

Invoice electronic funeral home requests

MR&C USER GUIDE FOR COUNTY VITAL RECORDS STAFF

This user guide covers the steps to:

[Create an invoice](#)

[Print an invoice \(and update billing address if needed\)](#)

[Apply payment to invoice](#)

Create invoice

You can invoice for any funeral home request submitted to your office, even if you haven't issued certificates yet.

After logging in to MR&C:

1. Select the **Customer Service** tab.
2. Select *Create invoice (Funeral home request)* from the **Tasks** menu.
3. Optional: Enter a date or date range of the request(s) to invoice.
4. To find a funeral home, start typing the establishment name and use the *Enter* key on your keyboard to select it.
5. Optional: Check *Include uninvoiced requests only*
6. Click **Search**.
7. Check the box on the left side of the search results table for the request(s) you want to invoice.

Note: Checking multiple requests at once will assign the same invoice number to all.

8. Click the **Create invoice** button in the lower right corner to assign an invoice number.

Print invoice

Option #1:

1. After completing steps 1-8 above, click the **Print receipts** button at the bottom of the page.
2. Follow the screen prompts to open and print the pdf.

Note: This will print both an invoice and receipt, addressed to the person who requested certificates. To change the billing address, see option #2.

Option #2:

1. Select *Search invoice* from the **Tasks** menu.
2. Enter search criteria.
3. Click **Search**.
4. Select the invoice number you want to print.
5. Click **Copy Requester Info** to populate the name of the person who requested certificates, along with their funeral home name and address.

Note: To send the invoice to a different location, complete the name and address section manually.

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.
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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INVOICE ELECTRONIC FUNERAL HOME REQUESTS

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