



# CPA ENCRYPTED EMAIL GUIDE

## How to access your new Corporate Purchasing Account details

Your new Corporate Purchasing Account details have been sent to you via an American Express encrypted email.

Follow the steps below to find your new details.

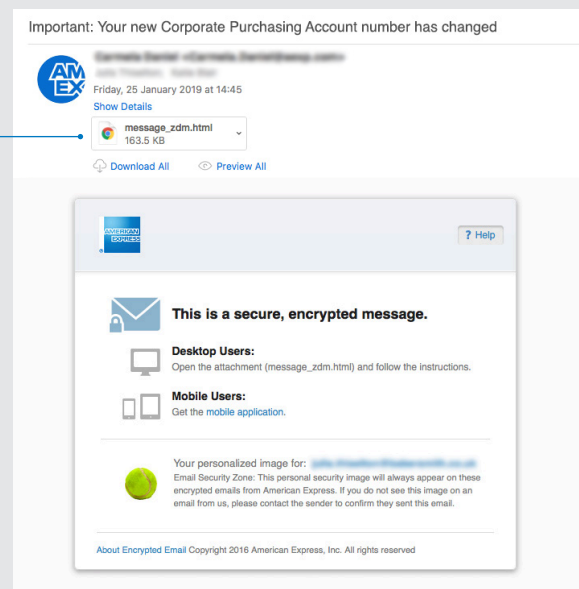
**i** Please note: no special software is required, however you must be connected to the internet to read an encrypted email.

### STEP 1:

#### OPEN ATTACHMENT

To view an encrypted email, **open the attachment** within the email.

Email attachment

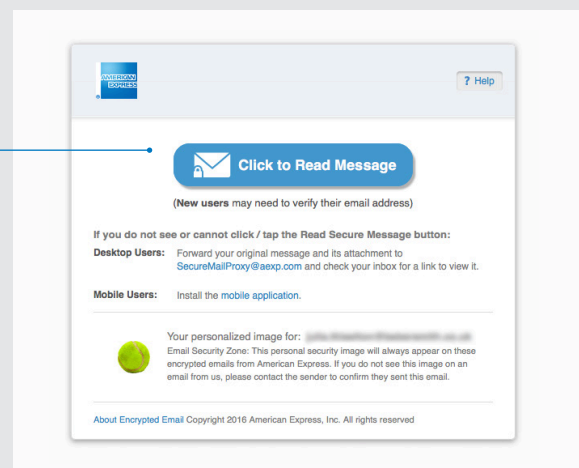


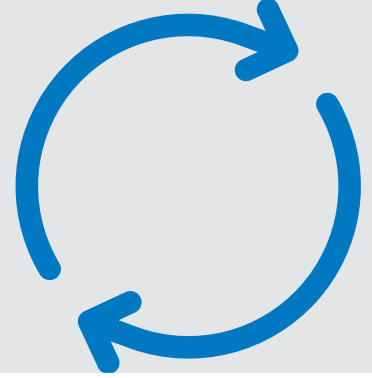
### STEP 2:

#### READ POP-UP MESSAGE

A pop-up window will appear.  
**Click the button to read message.**  
This will open the American Express encrypted email website in your internet browser.

Click to open





## STEP 3:

### REGISTRATION

If this is your first encrypted email, you will need to register.

If you have accessed encrypted emails before, you already have an account.

Please move on to [Step 4](#).

#### Registration form

- Fill in your **full name**
- Select a **password** using the guidelines provided and re-type the same password to verify
- Choose a password **recovery question** and provide an answer
- Click '**Continue**' when complete

Click when complete

AMERICAN EXPRESS ? Help

Please register in American Express Encrypted Email. Passwords must be a minimum of 8 characters and contain both alpha and numeric values and at least one special character.

**Create Your American Express Encrypted Email ID**

**Full Name**  
Full Name

**Email Address**

**Choose a Password (minimum 8 characters, alpha and numeric, with at least one special character)**  
Choose a Password   
Retype Password

**Recovery Question**  
Please choose one  ?  
Answer

**Continue**

Email and Online Privacy Questions for this site? Please view the American Express Privacy Statement using the Privacy Statement Link below.

Terms of Service | Privacy Statement | Card Agreements All users of our online services subject to Privacy Statement and agree to be bound by Terms of Service. Please read.

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#### Confirmation form

A confirmation message should now be displayed and you will receive a confirmation email.

