



Corporate Card e-Application

User Guide for American Express® Programme Administrators | [The Netherlands](#) | Oct 2021



DON'T *do business* WITHOUT IT™



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DON'T *do business* WITHOUT IT™

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

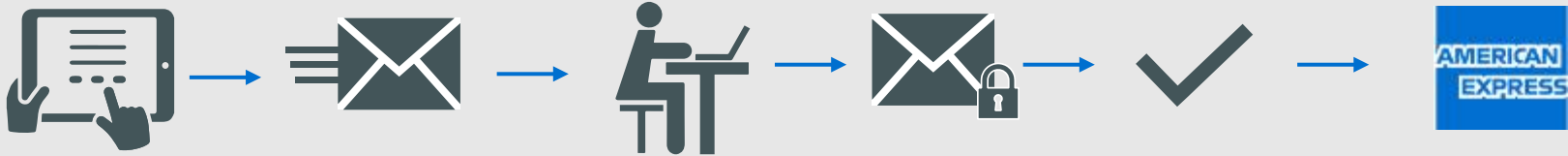
Directly submit and approve an application online.

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

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

Personal & Company Information

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* **Liability Type*** **Invoicing***

Corporate Card Combined Liability Individually billed and individually settled

Salutation* **Official First Name(s)*** **First name or initials on the Card** **Last Name***

Salutation

Nationality*

Netherlands

Postcode*

[Search address](#)

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

Netherlands

Mobile Phone Number* **Company Telephone Number** **Email Address (work)***

NL +31 6 NL +31

Date of birth* **National ID*** **Expiration Date of ID***

dd/mm/yyyy 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: NL78ZZ332722460000

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 with [Cardmember Terms & Conditions](#).

* Mandatory field

[Back](#) [Next](#)

[Privacy Statement](#) [Terms & Conditions](#)

* 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

The screenshot displays the 'Summary' page of the American Express Corporate Card application. The form is divided into several sections: 'Personal & Company Information', 'Urgent Delivery', 'Membership Rewards', and 'Confirmation'. The 'Personal & Company Information' section includes fields for Card Type (Corporate Card), Liability Type (Combined Liability), Invoicing (Individually settled), Salutation, Official First Name(s), First name or initials on the Card, Nationality (Netherlands), Postcode, Residential address, City, Country (Netherlands), Mobile Phone Number, Company Telephone Number, Date of birth, National ID, and Expiration Date of ID. There is a 'Search address' button. Below these fields, there is a section for uploading a valid passport or European ID, and a section for signing up for Express Cash. The 'Urgent Delivery' section includes a checkbox for urgent delivery and a fee of EURO 22.50. The 'Membership Rewards' section includes a checkbox for enrolment in the programme. The 'Confirmation' section includes a checkbox for accepting the terms and conditions. The form also includes a 'Submit' button and a 'Back' button. The American Express logo is visible in the top left corner.

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.

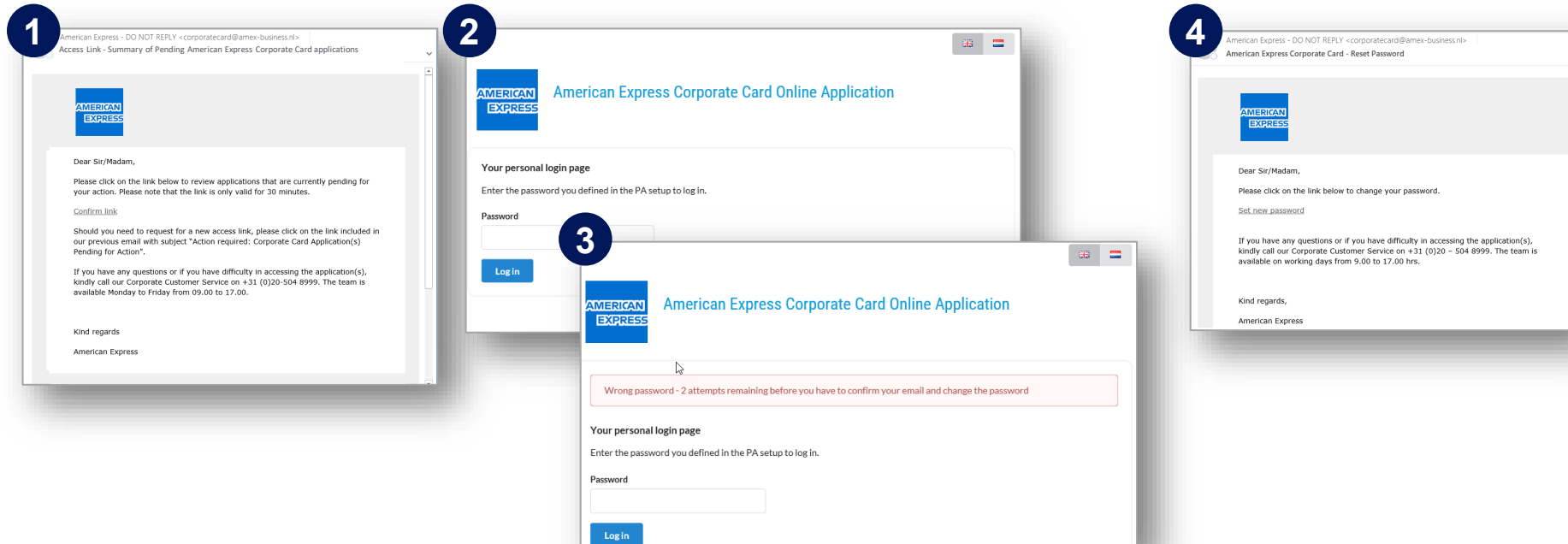
You can contact the team by phone on **+31 (0)20-504 8999**, Monday-Friday from 9 am to 5 pm.

