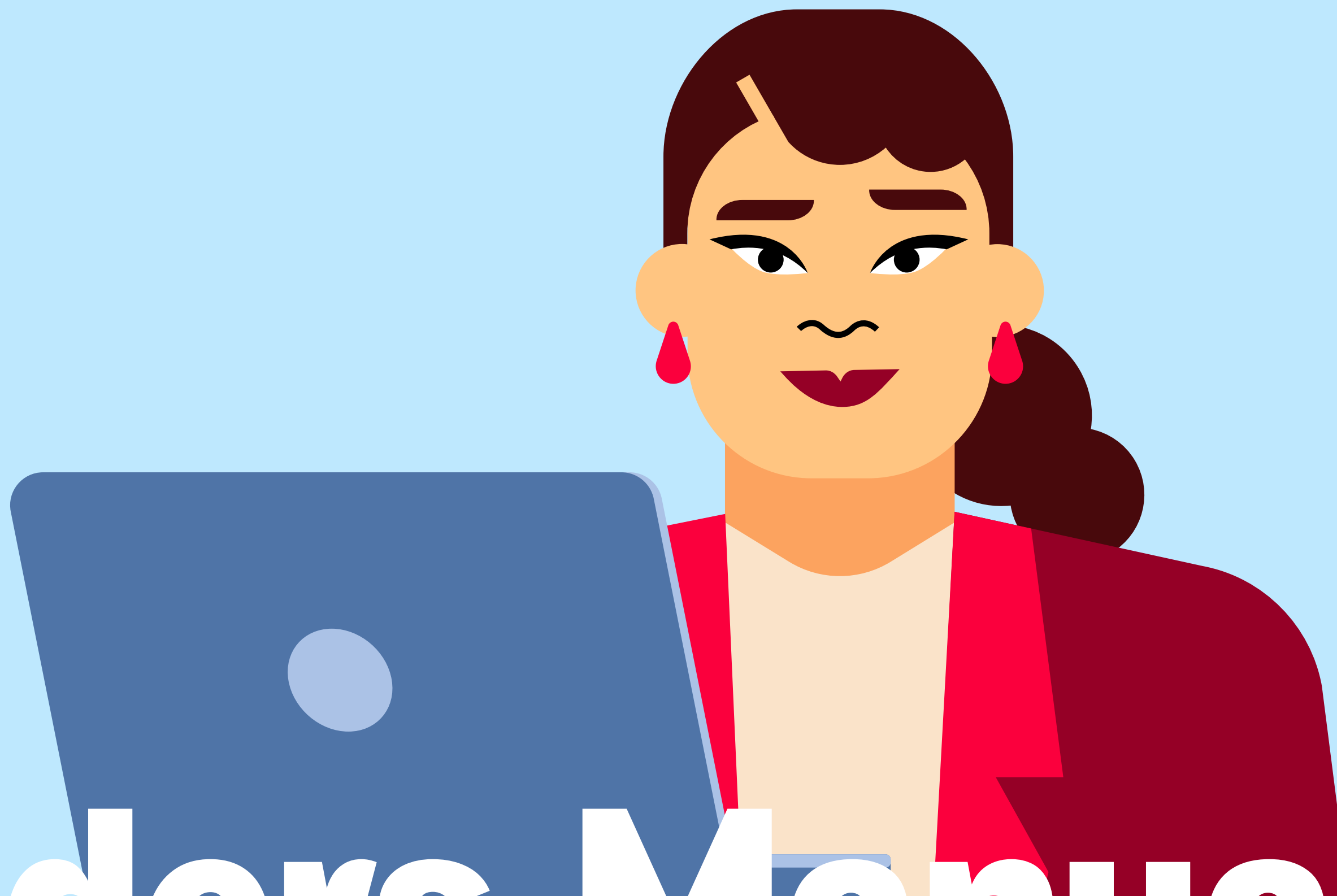




Portal Cardholders Manual



Feature Manual for the ING Commercial
Card Portal for Cardholders

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

Welcome to the Cardholder 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.



Content

Navigating the homepage	4
Activating a card	10
Viewing your PIN	13
Viewing your card limit	16
Getting a transaction overview	19
Downloading a statement	24
Changing your credentials	30
More info in our FAQs	33



Let's get started!

Get to know the ING Commercial Card Portal



do your thing



Navigating the homepage



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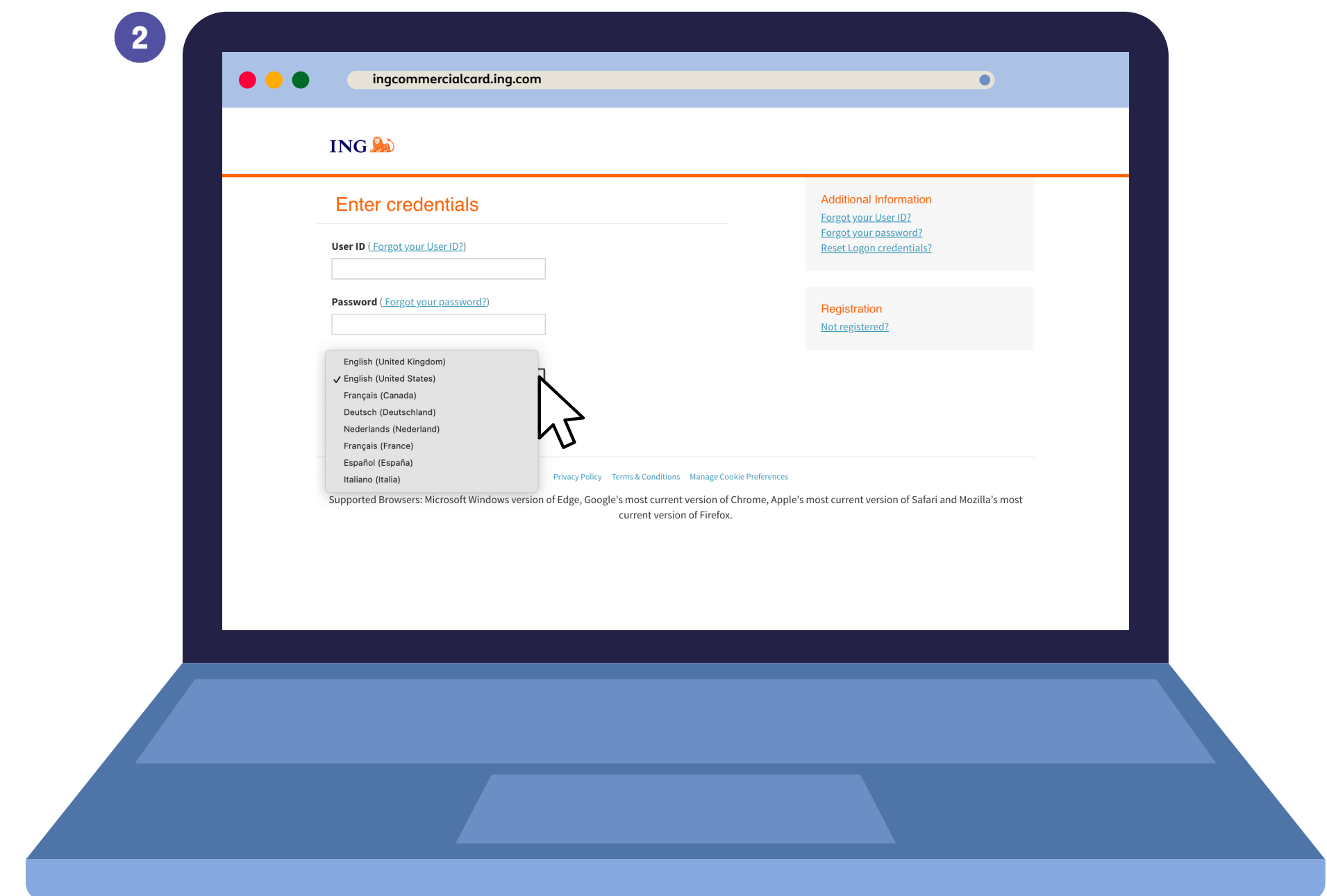
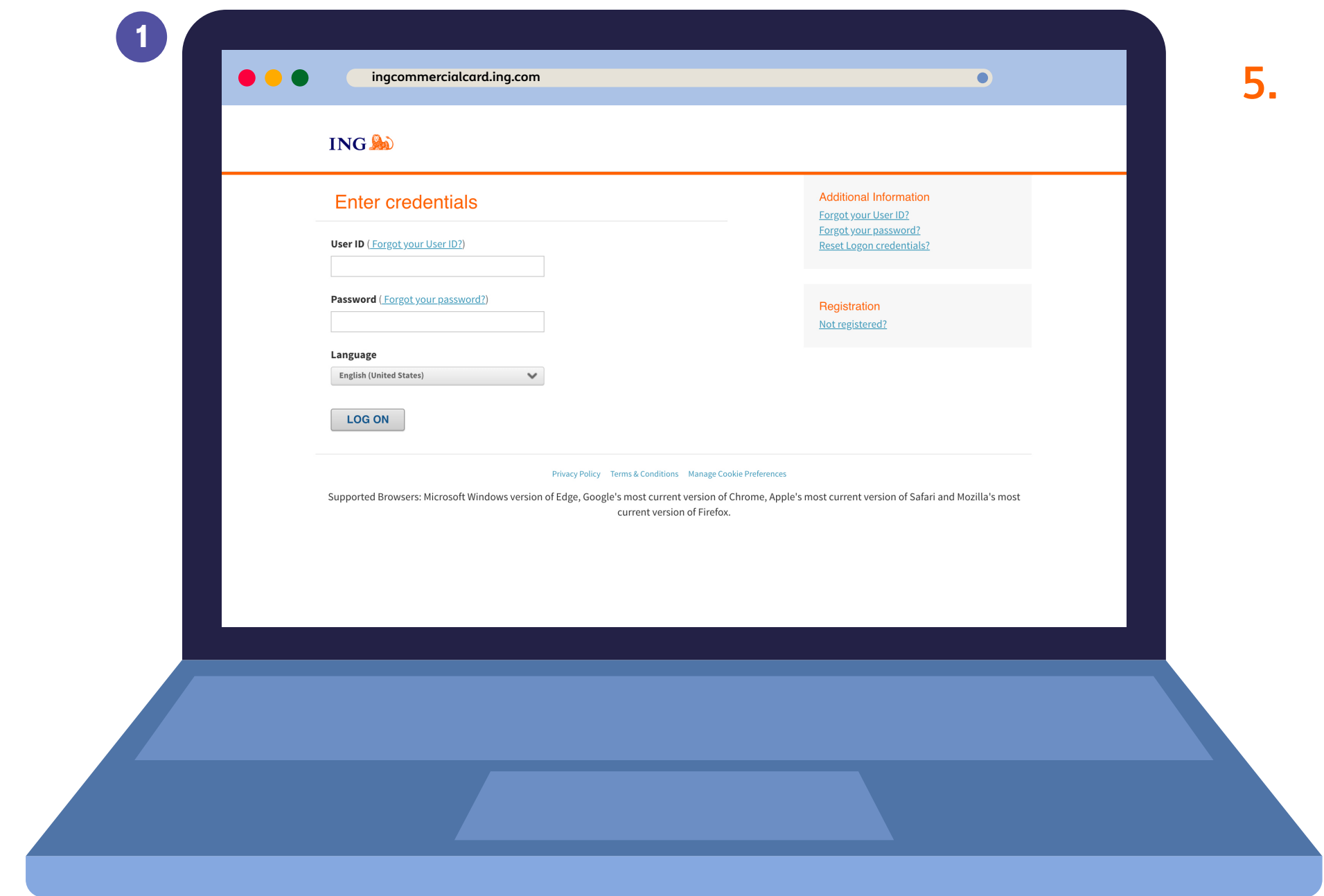


Logging in

1. Go to the portal at ingcommercialcard.ing.com.
2. Choose your preferred language.



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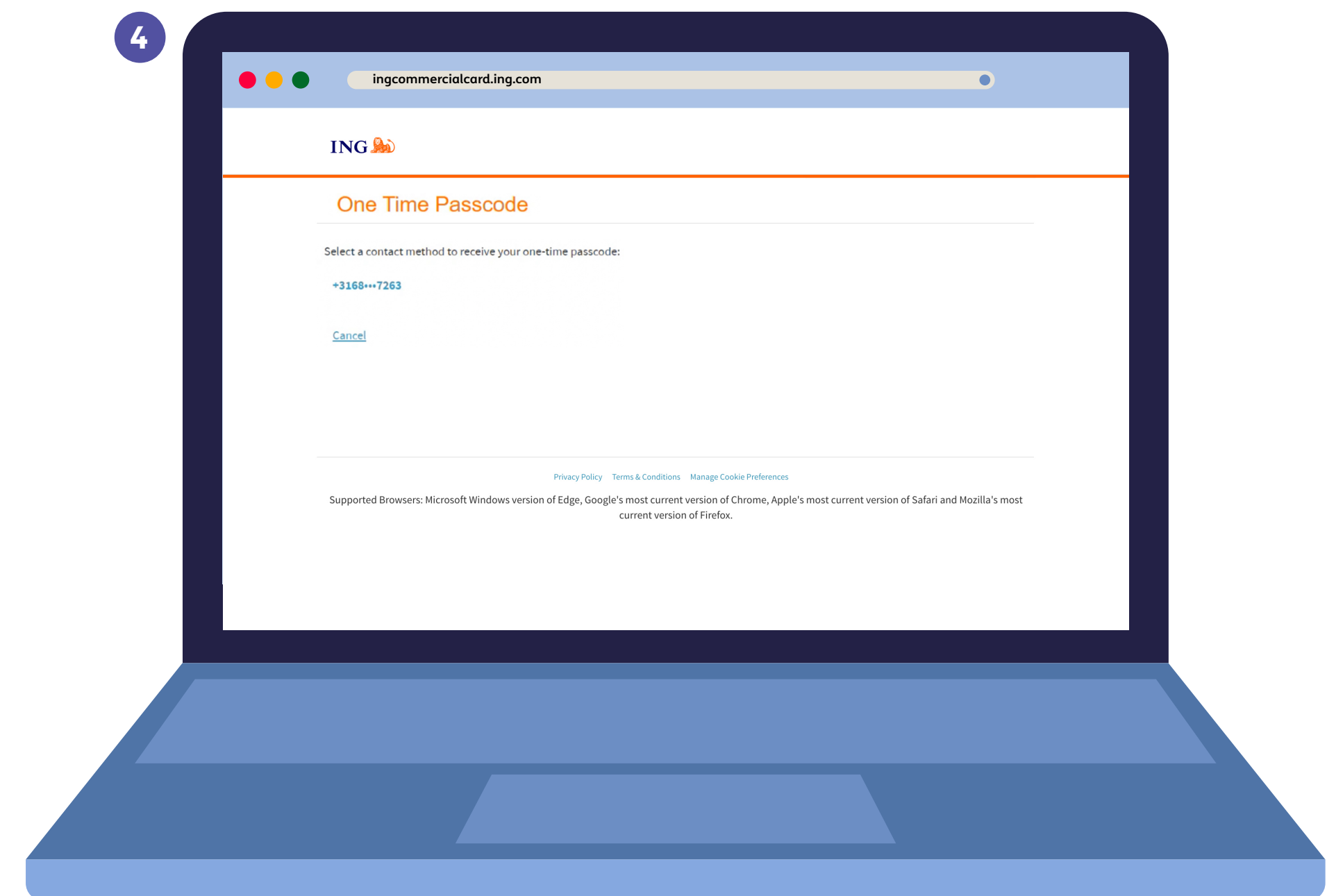
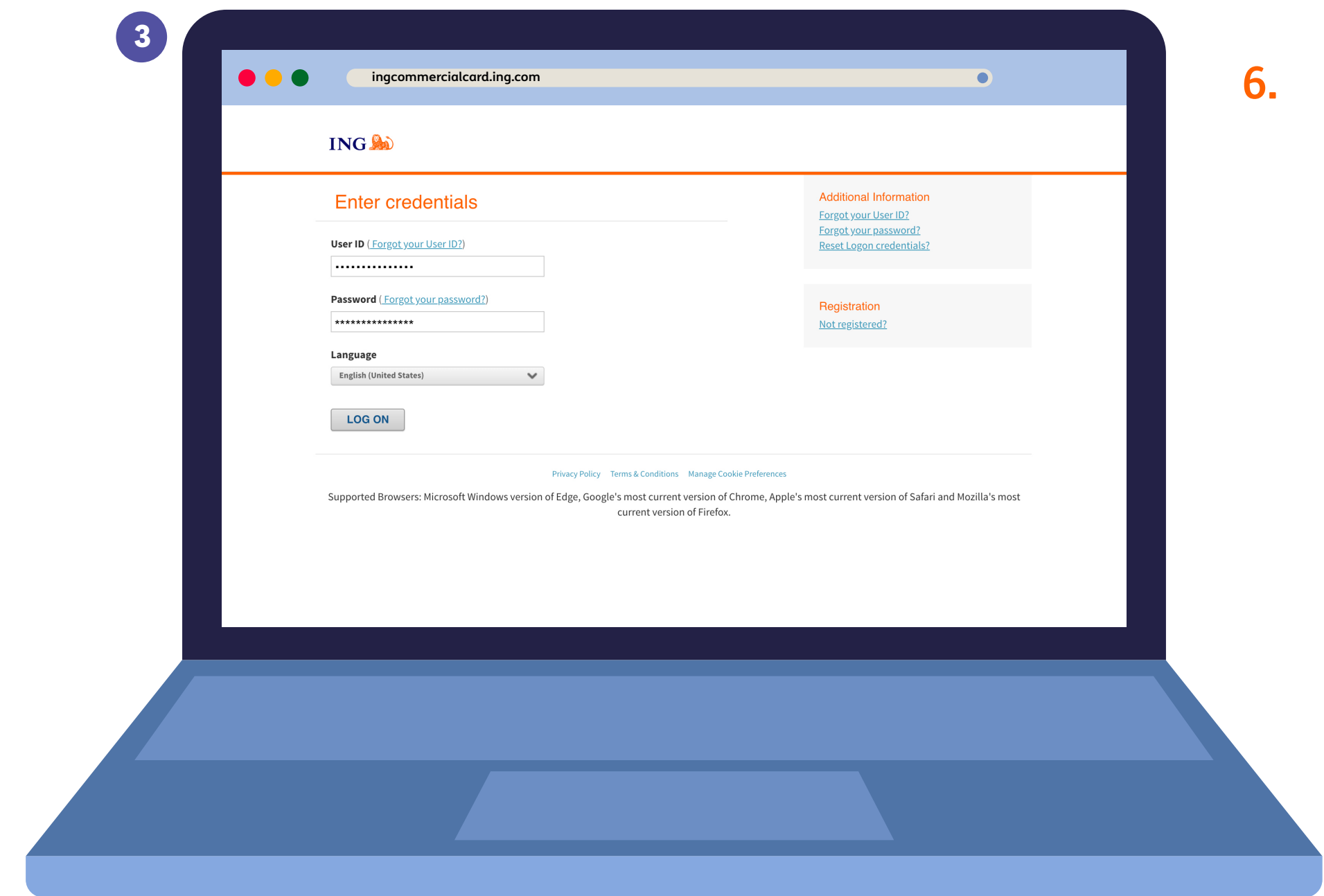


Logging in

3. Enter your **username** and **password** and click **Log On**.
4. Click the **mobile phone number** to receive your one-time passcode.



