

PROFESSIONAL  
CREDENTIAL  
SERVICES, INC.

# Connects

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## PCS UPGRADES TECHNOLOGY

Paying strict attention to and placing great emphasis on quality to meet our current and future clients' needs, PCS recently unveiled its new Total Operation Management (TOM) system. TOM is a functionality rich, multi-lingual, automated online examination and licensing system. TOM handles all operations from first-time examinations to licensing renewals and everything in-between. The TOM system makes operational processes for PCS and our clients more efficient and can eliminate mounds of paper that regulatory boards and certification organizations currently receive. For instance, at a typical State's board meeting, board members review volumes of applicant files and required documentation for approval, as does office staff prior to these meetings. TOM allows board members and staff to do a complete and thorough review of each file directly and securely from any computer and from any location. Eliminating these burdensome processes allows board members and staff to focus on more important responsibilities related to regulation and certification.

### Online Access for Clients

TOM provides PCS' clients the tools needed for maintaining and tracking applicants from beginning to end. From the Internet, authorized client agents can review applications, control approvals, and view reports. Examination reports ranging from application volume to score reports by school attended are available. Licensing reports, including count of initial licenses, approvals, denials, and renewals are available. TOM can accept data imports directly from clients and vice-versa in any customized format a client requires.

### Online Access for Applicants

TOM offers applicants the convenience of accessing their application, checking the status of their application and updating their information from anywhere with an Internet connection. Customized applications based on a client's unique specifications can be entered easily and any required documentation can be uploaded and attached to their electronic record. Information mailed to PCS is also scanned and attached to the applicant's electronic record. Automatic notices are sent to applicants upon change of status, such as discrepancies, denials, examination admission notices, authorization to test notices for computerized exams and reminders for licensing renewals. At any time, an applicant can add additional information, such as updating an address or adding a missing document. Applicants can re-print a copy of their application, view attached documents, print receipts, and view examination scores. (Continued on pg. 2)

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## Online Access for Licensees

TOM gives licensees the tools needed to manage their licenses. From the Internet, they can check renewal dates, apply and pay for renewals, send required documentation, and apply online and pay for an initial license. Notifications of renewal are automatically sent, and continuing education hours can be entered, tracked, and notifications sent based on requirements. If desired, wallet certificates and wallet cards for licenses can be automatically generated by TOM, and then sent to the board for original signatures or these may be electronically signed and sent to licensees once approved as an applicant for licensure.

In order to best meet our customers' needs, PCS is dedicated to developing innovative new products and services. Contact PCS today for more information on TOM.

## Client's Corner

### Department of State of Puerto Rico

It was the Department of State of Puerto Rico who requested that NASBA consider providing services to non-accountancy related professions. The year was 1994, and at that time NASBA was PCS' parent organization. NASBA had already been working closely with Puerto Rico in the processing and administration of the Uniform CPA Examination in Puerto Rico. That relationship exists even today. As a result of Puerto Rico's request, PCS was created and the Puerto Rico Board of Engineers and Land Surveyors became PCS' first client in 1998. PCS has since become the provider of examination and licensing services to over 55 different professions, including test development and examination administration services for 14 regulatory boards within the Department of State of Puerto Rico.



People enjoy doing business with organizations that exhibit professionalism beyond the point-of-sale and signing of a contract. Other key factors in choosing and continuing to use a service provider include honesty, trust, integrity, and the delivery of promised services, effective crisis management, and the development of strong relationships. Though Puerto Rico is a US jurisdiction, its first language is Spanish and it has a unique culture; one driven by trusted relationships. At PCS, since the beginning of our relationship with Puerto Rico, we have devoted much effort in both understanding this incredible culture and in cultivating relationships, while delivering excellent services. PCS' Executive Vice President, Andrea Bledsoe, has been the primary point of contact for PCS in Puerto Rico since 1998, and said: "I have come to consider Puerto Rico to be my home-away-from-home. I have been a student of the culture for a long time and I have embraced it and the wonderful people in Puerto Rico, just as they have embraced me. We at PCS are passionate about assisting Puerto Rico in being considered among the top regulatory agencies within the U.S."

