



ROCKINGHAM COUNTY

PRESS RELEASE / SPECIAL ANNOUNCEMENT

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Rockingham County Launches *Get Certificate Now*

New convenient way to request certified copies/uncertified copies of birth certificates, death certificates, marriage certificates

WENTWORTH, NC (Aug. 7, 2014) – Rockingham County Register of Deeds Rebecca Cipriani announced today the launch of *Get Certificate Now*. This is a new e-government service that offers the public a convenient way to request certified copies (and uncertified copies) of Rockingham County birth certificates, death certificates and marriage certificates. The public can request the records online and pay by credit card.

According to Cipriani: “Our birth and death records begin in 1913 and our marriage records are available beginning in 1867. This enhancement makes it easy for the public to do business with my office and to make the office accessible to my customers at their convenience. It is yet another method of delivery to accomplish that goal. Now, the public can immediately request these important records from the convenience of their home or office and securely transfer payment via their credit card, saving them time and money from having to drive to the Courthouse. In exchange for a small convenience fee, a user can obtain a certified copy quicker and with much less hassle than any other method. When our office receives the request electronically, numerous fraud prevention features are included that are not available for requests that are traditionally mailed. The software tracks each request and the revenue from each transaction is deposited via ACH transfer to the county on a daily basis. **–MORE–**

Partial List of Benefits to the Public:

- Submitting an application can occur at the public's convenience, and not just the hours that the courthouse is open.
- Payment is securely transferred without the hassle of obtaining money orders or certified checks.
- A Certificate can be obtained more quickly because in most cases, the office will be able to process the request the same day the customer submits it. This eliminates the time it used to take to mail in a request.

Partial List of Benefits to the County:

- County receives payment on a daily basis without the worry that personal checks might not clear or that cash could get lost in the mail. *Get Certificate Now* offers guaranteed money.
- Offering another channel for easily requesting certified copies will generate additional revenue for the County.
- Foot traffic in the Office is reduced and staff can process requests at their convenience rather than when the customer is waiting in line in front of them.
- Proof of identification is received securely and required for each transaction.
- A searchable electronic record of each vital record request is automatically created and maintained for future auditing or fraud analysis.

Cipriani went on to explain: "In addition, implementing this service will not cost the County a dime. It requires no additional hardware or software, and can work in conjunction with the software we are currently using through our vendor, Courthouse Computer Systems. Rockingham County is faced with tight budgets, so providing additional services to the public as effectively and as efficiently as possible, is a win, win for all of us. Further, the public is under no obligation to use this service. They can still choose to request copies the traditional way. This service just allows them to use their credit card and for the convenience to do so."

Charlie Roederer of Courthouse Computer Systems said, "*Get Certificate Now* is a software service that we developed in order to better connect fellow North Carolinians with their vital records. We are pleased to make this service available to all 100 Register of Deeds offices in the state free of charge. Since this software is entirely browser based, additional counties that choose to implement *Get Certificate Now* can be up and running very quickly."

You can access this service by:

1. Enter <https://GetCertificateNow.com/Rockingham> into your web browser; or
2. Go to the Rockingham County website at www.co.rockingham.nc.us and click on "Register of Deeds" and follow the link for this service; or
3. Go to the Register of Deeds' website directly at www.registerofdeeds.info and click on the link for *Get Certificate Now*.

Certified copies are \$10 each, uncertified copies are .25 each, and the convenience fee is \$3.50 per transaction. ###