

Digital Receipts

Reduce disputes and chargebacks for your business



DON'T
do business
WITHOUT IT™

Spend more time on your business and less time managing fraud claims and disputes — with Digital Receipts. Offered in partnership with Ethoca™, this solution lets American Express® Card Members view enhanced transaction details online, helping them better identify purchases and you avoid unnecessary claims.

How it works



When a Card Member doesn't recognize a charge, they check their account online or contact American Express to request more information.



American Express, in partnership with our vendors, presents a copy of the Digital Receipt to the Card Member for that transaction.



A claim can be avoided when the Card Member has the additional transaction details.

Digital Receipts offers benefits for you and your customers



Reduced fraud, disputes and chargebacks

You'll help avoid disputes and chargebacks, since Card Members will be able to identify transactions made by family or staff.



Operational efficiency

You'll spend less time managing disputes and more time growing your business.



Improved customer experience

You'll provide more transparency to Card Members and give them a way to resolve potential disputes.

Learn more about Digital Receipts at [AmericanExpress.com/digitalreceipts](https://www.AmericanExpress.com/digitalreceipts)