

# MIDOS - User Guide





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# MIDOS - Setting Up

#### Signing in for the first time

Your Mann Island Account Manager will register your email address with Mann Island Head Office.

- Once approved, an email will be sent to your registered email address containing a unique link
   that you can use to create a MIDOS account.
- Open the link in your chosen web browser and you will be able to complete your set up.
- To start accessing MIDOS, click "Log Irl"

#### **Redeeming your invitation**

- Open the unique link that has been sent to you in your invitation email.
- Enter your email address that you will use to log in to MIDOS
- Enter a password.
- Click Register.
- Remember, do not share your username and password with anyone else
- You are now able to use MIDOS

#### Logging In

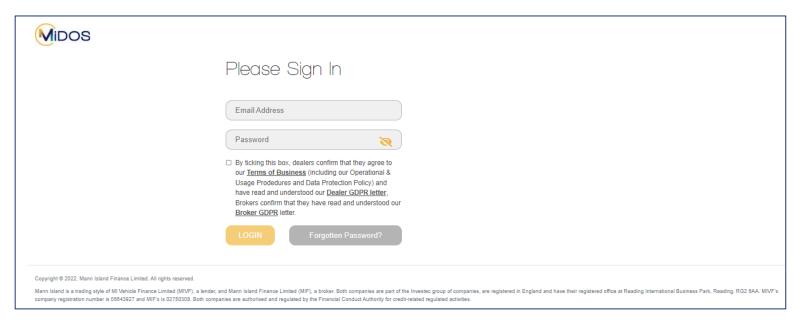


Enter your email address and password

Click to confirm that you agree to our Terms of Business and have read and understood our GDPR

letter

Click "Log In"



\*\*If you have forgotten your password, simply click on the "Forgotten Password" button and follow the instructions on screen\*\*

# <u>Logging In - MIDOS Two-Factor</u> <u>Authentication (2FA)</u>

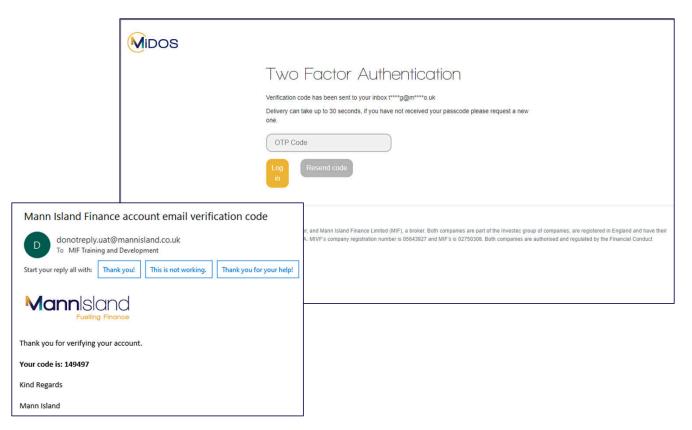


To improve our online security and move in line with the industry standard, we will be introducing a Two-Factor Authentication for MIDOS.

You will be presented with an additional screen upon logging into MIDOS, this screen will require you to select your preference for authentication.

The options that will be presented will be:

- The email address you use to sign in to MIDOS
- · Your mobile phone number.

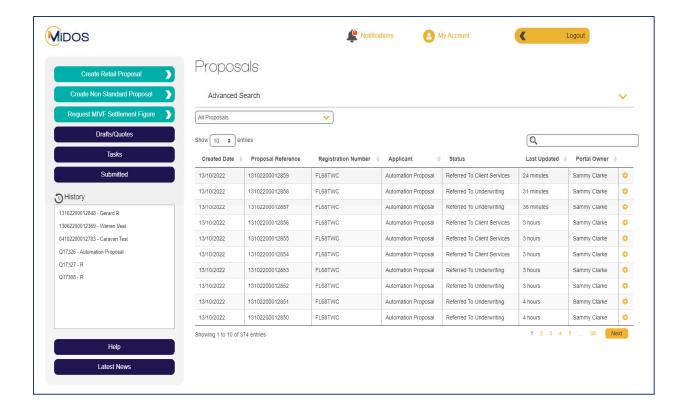


#### The Dealer Home Page – Part 1



Once logged in and on the home page you will be presented with a list of your submitted proposals giving you an overview of their progress.

You will also see a series of options on the menu which is permanently displayed on the left of the screen.





# <u>The Dealer Home Page – Part 2</u>

#### **Create Retail Proposal**

• Allowing you to create a quote for finance and submit it as a proposal

# Create Non-Standard Proposal

• Allowing you to submit a non-standard request for finance to Mann Island Head Office

# Request MIVF Settlement Figure Customer Name\* Vehicle Reg\* Agreement Number Close Send

# Request MIVF Settlement Figure

 Allowing you to request a MIVF settlement figure by filling in the required boxes in the pop-up box and clicking "Send." This will send a direct email straight to Mann Island Head Office

**Drafts/Quotes** 

• View a list of quotes that you have created but not submitted as a proposal

#### **Tasks**

• This will contain requests for further information, which may include further proofs to be provided

Submitted

• View a list of all proposals submitted to Mann Island



# The Dealer Home Page - Part 3

#### Help

• This will contain helpful information regarding training manuals, guides and support material

#### **Latest News**

• Here you will find any important news regarding Mann Island Finance i.e. Opening hours over festive periods, new updates within the MIDOS portal

#### **Notifications**

• Here you will be notified of any key changes to your proposals, including if a proposal status has changed, if documents are available or tasks have been created.

#### **My Account**

• You can change your password and toggle commission to be on/off in returned quote results.

#### Logout

#### My Account



<u>Default Quotes Values</u> – Choose default vehicle condition & vehicle type to be at the start of a new proposal.

