ING Trade user guide

Online access to financial markets

ING

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1   Getting started

ING Trade is an advanced FX trading web application that enables you to monitor the market, execute trades, and review your trading history online.

The set of features you can access is determined by our regional business policy and your individual access privileges. For more information on any of the features, or to request their activation, please contact your ING FM Sales Representative.

1.1   Logging in to ING Trade

To login to ING Trade, follow the steps below:

1. In your web browser, navigate to https://insidebusiness.ingwb.com

2. Click **mToken** (recommended) or **I-Dentity Card or Reader** and follow on-screen instructions to authenticate.

    Tip: ING recommend mToken. It provides fast and secure two-factor authentication via the ING InsideBusiness app on your mobile phone. For more information on authentication methods, see Benefits of mToken and Card and Reader on the ING website.

3. On the **InsideBusiness Dashboard**, click **Financial Markets > ING Trade**.

1.2 Application layout

On logging in to ING Trade, you are presented with a selection of trading components arranged into workspaces for different use cases.

ING Trade comes with an **FX** workspace by default. If your ING Trade account has support for money market trades, then you will also have access to an **MM** (money market) workspace. For information on how to browse available workspaces and create your own workspaces, see *Section 2. Customising application layout*.

The illustration below shows an example ING Trade user account with support for money market trades:

Key:

A. **Tiles:** tiles display streaming rates in a variety of formats. Use tiles to monitor rates, launch tickets, and execute trades.

B. **Blotters:** blotters provide a record of your trading history.

C. **Charts:** charts provide a record of an FX currency-pair's price over the last 24 hours.

D. **Component tabs:** all components in a workspace have an identifying tab. Click a component's tab to bring the component to the foreground. Drag a component's tab to reposition the component in the workspace.

E. **Workspace tabs:** all workspaces in ING Trade have an identifying tab. Click a workspace's tab to bring the workspace to the foreground. In the illustration, the **FX** workspace is in the foreground. The **MM** workspace is available if your ING Trade account has support for money market trades.

F. **Trading account selector:** the trading account to associate with your next trade. Always check you have selected the correct account before executing a trade.

G. **Notifications:** a list of trades that require your confirmation. Prompt confirmation is required for successful settlement of a trade.

H. **Main menu:** the main menu provides options to manage workspaces, add components to a workspace, and change application settings.

1.3   Executing FX trades

You can execute FX trades using tickets launched from FX tiles. If your ING Trade account has support for executable streaming prices (ESP), you can also choose to execute trades directly from FX tiles.

For information on FX tickets, see *Section 3. Executing FX trades*

For information on FX tiles, see *Section 4. FX tiles*.

For information on FX block trades, see *Section 7*. *FX block trades*.

For information on ESP trading, see *Section 4.6. Enabling ESP trading mode*.

1.4   Executing MM trades

If your ING Trade account has support for money market (MM) trades, you can execute MM trades using tickets launched from MM tiles, which are available in the MM workspace (E).

For more information on MM tickets, see *Section 5. Executing MM trades*.

For more information on MM tiles, see *Section 6. MM tiles*.

1.5   Confirming trades

ING Trade may prompt you to confirm the financial details of an executed trade.

Post-trade confirmation of the financial details of an executed trade is a regulatory requirement in some jurisdictions in which ING operates. Prompt confirmation is essential for successful settlement.

While confirming a trade, if you find the financial details of the trade are incorrect, exit the confirmation process and contact your ING FM Sales Representative immediately.

For more information, see *Section 8. Confirming trades*.

1.6   Reviewing trading history

You can review your trading history using the following types of blotter:

- **FX quote blotter**: a history of executed FX trades, cancelled quotes, and rejected quotes over the last 24 hours.

- **MM quote blotter**: a history of money-market deposits, cancelled quotes, and rejected quotes over the last 24 hours.

- **FX execution blotter**: a rolling history of executed FX trades over the last 30 days.

- **MM execution blotter**: a rolling history of money-market deposits over the last 30 days.

- **FX historic search**: a search interface to your full FX trading history with ING Trade.

- **MM historic search**: a search interface to your full money-market trading history with ING Trade.

For more information on blotters, see *Section 9. Blotters*.

1.7   Logging out of ING Trade

To log out of ING Trade, click **Main Menu (☰) > Logout**.

2   Customising application layout

You can customise ING Trade's layout to suit different tasks and workflows.

Trading components in ING Trade are arranged into workspaces. ING Trade comes with a default selection of workspaces that you can use and customise.

2.1   Opening a workspace

To open an existing workspace, follow the steps below:

1. Click **Main Menu (☰) > Workspaces > Open** to open the Workspace Manager.

2. In the Workspace Manager, click the name of the workspace you want to open.

Open workspaces are accessible by their tabs in the top-right of ING Trade. Click a workspace tab to bring the workspace to the foreground.

2.2   Reorganising components in a workspace

You can reposition, resize, rename, and remove components in a workspace. You can also temporarily expand a component to fill a workspace, or launch it as a new browser window that you can move to a separate monitor.

2.2.1   Repositioning a component

To reposition a component, drag the component's tab. As you drag, a highlighted rectangle indicates locations you can drop the component.

2.2.2   Resizing a component

To resize a component, drag the border between the component and a neighbouring component.

2.2.3   Maximising a component

To maximise a component (expand it to fill the workspace), click the component's maximise icon (⛶). To restore the component to its original size, click the component's minimise icon (⊹).

2.2.4   Opening a component in its own window

To open a component in its own window, click the component's pop-out icon (⬈).

Tip: If your web browser notifies you that it has blocked a pop-up window, follow instructions in the notification to add an exemption for ING Trade.

2.2.5   Renaming a component

To rename a component, follow the steps below:

1.   Double-click the component's tab.

2.   Delete the existing name.

3.   Type a new name for the component.

4.   Press Enter to confirm.

2.2.6   Removing a component

To remove a component, click the close icon (✕) on the component's tab.

If the component is in a stack of components and not in the foreground, the tab's close icon is hidden. Point to the tab to reveal the close icon.

2.3   Renaming a workspace

To rename a workspace, follow the steps below:

1.   Double-click the workspace's tab.

2.   Delete the existing name.

3.   Type a new name for the workspace.

4.   Press Enter to confirm.

2.4   Duplicating a workspace

To duplicate a workspace, follow the steps below:

1.   Click the tab of the workspace you want to duplicate.

2.   Click **Main Menu (☰) > Workspace > Duplicate**.

2.5 Creating a new workspace

To create a new workspace, click **Main Menu (☰) > Workspace > New**.

2.6 Adding a component to a workspace

To add a component to a workspace, follow the steps below:

1. Click the tab of the target workspace.

2. Click **Main Menu (☰) > Add >** *component*.

3. Drag the component to a position within the workspace.

2.7 Saving your changes

New workspaces and changes to an existing workspace's layout persist only for the duration of your login session. To use your new workspaces and workspace layouts in subsequent sessions, you must save your changes.

The tabs of new workspaces and changed workspaces are highlighted with an asterisk (*) until they have been saved.

To save all workspaces, click **Main Menu (☰) > Workspace > Save**.

2.8 Closing a workspace

To close a workspace, click the workspace tab's close icon (✕).

When the workspace you want to close is not currently selected, the close icon on the workspace's tab is hidden. Point to the workspace's tab to reveal the close icon.

2.9 Deleting a workspace

To delete a workspace, follow the steps below:

1. Click **Main Menu (☰) > Workspaces > Open** to open the Workspace Manager.

2. In the Workspace Manager, point to the workspace you want to delete. A **Delete** link appears.

3. Click the **Delete** link.

3   Executing FX trades

Use FX tickets to execute FX spot, forward, non-deliverable forward (NDF), and strategy trades.

3.1   Launching FX tickets

FX tickets are launched from FX tiles:
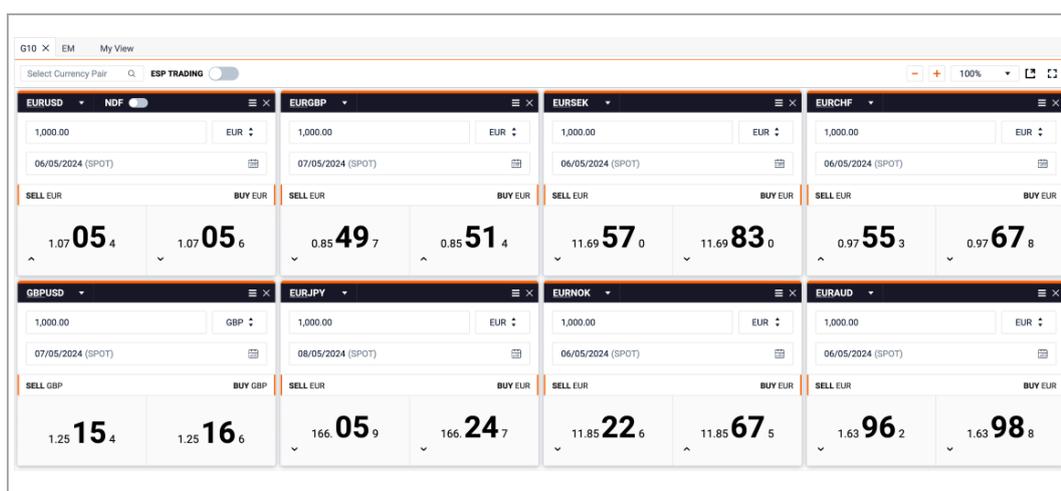
Launch an FX ticket by clicking a streaming price in an FX tile or clicking a **Launch ticket** entry in an FX tile's menu (☰).

