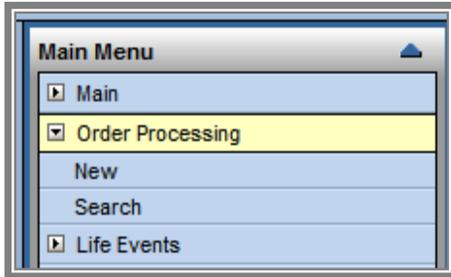


New Order



Main menu / order processing / New

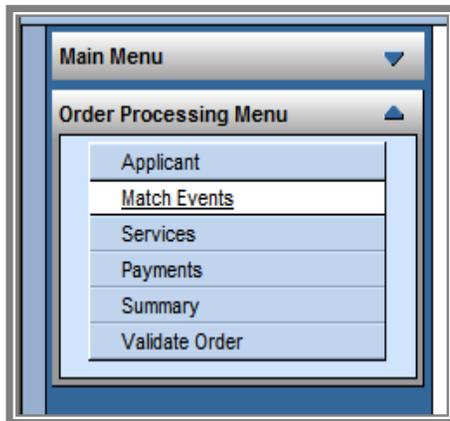
To enter dates:

- Use the **calendar icon** next to the date to get a pull down calendar and select the date OR
- Type in the date as mmddyyyy or mm-dd-yyyy or mm/dd/yyyy OR
- Click the **F12** key to enter today's date.

To enter addresses:

- Make sure that each element of the address is in a distinct field
- Enter "PO Box" (no periods) and number in the Street Name field.
- If information is not known:
Leave blank (if a date), or enter "unknown" (in a required text field).
Do not enter a dash to indicate unknown information.

Entering an Order



Applicant: The applicant can be a person or an organization (e.g. adoption agency). Enter the name and address. If mailed to a different address, enter that. The only required field is the name, but you should enter as much info as you have normally collected prior to EDRS.

Match Events: Enter the relationship of the applicant (not all are entitled to receive certificates) and the first and last names of the child along with any other data collected. If you need to broaden the search, uncheck some of the boxes. You can use the search tools, **Soundex** and the %, if necessary. When you hit the search button, results will be posted at the bottom of the screen. Scroll down and look at them. If you find the right one, select it and hit the save match button. For paper records, there won't be a match. Go ahead and **save** the **No Match** result.

Services: This screen allows you to select which types of certificates the person is requesting. Select the **source** (counter, mail, etc) and then add the **service** requested. You can enter more than one type of service (e.g. 3 long birth cc's). Priority is always regular. **Delivery**, like **source**, depends on the nature of the order (mail, counter, etc.) and the reason is usually **legal**. Save the **service** before you can go to the next screen.

Payments: The screen will list the fees based on the services you requested. You need to choose the **type of payment** and enter it so that the amount owed becomes zero (0.00). The system does not support credit cards or invoicing right now, so in these cases select **check** and for the check number enter **999**. When invoicing is supported you will get training in setting up accounts and using the invoicing feature.

Summary: Once you are on this page you will be able to issue the certificates requested. Check all the information to be sure it is correct.

Validate Order: Hit this button at the bottom of the **order summary** page and it will check the order against the system rules. If it lists errors you must look at them and if necessary correct the order. **Hybrid and paper copies will bring up errors as the system has either an incomplete record or no record at all. Override these errors and validate the order again.** At this point you'll see that the **Issue** link on the right hand of the order information is enabled (blue).