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.

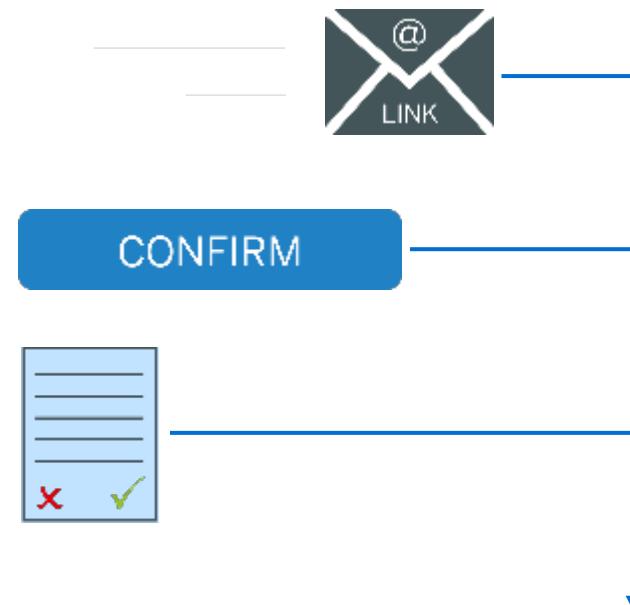
You have 3 attempts to provide the correct password and will be given the option to [reset your password](#) in case you fail to provide it.

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**

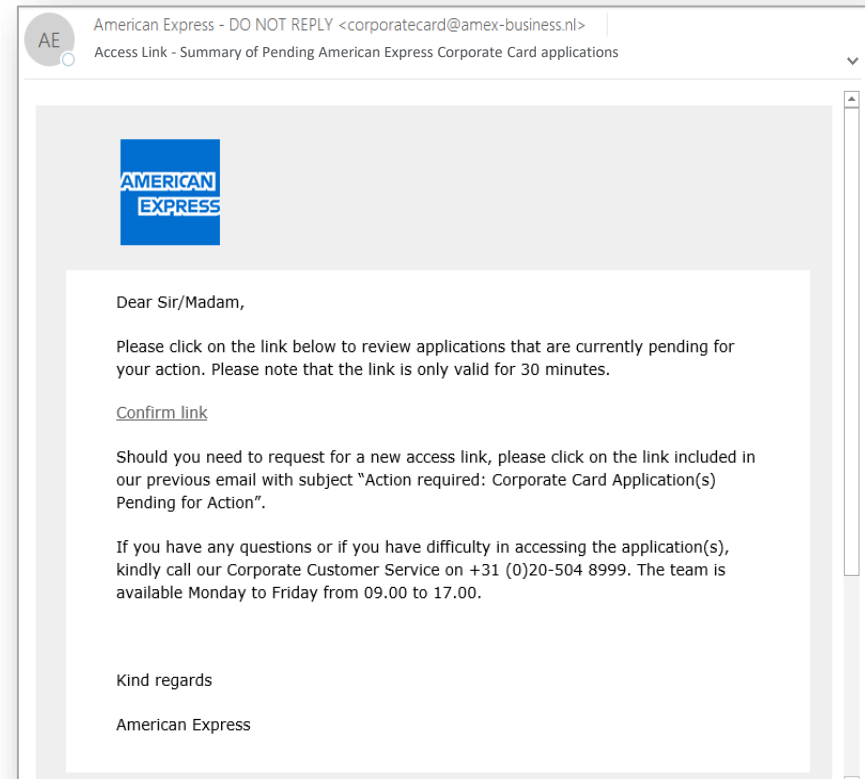
RECEIVE EMAIL WITH LINK TO PENDING APPLICATIONS

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**.

