

AMERICAN EXPRESS

American Express @ Work[®]
Business Travel Account Statement User Guide

October 2023

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Basic Navigation

Access to Business Travel Account Statement

2 Log In to @ Work

2 User ID

2 Password

3 Log In

Forgot User ID or Password?

Detailed description: This is a screenshot of the '@ Work' login page. It features a blue header with the text 'Log In to @ Work'. Below the header are two input fields: 'User ID' and 'Password'. A blue 'Log In' button is positioned below the password field. A link for 'Forgot User ID or Password?' is located at the bottom left. Three blue callout boxes with numbers 2 and 3 are overlaid on the page: one at the top left, one over the User ID field, and one over the Log In button.

1. Click the URL below to access @Work

<https://atworkhp.americanexpress.com/ATWORK2/?marketCode=010>

2. Enter your user ID and password

3. Click "Log in"

4. Click "Business Travel Account Statement" to move to download page

4 Statements & Payments

Business Travel Account Statement

※ If the language is Japanese, please change the language to English as below

@ Work ホーム レポート プログラム・ツール リソース&ヘルプ JAPAN ▼

@ Workをご利用いただきありがとうございます

japa, uat

English - United States 言語の変更

- GERMANY
- USA

Detailed description: This is a screenshot of the top navigation bar of the @Work website. The bar is dark grey and contains links for 'Home', 'Reports', 'Programs & Tools', and 'Resources & Help'. A language dropdown menu is open, showing 'English - United States' as the selected option, with other options like 'GERMANY' and 'USA' visible. The page content below the header includes a welcome message in Japanese and the text 'japa, uat'.



Download Business Travel Account Statement 1

Remaining Session Time: 29:55

@ Work Home

Reporting

Business Travel Account Statement

Billing Account Number	Billing Account Name	Statement Date	Statements PDF XLS	History
██████████	██████	18 Aug 2023	 	History ▾
██████████	██████████	19 Aug 2023	 	History ▾

Statement Date

Statements PDF XLS

History

24 Oct 2023

History ▾

24 Oct 2023

History ▾

Date

PDF

XLS

24 Sep 2023





24 Aug 2023





5. The list will be screened as this image

6. Click the “PDF/XLS” button (Red and Green) of required Report Month to download

7. Click “History” to download statement files of the previous month or older ones

About Downloadable File Formats

PDF File: It contains same information as conventional paper statements. Please use it as an online statement.

Excel File: It contains same information as conventional BTA reports. It can be sorted, filtered and otherwise processed to suit your needs.

Download Business Travel Account Statement 2

When the Statement Files are available on @ Work

Business Travel Account Statement will be created once a month and by 4 - 6 business days from cut off date. Please note that it may take more time if it falls on a holiday or national holiday. You will receive an email notification from @ Work when your statement is ready. You can log in to @ Work from the link in the email.

e.g.) If the enrollment date is August 1st and first cut off date is 18th, please download after August 22nd – 26th

If you need to change the registered recipients of Business Travel Account Statement, you are required to register new recipients via @Work. You can submit your request from below URL.

<https://atworkenrollment.americanexpress.com/>

For @ Work login and downloading Statement files, or regarding the content of Statement and Business Travel Account product, please contact our Japan Business Travel Account (BTA) Team.

Japan Business Travel Account (BTA) Team
(9:00 a.m. - 5:00 p.m., Monday through Friday, except holidays)
TEL : 03-6625-9110 / E-mail : japanbta@aexp.com

The background of the slide is a repeating pattern of the American Express and World Service logos. Each logo consists of a circular emblem with a globe-like design, a banner across the top with the text 'AMERICAN EXPRESS', and a banner across the bottom with the text 'WORLD SERVICE'. The logos are arranged in a grid, slightly offset from each other to create a textured effect.

Appendix

Sample of Consolidated Statement 1 (English)



AMERICAN EXPRESS Business Travel Account Statement

Billing Account Name: [REDACTED]
Billing Account Number: [REDACTED]
Statement Date: 26/08/2023

Account Summary

Opening Balance			New Balance			Total
Previous Balance (JPY)	Payments(JPY)	Adjustments for Previous Balance (JPY)	New Charges (JPY)	Adjustments for New Charges (JPY)	Delinquency Charges (JPY)	Total Balance (JPY)
105,327,247	(105,327,247)	0	133,821,229	2,000	0	133,823,229

Payment Due Date for New Balance : 19/09/2023

The amounts listed above are as of 26/08/2023

Thank you for using the American Express Business Travel Account. This is your Business Travel Account Statement.

For payment information, please refer "Payment Instructions" page.

