Vital Records Issuance Guide For Louisiana Clerks of Court

v1.3

Revised 2.6.17

Revision History		
9.1.15	1.0	Initial version
6.10.16	1.1	Updated with Acts from the 2016 Legislature
7.20.16	1.2	Updated with Clerk of Court fee increase
2.6.17	1.3	Minor clarification edits for Legal Entitlement

Vital Records Issuance Guide

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Vital Records Issuance Guide

Introduction

Louisiana law provides for the issuance of certified copies of certain Louisiana vital records from participating Louisiana Clerks of Court. This program allows clerks to retain a fee for providing this service to the public.

In December 2010, Louisiana's Bureau for Vital Records Records and Statistics (Vital Records) launched the Louisiana Electronic Event Registration System, or **LEERS**. LEERS allowed Vital Records to expand the services that Clerks of Court could provide, streamline the issuance workflow, and direct additional resources to support the Clerks of Court.

Through the LEERS Sales and Management (SAM) module, issuance of vital records from Clerk of Court offices only requires an internet connection, regular office printer, and certificate security paper (provided free of charge by Louisiana Vital Records Central Office). Each individual user is required to register with Vital Records and user activity is monitored to ensure that the system is being accessed for authorized uses only.

Our goal is to support Clerks' offices in the issuance process. This guide is intended to serve as a reference for all Clerks of Court issuing certified copies of vital records through LEERS, including technical and legal guidelines and answers to common questions from Clerks of Court who issue these records.

We look forward to our continued partnership between Louisiana Vital Records and your office to better serve the residents of Louisiana.

Devin D. George
State Registrar and Bureau Director

Before you issue:

Hardware Requirements:
LEERS is engineered to run on Windows-based computers with the Microsoft Internet Explorer web browser on a broadband internet connection. For best results, we recommend the most recent versions of both MS Windows and MS Internet Explorer (Internet Explorer is a free download).

US State Department Conflicts:
Any Clerk of Court staff member who may be involved in Passport Issuance CANNOT be an authorized user for LEERS certificate issuance. Please contact the State Department for specific requirements for offices that handle passports as well as birth records.

Fees Retained:
According to LA R.S. *40:39.1*, Louisiana Clerks of Court who issue vital records may retain **$15.00** per record issued. Additional fees are required to be charged to the customer and mailed monthly to the appropriate state agencies (see **Section 5** of this guide for details).

Customer Costs for Vital Records Issued by Clerk of Court	
Birth Certificate	$34.00
Birth Certificate plus Birth Card	$48.00
Death Certificate	$26.00

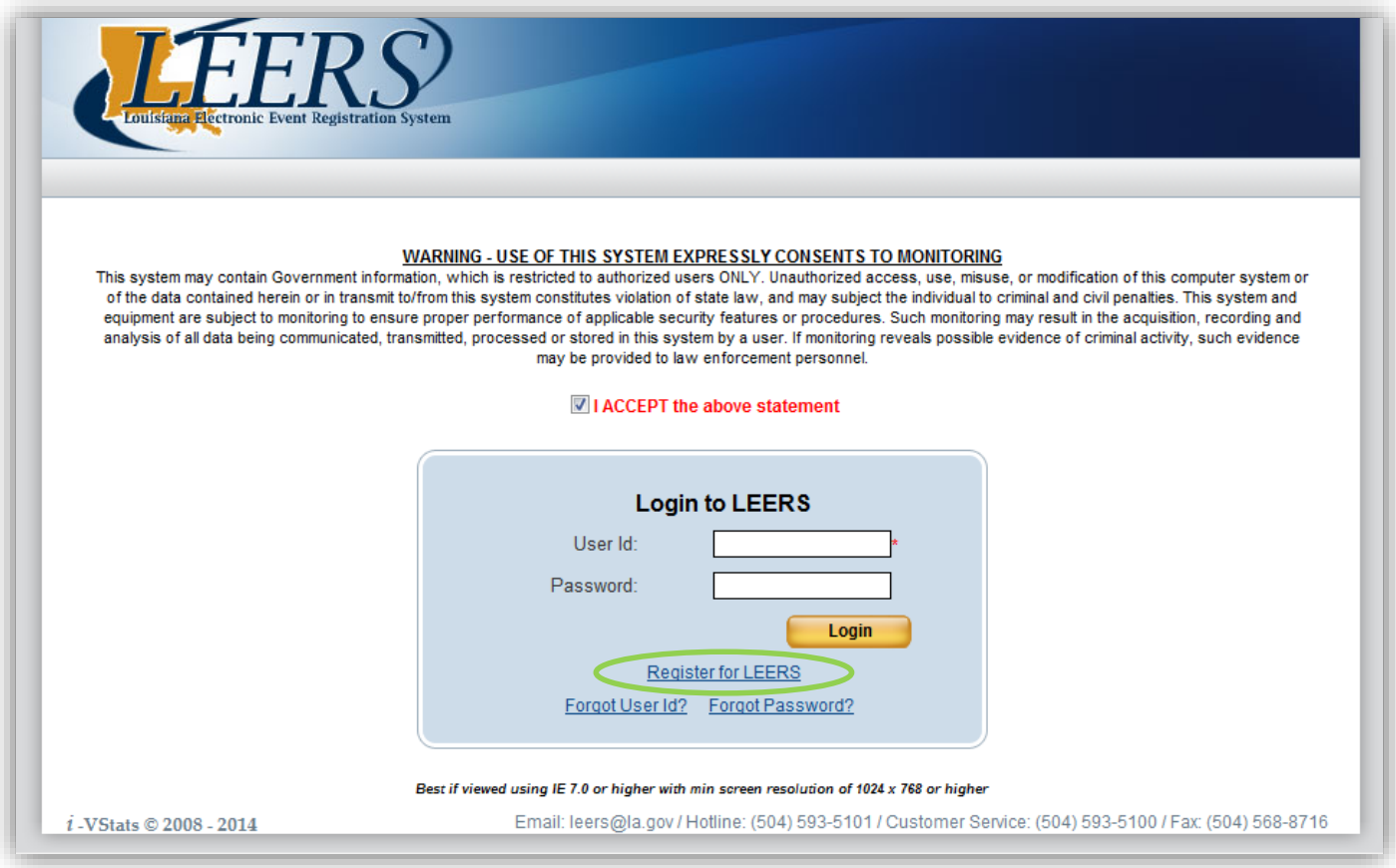
Vital Records Issuance Guide

Section 1: LEERS User IDs and Password Maintenance

1.1 New User Registration

User ID Request Forms

To add a new user to LEERS, users simply need to complete and sign a **User ID Request Form.** These forms can be accessed from the LEERS login screen or sent directly to the user. Once completed, the forms can be either scanned and emailed to leers@la.gov or faxed to (504) 568-8716.



Above: the "Register for LEERS" link is below the Login button

Any Clerk of Court staff who may be involved in Passport Issuance <u>CANNOT</u> be an authorized user for LEERS certificate issuance.

The user is taken to the Vital Records website with a list of modules to select from. Users for the SAM module will click on the link for Sales and Management (SAM).

Above: the user clicks on the appropriate form to open the User ID request form.

Once the form is received and the information entered into LEERS, the system will automatically send an email to the email address provided on the registration form containing the user's temporary password and user ID.

Note: Every user will need to provide a supervisor's signature on the User ID Request form on the field provided.

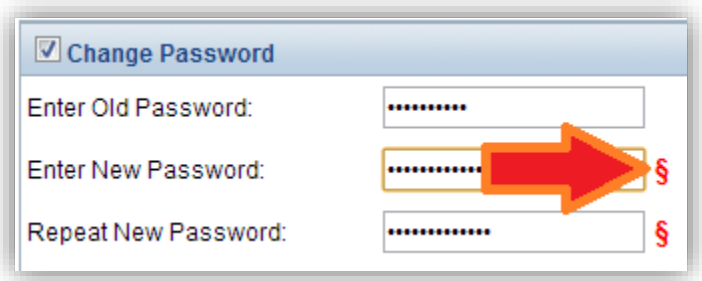
1.2 User Password Help

In order to balance convenience with required security, LEERS passwords expire after **90 days**. Passwords are commonly compromised worldwide, and the ability to fraudulently create or certify a vital record can result in criminal activity from fraud to terrorism.

After 90 days, the next time you log in with your password, you will be automatically directed to the password change screen.

Some sample valid passwords are: Tigers#1, Loui$iana1, 123Smith@

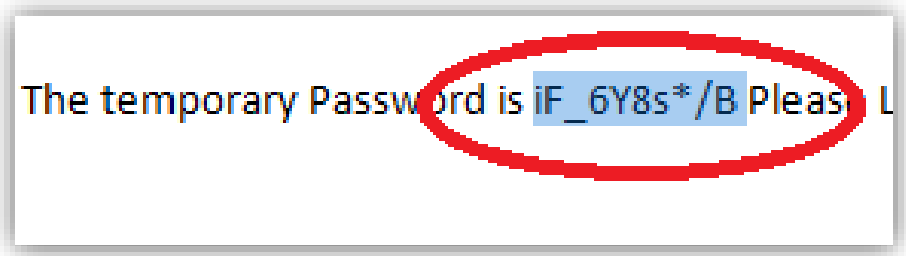
If the user sees the **§** symbol as indicated below, the new password does NOT meet the minimum requirements. The requirements are listed to the right of the change password fields.



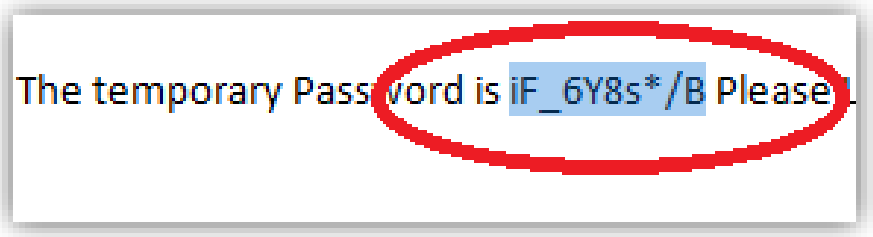
Above: Using Copy/Paste is recommended to copy the emailed temporary password and paste it into LEERS.

To Copy/Paste in Windows:

1. Hold down left-click on your mouse and drag the highlight over the entire password. **<u>Make sure there is no space after the last character</u>**. If there is, simply drag the highlight back to the end of the temporary password. Then release the left-click (the password will remain highlighted).



Above: The small space after the capital "B" is included above. This will cause the password to fail.

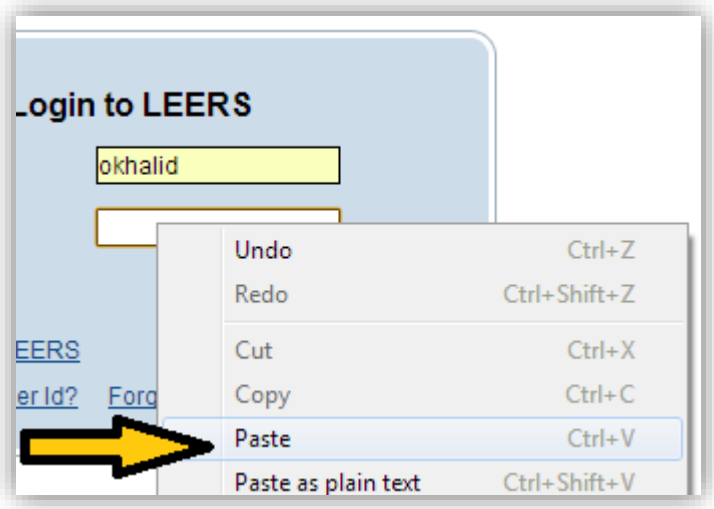


Above: *By dragging the highlight back, it ends directly after the capital "B"*

2. Hover the cursor over the highlighted text.

3. With the cursor still over the highlighted text, **right-click** the mouse. A menu will pop up next to the cursor. Select "**Copy**" from the list.

4. Go to the login screen, and **right-click** the mouse inside the password field. The menu will pop up next to the cursor again, this time select "**Paste**" from the list. Once the password is pasted, click login and change your password.



5. Once the temporary password is accepted, you will be automatically directed to the password change screen. Right-click and select "**Paste**" again in the field for "**Old Password**."

6. You should then be able to enter and confirm your new password.

Changing your password using the My Account button

At any time, you may change your password from your current password to a new one of your choosing (resetting the 90 day lifespan of the password). To do this, simply click on the '**My Account**' button on the LEERS Home Screen and click on '**Change Password**.' You will need to enter your current password first before choosing and confirming the new password.

Security Questions

Security questions do not need to be answered or reset when a user changes a password. The questions will display below the password change box as an option to update the questions and responses, but it is not required to do so. Security questions are used to allow a user to receive an automated temporary password after clicking '**Forgot Password**' on the login screen (provided the account is not already locked).

Answers to security questions are **case-sensitive**, so they must match exactly in order to be accepted by the system as correct responses.

Vital Records Issuance Guide

Section 2: Identification Requirements and Customer Entitlement to Vital Records

2.1 Legal Entitlement to Birth and Death Records

As a "closed records" state, Louisiana law limits who is entitled to request and receive certified copies of vital event documents.

The **registrant** (person named on the certificant) is entitled to his or her own birth record, provided they can show identification (see section 2.2).

Other legally entitled individuals able to obtain **birth and death records** are:

- **Current legal spouse** of person named on the certificate
- **Brother** or **sister** of person named on the certificate
- **Mother** or **father** of person named on the certificate *(father must be listed on certificate in order to be entitled)*
- **Child** of person named on the certificate
- **Grandchild** of person named on the certificate
- **Grandparent** of person named on the certificate
- **Legal Guardian** of person named on the certificate*

*Legal guardian must provide a **judgment of custody.** Custody by mandate or provisional custody from a notary will not be accepted. Transfer of custody witnessed by a notary will not be accepted.

While customers are not required to demonstrate proof of relationship (other than legal guardians and ensuring father is listed on certificate), they are required to sign under penalty of perjury on all applications that their relationship to the registrant, as well as all other information given on the application, is accurate.

In cases where applicants provide or attest to false information, the individual who signs the application is the individual prosecuted.

2.2 Clerk of Court Issuance Authorization

Louisiana Clerks of Court are authorized to issue certified copies of Birth records and death records for deaths occurring after July 9, 2012. Fetal Death (stillborn) records are allowed to be sold (same price as death records), but it is extremely rare that additional copies will be requested by families from Clerk of Court offices.

1. A small number of records, such as those that required supplemental documentation at the time of registration, may appear to only have a minimal amount of information on the certificate visible to you (such as name only). For these records, you will need to contact the Vital Records Archives manager at (504) 593-5128 to determine whether this record can be updated for issuance from a Clerk of Court office.

2. Some record searches within a case may return with a small red flag icon next to the search result. In these cases, the customer should be referred to our customer service line.

3. In some cases, you will not be able to locate a customer record in LEERS. It is recommended that you use the search tips found in Section 4.2. If you are still unable to locate the record in LEERS, you should refer the customer to our customer service line. For Clerk of Court issuance, Vital Records is unable to conduct hand searches for records not found in LEERS.

Under no circumstances are any of the LEERS Search or Case functions to be used for other legal or personal uses to confirm or obtain vital records data.