If your ING Trade account is enabled for executable streaming prices (ESP), you can enable ESP trading to execute outright trades directly from FX tiles. For more information, see *Section 4.6. Enabling ESP trading mode.*

For more information on adding FX tiles to your workspace and configuring the rates they display, see *Section 4. FX tiles.*

3.2 Executing a spot, forward, NDF, or swap trade

To execute a spot, forward, non-deliverable forward (NDF), or swap trade, launch a ticket.

You can launch tickets from one-way outright tiles, two-way outright tiles, tenor ladder tiles, and swap ladder tiles. For more information on launching tickets from these tiles, see the sections below:

- *Section 4.8.1. One-way outright tiles*

- *Section 4.8.2. Two-way outright tiles*

- *Section 4.8.3. Tenor ladder tiles*

- *Section 4.8.4. Swap ladder tiles*

3.2.1   One-way outright ticket

The one-way outright ticket provides either a bid rate or an ask rate, depending on the selected trade direction (D) in the illustration below:

To execute a trade with a one-way outright ticket, follow the steps below:

1.   Select a currency pair (A).

2.   Select a product (B).

3.   Select one-way pricing (C).

4.   Select the trade direction (D). In this example, the direction is **Buy**, so the ticket will request an ask rate for the currency pair.

5.   Type the amount to trade (E).

6.   Select the dealt currency (F).

7.   Select a value date (G).

8.   [Optional] add a comment (H).

9.   Click **Request Price** (I).

10. Click the streaming rate (J) to execute the trade at the displayed rate. If the trade is accepted, a trade summary is displayed.

11. If the trade does not require your confirmation, then no further action is required. Click **Close** to close the trade summary.

     If the trade requires your confirmation, then click **Next** to advance to trade confirmation (see *Section 8. Confirming trades*).

3.2.2 Two-way outright ticket

The two-way outright ticket provides both bid and ask rates.

To execute a trade with a two-way outright ticket, follow the steps below:

1. Select a currency pair (A).

2. Select a product (B).

3. Select two-way pricing (C).

4. Type the amount to trade (D).

5. Select the dealt currency (E).

6. Select the value date (F).

7. [Optional] add a comment (G).

8. Click **Request Price**.

9. Click the bid rate (I) or ask rate (J) to execute the trade at the displayed rate. If the trade is accepted, a trade summary is displayed.

10. If the trade does not require your confirmation, then no further action is required. Click **Close** to close the trade summary.

    If the trade requires your confirmation, then click **Next** to advance to trade confirmation (see *Section 8. Confirming trades*).

3.3   Executing an FX strategy

To execute an FX strategy, launch an FX strategy ticket from an FX tile.

To launch a one-way FX strategy ticket, click a streaming price in a swap ladder tile.

To launch a two-way FX strategy ticket, click **Tile Menu (☰) > Launch Ticket > FX Strategy** or click a streaming price in a swap ladder tile and change the price type to two-way.

For more information on swap ladder tiles, see *Section 4.8.4. Swap ladder tiles*.

3.3.1   One-way FX strategy ticket

To launch a one-way FX strategy ticket, click a streaming price in a swap ladder tile.

The one-way FX strategy ticket requests a one-way price based on the requested trade directions (C) in the illustration below:

To execute a trade with a one-way FX strategy ticket, follow the steps below:

1. Complete the following near-leg fields:

    a. Currency pair (A).

    b. Product (B).

    c. Trade direction (C).

    d. Amount to trade (D).

    e. Dealt currency (E).

    f. Value date (F).

2. Complete the following far-leg fields:

    a. Amount to trade (G).

       By default, the far-leg amount automatically mirrors the near-leg amount (an even FX strategy). To specify a different far-leg amount (an uneven FX strategy), first click the padlock icon (🔒).

    b. Value date (H).

3. Click **Request Price**.

4. Click the streaming rate (I) to execute the trade at the displayed rate. If the trade is successful, a trade summary is displayed.

5. If the trade does not require your confirmation, then no further action is required. Click **Close** to close the trade summary.

    If the trade requires your confirmation, then click **Next** to advance to trade confirmation (see *Section 8. Confirming trades*).

3.3.2   Two-way FX strategy ticket

To launch a two-way FX strategy ticket, click a streaming price in a swap ladder tile and change the ticket's Price Type to two-way.

The two-way FX strategy ticket requests a two-way price.

To execute a trade with a two-way FX strategy ticket, follow the steps below:

1. Complete the following near-leg fields:

    a. Currency pair (A).

    b. Product (B).

    c. Amount to trade (C).

    d. Dealt currency (D).

    e. Value date (E).

2. Complete the following far-leg fields:

    a. Amount to trade (F).

        By default, the far-leg amount automatically mirrors the near-leg amount (an even FX strategy). To specify a different far-leg amount (an uneven FX strategy), first click the padlock icon (🔒).

    b. Value date (G).

3. Click **Request Price**.

4. Click the Buy/Sell rate (H) or the Sell/Buy rate (I) to execute the trade at the displayed rate. If the trade is accepted, then a trade summary is displayed.

5. If the trade does not require your confirmation, then no further action is required. Click **Close** to close the trade summary.

    If the trade requires your confirmation, then click **Next** to advance to trade confirmation (see *Section 8. Confirming trades*).

3.4   Entering currency amounts in tickets

The Amount field in trade tickets supports three suffixes to make it easier to enter large currency amounts quickly:

Suffix	Unit	Example
'k'	Thousand	Type '500k' as shorthand for '500,000.00'
'm'	Million	Type '1m' as shorthand for '1,000,000.00'
'b'	Billion	Type '1b' as shorthand for '1,000,000,000.00'

3.5　Duplicating a trade

To begin a new trade that duplicates the parameters of a previous trade, click **More Actions > Duplicate** from the trade's summary ticket.

If you have closed the summary ticket for the trade you wish to duplicate, click the details icon (☰) for the trade's entry in a blotter.

3.6　Printing a trade summary

To print the details of a trade, click **More Actions > Print** from the trade's summary ticket.

If you have closed the summary ticket for the trade you wish to print, click the details icon (☰) for the trade's entry in a blotter.

3.7　Changing the cost currency

Service costs for a trade can be displayed in EUR or the contra currency of the trade's currency-pair.

By default, service-costs are displayed in EUR.

To change the currency that costs are displayed in, change the value of the **Main Menu (☰) > Settings > General > Cost currency** setting.

4   FX tiles

FX tiles provide streaming prices for spot, forward, non-deliverable forward (NDF), and FX strategy trades.

4.1   FX tile frames

FX tiles are contained within FX tile frames. The illustration below shows an FX tile frame called 'G10' containing eight tiles.
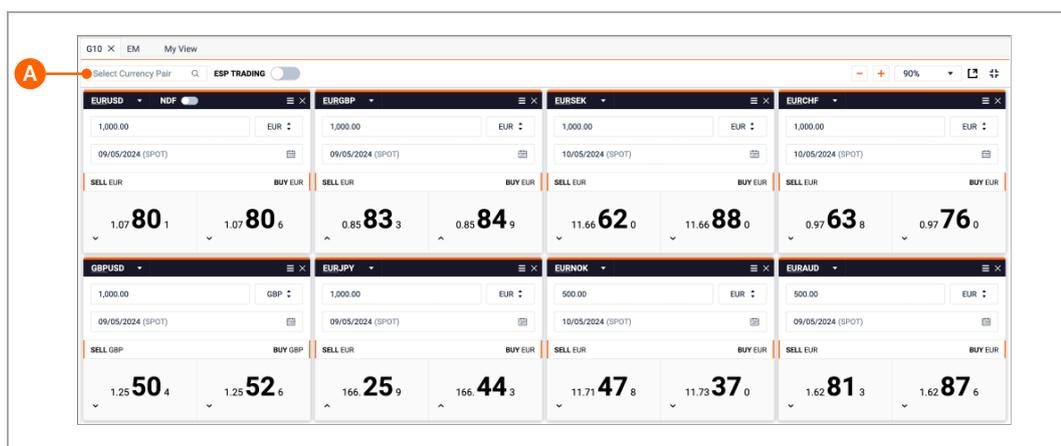
Key:

A.   Dropdown list of currency pairs

If you have created a new workspace and it does not yet have an FX tile frame, click **Main Menu (≡) > Add > FX Tile Frame** and drag the tile frame to a position in your workspace.

4.2   Adding a new tile to a tile frame

To add a new tile to a tile frame, select a currency pair from the dropdown list at the top-left of the tile frame (A).

