Introduction

ING InsideBusiness is a digital international banking platform that offers your business a single point of access to your Commercial Banking services and products, wherever you are. It provides easy online and mobile access to a growing range of corporate banking services.

This manual provides information about the possibilities of InsideBusiness Payments. Basic explanations of its various functionalities are available in the instruction videos at inginsidebusiness.com.
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**Note**

This chapter outlines features at the disposal of InsideBusiness Payments users who have a ‘Customer admin basic’ profile.
Important before you start

- Your ING I-Dentity Card must be activated before you can start working with InsideBusiness Payments.
- Change your initial PIN immediately after receiving it
- Do not use an obvious PIN such as your date of birth
- Never keep a written record of your PIN
- Do not tell anybody your login codes and PIN
- Do not let anyone else use your ING I-Dentity Card.
Getting to work with InsideBusiness Payments

**Logging in**

Go to the InsideBusiness website. Select your login method and follow the on-screen instructions.

**Dashboard**

After logging in you will see the InsideBusiness Payments Dashboard. It contains a set of widgets providing the following information:

- A concise status of your actions (1)
- Current balances (2)
- Messages from ING (3)

Note: The availability of this screen depends on your permissions.

**Navigating**

**Menu**

The screen displays all main menu options. Move the mouse over the main menu to open the submenu.

**Breadcrumb trail**

The breadcrumb trail is located next to the home icon (🏠) on the main screens and shows your location in the site navigation. The breadcrumb trail can also be used to navigate to the previous location. Use ‘Home’ to return to the welcome screen.

**Tip**

Personalise your dashboard by adding, changing, hiding and/or removing available widgets.
Main screens and detail screens
A main screen will often contain a table with data, such as open payments or account statements. If you want to know more about a specific topic, click on a line and a pop-up will appear with the information. This pop-up provides information about a selected line in the main screen.

Infobox
Below the menu bar you will find the infobox with information about the screen that is currently displayed. The text will appear when you click the ‘i’ icon on the right. Move the mouse over the screen to reveal information about the various parts of the screen.

Related actions
Related actions are located on the left side of the screen. This allows you to quickly and easily perform actions related to the screen.

Tabs
Some screens may contain tabs. Select them by clicking on the tab.
Tables

Working with a table

There are several actions that can be performed on a table:

• Setting the number of items per page in the ‘Entries per page’ field 1. This can be increased to a maximum of 150
• Adding and removing columns 2. Click on the icon.
  Columns can be dragged from the list to the table and dropped in the desired location. Save the configurations as a ‘View’ (see Manage views)
• Selecting lines 3 or undoing a selection. Click on
  – All to select all lines
  – Page to select only the lines on the current page
  – None to undo the selection
• Navigating 4, when a selection is spread out over multiple pages you can navigate between the pages with below the table
• Exporting 5 on-screen data to CSV or other format
• Printing 6 on-screen data to PDF
• Managing a view 7.

Manage views

Click on the ‘Manage views’ icon to:

• Set a new default view.
• Copy a view.
• Rename a view.
• Delete a view.

Creating or configuring a view

There are system views and personal views. System views cannot be modified, but they can be copied and saved under a different name as a customer- or personal view, which can be customised to your preferences by adding or removing columns, changing sorting criteria, and filtering data. Save your view if you wish to reuse it later.

Tip
Watch the instruction video ‘Delete and add a column’.

InsideBusiness Payments User manual
Creating or modifying a customer- or personal view
Select a view from the list that you wish to use as a template to create a customer- or personal view. Modify the current table view by:
• Sorting columns by clicking on the column title
• Configuring column filters by clicking on the filter icon in the column title and entering the filter criteria
• Filtering the table with extra settings by clicking on the link and entering the filter criteria
• Adding or removing columns by clicking on the configure columns icon on the left in the column title and dragging columns from the list to the table or from the table to the list. Change the order of the columns by dragging them to the preferred location.
Click on ‘Save this view’ to save or on ‘Undo temporary changes in view' to discard them.

