

Placing an Order Online

Follow the procedures below:

1. Click “Start an Order.”
2. Log in with your User ID and Password.
3. After selecting the name of the business entity you are searching for, click on “Order Documents Online” at the top of the entity’s profile page.
4. The order page is separated by order type.
 - a. Certificates are located at the top and
 - b. Filed documents are at the bottom.
5. Click the box next to the item you wish to purchase to add to your shopping cart. Within the filed documents you can order either certified documents or plain copies. Certified documents are the default and must be changed if you want plain copies. You don’t have to order plain copies of filed documents, they are available online. If the image is not available, e-mail corpinfo@sosnc.com and use “Image Request” in the subject line. The document will be pulled and imaged within 24 hours. However, if you want to order copies, make sure the box indicates the number of copies you are ordering.

Note: If you click each box, you have ordered each document, only click those you wish to order.

6. When you are finished shopping, click “Add to Cart” at the bottom of the page.
7. A summary of your order will appear with the cost of each document ordered.
8. You can change the quantity and/or delete an item from the shopping cart at this time. If you make any changes, be sure to click “Refresh Extended Prices” to clarify the amount you will be billed.
9. You can also go back and order more documents from another entity by clicking “Order More Documents.”
10. When you are satisfied with what you are ordering, Click “Check Out.”
11. This will bring you to another summary but with the electronic fee added so you will know the entire amount to be billed to your credit card or ACH account.
12. This is the page where you choose the payment type as well.
13. To pay by **Credit Card**,
 - a. Choose the Credit Card” option at the Payment Type drop-down box, and proceed to “Complete Checkout.”
 - b. At the “Account Information” screen, complete the fields with the name, address, card name, card number and expiration date.
 - c. Select “Continue” and a “Transaction Approved” screen will generate a Transaction number for your records.
14. To pay by **ACH Account**,
 - a. Select the “ACH” option at the “Payment Type” drop-down box when you are ready to Check Out.
 - b. Agree to the “Terms of Agreement to Pay for Online Order” and continue to the “Transaction Approved, Cart Complete” screen. This will create an Invoice Number for your records.

15. At the Transaction Successful page you can go to either the Corporations Home Page, My Annual Reports, or you can Check My Orders. You can also print a copy of your invoice by clicking on the invoice number and printing it out.
16. Your order can be downloaded and printed immediately if the document has already been imaged. (See image not available below)

To View or Check Orders

You may view and download your orders immediately or return another time within thirty (30) days to view, download and save the order – the order will not be e-mailed to you.

There are two locations on the website to check your orders.

1. **Immediately after the transaction is completed.** When you get to the “Transaction Completed Successfully” screen, there are three icons:
 - a. Click on the “Check My Orders” icon (middle icon);
 - b. Click on “Entity Invoice Status;”
 - c. Click on “Invoice Number;” and
 - d. Click on each Item # to download the document to print or save.

2. **After leaving the transaction webpage and within 30 days of placing order.**
 - a. On the Corporations Division website click on the left bar, “Check My Orders” icon;
 - b. Click on “Entity Invoice Status;”
 - c. Click on “Invoice Number;” and
 - d. Click on each Item # to download the document to print or save.

Dirty Documents

The dirty document status may appear if you have ordered a document on an entity that shows a status other than current/active, i.e., merged, converted, dissolved, etc. The dirty document status also shows when ordering documents on a municipality. These documents require custom certificates. Please call the customer service unit at 919-807-2225 and leave a message or e-mail corpinfo@sosnc.com and enter “Dirty Document Question” in the subject line.

Sometimes the status doesn’t change, even if the document is ready (system glitch). So please check the status of a dirty document by clicking on the invoice number and checking if the document downloads.

Image Not Available

Sometimes the documents have not been imaged and are not available for immediate download. These documents must be manually pulled and imaged onto the system before you can download them.

If the image is not available, e-mail corpinfo@sosnc.com and use “Image Request” in the subject line. The document will be pulled and imaged within 24 hours.

Again, sometimes the status doesn't change, even if the document is ready (system glitch). So please check the status of your order by clicking on the invoice number and checking if the document downloads.