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Rules for Issuing Disabled Placards

Rules for Issuing Blue Disabled Placards to Individuals

- Good for 6 years.
 - Must have a doctor's note or other documentation.
 - Expires the last day of the individual's birth month.
- 1st Placard free.
- 2nd Placard \$10.
- KAVIS will print a PODD receipt with a decal to be placed inside the white box at the bottom of the placard.
 - $\circ~$ Decal identifies the Placard Number and Expiration Date ightarrow



- Replacements for damaged placards that are brought back in are free.
- Replacements for all other reasons are \$10.
- **Renewals** are no longer an option, simply issue a new placard.
 - If they want to 'renew' before their current placards expire, you will need to inactivate their current placards before issuing new ones with new documentation.

Rules for Issuing Temporary Disabled Placards to Individuals

- Good for 3 months.
 - o Must have a doctor's note or other documentation
- No cost.
- No 2nd placard, only 1 temporary placard per individual.
- Same replacement rules as stated above for the blue disabled placard.

Rules for Issuing Blue Disabled Placards to Organizations

- Red temporary parking placards are not available for Organizations.
- Good for 6 years.
 - Expires the last day of the Organization's incorporation month.
- 1st placard is free.
- Each subsequent placard is \$10.
 - For example: If an organization orders 5 placards, they will be charged \$40.00.
- Same replacement rules as stated above for issuing a blue disabled placard to an individual.

Suspending Placards from the Shopping Cart

- KAVIS will not allow you to suspend placards from the Shopping Cart into the Resume Transaction queue. If the transaction needs to be cancelled, the placard(s) must be issued again from the Customer's Profile page.

Decal Reprint

- Decals can be reprinted by selecting the printer icon on the Transaction Summary page.

Issuing Disabled Parking Placards to an Individual

Issuing One Blue Placard

1. From a Customer Account Page, click Issue Disabled Placard

| /YER, ANDY t#:001181889 | Edit View | Action Center | |
|--|-----------------------------------|---|---------------------------|
| 5 Caneyville Rd JNDHILL, KY 42275 ne: (270) 286-8772 | Financial History | 1988 SEA RAY SEVILLE is Ready for Registration Renewal. | |
| ehicles | | | |
| Boats (1) | Renew All (1) Renew Selected (0) | N | w Title Switch to List Vi |
| ® | Р | | |
| 1988 SEA RAY SEVILLE Title#: 072570310012 | KY0438KN Active - Title Issued | | |
| Transfer | Reg: Active | | |
| Manage | e → Title → View | | |
| | | | |
| isabled Placards | | | |
| ssue Disabled Placard | | | |

- 2. Check either "Application signed by physician?" or "County Clerk attests applicant is disabled?", ensuring that the correct documentation is on file.
 - a. Select the type of disabled placard to issue.
 - b. Enter any comments that may be helpful and click Add.
 Note: Comments become a permanent part of the record, so professional content is recommended.
 - c. Review the placard information being issued and click Add To Cart.
 - d. If you would like to remove the placard at this time, select **Remove**.
 - e. **Or Cancel** will also remove the placard and return you to the Customer Account Page.

| | 2. | Application signe County Clerk atte | d by physician? sts applicant is disabl | led? | | |
|-----------------------|------------|--|--|-----------------------|--------|----------|
| | a | Ġ. | Ġ. | Ġ. | | |
| | Comments | Application signed by Dr. | Jonathan Bryant | | | |
| | b | O Add | | | | |
| Disabled Placard Bein | g Issued | | | | | |
| Placard Type | Issue Date | Expiration Date | Price | Authorized Placard(s) | Action | |
| 6 | 11/27/2018 | 05/31/2024 | 0.00 | 1 of 2 | issue | Remove 🗲 |
| | | | | | | |

Go to Table of Contents

- 3. Once in the Shopping Cart, you can either.
 - a. O Cancel will remove the placard from the cart.
 - b. **Suspend Items** is NOT an option, KAVIS will not allow you to suspend placards from the Shopping Cart.
 - c. Continue Shopping to return to the Home Page, keeping this in the Shopping Cart.
 - d. Checkout to move to Checkout and finish the transaction.
 - Reference the Point of Sale Manual for info on Checking Out from the Shopping Cart.

| | Void Miscellaneous Items | \$ Payoff Debits |
|--|--------------------------|----------------------------------|
| | Current Departm | MOTOR VEHICLES |
| Collapse All / Expand All | | |
| Select All Items (0 of 1 Selected) | | |
| UWYER, ANDY + Add Miscellaneous Item Customer ID: 001181889 (Items: 1) | | |
| Item Description | Qty | Price Amount a. |
| Cisabled Parking Placard (Blue) - Issue | 1 | 0.00 \$0.00 + x Add Delete |
| | Customer Total: | \$0.00 |
| UEST CUSTOMER (Items: 0) | | |
| | Sub Total: | \$0.00 |
| | Total: | \$0.00 |
| + Force AVIS Items | ⊘ Cancel ± Suspend Ite | ms 🗸 Continue Shopping 🕑 Checkor |
| | a. b. | c. d. |

- 4. Upon completing the transaction, a PODD decal receipt will print.
 - Place the decal on the placard inside the white box:

| COMMONY DISABLE | VEALTH OF KE D PLACARD RE | NTUCKY CEIPT | 02/ 202 47-00 | 29 24 1645 | | |
|-----------------------------|------------------------------|-----------------------------|--|--|-------------------------|----------------|
| Customer Type INDIVIDUAL | Customer Number 6819016 | Placard Number 47-001645 | Placard Type BLUE Placard 1 of 2 | Placard Action ISSUE | | |
| | | | | Placard Fee \$0.00 Amount Pa \$0.00 | PLACARD N EXPIRATION | UMBE N DATE |

Issuing a Second Blue Placard

For a Customer that already has 1 active blue placard and would like another:

