e-Application Belgium and Luxembourg

User Guide for Program Administrators





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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% digtal



MORE ADVANTAGES FOR ALL USERS

Transparency

The Program Administrator is able to get a fast overview of all open applications and receives reports to all actions in regards to 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.

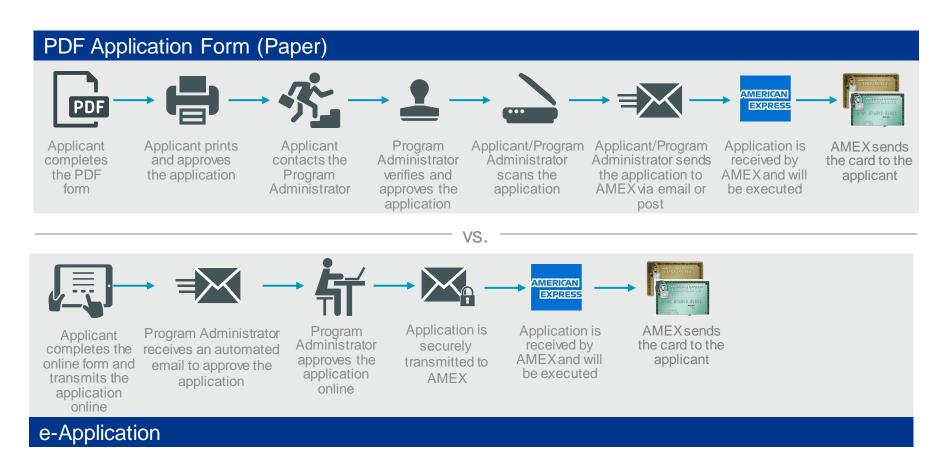
Flexibility

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



EFFICIENT AND FAST APPLICATION

Comparison: PDF Application Form vs. new e-Application



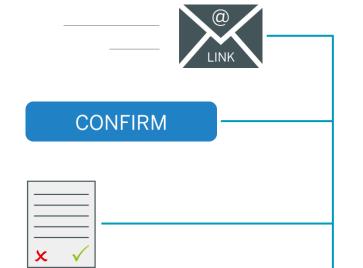


PROGRAM ADMINISTRATOR

FIRST STEPS TO SETUP

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

- 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.
- After clicking on the URL leading to the PA tool, the PA needs to log-in in his/her PA area
- The Program Administrator can see an overview and is able to approve, decline or send back the received applications.



Approvals of submitted e-Applications are executed by the Program Administrator (PA).

Note: this person is already registered as approver. There can be also more than one person, who are allowed to process the application (approve/decline/address queries). The PA needs to take action within 30 days. After the expiry, the application will be deleted.





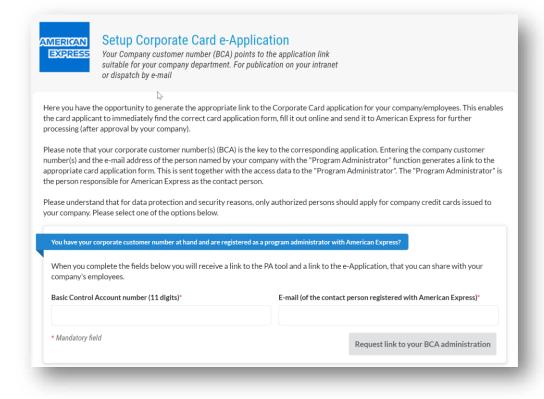
Corporate Card e-Application Set up page

The Program Administrator visits the page and introduces his BCA number and email address.

The Program Administrator receive an email with a URL leading to the eapplication 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.

