

Enhanced Payout.

Log-in Guide.

Welcome to the New Enhanced Payout System.

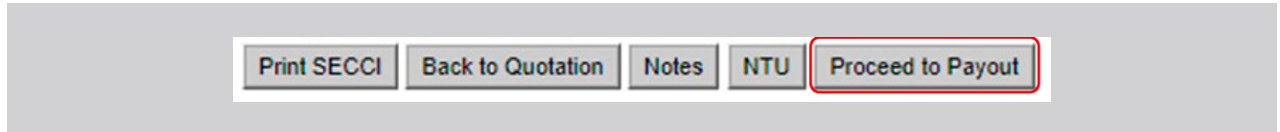
Introducing you to the Portal Control Buttons in FAMOS.

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.

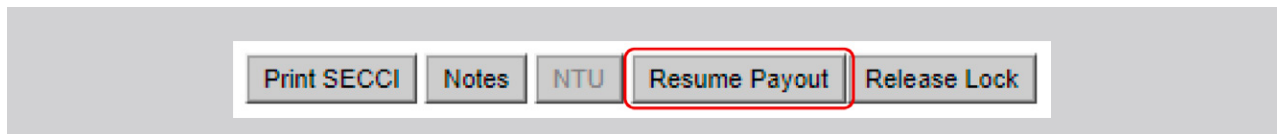
The following buttons may be displayed on the Proposal Summary screen in FAMOS

1. 'Proceed to Payout' button:



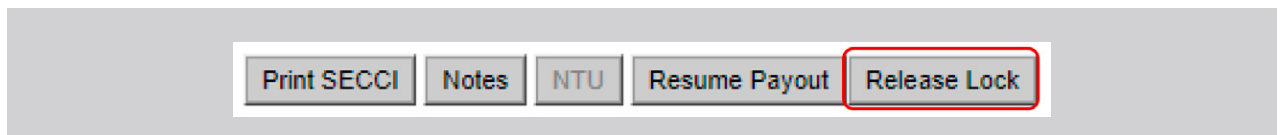
- This button will be displayed if FAMOS has control of the proposal.
- Click this button so that you are able to use functionality in the Payout Portal.

2. 'Resume Payout' button:



- 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**

Welcome to the New Enhanced Payout System.

Logging In.

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

A) 'Proceed to Payout/Resume Payout' button

The screenshot shows the FAMOS application interface. At the top, there is a navigation bar with 'Home' and 'Logout' links. Below this is a red banner with 'Application Information' and the text 'Application Issue <13/ 08/ 2021 17 : 05> Please click for more info'. The main content area is divided into several sections: 'Customer Details', 'Proposal Number 0014815963-1', 'Vehicle', and 'Product'. The 'Customer Details' section includes fields for Name, Customer Type, Address, and Guarantor. The 'Vehicle' section includes fields for State, Make, Model, and Type. The 'Product' section includes fields for Name, Large Initial Rental, Term (Months), Frequency, and Total Non-Vehicle Items. At the bottom of the page, there are buttons for 'Notes', 'NTU', 'Resume Payout', and 'Release Lock'. The 'Resume Payout' button is highlighted with a red box.

B) Payout Dashboard link

The screenshot shows the FAMOS application interface. At the top, there is a navigation bar with 'Home' and 'Logout' links. Below this is a red banner with 'Application Information' and the text 'Application Issue <13/ 08/ 2021 17 : 05> Please click for more info'. The main content area is divided into four sections: 'Quotation', 'Vehicle', 'Customer', and 'Customer Assistant'. The 'Quotation' section includes links for 'Referral Queue', 'New Quotation', 'Quick Quote', 'Payment Driven Selector', 'Quotation/Proposal Search', 'Workbench', and 'Standalone Settlements'. The 'Vehicle' section includes links for 'Vehicle Search' and 'Vehicle Selection Queue'. The 'Customer' section includes a link for 'New Customer'. The 'Customer Assistant' section includes links for 'Customer Database' and 'Alpha Partner InfoNet'. At the bottom of the page, there is a 'Legal Information' button. The 'Payout Dashboard' link is highlighted with a red box.

- 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.

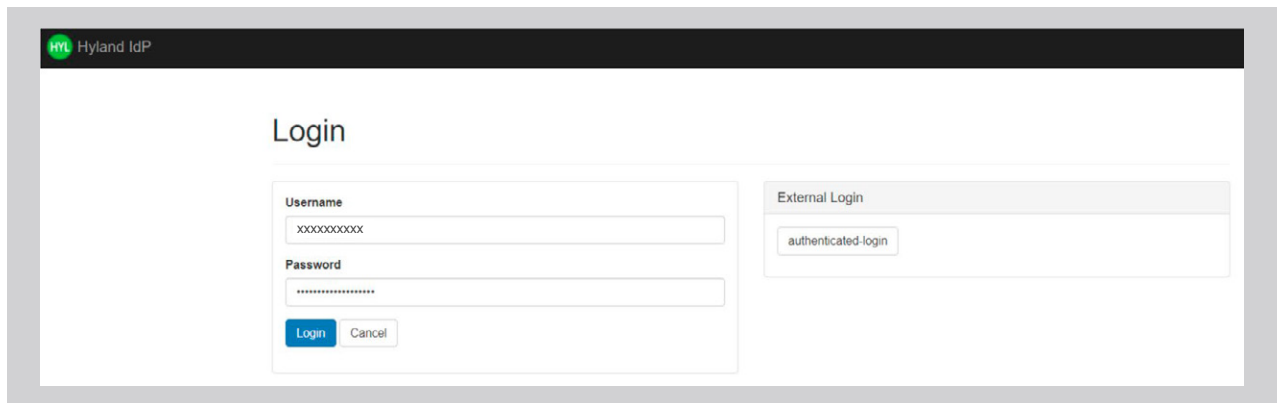
NOTE: If you have multiple direct access accounts at different retailers, you will need to sign in using the Direct Access account credentials for the relevant retailer site you want to access.

