



CASE MANAGEMENT MANUAL



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

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1. User Activation

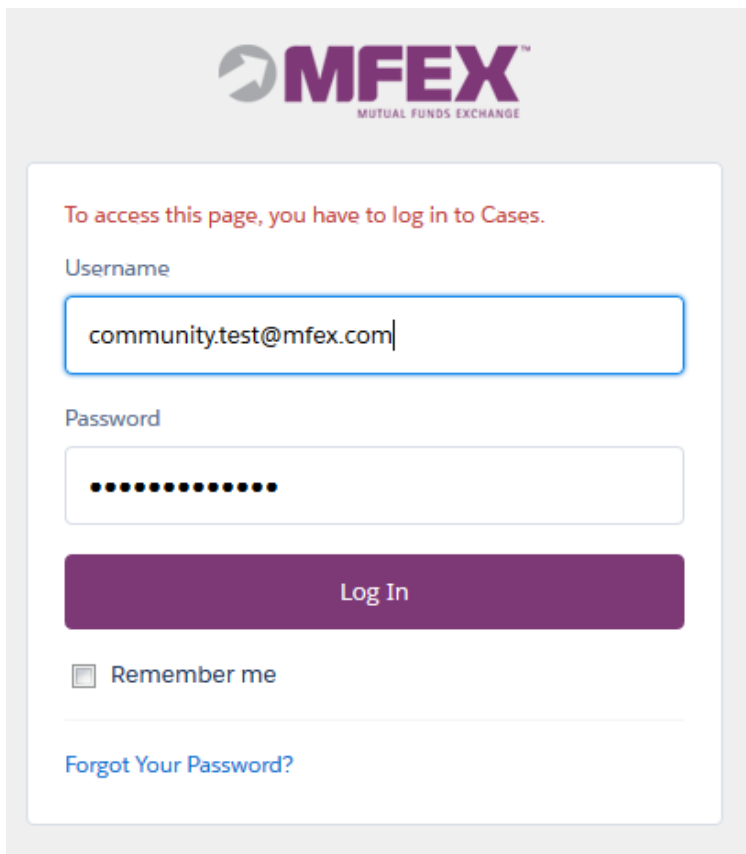
Contact your Client Relationship Manager to request activation of a new user. You will need to provide the user’s email address.

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.



MFEX
MUTUAL FUNDS EXCHANGE

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

Username
community.test@mfex.com

Password
.....

Log In

Remember me

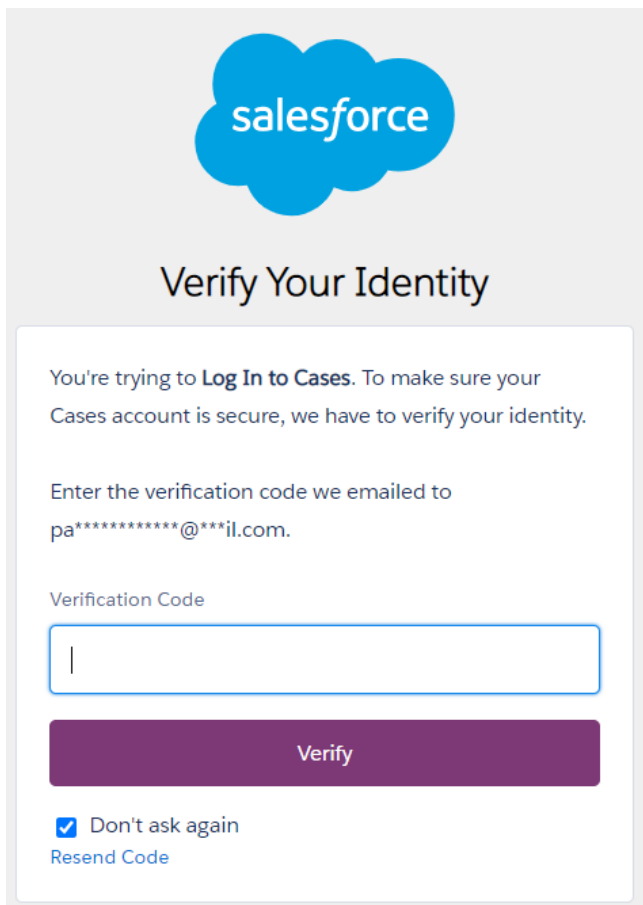
[Forgot Your Password?](#)

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

1.2 Multi factor authentication

Verify your identity by entering the verification code that is emailed to you. The code expires after 24 hours.

