

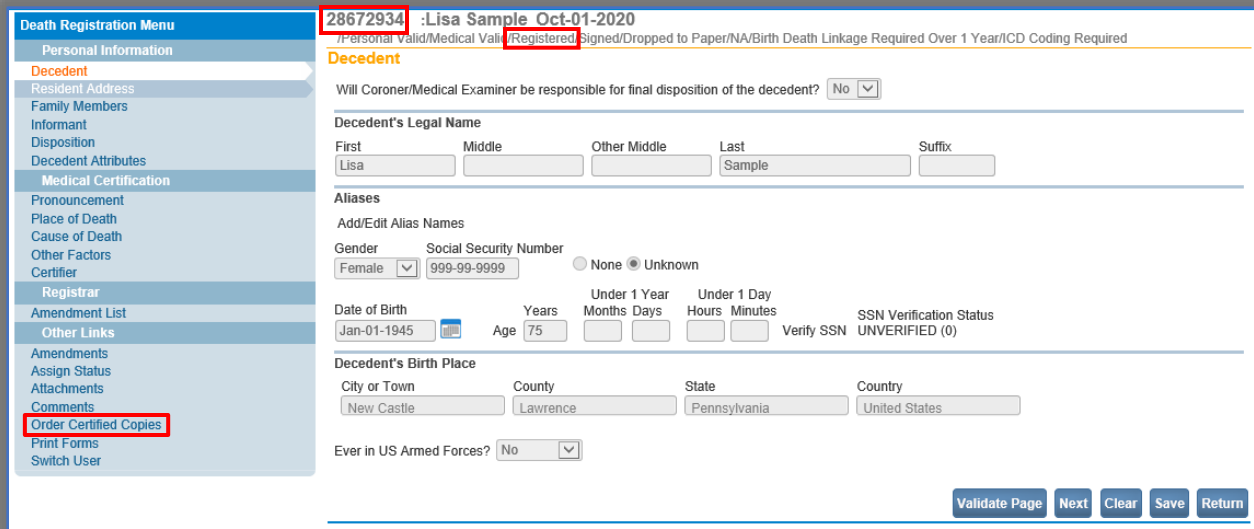
Ordering Death Certificates Through EDRS

Notes:

- This Quick Reference Sheet is for the role of a Funeral Home Representative only.
- The case must be registered before you can place an order for a death certificate through EDRS.
- The funeral home will have the choice of either a Standard (no medical information) or Comprehensive (all information) death certificate.
- A funeral home can order death certificates through EDRS from the Local Registrar on the record only after the local registrar has been onboarded.

1

Locate the case; if the case is **Registered**, you will see **Order Certified Copies** on the left under Other Links > Death Registration Menu. Click this link.

