

[ING BusinessOnLine]

FAQ

Internet banking for Corporate Clients




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1. How to check the balance on the bank account?

- Choose **Accounts** in the main menu.
- Choose name of the group and type of the account. Then choose **Show**.
- If you wish to create the account statement in PDF format choose option **Write to PDF** located in the right bottom corner of the screen.



ING BusinessOnLine

Portal | Administration | Tools | Help

PL | EN

Logged in: KOWALSKI JAH

ABC SP ZOO

Log out

Component: 1,3,0,4U MWV:Y S:1 Remaining 00:27:06

Accounts | Order management | Transfers | Settlements | Deposits | Loans | Cards | Communications | Notifications | Applications

Account list

Operations history

Statements

Account list

Group name

all

Account type

all

Show

Go to:

Group management

<input type="checkbox"/>	Group name	Account number Account name	Account type Account owner	Current balance	Available balance	Currency	Last statement date
<input type="checkbox"/>	Rachunki PALIWA ZLOTOWE	11 2222 3333 4444 5555 6666 7779	ABC SP ZOO	1 536 695,91	1 536 695,91	PLN	17-01-2008
<input type="checkbox"/>	RACHUNKI PALIWA walutowe	11 2222 3333 4444 5555 6666 9999 Rachunek do opłat	ABC SP ZOO	1 601,22	1 601,22	EUR	17-01-2008

1 to 2 (from 2)

Data synchronized with 10:10, 04-07-08

Move marked transfers to group

Choose the group

Move to group

Write to PDF

2. How to add/remove beneficiary to/from beneficiary's list?

Adding new beneficiary to the list.

- Choose **Transfers** in the main menu and then depending on the type of beneficiary choose **→ Domestic** or **→ Currency transfer** in the side menu.
- Fill in text boxes in the section: **Transfer recipient**.
- Choose **→ Add contractor to the list** on the right side of the screen.
- You will see the entered data in the edition mode.
- To save the data choose **CONFIRM** in the right bottom corner of the screen.



ING BusinessOnLine

Portal | Administration | Tools | Help

PL | EN

Logged in: KOWALSKI JANI

ABC SP ZOO

Log out

Component: 1,3,0,40 M/W:Y S:1 Remaining 00:25:31

Accounts	Order management	Transfers	Settlements	Deposits	Loans	Cards	Communications	Notifications	Applications
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Domestic

European

Currency transfer

Internal

ZUS (National Insurance Agency)

Tax office

Predefined transfers

New domestic contractor

Contractor type

Domestic

Group name

select

[Group management](#)

Create a new one based on the existing one

select

☒ Resident ☐ Non-resident

Contractor's short name

Contractor 1

Name / First name and last name

John Doe

Address

ul. Złota 1

00-312 Warszawa

Country

POLAND - PL

Contractor's account number

92 1000 2000 1234 5555 5555 1234

Back

CONFIRM

Deleting beneficiary from the list.

- Choose **Transfers** in the main menu.
- Choose → Find contractor on the right side of the screen in the section: **Transfer recipient**.
- Choose name of the beneficiary, account number and name of the group from the list and then choose **Show**.
- Mark the check box next to the name of the beneficiary who you wish to delete and choose **Remove contractor**.



Accounts	Order management	Transfers	Settlements	Deposits	Loans	Cards	Communications	Notifications	Applications
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→ Group management

→ Import/Export

→ Reports

Database

- Domestic contractors list
- Foreign contractors list
- SWE contractors list
- List of debtors in payment order
- List of debtors in GOBI
- ING Bank branches
- Domestic banks list
- Foreign banks list
- Payment titles list
- SWE Payment titles list

Domestic contractors list

Contractor's name contains text

Account number (or number fragment)

Group name

Show

Go to: ?

[→ Import of contractors](#)

[→ Creating contractors](#)

[→ Group management](#)

	Group name	Short name	Contractor's full name	Contractor's address	Account number
<input type="checkbox"/>	CONTRACTORS 1	Doe	John Doe	ul. Złota 1, 00-312 Wa...	76 1050 1038 1000 00234321 8977 ING O. w Warszawie
<input type="checkbox"/>	CONTRACTORS 1	Roe	Jane Roe	ul. Chmiela 13, 00-25...	78 1050 1038 1000 0023 2267 3117 ING O. w Warszawie

1 to 2 (from 2)

Move marked ones to group

Move to group

Remove contractor

3. How to make a domestic transfer?

- Choose **Transfers** in the main menu and then choose **→ Domestic** in the side menu.
- Insert the account number of the beneficiary and fill in beneficiary's data. You can also automatically insert beneficiary's data from the database by clicking on **→ Find contractor** on the right side of the screen.
- Insert transfer data (execution date, amount, payment title).
- Choose **APPROVE TRANSFER**, verify the data and then accept the transfer by clicking on **Sign** or **Sign and send**. Transfer will be processed if the acceptance process was carried out according to the acceptance scheme.
- If you wish to save the transfer as a model click on **Save as model**.

