ING BusinessOnLine

FAQ

Internet banking for Corporate Clients

WHOLESALE BANKING

WWW.ING.PL

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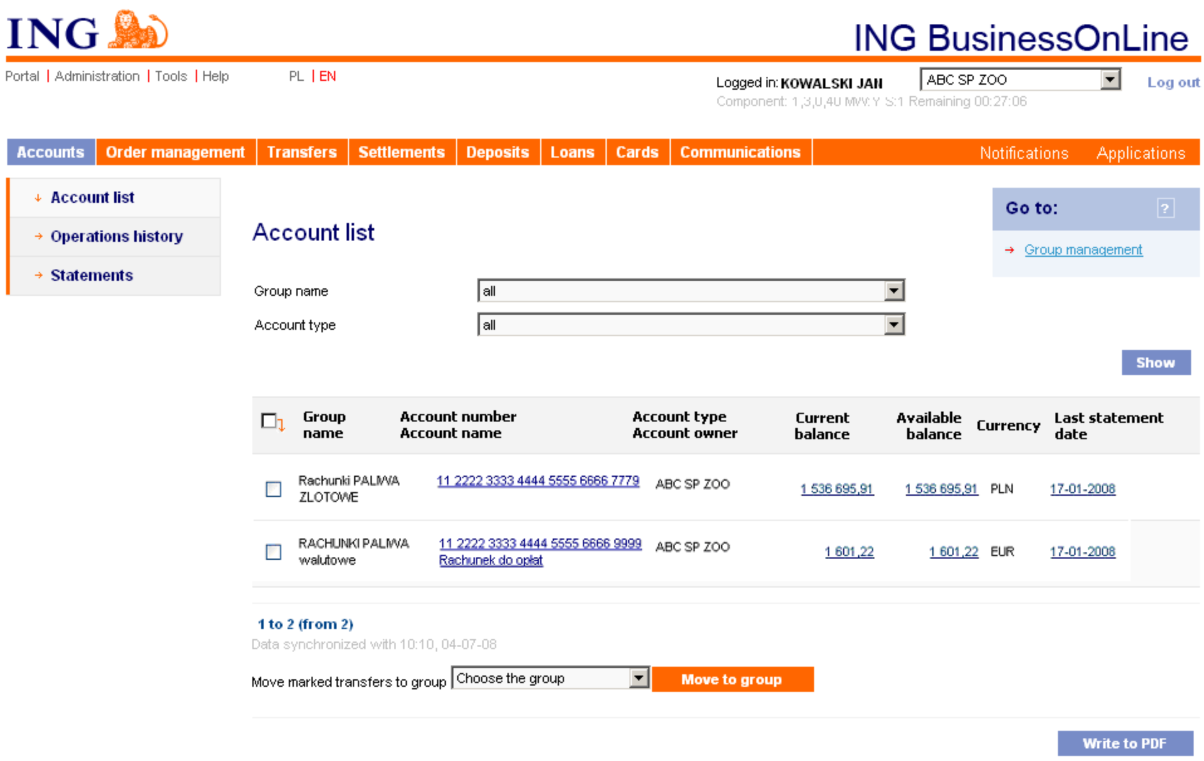
1. How to check the balance on the bank account?

