AMERICAN EXPRESS

@ Work® & PA Onboarding

START ▷

AMERICAN EXPRESS

DON'T *do business* WITHOUT IT™

@ Work Onboarding Journey

Click on the boxes below to be taken to the relevant section.
Click ⌂ which is located at the top left of each page to return to this page.

1.

DIGITAL ENROLMENT FORM INSTRUCTIONS

Instructions on how to complete form, add new User(s), modify existing ones and delete User IDs.

2.

SAMPLES OF WELCOME EMAILS

After you enrol, Welcome Emails will be sent to your email address.

3.

FIRST TIME LOGGING IN

What to expect the first time you log in to @ Work to finalise your enrolment.

4.

INTRODUCING OUR @ WORK CLIENT CONSULTANTS

How to book a session at a time right for you and the services they provide - free of charge.

5.

GLOBAL @ WORK RESOURCE CENTRE

How to access the site and details of the useful information it contains.

For any additional queries contact your local PA Servicing Call Centre

1. DIGITAL ENROLMENT FORM

Before you begin
Create a New User
Modifying Existing User
Delete User

Start 1 2

Before you begin

Ensure you have the Control Account Number that you wish to link your access to which can be either a: Master Control Account (MCA): access is granted from this level down your hierarchy **OR** Basic Control Account (BCA): access is granted only on this level in your hierarchy.

If you don't know these you can contact your Account Manager or your local PA Servicing Call Centre.

If you are not authorised on the account as a Program Administrator or Authorised Signatory for the country you wish access to, then you will need to provide details of someone who is to approve your access and agree to the @ Work T&C's within the form. As a result, you will be assigned the role associated with your Product selection e.g. Online Program Management defaults to the role Program Administrator.

For the full list of products and associated roles, see the Products & Roles page under the Menu button.

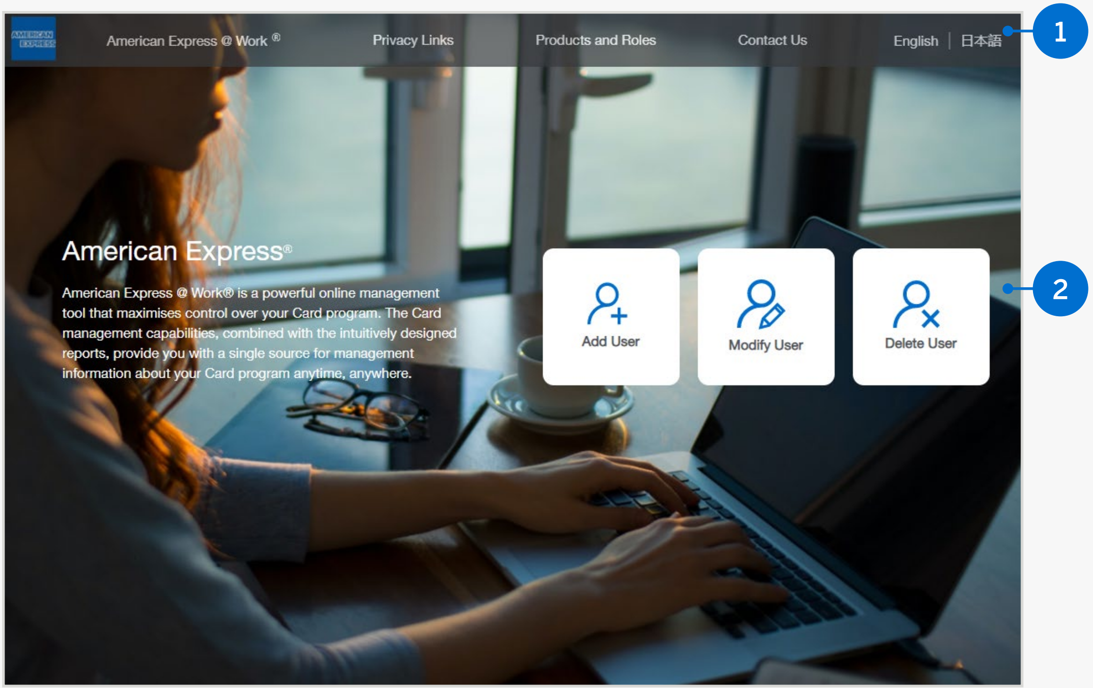
INSTRUCTIONS

Click on the above numbers to reveal more information

HELPFUL HINTS

Look out for this icon for helpful hints and tips!

Complete the form at atworkenrollment.americanexpress.com



American Express @ Work® is a powerful online management tool that maximises control over your Card program. The Card management capabilities, combined with the intuitively designed reports, provide you with a single source for management information about your Card program anytime, anywhere.

1 2 3

Navigating the @ Work Enrolment form

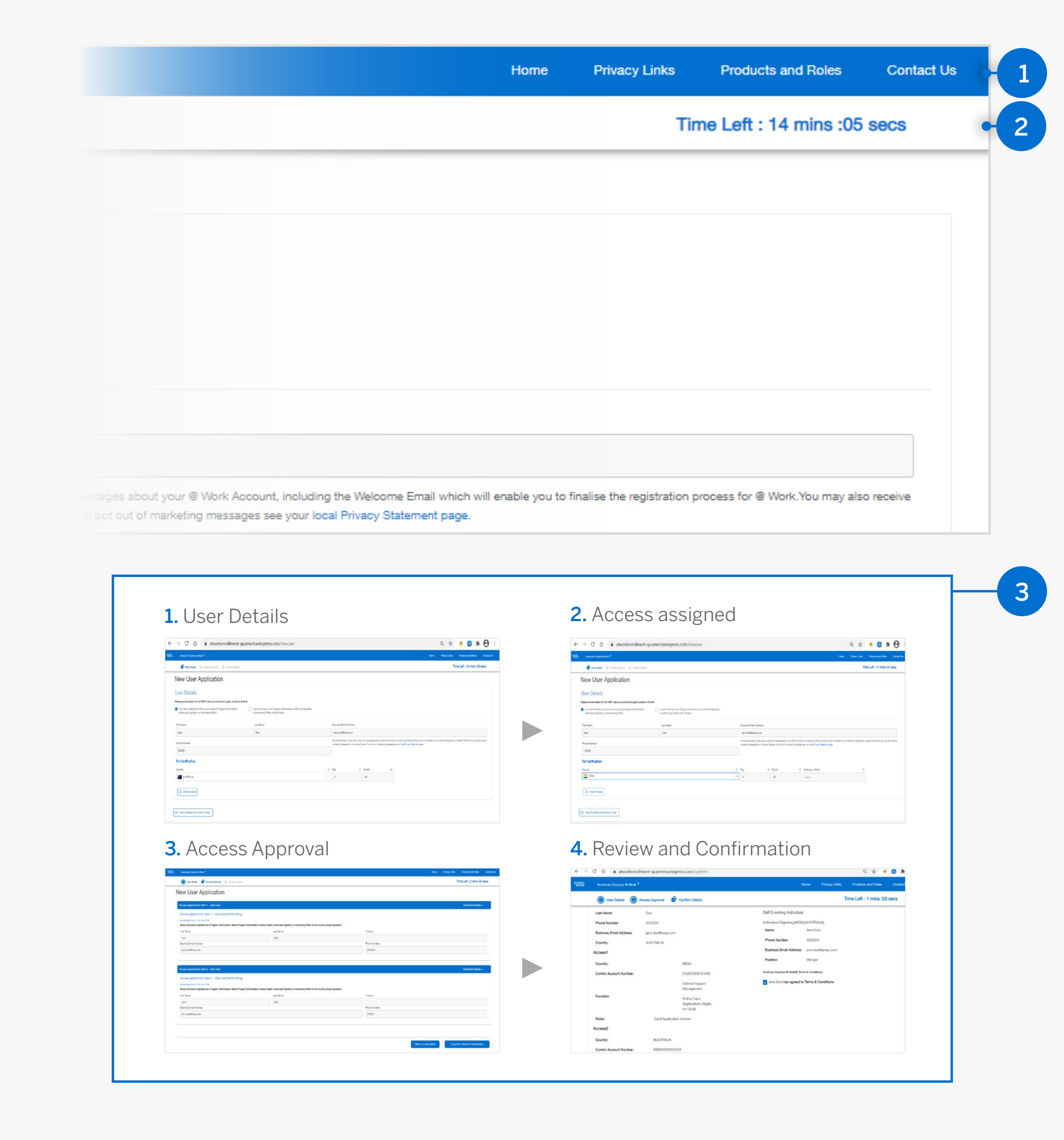
TOP RIGHT TOOLBAR TO LOCATE FURTHER INFORMATION:

Home

Privacy Links

Products and Roles

Contact Us



Time Left : 14 mins :05 secs

ssages about your @ Work Account, including the Welcome Email which will enable you to finalise the registration process for @ Work.You may also receive
To opt out of marketing messages see your local Privacy Statement page.

1. User Details
2. Access assigned
3. Access Approval
4. Review and Confirmation

INSTRUCTIONS

Click on the above numbers to reveal more information

CREATE A NEW USER

Digital @ Work Enrolment form

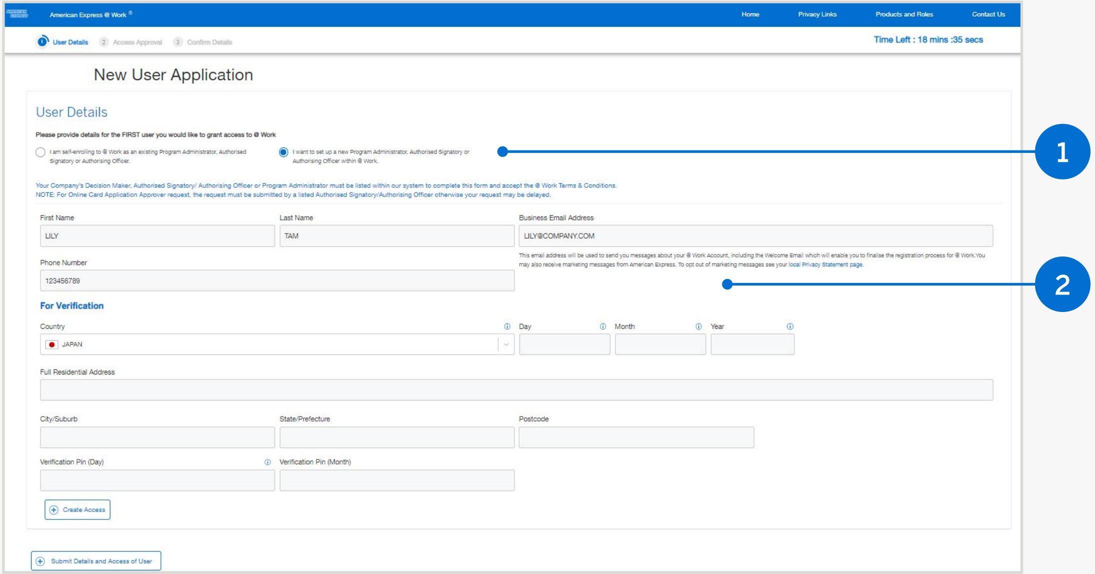
START ▷

1 2

IF YOU ARE NOT AN EXISTING PA, AS/AO IN OUR SYSTEM

After you click on the box a message will appear stating that you need an existing Authorised Signatory to approve your enrolment. Their details will need to be supplied on the next screen.

New User Application – User Details



Time Left : 18 mins :35 secs

New User Application

User Details

Please provide details for the FIRST user you would like to grant access to @ Work

○ I am self-enrolling to @ Work as an existing Program Administrator, Authorised Signatory or Authorising Officer.

● I want to set up a new Program Administrator, Authorised Signatory or Authorising Officer within @ Work.

Your Company's Decision Maker, Authorised Signatory/ Authorising Officer or Program Administrator must be listed within our system to complete this form and accept the @ Work Terms & Conditions.
NOTE: For Online Card Application Approver request, the request must be submitted by a listed Authorised Signatory/Authorising Officer otherwise your request may be delayed.

First Name: LILY
Last Name: TAM
Business Email Address: LILY@COMPANY.COM

This email address will be used to send you messages about your @ Work Account, including the Welcome Email which will enable you to finalise the registration process for @ Work.You may also receive marketing messages from American Express. To opt out of marketing messages see your local Privacy Statement page.

Phone Number: 123456789

For Verification

Country: JAPAN
Day:
Month:
Year:
Full Residential Address:
City/Suburb:
State/Prefecture:
Postcode:
Verification Pin (Day):
Verification Pin (Month):

INSTRUCTIONS

Click on the above numbers to reveal more information

VERIFICATION PIN/WORD

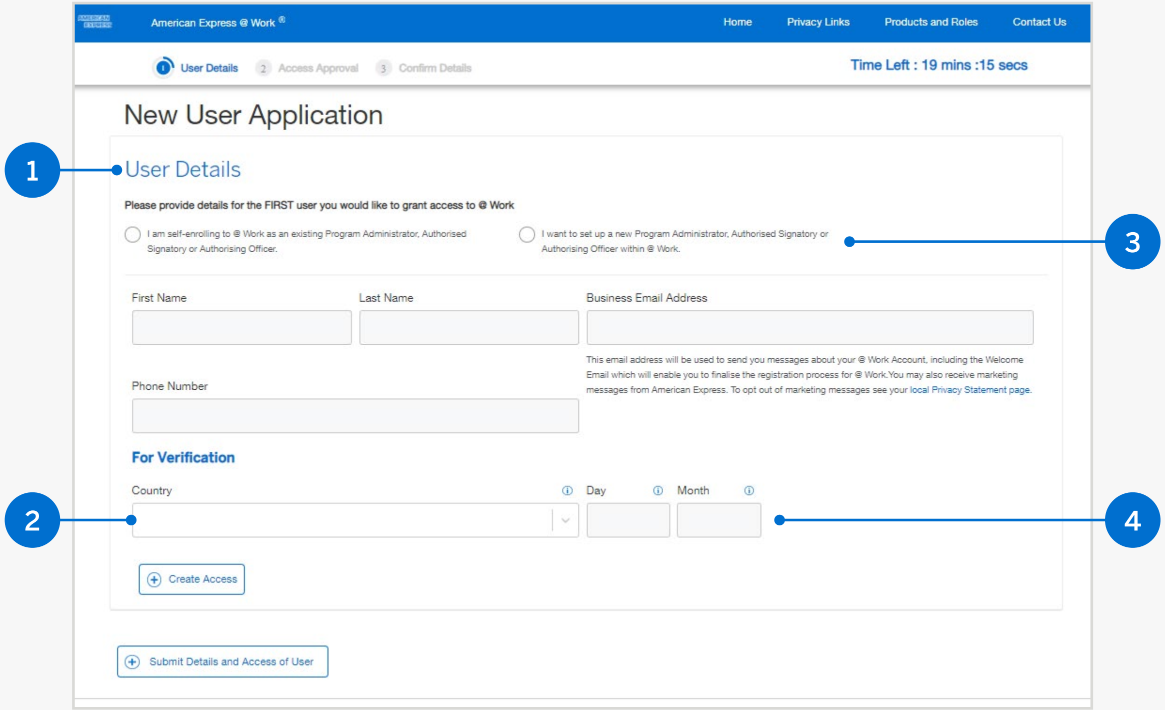
Retain these for first time log in.

