

## How to use ShareFile

**Table of Contents**

What is Sharefile? ..... 3

Sharefile Invitation..... 3

    Email Message ..... 3

    Login Page ..... 4

Email Notifications..... 6

Folder Structure ..... 7

    Invoice Folder ..... 7

    Payments Folder ..... 8

    Reports Folder ..... 9

Getting Help ..... 11

    Forgot Password..... 11

    Application Help ..... 12

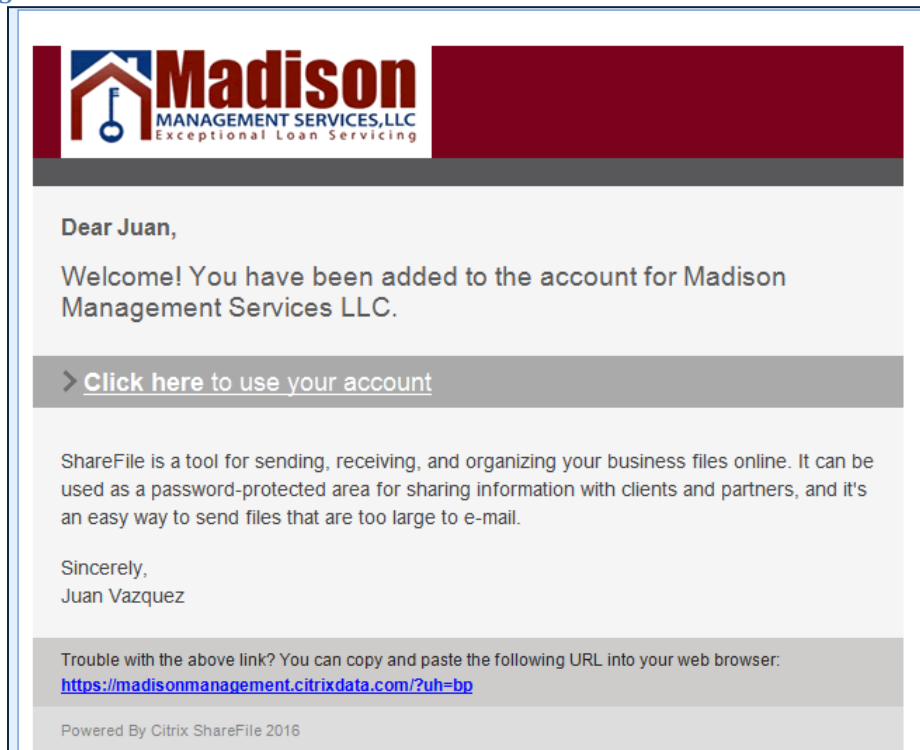
## What is Sharefile?

ShareFile is a secure enterprise file sync and share system. It is a Software as a Service (SaaS) product that allows users to choose where to securely store documents and files, either on premises or in the cloud. Due to the nature of our industry, files and information must be sent through a secure network source. Through our shared network you will receive invoices, check reports, collection journals, and monthly payment reports. You will also be able to send and receive large batches of files.

## Sharefile Invitation

You will receive an invitation to create your Share File account during the loan boarding process. The notification will come from [mail@sf-notifications.com](mailto:mail@sf-notifications.com). The invitation will look similar to this.

