

ING Pay

Admin Panel

Kliknij w wybrany temat i przejdź do wybranego fragmentu instrukcji.

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- Shops
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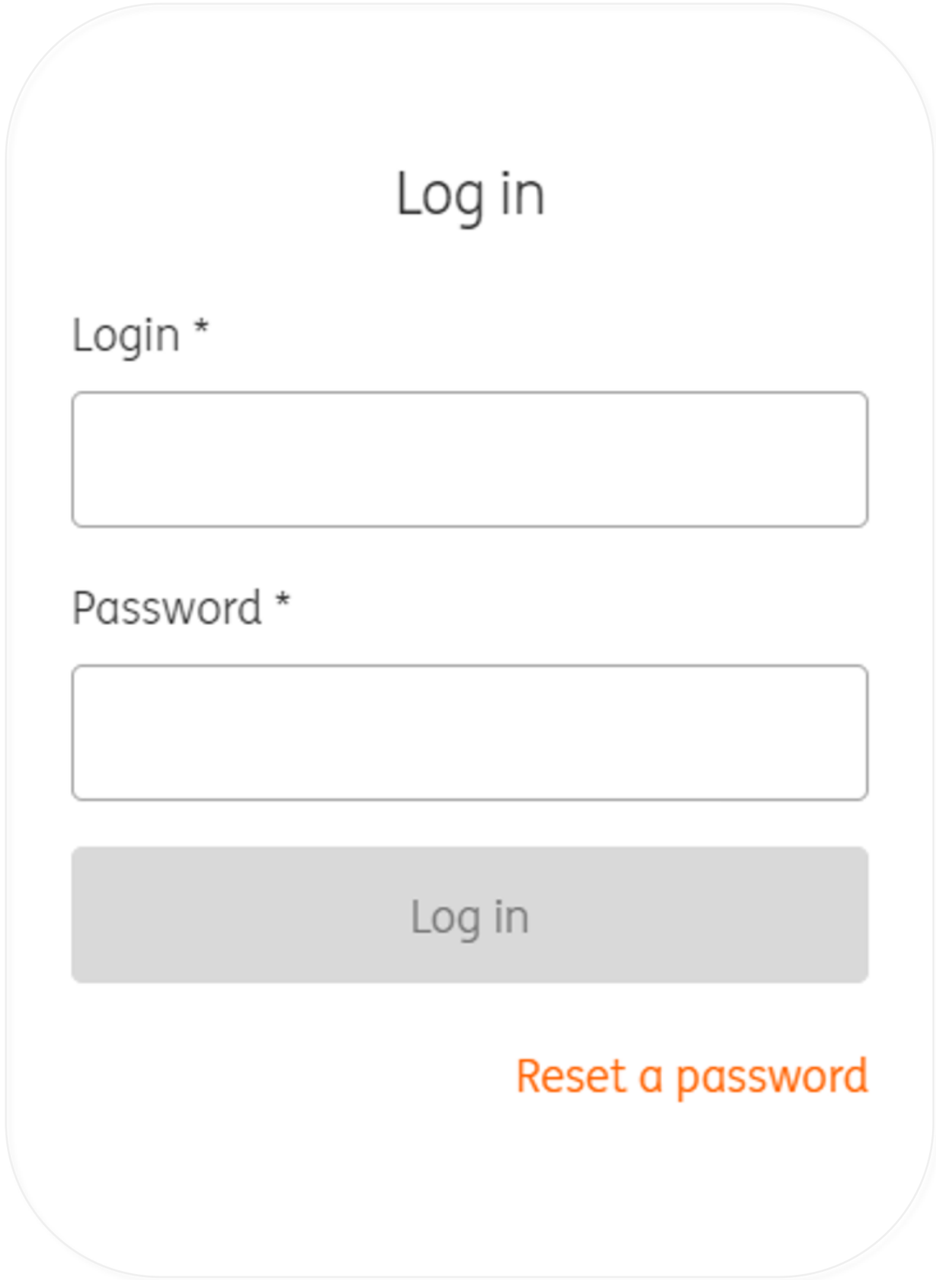
Home Page

How to log in to the Panel?

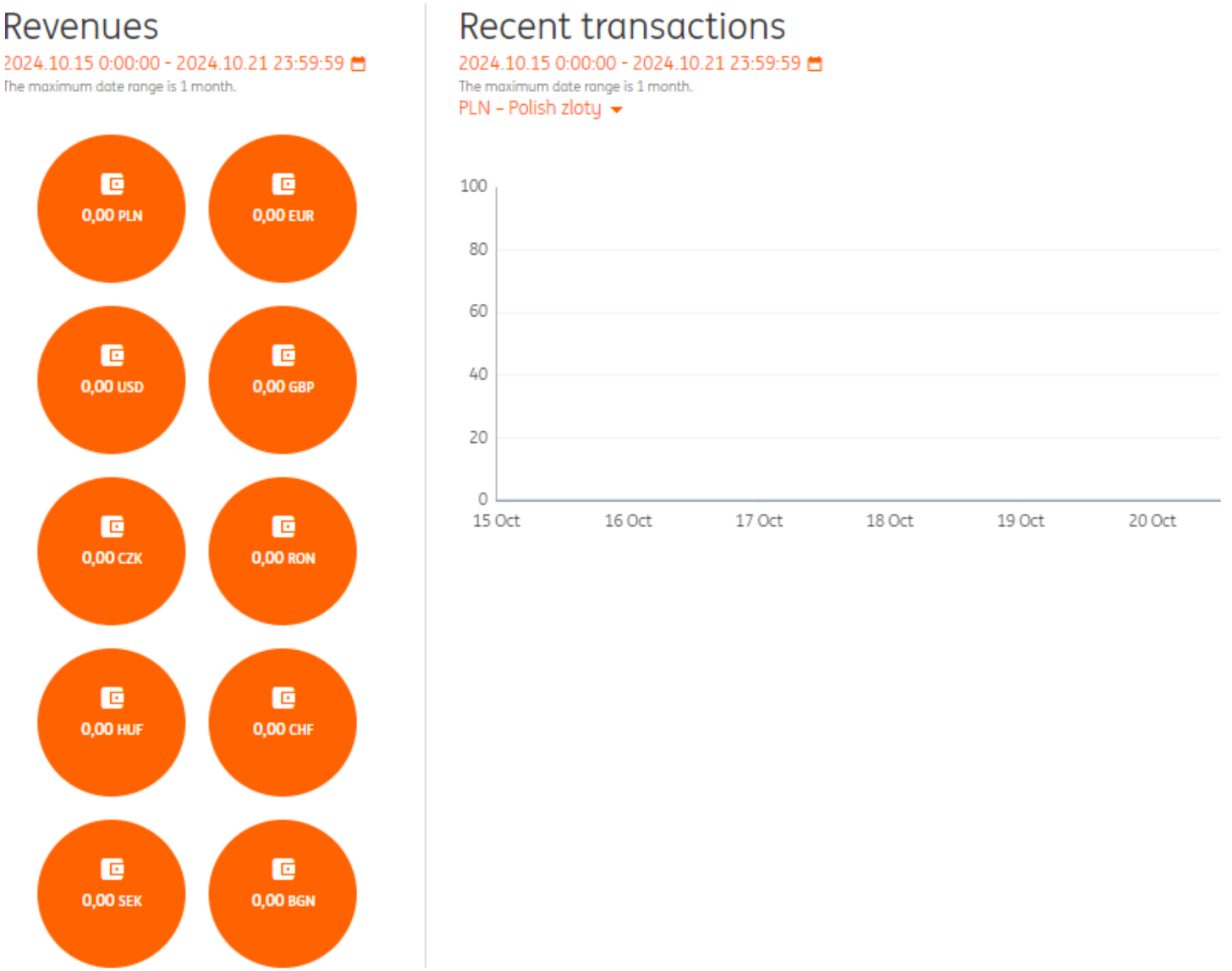
1. Go to
   https://pay.ing.pl/

2. Enter your login and password

3. If you do not remember the password to your account - select Reset password option



Home Page



Next to it is a chart showing the transactions for each day within the previously selected time range.

