

MR&C Processes for Local Issuance Offices

Funeral Home Invoices

Create and Print Invoice for a Funeral Home Request

1. Click the **Customer Service** tab.
2. Select [Create invoice \(Funeral home request\)](#) from the **Tasks** menu.
3. Choose the Funeral home. If you are creating a new invoice, check **Include uninvoiced requests only**.
4. Click **Search** and scroll down to view the **Search Results**.
5. Check the box to the left of the decedent's name to select the request to be invoiced.
6. Click **Create Invoice**. The screen will refresh and an invoice number will be assigned. Do not click **Print receipts**. Even though this will print an invoice, the mailing address is not printing correctly at this time.
7. Select [Search invoice](#) from the **Tasks** menu.
8. Enter as much search criteria as you want and click **Search**.
9. Click the invoice number you want to print from the **Search Results**.
10. On the **Record Invoice** page click **Copy Requester Info**. The funeral home information will populate.
11. Click **Save** and **Print**.
12. Select **Open** on the File Download popup prompt.
13. 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.

Apply Payment to a Funeral Home Invoice

1. Select [Search invoice](#) from the **Tasks** menu under the **Customer service** tab.
2. Enter as much search criteria as you want and click **Search**.
3. Click the number of the invoice you want to pay from the **Search Results**.
4. On the **Record Invoice** page click [View Payment Details](#).
5. On the **Payment Summary** page click **Add payment**.
6. Enter **Payment type**, **Payment amount**, and other details required based on payment type.
7. Click **Save**. If full payment has been applied the **Invoice Status** in the **Payment Summary** box will say PAID.