PRO 318 eRegistry - eDeath Registration Statement

This document provides work instructions to funeral directors for creating a new Death Registration Statement using eRegistry, for a Death Registration to be created. It describes LifeLink system use as well as related manual tasks and procedures.

Essential Summary

This procedure applies to the following authorised people that have access to the system, to notify the Registry of a deceased person:

- Funeral Directors
- University Anatomy Department staff

The above people should have knowledge of the following:

- Understanding of Section 41 of the Births Deaths & Marriages Registration Act 1995 and Sections 12 through 15 of the Births, Deaths and Marriages Regulation 2011.
- The use of the eRegistry component of LifeLink and its basic functionality, such as logging on and off, screen navigation, data entry / modification and other administrative features.

A Death Registration Statement is one of two required notifications within LifeLink, which the Registry uses to create a Death Registration.

LifeLink attempts to match the Death Registration Statement and the Cause of Death when both have been provided to the Registry. A match creates a Death Registration (DR) automatically.

This procedure details how an authorised person can prepare and submit a Death Registration Statement and an application for a Death Certificate, to the NSW Registry of Births Deaths & Marriages using eRegistry.

Printed copies of this document may not be up to date. Ensure you have the latest version before using this document.
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1 Scope

The scope of this document contains the following;

- Creating an eDeath Registration Statement within eRegistry
- Creating an eApplication for a Death Certificate

This document does not contain the following;

- User login details for eRegistry
- Creating an eDeath Registration Statement notification within LifeLink
- Creating a Cause of Death and the creation of a Death Registration in LifeLink
- All other procedures and processes completed by the Registry of Births, Deaths and Marriages

2 Purpose

This document provides work instructions for creating a new Death Registration Statement using the eRegistry component of LifeLink. It describes the eRegistry system’s use as well as related manual tasks and procedures.

This document describes the process to send electronic information to the NSW Registry of Births, Deaths & Marriages.

Data can be entered directly into the eRegistry system and submitted to the Registry. If the data passes the system validations and business rules, the Death Registration Statement information will be loaded directly into the Registry’s LifeLink system.

When a person dies in NSW, a Death Registration Statement must be submitted to the NSW Registry of Births, Deaths & Marriages.

Risks of not submitting a Death Registration Statement to the NSW Registry of Births, Deaths & Marriages is that the person’s Death Registration is unable to be created and the person’s death will not be recorded within NSW.
3 Definitions

“Cause of Death” means the medical certificate issued by a doctor, or a Coroner’s order confirming a death. This is data entered by Registry staff to create a Cause of Death Notification.

"Child" means any issue of the deceased, includes a stillborn child.

"Client" means a customer of the NSW Registry of Births, Deaths & Marriages.

"Corresponding law" means a law of another State that provides for the registration of births, deaths and marriages.

"Coroner" is an official tasked with certifying deaths reported to the government

"Death Registration Statement (DRS)" means the information of the deceased as provided to the Registry by a funeral director

"Death Registration (DR)" means the details of the deceased as recorded in the NSW Register

"Doctor" means a registered medical practitioner.

"Mandatory" means that this information must be provided

"Notification" means a Death Registration Statement or a Cause of Death – the two records that are matched to create a Death Registration

"Registrable event" means a birth, adoption or discharge of adoption, change of name, change of sex, death or marriage or relationship.

"Registrable information" means information that must or may be included in the Register

"Registering authority" means an authority responsible under a corresponding law for the registration of births, deaths and marriages.

"Registrar" means the Registrar of Births, Deaths and Marriages holding office as such under Part 2 of the Public Sector Management Act 1988.

"Responsible Person" means the person who is required to give a notification to the NSW Registry of Births Deaths & Marriages. E.g. funeral director, medical practitioner, coroner.

"Stakeholder" means a party who participates with the NSW Registry of Births Deaths & Marriages e.g. Funeral Director or Marriage Celebrant.
"State" includes a Territory.

"Stillbirth" means the birth of a stillborn child.

"Stillborn child" means a child that exhibits no sign of respiration or heartbeat, or other sign of life, after birth and that:
(a) is of at least 20 weeks’ gestation, or
(b) if it cannot be reliably established whether the period of gestation is more or less than 20 weeks, has a body mass of at least 400 grams at birth.

