



Performing **beyond.**

# 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](http://www.generalrevenue.com)  
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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](http://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

GENERAL REVENUE CORPORATION®

About | Services | Results | Employment | Contact

## We are a true partner to our clients.

More than 30 Years of Experience

General Revenue Corporation is the choice of more than 1,100 colleges and universities because of our unprecedented service and performance. We provide an unmatched strength, stability, and experience in higher education as a Navient company.

[CLIENTS](#) [PAYMENTS](#)



**Why GRC?**  
Choosing GRC assures you of stringent compliance to all regulatory requirements, exemplary customer service for you and your student borrowers, & exceptional debt recovery.

**The GRC Philosophy**  
Our philosophy drives our leveraging of key resources -- valued employees, continuously upgraded technology, and enhanced processes -- to maximize your debt recovery.

**News & Events**  
We are looking forward to the future and excited for the addition of new partnerships. Check out the latest news from GRC.

► What we do      ► Our philosophy      ► More

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.

# 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 GRC website's login page. At the top left is the GRC logo and navigation links for CLIENTS, ACCOUNT HOLDERS, ABOUT GRC, and EMPLOYMENT. On the right, there's a banner for "Your Total Debt Management Solution". Below the header, a sidebar on the left includes links for "QUESTIONS? Contact Us" and "Upromise". The main content area is titled "Client Access" and contains an "IMPORTANT MESSAGE" section with two bullet points about email security and password recovery. It also asks users to enter their sign-on and password. A red box highlights a link at the bottom left for first-time users to fill out a "Security Access Form". A red callout box on the right provides instructions for first-time users.

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

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

Client Login:

Your Last Name:

Password:

[Forgot Password?](#)

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 a web page titled "Access Request Form". At the top, there are four navigation tabs: "CLIENTS", "ACCOUNT HOLDERS" (which is highlighted in yellow), "ABOUT GRC", and "EMPLOYMENT". To the left, there's a "QUESTIONS? Contact Us" button. The main form area has a heading "Access Request Form" and a sub-section "Institution Information" containing fields for Institution Name, Address 1, City, Telephone Number, and Fax Number. To the right, there are fields for Debt Type, Address 2, State, Zip, and Extension. Below this, under "Personal Information - for person requesting access", there are fields for Last Name, First Name, Mother's Maiden Name, Middle Initial, E-mail Address, and Confirm E-mail. There's also an "Address:" field. At the bottom, there are radio buttons for Request Type ("New", "Change", "Delete") and buttons for "Submit" and "Print Version". A red box highlights the "Required Information" label and a note: "If this is your first time accessing the GRC website, please complete the required fields as indicated by an asterisk (\*)".

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

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 homepage of 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". A navigation bar below the logo includes links for "CLIENTS", "ACCOUNT HOLDERS", "ABOUT GRC", and "EMPLOYMENT". On the left side of the main content area, there is a "QUESTIONS? Contact Us" button. The central part of the page displays a "Forgot Password" form. This form 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". A red rectangular box highlights the text "instantaneously receive a temporary password via your email address." at the bottom right of the form. At the very bottom of the page, there is a footer with links to "Home", "Contact Us", "FAQs", "Employment", and "Terms & Conditions", along with copyright information and a "Privacy Statement" link.

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

The screenshot shows the General Revenue Corporation website's login screen. At the top left is the GRC logo and navigation links for 'CLIENTS', 'ACCOUNT HOLDERS', 'ABOUT GRC', and 'EMPLOYMENT'. On the right, it says 'Your Total Debt Management Solution'. Below the header are menu items: 'MY ACCOUNTS', 'MY REPORTS', 'MY PLACEMENTS', and 'MY ACH'. A sidebar on the left lists 'WHAT'S NEW', 'CLIENT COMMUNICATIONS' (with a link to 'Calendar and website info...'), 'CHANGE PASSWORD' (which is highlighted in orange), and 'LOGOUT'. At the bottom of the sidebar is a 'QUESTIONS?' button with 'Contact Us' underneath. The main content area is titled 'Change Password' and contains instructions: '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', and 'Passwords are case sensitive'. It also states 'You have logged in with a temporary password' and 'Please update your password now.' Below these are three input fields: 'Temporary Password', 'New Password', and 'Confirm New Password', each with its own input box. At the bottom are 'Update' and 'Clear All' buttons. A red box highlights these three input fields, and a red callout bubble points to it with the text '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 &.

