FRANCE

American Express @ Work®

Here are some Frequently Asked Questions about @ Work.

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AMERICAN EXPRESS

American Express @ Work®

Here are some Frequently Asked Questions about @ Work.

1. What is American Express @ Work?

A convenient, secure portal that gives clients access to a number of online services that support the different corporate programmes. Designed for Programme Administrators and often used by Travel Managers, Purchasing and Financial Managers, @ Work helps you quickly complete essential administrative tasks online, gain visibility into company spending, business insights, and more.

New to American Express and not yet enrolled? Complete this form.

2. What is the @ Work Resource Centre?

Learn the ins and outs of using @ Work with educational materials from our online library. Quickly search through documents and how-to videos to find what you need and use filters to show top solutions to your queries. The Resource Centre is designed to help Programme Administrator's in their role, providing access forms, communication templates, and more!

3. How can I request access to another service in @ Work?

(e.g. I'm enrolled to GOPM, but need access to Reporting as well)

Follow these steps to get started:

1. Complete the correct form to Modify a Programme Administrator.
2. Print and sign the completed form.
3. Return the signed form and any needed attachments to CorporateServicesFrance@aexp.com.

4. How can I book an @ Work training session?

Please contact our Customer Service Team at +33 (0) 1 47 77 77 47 and one of our Customer Care Professionals will be happy to advise you of the available training sessions. The team is available Monday to Friday 9 am to 5:30 pm. Please note, all training sessions are only offered in English at this time.

5. What are some of the common tasks I can do with Online Programme Management in @ Work?

View the Common Actions section in the Cardmember Profile Page to access functions such as:

- **View Cardmember Account Status and Download Statements:** Easily see payment status at a Company and Cardmember level, as well as download billing statements for each. Watch video
- **Send a Payment Reminder:** Help manage Cardmember's overdue Accounts with a customisable email.
- **Suspend or Unsuspend Cards:** Easily prevent future spending on an individual Card for a specific time. Watch video
- **Cancel a Card:** Immediately cancel or request a cancellation for a future date. Watch video
- **Edit Account Information:** Edit Cardmember Account information such as Billing address, Contact numbers, Employee ID, and more. Watch video
- **Replace a Card:** Replace damaged Cards at your convenience.

6. How do I add a new Corporate Cardmember?

There are two options — either the Programme Administrator or the Card Applicant can initiate an Application.

a. Programme Administrator initiates Card application in @ Work; this will trigger the Card Applicant to receive two automated emails with the URL link & log-in details

b. Cardmember initiates Card application via generic URL and designated Access Key

For further instructions on how to complete a new Card Application, create an Access Key, or other common questions, please reference this user guide.

7. What @ Work Reporting templates are available?

@ Work Reporting gives you the power and flexibility to turn information into actionable insights.

There are two kinds of reports:

1. Standard Reports:
Simple, preformatted reports delivered monthly in either a PDF or Excel format.

2. Customised Reports:
Flexible enough to run on-demand or on a schedule, these allow you to customise data elements and filters.

Some of our most used templates are:

- **Cardmember Activity:** Manage Cards quickly by using this transaction-level detailed report for reconciliation and audit purposes.
- **Cardmember Listing:** Conveniently view details of all your Card Accounts in one place.
- **Cardmember Delinquency:** View monthly balances and monitor past due Card Accounts to manage delinquency fees and identify Cardmembers that are frequently past due.
- **Cardmember Spending Analysis:** View spending summaries and insights for each Cardmember by popular spend categories.

For more information on Reporting, click here.

8. What are Business Travel Accounts (BTAs/IBTAs)? What benefits do they offer?

BTA Connect and BTA Online Statements can both be accessed from the @ Work homepage.

BTA Connect
BTA Connect is an innovative tool designed to enable a more streamlined and flexible BTA reconciliation process by providing you with access to the data you need in a format you can use.

Online statements
Unlike a paper-based system, our online services give you access to a unique centralized billing and query system. The solution has been designed to be very flexible, in order to better meet your reconciliation needs. Online statements have 12 months of data available in a variety of formats such as PDF and CSV files.

9. Where can I get additional help?

Speak to a Representative from the Administrative Service Team by calling +33 (0) 1 47 77 77 47.
The team is available Monday to Friday — 09:00am to 17:30pm.