You may add up to 10 visible tiles per workspace.

You may add multiple tiles for the same currency pair. This enables you to compare rates side-by-side for different volumes and tenors.

4.3 Changing the currency pair of an existing tile

To change the currency pair of an existing FX tile, click the dropdown icon (▾) next to the currency pair and select a new currency pair.

4.4 Organising FX tiles

FX tiles can be scaled, repositioned, opened in their own windows, and removed.

4.4.1 Scaling tiles

The tiles in an FX tile frame can be scaled to suit your display size.

−	+	100% ▾

To reduce the size of tiles, click the minus button (-).

To increase the size of tiles, click the plus button (+).

4.4.2 Repositioning a tile

To reposition a tile, drag the title bar of the tile. As you drag, a grey rectangle highlights the locations where you can drop the tile.

4.4.3 Opening a tile in its own window

To open a tile in its own window, follow the steps below:

1. Point to the tile's title bar. The pop-out icon (⤤) is revealed.

2. Click the tile's pop-out icon (⤤).

   Tip: If your web browser notifies you that it has blocked a pop-up window, follow instructions in the notification to add an exemption for ING Trade. Retry from step 1.

4.4.4 Removing a tile

To remove a tile, click the tile's close icon (✕).

4.5   Changing the trading account

To change the trading account used by tiles and tickets, select an account from the dropdown list in ING Trade's toolbar.

4.6   Enabling ESP trading in tiles

By default, clicking a streaming price in an FX tile launches a ticket from which you can execute a trade. For more information, see *Section 3. Executing FX trades*.

If your ING Trade account has been enabled for executable streaming prices (ESP), then you can choose to execute trades directly in the tile.

To enable ESP trading in tiles, click the tile frame's ESP Trading switch from 'off' (ESP Trading ⬭) to 'on' (ESP Trading ⬬).

4.6.1   Configuring ESP trading

You can configure the number of mouse-clicks required to execute an executable streaming price (ESP).

Follow the steps below:

1.   Click **Main Menu (☰) > Settings** to open the Settings dialog:
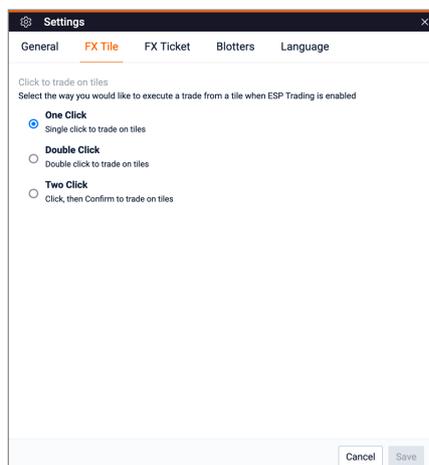
2.   Under **FX Tile > Click to trade on tiles**, select one of the options below:

   a.   **One Click**: a single mouse click on an ESP executes a trade at the displayed rate (the default).

   b.   **Double Click**: a double mouse click on an ESP executes a trade at the displayed rate.

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c. **Two Click**: a single mouse click on an ESP opens a confirmation dialog, in which you click **Confirm** to execute the trade at the displayed rate or **Cancel** to abandon.

3. Click **Save** to save your changes.

4.7   Entering currency amounts in tiles

The Amount field in tiles supports three suffixes to make it easier to enter large currency amounts quickly:

| Suffix	Unit	Example
'k'	Thousand	Type '500k' as shorthand for '500,000.00'
'm'	Million	Type '1m' as shorthand for '1,000,000.00'
'b'	Billion	Type '1b' as shorthand for '1,000,000,000.00'

4.8 FX tile presentation modes

FX tiles in ING Trade have 4 presentation modes:

- One-Way Outright
- Two-Way Outright
- Tenor Ladder
- Swap Ladder

To change a tile's presentation mode, click **Tile Menu (☰)**, and under **Change To**, click a presentation mode.

4.8.1 One-way outright tiles

The one-way outright tile provides a one-way streaming rate for a spot, forward, or non-deliverable forward (NDF).
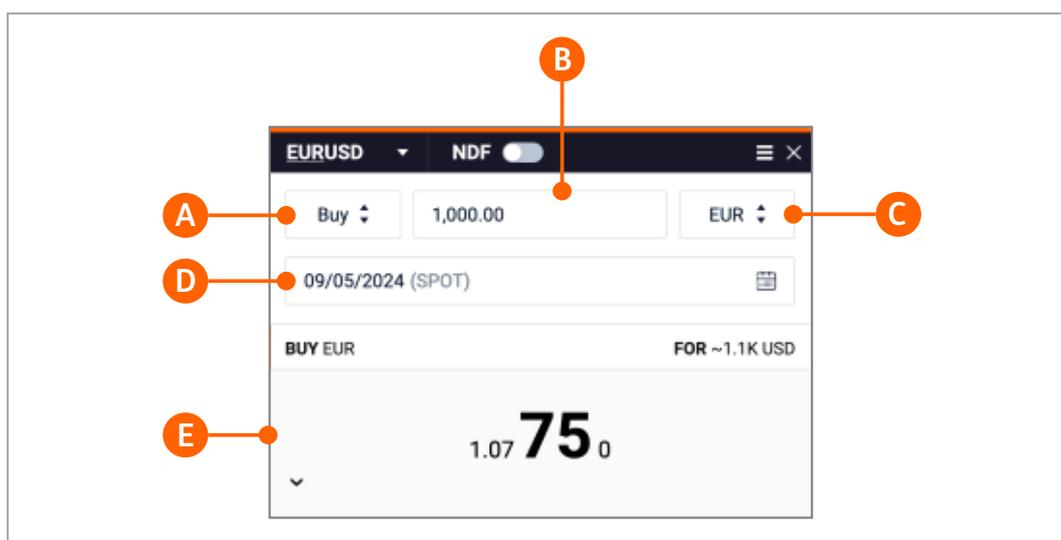
To configure the price displayed by the tile, follow the steps below:

1. Select the trade direction (A).
2. Type the currency amount (B).
3. Select the dealt currency (C).
4. Select the settlement date (D).

To execute a trade, follow the steps below:

1. In the trading account dropdown at the top-right of ING Trade, select the trading account for this trade.

2. Depending on whether ESP trading is enabled, follow the appropriate instruction below:

- ESP trading disabled (ESP Trading ⬭): click the streaming price (E) to launch a ticket.

  Follow the steps in *Section 3.2.1. One-way outright ticket*.

- ESP trading enabled (ESP Trading ⬬): click the streaming price (E) to execute the trade at the displayed rate.

  Alternatively, to execute the trade using a ticket, click **Tile Menu (☰) > Launch ticket > Outright**, and follow the steps in *Section 3.2.2. Two-way outright ticket*.

For more information on executable streaming prices (ESP), see *Section 4.6. Enabling ESP trading mode.*

4.8.2   Two-way outright tiles

The two-way outright tile provides a two-way streaming rate for a spot, forward, or non-deliverable forward (NDF).

To configure the price displayed in the tile, follow the steps below:

1. Type the currency amount (A).

2. Select the dealt currency (B).

3. Select the settlement date (C).

To execute a trade, follow the steps below:

1. In the trading account dropdown at the top-right of ING Trade, select the trading account for this trade.

2. Depending on whether ESP trading is enabled, follow the appropriate instruction below:

- ESP trading disabled (ESP Trading ⬭): click the streaming price (E) to launch a ticket.

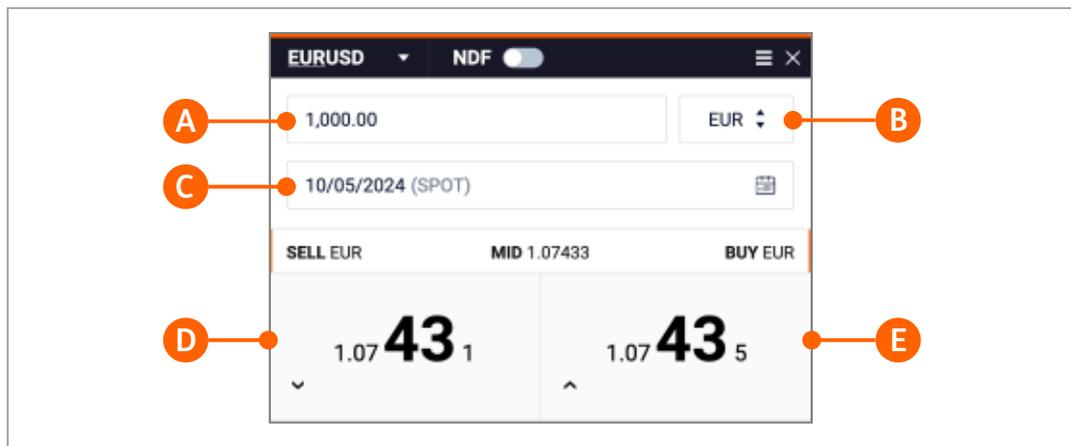 Follow the steps in *Section 3.2.1. One-way outright* ticket.