Failure to use LEERS solely for Vital Records issuance purposes can result in revocation of the service from an issuance location, as well as civil and criminal penalties.

For records accountability purposes, Vital Records requires that all completed customer applications be stored at your location for **three (3) years plus the completed portion of the current calendar year**. Any records four years or older may be destroyed.

2.3 Customer Identification Requirements

In addition to demonstrating legal entitlement to a vital record, the customer must also submit identification documents that match information given on the application, and any photo ID must match the identity of the individual making the request as required by Louisiana law.

There are two types of identification documents: **primary** and **secondary**.

Any single **primary document** is sufficient to obtain a vital record. If a primary document is not available, two secondary documents may be accepted to establish identity.

<u>Primary Documents (any ONE of these):</u>

- Current state issued driver's license that displays a photograph which clearly identifies the applicant
- Current state issued picture identification card that displays a photograph which clearly identifies the applicant
- Current U.S. military identification card that displays a photograph which clearly identifies the applicant
- Current U.S.-issued or Foreign-issued Passport
- U.S. Certificate of Naturalization (Form N-550, N-570 or N-578)
- U.S. Certificate of Citizenship (Form N-560 or N-578)
- Students (high school or younger) - a current school yearbook or a current school identification document with a photograph which clearly identifies the applicant

Secondary Documents (any TWO of these):

- Current student picture identification card from a college or university when accompanied by a 100% fee paid receipt for the current semester **(Counts as two documents)**
- A W-2 form issued within the last two years plus an original signed Social Security Card. The Social Security numbers must match **(Counts as two documents)**
- Payroll stub (cannot be handwritten) showing the name and social security number of the applicant. **(Counts as two documents if presented with original signed Social Security Card).**
- Original adoption papers
- Official certified deeds or title to property
- Certificate of vehicle title
- Insurance policy must show name of the applicant (Health, Home, Life, and Auto)
- Current U.S. military dependent identification card that displays a photograph which clearly identifies the applicant
- Original DD-214 Military Discharge document which clearly identifies the applicant
- Voter's Registration application (certified true copy)

Issuing offices should use judgment when processing record requests, even in cases where identification requirements are met. If the issuing office or agent suspects a fraudulent request, they may refuse the sale or contact a Vital Records Field Consultant for information.

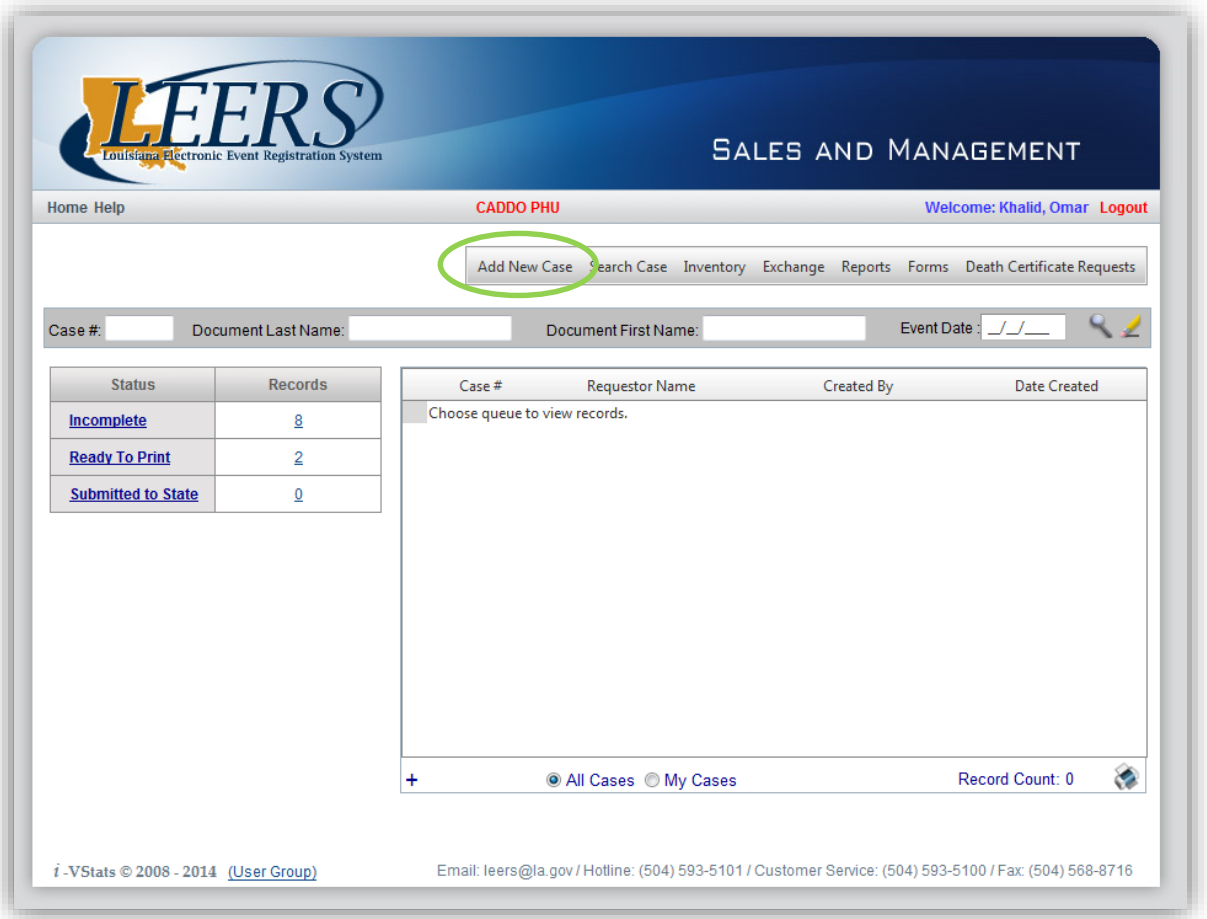
In cases where applicants provide or attest to false information, the individual who signs the application is the individual prosecuted.

Vital Records Issuance Guide

Section 3: Printing a Record from LEERS

3.1 Creating a New Case in LEERS

Once an application has been received from a customer and both their identity and entitlement to the record are confirmed, a case can be created in the Sales and Management (SAM) Module in LEERS. After logging into LEERS, click the 'SAM' button to begin, then follow the steps below.

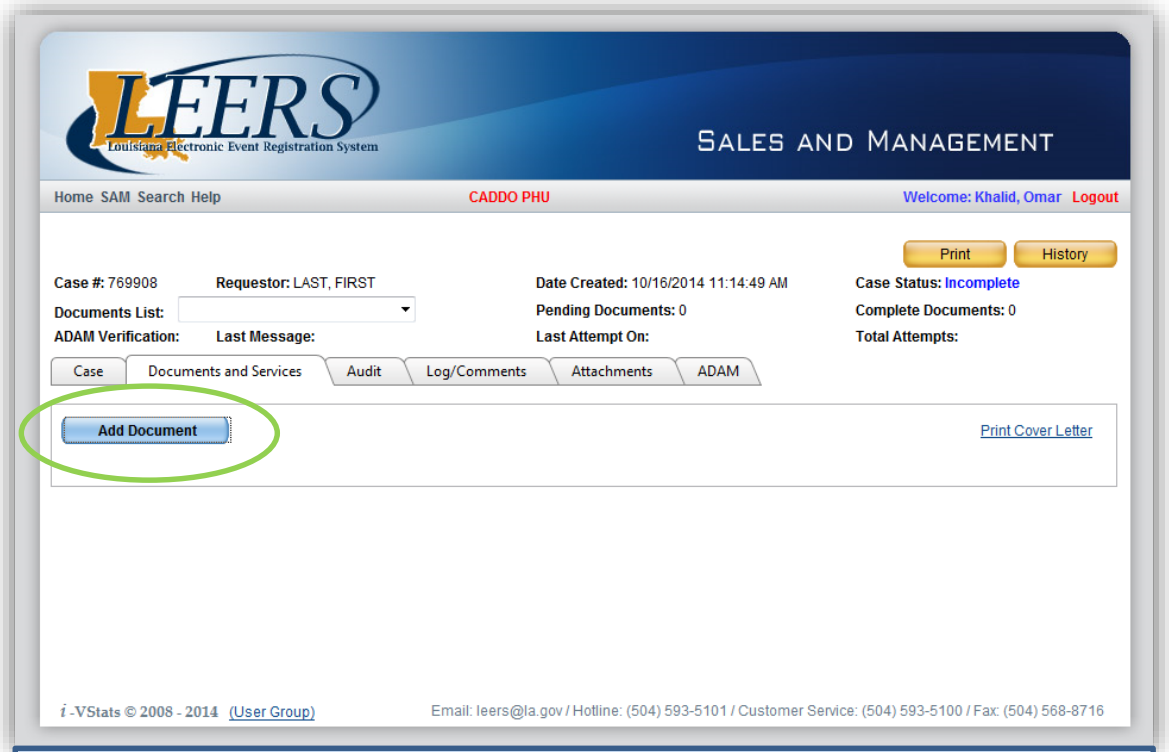


Above: From the SAM Home screen, begin by clicking on '**Add New Case**.'

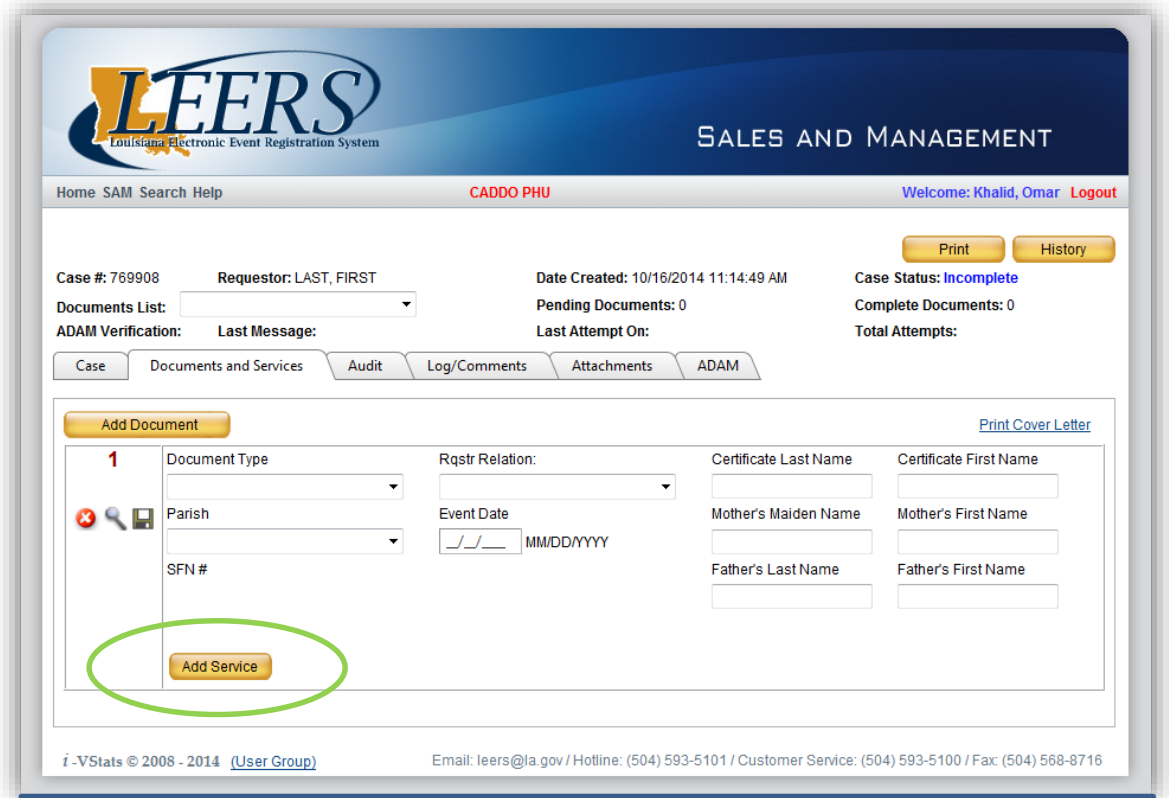
Orange boxes have been used in this document to redact personal information for the purposes of instruction. These will not appear in LEERS.

Above: Enter the customer's name and contact phone (other information is optional) and click '**Search**.' The system will search for any existing or previous case for this customer first and display them below. If no existing case is found, or if you need to begin a new case, click on '**Create New Case**.'

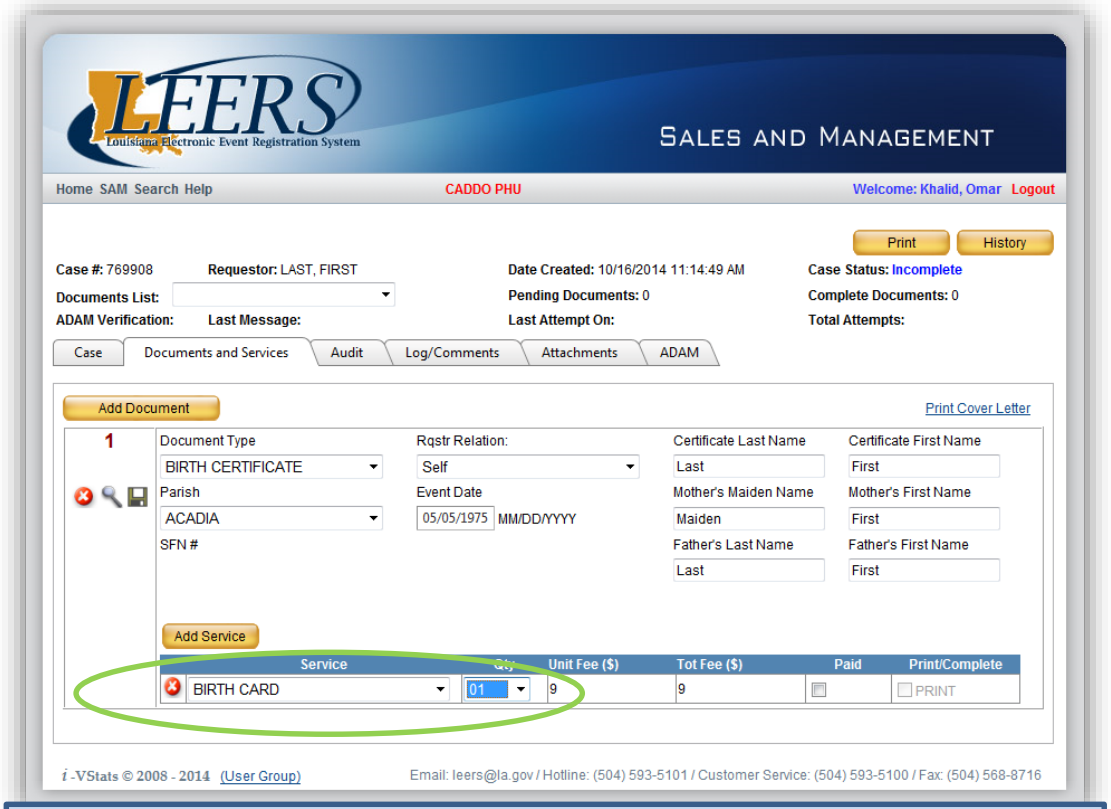
Above: After creating a case, you will be brought to the tab view, beginning with the 'Case' tab. You will return to this tab later, but for now click on the '**Documents and Services**' tab to begin the case.



