



DON'T *do business* WITHOUT IT™

**Your overview:**

# INFORMATION FOR PROGRAMME ADMINISTRATORS (PA)

AS OF 12/2021

YOU AS PA

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# GUIDE

Your company has appointed you as a programme administrator for the Corporate Card Programme. That's great news! This makes you an important contact person between your company, the Corporate Cardholders in your company and American Express®. For example, you will be able to help everything run smoothly by exchanging information and passing on any changes to your Cardmembers.

In this brochure, we have compiled facts and figures for programme administrators:

- What do programme administrators do?
- Who can help you with various questions?
- What do you need to consider when making payments to American Express?
- What services are available to Cardmembers?
- How can American Express @ Work support you?

## USEFUL LINKS AT A GLANCE

### **Programme Management**

Here you will find important information and forms for you as a programme administrator.

[americanexpress.de/programmverwaltung](https://americanexpress.de/programmverwaltung)

### **@ Work Resource-Center**

Find out more about your options in @ Work: Online Programme Management (OPM), Online Card Applications and Reporting.

[amex.de/resourcecenter](https://amex.de/resourcecenter)

### **Marketing support for Corporate customers with Corporate Cards**

Here you will find information material (videos, factsheets etc.) on the benefits of the Corporate Card and the advantages for your company.

[amex.de/mal](https://amex.de/mal)

### **For Cardmembers**

Here, the cardholders in your company will find information about all the services and benefits of the Corporate Card.

[americanexpress.de/willkommen](https://americanexpress.de/willkommen)

### **B4B Marketplace**

Discover another benefit for you – the American Express Business Partners:

[amex.de/b4b](https://amex.de/b4b)

## WHAT DO PROGRAMME ADMINISTRATORS DO?

### **You are an important interface:**

Only you as a programme administrator are authorised to receive information about the Corporate Card Programme.

### **You inform us of new contact persons (PA):**

If any contact persons in your business need to be changed or added, let us know. You can find the form for this here: [americanexpress.de/programmverwaltung](https://americanexpress.de/programmverwaltung)

### **You update us with any changes in your business information:**

For example, these include your company bank account, company address and other contact details.

### **You send us official documents:**

Sometimes (e. g. when you change your company address) we need official documents, for example, excerpts from the commercial register or annual accounts.

### **You contact your service providers:**

Your travel agency and other suppliers will find out through you that your company is working with American Express.

### **You have access to @ Work:**

The American Express @ Work online platform helps you to manage your Corporate Card Programme. You can also access comprehensive analysis here.

### **You cancel Cards or Business Travel Accounts:**

If employees leave, you can cancel their cards directly in @ Work. You can also forward cancellations to American Express for any Business Travel Accounts that are no longer required.

### **You coordinate card applications:**

American Express has set up a special website for card applications. You will find a link to the appropriate Corporate Card application at [amex.de/antraege](https://amex.de/antraege)  
Please note that you will need your Business Control Account (BCA) Number.

For any questions about card applications submitted or to submit a paper-based card application, please use the following email address:

[GermanNAcorporateteam@aexp.com](mailto:GermanNAcorporateteam@aexp.com)

## WE ARE HERE FOR YOU.

From billing questions to technical problems, our specialist service teams will be happy to assist. Of course, we always try to process your requests as soon as possible. In some cases, however, this can take up to five working days.

### **Have your Business Control Account Number ready**

Please remember to quote the following number(s) when making enquiries:

- Your 15-digit Business Control Account (BCA) Number starting with 023 or
- the Business Travel Account number (BTA/I-BTA number) starting with 37509 or
- the 15-digit Control Account Number of your vPayment Account or the Card Number, starting with 34 or 37.

This ensures that only authorised persons can receive relevant information. You can find these numbers in @ Work at any time. If you are responsible for more than one market, please always indicate the market for which you are registered as PA („Primary Market“).

**Our tip: make a note of these numbers here – then you will always have them handy.**


## AMERICAN EXPRESS CORPORATE SERVICE TEAM

The Corporate Service Team will support you with many issues or questions about the administration of your corporate programme.

Mon–Fri, 8 am–6 pm

**PHONE:** +49 69 9797-3550

**FAX:** + 49 69 9797-2160

**EMAIL:** firmen-info@aexp.com

### Responsible for:

- » Missing company statements or centralised statements,
- » Assistance with Corporate Membership Rewards®,
- » Change of company address, change of company name (for this you also need a chronological excerpt from the commercial register that is not older than 6 months),
- » Technical and general questions about @ Work or the card application system
- » Adding more people to BTA Online Statement and/or I-BTA Online Billing,
- » Missing reports or records
- » Questions about BTAConnect

You can also perform many tasks for the administration of your Corporate Card Programme conveniently online in **American Express @ Work**. For example:

- » Cancel cards
- » Suspend or activate cards
- » Order replacement cards
- » Edit cardholder and account information, such as changes of address, personnel number or cost centre
- » View or download card statements

You can find more information **starting on page 9** or online in the **@ Work Resource-Center**.

