

# e-Application Belgium and Luxembourg User Guide for Program Administrators

AMERICAN EXPRESS® CORPORATE CARD | SEPTEMBER 2022



DON'T *do business* WITHOUT IT™

# Introduction

The e-Application for American Express Corporate Cards makes the application process easy, fast and very secure for both the Applicants and Program Administrators. It is easy to complete, approve and submit, which speeds up the process of receiving a Corporate Card.

- Optimal accuracy and good support for Card Applicants.
- Faster processing and more transparency for Program Administrator
- Options like invoicing type, PA name, ... are setup in advance
- 100% digital



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AXP Internal

# More advantages for all users

## Transparency

The Program Administrator can get a fast overview of all open applications and receives reports to all actions regarding the applications.

## Optimal accuracy

Applications can only be sent if all mandatory fields are completed.

## Secure transmitting

Applications are transmitted securely to American Express. Personal & Company information are not transferred via unsecure email or post.

## Fast handling

Directly submit and approve an application online.

## Flexibility

Employees can apply fully digital for a Corporate Card every time – and everywhere they have a network connection.

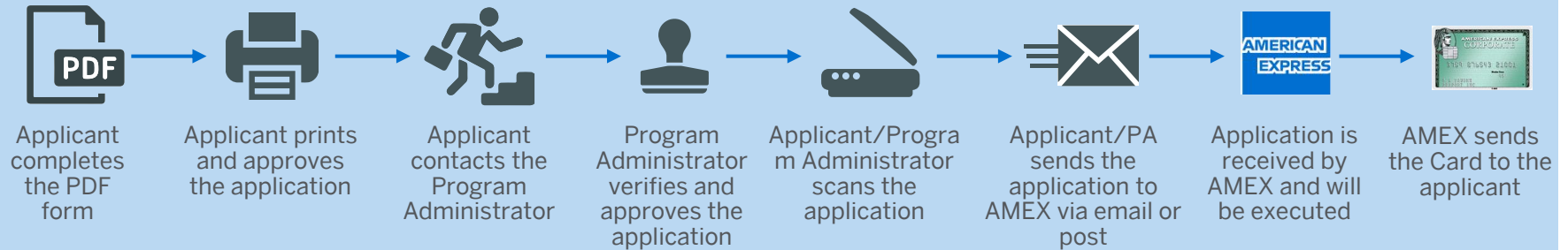


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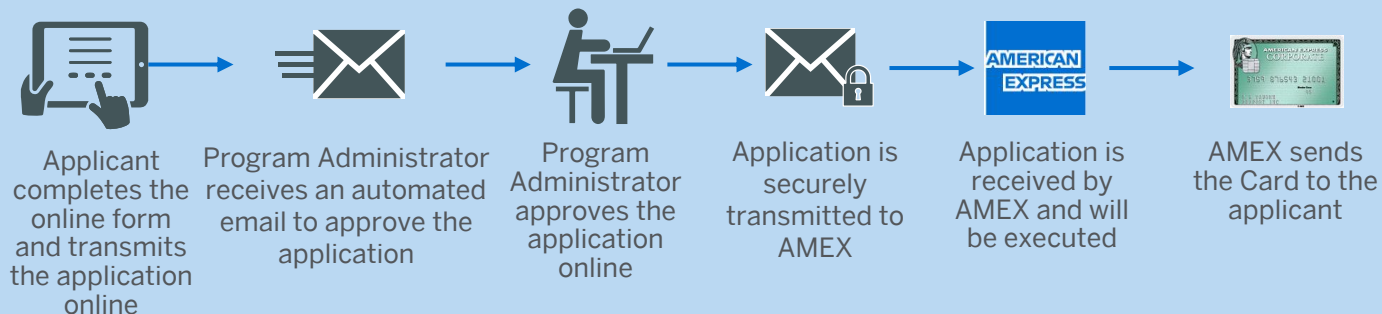
# Efficient and fast application

## Comparison: PDF Application Form vs. e-Application

### PDF Application Form (Paper)



VS.



