m DEPARTMENT OF HEALTH

Issue death certificates and documents

MR&C USER GUIDE FOR COUNTY VITAL RECORDS STAFF

This user guide applies to these request item types:

- Certified death certificate (cause of death)
- Certified death certificate (facts of death)
- Certified death certificate (VA)
- Non-certified death transcript

After logging in to MR&C:

1. Select the **Customer Service** tab.
2. Select *Enter request* from the **Tasks** menu.

Request Information page

1. Verify your issuance office.
2. Select the request source.
3. Click **Add request item**.
4. Select the requested item type.
5. If the requester wants more than one copy of the certificate or document, enter the appropriate quantity and click **Recalculate** to update the amount due.
6. Complete the required fields for the requester's information:

   a. First and last names

   b. Address – country, state, city, street address, zip code

> **Tip:** Start typing the name of the country, state, and city in each dropdown to narrow the options in each list.

7. Enter additional information as required by your office's standard policy or procedure.
8. If the requester has only one application, click **Continue** to the Record Payment page.

If the requester has more than one application:

9. Click **Save**.
10. Repeat steps 3-5 as needed.
11. When you have recorded all request items, click **Continue**.

Record Payment page

Skip this page if the requester wants only a VA copy of the certificate.

1. Click **Add payment**.

2. Select the payment type.

3. Enter the payment amount using whole numbers (13 or 25, for example).

4. Enter any other required information, such as the check number or last four digits of the credit or debit card.

5. If you do not need or want to generate an invoice at this point, click **Continue** to the Request Item Details page.

Note: You can also generate an invoice from the *Search invoices* option under the **Tasks** menu after you have fulfilled the request. See the "Invoice customer service requests" user guide for instructions.

If you want to generate an invoice now:

6. Click on *Bill-To* in the payment details table.

7. Click on the invoice number.

8. Click **Copy Requester Info** or manually enter a different name and address for the invoice.

9. Click **Save**.

10. Click **Print**.

11. Follow the screen prompts to open and print the pdf.

12. Click **Back To Request** in the upper right corner to return to the request in progress.

Request Item Details page

1. Click the *Search death records* link.

Request item type	CERTIFIED DEATH CERTIFICATE (CAUSE OF DEATH)	Request #	2019-1007900
Request item status	UNFINISHED	Request status	UNFINISHED
Search death records		Address verification status :	SUBMITTED

2. Enter search criteria and click the **Search Deaths** button at the bottom of the page.

Tip: Use at least two specific search criteria to locate record, such as the decedent's first name and date of event.

3. Scroll down to view search results.

4. If MR&C returns multiple results, click on the name of the record you want.

5. Review the record summary to confirm you have found the right record.

6. Click the **Select** button for the record in the search results list.

7. Select the authorized requester if you are issuing any type of certified death certificate.

8. If you entered only one request item type, click **Continue** to the Request Summary page.

If you entered more than one request item:

9. Click the **Select** button for the next item in the request item list.

10. Repeat steps 1-7 to link a death record and select the authorized requester (if required) for each item requested.

11. Click **Continue** when done.

Request Summary page

1. Click **Send for fulfillment**. If you have entered all required information, the status of the request item will show as open.

	#	Item Type	Subject name	Quantity	Status	Fee amount	Action
	1	CERTIFIED DEATH CERTIFICATE (CAUSE OF DEATH)	ORANGE EXTRACT	2	OPEN	$19.00	Fulfill
	2	CERTIFIED DEATH CERTIFICATE (FACTS OF DEATH)	UNKNOWN BONES	1	OPEN	$13.00	Fulfill
	3	CERTIFIED DEATH CERTIFICATE (VA)	BILLY BUTCHERSON	1	OPEN	$0.00	Fulfill
✔	4	NON-CERTIFIED DEATH TRANSCRIPT	ASTRAL PLANE	1	OPEN	$13.00	Fulfill

2. Click **Fulfill** next to the item you want to issue.

3. Click **Generate issuance document(s)**.

4. Follow the screen prompts to open and print the pdf.

5. If you issued a certified death certificate, click **Assign DCN**.

    ▪ If you issued a non-certified death transcript, skip to step 9.

6. Type or scan the DCN for the first certificate.

7. If you printed multiple certificates, use the **Calculate** button to populate the additional DCN fields in numerical order.

8. Optional: To print a receipt for the request

    a. Check the receipt box and click **Generate receipt/refund docs only**.

    b. Follow the screen prompts to open and print the pdf.

    c. Uncheck the receipt box.

9. Click **Save & close request item**.

To issue additional certificates or documents:

10. Click **Back to request**.

11. Repeat steps 2-9 until you have issued all request items.

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