

ORDER PROCESSING

(Fast Orders)

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Order Processing – (Fast Order)

Completing the Application and Issuance

Completing the application and issuance takes only a few minutes.

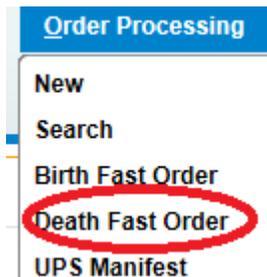
Prerequisite: Please be sure that safety paper is assigned in DAVE. Separate instructions on how to key safety paper into DAVE will be available soon.

Log into the DAVE application.

On the Main page select Order Processing as shown below.



Select Death Fast Order or Birth Fast Order. In the example that follows Death Fast Order is selected.



The Death Fast Order application page is one long continuous page that has the following sections:

- Applicant – with Shipping/Contact information
- Eligibility
- Event Search
- Service
- Payment
- Event Requested
- Matched Event

Applicant Section:

The Applicant is the customer requesting the service.

The Applicant can be a person or an organization.
In the example below select the radio button next to Person:

Death Fast Order

Applicant: Person Organization ID Type: Other: Expedite Order

Name

Prefix First Middle Last Suffix

Applicant Address

Street Number Pre Directional Street Name Street Designator Post Directional Apartment Number

 City or Town State Country Zip Code

Shipping Information
 Contact Information

Enter the Applicant's name and address. In the ID Type box, select the dropdown button to select which method of identification the Applicant has provided as proof they are who they say they are.

In the example below the Applicant is an Organization.
When the radio button is selected for Organization the page is redrawn to provide a text box to select the organization name.

Note: Do not try to type in the Organization name.

Death Fast Order

Applicant: Person Organization ID Type: Other: Expedite Order

Organization

Name 

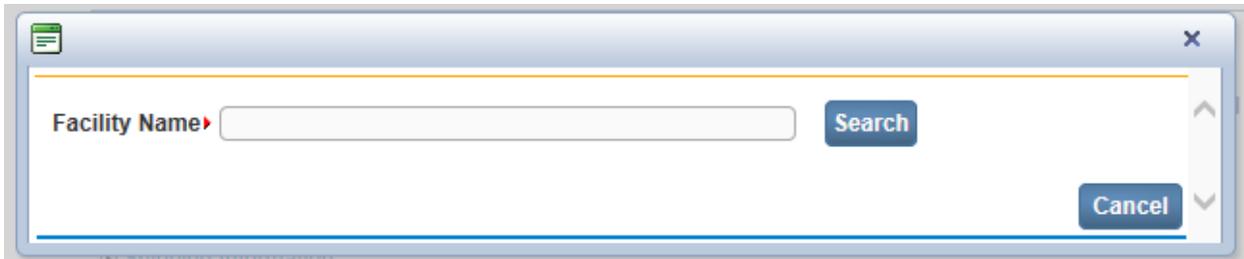
Applicant Address

Street Number Pre Directional Street Name Street Designator Post Directional Apartment Number

 City or Town State Country Zip Code

Shipping Information
 Contact Information

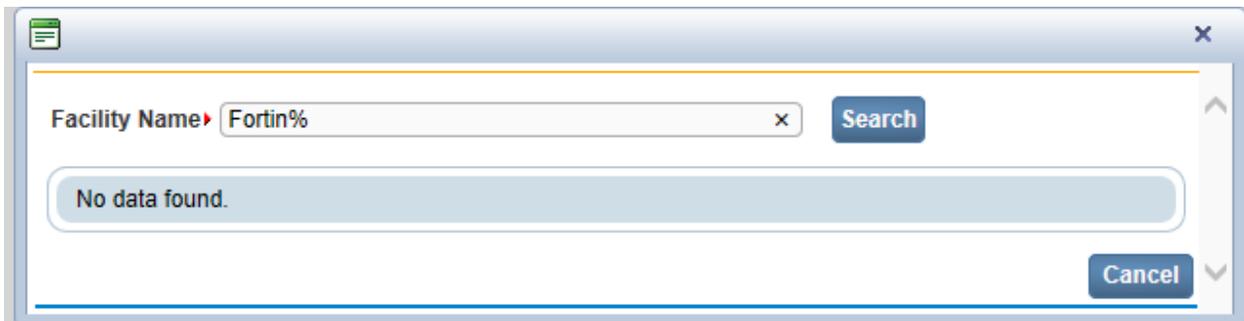
To enter the organization name, select the magnifying glass shown above, and the Facility Name dialog box will open as shown below.



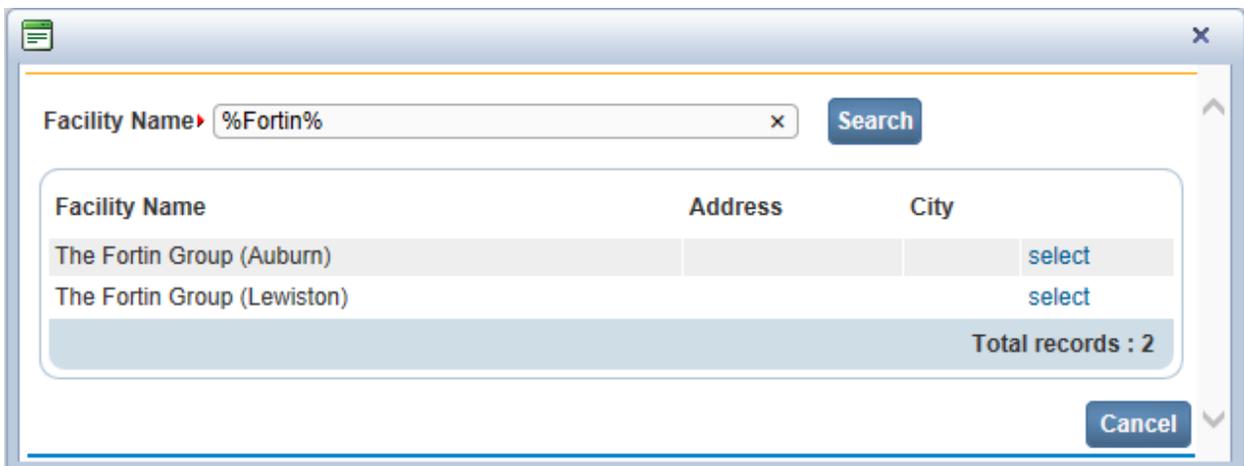
In the Facility Name box key in just a few letters contained in the name of the facility. Use a wildcard (%) before and after the letters. This tells the system to find names that contain these letters.