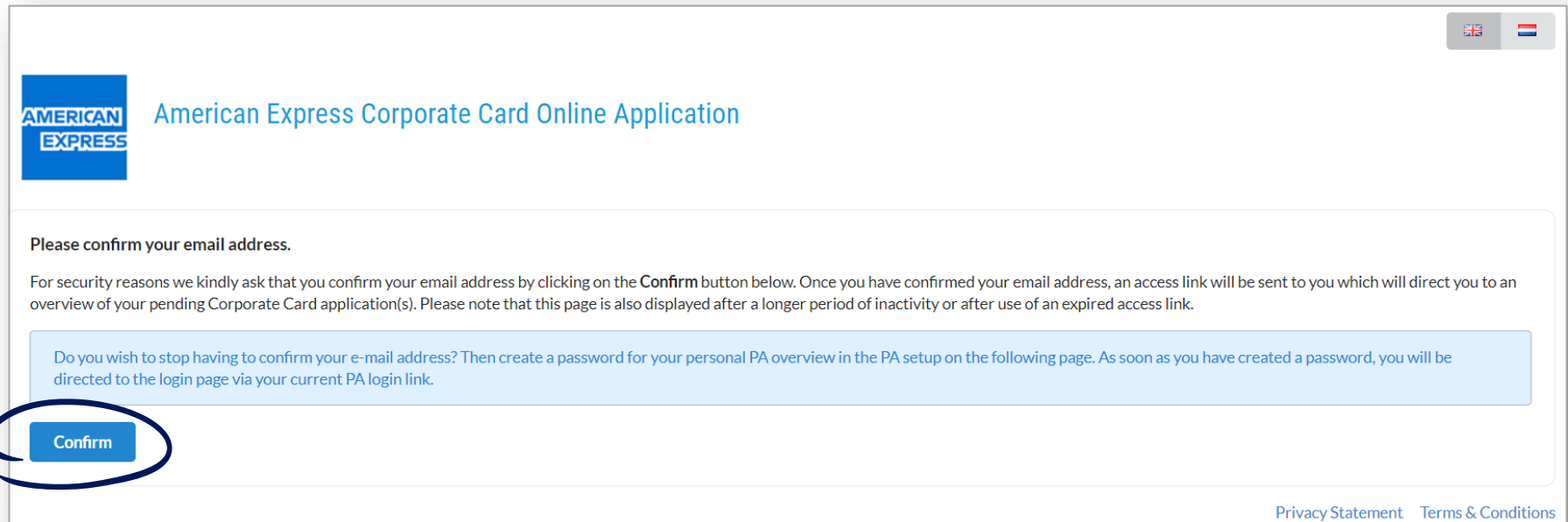
The Programme Administrator is directed through the URL to the **overview of pending applications** and just needs to use the URL and log-in with personal password.

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



The screenshot shows the American Express Corporate Card Online Application confirmation page. At the top right, there are flags for the United Kingdom and the Netherlands. The American Express logo is on the left, followed by the title "American Express Corporate Card Online Application". Below this, a message asks the user to confirm their email address. A blue box contains a link to create a password for the personal PA overview. A blue "Confirm" button is circled in blue. At the bottom right, there are links for "Privacy Statement" and "Terms & Conditions".

AMERICAN EXPRESS 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

[Privacy Statement](#) [Terms & Conditions](#)

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.

