



Corporate Card e-Application

User Guide for American Express® Programme Administrators | The Netherlands | Oct 2021



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Corporate Card e-Application

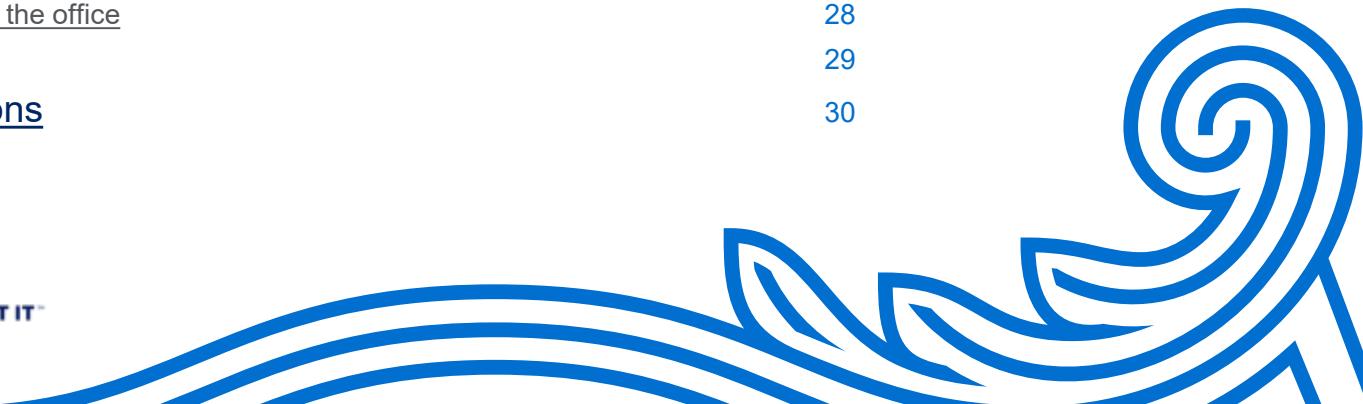
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Corporate Card e-Application



More advantages for all users

Transparency

The Programme 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.

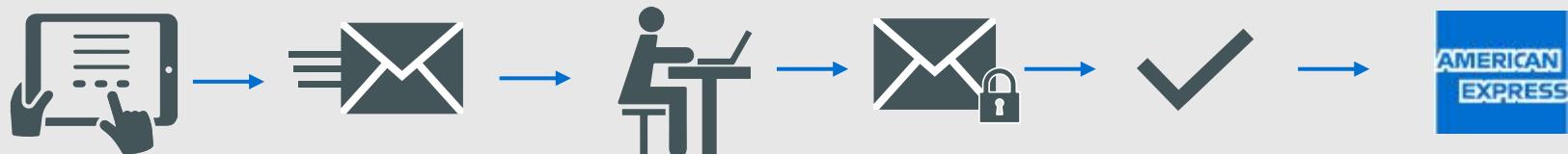
Flexibility

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



Efficient and fast application process

Corporate Card e-Application



Card Applicant completes the online form and transmits the application online

Programme Administrator receives an automated email to approve the application

Programme Administrator approves the application online

Application is securely transmitted to AMEX

Application is received by AMEX and will be executed

AMEX sends Card to the Applicant



Personal & Company Information

TO BE COMPLETED BY APPLICANT

American Express Corporate Card
Personal & Company Information

Personal & Company Information Summary Submit

Please fill in your personal information and the company details, including information about the Program Administrator. In the summary section we ask you to review the details you have provided and to accept the Cardmember Terms & Conditions. Once you have completed all mandatory fields and you've submitted the form, the form will be sent to the nominated Program Administrator for approval.

Card Type* Corporate Card **Liability Type*** Combined Liability **Invoicing*** Individually billed and individually settled

Nationality* Netherlands

Postcode* **Search address**

Residential address* **City*** **Country** Netherlands

Mobile Phone Number* NL +31 6 **Company Telephone Number** NL +31 **Email Address (work)***

Date of birth* dd/mm/yyyy **National ID*** dd/mm/yyyy **Expiration Date of ID*** dd/mm/yyyy

Please upload a copy of your valid passport or European ID (issued in a EU or EEA country).*

If permitted by your Company you can sign up for Express Cash here by uploading your signed Express Cash Application form.

Upload file Allowed format: PDF, JPG

IBAN **Account holder**

SEPA-Direct Debit Mandate

Please tick the box in case you would like a Direct Debit on your bank account for the Corporate Card charges.

