



Performing **beyond.**

A photograph of a young man wearing a white shirt and a black headset with a microphone. He is smiling broadly and looking towards the camera. The background is slightly blurred, showing what appears to be an office environment with other people and equipment.

General Revenue Corporation

Website User Guide

for the “My Placements” Section

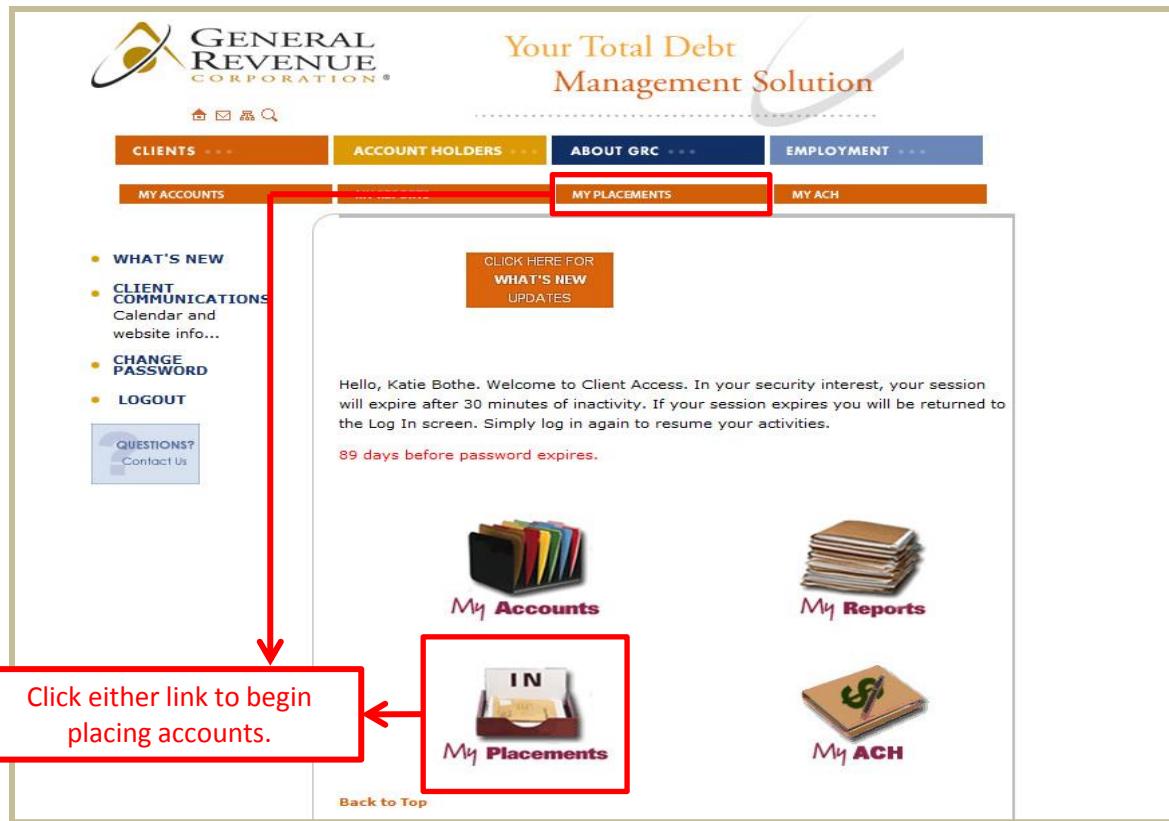
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Release Date: 01/10/2016

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Introduction to “My Placements”

- 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 “My Placements” section of the website.
- At your facility, as a new employee or an existing employee that needs a refresher course on this section, this User Guide can assist with providing an overview of how to place individual or multiple accounts in order to expedite the placing and collecting on your accounts.
- 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 Director of Sales 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



After you have logged into our client portal, you have two options to access the “My Placements” section:

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

Single Entry Placement

The screenshot shows the General Revenue Corporation website with a navigation bar at the top. The main content area is titled "Account Placement". It contains instructions for placing multiple accounts, information about GRC's single entry method, and a "Single Account Placement Form". The form includes fields for School Information: Institution Name (Abc University), Person Submitting Placement (Jane Doe), Contact Phone Number (513 - 555 - 5555), Contact E-mail Address (jdoe@abcuniversity.edu), and Client Number (012345). A red box highlights these five fields, and a callout box to the right states: "These boxes are required to be populated with your Institution's information before accounts can be placed. The client number field is optional." A red arrow points from the text to the highlighted form fields.

