ACCEPTANCE OF AMERICAN EXPRESS®
TRAVELERS CHEQUES

The acceptance of American Express® Travelers Cheques is based on two principles:

Authentication and Authorization.

These principles give an acceptor the best possible protection against accepting a fraudulent item that might not be honored by American Express.

Authentication is the process whereby the acceptor validates both the presenter and the Cheques.

- **The Presenter** – Through the standard Watch and Compare procedure.
- **The Cheque** – By identifying the security features and ensuring that there are no visible signs of alteration to the Cheque or the original signature.

Authorization is the selection of one of the Cheques from those presented and submitting the serial number for verification by our Positive Authorization system.

- The system performs a series of checks against the serial number to ensure that it is eligible for encashment.
- If the Cheque passes, the system gives the acceptor an approval code which must be written on all Cheques presented. If authorization is declined, the acceptor is given a telephone number (usually toll-free) to call for clarification – this could still lead to the Cheque being approved.

The **authentication** process must be performed first before seeking **authorization**. An approval code has no meaning if you establish that the presenter and / or the Cheque are not genuine.

*The standard security features are described on the reverse of the Cheque.*
STANDARD FEATURES OF AMERICAN EXPRESS TRAVELERS CHEQUES

American Express Travelers Cheques are just like cash and few products offer more convenience or security. But because there are counterfeits being circulated worldwide, you must ensure that the American Express Cheque products presented at your location are valid before accepting them.

**WATERMARK**
Watermark of the **Centurion** is visible when held to the light.

**HOLOGRAPHIC FOIL**
The holographic foil shows shifting images of the currency and denomination, Centurion and American Express logo when tilted.

**SECURITY THREAD**
A metallic Security thread reading “AMEX” is embedded in the Cheque and can be clearly seen from both sides when held up to the light.

**SMUDGE TEST**
Both left denomination panels on the back of the Cheque smear when wet and the right panels do not. It is one of the easiest and most effective tests for Cheque authenticity.

**SERIAL NUMBER**
Each Cheque has a unique serial number.
ACCEPTING AN AMERICAN EXPRESS TRAVELERS CHEQUE MADE EASY

There are three easy steps to accepting an American Express Travelers Cheque:

**STEP 1 – WATCH & COMPARE**

*WATCH* the customer countersign the Cheque, and then *COMPARE* the signatures for a reasonable match. Check that there are no additions or alterations to the original signature.

**STEP 2 – AUTHENTICATE THE CHEQUE**

Identify the standard security features of the Cheque

- Watermark
- Holographic Foil
- Security Thread
- Conduct smudge test

and ensure that there are no visible signs of alteration to the Cheque.

**STEP 3 – OBTAIN AUTHORIZATION**

There are various methods offered by American Express to obtain authorization.

**A. Internet – Online Travelers Cheque Authorization** *(Web based browser)*

americanexpress.com/verifyamextc

**B. IVR (Interactive Voice Response)**

USA 1-800-525-7641
FREQUENTLY ASKED QUESTIONS

What if I did not see the Cheques being signed?
It is essential that you see every Cheque being countersigned by the customer. If necessary ask the customer to sign again on the back of the Cheque(s) while you WATCH and COMPARE.

What if I suspect a forged signature?
Ask the customer to sign the reverse of the Cheque and compare the signature to the original signature on the front of the Cheque. Still suspicious? Call American Express at the number shown in Step 3, option B. Press “0” at the end of the transaction to be transferred to a representative.

What if the customer said he / she received the Cheque(s) as payment for services rendered or goods he / she sold?
Authenticate and authorize them to ensure their validity. Please refer to Step 3. As this is regarded as a third party transaction (Cheques are not being presented by the original purchaser and you cannot WATCH and COMPARE), you should accept these Cheques on a collection basis and wait for them to clear before releasing funds to the customer. However, do authenticate and authorize them to ensure their validity.

What do I do if I suspect a counterfeit or altered Cheque(s)?
Call American Express at the number shown in Step 3, option B. Press “0” at the end of the transaction to be transferred to a representative. Explain to the representative why you suspect the Cheque to be counterfeit or altered. The call center will then connect you to the Security Department of American Express who will give you further advice. Please remember not to place yourself or your colleagues in danger.