### e-Application



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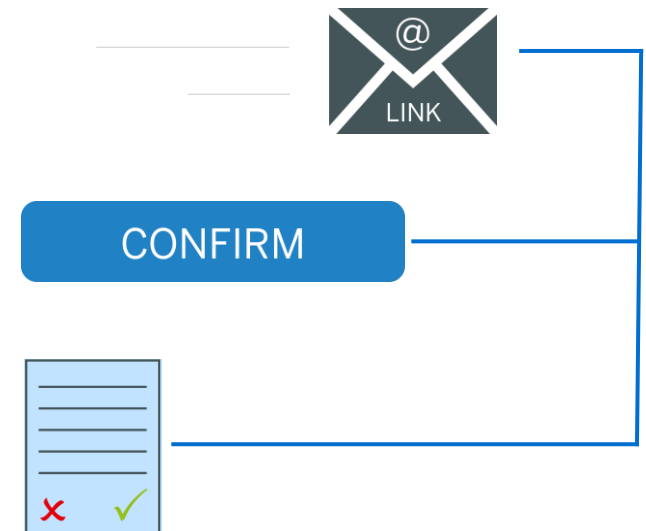


Program administrator

# First steps to setup

What do I need to do to start working with the e-Application?

- A The Program Administrator visits the Corporate Card e-Application Set up Page and receives an email with a URL leading to the e-Application and a URL leading to the PA tool.
- B After clicking on the URL leading to the PA tool, the PA needs to log-in in his/her PA area
- C The Program Administrator can see an overview and can approve, decline or send back the received applications.



**Note:** The PA must be registered as approver at American Express. There can be more than one person allowed to process the applications (approve/decline/address queries). The PA needs to act within 30 days. After the expiry, the application will be deleted.



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# Step **A**

## Corporate Card e-Application Set up page

- The Program Administrator visits the page and **introduces his BCA number and email** address.
- The Program Administrator receives an **email with a URL** leading to the e-application and a URL leading to the PA tool.
- The **link to the e-Application** can be shared with the employees who will apply for an American Express Card.
- The **PA tool URL** links to the area where the PA can approve, decline or send back the applications.

**AMERICAN EXPRESS** Setup Corporate Card e-Application

Your Company customer number (BCA) points to the application link suitable for your company department. For publication on your intranet or dispatch by e-mail

Here you have the opportunity to generate the appropriate link to the Corporate Card application for your company/employees. This enables the card applicant to immediately find the correct card application form, fill it out online and send it to American Express for further processing (after approval by your company).

Please note that your corporate customer number(s) (BCA) is the key to the corresponding application. Entering the company customer number(s) and the e-mail address of the person named by your company with the "Program Administrator" function generates a link to the appropriate card application form. This is sent together with the access data to the "Program Administrator". The "Program Administrator" is the person responsible for American Express as the contact person.

Please understand that for data protection and security reasons, only authorized persons should apply for company credit cards issued to your company. Please select one of the options below.

**You have your corporate customer number at hand and are registered as a program administrator with American Express?**

When you complete the fields below you will receive a link to the PA tool and a link to the e-Application, that you can share with your company's employees.

Basic Control Account number (11 digits)\*

E-mail (of the contact person registered with American Express)\*

\* Mandatory field

**Request link to your BCA administration**

[www.americanexpress.be/pa-corp-card-setup](http://www.americanexpress.be/pa-corp-card-setup)  
[www.americanexpress.lu/pa-corp-card-setup](http://www.americanexpress.lu/pa-corp-card-setup)



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# Step B

## Access the PA tool: Request password – one-time

**Your personal login page**

Please enter the password to login.

**E-Mail Login**

**Password**

[Request new password](#)

[Log in](#)

After the Program Administrator is directed to the URL, he/she will be asked to enter their email address and click on “request new password”. A temporary password is sent to their email address. After entering the temporary password, the PA is prompted to create a new and own password.

**American Express Corporate Card Online Application**  
Pending Corporate Card Applications for guest test

Select your current market:

[Pending Corporate Card Application](#) **[Program Administrator](#)** [Basic Control Account](#) [Invite Employee](#) [History](#) [Log out](#)

Please enter your first and last name which you wish to be displayed to the applicants. The data you enter here is automatically copied for all BCAs you add and employee invitations you create.

**Name\***

**Individual work e-mail address**

If you want to change your password, you can do so here. Please enter your desired password and click **Save**. Your password must be at least eight characters long and contain a number and a special character.

**Password**

**Repeat new password**

\* Mandatory field



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# Step C

Information for approving, declining or returning the application.

## Overview of the open applications

**Pending Corporate Card Applications** Program Administrator Basic Control Account Invite Employee History Logout

Please review the pending Corporate Card Application(s) that have been submitted to be signed off by you.

