Welcome to @ Work Reconciliation

CPC and CMC Card Member user guide
User Guide Contents

Page 3. Logging In
Page 5. Corporate Purchasing Card & Corporate Meeting Card Members
Page 40. Card Member Managers
Page 46. BCA Managers
Page 53. Business Travel Account Managers
Page 64. New User Self Registration
Corporate Account Reconciliation

Log In to Your Account

User ID
Password

Log In

Forgot Your Password?
Update User Profile

Register New Account

Company Key

Register

Login page: www.reconciliation.americanexpress.com

Enter your user ID and password to login.
If your company allows user self-registration, you can begin this process here by registering a new account.

Know your username but forgot your password? Click here.
Welcome to @ Work Reconciliation

You have now been given access to @ Work Reconciliation, a new and improved reconciliation experience. Please click “Go to @ Work Reconciliation” to access the new experience, or click “existing CAR site” to access CAR.

Or, take me to the existing CAR site.

After logging in, you may see a screen like this if you have access to both @ Work Reconciliation and Legacy CAR.

Click here to launch @ Work Reconciliation.
Corporate Purchasing Card & Corporate Meeting Card Members
This is the Accounts & Cycles Summary page. If you have multiple cards, you will see them all here, along with statistics from the most recent billing cycle.

Click here to expand the account.
Once you expand the account, you will see details for up to thirteen previous billing cycles.

Here you will see the billing cycle date, number of transactions, and transaction totals.
<table>
<thead>
<tr>
<th>Cardmember Name</th>
<th>Site Name</th>
<th>Card Number</th>
<th>Cycle</th>
<th>Status</th>
<th>Transactions</th>
<th>Transaction Total</th>
<th>Approvals</th>
</tr>
</thead>
<tbody>
<tr>
<td>DAN F MEAD</td>
<td>US CPC</td>
<td>X.21004</td>
<td>06/10/17</td>
<td>Open</td>
<td>43</td>
<td>6,407.90</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>05/11/17</td>
<td>Closed</td>
<td>166</td>
<td>23,135.13</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>04/11/17</td>
<td>Closed</td>
<td>142</td>
<td>19,787.41</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>03/12/17</td>
<td>Closed</td>
<td>122</td>
<td>21,597.08</td>
<td>CM, CMgr</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>02/10/17</td>
<td>Closed</td>
<td>159</td>
<td>29,232.41</td>
<td>CM, CMgr</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>01/10/17</td>
<td>Closed</td>
<td>72</td>
<td>14,750.18</td>
<td>CM, CMgr</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>12/10/16</td>
<td>Closed</td>
<td>101</td>
<td>18,594.16</td>
<td>CM, CMgr</td>
</tr>
</tbody>
</table>

**Cycle Status Open:**
Additional transactions may come in for that billing cycle.

**Cycle Status Closed:**
All the transaction data has been received for that billing cycle.
Your company administrator may choose to lock transactions after they are posted to your company’s financial system.

**Partial Lock (green):** You can view transactions, submit transactions for approval (or approve, if you are a manager), add comments, and add receipts. (Your company controls if/when you are able to add receipts after a billing cycle is closed).

**Full Lock (yellow):** You can view transactions but cannot make changes.
### Cardmember Accounts

#### Role

- **Cardmember**

Filter by keyword

<table>
<thead>
<tr>
<th>CARDMEMBER NAME</th>
<th>SITE NAME</th>
<th>CARD NUMBER</th>
<th>CYCLE</th>
<th>STATUS</th>
<th>TRANSACTIONS</th>
<th>TRANSACTION TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</table>

**Approval Level Key**

- CAR level 1 = CM (Card Member approval (Submit for Approval))
- CAR level 2 = CMgr (Card Manager Approval)
- CAR level 3 = BCA (BCA Manager Approval)
- CAR level 4 = AM (Accounting Manager)

**Approval Status:**

If your company uses this function, you may see up to 4 levels of approval.

In Legacy CAR, approval levels were shown by number (1-4), Work Reconciliation shows them by abbreviation.
If you have more than one role, you can toggle between them using this dropdown menu.

If you have several cards, you can filter the list by typing the Card Member name here.
To view the transaction list for a particular cycle, click on that cycle on the right half of the screen.
### Transaction List

This is the transaction list for a particular card account and cycle.

#### Billing Cycle

Here you will see the Billing cycle and total amount. To change the cycle, use this dropdown menu.

#### Card Member Information

Here you will see the Card Member name and last five digits of the card number.
### DAN F MEAD (X-21004)

**US CPC**

**Billing Cycle:**
- 03/12/17 - 04/11/17

**Total Displayed:**
- 19,787.41 USD

### ALL TRANSACTIONS

- **142** total transactions
- **55** no receipts added
- **25** not reviewed
- **28** needs submission