do your thing

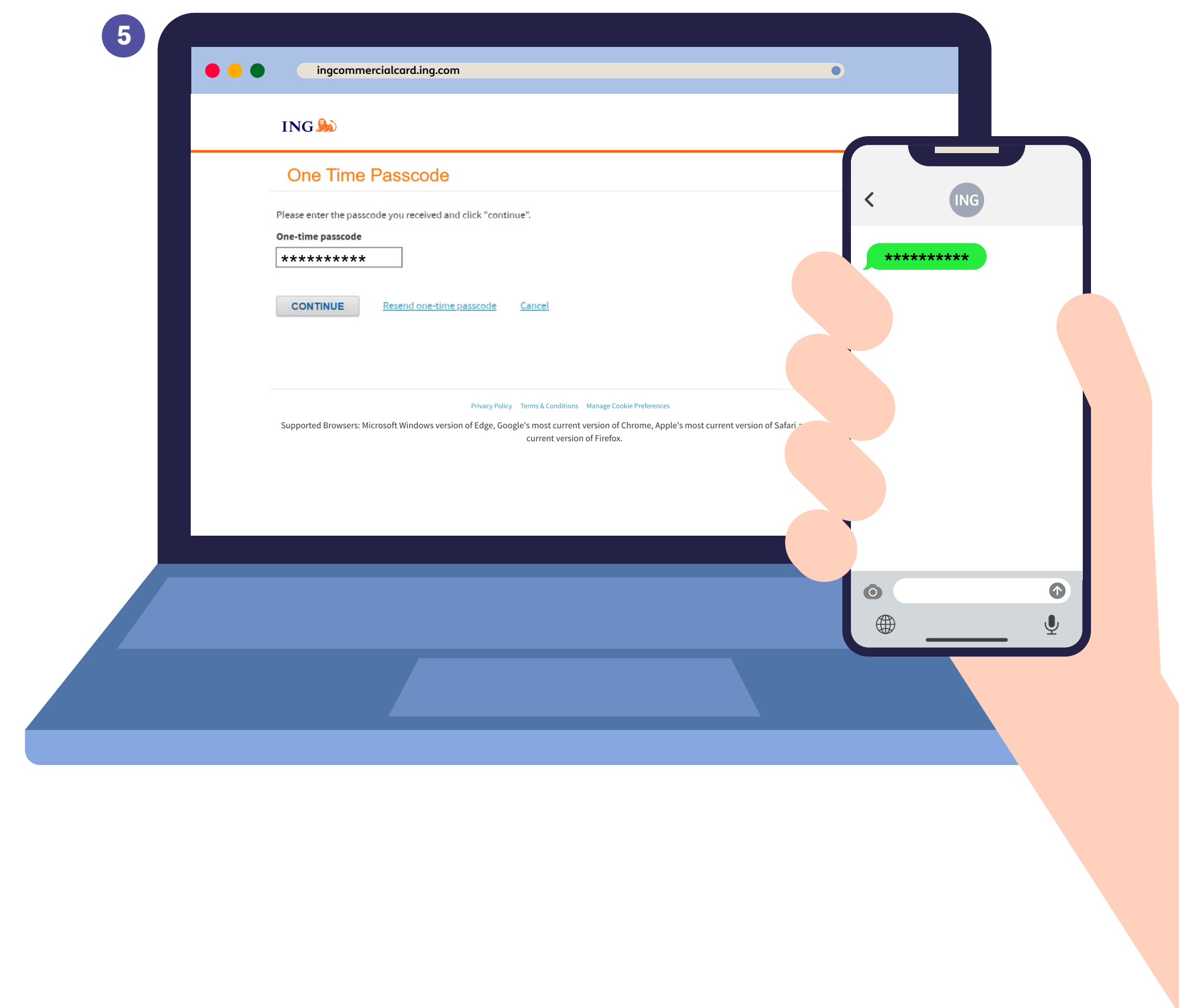


Logging in

5. Enter the one-time **passcode** that is sent to your mobile phone and click **Continue**.



do your thing





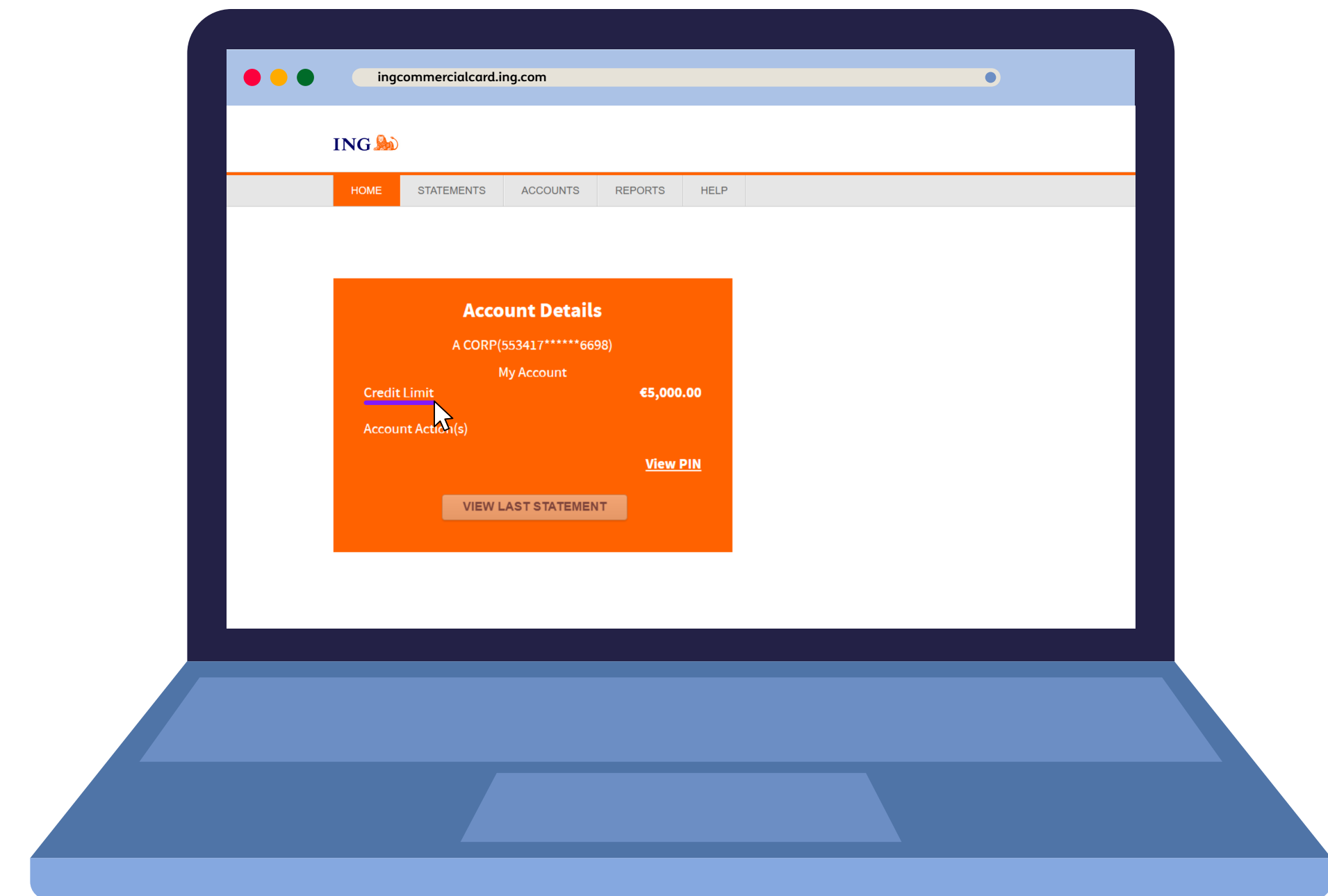
Now you are on the **homepage** of the portal.

Here you can get quick insights on your **available credit limit**, directly view your **recent transactions**, look up your **PIN**, and download your **last statement**.



do your thing

8.



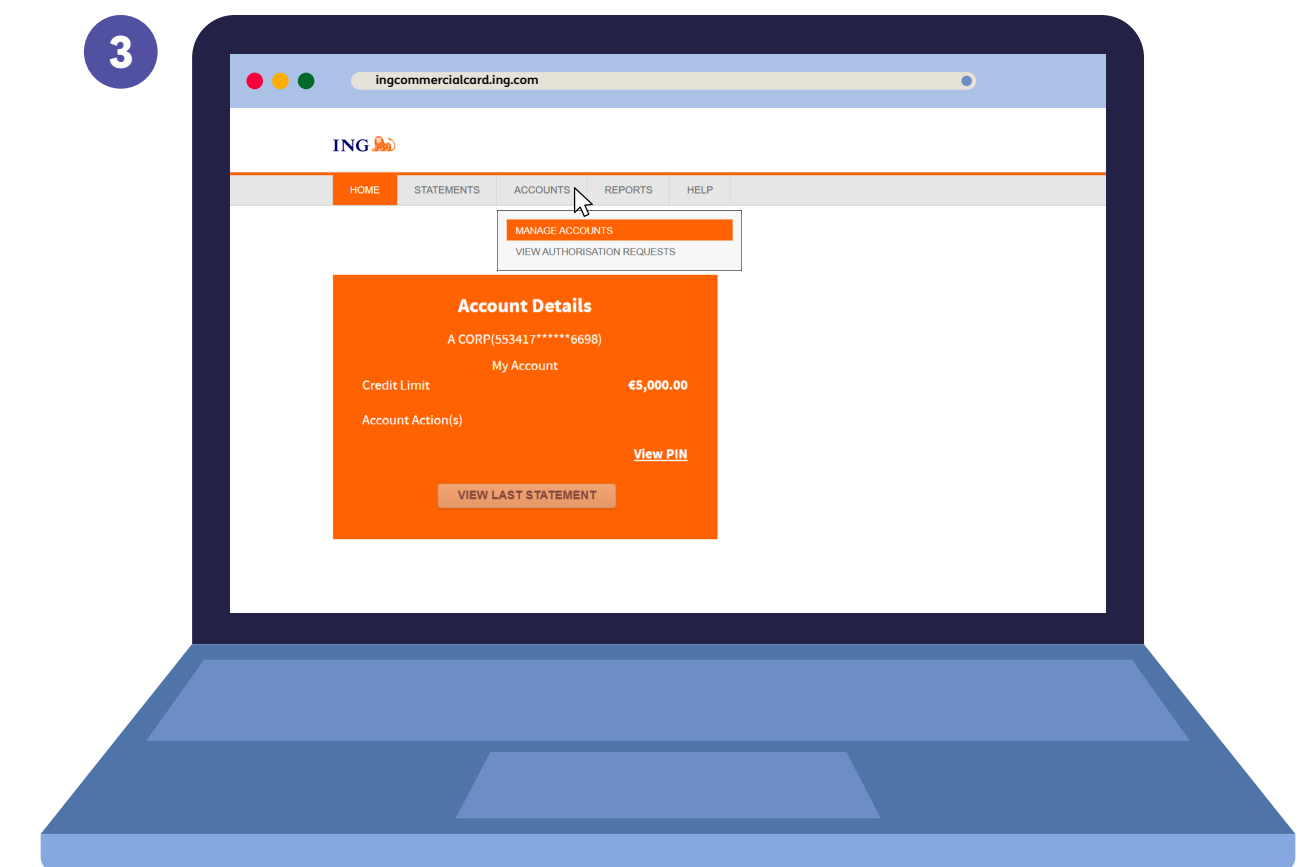
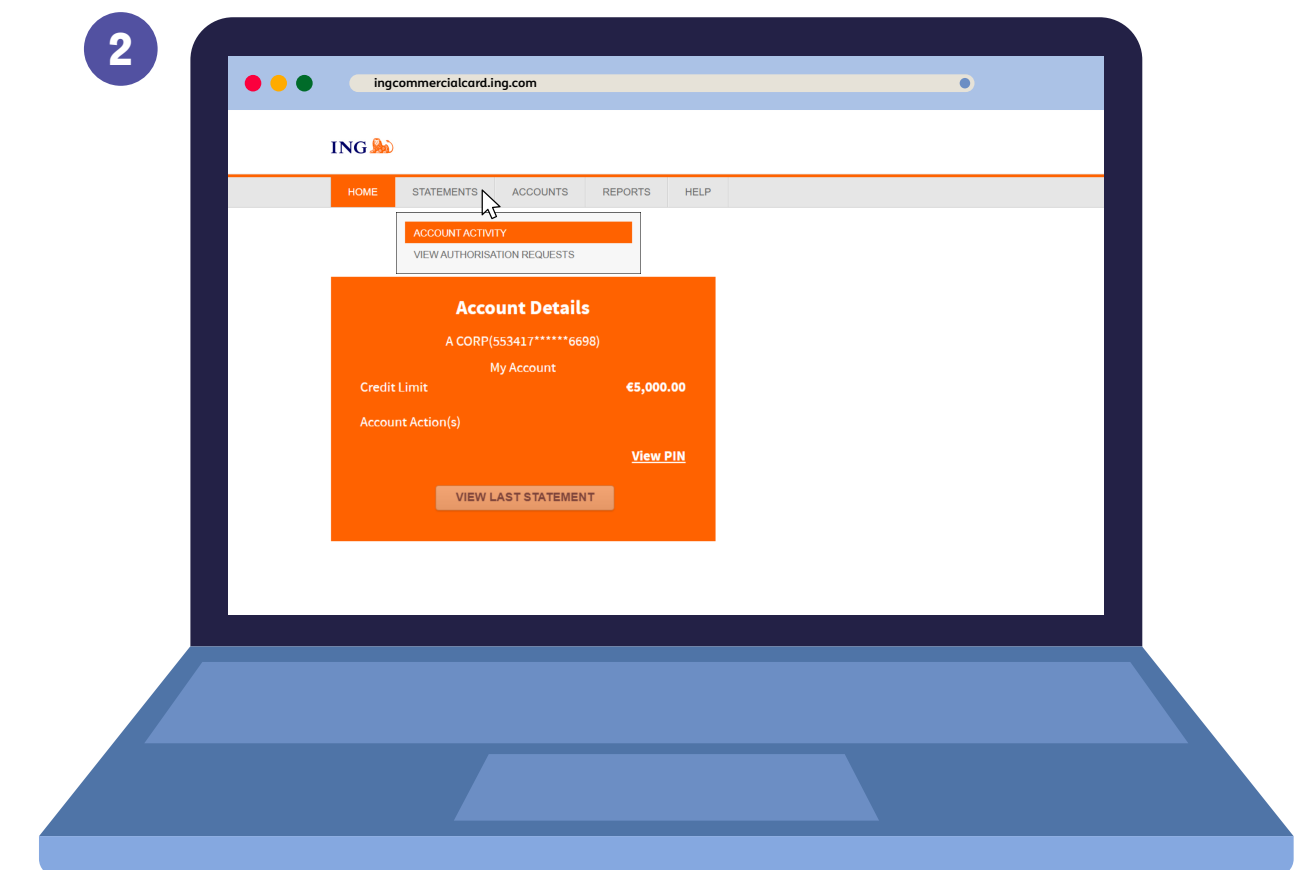
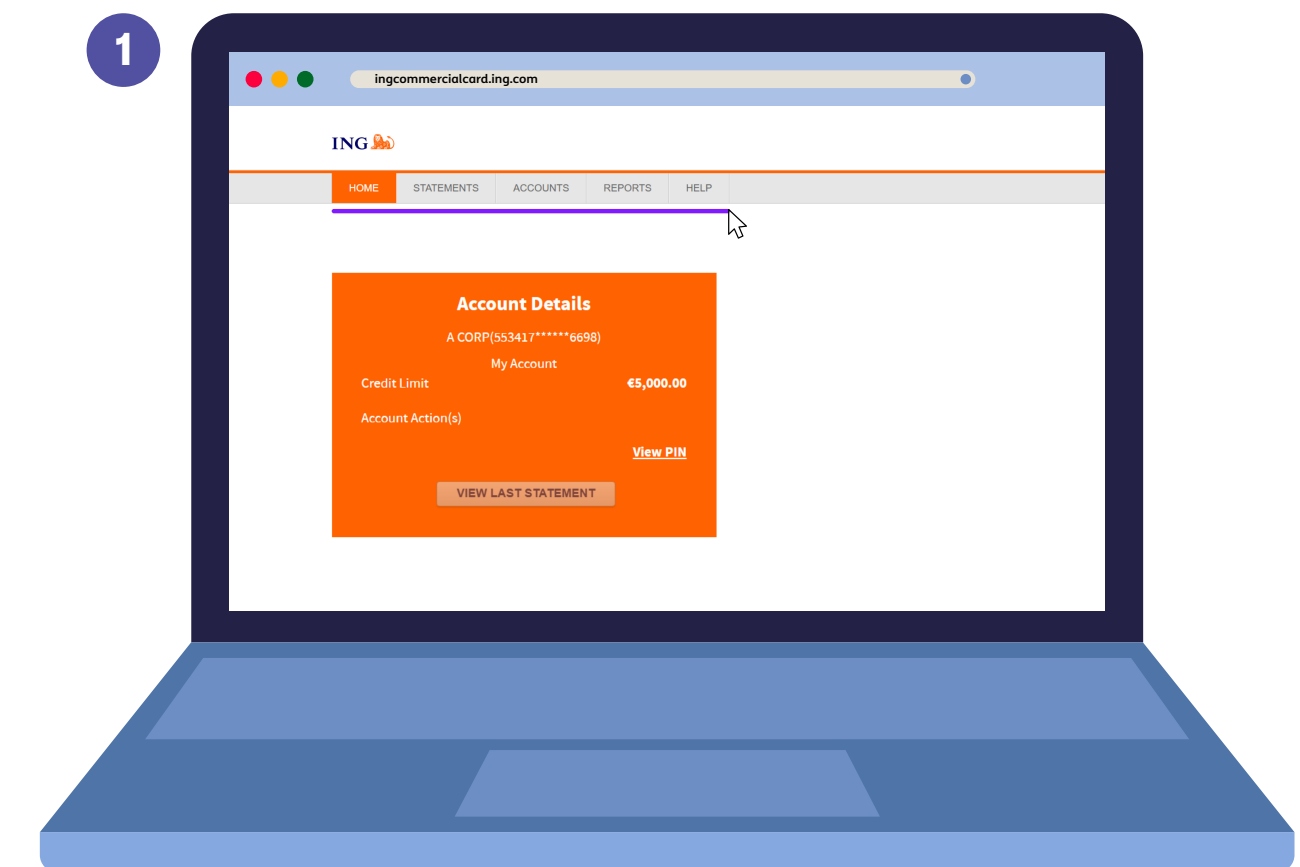


Top menu

1. Use the **top menu** for easy access to different features.
2. To get more detailed information on your statements and transactions, go to **Statements**.
3. For more insights on your account like your card limits, go to **Accounts**.



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9.