The identity verification page includes a “Don’t ask again” option, which is selected by default. If you leave the option selected and click **Verify**, Salesforce doesn’t ask you to verify your identity again when you log in from the same browser or application.



The image shows a screenshot of the Salesforce identity verification page. At the top is the Salesforce logo, a blue cloud with the word "salesforce" in white. Below the logo is the heading "Verify Your Identity". The main content area is a white box with a light gray border. It contains the following text: "You're trying to **Log In to Cases**. To make sure your Cases account is secure, we have to verify your identity." Below this is the instruction "Enter the verification code we emailed to pa*****@***il.com." followed by a label "Verification Code" and a text input field with a vertical cursor. Below the input field is a purple button labeled "Verify". At the bottom left of the white box is a checked checkbox labeled "Don't ask again" and a blue link labeled "Resend Code".

If you, for some reason, are not able to access your email account, please contact your Salesforce Administrator.

2. Home Page

The first thing you will see is your Home Page.

The screenshot displays the MFEX Home Page interface. At the top, there is a navigation bar with the MFEX logo, a home icon, and the text 'Access to all Cases'. A search bar is located on the right, and the user is identified as 'LUX Community Test User'. The main content area is divided into several sections:

- Cases from MFEX:** A central section with a 'New Case' button and a 'Welcome to MFEX CRM system' message. Below this is a 'Libraries' section with 1 item.
- Rejected Orders:** A table with 3 rows showing case numbers, subjects (e.g., 'Test', 'Petra testing LUX'), priorities, and statuses (Ongoing, New, Completed).
- Payments:** A table with 1 row showing a case number, subject ('Petra testing LUX'), priority, and status (New).
- Corporate Actions:** A table with 4 rows showing case numbers, subjects (e.g., 'Petra testing LUX', 'Test Petra Lux'), priorities, and statuses (New).
- NAV Corrections:** A table with 1 row showing a case number, subject ('Petra testar'), priority, and status (New).
- New Cases:** A table with 6 rows showing case numbers, subjects (e.g., 'Petra testing LUX', 'Test Petra Lux'), priorities, and statuses (New).

On the right side, there are two donut charts:

- Status Opened Cases last 30 days:** A donut chart showing a total of 25 cases. The legend indicates: New (2), Ongoing (21), Completed (2), and Closed (0).
- Opened Cases last month:** A donut chart showing a total of 25 cases. The legend indicates various Case Record Types with counts: Fund Data Query (2), General Query (2), Hedge Fund Request (4), Lux Corporate Action Q... (1), Lux Fund Order Query (2), Lux Payment Query (4), Mutual Fund Request (3), NAV correction (1), New Distributor Account (1), Order Cancellation (1), and PE/RE Request (1).

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

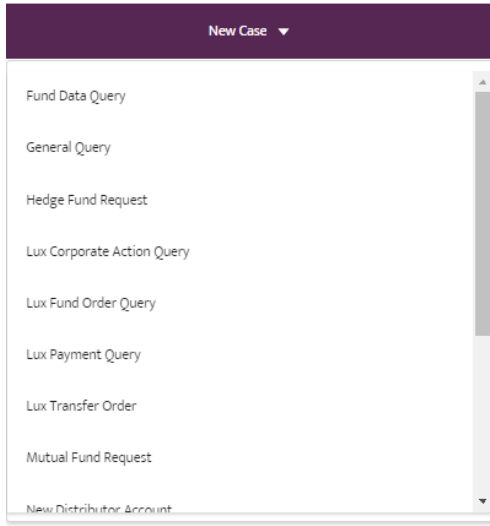
- Rejected Orders
- Payments
- Corporate Actions
- NAV Correction
- New Cases
- Ongoing Cases
- Completed Cases
- Closed Cases

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.