4 High Level Process

The Death Registration process is represented at a very high level in the following diagram:

The create Death Registration Statement (DRS) process is highlighted. The DRS is generally submitted to the Registry electronically and is automatically created in LifeLink. This process is represented in more detail, as follows:

Create eDeath Registration Statement
5 Legislation

These procedures cover all of the requirements relating to Division 7 of the *Births Deaths and Marriages Registration Act, 1995*. You can find a full version of the legislation at: [http://www.legislation.nsw.gov.au](http://www.legislation.nsw.gov.au)

6 Death Registration Statement Checklist

To complete an eDeath Registration Statement the following is required:

- A login ID and password are required to access the eRegistry component of LifeLink.
- You have a Death Registration Statement that has had all mandatory fields completed by the informant.
- You have a Medical Certificate or Coroner’s Disposal Order certifying that the subject is deceased.

Note:

As soon as you receive a Cause of Death form you should send this to BDM.

If the deceased is a stillborn child a DRS is not required, however you must send the Perinatal Report (Medical Certificate of Perinatal Death) to the Registry.

7 Characters used in eRegistry and LifeLink

The Registry only accepts English alphabetical characters. Diacritical marks are not used. This complies with standards set out by the International Civil Aviation Organisation in a document titled ‘Machine Readable Travel Documents’. This document states that surnames and given names be written without diacritical marks e.g. accents/graves etc.)

Hyphens (-) and apostrophes (’) can be used

Slashes (/) (\) cannot be used in Names, however they can be used in addresses

Some examples of diacritical marks than cannot be used in LifeLink
8 Log in to eRegistry

Log in via the URL and with the username and password provided.

When the username is connected to more than one business, the eRegistry will provide a list of Funeral Directors to choose from, to enter death information for.
To log out at any time choose the Logout link in the top right of the screen.

9 Screen Functions

Contact Us - The Registry’s contact details can be viewed by selecting the Contact Us link as shown below.

eNews - The latest information bulletin can be viewed by selecting the eNews link.

Help - Selecting the Help link will launch a .pdf version of this procedure document.

**Widget**

The widget allows the user easier navigation through the data entry process and moving between pages in eRegistry. Selecting a section name from the widget when in a **Death Registration Statement** will result in being taken to that section.
Expand and Collapse Sections

Collapse all sections by selecting Collapse all sections, found at the top of each section. Likewise, once one or more sections are collapsed, there is the option to Expand all sections.

Sections can be collapsed or expanded on an individual basis by selecting the section title:
Mandatory Fields
Mandatory fields can be identified by a (*) at the end of the field name. An example is shown below:

10 Create a new eDeath Registration Statement

From the menu select the Deaths > New Death Registration Statement options as shown next.

A blank eDeath Registration Statement screen is displayed for you to begin entering details.

Note:
Documents may not be attached to a record until it is saved.

On the bottom right of every section of the DRS are three buttons:

These can be selected at any time:
**View errors**: will perform business rule validations on the record and take you to the ‘View Errors’ screen.

**Save**: will save the DRS in its current form, the record will be able to be selected from the ‘Drafts’ menu

**Discard**: will discard any changes made since the last save.

### 10.1 Completing a DRS in eRegistry

**Deceased’s Details**

The **Deceased’s Details** is the first section that will need to be completed. An example is shown next.

---

![Death Registration Statement](image-url)

The image shows the Deceased’s Details section of a death registration statement in eRegistry. It includes fields for the deceased's name, sex, date of birth, date of death, age, place of death, and usual residential address. Each field is populated with example data, such as the deceased's name being Williams, the date of death as 15-02-2014, and the place of death as Westmead Hospital.

---
In this section all of the primary information about the deceased is to be completed.

10.1.1 Deceased’s Name

**Name**: This includes not only the current name of the deceased but that name under which they were born. This information will not appear on the certificate but is essential for forming family connections with Registry data.

Always capitalise:

- The first letter of the **Family Name**
- The first letter of the **Family Name at Birth**
- The first letter of the **First Given Name**
- The first letter of any **Other Given Names**

If any mandatory name details are not known please enter ‘Unknown’ in the field.

**Sex**: should be the sex of the deceased at the time of death.

10.2 Relevant Dates

Select the date of death type as stated by the Coroner or Medical Practitioner. This will determine which data entry fields are displayed.

