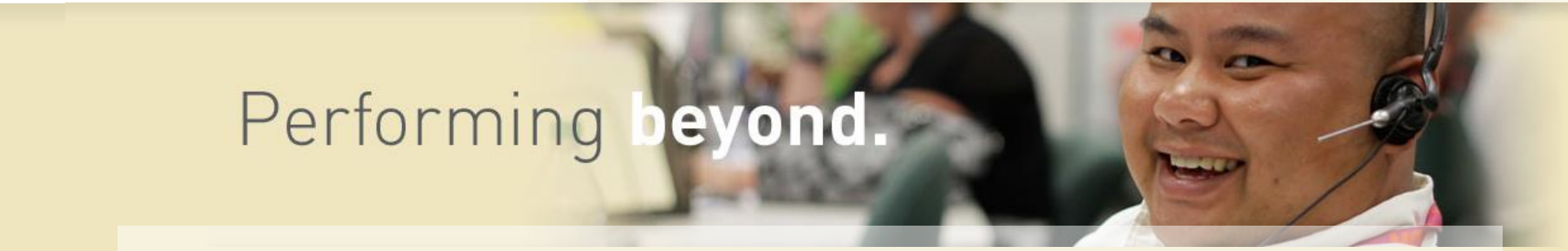

General Revenue Corporation

Website User Guide

for "Logging In" and the "My Accounts" Section

General Revenue Corporation ● 4660 Duke Drive, Suite 300, Mason, OH 45040 ● 800-234-1472, Option 2 ● www.generalrevenue.com
Release Date: 01/10/16

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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.

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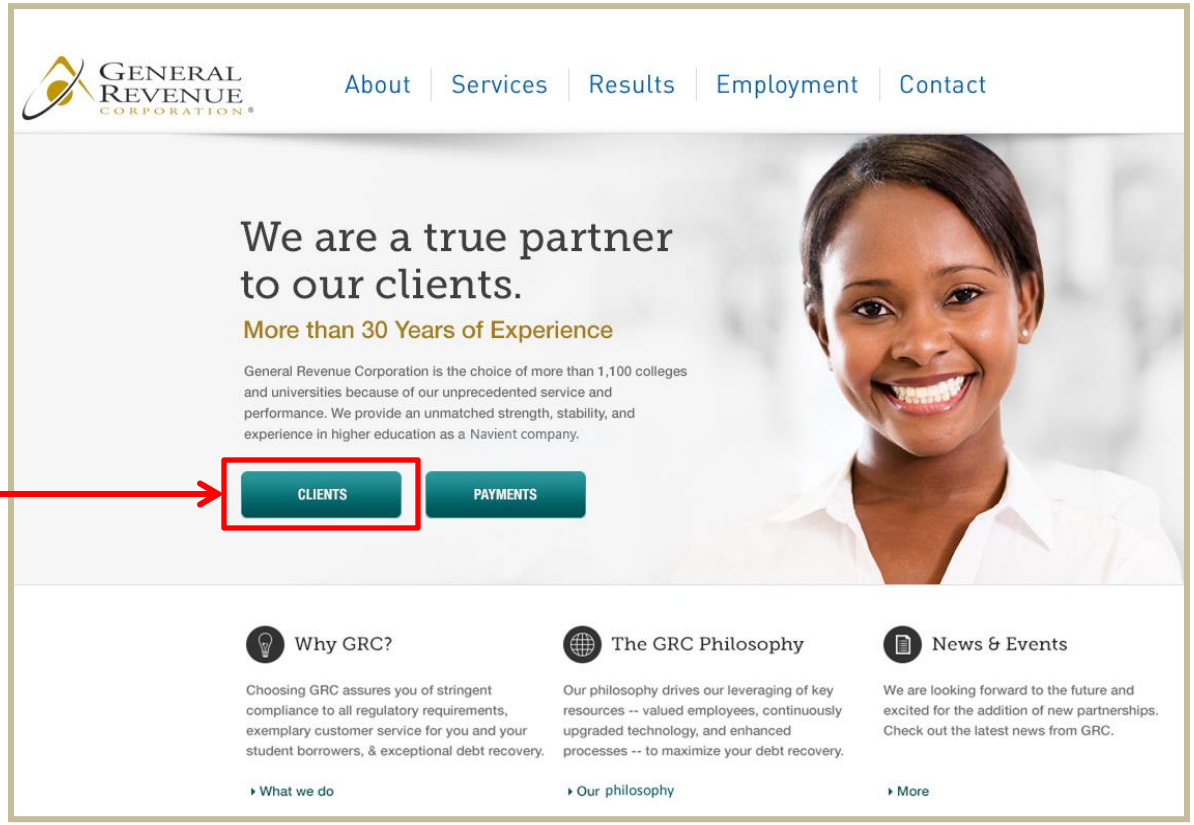
Home Screen



Click here to proceed to the Log In 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.

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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.

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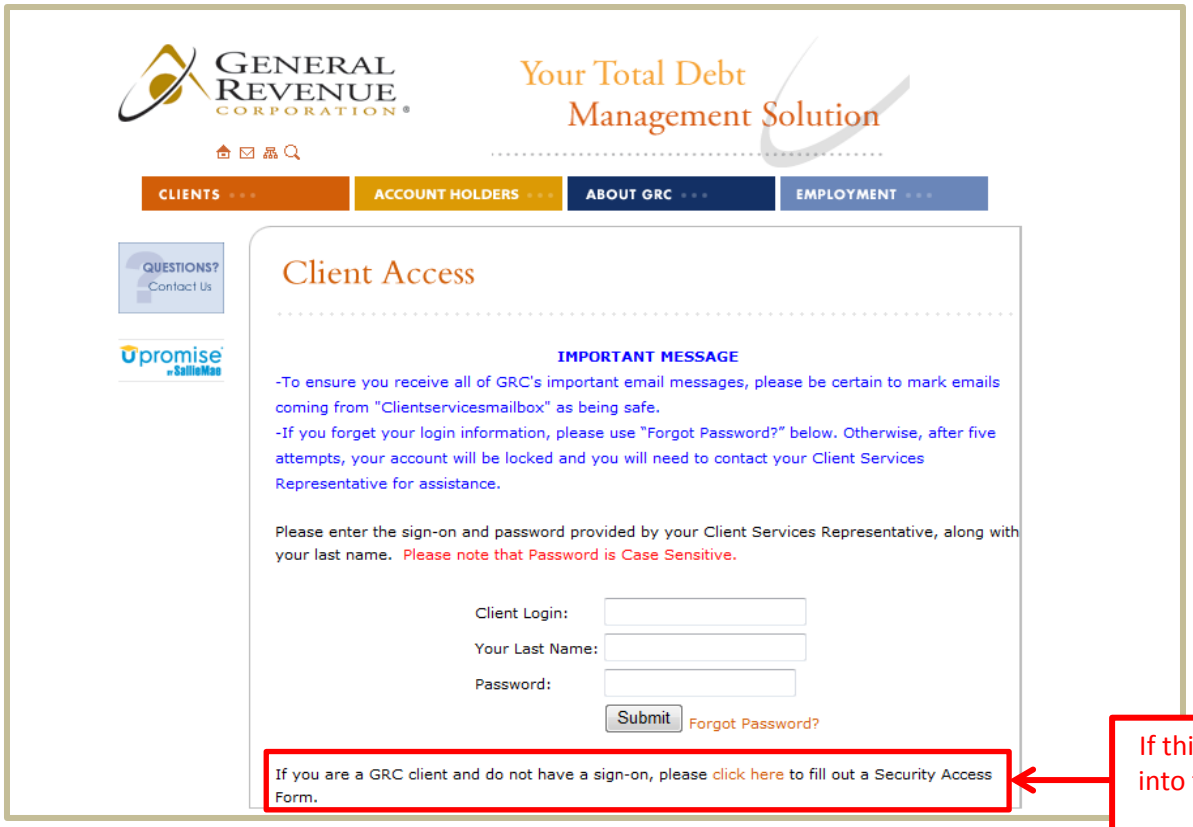
Log In Screen – First Time User



