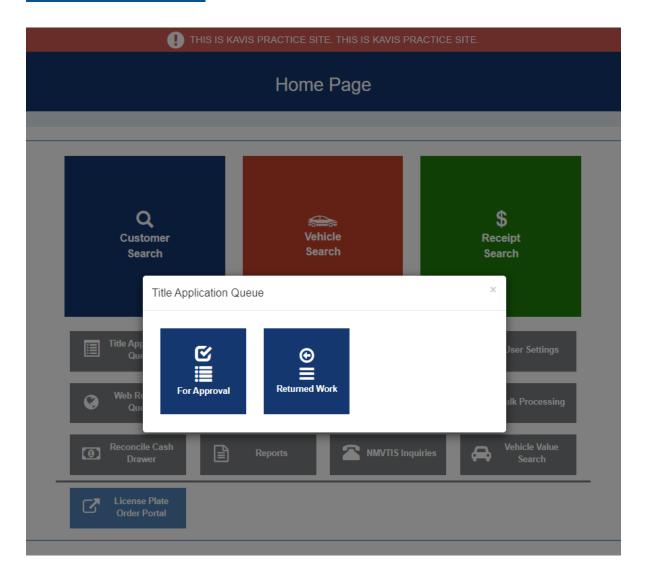


## **Title Application Queues**

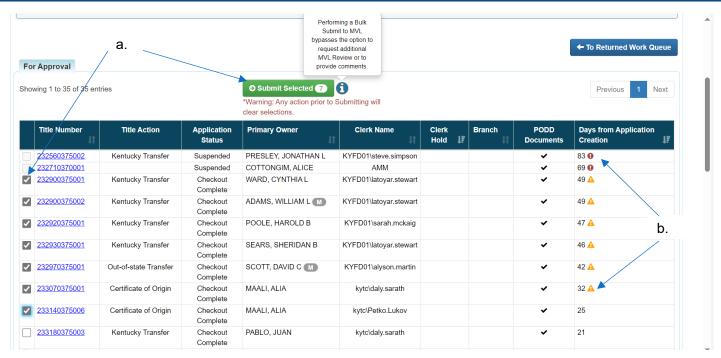
This guide demonstrates how title applications display in both the For Approval and Returned Work queues. Title applications in the For Approval queue have been checked out by Clerks, need to be reviewed for completeness, and can be submitted to MVL. Title applications in the Returned Work queue have been returned by MVL because they are incomplete in some way and need to be resubmitted to MVL once complete.

## **For Approval Queue**

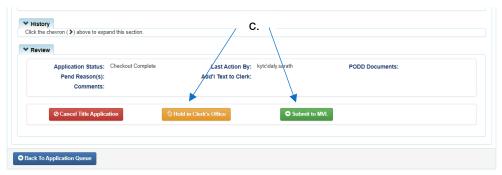


1. Clerks should review and submit title applications from their "For Approval" queue daily. Title applications that are successfully checked out display in the queue and can be submitted to MVL either individually or in bulk. Clerks can request Extra Review for the title applications that need special handling by MVL if it was not requested during the title application process.





- a. Example of bulk submission of applications. Clerks can check the checkboxes next to the applications they would like to submit and select "Submit Selected" button.
- b. Applications in the For Approval queue are set to Suspended at 60 days and are systematically cancelled at 90 days. The icons shown inform Clerks when these thresholds are approaching.

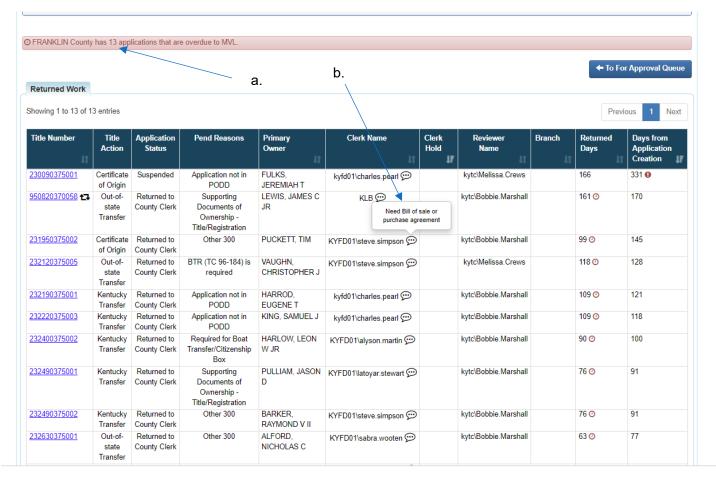


c. Clerks can "Hold in Clerk's Office" or "Submit to MVL" after reviewing the title application and supporting documents. PODD documents will be linked and can be viewed. (Note: Hold in Clerk's Office is currently not working and may not be fixed in time for the January release.)

## **Returned Work Queue**

Clerks should review items in the "Returned Work" queue daily. Title applications that are incomplete or are
missing documentation are returned by MVL to the Clerk's queue. Clerks can view comments added by the
MVL Reviewer and the Pend Reasons associated with the title applications so that they have information
about what need to be corrected.



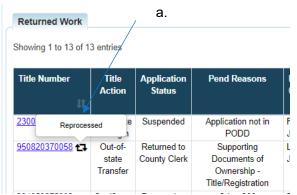


- a. Applications are due back to MVL within 30 days. There is a notification that lists a count of applications that are overdue for the County. The "Returned Days" column represents the number of days that the title application has been returned to the Clerk's queue.
- b. Comments made by MVL can be viewed by hovering over the comments icon.



- c. KAVIS displays a count of days from when the application was returned, and icons in the "Returned Days" column so that the Clerks are notified when applications are approaching or exceed their due date.
- 2. Applications that are returned by MVL will be updated to an Application Status of Suspended and Cancelled, once they reach a count of days of 300 and 500 days, respectively, as indicated in the "Days from Application Creation" column.





a. Applications that are Cancelled can be Reprocessed by going back through the New Title Application flow. Once checked out by the Clerk, they display in the queue with an icon that so that Clerks and MVL can easily identify them.