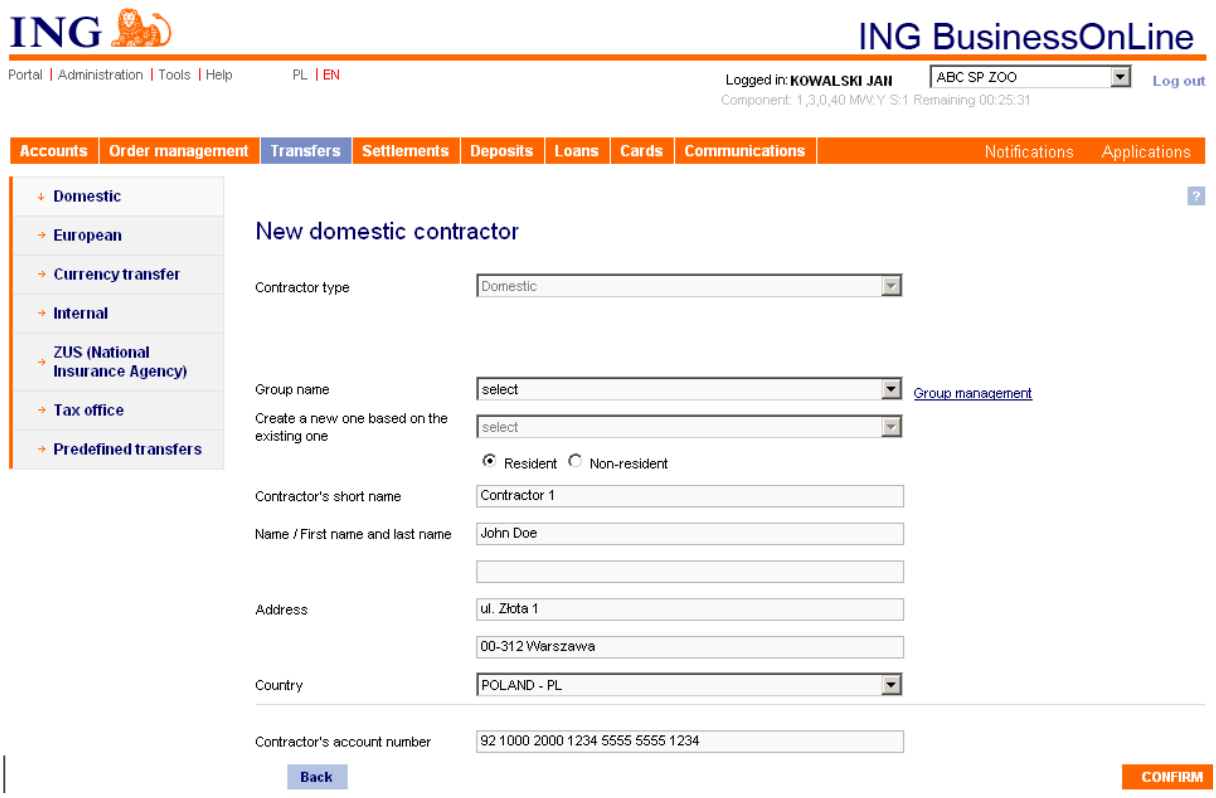
- Choose **Accounts** in the main menu.
- Choose name of the group and type of the account. Then choose **Show**.
- If you wish to create the account statement in PDF format choose option **Write to PDF** located in the right bottom corner of the screen.



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

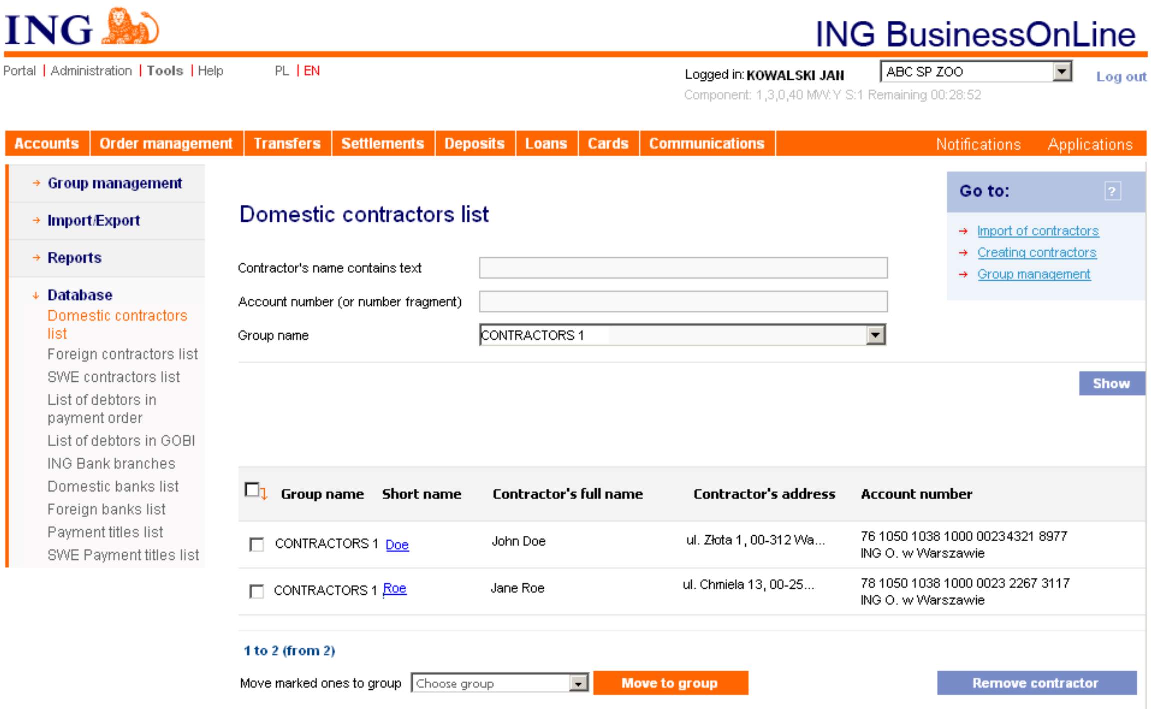
Adding new beneficiary to the list.

- 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.