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.

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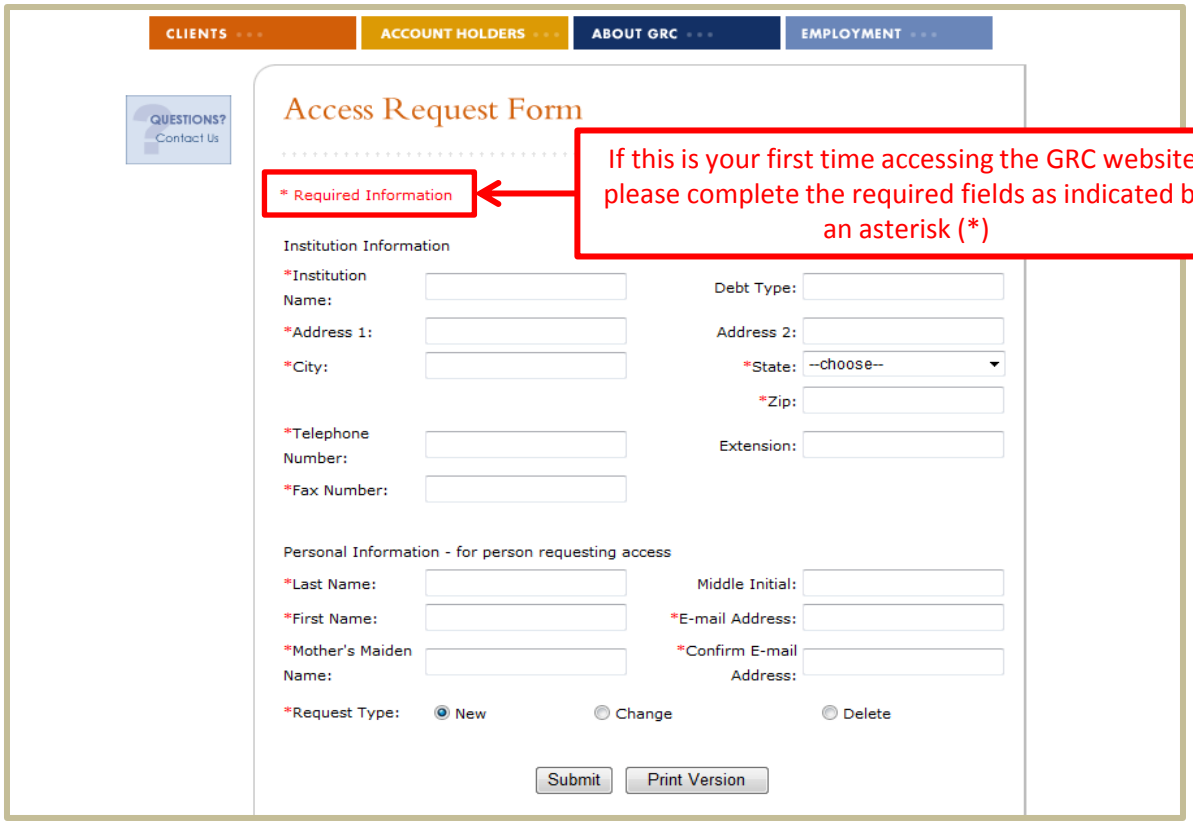
First Time User – Access Request Form



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.

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Log In Screen – Forgot Login Information

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.

