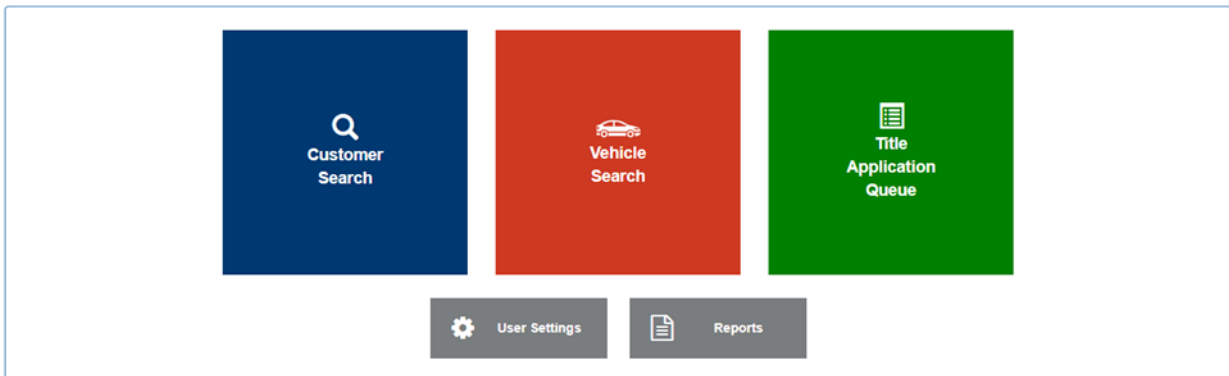


Customer Account Page

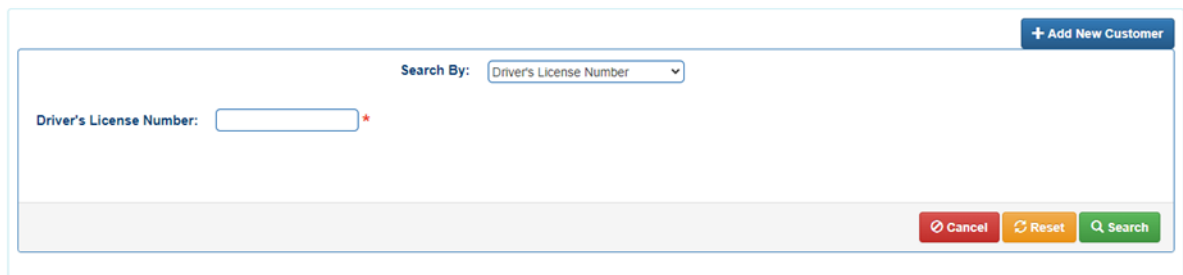
This guide will walk through how to search for customers, view their information such as address, held titles, registration statuses, and delinquencies. The guide will also walk through how to edit customer data.

Searching for a Customer

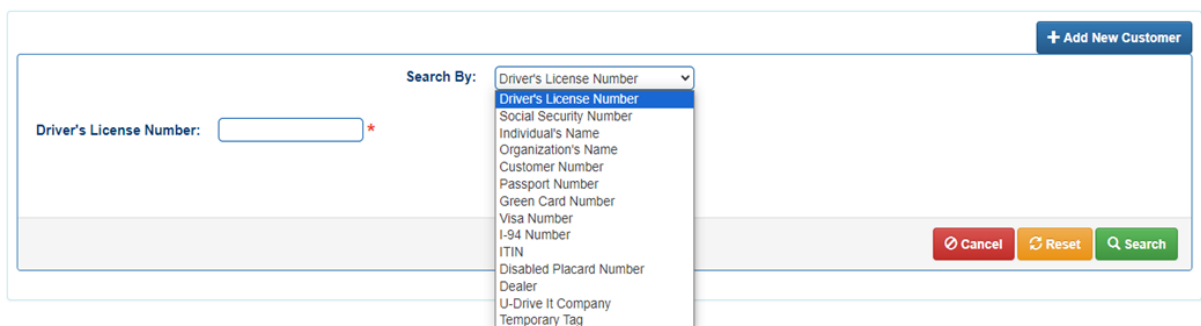
1. On the 'Home Page' select "Customer Search".