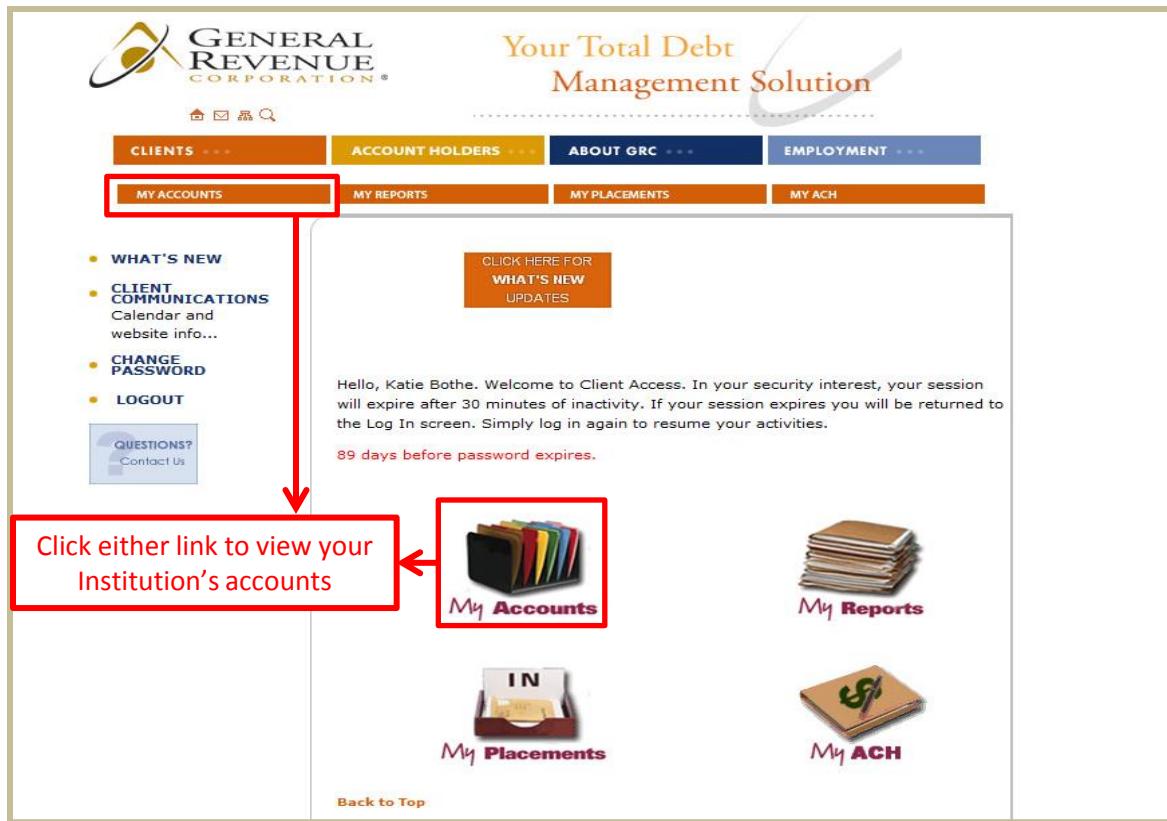
# Log In Screen

The screenshot shows the 'Client Access' page of the General Revenue Corporation website. At the top left is the GRC logo and navigation links for 'CLIENTS', 'ACCOUNT HOLDERS', 'ABOUT GRC', and 'EMPLOYMENT'. On the right, there's a banner for 'Your Total Debt Management Solution' with a checkmark icon. Below the header, there are two contact buttons: 'QUESTIONS? Contact Us' and 'Upromise'. The main section is titled 'Client Access' and contains an 'IMPORTANT MESSAGE' in blue text. It advises users to mark emails from 'Clientservicesmailbox' as safe and to use the 'Forgot Password?' link if they forget their login information. It also states that after five failed login attempts, the account will be locked. A note below says to enter the sign-on and password provided by a Client Services Representative, noting that passwords are case sensitive. A red box highlights the login form fields ('Client Login', 'Your Last Name', 'Password') and the 'Submit' and 'Forgot Password?' buttons. A red callout box to the right of the form states: 'If you know your login information, please select this option'. At the bottom, a link is provided for users who do not have a sign-on.