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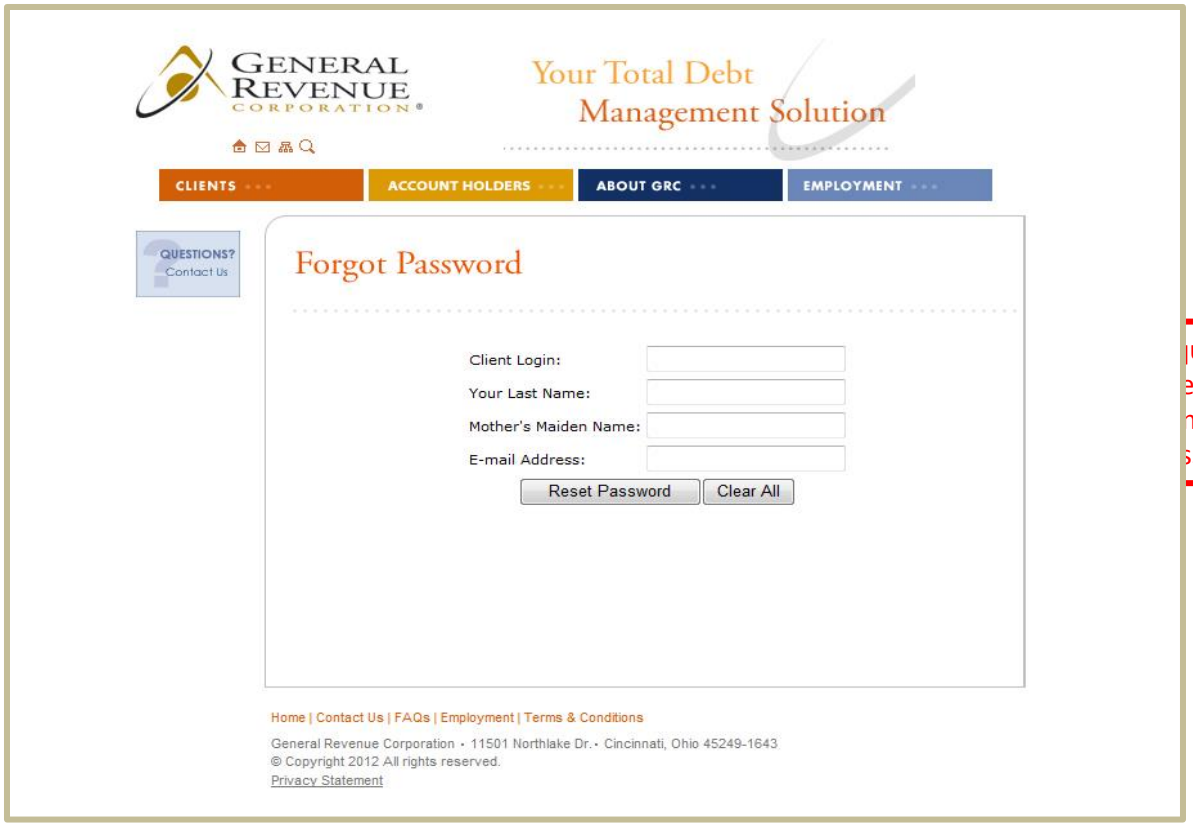
Log In Screen – Resetting Your Password



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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.

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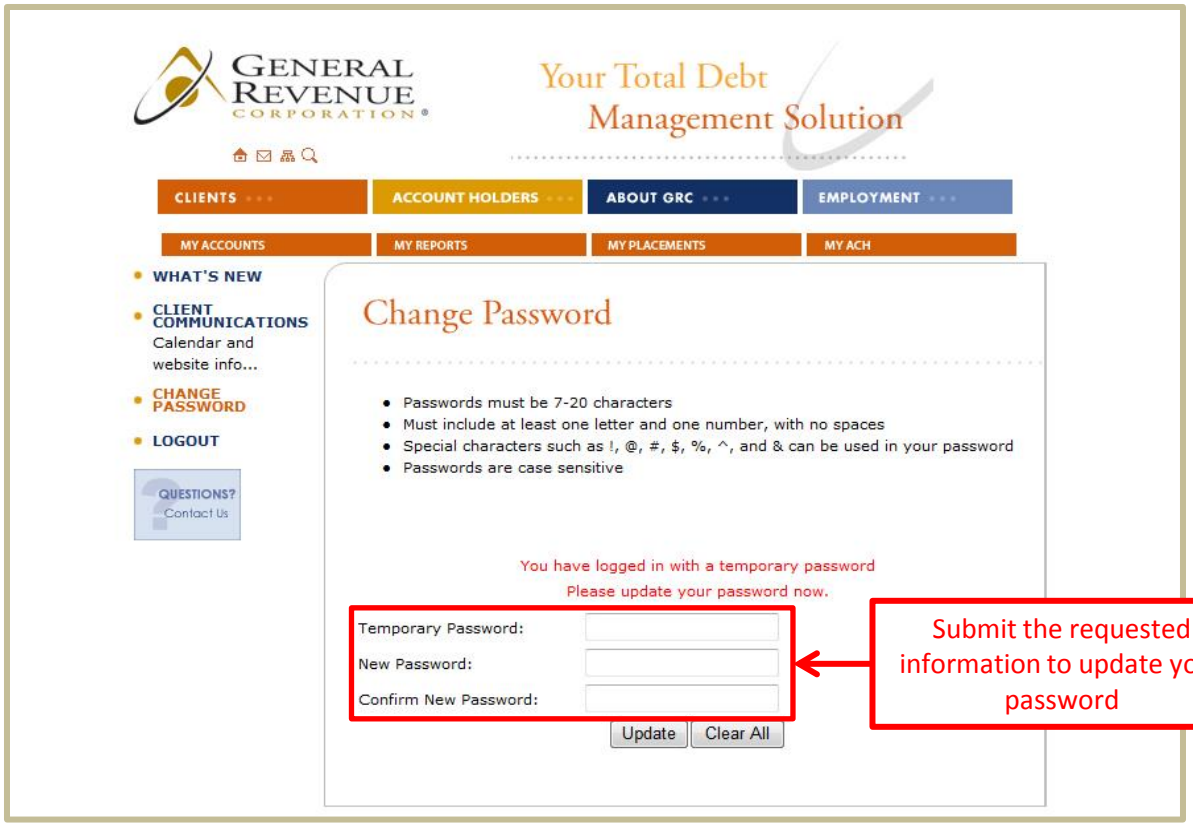
Log In Screen – Resetting Your Password



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 &.

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Log In Screen

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.

