

MR&C Processes for Local Issuance Offices

Customer Service Reports

Printing Reports

Note: Follow the basic steps below to print most customer service reports. Some reports do not allow you to choose an issuance office at this time.

1. Click on the **Customer Service** tab.
2. Select [Reports](#) from the **Tasks** menu and choose the report you wish to print.
3. Enter a date range.
4. Select issuance office.
5. Click **Generate**.
6. Select **Open** on the File Download popup prompt.
7. 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.

Explanation of Available Reports

Depending on your security role, you may see some or all of the following reports:

[Daily Fee Transaction Report](#)

Breakdown of request types and fees. **This report currently shows the fees assigned to each request type instead of the actual fees collected and should not be used to balance receipts.**

[Free Transaction Report](#)

Lists request types that have had their fees waived. This report will not show request types that have no fee, such as VA copies or certificate exchange within one year of issuance.

[Inventory Control Report](#)

Birth and death certificates issued for specific records with assigned DCNs.

[Master Paper Inventory](#)

Beginning and ending quantity of security paper within given date range.

[Minnesota Accounting & Procurement Cash Receipt Report](#)

Currently this is a form only and does not populate fees into their corresponding accounts.

[Outstanding Invoice Report](#)

Information on all outstanding invoices. **Currently, this report cannot be limited to a specific issuance office.**

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Paper Distribution\Entry Report

DCN ranges for security paper entered into the system and date the paper was added.

Parent Notice – Batch Printing

List of parent notices printing during date range. This report is limited to a 30 day date range. **Currently, you cannot run this report for a specific issuance office.**

Record for Daily Receipts

Total the amount of cash, checks and credit card payments for a given date range.

Request Processing Statistics Report

This can be run in two ways:

- By request item type: a list of all users who processed a specific request item type.
- By user: the number of all requests processed by a particular user.

Currently, this report cannot be limited to a specific issuance office.

Request Received Statistics Report

This can be run in two ways:

- Detailed: request numbers, the individual items within each request, and the status of each item.
- Summary: the number of all requests entered and fulfilled during the given date range.

Currently, this report cannot be limited to a specific issuance office.

Security Paper Tracking Report

Single DCNs and DCN ranges associated with the following actions:

- Voids
- Void approvals
- Unused (Note: You will only see unused paper if the paper was added to the system during the given date range.)
- Issued

Voter Checklist Report

Name and residence address of all decedents who died during the given date range.