Domestic

→ European

→ Currency transfer

→ Internal

 → **ZUS (National Insurance Agency)**

→ Tax office

→ Predefined transfers

Domestic transfer

Transfer of funds from account 82 1050 0083 7363 7363 7363 Rachunek bieżący (PLN)

Current account balance No account has been selected

Available balance No account has been selected

Transfer recipient

Contractor's short name select → Find contractor

☒ Resident ☐ Non-resident

Full name Supernet ISP sp. z o. o.

Address ul. Prosta 12

01-124 Warszawa

Account number 67102024010000029999999998

Bank name PKOBP Oddział 1 w Gliwicach → Add contractor to the list

Transfer data

Execution date 04-07-2008

Amount 123,00 PLN

Payment title monthly internet payment

|

→ Find title

→ Add to the dictionary

 Send via SORBNET
(paid option)

☐ ?

Save as model

APPROVE TRANSFER

4. How to make a foreign transfer?

- Choose **Transfers** in the main menu and then choose **→ Currency transfer** in the side menu.
- Insert the account number of the beneficiary and fill in beneficiary's data. You can also automatically insert beneficiary's data from the database by clicking on **→ Find contractor** on the right side of the screen.
- Insert transfer data (execution date, amount, payment title).
- Choose **APPROVE TRANSFER**, verify the data and then accept the transfer by clicking on **Sign** or **Sign and send**. Transfer will be processed if the acceptance process was carried out according to the acceptance scheme.
- If you wish to save the transfer as a model click on **Save as model**.

[Accounts](#) | [Order management](#) | **[Transfers](#)** | [Settlements](#) | [Deposits](#) | [Loans](#) | [Cards](#) | [Communications](#) | [Notifications](#) | [Applications](#)

- Domestic
- European
- **Currency transfer**
- Internal
- ZUS (National Insurance Agency)
- Tax office
- Predefined transfers

Currency transfer

Go to: ?

- [Predefined transfers](#)
- [Transfer import](#)

Transfer of funds from account

Current account balance 9 402,02 PLN

Available balance 9 402,02 PLN

Transfer recipient

Contractor's short name → [Find contractor](#)

☐ Resident ☒ Non-resident

Name / Full name

Address

Country

Account number

Recipient's bank

Recipient's bank BIC code [Find bank code](#)

Bank name

Town

Country

 → [Add contractor to the list](#)

Intermediary bank

Intermediary bank (paid option) [Find bank code](#)

Transfer data

Execution date

Transfer amount

Urgent transfer ☐ *select, if the transfer is supposed to be executed as urgent, or with a currency date different from SPOT (paid option)* Currency date

Negotiated rate ☐ *select, if the transfer is supposed to be executed by rate negotiated with the bank* Rate

Payment title code

Payment title

Additional information

 → [Find title](#)

 → [Add to the dictionary](#)

Fees and commissions

☒ SHA ☐ BEN ☐ OUR

ING Bank Śląski fees and commissions debiting the account

Confirmation

☐ Fax ☒ Email address

The request transfer execution confirmation fee is consistent with the current ING Bank Fees and Commissions Table.

Contact person

Full name

Telephone number / e-mail


Declaration

☒ I hereby declare that I am acquainted with Regulations on running settlements in the form of payment orders, as well as Regulations on making currency exchange transactions with immediate deliveries at ING Bank Śląski.

[Save as model](#)
[APPROVE TRANSFER](#)

5. How to make a transfer to ZUS (Social Insurance Institution)?

- Choose **Transfers** and then choose the option **ZUS (National Insurance Agency)** in the side menu.
- Choose the account number to transfer the money from and then choose the account number of ZUS and fill in transfer's data.
- Choose **APPROVE TRANSFER**.



