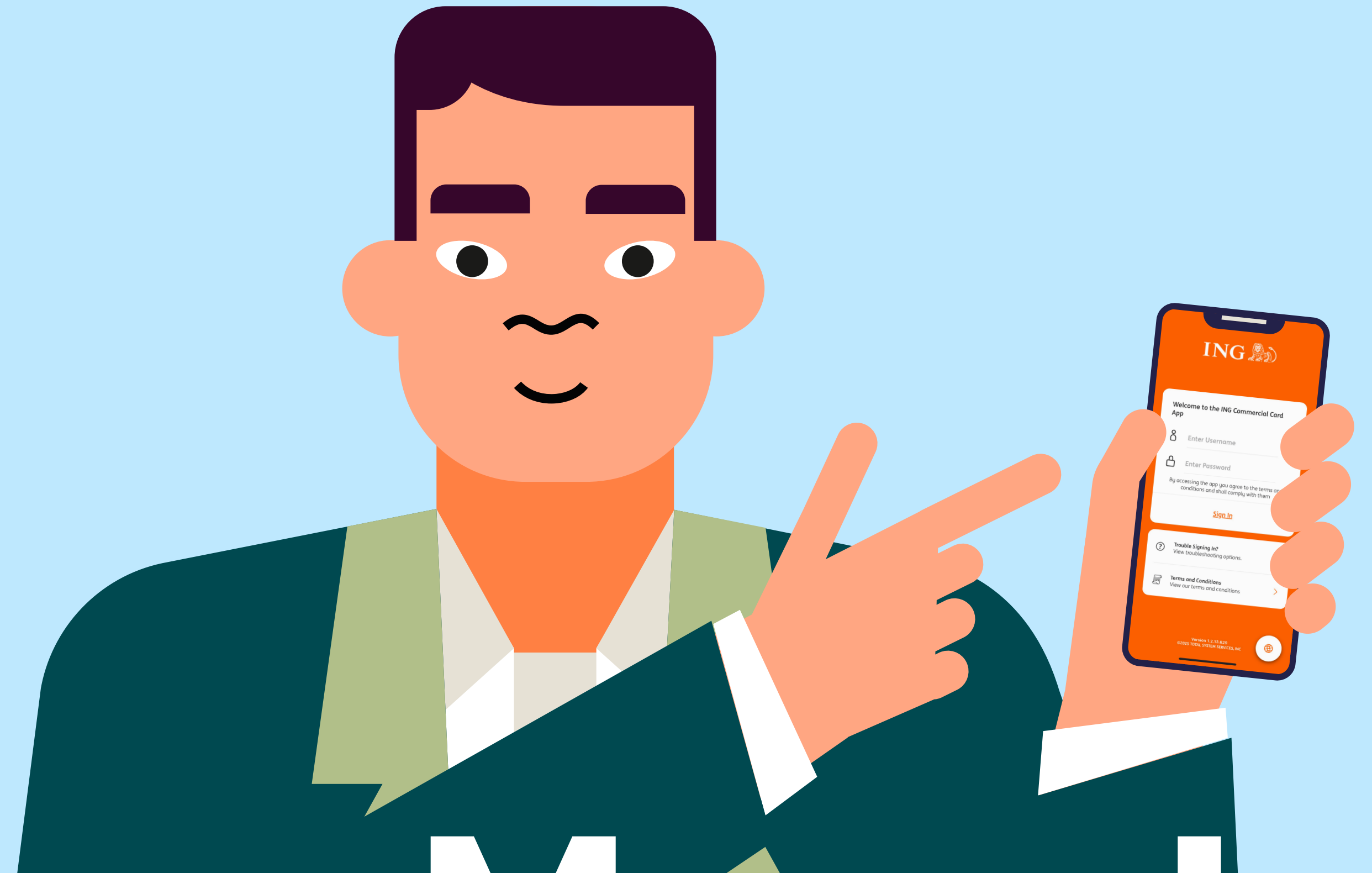# App

Cardholders Manual

ING

do your thing

Feature Manual for the ING Commercial Card App for Cardholders

ING 🦁

A step-by-step guide for cardholders for the ING Commercial Card App

Welcome to the Cardholder User Manual for the ING Commercial Card App.

This guide is designed to help you get started quickly and make the most of the available features.

Content

do your thing

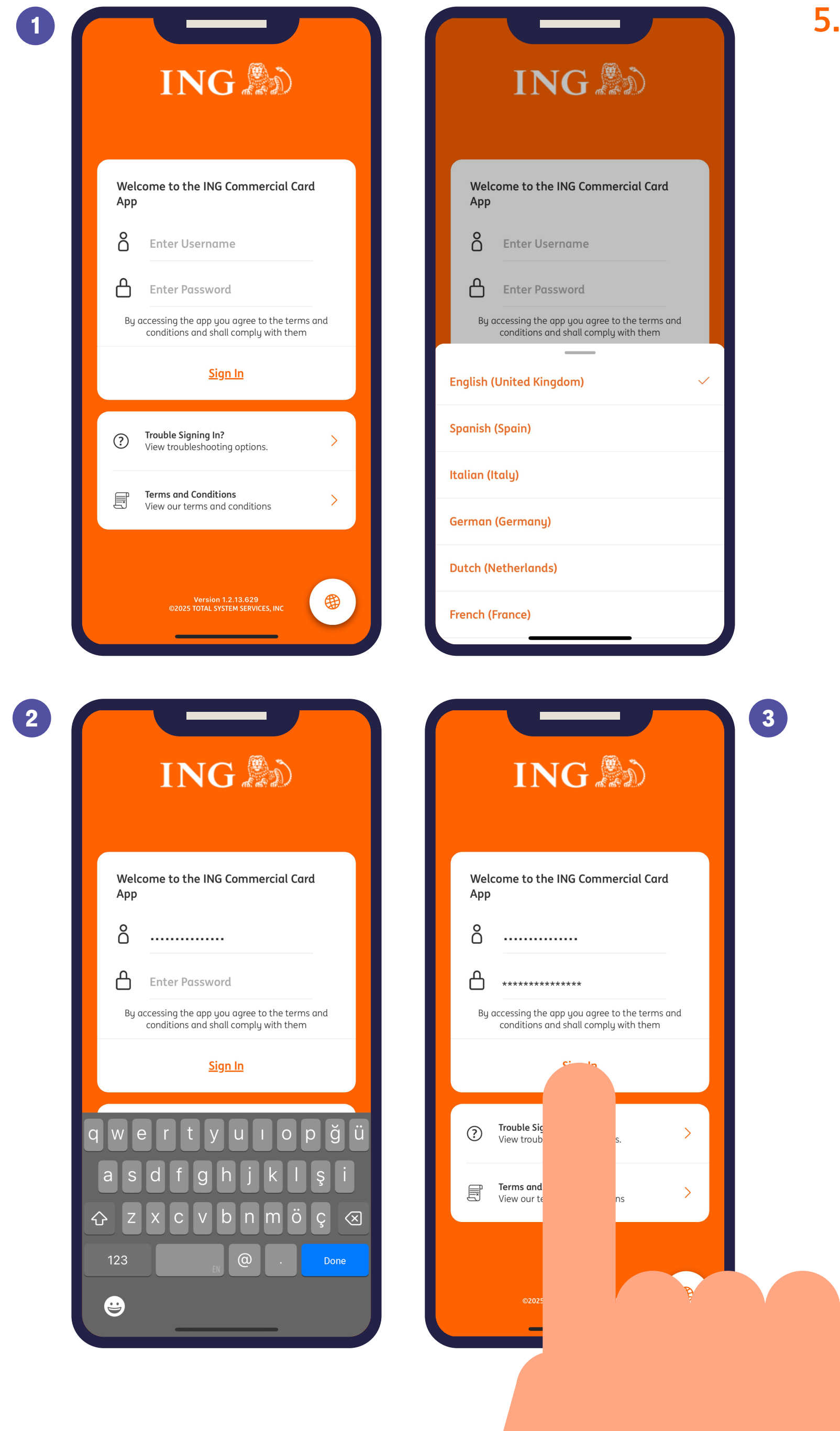# Navigating the homepage

do your thing

Logging in

1. Choose your preferred language by tapping **on the globe** in the bottom right of the screen.

2. Log in with the **username** and **password** or use **biometrics.**

3. Tap **Sign In**.

![ING logo]

do your thing

Logging in

4.

Enter the **one-time passcode** that is sent to you by text message.

ING
Your verification code is: ********

Enter Passcode

A one-time passcode has been to sent to your email address or phone number. Please enter passcode below.

Re-send Passcode

Passcode*
Enter Passcode

Enter Passcode

Enter Passcode

A one-time passcode has been to sent to your email address or phone number. Please enter passcode below.

Re-send Passcode

Passcode*
****

do your thing

Now you are on the home screen of the app.

Account

Current Balance
1,899.90

Corp ...6698

View Details

Activity

Cash_non_atm
Approved
28 April 2025
250.00

Purchase
Approved
28 April 2025
300.00

View All Transactions

Statement Center

Accounts   Inbox   More

do your thing

ING

do your thing
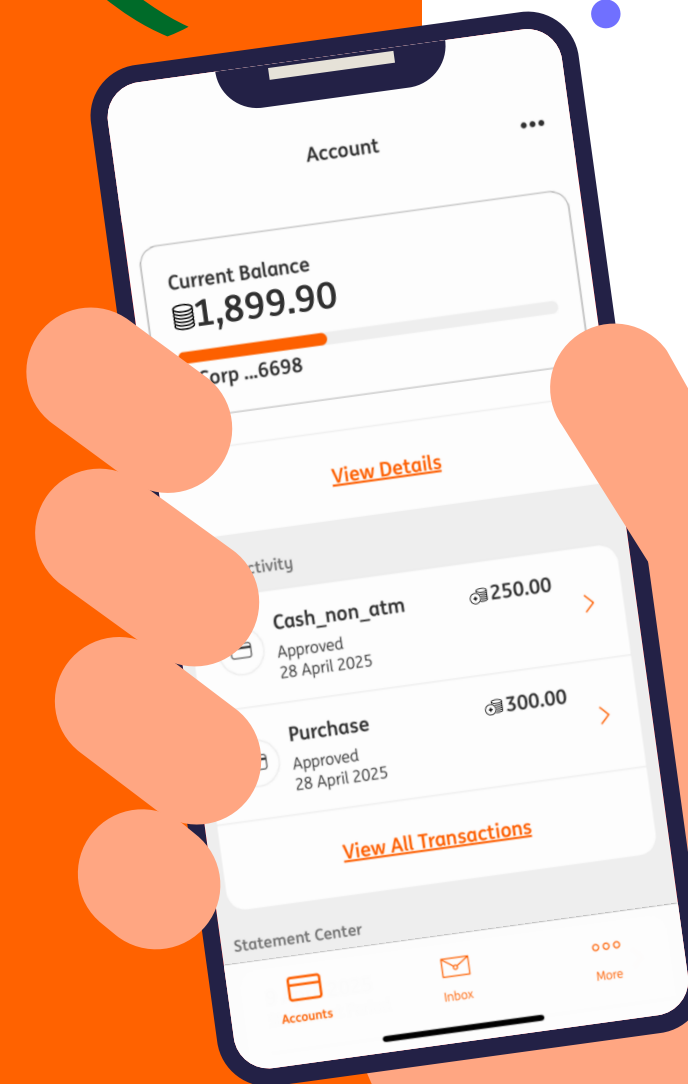
On the home screen, you will find an overview of your **current balance**, your **recent transactions** and quick access to your **last statements**.