GENERAL REVENUE CORPORATION®

Your Total Debt Management Solution

MY ACCOUNTS MY REPORTS MY PLACEMENTS MY ACH

CLIENT COMMUNICATIONS
Calendar and website info...

CHANGE PASSWORD

LOGOUT

QUESTIONS?
Contact Us

Account Placement

If you are placing multiple accounts, click here.

GRC offers you the ability to place individual accounts online or multiple accounts by attaching an Excel spreadsheet. When using the single entry method, after completing each individual screen, please click "Continue" to advance to the next screen. Then click "Submit" to transmit your data.

Once you have completed the single entry form below, you will immediately receive a confirmation page acknowledging your account entry has been submitted and received by GRC.

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[Click here to download the Reader](#)

Single Account Placement Form

* indicates required fields
? indicates helpful tip to complete the field

School Information	
*Institution Name:	Abc University
*Person Submitting Placement:	Jane Doe
*Contact Phone Number:	513 - 555 - 5555
*Contact E-mail Address:	jdoe@abcuniversity.edu
?Client Number:	012345

Enter your Institution Name and your contact information which will facilitate in placing your accounts with us. If you are uncertain of which client number to use, this field can be left blank.

Single Entry Placement

The screenshot shows the General Revenue Corporation website with a navigation bar at the top. The main content area is titled "Account Placement". A red callout box points from the text "These symbols indicate certain information about the corresponding fields." to the legend for required and helpful tip fields.

General Revenue Corporation
Your Total Debt Management Solution

MY ACCOUNTS | MY REPORTS | MY PLACEMENTS | MY ACH

- CLIENT COMMUNICATIONS
Calendar and website info...
- CHANGE PASSWORD
- LOGOUT

QUESTIONS?
Contact Us

Account Placement

If you are placing multiple accounts, click here.

GRC offers you the ability to place individual accounts online or multiple accounts by attaching an Excel spreadsheet. When using the single entry method, after completing each individual screen, please click "Continue" to advance to the next screen. Then click "Submit" to transmit your data.

Once you have completed the single entry form below, you will immediately receive a confirmation page acknowledging your account entry has been submitted and received by GRC.

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[Click here to download the Reader](#)

Single Account Placement Form

* indicates required fields
? indicates helpful tip to complete the field

School Information

*Institution Name:	Abc University
*Person Submitting Placement:	Jane Doe
*Contact Phone Number:	513 - 555 - 5555
*Contact E-mail Address:	jdoe@abcuniversity.edu
?Client Number:	012345

These symbols indicate certain information about the corresponding fields.

Fields indicated with a “*” are required fields. Fields indicated with a “?” provide helpful tips on the corresponding field by hovering your mouse cursor over the “?”.

Single Entry Placement

Account Holder Information

*Last Name: Smith
*First Name: Cindy
?*Institution Account Number: 555654893
*Social Security Number: 555 - 65 - 4893
Date of Birth: 04 / 20 / 1988
Address1: 123 Main Street
Address2: Apt A
City: Huckleberry
State: OH
Zip Code: 45555 - 0000
Home phone: 513 - 555 - 9999
(xxx-xxx-xxxx)
Cell phone: _____
(xxx-xxx-xxxx)
Work phone: _____
(xxx-xxx-xxxx Ext xxxxx)
Email Address: _____

Loan Summary Data

*Debt Type:
-choose--
-choose--
NDSL/PERKINS
HPSL
NURSING
INSTITUTIONAL
TUITION
STUDENT RECEIVABLE
NSF
HOUSING
PARKING FEES
LIBRARY FEES
EMERGENCY LOAN
ACCOUNTS RECEIVABLE/A/R OTHER

*Referral:
-choose--
Cor
Back to Top

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[Privacy Statement](#)

Select the debt type and referral number here.

If you wish to place one account at a time, you can enter each consumer's account information into the appropriate fields. Please ensure you indicate the debt type and referral type (1st or 2nd Referral) so we are able to place the account correctly.