1 2 3 4

USER NAME WILL AUTOMATICALLY APPEAR ONCE THE FIRST AND LAST NAME FIELDS ARE COMPLETED.

If there are multiple Users they will be numbered down the screen for easy access.

New User Application – User Details


American Express @ Work ®
Home
Privacy Links
Products and Roles
Contact Us
1 User Details
2 Access Approval
3 Confirm Details
1
2
3
4
Create Access
Submit Details and Access of User

Time Left : 19 mins :15 secs

New User Application

User Details

Please provide details for the FIRST user you would like to grant access to @ Work

○ I am self-enrolling to @ Work as an existing Program Administrator, Authorised Signatory or Authorising Officer.

○ I want to set up a new Program Administrator, Authorised Signatory or Authorising Officer within @ Work.

First Name

Last Name

Business Email Address

This email address will be used to send you messages about your @ Work Account, including the Welcome Email which will enable you to finalise the registration process for @ Work.You may also receive marketing messages from American Express. To opt out of marketing messages see your local Privacy Statement page.

Phone Number

For Verification

Country

Day

Month

INSTRUCTIONS

Click on the above numbers to reveal more information

VERIFICATION PIN/WORD

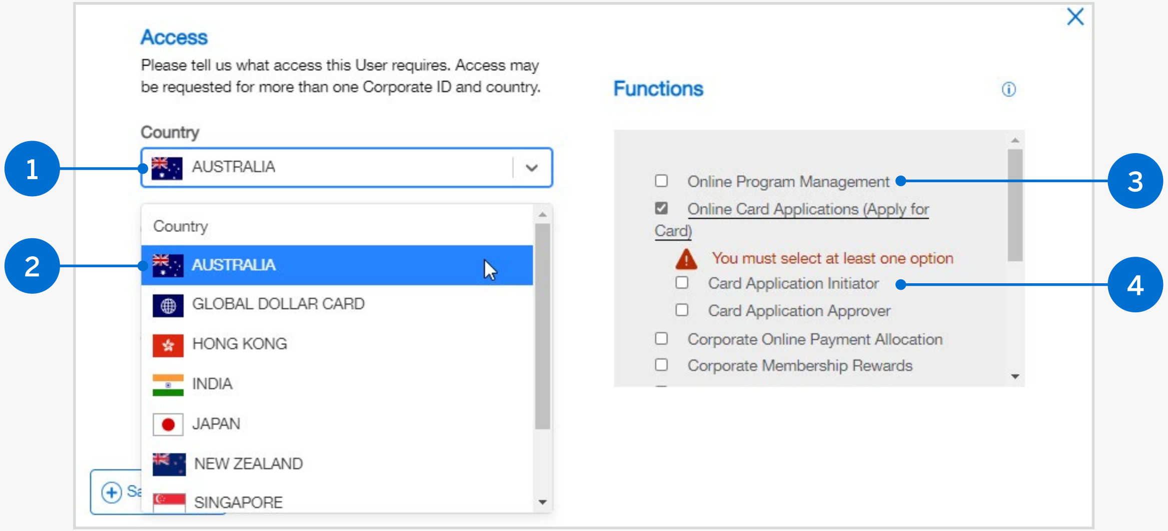
Retain these for first time log in

1 2 3 4

SELECT THE LOCATION YOU REQUIRE ACCESS TO

Only one can be selected at a time, however multiple locations and functions may be selected.

New User Application - Create Access



Access

Please tell us what access this User requires. Access may be requested for more than one Corporate ID and country.

Country: AUSTRALIA

Country
- AUSTRALIA
- GLOBAL DOLLAR CARD
- HONG KONG
- INDIA
- JAPAN
- NEW ZEALAND
- SINGAPORE

Functions

☐ Online Program Management
☑ Online Card Applications (Apply for Card)
⚠ You must select at least one option
  ☐ Card Application Initiator
  ☐ Card Application Approver
☐ Corporate Online Payment Allocation
☐ Corporate Membership Rewards

*Click "**Next**" to proceed*

INSTRUCTIONS

Click on the above numbers to reveal more information

1

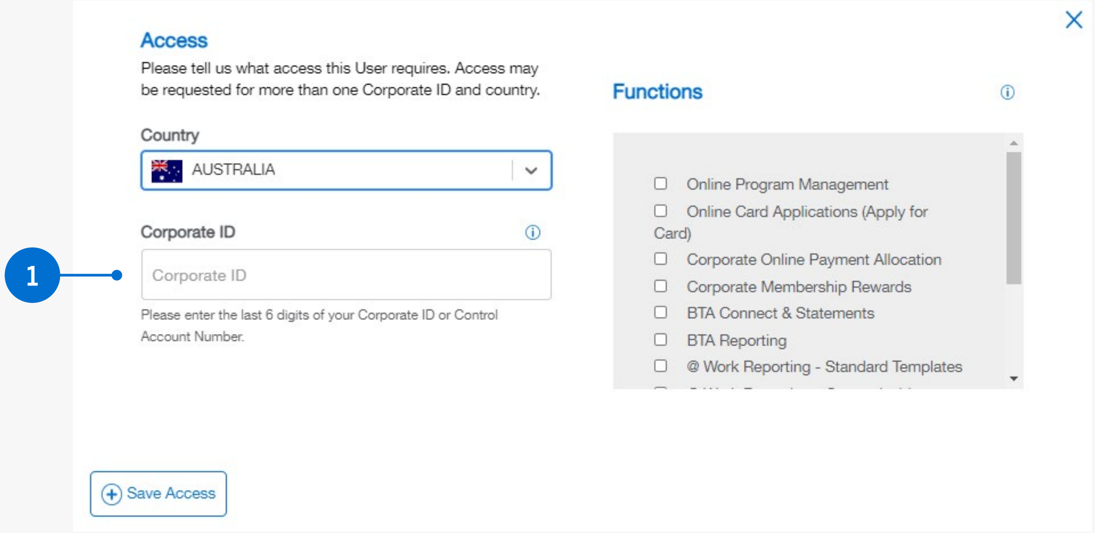
WHAT ACCOUNT NUMBER(S) DO YOU NEED TO REGISTER THIS PRODUCT UNDER?

Enter the last 6 digits of the Control Account Number for the program to which you require access.

To add additional Control Accounts click “Save Access” and then “Add Another Access”.

NOTE: *The Control Account Number for most countries is 15 digits. The first digits will be populated based on the location you selected above.*

New User Application – Nominate the control account/s



Access

Please tell us what access this User requires. Access may be requested for more than one Corporate ID and country.

Country: AUSTRALIA

Corporate ID

Please enter the last 6 digits of your Corporate ID or Control Account Number.

Functions

- ☐ Online Program Management
- ☐ Online Card Applications (Apply for Card)
- ☐ Corporate Online Payment Allocation
- ☐ Corporate Membership Rewards
- ☐ BTA Connect & Statements
- ☐ BTA Reporting
- ☐ @ Work Reporting - Standard Templates

INSTRUCTIONS

Click on the above numbers to reveal more information

New User Application – Nominating a Card Application Approver

1

INDIA MARKET

A Card Application Approver must be a registered Authorising Signatory (AS).

If the individual needing access is not currently listed as an AS, you will be required to submit additional documentation which can be actioned with the upload document function on this screen.

Please ensure you click the information bubble for detailed information regarding the specific supporting documentation required.

WHAT ADDITIONAL INFORMATION IS REQUIRED WHEN NOMINATING ACCESS FOR A ‘CARD APPLICATION APPROVER?

A Card Application Approver must be a registered Authorising Officer or Authorising Signatory. (AO/AS)

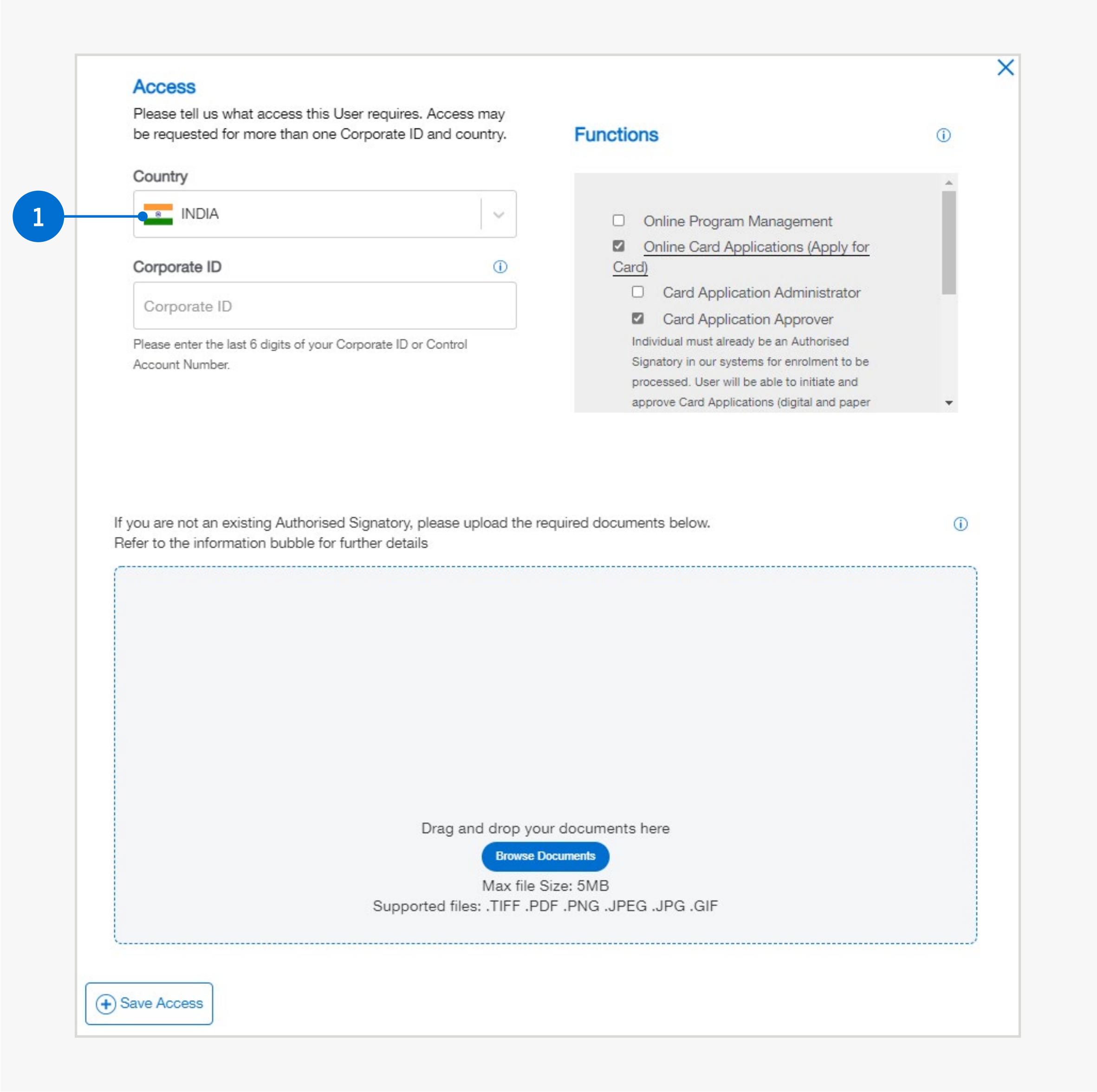
If the individual needing access is not currently listed as an AO/AS, additional information may be requested (depending on the market) after selecting this function type.

INSTRUCTIONS

Click on the above numbers to reveal more information

IMPORTANT

You must be listed as an AS/AO for that country if you are requesting a brand new AS/AO to be registered for an Account.



Access

Please tell us what access this User requires. Access may be requested for more than one Corporate ID and country.

Country: INDIA

Corporate ID: Corporate ID

Please enter the last 6 digits of your Corporate ID or Control Account Number.

Functions

☐ Online Program Management
☑ Online Card Applications (Apply for Card)
  ☐ Card Application Administrator
  ☑ Card Application Approver
  Individual must already be an Authorised Signatory in our systems for enrolment to be processed. User will be able to initiate and approve Card Applications (digital and paper

If you are not an existing Authorised Signatory, please upload the required documents below.
Refer to the information bubble for further details

Drag and drop your documents here

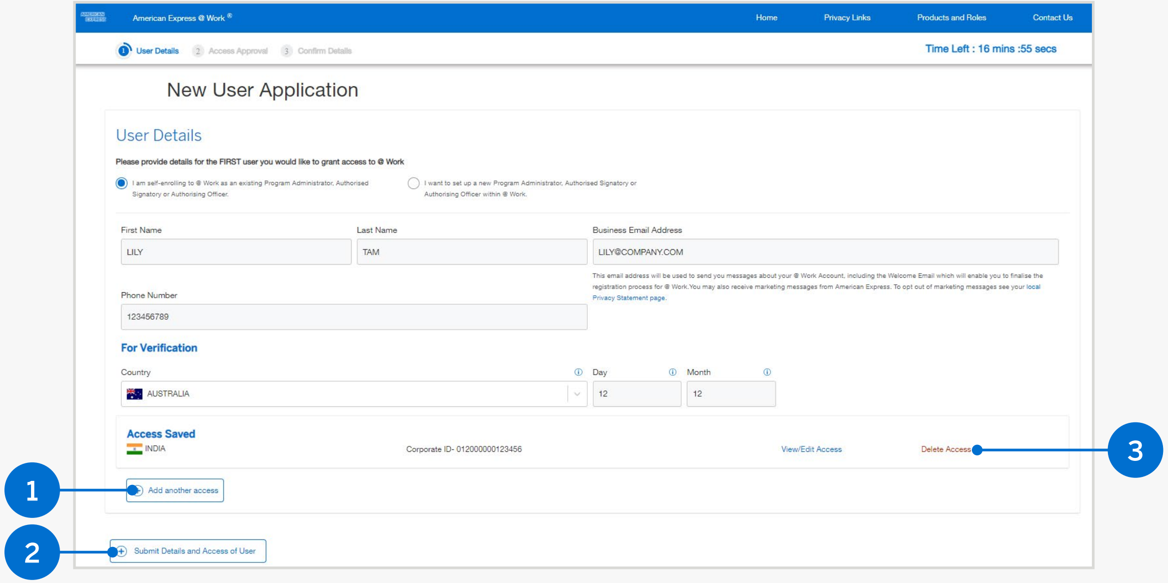
Max file Size: 5MB
Supported files: .TIFF .PDF .PNG .JPEG .JPG .GIF

New User Application – Adding additional access to a User

1 2 3

MULTIPLE ACCESS FOR A USER MAY BE REQUESTED

This digital form allows you to nominate access for multiple locations, products and across different Control Accounts by using the "Add another access" button for each individual.