By submitting this application, you authorise (A) American Express Europe S.A. to send instructions to your bank to debit your account and (B) your bank to debit your account in accordance with the instructions from American Express Europe S.A. As part of your rights, you are entitled to a refund from your bank under the Terms and Conditions of your agreement with your bank. A refund must be claimed as soon as possible and at the latest within eight (8) weeks starting from the date on which your account was debited.

American Express SEPA Creditor ID: NL78ZZZ332722460000

Mother's maiden name

Correspondence Address*
Address above Business address

Company Name* **Position** **Cost Centre**

Employee number

Program Administrator

Please provide details of the Program Administrator that has the right to approve Card application forms on behalf of the company. The person you name here will be asked to approve your application form.

Full name* **Email Address***

By clicking **Next**, you agree to let American Express retain your information and contact you about the status of your application in accordance to [Cardmember Terms & Conditions](#).

* Mandatory field

Next

Privacy Statement Terms & Conditions

English or Dutch?

TO BE COMPLETED:

- I. Personal Information
- II. Company information
- III. Summary
- IV. Submit

Personal Information, like:

- Official First Name(s)
- Name on Card
- Last Name
- Residential address
- Email address (work)
- Date of birth
- National ID
- IBAN (if Direct Debit)
- Mother's maiden name

Company information*, like:

- Company name
- Cost Centre
- Employee number
- PA Name
- PA Email Address

NOTE: please advise the Card Applicant to have a copy of his/her valid ID ready

* Please note: as a Programme Administrator you can pre-populate some of these fields at back-end prior to Applicant receiving the personalised link and also some of these fields can be switched on/off (more details on page #23)



Summary

TO BE COMPLETED BY APPLICANT

- Review the completed information
- Option: Urgent Delivery of the Card
- Option: Membership Rewards/Flying Blue Miles* programme enrolment (only when allowed by Company, can be switched on/off)
- Confirmation: Accept the Terms and Conditions, Liability and confirm the correctness of the information (mandatory field)
- By clicking on Submit the application will be forwarded automatically to the Programme Administrator for review and approval

* Depending the Card Type



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AMERICAN EXPRESS
American Express Corporate Card
Summary

Personal & Company information
Summary
Submit

Personal & Company Information

Card Type* Corporate Card

Liability Type* Combined Liability

Invoicing* Individual settled

Salutation* Official First Name(s)

First name or initials on the Card First name or initials on the Card

Nationality* Netherlands

Postcode* Search address

Residential address* Address

City* City

Country Netherlands

Mobile Phone Number* NL +31

Company Telephone Number NL +31

Date of birth* dd/mm/yyyy

National ID* National ID

Expiration Date of ID* dd/mm/yyyy

Please upload a copy of your valid passport or European ID (Issued in a EU or EEA country).*

If permitted by your Company you can sign up for Express Cash here by uploading your signed Express Cash application.

Upload file
Allowed format: PDF, JPG

IBAN* IBAN

Account holder* Account holder

Please tick the box in case you would like a Direct Debit on your bank account for the Card.

SEPA-Direct Debit Mandate

By submitting this application, you authorise (A) American Express Europe S.A. to send instructions to your bank to debit your account in accordance with the instructions from time to time, and (B) your bank to debit your account in accordance with the instructions from time to time. You are entitled to a refund from your bank under the Terms and Conditions of the SEPA-Direct Debit Mandate. A refund must be claimed as soon as possible and at the latest within eight (8) weeks of the date on which your account was debited.

* Mandatory field

Back
Submit

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Approval Process



How to get started

LINK TO THE APPROPRIATE E-APPLICATION FOR YOUR COMPANY/EMPLOYEES

To set up your customised profile, please contact our Corporate Customer Service team.

You can contact the team by phone on **+31 (0)20-504 8999**, Monday-Friday from 9 am to 5 pm.

