



App Programme Administrators Manual



Feature Manual for the ING Commercial
Card App for Programme Administrators

A step-by-step guide for Programme Administrators for the ING Commercial Card App

Welcome to the Programme Administrator 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.

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Let's get started!

Get to know the ING Commercial Card App



do your thing



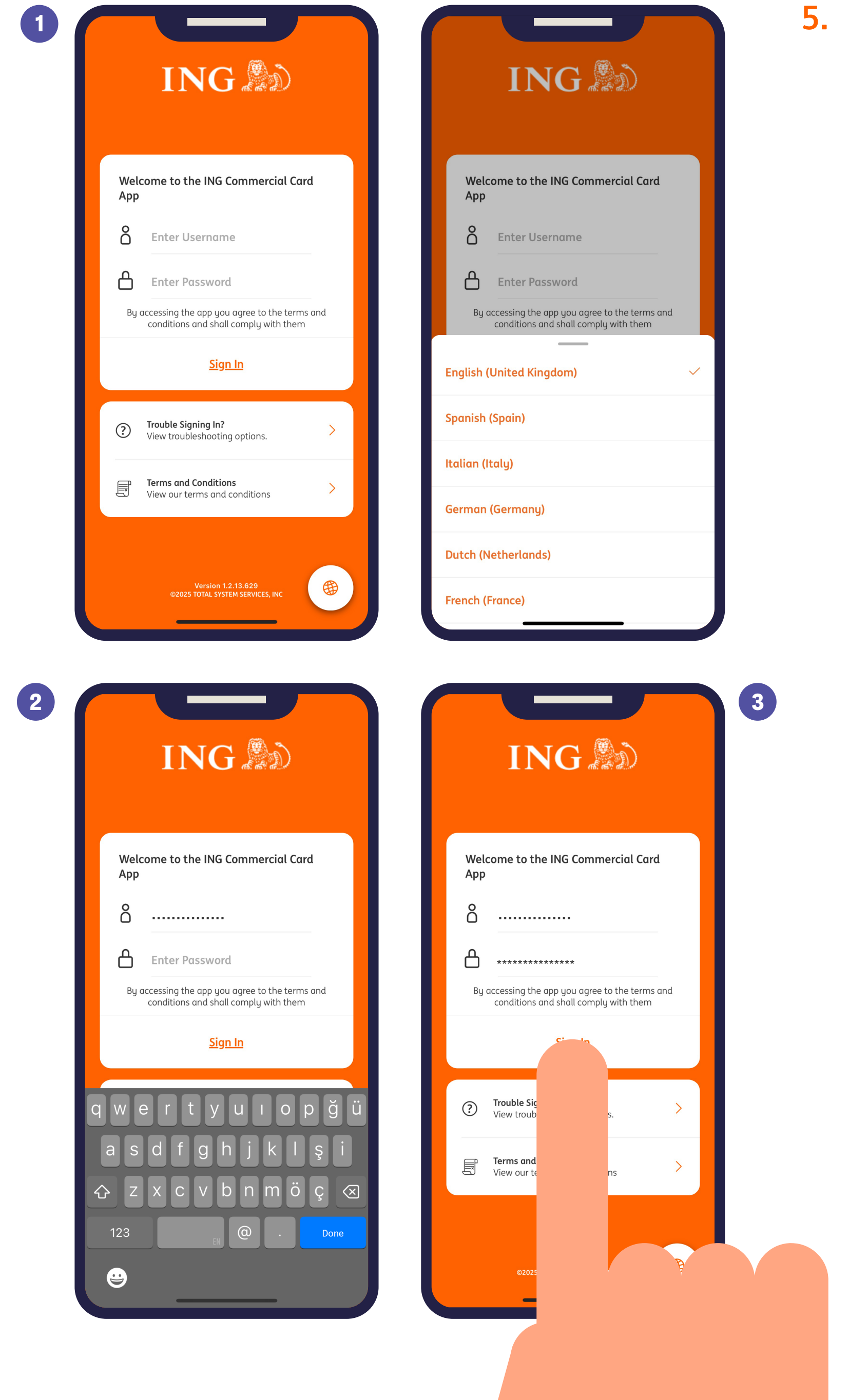
Navigating the app



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Navigating the app

1. Choose your preferred language by tapping **the globe** in the bottom right of the screen.
2. Log in with the **username** and **password** or use **biometrics**.
3. Tap 'Sign In'.



