NCR How to Respond to a Pending Request

After you complete your application, you may be contacted by NCR's Underwriting department to provide additional information. These requests will come in the form of an email to the email address used to initially send the application.

The email sent to you will look like this in Gmail, it will look slightly different in other email applications:

test NCR Point of S. More Information is Needed to Complete Your NCR Merchant Application - We are working to complete the review of your NCR merchant application for Test time zones as quickly as ... 2:17 PM

When you click on the email it will look like below. The email has a link that will bring you straight back to your portal log in page, and it will remind you of the email address to use when logging in to respond to the pend request.

More Information is Needed to Complete Your NCR Merchant Application Index ×		ē	Ø
NCR Point of Sale Merchant Application <no-reply@merchantapp.io> Contract Tue, Dec 14, 6:23 PM (21 hours age to me 👻</no-reply@merchantapp.io>	o) 🕁	•	* * *
We are working to complete the review of your NCR merchant application for Mr.Merchant2022 as quickly as possible, but some additional information in	needed.		
Please provide the needed information, by clicking the below link and logging back into your application.			
Merchant Application URL: https://merchantapp.io/ncrpointofsale			
Username: mr.merchant2022@gmail.com			
Thank you!			

Once you click the hyperlink, you are brought straight to the portal page where you can log in.

(C) NCR	
What is your email address? mr.merchant2022@gmail.com	
Login	Register

Click the Login button and fill in your password that you previously established. If you forgot your password, you can conveniently use the "Forgot your password?" link.

Infinicept OpenID	
Login	
Local Login	
Username	
mr.merchant2022@gmail.com	
Password	
Login	
Don't have an account? Click here to create one.	
Forgot your password?	

Once logged into your portal, you will see a blue "Respond" button by each request for additional information.

MRR

Merchant Applications

ate Started	Application Submitted	Last Activity	Status	Requests	Merchant Agreement
ov 17, 2021 9:30 PM	Nov 18, 2021 10:06 AM	Nov 18, 2021 11:25 AM	Follow	2 Requests / 0	Acquirer Agreement 1 - Signed
ज	EST	EST	Up	Responses	
				Respond	Terms and Conditions - Signed
					Additional Agreement 1 - Signed
					Download Copy of Application

mr.merchant2022@gmail.com 💌

In the example provided, two separate requests for additional information were requested.

Once you click the blue "Respond" button, you will see what is being requested. You have a line where you can enter a text response, and you can attach pictures or documents when you click on the paper clip. Please provide your text response and any attachments and click the "Send Response" button for each pend request.

	Merchant Application Correspondence	thant2022@gmail.com +
Merchant	Correspondence Application	
Date Started	Request: Please Upload a Picture of a voided check, our electronic banking did not match to the Legal Name of your husiness	:ment
Nov 17, 2021 9:30 PM EST	Response:	ment 1 - Signed
	Enter a response to the request Send Response	ditions - Signed
	Request: Please Upload a copy of your SS-4 from the IRS - the tax ID you provided did not match to your business' Legal Name.	of Application
lease note that recent.	Response:	
	Enter a response to the request Send Response	
	Close	

After you have submitted your responses, you will receive a follow up email informing you that your additional information has been received and will be reviewed.