



Training FAQ's

Q: Is there an option available to preview the transfer before the dealer mails the title paperwork to the county clerk? If approved does the dealer mail in the original title document to the clerk's office?

A: The document will be scanned and not physically mailed to the county, so a document you would normally receive before the system will no longer be required. Just the scanned document, done by the dealer, makes its way into KAVIS and will automatically go in the PODD and be automatically uploaded where they need to go.

Q: Can we print the evidence scans?

A: Yes, those scans can be printed, you can also zoom and rotate.

Q: What if we make an error, how can we go back?

A: During the review if you notice errors just reject it back to dealer. However, if you approve transfer and get to that dual entry screen before you realize there's an issue, you can make it pend again. From there, unapprove it and reject it back to dealer to have them correct it. If you already entered the data into KAVIS before you see the error, then follow whatever process you use today to correct what's in KAVIS.

Q: What if we accepted a transaction and when we process it through KAVIS the money doesn't match. What would be the course of action then?

A: If the fees in KyELT don't match, reject it back to dealer. There's an option in the reject module where you can say the fees are incorrect and provide the dealer what the correct fees are. There is a fee calculator built in, so it is likely if you notice a fee issue the dealer just uploaded them incorrectly through their system. So, if you reject that that will be the quickest way to solve the issue.

Q: How do we know what the fees are supposed to be before we process it through KAVIS?

A: Before you get to the dual entry screen, you'll be able to approve or reject after reviewing the fees. They are also up for review to double check the fees match the KAVIS fee calculation and ensure there are no issues. If there are, reject that back to the dealer for them to correct that.

Q: Will we be scanning the documents into share point and where will the evidence be retained?

A: We do not scan through share point. The dealers will scan the documents through their system which then gets sent to KyELT and ultimately gets pushed into PODD. If your county has a specific process about getting them into SharePoint, you may need to follow up with your county about. However, you will need to scan the registration that you print out which will then go into the PODD the normal way.

Q: Are dual monitors going to be given by the state?

A: If a county needs them and has the space, put in a request through motor vehicle licensing as usual.

Q: Is there a way to do a multi transfer with more than one intermediate buyer in KyELT. For example, Bill trades car into dealer A, dealer A sells car to dealer B, dealer B sells the car to Tom. Does this deal include a deal assignment, a deal reassignment, then a transfer?

A: Multi transfers can be supported in our system. That would be a transfer with assignment, which has a similar case on the training website. This would be a multi transfer in KAVIS and all intermediate buyers would need to be accounted for. Electronic process mirrors the paper version. Dealers will be typing the info from paper and making it electronic for clerks.

Q: Do we check KyELT daily or will there be a report created?

A: Every day you will have to check if work has come into your Que. There will be no indicator to check at this time.

Q: Will postage for mailing paperwork and plates back to the dealer or customer be included?

A: Yes, there is a delivery fee that allows dealers to send those funds to the county for either mailing or pickup options.

Q: How do we know if plates should be delivered or picked up?

A: The dealers would need to work out with the county whether the plate should be sent back to the dealer or the recipient.

Q: It is a requirement to send 97% of the usage task to the state daily. How fast will we get the fund for electronic titling?

A: Once you hit complete in KyELT it triggers the payment. The payment is pulled from the service provider/dealer which then is automatically deposited into the account. It will be visible in the account by no later than the next day.

Q: If KAVIS bumps up the sales price or the usage tax, are those fees going to show in the ELT and are we going to have to reject it to get the correct payment?

A: KyELT does account for the sales price as well as the usage tax if the sales price is below that threshold. If, however, it was not accounted for in KAVIS, by the time you get to the dual entry step, you would have to reject that back and let the dealer know that either the sales price or usage tax needs to be adjusted.

Q: Dealerships send multiple transfers a day, will there be a lumpsum for that or will there be individual transfers.

A: It should come over as one big lumpsum, but there are reports that break it down so you can see how much was collected for each transfer. It will be deposited as a total.

Q: If someone is registered in the wrong county because they have a different zip code, can the TLS be rejected by the wrong county and sent to the correct county.

A: Yes, anything that could cause a rejection you can do so in KyELT.

Q: Will the only person be reviewing this document be the person processing when they approve it?

A: Yes, in most cases. If there is a lien in a different county there could be three parties: title county clerk, lien county clerk, then Frankfort.

