

Virginia Department of Health Vital Record Certificate
VDH-1.00

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- [Customer Requirements](#)
- [Front Counter CSR](#)
- [Management/Designee Responsibilities](#)
- [Points to Remember](#)

POLICY	
Title: Virginia Department of Health Vital Record Certificate	
Effective Date: March 1, 2014	Revision Date: February 17, 2022
Authority: Code of VA §§ 32.1-249 (9,10), 32.1-252 (A2,3,6,C), 32.1-270 , 32.1-271 (A,D,F), 31.2-272 (A,G), 31.2-273 (A,B,C), 31.1-276 ; VA Administrative Code	
<p>Policy: <<<<<<REVISION DMV customer service centers and mobile offices will issue certified copies of Virginia birth, death, marriage, divorce and veteran benefits certificates to customers presenting the appropriate application, identification documents, and payment.</p> <p>DMV Connect offices will process customer requests for Virginia birth, death, marriage, and divorce certificates to customers presenting the appropriate application, identification documents, and payment. Once processed, applications will be scanned to VDH and certificates will be printed and mailed to the customer by VDH. DMV Connect will not process veteran benefits certificates. END REVISION>>>>></p> <p>Customers receiving their birth certificate or veteran benefit birth certificate (that do not already have legal presence on file) will have their legal presence automatically updated only if the requester is "self". A spouse or child's veteran birth benefit certificate may be used for legal presence so long as their credential is processed prior to giving the veteran benefit birth certificate to the customer. The veteran benefit birth certificate will not be accepted at a later date.</p>	
Important: The purchase of a Virginia Vital Record will NOT waive the \$5 renewal fee for DMV products (license/vehicle registrations).	

[Return to top of page](#)

CUSTOMER REQUIREMENTS

1. Complete the appropriate application based on the type of certificate(s) requested.

VITAL RECORD CERTIFICATE REQUESTED	REQUIRED APPLICATION
Birth	<ul style="list-style-type: none"> • "Birth Certificate Application" (DL-81) <li style="text-align: center;">OR • "Application for Certification of a Vital Record" (VS-6)
Death, Marriage, Divorce	<ul style="list-style-type: none"> • "Marriage, Divorce, Death Certificate Virginia Vital Record Application" (DL-82) <li style="text-align: center;">OR • "Application for Certification of a Vital Record" (VS-6)

2. Submit appropriate identification and supporting document(s).
3. Submit payment for the vital record search.

[Return to top of page](#)

FRONT COUNTER CSR

1. Review the customer's application(s) based on the type of certificate(s) requested.

VITAL RECORD CERTIFICATE REQUESTED	REQUIRED APPLICATION
Birth	<ul style="list-style-type: none"> • "Birth Certificate Application" (DL-81) <li style="text-align: center;">OR • "Application for Certification of a Vital Record" (VS-6)
Death, Marriage, Divorce	<ul style="list-style-type: none"> • "Marriage, Divorce, Death Certificate Virginia Vital Record Application" (DL-82)

	OR
	<ul style="list-style-type: none"> • “Application for Certification of a Vital Record” (VS-6.)
<ul style="list-style-type: none"> • If the customer does not want to indicate the reason for requesting their certificate they should indicate it is for “personal records”. 	

2. Ensure the customer is eligible to request a Virginia vital record certificate.

ELIGIBLE FOR VIRGINIA VITAL RECORD CERTIFICATE	
Self (registrant)	<ul style="list-style-type: none"> • Any person age 18 or over (Birth, Marriage, Divorce records only) • Any parent who is UNDER age 18 IF requesting their child's birth certificate at the same time (Birth, Marriage, Divorce records only) • Emancipated Minor (Birth, Marriage, Divorce records only) <ul style="list-style-type: none"> ○ Additional Document REQUIRED: Copy of court order emancipating the minor. • Married Juvenile (Birth, Marriage, Divorce records only) <ul style="list-style-type: none"> ○ Married juvenile indicating they are requesting their birth certificate for benefits should present a letter from the agency requesting the documents. If no letter is available, make a note on the application.
Immediate Family Member ²	<ul style="list-style-type: none"> • Current Spouse <ul style="list-style-type: none"> ○ Additional Document REQUIRED (Death records only): Requesters in a same-sex marriage (performed prior to 10/06/2014) must provide a copy of their marriage license (civil union documents are not acceptable) if they are not listed on the death certificate. ○ The surviving spouse of a veteran may request one certified copy of a death certificate for service connected benefits for no fee. • Adult Child¹ • Mother <ul style="list-style-type: none"> ○ If requesting a birth certificate, the mother must be listed on the birth certificate¹ • Father <ul style="list-style-type: none"> ○ If requesting a birth certificate, the father must be listed on the birth certificate¹ • Adult Brother(s) • Adult Sister(s) • Maternal Grandparents (birth records only) <ul style="list-style-type: none"> ○ The mother must be listed on the birth certificate • Paternal Grandparents (birth records only) <ul style="list-style-type: none"> ○ The father must be listed on the birth certificate
Legal Representative	<ul style="list-style-type: none"> • Attorney or their agent (must indicate they are the legal counsel of registrant) <ul style="list-style-type: none"> ○ Must indicate their bar number on the application. ○ Additional Document REQUIRED: Virginia or Out-of-State Bar Card. • Person with an original Notarized Power of Attorney <ul style="list-style-type: none"> ○ Additional Document REQUIRED: Copy of Power of Attorney authorizing this transaction. ○ Management/supervisor MUST review documentation and sign application.

