

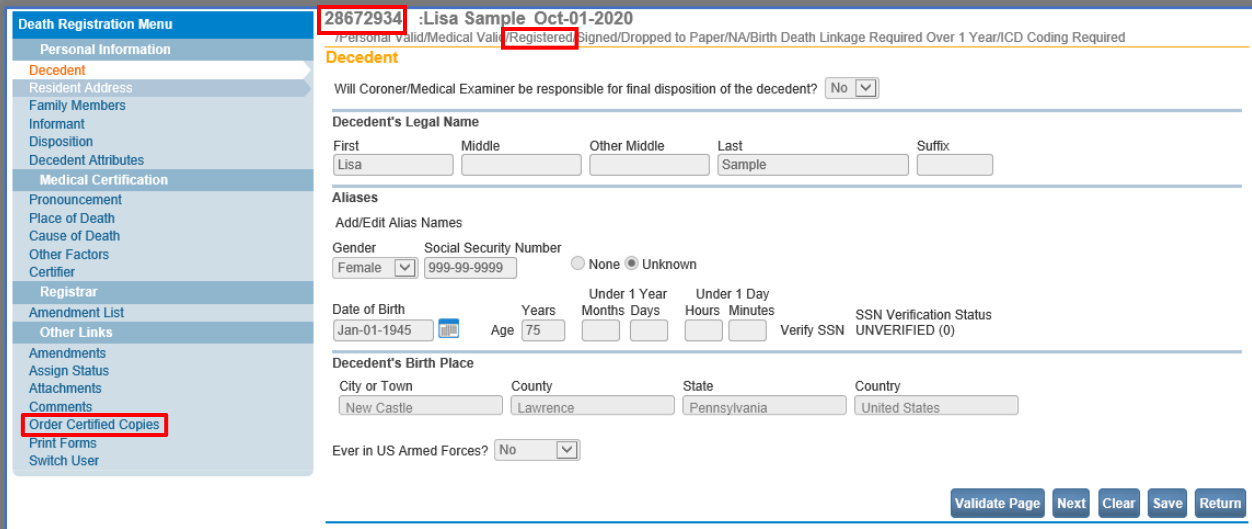
## Ordering Death Certificates Through EDRS

**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.

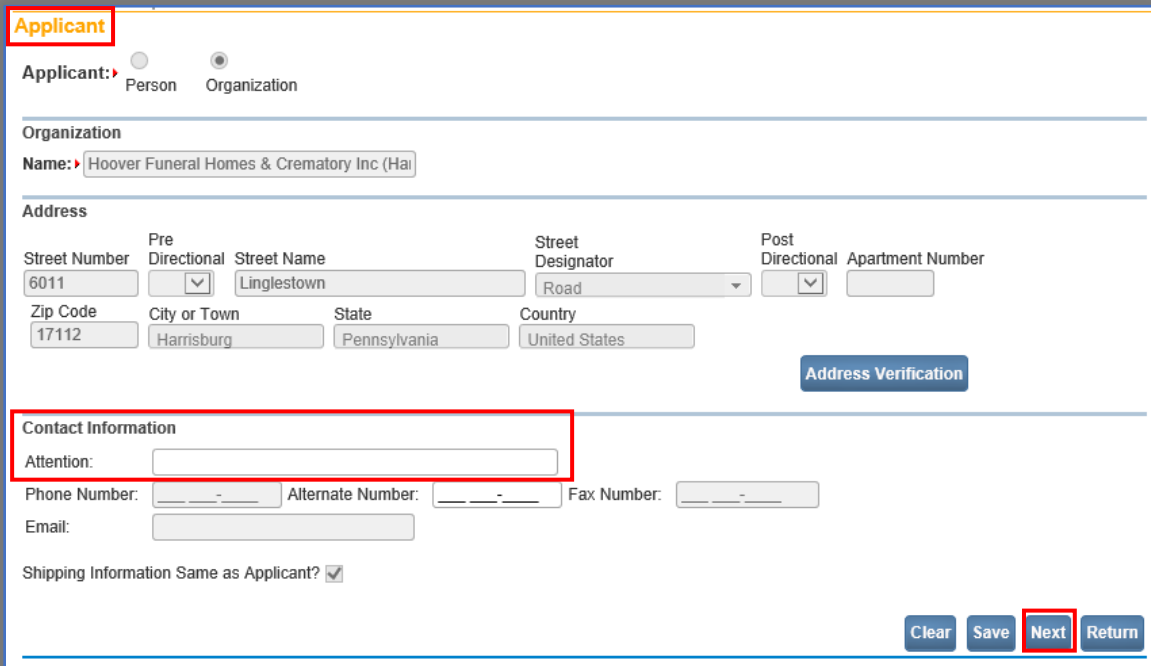


The screenshot shows the EDRS web application interface for a death registration case. The top navigation bar includes a "Death Registration Menu" with various options. The "Other Links" section is expanded, and "Order Certified Copies" is highlighted with a red box. The main content area displays the case details for "28672934 : Lisa Sample Oct-01-2020". The status is "Registered", and the decedent's name is "Lisa Sample". The form includes fields for personal information, legal name, aliases, date of birth, and birth place. The "Order Certified Copies" link is highlighted in red in the left sidebar.

