American Express @ Work® Reconciliation

Program Administrator Reference Guide

July 2022 | VERSION 1

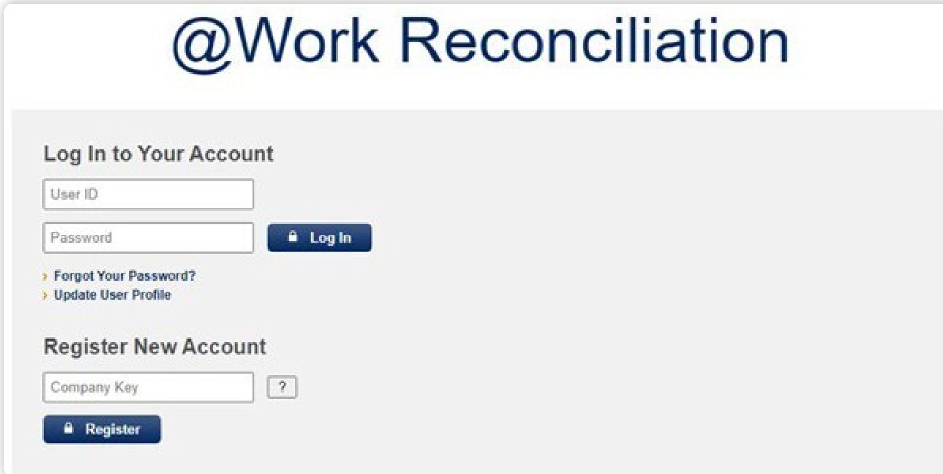
DON'T *do business* WITHOUT IT

About this document...

This document is intended to serve as a reference guide to assist with the most commonly used functions of the @ Work Reconciliation® Program Administrator (PA) module. The module has been designed to be intuitive and simple to use. The content in this document will provide you with a baseline understanding of the tool.

Contents

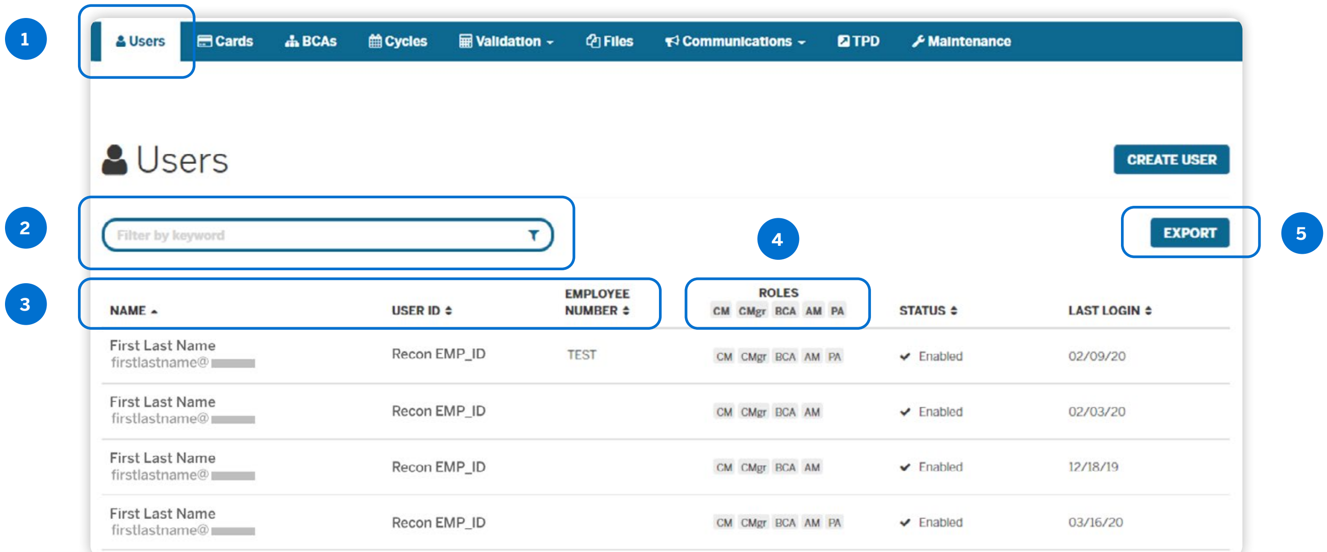
Log in



1. Log in at: https://reconciliation.americanexpress.com

2. To log into the @ Work Reconciliation Program Administration application, select 'Perform Administration'.

Users



1. Upon log in, you will see the 'Users' tab. The 'Users' tab allows for the creation and maintenance of user profiles.

2. Use the search box to filter by keyword within any of the columns including 'Name', 'User ID', 'Employee Number', etc.

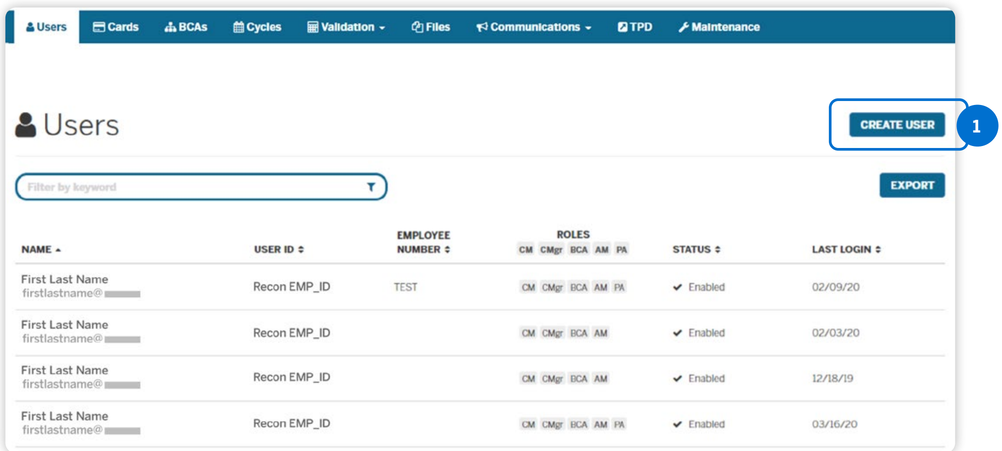
3. Columns may be sorted by clicking on the up/down sort arrows next to the column header name.

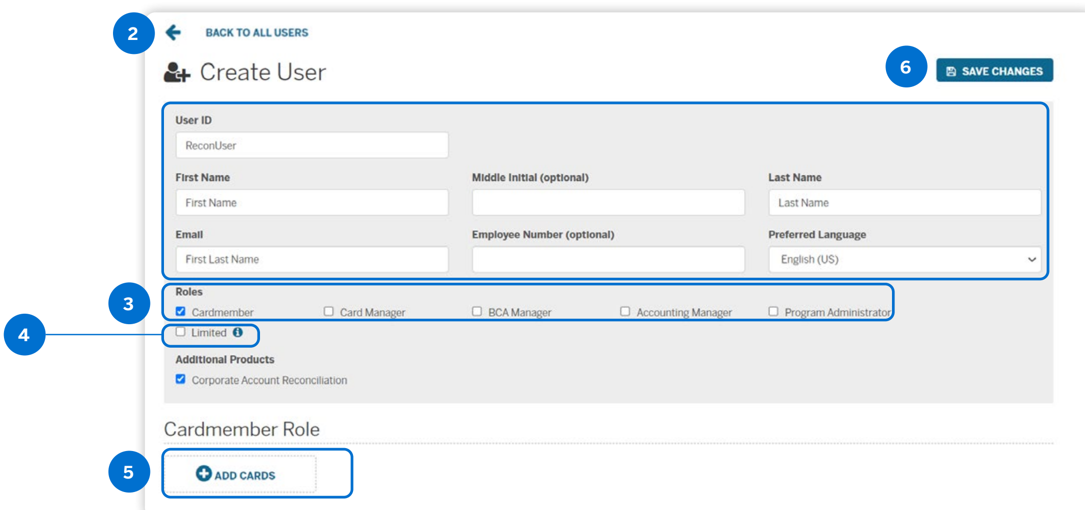
4. To sort by a specific role type, click on any of the 'Roles' icons:
   - CM for Card Member
   - CMgr for Card Manager
   - BCA for BCA Manager
   - AM for Accounting Manager
   - PA for Program Administrator

5. Click 'Export' to create a CSV file of all your Users.

Tip: The 'Export' button will export the list of the Users on the screen to the CSV file. You can adjust the number of users displayed to 20, 50, 100, or 500. If you'd like to export more than 500 Users, you'll need to click the 'Export' button for each group of 500 displayed on the screen.

Users





1. Click on the 'Create User' button to begin the process of adding a new User.

2. Once on the 'Create User' screen, complete the required fields.

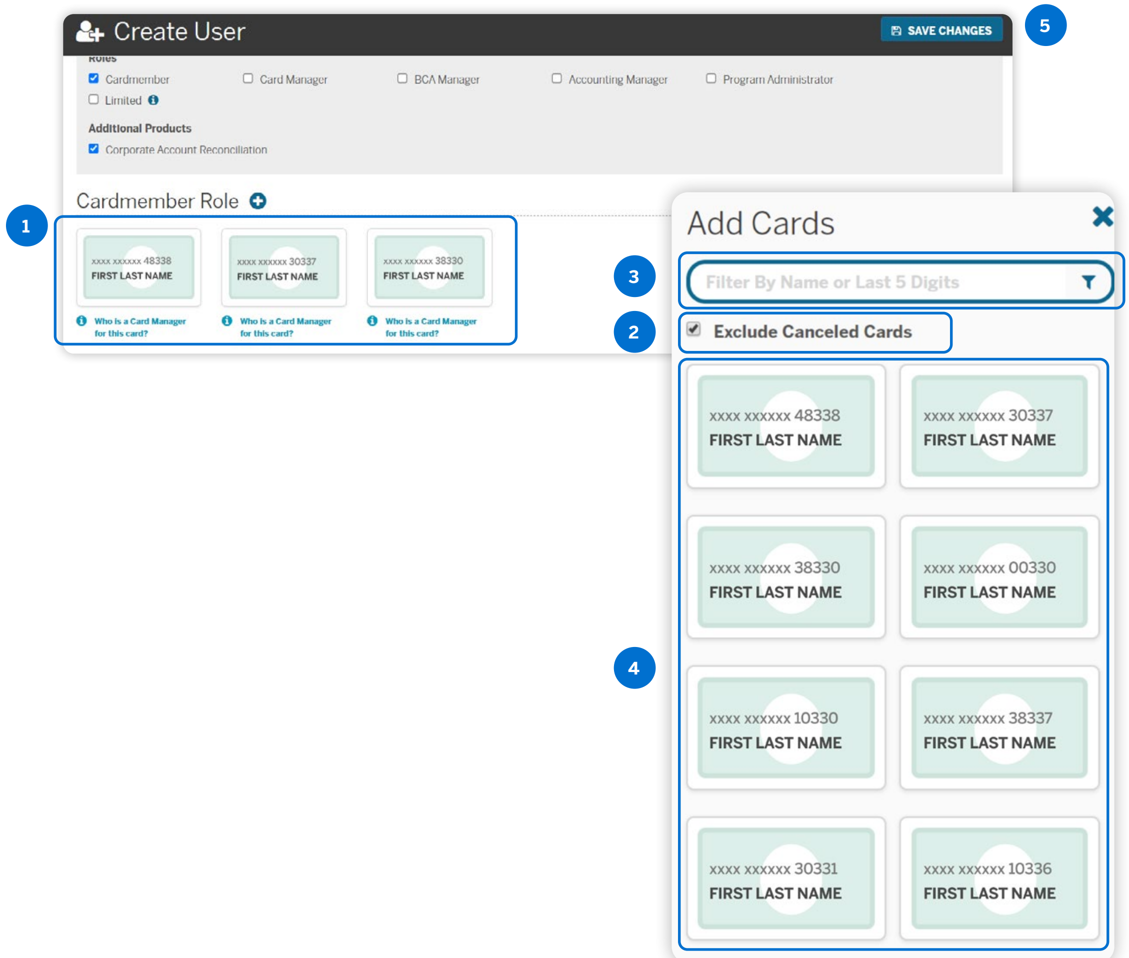
3. Once all the fields are completed, select a role for the User: Card Member, Card Manager, BCA Manager, Accounting Manager or Program Administrator.

4. Check the 'Limited' box to restrict a User's ability to attach receipts, re-allocate transactions, declare exceptions or initiate broadcast messaging.

5. Click the 'Add Cards' button to assign Cards to your newly created User. This will be similar to assigning BCAs, Card Identification Numbers (CIDs) and sites based on User roles.

6. Click 'Save Changes' to finalize adding the new User.

Users: Add Cards, BCAs, Sites



1. Once 'Add Cards' is selected, you will see a list of Cards presented that can then be associated with the User.

2. When you view a User profile, you will see both active and inactive Card numbers. Canceled Cards will be removed within 30 days of cancellation. Inactive Users are automatically deleted after 15 months of inactivity.

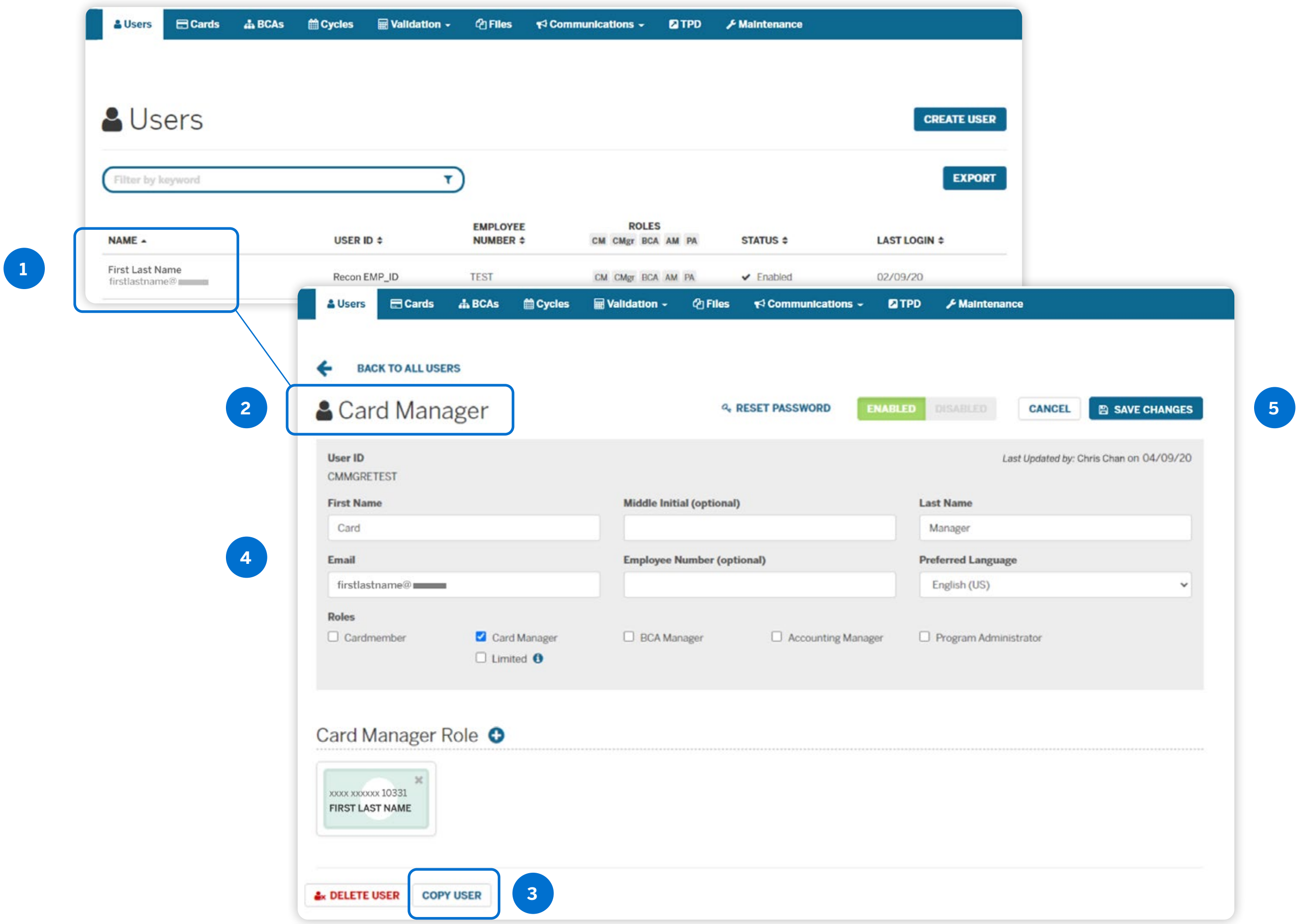
3. Use the search box to search for a specific Card or Card Member name to add to a new User.

4. Click on the appropriate icon (Card, BCA, etc.) to add to the User profile.

5. Click 'Save Changes' to finalize updates.

Tip: This process can also be followed for adding BCAs to a BCA Manager role or adding CIDs, Remits, and Sites to a Program Administrator role.

Users: Copy User



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1. To copy a User, from the 'Users' main page, select the name of the User you wish to copy.

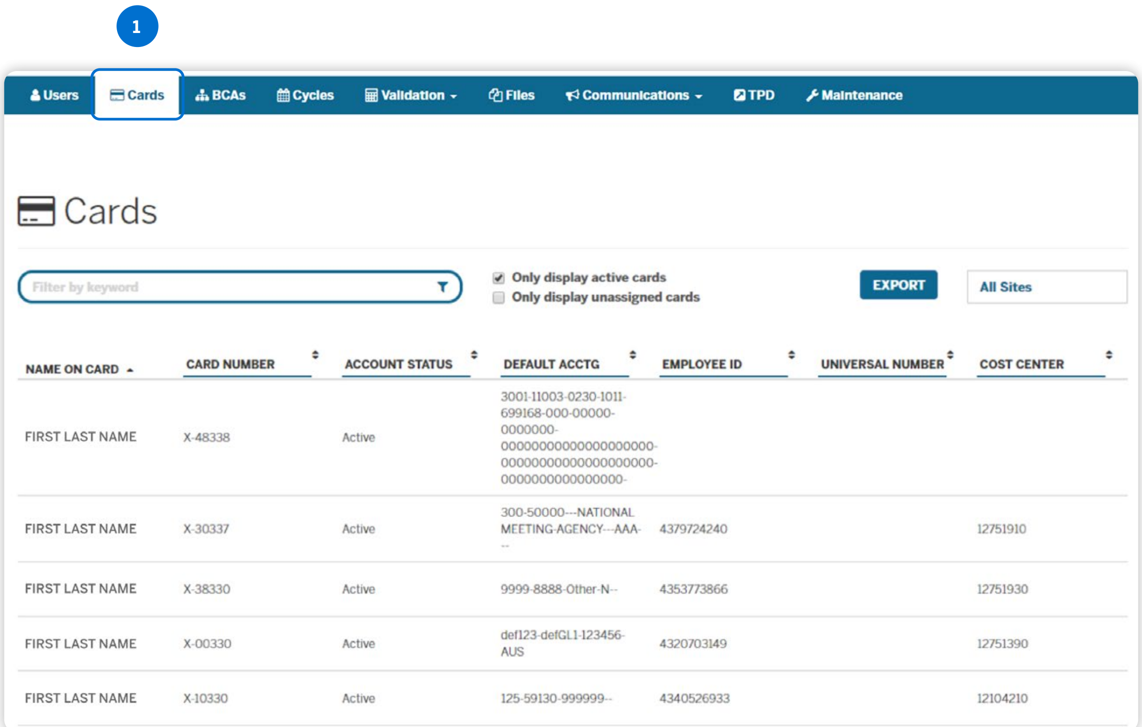
2. Once the User is selected, you will see their current role along with their associated profile details and options.

3. Click on the 'Copy User' button.

4. Once the page refreshes enter the new User profile details as necessary.

5. Click 'Save Changes' to finalize copying the User.

Cards Administration



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On the 'Cards' tab, Program Administrators will manage the actual Cards in your program – not to be confused with adding a Card to an individual User.

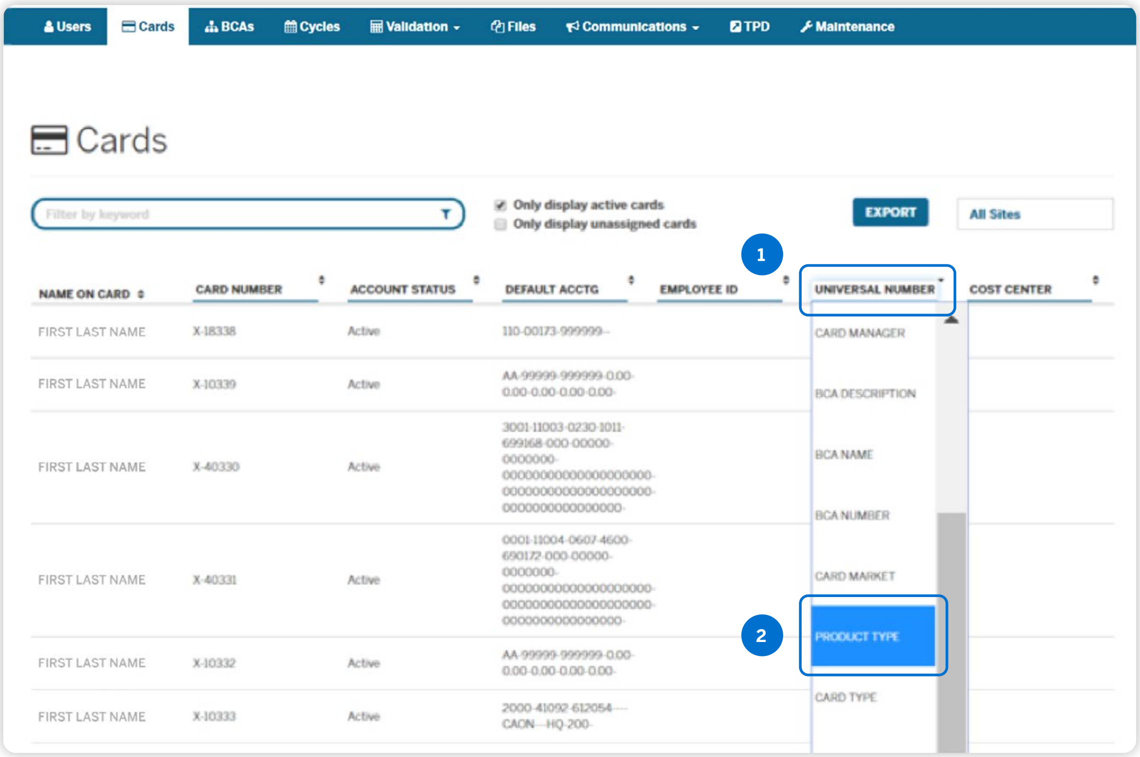
This is also where you will manage your company's Card Member defaults.

On this tab, you can see all the Cards that have been assigned to your department or specific function, what site the Card is under, and what BCA the Card is under.

Tip: Underlined column headers allow you to change the value being displayed.

Tip: Employee ID, Universal Number, and Cost Center are data fields populated by @ Work and cannot be changed in @ Work Recon Admin. To modify these fields, you will need to sign into @ Work.

Cards Administration



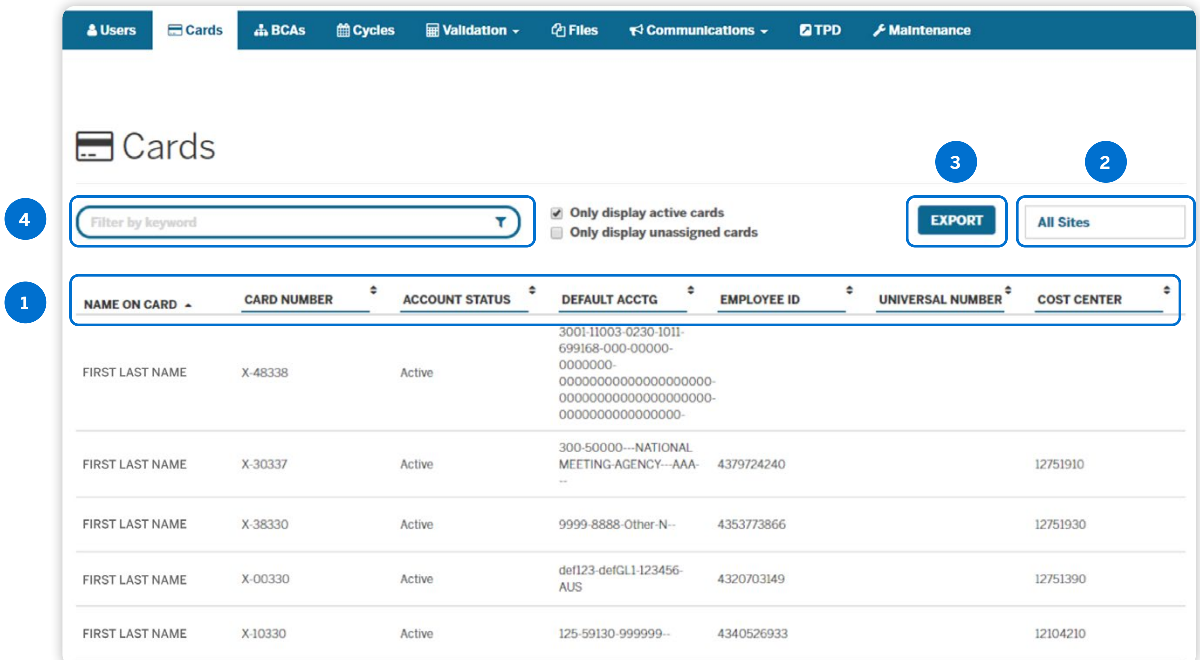
1 On the 'Cards' tab, columns can also be changed to include different display values.

