



CASE MANAGEMENT MANUAL



MFEX Mutual Funds Exchange AB
Client Relations
Clientrelationslux@mfex.com

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1. User Activation

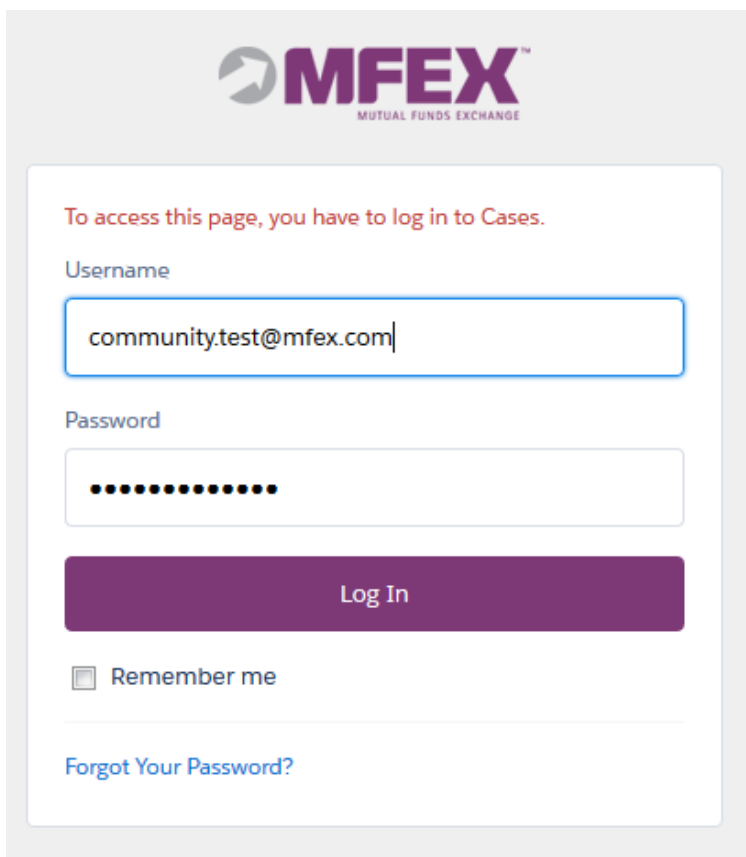
Contact your Client Relationship Manager to request activation of a new user. You will need to provide the user's email address.

When the user has been created, an email with the activation link will be sent to the address provided.

Click the link to activate user and set the password.

1.1 Login

Go to <https://mfex-cases.force.com> and enter your username and password. Your username is the email address used for the activation.



MFEF
MUTUAL FUNDS EXCHANGE

To access this page, you have to log in to Cases.

Username
community.test@mfex.com

Password
●●●●●●●●

Log In

Remember me

[Forgot Your Password?](#)

If you need to reset your password, click the “Forgot Your Password” link on this screen.

2. Home Page

The first thing you will see is your Home Page.

The screenshot displays the MFEX CRM Home Page. At the top, there is a navigation bar with the MFEX logo, a home icon, and a search bar. Below the navigation bar, the page is divided into several sections:

- Rejected Orders:** A table listing rejected orders with columns for Case Number, Subject, Status, and Account Name. It includes a 'View All' link.
- Corporate Action Cases:** A table listing corporate action cases with columns for Case Number, Subject, Case Owner, and Date/Time Opened. It includes a 'View All' link.
- Ongoing Cases Placed by Distributor:** A table listing ongoing cases with columns for Case Number, Subject, Date/Time Opened, and Created By. It includes a 'View All' link.
- Ongoing Transfer Cases:** A table listing ongoing transfer cases with columns for Case Number, Subject, Date/Time Opened, and Created By. It includes a 'View All' link.
- Completed Cases:** A table listing completed cases with columns for Case Number, Subject, Case Record Type, and Last Modified Date. It includes a 'View All' link.
- Libraries:** A section showing a library of items, currently displaying 1 item sorted by last activity.
- Status Opened Cases last 30 days:** A donut chart showing the distribution of case statuses over the last 30 days. The total count is 32. The legend indicates: New (2), Ongoing (3), Completed (15), and Closed (12).
- Opened Cases last month:** A donut chart showing the distribution of case record types over the last month. The total count is 21. The legend indicates: Fund Order Query (2), Fund Request (6), General Query (9), and Transfer Query (4).

