



Reversals

Updated January 2024



KAVIS Reversals Overview:

- This manual assumes that you are familiar with standard KY Transfer and Dealer Assignment Title process flows in KAVIS and understand how Registrations, Liens, and Ad Valorem payments work in KAVIS. Please complete the 'basic' functionality training before Reversals.
- Unlike AVIS, in KAVIS the actions you take on the NTA Bubbles are editable until you process payment and finalize checkout. This means in KAVIS when you make a mistake prior to checkout, you may simply return to the NTA bubble and correct the mistake without the need to perform a 'backout'.
- Generally speaking, you may Reverse an action within 2 years of the transaction.
- **If you are Reversing a Title Action after the title has printed, you must contact MVL to make them aware so that they 'Undo' the title in NMVTIS.**


1. Start from the Vehicle Summary page of the vehicle associated with the action being reversed:

The screenshot displays the KAVIS Vehicle Summary page for a 2024 Mercedes-Benz S. The page includes a navigation bar with the KAVIS logo and a 'Vehicle Summary' title. A warning banner at the top indicates it is a practice site. The main content area shows a 'Chain of Ownership' table with one entry for John Bridges Clayton. Below this are sections for 'Title' and 'Registration Information'. A red 'Reversal' dropdown button is visible in the top right corner of the main content area.

Customer ID	Driver License	Customer Name	SSN/FIN	Address	County of Residence	Begin Tax Exempt Date
014439947	C18147996	CLAYTON, JOHN BRIDGES	xxx-xx-9669	107 WATSON CT, FRANKFORT, KY 40601-2611	FRANKLIN	

Title Information:
Status: Application
Type: Original
Title #: 233610565001
State Fee: \$3.00
Clerk Fee: \$6.00
Usage Tax: \$8,551.20
Usage Tax Description: Affidavit of Total Consideration

Registration Information:
Status: Active
Type: First Time
Reg. Date: 12/27/2023
Exp. Date: 05/31/2024
County: JEFFERSON
Plate Type: Unbridled Sport
Plate #: 020RJN
Plate Action: Issue
Gross Weight: PC
Comments:
State Vehicle Registration Fee: \$5.75
KYTC Vehicle Registration Fee: \$3.50
Clerk Vehicle Registration Fee: \$6.00

2. In the top right of the VS page, you'll see the red  dropdown button.

Reversal ▾

Clerk Error
Customer Request
PVA Ad Valorem Adjustment
Use/Usage/Sales Tax Only

3. Select an eligible option from the dropdown. 'Clerk Error' and 'Customer Request' work the same way. 'PVA Ad Valorem Adjustment' would be used to Reverse a standalone Ad Val payment. The option is greyed out in this example because there was no Ad Val payment in the example being used. 'Use/Usage/Sales Tax Only' option is used to make adjustments to Use/Usage/Sales taxes.
4. For this example we'll select 'Clerk Error' to enter 'Reversal Mode':