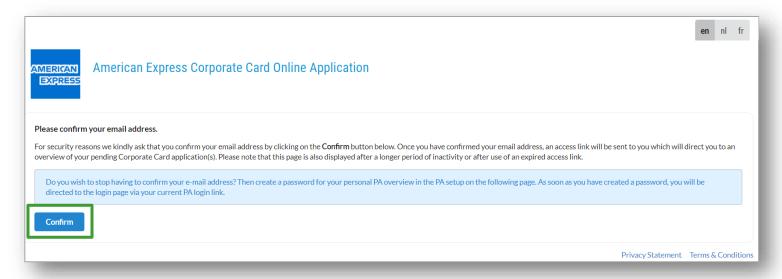
The PA tool URL links to the area where the PA can approve, decline or send back the applications.







Access the PA tool: Confirmation of the email address – one-time



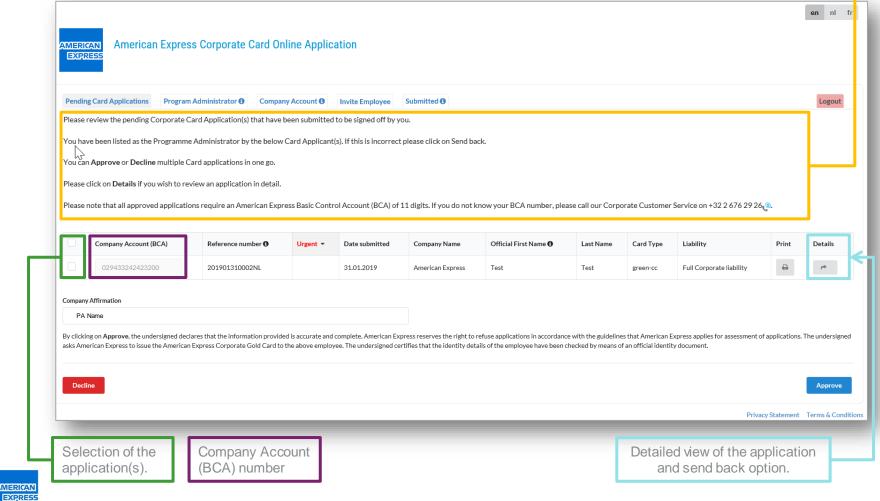
After the Program Administrator is directed to the URL, he/she will be asked to confirm email address due to security reasons. This needs to be done just one time. After the confirmation he/she is able to create a personal password, which will be used for accesses in the future.





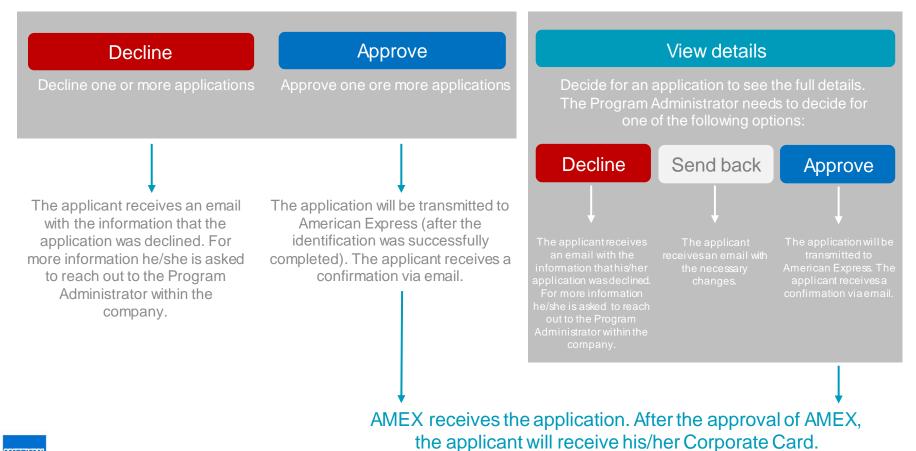
Information for approving, declining or returning the application (for the full text see the appendix).