For example, if you have a column set to one type of data (in this case 'Universal Number') and you want that column to show 'Product Type' – you can change the column to 'Product Type' and see the product type for each Card.

2 To do this, click on the column header and select from the options presented. You can select any of the various data points that are associated with the Cards presented.

Once columns are changed, they will be part of the default view the next time you log in. If what you want is not there, simply change the column view back to the defaults.

Cards Administration



1. The columns can be sorted by clicking on the up/down arrows at the top of each column.

   If sorted up or down (ascending or descending), only that arrow will be displayed.

2. You can also select sites for which you'd like to see Cards by clicking on 'All Sites'. A list of your company's sites will appear and you can select the desired site. You can only see sites for which you have access.

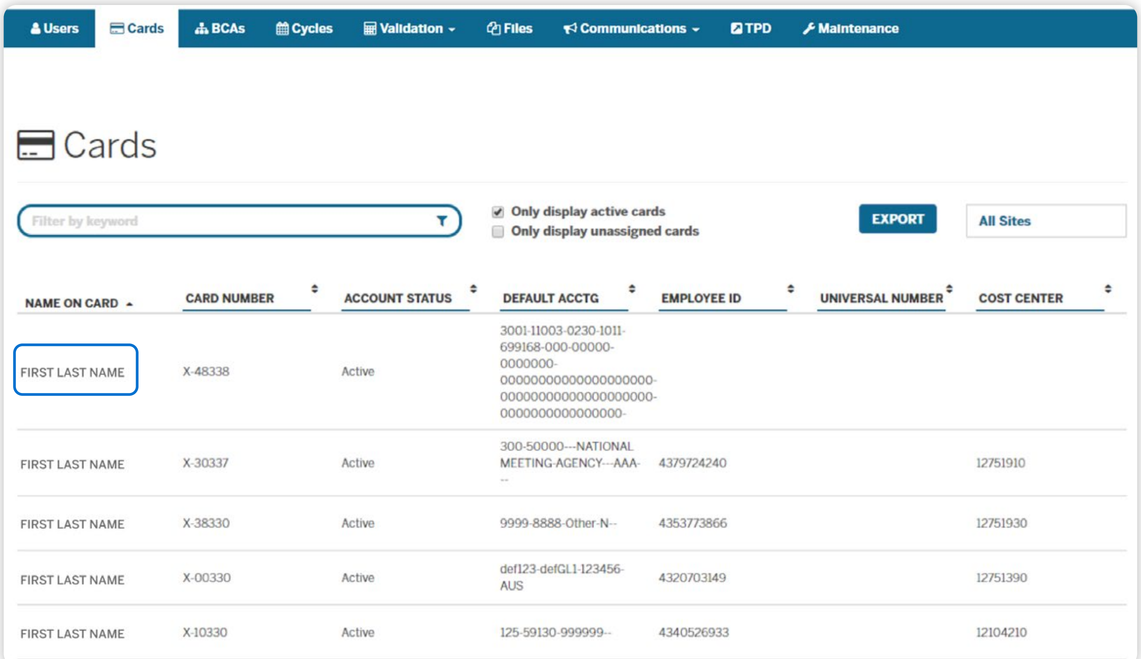
3. Click the 'Export' button to export the Card information you'd like to save to a CSV file.

4. Use the 'Search' field to do a search by keyword for information contained in any of the columns displayed on the 'Cards' tab.

Tip: The values displayed in the columns on your screen are what will be included in your export. To see additional values, select them from the available dropdown lists prior to exporting. If you want to see the system default column headings upon the next viewing of the screen, or if you wish to export only default data, you must change the column headers back to your company's default display columns.

Tip: If your Card program has accounts with the same last five digits and embossed names, use this tab to help you identify the Cards you want to assign to Users. You can then select the Card and assign to your already-created User.

Cards Administration



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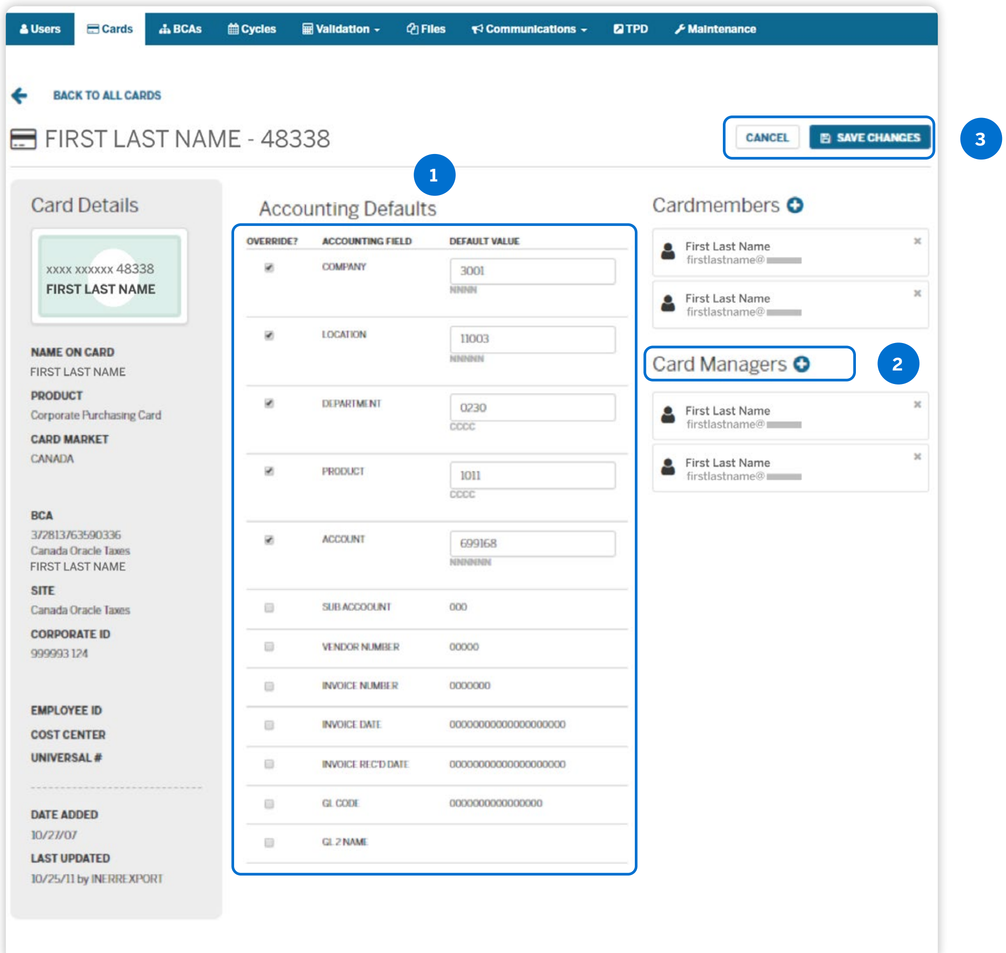
1 To view the accounting defaults associated with a specific Card, click on the Card Member name. This function allows for the maintenance of individual Card default accounting values.

Cards Administration



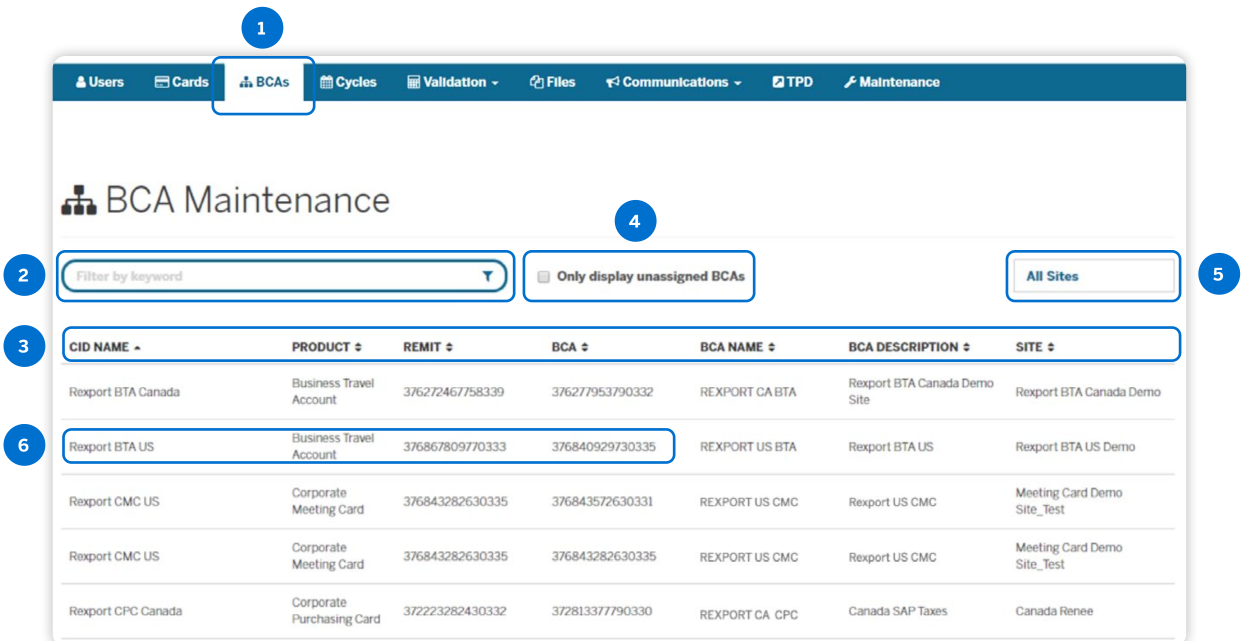
1. Once a Card Member name is selected, PAs will see the available overrides or account-level defaults. Use the 'Override' column to check a box and change the default accounting field values listed in the 'Accounting Field' column. Additional information appears on the left.

2. To manage which Card Managers have access to the Card, click on the + symbol next to 'Card Managers'. Reminder: you cannot manage your own Card as a Card Manager.

3. Once you have made your updates, click 'Save Changes'. If you do not wish to save your changes, click 'Cancel'.

Tip: Accounting defaults assigned to a Card will only be used if site settings allow for it.

BCA Administration



1. The 'BCAs' tab allows for the maintenance of Basic Control Account (BCA) default values and the association of sites to BCAs. Within this role, a User can be restricted to groups of BCAs by remit.

2. Use the search field to run a search by keyword for information contained in any of the columns displayed on the 'BCA' tab.

3. The columns can be sorted by clicking on the up/down arrows at the top of each column.

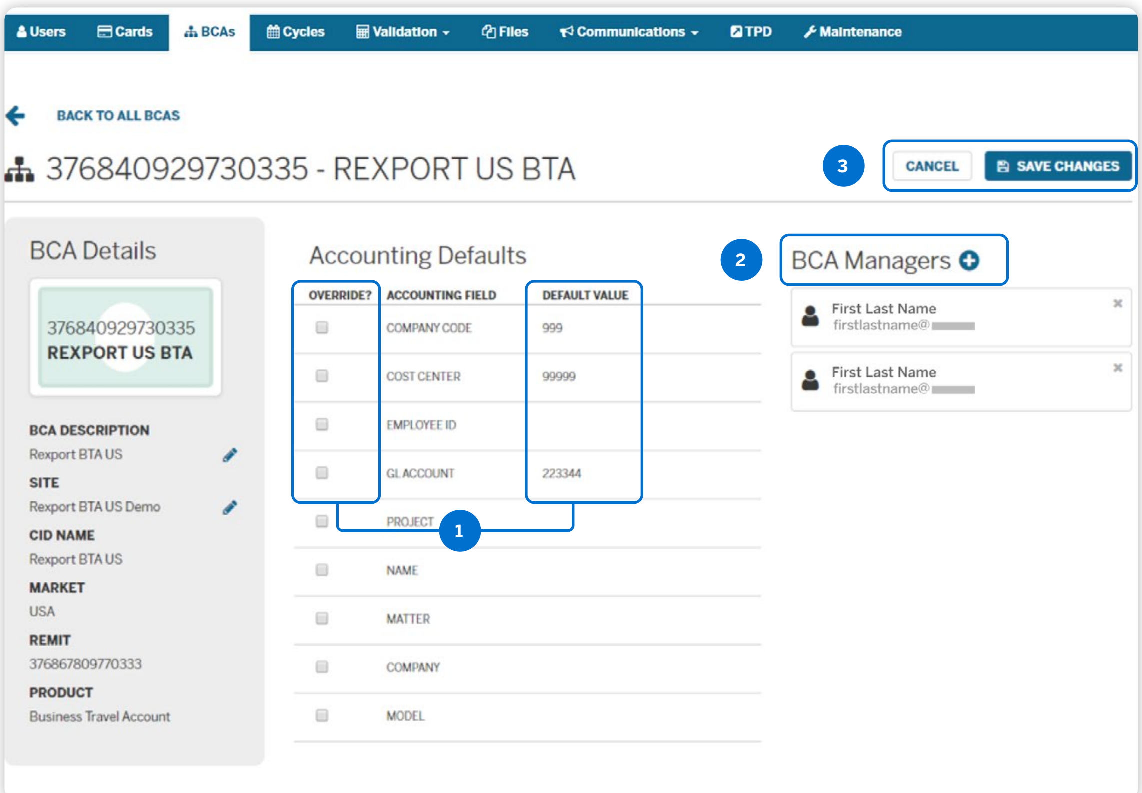
4. Check this box to display only those BCAs that are unassigned to a site.

5. Click 'All Sites" to see a list of your company's sites and select the sites you'd like to see by BCA. Only the sites you have access to will be displayed. This list is based on the initial set-up and should not be edited without first getting Amex technical support.

6. To view the accounting defaults associated with a specific BCA, click on the 'CID Name'. This function allows for the maintenance of individual BCA default accounting values.

Tip: If a column is unsorted, there will be two small arrows beside the column title. If sorted up or down (ascending or descending), only that arrow will be displayed.

BCA Administration



Once a CID name is selected, PA's will see the available overrides or account-level defaults.

1 Use the 'Override' column to click on a selection and assign or change the default accounting values listed in the 'Accounting Field' column.

Additional information on the BCA appears on the left. These items are in the profile of the BCA set up by the PA. Here you will also see your Remit.

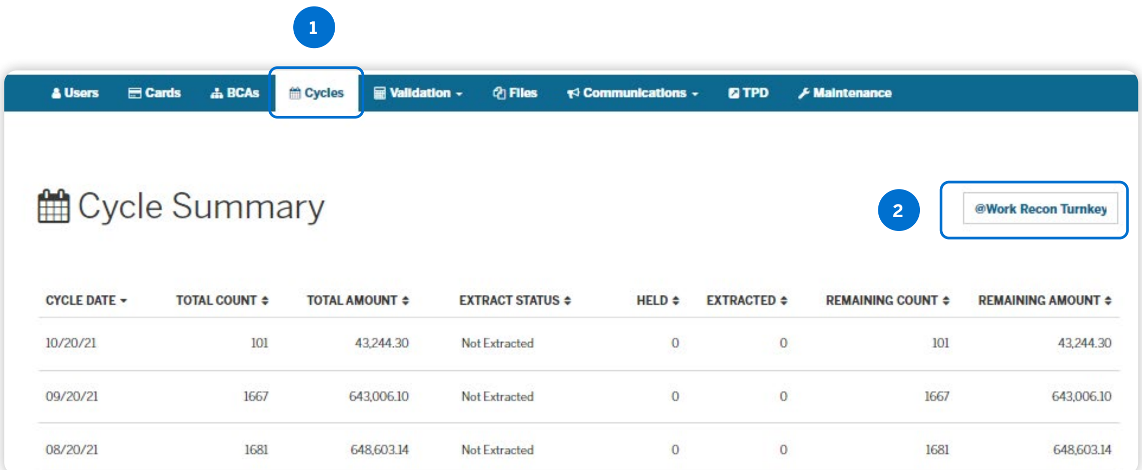
When the 'Override' button is clicked for a specific accounting field, the 'Default Value' in the third column becomes editable. On this screen you can also add BCA Managers that have permission to see this data.

2 To manage which BCA Managers have access to the BCA, click on the + symbol next to 'BCA Managers'.

3 Once you have made your updates, click 'Save Changes'. If you do not wish to save your changes, click 'Cancel'.

Tip: Accounting defaults assigned to a BCA will only be used if site settings allow for it.

Cycle Summary



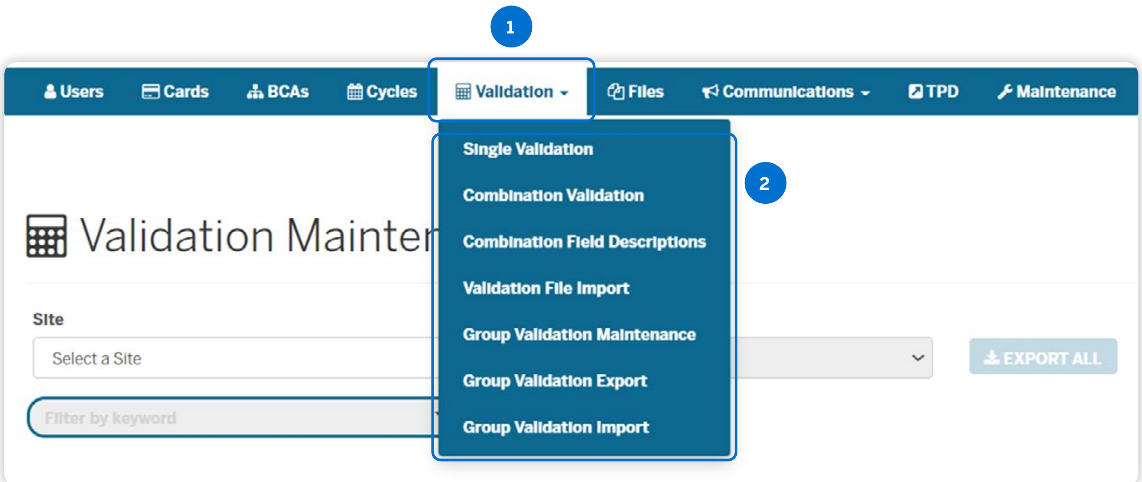
1. The 'Cycle Summary' page allows Users to see the total number of transactions and total amount for the last 13 cycles.

   The 'Cycle Summary' page also allows Users to see if a cycle has been fully, partially or not extracted. This is a summary screen only.

   Cycle close tasks will vary according to the processes and requirements you have in place at your company.

2. Use the 'Site Name' dropdown menu to select your site if you have access to multiple sites.

Validation



1 Validation enables designated Users to load lists of accounting codes and their descriptions to the PA Module. Through single and combination validation, Users can validate a single accounting field or multiple fields at the same time. Using the single or combination validation functionality ensures that the available accounting value options for end Users are valid, which minimizes reconciliation errors.

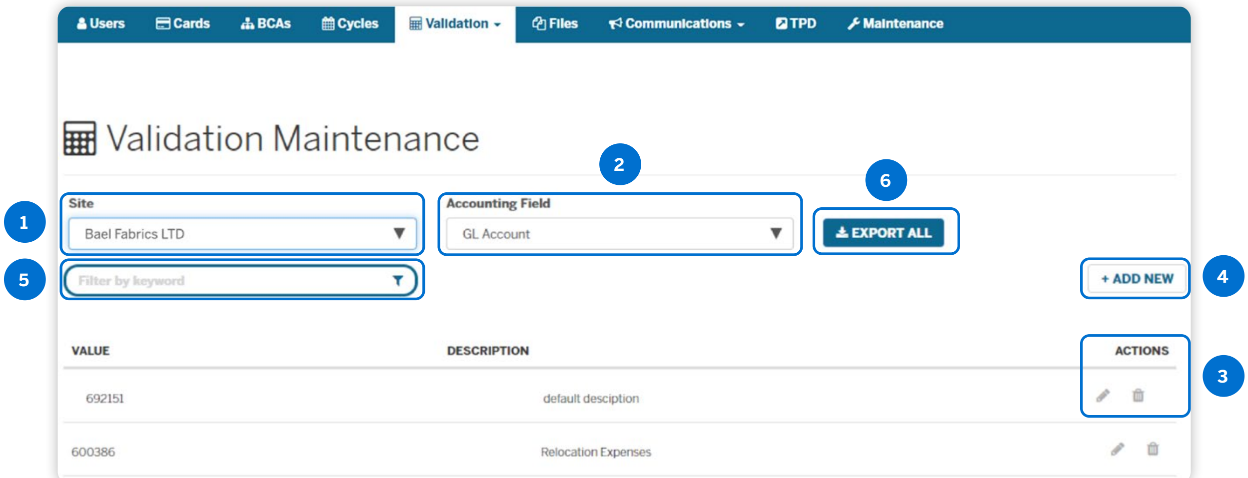
The 'Validation' tab is the starting point for performing tasks such as loading validation files and creating validation export files. It is also used for validating all transactions before creating an export file.

2 From the 'Validation' tab dropdown menu, select the type of validation to be updated.

Uploading validation files is an efficient process to use when multiple changes to your current validation tables are required.

When exporting existing validation values, the format of the exported file should remain unchanged to ensure successful upload once you have made your edits.

Single Validation



1. To update a single validation, use the dropdown menu and select the appropriate site.

2. Only your single validation fields will show up in the 'Single Validation' dropdown.

   Select the 'Accounting Field' to be used for validation.

3. To update a validation, click on the edit icon. You can change the value or description. To delete a validation, click on the delete icon (or trash can symbol).

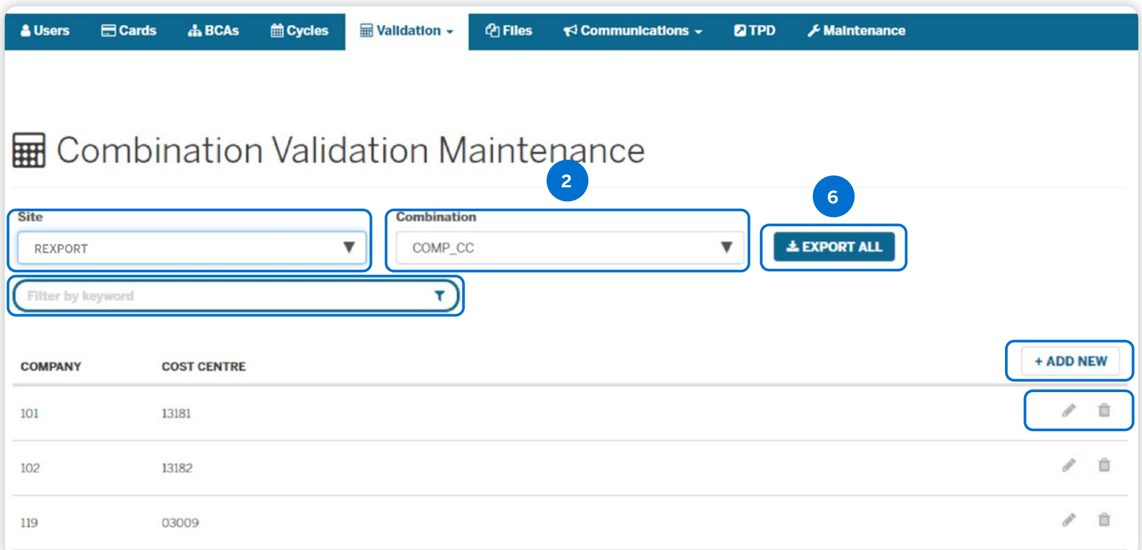
4. You can add a new validation by clicking 'Add New' and typing in a single new value and description.