<p>Other^{2, 3}</p>	<ul style="list-style-type: none"> • Legal Guardian <ul style="list-style-type: none"> ○ Additional Document REQUIRED: Court approved (signed) custody order. NOTE: Foster parents that do not have a custody order of a child in their care must have social services request the child's birth certificate. • Social Services <ul style="list-style-type: none"> ○ Additional Document REQUIRED: Valid court issued custody order (temporary or full) or an Entrustment Agreement and employee's state-issued work identification card. • Executor/Administrator <ul style="list-style-type: none"> ○ Additional Document REQUIRED: Copy of court-issued document OR copy of the will appointing executor or administrator. • Funeral Service Licensee/Director or their agent (death records only) <ul style="list-style-type: none"> ○ MUST indicate their Funeral Service license number on the application. ○ Only Funeral Service Licensee or Director that handled the final disposition are eligible to request a death certificate (they may also send a runner to pick up the certificate). ○ A runner may be sent to pick up the death certificates (however the requester must remain the funeral service licensee or director.) <p>EXCEPTION: Licensees or directors may request a death record for insurance purposes; including spouse or child remains (even if they did not handle the final disposition) so long as they provide a written statement indicating the reason.</p> <ul style="list-style-type: none"> ○ Funeral Director or Funeral Services Licensee, who provides funeral services for a veteran, may obtain one certified copy of a death certificate for no fee at the request of the surviving spouse. • Grandchildren (death records only) • Great Grandchildren (death records only)
<p>Public Records (available to anyone)</p>	<ul style="list-style-type: none"> • Birth certificate 100 years after the date of the event • Marriage, death and divorce certificate(s) 25 years after the date of the event
<ol style="list-style-type: none"> 1. Customers are NOT eligible to request their step-parent's or step-children's Virginia birth certificate unless they are the legal guardian (and have required court approved (signed) custody order.) 2. Adoption papers may NOT be used as proof of guardianship/custody. 3. The following should contact VDH/DVR directly to have their vital record certificate(s) processed: <ol style="list-style-type: none"> a. Requested by state or local government(s), <p>EXCEPTION: DMV may process state or local request if the entity has custody (either full or temporary) of the registrant and is paying out-of-pocket (DMV will not bill these entities).</p> b. Researchers from universities or hospitals, c. Customers with no primary or secondary documents (unless a photo/record check can be performed), d. Customers presenting a "Virginia Department of Health Division of Vital Records Supplemental Data Sheet" e. Law enforcement requests, f. Foreign born persons adopted by Virginia parents (birth certificates only), g. Genealogy research requests, h. Requester needs to prove heritage (birth certificates only), i. Registrant has no first name, j. Customer's requesting certificate of stillbirth, single status letters, verification of death record, and/or letter of no record. 	

3. Review with the customer his completed application and verbally confirm his relationship with the registrant.
4. Determine the number of certified copies requested and review the vital record fees with the customer.
 - Customers requesting a vital record certificate are required to pay the search fee regardless of whether a record is found.
 - Certificates used for veteran benefits only will NOT be charged a fee.
 - Only one copy of a veteran birth, death, marriage, and/or divorce certificate may be issued.
5. Review the requester's acceptable identification documents presented (refer to page 2 of the [DL-81](#)).
 - U.S. Passports requiring additional verification by the work center may not be used as an identification document until the verification process has been completed.
 - If it is determined that the customer's documents are fraudulent or questionable:
 - Photocopy all documents (including the customer's application),
 - Contact DMV Law Enforcement (LE) for further direction if no agent is on-site (refer to [LE-1.00](#)),
 - Return the customer's documents, and
 - Inform the customer that DMV is unable to process their transaction.
 - A [record/photo check](#) may be an acceptable form of primary identification.
6. Record the customer's acceptable document(s) and numbers on the application (issuer of document, document number, issue date, expiration date, etc.).