AMERICAN EXPRESS INTERNATIONAL, INC.
4-1-1, TORANOMON, MINATO-KU, TOKYO JAPAN 105 - 6920



Sample of Consolidated Statement 2 (English)

	AMERICAN EXPRESS Business Travel Account Statement	
Billing Account Name: [REDACTED] Billing Account Number: [REDACTED] Statement Date: 26/08/2023		
Transaction Summary		
	Billing Date	Balance (JPY)
New Balance Payment due date 19/09/2023	26/08/2023	133,823,229
Opening Balance For details, please refer the previous statements	-	0
	Account Balance	133,823,229

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Sample of Consolidated Statement 3 (English)

Reference Number	Description	Amount (JPY)
860218	[REDACTED]	2,000
550234	PAYMENT RECEIVED - THANK YOU	(105,327,247)

AMERICAN EXPRESS Business Travel Account Statement

Billing Account Name: [REDACTED]
Billing Account Number: [REDACTED]
Statement Date: 26/08/2023


Billing Details

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Sample of Consolidated Statement 4 (English)

 AMERICAN EXPRESS Business Travel Account Statement					
Travel Agent: [REDACTED]			Billing Account Name: [REDACTED] Billing Account Number: [REDACTED] Statement Date: 26/08/2023		
Transaction Details					
Charge Account Name Charge Account Number	Employee ID Cost Center	Control Number Passenger Name	Invoice Date Departure Date	Description	Amount (JPY)
Invoice Number	[REDACTED]			Test	Subtotal 78,560
Invoice Number	[REDACTED]				
[REDACTED]	[REDACTED]	[REDACTED]	16/08/2023 31/07/2023	[REDACTED]	(158,710)
Invoice Number	[REDACTED]				Subtotal (158,710)
[REDACTED]				Total	133,821,229
Grand Total					133,821,229

Sample of Consolidated Statement 5 (English)

	AMERICAN EXPRESS Business Travel Account Statement
<p>Billing Account Name: [REDACTED] Billing Account Number: [REDACTED] Statement Date: 26/08/2023</p>	
Payment Instructions	
<p>Your payment is due in full.</p>	
<p>Please Pay By 19/09/2023</p>	
<p>Please refer below for payment instructions:</p>	
Bank Transfer	
<p>Bank: SUMITOMO MITSUI BANKING CORPORATION Branch: SHINJUKU NISHIGUCHI BRANCH Account: AMERICAN EXPRESS INTERNATIONAL Account Number: SAVING ACCOUNT 2185293</p>	
<p>In the space provided for the payer's name on the Remittance Form or Check, please write your Remittance Name as follows: [REDACTED]</p>	
<p>If you have any questions, please contact our CORPORATE SERVICE CENTER. Phone: 03-6625-9110 (9:00-17:00 Mon-Fri except public holidays)</p>	
<p>AMERICAN EXPRESS INTERNATIONAL, INC. 4-1-1, TORANOMON, MINATO-KU, TOKYO JAPAN 105 - 6920</p>	

Sample of Consolidated Statement 6 (English)

	AMERICAN EXPRESS Business Travel Account Statement
Billing Account Name: [REDACTED] Billing Account Number: [REDACTED] Statement Date: 26/08/2023	
Important Account Information	
Foreign Currency Charges:	<p>All foreign currency Charges were converted into Japanese Yen on the date we processed the charge. If the charge was not in U.S. dollars, the exchange of that other currency was made through U.S. dollars, by converting the charge amount into U.S. dollars and then converting the U.S. dollar amount into Japanese Yen. If the Charge was in U.S. dollars, it was converted directly into Japanese Yen. Unless a specific exchange rate was used by convention or local custom relevant to the Charge, or a specific exchange rate was required by applicable law, as per the Terms & Conditions to which the Card Member agreed, American Express Exposure Management Ltd. ("AEEML") effected the conversion using the American Express Treasury System, owned and managed by AEEML, outside Japan, using conversion rates based on interbank rates that it selected from customary industry sources on the business day prior to the processing date, increased by a conversion commission of 2%; if multiple conversions were conducted through U.S. dollars, such conversion commission was added only once. The conversion commission was earned by American Express Travel Related Services Company, Inc. and/or its affiliate(s). If Charges were converted by third parties prior to being submitted to American Express any conversions made by those third parties were at rates selected by them and may include a commission selected by them.</p>
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Sample Notification Email (English)

Subject: Important Information regarding your American Express Business Travel Account Statement

[Click here if this email does not display properly](#)



Business Travel Account (BTA)
Statement

Dear Sir/Madam,

Your Business Travel Account (BTA) statement* is now available on American Express @ Work for you to view and download.

[View My Statement](#)

*Statement is generated with 0 (zero) balance if there are no transactions.

If you require assistance with American Express @Work or have any questions regarding your statement, please contact Corporate Servicing on 03-8825-9110 (9:00 - 17:00 Mon-Fri, closed Sat/Sun/holidays, press *1* after guidance).

Yours sincerely,

American Express International, Inc.

This email was sent to you by American Express Customer Service to provide important information about your account and/or online products and services for which you are registered. You may receive customer service emails even if you have requested not to receive email marketing offers from American Express. For details on our email practices, please visit the American Express Privacy Statement at: https://www.americanexpress.com/japan/content/legal/security/online_privacy_statement.shtml

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