

YOUR **TRAVEL PAYMENT** COMPANY.

AirPlus

INTERNATIONAL



MyCardApplications Card Applicant User Guide

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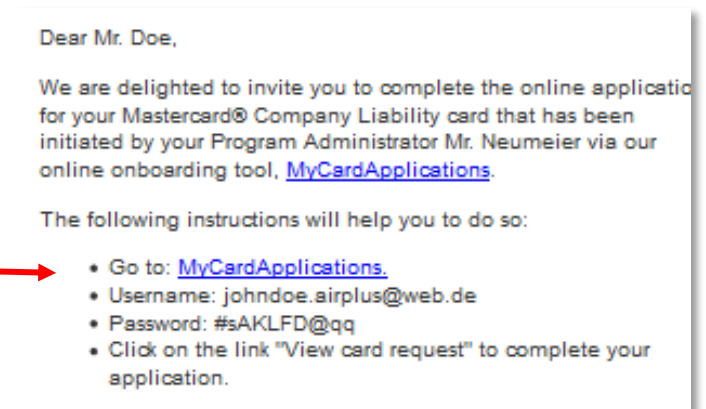
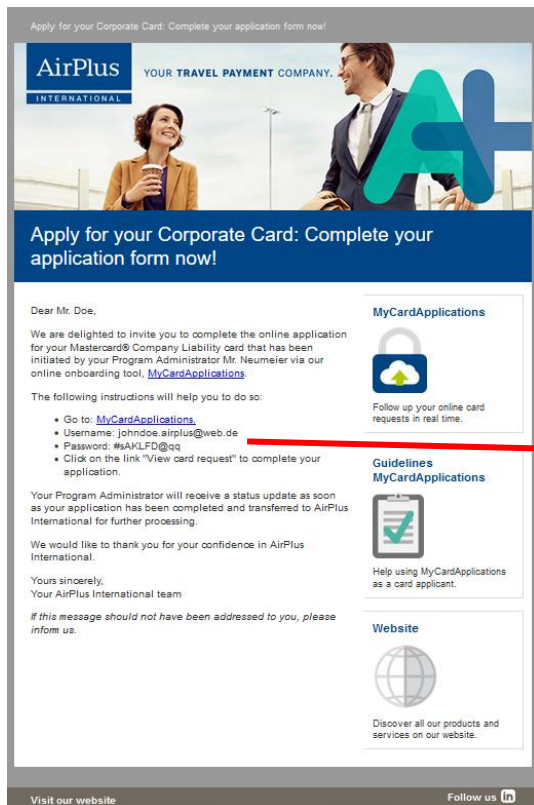
Purpose & Objective

The main purpose of this user guide is to outline the different stages of the card application process you, as a card applicant, will go through.

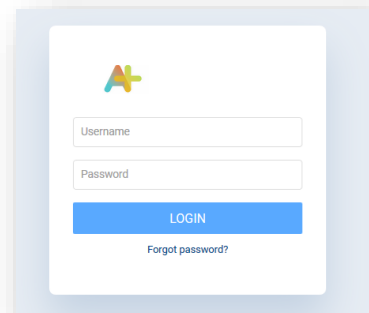
The required information can differ depending on the requested card type and might affect the different stages in detail. However, the general process will remain the same.

1. Logging in

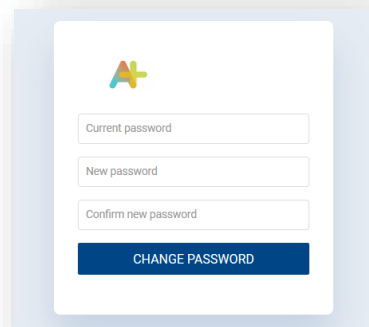
In order to being able to apply for a card, you will need to be invited by your company's Program Administrator (only applicable for Corporate Cards) or the AirPlus International team (only applicable for Consumer Cards). You will receive an email containing the credentials to login to the MyCardApplications tool.



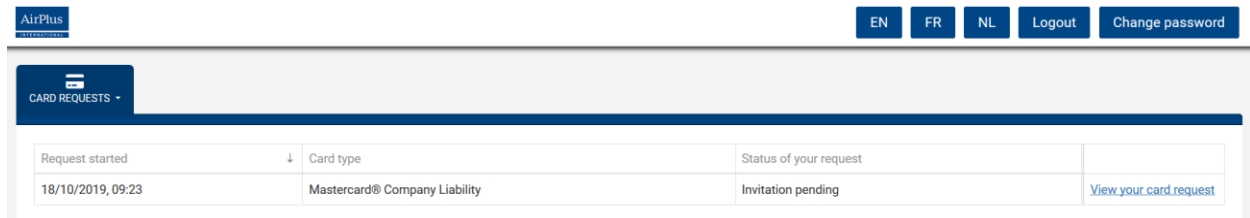
Clicking the link will lead you to following Login screen:
Insert the Username and the temporary password you have received in the e-mail.



After the first login, you will be asked to create a new password:
Choose a password that has at least 8 characters and continue.



The Card Request Overview looks like this:

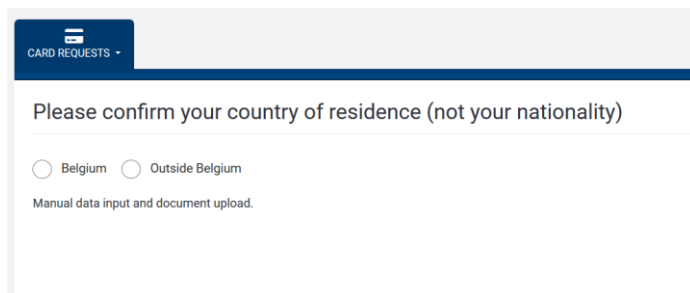


AirPlus				EN	FR	NL	Logout	Change password
CARD REQUESTS								
Request started	↓	Card type	Status of your request					
18/10/2019, 09:23		Mastercard® Company Liability	Invitation pending		View your card request			

You will see the open card application and its status. Click “[View your card request](#)” at the right side of the screen to start the process.