The Home Page provides an overview of cases for your Company divided into 8 categories;

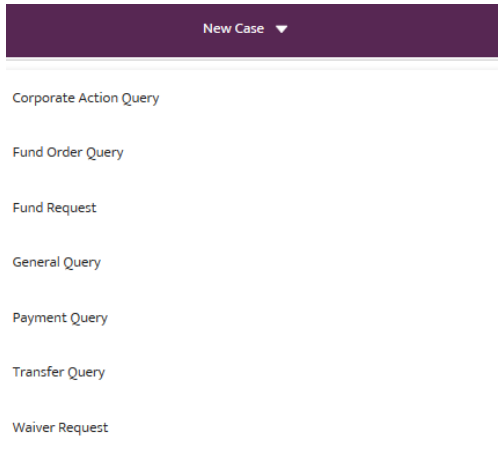
- Rejected Orders
- Corporate Actions
- Ongoing Cases Placed by Distributor
- Ongoing Transfer Cases
- Completed Cases
- Closed Cases
- All Cases

By clicking “View All” you will access the full list with additional information available (see [Chapter 5](#)). To view or manage a specific case, click on the Case Number link (see [Chapter 3.1](#)). You can also search for a case number or key words in the Global Search on top of the home page to quickly reach the case details (see [Chapter 6.1](#)).

From the Home Page you can also place a new case (see [Chapter 3](#)) and access documentation shared by MFEX. Contact details are on the bottom of the page and you can always navigate back to the Home Page simply by clicking on the House symbol in the top left of the screen.

3. Create New Case

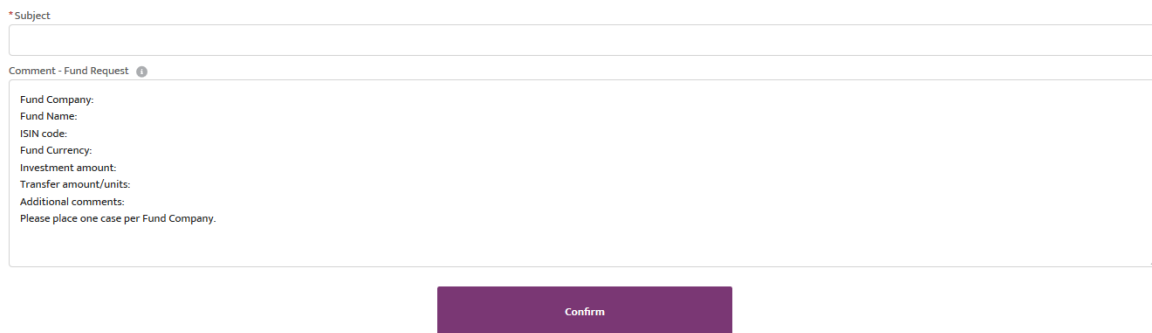
When you click “New Case” you will be asked to choose a case type.



A screenshot of a web application interface. At the top, there is a dark purple button labeled "New Case" with a downward-pointing triangle. Below the button is a white dropdown menu with a thin border. The menu lists several case types: "Corporate Action Query", "Fund Order Query", "Fund Request", "General Query", "Payment Query", "Transfer Query", and "Waiver Request".

For some case types there are template texts available.

