



General Revenue Corporation

Website User Guide

“My Placements” Section

General Revenue Corporation • 4660 Duke Drive, Suite 200, Mason, OH 45040 • 800-234-1472, Option 2 • Generalrevenue.com
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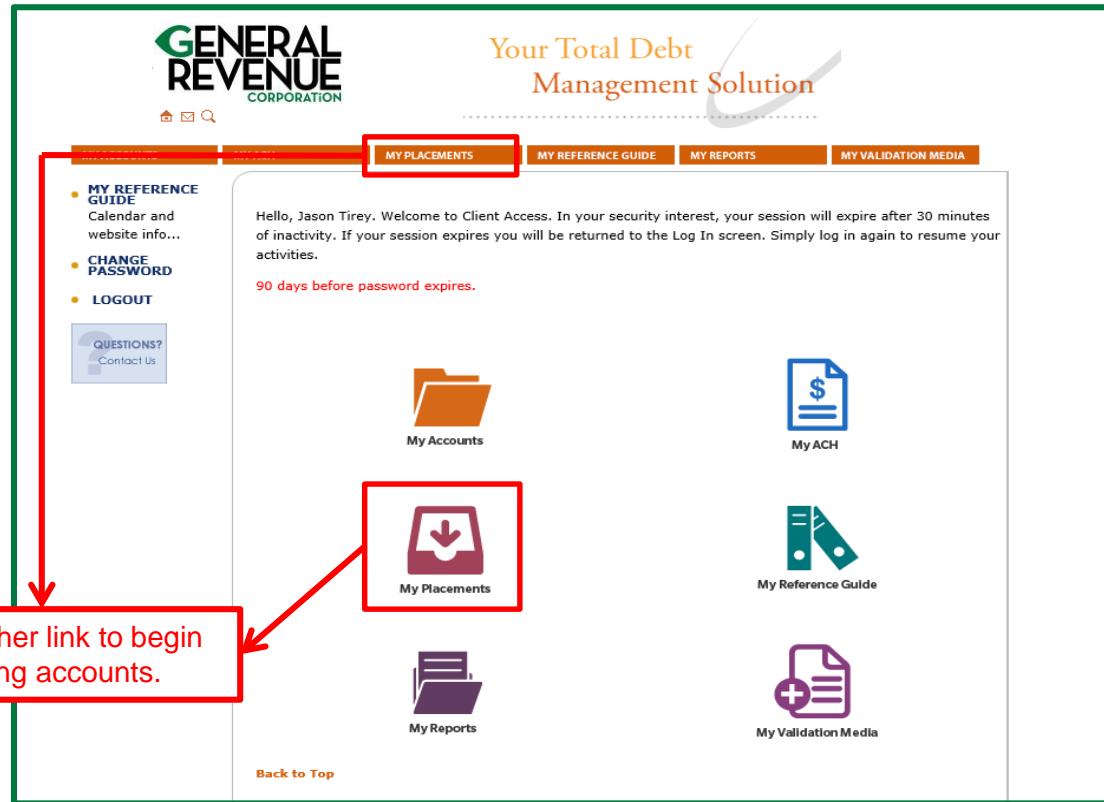


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Introduction to “My Placements” Section

- 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 Generalrevenue.com.
- The goal of this User Guide is to enable our clients to become familiar with the “My Placements” section of the client portal.
- 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 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 GRC website's 'Account Placement' page. On the left sidebar, there are links for 'CLIENT COMMUNICATIONS', 'CHANGE PASSWORD', and 'LOGOUT'. Below that is a 'QUESTIONS?' button. The main content area has a heading 'Account Placement' and a sub-instruction: 'If you are placing multiple accounts, click here.' It explains the single entry method: attaching an Excel spreadsheet, completing individual screens, and clicking 'Continue' and 'Submit'. It also mentions receiving a confirmation page. Below this, it asks if users need Acrobat Reader and provides a download link. A section titled 'Single Account Placement Form' includes field descriptions: '*' indicates required fields, '?' indicates helpful tips, and '!' indicates optional fields. The 'School Information' section contains the following fields:

*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 boxes are required to be populated with your Institution's information before accounts can be placed. The client number field is optional.