**Commission** – Hide/show commission on quotes

**Personal Details** – Update your mobile number

**Email Alerts** – Toggle the type of email alerts you would like to receive:

- Status changes
- New tasks
- When invoice is required
- When a customer has submitted their proposal

**Password** – Changing your password

	Notifications	My Account	<b>₹</b> Logout
<b>《</b> Back			
Assaultet Catting	a for training alama		e0
Account Setting	s for training@mo	annisiana.co.ur	
Default Quote Values		Email Alerts	
Vehicle Condition		Receive email alerts for sta  Receive email alerts for ne	
Used	~	Receive email alerts when	invoice is required?
Vehicle Type		Receive email alerts for Cu	stomer submissions?
Car	~		
Commission			
Show Commission?			
One of the original of the ori			
Personal Details			
T CIBOLIAI DOIGIIG			
Mobile Phone			
Mobile Phone			
Mobile Phone  Update Personal Details			
Mobile Phone			
Mobile Phone  Update Personal Details			
Mobile Phone  Update Personal Details			to the last 10 passwords used
Update Personal Details  Change Password	ord 🔌	Passwords must be at least 8	8 characters
Update Personal Details  Change Passwi	ord		characters your username
Update Personal Details  Change Password  New Password	ord ®	Passwords must be at least ! Passwords must not contain	characters your username
Update Personal Details  Change Password	ord 🔌	Passwords must be at least to Passwords must not contain Passwords must contain at le	characters your username



# Create a Proposal – Part 1

Having clicked **Create a Proposal** on the Home page you will come to a screen that allows you to enter all the vehicle information required to produce a quote for finance.

Happily, the information required is largely self-explanatory. The mandatory fields that must be completed are indicated by a red \* next to the name of the field.

You will be prompted back to the top of the page if any of the mandatory fields have yet to be completed.

"Please note that certain fields are defaulted, for example "Import" and "VAT Qualify" therefore you must change these values if required."

# <u>Create a Proposal – Part 2</u>



After you have entered all of the information required, including:

Finance details

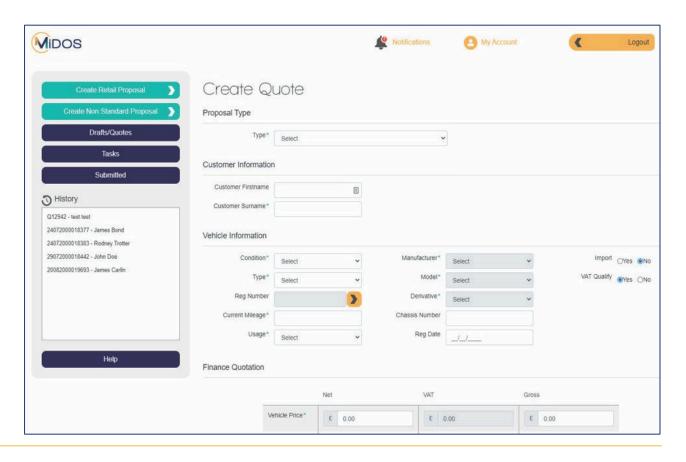
Deposit information

Add-ons or Grants/Discounts

Term

Annual mileage

Click on 'Generate/Update Quotes'



#### Generate Quotes



Depending upon the information provided, MIDOS helpfully displays the financing options available (subject to underwriting)

These can include HP, PCP and Lease Purchase.

Quote(s) will be returned within seconds of your request. Each line displays the product, payments, term and APR.

Video	Products		Fees	Balance Payable	Term	First Payment	Regular Payment	Final Payment	APR
0	HP	>	£1.00	£9643.24	48	£200.88	£200.88	£201.88	9.90%
0	Lease Purchase	>	£1.00	£10015.99	48	£163.92	£163.92	£2311.75	9.90%
0	PCP	>	£1.00	£10052.48	48	£160.34	£160.34	£2516.50	9.90%

#### Errors on Quoting page



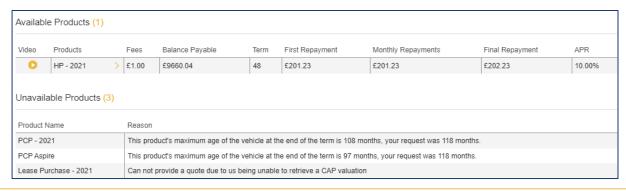
If a quoting product does not pull through when you generate a quote, an error message will appear at the bottom of the page explaining the reason as to why.

For example:

#### The Loan to Value (LTV) is outside of parameters



#### The age of the vehicle is outside our parameters for this product.





#### View Quotes

You can also expand the line to present further details, print and/or apply for the product



You can select multiple quotes to show the customer to help them compare and identify the most appropriate Road Fund Licence £ product for them based upon their needs and Annual Mileage\* 10000 Cash Deposit £ Part Exchange circumstances Settlement £ 0.00 Total Funded Cash Price £ 20000.00 Amount of Credit £ 20000.00 ate / Update Quotes £28,344.52 £26.227.77 Available Prod he results displayed below Term First Repayment Monthly Repayments Final Repayment ☐ PCP - 2022 £365.41 £9053.50 11.00% PCP Extra £1.00 10.00% ✓ HP - 2022 £1.00 £591.49 19.90% Lease Purchase - 2022 > £1.00 £28227.77 £9053.50 11.00% Send to customer Compare Products PCP - 2022 Compare Products

#### How to build a Finance Lease quote



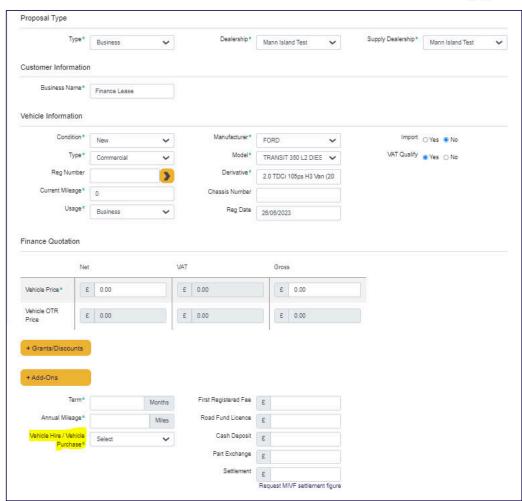
Finance Lease product will only be available on light commercial vehicles for business customers for business usage.