- 1. On the customer account page, the previously assigned placard on file will appear at the bottom of the screen.
 - a. Select Issue Disabled Placard.

| st#.00118188 | 9 | Edit View | | Act | on Center | | | | | | |
|--------------------------------|----------------------------------|--------------------------------------|-----------------|-----------|---------------|----------------|---------------|----------------|----------|-----------|----------------|
| 75 Caneyville I KUNDHILL KY | Rd 42275 | Financial History | | 8 | 1988 SE | A RAY SEVILL | E is Ready fo | Registration R | enewal, | | |
| one: (270) 286 | 5-8772 | | | | | | | | | | |
| /ehicles | | | | | | | | | | | |
| Boats | s (1) Renew | w All (1) Renew | Selected (0) | | | | | | New | Title Swi | tch to List Vi |
| | 0 | P 🗌 | 1 | | | | | | | | |
| 1988 SEA F | AY SEVILLE | KY0438KN | | | | | | | | | |
| Titlew. 0725 Transfer | 70310012 | Active - Title Issued Reg. Active | | | | | | | | | |
| | Manage - | Title - View | | | | | | | | | |
| | | | | | | | | | | | |
| | | | | | | | | | | | |
| Disabled Pla | cards. | | | | | | | | | | |
| | ed Placard | | | | | | | | | | |
| Issue Disable | Contraction of the second second | | | | - Andrewski - | Provide states | Status | Authorized | Sec | | |
| issue Disable Trans ID | Control Number | Placard Type | Placard Year | Placard # | Date | Date | | Placard(s) | Comments | | |

- 2. You will not be able to select either checkbox at the top, the information will remain the same as the 1st placard issued.
 - a. Select the 1st blue disabled placard.
 - b. The highlighted message will appear, "Upon completion of checkout, this customer will have the maximum of two active blue placards.".
 - c. Enter any comments that may be helpful and click Add.
 Note: Comments become a permanent part of the record, so professional content is recommended.
 - d. Review the placard information being issued and click Add To Cart.
 o Notice the \$10.00 fee for the 2nd placard.

 \circ The expiration date of the 2nd will match that of the active placard.

- e. If you would like to remove the placard, select **Remove** next to the specific placard.
- f. Cancel will remove the placards and return you to the Customer Account



- 3. See Step 3 of the '<u>Issuing One Blue Placard</u>' section of this manual for info on the Shopping Cart. Also reference the Point of Sale Manual for info on Checking Out.
- 4. Upon completing the transaction, a PODD decal receipt will print
 - a. Place the decal on the placard inside the white box.

| | | | | | EMPORTANTE REMOVE BETORE ORIVING VEHICLE |
|-----------------------------|-------------------------------|-----------------------------|--|--|--|
| COMMONU DISABLE | VEALTH OF KEI D PLACARD RE | NTUCKY CEIPT wrd | 02/ 202 47-00 | 29 24 1645 | |
| Customer Type INDIVIDUAL | Customer Number 6819016 | Placard Number 47-001645 | Placard Type BLUE Placard 1 of 2 | Placard Action ISSUE | |
| | | | | Placard Fee \$0.00 Amount Paid \$0.00 | |

TRANSPORTATION CABIN

Issuing Two Blue Disabled Placards

1. From a Customer Account Page, click Issue Disabled Placard

| t#001360721 | | | | | |
|-----------------------------------|--------------------------------------|----------------------------------|--------------------------------------|----------------------------------|---------------------------------------|
| Little Creek Rd VOOD, KY 40815 | Financial History | 8 Cu | stomer has 3 vehicles ready fo | r Registration Renewal. | |
| ehicles | | | | | |
| Boats (J) | new All (3) Renew Sel | ected (0) | | Ne | w Title Switch to List V |
| ® | P M 🛄 | | РМ 🗌 | ® | PM |
| 1988 PLAYBUOY OPEN | KY06958D | 1987 DXF BASS | KY0540FB | 1976 PLAYBOUY OPEN | KY0503RV |
| Title#: 172650480011 Update | Active - Title Issued Reg. Active | Title#: 172860480009 Transfer | Active - Title Issued Reg: Active | Title#: 161520480027 Transfer | Active - Title Issued Reg. Expired |
| Manage - | Title - View | Mana | ge - Title - View | Mana | ge - Title - View |
| | | | | | |
| | | | | | |
| isabled Placards | | | | | |
| | | | | | |
| ssue Disabled Placard | | | | | |

- 2. Check either "Application signed by physician" or "County Clerk attests applicant is disabled", ensuring that the correct documentation is on file.
 - a. Select both blue disabled placards.
 - b. The highlighted message will appear, "Upon completion of checkout, this customer will have the maximum of two active blue placards."
 - c. Enter any comments that may be helpful and click Add.
 Note: Comments become a permanent part of the record, so professional content is recommended.
 - d. Review the placard information being issued and click Add To Cart
 o Notice the \$10.00 fee for the 2nd Placard.
 - e. If you would like to remove a placard, select **Remove** next to the specific placard.
 - f. **O Cancel** will remove the placards and return you to the Customer Account Page.

| b. | Upon complet 2. | Application sign County Clerk att | tomer will have the ma ned by physician? tests applicant is disable | ximum of two active blue placards. led? | | |
|--|---|---|---|--|--------------------------|------------------|
| | Comments | Application signed by Dr. A | Andy Dwyer. | | | |
| isabled Placard Beir | ung Issued | O Add | | | | |
| isabled Placard Beir Placard Type | ng Issued Issue Date | Q Add | Price | Authorized Placard(s) | Action | |
| isabled Placard Beir Placard Type | ng Issued Issue Date 03/27/2019 | Add Expiration Date 04/30/2025 | Price 0.00 | Authorized Placard(s) 1 of 2 | Action | Remove |
| isabled Placard Beir Placard Type टुँ टुँ | ng Issued Issue Date 03/27/2019 03/27/2019 | • Add Expiration Date 04/30/2025 04/30/2025 d . | Price 0.00 10.00 | Authorized Placard(s) 1 of 2 2 of 2 | Action Issue Issue | Remove Remove |

