



My Card Account.

Enjoy the comfort of monthly online statements

SERVICE GUIDE FOR PROGRAMME ADMINISTRATOR



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ONLINE STATEMENTS VIA “MY CARD ACCOUNT” – BENEFITS

American Express “My Card Account” service enables you day-to-day on-line access to statements and unbilled data (transactions after last billing) of your Company.

CONVENIENCE FOR CORPORATE CARD PROGRAMME ADMINISTRATOR:

24/7 online secure access to:

- Cardmembers' statements in PDF format - from last six months (available in Polish only)
- Cardmembers' billed transactions - from last six months
- Cardmembers' unbilled data (transactions after last billing)
- BTA statements in PDF format - from last six months
- BTA unbilled data (transactions after last billing)
- For centrally settled companies - corporate statements including summary of all Cardmembers' billings from last six months



FIRST LOGIN

American Express provides Programme Administrators (PA) with User ID and initial (temporary) password needed to login into My Card Account.

If you have not received the logon credentials in PA Welcome Email, please contact our Customer Service Team.

To logon into My Card Account, please go to www.americanexpress.hu/mycardaccount and enter the credentials to login.

Welcome to My Card Account from American Express.
Corporate Card Members can access their statements online via My Card Account.

Enter credentials

User ID (Forgot your User ID?)
|

Password (Forgot your password?)
|

Language
English (United Kingdom)

LOG ON

Additional Information
[Forgot your User ID?](#)
[Forgot your password?](#)
[Reset Logon credentials?](#)

Registration
[Not registered?](#)

Privacy Statement
[Privacy Statement for Poland \(Polityka Prywatności\)](#)
[Privacy Statement for Hungary \(Adatvédelmi Nyilatkozat\)](#)
[Privacy Statement for Czech Republic](#)



VERIFY YOUR IDENTITY

Each time when you logon into the service, you will be asked to verify your identity. It means that you will be asked to enter a unique verification code (one time passcode — OTP), sent to you via email or SMS.

To select how to receive your passcode, click on one of the listed below methods: email address or mobile number.

One Time Passcode

Select a contact method to receive your one-time passcode:

o.....@hotmail.cz

+42073...6161

[Cancel](#)

Once you receive the one time passcode, please enter it and click Continue.

One Time Passcode

Please enter the passcode you received and click Continue

One Time Passcode

CONTINUE

[Resend OTP](#)

[Cancel](#)



Note:

- The one time passcode is valid only for 10 minutes
- If the passcode has expired, please click on Resend OTP. The new passcode will valid only for 10 minutes
- If you enter the passcode incorrectly more than five times, access to your account will be locked
- If you do not receive the passcode, please contact our Customer Service Team

Go to the section **LOGON PROBLEMS** for more information on one time passcode error messages.



ADDITIONAL SECURITY INFORMATION

To help protect your logon account from fraudulent use, you need to set up personal **Security questions**. You may be prompted in the future to answer two of these questions as part of the **Self Unlock/Reset Password** process to help verify identity.

There are five sets of questions. Select and answer one question from each of the sets. Use only uppercase or lower case letters (a-z, A-Z), numbers (0-9), and single spaces in your answers. Do not use punctuation or symbols.

Note: Answers cannot be repeated.

Additional Security Information

To help protect your logon account from fraudulent use, you need to set up personal security questions. You may be prompted in the future to answer two or more of these questions as part of the Self Unlock/Reset Password process to help verify your identity.

Select and answer one question from each of the five sets. Use only uppercase or lower case letters (a-z, A-Z), numbers (0-9), and single spaces in your answers. Do not use punctuation or symbols.

