

# American Express @ Work Reporting User Guide

This guide provides an overview of @ Work Reporting, the self-service reporting platform for clients of American Express Global Commercial Payments. This guide covers navigation of the tool and the setup process for Standard and Customized reports. For information about the Standard and Customized formats, as well as the specific report templates we offer, please refer to the @ Work Reporting Guide, which can be found under Reporting Help on the @ Work Reporting home page.

For more detailed instructions we offer a concise, self-guided training module as well as live instructor-led online training sessions. Information can be found by visiting Reporting Help on the @ Work Reporting home page.

# Contents

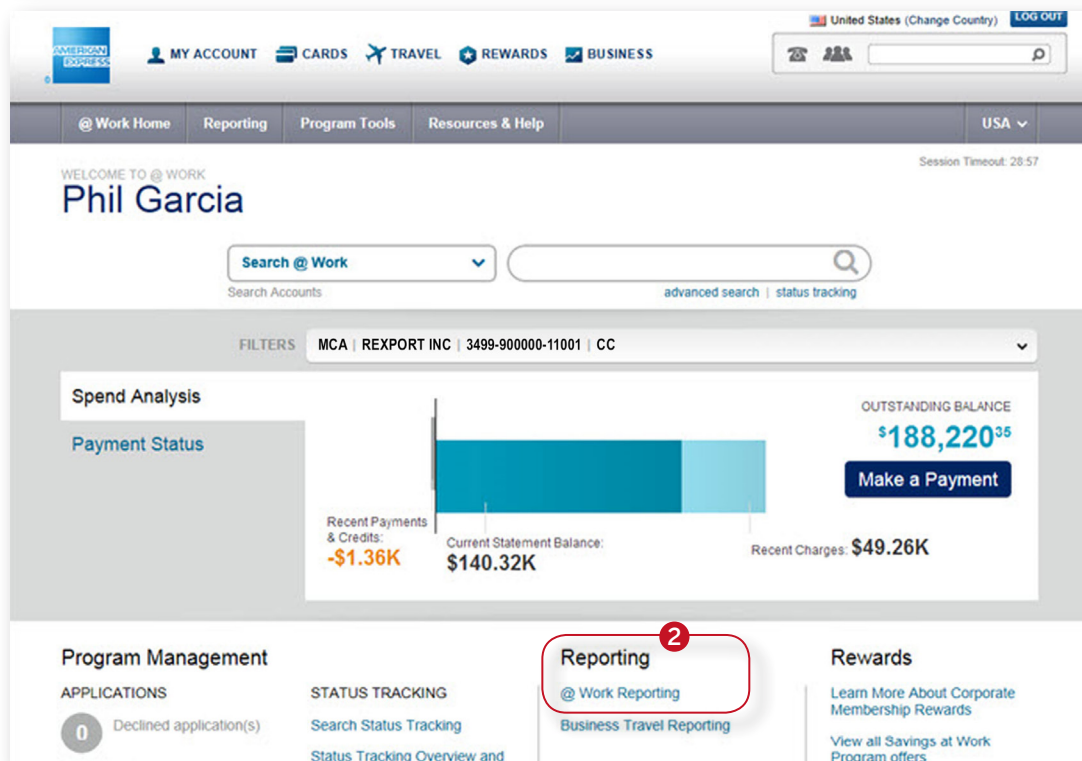
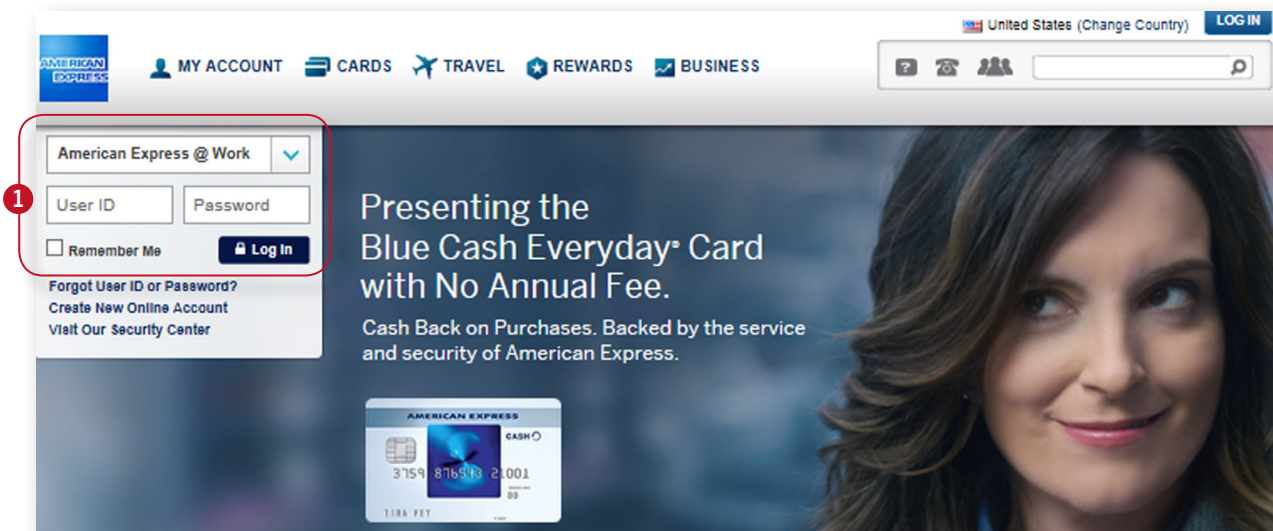
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# Getting Started

@ Work Reporting gives you the power and flexibility to turn information into actionable insights that work for you. When you have a comprehensive picture of your spending, you can create real impacts for your business.

**LOG ON:** Access American Express @ Work by visiting the American Express Home Page at [www.americanexpress.com](http://www.americanexpress.com) and select the @ Work Reporting link.



# Basic Navigation

The @ Work Reporting tool has an easy to use layout and a convenient left-hand navigation menu.

