

American Express @ Work[®] Global Apply for Card

USER GUIDE FOR AUTHORIZED OFFICERS / CONTACT PERSONS



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DON'T *do business* WITHOUT IT™

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⊗ DECIDE WHO SHOULD HAVE ACCESS TO GAFC



Individuals with access to Global Apply for Card (GAFC) will be responsible for ensuring the correct journey is created within @ Work to suit their individual business needs in relation to Card Applications. They may not necessarily have to approve Card applications, but know who the Authorising Signatories are for their Company and assign applications to them.



It is possible to customise the journey from initiating the Card Application through to how the applications are approved before submitting to American Express. See [Selecting the right process journey](#) for further details.



We do recommend that you have more than one individual with access to GAFC and the same Control Accounts. This enables Access Keys and tracking of Card Applications easier as everyone will have the same ability to manage these in the system.



Having multiple people with the same access also allows for the process to continue even when the Authorised Signatory(s) are out of the office for an extended period of time.



See [How to Enrol](#) for further details.



Checklist

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- > How to enrol
- > Navigating critical functions

⊗ DEFINE YOUR APPLICATION PROCESS

- ✓ Do you require approval for a Card Application before or after it has been completed by an Applicant?
- 👤 How many individuals needs to be involved in the end to end application process?
- ?
- i) Do you want Card Applicants to initiate their own applications and you simply approve them once complete? **Access Keys** will suit you.
- ii) Do you want to initiate applications each time without the need to set up an Access Key? **Quick Send** might suit you.
- ?
- ?
- ?
- See the sections on **Access Keys flows** which can help you set up a process with low touch-points but still meet your minimum company approval regulations.
- 👤+ Ensure you have two individuals with access to the online system in case of unplanned absences etc.



Checklist

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⊗ DECIDE HOW EMPLOYEES WILL ACCESS THE APPLICATION FORM

There are two options for how a Card Applicant (Employee) can access application forms:

1. You can initiate it via @ Work either by setting up an **Access Key** or **Quick Send** features.
2. Employees can initiate their own application and the system will follow the process you have established for approvals. See our tips on how this can be done. See **Resource Centre**.

See which experience suits your **business needs**.

For Employee initiated Applications you need to decide how to communicate this, either:



Provide the **Access Key** via their Manager, their Authorized Officer, or Contact Person.



Publish the **Access Key** internally e.g. on a Company intranet or in an on-boarding guide*.

* Pre or Post approval set up recommended if Access Key to be easily accessible



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WHAT IS AN ACCESS KEY?

The Access Key defines fields and the process your Card Applications for a specific BCA will follow with no limit to the number of variations these Keys may have.



THE ACCESS KEY CAN BE CREATED TO DETERMINE IF:

- What approvals are required when and by whom e.g. Team Leader to approve the application before the Employee receives the form and you need to approve it in @ Work once complete before it goes to American Express.
- There are specific individuals involved with the approval process where you can nominate their email address to ensure the application does not proceed further in the journey until that person has approved.
- Mandatory information must be captured on the application form, such as Employee ID or Cost Centre and how many characters must be captured to be correct.



BENEFITS OF AN ACCESS KEY:

- Multiple **Access Keys** can be created for the same BCA allowing different options such as application fields and process preferences.
- You can quickly initiate multiple Applications with the same **Access Key**.
- You can publish the **Access Key** and Application Site URL for your organisation on your Company's Intranet. See our suggestions to facilitate this set-up. See **Resource Centre**.
- Tighter controls to manage Card applications with reduced manual administration.
- You can easily view all Applications and their status under specific **Access Keys** for tracking.



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CREATE ACCESS KEYS



This is a one time set up and identifies which application form, fields and approval process the Employee will complete before the application is sent to American Express. For more details see [What is an Access Key?](#)

See the process options available for [Access Keys](#).



Do you need an [Access Key](#) for a whole Department or for each Team Leader? For example: One access key for the Sales Team and another for Procurement as they have different approvers or Card products.



Be sure to name the [Access Key](#) so it is easily identifiable for which Department or Team Leader they are linked to.

Review steps on [Creating an Access Key](#).



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TRANSITIONING YOUR ORGANISATION TO THE NEW DIGITAL SYSTEM

You may wish to leverage the communication and Intranet notification documents on our [@ Work Resource Centre](#) that have been created to help advise your Organisation of the new digital Card application process.



Ensure Approvers understand that the automated emails from American Express are from a trusted source and ensure Company firewalls accept them without issue.



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HOW TO ENROL

 Complete the @ Work digital enrolment form www.enroltoatwork.com select 'Digital Card Applications' and follow the prompts.

 Call our Corporate Services Centre and request to be enrolled to 'Global Apply for Card':
Japan: 03-6625-9110
Operating hours: 9:00am – 5:00pm Monday – Friday (except holidays)

 or email: japancast@aexp.com

 We also have Client Trainers who are ready to discuss with you how to get the most out of GAFC for your Organisation. There is no fee for this service which is available for all @ Work enrolled Customers. Contact your Account Manager or call Corporate Services Centre to arrange a convenient time with one of our Trainers.