- ESP trading enabled (ESP Trading ⬬): click the streaming price (E) to execute the trade at the displayed rate.

  Alternatively, to execute the trade using a ticket, click **Tile Menu (☰) > Launch ticket > Outright**, and follow the steps in *Section 3.2.2. Two-way outright ticket*.

For more information on executable streaming prices (ESP), see *Section 4.6. Enabling ESP trading mode.*

4.8.3   Tenor ladder tiles

The tenor ladder provides two-way pricing for a volume of currency at a selection of tenors.

To configure the prices displayed in the tile, follow the steps below:

1. [Optional] Click (A) to increase the tile's height or click (B) to decrease the tile's height.

2. Type the currency amount (C).

3. Select the dealt currency (D).

4. Specify a tenor (E) for each rung in the ladder.

To execute a trade, follow the steps below:

1. In the trading account dropdown at the top-right of ING Trade, select the trading account for this trade.

2. Depending on whether ESP trading is enabled, follow the appropriate instruction below:

    - ESP trading disabled (ESP Trading ⬭): click a bid price (F) or an ask price (G) to launch a ticket. Follow the steps in *Section 3.2.1. One-way outright ticket*.

    - ESP trading enabled (ESP Trading ⬭): click a bid price (F) or an ask price (G) to execute the trade at the displayed rate.

        Alternatively, to execute the trade using a ticket, click **Tile Menu (☰) > Launch ticket > Outright**, and follow the steps in *Section 3.2.2. Two-way outright ticket*.

For more information on executable streaming prices (ESP), see *Section 4.6. Enabling ESP trading mode.*

4.8.4   Swap ladder tiles

The swap ladder provides two-way pricing for an even spot-forward FX strategy at a selection of far-leg tenors. Rates are quoted in forward points at a discount or premium to the spot rate at the top rung of the ladder.

To set up a swap ladder, follow the steps below:

1.   [Optional] Click (A) to increase the tile's height or click (B) to decrease the tile's height.

2.   Type the currency amount (C).

3.   Select the dealt currency (D).

4.   [Optional] Change the near-leg tenor (E).

5.   Specify a tenor (F) for each rung in the far-leg ladder.

To execute an FX strategy, follow the steps below:

1.   In the trading account dropdown at the top-right of ING Trade, select the trading account for this trade.

2.   Click the Buy/Sell rate (F) or the Sell/Buy rate (G) to launch a one-way FX strategy ticket.

3.   Follow the steps in *Section 3.3.1. One-way FX strategy ticket*.

4.9   Price status

When pricing is unavailable for a combination of currency pair, amount, and tenor, FX tiles display one of the following statuses in place of a price.

4.9.1   No initial price available

When no initial price is available, tile price buttons display a dash (-) and are disabled.
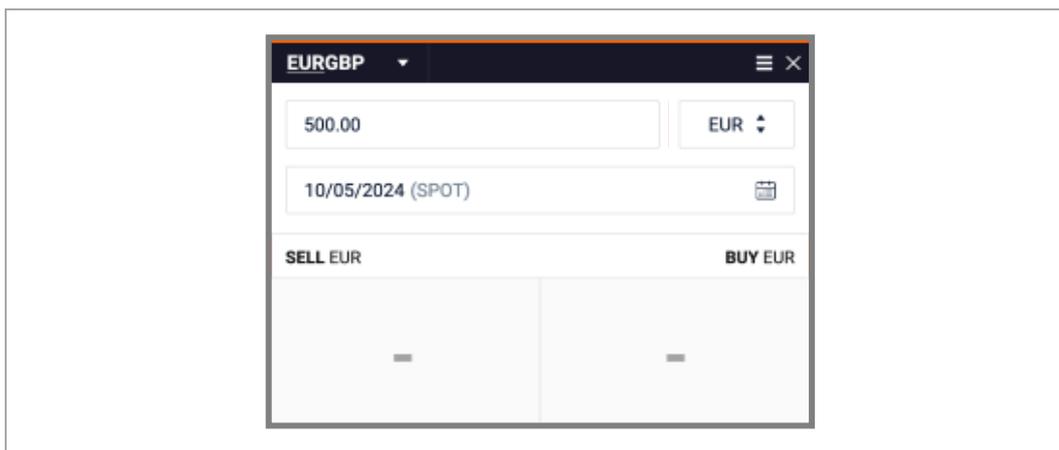
If a price is unavailable for longer than 30 seconds, the price status is changed to 'RFS' to allow you to request a quote via RFS ticket (see below).

4.9.2   Price stale or unavailable

When prices are stale or unavailable, tile price buttons display the text 'RFS' in place of a price.
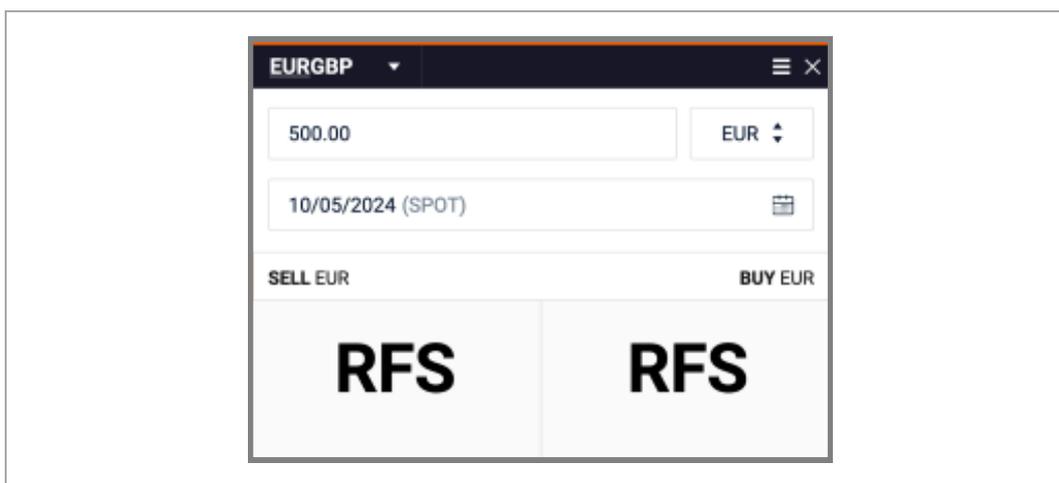
Click a tile button to launch an FX ticket and request a streaming price. If no price is available by ticket, please call your financial markets banker at ING to place a trade.

5   Executing MM trades

You can use money market (MM) tickets to execute money-market trades.

The following features are only available to user accounts with MM enabled. For more information, please contact your ING FM Sales Representative.

5.1   Opening the MM workspace

The MM workspace includes a selection of money market trading components.

To open the MM workspace, click the **MM** workspace tab (A):

Key:
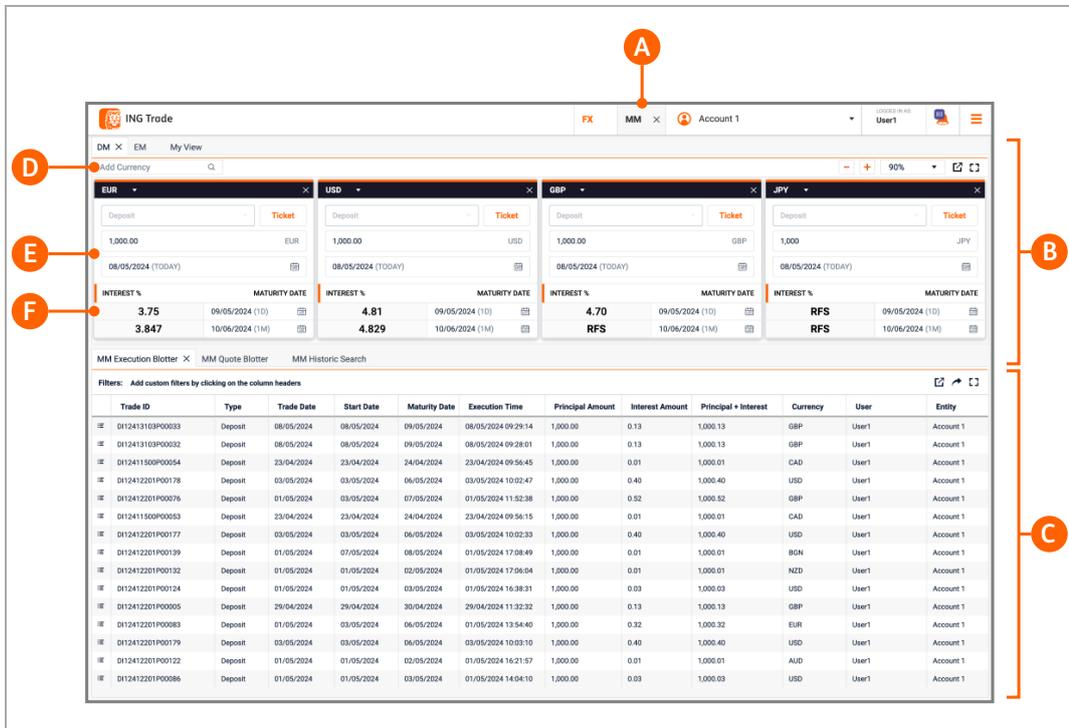
A.   MM workspace tab

B.   **MM tile frames:** DM (selected), EM, and My View

C.   **MM Blotters:** MM Execution Blotter, Quote Blotter, and Historic Search

D.   Add Currency dropdown in the DM tile frame

E.   MM tile

F.   Streaming price

5.2   Launching MM tickets

Launch an MM ticket by clicking a streaming price (F) in an MM tile (E).