Activating a card



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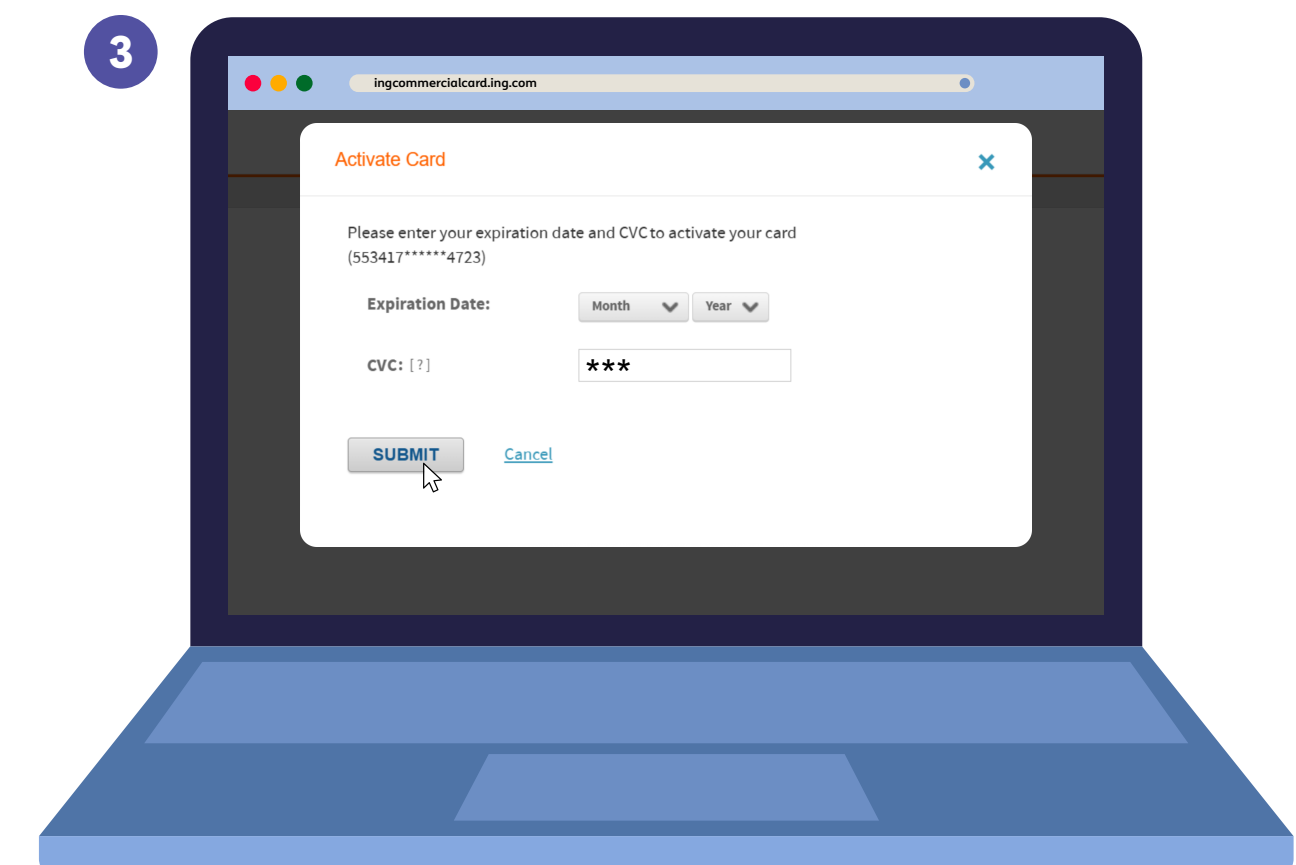
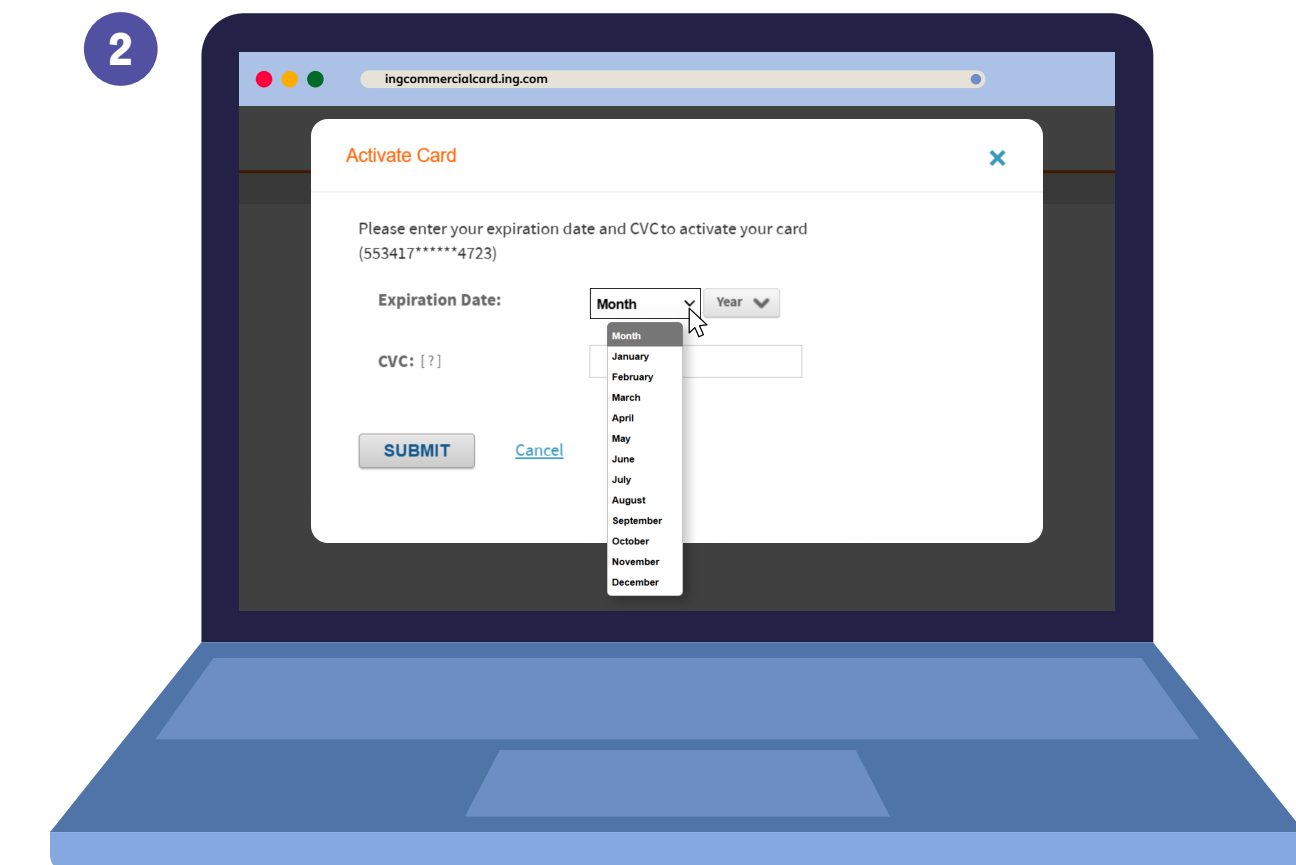
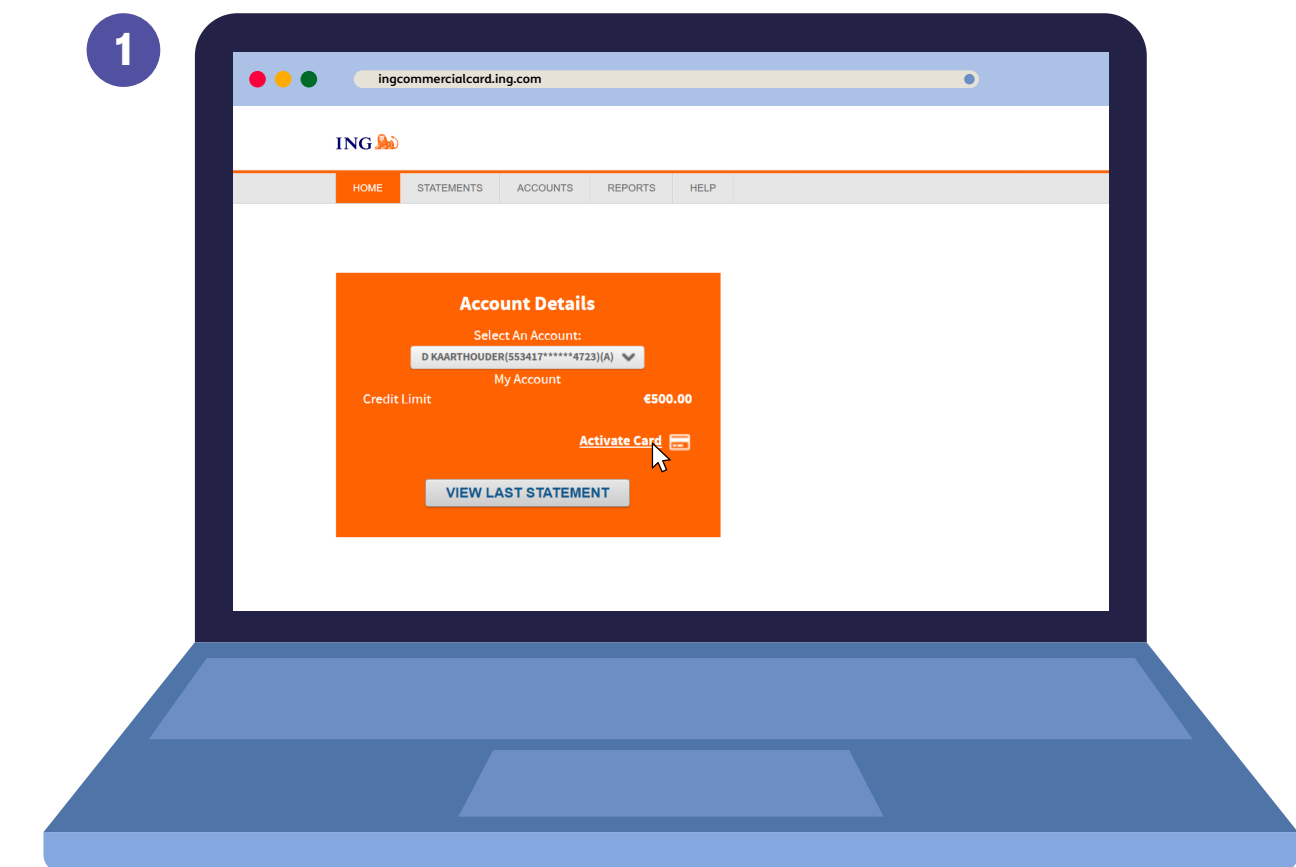
Activating a card

When your card is ready for you to activate, you will find the **activation button** on the homepage of the portal.

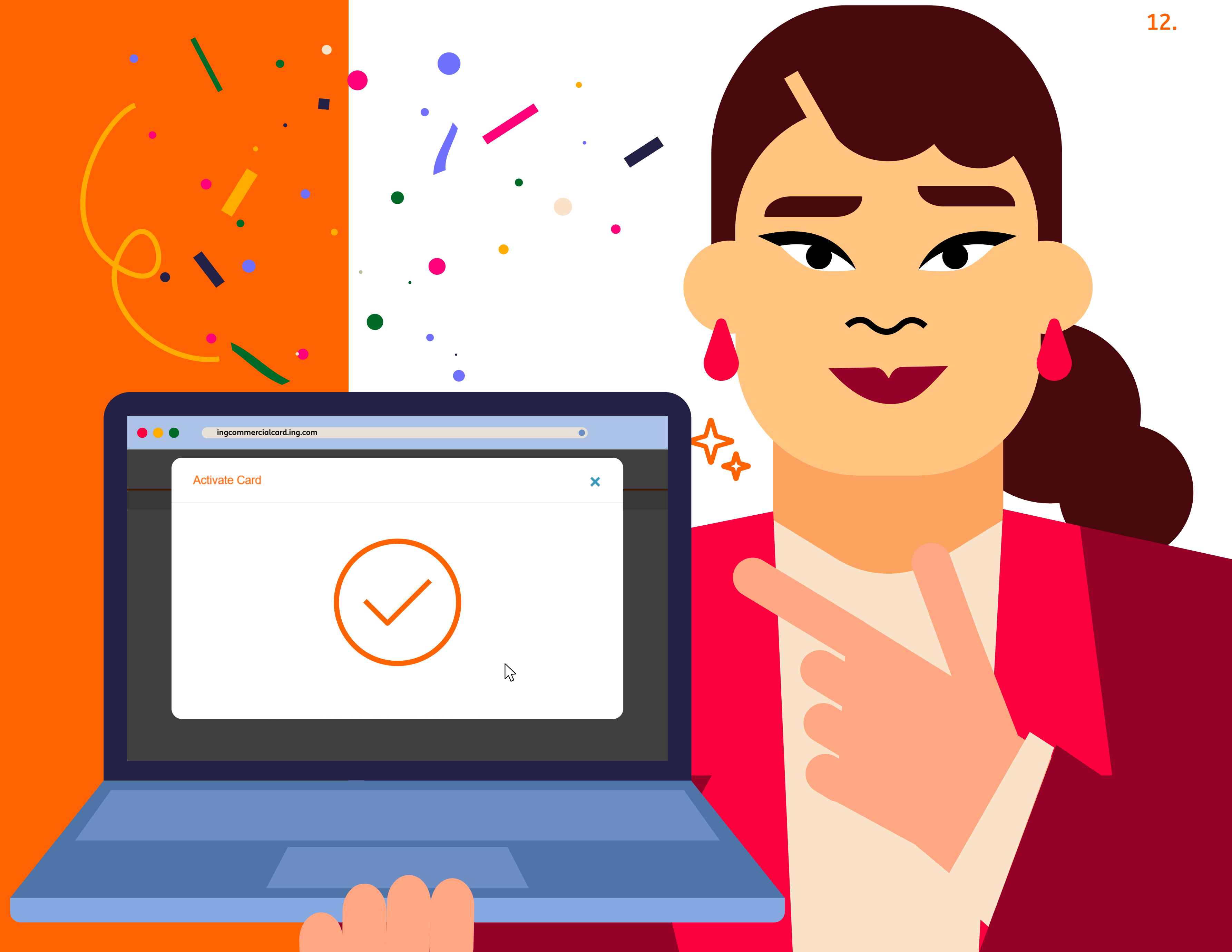
1. Click **Activate Card**.
2. Enter the **expiration date** of your card.
3. Enter the **3-digit CVC code** on the back of your card and click **Submit**.



do your thing



Your card is now activated and ready to use.



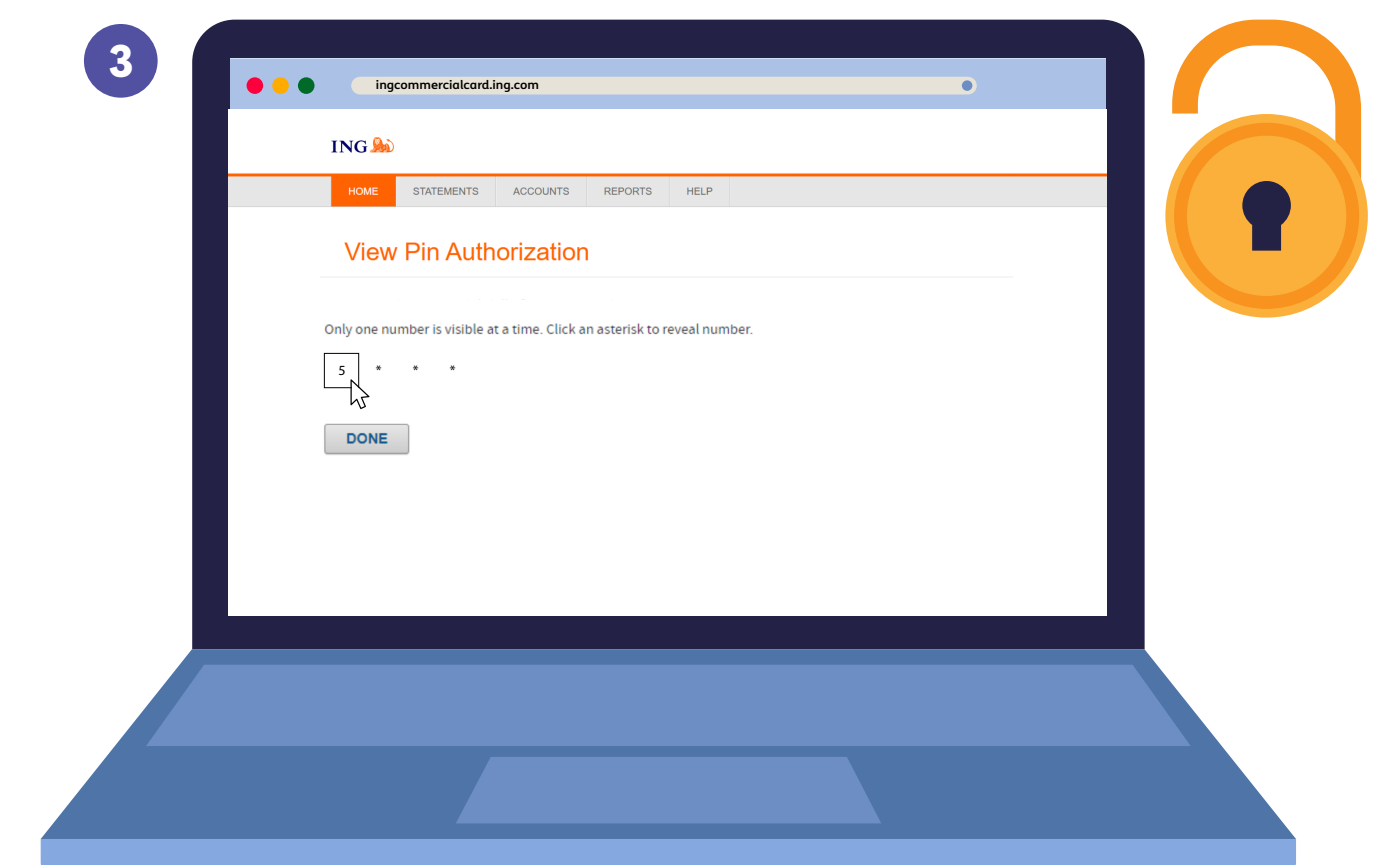
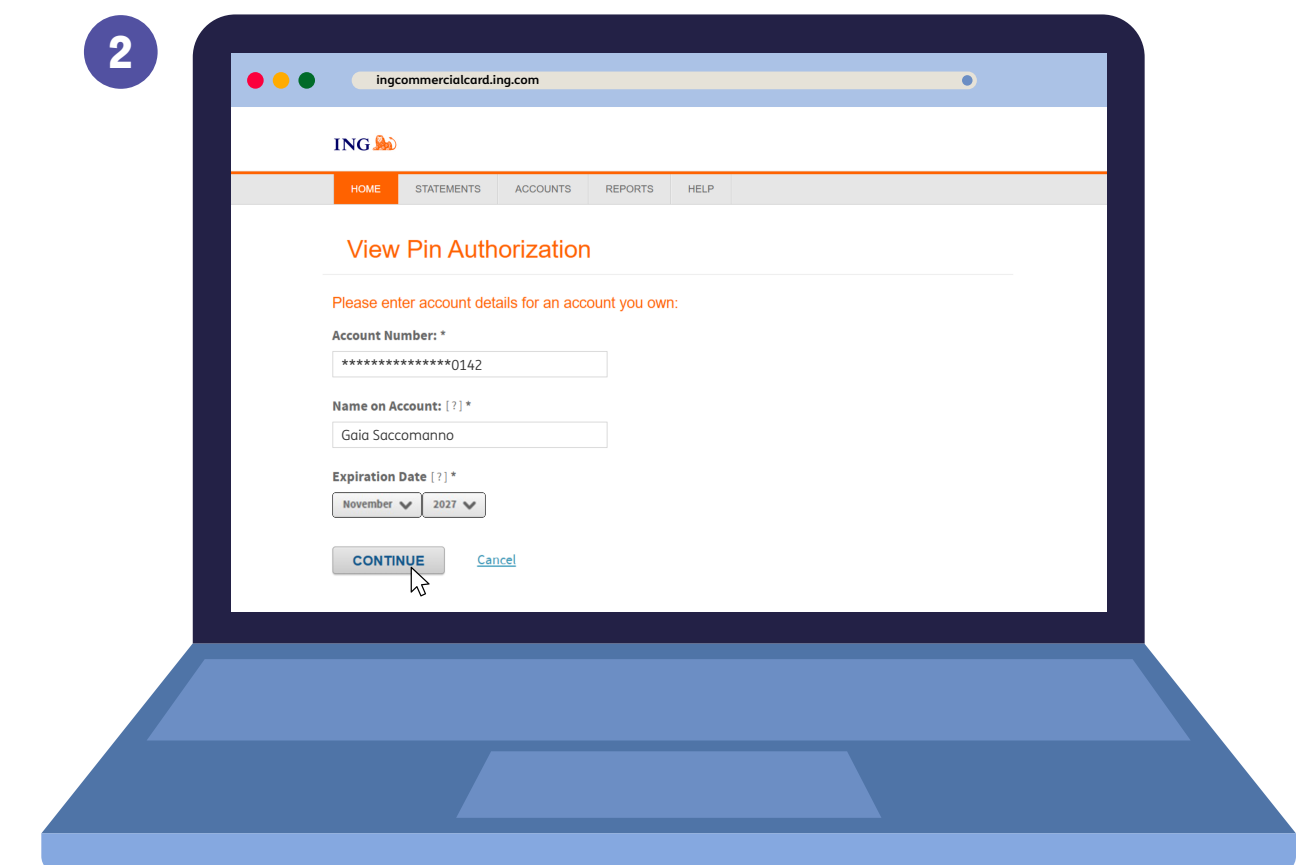
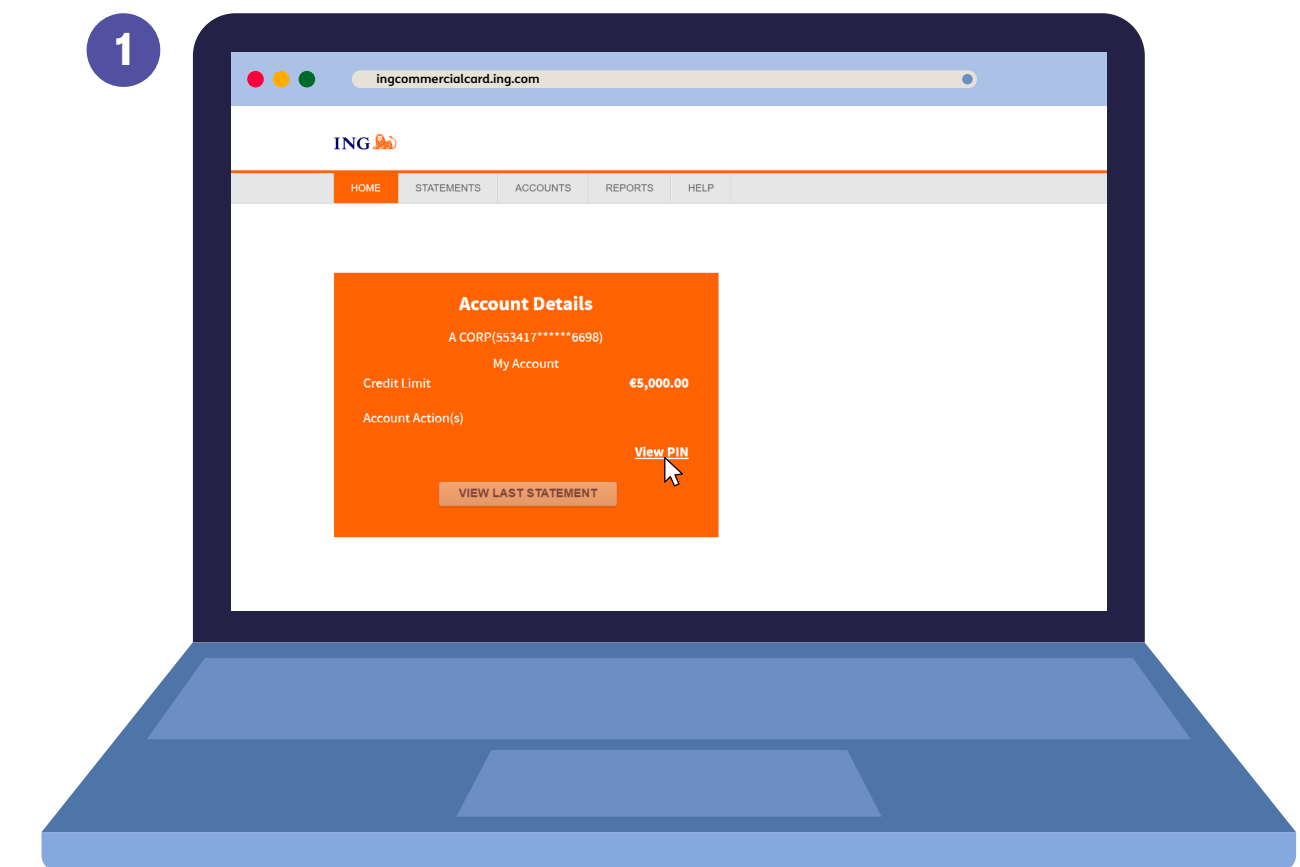
Viewing your PIN



