



## MR&C Processes for Funeral Homes

### Modify or Void a Pending Death Certificate Request

Any changes can be made to a death certificate request prior to issuance or fulfillment of the request by the Local County issuance office. Authorized users at the funeral home may VOID or make any changes to the pending request, such as local issuance office, recipients identified in the mail to, mailing addresses, or number of copies ordered to death certificate requests that have not been fulfilled or issued.

1. From the **HOME** tab, click the **Work Queue** link under the **Tasks** list.
2. Click the **Death certificate request** link to view list of death certificate requests.
3. Click on the decedent's name to open the request you wish to modify or void (delete). The **Update death certificate request** page displays. If you wish to void/delete the order, go to Step 7.
4. Increase or decrease the number of copies you previously ordered.
5. Click **Proceed**. The screen refreshes to the **Request summary** page.
6. Click **Save**. Click **OK** at the popup prompt, "Are you sure you want the save the request?".
7. Scroll to the bottom of the page and click **Void**. The popup prompt displays, "*You have requested to cancel (void) the request for death certificates. The request will be removed from the Issuing Registrars queue. Would you like to continue?*"
8. Click **OK**. The page refreshes and displays the message, "**The request for death certificates has successfully been voided.**" The Voided death certificate request will be removed from your Work queue and the local Issuance office's Work queue.