

## Searching for A Customer Record by Customer Attributes

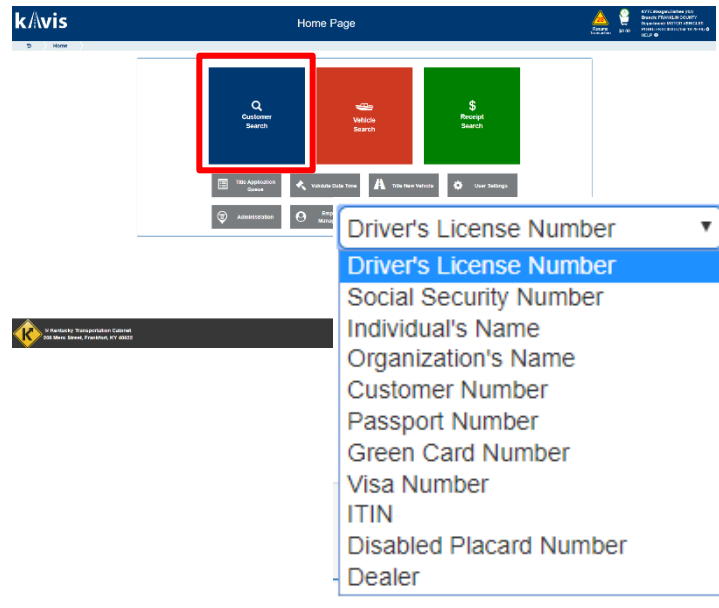
This guide aids users to find a desired customer record by using customer attributes as a form of searching. KAVIS is a Customer Centric Application, which means KAVIS provides an at-a-glance view of a customer's account.

### Searching for a Customer

1. Select Customer Search from the Home Page.
2. From the Customer Search Page, KAVIS allows a User to search by the following criteria:
  - a. Driver's Licenses Number
  - b. Social Security Number
  - c. Individual's Name
  - d. Organization's Name
  - e. Customer Number
  - f. Passport Number
  - g. Green Card Number
  - h. Visa Number
  - i. ITIN
  - j. Disabled Placard Number
  - k. Dealer Information

**\*Note: If Driver's License is selected in dropdown, a user can scan the driver's license and KAVIS will return the customer record**

3. Select desired method and enter in information.
4. Select desired customer record.
5. KAVIS will navigate to the Customer Account Page.



Customer ID	Driver License	Last Name	First Name	Middle Name	Suffix	DOB	SSN	ITIN	Physical Address	County of Residence	Preferred Name	Select
001567602	Q99281018	GREEN	ANGELA	MARIE		06/01/1967	xxxx-xx-1935		104 WILLOW ST. FRANKFORT KY, 40601	FRANKLIN		Select

Indicates Customer record has been verified with Driver's License

### Customer Account Page

The Customer Account Page shows a user the following:

1. Displays Customer's Personal Information
2. Displays ALL Vehicles owned by a Customer
3. Displays ALL Disable Placards assigned to a Customer and Placard history
4. Alerts the user to any action that needs to be taken (e.g. Contact PVA, Renew a boat, Missing Boat Information, etc.)
5. Notifies user of Delinquent Taxes
6. Shows any Pended Liens on vehicles
7. Displays any Title Applications placed on hold
8. Displays previously owned vehicles
9. Take any Manage/Title Action on a vehicle
10. Start a New Title Application
11. Shows notes/communications specific to customer