- If a runner is picking up a death certificate for a funeral service licensee/director, the runner must sign the application and present their identification document(s) (these identification documents must be recorded on the application).
7. Sign the application indicating the appropriate acceptable documents have been cited and the customer's application is complete.
 8. Create a customer record in the system if the requester does not have a Virginia record (ensure to include the customer's birth date.)
 9. Photocopy all acceptable secondary identification documents and any "**Additional Document Required**" indicated in the "Eligible for Virginia Birth Certificate Table" above.
 10. Attach all photocopies behind the application.
 11. Determine if the customer has a stop on their record.
 - If the customer is requesting their own vital record certificate and their record indicates a stop, the CSR must research the stop. If the stop is:

Type of Stop/Order	Steps to be taken by the CSR
Fraudulent Order	1. Do not issue the vital record certificate. 2. Contact Law Enforcement for further guidance.
Administrative Stop	1. If the administrative stop is related to law enforcement, contact Law Enforcement for further guidance (refer to LE-1.00 .) 2. If the administrative stop is not a related to law enforcement, continue processing the customer's vital record certificate.
Law Enforcement Stop	Contact DMV Law Enforcement for further guidance (refer to LE-1.00 .)
All other stops	Continue to next step.

- If the customer is not the registrant continue processing the customer's vital record certificate.
12. Process the vital record certificate in the system.
 - CSRs must enter all information provided on the customer's application in the system.
 - **DMV Connects ONLY:** Customers requesting more than 1 copy of a record must be processed individually. For these duplicate transactions, CSRs must photocopy the application.
 13. Collect payment.
 - If the application for a certificate is veteran benefits only, no fee is charged.
 14. Stamp the application as paid.
 15. Process the customer's vital record certification search.

VDH SEARCH RESULTS	
System Indicator	Steps to be taken by CSR:
Match	a) Death, Marriage Divorce Records ONLY: Review the image for clarity and ensure the customer is eligible to receive their requested certification. b) Continue processing the customer's VDH transaction.
No Match	a) Confirm with the customer that their information on their application is correct. If the application is not correct, the customer must update their application to reflect the correct information. b) Make any edits to the inquiry (if applicable). c) If a match is found, refer to "Match" above. If no match is found, continue to next step.
No Print	Continue processing the customer's VDH transaction.
Possible Match	a) Review the response reason in the system. b) Confirm with customer that their information is correct. If the application is not correct, the customer must update their application to reflect the correct information. c) Make any edits to the inquiry (if applicable.) d) Re-submit inquiry (if applicable.) <ul style="list-style-type: none"> • If a match is found, continue processing the customer's VDH transaction. • If no match is found, continue to next step.

16. Request management or designee's system authorization to either print the vital record certificate or to close the vital record certificate request. Only management/designee that has completed VDH training may authorize a VDH transaction (refer to [Management/Designees Responsibilities](#)).
 - If management has authorized vital record certificate printing, continue to step 16.

- If management does not authorize vital record certificate printing, the CSR must:
 - a. Complete the Vital Records transaction in the system.
 - b. Retrieve barcode cover sheet.
 - c. Give the customer their receipt.
 - d. Forward the application and any photocopies to VDH using the front counter scanner.

NOTE: If scanner is not working, the CSR should scan as soon as the scanner is available.
 - e. Instruct the customer that DMV is unable to process their birth certificate and their request will be forwarded to VDH for further review.
 - f. Attach barcode cover sheet to application and any photocopies.
 - g. Place work in designated area for document preparation
17. **Birth Certificates Only:** Determine the type of birth certificate (full, mother, father, or AD-15) the customer needs (if applicable).
- Full birth certificates may be required for certain transactions such as: applying for a passport, adoption of child, court cases and social security purposes.
 - AD-15 birth certificates do not list the parent's age and the parent's place of birth.
- <<<<<REVISION
18. **(DMV Connects ONLY)** Once response is received from VDH, ensure that the system does NOT print the customer certificate (by selecting "Connect Match/No Print") and scan all applicable documents into WEBSCAN. **(Continue to Step 22). END REVISION>>>>>**
19. Retrieve the vital record certificate from the printer.
- If the document is torn or a printer error occurred (before closing out the transaction):
 - i. Update the vital record document number in the system,
 - ii. Void the vital record document,
 - iii. Reprint the vital record document,
 - iv. Write "VOID" across the voided vital record document and
 - v. Scan voided vital record document using the front counter scanner.
 - vi. Turn in all voided vital record documents with daily work.
20. Verify the vital record certificate retrieved from the printer matches the customer at the front counter.
21. Instruct the customer to verify the vital record certificate data is correct.
- If the vital record certificate data is correct:
 - Process additional copies of the vital record certificate (if applicable) and collect payment.
 - Select document number(s) in the system
 - Give customer the printed receipt and vital record certificate(s)