### Email Message



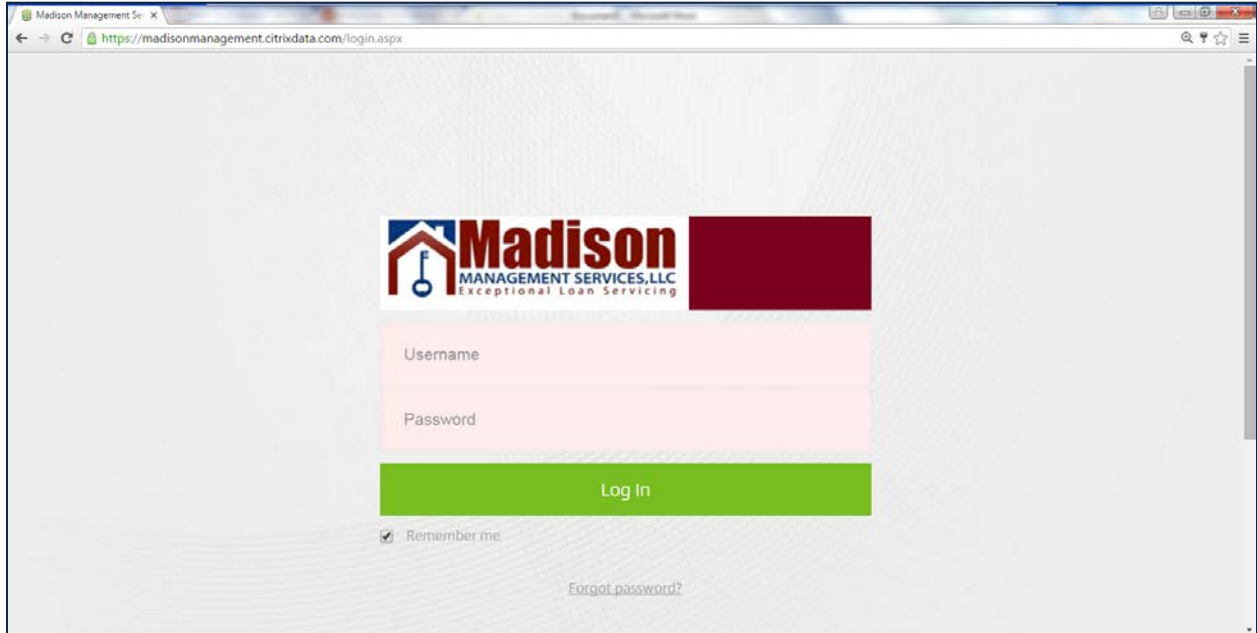
Use the “Click here to use your account” link to set up your account with a username and password.

The link provided below will take you directly to the ShareFile log in page. Your username is your email address which you used to register. If you have forgotten your password please use the “forgot password?” link below the “Log in” tab. If you have not previously registered please

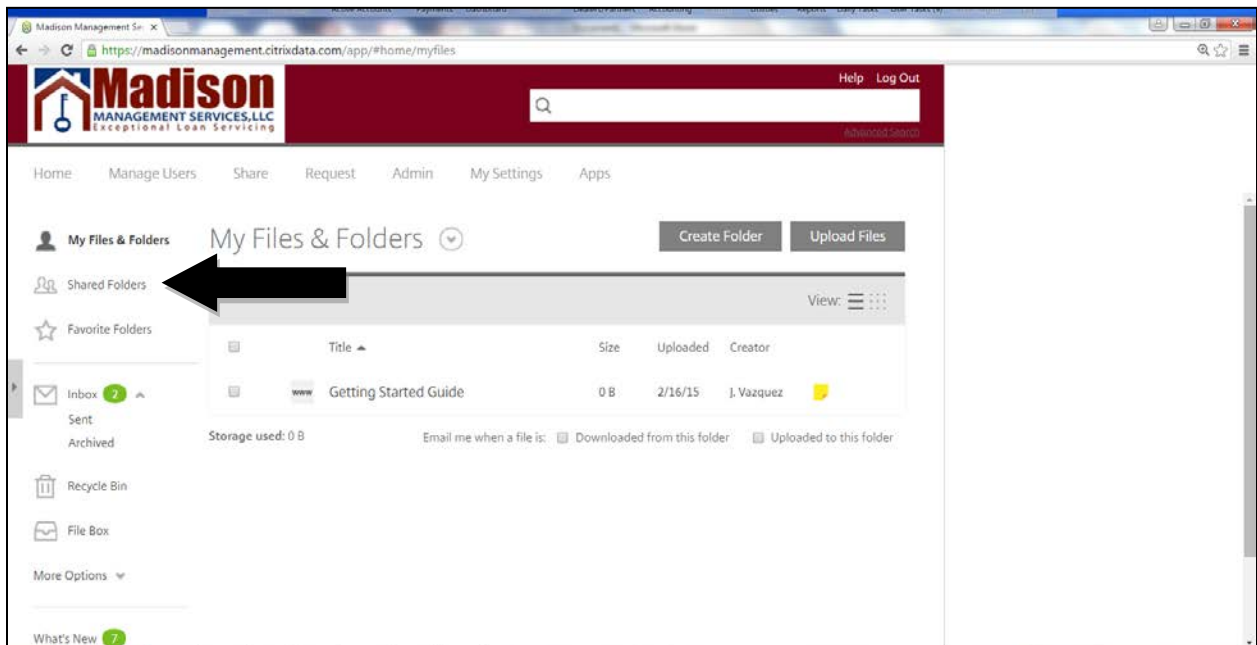
contact [accounts-payable@madisonmanagement.net](mailto:accounts-payable@madisonmanagement.net) to receive an invitation to join and register to our ShareFile network or add another user to your account.