## VIEW REPORTS

**Available:** All reports available for viewing.

**Upcoming:** A complete list of your scheduled reports.

**Deactivated:** A list of schedules and related reports that have been deactivated.

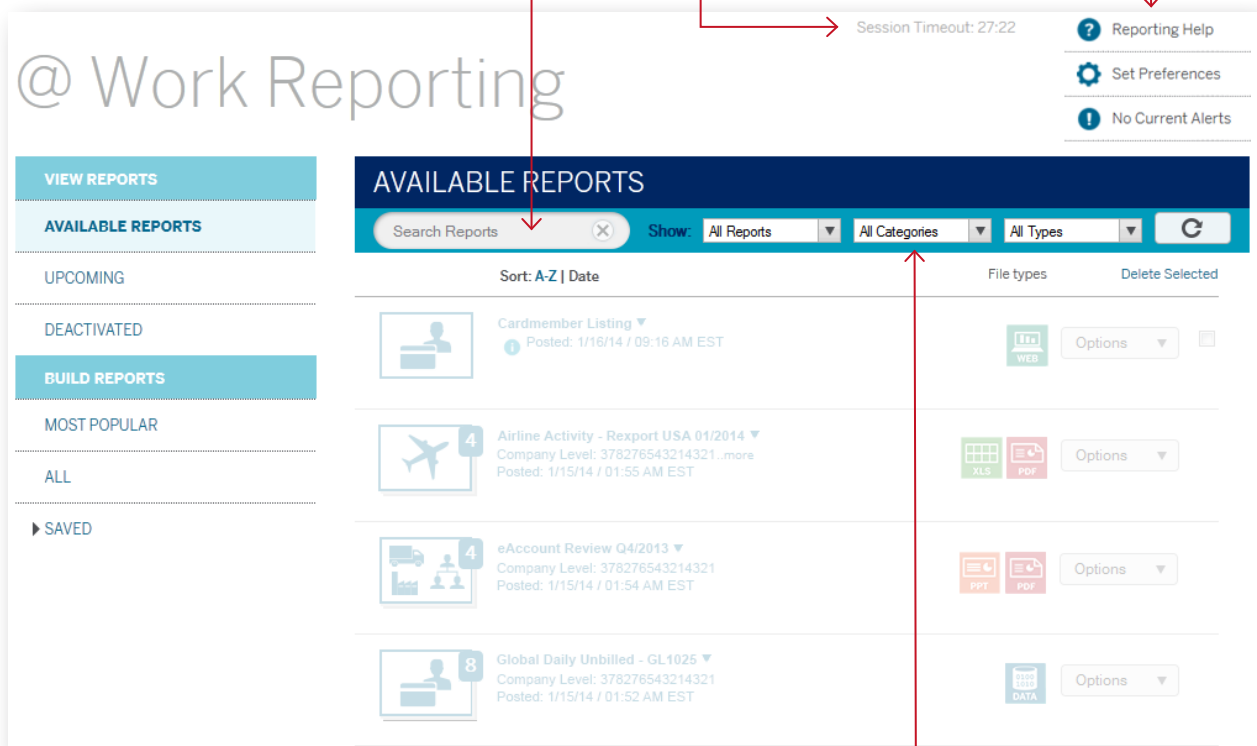
The **Session Timer** tells you how many minutes remain in your current session. To refresh this timer perform any action on the current page.

**Search** for an item in the selected page.

The **Reporting Help** link provides you with help and best practice documents.

**Set Preferences** for your @ Work Reporting experience such as your time zone, language, default currency, and email notifications.

Toggle the display of **Alert Messages** on this screen, notifying you of any system issues, scheduled upgrades, or maintenance.



## BUILD REPORTS

**Most Popular:** A list of the most commonly used report templates to support your programs.

**All:** The entire list of report templates available for your use. (Additional reports may be enabled depending on your particular program.)

**Saved:** Your personally saved Customized report templates.

**Filter** the items in the selected view using helpful options.

# View Reports: Available Reports

The Available Reports section allows you to view, open, and manage your previously run reports.

**Visual thumbnails** depict the Type of report (i.e. Airplane for Airline Reports).

**Sort the reports** in the selected view alphabetically or by date.

**Click the arrow** next to the report name to reveal setup information and previous iterations of the same report.

**AVAILABLE REPORTS**

Search Reports  Show: All Reports All Categories All Types

Sort: A-Z | Date File types Delete Selected

**Cardmember Listing**

Posted: 1/16/16 / 09:16 AM EST

**Industry Spending 01/2016**

Company Level: 349990000011001  
Posted: 1/15/16 / 01:55 AM EST

**Description:** Analyze spending by reviewing total spend by industry for selected period to support budgeting, program management, and compliance activities.

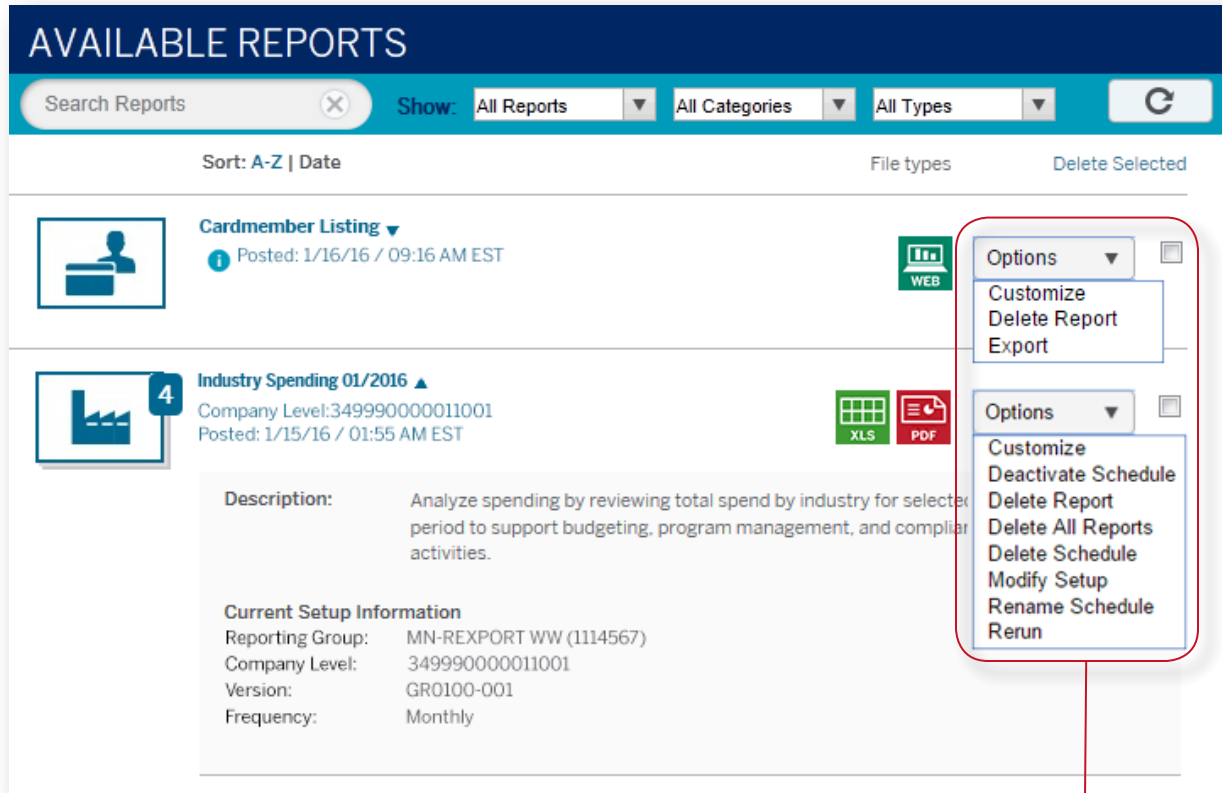
**Current Setup Information**  
Reporting Group: MN-REXPOR WW (1114567)  
Company Level: 349990000011001  
Version: GR0100-001  
Frequency: Monthly

