MA!N Credit Management
user manual

Auteur	CE-iT
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Contents

1   Starting with MA!N

MA!N is software that lets you organize workflows in a smarter way. It has a focus on credit management. This document helps you start with MA!N. It describes the most commonly used credit management features. Features that are specifically set-up for your organization are not discussed in this document.

Are you interested how the MA!N engine operates? Check [behind the scenes](#).

1.1   Sign in

You sign in by:

1. Click (2x) on the MA!N icon.
2. Enter you user name and password.*
3. MA!N launches.

Step 2 is skipped when you organization uses single sign-on.

1.2   Startup window

On startup MA!N displays dashboard that shows a portfolio summary.

1. Click Start in the upper right corner to proceed.
2. When you select a customer in the dashboard before you click Start, MA!N loads that customer on click.
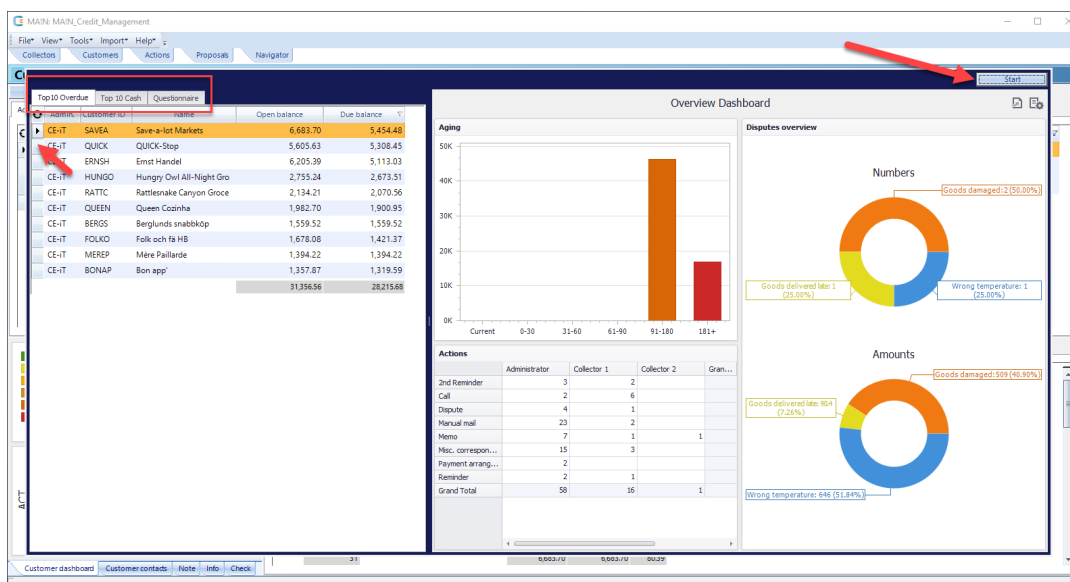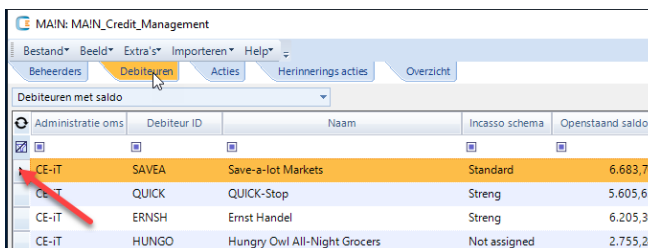
2   General features

2.1 User interface features

Click the refresh symbol for
refreshing the (or a part) of the
MA!N window.