Overview of the open applications



FUNCTIONALITIES AT A GLANCE

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



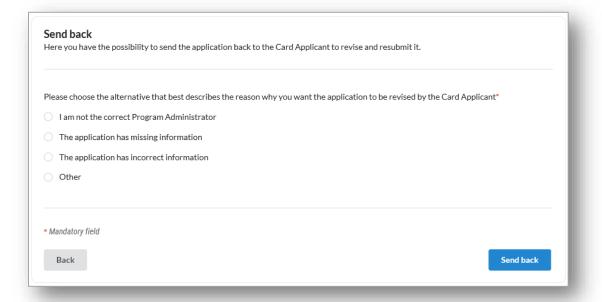


DETAILS

Details - Send back an application

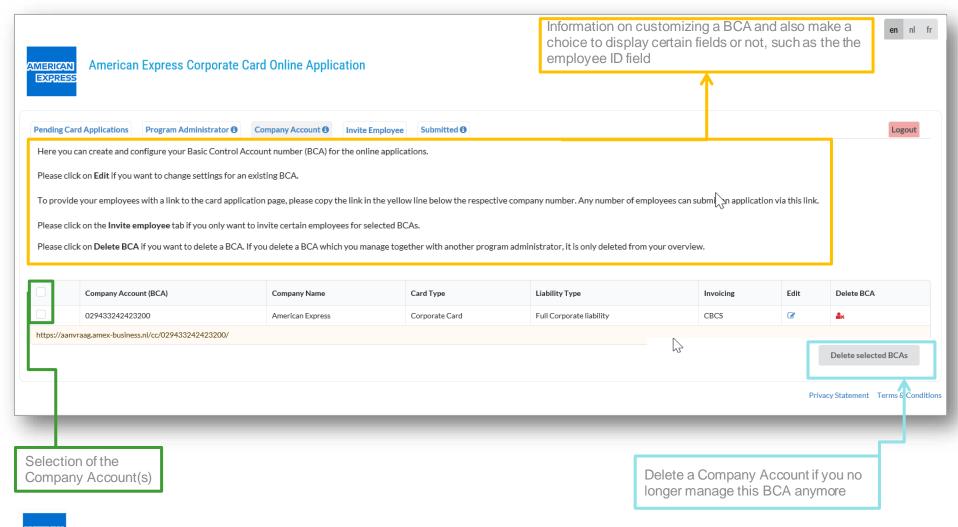
By clicking on Send back a new window appears. The Program Administrator is asked to indicate the reason(s) for that action.

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.

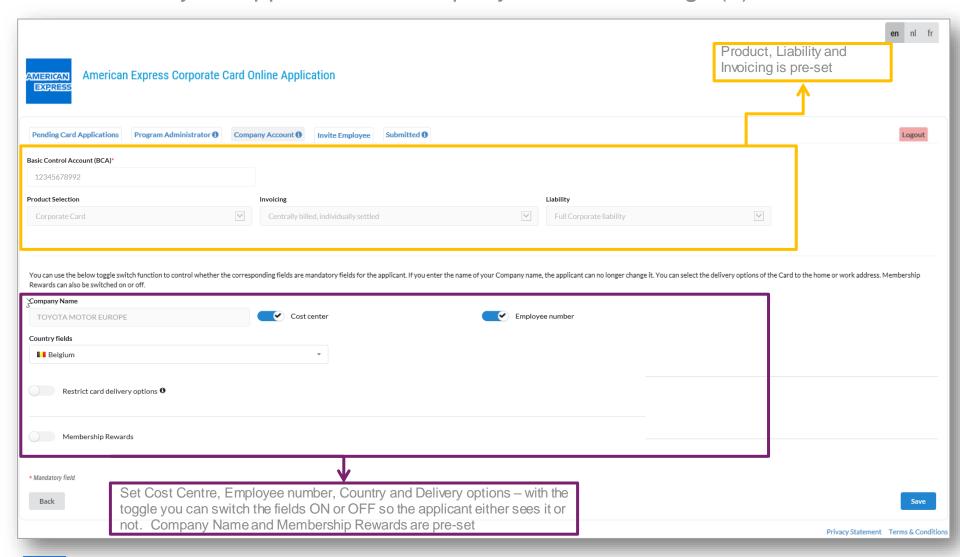




Customise your applications: Company Account settings (1)