**The number on the thumbnail** represents how many reports are in the grouping.

**Click on the icons** to open/download your report. The Icons depict the type of report and its format.

# View Reports: Options

Expand the Options button next to each report to reveal actions that are available for that report and schedule.



## OPTIONS — CUSTOMIZED REPORTS

**Customize:** Takes you to the Customized setup screen.

**Delete Report:** Deletes a specific report.

**Export:** Takes you to Export screen with options for Excel, PDF, CSV, HTML, and plain text.

## OPTIONS — STANDARD REPORTS

**Customize:** Takes you to the related Customized setup screen with the hierarchy preselected.

**Deactivate Schedule:** Will no longer run automatically, moves to Deactivated page.

**Delete Report:** Deletes a specific report.

**Delete All Reports:** Deletes all reports in a group.

**Delete Schedule:** Deletes schedule, but not report.

**Modify Setup:** Takes you to Standard setup screen (or Customized schedule screen).

**Rename Schedule:** Quickly rename the schedule.

**Rerun:** Request reruns of previous months (up to 13 months).

# View Reports: Upcoming Schedules

The Upcoming section displays a listing of all scheduled reports.

View the report title and use the arrow to reveal more information.

Use the **Options** button to manage your schedule settings, request reruns, or deactivate/delete the schedule.

**UPCOMING**

Search Reports [X] Show: All Categories [v] All Types [v] [Refresh]

- CARDMEMBER ACTIVITY** [v]  
Reporting Group: REXPORT INC
- CARDMEMBER LISTING** [v]  
Reporting Group: REXPORT INC
- eAccount Review** [v]  
Reporting Group: REXPORT INC
- Program Management Dashboard** - [▲]  
Reporting Group: REXPORT INC  
Version: GRD001-026

**Description:** View your program with this insightful and interactive dashboard. This portable document provides you dynamic controls to easily analyze and share your data quickly. One or more programs can be included, and simple filters allow you to filter by region, market, and product.

**Setup Information**









Reporting Group:	REXPOR INC
Company Level:	1234567
Version:	GRD001-026
Frequency:	Monthly
Schedule Status:	Active

View current **Setup Information**.

# View Reports: Deactivated Schedules

The **Deactivated** section displays any report schedules that have been deactivated. Deactivation of a schedule means the report will no longer be generated automatically at the scheduled frequency. Any reports that were generated before the schedule was deactivated will still be available via the corresponding **File Type** icon. Reports that have not been viewed or downloaded in a 120-day period are automatically deactivated.

The **Options** menu allows you to reactivate or fully delete report schedules, as well as delete individual reports that ran under those schedules.

DEACTIVATED				
Search Reports		Show: All Types		
Sort: A-Z   Date		File types	Delete Selected	
	Organizational Summary - US Employees 10/2015 ▼ Company Level:349990000011001 Posted: 10/25/15 - 01:55 AM EST Version: GR0200-002 REXPORT INC	 	Options ▼	<input type="checkbox"/>
	Cardmember Listing - US Employees 09/2015 ▼ Company Level:349990000011001 Posted: 09/24/15 - 01:55 AM EST Version: GR2005-001 REXPORT INC	 	Options ▼	<input type="checkbox"/>
	Hotel Activity - CA Employees ▼ Company Level:349990000011001 Version: GR0400-001 REXPORT INC		Options ▼	<input type="checkbox"/>
	Car Activity - CA Employees ▼ Company Level:349990000011001 Version: GR0500-002 REXPORT INC		Options ▼	<input type="checkbox"/>










# Build Reports: Most Popular

The Most Popular section displays a list of our most frequently used and most recommended reports, including the latest Dashboard reports.

## MOST POPULAR

Search Templates  Show: All Types

 <a href="#">View Sample</a>	<b>Cardmember Activity</b> ▼ Manage Cards by using this transaction-level detail report for reconciliation and audit purposes.	<input type="button" value="Start"/>
 <a href="#">View Sample</a>	<b>Cardmember Delinquency</b> ▼ Monitor past due Card Accounts to manage delinquency fees and identify Cardmembers that are frequently past due.	<input type="button" value="Start"/>
 <a href="#">View Sample</a>	<b>Cardmember Delinquency Interim</b> ▼ Manage Cards by monitoring spend and payment activity between billing statements. This assists corporations with receivables management and monitoring potentially high risk accounts.	<input type="button" value="Start"/>
 <a href="#">View Sample</a>	<b>Cardmember Listing</b> ▼ View details of all your Card Accounts to assist with management of your program.	<input type="button" value="Start"/>
 <a href="#">View Sample</a>	<b>Cardmember Spending Analysis</b> ▼ View key spend insights about your Cardmembers followed by a summary of spend for each Cardmember broken out by popular spend categories.	<input type="button" value="Start"/>
 <a href="#">View Sample</a>	<b>Compliance Management Dashboard</b> ▼ Monitor compliance with this insightful and interactive dashboard. This portable document provides you dynamic controls to easily analyze and share your data quickly. One or more programs can be included, and simple filters allow you to filter by region, market, and product.	<input type="button" value="Start"/>
 <a href="#">View Sample</a>	<b>eAccount Review</b> ▼ View a complete analysis of your program including key metrics and meaningful insights into your spend. Only available for the following markets (in local language): Australia, Canada, France, GDC, Germany, Italy, Mexico, Netherlands, Spain, Sweden, UK, and USA.	<input type="button" value="Start"/>

# Build Reports: All

This view displays all the reports that apply to your organization's program with American Express. Refer to the [Report Guide under Reporting Help](#) for details about all of our reports.

Click on the **report name** for information about available formats.

Click the **Start** button to begin the report setup process (for reports that are available in both Standard and Customized formats, you will be prompted to choose your format on the screen that follows).