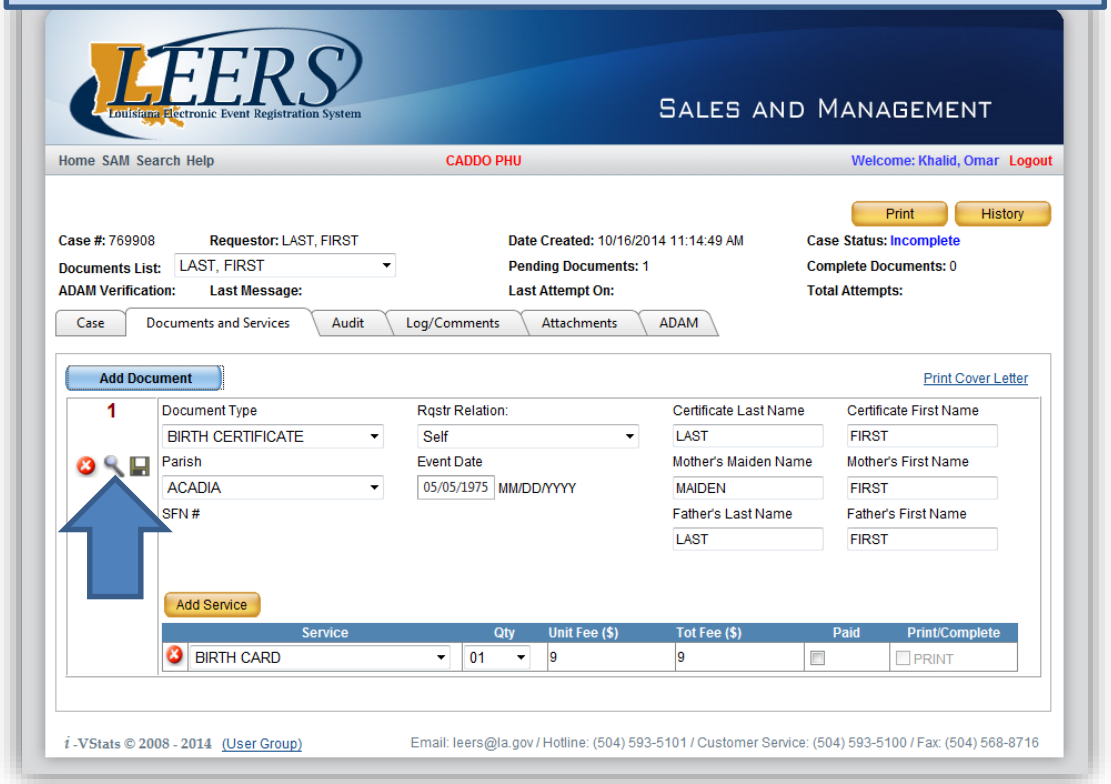
Above: From the 'Documents and Services' tab, click on '**Add Document**.'



Above: Fill out the remaining fields from the information provided by the customer on their application, then click on '**Add Service**.'



Above: Select either 'Birth Card,' 'Birth Certificate,' or 'Death Certificate' from the dropdown menu, then select the quantity (the cost will automatically calculate).
Below: When finished, click on the magnifying glass icon to locate the record.



3.2 Linking a Record in a Case

LEERS Louisiana Electronic Event Registration System

BIRTH CERTIFICATES

Help | CADDO PHU | Welcome: Khalid, Omar

Details of the Document being Searched for Case # 769908

Child's Last Name: [redacted]	Child's First Name: [redacted]	Child's Date of Birth: [redacted]	Parish of Birth: [redacted]
Mother's Maiden Name: [redacted]	Mother's First Name: [redacted]	Father's Last Name: [redacted]	Father's First Name: [redacted]

Go back to Document | No Record Found

Search for a Record

NOTE: Child DOB Year is required for all multiple search criteria, except Mother/Father SSN, State File # and complete Child DOB

Use Soundex?

State File Number	119	Child's Date of Birth	[redacted] MM/DD/YYYY
Child's Last Name	[redacted]	Child's First Name	[redacted]
Mother's maiden Name(Last Name)	[redacted]	Mother's First Name	[redacted]
Father's Last Name	[redacted]	Father's First Name	[redacted]
Mother's SSN	__-__-___	Father's SSN	__-__-___
Parish of birth	RAPIDES	Sex of the child	
Facility Name			

Submit | Clear form

SFN	Child Name	Mother Name	Father Name	DOB	Sex	Parish	
119[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	M	RAPIDES	

Total Count: 1

i-VStats © 2008 - 2014 (User Group) Email: leers@la.gov / Hotline: (504) 593-5101 / Customer Service: (504) 593-5100 / Fax: (504) 568-8716

Above: *After clicking on the magnifying glass icon on the 'Documents and Services' tab, if a matching record is found it will display at the bottom of the page. Click on the* **pencil icon** *to link the record to the case.*

NOTE: If the search result displays with with **red text, it is a Partial Record.** See **section 3.3** for information on how to issue these records.

If there is a small **flag icon** to the left of the SFN, the record is flagged and cannot be issued by a clerk of court office. Direct the customer to Vital Records Central Office or have them call (504) 593-5100.

LEERS Louisiana Electronic Event Registration System

BIRTH CERTIFICATES

Help | CADDO PHU | Welcome: Khalid, Omar

Details of the Document being Searched for Case # 769908

Child's Last Name: **LAST**	Child's First Name: **FIRST**	Child's Date of Birth: **05/05/1975**	Parish of Birth: **ACADIA**
Mother's Maiden Name: **MAIDEN**	Mother's First Name: **FIRST**	Father's Last Name: **LAST**	Father's First Name: **FIRST**

Go back to Document No Record Found

Search for a Record

NOTE: Child DOB Year is required for all multiple search criteria, except Mother/Father SSN, State File # and complete Child DOB

☐ Use Soundex?

State File Number	119	Child's Date of Birth	05/05/1975 MM/DD/YYYY
Child's Last Name	LAST	Child's First Name	FIRST
Mother's maiden Name(Last Name)	MAIDEN	Mother's First Name	FIRST
Father's Last Name	LAST	Father's First Name	FIRST
Mother's SSN	__-__-___	Father's SSN	__-__-___
Parish of birth	ACADIA	Sex of the child	
Facility Name			

Submit Clear form

SFN	Child Name	Mother Name	Father Name	DOB	Sex	Parish
No records to display.						

Total Count: 0

Above: If after clicking the magnifying glass icon, you receive the message at the bottom of the screen '**No records to display**,' then click the '**Clear form**' button. You can then re-enter only the **date** of birth (or death) and the **last name** on the record. By searching on fewer fields, there is a greater chance of finding the correct record **(below)**.

☐ Use Soundex?

State File Number	119	Child's Date of Birth	05/05/1990 MM/DD/YYYY
Child's Last Name	smith	Child's First Name	
Mother's maiden Name(Last Name)		Mother's First Name	
Father's Last Name		Father's First Name	
Mother's SSN	__-__-___	Father's SSN	__-__-___
Parish of birth		Sex of the child	
Facility Name			

Submit Clear form

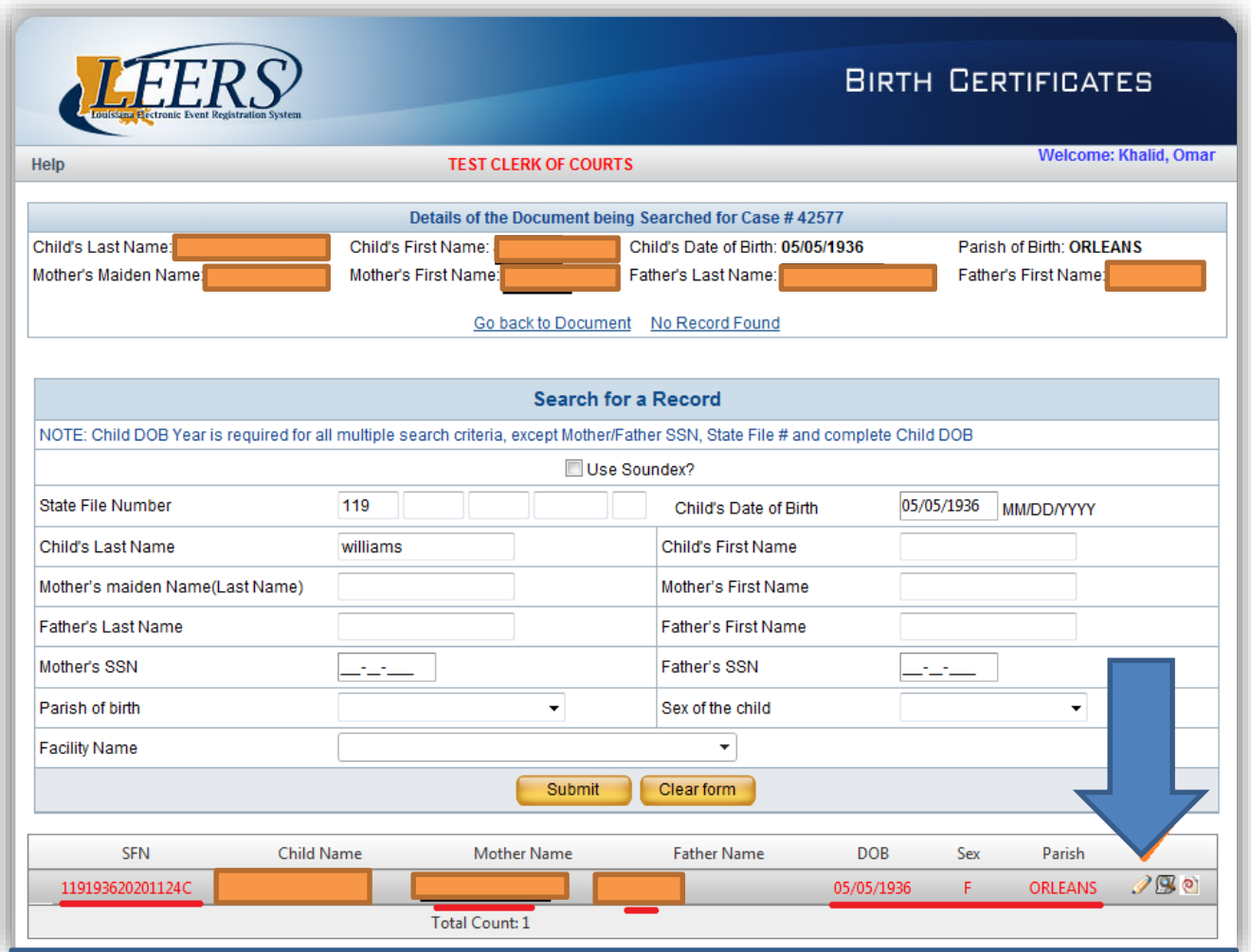
SFN	Child Name	Mother Name	Father Name	DOB	Sex	Parish
1191990[redacted]	[redacted]	[redacted]	[redacted]		M	CADDO

Total Count: 1

NOTE: If you are unable to locate the correct record after clearing the search form and searching on the date of birth/death and last name only, the customer must be referred to Vital Records to complete the order. See section 2.1 for more information.

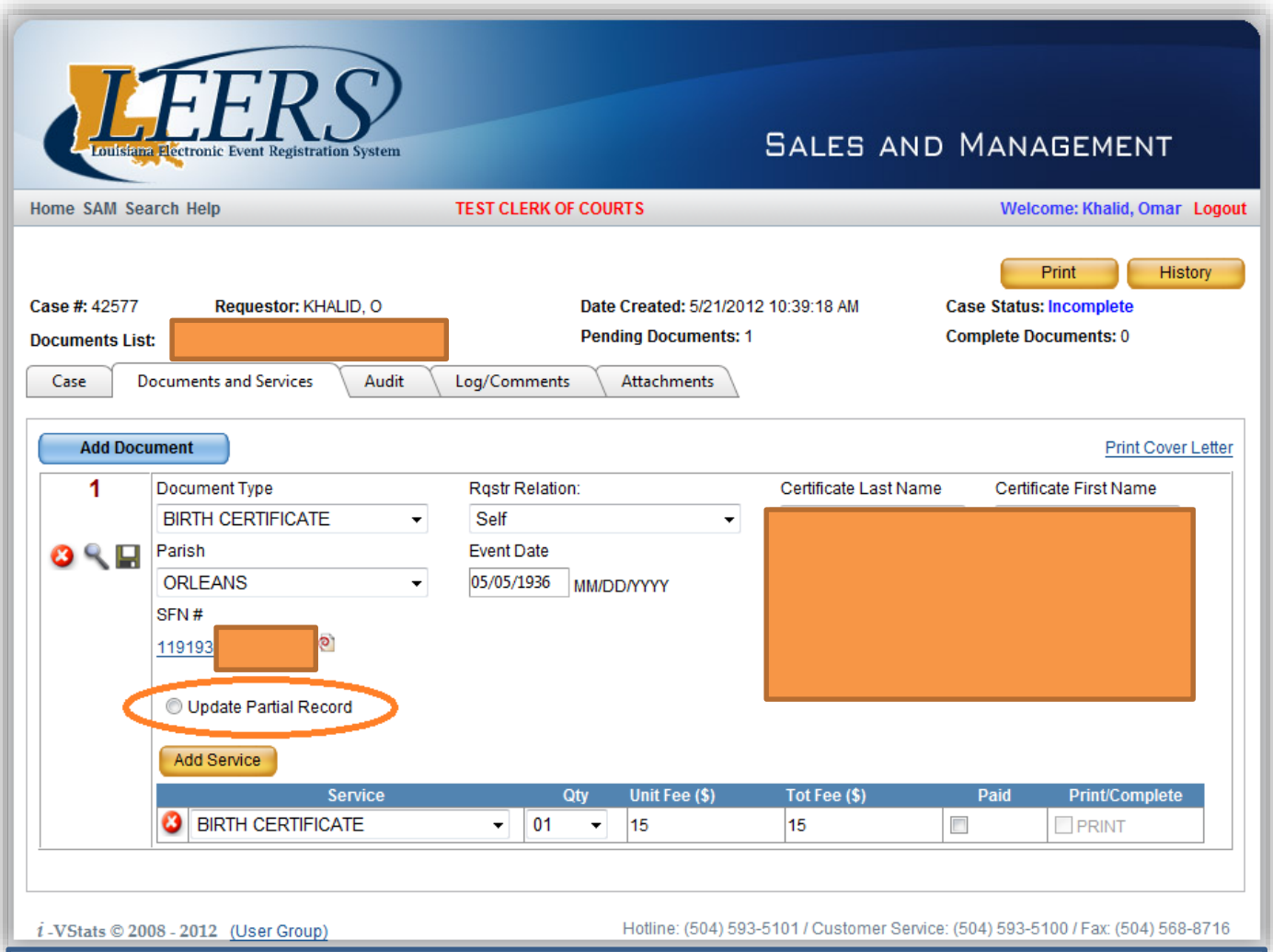
3.3 Updating Partial Records

The process begins when you search for the document in SAM. You would begin your search normally, until you see that the document is a partial record.



