



## vPayment Toolkit

Your single source of information for understanding, marketing and selling vPayment.

What To Do With It

## What To Do With It

The purpose of this toolkit is to provide you with a single source of information about our proprietary vPayment product (known internally as vPayment Next Generation, or vNG).

**You should use this toolkit to:**

- Prepare for sales meetings.
- Gain a better understanding of the target vPayment use cases.
- Familiarize yourself with key messaging.
- Learn the basic, end-to-end process for getting a customer set-up on vPayment.

NOTE: This document is focused on the vNG platform only. Questions about TSYS (legacy) customers should be directed to the Global Product Management team.

## What's In It?

This toolkit will provide the following information about vPayment on the Proprietary Platform (vNG):

**vPayment 101:**

An overview of customer benefits, where it fits in the marketplace, how it compares to other products, product availability, pricing and expanded uses to other capabilities.

**Use Cases:**

A showcase of several scenarios/types of customers who use and/or can benefit from vPayment.

**Competition:**

A review of the competitive landscape and how vPayment compares to other virtual payment providers.

**My Customer Said Yes, Now What:**

An overview of the customer/prospect lifecycle and key touch points along the way.

**Documents and Additional Details:**

Key documents and information that are a part of the vPayment process.



# How Do I Find More Information?

The following can be found on The Connection:

- [vPayment Value Proposition Deck](#) (external)
- [Travel Vertical vPayment Brochure](#) (external)
- [vPayment Reporting User Guide](#) (external)
- [Conferma vPayment Deck](#) (internal Only)
- [Conferma vPayment Deck](#) (external)
- [vPayment Signing Form–Global–QRG–English](#)

Be on the lookout for office hours invites and vPayment updates via the GCP newsletter and Chatter.

Working With Global Product Management

# Working With Global Product Management

Global Product Management (GPM) owns the vNG/vPayment product strategy. Our focus is bringing value to customers and supporting our sales/field team to:

- Increase vPayment knowledge.
- Identify whether vPayment is a viable solution for their customers.
- Provide education and prioritization of product functionality and availability.

## Global Product Management works with:

- **Global Product Development and Operations (GPD&O)**—who own delivery, product assets and market expansion of these capabilities to meet client needs.
- **Technology (TEC)**—who are responsible for technical architecture and building the technology behind vNG functionality and enhancements.
- **Implementation (IM)**—who is a key partner that provides management and support for new account/program setup.
- **World Services (WS)**—who provide management for account setup and creation as well as ongoing service to our vNG customers once their programs are live.

What Is vPayment?	vPayment Overview

vPayment Overview

# What Is vPayment?

vPayment is American Express’ virtual payment solution that enables customers to create specific-use virtual account numbers with transaction-level spend controls and enhanced data capture to easily pay and reconcile expenses.



**True, single- or multi-use virtual account numbers**



**Pre-defined controls**

- Dollar amount
- Usage dates



**User-defined, enhanced data fields**

- Ex: PO, invoice or cost center number

- Plastic-less payment product that generates an individual payment number, referred to as a virtual account number, for each transaction.
- Transaction-level spend controls allow companies to set a specific payment amount and date range for each transaction—reducing errors and streamlining reconciliation processes.
- User-defined data fields allow users to input information about each expense when the payment is being generated that will automatically be tied to the settled transaction—further simplifying reconciliation processes.
- The charges for each virtual account number all link back to a centrally billed account, which the customer pays each month.
- Used for a wide range of products and services—mostly indirect expenses including, travel, meeting and events, AP/procurement

What Is vPayment?

# What Are Virtual Account Numbers?

A virtual account number (VAN) is a 15-digit account number that looks and acts just like a normal account number you would see on a physical American Express Card. It includes an expiration date, card-holder name and a four-digit CSC or security code. The VAN is generated digitally and used for a single payment. VANs allow customers to accurately identify, match and reconcile transactions billed to their account.



## One Number Per Transaction

- Detailed information capture for each transaction
- Near-perfect reconciliation, fewer disputes



## Transaction Level Controls

- Set spend limit, set usage dates
- Ability to set multiple restrictions & industry level blocks



## User Defined Data Fields (UDFs)

- Customized data fields, tailored for each company
- Automated reconciliation with single data file

**vPayment Acct #**

Limit:	\$875
Valid:	4/14/15 –4/8/15
P.O.#:	226
Cost Center:	994334447
Item:	X44 PRINTER

**Automated Reconciliation**

TOKEN	PO#	MATCH
██████	██████	✓
██████	██████	✓
██████	██████	✓



What Does It Do?

What Does It Do For a Customer?

# The Value vPayment Delivers to Customers



## Payment Control

- The person generating the card number sets:
- The exact value of the “virtual card.”
  - Date range of card usage.
  - Supplier industries in which the card can be used.



## Automated Reconciliation

- User-defined data fields on each virtual account number allow users to enter key expense details about each transaction (i.e., PO/ invoice number). Those details are directly linked with each transaction.
- Clients receive a transaction file that automatically links payments to expenses, so all transactions can be reconciled in one place.



## Payment Efficiency

- Reduce the cost and time related to paper checks.
- Employees can process transactions with fewer steps, and spend less time tracking down information for transactions.
- Relieves back office staff of day-to-day administrative duties.

## Capital Efficiency

- Supplier settlement occurs within three days of merchant processing; customer has 14 days from cycle cut to make payment.
- Payment timeline and monthly statement are centrally billed back to customers' main funding account.

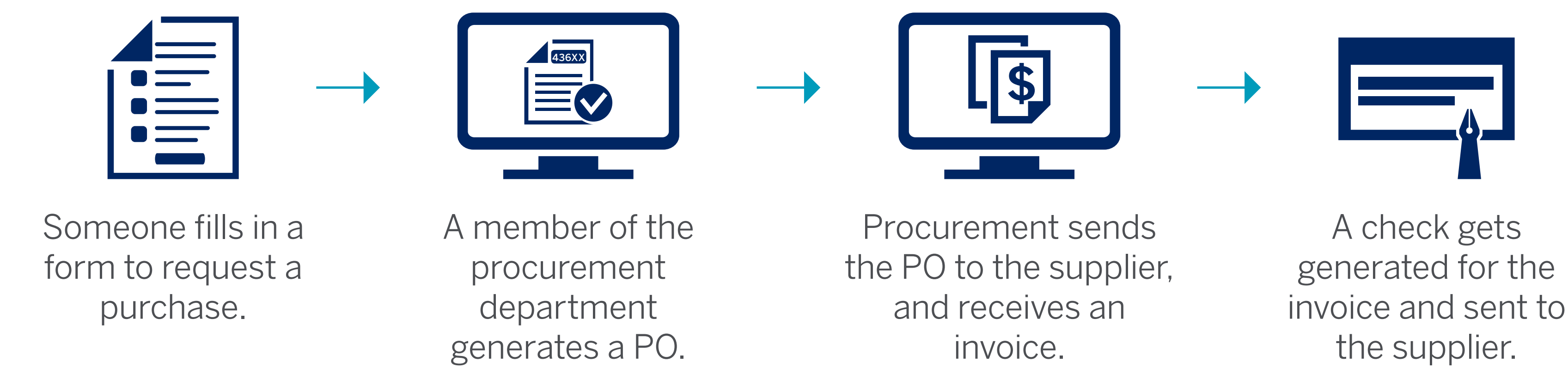


What Business Needs Does It Address/Solve?

What Does It Do For a Customer?

# What Business Needs Does It Solve?

vPayment can improve the typical PO-based payment process that includes:



While the traditional PO and invoice process may work for a mom and pop shop that processes a few transactions a month, it's highly inefficient and requires a costly reconciliation process for any company that has more transactions.

vPayment addresses customer needs and pain points by:

- Eliminating manual and time-consuming reconciliation activities.
- Addressing concerns about fraud.
- Tightening expense controls.
- Minimizing/eliminating paper checks.

What Does It Do For a Customer?

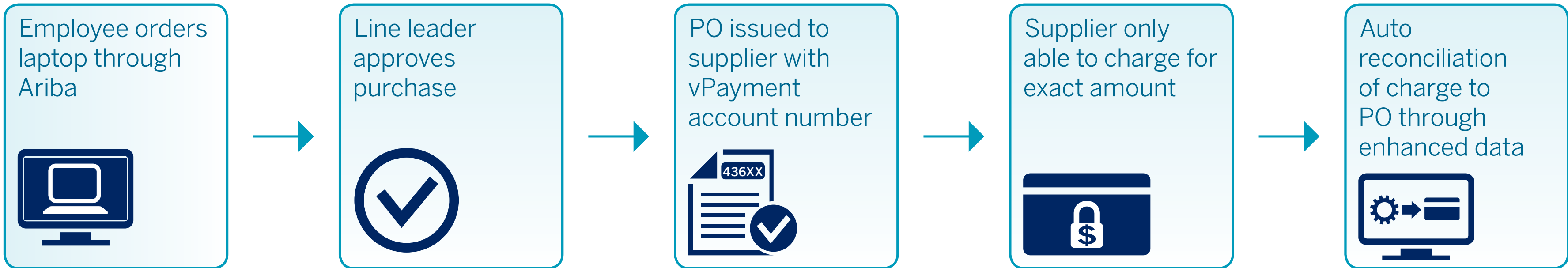
Before and After Scenarios

Before vPayment:



- Suppliers control what is actually charged and when the charge is processed
- Inefficient manual reconciliation required

After vPayment:



- Client controls what is actually charged and when the charge is processed
- Automated reconciliation enabled by vPayment

How Does It Work?

# How Does It Work?

## Virtual Account Number Creation

Program administrator or approved user creates a vPayment account number for a specific expense and sets various account parameters, including:

- Dollar amount (variance options offered).
- Usage dates for which account is active.
- Additional control parameters (restricted merchant locations, single- or multiple-use account numbers, etc.).
- Key expense details for reconciliation (PO/invoice number, cost center, etc.).

## Supplier Processing

vPayment account number is sent to supplier (manual and automated options available).

Supplier processes payment similar to a “card not present” transaction (no additional setup for accepting suppliers required).

## Reporting and Reconciliation

Client gets various reports that automatically match transactions with key expense details captured to simplify reconciliation.

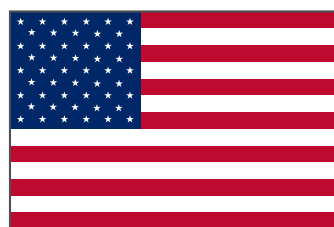
## American Express settlement

Client receives one centralized billing statement for all vPayment account numbers linked to each funding account to remit a consolidated single payment to American Express each month.

Where Is It Available?

Where Is It Available?

vNG is currently available in the US, Australia, UK and Spain.



US  
(USD)



Australia  
(AUD)

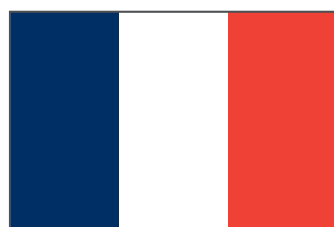


UK  
(GBP)



Spain  
(Euro)

We will continue to roll-out to new markets as funding allows. Current proposed expansion markets include:



France



Germany



Canada



Mexico

Multi-Currency

All customers must be set-up on vNG in the country in which their legal entity is located, and can only transact in that country's currency. vPayment can be processed by American Express-accepting Merchants with no additional setup for vendors. There is no multi-currency functionality available on vNG.

Cross-Border Payments

vNG virtual account numbers can be used at any American Express accepting Merchant anywhere in the world. However, a foreign exchange and applicable conversion fee will apply when making a payment to a supplier outside of the local market currency where the vPayment program is set up.