American Express @ Work ®
Home
Privacy Links
Products and Roles
Contact Us
1 User Details
2 Access Approval
3 Confirm Details
Time Left : 16 mins :55 secs
View/Edit Access
Delete Access
Add another access
Submit Details and Access of User
1
2
3

New User Application

User Details

Please provide details for the FIRST user you would like to grant access to @ Work

● I am self-enrolling to @ Work as an existing Program Administrator, Authorised Signatory or Authorising Officer.

○ I want to set up a new Program Administrator, Authorised Signatory or Authorising Officer within @ Work.

First Name	Last Name	Business Email Address
LILY	TAM	LILY@COMPANY.COM

This email address will be used to send you messages about your @ Work Account, including the Welcome Email which will enable you to finalise the registration process for @ Work.You may also receive marketing messages from American Express. To opt out of marketing messages see your local Privacy Statement page.

Phone Number: 123456789

For Verification

Country	Day	Month
AUSTRALIA	12	12

Access Saved

INDIA Corporate ID- 012000000123456

INSTRUCTIONS

Click on the above numbers to reveal more information

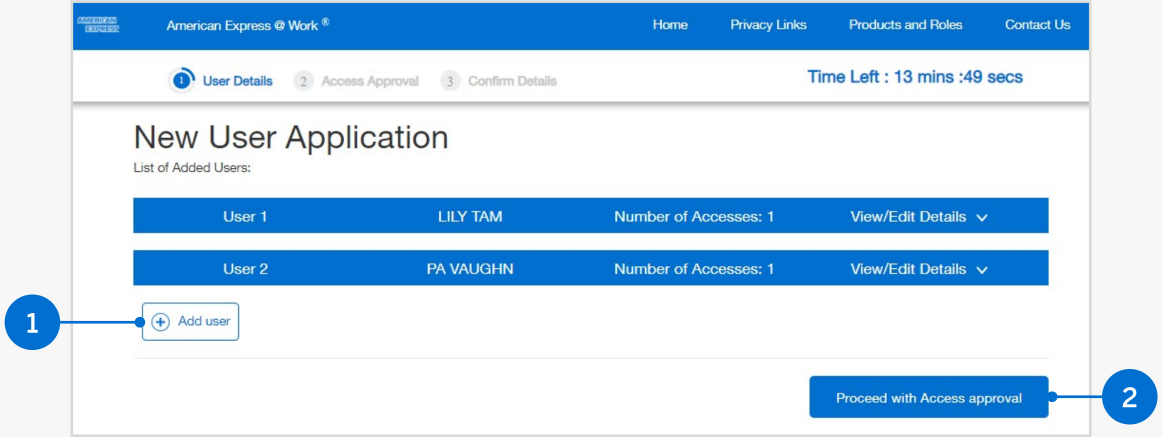
1 2

DO YOU NEED TO GRANT ACCESS TO MULTIPLE USERS?

You may nominate access for multiple Users within the same request by using the ‘Add User’ option.

This will navigate you back to the ‘User Details’ screen where you will be required to list the additional User’s credentials including their name, email, primary location for access.

New User Application – Proceed to Approval or Add another User



American Express @ Work ®

Home | Privacy Links | Products and Roles | Contact Us

1 User Details | 2 Access Approval | 3 Confirm Details

Time Left : 13 mins :49 secs

New User Application

List of Added Users:

User 1	LILY TAM	Number of Accesses: 1	View/Edit Details
User 2	PA VAUGHN	Number of Accesses: 1	View/Edit Details

INSTRUCTIONS

Click on the above numbers to reveal more information

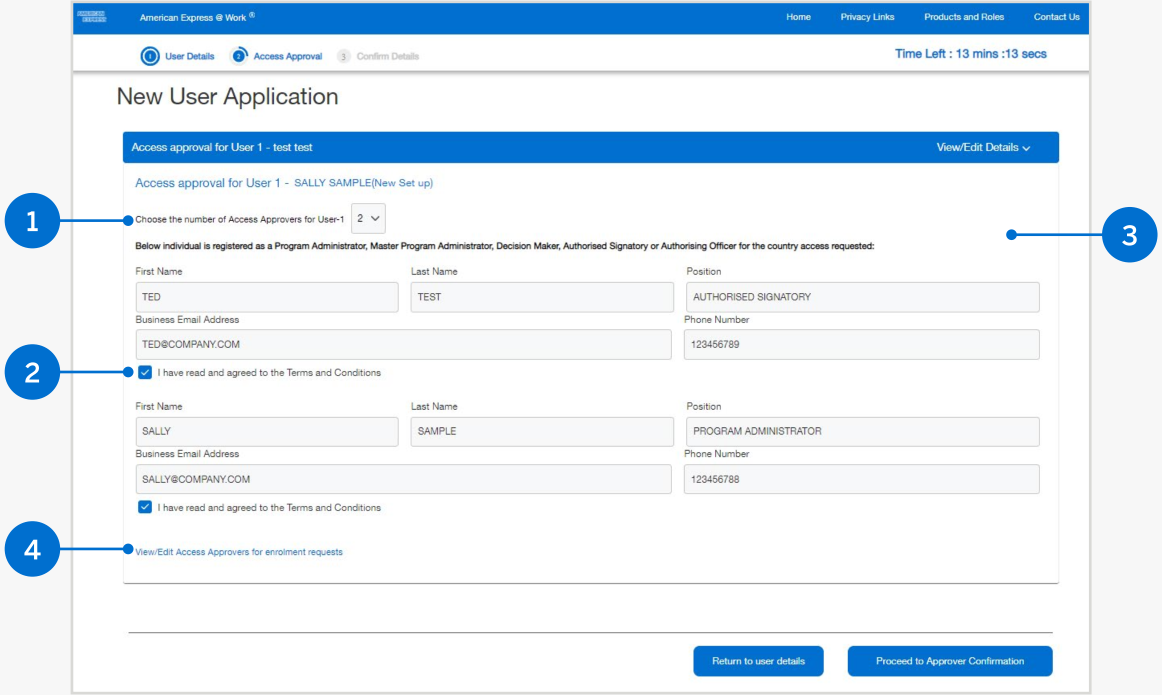
New User Application - Approver Details

1 2 3 4

CONTACT DETAILS OF THE APPROVER FOR EACH MARKET AND USER

Contact information for a listed Approver must be provided for each location and User for which access has been requested.

Use the drop down to add the number of different Approvers.


American Express @ Work ®
Home
Privacy Links
Products and Roles
Contact Us
User Details
Access Approval
3 Confirm Details
Time Left : 13 mins :13 secs
View/Edit Details
View/Edit Access Approvers for enrolment requests
Return to user details
Proceed to Approver Confirmation
1
2
3
4

New User Application

Access approval for User 1 - test test

Access approval for User 1 - SALLY SAMPLE(New Set up)

Choose the number of Access Approvers for User-1: 2

Below individual is registered as a Program Administrator, Master Program Administrator, Decision Maker, Authorised Signatory or Authorising Officer for the country access requested:

First Name: TED
Last Name: TEST
Position: AUTHORISED SIGNATORY
Business Email Address: TED@COMPANY.COM
Phone Number: 123456789
☑ I have read and agreed to the Terms and Conditions

First Name: SALLY
Last Name: SAMPLE
Position: PROGRAM ADMINISTRATOR
Business Email Address: SALLY@COMPANY.COM
Phone Number: 123456788
☑ I have read and agreed to the Terms and Conditions

INSTRUCTIONS

Click on the above numbers to reveal more information

HELPFUL HINT

In this example Ted Test is an Authorised Signatory for their Singapore Account and able to approve @ Work Singapore access for Sally Sample who is not on the system. Ted's approval on this screen ensures Sally will now be set up as a new PA for Singapore and provided access to @ Work. Sally is already a PA on their India Account so completes her details as well.

New User Application - Confirm Details

1

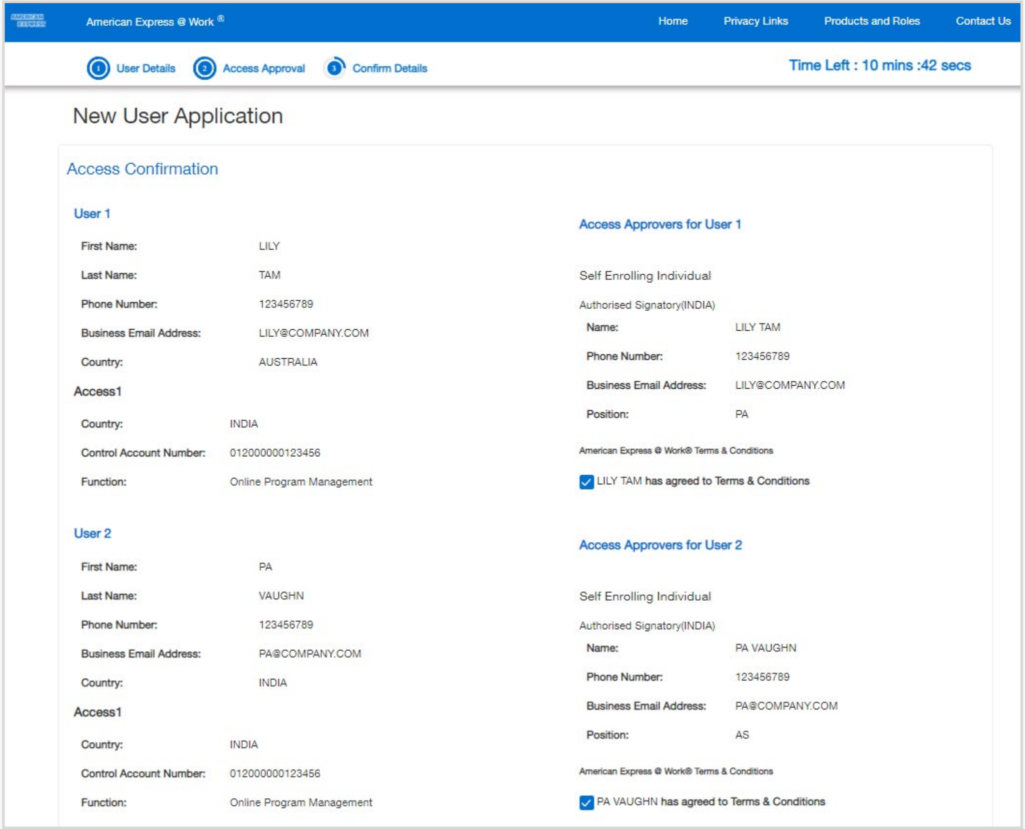
REVIEW CAREFULLY BEFORE SUBMITTING

Check all details to ensure correct information has been supplied.

If there are any details to be revised, click “Return to Approver Details” on this screen.

Once on the previous screen, you can then select the button to “Return to User Details” and make any changes.

Otherwise, once you are satisfied all the information is correct, click on the “Submit” button.



Time Left : 10 mins :42 secs

New User Application

Access Confirmation

User 1

First Name: LILY
Last Name: TAM
Phone Number: 123456789
Business Email Address: LILY@COMPANY.COM
Country: AUSTRALIA

Access1

Country: INDIA
Control Account Number: 012000000123456
Function: Online Program Management

Access Approvers for User 1

Self Enrolling Individual

Authorised Signatory(INDIA)
Name: LILY TAM
Phone Number: 123456789
Business Email Address: LILY@COMPANY.COM
Position: PA

American Express @ Work® Terms & Conditions

☑ LILY TAM has agreed to Terms & Conditions

User 2

First Name: PA
Last Name: VAUGHN
Phone Number: 123456789
Business Email Address: PA@COMPANY.COM
Country: INDIA

Access1

Country: INDIA
Control Account Number: 012000000123456
Function: Online Program Management

Access Approvers for User 2

Self Enrolling Individual

Authorised Signatory(INDIA)
Name: PA VAUGHN
Phone Number: 123456789
Business Email Address: PA@COMPANY.COM
Position: AS

American Express @ Work® Terms & Conditions

☑ PA VAUGHN has agreed to Terms & Conditions

INSTRUCTIONS

Click on the above numbers to reveal more information

New User Application – Confirmation Page

1 2 3 4

APPLICANT'S DETAILS

Details of the User(s) requesting access to @ Work will be displayed here.

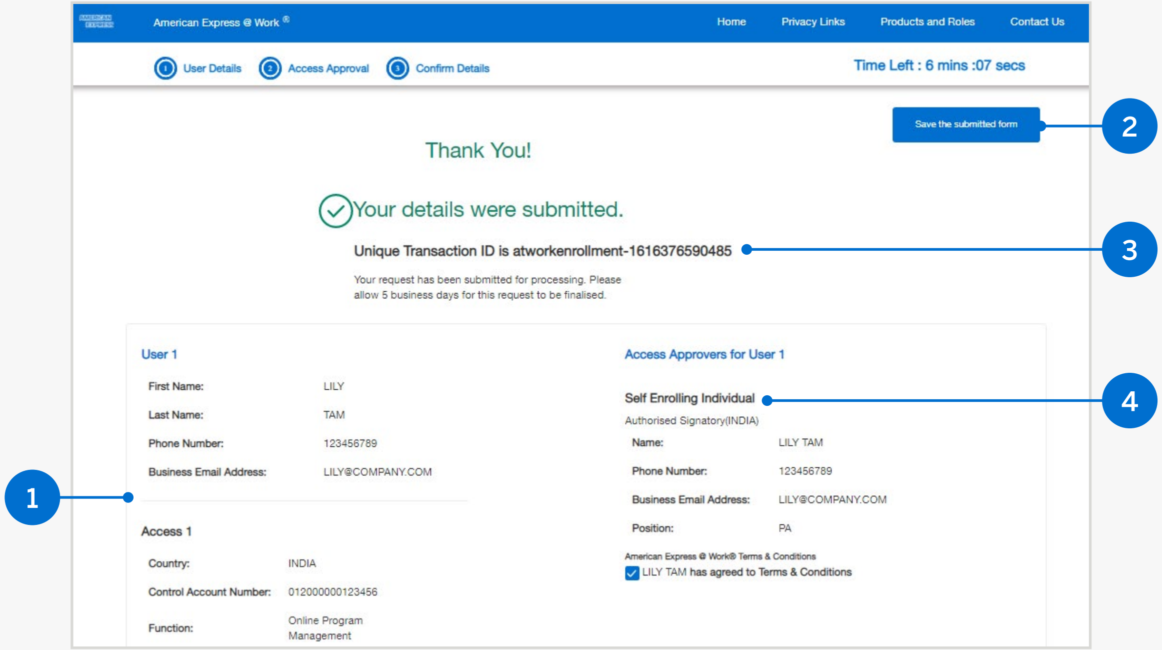
INSTRUCTIONS

Click on the above numbers to reveal more information

HELPFUL HINT

The request will be finalised within 5 business days and the Applicant will receive two confirmation emails to finalise their enrolment.

