

American Express @ Work®

Here are some Frequently Asked Questions about @ Work.

TABLE OF CONTENTS

- 1. What is American Express @ Work¹?**
- 2. What is the @ Work Resource Centre?**
- 3. How can I book an @ Work training session?**
- 4. How do I enrol new Programme Administrators into @ Work?**
- 5. How do I delete a Programme Administrator from @ Work?**
- 6. How do I initiate Corporate Card Applications?**
- 7. What can I do with Online Programme Management?**
- 8. How can I manage limits?**
- 9. In @ Work reporting, what is the difference between Custom and Standard Reports? And how can I create one?**
- 10. Can I schedule a report for a future date?**
- 11. What's the difference between Business Travel Account (BTA) Connect and Online Statements?**
- 12. I have more questions. How do I get help?**

American Express @ Work®

Here are some Frequently Asked Questions about @ Work.

1. What is American Express @ Work¹?

The digital platform that puts you in control of your Corporate Card programme, so you can save time, manage spend, and maximize savings.

New to American Express and not yet a Programme Administrator?

 Complete [this form](#) to enrol in @ Work

Already enrolled as an American Express Programme Administrator?

 Complete [this form](#) to gain access to @ Work

2. What is the @ Work Resource Centre?

Learn the ins and outs of using @ Work with educational materials from [our online library](#).

Quickly view documents and how-to videos to find what you need, using our advanced search functionality.

3. How can I book an @ Work training session?

Contact our Customer Care Professionals and a member of our team will be happy to advise you about the available training sessions.

 **Call:** 0800 917 8230 or 0044 (0) 1273 608 123 (International)

4. How do I enrol new Programme Administrators into @ Work?

- 1. Complete the Programme Administrator Enrolment Form**
Remember to select Approve Cardmember Applications, then email the completed form to UKPAservicingenrollments@aexp.com
 [Click here](#) to complete form
- 2. Receive confirmation**
We'll send a welcome email with an Access Code to enter the first time you log in to @ Work.
- 3. Log in**
Follow the first-time log-in instructions from the welcome email to complete your registration.



5. How do I delete a Programme Administrator from @ Work?

Complete this Programme Administrator Removal Form and we'll take it from there.

 [Click here to access form](#)

6. How do I initiate Corporate Card Applications?

Good news! Now you can initiate, track, and approve Card Applications online all in one place.

 [Log in to @ Work and apply now](#)

Here's how to initiate an Application:

1. Click '**Apply for Card**' from the @ Work homepage
2. Select the best option for Applicants in the **Send Applications** tab
3. The **To-Do List** tab shows all pending actions, such as approve, reroute, or cancel.
4. View all Card Applications and their current status in the **Track Applications** tab
5. Access the [Quick Start Guide](#) for more information

7. What can I do with Online Programme Management?

Once you gain access to @ Work, you can handle day-to-day administrative tasks such as changing addresses and cost centres and reissuing Cards if lost or stolen. You can also set up payment, transaction, and spend alerts with ease.

Here is a series of short video tutorials to take full advantage of @ Work.

You can also access this guided tour. [View the full guided tour to learn more](#)

View and download statements, and track Cardmember spending, Account status, and payment status

 [Watch the video](#)

Search for Accounts with the intuitive search bar on the homepage

 [Watch the video](#)

Efficiently manage Cardmember limits

 [Watch the video](#)