5. Use the 'Filter by keyword' field to search for information contained in any of the columns displayed on the current page.

6. Click on 'Export All' to export all data.

   Tip: To ensure successful export and import, do not alter or change the file format, the file format must be the same for export and import.

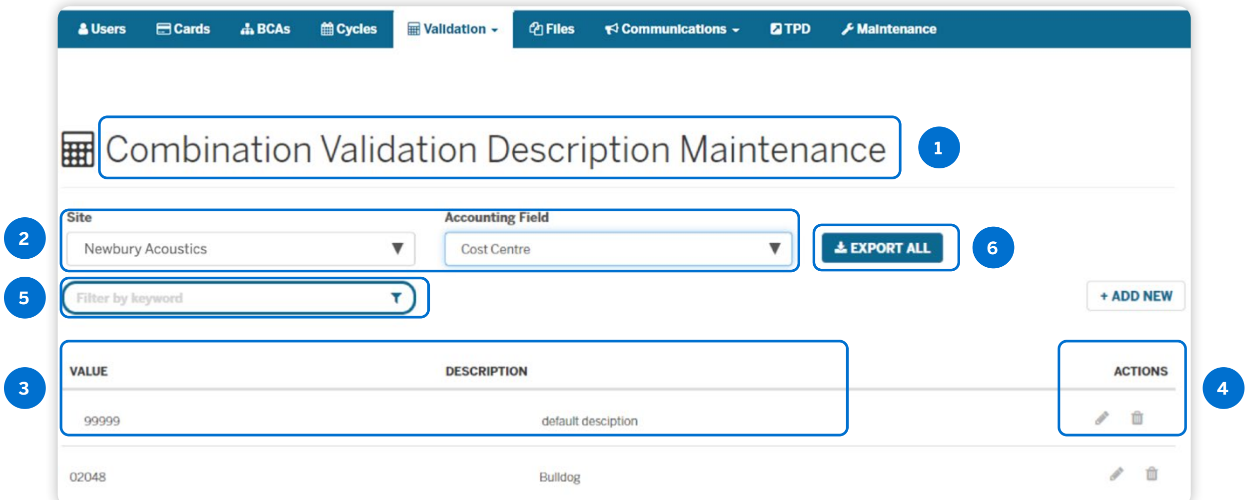
Combination Validation



1. To update a 'Combination validation', use the dropdown menu and select the appropriate site.
2. Select the 'Combination' name from the dropdown menu.
3. To update a 'Combination Validation', click on the edit icon. You can change the value. To delete a combo validation, click on the delete icon (or trash can symbol).
4. You can add a new combo validation by clicking 'Add New' and typing in a new value.
5. Use the 'Filter by keyword' field to search for information contained in any of the columns displayed on the current page.
6. Click on 'Export All' to export the data.

Tip: When exporting data, the format of the exported file should remain unchanged to ensure successful upload once you have made your edits.

Combination Validation Description



1. Once combo values are updated, then as a User you can update your combo validation descriptions under 'Combination' field descriptions which on the next screen is displayed as 'Combination Validation Description Maintenance'.

2. Select the site and then accounting field that you want to update.

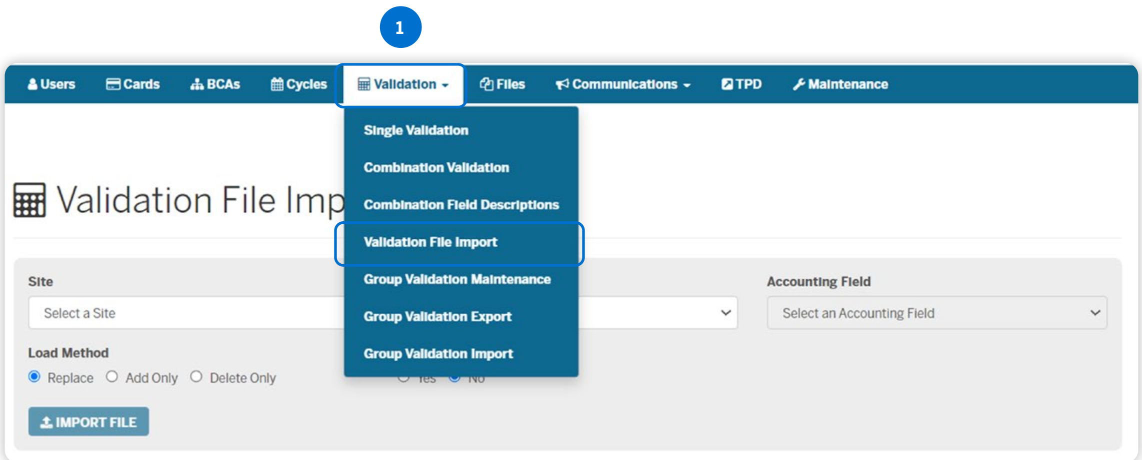
3. Once you have picked your field value, click on the edit icon to update the description.

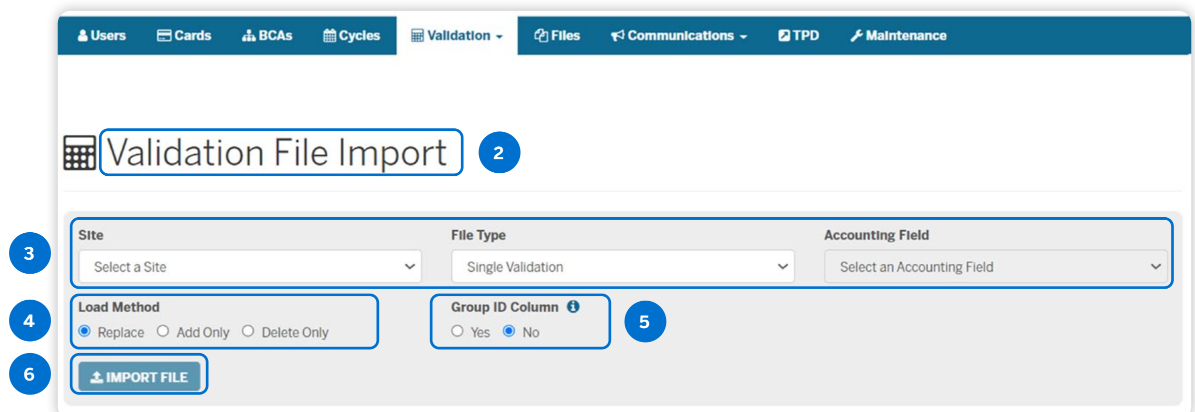
4. Click 'Save' to update your value description or 'Cancel' if you do not wish to save your description updates.

5. Use the 'Filter by keyword' field to search for information contained in any of the columns displayed on the current page.

6. Click the 'Export All' button to export your combination field information into a CSV file. The export format will be the same as the format required for import.

Validation File Import





1 Once your data is exported, it can also be pulled back in after making any necessary updates or additions by clicking 'Validation File' Import from the dropdown menu.

2 After clicking through, you will see the 'Validation File Import' screen.

3 On the 'Validation File Import' screen, you must select a site, file type, and then 'Accounting Field' or 'Combination Name'.

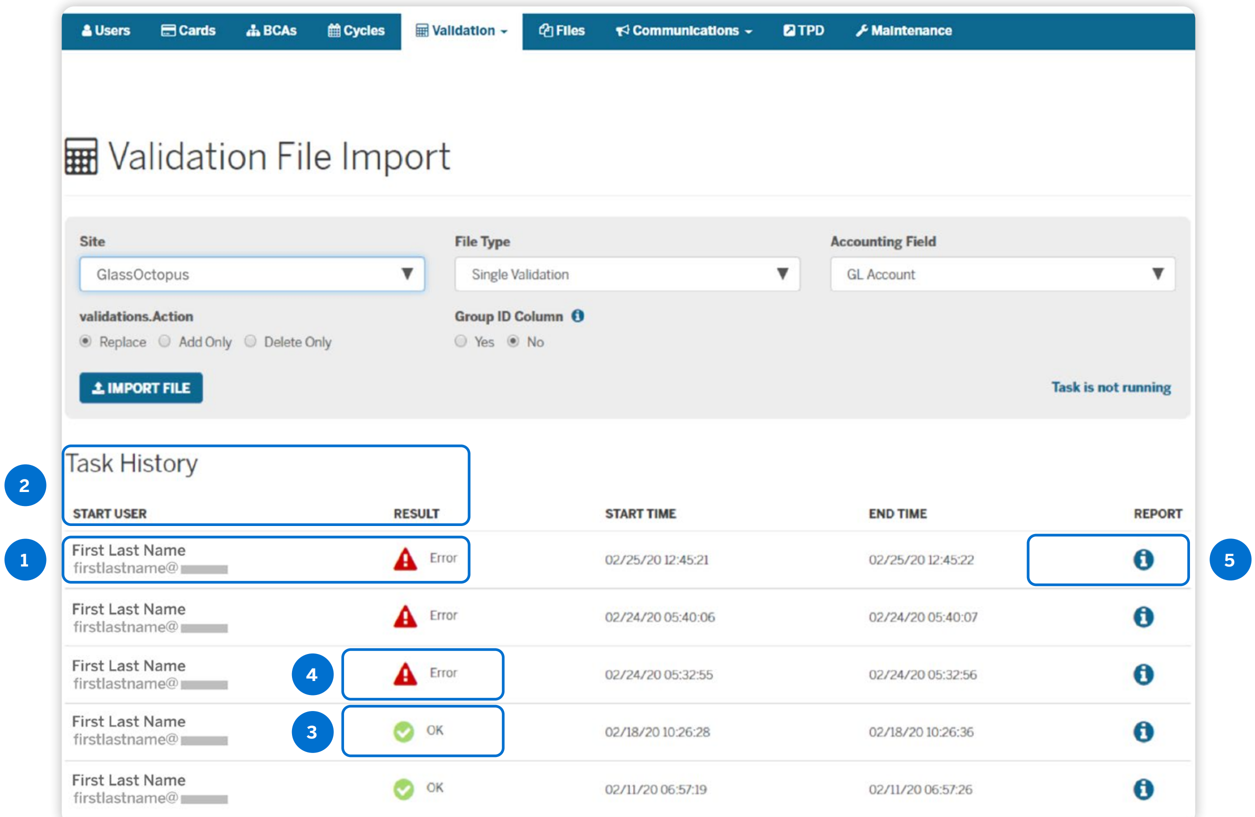
4 You must select a 'Load Method'. The default is 'Replace', but you can also select 'Add Only' or 'Delete Only'. This is a required field.

5 Click Yes or No depending on whether or not you choose to have a Group ID Column in your file.

Generally, Group ID will default to "No" unless otherwise indicated during initial implementation. If your company uses or would like to begin using Group ID, contact the Recon Help Desk for additional assistance.

6 Click on the 'Import File' button to begin your file import.

Validation File Import



After clicking 'Import File', you should see that the import is running via the onscreen status icons; click off and then on the tab to refresh the status.

1. The 'Validation File Import' screen will show the status of your import file task once completed.

2. On the Validation File Import screen, the 'Task History' will show the file details such as User, result, start time, end time.

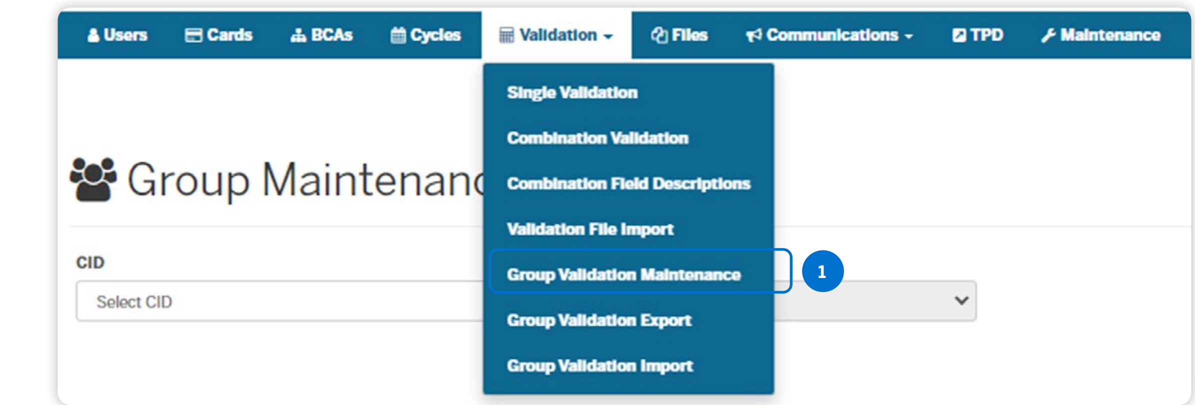
3. A green check mark with an 'OK' message indicates the file import was successful.

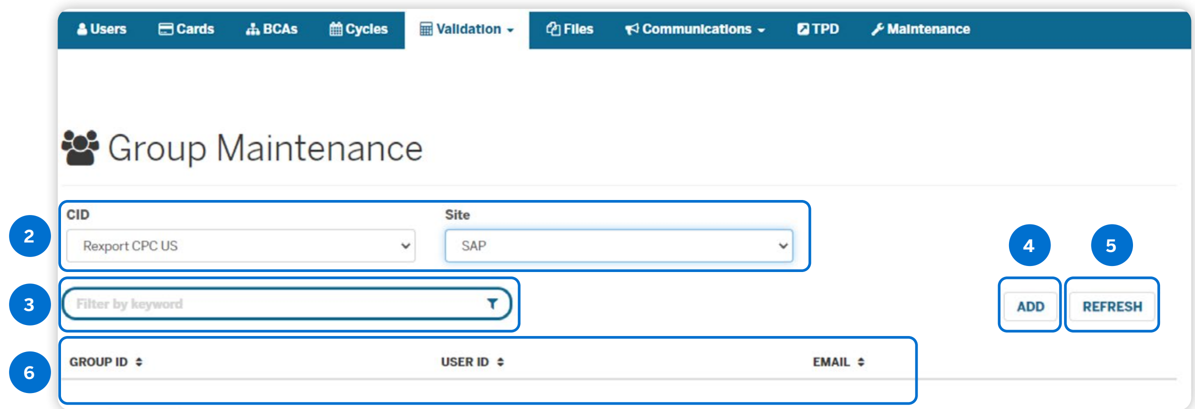
4. A red triangle with exclamation point and an error message indicates there may have been an issue with the file, causing the import to fail.

5. Click on the information icon to see what loaded.

Tip: This section is used once you have imported a validation file.

Group Validation Maintenance





1. To make edits to or validate inputs for a group, click on the 'Group Validation Maintenance' option on the dropdown menu.

2. Once on the 'Group Maintenance' page, select the 'CID' and 'Site' you wish to update from their respective dropdown menus.

3. Use the 'Filter by keyword' field to search for information contained in any of the columns displayed on the current page.

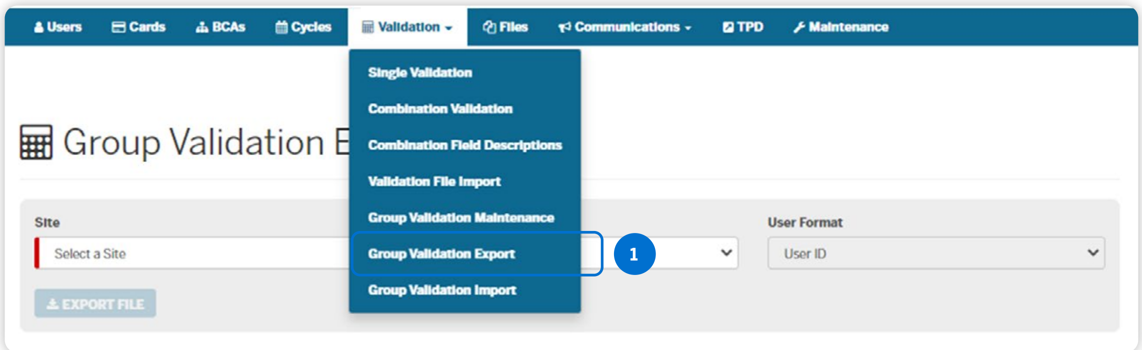
4. Click the 'Add' button to add a new User ID to the group list.

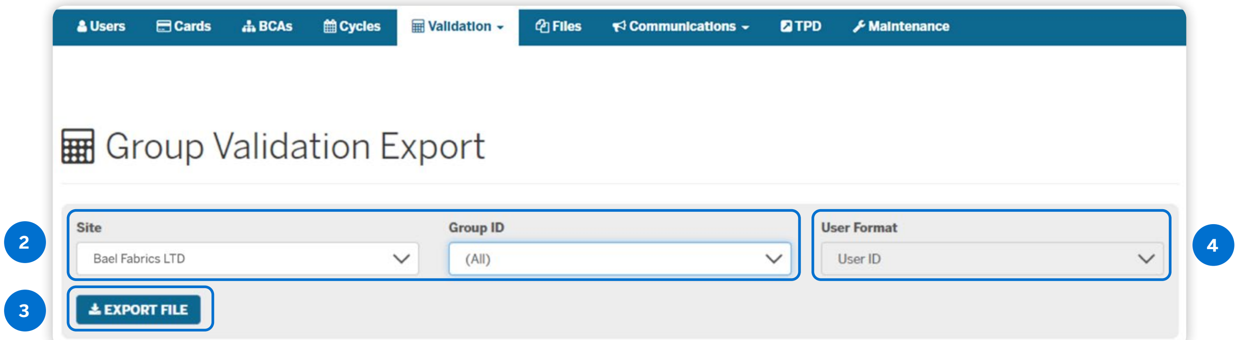
5. Click the 'Refresh' button to update the Group list and view the most recent entries and edits.

6. Click on the 'Group ID', 'User ID', or 'Email' columns to search for a group member. Each column is sortable by ascending or descending order.

Note: Group validation is a functionality that may not be applicable or used by all clients. If you are interested in using this functionality or learning more about how to use it, we encourage you to speak with the Recon Help Desk.

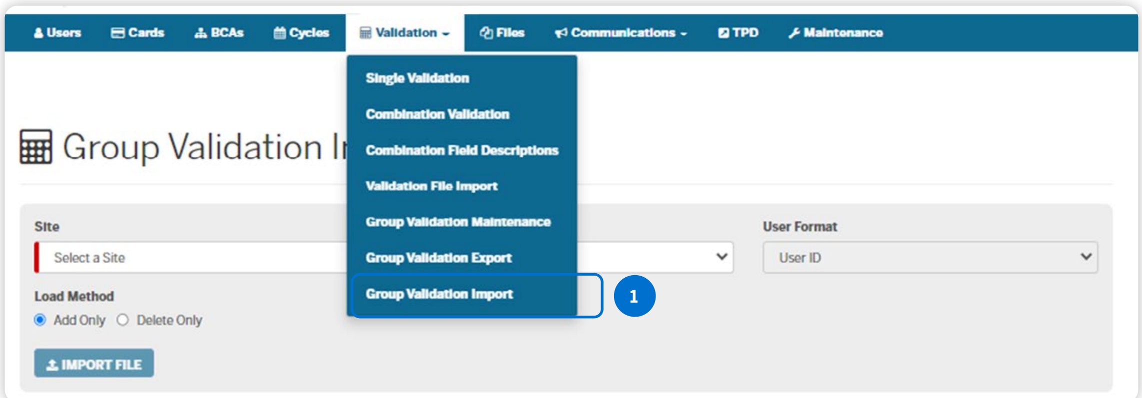
Group Validation Export

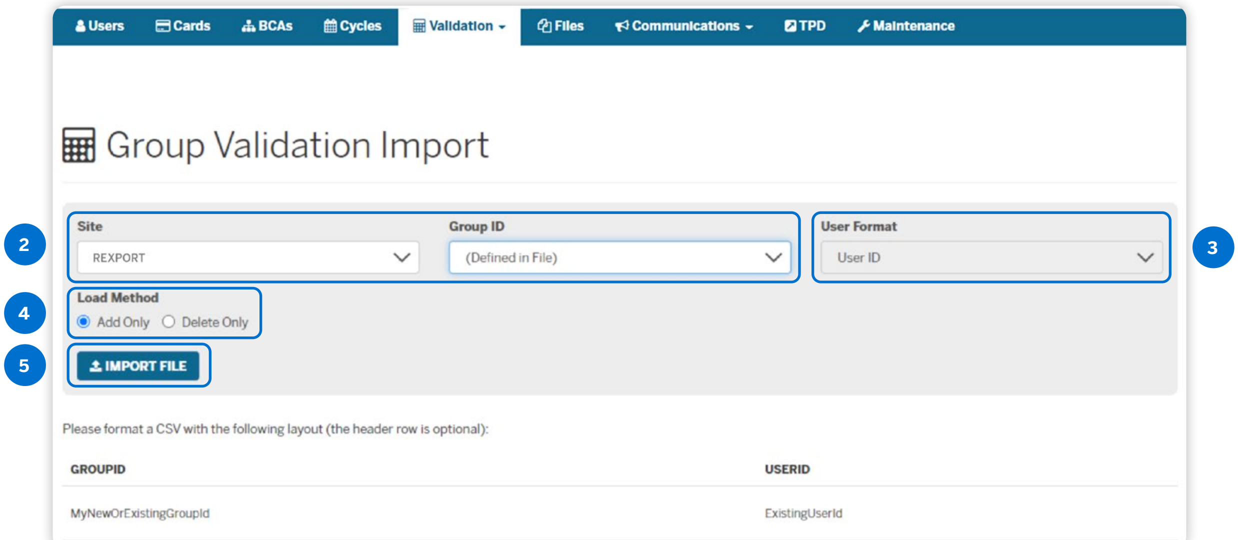




1. Click on 'Group Validation Export' to export a group file.
2. On the Validation Group Export page, select the 'Site' and 'Group ID' you wish to export from their respective dropdown menus.
3. Click the 'Export File' button to export your Group Validation information into a CSV file. The export format will be the same as the format required for import.
4. The 'User ID' will automatically be selected under the User Format.

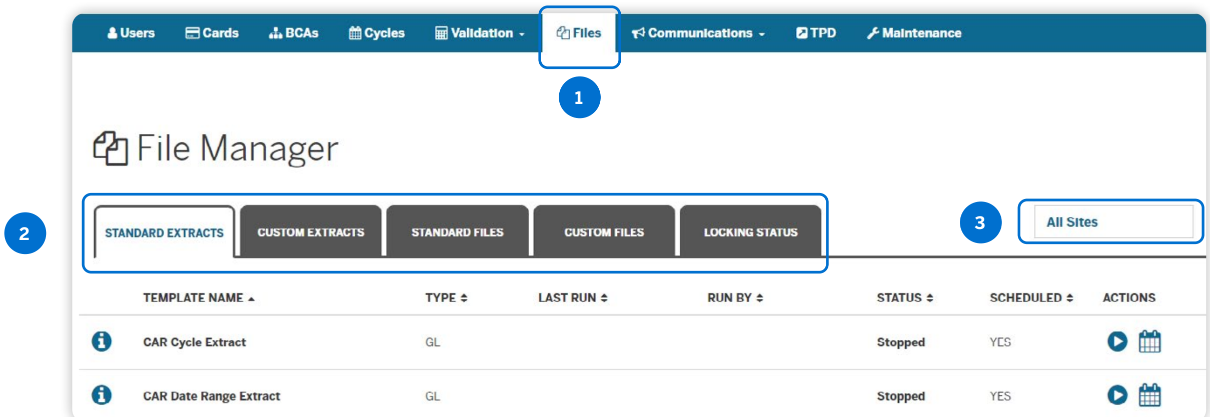
Group Validation Import





1. Click on 'Group Validation Import' to import a group file.
2. On the Group Validation Import page, select the 'Site' and 'Group ID' you wish to update from their respective dropdown menus.
3. The 'User ID' will automatically be selected under the 'User Format'.
4. Select 'Add Only' or 'Delete Only' to indicate the preferred file 'Load Method'.
5. Click on the 'Import File' button.