Filter by keyword

- **Only transactions with an exception note**

**Selected Transactions:** 0 of 142

<table>
<thead>
<tr>
<th>DATE</th>
<th>MERCHANT</th>
<th>DESCRIPTION 1</th>
<th>AMT. (USD)</th>
<th>APPROVALS</th>
<th>CM</th>
<th>CMgr</th>
<th>COMPANY CODE</th>
<th>COST CENTER</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/11/17</td>
<td>STAPLES SCC MO 2471</td>
<td>ORDER 7174418549-000-0, REQ DAN F MEAD</td>
<td>39.77</td>
<td>CM</td>
<td></td>
<td></td>
<td>1002</td>
<td>10288</td>
</tr>
<tr>
<td>04/11/17</td>
<td>STAPLES SCC MO 2471</td>
<td>ORDER 7174406151-000-0, REQ DAN F MEAD</td>
<td>48.97</td>
<td>CM</td>
<td></td>
<td></td>
<td>1002</td>
<td>10381</td>
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<tr>
<td>04/11/17</td>
<td>STAPLES SCC MO 2471</td>
<td>ORDER 7174406151-000-0, REQ DAN F MEAD</td>
<td>273.45</td>
<td>CM</td>
<td></td>
<td></td>
<td>1001</td>
<td>13652</td>
</tr>
<tr>
<td>04/11/17</td>
<td>STAPLES SCC MO 2471</td>
<td>ORDER 7174388033-000-0, REQ DAN F MEAD</td>
<td>347.79</td>
<td>CM</td>
<td></td>
<td></td>
<td>1001</td>
<td>11733</td>
</tr>
</tbody>
</table>

**[To go back to the Card Member Accounts & Cycles Summary Page, click here.](#)**
These tabs act as filters to the transaction list. They might look different depending on your company’s settings and your role.

**Not Reviewed** shows transactions that have not been marked as Approved or Reviewed, and have not been reallocated to different accounting.

**Needs Submission** shows transactions that the Card Member has not submitted for approval, if your company has enabled approvals.
If your company has receipt imaging enabled at the Transaction Level, this button can be used to upload receipts to the receipt pool, so you can match to transactions at a later time.

If your company has receipt imaging enabled at the Billing Cycle Level, this button will say “Receipt Pool”, and it can be used to upload receipts to a particular billing cycle.
Several icons and data columns offer more information if you hover your cursor over them. If more details are available, you can click the Line Item Detail icon. (Note: This feature is only for CPC, and for merchants that are LID capable.)
In the Line Item Detail pop-up, you will see the Requester Name, PO and Invoice Numbers (if populated by the merchant).
The actual line items are shown, with the most popular data fields listed as columns. The data displayed is dependent on what was submitted to Amex by the merchant.
If you hover your cursor over the Merchant Column, a “quick view” pop-up will appear with additional transaction details.
If your company has Approvals enabled, you can hover your cursor over the Approval icons to see the names of the users who have approved a transaction by role.
If you hover your cursor over one of the two user-selectable accounting fields, the values for all the accounting fields plus the allocation description are shown in a pop-up. This is for the first allocation line only, in case the transaction has been split into multiple allocation lines.
The "Filter by Keyword" feature will apply to the data field selected in this dropdown.

This transaction data dropdown allows you to pick from several different data fields to display.
The "Filter by Keyword" feature allows you to dynamically filter the transaction list by what you type in the filter area. The filter will search for transactions that match, based on the transaction date, merchant, amount, the selectable transaction field, and the two selectable accounting code fields.

For example, if you are looking for a specific transaction where the amount was $48.97, use this filter. You can then click on the transaction line to go to the transaction details.
After you click on the specific transaction, you can see more transaction details.

You can see the merchant name, transaction date, and transaction amount.

Click on the Accounting tab to review the current accounting for the transaction, re-allocate the transaction, add a description line, or split the transaction into multiple allocation lines by using the "+Add new allocation line" link at the lower left of the screen.
The accounting code field names shown here are typical of a client that uses SAP. In your own account, you will see accounting code names your company has set up.

Click here to go to the next or previous transaction, without having to move from the Accounting Detail tab. This is helpful if you want to quickly navigate through transactions to change the accounting.

Click here to return to the transaction list view.
To change the accounting for a transaction, type the new values into the accounting fields. If your company uses Accounting Code Validation, the values you enter are verified before you can save. There are two types of validation: Combination and Single. (Combination is shown here.)
When you click in the Company Code field, the system highlights that the Company Code and Cost Center are linked, meaning the values of the two fields combined are validated together. (E.g. Certain Cost Centers are only valid with certain Company Codes.)

If your company provides descriptions for the accounting code values, those will be displayed in the dropdown, in parentheses.
If your company has provided a list of valid accounting codes, and you click on an empty accounting field or delete the field contents, up to 20 valid values will be shown in the dropdown. You can start typing a value or description to filter the list of accounting codes. You can then select any option from the dropdown by clicking on it.
For accounting fields that are validated in combination with a previous field, dropdown menus will only show values that are valid with the other, previously entered field.
This screen shows a single validation field (i.e. not tied to any other accounting fields).

In this example, a user started to type a description into the GL Account field and the values shown in the dropdown have descriptions that match the partially typed description.
This is the Transaction Detail tab. Here you will find the merchant and Card Member reference fields, and the 4x40 (4 transaction description lines). If the transaction has an Exception note, it can be viewed and edited here.
In this tab, you will see all the merchant details.
Below this line, you will see optional transaction fields set up by your company. Many companies do not set up optional fields.
The History tab shows the last user to take actions on the transaction, along with the date and time of the action.
If your company has receipt imaging enabled at the transaction level, the Receipts tab allows you to attach receipts to the transaction or to view receipts that have previously been attached to the transaction.
Once you navigate back to the Transaction List view, you can select multiple transactions by using the checkboxes on the left (if your company allows). You can then:

- a. Reallocate the accounting for all selected transactions
- b. Attach a receipt to all the selected transactions
- c. Approve/Submit for approval all the selected transactions
By clicking the “Export” button, you can either export transactions to a CSV file, or print them by selecting “Show Transaction Summary.”
When exporting transactions, you can choose which fields you would like to export. The system will remember your last choice of fields, in case you export data every month.