- 3. Once in the Shopping Cart, you can either.
 - a. Delete will remove a specific placard from the cart, **O** Cancel will remove both.
 - b. **Suspend Items** is NOT an option, KAVIS will not allow you to suspend placards from the Shopping Cart.
 - c. Continue Shopping to return to the Home Page, keeping this in the Shopping Cart.
 - d. Checkout to move to Checkout and finish the transaction.
 - Reference the Point of Sale Manual for info on Checking Out from the Shopping Cart.

| Curree Collapse All / Expand All Select All Items (0 of 1 Selected) Select All Items (0 of 1 Selected) SwANSON, RONALD JR + Add Miscellaneous Item Customer ID: 001360721 (Items: 2) Item Description Customer ID: 001360721 (Items: 2) Customer Add (Blue) - Issue Customer Total: Customer T | nt Depar | rtment: 🕅 | MOTOR VEHICLES | | ~ | |
|--|----------|-----------|----------------|----------|-------------|-------|
| Collapse All / Expand All Select All Items (0 of 1 Selected) Select All Items (0 of 1 Selected) Select All Items (0 of 1 Selected) Sustained Parking Placed Miscellaneous Item Customer ID: 001360721 (Items: 2) Item Description Disabled Parking Placed (Blue) - Issue Disabled Parking Placed (Blue) - Issue Customer Total: Customer Total | | | | | | |
| Select All Items (0 of 1 Selected) SWANSON, RONALD JR + Add Miscellaneous Item Customer ID: 001360721 (Items: 2) Item Description Item Description Item Disabled Parking Placard (Blue) - Issue Disabled Parking Placard (Blue) - Issue Customer Total: GUEST CUSTOMER (Items: 0) Sub Total: Total: | | | | | | |
| SWANSON, RONALD JR + Add Miscellaneous Item Customer ID: 001360721 (Items: 2) Item Description Image: Disabled Parking Placard (Blue) - Issue Image: Disabled Parking Placard (Blue) - Issue Image: Disabled Parking Placard (Blue) - Issue Customer Total: GUEST CUSTOMER (Items: 0) Sub Total: Total: | | | | | | |
| Customer ID: 001360721 (Item: 2) Item Description Disabled Parking Placard (Blue) - Issue Disabled Parking Placard (Blue) - Issue Customer Total: GUEST CUSTOMER (Items: 0) Sub Total: Total: | | | | | | |
| Item Description Image: Stabled Parking Placard (Blue) - Issue Image: Stabled Parking Placar | | | | | | |
| Item Description Image: Disabled Parking Placard (Blue) - Issue Image: Disabled Parking Placard (Blue) - Issue Image: Disabled Parking Placard (Blue) - Issue Image: Customer Total: GUEST CUSTOMER (Items: 0) Sub Total: Total: Total: | | | | | | |
| Disabled Parking Placard (Blue) - Issue Customer Total: GUEST CUSTOMER (Items: 0) Sub Total: Total: | Qty | Price | Amount | | | _a. |
| Disabled Parking Placard (Blue) - Issue Customer Total: GUEST CUSTOMER (Items: 0) Sub Total: Total: | 1 | 0.00 | \$0.00 | + Add | × Delete | |
| GUEST CUSTOMER (Items: 0) Sub Total: Total: | 1 | 10.00 | \$10.00 | + Add | × Delete | |
| GUEST CUSTOMER (Items: 0) Sub Total: Total: | | | \$10.00 | | | |
| Sub Total: Total: | | | | | | |
| Total: | | | \$10.00 | | | |
| | | | \$10.00 | | | |
| Force AVIS Items O Cancel | | Items | ✓ Continue Sh | oppi | ng 🕑 | Check |
| | Suspend | | 1 | | | |

- 4. Upon completing the transaction, a PODD decal receipt will print.
 - Place the decal on the placard inside the white box.

| | | | | | | CLANT: BEFORE VEHICLE |
|---------------------------------|---|-----------------------------|--|--|---------|-----------------------------|
| COMMONU | VEALTH OF KE D PLACARD RE | NTUCKY CEIPT | 02/ | 29 | | BLED KING CARD |
| and for the use of a provincie. | accessible parking plac person with a disability v Customer Number 6819016 | Placard Number 47-001645 | Placard Type BLUE Placard 1 of 2 | Placard Action ISSUE | した | ン |
| | | | | Placard Fee \$0.00 Amount Paid \$0.00 | PLACARC | NUMBER ION DATE |

Issuing a Temporary Disabled Placard

1. From the customer's account page, select Issue Disabled Placard.

| HEVALIER, MARIANNE ist #.000121298 | Edit View | Action | Center |
|---------------------------------------|----------------------------------|-------------|--|
| 06 Stephenson Mill Rd | Financial History | \$ | Ad Valorem taxes are past due for 1986 STRATOS 179 V 179V. |
| ALTON, KT 41034 | | ® | 1986 STRATOS 179 V 179V is Ready for Registration Renewal. |
| | | | |
| Vehicles | | | |
| Boats (1) | Renew All (1) Renew Selected (0) | | New Title Switch to List Vi |
| | D _ | | |
| | | | |
| Title#: 170930080085 | Active - Title Issued | | |
| Transfer | Reg: Expired | | |
| Manage | - Title - View | | |
| | | | |
| | | | |
| Disabled Placards | | | |
| Issue Disabled Placard | | | |
| | | No Disabled | Placard History found! |

- 2. Check either "Application signed by physician" or "County Clerk attests applicant is disabled", ensuring that the correct documentation is on file.
 - a. Select red disabled placard.
 - b. Enter any comments that may be helpful and click Add
 Note: Comments become a permanent part of the record, so professional content is recommended.
 - c. Review the placard information being issued and click Add To Cart.
 - d. If you would like to remove the placard at this time, select **Remove**.
 - e. **Or Cancel** will also remove the placard and return you to the Customer Account Page.