File Manager

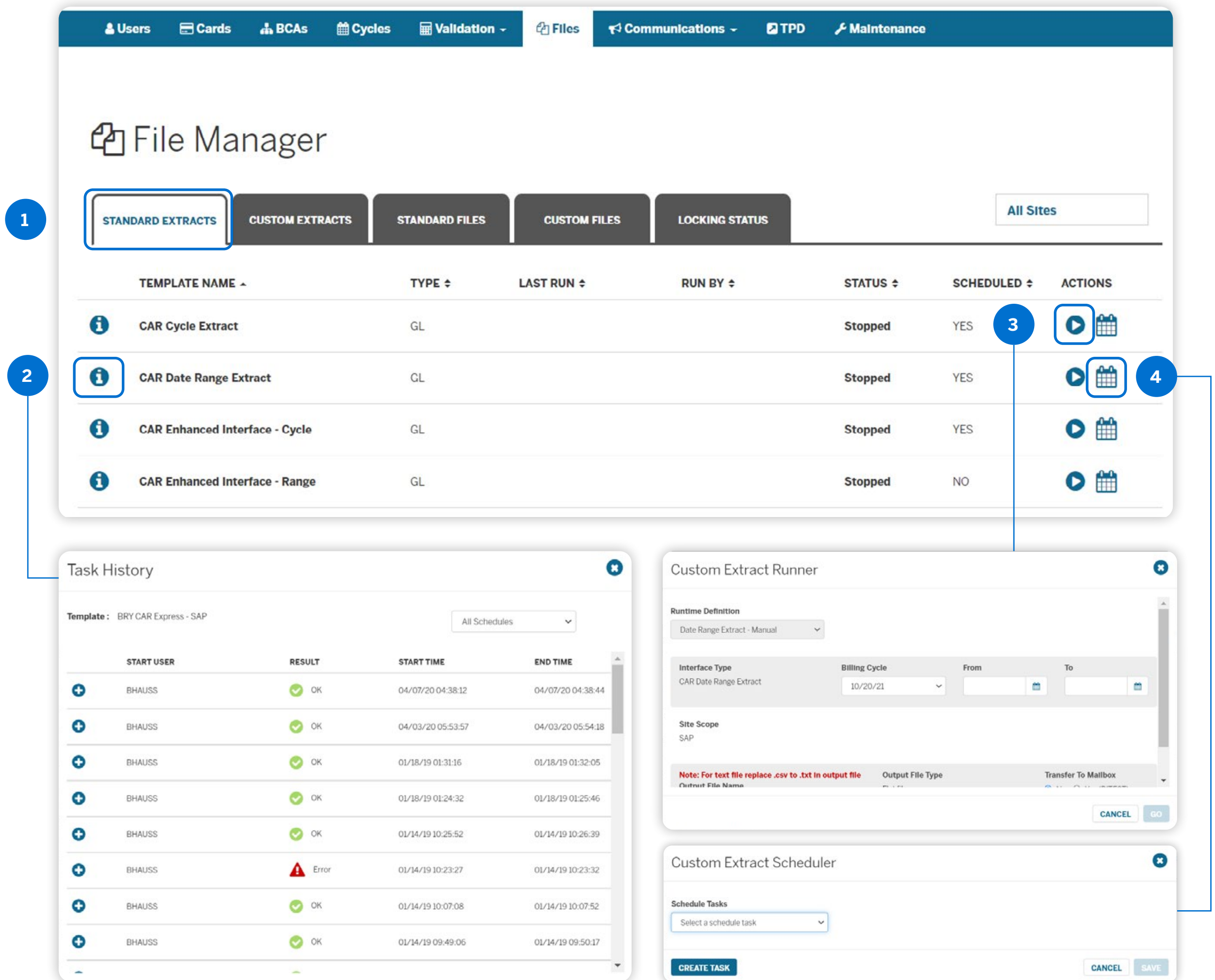


1. The File Manager page is where you will access and run reports as well as the extract files for your ERP upload.

2. Select the type of file you would like to manage or run by selecting the appropriate tab within this page.

3. Use the site dropdown menu to narrow the list of sites you would like to view or manage within the File manager tabs. You will only see the sites that you have access to.

Standard Extracts Page



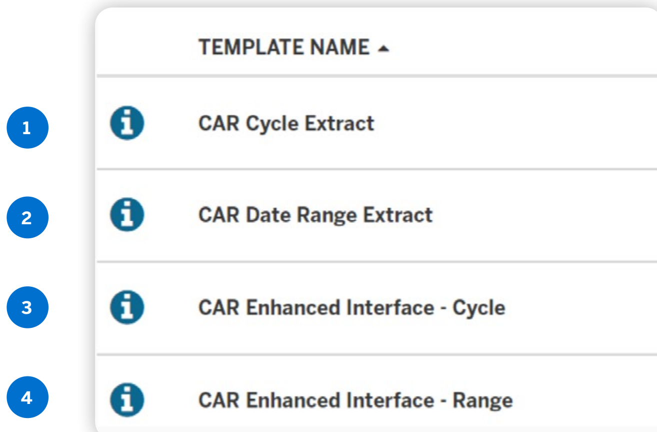
1 The ‘Standard Extracts’ tab is where you can run one of the four standard extracts. These are default reports that cannot be customized. See the next page for descriptions of the standard extracts available.

2 To see the history of each standard extract, click on the information icon. It will display information regarding when it was run, the result, and who ran it.

3 To run a standard extract, click the play icon in the ‘Actions’ column and a pop-up window will appear. Complete the fields presented and click the ‘Go’ button.

4 To schedule a standard extract, click the calendar icon in the ‘Actions’ column. A pop-up window will appear where you may either edit a previously created task or create a new task to schedule.

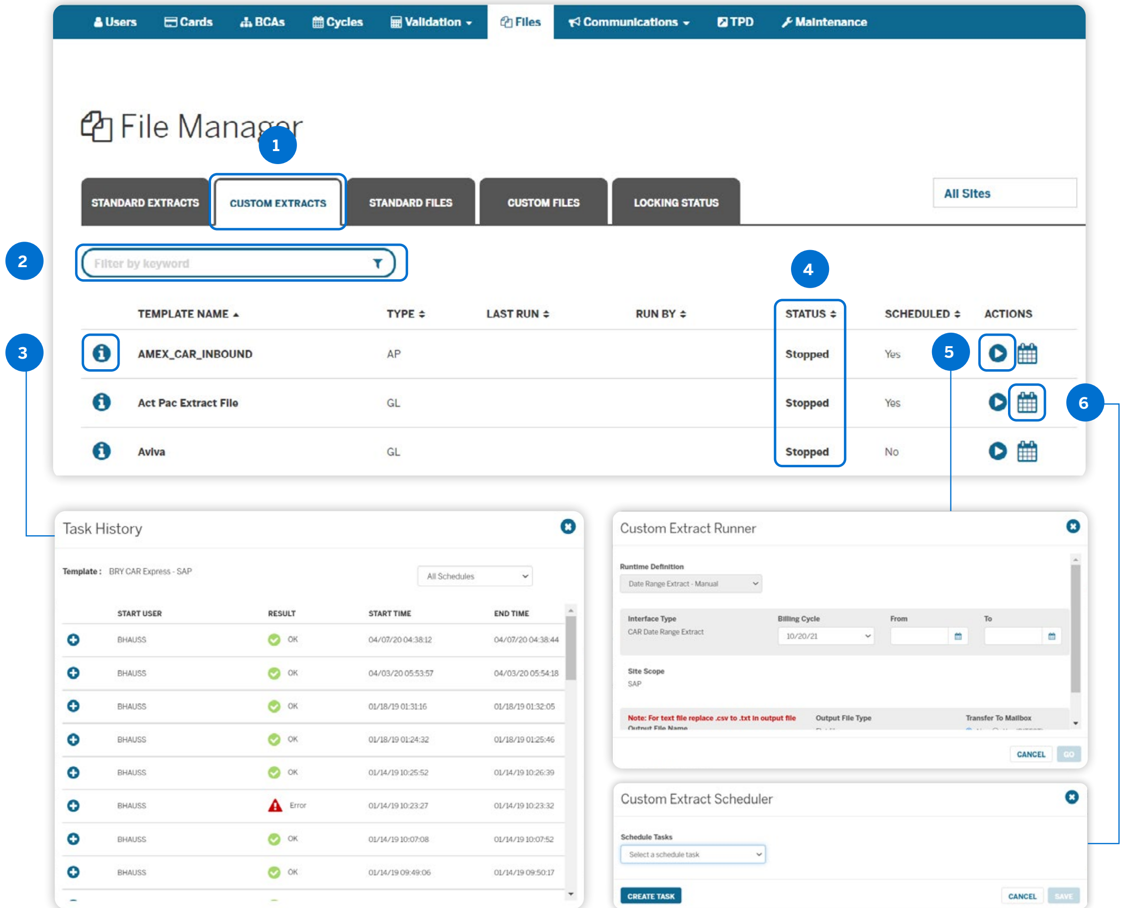
Standard Extracts (cont'd)



Select the type of extract you wish to execute.

1. 'CAR Cycle Extract' allows you to download all transactions within a specific billing cycle.
2. The 'CAR Date Range Extract' option allows you to select a specific range of dates within a given monthly cycle to download.
3. 'CAR Enhanced Interface - Cycle' allows you to download an enhanced version of the standard 'CAR Cycle Extract' with additional data fields.
4. 'CAR Enhanced Interface - Range' option allows you to download an enhanced version of the standard 'CAR Date Range Extract' with additional data fields.

Custom Extracts Page



1 The ‘Custom Extracts’ tab allows Users to access personalized reports*. From here you can select the report you would like to run or schedule.

2 Use the search field to run a search by keyword for information contained within the columns displayed in the active tab. You may also filter, or sort by name of file or fields captured in the columns displayed.

3 To see a history of extracts run and by whom, click on the information icon. It will display information regarding when it was run and the result.

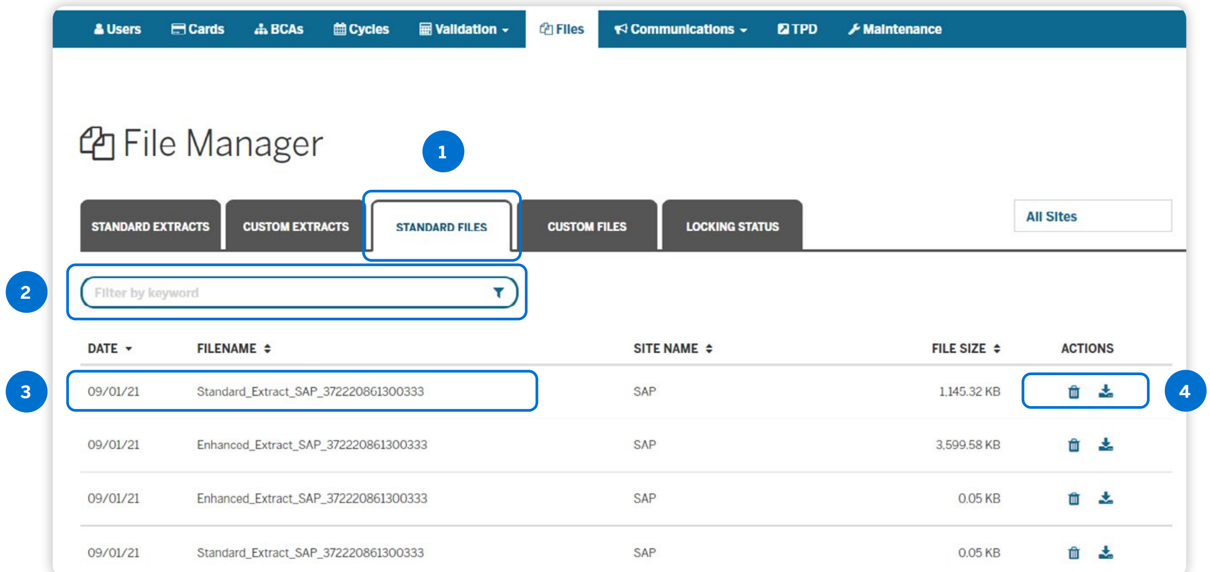
4 The status column will display the status of your custom extract. A status of “stopped” will indicate the extract completed. A status of “running” indicates it is in progress.

5 To run the extract file, click the play icon in the ‘Actions’ column and a pop-up window will appear. Complete the fields presented and click ‘Go’.

6 To schedule a custom extract, click the calendar icon in the ‘Actions’ column. You may select a previously saved task to schedule or create a new task by completing the fields and clicking ‘Save’.

*Custom Extracts are based on client requirements during implementation

Standard Files



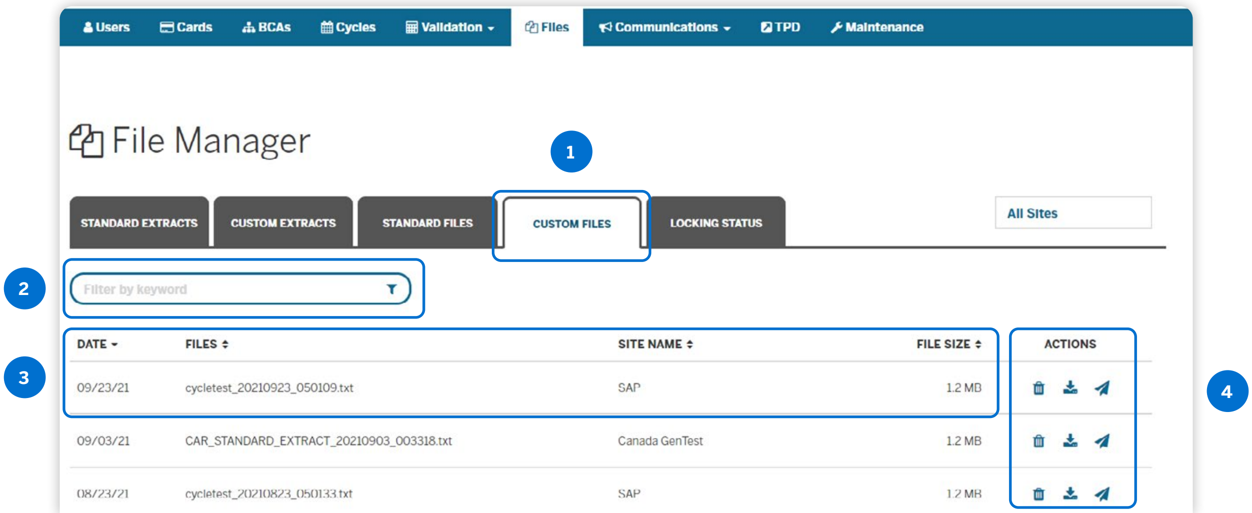
1. The 'Standard Files' tab will contain files that were previously run from the Standard Extracts tab.

2. Use the search box to filter the extracted files by name or specific key words.

3. The most recently run file extract will appear at the top of the executed files list. You may sort by 'Date', 'File Name', 'Site Name', or 'File Size'.

4. In the 'Actions' column, click the delete icon to remove the file or click the download icon to download the file to your device.

Custom Files



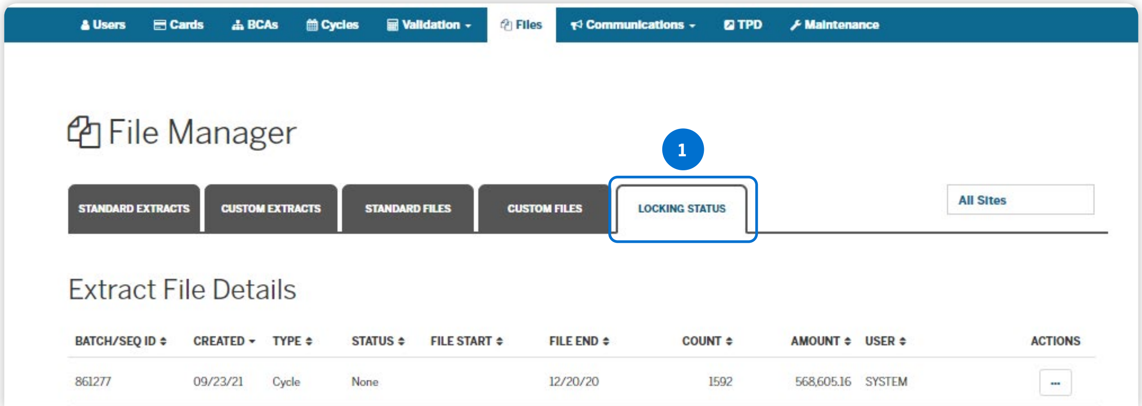
1. The 'Custom Files' tab will contain files that were previously run from the 'Custom Extracts' tab, along with the date, the file name, the site name, and file size.

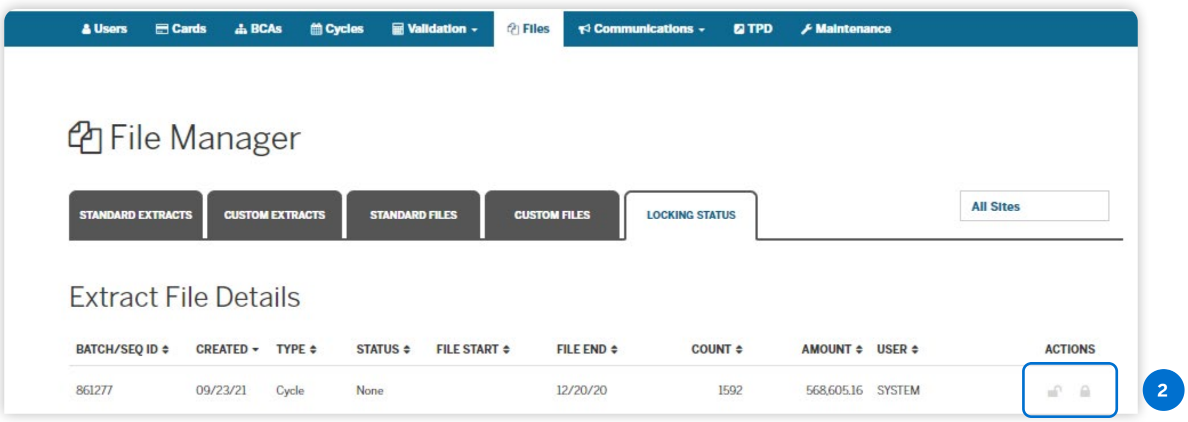
2. Use the search box to filter the custom files by name or specific key words.

3. The most recently run custom file will appear at the top of the executed files list. You may sort by 'Date', 'File Name', 'Site Name', or 'File Size'.

4. The 'Actions' column will allow you to delete or download the selected file. You may also have the option to send to SFT by clicking the send icon and completing the pop-up required field and clicking 'Go'.

Files: Locking Status





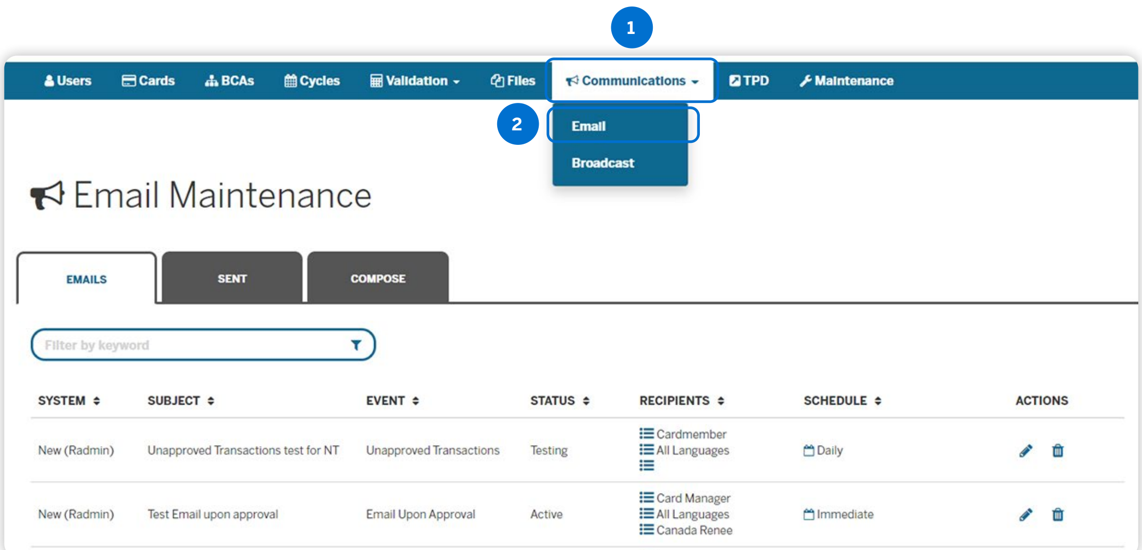
1. The 'Locking Status' tab allows you to manage extract files by individual site or across all sites you have access to. Here you can select whether to lock or unlock extract reporting.

2. In the 'Action' column, click the icon that applies to the status you would like to apply.

The lock icon will protect the data as entered and will not allow edits of any kind (e.g., allocations, add receipts, etc.). The unlock icon will allow ongoing editing.

Tip: Be very cautious when unlocking extract files. Unlocking extract files has the potential to cause duplicates in your ERP system. If unsure, please contact the Recon Help Desk.

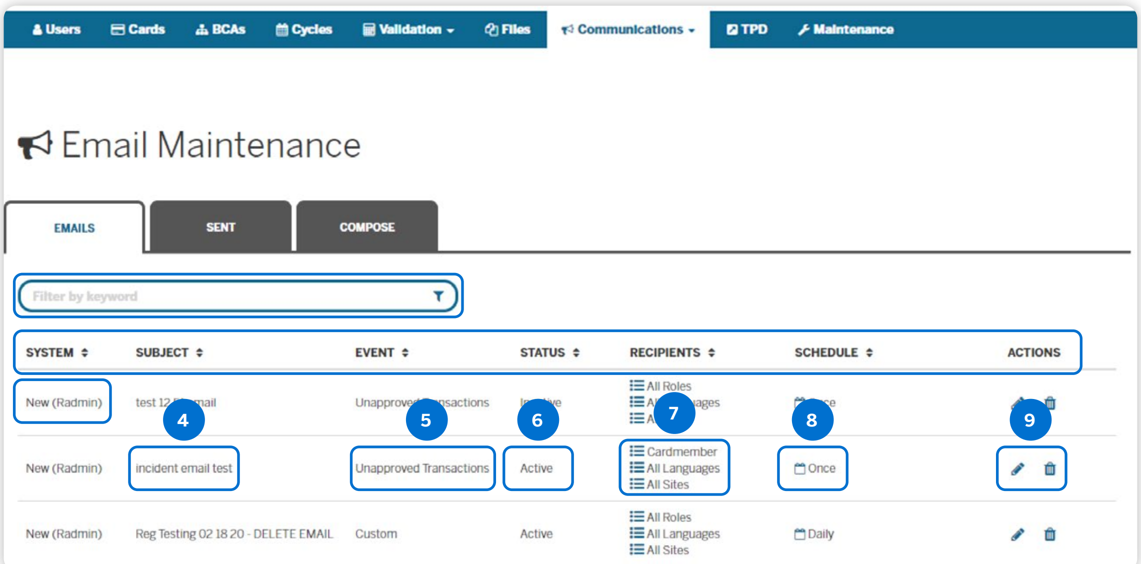
Communications



1. The 'Communications' tab is where you manage email communications and broadcast messages.

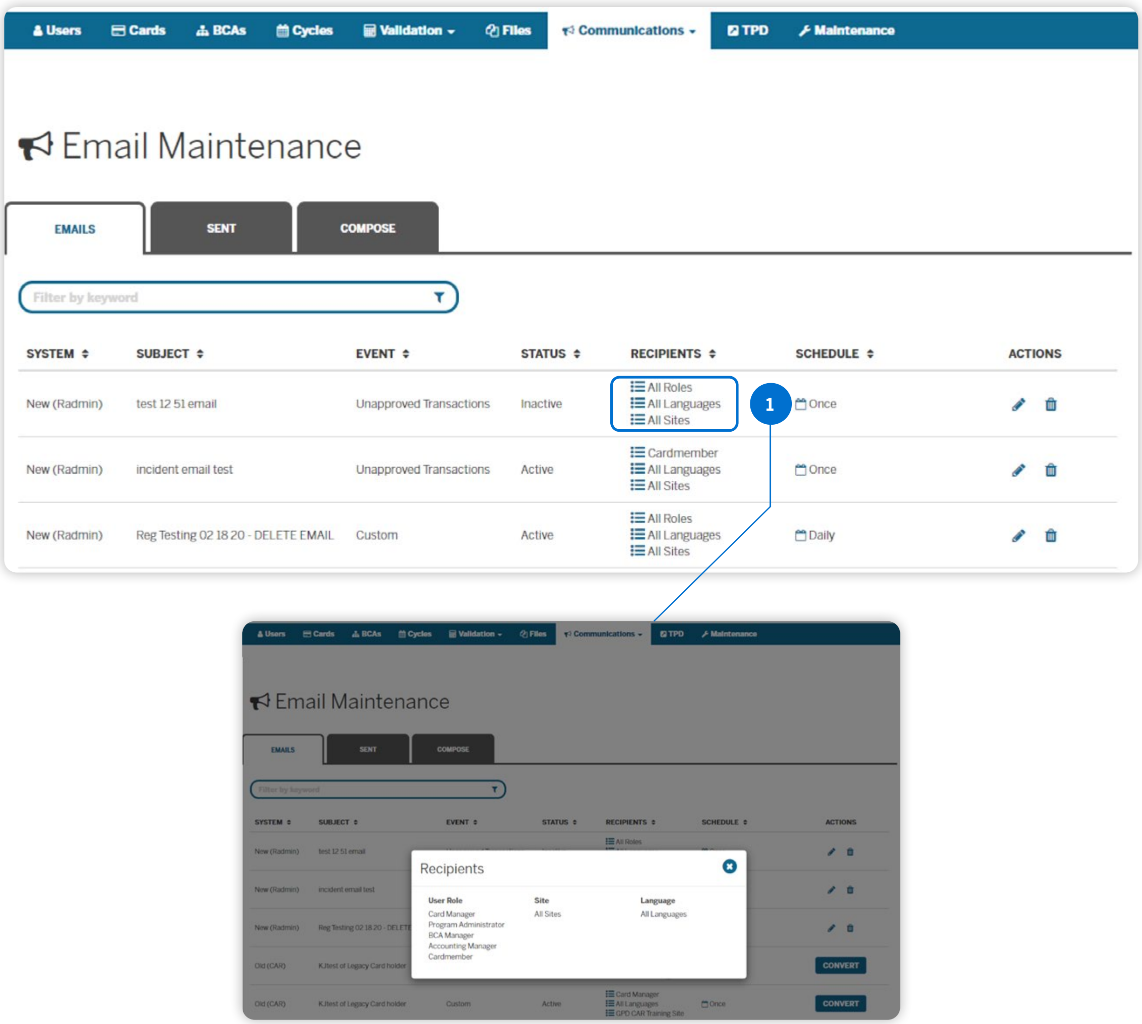
2. Click 'Email' from the dropdown menu under 'Communications' to see a listing of all the emails your company scheduled.

