

Performing **beyond.**

General Revenue Corporation

Website User Guide for “Logging In” and the “My Accounts” Section

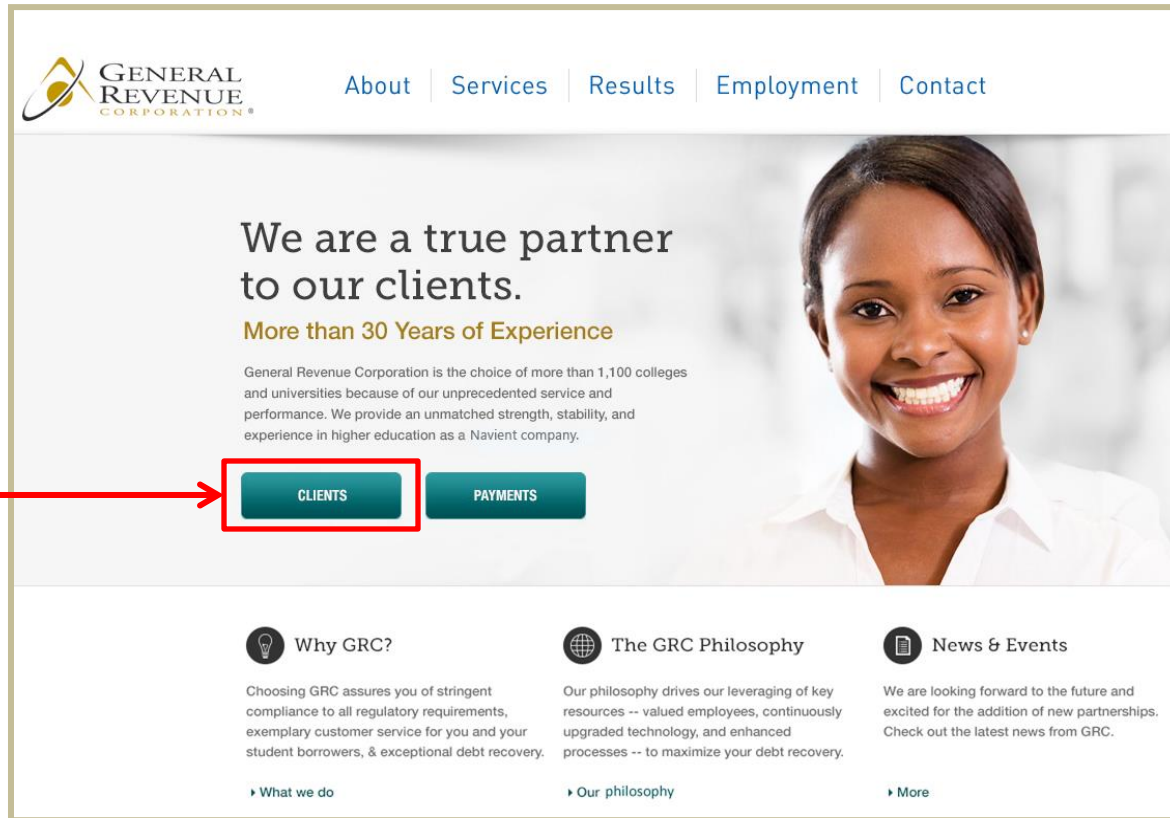
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Release Date: 01/10/16

Introduction to the GRC Website

- GRC is pleased to present this tutorial User Guide to our clients to facilitate your understanding of how to utilize our interactive, state-of-the art client portal located at www.generalrevenue.com.
- The goal of this User Guide is to enable our clients to become familiar with the “Login” features and the “My Accounts” section provided to you via our website.
- At your facility, as a new employee or an existing employee that needs a refresher course on the features of our website, this User Guide can assist with providing an overview of how to navigate our website to obtain the wealth of information that is available to you 24 hours, 7 days a week.
- This step-by-step instructional guide was designed with you, our client, in mind by enabling you to utilize this information at your convenience.
- As you walk through this User Guide, please feel free to contact your dedicated Client Services Representative or your Sales Executive should you have any questions. Their contact information is shown on the last page of this tutorial entitled “Contact List of Personnel.”
- GRC appreciates the opportunity to provide this information to you; we hope you will find it helpful.

