Corporate Card e-Application

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

AMERICAN EXPRESS

DON'T do business WITHOUT IT™

Table of Contents

AMERICAN EXPRESS

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
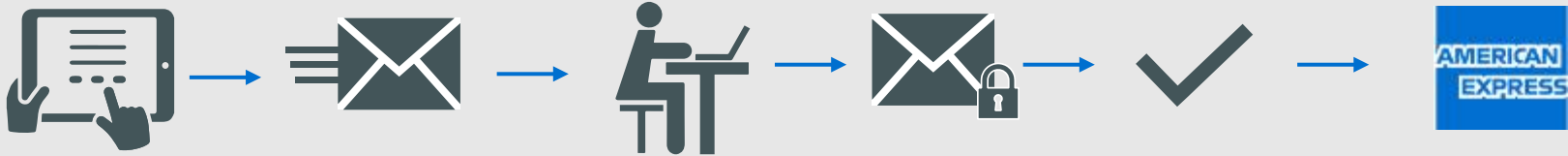
| Card Applicant completes the online form and transmits the application online | Programme Administrator receives an automated email to approve the application | Programme Administrator approves the application online | Application is securely transmitted to AMEX | Application is received by AMEX and 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

* 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)

6

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

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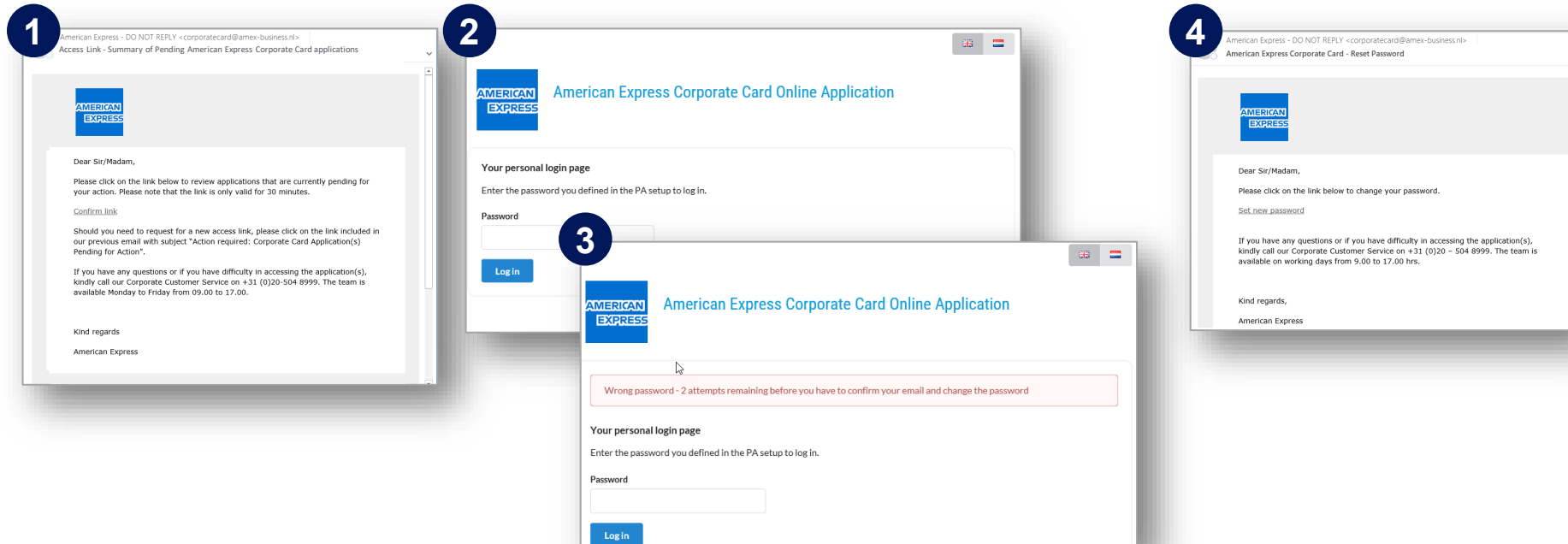
The PA receives an email notification about pending Card applications and will be taken directly to the login page.