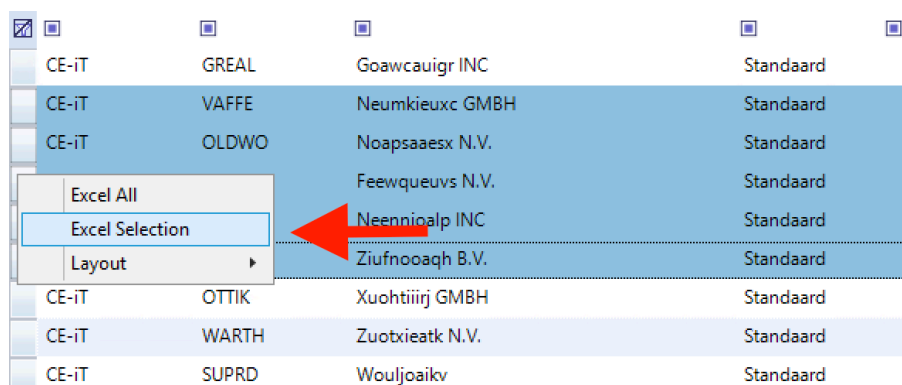Click on the block in front of a row
for selecting the row.

2.2 Export data

Exporting data to Microsoft Excel is easy:

1. Select one or multiple rows.
2. Richt click.
3. Choose Excel Selection.

For exporting all data from a window section, select Excel All instead of Excel Selection.
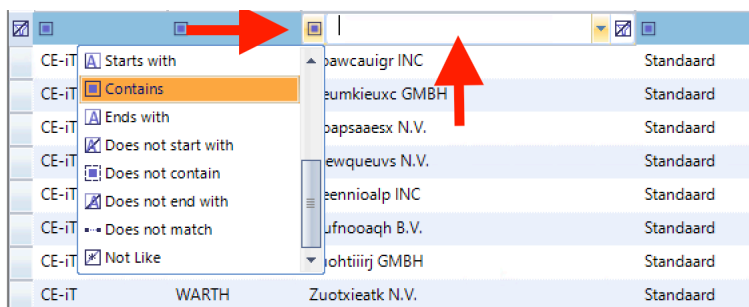
2.3 Filter data

MA!N offers two types of filters in grids and these depend on the set-up.

Option 1:

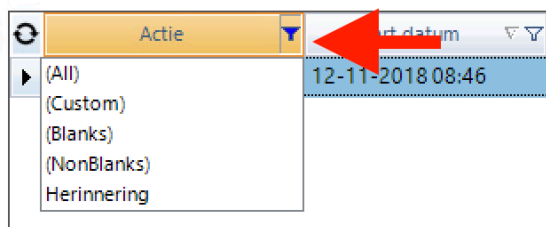- Click the filter icon in the top row of the column.
- Select a filter.

Option 2:

1. Type in the top row of a column the word or number that you want to search for.
2. At the beginning of the row you have a button with options for refining the search.

2.4 Sorting

Click on the header of a column and the data is sorted in ascending order. Click again and the data is sorted in descending order.

3   Main window: the cockpit

3.1 Set-up

The main window gives a glance at the most used information of a customer. You see the following items in the below image:

1. The top of the window shows tabs on portfolio level*:
   a. Collectors.
   b. Customers.
   c. Actions.
   d. Proposals.
   e. Navigator.
2. Customer actions.
3. General information. Navigate to*:
   a. Dashboard customer.
   b. Customer contacts.
   c. Note.
   d. Info.
   e. Check.
4. Customer invoices.

