

Plate to Customer and Reissue Overview

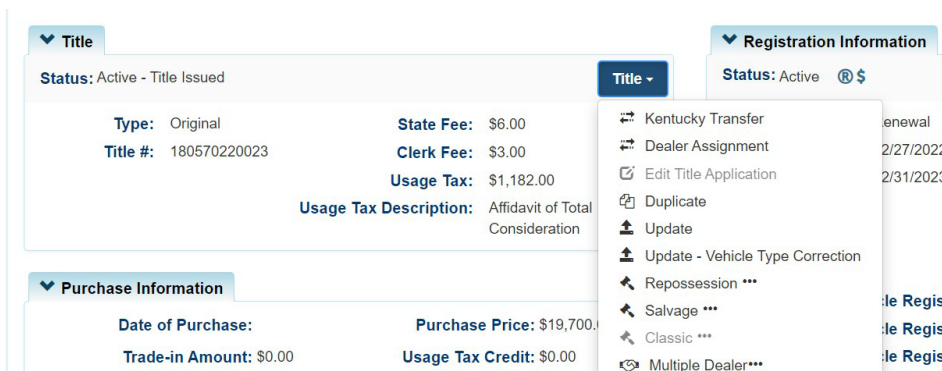
This guide demonstrates how an in-state transfer with an Active Registration (Plate) will work with Plate-to-Customer rules in KAVIS. In addition, it will demonstrate how plates can be removed from a vehicle on the Manage page outside of the NTA workflow. Finally, it will explain how and where to Reissue kept plates.

General Rules:

- A Plate is kept by leaving the ‘Surrender Seller Plate’ checkbox unchecked on Bubble 8 of the NTA workflow.
- A Plate may be kept outside of the Title Transfer flows by using the ‘Cancellation – Customer Request’ Reason through the Manage workflow.
- Non-Personalized Plates can only be kept with Active Registration. If they are kept, but then become Expired before being Reissued to another vehicle, they are automatically Surrendered/Cancelled and cannot be Reissued.
- Personalized Plates are always kept no matter the circumstances of the workflow.
- Personalized Plates become automatically Surrendered/Cancelled after one year passes beyond their most recent Registration Expiration Date.
- Plates on Dealer Assigned vehicles that have been carried over from legacy data are automatically Surrendered/Cancelled with the transaction (checkbox is checked and disabled).
- If a plate is Surrendered/Cancelled in this manner, it will NOT be able to be Reissued, and only a Reversal of the entire Title transaction would allow you to change the selection.
- When a plate is kept, it becomes eligible to be Reissued to either Owner who was on its Title when kept, and it will show in the Plates section on either Owner’s Customer Account while it is available to be Reissued.

Keeping a Plate for Reissuance via Title Transfer Workflow

1. Search for the vehicle being Transferred and navigate to its Vehicle Summary page, or its associated Customer Account page.
2. Click the Title dropdown and then select ‘Kentucky Transfer’ from among the options.



3. Once the Buyer step is completed, with a Designated Owner identified, the Registration step can be completed (the Designated Owner is the Primary Owner by default, and automatically selected when there is only one Owner).
4. On the Buyer Registration step (Bubble 6), there are only three options available to the Clerk, and this choice is separate from what you are doing with the Seller’s plate, but it is important to note:
 - a. One, the Customer may elect to Register this vehicle as ‘Title Only’.
 - b. Two, the Customer can issue a First Time Registration of a new plate.

- c. Three, the Customer can Reissue a plate they may already have associated with their Account.

- 5. Regardless of the choice for the Buyer’s Registration, on the Finalize step (Bubble 8), the new ‘Surrender Seller Plate’ checkbox is displayed.
- 6. **Leave the checkbox blank to keep the plate.** This is the default selection and it should generally remain unchecked.
 - a. KAVIS will automatically check and disable the checkbox in circumstances where a plate cannot be kept (such as when the Seller Registration is Expired).
 - b. If the Seller does not wish to keep the plate, the ‘Surrender Seller Plate’ checkbox can be selected and it will be Surrendered and Cancelled with the transaction, and it will not be eligible for Reissuance.

6. Registration

Registration Complete

Surrender Seller Plate. ⓘ

- 7. Upon checkout of the Title application, the Seller’s plate (and Registration) is available for Reissuance to another vehicle.
- 8. Navigate to the Seller’s Customer Account page to confirm that the plate was kept successfully. Jump to the “Reissue Plate” (Page 4) section below for instructions around Reissuance.

