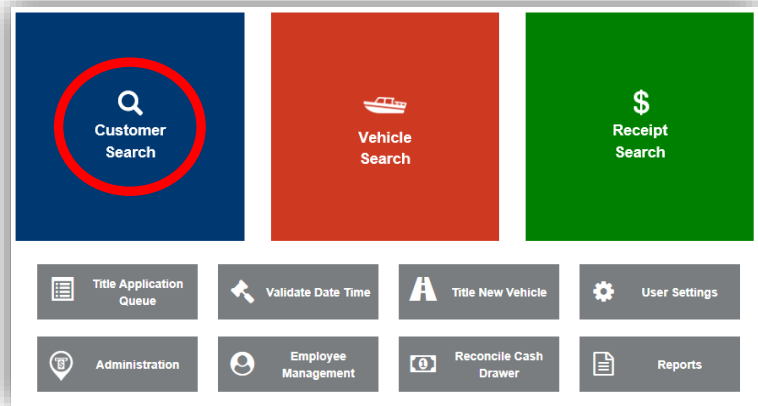



Customer Account Page

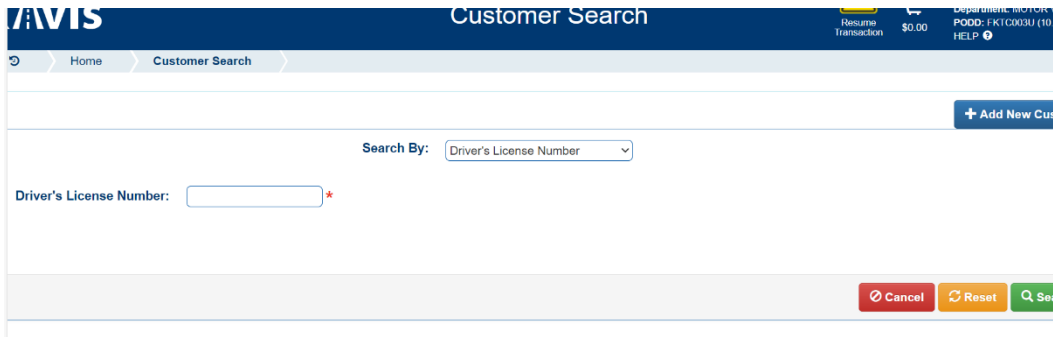
The Customer Account Page is where you will find all a customer's information. You can edit their personal information and view their financial, placard, or vehicle ownership history. You can also start a New Title Application, perform all title actions, perform all registration actions, and pay their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

Searching for a Customer

1. From the Home Page, click the  tile.



2. Choose from the dropdown menu how you would like to search for the customer (search a record by a customer's Driver's License Number, Social Security Number, Individual's Name, Organization's Name, Customer Number, Passport Number, Green Card Number, Visa Number, ITIN Number, and Disable Placard Number), enter the requested info and click .
 - a. Or select 'Driver's License Number' and scan the Customer's License.

A screenshot of the 'Customer Search' form in the AVIS system. The top header shows the AVIS logo and 'Customer Search'. On the right, there are links for 'Resume Transaction \$0.00', 'Department Information', 'PODD: FK1 (0030) (10)', and 'HELP'. Below the header is a breadcrumb trail: 'Home > Customer Search'. A blue button '+ Add New Customer' is on the right. The main form area has a 'Search By:' dropdown menu set to 'Driver's License Number'. Below that is a text input field labeled 'Driver's License Number:' with a red asterisk. At the bottom right, there are three buttons: 'Cancel', 'Reset', and '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.
 - b. If you do not see your customer, click **Display Search Criteria** and the search fields will open above the list, and you can edit your search criteria. Click **Hide Search Criteria** to hide the search fields.
 - c. You can click on the column names to organize the results alphabetically or numerically by that column.
 - d. In the migration of customers to KAVIS, there are multiple customer accounts that you will need to merge manually.

b.

Customer Search

Resume Transaction \$0.00

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

Home Customer Search

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	
007268305		ATHA	JOHN				xxx-xx-6653		611 Richardson Ln, FRANKFORT, KY, 40601	FRANKLIN		Select
018497889		ATHA	JOHN				xxx-xx-2747		320 Fannin Ct Apt 8, FRANKFORT, KY, 40601	FRANKLIN		Select
005905758		ATHA	JOHN				xxx-xx-2747		320 Fannin Ct Apt 8, FRANKFORT, KY, 40601	FRANKLIN		Select
015315128	A95225467	ATHA	JOHN	G		10/03/1964	xxx-xx-6653		611 Richardson Ln, FRANKFORT, KY, 40601	FRANKLIN		Select
002734032	A95225467	ATHA	JOHN	G		10/03/1964	xxx-xx-6653		611 Richardson Ln, FRANKFORT, KY, 40601	FRANKLIN		Select
017364618	A96859176	ATHA	JOHN	GILBERT		08/14/1980	xxx-xx-2747		1480 Colston Ln, FRANKFORT, KY, 40601	FRANKLIN		Select
006209261	A96859176	ATHA	JOHN	GILBERT		08/14/1980	xxx-xx-2747		1480 Colston Ln, FRANKFORT, KY, 40601	FRANKLIN		Select
018664269		ATHA	JOHN	GREGORY			xxx-xx-6653		611 Richardson Ln, FRANKFORT, KY, 40601	FRANKLIN		Select
004209182		ATHA	JOHN	GREGORY			xxx-xx-6653		611 Richardson Ln, FRANKFORT, KY, 40601	FRANKLIN		Select

Indicates Customer record has been verified with Driver's License

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200 Mero Street, Frankfort, KY 40622

Suggestions / Questions?
Contact the KAVIS Team

4. From the Customer Search Results, you can click on the blue Customer ID to open an overlay that will show you the vehicles owned by that customer to make sure you are choosing the correct customer.
 - a. If the Identification section has an alert about a possible match with another account.
 - b. If it is the correct customer account, click **Select**.
 - c. If it is not the correct customer account, click **Cancel** and the overlay will close, and you will return to the previous search results.

ATHA, JOHN GILBERT

Cust #: 006209261
1480 Colston Ln
FRANKFORT, KY 40601

Edit View Notes
Financial History

Action Center

- Customer record contains fields that match another Customer. Click the matching Customer ID **005905758** to begin the Merge process.
- Customer record contains fields that match another Customer. Click the matching Customer ID **017364618** to begin the Merge process.
- Customer record contains fields that match another Customer. Click the matching Customer ID

Vehicles (2)

Select By Type

Go to List View

Filter By: Alerts

\$ 2005 DODG MAGNUM Title #: 113620030006 Active - Title Issued View	P <input type="checkbox"/> 160GEM Unbridled Spirit Reg: Expired View	(EVA) 2000 CHEV CAVALIE Title #: 081430370049 Active - Title Issued View	P <input type="checkbox"/> 288BAB Unbridled Spirit Reg: Expired
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Disabled Placards

No Disabled Placard History found!

Previously Owned Vehicles (0)