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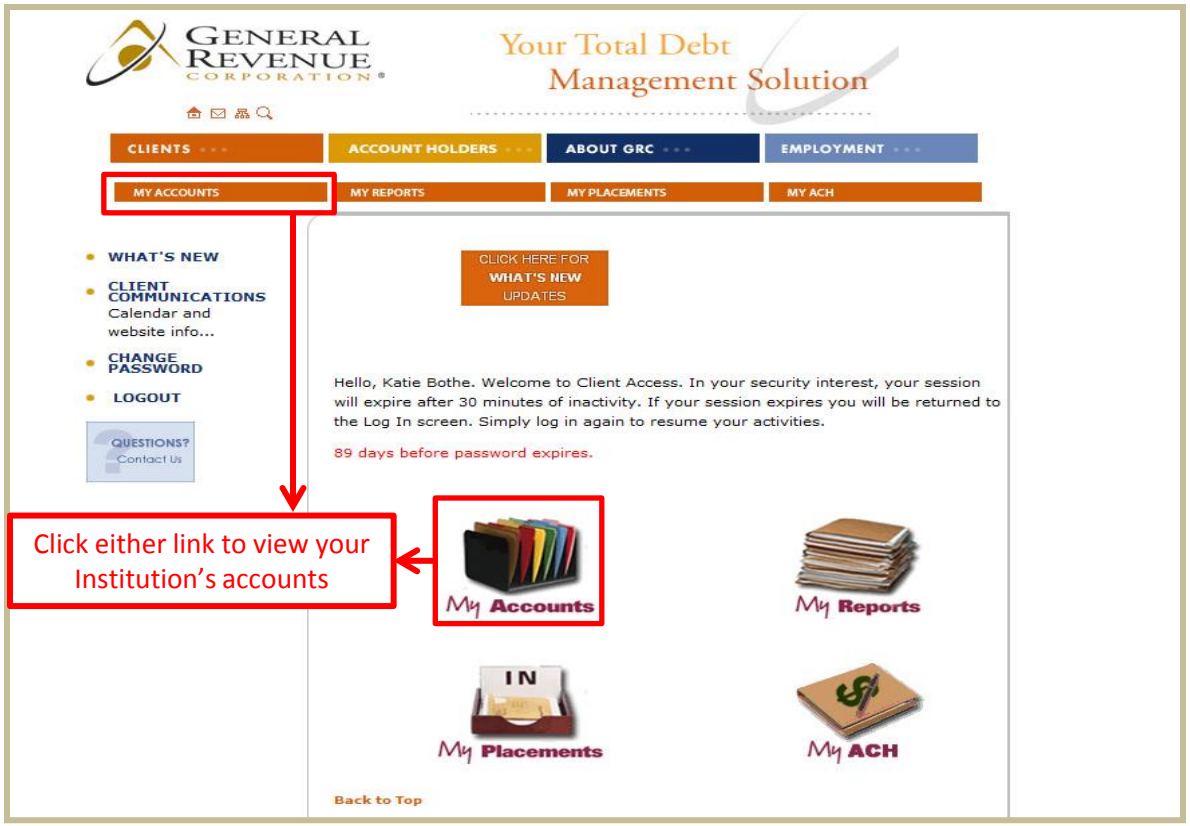
Home Screen



You have two options to access the "My Accounts" section:

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

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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

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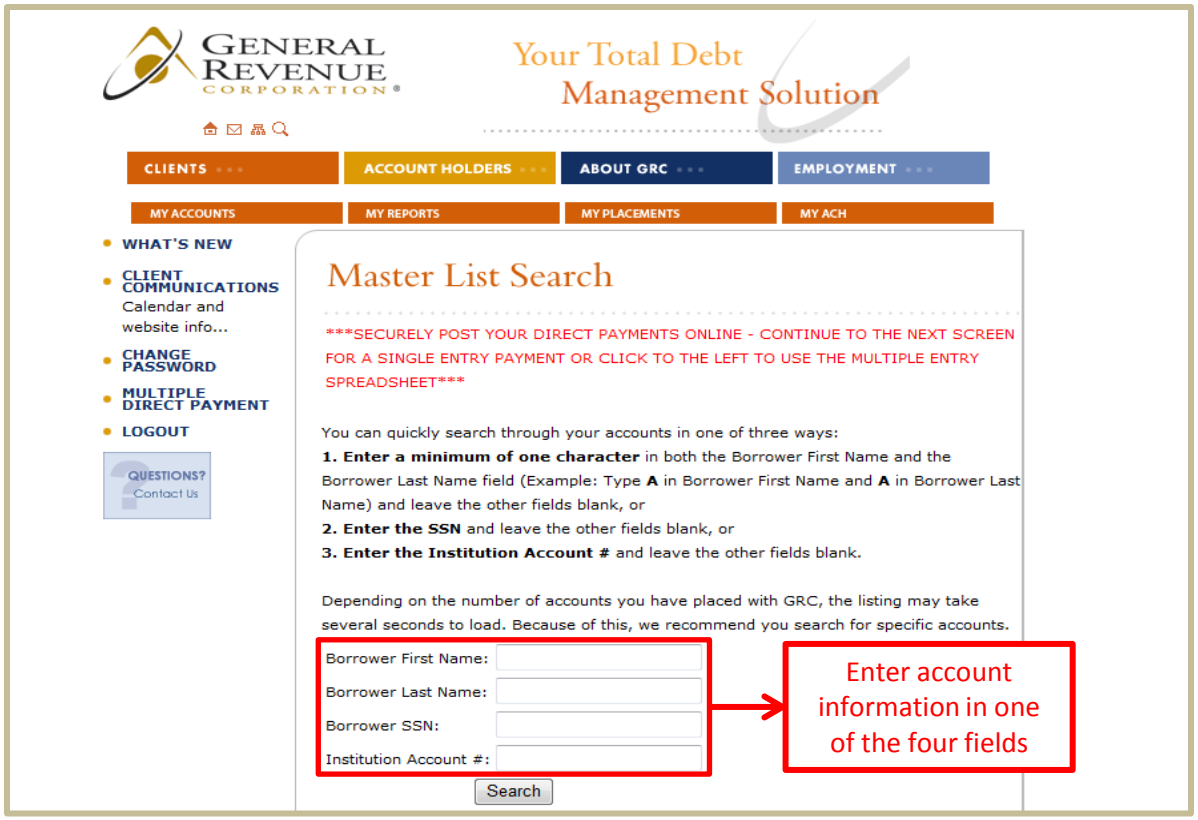
My Accounts Screen



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.