2 Signing Up

The first step is to confirm your current country of residence.



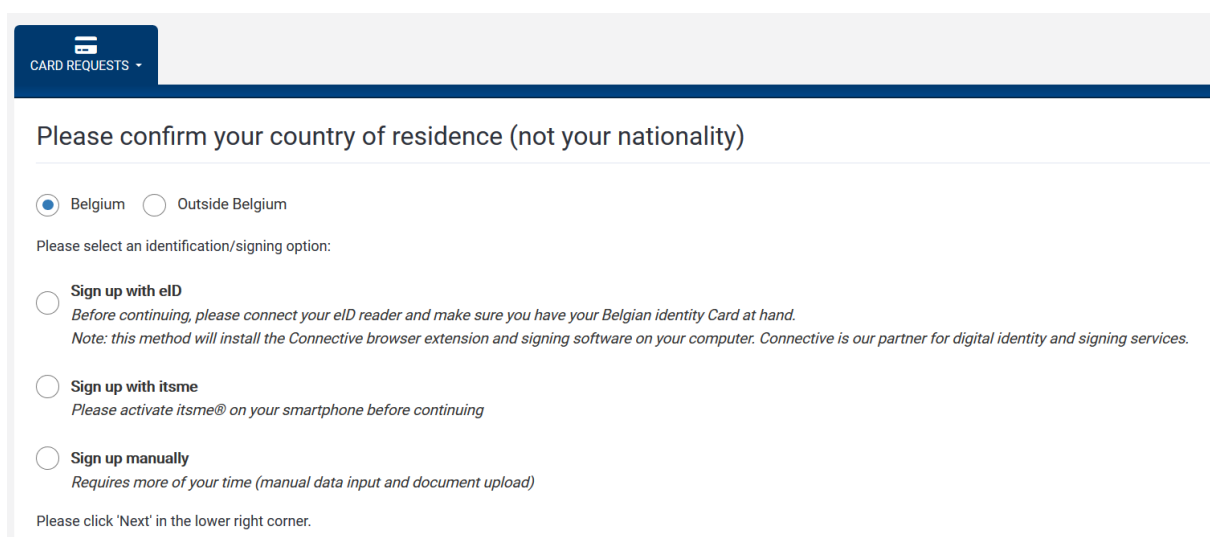
CARD REQUESTS

Please confirm your country of residence (not your nationality)

☐ Belgium ☐ Outside Belgium

Manual data input and document upload.

If you are currently not residing in Belgium, you can only sign up manually.
If you live in Belgium, following options will appear:



CARD REQUESTS

Please confirm your country of residence (not your nationality)

☒ Belgium ☐ Outside Belgium

Please select an identification/signing option:

☐ Sign up with eID
Before continuing, please connect your eID reader and make sure you have your Belgian identity Card at hand.
Note: this method will install the Connective browser extension and signing software on your computer. Connective is our partner for digital identity and signing services.

☐ Sign up with itsme
Please activate itsme® on your smartphone before continuing

☐ Sign up manually
Requires more of your time (manual data input and document upload)

Please click 'Next' in the lower right corner.

2.1 Sign up with itsme

AirPlus International strongly advises all holders of a Belgian identity card to complete below credit card application request using the **itsme** app. This reduces the need for additional document uploads and improves our ability to process your request in a fast manner.

Itsme is an app for web identification provided by [Belgian Mobile ID SA/NV](https://www.belgium.be/en/identity/itsme) and certified by ISO 27001.

In order to use this service, you need to download the app on your phone and create an account. Learn more at www.itsme.be.

Once you selected sign up with itsme, you will be re-directed to the following screens:

Enter your mobile phone number and press **Send**.

itsme

Identify yourself

Mobile phone number

BE (+32)

☐ Remember my phone number?

send

en

Enter your mobile phone number
Click 'send' and open your itsme® app.

The system will send an identification request to your phone app. A countdown clock will show you how much time is remaining until a new inquiry needs to be requested.

itsme

Prove it's you

A request is waiting in your itsme® app.

+32 421 00 17 74

2:43 before it's too late

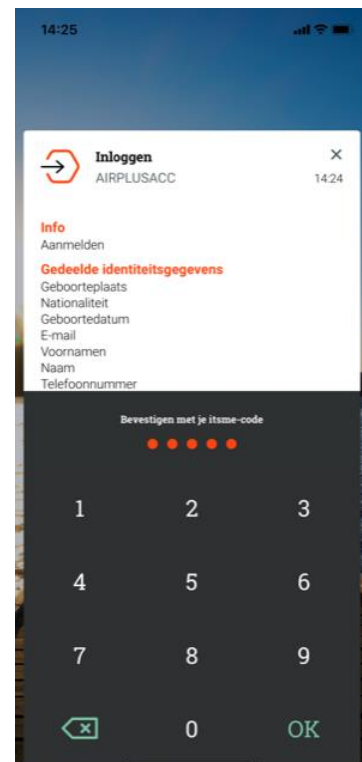
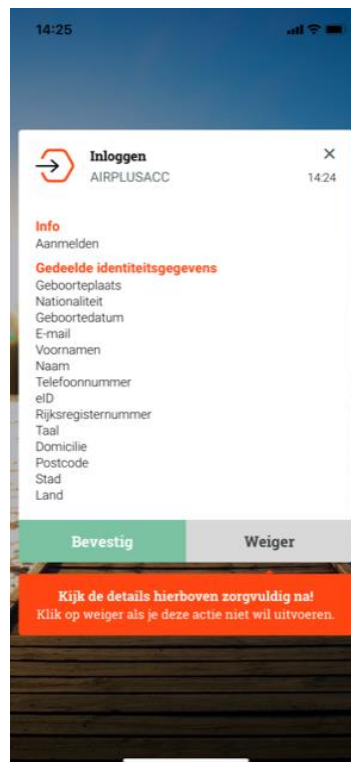
en

- ① **open your itsme® app**
Tap the card to open and check the action details.
- ② **prove it's you**
Confirm the request with your 5-digits itsme® code, fingerprint or face ID.

