

## Business Process Outsourcing Fact Sheet

**Overview:** JDR Solutions offers a menu of portfolio management services covering the entire lease life cycle. Clients can choose to have JDR Solutions book and maintain contracts, administer taxes, post cash, handle collections, send invoices with the client's branding, and a host of other services.

**Services:**

- Contract booking and modifications
- Customer communications: Inbound calls and email and postal inquiries handled for client; lease contract problem resolution
- Private label invoices and monthly billings: Invoices created or revised according to client's specifications; billings sent to lessees electronically or by postal mail; invoice troubleshooting
- Cash application
- Delinquency notification: By phone and/or postal letter and/or email
- Sales, use and property tax administration
- Insurance tracking

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