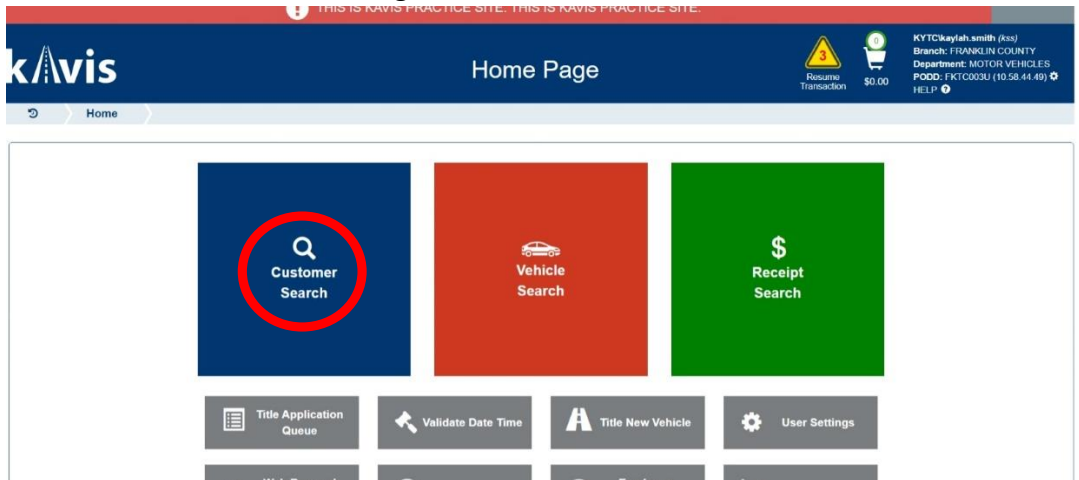


Edit Customer on Customer Account Page

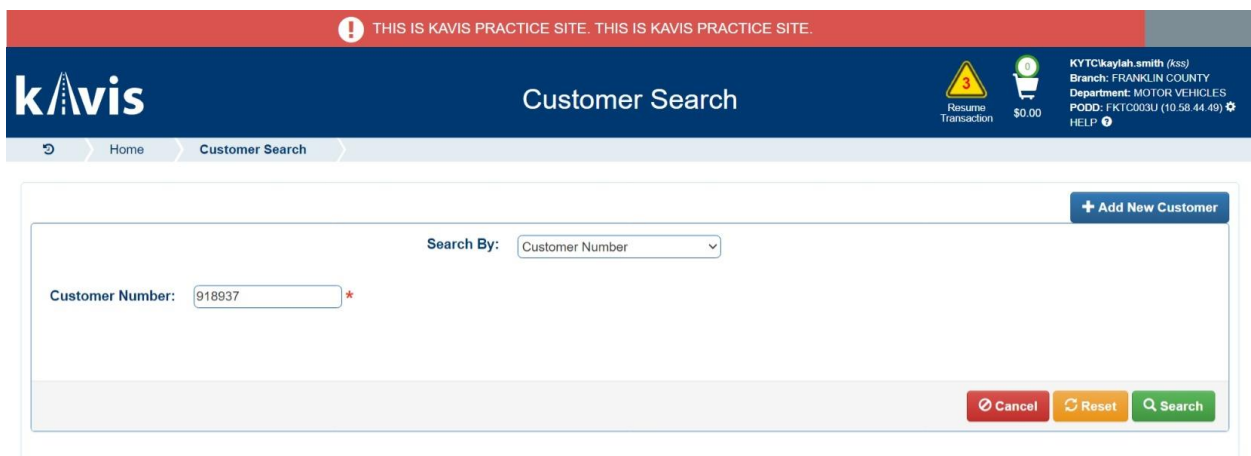
The Customer Account Page is where you will find all a customer's information. You can edit their personal information and view their financial, placard, or vehicle ownership history. You can also start a New Title Application, perform all title actions, perform all registration actions, and pay their delinquent Ad Valorem.

Edit Customer Account Page Details

1. From the Home Page, click 'Customer Search'.



2. Choose from the dropdown menu how you would like to search for the customer, enter the requested info and click **Search**.



3. From the search results, click **Select** to be taken to their Customer Account Page.
 - a. The green customer accounts have been Driver's License verified.

Display Search Criteria Add New Customer

Customer ID	Driver's License	Last Name	First Name	Middle Name	Suffix	DOB	SSN	ITIN	Physical Address	County of Residence	Preferred Name
000918937	T95566126	TAYLOR	HERBIE	GENE		03/07/1951	xxx-xx-5068		603 LEAWOOD DR, FRANKFORT, KY, 40601	FRANKLIN	Select

Indicates Customer record has been verified with Driver's License

- The top section houses the Customer's information (full name, address, & customer #)
- The Action Center gives details about what action requires attention.

4. TAYLOR, HERBIE GENE ✓
Cust #: 000918937
603 LEAWOOD DR
FRANKFORT, KY 40601

6. Edit View Notes
Financial History


9.

5. Action Center



- Customer record contains fields that match another Customer. Click the matching Customer ID **004594070** to begin the Merge process.
- Customer record contains fields that match another Customer. Click the matching Customer ID **008767682** to begin the Merge process.
- Customer record contains fields that match another Customer. Click the matching Customer ID **xxxxxx** to begin the Merge process.

- Edit** will allow you to view and edit their personal information (deaf or hard of hearing & deceased), identification, & address, click **Save** after you made changes.

! THIS IS KAVIS PRACTICE SITE. THIS IS KAVIS PRACTICE SITE.