Q: Will the electronic title number appear on our daily title report?

A: The number will appear on the reports the same way they do now.

Q: Why can't KAVIS and KyELT be connected?

A: There are plans for them to be connected in the future, which is a priority. The hope is that at some point you will not have to go into KAVIS, which will remove the dual screen. KAVIS is a system of record while KyELT is the entry point.

Q: If you are a front-line clerk that is only taking care of customers, will there be any change to the work?

A: Yes, you would handle customers as they walk in as you do now, and dealer work would be through KyELT.

Q: With KyELT lien filing will there be any printing of paperwork or lien receipt?

A: No, if you would like to print anything out you could maintain your current process, but once you complete the processing with your provider or have entered the info into KAVIS it will be recorded.

Q: Since dealers can register in buyers or sellers counties will the transfer show up in both counties to process or do they select which county we want to process the deal?

A: Dealers will submit to the county that the buyer asks for them, so either where the vehicle was purchased or in their home county. But the dealer will send it to the county they asked for.

Q: Is the rule that the clerk must either approve or deny by 3pm the next business day?

A: Yes, that is correct.

Q: Do we still have to stamp and seal the golden rod (registration paperwork) and scan it into PODD for the other county to file.

A: If it comes through electronically then no, but if it's sent through paper complete it the same way it has always been done.

Q: Is the lien generator optional?

A: Yes, at this time the lien number generator feature on KyELT is optional.

Q: Are the voucher numbers made up or do we have something to go by?

A: It is clerks' choice, using your county code is the recommended business process.

Q: When processing a county transfer will the clerk need to file the lien at the time of the transfer or can they pend it for later filing?

A: It is believed you can leave that dual entry record in the queue and it will stay assigned to the clerk who approved the record until you go in and provide the title number. The record will stay in the dual entry until it is approved, so leave it in queue and let the other clerk go in.

Q: Where is the insurance information found?

A: In the evidence which is digitally scanned by the dealer. However, this is the responsibility of the dealer so county clerks do not need to see evidence of the insurance.

Q: Can more than one person work in the system at the same time?

A: Yes, multiple people can use the system at once but only one person can work on a transaction at once.

Q: Are out of state dealers able to use this?

A: Not at the moment.

Q: Does the dealer have a way to tell us what the previous plate number was from the trade in so we can reissue? Or let us know if we can reissue a new one?

A: Yes, a dealer will know what the plate number is and they will communicate that through the transaction that is displayed in KyELT, which is then electronically copied to KAVIS.

Q: If there is copying and pasting from KyELT to KAVIS will we have to be switching between windows?

A: It is recommended to use split screen with one monitor or request two monitors.

Q: Which takes priority, mail in liens or electronic liens?

A: KyELT speeds up the process from days to hours, so it is recommended to work the electronic dealer submissions first. However, it is ultimately up to your county how you would like to prioritize these.

Q: Where should banking info be sent to receive AHC payments?

A: Individual emails should have been received by John regarding banking info, but if you have not received one reach out to him.

Q: Are all transactions going to be in order by dealership?

A: The order of transactions will be in order of time received, not by dealership.

Q: If ACH is already implemented, will that be distinguished from ELT?

A: Yes, they make look like the same deposit, but you will be able to distinguish between them.

Q: Where is KyELT access?

A: There is a link on KAVIS homepage.

Q: Will the TLS and PODD have an electronic stamp on it with the lien filing number?

A: The electronic stamp will not be on the document, but it will be on the document submission itself.

Q: If the floor hits on the purchase price or trade in will the dealer be able to see that?

A: All fees are calculated in the system, however if they do not match up you can reject it.

Q: Can a lien number be deleted in KyELT?

A: You cannot delete a lien number, so it is recommended that it is not generated until the last page of that process is complete.

Q: When the ELT is processed and the registration receipt is printed, is this then scanned into the PODD?

A: Yes, that is the receipt that prints when it is processed into KAVIS and this needs to be scanned into PODD.

Q: Should postage be added to the cart in KyELT for the delivery fee?

A: If the dealer selects the delivery fee, that will need to be added into KAVIS from KyELT.

Q: Does each dealer have to be added into ACH or will it already be in KAVIS?

A: Anything can be added into the ACH for the transaction to go through, however depending on the county you will be able to enter that dealership number.