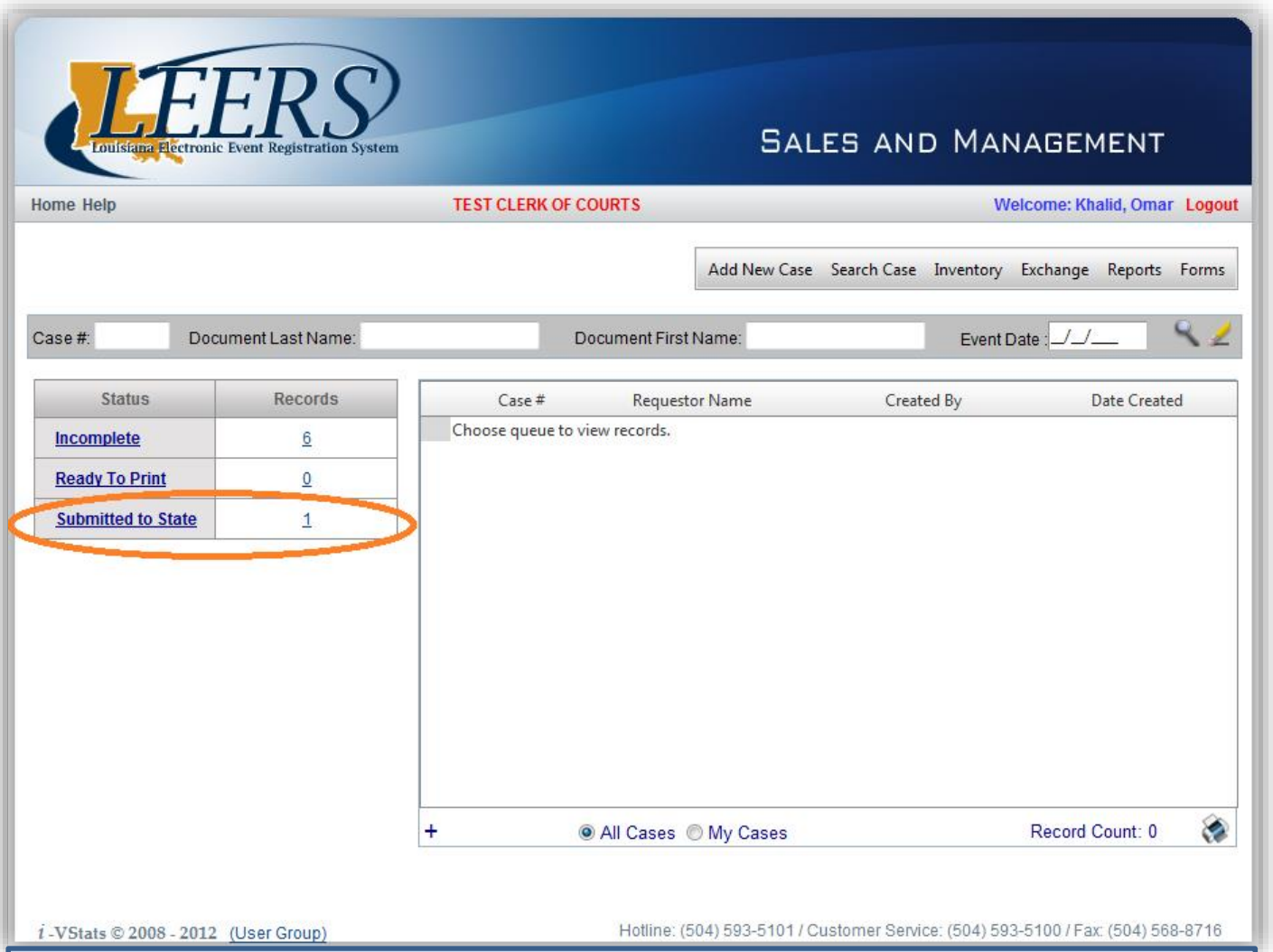
Above is an example of a partial record. Partial records will display the SFN, Mother Name, Father Name, DOB, Sex, and Parish in **red text**. (underline added). Once you have confirmed that this is the correct record, click on the pencil to link the record to your case.

Once the record is linked to your case, you will be taken to the **Documents and Services** tab. Be sure to check the '**Paid**' box and enter payment on the **Case** tab before proceeding (see section **3.4** for instructions on entering payment).

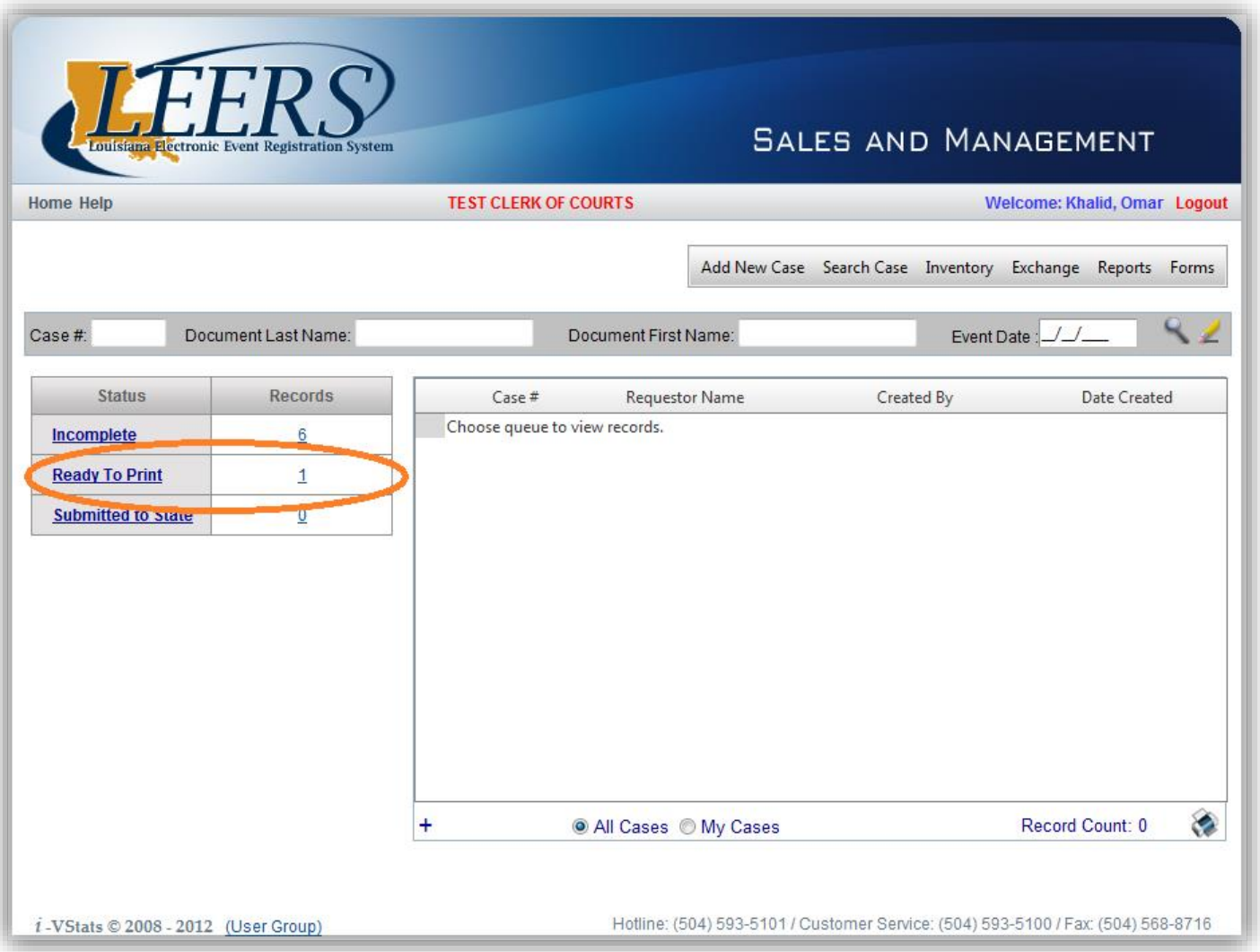


Clicking the **'Update Partial Record'** option will send the record to Vital Records, who will begin working on updating the record from the archives.

Note: Some partial records will appear with black text instead of red when linking in LEERS, but will be missing information. In most cases these records will only have the name of the person on the certificate and no other information. **These records cannot be sent for update through LEERS.** If you encounter a record like this, contact the Archives Manager at (504) 593-5128 to determine whether the record can be issued by a Clerk of Court office.



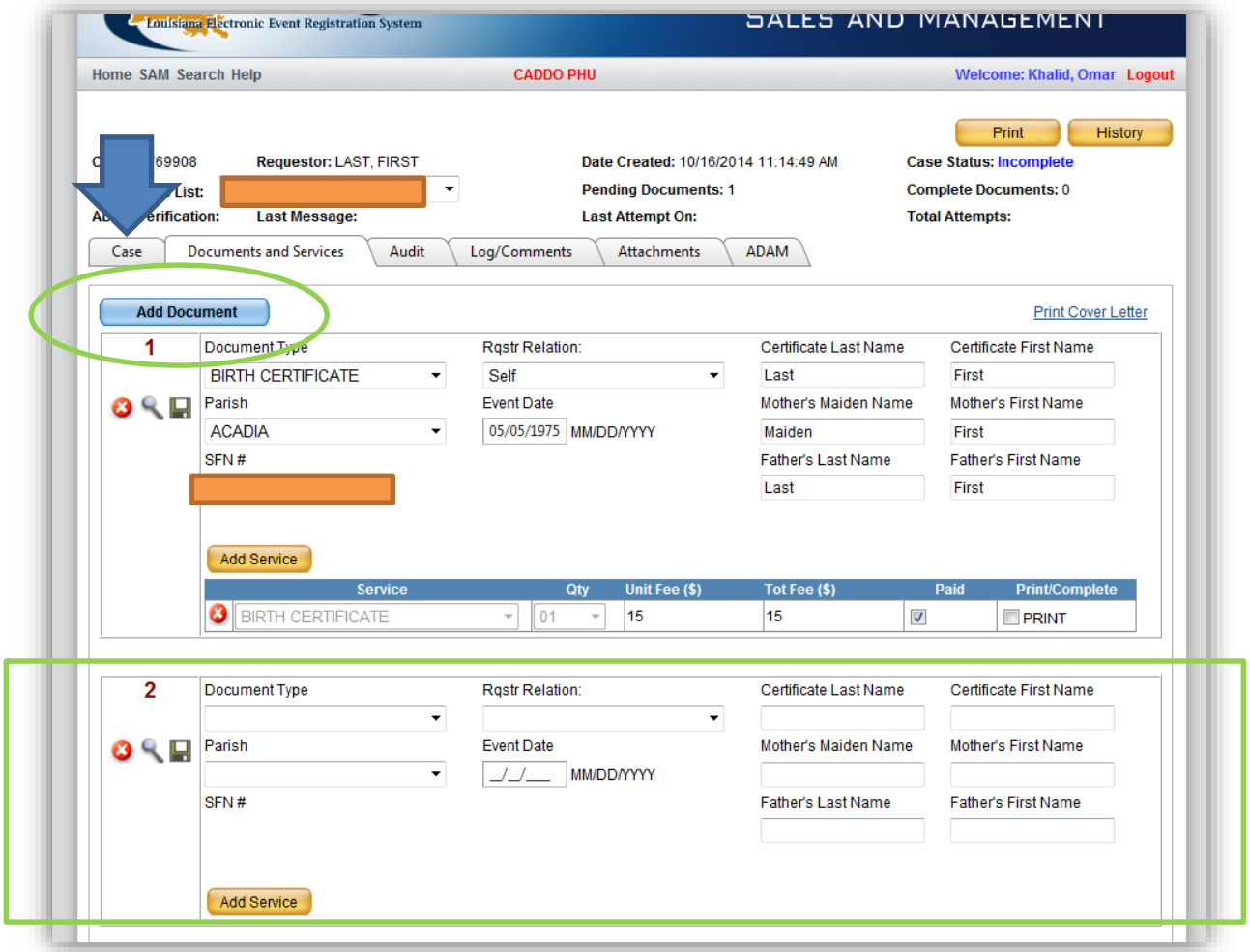
When your record has been successfully submitted to Vital Records for updating, it will move to the queue labelled '**Submitted to State.**' This process usually takes **about 15 minutes to one hour**.



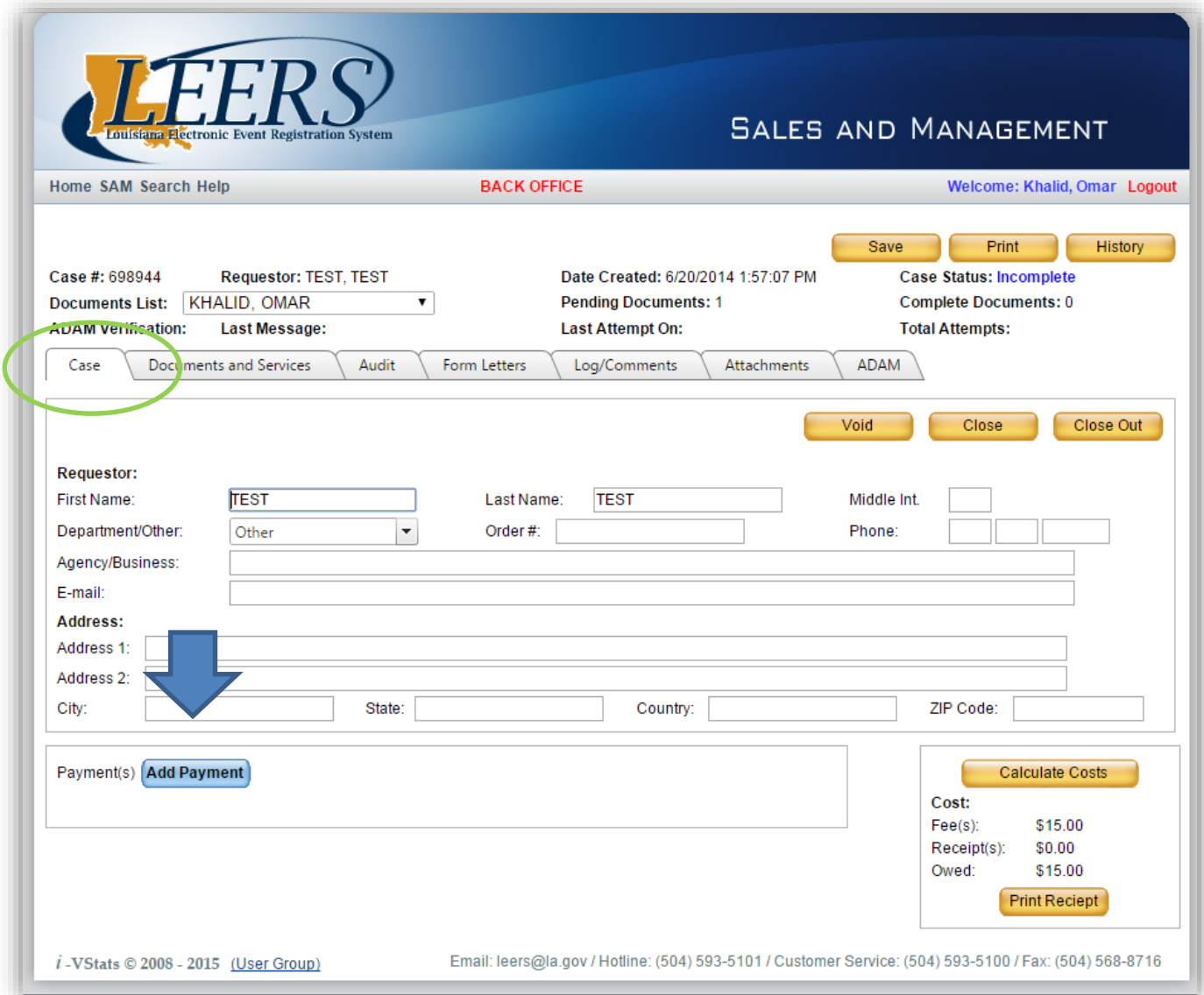
When the record has been updated from the archives, the case will automatically move from the 'Submitted to State' queue to the **'Ready To Print'** queue. From that point, you can click on the underlined text to bring up your case, and proceed normally to complete the printing process (see section **3.5**).