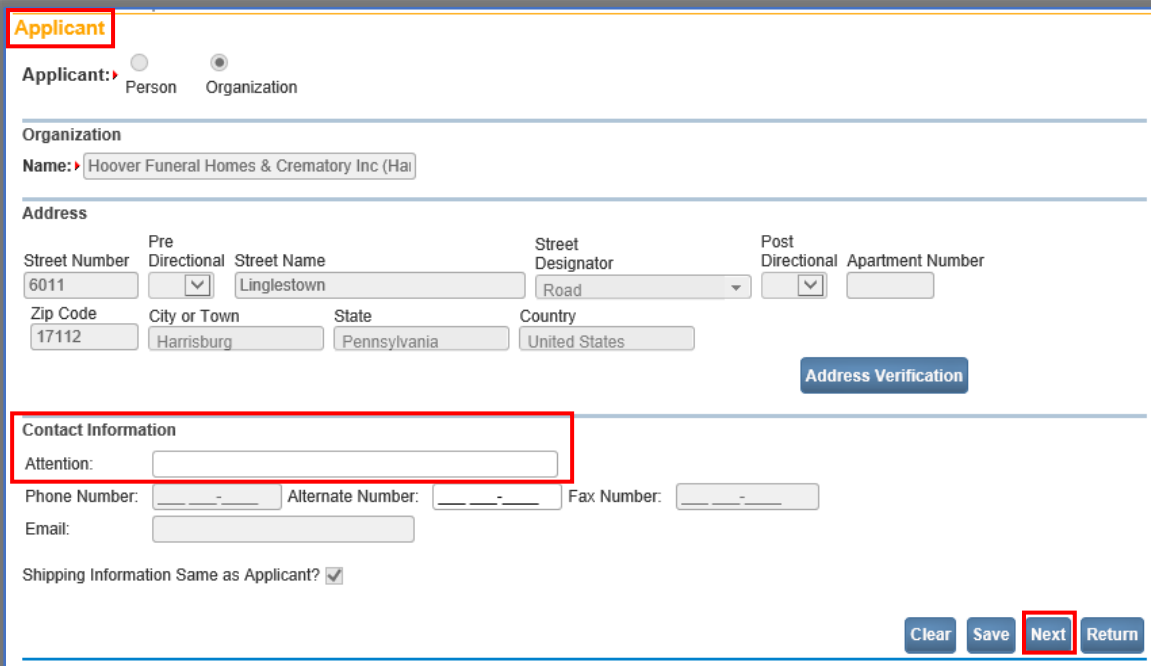


The screenshot shows the EDRS web application interface for a death registration case. The case ID is 28672934, and the decedent is Lisa Sample, who died on Oct-01-2020. The case status is Registered. The interface includes a navigation menu on the left with options like Personal Information, Decedent, Medical Certification, and Other Links. The 'Order Certified Copies' option is highlighted in red. The main form area contains fields for Decedent's Legal Name (First: Lisa, Last: Sample), Aliases, Gender (Female), Social Security Number (999-99-9999), Date of Birth (Jan-01-1945), and Decedent's Birth Place (New Castle, Lawrence, Pennsylvania, United States). There are also buttons for 'Validate Page', 'Next', 'Clear', 'Save', and 'Return'.

2

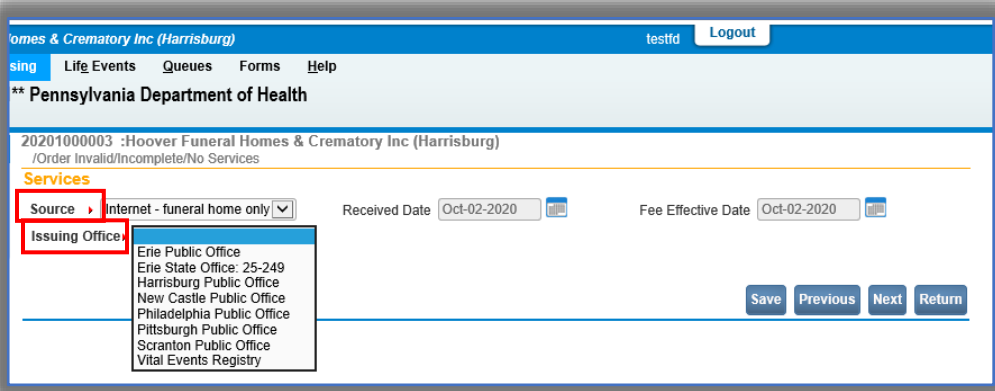
You will now be on the **Applicant** page. The name and address of the funeral home on record will pre-populate. If you are picking up certificates at a public office, enter the name of the person picking up the certificates in the **Attention** field, then click **Next**.

Note: If you are unsure who will be picking up the certificates, you can list multiple names in the **Comments**. Refer to **EDRS Quick Reference Sheet QRS-2065-FH** for more information on **Adding Comments to an Order**.



3

On the **Services** page, select the appropriate **Issuing Office** from the drop-down menu. For pick-up orders at a Vital Records office, choose the public office where the certificates will be picked up by a funeral home representative. If you select a local registrar and receive an error message, please contact the local registrar to place your order. Once the local registrar has been trained, you will then be able to place your order through EDRS.



4

Once the Issuing Office is selected, a section will open to add a service. Click **Add Service**.