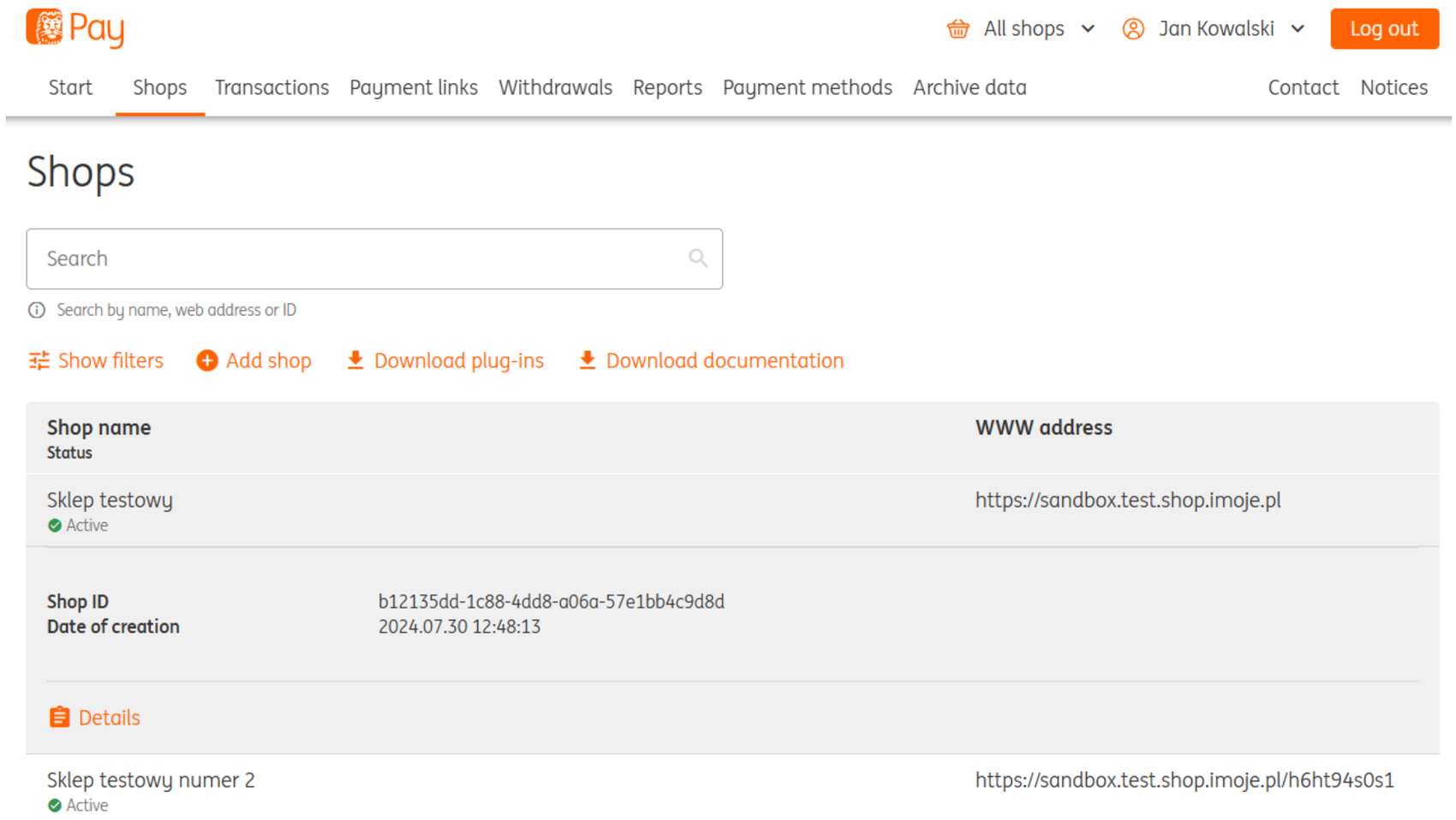
The most recent transactions are also listed, along with their status and amount, in the table below the chart.

This section shows the sales figures for each currency in your store for the time period you selected.

Shops

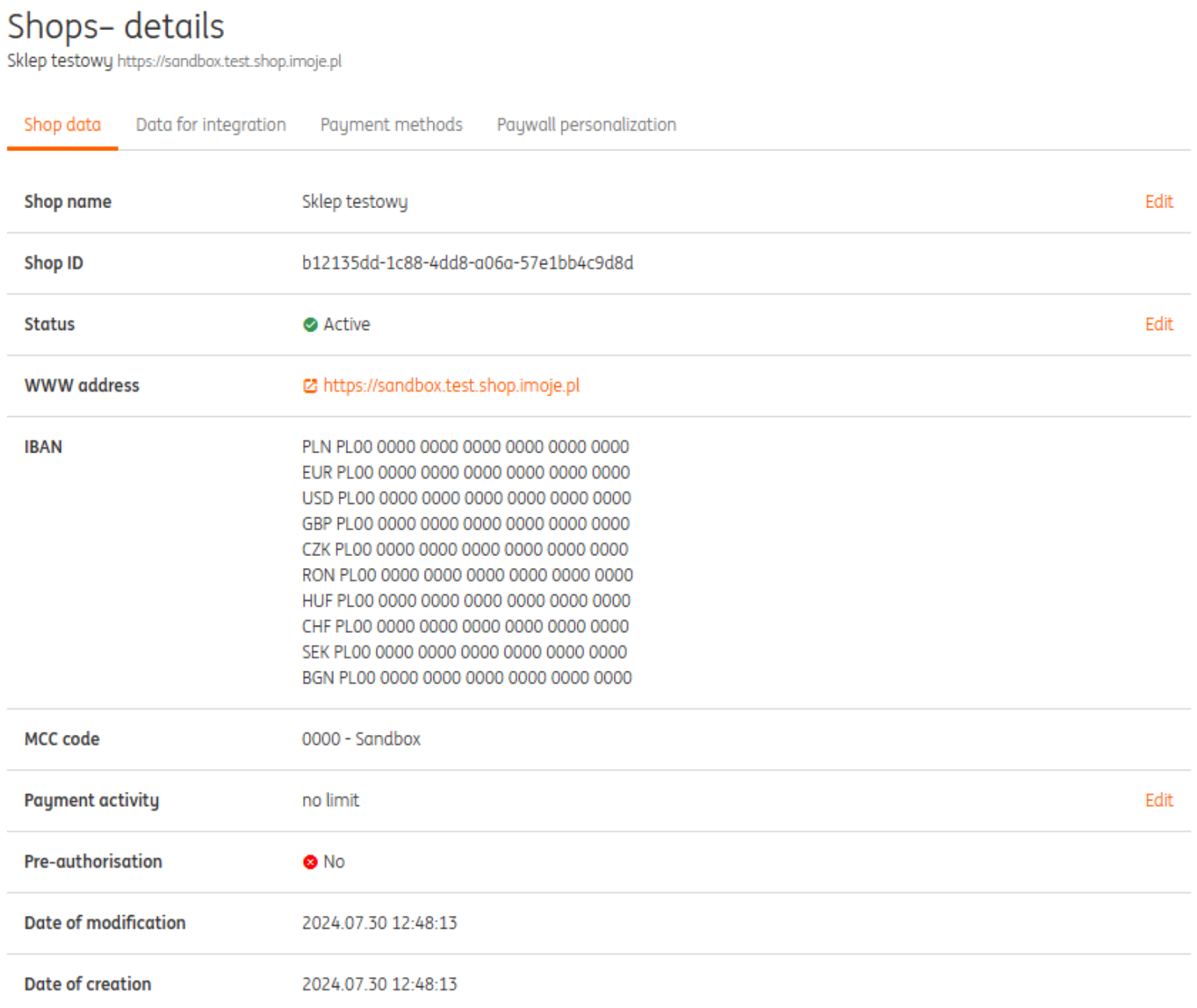
Information about your stores can be found in the Shops tab.

When you click on Details, you'll be taken to a section containing information about all store details, integration data, payment methods along with their fees, and the option to customize the payment screen.



Shops

The Details section contains information about all shop data, such as: name, ID, status, website address, IBAN, MCC code, payment activity, modification date, and creation date.

