Instructions on Issuance of Certified Copies of Vital Records from DAVE

Before you begin issuing a record:

Before starting an order always check in **DAVE** to assure that the case is registered and that the decedent was either a **resident** of your municipality or your municipality was the **place** of the event. (If neither apply than you will not be able to issue the certificate.)

- Go to **Life Events and search on the event type you are needing**. (If the order is for a birth record the name of the applicant must match what is in DAVE, exactly. If a marriage record, you can click on *"issue this record"* under other links, **within** the record.)

- If the case is yours write down the SFN (**state file number**) to use in the fast order for the event.

- Make sure that the safety paper numbers you are using have been added in DAVE. The same safety paper is used for the issuance of **all** birth, death or marriage certificates.

Specific Instructions:

1. **Login** to DAVE https://gateway.maine.gov/EVRS_PROD_WEB/Logon.aspx

2. Select **Order Processing**

3. Select the event **Fast Order** needed for your event.

4. **Under Applicant:** Input the name of the person applying for the record. (If a **Facility/Agency** select **Organization**. Select the magnifying glass to search and populate the applicant name and address of the facility. The percent (%) sign is a wildcard for locating a facility i.e. **Hall%** will populate anything starting with Hall.)

5. **Eligibility:** Select a **relationship** from the drop-down menu.

6. **Event**: Search for the record by the **SFN** (state file number) or **first and last name**. Select **Search**. Select the **radio button** next to the name and continue to Service.

7. **Service:** Select from the dropdown menu for **Source, Priority, and Delivery**. Select the **check box** for the service being requested (certified copy etc.) More than one service may be selected if needed. Enter the **Quantity** needed for the service requested and indicate the **Request Reason** from the drop-down box.

8. Click on the **Calculate Fees** button. The fees will automatically calculate the amount due and the balance due will be indicated in red under the **Payments** section.

9. **Payments:** Select **Method of Payment** (cash or check/money order). If the applicant is paying by **cash**, upon selection of the Cash check box, the amount due will populate to zero. If paying by **check/money order**, a check number and the amount of the check will need to be entered.

10. Review your order under **Event Requested** to ensure the order is complete and select the **Save and Validate button** in the bottom right hand corner.

   Overrides: The Save and Validate button will run all validation and error rules. The error results will be displayed at the bottom of the order for your review. Please **check the override box** for the error listed, and then select **Save Overrides**. **Select save and validate again**. Please read the error messages and decide if the error (s) can be overridden. Please contact the DAVE help desk if needing assistance at 1-888-664-9491 option 7.

11. Select the **Blue Issue link**.
    There are three final steps that municipal clerks must perform to ensure that the order is COMPLETE.

Step One: Print Records (Remember, **always print** the certificate(s) before entering the safety paper numbers.)

1. Load your paper and select the blue **All** link (which will place a checkbox next to the orders displayed).

2. Select the blue **Print** link located under Actions.

3. Click **Open** to view the PDF of the case to be printed and select the **printer icon** located at the top left of the PDF certificate. No adjusting or minimizing is required.

4. **Close** the PDF certificate after printing.

Step Two: Enter Safety Paper Numbers

EDRS tracks safety paper usage. Municipal clerks are **required** to input the safety paper numbers used into the DAVE system as described below (numbers are located on the back of the safety paper).

1. Select the blue **All link** which places a checkbox next to the orders displayed.

2. Enter the **beginning** number of the safety paper located under Numbering (example: 0073552). Select the blue **Auto Number Ascending link** or Auto Number Descending link depending upon the order that the safety paper is in.

3. The Security Paper Number column will automatically populate with the safety paper numbers. Select the **Save** button.

If you have entered a duplicate safety paper number or have not assigned part of your safety paper range to the DAVE system, please finalize this step under Security Paper Management.

Step Three: Complete the Order

1. Select the blue **All link** places a checkbox next to the orders displayed.

2. Select the blue **Complete** link located in the Actions section (bottom left of the screen).

The screen will return to the Order Summary page. Now, municipal clerks may choose to print a receipt, mailing envelope, or label from the Order **S**ummary main screen under Event Requested.