Home Screen



WHAT WE CAN DO FOR YOU

Bringing to bear the resources and reputation of GRC's 33-year experience collecting student loan debt, we will assemble for you a dedicated and experienced team that will adapt quickly to your collection needs. Analyzing your portfolio, we will design a unique strategy that will beat the liquidation rates of our competitors and reduce your collection-related staff hours — all while maintaining strict compliance with all regulations and strict adherence to the highest ethical standards. In short, GRC will always perform beyond.

Features Covered Under the “Log In” Section

This tutorial will highlight the features shown under the “Login” section. These features are as follows:

- ☐ Access Request Form – this form must be completed by all first time users
- ☐ Authentication – Client Services will verify with your Institution that you should be granted access to our website
- ☐ Logging In – you will use your base client number as your client login, your last name and your unique password
- ☐ Forgot Your Password – click on this tab and you will receive a new password instantly
- ☐ Resetting Your Password – you can create your own unique password that consists of 7 to 20 digits

Secure network communications and the protection of sensitive information are of paramount importance in our network design. The telecommunications and networking infrastructure conform to all federal security requirements and security guidelines.

Log In Screen – First Time User

The screenshot shows the General Revenue Corporation website's 'Client Access' login page. At the top, the GRC logo is on the left, and the text 'Your Total Debt Management Solution' is on the right. Below the logo is a navigation bar with links: CLIENTS, ACCOUNT HOLDERS, ABOUT GRC, and EMPLOYMENT. On the left side, there are links for 'QUESTIONS? Contact Us' and 'Upromise by Sallie Mae'. The main content area is titled 'Client Access' and contains an 'IMPORTANT MESSAGE' section. This section provides instructions on email management and password recovery. Below the message, there is a login form with fields for 'Client Login', 'Your Last Name', and 'Password'. A 'Submit' button and a 'Forgot Password?' link are located below the password field. At the bottom of the form, a red-bordered box contains the text: 'If you are a GRC client and do not have a sign-on, please [click here](#) to fill out a Security Access Form.' A red arrow points from this box to a separate red-bordered box on the right that contains the text: 'If this is your first time logging into the website, please select this option.'

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CLIENTS ACCOUNT HOLDERS ABOUT GRC EMPLOYMENT

QUESTIONS? Contact Us

Upromise by Sallie Mae

Client Access

IMPORTANT MESSAGE

-To ensure you receive all of GRC's important email messages, please be certain to mark emails coming from "Clientservicesmailbox" as being safe.

-If you forget your login information, please use "Forgot Password?" below. Otherwise, after five attempts, your account will be locked and you will need to contact your Client Services Representative for assistance.

Please enter the sign-on and password provided by your Client Services Representative, along with your last name. **Please note that Password is Case Sensitive.**

Client Login:

Your Last Name:

Password:

[Forgot Password?](#)

If you are a GRC client and do not have a sign-on, please [click here](#) to fill out a Security Access Form.

If this is your first time logging into the website, please select this option.

All first time users visiting the website must complete a "Security Access Form." This is the first step to gain access to our multimedia state-of-the-art technologically advanced website that will provide you with real time account data information.

First Time User – Access Request Form

The screenshot shows the 'Access Request Form' interface. At the top, there are navigation tabs: 'CLIENTS', 'ACCOUNT HOLDERS', 'ABOUT GRC', and 'EMPLOYMENT'. On the left, there is a 'QUESTIONS? Contact Us' link. The main title is 'Access Request Form'. Below the title, there is a section labeled '* Required Information' with a red box and an arrow pointing to it. A red callout box contains the text: 'If this is your first time accessing the GRC website, please complete the required fields as indicated by an asterisk (*)'. The form is divided into two main sections: 'Institution Information' and 'Personal Information - for person requesting access'. The 'Institution Information' section includes fields for *Institution Name, *Address 1, *City, *Telephone Number, *Fax Number, Debt Type, Address 2, *State (dropdown), and *Zip. The 'Personal Information' section includes fields for *Last Name, *First Name, *Mother's Maiden Name, Middle Initial, *E-mail Address, *Confirm E-mail Address, and *Request Type (radio buttons for New, Change, Delete). At the bottom, there are 'Submit' and 'Print Version' buttons.