| | Comments | Application signed by Dr. Is | aac Peterbelle. | a. | | |
|----------------------|------------|------------------------------|-----------------|-----------------------|--------|--------|
| isabled Placard Beir | ng Issued | Evaluation Data | Buies | Authorized Blacerd/c) | Action | |
| | 03/27/2019 | 06/27/2019 | 0.00 | 1 of 1 | Issue | Remove |
| | | | | | | |

- 3. See Step 3 of the '<u>Issuing One Blue Placard</u>' section of this manual for info on the Shopping Cart. Also reference the Point of Sale Manual for info on Checking Out.
- 4. Upon completing the transaction, a PODD decal receipt will print
 - a. Place the decal on the placard inside the white box on the bottom.

| DISABLED PARKING PLACARD |
|-----------------------------------|
| 5 |
| PLACARD NUMBER EXPIRATION DATE |
| |

TRANSPORTATION CABINE DEPARTMENT OF VEHICLE REGULA

Issuing Disabled Parking Placards to an Organization

1. From the Organization's Account Page, select Issue Disabled Placard

| ACTILAUTO SALES AND Edit View | Action Center | |
|---|--|-----------|
| BOAT SALES | | |
| Cust #:001461334 Financial History | 1987 POLAR KRAFT 1651 is Ready for Registration Renewal. | |
| 1170 Cunningham Ln CADIZ, KY 42211 Phone: (502) 522-0050 E-mail: | | |
| Vehicles | | |
| Boats (1) Renew All (1) Renew Selected (0) | New Title Switch to | List View |
| @ P _ | | |
| 1987 POLAR KRAFT 1651 KY0208TB | | |
| Title#: 081071110019 Active - Title Issued | | |
| Manage - Title - View | | |
| Disabled Placards | | |
| Issue Disabled Placard | | |
| | No Disabled Placard History found! | |

- 2. Indicate if an application was received by clicking the "Application Received" check box.
 - This is required if there is not a current application on file.
 - If the new placards are covered by a current application on file, do not check this box. The new placards will have an expiration date that matches the existing application.
 - If this is a new application, any previous placards will stay on their original expiration date and this application will initiate a new 6-year expiration date for the placards issued today.
 - a. Enter the number of placards they are requesting, up to 50 per transaction.
 - Enter any comments that may be helpful and click Add.
 Note: Comments become a permanent part of the record, so professional content is recommended.
 - c. Review the placards being issued.
 - Notice the first placard is free, and each additional placard is \$10.00.
 - d. Review the placard information being issued.
 - e. If you would like to remove the placard at this time, select Remove.
 - f. O Cancel will also remove the placard and return you to the Customer Account Page
 - g. When all placards are added, click Add To Cart



- 3. See Step 3 of the '<u>Issuing One Blue Placard</u>' section of this manual for info on the Shopping Cart. Also reference the Point of Sale Manual for info on Checking Out.
- 4. Upon completing the transaction, a PODD decal receipt will print.
 - b. Place the decal on the placard inside the white box on the bottom.

| | | | | | IMPORTANT: REMOVE REFORE DRIVING VEHICLE |
|---|----------------------------|-----------------------------|--|---|--|
| COMMONU | VEALTH OF KE | NTUCKY CEIPT | 02/ 202 47-00 | 29 24 1645 | DISABLED PARKING PLACARD |
| s vehicle displaying an and for the use of a p or vehicle. Customer Type INDIVIDUAL | Customer Number 6819016 | Placard Number 47-001645 | Placard Type BLUE Placard 1 of 2 | Placard Action ISSUE | 5 |
| | | | | Placard Fee 50.00 Amount Paid \$0.00 | PLACARD NUMBER EXPIRATION DATE |

TRANSPORTATION CABINE DEPARTMENT OF VEHICLE REGULA

Reprinting a Decal

There are 2 ways to get started.

- 1. From the Customer Account Page, click the 'Trans ID' next to the decal to be reprinted
 - a. This will take you to the Transaction summary Page in step 3.

| Cust #:00118188 | 9 | | | Acti | ion Center | | | | | | |
|--|---|---------------------------------|-----------------------|----------------------------|-----------------------------|----------------------------------|------------------|------------------------------------|----------|------------------|---------------|
| 2375 Caneyville F ROUNDHILL, KY Phone: (270) 286 | Rd 7 42275 F S-8772 | inancial History | | ® | 1988 SE | A RAY SEVILL | E is Ready fo | r Registration R | enewal. | | |
| Vehicles | | | | | | | | | | | |
| Boats | s (1) Renew | All (1) Renew | Selected (0) | | | | | | New | Title Swi | tch to List V |
| | R | P |] | | | | | | | | |
| 1988 SEA F | RAY SEVILLE | KY0438KN | | | | | | | | | |
| Transfer | A A | Reg: Active | | | | | | | | | |
| | | | | | | | | | | | |
| | Manage 🗸 📑 | Title - View | | | | | | | | | |
| | Manage | Title + View | | | | | | | | | |
| Displied Pla | Manage - · | Title + View | | | | | | | | | |
| Disabled Pla | Manage ~ | Title - View | | | | | | | | | |
| Disabled Plan | Manage ~ 7 | Title - View | | | | | | | | | |
| Disabled Pla Issue Disable Trans ID | Manage ~ · · · · · · · · · · · · · · · · · · | Title - View Placard Type | Placard Year | Placard # | lssue Date | Expiration Date | Status | Authorized Placard(s) | Comments | | |
| Disabled Pla Issue Disable Trans ID 024346887 | Manage ~ * rcards ed Placard Control Number 19-086-008-0-DP-00001 | Title - View Placard Type C. | Placard Year 47 | Placard # 087970 | Issue Date 03/27/2019 | Expiration Date 05/31/2025 | Status Active | Authorized Placard(s) 1 of 2 | Comments | ₽ Replace | ∳ Inactiv |

OR

- 2. From a Receipt Search results click **Recall** to reprint the decal.
 - a. **Preview Receipt** will open a PDF of the receipt if that is all you need to print.

| Showing 1 to 4 of 4 entries | | | | Q Display Search Criteria |
|-----------------------------|------------------------|------------------------|-----------------|---------------------------|
| Receipt Number | Date - Time Paid | Processed by User Name | a. | 2. |
| LPJ190327081955 | 03-27-2019 08:20:00 AM | Jebsen, Lara | Preview Receipt | Recall |
| LPJ190327084014 | 03-27-2019 08:41:00 AM | Jebsen, Lara | Preview Receipt | Recall |

- 3. From the Transaction Summary Page, click the printer icon 🕒 to reprint the decal.