*We encourage all our new @ Work Users to **book a time with one of our Training Consultants** to learn more about the features of @ Work. Contact PA Servicing or email atworktraining@aexp.com to book a free session.*


American Express @ Work ®
Home
Privacy Links
Products and Roles
Contact Us
① User Details
② Access Approval
③ Confirm Details
Save the submitted form
1
2
3
4

Time Left : 6 mins :07 secs

Thank You!

Your details were submitted.

Unique Transaction ID is atworkenrollment-1616376590485

Your request has been submitted for processing. Please allow 5 business days for this request to be finalised.

User 1

First Name: LILY
Last Name: TAM
Phone Number: 123456789
Business Email Address: LILY@COMPANY.COM

Access 1

Country: INDIA
Control Account Number: 012000000123456
Function: Online Program Management

Access Approvers for User 1

Self Enrolling Individual
Authorised Signatory(INDIA)
Name: LILY TAM
Phone Number: 123456789
Business Email Address: LILY@COMPANY.COM
Position: PA

American Express @ Work® Terms & Conditions
☑ LILY TAM has agreed to Terms & Conditions

MODIFY AN EXISTING USER

Digital @ Work Enrolment form

START ▷

1 2

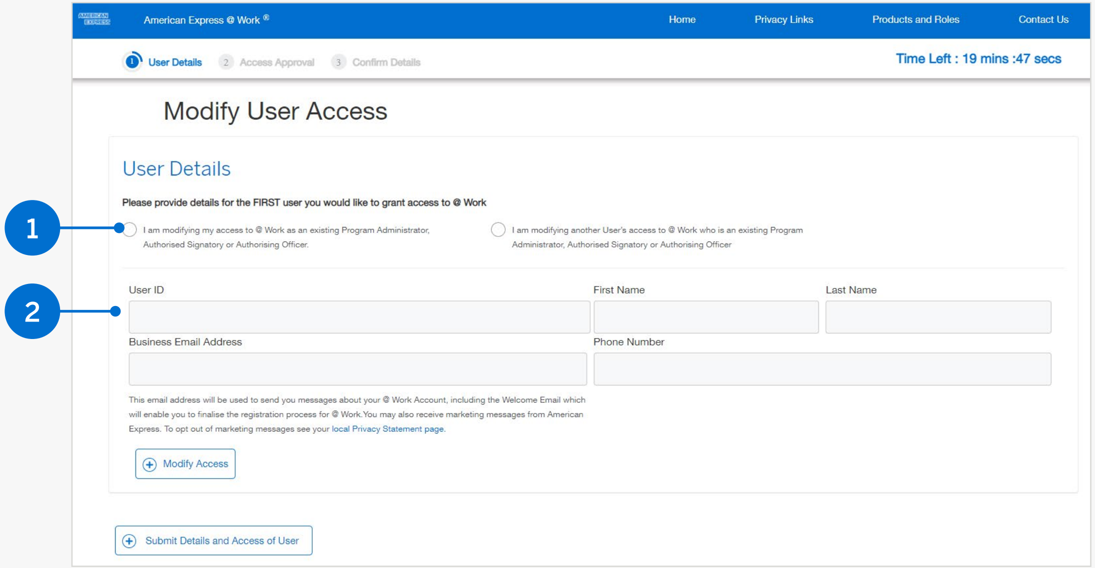
Modify Existing User(s) - User Access

ARE YOU REGISTERED UNDER THE ACCOUNT AS AN AUTHORISED CONTACT OR REQUESTING TO MODIFY YOUR OWN ACCESS?

Select the button relevant to your circumstances.

You MUST be authorised to modify access as an existing PA, AS or AO.

Otherwise, you will need to complete the details of someone who can authorise your access on the next screen.


American Express @ Work ®
Home
Privacy Links
Products and Roles
Contact Us
1 User Details
2 Access Approval
3 Confirm Details
Time Left : 19 mins :47 secs
User ID
First Name
Last Name
Business Email Address
Phone Number
Modify Access
Submit Details and Access of User
1
2

Modify User Access

User Details

Please provide details for the FIRST user you would like to grant access to @ Work

○ I am modifying my access to @ Work as an existing Program Administrator, Authorised Signatory or Authorising Officer.

○ I am modifying another User's access to @ Work who is an existing Program Administrator, Authorised Signatory or Authorising Officer

This email address will be used to send you messages about your @ Work Account, including the Welcome Email which will enable you to finalise the registration process for @ Work.You may also receive marketing messages from American Express. To opt out of marketing messages see your local Privacy Statement page.

INSTRUCTIONS

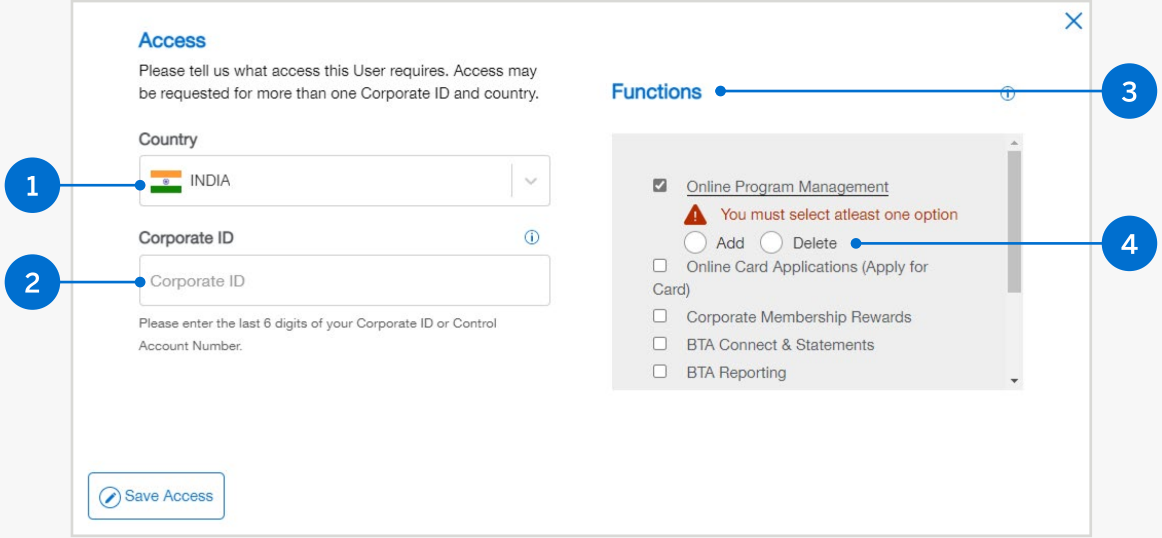
Click on the above numbers to reveal more information

Modify Existing UserAccess – Access Details

1 2 3 4

WHICH ACCESS IS BEING MODIFIED?

Select the location you wish to modify access to.
A drop down list of available countries will appear.



Access

Please tell us what access this User requires. Access may be requested for more than one Corporate ID and country.

Country: INDIA

Corporate ID: Corporate ID

Please enter the last 6 digits of your Corporate ID or Control Account Number.

Functions

- ☑ Online Program Management
  - ⚠ You must select atleast one option
  - ○ Add ○ Delete
- ☐ Online Card Applications (Apply for Card)
- ☐ Corporate Membership Rewards
- ☐ BTA Connect & Statements
- ☐ BTA Reporting

*Click "**Next**" to proceed*

INSTRUCTIONS

Click on the above numbers to reveal more information

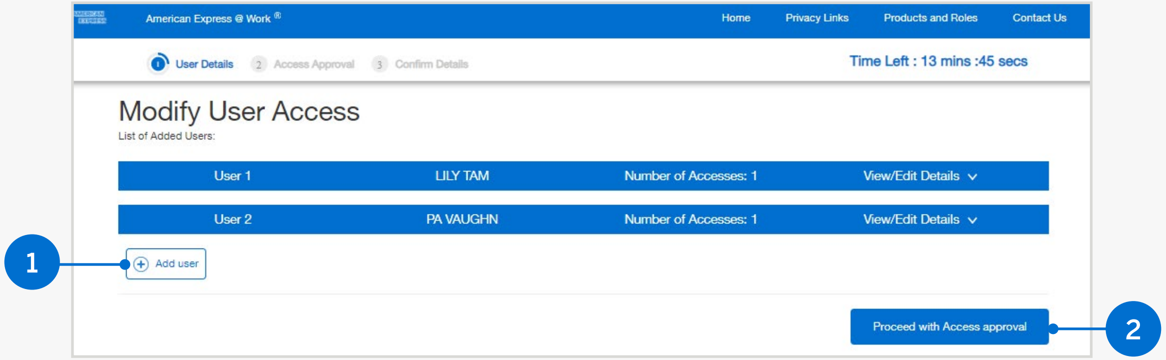
1 2

DO YOU NEED TO MODIFY ACCESS FOR MORE THAN ONE USER?

Access to modify multiple Users may be submitted within the same request.

Please use the Add User button to proceed.

Modify Existing User Access for multiple Users


American Express @ Work ®
Home
Privacy Links
Products and Roles
Contact Us
1 User Details
2 Access Approval
3 Confirm Details
1
2

Time Left : 13 mins :45 secs

Modify User Access

List of Added Users:

User 1 LILY TAM Number of Accesses: 1 View/Edit Details

User 2 PA VAUGHN Number of Accesses: 1 View/Edit Details

Add user

Proceed with Access approval

INSTRUCTIONS

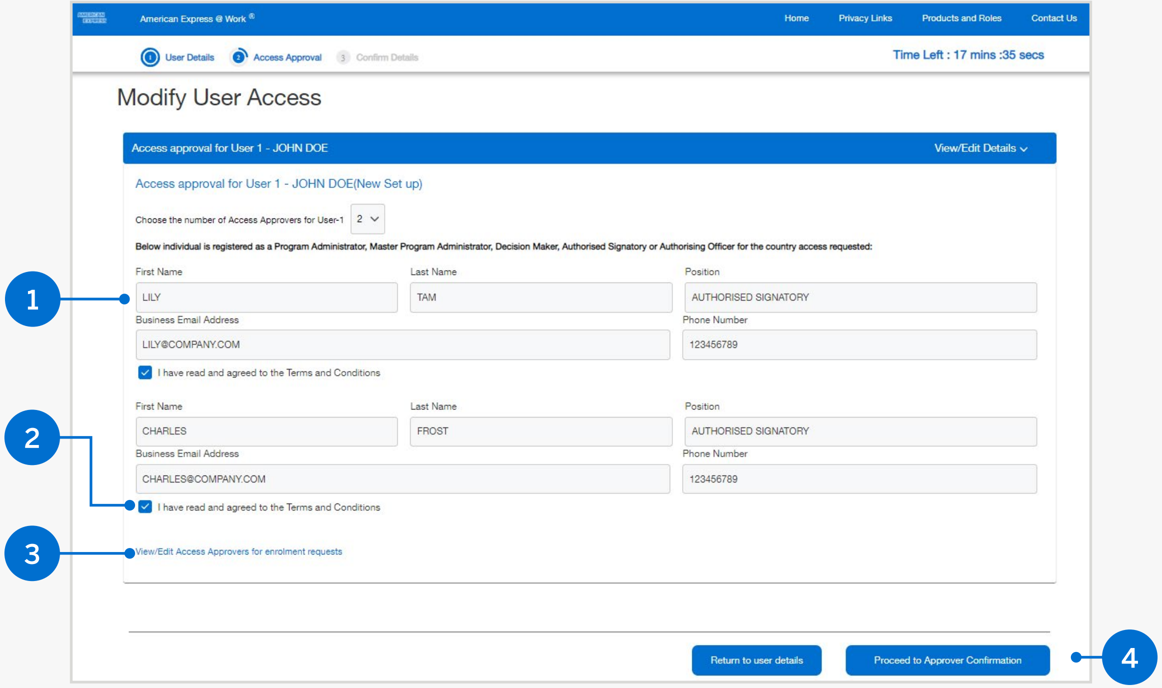
Click on the above numbers to reveal more information

1 2 3 4

CONTACT DETAILS OF THE APPROVER FOR EACH MARKET AND USER.

Contact information for a listed Approver must be provided for each location and User for which access has been requested.

Modify Existing User Access – Approver Details


American Express @ Work ®
Home
Privacy Links
Products and Roles
Contact Us
1 User Details
2 Access Approval
3 Confirm Details
View/Edit Details
Return to user details
Proceed to Approver Confirmation
1
2
3
4

Time Left : 17 mins :35 secs

Modify User Access

Access approval for User 1 - JOHN DOE

Access approval for User 1 - JOHN DOE(New Set up)

Choose the number of Access Approvers for User-1: 2

Below individual is registered as a Program Administrator, Master Program Administrator, Decision Maker, Authorised Signatory or Authorising Officer for the country access requested:

First Name: LILY
Last Name: TAM
Position: AUTHORISED SIGNATORY
Business Email Address: LILY@COMPANY.COM
Phone Number: 123456789

☑ I have read and agreed to the Terms and Conditions

First Name: CHARLES
Last Name: FROST
Position: AUTHORISED SIGNATORY
Business Email Address: CHARLES@COMPANY.COM
Phone Number: 123456789

☑ I have read and agreed to the Terms and Conditions

View/Edit Access Approvers for enrolment requests

INSTRUCTIONS

Click on the above numbers to reveal more information

HELPFUL HINT

In this Modify User example Lily Tam is already an Authorised Signatory for her New Zealand Account and able to self enrol her @ Work NZ access.

Charles Frost is the Authorised Signatory for their Hong Kong account as Lily is not a registered Program Administrator for that location's Account.

1 2 3 4

APPLICANT'S DETAILS

Details of the User(s) modifying access to @ Work will be detailed here.