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BEFORE YOU BEGIN

INITIATING A CARD APPLICATION

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CARD APPLICANT EXPERIENCE

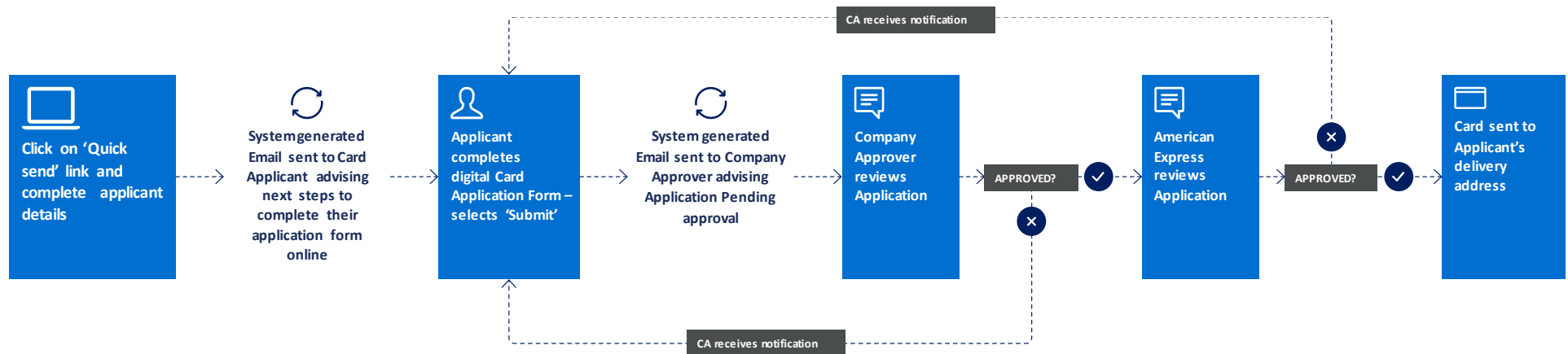
FAQs

GAFC Journey Quick Send > GAFC Journey Pre-Approval Access Key > GAFC Journey Post Approval Access Key

Global Apply for Card Journeys

The Quick Send Link can be found in the 'To Do' section. By using the Quick Send function you do not need to create any Access Keys. The application form once completed by the Card Applicant will need to be approved in @ Work before it is submitted to American Express.

QUICK SEND



AO = Authorized Officer
CP = Contact Person
CA = Card Applicant

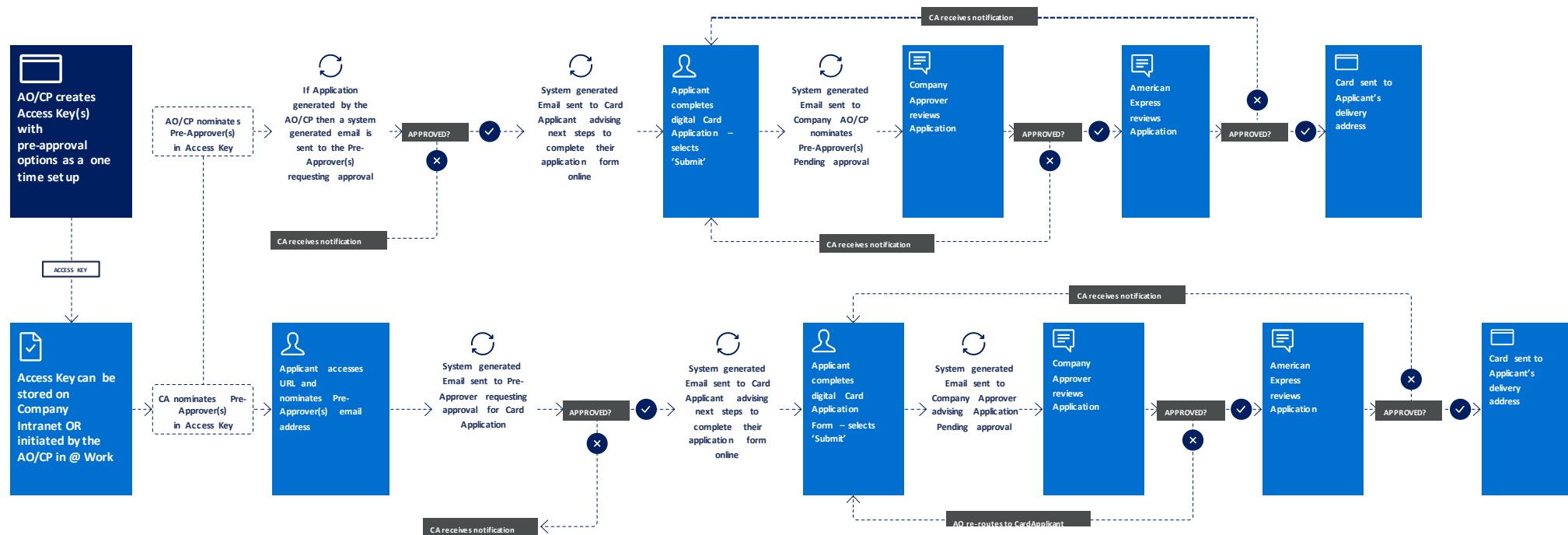


GAFC Journey Quick Send > GAFC Journey Pre-Approval Access Key > GAFC Journey Post Approval Access Key

Global Apply for Card Journeys

There are two options when creating or editing Access Key(s) when pre-approval required before the Employee begins completing the application. An AO/CP can nominate who approves the application or can enable the Card Applicants to nominate the appropriate pre-Approver(s). These Approvers do not need to be enrolled to @ Work.