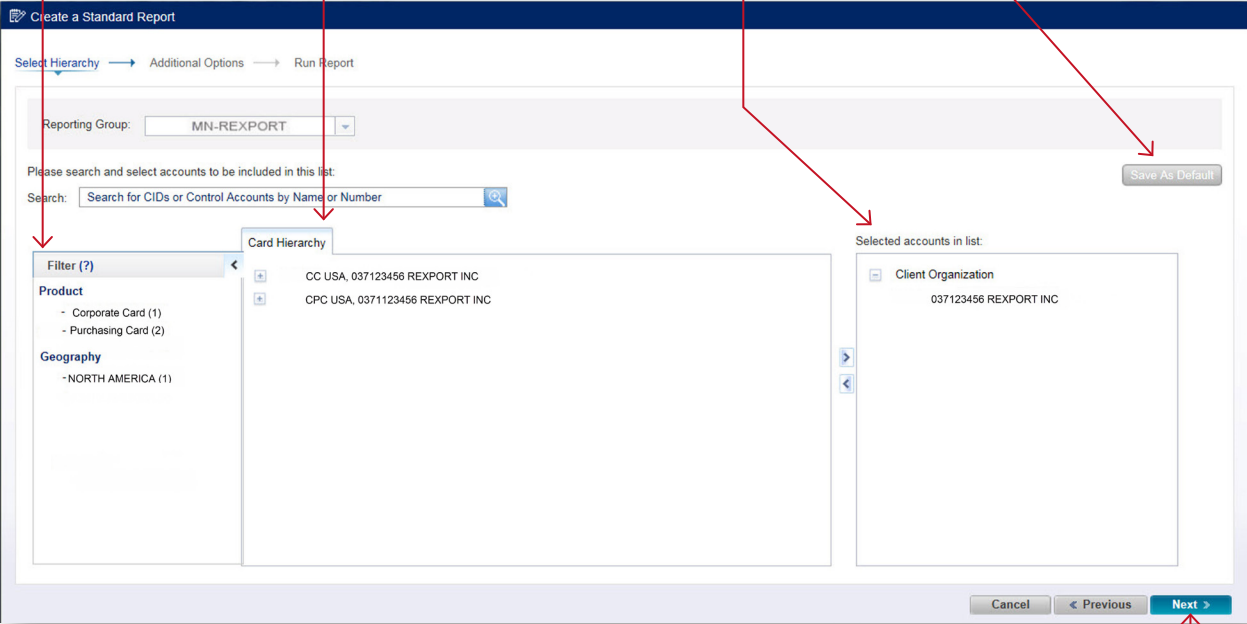
The screenshot displays the 'ALL' report selection interface. At the top, there is a search bar labeled 'Search Templates' and two dropdown menus for 'Show: All Categories' and 'All Types'. Below this, there are two report cards. The first is 'Account Remittance' with a description and a 'Start' button. The second is 'Airline Activity', which is highlighted with a red box. Below the 'Airline Activity' report, there are sections for 'Standard formats available' (PDF and Excel) and 'Customized format available'. Each report card also has a 'View Sample' link. A red arrow points from the 'Start' button of the 'Airline Activity' report to the text above it. Another red arrow points from the 'View Sample' link of the 'Airline Activity' report to the text below it.

Find more information and screenshots of the available formats via the **View Sample** link.

# Report Builder: Create a Standard Report

Once you have chosen to run a **Standard** report, follow the onscreen steps to set up the report to run automatically. Keep in mind that Standard reports will not run immediately; timing is based on the **Frequency** of the report as well as your program's billing cycle. For example, monthly reports run every month after your program's cycle ends. Once a report has run it will be posted to your **Available Reports** list and you will receive a notification.

- 1 Use the **Filter** when searching for specific types of program hierarchies.
- 2 Select the desired **Hierarchy** or hierarchies and click the right arrow icon to move your selection to the right side of the screen.
- 3 Your **selection** will appear here.
- 4 To save this hierarchy selection for future reports, click the **Save as Default** button.



- 5 Click **Next** to continue with the setup process.

# Report Builder: Create a Standard Report (continued)

6 Set the **Frequency** of the report in the bill date section. In this example, Monthly is the only option, however some Standard reports let you choose between monthly, quarterly, etc.

7 **Additional Options** allow you to rename your report, set currency, language, format, and more. **Recommendation:** Update the name of your report for easier identification when it appears on the Available Reports page.

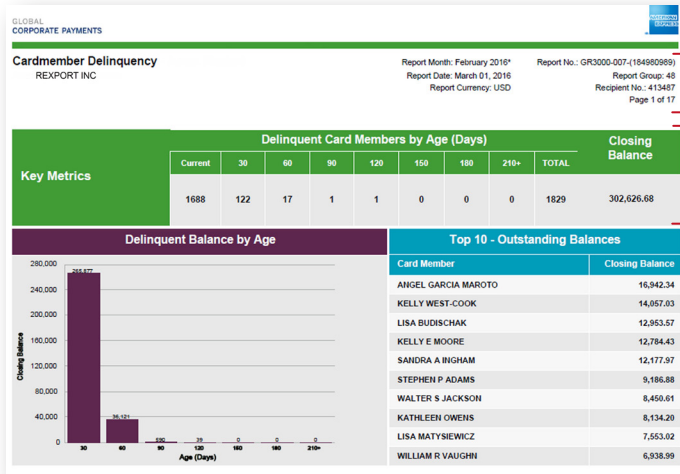
The screenshot shows the 'Create a Standard Report' interface. At the top, there are navigation links: 'Select Hierarchy', 'Additional Options', and 'Run Report'. The 'Frequency' section is on the left, with a 'Bill Date' tab and a 'Monthly' radio button selected. A text box explains that the report will run monthly after the last bill cycle. The 'Additional Options' section is on the right, featuring a text input for 'Name Your Report' (containing 'Airline Activity CC USA'), several dropdown menus for 'Report Currency' (USD / 840 / UNITED STATES DOLLAR), 'Report Language' (English (US)), 'Card Number Masking' (Unmasked), 'Financial Format' (1 - \$123,456.00 (e.g., UK, US, CAD EN)), 'Paper Size' (Letter), and 'Fiscal Year Start Month' (January). A 'Date Format' dropdown is set to MM/DD/YYYY. A checkbox labeled 'Run report immediately for last available period (usually delivered in 24 hours)' is checked. At the bottom right, there are 'Cancel', '< Previous', and 'Run Report' buttons.

8 Check this box to **request a report** from the previous available billing period. All subsequent reports will be delivered to your Report List after each billing cycle.

