

Common Plate/Registration/Data Issues

Known Bugs/Gaps/Data Problems:

Plates:

- “Error: The Plate or Tag Number entered was not found in the License Plate Inventory System, please enter a different Plate or Tag Number and try again.”

Checkout Failed

✖ Error: The Plate or Tag Number entered was not found in the License Plate Inventory System, please enter a different Plate or Tag Number and try again. If more information is needed, contact KAVIS Support with Reference ID 251079992.

*[This message can apply to the plate being surrendered/cancelled **OR** to the plate trying to be issued.]*

After Effects of the early Shopping Cart failures:

- Shopping Cart failures and PODD receipt generation bugs were present in multiple scenarios upon launch, mostly related to Dealer Assignment work. In those transactions, our messaging to the ITI inventory system remained successful even though we stopped the transactions in the Cart during processing. That has resulted in the statuses of ALL plates in those transactions getting updated into their target statuses on the ITI side. Now, since those issues are fixed, when we retry, we are greeted with error messages like “The Plate..was not found.” This message is the default response from ITI when a plate has already been made ‘Unavailable’ and you are seeking it from a Clerk Access Level. We are aware that this default response from ITI is unhelpful in this situation, and we are looking to make a change to be more informative. In most cases, the plate IS actually found and present, it is just in ‘Unavailable’ status. We need to go into the Plate Portal as an MVL user in these instances and make an “Override” to the status. In cases related to those just mentioned, that is generally ‘Available’. See below for the guide on Plate statuses in ITI.
- Guidelines to fix problems that resulted from the above blocking error:
 - If you are doing a First Time Registration, the status of the new plate in the Portal must be ‘Available’.
 - If you are doing a Plate Change, the status of the new plate in the Portal must be ‘Available’, and the older plate being changed out must be ‘Issued’.
 - If you are doing a Weight Change, the status of the new plate in the Portal must be ‘Available’, and the older plate being changed out must be ‘Issued’.
 - If you are doing a Reissue, the status of the Reissue plate in the Portal must be ‘Issued’. There must not be a current plate on the target vehicle. The Reissue plate must be on the KAVIS UntetheredPlate table. This means plates that were separated from vehicles in AVIS and waiting to be Reissued in KAVIS currently do not have a home, and we must discuss with MVL if we want to run a script to migrate some of them (like Personalized Plates) to the UntetheredPlate table.
 - If you are doing a Plate Replacement, the status of the new plate in the Portal must be ‘Available’, and the older plate getting replaced must be ‘Issued’.
- Truck Trailer plate is not showing the Utility Trailer fees when on a Utility Trailer for an Individual.
We are aware of the bug and will fix this alongside the Truck Official plate.
- Permanent Truck Trailer plate:
We need to run a script to remove the Exemptions from the migrated data that KAVIS doesn't use. Currently the Exemption trips our server-side validations because it shouldn't be there. Known and in the queue to be fixed. Currently cannot do anything with these plates other than issue a brand new one.
- Personalized I Support Veterans Moto plate:
This plate is currently not functioning in KAVIS. It will be fixed with the next code push.
- Historic Plate tax percentage issue should be fixed by the time this document is published. There is a separate issue where the cost of the plate to issue is not including the additional fees and is set to \$21.

Personalized Plates:

- There is an error that affects a small subset of a subset of Customers where the KAVIS tool to join the Owner of a vehicle to the Customer ID on the Personalized Plate table encounters a problem.
When the Customer ID was not able to be linked from the AVIS records (~15% of them), we had to import them as NULL and create a tool for the user to select the correct Customer ID to use and to populate the record on the table. When there were two Owners on the prior Title, a NULL Customer ID on the PersonalizedPlate table associated to that Title, and the plate is kept, there is a bug in the selection of the Customer ID to use. When there is a NULL Owner/Customer ID on the Title table and a NULL Customer ID on the PersonalizedPlate table, we encounter a similar problem, since we have two NULLs to deal with and no Customer ID on either side.
- “Error: Personalized Plate Number mismatch. If more information is needed, contact KAVIS Support with Reference ID 123456789”
There are two sources producing this error. One is when there are two entries of the same Plate # on the ITI inventory system and the other is when we have a Personalized Plate detached from a vehicle, but then the status on the ITI inventory side is set to ‘Issued’ and not ‘Available’ and the clerk is attempting a Reissue.
The Reissue plate MUST be on the UntetheredPlate table, meaning the act of ‘keeping’ the plate **must have occurred in KAVIS**, not AVIS. It MUST be in ‘Issued’ status on the ITI side. If it was kept in AVIS, then this falls under the umbrella of discussion that KAVIS is having with MVL in deciding how we are going to make these plates able to be Reissued.
- “Error: The Plate or Tag Number entered was not found in the License Plate Inventory System, please enter a different Plate or Tag Number and try again.”
 - *There is an issue with spaces and hyphens on Personalized Plates that is triggering this error message for Personalized Plates in some cases. This is a known bug.*