Vehicle Summary

YOU ARE IN REVERSAL MODE

2024 MERCEDES-BENZ S

Viewing 1 of 1 Titles

Owner(s) Chain of Ownership

Title

Status: Application

Type: Original

Title #: 233610565001

Action Date: 12/27/2023

Description: First Time Title and Registration

Reverse Title Action

State Fee: \$3.00

Clerk Fee: \$6.00

Usage Tax: \$8,551.20

Usage Tax Description: Affidavit of Total Consideration

Registration Information

Status: Active

Type: First Time

Reg. Date: 12/27/2023

Exp. Date: 05/31/2024

County: JEFFERSON

Plate Type: Unbrided Spirit

Plate #: 020RJN

Reg. Exemption: None

Gross Weight: PC

Action Date: 12/27/2023

Description: First Time Title and Registration

Reverse Registration Action

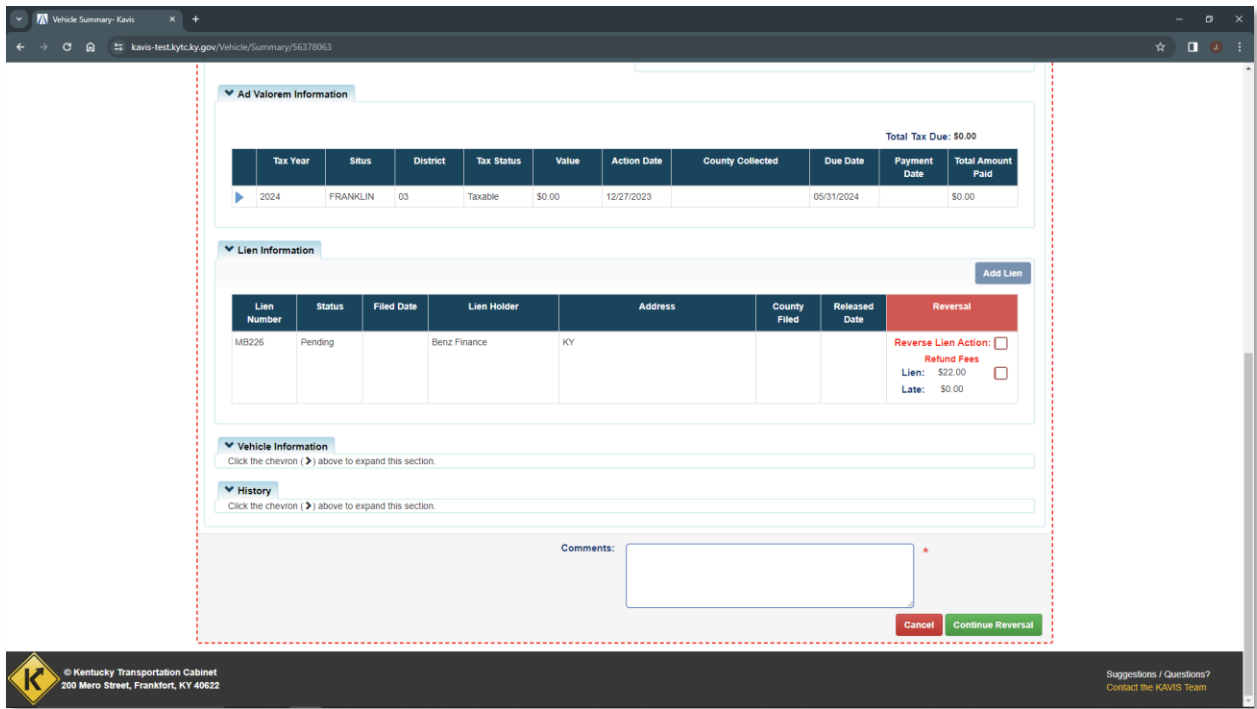
State Vehicle Registration Fee: \$5.75

