

Frequently asked questions

GENERAL PRODUCT INFORMATION

Where is American Express vPayment accepted?

At any American Express accepting merchant, no additional setup is required. The merchant will simply key the Account number, expiry date and security code, as for a standard cardholder-notpresent transaction, and will be paid in the same process and timescale as all American Express transactions.

How does a client know if their vPayment Batch request file was processed successfully?

American Express will process the Virtual Account number requests and return the completed file to the client. Each correctly formatted request will receive the Virtual Account number details, and any incorrect entries will receive an error code.

How does a client know if their Web Service Virtual Account number request was processed successfully?

While using the Web Service API, a response is sent back immediately. Correctly formatted responses receive the Virtual Account number details. Any failed requests will return an error code and reason. The client will need to correct the issue and re-send to obtain the correct response.

What is the supplier notification?

It is an optional feature where, at the client request the system will send automated emails with the account number, authorised amount and charge dates on a generic American Express notification. Additionally, clients are able to resend a notification, where they are also able to modify elements of the original Virtual Account number.

What if a client sends a Virtual Account number to a supplier by accident?

Clients have the ability to modify and delete a Virtual Account number once created (as long as it has not been used or has expired). Clients can delete the Virtual Account number and then call the supplier to advise them of the error.

Can a Virtual Account number be set up to be used numerous times?

An American Express vPayment Virtual Account number can be set up to be authorised multiple times (until you have reached the originally specified limit). Additionally, a client can set up a single Virtual Account number to be used for a recurring payment of a set amount. For example, a client can request a Virtual Account number with a limit of €500 used to make monthly €500 payments.

What are the payment terms for American Express vPayment?

Clients have 14 days after statement cycle date to make their payment. At 35 days past cycle date, and every thirty (30) days thereafter, if the client has still not paid the amount, the client will be assessed a late fee of 2% of all outstanding sums which are then overdue plus €20 (or a minimum of €30).

Do we charge FX fees?

A 0% FX fee is charged when the supplier settlement is in any currency other than the client's billing currency.

Do we offer Travel Accident Insurance on airline tickets purchased using American Express vPayment?

No, we are not able to offer clients TAI for American Express vPayment transactions.

For more information on vPayment, please contact your American Express representative or call us on **+31 (0)20-504 8707**

AMERICAN EXP

Frequently asked questions

Implementation

What systems can American Express vPayment integrate with?

It can be integrated with almost any system and most file types for downstream data hand offs. We have the capability to support Coupa and Lawson standard data output formats, and data outputs can be modified for most systems. Additionally, we have significant data available via our customised reports through the online American Express @ Work portal. Please speak to your Business or Account Development Manager to confirm connectivity is possible.

Do the suppliers have to capture additional data for pass through to clients?

No, the supplier does not have to capture additional data. However, if the supplier captures additional information, e.g. Level 3 Procurement data, and passes it to American Express as part of a standard transaction submission, it will be provided back to the client in our standard data files and via the online American Express @ Work portal.

Are there any implementation fees associated with American Express vPayment?

There is no fee charged by American Express to the client for implementing American Express vPayment.

Reconciliation

What information can a client have sent through with each transaction?

American Express vPayment offers 3 custom reference fields, in addition to the one unique ID field. These references form part of the Virtual Account number request. Clients can use them to attach additional expense information (e.g. Cost Centre, PO#, Invoice#, Meeting ID) to the transaction. This means the client does not have to rely on a supplier to collect and provide additional information for reconciliation purposes.

How quickly does a client vPayment Account reflect a client payment to American Express once it is made?

If the client is paying via EFT, their Account's open to buy will be updated within 4–6 hours after payment is received.

How are disputes handled?

Disputes can be made within American Express vPayment Online. Once a client raises a dispute, American Express will handle the dispute with the supplier on the client's behalf.

How is VAT accounted for when requesting a Virtual Account number?

Clients that need to report on tax paid can key in the tax amount component of the total into any one of the references during the Virtual Account number request. If the supplier is Level 3 enabled, the VAT information is supplied as part of the supplier's standard payment submission process.

When are statements available to clients after billing cycle cut?

If the client is obtaining its statement through the online American Express @ Work portal, the statement will be available 24–48 hours after billing cycle cut date.

For more information on vPayment, please contact your American Express representative or call us on **+31 (0)20-504 8707**



DON'T
do business
WITHOUT IT™