<https://madisonmanagement.citrixdata.com/login.aspx>

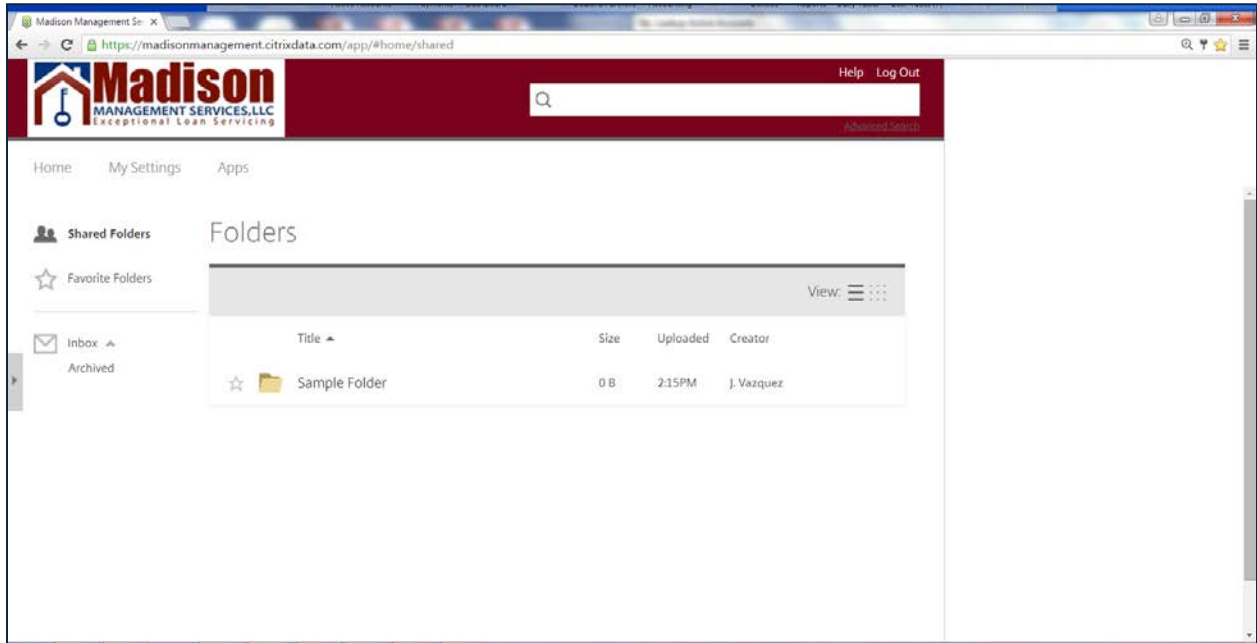
### Login Page



Once logged on you will see the web page below. In order to view your available folders click on the "Shared Folders" Tab on the left hand side.



You will be brought to a page with your company folder. If you have multiple entities at Madison Management, they will all be listed below unless there is a different email address associated with the secondary accounts.




## Email Notifications

You will receive a notification when new folders or documents are uploaded to your account. The notifications are sent from [noreply@sf-notifications.com](mailto:noreply@sf-notifications.com). The notifications will have the option to download the files without having to log in to your ShareFile Account.