Single Entry Placement – Non Federal Accounts

The screenshot shows a software interface for managing accounts. At the top, there are tabs for 'MY ACCOUNTS', 'MY REPORTS', 'MY PLACEMENTS', and 'MY ACH'. On the left, a sidebar lists 'WHAT'S NEW', 'CLIENT COMMUNICATIONS' (with a note about calendar and website info), 'CHANGE PASSWORD', and 'LOGOUT'. Below this is a 'QUESTIONS?' button with 'Contact Us' underneath. The main content area is titled 'Account Placement' and contains a section for 'Non Perkins Account Information'. It includes a note that this is based on the debt type selected. It also defines symbols: '*' for required fields and '?' for helpful tips. The 'Placement File Information' section is highlighted with a red box and contains two required questions:

- *Collection Cost will be assessed (check one): Yes No
- * Written Agreement available or as otherwise permitted by Law (check one): Yes No

Below these are several input fields for account details, each with a question mark icon indicating it is optional:

- *Current Principal Balance: [Input Field]
- Principle Past Due: [Input Field]
- Interest Due: [Input Field]
- Late Charges/Fees: [Input Field]
- ? Institutional Collection Cost (ICC): [Input Field]
- *Total Amount Placed: [Input Field]
- Interest Rate %: [Input Field]
- ? Interest Through Date: [Input Field] / [Input Field] / [Input Field] (mm/dd/yyyy)
- Minimum Payment Due: [Input Field]
- ? Date of Delinquency (mm/dd/yyyy): [Input Field] / [Input Field] / [Input Field]
- ? Date of Last Payment (mm/dd/yyyy): [Input Field] / [Input Field] / [Input Field]
- ? Separation Date: (mm/dd/yyyy): [Input Field] / [Input Field] / [Input Field]

A red callout box on the right side of the highlighted section states: 'These boxes will be required to be populated before a single account can be entered.'

If you are placing accounts which are a Non-Federal debt type (Accounts/ Student Receivable, Tuition, Institutional, etc.), two questions must be answered regarding the assessment of collection costs before the account can be placed. If you answer “Yes” for the assessment of collection costs, a pop up message will appear.

Popup Message for Collection Costs – Single Entry

- If you answer “Yes” to assessing collection costs for the single entry of an account, the popup message will read as follows:
 - ❑ *On behalf of the INSTITUTION, please calculate and add applicable collection costs to accounts on an individual basis, as permitted by controlling law. These costs have been added or assessed after legal review by the INSTITUTION of the appropriateness of these charges as they relate to contractual and statutory law. collection costs will be determined by the provisions of the Promissory Note or other written agreement (signed or electronic) or as otherwise permitted by federal and/or state law.*
 - ❑ *For additional information please click here (routes client to the Fact Sheet Regarding collection costs).*
- You must click a box stating “I agree” or “I do not agree.”
- If you agree, then the popup message disappears and you must answer question #2 about having a written agreement.
- If you answer “No” to assessing collection costs, no popup message will appear.

Popup Message for Written Agreement – Single Entry

- If you answer “Yes” to having a written agreement available or as otherwise permitted by law for the single entry account, the popup message will read as follows:
 - ❑ *Collection costs must be determined by the provisions of the Promissory Note/written agreement (electronic or hard copy) that created the debt or as otherwise permitted by applicable state and/or federal law and regulations applicable to the type of debt being collected. Such provisions must be in placed at the INSTITUTION before adding or assessing collection costs.*
- You must click a box stating “I agree” or “I do not agree.”
- If you answer “No” to having a written agreement available or as otherwise permitted by law while you answered the previous collection costs question as “Yes”, the popup message will read as follows:
 - ❑ *Collection costs must be determined by the provisions of the Promissory Note/written agreement (electronic or hard copy) that created the debt or as otherwise permitted by applicable state and/or federal law and regulations applicable to the type of debt being collected. Such provisions must be in placed at the INSTITUTION before adding or assessing collection costs.*
 - ❑ *For additional information please click here (routes client to the Fact Sheet Regarding collection costs).*
- If you answer “I do not agree”, your Director of Sales will reach out to you in an effort to better understand how collection costs should be assessed on the accounts to be placed.

Single Entry Placements

The screenshot shows a web application interface for "Account Placement". On the left, a sidebar menu includes "CLIENT COMMUNICATIONS", "CHANGE PASSWORD", and "LOGOUT", along with a "QUESTIONS?" button. The main content area is titled "Non Perkins Account Information" and contains a form for entering account details. A red box highlights the "Comments:" field and the "Submit", "Cancel", and "Edit" buttons at the bottom. To the right, a red box encloses a small window titled "Your session will timeout in 10 minutes". A red arrow points from the text "Window will advise you when your session will time out." to this window.