For some case types there are template texts available.

Fund Request

* Subject

Comment - Fund Request ⓘ

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

Confirm

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

Enter Subject, Comment and click “Confirm.”

* Subject

Comment - Fund Request ⓘ

Fund Company: Lux Investments
Fund Name: European Fund
ISIN code: LU000000012
Fund Currency: EUR
Investment amount: 10 000 EUR
Transfer amount/units:
Additional comments:
Please place one case per Fund Company.

Confirm

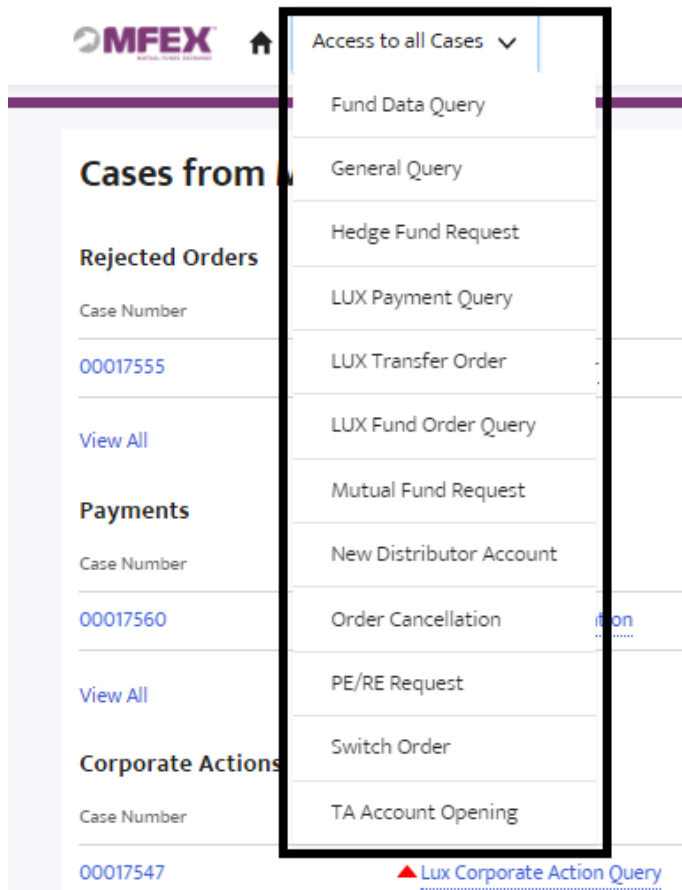
That’s it! Your case has now been created and assigned to the relevant team with MFEX to be handled as soon as possible.

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



The screenshot displays the 'Case Fund Request Lux Investments' interface. At the top, there is a header with the case title and two buttons: '+ Follow' and 'Edit'. Below the header, the case details are organized into two columns. The left column contains fields for Status (New), Case Number (00001099), Progress (Manual Control), Case Record Type (Fund Request), and Subject (Fund Request Lux Investments). The right column contains fields for Contact (Test Community user), Case Owner (Felix Bigert Mohr), Distributor (Test CR distributor), and Created By (Test Community user). Below the case details, there is a 'Files (0)' section with an 'Upload Files' button and a table with columns for TITLE, OWNER, LAST MODIFIED, and SIZE. At the bottom, there is a 'Case Comments' section with a 'New' button and a table with columns for CREATED DATE, CREATED BY, and COMMENT. A single comment is visible, dated 2019-02-28 13:09, created by Test Community user, containing details about the fund company, name, ISIN code, currency, investment amount, and transfer amount.