Product Terms and Details

Payment Terms	Does CV count towards rebates?	Availability/Currencies?	Fees and Costs?	Timing
<ul style="list-style-type: none"><li>• Clients have 14 days after statement cycle date to make their payment.</li><li>• At 45 days past cycle date, the client will be assessed a late fee of the greater of 2.99% or USD\$30.</li></ul>	<ul style="list-style-type: none"><li>• If a client's contract calls for incentives, then vPayment volume counts towards client incentives.</li></ul>	<ul style="list-style-type: none"><li>• Available in the US, Australia, UK, and Spain</li><li>• vPayment is available in USD in the US, AUD in Australia, GBP in the UK and Euro in Spain.</li><li>• There is a 1% FX rate charged when not paying in local market currency.</li></ul>	<ul style="list-style-type: none"><li>• No annual fee or implementations cost.</li><li>• Some implementation resources may be needed on the client side.</li></ul>	<ul style="list-style-type: none"><li>• On average, from the date of signed contract, it is about 4-6 weeks to implement vPayment Online.</li><li>• Batch and Integrated (Web Services or XML) can take 8-12 weeks to implement.</li></ul>

Product Terms and Details

vPayment vs. BIP

vPayment vs. BIP

	vPayment	BIP
User/Design Target	<ul style="list-style-type: none"><li>Mid to large companies looking to maintain transaction control while automating back end payment reconciliation.</li></ul>	<ul style="list-style-type: none"><li>Finance/treasury professionals in companies that are looking to leverage high dollar purchases to drive cash flow management improvements</li></ul>
Client Pain Point(s)	<ul style="list-style-type: none"><li>High volume of transactions manual, time consuming reconciliation</li><li>Fraud concerns</li></ul>	<ul style="list-style-type: none"><li>Buyers are cash strapped</li><li>Buyers looking to more strategically manage their cash</li></ul>
Product Type	<ul style="list-style-type: none"><li>Single use virtual account number</li><li>Account numbers generated via online portal or a fully integrated client system</li></ul>	<ul style="list-style-type: none"><li>Electronic push payment solution</li><li>System integrated into company's ERP system or (in the case of BIP Express) via an online portal, can be utilized by both buyer and supplier</li></ul>
Key Benefits	<ul style="list-style-type: none"><li>Process efficiencies: automated data matching and reporting to support reconciliation; streamlined payment process</li><li>Transaction-level payment control (client sets dollar amount and usage date parameters)</li></ul>	<ul style="list-style-type: none"><li>Extend DPO (Days Payable Outstanding) by up to 14 days, while managing DCOH (Days Cash on Hand)*</li><li>Supplier enablement</li><li>Improve Payment Efficiencies</li><li>Control- Buyer determines value and timing of payment processing after approval</li></ul>
Competitive Differentiation	<ul style="list-style-type: none"><li>Dedicated Account Management Team</li><li>Strong implementation support</li><li>Streamlined disputes process as AXP does not need to coordinate externally with other issuer/ network partners</li></ul>	<ul style="list-style-type: none"><li>Dedicated support via a Supplier Enablement team</li><li>Access to buyer and merchant networks</li><li>Implementation and AD team</li><li>Payment deposited directly into supplier bank account</li></ul>
Example Spend Type	<ul style="list-style-type: none"><li>More centralized spend, including:</li><li>Travel booking (including intermediary model)</li><li>Meetings &amp; events spend</li><li>AP departments</li></ul>	<ul style="list-style-type: none"><li>Raw materials, large equipment,or machinery, medical supplies or jet fuel</li></ul>

vPayment vs. BIP and CPC

\*The number of days by which your DPO is extended will depend on when during your American Express Card billing cycle you charge a transaction to a supplier. The date the transaction is posted to your account, and the date you pay the amounts due on your American Express billing statement will determine the number of days you extend which may be less than 14 days.

vPayment vs. CPC

vPayment vs. CPC

	vPayment	CPC
User/Design Target	<ul style="list-style-type: none"><li>Mid to large companies looking to maintain transaction control while automating back end payment reconciliation.</li></ul>	<ul style="list-style-type: none"><li>Procurement and AP clients within mid to large companies with high volume of low value/low risk (nonstrategic) purchases</li></ul>
Client Pain Point(s)	<ul style="list-style-type: none"><li>High volume of transactions manual, time consuming reconciliation</li><li>Fraud concerns</li></ul>	<ul style="list-style-type: none"><li>Paper-based, time consuming, inefficient and costly process (relevant to ticket price) from sourcing to check payment</li></ul>
Product Type	<ul style="list-style-type: none"><li>Single use virtual account number</li><li>Account numbers generated via online portal or a fully integrated client system</li></ul>	<ul style="list-style-type: none"><li>Four types of Card strategies:<ul style="list-style-type: none"><li>Card issued to individual employees</li><li>Card or account number (ghost card) issued to a department or buyer</li><li>Card or ghost card account number assigned to a single supplier</li><li>Card issued to AP</li></ul></li></ul>
Key Benefits	<ul style="list-style-type: none"><li>Process efficiencies: automated data matching and reporting to support reconciliation; streamlined payment process</li><li>Transaction-level payment control (client sets dollar amount and usage date parameters)</li></ul>	<ul style="list-style-type: none"><li>Employees can conveniently purchase necessary supplies</li><li>Increase efficiencies and drive cost savings</li><li>Policy compliance and supplier optimization</li></ul>
Competitive Differentiation	<ul style="list-style-type: none"><li>Dedicated Account Management Team</li><li>Strong implementation support</li><li>Streamlined disputes process as AXP does not need to coordinate externally with other issuer/network partners</li></ul>	<ul style="list-style-type: none"><li>Network infrastructure which oversees all phases of the transaction</li><li>Set spend limits*</li><li>Additional Level 2 data fields to capture more transaction detail such as CM Reference Field and 40 characters of purchase information</li><li>Experienced program resources</li></ul>
Example Spend Type	<ul style="list-style-type: none"><li>More centralized spend, including:<ul style="list-style-type: none"><li>Travel booking (including intermediary model)</li><li>Meetings &amp; events spend</li><li>AP departments</li></ul></li></ul>	<ul style="list-style-type: none"><li>Non-strategic indirect MRO (maintenance, repair, operations) spend that generates a high volume of invoices/check payments, including: Office Supplies, Industrial Supplies, Computer Hardware/Software</li></ul>


vPayment vs. BIP and CPC

\*Certain Corporate Purchasing Card ("CPC") charges may be incurred in excess of or outside the parameters of the limit set on an account, and company will still be liable to American Express for such charges.




# Other Products

Other American Express products that are leveraging the vPayment capability include:




**Amex Business  
Traveler App**

More information coming soon



**Cash  
Back**

More information coming soon



**Business Travel  
Account (BTA)**

More information coming soon

Other Products Leveraging  
vPayment Capability

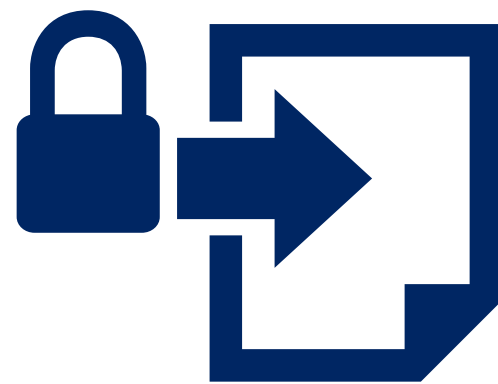


Payment Control



Payment Control

Limit opportunities for risk and errors with multiple control and verification features.



Transaction-level controls:

- Set spend limit
- Set usage dates
- Input key expense details



Three-point payment verification process:

- Account number
- CSC number
- Address validation (postcode)



Reduce errors from manual payments



Increase security



Reduce risk of fraud exposure

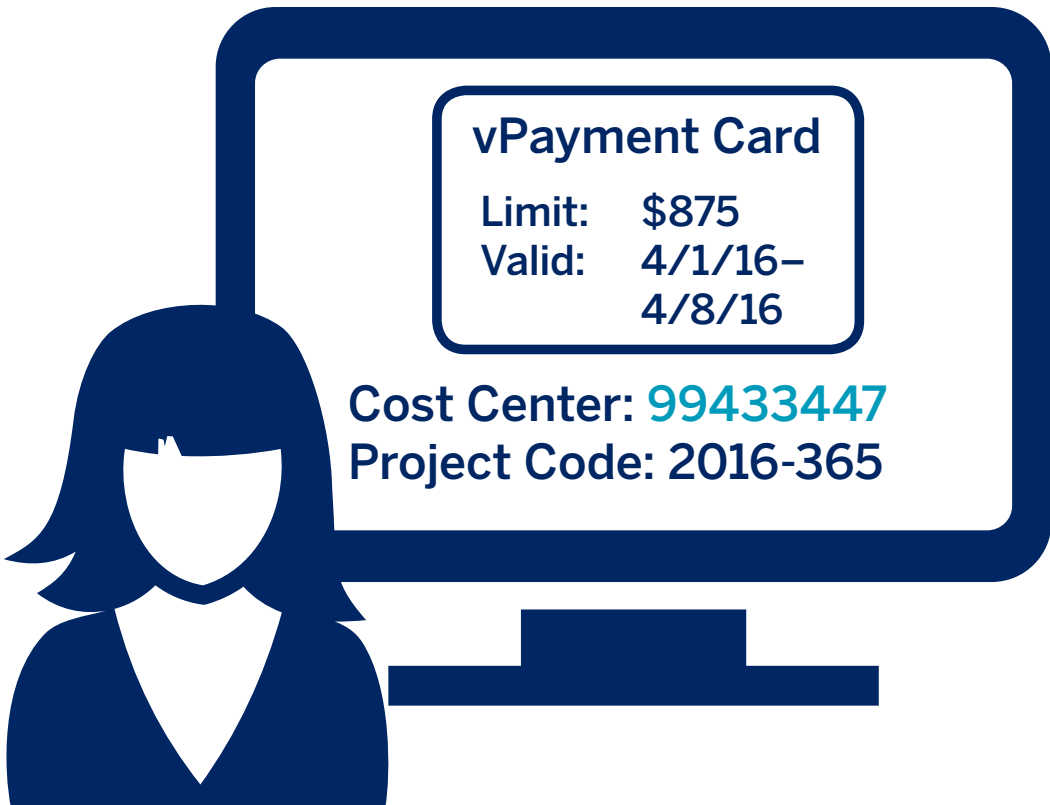
Additional Benefits

Automated Reconciliation



# Automated Reconciliation

True, single-use account numbers with embedded expense data enable a complete payment settlement file for automated reconciliation.