**Madison Management Accounting (Madison Management Services LLC)** <mail@sf-notifications.com>

*Email message body*



**Madison**  
MANAGEMENT SERVICES, LLC  
Exceptional Loan Servicing

Kevin,

Madison Management Accounting has uploaded a file to the folder **Reports**.

> [Click here to download KSC\\_Option\\_Refund\\_05142011.PDF](#)

**Kevin\_Test > Reports**

**Name:** KSC\_Option\_Refund\_05142011.PDF  
**Size:** 276.92 KB **Created:** 11/10/16 5:09p  
**Creator:** M. Accounting

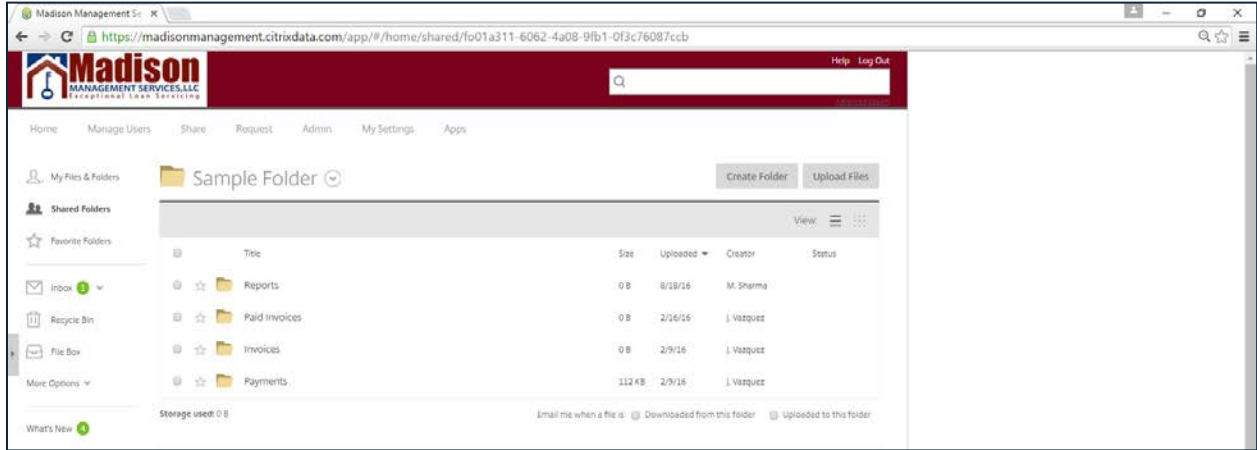
Dates are displayed in UTC -5

Trouble with the above link? You can copy and paste the following URL into your web browser:  
<https://madisonmanagement.citrixdata.com/d/83d9a56bea5d434a>  
[Click here to change how often ShareFile sends emails](#)

Powered By Citrix ShareFile 2016

## Folder Structure

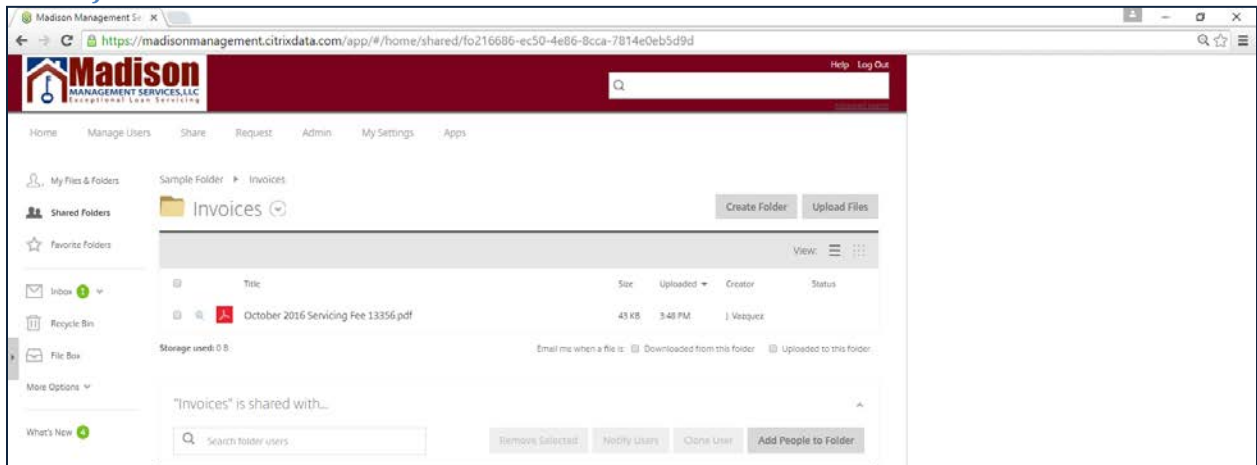
Each Entity folder has multiple sets of Sub folders. You will be able to download the files from each folder.



