GLOBAL
CORPORATE PAYMENTS

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.

Last Updated: April 2016

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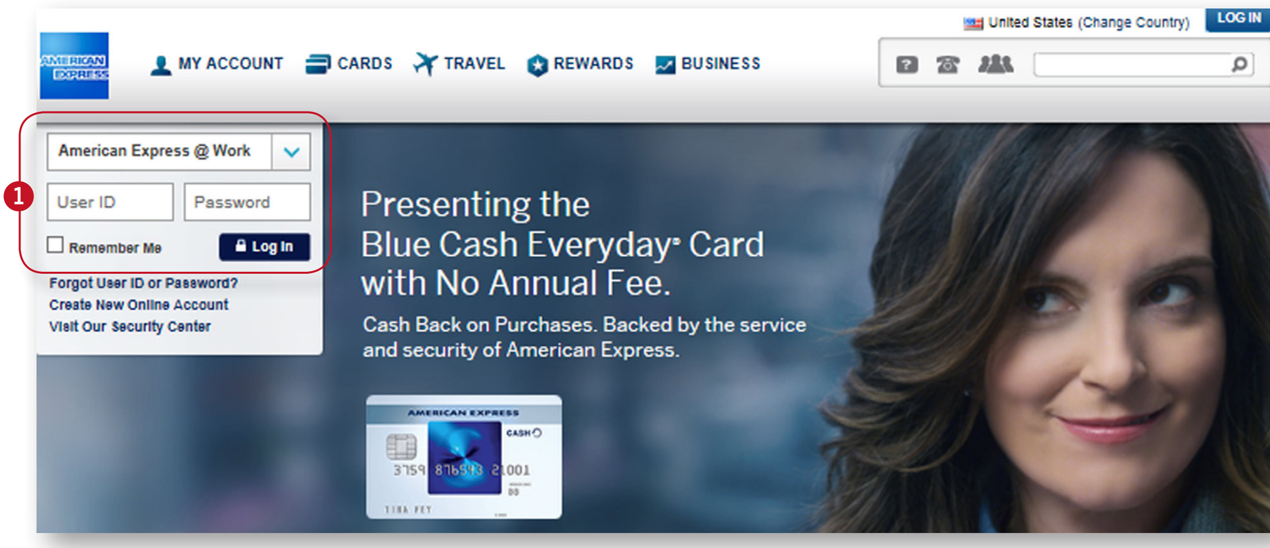
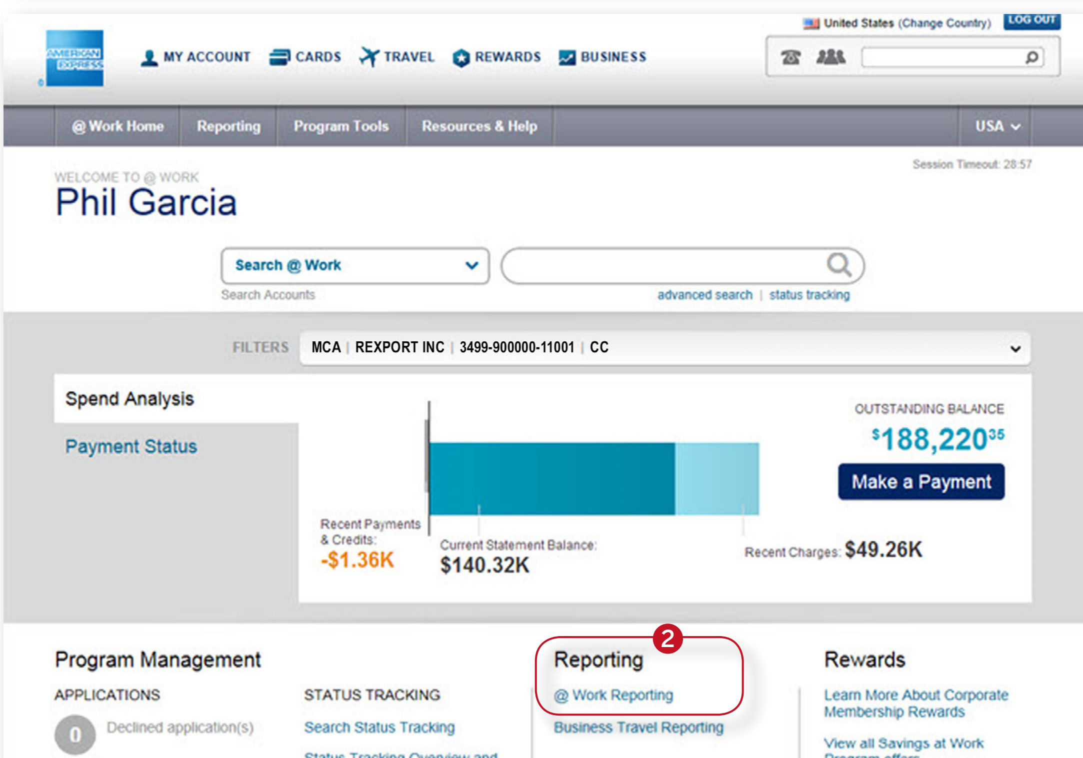
Click to link to pages

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** 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.

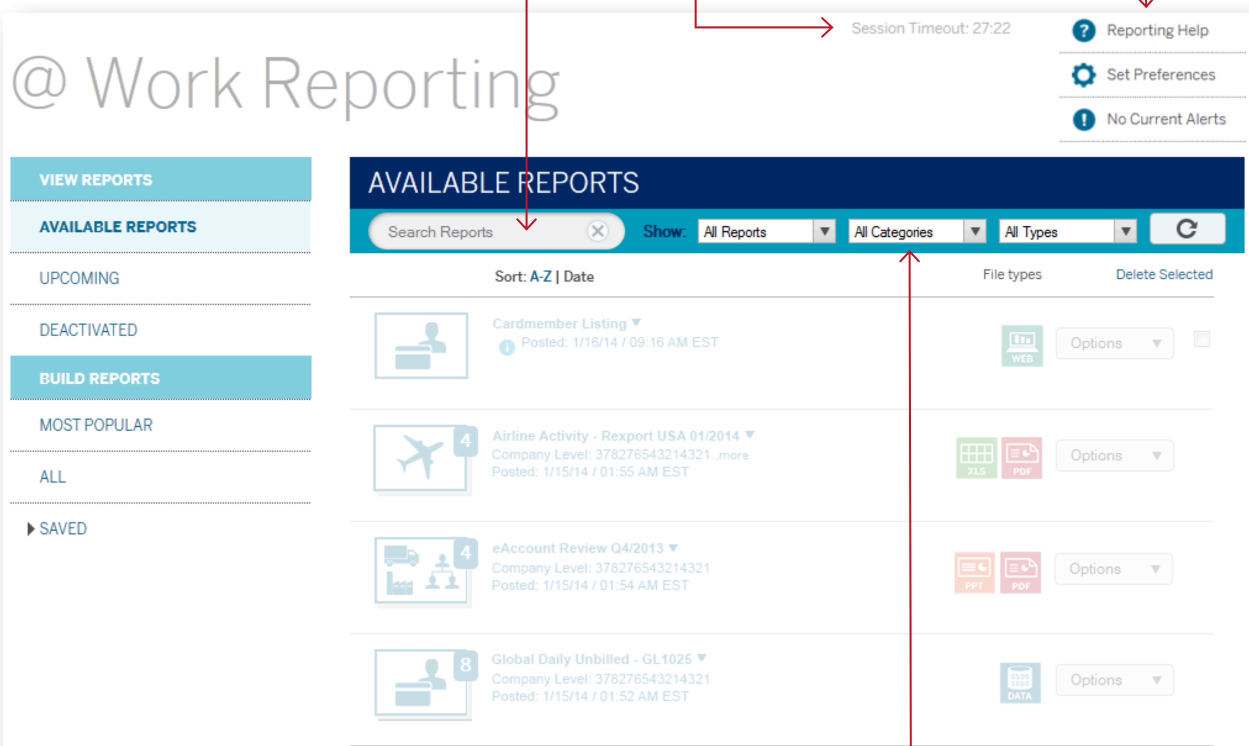
The **Session Timer** tells you how many minutes remain in your current session. To refresh this timer perform any action on the current page.