9 Once you have selected your options, click **Run Report**.

# Standard Report Results

Standard reports can be viewed in either PDF or Excel formats. The PDF format offers on-screen insights highlighting and summarizing key data. The Excel format offers additional data elements.



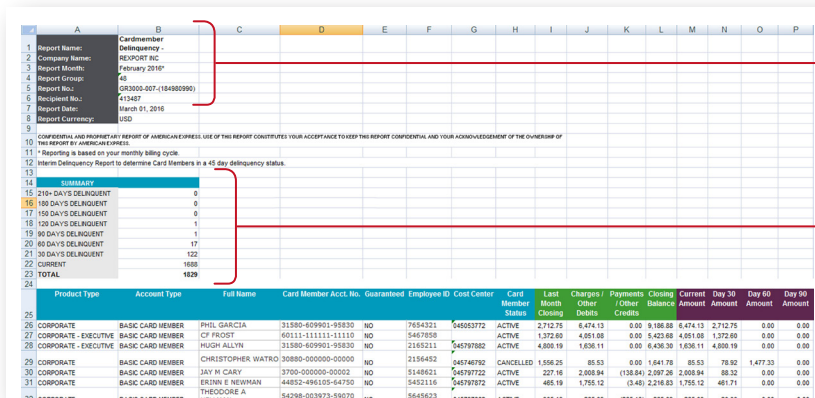
## PDF Version

Report name, month, currency and other report-specific details.

Summary level data highlighting key insights.

**Note:** The first page of the PDF provides key insights and the following pages provide details.

Use the PDF version to gain insight into your program, print this version for a portable summary of key metrics.



## Excel Version

Report name, report month, Reporting Group and other report-specific details.

A summary of the report.

Use the Excel version to manipulate, sort and analyze data.



## eAccount Review

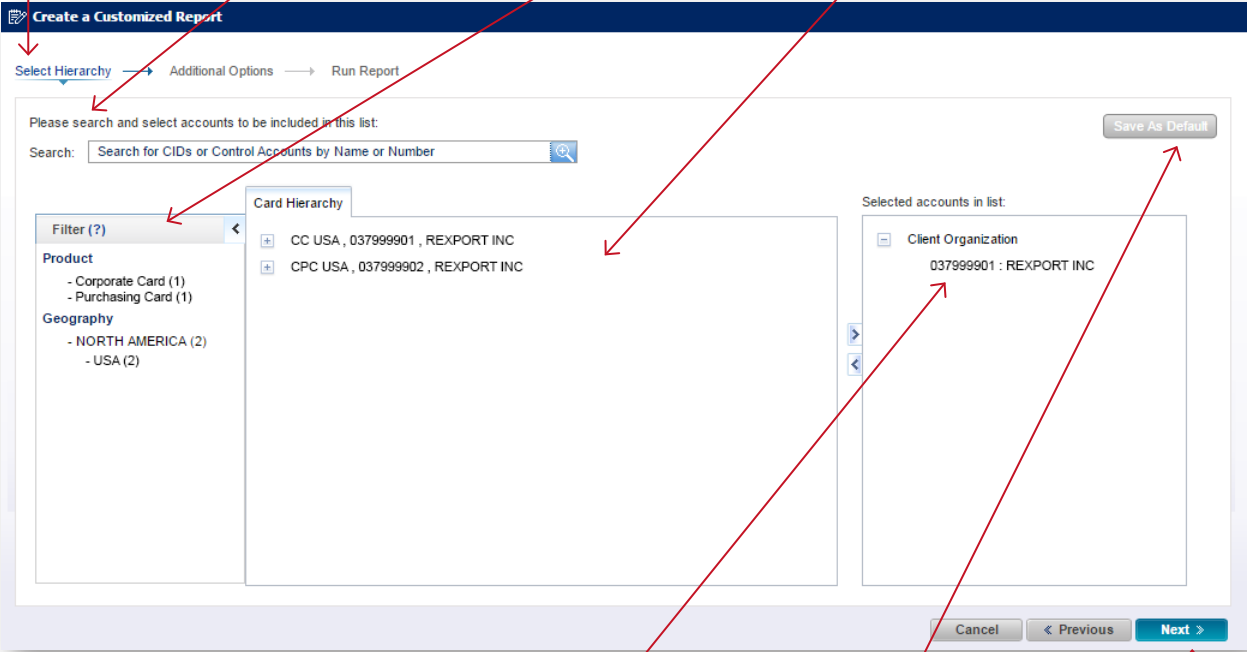
Available in PDF or PowerPoint, this unique Standard Report provides a summary of your program including key metrics and meaningful insights into your company's spend.

- Multiple pages with data and insights tailored to your program.
- Charts and graphs provide visual representation of overall program spend.
- Key insights to help you make important, informed decisions.

# Report Builder: Create a Customized Report

Customized reports run immediately and provide useful filter and additional data element options. Your results will be delivered to your browser where you can perform additional filtering and export to various formats including PDF and Excel. You can also save your Customized report templates and set them to run on a schedule if desired.

- 1 The **breadcrumb** trail will show where you are in the setup process.
- 2 Enter a program hierarchy name or number in the **Search** field to find the desired hierarchy for your report.
- 3 Use the **Filter** when searching for specific types of program hierarchies.
- 4 Select the desired **hierarchy** or hierarchies and click the right arrow icon to move your selection to the right side of the screen. Hold the shift or control keys to select multiple items.