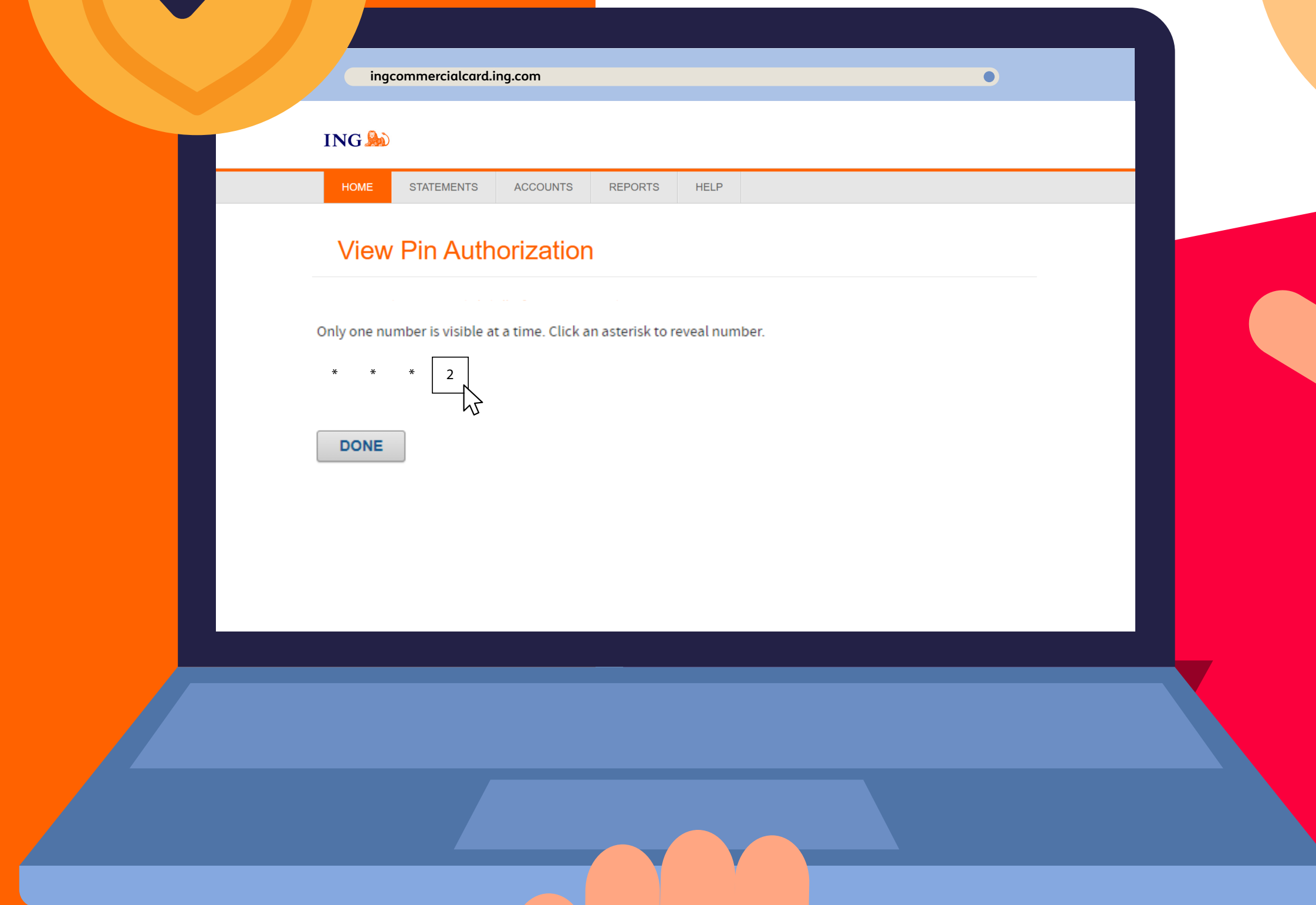
do your thing

Look up PIN

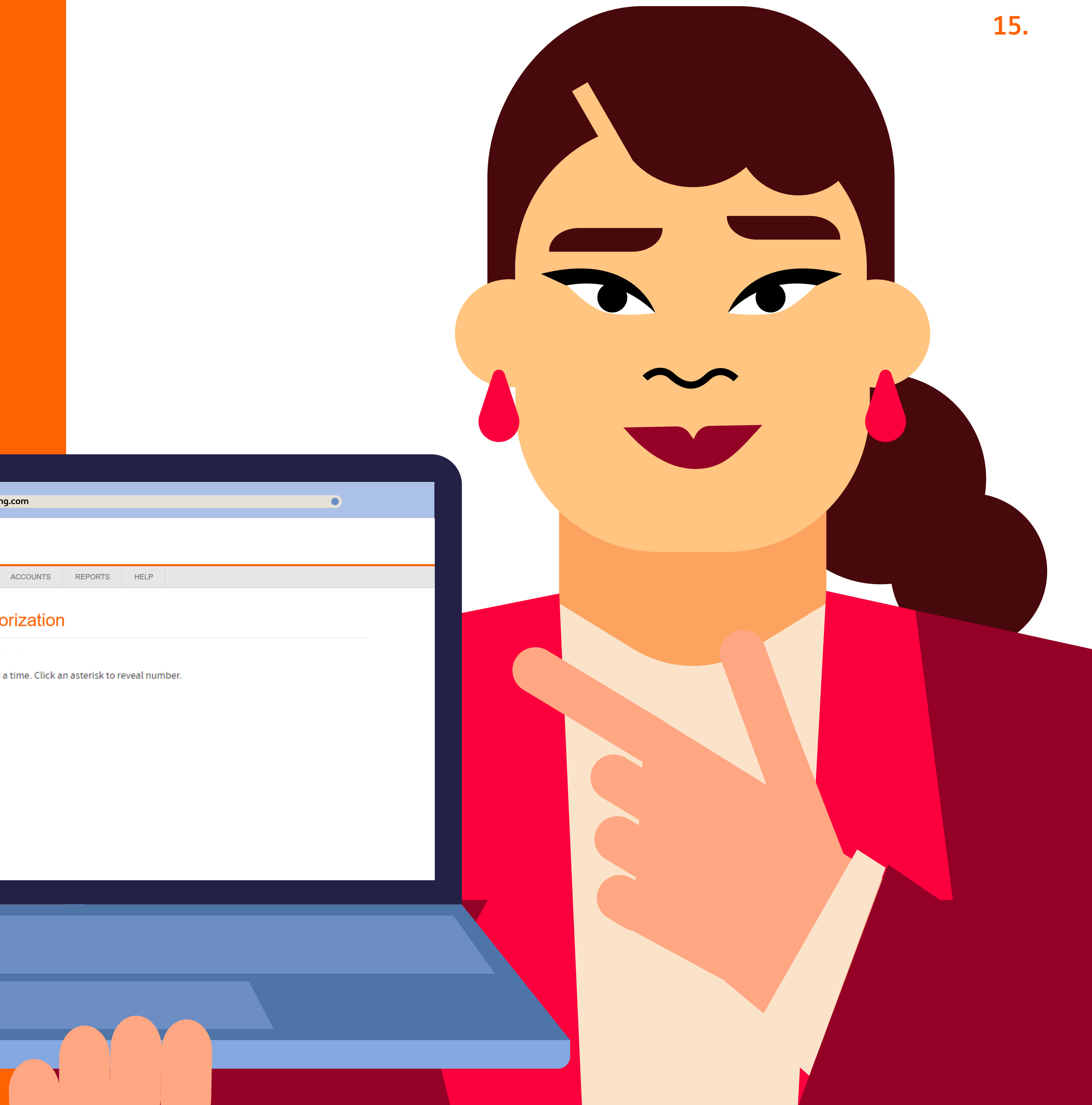
1. Select **View PIN** on the homepage.
2. Enter your **card account number, name** and the **expiration date** of your card. Select **Continue**.
3. For security reasons your PIN is hidden. Click on the **asterisks one by one** to see each number of your PIN.



Always keep your PIN safe and private.



do your thing



Viewing your card limit



do your thing

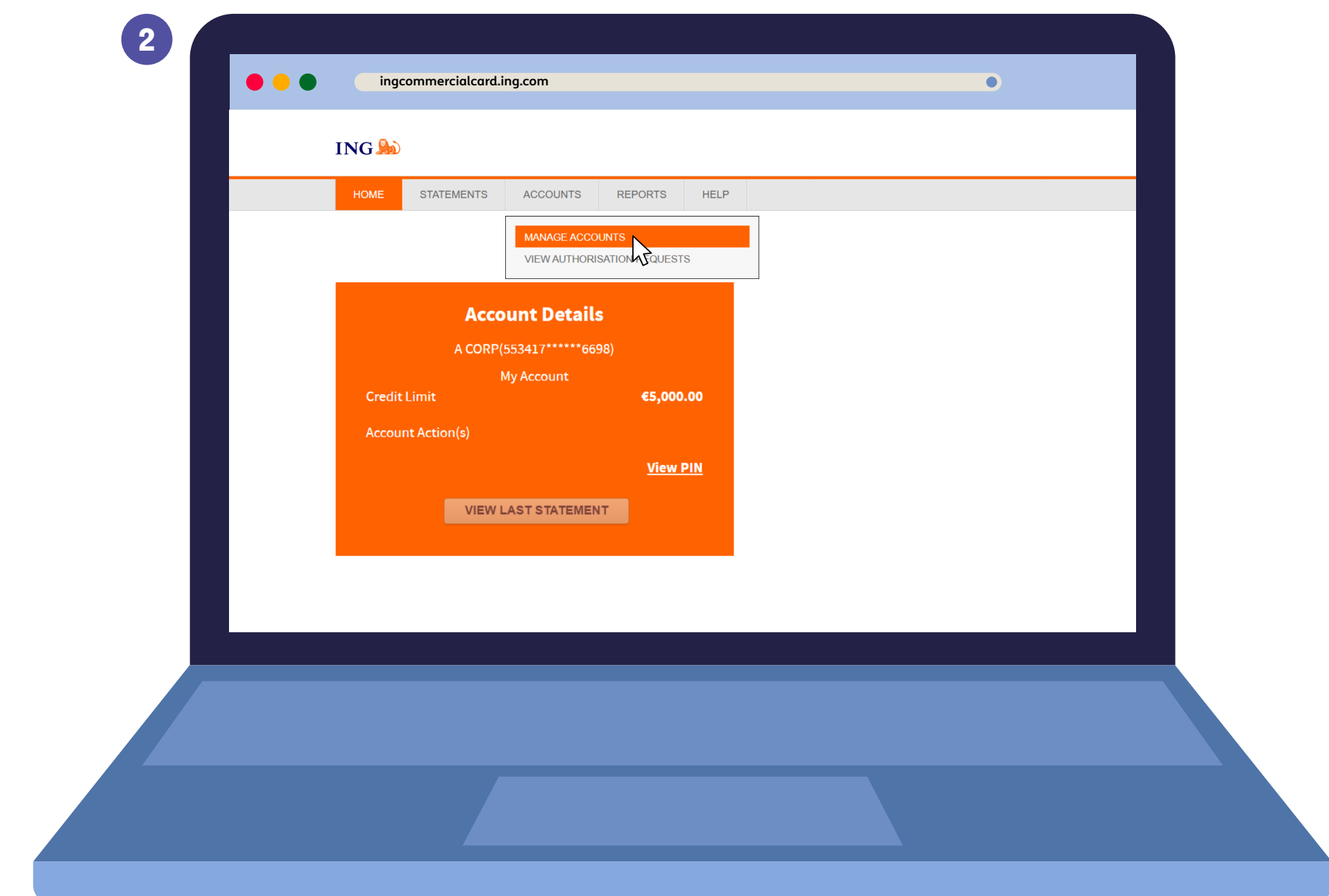
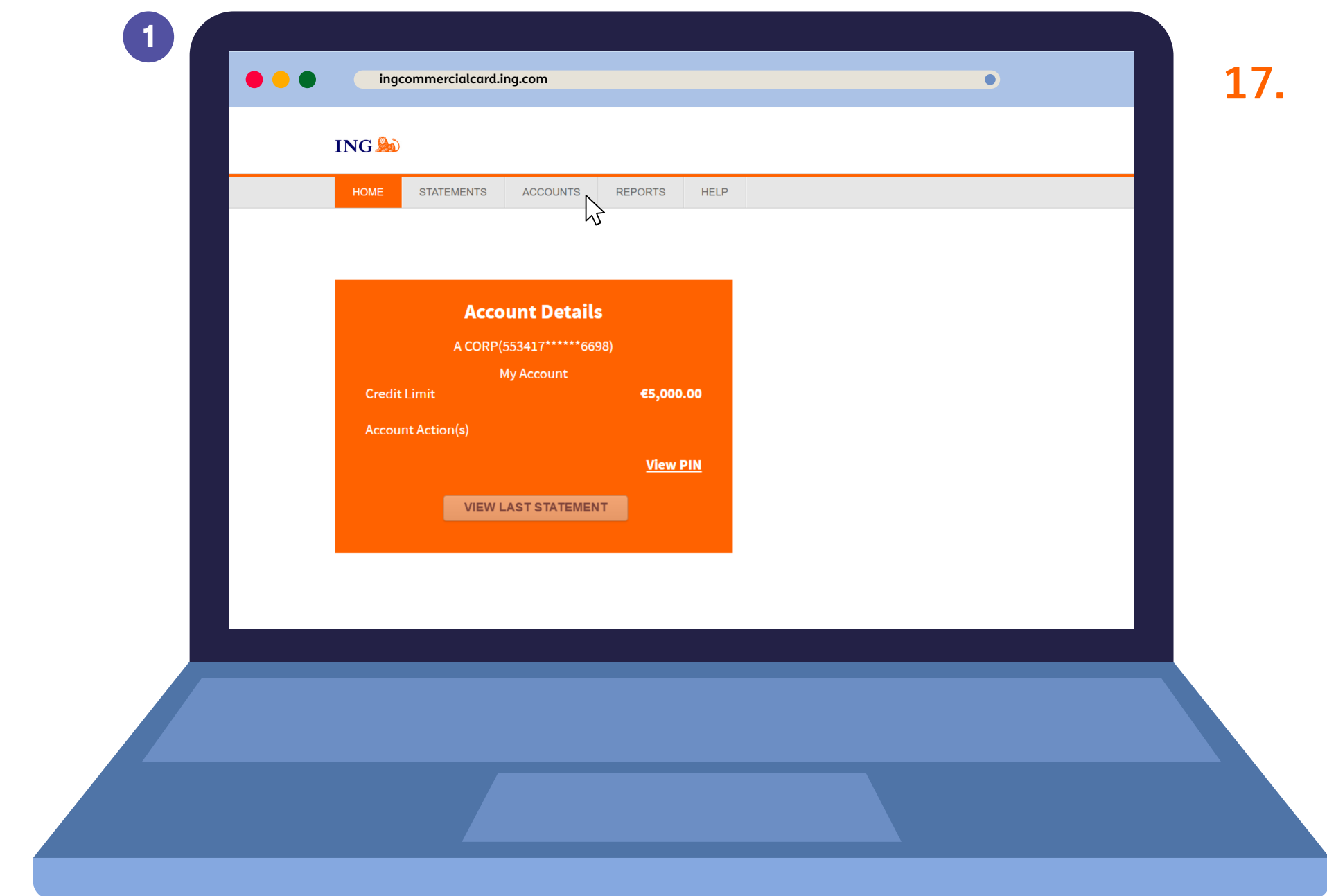


