	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: Registration can be added after MVL has Approved the application, when the application status is 'MVL Approved'~~		
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 new 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~~		
	Plates Lessee	~~The Plate # entered is not associated with an Owner or Lessee of this vehicle~~	For vehicles with lessees a common cause is that there is not a customer ID present for the lessee, as there was incomplete data for alt registrants at the time of import. Clerk needs to select a customer with a KAVIS customer ID.		
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-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	~~Bug 21800: 'Plate change' option is not present in the registration action dropdown on the Manage screen of Utility Trailer.~~	~~workaround: none~~		
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	~~Bug 25057: 'Unable to find Registration fee record' while trying to renew the registration of a Motor Home.~~	~~workaround: none~~		
18	Plates	~~36544- 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	~~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.~~		
	Plates	Story 38563: Vehicle type does not match plate type or exemption	none - script needed		
	Plates	Story 40200 :Personalized Plate not retained when title surrendere by NMVTIS out of state	none - script needed		
20	Bulk Processing	~~Stories: 19530, 19533, 20419, 21316, 21317, 34276: cannot renew vehicles from the Bulk Processing Page~~	~~workaround: checkout renewals individually or use the Renew All function available from the Customer Account page~~		

21	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~~		
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	~~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.~~		
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~~		
26	Title Applications	~~Story 35624: MVL Edit Vehicle Attributes when VIN certified~~	~~MVL will have the ability to edit the following fields while in aplication status:~~ ~~a.Style~~ ~~b.Year~~ ~~c.Make~~ ~~d.Model~~ ~~e.Model#~~ ~~f.Motor Type~~ ~~g.Cylinders (if eligible vehicle type)~~		

27	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~~		
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~~		
	Title Applications	bug 40716: Title, VTR, Reg Receipt Printing Odometer Value From Previous Title on Off Road Title	none		
30	Title Applications	Story 32095: cannot add PO Box for Address of a Seller during NTA	workaround: none		
#REF!	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.		
#REF!	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.		
#REF!	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.~~		
#REF!	~~Title Applications~~	~~Bug 38975 When there is VIN less than 17 characters, a clerk cannot process any title actions. Checkout will fail for 'extra review reasons'.~~	~~Workaround: Clerk pad the VIN with extra characters to get the application through checkout. MVL will need to immediately edit the VIN while in application status. The only time this will not work is if the short VIN has an existing duplicate in KAVIS~~		

	~~Title Applications~~	~~Bug 38896 - Short VIN Vehicle Year Warning Blocking NTA: When entering a vehicle year for a trailer on bubble two and the year entered is after 1981, a warning message will display saying "For vehicles manufactured in 1981 or after, VIN needs to be 17 characters".~~	~~Clerk enter vehicle year as 1982 or after and check out. While still in application status, MVL will need to edit the vehicle year.~~		
	~~Title Applications~~	~~Story: 40529: KAVIS auto cancelling applications less than 500 days old~~	~~Clerk can select 'Edit title' from the title dropdown to get it out of a cancelled status~~		
	~~Title Applications~~	~~Story 40476 - Uncaught Type Error, Cannot Approve Application With VIN Change from Queue~~	~~MVL must edit the VIN on the application back to what it was previously (the incorrect VIN) to detach it from this chain of ownership. Then, clerk must reverse the application, cancel the previous title and work off the existing title with the correct VIN.~~		
	Title Applications	36459: Dirt Bike decoding as motorcycle	Clerk to title the vehicle as a motorcycle and process as 'Title Only'. Once the title is active, use the Update- Vehicle Type Correction TA in order to correct the vehicle to be off road.		
#REF!	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.		
#REF!	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		
#REF!	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		

#REF!	Title Applications	Story 36316: Cannot change Multi-transfer selection after navigating away from step 1 during a new title appclication.	requested enhancement		
#REF!	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.~~		
#REF!	Title Applications-Duplicate	Story 18842: cannot edit duplicate title appication from the shopping cart	workaround: delete the application from the shopping cart and start it over		
#REF!	Title Applications-Duplicate	Story 32928- Current Cancellation is only defined per 15906 and only cover Active Titles. Reg is active but title is application - cancelled status We need to define that titles in Applicatoin can do Reg only Cancellations.	script needed to remove the registration/plate if clerk is looking to reissue		
#REF!	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~~		