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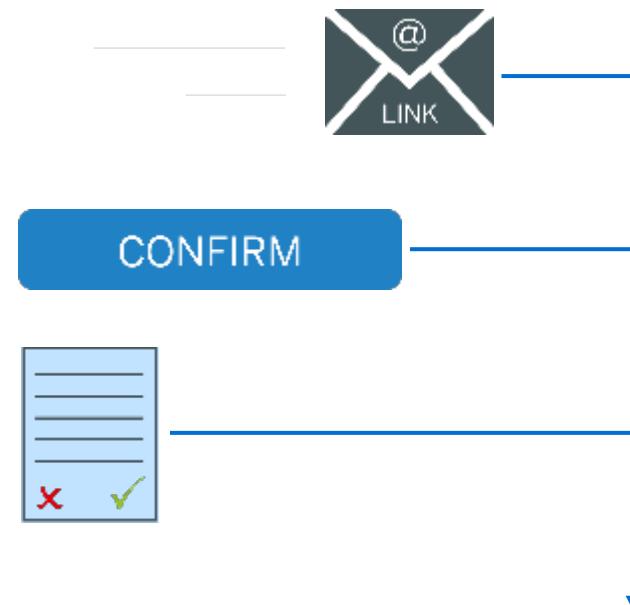
Approvals of submitted e-Applications are executed by the Programme Administrator (PA).

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.

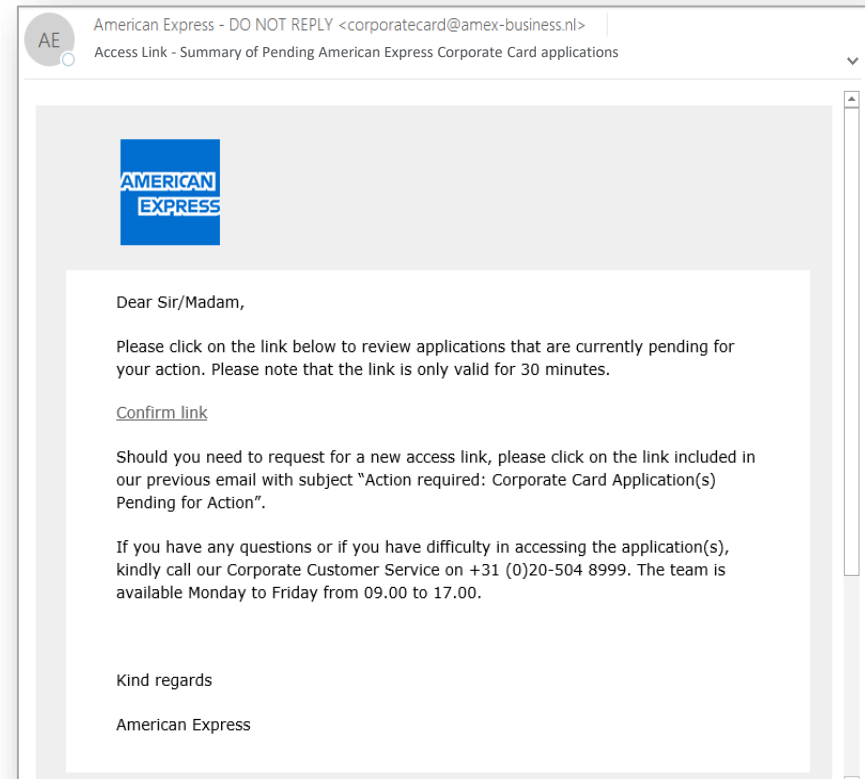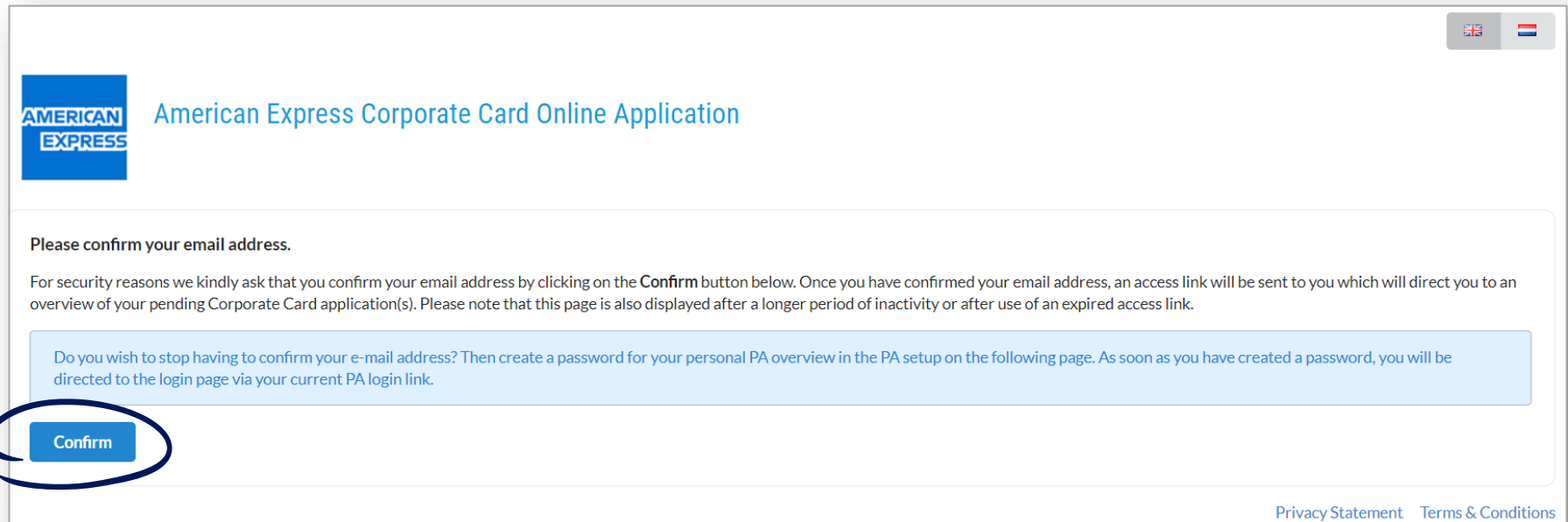As long as the applications are not approved he/she will receive a daily email.