**Relevant Dates**: these are the date of Death (or Dates if the coroner has determined a range) and Date of Birth. Age will be autocalculated from these fields as in the below example:
If there is only one date on the COD then choose ‘On’.
If the single date has any qualifiers please choose the applicable one from the list as shown above.
If the date of death is given as a range please choose ‘Between’.

### 10.3 Place of Death

Did Death occur in a NSW Hospital or Nursing Home? – Yes
Choose ‘Yes’ and then select the facility from the list. If the facility does not appear on the list, please choose No and enter the address or location details.

Select the name of the hospital or nursing home from the list then enter the suburb appropriate to the facility.

Did Death occur in a NSW Hospital or Nursing Home? – No
Please choose ‘No’ and enter the address or location details.

To record a place of death that has not occurred in a hospital or nursing home (or if the facility does not appear in the list) enter the location or the street address in the fields given. At least one of the Location or Address Line 1 fields must be entered, along with the Suburb field.
If the death occurred overseas but is being recorded in NSW this will require approval from the Registrar and will not be entered online by the Funeral Director. Please contact the Registry for advice on how to proceed.

10.4 Usual Residential Address

This should be the address at which the deceased usually resided prior to death and must be a residential address, P.O. Box numbers are not accepted.

10.4.1 Standard Australian Address

LifeLink defaults **Country** to **Australia** and **State / Territory** to **NSW**, but you can change these fields as required.

Always capitalise:
The first letter of the street name in **Address Line 1 & Address Line 2** (eg 35 Regent Street)
The first letter of the **Suburb / Town / City** (e.g. Chippendale)

10.4.2 International Address

To enter an international address, select a different country from the **Country** field, as shown below.
The **International Address** format replaces the **Australian Address** format. You can then enter the international address as free-form text as shown next.

### 10.5 Place of Birth

#### 10.5.1 Born in Australia (Default):
- Enter the **Suburb / Town / City**
- Select the State (Defaulted to NSW) from the **State / Territory** drop down list.

#### 10.5.2 Born overseas:
- Select a country of birth from the drop down list.
- Enter the location of birth in the **Suburb / Town / City** field.

Note:
If born overseas the following **Period of Residency** section must be filled out.
10.6 Period of Residency

Period of Residency: Only the Year of Arrival is mandatory if place of birth is not Australia, but a day and month may be entered if known. The period of residency will auto calculate from this date and the Date of Death.

The following can be chosen from the drop down menu.

<table>
<thead>
<tr>
<th>Period of Residency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of Arrival in Australia</td>
</tr>
<tr>
<td>Period of Residency in Australia</td>
</tr>
</tbody>
</table>

Other Details

<table>
<thead>
<tr>
<th>Other Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Occupation *</td>
</tr>
<tr>
<td>Main Occupation Activity</td>
</tr>
<tr>
<td>Retired at Date of Death * Please Select</td>
</tr>
<tr>
<td>Pensioner at Date of Death * Please Select</td>
</tr>
<tr>
<td>Pension Type Please Select</td>
</tr>
<tr>
<td>Aboriginal or Torres Strait Islander Origin * Please Select</td>
</tr>
</tbody>
</table>

Note:-

If the deceased was born in Australia the Period of Residency field will default to ‘Life’ and the field will not be able to be edited.

10.7 Other Details

10.7.1 Occupation

Occupation should be the job or jobs that the deceased engaged in for the majority of their working life. You may enter free text but it will verify against a Sensitive Occupations list when the notification reaches LifeLink.
10.7.2 Main Occupation Activity
Main Occupation Activity is not mandatory but may be used to clarify or expand on the deceased’s occupation.

10.7.3 Retired at Date Of Death
Retired at Date of Death asks whether the deceased was considered retired from normal working life.

10.7.4 Pensioner at Date of Death
Pensioner at Date of Death asks whether the deceased was the recipient of a pension, and Pension Type lists the categories of pension accepted by ABS.

10.7.5 Specify Aboriginal and Torres Strait Island Origin
Aboriginal and Torres Strait Islander (ATSI) Origin statistics are collected on behalf of the Australian Bureau of Statistics (ABS).

The data collected is used for statistical and planning purposes. The information does not appear on a death certificate.

Click on the down arrow and select the ATSI origin from the dropdown list, as shown:

Once you have made your selection, it will appear in the field as shown.
10.8 Deceased Marriage Details

From the drop down choose the marital status of the deceased.

eRegistry will provide the required fields for the selection made.

