



**Always Exceeding Expectations**  
*Since 1969*



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## Making the right choice...



We will review the most important questions that you should ask when choosing an Accounts Receivable firm to protect you from an unpleasant experience.



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Q: How long has the Accounts Receivable firm been in business?

➤ *JLW was established in 1969. We have a long history of successfully maximizing the recovery of slow and nonpaying accounts.*

Q: What hours are collection services performed?

➤ *JLW maximizes it's recovery by performing collection services from 8 a.m. to 9 p.m. We also perform collections on Saturdays!*





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Q: Does the Accounts Receivable firm record all telephone calls for quality assurance?

➤ *JLW records all telephone conversations to ensure that the desired collection techniques are met. It also helps to ensure compliance with federal and state laws.*



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**Q: Does the Accounts Receivable firm actively participate in ongoing educational seminars and certification opportunities provided by the Accounts Receivable trade associations?**

➤ *JLW participates in additional ongoing educational seminars such as:*

- *MDHBA- Debt Collection Seminar*
- *ACA- Professional Telephone Collectors' Techniques*
- *ACA- The Art of Persuasion*
- *ACA- Skiptracing Techniques*
- *ACA- FDCPA For Collectors (Fair Debt Collection Practices Act)*





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Q: Does the Accounts Receivable firm attempt to locate customers that have bad demographic information?



➤ *JLW utilizes the most advanced resources, techniques and technologies available to locate your customers.*

Q: Does the Accounts Receivable firm report accounts to the credit bureaus?

➤ *JLW reports unpaid accounts to Equifax, TransUnion and Experian for up to seven years!*

**EQUIFAX**



**experian®**



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Q: Is the Accounts Receivable firm adequately insured and bonded?

➤ *JLW maintains the following insurance coverage:*

- *Commercial General Liability Insurance - Liability and Medical Expenses - \$2,000,000 coverage*
- *Errors and Omissions Liability Insurance - \$1,000,000 coverage*
- *Surety Bond - \$75,000*

Q: Does the Accounts Receivable firm provide online capabilities through a secure website?

➤ *JLW provides you with Navigate, a safe and secure web portal to give you 24/7 access to your accounts. In addition, Navigate also gives your customers access to their account to make payments online!*



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## Navigate Web Portal

Our Navigate secure web portal allows you to:

- Audit account activity
  - Send confidential notes via email
  - Place accounts for collection
  - Report payments and
  - Download reports 24 hours a day
- o Navigate also allows your customers to pay their account online

To test our Navigate web portal:

**[www.JLWalston.com](http://www.JLWalston.com)**

User Name: test

Password: demo2006

Test reference number: G10859





Home About JLW JLW Services Industries Served Customer Resources News & Events Contact Us



Customer Login

User Name: [input] Password: [input] Login

Customers login here!

Welcome to JLW

J.L. Walston & Associates is your solution when you need recovery without sacrificing the relationship with your customers...

Our customers rank us #1 because our collection rates exceed the national average and our team of representatives is superior when assisting our customers...

Customer Comments

professional in their interactions with our customers.

Wanda Wilkerson, The Family Doctor

J.L. Walston and Associates has not made a difference for us - they ARE THE DIFFERENCE! They are highly ethical,

Read more..

Your customers pay online here!

- Online Presentation Guide to Choosing the Best AR Firm Company Brochure Request Quote





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## *Navigate Main Menu*

Search

Results

Generate Reports

View Reports

Upload Accounts

Upload Payments

System Monitor

Change Password

Logoff

### Debtor Search

CRS Reference/Master #

Name (Last [, First]):

Detail Account #:

Address:

Home Phone:

Work Phone:

Soc Sec No:

Employer:

Regarding:

Search

Clear Fields

***Only one field may be used for a search.***

[Action Codes](#) [Result Codes](#)  
[Memo Codes](#) [Status Codes](#)



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- Main
- New Search
- Results
- Logout

## Navigate Account Lookup

01. J87801 TRUMP, DONALD   
 100 EVERY STREET   
 EVERYVILLE, NC 10000

Name: TRUMP, DONALD  
 Address1: 100 EVERY STREET                      City, St Zip: EVERYVILLE, NC 10000  
 Phone: (919) 555-1212                              Employer: (919) 555-1215

Master #: J87801

Account: 1. FULL SERVICE CLIENT    7000.00

Date	Time	A/R	Comment	Usr	FULL SERVICE CLIENT
02/18/08	08:50	TW/MM		C1	Client #: 0D0000-1 Receive Date: 02/18/08
WANTD PAYMENT PLAN. ADV WE ACCEPT CC OR CK BY PHONE. D AGREED TO MAIL PIF CK TODAY.					Total Balance : 7000.00
02/18/08	08:49	CC/CC	WORK PHONE	C1	Original Balance: 10000.00
02/18/08	08:49	DS/GI		C1	Costs : 0.00
WORK PHONE 9195551215					Date Last : 00/00/00
02/18/08	08:48	CC/CC	WP-9195551213	C1	Account# 1212121
02/18/08	08:48	TW/WN		C1	Re:
02/18/08	08:48	TR/AM		C1	THE DONALD
					Last Pmt 02/18/08 For 1000.00
Additional Info (AUX 2):					
			Field 1	TRUMP INSURANCE	
			Field 2	ID 100-10-1000	
Comments not Accessible					
			Date	Amount	Code
			02/18/08	1000.00	16AA1
			02/18/08	-500.00	43AA1
			02/18/08	1000.00	16AA1
			02/18/08	-500.00	43AA1

*Customer information*

*All collection efforts are documented here*

*Client account information*

*Payments applied*



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Contact us today for a FREE no obligation proposal!

1-800-436-6946  
sales@jlwalston.com  
[www.JLWalston.com](http://www.JLWalston.com)