

Manage work queues and requests

MR&C USER GUIDE FOR COUNTY VITAL RECORDS STAFF

This user guide provides information on:

Work queues

How to close an electronic funeral home request manually

How to close a customer service request manually

Work queues

Work queues allow you to track and manage unfinished work. Access to these work queues depends on your assigned security roles:

- Open death record amendment requests
- Open issuance requests
- Open requests (requests other than Issuance, Amendment, MFAR, Replacement)
- Pending electronic request for death certificate from funeral director
- Pending voided security paper approval
- Unfinished request queue

Use the work gueues to easily find and resolve unfulfilled requests.

Close electronic funeral home request manually

To close an electronic funeral home request for death certificates that you do not intend to fulfill:

- 1. Click on the state file number link in the *Pending electronic request for death certificate* from funeral director work queue.
- 2. Click Void.

Close customer service request manually

Note: Do not close a birth or death certificate request in *Open* status until you are sure you will not fulfill the request.

A request remains *Open* when you have issued certificates but have not assigned DCNs. Make sure you reconcile DCNs issued with certificate requests first.

To close a customer service request, click on the request ID link in the appropriate work queue.

Request Information page

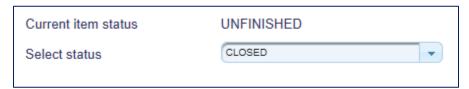
- 1. Click Add request item.
- 2. Select "Special request" as the request item.
- 3. Click Save.
- 4. Click the **Delete** button next to the item originally entered.
- 5. Explain why you are closing the request in the *Notes* field at the bottom of the page.
 - a. If this is a duplicate request entered by mistake, reference the request number of the fulfilled request.
- 6. Click Continue.

Record Payment page

- 1. Click on the payment type in the payment details section.
- 2. Replace the payment amount with 0.
- 3. Click Continue.

Request Item Details page

1. Select "Closed" as the status.



2. Click Save.

Note: You must have the *Local registrar administrator* security role to access and modify a request status.

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To obtain this information in a different format, call 651-201-5970.