You have been listed as the Programme Administrator by the below Card Applicant(s). If this is incorrect please click on Send back.

You can **Approve** or **Decline** multiple Card applications in one go.

Please click on **Details** if you wish to review an application in detail.

Please note that all approved applications require an American Express Basic Control Account (BCA) of 11 digits. If you do not know your BCA number, please call our Corporate Customer Service on +32 2 676 29 29.

<input type="checkbox"/>	Basic Control Account (BCA)	Reference number (PCN)	Urgent	Date submitted	Company Name	Official first and middle names	Last Name	Card Type	Liability	Print	Details
<input type="checkbox"/>	12457878746	202111230012BE		23.11.2021	American Express	Official	Last	green-cc	Full Corporate liability		

Company Affirmation

Approving Company Signatory E-Mail

By clicking on "Approve" I declare on behalf of the company that the information is correct and complete. We therefore ask American Express to issue the American Express Corporate Card to the above-mentioned employee(s).

**Decline** **Approve**

Selection of the application(s).

Company Account (BCA) number

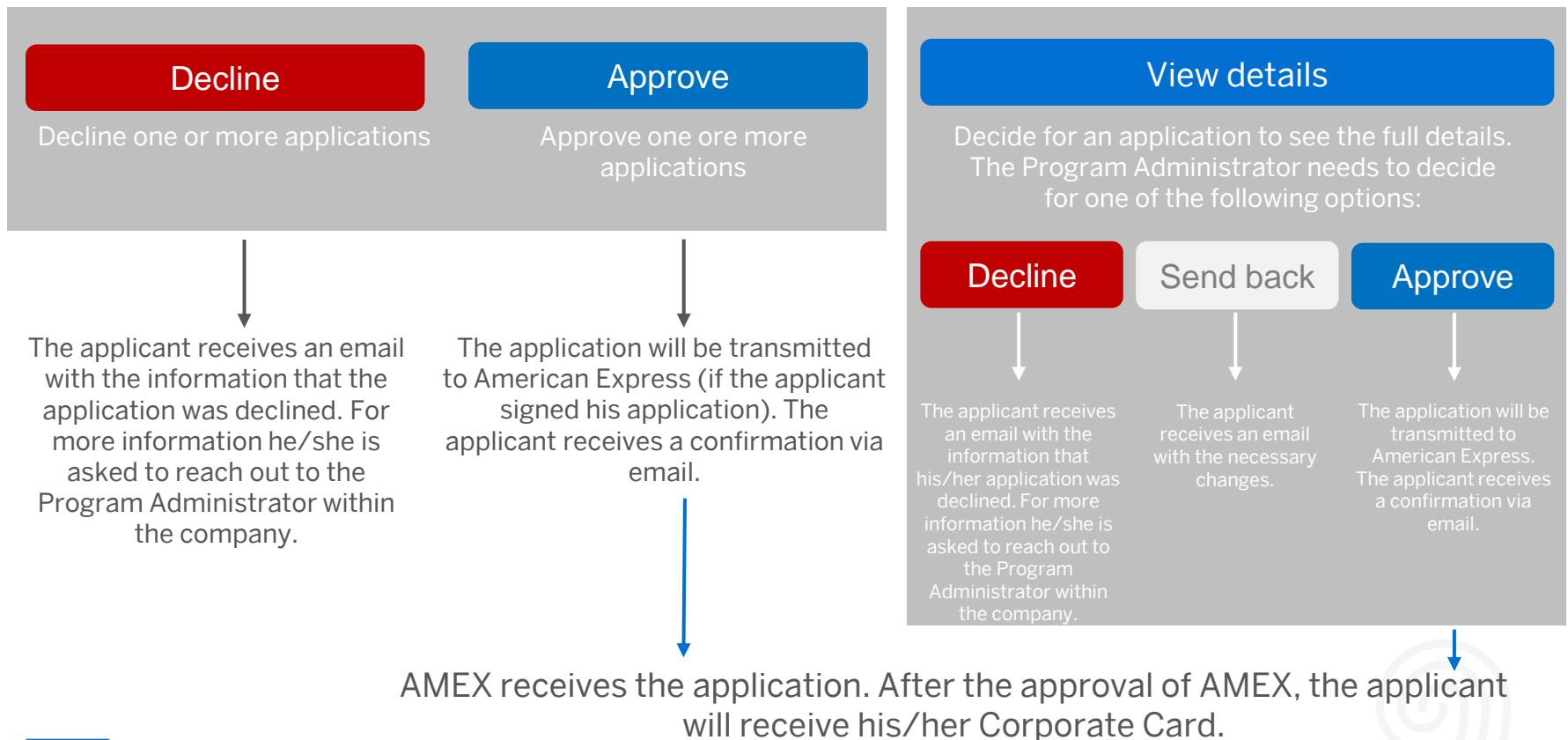
Detailed view of the application and send back option.