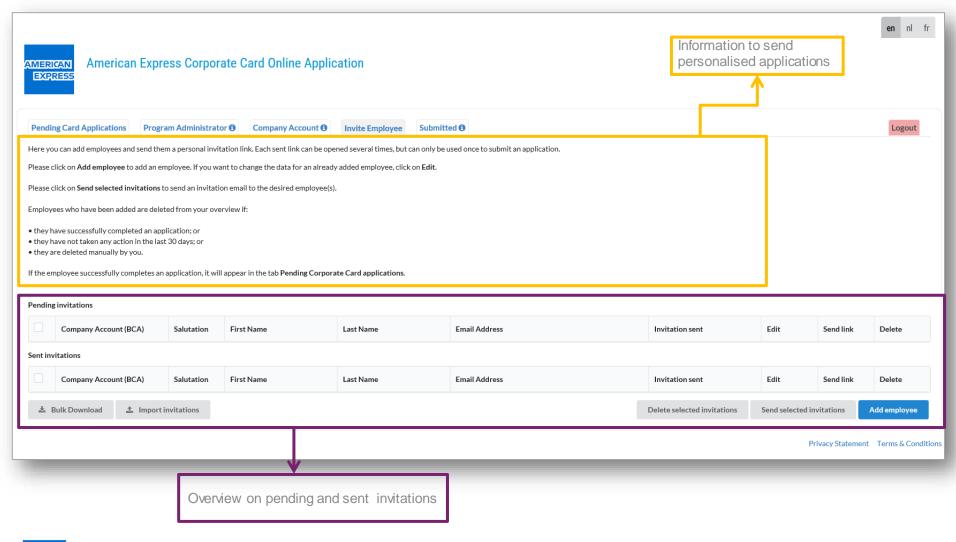


Customise your applications: Company Account settings (2)



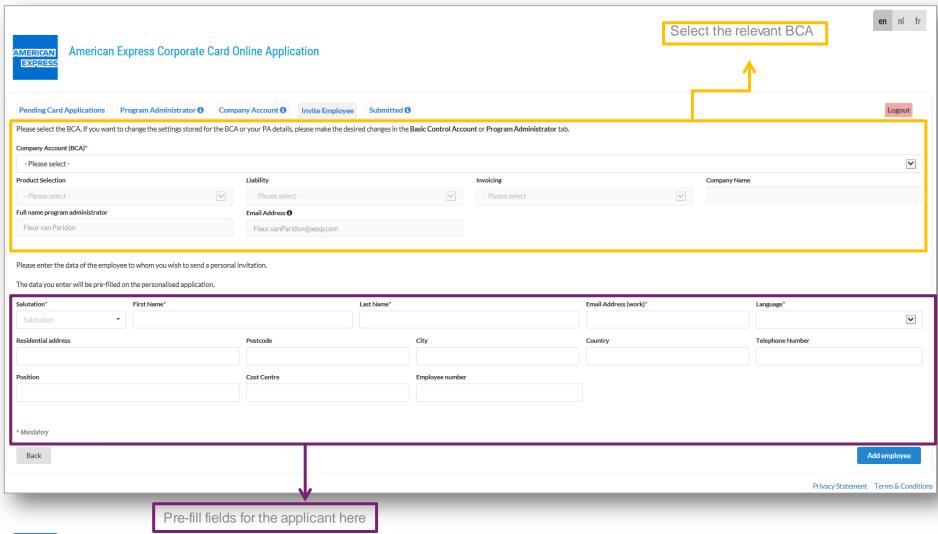


Customise your applications: invite employees (1)