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 GRC website with a green border around the main content area. At the top left is the GRC logo. To its right is the slogan "Your Total Debt Management Solution". Below the logo is a navigation bar with four tabs: "MY ACCOUNTS", "MY REPORTS", "MY PLACEMENTS", and "MY ACH". On the left side, there's a sidebar with links for "CLIENT COMMUNICATIONS", "CHANGE PASSWORD", "LOGOUT", and a "QUESTIONS?" button. The main content area has a title "Account Placement" and a sub-section for "If you are placing multiple accounts, click here.". It explains how to use an Excel spreadsheet for multiple accounts. Below this is a note about Acrobat Reader and a link to download it. The "Single Account Placement Form" is highlighted with a red box. Inside this box, a legend defines symbols: an asterisk (*) for required fields and a question mark (?) for helpful tips. To the right of this legend, a red box contains the text: "These symbols indicate certain information about the corresponding fields." A red arrow points from this text box to the "Single Account Placement Form" legend.

Single Account Placement Form

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

School Information

*Institution Name:

*Person Submitting Placement:

*Contact Phone Number:

*Contact E-mail Address:

?Client Number:

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: Debtor
*First Name: David
?Institution Account Number: 001234567
*Social Security Number: *** - ** - ****
Date of Birth: 01 / 31 / 1984
Address1: 555 Main St
Address2:
City: Mason
State: OH
Zip Code: 45040 -
Home phone: 555 - 555 - 9999
(xxx-xxx-xxxx)
Cell phone: 555 - 555 - 9999
(xxx-xxx-xxxx)
Work phone: 555 - 555 - 9999 Ext 123
(xxx-xxx-xxxx Ext xxxxx)
Email Address: david.debtor@email.com

Loan Summary Data

*Debt Type:
*Placement Referral:

Back to Top

—choose—
NDSL/PERKINS
HPSL
NURSING
INSTITUTIONAL
TUITION
STUDENT RECEIVABLE
NSF
HOUSING
PARKING FEES
LIBRARY FEES
EMERGENCY LOAN
ACCOUNTS RECEIVABLE,A/R OTHER

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 titled "Account Placement". 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 sub-note about calendar and website info), "CHANGE PASSWORD", and "LOGOUT". A "QUESTIONS?" button is also present. The main content area is titled "Non Perkins Account Information" and contains instructions: "(Based on the debt type you selected, this is a Non-Perkins Account. If this is not correct, hit the 'Previous' button at the bottom of this screen)" and field legends: "* indicates required fields" and "? indicates helpful tip to complete the field". Below this, a section titled "Placement File Information" is highlighted with a red box. It contains two questions with checkboxes: "*Collection Cost will be assessed (check one): Yes No ", and "* Written Agreement available or as otherwise permitted by Law (check one): Yes No ". To the right of this red box, a red callout box states: "These boxes will be required to be populated before a single account can be entered." An arrow points from this callout box to the red-highlighted section. The rest of the form includes fields for "Current Principal Balance", "Principle Past Due", "Interest Due", "Late Charges/Fees", "Institutional Collection Cost (ICC)", "Total Amount Placed", "Interest Rate %", "Interest Through Date" (format mm/dd/yyyy), "Minimum Payment Due", "Date of Delinquency" (format mm/dd/yyyy), "Date of Last Payment" (format mm/dd/yyyy), and "Separation Date" (format mm/dd/yyyy).

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 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. The INSTITUTION, by adding the collection costs, confirms that: (i) there is a promissory note or written debt agreement with the debtor and it specifically identifies the amount of the collection costs to be added; and (ii) collection costs are appropriate and have been added in accordance with the written debt agreement and applicable law.*
- 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 place 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 place at the INSTITUTION before adding or assessing collection costs.*
- If you answer “I do not agree”, your Dedicated Client Services Representative 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, 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 'Non Perkins Account Information' and a note: 'Please review information and click "Submit" to transmit your data'. It contains several fields with placeholder text:

Institution Name:	Abc University
Person Submitting Placement:	Jane Doe
Contact Phone Number:	(513)555-5559
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 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
Comments:	

At the bottom are 'Submit', 'Cancel', and 'Edit' buttons. A red box highlights the 'Comments' field, and a red arrow points from the text 'Insert account information.' to it. To the right, a red box encloses a small blue window titled 'Your session will timeout in 10 minutes' with a red arrow pointing from the text 'Window will advise you when your session will time out.' to it.

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, 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 area is titled 'Account Placement' and contains a section for 'Non Perkins Account Information'. It includes a note about collection cost assessment and a checkbox for agreeing to terms. The form is filled with sample data:

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 (ICC):	\$0.00
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:	

A red box highlights the text: 'Ability to edit the information you provided prior to submitting for placement.' An arrow points from this text to the 'Edit' button at the bottom right of the form.