Welcome to the New Enhanced Payout System.

Logging In.

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.

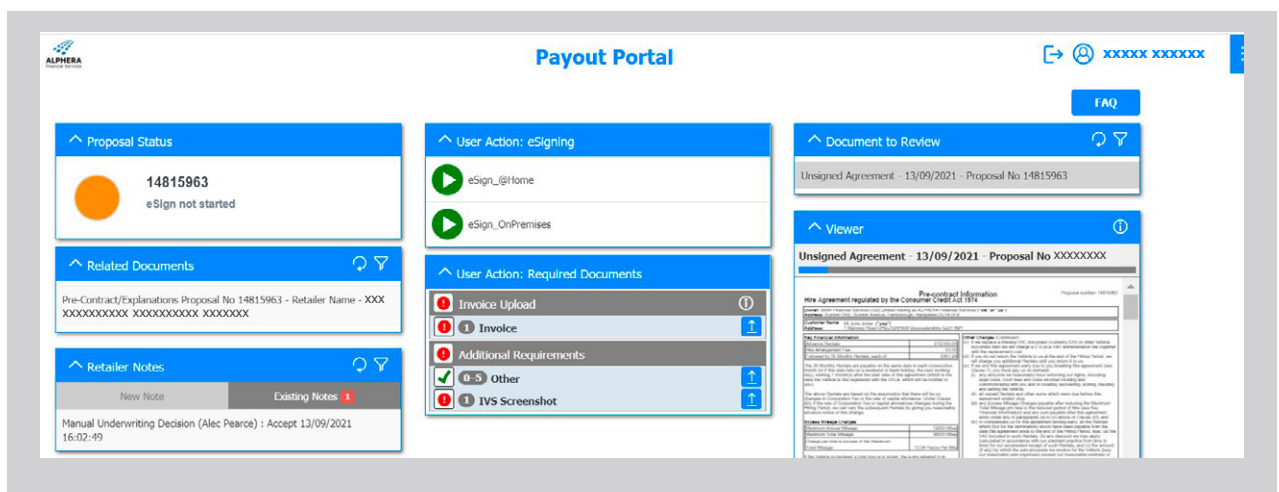
- NOTE: If you have multiple direct access accounts at different sites, you will need to sign in using the Direct Access account credentials for the relevant site you want to access.



- 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.

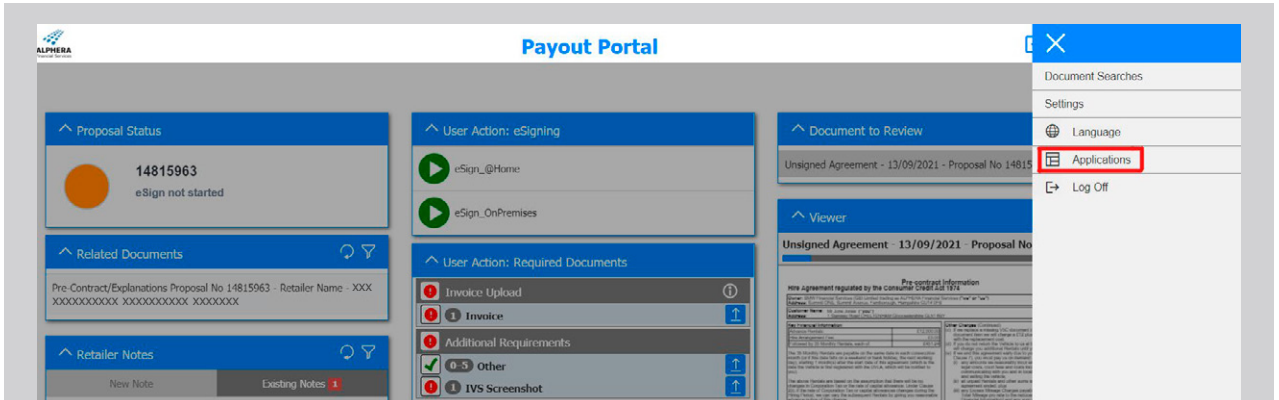
3) If, in FAMOS, you selected 'Proceed to Payout/Resume Payout', you will be presented with the single proposal view where you will be able to action and complete the proposal.