When opening the app on your phone, you will already see the Inquiry on the opening screen.

The app will show you which information the inquiry requests.

Check the information and confirm by entering your itsme-code.



If the information is correct and the identification is completed, the system will lead you to the Personal Information screen.

While the identification via **itsme** already fills in a lot of information, some fields like the Country of Birth can not be completed. Please fill in the remaining fields that are marked as required and continue.

Personal information		Personal address	
Gender: *	Mr.	Street & number: *	Havenlaan 7
First names (As mentioned on the ID): *	Anne	Postal code: *	1000
Last name (As mentioned on the ID): *	Jansen	City: *	Brussels
Nationality: *	Belgian (Belgium)	Country: *	Belgium
Date of birth: *	15/01/1990		
Country of birth: *	Select...		
Place of birth: *	Uccle		
Language: *	English		
Mobile phone: *	+32421001774		
Office phone:			
Email: *	anne.jansen@mail.com		
Card information		Professional details	
Desired spending limit: *	5000	Employee number (if applicable):	
Delivered by:	Normal post	Cost center (if applicable):	

When all the information is completed, click on next and the system will lead you to the Document Upload Screen.

Please note that itsme also serves as a signing tool, so you might be able to proceed straight to signing the application form, depending on the card type you are applying for.

2.2 Sign up with eID

If you choose to Sign Up with eID, the system will ask you to install the Connective Browser Extension. Connective is our partner for digital identity and signing services.

The process will automatically lead you there, but the download will need to be done manually and you will need to **connect your eID card reader**.

Please follow the following process:

Please install the Connective browser package:

Click on **Install**.

To continue you must install the Connective browser package

Cancel

Install



Click on **Download software**.

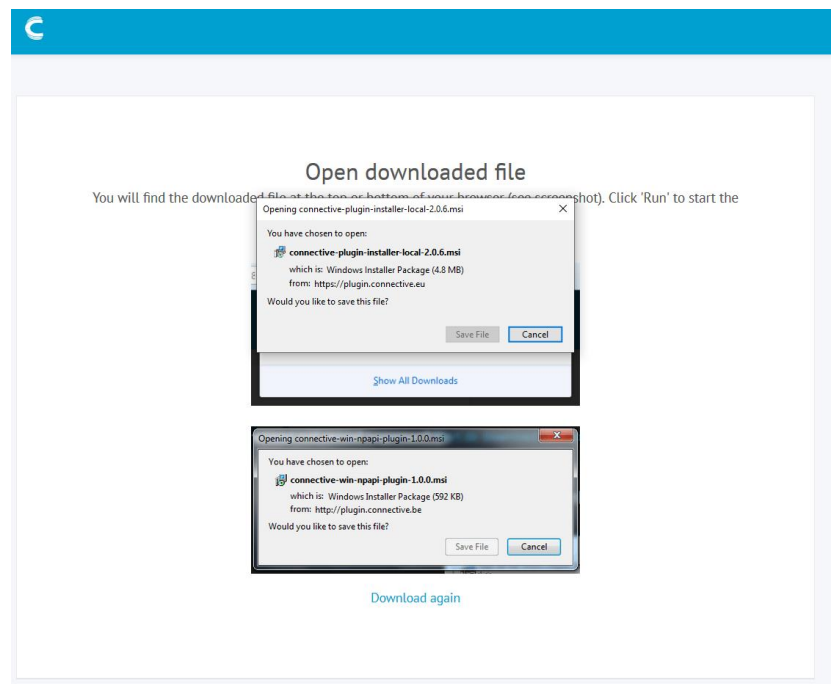
Install the card reader or signing pad software

You need this software to sign documents with your card reader or signing pad

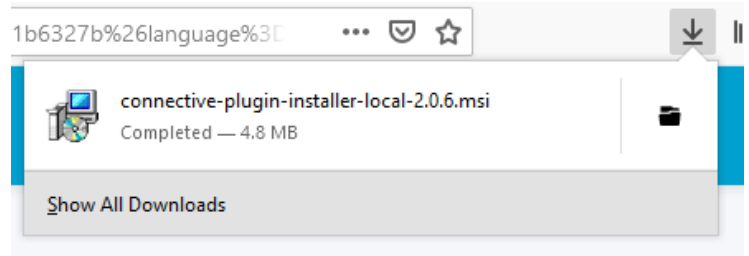
Cancel

Download software

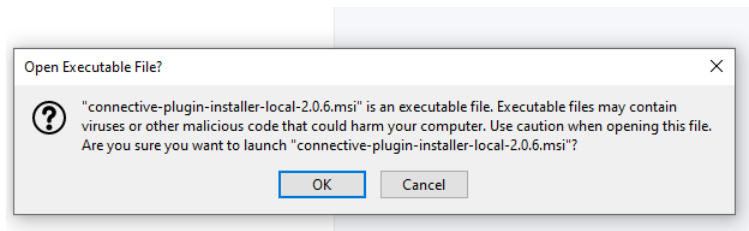
Press **Save** in the Pop-Up and follow the steps depicted on the screenshots underneath.



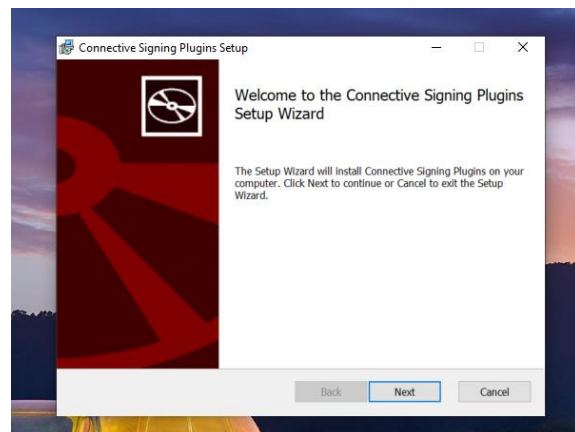
For Firefox, the download folder might appear at the top right of your screen.