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 green border around the main content area. At the top left is the GRC logo. To its right is the text "Your Total Debt Management Solution". Below the logo is a navigation bar with tabs: MY ACCOUNTS, 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, and LOGOUT. Below the sidebar is a "QUESTIONS?" section with a "Contact Us" link. The main content area has a title "Account Placement". It contains a message: "GRG thanks you for your New Business Account Placement." followed by "Your confirmation number : **9WV6AAK9** is your receipt that your account has successfully been transmitted to GRC for processing." Below this, a link says "Click [here](#) to submit another New Business Account." There is a "Print" button with a red arrow pointing to a callout box. The callout box contains the text: "Click here to print the confirmation page for your records." At the bottom, there's a section titled "Non Perkins Account Information" with various fields filled in.

GRG thanks you for your New Business Account Placement.

Your confirmation number : **9WV6AAK9** is your receipt that your account has successfully been transmitted to GRC for processing.

Click [here](#) to submit another New Business Account.

Please consider printing this page for your records.

Date/Time: 8/12/2014 3:39:04 PM

Print

Non Perkins Account Information

Collection Cost will be Yes, I agree with the terms.
assessed:

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: (555)555-5555

Contact E-mail Address: jdoe@generalrevenue.com

Client Number:

Account Holder's Last Name: John

Account Holder's First Name: Smith

Institution Account Number: 0123456789

Account Holder's SSN: 000-00-0000

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. At the top, there's a navigation bar with tabs: MY ACCOUNTS, MY REPORTS, MY PLACEMENTS, and MY ACH. Below the navigation bar, on the left, is a sidebar with links: WHAT'S NEW, CLIENT COMMUNICATIONS (with a sub-link for 'Calendar and website info...'), CHANGE PASSWORD, LOGOUT, and a QUESTIONS? link (with a 'Contact Us' sub-link). The main content area has a heading 'Account Placement'. It contains text about placing multiple accounts, a link to 'click here' (which is highlighted with a red box and a red arrow pointing to it from a callout box), and instructions for using an Excel spreadsheet. Below this, there's a note about receiving a confirmation page. Further down, there's a section for 'Single Account Placement Form' with field descriptions for institution name, person submitting, contact phone number, email address, and client number. The 'Client Number' field is marked with a question mark icon, indicating it's a helpful tip. The entire screenshot is framed by a green border.

If you are placing multiple accounts [click here.](#)

Click here if you wish to place multiple accounts.

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, there is a logo for 'GENERAL REVENUE CORPORATION' with a green arrow pointing left. To the right of the logo, the text 'Your Total Debt Management Solution' is displayed. Below the header, there is a navigation bar with four tabs: 'MY ACCOUNTS', 'MY REPORTS', 'MY PLACEMENTS', and 'MY ACH'. On the left side, there is a sidebar with links for 'CLIENT COMMUNICATIONS' (Calendar and website info...), 'CHANGE PASSWORD', and 'LOGOUT'. At the bottom of the sidebar is a blue button labeled 'QUESTIONS? Contact Us' with a phone icon. 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 the form, there is a link 'Back to Top'.

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 that is a 'QUESTIONS?' button with 'Contact Us' underneath. The main content area has a title 'Account Placement' and a sub-section 'School Information'. It asks users to submit multiple accounts and provides three checkboxes for account types: Federal accounts (NDSL/Perkins, Nursing, HPSL), Non-Federal accounts (Institutional, Tuition, Account Receivables, Student Receivables, NSF, Housing, Parking Fees, Library Fees, Emergency Loan, Miscellaneous), and a combination of both. A red box highlights the 'Placement File Information' section, which contains two questions with checkboxes: 'Collection Cost will be assessed' and 'Written Agreement available or as otherwise permitted by Law'. Below this are fields for institution ('ABC University'), name ('Jane Doe'), person ('Person'), contact information ('Contact: 555 - 555 - 5555'), email ('Contact E- jdoe@abcupiversity.edu'), and address. There's also a comments text area and a note about templates for Federal and Non-Federal accounts.

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

Account Placement

School Information

To submit multiple accounts, please complete the required fields as noted below.

