ING

Portal Programme Administrators Manual

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Feature Manual for the ING Commercial Card Portal for Programme Administrators

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

Welcome to the Programme Administrators User Manual for the ING Commercial Card Portal.

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 Portal

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Navigating the portal

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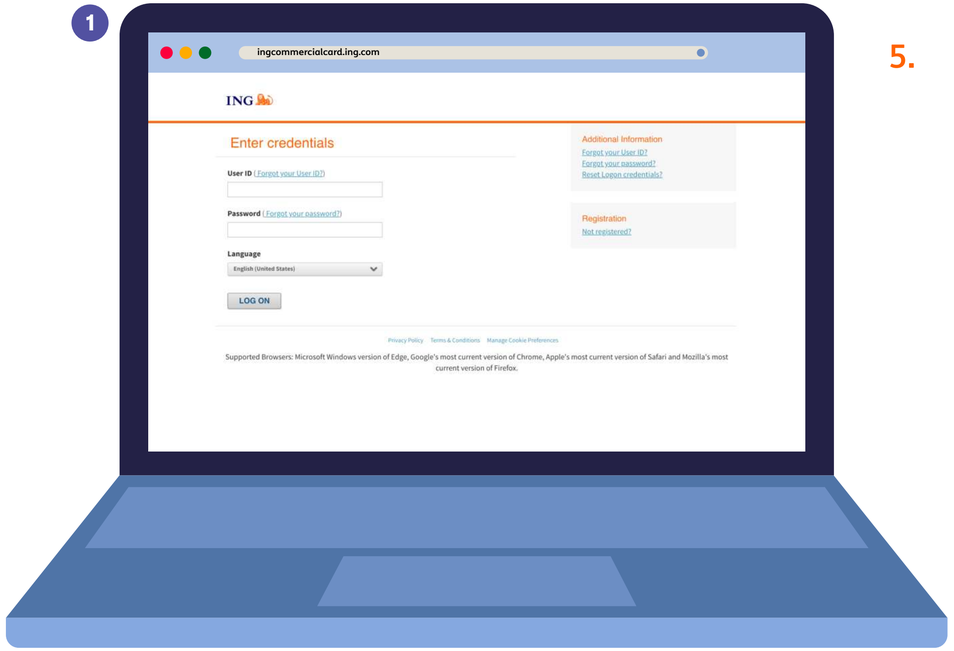
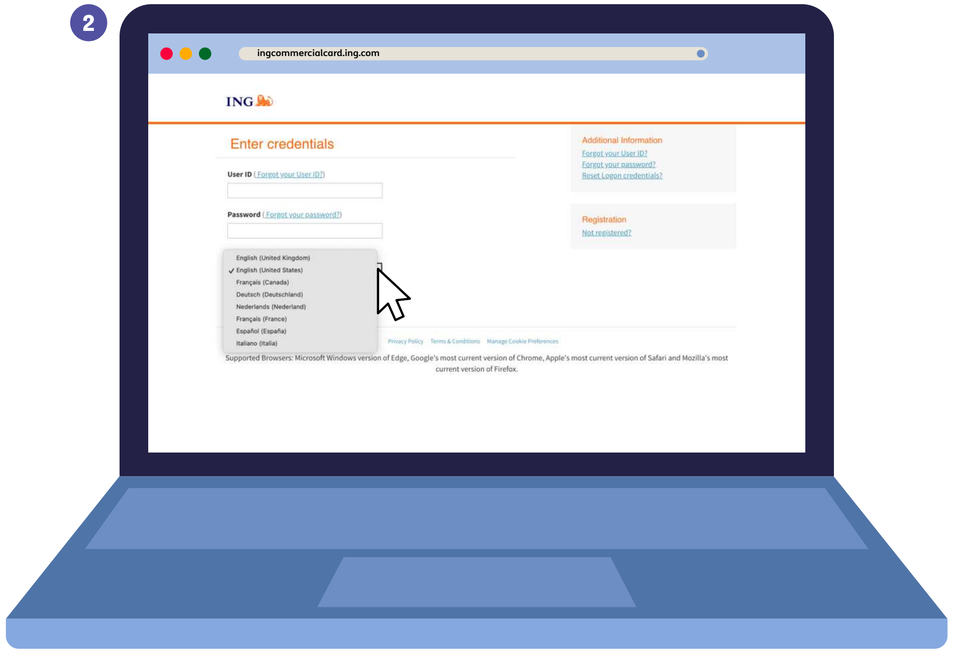
Navigating the portal

1. To get started, go to **ingcommercialcard.ing.com**

2. Select your **preferred language**.





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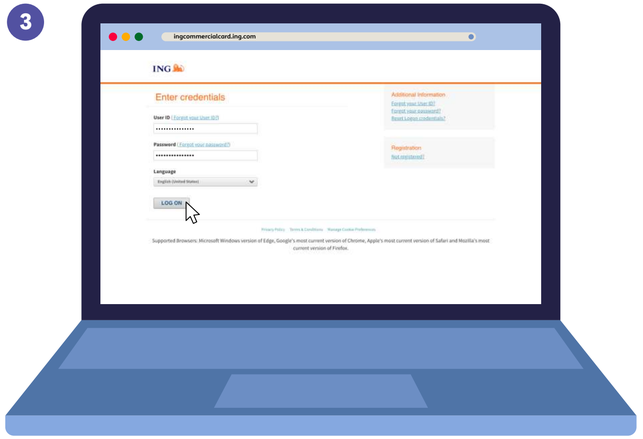
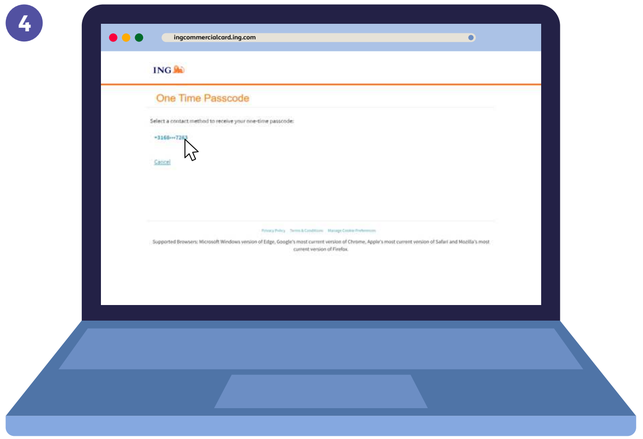
Navigating the portal

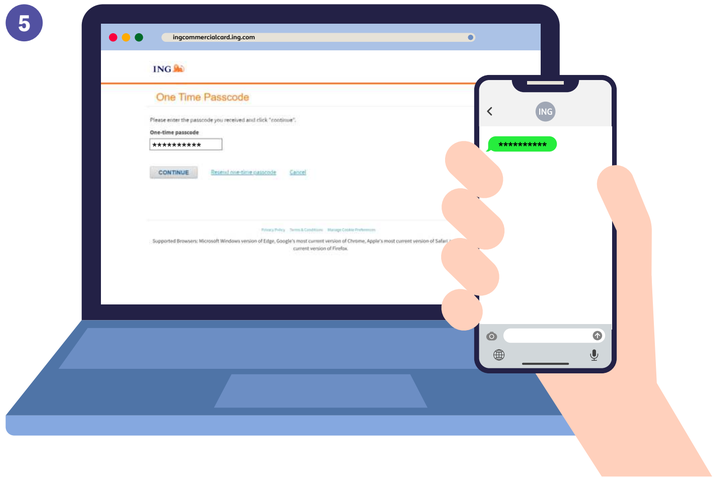
3. Log in to the portal using your **User ID** and **password**.