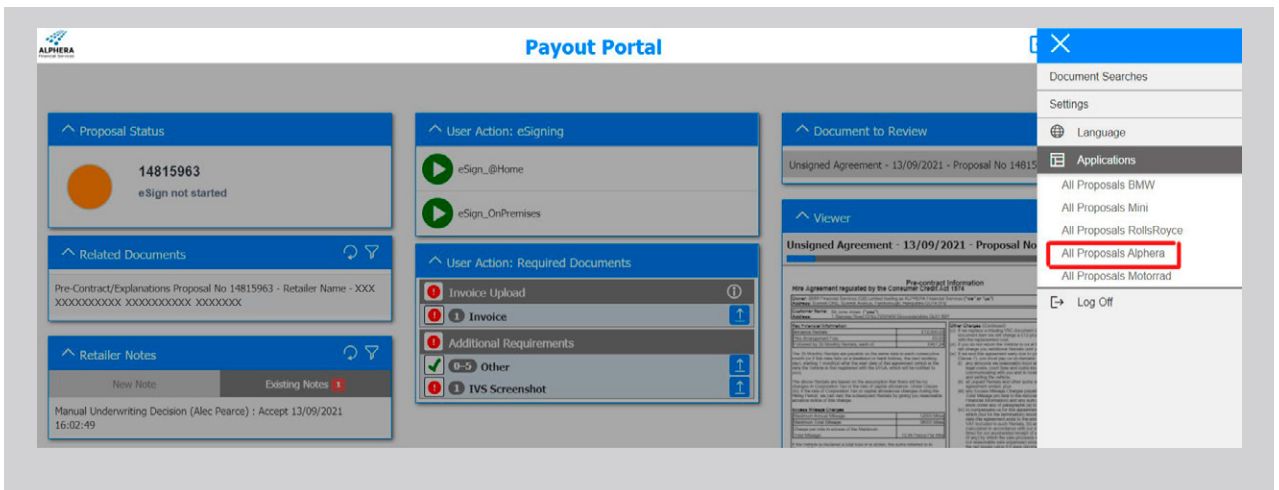
Welcome to the New Enhanced Payout System.

Logging In.

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'.



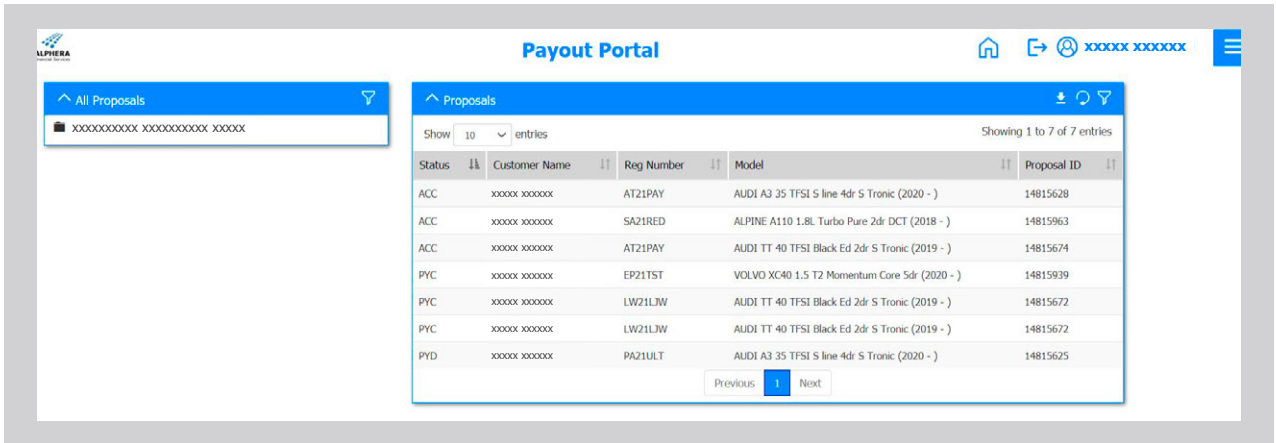
From here, select the relevant brand for the dealer. This brand will then appear on all subsequent screens.



Welcome to the New Enhanced Payout System.

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

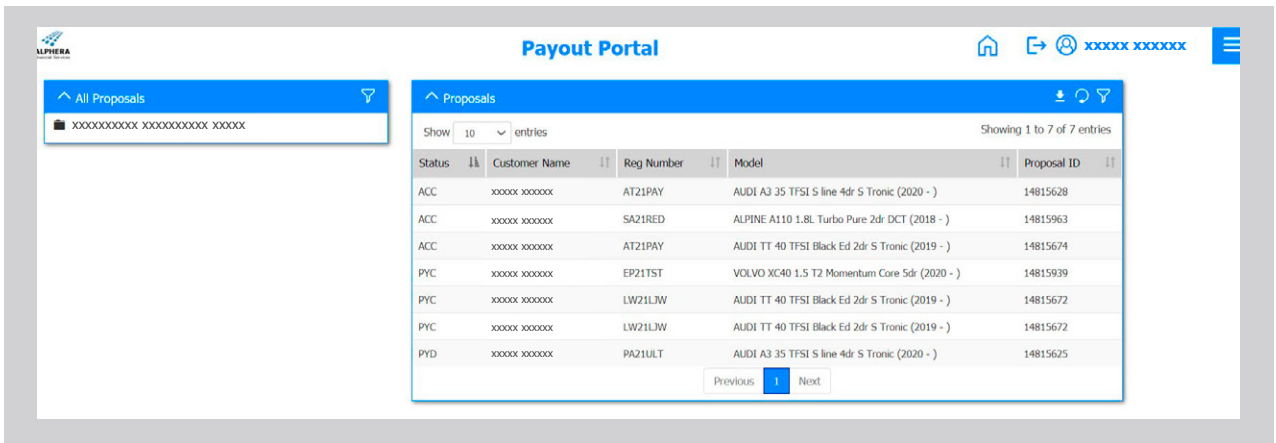


The screenshot shows the 'Payout Portal' interface. On the left, there is a sidebar with 'All Proposals' and a search bar containing 'XXXXXXXXXX XXXXXXXXXXXX XXXXX'. The main area displays a table of proposals with the following data:

Status	Customer Name	Reg Number	Model	Proposal ID
ACC	xxxxx xxxxxx	AT21PAY	AUDI A3 35 TFSI S line 4dr S Tronic (2020 -)	14815628
ACC	xxxxx xxxxxx	SA21RED	ALPINE A110 1.8L Turbo Pure 2dr DCT (2018 -)	14815963
ACC	xxxxx xxxxxx	AT21PAY	AUDI TT 40 TFSI Black Ed 2dr S Tronic (2019 -)	14815674
PYC	xxxxx xxxxxx	EP21TST	VOLVO XC40 1.5 T2 Momentum Core 5dr (2020 -)	14815939
PYC	xxxxx xxxxxx	LW21LJW	AUDI TT 40 TFSI Black Ed 2dr S Tronic (2019 -)	14815672
PYC	xxxxx xxxxxx	LW21LJW	AUDI TT 40 TFSI Black Ed 2dr S Tronic (2019 -)	14815672
PYD	xxxxx xxxxxx	PA21ULT	AUDI A3 35 TFSI S line 4dr S Tronic (2020 -)	14815625

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.



This screenshot is identical to the one above, showing the 'Payout Portal' interface with the same list of proposals.

Welcome to the New Enhanced Payout System.

Logging In.

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.

Payout Portal

Proposals

Show 10 entries Showing 1 to 7 of 7 entries

Status	Customer Name	Reg Number	Model	Proposal ID
ACC	xxxxx xxxxxx	AT21PAY	AUDI A3 35 TFSI S line 4dr S Tronic (2020 -)	14815628
ACC	xxxxx xxxxxx	SA21RED	ALPINE A110 1.8L Turbo Pure 2dr DCT (2018 -)	14815963
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PYC	xxxxx xxxxxx	EP21TST	VOLVO XC40 1.5 T2 Momentum Core 5dr (2020 -)	14815939
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PYC	xxxxx xxxxxx	LW21LJW	AUDI TT 40 TFSI Black Ed 2dr S Tronic (2019 -)	14815672
PYD	xxxxx xxxxxx	PA21ULT	AUDI A3 35 TFSI S line 4dr S Tronic (2020 -)	14815625

Previous 1 Next

Payout Portal

FAQ

Proposal Status

14815963
eSign not started

Related Documents

Pre-Contract/Explanations Proposal No 14815963 - Retailer Name - XXX
XXXXXXXXXXXXXXXXXXXX

Retailer Notes

New Note Existing Notes 1

Manual Underwriting Decision (Alec Pearce) : Accept 13/09/2021
16:02:49

User Action: eSigning

- eSign_@Home
- eSign_OnPremises

User Action: Required Documents

- Invoice Upload
- Invoice
- Additional Requirements
- 0/5 Other
- IVS Screenshot

Document to Review

Unsigned Agreement - 13/09/2021 - Proposal No 14815963

Viewer

Unsigned Agreement - 13/09/2021 - Proposal No 14815963

Required Information

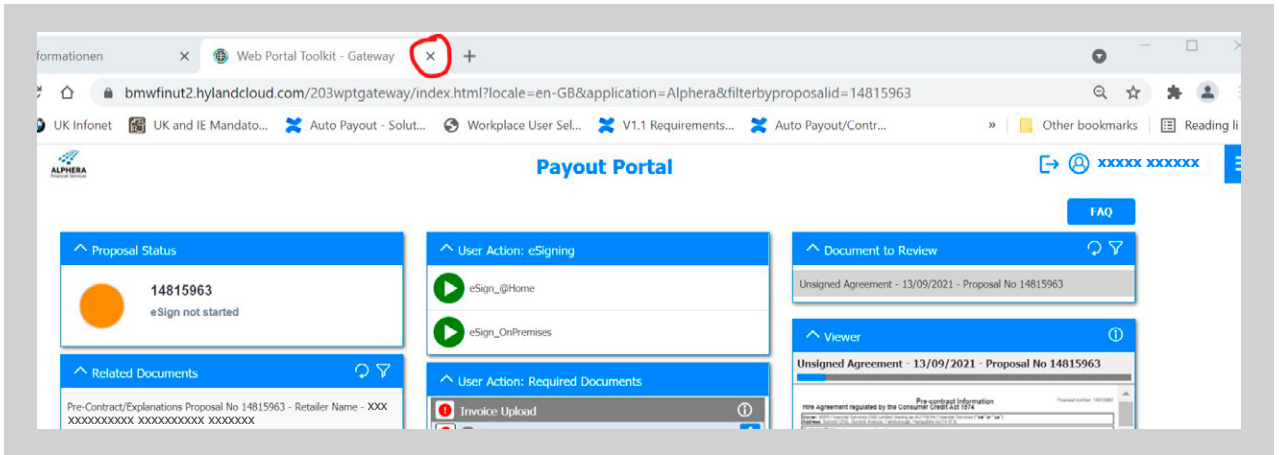
Proposed Information

Proposed number: 14815963

Welcome to the New Enhanced Payout System.