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.

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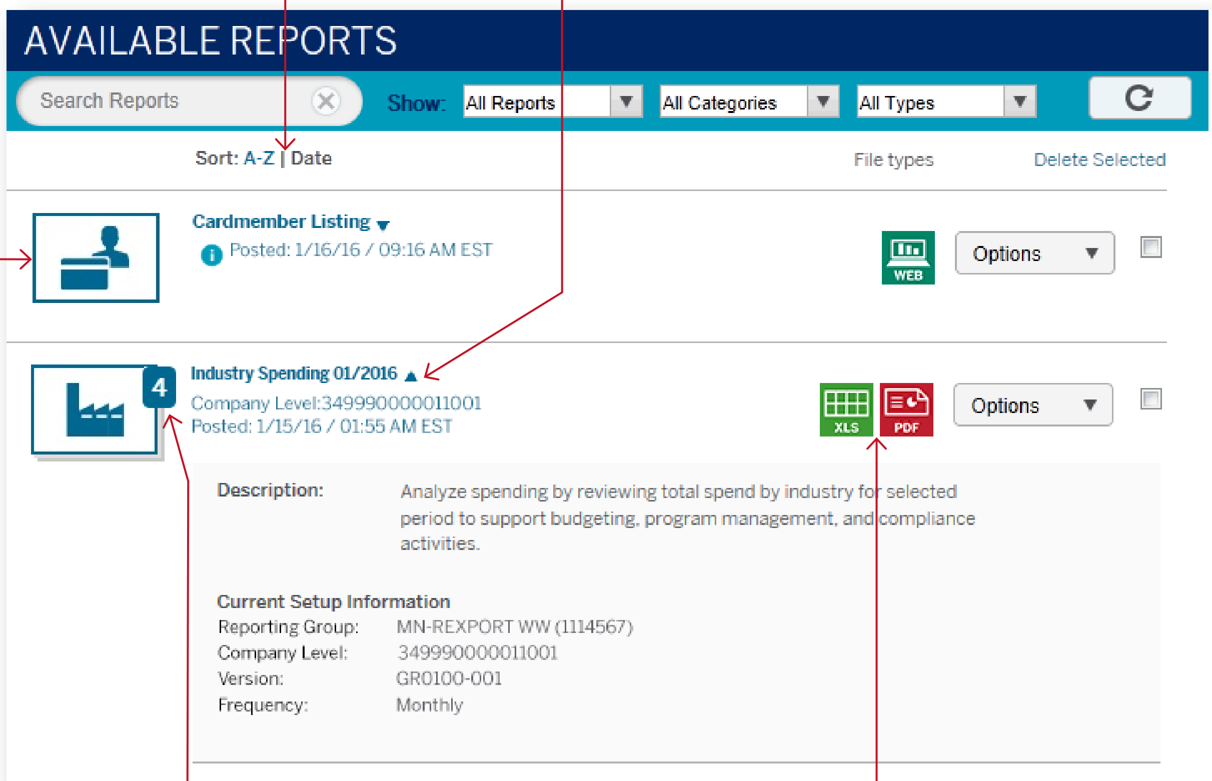
View Reports: Available Reports

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.

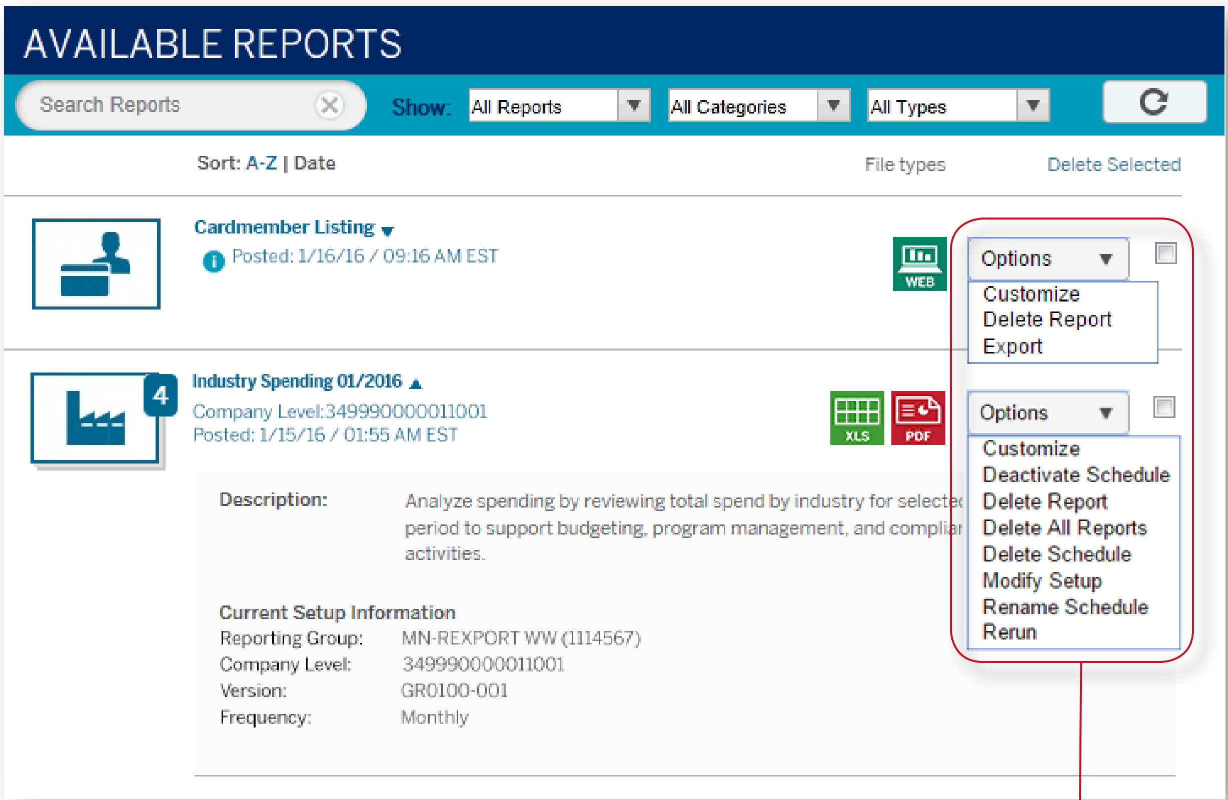


The number on the thumbnail represents how many reports are in the grouping.

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.