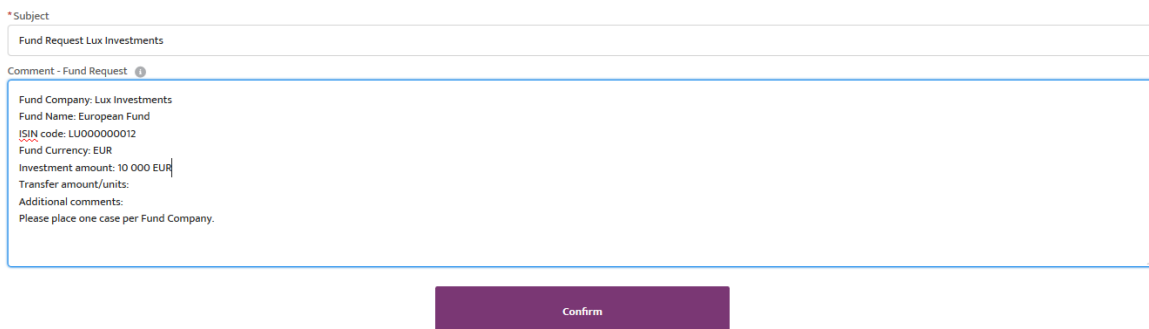
Fund Request



A screenshot of a form titled "Fund Request". At the top, there is a label "*Subject" followed by an empty text input field. Below this is a label "Comment - Fund Request" with a small information icon. The comment box contains the following text: "Fund Company:", "Fund Name:", "ISIN code:", "Fund Currency:", "Investment amount:", "Transfer amount/units:", "Additional comments:", and "Please place one case per Fund Company." At the bottom center of the form is a dark purple button labeled "Confirm".

By dragging the bottom right corner, you can make the comment box larger

Enter Subject, Comment and click “Confirm.”



A screenshot of the same "Fund Request" form, but now with the fields filled. The "Subject" field contains "Fund Request Lux Investments". The "Comment" box contains the following text: "Fund Company: Lux Investments", "Fund Name: European Fund", "ISIN code: LU0000000012", "Fund Currency: EUR", "Investment amount: 10 000 EUR", "Transfer amount/units:", "Additional comments:", and "Please place one case per Fund Company." The "Confirm" button is still present at the bottom.

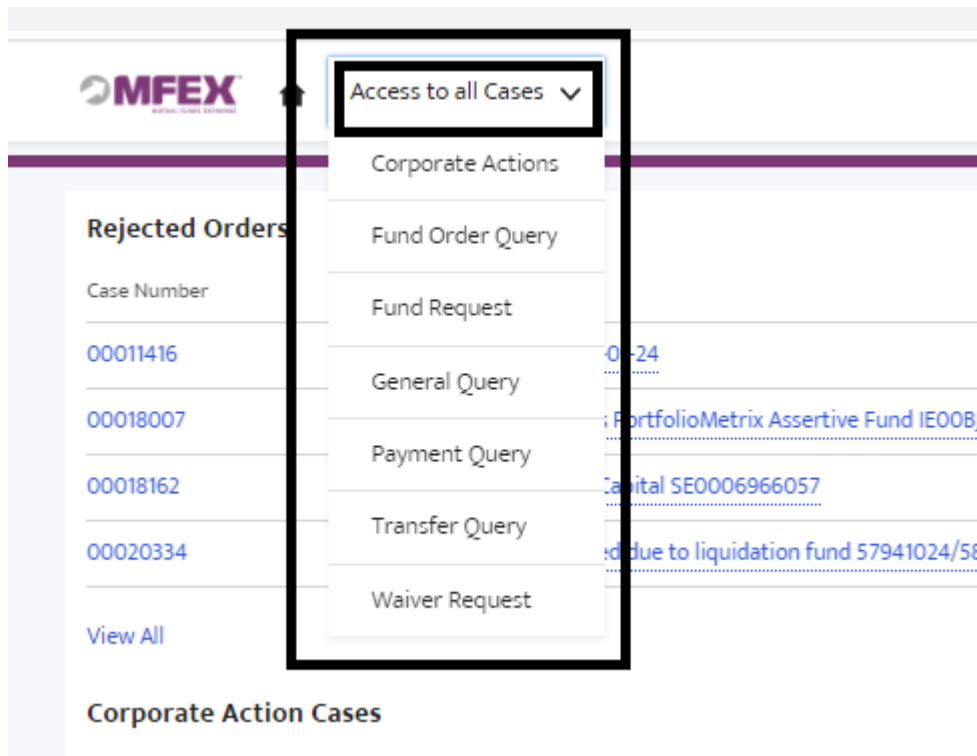
That’s it! Your case has now been created and assigned to the relevant team with MFEX to be handled as soon as possible.