2

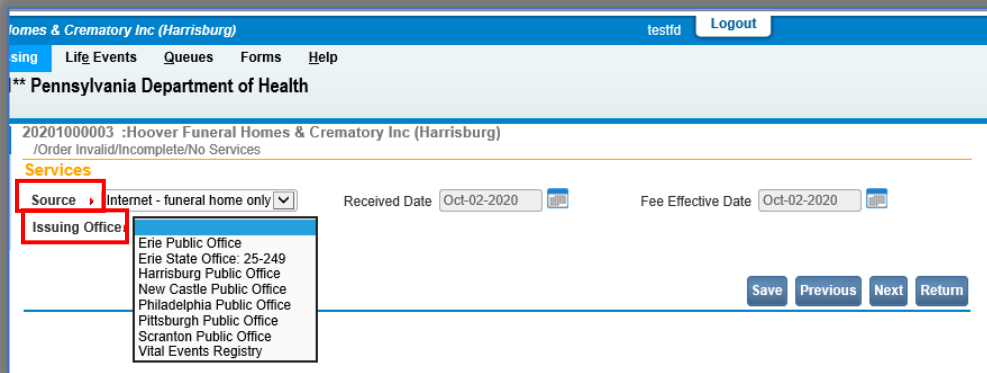
You will now be on the **Applicant** page. The name and address of the funeral home on record will pre-populate. If you are picking up certificates at a public office, enter the name of the person picking up the certificates in the **Attention** field, then click **Next**.

**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

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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

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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

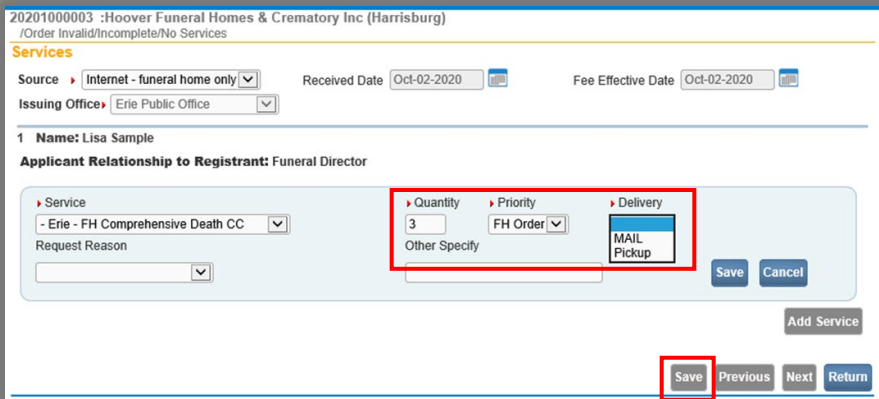
| Service Name                    | Description   |
|---------------------------------|---|
| FH – Comprehensive Death CC     | Requires payment<br>Certificate contains all data from death record   |
| FH – Standard Death CC          | Requires payment<br>Certificate excludes medical information other 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<br>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.<br>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.

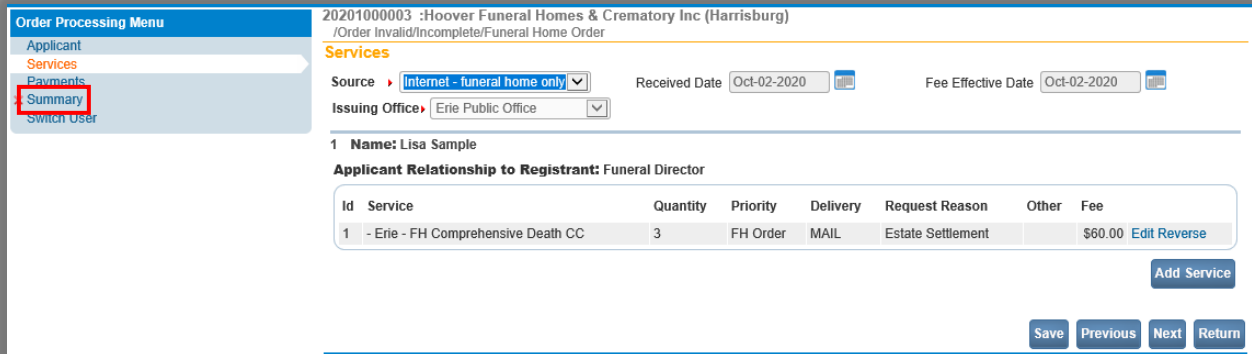
\*For those who select PICKUP as their Delivery method: In the case that the Vital Records Office you've selected is closed, we will mail your certificates and you will be invoiced for the order.