4. Click on your mobile phone number to receive your **one-time passcode**.

5. Enter the one-time passcode and click '**Continue**'.







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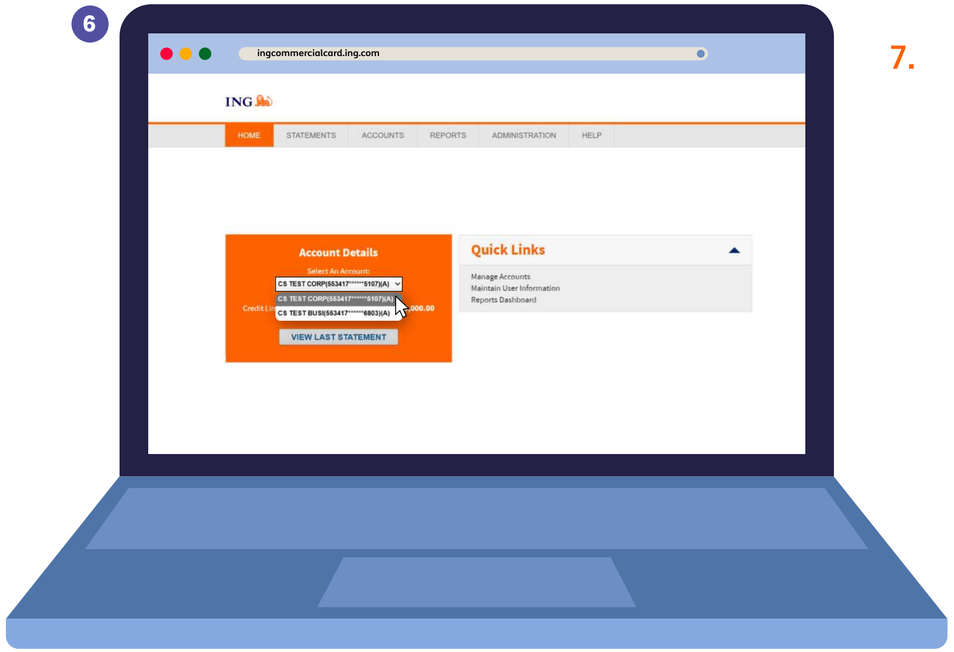
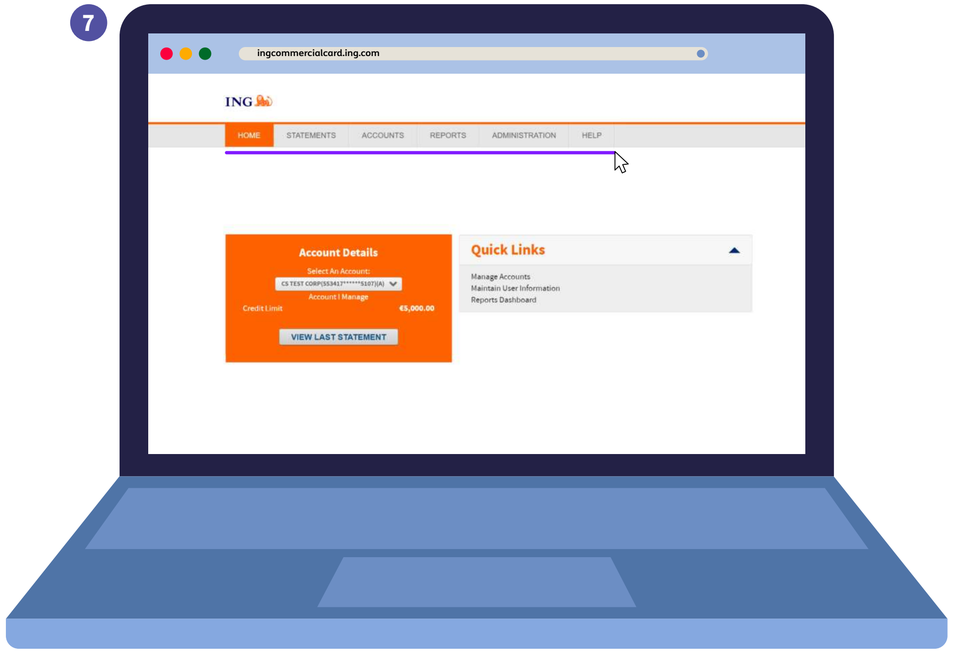
Navigating the portal

6. Select the account you wish to manage.

7. Use the top menu for easy access to different features.





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Navigating the portal

8. To get detailed information on statements and transactions, click on '**Statements**'.

9. In '**Accounts**' you can make changes to spending limits.

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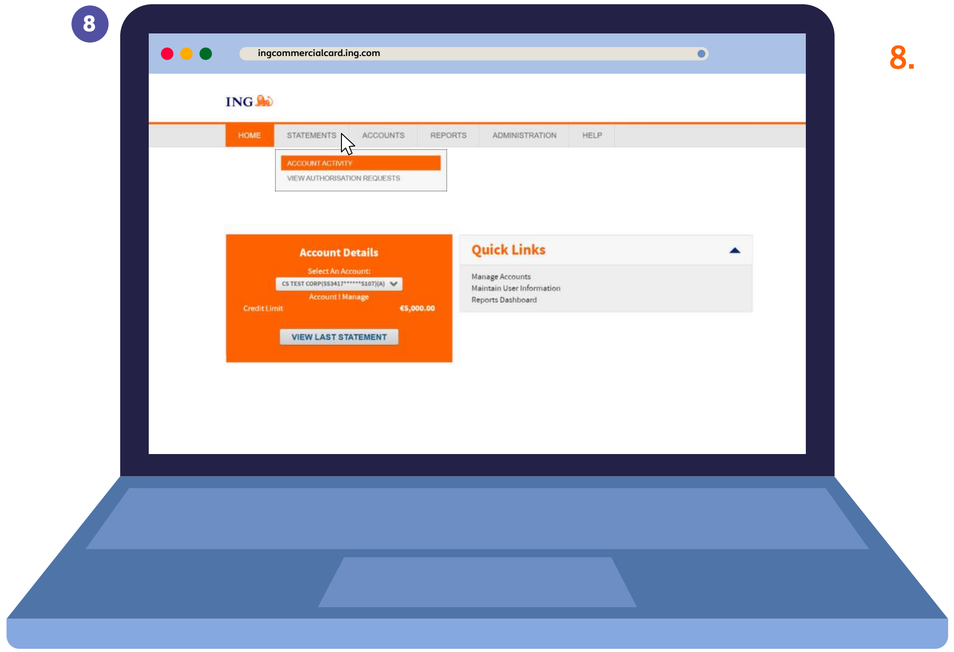
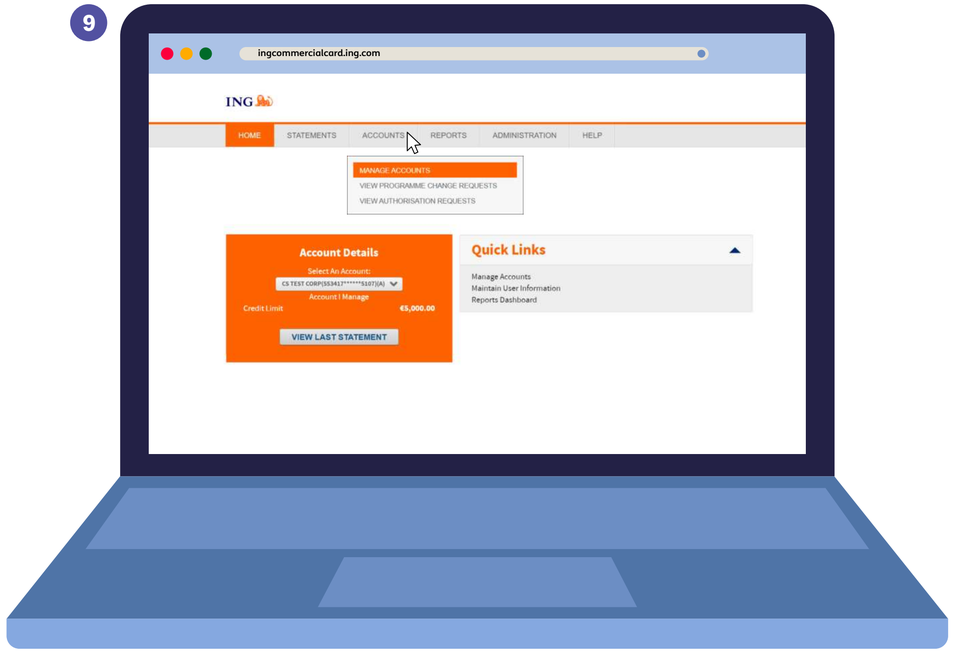
8.





Navigating the portal

10. To create company reports, go to the '**Reports**' in the top menu.

11. To manage contact details and access of users to the app and portal, go to '**Administration**'.

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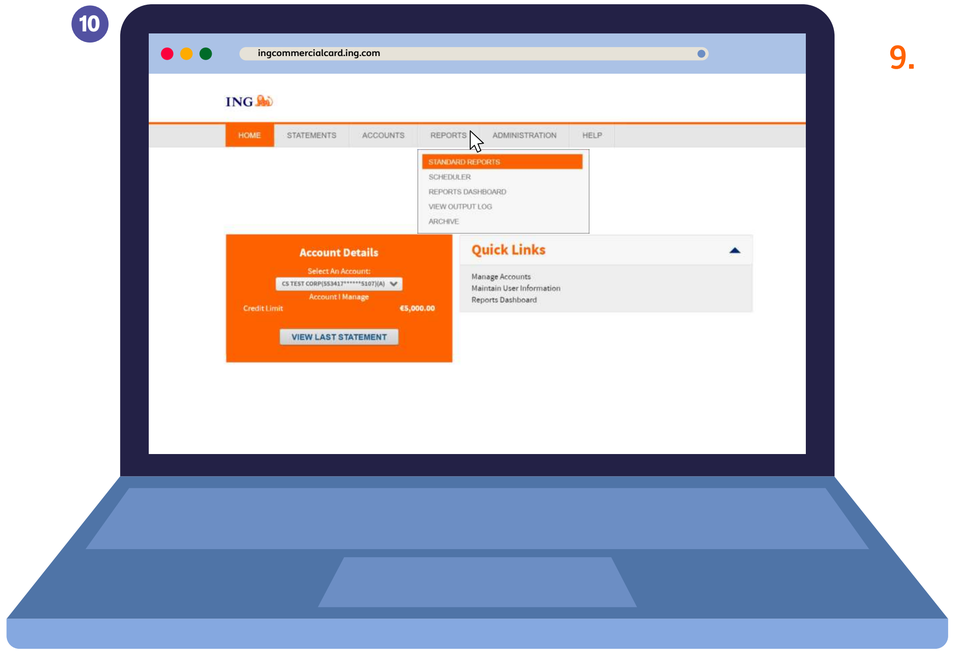