For more information on adding MM tiles to your workspace and configuring the rates they display, see *Section 6. MM tiles.*

5.3   Executing an MM deposit

The money market ticket provides an executable deposit rate.

To execute a deposit, follow the steps below:

1. Select the dealt currency (A).

2. Type the amount to deposit (B).

3. Select a start date (C).

4. Select a maturity date (D).

5. Click **Request Price** (E).

6. Click **Deposit <*currency*>** (F) to execute the deposit at the displayed rate. If the trade is accepted, a trade summary is displayed.

7. If the trade does not require your confirmation, then no further action is required. Click **Close** to close the trade summary.

    If the trade requires your confirmation, then click **Next** to advance to trade confirmation (see *Section 8. Confirming trades*).

5.4 Entering currency amounts in tickets

The Principal Amount field in MM tickets supports three suffixes to make it easier to enter large currency amounts quickly:

Suffix	Unit	Example
'k'	Thousand	Type '500k' as shorthand for '500,000.00'
'm'	Million	Type '1m' as shorthand for '1,000,000.00'
'b'	Billion	Type '1b' as shorthand for '1,000,000,000.00'

5.5 Printing a trade summary

To print the summary of a trade, click **More Actions > Print**.

If you have closed the summary ticket for the trade you wish to print, click the details icon (≡) for the trade's entry in a blotter.
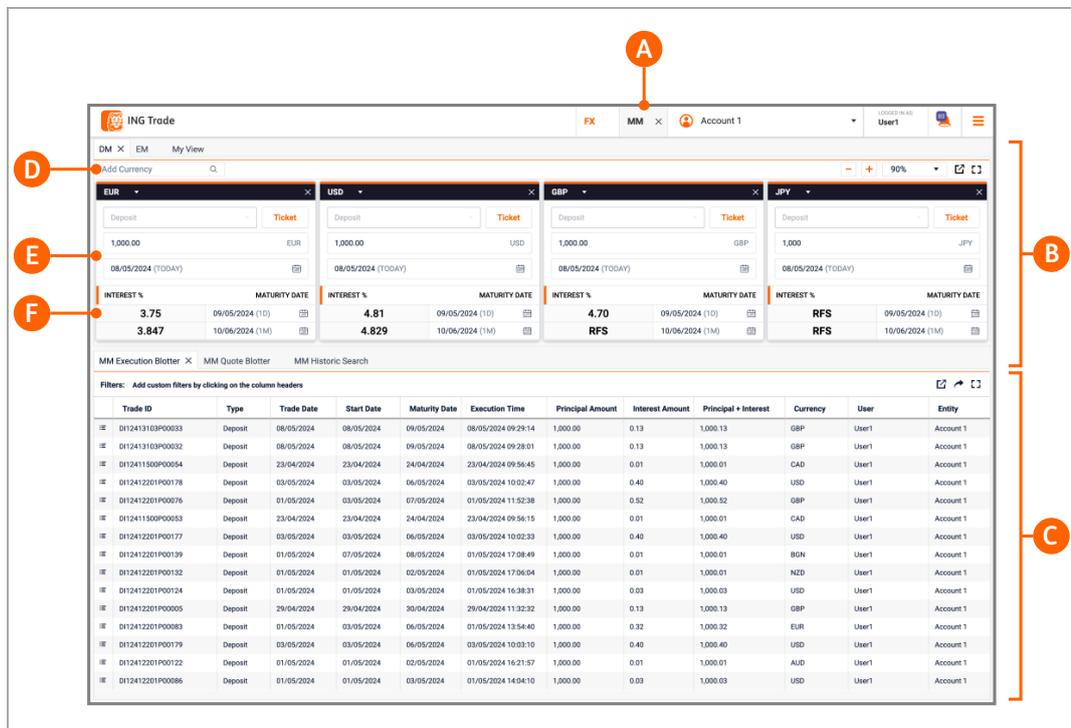
6   MM tiles

Money market (MM) tiles provide streaming prices for money market deposits.

The following features are only available to user accounts with MM enabled. For more information, please contact your ING FM Sales Representative.

6.1   Opening the MM workspace

The MM workspace includes a selection of money market trading components.

To open the MM workspace, click the **MM** workspace tab (A):

Key:

A.   MM workspace tab

B.   **MM tile frames:** DM (selected), EM, and My View

C.   **MM blotters:** MM Execution Blotter, Quote Blotter, and Historic Search

D.   Add Currency dropdown in the DM tile frame

E.   MM tile

F.   Streaming price

6.2   MM tile frames

MM tile frames (B) contain MM tiles (E). The MM workspace contains three tile frames: DM, EM, and My View. The initial selection of MM tiles in these frames may differ from those illustrated in *Section 6.1. Opening the MM workspace*.

6.2.1   Adding an MM tile frame to a workspace

To add a new MM tile frame to a workspace. Click **Main Menu (☰) > Add > MM Tile Frame** and drag the tile frame to a position in your workspace.

For more information on creating new workspaces and adding components to them, see *Section 2. Customising application layout*.

6.3   Adding a new tile to an MM tile frame

To add a new tile to an MM tile frame, select a currency from the **Add Currency** dropdown list (D) at the top-left of the tile frame.

You may add multiple MM tiles for the same currency. This enables you to compare rates side-by-side for different start dates and maturity dates.

6.4   Changing the currency of a tile

To change the currency of an MM tile, click the dropdown icon (▾) next to the tile's currency and select a new currency.

6.5   Organising MM tiles

MM tiles can be scaled, repositioned and removed.

6.5.1   Scaling tiles

The tiles in an MM tile frame can be scaled to suit your display size.

─	+	100% ▼

To reduce the size of tiles, click the minus button (**-**).

To increase the size of tiles, click the plus button (**+**).

6.5.2 Repositioning a tile

To reposition a tile, drag the title bar of the tile. As you drag, a grey rectangle highlights the locations where you can drop the tile.

6.5.3 Removing a tile

To remove a tile, click the tile's close icon (✕).

6.6 Changing the trading account

To change the trading account used by tiles and tickets, select an account from the dropdown list in ING Trade's toolbar.

6.7 Entering currency amounts in tiles

The Principal Amount field in MM tiles supports three suffixes to make it easier to enter large currency amounts quickly:

Suffix	Unit	Example
'k'	Thousand	Type '500k' as shorthand for '500,000.00'
'm'	Million	Type '1m' as shorthand for '1,000,000.00'
'b'	Billion	Type '1b' as shorthand for '1,000,000,000.00'

6.8   Configuring MM tiles

MM tiles provide a ladder of deposit prices for a range of tenors.

To configure the prices displayed in the tile, follow the steps below:

1. Select a product (A).

2. Type the principal amount (B).

3. Select a start date (C).

4. Customise the default maturity dates (D).

To launch an MM ticket, follow the steps below:

1. In the trading account dropdown at the top-right of ING Trade, select the trading account for this trade.

2. In the MM tile, click a deposit rate (E) or click **Ticket**. An MM ticket launches.

3. To complete the MM ticket and execute an MM deposit, follow the steps in *Section 5.3. Executing an MM deposit*.

7 FX block trades

You can use the FX Block Trade component to price and execute a block of outright trades in the same currency pair *simultaneously* and *contingently*.

- **Simultaneously:** trades in a block are priced and executed with reference to the same spot rate.

- **Contingently:** the successful execution of each trade in a block is contingent on the successful execution of *all* trades in the block. If one trade in the block fails to execute, then no trades in the block execute.

The features described in this section are available to you if your ING Trade account is enabled for block trades. For more information, please contact your ING FM Sales Representative.

7.1 The block trade component

You can execute block trades using the block trade component:

Key:

A. Block

B. Trades within a block

7.2 Adding a block trade component to a workspace

To add a block trade component to a workspace, follow the steps below:

1. Open the workspace you want to add the block trade component to.

2. Click **Main Menu (☰) > Add > Block Trade**

3. Drag the block trade component to a position in the workspace. As you drag, a grey square highlights possible locations where you can drop the component.

7.3 Creating and removing blocks

This section describes how to create blocks and populate them with trades by using ING Trade's web interface.

To load blocks from a saved template, see *Section 7.4. Block templates*.