Exporting data
Information from a screen with a table can be exported to a CSV file:
1. All lines up to a maximum of 500 will be exported. If you make a selection, the selected lines will be exported (up to a maximum of 500)
2. Click on the export icon
3. Your browser’s download screen will appear. Choose a destination and save the file
4. The file is saved in CSV format (Comma Separated Value). The field separator can be configured in the ‘Preferences’ menu.

Printing on-screen data
Printing information from a table creates a PDF file:
1. All lines up to a maximum of 500 will be printed. If you make a selection, the selected lines will be printed (up to a maximum of 500)
2. The print will contain all columns that are visible on the screen
3. Click on the printer icon
4. Click on ‘Open': the file will be opened in the PDF reader. Use the PDF reader to print the file
5. Or click ‘Save': the browser’s download screen will appear. You can now save the file in PDF format.

Views at customer level
When creating or changing a view, you can save it as ‘Personal view’ or share it with colleagues by saving this view as a ‘Customer-specific shared view'.
Managing address book (counterparties)

You can use your address book to store the details of your creditors and/or debtors. In InsideBusiness Payments these are referred to as addressees (counterparties). The profile ‘Maintain counter-parties’ is required.

Overview of addressees

- Go to ‘Payments’ and then ‘Address book’ in the menu bar
- You can add, modify and delete details
- Use the ‘Import’ function to import details of your addressees in CSV format (see page 10)
- Use the ‘Export’ function to export details of your addressees in CSV format (see page 10).

Creating addressees

- Go to ‘Payments’ and then ‘Address book’ in the menu bar
- Click on ‘Create addressee’, enter the addressee details and follow the instructions on the screen.

Tip
For audit purposes, an audit trail is available.

Tip
When you enter the addressees IBAN, the details of the bank and account number are added automatically.

1. Payments
2. Import
3. Export
4. Create addressee
Copy to Address Book

- Go to ‘Administration’ and then ‘Accounts’ in the menu bar
- Select the account that has to be added to the Address Book
- Click ‘Copy to Address Book’.

Importing addressees

- Go to ‘Payments’ and then ‘Address book’ in the menu bar
- Click on ‘Import’ and follow the instructions on the screen.

If you wish, you can export an example file from InsideBusiness Payments to see which information is used in which column (see Download addressees).
**Downloading addressees**

- Go to ‘Payments’ and then ‘Address book’ in the menu bar
- Select the addressees which you wish to export and click on ‘Download’. In this case, do not use ‘Export’.

Please do not edit or save this file in Excel because this may change the account number format. To make any changes to the CSV file in Excel, follow the instructions (based on Microsoft Office 2010) below to ensure that your account numbers remain unchanged:
1. After exporting the file, save it immediately (do not open it in Excel)
2. Launch Excel. An empty screen will appear
3. Go to the ‘Data’ menu and select ‘From text’
4. Select the file and click on ‘Import’. The Text Import Wizard is launched
5. In the first step, select ‘Delimited’ and click on ‘Next’
6. In step 2 select ‘Semicolon’ and click on ‘Next’
7. Right-scroll in step 3 until you see the column ‘dom_account_number’. Select this column and then ‘Text’ under ‘Column data format’
8. Repeat the action for the ‘account_number’ column. Click on ‘Finish’
9. Select ‘A1’ as the import location and click on ‘OK’.

**Entering a payment**

A payment in InsideBusiness Payments can be a single credit transfer, a multiple credit transfer, a direct debit, a savings order, or a periodical transaction.

Payments can be entered manually or imported.

