# DISABLED PLACARD TRAINING MANUAL

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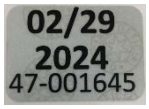
# Rules for Issuing Disabled Placards

## 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.
  - Decal identifies the Placard Number and Expiration Date → 

- **Replacement**
  - 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.
  - 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.

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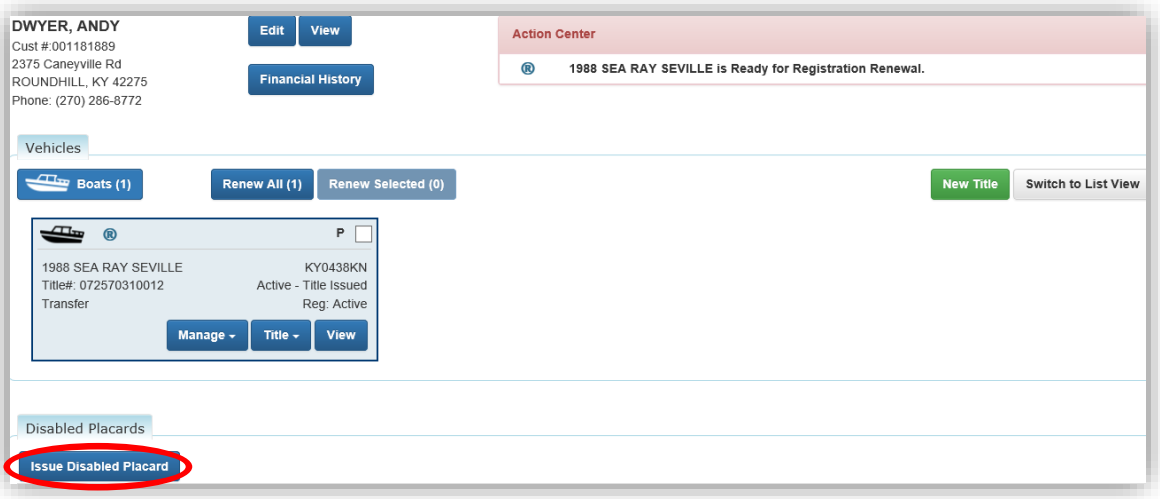
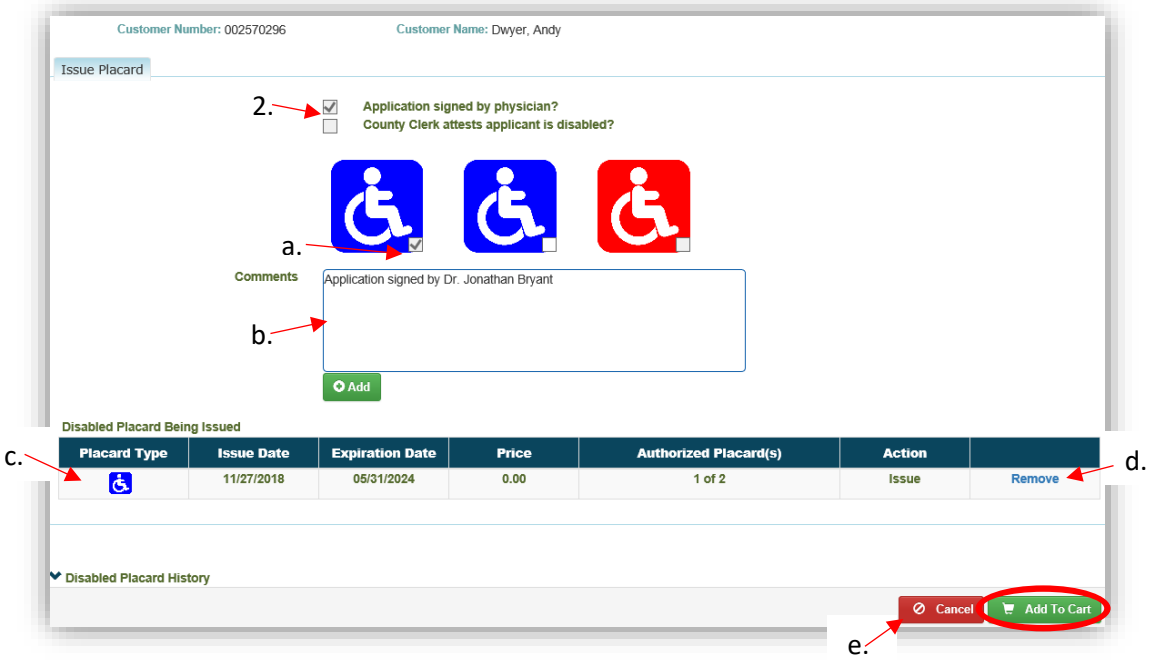
# Issuing Disabled Parking Placards to an Individual

## Issuing One Blue Placard

1. From a Customer Account Page, click **Issue 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. **Cancel** will also remove the placard and return you to the Customer Account Page.