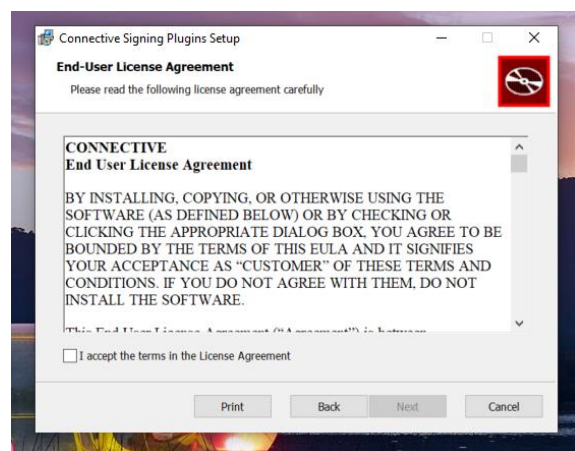
Click on the Download to generate following Pop-Up and click OK. (This is a standard procedure done by Windows. Connective is our trusted partner and their products are considered safe.)



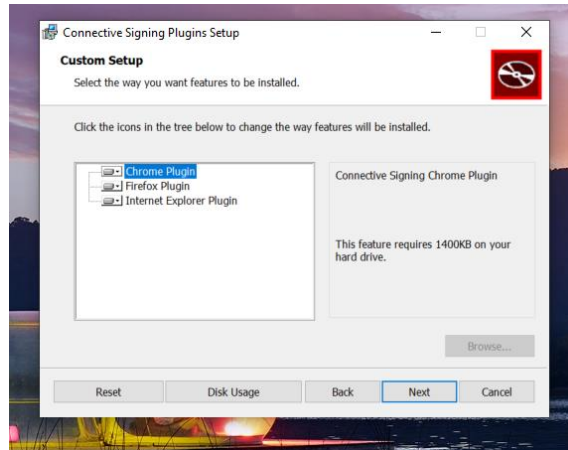
Click **Next** to launch the setup wizard.



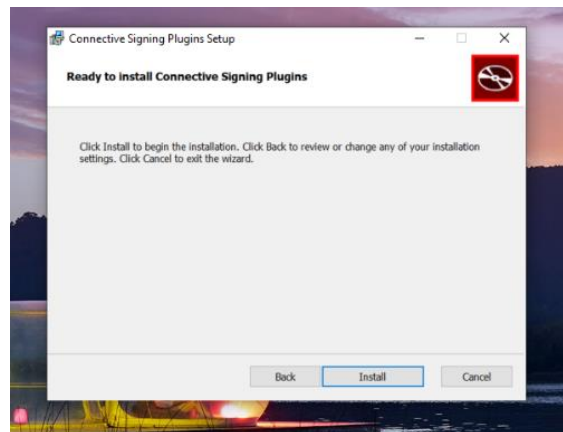
Read the License Agreement, **check the tickbox** and press **Next** to continue.



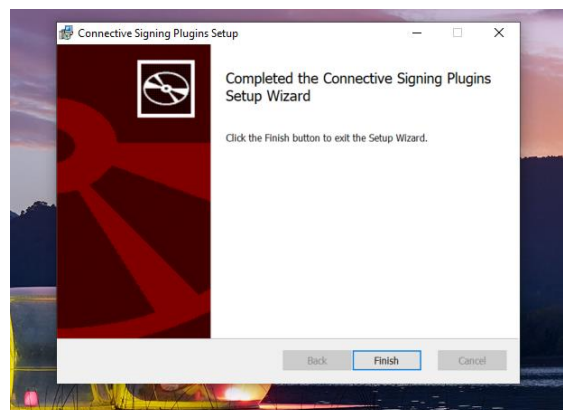
Select for which browser you want to install the Plugin. Click **Next** to continue.



Once you have setup the options, the **Installation** can begin.



Finish the installation and return back to the MyCardApplications tool.



After you have successfully downloaded the software and scanned your ID via the eID card reader, the system will ask you to insert your PIN Code. Afterwards, following screen will appear:

Card number 592081930325

Valid from 20/3/2015

Valid until 20/3/2025

Place of issue Ypern

Name Jansen

Given names Anne

Nationality Belg

Place of birth Ekeren

Date of birth 10/8/1978

Sex Female

Document type 01

Special status 0

Street and number Kirkstraat 7

Postal code 8902

Municipality Ypern

☐ I accept that my data will be provided to Airplus International
(Accept)