If the wildcard (%) is only used after the letters, a facility that begins with the word “The” as an example may not be found. If the organization may or may not begin with “The” or other letter, use the wildcard before and after the letters keyed into the Facility Name box.

Example: Below (Fortin%) was entered. This tells the system to look for all names that “begin” with Fortin. The system found no data because there is no name in the system that begins with Fortin. The correct name begins with The Fortin Group.



Below a wildcard before and after the name (%Fortin%) is used which tells the system to find any organizations that contain these letters. In this case results were returned.



Click the Select button.

Now that the Applicant's name and address was entered, add the shipping and contact information if desired.

Death Fast Order

Applicant: Person Organization ID Type: Other: Expedite Order

Name

Prefix First Middle Last Suffix

Applicant Address

Street Number Pre Directional Street Name Street Designator Post Directional Apartment Number

 City or Town State Country Zip Code

Shipping Information
 Contact Information



Selecting the Shipping Information and/or Contact Information links as shown above, will redraw the page and open the Shipping Information and/or Contact Information section shown below. Clicking on the links again will close the Shipping Information and/or Contact Information sections.

Complete the information as shown below.

Shipping Information

Shipping Name

Prefix First Middle Last Suffix

Shipping Address

Street Number Pre Directional Street Name Street Designator Post Directional Apartment Number

 City or Town State Country Zip Code

Contact Information

Attention:

Phone Number: - - Alternate Number: - - Fax Number: - -

Email:

Eligibility Section:

Select the applicant relationship from the dropdown  button.

Eligibility

Applicant Relationship:  **Other Specify:**

- 
- A dropdown menu is shown with a yellow background and a blue header bar. The menu is open, displaying a list of relationship options. A red box highlights the dropdown arrow icon at the top right of the menu. The options listed are:
- Child of Registrant
 - Direct Legitimate Interest (Specify)
 - Domestic Partner
 - Funeral Director
 - Grandchild
 - Maternal Grandparent
 - Other, Specify
 - Parent
 - Paternal Grandparent
 - Sibling
 - Spouse

If Direct Legitimate Interest (Specify) or Other, Specify is selected from the dropdown list, key in a value in the Other Specify text box shown in red below.

Eligibility

Applicant Relationship:  **Other Specify:**

Event Search Section:

A record may be searched using any of the fields shown below. Removing any of the checkmarks shown after each field name is not necessary. The system will not search for data with a checkmark unless a value has been entered in the field.

The Registrant (in red below) is the person’s name on the record. This is often confused with the Applicant which is the customer as discussed above.

In the example below a search was made for the record by keying in just the first initial of the First name on the record, and keying in the Last name on the record.

When completed entering in the values in the fields chosen for the search, select the Search button twice as shown in red below. (Note: In the next update of DAVE the Search button should only be selected one time.)

Event Search 

File Number: Year: Number:

Registrant First: Middle: Last:

Date of Death Start:  End: 

Date of Birth Start:  End: 

Gender: Place of Event City: Place of Event County:

Number of rows to be returned:

Select	Date of Event	SFN	Registrant Name	Place of Event
<input type="radio"/>			No Matching Event	
<input type="radio"/>			Legacy Record	
<input checked="" type="radio"/> Preview	Sep-21-2013	2013-508625	Smith, Test	Kennebec
<input type="radio"/> Preview	Sep-21-2013		Smith, Trissa	

Total records : 2

Note: Municipal clerks can only do issuances for their own city/town.

If the record has a residence city and/or place of death for your town, the results will display as shown above. Be sure that the radio button next to the word “Preview” is selected for the record you want.

If no results are returned, view the case and check if the residence city and/or place of death is your town. This will be discussed later.

In the picture above, under the SFN column, the State File Number for Smith, Test will appear. The fact that there is a State File Number for this record indicates that this record has been registered.

In the picture above there is no SFN for Smith, Trissa. This record has not yet been registered. Do not proceed any further with this order until the case is registered. This will be discussed more later.

To see a synopsis of the case to insure the correct record is displayed, select the blue Preview link.

Select	Date of Event	SFN	Registrant Name	Place of Event
<input type="radio"/>			No Matching Event	
<input type="radio"/>			Legacy Record	
<input checked="" type="radio"/> Preview	Sep-21-2013	2013-508625	Smith, Test	Kennebec
<input type="radio"/> Preview	Sep-21-2013		Smith, Trissa	

Total records : 2

The Preview dialog box will open. Select the  in the right hand corner to close the Preview box.

Preview 

Preview

File Number: 2013-508625 File Date: Sep-21-2013

Case Id: 37952 Medical Record Number: ME Case Number:

Decedent's Name: Test Smith Date of Death: Sep-21-2013

Spouse's Name: Marital Status: Never Married

Gender: Male Date of Birth: Jun-02-1911 SSN: Unknown

City or Town of Death: **Augusta** County: Kennebec

Place of Death: 50 Liberty Lane, Augusta, Maine 04330

Residence: **Augusta** Maine, United States

Mother's Maiden Name: Susie Taylor

Funeral Director: David F. Barnes

Funeral Home: Bartlett Funeral Home, 24 Houlton, Danforth

Medical Certifier: Medicine Man

Date Entered: SEP-21-2013 Last Update Made By: Cecile Sprout

Status: /Personal Valid/Medical Valid **Registered** NA/NA/NA/ICD Coding Required

Service Section:

This section allows data entry of what the customer is requesting, how that request was made, and how the delivery is handled.