Card Limit

1. Go to Accounts.
2. Select Manage accounts.

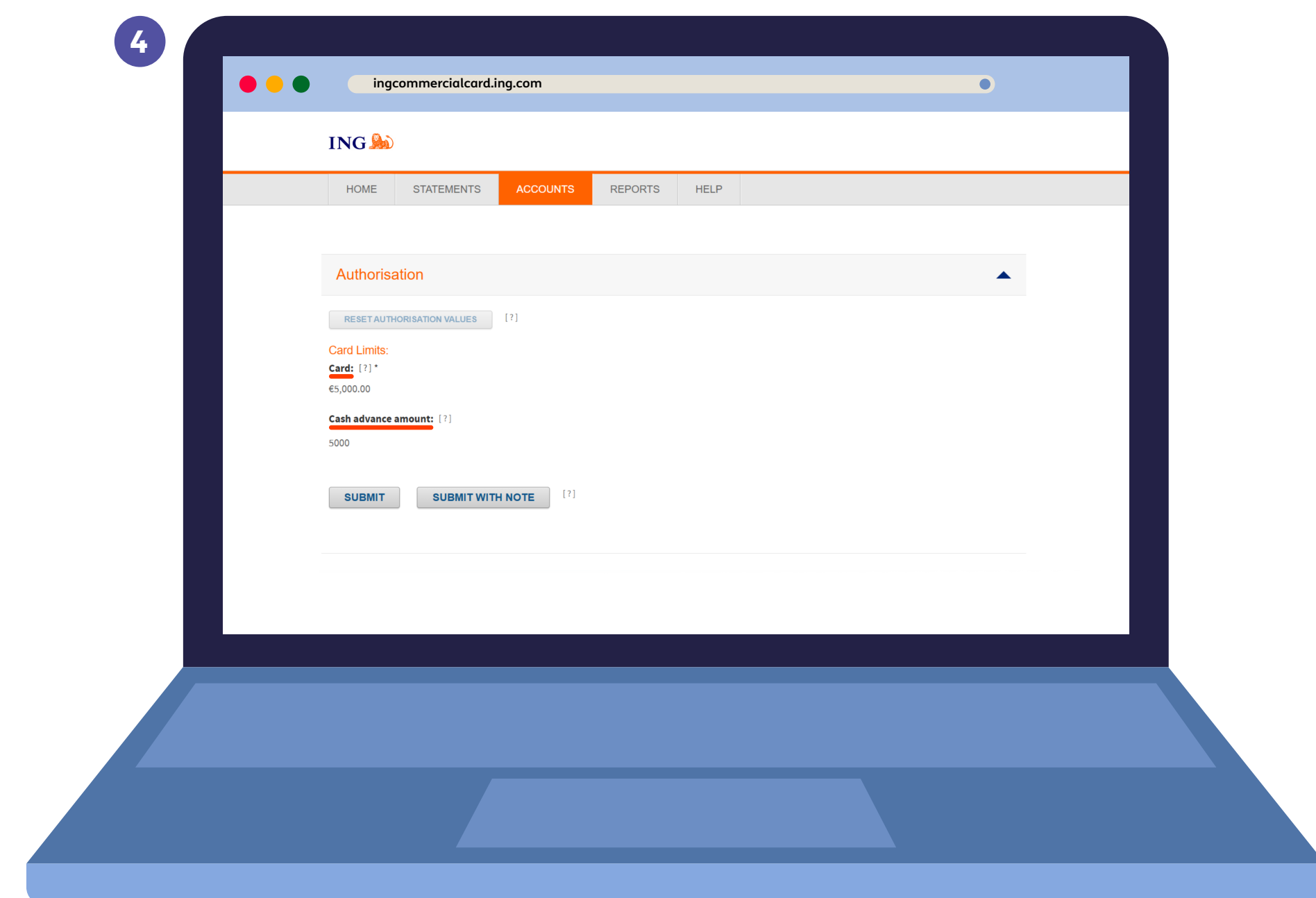
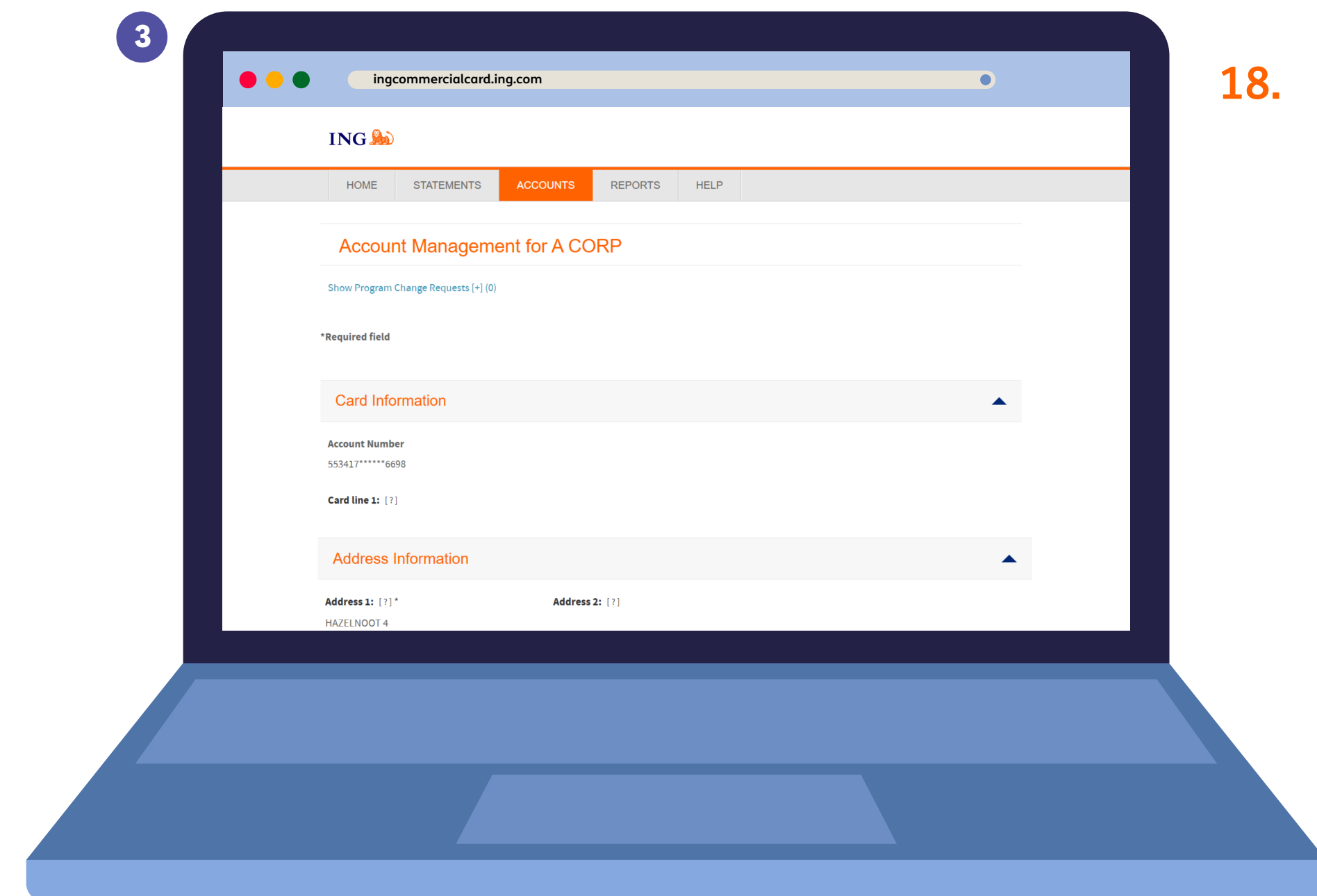


do your thing



Card Limit

3. Scroll down to the **Authorisation** menu.
4. Here you will find details on your **card limit** and **cash advance amount**.



Getting a transaction overview



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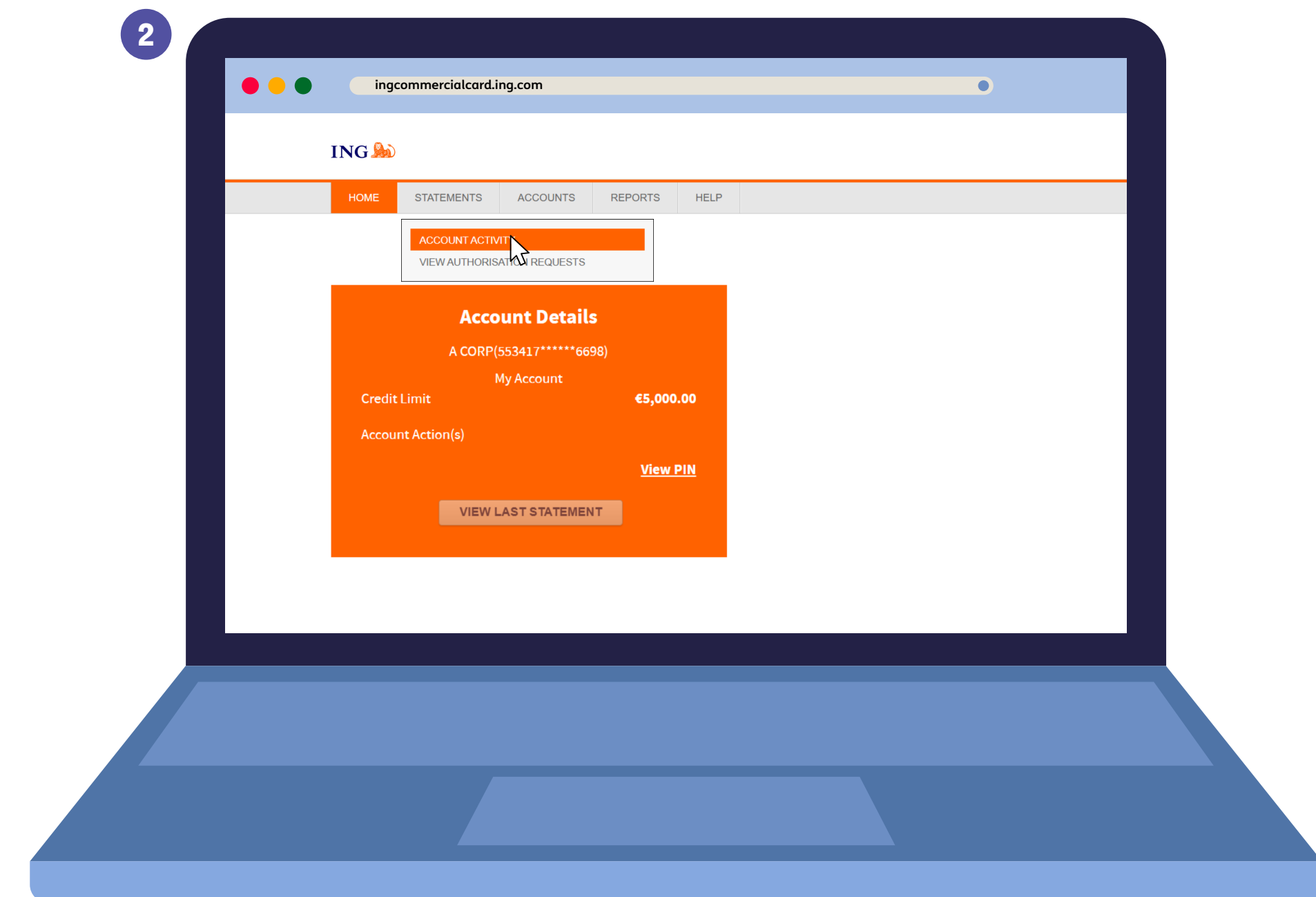
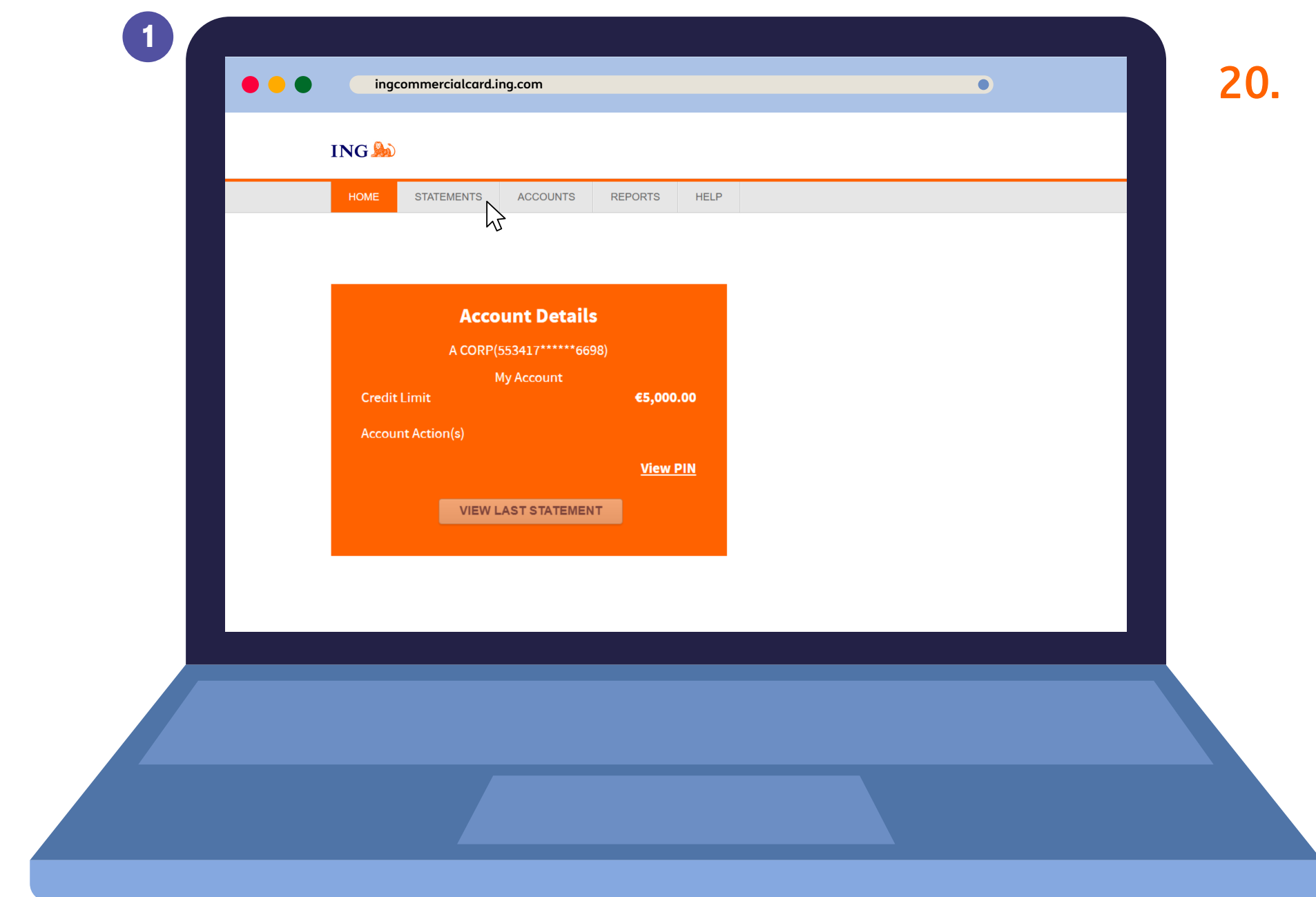


