



STATE OF TENNESSEE  
DEPARTMENT OF HEALTH  
**OFFICE OF VITAL RECORDS**  
421 5<sup>th</sup> Avenue North, 1<sup>st</sup> Floor Central Services Building  
Nashville, TN 37243

**TO:** Funeral Directors & Authorized Representatives  
**FROM:** Catherine Haralson, State Registrar & Director, TN Office of Vital Records  
**DATE:** October 10, 2013  
**SUBJECT:** Registration of New Certificates and/or Requests for Certified Copies at the Office of Vital Records

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***The preferred procedure for registering new certificates of death is in the county of death with the local registrar.***

If registering new certificates at the Office of Vital Records and/or requesting copies, **please note the following changes.**

**Effective November 1, 2013**

- Registration forms **MUST BE COMPLETE** upon submission. *Incomplete forms will be returned to the funeral director for completion.*
- Requests for copies submitted **by 10:00 A.M.** will be ready for **pick-up at 3:00 P.M. the same day.** Due to the volume of requests we receive each day, we are unable to provide immediate service.
- Requests for copies submitted **after 10:00 A.M.** will be ready for **pick-up at 3:00 the next business day.**
- **The Customer Service Window can only accept requests for copies paid for with cash, check, or money order** (checks and money orders must be made out to the Office of Vital Records).
- **CREDIT CARD orders** are **only processed through the Vital Records Customer Kiosks**, and include a \$4.00 fee for identity validation.

We sincerely appreciate your cooperation with this process, as it will allow us to better serve all customers.