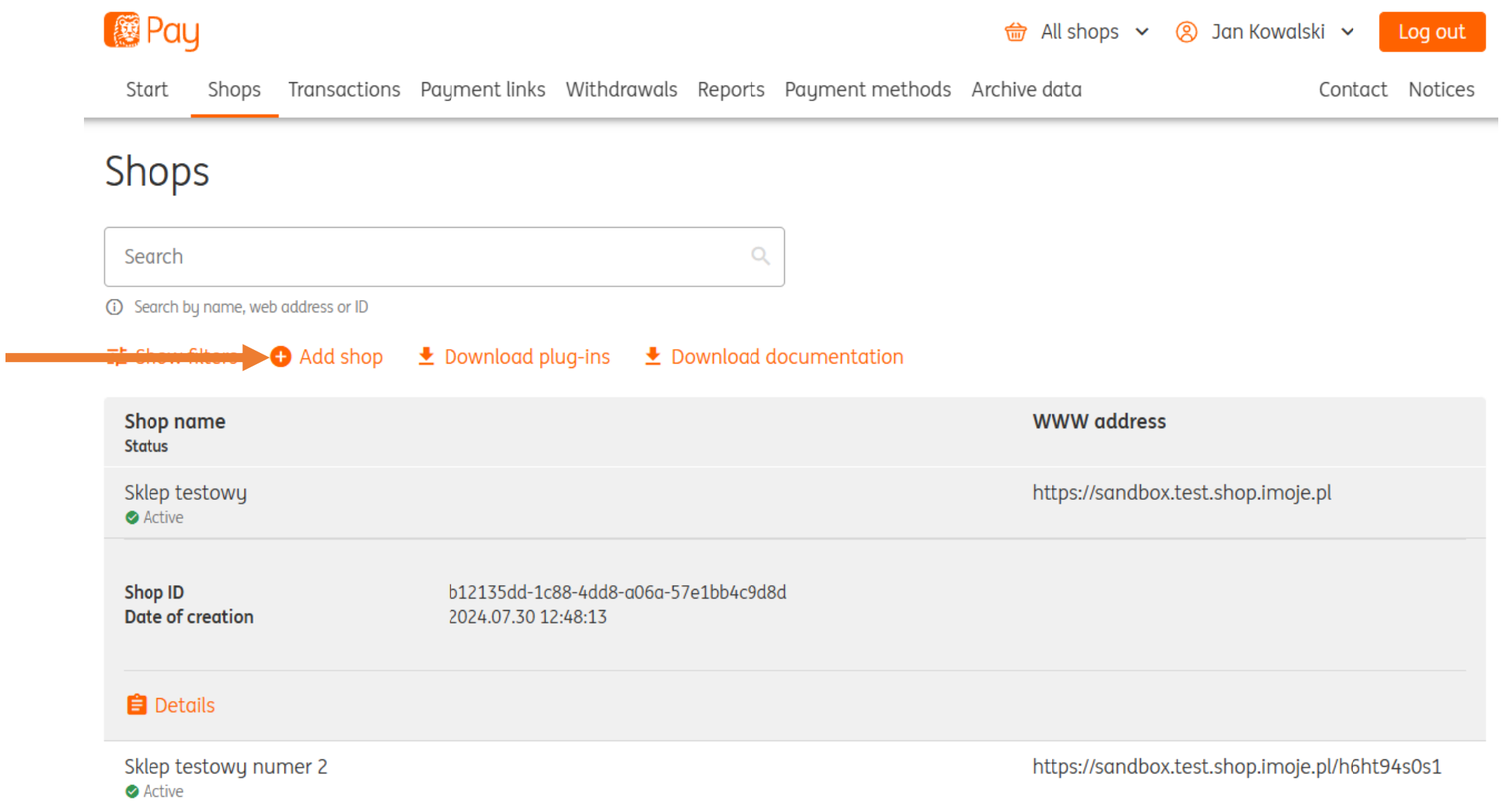


How do I add a new store in the admin panel?

1. Go to the **Shops** tab in the admin panel

2. Click the **Add Shop button**

3. Here, you can enter the **Shop Name** (visible only to you) and the **URL** leading to the website



Integrations

Where can I find the data for integration?

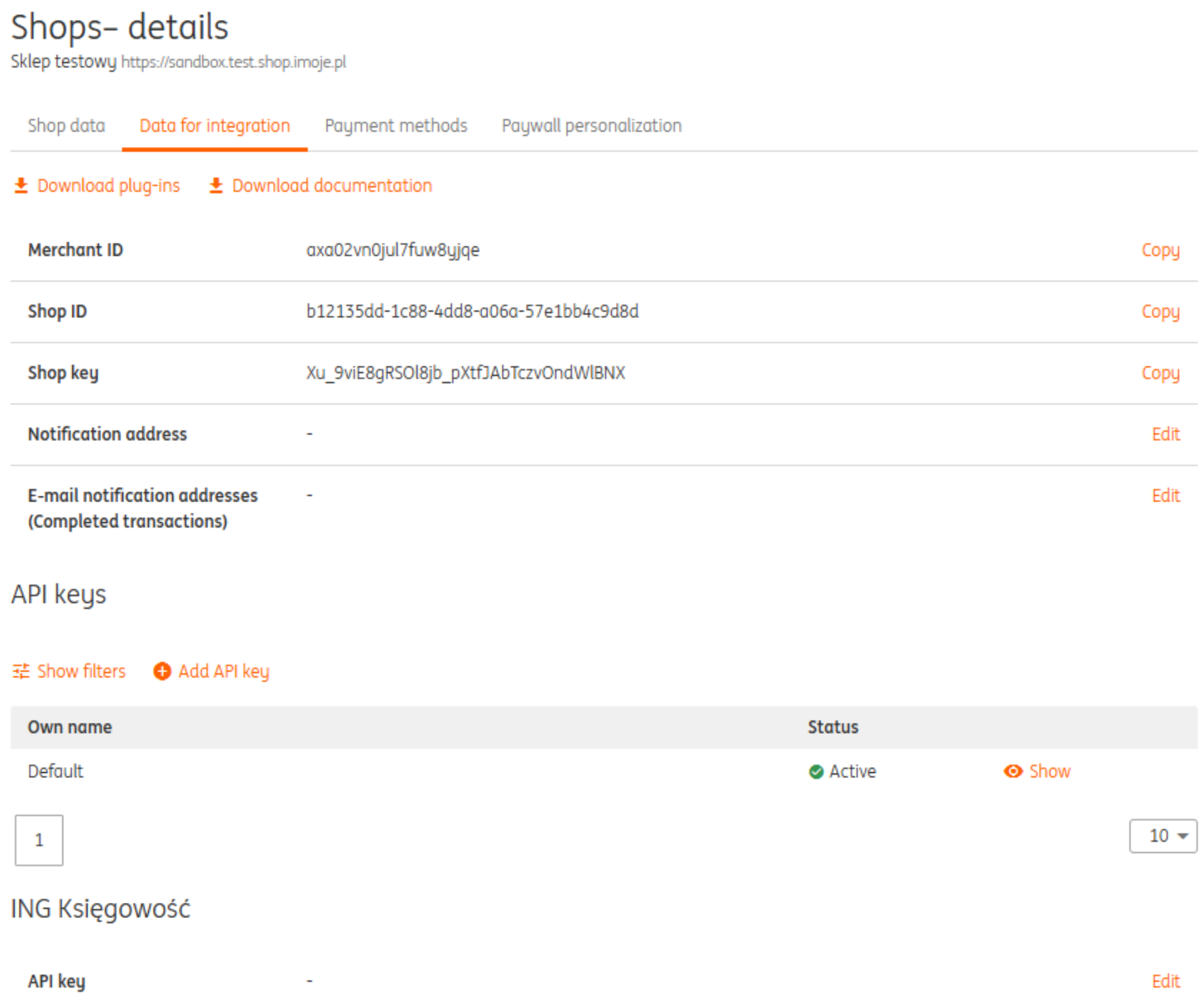
1. Go to the **Shops** tab in the admin panel

2. Select the shop you want to integrate and click the **Details** tab

3. Here you'll find four tabs:
Shop Details
Integration Details
Payment Methods
Paywall Personalization

Where can I find the data for integration?

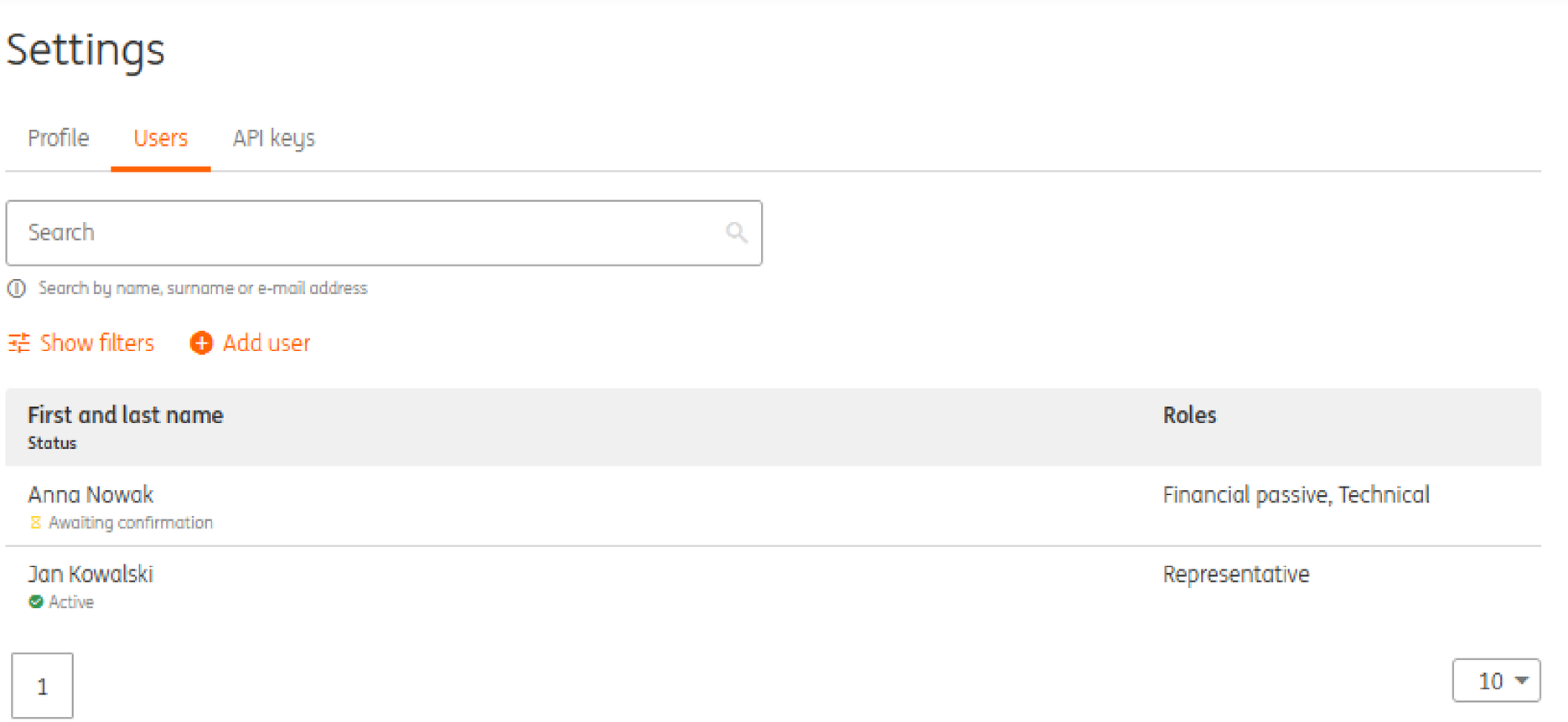
In the Data for integration section, the information needed to integrate your store with our payment gateway.