3.1 Case Details

Once the case has been created you will be directed to the Case Details page.

At the drop list you see all the different case types that are not on the Home page. When you click on a type, you see all cases in status

- New
- Ongoing
- Completed



From this screen you can add new Case Comments (new button in the Case Comments section).

You can upload files in the Files section, and you can edit Subject, Status and Contact via the Edit button in the top right corner.

From the Case Details you will always be able to see;

- Who created the case (user with your Company or MFEX)
- Who is the Case Owner (always a MFEX user or team)
- Who is the Case Contact (always a user or team with your Company)
- Status, Case Number, Subject, Case Type

For fund requests you will also be able to track the progress to see which MFEX team is currently working on the fund opening request

When updates are made to the case (status changes, new comments, added files etc.) they are visible in the case details immediately. Case Contacts are notified when MFEX add comments to cases via email (see [Chapter 4](#)). MFEX Case Owners are notified when Distributors add comments.

3.2 Case Statuses

There are 4 different statuses available for cases;

- New
- Ongoing
- Completed
- Closed

New cases have not yet been handled. If a new case has not been handled after 24 hours, it is escalated internally at MFEX.

Ongoing cases are currently being worked on. Comments that are exchanged do not have an impact on the status and email notifications are sent to both MFEX and Client in case of a new comment.

Completed cases are considered closed but have not been confirmed by the other party. When MFEX replies to the Client with a final answer the status will be put as “Completed.” If you are not happy with the reply or have more questions, adding a new comment to the case will automatically change the status back to “Ongoing.”

Closed cases have been confirmed by the other party as Completed/resolved. If a case has been put to status “Completed” and not closed for 60 days, it will be closed automatically. Closed cases can be re-opened by either adding a comment or changing the status via the Edit button in the Case Details.

Edit Case

*Status

New

--None--

✓ New

Ongoing

Completed

Closed

Contact
Test Community user

Case Owner
Felix Bigert Mohr

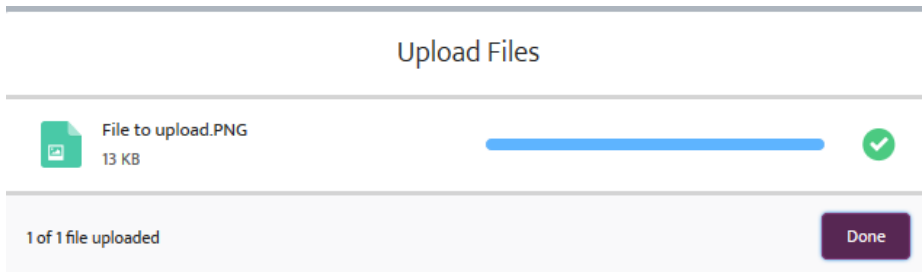
Distributor
Test CR distributor

Created By
Test Community user

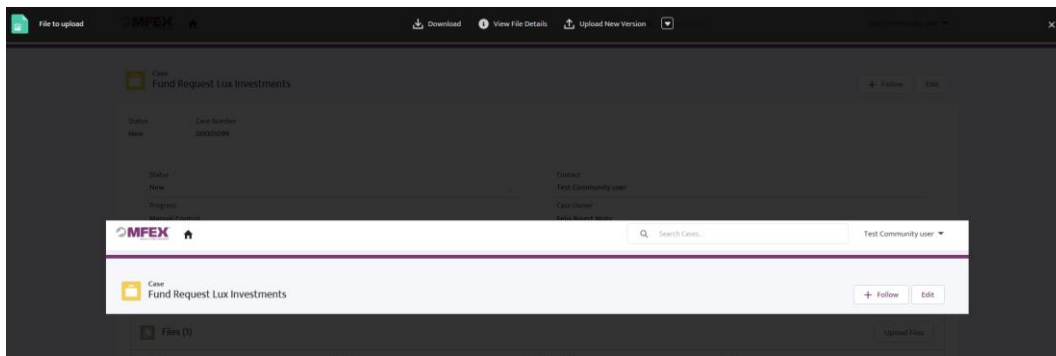
Cancel Save

3.3 Files

Files are easily uploaded by the Upload Files button in Case Details. You can choose to upload multiple files in one go. All file types are supported.