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# Functionalities PA Tool at a glance

On the Overview page the Program Administrator can choose one of the following options:



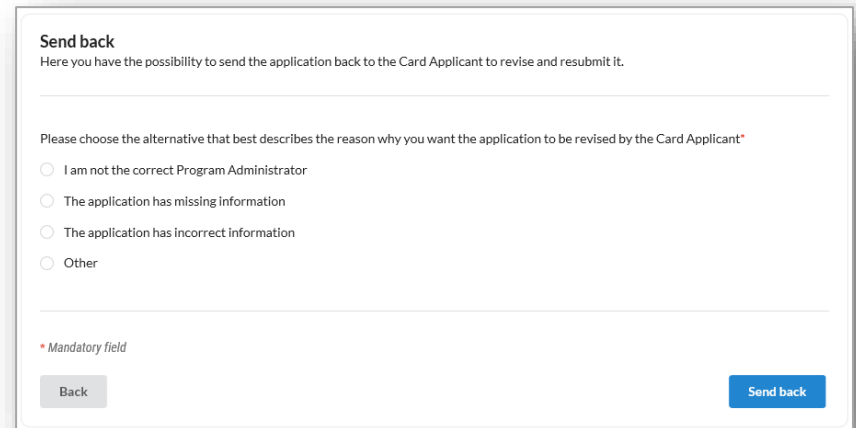
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# Send back functionality

## Send back an application

By clicking on **Send back** a new window appears. The Program Administrator is asked to indicate the reason(s) for that action.

The reason(s) for sending back the application will be transferred to the applicant via email. He/she will be advised to change the application and submit it for approval again.



The screenshot shows a 'Send back' dialog box. At the top, it says 'Send back' followed by 'Here you have the possibility to send the application back to the Card Applicant to revise and resubmit it.' Below this is a section titled 'Please choose the alternative that best describes the reason why you want the application to be revised by the Card Applicant\*'. There are four radio button options: 'I am not the correct Program Administrator', 'The application has missing information', 'The application has incorrect information', and 'Other'. A red asterisk and the text '\* Mandatory field' are located below the options. At the bottom left is a 'Back' button, and at the bottom right is a blue 'Send back' button.

# Customise your applications in the PA Tool

## Basic Control Account (1)

Information on customizing a BCA and also make a choice to display certain fields or not, such as the employee ID field

AMERICAN EXPRESS American Express Corporate Card Online Application  
Pending Corporate Card Applications for griet test

Select your current market:

Pending Corporate Card Applications Program Administrator **Basic Control Account** Invite Employee History Logout

Here you can create and configure your Basic Control Account number (BCA) for the online applications.

Please click on **Edit** if you want to change settings for an existing BCA.

To provide your employees with a link to the card application page, please copy the link in the yellow line below the respective company number. Any number of employees can submit an application via this link.

Please click on the **Invite employee** tab if you only want to invite certain employees for selected BCAs.

Please click on **Delete BCA** if you want to delete a BCA. If you delete a BCA which you manage together with another program administrator, it is only deleted from your overview.

<input type="checkbox"/>	Basic Control Account (BCA)	Company Name	Card Type	Liability Type	Invoicing	Edit	Delete BCA
<input checked="" type="checkbox"/>	12457878746	American Express	Corporate Card	Full Corporate liability	Centrally billed, Centrally settled		

<https://www.americanexpress.com/en-be/charge-cards/apply/corporate-card/12457878746/>

Delete selected BCAs

Link to the eApplication

Delete a Company Account if you no longer manage this BCA



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# Customise your applications in the PA Tool

## Basic Control Account – edit (2)

**AMERICAN EXPRESS** American Express Corporate Card Online Application  
Pending Corporate Card Applications for griet test

Select your current market:

[Pending Corporate Card Applications](#) [Program Administrator](#) **[Basic Control Account](#)** [Invite Employee](#) [History](#) [Logout](#)

Enter a BCA of your company and choose a product, a liability type and an invoicing that is to be assigned to it.