10.8.1 De Facto

Age of Commencement

Age at commencement is the age of the deceased when the relationship commenced.

Spouse Details

Complete the spouse details fields remembering to capitalise the first letter of the Family name, First Given Name and Other Given Names.

Number of Additional Marriages

To add additional marriages or de facto relationships refer to section ‘10.9 Adding Additional Marriages’.
10.8.2 Married / Divorced

The following fields are provided when ‘Married’ or ‘Divorced’ is chosen

Location of the Marriage Ceremony

Complete the following fields to record the location of the Marriage Ceremony:

Ceremony within Australia

- Country
- Suburb/Town/City
- State/Territory

Ceremony outside Australia

- Country
- Suburb/Town/City
Details of the Location may be entered but are non-mandatory.

**Age of Commencement**

Age at commencement is for the age of the deceased when the relationship commenced.

**Spouse Details**

Complete the spouse details fields remembering to capitalise the first letter of the Family name, First Given Name and Other Given Names. **Number of Additional Marriages**

To add additional marriages or de facto relationships refer to section ‘10.9 Adding Additional Marriages’.

### 10.8.3 Never married

Choose ‘Never Married’ when the deceased has never been married or had a de facto relationship.

![Deceased's Marriage Details]

Marital Status at Time of Death: Never married

### 10.8.4 Unknown

Choose ‘Unknown’ when unable to identify the relationship status of the deceased at the time of death.

![Deceased's Marriage Details]

Marital Status at Time of Death: Unknown

Please record current and all previous marriage or de facto relationships:
If Marital Status at Time of Death is unknown you may still enter details of any known marriages or de facto relationships.

**Number of Additional Marriages**

To add additional marriages or de facto relationships that the deceased has had in refer to section ‘10.9 Adding Additional Marriages’ below.

### 10.9 Adding additional marriages

Entering the number of relationships into the ‘Additional Marriages’ field provides a corresponding number of fields to record those details:

- **Number of Additional Marriages**: 1

  **Marriage Details**

  - **Type**: Please Select
  - **Location**: 
  - **Country**: Australia
  - **Suburb/Town/City**: 
  - **State/Territory**: NSW
  - **Age at Commencement**: 

  **Spouse Details**

  - **Family Name**: 
  - **First Given Name**: 
  - **Other Given Name(s)**: 
  - **Sex**: Please Select

Select the relationship status from the drop down list:

#### 10.9.1 Choosing De Facto

Refer to Section ‘10.8.1 De Facto’ to complete de facto relationship details fields
10.9.2 Choosing Divorced / Widowed / Separated / Married

Refer to Section ‘10.8.2 Married / Divorced’ to complete the fields for the following marriage types:

- Divorced
- Widowed
- Married

10.10 Entering number of children

Enter the number of children of the deceased in the ‘Number of Children’ field.

The following fields are provided by eRegistry to be completed for each of the children:

10.10.1 Child’s Details

Complete the child’s details remembering to capitalise the first letter of the Family name, First Given Name and Other Given Names.

10.10.2 Life Status

Select the life status of the child at the time of death of the deceased from the drop down.
10.11 Parents of Deceased

Add the deceased parent’s details to the Death Registration Statement.

10.11.1 Parent type options for Parent 1 and Parent 2

The following options are available for parent type for both parents:
Note:
For Parent 1 always select Mother unless the parents of the deceased were in a same sex relationship.

10.11.2 Parent 1 and Parent 2 Details

Complete the parent 1 and parent 2 details fields remembering to capitalise the first letter of the Family name, First Given Name and Other Given Names.

10.11.3 Occupation

Occupation should be the job or jobs that the parents of the deceased engaged in for the majority of their working life. You may enter free text but it will verify against a Sensitive Occupations list when the notification reaches LifeLink.

10.11.4 Main Occupation Activity

Main Occupation Activity is not mandatory but may be used to clarify or expand on the deceased’s parent’s occupation.