We also offer @ Work training. We will be happy to arrange an appointment for you.

For payment of credits to Corporate Cards or Business Travel Accounts please call us or send an e-mail to **firmen-info@aexp.com**. Please quote the Corporate Account Number or BTA number as well as the bank details for processing.

## AMERICAN EXPRESS BTA-UNIT

**Responsible for:**

Enquiries about Business Travel Account BTA statements or I-BTA billings, change of address, new travel agencies, change of additional data fields, direct debits and payments ...

Mon–Fri, 8 am–6 pm

**PHONE:** +49 69 9797-3500

**FAX:** +49 69 9797-1350

**EMAIL:** [bta.unit.frankfurt@aexp.com](mailto:bta.unit.frankfurt@aexp.com)

## AMERICAN EXPRESS CORPORATE PURCHASING SOLUTIONS TEAM

**Responsible for:**

Enquiries about statements or transactions via vPayment, CPC or BIP

Mon–Fri, 9 am–5 pm

**PHONE:** +49 69 7576-2995

**EMAIL:** [vpayment.servicing.europe@aexp.com](mailto:vpayment.servicing.europe@aexp.com)

## TECHNICAL SOLUTIONS SUPPORT TEAM

**Responsible for:**

Technical solutions such as CAR, problems logging into BIP, uploading files (“FileFactory”) ...

**EMAIL:** [technicalsolutionssupport@aexp.com](mailto:technicalsolutionssupport@aexp.com)

## ALLOCATION OF PAYMENTS

For all enquiries about payments made to American Express, please contact us by email: [AmericanExpressPaymentServicesGermany@aexp.com](mailto:AmericanExpressPaymentServicesGermany@aexp.com)

The bank details and a payment guide including information about our payment advice can be found at [americanexpress.de/programmverwaltung](https://americanexpress.de/programmverwaltung) under „Bankverbindung“.

When transferring money, please state the complete 15-digit card number as the reason for payment. If this information is missing the payment cannot be correctly allocated.

[Download payment guide](#)

## NEW CARD APPLICATIONS

You will find a link to the appropriate online Corporate Card application at [amex.de/antraege](https://amex.de/antraege)

Please note that you need your Business Control Account Number. Your individually predefined settings ensure that employees receive the appropriately configured card application (including liability and billing options). You determine whether fields such as personnel number or cost centre are requested and marked as mandatory fields.

If you have any questions, please contact the Corporate Service Team at +49 69 9797-3550 (Mon–Fri, 8 am–6 pm).

For questions about card applications that have been submitted or paper-based applications, please use the following email address:

[GermanNAcorporateteam@aexp.com](mailto:GermanNAcorporateteam@aexp.com)

## SERVICES FOR CARDMEMBERS

American Express offers a customer service phone line for Corporate Cardmembers in your company on **+49 69 9797-1000**. Cardmembers can find the phone number on the back of their Corporate Card. Information about the Corporate Card and all services and benefits is also available online at: [americanexpress.de/willkommen](https://americanexpress.de/willkommen)

Via the online card account (password-protected) or the Amex App cardholders can view or change their PIN.

### SECURITY FOR ONLINE TRANSACTIONS

More protection against online fraud: That is why banks, payment service providers and online shops carry out additional security checks. For online payments with the Corporate Card, it's easy.

**Safe with SafeKey®:** The security solution from American Express is displayed during the payment process.

**Additional authentication:** Cardholders receive a one-time code as a as an SMS or as a push notification via the Amex app. With this code they can confirm their identity.

**For a smooth transaction:** Cardholders have their current mobile phone number and email address in their online card account – so that the confirmation code the confirmation code reaches them safely.

### SET UP EXPRESS LIST. ADD MERCHANT. DONE.

Cardholders can add websites they frequently shop at to their Express List. Then they don't need to go through additional security measures every time. Only in exceptional cases do we need to confirm their identity again. More information at [amex.de/onlineschutz](https://amex.de/onlineschutz) or in the [im Video](#).

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### Apply for a personal card: our offer for Corporate Cardmembers

Cardmembers in your company can also apply for a personal American Express card. You can find the exclusive offer here:

[amex.de/privatkartenangebot](https://amex.de/privatkartenangebot) (access code: Corporate)

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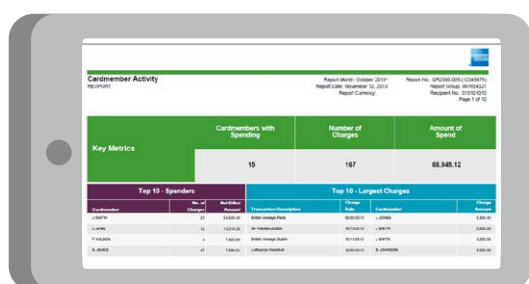
## @ WORK – HOW TO MANAGE YOUR CORPORATE CARD PROGRAMME ONLINE

With American Express @ Work®, you have 24/7 access to reports and analysis as well as card activity, account balances and statements. So you can manage your Corporate Card Programme easily and effectively. For your I-BTA Business Travel Account, you can download your consolidated VAT invoice and statements in @ Work.