Screen 1

Account ⋯

Current Balance
🪙 1,899.90

A Corp ...6698

View Details

Recent Activity

💳	Cash_non_atm Approved 28 April 2025	💳 250.00 ›
💳	Purchase Approved 28 April 2025	💳 300.00 ›

View All Transactions

Statement Center

Accounts | Inbox | More

Screen 2

Account ⋯

Current Balance
🪙 1,899.90

A Corp ...6698

View Details

Recent Activity

💳	Cash_non_atm Approved 28 April 2025	💳 250.00 ›
💳	Purchase Approved 28 April 2025	💳 300.00 ›

View All Transactions

Statement Center

Accounts | Inbox | More

Screen 3

Account ⋯

💳	Cash_non_atm Approved 28 April 2025	💳 250.00 ›
💳	Purchase Approved 28 April 2025	💳 300.00 ›

View All Transactions

Statement Center

9 April 2025
Statement Period ›

9 March 2025
Statement Period ›

9 February 2025
Statement Period ›

See All Statements

Accounts | Inbox | More

Navigating the app

1. To get more insights on your balance or review your contact details, tap '**View Details**'.

2. You will see your **Credit Limit**, **Available Credit**, and **Contact Information**.

3. Scroll down for additional details, like your '**Payment Due Date**' and '**Statement Balance**'.

do your thing

Navigating the app

4. To get quick access to your transactions, tap on '**View All Transactions**'.

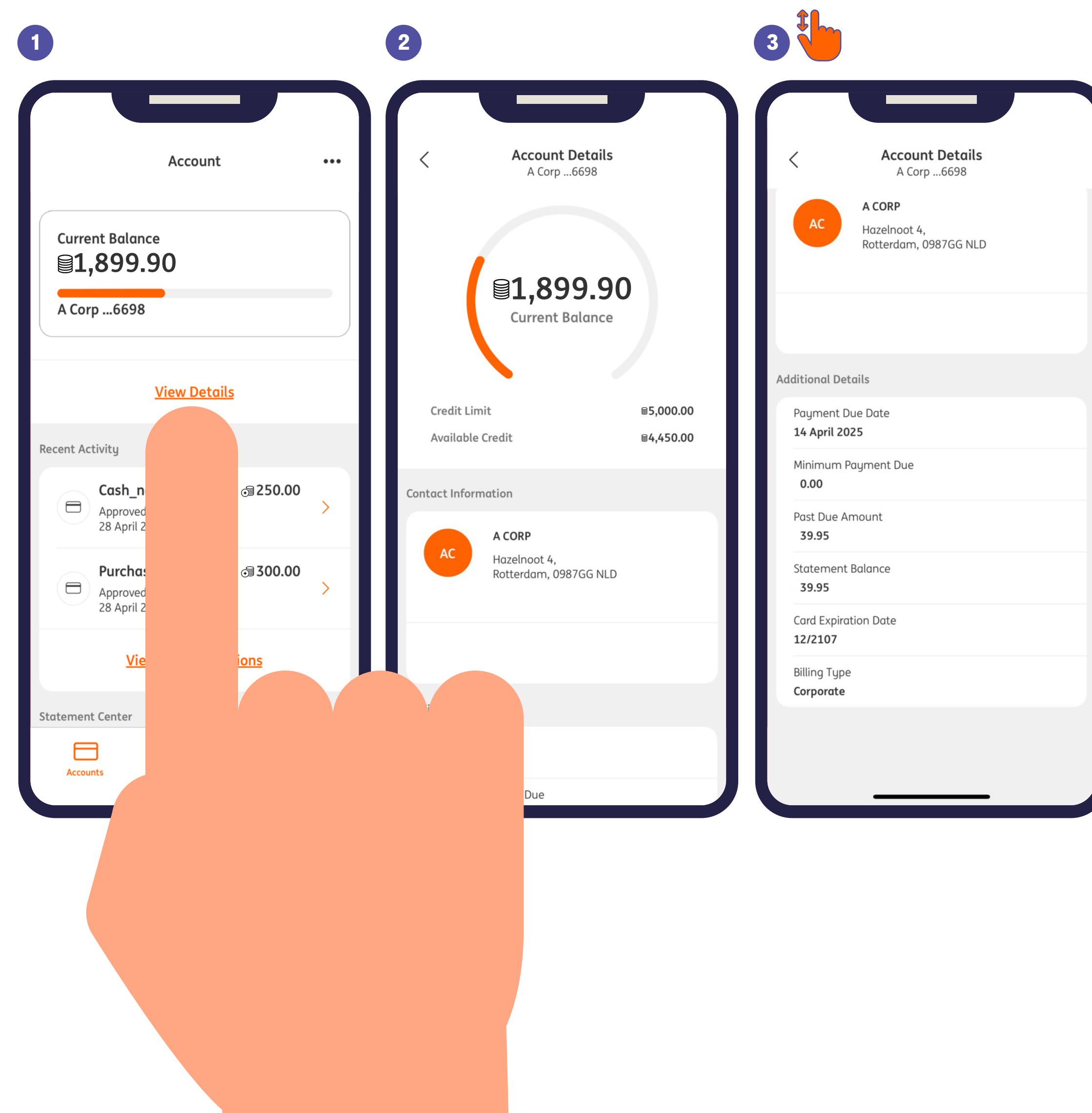**5.** To review or download a statement, scroll down on the home screen, and tap on the statement you would like to see.

do your thing

4

Account ···

Current Balance
1,899.90

A Corp ...6698

View Details

Recent Activity

Cash_non_atm   250.00
Approved
28 April 2025

Purchase   300.00
Approved
28 April 2025

View All Transactions

Statement Center

Accounts   Inbox   More

5

Account ···

Recent Activity

Cash_non_atm   250.00
Approved
28 April 2025

Purchase   300.00
Approved
28 April 2025

View All Transactions

Statement Center

9 April 2025
Statement Period

9 March 2025
Statement Period

9 February 2025
Statement Period

See All

Accounts

Navigating the app

6. To view and change app settings, tap **'More'** in the bottom right corner

7. Here you can view and change app settings like your **Password**, **Biometrics** or **Language**.

do your thing

Account ...