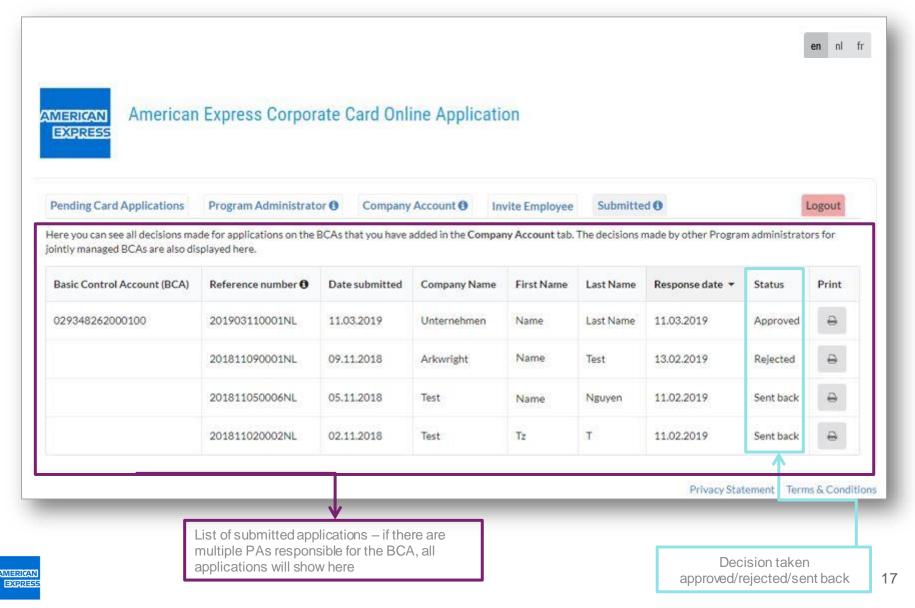




Customise your applications: invite employees (2)