ING BusinessOnLine

Portal | Administration | Tools | Help

PL | EN

Logged in: KOWALSKI JAH | ABC SP ZOO | Log out

Component: 1,3,0,40 MW.Y S:1 Remaining 00:26:04

Accounts

Order management

Transfers

Settlements

Deposits

Loans

Cards

Communications

Notifications

Applications

→ Domestic

→ European

→ Currency transfer

→ Internal

→ ZUS (National Insurance Agency)

→ Tax office

→ Predefined transfers

ZUS (National Insurance Agency) transfer

Go to: ?
→ Predefined transfers
→ Transfer import

Transfer of funds from account

82 1050 0086 7363 7363 2071 Rachunek bieżący (PLN)

Current account balance

1020,78 PLN

Available balance

1020,78 PLN

Transfer recipient

ZUS Account No.

73 1010 1023 0000 2613 9530 0000

Bank name

Bank przejmujący - [10101010]

Premium type

FP I FGSP

Transfer data

Execution date

04-07-2008

Amount

123,00 PLN

Payer data

Payer short name or full name

Jan Nowaczek

Payer's NIP

4843234455

Second ID type

Personal id. number [PESEL]

Payer's second ID

790032002443

Payment type

B - Institution serving premium pa

Declaration

2008 06

Declaration number

12

Number of decision / agreement / enforceable title

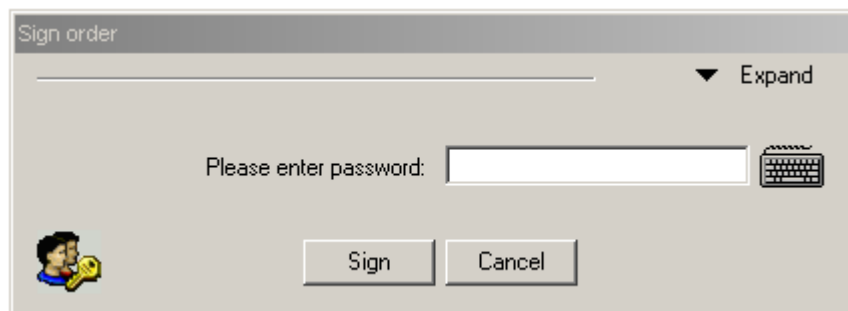
3

Save as model

APPROVE TRANSFER

6. How to approve and send payment order?


- Choose **Order management** and click on **Order review** in the side menu.
- This function is used to review, accept and send the order already entered to the system.
- To find orders which are waiting to be accepted please define searching criteria and choose **Show**.
- To accept order, mark the checkbox next to the chosen order and click on **Sign**.
To accept the package, please move to the „Package details” choosing the name of the package.
- After choosing the acceptance button you will be moved to the acceptance screen where you can see the list of all orders which are ready to be accepted.
- The acceptance is made after inserting password to certificate holder.



Sign order

Expand


Please enter password:



- Orders will be processed if the acceptance process was carried out according to the acceptance scheme.

7. How to create bank statement and save it in the PDF format?

- Choose **Accounts** in the main menu and click on **→ Statements** in the side menu.
- Use the filter to find a statement according to defined criteria (account number, date and statement number).
- To expand filtering criteria click on **Advanced filter** and choose additional criteria.
- After defining the criteria click on **Show**, you will be able to see the list of statements.

ING  **ING BusinessOnLine**

Portal | Administration | Tools | Help PL | EN Logged in: KOWALSKI JAN ABC SP ZOO Log out
Component: 1,3,0,40 MW:Y S:1 Remaining 00:29:41

Accounts Order management Transfers Settlements Deposits Loans Cards Communications Notifications Applications

→ Account list
→ Operations history
→ Statements

Bank account statement

Account statement: 22 1234 5555 6666 7777 0098 1234 Paliwa EUR (EUR)

Statement date: ☐ from 03-07-2008 to 04-07-2008 ☒ last 4 months

Statement No.: ☐ from to

Advanced filter **Show**

Go to: [Statement report](#)

Account number	Statement No.	Statement date	From/to date	Initial balance	Current balance
22 1234 5555 6666 7777 0098 1234 (Rachunek bieżący)	7	08-04-2008	01-03-2008 / 08-04-2008	0.00	1.00
22 1234 5555 6666 7777 0098 1234 (Rachunek bieżący)	8	14-04-2008	09-04-2008 / 14-04-2008	1.00	1.10
22 1234 5555 6666 7777 0098 1234 (Rachunek bieżący)	9	01-07-2008	15-04-2008 / 01-07-2008	1.10	1.11

1 to 3 (from 3)

- To see the details of the statement click on the number of the statement.
- To save the statement in the PDF format click on **Write to PDF**.