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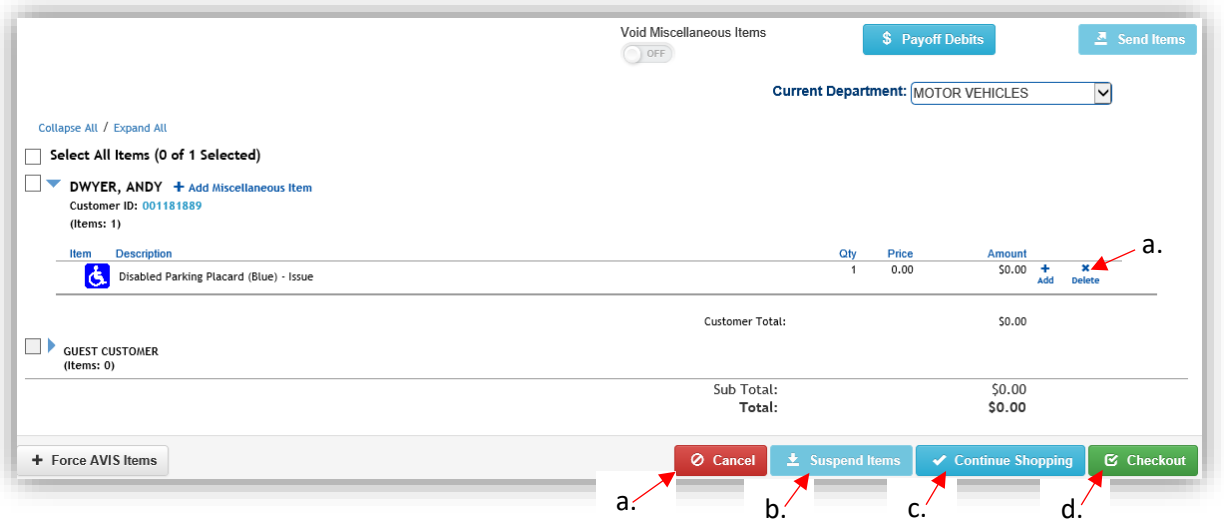
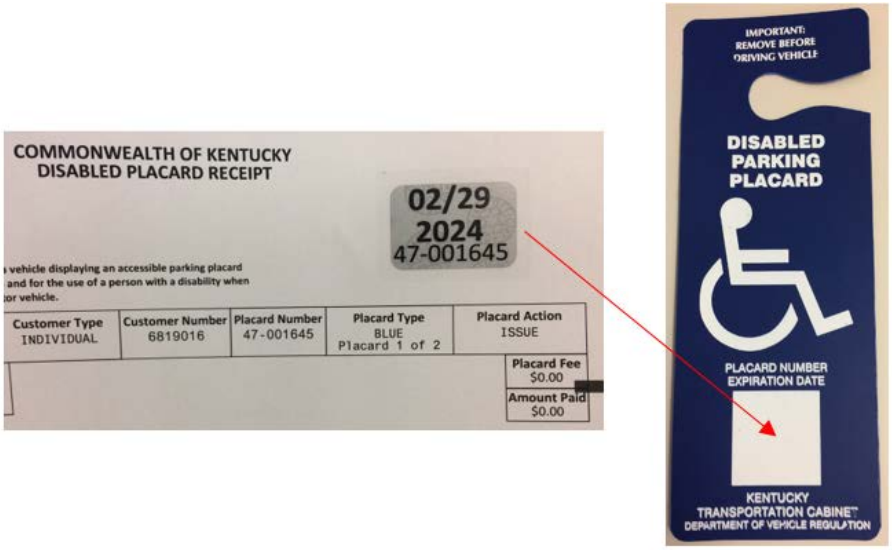
3. Once in the Shopping Cart, you can either.
   a. Cancel will remove the placard from the cart.
   b. Suspend Items is NOT an option, KAVIS will not allow you to suspend placards from the Shopping Cart.
   c. Continue Shopping to return to the Home Page, keeping this in the Shopping Cart.
   d. Checkout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




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

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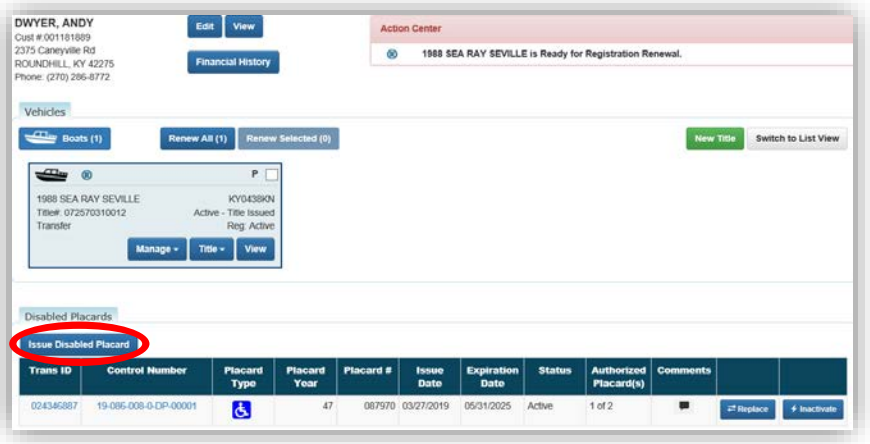
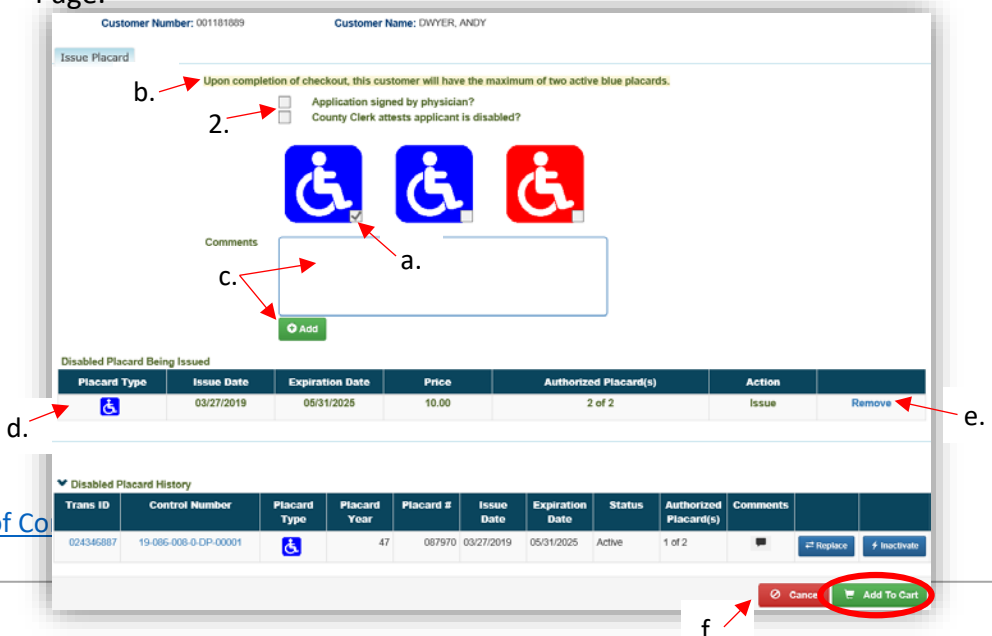
## Issuing a Second Blue Placard

