

# FAST APP

## QUICK REFERENCE GUIDE

**STEP 1: The entire credit application must be completed and signed.**  
All applicants must be 18 years of age or older.

**STEP 2: Verify the identification of the Applicant by the photo match and signature match.**  
On the application, the associate must check the boxes for the verified types of both ID's.  
Failure to do so may cause delays in processing sales for approved applicants.

- 1) **Picture ID** - Example - Unexpired picture Driver's License or Government Identification Card:  
i.e. Military ID or a Valid U.S. Passport
- 2) **Major Credit Card** - Example - Department Store Card or Visa/Master Card  
("ATM" or Gas cards are not acceptable.)

**STEP 3: Call the TD Retail Card Services (TDRCS) Fast App voice authorization line:**

# 1-866-808-5807

**STEP 4: Follow the system prompts below:**

1. Thank you for calling the Credit Application System

For English: Press 1

Para Espanol: Oprima 2

2. Enter your 3 digit Application Code:

3. Enter your TDRCS store number followed by the '#' key.

Example: Store No 1234, enter as 1234#

4. Enter your associate/employee number followed by the '#' key.

Example: Associate No. 1234, enter as 1234#

5. Enter the Applicant's Social Security Number

Example: 123-45-6789, enter 123456789

Response: "The Social Security # you entered was 123-45-6789."

If this is correct: Press 1

If this is not correct: Press 2

6. Enter the Applicant's numeric street number followed by the '#' key

Example 1: 123 Main Street, enter as 123#

Example 2: P.O. Box 1, enter as 1#

Response: "You entered Applicant's street address as 123..."

If this is correct: Press 1

If this is not correct: Press 2

If the customer does not have a numeric street number, please call 1-800-808-6950 to process the application.

7. Enter the Applicant's 5 digit Zip Code

Example: 10098

Response: "You entered Applicant's Zip Code as 10098"

If this is correct: Press 1

If this is not correct: Press 2

8. Please enter the Applicant's birth date using 2 digits for the month, 2 digits for the day and 4 digits for the year:

Example: Oct. 10, 1967 enter as 10101967

9. Enter the Applicant's home area code and telephone number:

Example: 201-555-6789, enter 2015556789

If the Applicant has a business phone number Press 1, if not Press 2.

**STEP 5: The system will state "Please hold while we process this information".**

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**STEP 6:** Below are one of the 3 responses you will hear. Listen for Credit Application Response. Note all information on application: Account number, credit limit, and authorization code.

### Automated Application Response:

#### A) Approved Application

1. "The Customer's last name is spelled as ..." You must ensure the correct spelling. Failure to do so will result in the customer receiving the card in an incorrect name.

If this is correct: Press 1

If this is not correct: Press 2 (A credit representative will verify or change the information)

2. "Please enter pending sale amount followed by the '#' key."

(Enter the sale amount in whole dollars; a sale of \$75.50 should be entered as 75)

The automated system will read you the following information:

3. "Account number is..."
4. "Credit limit is..."
5. "Application Approval Code is..."

Please be sure to note the above information on the credit application

To repeat the account number, Credit Limit & Application Approval code message: Press 1  
To enter another application: Press 9

#### B) Referred Application

1. "Please hold for verification." This call is transferred directly to a Credit Representative to verify additional information. The application will either be approved or declined after the Credit Rep has reviewed the additional information.

#### C) Declined Application

Automated Response: "This application has been declined. Customer will receive notification within 7 to 10 business days."

Associate Response: "Your application has gone for further processing; you will be notified within 7 to 10 business days."

**STEP 7:** Process Sale according to your Point of Sales Procedures.

Approved Accounts: Complete sale with new credit card account number and authorization code.

Accounts for Further Review: Request another form of tender to complete the sale.

**STEP 8:** Place all Approved and Declined applications in the pre-addressed envelopes provided by TDRCS and store in a secure, locked area. **Mail the applications WEEKLY.**

Supply Orders - Contact Merchant Services 1-800-538-3638 or email to SCAMerchantservices@tdrcs.com, you will need to supply your TDRCS store#, address, telephone# and the quantity of each supply requested.

You will need to supply your TDRCS store number, address, telephone # and the quantity of each supply requested. Supplies include applications, and application return envelopes.

**FAST APP**  
1-866-808-5807

**TD Retail Card Services**

**LIVE OPERATOR**  
**CREDIT DEPARTMENT**  
1-800-808-6950