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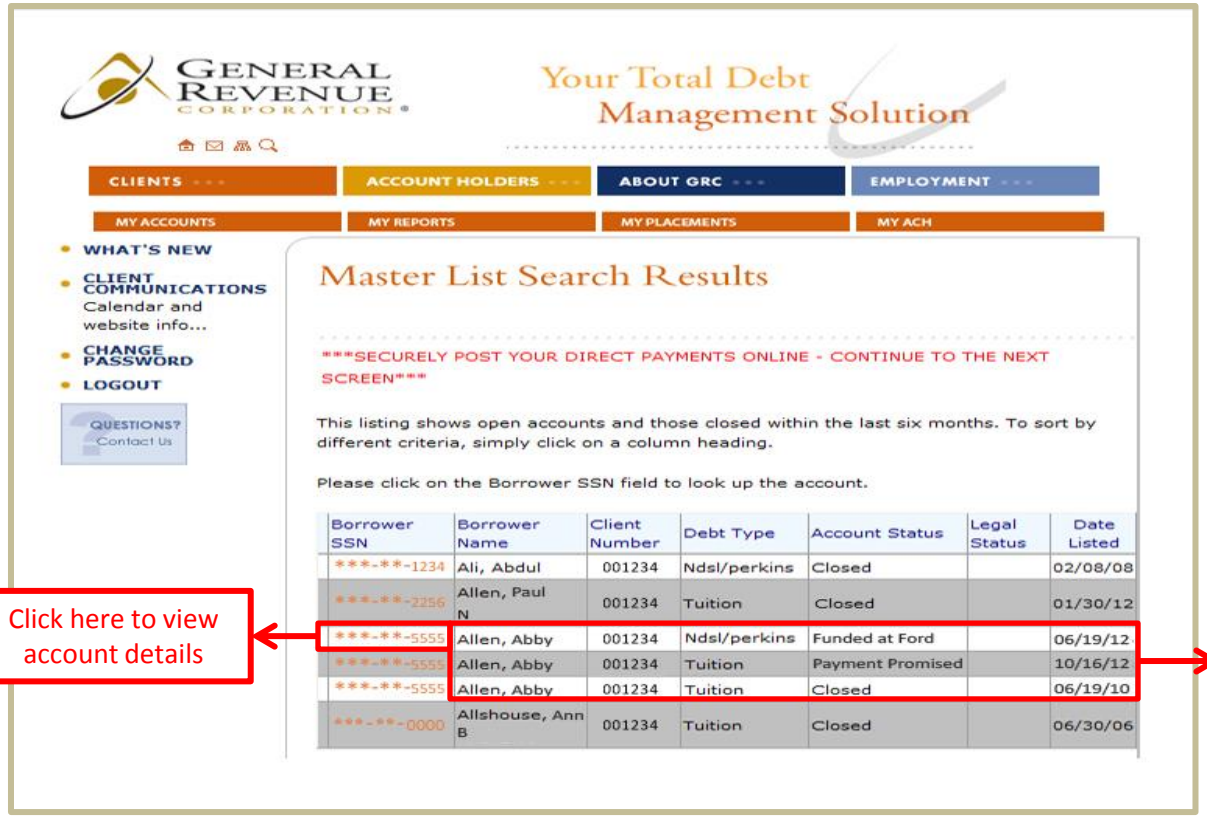
Master List Search Results



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.

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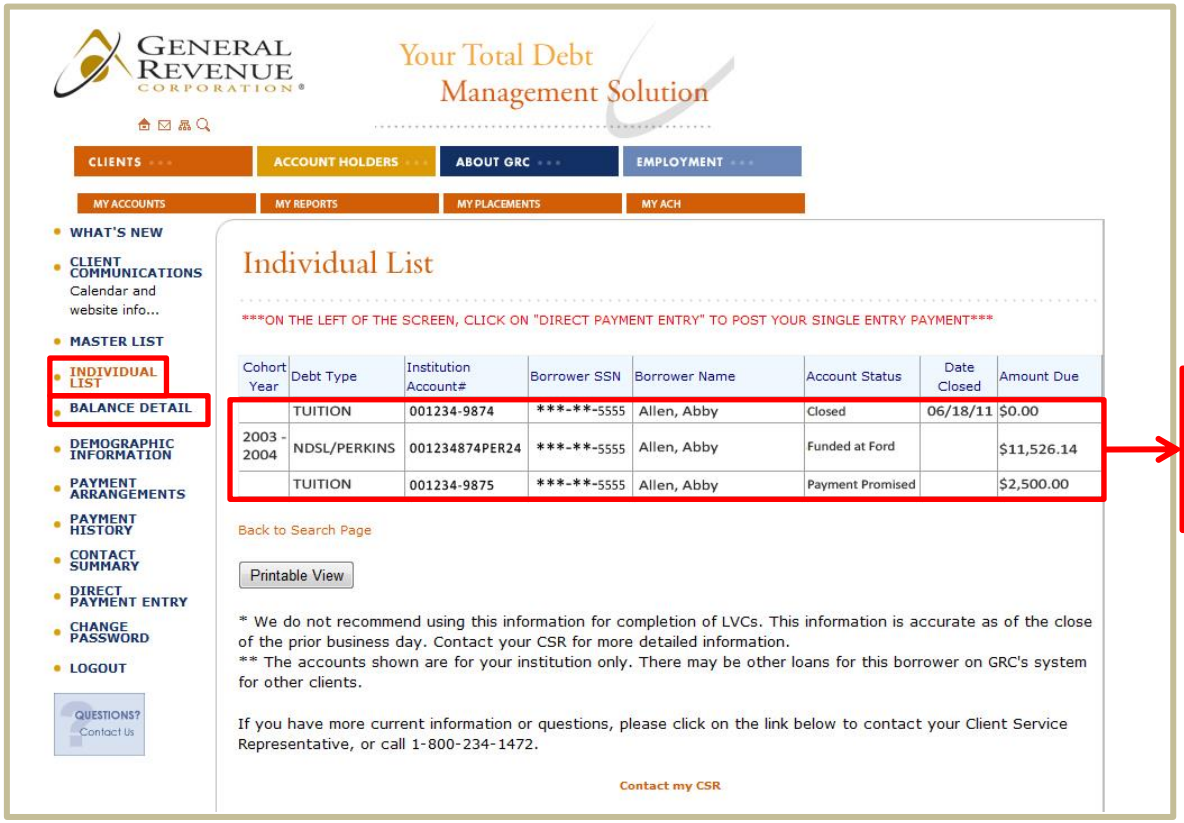
Individual List



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.