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**.




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**.
        - Notice the $10.00 fee for the 2nd placard.
        - 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 Page.

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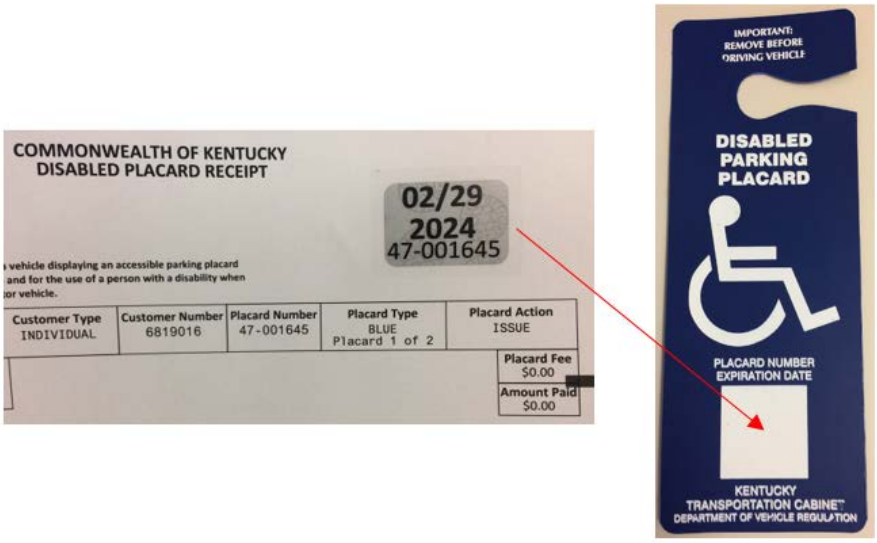
3. See Step 3 of the 'Issuing One Blue Placard' section of this manual for info on the Shopping Cart. Also reference the Point of Sale Manual for info on Checking Out.
4. Upon completing the transaction, a PODD decal receipt will print
    a. Place the decal on the placard inside the white box.

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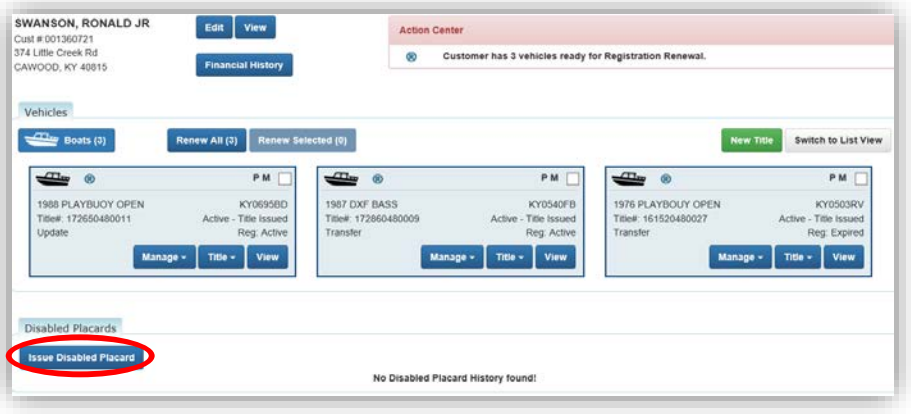
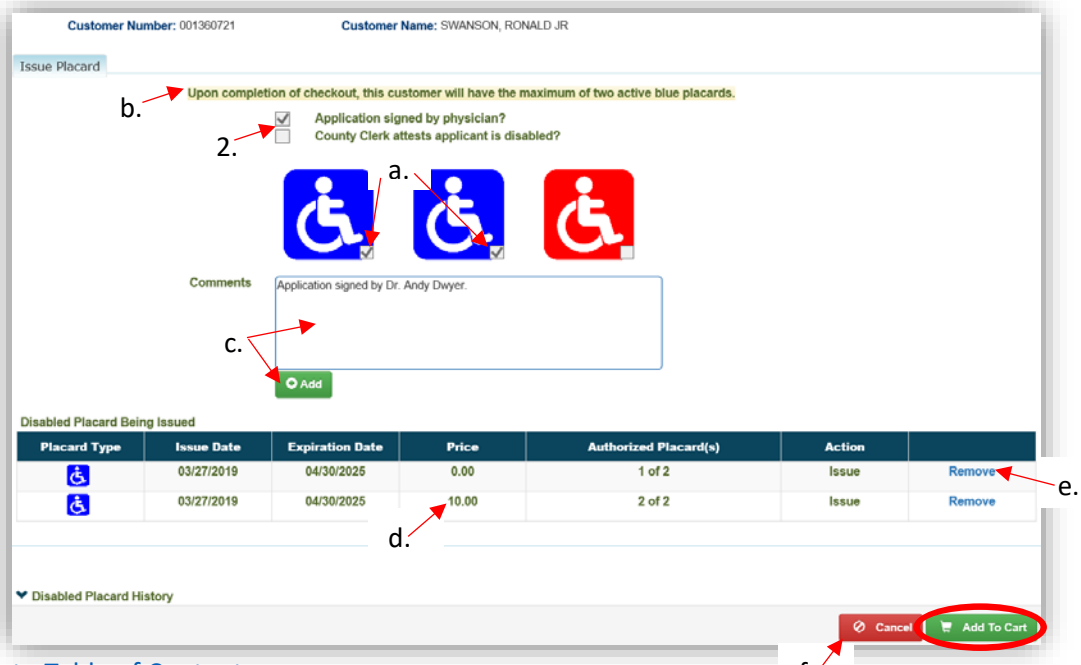
## Issuing Two Blue Disabled Placards

