



MANUAL FOR TITLE APPLICATION QUEUES

Updated December 2023



Table of Contents

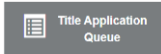
- 0
- Title Application Queues** 2
 - County Clerk’s For Approval Queue** 2
 - Submitting a Title Application to MVL 4
 - Icons Displayed in the For Approval Queue..... 6
 - County Clerk’s Returned Work Queue** 7
 - Returning the Title Application to MVL 11
 - Icons Displayed in the Returned Work Queue..... 11
- Viewing the Application Status**..... 13
 - Application Statuses Defined 13

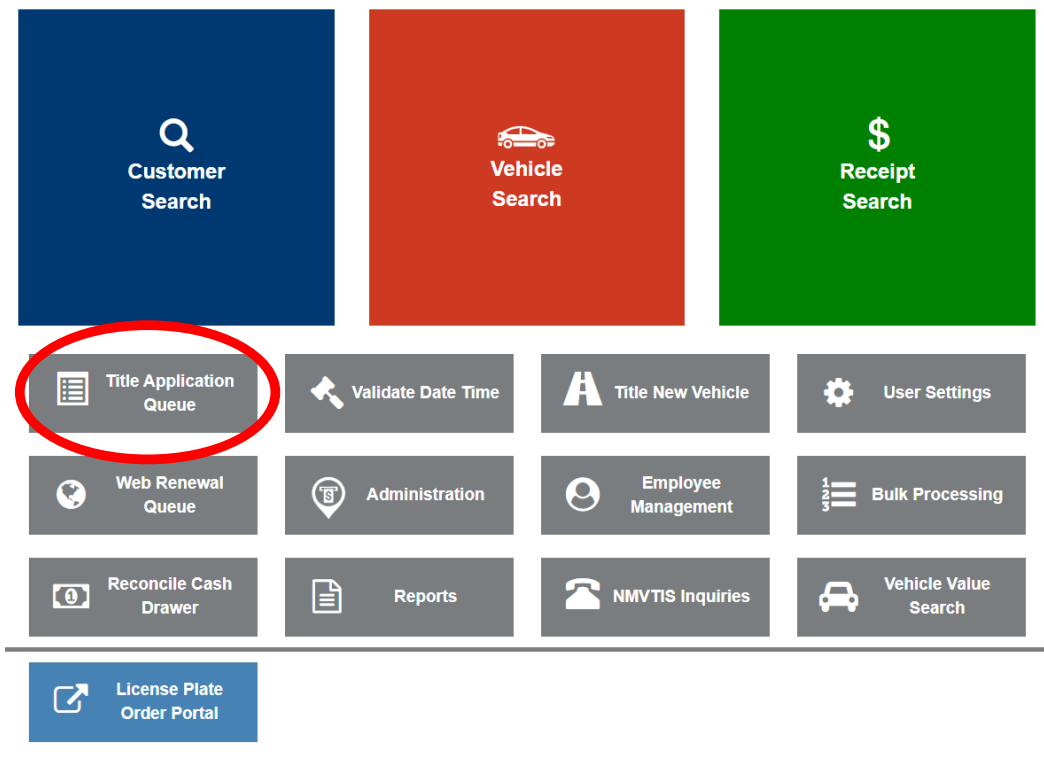


Title Application Queues

The Title Application Queue is where you can find title applications that were completed by Clerks in your County (For Approval), and where title applications returned by MVL (Returned Work) can be viewed and resubmitted. There is a role on the Employee Management page that allows Users to only view their own title applications, and one that allows Users to view and submit all title applications for a County. Ensure each Clerk has the correct permissions before you begin working in the queues.