PRE-APPROVAL ACCESS KEY



AO = Authorized Officer
CP = Contact Person
CA = Card Applicant

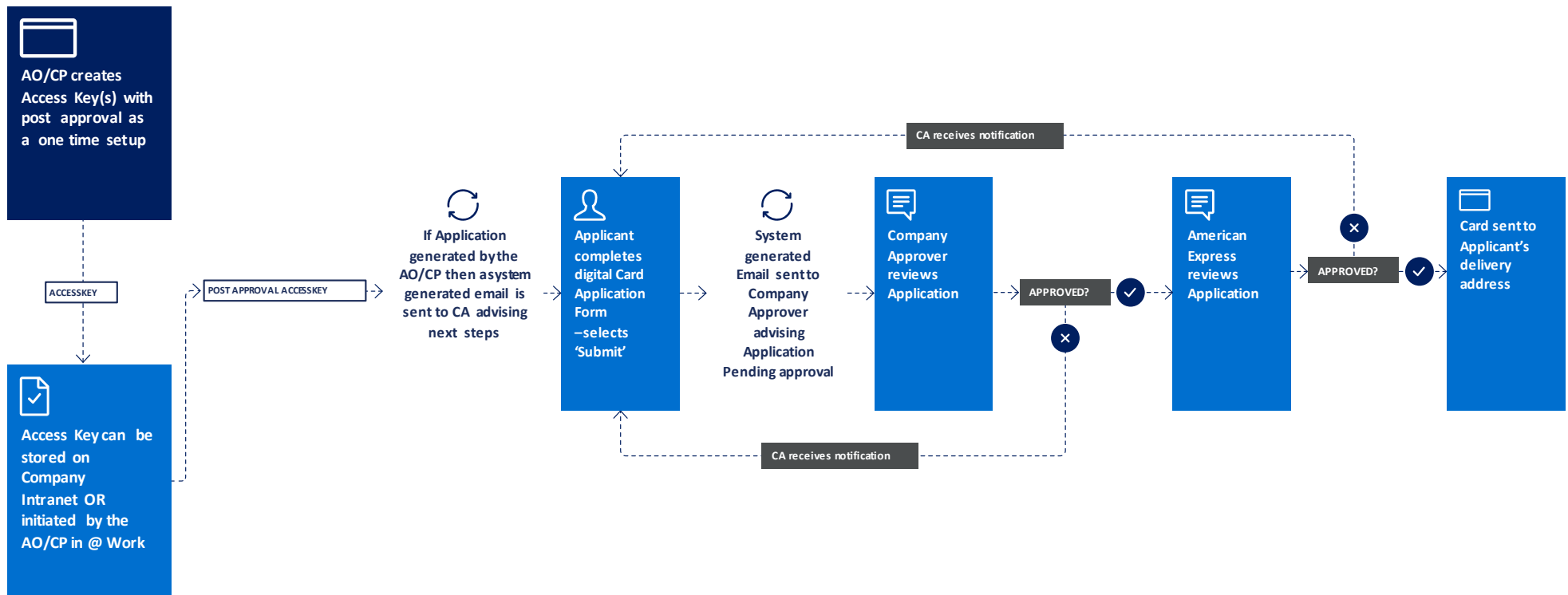


GAFC Journey Quick Send > GAFC Journey Pre-Approval Access Key > GAFC Journey Post Approval Access Key

Global Apply for Card Journeys

Access Keys can be set up with either the ability to pre-approve applications before the Employee completes them or to occur after the application has been completed. Below is a sample of the steps in a post-Approval set up.