20201000003 :Hoover Funeral Homes & Crematory Inc (Harrisburg)
/Order Invalid/Incomplete/No Services

Services

Source: Internet - funeral home only | Received Date: Oct-02-2020 | Fee Effective Date: Oct-02-2020

Issuing Office: Erie Public Office

1 Name: Lisa Sample

Applicant Relationship to Registrant: Funeral Director

Currently there are no services for this event request. Please click Add Service to add a service.

Add Service

Save Previous Next Return

5

From the **Service** drop-down menu, select the appropriate service as described below.

Hoover Funeral Homes & Crematory Inc (Harrisburg) | testfd | Logout

Life Events Queues Forms Help

Pennsylvania Department of Health

20201000003 :Hoover Funeral Homes & Crematory Inc (Harrisburg)
/Order Invalid/Incomplete/No Services

Services

Source: Internet - funeral home only | Received Date: Oct-02-2020 | Fee Effective Date: Oct-02-2020

Issuing Office: Erie Public Office

1 Name: Lisa Sample

Applicant Relationship to Registrant: Funeral Director

Service

- Erie - FH Comprehensive Death CC
- Erie - FH Standard Death CC
- Erie - FH Vet Comprehensive Death CC
- Erie - FH Vet Standard Death CC

Quantity: | Priority: | Delivery:

Other Specify:

Save Cancel

Add Service

Save Previous Next Return

Service Name	Description
FH – Comprehensive Death CC	Requires payment Certificate contains all data from death record
FH – Standard Death CC	Requires payment Certificate excludes medical information other than medical certifier's name and address
FH – Vet Comprehensive Death CC	Used in conjunction with Armed Forces Fee Waiver and must provide Armed Forces Member's information in Comments on Order Summary Certificate includes all data from death record
FH – Vet Standard Death CC	Used in conjunction with Armed Forces Fee Waiver and must provide Armed Forces Member's information in comments on Order Summary. Certificate excludes medical information other than medical certifier's name and address

6

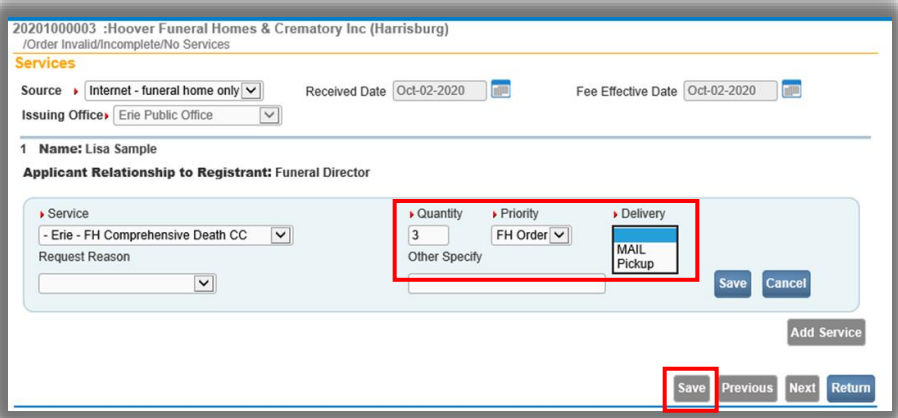
Next, enter the **Quantity** and select the **Priority** and **Delivery** from the drop-down menus.

If you select a Local Registrar as the issuing office, PICKUP is the only acceptable delivery method. If you select MAIL, you will receive an error message.

*For those who select PICKUP as their Delivery method: In the case that the Vital Records Office you've selected is closed, we will mail your certificates and you will be invoiced for the order.

Note: if you select the PICKUP delivery option, enter your name, phone number, and email address in the **Comments** field so that a Vital Records representative can contact you to schedule an appointment once your order has been completed.

The **Request Reason** is not required and can be left blank. Once the **Quantity**, **Priority**, and **Delivery** has been entered, click **Save**.



