

MR&C Processes for Local Issuance Offices

Request to Amend a Death Record After 45 Days

1. Click on the **Customer Service** tab.
2. Select [Enter Request](#) from the **Tasks** menu.

Request Information Page

1. Your default **Issuance office** should already be selected. If you work at multiple offices you will need to choose your current location.
2. Select the **Request source**.
3. Click **Add request item** and choose **DEATH RECORD AMENDMENT** as the **Request item type**.
4. Optional: select a **Reason** for the request.
5. Enter the **Requester information** provided. Fields marked with a red asterisk (*) are required. The **City/Town** is not required, but if you skip this field it will not print on the receipt.
6. You can enter **Notes** about the request at any point until the request is closed.
7. Click **Continue** and **OK** to move to the next page.

Record Payment Page

1. Click **Add payment**.
2. Select **Payment type**. The screen will refresh so you can enter **Payment amount** and any additional information for check or credit card payments.
3. Click **Continue** and **OK** to move to the next page.

Request Item Details Page

1. Click [Search death records](#) to link a record to the request.
2. Enter **Search criteria** for the record requested and click **Search Deaths**. Scroll down to the bottom of the page to view **Search Results**. If there are multiple results, the first record in the list will appear in the **Record summary** box.
3. Click on the name of the record requested. The screen will refresh and record will be highlighted (bold). Review details to verify it is the correct record. Click the **Select** button to the right of the requested record.
4. Select **Tangible interest**.
5. Click **Add supporting document**.
6. Enter all document information available.

MR&C Processes for Local Issuance Offices

Request to Amend a Death Record After 45 Days

7. Click **Continue** and **OK** to move to the next page.

Request Summary Page

1. **Address verification:** If the requester's address has been verified, choose the address you want to print on the receipt (if you intend to print a receipt). If you do not choose an address, the address you entered will print by default. (**Note:** there is currently a defect in the system that duplicates the ZIP code on a receipt if you choose the verified address.)
2. Click **Send for fulfillment**.
3. If all required information has been entered the request item status will change to **OPEN** and you can click **Fulfill** to the right of the request item. You will be brought to the death record.
4. Find the data item(s) to be corrected and type in the new information. (**Note:** If you are amending the decedent's date of birth, you must tab out of the field after making the change or the decedent's age will not be updated.)
5. Click **Continue** at the bottom of the page to navigate from any page on which you change information. If you do not click **Continue** the new information will not be saved.
6. Select the **Finalize Filing** page.
7. Review the amended information for accuracy. If you have made a mistake you can go back to change the information.
8. Check the **Documents** used to amend each item.
9. If the amended information is accurate, click **Send amendments for approval**. At this time, a death amendment done after 45 days through Customer Service must be approved by the State Registrar's Office.
10. Call the Registration Unit Supervisor or Deputy State Registrar in OSR to review and approve the amendment.