1. From a Customer Account Page, click **Issue 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. **Cancel** will remove the placards and return you to the Customer Account Page.

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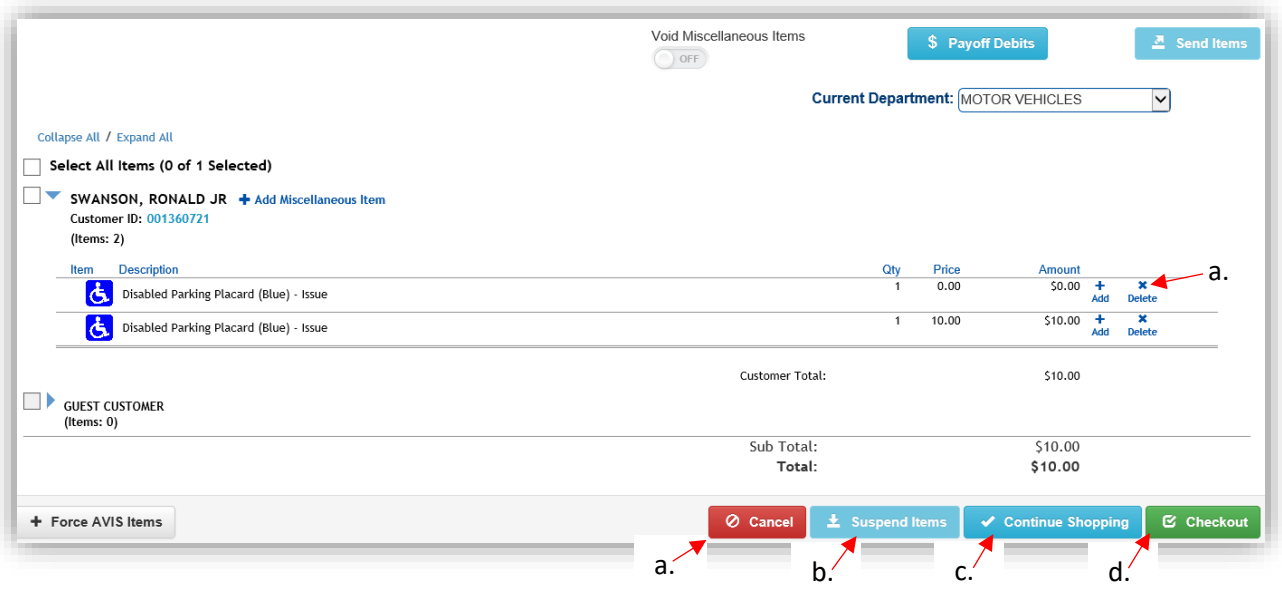
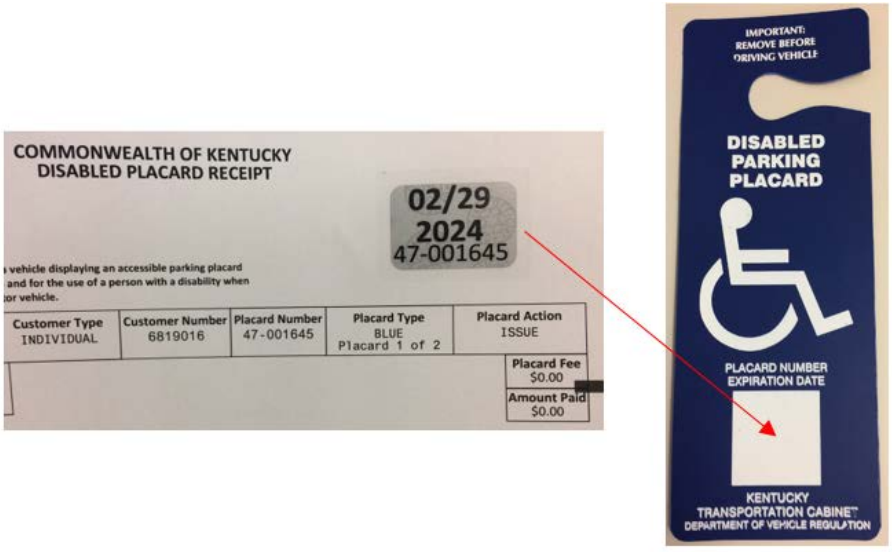
3. Once in the Shopping Cart, you can either.
   a. Delete will remove a specific placard from the cart, Cancel will remove both.
   b. Suspend Items is NOT an option, KAVIS will not allow you to suspend placards from the Shopping Cart.
   c. Continue Shopping to return to the Home Page, keeping this 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.