[Help me with this task](#)

Security Question #1

Select a Question

Security Answer #1

Confirm Security Answer #1

Security Question #2

Select a Question

Security Answer #2

Confirm Security Answer #2

Security Question #3

Select a Question

Security Answer #3

Confirm Security Answer #3

Security Question #4

Select a Question

Security Answer #4

Confirm Security Answer #4

Security Question #5




Click **SELECT A QUESTION** and choose one of the questions that you will answer. Below you can find all the questions:

- **In what CITY was your mother born?**
- **What is the FIRST NAME of your first CHILD?**
- **In what CITY were you born?**
- **What is your mother's maiden NAME?**
- **What was the FIRST NAME of your maternal grandmother?**
- **In what CITY was your father born?**
- **What was the LAST NAME of your maternal grandfather?**
- **In what YEAR your spouse/partner was born?**
- **In what YEAR was your mother born?**
- **In what CITY was your first job?**
- **In what YEAR was your father born?**
- **What is the NAME of your first employer company?**
- **What was the FIRST NAME of your maternal grandfather?**
- **In what CITY was your elementary school located?**
- **What BRAND was your first wrist watch?**

Click **SUBMIT**

CHANGE OF PASSWORD

Complete the following fields



Welcome to My Card Account from American Express.
Corporate Card Members can access their statements online via My Card Account.

Please enter a new password

Already have an account?
[Log On](#)

Old password:

1

New password: [?]

2

Confirm new password:

3

Password hint: [?]

4

[Cancel](#)

1 Old password

Enter initial (temporary) password in **Old password** field

2 New password

Follow the instructions:

The new password. Password must contain:

At least 8 and no more than 25 characters

At least 1 lowercase alpha character(s) (a-z)

At least 1 uppercase alpha character(s) (A-Z)

At least 1 number character(s) (0-9)

Password cannot contain „ % * , [] \ / # space & < >

Please do not create a password with more than two consecutive characters.
For example, Good_11 or Good_111 would not be allowed.

Note: Due to security reasons, your password is only valid for 90 days. Please change your password afterwards.

3 Confirm your password

Re-enter the password. If there is a difference between this field and the New Password field, an error message appears when you click **SAVE** .

4 Password hint

The password hint can be a few words or a short sentence that describes your password. Your password hint will be sent to your email address, when you select the Forgot your password link on the Logon page.

Click **SAVE** . The following message appears: Your password has been changed.

Click **OK** and go to the **End User License agreement**.

Once you **Agree to the End User License agreement**, your first login process will be completed.



ACCESS TO DATA

Visit www.americanexpress.hu/mycardaccount to log on. If you login for the first time, go to the section **First login and change of password**.

Enter Credentials:

- 1 User ID
- 2 Password

Click **LOG ON**

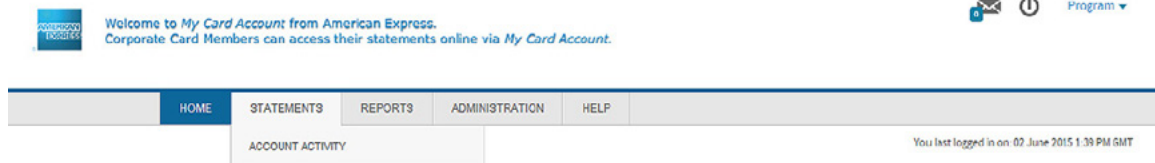
Note: On the login page you can also find **3 Additional Information** option which includes the following functions:

- **Forgot your User ID?**
- **Forgotten your password?**
- **Reset Logon credentials?**

