

MR&C Processes for Local Issuance Offices

Electronic Funeral Home Request

Process an Electronic Request for Death Certificates

1. Click on the **Home** tab.
2. Select [Work queue](#) from the **Tasks** menu.
3. Select the [Pending electronic request for death certificate from funeral director](#) queue. You will be able to see if a particular request can be fulfilled at this time or not.
4. Click on the decedent's name for the request you want to fulfill. You will come to the **Update death certificate request** screen.
5. Pay attention to any [Special instructions](#) the funeral home has added. Also note if the funeral home has entered multiple mailing addresses for the certificates.
6. Click **Fulfill**.
7. On the **ISSUE DEATH CERTIFICATE REQUEST** page click **Generate issuance document(s)**.
8. Select **Open** on the File Download popup prompt.
9. 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.
10. Click **Assign DCN**.
11. The screen will refresh and you can type or scan the first DCN. If you printed multiple certificates, click **Calculate** after entering the first DCN and the system will assign additional DCNs in sequence.
12. Click **Save and close request item**.

Delete an Electronic Request for Death Certificates

Note: Either a funeral home or an issuance office may delete a pending electronic request for death certificates.

1. Click on the **Home** tab.
2. Select [Work queue](#) from the **Tasks** menu.
3. Select the [Pending electronic request for death certificate from funeral director](#) queue.
4. Click on the decedent's name for the request you want to delete. You will come to the **Update death certificate request** screen.
5. Click **Void** at the bottom of the page and **OK** when asked if you would like to continue.

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Options at the Bottom of the Request Page

Fulfill – click this to fulfill the request.

Proceed – click this to view an abbreviated summary of the certificates requested. From this screen you can click either **Modify request** to return to the request or **Cancel** to exit.

Cancel – click this to exit the request.

Void – click this to delete the request.