INSTRUCTIONS

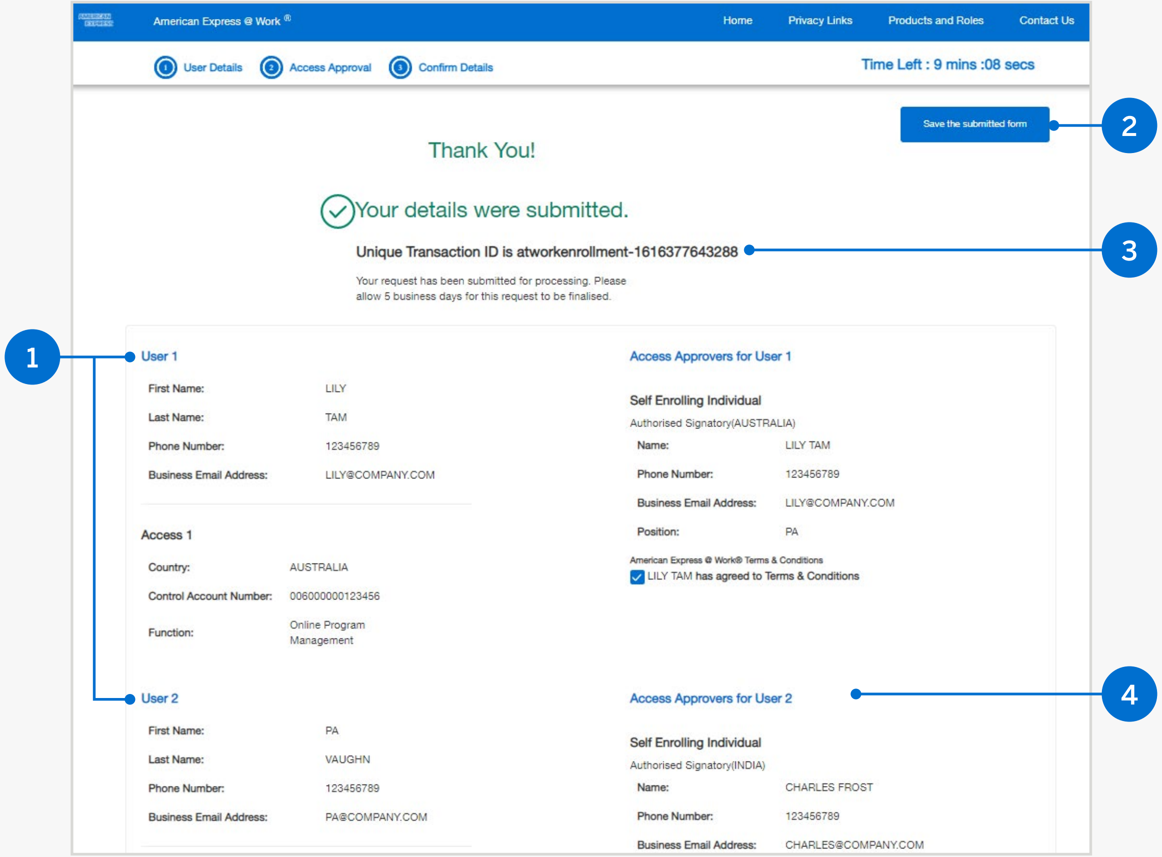
Click on the above numbers to reveal more information

HELPFUL HINT

The request will be finalised within 5 business days and the Applicant will receive two confirmation emails to finalise their enrolment.

*We encourage all our new @ Work Users to **book a time with one of our Training Consultants** to learn more about the features of @ Work. Contact PA Servicing or email atworktraining@aexp.com to book a free session.*

Modify Existing User Access – Confirmation Page



Time Left : 9 mins :08 secs

Thank You!

✓ Your details were submitted.

Unique Transaction ID is atworkenrollment-1616377643288

Your request has been submitted for processing. Please allow 5 business days for this request to be finalised.

User 1

First Name:	LILY
Last Name:	TAM
Phone Number:	123456789
Business Email Address:	LILY@COMPANY.COM

Access 1

Country:	AUSTRALIA
Control Account Number:	006000000123456
Function:	Online Program Management

Access Approvers for User 1

Self Enrolling Individual

Authorised Signatory(AUSTRALIA)

Name:	LILY TAM
Phone Number:	123456789
Business Email Address:	LILY@COMPANY.COM
Position:	PA

American Express @ Work® Terms & Conditions

☑ LILY TAM has agreed to Terms & Conditions

User 2

First Name:	PA
Last Name:	VAUGHN
Phone Number:	123456789
Business Email Address:	PA@COMPANY.COM

Access Approvers for User 2

Self Enrolling Individual

Authorised Signatory(INDIA)

Name:	CHARLES FROST
Phone Number:	123456789
Business Email Address:	CHARLES@COMPANY.COM

DELETE AN EXISTING USER

Digital @ Work Enrolment form

START ▷

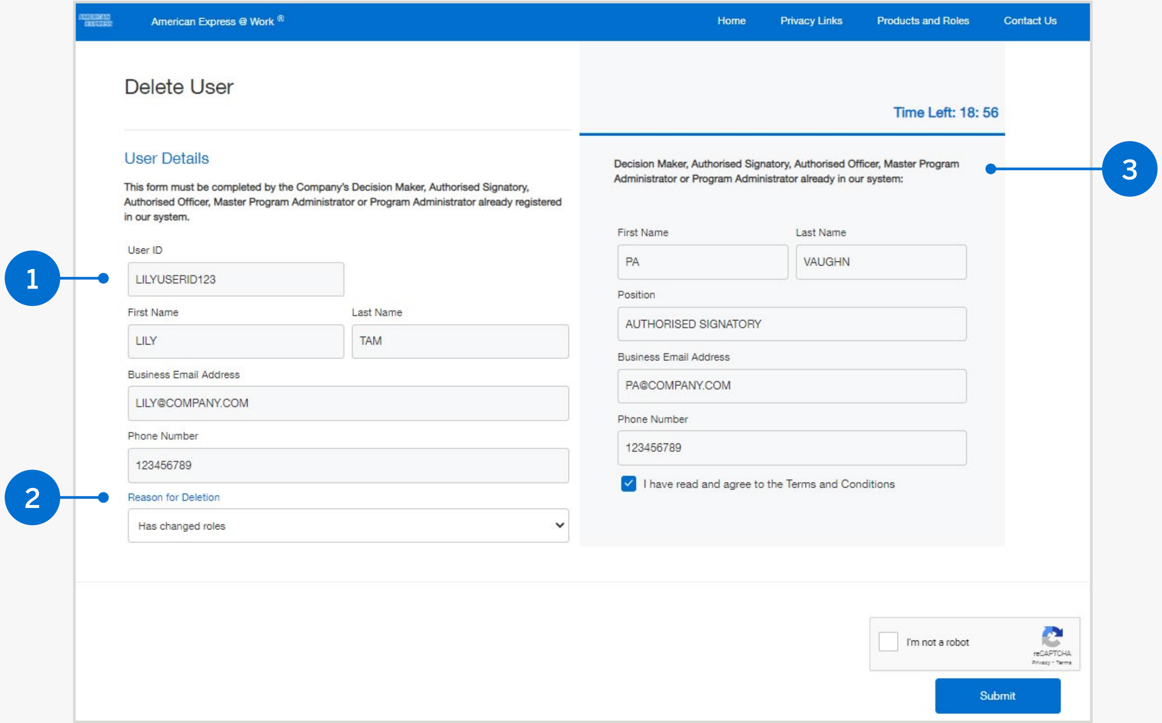
1 2 3

EXISTING USER ID IS REQUIRED

Please provide the User ID of the user who will be deleted.

If you don’t have this detail, contact your local Corporate PA Servicing Team for help.

Delete Existing User – User Details



Delete User

Time Left: 18: 56

User Details

This form must be completed by the Company's Decision Maker, Authorised Signatory, Authorised Officer, Master Program Administrator or Program Administrator already registered in our system.

User ID: LILYUSERID123

First Name: LILY

Last Name: TAM

Business Email Address: LILY@COMPANY.COM

Phone Number: 123456789

Reason for Deletion: Has changed roles

Decision Maker, Authorised Signatory, Authorised Officer, Master Program Administrator or Program Administrator already in our system:

First Name: PA

Last Name: VAUGHN

Position: AUTHORISED SIGNATORY

Business Email Address: PA@COMPANY.COM

Phone Number: 123456789

☑ I have read and agree to the Terms and Conditions

☐ I'm not a robot

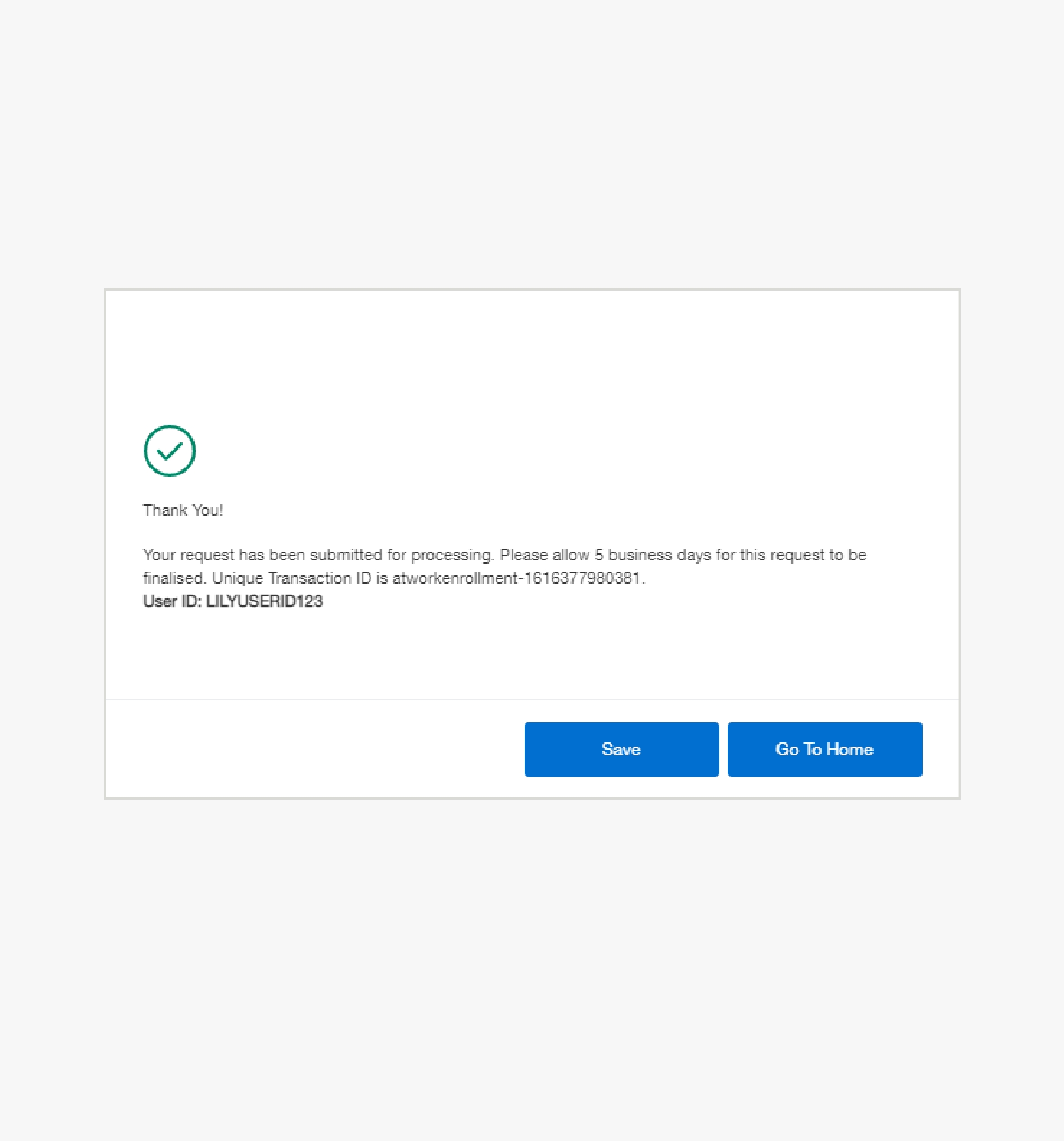
INSTRUCTIONS

Click on the above numbers to reveal more information

Delete Existing User - Confirmation Page

CONFIRMATION

Cancellation of the User ID and associated access will be finalised within 5 business days.



Thank You!

Your request has been submitted for processing. Please allow 5 business days for this request to be finalised. Unique Transaction ID is atworkenrollment-1616377980381.

User ID: LILYUSERID123

2. NEW @ WORK USER WELCOME EMAIL SAMPLES

Australia, New Zealand

Japan

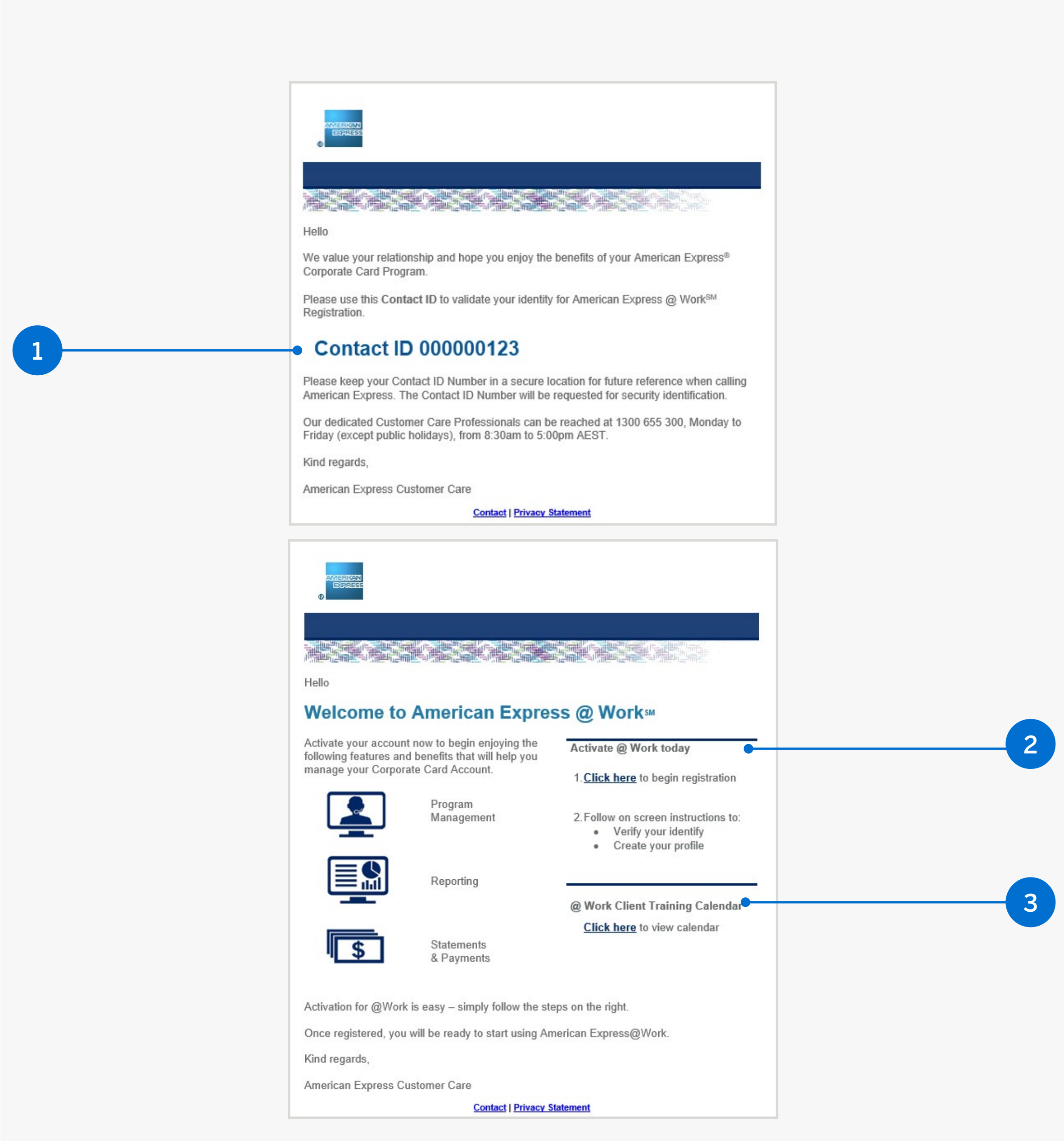
India, Singapore, Hong Kong, Thailand and Taiwan

1 2 3

PA WILL RECEIVE TWO SYSTEM GENERATED EMAILS.

