

Kavis area affected	Bug/Story Number and Issue	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: Registration can be added after MVL has Approved the application, when the application status is 'MVL Approved'
2 Plates- Personalized	<del>Story 35571: some personalized plates cannot be reissued</del>	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
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	<del>Bug 35746: The tax rates are incorrect for a vehicle with Historic plate after an update title action</del>	<del>workaround: none</del>
7 Plates-Military	<del>Story 31129: Unable to waive fees for certain military plates</del>	<del>workaround: none</del>
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	<del>Bug 32929: When the Master Dealer Plate is active, it should not be required when a duplicate is being renewed.</del>	<del>workaround: none</del>

10	Plates-Reissue	Cannot reissue some plates due to KAVIS requiring insurance	workaround: none unless the plate is Personalized, then you can get it onto a vehicle using Plate Change/Weight Change or First Time Registration, as long as MVL changes its status on ITI to 'Available'.
11	Plates	<del>Bug 21800: 'Plate change' option is not present in the registration action dropdown on the Manage screen of Utility Trailer.</del>	<del>workaround: none</del>
12	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
13	Plates	Story 32928: cannot cancel the registration for title applications	workaround: wait for the title to be printed, then it can be cancelled
14	Plates	Story 35661: cannot add Official Trailer Plate Types to Travel Trailer and Camping Trailer	workaround: none
15	Plates	Bug 31939: Plates Canceled/Excepted in AVIS cannot be Reissued in KAVIS	workaround: none
16	Plates	Story 33148: Form 2290 Checkbox when selecting for Weighted Plates and Apportion Certificate for 55K and above [placeholder]	requested enhancement
17	Plates	<del>Bug 25057: 'Unable to find Registration fee record' while trying to renew the registration of a Motor Home.</del>	<del>workaround: none</del>
18	Plates	KAVIS is trying to update ITI for a plate that is either not in ITI or the plate details are missing in KAVIS.	workaround: contact MVL to add the plate to ITI as issued.
19	Plates	<del>Story 2545: cannot cancel the registration of 'Unknown' vehicle types</del>	<del>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.</del>
20	Bulk Processing	Stories: 19530, 19533, 20419, 21316, 21317, 34276: cannot renew vehicles from the Bulk Processing Page	workaround: checkout renewals individually

21	Bulk Processing	<del>Bug 35060: not able to checkout large numbers (&gt;1000) of ad val payments from the bulk processing page</del>	<del>workaround: checkout smaller batches from the bulk processing page</del>
22	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
23	Bulk Renewal	<del>Story 22560: cannot checkout multiple/bulk renewals from the Customer Account Page in one transaction</del>	<del>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.</del>
24	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
25	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
26	Title Applications	Story 35624: cannot make changes to some vehicle attributes	requested enhancement: workaround: contact MVL to change the make while still an application
27	Title Applications	<del>Story 34623: Dirt Bikes are being forced to be titled as Motorcycles when they should be Off Road</del>	<del>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</del>
28	Title Applications	Bug 31616: Vehicle year is being returned incorrectly from NMVTIS	workaround: contact MVL to change the year, if available to them
29	Title Applications	Bug 34467: Cylinder Field not editable by Clerk during Rebuilt OOS TAs	workaround: none
30	Title Applications	Story 32095: cannot add PO Box for Address of a Seller during NTA	workaround: none
31	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.
32	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.

33	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.
34	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.
35	Title Applications	Bugs <del>29625</del> , 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
36	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.
37	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
38	Title Applications	36308 - Registration step is skipped if previous title is Dealer assigned.	workaround: click the registration step during the NTA to add the plate
39	Title Applications	Story 36316: Cannot change Multi-transfer selection after navigating away from step 1 during a new title application.	requested enhancement
40	Title Applications-Plates	<del>34201: Cannot checkout an Out of State transfer when reissuing a plate. This action fails at checkout with the 'invalid record identifier' error message.</del>	<del>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.</del>
41	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
42	Title Applications-Duplicate	Story 32928- cannot checkout duplicate title if the registration is cancelled	workaround: 1. reverse the reg cancellation, then you will be able to checkout the duplicate OR 2. add a plate to vehicle, then you will be able to checkout the duplicate. OR 3. If the owner doesn't want a plate on the vehicle, send the details to kavis@ky.gov and our developers will run a script to set the reg status to title only and you will be able to checkout the duplicate.