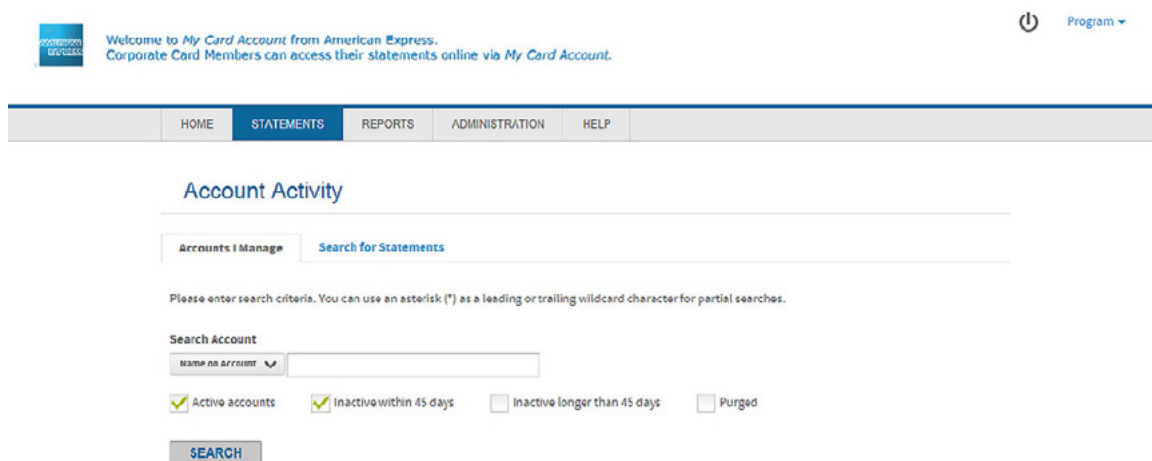
Go to the section **LOGON PROBLEMS** for more information on each of these functions.



The **Home** page appears.



On the top navigation bar select **STATEMENTS**.
And click on **ACCOUNT ACTIVITY** option.
Account Activity window opens



In this section there are two tabs enabling searching data.

Accounts I Manage - enables you to review charges made by your Corporate Cardmembers

Search for Statements - enables you to access statements



ACCOUNTS I MANAGE

Please select any of the following criteria to start searching:

- **Name on Account**
Enter the name exactly as it appears on the Card
- **Account Number**
Enter the 15-digit Card number (without spaces)
- **Unit Name**
Enter Company name
- **Unit Number**
Enter Company number

Tip: You can use an asterisk (*) as a leading or trailing wildcard character for partial searches.

You have three 3 types of searching criteria due to the status of the account (active or inactive).

- **View active accounts only** (View open accounts only)
- **Inactive within 45 days** (Accounts closed within 45 days)
- **Inactive longer than 45 days** (Accounts closed more than 45 days ago)

Note: Purged option is inactive



Click **SEARCH**

The list of matching accounts that you manage appears:

Welcome to My Card Account from American Express.
Corporate Card Members can access their statements online via My Card Account.

HOME STATEMENTS REPORTS ADMINISTRATION HELP

Account Activity

Accounts I Manage Search for Statements

Please enter search criteria. You can use an asterisk (*) as a leading or trailing wildcard character for partial searches.

Search Account

Name on Account *

☒ Active accounts ☒ Inactive within 45 days ☐ Inactive longer than 45 days ☐ Purged

SEARCH

Search Results

Account Number	Name on Account	Unit Name	Unit Number	Inactive	
37394*****1002	TEST 1 PRODUCT CHANGE	TEST PRODUCT CHANGE 1	00008495	No	DETAILS
37394*****1003	TEST BTA 31	TEST PRODUCT CHANGE 1	00008495	No	DETAILS
37394*****1000	TEST BTA 32	TEST PRODUCT CHANGE 1	00008495	No	DETAILS
37394*****1009	TEST BTA 33	TEST PRODUCT CHANGE 1	00008495	No	DETAILS

Click **DETAIL** next to the selected account.

The Account Details window appears. It includes three tabs:

- **Summary**
- **Transactions**
- **Statements**



1. TAB SUMMARY



Welcome to My Card Account from American Express.
Corporate Card Members can access their statements online via My Card Account.

 Joanna ▾

HOMESTATEMENTSREPORTSHELP

Account Details for JOANNA TET (37934*****2009)

SummaryTransactionsStatements

Activity Since Last Statement

Current balance:	z126.64
Current amount past due:	z143.50
Credit limit:	z199,999,999.00

EXPAND DETAILS [+]

The current balance amount includes last payment received and cash advances.