 - b. Preview will open a PDF of the receipt.
 - c. See the '<u>Issuing a Refund for a Placard</u>' section of this manual for what to do from the Modify Receipt

| 11ansaction iD. 024346887 | Transaction Date: | 03/27/2019 | | | | |
|--|-------------------|------------|---------------------------------------|-----|-------|----------------|
| Receipt Number: LPJ190327081955 | Date Paid: | 03/27/2019 | | | | |
| | | | | | | |
| Customer ID: 001181889 | | | | | | |
| (Items: 1) | | | | | | |
| Item Description | | | | Qty | Price | Amount |
| Disabled Parking Placard (Blue) | | Year: 47 | Item Number: 087970 | 1 | 0.00 | \$0.00 |
| | | | Issue Date: 03/27/2019 | | | |
| | | | Expiration Date: 05/31/2025 | | | 3. |
| | | | Clerks Initials: LPJ | | | |
| | | | Control Number: 19-086-008-0-DP-00001 | | | |
| | | | Customer Total: | | | \$0.00 |
| | | | Sub Total: | | | \$0.00 |
| | | | Total: | | | \$0.00 |
| 🖨 Reprint / 🖂 E-mail 🛛 🖾 Preview | | | | | | Modify Receipt |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| Finon | sial Dessint | | × | | | |
| Finan | cial Receipt | | × | | | |
| Finan | cial Receipt | | × | | | |
| Finan- | cial Receipt | | × | | | |
| Finan Print Only D Print and E-mail | cial Receipt | | × | | | |
| Prins Only D Prins Only D Print and E-mail D E-mail only | cial Receipt | | × | | | |
| Print Only Print and E-mail Demail only Customer E-Mail: | cial Receipt | | × | | | |
| Finan Print Only Print and E-mail Demail only Sustomer E-Mail: | cial Receipt | | × | | | |
| Print Only Print and E-mail Demail only Justomer E-Mail: | cial Receipt | | × | | | |

Replacing a Placard

Replacing a Disabled Placard includes a charge to the Customer of \$10. If it has been damaged AND returned to the Clerk's Office, there is no charge.

1. From the Customer Account page, click $\stackrel{\text{\tiny $\overrightarrow{$\extrm{ce}$}}}{\to}$ next to the placard to be replaced.

| ust # 00136072 74 Little Creek F | Rd | it View | | Acti | ion Center Custome | r has 3 vehicle | es ready for P | legistration Ren | ewal. | | |
|--|--|---|-----------------------|-------------------------|---|----------------------------------|-----------------|------------------------------------|--------------------|-------------|--------------------------|
| Vehicles | 5 (J) Renew A | II (3) Renew | (Selected (0) | | | | | | New | Title Switz | to List V |
| | 8 | PM [| - | | | P | M | ® | | | PM |
| 1988 PLAYI Tille#: 1726 | BUOY OPEN i50480011 Act | KY06958D we - Title Issued | 1987 C Title# | XF BASS 172860480009 |) | KY05 Active - Title I | 540FB Issued | 1976 PLAYBOU Title#: 16152048 | Y OPEN 10027 | Active - 1 | KY0503RV fille Issued |
| Update | Manage - Tr | Reg. Active | Taron | er | Manage + | Title - V | /iew | Transfer | Manage | - Title - | View |
| Update Disabled Pla Issue Disable Trans ID | Manage - Tr reards ed Placard Control Number | Reg: Active de - View Placard Type | Piacard Year | Placard # | Manage + | Expiration Date | Status | Authorized Placard(s) | Manage | ret | View |
| Update Disabled Pla Issue Disable Trans ID 024346897 | Manage - Tr neards ed Placard Control Number 19-006-008-0-DP-00003 | Placard Type | Piacard Year 47 | Placard # 087975 | Manage + Issue Date 03/27/2019 | Expiration Date 04/30/2025 | Status | Authorized Placard(s) 1 of 2 | Manage Comments | Fille - | g: Expired View |

- 2. Select the reason for replacement from the dropdown menu and type any useful comments in the comment box.
 - Replacement of a damaged placard is free if it is returned.
 Follow your county clerk's operating procedures for disposing of or archiving the damaged placard.
 - o All other reasons for replacement will be charged \$10.00
 - a. Enter any helpful comments and click O Add.
 - Note: Comments become a permanent part of the record, so professional content is recommended.
 - b. If you would like to remove the placard at this time select Remove.
 - c. You can replace the other placard by clicking Replace.
 - d. Cancel will also remove the placard(s) and return you to the Customer Account Page.
 - e. When all necessary placards have been removed, click E Add To Cart.

