

## PPMS Certification for Debt Collection Agencies

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Optio Solutions is among the 56 American debt collection agencies to have earned PPMS certification (Professional Practice Management System) from ACA International, a distinction achieved by only 1.36 percent of the 4,100 agencies. To become certified, a company must complete a rigorous application and auditing process. Optio has been certified since January 2013.

According to ACA International, certified agencies must meet **program** requirements that include developing an individualized professional practices system of management for their agency, creating supporting documentation for jobs and tasks performed by employees of the company, and submitting specific business records to an

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