The red indicators ▶ are required fields.

Complete all six required fields as shown in the example below. The required fields are: Source, Priority, Delivery, Service, Quantity and Request Reason.

Complete the Source required field as shown below.

Service

Source ▶ Priority ▶ Delivery ▶

▶ Service	▶ Quantity	▶ Request Reason	Other specify
<input type="checkbox"/> Death Mail (non-confidential)	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>
<input type="checkbox"/> Death Phone Certified Copy	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>
<input type="checkbox"/> Death Walk in Non-Certified (non-confidential)	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>
<input type="checkbox"/> Death Non-Certified Copy	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>
<input type="checkbox"/> Death Veteran	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>
<input type="checkbox"/> Disposition Permit	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>
<input type="checkbox"/> Miscellaneous Fees	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>

Complete the Priority required field as shown below.

Service

Source ▶ Priority ▶ Delivery ▶

▶ Service	▶ Quantity	▶ Request Reason	Other specify
<input type="checkbox"/> Death CC Short (non-confidential)	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>
<input type="checkbox"/> Death Certified Copy	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>
<input type="checkbox"/> Death Non-Certified (non-confidential)	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>
<input type="checkbox"/> Death Non-Certified Copy	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>
<input type="checkbox"/> Death Veteran	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>
<input type="checkbox"/> Disposition Permit	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>
<input type="checkbox"/> Miscellaneous Fees	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>

Complete the Delivery required field as shown below.

Service

Source ▶ Priority ▶ Delivery ▶

▶ Service ▶ Quantity ▶ Request Reason ▶ Other specify

<input type="checkbox"/> Death CC Short (non-confidential)	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Death Certified Copy	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Death Non-Certified (non-confidential)	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Death Non-Certified Copy	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Death Veteran	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Disposition Permit	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Miscellaneous Fees	<input type="text"/>	<input type="text"/>	<input type="text"/>

Calculate Fees

Select a service(s) from the Service required field, key in a required Quantity and select a required Request Reason from the dropdown as shown below.

Service

Source ▶ Priority ▶ Delivery ▶

▶ Service ▶ Quantity ▶ Request Reason ▶ Other specify

<input type="checkbox"/> Death CC Short (non-confidential)	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input checked="" type="checkbox"/> Death Certified Copy	10	Probate Will	<input type="text"/>
<input type="checkbox"/> Death Non-Certified (non-confidential)	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Death Non-Certified Copy	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Death Veteran	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Disposition Permit	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Miscellaneous Fees	<input type="text"/>	<input type="text"/>	<input type="text"/>

Calculate Fees

Payment Section:

Select the Calculate Fees button twice as shown above, and DAVE will calculate the cost of the order as shown below.

Payments

<input type="checkbox"/> Credit Card		SubTotal: \$69.00
<input type="checkbox"/> Electronic Funds Transfer		Total: = \$69.00
<input type="checkbox"/> Cash		Paid: \$0.00
<input type="checkbox"/> Check/Money Order		Balance: = \$69.00
		Change Due: \$0.00

Number Payment

Note: At this time, only Cash or Check/Money Order are available.

If Cash is selected as the method of payment, the system will automatically complete the Payment box as shown below:

Payments		
<input type="checkbox"/> Credit Card		SubTotal: \$69.00
<input type="checkbox"/> Electronic Funds Transfer		Total: = \$69.00
<input checked="" type="checkbox"/> Cash		Paid: \$0.00
<input type="checkbox"/> Check/Money Order		Balance: = \$69.00
		Change Due: \$0.00
Number	<input type="text"/>	Payment <input type="text" value="69.00"/>

Note: A balance due will be shown at this time. Later, when the Save and Validate button is selected, the balance will change to \$0.00 due.

If Check/Money Order is selected, enter the check number. If the check number is not known enter 99999. If someone is calling in the order ask them on the phone for the check number.

Payments		
<input type="checkbox"/> Credit Card		SubTotal: \$69.00
<input type="checkbox"/> Electronic Funds Transfer		Total: = \$69.00
<input type="checkbox"/> Cash		Paid: \$0.00
<input checked="" type="checkbox"/> Check/Money Order		Balance: = \$69.00
		Change Due: \$0.00
Number	<input type="text" value="305"/>	Payment <input type="text" value="45.00"/>

Event Requested Section:

This section is a recap of the Event Type, Applicant Relationship and the Status on the case.

Event Requested

Event Type: [Death](#) [Correspondence](#) [Receipt](#) [Mailing Envelope](#) [Mailing Label](#)

Relation: Funeral Director

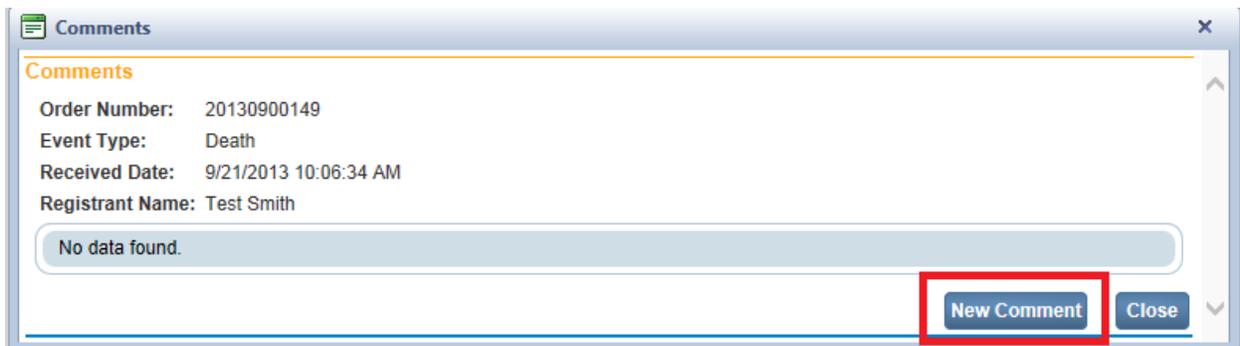
Status: /Personal Valid/Medical Valid/Registered/NA/NA/NA/ICD Coding Required

[Comments:](#)

Select the blue receipt link above to provide a copy of the receipt to the customer.