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

The screenshot shows the General Revenue Corporation website's "My Accounts" screen. At the top, there is a logo for "GENERAL REVENUE CORPORATION" with a stylized orange and yellow swoosh graphic. To the right, the text "Your Total Debt Management Solution" is displayed. Below the header, there is a navigation bar with links for "CLIENTS", "ACCOUNT HOLDERS", "ABOUT GRC", and "EMPLOYMENT". Under "CLIENTS", there is a sub-menu with links for "WHAT'S NEW", "CLIENT COMMUNICATIONS" (which includes a link to a calendar and website info), "CHANGE PASSWORD", "MULTIPLE DIRECT PAYMENT", and "LOGOUT". There is also a "QUESTIONS?" link with a "Contact Us" button. The main content area is titled "Master List Search". It contains instructions for securely posting direct payments online or using a multiple entry spreadsheet. It explains three ways to search: by borrower first name and last name, by social security number, or by institution account number. A red box highlights the search fields for "Borrower First Name", "Borrower Last Name", "Borrower SSN", and "Institution Account #". An arrow points from this box to a red callout box containing the text "Enter account information in one of the four fields". A "Search" button is located at the bottom of the search form.

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

The screenshot shows the General Revenue Corporation website interface. The top navigation bar includes links for CLIENTS, ACCOUNT HOLDERS, ABOUT GRC, and EMPLOYMENT. Below this, a secondary menu offers options like MY ACCOUNTS, MY REPORTS, MY PLACEMENTS, and MY ACH. On the left, a sidebar provides links for WHAT'S NEW, CLIENT COMMUNICATIONS (with a calendar), CHANGE PASSWORD, and LOGOUT. A 'QUESTIONS? Contact Us' button is also present. The main content area is titled 'Master List Search Results' and contains a message about secure online payments. It explains that the listing shows open accounts and those closed within the last six months, and allows sorting by clicking column headers. A table lists account details for several borrowers, including Ali, Abdul, Allen, Abby, and Allhouse, Ann B. Red boxes highlight specific rows: one row for Ali, Abdul, and three rows for Allen, Abby. An arrow points from a red box containing the text 'Click here to view account details' to the first highlighted row. Another arrow points from a red box containing the text 'All accounts for the same student borrower are displayed' to the three highlighted rows for Allen, Abby.

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	Allhouse, Ann B	001234	Tuition	Closed		06/30/06

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

The screenshot shows the General Revenue Corporation website's "Individual List" page. On the left sidebar, under the "INDIVIDUAL LIST" section, the "BALANCE DETAIL" link is highlighted with a red box. The main content area displays a table titled "Individual List" with the following data:

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

A red box surrounds the entire table, and a red arrow points from it to a callout box containing the text: "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

The screenshot shows a user interface for managing accounts. At the top, there are four tabs: MY ACCOUNTS, MY REPORTS, MY PLACEMENTS, and MY ACH. On the left, a sidebar lists various options: WHAT'S NEW, CLIENT COMMUNICATIONS (with sub-item 'Calendar and website info...'), MASTER LIST, INDIVIDUAL LIST, BALANCE DETAIL (which is highlighted with a red box), DEMOGRAPHIC INFORMATION, PAYMENT ARRANGEMENTS, PAYMENT HISTORY, CONTACT SUMMARY, DIRECT PAYMENT ENTRY, CHANGE PASSWORD, and LOGOUT. Below the sidebar is a 'QUESTIONS? Contact Us' button. The main content area is titled 'Balance Detail' and displays 'Account 1 of 3\*'. It shows basic account details: Institution Account # (001234-9874), GRC# (19392), Name (Allen, Abby), SSN (redacted as \*\*\*\*-\*\*-5555), and Debt Type (Tuition). A large red box highlights a table of charges:

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		

Below this table, it shows Total Paid: \$500.00. To the right of the table, a red box contains the text 'Account displays all amounts due' with a red arrow pointing to the table.

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

# Demographic Information

The screenshot shows the General Revenue Corporation website interface. At the top, there is a logo and the text "Your Total Debt Management Solution". Below the header, there are several navigation links: "CLIENTS", "ACCOUNT HOLDERS", "ABOUT GRC", "EMPLOYMENT", "MY ACCOUNTS", "MY REPORTS", "MY PLACEMENTS", and "MY ACH". On the left side, there is a sidebar with a list of options: "WHAT'S NEW", "CLIENT COMMUNICATIONS" (with a sub-note about calendar and website info), "MASTER LIST", "INDIVIDUAL LIST", "BALANCE DETAIL", "DEMOGRAPHIC INFORMATION" (which is highlighted with a red box), "PAYMENT ARRANGEMENTS", "PAYMENT HISTORY", "CONTACT SUMMARY", "DIRECT PAYMENT ENTRY", "CHANGE PASSWORD", and "LOGOUT". The main content area is titled "Demographics Information" and contains the following data:

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		

A red box highlights the "DEMOGRAPHIC INFORMATION" link in the sidebar, and a red arrow points from this box to a callout box on the right that states: "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