In order to get a Finance Lease quote on MIDOS:

- 1. Proposal Type must be **Business**
- 2. Vehicle Type must be Commercial
- 3. Usage must be Business

Once all of the above have been selected, in the Financial Quotation Section, an extra drop-down box will appear allowing you to select whether the quote(s) you would like returned will be in regards to a:

- Vehicle Hire (Finance Lease)
- Vehicle Purchase (HP or LP)



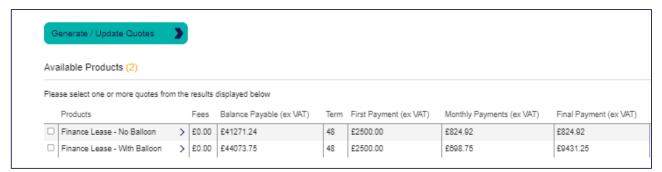
## How to build a Finance Lease quote



You will notice once you have selected Vehicle Hire, the cash deposit will now read **Initial Hire Payment Cash** 

Click "Generate/Update Quote" button and the system will return a quote/quotes, depending on the information provided falling within our product parameters.





To view the breakdown of the figures click on the >.

Unfortunately the "**Send to Customer**" button will not be available for our Finance Lease product. The customer will need to be proposed on-site.

#### Finance Lease - Commission Invoice



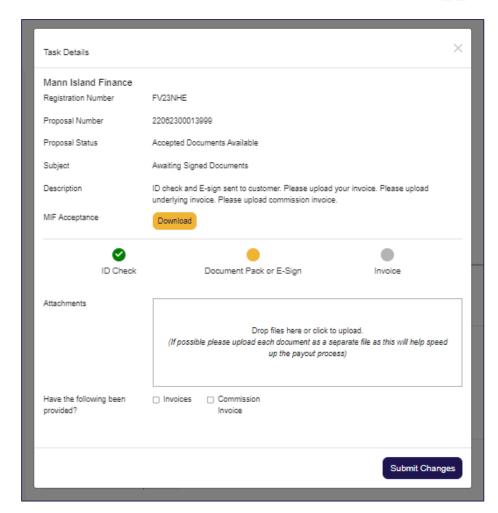
A commission Invoice will need to be provided for Payout stage.

This commission invoice will need to be addressed to Mann Island Finance Limited and this must be a VAT invoice showing the Net, Gross and VAT breakdown.

If you are signed up to use our Self-Invoicing Template, a Commission Invoice will automatically be generated for you within the open task.

If you are uploading your own invoice, a commission invoice will need to be attached for payout.

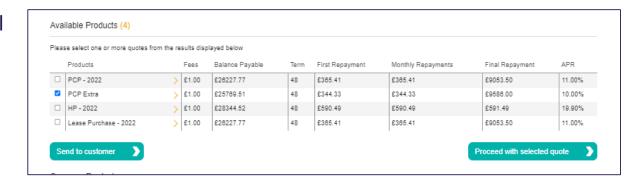
Once the Commission Invoice has been uploaded, there will be a tick box within the open task in which you can mark as complete.



# Sending quotes direct to the customer



Once you have selected a quote(s), you will see a *Send to Customer* button appear.



Once all the financial figures have been agreed this will allow you to send available products to the customer via email and gives them the ability to complete an online proposal.

Please follow MIDOS - Customer Application in the Help section for a step-by-step guide.

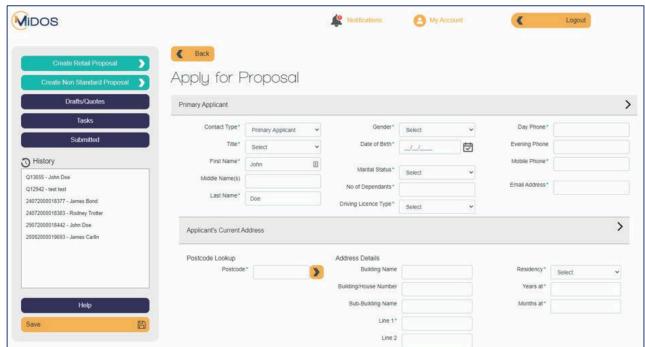
If they would like to go ahead with the proposal at the Dealership, you can click *Proceed with Selected Quote* which will progress you to the Application stage

\*\* Please note this button will only appear when one quote is selected\*\*





- After choosing to apply for a quote a further screen will be presented for you to capture the customer's personal information, such as their address, employment history and bank details.
- The questions asked are selfexplanatory and include some clearly marked mandatory fields.
- Once this information has been completed the proposal process moves to an important page; a summary of all the information to check prior to submitting the application.



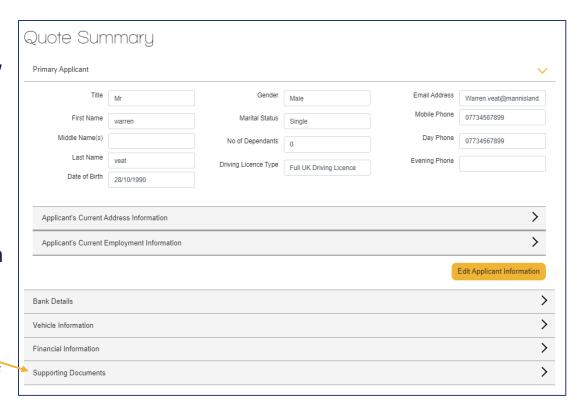


# Completing an application - Quote Summary

Now that all the financial figures and customer's personal details have been entered, you will be bought to a **Quote Summary page** which will enable you to look through all the information one last time before submitting the proposal.

Here you can review and edit the information previously entered. Just click on the > to open the drop-down box.

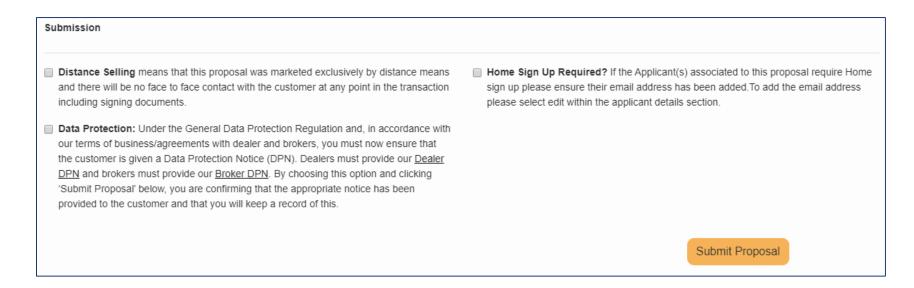
You can also upload **Supporting Documents** for our Credit team i.e., Bank statements, Proof of Address, Income and Expenditure forms.