10.12 Informants Details

Complete the details of the informant in the required fields as shown below:

<table>
<thead>
<tr>
<th>Informant's Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family Name *</td>
</tr>
<tr>
<td>First Given Name *</td>
</tr>
<tr>
<td>Other Given Name(s)</td>
</tr>
<tr>
<td>Relationship To Subject * Please Select</td>
</tr>
</tbody>
</table>

**Residential Address**

<table>
<thead>
<tr>
<th>Country *</th>
<th>Australia</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address Line 1 *</td>
<td></td>
</tr>
<tr>
<td>Address Line 2</td>
<td></td>
</tr>
<tr>
<td>Suburb/Town/City *</td>
<td></td>
</tr>
<tr>
<td>State/Territory *</td>
<td>NSW</td>
</tr>
<tr>
<td>Postcode *</td>
<td></td>
</tr>
</tbody>
</table>

**Contact Details**

<table>
<thead>
<tr>
<th>Contact Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email Address</td>
</tr>
</tbody>
</table>

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10.12.1 Informant Details

Complete the Informant Details details fields with the first letter of the Family name, First Given Name and Other Given Names being a capital.

10.12.2 Relationship to Subject

From the drop down list select the appropriate Relationship to the deceased, as shown in the sample below:

10.12.3 Address

To complete the address details refer to section ‘10.4 Usual Residential Address’. This must be a residential address; PO Box numbers are not accepted.

10.13 Type of Death certificate

The following options are able to be chosen for ‘Type of Death Certificate’

- MCCD – Medical Certificate Cause of Death
- MCPD – Medical Certificate of Perinatal Death (Still Born Children)
- Coroner – Coroner’s Disposal Order (with or without cause of death)
- eMCCD – Electronic Medical Certificate Cause of Death

Note: The eMCCD system is not yet operational, pending Department of Health integration.
10.14 Disposal details

Enter the Date of Disposal and the method of disposal of the deceased body.

The following fields are provided for the following ‘Method of Disposal’ options

10.14.1 Body Donation

Complete the university details and address.

To complete the address details refer to section ‘10.4 Usual Residential Address’.
10.14.2  Body not recovered

Choose the ‘**No Body Found**’ check box to record the body was not recovered.

<table>
<thead>
<tr>
<th>Disposal Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of Disposal</td>
</tr>
<tr>
<td>Method of Disposal *</td>
</tr>
<tr>
<td>No Body Found</td>
</tr>
</tbody>
</table>

10.14.3  Buried

Complete the Cemetery details and address. To complete the address details refer to section ‘10.4 Usual Residential Address’.

<table>
<thead>
<tr>
<th>Disposal Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of Disposal</td>
</tr>
<tr>
<td>Method of Disposal *</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cemetery Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cemetery of Disposal</td>
</tr>
<tr>
<td>Country *</td>
</tr>
<tr>
<td>Address Line 1 *</td>
</tr>
<tr>
<td>Address Line 2</td>
</tr>
<tr>
<td>Suburb/Town/City</td>
</tr>
<tr>
<td>State/Territory *</td>
</tr>
<tr>
<td>Postcode *</td>
</tr>
</tbody>
</table>

10.14.4  Cremated

Complete the Crematorium details and address. To complete the address details refer to section ‘10.4 Usual Residential Address’.
10.14.5 Repatriated

Complete the repatriation details by adding the airport from which the remains are leaving Australia and Country where the deceased body is being transported to.

10.15 Funeral Directors details

The next panel is the **Funeral Directors Details**. In this section, you are not required to enter details, as eRegistry will pre-populate into the required fields based on your logon ID.

All of the required information has been completed, now ‘Save’ the record. Refer to ‘Section 11 Saving an eDeath Registration Statement’.
11 Saving an eDeath Registration Statement

An eDeath Registration Statement can be saved at any time.

When not all the mandatory fields have been completed, or there are validation errors, the record will be saved as 'Incomplete'.

When all the mandatory fields have been completed and validation has passed, the record will be saved with the status of 'Ready to upload'.
To identify that the record has not been saved the created date will be blank, as shown in the screen shot below:

11.1 How to Save an eDeath Registration Statement

An eDeath Registration Statement can be saved at any time using the ‘Save’ button at the bottom right of every section of the form.
You may also save the eDeath Registration Statement via the Action List which is located on the top right hand side of your screen. Click on the down arrow to select 'Save' from the list.

Choose the 'Go' button.

After saving, the eDeath Registration Statement, will have a date in the 'Created Date' field as in the below screen shot.

11.2 Accessing a saved record

Click on Deaths > Draft List - the saved Death Registration Statements will be displayed.

To view or edit a record click on the 'view' link and this will open the record. Once open data entry can re-start as the record is opened in edit mode.
11.3 Deleting a saved record

Records can only be deleted when they are in the Drafts folder and have not yet been submitted to the Registry.