Summary of Last Statement
(Statement Date: 15/01/2020)


Statement balance:	z1506.64
Past due amount:	z1463.50
Minimum payment due:	z1506.64
Payment due date:	12/02/2020

EXPAND DETAILS [+]


Click **EXPAND DETAILS [+]** for more detailed information.



Tab “**Summary**” includes the following details:



Welcome to My Card Account from American Express.
Corporate Card Members can access their statements online via My Card Account.

 Joanna ▾

HOMESTATEMENTSREPORTSHELP

Account Details for JOANNA TET (37934*****2009)

SummaryTransactionsStatements

Activity Since Last Statement

Current balance:	z1126.64
Current amount past due:	z143.50
Credit limit:	z199,999,999,999.00
HIDE DETAILS []	
Previous balance:	z1506.64
Payment received:	z10.00
Purchases:	z10.00
Cash withdrawal:	z10.00
Finance charges:	z10.00
Adjustments:	-z1420.00
Cash advance fees:	z10.00
Other fees:	z140.00
The current balance amount includes last payment received and cash advances.	
The current balance amount includes last payment received and cash advances.	

Summary of Last Statement
(Statement Date: 15/01/2020)

Statement balance:	z1506.64
Past due amount:	z1463.50
Minimum payment due:	z1506.64
Payment due date:	12/02/2020
HIDE DETAILS []	
Previous balance:	z1463.50
Purchases:	z10.00
Cash withdrawal:	z10.00
Finance charges:	z10.00
Adjustments:	z10.00
Cash advance fees:	z10.00
Late payment fee:	z143.14
Other fees:	z10.00
Late payment fee:	z143.14
Other fees:	z10.00



2. TAB TRANSACTIONS

All currently posted transactions are displayed.

The screenshot shows the 'My Card Account' interface for Joanna Tet. The 'STATEMENTS' tab is selected. The account details for JOANNA TET (37934*****2009) are displayed. The 'Transactions' sub-tab is active, showing a list of transactions. The first transaction is 'KOREKTA OPLATY ROCZNEJ' with a balance of -zł420.00. The second transaction is 'OPL. WYNIKAJACE Z OPOZNIÓ' with a balance of zł40.00. The interface includes a navigation bar with 'HOME', 'STATEMENTS', 'REPORTS', and 'HELP'. Below the account details, there are tabs for 'Summary', 'Transactions', and 'Statements'. A 'Statement Cycle' dropdown is set to 'current', and a 'Download format' dropdown is set to 'Select'. There are 'DOWNLOAD' and 'PRINT THIS PAGE' buttons. The transactions are listed in a table with columns for Date posted, Date of transaction, Location, MCC, MCC Description, Memo, Original Amount, Currency, and Billed Amount.

Date posted:	MCC:	Original Amount:
27/01/2020		-420
Date of transaction: 27/01/2020	MCC Description:	Currency: Zloty (985)
Location:	Memo:	Billed Amount: (420.00)

Date posted:	MCC:	Original Amount:
27/01/2020		40
Date of transaction: 27/01/2020	MCC Description:	Currency: Zloty (985)
Location: NEJ PLATN.	Memo:	Billed Amount: 40.00

Select **Statement Cycle** to review transactions posted during the last 6 months.

To download data:

- Select the **Statement Cycle**
- Choose the **Download format**
- Confirm by clicking **DOWNLOAD**

If you want to print data displayed on the screen, click **PRINT THIS PAGE**.

Note: If there are no transactions currently posted, this message will be displayed: **No transactions exist for the selected cycle.**



3. TAB STATEMENTS

You can download up to 6-months-old statements in PDF format.

The screenshot shows the 'My Card Account' interface. At the top, there's a welcome message and a user profile 'Joanna'. Below is a navigation bar with 'HOME', 'STATEMENTS', 'REPORTS', and 'HELP'. The 'STATEMENTS' tab is active. The main heading is 'Account Details for JOANNA TET (37934*****2009)'. Below this, there are three tabs: 'Summary', 'Transactions', and 'Statements'. The 'Statements' tab is selected, showing a list of statements with dates: '15 January 2020', '15 December 2019', '15 November 2019', and '15 October 2019'. Each date has a PDF icon to its right.