Insert account information.

Window will advise you when your session will time out.

Non Perkins Account Information
Please review information and click "Submit" to transmit your data
Collection Cost will be assessed: Yes, I agree with the terms.
Written Agreement available or as otherwise permitted by Law: Yes, I agree with the terms.

Institution Name: Abc University
Person Submitting Placement: Jane Doe
Contact Phone Number: (513)555-5559
Contact E-mail Address: jdoe@abcvniversity.edu
Client Number: 012345
Account Holder's Last Name: SMITH
Account Holder's First Name: JOHN
Institution Account Number: 0123456789
Account Holder's SSN: 000-00-0000
Account Holder's Date of Birth: 04/01/1988
Account Holder's Address 1: 123 MAIN STREET
Account Holder's Address 2:
Account Holder's City: ANYWHERE
Account Holder's State: OH
Account Holder's Zip Code: 455550000
Account Holder's Home Phone: (513)555-5541
Account Holder's Cell Phone:
Account Holder's Work Phone:
Account Holder's Email:
Debt Type: TUITION
Interest: 1

Current Principal Balance:	\$1,000.00
Principal Past Due:	\$0.00
Interest Due:	\$75.00
Late Charges/Fees:	\$0.00
Institutional Collection Cost (ICC):	\$0.00
Total Amount Placed:	\$1,075.00
Cohort Year:	
Interest Rate:	5.000%
Interest Through Date:	08/11/2014
Minimum Payment Due:	\$100.00
Date of Delinquency:	05/01/2014
Date of Last Payment:	
Separation Date:	03/01/2014
Comments:	

Submit Cancel Edit

Once you answer the questions and attestations, you may proceed with entering the account information. As you enter the data, a moving timer will count down from 30 minutes to ensure your non-public information is protected. If you reach the full 30 minutes and have not completed your entries for the singular account, you will automatically be logged out for security purposes.

Single Entry Placements

The screenshot shows a web-based application for account placement. On the left, a sidebar menu includes links for Client Communications, Change Password, Logout, and a Contact Us button. The main content area is titled "Account Placement" and contains a section for "Non Perkins Account Information". This section includes a note about collection cost assessment and a checkbox for agreeing to terms. Below are numerous input fields for account details, such as Institution Name (Abc University), Person Submitting Placement (Jane Doe), Contact Phone Number ((513)555-5555), and various address and identification numbers. At the bottom of the form are three buttons: "Submit", "Cancel", and "Edit". A red rectangular callout box with a black border and white text points to the "Edit" button, containing the text: "Ability to edit the information you provided prior to submitting for placement." A red arrow also points from the text box to the "Edit" button.

CLIENT COMMUNICATIONS
Calendar and website info...
CHANGE PASSWORD
LOGOUT
QUESTIONS? Contact Us

Account Placement

Non Perkins Account Information

Please review information and click "Submit" to transmit your data

Collection Cost will be assessed: Yes, I agree with the terms.
Written Agreement available or as otherwise permitted by Law: Yes, I agree with the terms.

Institution Name: Abc University
Person Submitting Placement: Jane Doe
Contact Phone Number: (513)555-5555
Contact E-mail Address: jdoe@abouniversity.edu
Client Number: 012345
Account Holder's Last Name: SMITH
Account Holder's First Name: JOHN
Institution Account Number: 0123456789
Account Holder's SSNI: 000-00-0000
Account Holder's Date of Birth: 04/01/1988
Account Holder's Address 1: 123 MAIN STREET
Account Holder's Address 2:
Account Holder's City: ANYWHERE
Account Holder's State: OH
Account Holder's Zip Code: 455550000
Account Holder's Home Phone: (513)555-5541
Account Holder's Cell Phone:
Account Holder's Work Phone:
Account Holder's Email:
Debt Type: TUITION
Referral: 1
Current Principal Balance: \$1,000.00
Principal Past Due: \$0.00
Interest Due: \$75.00
Late Charges/Fees: \$0.00
Institutional Collection Cost: \$0.00
(ICC):
Total Amount Placed: \$1,075.00
Cohort Year:
Interest Rate: 5.000%
Interest Through Date: 06/11/2014
Minimum Payment Due: \$100.00
Date of Delinquency: 05/01/2014
Date of Last Payment:
Separation Date: 03/01/2014
Comments:

Submit Cancel Edit

Ability to edit the information you provided prior to submitting for placement.