POST APPROVAL ACCESS KEY



AO = Authorized Officer
CP = Contact Person
CA = Card Applicant



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BEFORE YOU BEGIN

INITIATING A CARD APPLICATION

APPROVE A CARD APPLICATION

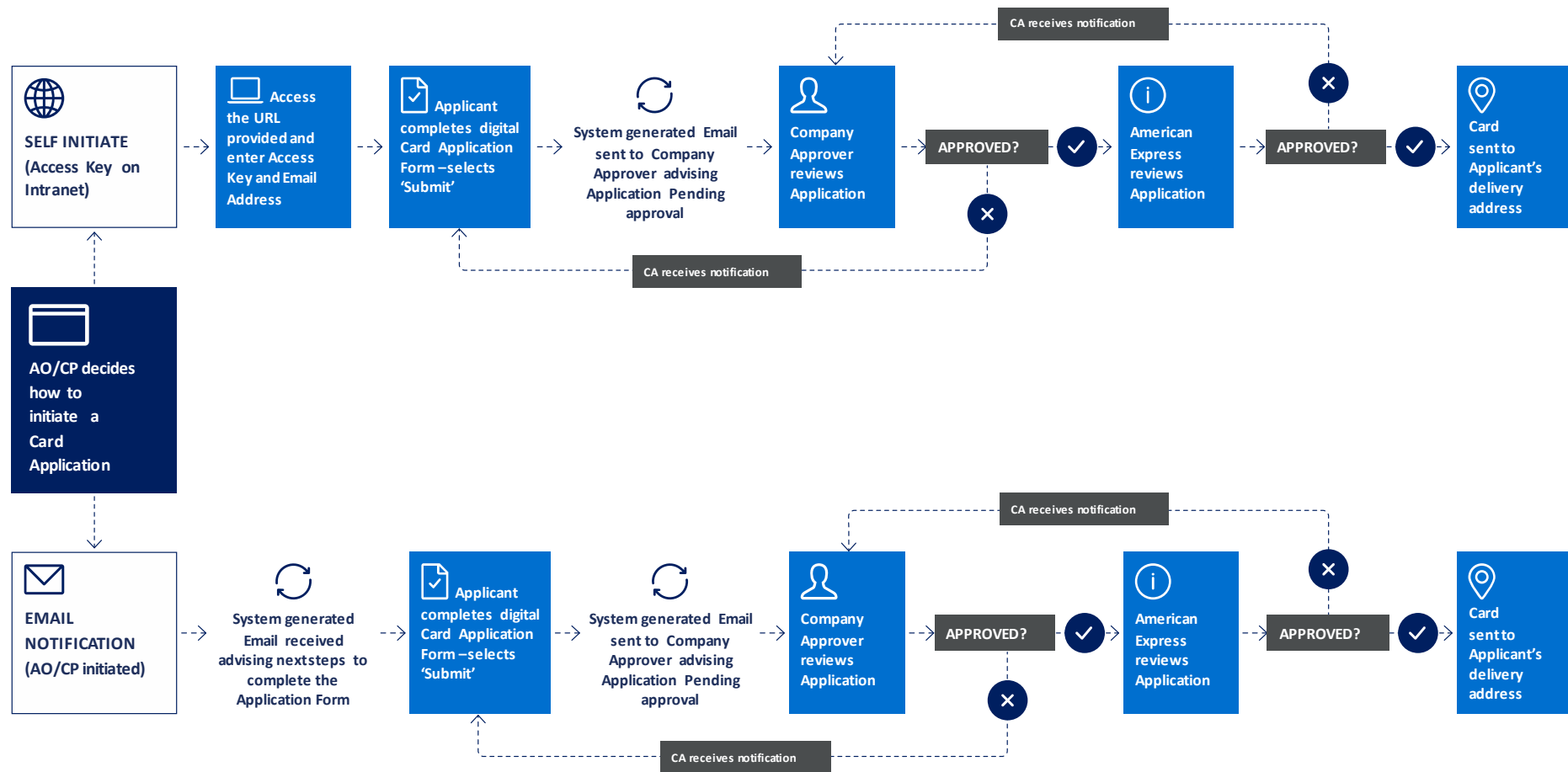
TRACK A CARD APPLICATION

CARD APPLICANT EXPERIENCE

FAQs

Which experience suits your business needs?

Card Applicants can self-initiate Card applications by using the URL and Access Key provided by the Authorized Officer/Contact Person. Note that any Card Applicants generated with this process will still require an Approver to validate and submit the application to American Express. An Access Key can also be customised to suit your Company's policy for Card Application approvals.



AO = Authorized Officer
CP = Contact Person
CA = Card Applicant



BEFORE YOU BEGIN

INITIATING A CARD APPLICATION

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CARD APPLICANT EXPERIENCE

FAQs

Navigating critical functions > Creating an Access Key > Initiating a Card Application

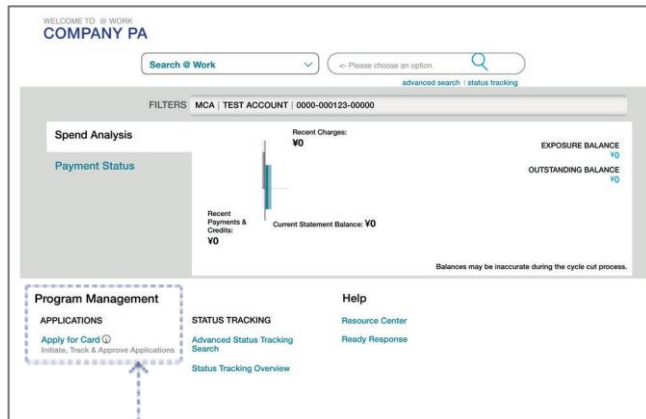
Navigating critical functions

Navigate to the relevant screens to initiate the most critical tasks quickly and easily.



EASILY ACCESSIBLE

Click on the action on the **@ Work Homepage** to link directly to the related screen.



Program Management

APPLICATIONS

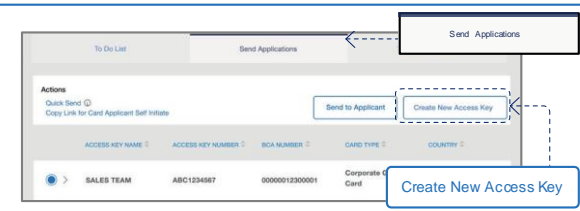
[Apply for Card](#)

Initiate, Track & Approve Applications



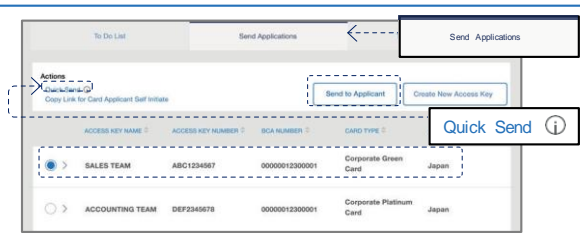
1 CREATE ACCESS KEYS

Within the **Send Applications** tab, select **Create New** to start creating the process for all your Applications*.



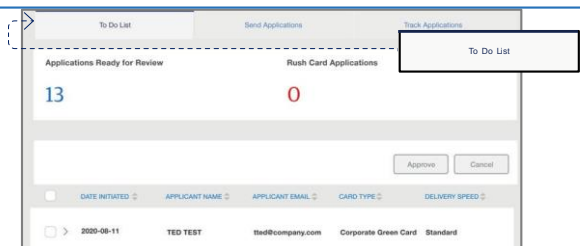
2 INITIATE APPLICATION

In the **Send Applications** tab, you may choose the link to **Quick Send** or select a specific **Access Key** then **Send to Applicant**.



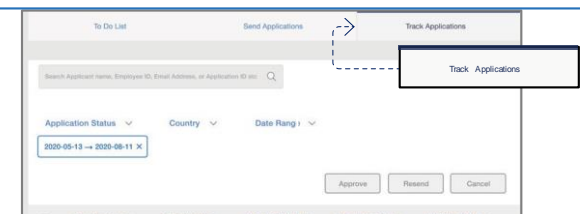
3 APPROVE APPLICATION To Do List

To Do List tab lists all your Applications including Priority ones for you to quickly **approve**, **re-route** back to Applicant or **cancel**



4 TRACK APPLICATION

Selecting the **Track Applications** tab enables you to view all Card Applications and their status in the process.





Navigating critical functions > Creating an Access Key > Initiating a Card Application

Creating an Access Key

An Access Key will enable you to mandate fields, select field length and set other constraints on all Card Applications initiated using this Key.

1 SELECT BASIC CONTROL ACCOUNT

Within the Create **New Access Key** screen, start typing for suggested results or select from the drop down the BCA you wish to use.

2 CUSTOMISE ACCESS KEY

Type a unique **Access KeyName** for and select the constraints you wish to have appear for all Applications associated with the Key.

3 + 4 REVIEW & CONFIRM

Ensure all details are correct and select **Submit** then **Confirm**. Your Access Key is now ready to use.



Navigating critical functions > Creating an Access Key > Initiating a Card Application

Initiating a Card Application

Select either Quick Send or click on the Access Key you wish to initiate the Application form.