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

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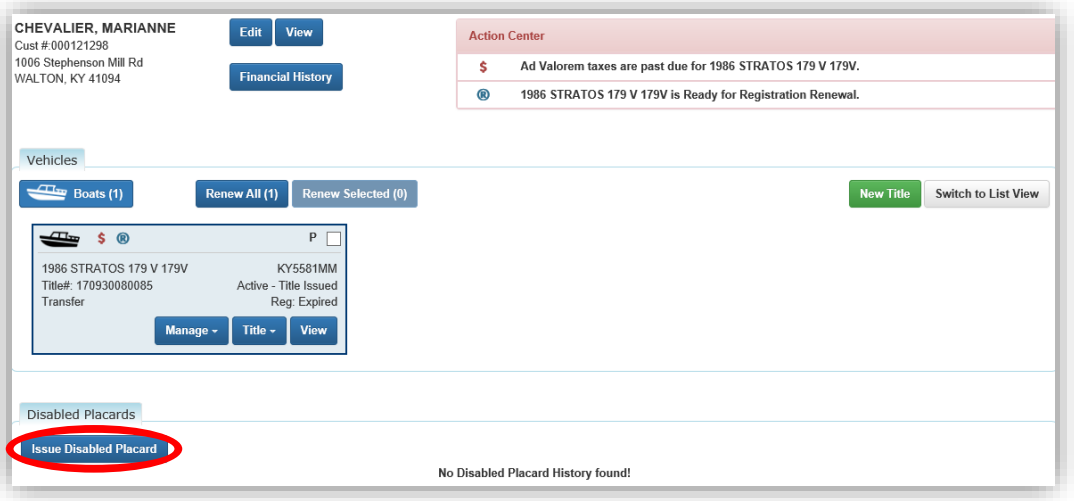
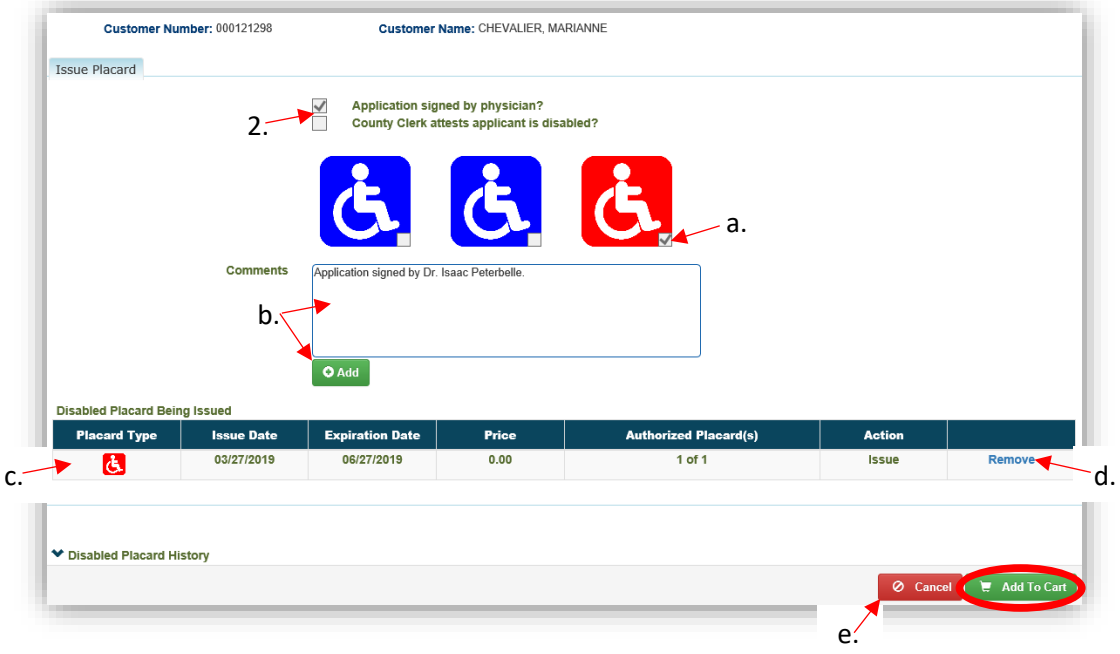
## Issuing a Temporary Disabled Placard

1. From the customer's account page, select **Issue 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 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. **Cancel** will also remove the placard and return you to the Customer Account Page.

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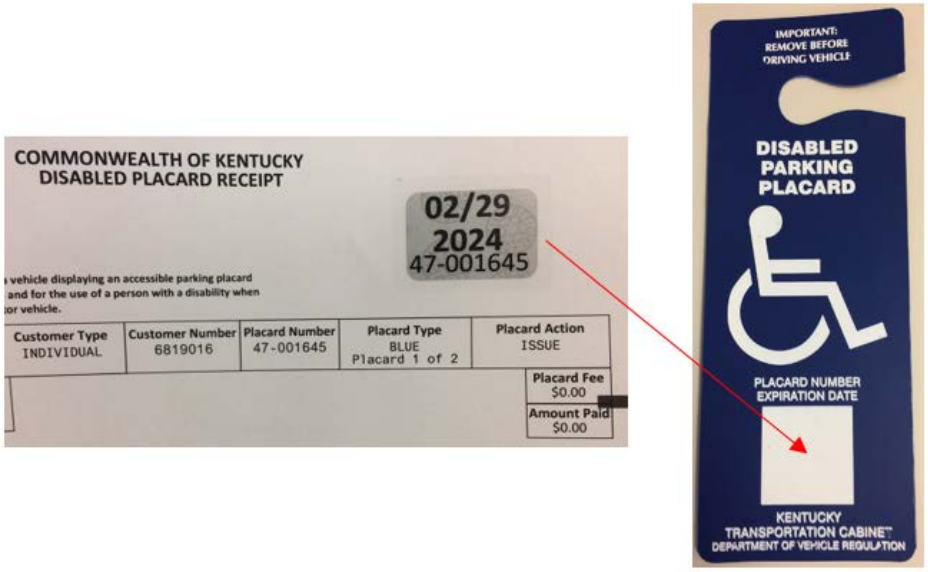
3. See Step 3 of the '[Issuing One Blue Placard]' section of this manual for info on the Shopping Cart. Also reference the Point of Sale Manual for info on Checking Out.
4. Upon completing the transaction, a PODD decal receipt will print
    a. Place the decal on the placard inside the white box on the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