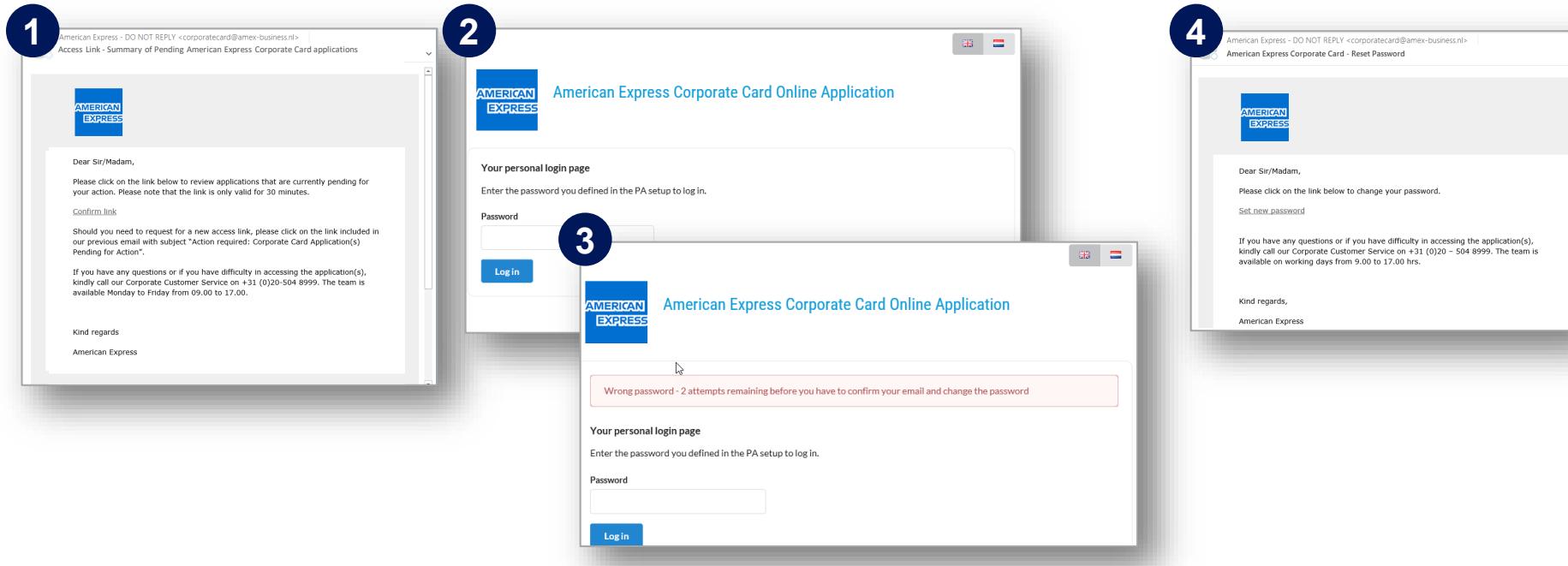
The “PA Setup” helps to generate the appropriate e-Application for your Company/employees. By entering the Company Account number(s) (BCA) and the email address of the Programme Administrator (PA), a customised link will be generated and sent to the PA together with the access details.

Your BCA will automatically be linked by the system to the corresponding e-Application. It enables the Card Applicant to immediately find the correct e-Application, complete it online and send it to American Express for further processing (after approval by your company).



Login

LOGIN AND RESET PASSWORD



The PA receives an email notification about pending Card applications and will be taken directly to the **login page**.

Enter your password.

You have 3 attempts to provide the correct password and will be given the option to **reset your password** in case you fail to provide it.

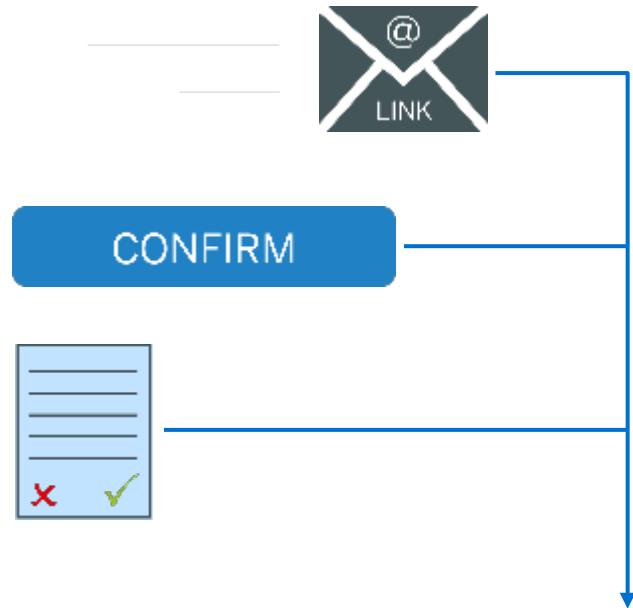
By clicking on **Set new password**, the system will trigger an email which includes a link to reset password.



First steps of the approval

WHAT HAPPENS AFTER THE APPLICATION IS SUBMITTED?

- STEP A** The Programme Administrator receives an email with a URL leading to the open applications.
- STEP B** After the Programme Administrator is directed to the URL, he/she will be asked to confirm email address due to security reasons.
- STEP C** After clicking on the URL the PA needs to log-in in his/her PA area via password (settled in advance).
- STEP D** The Programme 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 Programme Administrator (PA).