| Custo P Replace Disab | mer Number: 001360721 Iacard Year: 47 Med Placard Reason for Replace 2. | Select Repla Lost Stolen Other | Customer Nam Numbe ce Reason | e: SWANSO | N, RONALD J | R | | | | |
|---|---|---|------------------------------------|-------------------------------|---|--|----------------------------|--|----------------------|--|
| Disabled Plac: Placard Tyj | Comments a. ard Being Issued pe Previous | G Add | Expiration | 1 Date | Price | Au | athorized Pl | scord(s) | Action | |
| ځ | Placard 087976 | 03/27/2019 | 04/30/20 | 025 | 0.00 | | 2 of 2 | | Replace | Remove |
| | | | | | | | | | | |
| V Disabled Pla | Control Number | Placard | Placard P | Placard # | Issue | Expiration | Status | Authorized | Comments | |
| Disabled Pla Trans ID | Control Number | Placard Type | Placard P Year | Placard # | Issue Date | Expiration Date | Status | Authorized Placard(s) | Comments | с. |
| Disabled Pla Trans ID 024346897 | Control Number | Placard Type | Placard P Year 47 | Placard # 087975 | Issue Date 03/27/2019 | Expiration Date 04/30/2025 | Status Active | Authorized Placard(s) 1 of 2 | Comments P | C. ≓ Replace ∲ Inactivate |
| Disabled Pla Trans ID 024346897 | Control Number 19-085-008-0-DP-00003 19-085-008-0-DP-00004 | Placard Type | Placard P Year 47 47 | Placard # 087975 087976 | Issue Date 03/27/2019 03/27/2019 | Expiration Date 04/30/2025 04/30/2025 | Status Active Active | Authorized Placard(s) 1 of 2 2 of 2 | Comments | C. ≓Replace ∲ Inactivate ≓Replace ∳ Inactivate |

- 3. See Step 3 of the '<u>Issuing One Blue Placard</u>' section of this manual for info on the Shopping Cart. Also reference the Point of Sale Manual for info on Checking Out.
- 4. Upon completing the transaction, a PODD decal receipt will print.
 - a. Place the decal on the placard inside the white box.



Inactivating a Placard

Inactivating a Disabled Placard will not issue a refund. It can be reactivated as long as it is done within the original expiration date.

1. From the Customer Account Page, click **f** Inactivate next to the placard you wish to inactivate.

| DWYER, AND Cust #:00118188 1375 Caneyville F ROUNDHILL, KY Phone: (270) 286 | Y Ed 9 Rd 42275 Fir 8772 | it View | | Acti | on Center 1988 SE | A RAY SEVILLI | E is Ready for | Registration Re | enewal. | | |
|---|---|--|-----------------|-----------|----------------------|--------------------|----------------|--------------------------|----------|-------------|----------------|
| Vehicles Boats | (1) Renew A | ll (1) Renew | Selected (0) |] | | | | | New | Title Switc | h to List View |
| 1988 SEA F Title#: 0725 Transfer | AY SEVILLE 70310012 Act Manage - Ti | P KY0438KN ive - Title Issued Reg: Active tle - View | | | | | | | | | |
| Disabled Pla Issue Disable | cards d Placard | | | | | | | | | | |
| Trans ID | Control Number | Placard Type | Placard Year | Placard # | lssue Date | Expiration Date | Status | Authorized Placard(s) | Comments | | |
| 024346887 | 19-086-008-0-DP-00001 | <u>&</u> | 47 | 087970 | 03/27/2019 | 05/31/2025 | Active | 1 of 2 | = | ≓ Replace | ✤ Inactivate |
| 024346893 | 19-086-008-0-DP-00002 | Ġ. | 47 | 087972 | 03/27/2019 | 05/31/2025 | Active | 2 of 2 | = | ≓ Replace | ✤ Inactivate |

2. Enter any useful comments (they are required) and click Continue
* This is not a refund and it cannot be reversed.

| Previous Comments: | Application signed by Dr. Ronald | Swanson. | |
|--------------------------|----------------------------------|----------------------------------|---------------------|
| Reason for Inactivating: | Inactivating comment here. | Comment from issuing the placard | * |
| | | | ⊘ Cancel ✓ Continue |

3. The placard will now have the status of 'Inactive'.

| Disabled Pla | cards ed Placard | | | | | | | | | | |
|--------------|-----------------------|-----------------|-----------------|-----------|---------------|--------------------|----------|--------------------------|----------|------------------|--------------|
| Trans ID | Control Number | Placard Type | Placard Year | Placard # | lssue Date | Expiration Date | Status | Authorized Placard(s) | Comments | | |
| 024346893 | 19-086-008-0-DP-00002 | હ | 47 | 087972 | 03/27/2019 | 05/31/2025 | Active | 1 of 2 | = | ≓ Replace | 🗲 Inactivate |
| 024346887 | 19-086-008-0-DP-00001 | <mark>Ġ.</mark> | 47 | 087970 | 03/27/2019 | 05/31/2025 | Inactive | 1 of 2 | | | |

See the '<u>Reactivating a Placard</u>' section of this manual on how to reactivate a placard that has been Inactivated.

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Reactivating a Placard

Reactivating a Disabled Placard can be done if the placard has been previously inactivated and it is still within the original expiration date.

1. From a Customer Account Page, click **Freactivate**.

| WYER, AND | Y Ed | it View | | Act | ion Center | | | | | | |
|--|------------------------------|--|-----------------------|------------------------------|-----------------------------|--------------------|------------------|------------------------------------|----------|-----------|------------------|
| 75 Caneyville I JUNDHILL, KY 10ne: (270) 286 | Rd 42275 Fin +8772 | ancial History | | (8 |) 1988 SI | EA RAY SEVILL | E is Ready fo | or Registration R | tenewal. | | |
| Vehicles | | 1.40 D B | 0-1 | | | | | | Groot | | |
| Boats | Renew Al | P | Selected (0) | | | | | | New | Title Sw | tch to List view |
| 1988 SEA R Title#: 0725 Transfer | IAY SEVILLE 70310012 Acti | KY0438KN ve - Title Issued Reg: Active | | | | | | | | | |
| | Manage + Tit | le - View |] | | | | | | | | |
| Disabled Pla | cards | | | | | | | | | | |
| | | | | | | | | | | | |
| Issue Disable | ed Placard | | and the second second | and the second second second | | The second second | | - Harrison and the | | | 1 |
| Issue Disable Trans ID | control Number | Placard Type | Placard Year | Placard # | lssue Date | Expiration Date | Status | Authorized Placard(s) | Comments | | |
| Issue Disable Trans ID 024346893 | Control Number | Placard Type | Placard Year 47 | Placard # 087972 | Issue Date 03/27/2019 | Expiration Date | Status Active | Authorized Placard(s) 1 of 2 | Comments | ≓ Replace | 🕈 Inactivate |