3.4 Entering Payment for a Case

Above: After linking the correct record, you will see the State File Number (SFN #) listed on the 'Documents and Services' tab. You can then proceed to check the '**Paid**' box.



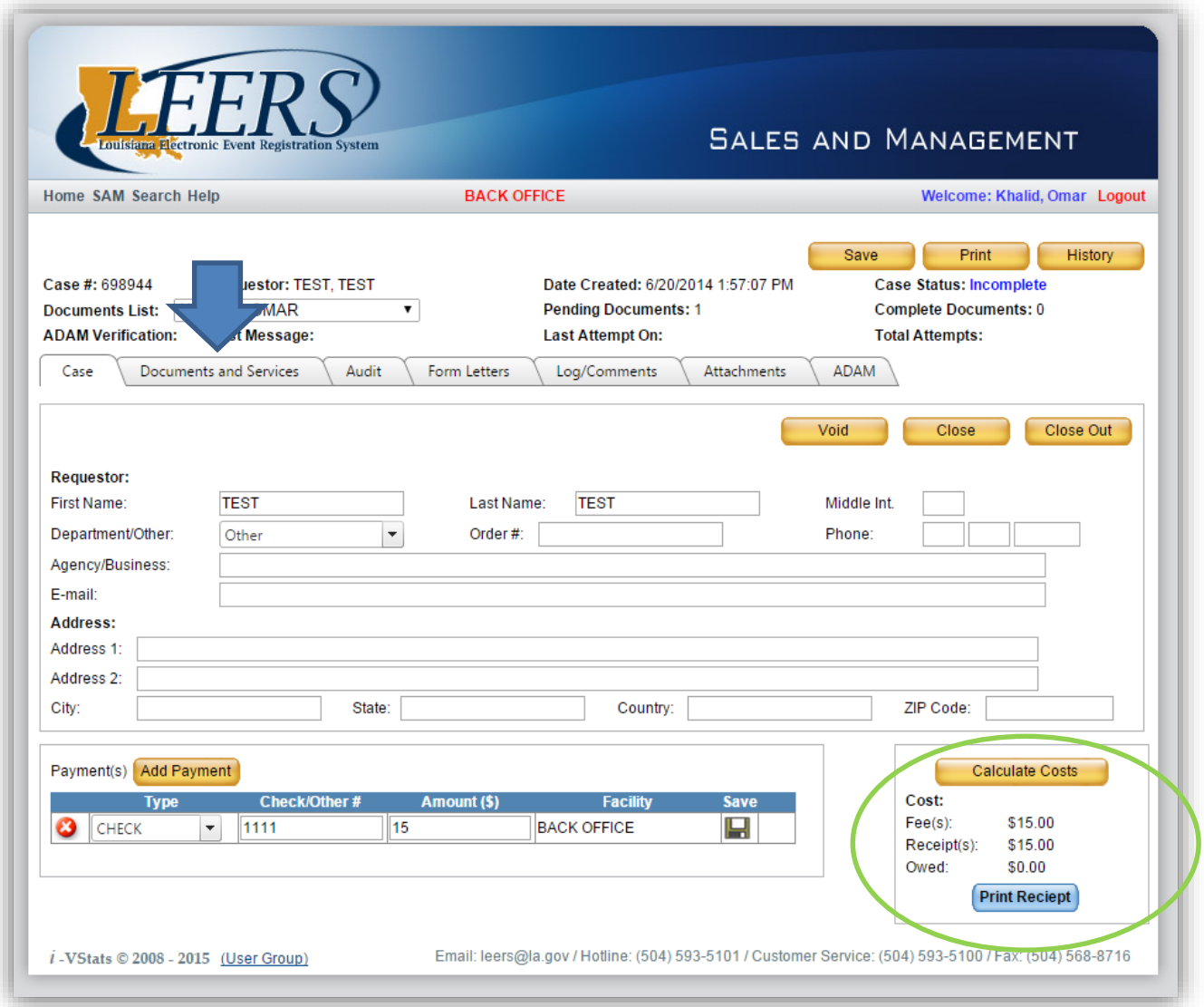
Above: If the same customer wants an additional record, for example a mother requesting a certificate for two of her children, you can click on '**Add Document**' again to get a second document box. Repeat the previous steps to link the next document to the case. Once done or if there are no additional documents needed, click on the '**Case**' tab.



Above: on the '**Case**' tab, click on the '**Add Payment**' button at the bottom of the screen.

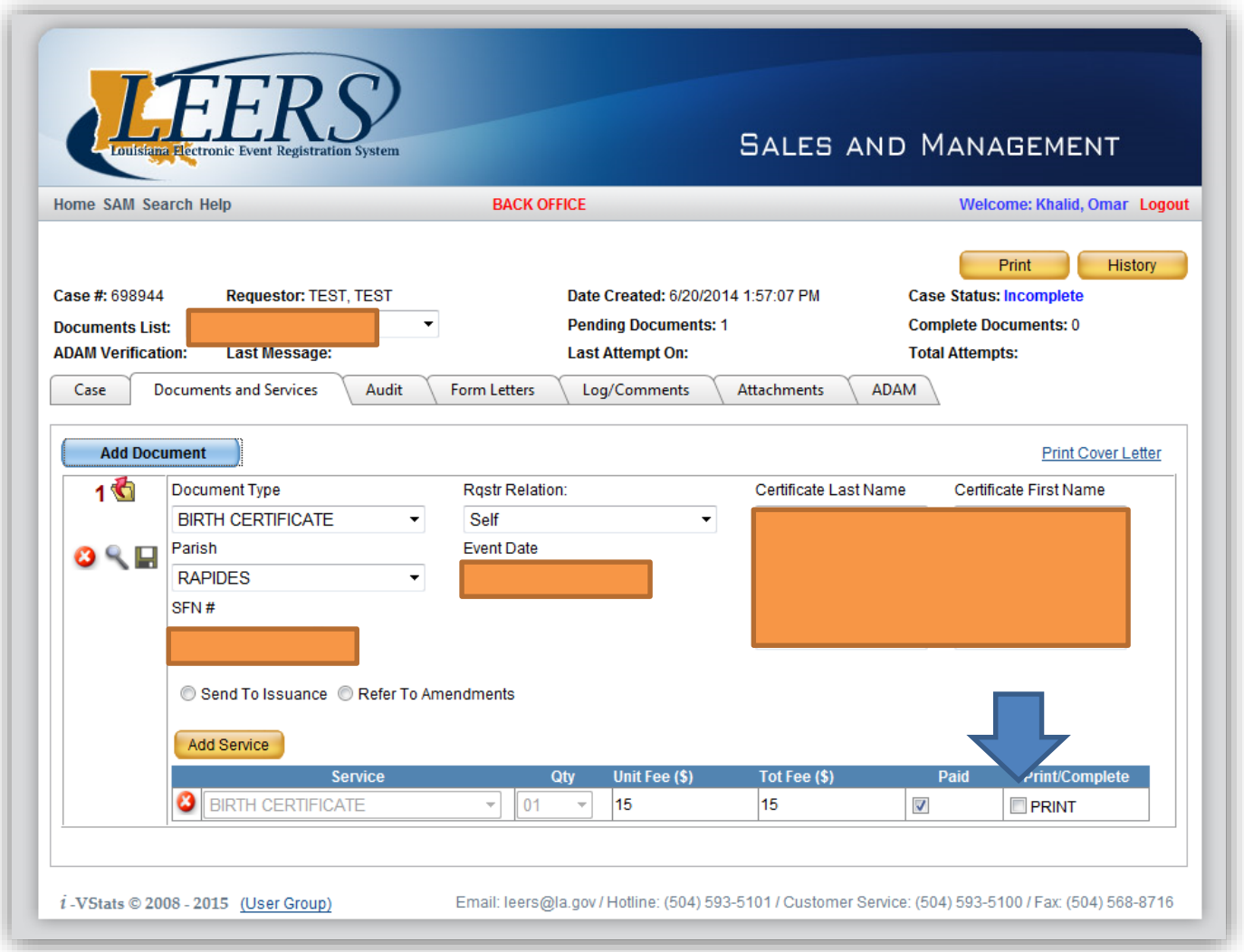
NOTE: The payment totals calculated by LEERS do not reflect Clerk of Court fees. For this reason you may choose not to print a customer receipt from LEERS to avoid confusion for the customer.

Above: Select the form of payment (cash or check). If check, enter the check number. When finished, click on the **disk icon** to save the payment into the case.

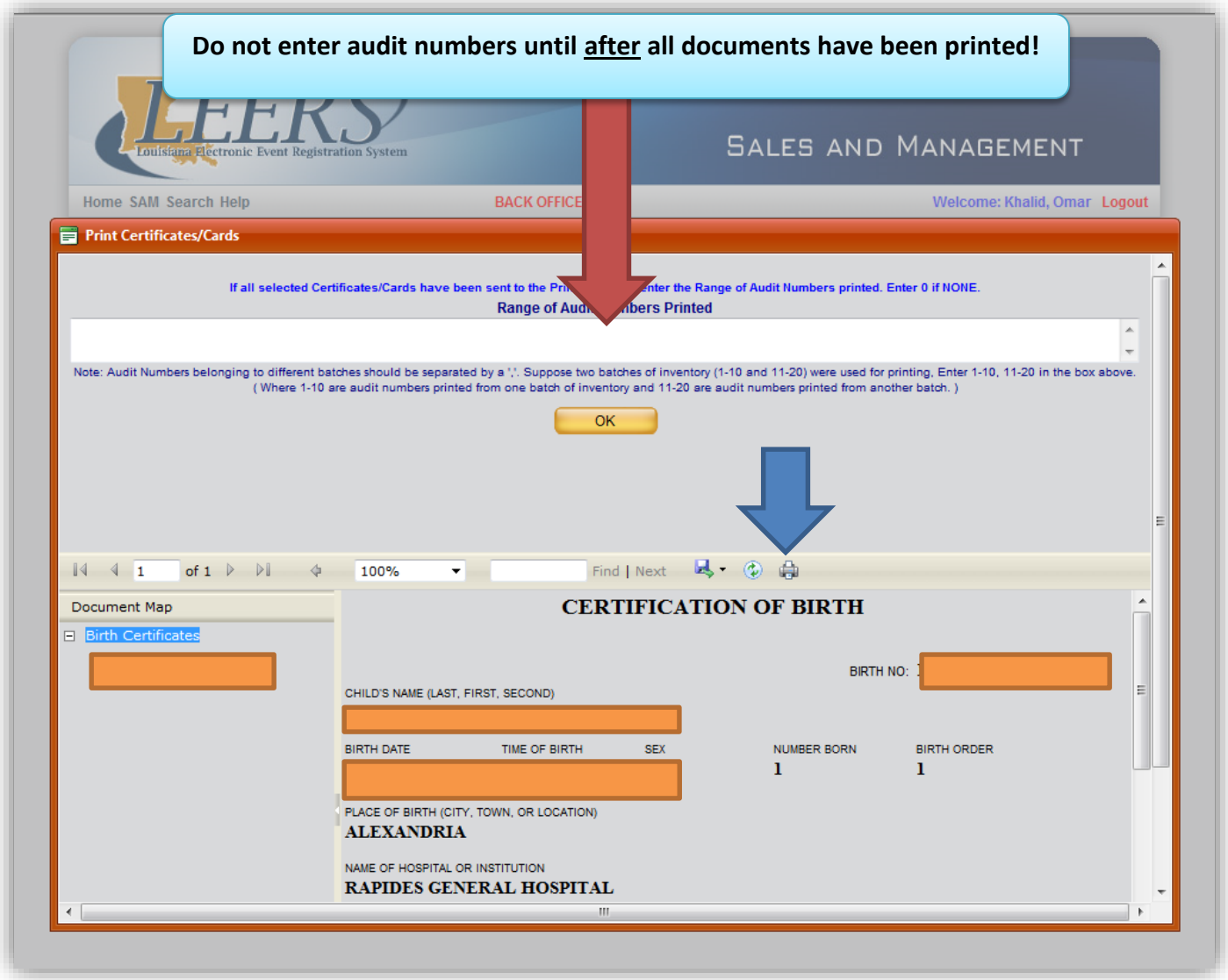


Above: After saving payment, the bottom right corner will display that the amount owed for all of the documents has been paid ($0.00 owed). Click on the '**Documents and Services**' tab to proceed to print the document.

