

Take advantage of our suite of online tools

And streamline your day-to-day operations

Online Merchant Services

See details on your transactions, respond to disputes more efficiently and save time managing your Merchant Account with our complimentary online tools, which are designed to fit a wide variety of business needs.

PAYMENTS



- View up-to-date transaction data
- Track pending activity to estimate cash flow
- Get e-statements to avoid paper fees

DISPUTES



- See full details for all disputes
- Save time by responding online
- Avoid chargebacks to your account

ACCOUNT MANAGEMENT



- Keep contact information current
- Add new locations easily

Log in to your account at
americanexpress.co.uk/oms

Secure Message Centre

Contact American Express at any time with questions about your Merchant Account via secure e-mail with the Secure Message Centre. You'll receive immediate confirmation when you submit your request and you will typically get a response within two business days.

FREQUENT TOPICS



- Merchant Account questions
- Address changes
- Account maintenance
- Adding business locations
- Account enquiries
- Dispute questions
- Statement requests

Log in to send a message at
americanexpress.co.uk/merchantmessagecenter

Merchant Site

Find a rich array of business resources for potential growth, management and support at this one-stop location. The Merchant Site provides many useful tools for American Express Merchants.

SITE FEATURES



- Point-of-purchase materials
- Customised business solutions
- Local customer insights
- Support tools
- Fraud prevention information
- Business-building tips
- FAQs

Learn more about the site at
americanexpress.co.uk/merchant