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

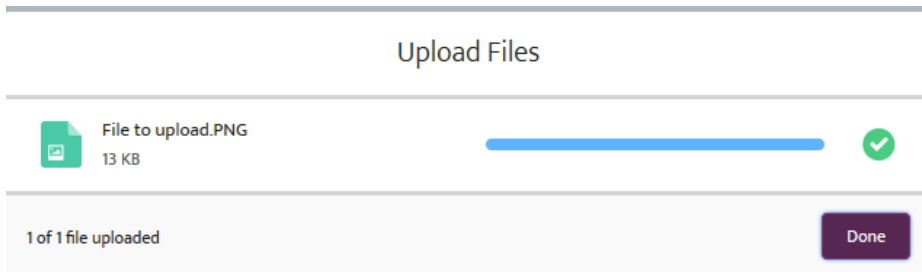
Test CR distributor

Created By

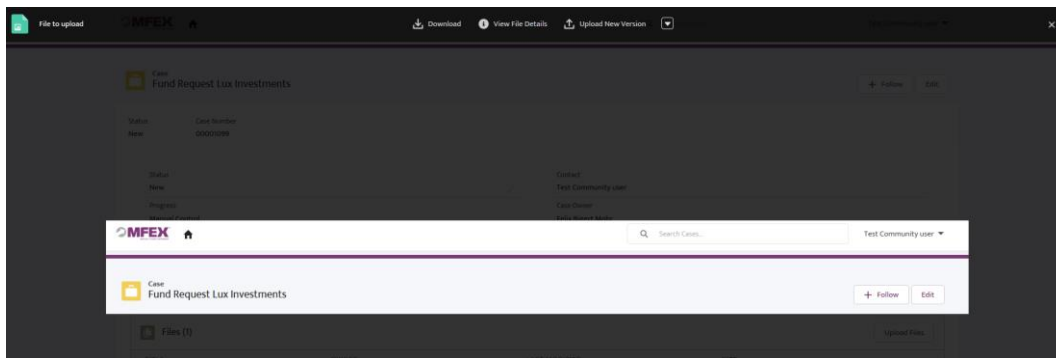
Test Community user

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 displays the MFEX CRM system interface. At the top, there is a navigation bar with the MFEX logo, a search bar, and the user name 'LUX Community Test User'. The main content area is divided into several sections:

- Cases from MFEX:** A central section with a 'New Case' button and a 'Welcome to MFEX CRM system' message.
- Rejected Orders:** A table with columns for Case Number, Subject, Priority, and Status. It lists three cases: 00016716 (Ongoing), 00016719 (New), and 00016773 (Completed).
- Payments:** A table with columns for Case Number, Subject, Priority, and Status. It lists one case: 00016718 (New).
- Corporate Actions:** A table with columns for Case Number, Subject, Priority, and Status. It lists five cases, all with 'New' status.
- NAV Corrections:** A table with columns for Case Number, Subject, Priority, and Status. It lists one case: 00016818 (New).
- New Cases:** A table with columns for Case Number, Subject, Priority, and Status. It lists six cases, all with 'New' status.
- Libraries:** A section showing '1 Item - Sorted by Last Activity' with a folder icon.
- Status Opened Cases last 30 days:** A donut chart showing a total of 25 cases. The legend indicates: New (21), Ongoing (2), Completed (1), and Closed (1).
- Opened Cases last month:** A donut chart showing a total of 25 cases. The legend includes various case record types such as Fund Data Query, General Query, Hedge Fund Request, etc.