2. On the 'Customer Search' click on the 'Search By' drop down

A screenshot of the Customer Search form. At the top right is a blue button labeled "+ Add New Customer". Below it is a "Search By:" dropdown menu currently set to "Driver's License Number". To the left is a text input field labeled "Driver's License Number:" with a red asterisk. At the bottom right are three buttons: "Cancel" (red), "Reset" (orange), and "Search" (green).

3. This is how a user can select different search criteria:

A screenshot of the Customer Search form with the "Search By:" dropdown menu open. The dropdown list includes: "Driver's License Number" (highlighted), "Social Security Number", "Individual's Name", "Organization's Name", "Customer Number", "Passport Number", "Green Card Number", "Visa Number", "I-94 Number", "ITIN", "Disabled Placard Number", "Dealer", "U-Drive It Company", and "Temporary Tag". The rest of the form, including the input field and buttons, is visible in the background.

4. Fill in the information and click 'Search'

[+ Add New Customer](#)

Search By: Individual's Name

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

Date of Birth: County: ALL

Cancel
Reset
Search

5. Choose the customer from the tablet from the search results. The more specific the information is the more accurate the results will be. Click 'Select' to go to that customer's account page.

Customer ID	Driver License	Last Name	First Name	Middle Name	Suffix	DOB	SSN	ITIN	Physical Address	County of Residence	Preferred Name	
001411348		SMITH	ADAM			05/11/1960	xxx-xx-3221		2200 Treetop Ln, HEBRON, KY, 41048	BOONE		Select
001271922		SMITH	ALBERT			05/11/1960	xxx-xx-5862		1016 Orchid Rd, FLORENCE, KY, 41042	BOONE		Select
001122990	S91091261	SMITH	ALBERT	E		03/18/1938	xxx-xx-6852		1016 Orchid Rd, FLORENCE, KY, 41042	BOONE		Select

Alternatively, preview customer information by clicking a customer's ID to bring up ['Customer Data'](#) without navigating away from the current search.

6. The Customer Account page will display:

Home > Customer Search > Customer Account

SMITH, AC
Cust #: 001655063
10142 Owenton Rd
FRANKFORT, KY 40601

Edit View Notes

Action Center

- PVA There are Ad Valorem problems for 2 vehicles. Please contact the PVA.
- P Customer has 2 vehicle(s) with Cancelled Title Application.

Vehicles (2)

Select By Type v
Go to List View

Filter By: Alerts v 2

PVA P

2000 FORD EXPLORER
Title #: 221530375001
Application Cancelled

Reg: Title Only

View

PVA P

2000 FORD EXPLORER
Title #: 221640375002
Application Cancelled

AAA103
Unbridled Spirit
Reg: Expired

View

Disabled Placards

No Disabled Placard History found!

Previously Owned Vehicles (0)

Preview Customer Data

The 'Customer Data' page is similar to the 'Customer Account' page displaying similar information but with no actions to edit anything. The 'Customer Data' page is just an overlay over customer search results. This allows a user to preview customer information without having to re-search if this is not the customer account.

1. Navigate to a customer's 'Customer Data' overlay by clicking on their Customer ID on the 'Customer Search' page.

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

Date of Birth: County:

ⓘ Your search resulted in more than 100 records. Please enter more specific search criteria to display fewer results.

Customer ID	Driver License	Last Name	First Name	Middle Name	Suffix	DOB	SSN	ITIN	Physical Address	County of Residence	Preferred Name	
001374034		SMITH	ADAM				xxx-xx-2811		205 Langley Ct, CLARKSON, KY, 42726	GRAYSON		<input type="button" value="Select"/>
000619820	S93365984	SMITH	AMBROSE	E		08/29/1939	xxx-xx-4196		406 Huffman Rd, LEITCHFIELD, KY, 42754	GRAYSON		<input type="button" value="Select"/>
000619825	S93355406	SMITH	AMILL			08/29/1924	xxx-xx-5506		214 Cave Creek Rd, FALLS OF ROUGH, KY, 40119	GRAYSON		<input type="button" value="Select"/>
001275042		SMITH	AMY				xxx-xx-0109		34 Foxborough Dr, LEITCHFIELD, KY, 42754	GRAYSON		<input type="button" value="Select"/>

2. The 'Customer Data' page will display over the 'Customer Search' page:

Personal Information

Last Name: SMITH
 First Name: AC
 Middle Name:
 Suffix:
 Birth Date: 02/01/1980
 Preferred Name:
 Gender: M
 Citizenship: United States
 Deaf or Hard of Hearing: No
 Deceased: No

Phone

No phone data.