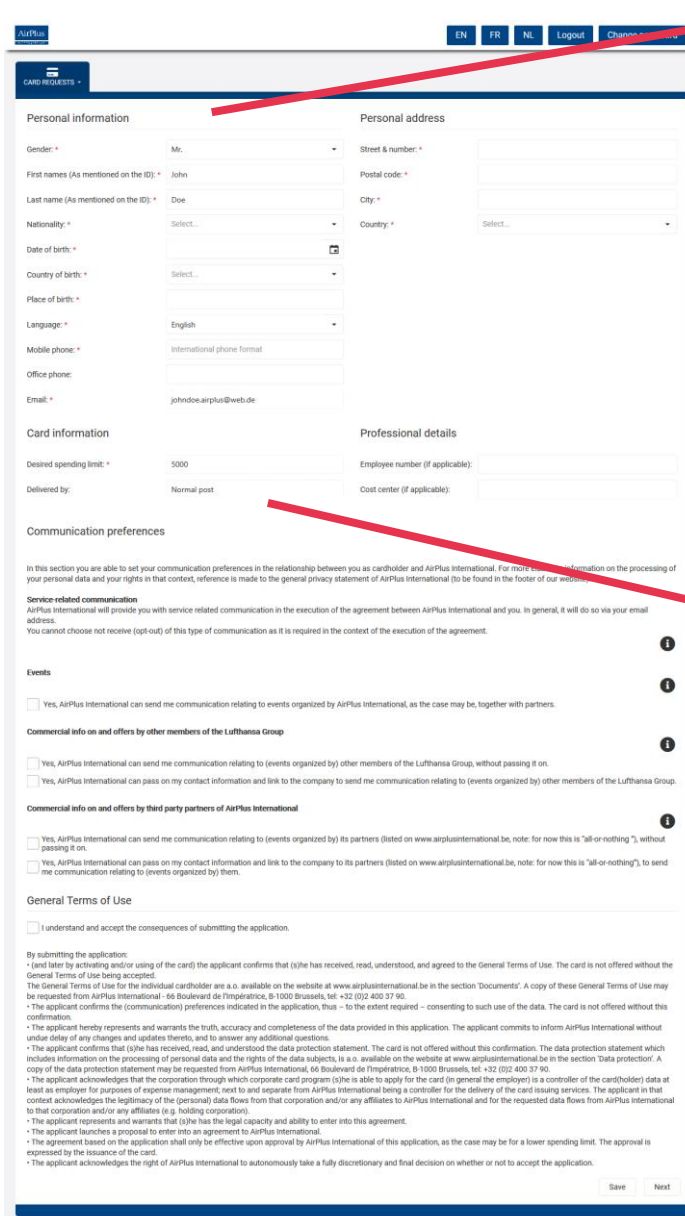
Cancel **Continue**

Check the **checkbox** and press continue to get to the next screen. There, you will find your personal information inserted via the eID connection. However, you will still need to enter your **Country of Birth** and your **mobile phone number** (as a minimum) as these fields can not be filled by the eID service.

When all information is completed, the system will lead you to the Document Upload Screen.

2.3 Sign up manually

If you choose to insert your information manually, the following screen will appear:



The screenshot shows the 'Personal information' and 'Card information' sections of the sign-up form. Red arrows point from the text 'Fill in your personal information...' to the 'Personal information' section, and from 'Please check the desired Opt-In messages...' to the 'Communication preferences' section.

Personal information

Gender: * Mr.

First names (As mentioned on the ID): * John

Last name (As mentioned on the ID): * Doe

Nationality: * Select...

Date of birth: * [Calendar icon]

Country of birth: * Select...

Place of birth: *

Language: * English

Mobile phone: * International phone format

Office phone:

Email: * johndoe.airplus@web.de

Card information

Desired spending limit: * 5000

Delivered by: Normal post

Communication preferences

In this section you are able to set your communication preferences in the relationship between you as cardholder and AirPlus International. For more information on the processing of your personal data and your rights in that context, reference is made to the general privacy statement of AirPlus International (to be found in the footer of our website).

Service-related communication

AirPlus International will provide you with service related communication in the execution of the agreement between AirPlus International and you. In general, it will do so via your email address. You cannot choose not receive (opt-out) of this type of communication as it is required in the context of the execution of the agreement.

Events

☐ Yes, AirPlus International can send me communication relating to events organized by AirPlus International, as the case may be, together with partners.

Commercial info on and offers by other members of the Lufthansa Group

☐ Yes, AirPlus International can send me communication relating to (events organized by) other members of the Lufthansa Group, without passing it on.

☐ Yes, AirPlus International can pass on my contact information and link to the company to send me communication relating to (events organized by) other members of the Lufthansa Group.

Commercial info on and offers by third party partners of AirPlus International

☐ Yes, AirPlus International can send me communication relating to (events organized by) its partners (listed on www.airplusinternational.be, note: for now this is "all-or-nothing", without passing it on).

☐ Yes, AirPlus International can pass on my contact information and link to the company to its partners (listed on www.airplusinternational.be, note: for now this is "all-or-nothing"), to send me communication relating to (events organized by) them.

General Terms of Use

☐ I understand and accept the consequences of submitting the application.

By submitting the application:
 • (and later by activating and/or using of the card) the applicant confirms that (s)he has received, read, understood, and agreed to the General Terms of Use. The card is not offered without the General Terms of Use being accepted.
 The General Terms of Use for the individual cardholder are a.o. available on the website at www.airplusinternational.be in the section 'Documents'. A copy of these General Terms of Use may be requested from AirPlus International - 66 Boulevard de l'Impératrice, B-1000 Brussels, tel: +32 (0)2 400 37 90.
 • The applicant confirms the (communication) preferences indicated in the application, thus - to the extent required - consenting to such use of the data. The card is not offered without this confirmation.
 • The applicant hereby represents and warrants the truth, accuracy and completeness of the data provided in this application. The applicant commits to inform AirPlus International without undue delay of any changes and updates thereto, and to answer any additional questions.
 • The applicant confirms that (s)he has received, read, and understood the data protection statement. The card is not offered without this confirmation. The data protection statement which includes information on the processing of personal data and the rights of the data subjects, is a.o. available on the website at www.airplusinternational.be in the section 'Data protection'. A copy of the data protection statement may be requested from AirPlus International, 66 Boulevard de l'Impératrice, B-1000 Brussels, tel: +32 (0)2 400 37 90.
 • The applicant acknowledges that the corporation through which corporate card program (s)he is able to apply for the card (in general the employer) is a controller of the cardholder's data at least as employer for purposes of expense management, next to and separate from AirPlus International being a controller for the delivery of the card issuing services. The applicant in that context acknowledges the legitimacy of the (personal) data flow from that corporation and/or any affiliates to AirPlus International and for the requested data flows from AirPlus International to that corporation and/or any affiliates (e.g. holding corporation).
 • The applicant represents and warrants that (s)he has the legal capacity and ability to enter into this agreement.
 • The applicant launches a proposal to enter into an agreement to AirPlus International.
 • The agreement based on the application shall only be effective upon approval by AirPlus International of this application, as the case may be for a lower spending limit. The approval is expressed by the issuance of the card.
 • The applicant acknowledges the right of AirPlus International to autonomously take a fully discretionary and final decision on whether or not to accept the application.

Save Next

The desired spending limit will be predefined by your Program Administrator.

Fill in your personal information. Mandatory fields are marked by a red asterisk.

Please check the desired Opt-In messages on the bottom of the screen and make sure to check the General Terms of Use. It is advised to read carefully before continuing. If the information is completed, proceed to the Document Upload Screen.

3 Uploading Documents




As mentioned earlier, the choice of your SignUp method as well as the Card Type affects the documents you need to upload.