Users

Under Name -> Users it is possible to add a new user to your admin panel.

If you want to deactivate an existing User, click on the row with their name, then next to the Status field click Edit.



Users

Add a user, fill in his data and select one of the three available roles:

→ Technical - the person responsible for the store's IT operations, has access only to the store's keys and has the ability to copy authorization keys from the online store to the admin panel. He does not see the amounts or transactions displayed in the admin panel,

→ Financial passive - the person responsible for checking the correctness of the posting of given transactions as well as has the ability to generate reports from the admin panel,

→ Financial active - a person with the rights of the financial passive role, in addition, can perform transaction returns,

→ Your role in the panel is Representative - a person with all rights by default, most often the owner of the company.

After entering the data, click Save.

Paywall personalization

When personalizing the ING Pay gateway, you can change the logo or set the main colors, colors of buttons, spinner, frames, forms, validation, or information boxes.

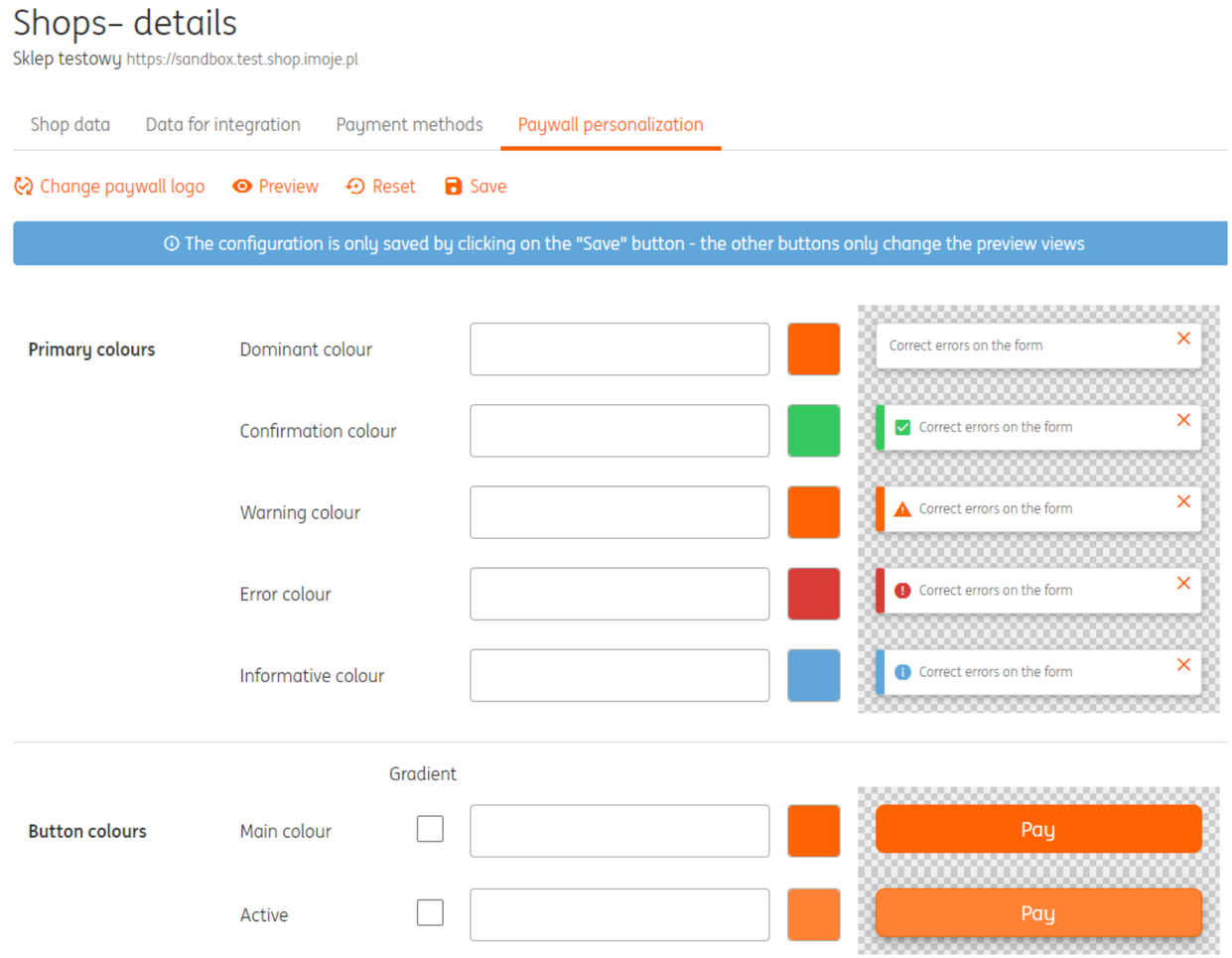
Personalization of ING Pay gateway is possible after entering the section:

Shops -> Details -> Paywall Personalization

If you want to add your logo, send it to: tech@pay.ing.pl

Please make sure it meets the following requirements:
- maximum height: 100 px
- maximum width: 200 px
- format: png
- maximum size: 50 KiB

We will review the image you submit
and let you know if it will be displayed.



Reports

Reports in the admin panel

In this tab, there is an option to generate a report - to do so, click Generate Report, then select a CSV or MT940 file format , fill out the form according to your preferences and click Download. There is also an option to filter the payments displayed in this tab, to do so click Show Filters.

In the window that appears, select the options you are interested in and press Show.
You can also select the date range from which you want the transactions displayed.

Reports

Start Shops Transactions Payment links Withdrawals Reports Payment methods Archive data Contact Notices

Reports

Reports Planned reports

Search

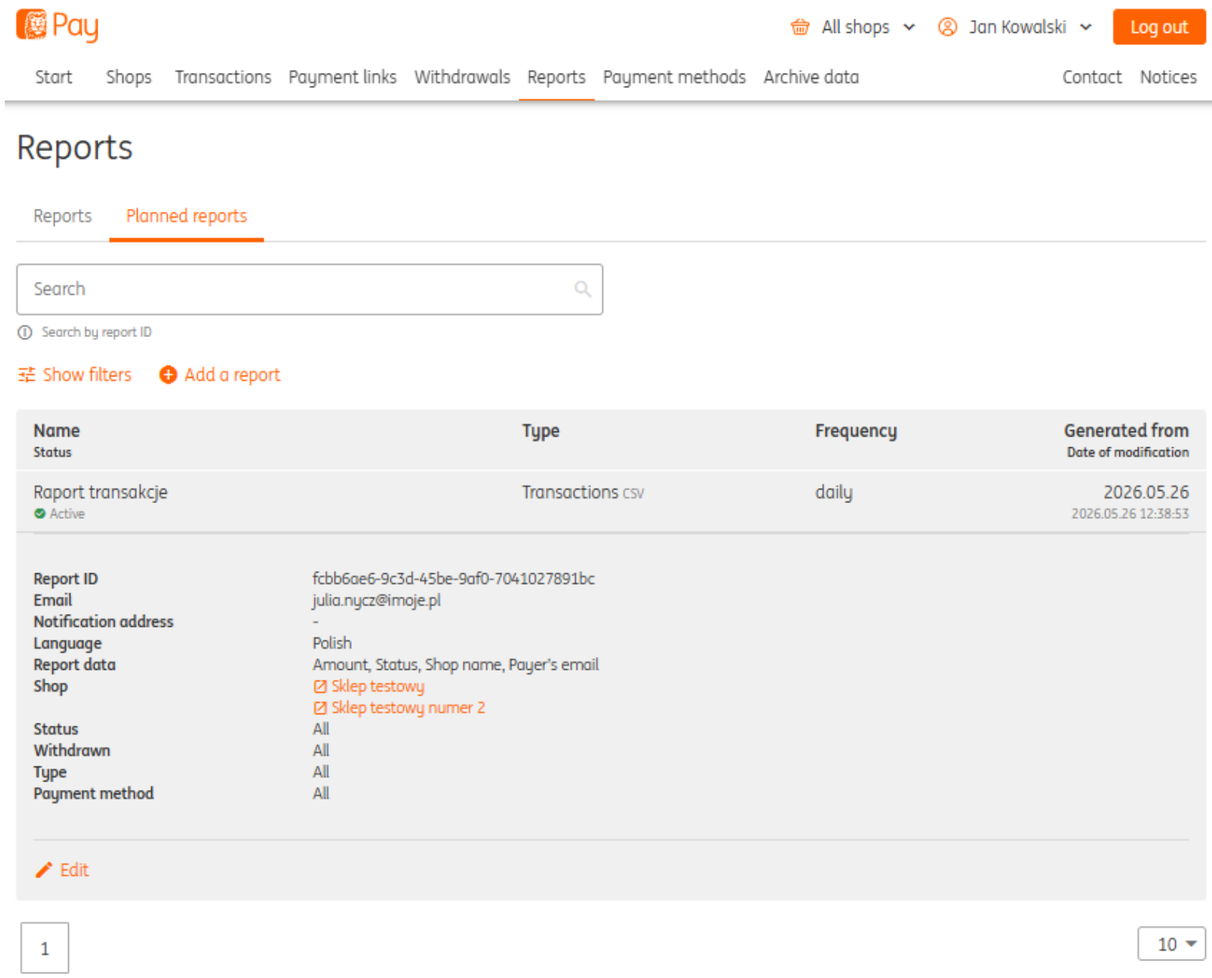
2024.07.30 0:00:00 - 2026.06.29 23:59:59