- 2. A pop-over will appear with all comments entered for this placard.
 - a. Enter a reason for reactivating and click **Continue**.

| Previous Comments: | Application signed by Dr. Rona | ald Swanson Inactivating Comme | ent will be here. |
|--------------------------|--------------------------------|--------------------------------|--------------------------|
| Reason for Reactivating. | Reactivating comment here. | 7 | |
| | | Comment from | Comment from |
| | | issuing the placard | inactivating the placard |
| | | | |
| | | | `a. |
| | | | |

- 3. The placard's status will now be 'Active'.
 - a. Hovering over the **F** icon will show you all comment that have been entered for the placard.

| sue Disable | ed Placard | | | | | | | | Application signed by | | |
|-------------|-----------------------|-----------------|-----------------|-----------|---------------|--------------------|--------|----------------------|--|---------|-----------|
| rans ID | Control Number | Placard Type | Placard Year | Placard # | lssue Date | Expiration Date | Status | Authoriz Placard(| Dr. Ronald Swanson. Inactivating Comment will be here. | | |
| 24346912 | 19-086-008-0-DP-00006 | <u>k</u> | 47 | 087985 | 03/27/2019 | 05/31/2025 | Active | 1 of 2 | Reactivating comment here. | Replace | ✓ Inactiv |

Issuing a Refund for a Placard

Issuing a refund for a Disabled Placard can only be done BEFORE the cash drawer that issued the placard is reconciled. Inactivating will not issue a refund, you must perform a reversal from the original receipt.



2. Search for your receipt by using one of the options from the dropdown menu.

| Search By: | Receipt Number Control Number Vehicle Information Transaction ID Check Details ACH Details Date and Time User |
|------------|--|
| | Ø Cancel 📿 Reset Q Search |

3. Click Recall on the correct receipt.

| Showing 1 to 5 of 5 entries | | | ٩ | Display Search Criteria |
|-----------------------------|------------------------|------------------------|-----------------|-------------------------|
| Receipt Number | Date - Time Paid | Processed by User Name | | |
| LPJ190327081955 | 03-27-2019 08:20:00 AM | Jebsen, Lara | Preview Receipt | Recall |
| LPJ190327084014 | 03-27-2019 08:41:00 AM | Jebsen, Lara | Preview Receipt | Recall |
| LPJ190327093133 | 03-27-2019 09:37:00 AM | Jebsen, Lara | Preview Receipt | Recall |

4. Click on Modify Receipt

| Transaction ID: 024346897 | Transaction Date: | 03/27/2019 | | | | |
|--|-------------------|------------|---------------------------------------|-----|-------|----------------|
| eceipt Number: LPJ190327093133 | Date Paid: | 03/27/2019 | | | | |
| - | | | | | | |
| SWANSON, RONALD JR Customer ID: 001360721 | | | | | | |
| (Items: 2) | | | | | | |
| Item Description | | | | Otv | Brice | Amount |
| Disabled Parking Placard (Plue) | | Year: 47 | Item Number: 087975 | 1 | 0.00 | \$0.00 |
| Disabled Parking Placard (Blue) | | | Issue Date: 03/27/2019 | | | |
| | | | Expiration Date: 04/30/2025 | | | |
| | | | Clerks Initials: LPJ | | | |
| | | | Control Number: 19-086-008-0-DP-00003 | | | |
| Disabled Parking Placard (Blue) | | Year: 47 | Item Number: 087976 | 1 | 10.00 | \$10.00 |
| District Farming Factor (bloc) | | | Issue Date: 03/27/2019 | | | |
| | | | Expiration Date: 04/30/2025 | | | |
| | | | Clerks Initials: LPJ | | | |
| | | | Control Number: 19-086-008-0-DP-00004 | | | |
| | | | | | | |
| | | | Customer Total: | | | \$10.00 |
| | | | Sub Total: | | | \$10.00 |
| | | | Total: | | | \$10.00 |
| | | | | | | |
| | | | Cash Payment: | | | \$10.00 |
| | | | | | | |
| B Reprint / D E-mail D Preview | | | | | | Modity Receipt |

5. Select the 'Reversal' checkbox to inactivate that placard(s) and click Continue.

| Transaction ID: 024346897 Transaction Date | 03/27/2019 | | | | | |
|--|------------|---------------------------------------|-----|-------|---------|-------------------|
| ceipt Number: LPJ190327093133 Date Paid | 03/27/2019 | | | | | |
| | | | | | | |
| Customer ID: 001360721 | | | | | | |
| (Items: 2) | | | | | | |
| Item Description | | | Qtv | Price | Amount | |
| Disabled Parking Placard (Blue) | Year: 47 | Item Number: 087975 | 1 | 0.00 | \$0.00 | Reversal |
| | | Issue Date: 03/27/2019 | | | | |
| | | Expiration Date: 04/30/2025 | | | | $\langle \rangle$ |
| | | Clerks Initials: LPJ | | | | > 5. |
| | | Control Number: 19-086-008-0-DP-00003 | | | | |
| Disabled Parking Placard (Blue) | Year: 47 | Item Number: 087976 | 1 | 10.00 | \$10.00 | ✓ Reversal |
| | | Issue Date: 03/27/2019 | | | | |
| | | Expiration Date: 04/30/2025 | | | | |
| | | Clerks Initials: LPJ | | | | |
| | | Control Number: 19-086-008-0-DP-00004 | | | | |
| | | Customer Total: | | | \$10.00 | |
| | | Sub Total: | | | \$10.00 | |
| | | Total: | | | \$10.00 | |
| | | | | | | |
| | | Cash Payment: | | | \$10.00 | Void |
| | | | | | | |
| | | | | | | Cancel Contin |
| | | | _ | | | |