**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**.



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



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

8

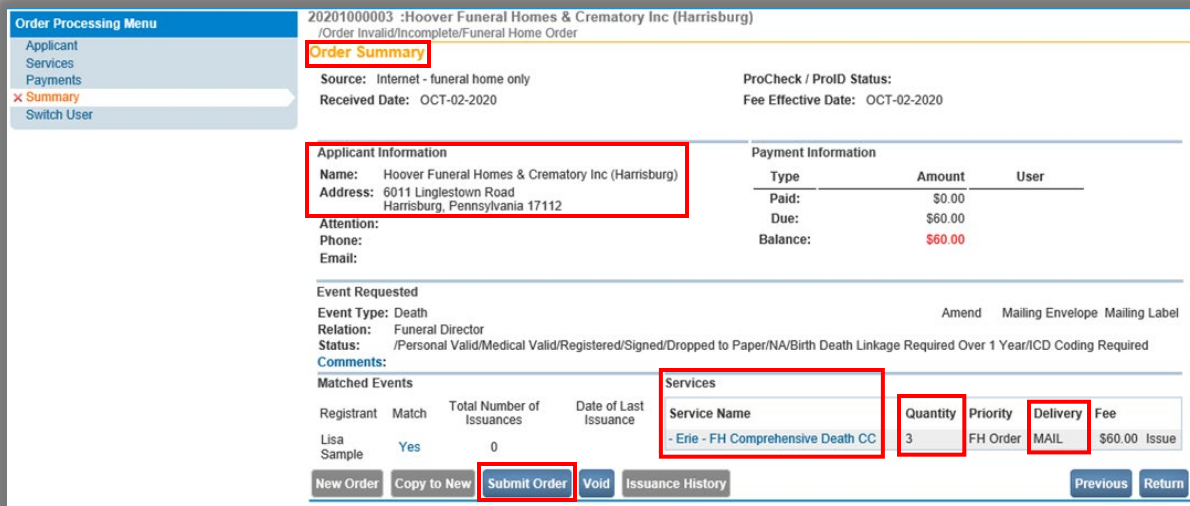
Review the information on the **Order Summary** page to make sure the **Applicant Information, Service Name, Quantity,** and **Delivery** are correct.

**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.



2020100003 :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<br>Harrisburg, Pennsylvania 17112 | Paid:               | \$0.00  |      |
| Attention:            |   | Due:                | \$60.00 |      |
| Phone:                |   | Balance:            | \$60.00 |      |
| Email:                |   |                     |         |      |

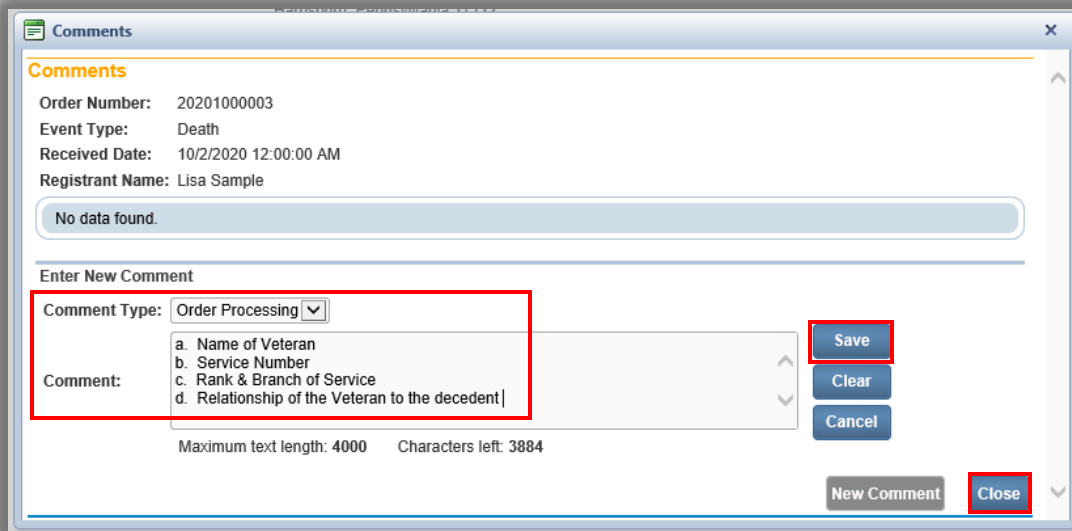
Event Requested: Death      Amend    Mailing Envelope    Mailing Label  
Relation: Funeral Director  
Status: /Personal Valid/Medical Valid/Registered/Signed/Dropped to Paper/NA/Birth Death Linkage Required Over 1 Year/ICD Coding Required  
Comments:

| 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 |

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<br>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 |