**Basic Control Account (BCA)\***

12457878746

**Product Selection** **Invoicing** **Liability**

Corporate Card Centrally billed, Centrally settled Full Corporate liability

You can use the field and the buttons below to give the applicant the option to provide personal information. If you enter the name of your company in the "Company" field, the applicant can no longer change it. You can use the toggle switch function to control whether the corresponding fields are displayed to the requester and also become mandatory fields.

**Company Name**

American Express ☐ Cost center ☐ Employee number

**Country**

Belgium

☒ Restrict statement delivery options **Delivery can only be made to**

Home

☐ Membership Rewards

\* Mandatory field

[Back](#) [Save](#)

[Privacy Statement](#) [Legal Clauses](#)

Product, Liability  
and Invoicing is  
pre-set

Set Cost Centre, Employee number, Country and Delivery options – with the toggle you  
can switch the fields ON or OFF so the applicant either sees it or not. Company Name  
and Membership Rewards are pre-set

# Customise your applications in the PA Tool

## Invite employees (1)

en nl fr

AMERICAN EXPRESS American Express Corporate Card Online Application

Pending Card Applications Program Administrator Company Account **Invite Employee** Submitted Logout

Here you can add employees and send them a personal invitation link. Each sent link can be opened several times, but can only be used once to submit an application.

Please click on **Add employee** to add an employee. If you want to change the data for an already added employee, click on **Edit**.

Please click on **Send selected invitations** to send an invitation email to the desired employee(s).

Employees who have been added are deleted from your overview if:

- they have successfully completed an application; or
- they have not taken any action in the last 30 days; or
- they are deleted manually by you.

If the employee successfully completes an application, it will appear in the tab **Pending Corporate Card applications**.

Pending invitations

<input type="checkbox"/>	Company Account (BCA)	Salutation	First Name	Last Name	Email Address	Invitation sent	Edit	Send link	Delete
--------------------------	-----------------------	------------	------------	-----------	---------------	-----------------	------	-----------	--------

Sent invitations

<input type="checkbox"/>	Company Account (BCA)	Salutation	First Name	Last Name	Email Address	Invitation sent	Edit	Send link	Delete
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Bulk Download Import invitations Delete selected invitations Send selected invitations Add employee

Privacy Statement Terms & Conditions



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# Customise your applications in the PA Tool

## Invite employees (2)

en nl fr

**AMERICAN EXPRESS** American Express Corporate Card Online Application

Pending Card Applications Program Administrator Company Account **Invite Employee** Submitted Logout

Please select the BCA. If you want to change the settings stored for the BCA or your PA details, please make the desired changes in the Basic Control Account or Program Administrator tab.

Company Account (BCA)\*  
- Please select -

Product Selection Liability Invoicing Company Name

Full name program administrator  
Fleur van Paridon

Email Address  
Fleur.vanParidon@aexp.com

Please enter the data of the employee to whom you wish to send a personal invitation.  
The data you enter will be pre-filled on the personalised application.

Salutation\* First Name\* Last Name\* Email Address (work)\* Language\*  
Residential address Postcode City Country Telephone Number  
Position Cost Centre Employee number

\* Mandatory  
Back Add employee  
Privacy Statement Terms & Conditions

Select the relevant  
BCA

Pre-fill fields for the applicant  
here



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# Customise your applications in the PA Tool

## History – Submitted applications

en nl fr

**AMERICAN EXPRESS** American Express Corporate Card Online Application  
Pending Corporate Card Applications for griet test

Select your current market:

Pending Corporate Card Applications Program Administrator Basic Control Account Invite Employee **History** Logout

Here you can see all decisions made for applications on the BCAs that you have added in the **Basic Control Account** tab. The decisions made by other Program administrators for jointly managed BCAs are also displayed here.

