

## MR&C Processes for Local Issuance Offices

### Request for a Report of Birth or Death Data or Voter Checklist Report

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 either **REPORT OF BIRTH DATA** or **REPORT OF DEATH DATA** as the **Request item type**. At this time, there is no request type for the Voter Checklist Report. Choose **REPORT OF DEATH DATA** as the request type.
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 **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. If you want to print a receipt from MR&C, click **Save** and select **Generate receipt and refund documents** from the **Follow-on action** at the bottom of the page. If you do not want to print a receipt, skip to step 7.
4. On the **Receipt Details** page click **Generate**. Select **Open** on the File Download popup prompt.
5. 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.
6. Click **Back to request**.
7. Click **Continue** and **OK** to move to the next page.

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### Request for a Report of Birth or Death Data or Voter Checklist Report

#### [Request Item Details](#) Page

1. You do not need to link a birth or death record to these types of requests. 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**. You will not be able to fulfill the report request through Customer Service. See below for how to close out the request and print the reports.

#### Change Status of Request to Fulfilled

1. Click on the [Request Item Details](#) page.
2. Choose **FULFILLED** from the **Select status** dropdown. **Note:** You will only see this dropdown if you have the Local Registrar Administrator user role.
3. Click **Save**.

#### Print County of Occurrence, County of Residence, and Voter Checklist Reports

1. Click on the **Birth**, **Death**, or **Customer service** tab depending on which report you want to print. (The Voter Checklist Report is found under Customer service.)
2. Select [Enter Request](#) from the **Tasks** menu.
3. Choose the report you want to print.
4. Enter the **date range** for the report and select your **county**.
5. Click **Generate**. Select **Open** on the File Download popup prompt.
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.