

BEST PRACTICE FOR ARVAL DELIVERY PACKS



Once a customer's vehicle is delivered, it is important that we make their vehicle live in our systems as quickly as possible for the following reasons:

- It is vitally important that we have full visibility across our business of their contract
- The customer is less likely to receive multiple invoices at one time
- The dealer is paid promptly
- Your remuneration is paid promptly.

Document packs are to be sent to Arval no later than seven days after the vehicle is delivered.

Before you even arrange delivery of your customer's vehicle, you need to ensure that the correct Arval Finance documentation has been signed and returned by the customer and any applicable cooling-off period is complete.

THE PERFECT ARVAL DELIVERY PACK

For us to process your delivery packs efficiently, you need to ensure that four items are included within your delivery pack and that they are correct. If they are not correct, the document pack will be rejected. Please check the following before sending any packs through to us for payment:

Delivery Note



AFRL



Dealer invoice



Commission invoice



ARVAL
BNP PARIBAS GROUP

ARVAL PARTNERS



1. Delivery note

- a. The customer needs to sign and date the delivery note.
- b. The delivery mileage needs to be recorded.



2. AFRL

- a. The AFRL needs to show the date registered and it cannot be after the delivery date. If you notice this, speak with the dealer to obtain a written explanation of why this is. Please ensure that this is complete before sending in the delivery pack as the pack will be rejected without it.
- b. The vehicle needs to be showing as registered to Arval UK. If you notice any other company listed as the keeper, such as another funder, dealer, or even the customer themselves, you must go back to the dealer and arrange for the keeper to be changed with the DVLA. In this instance, and by exception only, send in a copy of the letter the dealer has sent to the DVLA along with confirmation of any applicable re-tax with your delivery pack for us to review.
- c. The Arval Fleet Code needs to show as -02466.



3. Dealer invoice

- a. The dealer invoice needs to match the OTR you are using in the quote. The only exception to this is where a government grant is included:
 - i. For government grant applicable vehicles, the invoice price will be less than the quote OTR by the value of the grant. For example, if the vehicle is £23000 in the Arval quote and the grant is £3000, the dealer invoice will need to be £20000.
- b. The vehicle registration on the invoice needs to match all other documents.
- c. First-year RFL needs to match the quote.
- d. The VAT in the invoice needs to match the VAT in the quote to the penny.
- e. For agency invoicing, as you do not receive the invoice to send in with the delivery pack, please ensure that you have given the Arval Invoice Breakdown to the dealer to ensure this is correct upon receipt.



4. Commission invoice

- a. The commission invoice needs to be on your company letter headed paper.
- b. The amount you are claiming needs to match the quote.

Once your perfect delivery pack is complete, please email it to **Arvalpartners@arval.co.uk**

You need to state the Customer's name, Quote number and Vehicle registration in the subject title.