The contents of the tabs are covered later in this document.
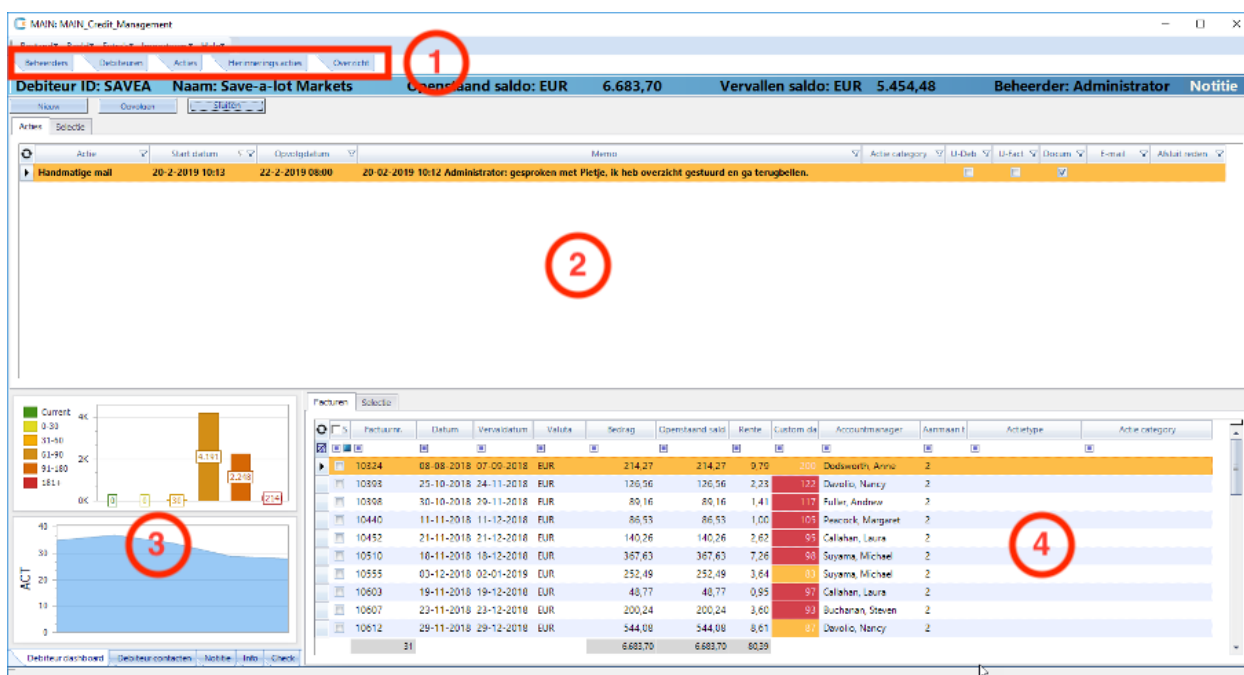
3.2 Go to a customer or action

The tabs at the top of the window take you to a customer or action.

1. Click on a tab and it opens.
2. Search for a customer or action by scrolling, filtering or sorting.
3. Select the customer or action.
4. The window is refreshed with the selected data.

3.3 Actions

The Actions tab contains your actions that are due for a follow up. This is your personal To Do list.

Select an action and MA!N refreshes the window with data of the selected action and customer. It also selects the selected action in Actions customer.

3.4 Actions customer

Actions customer shows all open actions of a customer. You alter the view in Selection to see all actions or closed actions.
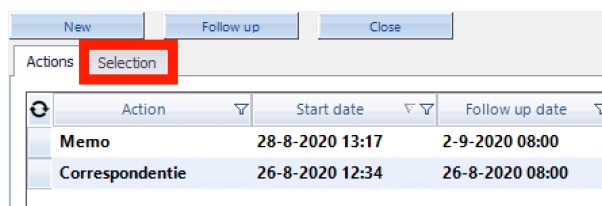
3.5 Invoices

Invoices shows all open invoices of a customer. You alter the view in Selection to seel all invoices or invoices open.

