

Amend a death record

MR&C USER GUIDE FOR COUNTY VITAL RECORDS STAFF

After logging in to MR&C:

1. Select the **Customer Service** tab.
2. Select *Enter request* from the **Tasks** menu.

Request Information page

1. Verify your issuance office.
2. Select the request source.
3. Click **Add request item**.
4. Select “Death record amendment” as the request item type.
5. Complete the required fields for the requester’s information:
 - a. First and last names
 - b. Address – country, state, city, street address, zip code

Tip: Start typing the name of the country, state, and city in each dropdown to narrow the options in each list.

6. Enter additional information as required by your office’s standard policy or procedure.
7. If the death amendment is the only item requested, click **Continue** to the [Record Payment page](#).

If the requester wants death certificates:

8. Click **Save**.
9. Click **Add request item**.

Request item type*

DEATH RECORD AMENDMENT

Recalculate

Fee Reason for waiving

Amount \$40.00 No charge

Add request item

10. Select the requested certified death certificate type (cause of death, facts of death, or VA).
11. If the requester wants more than one copy of the certificate, enter the appropriate quantity and click **Recalculate** to update the amount due.
12. Click **Continue**.

Record Payment page

1. Click **Add payment**.
2. Select the payment type.
3. Enter the payment amount using whole numbers (40 or 53, for example).
4. Enter any other required information, such as the check number or last four digits of a credit or debit card.
5. If you do not need to want to generate an invoice at this point, click **Continue** to the [Request Item Details page](#).

Note: You can also generate an invoice from the *Search invoices* option under the **Tasks** menu after you have fulfilled the request. See the “Invoice customer service requests” user guide for instructions.

If you want to generate an invoice now:

6. Click on *Bill-To* in the payment details table.
7. Click on the invoice number.
8. Click **Copy Requester Info** or manually enter a different name and address for the invoice.
9. Click **Save**.
10. Click **Print**.
11. Follow the screen prompts to open and print the pdf.
12. Click **Back To Request** in the upper right corner to return to the request in progress.

Request Item Details page

1. Click the *Search death records* link.

Request item type	DEATH RECORD AMENDMENT	Request #	2019-1007902
Request item status	UNFINISHED	Request status	UNFINISHED
		Address verification status :	SUBMITTED
Search death records			

2. Enter search criteria and click the **Search Deaths** button at the bottom of the page.

PROCESS A DEATH RECORD AMENDMENT REQUEST

Tip: Use at least two specific search criteria to locate record, such as the decedent’s first name and date of event.

3. Scroll down to view search results.
4. If MR&C returns multiple results, click on the name of the record you want.
5. Review the record summary to confirm you’ve found the right record.
6. Click the **Select** button for the record in the search results list.
7. Select the authorized requester.

Note: Select “Informant” as the authorized requester if a funeral home director or staff person is making the request on behalf of the informant.

8. Make sure the death record amendment item is selected in the request item table and click **Add supporting document**.

Add supporting document

Request items					
	#	Item type	Subject name	Item status	Action
<input checked="" type="checkbox"/>	1	DEATH RECORD AMENDMENT	JOHN JINGLEHEIMER	UNFINISHED	Select
<input type="checkbox"/>	2	CERTIFIED DEATH CERTIFICATE (CAUSE OF DEATH)		UNFINISHED	Select
<input type="checkbox"/>	3	CERTIFIED DEATH CERTIFICATE (VA)		UNFINISHED	Select

9. Complete the following required details:
 - a. *Type*: Select “Funeral director statement”
 - b. *Document authentication*: Select “Original”
 - c. *Established date*: Enter the date the funeral home amendment application was signed
 - d. *Issued date*: Enter the date the funeral home amendment application was signed
 - e. *Source*: Enter the name and city of the funeral home
 - f. *Issuer’s name*: Enter the name of the person who signed the funeral home amendment application

Note: The document details above refer to requests made by funeral directors or staff. Contact the Office of Vital Records for guidance if the requester is not a funeral director or funeral home staff.

10. Click **Save**.
11. If the death amendment is the only item requested, click **Continue** to the [Request Summary page](#).

If the requester ordered death certificates:

- Click the **Select** button for the next item in the request item list.
- Repeat steps 1-7 to link a death record and select the authorized requester.

Note: Select “licensed mortician (within 180 days)” as the authorized requester if a funeral home director or staff person is making the request for certificates on behalf of the informant or a family member of the deceased.

- Click **Continue**.

Request Summary page

- Click **Send for fulfillment**. If you’ve entered all required information, the status of the amendment item will show as *Open*. The certificate item (if any) will show as *Pending*.

#	Item Type	Subject name	Quantity	Status	Fee amount	Action
✓ 1	DEATH RECORD AMENDMENT	JOHN JINGLEHEIMER	1	OPEN	\$40.00	Fulfill
2	CERTIFIED DEATH CERTIFICATE (CAUSE OF DEATH)	JOHN JINGLEHEIMER	8	PENDING	\$55.00	Fulfill
3	CERTIFIED DEATH CERTIFICATE (VA)	JOHN JINGLEHEIMER	1	PENDING	\$0.00	Fulfill

- Click **Fulfill** for the death record amendment.
- Find the field(s) with the incorrect information and enter the new (correct) information.
- Click the **Finalize Filing** node when you’ve made all requested changes.
- Review the amended information for accuracy.
- If the new information is accurate, check the box in front of the document(s) used to support the amendment.

Review the amended fields and select the documents associated to each element			
Item changed	Previous value	New value	Documents
Decedent Last Name	JINGLEHEIMER	JINGLEHEIMER-SMITH	<input type="checkbox"/> FUNERAL DIRECTOR STATEMENT - PENZEY FUNERAL HOME
Father Last Name	JINGELHEIMER	JINGELHEIMER-SMITH	<input type="checkbox"/> FUNERAL DIRECTOR STATEMENT - PENZEY FUNERAL HOME

- Click **Send amendments for approval**.

Office of Vital Records staff will review the amendment and approve if acceptable. Staff will contact you if they have questions.

If the requester ordered death certificates:

8. After the Office of Vital Records has approved the amendment, search for the request in **Customer Service**.
9. From the *Follow-on Action* dropdown, choose "View request details."
10. Click on the **Request Summary** node.
11. Click **Send for fulfillment**. The status of the certificate item(s) will change to *Open*.
12. Click **Fulfill** next to the item you want to issue.
13. Click **Generate issuance document(s)**.
14. Follow the screen prompts to open and print the pdf.
15. Click **Assign DCN**.
16. Type or scan the DCN for the first certificate.
17. If you printed multiple certificates, use the **Calculate** button to populate the additional DCN fields in numerical order.
18. Optional: To print a receipt for the request
 - a. Check the receipt box and click **Generate receipt/refund docs only**.
 - b. Follow the screen prompts to open and print the pdf.
 - c. Uncheck the receipt box.
19. Click **Save & close request item**.
20. If the requester ordered more than one type of certificate, click **Back to request** and repeat steps 12-19.

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To obtain this information in a different format, call: 651-201-5970.