Most file formats can be previewed in the browser by clicking on the file name.



Maximum allowed file size is 7 MB.

4. Notifications

Email notifications are sent when;

- MFEX places a new case for the Client
- MFEX creates a new comment
- Client places a new case for MFEX
- Client creates a new comment
- Completed case is auto-closed after 60 days

Email notifications contain all case details and a link to access the case.

Reply Reply All Forward
to 2019-02-28 10:57



no-reply.salesforce@mfex.com

New comment for case 00001098

To Felix Bigert Mohr

Hi ,

A new comment has been added to case 00001098 by Test Community user:

Fund Company: Fidelity
Fund Name: European Fund
ISIN code: LU0000001
Fund Currency: EUR
Investment amount: 100000 EUR
Transfer amount/units:
Additional comments:
Please place one case per Fund Company.

Owner: Felix Bigert Mohr
Created By: Test Community user
Type: Fund Request
Subject: Fund Request Fidelity
Contact: Test Community user
Status: New

Click [here](#) to view the case

Kind regards,
MFEX Mutual Funds Exchange AB

Notifications are sent to the Case Contact. The user who creates the case becomes Case Contact by default.

It is possible to create a Department Contact for your Company which will be used whenever MFEX places case. The notification email for the Department Contact should be a group inbox so that notifications are sent to everyone concerned. This Contact will be shown as Owner, but anyone can create comments and make updates to the case.

Status	Case Number
Completed	00001097

Status
Completed

Contact
Test Dept

5. List Views

List Views provide an overview of cases based on their status and who is expected to respond next.

The screenshot shows the MFEX CRM system interface. At the top, there is a search bar and navigation options. The main content area is divided into several sections:

- Rejected Orders:** A table with columns for Case Number, Subject, Status, and Account Name. It lists several cases, including 'Rejected Order - 2020-01-24' and 'Prescient Global Funds PortfolioMetric Assertive Fund (E008)...'.
- Corporate Action Cases:** A table with columns for Case Number, Subject, Case Owner, and Date/Time Opened. It lists cases like 'NAV correction 2020-05-07 LU0580331472' and 'CA Name Change First State_2020-09'.
- Ongoing Cases Placed by Distributor:** A table with columns for Case Number, Subject, Date/Time Opened, and Created By. It lists cases such as 'SE0002098442' and 'LU2023199479'.
- Ongoing Transfer Cases:** A table with columns for Case Number, Subject, Date/Time Opened, and Created By. It lists cases like 'Status-frågen Flyet East Capital 85700054898' and 'Status Flyet 005562073535'.
- Completed Cases:** A table with columns for Case Number, Subject, Case Record Type, and Last Modified Date.

On the right side, there are several dashboards and widgets:

- Welcome to MFEX CRM system:** A purple banner with a 'New Case' button.
- Libraries:** A section showing '1 Item - Sorted by Last Activity' with a folder icon.
- Status Opened Cases last 30 days:** A donut chart showing the distribution of cases by status: New (2), Ongoing (3), Completed (15), and Closed (12). Total count is 32.
- Opened Cases last month:** A donut chart showing the distribution of cases by type: Fund Order Query (2), Fund Request (4), General Query (9), and Transfer Query (6). Total count is 21.

At the Home Page shows a few key fields per List View and a limited number of cases, but by clicking on the “View All” button you will be redirected to the full list.