If a comment needs to be added regarding this order, select the blue Comments link shown above. Selecting the Comments link will open the dialog box below. If there have been no previous comments on this order, it will show “no data found”.

NOTE: (Currently once a comment is saved and then closed, DAVE will return to a blank order. This issue has been reported and we hope it is resolved in the 14.1 upgrade.)



Comments

Comments

Order Number: 20130900149

Event Type: Death

Received Date: 9/21/2013 10:06:34 AM

Registrant Name: Test Smith

No data found.

[New Comment](#) [Close](#)

To add a comment, select the New Comment button above and the dialog box will be redrawn as shown below.

Select a Comment Type, type in the comment and select the SAVE button, or Clear or Cancel the information.

Comments

Order Number: 20130900149
 Event Type: Death
 Received Date: 9/21/2013 10:06:34 AM
 Registrant Name: Test Smith

No data found.

Enter New Comment

Comment Type:

Comment:

Maximum text length: 4000 Characters left: 3985

Save
 Clear
 Cancel

New Comment Close

If a comment is entered and the Save button is selected, the next screen provides an opportunity to either edit or delete the comment as shown below. Select Close to go back to the Order.

Comments

Order Number: 20130900149
 Event Type: Death
 Received Date: 9/21/2013 10:06:34 AM
 Registrant Name: Test Smith

Comment Type	Date Entered	Entered By	Comment	
Order Processing	09/21/2013	Trainmccs	This is a test.	Edit Delete

Total records : 1

New Comment Close

Matched Events Section:

The Matched Events section is a recap of the order as shown below.

Matched Events				Services					
Registrant	Match	Total Number of Issuances	Date of Last Issuance	Service Name	Quantity	Priority	Delivery	Fee	Issue
Test Smith	Yes	0		Death Certified Copy	10	REGULAR	MAIL	\$69.00	Issue

Next Order Copy to New Take me to Regular Order Void Issuance History Clear Save & Validate

You must select the Save & Validate button to enable the Issue link

Under the Registrant and Match columns shown in the red box above, the Registrant name and Yes should be displayed indicating a Matching Event was found. This reinforces that the system found a “matching event” on the record you requested.

The Total Number of Issuances shows a total of all issuances ever requested for this registrant. In the example above, there have been no prior issuances as indicated with a zero.

The Date of Last Issuance shows the date the last issuance was done on this record. In the example above, there have been no prior issuances so there is no date shown.

In the right half section of the box pictured above, is the service(s) and quantity requested on this order.

To complete the application select the Save & Validate button. If the Save & Validate button is not selected, the blue issue link shown pictured above will remain disabled, and the Issuance page will not be displayed.

If there are any issues with the record, selecting the Save & Validate button will bring up any error messages. Until the error(s) are resolved, the Issue link will remain disabled.

Below is an example of an error that should be resolved before proceeding with the issuance.

The error message states there is an “incomplete amendment” associated with this record. Do not issue this record until the amendment is completed. Otherwise, the customer would be paying for a certificate that is in the process of being amended, and would have to pay again to get the completed amended certificate.

Validation Results				Save Overrides	Hide
Error Message	Event Id	Service Id	Override		
OP0085: Incomplete amendment associated with this record. Save Override Validation Rule to Complete Process	1		<input type="checkbox"/>		

What do you do?

Try again later. Records that have begun the amendment process are normally completed the same day. Check back later, and should you still see this error message, please contact the EDRS Support Application Specialist at 1-888-664-9491 – option 7.

In some cases, the error message may not be as significant as the example provided above, and can be overridden.

To do this, select the checkbox shown under the Override column above, and select the Save Overrides button shown above.

If errors need to be overridden, select the Save & Validate button again.

The application is now complete. However, the order is not yet complete until the issuance (printing the certificate) is done.

Please note that at the top of the order processing screen, the order number (20130900153) and the status of the order (/Order Valid/Incomplete) is shown as below. Do not confuse the order number with the state file number. The order is showing “incomplete” because the issuance is not done yet, or the last step of the issuance was not done which is described below. When you are finished the application and the issuance, the status will change from Incomplete to Complete.

20130900153 :Test Case
/Order Valid/Incomplete

Death Fast Order

Applicant: Person Organization ID Type: Other: Expedite Order

Issuances

From the application page, select the Issue link as shown below.

Matched Events				Services					
Registrant	Match	Total Number of Issuances	Date of Last Issuance	Service Name	Quantity	Priority	Delivery	Fee	
Test Smith	Yes	0		Death Certified Copy	12	REGULAR	MAIL	\$81.00	Issue

Next Order **Copy to New** **Take me to Regular Order** **Void** **Issuance History** **Clear** **Save & Validate**

The issuance dialog box will open as shown below.

Issuance

Issuances

All	Applicant Name	Service	Date Received ↓	Priority	Delivery	Registrant	SFN	Security Paper Number	Date Printed
<input checked="" type="checkbox"/>	Test Case	Death Certified Copy	09/21/2013	REGULAR	MAIL	Test Smith	2013-508625	<input type="text"/>	<input type="text"/>
<input checked="" type="checkbox"/>	Test Case	Death Certified Copy	09/21/2013	REGULAR	MAIL	Test Smith	2013-508625	<input type="text"/>	<input type="text"/>
<input checked="" type="checkbox"/>	Test Case	Death Certified Copy	09/21/2013	REGULAR	MAIL	Test Smith	2013-508625	<input type="text"/>	<input type="text"/>
<input checked="" type="checkbox"/>	Test Case	Death Certified Copy	09/21/2013	REGULAR	MAIL	Test Smith	2013-508625	<input type="text"/>	<input type="text"/>

Total records : 4

Actions
Print **Delete** **Void Complete**

Numbering
AutoNumber Ascending
AutoNumber Descending
Beginning Number

Save **Close**

There are three (3) steps to the issuance. **The order of these steps is very important.** Please review these three steps before beginning.