Communications: Email Maintenance



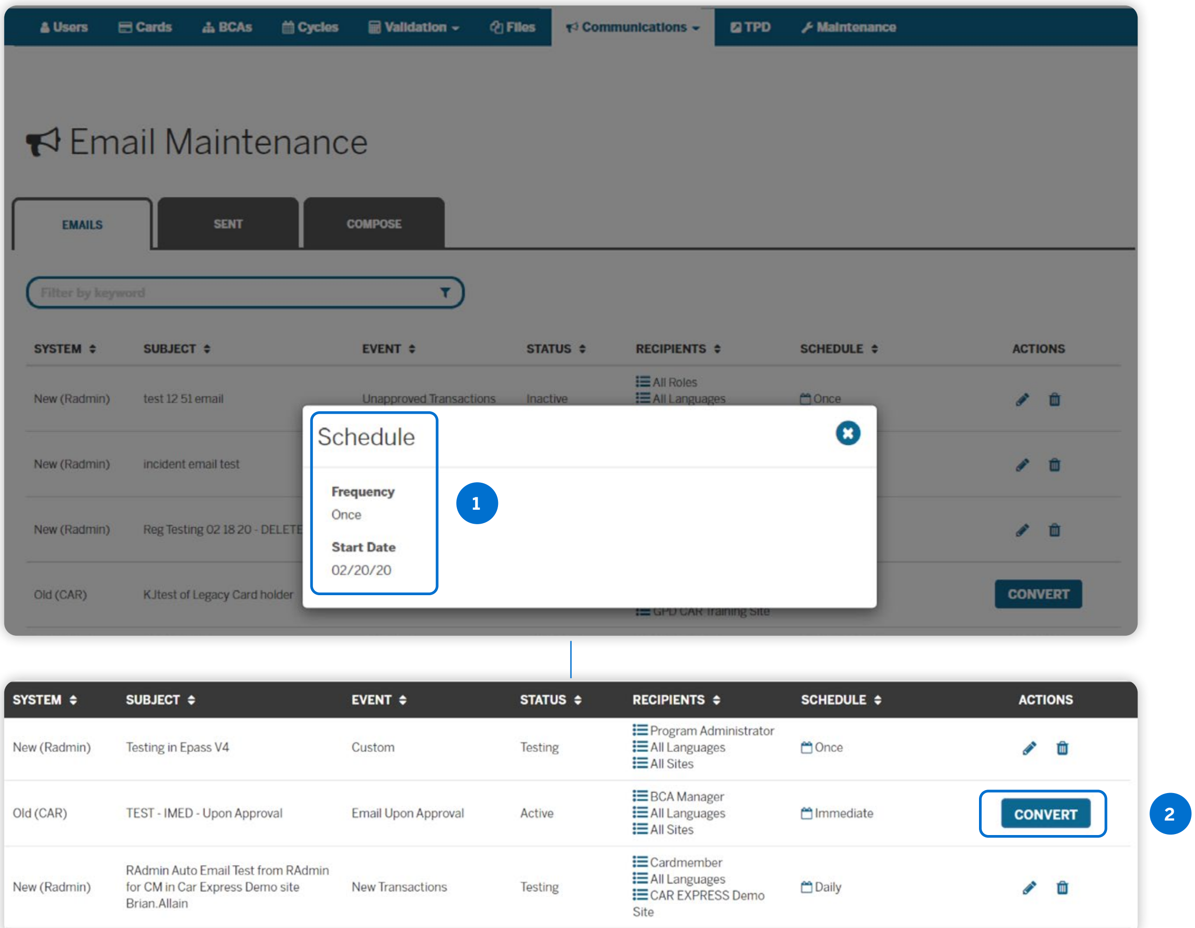
1. Use the search bar to filter by keyword and locate your desired information on the 'Emails' tab.
2. The column headings can be sorted by clicking on the up/down arrows.
3. The 'System' heading shows what system the email is on: the 'Old (CAR)' or 'New (Recon Admin)'.
4. The 'Subject' column displays the subject of your selected email.
5. The 'Event' column shows the event that triggers a particular email.
6. The 'Status' column displays the status of your email. It will be 'Active', 'Inactive', or 'In Testing'.
7. The 'Recipients' column shows what User roles, languages, and sites are scheduled to receive the email.
8. The 'Schedule' column shows the frequency your email will be sent—'Once', 'Daily', 'Weekly', 'Intermediate', or 'Monthly'.
9. The 'Actions' column let's you edit or delete a particular email.

Communications: Email Maintenance



1 Click on any of the icons in the 'Recipients' column to show the roles, languages, and sites that were chosen for the email being reviewed.

Communications: Email Maintenance

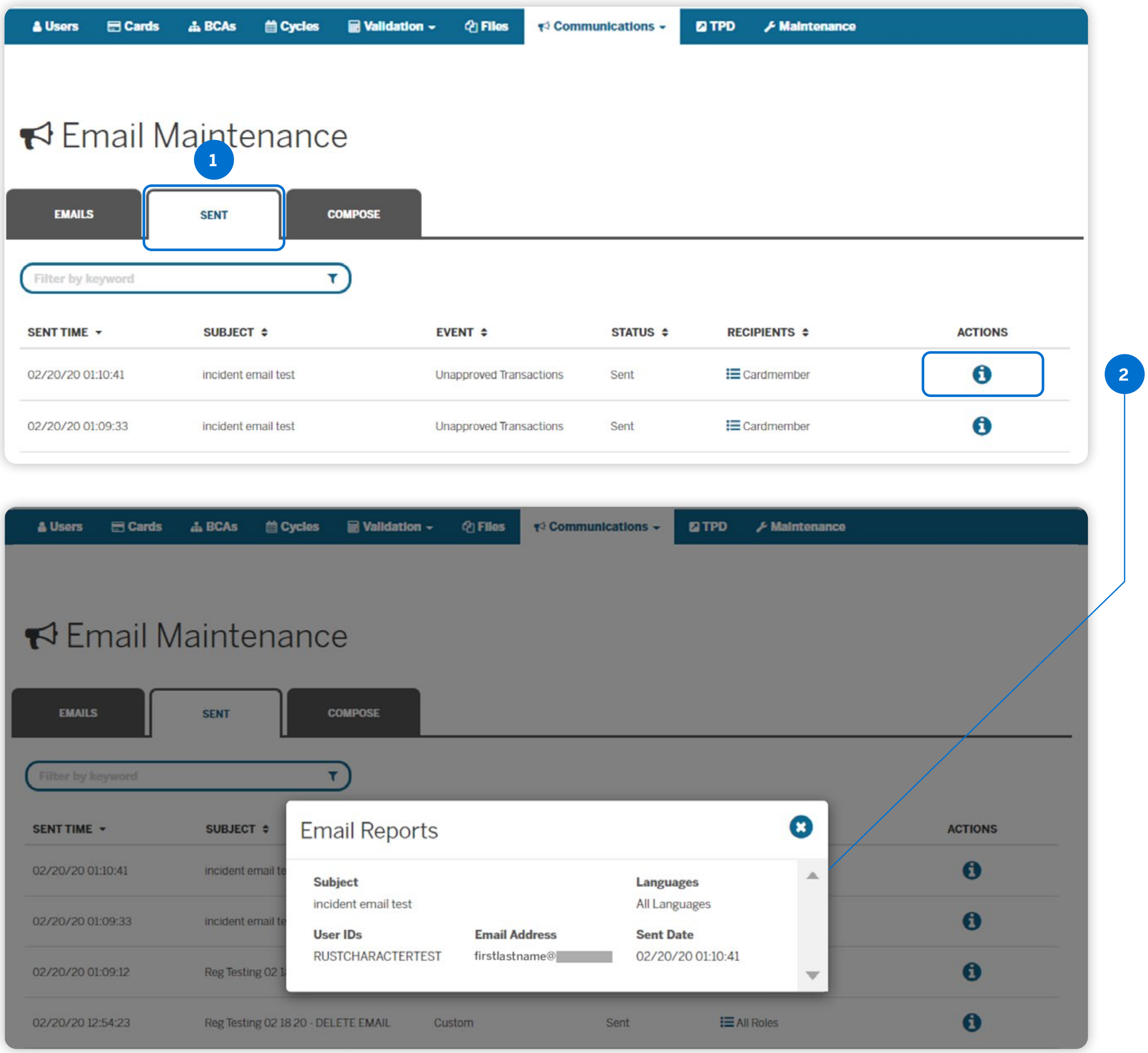


1. Click on any of the icons in the 'Schedule' column for a given email to show the set frequency and start date for your email.

2. Click the 'Convert' button to change your old CAR email into a new Recon Admin email.

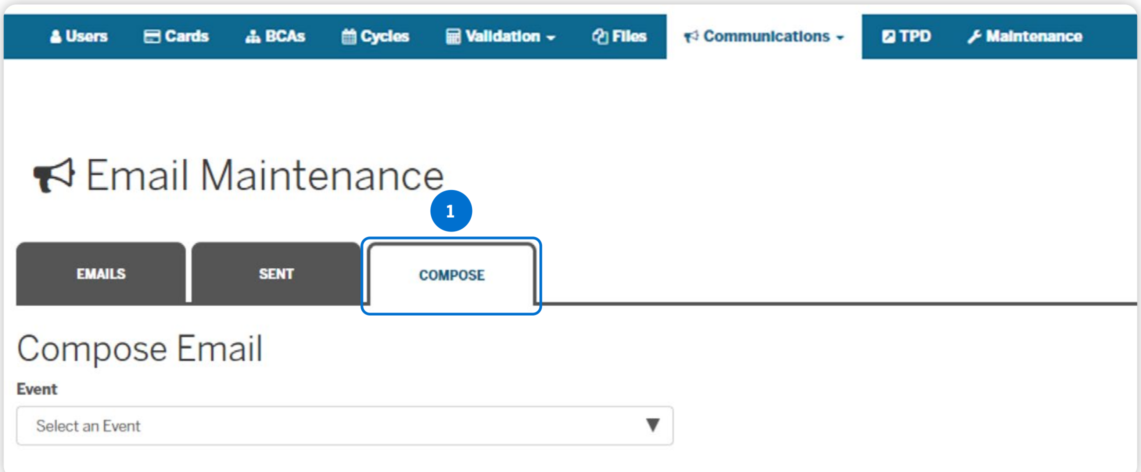
Tip: Until you convert an Old CAR email it cannot be managed in this tool. Once it is converted it is deleted from Legacy CAR Admin.

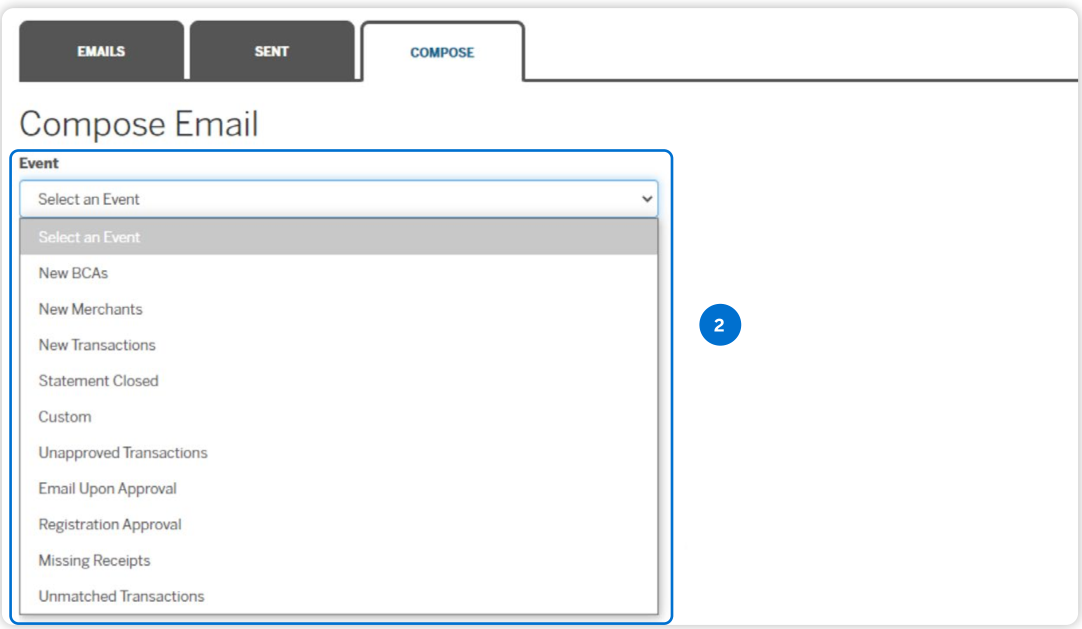
Communications: Email Maintenance



1. Click on the ‘Sent’ tab for more information about recently sent emails.
2. Click the information icon in the ‘Actions’ column to see more details about your sent email as well as its recipient list.

Communications: Email Maintenance





1. Click on the 'Compose' tab to create a new email.

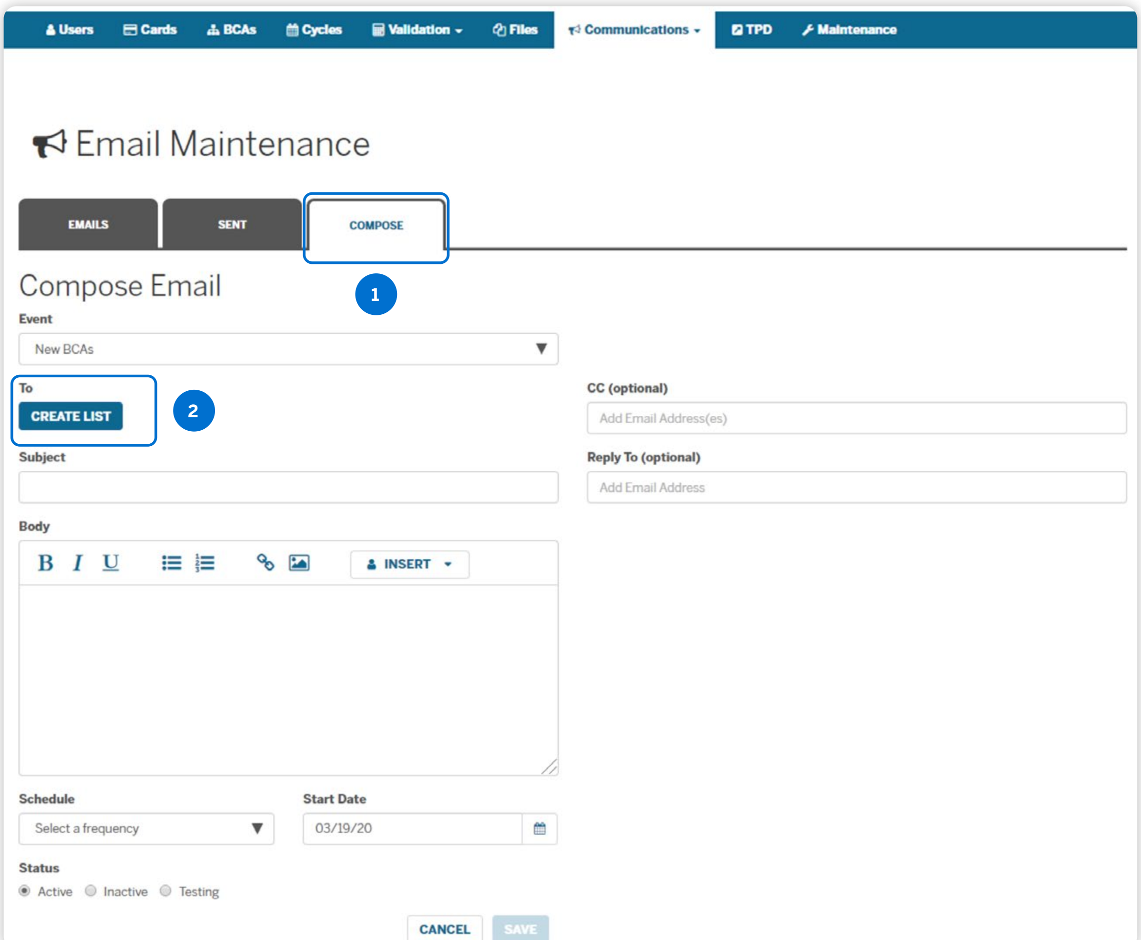
2. Select an event to trigger your email.

Communications: Email Maintenance

Email Events: Detailed list of actions or events that trigger emails to be sent.

Email Event	Description
New BCAs:	Communicate when new BCAs are added within BCA Maintenance page. Helpful if you maintain accounting defaults at a BCA level.
New Merchants:	Communicate when new merchants are added to the Merchant page under the Maintenance section.
New Transactions:	Communicate when new transactions are added to the end-user tool.
Statement Closed:	Communicate when a cycle has transitioned from open to closed.
Custom:	Communicate a customized message to a specific group of Users on a specific schedule.
Unapproved Transactions:	Communicate to Users who have not yet approved all transactions within a specific cycle. This is only available for sites that have approvals enabled.
Email Upon Approval:	Communicate whenever a transaction is approved or unapproved. This is only available for sites that have approvals enabled.
Registration Approval:	Communicate whenever a User has Self Registered for Recon. This is only available for companies that have enabled Self Registration.
Missing Receipts:	Communicate whenever you have transactions that do not have a receipt attached to them. This is only available for sites that have transaction level receipt imaging enabled.
Unmatched Transactions:	Communicate whenever you have a transaction that isn't matched to Third Party Data (BTA, PO, Pre-Auth, Meeting).

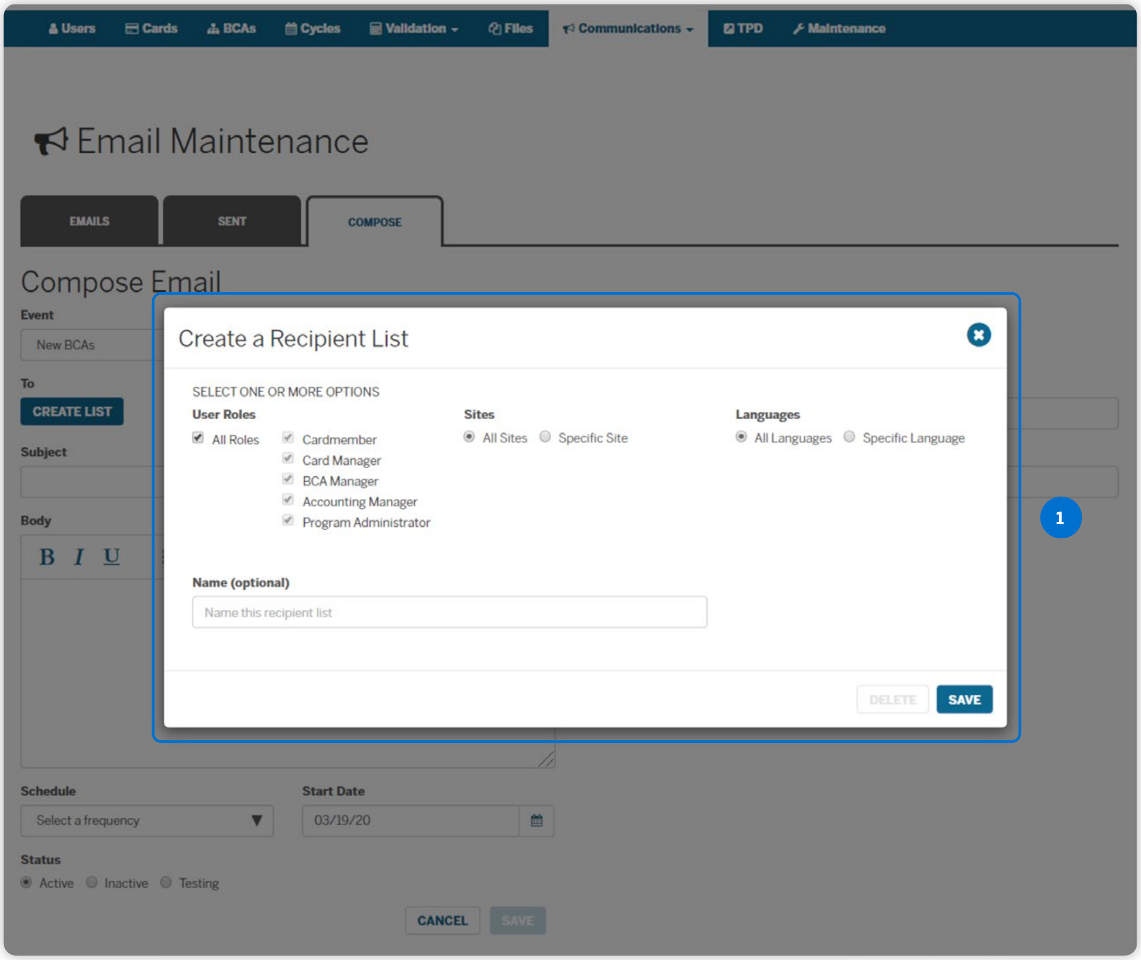
Communications: Email Maintenance



1. After selecting an event, the compose email screen provides all the necessary fields to begin building your email.

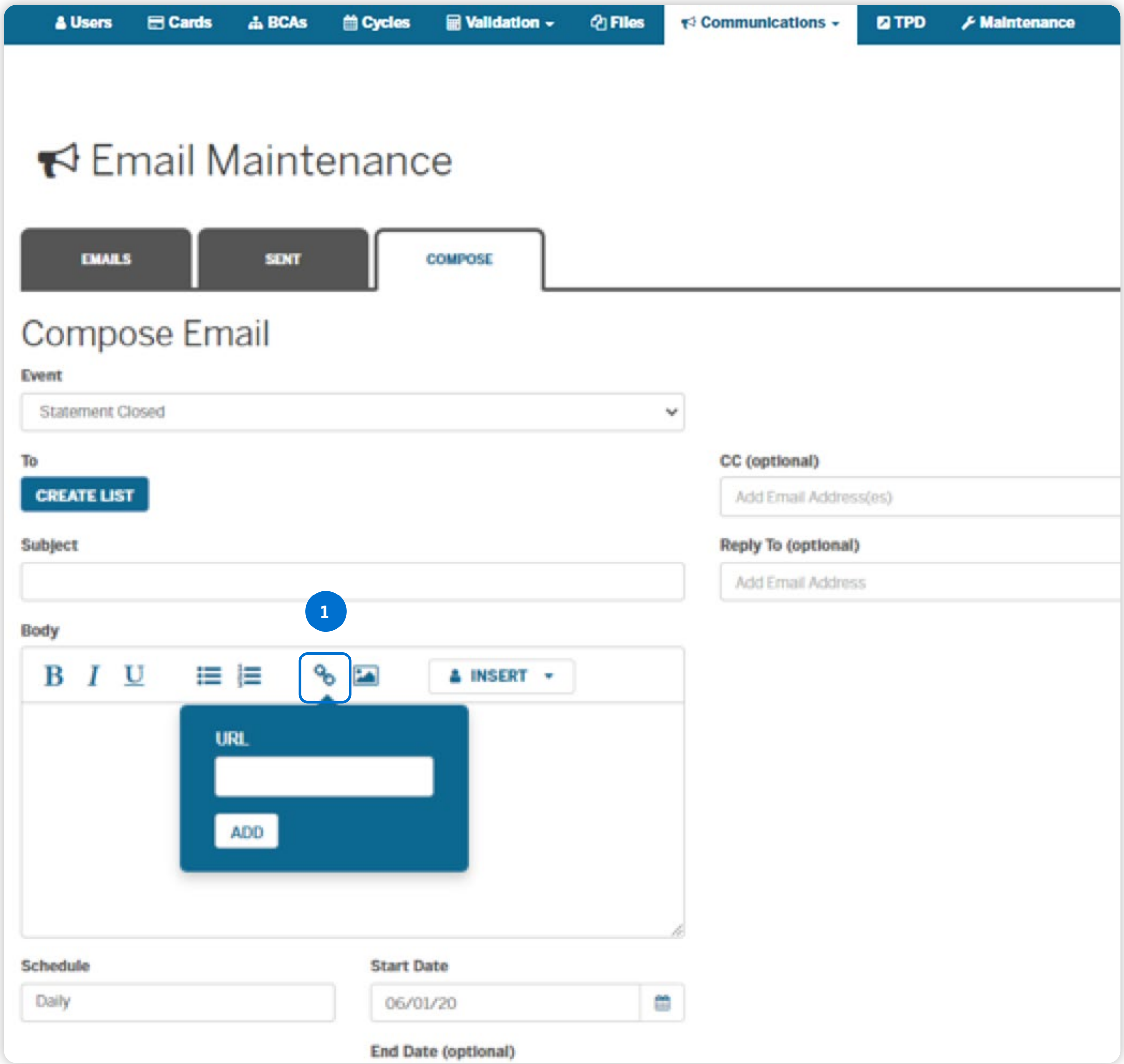
2. Click the ‘Create List’ button to build a recipient list for your email.