✓ FLEXIBLE INITIATION PROCESS
 Select a quick **initiation of Application** or select an Access Key then click on **Send to Applicant** button.

Initiate via an Access Key

Access Keys are set up with your preferences for reuse. Quick Send will send the application with default preferences, which means no approvers, no Cost Centre Information or Employee ID are required.

[close](#)

1 ENTER EMPLOYEE DETAILS
 Enter the **BCA number (if Quick Send)** and/or relevant **Employee contact details** including email address.

2 REVIEW & SUBMIT
 Ensure all details are correct before clicking **Submit**.

3 REVIEW & CONFIRM
 The system will confirm the Application ID and automatically send an email to the Applicant so they can complete the form.



Approve a Card Application

Once reviewing a summary of the Application, you can choose to approve, re-route it back to the Card Applicant for further details or cancel (decline) to proceed with the Application. Please note that Rush Card Applications are not available at this time.

1 REVIEW APPLICATION

Select the **Arrow** on left of the Application to see summary.

At the top the number of **Applications Ready for Review** and **Rush Card** (urgent) **Applications** will appear.

Applications Ready for Review 13 **Rush Card Applications** 0

Approve Cancel

DATE INITIATED	APPLICANT NAME	APPLICANT EMAIL	CARD TYPE	DELIVERY SPEED
2020-08-11	TED TEST	ttest@company.com	Corporate Green Card	Standard

APPLICATION ID IN-0000000001	RESIDENTIAL ADDRESS address line line 1 JAPAN	ACCESS KEY NAME JPN SALES TEAM	EMPLOYEE ID 12345678	<input checked="" type="checkbox"/> Approve <input type="checkbox"/> Cancel <input type="checkbox"/> Edit Route To Applicant
NAME ON CARD FM last	MOBILE PHONE 0123456789	BCA NUMBER 00000000123	COST CENTRE 1234568	
EMAIL ADDRESS TED@COMPANY.COM	BILLING ADDRESS address line line 1 INDIA	BCA NAME TEST COMPANY	DATE OF BIRTH 1999-10-10	File Attachments BlankDoc.pdf Form 60 Blank2.pdf
NATIONALITY JAPAN	CARD DELIVERY ADDRESS address line line 1 JAPAN	MCA NUMBER 000000000123	BILLING & STATEMENT DELIVERY Residential Address	
		MCA NAME ONLINE APPLICATIONS DEMO		

2 CHOOSE YOUR ACTION

Select from one of the actions to the right of the Application summary.

You may also **view the Applicant's attachments**.

- Approve
- Cancel
- Edit
- Route To Applicant

3 REVIEW & CONFIRM

A pop up will ask you to confirm your selection. This change to the Application will be reflected in the **Tracking Status** screens.

Approve Applications

Would you like to approve the following card application?

APPLICANT NAME TED TEST	EMAIL TTEST@COMPANY.COM	APPLICATION ID JP-0000001234
----------------------------	----------------------------	---------------------------------

On behalf of the Company, I confirm that the information given in this application is to the best of the Company's knowledge true and correct, and hereby approve the applicant's application.

Go Back Confirm



Track a Card Application

The list displays all Card Applications so you can view where the Application is in the process.

1 VIEW APPLICATION LIST

In **Track Applications** tab you can view all Applications at a glance and their **Current Status**.

By selecting the relevant check box(s) you can also **resend the notification email** to the Applicants. If necessary, you can also amend multiple Applicants' email address(s) before resending.

<input type="checkbox"/>	DATE INITIATED	APPLICATION ID	APPLICANT NAME	APPLICANT EMAIL	CURRENT STATUS
<input type="checkbox"/>	> 2020-08-11	JP-000000001	TEST TED	ttest@company.com	Sent to Employee
<input type="checkbox"/>	> 2020-08-11	IN-000000001	FIRST LAST	first@company.com	Pending Authorizing Officer Review

2 VIEW STATUS OF APPLICATION

Multiple statuses for Applications are available to help you identify where there might be delays occurring and who you could follow up with to move along the process.

- Application Expired
- Authorizing Officer Declined
- Pending Amex Approval
- Pending Authorizing Officer Review
- Pending Pre-Approver
- Pre-Approver Cancelled
- Sent to Employee



Track a Card Application (cont.)

If you nominated Pre-Approver(s) in the Access Key, you can track their approval status.

3 VIEW APPLICATION LIST

All Pre-Approvers must complete their approvals before the Applicant will be able to complete the form. You can resend emails to these Pre-Approvers as required.

Track Applications

Search Employee Name, Employee ID, Email, or Status Tracking Number

FILTER BY Application Status Date Range Country

Application Status

<input type="checkbox"/> All	DATE INITIATED	APPLICANT ID	APPLICATION NAME	APPLICANT EMAIL	CURRENT STATUS
<input type="checkbox"/>	04/03/2020	US-1000000001	Abigail June	Abigail.June@company.com	Pending Pre-Approval
BCA Number		Card Type		Employee ID	
76546778653445		Corporate Green Card		24	
Rush Delivery		Status Tracking Number		Pre-Approval Status	
No		12389865		<ul style="list-style-type: none"> ✓ Carlos@business.com Apr 3, 2020 ⊙ Meera@business.com Apr 3, 2020 	
<input type="checkbox"/>	04/03/2020	US-1000000002	Adam Smith	Adam.Smith@company.com	Pre-Approver Rejected
BCA Number		Card Type		Employee ID	
76546778653445		Corporate Green Card		24	
Rush Delivery		Status Tracking Number		Pre-Approval Status	
No		12389865		<ul style="list-style-type: none"> ✓ Joy@business.com Apr 3, 2020 ⊙ Erin@business.com Apr 3, 2020 	



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BEFORE YOU BEGIN

INITIATING A CARD APPLICATION

APPROVE A CARD APPLICATION

TRACK A CARD APPLICATION

CARD APPLICANT EXPERIENCE

FAQs

Card Applicant Experience > Card Applicant Experience (cont.)

