

Current Issues and Workaround in KAVIS:

1. **Issue:** Repossessions cannot be processed as speed titles.
Workaround: If a speed title is required, use “Kentucky Transfer” as the title action.
2. **Issue:** Printing the completed VTR is not available.
Workaround: Continue as you have been, fill out the application manually, and scan it into PODD.
3. **Issue:** Clerks cannot collect standalone fund donations in KAVIS.
Workaround: Customers can donate via web renewal or go directly to the agency.
4. **Issue:** 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.
5. **Issue:** Clerks will select a Use tax description for travel and camping trailers.
Workaround: Below is DOR’s guidance of the mapping of Usage tax to Use tax codes.
 - UU – AF, NW, 81, 90, N9, GT, RT, MN, OR, HD, PT U5 – DA, DE, DR
 - U1 – PC, GP, HW U8 – Credit for sales tax paid out-of-state (Attach copy of receipt)
 - U2 – KY, LO, US UC – KT, MI, SC, TC
 - U3 – CO, NC, TU, WL NA – UD
 - U4 – CR, CS, CH, ED, IN, MX, RD, RP NS – Not applicable
6. **Issue:** 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.
7. **Issue:** Update/duplicate title actions for boats always require delinquencies to be paid. In some cases, update/duplicate titles for vehicles will require that delinquencies are paid.
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.
8. **Issue:** Organizations cannot be merged. This is true even for organizations that use a Social Security Number.
Workaround: N/A. 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.
9. **Issue:** KAVIS requires that Customers have a First Name.

Workaround: None

10. **Issue:** Living Trust Customer type is not available.

Workaround: Use Customer type= Organization and Organization Type = Sole-Proprietorship when creating an Organization Account in KAVIS.

11. **Issue:** Converting an Organization to an Individual Customer type will fail.

Workaround: Leave Customer type as-is and continue action. Notify KAVIS Support if the customer type must be converted.

12. **Issue:** EV/Hybrid fees should be collected as Misc. fees in the same shopping cart as the registration renewal (VERY IMPORTANT).

Workaround: N/A – the above is the workaround. -You should 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.

13. **Issue:** Renewing on the Bulk Processing page is not available.

Workaround: Use the vehicle search and registrations to the Shopping Cart through the Manage dropdown selection “Renewal”.

14. **Issue:** ‘Renew All’ and ‘Renew Selected’ from the Customer Account page is not available.

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.

15. **Issue:** If a vehicle type is “Unknown” the registration cannot be cancelled.

Workaround: Process an ‘Update-Vehicle Type Correction’ application and the registration will be cancelled. MVL can Surrender the title, contact them for the needed paperwork.

16. **Issue:** KAVIS is not enforcing only Driver’s License or SSN for titling ID requirements.

Workaround: This should be enforced via a business process, per MVL guidance.

17. **Issue:** Cylinder value greater than zero is required for electric vehicles.

Workaround: Enter “1” cylinder so that the field is not blank.

18. **Issue:** Sales tax cannot be collected in some Rebuilt title actions.

Workaround: Collect Usage tax and notify DOR that sales tax was unable to be collected.

19. **Issue:** Editing from the Shopping Cart for Ad Valorem payments may not work.

Workaround: Delete the Ad Valorem payment from the Shopping Cart and re-add it.

20. **Issue:** 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.

21. **Issue:** Some Released Liens were not imported to KAVIS. The Data Cleansing and Conversion Team is working to analyze and resolve this problem.

Workaround: The "RL" (Released Lien Inquiry) screen in AVIS is still available.

22. **Issue:** 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.

Workaround: 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.

23. **Issue:** 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.

24. **Issue:** 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.

25. **Issue:** Plates that were Canceled/Excepted in AVIS with plan to be Reissued in KAVIS may produce an error when this action is attempted.

Workaround: None. Contact KAVIS Support if you encounter this.

26. **Issue:** If a Registration is in a status of “Reversed”, Clerks will not be able to perform a First Time or Reissue action for this title.

Workaround: None. Complete the title application and the Customer may return when KAVIS has resolved this issue.

27. **Issue:** County of Residence cannot set a Pending Lien to Filed status for the Lessee of a Vehicle.

Workaround: Add a new Lien with the same information with a Filed status.

28. **Issue:** Reprints of master dealer plate decals cannot be done.

Workaround: None

29. **Issue:** Any Dealer Assignment title, where the previous title has a 2025 tax segment, being transferred will fail at checkout.

Examination: The clerk will need to check the Ad Valorem section on the previous title's Vehicle Summary Page, to see if there is an existing 2025 tax segment if they cannot checkout a Title Transfer.

Workaround: PVA needs to mark the 2025 untaxable.

30. **Issue:** Cannot add a Manufactured Home Rebuilt Title to the shopping cart.

Workaround: None

31. **Issue:** When there is VIN less than 17 characters, a clerk cannot process any title actions. Checkout will fail for these transactions.

Workaround: None

32. **Issue:** In some cases, NMVTIS is pulling in the wrong style for a motorcycle and clerks are unable to change the style.

Workaround: None, keep the style and perform the action.

33. **Issue:** 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.

34. **Issue:** In cases where the Dealer Assignment titles that have taxable segments that are not supposed to be there, will fail at checkout.

Workaround: The PVA will need to mark the incorrect taxable year non-taxable.

35. **Issue:** Salvage Multi-Dealer Assignment action not working.

Workaround: Do multi-dealer assignment as individual salvage transfers.

36. **Issue:** Cannot checkout in Out of State transfer when reissuing a plate. This action fails at checkout.

Workaround: Complete the Out of State transfer as title only. In a separate transaction, reissue the plate on Manage page.

37. **Issue:** If the title is surrendered, clerk will not be able to reverse that surrendered action.

Workaround: None

38. **Issue:** Historic Plate fees are calculating wrong.

Workaround: None

39. **Issues:** In some cases, you are unable to 'Reactivate' registrations or titles.

Workaround: None. Please send the KAVIS team specific example of these transactions at KAVIS@ky.gov.