CLIENTS ACCOUNT HOLDERS ABOUT GRC EMPLOYMENT

QUESTIONS? Contact Us

Access Request Form

* Required Information

If this is your first time accessing the GRC website, please complete the required fields as indicated by an asterisk (*)

Institution Information

*Institution Name: Debt Type:

*Address 1: Address 2:

*City: *State: --choose--

*Telephone Number: *Zip:

*Fax Number: Extension:

Personal Information - for person requesting access

*Last Name: Middle Initial:

*First Name: *E-mail Address:

*Mother's Maiden Name: *Confirm E-mail Address:

*Request Type: ☒ New ☐ Change ☐ Delete

Submit Print Version

By completing the online “Access Request Form,” you provide information that will enable you to quickly receive your initial password as well as your Client Login number. Once your authentication has been confirmed, your newly created system generated password will allow you access to the client portal.

Log In Screen – Forgot Login Information

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CLIENTS ACCOUNT HOLDERS ABOUT GRC EMPLOYMENT

Client Access

IMPORTANT MESSAGE

- To ensure you receive all of GRC's important email messages, please be certain to mark emails coming from "Clientservicesmailbox" as being safe.
- If you forget your login information, please use "Forgot Password?" below. Otherwise, after five attempts, your account will be locked and you will need to contact your Client Services Representative for assistance.

Please enter the sign-on and password provided by your Client Services Representative, along with your last name. **Please note that Password is Case Sensitive.**

Client Login:

Your Last Name:

Password:

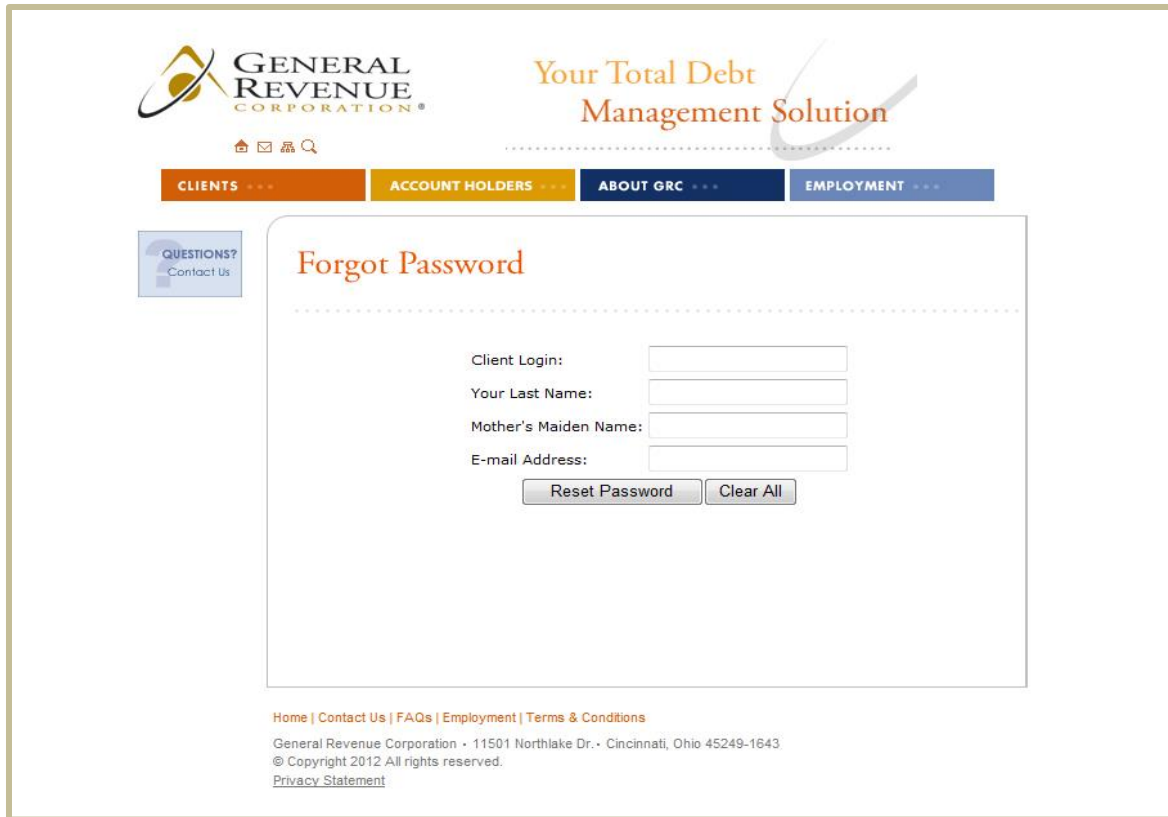
Submit [Forgot Password?](#)