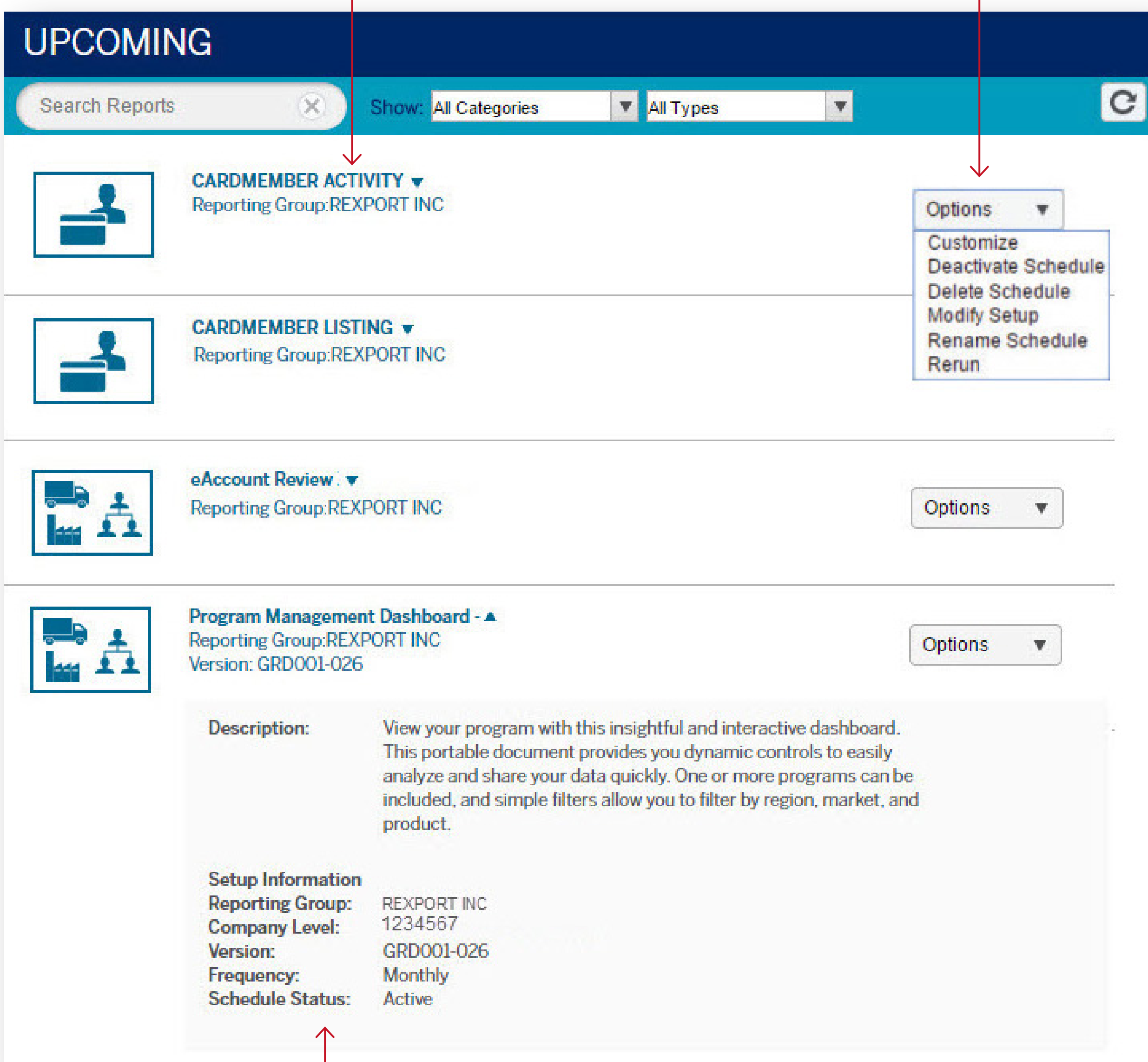
Rerun: Request reruns of previous months (up to 13 months).

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.



View current **Setup Information**.

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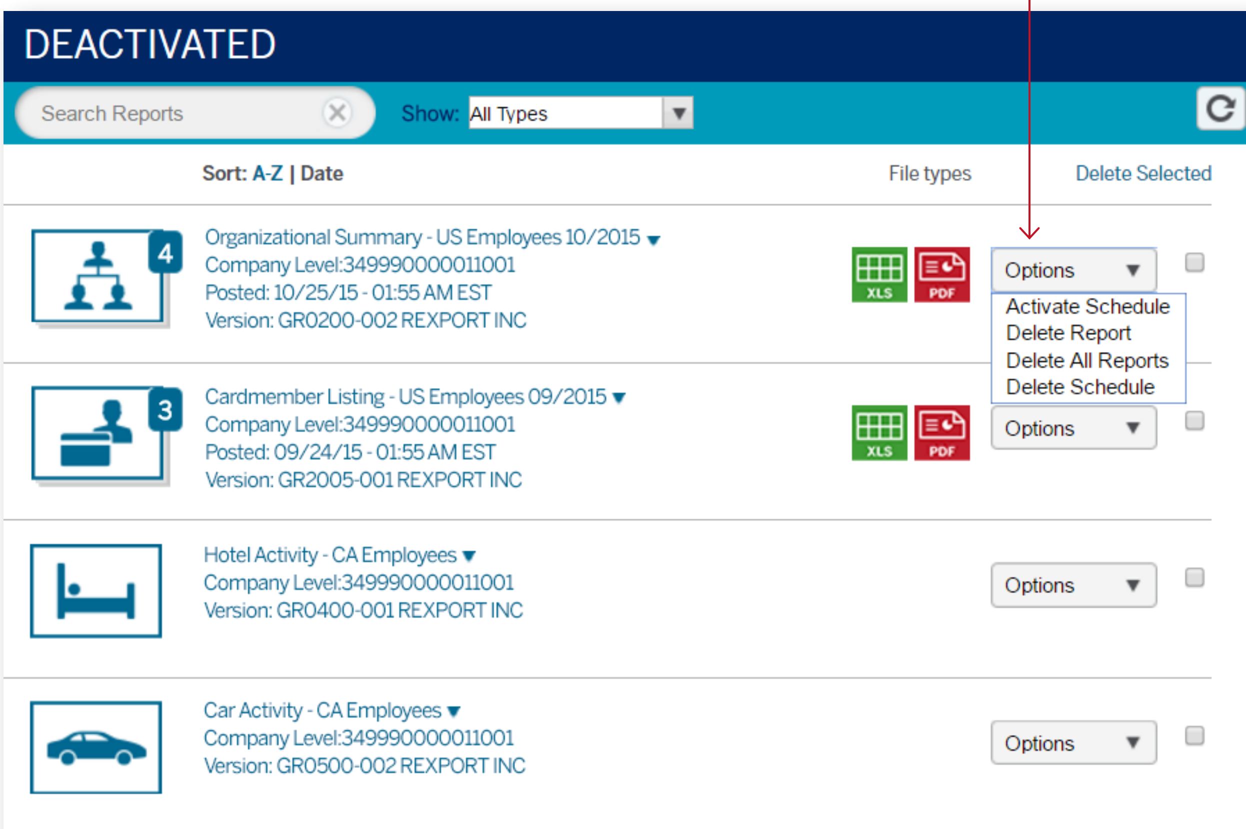
View Reports: Deactivated Schedules

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.



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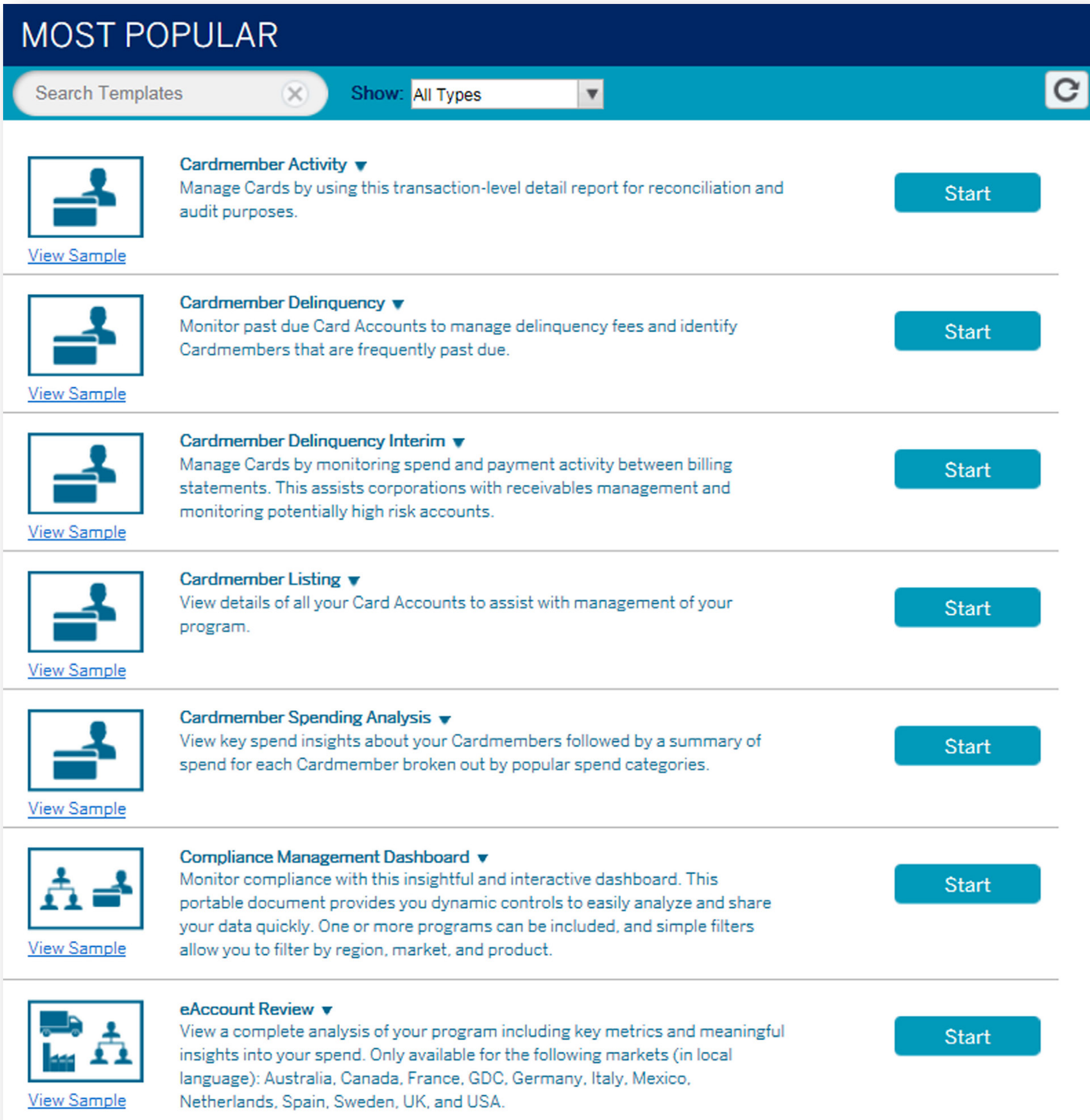
Build Reports: Most Popular

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

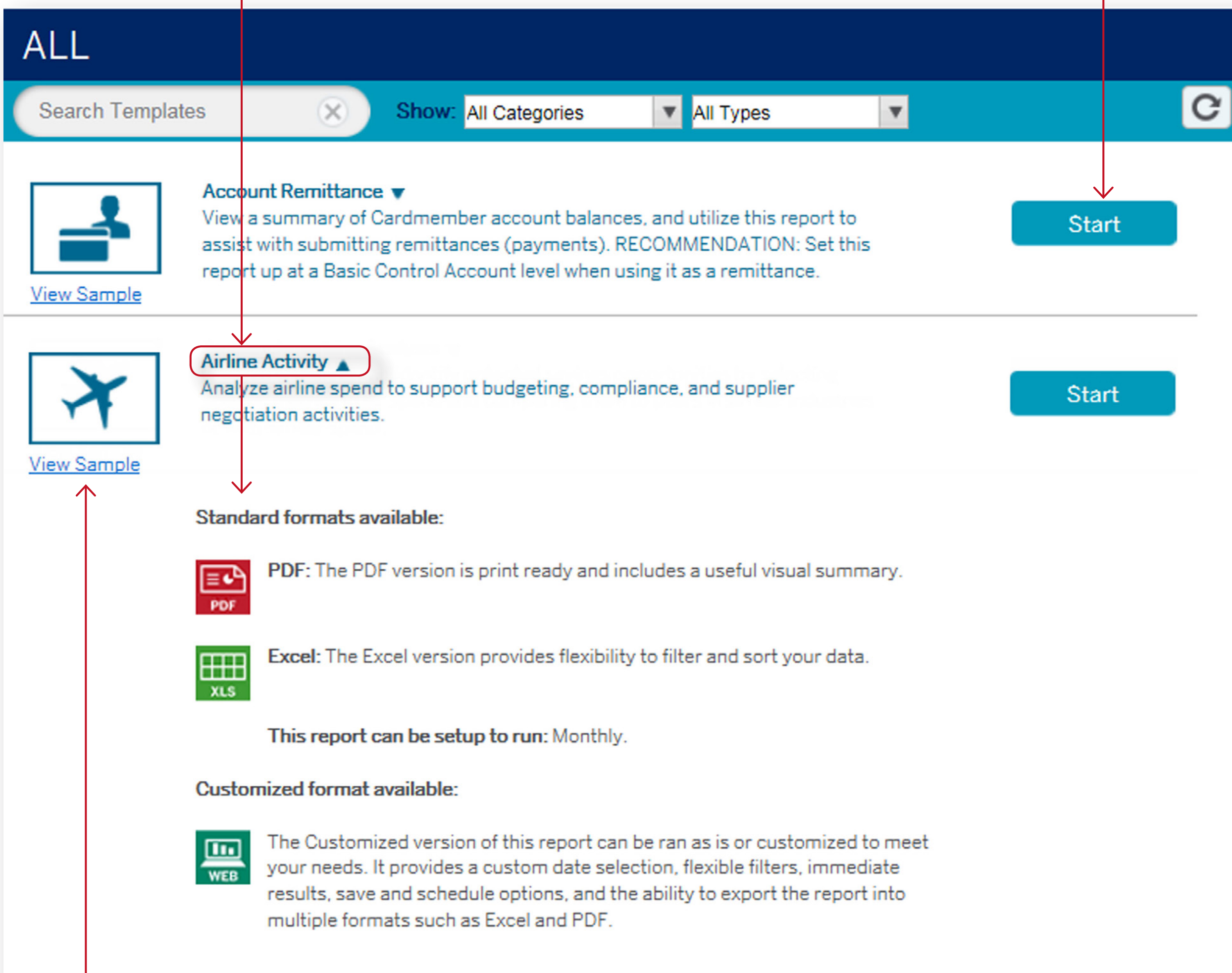


Build Reports: All

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).