	S	Invoice	Date	Due date	Currency	Amount
	☑	10324	14-7-2019	13-8-2019	EUR	214,27
	☑	10393	30-9-2019	30-10-2019	EUR	126,56
	☑	10440	17-10-2019	16-11-2019	EUR	86,53
	☑	10510	24-10-2019	23-11-2019	EUR	367,63
	☑	10700	19-10-2019	18-11-2019	EUR	65,10
	☑	10757	6-11-2019	6-12-2019	EUR	8,19
	☑	10882	23-10-2019	22-11-2019	EUR	23,10
	☐	10398	5-10-2019	4-11-2019	EUR	89,16
	☐	10452	27-10-2019	26-11-2019	EUR	140,26
	☐	10555	8-11-2019	8-12-2019	EUR	252,49
		31				6.683,70

3.6 Contacts

1. A customer has 1 or more contacts. If it has more than 2 contacts? You scroll horizontally through the list.
2. A customer can only have 1 contact code 'Correspondence'. MA!N uses this contact for letters.
3. Buttons:
   a. New: add a contact.
   b. Edut: edit a contact. *
   c. Delete: delete a contact. *

Changes are overwritten during the import when the source system provides the data. This depends on the set-up.
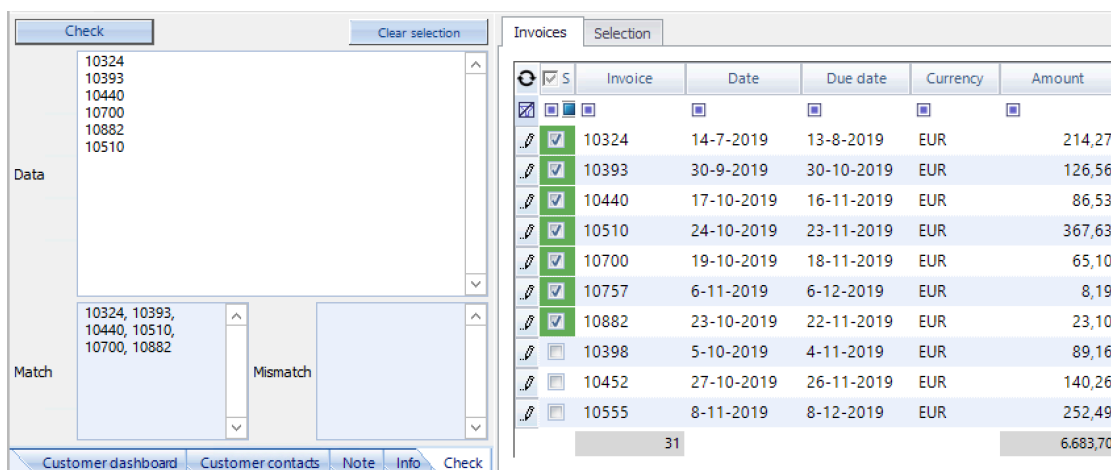
	New	Edit	Delete
Description	Correspondence	Extra contact	
Last name	Roqers (SAVEA)	Roqers (SAVEA)	
First name	Georqia	Georqia	
Job title			
Department			
Telephone	(3810) 485856	(3810) 485856	
Fax	(4119) 779882	(4119) 779882	
Mobile	(06) 59961540	(06) 59961540	
E-mail	ornare.facilisis.eqet	ornare.facilisis.eqet	
Address	128-6147 Cum Ave	128-6147 Cum Ave	
Postal code	0046YZ	0046YZ	
City	Gaithersburq	Gaithersburq	
Country	Macedonia	Macedonia	
Send mail	☐	☑	

Customer dashboard | Customer contacts | Note | Info | Check

3.7 Check: select multiple invoices

The Check pane lets you check and manage multiple invoices.
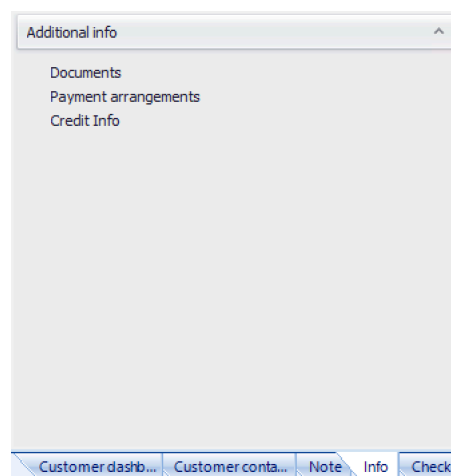
1. Copy the invoices codes, e.g. from an e-mail or Excel, and paste them in the field Data.
2. Click the button Check.
3. Match shows the invoices MA!N found for the selected customer. Mismatch shows the invoices that are not found.
4. MA!N selects the matched invoices in the Invoices pane and when you add a new action, these invoices are already selected.