# Completing an Application – Important Information

- This stage also contains important information that the customer must be made aware of. Please tick the box once completed.
- The proposal can then be submitted to Mann Island Finance to be underwritten.



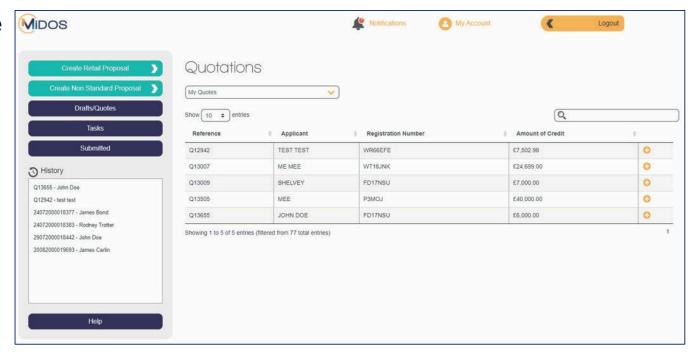
\*\*If any mandatory fields have not been completed, once you hit "Submit Proposal" you will be prompted to the top of the page with an error message which will flag the required field missing.\*\*



#### **Drafts/Quotes**

The Drafts/Quotes page lists all the quotes that have been requested for your customers that have not yet been submitted to Mann Island as a completed proposal.

Selecting the button will open the previous quote details and allow you to change the vehicle details and the figures, then generate a new quote

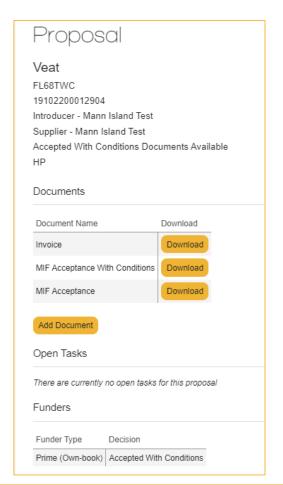


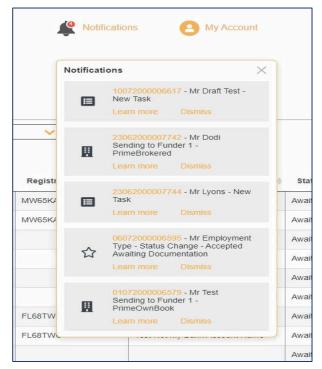


## Funder Tries

When viewing a proposal, you will see a list of attempts that have been made to place your application with a Funder, and the decision returned

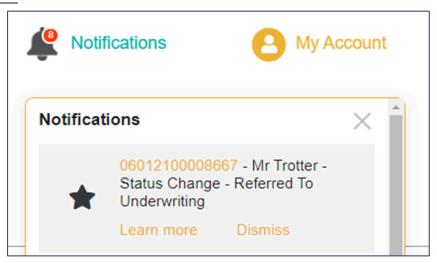
You will also be notified via notifications when an attempt to place the business with a funder has been started.



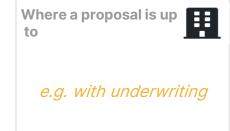


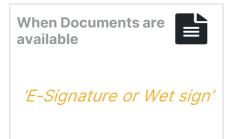


# **MIDOS Notifications**

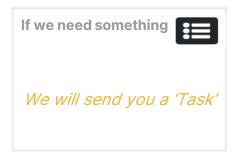


#### We will keep you informed:











#### Submitted

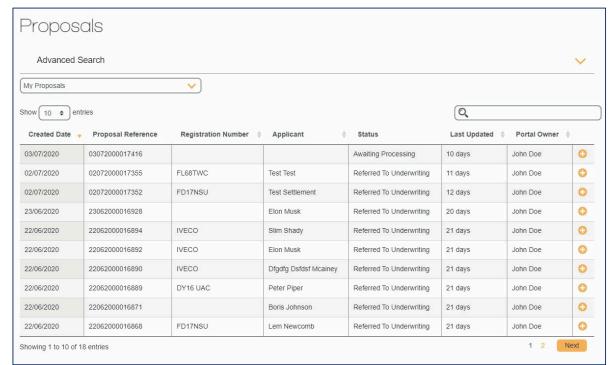
This page, which is also the dealer home page, contains all of your current proposal activities; instantly you can see the status of all your proposals.

This page will allow you to:

Search for a proposal by name, proposal number or vehicle registration

Filter the list to show proposals from specific dates or statuses

View key information including status, proposal number and customer name



For further information about each proposal, you can click on the 🕀 button to open the proposal



#### Tasks

The Tasks page lists all the tasks that require a response from you to finalise a finance case.

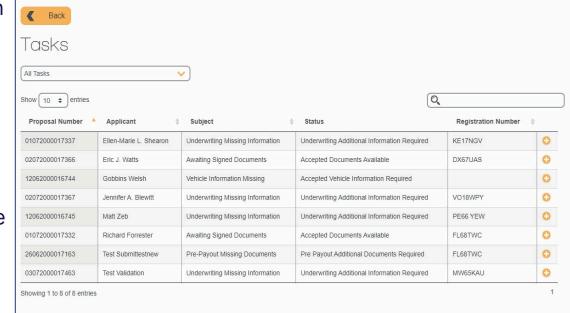
Tasks can be opened from the list by clicking on the 

the

Once a task has been opened you will see the details of the information required in the description.

You can then provide a response or upload a file to support the proposal.

Marking the task as complete will submit it back to Mann Island.



