

	Kavis area affected	Bug/Story Number and Issue Description	Workarounds
1	Plates-Title Applications	Story 33099: Registration Actions are not eligible when application status is MVL Pending; Returned County Clerk; Returned to County Clerk-Worked	workaround: Wait until the application is printed, then the registration can be added
2	Plates- Personalized	Story 35571: some personalized plates cannot be reissued	The root cause of the “invalid record identifier” error has been fixed, but the fix prevents <u>new</u> iterations of this error from forming. Any kept Personalized Plate that had already been subjected to the conditions that brought about the error will still need to be manually fixed, so it is possible you still may see this error for a while longer. We are putting together a comprehensive script to clean all of these up, but that effort is ongoing. If you run into the error, please continue to forward the information required for the manual fix to the KAVIS Team.
3	Plates- Personalized	Story 33922: Customer Merge flow must update Customer ID field on the PersonalizedPlate table	workaround: contact MVL, they can change the customer id connected with the personalized plate
4	Plates- Personalized	Story 35379: Reprint a Personalized plate application receipt.	workaround: none
5	Plates- Personalized	Story 19286: Clerks cannot reverse a personalized plate application after the shopping cart is checked out.	Workaround: Please pay attention to these transactions. Contact MVL to cancel the application. We will be adding this specific reversal functionality to KAVIS in the future.
6	Plates-Historic	Bug 35746: The tax rates are incorrect for a vehicle with Historic plate after an update title action	workaround: none
7	Plates-Military	Story 31129: Unable to waive fees for certain military plates	workaround: none
8	Plates-Lessee	Story 35656: Some Lessees with personalized plate cannot reissue plate	workaround: maybe a one time script-contact kavis@ky.gov with the customer number of the lessee, the previous title number and new title number the lessee would like to put the plate on
9	Plates-Dealer	Bug 32929: When the Master Dealer Plate is active, it should not be required when a duplicate is being renewed.	workaround: none

10	Plates	Bug 21800: 'Plate change' option is not present in the registration action dropdown on the Manage screen of Utility Trailer.	workaround: none
11	Plates	Bug 27054: Kavis should not allow clerk to renew Registration during the grace period without paying current year taxes.	workaround: check the ad valorem section of the manage page that the current vehicle being registered has ad val that should be included
12	Plates	Story 32928: cannot cancel the registration for title applications	workaround: wait for the title to be printed, then it can be cancelled
13	Plates	Story 35661: cannot add Official Trailer Plate Types to Travel Trailer and Camping Trailer	workaround: none
14	Plates	Bug 31939: Plates Canceled/Excepted in AVIS cannot be Reissued in KAVIS	workaround: none
15	Plates	Story 33148: Form 2290 Checkbox when selecting for Weighted Plates and Apportion Certificate for 55K and above [placeholder]	workaround: include form 2290 with other documents
16	Plates	Bug 25057: 'Unable to find Registration fee record' while trying to renew the registration of a Motor Home.	workaround: none
17	Plates	Story 2545: cannot cancel the registration of 'Unknown' vehicle types	workaround: If the vehicle type of unknown is correct, it cannot be cancelled as of now. If this is incorrect, checkout an 'Update-Vehicle Type Correction' application and then cancel the registration. MVL can Surrender the title, contact them for the needed paperwork.
18	Plates	Bug 34099: Reprint of a web renewal does not print the decal.	workaround: none
19	Bulk Processing	Stories: 19530, 19533, 20419, 21316, 21317, 21316, 34276: cannot renew vehicles from the Bulk Processing Page	workaround: checkout renewals individually
20	Bulk Processing	Bug 35060: not able to checkout large numbers (>1000) of ad val payments from the bulk processing page	workaround: checkout smaller batches from the buk processing page
21	Bulk Processing	Bug 21348: Missing ad val segments are not displaying pva icon in the bulk processing list	workaround: none-check your receipts to make sure all were paid that were selected on the bulk processing page

