

JMA ONLINE GUIDE

Using your browser of choice head to <https://www.jmacreditcontrol.com.au/> and select **Client Log-In**




The screenshot shows the JMA Credit Control website. At the top, the JMA logo is on the left, and contact information is on the right: General ☎ 1300 664 223 | Sales ☎ 1300 588 728 Business Debt Collection Only. Below this is a navigation bar with links: About Us, Services, Resources, Blog, Contact Us, and a red-bordered orange button labeled "Client Log-In". The main heading reads "Trusted Australian Debt Collectors for Over 50 Years". To the left of a background image of a smiling couple looking at a laptop, there is a list of services with blue checkmarks: Personal Account Manager, Industry Recovery Specialists, No Recovery, No Commission Fee, Ethical, Firm & Professional, JMA Online service open 24/7, and Australian Owned & Operated. Below this list is a Google Rating badge showing 4.6 stars based on 9 reviews. An orange button at the bottom of the list says "Collect Outstanding Debts Now".



Login
User ID:
Password:

Enter your User ID and Password which has been sent to you in your JMA Introduction email.
PLEASE NOTE: login is CASE SENSITIVE

Select **File Entry** at the top of the page



Logged in as: **Cindy Williams** [Logout](#)

[Home](#) [File Enquiry](#) [File Entry](#) [Reports](#) [Change Password](#)

Monday, 14 October 2019

Welcome

This is your Home page
To the right you will see a list of files awaiting instructions from you.

To search for a specific file that is not in your work queue, click on File Enquiry and enter a search criteria.

User Stats

☒ Show Actioned Files

Refresh Work Queue

Work Queue - You have no instructions to attend to.

By Date Review Date ▼

[Return to Status List](#)

This will take you to the **File Entry** page

File Entry

Client

Client Portfolio Code:

GLAN AVON INVESTMENTS PTY LTD ▼

Your Reference 1:

Your Reference 2:

Action

Initial Action Required:

▼

Debt

Date Of Debt (dd/mm/yyyy):

End Date Of Debt (dd/mm/yyyy):

Invoice Number:

Total Debt Owning:

File Description:

Debtor 1 Details

Legal Type (Please select):

Company ▼

Company Name:

Contact Name:

Trading Name:

ACN/Company Number:

Date Of Birth (dd/mm/yyyy):

Email Address:

Street Address

Street Address Line 1:

Street Address Line 2:

Street Address Line 3:

City/Suburb:

State:

Postcode:

Debtor 1 Contact Numbers

Phone Number - Business:

Phone Number - Home:

Phone Number - Mobile:

Phone Number - Fax:

Postal Address

Postal Address Line 1:

Postal Address Line 2:

Postal Address Line 3:

City/Suburb:

State:

Postcode:

[Add Another Debtor](#)

Submit File

Client

Client

Client Portfolio Code:

GLAN AVON INVESTMENTS PTY LTD ▼

Your Reference 1:

Your Reference 2:

Your Reference 1 and **Your Reference 2** – enter your reference number which relates to this matter *(If Applicable)*

Action

Click on the **Initial Action Required** drop down box to select the action you would like us to take for you

Action

Initial Action Required:

- Please Select an Initial Action - ▼

- Please Select an Initial Action -

FINAL NOTICE LETTER - NO EMAIL

SOLICITORS LETTER BY MAIL

PLEASE NOTE: If no selection is made here no letter will be queued.
Please ensure you select an initial action.

Debt

Debt

Date Of Debt (dd/mm/yyyy):
End Date Of Debt (dd/mm/yyyy):
Invoice Number:
Total Debt Owing:
File Description:

Date of Debt (dd/mm/yyyy) – enter the date of the *first/earliest* invoice that is outstanding

End Date of Debt (dd/mm/yyyy) – enter the date of the *last* outstanding invoice or leave blank if only one invoice owing *(If Applicable)*

Invoice Number – enter number of the outstanding invoice *(Optional)*

Total Debt Owing – enter the *total of all* invoices owing

File Description – enter any additional information that you think may assist us *(Optional)*

PLEASE NOTE: If you have multiple invoices owed by one debtor you only need to submit the file **once for the total amount outstanding**.