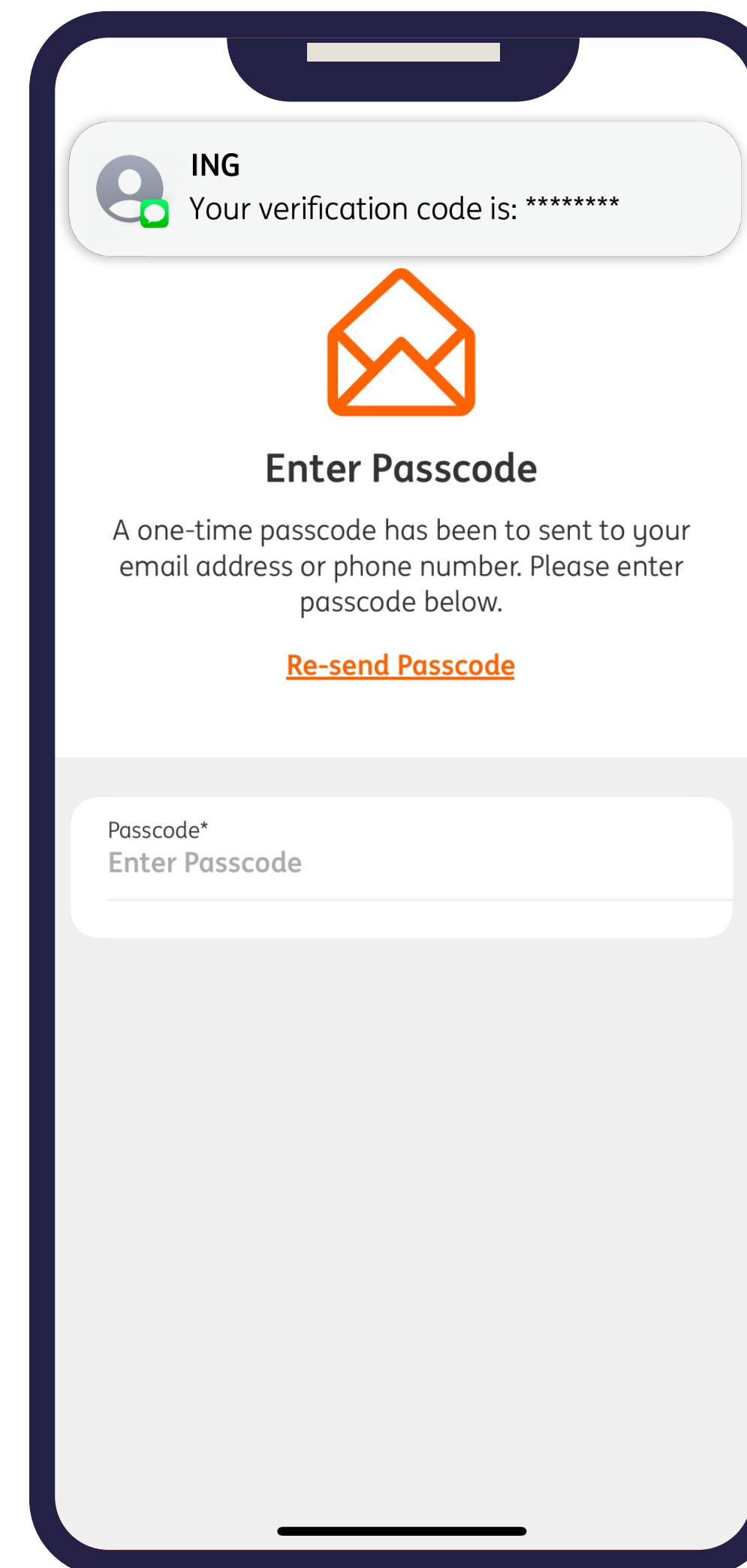
Navigating the app

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

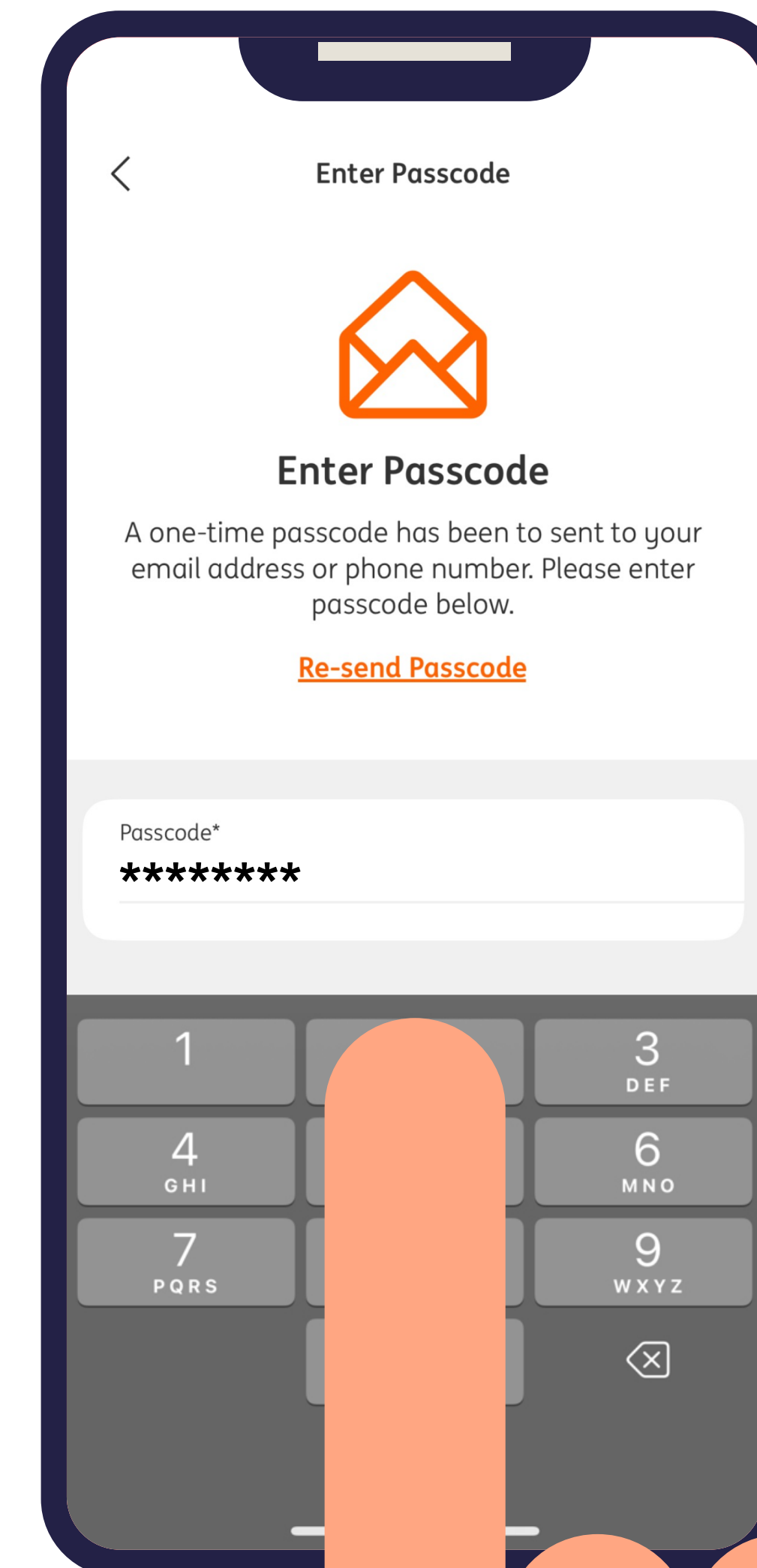


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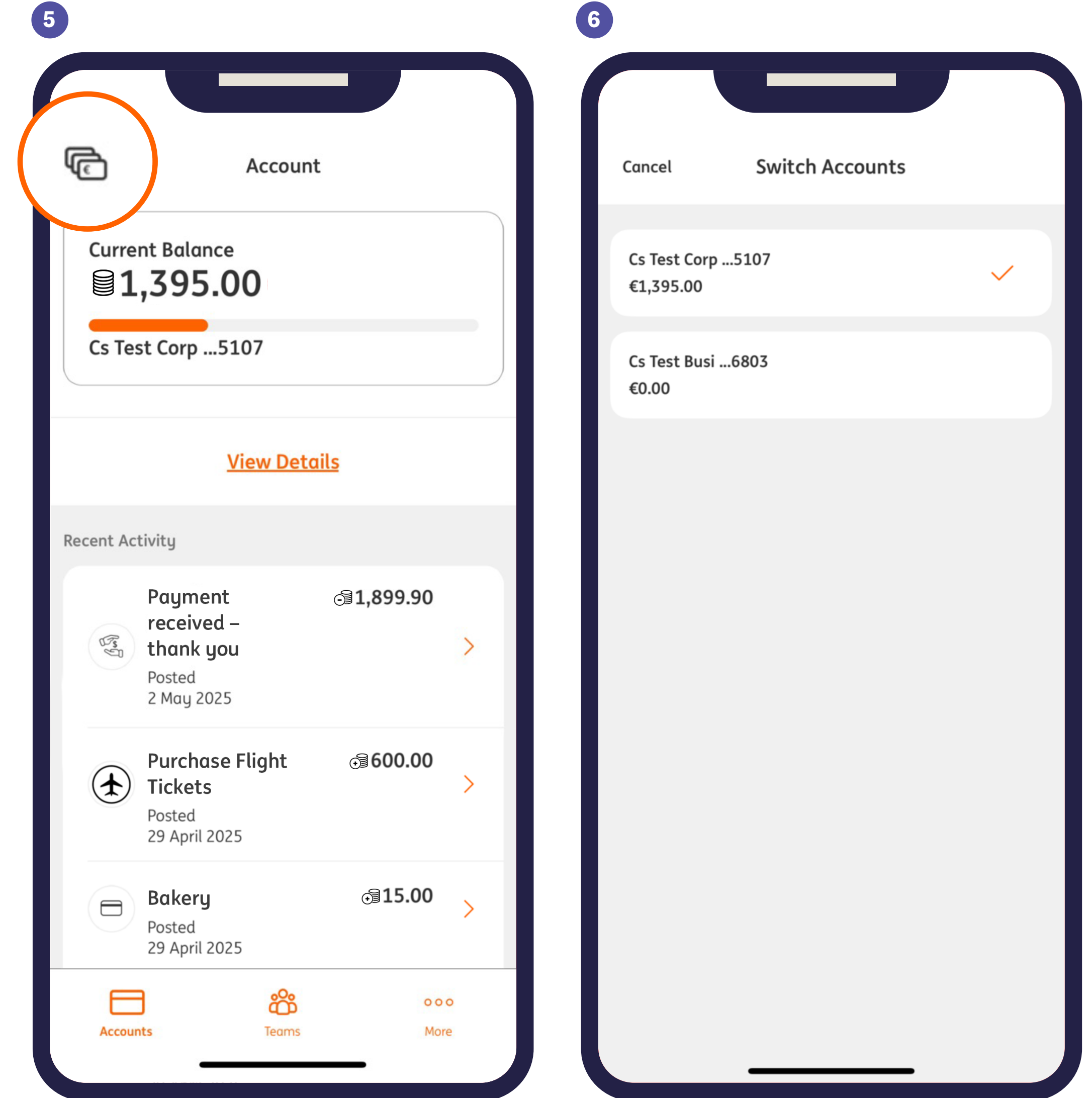


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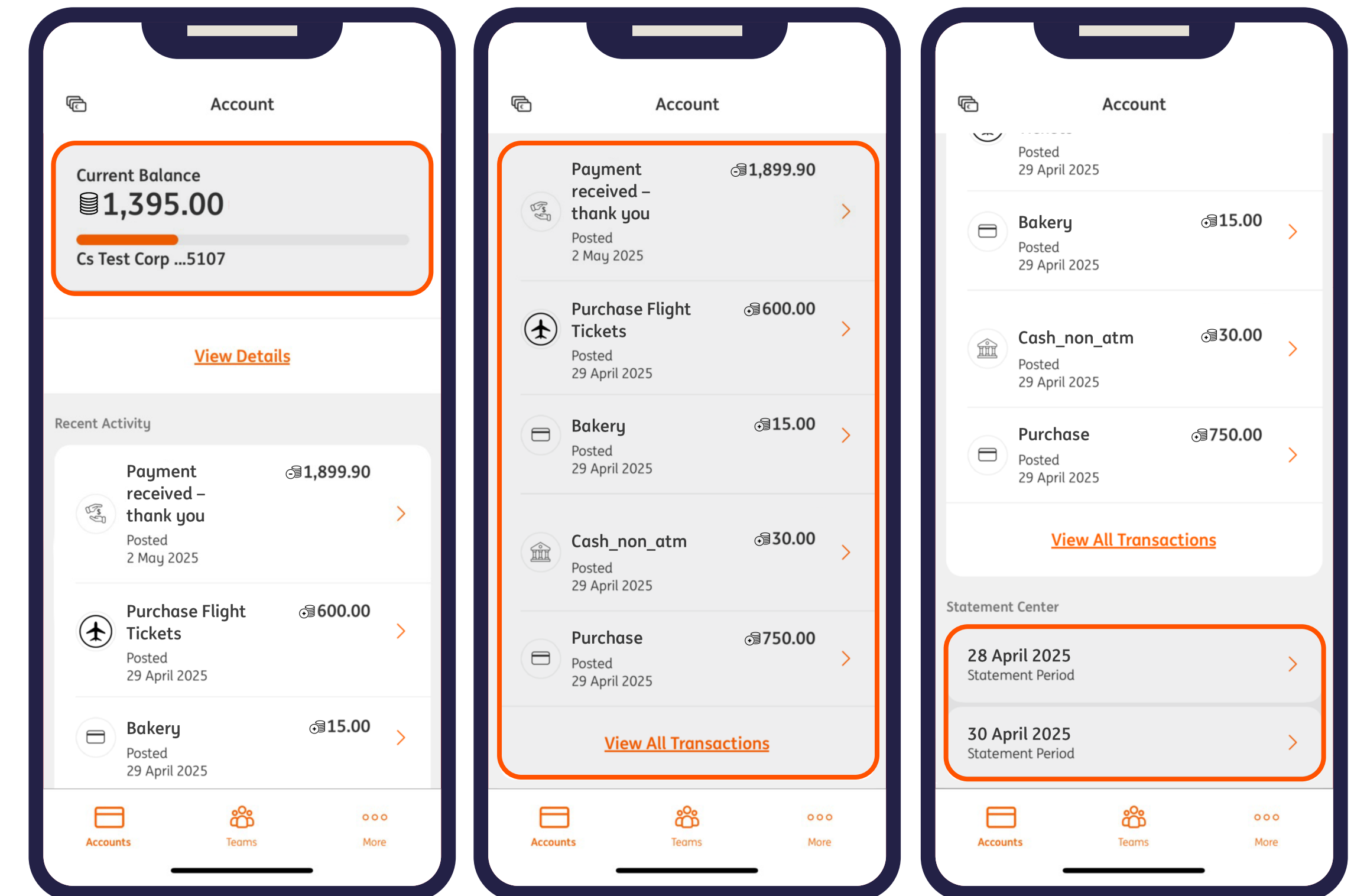