The screenshot shows the General Revenue Corporation website interface. At the top, there is a logo for 'GENERAL REVENUE CORPORATION' with a stylized orange and yellow swoosh graphic. To the right of the logo, the text 'Your Total Debt Management Solution' is displayed. Below the header, there is a navigation bar with links for 'CLIENTS', 'ACCOUNT HOLDERS', 'ABOUT GRC', and 'EMPLOYMENT'. Under 'CLIENTS', there are several sub-links: 'WHAT'S NEW', 'CLIENT COMMUNICATIONS' (which includes a 'Calendar and website info...' link), 'MASTER LIST', 'INDIVIDUAL LIST', 'BALANCE DETAIL', 'DEMOGRAPHIC INFORMATION', 'PAYMENT ARRANGEMENTS' (this link is highlighted with a red box), 'PAYMENT HISTORY', 'CONTACT SUMMARY', 'DIRECT PAYMENT ENTRY', and 'CHANGE PASSWORD'. The main content area is titled 'Payment Arrangements' and contains the following text: '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.' Below this text, there is a table showing payment details for a borrower named 'Allen, Abby'. The table includes columns for 'NAME' (Allen, Abby), 'SSN' (\*\*\*\*-\*\*-5555), and various payment metrics. A red box highlights the table, and a red arrow points from it to a callout box containing the text: 'Account displays scheduled payment arrangements'. The table data is as follows:

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	

[Back to Search Page](#) [Printable View](#)

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

The screenshot shows the General Revenue Corporation website interface. The top navigation bar includes links for CLIENTS, ACCOUNT HOLDERS, ABOUT GRC, and EMPLOYMENT. Below this is a secondary navigation bar with MY ACCOUNTS, MY REPORTS, MY PLACEMENTS, and MY ACH. On the left, a sidebar lists various menu items: WHAT'S NEW, CLIENT COMMUNICATIONS, MASTER LIST, INDIVIDUAL LIST, BALANCE DETAIL, DEMOGRAPHIC INFORMATION, PAYMENT ARRANGEMENTS, and PAYMENT HISTORY (which is highlighted with a red box). At the bottom of the sidebar is a QUESTIONS? section with a Contact Us link. The main content area is titled "Payment History". It displays a summary message about summarizing payments over the last 12 months for debts placed with GRC, a link to view Payment Code definitions, and a table of payment history. The table has columns for Name (Allen, Abby), SSN (\*\*\*-\*\*-5555), Date, Institution Account#, Payment Type, Principal, Interest & ICC, Coll Costs, Non-Due Principal, P/L, Other, and Total Paid. Two entries are shown: one for 12/21/12 (EFT) and another for 01/04/13 (CC), both totaling \$250.00. A red box surrounds the payment history table, and a red arrow points from it to a callout box containing the text: "Account displays history of payments collected".

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

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

The screenshot shows the General Revenue Corporation (GR) website interface. At the top, there is a navigation bar with links for 'CLIENTS', 'ACCOUNT HOLDERS', 'ABOUT GRC', and 'EMPLOYMENT'. Below the navigation bar, there are four sub-links: 'MY ACCOUNTS', 'MY REPORTS', 'MY PLACEMENTS', and 'MY ACH'. On the left side, there is a sidebar titled 'WHAT'S NEW' with several items listed, including 'CLIENT COMMUNICATIONS', 'MASTER LIST', 'INDIVIDUAL LIST', 'BALANCE DETAIL', 'DEMOGRAPHIC INFORMATION', 'PAYMENT ARRANGEMENTS', 'PAYMENT HISTORY', and 'CONTACT SUMMARY'. The 'CONTACT SUMMARY' link is highlighted with a red box. Below the sidebar, there is a 'QUESTIONS?' section with a 'Contact Us' button. The main content area is titled 'Contact Summary' and contains a note: 'Click [here](#) to view a list of the System Notes and Commonly Used Abbreviations'. It displays contact information for 'Allen, Abby' with SSN '\*\*\*\*\*-\*\*-5555'. The 'Contact Status' is 'OK to Contact' and the 'Account Status' is 'Payment Promised'. A text box below shows previous contacts made with the borrower. A button labeled 'Add A Note' is present. A table titled 'Contact Summary Information' provides a summary of collection activities:

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

A red box highlights the 'Contact Summary Information' table, and a red arrow points from it to a callout box containing the text: '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

