

Manage work queues and requests

MR&C USER GUIDE FOR COUNTY VITAL RECORDS STAFF

This user guide provides information on:

[Work queues](#)

[How to close an electronic funeral home request manually](#)

[How to close a customer service request manually](#)

Work queues

Work queues allow you to track and manage unfinished work. Access to these work queues depends on your assigned security roles:

- Open death record amendment requests
- Open issuance requests
- Open requests (requests other than Issuance, Amendment, MFAR, Replacement)
- Pending electronic request for death certificate from funeral director
- Pending voided security paper approval
- Unfinished request queue

Use the work queues to easily find and resolve unfulfilled requests.

Close electronic funeral home request manually

To close an electronic funeral home request for death certificates that you do not intend to fulfill:

1. Click on the state file number link in the *Pending electronic request for death certificate from funeral director* work queue.
2. Click **Void**.

Close customer service request manually

Note: Do not close a birth or death certificate request in *Open* status until you are sure you will not fulfill the request.

A request remains *Open* when you have issued certificates but have not assigned DCNs. Make sure you reconcile DCNs issued with certificate requests first.

To close a customer service request, click on the request ID link in the appropriate work queue.

Request Information page

1. Click **Add request item**.
2. Select “Special request” as the request item.
3. Click **Save**.
4. Click the **Delete** button next to the item originally entered.
5. Explain why you are closing the request in the *Notes* field at the bottom of the page.
 - a. If this is a duplicate request entered by mistake, reference the request number of the fulfilled request.
6. Click **Continue**.

Record Payment page

1. Click on the payment type in the payment details section.
2. Replace the payment amount with 0.
3. Click **Continue**.

Request Item Details page

1. Select “Closed” as the status.

Current item status	UNFINISHED
Select status	<input type="text" value="CLOSED"/>

2. Click **Save**.

Note: You must have the *Local registrar administrator* security role to access and modify a request status.

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