8. How to download group of statements?

- Choose **Tools** in the main menu and then click on **Reports** in the side menu.
- Choose **New report** then option **advanced statements**, next click on **Create template** and insert name of the template.

Defining report template

Template type

Creating template - advanced statements

Template name

- When template is created define its filtering conditions (time range, type of accounts).



Portal | Administration | Tools | Help PL | EN

ING BusinessOnline

Logged in: KOWALSKI JAN ABC SP ZOO Log out
Component: 1,3,0,40 M/V: Y S:1 Remaining 00:29:09

Accounts	Order management	Transfers	Settlements	Deposits	Loans	Cards	Communications	Notifications	Applications
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- Group management
- Import/Export
- Reports
- Database

Creating filter

Filter name

Account

Searched date type

☐ from to

☒ last

Filter conditions










<input type="checkbox"/>	statement date	>=	27-02-2008	Imo	→ Delete → Modify
<input type="checkbox"/>	statement date	<=	03-03-2008	Imo	→ Delete → Modify
<input type="checkbox"/>	final balance	<	1000	Imo	→ Delete → Modify
<input type="checkbox"/>	initial balance	>	200	Imo	→ Cancel → Validate
<input checked="" type="checkbox"/>	statement number	=		Imo	→ Validate


Back


Save

Attention! While choosing additional filtering condition use **or** as operator.

- Save the filter, it is then visible on the list of templates.


  Template/Filter name	Template type	Template/filter author	Actions		
 January report	advanced statements	KOWALSKI JAN	 Add filter	 Modify	 Delete
 February - March Filter		KOWALSKI JAN	 Modify	 Delete	

- If you wish to generate the file with statements please choose  or name of the filter. The file will be ready on the list of reports with the status 'ready to fetch'.

Choice	Report name Date of creation	Report type Data format	Generated by/Author	Status
<input type="checkbox"/> 	nowe wyciągi n_Nr_20080708_144902 08-07-2008	statements pdf	KOWALSKI JAN	ready to fetch

9. How to check the history of transactions?

- Choose **Accounts** in the main menu and click on **Operations history** in the side menu.
- Use the filter to find a transaction according to the defined criteria (account number, booking date, transaction type).
- To expand filtering criteria click on **Advanced filter** and choose additional criteria (counterparty's name, amount, reference number, title, currency).
- After defining the criteria click on **Show**, you will be able to see the list of defined transactions.



ING BusinessOnLine

Portal | Administration | Tools | Help PL | EN Logged in: KOWALSKI JAH ABC SP ZOO Log out
Component: 1,3,0,40 M/V:Y S:1 Remaining 00:29:30

Accounts Order management Transfers Settlements Deposits Loans Cards Communications Notifications Applications

[→ Account list](#)
[↓ Operations history](#)
[→ Statements](#)

Operation history

Account: 61 1050 0086 7363 7363 7363 Rachunek bieżący (PLN)

Operation type: all

Find text:

Book date: ☐ from 04-07-2008 to 04-07-2008 ☒ recent 18 days

Advanced filter **Show**

Account No.: 61 1050 0086 7363 7363 7363

Account name: Rachunek bieżący

Credit sum: 0.01

Debited sum: 0.00

Currency: PLN

Credit count: 1

Debit count: 0

Book date	Operation type	Contractor	Operation title	Amount / Currency
01-07-2008	uznanie	94 1050 0086 1000 0023 3179 9358 Kangur sp. z o. o. UL. MARSZAŁKOWSKA 12 00-499 WARSZAWA	zewnętrzny	0.01 PLN

1 to 1 (from 1)

Write to PDF

10. How to import file from the financial system?

- Choose **Tools** in the main menu.
- Choose **→ Import/Export** and then **Import templates**.
- Choose the template which you want to use to import orders. There are some common and frequently used templates available. Template 'Multicash PLI' is used to import domestic orders. In case your financial system uses different templates you can create new template by clicking on **Add template**.