KYTC Vehicle Registration Fee: \$3.50

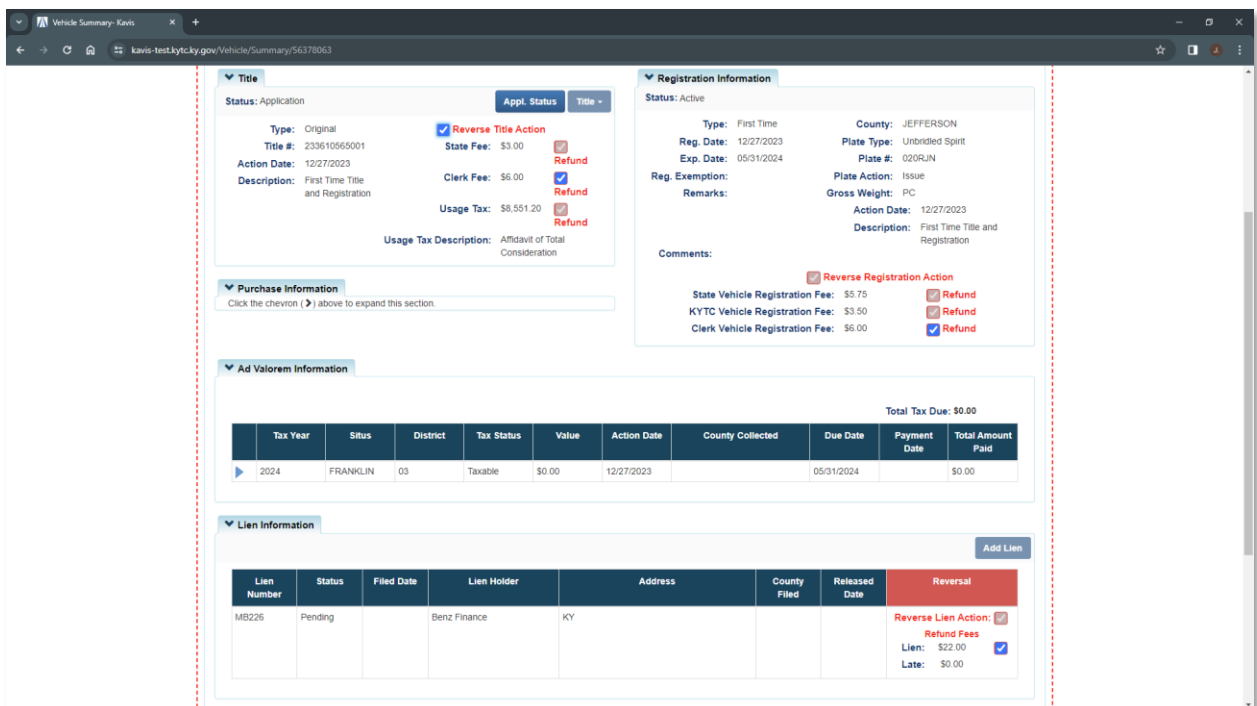
Clerk Vehicle Registration Fee: \$6.00

Total Tax Due: \$0.00

Tax Year	Situs	District	Tax Status	Value	Action Date	County Collected	Due Date	Payment Date	Total Amount Paid
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- Select the checkbox of the item or items KAVIS should Reverse. You see each Section of the Vehicle Summary is expanded to display the actions and fees associated with the **last** transaction. Selecting 'Reverse Title Action' will automatically select all checkboxes:





6. Optional checkboxes will be colored in blue **Refund** so for example if your office does not want to refund the \$6.00 Clerk Fee in the Title Section. You would simply de-select that box:

▼ Title

Appl. Status
Title ▼

Status: Application

Type: Original

Title #: 233610565001

Action Date: 12/27/2023

Description: First Time Title and Registration

Reverse Title Action

State Fee: \$3.00 **Refund**

Clerk Fee: \$6.00 **Refund**

Usage Tax: \$8,551.20 **Refund**

Usage Tax Description: Affidavit of Total Consideration

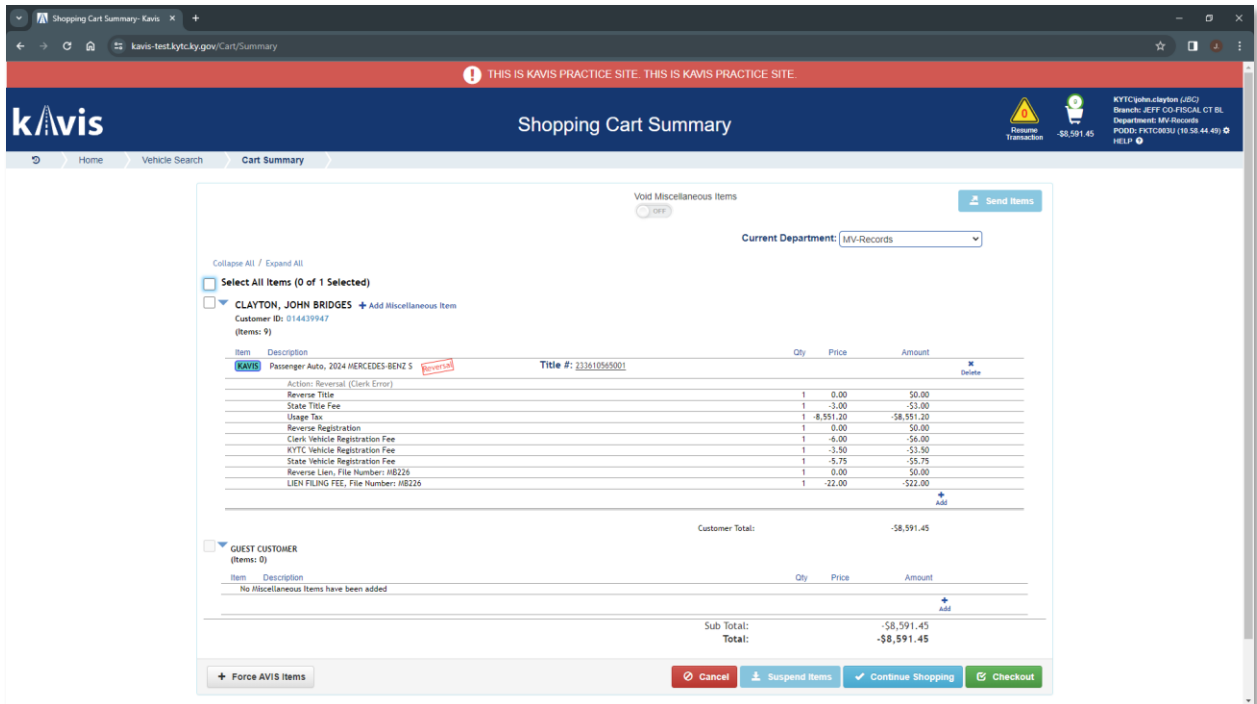
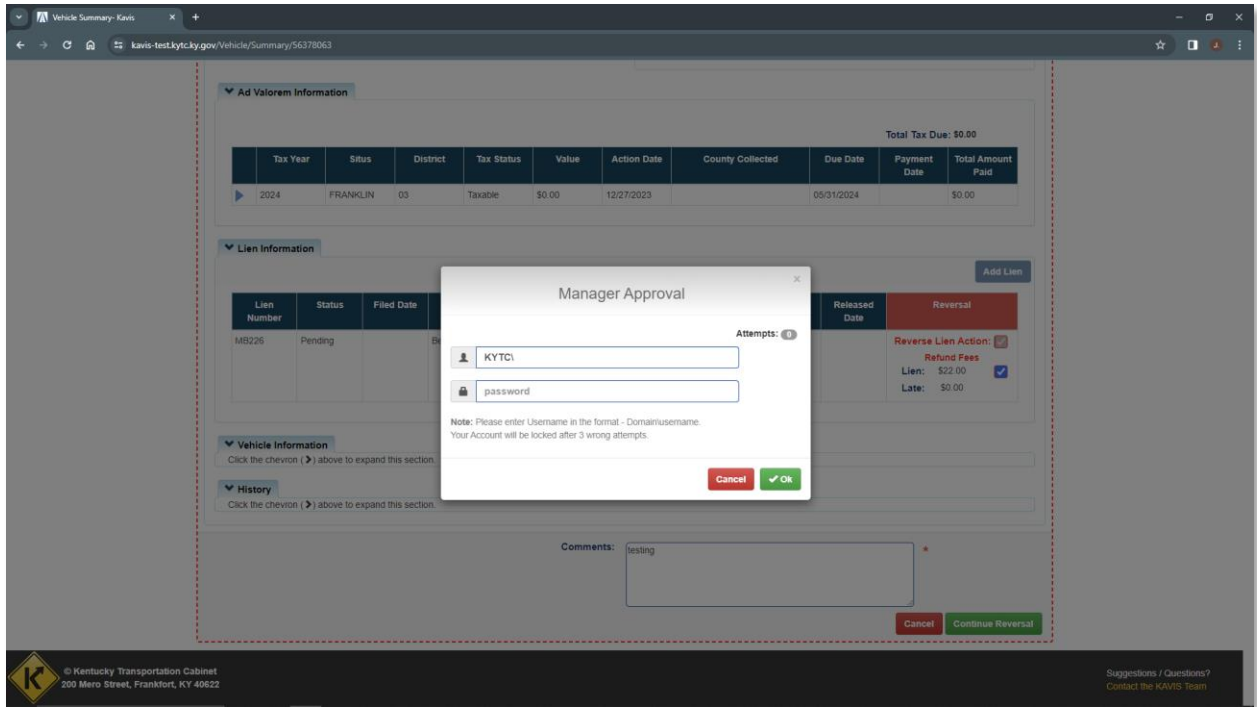
7. When you've made all your selection, enter Comments in the text box and click the green 'Continue Reversal' button. **A pop-up screen is displayed letting you know that Reversed Actions are FINAL after check out. You can't Reverse a Reversal.**

The screenshot shows the 'Vehicle Summary' page in the KAVIS system. A warning pop-up is displayed over the 'Lien Information' section. The pop-up text reads: "Warning: You have elected to Reverse one or more Actions. Please make sure you carefully review the checkboxes before continuing. You will have an opportunity to return to the Reversal flow from the Shopping Cart, however Reversed Actions are FINAL after they are checked out." The pop-up has two buttons: "I understand, Continue" and "Cancel".