Logging In.

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

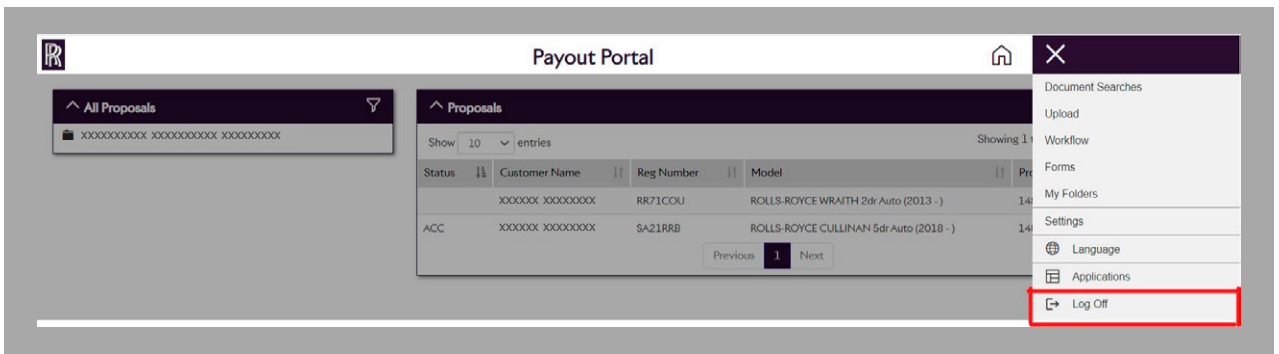


NOTE: Closing the application in this way will mean you should not have to sign into the application again (during that same day). Instead, when navigating from FAMOS, you will seamlessly proceed to the Payout Portal.

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

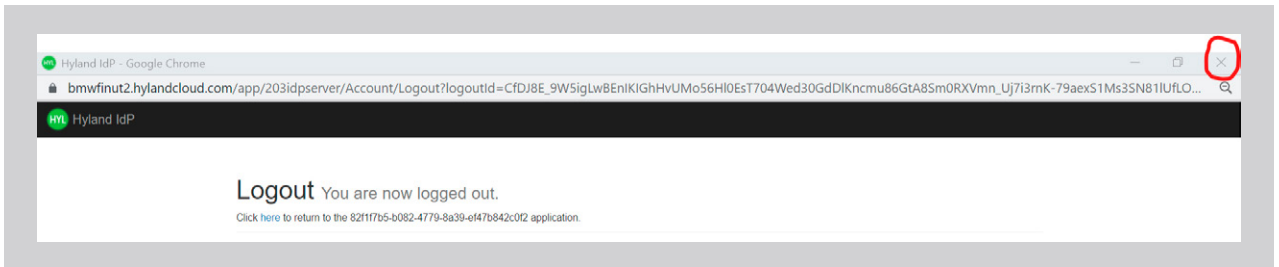
8.1.1) Click on the "hamburger" menu on the right hand side of the screen and select Log Off.



Welcome to the New Enhanced Payout System.

Logging In.

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



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

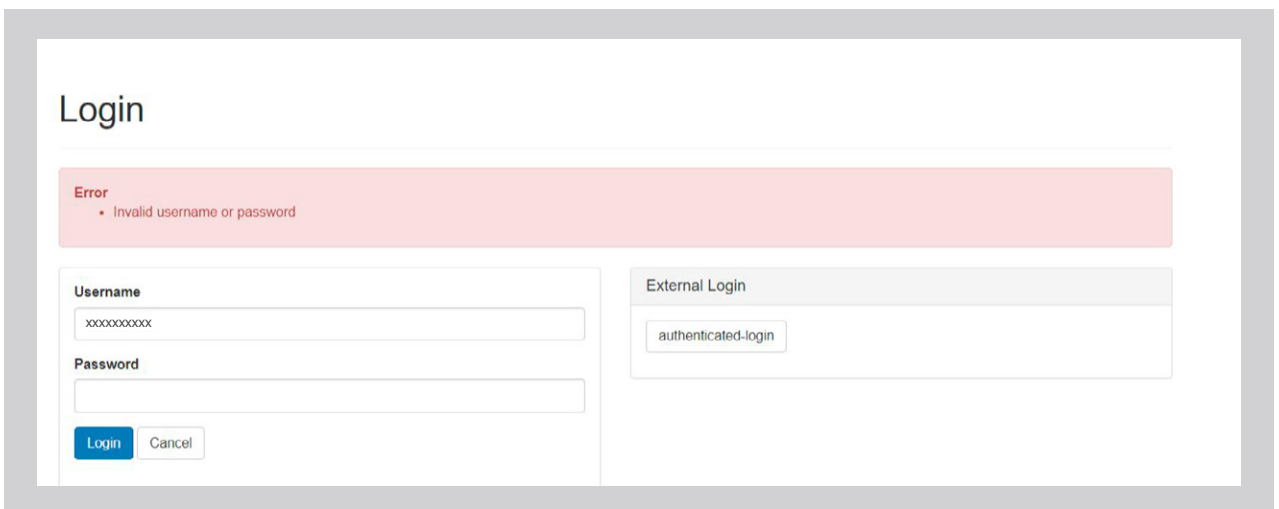
OR

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 login and you see the following screen, it will mean you have entered the wrong User Name or Password:



Welcome to the New Enhanced Payout System.