Current Balance
1,899.90

A Corp ...6698

View Details

Recent Activity

Cash_non_atm
Approved
28 April 2025
250.00

Purchase
Approved
28 April 2025
300.00

View All Transactions

Statement Center

Accounts | Inbox | **More**

More   Sign Out

Username

Product Support
Get help with the ING Commercial Card App

Messages
Bank and Corporate Messages

Change Password
Change your password

Biometrics
Enable/disable Facial Recognition access

Privacy Policy
View our privacy policy

Language
Choose your preferred language

Push Notifications
Manage push notifications

Accounts | Inbox | More

Confirming
online payments

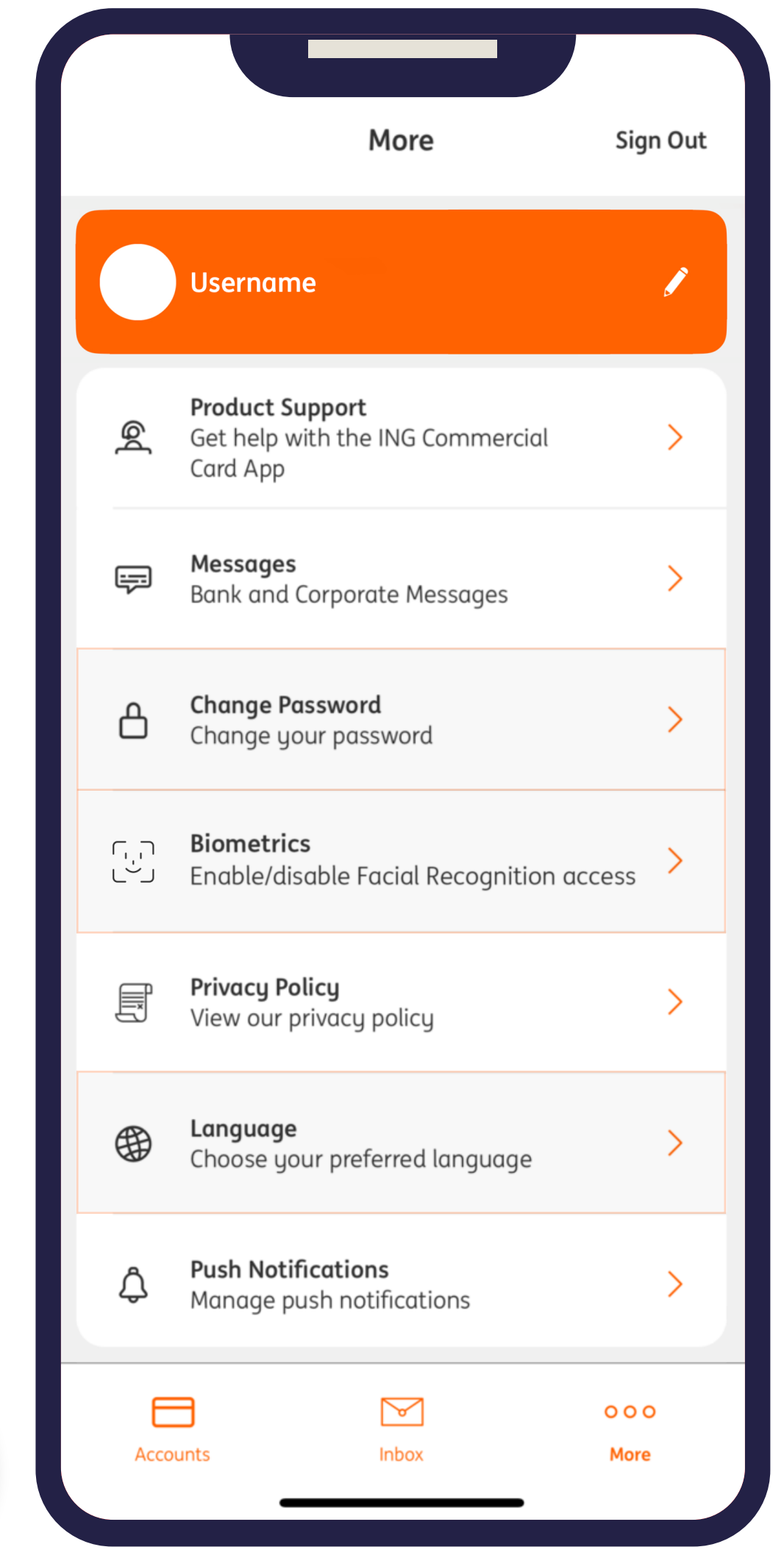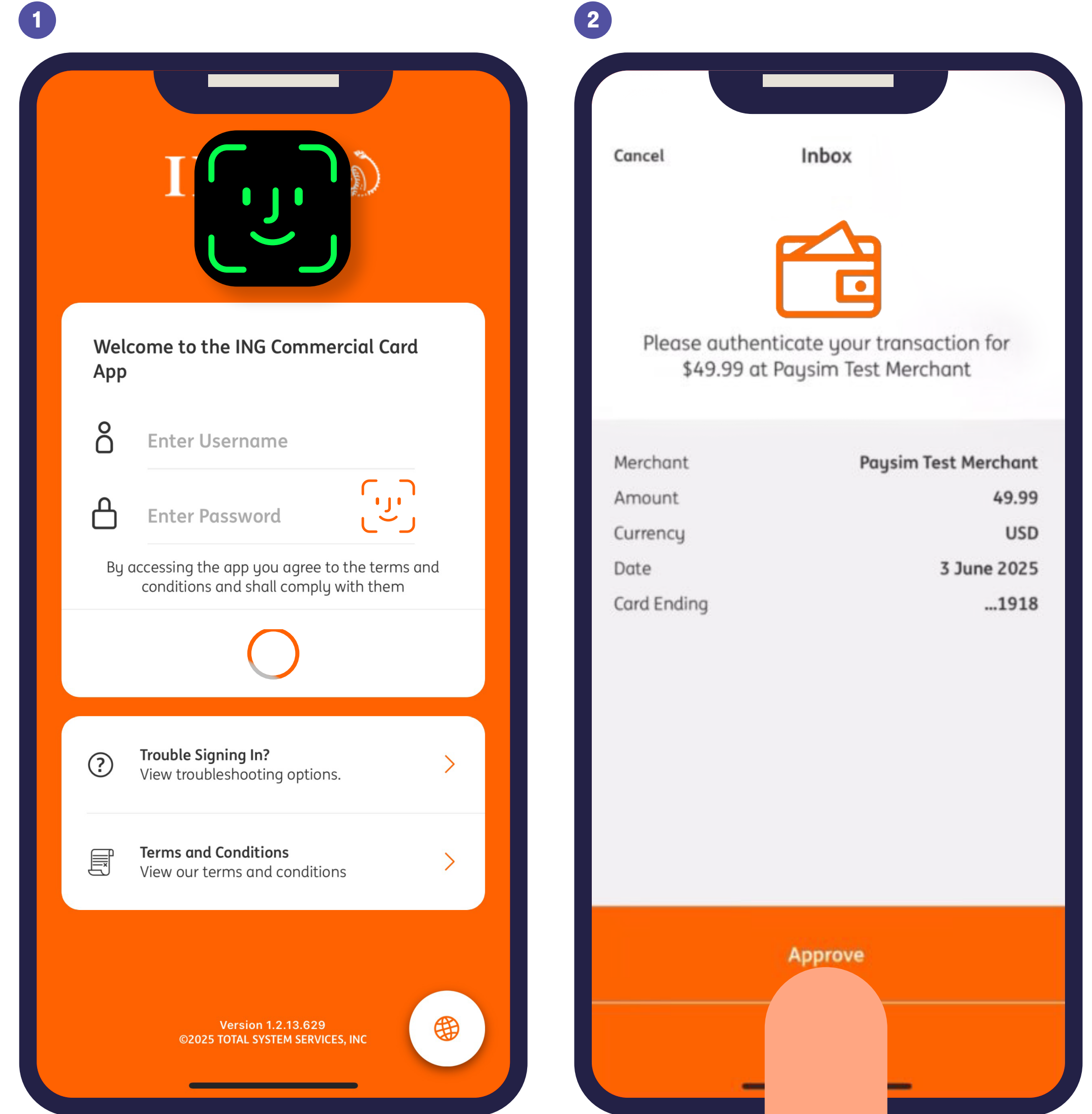do your thing

Confirming online payments

1. After logging in, the approval screen will pop up automatically if there is an online payment for you to confirm.

2. Check if all the details of the payment are correct, tap '**Approve**'.

1

Welcome to the ING Commercial Card App

Enter Username

Enter Password

By accessing the app you agree to the terms and conditions and shall comply with them

Trouble Signing In?
View troubleshooting options.

Terms and Conditions
View our terms and conditions

Version 1.2.13.629
©2025 TOTAL SYSTEM SERVICES, INC

2

Cancel   Inbox

Please authenticate your transaction for $49.99 at Paysim Test Merchant

Merchant	Paysim Test Merchant
Amount	49.99
Currency	USD
Date	3 June 2025
Card Ending	...1918

Approve

do your thing

You are ready to proceed with your online purchase.

Approved!
Your transaction has been approved. Go ahead
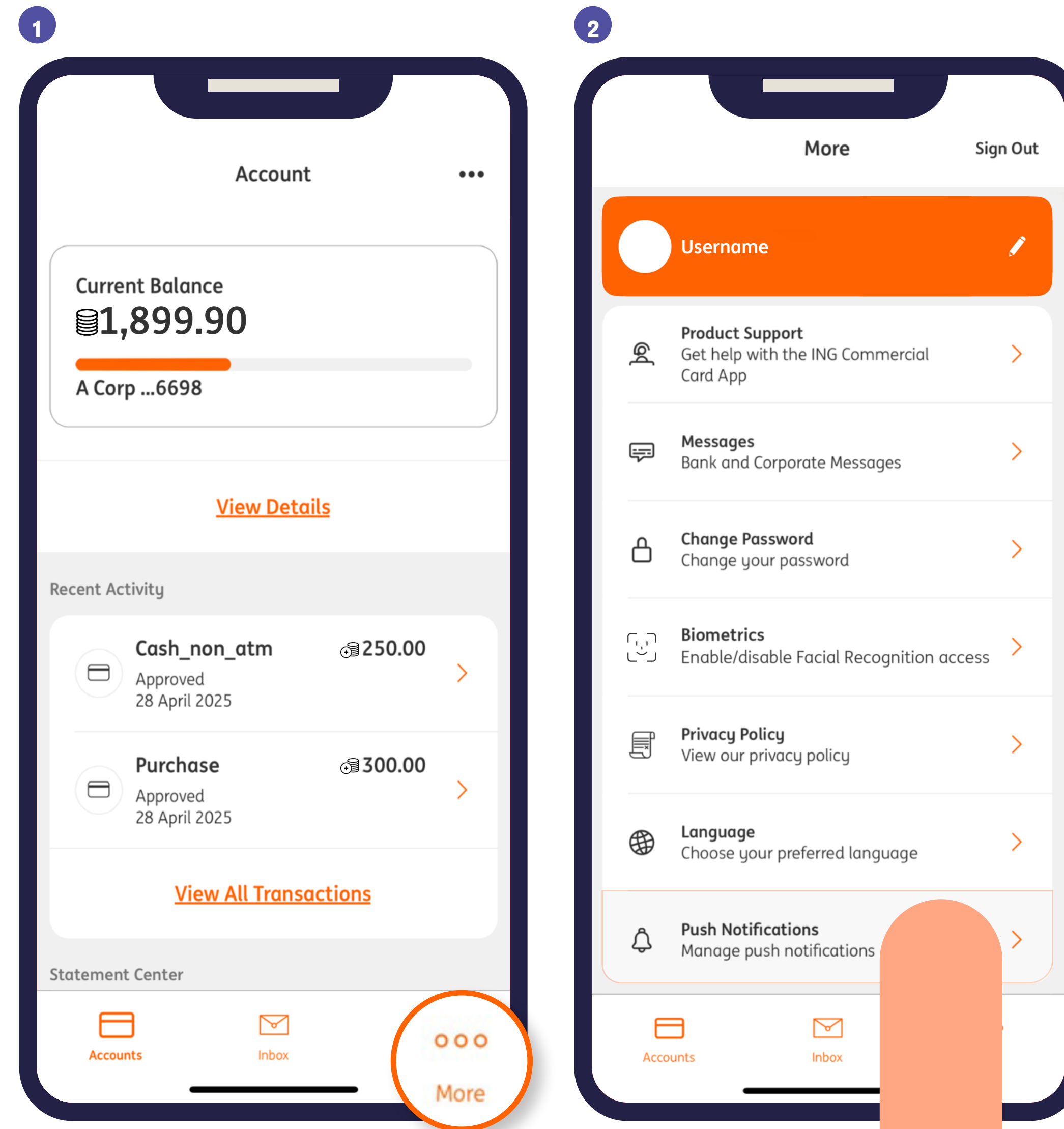to complete your purchase!

Done

do your thing

Confirming online payments

1. To set up push notifications for confirming online payments, go to the '**More**' button...

2. Tap on '**Push Notifications**'. Follow the steps in the menu, depending on the type of device you have. Enabling push notification. is recommended for a smooth approval process.

do your thing

1

Account ...