## Invoice Folder

The "Invoice" folder will contain open invoices for your account. The monthly servicing fee invoice is generated and uploaded at the end of the month. Miscellaneous fees such as postage, wire fees, or workout fees are uploaded throughout the month once the fee is incurred. You will receive an automated notification once an invoice is uploaded to your account.

### Invoice folder

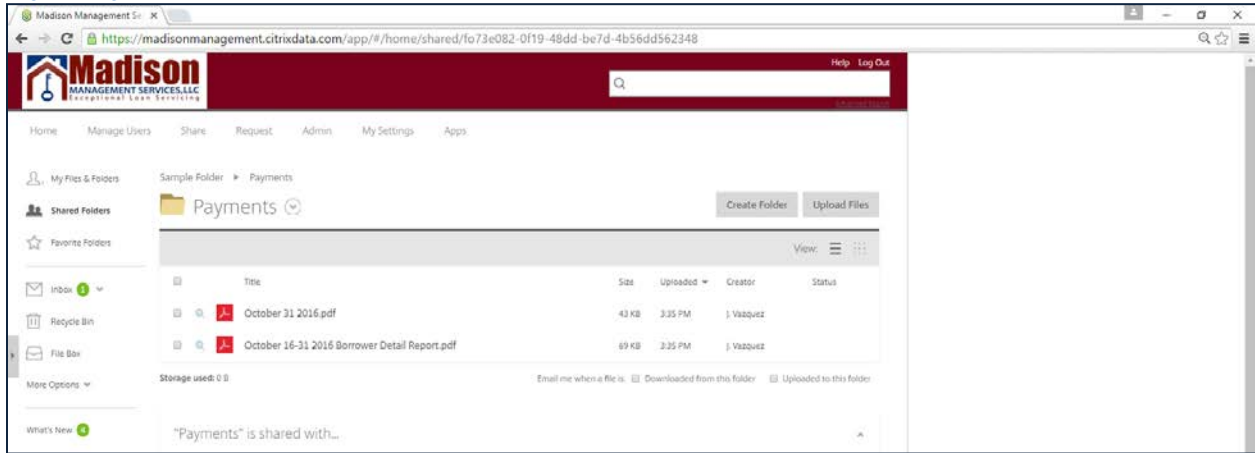


Once the invoices are paid, they will be moved to your "Paid Invoices" folder. You will not receive a notification when the files are moved from the Invoice folder to Paid Invoices

## Payments Folder

The “Payments” folder will contain borrower detail reports and check detail reports.

### Payment folder



The first type of report is the borrower detail report. They are named after the period in which payments were collected followed by “Borrower Detail Report”. The reports will breakdown the interest and principal split for each payment. The report will also include any late fees or advances the borrower paid in the given period. The total shown in the report is the gross payment before any servicing fees are deducted.

