

User Guide.

FAMOS will now work with the new settlement service. This will not impact any feature on FAMOS UI, 'Standalone settlements' and 'Contra Settlements' will continue to work as is. Sections below list out minor changes on FAMOS UI.

What is the change?

FAMOS is rewired to work with new settlement service.

Why do we need it?

Following issues were reported with the old settlement service:

Settlement Letter generated by CIC and FAMOS are different with different amounts

Errors while generating a settlement quote

Impact of change?

By integrating new settlement service, there is no change made to FAMOS UI.



FAMOS UI will display new error messages. These messages are more descriptive.

Letter generated (including settlement amount) will be consistent with letters generated by CIC and Myfinance




User Guide.

Please see below error messages:

Column Name	Description
<p>Error Code</p> 	Error code helps us to uniquely identify the error.
<p>Error Message</p> 	Text Messages displayed showing what went wrong.
Error Description	Details about error.
Resolution	Possible options you can try to resolve the error.

Please see the below sample of an error message:



Note

When you generate a settlement quote, please print and save the settlement quote. If tried again for the same effective date FAMOS will display [SETT-019](#) error.

In addition to below, if you see and error with message - '[Error 404](#) - Unable to find GUIId', please report this back to FAMOS feature team. This issue is related to how the new settlement service works and is already raised with Settlement service team.



User Guide.

Please see below full list of error messages:

Error Code	Error Message	Error Description	Resolution
SETT - 005	The agreement number supplied cannot be found	The agreement number provided is not found.	Please check the agreement number entered for any typos. If the agreement number is correct and you still get this message, please contact CIC
SETT - 006	Agreement status is not Active	The agreement is not in active status. Settlement quotation can be produced for Active contracts.	Agreements should be in Active status. Please contact CIC
SETT - 007	The Effective Date requested is after the end of the agreement	Entered effective date is after end of agreement	Please enter an effective date which is before end of contract
SETT - 008	The agreement payment frequency must be monthly. Please contact the Customer Information Centre to obtain a settlement quote	The payment frequency for a future rental is not monthly	A quotation cannot be generated using FAMOS, please contact CIC
SETT - 009	Settlement quotes are only available for Hire Purchase, Personal Loans, PCP or Lease Purchase. Please contact the Customer Information Centre	The contract number entered is not of the type for which settlements can be generated.	A quotation cannot be generated using FAMOS, please contact CIC
SETT - 013	Term exceeds 60 months. Please contact the Customer Interaction Centre to obtain a settlement quote	Same as error	Please contact CIC
SETT - 016	The final payment has already been called for. A settlement figure can not be supplied	The final payment for agreement has already been called for.	Please contact CIC
SETT - 017	Please contact the Customer Information Centre to obtain a settlement quote	Please contact CIC	Please contact CIC
SETT - 019	An existing quote is still valid. Please contact the Customer Information Centre to discuss further	A settlement quote has already been generated for the entered effective date.	Please print and save the settlement quote promptly once generated. In case you want to generate another settlement, then just change the date to next day and system should be able to produce a fresh settlement quote. If you need to discuss anything about the first generated settlement quote, please contact CIC.
SETT - 020	The requested Effective Date is too far in the future	Effective date entered is more than allowed range	Retry after changing the effective date. It should be within 90 days of current date (today's date)
SETT - 024	Too close to the agreement start date. Please contact the Customer Information Centre to obtain a settlement quote	Effective date entered is close to start date.	Please contact CIC
SETT - 029	Agreement currently has an error in the payment schedule	Error in payment schedule	Please contact CIC
SETT - 031	The agreement has an active Partial Early Repayment. Please contact the Customer Interaction Centre to obtain a settlement quote	Same as error	Please contact CIC
SETT - 035	The agreement has been informally extended	Same as error	Please contact CIC
Error -404	Unable to find GUiid	This is a system error	Please retry with a different effective date (next day). e.g., if you initially entered 21st June and got this error then please try 22nd June when you retry.



User Guide.

Letter

The process for creating settlement letters has not changed. As a reminder, please see the process steps below:

1) Use the print button to generate the letter

Alpha FAMOS - Standalone Settlements - Google Chrome
famos-int.bmvgroup.net/FAMOS/MainServlet

Application Information: Click this icon (157, 24, 220, 31) to Please click for more info

Quotation - Vehicle - Customer - Customer Assistant - Administration

Customer Details
Customer Type: Individual
Forename: *
Date of Birth (ddmm/yyyy): *
Surname: *
Post code: *

Customer retrieved from HUB
Name: *
House/Block Name: *
Address: *
Post code: *
Telephone N°: *

Settlement Quotation
Agreement Number: *
Vehicle Registration: *
Customer Consent:
Date Effective: * 06/09/2024
Quotation Type: * Standard

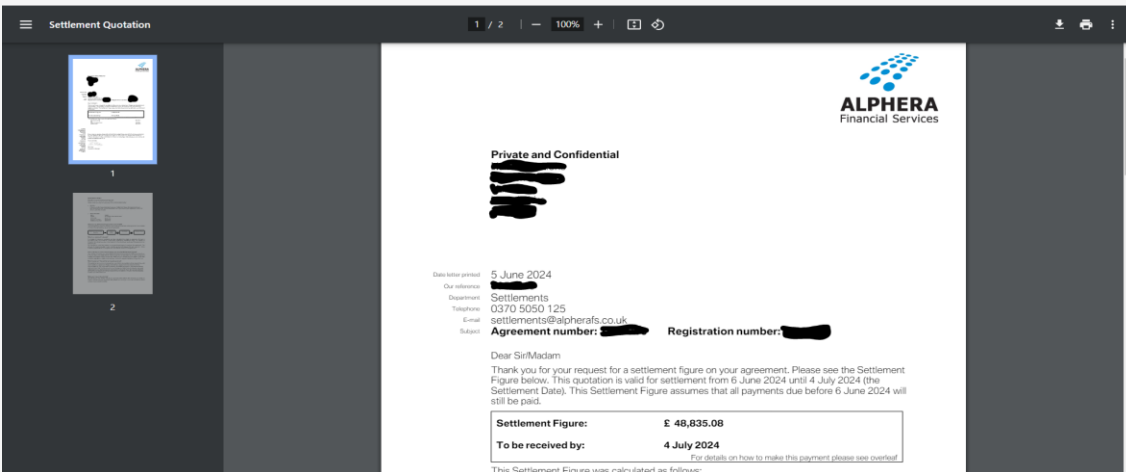
Settlement Quotation Details
Settlement Amount: £ 24,339.52
Quotation Reference: P/8
Expiry Date: 06/10/2024
Current Payment Date: *

Buttons: [Save] [Print] [Cancel]

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Legal Information

2) Letter generated



3) Save/ Print Letter - Once the letter is generated use the buttons displayed below to Download/Print the letter

