

Amex Credit Cards for Travel Expenses (SPAIN: BU and HQ)



PROCEDURE VALIDATION

Approved by	Approval date
Accounting & Financial Reporting	June 2023
Human Resources	

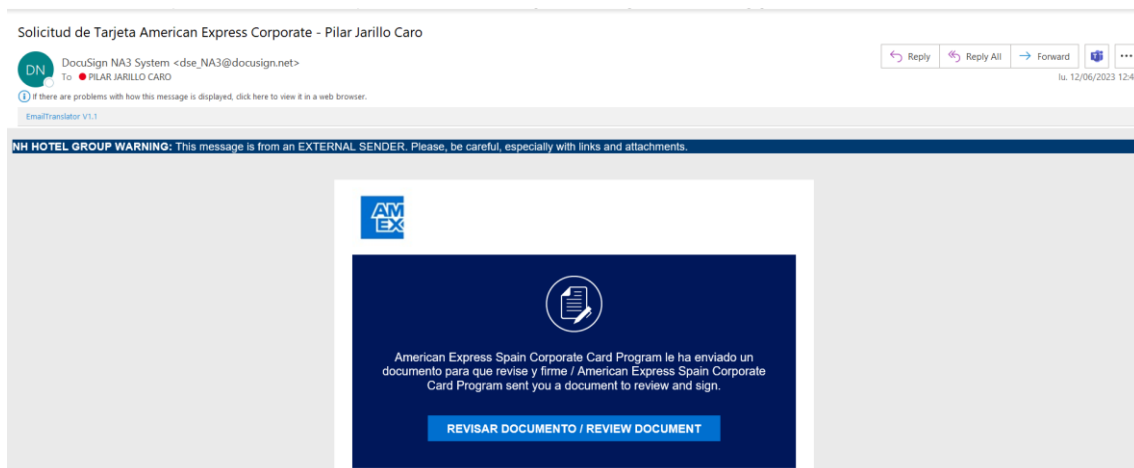
Always find the latest version of this document and all the related ones in the **Business Processes** section of the *NH Digital Knowledge Workplace* www.nhorganization.com

1 GENERAL PROCESS AND CONDITIONS

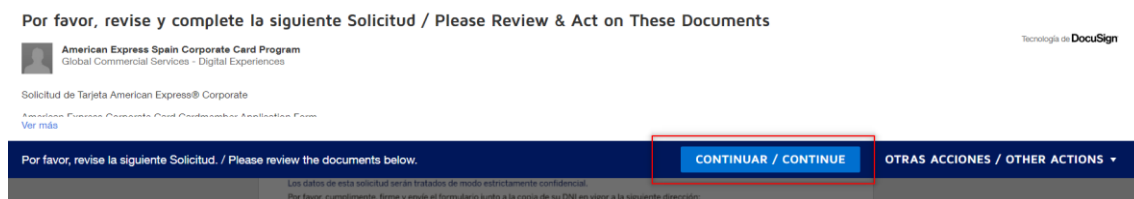
- **The American Express (Amex) credit cards are available for the team members travelling frequently.**
- The limit will be assigned according to the team member needs, the standard credit limits will be as follows:
 - 10.000€ - Management Committee HQ (Extended)
 - 1.000€ - Rest of team members. (besides, we will have available higher limits to be able to cover exceptional cases, according to business travel expenses. To be able to reach higher limits, Finance area must approve based on the expected expenses.
- **These corporate credit cards do not include Membership Rewards Program nor Priority Pass Program.**
- The cards are issued in the name of each team member, who can only have one corporate credit card.
- **These Amex Credit Cards can only be used to pay professional expenses because of the business trips of the team member.**
- Team member will have 15 working days to report all expenses from Amex credit card into SAP -TRIP.
- **Upon delivery of the Amex credit card, the team member will sign a contract' addenda** in which s/he commits to justify all spent amounts with the travel expenses reporting monthly. With this reception document, the team member explicitly authorizes the company to deduct from the monthly payroll the pending amount not settled and justified timely and in due form according to the company policies.
- **In case a team member received 3 reminders with unbalances; administration will communicate to HR-Payroll administration the situation to deduct from their salary and the Amex Credit Card will be blocked. The situation will be analyzed with Human Resources, Finance, and the supervisor to decide if it will be temporary blocked or cancelled (the process to recover the card is maximum 30 days, otherwise will be cancelled).**
- The card does not allow to obtain cash out of ATMs and the balance in the card cannot be transferred to any personal current account.
- Both, authorized agents, and the card user have total access to the card load status and the movements through internet American Express website/app.

