



PREPAID CARDS PERSONALIZATION MANAGEMENT

The purpose of personalisation is to assign pre-paid cards to specific persons – users. Each card is personalised only once and after the personalisation is completed, its used may not be changed.

The process of personalising pre-paid cards is preceded by filing a Prepaid Business(or individual) Cards application form. The request from the Client shows the information on how many cards and what type are ordered and specifies their appearance, the scope of activity and defines transaction limits.

If the option is selected that the cards should show the first name and surname, it is also indicated if the cards will be sent to the Client's address or the addresses of persons that will use the cards.

If the request for ordering cards has a 'delivered' status, open **Cards** tab and choose **Prepaid cards personalization management** from the menu on the left. The displayed form allows searching orders after clicking **Show**.

Accounts | Order management | Transfers | Settlements | Deposits | Loans | **Cards** | Trade finance | Financial Markets | Factoring | Leasing

- Payment cards list
- Global card limit
- Card transactions' history
- Applications
- Card statement
- Prepaid cards personalization management**

Prepaid cards personalization management

Go to:

Cards type:

Card:

Personalization status:

Show

Cards type Order name	Card	Number of cards	▼ Cards order date	Cards with insurance package	Personalization status
Company prepaid cards	MasterCard Corporate PLN	20	30-09-2013	no	Heterogeneous
Company prepaid cards	MasterCard Business EUR	1	20-07-2012	no	Rejected
Individual prepaid cards	MasterCard Corporate PLN	1	27-06-2012	no	Personalized

The list contains all requests or pre-paid card delivered by ING Bank sought by the Client after 1 December 2008. Apart from the data indicated in the filter section in the form, the date of delivering the Client's request is shown and the status of personalising cards from a given order.

Possible order statuses include:

- **Waiting for editing** – all cards within the order have **To be edited** personalisation status
- **Ready to be sent**– all cards show personalisation status **Ready for shipping** in the order details
- **Sent** – all cards show personalisation status **Personalised** in the order details
- **Personalised** – all cards within the order were personalised – all records have status **Personalised**
- **Heterogeneous** – the order details contain cards with various personalisation statuses – check personalisation statuses by going to order details
- **Processed** – ING BusinessOnLine system failed to synchronise order details
- **Rejected** – all cards show personalisation status **Rejected** in the order details

To go into the details of a specific card order, click the underlined link in the column **Card type / Order name** or **Card**. Cards will be displayed with their personalisation status.

SUMMARY

Card	MasterCard Corporate PLN	Daily non-cash payment transaction limit	No limit
Cards type	Company prepaid cards	for internet transactions	0.00 PLN
Card validity term (in months)	36	for transactions executed abroad	0.00 PLN
Number of records	20	Daily cash payment transaction limit	500.00 PLN
Order number	12343	for cash withdrawals abroad	0.00 PLN
Order name	<input type="text"/>	-> Save changed name	

<input type="checkbox"/>	Card account number	Card number	Surname, forename	Personal ID number	Cards to renew	Personalization status	Document delivery status
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	NO	Personalized	Personal Data Form delivered
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	NO	Rejected	
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>			NO	Waiting for editing	

Possible personalisation statuses for a given card include:

- **Waiting for editing** – a record to which no personal data of a card User were entered or imported (relates to company pre-paid cards) / Card holder (relates to individual pre-paid cards)
- **Ready to be sent** – a record containing all personal data required for card personalisation; a record with this status awaits or the Client’s shipment for personalisation (to do that, click **Send for personalisation**)
- **Sent** – a record which was completed with personal data and sent to the banking system or personalisation
- **Processed** – the banking system is in the process of processing data or personalising the card
- **Personalised** – the card was personalised. The next column shows a note whether it is required to provide the Bank with the card user’s personal data (or agreement in the case of Individual Pre-paid Cards). If there is such information, print out the personal form (or agreement) and immediately provide to the Customer advisor.
- **Rejected** – the card was not personalised e.g. due to the card being restricted or the required documents were not submitted (personal data form / agreement)

After correctly performed personalisation, the card should have the status:

Personalised – Personal Data Form delivered

There are two ways for entering the personal data of a card User / Holder and sending the record for personalisation:

1. Entering data from the level of the screen with **Record details** (the link to the **Record details** screen is in the **Card account number** and **Card number** on the **Personalisation management screen – details of the order**).

Record details

Card	MasterCard Corporate PLN
Cards type	Company prepaid cards
Card account number	<input type="text"/>
Card number	<input type="text"/>
Personalization status	Waiting for editing Check status
	<input type="radio"/> Resident <input type="radio"/> Non-resident
Card User's last name	<input type="text"/>
Card User's first name	<input type="text"/>
User's imprint (first and last name printed on the front of the card)	<input type="text"/>
Client name / card program imprint	<input type="text"/>
Registered address - Country code	<input type="text" value="choose"/>
Registered address - street, house number	<input type="text"/>
Registered address - city/town	<input type="text"/>
Registered address - postcode	<input type="text"/>
Mailing address - street, house number	<input type="text"/>
Mailing address - city/town	<input type="text"/>
Mailing address - postcode	<input type="text"/>
Personal ID number	<input type="text"/>
Landline phone number - area code	<input type="text"/>
Landline phone number	<input type="text"/>
Cellphone number	<input type="text"/>
Date of birth	<input type="text"/>
Place of birth	<input type="text"/>
Serial number of identity card	<input type="text"/>
Expiry date of identity card	<input type="text"/>
Serial number of passport	<input type="text"/>
Expiry date of passport	<input type="text"/>
Country of citizenship	<input type="text" value="choose"/>
Tax Identification Number - Polish	<input type="text"/>
Other document	<input type="text" value="choose"/>
Number of another document	<input type="text"/>
Father's first name	<input type="text"/>
Mother's first name	<input type="text"/>
<input type="checkbox"/> Consent to data processing in ING Bank	
<input type="checkbox"/> Consent to data processing in ING Group	
Mother's maiden name	<input type="text"/>
Serial number of foreign identity card	<input type="text"/>
Expiry date of foreign identity card	<input type="text"/>
CLIENT DECLARATIONS	
<input type="checkbox"/> Klient oświadcza, że Formularz Dane Osobowe dla został złożony w ING Banku nie później niż 6 miesięcy temu oraz, że dane osobowe Użytkownika karty, które ING Bank posiada na podstawie ww. Formularza, są aktualne.	

[Back](#)

[Confirm](#)

[Deactivate card](#)

[Close the card](#)



2. Importing personal data using the **Import data** function.

Choosing this option displays an intermediary screen, on which the path of the imported file should be indicated. Indicating the file and approval moves you to the screen with import results.

Approval causes entering personal data from the file to the records with Waiting for editing status – the system will populate the data in the first free record in the order with Waiting for editing status.

The records with imported data change their status to **Ready to be sent**.

Sending for personalisation the personal data assigned to the card is done on the screen **Managing personalisation – order details**. To do that, select checkboxes next to records with status **Ready to be sent** and select function **Send for personalisation**.

For statuses **Sent** and **Personalised** documents must be filed (Agreement or Personal Data Form). The failure to change the status to **Sent** means the data held by the Bank is different from those in the personalisation request.

The agreement or Personal Data Form may be printed from the level of **Record Details** or from the level of the shipping by choosing button **Print the Agreement** or **Print Personal Data Form**.

If you have any questions or doubts, we invite you to contact **ING Business Centre** at the number **32 357 00 24** or **801 242 242** or send an e-mail to the address **bc@ingbank.pl**. The Hotline is open Monday to Friday, from **8:00 a.m. to 6:00 p.m.**