To import blocks from a spreadsheet, see *Section 7.5. Importing blocks from a spreadsheet*.
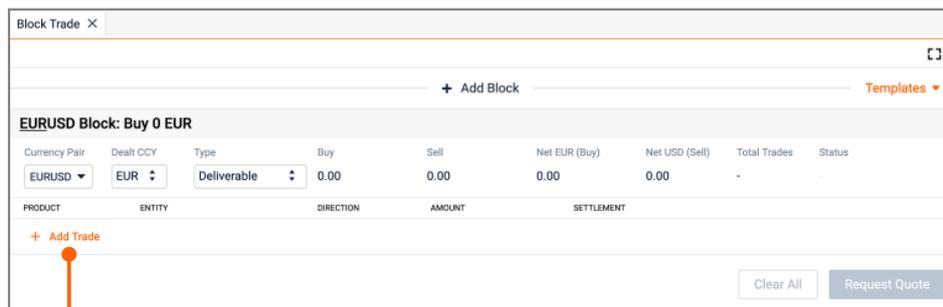
7.3.1 Adding a block

The Block Trade component always displays at least one block.

To add an additional block to the component, click **Add Block**.

7.3.2 Adding a new trade to a block

Follow the steps in this section to add trades via the ING Trade interface.

1. Click **Add Trade** (A).

A new trade is added to the block and the block enters the 'Error' state until you complete all trade fields with valid values.

2. Complete the fields in the new trade:

- Specify the trading account associated with this trade (B).

- Specify the trade direction (Buy/Sell) (C).

- Specify the currency amount (D).

- Specify the settlement date (E).

When all fields have valid values, the block status changes to 'Ready'.

To price and execute the block trade, see *Section 7.5. Executing an FX block trade*.

7.3.3   Duplicating a trade

To create a duplicate of an existing trade in a block, click **Duplicate** (B):

For example, the duplicate of 'Buy 500k EURUSD' is 'Buy 500k EURUSD':

7.3.4 Duplicating a trade in the reverse direction

To create a duplicate of the trade in the reverse direction, click **Swap** (A):

For example, the reverse duplicate of 'Buy 500k EURUSD' is 'Sell 500k EURUSD':

7.3.5   Removing a trade from a block

To remove a trade from a block, click the remove icon (🔴) on the trade.

7.3.6   Removing all trades from a block

To remove all trades from a block, click **Clear All**.

7.3.7   Removing a block

To remove a block, follow the steps below:

1.   On the block, click the remove icon (✕).

2.   A confirmatory prompt appears. Click **Yes** to confirm removal.

You cannot remove the last block.

7.4 Block templates

You can save a set of blocks as a reusable template, to avoid having to re-enter trade details for block trades you perform frequently.

You can store up to 100 templates in ING Trade.

7.4.1 Creating a template

Follow the steps below:

1. For a set of blocks you want to reuse in the future, click **Templates > Save Template**.

2. Type a name for the template and click Save.

7.4.2   Loading a template

Warning: loading a template replaces all blocks with the contents of the template.

Follow the steps below:

1.   Click **Templates > View All Templates** to launch the Block Trade Templates dialog.
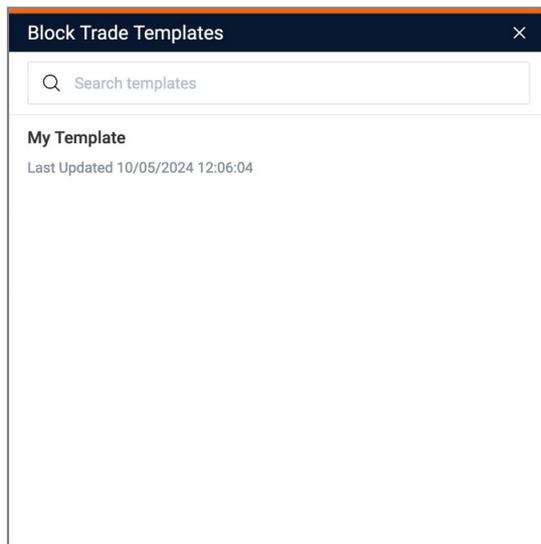
2.   Click the name of the template you want to load.

3.   You are warned that the template will replace all blocks. Click **Continue** to confirm you want to load the template.
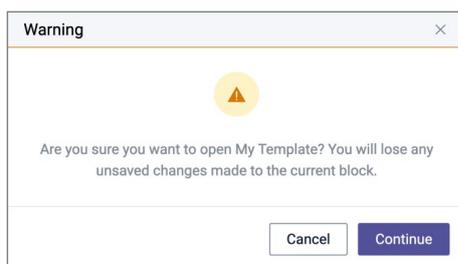
7.4.3   Editing a template

Follow the steps below:

1.   Load a template that you want to edit (see 7.4.2 above)

2.   Make changes to the blocks

3.   Click **Templates > Save**

7.4.4   Deleting a template

Follow the steps below:

1. Click **Templates > View All Templates** to launch the Block Trade Templates dialog.

2. On the template you want to delete, click **⁝ > Delete**

3. A confirmation dialog appears. Click **Delete** to confirm you want to delete the template.

7.5 Importing blocks from a spreadsheet

You can import a list of trades from a spreadsheet, and ING Trade will automatically collate the trades into blocks that you can price and execute.

The spreadsheet must conform to a specific format. To download a template, click **Templates > Download Blank Template**.

Template columns:

Column	Valid values
Currency Pair	Six letter currency pair code. For example, 'EURUSD'.
Product	'Spot / Forward'
Dealt Currency	Three letter currency code. For example, 'EUR'.
Entity	The name of the entity to associate with this trade. For a list of valid entity names, see the values in the Entity dropdown (label 'B' in *Section 7.3.2. Adding a new trade to a block*)
Direction	'Buy' or 'Sell'
Amount	Decimal number
Settlement Date	A tenor (such as 'SPOT', '3M') or a date formatted according to the conventions of your locale as set in **Main Menu (☰) > Settings > Language**.

7.6   Executing an FX block trade

When a block is in the 'Ready' state, it is ready for pricing and execution. If the block is in the 'Error' state, then review the block's trades and correct any invalid or missing field values.

To execute a block in the 'Ready' state, follow the steps below:

1. On the block, click **Request Quote** (A):

2. Review the pricing quotation. To execute at the prices displayed in the quotation, click **Execute Trades** (B):

Note: Trades of like tenor are netted for pricing. For example, two 500,000 EURUSD spot trades are priced as a single 1,000,000 EURUSD spot trade.

3. Review the trade summary. To re-use the block definition for a new block trade, click **New Block** (C).

Block Trade ✕											

											[]
					+ Add Block						Templates ▼

EURUSD - I have bought 15,000,000.00 EUR and sold 16,152,150.00 USD across 1 settlement date

Submitted by	Currency Pair	Execution Time	Net EUR (Bought)	Net USD (Sold)	Total Deals	Spot Rate	Est. Cost				
User1	EURUSD	08/05/2024 13:59:38	15,000,000.00	16,152,150.00	3	1.07681	27,300.00 USD (0.17)%				

PRODUCT	ENTITY	DIRECTION	AMOUNT	SETTLEMENT		FORWARD POINTS	ALL-IN RATE	MID RATE	CONTRA AMOUNT
Spot / Forward	Account 1	Buy	EUR 5,000,000.00	10/05/2024	(SPOT)	0.000	1.07681	1.07426	USD 5,384,050.00
Spot / Forward	Account 1	Buy	EUR 5,000,000.00	10/05/2024	(SPOT)	0.000	1.07681	1.07426	USD 5,384,050.00
Spot / Forward	Account 1	Buy	EUR 5,000,000.00	10/05/2024	(SPOT)	0.000	1.07681	1.07426	USD 5,384,050.00

New Block

C

Note: Trades that were netted during pricing and execution are recorded as individual trades in the final summary.

8   Confirming trades

ING Trade may prompt you to confirm the financial details of an executed trade, either immediately after successful execution or via the notifications tray (🔔).

Post-trade confirmation of the financial details of an executed trade is a regulatory requirement in some jurisdictions in which ING operates. Prompt confirmation is essential for successful settlement.

You cannot reject a trade at this point, only confirm it. If the financial details of a trade are incorrect, do not confirm the trade. Make a note of the trade ID and call your ING FM Sales Representative as soon as possible.

