

Boats Refresher FAQ

These are questions asked during the Boat Refresher Course.

Registration/Title Questions

Q1. How soon after a title in the Title Application Queue is submitted to MVL will it be approved and print?

- A. The timing will depend on how long MVL takes to approve the titles. Typically this would take around 4-5 days.

Every evening, KAVIS sends all titles to be printed that have been approved by MVL that day-MVL assumes that if a title has been submitted to them, it is completely ready for approval. However, if there is a lien on the Title Application the title will not be sent to print for 30 days or until the Lien Status is set to "Filed" in KAVIS.

Helpful Link: [Here](#)

Q2. Is it possible to renew a customer and pay delinquent taxes in the same transaction?

- A. Start with the renewal, not an Ad Valorem transaction. KAVIS will include all taxes owed on all their boats for you to review before putting them in the Shopping Cart, together with the renewal.

Helpful Link: [Here - #2](#)

Q3. What happens when a long-canceled registration has PVA issues?

- A. Contact the MVL Help Desk (502-54-1257) to get this in to a "surrendered" status. Provide them with the title number and the reason you need this canceled. By surrendering the Canceled Application it will stop any tax segment from being created on the vehicle at the time of valuation. The PVA will then need to address the Tax Rows that area causing the issue. If they have any questions on how to do this, you can advise them to contact KAVIS support.

Q4. When are duplicate titles allowed in KAVIS?

- A. Duplicates are allowed in KAVIS if there has been no change to the owner's personal information or the boat's vehicle attributes.

Helpful Link: [Here - Page 22](#)

Q5. Will KAVIS stop you from doing work on an old title?

- A. KAVIS will give you a warning message and automatically navigate to the current owner/title and always provide you with the application status and history. See image below:

The title you searched for was not the most recent title for this vehicle. Below is the most recent title.

Q6. How do you remove the title fees on a duplicate title?

- A. Title fees can be removed/waived for Duplicate and Update title applications on the Additional Information step.

Helpful Link: [Here – Page 22](#)

Move/Sold Out of State Questions

Q7. How can you have a boat sold out of state years ago permanently removed from PVA records?

- A. The title will need to be officially surrendered in KAVIS by canceling the Registration Sold out of State. The customer can ask the PVA to change the tax years to 'Sold out of State' so they are no longer required to pay them and KAVIS will stop creating a new tax segment the following year.

Q8. How do you get a boat registration out of a customer's name if a boat was sold out of state?

- A. If a boat has a lien still showing, that lien has to be taken care of before you can mark it sold out of state. The customer would have to contact their bank or lien holder for a release.

Customer Account Merge Questions

Q9. After you complete a customer merge, you cannot do any edits to previously owned boats. Why is this?

- A. Customer merge should not have anything to do with previously owned boats. Customer merge is for the customer that a clerk is working with at that time. If the previous boats owner needs some type of correction then that should be done with that customer

Helpful Link: [Here – Page 14](#)

Q10. Is it possible to get a Duplicate Title once accounts are merged?

- A. In the case that KAVIS won't allow a Duplicate Title due to a Customer Merge, select Update Title instead. On the Additional Information step, you can select to waive the title fees and selecting extra review from MVL and adding, 'Customer wanted a duplicate' will let them know why the previous title isn't in PODD.

Liens Questions

Q11. How do you access the pending lien report?

- A. The pending lien report can be accessed through the KAVIS Reports tile. If you do not see the KAVIS Reports tile, you may need a manager or Clerk to update your Employee Management Settings.

Helpful Link: [Here – Page 42](#)

Q12. After a pending lien is updated to Filed and once it is MVL approved, will it print right away or still hold for 30 days?

- A. The title will be sent to be printed that evening with the others that were approved by MVL that day.

Q13. When a pending lien deletes after 30 days, what will the lien history for that vehicle show? Will KAVIS show the lien holder, address, and a file number?

- A. KAVIS will display in the lien section of the vehicle summary page with the lien status of 'Deleted' and should retain all info added during the application.
- B. To file the lien, click 'view' next to the lien, then 'edit' from the manage lien page and update the status to 'Filed'. You can also add a filed lien from the vehicle summary page.

Helpful Link: [Here – Page 4](#)

More Helpful Links

These are some quick links to the Boat Resources site. The site is accessible from KAVIS screens in the top right side. 

Driver's Licenses Scanner:

*If you are having trouble with scanning Driver's Licenses, use one of these links below to get a barcode to scan.

[Barcode to Configure Model DS9208](#)

[Barcode to Configure Model DS9308](#)

Quick Links:

[Frequently asked Questions](#)

[Boat Renewal and Transfer Notices QRG](#)

[Cancel Registration QRG](#)

[Moved Out of State vs. Sold Out of State QRG](#)

[Ad Valorem Payments in Bulk](#)

[Reactivate a Junked Boat QRG](#)

[Tips for preventing a title with a pending lien from printing QRG](#)