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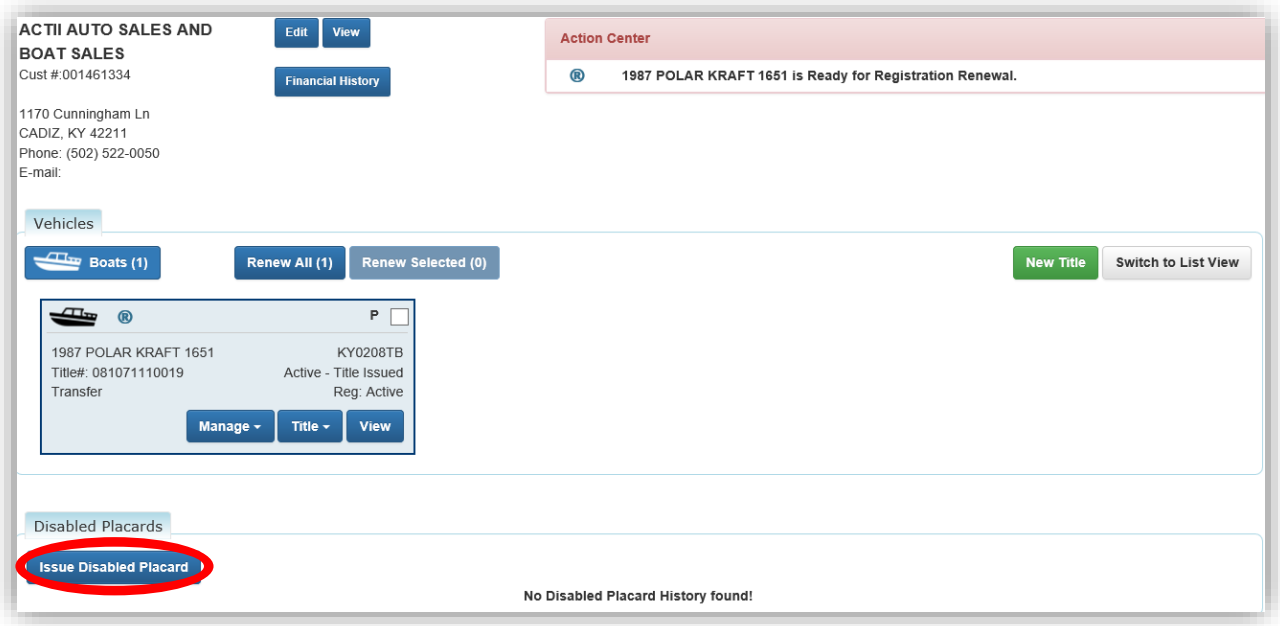
# Issuing Disabled Parking Placards to an Organization