To delete a record, begin by opening the Drafts folder. Click on Deaths > Draft List

The Drafts folder will display all records that have been saved for that Funeral Director.

Check the box next to the record that is required to be deleted:

Choose the Delete button.
A confirmation page is displayed. Choose submit to delete the chosen records or to go back choose Deaths > Draft List.

After submitting, the confirmation page displays the successfully deleted notifications.

12 Submit eDeath Registration Statement

Click on Deaths / Drafts List - to display the saved records.
Records that are ready for upload will have the status **Ready for Upload** as in the below screenshot:

![Screenshot of Death Registration Statement Drafts](image)

Check the box next to the files that are to be uploaded and then click on the submit button as shown:

![Screenshot of Death Registration Statement](image)

LifeLink will display a list of notifications that can be submitted.

Choose the submit button to submit the Death Registration Statement to the Registry.
When the record has been submitted to the Registry, the **Submission Summary Page** will indicate the ‘**Successfully submitted notifications**’

A new eDeath Registration Statement using the online method has successfully been created.

## 13 Printing

To print an **eDeath Registration Statement** choose **Deaths > Statements List** or **Deaths > Drafts List**.

Your **Statements List** will display all records that have been submitted for the current Funeral Director.

Check the box next to the record that is required to be printed:

Choose the **‘Print’** button:
The next screen will show which documents have been selected to print:

Select the summary check box:

Choose ‘Generate Selected Documents for Printing’ and a Print Summary page is displayed:
14 Adding Documents to an eDeath Registration Statement

Documents can be added to an eDeath Registration Statement after the eDeath Registration Statement has been saved.

Before adding documents to the eDeath Registration Statement ensure that the documents have been scanned and saved to your computer.

Note: It is not mandatory for funeral directors to add documents to the DRS.

14.1 File types that can be attached

The only acceptable file types for document upload are:

- PDF
- JPEG
- TIFF

You are required to add each Document Type separately, that is, only one document can be uploaded at a time.

14.2 Adding Documents to a DRS
To add a document to a record the record must first be saved to the Draft List. Refer to section ‘11.2 Accessing a saved record’

Open the DRS and select Add Document from the Action List as shown:

Choose ‘Go’ button and the Add Document page will be displayed.

Browse the PC folders and select the file that is to be attached. eRegistry will open the document for review in a new internet tab.

14.2.1 Successful Document upload
If upload was successful, the following message is displayed:

14.2.2 Unsuccessful Document upload
If upload was unsuccessful, the following message is displayed:

14.2.3 eRegistry Document Reference details.
After a successful Document upload, select from the drop down lists provided to specify the Document Type and Document Name.

14.2.4 Complete Attachment of Document
Choose the ‘Save’ button to attach document to the eDeath Registration Statement Notification.
Select ‘Save’ from the Action Menu to save your DRS with attached document(s) to the Drafts list.

14.3 View Related Documents

Click on Related Documents in the widget, this will display the Attached Documents screen with a list of documents that have been added to this notification, as shown next:

Once selected you will be taken to the Attached Document screen
14.4 Discard documents

Documents attached to an eDeath Registration Statement are unable to be deleted.

15 eApplication for a Death Certificate

15.1 How do I request a certificate?

There are three stages at which a certificate can be requested:

- From the Death Registration Statement Drafts list
- From the Submitted Statements list

The Request Certificate functionality is available for a period of two (2) months from the date the Death Registration Statement is submitted to the Registry. After this period has passed the next of kin or estate will be required to submit their own certificate application.

15.1.1 Requesting a Certificate From Draft List

When viewing the Death Registration Statement drafts list, there is a Request Certificate link beside each draft that does not already have an application linked as shown next:

By selecting the Request Certificate link, you will be taken to New Application.

If a Death Registration Statement already has an application linked the Actions list will have the link 'Delete eApplication', as shown:

15.1.2 Requesting a Certificate from Statements List
When viewing the **Death Registration Statement submitted** list, there is a **Request Certificate** link beside each submitted Death Registration Statement as shown next:

![Request Certificate](image)

By selecting the **Request Certification** link you will be taken to **New Application**.