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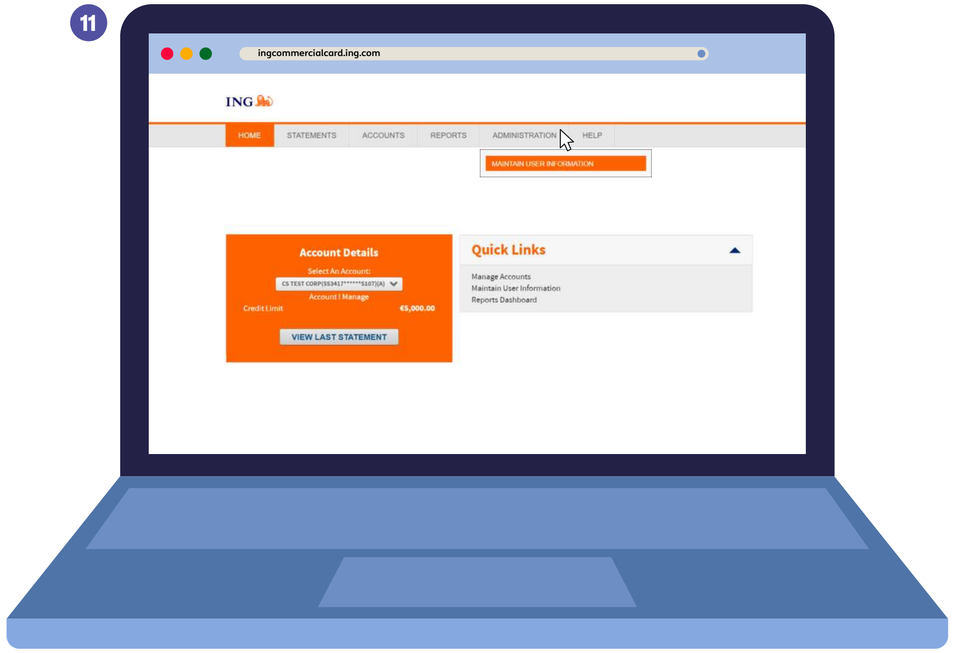

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Looking up and downloading statements

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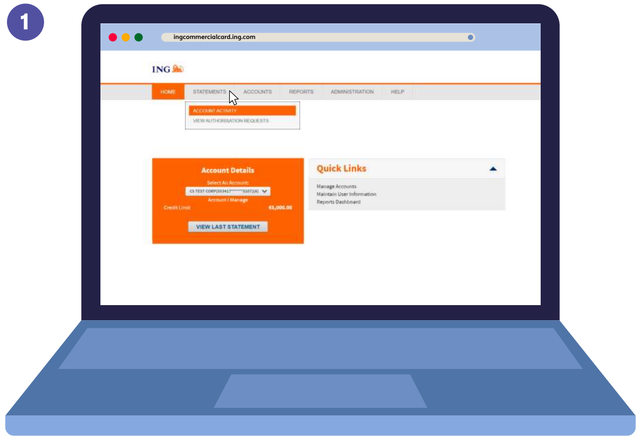
Looking up statements

1. To get an overview of the overall spending and payments due, go to '**Statements**' and select '**Account activity**'.

2. Select '**Manage**', enter the name of the account you would like to review in the search box and select the '**Search**' button.

3. Click on the '**Details**' button of the account you wish to manage.

1



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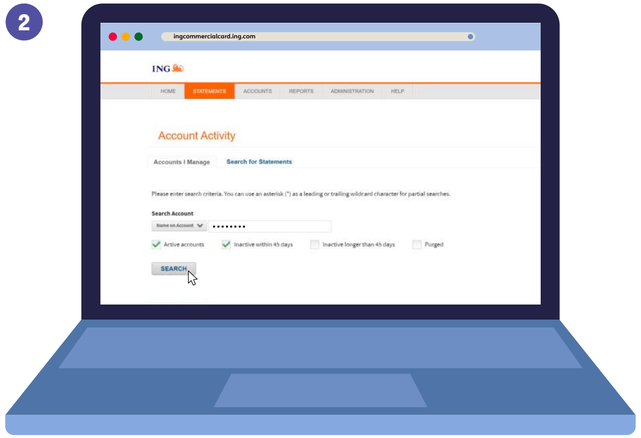

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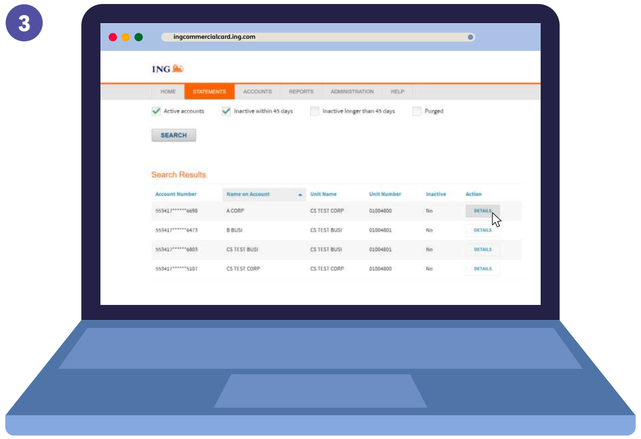

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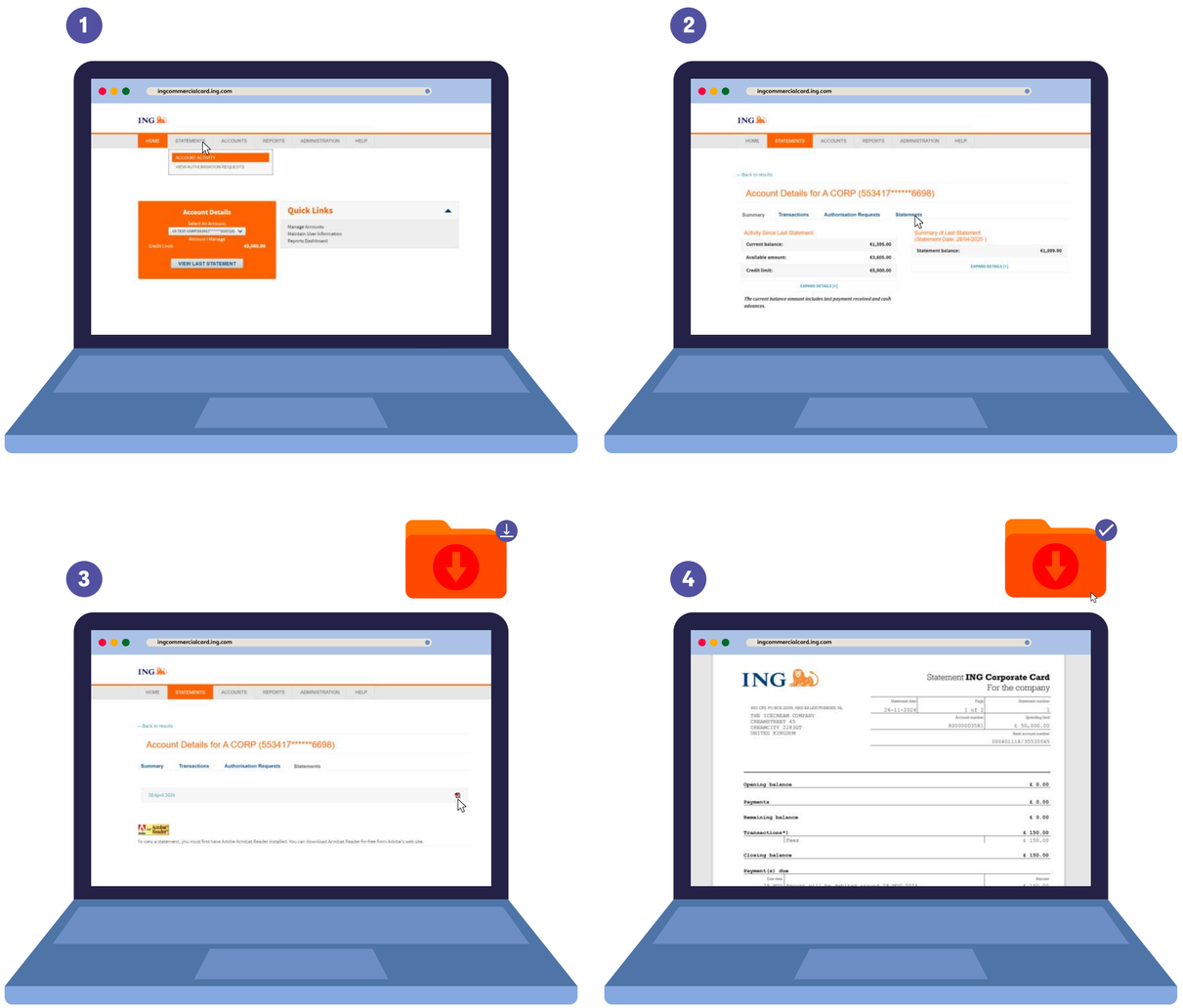
Downloading statements

Here you will find an overview of the overall spending and payments due.

1. Go to '**Statements**' in the top menu.
2. To download a statement, select '**Statements**' on the right side.
3. Choose the statement you want to download.
4. You can find the PDF of the selected statement in your **Downloads folder** on your computer.