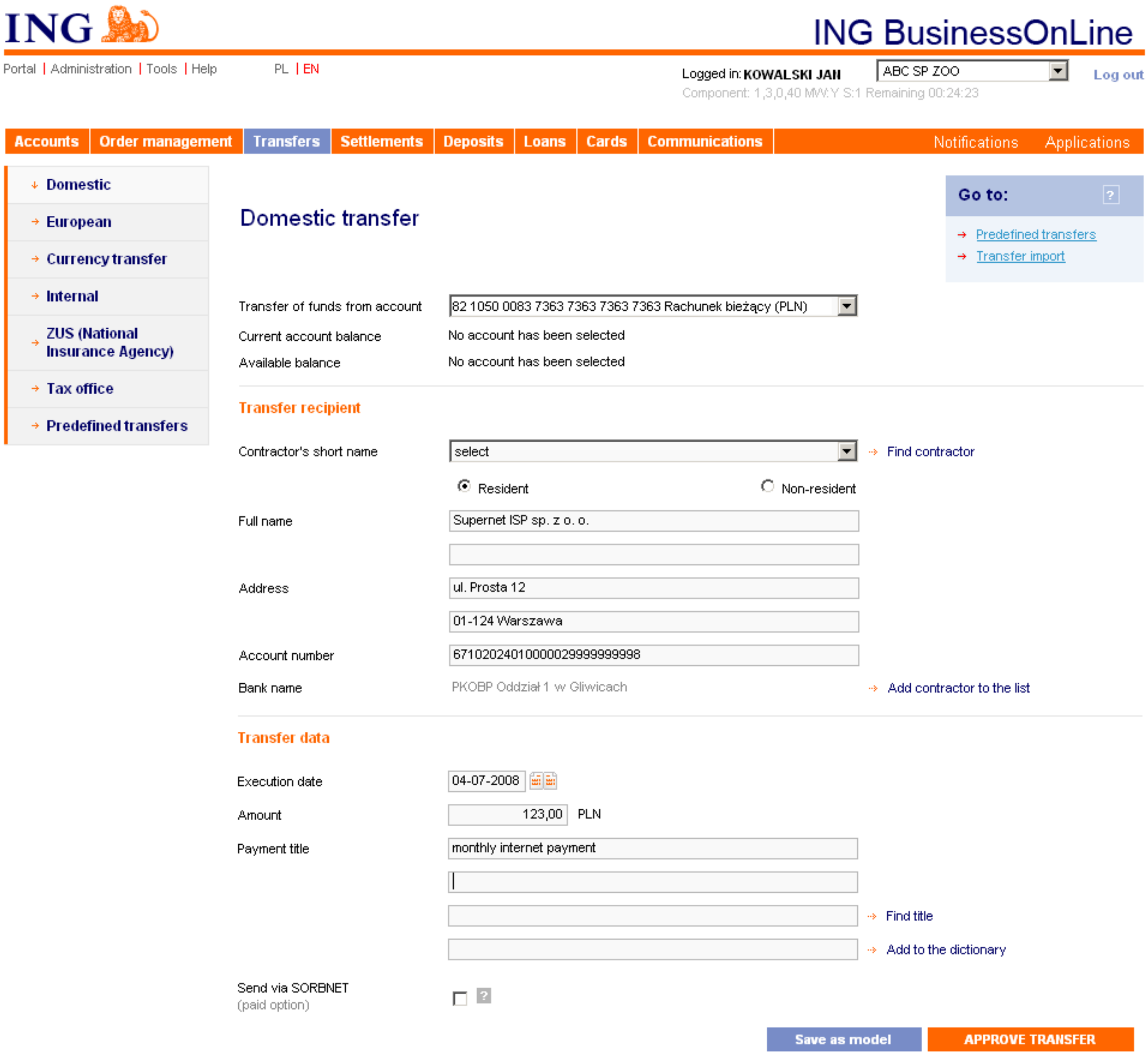
Deleting beneficiary from the list.

- 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** .