### STATEMENT

			<b>COSTCENTER:</b> 99433446
			<b>COSTCENTER:</b> 99433447
			<b>COSTCENTER:</b> 99433448

- Single file with complete reconciliation data
- 1:1 expense-to-transaction matching

Additional Benefits

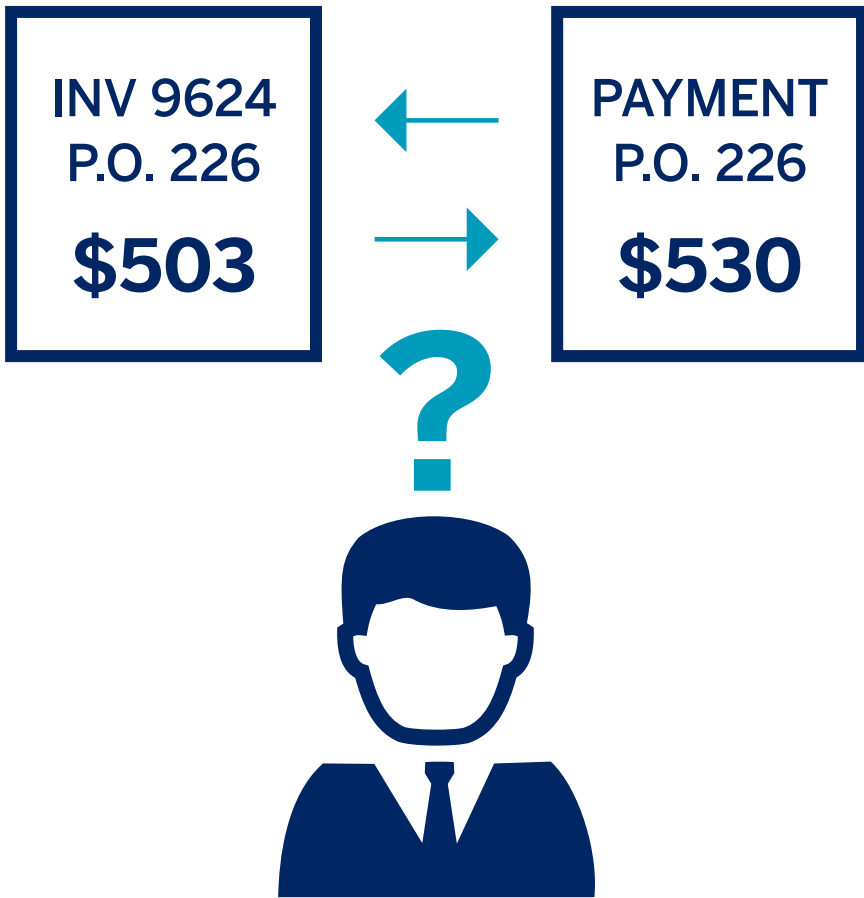


# Payment & Capital Efficiency

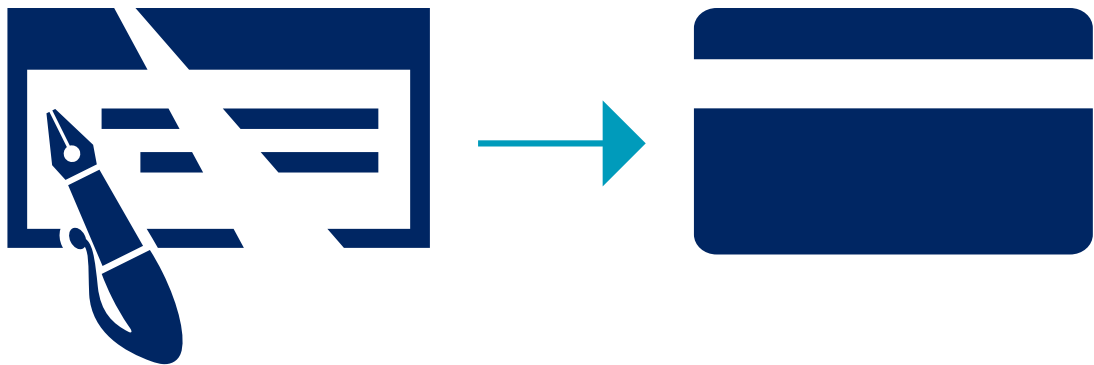
Electronic account numbers with user defined controls help improve the overall efficiency of the payment process.



Virtually eliminate manual reconciliation



Reduce time spent resolving date and amount inaccuracies



Reduce cost of invoices

Additional Benefits

Target Scenarios

Online Travel Agencies & Travel Providers
Use Cases Under Consideration

Who Are They?

Online Travel Agencies (OTAs) and Travel Providers

Who are they?

- Any organization that books travel on behalf of another person or business.
- Can include large, corporate, online travel agencies (like Expedia); cruise lines; tour operators; etc.

What do they do?

- Book travel reservations between an end-consumer and a travel supplier, like a hotel.
- Process an extremely high number of transactions a day, making day-to-day operations complex and cumbersome.

NOTE: OTAs have a wide range of sophistication in their business processes.

- Process transactions in countries all over the world, so they are dependent on good relationships with suppliers.

What are their needs?

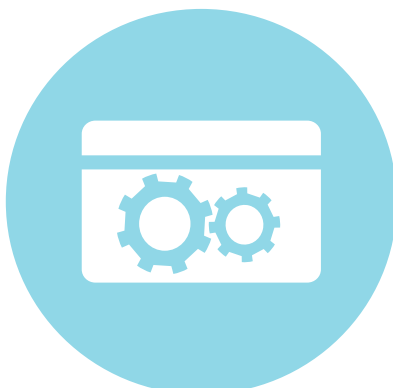
- A more efficient and inexpensive way to tie end-consumer booking information with travel supplier payment transactions.
- Settle transactions in the local currency of the end-travel supplier.
- Solution ensuring 100% “hands free,” automated reconciliation—requiring no manual data matching or resolving inaccurate charges.
- Accurate payments (supplier is paid for the agreed upon rate).



Control



Reconciliation



Efficiency



Target Scenarios

Online Travel Agencies & Travel Providers
Use Cases Under Consideration

	Use Case
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Use Case: Online Travel Agencies (OTAs)

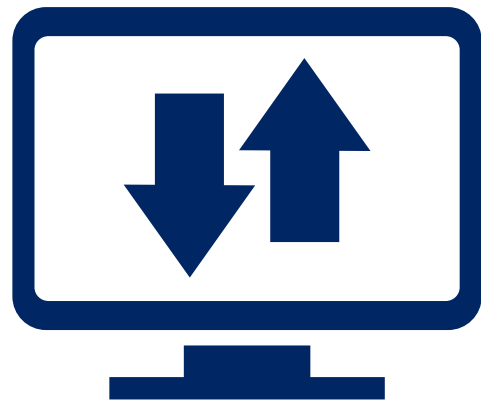
OTAs can use vPayment to secure consumer travel reservations and easily tie travel bookings with settled hotel transactions

1



Jane books Orlando hotel with her personal credit card and is charged.

2



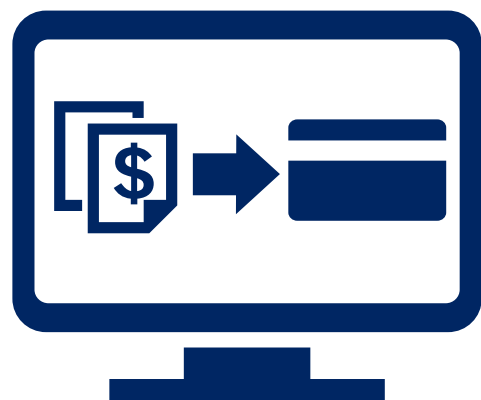
Expedia generates a vPayment account number to secure Jane’s reservation at the hotel property, then sends that number to the hotel for the exact amount of the expense, with pre-defined dates, etc.

3



When Jane checks out, the hotel charges single-use account number.

4



Jane’s reservation is automatically reconciled with the associated hotel charge on the vPayment statement utilizing Jane’s reservation details.

Target Scenarios

	Who Are They?	
Procurement Departments	<h2>Procurement Departments</h2>	
	<p><b>Who are they?</b></p> <ul style="list-style-type: none"><li>• Procurement leaders (VP, Directors, CPOs, etc.) in mid-size to large companies.</li><li>• Organizations may have a range of company/process sophistication.</li></ul>	
	<p><b>What do they do?</b></p> <ul style="list-style-type: none"><li>• Source and pay for a wide range of products and services to support indirect business spend.</li><li>• Use a range of procurement and AP tools to manage procurement process.</li><li>• Have a range of purchasing policies/processes.</li></ul>	
Use Cases Under Consideration	<p><b>What are their needs?</b></p> <ul style="list-style-type: none"><li>• Maintaining transaction control while automating back-end payment reconciliation (ex: managing facility expenses).</li><li>• Efficient payment processes.</li><li>• Reducing manual processes and tying cost centers to transactions.</li><li>• Improving the existing, inefficient, costly and manual reconciliation process for linking internal expense approval and purchase orders with the associated settled payment transaction.</li><li>• Integrating system tools and approval process.</li><li>• Giving autonomy in purchases while controlling transaction types and dollar amounts.</li><li>• Identifying differences between pre-approved purchases and statement charges that create concerns over controls.</li><li>• Meet cost savings targets.</li></ul>	



Control

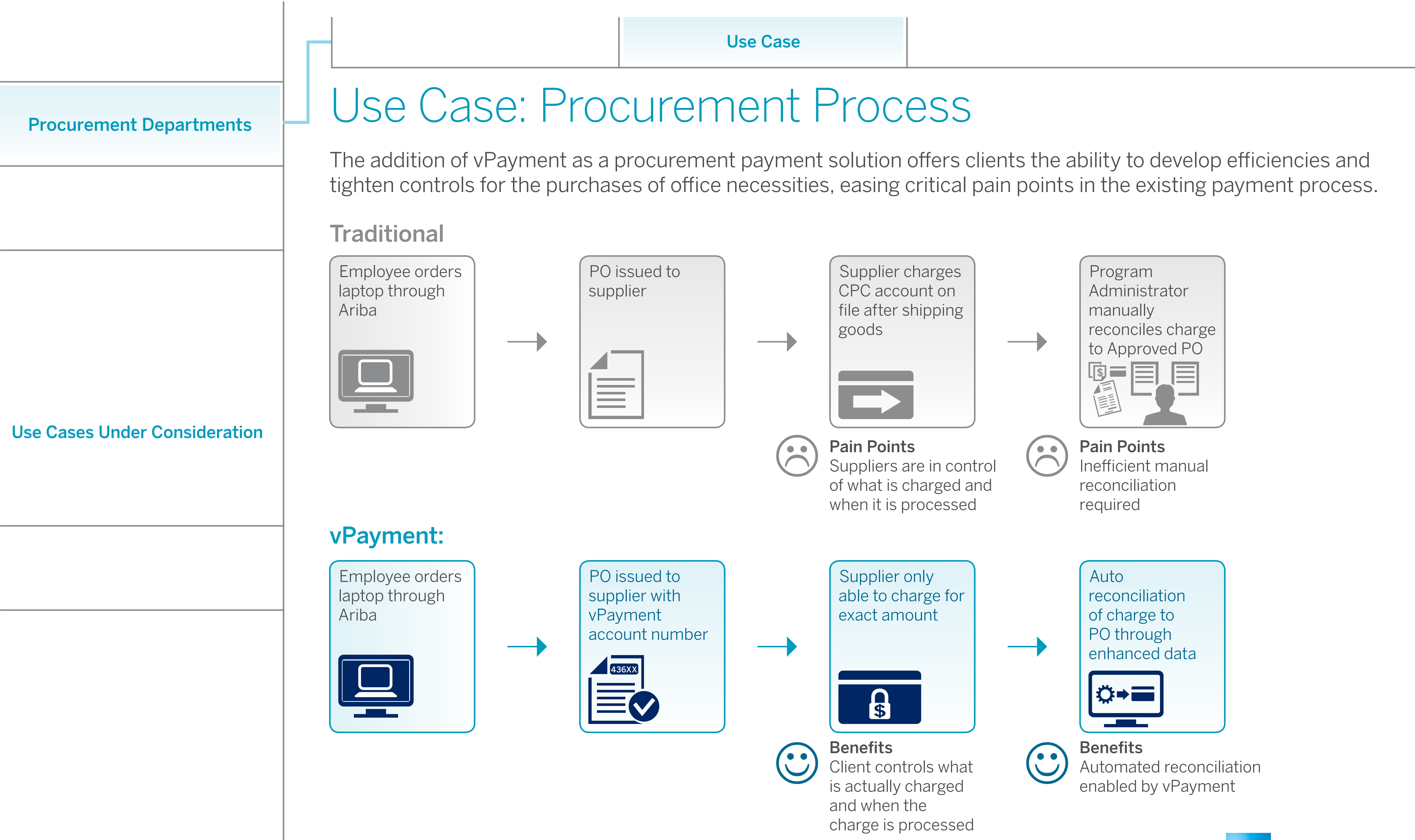


Reconciliation



Efficiency

Target Scenarios



Target Scenarios

Overview

Who is Conferma?