Search by report ID

Show filters Generate a report

Report name:	Type	Status	Date of creation Date of generation
Raport transakcje	Transactions csv	Generated	2026.06.29 03:01:02 2026.06.29 03:01:06
Raport transakcje	Transactions csv	Generated	2026.06.28 03:01:02 2026.06.28 03:01:07
Raport transakcje	Transactions csv	Generated	2026.06.27 03:01:02 2026.06.27 03:02:06
Raport transakcje	Transactions csv	Generated	2026.06.26 03:01:02 2026.06.26 03:02:09
Raport transakcje	Transactions csv	Generated	2026.06.25 03:01:02 2026.06.25 03:01:06
Raport transakcje	Transactions csv	Generated	2026.06.24 03:01:02 2026.06.24 03:01:06

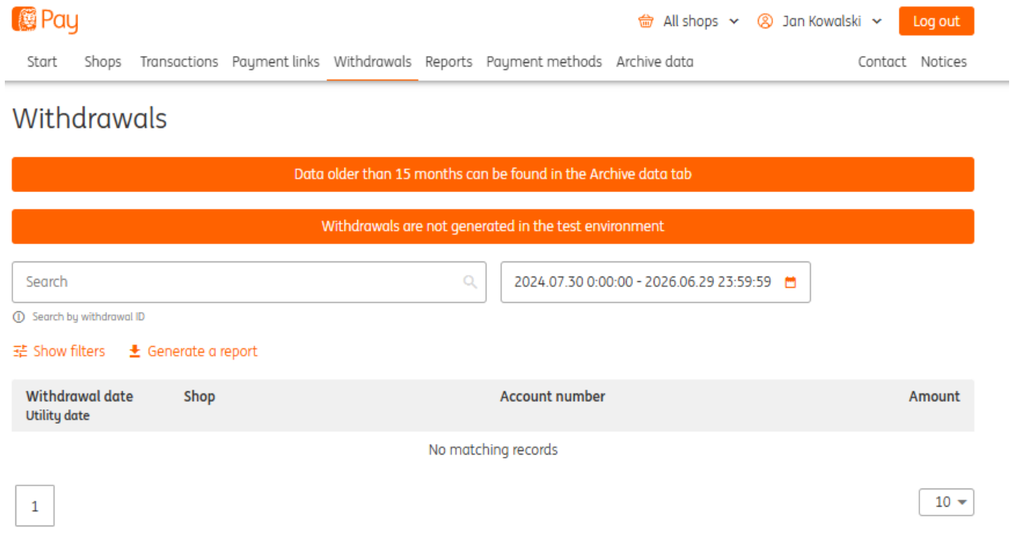
Planned reports



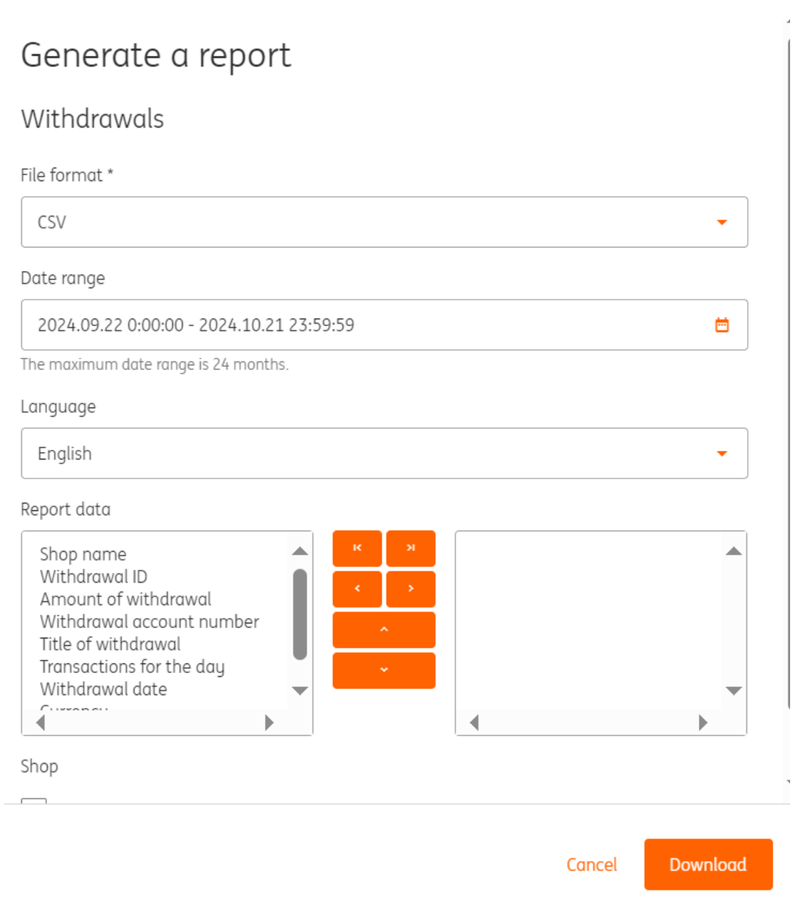
In addition to the ability to generate reports, there is also an option here to schedule reports that you can receive daily at a given time or in cycles that you set.

To schedule a report, go to Planned Reports, then Add a Report, select the type of report, and then fill out the form and complete the frequency of report generation according to your preferences.

Withdrawals

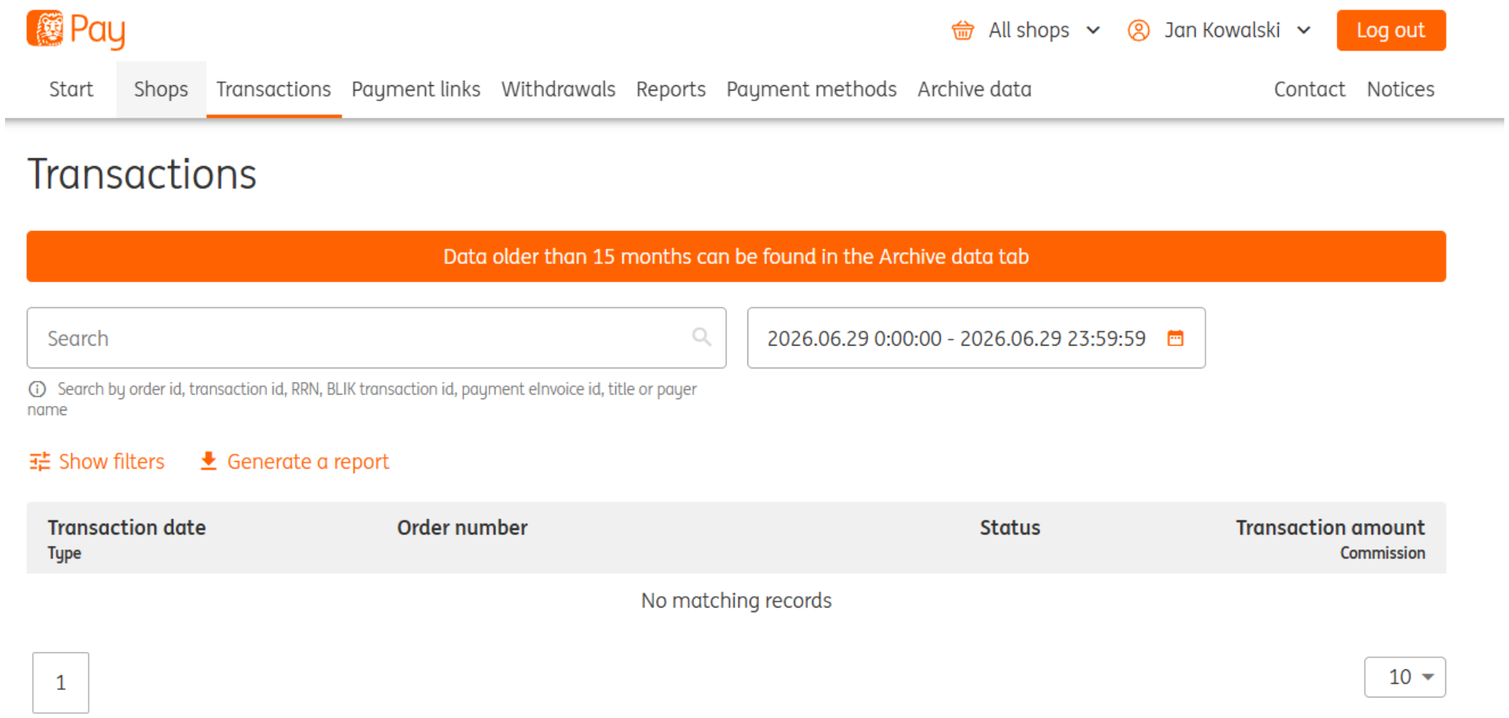


In this tab you can generate a report regarding payouts , to do so click Generate Report, then fill in the fields in the displayed window according to your preferences and click Download.