Current Balance
1,899.90

A Corp ...6698

View Details

Recent Activity

Cash_non_atm
Approved
28 April 2025
250.00

Purchase
Approved
28 April 2025
300.00

View All Transactions

Statement Center

Accounts   Inbox   More

2

More   Sign Out

Username

Product Support
Get help with the ING Commercial
Card App

Messages
Bank and Corporate Messages

Change Password
Change your password

Biometrics
Enable/disable Facial Recognition access

Privacy Policy
View our privacy policy

Language
Choose your preferred language

Push Notifications
Manage push notifications

Accounts   Inbox
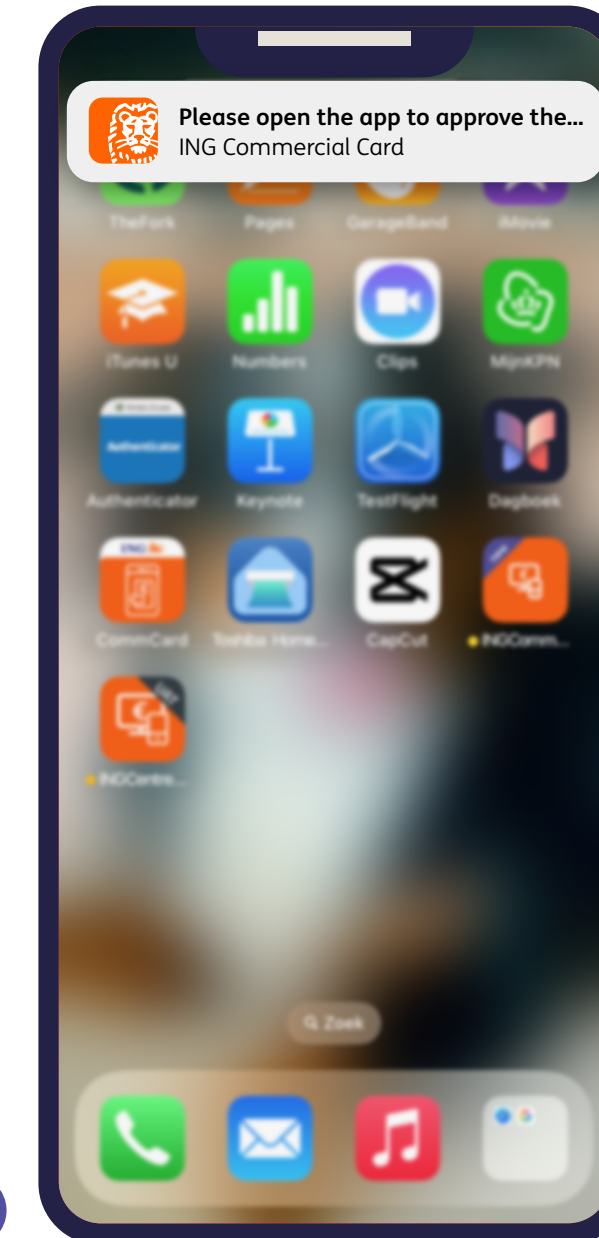
Confirming online payments

From now on, you will receive a push notification whenever there is an online payment for you to confirm.

1. Tap the message.

2. Log in to the app.

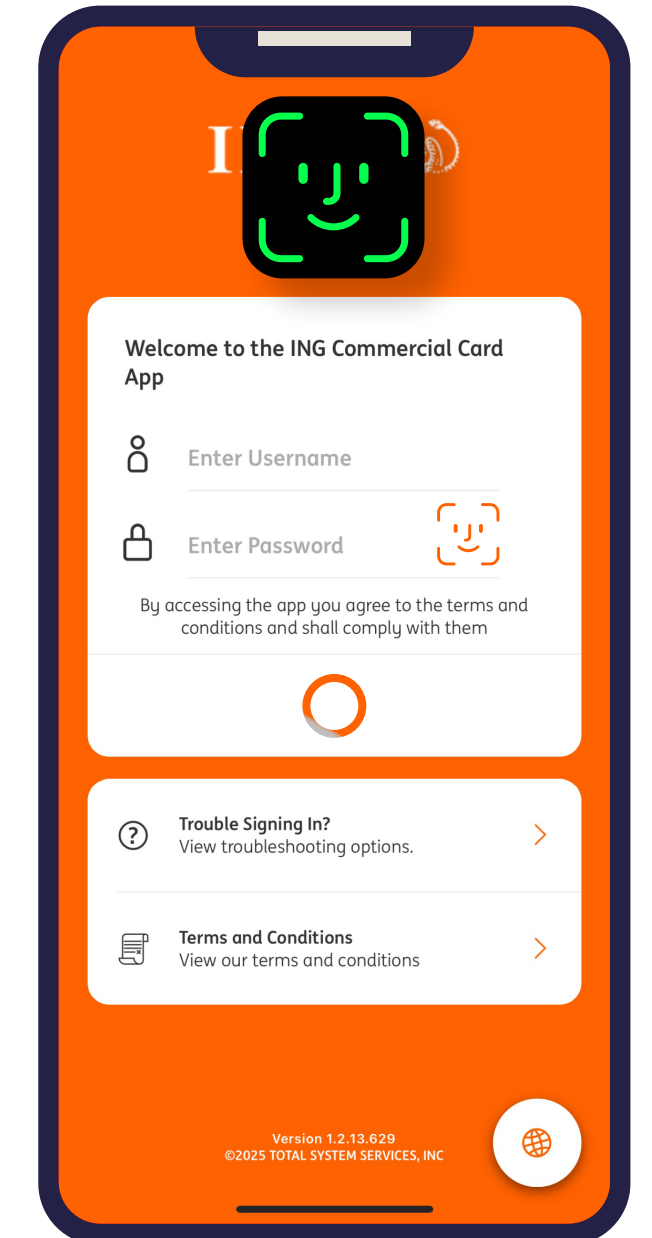**3.** Check if all the details of the payment are correct and tap '**Approve**'.
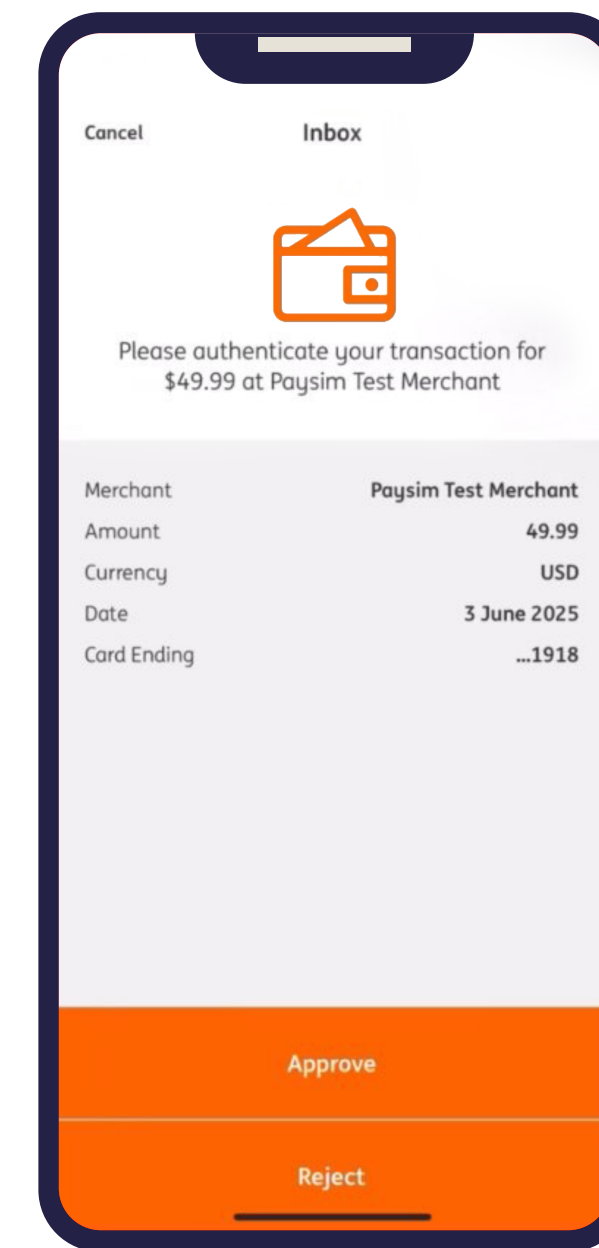