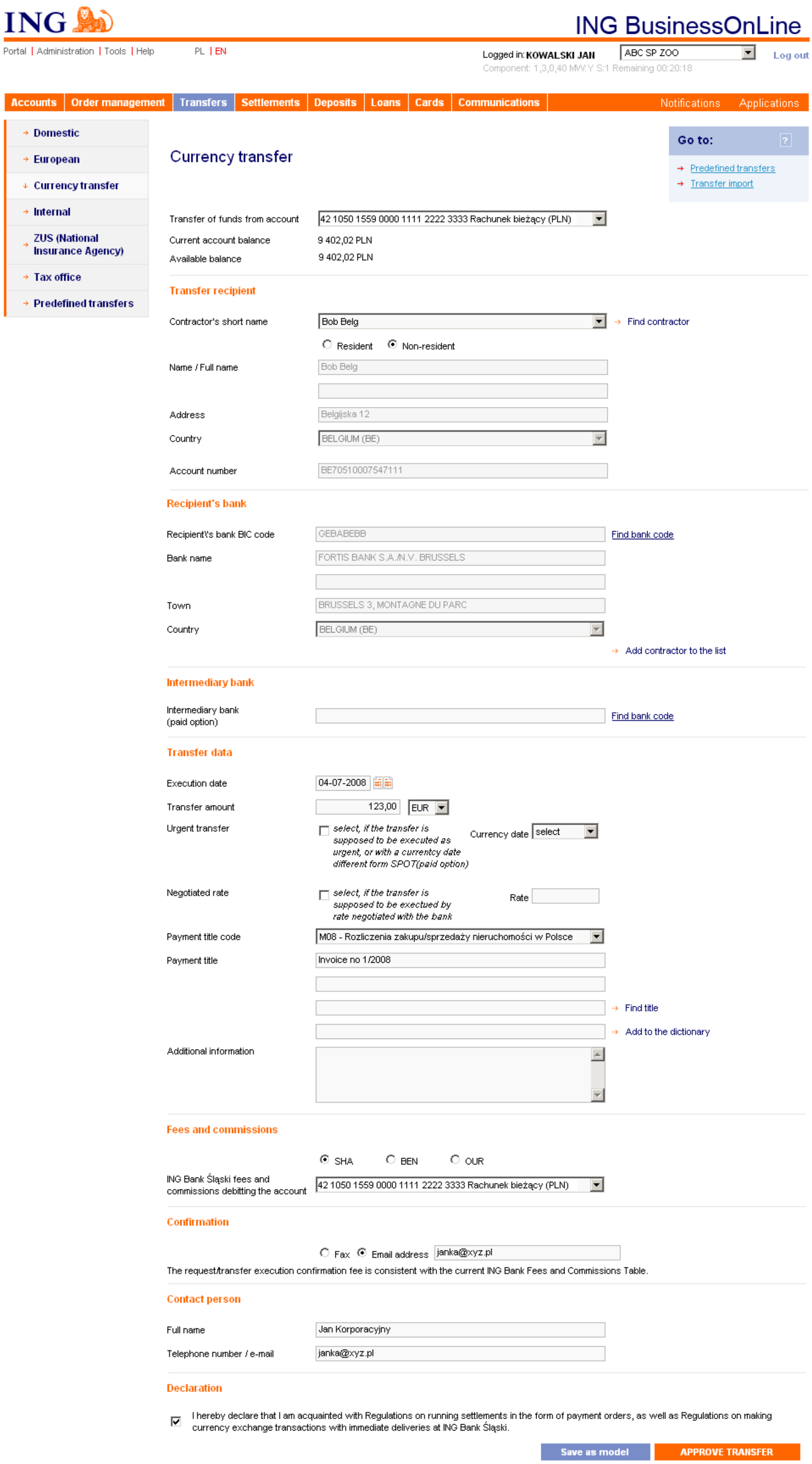
3. How to make a domestic transfer?

- 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**.


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 00:24:23
Accounts
Order management
Transfers
Settlements
Deposits
Loans
Cards
Communications
Notifications
Applications
Domestic
European
Currency transfer
Internal
ZUS (National Insurance Agency)
Tax office
Predefined transfers
Domestic transfer
Go to:
Predefined transfers
Transfer import
Transfer of funds from account
82 1050 0083 7363 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**.


ING
ING BusinessOnLine
Portal | Administration | Tools | Help PL | EN
Logged in: KOWALSKI JAN ABC SP ZOO Log out
Component: 1,3,0,40 MWY S:1 Remaining 00:20:18
Accounts | Order management | Transfers | Settlements | Deposits | Loans | Cards | Communications | Notifications | Applications

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

Go to:
- Predefined transfers
- Transfer import

Currency transfer

Transfer of funds from account	42 1050 1559 0000 1111 2222 3333 Rachunek bieżący (PLN)
Current account balance	9 402,02 PLN
Available balance	9 402,02 PLN

Transfer recipient

Contractor's short name	Bob Belg → Find contractor
	Resident / Non-resident
Name / Full name	Bob Belg
Address	Belgijska 12
Country	BELGIUM (BE)
Account number	BE70510007547111

Recipient's bank

Recipient\'s bank BIC code	GEBABEBB Find bank code
Bank name	FORTIS BANK S.A./N.V. BRUSSELS
Town	BRUSSELS 3, MONTAGNE DU PARC
Country	BELGIUM (BE)