Identification

SSN: xxx-xx-3041
 I-94: 12345678912

Address

County of Residence: FRANKLIN
 Physical
 10142 Owenton Rd
 FRANKFORT, KY 40601-9418

Alias

No Alias data.

Vehicles (2)

Filter By:

2000 FORD EXPLORER
Title #: 221530375001
Application Cancelled

2000 FORD EXPLORER
Title #: 221640375002
Application Cancelled

AAA103
Unbridled Spirit
Reg. Expired

Clicking 'Select' will navigate to the 'Customer Account' page

Clicking 'View' will navigate to the 'Vehicle Summary' page of this account

Customer Account Page Overview

The Customer Account Page is where all information regarding active or previously owned vehicles, boats, or disabled placards will display. Users may edit information from this page.

Customer Information

SMITH, AC
Cust #: 001655063
10142 Owenton Rd
FRANKFORT, KY 40601

[Edit](#) [View](#) [Notes](#)

Select 'View' to see even more 'Personal Information'

Personal Information

Personal Information

Birth Date: 02/01/1980
Preferred Name:
Gender: M
Citizenship: United States
Deaf or Hard of Hearing: No
Deceased: No

[Edit](#)

Phone
No phone data.

Identification
SSN: xxx-xx-3041
I-94: 12345678912

Address
County of Residence: FRANKLIN
Physical
10142 Owenton Rd
FRANKFORT, KY 40601-9418

Alias
No Alias data.

Click 'Edit' to edit Customer Information

Click 'Cancel' to close this view

[Cancel](#)

Action Center- Calls attention to certain issues that need to be resolved

Action Center


There are Ad Valorem problems for 2 vehicles. Please contact the PVA.

Customer has 2 vehicle(s) with Cancelled Title Application.




Vehicles tab- Vehicles and boats the customer currently owns

Vehicles (2)

Select By Type ▾

Filter By: Alerts ▾ 




Go to List View

   P

2000 FORD EXPLORER
Title #: 221530375001
Application Cancelled

Reg: Title Only

[View](#)

   P

2000 FORD EXPLORER
Title #: 221640375002
Application Cancelled




AAA103
Unbridled Spirit
Reg: Expired

[View](#)

Vehicle Model

Title Number

**Last Title Action Taken
"Registration Type"**

   P

2000 FORD EXPLORER
Title #: 221640375002
Application Cancelled

AAA103
Unbridled Spirit
Reg: Expired

[View](#)

Ownership Icon

Plate Number

Plate Type









Registration Status

Action Icons and Ownership Icons are visual cues that show information about the vehicle or owner.

View Button will navigate to the 'Vehicle Summary' page for that vehicle.

Disabled Placard tab- displays placard history for the customer

▼ Disabled Placards

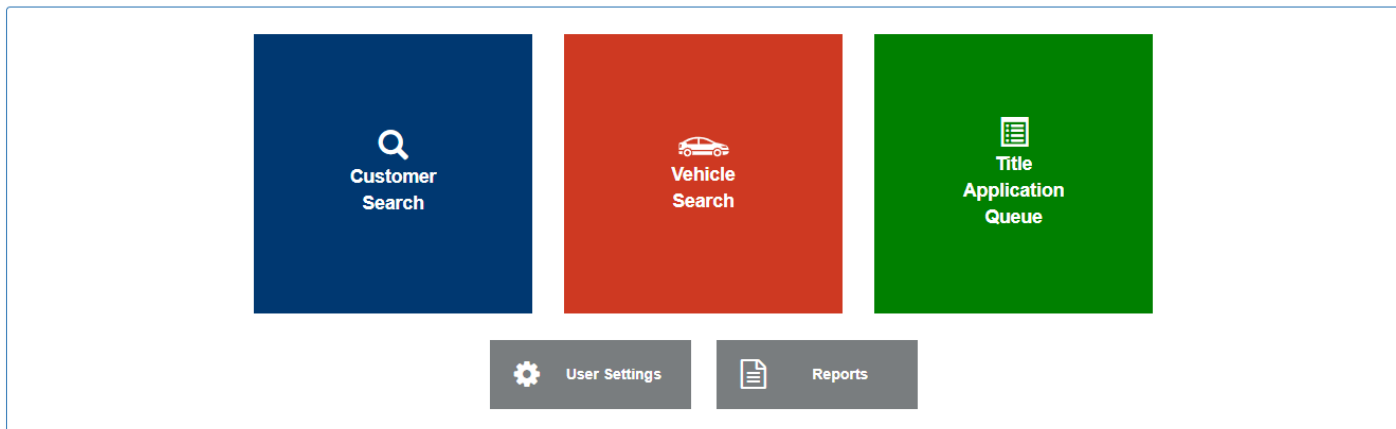
Trans ID	Control Number	Placard Type	Placard Year	Placard #	Issue Date	Expiration Date	Status	Authorized Placard(s)	Comments
031091661	20-155-037-0-DP-00071		47	569643	06/03/2020	05/31/2026	Active	1 of 2	
031091243	20-155-037-0-DP-00067		47	569615	06/03/2020	05/31/2026	Inactive	1 of 2	
013408163	18-207-037-0-DP-00012		46	503756	07/26/2018	07/31/2020	Inactive		
002169690	16-172-037-0-DP-00002		45	897752	06/20/2016	06/30/2018	Expired	1 of 2	