3.8 Info

The Info tab contains information about a customer that you use less frequently. This includes, for example, documents, details of historical and current payment arrangements and credit information. Click on the item you want to see and a pop-up appears.

3.9 Navigator

The Navigator tab contains several useful sub-windows. In the tab you find:

- Search - Advanced search
- Session - An overview of all users that are signed in.
- Customers history - An overview with previous selected customers.
- Dashboard overview - Loads the launch dashboard.
- Reports - run reports.

4 Actions: new, follow up and close

In MA!N you use actions for entering information regarding customers and invoices. This makes that information about agreements, notes, disputes and correspondence is accessible for colleagues.

4.1 New and Follow up

Start a new Action:

1. In the Customer Actions pane, click the button New.
2. A pop-up appears.
3. In the drop down, select the action you are entering.
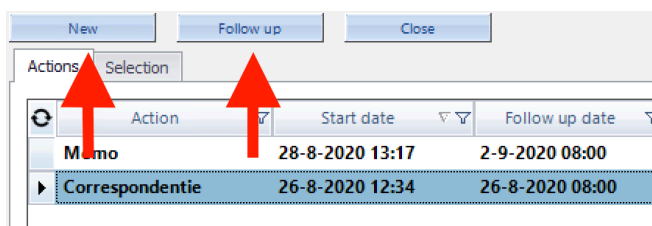
Follow up on an open action:

1. In the Actions pane, select the action you are following up.
2. Click the button Follow up.
3. In the drop down, select the action with which you follow up the action.

> If an action has a Follow-up date, that action will appear on the specified date in Actions.
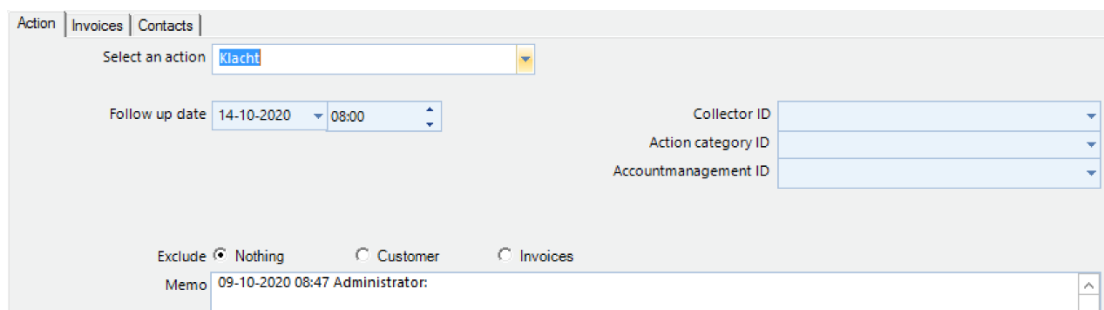
4.2 Action invoices

The Invoices tab shows the outstanding invoices of a debtor. This tab shows the selected invoices and you add additional invoices.

An action without invoices is only linked to a customer.

4.3 Action details

With some action types you get one or more options for adding additional information:

- **Follow up date:** this is the date an open action appears in Actions. You add a Follow up date to an action through the date picker.
- **Exclude:** you exclude a selected customer or invoice(s) by selecting Exclude Customer or Invoices. This means that customer or the selected invoice(s) are excluded from dunning.
- **Memo:** here you add additional notes.
- **Account manager:** assign an action to an account manager. Depending the set-up, the account manager receives an email.
- **Collector:** assign an action to a colleague in MA!N.
- **Action category:** with Action category you add meta data to an action. In the action type dispute you select, for example, "Incorrect delivery".

