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

Norme Norme		Home Page	Resume Transaction 50.00	KYTCkaylah, smith (kss) Branch: FRA¥RQIN COUNTY Department: MOTOR VEHICLES PODD: FKTC003U (10.58.44.49) ✿ HELP ❶
	Q Customer Search	Vehicle Search	\$ Receipt Search	
	Title Application Quoue	Validate Date Time	fehicle 🔅 User Settings	

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 Q Search.

🕛 тни	IS IS KAVIS PRACTICE SITE. THIS IS KAVIS PRACTICE SITE.	
k/\vis	Customer Search	Assume Transaction \$0.00 FRAMELIN COUNTY Bepartment: MOTOR VEHICLES 90.00 PODD: FKTC003U (10.58.44.49) ♥ HELP ●
D Home Customer Search		
		+ Add New Customer
	Search By: Customer Number ~	
Customer Number: 918937 *		
		Cancel CReset Q Search
© Kentucky Transportation Cabinet 200 Mero Street, Frankfort, KY 40622		Suggestions / Questions? Contact the KAVIS Team

- 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.

			🕛 тні	IS IS KAVIS P	RACTI	CE SITE. TI	HIS IS KAVIS	S PRA	ACTICE SITE.			
k/\vi s	S				(Custon	ner Sea	arc	h	Resume Transaction So	KYTC\kaylah Branch: FRA Department: O.00 HELP	. smith (kss) NKLIN COUNTY MOTOR VEHICLE 003U (10.58.44.49
ອ Hor	me Custo	mer Search	\rightarrow									
									٩	Display Search Criteria	+ Add N	lew 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 C	ustomer record has	been verified	with Driver's	License								
Indicates C	ustomer record has	been verified	with Driver's	License								

© Kentucky Transportation Cabinet 200 Mero Street, Frankfort, KY 40622 4. The top section #)	houses the Customer's information (full na	Suggestions / Questions? Contact the KAVIS Team me, address, & customer
5. The Action Cent	er gives details about what action requires	attention.
•	THIS IS KAVIS PRACTICE SITE. THIS IS KAVIS PRACTICE SITE.	
k/\vis	Customer Account	Analysis Analysis Contract of the second s
ວ Home Customer Search 0	Customer Account	
TAYLOR, HERBIE GENE O Cust #: 000918937 Edit V	Action Center	
603 LEAWOOD DR FRANKFORT, KY 40601 Financial	History Customer record contains fields that match anoth 004594070 to begin the Merge process.	ner Customer. Click the matching Customer ID
	x ^c Customer record contains fields that match anoth 008767682 to begin the Merge process.	ner Customer. Click the matching Customer ID
	Customer record contains fields that match anoth	her Customer. Click the matching Customer ID $_{_{ alpha}}$
6 Edit will allow y	ou to view and edit their personal informat	ion (doof or bord of
boaring & docoa	used) identification & address click Save	after you made changes
nearing & uecea	seu, identification, & address, tlick	arter you made changes.

