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.

Sele	ct a list		•	∇	
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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**.

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Cell 0825323609 destative/conversion			Message Call	Log Activity
				Add Outcome
				Send Actions
Profile Product Marketing Of	fice365 Activity Insights Responses	Quotes	₩ MEMOS	Send Email
				Create Marketing Kit
	I like this	Send BombBomb Video		
Profile Details Edit			Partnerships	
				Invite to Co-Market
Full Name	Email Address	Cell Phone Number		Communications
38301 0404		CALIFORNIA CONTRACTOR OF CONTRACTOR	> Leads (1)	Ont Out of Email
Lead Source	Created On			Opt Out of Mail
buyer ceau - cisting	03/06/2023		Tasks (0)	Contact Push
		Start an Application in BeSmarte		
				Start an Application in Blend
			✓ Recent Notes	Push to Cloudvirga iMP
				Push to Link
Relationships Edit	Type a note	Start a Loan in ReverseVision		
				Start an Application in Roostify
Owner	Assigned To			Push to DirectMailers FOC
Jason Kuebelbeck	Jason Kuebelbeck			Admin
				Change Owner
ommunication Preferences				
			Select Outcome (optional)	Archive Contact
Email	SMS	Postal Mail	Lide note from co. marketing partners	Delete Contact

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.