

# SERVING YOU AT EVERY MOMENT

For American Express®, supporting you in your daily life as a Program Administrator means supporting you at all times. **That's why we offer you a full range of customer services, available online and by phone.**

## BUSINESS TRAVEL ACCOUNT (BTA)



### THE ONLINE PROGRAMME ADMINISTRATOR GUIDE

To find all information to manage your American Express Corporate Programme

[www.americanexpress.com/be/programme-administrator](http://www.americanexpress.com/be/programme-administrator)



### ONLINE SERVICES ACCESSIBLE 7/7, 24/7, VIA SECURITY PORTAL AMERICAN EXPRESS @WORK

[www.americanexpress.be/atwork](http://www.americanexpress.be/atwork)

#### Electronic Statement Service:

- Provision of the monthly statement (pdf, xls or csv) necessary to make your payments to American Express

#### Functionality BTAConnect®:

- View your statement status (set/pending payment)
- Verification/reconciliation of transactions

You don't have an account American Express @Work yet?  
Send an email to [belgiumcommercialservicing.nl@aexp.com](mailto:belgiumcommercialservicing.nl@aexp.com)



## GENERAL FORMS AND CONDITIONS

FR: [www.americanexpress.be/documents\\_corporate](http://www.americanexpress.be/documents_corporate) NL: [www.americanexpress.be/corporate\\_documenten](http://www.americanexpress.be/corporate_documenten)



## CUSTOMER SERVICE CORPORATE

- Update company information (change of address, bank details, authorized signer, Program Administrator)
- Copy of a card account statement
- Dispute of transactions, claims
- Charging of payments
- Refund of credit balance
- American Express @Work/BTAConnect Portal Technical Support: Password Unlocking, Error Messages, Statement Not Available on BTAConnect,...

**+32 (0) 2 676 29 92**

From 9AM to 5PM, Monday to Friday

[belgiumcommercialservicing.nl@aexp.com](mailto:belgiumcommercialservicing.nl@aexp.com)

### Payments Service

Allocation and reconciliation of BTA payments.

[belgiumcommercialservicing.nl@aexp.com](mailto:belgiumcommercialservicing.nl@aexp.com)

### Technical Support for integration files

Format error, file return(s), create/unlock password to access SFT Fs Gateway,...

[corporatefileexchange@aexp.com](mailto:corporatefileexchange@aexp.com)

### Credit Service

Blocked Card, late payment, payment outstanding, expenditure ceiling reached.

**+32 (0) 2 676 29 93**

From 8:30AM to 5PM, Monday to Friday

[btacredit.be@aexp.com](mailto:btacredit.be@aexp.com)

### Fraud Reporting

**+32 (0) 2 676 23 30**

**Please contact your travel agency** for any information regarding travel arrangements, changes to routes, cancellations of tickets, receipts or to obtain copies of your invoices.

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