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Running and scheduling reports

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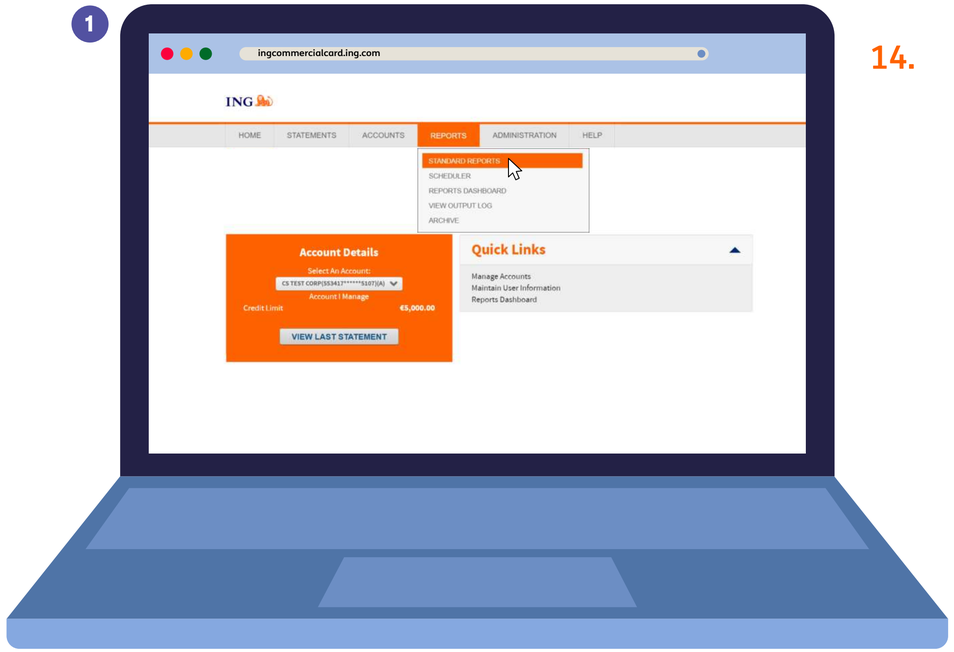
Running reports

1. To download transaction reports, go to **'Reports'** in the top menu and select **'Standard reports'**.

2. Select **'Transaction Report'**.

1



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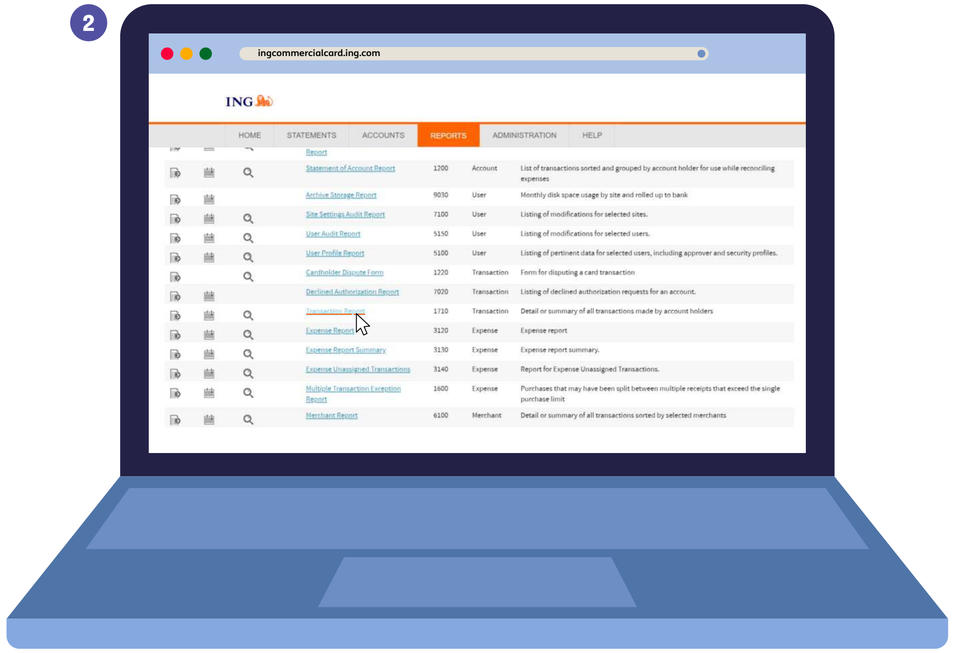

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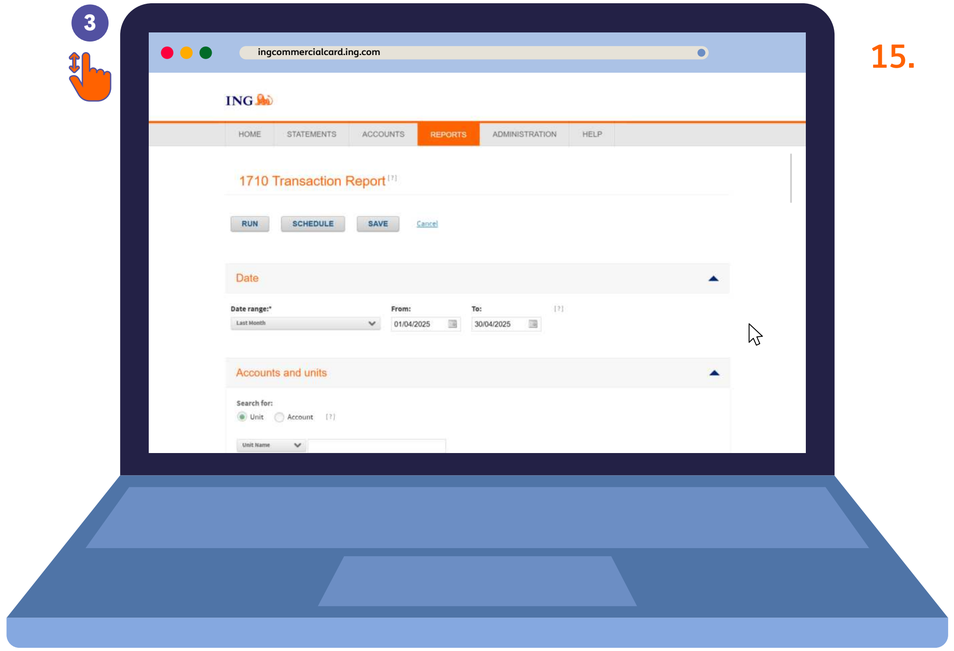
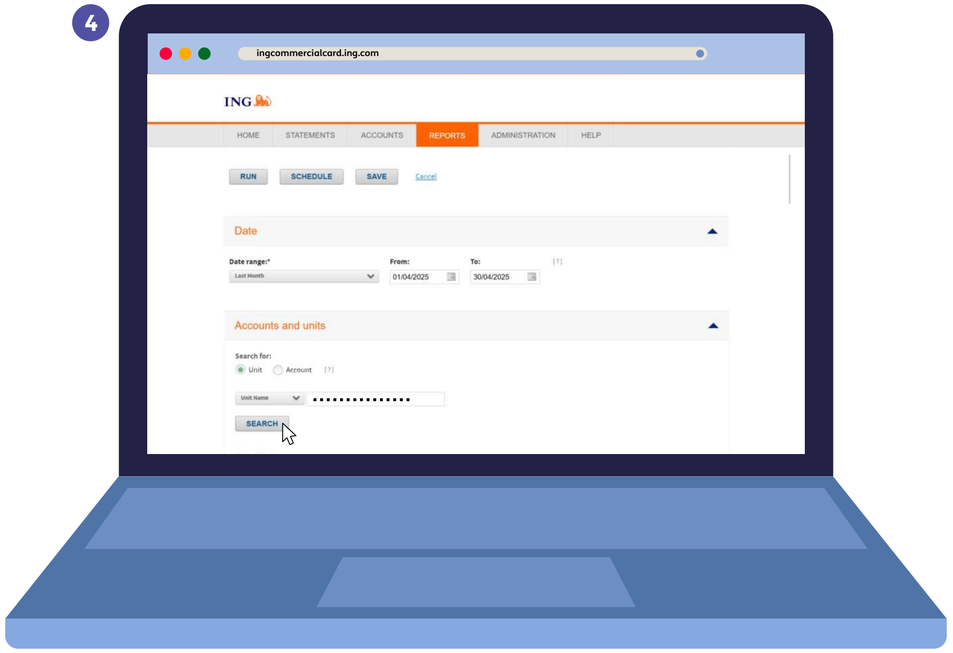
Running reports

3. Scroll down.

4. Enter the account name you wish to create a report for. In '**Unit Name**' you can enter the company account number with a zero at the start. Select '**Search**'.