This screenshot shows a detailed view of the 'Ongoing Cases Placed by Distributor' list. The table is filtered by 'all cases - Created Externally, Closed, Case Record Type - Updated a minute ago'. The table has the following columns: CASE NO., SUBJECT, CASE RECORD TYPE, DATE/TIME OPENED, STATUS, CONTACT, CREATED BY, CASE OWNER, and LAST MODIFIED DATE.

CASE NO.	SUBJECT	CASE RECORD TYPE	DATE/TIME OPENED	STATUS	CONTACT	CREATED BY	CASE OWNER	LAST MODIFIED DATE
1	00001112	Order not settled BlackRock - ref 456456	2019-03-08 10:50	New	Test Community user	Test Community user	Q - Trading & CM	2019-03-08 14:21
2	00001105	Fidelity European fund	2019-03-07 16:11	Ongoing	Test Community user	Test Community user	Q - Fund Admin	2019-03-08 14:22
3	00001101	Question unsettled subscription	2019-03-01 08:37	New	Test Community user	Test Community user	Q - Trading & CM	2019-03-01 08:38

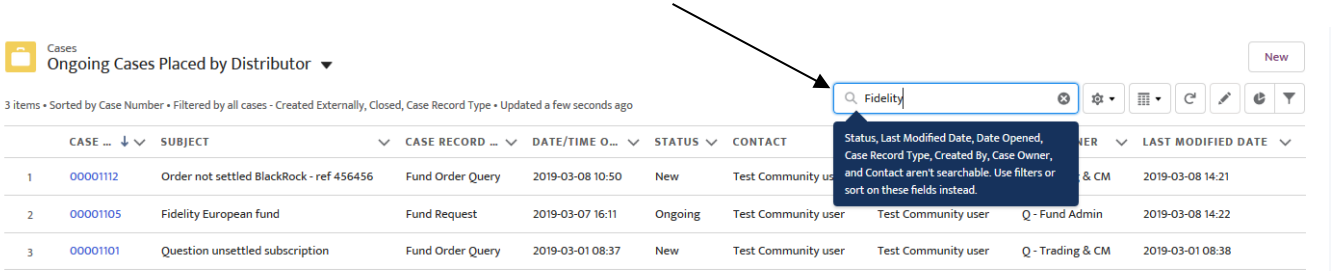
From this screen you can switch between different List Views – Click on arrow next to the List View name in top left corner. You can change the sorting of your List View based on your needs. For example, you may want to show the oldest cases on top or sort them alphabetically by Contact

name. You can also access case details by clicking on the Case Number link or create a new case in the top right corner.

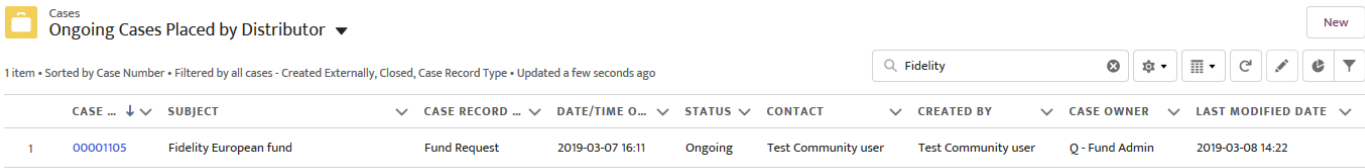
6. Search

Within a List View, it is possible to search for key words to narrow the list result. This can be useful if you are looking for all open cases of a certain type or related to a specific Fund Company or ISIN.

To search in a List View, enter your search word in this box and click “Enter.”