Contains the Contact ID which they will use for security validation purposes in the future e.g. when calling PA Servicing.

Welcome Emails for AU & NZ



Hello

We value your relationship and hope you enjoy the benefits of your American Express® Corporate Card Program.

Please use this **Contact ID** to validate your identity for American Express @ Work℠ Registration.

Contact ID 000000123

Please keep your Contact ID Number in a secure location for future reference when calling American Express. The Contact ID Number will be requested for security identification.

Our dedicated Customer Care Professionals can be reached at 1300 655 300, Monday to Friday (except public holidays), from 8:30am to 5:00pm AEST.

Kind regards,

American Express Customer Care

Contact | Privacy Statement

Hello

Welcome to American Express @ Work℠

Activate your account now to begin enjoying the following features and benefits that will help you manage your Corporate Card Account.

Program Management

Reporting

Statements & Payments

Activate @ Work today

1. **Click here** to begin registration
2. Follow on screen instructions to:
   - Verify your identify
   - Create your profile

@ Work Client Training Calendar

Click here to view calendar

Activation for @Work is easy – simply follow the steps on the right.

Once registered, you will be ready to start using American Express@Work.

Kind regards,

American Express Customer Care

Contact | Privacy Statement

INSTRUCTIONS

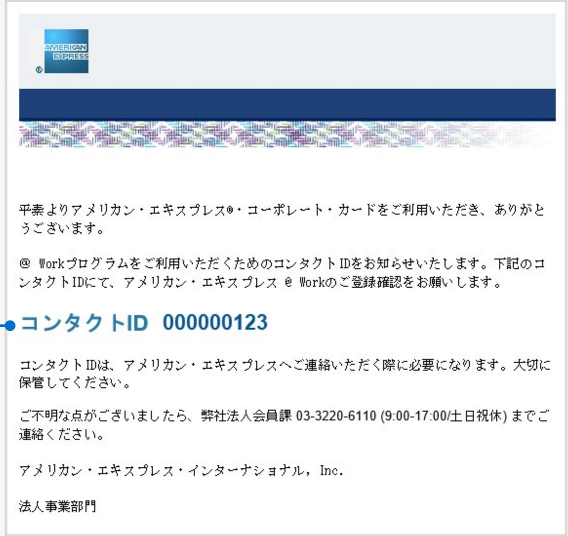
Click on the above numbers to reveal more information

1 2

PA WILL RECEIVE TWO SYSTEM GENERATED EMAILS (JAPANESE & ENGLISH*).

Contains the Contact ID which they will use for security validation purposes in the future, e.g., when calling PA Servicing.

Welcome Emails for Japan



平素よりアメリカン・エキスプレス®・コーポレート・カードをご利用いただき、ありがとうございます。

@ Workプログラムをご利用いただくためのコンタクトIDをお知らせいたします。下記のコンタクトIDにて、アメリカン・エキスプレス @ Workのご登録確認をお願いします。

1

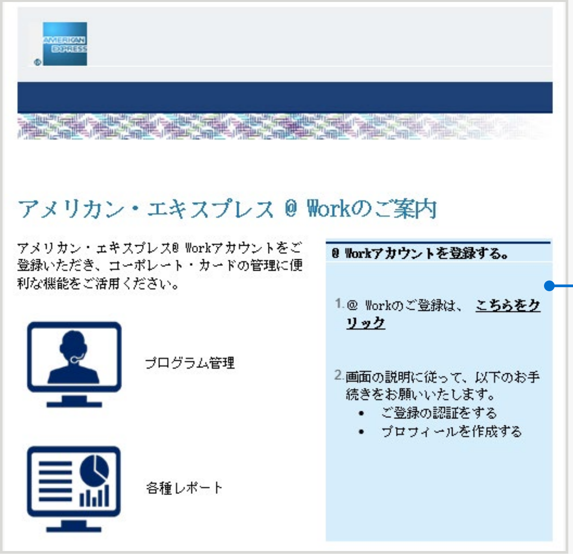
コンタクトID 000000123

コンタクトIDは、アメリカン・エキスプレスへご連絡いただく際に必要になります。大切に保管してください。

ご不明な点がございましたら、弊社法人会員課 03-3220-6110 (9:00-17:00/土日祝休) までご連絡ください。

アメリカン・エキスプレス・インターナショナル，Inc.

法人事業部門



アメリカン・エキスプレス @ Workのご案内

アメリカン・エキスプレス@ Workアカウントをご登録いただき、コーポレート・カードの管理に便利な機能をご活用ください。

@ Workアカウントを登録する。

2

1. @ Workのご登録は、 **こちらをクリック**
2. 画面の説明に従って、以下のお手続きをお願いいたします。
    - ご登録の認証をする
    - プロフィールを作成する

**Scroll down the email to view English version.*

INSTRUCTIONS

Click on the above numbers to reveal more information

1 2 3

PA WILL RECEIVE TWO SYSTEM GENERATED EMAILS

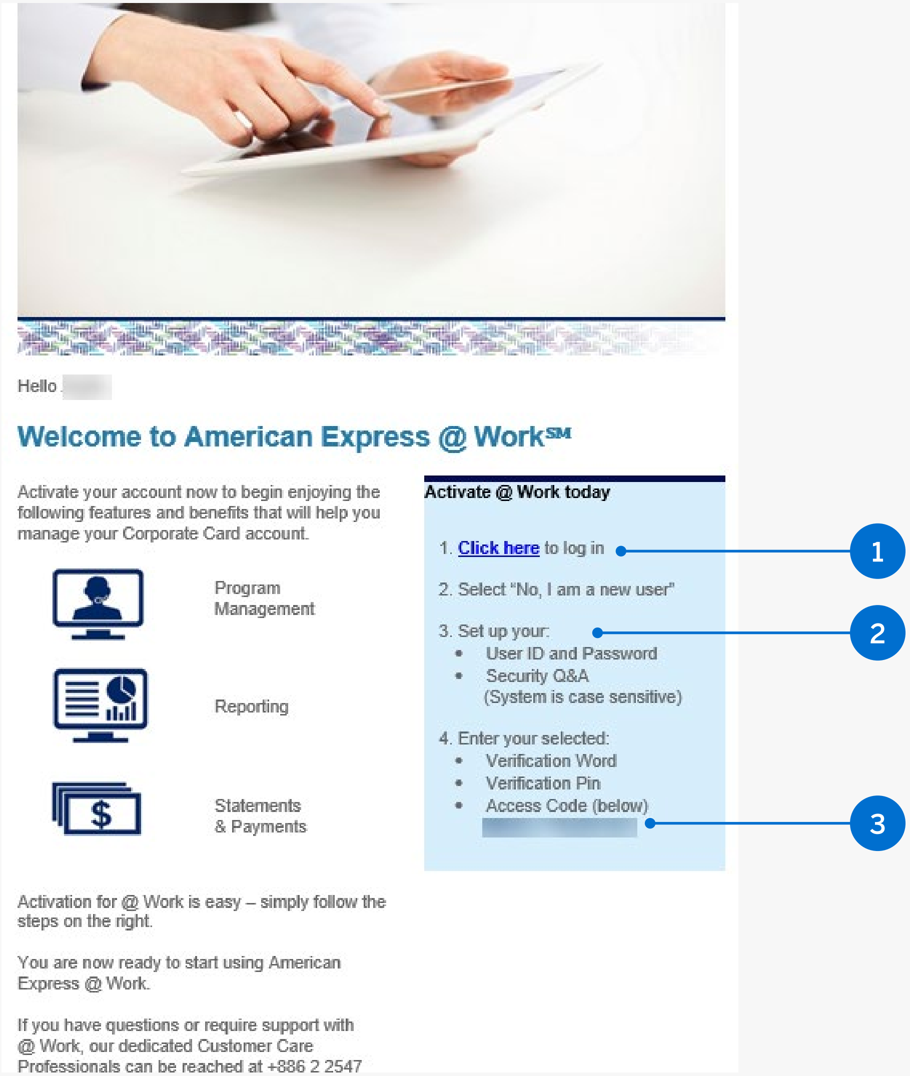
If the PA selects the "Click Here" they will go to the first log in screen to complete their enrolment.

INSTRUCTIONS

Click on the above numbers to reveal more information

Once the above steps have been completed successfully, the PA will only be asked for their User ID and Password in future.

Welcome Emails for India, Singapore, Hong Kong, Thailand & Taiwan



Hello [redacted]

Welcome to American Express @ Work℠

Activate your account now to begin enjoying the following features and benefits that will help you manage your Corporate Card account.

Program Management

Reporting

Statements & Payments

Activate @ Work today

1. Click here to log in
2. Select "No, I am a new user"
3. Set up your:
   - User ID and Password
   - Security Q&A
   (System is case sensitive)
4. Enter your selected:
   - Verification Word
   - Verification Pin
   - Access Code (below)

[redacted]

Activation for @ Work is easy – simply follow the steps on the right.

You are now ready to start using American Express @ Work.

If you have questions or require support with @ Work, our dedicated Customer Care Professionals can be reached at +886 2 2547

3. NEW @ WORK USER FIRST TIME LOG IN EXPERIENCE

Australia, New Zealand & Japan

India, Singapore, Hong Kong, Thailand and Taiwan

FIRST TIME LOG IN EXPERIENCE

Australia, New Zealand & Japan

START ▷

A B

The Contact ID will be automatically populated.

1. Enter your Date of Birth (dd/mm) or the 4-digit number captured on the enrolment form or emailed from Operations.
2. Both fields will need to be correct before you can “Save & Continue”

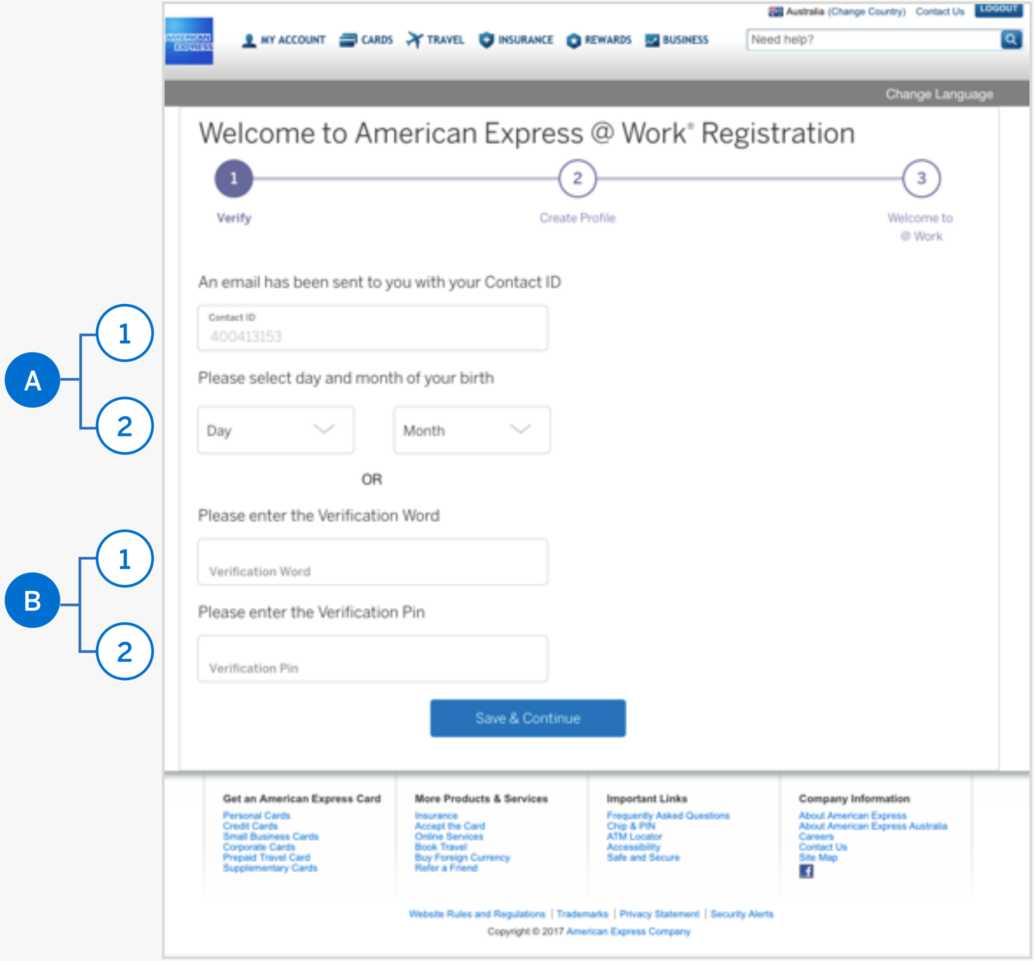
INSTRUCTIONS

Click on the above numbers to reveal more information

HELPFUL HINT

***Do not enter all four fields** as the system only requires either of these options and an error message will appear.*

First Time Log in Experience: Step 1


A
1
2
B
1
2
Australia (Change Country)
Contact Us
LOGOUT
MY ACCOUNT
CARDS
TRAVEL
INSURANCE
REWARDS
BUSINESS
Need help?
Change Language