Before you submit your account for placement, you will have the opportunity to review the information you entered and edit if necessary. Once you've verified all of the information is correct, click "Submit".

Single Entry Placements

The screenshot shows the General Revenue Corporation website with a gold header bar. The header includes the company logo, a search bar, and navigation links for MY ACCOUNTS, MY REPORTS, MY PLACEMENTS, and MY ACH. On the left, there's a sidebar with links for CLIENT COMMUNICATIONS, CHANGE PASSWORD, and LOGOUT, along with a QUESTIONS? link to Contact Us.

The main content area is titled "Account Placement". It displays a confirmation message: "GRC thanks you for your New Business Account Placement." Below this, it shows a confirmation number: "Your confirmation number : **9WV6AAK9** is your receipt that your account has successfully been transmitted to GRC for processing." There is a link to "Click here to submit another New Business Account".

Below the confirmation message, there is a "Print" button highlighted with a red box and an arrow pointing to a callout box containing the text: "Click here to print the confirmation page for your records." The page also lists "Non Perkins Account Information" with various fields filled in, such as Institution Name (Abc University), Person Submitting Placement (Jane Doe), and Account Holder's Last Name (John).

A Confirmation Page will appear to acknowledge the submission of your single account placement, which you also have the ability to print for your records.

Multiple Entry Placements

The screenshot shows the 'Account Placement' page of the GRC system. At the top, there are four navigation tabs: 'MY ACCOUNTS' (highlighted in orange), 'MY REPORTS', 'MY PLACEMENTS', and 'MY ACH'. On the left, a sidebar menu includes 'WHAT'S NEW', 'CLIENT COMMUNICATIONS' (with a sub-item 'Calendar and website info...'), 'CHANGE PASSWORD', 'LOGOUT', and a 'QUESTIONS?' section with a 'Contact Us' link. The main content area has a heading 'Account Placement'. Below it, a sub-headline says 'If you are placing multiple accounts [click here.](#)' This link is highlighted with a red box and a red arrow points to it from a callout bubble containing the text 'Click here if you wish to place multiple accounts.' The main text explains that GRC offers the ability to place individual accounts online or multiple accounts by attaching an Excel spreadsheet. It provides instructions for using the single entry method. Below this, another callout bubble points to a link 'Click here to download the Reader' which is intended for users who need Acrobat Reader to print the document. The page also includes sections for 'Single Account Placement Form' (with field descriptions for required and helpful fields), 'School Information' (with input fields for institution name, person submitting, contact phone number, email address, and client number), and a note about needing Acrobat Reader.

You are also able to place multiple accounts at once by going to the “My Placements” page and clicking the link on top of the page (as illustrated above). When selecting the multiple accounts functionality, you are able to upload an Excel spreadsheet which contains numerous accounts having the same parameters, i.e. debt type, referral, etc.

Multiple Entry Placements

The screenshot shows the General Revenue Corporation website. At the top left is the logo 'GENERAL REVENUE CORPORATION'. To its right is the tagline 'Your Total Debt Management Solution'. Below the logo is a navigation bar with four tabs: 'MY ACCOUNTS' (highlighted in orange), 'MY REPORTS', 'MY PLACEMENTS', and 'MY ACH'. On the left side, there's a sidebar with links for 'CLIENT COMMUNICATIONS' (Calendar and website info...), 'CHANGE PASSWORD', 'LOGOUT', and a 'QUESTIONS?' section with a 'Contact Us' link. The main content area is titled 'Account Placement' and contains a section for 'School Information'. It asks three questions with checkboxes:

- Are you placing Federal accounts (NDSL/Perkins, Nursing, HPSL): Yes
- Are you placing Non-Federal accounts (Institutional, Tuition, Account Receivables, Student Receivables, NSF, Housing, Parking Fees, Library Fees, Emergency Loan, Miscellaneous): Yes
- Are you placing a combination of both Federal and Non-Federal accounts: Yes

At the bottom of this section is a 'Back to Top' link.

