

Credentials Solutions provides unrivaled customer service for institutions and their students.

(PRLEAP.COM) NORTHFIELD, IL – East Carolina University is live with TranscriptsPlus® from [Credentials Solutions](#) . Students and alumni order their transcripts online through this automated service, which offers a secure, compliant, and easy to use solution that reduces data input by staff and collects all fees in a 3rd party certified PCI-DSS compliant environment.

The system has been tailored to fit ECU's unique service options and functional needs. 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 is unmatched by other transcript service providers. Robo takes care of everything so the Registrar's Office can focus on more mission critical tasks.

"The Credentials team has been wonderful to work with during this very quick and easy implementation," said Angela Anderson, University Registrar at East Carolina University. "I am very pleased with all that transpired in such a short time, and the uninterrupted coverage during our holiday break was fantastic."

East Carolina University was previously with another vendor and wanted a more reliable solution backed by a customer service oriented company. With Credentials, they received just that. Credentials has 99.4% uptime and will soon add hot site back-up to give virtually 100% availability. ECU's dedicated Client Relationship Manager is just a phone call away, as the staff no longer has to submit issues through an online ticketing system and sometimes wait days for a response. Live Customer Service Representatives are available Monday-Thursday 7am CST – 7pm CST and Friday 7am CST – 5pm CST to answer student and alumni phone and email inquiries. These hours will soon be extended with Credentials' Nevada Branch now operational.

"I have already heard from a few students, alumni and parents about how pleased they are with the changes to our transcript ordering system," added Anderson.

[East Carolina University](#) also implemented eRoboMail™, which automates the entire print and mail process. Transcripts are printed and mailed from Credentials Solutions' facility securely and efficiently. [eRoboMail](#) accommodates attachments and utilizes

Intelligent Mail Barcoding, which allows students to be notified when their transcript is out for delivery.

Credentials Solutions streamlines order fulfillment for East Carolina University by optimizing transcript delivery. Transcripts are delivered dynamically based on the receiving institution's preferences, whether as a PDF or printed via eRoboMail. ECU will soon add EDI, further optimizing the process. By utilizing this comprehensive suite of transcript services and fulfillment options, East Carolina University saves time, reduces overhead and spends even more time focused on student needs.

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.