Welcome to American Express @ Work® Registration

1 Verify
2 Create Profile
3 Welcome to @ Work

An email has been sent to you with your Contact ID

Contact ID: 400413153

Please select day and month of your birth

Day
Month

OR

Please enter the Verification Word

Verification Word

Please enter the Verification Pin

Verification Pin
Save & Continue
Get an American Express Card
Personal Cards
Credit Cards
Small Business Cards
Corporate Cards
Prepaid Travel Card
Supplementary Cards
More Products & Services
Insurance
Accept the Card
Online Services
Book Travel
Buy Foreign Currency
Refer a Friend
Important Links
Frequently Asked Questions
Chip & PIN
ATM Locator
Accessibility
Safe and Secure
Company Information
About American Express
About American Express Australia
Careers
Contact Us
Site Map
Website Rules and Regulations | Trademarks | Privacy Statement | Security Alerts
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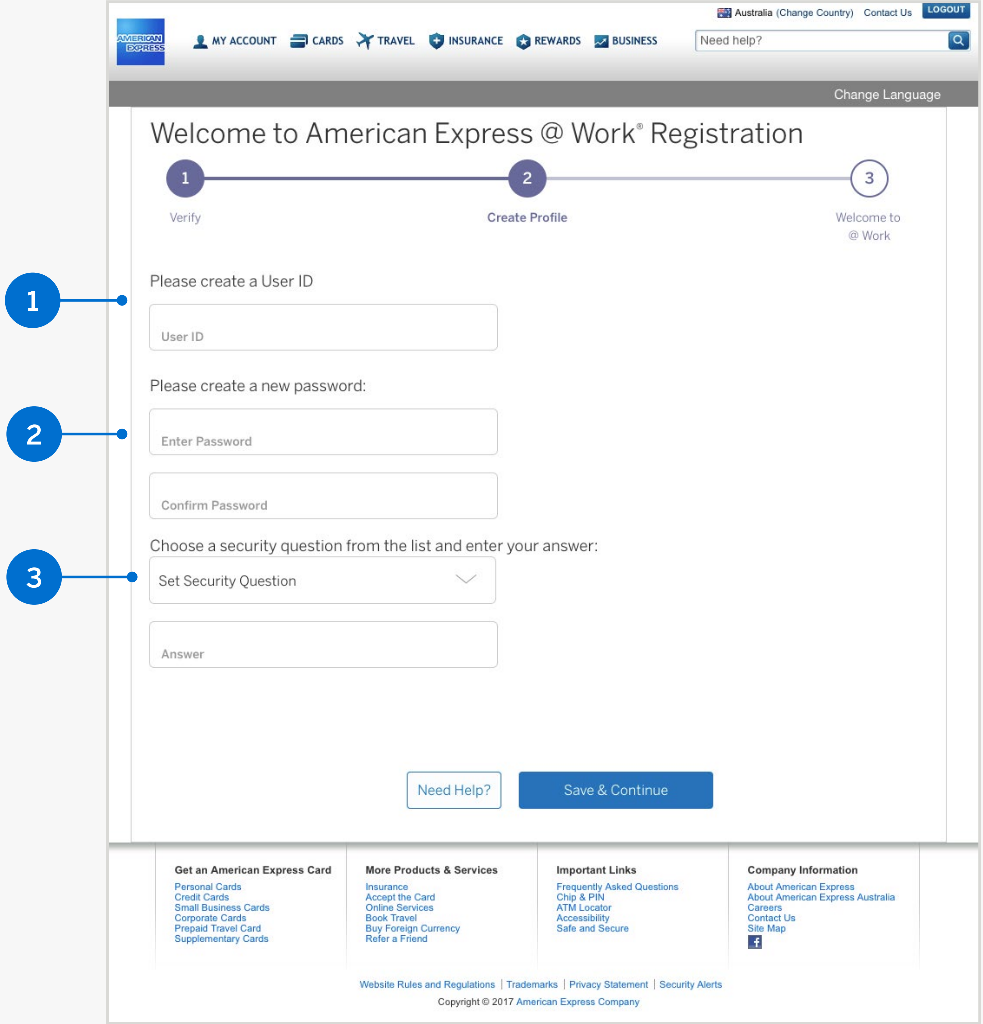
1 2 3

You will be asked to create a memorable User ID. Helpful pop up tips will help create an ID and if it is already in use, suggested alternatives will also appear.

INSTRUCTIONS

Click on the above numbers to reveal more information

First Time Log in Experience: Step 2


1
2
3
AMERICAN EXPRESS
MY ACCOUNT
CARDS
TRAVEL
INSURANCE
REWARDS
BUSINESS
Australia (Change Country)
Contact Us
LOGOUT
Need help?
Change Language
Verify
Create Profile
Welcome to @ Work
Need Help?
Save & Continue

Welcome to American Express @ Work® Registration

Please create a User ID

User ID

Please create a new password:

Enter Password

Confirm Password

Choose a security question from the list and enter your answer:

Set Security Question

Answer

Get an American Express Card
Personal Cards
Credit Cards
Small Business Cards
Corporate Cards
Prepaid Travel Card
Supplementary Cards

More Products & Services
Insurance
Accept the Card
Online Services
Book Travel
Buy Foreign Currency
Refer a Friend

Important Links
Frequently Asked Questions
Chip & PIN
ATM Locator
Accessibility
Safe and Secure

Company Information
About American Express
About American Express Australia
Careers
Contact Us
Site Map

Website Rules and Regulations | Trademarks | Privacy Statement | Security Alerts

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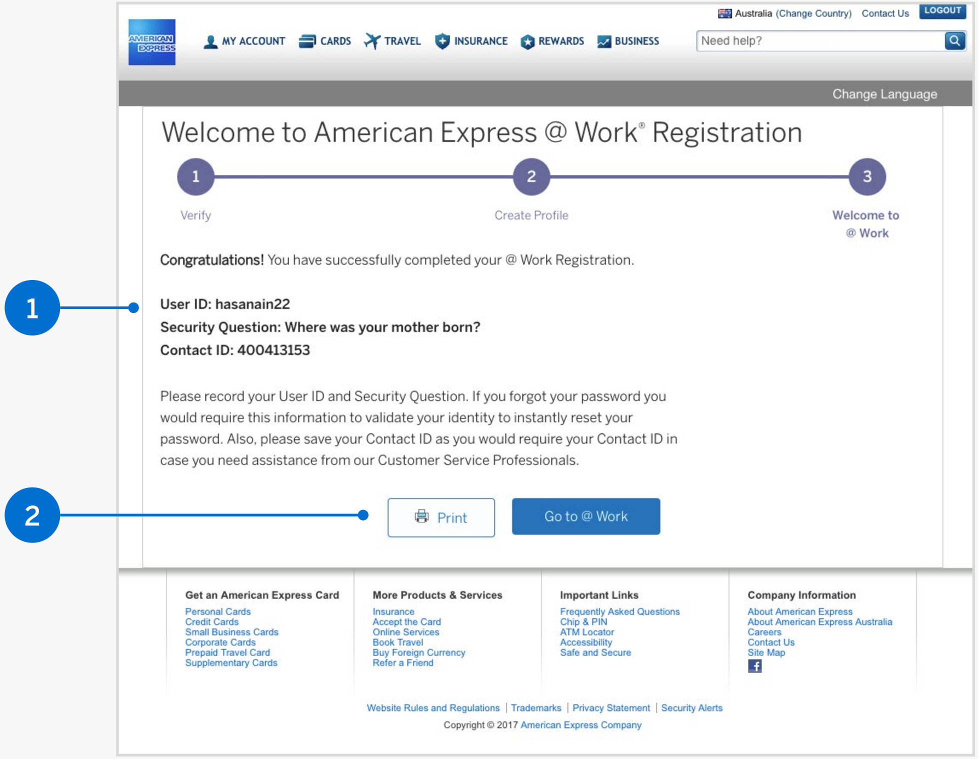
1 2

The confirmation page provides the User ID, Security Question and Contact ID for you to retain for your records.

First Time Log in Experience: Step 3


Australia (Change Country)
Contact Us
LOGOUT
AMERICAN EXPRESS
MY ACCOUNT
CARDS
TRAVEL
INSURANCE
REWARDS
BUSINESS
Need help?
Change Language
1
2
3
Verify
Create Profile
Welcome to @ Work
Print
Go to @ Work
Get an American Express Card
Personal Cards
Credit Cards
Small Business Cards
Corporate Cards
Prepaid Travel Card
Supplementary Cards
More Products & Services
Insurance
Accept the Card
Online Services
Book Travel
Buy Foreign Currency
Refer a Friend
Important Links
Frequently Asked Questions
Chip & PIN
ATM Locator
Accessibility
Safe and Secure
Company Information
About American Express
About American Express Australia
Careers
Contact Us
Site Map
Website Rules and Regulations | Trademarks | Privacy Statement | Security Alerts
Copyright © 2017 American Express Company
1
2

Welcome to American Express @ Work® Registration

Congratulations! You have successfully completed your @ Work Registration.

User ID: hasanain22
Security Question: Where was your mother born?
Contact ID: 400413153

Please record your User ID and Security Question. If you forgot your password you would require this information to validate your identity to instantly reset your password. Also, please save your Contact ID as you would require your Contact ID in case you need assistance from our Customer Service Professionals.

INSTRUCTIONS

Click on the above numbers to reveal more information

FIRST TIME LOG IN EXPERIENCE

India, Singapore, Hong Kong, Thailand and Taiwan

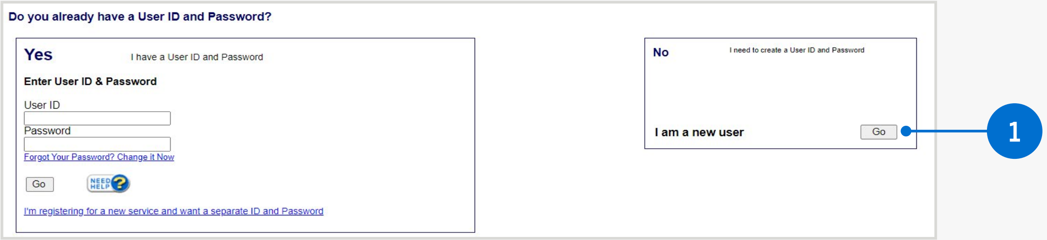
START ▷

First Time Log in Experience: Step 1

1

The @ Work Welcome email will have the URL link to access this page by clicking it you will be taken to the screen below.

Click on the "Go" button to complete enrolment to @ Work.



Do you already have a User ID and Password?

Yes I have a User ID and Password

Enter User ID & Password

User ID

Password

Forgot Your Password? Change it Now

I'm registering for a new service and want a separate ID and Password

No I need to create a User ID and Password

I am a new user

INSTRUCTIONS

Click on the above numbers to reveal more information

1 2 3

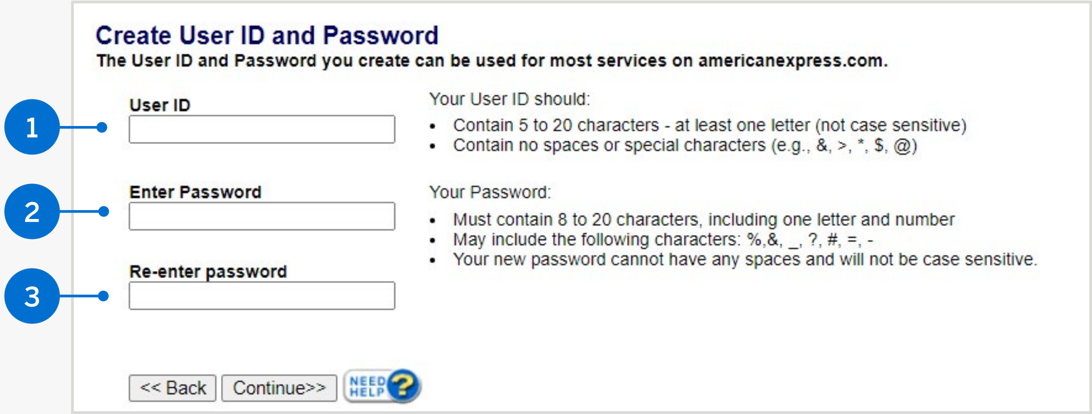
CREATE YOUR @ WORK USER ID AND PASSWORD.

Choose a unique User ID, if the one you nominated is already in use, you will be asked to try again.

INSTRUCTIONS

Click on the above numbers to reveal more information

First time Log in Experience: Step 2



Create User ID and Password

The User ID and Password you create can be used for most services on americanexpress.com.

User ID

Your User ID should:

- Contain 5 to 20 characters - at least one letter (not case sensitive)
- Contain no spaces or special characters (e.g., &, >, *, $, @)

Enter Password

Your Password:

- Must contain 8 to 20 characters, including one letter and number
- May include the following characters: %,&, _, ?, #, =, -
- Your new password cannot have any spaces and will not be case sensitive.

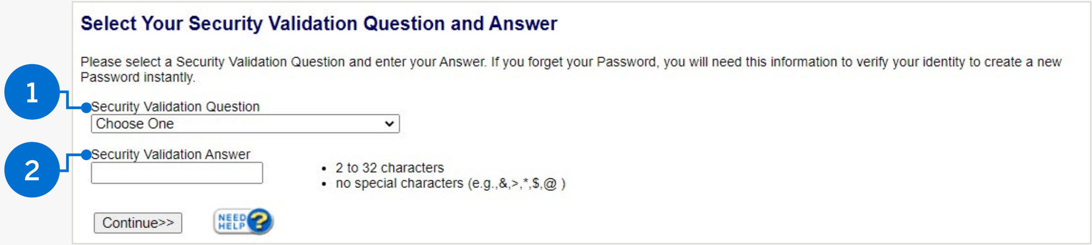
Re-enter password

1 2

CREATE A SECURITY VALIDATION QUESTION AND ANSWER TO RESET YOUR PASSWORD ONLINE.

Choose from the selection of Questions in the drop down list.

First time Log in Experience: Step 3



Select Your Security Validation Question and Answer

Please select a Security Validation Question and enter your Answer. If you forget your Password, you will need this information to verify your identity to create a new Password instantly.