Transaction overview

1. Go to Statements.
2. Select Account Activity.



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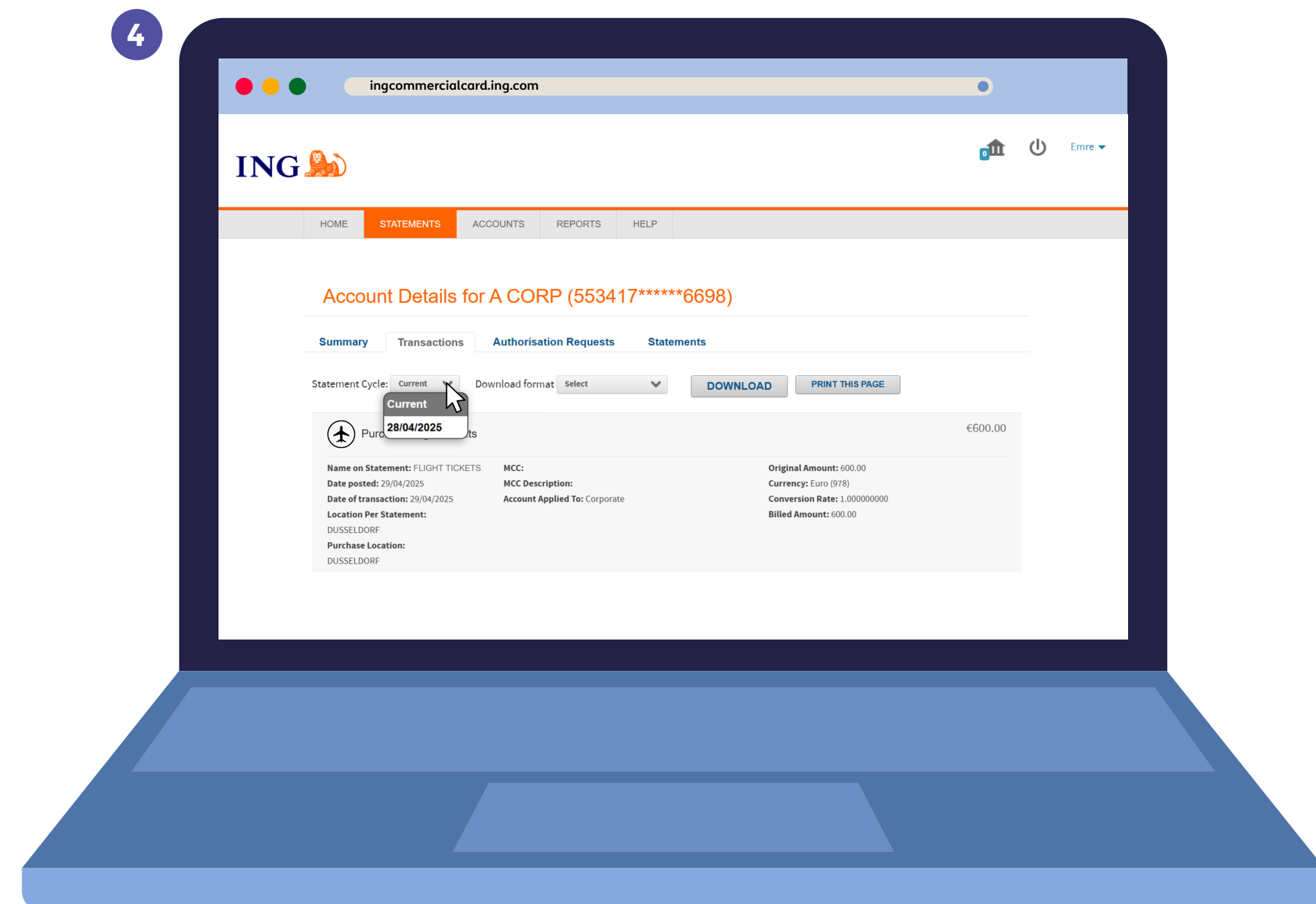
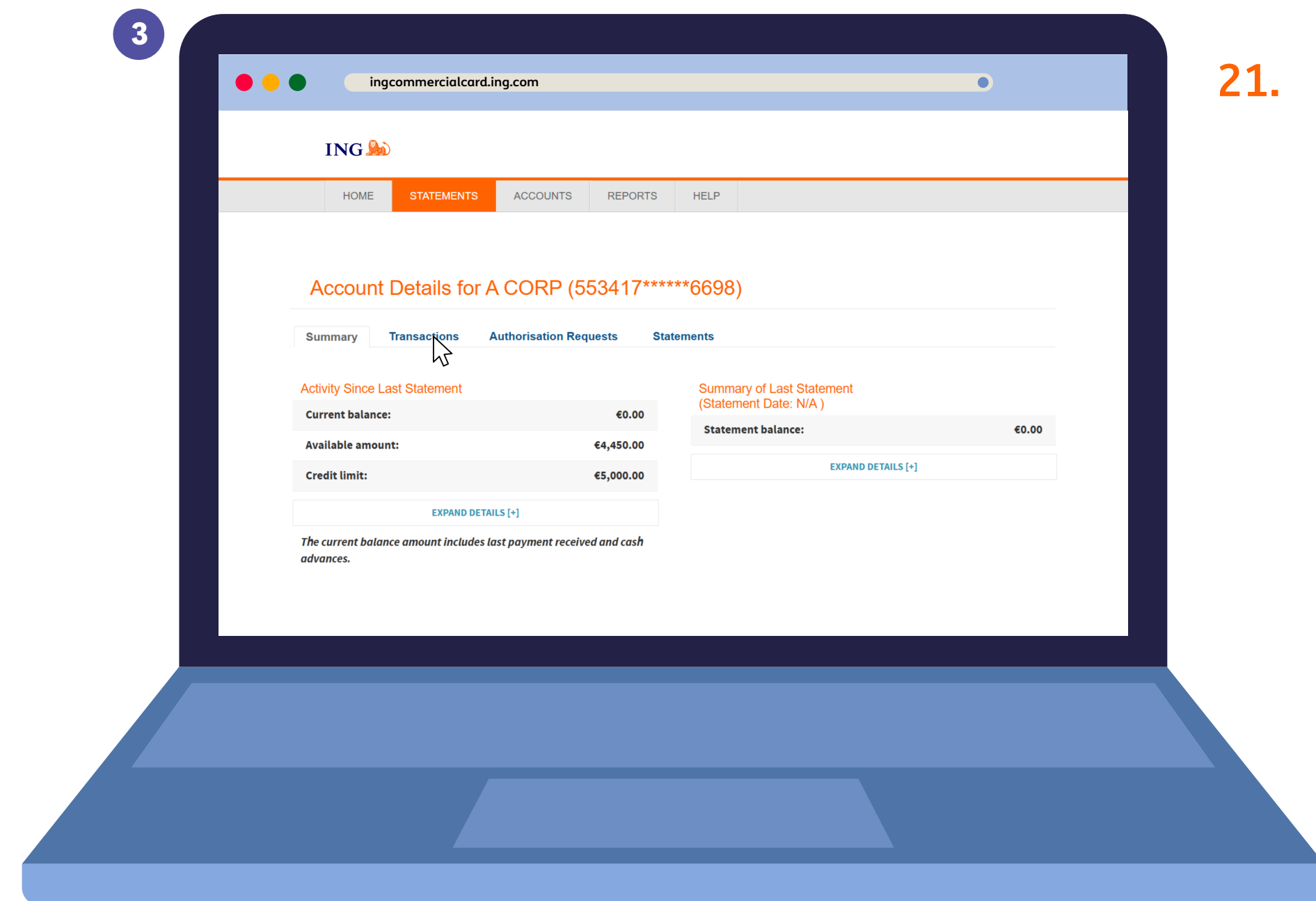
Transaction overview

3. Select Transactions.

4. Select a **statement cycle** to see the list of transactions made using your card.



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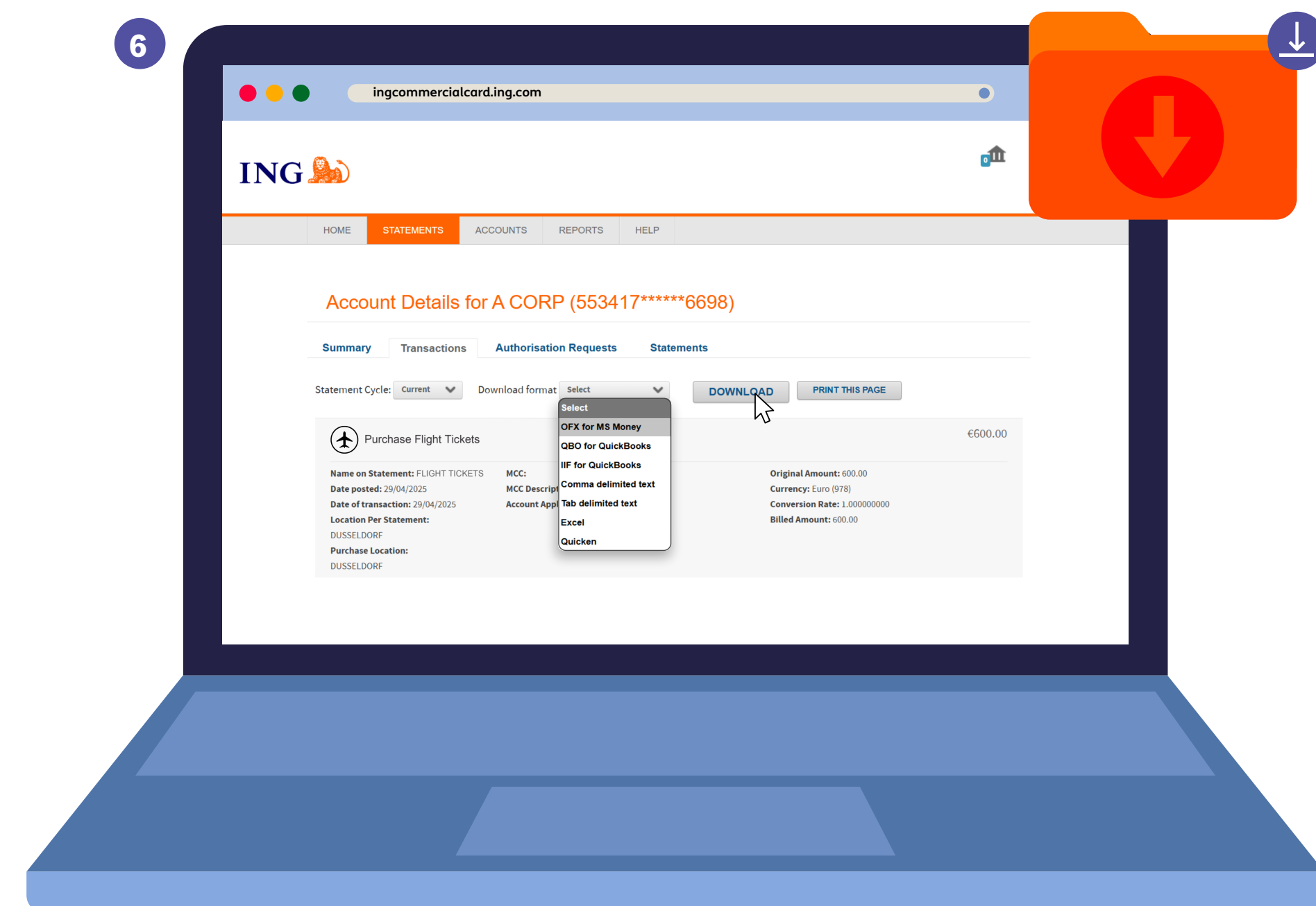
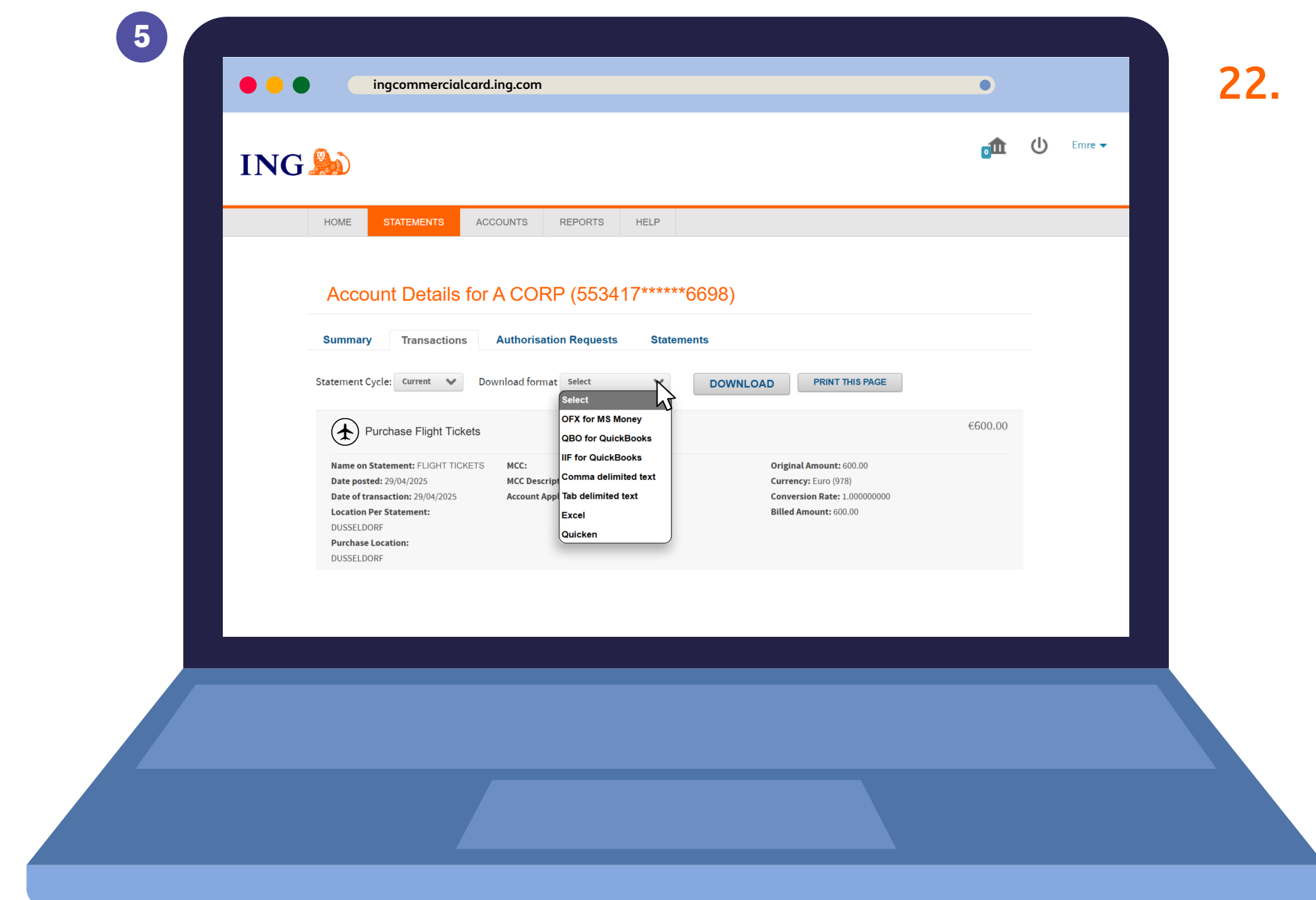
Transaction overview download

5. Select a download format.

6. Click on the Download button.



do your thing



You will find the overview in the Downloads folder on your computer.



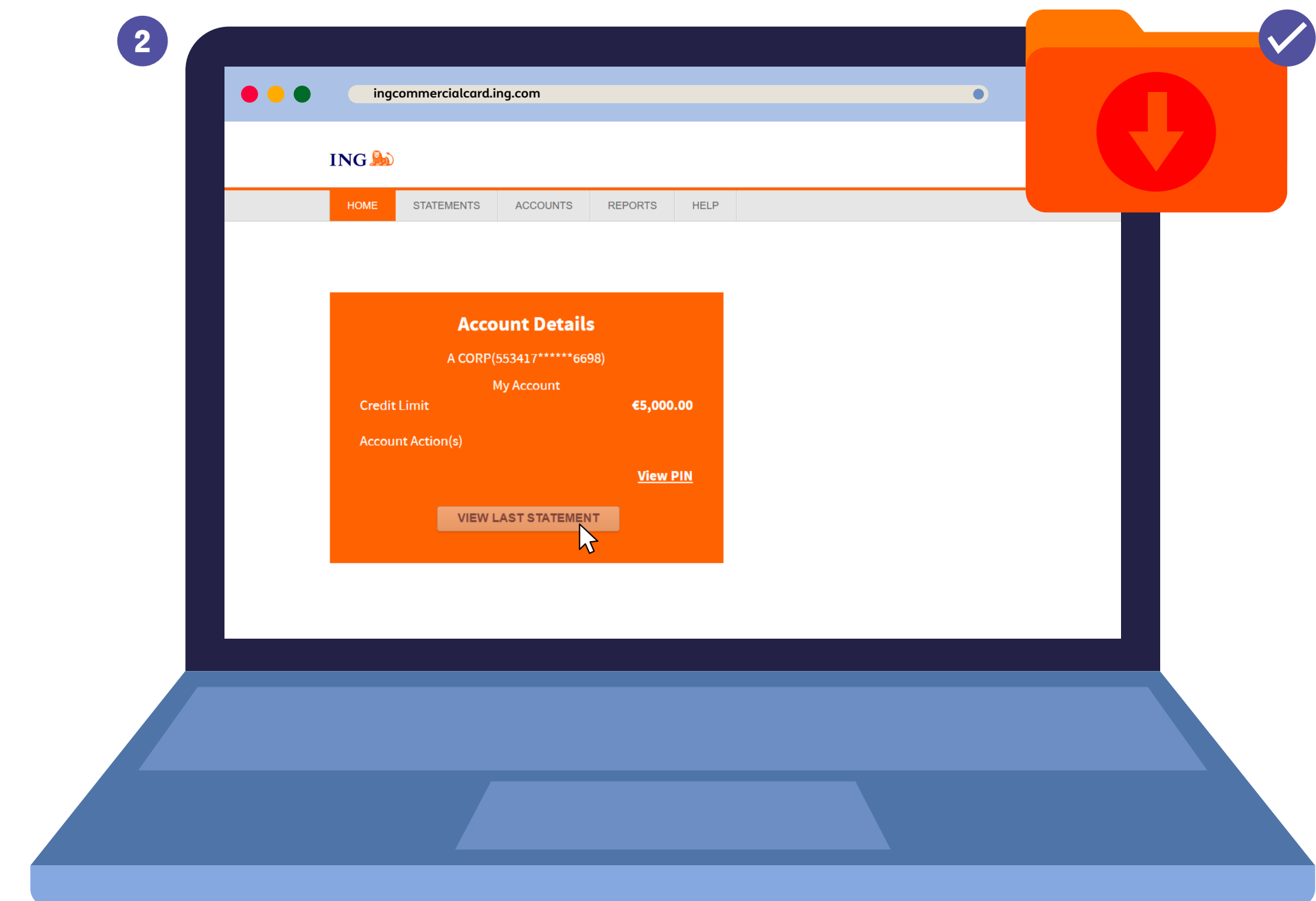
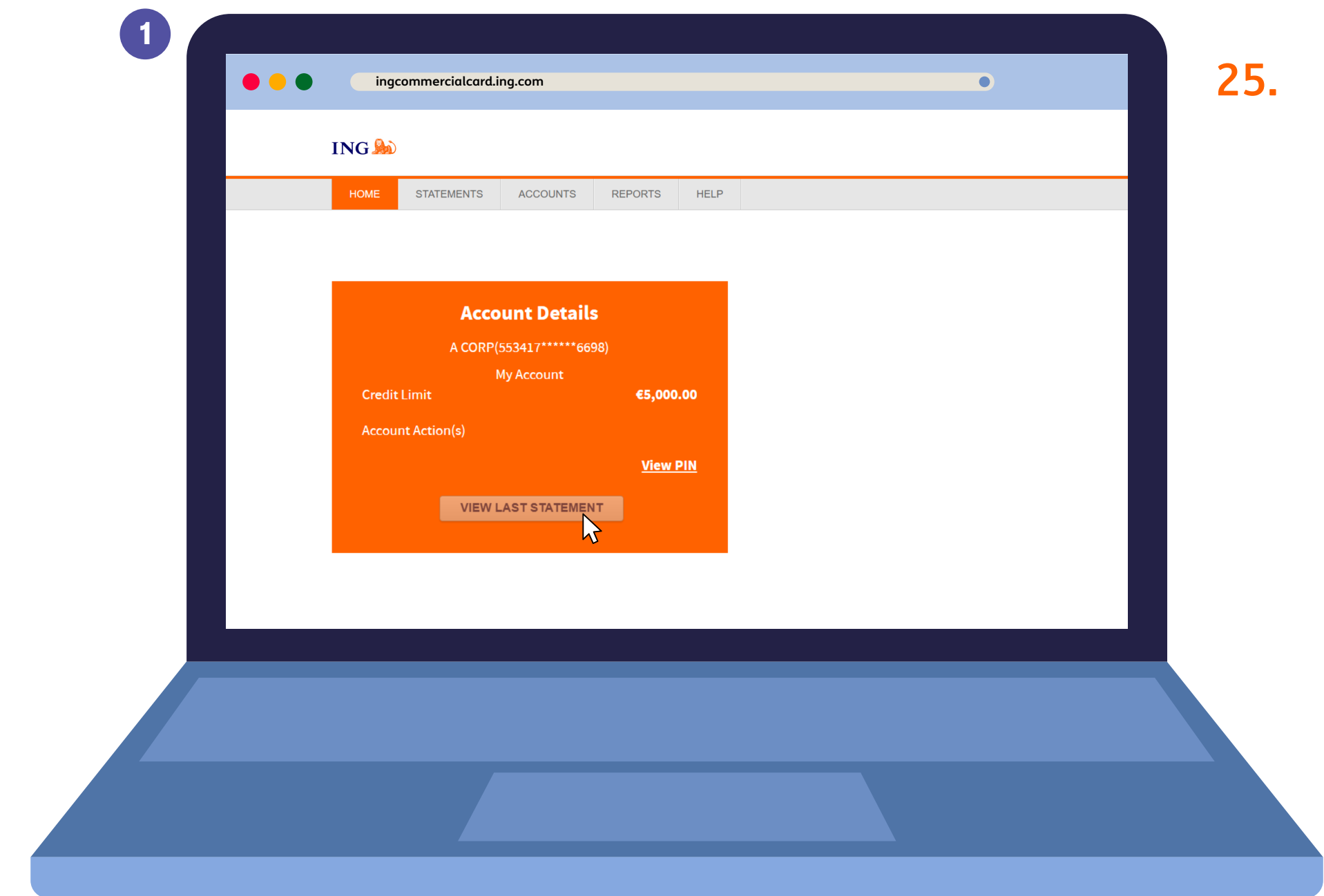
Downloading a statement



