

American Express @ Work® Reconciliation

Frequently Asked Questions

The screenshot displays the American Express @ Work Reconciliation interface. At the top, there are navigation links for 'Back to Cardmember Accounts', 'Need help?', 'Feedback', 'Notifications', and 'Logged in as'. Below this, a 'Cardmember Name' field is visible, along with a 'Billing Cycle' dropdown set to '01/21/18 - 02/20/18' and a 'Total Dtsplayed' of '25,505.89 USD'. A 'UPLOAD RECEIPTS' button is also present.

Below the navigation, there are five status boxes: 'ALL TRANSACTIONS' (55), 'NO RECEIPTS ADDED' (55), 'NOT REVIEWED' (55), 'NEEDS SUBMISSION' (55), and 'NOT EXTRACTED' (55). A search bar with 'Filter by keyword' and a checkbox for 'Only transactions with an exception note' is located below these boxes. An 'Advanced Search' button is also visible.

The main section shows 'Selected Transactions: 0 of 55' and 'Amount: 0.00 USD'. There are buttons for 'PRINT', 'EXPORT', 'REALLOCATE', 'ADD RECEIPT', and 'SUBMIT'. Below this is a table with columns for 'DATE', 'MERCHANT', 'DESCRIPTION', 'AMT. (USD)', 'APPROVALS', 'COST CENTER', and 'GENERAL LEDGER'. The table contains six rows of transaction data.

	DATE	MERCHANT	DESCRIPTION	AMT. (USD)	APPROVALS	COST CENTER	GENERAL LEDGER
<input type="checkbox"/>	02/10/18	Merchant One	Order 123	15.96		A2	B2
<input type="checkbox"/>	02/09/18	Merchant One	Order 456	-242.21		A4	B4
<input type="checkbox"/>	02/09/18	Merchant One	Order 789	6,263.00		A3	B3
<input type="checkbox"/>	02/09/18	Merchant Two	Order 321	2,994.98		A6	B6
<input type="checkbox"/>	02/08/18	Merchant Two	Order 654	14.00		A5	B5
<input type="checkbox"/>	02/08/18	Merchant Two	Order 987	1,436.87		A5	B5

1. What is @ Work Reconciliation and where is it available?

- American Express @ Work® Reconciliation is a web-based expense management tool that allows corporate clients to easily allocate centrally-billed transactions to their company's accounting codes. Transactions systematically flow into the tool and are automatically allocated to GL Accounts, Cost Centers, and other accounting codes based on validation rules established during the initial setup of the tool. Once reconciliation is complete, the data can be exported and integrated with the client's Enterprise Resource Planning (ERP) system.
- @ Work Reconciliation is the upgraded user interface for the Corporate Account Reconciliation (CAR) tool*. Currently, it is available in the U.S. and Canada. @ Work Reconciliation will be launched in additional markets in 2019. The decommission date for CAR has not been set. When a date is set, it will be communicated months in advance of the decommission.

2. Which American Express products does @ Work Reconciliation support?

- @ Work Reconciliation supports centrally-billed products, such as Corporate Purchasing Card, Corporate Meeting Card, Business Travel Accounts and vPayment. Currently, the tool does not support Cash Back Cards. If you need more information on the Cash Back program, please contact your Account Manager.

3. Does @ Work Reconciliation support American Express OPEN® Card products?

- No, the tool currently does not support OPEN Card products.

4. How much does @ Work Reconciliation cost?

- @ Work Reconciliation is **free** for American Express® clients with a centrally-billed program with annual charge volume of more than \$1 million.

5. Who is eligible to be enabled on @ Work Reconciliation?

- American Express clients with a centrally-billed program with annual charge volume **between \$1 million and \$3 million** are eligible for basic configuration options, such as:
 - ✓ Up to 6 accounting fields
 - ✓ Single validation for accounting codes
 - ✓ Receipt imaging
 - ✓ Standard data extract file
- American Express clients with a centrally-billed program with annual charge volume **above \$3 million** are eligible for additional options, such as:
 - ✓ Up to 12 accounting fields
 - ✓ Single and combination validation for accounting codes
 - ✓ Third-party data upload – purchase orders
 - ✓ Business Travel Account data upload
 - ✓ Receipt imaging & Receipt imaging package delivery
 - ✓ Custom data extract file, if needed

6. What are the system requirements to enable @ Work Reconciliation?

- @ Work Reconciliation is compatible with the latest version of most major web browsers. Browsers must be enabled for Transport Layer Security (TLS) version 1.2
- The @ Work Reconciliation Program Administrator module requires Java 8.

7. How can @ Work Reconciliation be accessed?

- The tool is designed to be accessed from laptops, desktop browsers and mobile devices, such as smartphones and tablets.

8. Can @ Work Reconciliation incorporate third-party data?

- Yes, the application can be configured to systematically pull in business travel expenses and purchase order data.

9. Does Line Item Detail (LID) also appear in @ Work Reconciliation?

- Yes, the tool can be configured to display up to three lines of LID for Corporate Purchasing Card transactions. Please note that LID is only available in the tool if the information is provided by the supplier.

11. Does @ Work Reconciliation provide functionality to manage receipts?

- Yes, receipts can be uploaded from a mobile or desktop device and matched to transactions in the tool. After each cycle, a digital package of receipts can be archived for future reference.

12. How can I request to see a demo of @Work Reconciliation?

- Please send an email to reconcomms@aexp.com and include the names and email addresses for those who would like to attend. Also, please indicate if the attendees are existing or potential @ Work Recon users. Participants will receive an invitation to attend the online demo that is currently offered each Thursday at 2 PM ET.

13. How do I get additional support?

- @ Work Reconciliation Program Administrators may contact the Helpdesk by sending an email to CARsupport@aexp.com. (PAs are responsible for providing support to their end users.)

***For additional information**, please contact your American Express Account Manager. There is a one-time implementation setup required for @ Work® Reconciliation.