For example, if you are **not a resident of Belgium** or live in Belgium and have chosen to **SignUp Manually**, you will have to upload a scan of your **national identity card (EU)** and a **scan of a proof of your address** (eg. The latest utility bill such as water, gas, electricity or a confirmation from your local authority).

Click the button with the **plus sign** at the right side of the screen to add a document.

Documents

To process your application, we kindly ask you to upload the following documents:

Scan of your national identity card (EU): *	Name	Extension	
	EU Id	PNG	  

- Please provide a copy of both sides of your identity card, including your signature.
- Ensure your card is still valid.
- All information should be clearly readable and the picture should be recognizable.

Scan of a proof of your address: *	Name	Extension	
No data			

Upload the file from your PC. The system will ask for confirmation. Confirm and continue.

Document

File: EU Id.PNG

File name:

After uploading the document(s), you can proceed to the final step of the application.

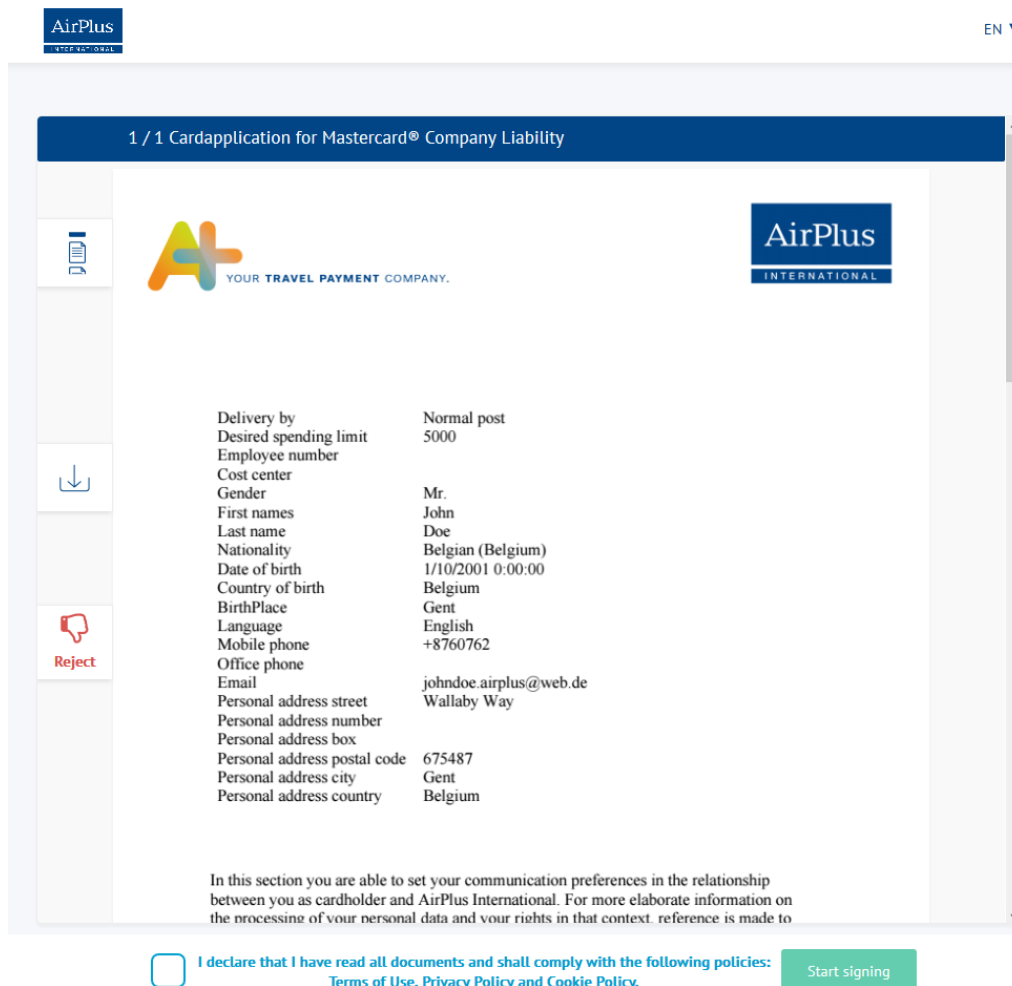
4 Signing

After you successfully entered all relevant information and, if required, uploaded the required documents, the system will ask you to sign the application officially using an SMS or Email OTP (OneTimePassword). Please check the information again before you sign. You can also print the document or save as a PDF (Check buttons on the left side).

If you have chosen **itsme** to prove your identity, you will be led straight to the signing.

4.1 Signing by Email

Signing in by **Email** will produce following screen:



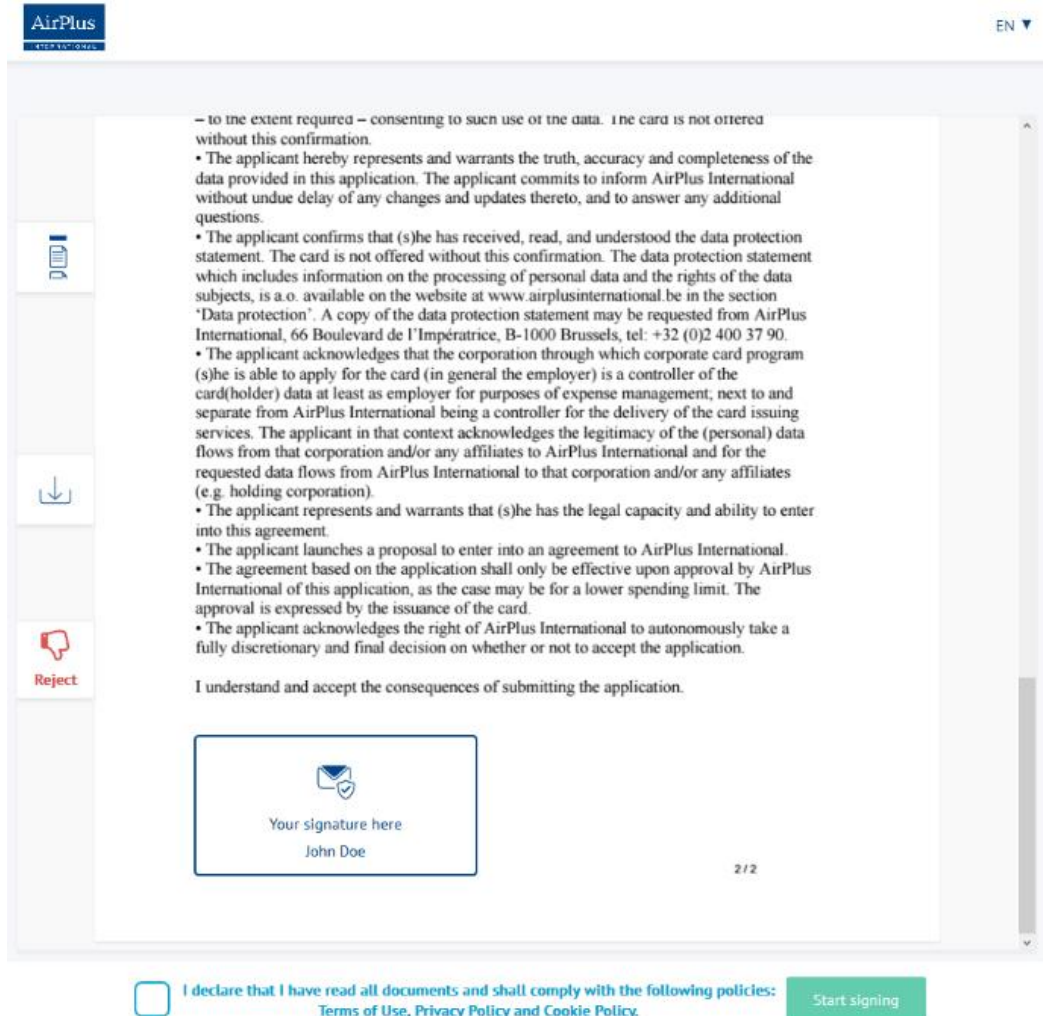
The screenshot shows the '1 / 1 Cardapplication for Mastercard® Company Liability' screen. It features a sidebar with icons for document upload, download, and rejection. The main content area displays a form with the following details:

Delivery by	Normal post
Desired spending limit	5000
Employee number	
Cost center	
Gender	Mr.
First names	John
Last name	Doe
Nationality	Belgian (Belgium)
Date of birth	1/10/2001 0:00:00
Country of birth	Belgium
BirthPlace	Gent
Language	English
Mobile phone	+8760762
Office phone	
Email	johndoe.airplus@web.de
Personal address street	Wallaby Way
Personal address number	
Personal address box	
Personal address postal code	675487
Personal address city	Gent
Personal address country	Belgium

Below the form, there is a disclaimer: "In this section you are able to set your communication preferences in the relationship between you as cardholder and AirPlus International. For more elaborate information on the processing of your personal data and your rights in that context, reference is made to..."

At the bottom, there is a checkbox for "I declare that I have read all documents and shall comply with the following policies: [Terms of Use](#), [Privacy Policy](#) and [Cookie Policy](#)." and a "Start signing" button.

If you scroll down through the pdf, you will see following signature field on the bottom:



The screenshot shows a PDF document viewer for AirPlus International. The document contains the following text:

– to the extent required – consenting to such use of the data. The card is not offered without this confirmation.

- The applicant hereby represents and warrants the truth, accuracy and completeness of the data provided in this application. The applicant commits to inform AirPlus International without undue delay of any changes and updates thereto, and to answer any additional questions.
- The applicant confirms that (s)he has received, read, and understood the data protection statement. The card is not offered without this confirmation. The data protection statement which includes information on the processing of personal data and the rights of the data subjects, is a.o. available on the website at www.airplusinternational.be in the section 'Data protection'. A copy of the data protection statement may be requested from AirPlus International, 66 Boulevard de l'Impératrice, B-1000 Brussels, tel: +32 (0)2 400 37 90.
- The applicant acknowledges that the corporation through which corporate card program (s)he is able to apply for the card (in general the employer) is a controller of the card(holder) data at least as employer for purposes of expense management; next to and separate from AirPlus International being a controller for the delivery of the card issuing services. The applicant in that context acknowledges the legitimacy of the (personal) data flows from that corporation and/or any affiliates to AirPlus International and for the requested data flows from AirPlus International to that corporation and/or any affiliates (e.g. holding corporation).
- The applicant represents and warrants that (s)he has the legal capacity and ability to enter into this agreement.
- The applicant launches a proposal to enter into an agreement to AirPlus International.
- The agreement based on the application shall only be effective upon approval by AirPlus International of this application, as the case may be for a lower spending limit. The approval is expressed by the issuance of the card.
- The applicant acknowledges the right of AirPlus International to autonomously take a fully discretionary and final decision on whether or not to accept the application.

I understand and accept the consequences of submitting the application.

Below the text is a signature field with a blue box containing a checkmark icon and the text "Your signature here" and "John Doe".

At the bottom of the form, there is a checkbox labeled "I declare that I have read all documents and shall comply with the following policies:" followed by links to "Terms of Use", "Privacy Policy" and "Cookie Policy". To the right of this is a green button labeled "Start signing".

Note that you can download the pdf by using the button in the middle of the left-hand side.

