

Oregon Vital Events Registration System (OVERS)

Replacing Birth and Death Certificates

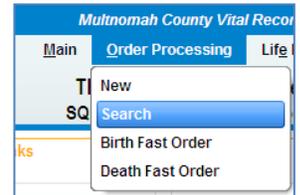
Background

Occasionally, a birth or death certificate may be issued containing an error or an amendment was done. After the error has been corrected or amendment has taken place, replacement copies of the certificate may be issued, as long as the original copy has been received and shredded by the county. This document shows the steps for replacing the certificates in OVERS. Note that if the amendment on the record is to a field that does not appear on the certified copy of the certificates, replacements do not need to be issued.

Step 1: Check the Prior Order

Step 1A: Log in to OVERS. Choose **Order Processing**, then **Search**.

You can search for an order in four categories: Search by order, Search by applicant, Search by event requested, and Search by matched event. In the Search by Order category, you can search by the security paper number.



Note: If your county issued from paper before the record was registered there will be no match between the order and the certificate, so you will need to search for the order by the applicant name or certificate paper tracking number.

Step 1B: Find the original order in the search **Results**. Click on the **Order Number**.

Order Number	Date Received	Applicant Name	Event Type	SFN	Registrant Name
20130500011	MAY-03-2013	Jennifer Corrigan	Death	2013000042	Loren Marie Burns
20130500010	MAY-03-2013	Jennifer Corrigan	Birth		Loren Burns

Total records : 2

Step 1C: You will be taken to the **Order Summary** page. First, check to ensure that the paper numbers being returned to you match the paper numbers issued in the order. To do this, click on **Issuance History** at the bottom of the page.

You will be taken to the **Issuance History** page. The second column contains the security paper numbers issued on the order. Compare these numbers against the certificates being returned.

If the numbers do not match, search for an order that matches. *If no order matches the security paper being returned for replacements, but the certificates being returned are valid and the record has been amended, you can start a new order. Skip to Step 3B to create a **New Order**.*

Oregon Vital Events Registration System (OVERS)

Replacing Birth and Death Certificates

Take note of the Issuing Office. If the previous order was completed at the *State Vital Records Office*, then a brand **New Order** will need to be created. If the issuing office is *your county*, then you will be able to **Copy to New**, which creates a new order but carries over previous order information.

Issuance History Order Number: 20130500011

Service Name	Security Paper Number	Tracking Number	Date Printed	Shipped Date	Date Completed	Date Voided	User	Issuing Office	Delivery Date	
Multnomah Death Certified Copy	NON000000606		MAY-03-2013 02:58 PM		MAY-03-2013 03:02 PM		Zjyyux Skeleton Ybx	Multnomah County Vital Records		Edit
Multnomah Death Certified Copy	NON000000605		MAY-03-2013 02:58 PM		MAY-03-2013 03:02 PM		Zjyyux Skeleton Ybx	Multnomah County Vital Records		Edit

Total records : 2

[Return](#)

Step 1D: Next, look under the **Events Requested** section. In the **Status** line, you will see if an amendment exists on the record. If an amendment is listed, check to make sure the amendment is complete, detailed in Step 2.

Event Requested

Event Type: Death [Correspondence](#) [Work Order](#) [Amend](#) [Receipt](#) [Mailing Envelope](#) [Mailing Label](#)

Relation: Parent

Relocate File Number:

Conversion Locate Number:

Status: /Personal Valid/Medical Valid/Registered/Signed/Certified/**Amendment Exists**

Comments:

Step 2: Check the Certificate Amendment (if applicable)

Step 2A: On the **Order Summary** page, look in the **Matched Events** section. Under the heading that states **Match**, click on the word **Yes**.

Matched Events				Services					
Registrant	Match	Total Number of Issuances	Date of Last Issuance	Service Name	Quantity	Priority	Delivery	Fee	
Beth Smith	Yes	1	APR-05-2016 04:54 PM	Death CC Long	1	Regular	MAIL	\$25.00	Issue

[New Order](#) [Copy to New](#) [Validate Order](#) [Void](#) [Issuance History](#) [Previous](#) [Return](#)

Step 2B: You will be taken to the **Decedent** page. Click on **Print Forms** under **Other Links**.

Step 2C: You will be taken to the **Print Forms** page. Click **Working Copy**.

Oregon Vital Events Registration System (OVERS) Replacing Birth and Death Certificates

The screenshot shows the 'Death Registration Menu' for record 4254205, Loren Marie Burns, APR-01-2013. The menu includes options like Personal Information, Decedent, Other Links, Comments, Correspondence, Event and Issuance History, Print Forms, and Validate Registration. The 'Print Forms' option is highlighted in red. Below the menu, there are links for 'Working Copy' and 'Final Disposition', both also circled in red. A 'Return' button is visible in the bottom right corner.

Step 2D: Open the file to view a **Working Copy** of the certificate. Print this on *plain paper* (it is not a certified copy). On a working copy of a certificate, each section is numbered. Section numbers 45 and 68 list the amendment(s) made to the record by the funeral director and medical certifier on a death certificate. Section number 12 lists the amendment(s) made to the record on a birth certificate.

Note that not all amendments to a record will appear in these two sections. You may need to confirm with the person ordering the replacement copies that the amendment they expect to see is reflected on the working copy of the certificate.

In the below example, the medical certifier amended the time of death. Because the amendment is shown on the working copy of the death certificate, the amendment is complete and replacement copies of the record may be issued.

