

Topic: Certified Copies

Question by: Chris Drake

Jurisdiction: Connecticut

Date: September 16, 2021

Jurisdiction	Question(s)
	<p>I'm looking to talk to a few of you who do digital certified copies of your records, i.e., someone asks for a certified copy of one of your records and you provide back the record by email. I'd be particularly interested if you have a function that allows a customer to request the certified copy online and they receive a return copy without further human intervention.</p> <p>So rather than turn this into the typical, "what do you do" type question, could you please let me know if you do this process particularly well and whether you would be willing to talk to me about how you do it?</p>
Manitoba	
Corporations Canada	
Alabama	
Alaska	
Arizona	
Arkansas	
California	<p>California does offer online Certificates of Good Standing. Once implemented in March 2022, our new Tecuity SOS Enterprise will offer Certified Copies and Certificates of Status online without any staff involvement unless the document is not imaged yet. Happy to chat further.</p>
Colorado	
Connecticut	
Delaware	
District of Columbia	
Florida	
Georgia	
Hawaii	
Idaho	

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Illinois	
Indiana	<p>Indiana has certified copies. They can be ordered online. We have placeholder images if filing image is missing. There is also an electronic process to request the office to find the missing image. The instructions are part of the placeholder image. Once the image is found and uploaded, the system notifies the user the images are ready.</p> <p>We've had certified copies available for around 20 years. When we did included the process with the first online system. The goal was to get out of the business of certifying copies. Too time consuming and expensive. We made the decision at that time to make certified copies identical whether they were processed by our staff or ordered online. The only difference was/is that they are free if ordered online and \$15.00 for certification plus \$1.00 per page fee if processed by the office.</p> <p>This decision really helped push traffic online at a time when people still questioned the process. We should probably start charging for online certified copies at this point. The convenience is now the expectation.</p>
Iowa	
Kansas	
Kentucky	
Louisiana	<p>We process online certified copy requests and have a great system. We do offer the function to order them online and process them w/o human intervention (a few exceptions apply--not all documents imaged on an older company, microfiche involved, etc...) For any of your questions on this subject, I am going to direct you to our Manager over the Certified Copies section, Arlene Bankston. She can assist you with any initial questions and ya'll can go from there. Her contact number is: 225-925-4702.</p>
Maine	
Maryland	
Massachusetts	
Michigan	<p>In Michigan, we *almost* fulfill digital/electronic certified copy orders without any human intervention, but our system does require a person to review and approve certified copy order items before they are sent to the customer.</p>
Minnesota	<p>Same for Minnesota. We offer online services for good standing certificates and certified copy without any manual process by our team. Please contact me if you have any further questions.</p>

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Mississippi	<p>Mississippi does offer online services of Good Standing Certificates, Certificate of Fact and certified copies of documents. After the payment is processed the customer is then able to print their request. The request is accessible for 30 days. The Business Services Staff only assist in this process if what the customer is requesting is not online at the time of requesting. Please let me know if Mississippi can provide additional information.</p>
Missouri	
Montana	
Nebraska	
Nevada	<p>Ditto for Nevada. Happy to show you a demo if you wish.</p>
New Hampshire	
New Jersey	
New Mexico	
New York	
North Carolina	
North Dakota	
Ohio	<p>We have digital certified copies. As you describe, the customer requests it online and they can download the document without any manual process by our team.</p> <p>Glad to discuss our process. Feel free to ask our wonderful service company partners how they feel about our system before getting any ideas from me</p>
Oklahoma	
Oregon	
Pennsylvania	
Rhode Island	
South Carolina	

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South Dakota	
Tennessee	
Texas	
Utah	
Vermont	
Virginia	
Washington	
West Virginia	
Wisconsin	
Wyoming	

Additional comments:

Full text of email:

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So rather than turn this into the typical, "what do you do" type question, could you please let me know if you do this process particularly well and whether you would be willing to talk to me about how you do it?

I'm already aware that Delaware and Michigan do this, so fair warning, I'm probably going to be reaching out to you anyway.

Thanks,

Chris

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Connecticut Secretary of the State
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