Transactions

Information on transactions is available under the Transactions tab on the home page.



A transaction can have a status of:

- **Realized**
- **Rejected**
- **In progress**
- **Error**

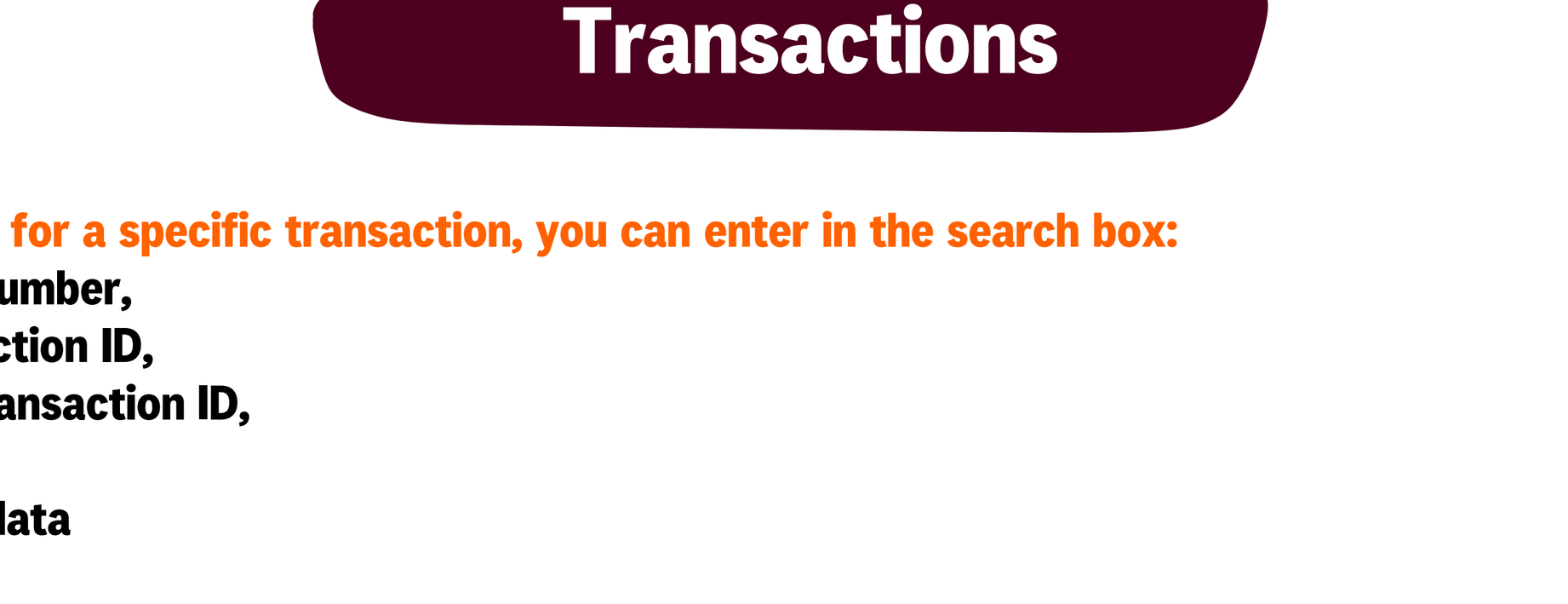
Transactions

To search for a specific transaction, you can enter in the search box:

1) Order number,
2) Transaction ID,
3) BLIK transaction ID,
4) Title
5) Payer data

This includes:

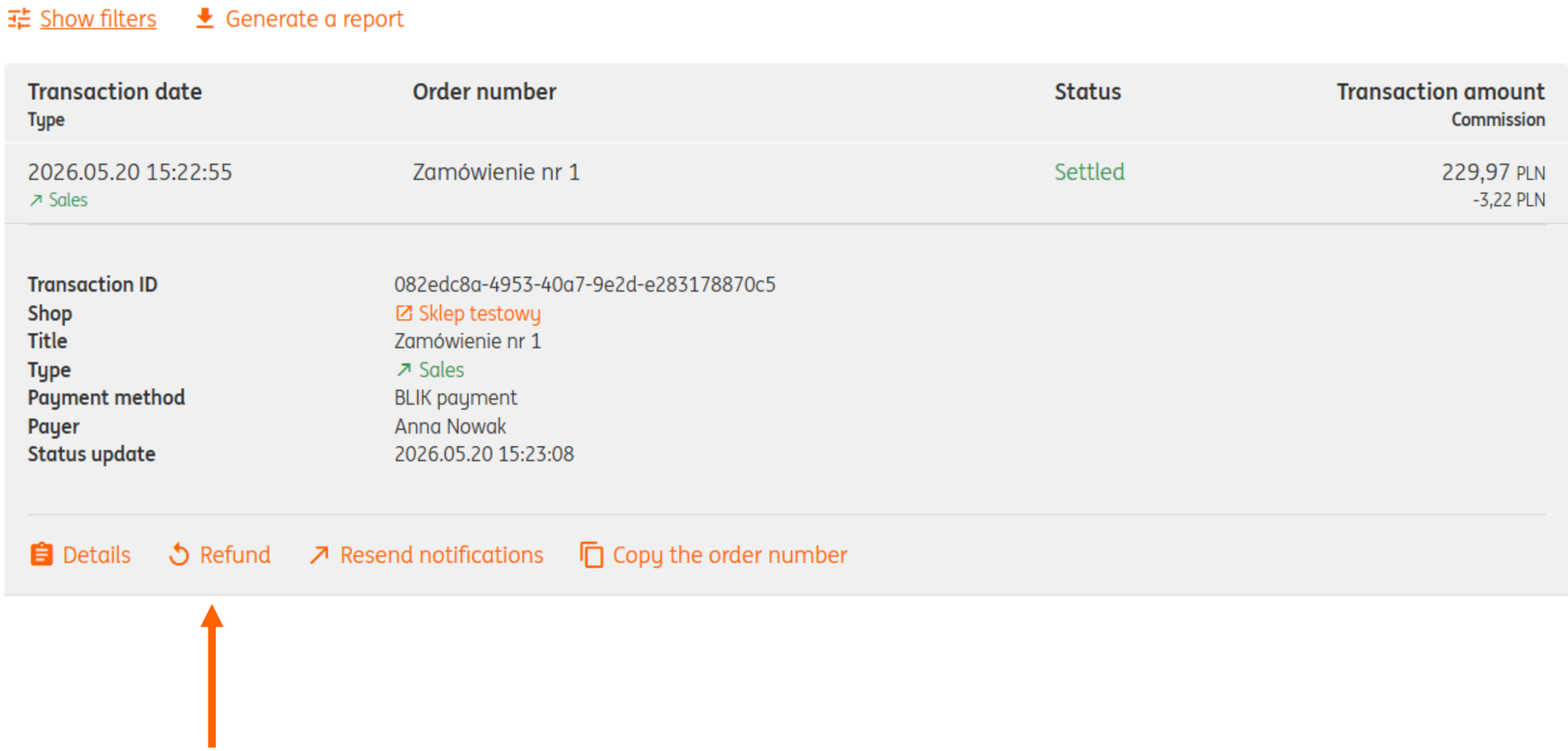
1) Date, amount, transaction status
2) Information about transaction ID, store, title, type, payment method and payer.