**Entering a payment manually**

- Click ‘Payments’ in the menu bar and select the type of payment you want to create
- Select a beneficiary or create a new beneficiary using the ‘New’ button
- Enter the remaining details

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**Tip**
Watch the instruction video ‘Enter and authorise a payment’.
Entering a payment manually (continued)

- Press the ‘Tab’ key after filling in the last field to add extra fields for this payment.
- You can now enter additional information such as a payment reference ① or remittance information ②.
- Click on ‘Show the extended payment attributes’ ③ for additional fields. You can now enter additional instructions, depending on the type of payment. For example, you can indicate that an international payment should be executed through an intermediary bank. If you are paying or collecting on behalf of another party via a European credit transfer or direct debit, you can specify the ultimate debtor or creditor here.
- Once you have completed the payment, you can authorise it or save it for authorisation. Use ‘Save and next’ under ‘More actions’ to proceed to a new payment. If you have not yet entered all required information, save the payment as incomplete and add the remaining data later.
Importing a payment or batch

An import file can contain single credit transfers, multiple credit transfers, or direct debits.

Importing files

- Go to ‘Payments’ and then ‘Import file’ in the menu bar
- Enter data
- Click ‘Browse’ and select the file with single credit transfers (such as BTL91), multiple credit transfer, or direct debits (such as SEPA-XML)
- The ‘Import file as’ field offers the following options:
  - ‘Single payments’ to import a file with single payments.
  - ‘Batch’ to import a file with multiple payments or a file with single payments that will be batched after import.
  - ‘Batch (for large file - Payment details cannot be shown)’ to be able to import a file containing more than 9,999 multiple payments.
  - ‘Batch’
- The ‘Confidential payment’ category can be used to indicate that payments are confidential. To use this, select in the field ‘Import file as’ the value ‘Batch’. Details of these payments can only be viewed by users with the ‘View confidential payments’ profile (see page 21).

Multibatch

By supporting multibatch for SEPA-XML, InsideBusiness Payments enables you to import multiple batches with one file. A batch contains transactions with identical execution dates and remitter accounts.

Tip
Watch the instruction video ‘Import payment or batch’.

Hash check

When importing transactions you may request a so-called ‘hash check’ to check whether your file was modified before it was imported (the check provides no guarantee). InsideBusiness Payments can calculate a hash using the MD5, SHA-1 or SHA-256 method. This option must also be supported by your ERP provider. ING advises its customers to make use of SHA-256. This method is regarded as more secure than SHA-1 and MD5.
You can continue working with InsideBusiness Payments while it is importing the file in the background. When completed, the ‘File uploaded successfully’ message will appear. Check the file status in the ‘Imported files’ list.

You can select the payment orders you wish to authorise in the ‘Open payments’ screen. Payment orders can be selected individually or all at once:

- Go to ‘Payments’ \( ^1 \) and then ‘Open payments’ in the menu bar
- Select the payments/batches \( ^2 \) that you wish to authorise
- Click on ‘Authorise’ \( ^3 \)
- An overview of the payments/batches ready to be authorised will appear
- Click on ‘Authorise’
- An authorisation pop-up appears
- Follow the instructions on the screen.

The payments/batches are now sent to the bank for processing.

Tip
If you wish to store the transaction data, for instance for audit purposes, please export them. Payments initiated in InsideBusiness Payments are stored for 100 days.

Depending on the permissions assigned to the user, the payment/batch will have to be authorised by one or more users before being able to be sent to the bank.

By clicking a payment the payment detail screen is opened. Click on ‘More actions’ and ‘Show potential signees’ to see who is allowed to sign the payment.
For an overview of the balances on your accounts, choose ‘Reporting’ and then ‘Balances’ in the menu bar. The overview of balances shows accounts that are included in your InsideBusiness Payments agreement and user profile. This screen shows you in a single overview the book balance and the value balance on the account, with as well as without intraday credits and debits. You can lay out this screen by creating one or more views. Click on a detail line to view the development of the value balance (including and excluding intraday changes).

The value balance is only available for ING accounts and for a third-party account if the ‘third-party bank’ supplies this information.
For a grouped balance overview of the accounts, select ‘Reporting’ and then ‘Balance per account group’.

This screen displays the total book balances of account groups.

An account group is a group of accounts that you define yourself. There are two pre-defined account groups available: ‘All accounts’ and ‘All accounts not assigned to a group’.