Conferma is a corporate hotel booking technology provider founded in 2005 that developed the Conferma Settlement Platform (CSP) to enable the use of automatically generated virtual card numbers (VCNs) to make travel supplier payments.

Why CSP?

Conferma’s CSP automatically generates a unique virtual account number for every travel booking, which acts as a unique identifier for both the booking reservation request and the payment. This allows a client to more easily merge and match critical booking information gathered through the procure-to-pay process to the final payment than traditional payment methods. This integrated solution helps to streamline the booking process and provides back-office reconciliation operational efficiencies.

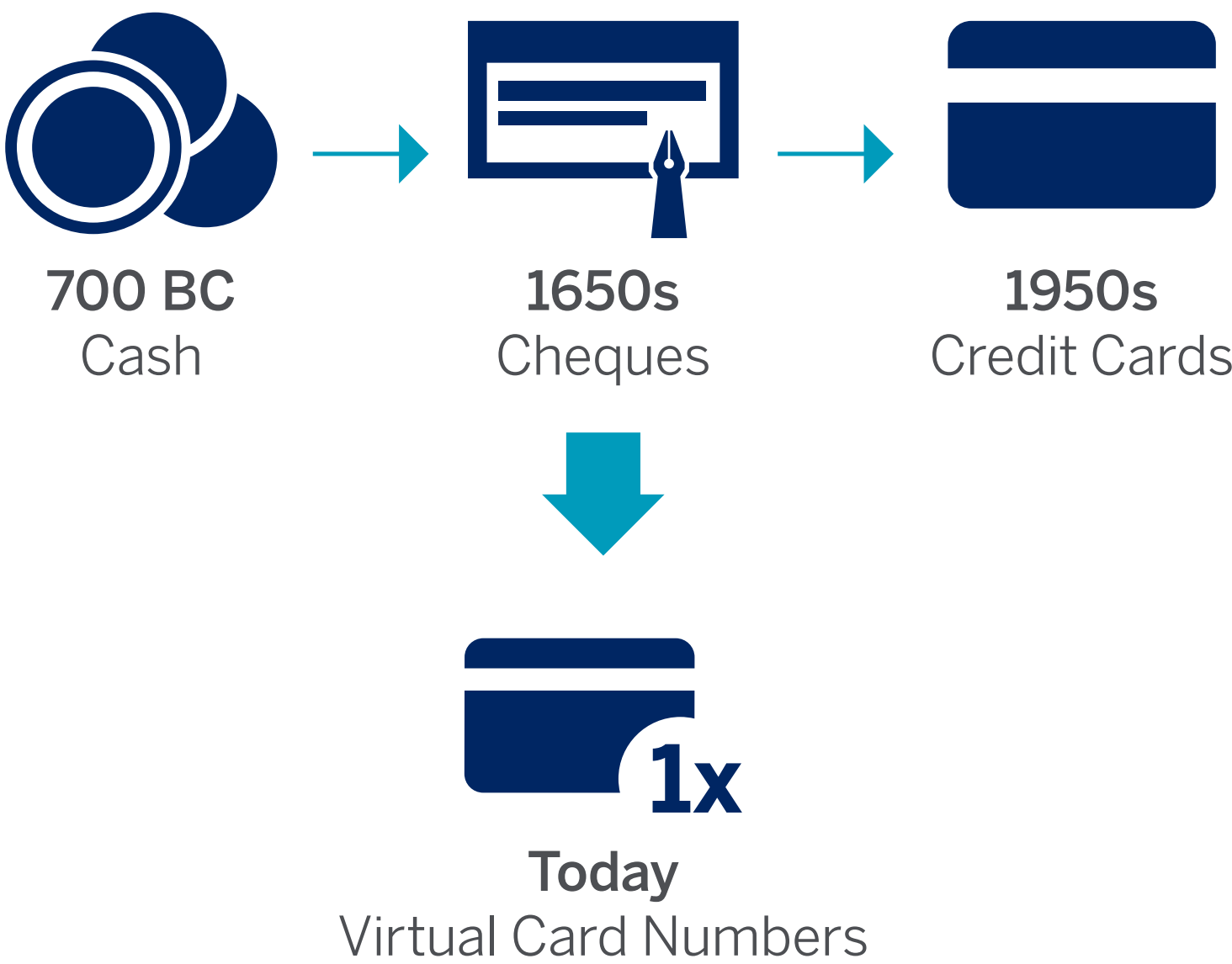
CSP Service Enhancements

Using Conferma and their SNAP reconciliation tool allows for unlimited management information fields to be captured from booking solutions—delivering enriched data to support increasingly complex business configurations in a single reporting product.

Standard Charge Confirmations issued to hotels reduces the impact on travelers and provides improved/clear information to hotels on processes and charge authority.

Corporate Travel  
Program Administrators  
– Conferma

Use Cases Under Consideration



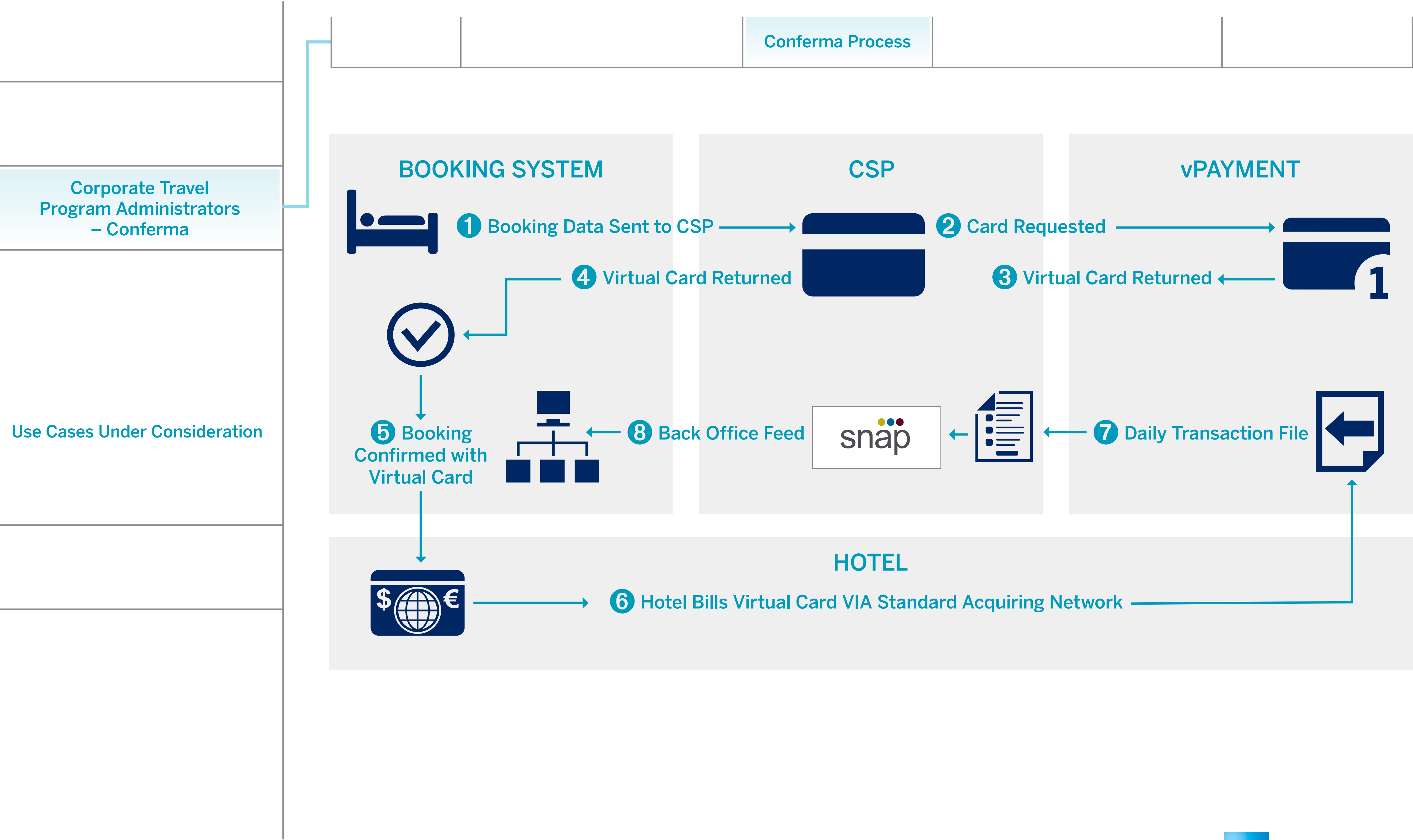


Target Scenarios

		vPayment/Conferma Solution		
		<b>How does vPayment work with Conferma?</b> Launched in 2009, the vPayment Conferma solution enables the creation of a vPayment single-use virtual account number generated using the travel reservation parameters from the travel booking process to pay travel suppliers.		
Corporate Travel Program Administrators – Conferma		The vPayment virtual account number is tied to one travel reservation and is used to match travel reservation management information to the supplier payment to support reconciliation to cost centers, departments and projects.		<b>Typical customer profile:</b> <ul style="list-style-type: none"><li>• Travel spend in excess of \$1M</li><li>• Engages contractors, new recruits, consultants who require infrequent company travel</li><li>• No mandated corporate card program</li><li>• Central purchasing process</li><li>• Manual reconciliation processes</li><li>• Tiresome of current booking process</li></ul> <b>Key benefits:</b> <ul style="list-style-type: none"><li>• Enhance control while reducing errors</li><li>• Reduce fraud risk*</li><li>• Improve payment efficiency</li><li>• Reduce time spent on invoicing and payments</li><li>• Reduce time spent on the invoicing process</li><li>• Reduce paper-based payment</li></ul>
Use Cases Under Consideration				

\* vPayment can help reduce the risk of fraud with transaction-level controls which allow your company to set a specific date range and amount for payments.

Target Scenarios



Target Scenarios

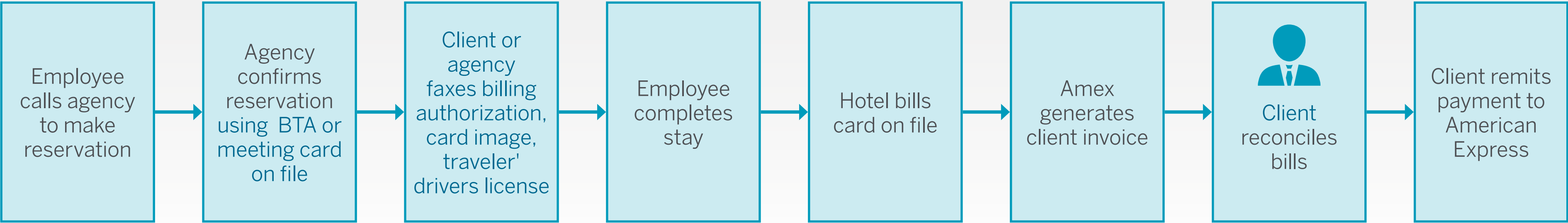
Traditional vs. Conferma Process

Traditional Process vs. Conferma/vPayment Integrated Solutions

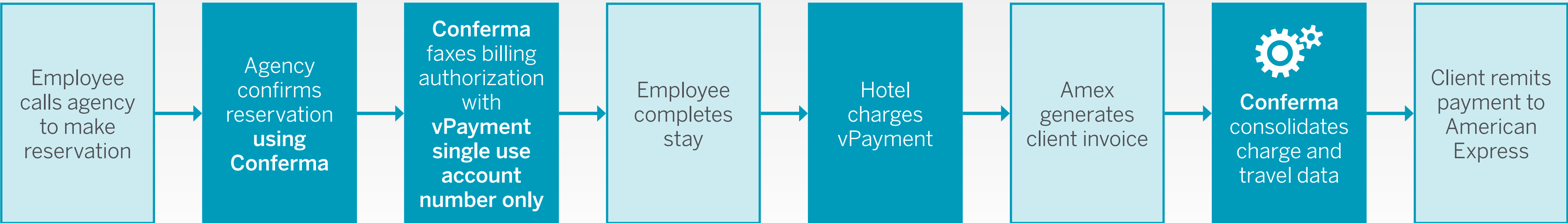
Corporate Travel  
Program Administrators  
– Conferma

Use Cases Under Consideration

Traditional Process



Conferma/vPayment Integrated Process



Target Scenarios

Conferma Use Case

Use Case: Corporate Travel Administrators (Conferma)

Corporate Travel Administrators integrate with Conferma to use vPayment to secure consumer travel reservations and easily tie travel bookings with settled hotel transactions.