Each time you place accounts with us under the multiple entry window, you will be required to answer one of the three following questions:

- Are you placing Federal accounts (NDSL/Perkins, Nursing, HPSL)?
 - Are you placing Non-Federal accounts (Institutional, Tuition, Account Receivables, Student Receivables, NSF, Housing, Parking Fees, Library Fees, Emergency Loan, Miscellaneous)?
 - Are you placing a combination of both Federal and Non-Federal accounts?
- If you answer with a "Y" for Federal accounts, you will be able to continue uploading your file.
- If you answer with a "Y" for Non-Federal accounts, a pop-up message will appear as outlined on the next slide. These questions need to be answered to proceed with uploading your file.
- If you answer with a "Y" for a combination of both Federal and Non-Federal accounts, a pop-up message will appear as outlined on the next slide. These questions need to be answered to proceed with uploading your file.

Multiple Entry Placements

The screenshot shows a web-based application for account placement. On the left, there's a sidebar with links for 'CLIENT COMMUNICATIONS' (Calendar and website info...), 'CHANGE PASSWORD', and 'LOGOUT'. Below these are 'QUESTIONS?' and 'Contact Us' buttons. The main content area has a title 'Account Placement' and a sub-section 'School Information'. It asks users to complete required fields for multiple accounts. Three questions are listed with checkboxes:

- Are you placing Federal accounts (NDSL/Perkins, Nursing, HPSL): Yes
- Are you placing Non-Federal accounts (Institutional, Tuition, Account Receivables, Student Receivables, NSF, Housing, Parking Fees, Library Fees, Emergency Loan, Miscellaneous): Yes
- Are you placing a combination of both Federal and Non-Federal accounts: Yes

A red box highlights the 'Placement File Information' section, which contains two questions with checkboxes:

- *Collection Cost will be assessed (Check one): Yes No
- *Written Agreement available or as otherwise permitted by Law (Check one): Yes No

Below this section are several input fields:
*Institution: ABC University
Name: _____
*Person: Jane Doe
Submitting:
Placement:
*Contact: 555 - 555 - 5555
Phone Number:
*Contact E-:
mail Address:
Comments:

At the bottom, there are links to download templates: 'To obtain/download a template for Federal accounts, click here: [Federal](#)' and 'To obtain/download a template for Non-Federal accounts, click here: [Non-Federal](#)'. There's also a 'Browse...' button for attaching files.

If you are placing accounts which are a Non-Federal debt type (Accounts/Student Receivable, Tuition, Institutional, etc.), two questions must be answered regarding the assessment of collection costs before the accounts can be placed. If you answer "Yes" for the assessment of collection costs, a pop up message will appear.

Popup Message for Collection Costs – Multiple Accounts

- If you answer “Yes” to assessing collection costs for the multiple entry of accounts, the popup message will read as follows:
 - ❑ *On behalf of the INSTITUTION, please calculate and add applicable collection costs to accounts on an individual basis, as permitted by controlling law. These costs have been added or assessed after legal review by the INSTITUTION of the appropriateness of these charges as they relate to contractual and statutory law. collection costs will be determined by the provisions of the Promissory Note or other written agreement (signed or electronic) or as otherwise permitted by federal and/or state law.*
 - ❑ *For additional information please click here (routes client to the Fact Sheet Regarding collection costs).*
- You must click a box stating “I agree” or “I do not agree.”
- If you agree, then the popup message disappears and you must answer question #2 about having a written agreement.
- If you answer “No” to assessing collection costs, no popup message will appear.

Popup Message for Written Agreement – Multiple Accounts

- If you answer “Yes” to having a written agreement available or as otherwise permitted by law for the multiple entry of accounts, the popup message will read as follows:
 - Collection costs must be determined by the provisions of the Promissory Note/written agreement (electronic or hard copy) that created the debt or as otherwise permitted by applicable state and/or federal law and regulations applicable to the type of debt being collected. Such provisions must be in placed at the INSTITUTION before adding or assessing collection costs.*
- You must click a box stating “I agree” or “I do not agree.”
- If you answer “No” to having a written agreement available or as otherwise permitted by law while you answered the previous the collection costs question as “Yes”, the popup message will read as follows:
 - Collection costs must be determined by the provisions of the Promissory Note/written agreement (electronic or hard copy) that created the debt or as otherwise permitted by applicable state and/or federal law and regulations applicable to the type of debt being collected. Such provisions must be in placed at the INSTITUTION before adding or assessing collection costs.*
 - For additional information please click here (routes client to the Fact Sheet Regarding collection costs).*
- If you answer “I do not agree”, your Director of Sales will reach out to you in an effort to better understand how collection costs should be assessed on the accounts to be placed.