Basic Control Account (BCA)	Reference number (PCN) ⓘ	Date submitted	Company Name	First Name	Last Name	Response date ▾	Status	Print
12457878746	202111090022BE	09.11.2021	American Express	C	E	02.12.2021	Rejected	
12457878746	202111220017BE	22.11.2021	American Express	Official	Last	02.12.2021	Rejected	
12457878746	202111230022BE	23.11.2021	American Express	Official	Last	02.12.2021	Rejected	
12457878746	202111090019BE	09.11.2021	American Express	Test One	OTP	02.12.2021	Rejected	
03143300163	202111250017BE	25.11.2021	FRESHFIELDS B.D			26.11.2021	Approved	
04775400035	202111070004BE	07.11.2021	100			08.11.2021	Approved	

List of submitted applications – if there are multiple PAs responsible for the BCA, all applications will show here for 30 days

Decision taken approved/rejected/sent back



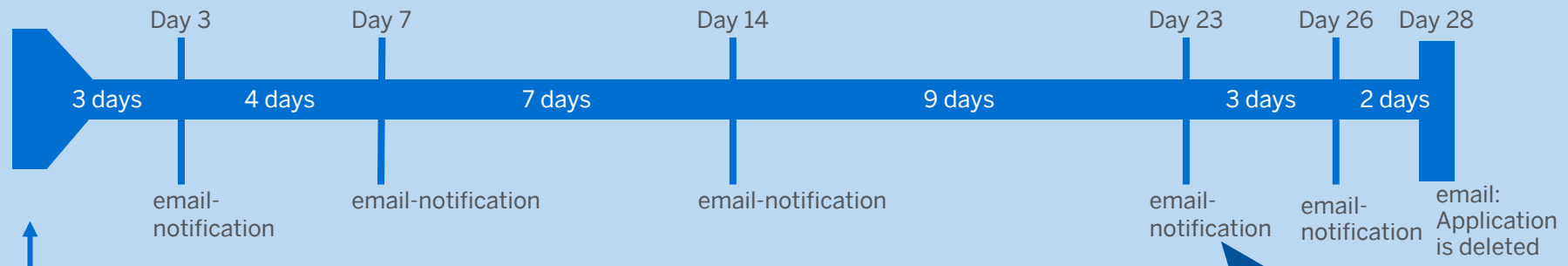
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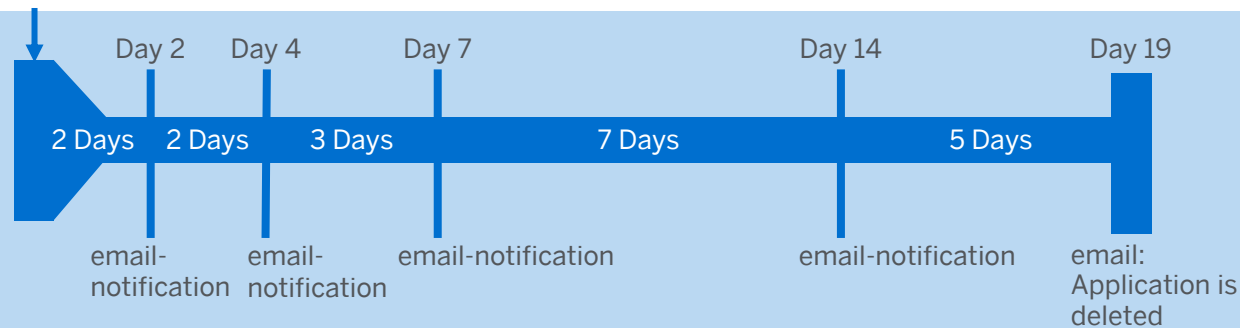
# If The PA is absent / not available

Below the email notifications, that will be received by the applicant if the Program Administrator has not acted on the application:

## STANDARD DELIVERY OF THE CARD



email: Application was transmitted



## URGENT DELIVERY

**Email Notifications** inform that the application is not finalized yet. The Card applicant has the possibility to choose another PA (if available!).

**NOTE FOR PA:** it is important to appoint an approver in case of long leave (30 days and more)

# Corporate Card Applicants

AMERICAN EXP

# Access for Applicants

Applicants can access the customized e-Application through a link generated via the PA tool (BCA Control Account Tab see pg 12).

The screenshot shows the American Express Corporate Card e-Application interface. At the top left is the American Express logo and the text "American Express Corporate Card" and "Personal details". To the right is a small image of a green American Express Corporate Card. Below the header is a progress bar with four steps: "Personal details" (highlighted in blue), "Company details", "Summary", and "Submit and Sign". Below the progress bar, the "Personal details" section is active, showing registration options: "Digitally" (with an eID cardreader or itsme) and "Manually" (with an ID Card at hand). Below this, there is a summary statement: "On the summary page, we ask you to review the information you provided us with and to accept the Terms and Conditions. The application form can be signed electronically. At the same time the form is sent to the selected Program Administrator for approval." At the bottom, there are three dropdown menus: "Card Type" (set to Corporate Card), "Billing and Settlement terms" (set to Centrally billed, Centrally settled), and "Liability Type" (set to Full Corporate liability).