### Borrower Detail Report

| Collections By Lender |                    |                   |          |          |                   |                 |                |                 |                |               |                   |
|-----------------------|--------------------|-------------------|----------|----------|-------------------|-----------------|----------------|-----------------|----------------|---------------|-------------------|
| FROM:                 |                    | 10/16/2016        |          | TO:      |                   | 10/31/2016      |                |                 |                |               |                   |
| ABC Company           |                    |                   |          |          |                   |                 |                |                 |                |               |                   |
| Loan Number           | Borrower Name      | Amount            | Date Rec | Date Due | To Interest       | To Principal    | To Late Charge | To Charges Prin | To Charges Int | To Trust      | To Other Payments |
| 123456                | Jane Doe           | \$744.77          | 10/18/16 | 04/01/11 | \$511.62          | \$233.15        | \$0.00         | \$0.00          | 0              | 0             | \$0.00            |
| Total - Doe           |                    | \$744.77          |          |          | \$511.62          | \$233.15        | \$0.00         | \$0.00          | \$0.00         | \$0.00        | \$0.00            |
| 234567                | John Smith         | \$515.16          | 10/24/16 | 07/20/16 | \$500.00          | \$0.00          | \$15.16        | \$0.00          | 0              | 0             | \$0.00            |
| Total - Smith         |                    | \$515.16          |          |          | \$500.00          | \$0.00          | \$15.16        | \$0.00          | \$0.00         | \$0.00        | \$0.00            |
| 345678                | Hubert Cumber Dale | \$324.64          | 10/27/16 | 11/28/14 | \$180.15          | \$119.85        | \$0.00         | \$0.00          | 0              | 0             | \$0.00            |
| Total - Dale          |                    | \$324.64          |          |          | \$223.01          | \$101.63        | \$0.00         | \$0.00          | \$0.00         | \$0.00        | \$0.00            |
| <b>Total</b>          |                    | <b>\$1,584.57</b> |          |          | <b>\$1,234.63</b> | <b>\$334.78</b> | <b>\$15.16</b> | <b>\$0.00</b>   | <b>\$0.00</b>  | <b>\$0.00</b> | <b>\$0.00</b>     |



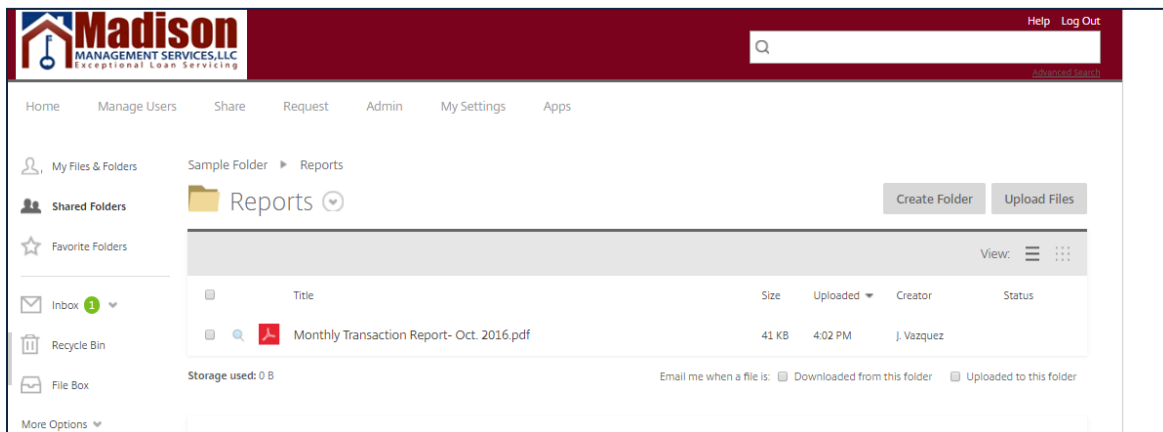
The second type of report saved in the folder is the check detail report. The report is named after the last day of the collection cycle, commonly known as the cut-off date. The files are named after the cutoff date of the payment. The report will show the consolidated principal and interest from all the borrowers in the period. Any servicing fees incurred will also be deducted from the monthly collections and shown in the report. The total shown in the report is the net check amount which will be sent to you shortly after the cut-off date.