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 'Ongoing Cases Placed by Distributor'. It includes a search bar, a filter bar, and a table with the following data:

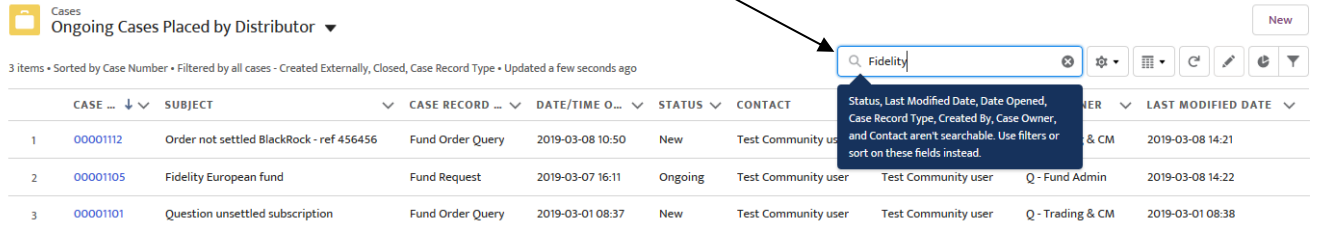
CASE ...	SUBJECT	CASE RECORD ...	DATE/TIME O...	STATUS	CONTACT	CREATED BY	CASE OWNER	LAST MODIFIED DATE	
1	00001112	Order not settled BlackRock - ref 456456	Fund Order Query	2019-03-08 10:50	New	Test Community user	Test Community user	Q - Trading & CM	2019-03-08 14:21
2	00001105	Fidelity European fund	Fund Request	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	Fund Order Query	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.”

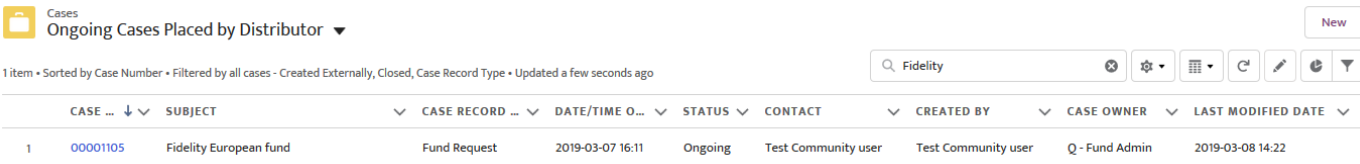


Cases
Ongoing Cases Placed by Distributor

3 items • Sorted by Case Number • Filtered by all cases - Created Externally, Closed, Case Record Type • Updated a few seconds ago

CASE ...	SUBJECT	CASE RECORD ...	DATE/TIME O...	STATUS	CONTACT	OWNER	LAST MODIFIED DATE
1 00001112	Order not settled BlackRock - ref 456456	Fund Order Query	2019-03-08 10:50	New	Test Community user	Test Community user	2019-03-08 14:21
2 00001105	Fidelity European fund	Fund Request	2019-03-07 16:11	Ongoing	Test Community user	Test Community user	2019-03-08 14:22
3 00001101	Question unsettled subscription	Fund Order Query	2019-03-01 08:37	New	Test Community user	Test Community user	2019-03-01 08:38

The result:



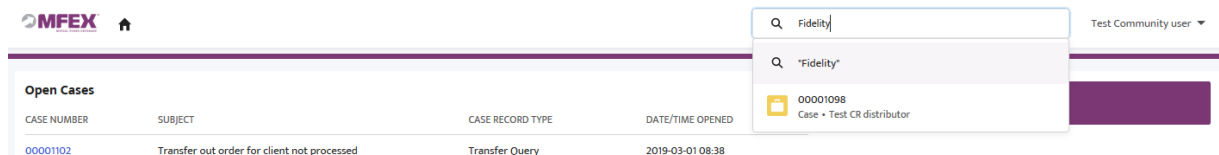
Cases
Ongoing Cases Placed by Distributor

1 item • Sorted by Case Number • Filtered by all cases - Created Externally, Closed, Case Record Type • Updated a few seconds ago

CASE ...	SUBJECT	CASE RECORD ...	DATE/TIME O...	STATUS	CONTACT	CREATED BY	CASE OWNER	LAST MODIFIED DATE
1 00001105	Fidelity European fund	Fund Request	2019-03-07 16:11	Ongoing	Test Community user	Test Community user	Q - Fund Admin	2019-03-08 14:22

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.