Eduardo Ballori Lage, Auxiliary Secretary for the Boards at the Department, said: “The comfort of knowing you are working with people who have proven themselves in their field but still make each one of their many clients, big or small, feel like family speaks volumes of PCS and the people that work there. In the tough financial reality that faces many government agencies, coupled with the same agency’s aim of improving the services they provide, it is good to have a friend who understands those limitations, but seeks to maximize those limited resources and, ultimately, help government improve the lives of the people it serves. PCS gets it.”

PCS maintains office space at the Atrium Building in San Juan and has two employees who work out of this office and offices at the Department of State. PCS has worked closely over the years with each administration at the Department of State to ensure that the needs of Puerto Rico’s regulatory boards and their constituents are met.

PCS’ office in Nashville, Tennessee, dedicates personnel who are responsible for providing superior customer service to the Department’s entire constituency. Gustavo Rodriquez serves as Coordinator Supervisor for PCS and is intimately involved in building relationships pertaining to PCS’ work in Puerto Rico. Sorgalin Acevedo serves as one of PCS’ Puerto Rico Coordinators, processing applications, speaking with candidates and providing liaison services between PCS and Department staff. Xiomara Gilmore performs operational processes for all Puerto Rico professions, which consist of reviewing applications for eligibility, mailing admission cards and scores, and maintaining contact with candidates and boards.

One key reason that PCS is in existence today is because of this valuable client. Together, PCS and the Department of State of Puerto Rico will continue to build upon an already mutually beneficial and successful professional relationship throughout the years to come.

## Behind the Scenes of PCS

### Tom Tinsley

Tom joined PCS in June 2011 as Director of Information Technology. Tom oversees PCS’ efforts to provide PCS’ customers and their constituents with efficient and innovative IT tools. The development of PCS’ new system, Total Operation Management (TOM), was overseen by Tom and completed within a remarkable time frame. Appropriately, the system is named after him. Tom joined PCS after serving NASBA as Manager of Network and Security within their Information Technology Department. His experience includes team management, corporate accounting, software development, and network administration. As a hobby, Tom has been working with computers and technology since the early 1970’s, moving from using mainframes and bulletin boards, to PC support and hobby software development in the 1980’s. Tom holds a Bachelor of Arts degree in Management and Human Resources from Trevecca Nazarene University.



### Sorgalin Acevedo

Sorgalin, originally from Puerto Rico, brought her expertise and skills to PCS at the beginning of 2010 and serves as PCS’ Engineering Coordinator for Puerto Rico and Maryland and as the Virginia Funeral Director Coordinator. Her daily duties include processing applications, talking to candidates and being the liaison between PCS and the aforementioned boards. Sorgalin holds a certificate in medical billing, has some college experience, 3+ years of customer service experience, and is fluent in both English and Spanish. In her spare time, Sorgalin likes to read, cook and spend quality time with her family.

# Mark's ReMarks

*from the desk of Mark Setash*

All of us at PCS enjoyed a wonderful holiday season. As part of our celebration, we enjoyed a holiday party that included music, contests, dinner and camaraderie. Even before the party planning began, we knew how lucky we were. In today's challenging economy, job security is not to be overstated. In addition, we are fortunate to have each other to share experiences, to lean on during challenging times, and to share our celebrations and our disappointments. In December of last year we formed a holiday committee and discussed alternative ways that we might "give-back" to our community. Early-on we decided that an anonymous charity would not be "enough". So, through the good work of some of our employees, we identified a local family that faced many challenges. We then asked our employees to open their hearts and their wallets to contribute to this family's Holiday in some small way. Well, respond they did. We collected over \$1,000 and, after consulting with the family's mother, PCS employees purchased needed and wished-for gifts for the entire family. Then, some of our staff had the pleasure of personally visiting and delivering gifts to this family just before the Holidays. As you might imagine, the parents cried and were as excited as the children at the sight of all the presents, but most of all they were grateful for our willingness to help. Our staff who were able to witness this family's authentic reaction of gratitude, were deeply moved and, perhaps in a small way, changed by this act of giving to this local family in need. It was an incredible experience, and PCS looks forward to helping another family in 2012. From all of us at PCS, we wish all of you a healthy and prosperous year ahead.

**Mark Setash**  
President and CEO

SOLUTIONS THAT  
**EXCEE**  
EXPECTATIONS

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