6. Enter a required comment and click <a>Continue.

| | | wiy | 1 1100 7 11 | 1.0 |
|----------------|--|--------|---------------|-------------|
| a Comments: | Void Comments Please enter a reason for void(s). | | * | c c c |
| | | Ø Canc | el 🗸 Continue | > |

7. The change due will reflect the refund from voiding the placard. Click Checkout to proceed to Checkout and refund them however your specific office proceeds with refunds.

| | Void Miscellaneous Items | | \$ Payo | ff Debits | | 💆 Send Ite |
|---|--------------------------|-----------|----------|--------------|----------|-------------|
| | Curren | nt Depart | ment: MO | TOR VEHICLES | | ~ |
| Collapse All / Expand All | | | | | | |
| Select All Items (0 of 1 Selected) | | | | | | |
| SWANSON, RONALD JR + Add Miscellaneous Item | | | | | | |
| Customer ID: 001360721 | | | | | | |
| (Items: 3) | | | | | | |
| Item Description | | Qty | Price | Amount | | |
| Disabled Parking Placard (Blue) - Issue | | 1 | 0.00 | 20.00 | Add | Delete |
| 5 Disabled Parking Placard (Blue) - Issue | | 1 | 10.00 | \$10.00 | + Add | × Delete |
| 🔥 Disabled Parking Placard (Blue) - Backout 👳 | | 1 | -10.00 | -\$10.00 | + Add | × Delete |
| | Customer Total: | | | \$0.00 | | |
| GUEST CUSTOMER | | | | | | |
| (Items: 0) | | | | | | |
| Item Description No Miscellaneous Items have been added | | Qty | Price | Amount | | |
| Ho misedaneous reins nave been added | | | | | + Add | |
| | Sub Total: | | | \$0.00 | | |
| | Total: | | | \$0.00 | | - |
| | Cash Payment | | | \$10.00 | | - 7. |
| | change Due: | | | \$10.00 | - | |

Reference the Point of Sale Manual for info on Shopping Cart options and Checking Out a Refund.

Remittance Report

Remittance Reports are available for a user with a Manager or County Clerk role with the 'Remittance Report' permissions.

| ccess Level: | County Clerk | ~ |
|---------------------|--------------|---|
| Permissions | | |
| Read Only | | Customer Management |
| Customer Inquiry | 1 | Disabled Placards Add/Edit Customer |
| User Managemen | t | Point Of Sale |
| Submit User Rec | uest | POS Reports |
| Title & Registratio | on 1. | POS Manager |
| New Title Applica | ition | Remittance Report - Read Only |
| Lien Management | t | |
| 🔽 Manage Lien - Fi | le | Title Verification |
| Manage Lien - R | elease | Title Transaction Queue - Full Edit |
| Others | | |

1. From the Home Screen, choose Administration







- 2. Click on the box to select the week of the report you would like to see.
 - a. As you hover over a date, the week will highlight in blue.
 - b. The blue triangle will appear on the current date.

| County:BOONE | Week: | | | |], | * | | |
|--------------|-------|------|-------|-------|------|----|----------|----|
| | < | | М | arch | 201 | 9 | | > |
| | # | Mo | Tu | We | Th | Fr | Sa | Su |
| | 9 | 25 | 26 | 27 | 28 | 1 | 2 | 3 |
| | 10 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| | 2 11 | 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| | d. 12 | . 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| | 13 | 25 | 26 | 27 | 28 | 29 | 30 | 31 |
| | 14 | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| | | | Selec | t Las | t We | ek | <u> </u> |). |

- 3. If your county is not reconciled for the specific week you have chosen, you will not be able to generate a Remittance Report.
 - a. See the 'Reconciling Branches' section of the Customer and User Management Manual for guidance on how to do this.

| County is not reconciled for the | Week of 2019-03-25 - 2019-03-31! |
|----------------------------------|--|
| County:BOONE | Week: (013) (03/25/2019) - (03/31/2019 |
| | |

4. You can change the week you are viewing.

| County:BOONE | Week: (013 (03/25/2019 | - 03/31/2019 | * | | View Report |
|---------------------------------|------------------------|--------------|-----------|---------------|----------------|
| Branch: BURLINGTON | a | | | | 7. |
| Inventory Item | | Count | State Fee | | Total |
| Disabled Parking Placard (Blue) | | | 4 | \$0.00 | \$0.00 |
| Disabled Parking Placard (Blue) | | | 6 | \$8.00 | \$48.00 |
| | | | | Branch Total: | \$48.00 |
| | | | | | WEEK #13 TOTAL |
| | | | | | \$48.00 |
| County Reconciled: 03/29/2019 | | PROCES | SSED | | |

5. click on View Report to open a pdf of the Remittance Report.

| Remittance Report | | | | | | | | |
|---------------------|---------------------------------|---------------------|---------------|---------|--|--|--|--|
| Week Number: | 13 | | | | | | | |
| Day(s) of Business: | 3/25/2019 To: 3/31/2019 | | | | | | | |
| Printed Date: | 4/3/2019 8:09 AM | | | | | | | |
| County: | Boone | County Total: \$48. | | \$48.00 | | | | |
| Branch Name: | BURLINGTON | | | | | | | |
| Account Number | Item Description | Count | State Fee | Total | | | | |
| 95000 | Disabled Parking Placard (Blue) | 4 | \$0.00 | \$0.00 | | | | |
| 95000 | Disabled Parking Placard (Blue) | 6 | \$8.00 | \$48.00 | | | | |
| | | | Branch Total: | \$48.00 | | | | |

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