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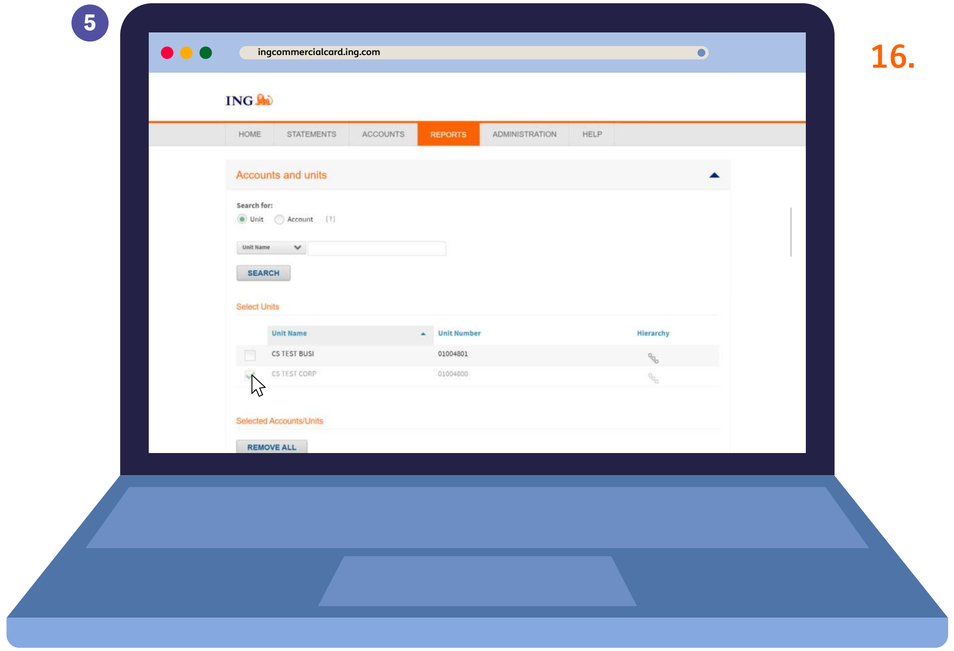
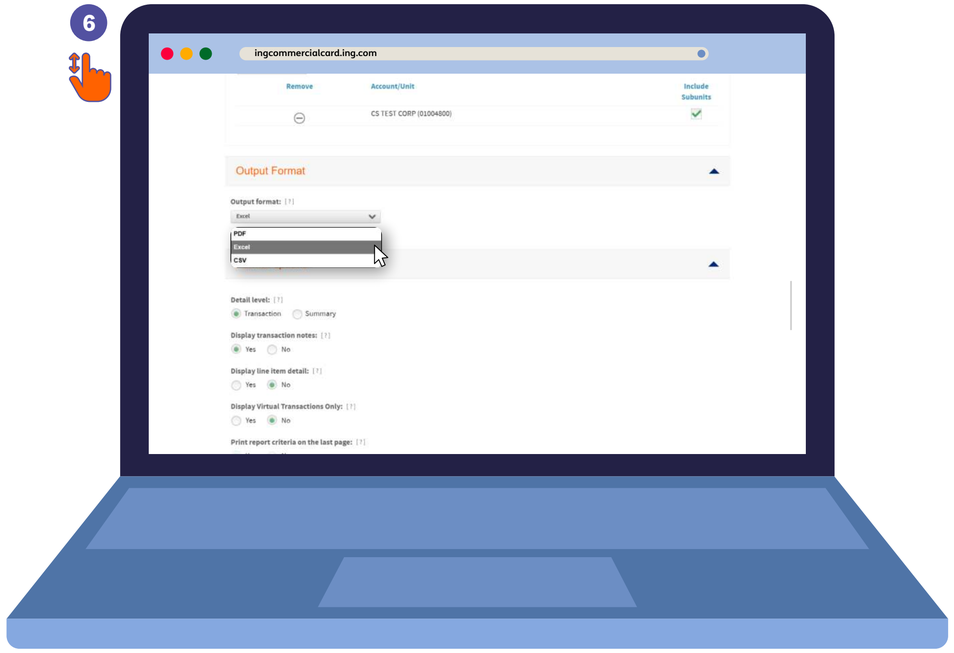
Running reports

5. Select one, or if you like, multiple accounts.

6. Scroll down to select the format in which you would like to download your report.





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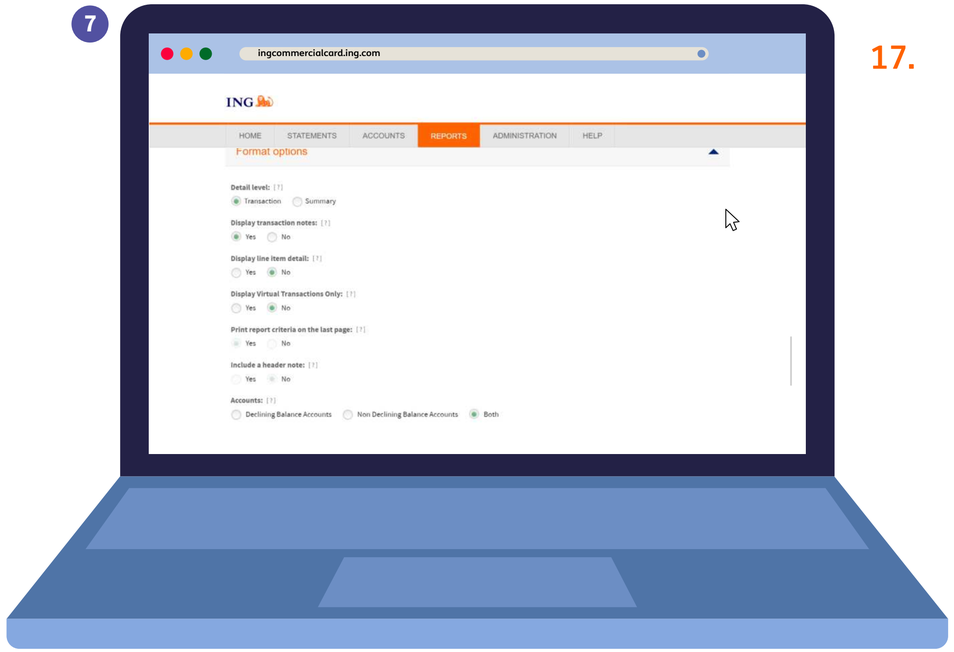
Running reports

7. Select any additional format options you would like to see in your report.

8. Select '**Run**'.

7



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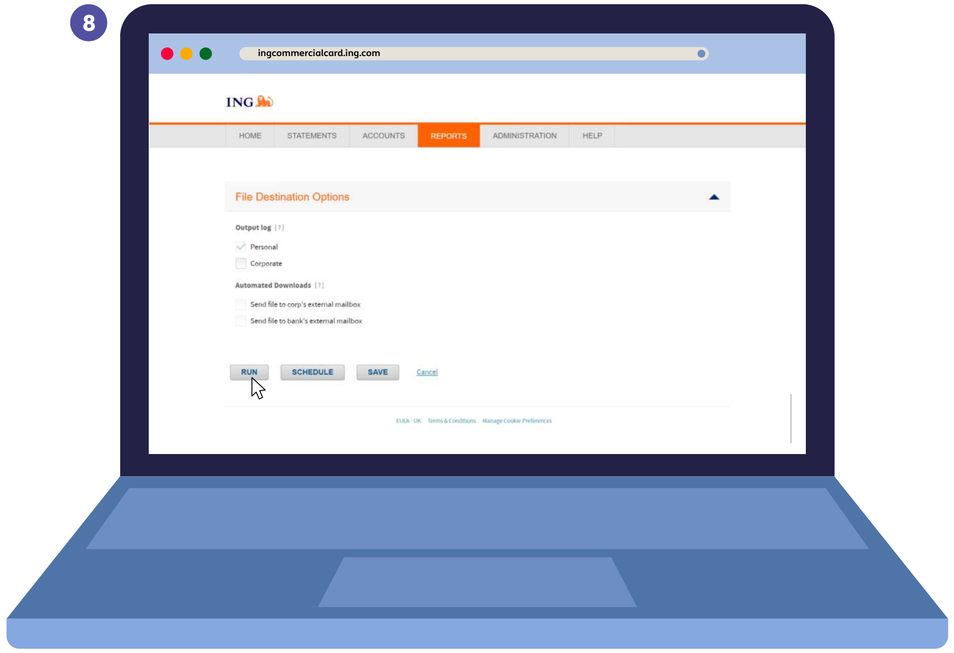

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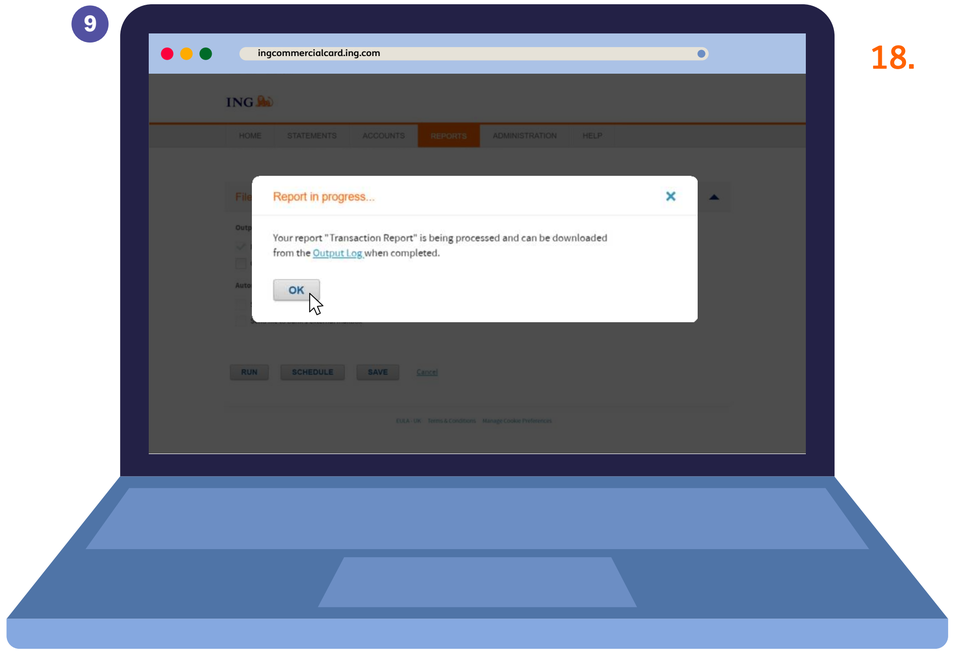
Running reports