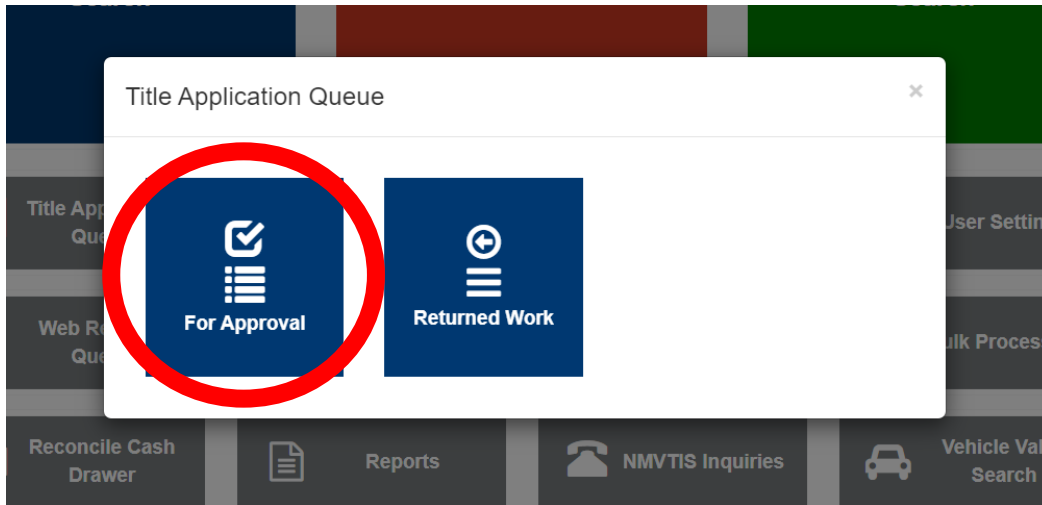
County Clerk's For Approval Queue

1. From the Home Page, click the  tile.



2. Select the queue you would like to view: "For Approval" or "Returned Work".
 - a. In this case select "For Approval". This queue contains all the recently checked out title applications for a County.





3. In the For Approval Queue, Clerks can view title applications that have been checked out by a Clerk in their County and are ready to be reviewed and submitted to MVL for approval.

4. There are several filters that can be used to locate title applications, if needed.

- a. Date – application date
- b. Branch – view applications checked out in a specific branch or branches. (*this may not be available initially)
- c. Title Number – locate a specific title in the queue
- d. Clerk Name – display only title applications checked out by a specific Clerk
- e. Exclude Suspended Applications
- f. Display Only Unlocked Title Applications – not currently being viewed/worked by another User in your County

Title Application Queue - For Approval

\$0.00

For Approval

Date:
 Branch:
 Title Number:
 Clerk Name:

Exclude Suspended Applications
 Display Only Unlocked Title Applications

✖ Cancel
↺ Reset
🔍 Search

[← To Returned Work Queue](#)

For Approval

➡ Submit Selected
i

Previous
1
Next

Title Number	Title Action	Application Status	Primary Owner	Clerk Name	Clerk Hold	Branch	PODD Documents	Days from Application Creation
<input type="checkbox"/> 233490905001	Out-of-state Transfer	Checkout Complete	HENDERSHOT, JEROLD C	KYTC abotulagriffith			✓	5
<input type="checkbox"/> 233490905002	Certificate of Origin	Checkout Complete	SHADOWEN, JENNIFER L	KYTC abotulagriffith			✓	5



5. In addition, the columns with the arrows are sortable, and can be arranged low to high or high to low.

For Approval

Showing 1 to 2 of 2 entries

Submit Selected 0

Previous 1 Next

	Title Number	Title Action	Application Status	Primary Owner	Clerk Name	Clerk Hold	Branch	PODD Documents	Days from Application Creation
<input type="checkbox"/>	233490905001	Out-of-state Transfer	Checkout Complete	HENDERSHOT, JEROLD C	KYTC\abotulagriffith			✓	5
<input type="checkbox"/>	233490905002	Certificate of Origin	Checkout Complete	SHADOWEN, JENNIFER L	KYTC\abotulagriffith			✓	5

6. KAVIS checks if PODD documents are scanned in for the title application, and when present, a checkmark displays in the “PODD Documents” column. The title application must have PODD documents scanned in or it cannot be submitted to MVL.

Submitting a Title Application to MVL

1. Clerks can submit title applications in bulk, or one at a time. If the bulk option is used, there is not an opportunity to add Extra Review at this step, if it was not already requested during the titling process.

Performing a Bulk Submit to MVL bypasses the option to request additional MVL Review or to provide comments.

← To Returned Work Queue

For Approval

Showing 1 to 2 of 2 entries

Submit Selected 2

*Warning: Any action prior to Submitting will clear selections.

