Alphera Financial Services

Payout Checklist

General	Yes
1. Customer Commission Consent form has been signed, and signature matches the driving licence (please ensure the Commission amount matches FAMOS).	☐
2. Customer information in FAMOS matches exactly to their driving licence (DOB, address, spelling of name, correct capitalisation.	☐
3. A valid driving licence is included in the payout pack (if not valid, please click here for next steps).	☐
4. If ink-signing, the proof of identity has been verified under a UV lamp, signed & dated. (click here to access the guide on driving licence verification).	☐
5. The underwriting acceptance terms have been met, e.g. settlement	☐

Invoice	Yes
1. Please use high quality, clear invoices, avoiding poor quality scans and copies with watermarks.	☐
2. Your trading details and VAT number are visible.	☐
3. The invoice is made out to: ALPHERA Financial Services C/O BMW Financial Services GB Ltd, Summit One, Summit Avenue, Farnborough, Hampshire GU14 0FB.	☐
4. VAT qualifying box is ticked in FAMOS, where applicable.	☐
5. The vehicle details match those in FAMOS (model, reg. number, full chassis number).	☐
6. The total cash price, deposit and balance to finance matches FAMOS.	☐
7. The total VAT amount matches FAMOS and is within the 3p tolerance.	☐

Invoice mileage	Yes
1. If a new car, the start mileage is 99 miles or less.	☐
2. If a used car, the start mileage is within 150 miles of what is in FAMOS.	☐

Invoice registration date	Yes
1. If a new car, the registration date matches FAMOS exactly.	☐
2. If a used car, the registration month and year must match FAMOS exactly.	☐

HPI CHECK	Yes
1. Carry out an in house HPI check to ensure there is no active finance (we do not fund vehicles that are written off/stolen)	☐

Direct Debit	Yes
1. Account name matches the proposal name and includes an initial, e.g. Mr I Smith.	☐
2. Direct Debit is signed and dated.	☐

Agreement and Explanations document	Yes
1. If ink-signing, ensure version numbers on pages 1 & 2 of agreement match and pages run concurrently.	☐
2. Agreement is signed and dated.	☐
3. Explanations document is signed, dated and all pages are included, where applicable.	☐

Uploading Documents	Yes
1. The PCCI was printed before starting the eSign or Ink sign process in FAMOS.	☐
2. All documents, incl. Invoice, Driving Licence and additional proofs have been uploaded.	☐
3. Correct payment date has been set for customer.	☐
4. E-Sign shows status 'COMPLETED_PROCESS'.	☐

Settlement/ Contra-settlements	Yes	N/A
1. The registration number and agreement number are correct.	☐	☐
2. The Settlement figure is less than the Balance to Finance, allowing the contra to be processed correctly (i.e. Not a negative value).	☐	☐
3. The Settlement expiry date is valid and has not expired.	☐	☐

Disbursements	Yes	N/A
1. Items listed on the invoice that we are unable to finance are on a disbursement form. (Disbursement guide available on the Sales Support page of the ALPHERA Hub).	☐	☐
2. The deposit amount is equal to, or more than the amount being disbursed.	☐	☐

Troubleshooting Payout declines

Payout decline reason given	Solution
'INVOICE' - The invoice reg. number/ chassis number/ first reg. date on invoice may differ to FAMOS and/ or the agreement	• If both FAMOS and the agreement are incorrect, please update the vehicle details in FAMOS and ask the customer to re-sign the documents. If Ink signed, the customer can initial the amendments.
'INVOICE' – Total cash price/ deposit/ balance to finance on the invoice differ to FAMOS and/ or the agreement.	• If the invoice is incorrect, please provide a new system-generated invoice. Unfortunately, we don't accept manually amended figures. • If FAMOS and agreement document is incorrect, please amend FAMOS and ask the customer to sign new documents.
'INVOICE' - The VAT figure on the invoice differs to FAMOS.	• The VAT figure on the invoice differs to FAMOS. We allow a 3p tolerance
'INVOICE' - The mileage on the invoice differs to FAMOS and the agreement by more than 150 miles	• If FAMOS and the agreement are incorrect, please update FAMOS and ask the customer to re-sign the agreement documents. • If the invoice mileage is incorrect, we will accept the invoice if it is hand amended and initialled by the Partner.
'DIRECT DEBIT MANDATE' - The customer's name on the Direct Debit mandate and/ or FAMOS are incorrect.	• Please check and amend Direct Debit mandate and FAMOS accordingly, if Ink signed, the customer can initial the amendments.