do your thing

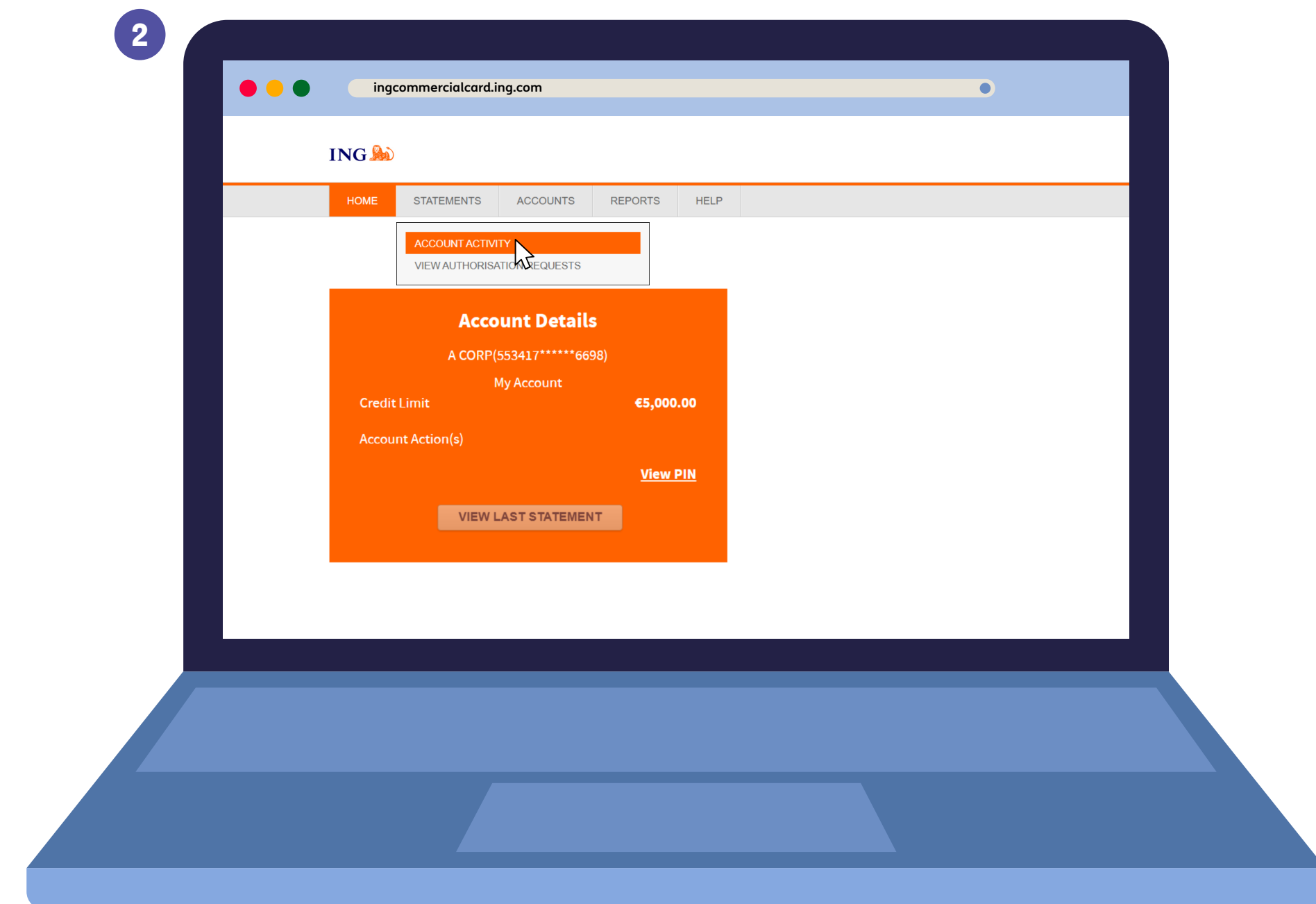
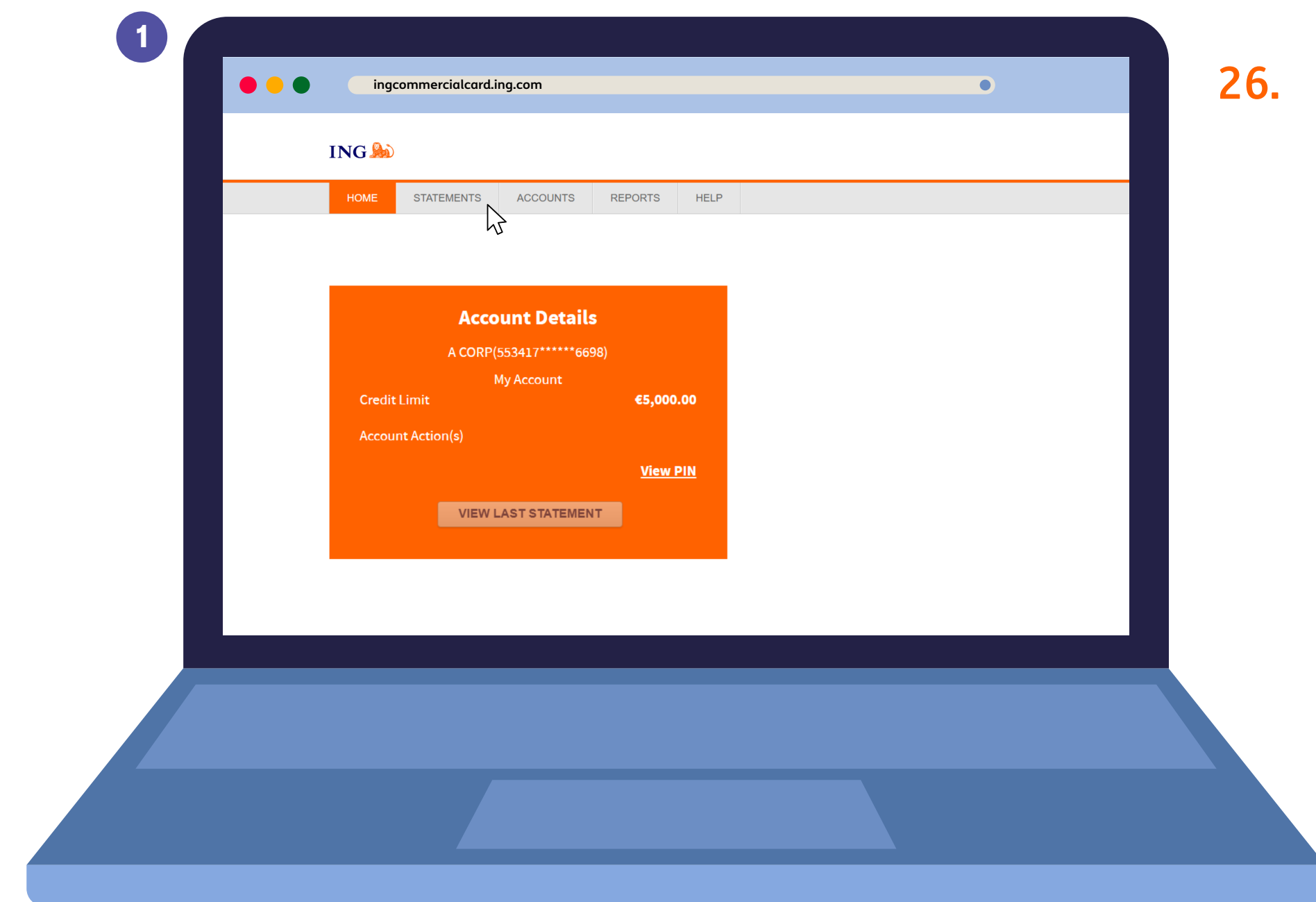
Last statement download

1. Click on **View Last Statement**.
2. Your statement will be downloaded automatically to the Downloads folder on your computer.



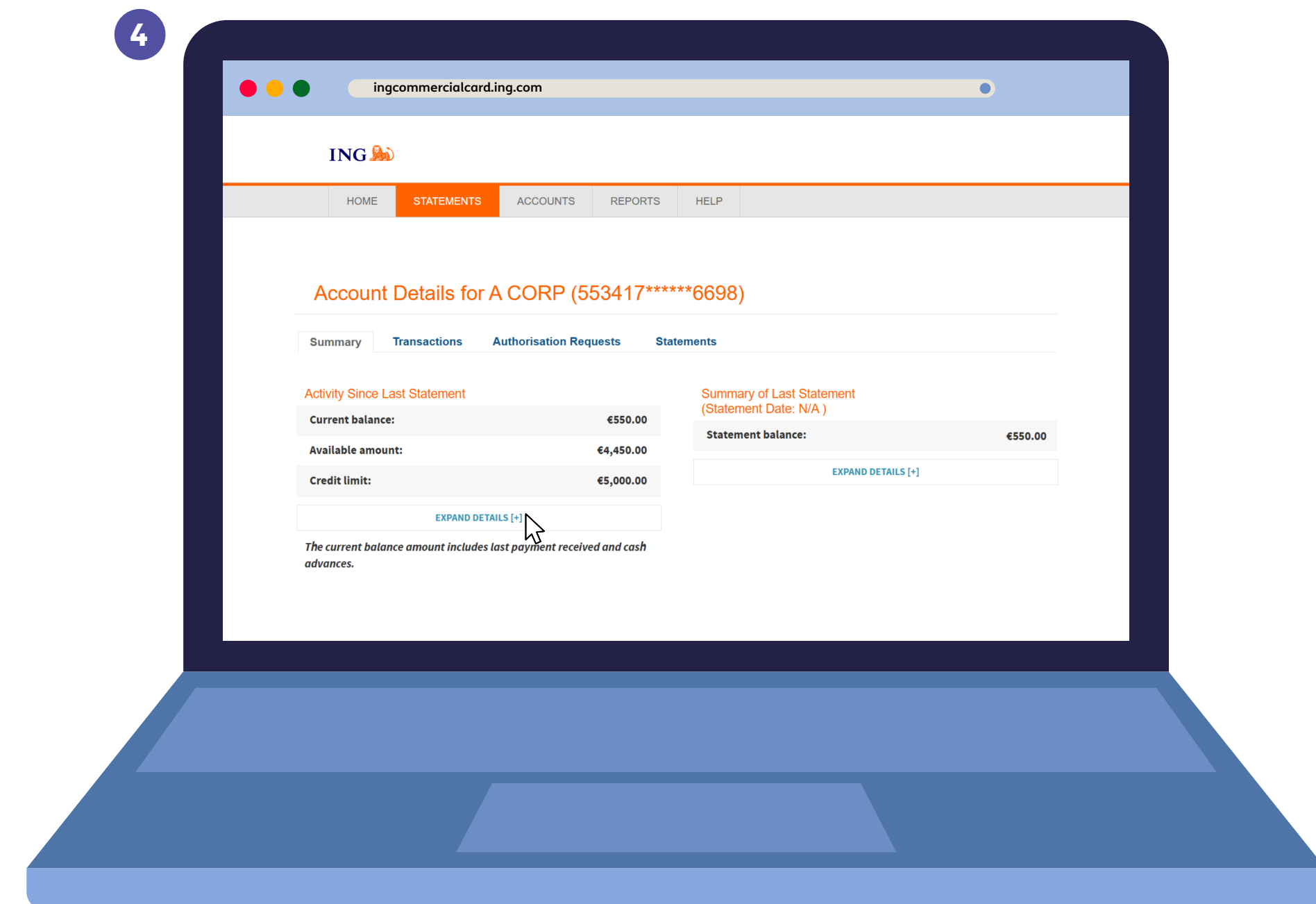
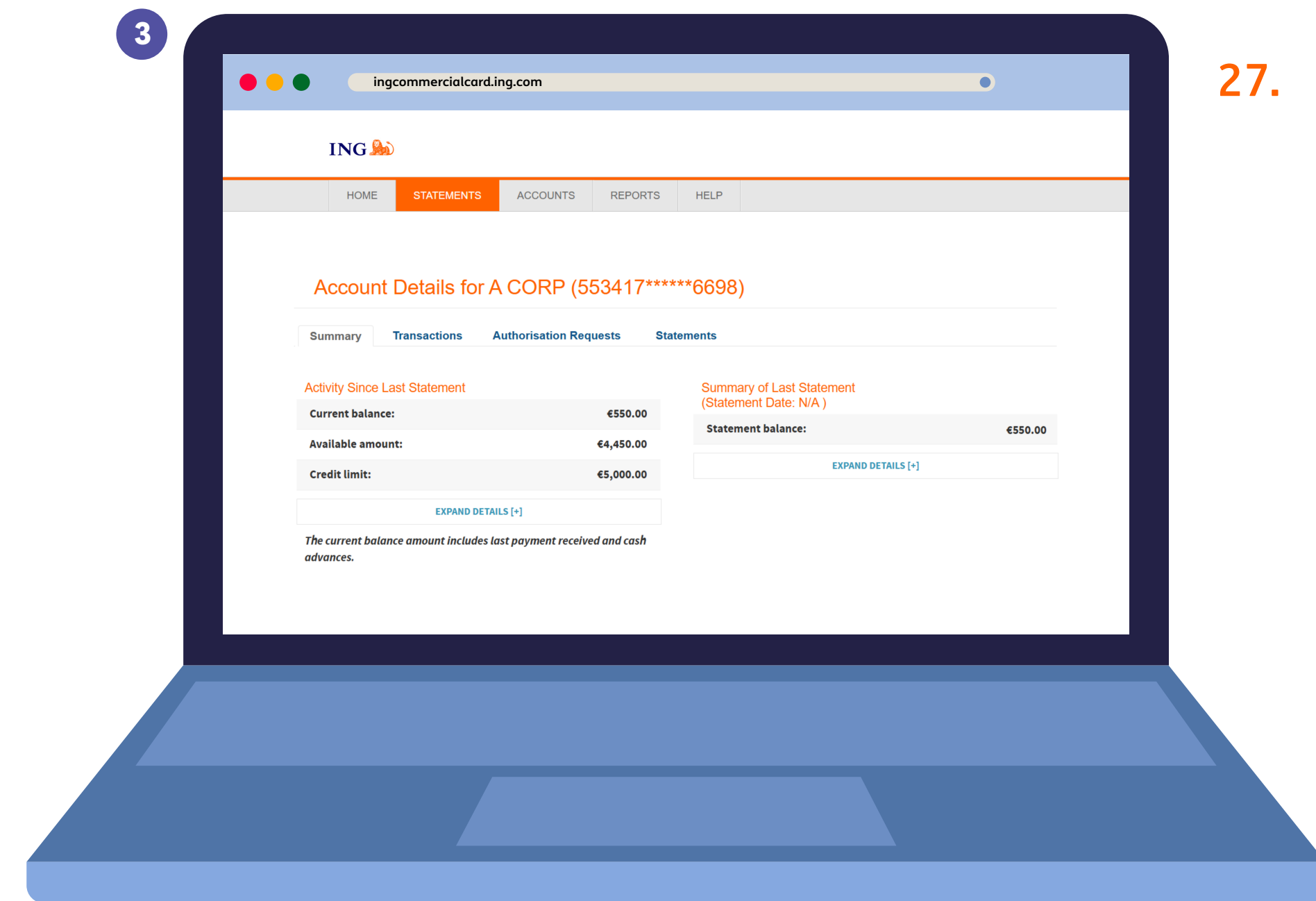
Other statement download

1. Click on **Statements**.
2. Select **Account Activity**.



Other statement download

3. Here you will find insights on your current balance, available credit and your credit limit.
4. Select **Expand details** to get a more detailed overview of your transactions.