When you need to cancel a Card, follow these steps

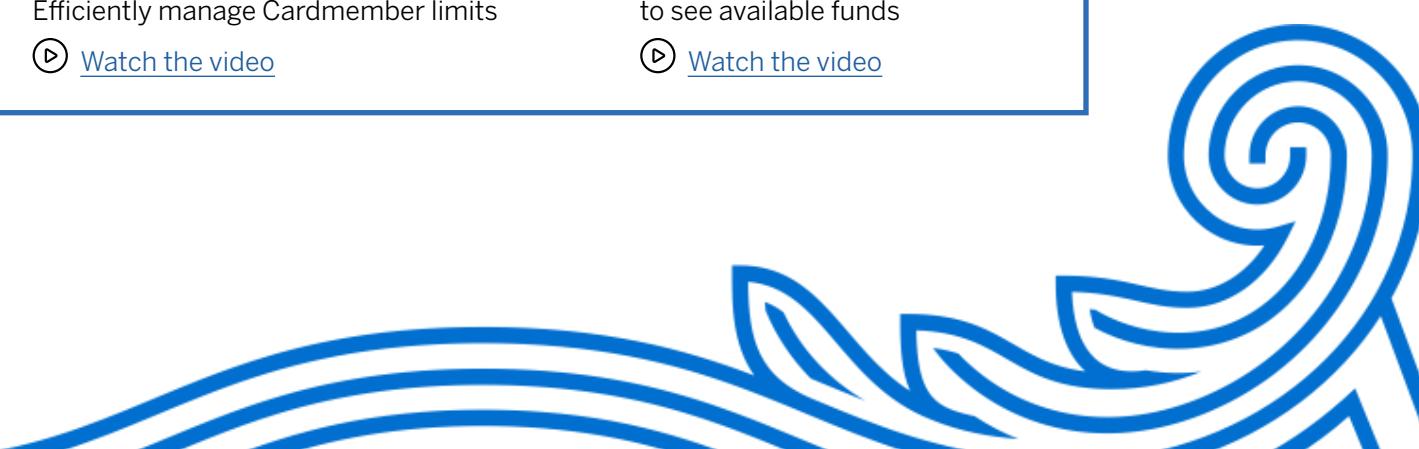
 [Watch the video](#)

Find out how to suspend and unsuspend a Card

 [Watch the video](#)

Check spending ability to see available funds

 [Watch the video](#)



8. How can I manage limits?

Easily control your Cardmembers' maximum transaction values and spending limits, temporarily or permanently, on their Corporate Cards with @ Work.

 **[Watch this video](#) or follow these steps to get started:**

1. From the homepage, click on the search @ Work bar
2. Use the drop-down menu to find the Cardmember Accounts
3. From the results, choose a Card to go to the Account Summary page
4. Click 'Manage Limits' from the Common Actions menu
5. Follow the steps to manage the limit
6. After you submit, you will see the confirmation page

9. In @ Work reporting, what is the difference between Custom and Standard Reports? And how can I create one?

@ Work reporting gives you the power and flexibility to turn information into actionable insights.

There are two kinds of reports:

Standard Reports

Quick and simple preformatted reports available in various formats such as PDF, Excel, or interactive PDF. Select and set up your report from a menu of topics and key programme areas. Reports are based on your billing cycle and usually arrive within 24 hours.

Customised Reports

Flexible on-demand reports you can customise to meet your specific needs. Apply filters and prompts, add data elements, and manipulate your data online. Run these reports whenever you want or set them up on a schedule.

[Take a quick tour](#) or access the [@ Work reporting user guide](#) to learn more and get started.

10. Can I schedule a report for a future date?

Yes! After saving the report, set it to run on a schedule right from the Home tab in the top left-hand side of the screen.



11. What's the difference between Business Travel Account (BTA) Connect and Online Statements?

Both can be accessed from the @ Work homepage. Hover over Programme Tools in the top navigation bar and choose which one you would like.

BTA Connect

BTA Connect is an innovative tool designed to enable a more streamlined and flexible BTA reconciliation process* by providing you with access to the data you need in a format you use.

[Visit the BTA site to learn more](#)

Online statements

Unlike a paper-based system, our online services give you access to a unique centralised billing and query system. The solution has been designed to be very flexible, in order to better meet your reconciliation needs. Online statements have 12 months of data available in a variety of formats, such as PDF and CSV files.

*Compared to your existing American Express BTA or paper-based solution.

12. I have more questions. How do I get help?

American Express has upgraded @ Work to include the '[Need Help?](#)' experience. Here, you can make requests and process forms and queries – all from one place. 'Need Help?' is currently available in the UK only. You can also find helpful information by clicking on 'How-To' on the @ Work homepage, or by clicking on 'Live Chat.'

Steps on how to get help:

Log in to @ Work and click one of these options from the homepage:

1.  **'Need Help?'** – Click on the grey toolbar at the top of the page
2.  **'How To'** – Click on the right scroll bar for step-by-step instructions
3. Click the **'Chat'** button to connect to a Customer Care Professional





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¹Use of American Express @ Work® is restricted to employees, contractors and/or agents that the Company, and its representatives designate for the sole purpose of performing online Account queries and maintenance, including accessing and/or creating reports relating to the Company's American Express® Corporate Card programmes. @ Work is available to all companies with an American Express Corporate Card programme. Enrolment is required. To enrol in @ Work please contact your American Express Representative.