Navigating the app

5. If you have multiple accounts, tap the icon in the top left corner of the screen.
6. Select the account you would like to review.



On the home screen of your chosen account, you see an overview of your current balance, the latest transactions and direct access to recent statements.

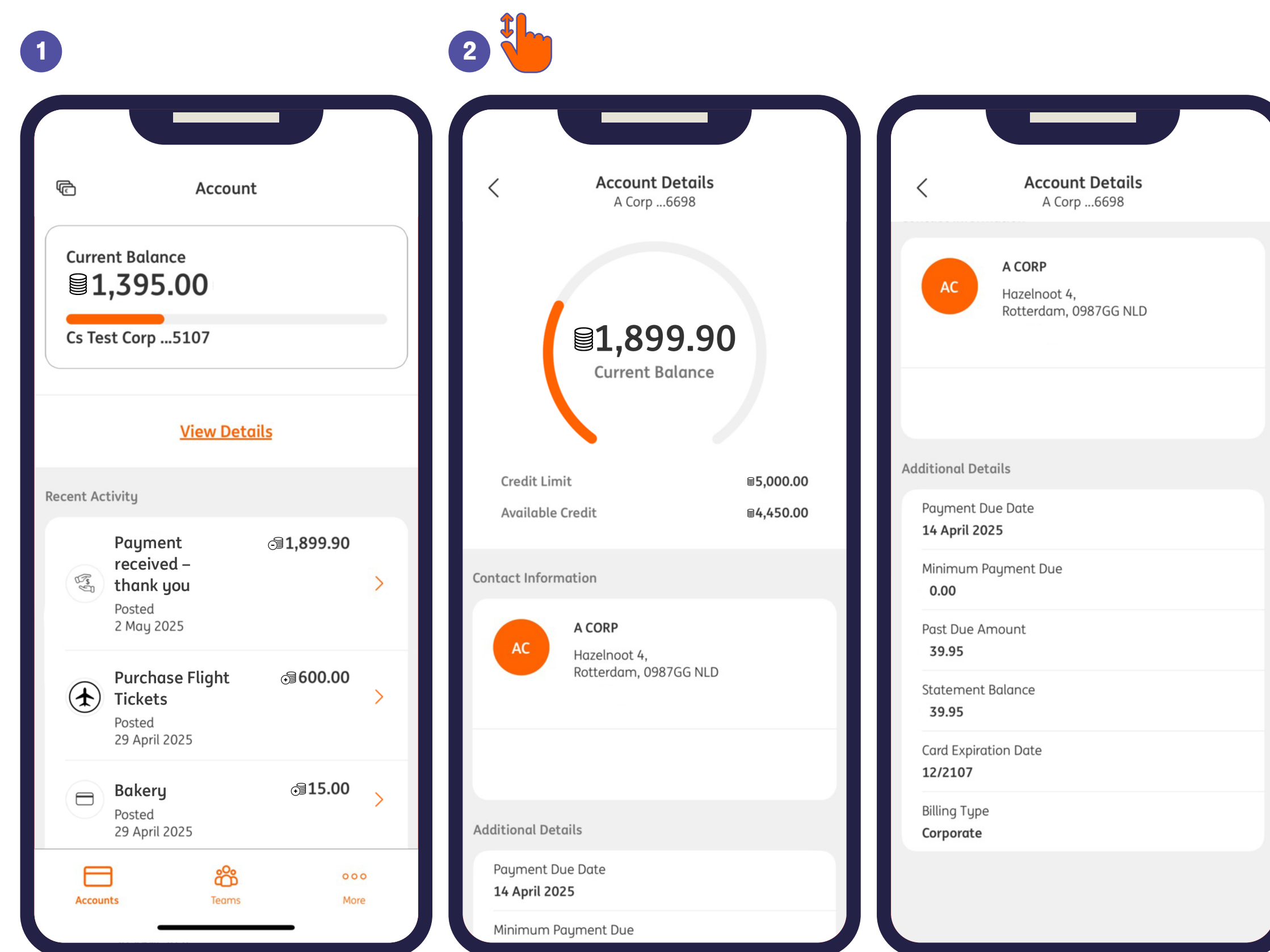


Into the Details

1. To see more detailed insights on this account, select 'View Details'.
2. Here you will see your Credit Limit, Available Credit, Contact Information and Last Transactions.