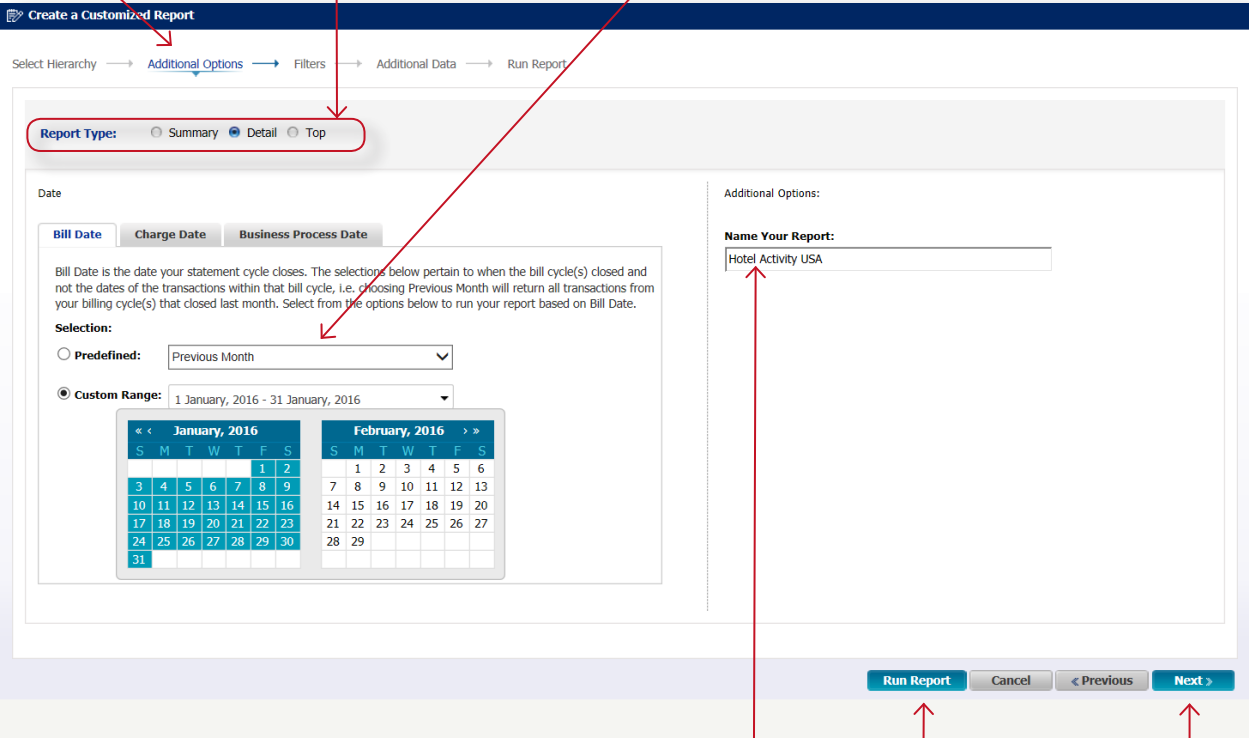
- 5 Your **selection** will appear here.
- 6 To save this hierarchy selection for future reports click the **Save As Default** button.
- 7 Click **Next** to continue with the setup process.

# Report Builder: Create a Customized Report – Additional Options

**8** Follow the **breadcrumb** trail to complete the steps to build your report. The **Additional Options** step must be filled out prior to continuing.

**9** Some **customized reports** provide several views. These views may impact the date, filters, and additional data options in the selection process.

**10** Choose the **timeframe** for your report. Depending on the template, you may see several different date options, including Bill Date, Charge Date, and Business Process Date. You can select a custom date range or choose a predefined date option. If you plan to set your report to run on a schedule, use a predefined date option. For example, if you select a Bill Date = Previous Month, the report will return data for any cycle(s) that closed during the previous calendar month.



**11** We recommend that you **update** the name of your report for easier identification when it appears on the Available Reports page. (e.g. Hotel Activity for Western Division)

**12** Click **Next** to further customize your report with Filters and Additional Data elements, or click **Run Report** to use the default selections.

# Report Builder: Create a Customized Report – Filters

Filters are optional and allow you to narrow your results prior to running the report.

Use the **Quick Filters** for the most common filtering options.

Use the **Clear All Selections** button to remove all selections in this step and return to the default selections.

Create a Customized Report

Select Hierarchy → Additional Options → **Filters** → Additional Data → Run Report

**Quick Filters**

Hotel Brand: Select one or more Hotel Brands (ex. HILTON GARDEN INN)...

Hotel Chain: Select one or more Hotel Chains (ex. HILTON HOTELS)...

Product Type: Select one or more popular Card Product Types...

Spend Amount: Select an option to display results over/under different amounts...

Top Suppliers/Chains: Top 25 Suppliers  
Select Top number of values to display...  
Top 10 Suppliers  
Top 25 Suppliers  
Top 50 Suppliers  
Top 100 Suppliers

**Advanced Filters**

Clear All Selections

Quick Filters

- Top 25 Suppliers

Run Report Cancel < Previous Next >

Use the **Advanced Filter** selections to choose more granular options. Examples of popular choices are provided in the Appendix at the end of this guide.

Click **Next** to further customize your report with Additional Data elements, or click **Run Report** to use the default selections.



# Report Builder: Create a Customized Report — Additional Data

Each Customized report template comes with default data elements (i.e. columns) pre-selected, however you can add, remove, or reorder them as needed.

Use the **check boxes** to add or remove elements from your reports.

The **Data Display Order** and **Calculation Display Order** boxes show you the order the columns will appear on your report. Use the arrows to the right of the boxes to change your column order.

Use the **Clear All Selections** button to remove all selections.

The screenshot shows the 'Create a Customized Report' interface with the following components:

- Navigation:** Select Hierarchy → Additional Options → Filters → **Additional Data** → Run Report
- Buttons:** Collapse All | Expand All (top left); Clear All Selections (top right); Cancel, < Previous, Run Report (bottom right)
- Select Data Elements:**
  - Cardmember Address:** ? [icon]
  - Cardmember Details:** ? [icon]
    - Account Type
    - Cardmember Acct. No.
    - Cost Center
    - Employee ID
    - First Name
    - Full Name
    - Guaranteed Status
    - Last Name
    - MI
    - Middle Name
    - Product Subcategory
    - Univ. ID
  - Client-Defined Hierarchy Details:** ? [icon]
  - Itinerary Details:** ? [icon]
  - Program Details:** ? [icon]
  - Supplier Details:** ? [icon]
  - Transaction Details:** ? [icon]
- Select Calculations:**
  - Calculations:** ? [icon]
    - % of Net Billed Amount
    - % of No. of Charges
    - Charge Amount
    - Credit Amount
    - No. of Charges
    - No. of Credits
- Data Display Order:** List of selected elements with up/down arrows for reordering. Includes a **Hint: Double click to remove items.**
- Calculation Display Order:** List of selected calculations with up/down arrows for reordering.

Once you have made your selections, click **Run Report**.

# Report Viewer: View Your Customized Report Results

Report Results will be displayed in an on-screen Report Viewer. You can manipulate your results on screen or export them to your computer.

Use the **Navigation Bars** to perform simple tasks such as: sort columns, display in graph view, and export your report. Hover over each icon to reveal tool tip text.

**View your report results** in an easy-to-read format. Click on column headers to sort columns, right click on column headers to reveal advanced functionality. Click on hyperlinked data elements to drill further into your report data.

Use the **Change Report Selections** button to re-prompt your report and make changes to your report criteria.