Refunds

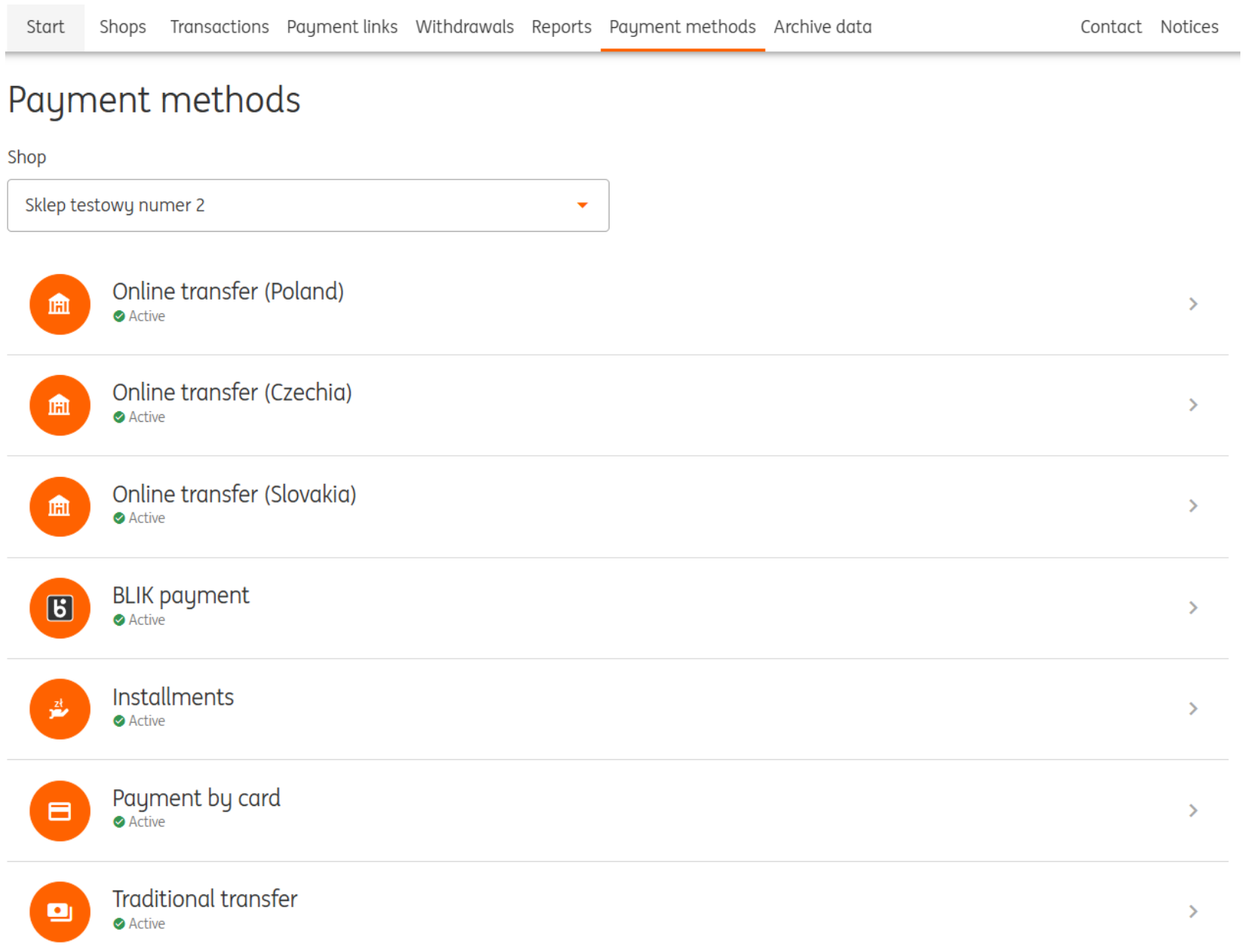
The return is ordered to a specific, selected transaction.

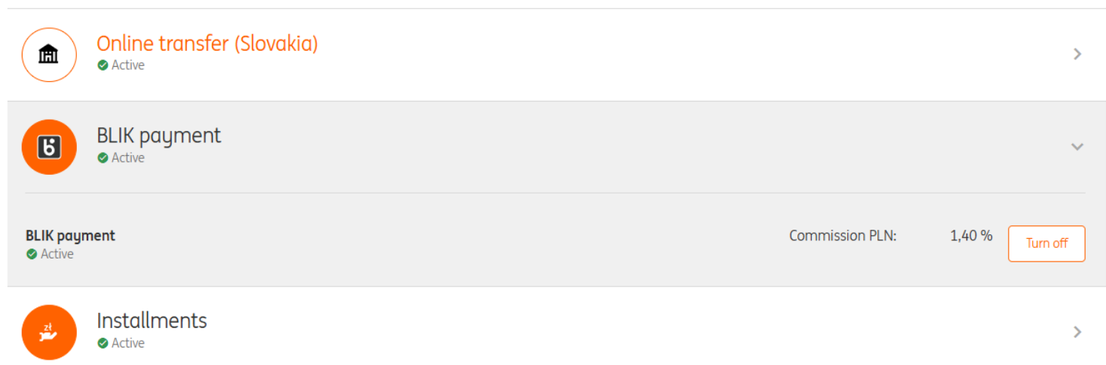
IT'S IMPORTANT! Entering an order number will not automatically link the return to the correct transaction.



Payment methods

Information about active payment methods is available in the Payment Methods tab on the home page.

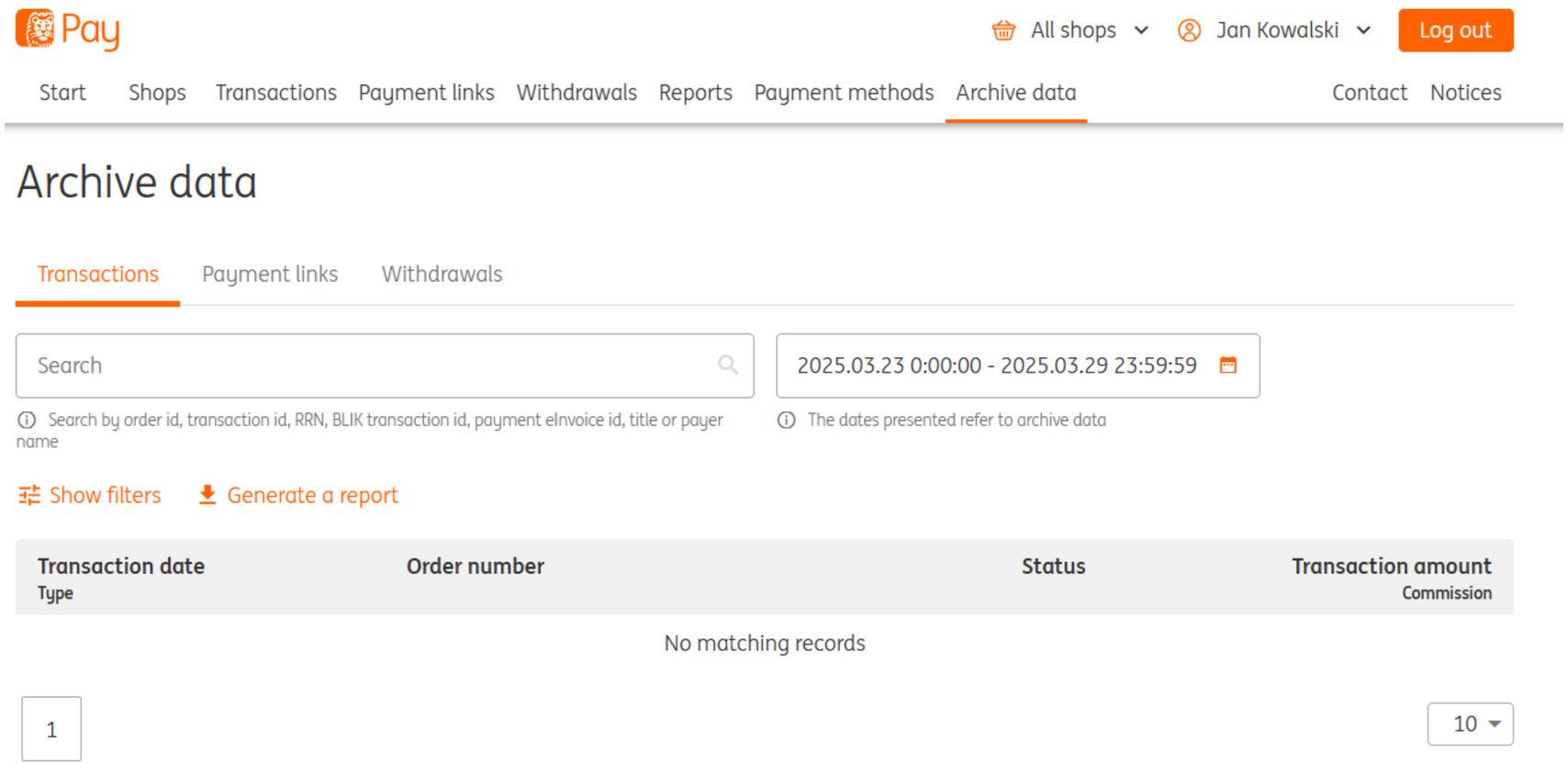




After clicking on the selected payment method - there is an option to turn off it (button Turn off) or preview the commission.

Archive data

The Archive data tab allows you to search for data related to transactions, payment links, and withdrawals older than 15 months.



ING Accounting

Customers can use ING Accounting services as part of the ING Pay payment gateway.

How to connect ING Pay gateway with ING Accounting?

1. Integration Key in ING Accounting

Log in to ING Accounting

In the Data and Settings > Integrations > API Key tab, copy your unique key.