Corporate Travel  
Program Administrators  
– Conferma

Use Cases Under Consideration

1



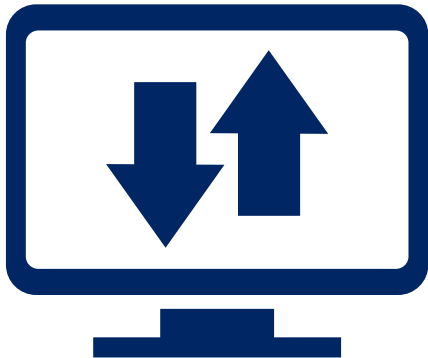
Employee calls  
Corporate Travel Agency  
(CTA) to book travel.

2



Agency confirms reservation  
using Conferma

3



Conferma faxes billing  
authorization with  
vPayment Account  
number to hotel, etc.

4



When Employee checks out,  
Hotel charges vPayment  
account number.

5



Amex generates a client  
invoice; Conferma  
consolidates charge and  
travel data in their SNAP tool.

6






Client remits payment  
to American Express.



Target Scenarios

	<div>Who Are They?</div>	
	<div>Meeting Planner</div>	
	<div>Who are they?</div> <div><div><div></div></div><div><div></div></div></div> <div><div></div></div>	<div><div><div></div></div><div>Control</div></div>
<div>Meeting Planner</div>	<div>What do they do?</div> <div><div><div></div></div><div><div></div></div></div> <div><div></div></div>	<div><div><div></div></div><div>Reconciliation</div></div>
<div>Use Cases Under Consideration</div>	<div>What are their needs?</div> <div><div><div></div></div><div><div></div></div></div> <div><div></div></div>	<div><div><div></div></div><div>Efficiency</div></div>

Target Scenarios

		Use Case	
		<h1>Use Case: Meeting Planner</h1> <p>Meeting planners can use vPayment to manage their budgets for meeting-related expenses and easily reconcile their expenses back to the their accounting systems/GLs.</p>	
Meeting Planner	<div><div>1</div><div></div><div>Requests single use vPayment account numbers for hotels, catering, etc.</div></div>	<div><div>2</div><div></div><div>Manages specific budget using the preauthorized amount that's set when the account numbers are created.</div></div>	
Use Cases Under Consideration	<div><div>3</div><div><div>125368</div><div>52842</div></div><div>Uses the customizable, user-defined fields to input the specific meeting ID number associated with this meeting and preauthorized date range—plus, add department codes, etc. to each account.</div></div>	<div><div>4</div><div></div><div>Use transaction file with expense data fields, including customizable pre-defined data, to map payments back to accounting system, so they can easily identify transactions related to this meeting and quickly map them back to their general ledger—saving time and resources.</div></div>	

Target Scenarios

Who Are They?

Property Insurance

Who are they?

- Insurance companies.

What do they do?

- Pay claims to a variety of businesses and individuals to cover a multitude of property losses.

What are their needs

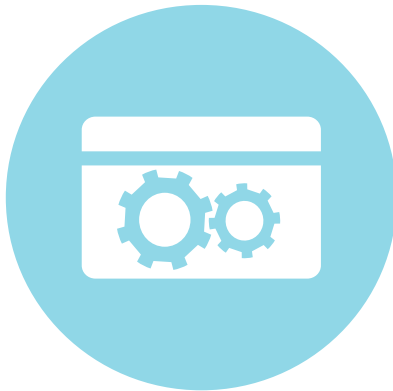
- Insurance companies need to maintain tight expense controls to avoid fraud and overpayment of services.
- A more efficient payment process. Paying claims via paper checks is a manually intensive process for both the insurance company and the provider. Checks must be printed and mailed by the construction company, then collected and deposited in the bank by the suppliers. This process can add up to 10 days before the supplier receives their payment.
- Some emergency situations require immediate payment at any time of the day or night, to book hotel rooms, towing services or rental cars. The merchant businesses need to be paid quickly to have the cash to run their businesses effectively.
- An automated reconciliation process. With so many payments being made to a variety of businesses, reconciliation can be costly and time consuming. Paying claims via ACH has improved the speed of receiving payments, but results in other gaps in the process.
- The reconciliation process requires the matching of the claim payment against the claim data for both insurance companies and vendors. With ACH, the claim information and the claim payment are sent separately, often days apart, and then need to be matched before being reconciled against the vendor's accounts receivable system. Also, many small suppliers are likely not enrolled in ACH and not willing to due to the time and ongoing monthly fees associated with the process.



Control



Reconciliation



Efficiency

Use Cases Under Consideration

Property Insurance

Target Scenarios

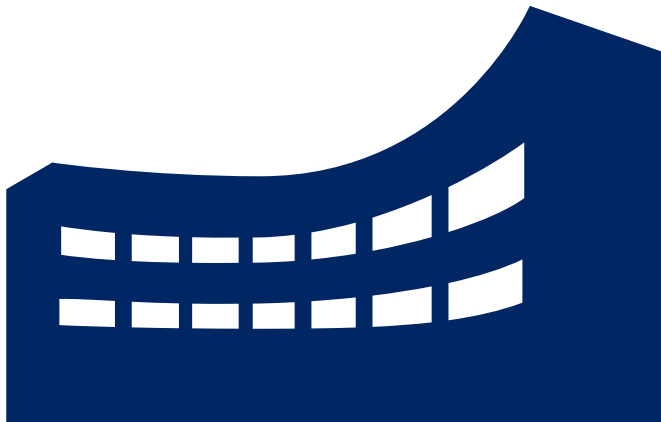
Use Case

Use Case: Property Insurance

With vPayment from American Express, insurance companies can support policyholders faster while increasing expense control, speeding up the payment process and streamlining reconciliation across multiple vendors and claims.

Use Cases Under Consideration

Property Insurance

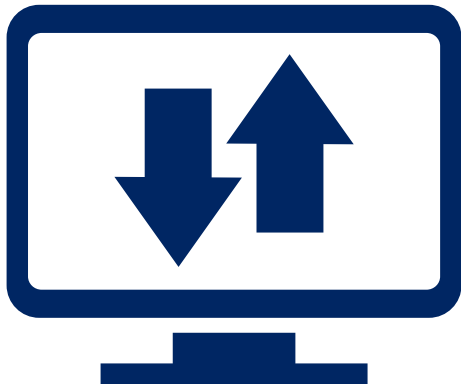


Insurance Company

Request single/  
multiple virtual  
account number.

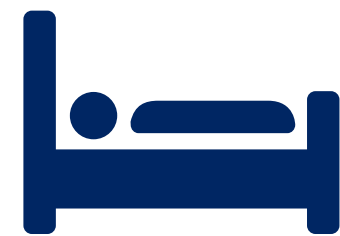


Enhanced  
reporting for  
reconciliation.



American Express  
vPayment

Hotels



Car Rental  
and Repair






Property  
Damage

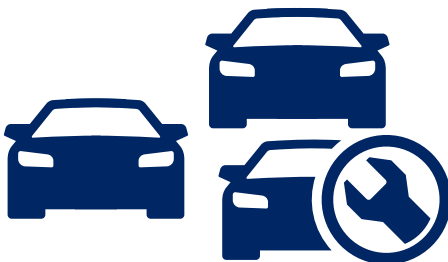

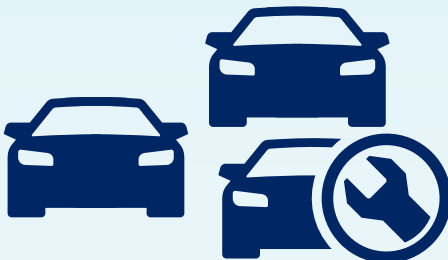


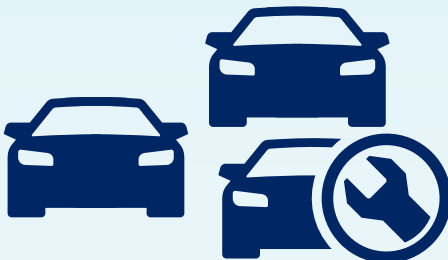


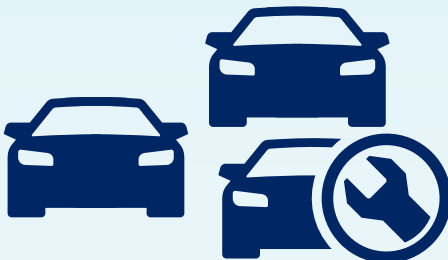









Target Scenarios

	<div>Who Are They?</div>	
	<div>Fleet Management</div>	
	<div>Who are they?</div> <div><ul style="list-style-type: none"><li>• Companies that employ fleets of cars, trucks and general equipment to serve their customers across the country.</li><li>• These vehicles usually have higher mileage, get heavier use and require ongoing maintenance and repairs.</li></ul></div>	<div><div>Control</div></div>
	<div>What do they do?</div> <div><ul style="list-style-type: none"><li>• When a vehicle requires maintenance or an unexpected repair on the road, they approve the repairs in order to get the vehicle back into operations quickly.</li></ul></div>	<div><div>Reconciliation</div></div>
Use Cases Under Consideration	<div>What are their needs?</div> <div><ul style="list-style-type: none"><li>• It is critical that any maintenance and repair work is conducted efficiently to ensure operations continue without significant interruption.</li><li>• Companies need to keep tight control on these expenses to ensure they aren't paying more than acceptable costs or that no additional items are added to the expense.</li><li>• To maintain control and ease reconciliation of all expenses, companies may prefer that vehicle maintenance and repair costs are kept separate from the employee/contractor purchasing card.</li></ul></div>	<div><div>Efficiency</div></div>
Fleet Management		

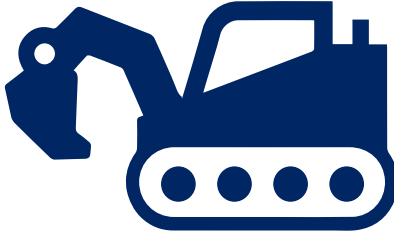

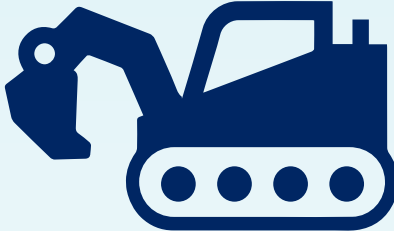
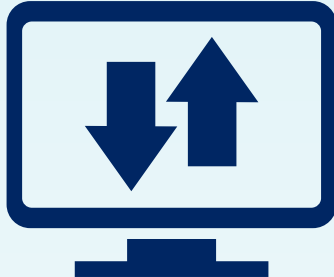