Note: the PA is a person that 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.

Step A

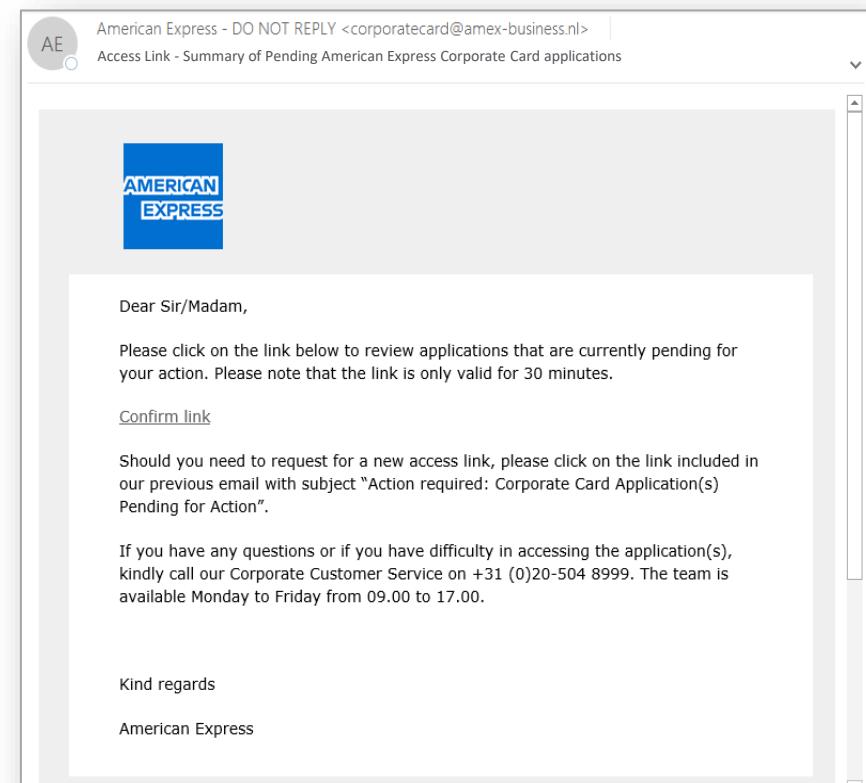
RECEIVE EMAIL WITH LINK TO PENDING APPLICATIONS

The Programme Administrator receives an **email with a URL** leading to the pending applications.

As long as the applications are not approved he/she will receive a **daily email**.

The Programme Administrator is directed through the URL to the **overview of pending applications** and just needs to use the URL and log-in with personal password.

For quick access and continuous use: please **bookmark the URL** or save it as favourite in the internet browser. The Overview page is updated in **real-time and can be accessed at every time**.



Step B

CONFIRMATION OF EMAIL ADDRESS – ONE-TIME



American Express Corporate Card Online Application

Please confirm your email address.

For security reasons we kindly ask that you confirm your email address by clicking on the **Confirm** button below. Once you have confirmed your email address, an access link will be sent to you which will direct you to an overview of your pending Corporate Card application(s). Please note that this page is also displayed after a longer period of inactivity or after use of an expired access link.

Do you wish to stop having to confirm your e-mail address? Then create a password for your personal PA overview in the PA setup on the following page. As soon as you have created a password, you will be directed to the login page via your current PA login link.

Confirm

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After the Programme 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 can create a personal password, which will be used for accesses in the future.



Step C

RECEIVE EMAIL WITH ACCESS LINK TO OVERVIEW PAGE

When the PA has confirmed the email address, an **access link to an Overview page** with the pending applications is sent **in a separate email**. The link is valid for 30 minutes.

If the PA fails to access the link within 30 minutes, he/she will be advised to go back to an email sent previously (step A), or a previously saved link, and repeat the steps until PA receives a new email with a new access link.

In case the PA manages different BCAs, please ask our Corporate Customer Service team for a **BCA Overview** and he/she will receive an email with the BCAs listed.

Action required - American Express Corporate Card Application(s) Pending for Action



Dear Sir/Madam,

Please click on the following link to review the American Express Corporate Card application(s) currently pending for your action:

[Open PA overview](#)

If you have any questions or if you have difficulty in accessing the application(s), kindly call our Corporate Customer Service on +31 (0)20-501 8999. The team is available Monday to Friday from 09.00 to 17.00.