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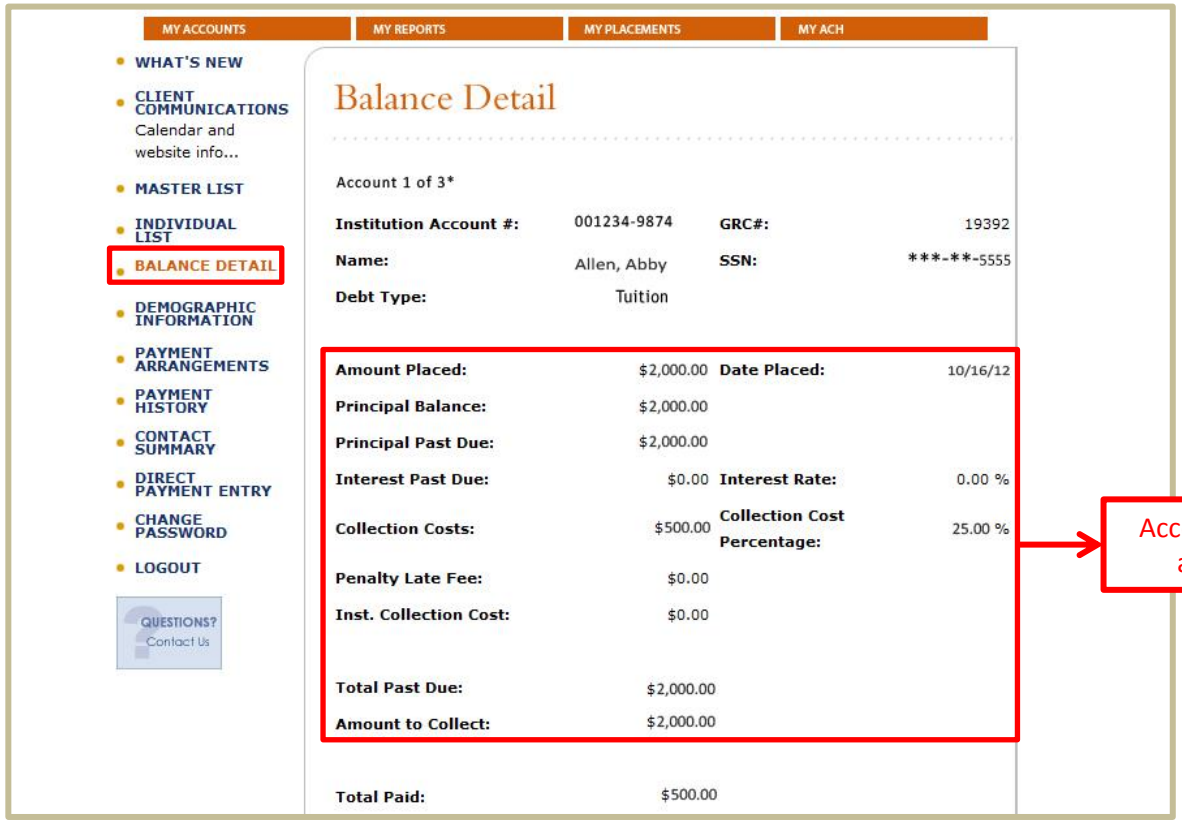
Balance Detail



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

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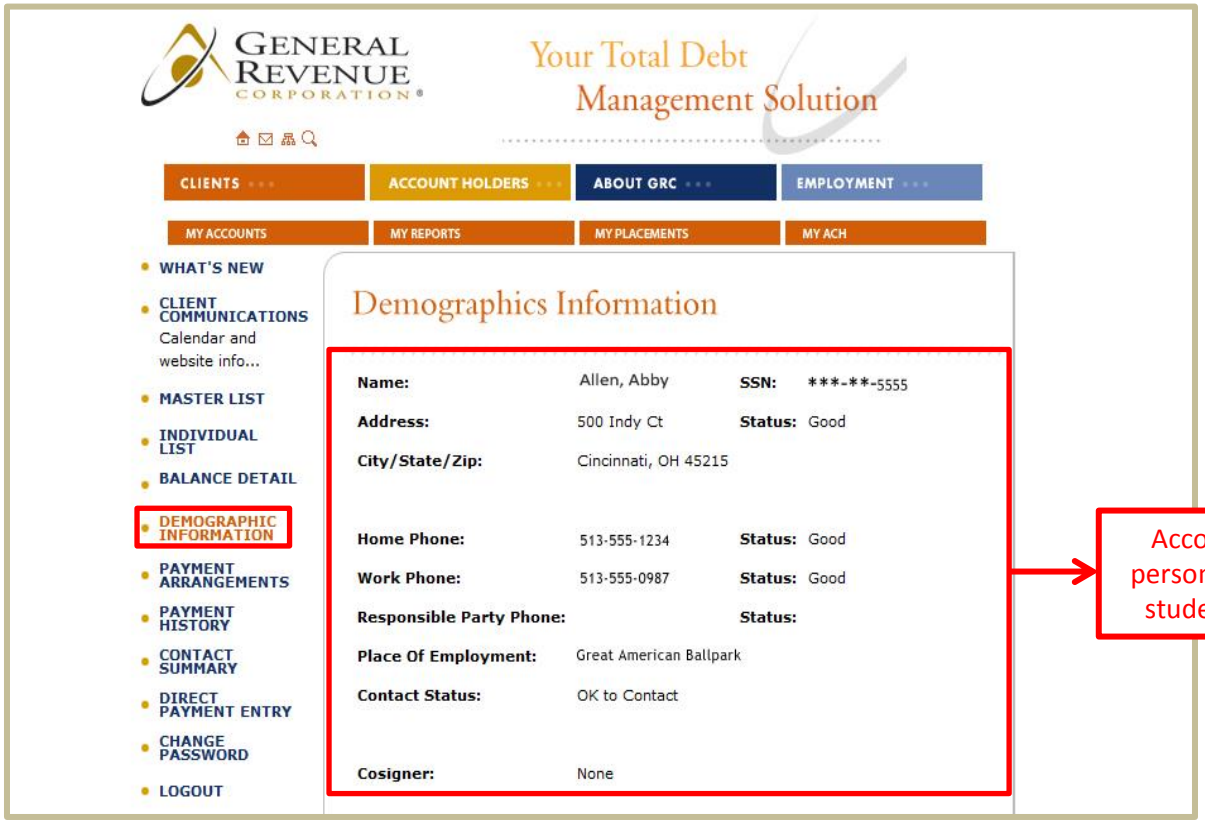
Demographic Information



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.