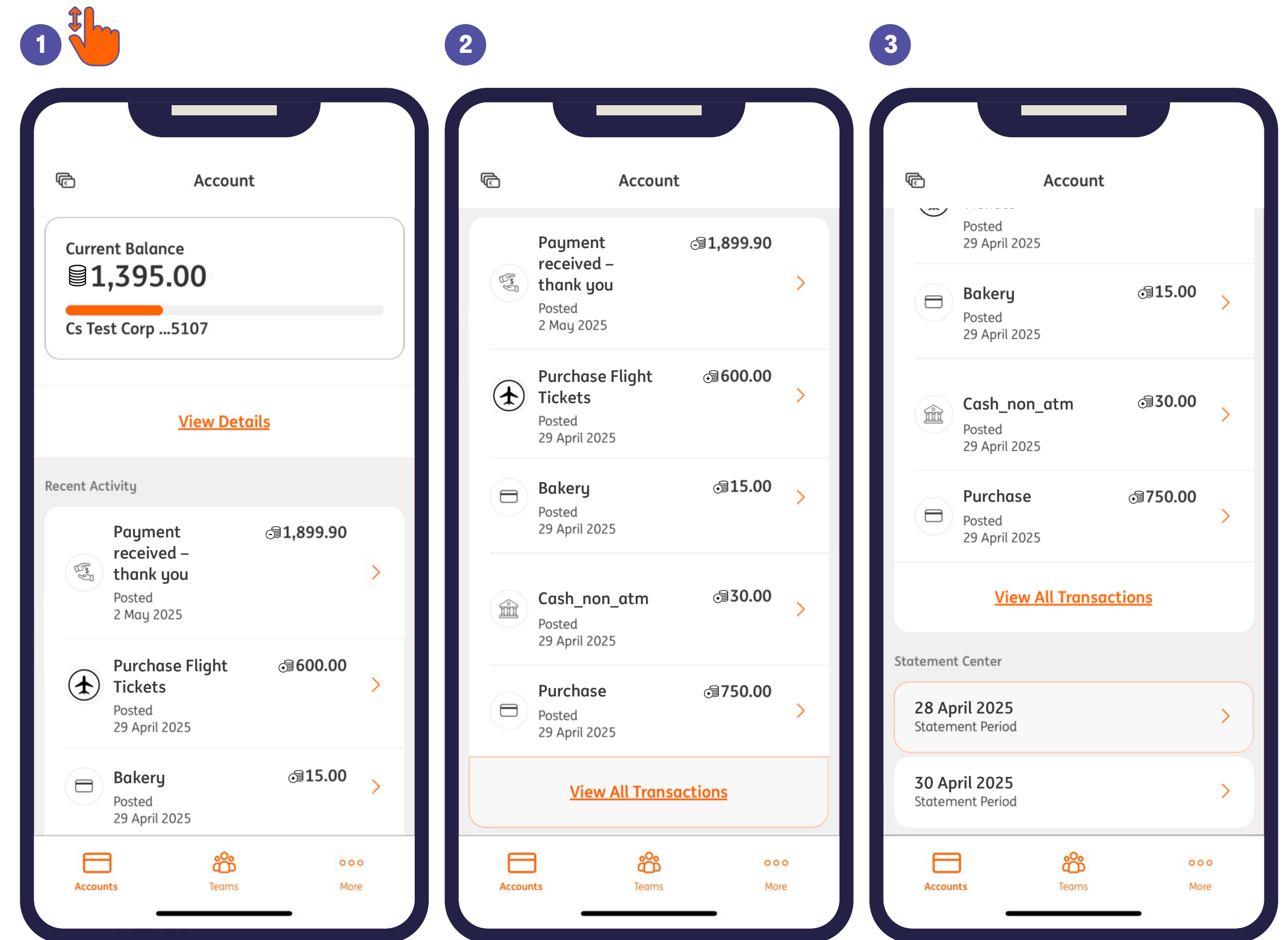


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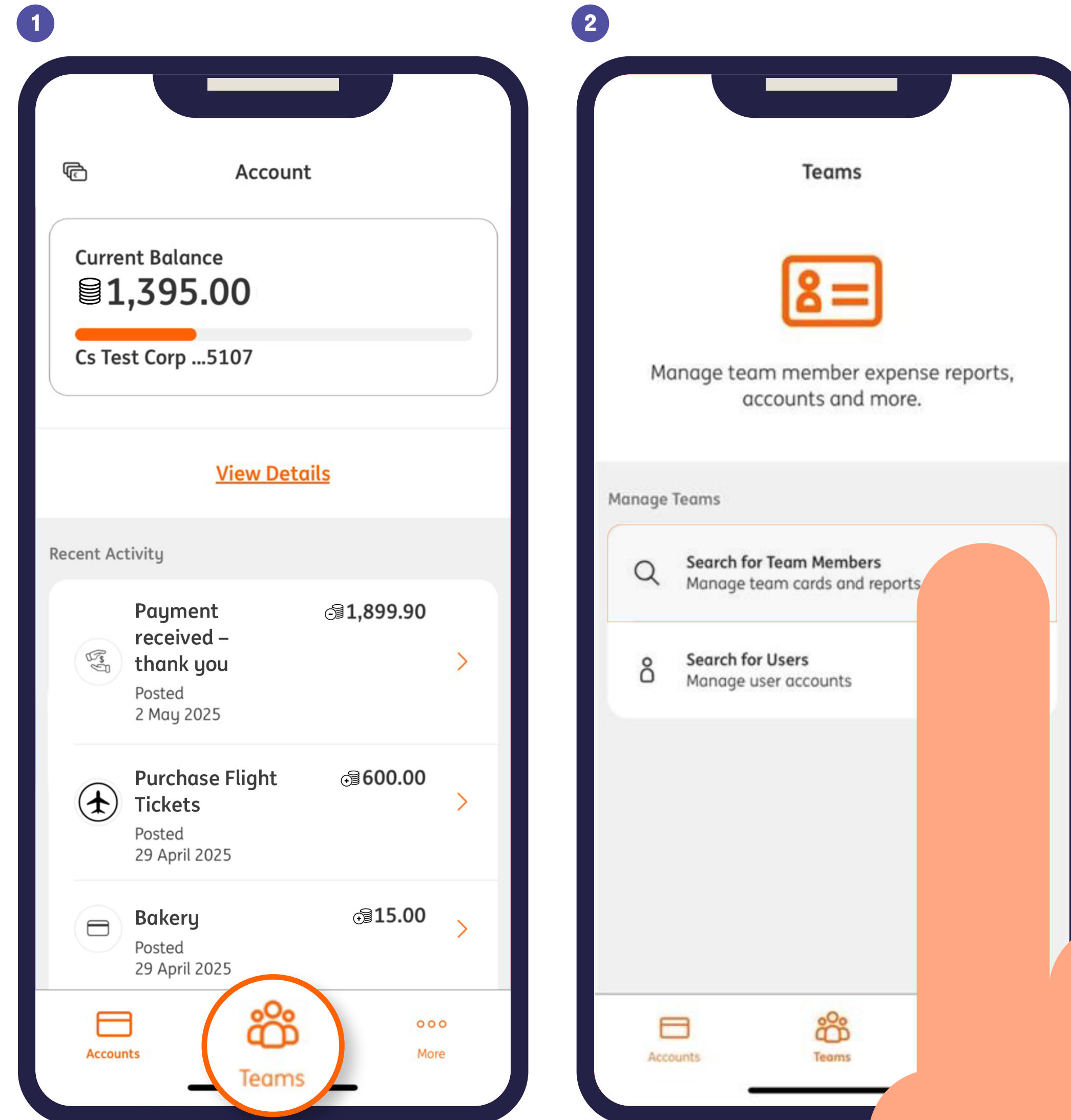
Into the Details

1. Go back to 'Account' and scroll down for more detailed insights on transactions.
2. Tap 'View All Transactions'.
3. To quickly review or download a statement, tap the statement you would like to open.



Searching for Team Members

1. To check your Cardholders' app and portal users' profile, tap the 'Teams' button in the bottom of the screen.
2. Here you can find your team members' accounts. Use the search buttons to find the right team member or user account.

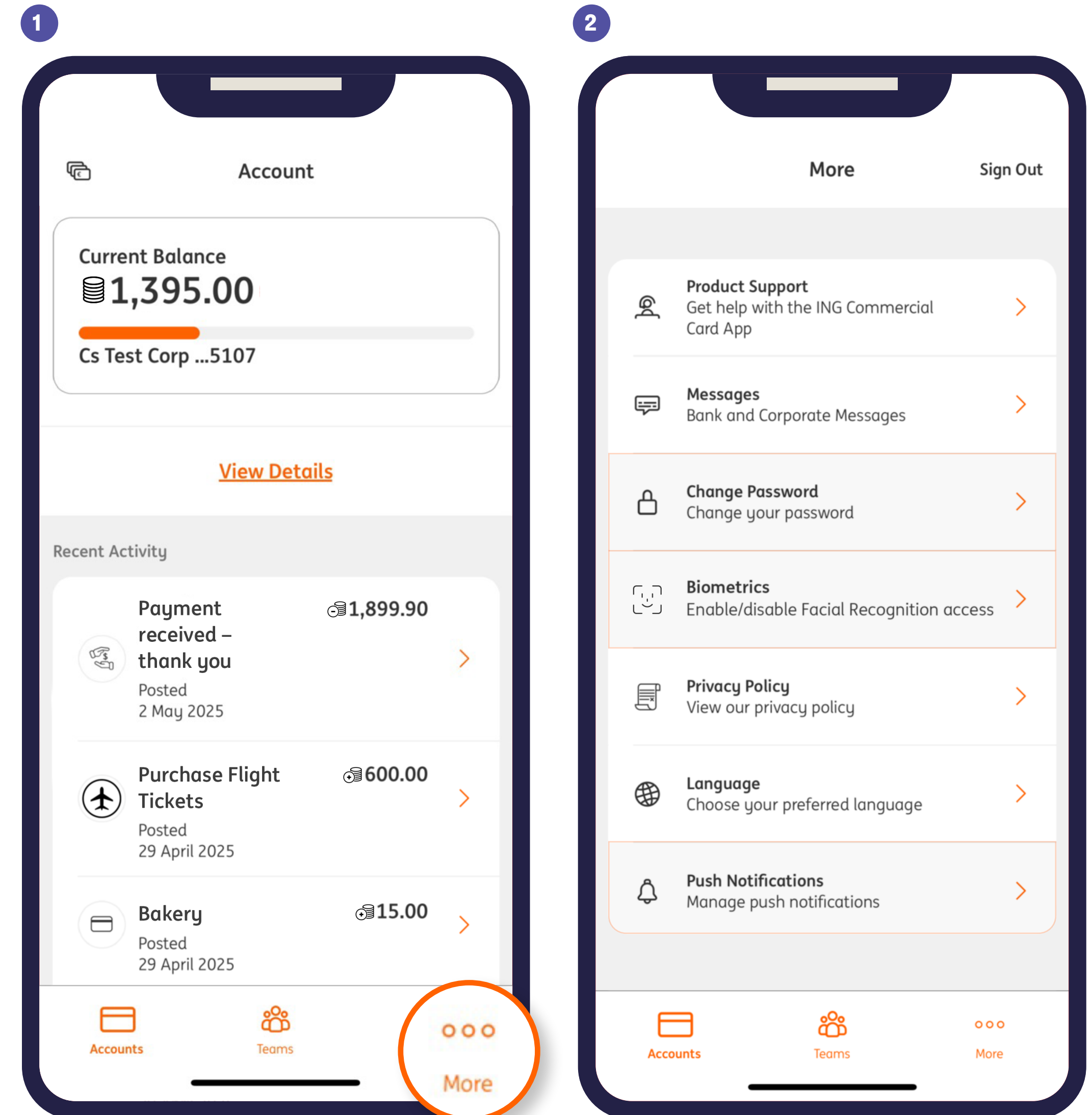


Setting up your password, logging in with biometrics, and enabling push notifications

1. To view and update your app settings, tap the 'More' button.
2. Here you can update your **password**, use **biometrics**, change your **language**, and enable **push notifications** for payments.