Import templates

Template/Filter name	Template type	Template author	Actions		
Template 1	Foreign contractors	KOWALSKI JAN	→ Preview	→ Modify	→ Delete
Template 2	Domestic contractors	KOWALSKI JAN	→ Preview	→ Modify	→ Delete
ING BankOnLine domestic contractor	ING BankOnLine domestic contractor	Predefined by the Bank	→ Preview		
ING BankOnLine currency contractor	ING BankOnLine currency contractor	Predefined by the Bank	→ Preview		
MNB	MNB	Predefined by the Bank	→ Preview		
MultiCash INT	MultiCash INT	Predefined by the Bank	→ Preview		
MultiCash INT DUŚ	MultiCash INT DUŚ	Predefined by the Bank	→ Preview		
MultiCash PLA	MultiCash PLA	Predefined by the Bank	→ Preview		
MultiCash PLD/PLG	MultiCash PLD/PLG	Predefined by the Bank	→ Preview		
MultiCash PLI	MultiCash PLI	Predefined by the Bank	→ Preview		

- While choosing template 'Multicash PLI' define the code page of imported file and pick the file by clicking on **Browse...**. Next click on **Import**.

Import

Data type template	MultiCash PLI
Encoding characters	Windows-1250
File to import	<input type="text"/> Browse...

- System will verify the file and the result of import will be displayed on the computer screen.

Import operation result

Transaction data import

Record count	3
Valid record count	3
Invalid record count	0
Debit sum	0.00 PLN
Control sum	dca443986896c744d32a6739bc3eef32
<input checked="" type="checkbox"/> Import to package	<input type="text"/>
<input type="checkbox"/> Import as model transfer	<input type="text"/>

Orderer's account	Beneficiary Beneficiary's account	Execution date	Transfer amount Transfer currency	Status Error details
72106000760000320000546101	OPAKOWANIA SP. Z O.O. 26111012710000999999874157	07-07-2008	5312.0 PLN	Valid
Updated date				
72106000760000320000546101	TUIR RELIANCE 11116022020000000060819897	07-07-2008	885.63 PLN	Valid
Updated date				
72106000760000320000546101	SPEDYTOR SP. Z O.O. 03106000760000409930102204	07-07-2008	1500.0 PLN	Valid
Updated date				

- In order to add imported orders to the package, mark the option ☒ Import to package and insert name of the package.
- In order to save correct records in the database choose . In order to export incorrect records to the new file choose .

11. How to open deposit?

- Choose **Deposits** in the main menu and click on **→ New deposit** in the side menu.
- Choose the account number to transfer the money from.
- Insert deposit period, deposit maturity date and deposit amount.
- Check the interest rate by clicking on **Check interest rate**.

The screenshot shows the ING BusinessOnLine interface. The top navigation bar includes the ING logo, a user menu (Portal | Administration | Tools | Help), language settings (PL | EN), and login information (Logged in: KOWALSKI JAN, ABC SP ZOO, Log out). A secondary navigation bar contains tabs for Accounts, Order management, Transfers, Settlements, Deposits, Loans, Cards, Communications, Notifications, and Applications. On the left, a sidebar menu lists Deposit list, New deposit (highlighted), Deposit history, and Deposit statement. The main content area is titled 'New deposit' and contains a form with the following fields: 'Transfer from account' (a dropdown menu showing '22 1234 5555 6666 7777 0098 1234 Rachunek bieżący (PLN)'), 'Current account balance' (827,744.56 PLN), 'Available balance' (827,544.56 PLN), 'Deposit period' (radio button selected, value '31' days), 'Deposit maturity date' (radio button unselected, value '07-08-2008'), and 'Deposit amount' (100000.00 PLN, with a note '(Minimum amount: 1000 PLN)'). A 'Check interest rate' button is located at the bottom right of the form.

- Approve opening of deposit by clicking on **Sign**.

The screenshot shows the ING BusinessOnLine interface after clicking 'Sign'. The top navigation bar and secondary navigation bar are identical to the previous screenshot. The sidebar menu remains the same. The main content area is titled 'Deposit confirmation' and displays a summary table of the deposit details. The table has two columns: the field name and the value. The fields and values are: 'Transfer from account' (22 1234 5555 6666 7777 0098 1234 Rachunek bieżący (PLN)), 'Deposit period' (31 days), 'Deposit start date' (08-07-2008), 'Deposit maturity date' (08-08-2008), 'Deposit interest rate' (5.0540%), and 'Deposit amount' (100,000.00 PLN). At the bottom left is a 'Back' button, and at the bottom right is a 'Sign' button.

Transfer from account	22 1234 5555 6666 7777 0098 1234 Rachunek bieżący (PLN)
Deposit period	31 days
Deposit start date	08-07-2008
Deposit maturity date	08-08-2008
Deposit interest rate	5.0540%
Deposit amount	100,000.00 PLN