68. Amendment Pronouncement-Time of Death- amended on APR-22-2013; formerly 04:12 PM;

Step 2E: Shred the working copy of the certificate after you have confirmed the information is correct.

Step 3: Issue Revised Certificate(s)

Return to the original order by clicking the **Return** button twice. First, click **Return** on the **Print Forms** page. You will be taken to the **Decedent** page. Click **Return** again.

This screenshot is similar to the first one, showing the 'Death Registration Menu' for the same record. The 'Return' button in the bottom right corner is circled in red, indicating the next step in the process.

You will be taken back to the **Order Summary** page. *You will follow slightly different steps depending on if all certificates were returned or if only some of the certificates are returned to you.* Follow the appropriate instructions below.

Oregon Vital Events Registration System (OVERS)

Replacing Birth and Death Certificates

Step 3A: Enter a comment indicating the reason for that the replacement copies are needed. Click on **Comments** in the **Event Requested** section.

Event Requested	
Event Type:	Death Correspondence Work Order Amend Receipt Mailing Envelope Mailing Label
Relation:	Parent
Relocate File Number:	
Conversion Locate Number:	
Status:	/Personal Valid/Medical Valid/Registered/Signed/Certified/NA/Amendment Exists
Comments:	

When the **Comments** box appears, click **New Comment**.

For the **Comment Type**, choose **Void Reason**. Enter the reason the certificates for the order will be voided and the paper numbers that are being returned. Enter your name. Click **Save**. Then click **Close** to return to the **Order Summary**.

Comments

Order Number: 20130500016
Event Type: Death
Received Date: 5/6/2013 5:27:21 PM
Registrant Name: Loren Marie Burns

No data found.

Enter New Comment

Comment Type: Void Reason

Comment: Two copies returned for replacement copies due to amendment. Replacing paper numbers NON000000605-NON000000606. [Enter Your Name Here]

Maximum text length: 4000 Characters left: 3866

Save
Clear
Cancel

New Comment Close

Step 3B: Create the order for the replacement certificates. Recall Step 1C where you determined the issuing office. If the issuing office is your county, then click **Copy to New**. The current order will copy into a new order. You will see a new order at the top of your screen. If the State office issued the previous order, then click **New Order**, and a brand new order will be created (and no information will carry over). **Note:** Do not VOID the original order. The only time you would **VOID** an order is if you made a mistake on the order before or after issuing the certificates and you need to start over because the services were incorrect, you matched the order and issued the wrong record, or the certificates did not print properly, the paper jammed, etc.



Step 3C: Click through the pages in the **Order Processing Menu** to complete all fields and make any necessary changes. Necessary changes may include:

Applicant Tab: Ensure the applicant information has not changed. Make sure the applicant is eligible to order the certificate and that they have the necessary identification.

Matched Events Tab: Select the Applicant's Relationship to the registrant. Make sure the applicant is eligible to order the certificate.

Oregon Vital Events Registration System (OVERS)

Replacing Birth and Death Certificates

Services Tab: Click **Edit** next to the type of service. Change the type of certificate to **Birth/Death Replace CC No Fee** or **Birth/Death Replace CC with Fee** as appropriate. Make any other applicable changes, then click **Save**. Note: Never check the credit card option (this option is only for orders through VitalChek).

Payments Tab: Select the method of payment then click **Add Payment** to enter the payment for the certificate. Even if there is no fee, you must enter **\$0.00** and click **Save**. You can also click **Edit Payer** to change the payee.

Summary Tab: Issue the replacement certificates as you normally would from this point forward.

Step 3D: In the **Event Requested** section, click **Comments**. When the **Comments** box appears, click **New Comment**. For the **Comment** Type, choose **Order Processing**. Reference the previous order number, enter reason certificates were returned and replacements requested, and the security paper numbers that were voided. Enter your name. Click **Save**. Then click **Close** to return to the **Order Summary**.

Step 3E: Contact Kelly Stacey at the state vital records office to have her void the previous security paper numbers. You can reach Kelly by phone at 971-673-1193, or by email at Kelly.A.Stacey@state.or.us, and provide the security paper numbers that need to be voided.

Step 3F: Shred the original certificates issued which have now been replaced.

Oregon Vital Events Registration System (OVERS)
Replacing Birth and Death Certificates

Information about Amendment and Replacement Fees

Death Certificate Amendment Fees

- No amendment fee is charged if a death record is amended within the first year following date of death.
- A \$35 amendment fee is charged by the State Vital Records office for the amendment of personal information (items 1 – 39, excluding date of death) after one year from date of death.
- No amendment fee is charged for amending cause of death information or date of death.

Death Certificate Replacement Fees

- A \$5 per replacement certificate fee is charged when original documents are returned after the amendment of any personal information (items 1-39, excluding date of death).
- Replacement certificates are free when only cause of death information is amended.

Birth Certificate Amendment Fees

- No amendment fee is charged if a hospital or birthing facility submits a correction for a typographical error they made within the first year of birth.
- No amendment fee is ever charged for the correction of date of birth, sex of child, or time of birth if it is submitted by a hospital or birthing facility. There is no age limit for this type of correction and is available for as long as the medical record can be found.
- No amendment fee is charged when a parent submits a supplemental report. This is for adding information that is missing from the original birth record within the first year of birth. Changes to existing information on the record cannot be included with a supplemental report.
- A \$35 amendment fee is charged by the State Vital Records office when a parent submits a change to a birth record at any time after the birth record is registered.

Birth Certificate Replacement Fees

One free replacement birth certificate is available after any amendment when an original certificate is returned. All additional replacement certificates are \$5 each.