do your thing

Activating a card
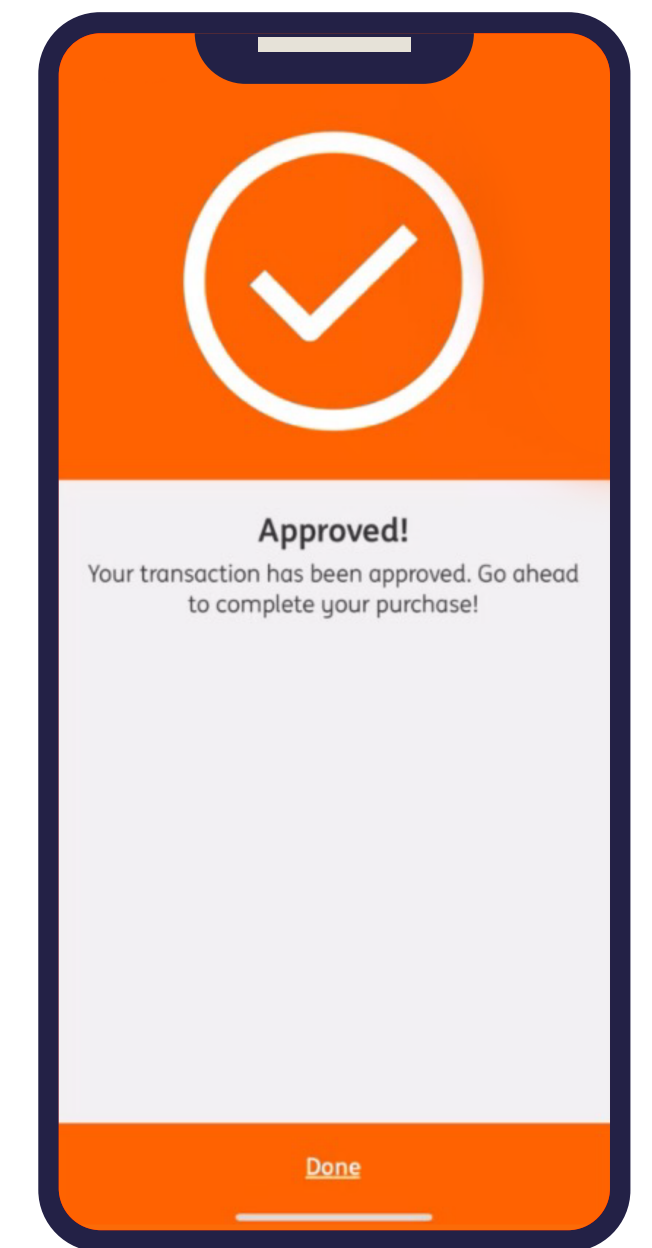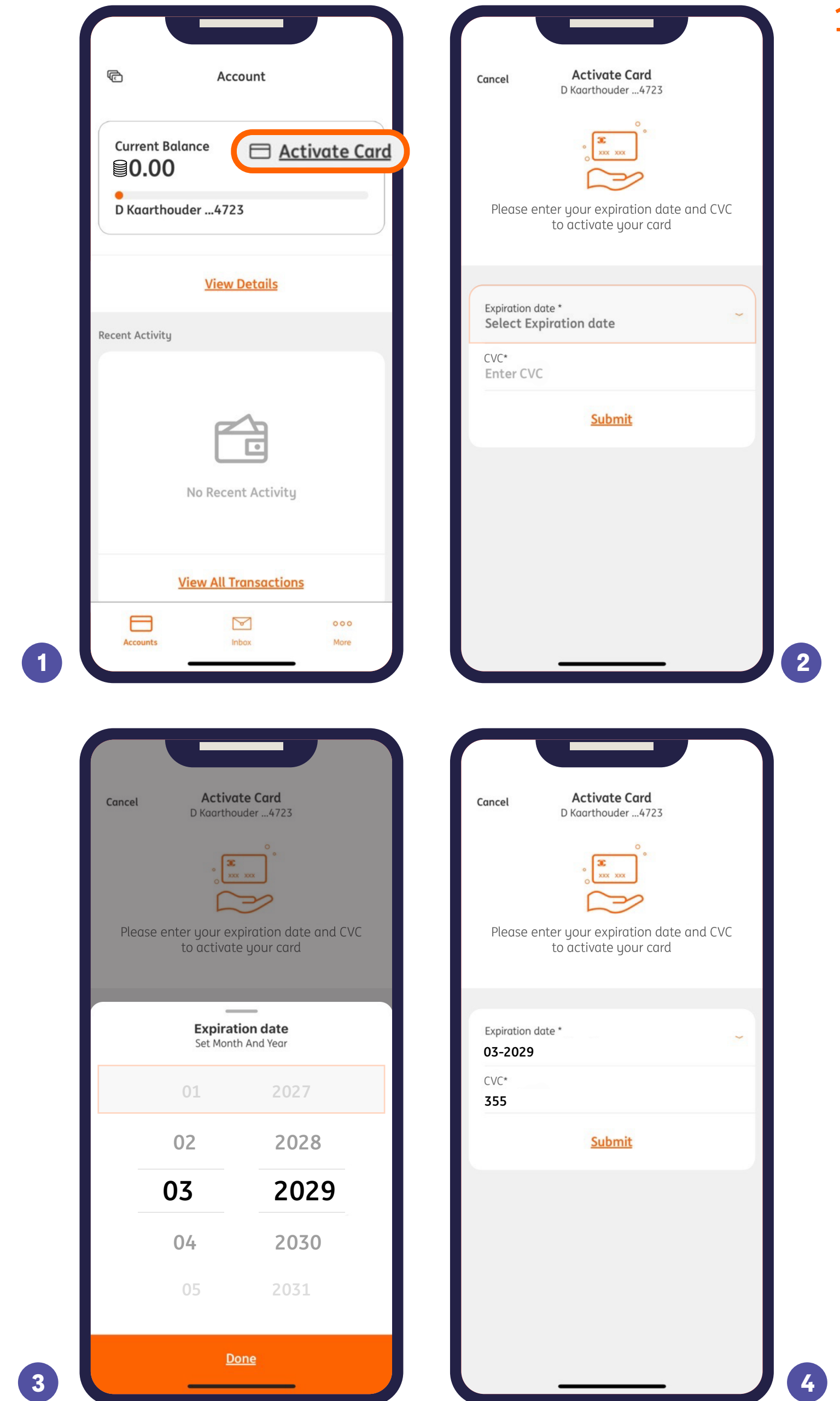
do your thing

Activating a card

1. You will find the activation button in the top right of your home screen.

2. Tap **'Select Expiration Date'**.

3. Enter the **expiration date** of your card.

4. Enter your **3-digit CVC code** on the back of your card and tap **'Submit'**.

do your thing

Now your card is activated and ready to use.

Viewing your PIN

do your thing

Viewing your PIN

1. Tap the three dots in the top right corner of the screen.

2. Select 'View PIN'.

do your thing

1

Account •••

Current Balance
1,899.90
A Corp ...6698

View Details

Recent Activity

Cash_non_atm   250.00
Approved   >
28 April 2025

Purchase   300.00
Approved   >
28 April 2025

View All Transactions

Statement Center

Accounts   Inbox   More

2

Account •••

Current Balance
1,899.90
A Corp ...6698

View Details

Recent Activity

Cash_non_atm   250.00
Approved   >
28 April 2025

Purchase   300.00
Approved   >
28 April 2025

View All Transactions

View PIN

Viewing your PIN

3. Enter the **one-time passcode** that is sent to you by text message.
<u>If you use biometrics, this step is not required.</u>

4. <u>For security reasons your PIN is hidden.</u> Tap the circles one by one to see each number of your PIN.

3

ING
Your verification code is: ********

Enter Passcode

A one-time passcode has been to sent to your email address or phone number. Please enter passcode below.

Re-send Passcode

Passcode*
****

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0	⌫

4

View PIN
A Corp ...6698

View your card PIN

Tap on a circle to display the corresponding PIN digit

5   *   *   *

do your thing

ING
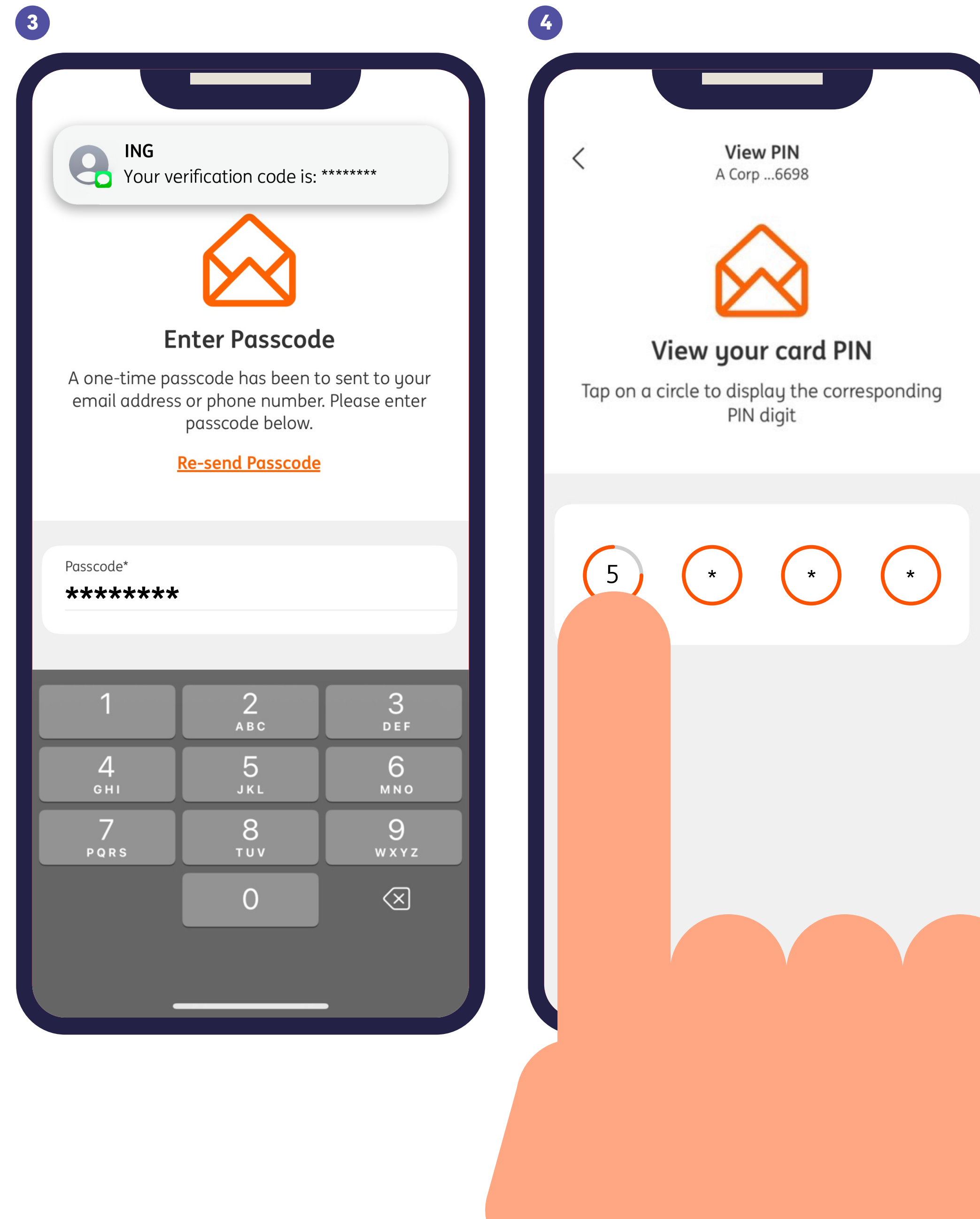
do your thing

Always keep your PIN **safe** and **private**.