2020100003 :Hoover Funeral Homes & Crematory Inc (Harrisburg)
/Order Invalid/Incomplete/No Services

Services

Source: Internet - funeral home only | Received Date: Oct-02-2020 | Fee Effective Date: Oct-02-2020
Issuing Office: Erie Public Office

1 Name: Lisa Sample
Applicant Relationship to Registrant: Funeral Director

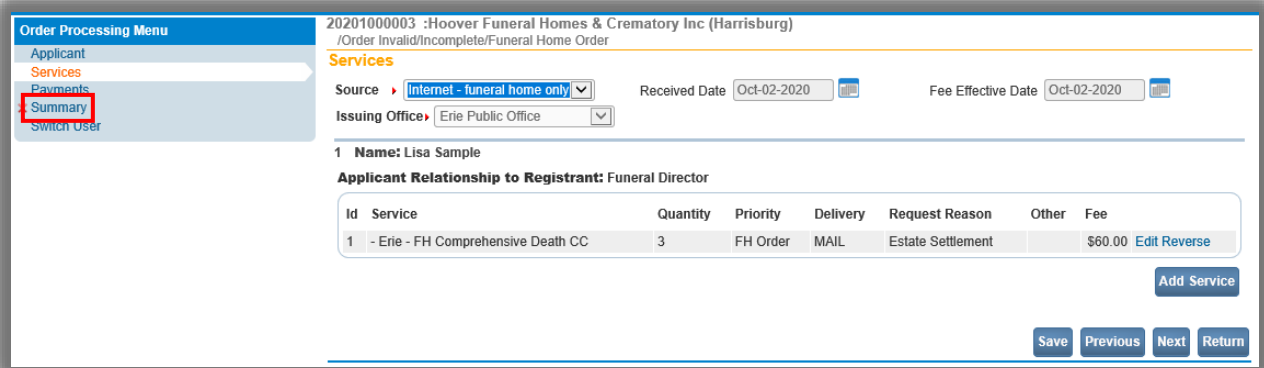
Service: Erie - FH Comprehensive Death CC
Request Reason: [Blank]

Quantity: 3 | Priority: FH Order | Delivery: MAIL Pickup

Buttons: Save, Cancel, Add Service, Save, Previous, Next, Return

7

Click **Summary** on the left under the **Order Processing Menu**.



2020100003 :Hoover Funeral Homes & Crematory Inc (Harrisburg)
/Order Invalid/Incomplete/Funeral Home Order

Order Processing Menu
Applicant
Services
Payments
Summary
Switch User

Services

Source: Internet - funeral home only | Received Date: Oct-02-2020 | Fee Effective Date: Oct-02-2020
Issuing Office: Erie Public Office

1 Name: Lisa Sample
Applicant Relationship to Registrant: Funeral Director

Id	Service	Quantity	Priority	Delivery	Request Reason	Other	Fee
1	Erie - FH Comprehensive Death CC	3	FH Order	MAIL	Estate Settlement		\$60.00 Edit Reverse

Buttons: Add Service, Save, Previous, Next, Return

8

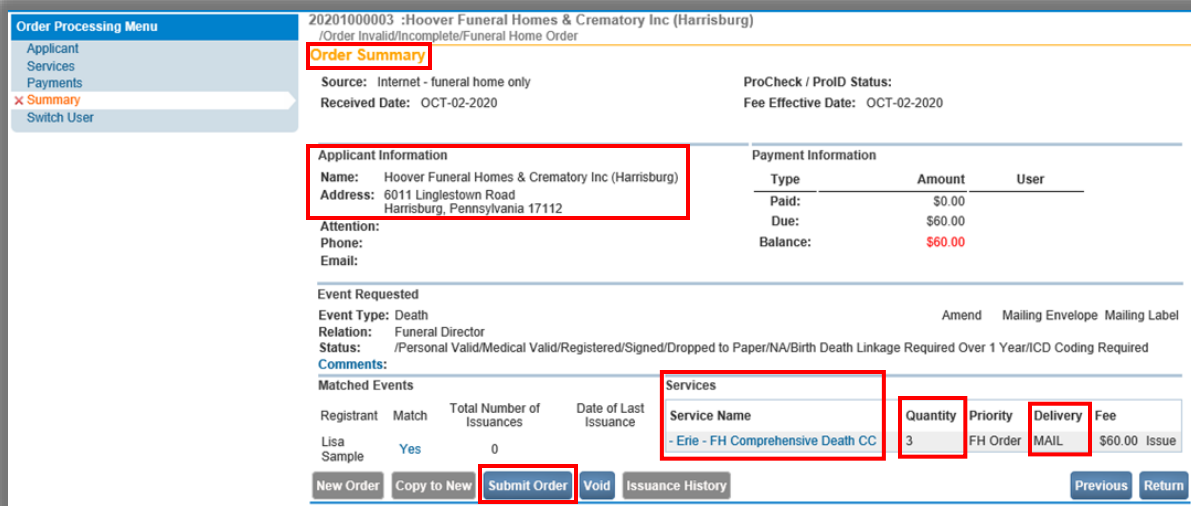
Review the information on the **Order Summary** page to make sure the **Applicant Information**, **Service Name**, **Quantity**, and **Delivery** are correct.