Debtor 1 Details – Company

Debtor 1 Details

Legal Type (Please select):

Company ▼

Company Name:

Contact Name:

Trading Name:

ACN/Company Number:

Date Of Birth (dd/mm/yyyy):

Email Address:

Legal Type – select *Company*

Company Name – enter the name of the company

Contact Name – enter the name of the contact at the company (*Optional*)

Trading Name – enter the trading name if it differs to the company name (*If Applicable*)

ACN/Company Number – enter debtors ACN if you have it (*Optional*)

Date Of Birth (dd/mm/yyyy) – enter DOB for debtor (*Optional*)

Email address – enter any email addresses you have for debtor (*Optional*)

Debtor 1 Details – Individual

Debtor 1 Details

Legal Type (Please select):

Individual ▼

Persons Last Name:

Persons First Name:

Trading Name:

ACN/Company Number:

Date Of Birth (dd/mm/yyyy):

Email Address:

Legal Type – select *Individual*

Persons Last Name – enter debtors surname

Persons First Name – enter debtors first name

Trading Name – enter the trading name if debtor has a trading name (*If Applicable*)

ACN/Company Number – enter debtors ABN (*If Applicable*)

Date Of Birth (dd/mm/yyyy) – enter DOB for debtor (*Optional*)

Email address – enter any email addresses you have for debtor (*Optional*)

Street Address

Street Address	
Street Address Line 1:	<input type="text"/>
Street Address Line 2:	<input type="text"/>
Street Address Line 3:	<input type="text"/>
City/Suburb:	<input type="text"/>
State:	<input type="text"/>
Postcode:	<input type="text"/>

Street Address Line 1 – enter street address

Street Address Line 2 and **Street Address Line 3** – enter additional lines of address if needed (*Optional*)

City/Suburb – enter suburb

State – enter state

Postcode – enter postcode

Postal Address

Postal Address	
Postal Address Line 1:	<input type="text"/>
Postal Address Line 2:	<input type="text"/>
Postal Address Line 3:	<input type="text"/>
City/Suburb:	<input type="text"/>
State:	<input type="text"/>
Postcode:	<input type="text"/>

Postal Address Line 1 – enter Postal address if different to street address

Postal Address Line 2 and **Postal Address Line 3** – enter additional lines of address if needed (*Optional*)

City/Suburb – Enter suburb

State – enter state

Postcode – enter postcode

PLEASE NOTE: If you do not have a postal address you can **leave this section blank**

It is not necessary to enter anything in the Postal Address fields.

Debtor 1 Contact Numbers

Debtor 1 Contact Numbers	
Phone Number - Business:	<input type="text"/>
Phone Number - Home:	<input type="text"/>
Phone Number - Mobile:	<input type="text"/>
Phone Number - Fax:	<input type="text"/>

Phone Number – Business – enter business contact number for debtor (*Optional*)

Phone Number – Home – enter home contact number for debtor (*Optional*)

Phone Number – Mobile – enter mobile contact number for debtor (*Optional*)

Phone Number – Fax – enter fax contact number for debtor (*Optional*)

If you have more than one debtor select **Add Another Debtor**

[Add Another Debtor](#)

Submit File

Complete details for second debtor

Debtor 2 Details		Debtor 2 Contact Numbers	
Legal Type (Please select):	<div>Company ▼</div>	Phone Number - Business:	<input type="text"/>
<input type="text"/>		Phone Number - Home:	<input type="text"/>
Trading Name:	<input type="text"/>	Phone Number - Mobile:	<input type="text"/>
ACN/Company Number:	<input type="text"/>	Phone Number - Fax:	<input type="text"/>
Date Of Birth (dd/mm/yyyy):	<input type="text"/>		
Email Address:	<input type="text"/>		

Street Address		Postal Address	
Street Address Line 1:	<input type="text"/>	Postal Address Line 1:	<input type="text"/>
Street Address Line 2:	<input type="text"/>	Postal Address Line 2:	<input type="text"/>
Street Address Line 3:	<input type="text"/>	Postal Address Line 3:	<input type="text"/>
City/Suburb:	<input type="text"/>	City/Suburb:	<input type="text"/>
State:	<input type="text"/>	State:	<input type="text"/>
Postcode:	<input type="text"/>	Postcode:	<input type="text"/>

[Add Another Debtor](#) **Submit File**

If you only have one debtor for the file you're entering you can then click **Submit File**

[Add Another Debtor](#)

Submit File


Once you click **Submit File** a pop up will appear confirming and advising of JMA's file reference number –