Step 1 – Print the certificate

- Put safety paper in the printer. If making multiple copies, it will help if the safety paper numbers shown on the back of the safety paper are all in numeric order.
- Select the record by placing a checkmark on the row of the record. Or, if there are many records (rows) to avoid having to check each one individually, select the “All” column name as shown above. Selecting “All” will automatically check all the records (rows).

- c. Select the Print button at the bottom of the issuance screen as shown above. A dialog box will open asking if you want to Open, Save or Cancel as shown below. (Note: the dialog box may appear different on your computer.)
- d. Select Open. The certificate(s) will appear.



- e. Select the Printer icon shown below. It will print all copies.



NAME KNOWN TO PHYSICIAN		DEPARTMENT OF HEALTH AND HUMAN SERVICES						2013-508625	
CERTIFICATE OF DEATH						State File Number			
1a. FIRST NAME Test		1b. MIDDLE NAME			1c. LAST NAME Smith		1d. JR., etc.		
2. DATE OF DEATH Actual date of death September 21, 2013		3. SEX Male	4. SOCIAL SECURITY NUMBER Unknown	5a. AGE (Yrs) 102 <i>Last Birthday</i>	5b. UNDER 1 YEAR Months: Day:	5c. UNDER 1 DAY Hours: Minute:	6. DATE OF BIRTH June 02, 1911		
7. BIRTHPLACE Augusta, Maine			8. WAS DECEDENT EVER IN U.S. ARMED FORCES? No		9. PLACE OF DEATH Decedent's Home				
10. FACILITY NAME Unknown				11. COUNTY OF DEATH Kennebec		12. CITY OR TOWN OF DEATH Augusta			
13. MARITAL STATUS Never Married		14. SURVIVING SPOUSE/PARTNER		15. DECEDENT'S USUAL OCCUPATION Teacher		16. KIND OF BUSINESS / INDUSTRY / EDUCATION			
17. EDUCATION Master's Degree			18. ANCESTRY Unknown		19. RACE White				
20. RESIDENCE		21. RESIDENCE COUNTY		22. RESIDENCE CITY OR TOWN		23. RESIDENCE STREET AND NUMBER			

Certificates have now printed. Close the adobe file (file containing the certificates). On the Issuance page, under the Date Printed column the date printed will be shown as below.

Issuances

All	Applicant Name	Service	Date Received ↓	Priority	Delivery	Registrant	SFN	Security Paper Number	Date Printed
<input type="checkbox"/>	Test Case	Death Certified Copy	09/21/2013	REGULAR	MAIL	Test Smith	2013-508625		Sep-21-2013

Step 2 – Add the Safety Paper

(Important: Before proceeding with this step, please be sure safety paper has been added to the DAVE system as mentioned at the start of this document. Instructions on how to add safety paper to DAVE have previously been supplied. If not, please contact the Application Support Specialist at 1-888-664-9491 – option 7.)

- a. Select the “All” button, or place a checkmark on each record (row).
- b. Key into the Beginning Number box the first safety paper number as shown below. There is no need to type in the leading zeroes. Then, select the AutoNumber Ascending link shown below. (Only use this method if all the safety papers printed in Step 1 above are in numeric order.) The numbers will system-fill under the Security Paper Number boxes.

OR, if the safety paper printed is not in numeric order:

Type in the safety paper numbers in each of the Security Paper Number boxes.

- c. Select the SAVE button at the bottom of the screen and shown below.

If the leading zeroes were not keyed in, the system has automatically added them in the Security Paper Number boxes as shown further below.

The screenshot shows the 'Issuance' application window. At the top, there is a table with the following columns: All, Applicant Name, Service, Date Received, Priority, Delivery, Registrant, SFN, Security Paper Number, and Date Printed. There are four rows of data, each with a checked checkbox in the 'All' column. Below the table, there is a 'Total records : 4' indicator. At the bottom of the window, there is an 'Actions' section with 'Print', 'Delete', 'Void', and 'Complete' buttons. To the right of these is a 'Numbering' section with two options: 'AutoNumber Ascending' (highlighted in red) and 'AutoNumber Descending'. Below these is a 'Beginning Number' input field containing '900700' (highlighted in red). At the bottom right, there are 'Save' and 'Close' buttons, with the 'Save' button highlighted in red.

All	Applicant Name	Service	Date Received	Priority	Delivery	Registrant	SFN	Security Paper Number	Date Printed
<input checked="" type="checkbox"/>	Test Case	Death Certified Copy	09/21/2013	REGULAR	MAIL	Test Smith	2013-508625		Sep-21-2013
<input checked="" type="checkbox"/>	Test Case	Death Certified Copy	09/21/2013	REGULAR	MAIL	Test Smith	2013-508625		Sep-21-2013
<input checked="" type="checkbox"/>	Test Case	Death Certified Copy	09/21/2013	REGULAR	MAIL	Test Smith	2013-508625		Sep-21-2013
<input checked="" type="checkbox"/>	Test Case	Death Certified Copy	09/21/2013	REGULAR	MAIL	Test Smith	2013-508625		Sep-21-2013

Total records : 4

Actions: Print, Delete, Void, Complete

Numbering: AutoNumber Ascending, AutoNumber Descending

Beginning Number: 900700

Buttons: Save, Close

The Security Paper Number leading zeroes were automatically added in by the system.

Issuance

Issuances

All	Applicant Name	Service	Date Received ↓	Priority	Delivery	Registrant	SFN	Security Paper Number	Date Printed
<input type="checkbox"/>	Test Case	Death Certified Copy	09/21/2013	REGULAR	MAIL	Test Smith	2013-508625	00000900700	Sep-21-2013
<input type="checkbox"/>	Test Case	Death Certified Copy	09/21/2013	REGULAR	MAIL	Test Smith	2013-508625	00000900701	Sep-21-2013
<input type="checkbox"/>	Test Case	Death Certified Copy	09/21/2013	REGULAR	MAIL	Test Smith	2013-508625	00000900702	Sep-21-2013
<input type="checkbox"/>	Test Case	Death Certified Copy	09/21/2013	REGULAR	MAIL	Test Smith	2013-508625	00000900703	Sep-21-2013

Total records : 4

Actions
 Print Void
 Delete Complete

Numbering
 AutoNumber Ascending
 AutoNumber Descending
 Beginning Number

Save Close

Step 3 – Complete the issuance/order

- Select “All”, or select each one of the checkboxes for each record (row).
- Select the Complete button as shown below.
- You will automatically be returned to the Order Summary page.