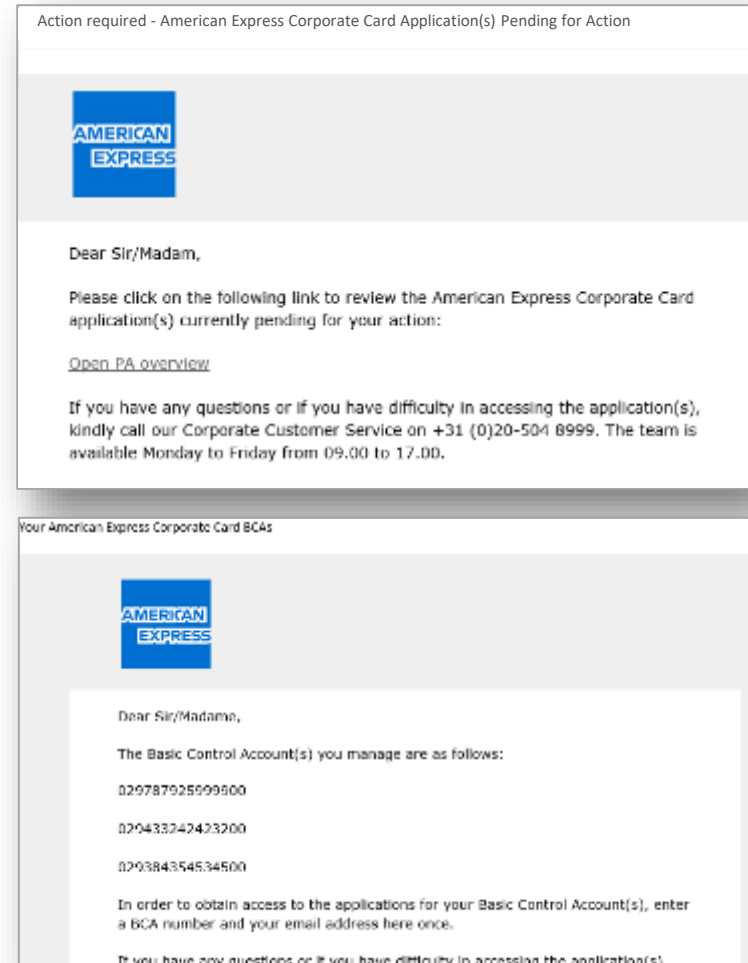
Step **C**

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.



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 American Express Corporate Card Online Application

Select your current market:

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 Basic Control Account (BCA) of 15 digits. If you do not 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	Test	Test	Card Type	Full Corporate Liability		

Company Affirmation

PA Name

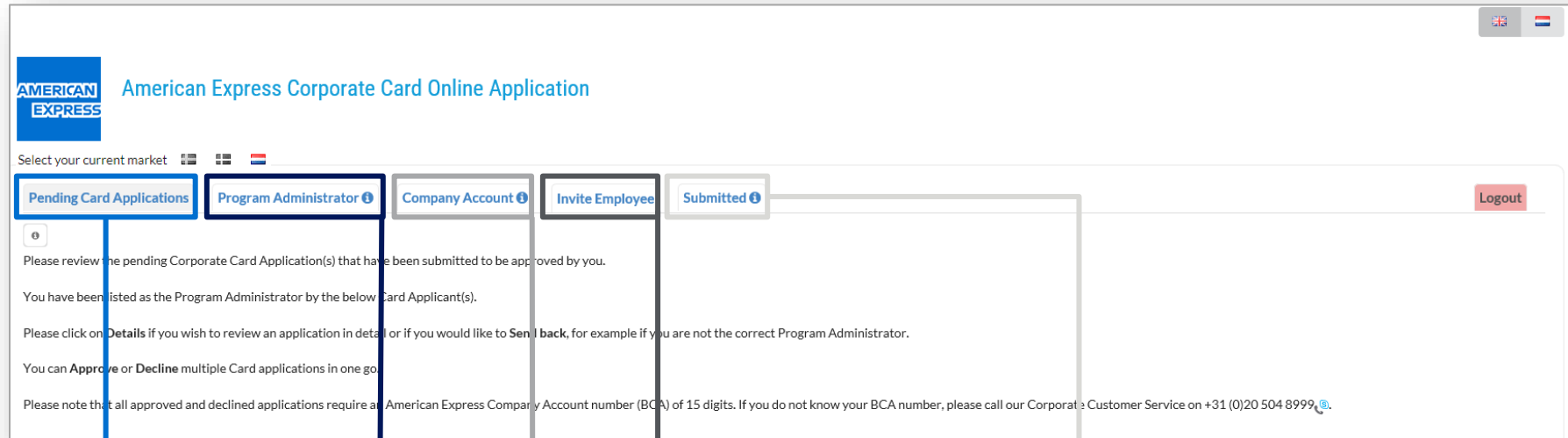
By clicking on Approve, the undersigned declares that the information provided is accurate and complete. American Express reserves the right to refuse applications in accordance with the guidelines that American Express applies for assessment of applications. The undersigned asks American Express to 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 **Approve**

[Privacy Statement](#) [Terms & Conditions](#)



PA Overview Page – 5 tabs



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

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.