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.

American Express - DO NOT REPLY <corporatecard@amex-business.nl>
Access Link - Summary of Pending American Express Corporate Card applications

Dear Sir/Madam,

Please click on the link below to review applications that are currently pending for your action. Please note that the link is only valid for 30 minutes.

Confirm link

Should you need to request for a new access link, please click on the link included in our previous email with subject "Action required: Corporate Card Application(s) Pending for Action".

If you have any questions or if you have difficulty in accessing the application(s), kindly call our Corporate Customer Service on +31 (0)20-504 8999. The team is available Monday to Friday from 09.00 to 17.00.

Kind regards

American Express

Step B

CONFIRMATION OF EMAIL ADDRESS – ONE-TIME

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.
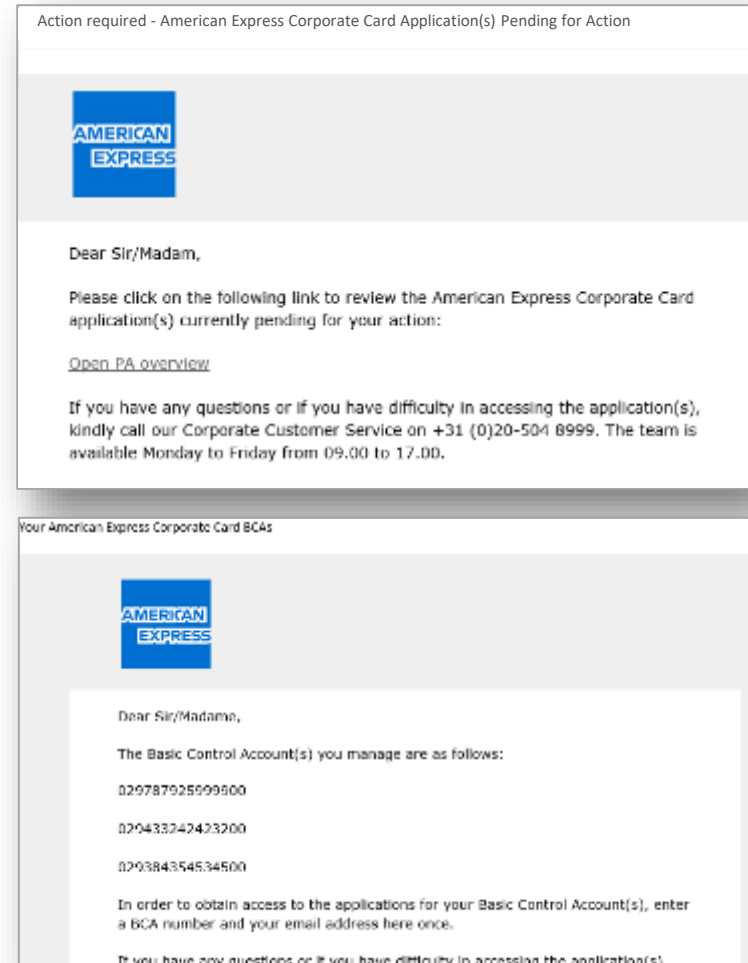
Step **C**

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

AMERICAN EXPRESS

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)20-504 8999. The team is available Monday to Friday from 09.00 to 17.00.

Your American Express Corporate Card BCAs

AMERICAN EXPRESS

Dear Sir/Madame,

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

029787925999900

029433242423200

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),

14

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.

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

This box will be checked if Applicant has applied for Urgent Card delivery.

PA can uncheck the box if needed.

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

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 ❶ | Company Account ❶ | Invite Employee | Submitted ❶ | | | | | | | 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 ❶	Urgent ▾	Date submitted	Company Name	Official First Name ❶	Last Name	Card Type	Liability	Print	Details
☐	15-digit BCA number	Reference number		31.01.2019	American Express	Test	Test	Card Type	Full Corporate liability	🖨	➡