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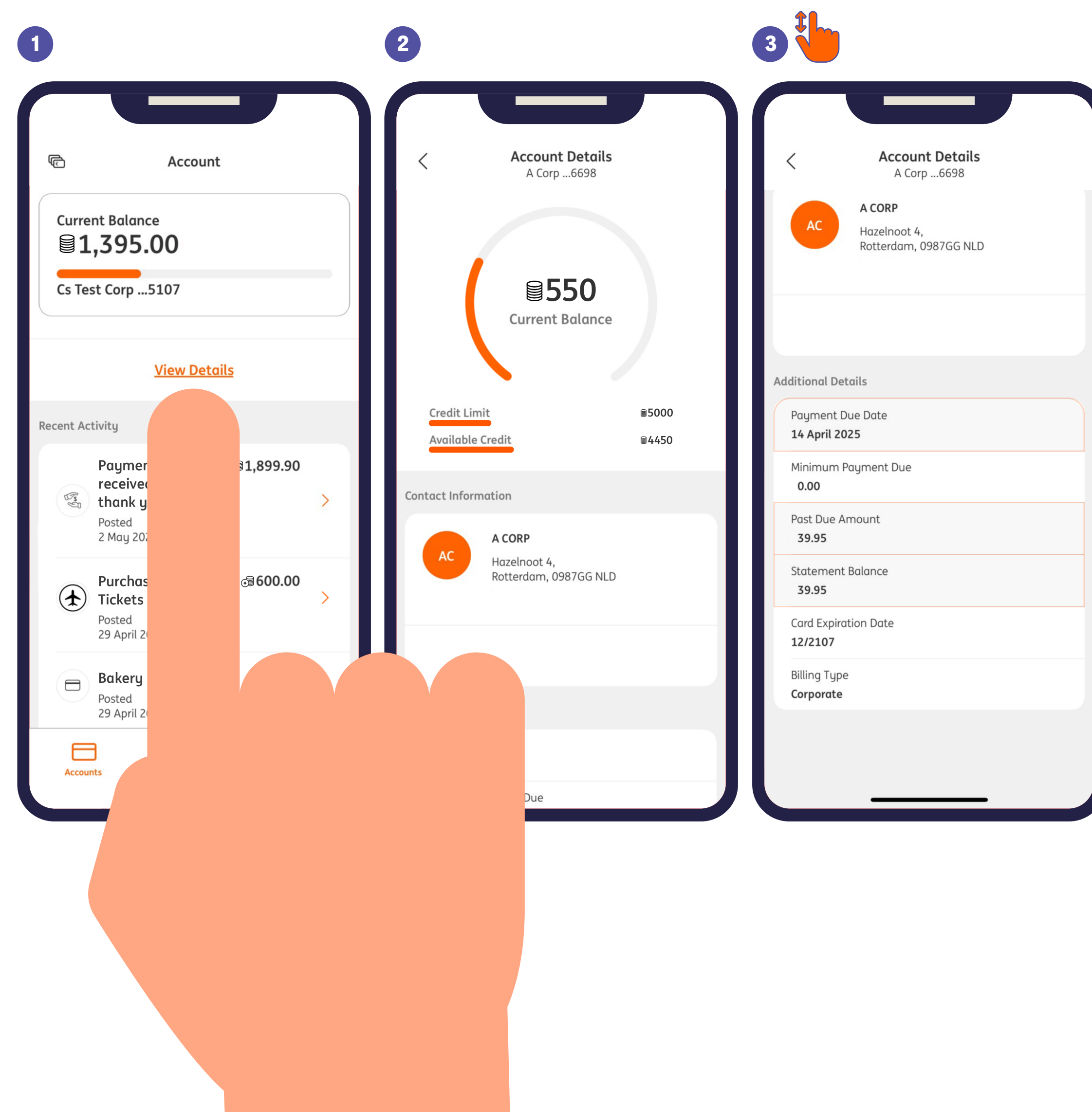
Viewing transactions and downloading a statement



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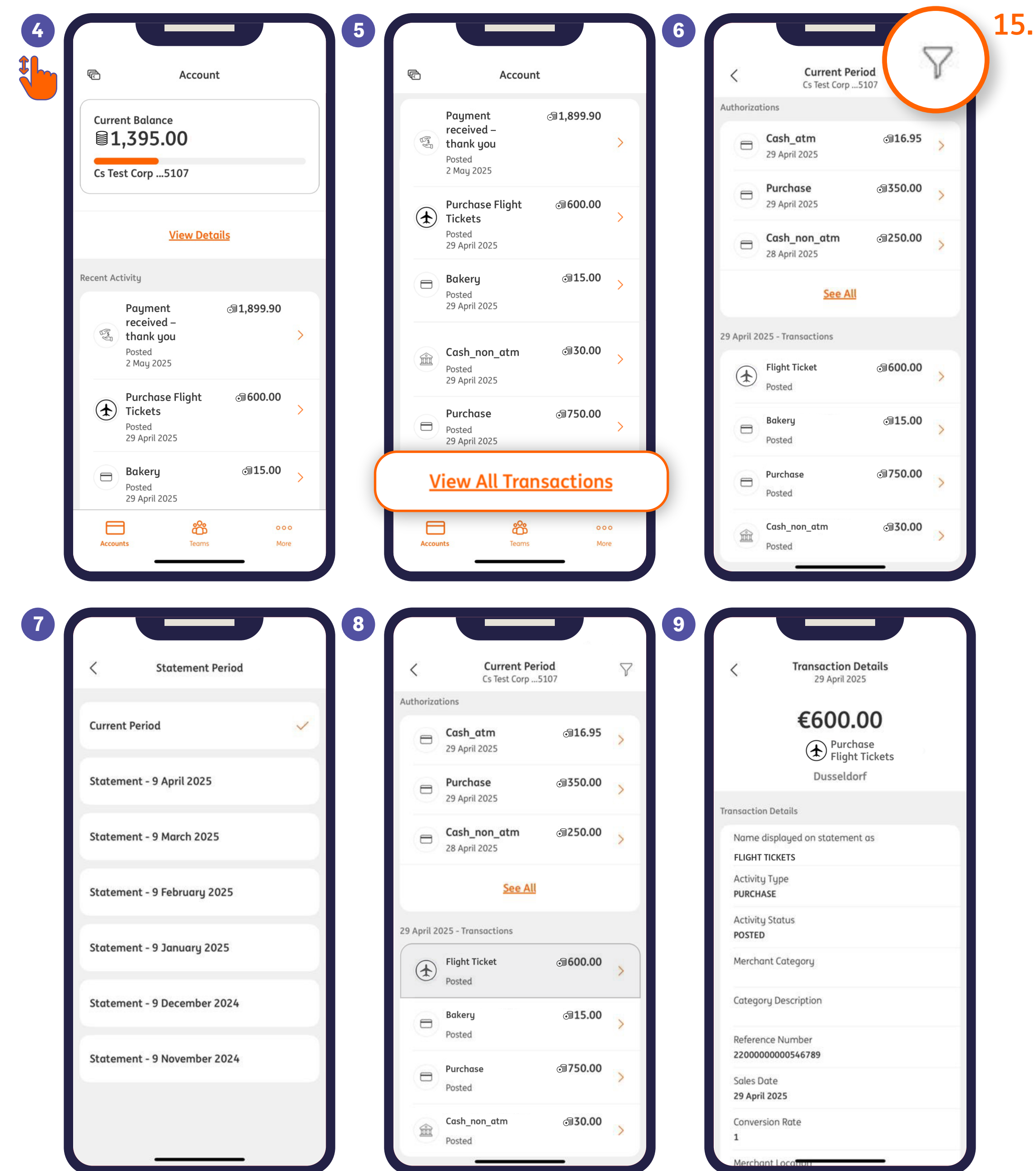
Viewing transactions

1. To quickly see more payment details, tap 'View Details'.
2. Here you will find your **Current Balance**, **Credit Limit** and **Available Credit**.
3. Scroll down for extra details like **Payment Due Date**, **Past Due Amount** and **Statement Balance**.



