

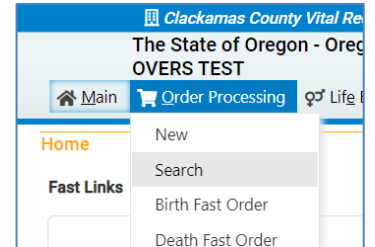
# Replacing Birth and Death Certificates for Counties

This document shows the steps for issuing replacement certificates after an amendment. After a birth or death record has been amended, replacement copies of may be issued as long as the original copies have been received and shredded by the county. Counties can only issue records up to six months after the vital event occurred.

*Note: 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

- 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.

- Find the original order in the search **Results**. Click on the **Order Number**.

Order Number	Date Received	Applicant Name	Event Type	SFN	Registrant Name
20230600075	JUN-26-2023	Andy Test	Death	2023000107	June Anne Test

Total Records : 1

New Search

**Note:** If you cannot locate an order the certificates may have been issued at the state. These replacements will require a new order with the appropriate service selected.

- 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 right column contains the security paper numbers issued on the order. Compare these numbers against the certificates being returned. Click **Return** to go back to the **Order Summary** page.

**Issuance History**

Service Name: Clackamas Death Certified Copy Short Form	Date Completed: Jul-05-2023 02:58:00	<a href="#">Edit</a>
<b>Security Paper Number: 00008881009</b>	Date Voided:	
Tracking Number:	Issuing Office: Clackamas County Vital Records	
Date Printed: Jul-05-2023 02:57:00	User: County Skeleton Test User	
Shipped Date:	Delivery Date:	
Mailed Date:		

[Return](#)

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 3 to create a **New Order**.*

- 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 <a href="#">Correspondence</a> <a href="#">Work Order</a> <a href="#">Amend</a> <a href="#">Receipt</a> <a href="#">Mailing Envelope</a> <a href="#">Mailing Label</a>
Relation:	Brother
Relocate File Number:	
Conversion Locate Number:	
Status:	/Personal Valid/Medical Valid/Registered/Signed/Certified/NA/Birth Death Linkage Required Over 1 Year/ICD Coding Required/24-Hour Notice <b>Amendment Exists</b>
Comments:	

**Step 2: Check the Certificate Amendment** (if applicable)

- 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
June Anne Test	<b>Yes</b>	2	7/5/2023 2:57:00 PM	Death CC Short	1	Regular	COUNTER	\$25.00 Issue

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

- You will be taken to the **Child** page for birth records or the **Decedent** page for death records. Click on **Print Forms** under **Other Links**.

- You will be taken to the **Print Forms** page. Click **Working Copy**.

<b>Death Registration Menu</b>	7324748 :June Anne Test JUN-26-2023 Amendment Exists
Personal Information	/Personal Valid/Medical Valid/Registered/Signed/Certified/NA/Birth Death Linkage Required Over 1 Year/ICD Coding Required/24-Hour Notice/Amendment Exists
Decedent	
Other Links	<b>Print Forms</b>
Comments	Working Copy
Correspondence	Final Disposition
Event and Issuance History	
<b>Print Forms</b>	<a href="#">Return</a>
Validate Registration	

- 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.

In the below example, the medical certifier amended tobacco use and 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 Other Factors-Tobacco Use- amended on JUN-26-2023; formerly No;; Pronouncement-Time of Death- amended on JUN-26-2023; formerly 10:10 AM;

**Note:** 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.

- Shred the working copy of the certificate after you have confirmed the information is correct.

### Step 3: Issue Revised Certificate(s)

- If the original order was found, return to that 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. If the original order was not found, click on **Order Processing** and start a new order.

7324748 :June Anne Test JUN-26-2023 Amendment Exists
/Personal Valid/Medical Valid/Registered/Signed/Certified/NA/Birth Death Linkage Required Over 1 Year/ICD Coding Required/24-Hour Notice/Amendment Exists
<b>Print Forms</b>
Working Copy
Final Disposition
<a href="#">Return</a>

If the original order was found 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.

- Enter a comment indicating the reason 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 certificate for the order will be voided and the paper number that is being returned. Enter your name. Click **Save**. Then click **Close** to return to the **Order Summary**.

**Comments**

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**Comments**

Order Number: 20230600075

Event Type: Death

Received Date: 6/26/2023 3:54:02 PM

Registrant Name: June Anne Test

No data found.

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Enter New Comment

Comment Type: Void Reason

Comment:

Certificate returned for replacement copy due to amendment. Replacing paper numbers XXX8881009. [Enter your name here]

Maximum text length: 4000    Characters left: 3882

- Create the order for the replacement certificates. If you were able to locate an order you can click **Copy to New**, otherwise you must start a new order. When you click **Copy to New**, the current order will copy into a new order. You will see a new order number at the top of your screen. **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

**Order Processing Menu**

Applicant

Match Events

Services

Payments

Summary

Validate Order

Assign Status

Attachments

and issued the wrong record, or the certificates did not print properly, the paper jammed, etc.

- 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. An example would be funeral home staff that ordered the original certificate or address information may have changed since the original order was placed. Make sure the applicant is eligible to order the certificate and that they have the necessary identification. Document the applicant's identification by entering a comment. Select the **ID Comment Type** and enter in the type of ID presented along with the number if applicable. For example, OR DL 12345.

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

*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. Death replacements include options for either the long or the short form. Make any other applicable changes, then click **Save**.

*Payments Tab:* Select the method of payment then click **Add Payment** to enter the payment for the replacement if a fee is being charged for the replacement. You can also click **Edit Payer** to change the payee if needed.

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

- 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**.
- Locate the original order and add the security paper number(s) for the replacement order in a Comment.
- Add the intaglio paper numbers for the certificates that were replaced to the Tracking Voids Excel spreadsheet. The spreadsheet is sent to [CHS.VitalRecords@oha.oregon.gov](mailto:CHS.VitalRecords@oha.oregon.gov) on the 1<sup>st</sup> and 15<sup>th</sup> of every month. This ensures that the security paper numbers are voided in OVERS.
- Shred the original certificates issued which have now been replaced.

## **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.