~~#REF!~~	~~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.~~		
~~#REF!~~	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~~		
	Title Applications - Salvage	Story: 40301 - salvage title actions not enabled after incomplete transfer	reverse the registration to get it out of a cancelled status		
~~#REF!~~	Title Applications- Salvage	~~Story 33854: 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.~~		
~~#REF!~~	~~Title Applications- Salvage~~	~~Bug 33979: 'Multiple Dealer- Salvage DA' is navigating the user to the Kentucky Transfer flow.~~	~~workaround: none~~		
	Title Applications - C of O	39019 - Cannot Enter Model Year 1+ Years in the future	workaround: none. Currently, KAVIS only allows vehicle model years that are 1 or less years in the future		
~~#REF!~~	~~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~~		
~~#REF!~~	Dealer Assignment- Salvage	~~Story 22283: Salvage Multi-Dealer Assignment action not working.~~	~~Workaround: Checkout each Salvage Dealer assignment separately.~~		
~~#REF!~~	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~~		

#REF!	Dealer Assignment	~~Story 34237: Dealer Assignments for Truck Trailers are not available~~	~~workaround: none~~		
#REF!	~~Dealer Assignment~~	~~Story 17370: 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. 17370 should resolve this. User can reverse the title to get to the previous paper title~~		
	Dealer Permit	Story 39183: RV Dealer Permit Not Showing as Valid in KAVIS, when permit duration over a year	none		
#REF!	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		
	~~Dealer Assignment~~	~~38596: Overage in taxes for dealer when doing a trade in and NADA retrives a trade in value of $0~~	~~workaround: none~~		
#REF!	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~~		
#REF!	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~~		
#REF!	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~~		

#REF!	Edit Title	~~Story 33906: all title applications cannot be edited after checkout~~	~~This feature will allow clerks to edit title application after an application has been checked out. The edit title application feature will give users the ability to correct the application without having to checkout a new transaction AND without having to cancel a title application and reprocess, if not needed.~~ ~~MVL and Clerk users will be able to edit title applications as long as the applications are present in their respective queues.~~		
#REF!	Edit Title	Story 24134: Classic Transfer applications cannot be edited	workaround: none		
#REF!	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~~		
#REF!	Edit Title-Update	Story 24133: Update Title applications cannot be edited	workaround: none		
#REF!	Edit Title-Salvage	Story 34491: cannot reprocess a cancelled Salvage-Update Application	workaround: create a new application instead of working from the cancelled application		
#REF!	Edit Title-Salvage	Stories 23528,23207: Salvage-Other 1st and Salvage-Transfer cannog be edited from the shopping cart	workaround: delete from cart and start over		
#REF!	Edit Title-Salvage	Story 24135: Salvage - Other 1st title applications cannot be edited after checkout	workaround: none		

#REF!	Customer Account	~~Bug 23614: 'Switching Customer Failed' error on trying to convert an Organization to Individual account.~~	~~workaround: none~~		
	Customer Account	spike 38804: Disabled Placards Showing Inactive When Expiration Date is in the Future	workaround: none		
#REF!	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.		
#REF!	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.		
#REF!	~~Customer Account~~	~~Story 37388: 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.~~		
#REF!	Customer Account	~~36313 - Add registration expiration date to each vehicle tile/row on the Customer Account page~~	~~requested enhancement~~		
#REF!	Customer Account- Merging	~~Bug 34233: 'Please make selection for Passport.' error on merging customers.~~	~~workaround: none~~		
#REF!	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~~		
#REF!	Customer Account- Merging	Merge customer accounts that are not DL verified	requested enhancement - currently you cannot merge accounts if none are DL verified		