→ Add contractor to the list

Intermediary bank

Intermediary bank (paid option)	Find bank code

Transfer data

Execution date	04-07-2008
Transfer amount	123,00 EUR
Urgent transfer	*select, if the transfer is supposed to be executed as urgent, or with a currentcy date different form SPOT(paid option)* Currency date: select
Negotiated rate	*select, if the transfer is supposed to be exectued by rate negotiated with the bank* Rate
Payment title code	M08 - Rozliczenia zakupu/sprzedaży nieruchomości w Polsce
Payment title	Invoice no 1/2008
	→ Find title
	→ Add to the dictionary
Additional information	

Fees and commissions

SHA / BEN / OUR

ING Bank Śląski fees and commissions debitting the account	42 1050 1559 0000 1111 2222 3333 Rachunek bieżący (PLN)

Confirmation

Fax / Email address: janka@xyz.pl

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

Contact person

Full name	Jan Korporacyjny
Telephone number / e-mail	janka@xyz.pl

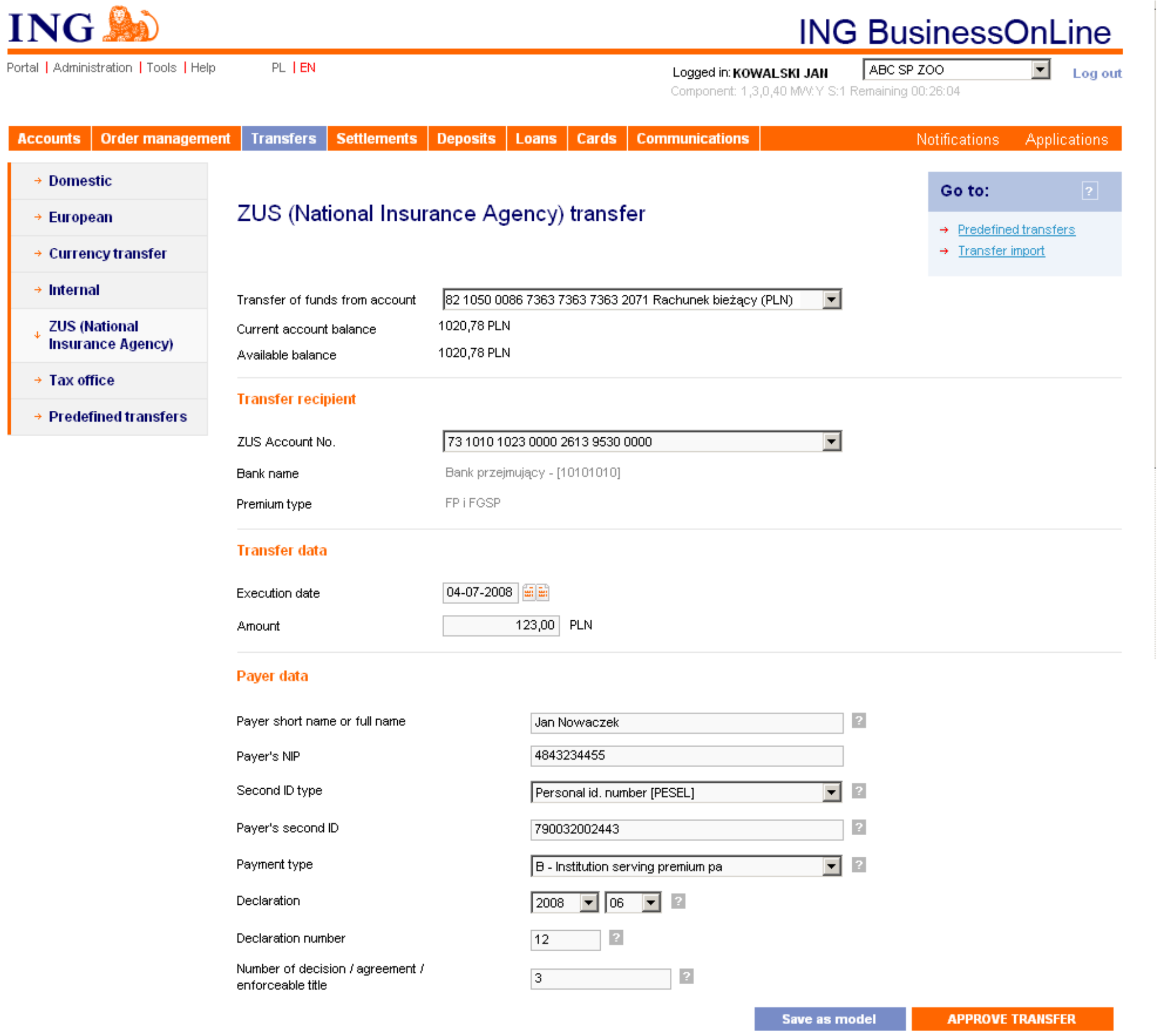
Declaration

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

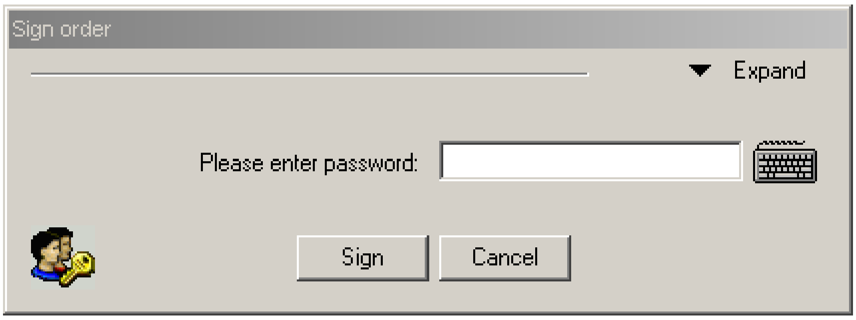
5. How to make a transfer to ZUS (Social Insurance Institution)?

- 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**.



6. How to approve and send payment order?

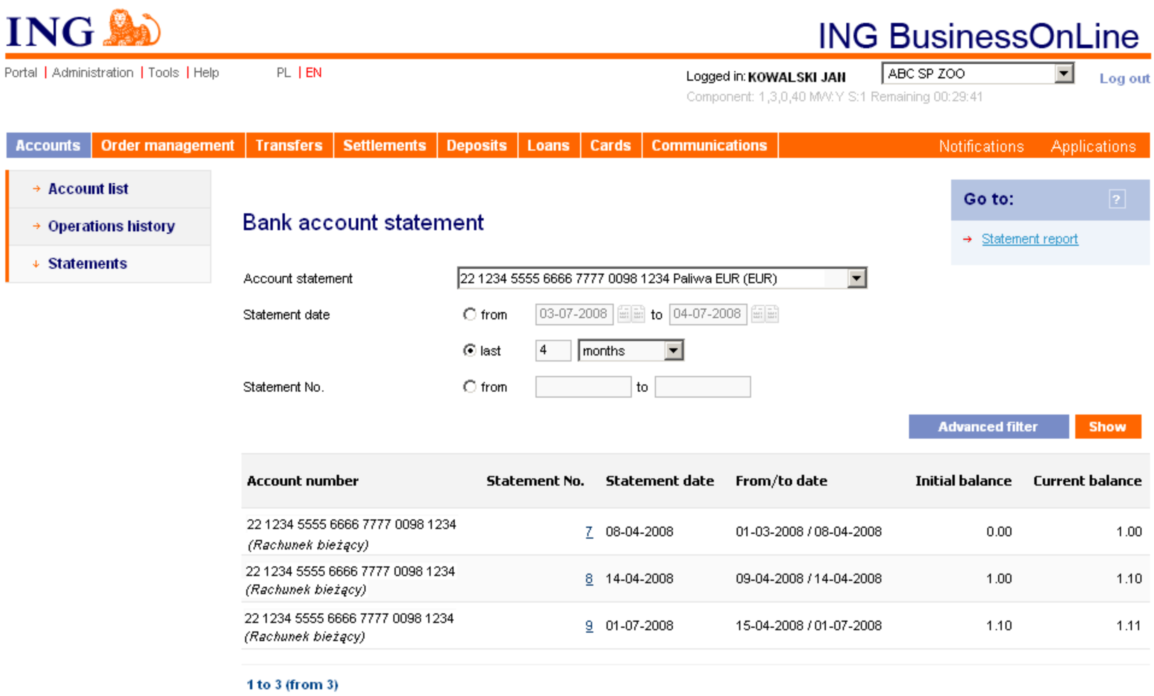
- Choose **Order management** and click on **Order review** in the side menu.
- This function is used to review, accept and send the order already entered to the system.
- To find orders which are waiting to be accepted please define searching criteria and choose **Show**.
- To accept order, mark the 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.



- 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?

