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.pl/mycardaccount and enter the credentials to login.
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:

[Email address]

[Mobile number]

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

[Input field for 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.
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
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, Goood_1 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 send 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.pl/mycardaccount](http://www.americanexpress.pl/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 logon 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
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
The list of matching accounts that you manage appears:

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

The Account Details window appears. It includes three tabs:

- **Summary**
- **Transactions**
- **Statements**
1. **TAB SUMMARY**

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

<table>
<thead>
<tr>
<th>Summary</th>
<th>Transactions</th>
<th>Statements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current balance</td>
<td>212,264.44</td>
<td></td>
</tr>
<tr>
<td>Current amount past due</td>
<td>2,435.50</td>
<td></td>
</tr>
<tr>
<td>Credit limit</td>
<td>50,000,000,000.00</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Statement balance</th>
<th>Past due amount</th>
<th>Minimum payment due</th>
<th>Payment due date</th>
</tr>
</thead>
<tbody>
<tr>
<td>£569.64</td>
<td>£463.50</td>
<td>£596.64</td>
<td>12/02/2020</td>
</tr>
</tbody>
</table>

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

Click **EXPAND DETAILS [+]** for more detailed information.
Tab “Summary” includes the following details:

<table>
<thead>
<tr>
<th>Activity Since Last Statement</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Current balance:</td>
<td>zł124.64</td>
<td></td>
</tr>
<tr>
<td>Current amount past due:</td>
<td>zł93.50</td>
<td></td>
</tr>
<tr>
<td>Credit limit:</td>
<td>zł199,999,999,999.00</td>
<td></td>
</tr>
</tbody>
</table>

**Previous balance:** zł506.64

- **Payments received:** zł0.00
- **Purchase:** zł0.00
- **Cash withdrawal:** zł0.00
- **Finance charges:** zł0.00
- **Adjustments:** -zł12.00
- **Cash advance fee:** zł0.00
- **Other fees:** zł1.00

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

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**Summary of Last Statement**

- **Statement balance:** zł506.64
- **Past due amount:** zł463.50
- **Minimum payment due:** zł506.64
- **Payment due date:** 12/02/2020
2. **TAB TRANSACTIONS**

All currently posted transactions are displayed.

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.
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:

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

**Download All Files** window:

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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.

- 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:
IFRADmpl

First name: [?]*
IFR

Last name: [?]*
ADMLPLN

Email address: [?]*
ifradmpl@ooczta.pl

CC Email address: [?]

Email Language [?]
English US

Mobile Phone: [?]
+48

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**

   ![EDIT PASSWORD Interface]

   - **User ID:**
     - Enter your user ID.
   - **Old password:**
     - Enter your current password.
   - **New password:**
     - Enter your new password.
   - **Confirm new password:**
     - Re-enter your new password to confirm.
   - **Password hints:**
     - Enter your password hints.

   Click **SAVE** or **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**

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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

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

   - Your password has expired

   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)

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2. FORGOTTEN 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?

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)

   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 your access, click on the attached link.
You will be automatically redirected to the window **Need to reset your logon credentials?**

![My Card Account from American Express](image)

**Need to reset your logon credentials?**

**User ID** [?]

1. Unlock your account?
2. ![Reset your password?](image)

[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.

Complete the following fields:
1. New password
2. Confirm new password
3. Password hint

And 

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

Click 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:+48 22 581 5222
Monday–Friday, 8 a.m.–6 p.m.