#REF!	Customer Account	Story 41197 - Incorrect SSN on customer account	move the incorrect SSN into a different identification field for the customer which is incorrect.
	Customer Account- Merging	35875 addressed this issue. 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.
	Ad Val	story 40078 - Cannot reverse ad val over 2 years old when refund was requested within 2 years of date paid	none
	Ad Val	bug 38771 - Duplicate Adval Added in Shopping Cart	Issue as title only and add in the registration after
#REF!	Ad Val Payments	36310 - on the Manage Page, the optional ad val payments are selected by default	The following enhancements were added: •Adds VIN # to the informational box at the top of the Manage Page. •On Manage Page and Manage Ad Valorem Page, Ad Valorem section displays all non-required Ad Val's as deselected by default. •Display ad valorem due date in place of days past due in ad val section of Manage Page and Manage Ad Valorem Page.
#REF!	Ad Val Payments	Bug 34515: Ad Valorem Payment option is disabled for some titles with a taxable segment.	workaround: none

	Incomplete Transfer	bug 40743: Reversal Checkout Error - Incomplete Transfer of Salvage Vehicle	none - script needed		
	Incomplete Transfer	Story 40134: Checkout Failed for KY Transfer with Incomplete Transfer from Previous Year	Clerk pay 2025 fees separately then do the incomplete transfer		
#REF!	Insurance	Bug 35585: Insurance: Title Only, Print Only, No Decal No Fee Should Not Require Insurance	workaround: none		
#REF!	~~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~~		
#REF!	~~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.~~		
#REF!	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.		
#REF!	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.~~		
	LINK (KSP)	Story 36206: KSP Cannot Look up Dealer Plates in LINK	none		
#REF!	Liens	~~Bug 35074: Old liens are printing on Registration receipt.~~	~~workaround: mark them off the receipt~~		
#REF!	Liens	~~Bug 34516: Renewal on a vehicle with Lien shows lien fees on PODD Receipt~~	~~workaround: mark the liens off the receipt~~		

#REF!	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.~~		
#REF!	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~~		
~~#REF!~~	~~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~~		
	~~MVL~~	~~33066: MVL Cannot Edit Owners on Surrendered Titles~~	~~reverse the title to an active state~~		
	MVL	bug 40768: MVL VIN Edit - KAVIS Hangs in Processing	none - script needed to update to correct VIN		
#REF!	MVL	Bug 35642: MVL is not able to edit the vehicle information section of some applications	workaround: none		
	Placards	Story 2510: Disabled Placards Showing Inactive When Expired Date in Future	none		
#REF!	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		
#REF!	PODD Receipts	Bug 34661: PODD receipt should not include Usage Tax if paid with previous transaction	workaround: mark it off the receipt		
#REF!	PODD Receipts	~~Bug 35848: Some registrations print with no PODD qr code if printing from newer printers~~	~~workaround: reprint registration will print the barcode~~		
#REF!	PODD	~~Bug 34099: Reprint of a web renewal does not print the decal.~~	~~workaround: Place one decal paper in the regular paper tray and then initiate the Web Renewal Reprint.~~		
#REF!	Point of Sale	~~Bug 34984: cannot void ACH Payment~~	~~workaround: none~~		
~~#REF!~~	~~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 shoping cart and you should be able to check it out the 2nd time~~		

#REF!	Point of Sale	Story 34552: Allow clerks to waive fees-instead of using 'Force Avis Items' button	workaround: use the 'Force Avis Items' button		
#REF!	Point of Sale	~~Bug 22310: Editing from the Shopping Cart for Ad Valorem payments may not work.~~			
#REF!	Point of Sale-Financial Receipts	Bug 31468: Financial Receipt does not print the title number	workaround: reprint the receipt or write it on the receipt		
#REF!	Point of Sale-Financial Receipts	Bug 31594: Financial Receipt Not Showing Correct Change Due	workaround: reprint write on the receipt the correct change due		
#REF!	PVA Issues-Lessee	cannot add a lessee to an active title with pva issues	This is how to add a lessee: 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.		
#REF!	PVA Issues	~~Story 35282: titles flagged with PVA issues for mismatch of reg and tax statuses~~	(**NOTE**: Per DOR, ONLY SALVAGE vehicles are exempt from paying		
	PVA Issues	Story 40078 - cannot reverse adval over 2 years old, even when refund requested prior	Reach out to DOR. 2 year limit is per their stipulation.		
	~~PVA Issues~~	~~35522 - Cancelled Application with existing Ad Val causes checkout error~~	~~PVA mark the previous future year (2025) segment as non-taxable from the cancelled application~~		
	Registration Length	bug 41509: Selecting Renew from manage dropdown results in javascript error	none		
	Registration Length	bug 42058: Reactivation Button Missing for Incomplete Transfer	use a reversal if available. If reversal is not an option, a script is needed to reset the registration		