File Submitted
File Submitted: 166527
Okay

EXAMPLE –

File Entry	
<p>Client</p> <p>Client Portfolio Code: GLAN AVON INVESTMENTS PTY LTD ▼</p> <p>Your Reference 1: MY REF 1</p> <p>Your Reference 2: </p>	<p>Action</p> <p>Initial Action Required: FINAL NOTICE LETTER - NO EMAIL ▼</p>
<p>Debt</p> <p>Date Of Debt (dd/mm/yyyy): 01/01/2019</p> <p>End Date Of Debt (dd/mm/yyyy): 28/02/2019</p> <p>Invoice Number: </p> <p>Total Debt Owning: 1000.00</p> <p>File Description: Two invoices outstanding totalling \$1000</p>	
<p>Debtor 1 Details</p> <p>Legal Type (Please select): Company ▼</p> <p>Company Name: DEBTOR COMPANY PTY LTC</p> <p>Contact Name: JOHN SMITH</p> <p>Trading Name: </p> <p>ACN/Company Number: 000 000 000</p> <p>Date Of Birth (dd/mm/yyyy): </p> <p>Email Address: debtor@debtor.com.au</p>	<p>Debtor 1 Contact Numbers</p> <p>Phone Number - Business: 03 9000 0000</p> <p>Phone Number - Home: </p> <p>Phone Number - Mobile: 0400 000 000</p> <p>Phone Number - Fax: 03 9000 0001</p>
<p>Street Address</p> <p>Street Address Line 1: 1 FLINDERS STREET</p> <p>Street Address Line 2: </p> <p>Street Address Line 3: </p> <p>City/Suburb: MELBOURNE</p> <p>State: VIC</p> <p>Postcode: 3000</p>	<p>Postal Address</p> <p>Postal Address Line 1: PO BOX 1</p> <p>Postal Address Line 2: </p> <p>Postal Address Line 3: </p> <p>City/Suburb: MELBOURNE</p> <p>State: VIC</p> <p>Postcode: 3000</p>
<p>Add Another Debtor Submit File</p>	

To view your open accounts click **File Enquiry** and then click **List All Active Files**



Logged in as: Logout

[Home](#)
[File Enquiry](#)
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[Change Password](#)

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Search By File

Account Ref 1:

Account Ref 2:

Agency Debt Reference:

Plaint Number:

Debtor Name:

Portfolio:

☒ Include Closed Files

Search

[List All Active Files](#)

Use the fields on the left to specify your search criteria

Select the **File Number** to open and bring up an overview of the file

File Num	A/c Ref 1	A/c Ref 2	Debtor Name	Plaint Num	Orig Debt	Outstanding	Status
166528	MY REF 1		DEBTOR COMPANY PTY LTD		1000.00	1,000.00	DEM

Enter A Note
View History
Contact Operator
Advise of Payment
Print
Export to Excel
Close

Client
Code/Name: JMA1 - GLAN AVON INVESTMENTS PTY LTD T/as JMA CREDIT CONTROL
[Review Date:](#)

Debtor
+ DEBTOR COMPANY PTY LTD
Address: 1 FLINDERS STREET
MELBOURNE VIC 3000
Bus. Phone: 03 9000 0000
Mobile Phone: 0400 000 000
Email Address: debtor@debtor.com.au

Debt Amounts
Original Debt: \$1,000.00
Debt: \$1,000.00
Credits: \$0.00
Costs:
Interest:
Total Paid: \$0.00
Outstanding: \$1,000.00

Debt
File Num: 166528
A/c Ref 1: MY REF 1
A/c Ref 2:
Plaint Num:
Date of Debt: 01/01/2019 to 28/02/2019
Claim Service:
Judgment Date:
Status Code: DEM - JMA PRE-LEGAL DEMAND
Next Activity: 21 Oct 2019
Cause Code: NP - Monies Due
Operator Code: TRUDY - Trudy Watson
Agent Code:

Arrangement Details
Arrangement:
Frequency:
Next Instalment:
Arrears: \$0.00

Additional Information
:

History
Notes
All Notes
Interest
Documents
Payments

Date	Time	Op	Note	Dtr Amt	Cr Amt
14 Oct 2019	08:33:34	JMA1CW	File submitted online by CINDY WILLIAMS - File Description: Two invoices outstanding totalling \$1000 DIARY DATE CHANGED TO 21/10/2019. STATUS CODE CHANGED FROM Nothing to DEM. JMA FINAL NOTICE SENT - PAYMENT TO JMA		
14 Oct 2019	08:33:34	JMA1CW	ORIGINAL DEBT	\$1,000.00	

On this screen you can select the tabs at the top to complete various actions

Enter A Note
View History
Contact Operator
Advise of Payment
Print
Export to Excel
Close

Enter A Note – Select this to enter a note or to attach documents to the file –

Notes / Instructions

To enter notes on this file, use the form below.

Notes:
INVOICE 1 ATTACHED

*When instructing a step of legal action, please confirm the debt balance on your records

Attach files
Choose Files
No file chosen
[166527_166527 - INVOICE 1.pdf](#) 3066155

Save
Cancel

View History – select this to see the history of this file

Contact Operator – select this to send an email to the operator of the file

Contact Operator

To email the operator of this file, use the form below.

Email Subject:

Email Body:


Send Email
Cancel

Advise of Payment – you can enter details of a payment or credit in this screen

Advise Of Payment

Advise of payment below.

Payment Date:
09/06/2019



Payment Amount:
300.00

Credit Amount:

New Balance:
700.00

Enter notes on this file (optional).

Notes:

Debtor has part paid \$300

Save

Cancel

Print – select to print out the page with details of the debt

Export to Excel – select to email an Excel version of the file to you

Excel Export

An Excel version of this file will be delivered to your inbox.

Send

Cancel