

MR&C Processes for Local Issuance Offices

Request for Multiple Request Items

Notes: The following steps use as an example a request for certificates for multiple birth or death records.

You cannot fulfill a request for a pre-1997 death record from MR&C. These records exist as an index only. The certificate must be requested from either the county death or the State Registrar's Office. Please see **Request for a pre-1997 Death Record** for more information.

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 the [Request item type](#). The screen will auto-populate with a [Quantity](#) of 1 and the corresponding fee. If the customer wants more than one certificate for a record, change the quantity and click **Recalculate**.
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 **Save** at the bottom of the page. After the screen refreshes click **Add request item** again and choose another request type. The requester information will stay the same.
8. Click **Save** and **Add request item** as many times as you need.
9. 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.

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Request Item Details Page

1. At the bottom of the page you will see a table of the individual **Request items** you have entered. The first one will be starred (*).
2. Click [Search birth records](#) or [Search death records](#) to link a record to the starred request item.
3. Enter search criteria for the record requested and click **Search Births** or **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.
4. 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.
5. Select **Tangible interest**.
6. If the record is confidential, you must select a **Confidential reason**.
7. Click **Save**.
8. Click on the next request item in the table. When the screen refreshes you can search for another birth or death record to link to this item.
9. Repeat steps 2-6 as often as necessary until you have linked a record and chosen tangible interest and confidential reason (if required) to each item.
10. Make sure that you have linked a birth or death record to each request item, then 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**. If all required information has been entered the request status for each item will change to **OPEN**. If the status remains **UNFINISHED** then you have missed a step somewhere.
3. Click **Fulfill** to the right of the first request item. The screen will refresh to a new page.
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.

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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 at any time prior to saving and closing the last request item.
9. If you are issuing a certified copy, click **Assign DCN** to assign a document control number before you click either **Save & close request item** or **Back to request**. Once the request item 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** at the bottom of the page.
12. Click **Back to request** at the top of the page.
13. Click **Fulfill** for the next request item in the table.
14. Follow steps 4-11 until all request items are fulfilled.