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

Report Builder: Create a Standard Report

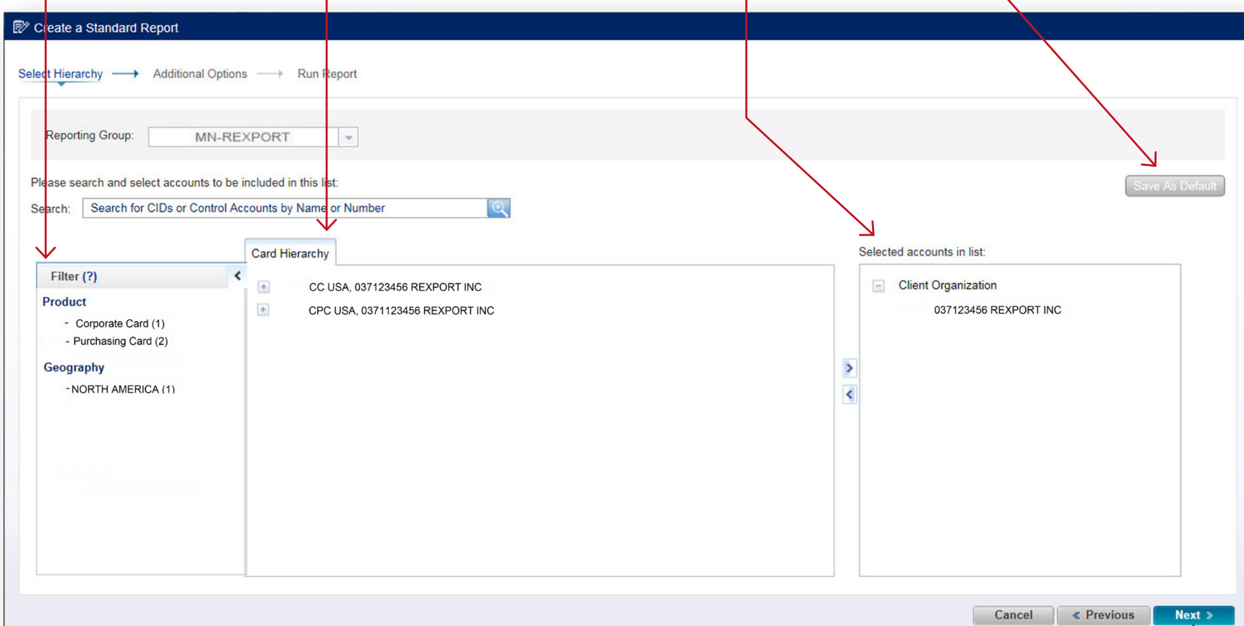
Once you have chosen to run a **Standard** report, follow the onscreen steps to set up the report to run automatically. Keep in mind that Standard reports will not run immediately; timing is based on the **Frequency** of the report as well as your program's billing cycle. For example, monthly reports 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.

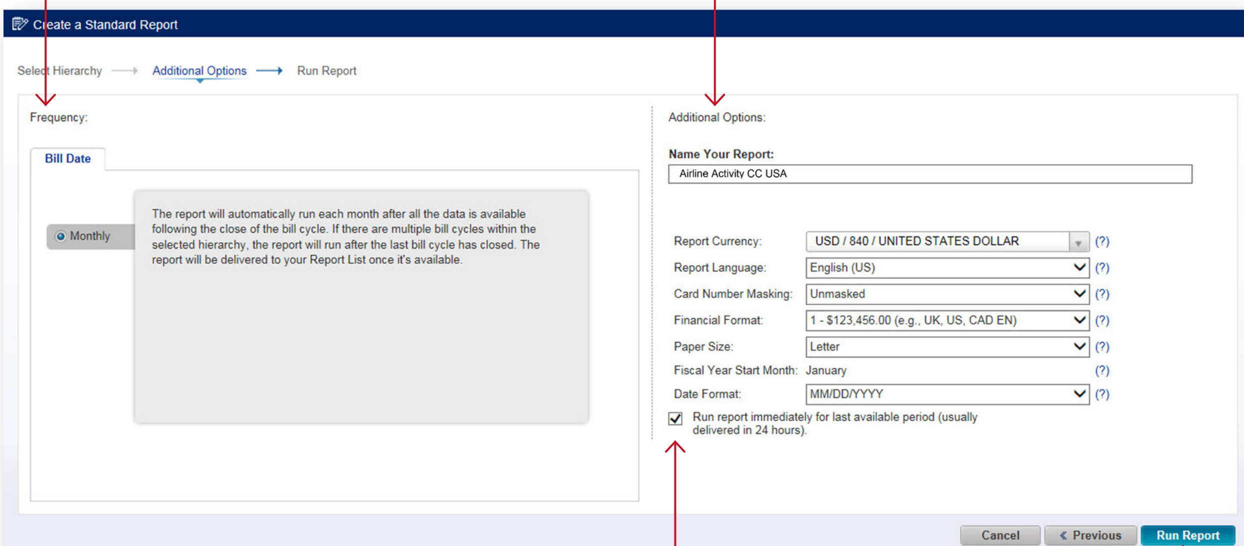


5 Click **Next** to continue with the setup process.

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.

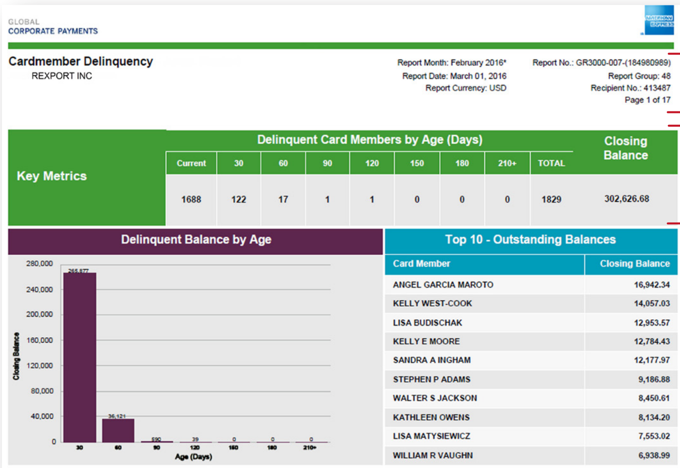


8 Check this box to **request a report** from the previous available billing period. All subsequent reports will be delivered to your Report List after each billing cycle.

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.