### 15.2 Create a New Application

The eApplication form has 4 pages to complete:
- Application Details
- Product Specification
- Order Details (delivery address)

**Validation Errors**
The Application Details is shown below:

![Application Details](image)

#### 15.2.1 Product Details

The product Detail fields are described as following:

**15.2.1.1 Product Code and Keyword**

The **Product Code** and **Keyword fields** determine the behaviour of the application. Choose from the keyword drop down list the type of product that is required. eRegistry will populate the product code from the keyword selection and is unable to be edited (unless you alter the keyword).

The keyword field must be completed before proceeding.
15.2.1.2 Quantity of Certificates

Update the Quantity field for the number of certificates required.

15.2.1.3 Stakeholder

These fields will default as per your login details and cannot be changed.

15.2.1.4 Submitted with Notification

Choose ‘Yes’ if this eApplication is to be submitted with the Death Registration Statement.

Choose ‘No’ if the Death Registration Statement has already been submitted.

15.2.2 Product Specification

Select the Product Template as shown below and then select next:

The Product Template selected will determine the certificate template that will be printed.
Note:
Currently only one template can be selected for a product in eRegistry.

15.2.3 Applicant Postal Details and Delivery Address

The next screen to complete is the Applicant Postal Details and Delivery Address.

Some important fields are described as follows.

Delivery Options
Delivery Option: select the delivery option for the certificate from the drop down. Multiple options are available as shown next:

- **Registered Mail** – Product will be sent via Registered Post through Australia Post. If this is selected a Delivery Address must be entered.
- **Collect** – The Certificate/s will be collected from a Registry office. If this is the selection, there will be no need to enter delivery details. **Note: This should only be selected in the case of Repatriation disposals.**
- **International Express Post** – If the certificate is to be posted to an address outside of Australia please select this option.
15.3 Delivery Address

If the **Product** is to be posted there are two options to populate the address fields for the **Delivery Address**:

- If the **Product** is to be sent to the Funeral Director
- select **Copy From** and choose ‘[User Name] – Applicant’ (see below example)

- If the **Product** is to be sent to the next of kin or estate or a different address complete the delivery details in the delivery address fields

Fill in the mandatory fields, as indicated by an asterisk (e.g. Family Name*)

Choose the ‘Next’ button to validate the eApplication.

15.4 Validation

eRegistry validates the eApplication to check it passes the Form Validation and Business Rules.

15.4.1 Validation errors

If the eApplication contains errors they are shown on the **Validation Errors** screen next:

15.4.2 Validation Successful
If the eApplication has no errors, the **Validation Errors** screen displays the following:

![Image of Validation Errors screen]

### 15.5 Save eApplication

From the Validation screen the eApplication can be saved from two places:
- On the bottom right hand side of the screen choose the ‘Save’ button.
- From the **Action List** choose ‘Save’ from the drop down and choose the ‘Go’ button:

![Image of Action List]

Once the eApplication has been saved, the following message will appear:

![Image of Application successfully saved]

The **Application Creation Date** will appear and the **Application Status** will also be generated in the widget as shown next:
Note:

Please note that the **Application Number** will not be generated until the eApplication is submitted to the Registry.

### 15.6 Viewing an eApplication

#### 15.6.1 Viewing an eApplication from the Drafts List

If there is no eApplication linked to a Death Registration Statement draft, the **Application Linked** column will display an ‘N’.

If an eApplication is linked to a Death Registration Statement, while in the Death Registration Statement drafts list a ‘Y’ will appear in the **Application Linked** column as shown next:
To view the eApplication in edit mode, select the ‘Y’ link under Application Linked.

15.6.2 Viewing an eApplication from the Statements list

If there is no eApplication linked to a submitted Death Registration Statement the Application Linked column will display a N.

If an eApplication is linked to a submitted Death Registration Statement a Y will appear in the Application Linked column. In addition, the eApplication will appear below the Death Registration Statement. This is shown next:

To view the eApplication, select the ‘Y’ link under Application Linked or the ‘view’ link on the eApplications row.

15.7 Editing your eApplication

An eApplication can be edited prior to submission.

To view and edit a the eApplication refer to section ‘15.6.1 Viewing an eApplication from Notification drafts’

Note:-
If the Product Code is to be changed a new eApplication is required.
Once an eApplication has been submitted to the Registry it cannot be edited.

