

MR&C Processes for Local Issuance Offices

Request for a Pre-1997 Death Record

Notes: Because pre-1997 death records exist as an index only in MR&C, you cannot issue a certificate or non-certified copy. This type of request must be fulfilled by either the county death or the State Registrar's Office.

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.
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 Item Details Page

1. You will not see the [Search death records](#) link initially. Click **Save** and it will appear so you can link a record to the request.
2. Enter **Search criteria** for the record requested and click **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. 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. The status of the request item will change to **PENDING**.
4. Return to the **Request Item Details** page.
5. From the **Select status** dropdown, choose **FULFILLED**. (**Note:** Only users with the Administrative security role can change the request item status. If you do not have this option, please ask your manager to close out these requests.)
6. Issue to the customer either a certified or non-certified copy of the paper death record you have in your office.