vis		Customer Account	Resume Transaction	90.00	KYTC/kaylah.amith (kss) Branch: FRANKLIN COUNTY Department: MOTOR VEHICLE PODD: FKTC003U (10.58.44.49 HELP •
Home Cu	stomer Search Customer A	Account			
AYLOR, HERBIE GENI ust #: 000918937	E 🛇 Name Change				
Personal Information					
Birth Date:	03/07/1951 ★	Phone	Identification		
Preferred Name:		Filone	identification		
Gender:	M	Home:	Driver's License: SSN:	KY T95566 xxx-xx-506	5126 i8
Citizenship:	Select One V	Mobile:	Passport:		
E-Mail:		WORK:	Visa:	-	
Deaf or Hard of Hearing:	No Ves		Green Card:		
Deceased:			1-94:		
			ITIN:		
Address County of Residence:	RANKLIN Railing address different?	o OYes			
Address County of Residence:	RANKLIN	o ⊖Yes			
Address County of Residence:	RANKLIN * Mailing address different? No	o ⊖Yes rified ! ★			
Address County of Residence: Is Ovalidated By USPS Physical Address 1: 603 LEAW	RANKLIN * Mailing address different? * C COD DR	o ⊖Yes rified ! *			
Address County of Residence: S OValidated By USPS Physical Address 1: 603 LEAW Address 2:	RANKLIN * Mailing address different? No OOD DR	> ○Yes rified ! 			
Address County of Residence: Is Ovalidated By USPS Physical Address 1: 603 LEAW Address 2: City FRANKFO	RANKLIN * Mailing address different? No OOD DR RT	> Yes rified ! 			
Address County of Residence: Is Ovalidated By USPS Physical Address 1: 603 LEAW Address 2: City FRANKFO State: Kentucky	RANKLIN * Mailing address different? No OOD DR RT X Ip 40601	<pre>> Yes rified ! * * * * * * * * * * * * * * * * * * *</pre>			
Address County of Residence: Is OValidated By USPS Physical Address 1: 603 LEAW Address 2: City FRANKFO State: Kentucky Attn:	RANKLIN * Mailing address different? No OOD DR RT XIP 40601	> Yes rified ! 			
Address County of Residence: Is S OValidated By USPS Physical Address 1: 603 LEAW Address 2: City FRANKFO State: Kentucky Attn: Adlas	RANKLIN Kaliing address different? No C C C C C C C C C C C C C	○ Yes rified ! ★ ★ ★ 4455			
Address County of Residence: Is I OValidated By USPS Physical Address 1: 603 LEAW Address 2: City FRANKFO State: Kentucky Attn: Allias	RANKLIN * Mailing address different? * OOD DR RT * X zip 40601	○ Yes rified ! ★ ★ ★ 4455 No Alias data.			
Address County of Residence: Is i OValidated By USPS Physical Address 1: 603 LEAW Address 2: City FRANKFO State: Kentucky Attn: Allas	RANKLIN * Mailing address different? * OOD DR RT * X zip 40601	<pre>> Yes rified ! * * * 4455 > No Alias data.</pre>			
Address County of Residence: [F Is OValidated By USPS Physical Address 1: 603 LEAW Address 2: [City FRANKFO State: Kentucky Attn: [City Attn: [City Attn: [City] Attn: [City]	RANKLIN * Mailing address different? * OOD DR RT * X zip 40601	 Yes * * * (4455) No Alias data. 			
Address County of Residence: [F Is OValidated By USPS Physical Address 1: 603 LEAW Address 2: City [FRANKFO State: Kentucky Attn: Allias Add Allias	RANKLIN * * Mailing address different? ®Nc OOD DR RT * * Zip 40601	 Yes * * * 4455 No Alias data. 			
Address County of Residence: [F Is O'Validated By USPS Physical Address 1: 603 LEAW Address 2: [FRANKFO State: Kentucky Attn: [Alias Add Alias	RANKLIN V * Mailing address different? ®No Ve 000 D DR RT V * Zip 40601	 9 Yes * * 4455 No Alias data. 			⊘ Cancel ±Save
Address County of Residence: Is O'Validated By USPS Physical Address 1: 603 LEAW Address 2: City FRANKFO State: Kentucky Attn: Alias Add Alias	RANKLIN V * Mailing address different? ®No Ve 000 D DR RT V * Zip 40601	 9 Yes * * 4455 No Alias data. 			⊘ Cancel Lave
Address County of Residence: Is O'Validated By USPS Physical Address 1: 603 LEAW Address 2: City FRANKFO State: Kentucky Attn: Alias Add Alias	RANKLIN V * Mailing address different? ®No Ve 00D DR RT V * Zip 40601	o Yes rified 1 * * * Adds No Alias data.			⊘ Cancel Lave

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).



			9	KYTC\kaylah.smith (kss) Branch: FRANKLIN COUNTY Department: MOTOR VELICE
K/i\VIS	Name Change	×	\$0.00	PODD: FKTC003U (10.58.44.49) HELP @
න Home				
TAYLOR, HERBI	Personal Information			
Cust #: 000918937	Last name: TAYLOR * First name: HERBIE * Middle Name: GENE Suffix: ~			
Bir	Name Change Reason: Select One V			
Preferre	Supporting Documentation Type: Select One		KY T9556 xxx-xx-50	36126 368
Deaf or Hard of I De	Note: Valid characters for First, Middle and Last Name are: A-Z a-z 0-9 - ~ ' ^ ` ` and space.			
			f Identificat	ion is required!

Adding an Alias

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

Alias	b. Click	✓Add				
Last Name:		* First Name:		* Middle Name:	Suffix:	~
Effective Date:	*	Present:	v	End Date:	Maiden Name:	
Comment:						
				6		
						⊘ Cancel ✓Add

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 Q Search.
 - b. You may preview the receipt or recall the transaction if necessary.

	I THIS IS KAVIS	PRACTICE SITE. THIS IS KAVIS PRACTICE	SITE.		
k/\vis		Receipt Search		Resume Transaction	KYTClkaylah.amith (kss) Branch: FRANKLIN COUNTY Department: MOTOR VEHICLES 00 PODD: FKTC003U (10.58.44.49) HELP •
D Home Custom	ner Account Receipt Search	\rangle			
					Q Hide Search Criteria
Financial History: T/	AYLOR, HERBIE GENE				
Title Number: KY/Plate Number:		VIN/HIN:	Year: Make:		a.
Date From:		То:	Model:		
				Ø Cance	el 💭 Reset 🔍 Search
Showing 1 to 3 of 3 entries					b.
Receipt Number	Date - Time Paid	Processed by User Name			
bcb230308145716	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
© Kentucky Transportation 200 Mero Street, Frankfor	on Cabinet t, KY 40622				Suggestions / Questions? Contact the KAVIS Team