View PIN
A Corp ...6698

View your card PIN

ap on a circle to display the corresponding PIN digit

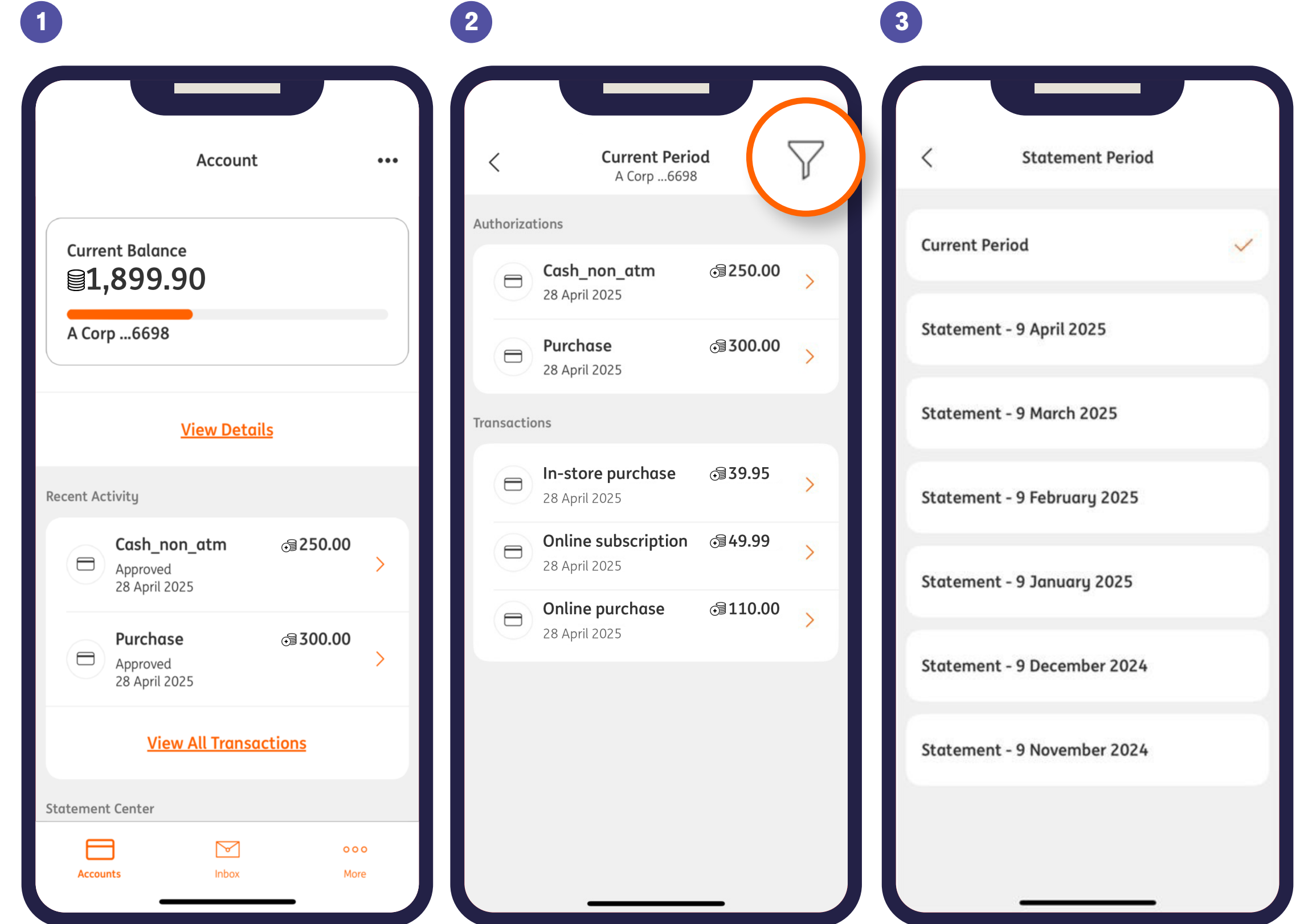(*)　(*)　(*)　(*)
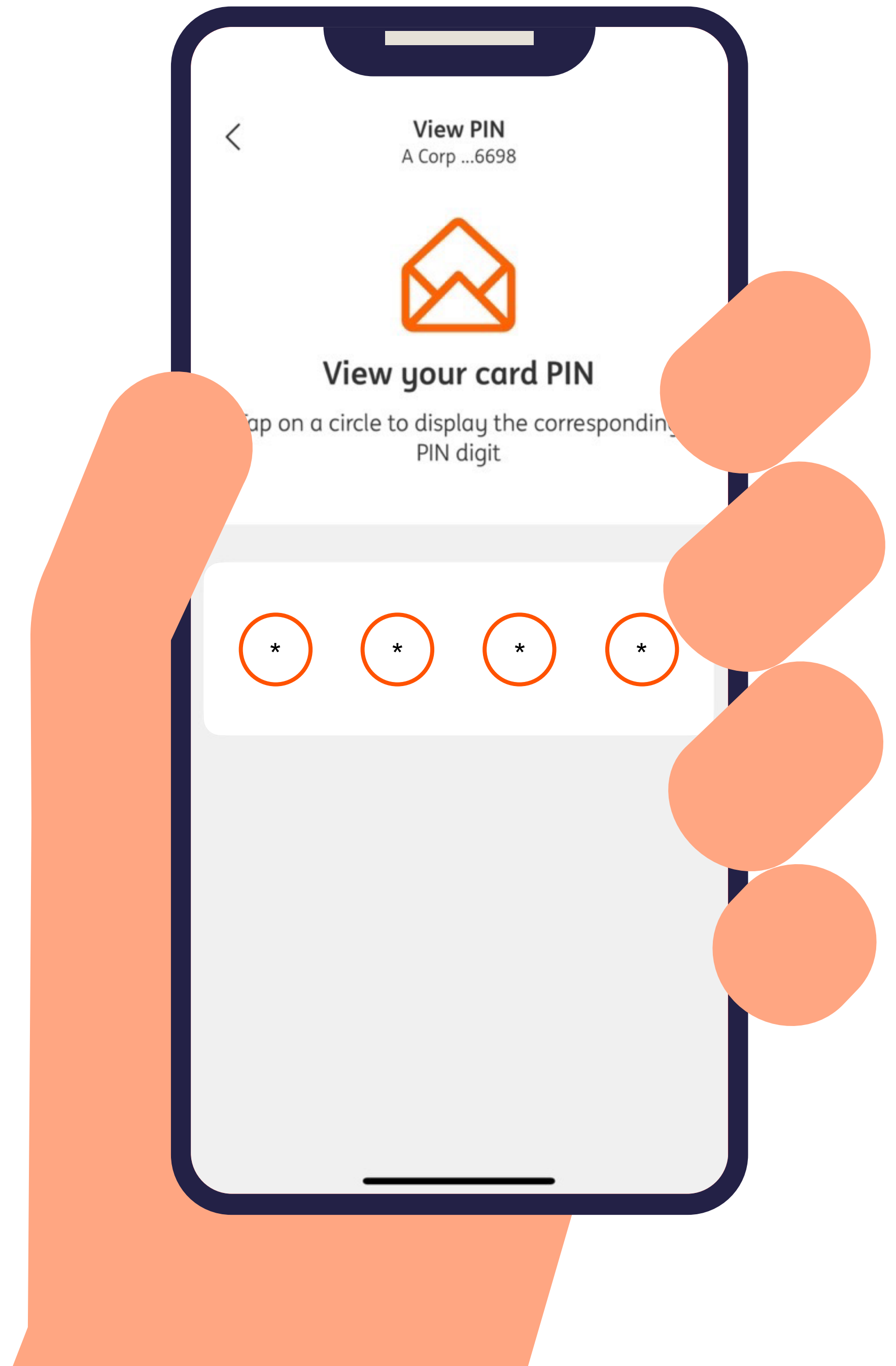
Viewing transactions and downloading a statement
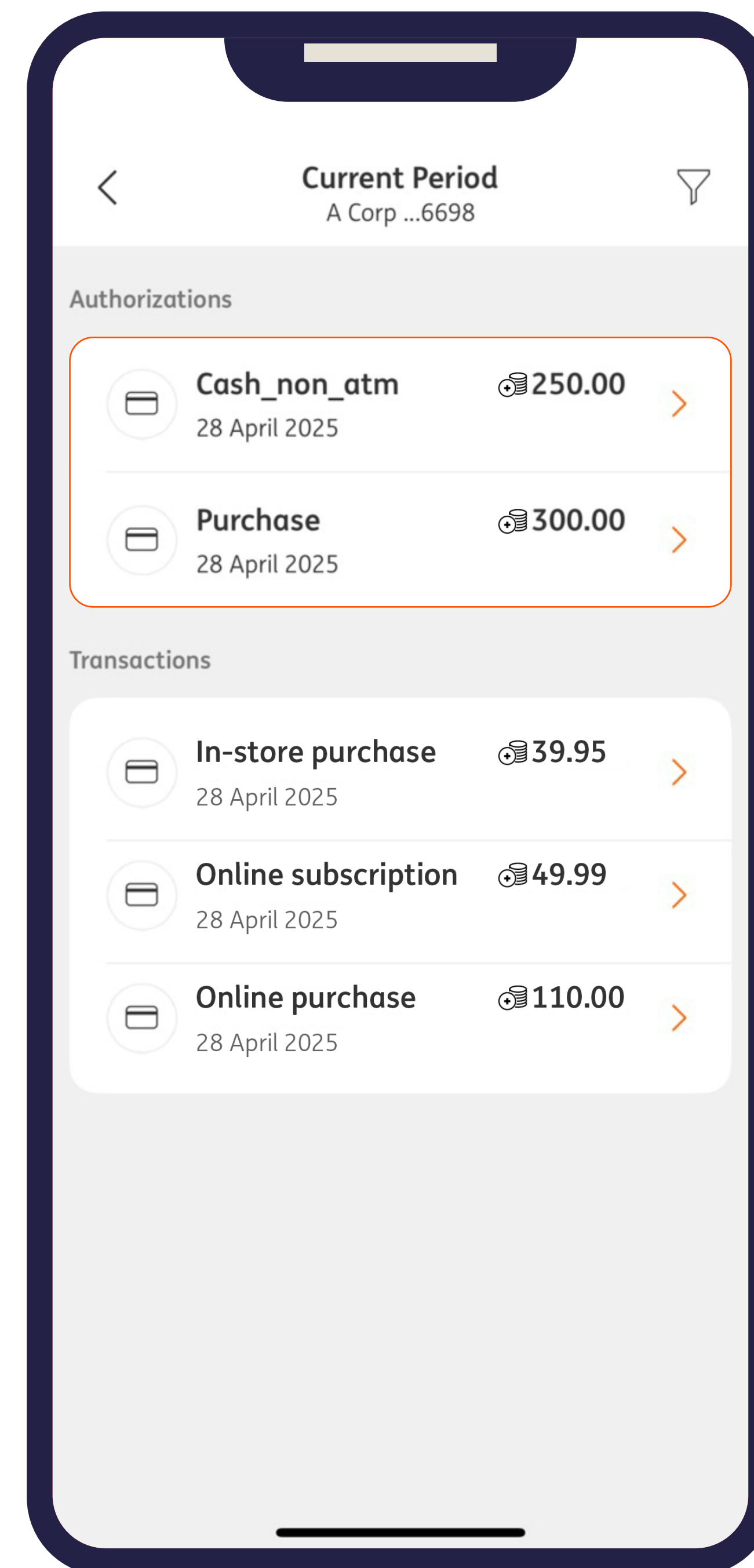
do your thing

ING

Viewing transactions

1. To view your transactions, tap '**View All Transactions**'.

2. You will find all transactions and authorizations of your statement period. Tap the **Filter** icon.

3. View transactions from other statement periods.

do your thing

Good to know:

Authorizations are reserved transactions that have not yet been processed. They impact your available balance. Once processed, the transaction will also appear under Transactions. The final amount may differ from the initially authorized amount due to FX or other charges.