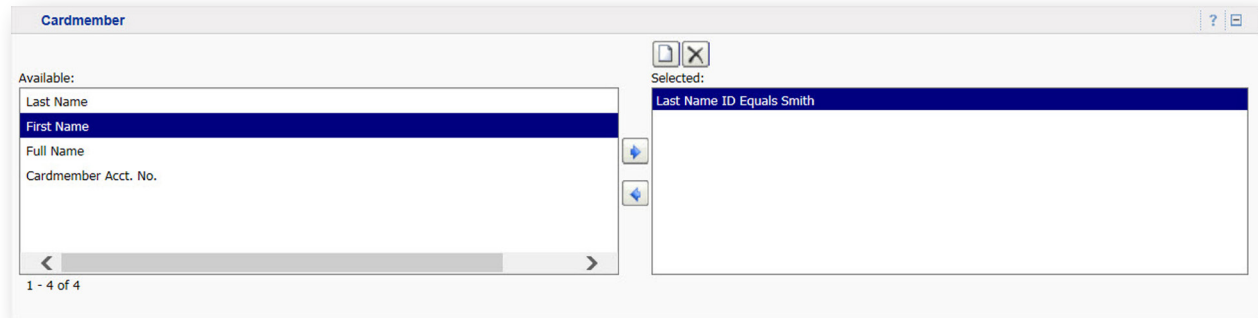
The screenshot shows the Report Viewer interface. At the top, there is a navigation bar with tabs for 'Home', 'View', 'Data', and 'Grid'. A 'Change Report Selections' button is located on the right side of the navigation bar, along with a timestamp 'Last update: 4/11/13 7:32:01 AM'. Below the navigation bar is a toolbar with various icons for actions like print, refresh, and zoom. The main area displays a table with 9 columns: 'Genesis Industry', 'Metrics', 'Net Billed Amount', '% of Net Billed Amount', 'Charge Amount', 'No. of Charges', 'Avg. Charge Amount', 'Credit Amount', and 'No. of Credits'. The table contains data for various industries, with 'Total' at the top. A status bar at the bottom right of the table indicates 'Data rows: 18 | Data columns: 7'.

Genesis Industry	Metrics	Net Billed Amount	% of Net Billed Amount	Charge Amount	No. of Charges	Avg. Charge Amount	Credit Amount	No. of Credits
Total		46,545,336.71	100.00%	47,268,351.86	136,088	347.34	(723,015.15)	2,510
RETAIL		40,616,870.20	87.26%	41,247,126.09	123,866	333.00	(630,255.89)	2,347
PROFESSIONAL & FIN SVCS		2,008,501.39	4.32%	2,034,032.29	3,417	595.27	(25,530.90)	39
COMMERCIAL SUPPLIER		1,962,625.30	4.22%	1,977,635.95	4,820	410.30	(15,010.65)	61
TRANSPORTATION		586,057.76	1.26%	589,988.99	737	800.53	(3,931.23)	15
LODGING		342,458.00	0.74%	370,829.30	72	5,150.41	(28,371.30)	6
AIRLINES		178,888.06	0.38%	190,680.65	296	644.19	(11,792.59)	15
OIL COMPANIES		172,077.31	0.37%	173,925.56	1,155	150.58	(1,848.25)	8
UTILITIES		164,230.36	0.35%	166,230.36	119	1,396.89	(2,000.00)	1
GOVERNMENT RELATED		130,681.73	0.28%	131,305.78	420	312.63	(624.05)	3
EDUCATION SERVICES		85,705.52	0.18%	87,696.87	79	1,110.09	(1,991.35)	2
HEALTH CARE SERVICES		78,010.45	0.17%	78,683.52	273	288.22	(673.07)	7
RESTAURANT		64,505.99	0.14%	64,505.99	137	470.85	0.00	0
AUTO RENTAL		51,767.55	0.11%	52,554.63	68	772.86	(787.08)	4
COMMUNICATION		47,668.79	0.10%	47,867.58	318	150.53	(198.79)	2
ENTERTAINMENT		31,684.00	0.07%	31,684.00	6	5,280.67	0.00	0
ALL OTHERS		20,015.80	0.04%	20,015.80	31	645.67	0.00	0
TRAVEL		3,588.50	0.01%	3,588.50	274	13.10	0.00	0

# Appendix: Understanding the Prompts and Filters

## FILTER STYLES

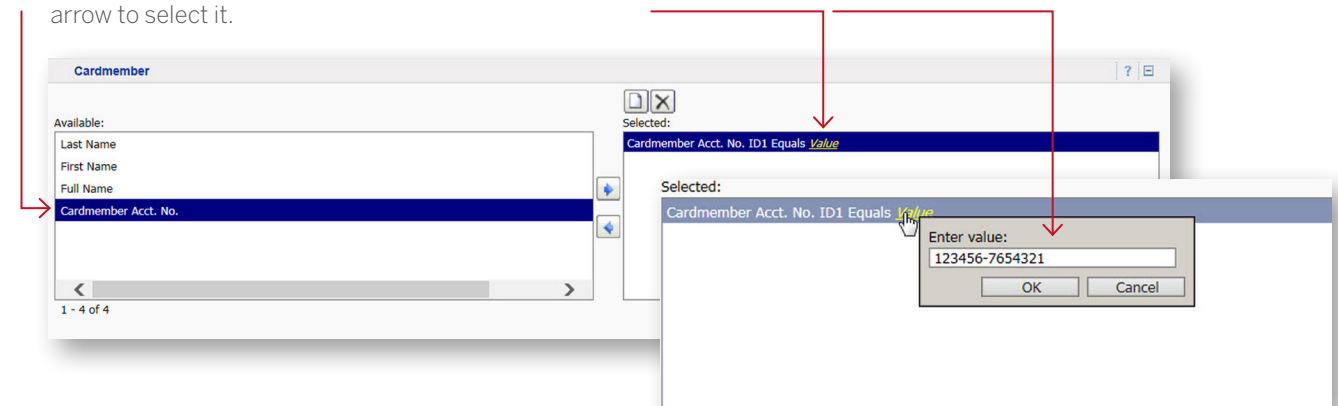
Many of the optional filters on the Filters tab of a report template require an item to be selected prior to adding any filter values. Select the option from the **Available** box and use the arrows between the boxes to select your choice.