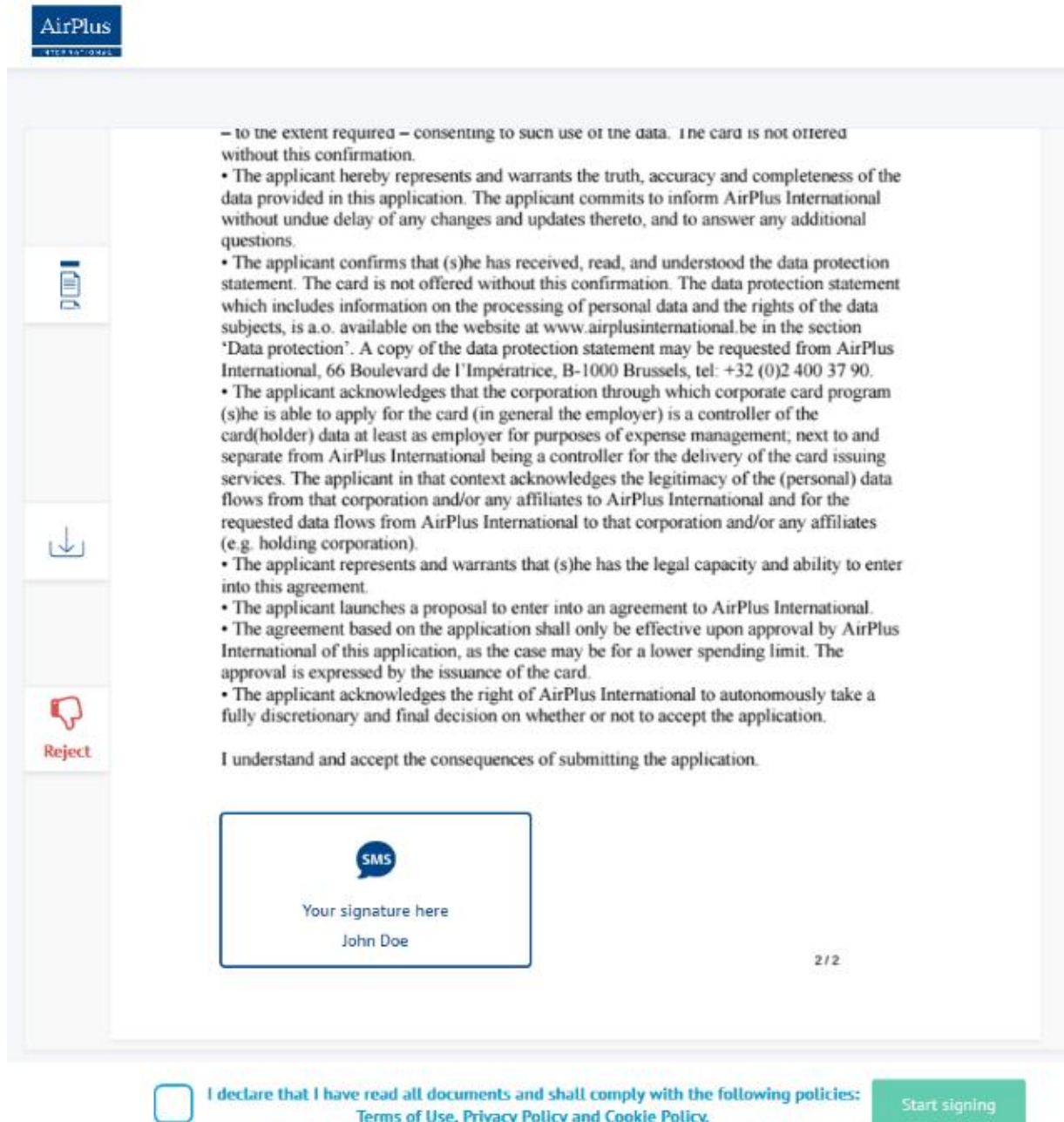
Declare that you have read all the information and **start signing** in the designated field.

You will be requested to fill in a numeric code, which you will receive per Email.

4.2 Signing by SMS

If you chose to sign by SMS, the system will use the mobile phone number you inserted earlier when completing the missing information, so please make sure that it is the correct one.

Signing by **SMS** will produce the same screen, except the signing option on the bottom of the screen is different:



The screenshot shows the AirPlus International application interface. At the top left is the AirPlus logo. The main content area contains a list of terms and conditions, followed by a statement: "I understand and accept the consequences of submitting the application." Below this is a box for the signature, labeled "Your signature here" and "John Doe". At the bottom, there is a checkbox for "I declare that I have read all documents and shall comply with the following policies:" followed by links to "Terms of Use", "Privacy Policy", and "Cookie Policy". A green button labeled "Start signing" is on the right.

– to the extent required – consenting to such use of the data. The card is not offered without this confirmation.

- The applicant hereby represents and warrants the truth, accuracy and completeness of the data provided in this application. The applicant commits to inform AirPlus International without undue delay of any changes and updates thereto, and to answer any additional questions.
- The applicant confirms that (s)he has received, read, and understood the data protection statement. The card is not offered without this confirmation. The data protection statement which includes information on the processing of personal data and the rights of the data subjects, is a.o. available on the website at www.airplusinternational.be in the section 'Data protection'. A copy of the data protection statement may be requested from AirPlus International, 66 Boulevard de l'Impératrice, B-1000 Brussels, tel: +32 (0)2 400 37 90.
- The applicant acknowledges that the corporation through which corporate card program (s)he is able to apply for the card (in general the employer) is a controller of the card(holder) data at least as employer for purposes of expense management; next to and separate from AirPlus International being a controller for the delivery of the card issuing services. The applicant in that context acknowledges the legitimacy of the (personal) data flows from that corporation and/or any affiliates to AirPlus International and for the requested data flows from AirPlus International to that corporation and/or any affiliates (e.g. holding corporation).
- The applicant represents and warrants that (s)he has the legal capacity and ability to enter into this agreement.
- The applicant launches a proposal to enter into an agreement to AirPlus International.
- The agreement based on the application shall only be effective upon approval by AirPlus International of this application, as the case may be for a lower spending limit. The approval is expressed by the issuance of the card.
- The applicant acknowledges the right of AirPlus International to autonomously take a fully discretionary and final decision on whether or not to accept the application.

I understand and accept the consequences of submitting the application.

SMS

Your signature here
John Doe

2 / 2

☐ I declare that I have read all documents and shall comply with the following policies:
[Terms of Use](#), [Privacy Policy](#) and [Cookie Policy](#).

Start signing

Declare that you have read all the information and **start signing** in the designated field.

You will be requested to fill in a numeric code, which you will receive per SMS.



AirPlus International SA/NV
Keizerinlaan 66 Boulevard de l'Impératrice
1000 Brussels – Belgium

<https://www.airplusinternational.be>