IMPORTANT: Only 10 copies show on a page. Therefore, if 12 copies of a certificate were requested, repeat steps 1, 2 and 3 above for the second page of the issuance in order to complete the remaining two records (row). Click on the 2 as shown below to get to the 2nd page of the issuance, and complete the above steps 1, 2 and 3 again for the last two records.

<input type="checkbox"/>	Test Cse	Death Certified Copy	09/21/2013	REGULAR	MAIL	Test Smith	2013-508625	<input type="text"/>	<input type="text"/>	
--------------------------	----------	----------------------	------------	---------	------	------------	-------------	----------------------	----------------------	--

First 1 **2** Last

Total records : 12

Issuance

Issuances

<input checked="" type="checkbox"/>	All	Applicant Name	Service	Date Received ↓	Priority	Delivery	Registrant	SFN	Security Paper Number	Date Printed
<input checked="" type="checkbox"/>		Test Case	Death Certified Copy	09/21/2013	REGULAR	MAIL	Test Smith	2013-508625	000000900700	Sep-21-2013
<input checked="" type="checkbox"/>		Test Case	Death Certified Copy	09/21/2013	REGULAR	MAIL	Test Smith	2013-508625	000000900701	Sep-21-2013
<input checked="" type="checkbox"/>		Test Case	Death Certified Copy	09/21/2013	REGULAR	MAIL	Test Smith	2013-508625	000000900702	Sep-21-2013
<input checked="" type="checkbox"/>		Test Case	Death Certified Copy	09/21/2013	REGULAR	MAIL	Test Smith	2013-508625	000000900703	Sep-21-2013

Total records : 4

Actions: Print, Delete

Numbering: AutoNumber Ascending, AutoNumber Descending, Beginning Number

Buttons: Save, Close

When selecting the Complete button, DAVE will return to the Order Summary section of the application.

On the Order Summary page the status will change from “Incomplete” to “Completed”.

20130900153 :Test Case

/Order Valid/Completed

Order Summary

Source: Mail	ProCheck / ProID Status:
Received Date: SEP-21-2013	Fee Effective Date: SEP-21-2013

Congratulations! The order application and issuance has been completed.



The Search for an Order page will pop up.

Search using any one of the four sections below:

- Search by Order Number
- Search by Applicant
- Search by Event Requested
- Search by Match Event

Key in the values for any one of these methods and select the Search button below.

Search for an order

Search By Order

Order Number:

Security Paper Number:

Tracking Number:

Received between and

Search by Event Requested

First Name:

Last Name:

Search by Applicant

Organization Name:

First Name:

Last Name:

Phone:

Search by Matched Event

Event Type:

Search Criteria 1:

Value 1:

Search Criteria 2:

Value 2:

Maximum records to display:

[Search](#) [Clear](#) [Soundex](#)

The Results page will pop up.

Click on the blue order number link as shown below and the Order Summary page will appear.

Results

Order Number	Date Received	Applicant Name	Event Type	SFN	Registrant Name
20130900155	SEP-21-2013	Test Case	Death	2013-508625	Test Smith

If the issuance has already been started, select the Issue link at the bottom of the Order Summary page to open the issuance dialog box and to complete the issuance where it was left off.

If still on the application form when the order was closed out earlier, then select the respective menu links under Order Processing Menu to complete the unfinished sections as shown below.

Order Processing Menu

- Applicant
- Match Events
- Services
- Payments
- Summary
- Validate Order
- Print Forms
- Attachments
- Switch User

20130900155 :Test Case 📄
 /Order Valid/Incomplete

Order Summary

Source: Mail
 Received Date: SEP-21-2013

ProCheck / ProID Status:
 Fee Effective Date: SEP-21-2013

Applicant Information

Name: Test Case
 Address:
 Attention:
 Phone:
 Email:

Payment Information

Type	Amount	User
Cash	\$21.00	Sofia Simms
Paid:	\$21.00	
Due:	\$21.00	
Balance:	\$0.00	

Event Requested

Event Type: Death [Reject Request](#) [Correspondence](#) [Work Order](#) [Amend](#) [Receipt](#) [Mailing Envelope](#) [Mailing Label](#)
 Relation: Funeral Director
 Status: /Personal Valid/Medical Valid/Registered/NA/NA/NA/ICD Coding Required
 Comments:

Matched Events				Services				
Registrant	Match	Total Number of Issuances	Date of Last Issuance	Service Name	Quantity	Priority	Delivery	Fee
Test Smith	Yes	4	Sep-21-2013 11:39 AM	Death Certified Copy 📄	2	REGULAR	MAIL	\$21.00

If you did not complete the application, select from the menu links above to select the sections you have not yet completed.

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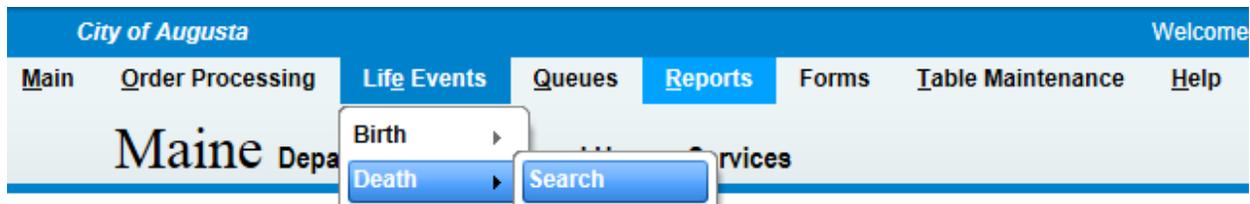
Question #2

Why is there no “Matching Event”?