In the background, the 'Lien Information' section shows a table with one entry: Lien Number MB226, Status Pending, Filed Date, Lien Holder, Address, County Filed, Released Date, and Reversal. The Reversal section has checkboxes for "Reverse Lien Action" (checked), "Refund Fees" (checked), "Lien: \$22.00", and "Late: \$0.00".

At the bottom of the page, there is a "Comments:" text box containing the word "testing" and a green "Continue Reversal" button.

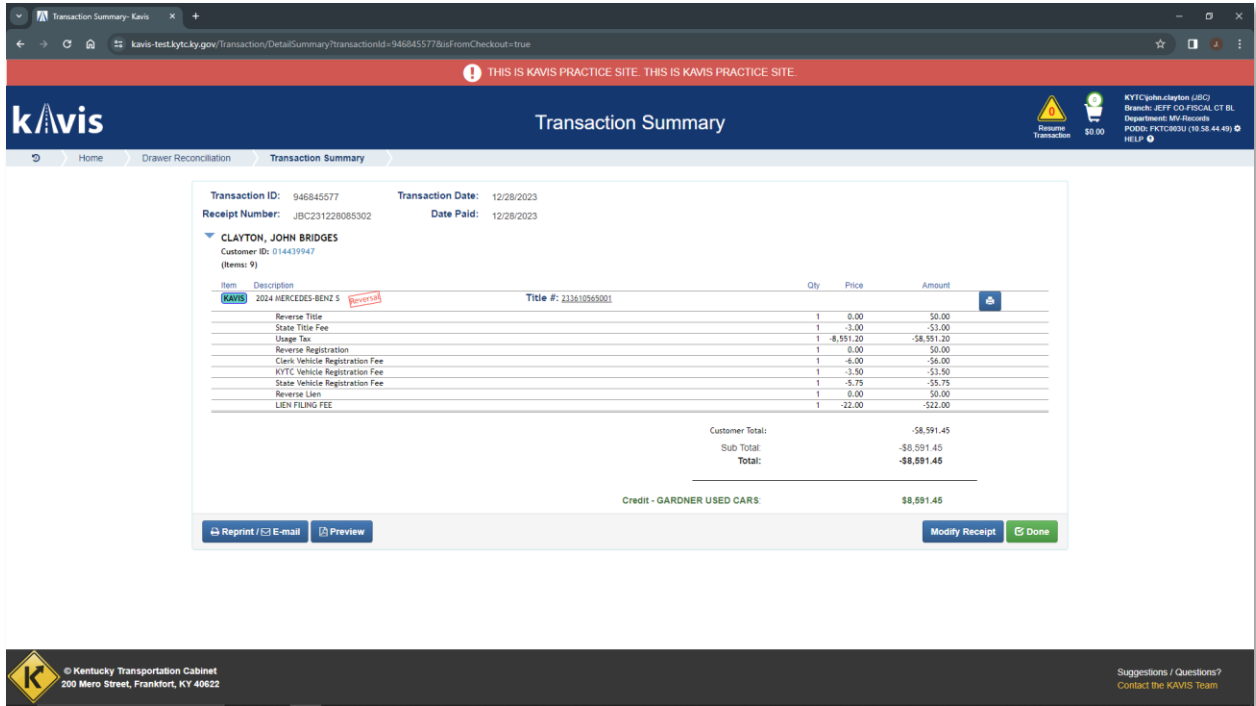
8. Click 'I Understand, Continue' and Manager Approval will be required:



9. Details of the line items being Reversed will appear in the 'Shopping Cart Summary' and dollar amounts being Reversed will appear as negative numbers. Keep in mind in this example we did not Reverse the \$6 Clerk Title Fee, therefore it is not listed in the Summary.

10. Review the 'Shopping Cart Summary' to ensure the items listed are the items you intend to Reverse, as Reversals are permanent.