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

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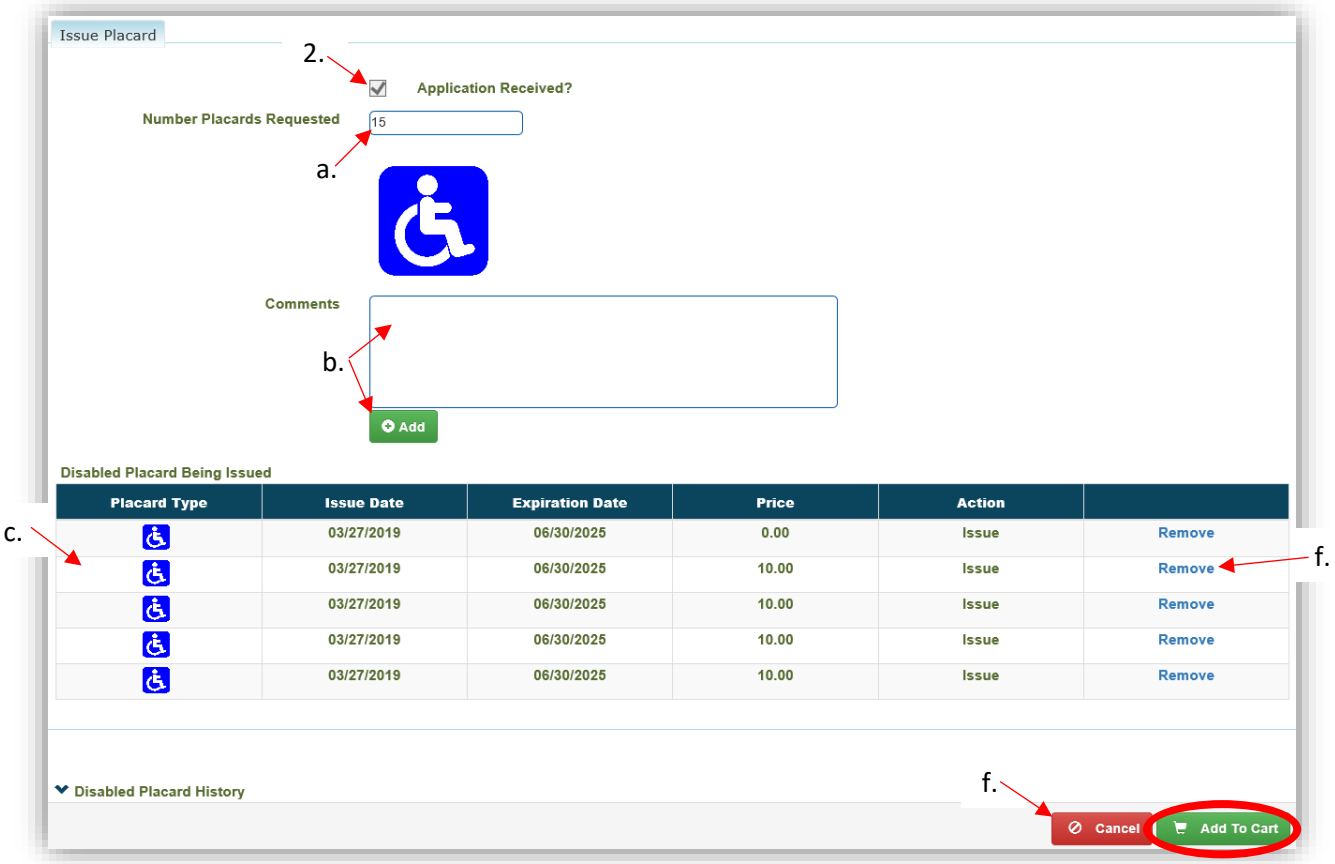
2. Indicate if an application was received by clicking the “Application Received” check box.
   - This is required if there is not a current application on file.
   - If the new placards are covered by a current application on file, do not check this box. The new placards will have an expiration date 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.
   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 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. Cancel will also remove the placard and return you to the Customer Account Page
   g. When all placards are added, click Add To Cart.

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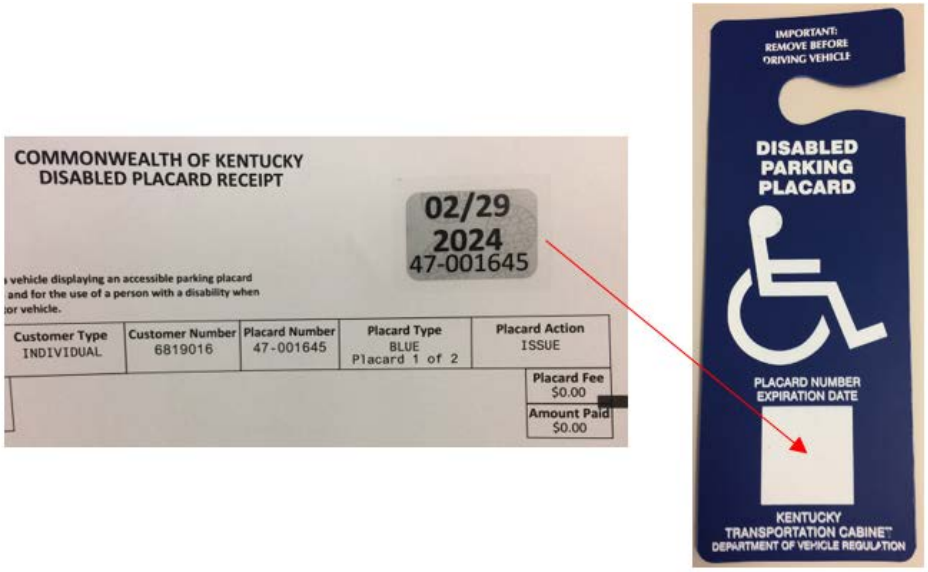
3. See Step 3 of the 'Issuing One Blue Placard' section of this manual for info on the Shopping Cart. Also reference the Point of Sale Manual for info on Checking Out.
4. Upon completing the transaction, a PODD decal receipt will print.
    b. Place the decal on the placard inside the white box on the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