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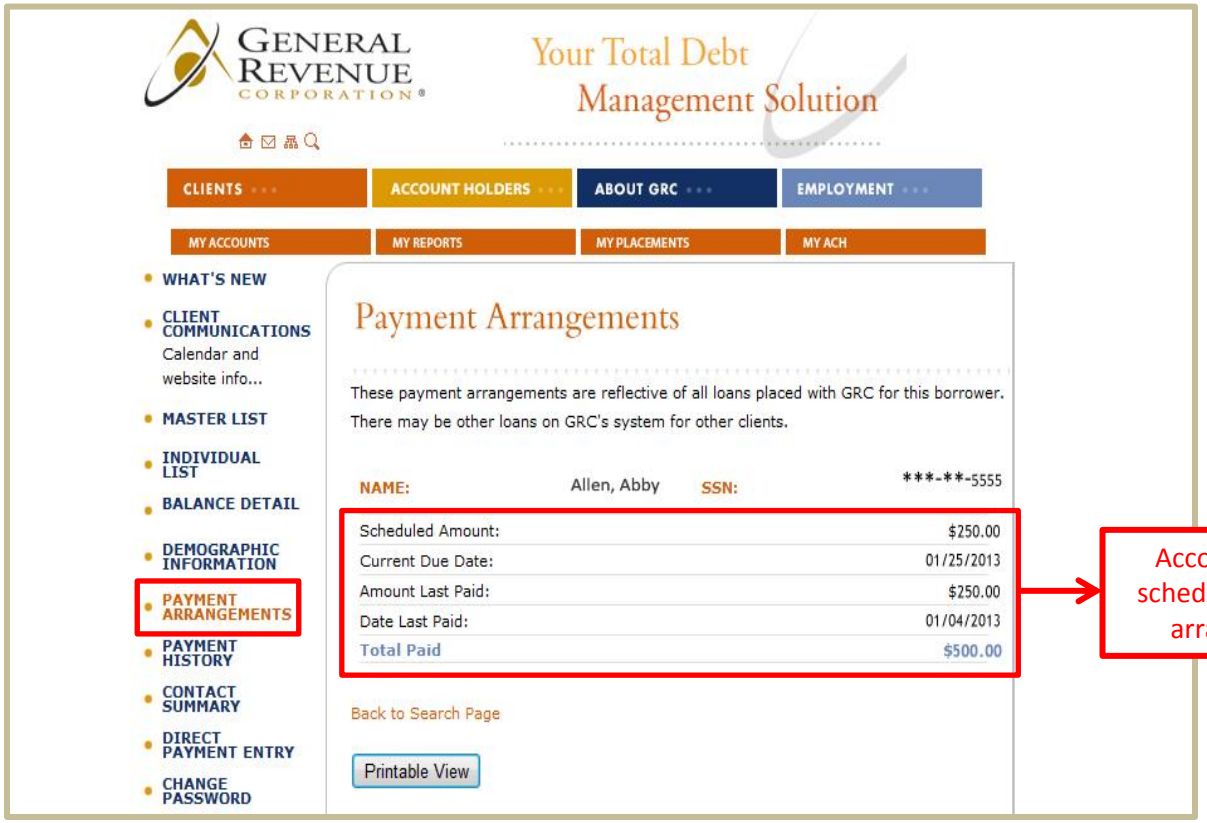
Payment Arrangements



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.

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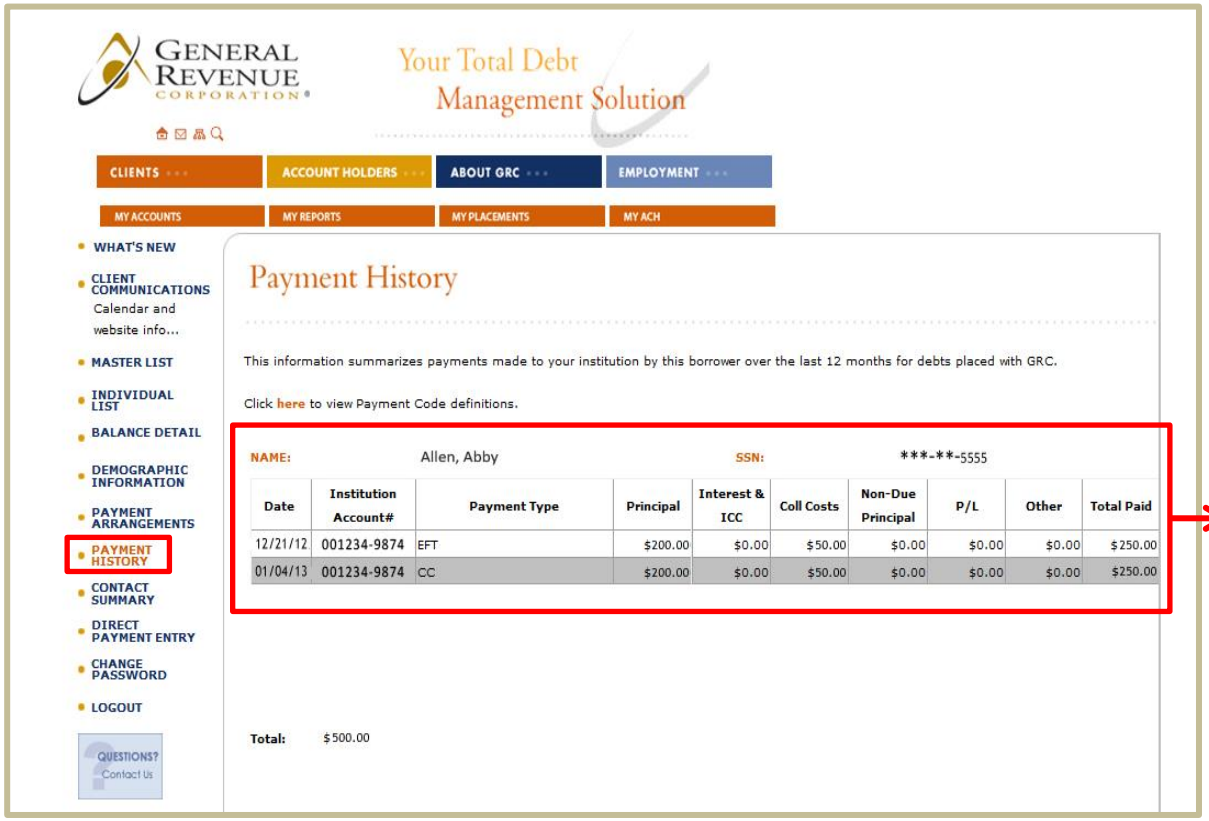
Payment History



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).