11. Click the green  button to complete the Reversal.



Transaction Summary

Transaction ID: 946845577 Transaction Date: 12/28/2023
 Receipt Number: JBC231228065302 Date Paid: 12/28/2023

CLAYTON, JOHN BRIDGES
 Customer ID: 014439947
 (Items 9)

Item	Description	Qty	Price	Amount
KAVIS	2024 MERCEDES-BENZ S			
	Reverse Title	1	0.00	\$0.00
	State Title Fee	1	-3.00	\$3.00
	Usage Tax	1	-8,591.20	-\$8,591.20
	Reverse Registration	1	0.00	\$0.00
	Clerk Vehicle Registration Fee	1	-6.00	\$6.00
	KYTC Vehicle Registration Fee	1	-3.50	\$3.50
	State Vehicle Registration Fee	1	-5.75	\$5.75
	Reverse Lien	1	0.00	\$0.00
	LIEN FILING FEE	1	-22.00	\$22.00

Customer Total: -\$8,591.45
 Sub Total: -\$8,591.45
 Total: -\$8,591.45

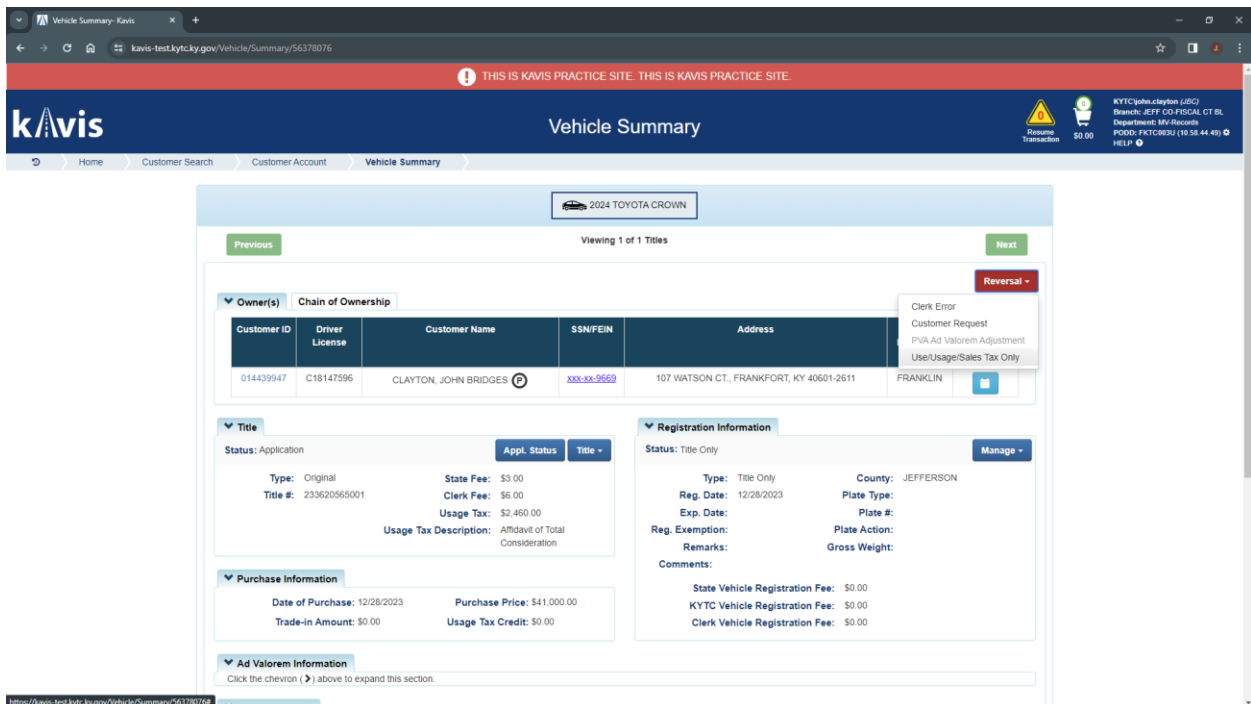
Credit - GARDNER USED CARS: \$8,591.45

Buttons: Reprint / E-mail, Preview, Modify Receipt, Done

12. The Reversal is complete.

Use/Usage/Sales Tax Only:

- Suppose you need to only make an adjustment to the amount of Usage Tax collected. Select the 'Use/Usage/Sales Tax Only' option from the Reversal dropdown:



Vehicle Summary

2024 TOYOTA CROWN

Viewing 1 of 1 Titles

Owner(s) Chain of Ownership

Customer ID	Driver License	Customer Name	SSN/FEIN	Address	FRANKLIN
014439947	C18147596	CLAYTON, JOHN BRIDGES	xxx-xx-9669	107 WATSON CT., FRANKFORT, KY 40601-2611	FRANKLIN

Title

Status: Application Appl. Status Title -

Type: Original State Fee: \$3.00
 Title #: 233620565001 Clerk Fee: \$6.00
 Usage Tax: \$2,450.00
 Usage Tax Description: Affidavit of Total Consideration

Registration Information

Status: Title Only Manage -

Type: Title Only County: JEFFERSON
 Reg. Date: 12/28/2023 Plate Type:
 Exp. Date: Plate #:
 Reg. Exemption: Plate Action:
 Remarks: Gross Weight:
 Comments:

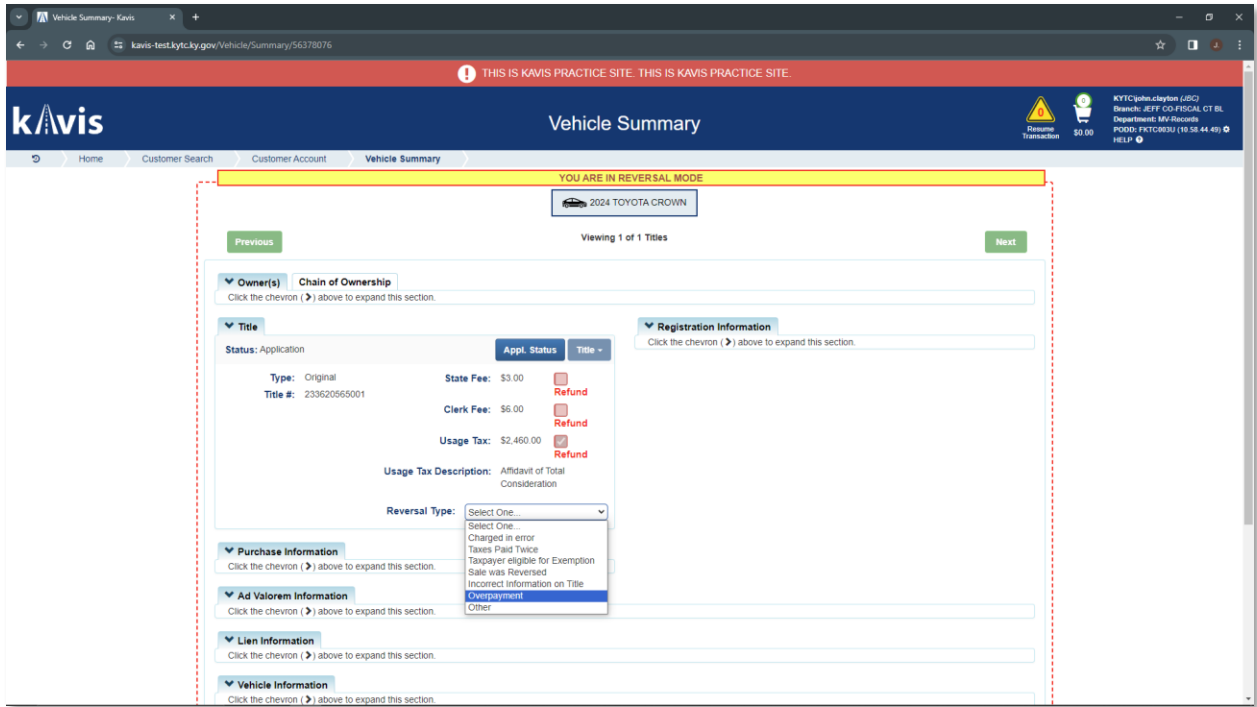
Purchase Information

Date of Purchase: 12/28/2023 Purchase Price: \$41,000.00
 Trade-in Amount: \$0.00 Usage Tax Credit: \$0.00