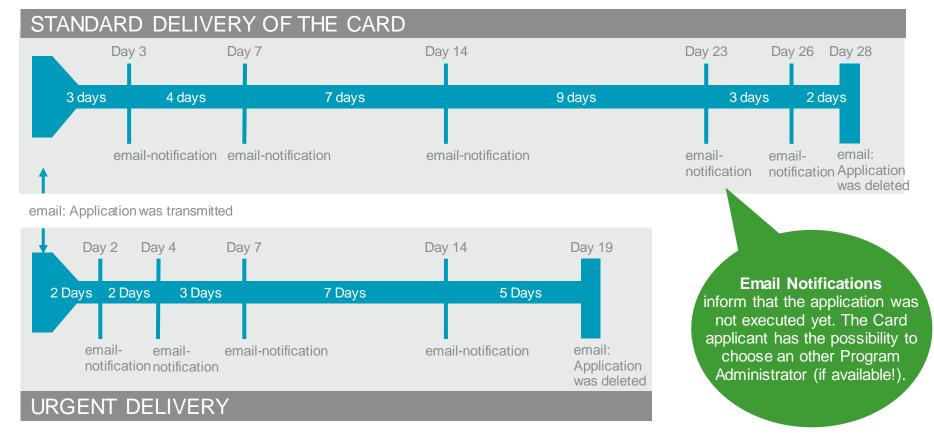


Submitted applications



IF THE PA IS ABSENT / NOT AVAILABLE

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

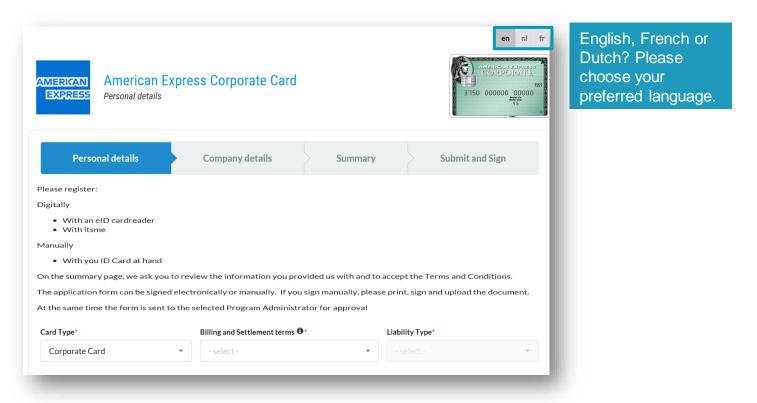




CARD APPLICANTS

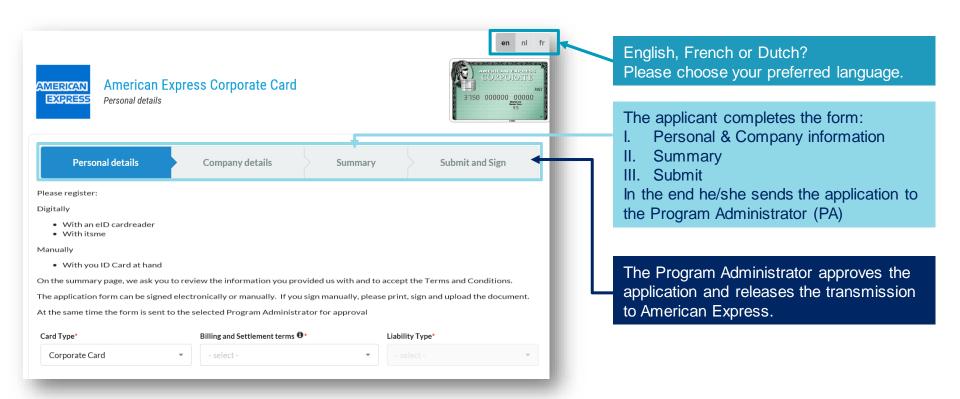
ACCESS FOR APPLICANTS

Applicants can access the customized e-Application through a link generated via the PA tool (see page 24).





ENTRY AREA FOR CARD APPLICANT





TO BE COMPLETED BY THE APPLICANT

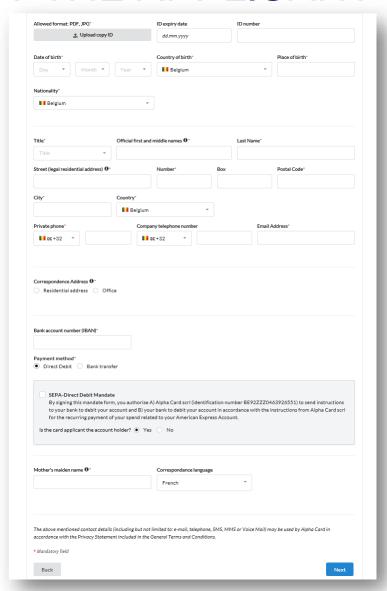
Personal information

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)



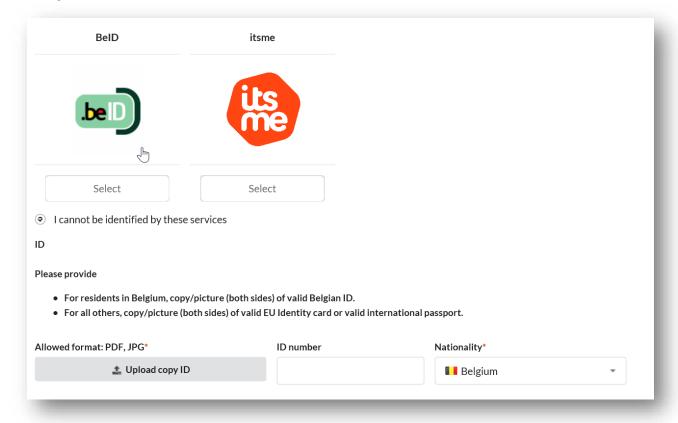
Mothers first name, correspondence language