If you are a GRC client and do not have a sign-on, please [click here](#) to fill out a Security Form.

If you forgot your login information, please select this option.

If you forget your password, simply click on the button "Forgot Password." This will advance you to the next screen to authenticate you have the necessary information to make this request. This is just one more feature to protect accessing your student borrower's non-public information unless you are authorized to do so.

Log In Screen – Resetting Your Password



The screenshot shows the 'Forgot Password' page of the General Revenue Corporation website. The header includes the company logo and the tagline 'Your Total Debt Management Solution'. A navigation bar contains links for 'CLIENTS', 'ACCOUNT HOLDERS', 'ABOUT GRC', and 'EMPLOYMENT'. A sidebar on the left has a 'QUESTIONS? Contact Us' link. The main content area is titled 'Forgot Password' and contains four input fields: 'Client Login:', 'Your Last Name:', 'Mother's Maiden Name:', and 'E-mail Address:'. Below these fields are two buttons: 'Reset Password' and 'Clear All'. The footer contains a list of links (Home, Contact Us, FAQs, Employment, Terms & Conditions), the company address (11501 Northlake Dr., Cincinnati, Ohio 45249-1643), a copyright notice (© Copyright 2012 All rights reserved.), and a link to the Privacy Statement.

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CLIENTS ACCOUNT HOLDERS ABOUT GRC EMPLOYMENT

QUESTIONS? Contact Us

Forgot Password

Client Login:

Your Last Name:

Mother's Maiden Name:

E-mail Address:

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[Privacy Statement](#)

Requested
receive an
ing your
password

Enter all the necessary information to validate your access to the website and click the “Reset Password” button. You will instantaneously receive a temporary password via your email address.

Log In Screen – Resetting Your Password

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Change Password

- Passwords must be 7-20 characters
- Must include at least one letter and one number, with no spaces
- Special characters such as !, @, #, \$, %, ^, and & can be used in your password
- Passwords are case sensitive

You have logged in with a temporary password
Please update your password now.

Temporary Password:
New Password:
Confirm New Password:

Update Clear All

Submit the requested information to update your password

Enter the temporary password you just received via email. Your temporary email must be typed in and cannot be copied and pasted from your email. Then create your own unique password that consists of 7 to 20 digits that includes at least one letter and one number. You can also include special characters such as !, @, #, \$, %, ^ and &.

Log In Screen

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CLIENTS ACCOUNT HOLDERS ABOUT GRC EMPLOYMENT

QUESTIONS? Contact Us

Upromise by Satellite

Client Access

IMPORTANT MESSAGE

- To ensure you receive all of GRC's important email messages, please be certain to mark emails coming from "Clientservicesmailbox" as being safe.
- If you forget your login information, please use "Forgot Password?" below. Otherwise, after five attempts, your account will be locked and you will need to contact your Client Services Representative for assistance.