\*\*Closing it will not send it back to Mann Island and will leave it in your list to return to at a later date \*\*

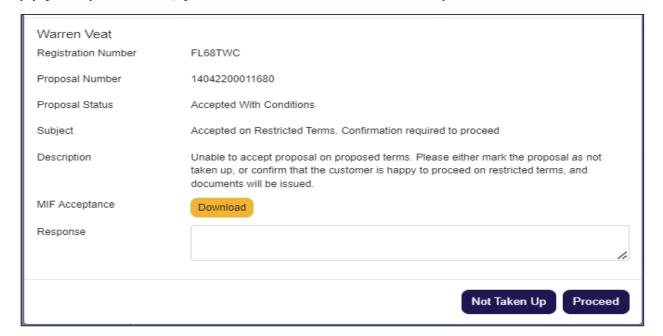


# Tasks - "Accepted with Conditions - Restricted Terms"

This will require you to liaise with the customer on the conditions that have been set by our Credit team, by downloading the acceptance.

If the customer is happy to proceed, you can confirm in the response box and the documents will then

become available





# Open task for "Accepted with Conditions – Documents available"

Once the ID check and E-sign has been completed the orange circle will convert to a green tick on the progress bar. You can then upload your invoice and upload any additional proofs if requested (See Acceptance).

Once the conditions have been met, you can tick all 3 boxes and hit **Submit Changes**. This will complete the task and push the agreement into the next stage.

If the ID check or documents have still yet to be signed, you will be unable to complete the task. All 4 circles on the progress bar will need to be green before the task can be completed

Warren Veat	FL68TWC					
Registration Number	FLOSTIVC					
Proposal Number	31082200012697					
Proposal Status	Accepted With Conditions Document	ts Available				
Subject	Awaiting Signed Documents					
Description	ID check and E-sign sent to customer. Please upload your invoice. Please check the acceptance letter for any additional proofs or documents required to satisfy the acceptance conditions. Proof of residency at current address dated within last 3 months Test conditions in here					
MIF Acceptance With Conditions	Download					
ID Check	Document Pack or E- Sign	Invoice	Conditions Met			
Attachments						
	(If possible please upload each	es here or click to uploa document as a separate the payout process)				
Have the following been provided?	☐ Invoices ☐ Acceptance Conditions Met	☐ Additional Proofs				
	Re	evert to Paper Docum	ents Submit Changes			

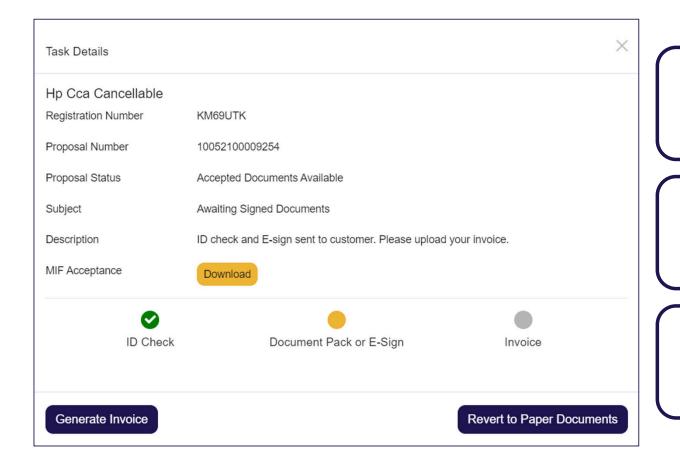


# Secure Uploads

On MIDOS you can now upload supporting documents/proofs when there is no task available. This Midos can be done via the proposal screen by hitting the Add Proposal **Document** button James Carlin Referred To Underwriting Documents A pop-up screen will appear where you can upload a file and add a note. Open Tasks There are currently no open tasks for this proposi Please ensure the **Submit** button has been pressed to send the attachment. Proposal Document Upload Drop files here or click to upload Please note this will only be available when there is no Open task on the deal



#### Generating the Self-Invoice



Can be done at any time (Before or after customer has signed/e-signed)

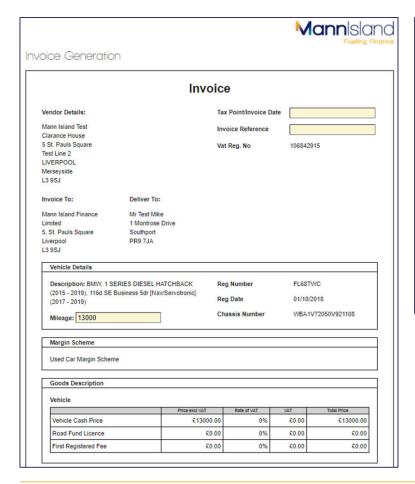
New "Generate Invoice" button

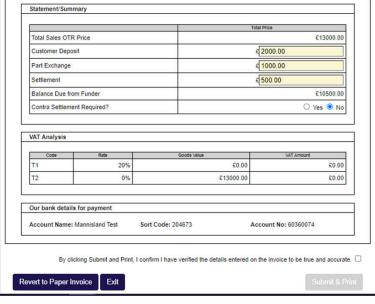
Only available via the "Awaiting Signed Documents" task





#### Opens a new browser window - Only the yellow fields can be edited





#### Editable:

- Invoice Date
- Invoice Reference
- Mileage (within tolerance)
- Deposit
   Breakdown
- Contra Request

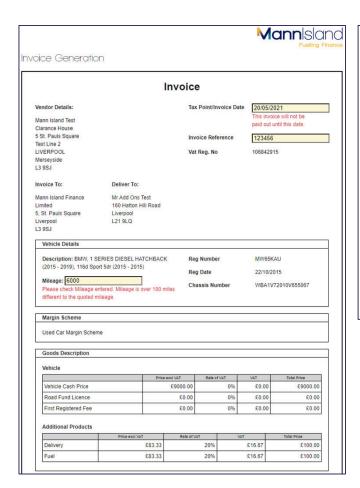
#### Non-Editable

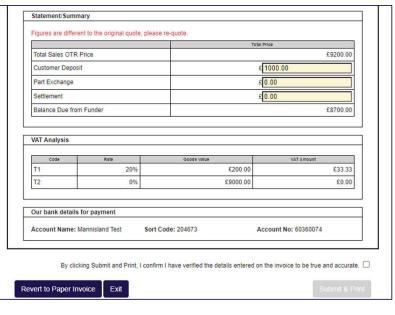
- Invoice Lines
- VAT
- Vehicle Details
- Vendor/Customers details

# Invoice Template

#### Restrictions







An error message will appear for the following and PREVENT submission:

- Mileage amended and is outside tolerance allowed
- Deposit breakdown is amended which results in the figures being changed

An error message will appear for the following but will NOT PREVENT submission:

Invoice Date is a future date

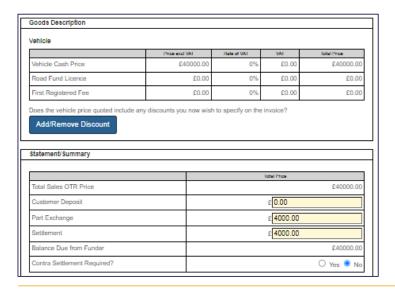


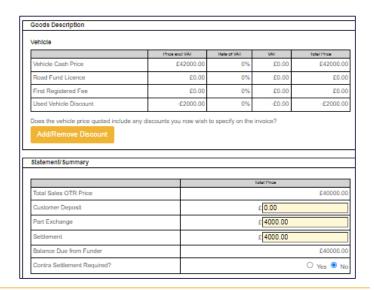
#### Discounts/Grants

These can be added or removed on the online invoice template.

Please note that this will not change the already accepted cash price or amount of credit it is just to confirm the figures include a Discount/Grant.

See below for a before and after.

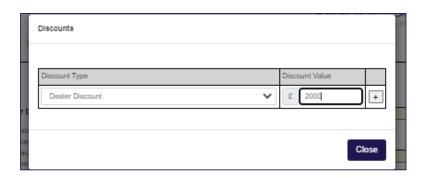




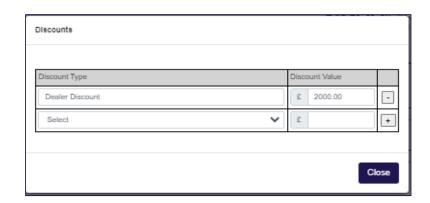


#### Discounts/Grants - Add/Remove

To **add** a Discount/Grant, click the AddRemove Discount button and choose from the dropdown box the Discount/Grant type. Enter the amount and click the + button to add.

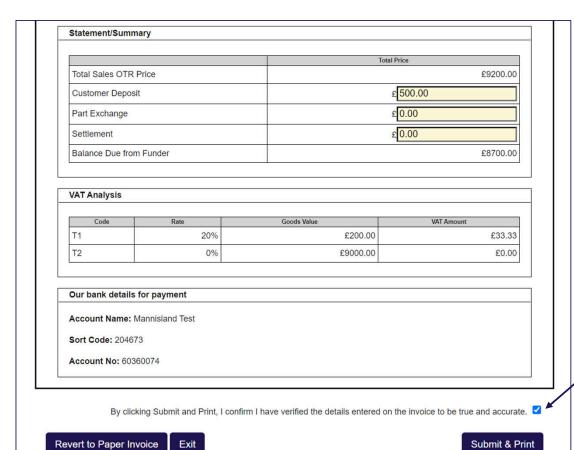


To **remove** a Discount/Grant click the Add/Remove Discount button and click the – button to remove.





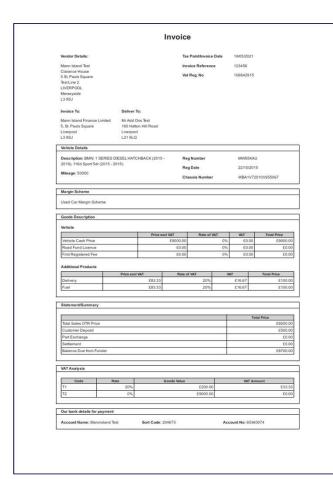
#### Submitting the Invoice

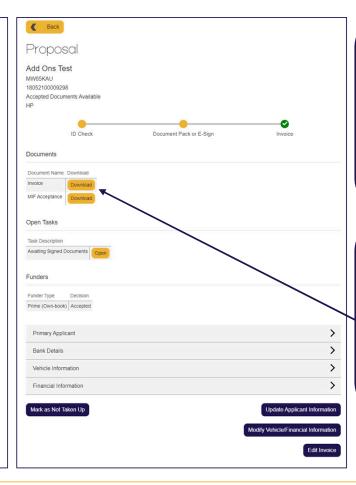


Salesperson has to update the tick box before they can **Submit & Print** 



#### Copy of the Invoice template



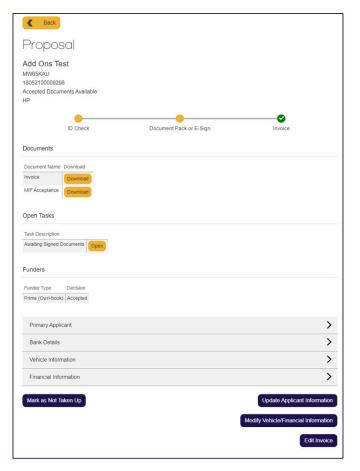


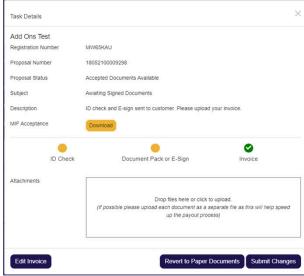
Once Submitted the system will print a PDF version of the invoice

The Proposal screen will also show a copy of the invoice under the **Documents** section for you to download at a later date



### Update on Progress Bar





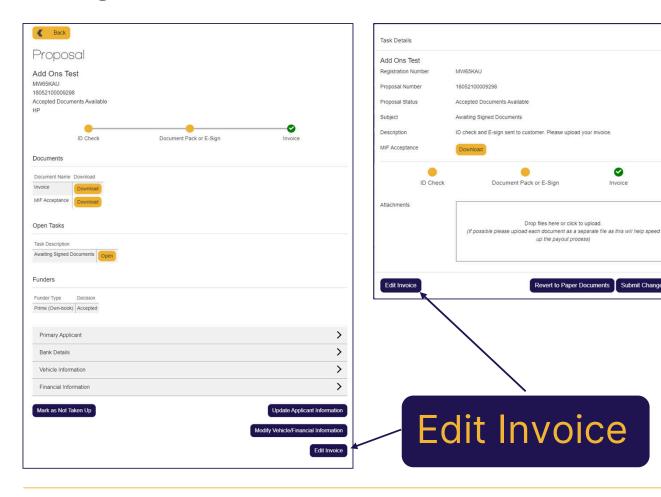
The Progress Bar on the Task and Proposal updates