English, French or Dutch? Please choose your preferred language.

The applicant completes the form:  
I. Personal details  
II. Company details  
III. Summary  
IV. Submit and sign  
In the end he/she sends the application to the Program Administrator

The Program Administrator approves the application and releases the transmission to American Express.



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# To be completed by the applicant

## Personal Information

Depending on the way the applicant identifies himself he needs to complete some personal information, like:

- ID expiry date, ID number.
- Date of birth, Country of birth, Place of birth, Nationality.
- Title, Official First Name(s), Last Name, private address.
- Telephone Number (private and work), email address (work), IBAN (only for Individually billed, individually settled companies) including tick box for Direct Debit.
- Address for the delivery of the card (if not set by the company beforehand)
- Mothers first name, correspondence language



The screenshot displays the 'Alpha Card' application form, divided into two main sections: 'BeID' and 'itsme'. The 'BeID' section features the 'beID' logo and a 'Select' button. The 'itsme' section features the 'itsme' logo and a 'Select' button. Below these, there is a checkbox for 'I cannot be identified by these services'. The form then prompts for 'ID expiry date\*' (format dd.mm.yyyy) and 'Country of birth\*'. The next section, marked with an asterisk, includes fields for 'Title\*', 'Official first and middle names\*', and 'Last Name\*'. Below these are fields for 'Street (legal address)\*', 'Number\*', 'Box', and 'Postal Code\*'. The 'City\*' field is followed by 'Country\*' (with a dropdown menu showing 'Belgium') and 'Nationality\*' (with a dropdown menu showing 'please select'). The 'Mobile phone\*' field has a dropdown for 'BE +32'. The 'Company telephone number' and 'Company email address\*' fields also have 'BE +32' dropdowns. A 'Correspondence Address\*' section includes a radio button for 'Residential address' and a checkbox for 'Office'. The 'Mother's maiden name\*' field is followed by the 'Correspondence language' dropdown (set to 'French'). At the bottom, a disclaimer states: 'By clicking Next, you agree to let Alpha Card retain your information and contact you about the status of your application in accordance to Cardmember Terms and Conditions.' A 'Next' button is located at the bottom right. A footer note indicates '\* Mandatory field'.

# To be completed by the applicant

## Types of identification

The applicant is obliged to attach a copy of a valid ID to the application if he doesn't identify himself with .beID or itsme:

BeID      itsme

Select      Select



☒ I cannot be identified by these services

ID

Please provide

- For residents in Belgium, copy/picture (both sides) of valid Belgian ID.
- For all others, copy/picture (both sides) of valid EU Identity card or valid international passport.

Allowed format: PDF, JPG\*      ID number      Nationality\*

 Upload copy ID             Belgium ▼

# To be completed by the applicant

## Company information – (possible) mandatory fields

Company Name, PA name and e-mail are pre-populated. Cost Center and Employee number, these fields are optional and can be activated in the PA tool (BCA Control Account tab) prior to applicant receiving the personalized link

The screenshot shows the 'Company details' tab of the American Express Corporate Card application form. At the top, there is a header with the American Express logo, the text 'American Express Corporate Card', and a small image of a corporate card. Below the header, there is a progress bar with four steps: 'Personal details', 'Company details' (active), 'Summary', and 'Submit and Sign'. The 'Company details' section contains the following fields: 'Company Name\*' (pre-filled with 'American Express'), 'Programme Administrator (PA)' (with an information icon), and a sub-header 'Please provide details of the Programme Administrator (PA) that has the right to sign Card application forms on behalf of the company. The person you name here will be asked to sign your application form.' Below this, there are two fields: 'Name\*' and 'Individual work e-mail address\*'. At the bottom of the form, there is a '\* Mandatory field' note, a 'Back' button, and a 'Next' button. At the very bottom, there are links for 'Privacy Statement' and 'Legal Clauses'.



