

## MR&C Processes for Local Issuance Offices

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### Certified Statement of No Birth or Death Record Found

**Notes:** This process should be used if you have started a request for a birth or death certificate and discovered that no birth or death record exists.

If you have chosen a birth or death certificate request item type and entered the appropriate fee, follow the steps below for completing a No Record Found.

#### Request Information Page

1. Change the **Request item type** to either CERTIFIED STATEMENT OF NO BIRTH RECORD FOUND or CERTIFIED STATEMENT OF NO DEATH RECORD FOUND.
2. Click **Continue** and **OK** to move to the next page.

#### Record Payment Page

1. If you are issuing a No Record Found for a death record, click **Continue** and **OK** to move to the next page.
2. If you are issuing a No Record Found for a birth record, click on the payment type under **Payment details**.
3. Adjust the birth certificate fee to \$16 and click **Save**.
4. Click **Continue** and **OK** to move to the next page.

#### Request Item Details Page

1. Click Edit registrant in the **Request item information** box.
2. Enter all the information provided on the application from the customer and click **Save**.
3. Select **Tangible interest**.
4. If the record is confidential, you must select a **Confidential reason**.
5. 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**.

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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. The screen will refresh to a new page. If the status remains **UNFINISHED** then you have missed a step somewhere.
4. Click **Generate issuance document(s)** to print the record. Select **Open** on the File Download popup prompt.
5. If the request is within 45 days of the record being filed (while corrections are still allowed), briefly review the certificate information or have the customer review it for accuracy. If there is an error you can close the PDF and leave the request open until a correction is made.
6. Click on the printer icon. Depending on your default printer setting, you may need to click **Properties** and change your printer and/or print drawer. Click **OK** when you are ready to print and close the PDF window.
7. If you want to print a receipt, check the Receipt box and click **Generate receipt/refund documents only**.
8. Follow step 6 to print receipt.
9. Click **Assign DCN** to assign a document control number before you close the request. Once the request has been closed, it cannot be reopened to make changes or to assign DCN numbers.
10. Enter the DCN from the certificate. If you issued multiple certificates for this record, enter the first DCN in the series and click **Calculate**.
11. Click **Save & close request item**.