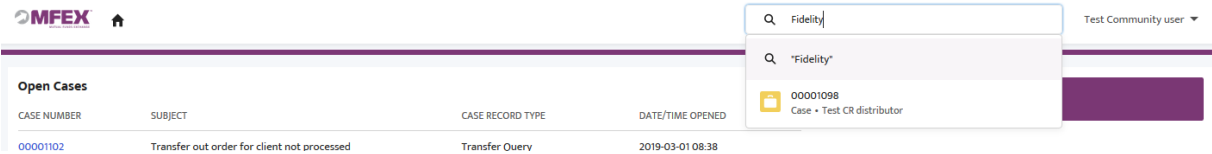


The result:

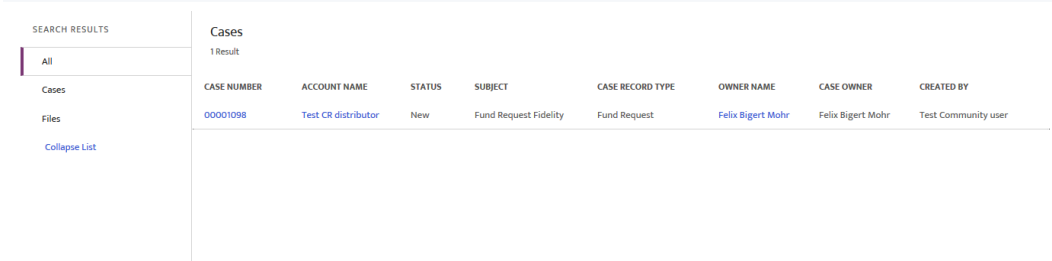


6.1 Global Search

Sometimes it is more useful to use the Global Search function. By using Global Search, you will search among all cases regardless of status. It is always present at the top of the screen. When you enter a search word you will get suggested matches straight away.



You can either click on a suggested case or the magnifying glass to see the full search result.