43	Title Applications- Update	<del>Bug 35443: update titles are requiring non delinquent taxes to be paid</del>	<del>workaround: checkout the taxes before starting the update title application</del>
44	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.
45	Title Applications- Update/ Duplicate	Story 32283: cannot change Mileage during an Update for Duplicate Title Application	workaround: none
46	Title Applications- Update/ Duplicate	<del>Story 33782: Update/Duplicate Allow with PVA/Delinquencies</del>	<del>workaround: contact PVA to change tax status to non taxable, then change it back to taxable after the update/duplicate is checked out</del>
47	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.
48	Title Applications- Salvage	Bug 34239: 'Checkout Validation Failed' error when checking out a Salvage- Other 1st transaction.	workaround: none
49	Title Applications- Salvage	Bug 33979: 'Multiple Dealer- Salvage DA' is navigating the user to the Kentucky Transfer flow.	workaround: none
50	Title Applications- Salvage	Story 36305: cannot checkout a Salvage Other 1st without the unrebuildable brand	workaround: none
51	Title Applications- Title Printing	Story 31868: Cannot print BTR	workaround: Fill out the application manually
52	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
53	Title Application Queue	Story 36304: Cannot navigate to vehicle summary page directly from application when opened from the title application queue	requested enhancement
54	Dealer Assignment- Salvage	<del>Story 22283: Salvage Multi Dealer Assignment action not working.</del>	<del>Workaround: Checkout each Salvage Dealer assignment separately.</del>
55	Dealer Assignment- Salvage	Story 33955: 'Failed to retrieve existing License plate type...' error on checking out a Salvage-Dealer Assignment transaction.	Workaround: cancel the registration, then you will be able to checkout the Salvage DA
56	Dealer Assignment	Story 34237: Dealer Assignments for Truck Trailers are not available	workaround: none

57	Dealer Assignment	Story 33910: Allow Duplicate of surrendered title that has been dealer assigned	workaround: From MVL - If the dealer has a Bill of sale or dealer acquisition ( proof of ownership ) they can transfer with that to the new buyer.
58	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
59	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
60	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
61	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
62	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
63	Edit Title	Bug 31882: Vehicle detail fields are not able to be edited during reprocessing of cancelled applications	workaround: none
64	Edit Title	Story 24134: Classic Transfer applications cannot be edited	workaround: none
65	Edit Title	Bug 35724, 35808: Editing a Boat Application forces the registration fees to be paid a second time; Reprocessing of Cancelled Applications	workaround: none
66	Edit Title-Update	Story 24133: Update Title applications cannot be edited	workaround: none
67	Edit Title-Salvage	Story 34491: cannot reprocess a cancelled Salvage-Update Application	workaround: none
68	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
69	Edit Title-Salvage	Story 24135: Salvage - Other 1st title applications cannot be edited	workaround: none

70	Customer Account	<del>Bug 23614: 'Switching Customer Failed' error on trying to convert an Organization to Individual account.</del>	<del>workaround: none</del>
71	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.
72	Customer Account	Story 10770: KAVIS requires that Customers have a First Name	workaround: none
73	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.
74	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.
75	Customer Account	36309 - research DL search not pulling all DL numbers	workaround: none
76	Customer Account	36313 - Add registration expiration date to each vehicle tile/row on the Customer Account page	requested enhancement
77	Customer Account-Merging	<del>Bug 34233: 'Please make selection for Passport.' error on merging customers.</del>	<del>workaround: none</del>
78	Customer Account-Merging	<del>Bug 35756: Error on trying to unmerge some customer accounts.</del>	<del>workaround: contact kavis@ky.gov with the specific customer account number and full name on the account to unmerge</del>
79	Customer Account-Merging	Bug 32184: 'Wrong vehicles', on the merge screen.	workaround: none
80	Customer Account-Merging	36303 - Merge customer accounts that are not DL verified	requested enhancement
81	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.
82	Ad Val Payments	36310 - on the Manage Page, the optional ad val payments are selected by default	requested enhancement; workaround: deselect the 'Select All Items' checkbox at the top of the Ad Valorem section

83	Ad Val Payments	<del>Bug 34515: Ad Valorem Payment option is disabled for some titles with a taxable segment.</del>	workaround: none
84	Insurance	Bug 35585: Insurance: Title Only, Print Only, No Decal No Fee Should Not Require Insurance	workaround: none
85	Insurance	36314 - Add VIN on Manage page so that they can look it up on IVS/Insurance Mainframe without having to navigate back to the VS page.	requested enhancement
86	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.
87	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.
88	IRP	<del>Bug 35080: The Title Action Rebuilt Transfer does not have the Apportion Certificate Action available in the Registration dropdown on the Registration Step.</del>	<del>Workaround: Fully check out and finalize the Rebuilt Transfer as Title Only and then do the Apportion Certificate action from the Manage page.</del>
89	Liens	Bug 35074: Old liens are printing on Registration receipt.	workaround: mark them off the receipt
90	Liens	Bug 34516: Renewal on a vehicle with Lien shows lien fees on PODD Receipt	workaround: mark the liens off the receipt
91	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.
92	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
93	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
94	MVL	Bug 35642: MVL is not able to edit the vehicle information section of some applications	workaround: none