Multiple Entry Placements

The screenshot shows the 'Account Placement' page. On the left, there's a sidebar with links for 'CLIENT COMMUNICATIONS' (Calendar and website info...), 'CHANGE PASSWORD', and 'LOGOUT'. Below that is a 'QUESTIONS?' button with 'Contact Us' text. The main content area has a title 'Account Placement' and a section for 'School Information'. It asks if the user is placing Federal accounts (NDSL/Perkins, Nursing, HPSL) with a 'Yes' checkbox. It also asks about Non-Federal accounts (Institutional, Tuition, Account Receivables, Student Receivables, NSF, Housing, Parking Fees, Library Fees, Emergency Loan, Miscellaneous) with a checked 'Yes' checkbox. A third question asks if the user is placing a combination of both Federal and Non-Federal accounts with a 'Yes' checkbox. Below this is a 'Placement File Information' section with questions about collection cost being assessed (checkboxes for Yes, No, and Not Applicable), written agreements (checkboxes for Yes, No, and Not Applicable), and contact information fields for institution (ABC University), name (Jane Doe), person (Person), contact number (555-555-5555), phone number, email (jdoe@abcuiversity.edu), and address. At the bottom, there's a 'Comments:' text area with a scroll bar, a link to download a template for Federal accounts, a link to download a template for Non-Federal accounts, and a 'Browse...' button for attaching a placement file.

Download our standard placement spreadsheet for convenience in placing accounts.

Enter any special instructions to facilitate the loading of your accounts.

Enter your Institution Name and your contact information so we may make outreach to you if we have questions. Please enter any special instructions in the “Comments” box.

We also have standard Placement File Templates available for your convenience for both Federal and Non-Federal accounts, however you can upload your own Customized Placement File layout if you prefer.

Multiple Entry Placements

The screenshot shows a web interface for 'GENERAL REVENUE CORPORATION'. At the top left is the company logo with the text 'GENERAL REVENUE CORPORATION'. To its right is the tagline 'Your Total Debt Management Solution' with a checkmark graphic. The top navigation bar includes links for 'MY ACCOUNTS', 'MY REPORTS', 'MY PLACEMENTS', and 'MY ACH'. On the left, a sidebar lists 'CLIENT COMMUNICATIONS' (Calendar and website info...), 'CHANGE PASSWORD', and 'LOGOUT'. Below this is a 'QUESTIONS?' button with 'Contact Us' text. The main content area is titled 'Thank You' and contains the message: 'GRC thanks you for your New Business Placement file!'. It also includes a link to submit another placement, a note about printing for records, and a 'Print' button. A red box highlights this 'Print' button with the instruction: 'Click here to print the confirmation page for your records.' At the bottom of the page are links for 'Home | Contact Us | Terms & Conditions', copyright information ('General Revenue Corporation • 4660 Duke Drive, Suite 300 • Mason, OH 45040-8466 © Copyright 2014 All rights reserved. Privacy Statement'), and the 'NAVIENT' logo.

A Confirmation Page will appear to acknowledge the submission of your placement file, which you also have the ability to print for your records.

GRCA OFFICE INFORMATION

This concludes the GRCA User Guide Presentation for the “My Placements” 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
Christina Johnson		Client Services Representative	800-234-1472, Extension 427357	christina.johnson@navient.com
Shannon Labrecque		Client Services Representative	800-234-1472, Extension 427440	shannon.labrecque@navient.com
Ebony Render-Linzy		Client Services Representative	800-234-1472, Extension 427343	ebony.render-linzy@navient.com
Jason Tirey		Client Services Representative	800-234-1472, Extension 427358	jason.tirey@navient.com

Sales Executive Contact Information

Name	Title	Phone	Fax	Email Address
Kendra Rivoli	Director of Campus Sales	800-311-2861	888-888-3460	kendra.mcanear-rivoli@generalrevenue.com
Chris Baker	Director of Sales, Northeast Territory	800-436-5218	888-888-3460	chris.j.baker@generalrevenue.com
Denyc Perez	Director of Sales, Southwest Territory	877-572-5543	888-888-3460	denyc.perez@generalrevenue.com
John Schwarm	Director of Sales, Midwest Territory	847-829-4453	847-829-4456	john.schwarm@generalrevenue.com
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