Communications: Email Maintenance



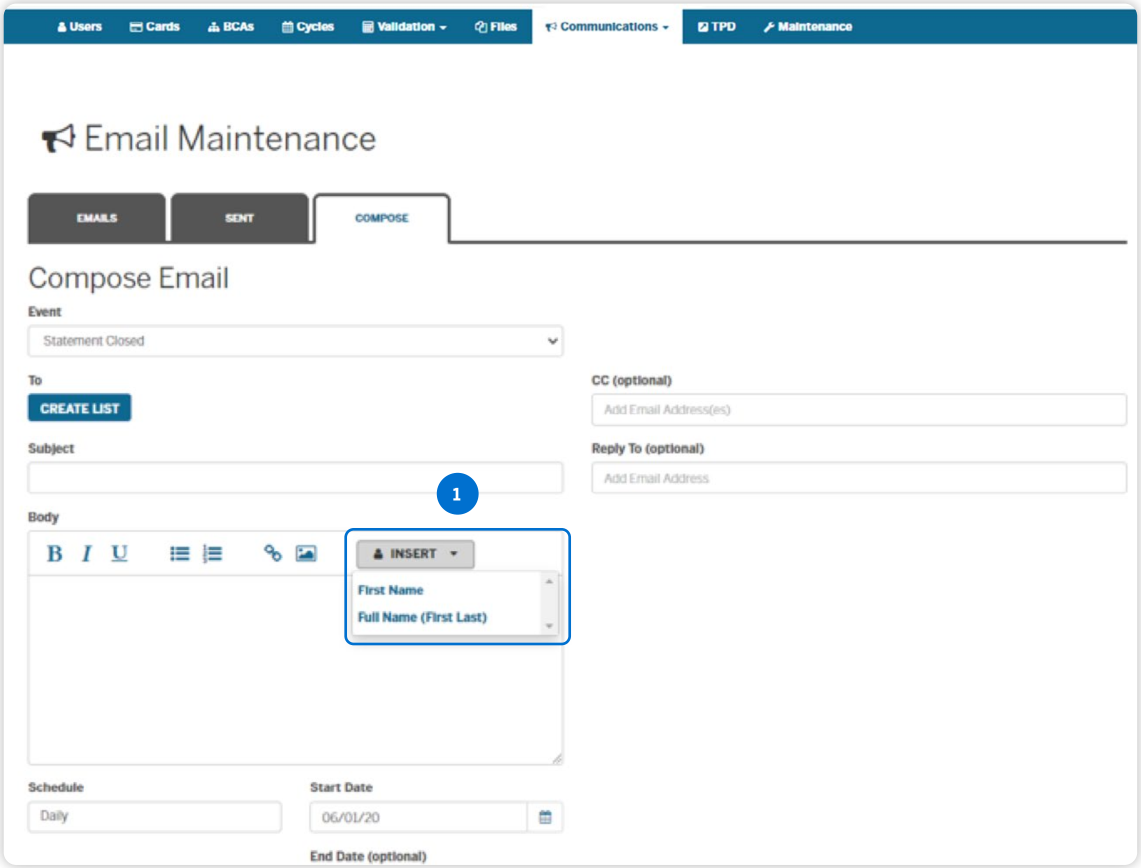
1 Upon clicking the 'Create List' button, you will be presented with options to begin building your email list.

Communications: Email Maintenance



1 To add a URL to your email, click the link icon, type or paste in the desired URL, and click the ‘Add’ button.

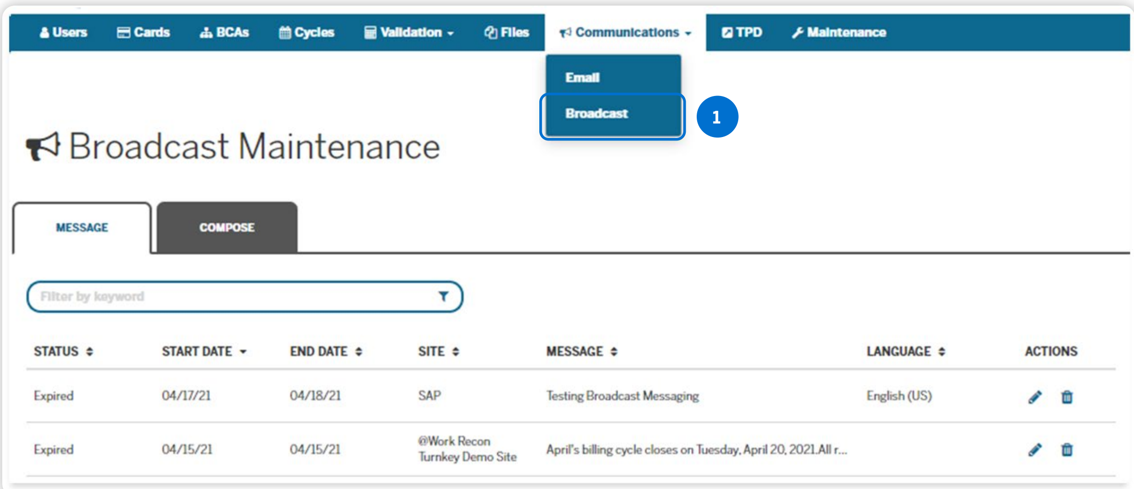
Communications: Email Maintenance



1 To add a 'First Name' or 'Full Name (First Last)', click the 'Insert' button and select the desired name configuration from the options presented.

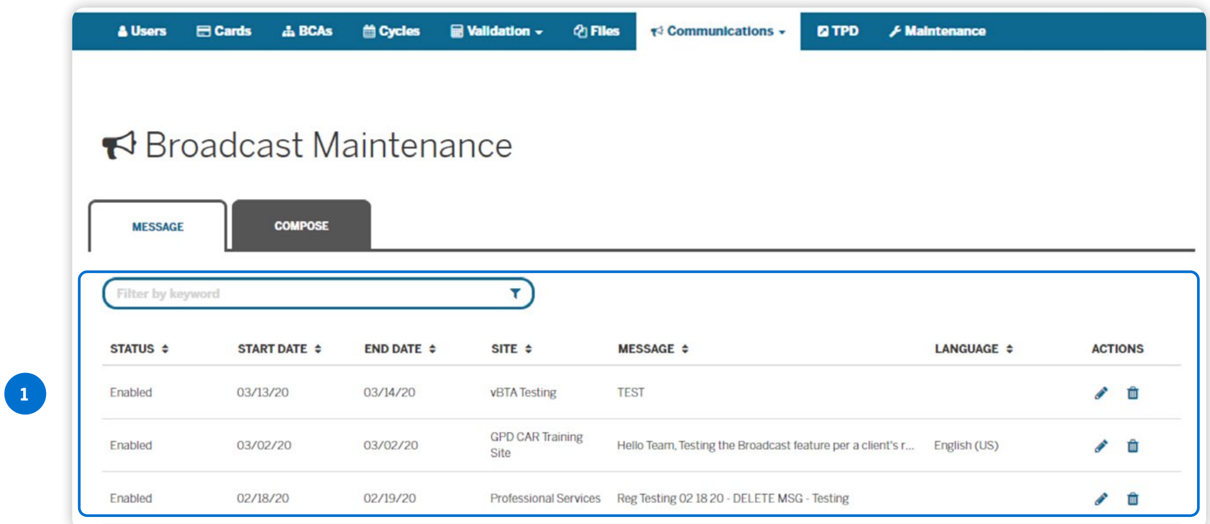
You can also insert the 'Number of Transactions', 'Start Date', and 'End Date', depending on the email 'Event Type'.

Communications: Broadcast



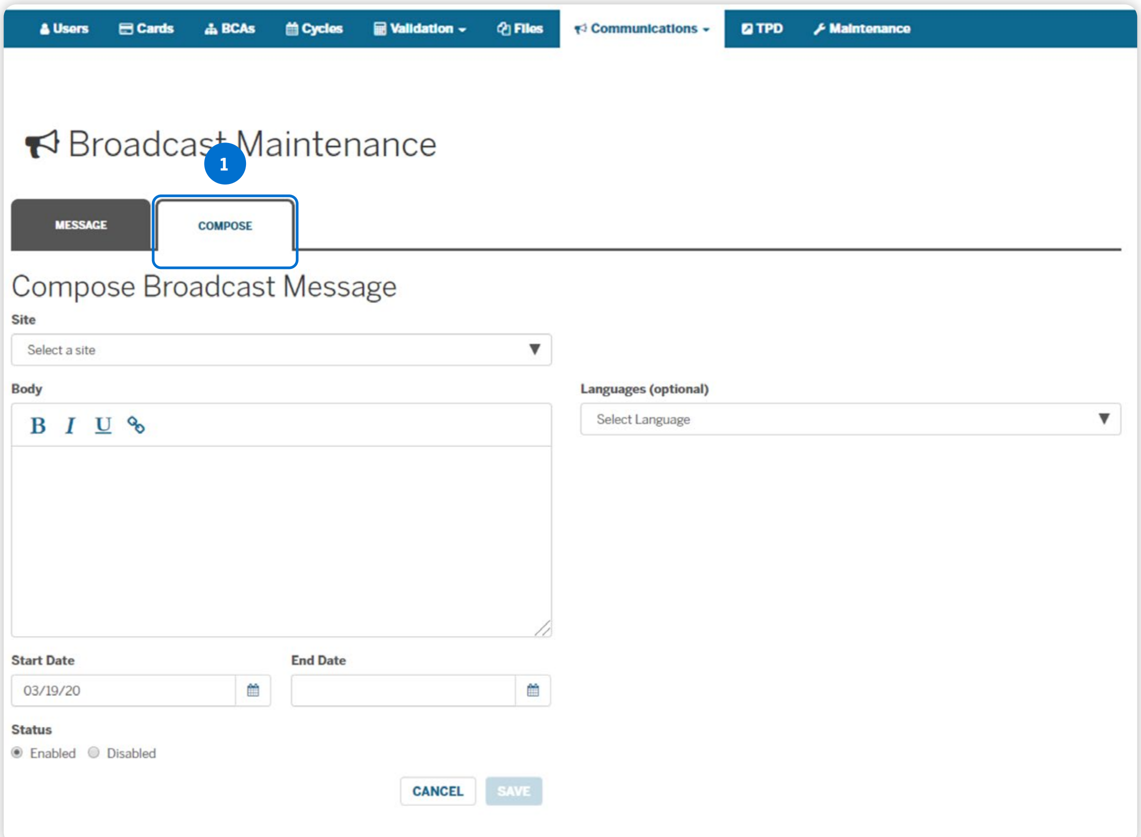
1. To create a 'Broadcast' message, select 'Broadcast' from the 'Communications' tab dropdown menu.

Communications: Broadcast



1 The 'Message' tab under Broadcast Maintenance will function similar to the 'Email' tab under the 'Communication Email' dropdown selection. Broadcast messages will appear as a pop-up banner as well as within the 'Notifications' section on the landing page after log in.

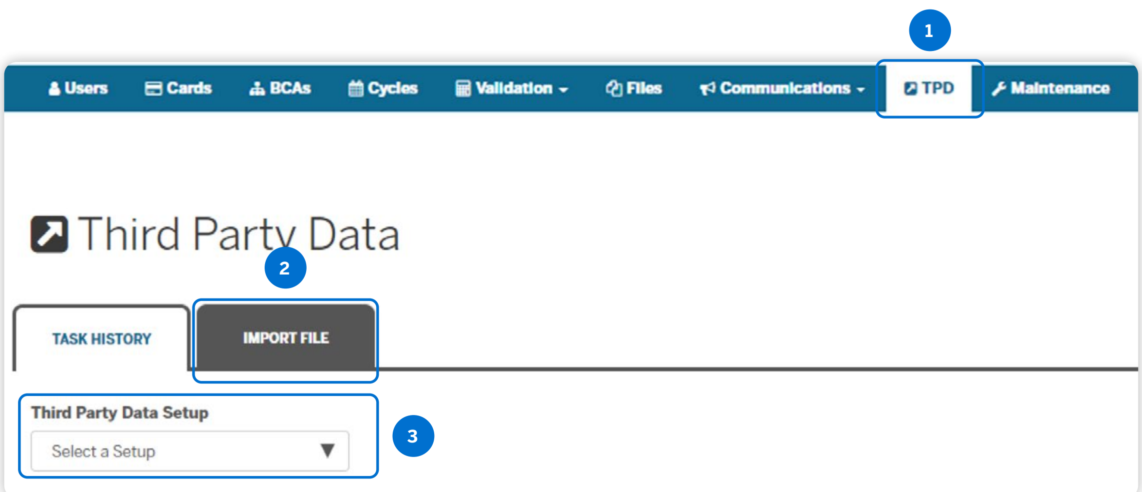
Communications: Broadcast



1. The 'Compose' tab under Broadcast Maintenance will allow you to select a site to receive your broadcast message and build your message.

Broadcast messages will appear to selected Users or sites as a pop-up banner as well as within the 'Notifications' section on the top right section of the landing page after log in.

Third Party Data (TPD)



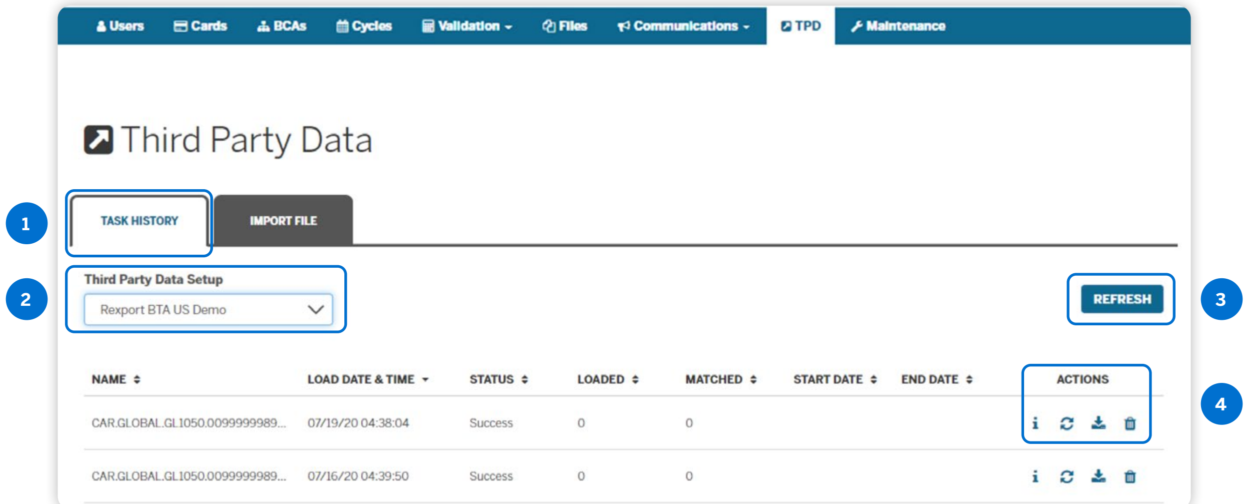
Third Party Data (TPD) is additional transaction detail submitted to American Express by an outside source (e.g., Travel Agency, Meeting Planner, Vendor, Client, etc). @Work Reconciliation can automatically match this additional third party data to transaction detail in order to reallocate as needed and further enhance the data provided by the merchant at the point of sale.

1. The 'Third Party Data' tab is where you will see and maintain third party data that is loaded into the system.

2. The 'Import File' tab is where you'd go to select a setup to import a file.

3. Use the 'Third Party Data Setup' drop down menu to select a setup and import a file; after selection, your file will appear on the 'Task History' tab.

Third Party Data Task History



1 The 'Task History' tab shows all incoming TPD files and their status.

2 Use the 'Third Party Data Setup' dropdown menu to locate the data setup you'd like to use.

The 'Name' column contains the name of your Third Party Data file.

The 'Load Date & Time' column provides the details for when your file was loaded.

The 'Status' column provides validation of the Third Party Data upload process. A positive upload result is registered as "Success".

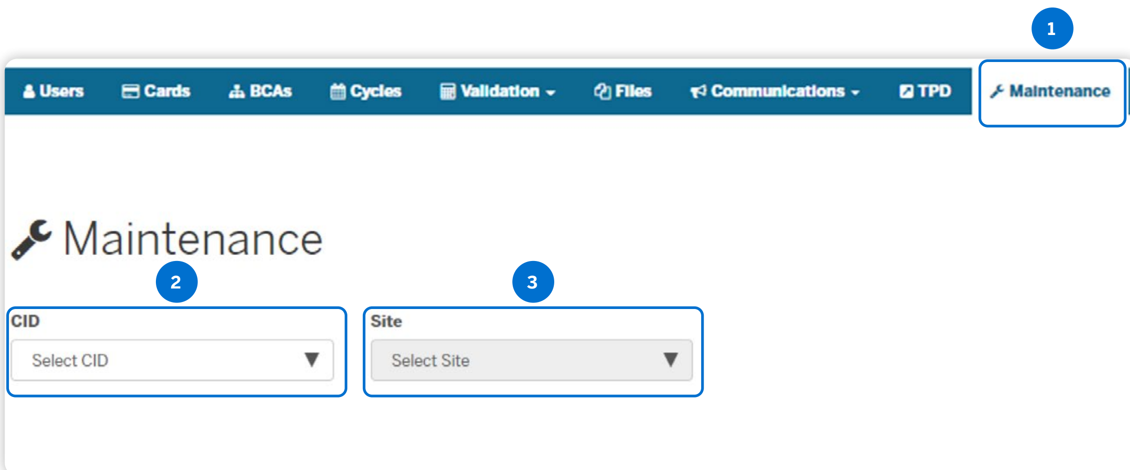
The 'Loaded' and 'Matched' columns indicate how many records were uploaded with the file with successful matches.

The 'Start Date' and 'End Date' column indicate the date range of the records contained in the file that was processed.

3 Use the 'Refresh' button to update the file list with the current status and updated data elements.

4 Use the 'Actions' column to execute specific actions for your file—Get Information, Reprocess, Download, or Delete, respectively.

Maintenance

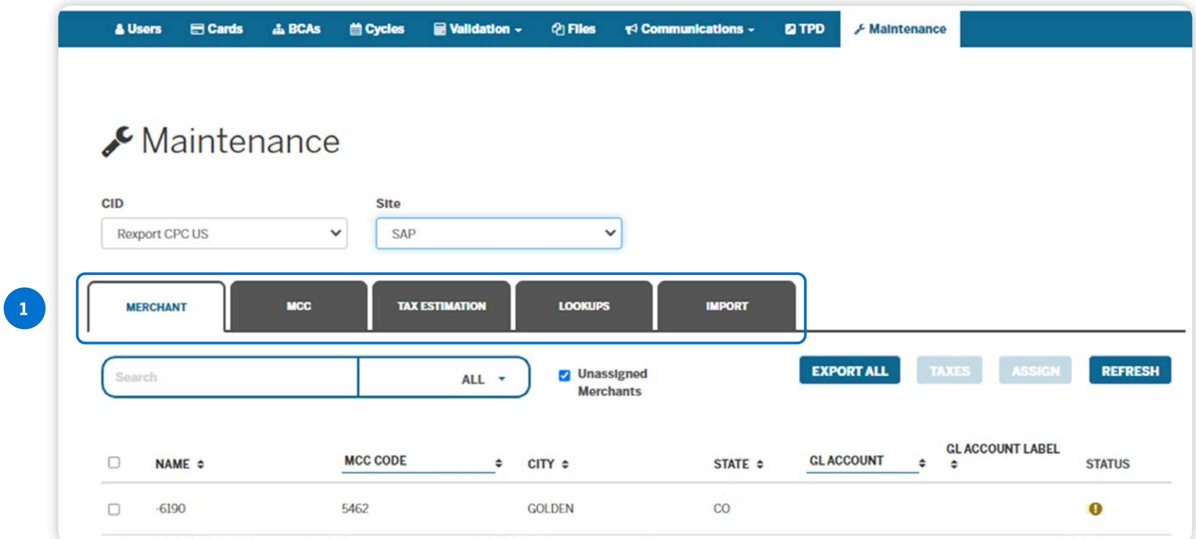


1. The 'Maintenance' tab is where you can perform maintenance to different sections of your sites. This includes Merchant, MCC, Taxes, as well as Lookup tables based on your company's available CIDs and sites.

