

**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.

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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