MFEX

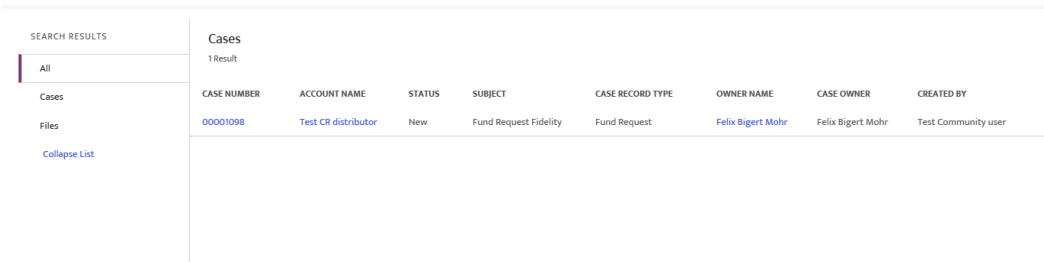
Open Cases

CASE NUMBER	SUBJECT	CASE RECORD TYPE	DATE/TIME OPENED
00001102	Transfer out order for client not processed	Transfer Query	2019-03-01 08:38

Search: Fidelity

Suggested match: 00001098 Case - Test CR distributor

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



SEARCH RESULTS

Cases
1 Result

CASE NUMBER	ACCOUNT NAME	STATUS	SUBJECT	CASE RECORD TYPE	OWNER NAME	CASE OWNER	CREATED BY
00001098	Test CR distributor	New	Fund Request Fidelity	Fund Request	Felix Bigert Mohr	Felix Bigert Mohr	Test Community user