FAQ.

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?

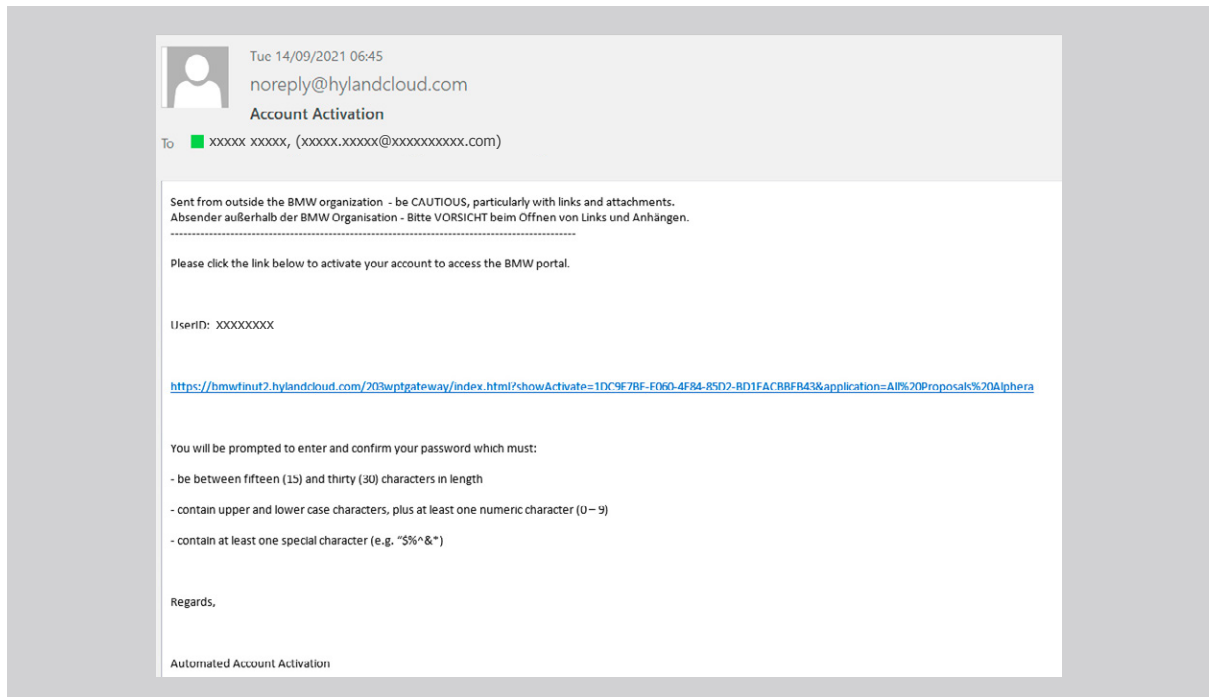
The Payout Portal can only be accessed via your FAMOS account.

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 payout or 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:



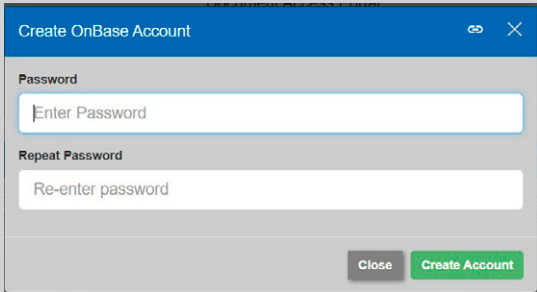
Welcome to the New Enhanced Payout System.

FAQ.

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

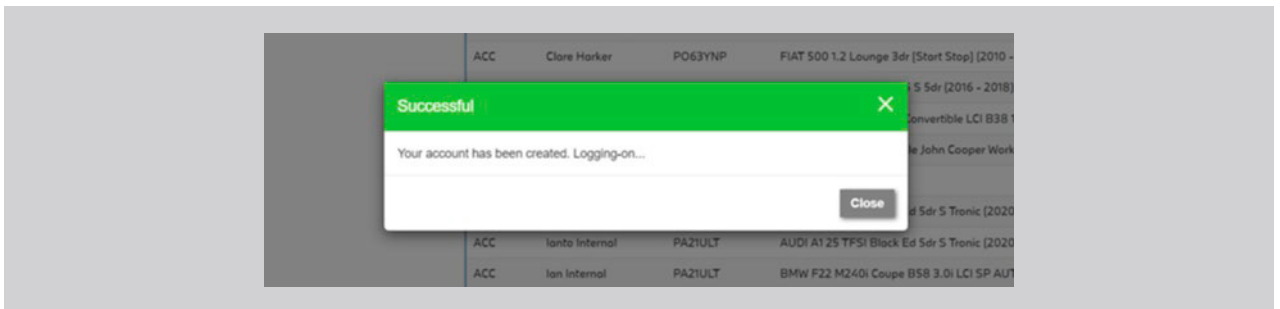
- Between 15 and 30 characters in length
- Contain at least one uppercase character
- Contain at least one lowercase character
- Contain at least one numerical character
- Contain at least on special character

Then select "Create Account"



The screenshot shows a dialog box titled "Create OnBase Account" with a blue header bar. It contains two text input fields: "Password" with the placeholder text "Enter Password" and "Repeat Password" with the placeholder text "Re-enter password". At the bottom right of the dialog, there are two buttons: a grey "Close" button and a green "Create Account" button.

