



Welcome to the New Enhanced Payout System. Introducing you to the Portal Control Buttons in FAMOS.

FAMOS and the Payout Portal are separate systems but both are used to allow a proposal to progress to a paid out deal.

To protect the information in the proposal, it's important to note that only one system can be "in control" of the proposal at any given time and you will need to coordinate the systems, as needed.

The following buttons may be displayed on the Proposal Summary screen in FAMOS

1. 'Proceed to Payout' button:

Print SECCI	Back to Quotation	Notes	NTU	Proceed to Payout
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- This button will be displayed if <u>FAMOS has control of the proposal</u>.
- Click this button so that you are able to use functionality in the Payout Portal.

2. 'Resume Payout' button:

Print SECCI	Notes	NTU	Resume Payout	Release Lock

- This button will be displayed if the Payout Portal has control of the proposal.
- Click this button to continue using functionality in the Payout Portal.

3. 'Release Lock button:



- This button will be displayed if the Payout Portal has control of the proposal.
- Clicking this button will mean you cannot use functionality in the Payout Portal it will show as 'Read Only'.
- You should only click this button if you need to make changes to the proposal in FAMOS

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1) In FAMOS, you will be able to access the Payout Portal in 2 ways:

A) 'Proceed to Payout/Resume Payout' button

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B) Payout Dashboard link

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Payout Dashboard	FAMOS Version 9.0	- POS 12.15.30 Copyright (c) 2008 BMW SF. All rights reserved.	

• Enter Username and Password (you will have already been sent an email confirming your username and requesting you to set a password) and select Login.

NOTE: If you have multiple direct access accounts at different retailers, you will need to sign in using the Direct Access account credentials for the relevant retailer site you want to access.

- 2) You will have already received an email confirming your username and requesting you to set a password. Please enter your Username and Password and select Login.
- NOTE: If you have multiple direct access accounts at different sites, you will need to sign in using the Direct Access account credentials for the relevant site you want to access.

Login		
Username	External Login	
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	authenticated-login	
Password		
Login Cancel		

You will now be logged into the Payout Portal.

NOTE: If you have multiple direct access accounts at different retailers, you will need to sign in using the Direct Access account credentials for the relevant retailer site you want to access.

3) If, in FAMOS, you selected 'Proceed to Payout/Resume Payout', you will be presented with the single proposal view where you will be able to action and complete the proposal.

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4) From this screen, you can also access all the proposals for the dealer that is associated to your account. To do this, click on the "hamburger" menu and select 'Applications'.

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From here, select the relevant brand for the dealer. This brand will then appear on all subsequent screens.

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The Dashboard view of the proposals will now be shown along with the brand you selected.

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NOTE: If an incorrect brand is selected, the list of proposals shown will still be correct and can still be processed. However, the brand shown on any selected proposal screen will also show the incorrect brand.

5) If, in FAMOS, you selected 'Payout Dashboard' and have successfully logged in, you will be presented with list of proposals for the dealers that are associated to your Direct Access account.

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6) From the dashboard screen, a specific proposal can be selected to view more details or to progress the proposal. Just click on the row of the proposal you want to access.

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7) When you have finished using the Payout Portal, just select "x'' to close the browser window.

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NOTE: Closing the application in this way will mean you should not have to sign into the application again (during that same day). Instead, when navigating from FAMOS, you will seamlessly proceed to the Payout Portal.

- 8) If you have multiple Direct Access accounts and have already logged into the Payout Portal using one account, but now need to log into the Payout Portal using a different Direct Access account then:
- 8.1) If the Payout Portal is currently open
- 8.1.1) Click on the "hamburger" menu on the right hand side of the screen and select Log Off.

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8.1.2) In the following screen, just select "x'' to close the browser window.

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Hyland IdP	
LOGOUT You are now logged out.	
Click here to return to the 82117b5-b082-4779-8a39-ef47b842c0f2 application.	

8.1.3) In FAMOS select, as required, 'Proceed to Payout', 'Resume Payout', 'Payout Dashboard' and then refer to step 2 of this guide

OR

- 8.2) If the Payout Portal is not currently open:
- 8.2.1) Clear your browsers cache and close the browser down.
- 8.2.2) Login into the Payout Portal via FAMOS (see step 1 onwards)
- 9) If when you try to logon and you see the following screen, it will mean you have entered the wrong User Name or Password:

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Error • Invalid username or password	
Username	External Login
xxxxxxxxxx	authenticated-login
Password	
Login Cancel	

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A) HOW DO I OBTAIN A DIRECT ACCESS ACCOUNT?

Direct access accounts have been created for all existing FAMOS users. In addition, as and when new FAMOS accounts are created, Direct Access accounts are also automatically created. If, in the unlikely event that you have not been given a Direct Access account, please contact Sales Support.