Previous 1 Next

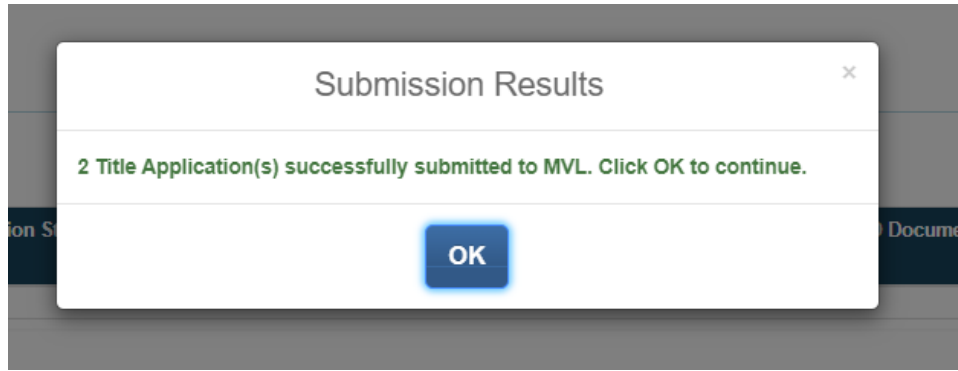
	Title Number	Title Action	Application Status	Primary Owner	Clerk Name	Clerk Hold	Branch	PODD Documents	Days from Application Creation
<input checked="" type="checkbox"/>	233490905001	Out-of-state Transfer	Checkout Complete	HENDERSHOT, JEROLD C	KYTC\abotulagriffith			✓	5
<input checked="" type="checkbox"/>	233490905002	Certificate of Origin	Checkout Complete	SHADOWEN, JENNIFER L	KYTC\abotulagriffith			✓	5

2. Select the checkboxes next to the title applications you would like to submit and select

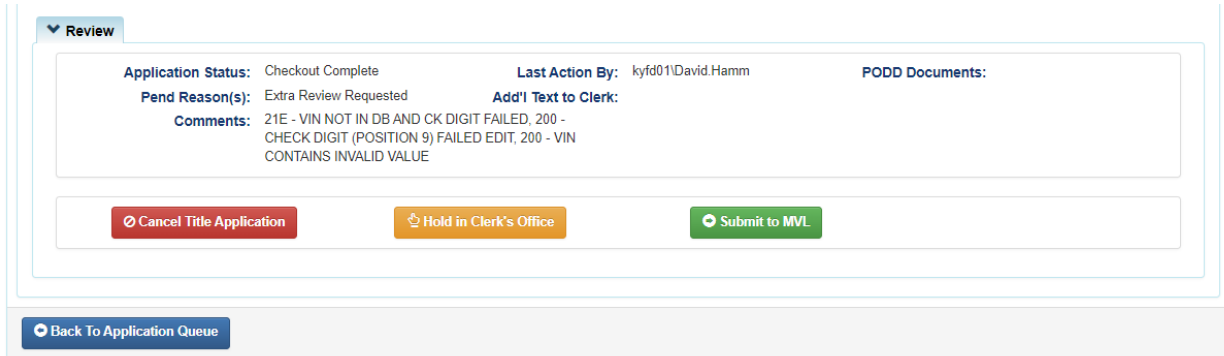





3. When the title applications are successfully submitted through a bulk submission, the Clerk receives a confirmation message.





4. Clerks can request Extra Review on title applications before submitting to MVL for review. Or they can submit to MVL without adding additional review. If there are systematically added Extra Review Reasons, like NMVTIS or VIN issues, those display in the Review section of the title application in the Comments field.



5. To Cancel a title application, the  button can be selected.
6. To add notes and leave the title application in the For Approval queue, and mark the application as held, select the  button.
7. Select  to send the title application to MVL for review, and to optionally add additional Extra Review reasons.



Review Information ×

Review Reason	Comment	Clerk Name
Duplicate VIN		kytclara.jebesen
No data available in table		

Indicate if you require Extra Review by selecting Add Extra Review Reason below. Otherwise to continue submitting to MVL, select Save & Continue.

Cancel
Add Extra Review Reason
Save & Continue

8. To add Extra Review Reasons, select Add Extra Review Reason, and select the Review Reason from the drop-down menu, and add comments. Comments are required.


