

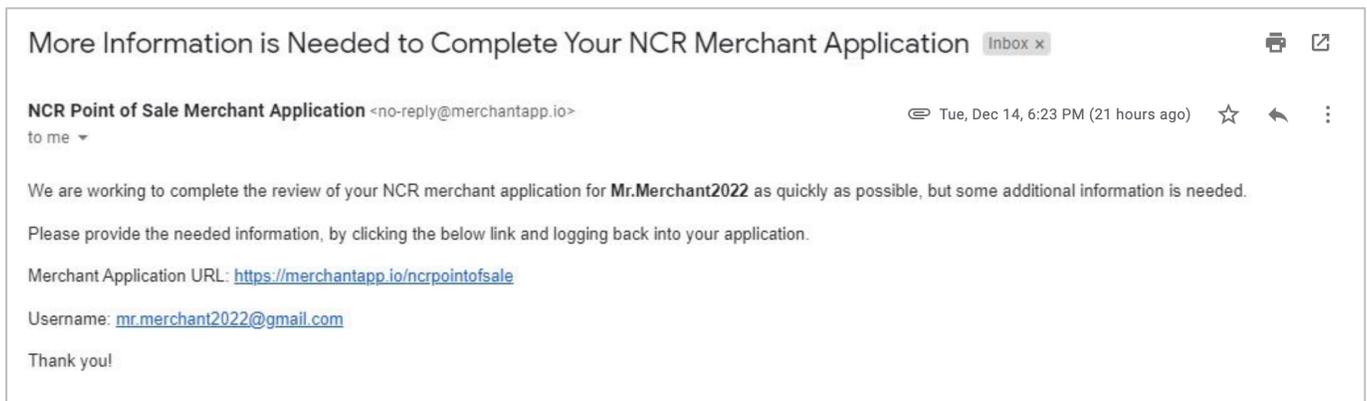
NCR How to Respond to a Pending Request

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.

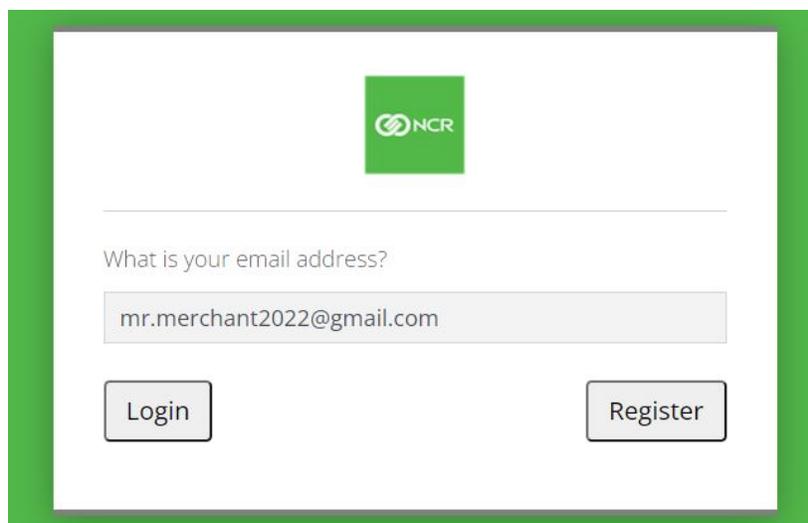
The email sent to you will look like this in Gmail, it will look slightly different in other email applications:



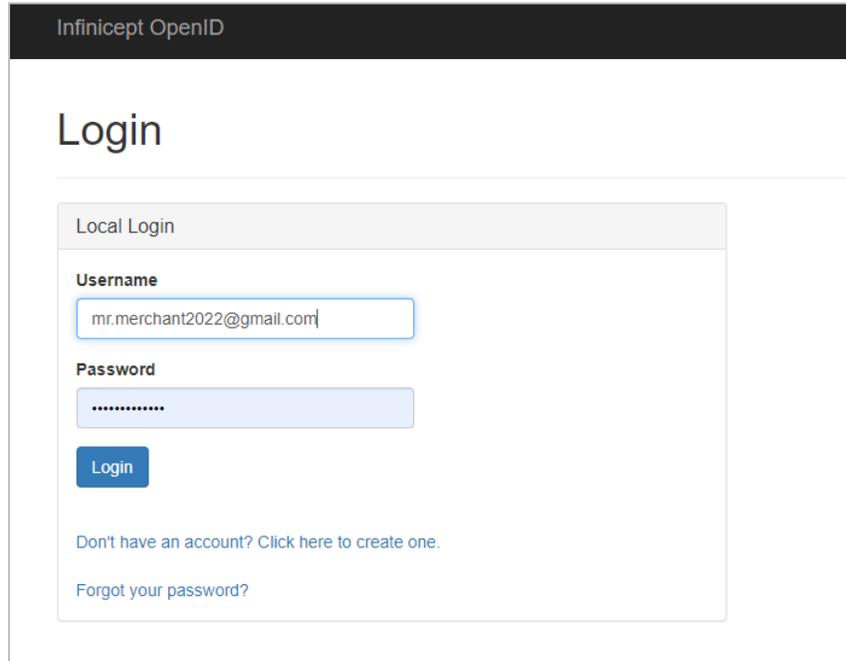
When you click on the email it will look like below. The email has a link that will bring you straight back to your portal log in page, and it will remind you of the email address to use when logging in to respond to the pending request.