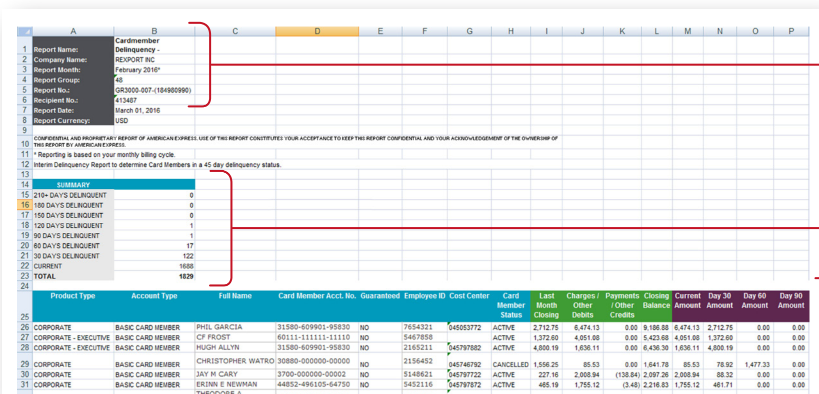
PDF Version

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

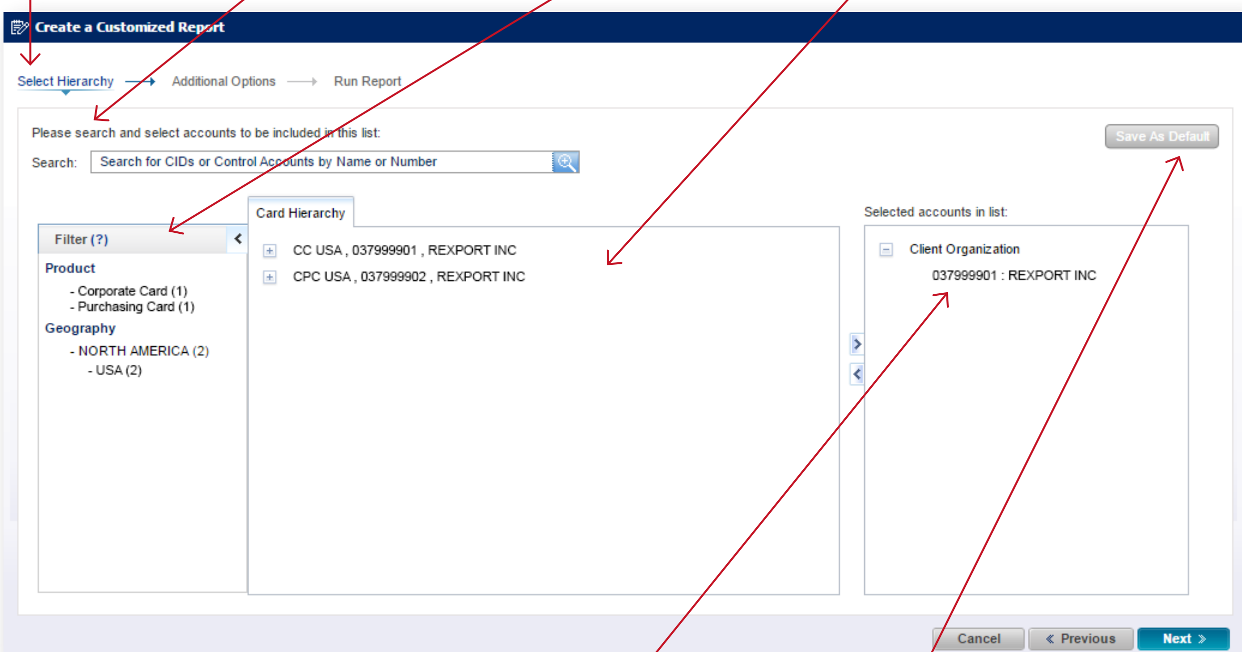
Customized reports run immediately and provide useful filter and additional data element options. Your results will be delivered to your browser where you can perform additional filtering and export to various formats including PDF and Excel. You can also save your Customized report templates and set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

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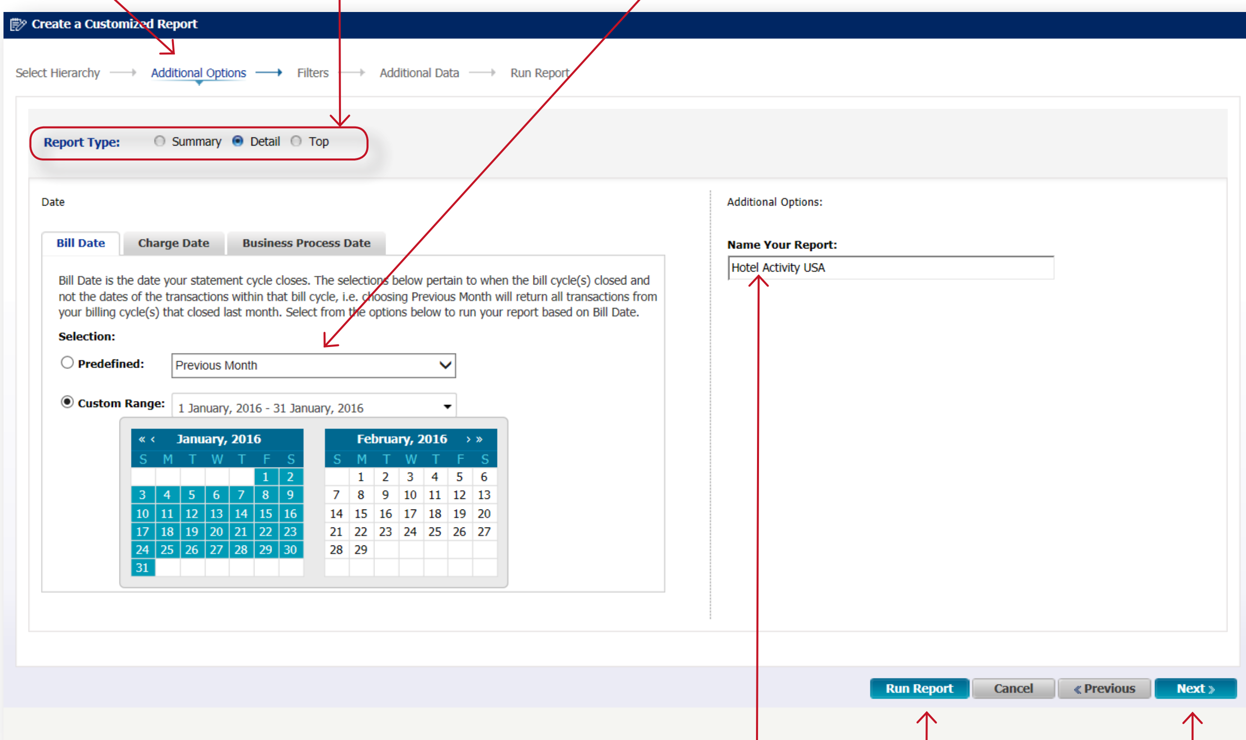
Report Builder: Create a Customized Report – Additional Options

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 **custimized 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.

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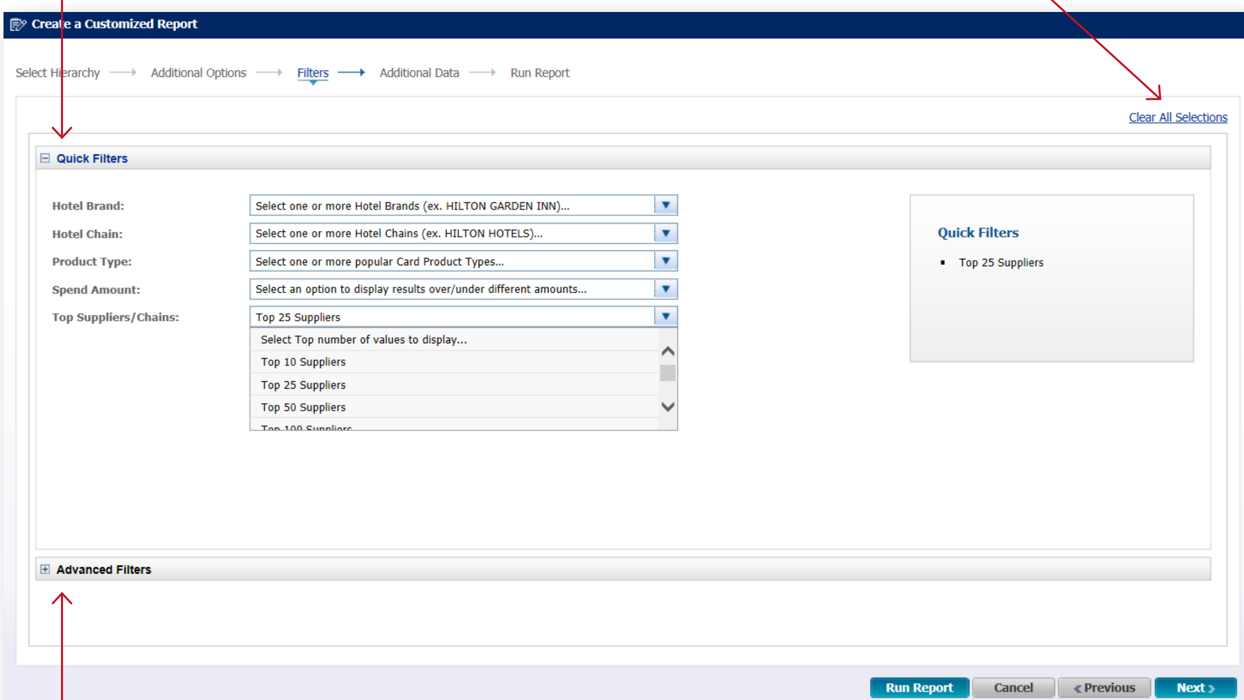
Report Builder: Create a Customized Report – Filters

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.