Review Reason	Comment	Clerk Name
<div style="border: 1px solid #ccc; padding: 2px;"> Select Reason... Select Reason... HIN Correction Fraud Towing & Storage Mechanics Lien Court Order Other Odometer Correction VIN Correction NMVTIS Review </div>	*	KYTC\abotulagriffith
		kytclara.jebesen

9. To delete the Extra Review reason, select the Delete button next to the reason.

10. Selecting the Cancel button closes the overlay.

11. Select Save & Continue to Submit to MVL.

Icons Displayed in the For Approval Queue

- When a Clerk has used the “Reprocess Cancelled” title application flow to revalidate and checkout title applications that have been Cancelled, KAVIS displays an icon like this  next to the title application.
- When the Clerk hovers over the icon, it says “Reprocessed”. This is so that MVL can identify Reprocessed title applications in their queue to give them priority processing.



[← To Returned Work Queue](#)

For Approval

Showing 1 to 1 of 1 entries Submit Selected 0 ⓘ Previous 1 Next

<input type="checkbox"/>	Title Number	Title Action	Application Status	Primary Owner	Clerk Name	Clerk Hold	Branch	PODD Documents	Days from Application Creation
<input type="checkbox"/>	233530905002 Reprocessed	Certificate of Origin	Checkout Complete	MOAN, JULIA M	KYTClabotulagriffith			✓	1

3. In the For Approval Queue, title applications are set to Suspended, if not submitted to MVL within 60 days of checkout. Beginning on day 30 through day 59, KAVIS will display an icon to notify the Clerk that it is nearing a Suspended status. Hovering over the yellow icon, text displays “Nearing Suspend Date”.

<input type="checkbox"/>	232840565004	Out-of-state Transfer	Suspended	BRENOEL, CHANDRA R M	kyfd01 DONNA.ROGERS		JEFF CO-MAIL-INS	✓		Nearing Suspend Date
<input type="checkbox"/>	232960565004	Update	Checkout Complete	HOLLOMON, FRANK JR	kyfd01 yvette.kemp		JEFF CO-WEST BRANCH	✓	58	⚠
<input type="checkbox"/>	232970565002	Kentucky Transfer	Checkout Complete	PARR, BRETT D M	kyfd01 Danielle.Creighton		JEFF CO-CENTRAL	✓	57	⚠

4. When the application is Suspended, a red icon displays. Hovering over the icon, a message displays, “Title Application Suspended”. The red icon displays from days 60-89. If the title application is still not submitted to MVL by day 90, the title application is set as “Application Cancelled” status, and the title application no longer displays in the For Approval Queue.

For Approval

Showing 1 to 14 of 14 entries Submit Selected 0 ⓘ Previous 1 Next

<input type="checkbox"/>	Title Number	Title Action	Application Status	Primary Owner	Clerk Name	Clerk Hold	Branch	PODD Documents	Title Application Suspended	Application
<input type="checkbox"/>	232710340201		Suspended	SHUPE, MACK	MMM			✓	84	⚠
<input type="checkbox"/>	233330345001	Kentucky Transfer	Checkout Complete	GRABAU, KATHARINE E	kytc lara.jebesen			✓	21	

5. Title Applications in a Suspended status in the For Approval queue can be submitted to MVL by selecting the title number as a hyperlink and selecting the “Submit to MVL” button as described in the previous section.

County Clerk’s Returned Work Queue

- Title applications in the Returned Work queue have been sent back to the Clerk due to missing or incorrect information, or due to missing or incorrect supporting documentation. Each title application will have Pend Reasons and Comments associated with them so that the Clerk can better understand what is needed.
- Clerks can navigate directly from the For Approval Queue to the Returned Work queue by selecting the button ← To Returned Work Queue.