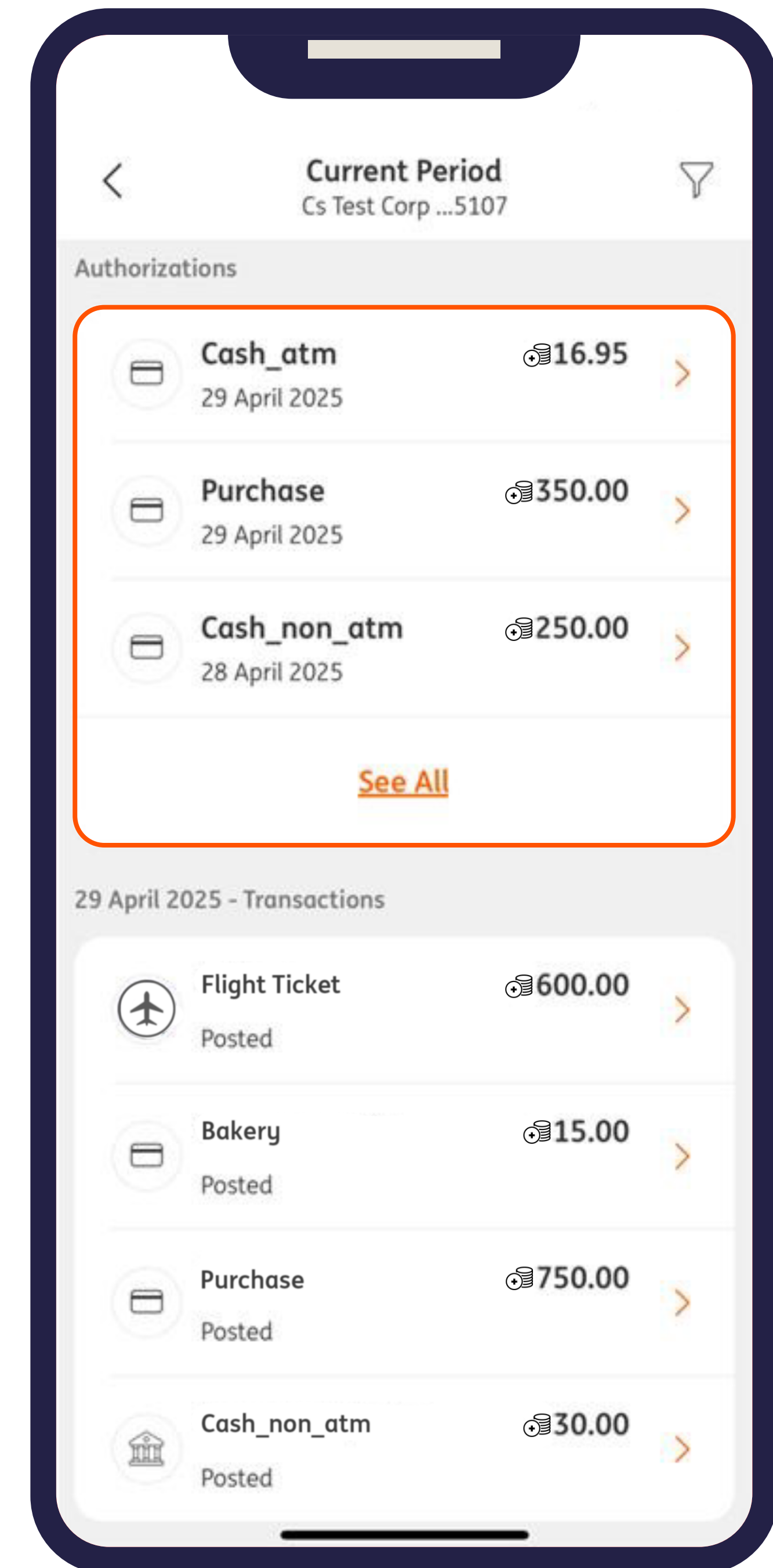
Viewing transactions

4. To view more transactions, scroll down.
5. Tap 'View All Transactions'.
6. Here is a quick overview on all current transactions. Tap the **filter** icon.
7. View transactions from other statement periods.
8. If you would like to get more details on a specific transaction, tap the transaction you wish to review.
9. Here you will find more details on the chosen transaction.



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.

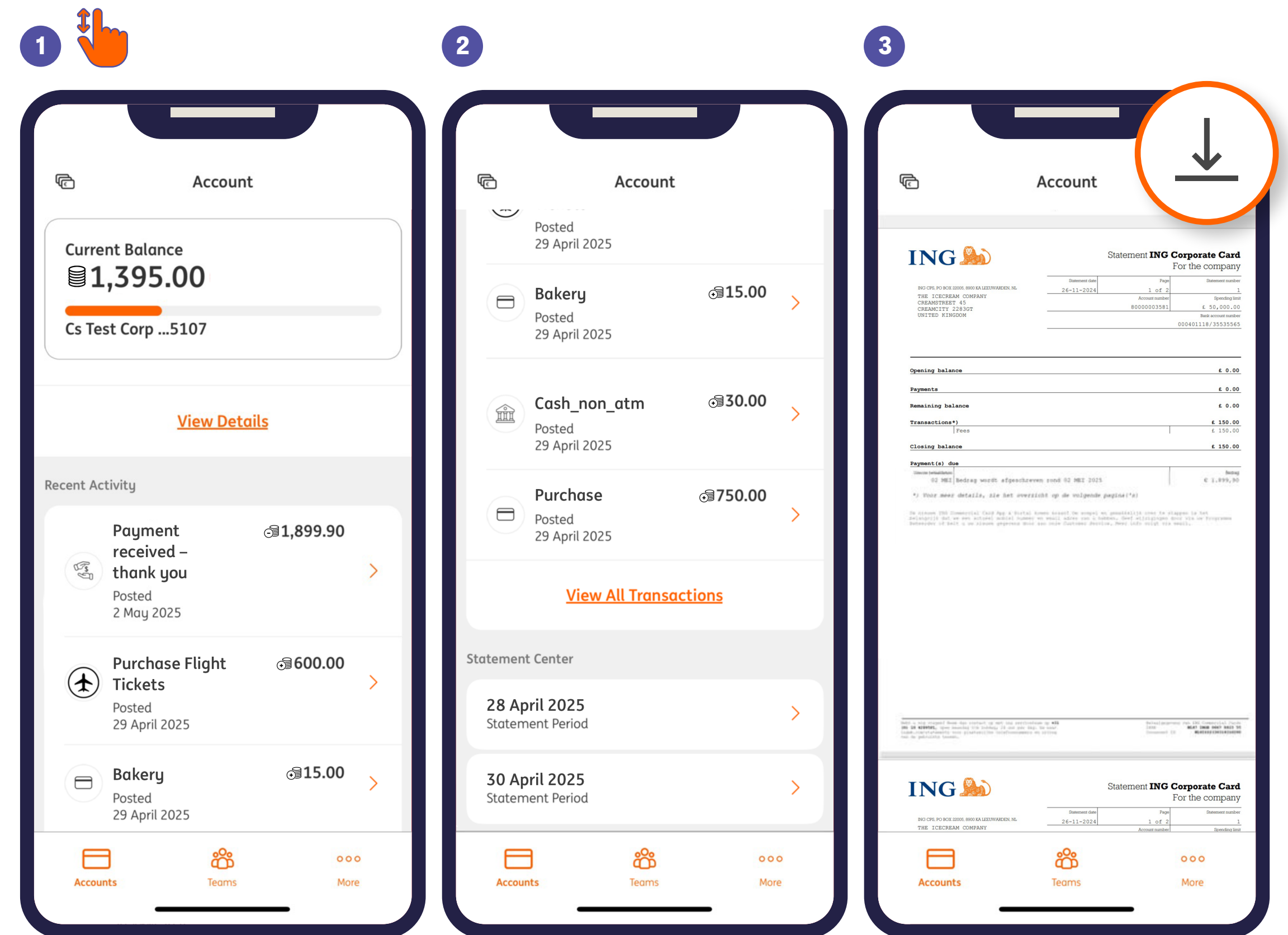


Downloading a statement

1. Scroll down on the home screen.
2. Tap the **statement** you wish to review.
3. Tap the **download** button in the top right corner of your screen to save this statement on your phone.



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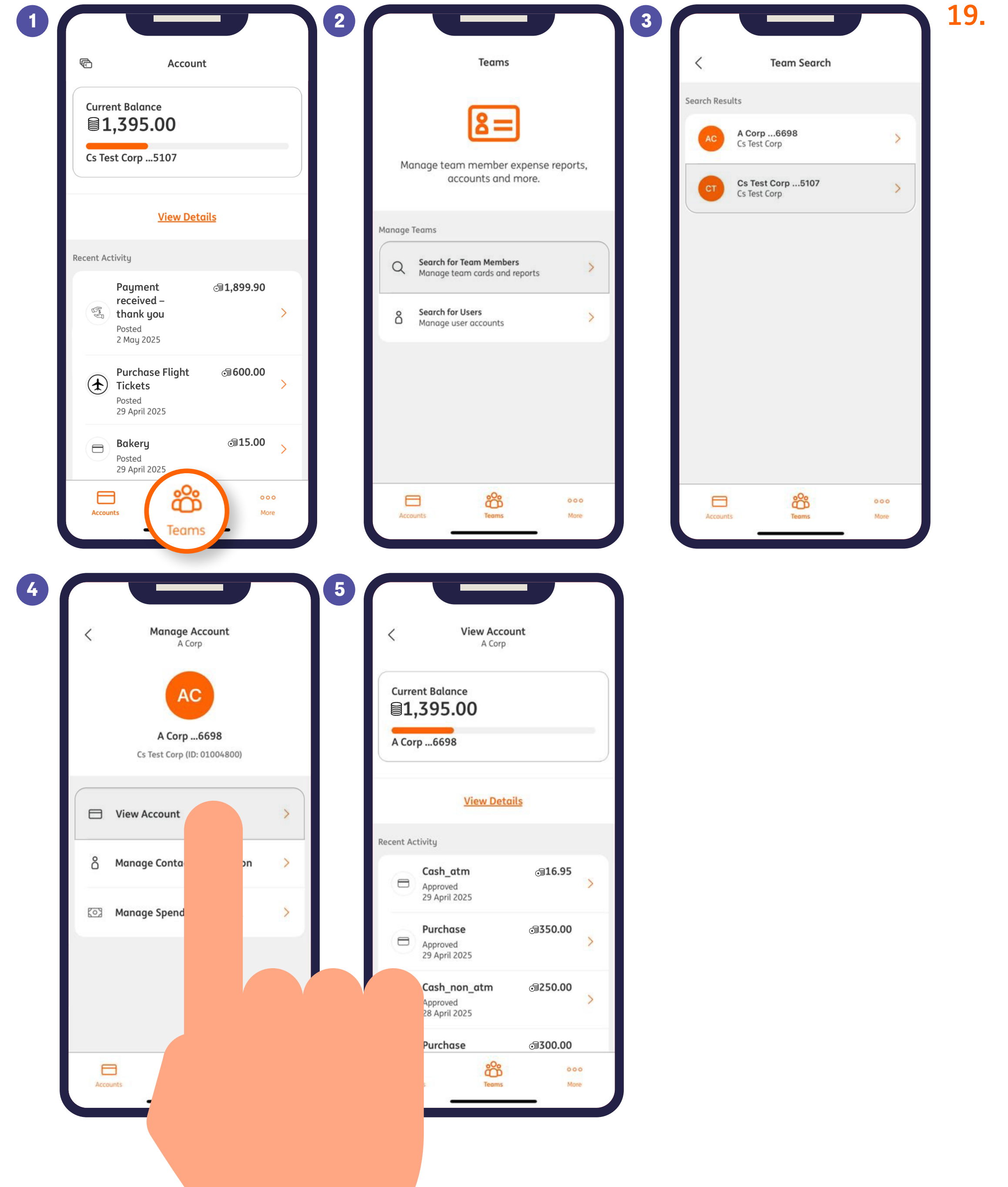
Reviewing accounts and making changes



