
*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**
- Debit/Credit Cards accepted for walk-in customers (additional \$2.50 processing fee)

Certificate Delivery Methods

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

Methods of Application

- Mail-In
- Online for Mail Delivery - Order online through our only authorized vendor, [VitalChek](#)
- Online for Pick-up - Order online and pick-up your Vital Record utilizing our [Will-Call](#) service. To pick up the order, the person must be the applicant named on the order, or they must provide proof of order. To obtain the order, they must also show a valid form of photo identification.
- 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
 - **Ten or less requests** per order of various certificates.
 - ❖ Office hours: 8 a.m. to 4:30 p.m. Eastern Standard Time (EST), Monday through Friday, excluding official state holidays. Same day service is not guaranteed after 3:45 pm Eastern Standard Time (EST).
 - **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.