95	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
96	PODD Receipts	Bug 34661: PODD receipt should not include Usage Tax if paid with previous transaction	workaround: mark it off the receipt
97	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
98	PODD Receipts	Bug 35848: Some registrations print with no PODD qr code if printing from newer printers	workaround: reprint registration will print the barcode
99	PODD	<del>Bug 34099: Reprint of a web renewal does not print the decal.</del>	<del>workaround: Place one decal paper in the regular paper tray and then initiate the Web Renewal Reprint.</del>
100	Point of Sale	<del>Bug 34984: cannot void ACH Payment</del>	<del>workaround: none</del>
101	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
102	Point of Sale	Story 34552: Allow clerks to waive fees- instead of using 'Force Avis Items' button	workaround: use the 'Force Avis Items' button
103	Point of Sale	<del>Bug 22310: Editing from the Shopping Cart for Ad Valorem payments may not work.</del>	
104	Point of Sale	36306 - Research if it is possible/what to change so that payment (mainly credit cards) doesn't have to be run until after kavis has made the final database validations possible before comitting changes.	requested enhancement: workaround: none for credit card payments, for checks- have the customer wait until the transaction is completed before they fill out the check
105	Point of Sale-Financial Receipts	Bug 31468: Financial Receipt does not print the title number	workaround: write it on the receipt
106	Point of Sale-Financial Receipts	Bug 31594: Financial Receipt Not Showing Correct Change Due	workaround: write on the receipt the correct change due

107	PVA Issues-Lessee	Story 24397: cannot add a lessee to an active title with pva issues	workaround: If there <b>is not</b> 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 <b>is</b> an active reg, select 'Other' from the manage dropdown and change the reg action to print only. The Add Lessee button will now display.
108	PVA Issues	<del>Story 35282: titles flagged with PVA issues for mismatch of reg and tax statuses</del>	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.
109	Rebuilt	<del>Bug 26539: 'Sales Tax Description' dropdown has no values in the Rebuilt-Transfer flow.</del>	<del>workaround: none. Note - edgecase scenario</del>
110	Reports	Story 30103: Report - Chain of Ownership Report	workaround: print a screenshot of the chain of ownership tab on the vehicle summary page
111	Reports	Bug 27203: The Rescan Title Report is generated in excel rather than a PDF.	workaround: convert the excel to PDF if needed.
112	Reversals	<del>Bugs 33992, 35582: In some cases, you are unable to Reverse or Reactivate registrations and/or titles.</del>	<del>Workaround: One time scripts needed to adjust data as needed, send your title number to kavis@ky.gov</del>
113	Reversals	34250 - Reversal options are not enabled on a surrendered title.	workaround: none
114	Reversals	<del>Bug 34055, 31937: registration status is not updated correctly after the reversal action for cancelled registrations</del>	<del>workaround: One time scripts needed to adjust data as needed, send your title number to kavis@ky.gov</del>

		Reverse the dealer assignment and use the dealer's address for the alternate mailing address. Most dealer assignment from avis will not be able to be reversed, so rules will be revisited on creating duplicates of surrendered titles.
115	Reversals	Cannot get duplicate of titles that dealers have lost. (Reverse duplicates)
116	Reversals	Story 20685: cannot reverse Temporary Tags workaround: none
117	Title Printing	<del>Bug 35591: When Printing titles with a 'tab' at the beginning of the mailing address, the Address Doesn't Print on the title</del> workaround: none
118	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
119	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
120	Other	Story 19335, 23497: Clerks cannot collect fund donations with renewals in KAVIS Customers can donate via web renewal or go directly to the agency.
121	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. • 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.
122	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

123	Informational	Urgent- One Time Scripts: these are to be used sparingly when you have no way of correcting data while we await the fixes to the bugs/stories needed.	<ol style="list-style-type: none"> <li>1. Reversals/Reactivations that have not changed the title and/or registration statuses correctly</li> <li>2. Personalized plates that cannot be reissued</li> <li>3. Insurance companies that are being flagged with pva issues/delinquencies when they should be exempt</li> <li>4. cannot checkout duplicate of a cancelled registration</li> </ol>
124	Informational	EV/Hybrid fees should be collected as Misc. fees in the same shopping cart as the registration renewal.	<p>Workaround: N/A Please steer the customer to EVHV.ky.gov to pay this fee</p> <ul style="list-style-type: none"> <li>• NOTE: No more than one EV/HV vehicle per shopping cart.</li> <li>• For EV/HV vehicles if you already processed the registration, you must reverse the registration and then process again with the miscellaneous charge included.</li> </ul>
125	Informational	UDI Permit not Approved in KAVIS when it has been approved	KAVIS is updated twice daily (1pm and 1am) with updates made to the UDI system.