-card.de](http://www.antraege.amex-corporate-card.de)

Please note that you need your Business Control Account Number. Your individually predefined settings ensure that employees receive the appropriately configured card application (including 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 or paper-based applications, please use the following email address: [GermanNAcorporateteam@aexp.com](mailto:GermanNAcorporateteam@aexp.com)

## SERVICES FOR CARDMEMBERS

American Express offers a customer service phone line for Corporate Cardmembers in your company on +49 69 9797 1000. 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.de/willkommen](http://www.americanexpress.de/willkommen)

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

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### **Apply for a personal card: our offer for Corporate Cardmembers**

Cardmembers in your company can also apply for a personal American Express card. You can find the exclusive offer here:

[www.amex.de/privatkartenangebot](http://www.amex.de/privatkartenangebot) (access code: **Corporate**)

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# @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 I-BTA Business Travel Account, you can download your consolidated VAT invoice and statements in @ Work.

There may be privacy restrictions when accessing reports, depending on the liability structure.

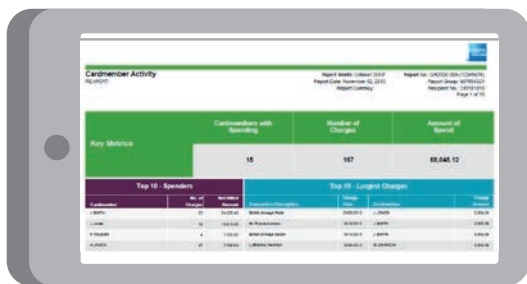
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## Don't have access to @ Work?

You can find an application form at [www.americanexpress.de/programmverwaltung](http://www.americanexpress.de/programmverwaltung). Simply fill it in and send it to [Firmen-Info@aexp.com](mailto:Firmen-Info@aexp.com). If you have any questions, please contact American Express Corporate Online Support.

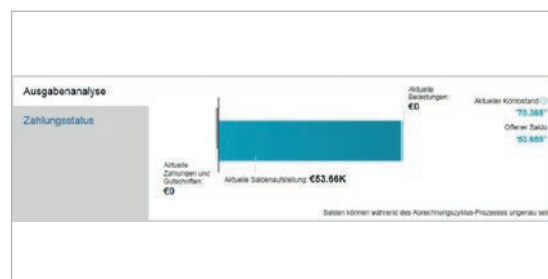
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## HOW CAN YOU USE AMERICAN EXPRESS @WORK?



### 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.

## Block or cancel card accounts with immediate effect:

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

Zeitraum	Anfangssaldo	Abschlusssaldo	Zahlungen insgesamt
24 Okt, 2016 - 23 Nov, 2016	€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			

Item	Amount
OFFENER SALDO	€2.295,59
Zahlung bis* 18 Dez (Fälligkeitsdatum bis 0 Tage)	€2.287,99
Aktueller Kontostand	€7154,00
Vorheriger Saldo	2.788,16
Zahlungen insgesamt	- 0,00
Gutschriften insgesamt	- 500,17
Belastungen insgesamt	+ 7,60
Aktueller Saldo	= €2.295,59
Aktuelle Zahlungen	- 0,00
Aktuelle Gutschriften	- 0,00
Aktuelle Belastungen	+ 0,00
Offener Saldo	= €2.295,59

## Access statements online:

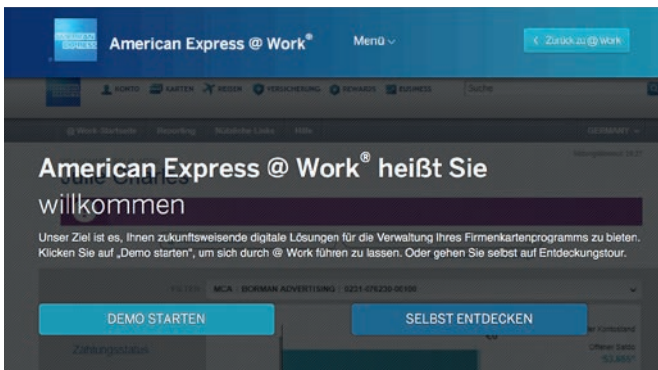
It is easy to check statements and payments online. The statements are available for download as a PDF file or in Excel format.

## View account balances:

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

## Quickly find what you are looking for:

With the new chat function in @ Work, you will can receive immediate answers to your questions.



## For you:

You can find a brief @ Work demo tour at [www.americanexpress.de/programmverwaltung](http://www.americanexpress.de/programmverwaltung)





# AMERICAN EXPRESS



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

Deutsche Bank

IBAN: DE05 5007 0010 0095 5997 00

BIC: DEUTDEFFXXX

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

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**American Express Europe S.A.** (Germany branch),  
Theodor-Heuss-Allee 112, 60486 Frankfurt am Main,  
Registergericht Frankfurt am Main, HRB 112342.

[www.americanexpress.de](http://www.americanexpress.de)

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