Security Validation Question: Choose One

Security Validation Answer:

- 2 to 32 characters
- no special characters (e.g.,&,>,*,$,@)

INSTRUCTIONS

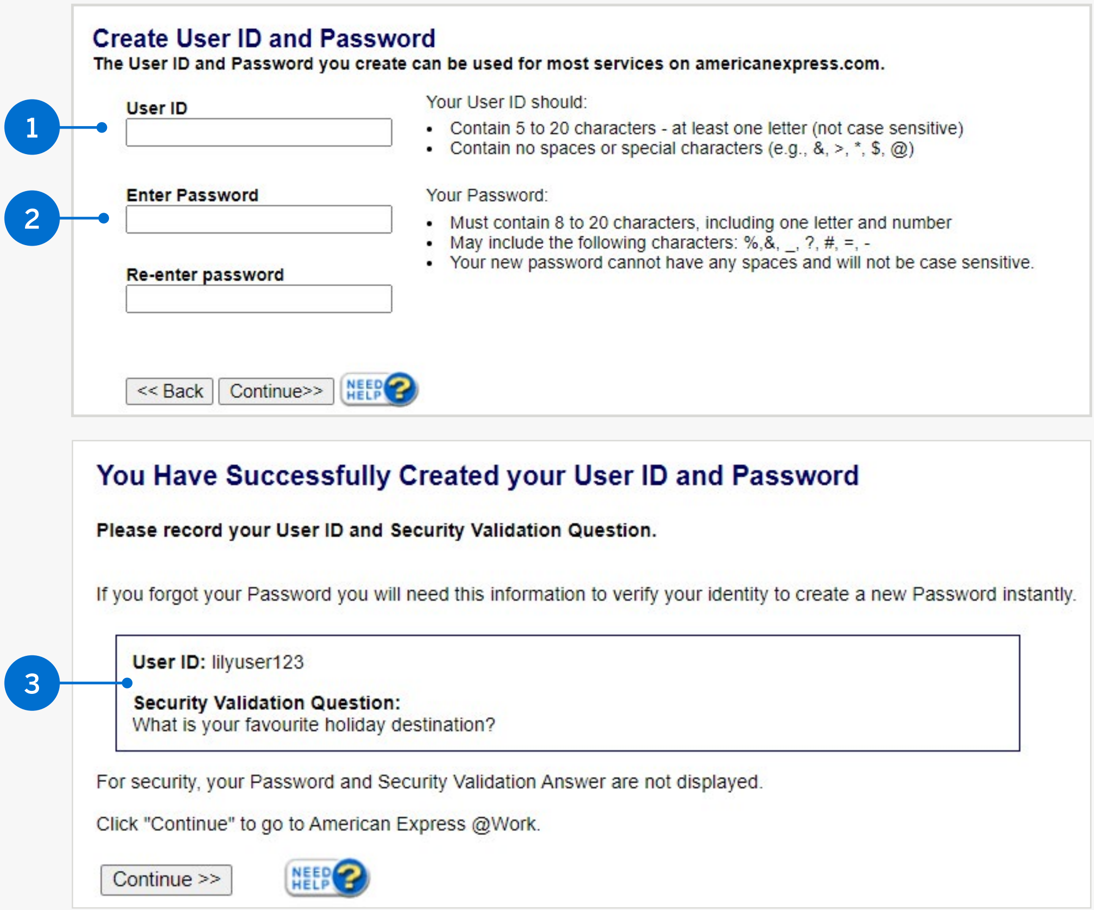
Click on the above numbers to reveal more information

1 2 3

First time Log in Experience: Step 4

CREATE A SECURITY VALIDATION QUESTION AND ANSWER TO RESET YOUR PASSWORD ONLINE.

Choose from the selection of questions in the drop down list.



Create User ID and Password

The User ID and Password you create can be used for most services on americanexpress.com.

User ID

Your User ID should:

- Contain 5 to 20 characters - at least one letter (not case sensitive)
- Contain no spaces or special characters (e.g., &, >, *, $, @)

Enter Password

Re-enter password

Your Password:

- Must contain 8 to 20 characters, including one letter and number
- May include the following characters: %,&, _, ?, #, =, -
- Your new password cannot have any spaces and will not be case sensitive.

You Have Successfully Created your User ID and Password

Please record your User ID and Security Validation Question.

If you forgot your Password you will need this information to verify your identity to create a new Password instantly.

User ID: lilyuser123

Security Validation Question:
What is your favourite holiday destination?

For security, your Password and Security Validation Answer are not displayed.

Click "Continue" to go to American Express @Work.

INSTRUCTIONS

Click on the above numbers to reveal more information

1 2 3 4

COMPLETE YOUR ENROLMENT TO @ WORK

Enter the Verification Word you nominated on the @ Work Enrolment form.

INSTRUCTIONS

Click on the above numbers to reveal more information

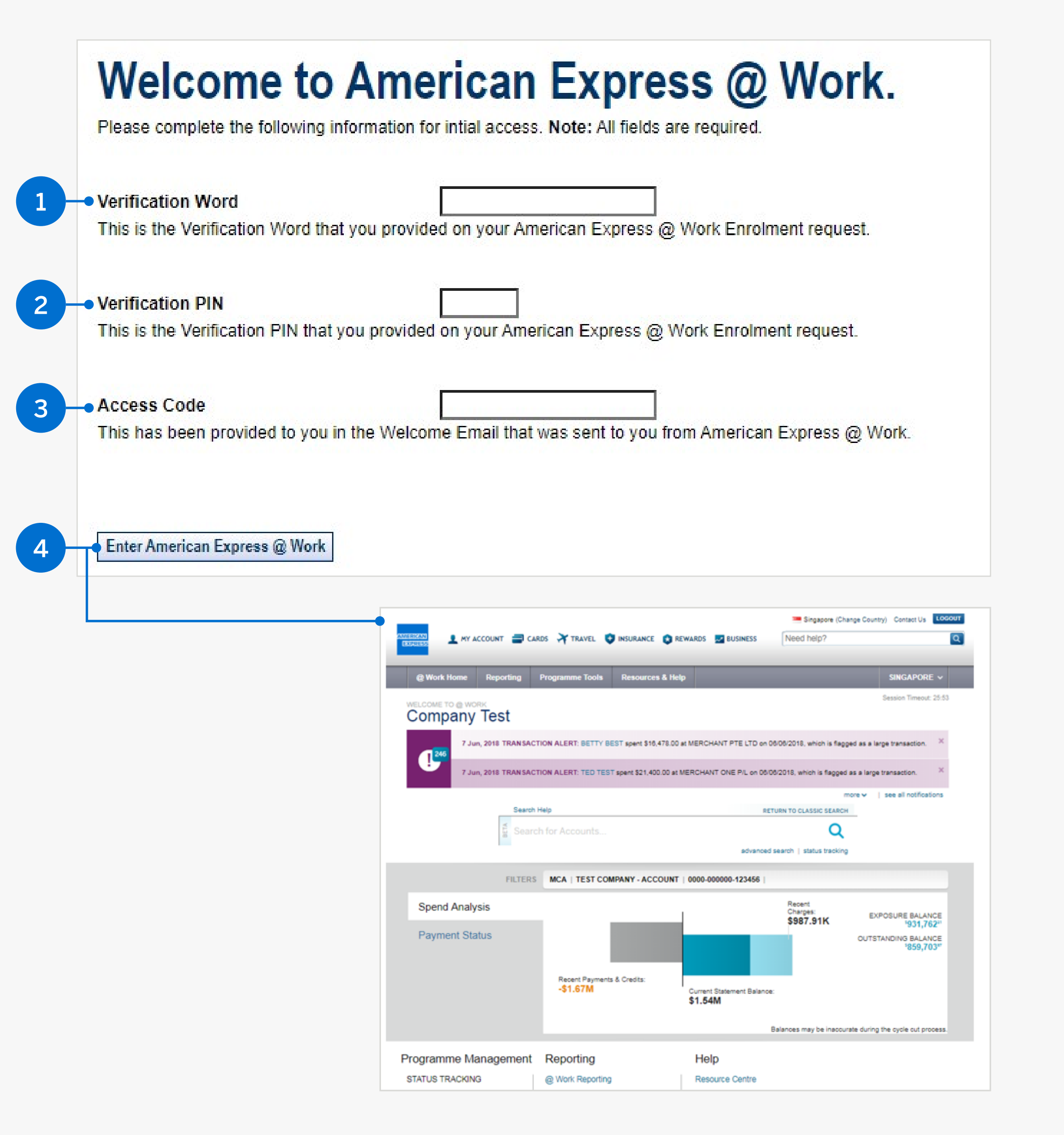
HELPFUL HINT

If you did not receive the @ Work Welcome email:

Check your firewall to ensure emails from American Express have not bounced back.

Contact PA Servicing Call Centre to request the Welcome Email be resent.

First time Log in Experience: Step 5



Welcome to American Express @ Work.

Please complete the following information for intial access. **Note:** All fields are required.

1 **Verification Word**
This is the Verification Word that you provided on your American Express @ Work Enrolment request.

2 **Verification PIN**
This is the Verification PIN that you provided on your American Express @ Work Enrolment request.

3 **Access Code**
This has been provided to you in the Welcome Email that was sent to you from American Express @ Work.

4 Enter American Express @ Work

WELCOME TO @ WORK
Company Test

7 Jun, 2018 TRANSACTION ALERT: BETTY BEST spent $16,478.00 at MERCHANT PTE LTD on 06/06/2018, which is flagged as a large transaction.

7 Jun, 2018 TRANSACTION ALERT: TED TEST spent $21,400.00 at MERCHANT ONE P/L on 06/06/2018, which is flagged as a large transaction.

FILTERS MCA | TEST COMPANY - ACCOUNT | 0000-000000-123456 |

Recent Charges: $987.91K
EXPOSURE BALANCE $931,762
OUTSTANDING BALANCE $859,703
Recent Payments & Credits: -$1.67M
Current Statement Balance: $1.54M

Balances may be inaccurate during the cycle cut process.

Singapore (Change Country)
Contact Us
LOGOUT
AMERICAN EXPRESS
MY ACCOUNT
CARDS
TRAVEL
INSURANCE
REWARDS
BUSINESS
Need help?
@ Work Home
Reporting
Programme Tools
Resources & Help
SINGAPORE
Session Timeout: 25:53
246
more
see all notifications
Search Help
RETURN TO CLASSIC SEARCH
BETA
Search for Accounts...
advanced search
status tracking
Spend Analysis
Payment Status
Programme Management
STATUS TRACKING
Reporting
@ Work Reporting
Help
Resource Centre

4. @ WORK CLIENT CONSULTANTS

Introducing our @ Work Training Consultants

Introducing our @ Work Training Consultants

Whether you are an existing @ Work User or considering enrolling, we have a Team who can help you utilise the right features in @ Work to meet your organisational needs.

Speak with them today about how you can manage your Program more efficiently or use powerful data insights to manage compliance, Card Member spend and track employees across the globe.

Our experienced Consultants provide **free** demonstrations or training sessions on @ Work capabilities. To book a time convenient for you, contact your Account Manager or your local Corporate PA Servicing Team.

5. @ WORK RESOURCE CENTRE

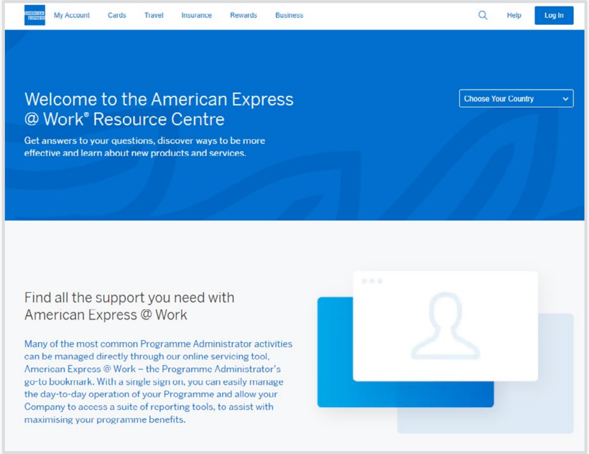
The Global @ Work Resource Centre

The Global @ Work Resource Centre

Provides educational materials to help you make the most of your access. You can visit the site via the @ Work Homepage link or access the site here.

GLOBAL HOMEPAGE

Select the site you wish to view.


My Account
Cards
Travel
Insurance
Rewards
Business
Help
Log In
Choose Your Country

Welcome to the American Express @ Work® Resource Centre

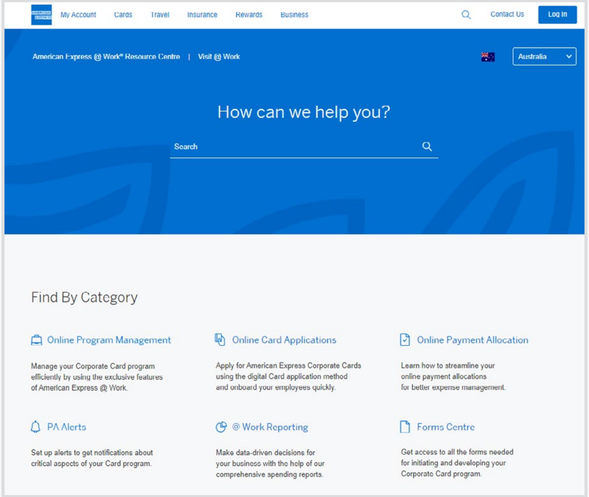
Get answers to your questions, discover ways to be more effective and learn about new products and services.

Find all the support you need with American Express @ Work

Many of the most common Programme Administrator activities can be managed directly through our online servicing tool, American Express @ Work – the Programme Administrator's go-to bookmark. With a single sign on, you can easily manage the day-to-day operation of your Programme and allow your Company to access a suite of reporting tools, to assist with maximising your programme benefits.

LOCAL HOMEPAGE

Search for information or use links.


My Account
Cards
Travel
Insurance
Rewards
Business
Contact Us
Log In
American Express @ Work® Resource Centre | Visit @ Work
Australia
Search

How can we help you?

Find By Category

Online Program Management

Manage your Corporate Card program efficiently by using the exclusive features of American Express @ Work.

Online Card Applications

Apply for American Express Corporate Cards using the digital Card application method and onboard your employees quickly.

Online Payment Allocation

Learn how to streamline your online payment allocations for better expense management.

PA Alerts

Set up alerts to get notifications about critical aspects of your Card program.

@ Work Reporting

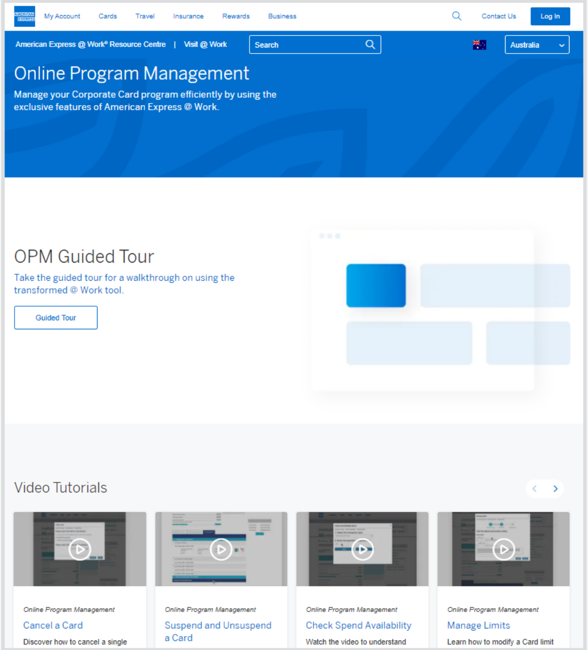
Make data-driven decisions for your business with the help of our comprehensive spending reports.

Forms Centre

Get access to all the forms needed for initiating and developing your Corporate Card program.

PRODUCT SPECIFIC

View interactive user guides, videos, documents and other materials.


My Account
Cards
Travel
Insurance
Rewards
Business
Contact Us
Log In
American Express @ Work® Resource Centre | Visit @ Work
Search
Australia
Guided Tour

Online Program Management

Manage your Corporate Card program efficiently by using the exclusive features of American Express @ Work.

OPM Guided Tour

Take the guided tour for a walkthrough on using the transformed @ Work tool.

Video Tutorials

Online Program Management
Cancel a Card
Discover how to cancel a single

Online Program Management
Suspend and Unsuspend a Card

Online Program Management
Check Spend Availability
Watch the video to understand

Online Program Management
Manage Limits
Learn how to modify a Card limit