

MR&C Processes for Local Issuance Offices

Request for a Non-Certified Copy of a Birth or Death Record

Notes: You cannot print a non-certified transcript of a pre-1997 death record from MR&C. These records exist as an index only. The transcript must be requested from either the county death or the State Registrar's Office. See **Request for a pre-1997 Death Record** for more information.

If the request is for a birth record, the customer may want a photocopy of the original record instead of an electronic transcript. This can only be issued from the county of birth or the State Registrar's Office.

It may be a good idea to search for a birth record first to see if it is confidential and determine if the requester has tangible interest. You will need to [View request details](#) from the **Select a Follow-on Action** dropdown to see the mother's name prior to first marriage because it does not currently appear in the **Record summary** for a birth record.

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. If the customer wants a photocopy of an original record instead of an electronic transcript, add a note to that effect.
7. 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.

MR&C Processes for Local Issuance Offices

Request for a Non-Certified Copy of a Birth or Death Record

3. Click **Continue** and **OK** to move to the next page.

Request Item Details Page

1. Click [Search birth records](#) or [Search death records](#) to link a record to the request.
2. 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.
3. 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.
4. Select **Tangible interest** if required.
5. If the record is confidential, you must select a **Confidential reason**.
6. 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**.
3. If all required information has been entered the request item status will change to **OPEN** and you can click **Fulfill** to the right of the request item. The screen will refresh to a new page. If the status remains **UNFINISHED** then you have missed a step somewhere.
4. Click **Generate issuance document(s)** to print the record. Select **Open** on the File Download popup prompt.
5. If the customer wants a photocopy of an original record instead of an electronic transcript, close the PDF window and skip to step 7.
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.
9. Click **Save & close request item**.