SEARCH FOR STATEMENTS

The screenshot shows the 'Search for Statements' form. At the top, there's a welcome message and a user profile 'Joanna'. Below is a navigation bar with 'HOME', 'STATEMENTS', 'REPORTS', and 'HELP'. The 'STATEMENTS' tab is active. The main heading is 'Account Activity'. Below this, there are two tabs: 'Accounts | Manage' and 'Search for Statements'. The 'Search for Statements' tab is selected. The form contains several input fields: 'Unit Number' (labeled 1), 'Unit Name' (labeled 2), 'Name on account:' (labeled 3), and 'Account number:' (labeled 4). There are also checkboxes for 'View active accounts only', 'Inactive within 45 days', 'Inactive longer than 45 days', and 'Purged'. Below these are 'Start Date' and 'End Date' fields. A 'SEARCH' button is at the bottom. Below the search form, there's a section for 'Current Downloads' with a 'Refresh' link. At the bottom, there's a table with columns: 'Filename', 'Status', 'Download Type', 'Run Date', 'File Size', 'Download', and 'Action'.



Please select any of the following criteria to narrow search results:

- 1 **Unit Number**
Enter company number with additional digit "0" at the beginning
- 2 **Unit Name**
Enter Company name
- 3 **Name on Account**
Enter the name exactly as it appears on the Card
- 4 **Account Number**
Enter the 15-digit Card number (without spaces)

Tips: You can use an asterisk (*) as a leading or trailing wildcard character for partial searches. If you leave all 4 fields empty, you will get data for all company numbers that you manage.

Date range:

- To download statements for a single Cardmember, enter **Account name** or **Account number** and fill in **Start Date** and **End Date**. You can search for statements up to 6 months old
- To download all statements for your company/ies, fill in **Start Date** and **End Date**. You can search for statements up to 6 months old, but the date range must be limited to one specific month only.

Click **SEARCH**

The list of statements that match your search criteria appears:

Account Activity

[Accounts | Manage](#)
[Search for Statements](#)

Unit or account search criteria should be entered to limit the search. You can use an asterisk (*) as a leading or trailing wildcard character for partial searches.

Unit Number

Unit Name

Name on account:

Account number:

☒ View active accounts only
 ☒ Inactive within 45 days
 ☐ Inactive longer than 45 days
 ☐ Purged

Start Date *

End Date *










24/05/2015


26/05/2015

Limited to a one-month range unless an account name or number is given.

SEARCH

Search Results [\(Download All\)](#)

Account Number	Name on Account	Unit Name	Unit Number	Statement Date	Inactive	Download
37794*****1001			00006620	25/05/2015	No	
37794*****2008			00006620	25/05/2015	No	
37794*****1003			00006620	25/05/2015	No	
37794*****1000			00006620	25/05/2015	No	
37794*****2001			00006620	25/05/2015	No	
37794*****1007			00006620	25/05/2015	No	
37794*****1004			00006620	25/05/2015	No	
37794*****1002			00006620	25/05/2015	No	
37794*****2009			00006620	25/05/2015	No	

- To download a single statement, click the statement's icon 
- To download all statements, click on the option **Download All**.

Download All Files window:

Download All Files

The download file will be available in the Current Downloads section below.
You may continue to use the application while the download is processing.

Format Type [i]

☒ Single File ☐ Multiple files

File name

Wyclagl_0614

OK Cancel


Please select the format:


- **Single file** – all statements will be available in one single file, in PDF format
- **Multiple files** – all statements will be available in separate files, in PDF format

In the field **File name** enter the name of the file. Click **OK**

The file will be available in the **Current Downloads** below.