Company Affirmation
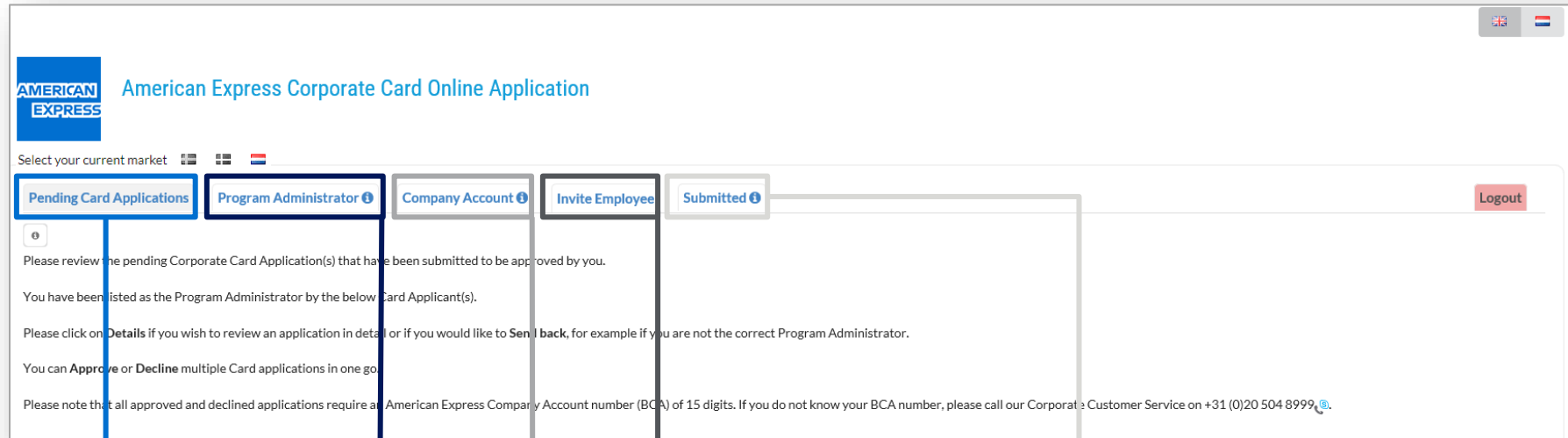
PA Name

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

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.

Approve

Privacy Statement   Terms & Conditions

Tab 1: Pending Card Applications – Details

VIEW APPLICATION IN DETAIL

Company Account (BCA)	Reference number ❶	Urgent ▾	Date submitted	Company Name	Official First Name ❶	Last Name	Card Type	Liability	Print	Details
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	Approve	Details
Decline the selected application form(s).	Approve the selected application form(s).	Select an application to review in detail and click on one of the following options:

			Decline	Send back	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.

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 Card Applicant receives an email with the required changes.

Approve: 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

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 your settings

Tab 3: Company Account (1/2)

LIST OF CUSTOMISED APPLICATION FORMS

Information