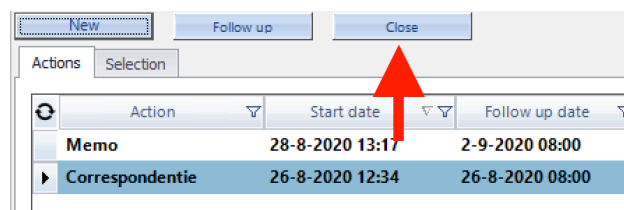## 4.4 Close an action

Actions are closed manually by a user or by MA!N. The latter depends on the settings for your organization. This happens, for example, if the open balance of the linked invoices or customer is zero.

Manual closing:

1. In the Customer Actions pane select the action that you're closing.
2. Click Close.
3. A pop-up appears asking for confirmation.
4. Choose Yes to close the action.

5   Proposals

In addition to manual actions, MA!N offers automated workflows. These are, for example, the Collection schemes. Collection schemes generate actions for, among other things, sending reminders. These can be found in the Proposals tab. In the "Behind the scenes" section you read more about how collections schemes and proposals work.

You view and process Proposals with these steps:

1. Open the Proposals tab.
2. The Proposals pane appears. The top half shows 1 line per action type and per collection scheme. It shows the number of customers and invoices for which actions are available.
3. Select a line to process.
4. The bottom part of the screen shows all customers for which there is an action.
5. Select one or multiple lines. You can select all lines by clicking Select.
6. Click Process and MA!N processes the selected lines (actions).

7 Behind the scenes

This section is intended for people who want to learn more about how MA!N works.

7.1 Importing data

MA!N uses data, customers and invoices, from other systems for its operation. It imports data in the background and you will not notice it while using MA!N.

During the import MA!N adds new data and updates existing data. It executes the following tasks:

1. Finance related calculations like DSO and credit limits.
2. Determine which actions should be executed and closed. The actions from collection schemes are also updated.
3. Assign customers to co-workers and collection schemes.

Depending the set-up MA!N can also perform additional tasks.

7.2 Portfolio

As a user of MA!N you work with a portfolio. This contains the customers assigned to you or your team. The actions of a portfolio are found in the tabs Actions and Proposals.

After logging in, MA!N selects your portfolio by default. If you select another portfolio, you will see the details of that portfolio.

7.3 Collection schemes

Collection schemes are the workflows in which you determine what should happen when an invoice is not paid on time.

In MA!N you can set-up an unlimited number of collection schemes. For example, for large and small customers or high and low risk. You assign each customer one collection scheme. This ensures that a customer is approached in the right way.

7.4 Proposals: how they operate

The main workflow, based on proposals, is on a customer level. Therefore, proposals never show more than 1 action per customer. Even if a customer has several overdue invoices.

During the import, MA!N calculates the proposals. If a customer meets the conditions, a MA!N creates a proposal. Invoices or customers that are excluded from dunning don't get a proposal.

A processed proposal is visible for in the Customer actions pane. Every processed proposal has an end date. The end data is based on the linked collection scheme. The period that an action is open is the number of days between 2 actions of the collection scheme.

MA!N closes a proposal action if:

1. The underlying invoices are paid.
2. The end date is reached.

Are there still overdue invoices on the end date? MA!N submits a new proposal.