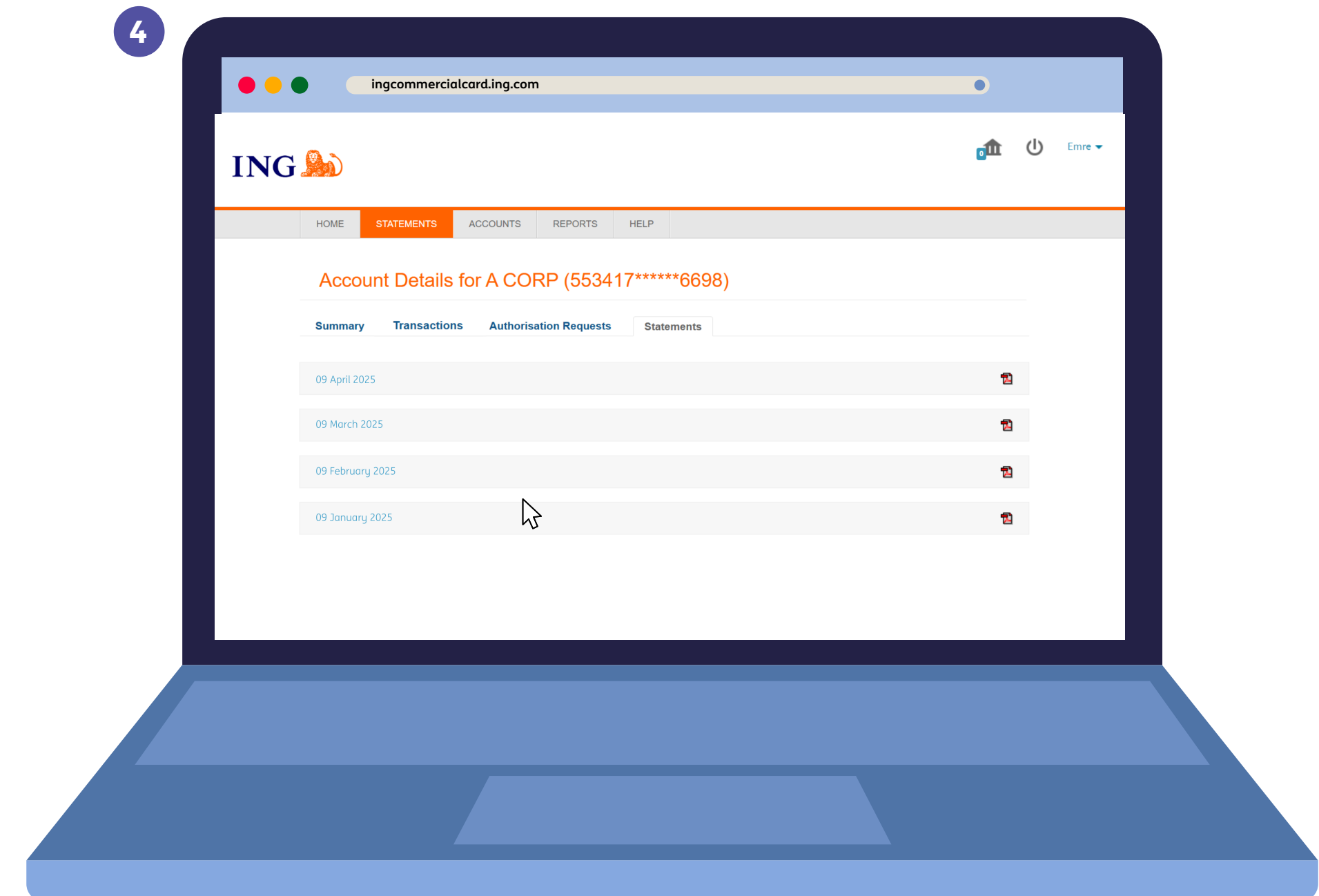
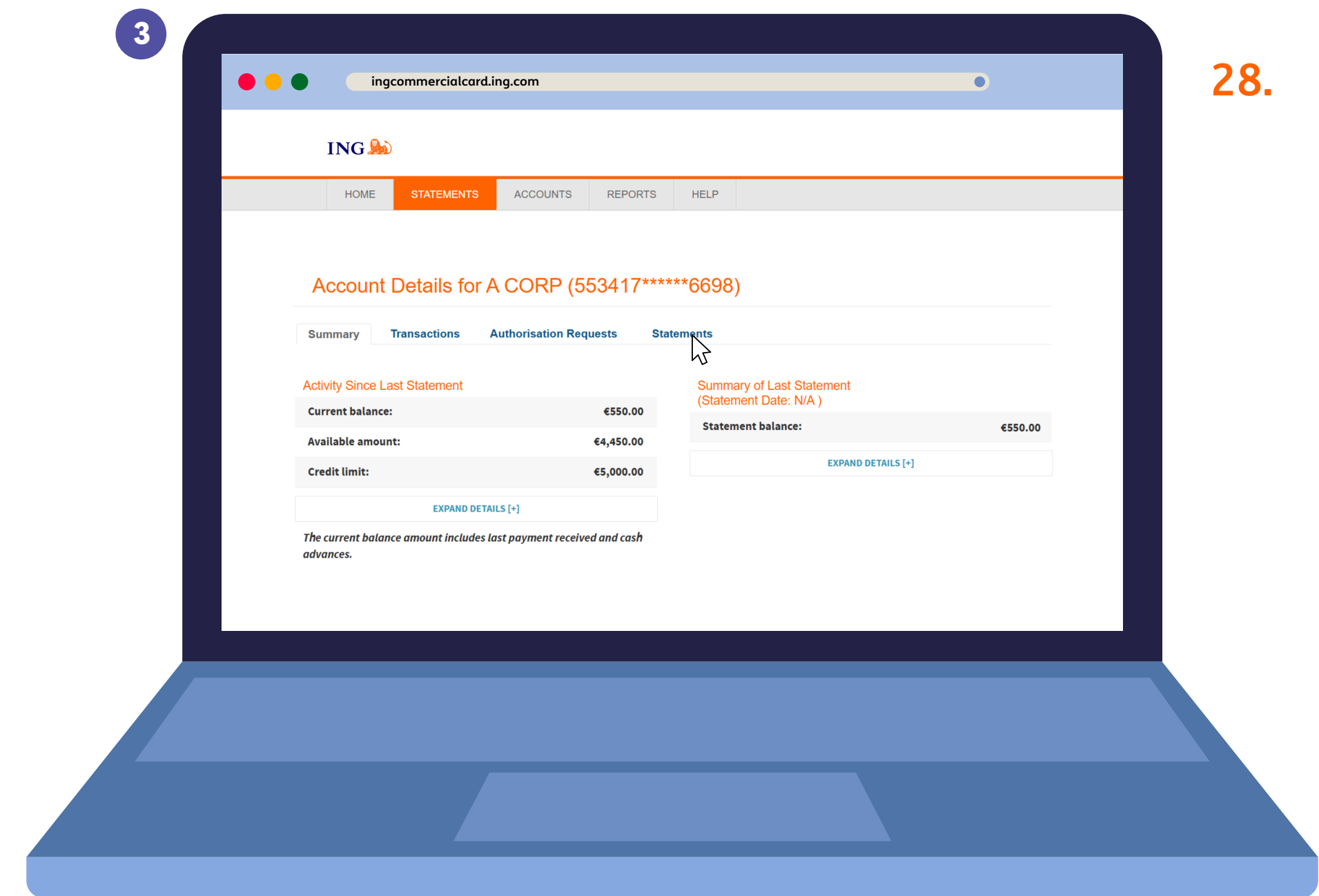
Other statement download

5. Select **Statements**.

6. Choose the **statement** you wish to download.



do your thing



You will find the PDF of your statement in the Downloads folder on your computer.



do your thing



Changing your credentials



do your thing

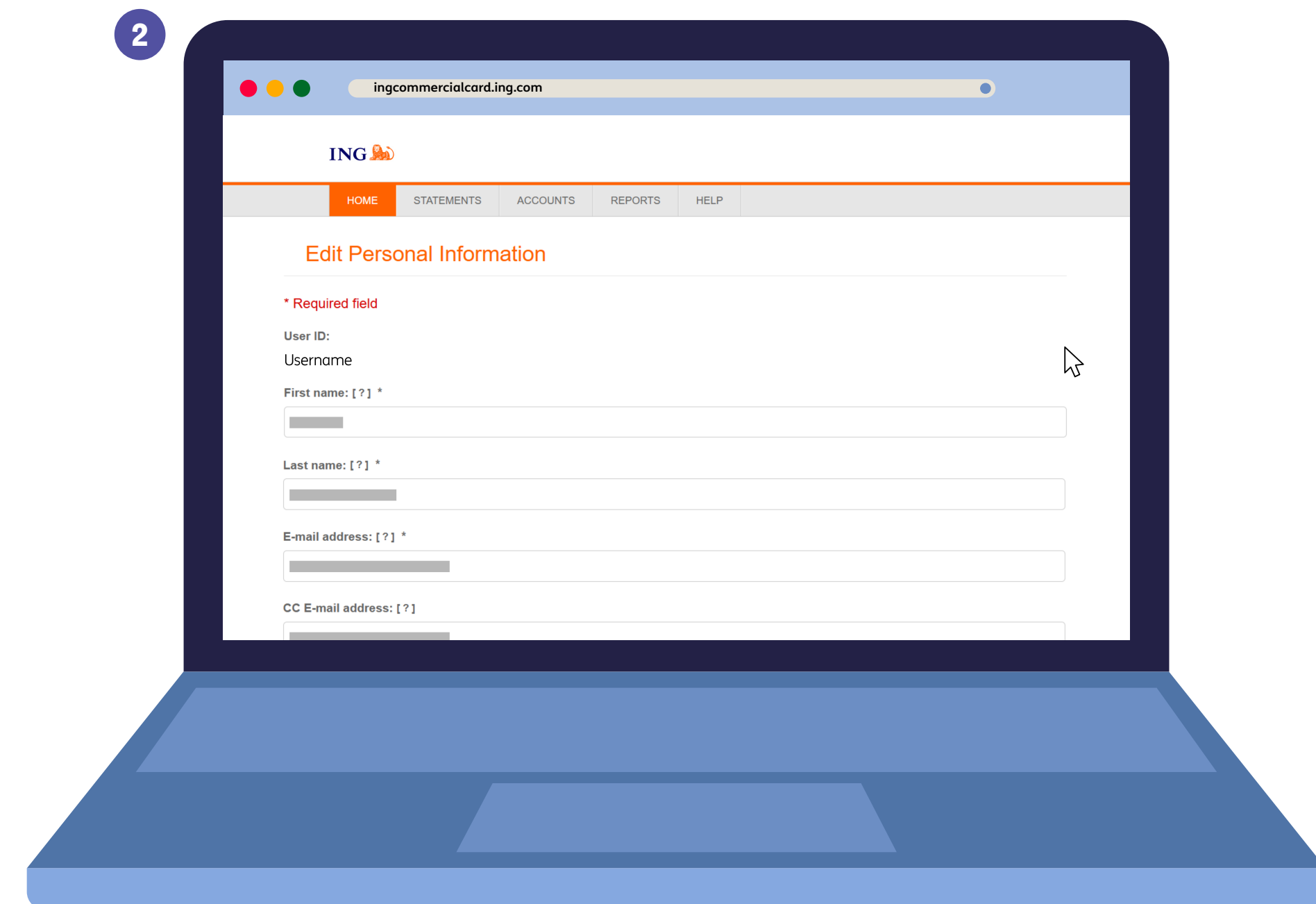
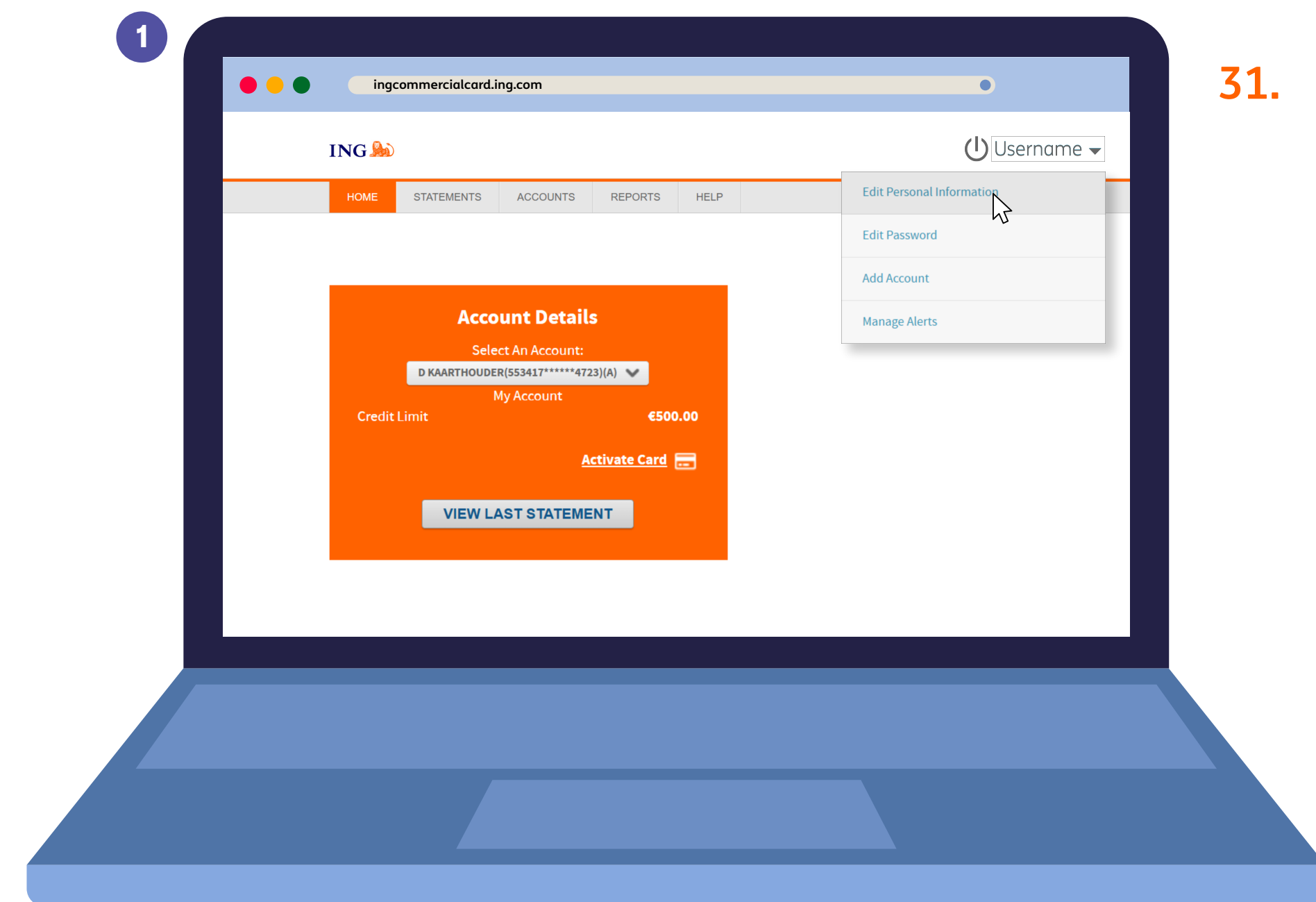
Change credentials

As a cardholder, you can change the credentials of your user profile in the app and portal.

1. Click on your username in the top right corner of the portal and select **Edit Personal Information**.
2. Here you can **change the credentials** you would like to update.



do your thing

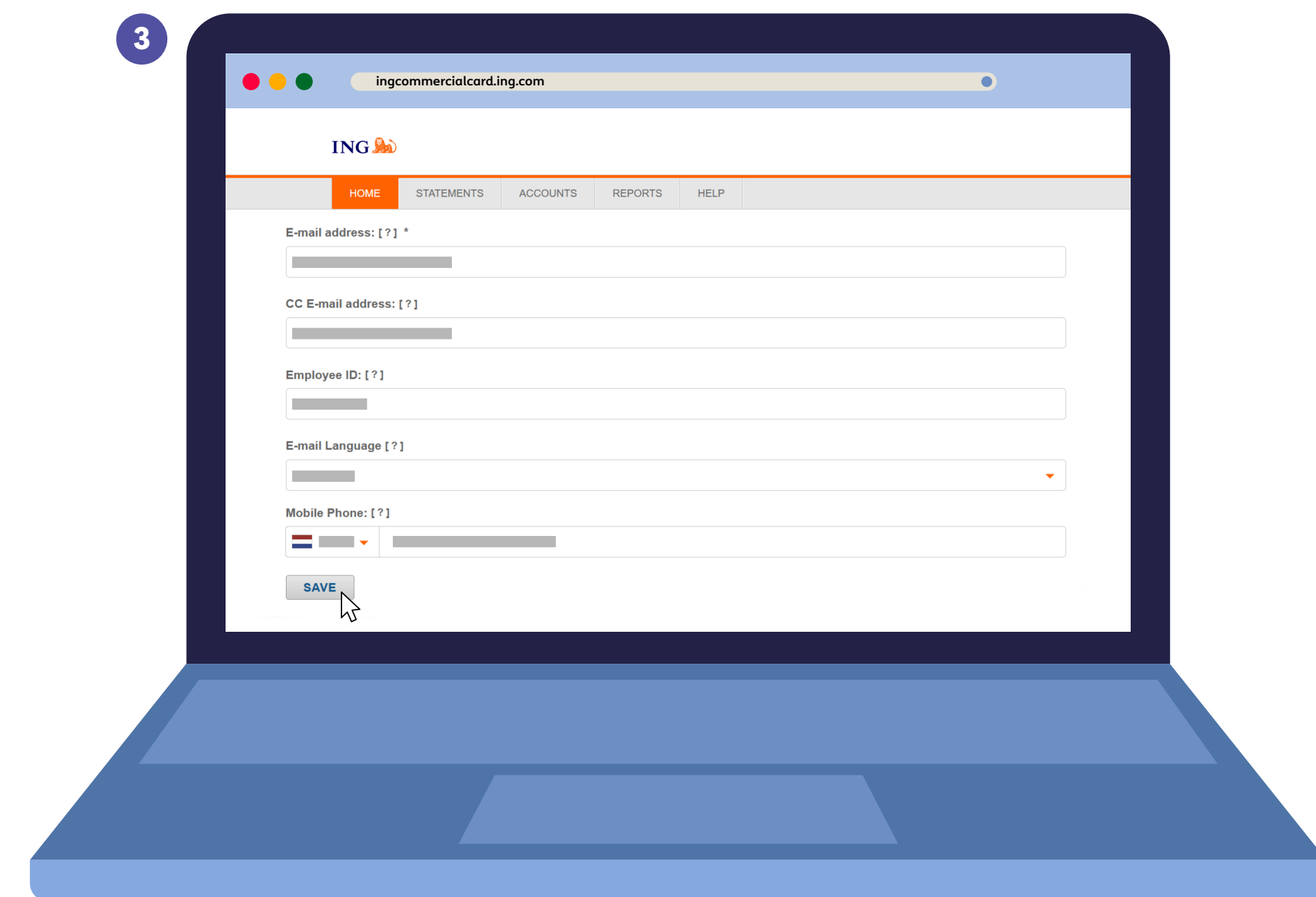


Change credentials

3. When you are done, click **Save**.



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Need more info?

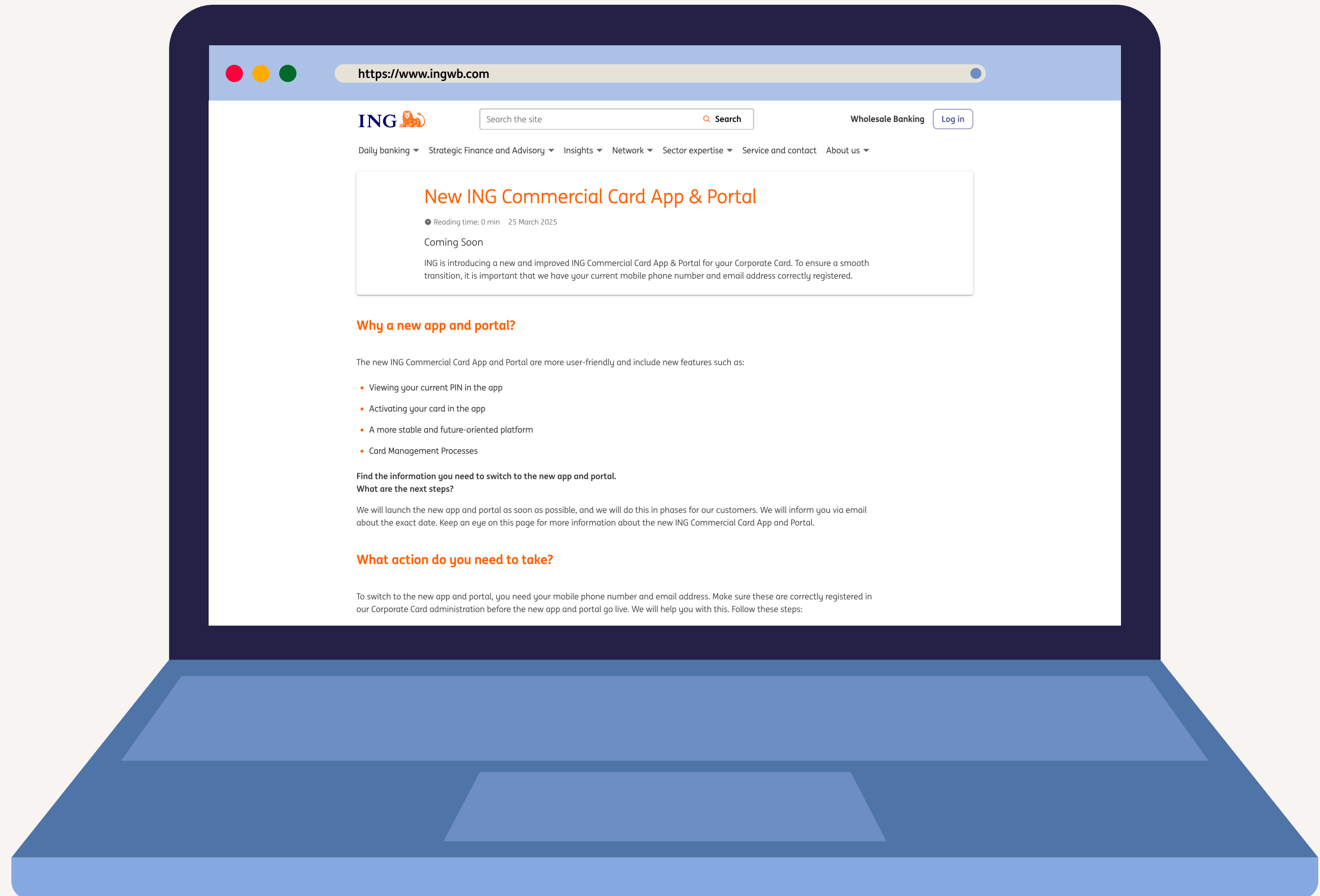
Please visit the FAQ on our website.

Businesscard Cardholders

Corporate Cardholders



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