

(PRLEAP.COM) NORTHFIELD, IL – College of the Desert is back with Credentials Solutions and live on TranscriptsPlus® and eRoboMail™. Credentials Solutions is also sending School-to-School and 3rd Party PDFs through Credentials' TranscriptsNetwork™ and EDI through the SPEEDE Server on behalf of College of the Desert (COD).

[TranscriptsPlus](#) is an automated online transcript ordering service tailored to fit COD's unique service options and accompanied by a customized order form. It offers a secure, compliant, and easy to use solution paired with a student self-service environment that reduces data input by staff and collects all fees in a 3rd party certified PCI-DSS compliant environment.

"While we were satisfied and happy with Credentials, after several years we 'ventured' out and implemented transcript request services with 'another' company. The implementation and new product were not what we had become accustomed to with Credentials," said Sally G. Rodriguez, Director of Admissions and Records at College of the Desert.

TranscriptsPlus works in concert with back-end processing software RoboRegistrar®, which locates records, authenticates students and alumni, checks for holds, communicates with students via email and text and facilitates a variety of fulfillment options. This level of automation [Credentials Solutions](#) provides is unmatched by other transcript service providers. There is no need for the school to upload files in order to send transcripts electronically or manually approve orders. Robo takes care of everything so the Admissions and Records Office can focus on more mission critical tasks.

In addition, Credentials' industry-leading customer service assists COD through a dedicated Client Relationship Manager and its students through Customer Service Representatives. Both are available to answer phone and email inquiries 12 hours per day Monday-Friday. College of the Desert does not have to submit a ticket to get a question answered. Their Client Relationship Manager is just a phone call away.

"After one month of going LIVE, we knew we had erred," added Rodriguez. "We have again partnered with Credentials and as we interact and implement other new Credentials features and options, we stand in awe of the great service, product and relationship we have in Credentials."

During this re-implementation, College of the Desert also added print and mail service [eRoboMail](#)

which reduces labor and maintenance costs by leveraging state-of-the-art machinery for printing, folding, inserting and mailing, thus processing transcripts more efficiently and with fewer errors. It increases document integrity by integrating security paper, tamper-proof envelopes, and copy and thermal protections, all while being handled at Credentials Solutions' facility. Intelligent Mail Barcoding allows students to be notified when their transcript is out for delivery. eRoboMail even accommodates attachments, which takes another tedious task off COD's plate.

Transcripts are delivered for College of the Desert based on the receiving institution's preferences, and orders are fulfilled dynamically, whether it's sent EDI, as a PDF or printed at Credentials. This reduces overhead, saving time and money. With a comprehensive suite of transcript services and fulfillment options, Credentials Solutions optimizes the entire transcript ordering, fulfillment and service processes.

About Credentials Solutions With flagship product TranscriptsPlus® and integrated automation software RoboRegistrar®, Credentials Solutions supports all major SIS platforms while providing online ordering, automated hold checking, integrated student communications with 12x5 customer service, and electronic extraction and delivery including EDI, XML and Secure PDFs. Transcript ExchangePlus™ enables client institutions to send transcripts electronically through Credentials' secure network as well as industry accepted transcript hubs, while integrating with the eRoboMail™ service, which assumes the printing and mailing of paper transcripts. In addition, Credentials also offers ParkingPlus®, which automates parking permit ordering, payment, and fulfillment.