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Reviewing accounts

1. To review individual team member expenses or make changes to the users' profile, tap the **'Teams'** button at the bottom of the screen.
2. To get detailed information on transactions of one of your team members, tap **'Search for Team Members'**.
3. Tap the team member you wish to review.
4. Tap **'View Account'**.
5. Here you will find this team member's **Current Balance**, **Recent Transactions**, and **Last Statements**.



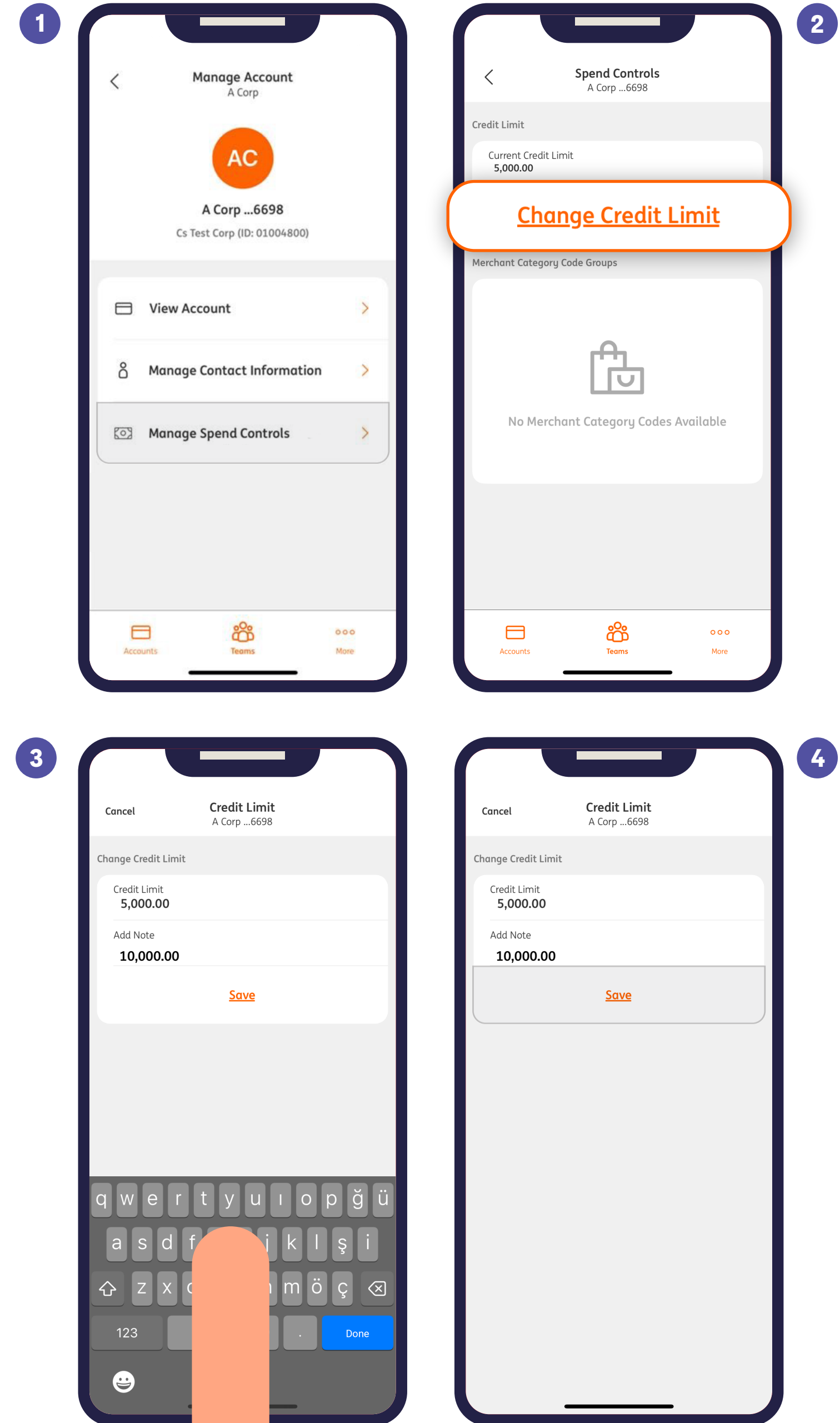
Making changes

1. To change the credit limit for this specific card go back and go to 'Manage Spend Controls'.
2. Tap 'Change Credit Limit'.
3. Type in the new amount.
4. Tap 'Save'.



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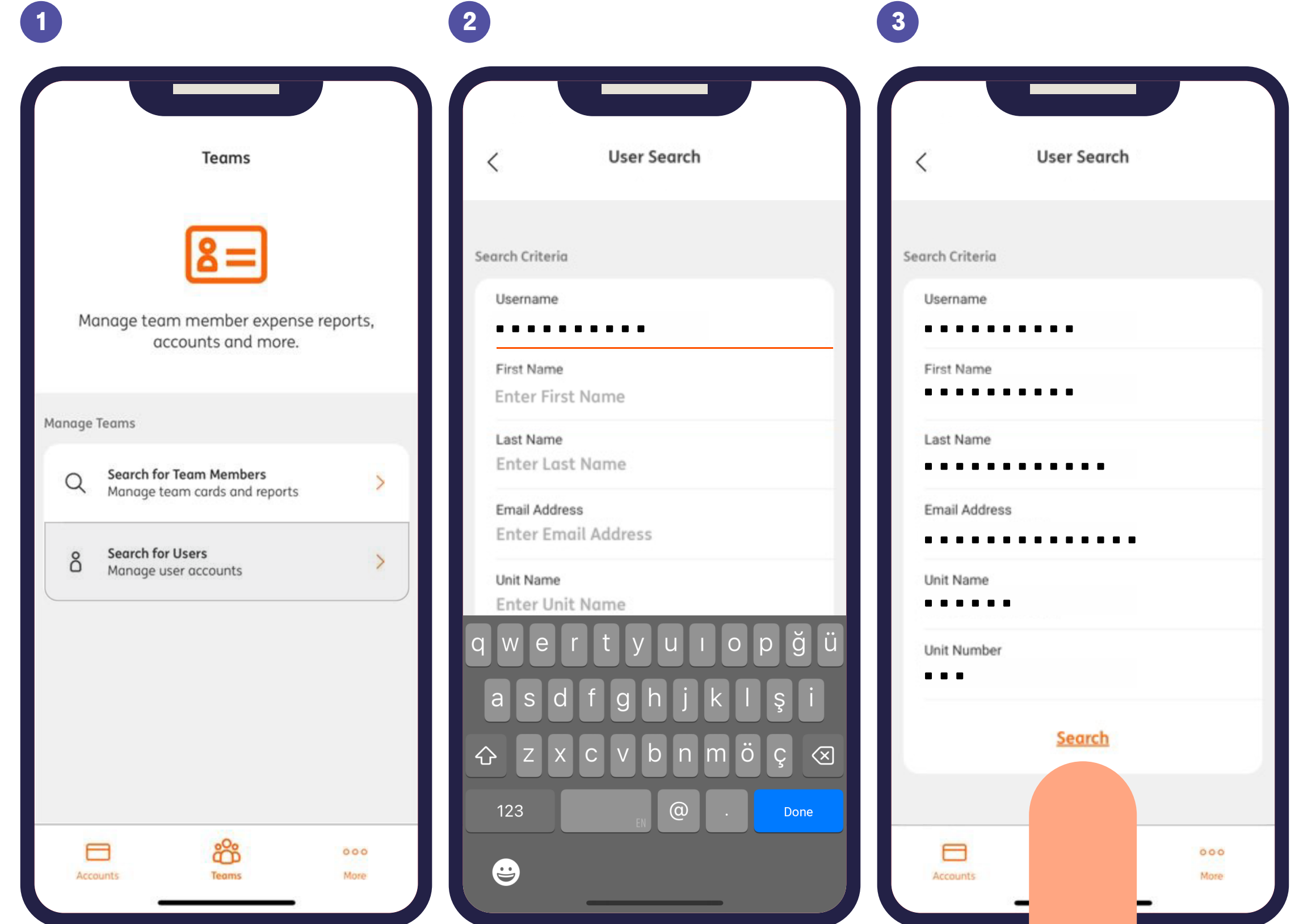


Making changes

1. To manage user access to the app and portal, tap 'Search for Users'.
2. Use the menu to search for the user you would like to review.
3. Tap 'Search'.