3.5 Printing a Record

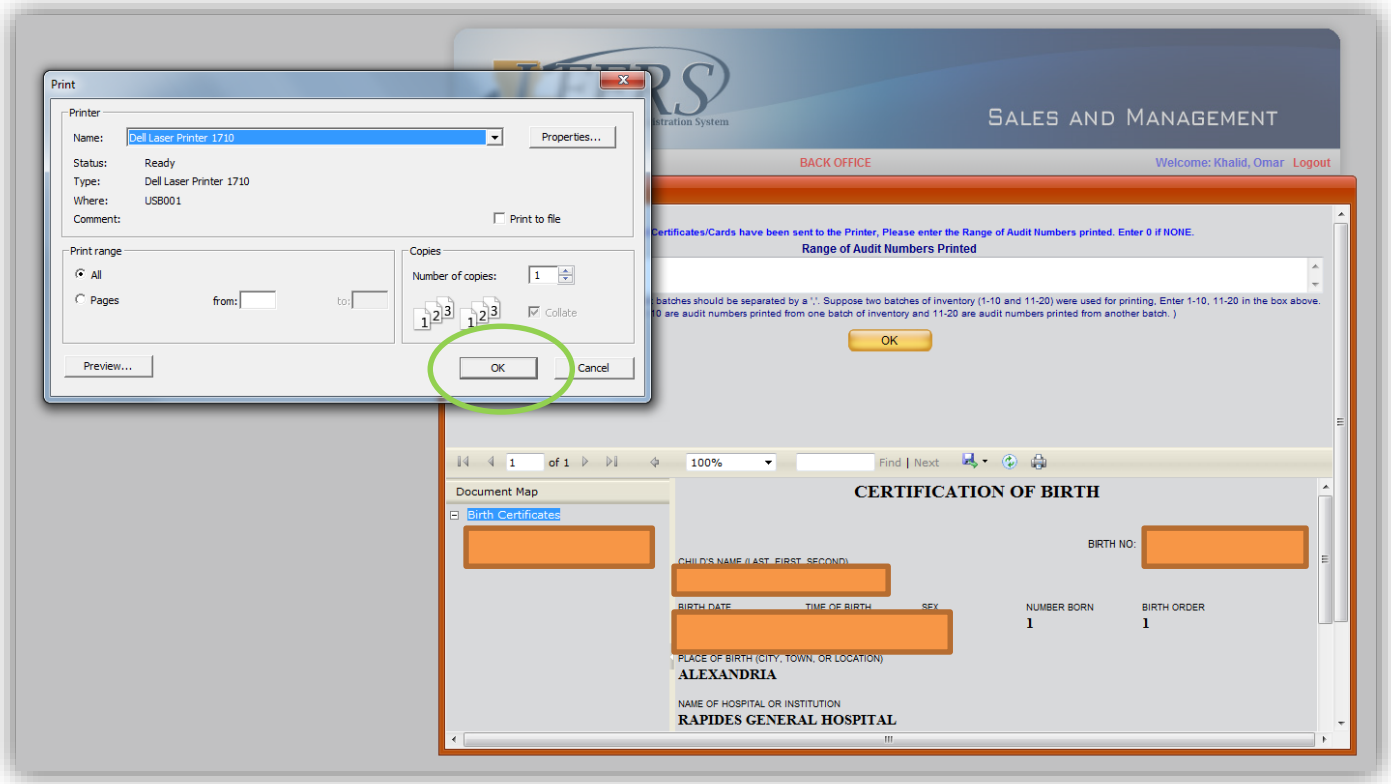


Above: On the Documents and Services tab, tick the '**PRINT**' box. An orange print preview box will automatically pop up.

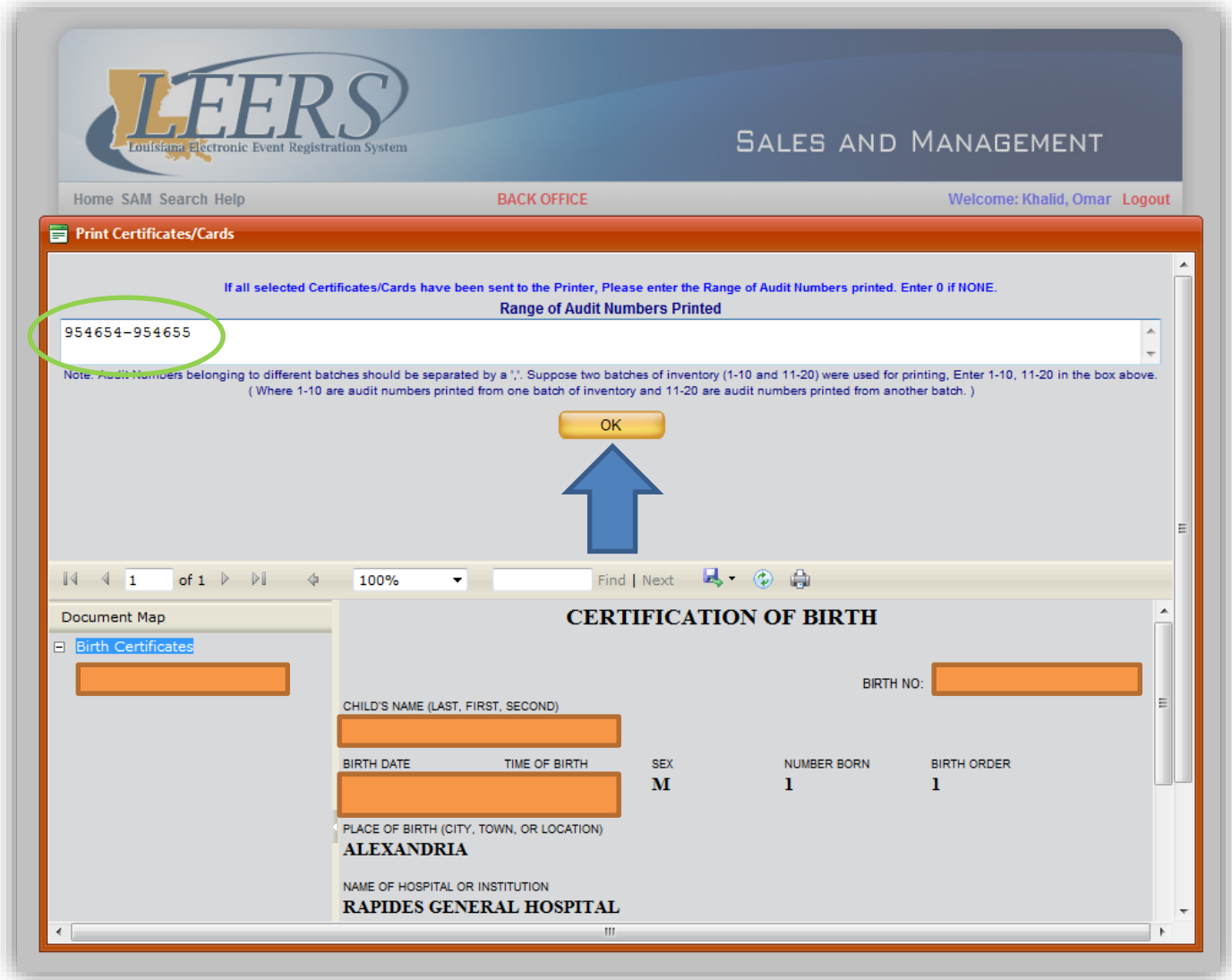


Above: In the print preview box, you can review the document to ensure the information is correct. Once you are ready to print, click on the small **printer icon button*.**

*The first time you print from a computer in LEERS, you will get a Windows message notifying you that the website wants to install an ActiveX add-on. Follow the prompts to install the addon, then try to print again. Once the add-on is installed on that machine, this will no longer appear.



Above: A print dialog box will pop up confirming your print details. Your printer settings should be set for normal, black and white printing. **NOTE:** your printer dialog box may look different depending on the make and model of your printer. You should ensure that you are only printing a single copy from this dialog box. Then press the appropriate button to begin printing.



Above: Check your printed certificates to make sure everything is printed correctly. Then look at the Audit Numbers embossed on each printed banknote from the case. If you printed more than one document, enter the first and last audit number printed (separated by a hyphen with no spaces, as seen above), then click on the '**OK**' button.

NOTE: If for any reason you need to exit the print box and return to the case screen, simply enter '0' in the audit number box and then click on the '**OK**' button.

You should always wait until your documents have been printed before entering audit numbers into the box. The audit numbers you enter will always be associated with the customer's printed document—accuracy is important!

Completing and Closing the Case

After entering the range of audit numbers and clicking the '**OK**' button, you will be returned to the case screen and prompted to close the case (unless you have documents remaining that still need to be printed). At this time you can close the case, and it will be removed from your queue and return you to the **SAM Home Screen**.

Vital Records Issuance Guide

Section 4: Searching and Reprinting

4.1 Locating a case in SAM

If you need to leave a case in SAM before completing and closing it, or if you need to view the details of a completed case, you can locate the record in SAM by using the **Search** function.

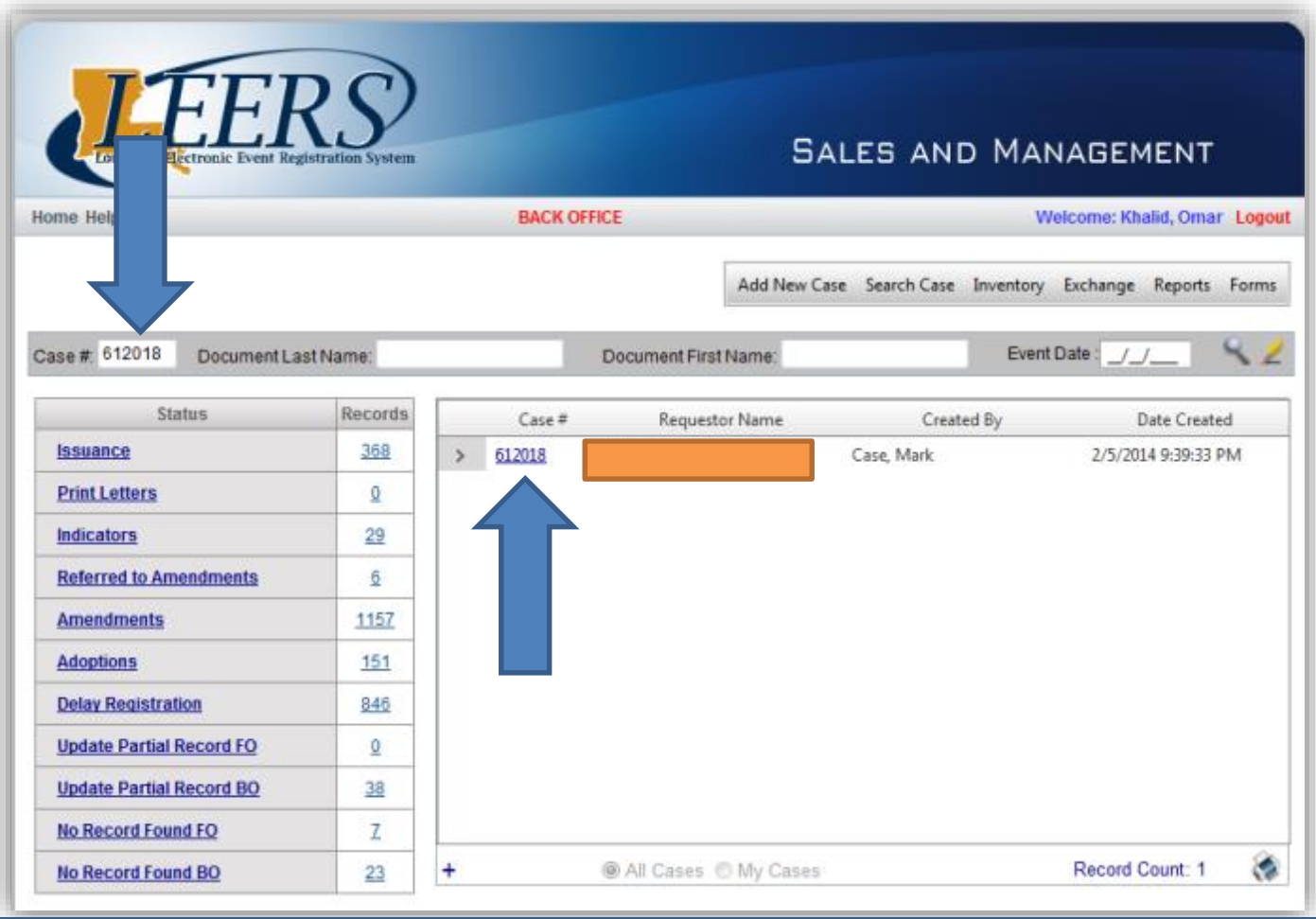
For Open Cases: Enter the **Case number** in the box at the top of the SAM Home Screen.

For All Cases:

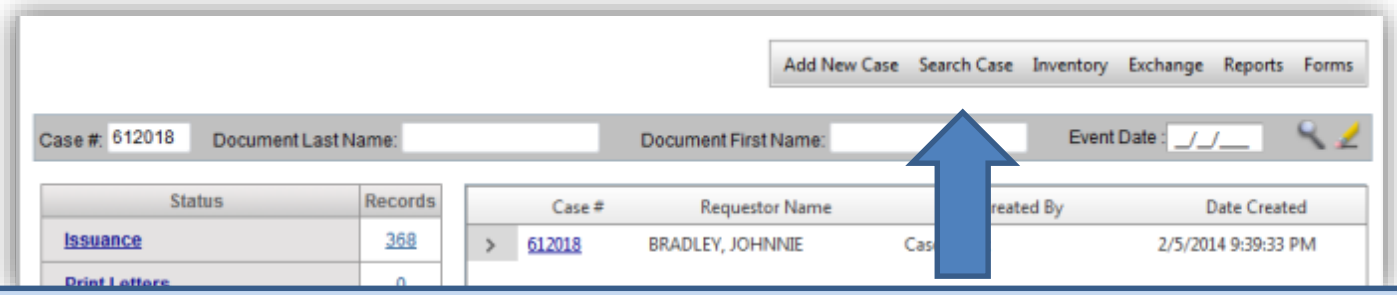
Option 1: Search by Case information

Option 2: Search by Document information

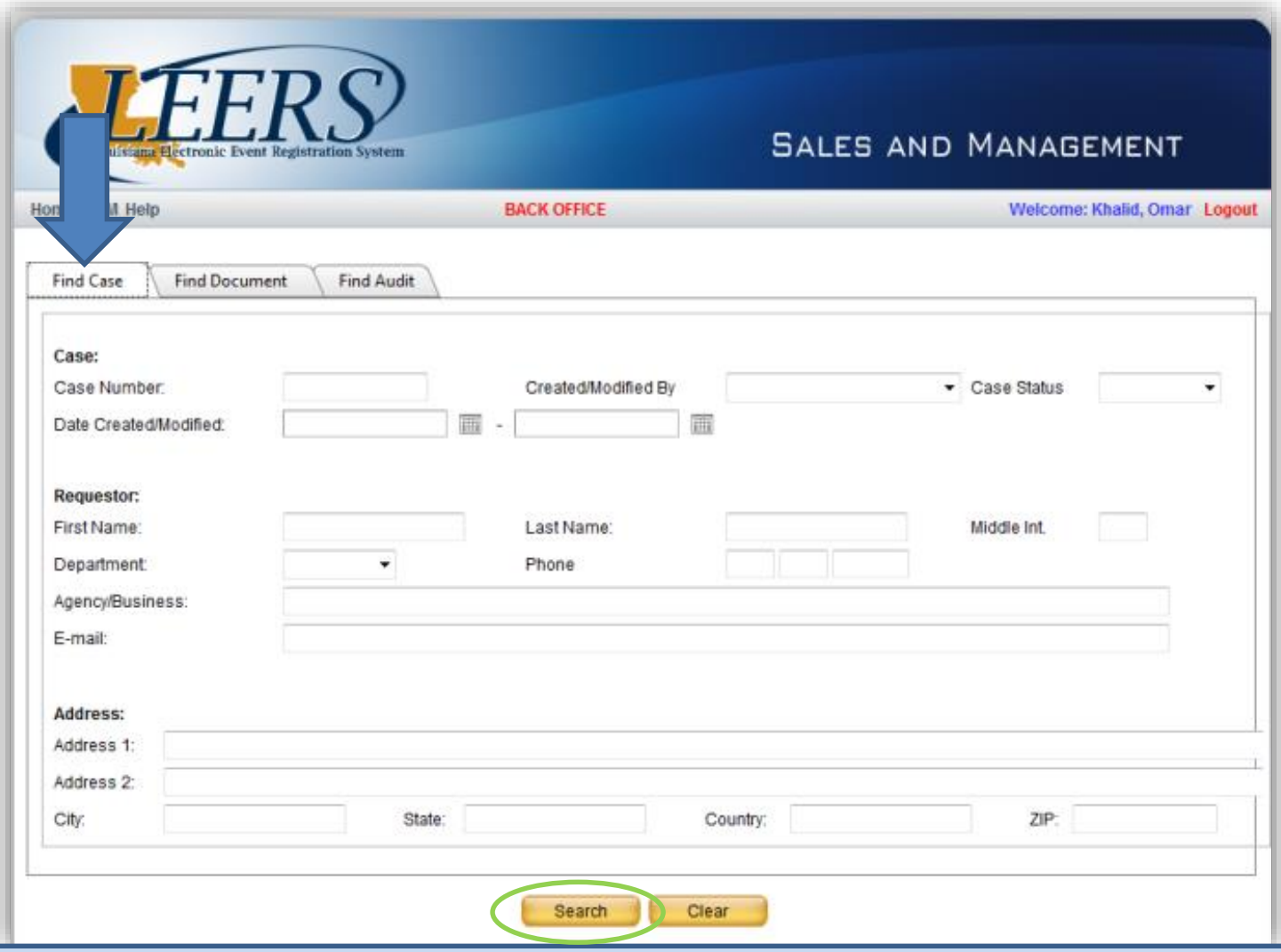
Option 3: Search by Audit number



Above: <u>This method only works if the case has not been closed.</u> Enter the case number (or document info) into the search bar and press enter or click on the magnifying glass. The case will display in the window, and you can click on the blue highlighted number to open the case.



