

AMERICAN EXPRESS® BUSINESS TRAVEL ACCOUNT

American Express **BTAC**onnect
streamlines your reconciliation
process to save you time



FAQ BTAConnect

Questions and answers to help you take control online

What does BTAConnect do?

BTAConnect is an online network that allows you to communicate securely with your Travel Management Company and American Express Customer Services, thus making the process easier and saving you time.

What are the key benefits of BTAConnect?

- Single, online working environment designed to facilitate more efficient and effective communication.
- e-invoices* automatically link statements to individual online delivery notes from Travel Management Companies (TMC) for easier reconciliation.
- Provides your organisation with the flexibility to customise how you view and analyse data from your statement. Multiple data fields are available for you to select and view 24/7.
- Capable of integrating quickly and seamlessly into your existing processes.

How easy is it to learn?

It's simple. We have purposely designed BTAConnect to be very easy to use and intuitive.

What support will I receive?

BTAConnect is designed to assist you from the first time you log in, with welcome screens to guide you as well as help text if needed.

Additionally, our Customer Services team are using the same tool as you and can guide you.

How do I implement BTAConnect?

To implement BTAConnect, speak to your Account Manager or Customer Services who will discuss your requirements with you and configure the solution to best meet your needs. They will then help you complete a request form. We'll then send you a link and your own secure user ID and password, once set up is complete.

*e-invoices are available if your TMC has e-invoices and the linkage is built to American Express. Ask your Account Manager or Customer Services for more details.

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How much will BTAConnect cost me?

There is no additional charge by American Express for BTAConnect.

What technical expertise is needed?

Surprisingly little. We have designed this by talking to people like you who reconcile their BTA statement. You'll have access to an online tool and data files to help you streamline your reconciliation.

BTAConnect also offers you several different export options such as Excel, Access, XML, CSV and PDF to suit your needs.

How long will it take to integrate into my current process?

No time at all. It is very flexible and integrates with your existing process. Furthermore, as soon as you log in to the new system, you'll have immediate access to your BTA data. It's compatible with most browsers.

Can more than one person within my company view the same data?

Yes, multiple employees can have their own log-in and multiple users can view the same data.

How will I know if American Express has registered my query as a dispute?

In BTAConnect, go to the 'Transaction View' and click the 'Customise View' button. Choose the 'Select Columns' option and make sure the 'Disputed' field has been selected. Here you will see which, if any, transactions are disputed.

How is BTAConnect different to BTA?

BTAConnect is an additional feature of the existing American Express Business Travel Account. BTAConnect is designed to give you even greater control online, whilst ensuring you continue to benefit from all the other great features of your BTA account.