### Check detail report

| 3:56 PM<br>11/07/16<br><b>Madison Management Servicing</b><br><b>Check Detail</b><br><b>November 7, 2016</b> |  |   |                  |
|--|--|---|------------------|
| Name   | Memo                                     | Account                                       | Original Amount  |
| <b>ABC Company</b>   | <b>Collections as of October 31 2016</b> | <b>0 · Wachovia - MMS - Operational (...)</b> | <b>-1,454.57</b> |
| Multiple Borrowers   | Principal                                | 121000 · Loan Receivable - MMS (Lo...         | 334.78           |
| Multiple Borrowers   | Interest                                 | 701201 · Interest from Mortgage Not...        | 1,234.63         |
| Cumberland, Humbert  | Late Fees                                | 613100 · Late Fee - To Investor (Loa...       | 30.32            |
| MMS  | Late Fees                                | 703001 · Late Fee - MMS                       | -15.16           |
| MMS  | October 2016 Servicing Fees              | 702100 · Servicer Fees (Servicer Fees)        | -130.00          |
| <b>TOTAL</b>   |  |   | <b>1,454.57</b>  |

### Reports Folder

The last folder titled “Reports” shows your monthly transaction history for any invoices or payments made.



The report is generated monthly. You will also receive a notification once the report is uploaded. The report will show all invoices uploaded in the given month and payments received.

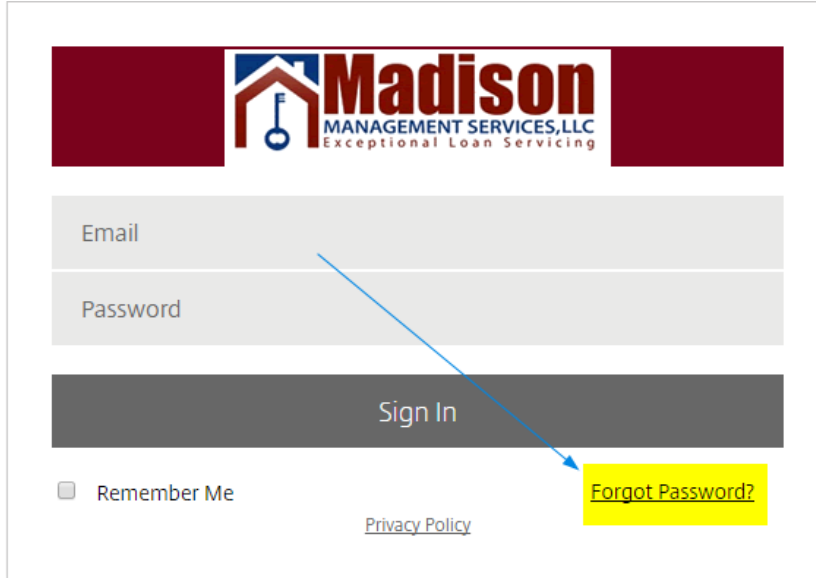
*Customer Balance Detail*

| Type               | Date       | Num          | Memo                                | Amount      |
|--------------------|------------|--------------|-------------------------------------|-------------|
| <b>ABC Company</b> |            |              |                                     |             |
| Invoice            | 10/08/2016 | 133373       | Postage - Smith                     | 6.47        |
| Payment            | 10/14/2016 | 616718610647 | ACH Payment Processed for ABC Co... | -6.47       |
| Invoice            | 10/31/2016 | 133372       | October 2016 Servicing Fee          | 130.00      |
| Payment            | 10/31/2016 | 8703         | Deducted from Check No 8703         | -130.00     |
| Total ABC Company  |            |              |                                     | 0.00        |
| <b>TOTAL</b>       |            |              |                                     | <b>0.00</b> |