Click on the plus sign before the account group to view the balances of the individual accounts in the group.

To make your own account groups, select ‘Preferences’ and then ‘Account groups’.

How to create a new account group
• Click on ‘Create’
• Assign the account group a name and enter a description if you wish
• Click on ‘Next’
• Select the accounts you wish to include in the group and click on ‘Assign’
• Click on ‘Close’
• The account group has been created.

How to change an existing account group
• Click on the account group you wish to change. The screen displaying details of the account group appears
• Click on the tab ‘Accounts’
• Select the account you wish to add to the account group and click on ‘Assign’
• Select the account you wish to delete from the account group and click on ‘Undo assignment’
• Repeat the above steps until the account group is completed
• Then click on ‘Close’.
• The account group has been changed.

Tip
If you have created account groups yourself, make sure that the table is set to display ‘All accounts groups’ so that you can see your account groups.
Viewing account statements

- Go to ‘Reporting’ and then to ‘Account Statements’ in the menu bar
- Click on a line for details
- Or use the checkbox to select an account statement
- Click on ‘Download’ to save the information.
- You can now exchange it with your accounting system and/or other systems
- In the ‘File format’ field, select ‘MT940 Structured’, ‘MT940 Unstructured’, ‘CAMT.053’ or ‘CAMT.053-CGI’ (the CGI version is structured according the NVB guidelines).
- Click on ‘Download’
- Click on ‘Print’ or ‘Print selected with details’ to print your account statement.

Important
InsideBusiness Payments stores your account statements for a period of 13 months.

Tip
Watch the instruction video ‘Print and download account statements’.

Tip
If you only want to view account statements with transactions, select ‘Only with transactions’ in the field ‘Including statements’ under ‘Extra settings’. You can also select ‘Last 7 days including today with transactions’ or ‘Last account statement with payments per account’.

**Note:**
- Reporting
- File format
- Download
Overview of features

The ‘Customer admin basic’ profile gives you access to the ‘Administration’ menu which provides the following options:

- **Accounts (see page 19)**
  This menu option is used to modify the name of an account

- **Users (see page 20)**
  This menu option provides an overview of the users and their profiles

- **Profiles (see page 20)**
  The account and signing permissions of the users can be viewed using this menu option. Deviating signing permissions for specific counterparty accounts can be set using this menu option

- **Contact details (see page 26)**
  The contact details of the contract holder can be managed here

- **Reporting templates (see page 27)**
  This functionality is used to determine the format in which the account information is downloaded for processing in other systems

- **Modifications (see page 29)**
  This menu option allows you to view and authorise the modifications discussed in this chapter

- **Companies**
  This menu option provides an overview of the (registered) address and the GRID ID of the contract holder

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**Important**

The features available to you are determined by the profiles, account permissions and sign permissions which you have been granted in the ‘User Agreement’.

**Extensive self-service options**

Self Service offers you more extensive options for managing your subscription yourself. Ask your ING contact person for details.
Modifying account name

It is possible to change the name of the accounts included in your IBP agreement. The modified account name is immediately updated in the screens.

Modifying account name

• Go to ‘Administration’ and then to ‘Accounts’ in the menu bar
• Click on a line for account details
• Change the ‘Account’
• Click on ‘Save’ to save any modifications
• If you wish to change another account, repeat the previous steps
• Click ‘Finish’ to authorise the modifications.

Tip
Watch the instruction video ‘Change account name’.

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1. Administration
2. Account
3. Save
4. Finish
An overview of all users included in the agreement can be found here, along with their profiles and specific permissions. It is also possible to print overviews.

**Overview of users**
- Go to ‘Administration’ and then to ‘Users’ in the menu bar
- Make a selection and click ‘Print list’ or ‘Print details’ to print an overview
- Click on a line for user details
- The ‘Profiles’ tab provides an overview of the profiles assigned to the user.