do your thing

Current Period
A Corp ...6698

Authorizations

| Cash_non_atm | 250.00 |
| 28 April 2025 | |

| Purchase | 300.00 |
| 28 April 2025 | |

Transactions

| In-store purchase | 39.95 |
| 28 April 2025 | |

| Online subscription | 49.99 |
| 28 April 2025 | |

| Online purchase | 110.00 |
| 28 April 2025 | |

Downloading a statement

1. To download a statement, scroll down on the home screen.

2. Tap 'See All Statements'.
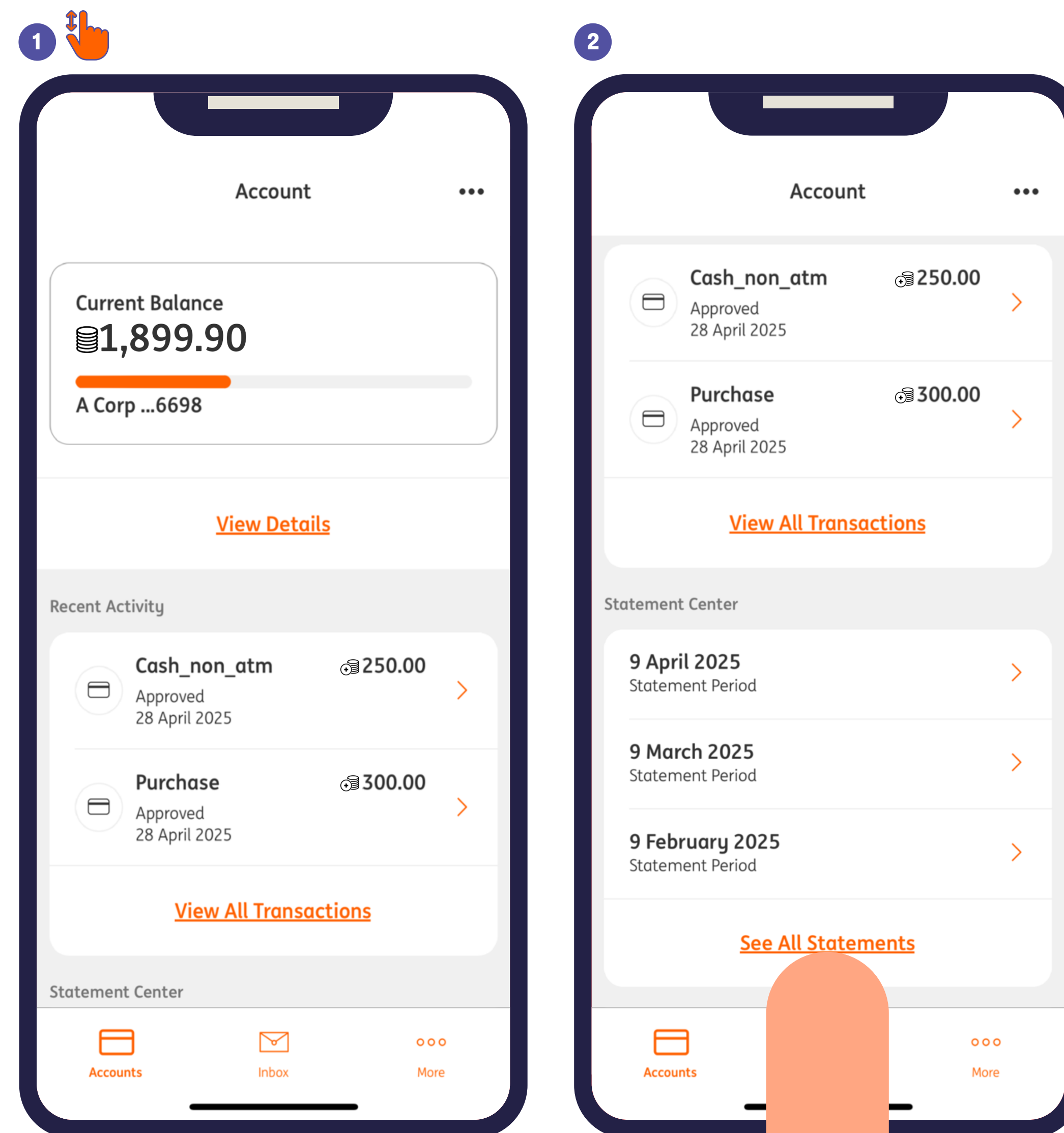
Downloading a statement

3. Tap the statement you would like to download.

4. Tap the **Download button** in the top right corner of your screen to save this statement on your phone.

do your thing

Changing your credentials

do your thing

Changing your credentials

1. Tap the '**More**' button in the bottom right corner of the app.

2. Tap on your **username** in the orange bar on top.

do your thing

ING
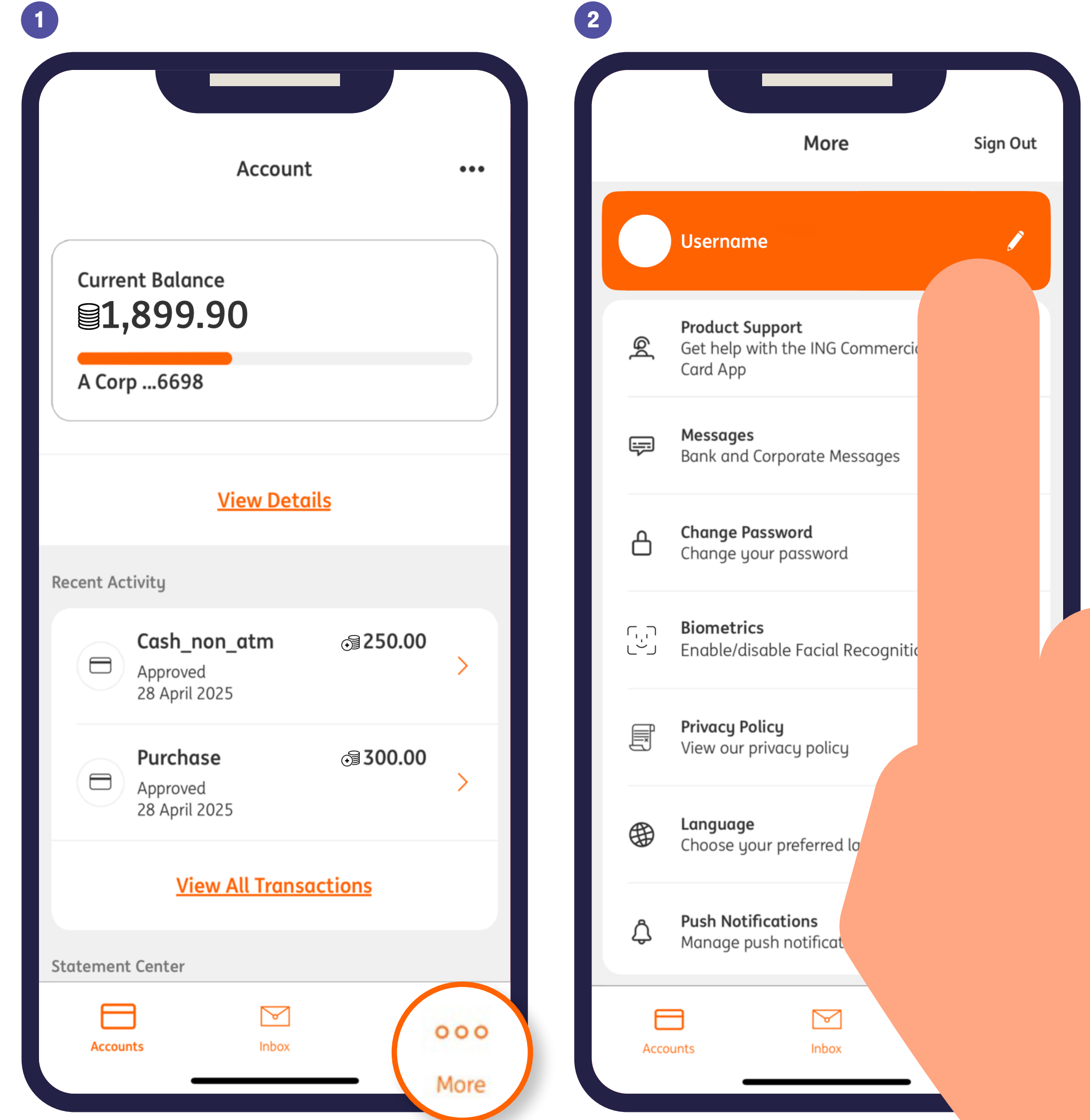
do your thing

Changing your credentials

3. You can change the credentials of your user profile.

4. When you are done, simply tap '**Save**'.
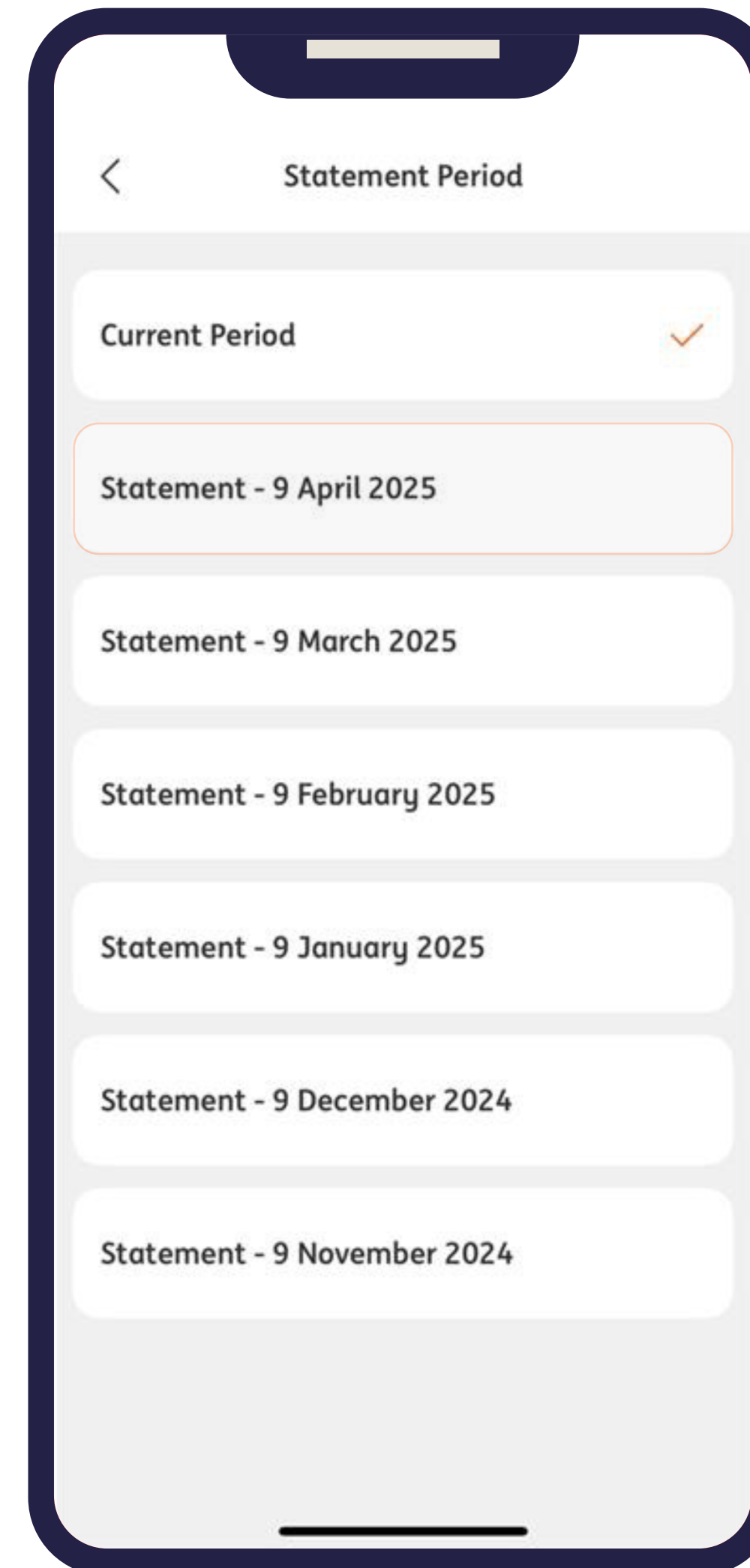
3

Edit Profile

Username

First Name*

Last Name*

Primary Email Address*

Add Additional Primary Email

q w e r t y u ı o p ğ ü

a s d f g h j k l ş i

z x c v b n m ö ç

123 @ . Done

4

Edit Profile

Username

First Name*

Last Name*

Primary Email Address*

Add Additional Primary Email

CC Email Address

Add Additional CC Email

Mobile Phone

Save

ING
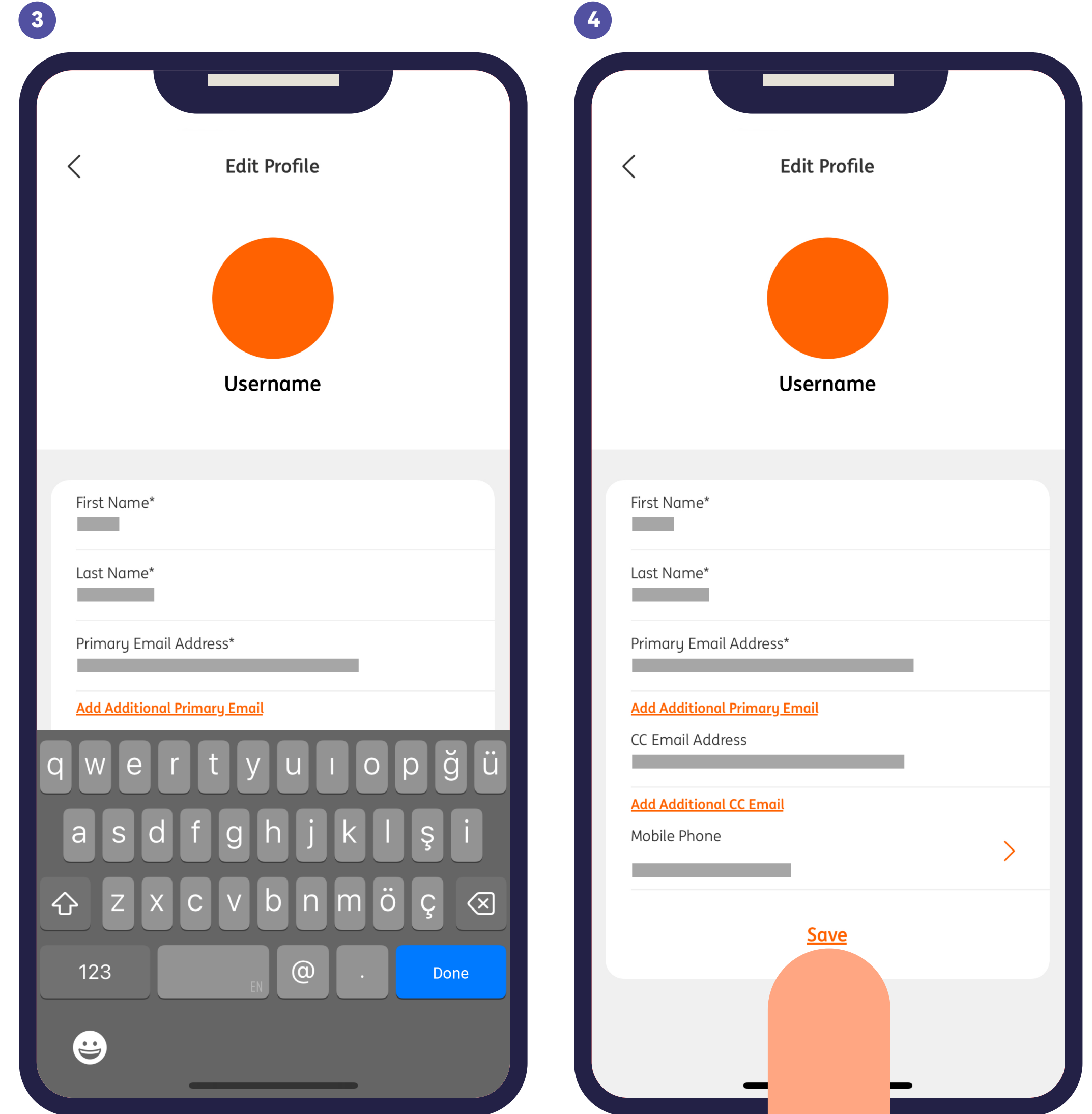
Need more info?

Please visit the FAQ on our website.

Businesscard Cardholders