9. You will find the report in the '**Output Log**' in the portal.

10. For quick access to the '**Output Log**' go to '**Reports**' in the top menu and select '**View Output Log**'.

9



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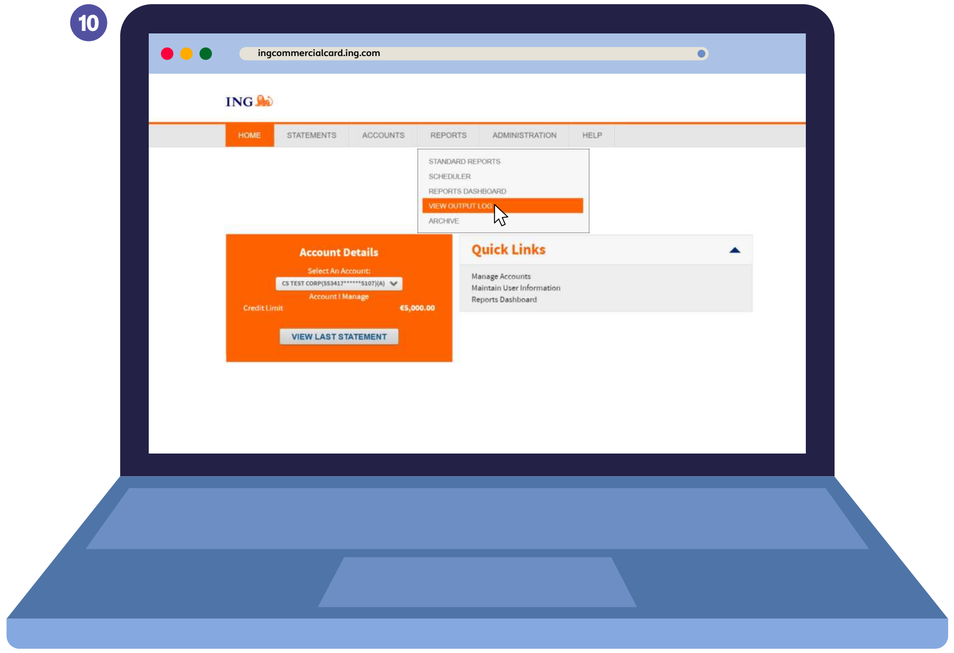

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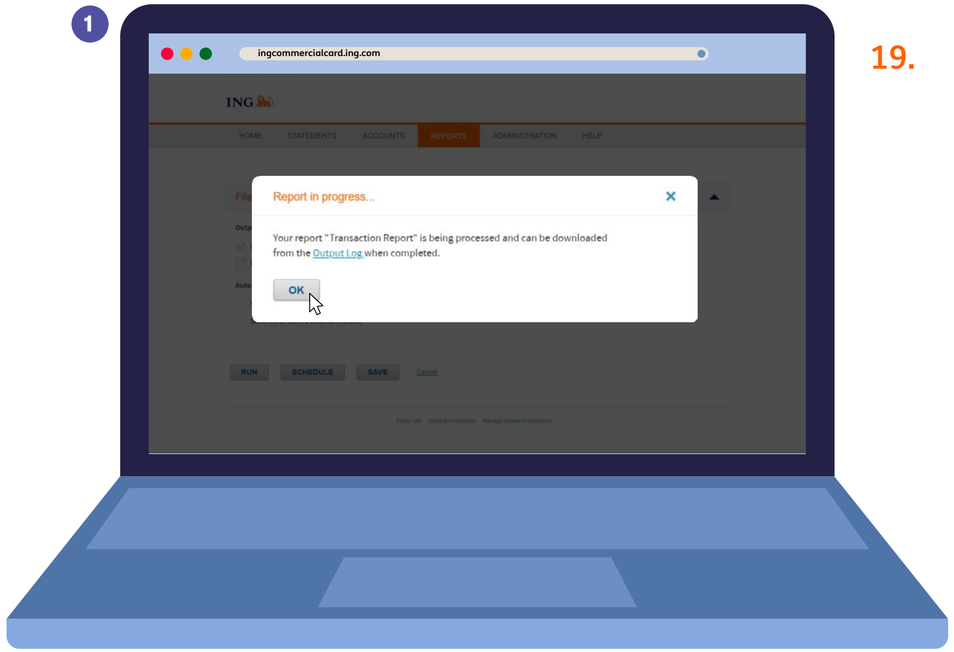
Downloading and scheduling reports

1. You will find the report in the '**Output Log**' in the portal.

2. For quick access to the '**Output Log**' go to '**Reports**' in the top menu and select '**View Output Log**'.

1



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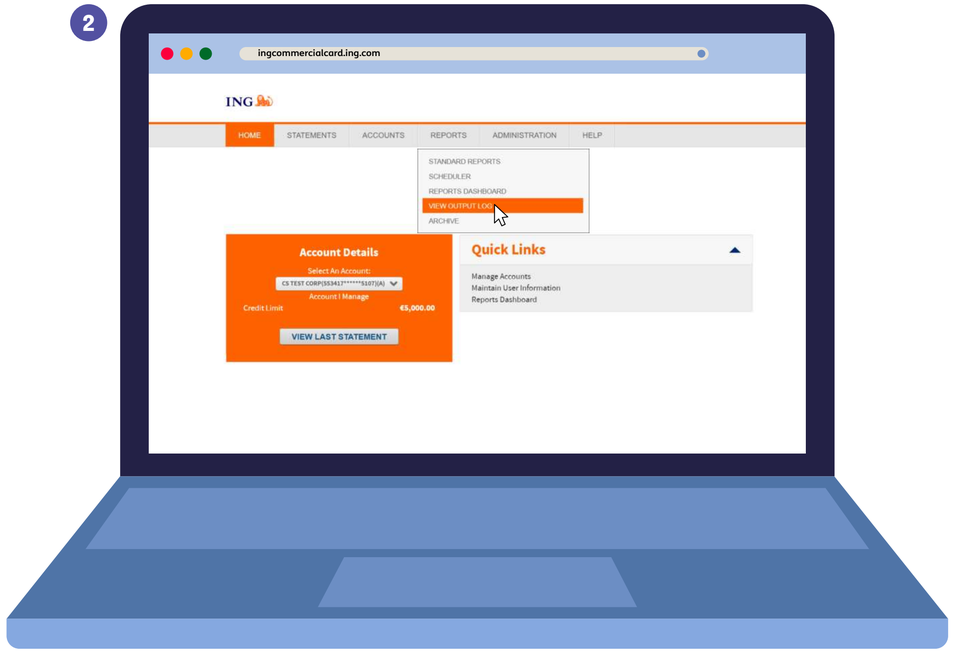

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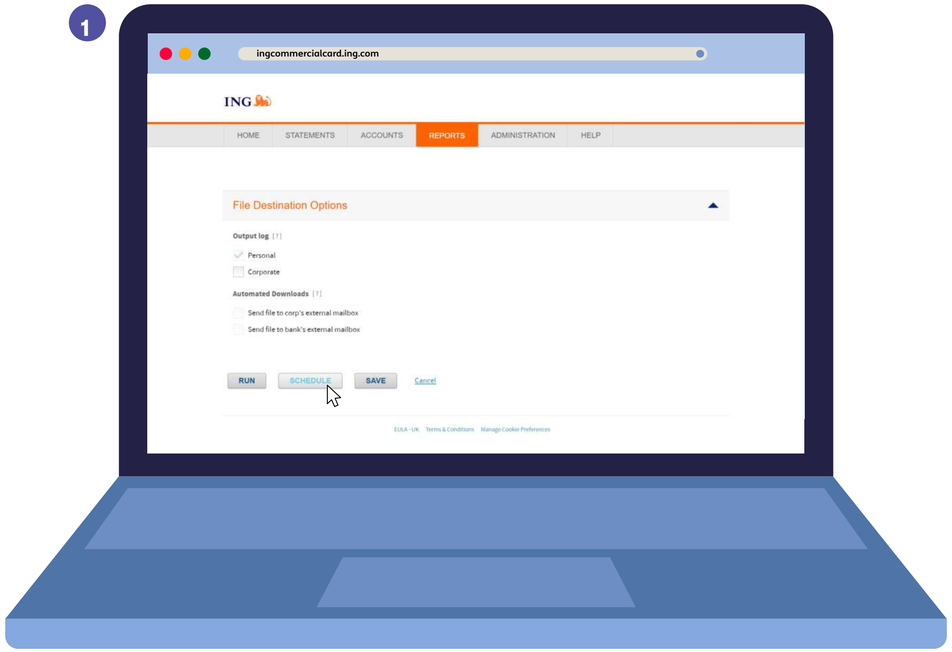
Downloading and scheduling reports

1. If you would like to automatically receive reports on a regular basis, follow the same steps, but instead, at the bottom of the page, select '**Schedule**'.