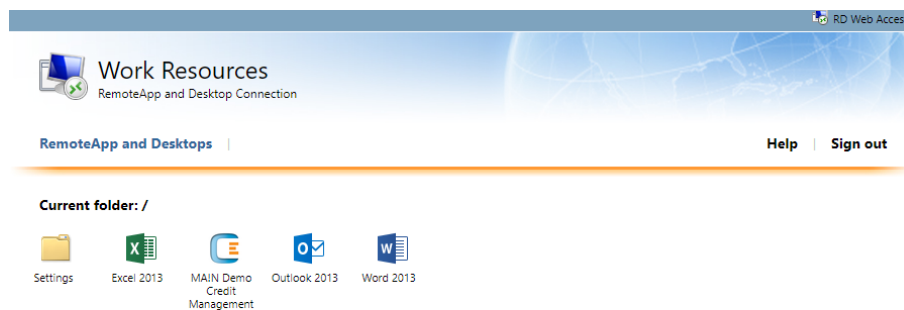# 8   Appendix 1: sign in to the CE-iT cloud

8.1 Sign in through the portal

Organizations host MA!N themselves or at CE-iT. If CE-iT hosts MA!N, you sign in to our portal.
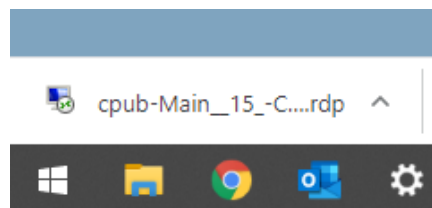
1. To do this, go to the specified address in a browser, such as Chrome or Edge.
2. Enter your user name and password.
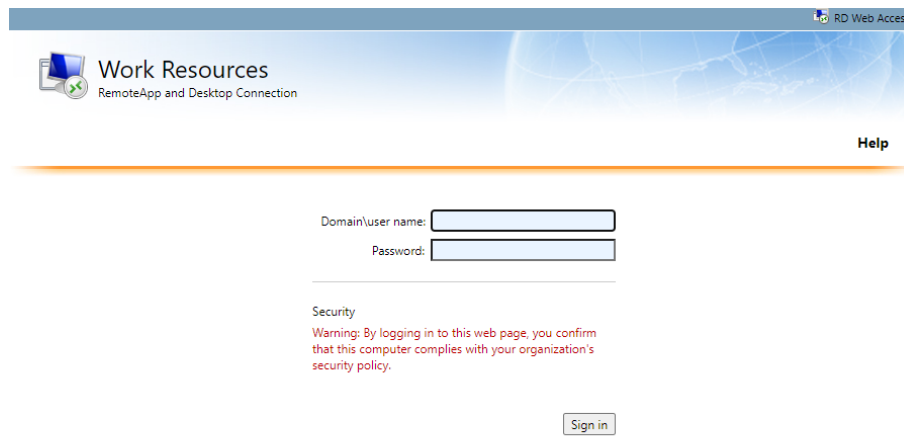
3. After signing in a page is loaded with the apps that are available to you.

4. Click the MA!N icon.
5. A file is downloaded for launching MA!N. In some browsers you will find the file at the bottom left of the window or in the folder with downloads on your PC.

6. Open the downloaded file.
7. A new sign in form appears, where you re-enter the previously used credentials. Signing in twice is only necessary the first time.
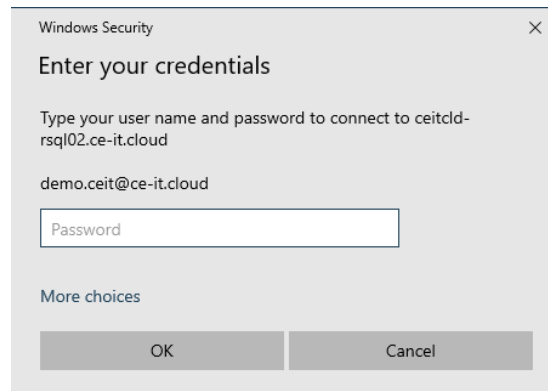
8.2 Create a shortcut

If you use MA!N on a regular basis you can create a shortcut. Copy the downloaded file to the desktop of the PC or another folder. You can now create a shortcut in a few steps:

1. Go to the folder where you copied the file.
2. Click right on the file and select Create shortcut.
3. Drag the shortcut to the taskbar.

The next time you launch MA!N, it will feel like it runs on your PC instead of the cloud.