Note: if the certificates are to be mailed to an address that is different than the address that appears on this page, enter the correct mailing address in the **Comments**.

You do not need to enter any **Payment Information**. If you select the Pickup delivery option, you must pay by check, money order, or credit card at your scheduled appointment. If you select the Mail delivery option, you will be invoiced for certificates that require payment.

If you are ordering Veteran copies, go to Step 9.

If you are NOT ordering Veteran copies, click **Submit Order** and you've completed the ordering process.



Order Processing Menu

- Applicant
- Services
- Payments
- Summary**
- Switch User

2020100003 :Hoover Funeral Homes & Crematory Inc (Harrisburg)
/Order Invalid/Incomplete/Funeral Home Order

Order Summary

Source: Internet - funeral home only
Received Date: OCT-02-2020

ProCheck / ProID Status:
Fee Effective Date: OCT-02-2020

Applicant Information

Name: Hoover Funeral Homes & Crematory Inc (Harrisburg)
Address: 6011 Linglestown Road
Harrisburg, Pennsylvania 17112

Attention:
Phone:
Email:

Payment Information

Type	Amount	User
Paid:	\$0.00	
Due:	\$60.00	
Balance:	\$60.00	

Event Requested

Event Type: Death
Relation: Funeral Director
Status: /Personal Valid/Medical Valid/Registered/Signed/Dropped to Paper/NA/Birth Death Linkage Required Over 1 Year/ICD Coding Required

Matched Events

Registrant	Match	Total Number of Issuances	Date of Last Issuance
Lisa Sample	Yes	0	