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

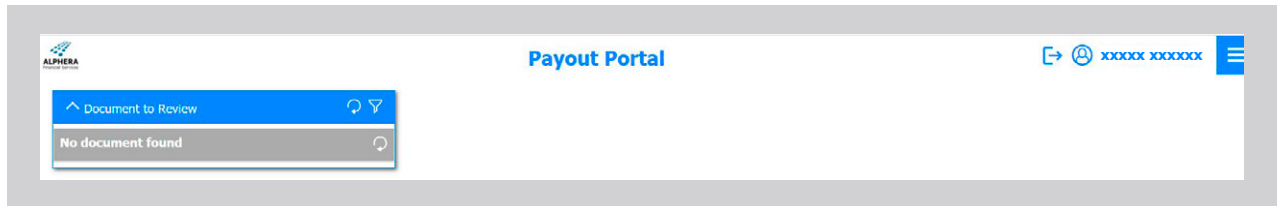


Welcome to the New Enhanced Payout System.

FAQ.

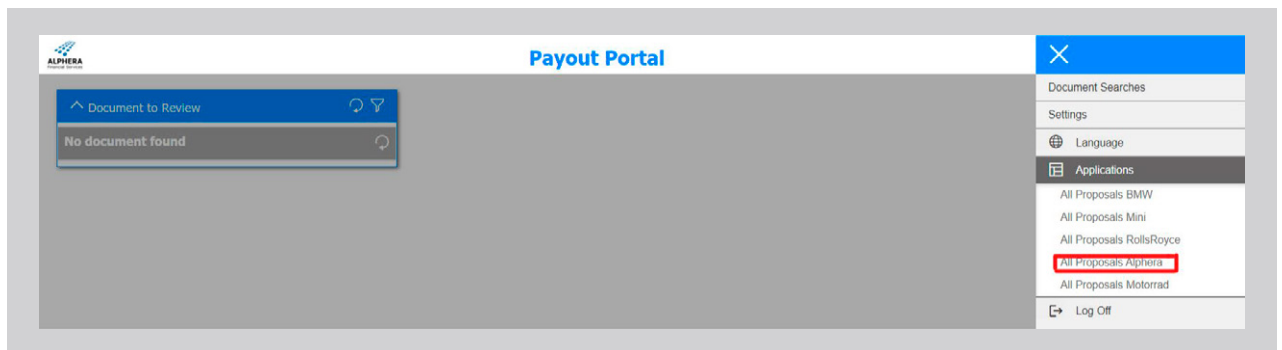
D) HOW DO I LOG ON USING AN ACCOUNT NOT ASSOCIATED WITH THE FAMOS PROPOSAL?

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.

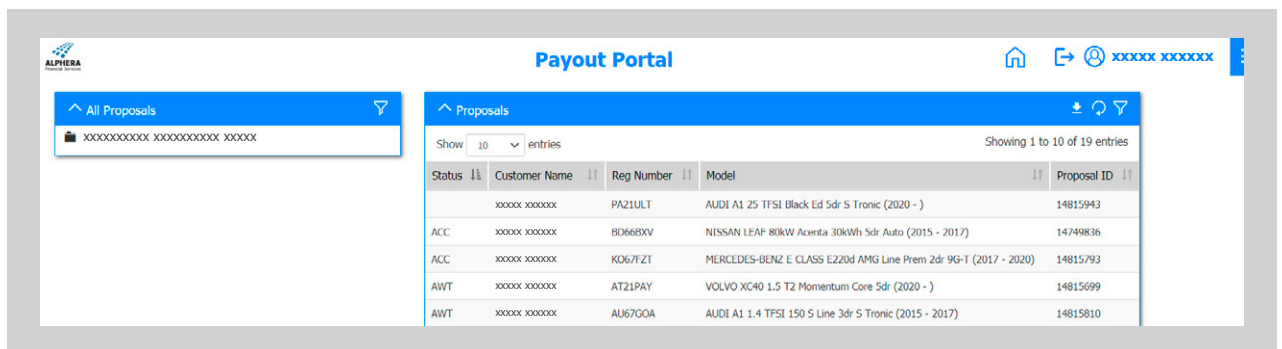


a. If you want to see the specific proposal screen, see Step 8 of the Payout Portal logon guide.

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 Alphaera.



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



Welcome to the New Enhanced Payout System.

FAQ.