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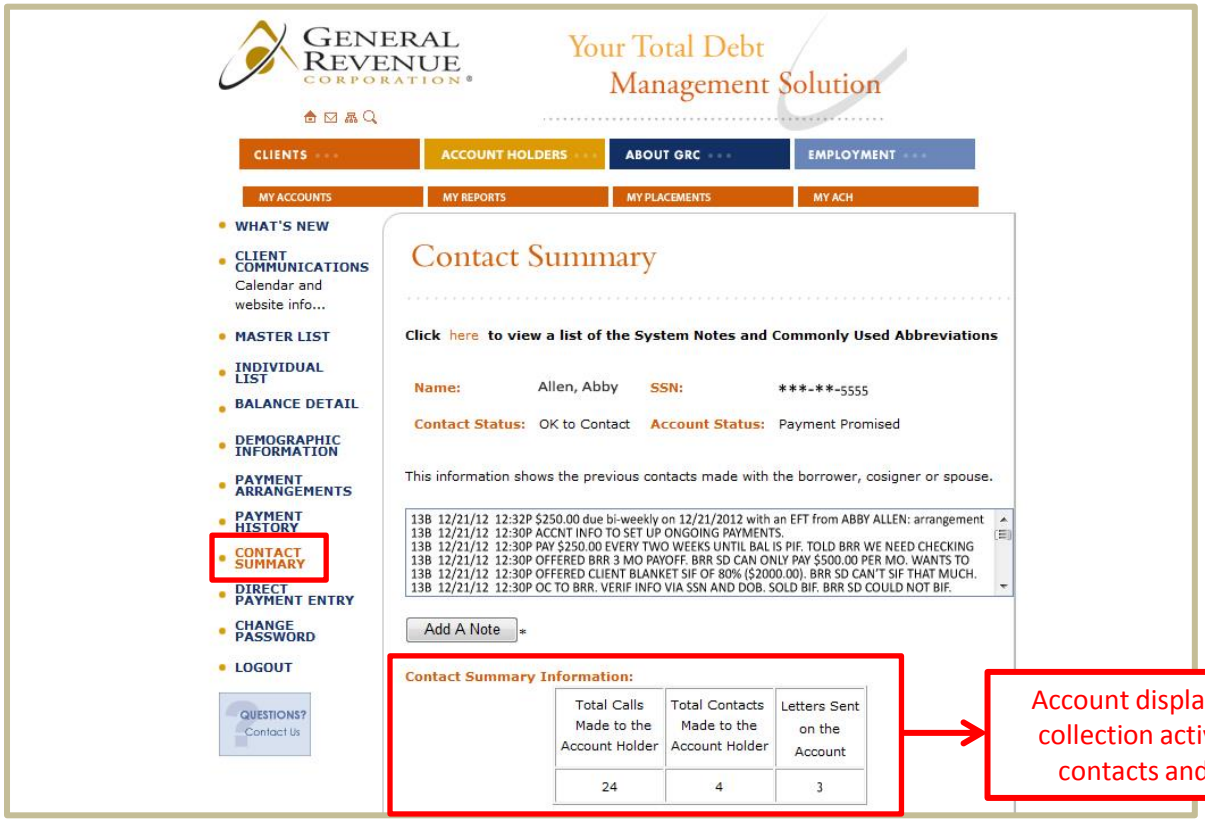
Contact Summary



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.

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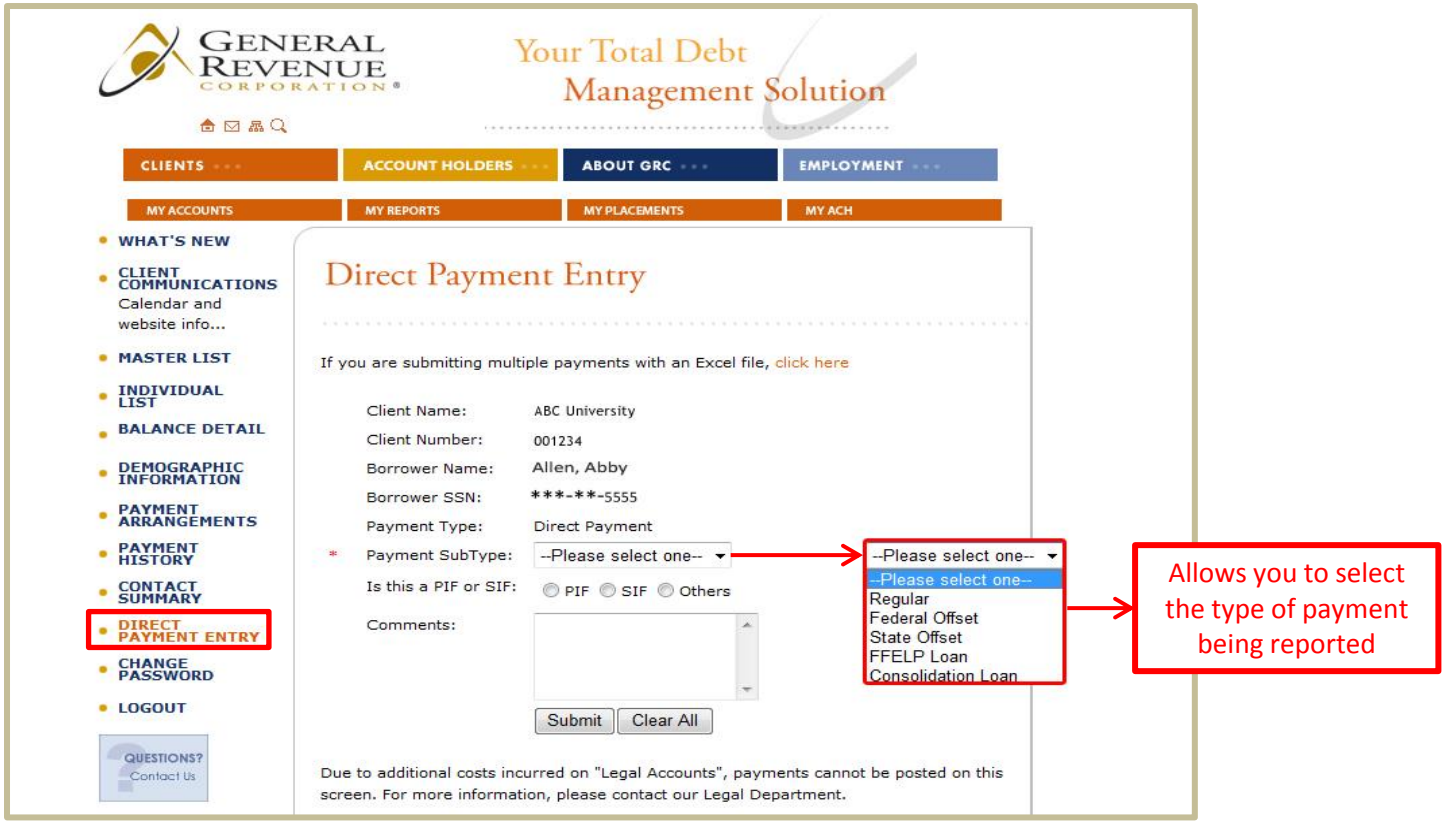
Direct Payment Entry



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.

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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

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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

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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

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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
Marty McAnear	Director of Sales, Southeast Territory	800-955-5922	888-888-3460	marty.mcanear@generalrevenue.com
Sue Jaquish	Senior Account Manager	800-836-1099	888-287-0640	sue.jaquish@generalrevenue.com

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