Customer Account

KYTC:kaylah.smith (kcs)
Branch: FRANKLIN COUNTY
Department: MOTOR VEHICLES
PODD: FKTC003U (10.58.44.49)
HELP

Home
Customer Search
Customer Account

TAYLOR, HERBIE GENE ✓
Cust #: 000918937

[Name Change](#)

Personal Information

<p>Birth Date: 03/07/1951 *</p> <p>Preferred Name: <input type="text"/></p> <p>Gender: M</p> <p>Citizenship: <input type="text" value="Select One..."/></p> <p>E-Mail: <input type="text"/></p> <p>Deaf or Hard of Hearing: <input checked="" type="radio"/> No <input type="radio"/> Yes</p> <p>Deceased: <input checked="" type="radio"/> No <input type="radio"/> Yes</p>	<p>Phone</p> <p>Home: <input type="text"/></p> <p>Mobile: <input type="text"/></p> <p>Work: <input type="text"/></p>	<p>Identification</p> <p>Driver's License: KY T95566126</p> <p>SSN: xxx-xx-5068</p> <p>Passport: <input type="text"/></p> <p>Visa: <input type="text"/></p> <p>Green Card: <input type="text"/></p> <p>I-94: <input type="text"/></p> <p>ITIN: <input type="text"/></p> <p style="font-size: small; color: red;">* At least one form of Identification is required!</p>
--	---	--

Address

County of Residence: *

Is Mailing address different? No Yes

Validated By USPS. Verified!

Physical

Address 1: *

Address 2:

City: *

State: * Zip: *


Attn:

Alias

No Alias data.

[Add Alias](#)

[Cancel](#) [Save](#)

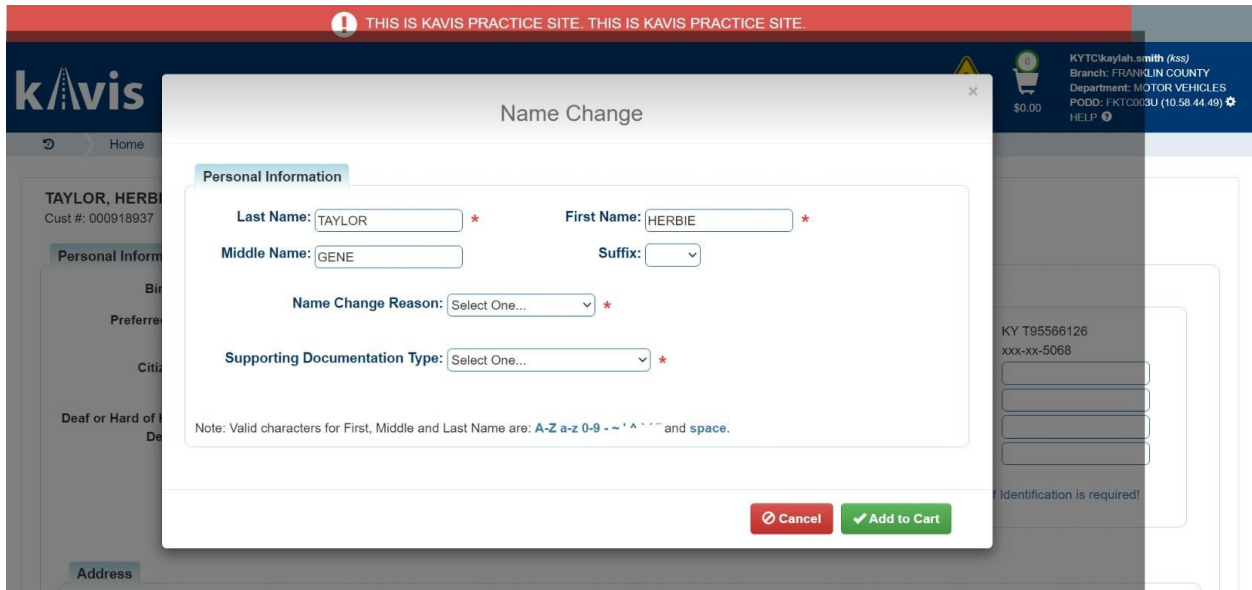


© Kentucky Transportation Cabinet
200 Mero Street, Frankfort, KY 40622

Suggestions / Questions?
Contact the KAVIS Team

Perform a Name Change

7. To change the customer's name, select [Name Change](#) .
 - a. You will fill out the sections that have asterisks * (last & first name, name change reason, & supporting documentation type).
 - b. Click [Add to Cart](#) .



Adding an Alias

8. To add an alias to a customer, select [Add Alias](#) at the bottom of the customer account page.
 - a. You will fill out the sections that have asterisks * (last & first name & effective date).



- b. Click [Add](#).

Alias

Last Name: * First Name: * Middle Name: Suffix:

Effective Date: * Present: End Date: Maiden Name:

Comment:

Financial History

9. Clicking on [Financial History](#) will take you to a receipt search for the Customer.
 - a. To narrow your search, enter specific data to search for and click [Search](#).
 - b. You may preview the receipt or recall the transaction if necessary.



Receipt Search



KYTC\kaylah.smith (KSS)
Branch: FRANKLIN COUNTY
Department: MOTOR VEHICLES
PODD: FKTC003U (10:58:44:49)
HELP

Home > Customer Account > Receipt Search

Hide Search Criteria

Financial History: TAYLOR, HERBIE GENE

Title Number: VIN/HIN: Year:
KY/Plate Number: Make:
Date From: To: Model:

Cancel Reset Search

Showing 1 to 3 of 3 entries

Receipt Number	Date - Time Paid	Processed by User Name		
bc230308145716	03/08/2023 2:59 PM	Brentlinger, Barbie	Preview Receipt	Recall
ANL220315123041	03/15/2022 12:33 PM	Liebman, Adrienne	Preview Receipt	Recall
anq210304083134	03/04/2021 8:33 AM	Liebman, Adrienne	Preview Receipt	Recall