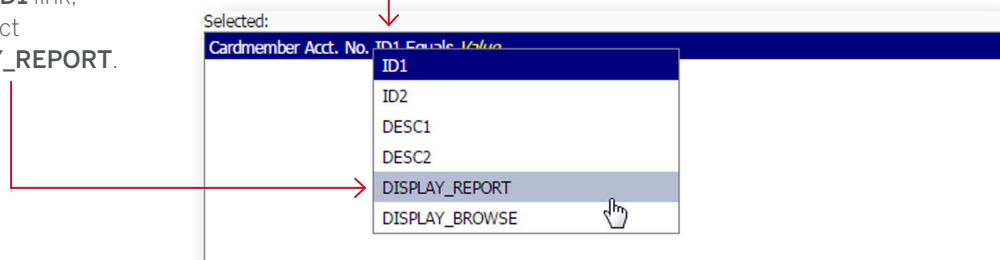
### Example: Filtering by a Cardmember Account Number

1 Click **Cardmember Acct. No.** from Available box, click on right arrow to select it.

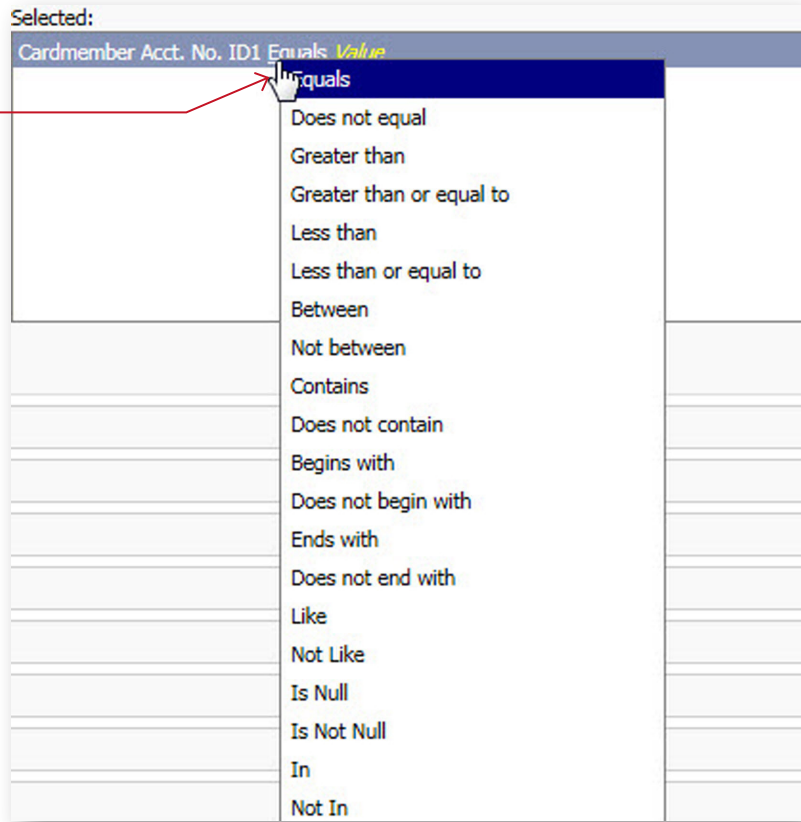
2 Click on **Value** link, enter value into box, click OK.



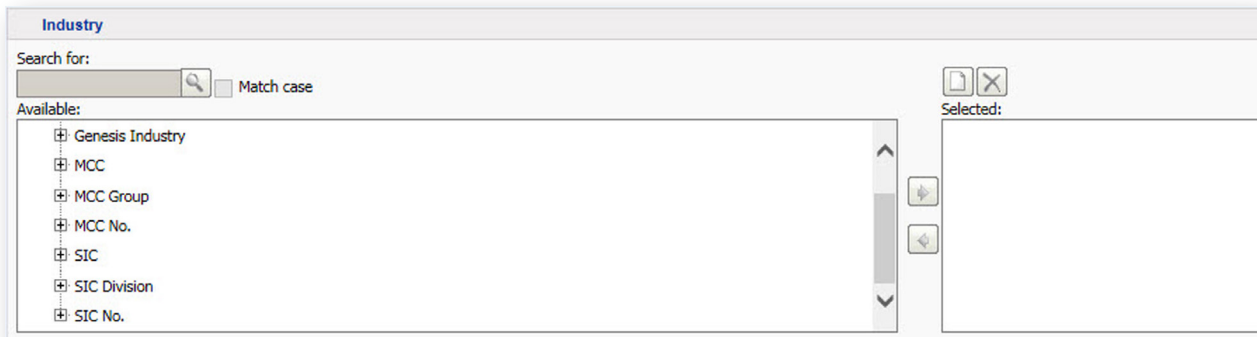
3 Click on **ID1** link, then select **DISPLAY\_REPORT**.



4 Click on **Equals** to change selection logic (if needed).



Some filters require you to select the specific value(s) you're seeking. Expand the selections using the +. Once you have made your selection use the arrows between the boxes to select your choice.



## COMMON FILTER COMBINATIONS

FILTER BY	FILTER NAME	FIELD TYPE	LOGIC	VALUE
<i>What to filter on</i>	<i>Filter name on Filters tab</i>	<i>Field may have different field types to designate numbers vs. text</i>	<i>Logic that you want to use</i>	<i>Value that you want to filter on</i>
<b>Cardmember Name</b> Select: <i>Last Name</i>	<b>Cardmember</b>	<b>ID</b>	<b>Equals</b>	<b>SMITH</b>
<b>Cardmember Number</b> Select: <i>Cardmember Acct.#</i>	<b>Cardmember</b>	<b>DISPLAY REPORT</b>	<b>Equals</b>	<b>3899-123456-12345</b>
<b>Supplier Name</b> Select: <i>Supplier Name</i>	<b>Supplier</b>	<b>ID</b>	<b>Contains Begins with Like</b>	<b>UBER STARBUCKS *WAL*MART*</b>
<b>Supplier Number</b> Select: <i>Supplier No.</i>	<b>Supplier</b>	<b>ID</b>	<b>Equals</b>	<b>123456</b>
<b>Supplier Numbers</b> Select: <i>Supplier No.</i>	<b>Supplier</b>	<b>ID</b>	<b>In List</b>	<b>123456,123789,123909</b>
<b>Supplier Chain</b> Select: <i>Chain</i>	<b>Supplier</b>	<b>DESC</b>	<b>Contains Begins with Like</b>	<b>UBER STARBUCKS *WAL*MART*</b>
<b>Cost Center</b> Select: <i>Cost Center</i>	<b>Cost Center</b>	<b>ID</b>	<b>Equals</b>	<b>20483</b>
<b>Employee ID</b> Select: <i>Employee ID</i>	<b>Employee ID</b>	<b>ID</b>	<b>Equals</b>	<b>382593</b>
<b>Charges greater than \$1000</b> Select: <i>Debit Amount</i>	<b>Amount</b>		<b>Greater than</b>	<b>1000</b>

**Match:**

All selections

Any selection

**Tip:** When selecting multiple values on a single filter, always select the “Any selection” radio button option if it appears. This will ensure the correct logic is applied.