**Transaction initiation menu**
Create payments, periodic payments and templates manually. View counterparties.

**View imported files menu**
View imported files.

**Transaction grouping**
Group payments in a batch. Necessary to sign payments and to import files as a batch.

**Download reporting**
Download account statements and (intraday) transactions.

**Maintain counterparties**
Maintain debtors and creditors.

**Customer admin basic**
Change account name, view profiles and users, view account permission and signing permission, maintain contact details and reporting templates.

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**Users**

**Overview of profiles**

**Transaction initiation menu**
Create payments, periodic payments and templates manually. View counterparties.

**View imported files menu**
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**Transaction grouping**
Group payments in a batch. Necessary to sign payments and to import files as a batch.

**Download reporting**
Download account statements and (intraday) transactions.

**Maintain counterparties**
Maintain debtors and creditors.

**Customer admin basic**
Change account name, view profiles and users, view account permission and signing permission, maintain contact details and reporting templates.

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**Tip**
If you want to know which users have specific signing permissions, you can use a filter to gain this information easily. Go to ‘Users’, choose ‘Search by sign permissions,’ and select your filter criteria.
View confidential payments
View the details of batches which have been imported as confidential.

Personalised profile
The account and sign permissions of a user are linked to this profile (see page 22/23). The name of the personalised profile begins with an underscore, followed in most cases by the name of the user or group.

Personalised profile
The account and sign permissions of a user are registered in this profile.

Personalised profile details
• Go to ‘Administration’ and then ‘Users’ in the menu bar
• Click on a line for user details
• The tab ‘Profiles’ provides an overview of the profiles assigned to this user
• Find the personalised profile (this is the profile with the underscore, followed by the name of the user)
• Click on a line for personalised profile details. Other details can be found under the new tabs ‘Account permissions’ and ‘Sign permissions’ (see pages 22/23).

Print overview of account and sign permissions
• Your location is the ‘Masterdata’ tab of the personalised profile
• Click on the print icon for an overview of the account and sign permissions of the user in question. This print-out provides a total overview of the user’s permissions.

Group profile
In the event that more than one user is included in a subscription it is possible that some users may not have their own profile because a group profile is being used. To see which group profile a user belongs to, go to ‘Administration’ in the menu bar and click on ‘Users’. Then click on the line stating the user and go to the tab ‘Profiles’.

A group profile starts with an underscore (_), followed by the name of the group.

When changing a sign permission in a group profile, the change applies to all users that have the group profile assigned.
Account permissions

- Click on the tab ‘Account permissions’.
- View the reporting and payments permissions assigned to the user of this profile.

The Account permissions screen shows what a user to whom the profile is assigned is allowed to do on the account.

Signing permissions

The permission to authorise payments and batches is laid down in:
- A limit on the amount up to which the employee may authorise. On subscription level it is indicated if the signing limits are based on batch or on payment. Is the limit based on batch? A user is allowed to sign the batch if the total amount is lower than or equal to his signing limit. Is the limit based on payment? A user is allowed to sign the batch if the amount of the highest payment is lower than or equal to his signing limit. This means that a user can sign a batch with a total amount higher than his set signing limit.
- If no limit is specified, the user has unrestricted signing permission for the selected signature class.
• The signature class indicating whether the employee may sign an order alone or together with a colleague. The following classes are specified:
  - None (N): user may not sign
  - Single (S): user may sign independently
  - Jointly (A): user may sign together with another user according to the rules of the signature scheme
  - Jointly (B): user may sign together with another user according to the rules of the signature scheme
  - Release (R): user may place a release signature (optional functionality)
• The signature scheme specifies how employees with signature class Jointly (A) and Jointly (B) may together sign an order. At the initial setup of the subscription the used scheme was chosen:
  - 'S or A+B': An order must be signed by Single (S) or Jointly (A) + Jointly (B)
  - 'S or A+x(x=A,B): An order must be signed by Single (S) or Jointly (A) with as the second signature Jointly (A) or Jointly (B).

Tip
Signature scheme 'S or A+B' is useful if you have two departments which both have to sign an order.