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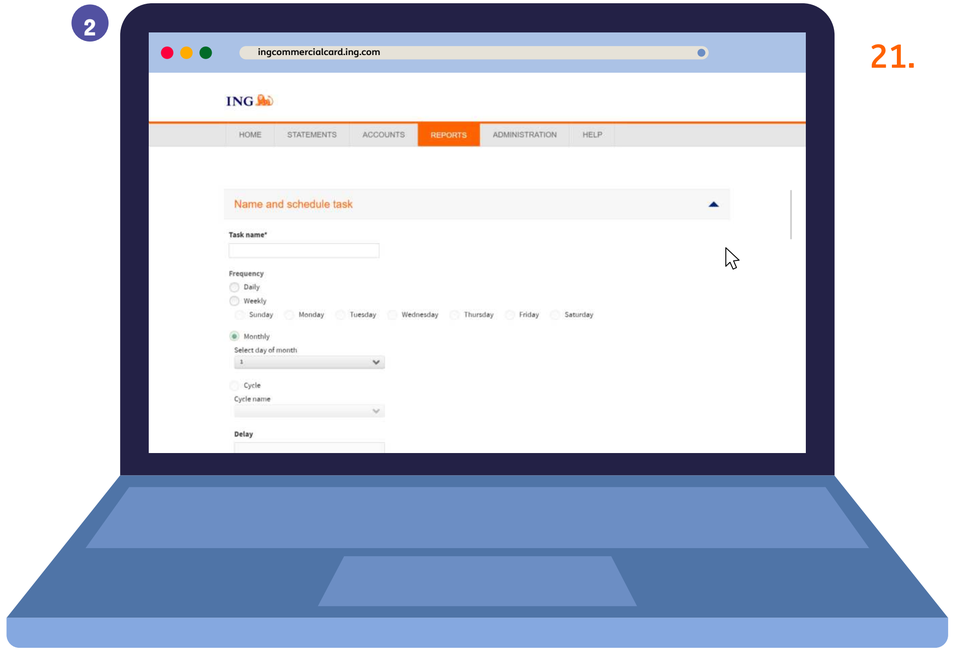
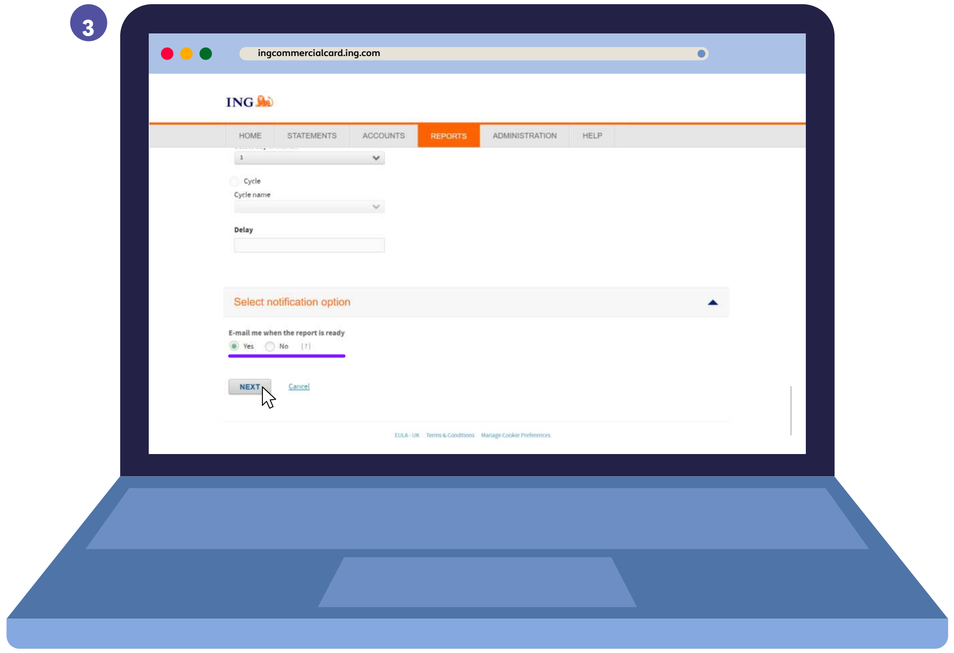
Downloading and scheduling reports

2. Select the frequency for receiving reports.

3. Choose if you would like to receive an email when your report is ready.





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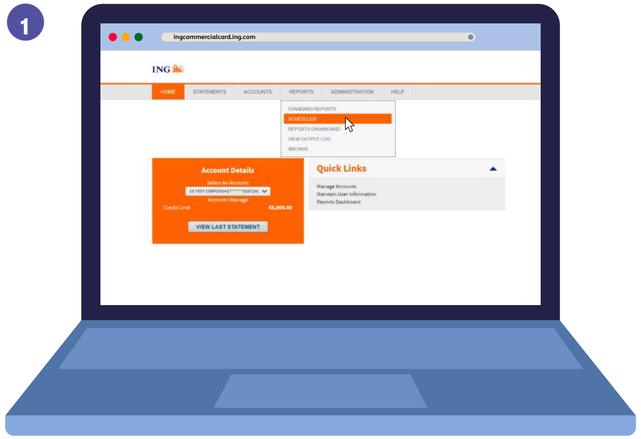
Downloading and scheduling reports

1. To get an overview of all scheduled reports, go to '**Reports**' and select '**Scheduler**'.
2. Click to search menu.
3. Select and schedule a new report.

1



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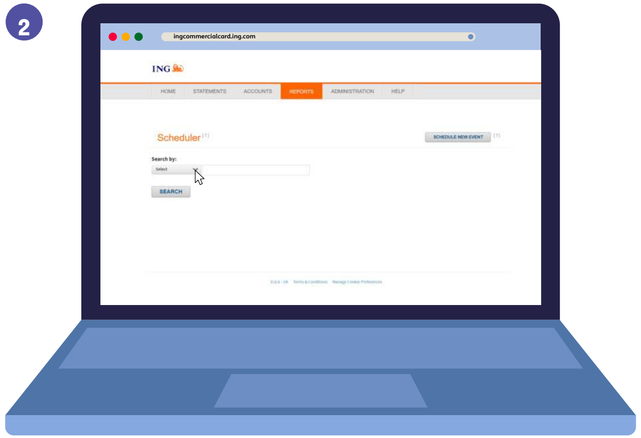

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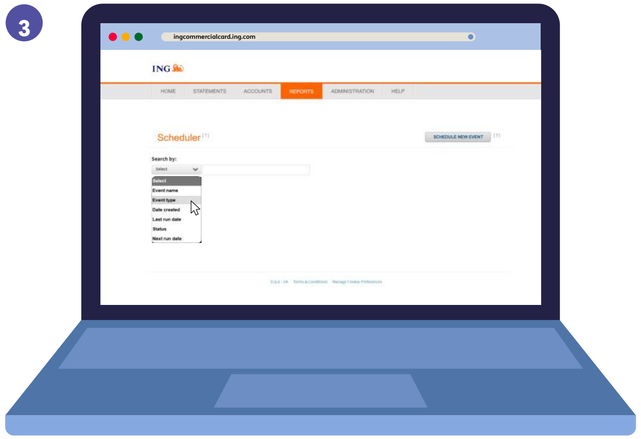

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Changing cardholder credentials and spending limits

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Changing cardholder credentials and spending limits

1. To change the spending limits of your cardholders, go to '**Manage Accounts**'.
2. Use the search fields to find the cardholder you would like to make changes for.
3. Click '**Search**'.

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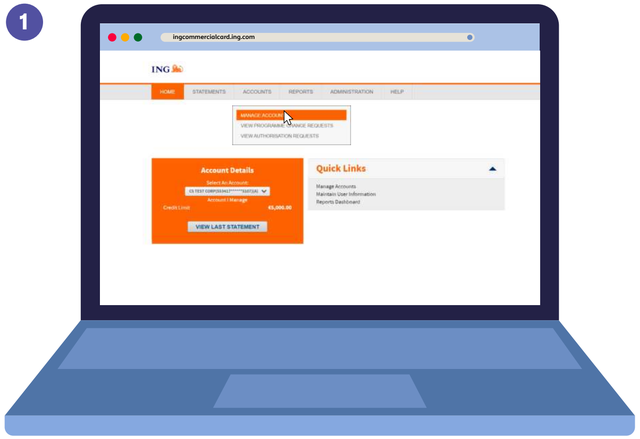
1



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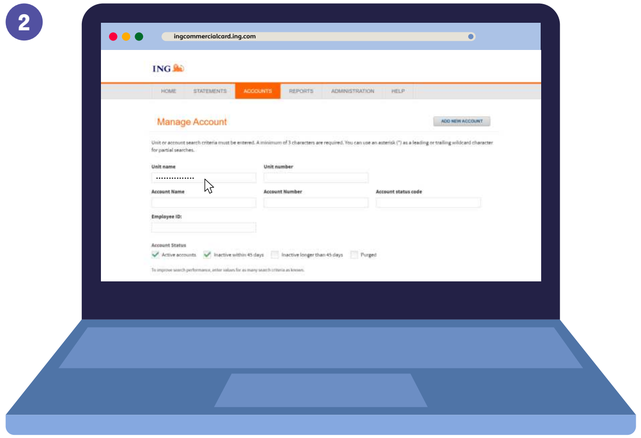