2 DELIVERY PROCESS FOR INITIAL AMEX CREDIT CARDS

- It will be mandatory to have a **Zero balance in the current team member vendor account before give the Amex credit card.**
- Approved team members will be informed in advance by Finance department and will receive an email from Amex (dse_na3@docusign.net) with the subject "Solicitud de Tarjeta American Express Corporate – TEAM MEMBER NAME"



- The team member must complete this request within the following 2 weeks, before it expires following the described steps and some additional instructions.



- Do not modify the fiscal data of the corresponding company.

Por favor, revise la siguiente Solicitud. / Please review the documents below.

FINALIZAR / FINISH

OTRAS ACCIONES / OTHER ACTIONS

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VACIAR IMPRIMIR

TARJETA CORPORATE AMERICAN EXPRESS

Solicitud de Tarjeta Corporate

Los datos de esta solicitud serán tratados de modo estrictamente confidencial.

Por favor, cumplimente, firme y envíe el formulario junto a la copia de su DNI en vigor a la siguiente dirección: span_corporate_new_accounts@amex.com. Si está cumplimentando la solicitud a través de DocuSign, no es necesario que envíe la información a dicha dirección.

Tipo de Tarjeta: Tarjeta Corporate Green Tipo de Responsabilidad: Responsabilidad Combinada

1. Datos de la Empresa

Nº Cuenta Control: 034399030P0P0

Denominación Social de la Empresa: NH HOTEL GROUP

Dirección: SANTA PEGRACIA, 120

Localidad: MADRID Código postal: 28003

País: ESPAÑA

Teléfono de empresa: 914519717 NIF o Nº de licencia fiscal: A28021944

- Fields in red are mandatory for Amex: Name and Surname and Home address (where the team member will receive the PIN information to activate the credit card)
- Fields in blue must be also filled out, based on NH requirements: Team member number and complete cost center (department).

RELLENAR

2. Datos Personales

Nombre:

Primer apellido:

Segundo apellido:

Nº Empleado:

Fecha de nacimiento:

Centro de Coste:

Domicilio donde desea recibir comunicaciones, el estado de cuenta mensual y la Tarjeta:

☐ Domicilio empresa ☐ Domicilio particular

Nota: Salvo acuerdo distinto con su empresa usted recibirá automáticamente su estado de cuenta online, para acceder al mismo registre en www.americanexpress.es/micuenta. Es posible que acordemos una forma de envío de la Tarjeta distinta con su empresa. Por favor si tiene alguna duda al respecto contacte con el Administrador del Programa de Tarjetas en su Empresa

Dirección Particular:

Localidad: Código postal:

Nacionalidad: ☐ Española ☐ Otra:

- The team member must attach a copy of her/his valid identity document (DNI, NIE) including both sides and sign the request.

SIGUIENTE

Solicitud de Tarjeta Corporate

Los datos de esta solicitud serán tratados de modo estrictamente confidencial.

2. Datos Personales (2)

Nº Doc. Identidad: Tipo de documento:

Fecha de caducidad del documento:

Teléfono móvil:

E-mail de empresa:

Preferencias de comunicación. Programas de marketing a través de correo electrónico y SMS:

☐ Si. Autoriza a American Express de forma expresa a enviarle información comercial, ofertas y promociones sobre nuevos beneficios, productos y servicios propios y de empresas colaboradoras a través de su dirección de correo electrónico y teléfono móvil

Preferencias de comunicación. Programas de marketing a través de otros medios de comunicación:

A menos de que indique marcando la casilla a continuación, Usted autoriza a que American Express le envíe información comercial, ofertas y promociones sobre nuevos beneficios, productos y servicios propios y de empresas colaboradoras. ☐ No autorizo a American Express.