Salesperson can still upload to the task (i.e., settlement letters and appropriations)

Please ensure anything that needs to be uploaded is done before Invoice is generated and the documents have been signed



### Editing an Invoice after submission



The invoice can be edited after submission by pressing the Edit **Invoice** button

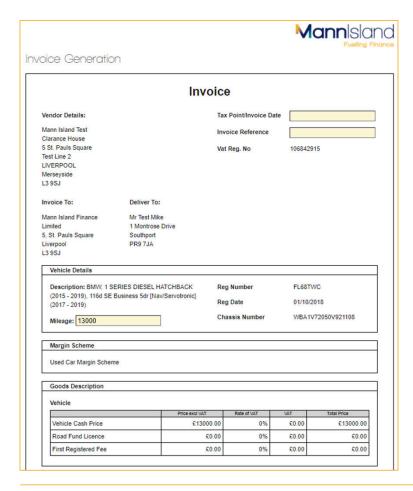
0

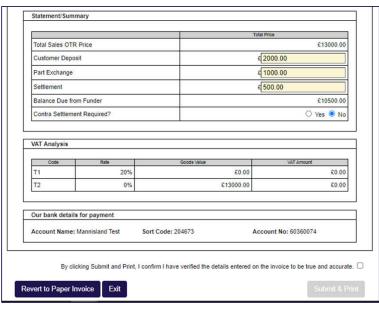
Invoice

This button will appear at the bottom of the proposal screen as well as the Awaiting Signed Documents task.



### Editing after submission





#### Editable:

- Invoice Date
- Invoice Reference
- Mileage (within tolerance)
- Deposit Breakdown
- Contra Request

### Non-Editable

- Invoice Lines
- VAT
- Vehicle Details
- Vendor/Customers details

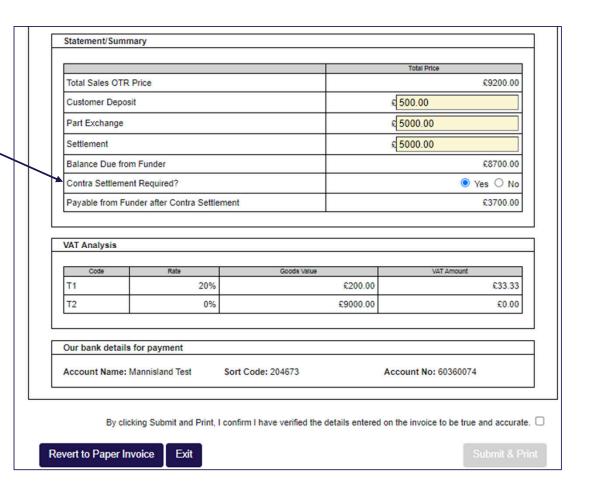


## Contra Settlement Requests

If a contra settlement is required, this can be requested by updating the *Contra Settlement Required?* to Yes

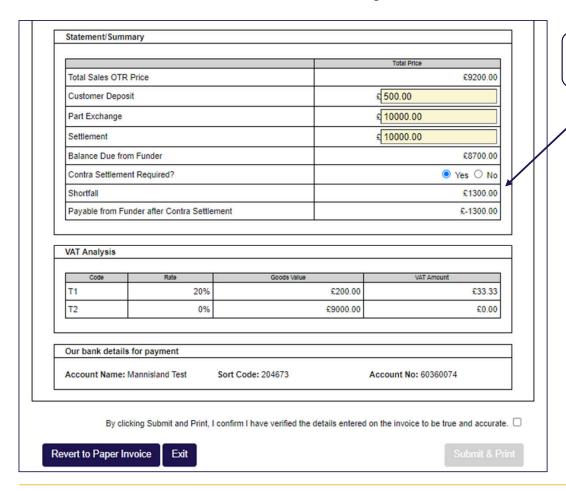
This will only show if there is a settlement amount in the deposit breakdown

A new balance payable will appear showing the reduced amount that we will pay out.





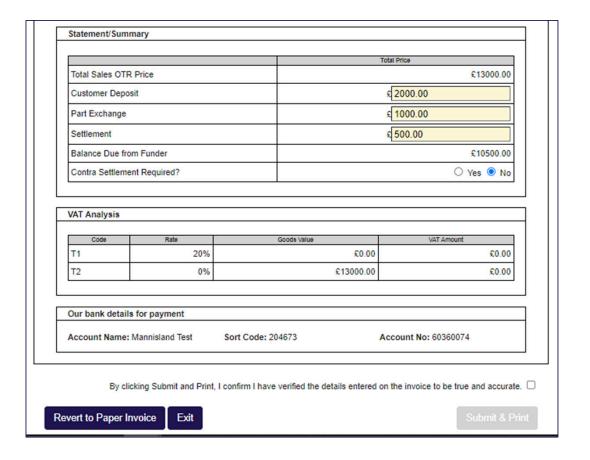
# Contra Settlement Requests - Shortfalls



Any required shortfalls will show here



### Revert to Paper Invoice



If you wish to progress with your own invoice, you can press the "Revert to Paper Invoice" button

This button appears at the bottom of the invoice template so you will have to press the "*Generate Invoice*" button first. If you do not do this, then you will not be able to complete the *Awaiting Signed Documents* Task

The invoice should **NOT** be emailed to Mann Island Head Office as this adds to the turnaround time of the Payout.

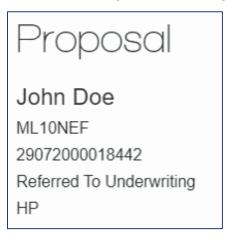
Please note this will not affect the availability of the E-Sign



## Viewing a submitted proposal

At the top of the Proposal page there is a summary of the key information relating to the proposal:

- The name of the Primary Applicant
- Vehicle registration
- Proposal number
- Status
- Product



#### **Print proposal**

When viewing a proposal that has already been submitted, a **Print** button will be displayed on the permanent menu just below **Help**. You can choose this option to produce a PDF document containing the current details on the proposal. This can then be printed for your file.

