

BELUX CORPORATE PAYMENT GUIDE: HOW TO PAY YOUR COMPANY'S CORPORATE CARD STATEMENTS



Welcome to the American Express® Corporate Payment Guide

This guide outlines how to view statements and pay bills to help avoid processing errors and Account delinquencies. We look forward to making your payment process as straightforward and efficient as possible.



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Your Corporate Card Programme

Paying on time and providing all the necessary information to American Express enables us to process the payment correctly and reduces the risk of any of your employee Cardmembers being inconvenienced.

You will be assigned an Account Development or Implementation Manager who will work with you to design the reconciliation and payment process most suitable for your company's needs.

At the start of a new Corporate Card Programme, you and your Accounts Payable team need to be familiar with:

- The full 15-digit Corporate Card number starting 3741 9 (if making payment to an individual account).
- 6 digit Master Control Account Number (if making full balance payment for a centrally-settled account).
- 15 digit Basic Control Account Number (Company Account Number) (if making full payment for a Basic Control Account).
- Payment Terms and when payment is due.
- How the bill will be paid – by transferring payment to American Express, or by Direct Debit.
- The correct American Express remittance bank account if American Express is not taking payments by Direct Debit.



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Important Considerations

Please pay particular attention to the country in which the Account is set up when paying your Corporate Card statements, American Express has separate bank accounts designated for each country. Each statement will display which account payments should be made to.

If you have Accounts in multiple Countries (e.g. Netherlands, France & Germany), you must pay each Account separately. American Express cannot accept combined payment across countries and currencies.

Please make sure your Accounts Payable team has all the details they need to make payment to the correct American Express bank account otherwise you may experience unnecessary delays or disruption to your experience.

Your Corporate Card Account must be paid separately. Please do not combine payments for other products that you may have with American Express.



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By Direct Debit

Once you have filled out the Direct Debit form and provided it to us, you are not required to take any action. American Express Europe S.A. (Belgian branch) will debit the amount due from your nominated bank account on the agreed date.

If you are not registered for Direct Debit and would like to take advantage of this efficient payment method, please fill the form from our website: French "Domiciliation SEPA" or Dutch "Domiciliering".

Electronic Funds Transfer

- When making an electronic funds transfer for one Card Account, please quote the full 15-digit Cardnumber as your reference number.
- When making an electronic funds transfer to pay the full balance of a Company Account, please quote your 15 digit Company Account number (Basic Control Account number).
- When making an electronic funds transfer to pay multiple Card Accounts or a partial Account balance of the full balance, please add an electronic remittance advice via email (see instructions on the next page).
- Please send your payment three business days in advance of the Account due date to avoid any delays, disruption or penalties.
- All payments are credited to the Account within 3 business days of receipt, providing all details have been received. We require separate payments for each product – you should not merge multiple products into one payment.



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How to send electronic remittance advice via email

At the same time as you make the payment, we also ask you to email an electronic remittance advice to: americanexpresspaymentservicesbelgium@aexp.com

Please quote the following information in the email subject line:

- Amount Paid
- Company Name
- Date of Payment

Example:
€15.000, Company Name, 25/12/2020

The electronic remittance advice must be password protected in Excel format and include the following:

- 2 columns.
- Corporate Cardnumber in Column A. This must include full 15 digit Cardnumber.
- Amount in Column B with decimal points removed e.g €5,00 will be 500, €500,00 will be 50000.
- Remove any Column Headers.
- The total in Column B must equal the payment amount made.
- Please send your **password** separately but with the same email subject line to: americanexpresspaymentservicesbelgium@aexp.com



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Electronic Remittance Advice Example

Must be full 15 digit
Corporate Cardnumber →

All Cardnumbers must be
from the same market

Corporate Cards only no
BTA's Accounts

Cardnumber	Amount
3741900000000000	199
	45000
	5000000
TOTAL:	5045199

→ Remove Header before sending

→ Decimal points to be removed
e.g. €1,99 will be 199

→ File must not contain any zero
values

→ Total amounts should match
payment amount

Payments received without a remittance advice will be subject to processing delays. In some cases, it may be impossible to process at all, which could affect the availability of credit to your Account and your employee Cardmembers may be inconvenienced.

Your Account will be subject to non-refundable penalty fees in the event of a late or partial non-payment of your Account. All transactions (including penalty fees) are considered to be legitimate until disputed with the Customer Service team.

Please ensure that payment is received by American Express (American Express Europe S.A. Belgian branch) on OR before the payment due date. When making an electronic payment please allow 3 business days for payment to be received.



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Our Bank details

Below the Account details for the Corporate Card Programme in the Belux:

Currency	BELGIUM	LUXEMBOURG
Bank	BNP Paribas Fortis	BGL BNP Paribas
Account Name	American Express Europe S.A. (Belgian branch)*	American Express Europe S.A. (Belgian branch)*
Swift/Bic Number	GEBABEBB	BGLLLULL
IBAN	BE39 2100 0821 2619	LU34 0030 3527 0249 1000

Please state your full American Express company account number (15-digit) as a reference.



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Important Contact Information

Corporate Customer Service

For any Corporate Programme general enquiries. Available Mon-Fri 8 am to 5 pm. *Tel for PA: +32 (0)2 676 29 26*
Tel for CM: +32 (0)2 676 29 29

Corporate Online Support

For assistance regarding electronic products and data files contact only by e-mail to corporatefileexchange@aexp.com

For @Work Support

Tel: +32 (0)2 676 29 26 or by e-mail to:

In French send to:

belgiumcommercialservicing.fr@aexp.com

In Dutch or English send to:

belgiumcommercialservicing.nl@aexp.com.

Corporate Credit

For overdue Accounts or late payment fee queries related to Corporate Cards.
Tel: +32 (0)2 676 23 88

BTA Credit

For overdue Accounts or late payment fee queries relating to Business Travel Accounts.
Tel: +32 (0)2 676 29 93

American Express Europe S.A. Belgian branch, with seat at Vorstlaan 100 Bld. du Souverain, 1170 Brussels (Watermaal-Bosvoorde / Watermael-Boitsfort), registered in the Belgian register of enterprises (KBO/BCE) and in the VAT database as number (BE)0776.653.759, with a bank account with BNP Paribas Fortis (BIC GEBABEBB) IBAN BE39 2100 0821 2619, and with main commercial website www.americanexpress.be. American Express Europe S.A. is a corporation under Spanish law, having its corporate seat at Avenida Partenón 12-14, 28042 Madrid (Spain), registered with the Madrid Commercial Registry under Sheet M-257407, Volume 15,348, Section 8, Book 204, first entry, with tax identification number NIF A-82628041, authorized as payment institution by the Banco de España and registered in that capacity as number 6837, and with main commercial website www.americanexpress.es. AMEX Asesores de Seguros, Sociedad de Agencia de Seguros Vinculada, S.A.U. is a multi-tied insurance agent 100% owned by American Express de España, S.A.U. It is registered in Spain in the Administrative Registry of Insurance and Reinsurance Distributors of the Dirección General de Seguros (DGS), with No. AJ0022, and has financial guarantee and liability insurance. NIF: A-79770608. Partenon Avenue 12-14, 28042 Madrid, Spain. AMEX Asesores de Seguros is supervised by the DGS and is authorized to carry out insurance distribution activities in Belgium and Luxembourg.