

AMERICAN EXPRESS  
@Work®

Enhanced digital tools  
@ your fingertips

DON'T  
do business  
WITHOUT IT™





# Introduction to @ Work

@ Work is a secure portal that gives you access to several online services which support your different corporate programs. As your company grows, you will be onboarding more and more employees and will need a way to manage their Cards and monitor the total company spend. @ Work is the tool that empowers you to do this.

Our latest updates in @ Work include a revamped interface, task automation, and fortified data security protocols, all aimed at elevating efficiency and safeguarding sensitive information.

## Card Management

Easily issue, cancel, or replace your employees' Cards, as well as manage their Card Member profiles. This is important for onboarding and ensuring your employees are set up for success.

## Program Management

Make payments, reconcile your spend, download and view your statements, and manage your company's Membership Rewards® program.

## Reporting and Insights

Easily monitor your company's spending and look to maximize savings through supplier reporting.



## INTRODUCTION TO INSIGHTS HUB



Insights Hub  
resources

## OVERVIEW VIDEO: @ Work Reporting Uplift and Insights



## HOW-TO VIDEO: Delinquency



## HOW-TO VIDEO: Spend and Cards In Force



## FAQs: Delinquency



## FAQs: Spend and Cards In Force



## FAQs: Supplier Diversity



## NEWS & ANNOUNCEMENTS





# Introduction to Insights Hub

With a clear up-to-date view of spending, Cards, Delinquency, and diverse supplier details, the Insights Hub provides you with powerful insights and analysis for more productive program management, all within one comprehensive interactive platform.

**[Go to the Insights Hub](#)**





# Overview video: @ Work Reporting Uplift and Insights

Enhanced efficiency, features, and design.  
Check out our overview video to see what's new  
with the @ Work Reporting and Insights Hub.

▶ [View video](#)





# How-to video: Delinquency

This video takes you through the Delinquency Dashboard, where you will find information such as your total delinquent amounts, Card accounts, and late payment fees.

▶ [View video](#)

(Please scroll down page to view)



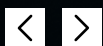


# How-to video: Spend and Cards In Force

In this video, you'll learn about the Spend and Cards In Force Dashboard, which gives a comprehensive view of your Card program spending and Cards In Force across various categories.

▶ [View video](#)

(Please scroll down page to view)



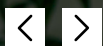


# FAQs: Delinquency

Have more questions about the Delinquency Dashboard? Our FAQs page has everything you need to know.

**[View FAQs](#)**

(Please scroll down page to view)



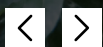


# FAQs: Spend and Cards In Force

Visit our Spend and Cards In Force FAQs page to answer any last queries you may have.

## [View FAQs](#)

(Please scroll down page to view)





# FAQs: Supplier Diversity

For all Supplier Diversity questions,  
this is your go-to page.

## **View FAQs**

(Please scroll down page to view)





# News and announcements

@ Work is constantly being updated with your needs in mind. Check out our news and announcements for the latest on the platform.

[\*\*View news & announcements\*\*](#)