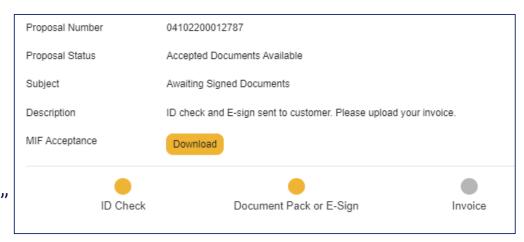




## Viewing Documents

When documents are available to be signed you will receive a notification.

The documents can be viewed directly from the proposal and there will also be a task in your list of tasks with a subject of "Awaiting Signed Documents"



When viewing a proposal any associated documents

will be shown.



\*\*The customer pack will only become available if the deal has been reverted to wet sign \*\*



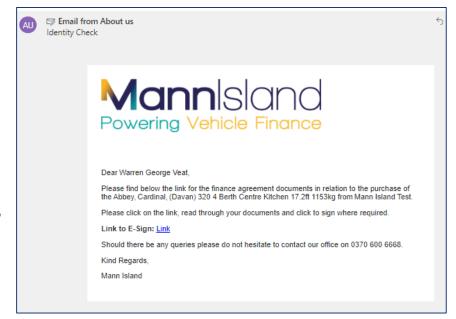
## E-Sign

Once a deal has been accepted on MIVF and the documents have become available, an e-sign link will be sent directly to the customer's email address that we have on file.

\*\*Wrong email addresses will only cause delays on the link/pin being sent and E-Sign being completed \*\*

The customer will then need to open the email and click into the e-sign hyperlink. A series of steps will then be required from the customer to enable our system to carry out ID&V checks before issuing a 4-digit pin.

\*\*Please see **E-Sign – User Edition** PDF in the Help section on your main page for guidance in the customer e-sign process\*\*



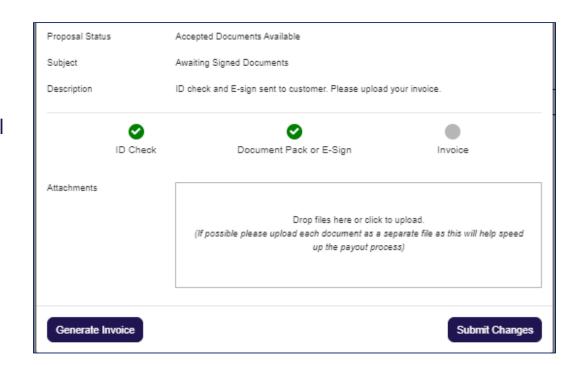


## E-Sign

Once the customer has completed the ID Check and the documents have been electronically signed you will notice they have now been marked with a green tick.

All that will be needed now is the invoice/any required proofs to be uploaded to the task.

Click "**Submit Changes**" and the proposal will then fall into our Payout queue





# Uploading signed Documents (Wet Sign only)

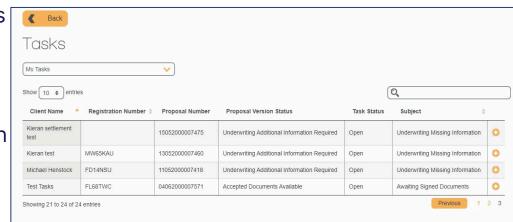
When you are required to provide signed documents you will be assigned a task to complete.

This will appear as a notification at the top of the screen and will be present in your list of Tasks which can find from the permanent menu.

Any tasks associated with a proposal will also be displayed when you view the proposal.

The subject of the task will be Awaiting Signed Documents.

When you open the task, you will see a PDF document attached containing the documents to be printed and signed by the customer.





# Uploading signed Documents (Wet Sign only)

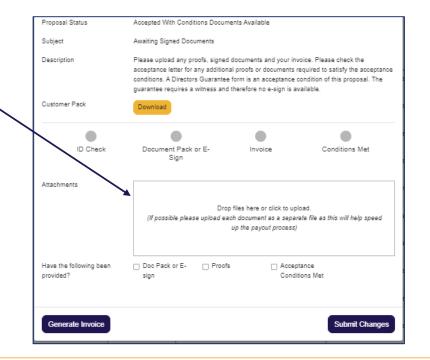
Once signed the documents need to be scanned and uploaded to the task.

You can either drag your files into the drop box or click in the drop box which will pull up another pop up window allowing you to select your file.

When you have finished adding documents you must click on "**Submit Changes**" to submit the task back to Mann Island Finance where our team will be able to proceed with the Payout process.

If the customer documents are instead e-signed, the task will remain open for you to upload and submit your invoice.







## Modifying a proposal

We know that some customers may want to amend some of the details of their application either before or after it has been submitted to Mann Island, for example, if they opt to add an extra service such as GAP insurance or extended warranty

This can be accommodated easily. When viewing a submitted proposal, select 'Modify Vehicle/ Financial Information' at the bottom right-hand corner of the screen which will return you to the Quote

stage

If changes are required prior to submission, choose to go 'Back' to the quote stage.

Reply for Proposal							
Contact Type*	Primary Applicant	Gender*	Select	•	Day Phone*		
Title*	Select	Date of Birth*		世	Evening Phone		
First Name*		Marital Status*	Select	•	Mobile Phone*		
Middle Name(s)		No of Dependants*			Email Address		
Last Name*	ModifyQuoteTest	Driving License Type*	Select	*			
urrent Address							
ostcode Lookup		Address Details					
Postcode*		Building Name			Residency*	Select	

Maurine Wuckert	
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Documents	
Document Name Download	
MIF Acceptance Download	
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Open rasks	
There are currently no open tasks for this proposal	
Funders	
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Near Prime Brokered Accepted	
Primary Applicant	>
0.1017	>
Bank Details	
Vehicle Information	>
	`
Financial Information	>
Mark as Not Taken Up	Update Applicant Information
	Modify Vehicle/Financial Information
	Wodily Vehicles Illandas Illioniation



## **Logging Out**

At the end of all MIDOS sessions it is important for data security and privacy that you log out.

To do this simply click on the *Logout* button at the top right-hand corner of the page