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

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

Privacy Statement | Terms & Conditions

Tab 1: Pending Card Applications – Details

VIEW APPLICATION IN DETAIL

<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	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*

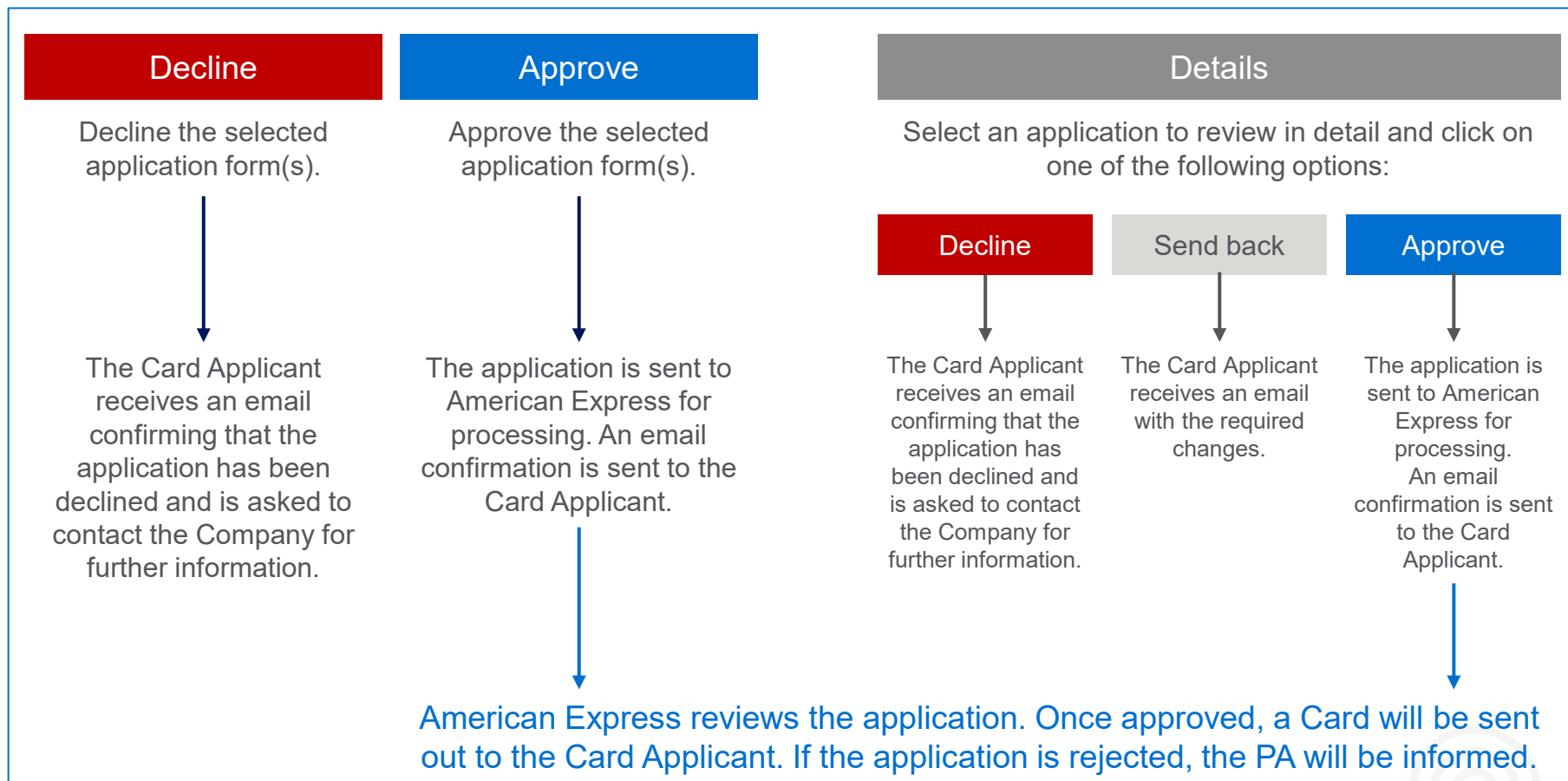
- ☐ I am not the correct Program Administrator
- ☐ The application has missing information
- ☐ The application has incorrect information
- ☐ Other

* Mandatory field

Back Send back

Tab 1: Pending Card Applications – Actions

POSSIBLE ACTIONS TO TAKE:



Tab 2: Programme Administrator

PA PROFILE AND LOGIN CREDENTIALS

The screenshot shows the 'Programme Administrator' tab in the American Express Corporate Card Online Application. The page is titled 'American Express Corporate Card Online Application' and features a navigation bar with tabs: 'Pending Card Applications', 'Program Administrator' (selected), 'Company Account', 'Invite Employee', and 'Submitted'. A 'Logout' button is in the top right. The main form area is divided into two sections. The first section, titled 'The data you enter here is automatically copied for all Company Account numbers you add and employee invitations you create.', contains fields for 'Full name*' and 'Email Address'. The second section, titled '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.', contains fields for 'Password' and 'Repeat new password'. A 'Save' button is at the bottom right. A 'Table of Contents' link is in the bottom left. A blue box highlights the 'Full Name and Email Address' fields, and a grey box highlights the 'Password' and 'Repeat new password' fields. A blue box at the bottom right says 'Save your settings'.

