AMEX Enabled
Frequently Asked Questions

INTRODUCTION

The AMEX Enabled program facilitates the development and certification of Service Providers' payments solutions for use on our Global Network. Approved Service Providers will gain access to the AMEX Enabled Dashboard, where they will benefit from an intuitive user journey—with step by step instructions and access to all the documentation and tools they need to develop, manage, certify, and deploy their solutions in a timely manner.

Becoming AMEX Enabled allows certified Service Providers to expand their reach globally through the use of the American Express logo—signifying their solution meets American Express Global Network requirements.

Frequently Asked Questions

AMEX **Enabled**

Q1.

WHAT IS AMEX ENABLED?

The AMEX Enabled program allows you, as a Service Provider, to develop, certify and deploy your solutions in line with the requirements and standards of American Express.

Q2.

WHO CAN REGISTER FOR THE AMEX ENABLED PROGRAM?

The AMEX Enabled program was developed for Service Providers of payment products and services wishing to join the American Express Global Network.

Q3.

WHAT DOES IT MEAN WHEN A PRODUCT OR SERVICE IS 'AMEX ENABLED'?

Your product or service is AMEX Enabled when it has been reviewed and verified that it meets the requirements for use on the American Express Global Network.

Q4.

ARE THERE ANY COSTS ASSOCIATED WITH THE AMEX ENABLED PROGRAM?

There are no fees charged to register for the AMEX Enabled Program.

Q5.

WHAT ARE THE BENEFITS IF I HAVE A PRODUCT OR SERVICE THAT IS AMEX ENABLED?

You can feature the AMEX Enabled Logo on your website and communications to indicate your solution meets American Express requirements.

Furthermore, you can increase your brand awareness through use of your name on the AMEX Enabled webpage. You can also expand your reach globally by issuing a pre-written press release.

Frequently Asked Questions

AMEX Enabled

Q6.

HOW DO I REGISTER FOR THE AMEX ENABLED PROGRAM?

You can visit www.amexenabled.com and follow the steps to become an AMEX Enabled Service Provider.

Q7.

ONCE I HAVE REGISTERED MY COMPANY AND PRIMARY USER, HOW DO I ENROLL ADDITIONAL USERS?

You can either invite users via the AMEX Enabled Dashboard or a user can enroll direct via the AMEX Enabled homepage www.amexenabled.com Once successfully enrolled, you will be notified by email.

Q8.

I ALREADY HAVE A KNOWLEDGE BASE USER ID. DO I STILL NEED TO ENROLL FOR AMEX ENABLED?

If you already have a Knowledge Base User ID, you first need to make sure that your company has registered for AMEX Enabled (see Q6). You will then be able to log into Knowledge Base and click on the 'Request Additional Services' button to add AMEX Enabled as a service.

Q9.

WHERE CAN I FIND THE AMEX ENABLED TERMS & CONDITIONS AND NON-DISCLOSURE AGREEMENT?

The AMEX Enabled Terms and Conditions and the Non-Disclosure Agreements are completed by 'click through' acceptance as part of your company registration process. You can download a copy of the agreements when registering your company for AMEX Enabled.

Frequently Asked Questions

Q10.

WHERE CAN I FIND THE AMEX ENABLED LOGO?

The AMEX Enabled Brand Guidelines provide guidance on the correct usage of the AMEX Enabled logo. In addition, the AMEX Enabled Brand Guidelines also provide information relating to the requirements to undertake a Press Release. This document is available to providers who have registered for the AMEX Enabled program and is available via the AMEX Enabled Dashboard.

Q11.

WHAT IF I HAVE A GENERAL QUESTION OR I AM HAVING TECHNICAL DIFFICULTIES REGISTERING?

For any queries or technical difficulties with the registration process, please contact AmexEnabled@aexp.com

Q12.

WHAT IF I HAVE A QUESTION REGARDING DEVELOPMENT, CERTIFICATION AND/OR DEPLOYMENT OF MY PRODUCT OR SERVICE?

Once you are successfully registered and have access to the AMEX Enabled Dashboard, you will have access to a Messaging Center where you can receive support from experienced American Express Product Specialists.

For more information, visit: www.amexenabled.com

or contact your American Express representative to discuss how they can help your business.

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