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# To be completed by the applicant

## Summary

- **Review** the completed information
- Option **Urgent Delivery** of the Card
- Option **Membership Rewards** program enrolment (only when allowed by Company)
- Confirmation: Accept the **Terms and Conditions** and confirm the **correctness** of the information (mandatory field)
- By clicking on **Submit & Sign** the application will be forwarded automatically to the Program Administrator

The screenshot displays the 'American Express Corporate Card Summary' page. The top navigation bar includes 'Personal details', 'Company details', 'Summary' (active), and 'Submit and Sign'. The 'Personal details' section contains fields for Card Type (Corporate Card), Billing and Settlement terms (Centrally issued, Centrally verified), and Liability Type (Not Corporate Liability). Below these are fields for BoD (BeD) and It's me, followed by a selection of emergency data and country of birth. The 'Company details' section includes fields for Title, Official first and middle names, Last Name, Street (legal address), Number, Box, Postal Code, City, Country (Belgium), Nationality, Mobile phone, Company telephone number, and Company email. The 'Urgent Delivery' section explains that normal card delivery takes up to 15 working days, while urgent delivery takes up to 3 working days for a fee of EUR 10.00. The 'Membership Rewards' section states that by checking the box, the applicant subscribes to the program, which collects points annually for a fee of EUR 15.00. The 'Offers' section allows the applicant to receive direct marketing communications. The 'Terms and Conditions' section requires the applicant to read and understand the terms and conditions. The 'Affirmation' section requires the applicant to confirm that they have read, understood, and accepted the card's General Terms and Conditions. The 'Submit and Sign' button is located at the bottom right.



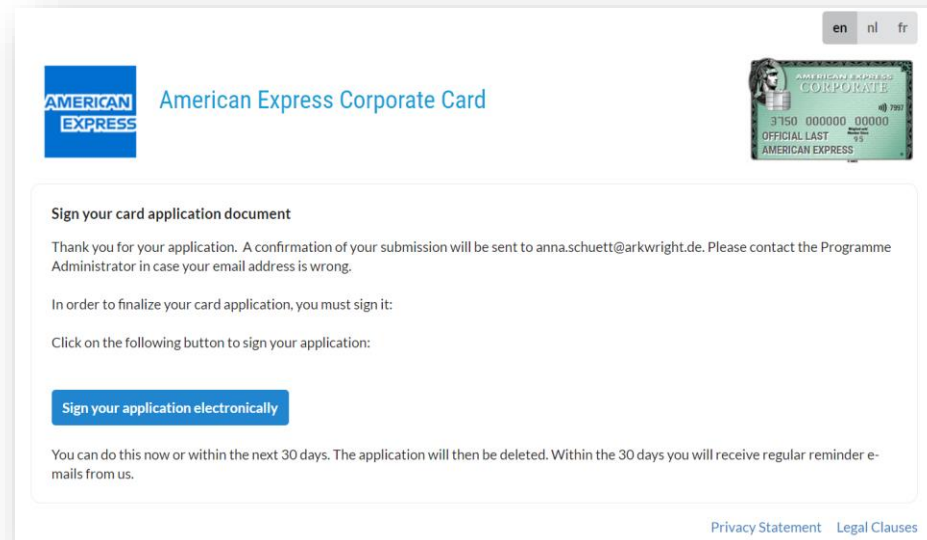
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# To be completed by the applicant

## Signature

The signature of the document happens fully digital.

- **Sign** the application form with .beID, itsme, SMS or email OTP (One Time Password)
- **Confirmation:** the applicant received an email confirming his submission
- After approval of the Program Administrator the Card application is sent to **American Express**



The screenshot shows the 'American Express Corporate Card' application confirmation page. At the top right, there are language selection buttons for 'en', 'nl', and 'fr'. Below the American Express logo, the text 'American Express Corporate Card' is displayed. To the right is a small image of a green American Express Corporate Card. The main content area is titled 'Sign your card application document' and includes a thank you message, contact information for the Programme Administrator, and instructions to sign the application. A blue button labeled 'Sign your application electronically' is prominently displayed. Below the button, it states that the application will be deleted within 30 days and that regular reminder emails will be sent. At the bottom right, there are links for 'Privacy Statement' and 'Legal Clauses'.



One-time code via SMS



One-time code via email



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# Questions?

**A Program Administrator who has questions regarding a specific Card application can call our Corporate Customer Service on phone number +32 (0)2 676 29 26.**

If a Card applicant has a question, he/she can refer to you, the Program Administrator of his/her company.

If you do not receive emails from our e-Application, please refer to the IT department of your company. They can check, if the mails are blocked by the spam filter. The IT department should be able to resend the blocked emails and can adjust the spam filter so you can receive our mails with the sender **@eapp.americanexpress.com** and **@email2.americanexpress.com**



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