Your American Express Corporate Card BCAs



Dear Sir/Madame,

The Basic Control Account(s) you manage are as follows:

029787925999900

020433242423200

029384354534500

In order to obtain access to the applications for your Basic Control Account(s), enter a BCA number and your email address here once.

If you have any questions or if you have difficulty in accessing the application(s),



Step D

ACCESS TO THE PA OVERVIEW PAGE

Select your current market: 

All markets the PA is registered for, will show in 1 profile. Pending e-apps in one of the markets will be highlighted here upon login.

American Express Corporate Card Online Application

Select your current market: 

Pending Card Applications Program Administrator Company Account  Invite Employee Submitted 

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

You have been listed as the Program Administrator by the below Card Application(s).

Please click on Details if you wish to review an application in detail or if you would like to Send back, for example if you are not the correct Program Administrator.

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

Please note that all approved and declined applications require an American Express Basic Control Account (BCA) of 15 digits. If you don't know your BCA number, please call our Corporate Customer Service on +31 (0)20 504 8999.

<input type="checkbox"/> Company Account (BCA)	Reference number 	Urgent 	Date submitted	Company Name	Official First Name 	Last Name	Card Type	Liability	Print	Details
<input type="checkbox"/> 15-digit BCA number	Reference number		31.01.2019	American Express	Tied	Tied	Card Type	Full Corporate Liability		

Company Affirmation

PA Name

By clicking on Approve, the undersigned declares that the information provided is accurate and complete. American Express reserves the right to refuse applications in accordance with the guidelines that American Express applies for assessment of applications. The undersigned asks American Express to issue the American Express Corporate Gold Card to the above employee. The undersigned certifies that the identity details of the employee have been checked by means of an official identity document.

Decline **Approve**

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[Pending Card Applications](#)[Program Administrator !\[\]\(9cc80862e225935f5e2ce39495f8c582_img.jpg\)](#)[Company Account !\[\]\(8706f9f9febc74216a91030d11f10ce7_img.jpg\)](#)[Invite Employee](#)[Submitted !\[\]\(e9e105440a4f0af15d76f8d500ffbd8a_img.jpg\)](#)[Table of Contents](#)

PA Overview Page – 5 tabs

American Express Corporate Card Online Application

Select your current market:

Pending Card Applications

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

You have been listed as the Program Administrator by the below Card Applicant(s).

Please click on **Details** if you wish to review an application in detail or if you would like to **Send back**, for example if you are not the correct Program Administrator.

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

Please note that all approved and declined applications require an American Express Company Account number (BCA) of 15 digits. If you do not know your BCA number, please call our Corporate Customer Service on +31 (0)20 504 8999.

Program Administrator

Login credentials for login and name of the PA

Company Account

BCA set up and create a customised application for each BCA

Invite Employee

Invite specific employees to apply for a Corporate Card

Submitted

History of actioned applications

Logout

1) Pending Card Applications
List of all pending application forms waiting for the PAs approval

2) Program Administrator
Login credentials for login and name of the PA

3) Company Account
BCA set up and create a customised application for each BCA

4) Invite Employee
Invite specific employees to apply for a Corporate Card

5) Submitted
History of actioned applications

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Tab 1: Pending Card Applications – Overview

Select Application

Fill in the Company's Account/BCA number (15 digits)

This box will be checked if Applicant has applied for Urgent Card delivery. PA can uncheck the box if needed.

Information on how to Approve, Decline and Send back an application (view full text in Appendix)

View application in detail and take action for the relevant application

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

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

You have been listed as the Program Administrator by the below Card Applicant(s).

Please click on Details if you wish to review an application in detail or if you would like to Send back, for example if you are not the correct Program Administrator.

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

Please note that all approved and declined applications require an American Express Company Account number (BCA) of 15 digits. If you do not know your BCA number, please call our Corporate Customer Service on +31 (0)20 504 8999.

Company Account (BCA)	Reference number ⓘ	Urgent	Date submitted	Company Name	Official First Name ⓘ	Last Name	Card Type	Liability	Print	Details
15-digit BCA number	Reference number	Urgent	31.01.2019	American Express	Test	Test	Card Type	Full Corporate liability		

Company Affirmation

PA Name

By clicking on **Approve**, the undersigned declares that the information provided is accurate and complete. American Express reserves the right to refuse applications in accordance with the guidelines that American Express applies for assessment of applications. The undersigned asks American Express to issue the American Express Corporate Gold Card to the above employee. The undersigned certifies that the identity details of the employee have been checked by means of an official identity document.

Decline

Decline the application on behalf of the Company because the Card Applicant is not permitted to have a Corporate Card.