There can be various reasons why there is “No Matching Event”.

1. Make sure that the Registrant’s name is spelled correctly.
2. Make sure that the Registrant’s residence and/or place of death is your town. If not, let the Applicant know which town they need to obtain the certificate.
3. Make sure that the residence city and/or place of death is a legal municipality. Example, if the residence and/or place of death shows “China Village” instead of “China” there will NOT be a matching event. If the Applicant is a funeral director let them know why an order/issuance cannot be done, and that the city/town and/or place of death needs to be corrected.

To check items 1 and 2 go to the record itself (not the order). Go to the Main page and select Life Events>Birth or Death>Search.



The Search for a Death Record page will open. Key in the Registrant’s name.

Search for a death record

Search by Identifier:
Enter one of these items

File Number: Year:
Number:

Case Id:

ME Case Number:

Medical Record Number:

File Date: 

Date of Death: Start: 
End: 

Place of Death Location Type:

Place of Death: 

Maximum records to display:

OR

Search by Registrant or Data Provider:
Enter one or more persons/organizations. Last name is required.

First Search Person/Organization

Person/Organization:

First: 

Middle:

Last:

Gender:

SSN:

Date of Birth: Start: 
End: 

Key in any of the values for the search type. In the above example decedent’s first and last name was searched. Select the Search button at the bottom of the page. The Search Results page will pop up as shown below.

Click on the Decedent's Name link to open the case.

Search Results

Case Id	SFN	Decedent's Name ↓	Date of Death	Gender	Place of Death	Date of Birth	
37952	2013-508625	Smith, Test	Sep-21-2013	Male	Kennebec	Jun-02-1911	Preview

Total records : 1

[New Search](#)

Once the case is open, check both the Resident Address and Place of Death city by selecting each of the links in the menu as shown below in red.

Death Registration Menu 37952 2013-508625 :Test Smith Sep-21-2013 Amendment Exists
/Personal Valid/Medical Valid/Registered/NA/NA/NA/ICD Coding Required

- Personal Information
- Decedent
- [Resident Address](#)
- Family Members
- Informant
- Disposition
- Decedent Attributes
- Medical Certification
- Prerequisite
- [Place of Death](#)
- Cause of Death
- Other Factors
- Certifier

Resident Address

Address

Street Number	Pre Directional	Street Name, Rural Route, etc.	Street Designator	Post Directional	Apt #, Suite #, etc.
50	↓	Liberty	Lane	↓	
City or Town	County	State	Country	Zip Code	
Augusta	Kennebec	Maine	United States	04330	

[Validate Page](#) [Next](#) [Clear](#) [Save](#) [Return](#)

After the correct name, and that at least the resident city and/or the place of death city is confirmed as the correct city/town and a legal municipality, please contact the Application Support Specialist at 1-888-664-9491 – option 7 to investigate further as to why a matched event is not found.

Question #3

What should one do if safety paper got jammed in the printer?

Instructions to reprint the safety paper that got jammed and cannot be used:

Select the record (row) that shows the paper that got crushed in the copier. Then, select Void at the bottom of the issuance page as shown below.

The screenshot shows the 'Issuance' application window. At the top, there is a title bar with 'Issuance' and a close button. Below the title bar, the word 'Issuances' is displayed in orange. A table with the following columns is shown: All, Applicant Name, Service, Date Received, Priority, Delivery, Registrant, SFN, Security Paper Number, and Date Printed. Two rows are visible. The first row has a checked checkbox in the 'All' column and a Security Paper Number of 00000900704. The second row has an unchecked checkbox and a Security Paper Number of 00000900705. Below the table, there is a 'Total records : 2' label. In the 'Actions' section, the 'Void' button is highlighted with a red box. The 'Numbering' section includes options for 'AutoNumber Ascending', 'AutoNumber Descending', and a 'Beginning Number' field with the value 900704. At the bottom right, there are 'Save' and 'Close' buttons.

All	Applicant Name	Service	Date Received ↓	Priority	Delivery	Registrant	SFN	Security Paper Number	Date Printed
<input checked="" type="checkbox"/>	Test Case	Death Certified Copy	09/21/2013	REGULAR	MAIL	Test Smith	2013-508625	00000900704	Sep-21-2013
<input type="checkbox"/>	Test Case	Death Certified Copy	09/21/2013	REGULAR	MAIL	Test Smith	2013-508625	00000900705	Sep-21-2013

Total records : 2

Actions: Print, **Void**, Delete

Numbering: AutoNumber Ascending, AutoNumber Descending, Beginning Number: 900704

Save Close

Notice that the safety paper voided (900704) above is no longer showing under the Security Paper Number column on the screen below.

To re-print the record (row) with the new safety paper, select just the one record (row) that was voided, and repeat steps 1, 2, 3 for doing an issuance as discussed above. Remember that before each of these three steps to select the record (row) by selecting the checkbox.

1. Print
2. Key in new Safety Paper Number
3. Select Complete

Issuances

All	Applicant Name	Service	Date Received ↓	Priority	Delivery	Registrant	SFN	Security Paper Number	Date Printed
<input type="checkbox"/>	Test Case	Death Certified Copy	09/21/2013	REGULAR	MAIL	Test Smith	2013-508625	000000900705	Sep-21-2013
<input type="checkbox"/>	Test Case	Death Certified Copy	09/21/2013	REGULAR	MAIL	Test Smith	2013-508625		

Total records : 2

Actions

Print

Delete

Void

Complete

Numbering

AutoNumber Ascending

AutoNumber Descending

Beginning Number

Save

Close

Question #4

How are more than one service requested?

(Services are the final product the customer wants; such as, Death Certified Copy, Non-Certified Copy, etc.)

Complete the order as instructed above. When selecting two or more services, a separate Issue link for each service will be shown.

Below a request for six Death Certified Copies and one Death Non-Certified Copy is shown.