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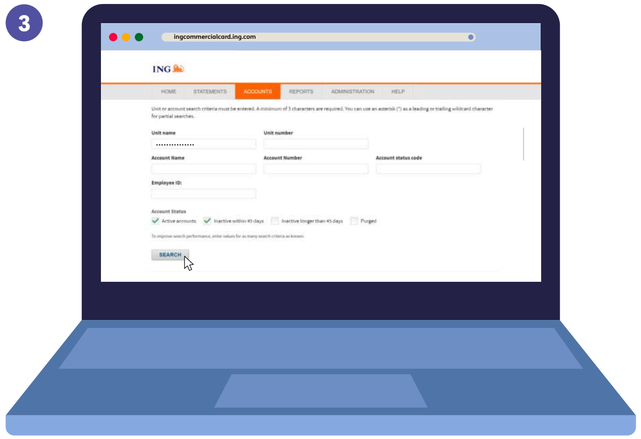
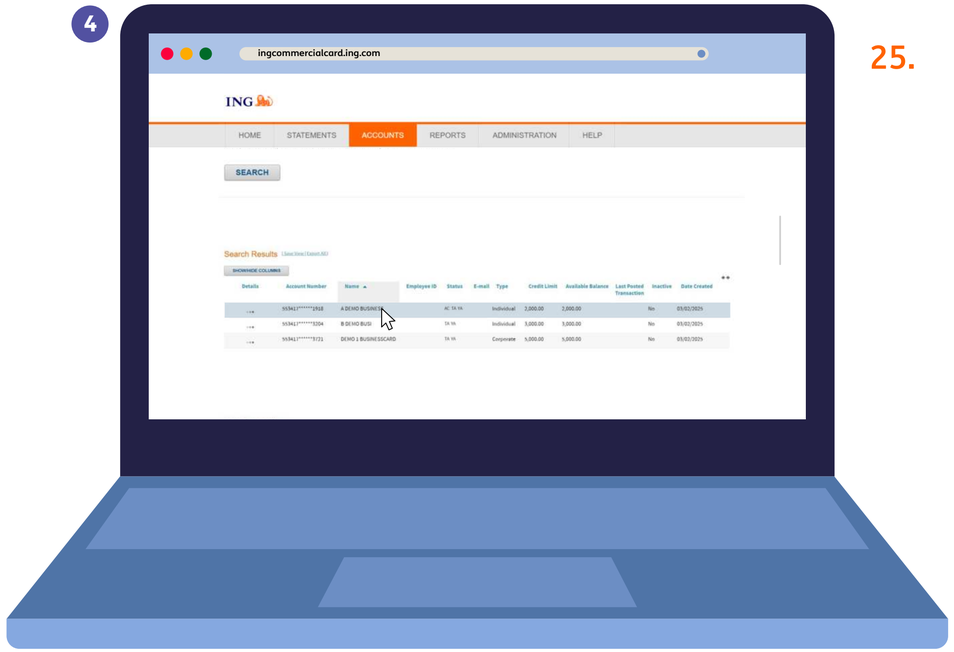


Changing cardholder credentials and spending limits

4. Select the right cardholder account.

5. Here you can easily make changes to the cardholder's credentials.

4



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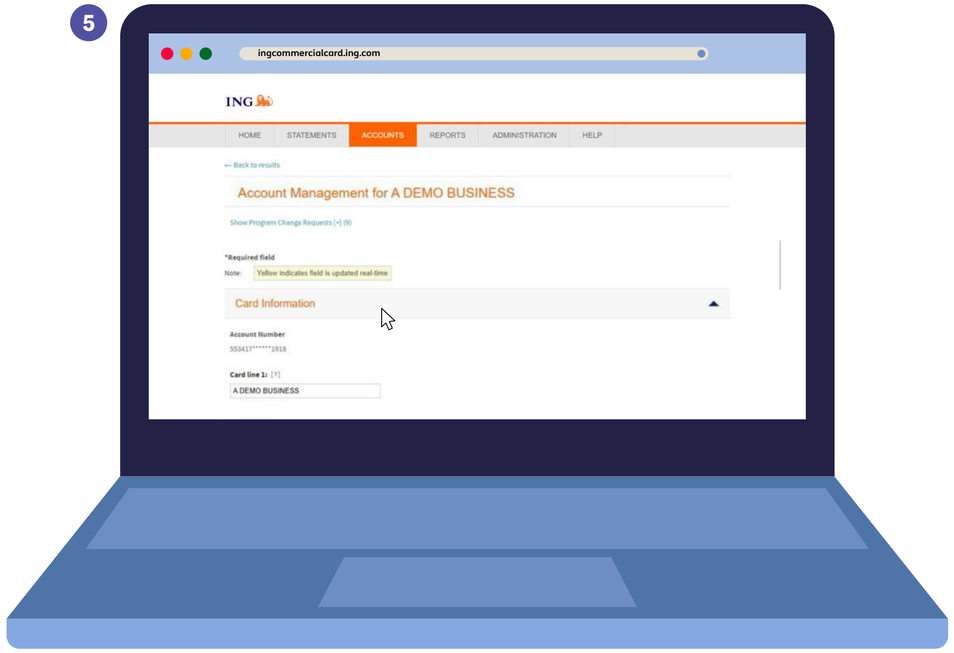

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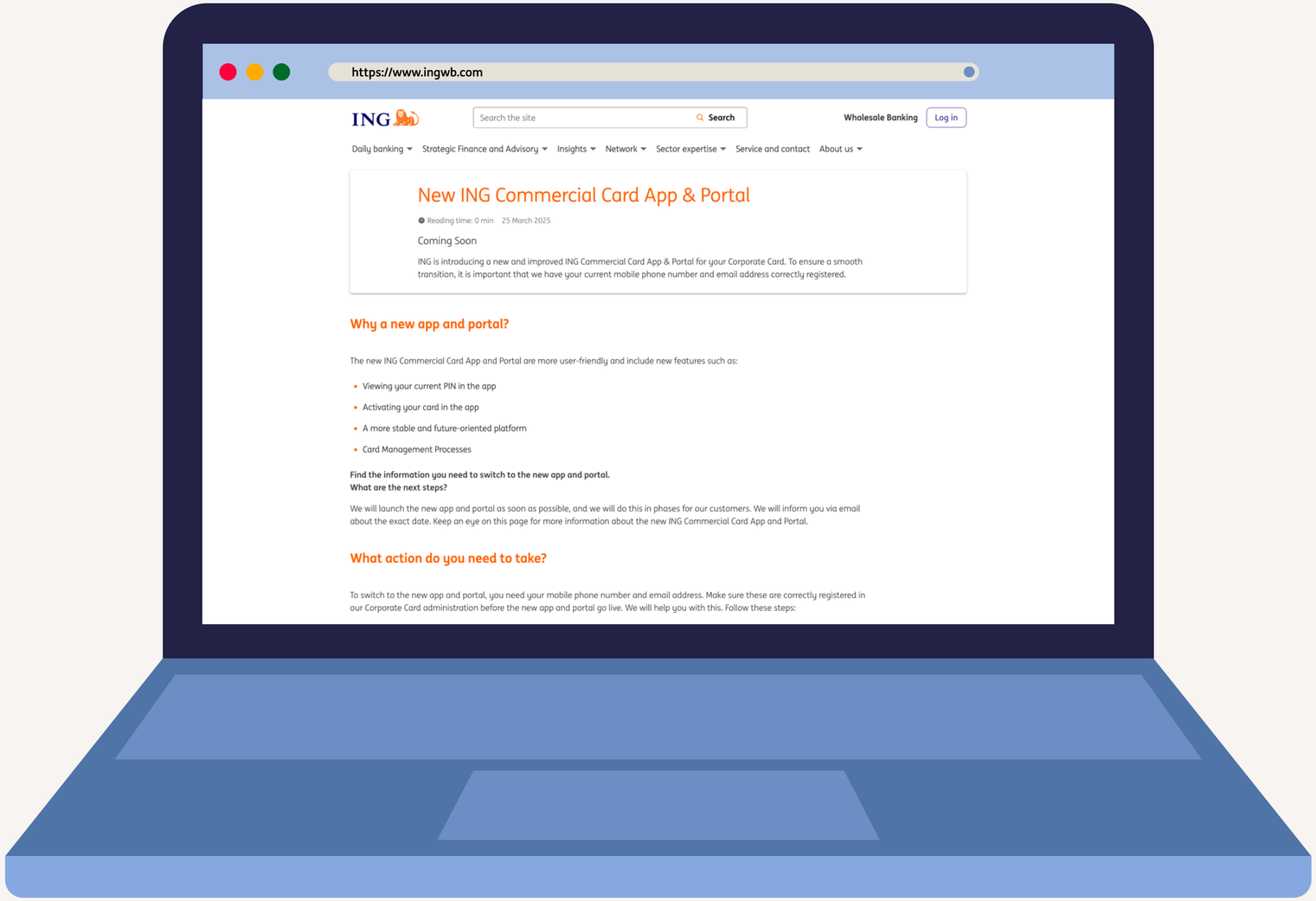
Need more info?

Please visit the FAQ on our website.

Businesscard Cardholders

Corporate Cardholders



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