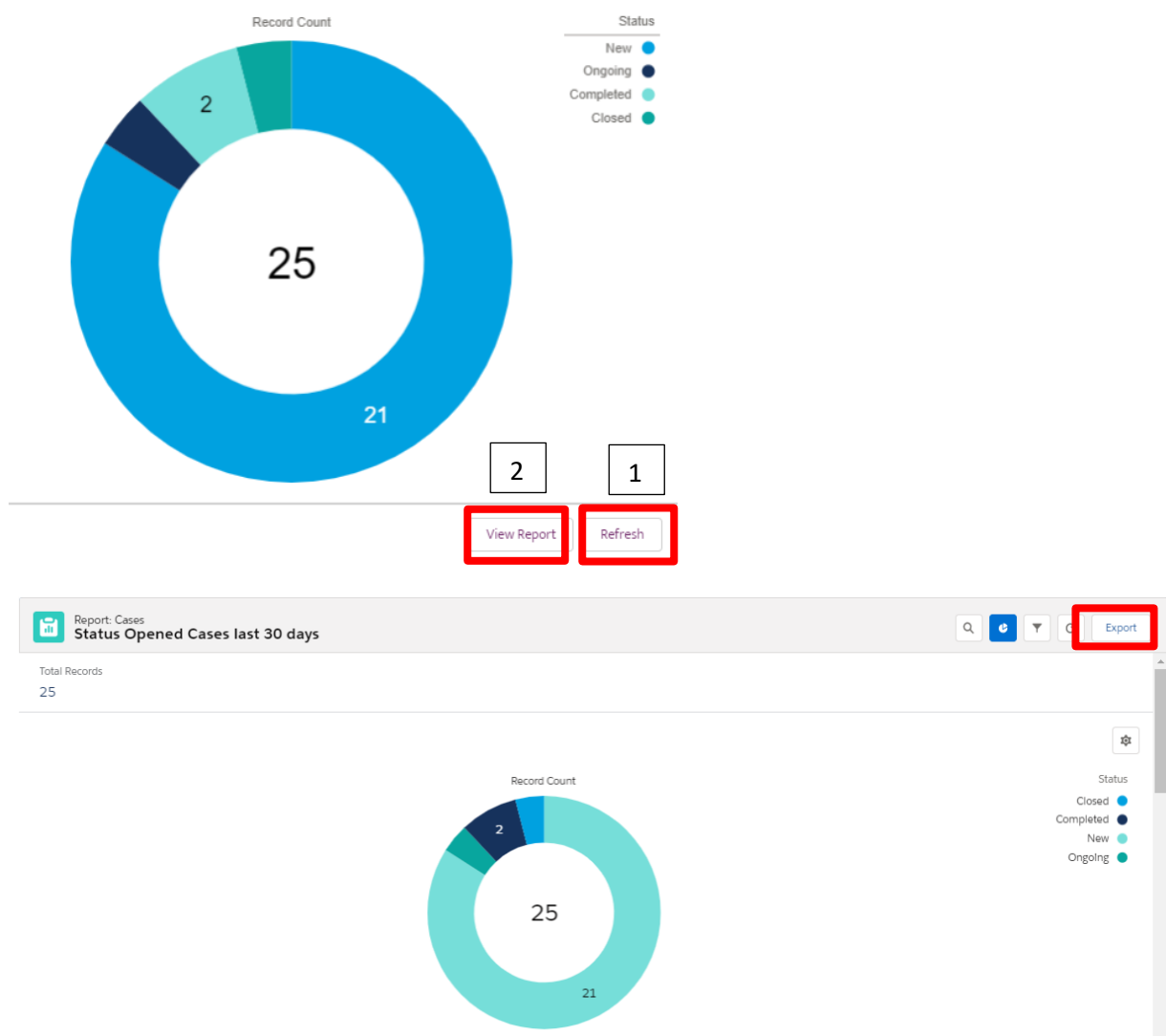
7. Dashboards

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

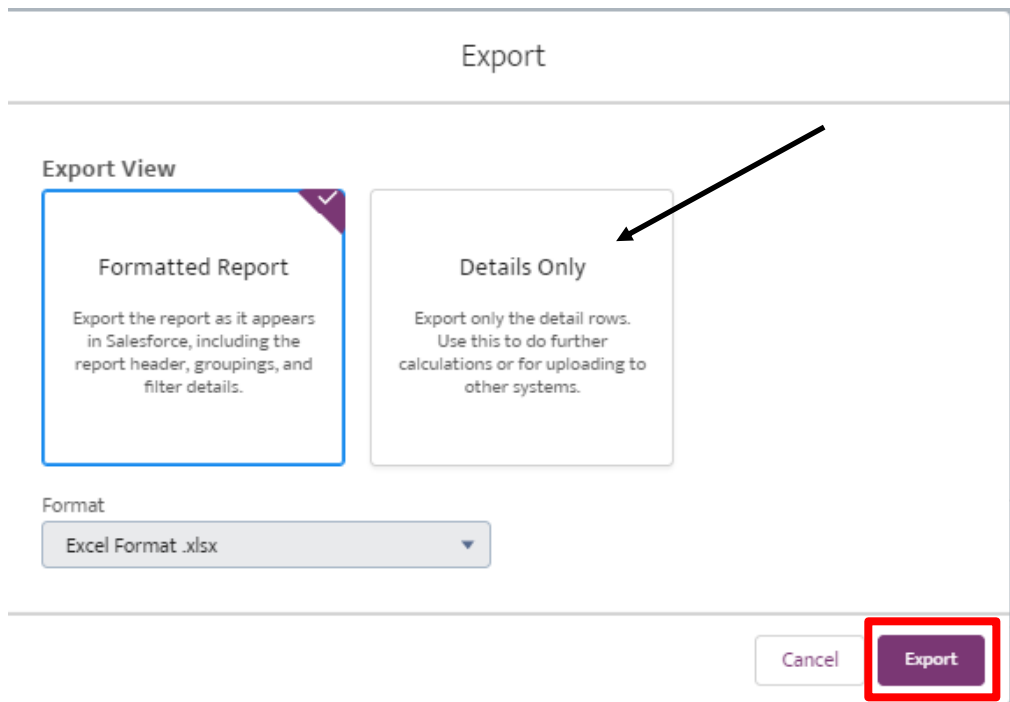
8. Export Report

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