

# MR&C

## Customer Service Module

### HOW TO CLOSE A DUPLICATE OPEN OR UNFINISHED CUSTOMER SERVICE REQUEST

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**NOTE: ALL FIELDS MARKED WITH A RED ASTERISK (\*) MUST BE COMPLETED**

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**NOTE:** This process should be used for abandoned customer service requests only. If you have unfinished requests that appear to have been started as electronic funeral home orders, this is a defect. Do not use this process to close those requests.

#### STEP 1 - RETRIEVE OPEN ISSUANCE OR UNFINISHED REQUEST ITEM FROM WORK QUEUE

1. On the *Home* tab, click [Work queue](#).
2. Click on either the [Open issuance requests](#) queue or [Unfinished request](#) queue (whichever queue has items you need to close).
3. Click on the Request ID for the item you want to close. This will bring you to the first page of the customer service request.

#### STEP 2 - CLOSE REQUEST

1. In the Notes field on the [Request Information](#) page type "Duplicate request." Reference the request number that did get processed for this requester if you can.
2. Select **Save** and **Continue**. You may need to complete missing required fields before continuing.
3. Click on the [Request Item Details](#) page.
4. Choose "closed" from the Select status dropdown list.
5. Click **Save**. If the system required you to choose tangible interest before saving, do so and click **Save** again.
6. The message **Request updated successfully** should appear and the item will no longer be in your work queue.