En cualquier momento puede manifestar su deseo de no recibir dicha información actualizando sus preferencias de contacto en nuestra página web www.americanexpress.es o llamando al teléfono 900 814 504.

Documentación a adjuntar según nacionalidad:

- Española: Copia de documento Nacional de Identidad en vigor (anverso y reverso).
- Portuguesa: Copia de su NIE si es residente en España, sino, una copia de su documento de identidad Portugués en vigor (anverso y reverso).
- Resto de ciudadanos de la unión europea: NIE+ pasaporte o documento de identidad del país de origen en vigor (anverso y reverso).
- Residentes extracomunitarios: Tarjeta de Residencia

Firma del solicitante de la Tarjeta:

☒ Declaro haber sido informado de que American Express podrá ceder mis datos identificativos y los relativos a los riesgos que mantenga con nosotros, al Servicio Central de Información de Riesgos de Banco de España (CIRBE). Asimismo, declaro haber sido informado de que American Express podrá solicitar al CIRBE la información que conste respecto a cuantos antecedentes, riesgos y créditos figuren a mi nombre, con objeto de determinar mi solvencia patrimonial.

Fecha:

El solicitante de la Tarjeta declara haber leído y estar conforme con los Términos y Condiciones Generales de Utilización que se encuentran en americanexpress.es/terminosycondicionescorporate. Asimismo, la primera utilización que efectúe con la Tarjeta implica el pleno conocimiento y la aceptación de los mismos.

- Since the corporate credit cards do not include Membership Rewards Program nor Priority Pass Program, the option NO must be selected in this part.

5. Programa Membership Rewards®

Con el Programa Membership Rewards, podrá acceder a importantes premios y regalos. El Programa tiene una cuota anual de 25.00€ + I.V.A., que podría ser cubierta con los puntos que obtenga. Consulte las condiciones del programa en www.americanexpress.es/programaMR

Los Titulares de la Tarjeta Corporate American Express pueden inscribirse en el programa Membership Rewards siempre y cuando su Empresa no prohíba su participación en el mismo.

Deseo darme de alta en el Programa Membership Rewards: ☐ Si* ☒ No*

* Los puntos MR no pueden ser utilizados para pagar la cuota anual de las Tarjetas Corporate.

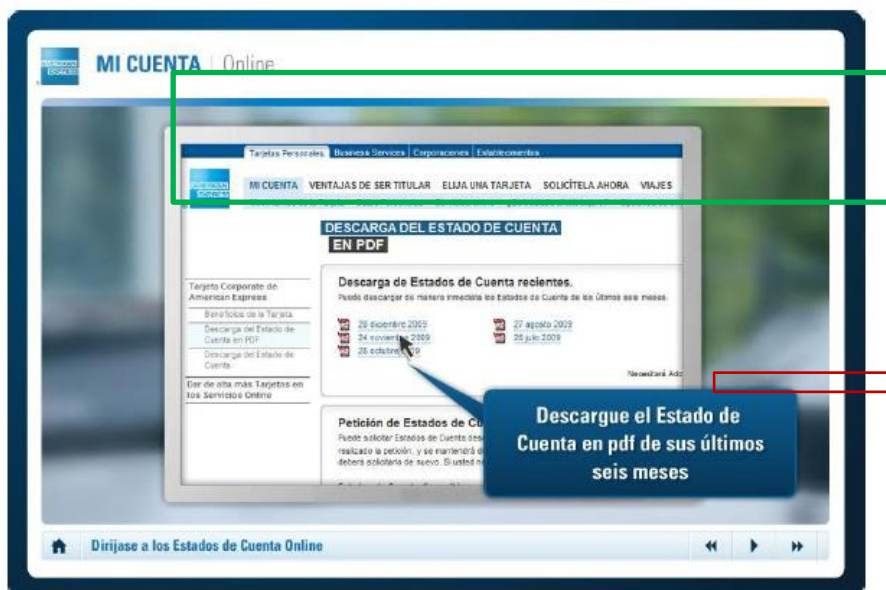
- Once submitted this request, the Amex credit card will arrive in about 10 working days to the Finance Department in NH Head Quarters office in Santa Engracia 120, Madrid. The team member will be notified for collection.
- The PIN information to activate the credit card will be received in the personal address specified by the team member in the request.