AMERICAN EXPRESS

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* **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

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[Save](#)




Save your settings

Tab 3: Company Account (1/2)

LIST OF CUSTOMISED APPLICATION FORMS

AMERICAN EXPRESS American Express Corporate Card Online Application

Select your current market   

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/xxxxxxxxxxxxx>

Delete selected BCAs **Add BCA**

Tab 3: Company Account (2/2)

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

The screenshot displays the 'Company Account' tab in the PA Overview Page. The interface includes a navigation bar with tabs: 'Pending Card Applications', 'Program Administrator', 'Company Account' (active), 'Invite Employee', and 'Submitted'. A 'Logout' button is in the top right. Below the navigation bar, a message states: 'Enter a BCA of your company and choose a product, a liability type and an invoicing that is to be assigned to it.'

The main form area contains the following sections:

- Company Account (BCA)***: A text input field with a placeholder '15-digit BCA number'.
- Product Selection**: A dropdown menu with 'Corporate Card' selected.
- Liability**: A dropdown menu with 'Full Corporate Liability' selected.
- Invoicing**: A dropdown menu with 'Centrally billed and centrally settled' selected.
- Company Name**: A text input field with 'American Express' entered.
- Position**: A toggle switch (ON).
- Cost Centre**: A toggle switch (OFF).
- Employee number**: A toggle switch (OFF).
- Restrict card delivery options**: A toggle switch (OFF).
- Membership Rewards**: A toggle switch (ON).
- Flying Blue Miles**: A toggle switch (OFF).
- Consumer Card Offer**: A toggle switch (OFF).

Below the form, a legend indicates 'Mandatory field' with a red asterisk. A 'Back' button is at the bottom left, and a 'Save' button is at the bottom right.

Annotations and callouts:

- Choose BCA number that you are authorised to manage**: Points to the 'Company Account (BCA)*' field.
- Select Product, Liability and Invoicing that has been assigned to the BCA**: Points to the three dropdown menus.
- With the toggles you can switch the fields ON or OFF so it either displays or not at front-end to Applicant**: Points to the toggle switches for Position, Cost Centre, Employee number, Restrict card delivery options, Membership Rewards, Flying Blue Miles, and Consumer Card Offer.
- Consumer Card Offer: special offer for applicants for a Consumer Green or Gold Card for their personal expenses**: Points to the 'Consumer Card Offer' toggle switch.
- Set Company Name, Position, Cost Centre, Employee ID, Membership Rewards/Flying Blue Miles, Consumer Card Offer and Delivery options**: Points to the 'Company Name' field and the toggle switches.
- Save your settings**: Points to the 'Save' button.

Tab 4: Invite Employee (1/3)

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

Information

Select your current member card type

Invite Employee

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 90 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
--------------------------	-----------------------	------------	------------	-----------	---------------	-----------------	------	-----------	--------

Buttons: Bulk Download, Import invitations, Delete selected invitations, Send selected invitations, Add employee, Logout

Callouts:

- List of invitations that have been added but not sent to the Employee yet
- List of invitations that have been sent but the invited Employee has not submitted an application yet
- 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](#) [Logout](#)

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

Company Account (BCA)*
- Please select -

Product Selection
- Please select -

Liability
- Please select -

Invoicing
- Please select -

Company Name

Full name program administrator
PA Name

Email Address
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*
Salutation

First Name*

Last Name*

Email Address (work)*

Language*

Residential address

Postcode

City

Country

Mobile Phone Number
- Area code -

Position

Cost Centre

Employee number

* Mandatory field

[Back](#) [Add employee](#)

[Privacy Statement](#) [Terms & Conditions](#)