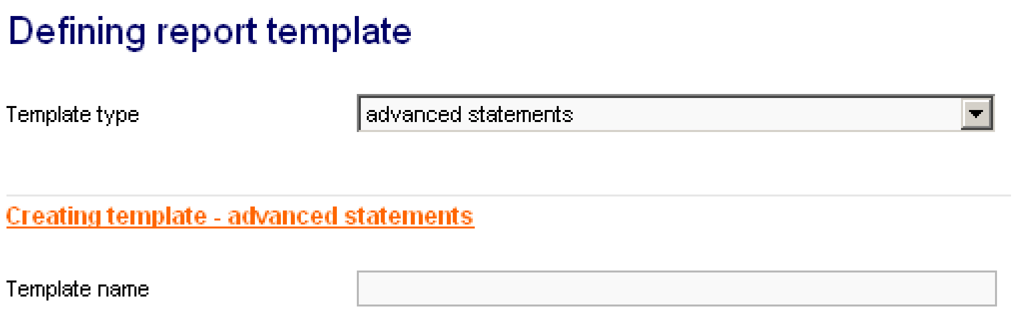
- Choose **Accounts** in the main menu and click on **→ Statements** in the side menu.
- Use the filter to find a statement according to defined criteria (account number, date and statement number).
- To expand filtering criteria click on **Advanced filter** and choose additional criteria.
- After defining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



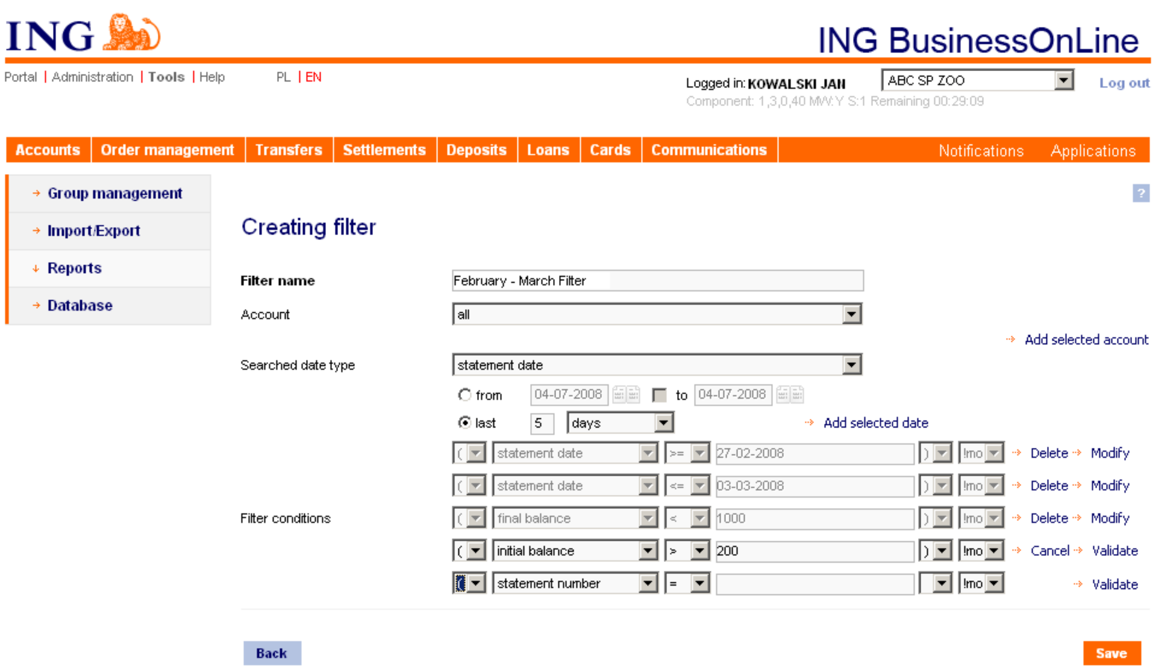
- To see the details of the statement click on the number of the statement.
- To save the statement in the PDF format click on **Write to PDF**.

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.



