

Using Customer Service Request Reports

MR&C USER GUIDE FOR COUNTY VITAL RECORDS STAFF

This guide provides information on using the following reports:

[Request processing statistics report](#)

[Request received statistics report](#)

Request processing statistics report

Purpose

Use this report to review the volume of request items processed by your office for a given time frame.

You can generate the report for a specific request item type or a specific user.

Generate

After logging in to MR&C:

1. Select the **Customer Service** tab.
2. Select *Reports* from the **Tasks** menu.
3. Select *Request Processing Statistics Reports*.
4. Choose either “Request item type” or “Users.”
5. Enter a date or date range.
6. Select your issuance office.

Request item type version

7. Select a request item from the dropdown list.
8. Click **Generate**.
9. Follow the screen prompts to open and print the pdf.

User version

10. Select a person from the dropdown list.
11. Click **Generate**.
12. Follow the screen prompts to open and print the pdf.

Request received statistics report

Purpose

Use this report to review the volume of request items received by your office for a given time frame.

You can generate a detailed or summary version of the report.

Generate

After logging in to MR&C:

1. Select the **Customer Service** tab.
2. Select *Reports* from the **Tasks** menu.
3. Select *Request Received Statistics Reports*.
4. Choose either “Detailed” or “Summary.”
5. Enter a date or date range.
6. Select your issuance office.

Detailed version

7. Select a request item type.
8. Click Generate.
9. Follow the screen prompts to open and print the pdf.

Summary version

10. Click **Generate**.
11. Follow the screen prompts to open and print the pdf.

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