AMERICAN EXPRESS

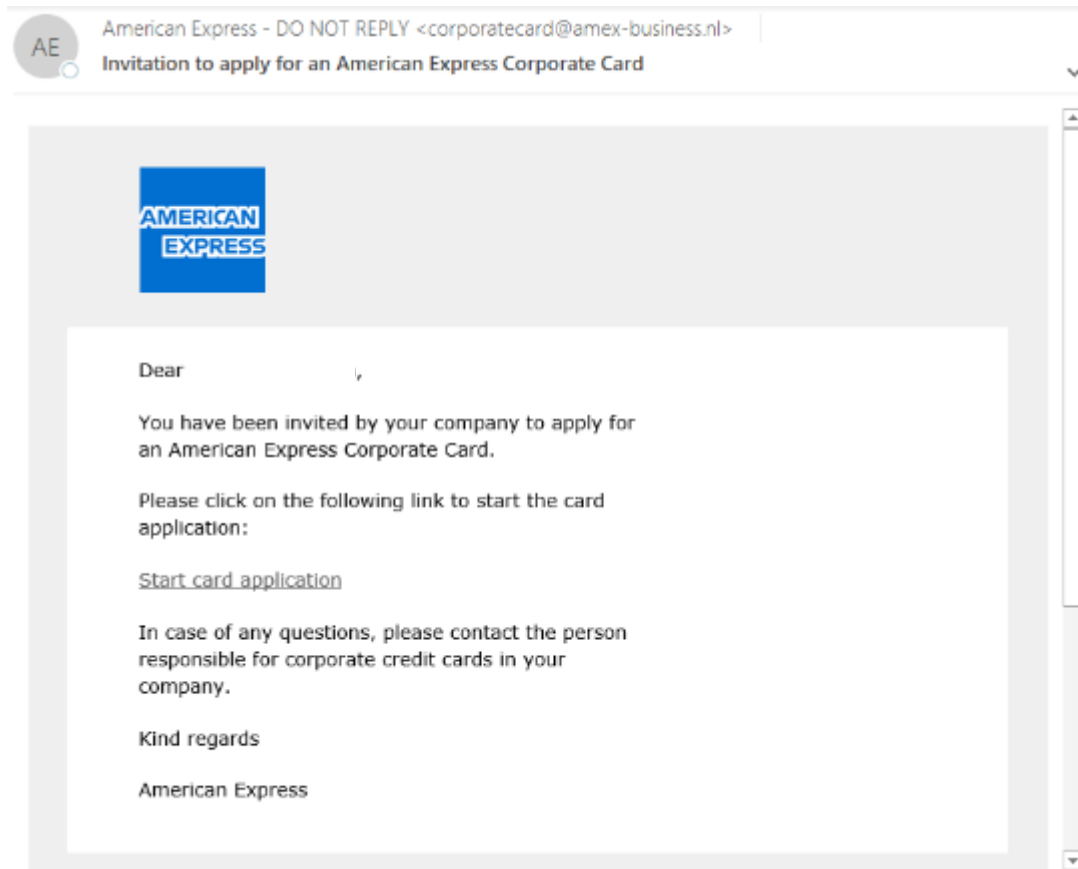
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Provide Employee's Name, Email Address and Preferred language (language in which email should be sent) and customise the application form with further information

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


Tab 4: Invite Employee (3/3)

PERSONAL INVITATION EMAIL




Tab 5: Submitted applications

LIST OF ACTIONED APPLICATION FORMS








American Express Corporate Card Online Application

Select your current market 

[Pending Card Applications](#)
[Program Administrator !\[\]\(ae443ea643bdb6a0e422a4ddff85c45d_img.jpg\)](#)
[Company Account !\[\]\(bc50c4f62a526d02359ceab6babfebb7_img.jpg\)](#)
[Invite Employee](#)
[Submitted !\[\]\(23fdd8a51baaa1e76e1279baca7399cd_img.jpg\)](#)
[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	