2. Click the dropdown menu under 'CID' to see your company's available CIDs and select one.

3. Click the dropdown menu under 'Site' to see your company's available sites for that CID and select one.

Maintenance

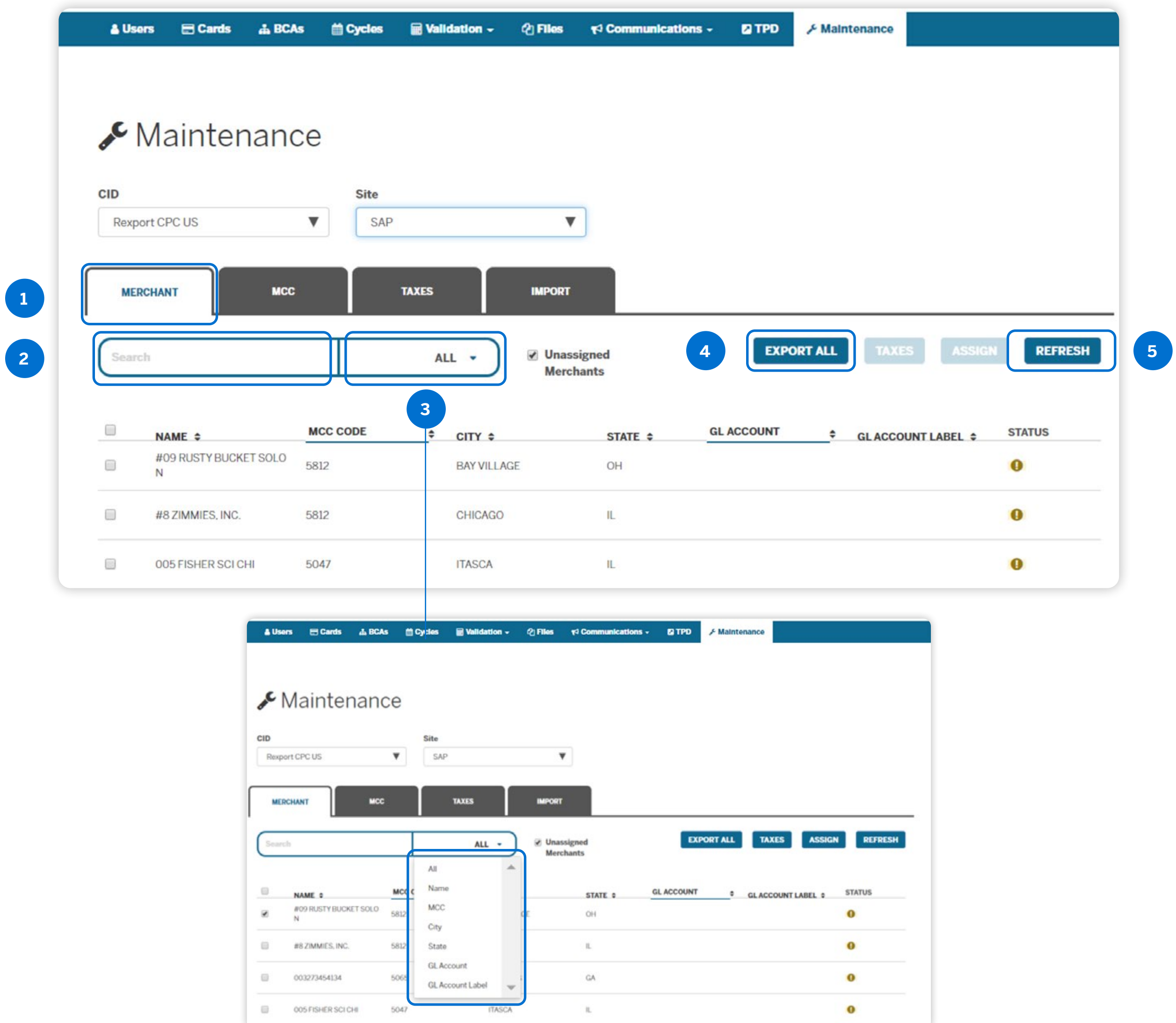


1 Upon selection of your ‘CID’ and ‘Site’, you will be presented with a series of tabs that will allow you to perform your desired maintenance tasks.

If your company does not have multiple sites and CIDs to manage, you will be taken directly to this screen and will not have drop down menus for CIDs and sites.

Note: You will only be shown the tabs that are applicable to the selected site.

Maintenance: Merchant



1. The ‘Merchant’ tab will allow you to select a merchant and perform maintenance such as assigning tax IDs and specific values to eligible fields for that merchant.

2. Use the ‘Search’ box to quickly find specific content.

3. Use the ‘All’ selection to search across all available fields and columns.

   Click the dropdown arrow to select a specific field and narrow your search.

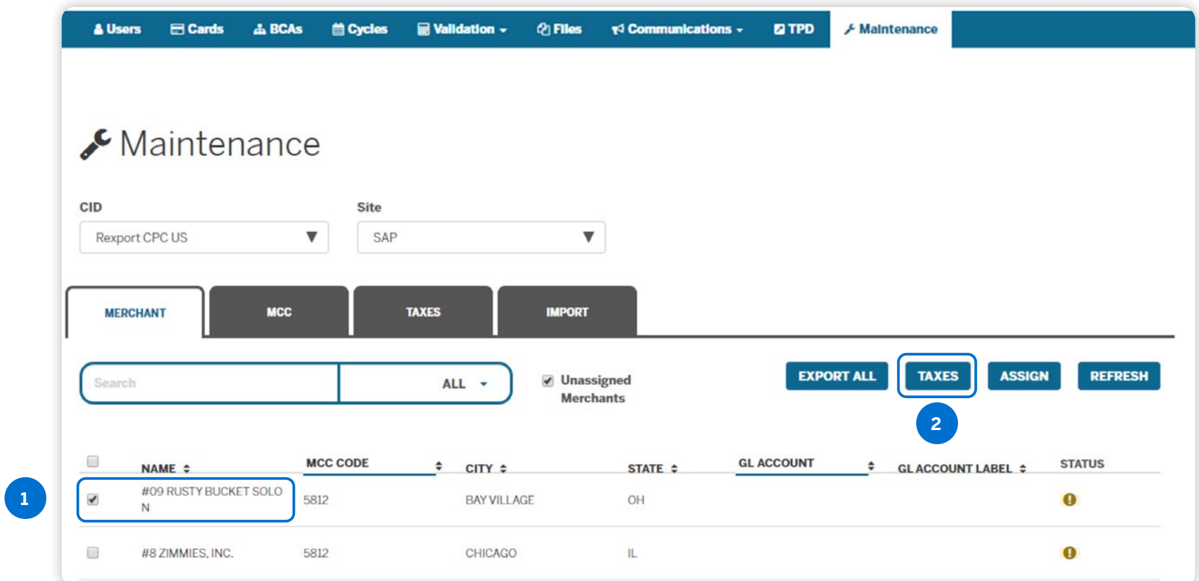
4. Click the ‘Export All’ button to export a CSV file containing all of the merchant information. The file can be updated and imported back onto the site to make mass updates to the merchant list.

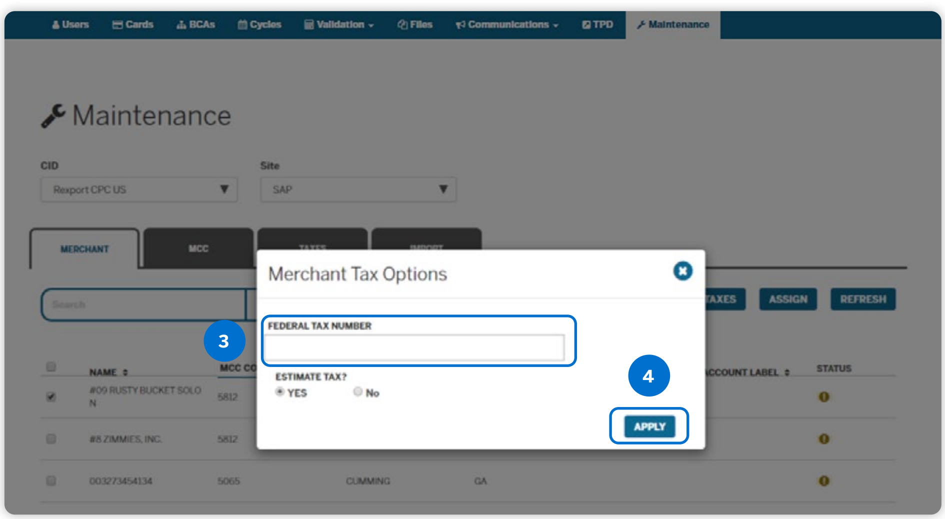
5. Click the ‘Refresh’ button to refresh your screen after making any changes.

Note: See **Appendix A** for a sample export and column definitions

.

Maintenance: Merchant





1. To assign a Federal Tax ID to a merchant, check the box next to the Merchant you wish to update.

   Remember: the Merchant can exist anywhere but the site selected must be in the U.S.

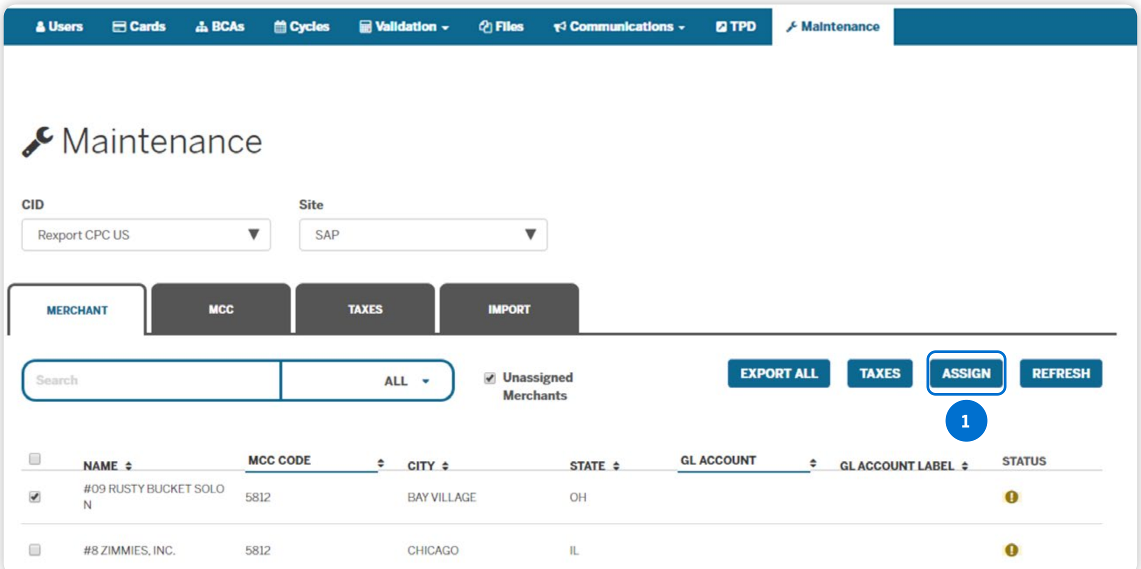
   To update a Tax ID you can only select one merchant at a time.

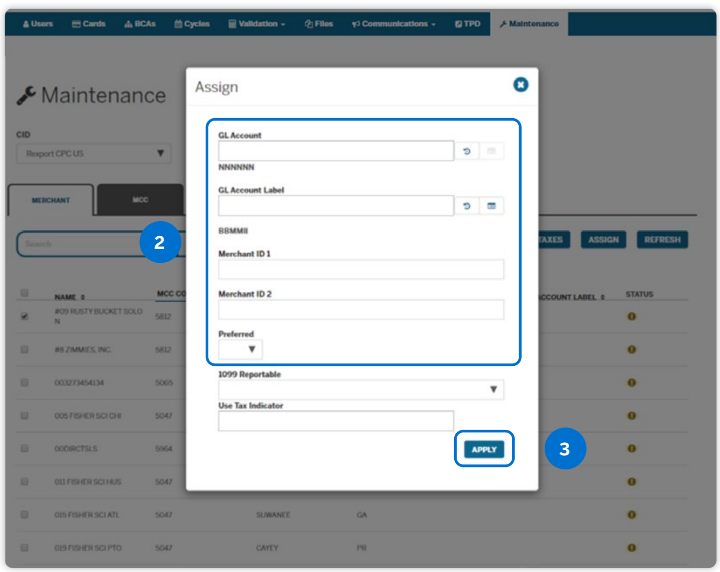
2. Click the 'Taxes' button and you'll see a pop-up window that will allow you to enter the Tax ID you would like to be associated with the selected merchant.

3. Enter the Tax ID for the selected Merchant.

4. Click the 'Apply' button to save your changes.

Maintenance: Merchant





1. Click the ‘Assign’ button to add or update other specific values for a selected merchant.

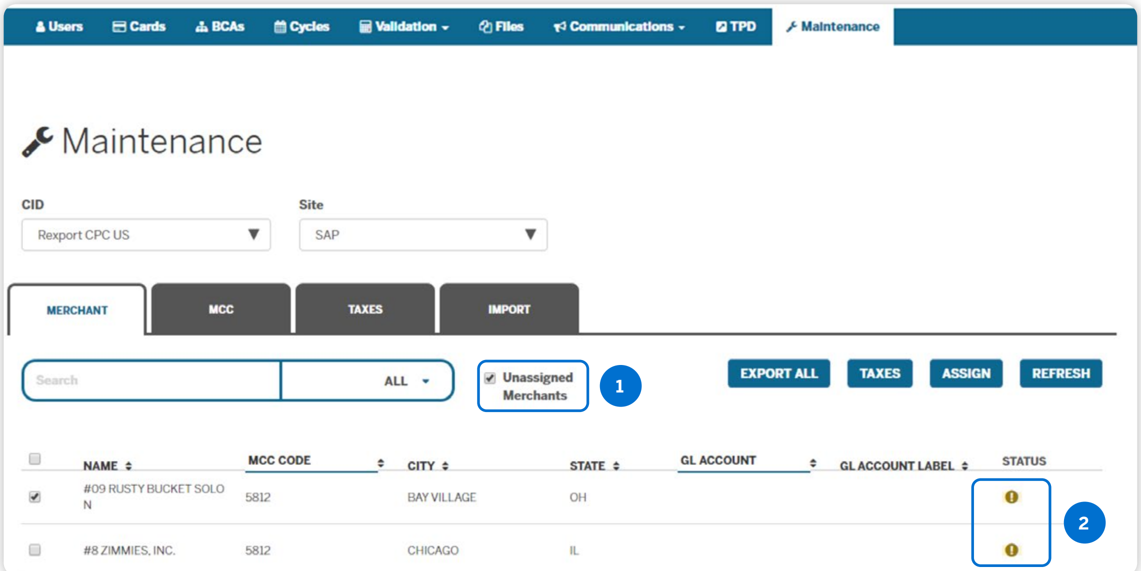
   Once the ‘Assign’ button is clicked, the current assigned values for the selected merchant will be displayed for update.

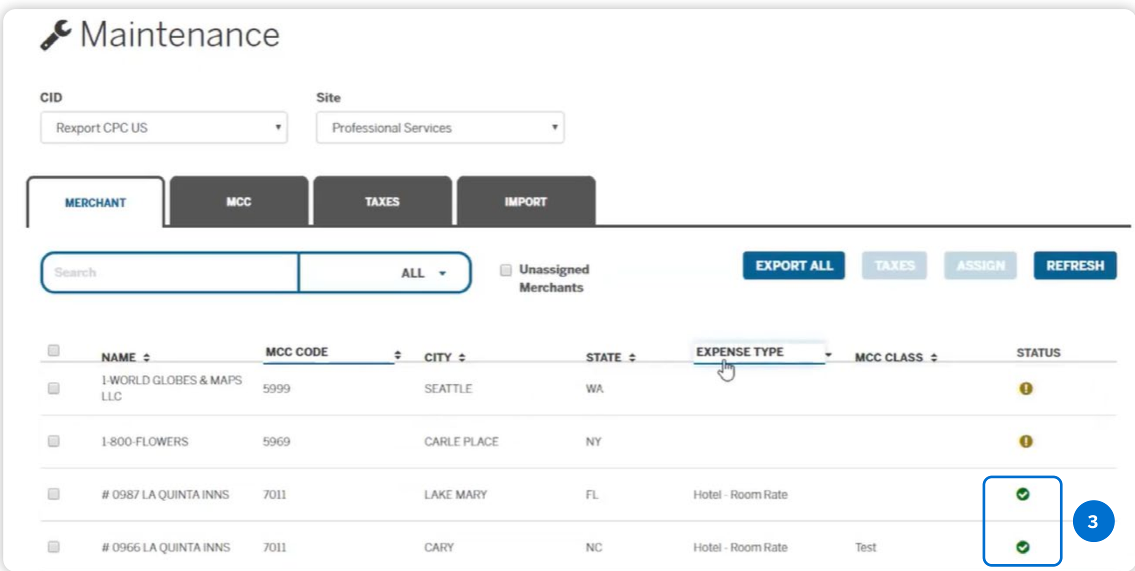
2. Enter the values you’d like to assign to the selected merchant in the pop-up window.

3. Click the ‘Apply’ button to save your changes.

Tip: You can only change the assigned values or add new values to one merchant at a time.

Maintenance: Merchant





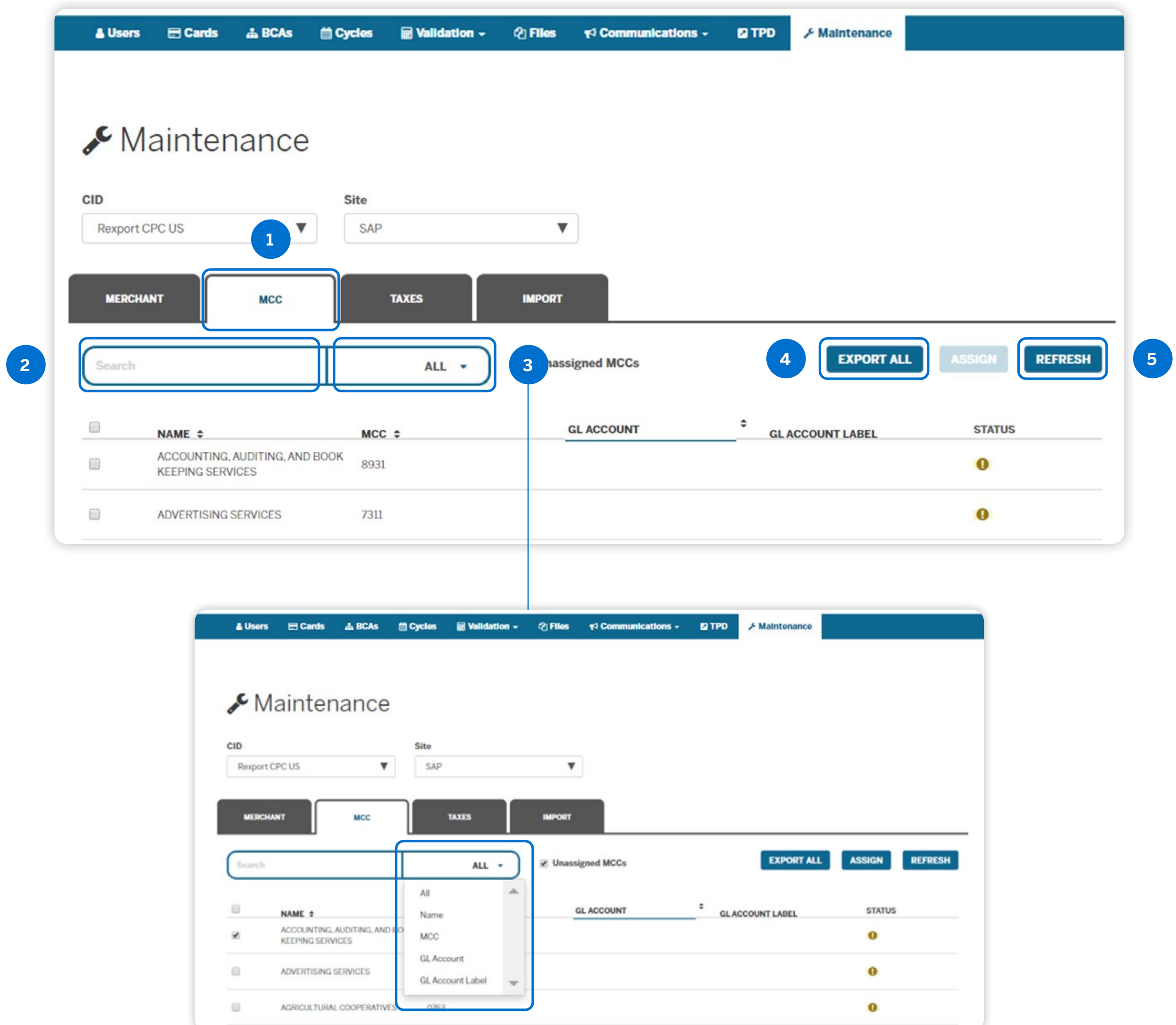
1. Check the 'Unassigned Merchant' box to see a list of Merchants that do not currently have your customized GL1 field populated.

2. The yellow exclamation point icon in the 'Status' column indicates that no GL1 value has been assigned to the selected merchant.

   Once you have assigned a GL1 value to the Merchant, the yellow icon will go away.

3. A green check mark icon indicates that the selected merchant currently has a GL1 value assigned.

Maintenance: MCC



1. The MCC tab will allow you to select a MCC and perform maintenance, such as assigning specific values to eligible fields for that MCC.

2. Use the 'Search' box to quickly find specific content.

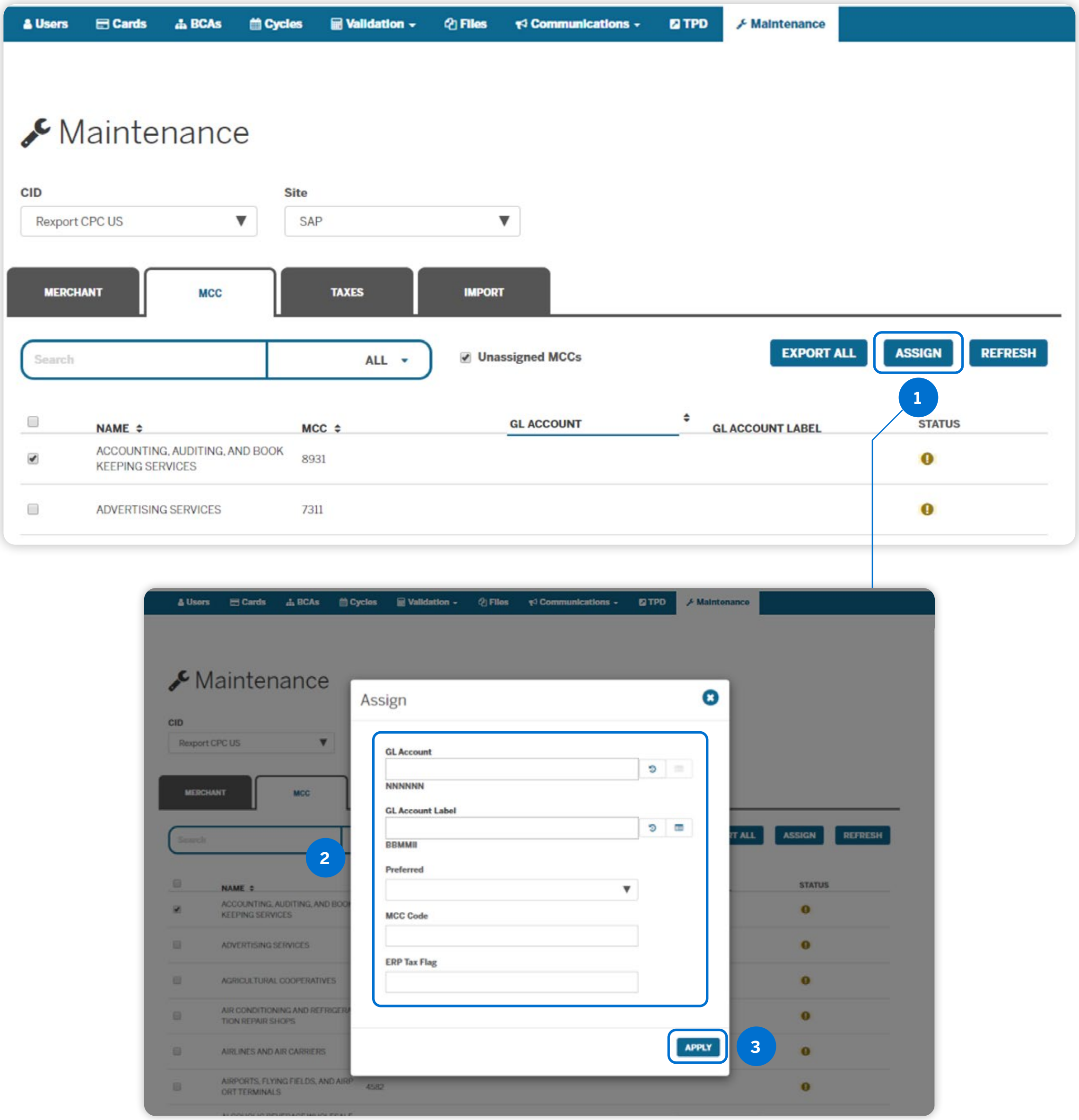
Use the 'All' selection to search across all available fields and columns.

3. Click the dropdown arrow to select a specific field and narrow your search.

4. Click the 'Export All' button to export a CSV file of the MCC table. The file can be updated and imported back into the system to make mass updates to the MCC table.