Approve

Approve the application on behalf of the Company. The application is sent to American Express for processing.

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Tab 1: Pending Card Applications – Details

VIEW APPLICATION IN DETAIL

<input type="checkbox"/>	Company Account (BCA)	Reference number <small>?</small>	Urgent <small>▼</small>	Date submitted	Company Name	Official First Name <small>?</small>	Last Name	Card Type	Liability	Print	Details
<input type="checkbox"/>	15-digit BCA number	Reference number		31.01.2019	American Express	Test	Test	Card Type	Full Corporate liability		

By clicking the **Details** icon, PA will be able to review the application in detail and will be offered to take one of the following actions:

Decline

Send back

Approve

By clicking on **Send Back** the PA requests Card Applicant to revise and resubmit the application for the following reasons:

- PA is not authorised to sign the application
- The application has incomplete or incorrect information



Tab 1: Pending Card Applications – Send back

IF APPLICATION CONTAINS INCORRECT OR MISSING INFORMATION

By clicking **Send back**, a new window opens where the PA will be asked to specify the reason why the application needs to be revised by the Card Applicant.

The specified reason is communicated to the Card Applicant by email, and he/she is advised to revise accordingly and to resubmit the application for Company approval.

Send back
Here you have the possibility to send the application back to the Card Applicant to revise and resubmit it.

Please choose the alternative that best describes the reason why you want the application to be revised by the Card Applicant*:

I am not the correct Program Administrator
 The application has missing information
 The application has incorrect information
 Other

* Mandatory field

[Back](#) Send back



Tab 1: Pending Card Applications – Actions

POSSIBLE ACTIONS TO TAKE:

Decline

Decline the selected application form(s).

Approve

Approve the selected application form(s).

Details

Select an application to review in detail and click on one of the following options:

Decline

The Card Applicant receives an email confirming that the application has been declined and is asked to contact the Company for further information.

Send back

The application is sent to American Express for processing. An email confirmation is sent to the Card Applicant.

Approve

The Card Applicant receives an email confirming that the application has been declined and is asked to contact the Company for further information.

The application is sent to American Express for processing. An email confirmation is sent to the Card Applicant.

American Express reviews the application. Once approved, a Card will be sent out to the Card Applicant. If the application is rejected, the PA will be informed.



Tab 2: Programme Administrator

PA PROFILE AND LOGIN CREDENTIALS

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American Express Corporate Card Online Application

Select your current market

Pending Card Applications Program Administrator Company Account Invite Employee Submitted

Logout

The data you enter here is automatically copied for all Company Account numbers you add and employee invitations you create.

Full name* PA Name

Email Address Email 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

Full Name and Email Address as displayed in the online Application form for the Applicants

Login credentials for personal login page to avoid having to go through the 2-way authentication process demonstrated in Approval Process – Step A-C

Save

Private

Save your settings

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Tab 3: Company Account (1/2)

LIST OF CUSTOMISED APPLICATION FORMS

American Express Corporate Card Online Application

Select your current market:

Information

Pending Card Applications Program Administrator Company Account Invite Employee Submitted Logout

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

Please click on Add BCA to set the desired settings of the Company Account.

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 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"/>	Company Account (BCA)	Company Name	Card Type	Liability Type	Invoicing	Edit	Delete BCA
<input checked="" type="checkbox"/>	15-digit BCA number	American Express	Corporate Card	Full Corporate liability	CBCS		
https://aanvraag.amex-business.nl/cc/xxxxxxxxxxxxxx							

Add BCA



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Link to customised e-Application.
This link can be posted on your intranet for employees to use to apply for their new Corporate Card.

Add an additional BCA if you manage multiple BCA's as a PA and create a customised form for the specific BCA.

Tab 3: Company Account (2/2)

CREATE A CUSTOMISED E-APPLICATION FOR A SPECIFIC COMPANY ACCOUNT (BCA)

Pending Card Applications Program Administrator Company Account Invite Employee Submitted Logout

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

Company Account (BCA)*
15-digit BCA number

Choose BCA number that you are authorised to manage

Product Selection Liability Invoicing

Corporate Card Full Corporate liability Centrally billed and centrally settled

Select Product, Liability and Invoicing that has been assigned to the BCA

You can use the below toggle switch function to control whether the corresponding fields are mandatory fields for the applicant. If you enter the name of your Company name, the applicant can no longer change it. You can select the delivery options of the Card to the home or work address. Membership Rewards can also be switched on or off.