Target Scenarios

	Use Case				
	<div>Use Case: Fleet Management</div> <p>vPayment provides the means to pay for vehicle maintenance and repairs quickly and efficiently with a one-time-use card number.</p> <div><div><div>Traditional</div><div><p>Fleet vehicle requires emergency repair.</p></div><div><p>Driver uses purchasing card to pay for repairs or uses own card and is reimbursed.</p><div>Problems for the fleet owners:<ul style="list-style-type: none"><li>• Lose control of expenses.</li><li>• Manual invoice reconciliation.</li></ul></div></div></div></div> <tr><td>Use Cases Under Consideration</td><td><div><div><div>vPayment</div><div><p>Fleet vehicle requires emergency repair.</p></div><div><p>Fleet owner issues vPayment for exact amount of the repair—email of VAN sent to the repair shop.</p><div>Benefits for the buyer:<ul style="list-style-type: none"><li>• Expense will be tied directly to the approved vPayment number— control and reconciliation.</li><li>• Reduction of processing costs.</li></ul></div></div><div><p>Repair shop processes the virtual card as though it was processing a card not present transaction, so it receives immediate payment.</p></div></div></div></td></tr> <tr><td>Fleet Management</td><td></td></tr>	Use Cases Under Consideration	<div><div><div>vPayment</div><div><p>Fleet vehicle requires emergency repair.</p></div><div><p>Fleet owner issues vPayment for exact amount of the repair—email of VAN sent to the repair shop.</p><div>Benefits for the buyer:<ul style="list-style-type: none"><li>• Expense will be tied directly to the approved vPayment number— control and reconciliation.</li><li>• Reduction of processing costs.</li></ul></div></div><div><p>Repair shop processes the virtual card as though it was processing a card not present transaction, so it receives immediate payment.</p></div></div></div>	Fleet Management	
Use Cases Under Consideration	<div><div><div>vPayment</div><div><p>Fleet vehicle requires emergency repair.</p></div><div><p>Fleet owner issues vPayment for exact amount of the repair—email of VAN sent to the repair shop.</p><div>Benefits for the buyer:<ul style="list-style-type: none"><li>• Expense will be tied directly to the approved vPayment number— control and reconciliation.</li><li>• Reduction of processing costs.</li></ul></div></div><div><p>Repair shop processes the virtual card as though it was processing a card not present transaction, so it receives immediate payment.</p></div></div></div>				
Fleet Management					

Target Scenarios

	<div>Who Are They?</div>	
	<div>Construction</div>	
	<div>Who are they?</div> <div><ul style="list-style-type: none"><li>Any type of commercial or residential construction company.</li></ul></div>	<div><div>Control</div></div>
	<div>What do they do?</div> <div><ul style="list-style-type: none"><li>Pay a variety of businesses for a multitude of equipment and subcontracting work. Vendors are typically small to medium-size and need to be paid quickly to have the cash to run their businesses efficiently.</li></ul></div>	<div><div>Reconciliation</div></div>
<div>Use Cases Under Consideration</div>	<div>What are their needs</div> <div><ul style="list-style-type: none"><li>More control—the construction industry is exposed to potentially fraudulent practices and companies need to maintain tight expense controls to avoid overpayment of services.</li><li>With so many payments being made to a variety of businesses across multiple projects, reconciliation can be a time consuming process.</li><li>An automated way to pay their vendors. Paying invoices via paper checks is a manually intensive process for both the construction company and the supplier. Invoices must be approved, and checks must be printed and mailed by the construction company, then collected and deposited in the bank by the suppliers. This process can add up to 10 days before the supplier receives their payment.</li></ul></div>	<div><div>Efficiency</div></div>
<div>Construction</div>		

Target Scenarios

	Use Case		
	Use Case: Construction		
	Construction companies use vPayment to pay vendors and subcontractors. The one-time use account number, with selected payment parameters, ensures timely payment with limited errors and reduced fraud exposure.		
Use Cases Under Consideration	<b>Traditional</b>	 Construction company needs to pay vendor/subcontractor for work.	 Construction company makes payments that are typically invoiced and paid by paper check. <b>Problems for the Vendor:</b> <ul style="list-style-type: none"><li>• Lose control of expenses.</li><li>• Manual invoice reconciliation.</li></ul>
	<b>vPayment</b>	 Construction company needs to pay vendor/subcontractor for work.	 Construction company issues vPayment for exact amount of the work—email of VAN sent to the vendor. <b>Benefits for the Buyer:</b> <ul style="list-style-type: none"><li>• Expense will be tied directly to the approved vPayment number – control and reconciliation.</li><li>• Reduction of processing costs.</li></ul>  Vendor processes the virtual card as though it was processing a card not present transaction, so it receives immediate payment.
Construction			



Key Areas of Differentiation

# Key Areas of Differentiation

Virtual payment products have largely the same product features across the board, with only a few areas where providers are really differentiating themselves.



## Global Availability

Leading products in this area are available in all major regions.



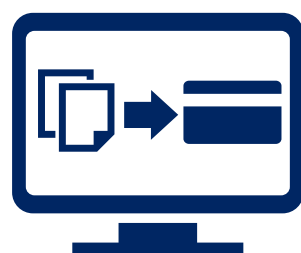
## Currencies and Cross-Border Payments

Offering multi-currency payment and settlement options from a single market allows some providers to expand a limited footprint.



## Product Interface and Reporting

Intuitive interfaces and robust reporting options are important differentiators.









## Reconciliation and Data Options

Flexibility in customizing data collected aids in seamless reconciliation and strengthens product offering.

Understanding the Competition

Competitive Overview







Competitive Comparison 1							
Category	Attribute	 TSYS Platform	 vNG Prop Platform	 (Proprietary)	 (Conferma)	 (MasterCard)	 (MasterCard)
Global Reach	Number of countries in which solution can be issued locally	21 markets (8 + ICC markets)	US only (Jun '15) Australia in Q1 '16 UK, Spain in Q4 '16	9 countries (France & Australia launching in 2014)	UK only	41 countries	US and Canada
	Number of countries in which solution can be issued locally	\$, CDN, MXN, €, £ (offering varies by country)	No multi-currency functionality available. US-USD, AUS-AUD, UK-GBP, Spain-Euro.	£, €, CHF (AIDA); \$ (P-Log)	£, €, \$, CHF, NOR, SWE, DEN, PZY, CAD (for cross-border payments)	Local currency in 29 markets; \$ or € in other markets	\$, CAD
Data, Reporting & Reconciliation	Data	4 custom data fields; limit 15 characters	20 data fields; limit 40 characters	10 fully customizable data fields	10 user-defined reference fields	30 customizable data fields	Integrates activity across all spending categories
	Reporting	Standard & customized reporting	Standard & customized reporting	Full transaction data; comprehensive Level 2 & 3 reporting	Standard & customized reporting available	Fully integrated with MIS tools; purchase description, employee ID, etc.	Standard reports
	Reconciliation	Auto reconciles authorization to settlement and invoice (via ERP)	True single-use account as #s no longer recycled every 90 days	90-95% match; integration with any financial/ accounting system	100% match; can be integrated with ERP	96-98% match rate; fully automated	100% match; customizable APIs with unlimited data fields
Controls & Limits		By amount, date, merchant for individual /pool	Tokenization capabilities added	Comparable to AXP	Not at supplier or merchant level	Comparable to AXP	Comparable to AXP
Solution Utility	Coverage	Any merchant that accepts AXP	Any merchant that accepts AXP	Any merchant that accepts MC; UATP	Any merchant that accepts Visa	Any merchant that accepts MC	10,000 merchants currently accept CSI globalVCard
	Supplier transaction dispute process	Client can initiate dispute online (managed by WS)	Client can initiate dispute online (managed by WS)	Disputes can typically be completed via the online portal	Any merchant that accepts Visa	Disputes can typically be completed via the online portal	Disputes can typically be completed via the online portal
	Implementation time frame	SLA is 4-8 weeks	SLA is 4-7 weeks	3-4 weeks	12 weeks	12 weeks	3-4 weeks

- Advantage for AXP
- Parity
- Advantage for competitor (comparison with vNG)

Source: Virtual Card Payment CI, May 2014; Virtual Payment Side by Side, July 2014  
Note: All blue items pending multicurrency investment decision on March 31

Understanding the Competition

Competitive Overview

Competitive Comparison 2							
Category	Attribute	 TSYS Platform	 vNG Prop Platform	 (MasterCard)	 (Proprietary)	 (Conferma & Prop)	 (MasterCard)
Global Reach	Number of countries in which solution can be issued locally	21 markets (8 + ICC markets)	US only (Jun '15) Australia in Q1 '16 UK, Spain in Q4 '16	US and Canada	USA, Canada Planned India and other JAPA countries	US and Canada	26 markets
	Number of countries in which solution can be issued locally	\$. CDN, MXN, €, £ (offering varies by country)	No multi-currency functionality available.  US-USD, AUS-AUD, UK-GBP, Spain-Euro.	\$. CAD	\$. CAD	\$. CAD	27 currencies, including, £, €, \$, AUD, CAD, AED
Data, Reporting & Reconciliation	Data	4 custom data fields; limit 15 characters	20 data fields; limit 40 characters	Integrates activity across all spending categories	Captures a vendor's dedicated account number & amount	Captures detailed data including booking reference & spend amount	Ability to add user defined fields to enhance reconciliation
	Reporting	Standard & customized reporting	Standard & customized reporting	Standard reports	High degree of customization	Standard & customized reporting	Only 2 types of reports offered
	Reconciliation	Auto reconciles authorization to settlement and invoice (via ERP)	True single-use account as #s no longer recycled every 90 days	100% match; customizable APIs with unlimited fields	100% match; integrated with ERP/ treasury system	100% match; direct integration with back office systems	Comparable to AXP
Controls & Limits		By amount, date, merchant for individual /pool	Tokenization capabilities added	Comparable to AXP	Comparable to AXP	Comparable to AXP	Comparable to AXP
Solution Utility	Coverage	Any merchant that accepts AXP	Any merchant that accepts AXP	Any merchant that accepts MC	100,000 merchants enrolled on BoA's ePayables	PP: enrollment required  TVP: Any accepting Visa	Select industries
	Supplier transaction dispute process	Client can initiate dispute online (managed by WS)	Client can initiate dispute online (managed by WS)	Disputes can typically be completed via the online portal	Disputes can typically be completed via the online portal	Disputes can typically be completed via the online portal	Disputes can typically be completed via the online portal
	Implementation time frame	SLA is 4-8 weeks	SLA is 4-7 weeks	3-4 weeks	12 weeks	Up to 8 weeks	3-4 weeks

- Advantage for AXP
- Parity
- Advantage for competitor (comparison with vNG)

Source: Virtual Card Payment CI, May 2014; Virtual Payment Side by Side, July 2014  
Note: All blue items pending multicurrency investment decision on March 31



Competitive Overview

WEX/AXP Capabilities

WEX / AXP Virtual Payment Capabilities



	WEX Single Use Card		AXP vPayment
Global Capabilities	Believed that single-use account numbers can be accessed virtually from any country by accessing BIN assigned to a particular currency	>	Ability to issue and settle in US, Australia, UK, and Spain.
Multiple Currencies	Believed that single-use account numbers can be accessed virtually from any country by accessing BIN assigned to a particular currency	>	Multi-currency is not available
Data/Reconciliation	6 standard fields for OTA clients with ability to add fields at not cost Automated reconciliation (99.9 – 100% accuracy) through patented matching process (no card recycling)	<	20 user defined fields each with 40 characters to capture additional data. True single use account numbers; can also be matched to invoice within ERP
Reporting	EnCompass “user interface” provides access to transactions, settlements, authorizations, history, etc. Believed historical data remains in system	=	vPayment Online tool shows authorization, settlement history, etc. Historical data stored based on compliance rules (7 years in US)
Controls/ Limits	Amount, date, MCC, individual merchant, and geographic controls at the transaction level	=	Amount and date controls at the transaction level MCC and individual merchant controls at the billing account level Offers refresh on settlement
Implementation	Amount, date, MCC, individual merchant, and geographic controls at the transaction level	=	Online and Batch implementations take 4 – 7 weeks; if integrated process can be longer
Uptime	Believed downtime very rare and contingency plans in place to still pull new cards if system down	=	Scheduled downtime very rare and contingency plans in place
Integration with OTA	Believed downtime very rare and contingency plans in place to still pull new cards if system down	=	Integration through web services available to large OTAs and smaller clients can use batch, Online or Batch File Upload
Dispute Process	WEX handles dispute process on OTA’s behalf; still has to work through MC, but believed they’ve agreed to streamlined process	<	Dispute process can be initiated online and it is handled in house by World Services

< Advantage for American Express      = WEX and AXP at Parity      > Advantage for WEX





Next Steps

## Next Steps

So you have a client that has confirmed they would like to implement a new vPayment program. Congratulations! Here is an outline of the next steps to properly set up and implement this program.