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.

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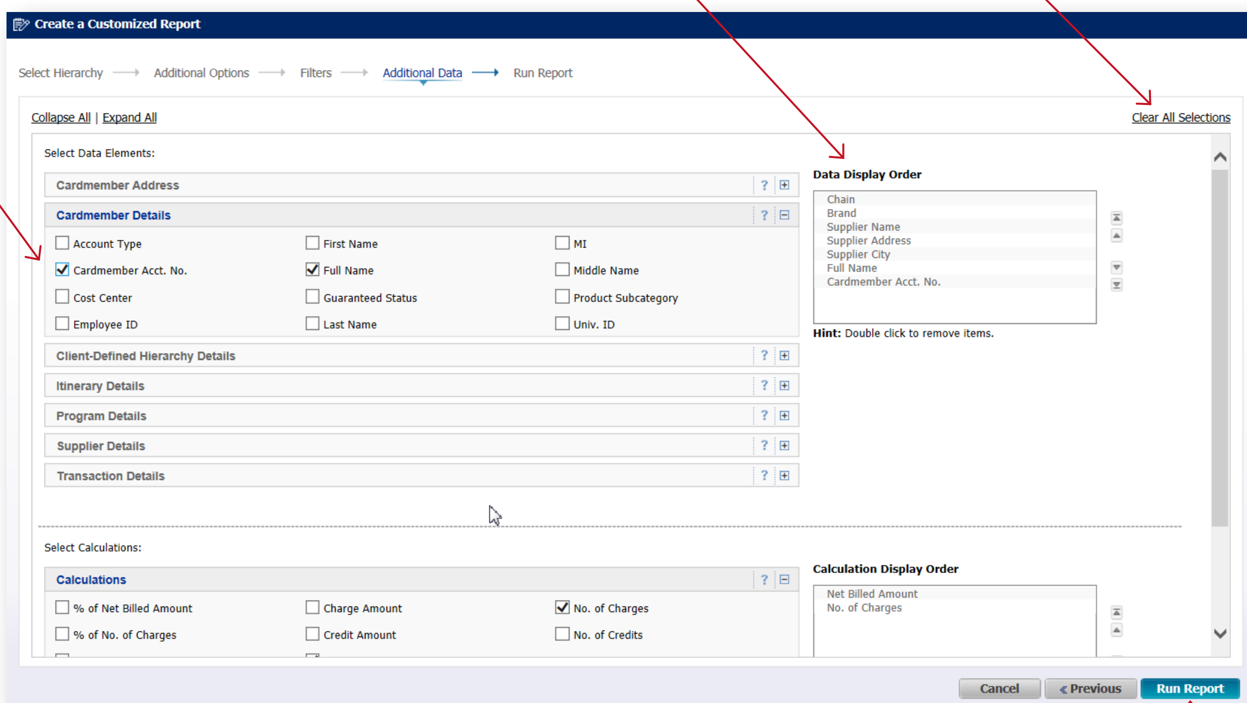
Report Builder: Create a Customized Report — Additional Data

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.



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

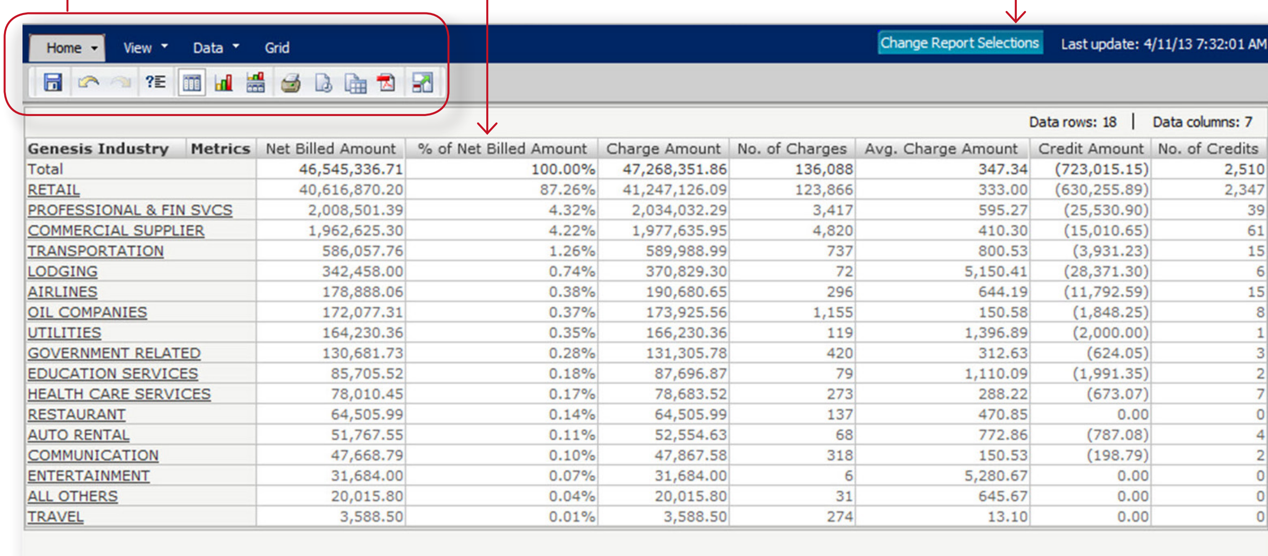
Report Viewer: View Your Customized Report Results

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.