Company Name
American Express Position Cost Centre Employee number

With the toggles you can switch the fields ON or OFF so it either displays or not at front-end to Applicant

Restrict card delivery options Membership Rewards Flying Blue Miles Consumer Card Offer

Consumer Card Offer: special offer for applicants for a Consumer Green or Gold Card for their personal expenses

* Mandatory field

Back

Set Company Name, Position, Cost Centre, Employee ID, Membership Rewards/Flying Blue Miles, Consumer Card Offer and Delivery options

Save

Save your settings

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Tab 4: Invite Employee (1/3)

SEND A PERSONAL INVITATION TO AN EMPLOYEE TO APPLY FOR A CORPORATE CARD

AMERICAN EXPRESS American Express Corporate C

Information

Select your current market

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
--------------------------	-----------------------	------------	------------	-----------	---------------	-----------------	------	-----------	--------

[Bulk Download](#) [Import invitations](#) [Delete selected invitations](#) [Send selected invitations](#) [Add employee](#)

If you want to invite several Employees to apply for a Card, use this Bulk Download function which enables you to import data for several Employees in one go

Add an Employee that you want to send a personal invitation to

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Tab 4: Invite Employee (2/3)

CUSTOMISE THE INVITATION FOR THE EMPLOYEE

Select which customised application form the Employee is invited to complete (in case of multiple Basics)

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

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
- Please select -	- Please select -	- Please select -	

Full name program administrator

PA Name	Email Address

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*
Salutation				
Residential address	Postcode	City	Country	Mobile Phone Number
				- Area code -
Position	Cost Centre	Employee number		

* Mandatory field

Back

Provide Employee's Name, Email Address and Preferred language (language in which email should be sent) and customise the application form with further information

Add employee

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Save settings and add Employee to list of invitations that have not been sent yet

Tab 4: Invite Employee (3/3)

PERSONAL INVITATION EMAIL

American Express - DO NOT REPLY <corporatecard@amex-business.nl>

Invitation to apply for an American Express Corporate Card



Dear [redacted],

You have been invited by your company to apply for an American Express Corporate Card.

Please click on the following link to start the card application:

[Start card application](#)

In case of any questions, please contact the person responsible for corporate credit cards in your company.

Kind regards

American Express



Tab 5: Submitted applications

LIST OF ACTIONED APPLICATION FORMS

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American Express Corporate Card Online Application

Select your current market 

[Pending Card Applications](#) [Program Administrator](#) [Company Account](#) [Invite Employee](#) [Submitted](#) [Logout](#)

Here you can see all decisions made for applications on the BCAs that you have added in the **Company Account** tab. The decisions made by other Program administrators for jointly managed BCAs are also displayed here. You have currently no pending Corporate Card applications

Basic Control Account (BCA)	Reference number	Date submitted	Company Name	First Name	Last Name	Response date	Status	Print
15-digit BCA number	Reference number	11.03.2019	Company Name	Name	Last Name	11.03.2019	Approved	
	Reference number	09.11.2018	Company Name	Name	Test	13.02.2019	Rejected	
	Reference number	05.11.2018	Company Name	Name	Nguyen	11.02.2019	Sent back	
	Reference number	02.11.2018	Company Name	Tz	T	11.02.2019	Sent back	