1. Verbal win: Receive client’s verbal win to move forward.
2. Request client contracts for client execution:
  - MBD requests vPayment client contract from SF/Apptus agreement and works through signing with client or contracts team as necessary.
  - @Work agreement (if client does not already use @Work, request an @Work agreement for all vPayment program management access).
3. Risk review and underwriting: MBD submits a CRO request, along with two years of financials, to begin risk review and underwriting process.
4. Request business solutions management support (if needed, generally for AP batch or integrated solutions, PCV is ≥ to \$7 million).
5. Request Implementations Manager (IM): MBD goes into client opportunity and requests Implementation support (PCV > \$5 million); IM will reach out to MBD once they are assigned.

Additional information will be updated with more detail on this process.

My Client Said  
“Yes,” Now What?

Contracts

# Contracting

## Contracting/Underwriting

- Prospects/clients need to complete several “deal-closing” activities prior to even starting program implementation.
- Sales/AD teams work closely with contracts team to ensure there is appropriate language and terms for each of our vNG clients.

**Process:**

- Contract Signing: Field requests contract through Apptus program in Salesforce.com, terms like late fees/ FX fees established, multiple versions of contract exist (timing: as fast as client can move).
- Underwriting: Field requests review through CRO or MySetups System (timing: ~3 business days).
- Risk Review: World Service completes this review. (timing: ~6–8 business days).



My Client Said  
“Yes,” Now What?

BSM/IM/Tec

# BSM/IM/Tec

## BSM

- Engages directly with customers to understand their specific needs and existing systems and identify the best technical design for program setup.
- Creates vPayment Configuration Workbook, which serves as the program “blueprint” for how a customer program will be technically set up, identifying the foundational program parameters through direct client engagement.
- Is engaged by request through Salesforce.com once a client has shown commitment to pursuing a vPayment program (support may not be available for basic program setup).

## Implementation Team

- Is engaged in order to manage the overall process of setting up a client with a vPayment program.
- Field team requests an Implementation Manager (IM) through Salesforce.com to project manage the process.
- Implementation working session is held with the client (generally the Program Administrator) to gather final, detailed program parameters that finalize the vPayment Configuration Workbook.

## Tec/IM

- During a several week process, the Implementation, Tec and World Service teams collaborate to actually set up the new program.
- Hierarchy build: vPayment Configuration Workbook is given to the World Service team to begin hierarchy and program build (this requires a fully executed vNG contract, fully approved underwriting, and Know-Your-Customer checks).
- Engage Tec resources (if necessary): If technical resources are also needed (AP batch and web services programs), an American Express TEC team member will join to work through setup and testing as needed.
- Launch Kick-Off Session: Once final setup is completed, the client will receive an email that welcomes them into their vPayment program and the Implementation Manager will conduct a kickoff session with key client program team members.

My Client Said  
“Yes,” Now What?


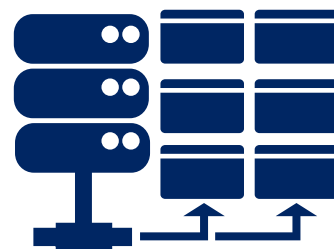

World Services

# World Service Customer Support

- Provides ongoing program support for Program Administrators and approved users.
- There is a dedicated customer service contact phone number for vPayment Program Administrators and email support services.





vNG Set-Up Options	Summary			
	vNG Set-up Options			
	We'll work with clients to identify the setup option that fits their payment process based on how their business works.			
	<div></div> <div>Online</div> <div>Use web-based tool to request and manage single-use account numbers.</div> <div><ul style="list-style-type: none"><li>• Less than 100 transactions/day</li><li>• Rapid deployment, simple tool requires little training</li><li>• Excel upload option</li></ul></div>	<div></div> <div>Batch</div> <div>Bulk single-use account number request using simple request process.</div> <div><ul style="list-style-type: none"><li>• 100s of transactions/day</li><li>• Request multiple single use account numbers through data file exchange process</li></ul></div>	<div></div> <div>Integrated</div> <div>Seamlessly integrated with your existing AP system.</div> <div><ul style="list-style-type: none"><li>• 1000s of transactions per day</li><li>• Request single-use account numbers from within existing AP systems</li><li>• Partnership option available with <a href="#">Conferma</a></li></ul></div>	

vNG Set-Up Options

Online			
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## vPayment Online

Follow these five steps for online configurations.

- 1. Client logs into @Work with their User Name and Password.
- 2. Client enters the vPayment Home page.
- 3. Client creates a request to generate a vPayment account number.
- 4. vPayment account number is created.
- 5. Payment information is communicated to supplier.

Create New Request

Payment Information

BILLING ACCOUNT

Multi Auth Test

UNIQUE ID

AMOUNT

\$ 0.00 USD

START DATE

MM/DD/YYYY

END DATE

MM/DD/YYYY

Custom Fields

COST CENTER

Alpha,Numeric,Special allowed

REFERENCE ID

Alpha,Numeric,Special allowed

Supplier Notification

Please select your method of sending a notification to the supplier. (Optional)

☐ Send Email

☐ Send Fax

☒ Send None

Clear

Submit

vNG Set-Up Options

	AP Batch	
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vPayment AP Batch

Follow these steps for AP Batch configuration.

One-Time Set-Up Activities

- 1. Client codes data file for AXP file specifications.
- 2. Client codes to set up Secure File Transfer(SFT) Mailbox to send and receive data files with AXP.

Ongoing Client Activities

- 1. Client processes payment run, sending a payment request file to AXP through SFT.
- 2. AXP receives payment request file and processes vPayment account number for each line via SFT.
- 3. AXP sends payment return file to customer with completed vPayment #s and any errors via SFT.
- 4. Client corrects any items as needed and reprocessing of data file occurs as needed (only fixed items).
- 5. Payment information is communicated to supplier

AMEX to Provide to Client- Required		AP Batch - Supplier Notification File Layout 4.3.0						
Key Client Defined Fields- Required		The AP Batch process doesn't allow &, ", <, >,  , / characters in any of the fields, unless specified in the Formatting field. Not allowed will fail the file.						
AMEX to Provide in Return File		If using AMEX Supplier Notification please note special comments.						
If Error, Issue in Return File		IMPORTANT: There is a maximum of 17,000 records per file.						
Type	Attribute	LAYOUT	Length/Size	Start	End	Description	Formatting	Comments
Header Record (Required Record)								
101	TRANS-CD	CHAR	4	1	4	"0101"	Hard Coded	REQUIRED
101	HEAD-DATE	DATE	8	5	12	File Header Date	CCYYMMDD	REQUIRED
101	FILLER	CHAR	888	13	900	Space Fill	Space Fill	
Transaction Record (Required Record)								
201	TRANS-CD	CHAR	4	1	4	"0201"	Hard Coded	REQUIRED
201	TRANSACTION TYPE	CHAR	1	5	5	"A" = Add/New or "D" = Delete or "M" = Modify	Hard Coded	REQUIRED
201	Billing Account ID, or Cardpool Name	CHAR	15	6	20	Name "Label" associated to the billing account number for vNG. TSYS accounts will contain the cardpool name	Left Justify, Space Fill, Case Sensitive	REQUIRED - Value will be provided by Amex to the client.
201	STATUS UPDATE	CHAR	1	21	21	Space Fill	Space Fill	Amex will return "0" if Account request is Successful, "1" IF Account request Fails (See ERROR NUMBER and ERROR DESCRIPTION)
201	Token Account Number, or Account # from CARDPOOL	CHAR	16	22	37	vNG = 15 digit token account number TSYS = vPayment credit card number.	Space Fill	If Type 201, TRANSACTION TYPE, Pos 5 = "D" or "M" The client is REQUIRED to pass this field.
	Token Account Expiration					vNG = Token Account expiration date TSYS = Card Expiration Date: MMYY		



vNG Set-Up Options

			Integrated	
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## vPayment Integrated

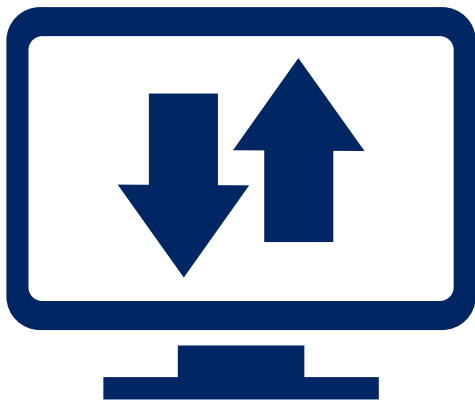
Follow these four steps for integrated configuration.

1



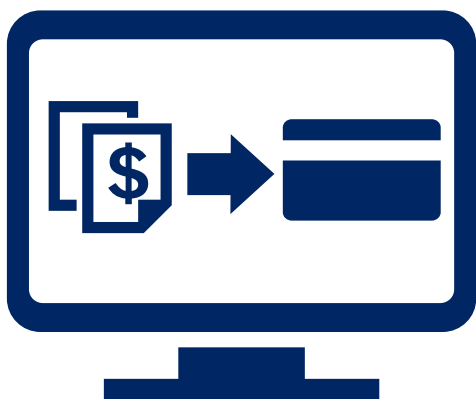
Client logs into the booking or procurement system they currently use to support business.

2



At designated time in process, client system “pings” AXP vPayment system via internet web services to request a vPayment account number for expense.

3



In near real time, AXP processes vPayment account creation request and “pings” client system via internet web services with the vPayment Account information.