### Don't have access to @ Work?

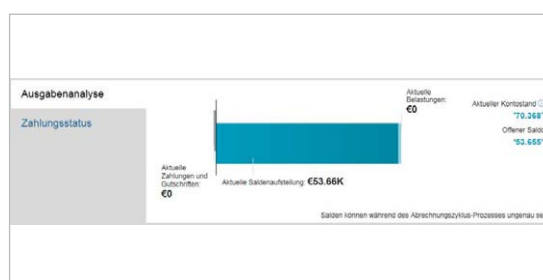
You can find an application form at [americanexpress.de/programmverwaltung](http://americanexpress.de/programmverwaltung). Simply fill it in and send it to [Firmen-Info@aexp.com](mailto:Firmen-Info@aexp.com). If you have any questions, please contact American Express Corporate Service Team.

## HOW CAN YOU USE AMERICAN EXPRESS @WORK?



### Keep an eye on card activities:

For accounts with central invoicing, you can use our standard reports to monitor card activities.



### Track balances and the latest debits:

You can view this information directly on the homepage or in any card account. Analysis of expenditure is shown as an infographic. Simply click on the graphic to display the card activities.

### Block or cancel card accounts with immediate effect:

With a single click, you can prevent unwanted spending on one or more cards.

LETZTE KONTOBEWEGUNGEN		ABRECHNUNGEN	
<b>ABRECHNUNGEN UND ZAHLUNGEN</b>			
▶ Letzte Kontobewegungen			
▼ 24 Okt, 2016 - 23 Nov, 2016			
Anfangssaldo	Abschlusssaldo	Zahlungen insgesamt	
€2.788,16	€2.295,59	€0,00	
▶ 24 Sep, 2016 - 23 Okt, 2016			
▶ 24 Aug, 2016 - 23 Sep, 2016			
▶ 24 Jul, 2016 - 23 Aug, 2016			
▶ 24 Jun, 2016 - 23 Jul, 2016			
▶ 24 Mai, 2016 - 23 Jun, 2016			
<b>▶ ZURÜCKGERUFENE ARCHIVIERTE ABRECHNUNGEN</b>			
Archivierte Abrechnungen anfordern			

KARTENÜBERSICHT - CORPORATE CARD	
OFFENER SALDO	€2.295,59
Zahlung bis* 19 Dez (Fälligkeitsdatum ist 01 Tage)	€2.287,99
Aktueller Kontostand	€7154,00
Vorheriger Saldo	2.788,16
Abrechnungstichtag 23 Okt, 2016	- 0,00
Zahlungen insgesamt	- 500,17
Gutschriften insgesamt	+ 7,60
Belastungen insgesamt Von 24 Okt, 2016 bis 23 Nov, 2016	= €2.295,59
Aktueller Saldo	
Aktuelle Zahlungen	- 0,00
Aktuelle Gutschriften	- 0,00
Aktuelle Belastungen Von 24 Nov, 2016 bis heute	+ 0,00
Offener Saldo	= €2.295,59

### Access statements online:

It is easy to check statements and payments online. The statements are available for download as a PDF file or in Excel format.

### View account balances:

You can monitor balances as well as pending and/or upcoming transactions in real time.

There may be privacy restrictions when accessing reports, depending on the liability structure.

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### @ Work Resource Centre

In the newly designed @ Work Resource Centre you can find out more about your opportunities in @ Work: online programme management, online card applications and reporting. See for yourself: [amex.de/resourcecenter](http://amex.de/resourcecenter)

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If you have any questions about @ Work, the Corporate Service Team will be happy to help.

# AMEX EXP



PROGRAMME MANAGEMENT

[americanexpress.de/programmverwaltung](https://americanexpress.de/programmverwaltung)

@ WORK RESOURCE-CENTER

[amex.de/resourcecenter](https://amex.de/resourcecenter)

MARKETING SUPPORT FOR CORPORATE  
CUSTOMERS WITH CORPORATE CARDS

[amex.de/mal](https://amex.de/mal)

FOR CARDMEMBERS

[americanexpress.de/willkommen](https://americanexpress.de/willkommen)

B4B MARKET PLACE

[amex.de/b4b](https://amex.de/b4b)

**American Express Europe S.A.** (Germany branch), Theodor-Heuss-Allee 112,  
60486 Frankfurt am Main, Registergericht Frankfurt am Main, HRB 112342.  
[www.americanexpress.de](https://www.americanexpress.de) | © 12/2021 American Express®

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