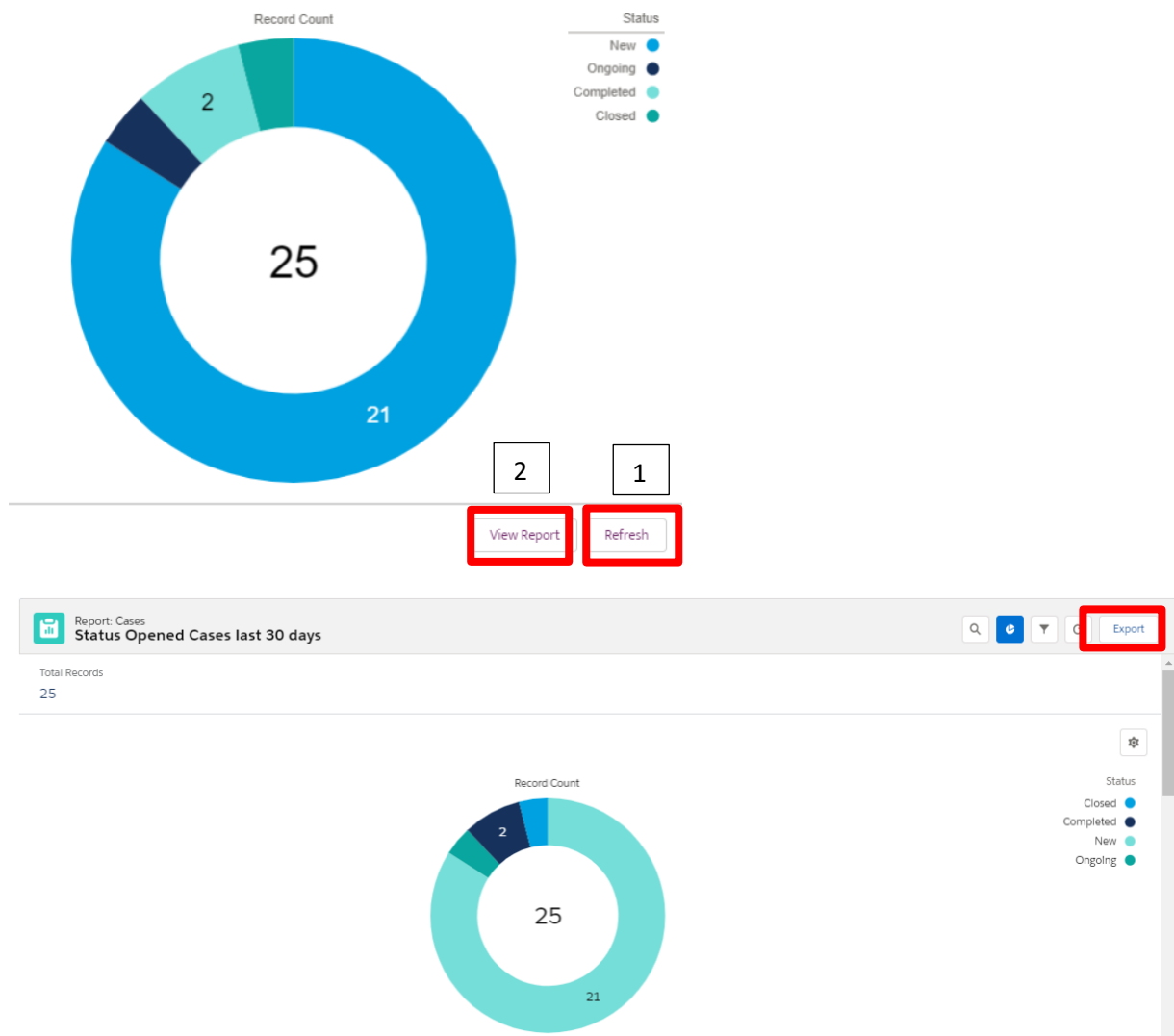
7. Dashboards

To get a better overview of your cases you can see a dashboard at Home page. You can see the status on the cases and the different Record Type. You can easily create a report from this dashboard

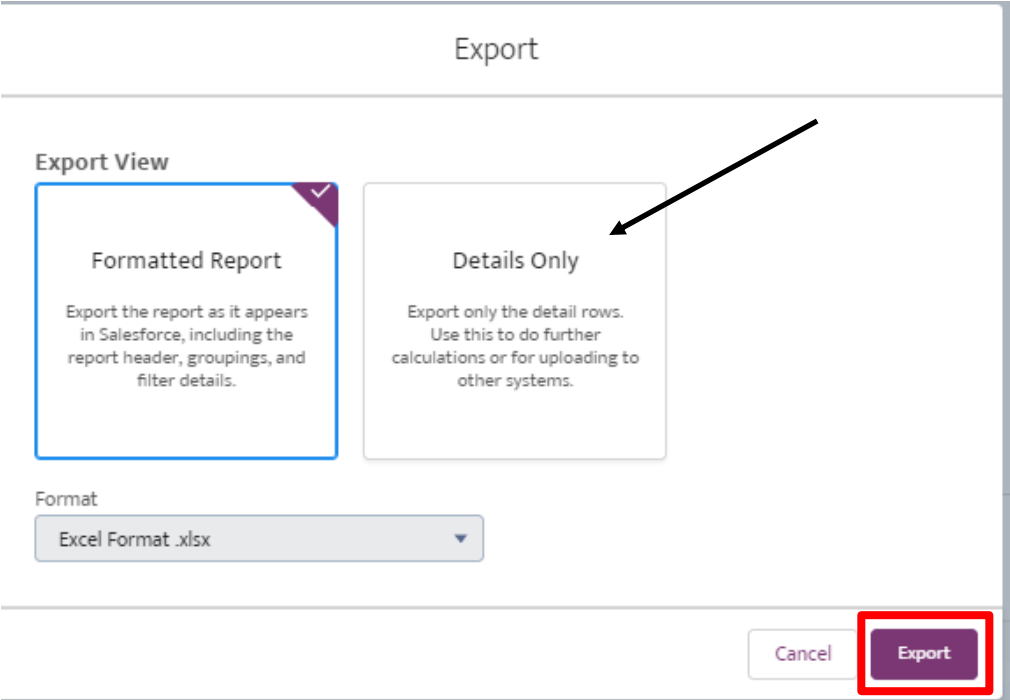
8. Export Report

Click on the circle:

1. Refresh button
2. After you click on Refresh button click View Report



Click on Export Button top right.



If you choose “Details Only” you also can export to ex CSV format.
When you export it to Excel, you will see more fields that make it easy to select the data you are looking for