Keeping a Plate for Reissuance from the Manage Page

1. Navigate to the Manage page of the vehicle whose plate is desired to be kept by clicking the ‘Manage’ dropdown on either the Vehicle Summary page or the specific vehicle tile on the Customer Account page, and then clicking ‘Cancel’.
 - a. This shortcut loads the Manage page with the Registration Action set to “Cancellation”.
2. Click the Reason dropdown, and the click “Customer Request; Voluntary Return”.
3. Once clicked, the new “Surrender Plate” checkbox is displayed.
 - a. **Leave the checkbox blank to keep the plate**. This is the default selection and should generally remain unchecked.
 - i. KAVIS will automatically check and disable the checkbox in circumstances where a plate cannot be kept (such as when the Seller Registration is Expired).

The screenshot shows the 'Manage' page for a 2004 JEP GRANDCH. The interface includes a breadcrumb trail: search > Customer Account > Manage. A 'Resume Transaction' button is in the top right. The main content area is divided into sections: Owner(s), Title, License Plate, and Ad Valorem. The Title section shows 'Active - Title Issued' status, title number 190240370028, and 'Out-of-state' type. The License Plate section shows 'University of Kentucky' type and plate number 7159ht. The Registration section shows 'Active' status, 'Last Registration Date: 01/06/2024', 'Registration Action' set to 'Cancellation', 'Add Duplicate' set to 'No', and 'Reason' set to 'Customer Request; Voluntary Return'. A 'Surrender Plate' checkbox is present and unchecked. A comments field is also visible. At the bottom right, it shows 'Customer Request; Voluntary Return: \$0.00' and 'Total Due: \$0.00'. 'Cancel' and 'Add To Cart' buttons are at the very bottom.

4. Enter the required comments and then click the ‘Add To Cart’ button, and proceed through the completion of the transaction.
5. Upon checkout of the Cancellation, this plate is now available for Reissuance to another vehicle.
6. Navigate back to the Customer Account page.

7. The Customer Account page will display the 'Plates' section and the plate just kept will be present.

Reissue Plate

1. The Customer Account page will display any plate that is associated with the Account that is available to be Reissued in a new 'Plates' section, just above the 'Vehicles' section.
 - a. The 'Plates' section will ONLY display if there is a plate available to be Reissued.

The screenshot shows the 'Customer Account' page. At the top, there's a navigation bar with 'Customer Account' and a 'Resume Transaction' button. Below the navigation bar, there are buttons for 'Edit', 'View', 'Unmerge', 'Notes', and 'Financial History'. An 'Action Center' box contains two alerts: 'The Physical address not verified by USPS' and '2004 JEP GRANDCH is Ready for Registration Renewal.' The 'Plates (2)' section contains a table with the following data:

Plate #	Plate Type	Reg. Status	Expiration Date
ANF020	Bluegrass State IGWT	Active	05/31/2024
BBV407	10000#	Active	03/31/2024

The 'Vehicles (5)' section has buttons for 'Renew All', 'Renew Selected', 'Select By Type', 'New Title', 'Pers. Plates', 'Temp. Tags', and 'Go to List View'. A 'Filter By' dropdown is set to 'Alerts'. There are five vehicle cards, each with a 'Manage', 'Title', and 'View' button. The vehicles are:

- 2015 FORD TRANSIT (Title #: 233620375012, Application, Reg: Active)
- 2008 TOYOTA SCION (Title #: 233580565001, Application, Reg: Title Only)
- 2004 JEP GRANDCH (Title #: 190240370028, Active - Title Issued, Reg: Active)
- 1995 TOYO CELICA (Title #: 233620375009, Application, Reg: Active)
- 1984 CHEV CAMARO (Title #: 233630375045, Application, Reg: Title Only)

2. Click on the 'Manage' dropdown button of any vehicle whose Registration is in a 'Title Only' or 'Cancelled' status and then click on "Other" (the primary rule is that there cannot be an Active plate already on the vehicle—if there is, you must Cancel that plate before you can Reissue a separate plate to it).
3. On the Manage page, click the Registration Action dropdown and select "Reissue".
 - a. If the "Reissue" option is not present in the Registration Action dropdown, then the Manage Vehicle (this is the one whose page you are on) is not eligible to have a plate Reissued to it (if you had accidentally chosen a vehicle that already has a plate on it, for example).