Corporate Cardholders

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https://www.ingwb.com

ING

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Daily banking ⌄   Strategic Finance and Advisory ⌄   Insights ⌄   Network ⌄   Sector expertise ⌄   Service and contact   About us ⌄

New ING Commercial Card App & Portal

⊙ Reading time: 0 min   25 March 2025

Coming Soon

ING is introducing a new and improved ING Commercial Card App & Portal for your Corporate Card. To ensure a smooth transition, it is important that we have your current mobile phone number and email address correctly registered.

Why a new app and portal?

The new ING Commercial Card App and Portal are more user-friendly and include new features such as:

• Viewing your current PIN in the app

• Activating your card in the app
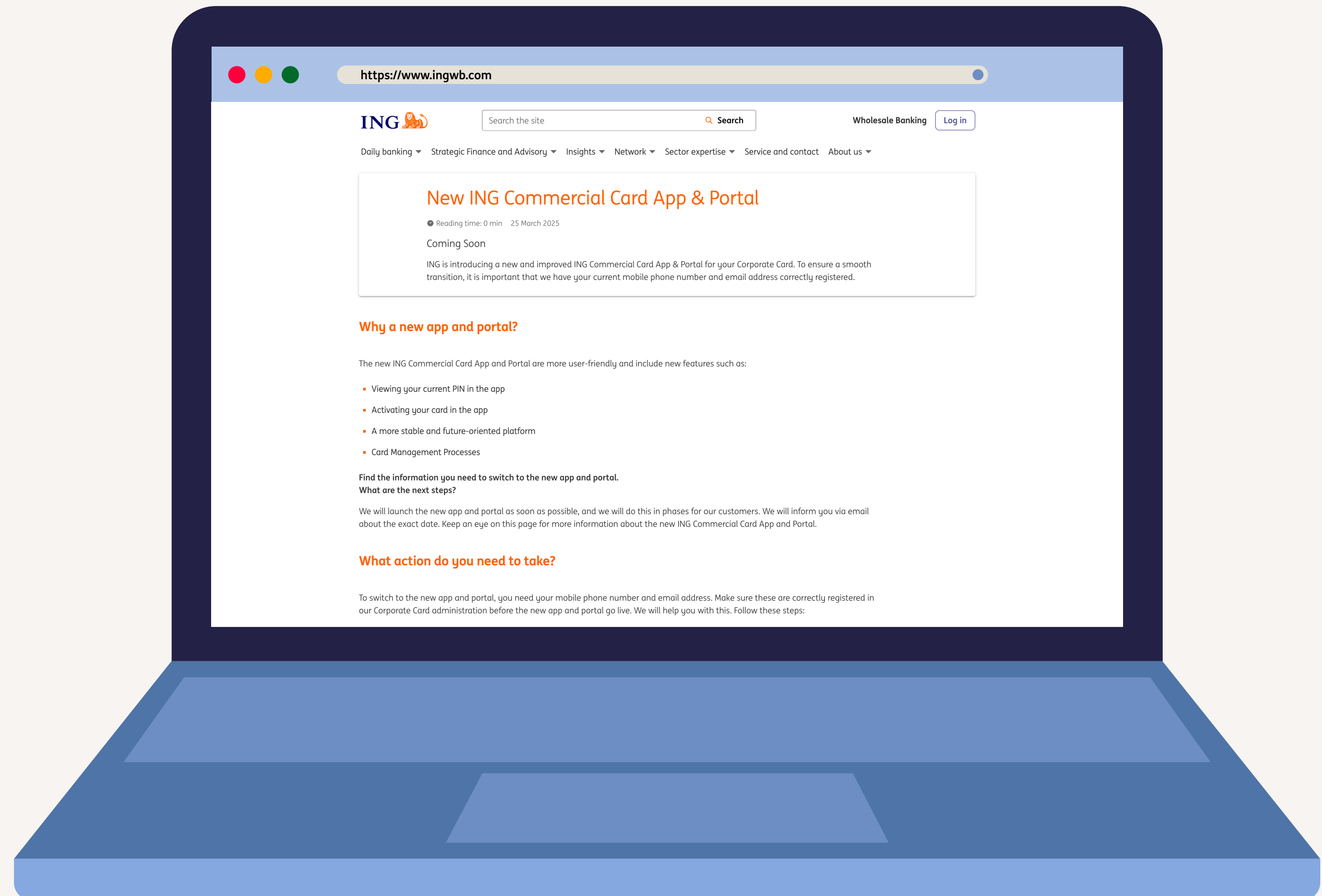
• A more stable and future-oriented platform

• Card Management Processes

Find the information you need to switch to the new app and portal.
What are the next steps?

We will launch the new app and portal as soon as possible, and we will do this in phases for our customers. We will inform you via email about the exact date. Keep an eye on this page for more information about the new ING Commercial Card App and Portal.

What action do you need to take?

To switch to the new app and portal, you need your mobile phone number and email address. Make sure these are correctly registered in our Corporate Card administration before the new app and portal go live. We will help you with this. Follow these steps:

do your thing