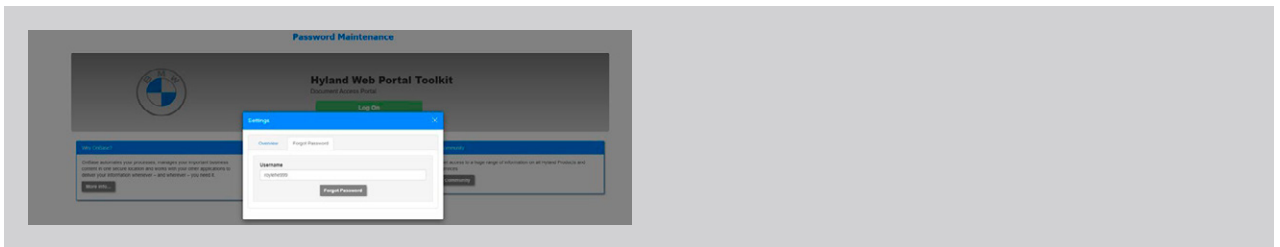
E) FORGOT PASSWORD

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

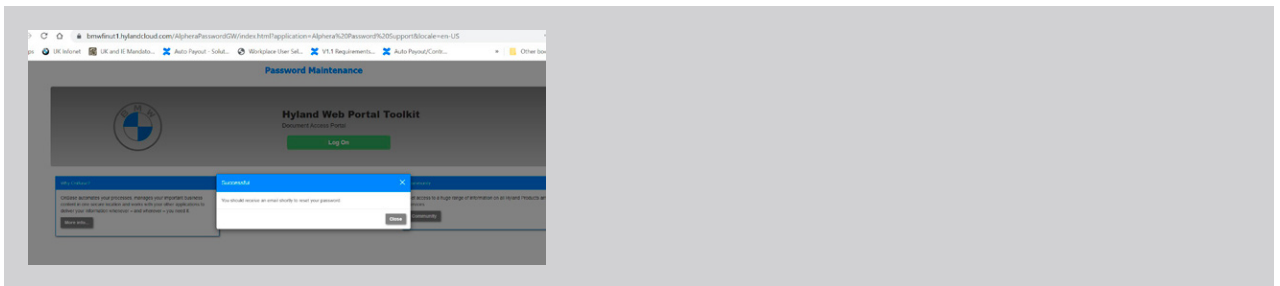
- Select 'Forgot Password':



- Enter your username and select Forgot Password



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



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

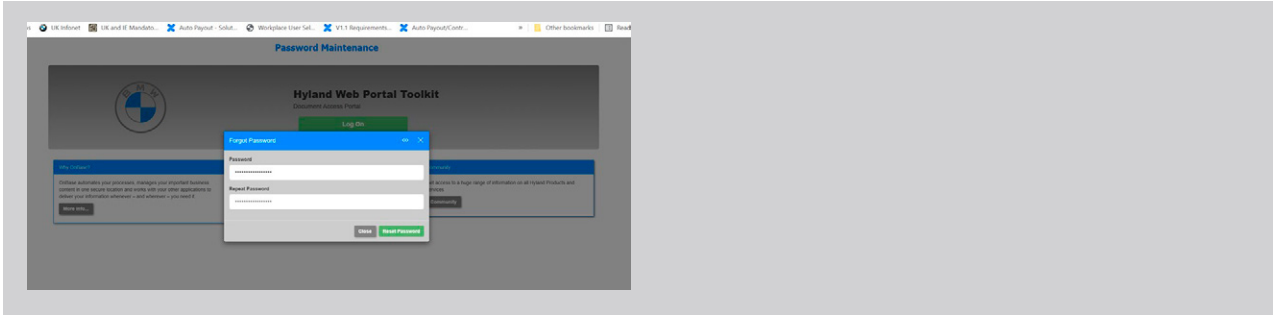


Welcome to the New Enhanced Payout System.

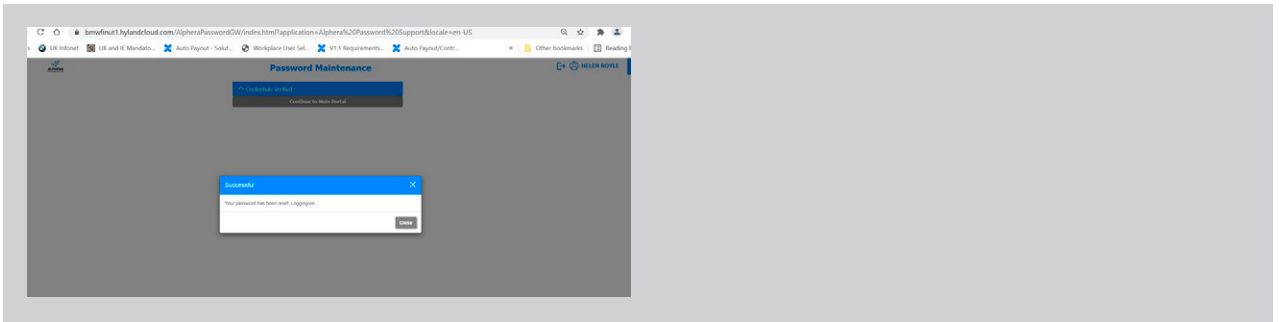
FAQ.

E) FORGOT PASSWORD

- Enter a new password and select Reset Password



- Close the pop up message.



- Close the browser.