## Getting Help

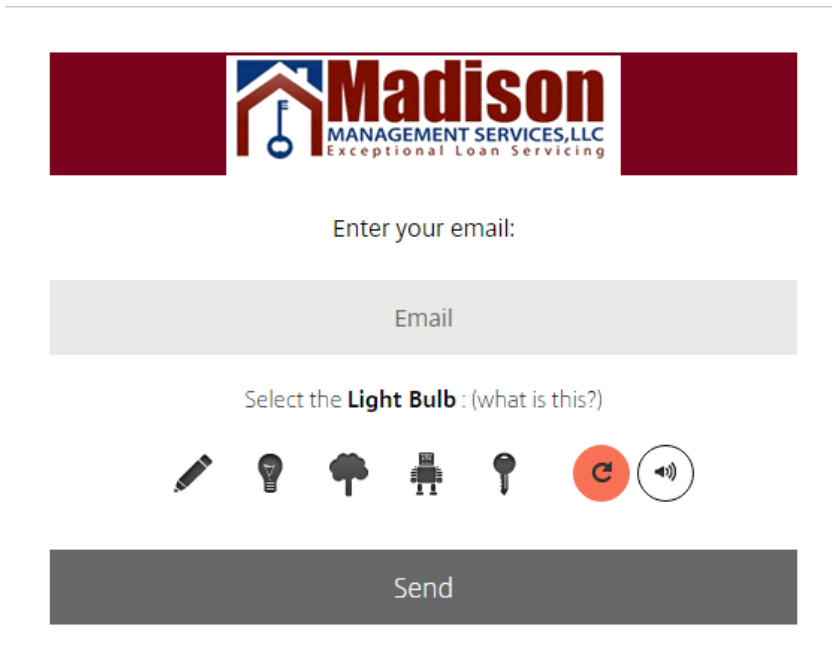
### Forgot Password

If you forgot your password, click on the “Forgot Password?” link to get a link to reset your password.



The screenshot shows the login interface for Madison Management Services, LLC. At the top is the company logo with the tagline 'Exceptional Loan Servicing'. Below the logo are two input fields: 'Email' and 'Password'. A dark grey 'Sign In' button is positioned below these fields. To the left of the button is a 'Remember Me' checkbox. To the right is a yellow-highlighted link labeled 'Forgot Password?'. A blue arrow points from this link to the 'Sign In' button. At the bottom center, there is a link for 'Privacy Policy'.

When you click the “Forgot Password?” link, you will see another page to enter your email address and answer a CAPTCHA question to show that you are not a robot.



The screenshot shows the CAPTCHA verification page. At the top is the Madison Management Services, LLC logo. Below the logo is the text 'Enter your email:'. Underneath is an 'Email' input field. Below the input field is the CAPTCHA question: 'Select the Light Bulb : (what is this?)'. Below the question is a row of seven icons: a pencil, a lightbulb, a tree, a robot, a key, a refresh button, and a speaker icon. At the bottom is a dark grey 'Send' button.

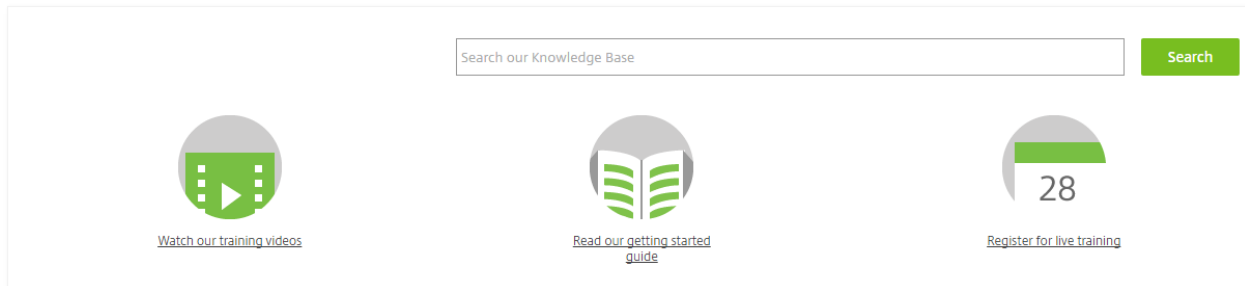
## Application Help

Once you have logged into the sharefile application, anytime you need help, you can click the help link in the upper right corner to get more detailed help:



You will be able to search the knowledge base, view videos on YouTube or read the “Getting Started” guide:

Find an answer



With help or questions on the documents in your folders, please email [Accounting@madisonmanagement.net](mailto:Accounting@madisonmanagement.net) and someone will get back to you within the next 24 hours with a response.