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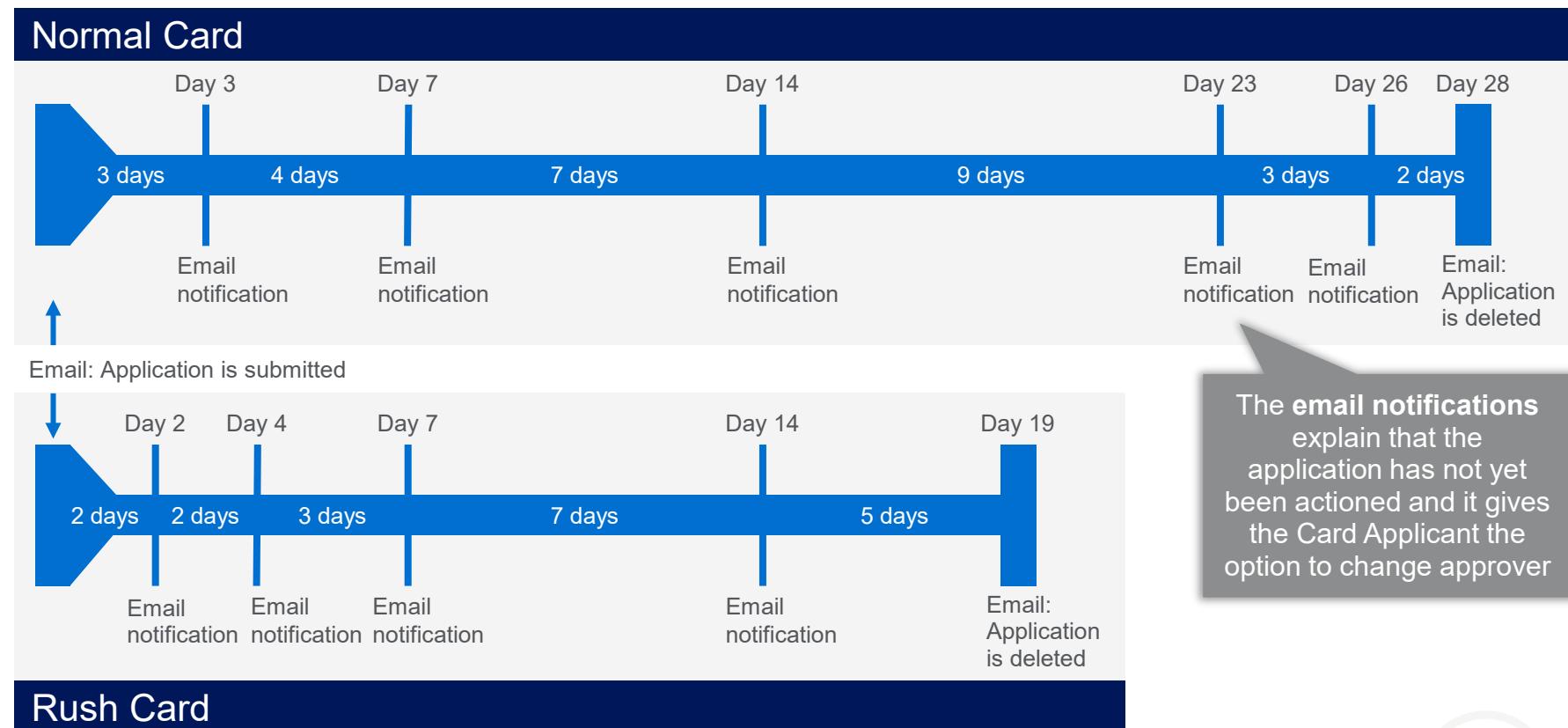
List of submitted applications within last 30 days – if there are multiple PA's responsible for the BCA, all applications will show here

Decision taken



When the PA is Out of the office/unavailable

EMAIL NOTIFICATIONS THAT CARD APPLICANT WILL RECEIVE IF PA TAKES NO ACTION:



Weekly Reports

KEEP TRACK ON LATEST ACTIONS

Every Monday at 6 a.m. CET the PA will receive a report that summarises the applications that have been submitted for approval **the previous week** and what actions have been taken on each application.

American Express - DO NOT REPLY <corporatecard@amex-business.nl>

Weekly report of submitted Corporate Card applications

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Dear Sir/Madam,

Below you will find a summary of your actions on the American Express Corporate Card applications that have been submitted for your approval the previous week:

Official First Name(s)	Last Name	Action taken	Date of action
Test	Test	Declined	2020-01-03
Test	test	Approved	2020-01-03

If you have any questions regarding this, kindly call our Corporate Customer Service on +31 (0)20-504 8999. The team is available Monday to Friday from 9.00 to 17.00.

Kind regards,

American Express

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Frequently Asked Questions



Frequently Asked Questions

Is the email notification for open requests sent only to the PA entered in the request or to all Programme Administrators who have access to the same BCA?

There are two different cases:

1. The applicant used the general link to open the application: email notifications and reminders are sent only to the PA entered.
2. The applicant uses a BCA link or invitation to open the application: email notifications and reminders are sent to all PAs listed for each BCA.

Can different PAs have the same team email address in their profiles or do they have to have different email addresses?

It is not possible to set up two or more PAs with the same email address for a BCA. If a team email address is used by several PAs, the name of the PA that checks the request can be entered in a free text field in the “detailed view” of the requests. This makes it possible to identify the approving PA.

How long will applications remain in the system?

After the applicant has submitted the application, it remains in the system for 30 days. During this time, the applicant must identify themselves and the PA must give their approval, return the application, or reject it. After 30 days, the application will be deleted.



Questions?

If you have any questions related to the Corporate Card e-Application tool or related to a specific Card application, please call our Corporate Customer Service on phone number **+31 (0)20-504 8999** (Mo.-Fr., from 9 am to 5 pm).

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 @americanexpress.nl and noreply@eapp.americanexpress.com

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