Signature scheme 'S or A+x(x=A,B) is useful if you make a distinction between junior and senior positions. By giving juniors signature class Jointly (B) you avoid a situation whereby two juniors jointly sign an order.
Click on tab ‘Sign permissions’ here. Here you will find a maximum of six levels. ING administers levels 1 to 4. If levels 1 and 2 are not used they are hidden and level 3 (Specific remitter account sign permissions) is the first level you see. You administer levels 5 and 6 yourself using the functionality ‘Counterparty mandate for specific counterparty accounts’.

Level 1: Sign permissions for all accounts
These signing permissions apply for all payments/batches.

Level 2: Sign permissions per product group
These signing permissions apply to all payments/batches of a specific type of product. This level is used only for deviating signing permissions for collections or savings orders.

Level 3: Specific remitter account sign permissions
These signing permissions apply to all payments/batches initiated from a specific account.

Level 4: Specific product group and remitter account sign permissions
These signing permissions apply to payments/batches of a specific type of payment product that are initiated from a specific account. Deviant permissions for collections and savings order are administered by ING at this level.

Level 5: Specific addressee account sign permissions
These signing permissions apply to payments/batches to a specific addressee account. These permissions can only be maintained by a Customer Self Service Corporate Admin.

Level 6: Specific remitter account and addressee account sign permission
These signing permissions apply to payments/batches from a specific account to a specific addressee account. These permissions can only be maintained by a Customer Self Service Corporate Admin.

Misuse
In order to limit the risk of misuse, we advise you to limit use of signature class Single (S). You can reduce the risk of fraud by changing the sign permission from Single (S) to Jointly (A) or Jointly (B).
Subscription details

On this screen you find your contact details, subscription details and preferences.

Managing contact details

- Go to ‘Administration’ and to ‘Contact details’ in the menu bar
- Modify the relevant fields, click on ‘Finish’.

Subscription details

In the subscription details it is indicated whether the sign permission limits apply to batch or payment level and if a release signature is required. With a Self Service subscription you can adjust these settings yourself.
Reporting templates

It is possible to download account information in IBP. The account information can be converted via a Reporting template into an output file (CSV format: Comma Separated Values). This output file can be used for further processing, for example in your accounting system. You can determine the format of the output files by creating or modifying reporting templates.

Managing reporting templates

• Go to ‘Administration’, ‘Reporting templates’ and then to the overview of available reporting templates in the menu bar
• Click on ‘Create’ or select the line of a reporting template for modification. Two standard reporting templates are available for modification:
  − Statement.txt: reporting template with account statement information
  − Transaction.txt: reporting template with account statement information and underlying transaction details
• Enter the name of the template in the ‘Reporting template’ field
• Fill in the ‘Description’ field if desired
• In the ‘Source’ field, choose ‘File’ or ‘Database’. If ‘File’ is filled in, the ‘Format’ field will appear
• Choose ‘MT940’, ‘MT942’, ‘CAMT.053’ or ‘CAMT.052’ as the ‘Format’
• The ‘Type’ of reporting template determines for what type of report the template will be available. E.g. a reporting template of the type ‘Transaction’ will only be available via the ‘Credit / debit’ menu option in the ‘Reporting’ menu. In addition, the ‘Type’ of template determines the (standard) number of fields available for your reporting template (see also page 30).

![Image of the Reporting template interface in IBP]

- Administration
- Reporting template (name)
- Description
- Source
- Format
- Type
The following table shows that the possible values in the ‘Type’ field depend on the values entered in the ‘Source’ and ‘Format’ fields.

