

**Business Procedures for Accepting  
Walk-In/Mail/Phone Orders  
Office of Vital Statistics (OVS)**

**(FUNERAL HOMES ARE EXEMPT)**

**Payment Methods**

- Cash
- Check or money order made payable to the **Kentucky State Treasurer.**
- See Below... \*Emergency Phone Orders Only Credit Card (Additional Fees Apply)
  - American Express
  - Discover
  - MasterCard
  - Visa

**(OVS will accept one order per customer per payment. An order consists of 20 or less requests for various certificates.)**

**Certificate Delivery Methods**

- Regular Mail
- Self-Addressed Prepaid Courier Envelope
- Prepaid Expedited Shipping Fees
- Prepaid Pre-Arranged Pick-Up

**Methods of Application**

- Mail-In
- \*Phone Orders - The Office of Vital Statistics **DOES NOT** accept credit card orders by phone **EXCEPT** for customers requesting emergency (emergency to be defined by OVS and VitalChek) expedited delivery or genealogy records (births prior to 1911).

**All other credit card requests must go through either the VitalChek Call Center at 1-800-241-8322 or the VitalChek website at [www.vitalchek.com/kentucky-express-birth-certificates.aspx](http://www.vitalchek.com/kentucky-express-birth-certificates.aspx).**

**Processing**

- Walk-In or Phone Orders
  - **Ten or less requests** per order of various certificates.
    - ❖ May be processed on the same day received subject to workload and staffing.
    - ❖ Any orders received **after 3:30 p.m. EST** will be processed the next business day.
  - **More than ten requests** cannot be guaranteed to be available on the same day. Based on available staff and resources, OVS will strive to accommodate orders in excess of ten requests within 5 business days.

- Mail
  - Regular mail orders will be processed within 30 business days.
  - Orders will be shipped to one delivery address.

**NOTE:** The Commonwealth of Kentucky recognizes Good Friday as a state holiday, and as a result, the Office of Vital Statistics closes at 11:45 a.m. EST. Orders received from one customer before 9 a.m. EST may be ready for pick-up at 11 a.m. EST on Good Friday. Orders received after 9 a.m. EST may be ready for pick-up after 12 p.m. EST the next business day.

Approved by: \_\_\_\_\_

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