



## Validation of Debt Documentation

Consumers periodically request documentation as evidence of the debt being collected on behalf of our Clients. General Revenue Corporation must mail documentation which substantiates the debt to the consumer. Provided below are a few types of documentation that may fulfill the consumers' needs and only serve as recommendations for your consideration.

### Types of Documentation

#### WRITTEN AGREEMENTS

- Promissory Notes and Loan Documents signed by the Consumer (Federal, State, Or Private)
- Any Written Agreements between your Institution and the Consumer

#### BORROWER IDENTIFICATION

- Social Security Card
- Student Photo ID Badge
- Driver's License
- Course Attendance Records
- Proof of prior payments from Consumer accounts i.e. Credit Card, Checking Account, Image of Signature on a Check.

#### ITEMIZED CHARGES

- Accounting Ledger of Charges
- Detailed Listing of Charges
- Payment Details

#### BORROWER SIGNATURE

- Enrollment Agreement Signature
- Student Handbook Signature
- Entrance Interview Signature
- Exit interview Signature
- Electronic Signature
- Wet Signature

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## Validation of Debt Documentation

GRC is pleased to offer our Clients a convenient and secure method for providing debt validation documentation through the online client portal located at [Generalrevenue.com](http://Generalrevenue.com).

To upload validation media, please sign in your online client portal account and select the purple icon labeled “My Validation Media.” This will direct you to the Validation Media home screen.



**My Validation Media**

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 submission, you will automatically be logged out for security purposes.

At the Validation Media home screen, you will be prompted to enter the following under the School Information section:

- Institution Name
- Person Submitting Media
- Contact Phone Number
- Contact E-mail Address
- Reason for Submitting Media (If “Other” is selected, a box will appear, and a note must be entered)

A “Comments” box is also provided for your convenience. Please feel free to provide any additional information relevant to the accompanying validation documentation.

After the School Information section is complete, you may upload and attach your validation media files by selecting the “Browse” icon. Up to three (3) separate files containing validation media may be attached with each individual submission.

The screenshot shows the 'Validation Media' form interface. It has a title 'Validation Media' in orange. Below it is a section titled 'School Information' with a note: 'To submit validation media, please complete the required fields as noted below.' The form contains several fields: 'Institution Name' (filled with 'ABC University'), 'Person Submitting Media' (filled with 'John Smith'), 'Contact Phone Number' (filled with '800 - 555 - 9191'), 'Contact E-mail Address' (filled with 'john.smith@abcuniversity.com'), and 'Reason for Submitting Media' (a dropdown menu showing 'Responding to a request for media'). There is a 'Comments' text area below these fields. At the bottom, there is a section 'To submit validation media file(s), attach below:' with three 'Browse...' buttons. Below the buttons, it states 'The file formats acceptable for submission are: EXCEL, WORD, TXT, ZIP, PDF, CSV'. A 'Submit' button is at the very bottom.

The following file formats are acceptable for submission: EXCEL, WORD, TXT, ZIP, PDF, CSV.

Once all files are attached, please select “Submit.” A confirmation page will appear which can be printed for your records.