Please enter the sign-on and password provided by your Client Services Representative, along with your last name. **Please note that Password is Case Sensitive.**

Client Login:

Your Last Name:

Password:

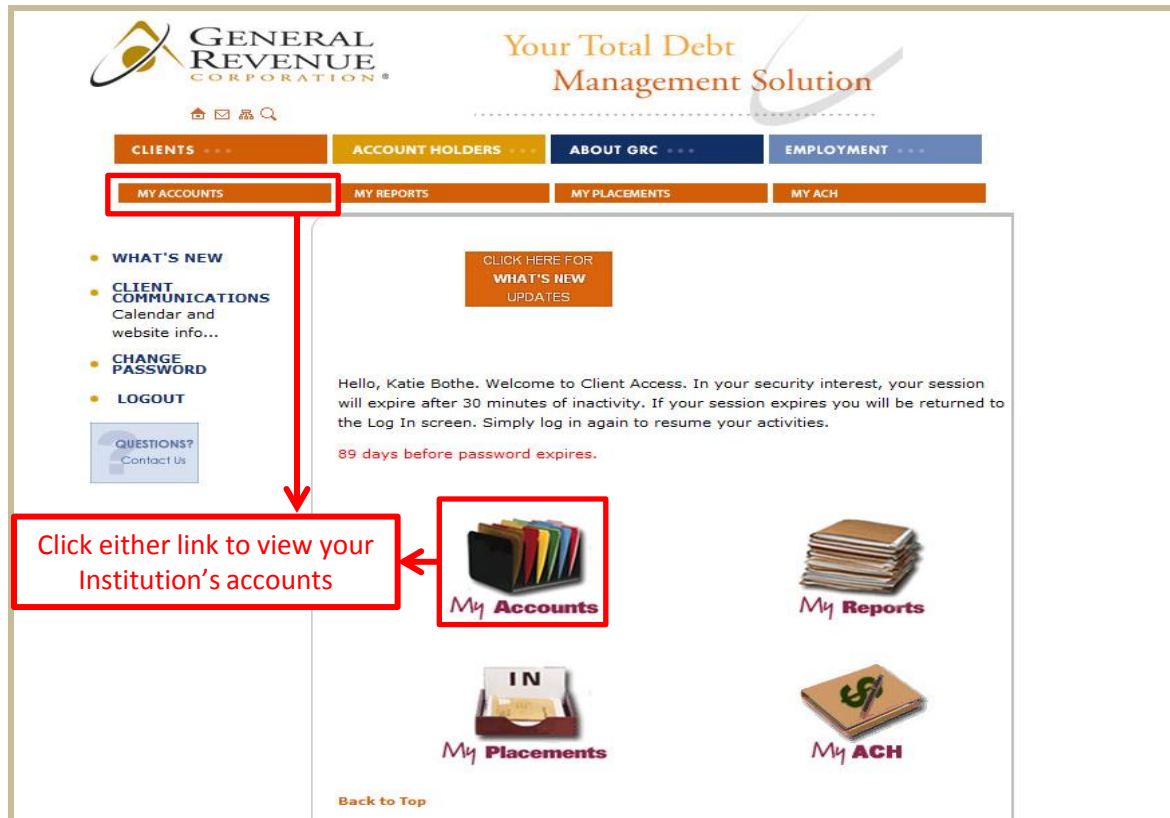
[Forgot Password?](#)

If you are a GRC client and do not have a sign-on, please [click here](#) to fill out a Security Access Form.

If you know your login information, please select this option

Your client login will consist of your base client number, your name and your unique password. Your password will need to be changed every 90 days as a security measure to protect your student borrower's data.

