



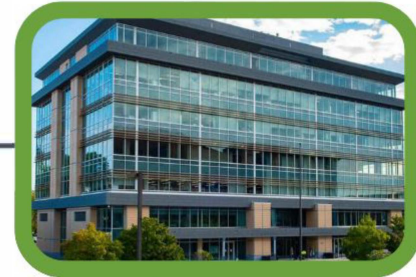
Durham County
Register of Deeds

**Improving
Funeral Home
Coordination**

INTRO TO DURHAM COUNTY, NC



Register of Deeds



Population: 324,833

Customer Since: July 2014

Average # of Death Certificate Requests per Year: ~4,000

Funeral Homes Using VitalDirector: 50%

Legacy Funeral Home Collaboration



Received faxes or mail requests from funeral homes, often outside of Durham County



Time consuming process



Limited transparency to customer as to when they would be available



Funeral Home requests took up to five days to process



Online ordering for funeral home directors



Real-time status updates



User friendly experience



Shared reports and dashboards

www.durhamrod.permitium.com/rod

Register of Deeds

DURHAM COUNTY
1881

County Population: 324,833

Welcome
Sharon A. Davis has served as Durham County Register of Deeds since 2016.

Office Information
We recommend you request your vital records online. It's easy, fast and safe. Online payment options include Discover Card, MasterCard, American Express, and Visa.

Register of Deeds: Sharon A. Davis

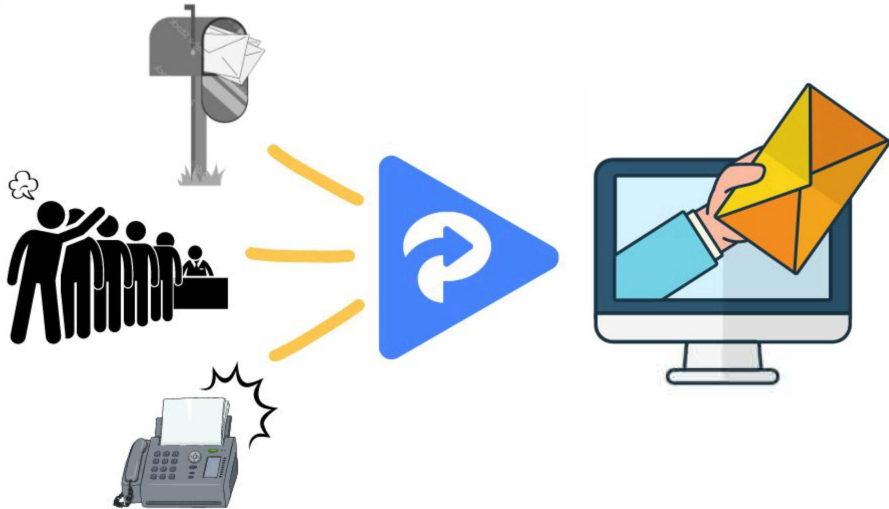
Select To Get Started:

I am requesting a certified [Birth Certificate.](#)

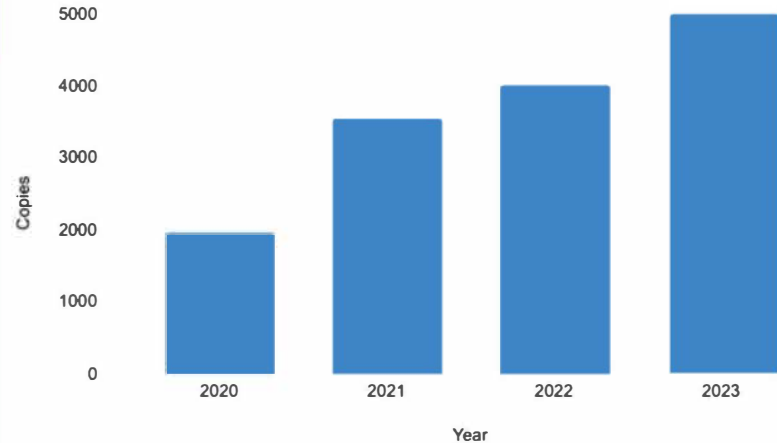
I am requesting a certified [Death Certificate.](#)

"VitalDirector gives us more control over how we process vital requests while giving the customer the ability to track their order real-time." - Sharon A. Davis

ONLINE OPTION DRIVES REVENUE GROWTH



Death Certificate Copy Requests: 2020 - 2023



Launch of VitalDirector for funeral homes in 2020 led to a significant increase in death certificate requests and a \$29,000 increase of revenue.