8.1   Confirming an FX spot or forward trade

The confirmation dialog comprises two pages:
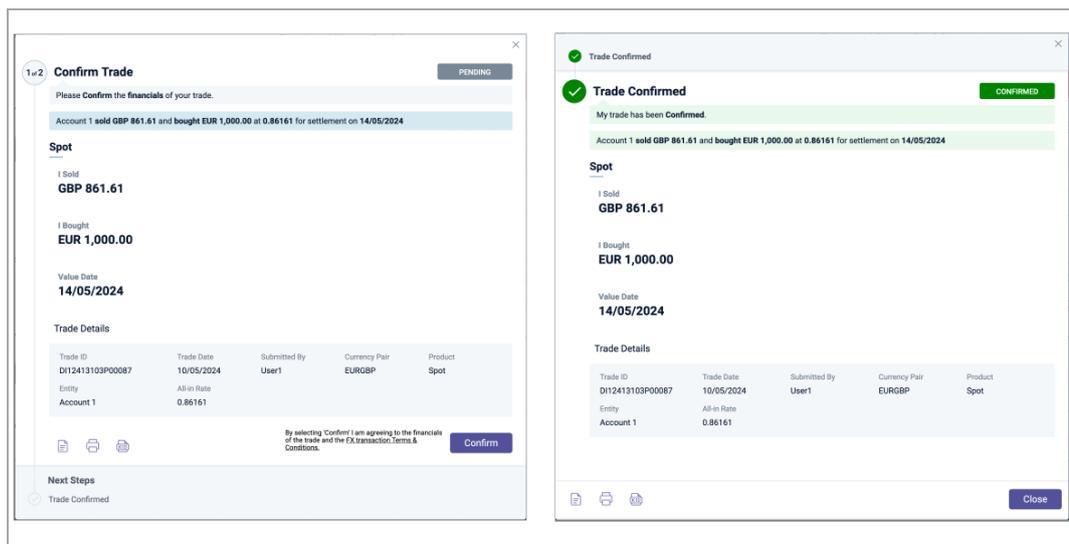
Follow the steps below:

1. On the Confirm Trade page, review the financial details of the trade.

    Important: if the details of the trade are incorrect, then do not confirm the trade. Make a note of the trade ID, click the dialog's close icon (X), and call your ING FM Sales Representative immediately.

2. Click **Confirm**.

3. On the Trade Confirmed page, click **Close** to close the dialog.

8.2   Confirming an FX strategy trade

The confirmation dialog comprises two pages:
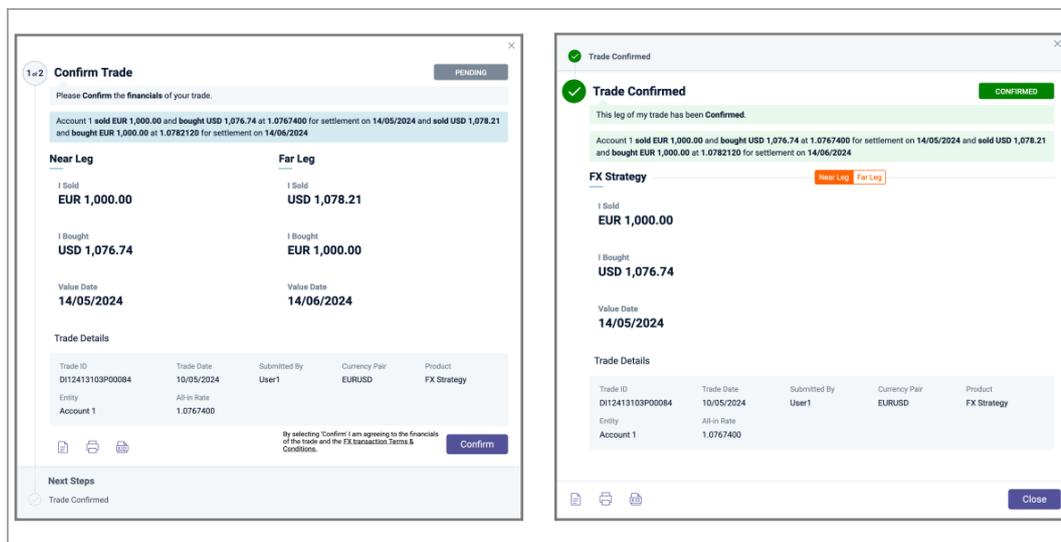
Follow the steps below:

1.   On the Confirm Trade page, review the financial details of the trade.

     Important: if the details of the trade are incorrect, then do not confirm the trade. Make a note of the trade ID, click the dialog's close icon (X), and call your ING FM Sales Representative immediately.

2.   Click **Confirm**.

3.   On the Trade Confirmed page, click **Close** to close the dialog.

8.3   Confirming an MM trade

The confirmation dialog comprises two pages:
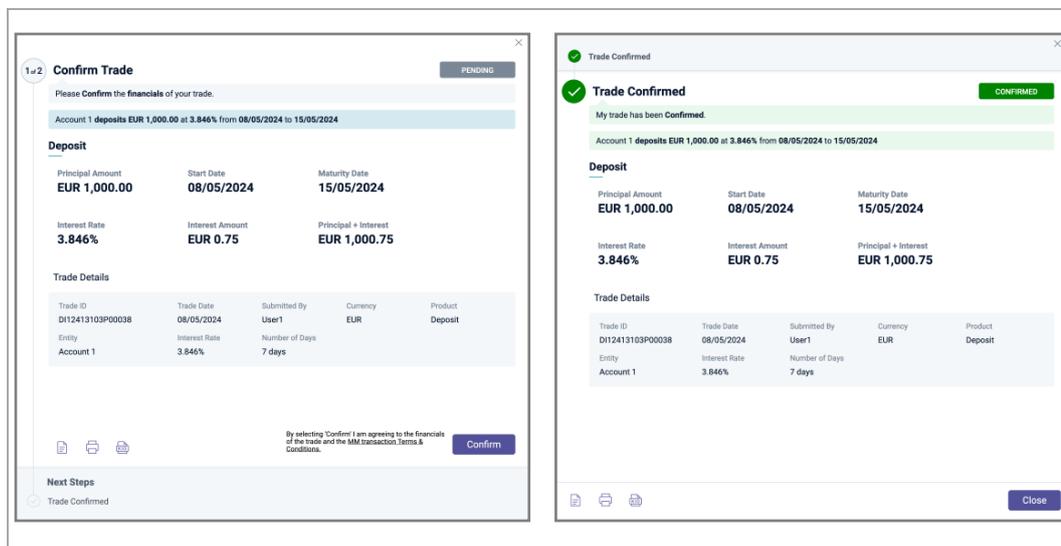
Follow the steps below:

1. On the Confirm Trade page, review the financial details of the trade.

    Important: if the details of the trade are incorrect, then do not confirm the trade. Make a note of the trade ID, click the dialog's close icon (X), and call your ING FM Sales Representative immediately.

2. Click **Confirm**.

3. On the Trade Confirmed page, click **Close** to close the dialog.

8.4 Responding to confirmation notifications

Trades that require your confirmation before settlement are listed in the notifications tray, accessed by clicking the notifications icon (🔔):
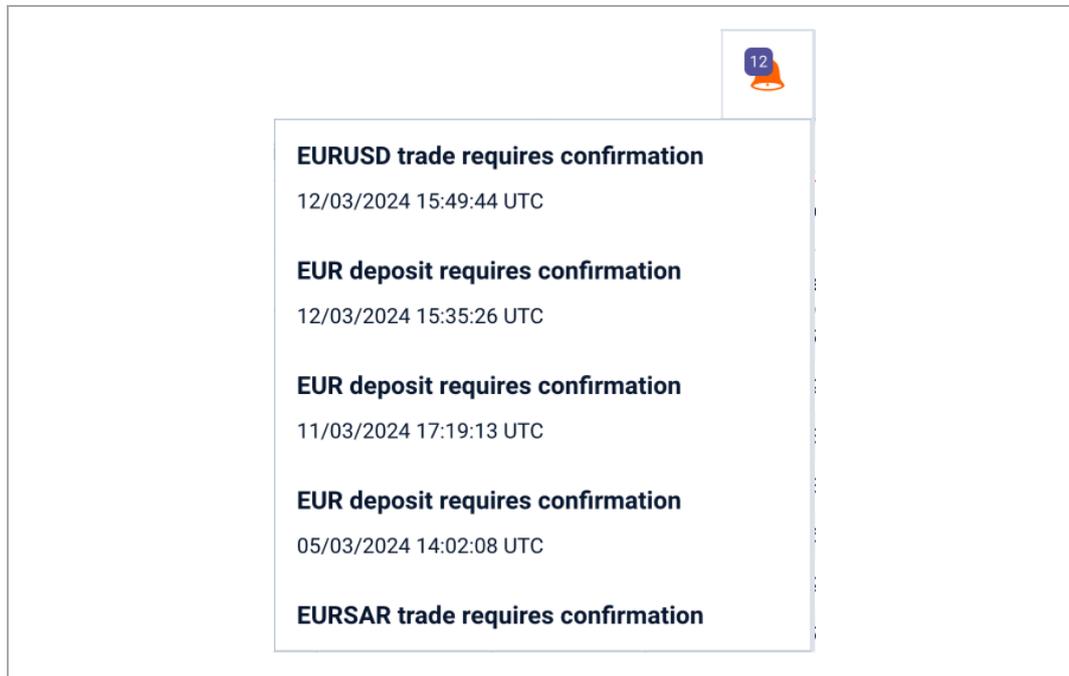
The number of trades in the tray is displayed in a badge over the icon.

To confirm a trade listed in the notifications tray, follow the steps below:

1. Click the notifications icon (🔔) to open the notifications tray.

2. Click a trade in the tray to open the Confirm Trade dialog for the trade.

9 Blotters

Blotters provide a record of your trading history in ING Trade.

9.1 Blotter types

ING Trade has three types of blotter: quote, execution, and historic search.