B) HOW DO I ACCESS THE PAYOUT PORTAL?

The Payout Portal can only be accessed via your FAMOS account.

C) HOW DO I CREATE A PASSWORD?

Over the past month, we have undertaken an exercise to identify existing FAMOS users who need access to the Payout Portal. These users will receive an e-mail invitation to activate their account and to also enter and confirm a password.

In addition, once the Payout Portal goes live, new FAMOS users will also be sent this e-mail activation invitation. If you do not need to access the Payout Portal to request payoutor to complete e-Sign/Customer ID, you can ignore this e-mail.

To help you identify this is a genuine e-mail it will be similar to the following example:

Tue 14/09/2021 06:45
noreply@hylandcloud.com
Account Activation
To 📕 XXXXXX XXXXXXX, (XXXXXX.XXXXXX@XXXXXXXXXC)
Sent from outside the BMW organization - be CAUTIOUS, particularly with links and attachments. Absender außerhalb der BMW Organisation - Bitte VORSICHT beim Offnen von Links und Anhängen.
Please click the link below to activate your account to access the BMW portal.
UserID: XXXXXXXXXX
https://bmwfinut2.hylandcloud.com/203wptgateway/index.html?showActivate=1DC9F7RF-E060-4F84-85D2-BD1FACRRFB43&application=All%20Proposals%20Alphera
You will be prompted to enter and confirm your password which must:
- be between fifteen (15) and thirty (30) characters in length
- contain upper and lower case characters, plus at least one numeric character (0 – 9)
- contain at least one special character (e.g. "\$%^&*)
Regards,
Automated Amount Automation

1) Click on the hyperlink contained in the e-mail and create the password. This must be:

- Between 15 and 30 characters in length
- Contain at least one uppercase character
- Contain at least one lowercase character
- · Contain at least one numerical character
- Contain at least on special character

Then select "Create Account"

Create OnBase Account	© X
Password	
Enter Password	
Repeat Password	
Re-enter password	
	Close Create Account

2) On the successful creation of your password, you will be presented with the following screen:

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BS8 3.01 LCI SP AUT	BMW F22 M240i Coupe I	PA2IULT	Ion Internal	ACC

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D) HOW DO I LOG ON USING AN ACCOUNT NOT ASSOCIATED WITH THE FAMOS PROPOSAL?

The following screen will be displayed for a single-proposal view, where the user has logged on with a direct access account that is not associated to the retailer on the FAMOS proposal.

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△ Document to Review	A C		
No document found	¢		

a. If you want to see the specific proposal screen, see Step 8 of the Payout Portal logon guide.

b. If, instead, you want to stay logged in to see the dashboard screen for the account you have logged in with, then select the 'hamburger' menu on the right, select 'Applications' and then select the appropriate Brand for the retailer e.g. All Proposals Alphera.

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No document found	♀	Language
		Applications
		All Proposals BMW
		All Proposals Mini
		All Proposals RollsRoyce
		All Proposals Alphera
		All Proposals Motorrad
		[→ Log Off

You will now be able to see all the proposals for the retailer that is associated to your account:

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		ACC	X0000X X0000X	BD66BXV	NISSAN LEAF 80kW Acenta 30kWh 5dr Auto (2015 - 2017)	14749836	
		ACC	X0000X X0000X	KO67FZT	MERCEDES-BENZ E CLASS E220d AMG Line Prem 2dr 9G-	T (2017 - 2020)	14815793	
		AWT	X0000X X0000X	AT21PAY	VOLVO XC40 1.5 T2 Momentum Core 5dr (2020 -)		14815699	
		AWT	X0000X X0000X	AU67GOA	AUDI A1 1.4 TFSI 150 S Line 3dr S Tronic (2015 - 2017)		14815810	

E) FORGOT PASSWORD

To reset your password click on the following link: https://bmwfin.hylandcloud.com/AlpheraPasswordGW/index.html

• Select 'Forgot Password':



• Enter your username and select Forgot Password



• The following screen will be displayed. Close the pop up and browser.

	Password	Maintenance		
	Hyla Doorner	nd Web Portal t Access Portal Log On	Toolkit	
uty (uta)	Successful		×	_
Challese automates your processes, manages your important business context is non-source sources and write a bit your other approach to others your information intercept – and information – you need 8.	You should receive an email shortly to res	rt yeur passavort.	et access to a huge range access Class	r altomation on all Hyland Products a

Click on the link in the e-mail you will receive from noreply@hylandcloud.com.



E) FORGOT PASSWORD

• Enter a new password and select Reset Password

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• Close the pop up message.

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