

A decorative vertical border on the left side of the page, featuring a repeating pattern of the American Express logo and the words "SERVICE" and "AMERICAN EXPRESS" in a stylized, blue, serif font.

We're updating how you access your Customised Reports in American Express® @Work.

Here's what you can expect

Beginning 6th May 2022, you'll no longer be able to access your new Customised Reports in the "Available Reports" section. Instead, the reports will automatically be saved to your "My AutoSaved Templates" folder for 15 days. We hope this change will help streamline your user experience.

How to access your existing scheduled reports going forward

Once the update is completed, these reports will be available as Excel or PDF files in the Available Reports section, like your Standard Reports. Please note there will no longer be a web version available.

Something we suggest

Any templates created and run between 22nd April and 5th May will be removed on 6th May. To prepare for this update and avoid any disruption, you can export any templates you've created and run and save them to your computer. Another option would be to save the report template and re-run it after 6th May.