Vehicle Summary Page

Searching for a Vehicle

The 'Vehicle Search' is used for locating and viewing all vehicles that have active titles and vehicles with an application in the 'Title Application Queue'

1. From the 'Home Page' select 'Vehicle Search'



2. From the 'Vehicle Search' page select the criteria to search by from the drop-down menu

The screenshot shows the 'Search By:' dropdown menu open, displaying a list of search criteria: 'Select One', 'VIN', 'Plate Number', 'Lien Number', 'Title Number', 'KY Number', 'HIN', 'Authorization Number', and 'Title Document Number'. The 'Search' button is highlighted in green.

3. Enter the information for the vehicle and select 'Search'

The screenshot shows the 'Search By:' dropdown menu set to 'Title Number'. The 'Title Number' input field contains the value '17143008011'. The 'Search' button is highlighted in green.

- The results will appear below. Click the 'Vehicle' button to go to the 'Vehicle Summary' page or the 'Customer' button to go to the 'Customer Account' page

Search By: *

Title Number: *

Cancel
Reset
Search

Type	Vehicle	Title #	KY / Plate #	Lien #	Title Status	Owner	Go To
	2014 RAM RAM VIN: 3C6JR7AT4EG132314 - 999	142271100017	0582FN		Active - Title Issued	7816056 GANT, BARRY 5220 Highland Lick Rd, SHARON GROVE, KY 42280 TODD	Vehicle Customer

Vehicle Summary Page Overview

Owner(s)

Customer ID	Driver License	Customer Name	SSN/FEIN	Address	Begin Tax Exempt Date
000845179	D94693149	DUE, DAVID CHARLES	xxx-xx-9286	10236 Hwy 16, VERONA, KY 41092 BOONE	

Clicking here will bring up the 'Customer Data' pop out.

This will show a list of all vehicles this customer has owned.

Chain of Ownership – Shows all known titles/owners with the most recent at the top.

Seq.	Title Number	Primary Owner	Address	Title Status	Issue Date	Last Action Date
4	192950085010	DUE, DAVID CHARLES	10236 Hwy 16, VERONA, KY 41092	Application		10/22/2019
3	151190080302	DUE, DAVID CHARLES	10236 Hwy 16, VERONA, KY 41092	Surrendered - Transferred	05/22/2015	10/22/2019
2	151120080255	DUE, DAVID C	552 Village Dr, EDGEWOOD, KY 41017	Surrendered - Transferred	04/23/2015	04/29/2015
1	95117059-866	DUE, DAVID C	552 Village Dr, EDGEWOOD, KY 41017	Surrendered - Transferred	05/31/1995	04/22/2015

Selecting a 'Title Number' here will navigate to the 'Vehicle Summary' of that vehicle when it was last associated with that 'Title Number'.