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.

	Company Account (BCA)	Company Name	Card Type	Liability Type	Invoicing	Edit	Delete BCA
☑	15-diigit BCA number	American Express	Corporate Card	Full Corporate liability	CBCS	✎	🗑

https://aanvraag.amex-business.nl/cc/xxxxxxxxxxxxxxx

Delete selected BCAs | **Add BCA**

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.

22

Tab 3: Company Account (2/2)

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

Choose BCA number that you are authorised to manage

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

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

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

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

Save your settings

23

Tab 4: Invite Employee (1/3)

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

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

Information

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

Tab 4: Invite Employee (2/3)

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

CUSTOMISE THE INVITATION FOR THE EMPLOYEE
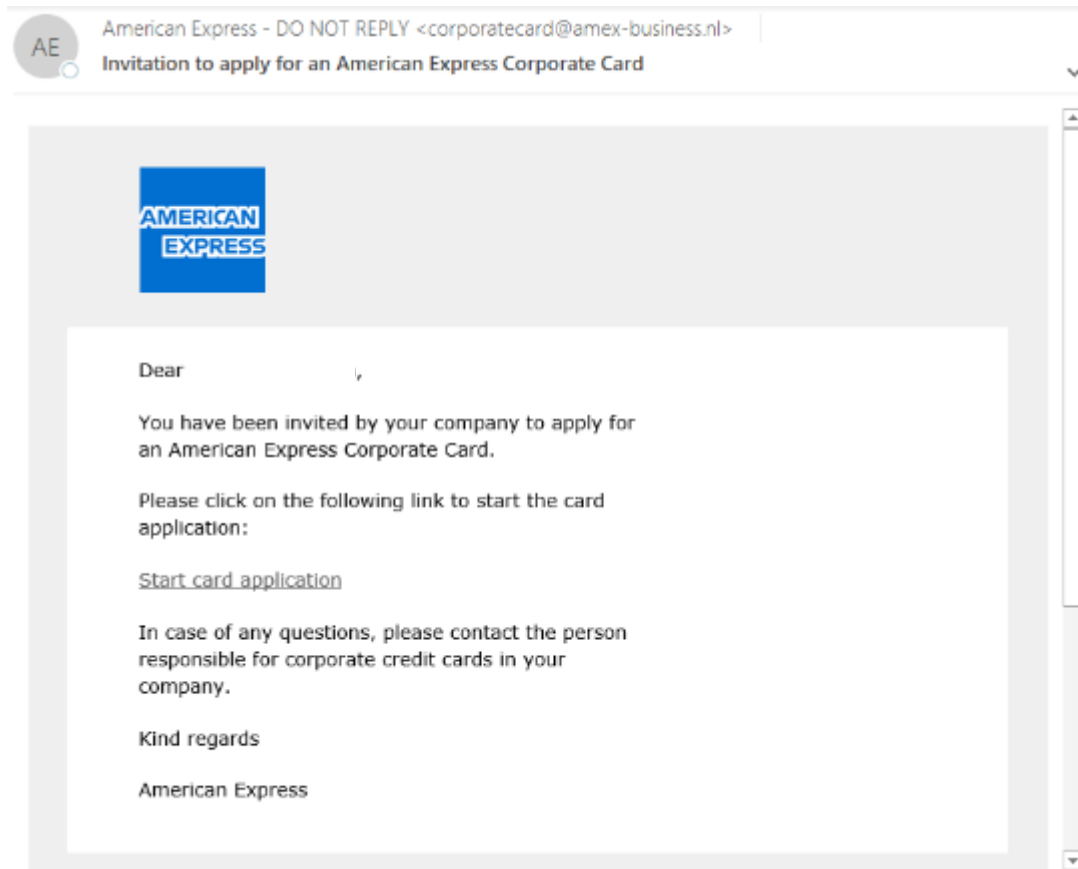