Above: If the case is no longer open or you need to search by a different method, click on "**Search Case**" from the SAM Home screen.



Search type 1: From the "**Find Case**" tab, you can enter the <u>case number</u> or <u>requestor information</u> to search for a case, then click the "**Search**" button at the bottom of the screen. **NOTE:** It is not necessary to complete every field.

Search type 2: From the "**Find Document**" tab, you can enter information on the <u>person named on the record</u>, such as date of birth or date of death, to locate any cases associated with that record. **NOTE:** It is not necessary to complete every field.

Search type 3: From the "**Find Audit**" tab, you can locate a case by a <u>certificate audit number</u> that was used in that case.

4.2 Locating a record in SAM – Search Tips

Sometimes you may be unable to find a record in SAM. Most often, the user is searching with some information that is different from what is entered on the record. Sometimes the record is not in LEERS at all (this happens most often with older records).

1. Search only by the last name on the record and the date of birth/death. If it is a common last name like Jones or Williams, search by the first and last name and date of death

2. If no matching result comes up, search by the first and last name and **only the year** of birth/death (for example __/__/2014). LEERS will automatically search within 3 years of that date.

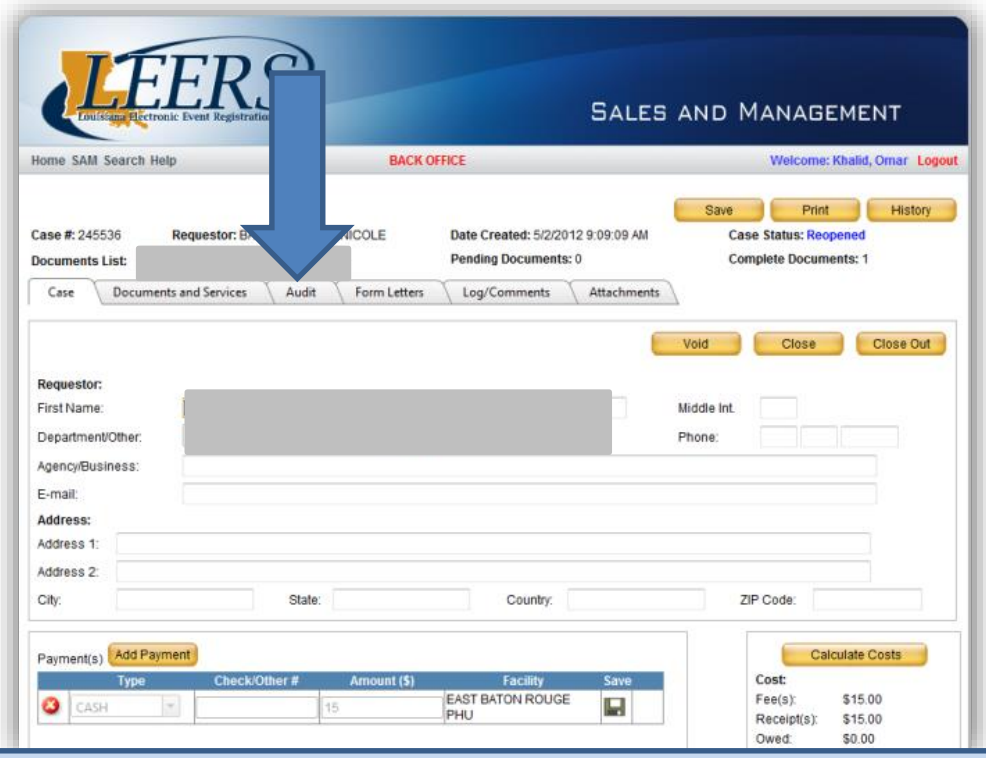
3. Always leave the parish of birth or death blank in your search fields, as this information may be given incorrectly by the customer.

4.3 Voiding and Exchanging Printed Certificates in LEERS

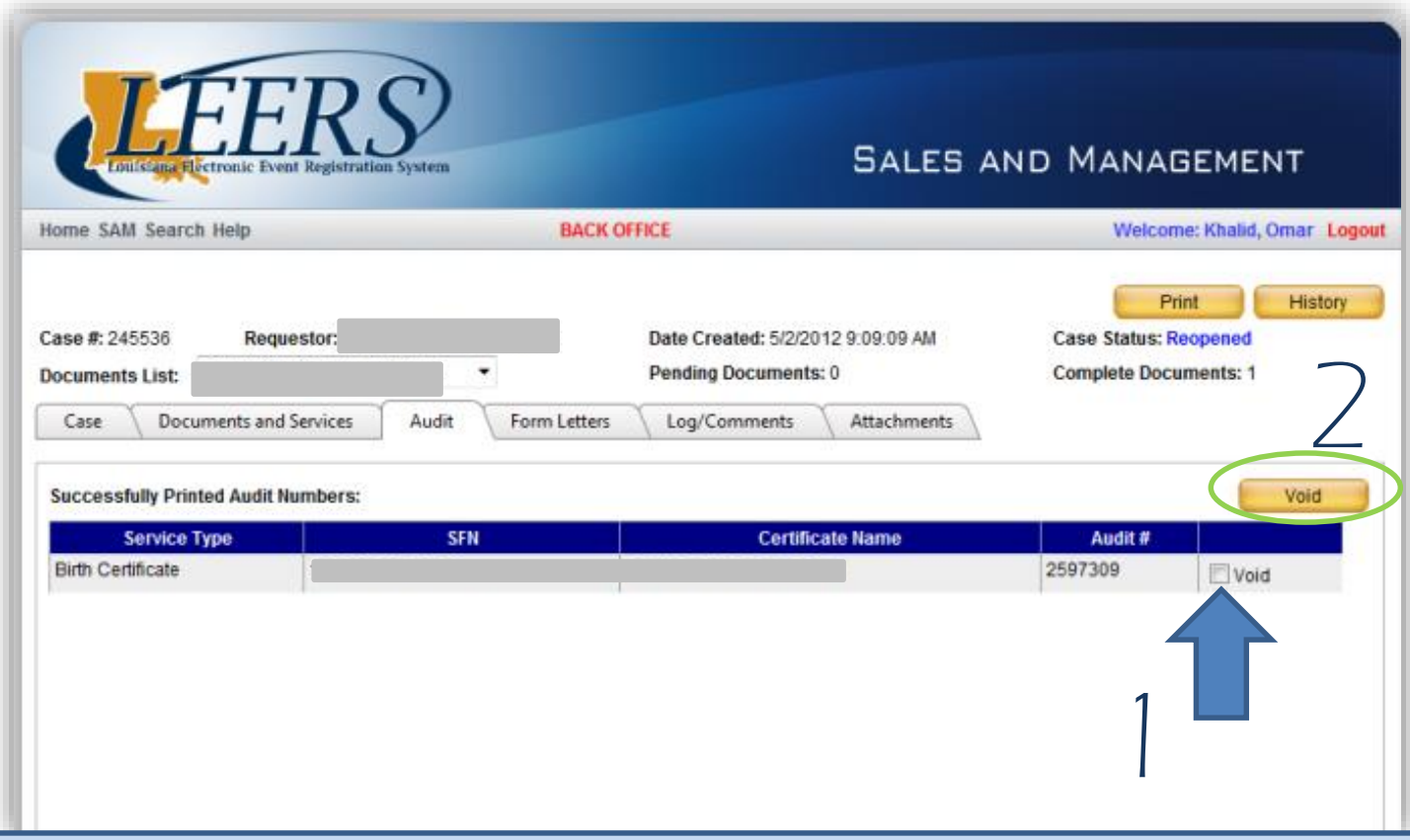
Occasionally it may be necessary to exchange a printed certificate that is damaged or contains incorrect information. If a customer believes that there is an error in the information contained on the record, you should contact the Vital Records Central Office **Archives Manager**, who can confirm if the information stored in LEERS can be corrected, or if the information that the customer believes is mistaken is actually recorded on the original record. If the information that the customer wants to change is what was recorded on the original record, the customer will have to contact the Vital Records Amendment office to request information on altering that information on the record.

If you are advised that the printed certificate did contain an error and has been updated, you can void and exchange that record without having to adjust the payments from the original case.

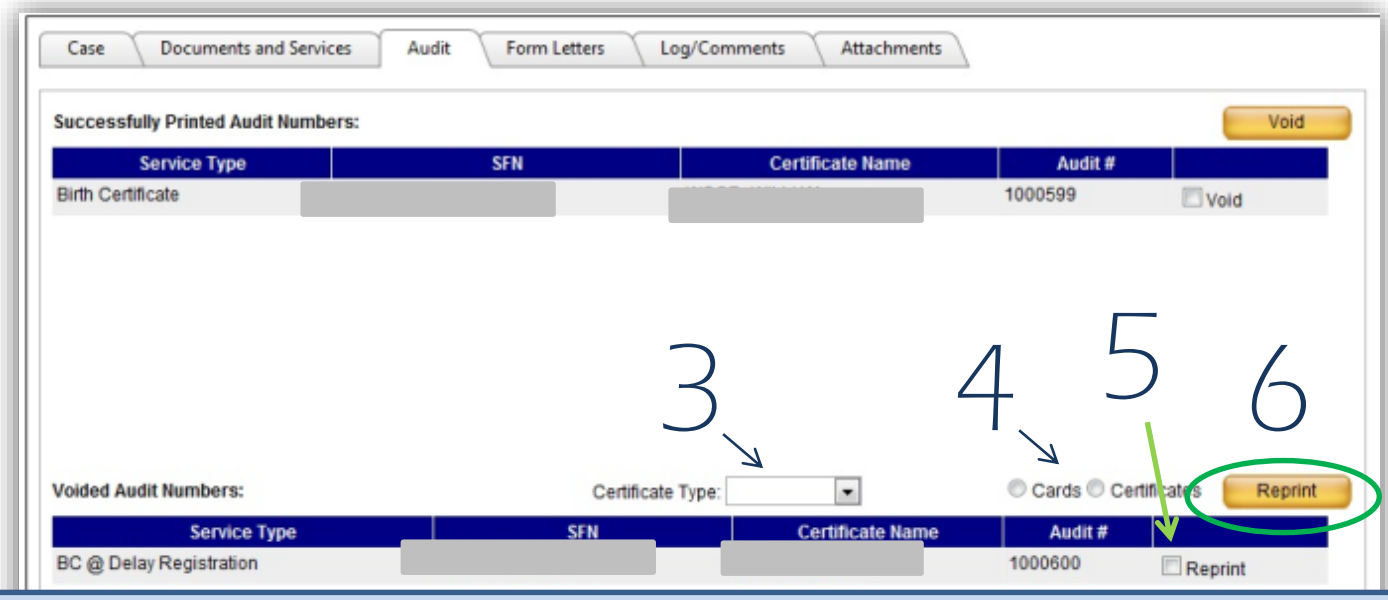
In the SAM module, it is possible to reprint a certified copy of a certificate after it has been printed. These methods will also work if the SAM case shows that the record has been printed when it has not actually physically printed.



Above: Once in the case, click on the "Audit" tab.



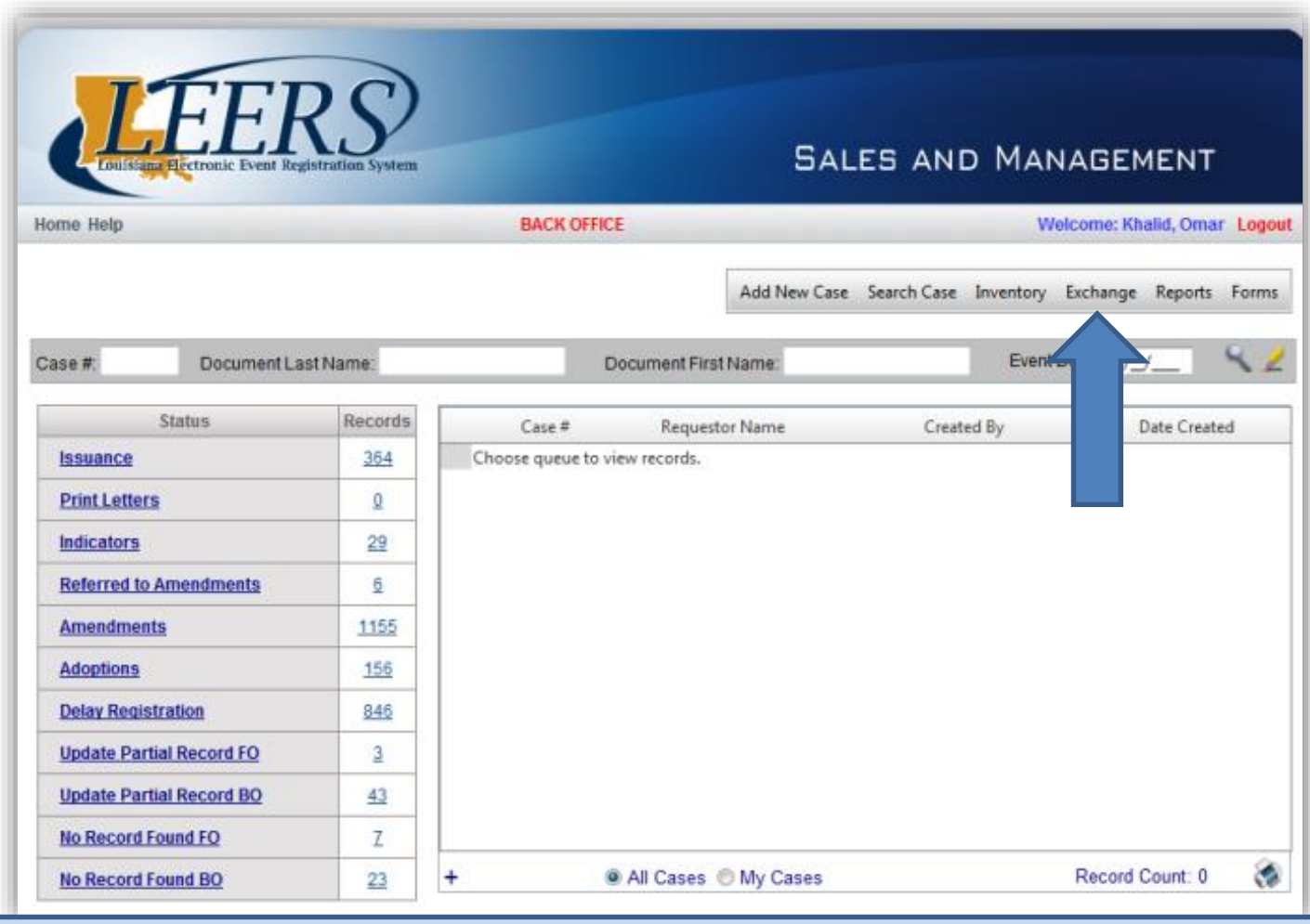
Above: On the Audit tab, (1) check the box next to "Void" then (2) press the Void button.



