

# How to use ShareFile

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# 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 <u>mail@sf-notifications.com</u>. The invitation will look similar to this.

#### **Email Message**

MANAGEMENT SERVICES, LLC Exceptional Loan Servicing
Dear Juan,
Welcome! You have been added to the account for Madison Management Services LLC.
Click here to use your account
ShareFile is a tool for sending, receiving, and organizing your business files online. It can be used as a password-protected area for sharing information with clients and partners, and it's an easy way to send files that are too large to e-mail.
Sincerely, Juan Vazquez
Trouble with the above link? You can copy and paste the following URL into your web browser: <u>https://madisonmanagement.citrixdata.com/?uh=bp</u>
Powered By Citrix ShareFile 2016

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 <u>accounts-payable@madisonmanagement.net</u> to receive an invitation to join and register to our ShareFile network or add another user to your account.

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	Madison MANAGEMENT SERVICES, LLC Exceptional Loan Servicing	
	MANAGEMENT SERVICES,LLC	
	Username	
	Password	
	Log In	
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https://madisonmanagement.citrixdata.com/login.aspx

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.

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Sharefile Instructions

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.

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# **Email Notifications**

You will receive a notification when new folders or documents are uploaded to your account. The notifications are sent from <u>noreply@sf-notifications.com</u>. 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>



## 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: <u>https://madisonmanagement.citrixdata.com/d/83d9a56bea5d434a</u> 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.

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### **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

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More Options 🛩	"Invoices" is shared with	*	
What's New 🧿	Q. Search tolder users Remo	we Callected Notify Usary Clone Usar Add People to 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.

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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

ABC Company	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
			10/18/16	04/01/11	\$511.62	\$233.15	\$0,00	\$0.00		0	\$0.
22454	Inne Dec									0	
	Jane Doe			04/04/11					40.00	40.00	
otal - Doe		\$744.77			\$511.62	\$233.15	\$0.00	\$0.00	\$0.00	\$0.00	
otal - Doe 34567	Jane Doe John Smith	\$744.77 \$515.16	10/24/16	07/20/16	\$511.62 \$500.00	\$233.15 \$0.00	\$0.00 \$15.16	\$0.00 \$0.00	0	0	\$0.
otal - Doe 34567 otal - Smith	John Smith	\$744.77 \$515.16 \$515.16	10/24/16	07/20/16	\$511.62 \$500.00 \$500.00	\$233.15 \$0.00 \$0.00	\$0.00	\$0.00	\$0.00 0 \$0.00	\$0.00 0 \$0.00	\$0.
otal - Doe 34567 otal - Smith		\$744.77 \$515.16 \$515.16	10/24/16		\$511.62 \$500.00	\$233.15 \$0.00	\$0.00 \$15.16	\$0.00 \$0.00	0	0	\$0. \$0.
23456 Jotal - Doc 134567 Jotal - Smith 145678 Jotal - Dale	John Smith	\$744.77 \$515.16 \$515.16	10/24/16	07/20/16	\$511.62 \$500.00 \$500.00	\$233.15 \$0.00 \$0.00 \$119.85	\$0.00 \$15.16 \$15.16	\$0.00 \$0.00 \$0.00	0	0	\$0.0 \$0. \$0.0 \$0.0 \$0.0 \$0.0

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.

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

#### Check detail report

### **Reports Folder**

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

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<u> <u> </u> </u>	Sample Folder   Reports	
Shared Folders	📄 Reports 💿	Create Folder Upload Files
Favorite Folders		View: 🗮 💠
Inbox 1 🗸	Title	Size Uploaded 🕶 Creator Status
II Recycle Bin	a Monthly Transaction Report- Oct. 2016.pdf	41 KB 4.02 PM J. Vazquez
File Box	Storage used: 0 B	Email me when a file is: 📄 Downloaded from this folder 🛛 📄 Uploaded to this folder
Nore Options 🐭		

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**

1:01 PM 11/10/16	Madison Management Services, LLC Customer Balance Detail As of October 31, 2016				
	Туре	Date	Num	Memo	Amount
	ABC Company Invoice Payment Invoice Payment	10/08/2016 10/14/2016 10/31/2016 10/31/2016	133373 616718610647 133372 8703	Postage - Smith ACH Payment Processed for ABC Co October 2016 Servicing Fee Deducted from Check No 8703	6.47 -6.47 130.00 -130.00
	Total ABC Company				0.00
	TOTAL				0.00

# **Getting Help**

### **Forgot Password**

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

Madison MANAGEMENT SERVICES,LLC Exceptional Loan Servicing						
Email	~					
Password						
	Sign In					
Remember Me	Forgot Password? 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.

MANAGEMENT SERVICES,LLC Exceptional Loan Servicing					
Enter your email:					
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#### **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:

Q	Help	Apps	Log Out

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 and someone will get back to you within the next 24 hours with a response.