Card Applicant Experience

Upon receipt of emails from American Express, Applicants simply log in using the link and Application ID provided. Applicants may also use the URL and Access Key posted on their Company's intranet and go straight to Step 2 as emails won't be triggered from @ Work by the Program Administrator.

1 APPLICANT EMAILS

Once the application has been initiated, two emails are generated by American Express to the Applicant containing an Application ID and link to URL.



Hello TED TEST,
Good news! Your company has authorised you to apply for an American Express® Corporate Card.
Soon, you'll receive an email with a link to start your application. In the meantime, here's your Application ID, which you will need to complete the application process:
Application ID: JP-0000001234
If you no longer wish to apply for a Corporate Card, please contact your company's Programme Administrator to cancel your application.
We look forward to serving you,
American Express Global Commercial Services

Hello TED TEST,
Now that your company has authorised you to apply for an American Express® Corporate Card, please use the link below to access and complete your Card application:
[Access your secure application](#)
To start your application, please have your APPLICATION ID on-hand, which we sent you in a separate email.
If you no longer wish to apply for a Corporate Card, please contact your company's Programme Administrator to cancel your application.
We look forward to serving you,
American Express Global Commercial Services

2 LOG IN TO APPLY

Applicants enter their email address, Application ID or Access Key to access the application

3 NOMINATING APPROVERS MAY BE REQUIRED

If the Program Administrator has opted for Applicants to enter Card application approvers this screen will appear. Applicants enter email address(s) of individuals who must approve before the form can be completed.



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BEFORE YOU BEGIN

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FAQs

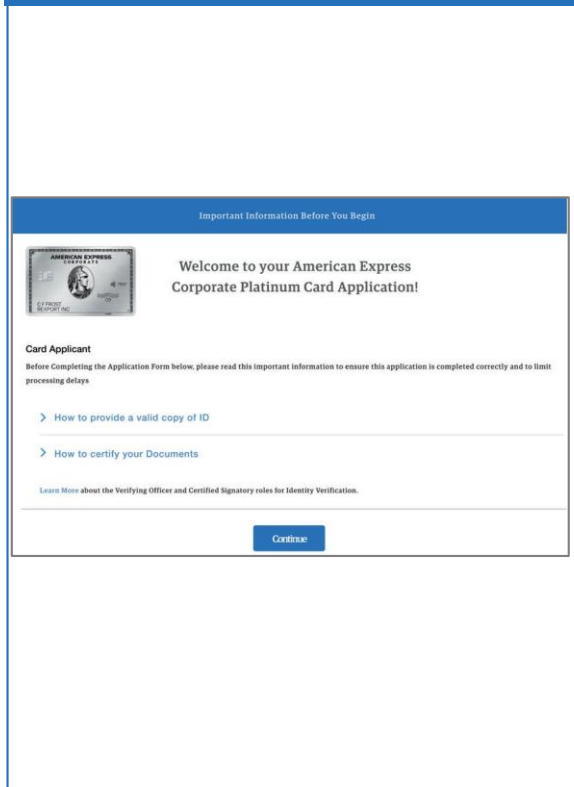
Card Applicant Experience > Card Applicant Experience (cont.)

Card Applicant Experience (cont.)

Applicant completes all fields, uploads mandatory identification documentation, accepts terms and conditions before submitting the final version.

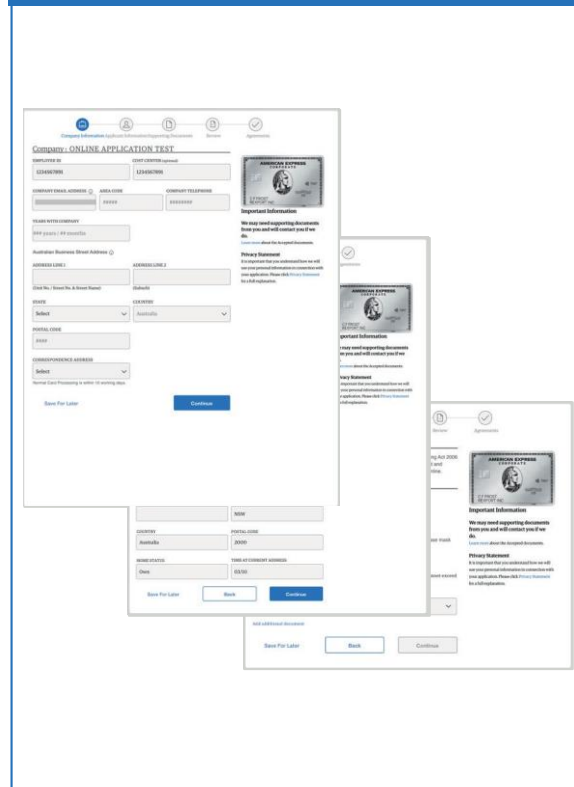
1 BEFORE YOU BEGIN MESSAGE

Applicants to carefully review this message to ensure all supporting documentation is correctly supplied before starting the application process.