TO BE COMPLETED BY THE APPLICANT

Personal information

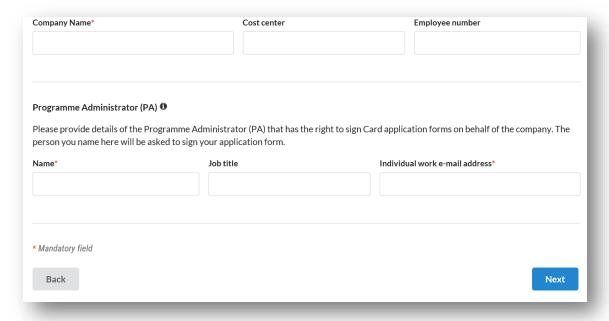
The applicant is obliged to attach a copy of a valid ID to the application if he doesn't identify himself with .beID or itsme:





TO BE COMPLETED BY THE APPLICANT

Company information – (possible) mandatory fields



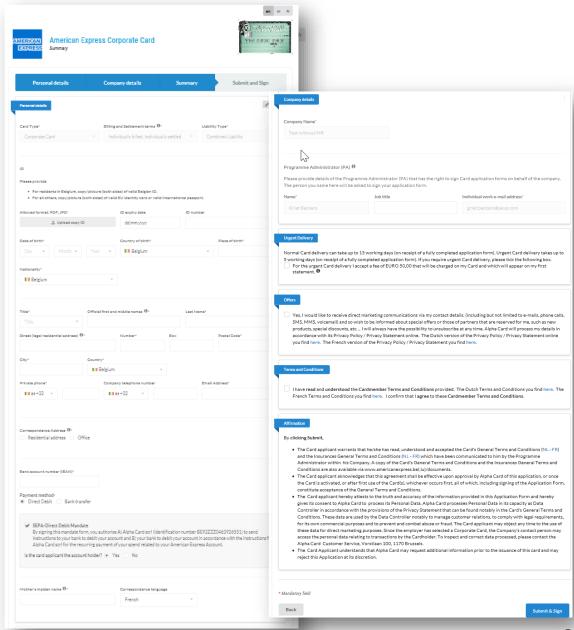
Company information*:

- Cost Centre
- Employee number

CARD APPLICANT

SUMMARY

- Review the completed information
- Option Urgent Delivery of the card (optional)
- 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 the application will be forwarded automatically to the Program Administrator