Provide Employee's Name, Email Address and Preferred language (language in which email should be sent) and customise the application form with further information

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

25

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 ⓘ | 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	🖨

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

Table of Contents

27

When the PA is Out of the office/unavailable

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

Normal Card

Day 3	Day 7	Day 14	Day 23	Day 26	Day 28
3 days → 4 days	7 days	9 days	3 days	2 days	
Email notification	Email notification	Email notification	Email notification	Email notification	Email: Application is deleted

Email: Application is submitted

Day 2	Day 4	Day 7	Day 14	Day 19
2 days	2 days	3 days	7 days	5 days
Email notification	Email notification	Email notification	Email notification	Email: Application is deleted

Rush Card

The **email notifications** explain that the application has not yet been actioned and it gives the Card Applicant the option to change approver

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.
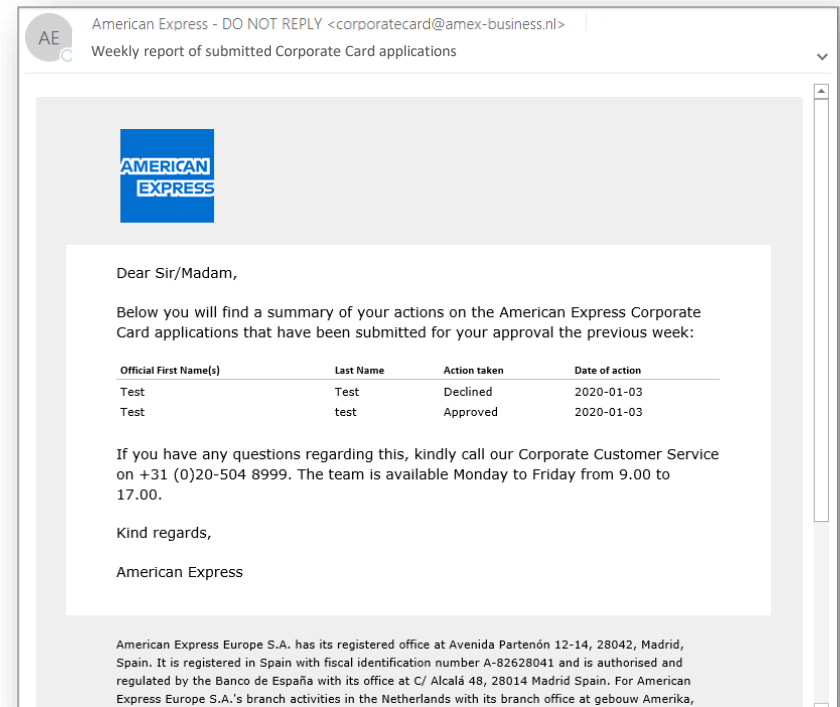
Frequently Asked Questions

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

AMERICAN EXPRESS

DON'T *do* **business WITHOUT IT**