2. Copy the key to the store dashboard

Log in to the dashboard.

Go to the Stores tab and select your store. Click Integration Data, then click Edit in the ING Accounting field. In the new window, paste the API key from ING Accounting and save the changes.

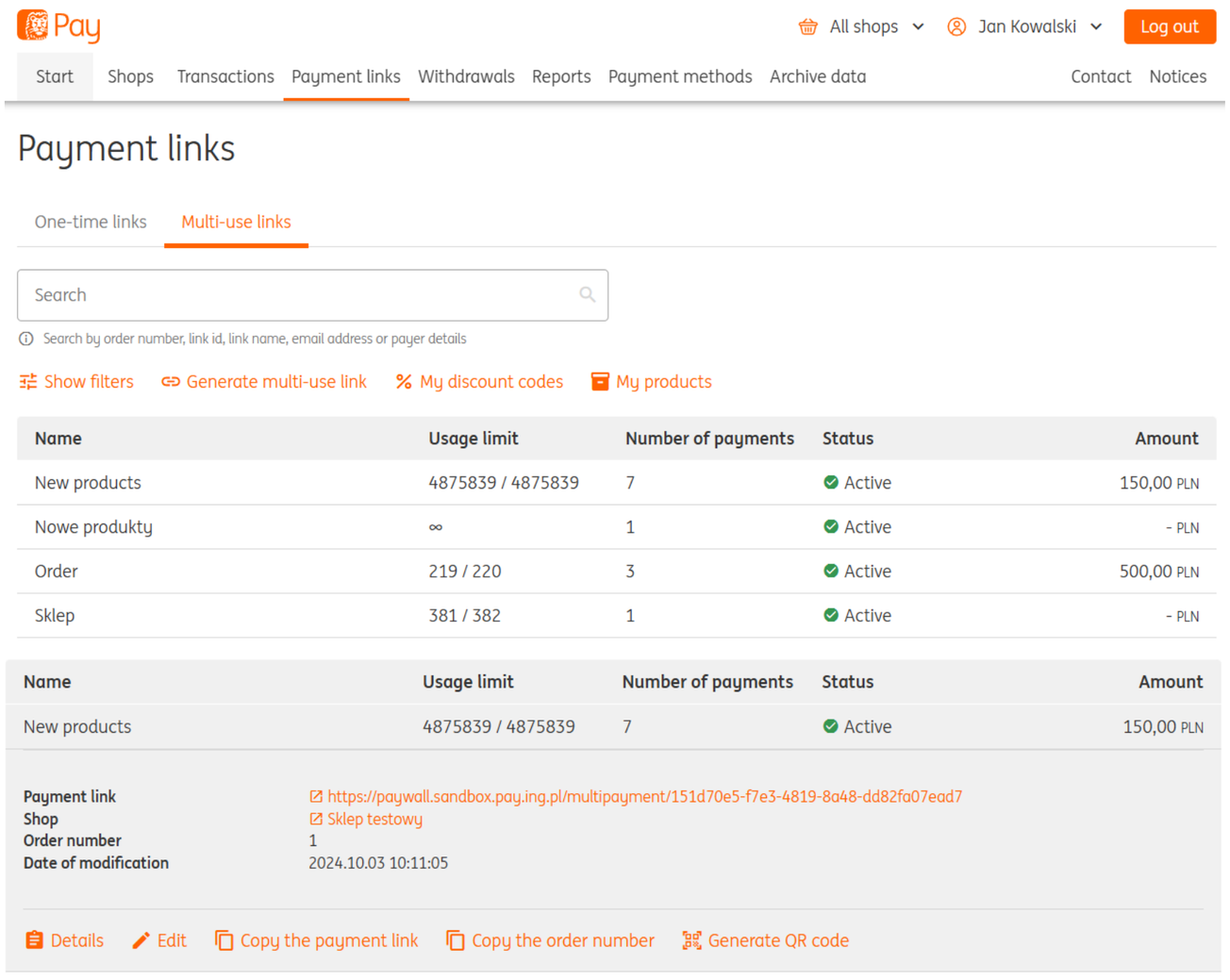
3. That’s it!

From now on, every payment made in your store via the ING Pay gateway will generate an invoice, which will be automatically emailed to the customer directly from ING Accounting.

Payment links

In ING Pay gateway, you can generate one-time and multi-use (EasySell) payment links for your customers.

The ability to create payment links can be found in the Payment Links tab. Here you can also see the links you have previously created and generate a QR code.





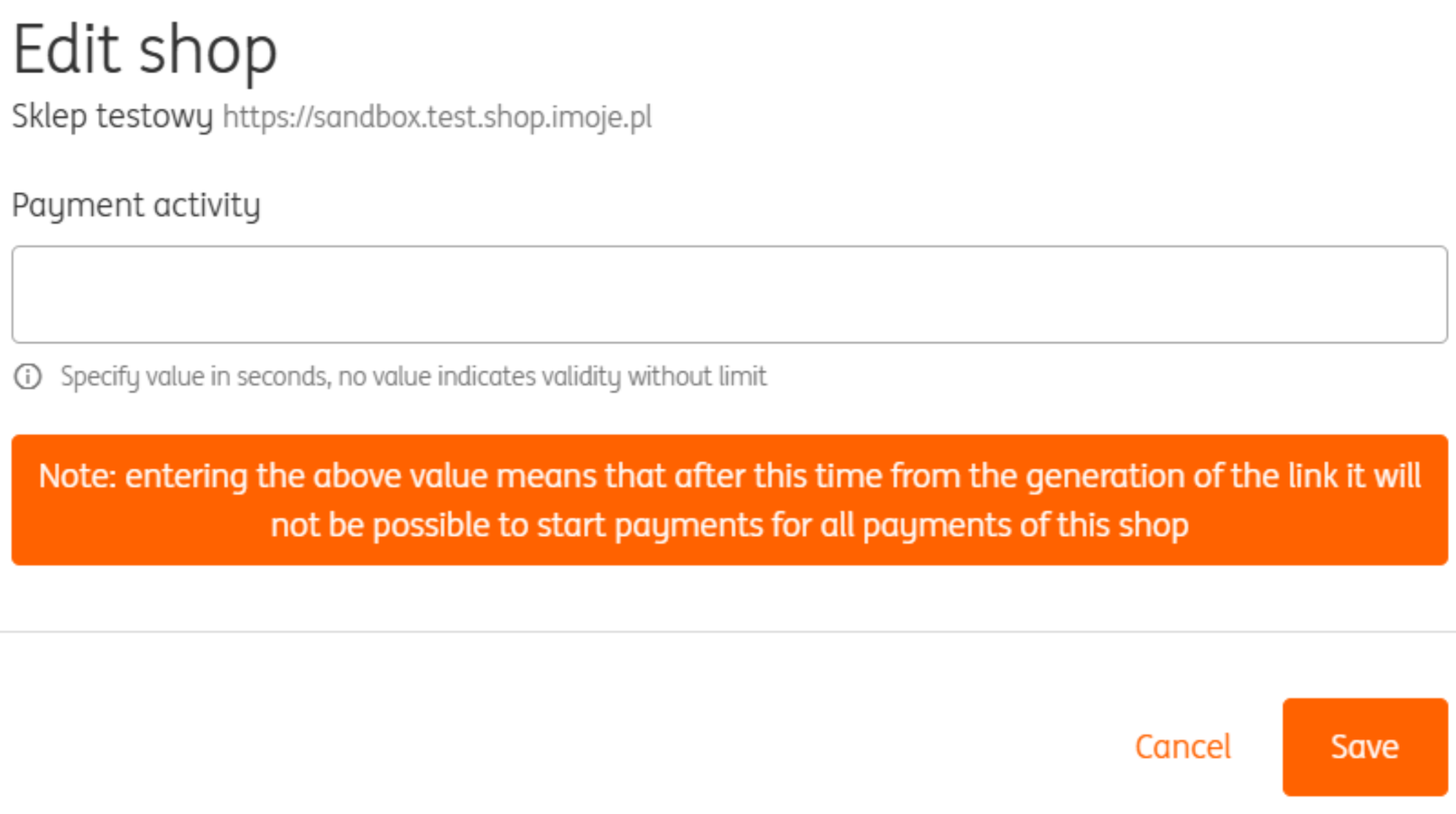
How do I set the payment link activity time?

1. Go to the Shops tab in the admin panel

2. Select the desired store and go to the Details tab

3. In the Details section, there is a Payment Activity option

4. By default, the form of , “no limit” is set, but after clicking Edit, the option to set the activity in seconds is displayed



Contact

Business Contact:
Phone: 32 357 47 42
Email: sales@pay.ing.pl

Technical Contact:
Phone: 32 319 35 70
Email: kontakt@pay.ing.pl

Contact

Contact | Contact history

Write to us

Fill in the form

or

kontakt@pay.ing.pl

tech@pay.ing.pl

Call us

32 319 35 70

Contact hours

General section
Mon-Fri: 8.00am-08.00pm

Technical department
Mon-Fri: 9.00am-04.00pm