	Registration	bug 40578: Registration Fee Schedule Cannot Be Null Error when reprocessing a cancelled application with active registration	clerk reverse title to get back to an active status. Note, if reversal does not work, it will need a script to manually update the application status to be active.	
	Registration	Story 40969: Farm Fund Fee Opt Out Selection Still Displays Fees in Cart	Have the user refresh their screen, the fees should display correctly	
	Registration	story 40498: Reactivation button missing for cancelled - incomplete transfer registration	reverse the registration to get it out of the cancelled status	
	Registration Length	bug 40193: Reg Length options disabled during renewal - unable to checkout	none	
	Reconciliation	42307 - Suspended transaction is 'frozen' and will not allow branch to be reconciled	none: reach out to KAVIS support and they will put in a script request to remove the transaction	
	Rebuilt	bug 41020: rebuilt update showing delinquent tax error when no deliquencies exist	Clerk begin NTA, put the applicaiton on hold, then navigate to the customer account and resume the application	
#REF!	Rebuilt	~~Bug 26539: 'Sales Tax Description' dropdown has no values in the Rebuilt- Transfer flow.~~	~~workaround: none. Note - edgecase scenario~~	
#REF!	Reports - Remittance	40275 Discrepancies on remittance reports	none - team is currently working to investigate and resolve	
#REF!	Reports	Story 30103: Report - Chain of Ownership Report	workaround: print a screenshot of the chain of ownership tab on the vehicle summary page	
#REF!	Reports	~~Bug 27203:The Rescan Title Report is generated in excel rather than a PDF.~~	~~workaround: convert the excel to PDF if needed.~~	
#REF!	Reversals	~~Bugs 33992, 35582: 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~~	
~~#REF!~~	~~Reversals~~	~~17370- Reversal options are not enabled on a surrendered title.~~	~~workaround: none~~	

#REF!	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~~
#REF!	Reversals	story 17370 - Cannot get duplicate of titles that dealers have lost. (Reverse duplicates)	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.
~~#REF!~~	~~Reversals~~	~~Story 20685: cannot reverse Temporary Tags~~	~~workaround: none~~
	Shopping Cart	bug 42017: transfer cancelled from shopping cart and new transaction completed. The older transaction shows complete although no payment was taken	none
	Salvage	bug 42191: Short VIN on Salvage DA stopped in NTA 2	in the VIN field, have the clerk pad the VIN with 'x's to reach 17 characters. Select the prompt to manually add vehicle information and click continue. Remove the extra 'x's and complete the application
	~~Salvage~~	~~Story 22185: Salvage Title Actions Not Enabled After Incomplete Transfer~~	~~reverse the registration to get it out of the cancelled status~~
	~~Trade Ins~~	~~story 31780: If trade in value is higher than purchase value, kAVIS will not calculate $6 usage tax~~	~~Clerk will need DOR to advise on the values. Call DOR usage tax section (502)564-4455~~
	Printing - Decals	38773: Decal Can't Print Due to Bogus Model Character - if the vehicle model data contains a bogus character, like a bracket [ ] it will stop the decal from being printed	Do an update title application and edit the model value to remove the character.