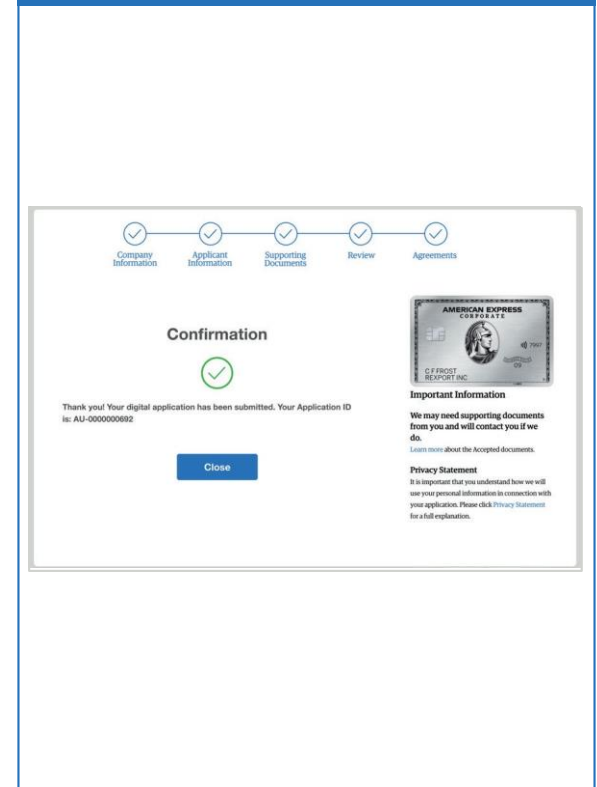
2 COMPLETE THE APPLICATION

Complete the fields required - ALL ARE MANDATORY.



3 TRACKING ID

Retain this unique reference number for your records.





Frequently Asked Questions

American Express @ Work® Global Apply for Card



OVERVIEW

1. How do applicants access their Card Application?

There are two ways to access a Card application:

A. Access Key and a URL Link

- i. Your company may provide you with a link to the application site and an Access Key.
- ii. Your Access Keys may be posted on your Company's internal intranet site.

B. Email Invitation

- i. Applicants will receive two emails from American Express, initiated by their Program Administrator (Authorised User) via @ Work, inviting them to apply for a Corporate Card.
- ii. One email will contain a link to the application site, the other an Application ID to use as a key to log on and complete the application.

Once on the Card application site, Card Applicants will be instructed to enter their corporate email and Application ID or Access Key and begin their journey to complete their Corporate Card application.

2. What Card products are available in Global Apply for Card for Customers to use?

Travel and Entertainment Cards: Platinum, Gold, Green Cards and Co-Brand are available.

3. Is GAFC mobile or tablet friendly?

GAFC will respond to and function on smaller screen resolutions like tablet and mobile, however, we don't have a separate mobile only application.

4. When the Embossed Company name is on the Card, where does it draw from?

The system pulls the embossed company name on the Card from your American Express Control Account details.

5. Who do I contact if I need assistance?

In the event of any errors or has additional questions, they can contact the American Express Corporate Services Center.

If a request wasn't processed successfully, the AO/CP will receive an error message that states they need to try their request again.

Card Applicants are first directed to AO/CP if they need assistance.



Frequently Asked Questions

American Express @ Work® Global Apply for Card



HOW CARD APPLICANTS RECEIVE APPLICATIONS TO APPLY

1. Can a Card Applicant initiate their own Card Applications?

Yes, The Card Applicant needs only the Access Key and URL to initiate the process.

You can store the Access Key (unique) and Application URL (common) via your internal Intranet or internal process. If the Access Key requires a pre-approval, the Card applicant will enter their contact information to kick-off the pre-approval process. The AO/CP will always need to review applications completed in this fashion to ensure proper controls for your Card Program are in place.

2. How many applications can AO/CP send at a time?

PA's can send up to 10 applications at a time by simply entering the applicants first name, last name, and email address. This will create a unique Application ID for each applicant that is automatically delivered to them via emails from American Express.

3. Once sent to the employee, how long do they have to complete an application?

Applicants will have 45 days to complete their application prior to it being cancelled by the system.

4. Are there any notifications sent to applicants to remind them to complete online?

The Card applicant will receive an email reminder to complete a non-started or pending application 3 days after application initiation, then every 10 days for 6 reminder cycles.



Frequently Asked Questions

American Express @ Work® Global Apply for Card



ACCESS KEYS

1. What is an Access Key?

An Access Key is a unique code, created in @ Work, and each one is associated with a Basic Control Account (BCA) for your company. The Access Key carries information about the BCA set up such as Product, Billing, and Liability Type, to the Card application. AO/CP can mandate Cost Center, Employee ID and even the length of the fields required.

2. How do I create an Access Key?

Program Administrators create an Access Key in the 'Send Applications' tab with a few simple steps:

- Click 'Create New Access Key' on 'Send Applications' Tab
- Choose the BCA for the Access Key
- Set the options you would like associated with the Access Key (see below)
- Confirm and Create!

3. Are there any fields I can mandate in the application?

Yes, if you want to require that applicants enter their Cost Center, Employee ID on Applications, including the length of the fields required, check the boxes for these items during the Access Key set-up process.

4. Does each AO/CP need to set up their own Access Keys?

Not at all! All AOs/CPs with permissions for a BCA will have full visibility to manage and use Access Key's created for those BCA's. You may only need one Access Key for each BCA. If a BCA has both Gold and Green Cards associated to it, you will need one Access Key for Gold and one for Green.

If you prefer you can create multiple Access Keys for a BCA if there are different Department and/or Approver combinations required. These Access Keys can be leveraged by all AOs/CPs responsible for those departments and approvers.

5. How many Access Keys can an AO/CP create?

There is no limit to how many Access Keys can be created for each BCA or by each AO/CP. Developing consistent naming conventions and internal workflows will help your organization optimize the number of Access Keys created.

6. Are Access Keys required to initiate applications?

No, not always. To initiate an application without an Access Key, the AO/CP can select the 'Quick Send' option to send a application(s).



Frequently Asked Questions

American Express @ Work® Global Apply for Card



ACCESS KEYS

7. When does an Access Key expire?

Access Keys don't expire. However, if the AO/CP who set up the company moves to a new role, or leaves the company, we recommend an active AO/CP edit the Access Key to ensure all notifications stay within the group. We always recommend at least 2 AO/CP register for GAFC to ensure all roles can be completed any time.

8. Is there a limit to the number of applications for each Access Key?

There is no limit to the number of applications issued for any Access Key.