15.8 How to Delete an eApplication

15.8.1 Deleting an eApplication from the Drafts List
If an eApplication has been linked to a **Death Registration Statement draft**, select the **Delete eApplication** link found at the end of the **Death Registration Statement** row as shown next:

![Image of Death Registration Statement Drafts]

The **Confirmation Required** page will display. If the correct eApplication is listed, select the **Submit** button.

![Image of Submission Summary]

The **Submission Summary** will then be displayed to advise whether the eApplication was deleted successfully as shown next:

![Image of Submission Summary]

From here you have the option to return to the **Death Registration Statement drafts** list by selecting the **View Draft List** button.

### 15.8.2 Deleting an eApplication from the Statements list

An eApplication that has been linked to a submitted **Death Registration Statement** can have one of three **submitted/Paid** status:

- The eApplication has been linked but has not yet been submitted, and therefore has not been paid,
- The eApplication has been linked and submitted, but is yet to be paid, and
- The eApplication has been linked, submitted and paid.
15.8.2.1  eApplication that has not been submitted

A linked eApplication that has not yet been submitted to the Registry will have ‘Draft’ in the Submitted column. To delete these eApplications, select the Delete link as shown next:

![Submitted Drafts Table]  

- [Image 134x566 to 501x652]

15.8.2.2  eApplication that has been submitted

A linked eApplication that has been submitted, regardless of payment cannot be deleted. To cancel an unpaid eApplication, or cancel an eApplication and request a refund, please contact the Registry

**Note:**

A Death Registration Statement and eApplication cannot be modified once it has been submitted to the Registry

15.9  Submitting eApplications

An eApplication can be submitted to the Registry at two stages:

- If an eApplication is linked to a Death Registration Statement draft when submitted, both the DRS and eApplication are submitted, or
- If an eApplication is linked to a submitted Death Registration Statement from the Submitted Death Registration Statement list, the eApplication will need to be submitted manually

15.9.1  Submitting an eApplication from the Submitted Death Registration Statement List

When a certificate has been requested for a submitted Death Registration Statement, the eApplication does not automatically submit to the Registry. You will note that the eApplication does not list anything under Notification Number prior to submission to the Registry.

To submit an eApplication select the check box for the eApplication. To submit multiple eApplications, select all relevant check boxes.

Once the appropriate eApplications have been checked, select the Submit Application button, found at the base of the list as shown below:
Once Submit Application has been selected the Confirmation Required page will be displayed listing all the selected eApplications. If the correct eApplications are displaying select Submit.

The Submission Summary will then be displayed to advise that the submission was successful.

There will be an option to View Submitted List, which will return you to the Submitted Notification list, or Make Payment – See step 15.9.2 for Make Payment.

NOTE:
You MUST complete the ‘Make Payment’ process to receive a certificate.

15.9.2 Make Payment
Select make payment and the transaction screen is displayed.
Payment method will display at the bottom of the transaction screen when the ‘Start Payments’ button has been chosen.

### 15.9.2.1 Account Payment method

If the funeral director has an account with NSW Registry of Birth Death & Marriages the payment type will be account.

**NOTE:**

Account details are prepopulated from funeral director’s Stakeholder Details.

Choose the ‘**Submit Payment**’ button to complete the application process.
15.9.2.2 Credit Card Payment

If the funeral director does not have an account with NSW Registry of Birth Death & Marriages the payment type will be ‘Card’ and a credit card will be required to process the payment:

When payment type is Card and the ‘Submit Payment’ button has been chosen a new window will open to Quickweb for the card details to be entered and processed:

**NOTE:**

This is a secure website. Your credit card details will not be retained.
Enter your credit card details and select ‘Next’. Complete the credit card confirmation screen by checking the Surcharge check box and completing the Captcha Verification Code.

Quickweb will provide the online payment receipt for the payment. This can also be emailed by entering your email address into the ‘Send receipt email to’ field.

Note:
You may print a receipt by selecting the ‘Print’ button at bottom left of the receipt screen.
15.9.3 Transaction Confirmation

On completion you will be returned to eRegistry where LifeLink will provide the following information confirming that the Application has been completed and paid:

- Confirmation at the top of the screen confirming the transaction has been finalised
- Balance of the transaction showing $0.00

In the submitted drafts list the application number is populated and the status is altered to ‘Paid’.

Note:

In the Submitted List you can identify the Applications by their numbers which will begin with ‘0’. Applications will be in the rows beneath submitted Notifications.

16 References

Births, Deaths and Marriages Registration Act, 1995

(End)
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