

Correct a customer service request

MR&C USER GUIDE FOR COUNTY VITAL RECORDS STAFF

You can correct a fulfilled request to:

[Assign DCNs if a certificate item was manually closed in error](#)

[Update requester information and print a new receipt](#)

[Update payment amount if you entered original amount in error](#)

Assign DCNs

1. Search for and locate the request you want.
2. Choose “Correct request details” from the *Follow-on Action* dropdown list.
3. Click **Add request item**.
4. Select the appropriate birth or death certificate item type.
5. If you need to assign more than one DCN, enter the appropriate quantity and click **Recalculate** to update the amount due.
6. Check the *No charge* box next to the fee amount and select “Administrative exception” as the reason for waiving the fee.
7. In the *Notes* field, explain why you are entering the duplicate request item and waiving the fee.
8. Click **Save**.
9. Click on the **Request Item Details** screen.
10. Click the **Select** button next to the new request item to link a birth or death record and choose the authorized requester.
11. Click **Continue**.
12. Click **Send for fulfillment**, then **Fulfill**.
13. Click **Generate issuance document(s)** and close the PDF without printing.
14. Click **Assign DCN** and enter the DCN(s) that appeared on the certificate(s) you originally issued.
15. Click **Save & close request item**.

Update requester information

1. Search for and locate the request you want.
2. Choose “Correct request details” from the *Follow-on Action* dropdown list.

CORRECT A FULFILLED CUSTOMER SERVICE REQUEST

3. On the **Request Information** screen, make any needed changes to the requester information.
4. Click **Save**.

To print a new receipt:

1. Click on the **Record Payment** screen.
2. Select “Generate receipt document” from the *Follow-on action* dropdown list.
3. Click **Generate** to open the PDF and print.

Update payment amount

1. Search for and locate the request you want.
2. Choose “Correct request details” from the *Follow-on Action* dropdown list.
3. Click on the **Record Payment** screen.
4. Click on the payment type and enter the correct payment amount.
5. Click **Save**.

Note: Updating the payment amount also updates the *Daily Fee Transaction Report*.

To print a new receipt:

1. Select “Generate receipt document” from the *Follow-on action* dropdown list.
2. Click **Generate** to open the PDF and print.

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