Title Application Queue - For Approval

For Approval

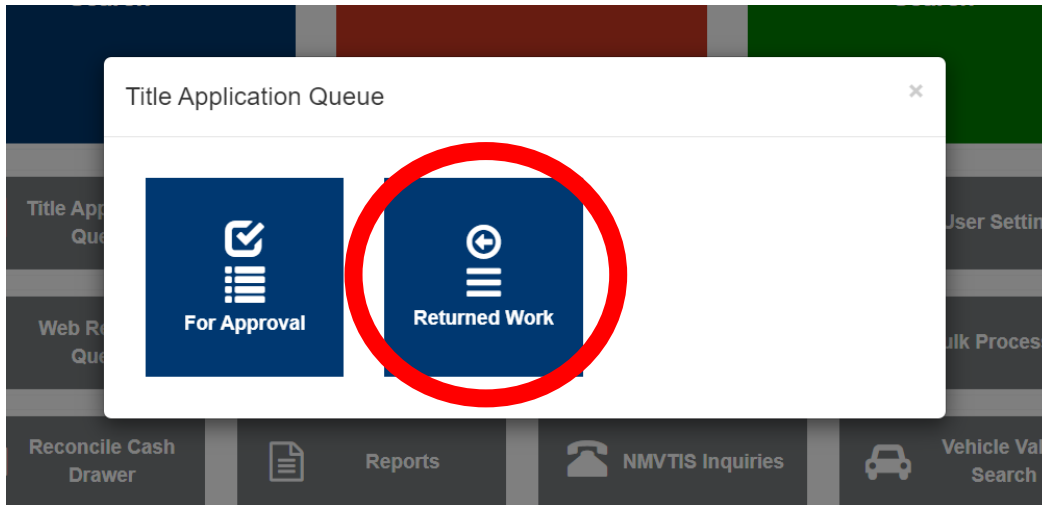
Date: Branch: Title Number: Clerk Name:

Exclude Suspended Applications
 Display Only Unlocked Title Applications

3. Navigation is also available from the home page, by selecting the Title Application Queue tile.

The home page features a grid of navigation tiles. At the top are three large colored tiles: a blue 'Customer Search' tile with a magnifying glass icon, a red 'Vehicle Search' tile with a car icon, and a green 'Receipt Search' tile with a dollar sign icon. Below these is a grid of smaller grey tiles. The 'Title Application Queue' tile, located in the first row, first column, is circled in red. Other tiles in the grid include 'Validate Date Time', 'Title New Vehicle', 'User Settings', 'Web Renewal Queue', 'Administration', 'Employee Management', 'Bulk Processing', 'Reconcile Cash Drawer', 'Reports', 'NMVTIS Inquiries', and 'Vehicle Value Search'. At the bottom of the grid is a blue 'License Plate Order Portal' tile with an external link icon.





4. Then select “Returned Work” to navigate to view the title applications returned by MVL.
5. There are several filters that can be used to locate title applications, just like in the For Approval queue.
 - a. Date – application date
 - b. Branch – view applications checked out in a specific branch or branches. (*this may not be available initially)
 - c. Title Number – locate a specific title in the queue
 - d. Clerk Name – display only title applications checked out by a specific Clerk
 - e. Exclude Suspended Applications
 - f. Display only Unlocked Title Applications – not currently being viewed/worked by another User in your County

Title Application Queue - Returned Work

returned Work

Branch: Selected Branches Title Number: Clerk Name:

Exclude Suspended Applications
 Display Only Unlocked Title Applications

Cancel
Reset
Search

● CHRISTIAN County has 1 applications that are overdue to MVL.

← To For Approval Queue

Returned Work

Showing 1 to 1 of 1 entries Previous 1 Next

Title Number	Title Action	Application Status	Pend Reasons	Primary Owner	Clerk Name	Clerk Hold	Reviewer Name	Branch	Returned Days	Days from Application Creation
232850245003	Out-of-state Transfer	Returned to County Clerk	Ghost Title, Missing Application	COOK, DANIEL W	kyfd01 Robbin.McCord		kytc Heather.Britt		60	69



6. Title applications are due to be returned to MVL within 30 days of return. The “Returned Days” column displays the number of days that the title application has been in the Clerk’s Returned Work queue.

Returned Work

Showing 1 to 1 of 1 entries

Previous 1 Next

Title Number	Title Action	Application Status	Pend Reasons	Primary Owner	Clerk Name	Clerk Hold	Reviewer Name	Branch	Returned Days	Days from Application Creation
232850245003	Out-of-state Transfer	Returned to County Clerk	Ghost Title, Missing Application	COOK, DANIEL W	kyfd01\Robbin.McCord		kytc\Heather.Britt		60	69

7. KAVIS displays a banner in the Returned Work queue notifying the County about the number of title applications that are overdue.

FAYETTE County has 5 applications that are overdue to MVL.