3 REQUEST OF A NEW AMEX CREDIT CARD

- The new AMEX Credit Card must be requested by the team member's supervisor and approved by Human Resources area (the Director of Corporate HR Business Partner for NH Hotel Group, or the Human Resources Director of BU) and Finance (SVP Cop. Accounting & Financial Reporting). It will be mandatory to include the reason of the need and demonstrate that the user will expend more than 1.000 EUR per year. The request will pass through an evaluation process to confirm the need of getting a Credit Card for business purposes.
- **The request of the inclusion of a team member in this model must be managed by Jira SAP FI (Finance) > Employee Expenses > Corporate Card, selecting AMEX Card and NEW CARD as a Kind of Request and the full name of the new Card Holder.**
- It is mandatory to attach an email with the approval of the RRHH and Finance departments.
- If the new Amex credit card is approved, the team member must follow the instructions given in the previous section.

4 REPORT OF TRAVEL EXPENSES FOR TEAM MEMBERS WITH A CREDIT CARD

- **Team member will have 15 working days to report all expenses from Amex credit card into SAP -TRIP.** See next section for complete timeline information.
- TRIPS must be uploaded in SAP by the complete period monthly period (starting every day 28th) and must match with the amount spend with the card (one monthly period – one TRIP).
 - **A pdf copy of the monthly statement with all operations provided by Amex must be attached to the travel expense report TRIP.**



- This requires creating an individual account with one if these two options: in the American Express website by using the URL www.americanexpress.es/micuenta or downloading the APP Amex España in her/his mobile device.

- The Amex corporate credit cards can only be used to pay professional expenses. The expenses paid with these credit cards must be supported with corresponding documentation (ticket or invoice), registered, and approved following the [Travel Expenses](#) manual.
 - Credit card payment slips will not be accepted without the sale invoice or receipt.
 - For each line on the expense report a ticket/invoice needs to be attached otherwise the expense report will not be approved/paid. **In the case a paper receipt is lost uncheck the flag Paper Receipt Exist** (in SAP TRIP transaction). It is responsibility of the head of the team member the approval of these expenses without ticket/invoice.
- All charges of the Amex credit card will be in EUR, but in case there is any expense in another currency, Amex will charge 2,9% for commission on each expense. **The exchange rate must be adjusted in TRIP SAP by the team member according to the total amount of EUR of the corresponding expense (including currency exchange and additional commission)**

Expense Receipts

Exp. Receipt 001 OTHERS, MISCELLANEOUS ☒ Paper Receipt Exists

Amount 545.200,00 QAR Qatar Rial on 27.09.2022

Exchange Rate /3,98580 ☐ Payment Amount 136.785,59 EUR

Short Info

Additional Information

27 Sep	28 Sep	QATAR AIRWAYS - DISCOVER DOHA	159.912,68
		Gasto en moneda extranjera	545.200,00 QATARI RIAL
		Comisión conversión moneda	4.506,77
		Cambio aplicado a la divisa	3.5082

Expense Receipts

Exp. Receipt 001 OTHERS, MISCELLANEOUS ☒ Paper Receipt Exists

Amount 545.200,00 QAR Qatar Rial on 27.09.2022

Exchange Rate /3,40937 ☐ Payment Amount 159.912,68 EUR

Short Info

Additional Information

- [Travel Policy](#) requirements, concepts, and amount restrictions are mandatory for all NH Hotel Group's team members.
- If the team member pays in CASH any travel expenses, s/he will have to create two expenses reports TRIP in SAP. To speed up the reimbursement of these cash expenses, the second TRIP must be created prefixing the key word CASH in the First Destin. Field.