Title- Shows current status, type of title, title number and prior title number

▼ Title

Status: Active - Title Issued

Type: Transfer	State Fee: \$0.00
Title #: 151190080302	Clerk Fee: \$0.00
Prior Title #: 151120080255	Use Tax: \$0.00

Use Tax Description:

Reel #: 2015	Blip #: 0522	Doc #:
---------------------	---------------------	---------------

Registration Information

▼ Registration Information

Status: Expired

Type: Renewal	County: BOONE
Reg. Date: 06/02/2017	Decal #: E010378
Exp. Date:	Prior Decal #: E509935

Remarks:

Comments:

F&W State Fee: \$19.00
KYTC State Fee: \$0.00
Boat Safety Fee: \$0.00
Clerk Fee: \$6.00

Purchase Information

▼ Purchase Information

Date of Purchase:	Purchase Price: \$0.00
Trade-in Amount: \$0.00	Use Tax Credit: \$0.00
Motor(s) Price: \$0.00	

Ad Valorem Information

▼ Ad Valorem Information

Total Tax Due: \$20.15

	Tax Year	Situs	District	Tax Status	Value (Boat + Motor)	Action Date	County Collected	Due Date	Payment Date	Total Amount Paid
▶	2020	BOONE	13	Taxable	\$186.00	03/06/2020		10/06/2020		\$0.00
▶	2019	BOONE	13	Taxable	\$196.00	01/01/2019		04/30/2019		\$0.00
▶	2018	BOONE	13	Taxable	\$196.00	01/01/2018		04/30/2018		\$0.00
▶	2017	BOONE	13	Taxable	\$196.00	06/02/2017	BOONE	04/30/2017	06/02/2017	\$4.95
▶	2016	BOONE	13	Taxable	\$196.00	04/29/2016	BOONE	04/30/2016	04/29/2016	\$2.65

Lien Information

▼ Lien Information

Lien Number	Status	Filed Date	Lien Holder	Address	County Filed	Released Date	
2341234213	Filed	12/12/2012	Josie Banking CO	244 Agnus Ave, Mobile, AL 233030333	BOONE		View
	Pending		Lipson	KY			View

Vehicle Information

▼ Vehicle Information

KY Number: KY2998UU	County of Dockage: BOONE
HIN: INVALIDKYHIN	Primary Use: Pleasure
Vehicle Type: Boat	Length: 14' 1"
Year: 1986	Beam: 5' 1"
Make: LOWELINE	Occupant Capacity: 3
Model: O	Weight Capacity:
Boat Type: Other	Number of Toilets: 0
Hull Material: Aluminum	Toilet Type:
Engine Drive: Outboard	Number of Motors: 1
Propulsion: Propeller	Brand:

Motors

Brand:

▼ Motor(s)

Year	Make	Horsepower	Serial Number	Fuel Type
	NONE	0	KY2998UU	Gas

Situs Address- Address of boat dockage if the county of residence of the owner is different

▼ Situs Address

Address: 123 Guava Lane, Lakeville, KY 44334

Vehicle History

Vehicle History

2019

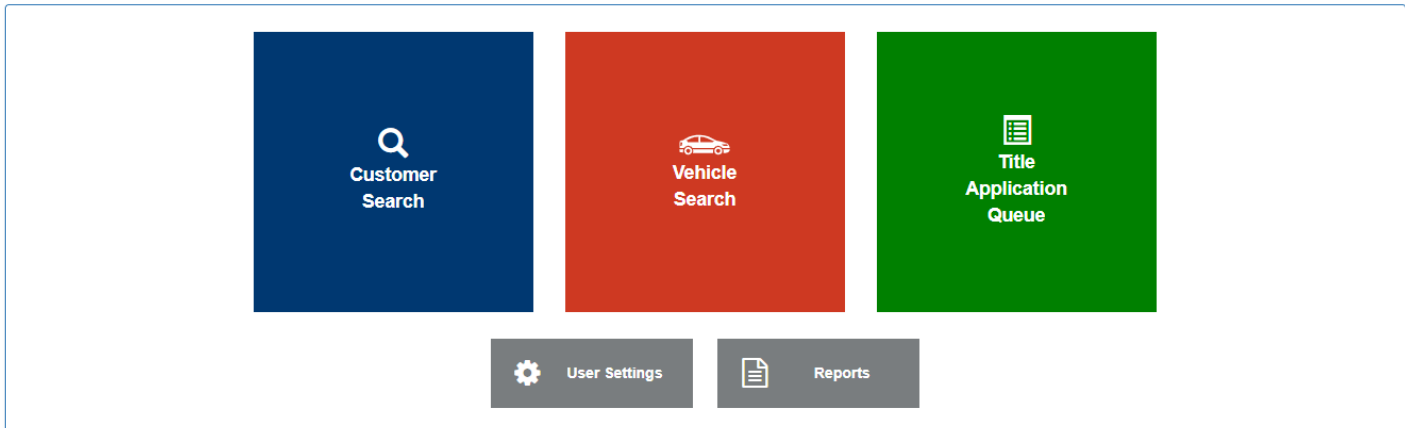
Trans Number	Cntrl Number	Action Date	Action Description	Amount	User
33431226		11/06/2019 1:14:27 PM	Lien Add		kytc\jarod.wylie
33431225		11/06/2019 1:14:13 PM	Lien Add		KYTC\jarod.wylie
33431214	19-310-008-0-TA-00002	11/06/2019 11:07:18 AM	Title Correction - Application Status		kytc\jarod.wylie
33429356	19-294-008-1-TA-00008	10/21/2019 11:26:17 AM	Title Correction - Application Status		kytc\jarod.wylie
33429354	19-294-008-1-TA-00007	10/21/2019 11:26:17 AM	Title Correction - Application Status		kytc\jarod.wylie