Service

Source ▶ Mail ▼ Priority ▶ REGULAR ▼ Delivery ▶ MAIL ▼

▶ Service	▶ Quantity	▶ Request Reason
<input type="checkbox"/> Death CC Short (non-confidential)	<input type="text"/>	<input type="text"/>
<input checked="" type="checkbox"/> Death Certified Copy	<input type="text" value="6"/>	<input type="text" value="Probate Will"/>
<input type="checkbox"/> Death Non-Certified (non-confidential)	<input type="text"/>	<input type="text"/>
<input checked="" type="checkbox"/> Death Non-Certified Copy	<input type="text" value="1"/>	<input type="text" value="Probate Will"/>
<input type="checkbox"/> Death Veteran	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Disposition Permit	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Miscellaneous Fees	<input type="text"/>	<input type="text"/>

[Calculate Fees](#)

At the end of the application, two Issue links – one for each service as shown below appears. Select one issue link and complete the 3-step issuance process as described above. When “Complete” (Step 3) from the Issuance screen for the first issuance (service) is selected, the Order Summary page appears where the 2nd issue link can be selected and the 3-step issuance process is completed again for the second service.

If completely out of the application/issuance pages, then go back to the DAVE Main page and select Order Processing>Search to find the order using the steps described earlier.

Matched Events				Services					
Registrant	Match	Total Number of Issuances	Date of Last Issuance	Service Name	Quantity	Priority	Delivery	Fee	Issue
Test Smith	Yes	4	Sep-21-2013 11:39 AM	Death Certified Copy	6	REGULAR	MAIL	\$45.00	Issue
				Death Non-Certified Copy	1	REGULAR	MAIL	\$0.00	Issue

[Next Order](#) [Copy to New](#) [Take me to Regular Order](#) [Void](#) [Issuance History](#) [Clear](#) [Save & Validate](#)

Question #5

How is payment fixed if the wrong amount is keyed in?

As long as the issuance has not been completed, and the Status Bar on the application page does not show “Completed”, the payment page can be returned to and the payment can be corrected.

Question #6

How is an order voided when the issuance has not been done?

Select the VOID button at the bottom of the application at any time.

Matched Events				Services					
Registrant	Match	Total Number of Issuances	Date of Last Issuance	Service Name	Quantity	Priority	Delivery	Fee	
Test Smith	Yes	4	Sep-21-2013 11:39 AM	Death Certified Copy	6	REGULAR	MAIL	\$45.00	Issue
				Death Non-Certified Copy	1	REGULAR	MAIL	\$0.00	Issue

Next Order **Copy to New** **Take me to Regular Order** **Void** **Issuance History** **Clear** **Save & Validate**

Note in the Services section below that the system automatically reversed the payment.

Matched Events				Services					
Registrant	Match	Total Number of Issuances	Date of Last Issuance	Service Name	Quantity	Priority	Delivery	Fee	
Test Smith	Yes	4	Sep-21-2013 11:39 AM	Death Certified Copy	6	REGULAR	MAIL	\$45.00	Issue
				Death Certified Copy	-6	REGULAR	MAIL	(\$45.00)	Issue
				Death Non-Certified Copy	1	REGULAR	MAIL	\$0.00	Issue
				Death Non-Certified Copy	-1	REGULAR	MAIL	\$0.00	Issue

Next Order **Copy to New** **Take me to Regular Order** **Void** **Issuance History** **Clear** **Save & Validate**

Also note that the Status Bar at the top of the order now says “Void”.

20130900156 :Test Smith
Void
Death Fast Order
Applicant: Person Organization ID Type:

Question #7

How is an order voided when the issuance has already been done?

Select the Void button at the bottom of the Order Summary page. A message asking for confirmation as shown below will appear. Select OK.

Message from webpage

All completed issuances will be voided. Do you want to void this order?

OK Cancel

Registrant	Match	Total Number of Issuances	Date of Last Issuance	Service Name	Quantity	Priority	Delivery	Fee
Test Smith	Yes	5	Sep-21-2013 10:35 PM	Death Certified Copy	1	REGULAR	MAIL	\$15.00 Issue

Next Order Copy to New Take me to Regular Order **Void** Issuance History Clear Save & Validate

Note – The summary page will show a negative balance (\$15.00) and the Services section will show (-1) service and a negative fee amount (\$15.00) as shown below.

Payments

Credit Card
 Electronic Funds Transfer
 Cash
 Check/Money Order

SubTotal: \$0.00
Total: = \$0.00
Paid: \$15.00
Balance: = (\$15.00)
Change Due: \$0.00

Number Payment

Event Requested

Event Type: Death
Relation: Funeral Director
Status: /Personal Valid/Medical Valid/Registered/NA/NA/NA/ICD Coding Required
Comments:

Matched Events

Registrant	Match	Total Number of Issuances	Date of Last Issuance
Test Smith	Yes	4	Sep-21-2013 11:39 AM

Services

Service Name	Quantity	Priority	Delivery	Fee
Death Certified Copy	1	REGULAR	MAIL	\$15.00 Issue
Death Certified Copy	-1	REGULAR	MAIL	(\$15.00) Issue

Next Order Copy to New Take me to Regular Order **Void** Issuance History Clear Save & Validate

Once an issuance is voided, a safety paper number has already been assigned and DAVE automatically records the safety paper number(s) as voided. View this by going to the Main

page and selecting Table Maintenance>Security Paper Number and selecting your town from the dropdown as shown below.

View Security Paper Assignments

Paper Type ▾ Safety Paper ▾

Assigned to Office City of Augusta ▾

Range Assigned	Sheets Voided	Sheets Used	Sheets Available
000000332312 - 000000333000	29	631	29
000000574001 - 000000574495	1	255	239
000000574501 - 000000575000	0	0	500
000000900700 - 000000900750	4	6	41
			Total records : 4

Safety paper 900709 was voided. If you click on the 4 under the Sheets Voided column in the Range Assigned row you will see the system automatically recorded the voided paper.

Selected Range Detail

000000900704
000000900706 - 000000900709

Search Return