

Frequently Asked Questions - FAST

Q: Does a driver need to apply for both FAST North and South?

A: Fast North provides full benefits at both borders. If an applicant is approved for FAST North, he/she need not apply for FAST South. However, if an applicant is approved for FAST South, he/she would need to apply for FAST North for FAST processing on the Northern Border.

Q: What is the new Web-based enrollment system for FAST?

A: The new online enrollment system allows FAST applicants to apply online from home, the office or any public-access computer, rather than presenting a hard copy of the application to an enrollment center. The Web-based enrollment system is available to new and renewing applicants.

Q: How does the online application or renewal work?

A: The applicant will log onto the application system located at www.fastdriver.gov. The applicant will either select U.S./Canada or U.S./Mexico and then click on the appropriate FAST Driver application.

Once an applicant submits a completed application, CBP reviews it and sends a notification to the applicant's account alerting the user of their conditional approval. The applicant is instructed to contact the nearest enrollment center for a final interview. Step-by-step instructions for the online application are included below. If the application is denied, the enrollment office will generate a letter outlining the reasons.

Q What is the cost to replace a FAST card that is not working at the dedicated lanes?

A: There is no cost to replace a FAST card that is not working at the lane. The FAST member should contact the enrollment center to report that the card is not working. The enrollment center will ensure that card is replaced.

Q: What are the benefits of this new Web-based enrollment system?

A: The new Web-based enrollment system is fast, easy, accurate and eliminates filling out and presenting paperwork. It streamlines the application process and allows applicants to review the status of their application online, pay their fee online, and schedule an appointment at an enrollment center of their choice.

After admission to FAST, individuals will still be able to review their information, make any necessary changes and renew their membership.

This system helps CBP officers accomplish their dual mission of securing the borders while facilitating trade and travel. CBP is constantly seeking cutting edge technologies to accomplish our border management needs, and leveraging the Internet is one method of streamlining the vetting and processing.

The system will pave the way for all trusted traveler programs to eventually have an online application process. In addition, it makes more consistent the various programs under the Security and Prosperity Partnership.

Q: Is online re-enrollment available for existing members when they re-apply?

A: Yes, this online enrollment system was designed for both new applicants and those reapplying for membership

Q: What if I've already mailed in my paper application to the Canada Border Services Agency?

A: Because you have submitted the fee with your paper application, you will need to continue with the current processing of receiving a letter by mail to contact an enrollment center of your choice to schedule your appointment. Upon renewal, you will be able to apply online, submit your fee, and schedule an appointment.

Q: What if I don't have a computer, or access to a computer?

A: Cyber cafes and public libraries typically offer online access for free, or a nominal fee. Check your local directory for information on libraries with computer access, or computer-service business close to you.

Q: How do I know the online payment site is legitimate?

A: CBP assures that all safeguards are in place to assure the safety and integrity of the payment site before the payment function becomes part of the online application. The payment function will run through an existing secure government Web payment system. (Pay.gov) This site is used by many government agencies and commercial enterprises to help ensure a safe and secure payment method for multiple programs and purposes.

Q: What privacy protections are in place?

A: When an applicant logs onto the FAST Web site an identity manager software system will ask a series of identifying questions. This process is very similar to the cues given for any online banking or any Web site that utilizes payment services.

CBP is using software developed by IBM that is accepted as the industry standard for computer database security. CBP is committed to ensuring the highest level of privacy protections are in place.

Q: Where can I get more information?

A: FAST North/South eligibility can be found on the following links"

Location of enrollment centers for FAST North/South can be found on the following links:

http://www.cbp.gov/xp/cgov/trade/cargo_security/ctpat/fast/fast_driver/canada_fast_driver/fast_canada_enroll.xml

http://www.cbp.gov/xp/cgov/trade/cargo_security/ctpat/fast/fast_driver/mexico_fast_driver/fast_mexico_enroll.xml

Q: How do I know if I am eligible to participate in the FAST Driver Program?

A: FAST North/South eligibility can be found on the following links"

http://www.cbp.gov/xp/cgov/trade/cargo_security/ctpat/fast/fast_driver/canada_fast_driver/fast_eligibility.xml

http://www.cbp.gov/xp/cgov/trade/cargo_security/ctpat/fast/fast_driver/mexico_fast_driver/mexico_fast_eligibility.xml