#REF!	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~~		
#REF!	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~~		
	~~NMVTIS~~	~~story 40132: When NMVTIS OOS transfer surrenders KY title, personalized plates are not retained~~	~~no manual workaround, script needed~~		
	~~NMVTIS~~	~~Bug 40545: NMVTIS Lien Data Special Character Stopping OOS Transfer in Finalize~~	~~none, script needed~~		
#REF!	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~~		
	UDI	Story 38649 : Vehicles tied to incorrect UDI account with expired permit	workaround: none		
#REF!	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.		

#REF!	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.		
#REF!	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		
#REF!	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.	1. Reversals/Reactivations that have not changed the title and/or registration statuses correctly 2. Personalized plates that cannot be reissued 3. Insurance companies that are being flagged with pva issues/delinquencies when they should be exempt 4. cannot checkout duplicate of a cancelled registration		

#REF!	Informational	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 • 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.		
#REF!	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.		
	Web Renewal	story 33473: Unable to Refund Web Renewals	There are two options when a customer wants a web renewal refund that was paid early or in error: 1. Use a refund check and manually document the refund as they did in AVIS. Clerks will likely not use this option as it essentially gives the customer a free registration because the refund is not reflected in KAVIS and the customer has the sticker in their possession. 2. Deny the refund. The registration fee is legitimate and the customer is not entitled to a refund by law		

126	Web Renewal	~~KAVIS is not prepared to complete a Web Renewal from the Queue if a Title Action or Registration Action is taken on the vehicle. KAVIS will prevent these~~	~~If the customer still needs the Registration, do a Decal Replacement and account for the Web Renewal money manually on the POS reports. Contact the KAVIS team so that these can be removed from the queue in a future update.~~		
127	Notice Cards	37849 - Allen County Address and Message Changes	None		
128	Notice Cards	~~38107 - Change Address for Grayson County Clerk's Office~~	~~None~~		
129	Weight Change	37318 - Weight Change to 10k plate throws wrong error message when B/I date is missing	None		
~~130~~	~~Rebuilt~~	~~37334 - Boat type Rebuilt Transfer gets stopped on Step 8 of NTA for not being transferable~~	~~None~~		
131	Boats	37406 - Boat NTA allows problematic characters in the Make and Model fields.	Do not put special characters in the make and model fields		
#REF!	Informational	cannot checkout a Salvage Other 1st without the unrebuildable brand	All Salvage Other 1st are supposed to be Unrebuildable. Users would use a regular Salvage OOS Transfer TA to make the distinction in regular Salvage vs Unrebuildable. This is to keep clerks from using Salvage Other 1st incorrectly.		
25	Informational - Title Applications	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		
#REF!	Informational- Edit Title	Vehicle detail fields are not able to be editied during reprocessing of cancelled applications	workaround: none - this is intentional due to business rules when VINs are VIN certified. MVL can edit these fields in application status.		

#REF!	Informational - Title Applications- Title Printing	Cannot print BTR	this issue is with the printer's connection. For printer issues, Clay can address. This is not a KAVIS issue.		
	Informational - PVA	PVA/DOR; Identify Insurance Companies and Ignore PVA	Contact KAVIS Support with the Customer Account Number of the Insurance Company. KAVIS will confirm the customer is an insurance company and run a script to clear PVA issues for salvage vehicles owned by the company.		
	Informational - Plates	Alternate Registrants (Lessees) are required to have KAVIS Customer IDs error message	This error message is not a bug - this indicates that the lessee of the vehicle does not have a KAVIS customer ID. In the lessee section, click add lessee and search to see if your customer has an existing account. If they do not, you will need to create one and add it to the title.		
	Informational	2 DL Verified Accounts for the Same Person	MVL will have to handle these cases individually to identify which account to keep. They will unverify the incorrect account. If accounts have been merged, they will need to unmerge, then unverify.		
	Informational	Failed to Load Vehicle Summary Error: Please Contact the PVA	training issue - clerk needs to reach out to the PVA, the next step should be clear to them. This error is sometimes seen when the vehicle had previously been in another county and the customer moved causing a discrepancy in the tax district.		

taxes through KAVIS when owned by an Insurance Company)