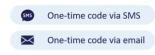


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SIGNATURE

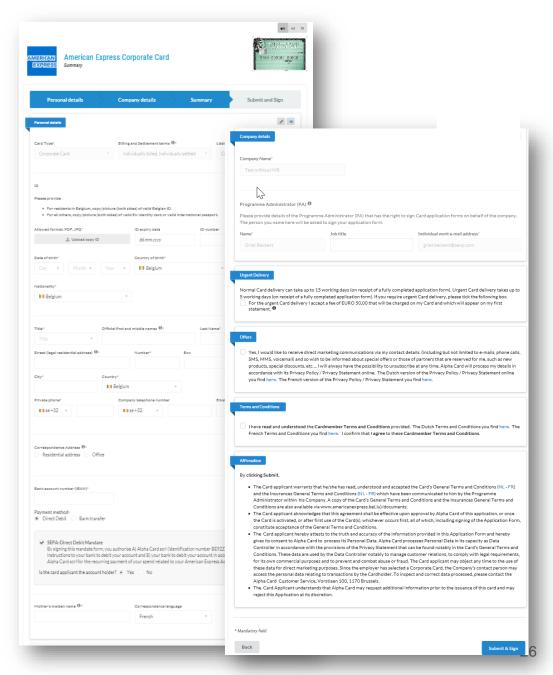






Fully Digital Signature

- 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 send to Amex

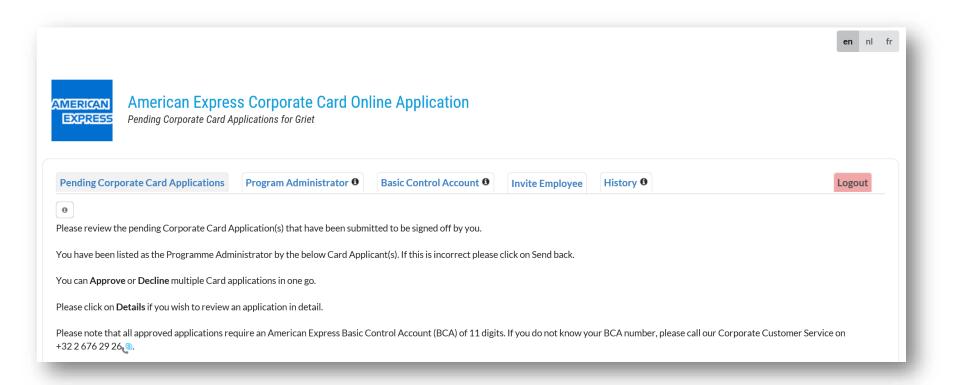




APPENDIX

PA-OVERVIEW 1/2

Log-in as PA: Introducing information





PA-OVERVIEW 2/2

Log-in as PA: Introducing information

Approve - You approve the application on behalf of your company. The application is sent to American Express for processing.

Decline - You decline the application on behalf of your company, because the Card Applicant is not permitted to have a Corporate Card.

Send back - You want the application to be sent back to the Card Applicant because:

- · you are not the correct signatory; or
- there is missing or incorrect information on the application that you would like the Card Applicant to revise and resubmit for approval.

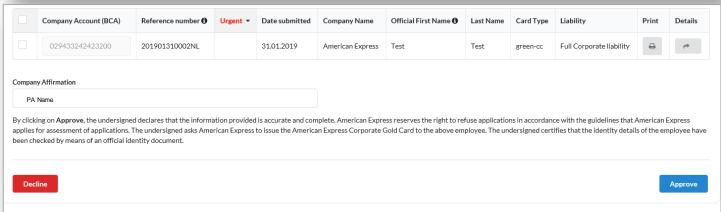
Applications have been sorted according to urgency, with the most urgent application on top of the list, followed by applications submitted in a chronological order.

We will notify the Card Applicant of the decision that you have made for the application by email.

Application(s) will be deleted from your list of pending applications, if you have taken action.

In case you have not taken any action on the application in 14 days, we will ask the Card Applicant to confirm or change the details of the Program Administrator. If the Applicant replaces your details with someone else's, the application will be deleted from your list.

If you have not taken any action on the application and the Card Applicant has not named any other Program Administrator within 28 days, the application will be deleted from your list.



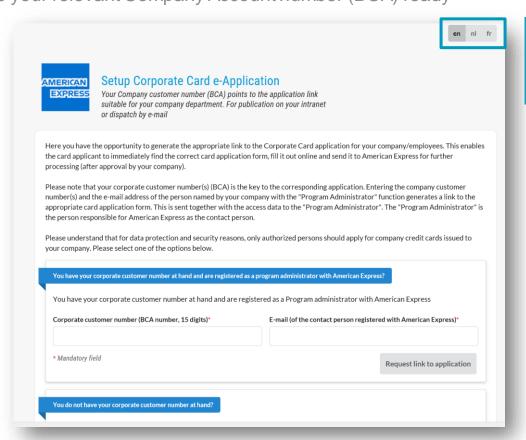


PA SET UP

You are not Set up as a PA yet or your would like access to the PA tool please visit:

www.americanexpress.be/pa-corp-card-setup www.americanexpress.lu/pa-corp-card-setup

Please have your relevant Company Account number (BCA) ready



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



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 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