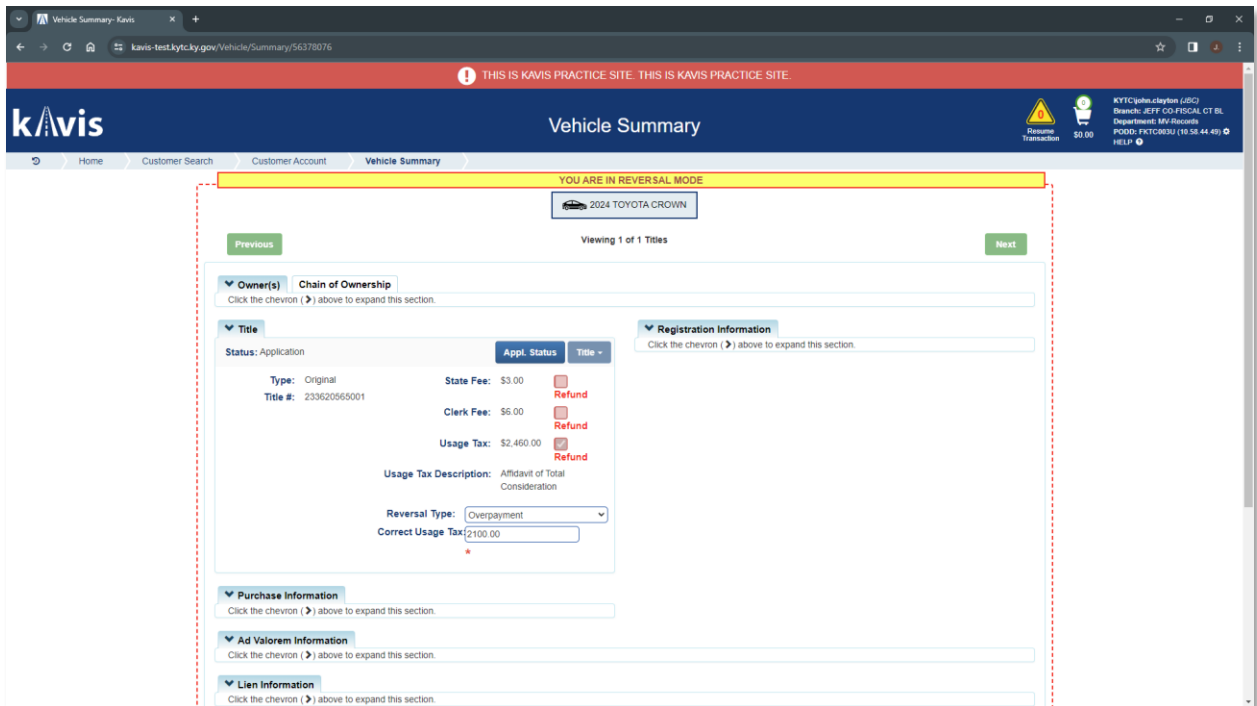
Ad Valorem Information

Click the chevron (v) above to expand this section.

Reversal dropdown menu options: Clerk Error, Customer Request, PVA Ad Valorem Adjustment, Use/Usage/Sales Tax Only



- In the Reversal Type dropdown select 'Overpayment' and manually enter the correct tax amount:



- This example will refund \$360 of overpayment to the Customer ($\$2,460 - \$2,100$)

Shopping Cart Summary - Kavis

THIS IS KAVIS PRACTICE SITE. THIS IS KAVIS PRACTICE SITE.

kavis Shopping Cart Summary

Home Customer Search Cart Summary

Void Miscellaneous Items Send Items

Current Department: (MV-Records)

Select All Items (0 of 1 Selected)

CLAYTON, JOHN BRIDGES + Add Miscellaneous Item
Customer ID: 014439947
(Items: 1)

Item	Description	Qty	Price	Amount	Delete
KAVIS	Passenger Auto, 2024 TOYOTA CROWN				X
	Action: Reversal (Use Tax Only) (Overpayment)	1	-360.00	-\$360.00	
	Usage Tax				
				Customer Total:	-\$360.00

GUEST CUSTOMER (Items: 0)

Item	Description	Qty	Price	Amount
No Miscellaneous Items have been added				

Sub Total: -\$360.00
Total: -\$360.00

+ Force AVIS Items Cancel Suspend Items Continue Shopping Checkout

Kentucky Transportation Cabinet

Type here to search

Suggestions / Questions? 9:38 AM 12/29/2023

4. Click the green  button to continue, like other Reversals.