NOTE: If it is discovered a printer error occurred after closing out the transaction or a void needs to be performed, refer to [CSCOM-304](#).
 - If the vital record certificate data is incorrect:
 - Enter the document number(s) in the system.
 - Instruct the customer to contact Division of Vital Records to have their birth certificate corrected.
 - **Birth Certificates Only:** CSCs are authorized to process a no fee reprint (at the time of the original transaction/same CSC) if the customer indicates they need a different type of certificate (full, mother, father or AD-15).

IMPORTANT: Ensure to keep and void the original printed birth certificate (in accordance with [CSCOM-304](#).)
22. Attach the barcode cover sheet in front of the customer's application.
23. Place work in designated area for document preparation.

[Return to top of page](#)

MANAGEMENT/DESIGNEE RESPONSIBILITIES

When a VDH search result is returned and the CSR is ready to process the transaction, management or designee will be responsible for verifying portions of the VDH transaction based on the result returned.

Management/Document Verifier Responsibilities	
Result	Steps to be taken by Manager/Designee:
Match	<ol style="list-style-type: none"> 1. Verify all the following: <ul style="list-style-type: none"> • the requester has presented acceptable identification documents and supporting document(s), • all identification and supporting documents have been reviewed and photocopied (if applicable), • the requester is eligible to receive a vital record, • the requester has a completed application, • the results from VDH have been returned and • Birth Certificates ONLY: the search results returned from VDH indicates the mother, father or grandparent is eligible to receive the vital record certificate. • Marriage, Death Divorce Certificates ONLY: Ensure the image: <ul style="list-style-type: none"> ○ is clear ○ is the requested certificate ○ reflects the registrants information 2. Enter the manager/designee authorization. 3. If all of the above is: <ol style="list-style-type: none"> a. Verified- allow the printing of the vital record certificate. b. Not verified- do not allow the vital record certificate to print, note on the application what was unable to be verified, and instruct the CSR to scan the application and supporting documents to VDH.
No Match No Print Possible Match	<ol style="list-style-type: none"> 1. Verify the following: <ul style="list-style-type: none"> • The requester has presented acceptable identification documents and supporting document(s), • All identification and supporting documents have been reviewed and photocopied (if applicable) and • The requester has a completed application. <p>IMPORTANT: If any of the above is unable to be verified, request the customer provide the information. If the customer is unable to provide the information, note on the application what was unavailable to be verified.</p> 2. Enter manager/designee authorization and do not print the customer's vital record certificate. 3. Instruct the CSR to scan the application and supporting documents to VDH.

[Return to top of page](#)

POINTS TO REMEMBER

- Virginia vital record birth certificates may only be issued to customers born in Virginia.
- Vital records availability depends on the type the customer is requesting. Birth records are not available until 14 days after birth. Generally marriage, death and divorce records are available 30 days after the event.
- DMV personnel will be held accountable for vital record certificate processing errors.
- DMV employees are NOT to process a transaction for themselves or for their immediate family members.
- If VDH/DVR determines documentation is not adequate or a record is not found, they will contact the customer and advise them that no record was found.
- Vital records cannot be changed or amended at a CSC. Customers requesting amendments or changes to their vital record (as indicated on the back of their certificate) must contact VDH/DVR.
- Vital record inventory must be verified monthly by CSC management (refer to [CSCOM-304](#)).
- Customers questioning why there is not a raised seal on their Virginia vital record certificate should be given "Vital Records Raised Seal Letter" (DMV-271).
 - Per Virginia statute (§§ [12VAC5-550-510](#)), a seal must be impressed on the customer's birth certificate. A raised seal is NOT required.
- Virginia statute requires customers pay a certification fee for each vital record or for a search of a file when no certification is made.
- Customers needing an authenticated birth certificate (to be used in a foreign country) must present their birth certificate to the Secretary of Commonwealth for authentication.

- The following may request ONE certified copy of the death certificate for a veteran to be used for service-connected benefits for NO FEE:
 - Spouse of a veteran
 - OR
 - Funeral Director or Funeral Services Licensee who provides funeral services for the veteran.
 - U.S. Department of Veterans Affairs