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

Placement File Information

*Collection Cost will be assessed Yes No
(Check one):

*Written Agreement available or as otherwise permitted by Law Yes No
(Check one):

*Institution: ABC University

Name: Jane Doe

*Person: Jane Doe

Submitting:

Placement:

*Contact: 555 - 555 - 5555

Phone Number:

*Contact E- jdoe@abcupiversity.edu

mail Address:

Comments:

To obtain/download a template for Federal accounts, click here: [Federal](#)

To obtain/download a template for Non-Federal accounts, click here: [Non-Federal](#)

To submit a placement file in any format, attach here:

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. The INSTITUTION, by adding the collection costs, confirms that: (i) there is a promissory note or written debt agreement with the debtor and it specifically identifies the amount of the collection costs to be added; and (ii) collection costs are appropriate and have been added in accordance with the written debt agreement and applicable law.*
- 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 place 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 place at the INSTITUTION before adding or assessing collection costs.*
- If you answer “I do not agree”, your Dedicated Client Services Representative 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 a web-based account placement form. On the left, there's a sidebar with links for Client Communications, Change Password, Logout, and a Contact Us button. The main form is titled "Account Placement" and contains sections for "School Information" and "Placement File Information". It includes fields for contact information like name, phone number, and email, as well as checkboxes for collection cost and written agreement. A "Comments" box is also present. At the bottom, there are links to download templates for Federal and Non-Federal accounts, and a file upload field for placement files.

Download our standard placement spreadsheet for convenience in placing accounts.

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

To obtain/download a template for Federal accounts, click here: [Federal](#)
To obtain/download a template for Non-Federal accounts, click here: [Non-Federal](#)
To submit a placement file in any format, attach here:

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, there's a logo and the tagline 'Your Total Debt Management Solution'. A navigation bar includes links for 'MY ACCOUNTS', 'MY REPORTS', 'MY PLACEMENTS', and 'MY ACH'. On the left, a sidebar offers 'CLIENT COMMUNICATIONS' (Calendar and website info...), 'CHANGE PASSWORD', and 'LOGOUT'. A 'QUESTION?' button with a 'Contact Us' link is also present. The main content area displays a 'Thank You' message from GRC, stating they thank the user for their New Business Placement file. It includes a link to submit another placement, a 'Print' button, and a date/time stamp (8/12/2014 12:59:55 PM). Below this, it says 'Non-Federal accounts only' and provides 'SCHOOL INFORMATION' details: Institution Name (ABC University), Person Submitting Placement (Jane Doe), Contact Phone Number (555-555-5555), and Contact Email (jdoe@abouniversity.edu). It also mentions Collection Cost will be assessed, Written Agreement availability, and comments. A note at the bottom states 'A file containing multiple accounts was attached.' A red callout box with a red arrow points to the 'Print' button, containing the text: 'Click here to print the confirmation page for your records.'

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

GRC Office Information

This concludes the GRC User Guide Presentation for the “My Placements” section under the client portal located at
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 6:00 PM EST
Friday
8:00 AM to 5:00 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: Generalrevenue.com
Name	Title	Phone	Email Address
Jennifer Hamilton	Client Services Liaison Supervisor	800-234-1472, Extension 427344	Jennifer.Hamilton@generalrevenue.com
Angela Breving	Senior Client Services Representative	800-234-1472, Extension 427336	Angie.Breving@generalrevenue.com
Brandy Cordy	Senior Client Services Representative	800-234-1472, Extension 427354	Brandy.Cordy@generalrevenue.com
Nikki Crabtree	Client Services Representative	800-234-1472, Extension 427357	Nikki.Crabtree@generalrevenue.com
Des Penno	Client Services Representative	800-234-1472, Extension 427304	Desiree.Penno@generalrevenue.com
Sandie Morgan	Client Services Representative	800-234-1472, Extension 427440	Sandie.Morgan@generalrevenue.com

Sales Executive Contact Information

Name	Title	Phone	Fax	Email Address
Denyc Perez	Director of Sales, Southwest Region	877-572-5543	888-888-3460	denyc.perez@generalrevenue.com
Sue Jaquish	Director of Sales, East Region	800-836-1099	888-287-0640	sue.jaquish@generalrevenue.com
Daphne Ware-Brown	Director of Sales, Midwest Region	513-605-7454	800-234-5035	daphne.ware-brown@generalrevenue.com
Nick Heldman	Account Manager	513-605-7494 (Direct) 800-234-1472, ext. 427494	800-234-5035	nick.heldman@generalrevenue.com

GENERAL REVENUE CORPORATION