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



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

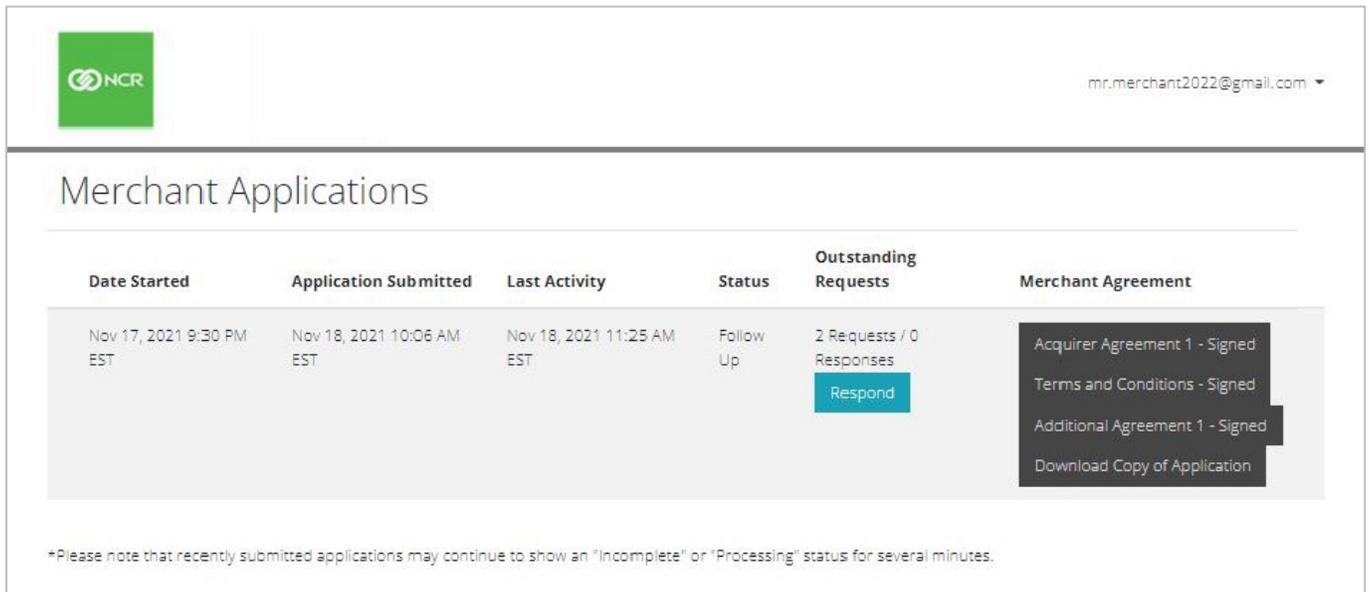
Password
.....

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.



NCR

mr.merchant2022@gmail.com

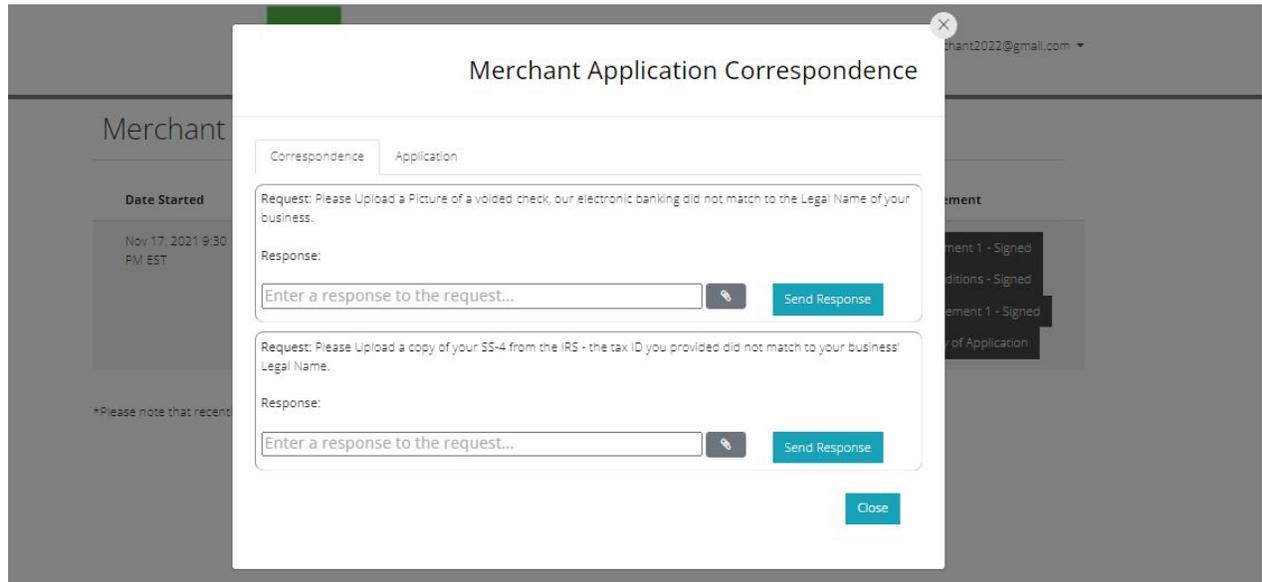
Merchant Applications

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

*Please note that recently submitted applications may continue to show an "Incomplete" or "Processing" status for several minutes.

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 pending request.



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.