4



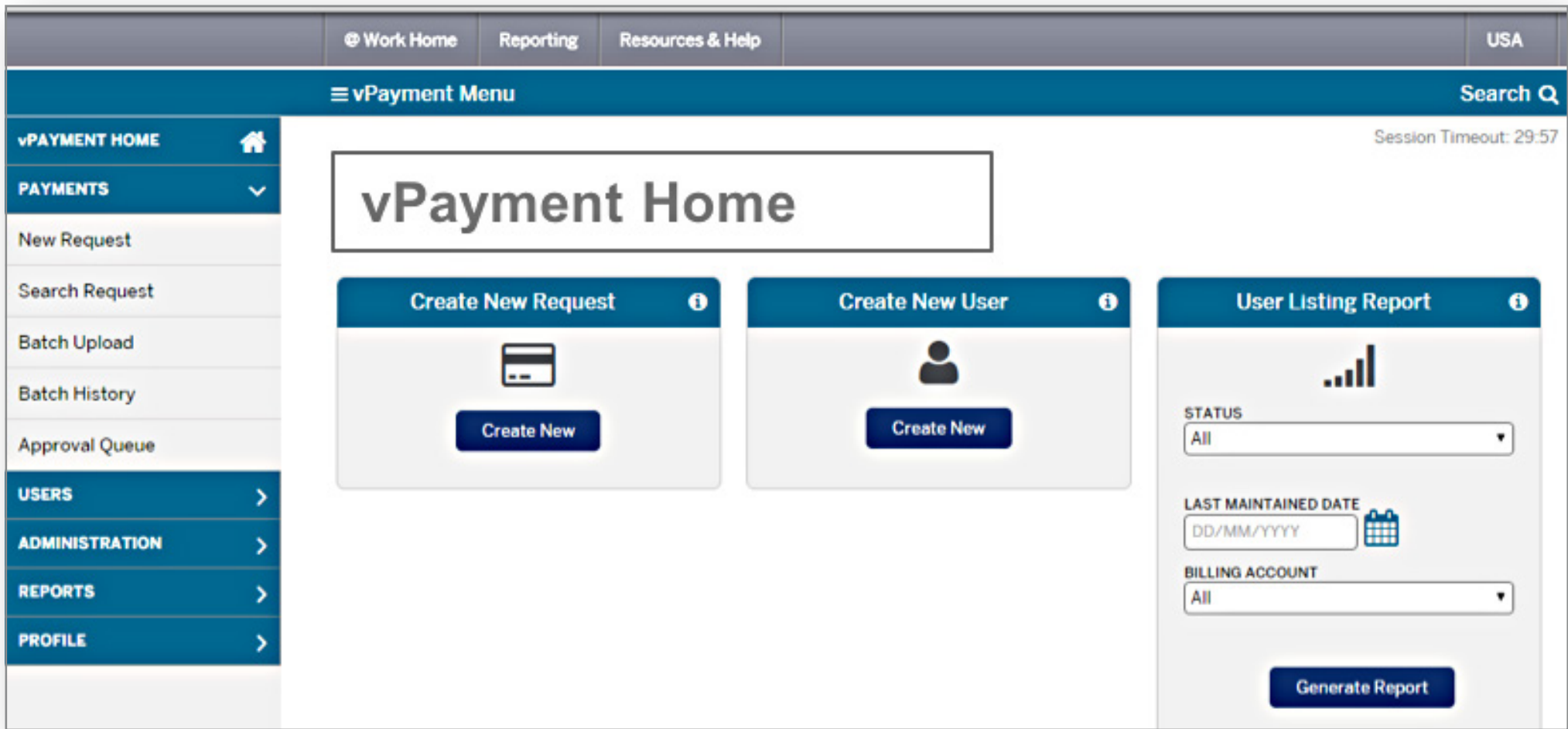
Client sends vPayment account number and payment information to appropriate supplier as defined in their existing process.



# Program Management

vPayment offers online tools to help clients more easily manage various program parameters, monitor program status, and even pay their bill.

vNG clients can access all program management activities from a single portal in @Work, simplifying the user experience for managing their vPayment program and reporting.



- Request new vPayment accounts
- Modify and delete existing vPayment accounts
- Check the status of existing vPayment accounts
- Create users and manage user permissions
- Pay their bill online (vNG only)
- Run vPayment program reports

vNG Program Management  
& Reporting

@Work Reporting

# vPayment Reporting Available within American Express @Work

All vPayment reports are easily accessible from American Express @Work, your online program management portal.

Pre-transaction






Exposure

Post-transaction



Details & Exceptions   Details & Exceptions  
(Non-Aggregated)

Transaction Management



Overages   Disputes   Declines



## Customizing Reports

- Selecting Dates
- Filtering Reports
- Adding/Removing Data Elements
- Viewing & Formatting Reports

# vPayment Reconciliation Data Options

The vPayment application provides various methods for clients to get reconciliation data based on the payment method and integration used. More than one option can be used.

Reconciliation Data Options	Definition	Delivery Method
GL 1076	Standard File contains all transactional data and settlement fields. Pay Daily—Generated 8-12 hrs after posting.	SFTP
@Work Reports	Customized Reports that can be emailed. Requires client coding to integrate into system(s)	Login Manual or email
Billing Support File (BSF)	A fixed-width file that contains transactional information. Information such as transaction date, transaction amount, merchant name, etc. will accompany each transaction in the BSF. The BSF contains the same type of data that is displayed on the paper or electronic billing statement a company would receive.	SFTP
VP1000.Standard	Standard file containing all transactional data and settlement fields. Has some basic customization and format intended to be already consumable by OTA's.	SFTP
Monthly Transactions – GL 1022	Provides detailed charge transaction information on a monthly (billing cycle) basis. This file must be implemented as a single-market, single-cycle file.	SFTP



vNG Functionality

A full list of vNG functionality

Basic Functionality

True single-use virtual accounts (card numbers not re-used; no card pools)
Create virtual account number request via vPOL, AP Batch, or web services
Client defined authorization controls, including dollar amounts, usage dates
20 Customizable user defined fields (UDF) to capture expense details such as PO #, invoice numbers, cost center, etc.
User Defined data field formatting options
Single Sign On (SSO) for vPayment through @Work
Enhanced web browser support (Firefox, Chrome and Safari)
Set-up recurring payments on a monthly, weekly, bi-weekly or custom basis
Continual variance on vPayment Account Number
Integration with Conferma
CAS Authorization Hold Time Reduced from 8 days to 3 days
Bulk Disputes
Update client hierarchy configuration in MySetups to meet risk requirements
Corporate Online Payments (COP)/Online Statement and Payment Center (OSPC) via @work will enable payments
Supplier notification capability (fax or email; edit & resend); vPOL has ability to display card image on notification

Ability to send supplier notification in the suppliers' desired language/date (localization feature) with dynamic phone number format
Ability to send a Supplier Notification sent in two formats (CSV & PDF)

AP Batch

AP Batch File Updates <ul style="list-style-type: none"><li>Masking Account Number in AP Batch Return File</li><li>Modify AP Batch Token in vPOL</li><li>Updated Supplier Notification Field and Error Handling Process</li></ul>
---

vPOL

Disputes via VPOL and Admin
CSV Batch File upload via vPOL
Modify and inquire by unique ID
Aligned vPOL look and feel with @work style guide
Prevent duplicate unique ID's through vPOL Batch
Ability to enter in as few as 3 characters for searching in Unique ID and Custom Fields
vPOL outage notifications
Delete AP Batch request in vPOL
vPOL Manual Override of Merchant Category Codes (MCC) at the pre-auth level, choosing to opt in one time or permanently

Ability to submit feedback through vPOL
vPOL Batch Modify & Delete
Workflow enabled for single or one over one approval of pre-authorization amount (up to 5 tiers) for vPOL and VPOL AP Batch processing
Ability for a customer to modify the attributes (amount, date range, etc) of a virtual account number that requires single or multiple approvers

Web Services

Enhanced Web Services: pull back and display all information provided on the View History screen, plus Corporate Summary Bulk Disputes
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Reporting


New data and reporting that captures user-defined data field format options <ul style="list-style-type: none"><li>Declined Transactions</li><li>Disputed Transactions</li><li>New reports via SFT (Daily Transactions &amp; Monthly Transactions)</li></ul>
New @work Reporting fields "Original Pre-Auth Amt" and "Maintenance Amount" providing details as to when/why pre-auth has changed
Corporate Summary Report



Supporting Documentation

Billing Statement

vPayment Billing Statement



Remittance Account Number: 3785-936411-91000

AMERICAN EXPRESS vPAYMENT - BILLING STATEMENT

VNG BETA TEST BCA 5  
VNG BETA TEST BCA 5  
4315 S 2700 W  
SALT LAKE CITY,, UT, 84148

Statement Date: 04/29/2015

Load Number: 000000  
Remittance Account Number: 3785-936411-91000  
Corporate ID: 309137

Account Summary

TERMS - PAYABLE IN FULL AS PER YOUR CORPORATE CONTRACT

Previous Balance	Charges (+)	Credits (-)	Other Charges (+)	Debit Adjustment (+)	Other Credits (-)	Current Due	Payments (-)	Debit Remittances for Credit Balances (+)
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

TERMS - PAYABLE IN FULL UPON RECEIPT PER CORPORATE CONTRACT

Payment Due Date: 04/29/2015

Past due	Total Due Payable in US Dollars By 04/29/2015
\$0.00	\$0.00

Account Aging Summary

Current Due	30 Days Past Due	60 Days Past Due	90 + Days Past Due
\$0.00	\$0.00	\$0.00	\$0.00

Historical Balance Summary

Month	Balance
March	\$0.00
February	\$0.00
January	\$0.00

vPayment Statement Contains

Important Account Information ..... 4

FOR ASSISTANCE CONTACT OUR PROGRAM ADMINISTRATOR CUSTOMER SERVICE UNIT -- TOLL FREE -- 1-800-464-3603  
SEND REMITTANCES TO AMERICAN EXPRESS AT: American Express CPS Remittance Processing 1801 NW 66th Ave, Suite 103C, Plantation, FL 33313-4571

RRID: 143070961  
Page: 1 of 4

# Email Notification

The supplier receives a secure email notification when an account number is ready for use.

Supporting Documentation





Supporting Documentation

Supplier Notification: Details

E-mail Remittance Details

REMITTANCE ADVICE

You have been authorized for payment by:  
**JONES RONALDO**  
The following invoice(s) should be processed with the account number below in the amount of: \$ 45.00 USD

Supplier	TestSuppName	Supplier Contact Email	jasmeet.singh3@aexp.com
Supplier No.	TestSuppId	Date Issued	05/13/2015 (MM/DD/YYYY)

Billing Account Name

Payment Amount

Account Number

Security Code

Expiration Date

Invoice ID

Type

Billing Address

\$ 45.00 USD

370021062282916

7204

05/2020 (MM/YYYY)

TestInvoice

American Express

B

CHD,CHD 116010

AMERICAN EXPRESS

7204

3700 210622 82916

VALID THRU 05.20

AMERICAN EXPRESS

This is a one time account number. Please do not store the account number. All credits should still be processed with a Credit Memo.

Payment Description: Testing Batch Upload

Please note: This account number is only valid for this payment amount and the following date range: 10/09/2015 through 12/12/2015 (MM/DD/YYYY)

For additional information on using the account number for payment please log on to [www.vpaymentaccess.com/supplierinfo](#).

Please Note: The information contained in this message may be privileged and confidential, protected from disclosure, and/or intended only for use of the individual or entity named above.

Payment No.	PAYMENT_A123	Date Issued	09/22/2010
Contact/Phone	CHARLES FROST		3335559765
Email	CHARLES.FROST@REXPORT		

Supplier No.	SUPPLIER ID 551122
Supplier	SKY INC

Supplier Main Phone	2225554000
Supplier Contact	MARY CLOUD
Supplier Contact Phone	2225554444
Supplier Fax/Email	MARY.CLOUD@SKY

Payment Terms	Purchasing Card
Card Name	REXPORT VPAYMENT
Number	
Security Code	
Card Expiry Date	
Type	American Express
Card Billing Address	123 REXPORT AVENUE ANYWHERE 00000 0000

This is a one time card number please do not store the card number. All credits should still be processed with a Credit Memo.

Invoice #	Description	Payment #	Amount
ORDER 2		PAYMENT_A123	\$33.49
ORDER 3	MESSAGE TO SUPPLIER OR ORDER DETAIL LINE 1	PAYMENT_A123	\$33.40
	MESSAGE TO SUPPLIER OR ORDER DETAIL LINE 2		
ORDER 1	MESSAGE TO SUPPLIER OR ORDER DETAIL LINE 1	PAYMENT_A123	\$34.50
	MESSAGE TO SUPPLIER OR ORDER DETAIL LINE 2		
	MESSAGE TO SUPPLIER OR ORDER DETAIL LINE 3		
	MESSAGE TO SUPPLIER OR ORDER DETAIL LINE 4		
	MESSAGE TO SUPPLIER OR ORDER DETAIL LINE 5		
	MESSAGE TO SUPPLIER OR ORDER DETAIL LINE 6		

SETTLEMENT

for this payment amount and the credit card

ment please logon to

t card for the amount: \$101.39