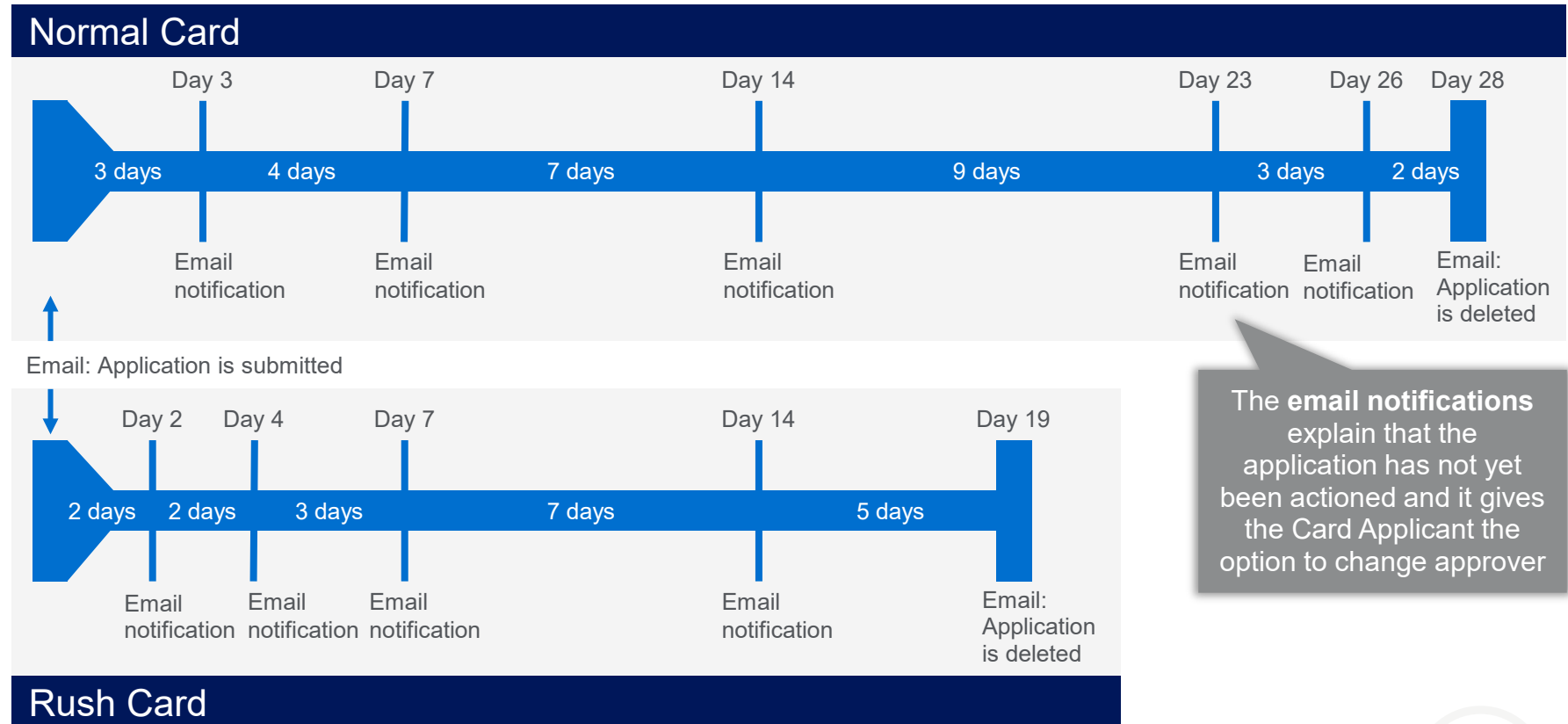
[Privacy Statement](#)
[Terms & Conditions](#)

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

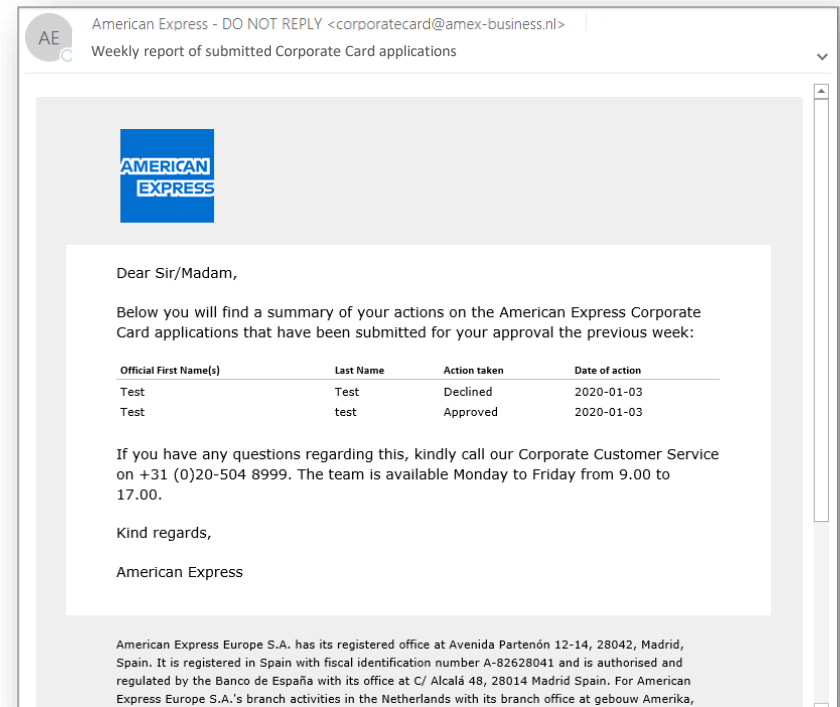
EMAIL NOTIFICATIONS THAT CARD APPLICANT WILL RECEIVE IF PA TAKES NO ACTION:



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.



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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A large, stylized blue wave graphic that starts from the bottom left and curves upwards and to the right, ending in a spiral-like shape.