Issuance Popup Window

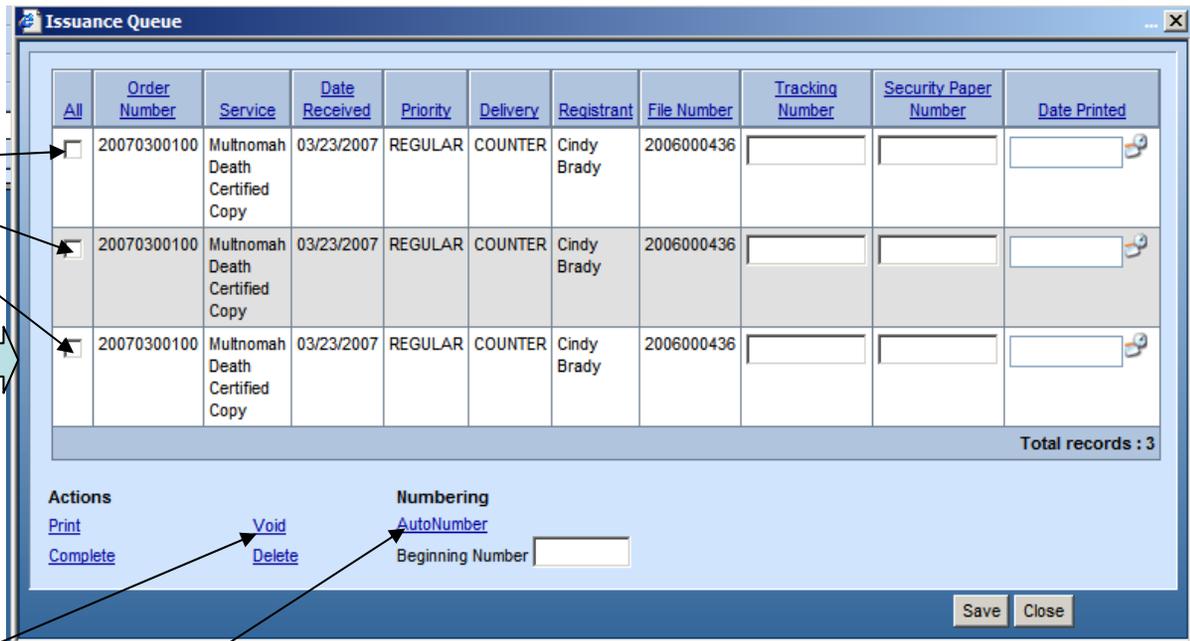
Issuance: Select the **issue** link and you'll get the issuance screen. It lists each copy of the certificate as a separate line. **For any operation in this screen you need to select the line you want using the left-hand boxes.**

•**Fully electronic:** Select all records and select the **print** link. It will open them in PDF and you can print from the EBRS. Then select them again and enter the paper numbers. Save and select them a third time to complete.

•**Hybrid and fully paper:** Select all records and enter the paper numbers after printing from the hard copy. Then save and select them again to complete.

Void paper: If you make a bad copy on one of the pieces of paper, select one of the lines, enter that paper's number and void it. It will bring up a new line for you to enter the good copy's number.

Autonumber: If printing paper with consecutive serial numbers, you can type the first number and then hit [autonumber](#) and it will number all the certificates sequentially.



The screenshot shows a window titled "Issuance Queue" with a table of records and a control panel at the bottom.

All	Order Number	Service	Date Received	Priority	Delivery	Registrant	File Number	Tracking Number	Security Paper Number	Date Printed
<input type="checkbox"/>	20070300100	Multnomah Death Certified Copy	03/23/2007	REGULAR	COUNTER	Cindy Brady	2006000436			
<input type="checkbox"/>	20070300100	Multnomah Death Certified Copy	03/23/2007	REGULAR	COUNTER	Cindy Brady	2006000436			
<input type="checkbox"/>	20070300100	Multnomah Death Certified Copy	03/23/2007	REGULAR	COUNTER	Cindy Brady	2006000436			

Total records : 3

Actions: [Print](#) [Complete](#) [Void](#) [Delete](#)

Numbering: [AutoNumber](#) Beginning Number

[Save](#) [Close](#)

Troubleshooting

Problems or Questions?

Contact User Support, 971-673-0279, Monday through Friday, 8:00 a.m. to 5:00 p.m.