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

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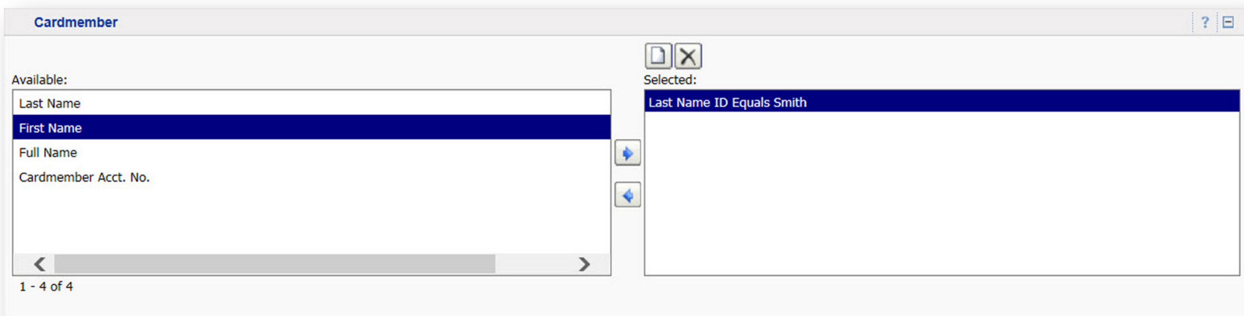
Appendix: Understanding the Prompts and Filters

FILTER STYLES

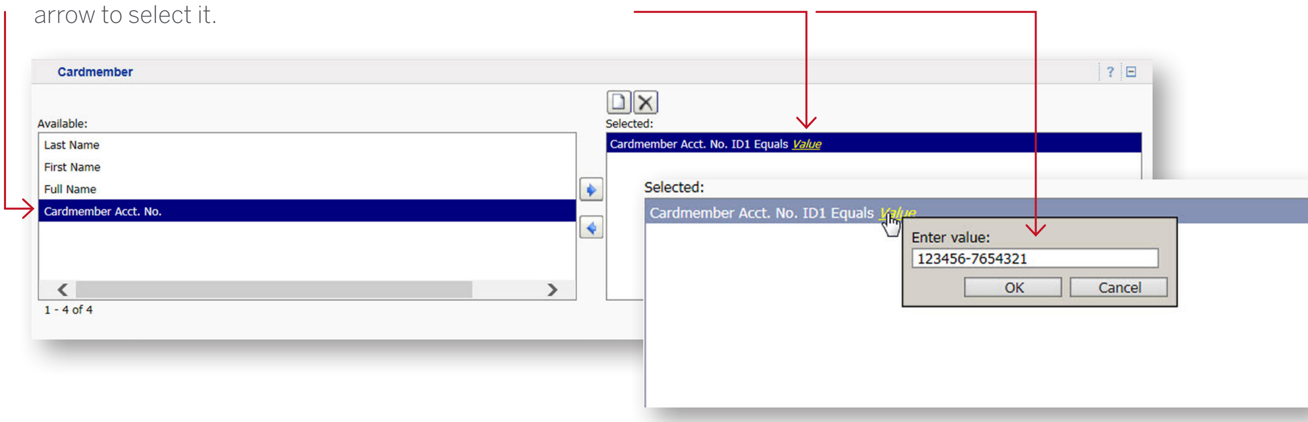
Many of the optional filters on the Filters tab of a report template require an item to be selected prior to adding any filter values. Select the option from the **Available** box and use the arrows between the boxes to select your choice.



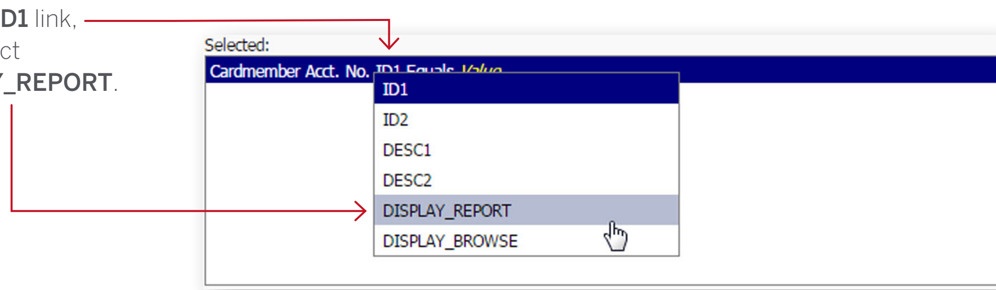
Example: Filtering by a Cardmember Account Number

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

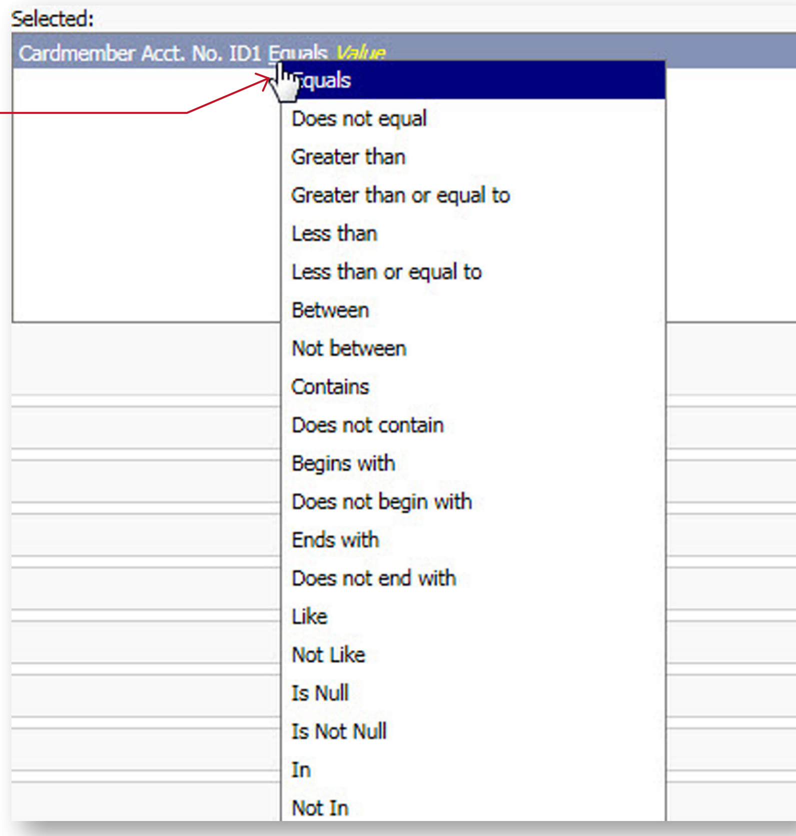
2 Click on **Value** link, enter value into box, click OK.



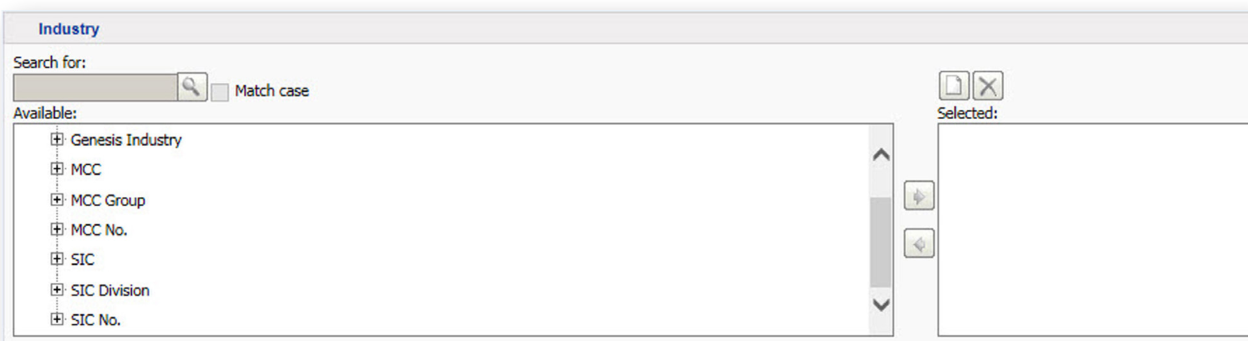
3 Click on **ID1** link, then select **DISPLAY_REPORT**.



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

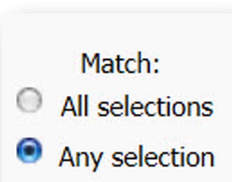


Some filters require you to select the specific value(s) you're seeking. Expand the selections using the +. Once you have made your selection use the arrows between the boxes to select your choice.



COMMON FILTER COMBINATIONS

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



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.