22	Bulk Renewal	Story 22560: cannot checkout multiple/bulk renewals from the Customer Account Page in one transaction	Workaround: Vehicles will need to be renewed one at a time from the Customer Account page. The renewals can be checked out in one transaction; bulk Renewal functionality will be added to KAVIS in the future.
23	Title Applications	Story 34375: owners of surrendered titles that have a 2025 tax year are being stopped at checkout	workaround: contact PVA to change the 2025 tax status to non-taxable
24	Title Applications	Story 34733: some insurance companies are being flagged with pva issues/delinquencies when they should be exempt	workaround: contact kavis@ky.gov with the specific organization's customer account numbers so we can run a script to fix them in the database
25	Title Applications	Bug 35708: Vehicle Make is incorrect	workaround: contact MVL to change the make while still an application
26	Title Applications	Story 34623: Dirt Bikes are being forced to be titled as Motorcycles when they should be Off-Road	workaround: after the title prints, the customer must return to office so you can checkout an 'Update-Vehicle Type Correction', changing the vehicle type to Off-Road
27	Title Applications	Bug 31616: Vehicle year is being returned incorrectly from NMVTIS	workaround: contact MVL to change the year, if available to them
28	Title Applications	Bug 34467: Cylinder Field not editable by Clerk during Rebuilt OOS TAs	workaround: none
29	Title Applications	Story 32095: cannot add PO Box for Address of a Seller during NTA	workaround: none
30	Title Applications	Story 31780: KAVIS is not enforcing a minimum \$100 value on Usage tax when a trade-in is added to a transfer.	workaround: Adjust the price of the vehicle and/or trade-in so that the minimum Usage tax charge of \$6.00 is met.
31	Title Applications	Story 31103: The Usage tax code "MI – Move-in" is currently not pulling back a trade in value from NADA.	workaround: Locate the NADA trade-in value using the Vehicle Value Search tile from the KAVIS home page and enter this value into the Purchase Value field on Step 7 – Additional Information.
32	Title Applications	Story 30504: Repossessions cannot be processed as speed titles	Workaround: If a speed title is required, use "Kentucky Transfer" as the title action.

33	Title Applications	Story 10773: Cylinder value greater than zero is required for electric vehicles	Workaround: Enter "1" cylinder so that the field is not blank.
34	Title Applications	Bugs 29625, 31596: When there is VIN less than 17 characters, a clerk cannot process any title actions. Checkout will fail for 'extra review reasons'.	Workaround: None
35	Title Applications	Story 24398: Use (usage) tax currently cannot be collected for Out of State "move-ins" for travel trailers and camping trailers.	Workaround: Clerks should not select "move-in" for Out of State transfers if Usage tax should be collected and should enter Seller (Owner) information on Step 3 instead.
36	Title Applications	Story 27278: Title Queue - Remove Titles in Cancelled Status for > than 2 years	workaround: ignore the cancelled title applications from over 2 years ago
37	Title Applications-Plates	34201: Cannot checkout an Out of State transfer when reissuing a plate. This action fails at checkout with the 'invalid record identifier' error message.	Workaround: Complete the Out of State transfer as title only. After it prints, in a separate transaction, reissue the plate on Manage page. If the customer can't wait for that, contact kavis@ky.gov for the database fix.
38	Title Applications-Duplicate	Story 18842: cannot edit duplicate title application from the shopping cart	workaround: delete the application from the shopping cart and start it over
39	Title Applications-Update	Bug 35443: update titles are requiring non-delinquent taxes to be paid	workaround: checkout the taxes before starting the update title application
40	Title Applications-Update/Duplicate	Story 29314: Boats-cannot checkout a Duplicate/Update with PVA issues or Delinquencies	workaround: Work with your PVA to mark the taxes as Non-taxable, temporarily, if taxes should not be collected for purposes of the title application. The tax status can be updated back to Taxable once the application is checked out.
41	Title Applications-Update/Duplicate	Story 32283: cannot change Mileage to be Updated for Duplicate Title	workaround: none
42	Title Applications-Update/Duplicate	Story 33782: Update/Duplicate - Allow with PVA/Delinquencies	workaround: contact PVA to change tax status to non taxable, then change it back to taxable after the update/duplicate is checked out

42	Title Applications-Update	Story 33782: Update/duplicate title actions for boats always require delinquencies to be paid. In some cases, update/duplicate titles for vehicles will require that delinquencies are paid.	Workaround: Work with your PVA to mark the taxes as Non-taxable, temporarily, if taxes should not be collected for purposes of the title application. The tax status can be updated back to Taxable once the application is checked out.
43	Title Applications-Salvage	Story 32746: not all Vehicle Types are able to apply for a Salvage title-Manufactured Homes, Off Road...	workaround: none Currently KAVIS can't process Salvage titles for 'Off-road' & 'Manuf. Home' Vehicle Types.
44	Title Applications-Salvage	Bug 34239: 'Checkout Validation Failed' error when checking out a Salvage-Other 1st transaction.	workaround: none
45	Title Applications-Salvage	Bug 33979: 'Multiple Dealer- Salvage DA' is navigating the user to the Kentucky Transfer flow.	workaround: none
46	Title Applications-Title Printing	Story 24472: Printing the completed VTR is not available	Workaround: Continue as you have been, fill out the application manually, and scan it into PODD
47	Dealer Assignment-Salvage	Story 22283: Salvage Multi-Dealer Assignment action not working.	Workaround: Checkout each Salvage-Dealer assignment separately.
48	Dealer Assignment	Story 34237: Dealer Assignments for Truck Trailers are not available	workaround: none
49	Dealer Assignment	Story 33910: Allow Duplicate of surrendered title that has been dealer assigned	workaround: reverse the dealer assignment, will include fees. Checkout the duplicate title, waiving the fees and including the dealer's alt mailing address. Then checkout the Dealer Assignment with the funds that were refunded with the initial reversal.
50	Dealer Assignment	Story 34043: Dealers with valid prior year permit need to be able to process DAs when the date of purchase is that prior year	workaround: none
51	Dealer Assignment	Story 34684: Utility Trailers with the style of boat trailer can't be dealer assigned to auto dealers, any other style can't be dealer assigned to boat dealers	workaround: none
52	Dealer Assignment	Bug 34170: wrong Dealer name on title in kavis, cannot transfer because title doesn't match what's in kavis	workaround: contact MVL to change the Owner to the correct Dealer account

53	Dealer Assignment	Story 35522: when transferred to DA, surrendered title keeps taxable 2025 segment, causing problems when buying or registering a different vehicle	workaround: contact PVA to change tax status to non taxable
54	Edit Title	Story 33906: all title applications cannot be edited after checkout	workaround: cancel the title application and select 'Edit Title Application' from the title dropdown menu
55	Edit Title	Bug 31882: Vehicle detail fields are not able to be edited during reprocessing of cancelled applications	workaround: none
56	Edit Title	Story 24134: Classic Transfer applications cannot be edited	workaround: none
57	Edit Title	Bug 35724: Editing a Boat Application forces the registration fees to be paid a second time	workaround: none
58	Edit Title-Update	Story 24133: Update Title applications cannot be edited	workaround: none
58	Edit Title-Salvage	Story 34491: cannot reprocess a cancelled Salvage-Update Application	workaround: none
59	Edit Title-Salvage	Stories 23528,23207: Salvage-Other 1st and Salvage-Transfer cannot be edited from the shopping cart	workaround: delete from cart and start over
60	Edit Title-Salvage	Story 24135: Salvage - Other 1st title applications cannot be edited	workaround: none
61	Customer Account	Bug 23614: 'Switching Customer Failed' error on trying to convert an Organization to Individual account.	workaround: none
62	Customer Account	Story 17485: Living Trust Customer type is not available.	Workaround: Use Customer type= Organization and Organization Type = Sole-Proprietorship when creating an Organization Account in KAVIS.
63	Customer Account	Story 10770: KAVIS requires that Customers have a First Name	workaround: none
64	Customer Account	Bug 29089: Clerk cannot change the Situs Address or the County of Residence for boat owners. This is mainly affecting customers that have liens on their boats.	Workaround: None, the customer can go to the county of residence listed in KAVIS and process that lien.
65	Customer Account	Story 33844: Previously Owned Vehicle Section does not always display pva issues	workaround: check the vehicle summary pages of the previously owned vehicles. If there are too many to check manually, contact kavis@ky.gov for help looking them up in the database.

66	Customer Account-Merging	Bug 34233: 'Please make selection for Passport.' error on merging customers.	workaround: none
67	Customer Account-Merging	Bug 35756: Error on trying to unmerge some customer accounts.	workaround: contact kavis@ky.gov with the specific customer account number and full name on the account to unmerge
68	Customer Account-Merging	Bug 32184: 'Wrong vehicles', on the merge screen.	workaround: none
69	Customer Account-Merging	Story 9335: Organizations cannot be merged. This is true even for organizations that use a Social Security Number.	Workaround: none at the moment. The reports "Customer Delinquency List" and "Pre-Obligation Tax Report" can be used to identify taxes owed across Customer Account pages until they can be merged into one.
70	Ad Val Payments	Bug 34515: Ad Valorem Payment option is disabled for some titles with a taxable segment.	workaround: none
71	Insurance	Bug 35585: Insurance: Title Only, Print Only, No Decal No Fee Requiring Insurance	workaround: none
72	Insurance	Bug 32546: Insurance error: KAVIS infrequently throwing an error on the SC screen when 'TODLR' is used and validated on bubble 6.	No known workaround and COT is researching this.
73	IRP	Story 31993: Apportioned Plated vehicles SHOULD NOT have Registration Actions taken on them by the County Clerk and their Deputies other than when issuing a new Apportioned Certificate. KAVIS is currently not hiding the nonapplicable Registration Actions.	workaround: As a business process, Clerks should not take any of the following Registration Actions on an Apportion Plated Vehicle: Renewal, Reissue Plate Change; Weight Change; Plate Replacement; Cancellation.
74	IRP	Bug 35080: The Title Action Rebuilt Transfer does not have the Apportion Certificate Action available in the Registration dropdown on the Registration Step.	Workaround: Fully check out and finalize the Rebuilt Transfer as Title Only and then do the Apportion Certificate action from the Manage page.
75	Liens	Bug 35074: Old liens are printing on Registration receipt.	workaround: mark them off the receipt
76	Liens	Bug 34516: Renewal on a vehicle with Lien shows lien fees on PODD Receipt	workaround: mark the liens off the receipt

78	Liens	Bug 31660: liens that were released in avis are needed in kavis	Workaround: The "RL" (Released Lien Inquiry) screen in AVIS is still available.
79	Liens	Story 33069: The Lien Expiration Date of Manufactured Homes should be 30 Years	workaround: if within 6 months of the expiration date in kavis, add a continued date to extend the lien
80	Liens-Lessee	Story 32118: pending liens for Lessees cannot be filed or deleted	workaround: add a filed lien to the title instead of a pending lien
81	MVL	Bug 35642: MVL is not able to edit the vehicle information section of some applications	workaround: none
82	PODD Receipts	Bug 32798: PODD receipt of Multiple Dealer Dealer Assignment should not include the Usage tax on the intermediate Delear Assignments.	workaround: mark out the extra usage tax on the receipt
83	PODD Receipts	Bug 34661: PODD receipt should not include Usage Tax if paid with previous transaction	workaround: mark it off the receipt
84	PODD Receipts	Bug 31949: Optional Farm Tag Fee does not display on PODD Receipt of Farm Truck Plates for First Time, Renewal, and Weight Change.	workaround: write them on the receipt
85	PODD Receipts	Bug 35848: Some registrations print with no barcode if printing from newer printers	workaround: reprint registration will print the barcode
86	Point of Sale	Bugs 34984, 34069: cannot void ACH Payment	workaround: none
87	Point of Sale	Bug 33958: Checkout blocked with error msg- "There is already an open DataReader associated with this Connection which must be closed first."	workaround: delete the transaction from the shopping cart and you should be able to check it out the 2nd time
88	Point of Sale	Story 34552: Allow clerks to waive fees-instead of using 'Force Avis Items' button	workaround: use the 'Force Avis Items' button
89	Point of Sale	Story 28636: EV/Hybrid fees should be collected as Misc. fees in the same shopping cart as the registration renewal.	Workaround: N/A Please steer the customer to EVHV.ky.gov to pay this fee <ul style="list-style-type: none"> NOTE: No more than one EV/HV vehicle per shopping cart. For EV/HV vehicles if you already processed the registration, you must reverse the registration and then process again with the miscellaneous charge included.
90	Point of Sale	Bug 22310: Editing from the Shopping Cart for Ad Valorem payments may not work.	Delete the Ad Valorem payment from the Shopping Cart and re-add it.
91	Point of Sale-Financial	Bug 31468: Financial Receipt does not print the title number	workaround: write it on the receipt
92	Point of Sale-Financial	Bug 31594: Financial Receipt Not Showing Correct Change Due	workaround: write on the receipt the correct change due

93	PVA Issues- Lessee	Story 24397: cannot add a lessee to an active title with pva issues	workaround: If there is not an active reg, select 'Other' from the manage dropdown and then change the reg action dropdown to renewal or first time. The Add Lessee button will now display. If there is an active reg, select 'Other' from the manage dropdown and change the reg action to print only. The Add Lessee button will now display.
94	PVA Issues	Story 35282: titles flagged with PVA issues for mismatch of reg and tax statuses	Currently, there are certain scenarios when vehicle are marked 'Junked' and 'Sold out of State' that are being indicated as PVA issues that are not deemed PVA issue. These scenarios are when a vehicle has mismatch registration status versus tax segment status. Currently, this issue is causing the clerks to contact the PVA to mark segments 'Non-taxable' and maybe even calling back after taking an action to have it remarked 'Taxable'. This fix resolves this course of action. Clerks will now be able to take action for these scenarios without having to call the PVA. However, you will still run into what looks like PVA issue if the vehicle has not date of sale or no junked date.
95	Rebuilt	Bug 35080: Rebuilt Transfer is missing Apportion Certificate in Registration Action dropdown	workaround: checkout title application, then check out apportion certificate
96	Rebuilt	Bug 26539: 'Sales Tax Description' dropdown has no values in the Rebuilt- Transfer flow.	workaround: none. Note - edgcase scenario
97	Reports	Story 30103: Report - Chain of Ownership Report	workaround: print a screenshot of the chain of ownership tab on the vehicle summary page
98	Reports	Bug 27203:The Rescan Title Report is generated in excel rather than a PDF.	workaround: convert the excel to PDF if needed.
99	Reversals	Bugs 33992, 35582, 34250: In some cases, you are unable to Reverse or Reactivate registrations and/or titles.	Workaround: One time scripts needed to adjust data as needed, send your title number to kavis@ky.gov

100	Reversals	Bug 34055, 31937: registration status is not updated correctly after the reversal action for cancelled registrations	workaround: One time scripts needed to adjust data as needed, send your title number to kavis@ky.gov
101	Reversals	Story 20685: cannot reverse Temporary Tags	workaround: none
102	Title Printing	Bug 35591: When Printing titles with a 'tab' at the beginning of the mailing address, the Address Doesn't Print on the title	workaround: none
103	Vintelligence	Bug 33953: RVs - vehicle type is forced to be titled as Trucks	workaround: after the title prints, the customer must return to office so you can checkout an 'Update-Vehicle Type Correction', changing the vehicle type to Recreation Vehicle
104	NMVTIS	Bug 32934: OOS Transfer DA -red error message that 'title not found or is not the current title' from NMVTIS Even though NMVTIS has the same information as entered	workaround: check with MVL's NMVTIS team to make sure they cannot fix the problem on their end. If not, contact kavis@ky.gov
105	Other	Story 23497: Clerks cannot collect fund donations with renewals in KAVIS	Customers can donate via web renewal or go directly to the agency.
106	Informational	Use tax description selections for travel and camping trailers.	Below is DOR's guidance of the mapping of Usage tax to Use tax codes. <ul style="list-style-type: none"> • use UU for avis codes AF, NW, 81, 90, N9, GT, RT, MN, OR, HD, PT U5 – DA, DE, DR • use U1 for avis codes PC, GP, HW U8 – Credit for sales; tax paid out-of-state (Attach copy of receipt) • use U2 for avis codes KY, LO, US UC – KT, MI, SC, TC • use U3 for avis codes CO, NC, TU, WL NA – UD • use U4 for avis codes CR, CS, CH, ED, IN, MX, RD, RP NS – Not applicable.
107	Informational	On an Out of State transfer, do not use the "From KY Dealer" checkbox. Vehicles coming through a Dealer must be Dealer Assigned before being transferred to a new owner.	Use Multi-Transfer from the Title New Vehicle tile so that you can complete the Dealer transfer and the Transfer to a new Buyer. Also, a standalone out of state Dealer Assignment can be performed