Above: Once the record is voided, a new row will appear at the bottom. (3) Select certificate type (birth or death), then (4) click the radio button for card or certificate. (5) Check the box next to "Reprint," then (6) press the reprint button to print a new certified copy.

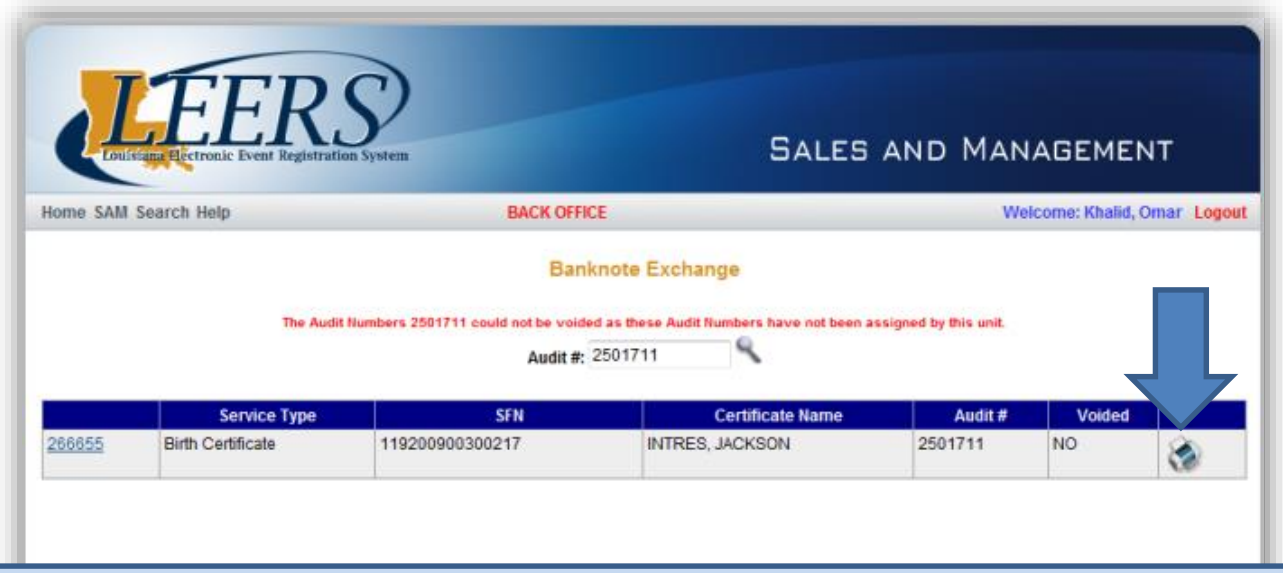
4.4 Exchanging a Certified Copy from SAM Home

If you have a certified copy that needs to be exchanged (due to an error or change in the information that was originally printed), this can be done **even after the case is closed** by using the "Exchange" function from the SAM Home screen. You do not need to open a new case or reopen the original case.



Above: From the SAM Home Screen, click on the option for **Exchange**.

Above: The user will be prompted to enter the audit number that needs to be exchanged, then click the magnifying glass to search.



Above: Once the audit number is found, clicking on the printer icon will void the old audit number and allow for a reprint of the certified copy.

Vital Records Issuance Guide

Section 5: Reporting and Banknote

5.1 Monthly Reporting

Clerks of Court issuing Vital Records are required to submit a monthly activity report listing the totals of each type of certificate sold, as well as the total number of voided banknote certificates. This report is due by the **10th calendar day** of each month. Any **banknotes** that were voided during the month should also be mailed in with the report. In addition to the monthly report and voided banknotes, checks must be sent to the appropriate agencies as required by law (LA R.S. 40:39.1 et seq).

Monthly Vital Records Report Sheet

This sheet is found in the documents section of this guide (D1). Complete this form each month and return along with the month's check and voids to:

Vital Records
Field Consultants
P.O. Box 60630
New Orleans, LA 70160

The information needed to complete the monthly report sheet can be found by running the report Documents Printed (Summary) from the **Reports** module in SAM for the date range of the previous month.

Monthly Fee Submission

For each record sold by a clerk of court, a fee of $5 may be retained by that office.* The remaining amount of each record sale must be allocated to the appropriate recipient at the end of each month. The chart below breaks down the fee for each record.

Fee Breakdown by Type of Record Sold (per record)				
Certificate Type	Customer Cost	Retained by Clerk	Due to Vital Records	Vital Record Bond Conversion Fund
Short-form Birth Card	$14	$5*	$9	--
Birth Certificate	$24	$5*	$15	$4
Death Certificate	$16	$5*	$7	$4

*Per LA R.S. 40:39.1, East and West Feliciana Parishes charge an additional $10 per record issued.

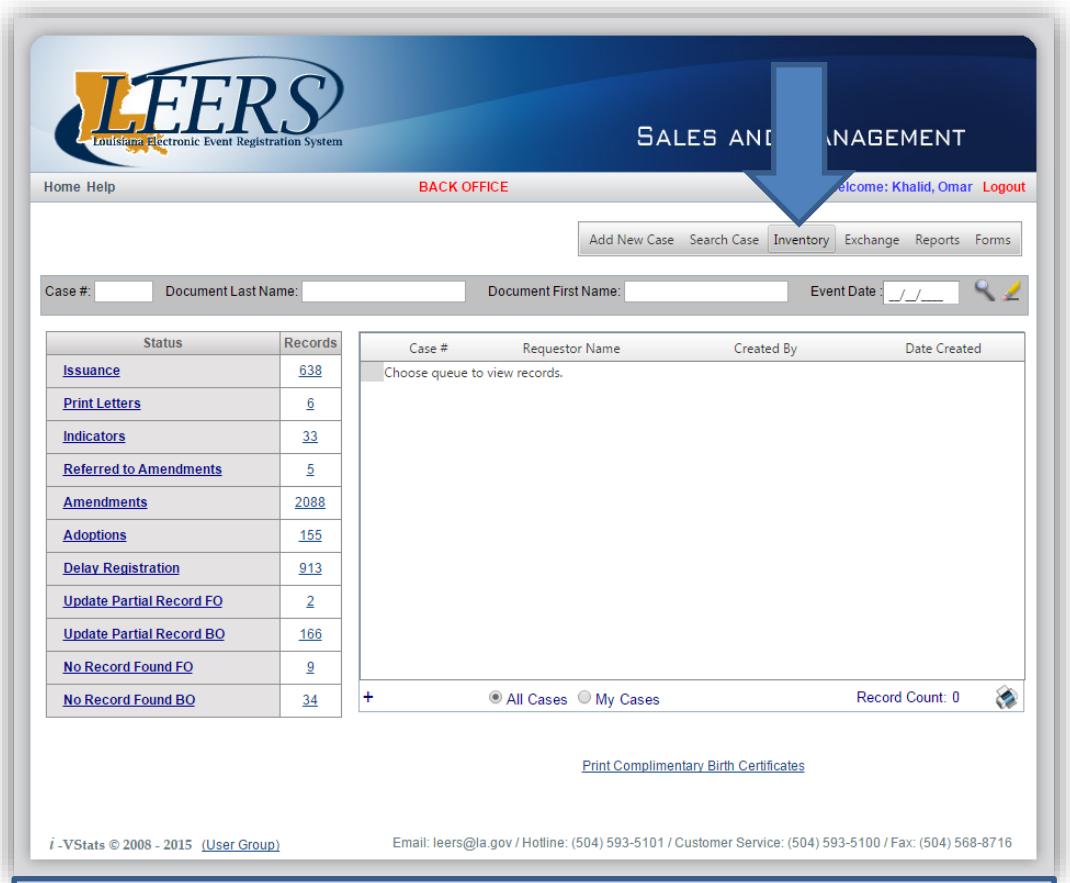
Fees due to Vital Records can be sent to:

Vital Records
Field Consultants
P.O. Box 60630
New Orleans, LA 70160

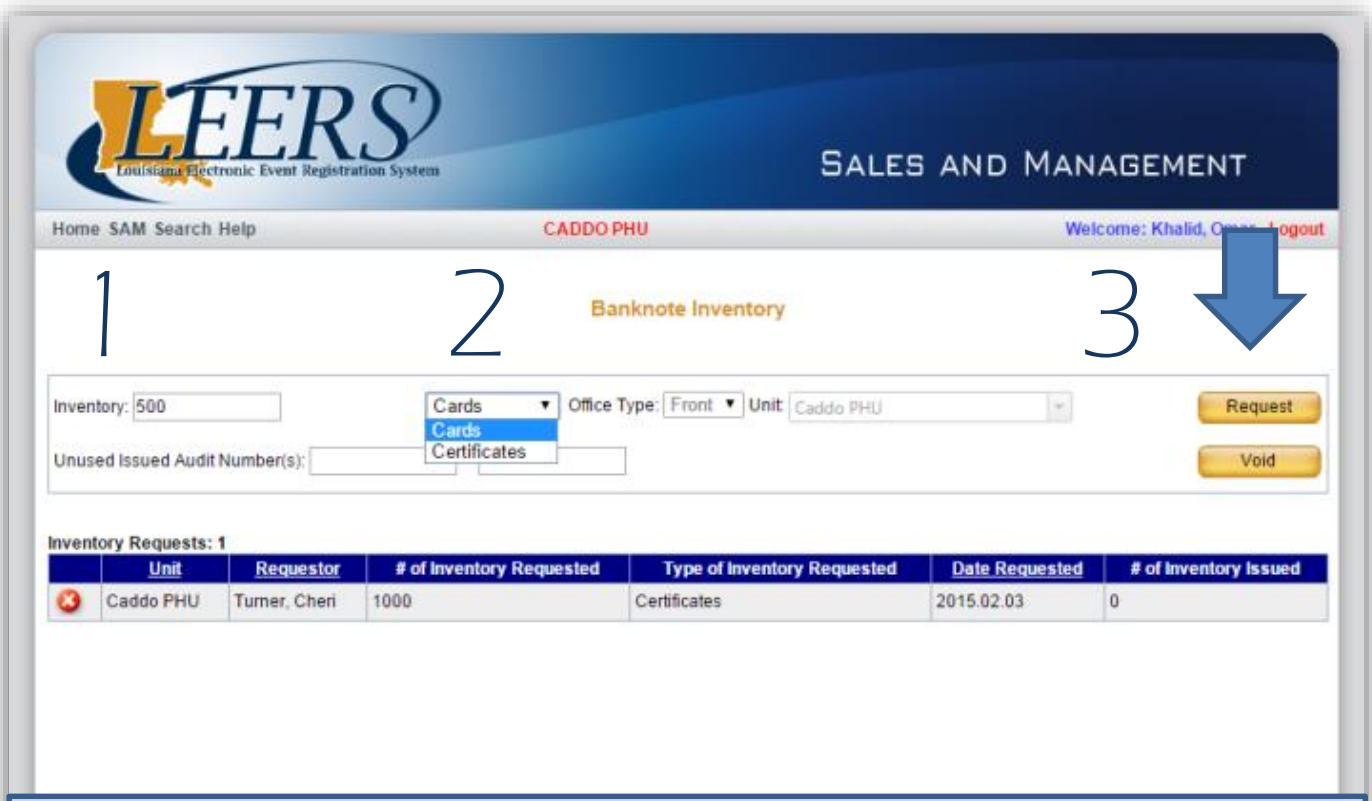
Fees due to the Vital Record Conversion Fund can be sent to:

Louisiana Department of Treasury
Attn: Vital Records
P.O. Box 44154
Baton Rouge, LA 70804-4154

5.2 Requesting Additional Certificate Banknote



Above: To request more certificate or card banknote, click on the '**Inventory**' option from the SAM Home Screen. **NOTE:** The same banknotes are used for long-form birth and death certificates.



Above: Request the amount of stock needed based on your usual volume. Select cards or certificates, then click the '**Request**' button. You will see your outstanding inventory requests in the space below. Most requests are fulfilled within 2-3 business days.

5.3 Storage of Banknote Paper

Due to the evidentiary nature of Vital Records banknote, there is a high risk for banknote-related fraud that can lead to crimes ranging from identity theft to terrorism. To safeguard against potential criminal activity, it is imperative that the following procedures be followed at any location that uses Vital Records secure banknote paper.

- Banknote paper must be kept secure at all times.
- At no point should banknote be left unattended.
- Stored banknote must be kept in a separate locked room.
- As noted in the introduction section of this guide, locations that provide US State Department Passport services must follow regulations ensuring separation between Passport staff and issuance areas and Vital Records staff and issuance areas.
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Vital Records Issuance Guide

Section 6: Common Issues and Questions

6.1 Common Issues and Questions

- ### I can't find a record in LEERS

  See Section 4.2 for Search Tips. If you are still unable to locate the correct record, the record may only be issued by Vital Records. Refer the customer to Vital Records Customer Service at (504) 593-5100.

- ### I created a case by mistake

  First, delete any documents and services that have been added to the case. If you have already entered payment for the case, you will need to delete the payment from the Case tab. Once there are no fees recorded and no documents remaining on the case, you can press the '**Close**' button on the Case tab. **Note: Under no circumstances should a case be created for any reason other than to process a case for a paying customer.**

- ### I sent a partial record to be updated over an hour ago

  Most records are updated within 30 minutes, but depending on volume it may take up to an hour. If more than an hour passes, contact the Archives department at (504) 593-5128 to see if there is a problem with the record.

- ### I'm locked out of LEERS

  If you are locked out of LEERS, you can contact the LEERS Helpdesk at (504) 593-5101. You can also email the Helpdesk at leers@la.gov and the support team will help restore access to your account.

- ### I was unable to issue a record. Does the Clerk of Court retain any fees from the customer?

  According to state law, funds can only be retained if a record is issued by the Clerk's office. If the customer must be referred to Vital Records to obtain the record, the state issuance fees would apply instead of Clerk's fees.

(end of document)