

## Questions from the February 2021 County Training Webinar

Q: Can a free Veterans Copy be sent to any other Veterans Office other than the U.S. Department of Veteran Affairs (USDVA)? For example, there is a Veterans Office in Lincoln City.

A: Veterans Affairs (VA) copies can go to any VA office within the United States. The majority go to the USDVA.

Q: If we void the whole order ourselves in OVERS, do we still need to email the info in the spreadsheet? Or, is it only the paper #s that we cannot void ourselves?

A: If the whole order is voided in OVERS (this includes the paper with the order), the intaglio paper does not need to be included on the spreadsheet to void. It has already been done through the order process.

Q: Do you void the original order when you do replacements?

A: No, the original order does not get voided when doing a replacement. Add a comment to the original order that includes how many copies on this order will be replaced and the reason why they're being replaced. Click **Copy to New** on the original order to start the replacement order. Leave a comment on the replacement order that includes the intaglio paper numbers from the original order. Stamp the new issue date in the follow-up box on the order form.

Q: Where do you stamp the deceased stamp on a birth certificate?

A: When stamping any certificate, no matter the reason, it will always go in the center of the certificate diagonally across the page. The reason for this is that it covers multiple areas to prevent fraud and to catch the eye.



Q: We have families that use two last names. If the parent who is ordering doesn't have both last names on their ID or both last names aren't entered on the birth record, can we still process the record even if one of the last names is the same?

A: Yes, if there are two last names on the certificate then the person applying must know both last names and have at least one of those names on their ID.

Q: When do voided intaglio paper numbers that are sent on the spreadsheet show up in OVERS?

A: Voids sent on the Excel spreadsheet don't show in OVERS. If you have a question you can email [CHS.VitalRecords@dhsola.state.or.us](mailto:CHS.VitalRecords@dhsola.state.or.us) to see if voids are done and if it is okay to shred them.

Q: How can a cashier transaction report be printed?

A: After cashier close is completed there is a link to a report that will list the transactions. You can also click on the Transactions button and then click on the Print button.

Q: Can a local VA office request a veteran's copy death certificate?

A: Yes, a local veteran's office can request a veteran's copy death certificate. Veterans are limited to 2 copies of each event.

Q: What do we do if customers or a funeral home claim that they did not receive their certificate in the mail?

A: The state waits 10 working days before issuing a free replacement. Verify that the address is correct on the order. Enter a comment on the order that it was not received and that a replacement was sent. If an order is returned to the county as undeliverable place a comment on the order.

Q: Can we print a birth certificate if AOP is in red?

A: If the record shows as **AOP Pending**, then the record has not been registered and a certificate cannot be issued.

Status: /Legal Valid/Medical Valid/Certified/Not Registered/Registration Approval Required - AOP/**AOP Pending**

If the status line shows the record is registered with an **AOP** then a birth certificate can be printed. Registered records will also have a state file number.

Status: /Legal Valid/Medical Valid/Certified/Registered/Vault Copy Not Printed/**AOP**