8. Each title application returned will have Pend Reasons provided by MVL in the “Pend Reasons” column that specify the information needed to process and approve a title application.

Returned Work

Showing 1 to 7 of 7 entries

Previous 1 Next

Title Number	Title Action	Application Status	Pend Reasons	Primary Owner	Clerk Name	Clerk Hold	Reviewer Name	Branch	Returned Days	Days from Application Creation
232180345002	Other 1st	Suspended	HIN - Pencil Tracing / Photo of HIN	VANCE, JAMES L	kyfd01\Bentley.Enlow		kytc\Melissa.Crews		399	401
231000345001	Update	Returned to County Clerk	Other 300	BELL, WILLIAM A	KYFD01\edye.bryant		kytc\Melissa.Crews		82	254
231010345001	Other 1st	Returned to County Clerk	Water patrol inspection	DAVID, CODY A	kyfd01\Michelle.Marshall		kytc\Taylor.Woodrow		251	253
232020345004	Out-of-state Transfer	Returned to County Clerk	Out of state registration required	PARSONS, MARK A	KYFD01\edgar.esparza		kytc\Bobbie.Marshall		141	152
232160345001	Kentucky Transfer	Returned to County Clerk	Court Order Papers are Needed - Trust Documents, Divorce Documents, Name Change Documents	LAND, SHARON B	kyfd01\Michelle.Marshall		kytc\Melissa.Crews		119	138
232340345001	Kentucky Transfer	Returned to County Clerk	Other 300	WARNER, TIMOTHY B	KYFD01\brianna.browning		kytc\Kerensa.Bunker		110	120
233390345001	Certificate of Origin	Returned to County Clerk	Extra Review Requested, NCIC Manual Review	GRABAU, KATHARINE E	kytc\lara.jebesen		kytc\lara.jebesen		14	15

9. Comments entered by MVL can be viewed by hovering over the information bubble in the “Clerk Name” column.

Clerk Name	Clerk	R
kyfd01\Robbin.McCord		kyt

missing app and title



Returning the Title Application to MVL

1. Clerks can select the title number as a hyperlink and navigate to the Review section of the title application.

Review

Application Status: Returned to County Clerk **Last Action By:** KYTC\heather.britt **PODD Documents:**

Pend Reason(s): Missing Application, Ghost Title **Add'l Text to Clerk:**

Comments: missing app and title

Cancel Title Application
Hold in Clerk's Office
Submit to MVL

Back To Application Queue


2. For title applications pended back to the Clerk from MVL within KAVIS, the applications will have specific information about what is needed in the “Add'l Text to Clerk” field.


Add'l Text to Clerk:

- Court Order documents are needed.
- Trust Documents are needed.


3. Similarly to the functionality available in the For Approval Queue, Clerks can select Cancel Title Application to have the application updated to a status of Application Cancelled.
4. To add notes and leave the title application in the Returned Work queue, and mark the application as held, select the Hold in Clerk's Office button.
5. Select Submit to MVL to send the title application back to MVL for review.

Icons Displayed in the Returned Work Queue

1. As described in an above section, applications are due to be returned to MVL within 30 days of their return.
2. When an application has been returned from MVL for 15 days, the Clerk will begin to receive notifications in their queue. Once late, a clock icon displays,  and the banner with the number of overdue applications is displayed in the queue. Each overdue application displays with an overdue icon in the “Returned Days” column.


232850155002	Kentucky Transfer	Returned to County Clerk	Court Order Papers are Needed - Trust Documents, Divorce Documents, Name Change Documents, NCIC Manual Review	WEBER, STEWART H	kyfd01\Tabby.Valentine	KYTC\abotulagriffith	1	70
232910155001	Kentucky Transfer	Returned to County Clerk	Required for Boat Transfer/Citizenship Box	YANKEY, JASON M	kyfd01\Kellsey.Theiler	kytc\Bobbie.Marshall	61 	70








- Title applications in the Returned Work Queue have a longer time before they are changed to a Suspended or Cancelled status.
- Title applications change to a Suspended status at 300 days from the most recent checkout date for the application.
- At Day 270 through day 279 an orange icon, , will display to inform the Clerk that the application is nearing a Suspended status.
- Hover text displays informing the Clerk that the application is "Nearing Suspend Date".