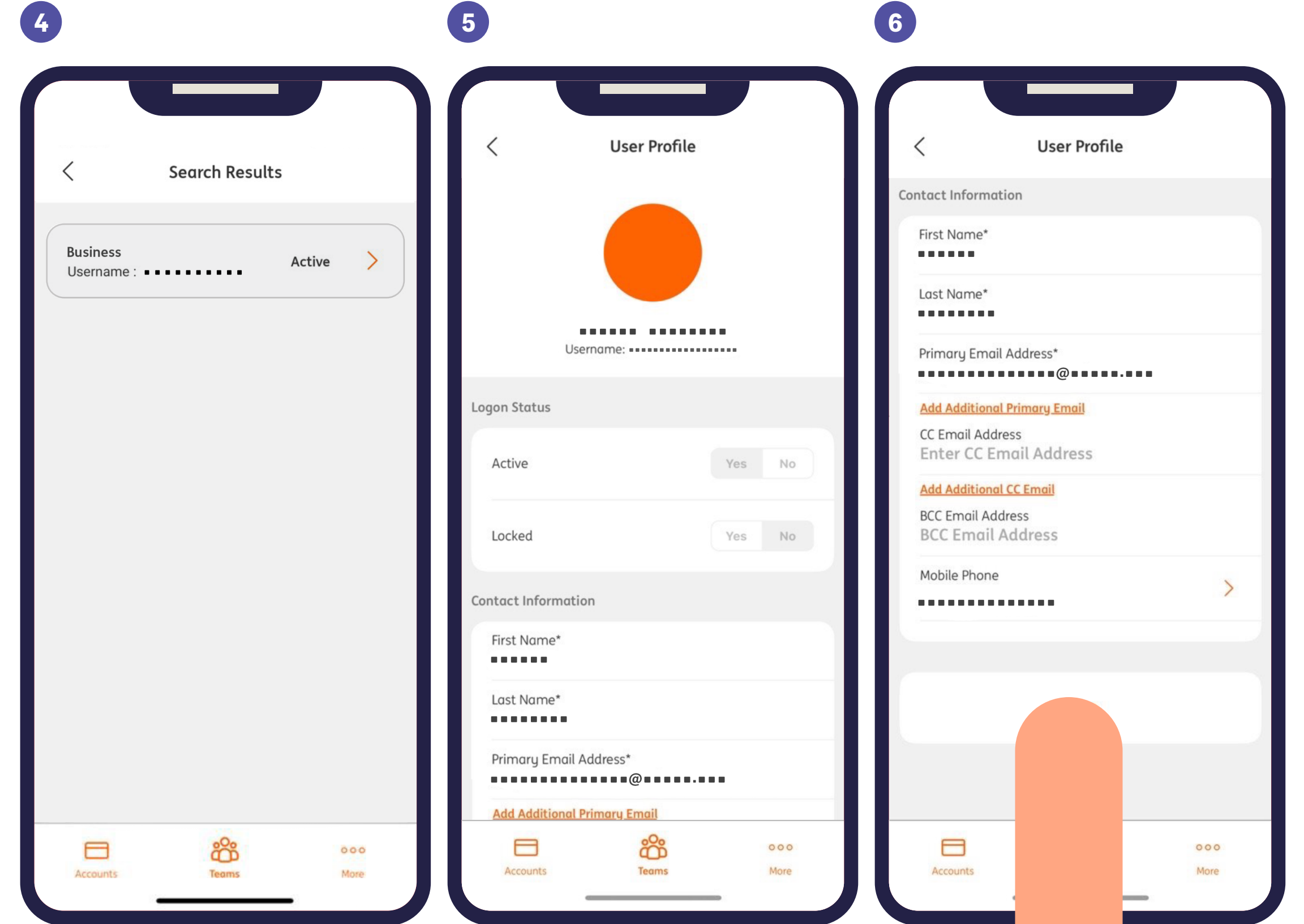


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Making changes

4. Tap the user you wish to review.
5. Here you can activate or deactivate and lock or unlock an account.
6. Tap 'Save'.



Need more info?

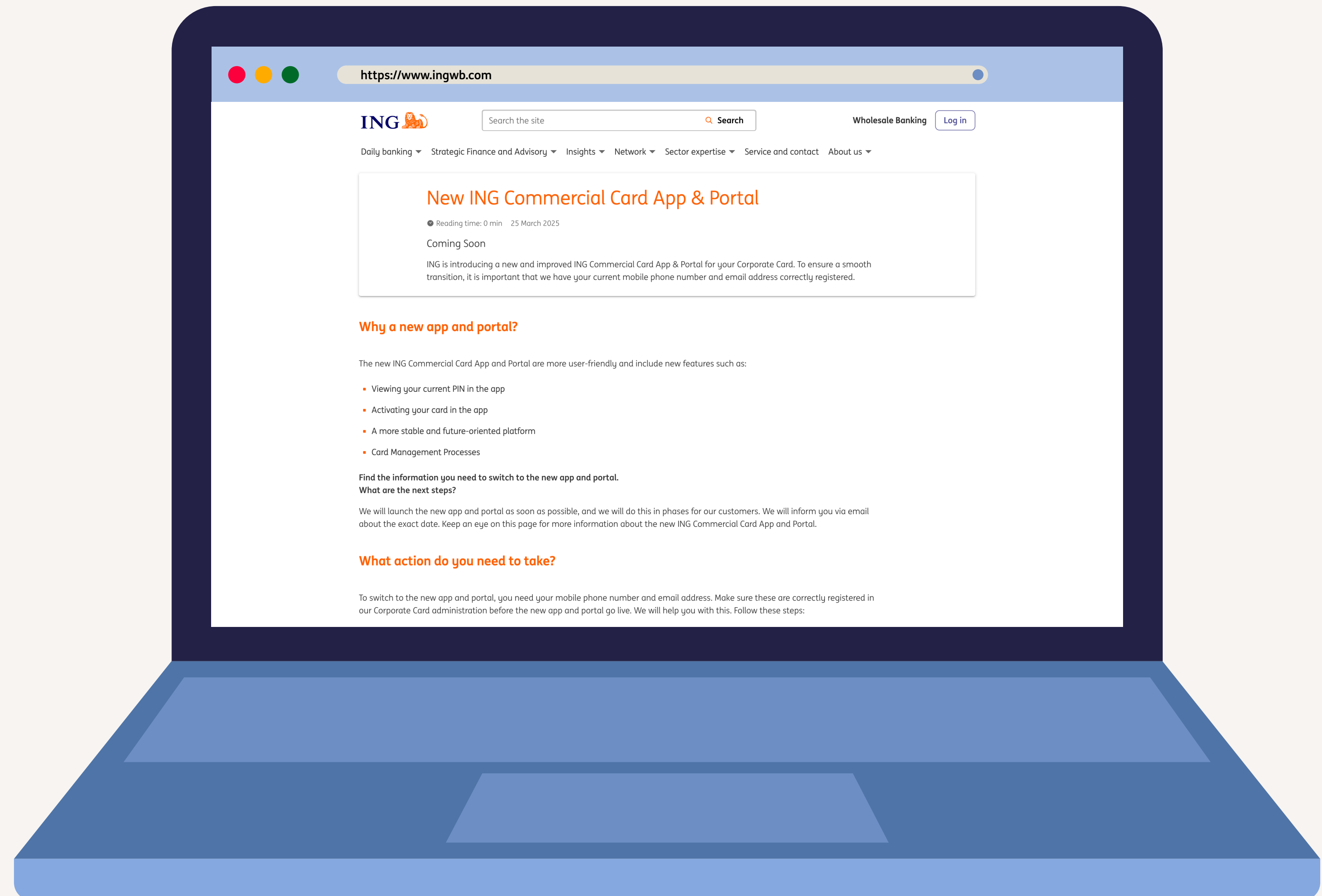
Please visit the FAQ on our website.

Businesscard Cardholders

Corporate Cardholders



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