5. Click the 'Refresh' button to refresh your screen after making any changes.

Maintenance: MCC



1 Click the ‘Assign’ button to add or update other specific values for a selected MCC.

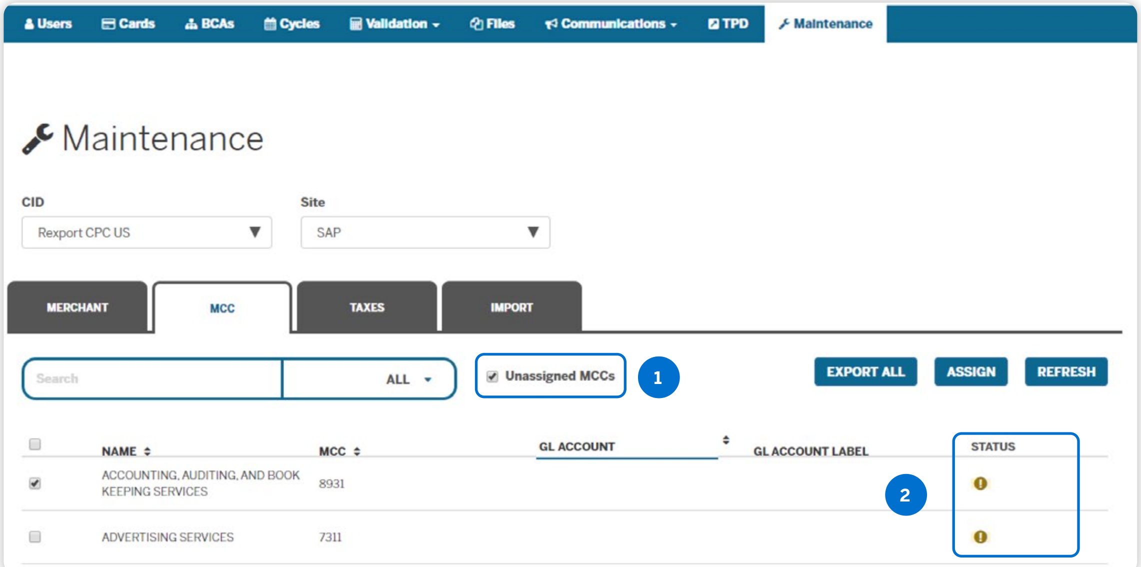
Once the ‘Assign’ button is clicked, the current assigned values for the selected MCC will be displayed for update.

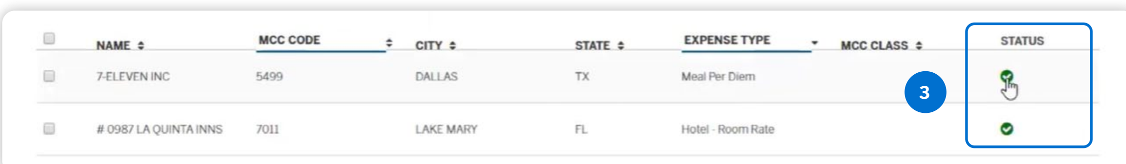
2 Enter the values you’d like to assign to the selected MCC in the pop-up window.

3 Click the ‘Apply’ button to save your changes.

Tip: You can only change the assigned values or add new values to one MCC at a time.

Maintenance: MCC





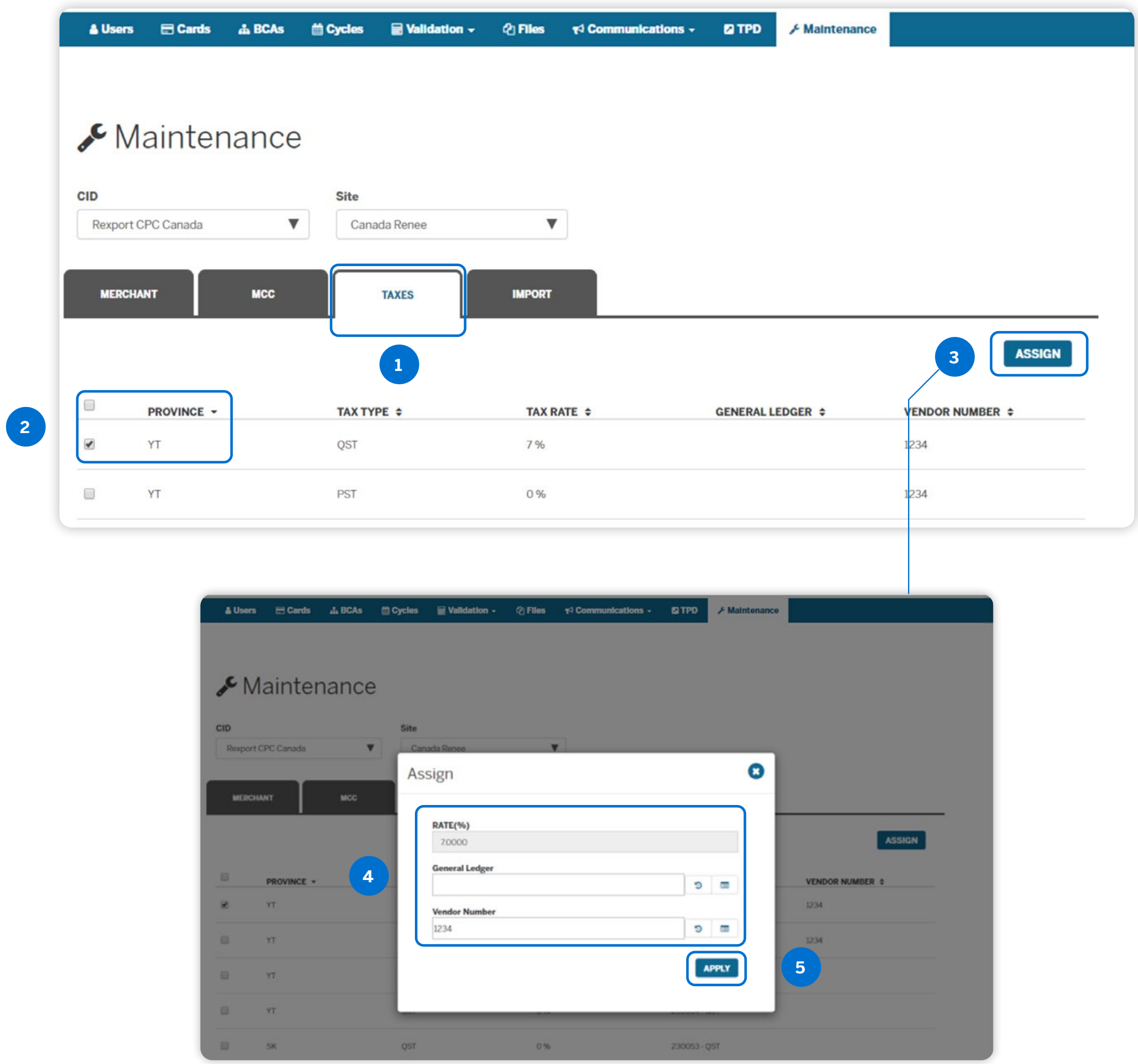
1. Check the 'Unassigned MCC' box to see a list of MCCs that do not currently have your customized GL1 field populated.

2. The yellow exclamation point icon in the 'Status' column indicates that no GL1 value has been assigned to the selected MCC.

   Once you have assigned a GL1 value to the MCC, the yellow icon will disappear.

3. A green check mark icon indicates that the selected MCC currently has a GL1 value assigned.

Maintenance: Taxes (Canada Only)



1 The 'Tax' tab allows a User to update GL1 and GL2 values specific for Canadian taxes.

2 To assign values for a Canadian province, check the box for the province you wish to update.

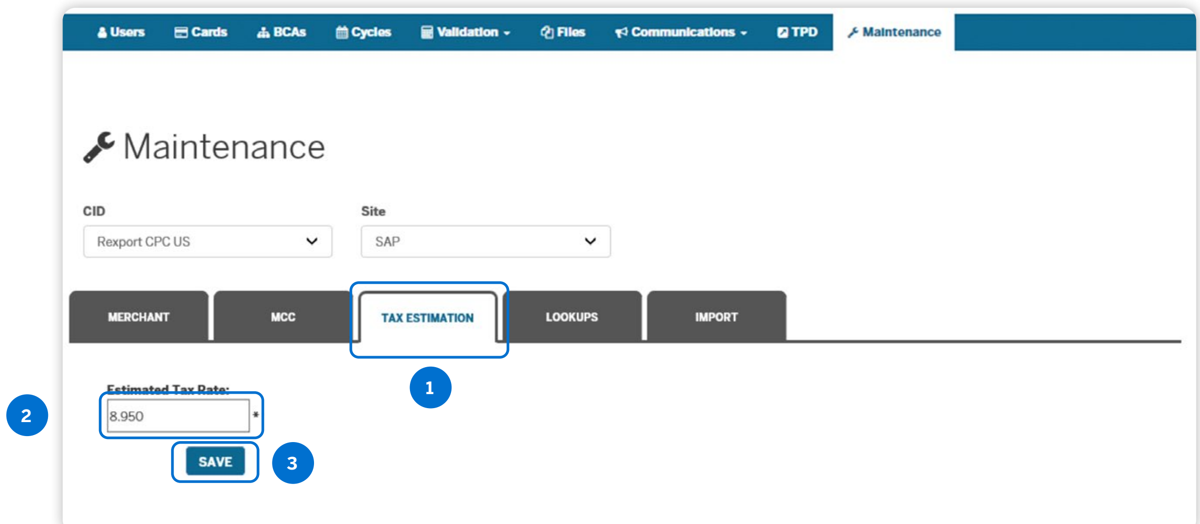
3 Click the 'Assign' button to update the values for the selected record.

4 Upon clicking the 'Assign' button, you'll see a pop-up window showing the various options available for assignment.

5 Click the 'Apply' button to save your changes.

Tip: This tab will only be visible if a Canadian site has been selected. Tax rates should only be updated by American Express. If an update is needed, please contact the Recon Help Desk.

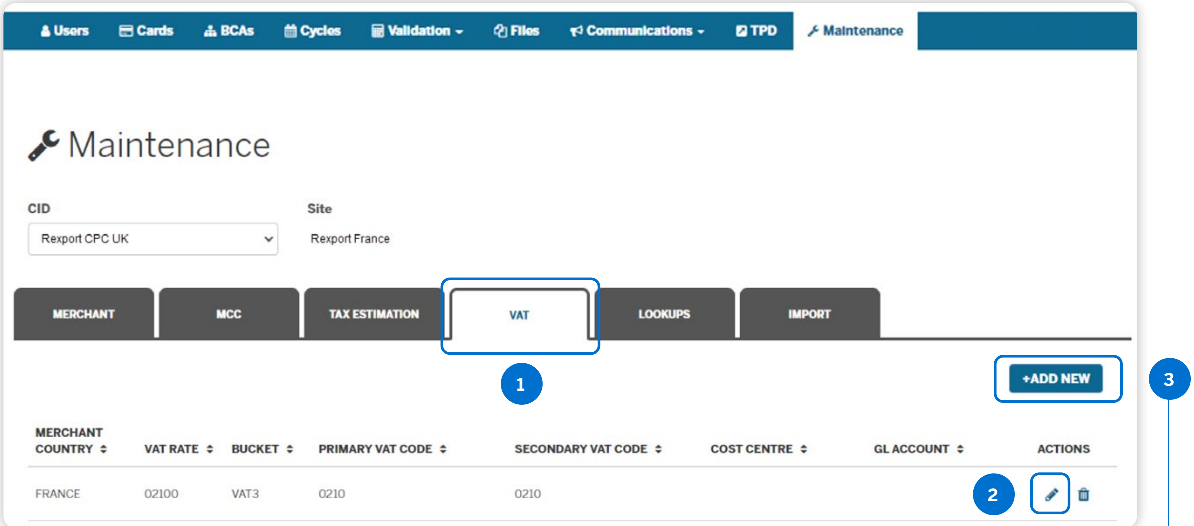
Maintenance: Tax Estimation
(All markets except for Canada)

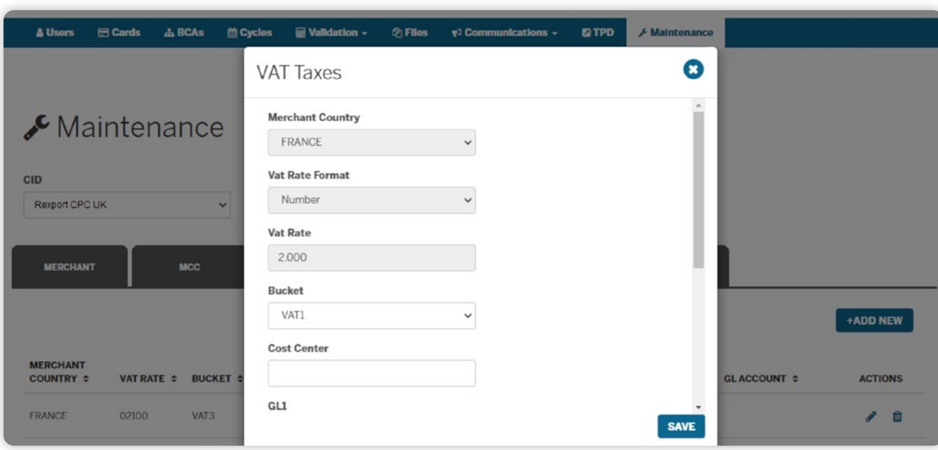


1. The 'Tax Estimation' tab allows a User to enter a default tax estimation rate for the entire site.
2. To assign an estimated tax rate, enter the tax percentage as a number.
3. Click the 'Save' button.

Maintenance: VAT Tax

(Only for EMEA and APAC Regions)





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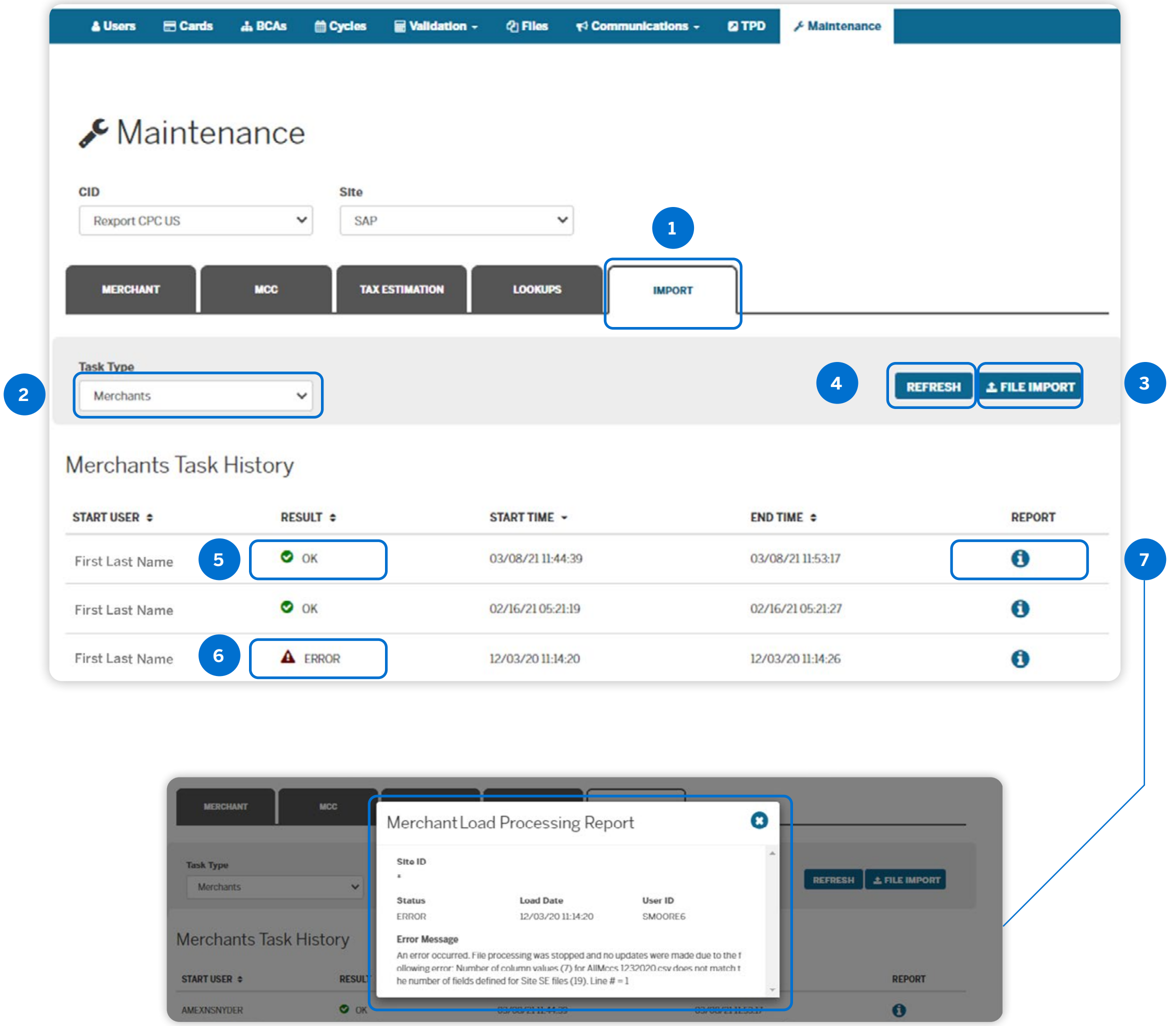
1 The 'VAT' tab allows a User to assign tax rates, codes, and default accounting information based on the merchant country.

2 To update VAT, click on the edit icon. You can change VAT Codes and default accounting. To delete VAT, click on the delete icon (or trash can symbol).

3 You can add a new VAT by clicking 'Add New' and typing in the country, rate, bucket, VAT codes, and default accounting.

Maintenance: Import



1. The 'Import' tab allows a User to import a previously exported file from the 'Merchant', 'MCC', or 'Lookups' tabs.

2. Click the dropdown menu for 'Task Type' to select the category you would like to import a file for.

3. Click the 'File Import' button to select a file to upload containing your updated content for Merchant or MCC.

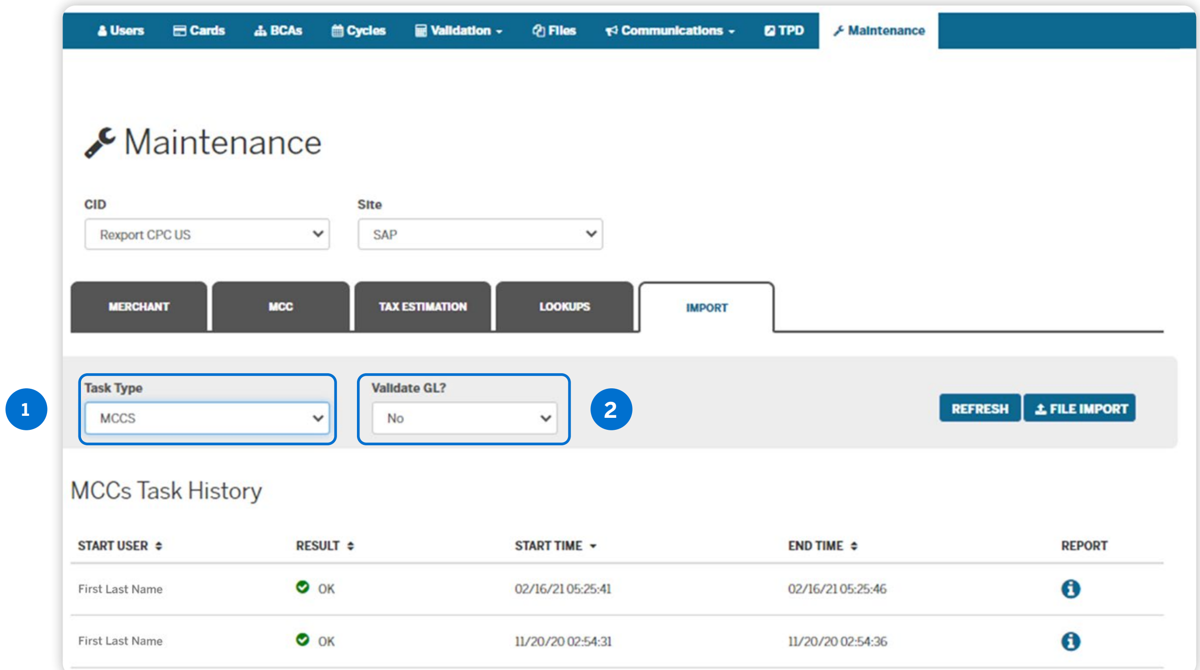
4. Click the 'Refresh' button to update the 'Result' status.

5. A green check mark with an OK message indicates the file import was successful.

6. A red triangle with an exclamation point and an error message indicates there may have been a problem with the file preventing it from uploading. We recommend you review the file and make any necessary corrections and re-attempt uploading.

7. Click on the information icon to see the Load Processing Report.

Maintenance: Import

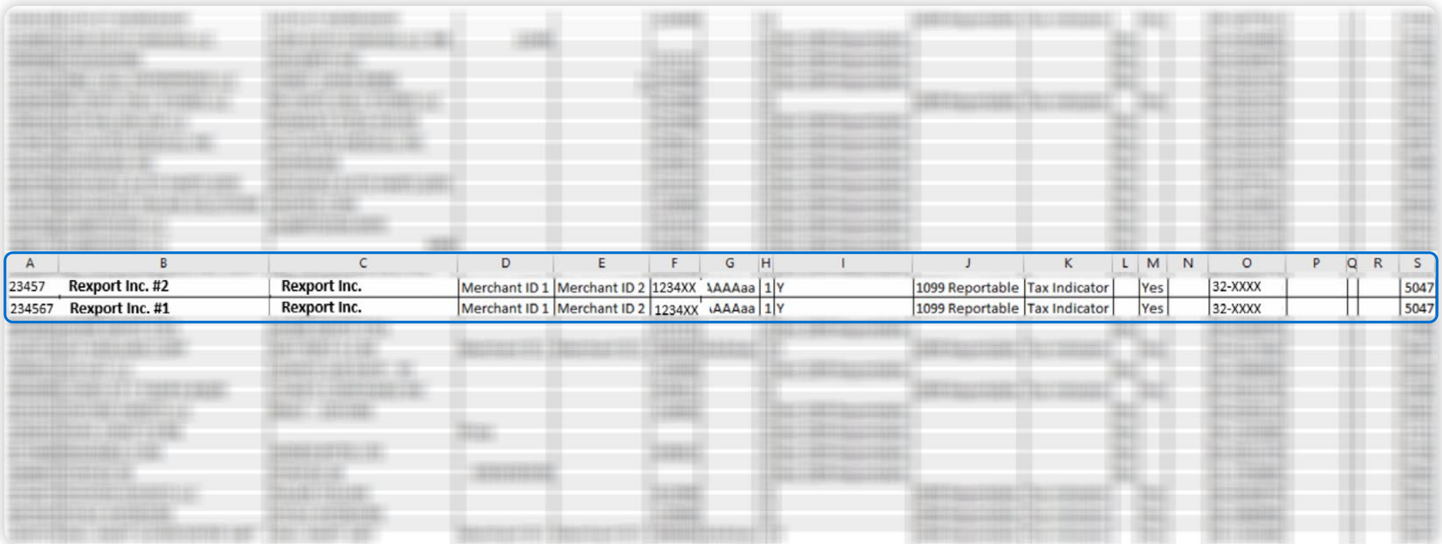


1 When MCCS is selected from 'Task Type' drop down, you will be presented with the option to 'Validate' against your company's GL.

2 If 'Validate GL' is checked 'YES', the system will validate the GL1 codes in your import file against your 'Sites Validation' list loaded into @ Work Reconciliation.

Appendix - A

Column Descriptions for Merchant Export/Import File



A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
23457	**Rexport Inc. #2**	**Rexport Inc.**	Merchant ID 1	Merchant ID 2	1234XX	AAAAaa	1	Y	1099 Reportable	Tax Indicator		Yes		32-XXXX				5047
234567	**Rexport Inc. #1**	**Rexport Inc.**	Merchant ID 1	Merchant ID 2	1234XX	AAAAaa	1	Y	1099 Reportable	Tax Indicator		Yes		32-XXXX				5047

Appendix - A (cont'd)

Column Descriptions for Merchant Export/Import File

Column	Description
A:	SE Number (Not editable)
B:	Merchant Name 2 (Not editable)
C:	Merchant Name 1 (Not editable)
D:	Merchant ID 1
E:	Merchant ID
F:	GL Account 1
G:	GL Account 2
H:	UDF Screen Type (Not editable)
I:	UDF1
J:	UDF2
K:	UDF3
L:	UDF4
M:	UDF5
N:	UDF6
O:	Federal Tax Number
P:	Tax Rate (Not editable)
Q:	VAT Code
R:	PO Vendor ID
S:	MCC Code (Not editable)

@ Work Reconciliation (CAR) Support

Do you need technical assistance with @ Work Reconciliation?

Please contact the @ Work Recon/CAR Help Desk:

Phone Numbers:
Toll-free: +1.855.431.4352
Local: +1.480.477.1525
Available Monday - Friday, 8:00 AM – 7:00 PM EST

Email
CARsupport@aexp.com
Please allow 24 hours for response, excluding weekends and holidays