Home Screen



You have two options to access the “My Accounts” section:

- By clicking in the toolbar
- By clicking on the icon picture

Features Covered Under “My Accounts” Section

This tutorial will highlight the features shown under the “My Accounts” icon. These features are as follows:

- ☐ Master List Search – there are multiple ways to search for a student borrower such as first/last name or social security number or client account number
- ☐ Individual List - once the student borrower has been selected, all accounts belonging to that student borrower are displayed
- ☐ Balance Detail – displays the itemization of charges to total the outstanding balance due
- ☐ Demographic Information – displays the address and phone numbers of the student borrower
- ☐ Payment Arrangements – displays currently scheduled payments
- ☐ Payment History – displays historical payments collected
- ☐ Contact Summary – displays collection and system generated notes and provides a summary of total calls, contacts and letters sent
- ☐ Direct Payment Entry – allows for the reporting of direct payments to GRC

My Accounts Screen

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QUESTIONS?
Contact Us

Master List Search

SECURELY POST YOUR DIRECT PAYMENTS ONLINE - CONTINUE TO THE NEXT SCREEN FOR A SINGLE ENTRY PAYMENT OR CLICK TO THE LEFT TO USE THE MULTIPLE ENTRY SPREADSHEET

You can quickly search through your accounts in one of three ways:

1. Enter a minimum of one character in both the Borrower First Name and the Borrower Last Name field (Example: Type **A** in Borrower First Name and **A** in Borrower Last Name) and leave the other fields blank, or
2. Enter the **SSN** and leave the other fields blank, or
3. Enter the **Institution Account #** and leave the other fields blank.

Depending on the number of accounts you have placed with GRC, the listing may take several seconds to load. Because of this, we recommend you search for specific accounts.

Borrower First Name:

Borrower Last Name:

Borrower SSN:

Institution Account #:

Search

Enter account information in one of the four fields

The Master List functionality affords you the opportunity to search by first and last name OR social security number OR your client account number. The more specific the data you enter, the more concentrated the search results become. This gives you the ability to expand or narrow your search, based on your expectations.

Master List Search Results

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Master List Search Results

SECURELY POST YOUR DIRECT PAYMENTS ONLINE - CONTINUE TO THE NEXT SCREEN

This listing shows open accounts and those closed within the last six months. To sort by different criteria, simply click on a column heading.

Please click on the Borrower SSN field to look up the account.

Borrower SSN	Borrower Name	Client Number	Debt Type	Account Status	Legal Status	Date Listed
***-**-1234	Ali, Abdul	001234	Ndsl/perkins	Closed		02/08/08
***-**-2256	Allen, Paul N	001234	Tuition	Closed		01/30/12
***-**-5555	Allen, Abby	001234	Ndsl/perkins	Funded at Ford		06/19/12
***-**-5555	Allen, Abby	001234	Tuition	Payment Promised		10/16/12
***-**-5555	Allen, Abby	001234	Tuition	Closed		06/19/10
***-**-0000	Allshouse, Ann B	001234	Tuition	Closed		06/30/06

Click here to view account details

All accounts for the same student borrower are displayed

Based on how you search, you can view all accounts sharing similar traits in their name. Also, any student borrower having the same name or the same social security number will display on this screen. Once you decide which student borrower you want to view, click on that student borrower's social security number which has been masked to protect your student borrower's non-public information.

Individual List

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QUESTIONS? Contact Us

Individual List

ON THE LEFT OF THE SCREEN, CLICK ON "DIRECT PAYMENT ENTRY" TO POST YOUR SINGLE ENTRY PAYMENT

Cohort Year	Debt Type	Institution Account#	Borrower SSN	Borrower Name	Account Status	Date Closed	Amount Due
2003 - 2004	TUITION	001234-9874	***-**-5555	Allen, Abby	Closed	06/18/11	\$0.00
	NDSL/PERKINS	001234874PER24	***-**-5555	Allen, Abby	Funded at Ford		\$11,526.14
	TUITION	001234-9875	***-**-5555	Allen, Abby	Payment Promised		\$2,500.00

Back to Search Page

Printable View

* We do not recommend using this information for completion of LVCs. This information is accurate as of the close of the prior business day. Contact your CSR for more detailed information.
** The accounts shown are for your institution only. There may be other loans for this borrower on GRC's system for other clients.

