HOW DO I SEARCH ORDERS IN EVERS?

Please Note: To avoid submitting duplicate orders, please search if an order was already submitted before submitting a new order.

To Search for orders, click on Order Processing and then Search.

There are four different Search options you can choose to search for an existing order. Only use the Search by Order and Search by Matched Event options. They are in the upper left and lower right sections of the search page. The other options are still being developed.

1) Search by Order

You can search for an order by entering the Order Number here

Or

You can search by the date the order was submitted.

Click Search
2) **Search by Matched Event**: You can search for orders by type of event.

   a. Click on the **Event Type** dropdown, and select the event for the order you are looking for.

   ![Event Type dropdown](image1)

   b. Select the criteria you wish to search by from the **Search Criteria 1** dropdown

   ![Search Criteria 1 dropdown](image2)

   c. Enter the information for Value 1 and click on Search.

   ![Value 1 entry](image3)

   You can also select other criteria here, and enter another value

   ![Another value entry](image4)
Click on the **Order Number** to view the order summary.

If there is a balance in red on the Order Summary page, that means the order was not paid for.

The payment balance will be $0.00 if the order is fully paid.

Date the last certificate was issued for this Decedent.

Click on **Yes** to go to the case from the Order Summary.
To Track an order, click on Issuance History

All zeros in the payment mean the order was not entered.
Issuance History

You can see the UPS Tracking Number, Date certificate was printed, Date certificate was Shipped, etc.

<table>
<thead>
<tr>
<th>Service Name</th>
<th>Security Paper Number</th>
<th>Tracking Number</th>
<th>Date Printed</th>
<th>Shipped Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Death CC</td>
<td>GG00000000001</td>
<td>Z10555500</td>
<td>APR-11-2013</td>
<td>MAY-22-2013</td>
</tr>
<tr>
<td>Funeral Home - Manhattan</td>
<td>GG00000000002</td>
<td>Z10555500</td>
<td>APR-11-2013</td>
<td>MAY-22-2013</td>
</tr>
</tbody>
</table>

To print a receipt, click on Receipt
For questions regarding EVERS, please contact:

Constituent Services Unit
New York City Department of Health and Mental Hygiene
(646) 632-6705
eversonyc.gov

evers@health.nyc.gov

Have you seen our website yet? Go ahead, take a look now! http://www.nyc.gov/eversonyc