



# Resending a Firm Offer of Credit

When you receive a notification that a firm offer of credit (FOC) could not be properly delivered, you must make an effort to correct the problem and resend the FOC. In most cases, this takes the form of correcting the address on the relevant contact record (or necessary information in the user's account profile), then manually pushing the contact's information to DirectMailers to initiate a new attempt to send the FOC to the contact.

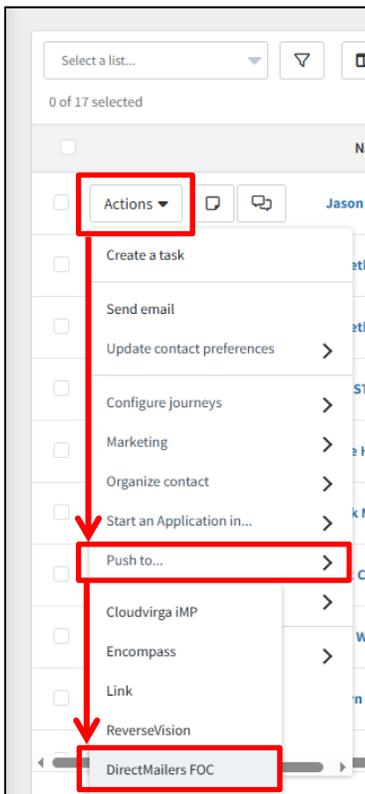
## Note

There are additional error responses we can receive from DirectMailers, but there are no actions you can take to rectify them. Please contact Total Expert's Customer Support department to resolve these issues.

The following steps assume that you have already corrected and saved the missing or incorrect contact (or user) information, and you are ready to push the contact record to DirectMailers.

You can execute the push from either your contact list or the individual contact details page.

1. Navigate to **Leads & Contacts → Contacts**.
2. Locate the contact you want in the list.
3. Either:
  - a. Select **Actions → Push to... → DirectMailers FOC**.



- b. Click the contact's name to open the details page, then in the upper-right corner of the page, select **Actions → Push to DirectMailers FOC**.



The screenshot shows a contact profile for Jason D. The 'Actions' dropdown menu is open, and the 'Push to DirectMailers FOC' option is highlighted with a red box. A red arrow points from the 'Actions' button to this option.

### Note

The exact name of the option in these menus may vary for your organization. For example, if you have multiple DirectMailers options, the correct one should have “FOC” in the name. However, if you only have 1 DirectMailers option, it may just be called “DirectMailers”.

The email notification you received about the undeliverable FOC includes the name of this option for your organization.

4. In the confirmation box, click the **Push** button.
5. A success message appears.