The screenshot shows the General Revenue Corporation website interface. The top navigation bar includes links for Clients, Account Holders, About GRC, and Employment. Below this is a secondary navigation bar with links for My Accounts, My Reports, My Placements, and My ACH. On the left, a sidebar lists various options: What's New, Client Communications (with a link to a calendar and website info), Master List, Individual List, Balance Detail, Demographic Information, Payment Arrangements, Payment History, Contact Summary, Direct Payment Entry (which is highlighted with a red box), Change Password, and Logout. At the bottom of the sidebar is a 'Questions?' section with a 'Contact Us' link. The main content area is titled 'Direct Payment Entry'. It contains fields for Client Name (ABC University), Client Number (001234), Borrower Name (Allen, Abby), Borrower SSN (\*\*\*\*-\*\*-5555), and Payment Type (Direct Payment). A dropdown menu for 'Payment SubType' is open, showing options: 'Please select one', 'Regular', 'Federal Offset', 'State Offset', 'FFELP Loan', and 'Consolidation Loan'. A red box surrounds the 'Payment SubType' dropdown, and another red box surrounds the entire dropdown menu, with a red arrow pointing from the text 'Allows you to select the type of payment being reported' to the menu. Below the dropdown is a field for 'Comments' with a scroll bar, and buttons for 'Submit' and 'Clear All'. A note at the bottom states: 'Due to additional costs incurred on "Legal Accounts", payments cannot be posted on this screen. For more information, please contact our Legal Department.'

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

# GRCA 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](http://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: <a href="http://www.generalrevenue.com">www.generalrevenue.com</a>
Name	Title	Phone	Email Address
Susan Ashton	Client Services Supervisor	800-234-1472, Extension 427342	<a href="mailto:susan.ashton@navient.com">susan.ashton@navient.com</a>
Angela Breving	Client Services Supervisor	800-234-1472, Extension 427336	<a href="mailto:angie.breving@navient.com">angie.breving@navient.com</a>
Nick Heldman	Senior Client Services Representative	800-234-1472, Extension 427494	<a href="mailto:nick.heldman@navient.com">nick.heldman@navient.com</a>
Nancy Kindel	Senior Client Services Representative	800-234-1472, Extension 427345	<a href="mailto:nancy.kindel@navient.com">nancy.kindel@navient.com</a>
Brandy Cordy	Client Services Representative	800-234-1472, Extension 427354	<a href="mailto:brandy.cordy@navient.com">brandy.cordy@navient.com</a>
Stephanie Hargett	Client Services Representative	800-234-1472, Extension 427334	<a href="mailto:stephanie.hargett@navient.com">stephanie.hargett@navient.com</a>
Holly Harris	Client Services Representative	800-234-1472, Extension 427337	<a href="mailto:holly.harris@navient.com">holly.harris@navient.com</a>
Christina Johnson	Client Services Representative	800-234-1472, Extension 427357	<a href="mailto:christina.johnson@navient.com">christina.johnson@navient.com</a>
Shannon Labrecque	Client Services Representative	800-234-1472, Extension 427440	<a href="mailto:shannon.labrecque@navient.com">shannon.labrecque@navient.com</a>
Ebony Render-Linzy	Client Services Representative	800-234-1472, Extension 427343	<a href="mailto:ebony.render-linzy@navient.com">ebony.render-linzy@navient.com</a>
Jason Tirey	Client Services Representative	800-234-1472, Extension 427358	<a href="mailto:jason.tirey@navient.com">jason.tirey@navient.com</a>

# Sales Executive Contact Information

Name	Title	Phone	Fax	Email Address
Kendra Rivoli	Director of Campus Sales	800-311-2861	888-888-3460	<a href="mailto:kendra.mcaneear-rivoli@generalrevenue.com">kendra.mcaneear-rivoli@generalrevenue.com</a>
Chris Baker	Director of Sales, Northeast Territory	800-436-5218	888-888-3460	<a href="mailto:chris.j.baker@generalrevenue.com">chris.j.baker@generalrevenue.com</a>
Denyc Perez	Director of Sales, Southwest Territory	877-572-5543	888-888-3460	<a href="mailto:denyc.perez@generalrevenue.com">denyc.perez@generalrevenue.com</a>
John Schwarm	Director of Sales, Midwest Territory	847-829-4453	847-829-4456	<a href="mailto:john.schwarm@generalrevenue.com">john.schwarm@generalrevenue.com</a>
Marty McAnear	Director of Sales, Southeast Territory	800-955-5922	888-888-3460	<a href="mailto:marty.mcaneear@generalrevenue.com">marty.mcaneear@generalrevenue.com</a>
Sue Jaquish	Senior Account Manager	800-836-1099	888-287-0640	<a href="mailto:sue.jaquish@generalrevenue.com">sue.jaquish@generalrevenue.com</a>