9. If we add new AOs/CPs, will they be able to see existing Access Keys by default?

Yes, provided the new AOs/CPs are set up with permissions at the same BCA level, new AOs/CPs can access, use and maintain the Access Keys.



HOW DO THE APPROVAL ROUTINGS IN THE ACCESS KEYS WORK?

1. For Applications including Pre-Approvers, will the Approver receive an email alert in real time?

Yes, the Approver will receive an email within 15 minutes, and they can decide whether an employee is eligible to apply directly from the email, without needing a @ WorkID.

2. What Approval options are available?

When setting up the Access Key the AO/CP can choose either:

- **Pre- and Post-Approval**, where both a Pre-Approver named by AO/CP and a Post-Approver review the application before being submitted to American Express for processing.
- **Pre- and Post-Approval**, where only a Pre-Approver named by CA and a Post-Approver review the application before being submitted to American Express for processing.
- **Post-Approval**, where there is no Pre-Approver, and the AO reviews the completed application prior to submission.



Frequently Asked Questions

American Express @ Work® Global Apply for Card



HOW DO THE APPROVAL ROUTINGS IN THE ACCESS KEYS WORK?

3. When will Pre-Approval applications route to AO/CP for final review?

Applications requiring a Pre-Approval will route to the AO/CP for final review for validation purposes, regardless if the Access Key does not indicate a Post-Approval.

4. Do Post-Approval applications go to the AO/CP automatically? What happens when there is more than one AO/CP?

Once completed, applications requiring Post-Approval appear in the To Do List tab for all AOs/CPs with GAFC permissions under that BCA.

In addition, the AO/CP who last edited the Access Key will receive an email notification that they have an application to review.

5. Are there any applications that never go to the AO/CP for final review and approval?

No, all applications will be required to go to the AO/CP for final review and approval.

6. What is Quick Send and when should I use it to initiate applications?

Quick Send allows the AO/CP to quickly initiate an application to an employee in the fewest possible steps.

- Simply select a BCA and enter the employee's first name, last name, and email, then review and submit.
- No Access Key is required.

Use QuickSend when you want to quickly provide a Card to an employee without the need for an Access Key.

7. How many Card Applications can an AO/CP initiate at one time?

AO/CP can initiate up to 10 application requests at one time through Quick Send or AO/CP Initiate with an Access Key.



Frequently Asked Questions

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APPLICATION TRACKING

1. How can an AO/CP see where a Card Application is at in the process?

The AO/CP can view applications in the 'Track Applications' tab for any particular individual in the system.

2. What are the different status' for applications in Apply For Card?

Apply for Card Status include:

- Sent to Employee
- Pending
- Pre-Approver
- Pre-Approver Cancelled
- Pending Authorizing Officer Review
- Pending American Express Approval
- Authorizing Officer Declined, and
- Application Expired

3. Can the AO/CP review the Pre-Approval status? If so where can the AO/CP view this before Post Approval?

Yes, all Application status' are tracked in the 'Track Applications' tab – even those that have been self-initiated by the Card Applicant. If there is a Pre-Approver, once they approve the application, the status will move to 'Sent to Employee'.

4. If an AO/CP cancels or rejects an application, will an email generate to the applicant? Is this real time?

Yes, the applicant will receive an email notification advising that the company has declined/cancelled their application within 15 minutes.



Frequently Asked Questions

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APPLICATION REVIEW AND APPROVAL

1. How will an AO/CP know when they have applications to review?

The AO/CP who setup or last edited the Access Key will receive an email notification that there is a completed application to review.

When any AO/CP logs onto Apply for Card, they will see applications to review and approve in the To Do List.

2. What kind of actions can an AO/CP make on a Card Application being reviewed?

AO/CP can make the following actions on Card applications pending approval:

- **Change delivery address** from Residential to Business (unless company is set up on central card delivery).
- **Edit** some of the non-PII information on the application such as Employee ID or Cost Center.
- **Route the application back to the applicant** to correct fields with errors and include a note with details on what the applicant needs to correct.
- **Approve or Cancel applications** one at a time or all at the same time.

3. What happens when an AO/CP re-routes the application back to the applicant for edits using Apply for Card?

When the AO/CP routes the application back by selecting the link that says, 'Route back to Applicant', the AO/CP can enter comments as to why they are routing it back, and the applicant will receive the details in an email.

The applicant then logs in again using the details in their email, fix the errors, and re-submit to the AO/CP for review. During this 'reroute' the status in 'Track Applications' will return to 'Sent to Employee' as the Card application is pending with the employee.



Frequently Asked Questions

American Express @ Work® Global Apply for Card



CARD APPLICATION/CARD DELIVERY

1. Are there mandatory fields on the application and will the Applicant know there is an error with their application?

Yes, Applicants will be notified which fields are mandatory while they are completing the online Application. If there are any errors, messages will appear prompting the individual to provide more information or correct their entries.

2. Can different Card delivery address locations be managed by creating another Access Key for the same BCA?

There is not an option within Access Key Details to select Card delivery options.

If Central Card Delivery is ON, their Card will be delivered to the Business Address.

If Central Card Delivery is OFF, the applicant is advised that their Card will be delivered to whichever address they selected as their Statement/Billing address.

3. What are the Card delivery address options for applicants?

Unless your company has arranged to distribute Cards centrally, the applicant can select either their Home or Company address for Card delivery.

4. Is there any flexibility for AO/CP to select the Card to be delivered to the Card Applicant if the current arrangement is configured to Central Card Delivery?

Not currently. This is on the Roadmap for a future enhancement so keep an eye out for updates.

5. How do Applicants submit completed application?

Once Applicants have completed all mandatory fields in the application, they will reach a review and submit screen. There they can review and modify fields if necessary.

Once finalized Applicants accept the Terms and Conditions and click the Submit button. A screen will then appear confirming that your application has been submitted.

