

# MR&C

## Customer Service Module

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### NEW FEATURES & FUNCTIONS

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- ◆ Security roles
- ◆ Address verification
- ◆ Death amendment approval
- ◆ Voided paper approval
- ◆ Correct DCN
- ◆ Add security paper
- ◆ New request types
- ◆ Parent verifications printed by hospitals
- ◆ Printing through a PDF
- ◆ View history

#### Security roles:

- ◆ The security roles and available functions have been matched as closely as possible with existing roles in VRV. At the moment there are three roles for issuance offices:
  - Issue only
  - Change - this includes issuing functions with the ability to amend and correct records and print some reports.
  - Admin - this includes issuing and amend/correct functions with the ability to print all available reports.
- ◆ Offices have requested that new roles be created to help them comply with new passport issuing rules taking effect May 1, 2011. An example would be a role that allows the user to view all information on records and requests and the ability to print reports but not certificates. OSR will work on defining new roles after MR&C launches.
- ◆ Local User Administration is a new role for MR&C that is not assigned to any user yet. This role allows a user to manage the other user accounts for his/her office, such as adding or disabling users, resetting passwords, and assigning roles. OSR will provide this role to individual users with instructions and training after MR&C launches.

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### Address verification:

- ◆ MR&C communicates with an application called DataFlux to verify addresses and zip codes. Due to problems with the DataFlux application, the connection will be disabled when MR&C launches. All address verifications for customer service requests will show “failed.” This does not impact the processing of requests at all.

### Death amendment approval:

- ◆ Paid death amendments will need to be approved in MR&C before they are final and before a death certificate can be issued or exchanged. This mirrors the process at the state for performing birth amendments, and is intended to ensure that the requester has the right to request the amendment and that the supporting document(s) are acceptable.
- ◆ Death amendments will appear in a “Pending death record amendment approval” work queue. If you do not see this queue, please contact OSR.
- ◆ Ideally, the person who approves the amendment is not the person who performs the amendment. Depending on the size of your office and the volume of service, this may or may not be possible.

### Voided security paper approval:

- ◆ Each time a DCN is voided, it will need to be approved in a separate action. The person approving the void should be different from the person who actually voided the DCN. A destruction date will be required when approving. Details of voided paper and void approvals will appear on the Security Paper Tracking Report.

### Correct DCN:

- ◆ Manage Security Paper Inventory provides the ability to “correct” a DCN for a certificate that has been issued. If you assign a DCN that is valid, but not the one on the security paper, you can correct it to the DCN that appears on the security paper.

### Add security paper:

- ◆ Issuance offices will be able to add their own security paper stock in MR&C. They should notify OSR when the paper shipment is delivered so OSR can verify the ordering information provided by the vendor.

### New request types:

- ◆ MR&C contains the following new request types:
  - Birth Certificate Exchange
  - Death Certificate Exchange (Fact of Death)
  - Death Certificate Exchange (Cause of Death)
  - VA Birth Certificate
  - VA Death Certificate
- ◆ Users no longer have to override fees for these requests as they did in VRV. If you are exchanging a birth or death certificate after an amendment to the record, you

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will be required to enter the original issue date. Based on that date, MR&C will calculate the correct reduced fee.

- ◆ These requests will appear on the Daily Fee Transaction Report instead of the Free Transaction Report.

### Parent verifications:

- ◆ Hospitals are being trained to issue parent verifications to parents before they leave the hospital. This is to promote accurate data entry of birth records at the time of registration and to reduce the number of corrections and amendments later. Hospitals can correct birth records up to 45 days after filing. The verifications printed by the hospitals do not include information on ordering a birth certificate.
- ◆ Issuance offices can still print and mail parent verifications. The verifications do instruct parents to contact the hospital if there are errors, but issuance offices can correct birth records as well.

### Printing through PDF:

- ◆ MR&C prints all documents through a PDF to the default print location chosen for each computer. If the default print location is a drawer with plain paper, you must change the print location each time you print a birth or death certificate. You do this by clicking on the "Properties" button after you have selected the printer icon in the PDF.

### Viewing record history

- ◆ MR&C makes it much easier to the history of a birth or death record or a customer service request than VRV. "View history" is a follow-on action available from the summary screen each time you search for a birth record, death record, fetal death record, or customer service request. You will be able to see the "who, what, and when" for many actions performed on a birth, death, fetal death, or customer service record. Depending on your security role, certain items in the history will be underlined and allow you to view even more details related to that action.

## KNOWN ISSUES

### Death certificate requests from funeral homes:

- ◆ If a funeral director requests both fact and cause of death certificates before a death record has been medically filed, you will not be able to issue either type of certificate. If the cause of death copies are removed from the request you will be able to print the fact of death copies. You can contact the funeral home to modify their request, or you can modify it yourself and alert the funeral home.

### Help pages:

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- ◆ No text has been posted yet to the **Help** pages under the *Tasks* menu - "About this page," "FAQ," and "Contact help desk." We will put together a list of frequently asked questions for the FAQ page based on your feedback during the trial period.

### Daily Fee Transaction Report:

