

Current Issues and Workaround in KAVIS:

1. Issue: Repossessions cannot be processed as speed titles.
Workaround: If a speed title is required, use "Kentucky Transfer" as the title action.
2. Issue: Printing the completed VTR is not available.
Workaround: Continue as you have been, fill out the application manually, and scan it into PODD.
3. Issue: Clerks cannot collect standalone fund donations in KAVIS.
Workaround: Customers can donate via web renewal or go directly to the agency.
4. Issue: 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.
5. Issue: Clerks will select a Use tax description for travel and camping trailers.
Workaround: Below is DOR's guidance of the mapping of Usage tax to Use tax codes. • UU – AF, NW, 81, 90, N9, GT, RT, MN, OR, HD, PT U5 – DA, DE, DR • U1 – PC, GP, HW U8 – Credit for sales tax paid out-of-state (Attach copy of receipt) • U2 – KY, LO, US UC – KT, MI, SC, TC • U3 – CO, NC, TU, WL NA – UD • U4 – CR, CS, CH, ED, IN, MX, RD, RP NS – Not applicable
6. Issue: 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.
7. Issue: 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.
8. Issue: Organizations cannot be merged. This is true even for organizations that use a Social Security Number.
Workaround: N/A. 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.
9. Issue: KAVIS requires that Customers have a First Name. Workaround: None
10. Issue: Living Trust Customer type is not available.
Workaround: Use Customer type= Organization and Organization Type = Sole-Proprietorship when creating an Organization Account in KAVIS.
11. Issue: Converting an Organization to an Individual Customer type will fail.
Workaround: Leave Customer type as-is and continue action. Notify KAVIS Support if the customer type must be converted.
12. Issue: EV/Hybrid fees should be collected as Misc. fees in the same shopping cart as the registration renewal (VERY IMPORTANT).
Workaround: N/A – the above is the workaround. -You should Steer the customer to EVHV.ky.gov to pay this fee
 - 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.
13. Issue: Renewing on the Bulk Processing page is not available.
Workaround: Use the vehicle search and registrations to the Shopping Cart through the Manage dropdown selection "Renewal".
 14. Issue: 'Renew All' and 'Renew Selected' from the Customer Account page is not available.
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.
 15. Issue: If a vehicle type is "Unknown" the registration cannot be cancelled.
Workaround: Process an 'Update-Vehicle Type Correction' application and the registration will be cancelled. MVL can Surrender the title, contact them for the needed paperwork.
 16. Issue: KAVIS is not enforcing only Driver's License or SSN for titling ID requirements.
Workaround: This should be enforced via a business process, per MVL guidance.
 17. Issue: Cylinder value greater than zero is required for electric vehicles. Workaround: Enter "1" cylinder so that the field is not blank.
 18. Issue: Sales tax cannot be collected in some Rebuilt title actions.
Workaround: Collect Usage tax and notify DOR that sales tax was unable to be collected.
 19. Issue: Editing from the Shopping Cart for Ad Valorem payments may not work.
Workaround: Delete the Ad Valorem payment from the Shopping Cart and re-add it.
 20. Issue: 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.
 21. Issue: Some Released Liens were not imported to KAVIS. The Data Cleansing and Conversion Team is working to analyze and resolve this problem.
Workaround: The "RL" (Released Lien Inquiry) screen in AVIS is still available.
 22. Issue: 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.
Workaround: 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.
 23. Issue: 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.
 24. Issue: 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.

25. Issue: Plates that were Canceled/Excepted in AVIS with plan to be Reissued in KAVIS may produce an error when this action is attempted.
Workaround: None. Contact KAVIS Support if you encounter this.
26. Issue: If a Registration is in a status of "Reversed", Clerks will not be able to perform a First Time or Reissue action for this title.
Workaround: None. Complete the title application and the Customer may return when KAVIS has resolved this issue.
27. Issue: County of Residence cannot set a Pending Lien to Filed status for the Lessee of a Vehicle.
Workaround: Add a new Lien with the same information with a Filed status.
28. Issue: Cannot add a Manufactured Home Rebuilt Title to the shopping cart. Workaround: None
29. Issue: When there is VIN less than 17 characters, a clerk cannot process any title actions. Checkout will fail for these transactions.
Workaround: None
30. Issue: In some cases, Vintelligence is pulling in the wrong style for a motorcycle and clerks are unable to change the style.
Workaround: None, keep the style and perform the action.
31. Issue: 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.
32. Issue: In cases where the Dealer Assignment titles that have taxable segments that are not supposed to be there, will fail at checkout.
Workaround: The PVA will need to mark the incorrect taxable year non-taxable.
33. Issue: Salvage Multi-Dealer Assignment action not working.
Workaround: Do multi-dealer assignment as individual salvage transfers.
34. Issue: Cannot checkout in Out of State transfer when reissuing a plate. This action fails at checkout.
Workaround: Complete the Out of State transfer as title only. In a separate transaction, reissue the plate on Manage page.
35. Issue: If the title is surrendered, clerk will not be able to reverse that surrendered action.
Workaround: None
36. Issue: Historic Plate fees are calculating wrong. Workaround: None
37. Issues: In some cases, you are unable to 'Reactivate' registrations or titles.
Workaround: None. Please send the KAVIS team specific example of these transactions at KAVIS@ky.gov.

Fixed 3/14/24 – Reactivation of Incomplete Transfers.

Fixed 3/28/24 - Registration fees will be set to \$0.00 for specific, Special Military Plates

Fixed 3/28/24 - Any Dealer Assignment title, where the previous title has a 2025 tax segment, being transferred will fail at checkout.

Fixed 4/18/24 - Reprints of master dealer plate decals.

Fixed 4/18/24 – Reactivation of Junked Registrations.