If you have more current information or questions, please click on the link below to contact your Client Service Representative, or call 1-800-234-1472.

Contact my CSR

All accounts for the same student borrower are displayed

Once your selected account(s) appears, click “Balance Detail” on the left side of the screen to obtain account level detail on all accounts belonging to that student borrower.

Balance Detail

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Balance Detail

Account 1 of 3*

Institution Account #: 001234-9874 **GRC#:** 19392

Name: Allen, Abby **SSN:** ****-**-5555

Debt Type: Tuition

Amount Placed:	\$2,000.00	Date Placed:	10/16/12
Principal Balance:	\$2,000.00		
Principal Past Due:	\$2,000.00		
Interest Past Due:	\$0.00	Interest Rate:	0.00 %
Collection Costs:	\$500.00	Collection Cost Percentage:	25.00 %
Penalty Late Fee:	\$0.00		
Inst. Collection Cost:	\$0.00		
Total Past Due:	\$2,000.00		
Amount to Collect:	\$2,000.00		

Total Paid: \$500.00

Account displays all amounts due

The “Balance Detail” screen displays the breakdown of the charges for the outstanding balance due for each account placed at GRC.

Demographic Information

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Demographics Information

Name:	Allen, Abby	SSN:	***-**-5555
Address:	500 Indy Ct	Status:	Good
City/State/Zip:	Cincinnati, OH 45215		
Home Phone:	513-555-1234	Status:	Good
Work Phone:	513-555-0987	Status:	Good
Responsible Party Phone:		Status:	
Place Of Employment:	Great American Ballpark		
Contact Status:	OK to Contact		
Cosigner:	None		

Account displays personal data of the student borrower

By clicking on the “Demographic Information” on the left side of the screen, the view displays the contact information for that account holder such as address, phone numbers and place of employment.

Payment Arrangements

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Payment Arrangements

These payment arrangements are reflective of all loans placed with GRC for this borrower. There may be other loans on GRC's system for other clients.

NAME: Allen, Abby SSN: ****-**-5555

Scheduled Amount:	\$250.00
Current Due Date:	01/25/2013
Amount Last Paid:	\$250.00
Date Last Paid:	01/04/2013
Total Paid	\$500.00

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[Printable View](#)

Account displays scheduled payment arrangements

By clicking on “Payment Arrangements” on the left side of the screen, the view displays scheduled payment arrangements made with the student borrower. This view provides a summary of current payment activity.

Payment History

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Payment History

This information summarizes payments made to your institution by this borrower over the last 12 months for debts placed with GRC.

Click [here](#) to view Payment Code definitions.

NAME: Allen, Abby SSN: ***-**-5555

Date	Institution Account#	Payment Type	Principal	Interest & ICC	Coll Costs	Non-Due Principal	P/L	Other	Total Paid
12/21/12	001234-9874	EFT	\$200.00	\$0.00	\$50.00	\$0.00	\$0.00	\$0.00	\$250.00
01/04/13	001234-9874	CC	\$200.00	\$0.00	\$50.00	\$0.00	\$0.00	\$0.00	\$250.00

Total: \$500.00

QUESTIONS? Contact Us

Account displays history of payments collected

By clicking on “Payment History” on the left side of the screen, this view displays the history of previous payments collected over the last twelve (12) months for a student borrower’s account(s).

Contact Summary

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Contact Summary

Click [here](#) to view a list of the System Notes and Commonly Used Abbreviations

Name: Allen, Abby SSN: ***-**-5555
Contact Status: OK to Contact Account Status: Payment Promised

This information shows the previous contacts made with the borrower, cosigner or spouse.