Current Downloads [Refresh](#)

Filename	Status	Download Type	Run Date	File Size	Download
Statements May 2015	Ready	Single pdf file	03/06/2015	132325236	 DELETE



To view a statement, you must first have Adobe Acrobat Reader installed. You can download Acrobat Reader for free from Adobe's web site.

[Terms & Conditions](#) and [Privacy Policy](#)

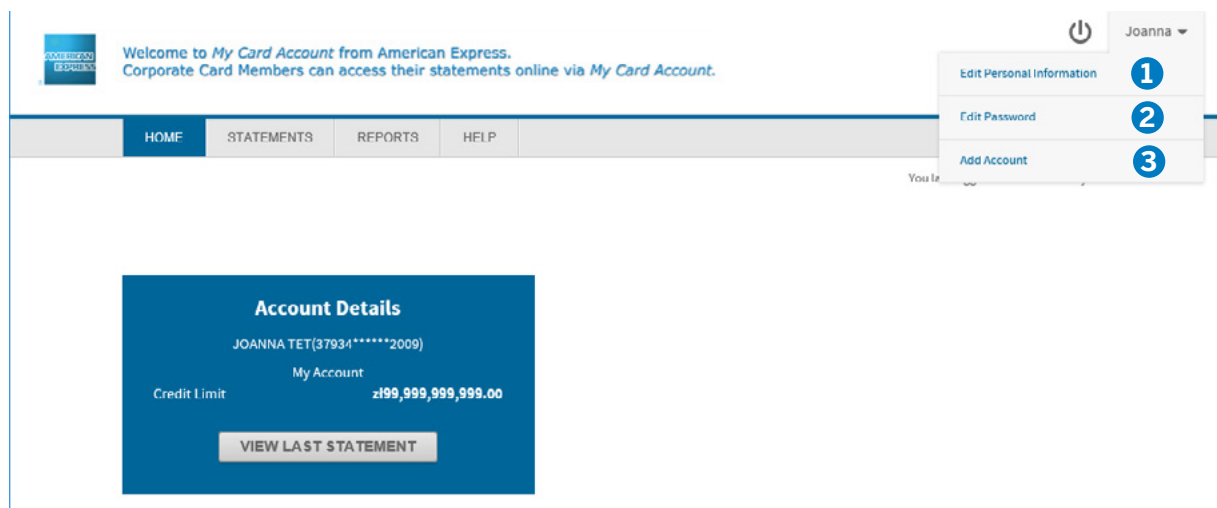
- While downloading the file, the status is **Waiting**
- To finalize the download, click **Refresh** option until the status changes to **Ready**. Once the file is ready, click on the icon  and save the file on your computer.



EDITION OF YOUR ACCOUNT INFORMATION

Once you are logged on, you may edit information given during the registration process.
Choose the following options to:

- ① **Edit Personal Information**
- ② **Edit Password**
- ③ **Add Account**



1. EDIT PERSONAL INFORMATION

Edit Personal Information

* Required field

User ID:

IFRADMpln1

First name: [?] *

IFR

1

Last name: [?] *

ADMPLN

2

Email address: [?] *

ifradmpln@poczta.pl

3

CC Email address: [?]

4

Email Language [?]

English US

▼

Mobile Phone: [?]

+48 ▼

5

SAVE

[Cancel](#)

In this window you may update the following fields:

1 First name

Enter your first name, without punctuation, as it appears on the Card.

2 Last name

Enter your last name, without punctuation, as it appears on the Card .

3 Email address

Enter your email address (e.g. name@domain.com).

Note: Email notifications will be sent to this address.



4 CC Email address

Please enter an additional email address to receive email notifications at this address too.

5 Mobile Phone

Choose your country code from the drop-down list and enter your mobile phone number.

Click **SAVE**

2. EDIT PASSWORD

Welcome to My Card Account from American Express.
Corporate Card Members can access their statements online via My Card Account.