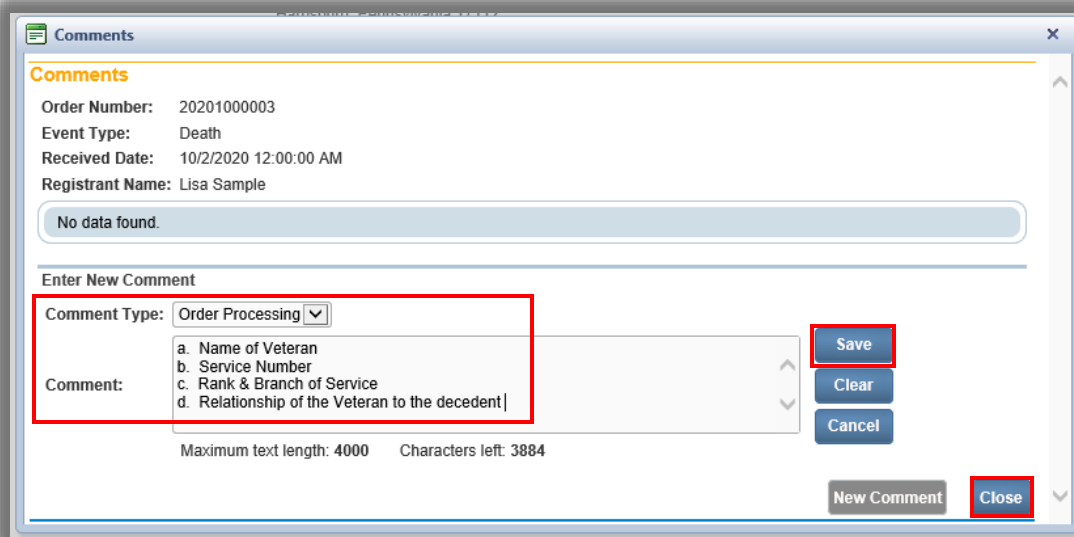
Services

Service Name	Quantity	Priority	Delivery	Fee
Erie - FH Comprehensive Death CC	3	FH Order	MAIL	\$60.00 Issue

Buttons: New Order, Copy to New, **Submit Order**, Void, Issuance History, Previous, Return

9

When ordering veteran copies and to receive the Veteran Fee Waiver, you must enter the information seen below in the **Comment** box. Click **Save** and the **Close**.



Comments

Order Number: 2020100003
Event Type: Death
Received Date: 10/2/2020 12:00:00 AM
Registrant Name: Lisa Sample

No data found.

Enter New Comment

Comment Type: Order Processing

Comment: a. Name of Veteran
b. Service Number
c. Rank & Branch of Service
d. Relationship of the Veteran to the decedent

Maximum text length: 4000 Characters left: 3884

Buttons: Save, Clear, Cancel, New Comment, **Close**

10

Click **Submit Order** and you've completed the ordering process.

20201000003 :Hoover Funeral Homes & Crematory Inc (Harrisburg)
/Order Invalid/Incomplete/Funeral Home Order

Order Summary

Source: Internet - funeral home only ProCheck / ProID Status:
Received Date: OCT-02-2020 Fee Effective Date: OCT-02-2020

Applicant Information		Payment Information		
Name:	Hoover Funeral Homes & Crematory Inc (Harrisburg)	Type	Amount	User
Address:	6011 Linglestown Road Harrisburg, Pennsylvania 17112	Paid:	\$0.00	
Attention:		Due:	\$60.00	
Phone:		Balance:	\$60.00	
Email:				

Event Requested
Event Type: Death Amend Mailing Envelope Mailing Label
Relation: Funeral Director
Status: /Personal Valid/Medical Valid/Registered/Signed/Dropped to Paper/NA/Birth Death Linkage Required Over 1 Year/CD Coding Required
Comments: a. Name of Veteran b. Service Number c. Rank & Branch of Service d. Relationship of the Veter...

Registrant	Match	Total Number of Issuances	Date of Last Issuance	Service Name	Quantity	Priority	Delivery	Fee
Lisa Sample	Yes	0		- Erie - FH Comprehensive Death CC	3	FH Order	MAIL	\$60.00 Issue

11

When you click **Submit Order**, an automated DAVE **Message** will be generated and sent to all users at your facility notifying them that an order has been placed. **Note:** **Subject** of the Message will be the Order Number. Refer to the **EDRS Quick Reference Sheet QRS-2056-FH** for more information on how to check messages.

Messages

From	Subject	Message	Date Sent
Karl Groverton	Order Number 20201000003 Submitted	The order for Lisa Sample submitted by Karl Groverton was received on Oct/02/2020. If you ordered from a Vital Records office and chose the "Pickup" option, an appointment will need to be scheduled to pickup the certificates. You will receive an e-mail or DAVE message that the order has been completed. -3 - Erie - FH Comprehensive Death CC	10/2/2020 7:38:18 PM

12

When your order has been printed, another automated DAVE **Message** will be sent to all users at your facility notifying them that has been completed. If you are picking up your order, you will receive this message around the time that you will be picking up your order. If you selected the mail option, your certificates will be mailed within one business day of receiving this message. Please note all mail orders are mailed from our New Castle operation.

Messages

From	Subject	Message	Date Sent
Laurie E atDOH-BHSR	Order Number 20201000003 - Lisa Sample	Order Number 20201000003 for Customer Lisa Sample -Has Been Completed	10/2/2020 7:47:48 PM