Actions:

- By the time of this document’s publication, the Weight Change bug should be fixed that was not allowing you to pick a Weight.
- Weight Change is currently not prorating Short Renewals to March.
Appears to have been broken with one of our very recent fixes around Reg. Length/Keep Exp. Month. It has been logged and triaged.

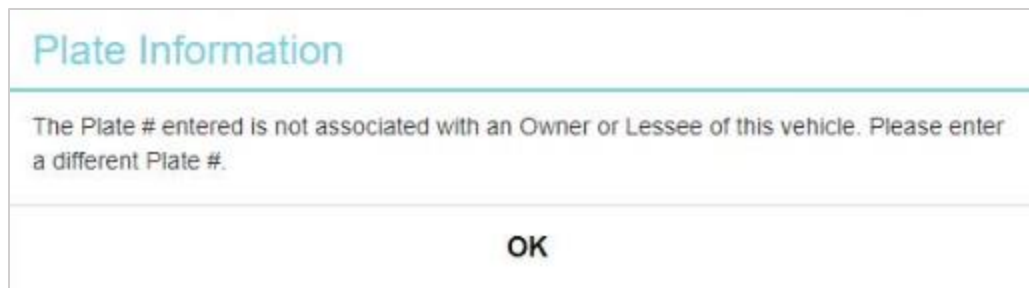
You Should Know:

Terminology:

- **Plate Change** – a change from one Plate Type to another Plate Type. You cannot do a Plate Change to a kept plate.
- **Weight Change** – any time you are changing to or from a Weighted Plate. You cannot do a Weight Change to a kept plate.
- **Plate Replacement** – Plate Type stays the same, and you are issuing a new plate of the same Type with a different number. You cannot do a Plate Replacement to a kept plate.
- **Reissue** – the only method of moving a kept plate to a different vehicle. The target vehicle must not have a plate already on it.

Reissue:

- Many are reporting that they cannot Reissue a given plate because of this warning:



- In almost every case, this is because the Plate was kept to a Customer ID that is different than the one being used in the workflow. This typically occurs because a Customer has multiple Accounts that just haven't been Merged, so the clerk doesn't notice that it was kept to a different Customer ID. Check the Customer ID you are using. If you are on a Customer Account and you did NOT see the Plates section with the Reissue plate in it, then there are no plates to be Reissued that are associated with that Account. Consult the Plate to Customer & Reissue QRG for more information.

Dealer Plates:

- Dealer plate functions like Cancellations and Reversals were held back from launch and added to the bucket of "fast followers" due to the lower volume and December Renewal period. Decal Replacement wasn't intended to be part of KAVIS functionality, but recent asks from MVL are for us to add this back in. We expect to push these functions to Prod in the coming weeks.

Bulk Renewals:

- The 'Renew All' and 'Renew Selected' buttons are scheduled to be released in the coming weeks. This was communicated to the clerks, but not all received this information.

Seller is Buyer:

- The functionality in this workflow that will migrate the existing Registration/Plate to the new Title without paying Reissue fees is coming with the other "fast followers."

Apportioned Certificates:

- These are not Renewed in KAVIS. You will continually just Issue them, and they always Expire in March. IRP only cares that they are Active when the Customer goes to complete their Renewal with the DMC.

Farm Plate:

- In KAVIS, Farm plates can be issued for any weights from 38k and down. You can do a Plate Change to a Farm plate if you are going from a PC weight to a PC weight. These plates are still limited to Truck Vehicle Type.