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



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

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

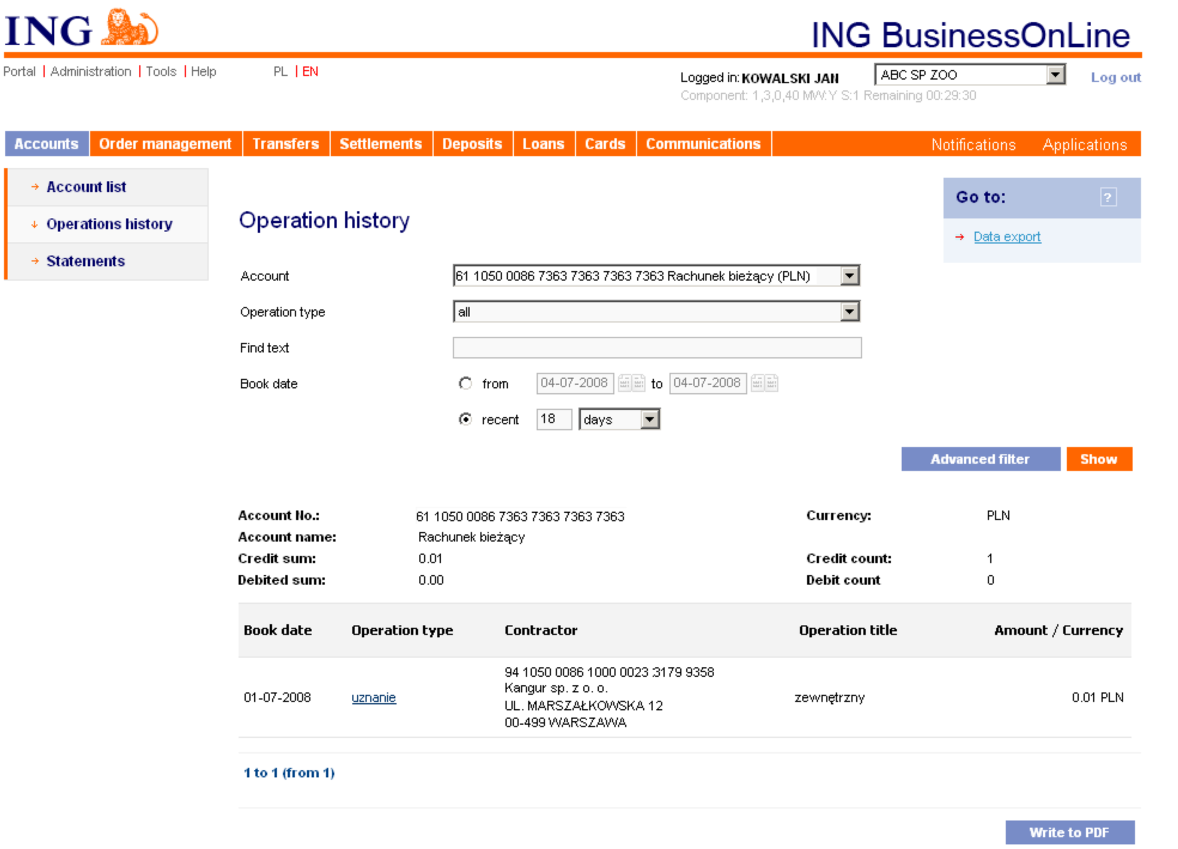
⊞ ⊟	Template/Filter name	Template type	Template/filter author	Actions		
⊟	January report	advanced statements	KOWALSKI JAN	Add filter	Modify	Delete
	February - March Filter		KOWALSKI JAN		Modify	Delete

- 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
		nowe_wyciagi n_Nf_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.



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	Browse...

Back **Import**

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

Import operation result

Transaction data import

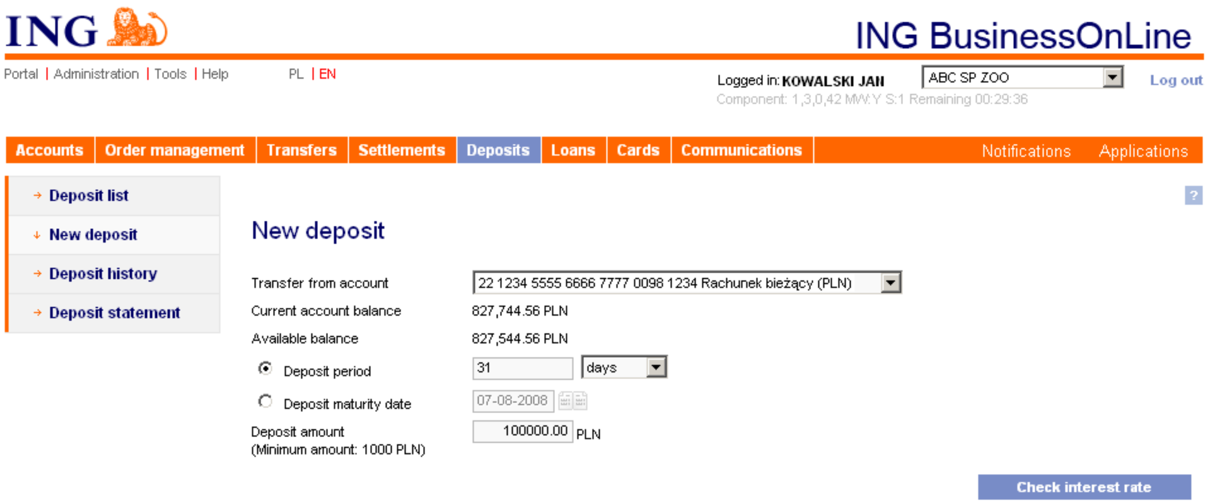
Record count	3
Valid record count	3
Invalid record count	0
Debit sum	0.00 PLN
Control sum	dca443986896c744d32a6739bc3eef32
☑ Import to package	
☐ Import as model transfer	

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 **APPROVE**. In order to export incorrect records to the new file choose **Export invalid records**.

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**.



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