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

Payment Methods

- Cash
- Check or money order made payable to the **Kentucky State Treasurer**

Certificate Delivery Methods

- Regular Mail
- Self-Addressed Prepaid Courier Envelope
- Prepaid Expedited Shipping Fees

Methods of Application

- Mail-In
- Phone Orders - The Office of Vital Statistics **DOES NOT** accept credit card orders by phone.

All 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 Orders~~ **(Not available until further notice due to COVID-19.)**
 - **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.