Manage



Search > Customer Account > Manage

1984 CHEV CAMARO

Owner(s)

Title

Title Status: Application
 Title Number: 233630375045
 Title Type: Transfer

Registration

Registration Status: Title Only Last Registration Date: 12/29/2023

Registration Action: Select One *

Add Duplicate: Select One

First Time
 Ad Valorem Payment
 Reissue
 Print Only

License Plate

Plate Type:

Plate #:

4. Once clicked, the Plate Type field will open, and here you will enter the Plate # of the plate meant to be Reissued and then press Enter or click away.
 - a. At this point, KAVIS will ping the ITI Inventory system to fetch the details of the plate, including the Plate Type, which will automatically populate in the Plate Type field.
 - b. KAVIS will also cross-reference our own information about the plate to ensure that the Owner(s) associated with the Manage Vehicle is the same as the Owner associated with the Reissue Plate.
 - i. If KAVIS finds that the Reissue plate does not belong to the Owner of the Manage Vehicle, a pop-up will display informing the clerk that the Plate # entered is not eligible for Reissuance by this Customer.
 - c. Once the information is confirmed and matches the Owner, the page will be ready to proceed with the other required fields' data entry, and the Reissue fees will be loaded in the bottom-right area.
 - i. The State Plate Reissue Fee is \$2.00
 - ii. The Clerk Plate Reissue Fee is \$9.00

[Background about fees: the fees now include an additional \$8.00 compared to AVIS. This \$2.00 State Fee and \$6.00 Clerk Fee come from what used to be part of the Title Transfer fees. Per KRS 186.190, the Seller is responsible for covering the cost of transferring a Registration from one vehicle to another. AVIS was built without the ability to distinguish between the Seller and Buyer dues within single transactions and so lumped them together without distinction. This largely left the Buyer responsible for these fees. Since Registrations no longer transfer to other Customers, those fees have been removed in our Title flows and are correctly attributed to the party who is moving the Registration to a different vehicle. The previous \$3.00 Clerk Fee for Reissuance also still applies, but it is now combined into a single unit to make the \$9.00 total.]

Title

Title Status: Active - Title Issued
 Title Number: 190240370028
 Title Type: Out-of-state

License Plate

Plate #: *
 Plate Type: *

Registration

Registration Status: Active
 Last Registration Date: 01/06/2024
 Registration Action: *
 Expiration Date: 05/31/2024
 Add Duplicate: *
 Registration Length: Short Long *
 Insurance Status: Uninsured
 Proof Type: *
 Policy Type: *
 I attest that the customer has presented proof of insurance and that it has been scanned into PODD. *

Ad Valorem

State Plate Reissue Fee: \$2.00
 Clerk Plate Reissue Fee: \$9.00

Total Due: \$11.00

5. Complete the required information and then click the 'Add To Cart' button to complete the transaction.
6. If you want to Renew the Registration for the Reissued plate, you must complete the Reissue transaction completely, and then navigate back to the Customer Account and complete a separate Renewal transaction.
 - a. This is a system limitation inherent to KAVIS processing due to how our Registration records are constructed in order to reduce the complexity of Reversals.

A plate may also be Reissued within the following Title flows:

1. Kentucky Transfer
 2. Certificate of Origin
 3. Out of State Transfer
 4. Other 1st
 5. Rebuilt - Transfer
 6. Rebuilt - Out of State Transfer
 7. Forced Registration
 8. Vehicle Type Correction
 9. Repo - New Buyer Transfer
 10. Repo - Lienholder Transfer
 11. Update (when Title Only—functionality not available at launch)
 12. Duplicate (when Title Only—functionality not available at launch)
1. On the Registration step of the above NTA flows, click the Registration Action dropdown and then click "Reissue".
 2. Once clicked, the Plate Type field will open, and here you will enter the Plate # of the plate meant to be Reissued and then press Enter or click away.
 - a. At this point, KAVIS will ping the ITI Inventory system to fetch the details of the plate, including the Plate Type, which will automatically populate in the Plate Type field.

- b. KAVIS will also cross-reference our own information about the plate to ensure that the Buyer(s) associated with the Title Vehicle is the same as the Customer associated with the Reissue Plate.
 - i. If KAVIS finds that the Reissue plate does not belong to the Buyer of the Title Vehicle, a pop-up will display informing the clerk that the Plate # entered is not eligible for Reissuance by this Customer.
 - c. Once the information is confirmed, the page will be ready to proceed with the other required fields' data entry, and the Reissue fees will be display on the page.
 - i. The State Plate Reissue Fee is \$2.00
 - ii. The Clerk Plate Reissue Fee is \$9.00
3. Just like within the Manage workflow, if you want to Renew the Registration of the Reissue plate you must complete the transaction in its entirety and then navigate back to the Customer Account page and complete a Renewal transaction.