General Trip Data

Start of Trip 10.04.2018 Time 00:00

End of Trip 14.04.2018 Time 00:00

First Destin. CASH-PARIS ☐

Trip Country ES Region Spain

Reason for Trip SALES TRIP

Additional Destinations

Comments

5 CALENDAR PROCESS AND COMMUNICATIONS

- This is an example of the calendar of the process to explain the different steps and communications included.

July	August	September	October	November
26 27 28 29 30 1 2	1 2 3 4 5 6	1 2 3	1	1 2 3 4 5
3 4 5 6 7 8 9	7 8 9 10 11 12 13	4 5 6 7 8 9 10	2 3 4 5 6 7 8	6 7 8 9 10 11 12
10 11 12 13 14 15 16	14 15 16 17 18 19 20	11 12 13 14 15 16 17	9 10 11 12 13 14 15	13 14 15 16 17 18 19
17 18 19 20 21 22 23	21 22 23 24 25 26 27	18 19 20 21 22 23 24	16 17 18 19 20 21 22	20 21 22 23 24 25 26
24 25 26 27 28 29 30	28 29 30 31	25 26 27 28 29 30	23 24 25 26 27 28 29	27 28 29 30
31			30 31	

Team member uses the Amex credit card to pay professional travel expenses
Team member uploading and approval of all travel expenses in TRIP SAP based on the Amex CC monthly statement
Admin reviews and posts all TRIP expenses
Amex debit in NHHG bank account
Admin reporting and analysis
1st REMINDER - Admin contacts team members only in case of mismatching and missing TRIPS
2nd REMINDER - If still pending expenses MONTH-2 Admin contacts again the team member with CC SVP/SR DIRECTOR
3st REMINDER - Team member will be informed that the unbalance amount will be transfer to HR to be deducted from payroll + Block Credit Card

- All communications will be received from TE_NH@digitalsharedservices.com
- Example of monthly email:

Dear xxxxx,

We would like to inform that as of today your balance in your Amex credit card is -Detail per month and amount

Please we would appreciate if you report them as soon as possible and respond this email with the confirmation.

Thanks in advance.

Regards,

6 CONTACT POINT FOR INFORMATION

- For any doubt or request of information, please contact with TE_NH@digitalsharedservices.com. They can provide you both, the extracts of the Credit Card and the full list of the travel expenses already registered in SAP (TRIP).

7 RELATED DOCUMENTS

[Travel Policy](#)

[Travel Expenses](#)

Annex 1 - Possible incidences reported & solutions

- Missing receipt:** If the team member argues that he/she lost the ticket, the team member must modify the trip and only for those with-out ticket, uncheck the flag "Paper Receipt Exist"
- Personal expenses:** If the team member argue some personal expenses, then he must do a bank transfer to NH of the amount used for personal topics and inform so that the trip can be posted with the mismatch.

Company Name	Bank	IBAN	Swift code
NH HOTEL GROUP, S. A	SANTANDER	ES5900491806952812034853	BSCHEMMXXX
NH HOTELES ESPAÑA, S.A.	SANTANDER	ES6900491806912112059201	BSCHEMMXXX

- **Not Trip registered:** If the team member hasn't done his trip in SAP, then SSC will include a reminder for the registration of the expenses together with the new bank statement in the next email to the team member.
- **Trip not approved by the manager.**
- **Difference in real ticket Vs information in trip (amount or date)**
- **Exchange rate difference:** SSC- will inform the team member that the expenses must appear with the same exchange rate that the movement included in the bank statement, if not, the team member should correct manually the exchange rate to make the trip match with the card statement.