Joanna ▼

HOME STATEMENTS REPORTS HELP

Edit ACCOUNT ACTIVITY

User ID:
TetJoanna1

Old password:
 1

New password: [?]
 2

Confirm new password:
 3

Password hint: [?]
 4

SAVE [Cancel](#)



In this window you may change your password. Complete the following fields:

- ① **Old password**
- ② **New password**

Follow the instructions:

The new password must contain:

At least 8 and no more than 25 characters

At least 1 lowercase alpha character(s) (a-z)

At least 1 uppercase alpha character(s) (A-Z)

At least 1 number character(s) (0-9)


Password cannot contain „ % * , [] \ / # space & < >

- ③ **Confirm new password**
- ④ **Password Hint**

The password hint can be a few words or a short sentence that describes your password.

Click **SAVE**

3. ADD ACCOUNT



Welcome to My Card Account from American Express.
Corporate Card Members can access their statements online via My Card Account.

Joanna ▾

[HOME](#) [STATEMENTS](#) [REPORTS](#) [HELP](#)

Add Account

Account number
(This is the 15 digit number that appears on your card.) *

①

Name on Account [?] *

②

Expiry date [?] *

Month ▾

Year ▾

③

Date of Birth [?] *

Month ▾

Day ▾

Year ▾

④

My Accounts

Account number (This is the 15 digit number that appears on your card.)	Name on Account
37934*****2009	JOANNA TET TET SME PFC



To register a new Account, complete the following fields:

① **Enter the 15-digit number that appears on your Card**

② **Name on account**

Enter your last name, without punctuation, as it appears on the Card.

Please do not enter your company name even if it appears on your Card.

③ **Account expiration date**

Enter the month and year when your Card expires.

④ **Date of birth**

Enter: Month – Day – Year.

Click **ADD**

Note: For your convenience at the bottom of the page you will find a list of all the Accounts registered by you.



LOGON PROBLEMS

1. ONE TIME PASSCODE ERROR MESSAGES

- **Incorrect one time passcode**

One Time Passcode

Please enter the passcode you received and click Continue

One Time Passcode

Passcode is not valid. Please enter the passcode you received and click Continue

CONTINUE

[Resend OTP](#)

[Cancel](#)

When you enter an incorrect passcode, you will get error message. Please enter the valid passcode and click on Continue.

- **Your password has expired**

One Time Passcode

Please enter the passcode you received and click Continue

One Time Passcode

Your passcode has expired.

CONTINUE

[Resend OTP](#)

[Cancel](#)

The one time passcode is valid only for 10 minutes. If it has expired, please click on **Resend OTP**. The new passcode will be valid only for 10 minutes.



- If you forgot your user ID, your password or need to reset your password, simply use one of the following functions:

- 1 **Forgot your user ID?**
- 2 **Forgot your password?**
- 3 **Reset Logon credentials?** (I want to reset Logon credentials or unlock my access)

Enter credentials

User ID ([Forgot your User ID?](#))

Password ([Forgot your password?](#))

Language

English (United Kingdom)

LOG ON

1 Additional Information

[Forgot your User ID?](#)

[Forgot your password?](#)

[Reset Logon credentials?](#)

Registration

[Not registered?](#)

2. FORGOT YOUR USER ID?

Welcome to *My Card Account* from American Express.
Corporate Card Members can access their statements online via *My Card Account*.

Forgot your User ID?

Enter your email address information so we may look up your User ID.

Email Address [?]

SUBMIT

[Cancel](#)



Enter your **Email Address**.
And **SUBMIT** .

You will receive email titled “**Your User ID Information**”. If you do not receive this email within 30 minutes, please contact our Customer Service team.

3. FORGOT YOUR PASSWORD?



Welcome to *My Card Account* from American Express.
Corporate Card Members can access their statements online via *My Card Account*.

Forgot your password?

Confirm and enter your user id and email address information so that we may email you your hint.

User ID [?]

1

Email Address [?]