<table>
<thead>
<tr>
<th>Source</th>
<th>Format</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>File</td>
<td>MT940 / CAMT.053</td>
<td>Transaction</td>
</tr>
<tr>
<td></td>
<td>MT940 / CAMT.053</td>
<td>Statement</td>
</tr>
<tr>
<td></td>
<td>MT942 / CAMT.052</td>
<td>Transaction</td>
</tr>
<tr>
<td>Database</td>
<td>-</td>
<td>Transaction</td>
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<tr>
<td></td>
<td>-</td>
<td>Statement</td>
</tr>
<tr>
<td></td>
<td>-</td>
<td>Balance</td>
</tr>
</tbody>
</table>

- Set the desired ‘Field separator’ which will be used to separate the columns
- Tick the box ‘Text enclosed in quotes’ if you wish to include the text fields between quotation marks in the output file
- Tick the box ‘Header line with field names’ if you wish to state the field names in the first line of the output file
- The ‘Language’ option determines the language in which the field names in the first line of the output file are shown
- Click on ‘Next’. This will display the available fields for the reporting template.
- If desired you can add, delete or change the order of the fields. The ‘Fields’ are the fields that are already included in the output file. ‘Available fields’ can be added to your file
- Click ‘Save’ to save the modifications
- If you want to modify another reporting template, repeat the previous steps

![Customer: Virtual Trading – Create Reporting template / Master data](image)

- Field separator
- Text enclosed in quotes
- Header line with field names
- Language
- Save
• Click ‘Finish’ to authorise the modifications to the reporting templates. Upon authorisation the reporting template will be available for all users included in your agreement with the ‘Download reporting’ profile.

**Viewing completed modifications**

The ‘Modifications’ screen allows you to change the filter setting from ‘Unconfirmed modifications’ into ‘All modifications’. A history of the modifications already authorised appears along with the modifications that have yet to be authorised.

**Note**

If you log out without having authorised or discarded a modification, the modified object will receive an ‘In progress’ status. You can only modify this object once it has been authorised or discarded.
Your ING I-Dentity Card

Your ING I-Dentity Card gives you secure access to InsideBusiness Payments at all times.

Further information and frequently asked questions about how to use your ING I-Dentity Card are available on the internet at Frequently Asked Questions InsideBusiness Payments

ING I-Dentity Card lost, stolen or abused?
If you have lost your card, or if it is stolen or you suspect it has been abused by someone else, please immediately contact:

Alarm and Communications Centre ING
+31 (0)88 464 22 24 (local rate applies)
Secure banking

ING does everything within its power to prevent abuse, including substantial investments in upgrading the programmes and improving security techniques.

Banking safely in InsideBusiness Payments is the responsibility of both ING and its customers. Your responsibility as a customer is to protect your computer and network environment adequately against abuse by unauthorised individuals.

1. Keep your security codes and your ING I-Dentity Card safely stored
2. Warn ING of any loss of your ING I-Dentity Card and/or PIN
3. Use the card reader provided by ING
4. Never leave your computer unattended
5. Verify the payments you authorise
6. Protect your computer against viruses and other malicious software
7. Use the internet cautiously
8. Protect your computers from intruders
9. Protect your network
10. Ensure clear lines of responsibility in your company
11. Update your operating system
12. Update your internet browser
13. Make regular backups

If you suspect any wrongdoing, please contact the Helpdesk InsideBusiness Payments immediately and explain the problem or situation. Our staff will be able to assist you in checking whether your subscription has been abused and, if necessary, block certain features.

Should you have any questions, please feel free to contact the Helpdesk InsideBusiness Payments.
More information

On http://new.inginsidebusiness.com you can download documentation, view instruction videos and read frequently asked questions.

If you still have questions please visit inginsidebusiness.com for contact details.

The registered office of ING Bank N.V. is located at Bijlmerplein 888, 1102 MG Amsterdam, Trade Register no. 33031431 in Amsterdam. ING Bank N.V. is registered with De Nederlandsche Bank (DNB) and the Netherlands Authority for the Financial Markets (AFM) in the Credit Institutions and Financial Institutions Register. ING Bank N.V. is also subject to the supervision of the Netherlands Authority for Consumers & Markets. Information about the supervision of ING Bank N.V. can be obtained from the DNB (www.dnb.nl), the AFM (www.afm.nl) or the ACM (www.acm.nl).

In the context of this publication ‘ING’ and ‘bank’ are understood to mean: ‘ING Bank N.V.’