

# Invoice customer service requests

## MR&C USER GUIDE FOR COUNTY VITAL RECORDS STAFF

This user guide covers the steps to:

[Create and print invoice](#)

[Apply payment to invoice](#)

### Create and print invoice

There are two ways to create and print an invoice for a customer service request.

#### From within an active customer service request

1. After selecting “Bill-to” as the payment type on the **Record Payment** page, click **Save**.
2. Click on *Bill-To* in the payment details table.
3. Click on the invoice number.
4. Click **Copy Requester Info** or manually enter a different name and address for the invoice.
5. Click **Save**.
6. Click **Print**.
7. Follow the screen prompts to open and print the pdf.
8. Click **Back To Request** in the upper right corner to return to the request in progress.

#### By searching for the invoice

1. In **Customer Service**, select *Search invoice* from the **Tasks** menu.
2. Enter the customer service request number or the invoice number assigned in the request.
3. Click **Search**.
4. Click on the invoice number.
5. Click **Copy Requester Info** or manually enter a different name and address for the invoice.
6. Click **Save**.
7. Click **Print**.
8. Follow the screen prompts to open and print the pdf.

### Apply payment

After logging in to MR&C:

1. Select the **Customer Service** tab.

## INVOICE CUSTOMER SERVICE REQUESTS

2. Select *Search invoice* from the **Tasks** menu.
3. Enter search criteria.
4. Click **Search**.
5. Select the invoice number you want.
6. Click the *View Payment Details* link.
7. Click **Add payment**.
8. Select the payment type.
9. Enter the payment amount using whole numbers (19 or 63, for example).
10. Enter any other required information, such as the check number or last four digits of the credit or debit card.
11. Click **Save**.

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