2

SUBMIT

[Cancel](#)

Complete the following fields to receive your password hint:

- 1 **User ID**
- 2 **Email Address**

And **SUBMIT**

You will receive email titled „**The hint you requested**”, that will include the hint given by you while registration. If you do not receive this email within 30 minutes, please contact our Customer Service team.



4. RESET LOGON CREDENTIALS?

(I want to reset logon credentials or unlock my access)



Welcome to My Card Account from American Express.
Corporate Card Members can access their statements online via My Card Account.

Need to reset your logon credentials?

Confirm and enter your user ID and email address information so that we may email the instructions to reset your password or unlock your account.

User ID [?]

1

Email Address [?]

2

SUBMIT

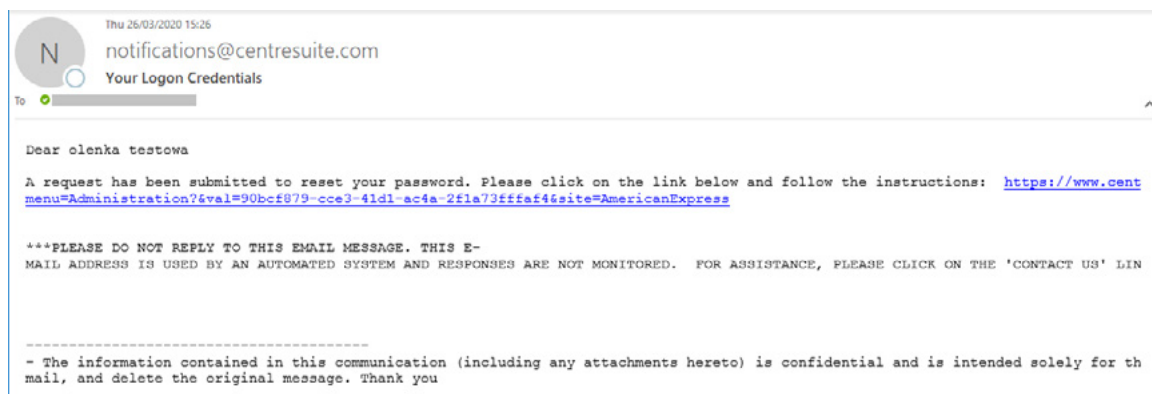
[Cancel](#)

Complete the following fields:

- 1 User ID
- 2 Email Address

And **SUBMIT**

You will receive email titled „**Your Logon Credentials**”. To reset your logon credentials or unlock you access, click on the attached link.





You will be automatically redirected to the window **Need to reset your logon credentials?**.



Welcome to *My Card Account* from American Express.
Corporate Card Members can access their statements online via *My Card Account*.

Need to reset your logon credentials?

User ID [?]

1 ☐ Unlock your account?

2 ☒ Reset your password?

CONTINUE

[Cancel](#)

Enter **User ID** and select one of the following options:

- 1** **Unlock your account?**
- 2** **Reset your password**

Click **CONTINUE**

Note: While resetting your credentials, you will be asked to verify your identity. It means that you will be asked to enter a unique verification code (one time passcode), sent to you via email or SMS.

A new window will open once you are successfully verified. Please complete the fields to create a new password.

Please enter a new password

New password: [?]
 ①

Confirm new password:
 ②

Password hint: [?]
 x ③

SAVE [Cancel](#)

Complete the following fields:

- ① **New password**
- ② **Confirm new password**
- ③ **Password hint**

And **SAVE**

A message will be displayed confirming that your password has been changed.

Click **OK**

Password Confirmation

Your password has been changed.

OK



ADDITIONAL INFORMATION & CONTACT US



Click on this icon to log out.



Click this icon to read messages from American Express.



Click on this icon to read messages dedicated to your Company only.

Click **View all admin messages** to read more messages.

AMERICAN EXPRESS CUSTOMER SERVICE

In case of any difficulties please contact our Customer

Service team by calling on:n: +36 1 777 9 777

Monday, 8 a.m.–8 p.m.

Tuesday–Friday, 8 a.m.–6 p.m.