9.1.1 Quote blotters

Quote blotters record intraday quote history:

- An FX quote blotter displays FX quotes executed, cancelled, and rejected on all your trading accounts. This blotter resets daily at 00:00 UTC.

- An MM quote blotter displays money market quotes executed, cancelled, and rejected on all your trading accounts. This blotter resets daily at 00:00 UTC.

9.1.2 Execution blotters

Execution blotters record trade execution history over the last 30 days:

- An FX execution blotter displays FX trades executed on all your trading accounts over the last 30 days.

- An MM execution blotter displays money-market trades executed on all your trading accounts over the last 30 days.

9.1.3 Historic-search blotters

Historic-search blotters provide a search interface to the full execution history of all your trading accounts.

- An FX historic-search blotter provides a search interface to the full FX trading history of all your trading accounts.

- An MM historic-search blotter provides a search interface to the full money market trading history of all your trading accounts.

To search trading history, follow the steps below:

1. In an historic search blotter, click **Search**. A search criteria dialog opens.

2. Complete one or more search criteria fields.

57

3. Click **Search** to execute the search and close the dialog.

Search results automatically update when new trades match your search criteria. You do not need to refresh search results.

To edit existing search criteria or specify new criteria, click **Edit** in the historic-search blotter.

9.2 Adding a blotter to a workspace

To add a blotter to a workspace, follow the steps below:

1. Click the tab of the target workspace.

2. Under **Main Menu (☰) > Add > Blotter**, click the name of the blotter you want to add.

3. Drag the blotter to a position on the workspace.

9.3 Sorting blotter records

You can sort data in blotters by applying a sort to a single blotter column.

9.3.1 Specifying a sort order for a column

To specify a sort order for a column, follow the steps below:

1. Click the column's heading to display the sorting and filtering dialog.

2. Click **Sort Asc** to sort records in ascending order, or click **Sort Desc** to sort records in descending order.

3. Click **Apply** to confirm.

9.3.2 Removing a sort order from a column

To remove a sort order using the column's sorting and filtering dialog, follow the steps below:

1. Click the column's heading to display the sorting and filtering dialog.

2. Click **Unsort**.

3. Click **Apply**.

9.3.3 Removing all sorting and filtering criteria from a column

To remove all sorting and filtering criteria from a column, follow the steps below:

1. Click the column's heading to display the sorting and filtering dialog.

2. Click **Clear**.

9.4 Filtering blotter records

You can filter blotter records by applying a filter to one or more columns.

9.4.1 Applying a filter to a column

To apply a filter to a column, follow the steps below:

1. Click the column's heading to display the sorting and filtering dialog.

2. Supply filtering criteria:

    *   **Text columns**: type a search string into the 'Filter' field. The filter returns all records containing the search string.

    *   **Date columns**: specify an inclusive range by typing values into the 'From' and 'To' fields. Complete either or both fields.

    *   **Numeric columns**: specify an inclusive range by typing values into the 'From' and 'To' fields. Complete either or both fields.

3. Click **Apply**.

9.4.2 Removing a filter from a column

You can remove a filter from a column by using the blotter's filter bar or by using the column's sorting and filtering dialog.

To remove a filter using the blotter's filter bar, follow the steps below:

1. Locate the filter in the blotter's filter bar.

2. Click the filter's close icon (✕).

To remove a filter using the column's sorting and filtering dialog, follow the steps below:

1. Click the column's heading to display the sorting and filtering dialog.

2. Delete the value in the filter text field.

3. Click **Apply**.

9.4.3 Removing all sorting and filtering criteria from a column

To remove all sorting and filtering criteria from a column:

1. Click the column's heading to display the sorting and filtering dialog.

2. Click **Clear**.

9.5 Organising columns

You can add, remove, resize, and reorder blotter columns.

9.5.1 Adding and removing columns

To add a column to a blotter, right-click a column heading (Control-click on an Apple Mac) and from the context menu click **Add Column > *column name***.

To add all available columns to a blotter, right-click a column heading (Control-click on an Apple Mac) and from the context menu click **Add All Columns**.

To remove a column from a blotter, right-click the column's heading (Control-click on an Apple Mac) and from the context menu click **Remove Column**.

9.5.2 Changing the width of a column

To change the width of a column, drag the left or right border of the column's heading.

9.5.3 Changing the order of columns

To change the position of a column in relation to other columns in the blotter, drag the column's heading.

9.6 Viewing a summary of an executed trade

To view a summary of an executed trade, click the blotter row's ticket icon (☰).

9.7   Exporting blotter records

To export a blotter to a CSV (comma-separated values) file, follow the steps below:

1.   Adjust the blotter's sorting and filtering criteria as required.

2.   Click the blotter's export icon (➔).

9.8   Opening a blotter in its own window

To open a blotter in its own window, click the blotter's pop-out icon (⬈).

Tip: If your web browser notifies you that it has blocked a pop-up window, follow instructions in the notification to add an exemption for ING Trade.

10   Charts

Charts monitor the price history of an FX currency pair.

10.1   Adding a chart to a workspace

To add a chart to a workspace, follow the steps below:

1.   Click the tab of the target workspace.

2.   Click **Main Menu (☰) > Add > Chart**.

3.   Drag the new chart to a position on the workspace.

10.2   Configuring a chart

You can configure the currency pair, sample interval, and period plotted by the chart.

Key:

A.   Currency pair

B.   Sample interval

C.   Period scrollbar. Times displayed on the x-axis are in the UTC time zone.

D. Period adjuster

10.2.1 Changing the currency pair

To change the currency pair, follow the steps below:

1. Click the currency-pair dropdown (A).

2. Type the code of a new currency pair.

3. Press Enter.

The price history of the most frequently traded currency pairs is recorded continuously. The price history of less frequently traded currency pairs is recorded on demand, from the moment you select the currency pair in a graph.

10.2.2 Changing the sample interval

To adjust the sample interval of data points in the chart, select a new interval from the sample-interval dropdown (B).

10.2.3 Changing the period

By default, the chart displays a rolling feed of live price data.

To review an historical period, drag the period scrollbar (C) to the left. To restore the rolling feed of live price data, drag the period scrollbar (C) to its rightmost position.

To increase or decrease the period illustrated by the chart, drag the period adjusters (D).

10.3 Opening a chart in its own window

To open a chart in its own window, click the chart's pop-out icon (⧉).

Tip: If your web browser notifies you that it has blocked a pop-up window, follow instructions in the notification to add an exemption for ING Trade.

10.4 Exporting a chart as an image

Click the export icon (↗) to export the chart as an image.

10.5   Candlestick chart format

In a candlestick chart, each data point illustrates the open, close, high, and low prices for the selected sample interval of the chart. The 'body' of the candle illustrates the difference between the opening and closing prices of the interval, and the 'wick' of the candle illustrates the highest and lowest prices within the interval.
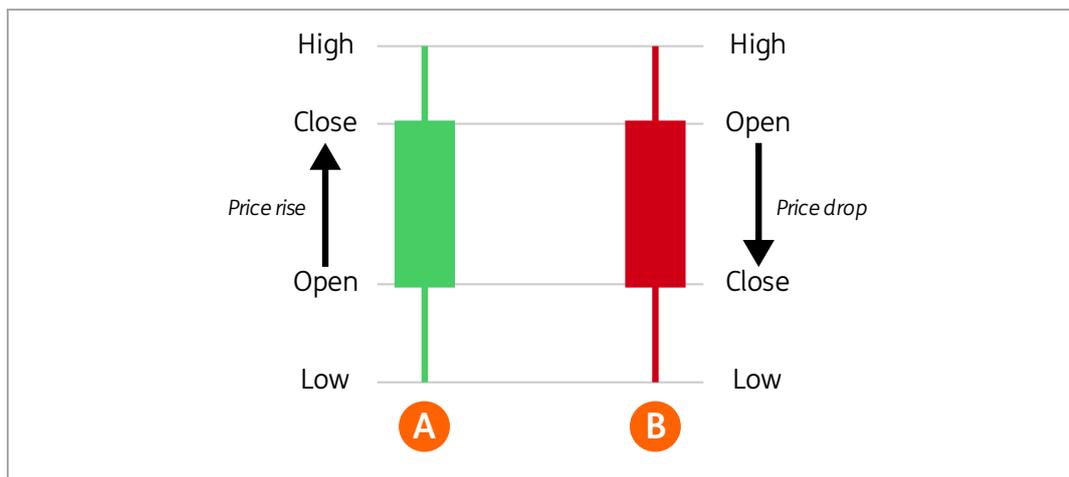
Key:

A.   Green candle body —The price closed at a higher price than it opened.

B.   Red candle body — The price closed at a lower price than it opened.

11 Contacting ING Trade Support

ING Trade Support are available to help you with any questions you have regarding ING Trade.

11.1 Contact details

The Netherlands: +31 (0) 10 300 9340
Belgium: +32 (0) 27 00 60 72
Romania: +40 (0) 37 37 88 231

Email: ingtrade.support@ing.com