Returned Work

Showing 1 to 8 of 8 entries

Title Number	Title Action	Application Status	Pend Reasons	Primary Owner	Clerk Name	Clerk Hold	Reviewer Name	Branch	Returned Day	Days from
230760155009	Update	Returned to County Clerk - Worked	Other 300	CLARK, STEPHEN D	KYFD01 patricia.ocarroll		kytc Melissa.Crews		274	279 



- Title applications in the Returned Work queue are automatically Cancelled at 500 days. Once they reach Day 300 through 499, a red icon like this, , displays with hover text "Title Application Suspended".
- For title applications in the Returned Work queue, MVL must be contacted to process the title application, as the Clerk cannot submit back to MVL while in a Suspended status.

230390565002	Kentucky Transfer	Suspended	Documentation, Certificate of Deletion, Bill of Sale Other 300	BALTES, ARTHUR J	kyfd01 yvette.kemp 		kytc Bobbie.Marshall	JEFF CO-WEST BRANCH	179	316 
231300565005	Out-of-	Returned to	Other 300	mario & sons	kyfd01 Sharonda.Simmons 		kytc Bobbie.Marshall	JEFF CO-	198 	225

- When a Clerk has used the "Reprocess Cancelled" title application flow to revalidate and checkout title applications that have been Cancelled, KAVIS displays an icon like this  next to the title application. If this title application is returned to the Clerk by MVL, this application will display in the Returned Work Queue with an icon.
- When MVL returns a speed title to the Returned Work queue before it prints, a clock icon displays next to the Title number, indicating that it is a speed title. Generally, speed titles never display in a Clerk's queue, but can be pended back to the Clerk if there is an issue that needs to be resolved before printing.

Returned Work

Showing 1 to 1 of 1 entries

Title Number	Title Action	Application Status	Pend Reasons	Primary Owner	Clerk Name	Clerk Hold	Reviewer Name	Branch	Returned Days	Days from Application Creation
233530905001 	Certificate of Origin	Returned to County Clerk	VIN - Verify VIN	MIRACLE, BONNIE C	KYTC abotulagriffith 		KYTC abotulagriffith		0	2



Viewing the Application Status

1. The Application Status is visible from the Vehicle Summary and Title Application screens in the Title section.

▼ Title

Status: Application **Appl. Status**

Type: Original **State Fee:** \$20.00
Title #: 233530905001 **Clerk Fee:** \$5.00
Use Tax: \$0.00
Use Tax Description: In-State Transaction from Kentucky Dealer

2. When selected, Clerks can view the Application Statuses for the title application, including a date and time associated with each status.

Title Application Status

Application Status	Date Completed
Returned to MVL	12/19/2023 4:06:24 PM
Returned to County Clerk	10/20/2023 3:32:36 PM
NCIC Completed	10/17/2023 1:02:30 PM
Sent To NCIC	10/17/2023 1:02:30 PM
County Clerk Submitted	10/17/2023 1:02:29 PM
Checkout Complete	10/12/2023 3:03:03 PM

[Close](#)

Application Statuses Defined

Below is a list of all the Title Application statuses and the definition for each. Once the title application is in an Active status, the Applications statuses are no longer visible within the KAVIS application.



1. Checkout Complete - The application was successfully checked out by the County Clerk and is awaiting submission to MVL.
 - a. The application will be in the County Clerk's 'For Approval' Queue.
2. County Clerk Submitted – A County Clerk has submitted the application to MVL. These will go to the NCIC check before going to MVL.
3. Sent to NCIC – The application is being checked by the NCIC review.
4. NCIC Completed – The NCIC review was successful. These applications will be in a MVL Reviewer 1's queue and are also visible to a MVL Reviewer 2's queue.
5. MVL Pending – MVL Reviewer 2 will review the application. The County Clerk has requested extra review when they submitted the application, or a Title Reviewer 1 has pended the application.
6. Returned to County Clerk – A Title Reviewer has returned it to the County Clerk's office for editing. This will be in the County Clerk's 'Returned Work' Queue.
7. Returned to County Clerk-Worked – A County Clerk has edited the appropriate area of the returned application, but they have not yet submitted it to MVL. This will be in the County Clerk's 'Returned Work' Queue.
8. Returned to MVL – a County Clerk has resubmitted the returned application to MVL for another review.