13B 12/21/12 12:32P \$250.00 due bi-weekly on 12/21/2012 with an EFT from ABBY ALLEN: arrangement
13B 12/21/12 12:30P ACCNT INFO TO SET UP ONGOING PAYMENTS.
13B 12/21/12 12:30P PAY \$250.00 EVERY TWO WEEKS UNTIL BAL IS PIF. TOLD BRR WE NEED CHECKING
13B 12/21/12 12:30P OFFERED BRR 3 MO PAYOFF. BRR SD CAN ONLY PAY \$500.00 PER MO. WANTS TO
13B 12/21/12 12:30P OFFERED CLIENT BLANKET SIF OF 80% (\$2000.00). BRR SD CAN'T SIF THAT MUCH.
13B 12/21/12 12:30P OC TO BRR. VERIF INFO VIA SSN AND DOB. SOLD BIF. BRR SD COULD NOT BIF.

Add A Note *

Contact Summary Information:

Total Calls Made to the Account Holder	Total Contacts Made to the Account Holder	Letters Sent on the Account
24	4	3

Account displays summary of collection activities for calls, contacts and letters sent

By clicking on “Contact Summary” on the left side of the screen, this view provides the notes entered by the collector as well as system generated notes. You also have the option to enter a note on the account by clicking the “Add a Note” button. Additionally, this view provides a summary of the total calls, total contacts and total letters made or sent to the student borrower.

Direct Payment Entry

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Direct Payment Entry

If you are submitting multiple payments with an Excel file, [click here](#)

Client Name: ABC University
Client Number: 001234
Borrower Name: Allen, Abby
Borrower SSN: ***-**-5555
Payment Type: Direct Payment
Payment SubType: --Please select one--
Is this a PIF or SIF: ☐ PIF ☐ SIF ☐ Others
Comments:
Submit Clear All

Due to additional costs incurred on "Legal Accounts", payments cannot be posted on this screen. For more information, please contact our Legal Department.

Allows you to select the type of payment being reported

By clicking on the “Direct Payment Entry” on the left side of the screen, you may enter a direct payment, select the type of payment being reported and enter a message when submitting this payment to GRC. If a student borrower has multiple accounts, a portion of the payment will be applied to all accounts, unless otherwise specified. This feature ensures we post any payment received by you to this account in a timely manner.

Summary of “My Accounts” Section

There are a total of eight (8) screens under the “My Accounts” section that provide detailed information on the account selected. By continuously scrolling down the left side of the screen, you are able to obtain:

- ☐ Account level “real time” detail such as balance information and demographic information
- ☐ Collection level detail such as number of calls/contacts/letters sent, payments collected and future payment arrangements
- ☐ Direct payment reporting to ensure payments collected at your location are posted by GRC to keep our balances reconciled

GRC OFFICE INFORMATION

This concludes the GRC User Guide Presentation for “Logging In” and accessing the “My Accounts” section under the client portal located at

www.generalrevenue.com

We hope this User Guide was helpful by providing an overview of these sections of our website. The convenience of utilizing our website provides you with instantaneous access to your student borrower’s account information 24 hours, 7 days a week.

Our personnel, phone and email contact information is shown on the next two pages and we encourage you to contact us at your convenience.

Our client office hours are:

Monday through Thursday

8:00 AM to 8:00 PM EST

Friday

8:00 AM to 5:30 PM EST

Thank you for your business!!

Phone: 800-234-1472. Fax 800-234-5035

Client Services Contact Information

Client Toll Free Numbers

Phone: 800-234-1472, Option 2

Fax: 800-234-5035

Website: www.generalrevenue.com

Name	Title	Phone	Email Address
Susan Ashton	Client Services Supervisor	800-234-1472, Extension 427342	susan.ashton@navient.com
Angela Breving	Client Services Supervisor	800-234-1472, Extension 427336	angie.breving@navient.com
Nick Heldman	Senior Client Services Representative	800-234-1472, Extension 427494	nick.heldman@navient.com
Nancy Kindel	Senior Client Services Representative	800-234-1472, Extension 427345	nancy.kindel@navient.com
Brandy Cordy	Client Services Representative	800-234-1472, Extension 427354	brandy.cordy@navient.com
Stephanie Hargett	Client Services Representative	800-234-1472, Extension 427334	stephanie.hargett@navient.com
Holly Harris	Client Services Representative	800-234-1472, Extension 427337	holly.harris@navient.com
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