

FastApp

Quick Guide

Better, Quicker, Easier...

TD Retail Card Services

Processing a Credit Application

- FastApp is an automated credit application process.
- By using a touch tone telephone, FastApp will allow dealers to process credit applications.
- Make sure to have your three (3) digit application code number and Merchant store number ready when calling FastApp to submit an application.
- The application **MUST** be completed and signed by the applicant and identification checked prior to submission for credit approval.

Processing The Credit Application Through FastApp.

By calling FastApp and entering the required information, a credit decision will be made. The process is simple. Just follow the below steps:

1. Call 866-808-5807.
 - For English press 1. • For Spanish press 2.
2. Enter your three (3) digit application code.
3. Enter your TDRCS store number (4 digit minimum) followed by the (#) pound key .
4. Enter your associate number followed by the (#) pound key .
5. Please enter the applicant's Social Security Number.
THIS STEP IS EXTREMELY IMPORTANT!
Please make sure the correct Social Security Number is keyed in. You will be asked to validate the number. Press 1 if correct, press 2 if not correct.

Example (123456789)
6. Please enter the applicant's numeric street number followed by the (#) pound key.

For example, for 123 Main Street, key in 123.
For P.O. Box 1, key in 1. You will be asked to validate the number. Press 1 if correct, press 2 if not correct.
7. Please enter the applicant's 5 digit zip code. If applicant listed a 9 digit zip code, only key in the first 5 digits. You will be asked to validate the number, press 1 if correct, press 2 if not correct.

8. Please enter the applicant's eight digit (8) date of birth in two digit month, two digit day, and four digit year format.

Example: Birth date of April 05, 1955 (04/05/1955) should be keyed in as 04051955.

9. Please enter the applicant's area code and home telephone number.

Again this information is critical. Incorrect information could cause the application to not be completed.

Example (555 555 5555)

10. Does the applicant have a business phone?
For Yes press 1, for No press 2.

11. Please enter the applicant's area code and business telephone number.

Example (555 555 5555)

12. Has the customer applied for Account Protection?
For Yes press 1, for No press 2.

13. Please enter the applicant's monthly income in whole dollars followed by the (#) pound key:
If none, enter 0 followed by the (#) pound key.

14. Please enter the applicant's additional monthly income in whole dollars followed by the (#) pound key.
If none, enter 0 followed by the (#) pound key.

15. Please enter the applicant's monthly mortgage or rent payment in whole dollars followed by the (#) pound key.
If none, enter 0 followed by the (#) pound key.

16. FastApp will request you wait while the application is being processed. If the applicant is approved, FastApp will spell back the last name.

If the Name is correct press 1 for no press 2.

This step is extremely important and it is your responsibility to select the correct applicant. Selection of an applicant that does not match your credit application could possibly result in a charge back.

17. Please enter the Pending sales amount in whole dollars followed by the (#) pound key, if there is no pending sale; press 99 followed by the (#) pound key.

Example:

Sale \$857.92, enter 858 followed by the (#) pound key.
Sale for \$1027.00, enter 1027 followed by the (#) pound key.

If declined, FastApp will indicate that the applicant will receive a letter in the mail.

To repeat this information press 1.
To process another application press 9.

FastApp will provide one of the following responses:

- Approval - The credit application has been approved and assigned account number _____, with a credit limit of _____.
- You should record the customer's account number and credit limit on the application.
- Declined - The application is declined. The customer will receive a letter in the mail.
- Pending - Please hold for verification while your call is transferred to a credit representative.

When calling TDRCS, please have the customer's name and Social Security Number ready. Please let the TDRCS representative know that the application has been referred.



FastApp Customer Support

If you experience any of the following:

- Open rings
- Constant busy signals
- No response from FastApp after it has picked up the call
- Being dropped or disconnected before the call transaction is complete
- No response from FastApp after entering consumer data
- No action messages returned
- Hanging up without getting the account number in an approval message

For FastApp support call 1-800-808-6950 and identify yourself as a FastApp customer, Please provide your merchant name, and store number to the FastApp Credit Representative.

Additional Keys

These allow you to move around FastApp Application Processing System:

✳ Will permit you to opt out at any time if you have any problems.

Helpful Hints

Taking your time to enter accurate applicant information will decrease the likelihood that an application will be pended, or declined.

Need Help? Have Questions?

TD Retail Card Services
1-800-808-6950

Monday - Saturday 8:00 am - 12:30 am EST
Sunday 10:00 am - 10:00 pm EST

FastApp
Calling in New Applications
1-866-808-5807

FastApp