



MR&C Processes for Funeral Homes

Request a Death Certificate

Using Search Death Record

1. Select **Search Death Record** from the *Tasks* menu.
2. Enter decedent's first and last name and date of death or other search criteria.
3. Scroll down and Click **Search**. The page refreshes and displays the decedent's summary or the summary detail at the top of the page for the first decedent's record in a list of records with similar search criteria at the bottom of the page.
4. Scroll down to the bottom of the page to view list of **Search Results** and click on the name of the record you want. Record details will appear in the request summary.
5. Click the **Select a follow-on action** dropdown arrow and move the cursor to select **Request a death certificate**.
6. Click on the decedent's name. The screen refreshes and auto-populates specific fields with previously entered information.
7. Use the dropdown menu to select an Issuance Office, unless you set a default facility through **Manage Profile**.
8. Scroll down and click in the **Send to the funeral home** box. The fields will auto-populate with funeral home mailing information. Type the funeral director's name or staff to receive the death certificate(s). **Please note: This is a required field and must be completed whether or not you request the certified death certificate(s) mailed to your facility.**
9. Enter specific directions you wish to communicate to the Local Issuance office in the **Special Instructions** section as you deem appropriate.
10. Enter total number of desired copies and click to check the box when requesting VA Certificate(s). The VA copy is included in the total number of copies ordered.
11. Select **Proceed**. Skip to Step 14 if you do not wish to have certificates mailed to another location(s).
12. Or, select **Add Mail to** if you want copies sent to a different mailing address in addition to the funeral home.
13. Click **Add mail to** and enter the name and address information for Mail To #2.



14. Click **Save**.
15. On the explorer popup prompt, click **OK** to save and continue.
16. The page refreshes to the Request summary page and displays message "**The request for death certificate has been successfully submitted to name of Issuance office.**"