- i Note:** if you do not receive this message, please check your junk or spam email folder. The email may have been identified as spam by your Company email system. You may need to contact your Help Desk technician to 'white list' the '[secure.email@aexp.com](mailto:secure.email@aexp.com)' address at the email gateway to allow delivery of these emails.

AMERICAN EXPRESS ? Help

**Check Your Email to complete your registration**

A one-time registration email has been sent to the registered email address with the subject:  
**American Express Encrypted Email Account Verification**

If you do not receive the message within the next few minutes, check your junk email folder or contact your company technology help desk. Occasionally the email is interpreted as an unsolicited email.

*The message will come from Do Not Reply-secure.email@aexp.com.*

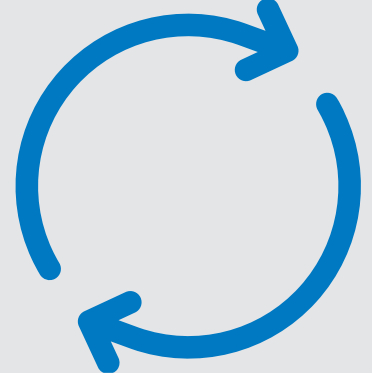
To complete the one-time registration process and read your secure message:

1. Open the email.
2. Click the link.

You may now close this window.

Terms of Service | Privacy Statement | Card Agreements All users of our online services subject to Privacy Statement and agree to be bound by Terms of Service. Please read.


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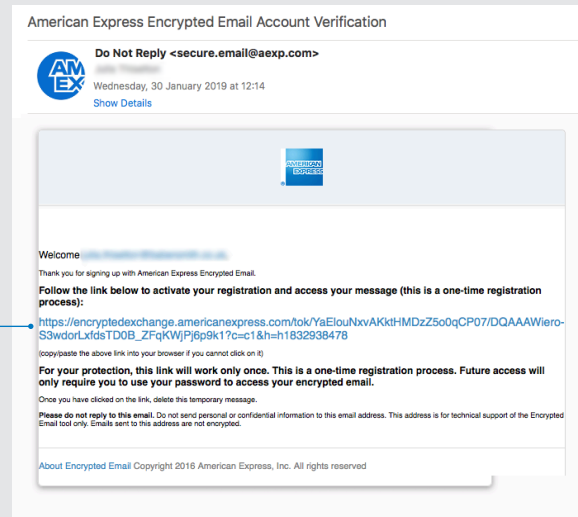
### STEP 3: (continued)

#### Email confirmation

Open the confirmation email, **click the link** to complete the first-time registration process and access the encrypted email. This will open a window in your default internet browser.

 **Please note:** This link will work only once.

Click the link



### STEP 4:

#### ACCESSING ENCRYPTED EMAILS AFTER REGISTRATION

Click on the 'Read Message' button and log into the Encrypted E-mail Tool with your password.

Sign in





## STEP 5:

### VIEW YOUR NEW CORPORATE PURCHASING ACCOUNT DETAILS

You can now access the encrypted email which contains your new Account details.

Please start using your new Account immediately and provide your new Account number and expiry date to any suppliers who currently store your payment details.

Download excel file containing new Account details

The screenshot shows an email from American Express with the subject 'IMPORTANT : détails de votre nouveau Compte Purchasing'. It includes an attached Excel file named 'Votre nouveau numéro de Compte Purchasing.xlsx (10kb)'. Below the email header, there is a section titled 'Le nouveau numéro de votre Compte Purchasing' with a circular arrow icon. The main body of the email contains the following text:

Cher Utilisateur,

Nous vous avons informé(e) il y a quelques jours du remplacement à venir du numéro de votre Compte Purchasing. Nous faisons ceci afin d'assurer notre conformité avec la réglementation sur les frais d'interchange.

**Nous venons d'émettre les nouvelles informations de votre Compte et celles-ci sont disponibles dans le fichier joint.**

NB : Cet email vous a été envoyé car vous êtes enregistré dans nos systèmes comme Utilisateur de compte(s). Nous vous remercions de bien vouloir communiquer les nouveaux détails du Compte Purchasing à vos employés concernés, si besoin.

#### Excel file

Nom associé à votre Compte Purchasing	Votre nouveau numéro de Compte Purchasing	Sous-comptes associés (BCA)	Date d'expiration	Liste des fournisseurs
Account name	370252XXXXXXXXXX	XXXXXXXXXXXXXX	01/01/2024	XXXXXXXXXXXXXX

New Account Number  
(column b)

Expiry Date  
(column d)