Clicking on a 'Trans Number' will navigate to the vehicle's 'Vehicle Summary' at the time of the action date.

Clicking on a 'Cntrl Number' will bring up a view of all PODD documents scanned in on that transaction.

Title Application Queue

1. From the 'Home Page' select Title Application Queue



2. Select the search criteria using the filters displayed on the page

For Review

County:

Select a Date or Range to View : to

Search Title Number:

Application Status: Select All

- Checkout Complete
- County Clerk Submitted
- Sent To NCIC
- NCIC Completed
- Sent To NMVTIS
- NMVTIS Completed
- MVL Pending
- Returned to County Clerk
- Returned to County Clerk - Worked
- Returned to MVL
- MVL Approved
- MVL Approved – Lien Pending
- Suspended
- Cancelled
- Title Sent To Be Printed
- Printed

Speed Titles Only

Display Only Unlocked Title Applications

Exclude Stolen

Vehicle Types: Select All

- Passenger Auto
- Truck
- Motorcycle
- Boat
- Truck Trailer
- Utility Trailer
- Camping Trailer
- Travel Trailer
- Motor Home
- Bus
- Wrecker
- Off-road
- Manufactured Home

Pend Reasons:

Search

- 101 - Chain - Inconsistent Chain of Ownership
- 103 - Application not in PODD - (Code 3)
- 104 - Reassignment Form Required
- 105 - Signature - Missing Signature
- 106 - Name Change Documents
- 107 - Original Paperwork
- 108 - Power of Attorney - POA required / Missing or Incorrect ID
- 109 - Rescan / Incorrectly scanned documents - (Code 9)
- 110 - Ownership - Supporting Documents
- 111 - Inspection - Manufactured Housing (or Affidavit)
- 112 - Title - No Title
- 114 - Social Security Number - Incorrect / Missing SSN
- 115 - Other 100
- 116 - Title - Wrong Title Type
- 118 - Ownership - Buyer/ Seller - Verify

Save Filters
Load Filters

Cancel
Reset
Search

Search Criteria:

For Review

Select County, Date Range, or Title Number to narrow down search results

County: ALL

Select a Date or Range to View: [] to []

Search Title Number: []

Speed Titles Only

Display Only Unlocked Title Applications

Exclude Stolen

Will display 'Speed Titles Only'

Exclude any boats/vehicles marked as 'Stolen' by selecting the box here

This will exclude Title Applications that are being viewed by another MVL KAVIS user

Application Status:

Application Status: Select All

Checkout Complete

County Clerk Submitted

Sent To NCIC

NCIC Completed

Sent To NMVTIS

NMVTIS Completed

MVL Pending

Returned to County Clerk

Returned to County Clerk - Worked

Returned to MVL

MVL Approved

MVL Approved – Lien Pending

Suspended

Cancelled

Title Sent To Be Printed

Printed

To filter queue by Application Status select any number of check boxes here

Vehicle Types: Select All

Passenger Auto

Truck

Motorcycle

Boat

Truck Trailer

Utility Trailer

Camping Trailer

Travel Trailer

Motor Home

Bus

Wrecker

Off-road

Manufactured Home

Pend Reasons:

Pend Reasons:

Search

- 101 - Chain - Inconsistent Chain of Ownership
- 103 - Application not in PODD - (Code 3)
- 104 - Reassignment Form Required
- 105 - Signature - Missing Signature
- 106 - Name Change Documents
- 107 - Original Paperwork
- 108 - Power of Attorney - POA required / Missing or Incorrect ID
- 109 - Rescan / Incorrectly scanned documents - (Code 9)
- 110 - Ownership - Supporting Documents
- 111 - Inspection - Manufactured Housing (or Affidavit)
- 112 - Title - No Title
- 114 - Social Security Number - Incorrect / Missing SSN
- 115 - Other 100
- 116 - Title - Wrong Title Type
- 118 - Ownership - Buyer/ Seller - Verify

To filter queue by Pend Reason select any number of check boxes here

3. Select 'Search' to begin search

For Review

County: ALL

Select a Date or Range to View: to

Search Title Number:

Application Status: Select All

- Checkout Complete
- County Clerk Submitted
- Sent To NCIC
- NCIC Completed
- Sent To NMVTIS
- NMVTIS Completed
- MVL Pending
- Returned to County Clerk
- Returned to County Clerk - Worked

Vehicle Types: Select All

- Passenger Auto
- Truck
- Motorcycle
- Boat
- Truck Trailer
- Utility Trailer
- Camping Trailer
- Travel Trailer
- Motor Home

Pend Reasons:

Search

- 101 - Chain - Inconsistent Chain of Ownership
- 103 - Application not in PODD - (Code 3)
- 104 - Reassignment Form Required
- 105 - Signature - Missing Signature
- 106 - Name Change Documents
- 107 - Original Paperwork
- 108 - Power of Attorney - POA required / Missing or Incorrect ID
- 109 - Rescan / Incorrectly scanned documents - (Code 9)
- 110 - Ownership - Supporting Documents
- 111 - Inspection - Manufactured Housing (or Affidavit)
- 114 - Social Security Number - Incorrect / Missing SSN
- 115 - Other 100
- 116 - Title - Wrong Title Type
- 118 - Ownership - Buyer/ Seller - Verify

Speed Titles Only

Display Only Unlocked Title Applications

Exclude Stolen

Save the filter settings entered by clicking 'Save Filters'. This will save County, Display Only Unlocked Title Applications, Exclude Stolen, Application Status, and Pend Reason

'Reset' will clear the filter settings chosen so far and clear any 'Saved Filters'

'Cancel' navigates back to the 'Home Page'

Load the search criteria with the last saved filter by clicking 'Load Filters'

Save Filters Load Filters Cancel Reset Search

4. Search results are displayed below. You may begin reviewing by clicking 'Title Number'

For Review

Showing 79,501 to 79,536 of 79,536 entries

Q Display Search Criteria

Previous 1 ... 792 793 794 795 796 Next

Title Number	Title Action	Application Status	Pend Reasons	Extra Review Reasons	Primary Owner	Clerk Name	County	Reviewer Name	Days with MVL	Days from Application Creation
232900375002	Certificate of Origin	Checkout Complete			MAALI, ALIA	kytc\daly.sarath	FRANKLIN			14
232900375005	Certificate of Origin	Checkout Complete	Extra Review Requested		WACHIORI GITAU, EUNICE A	kytc\daly.sarath	FRANKLIN			14
232900825001	Certificate of Origin	Checkout Complete			SMITH, ANDREA P	KYTC\abotulagriffith	MEADE			14
232900375001	Kentucky Transfer	Checkout Complete			DECKER, WILLIAM F	kytc\daly.sarath	FRANKLIN			14
232900375006	Certificate of Origin	Checkout Complete	Extra Review Requested		ABBOTT, DANA	kytc\daly.sarath	FRANKLIN			14
232900375004	Certificate of Origin	Checkout Complete	Extra Review Requested		MAALI, ISSA M	kytc\daly.sarath	FRANKLIN			14
232910985003	Duplicate	MVL Pending	NCIC Manual Review		HOWELL, ZACHARY	kyfd01\pamela.lambert	PIKE		8	13

5. To complete review of this application there are four options:

Review

Application Status: MVL Pending Last Action By: NCIC PODO Documents:

Pend Reason(s): NCIC Manual Review Add'l Text to Clerk:

Comments: System Submitted

– Clicking this will not change the status of the application. This button will navigate back to the search results of the 'Title Application Queue' page.

NOTE: This must be selected to avoid locking out other KAVIS users from viewing this application.

– Clicking this approves the application to be printed and be sent to the owner.

– Clicking this will cancel the application. Enter a comment explaining the action and click 'Yes, Cancel' to confirm.

– Clicking this sets the status to 'Pending'.