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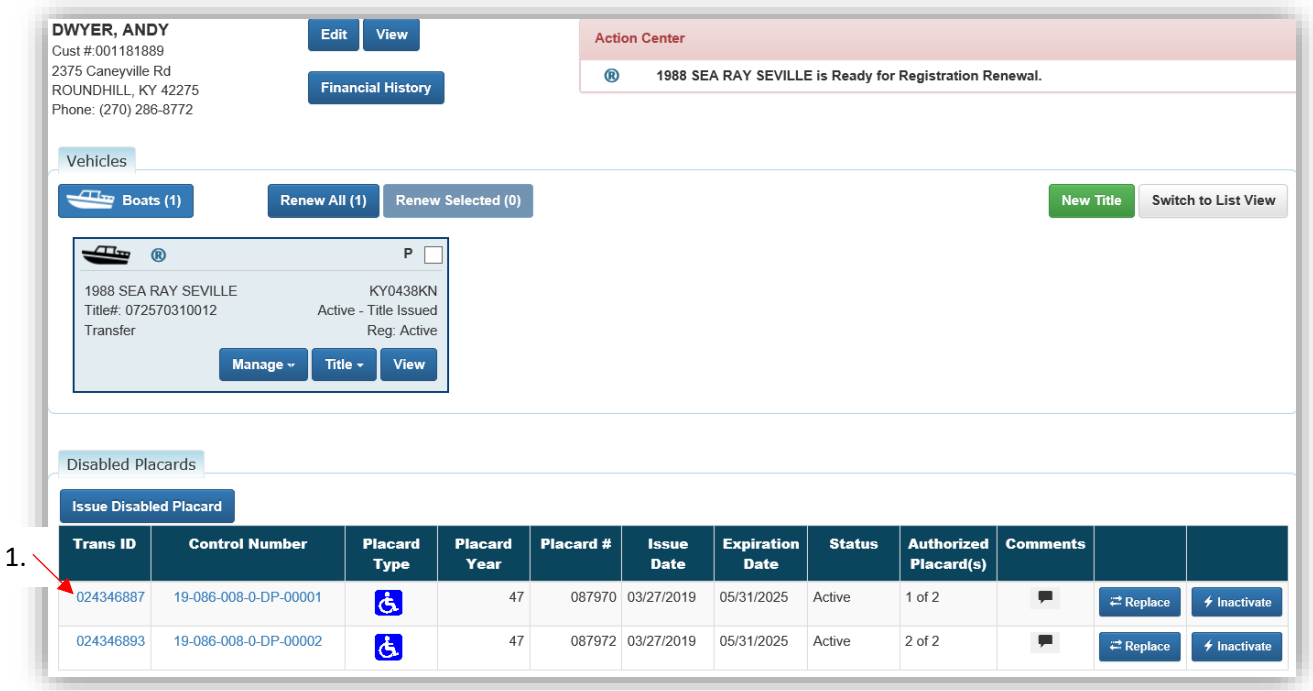
# Reprinting a Decal

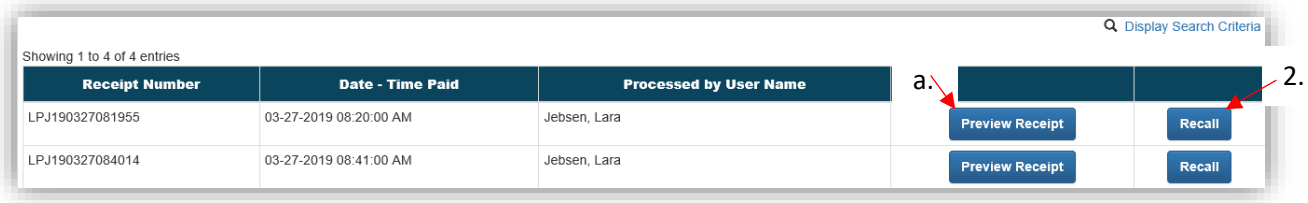
There are 2 ways to get started.

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.




**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.

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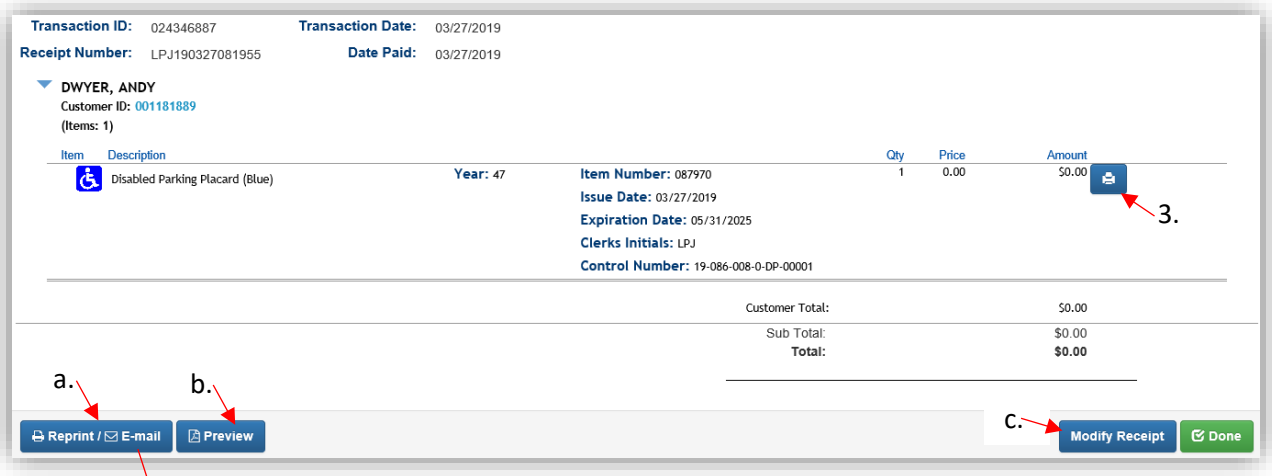
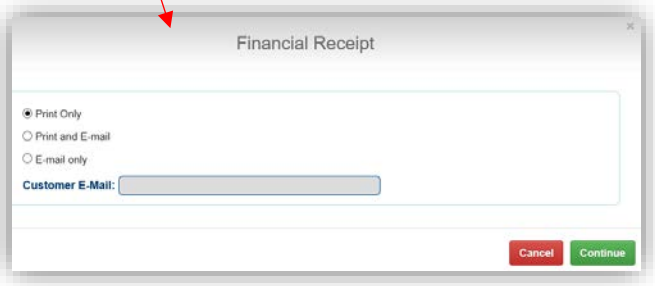
3. From the Transaction Summary Page, click the printer icon to reprint the decal.
    a. To print or email a financial receipt WITHOUT a decal, click **Reprint / E-mail**.
        o This will open a pop-over where you can choose to print and/or email.
    b. **Preview** will open a PDF of the receipt.
    c. See the '[Issuing a Refund for a Placard]' section of this manual for what to do from the **Modify Receipt**.

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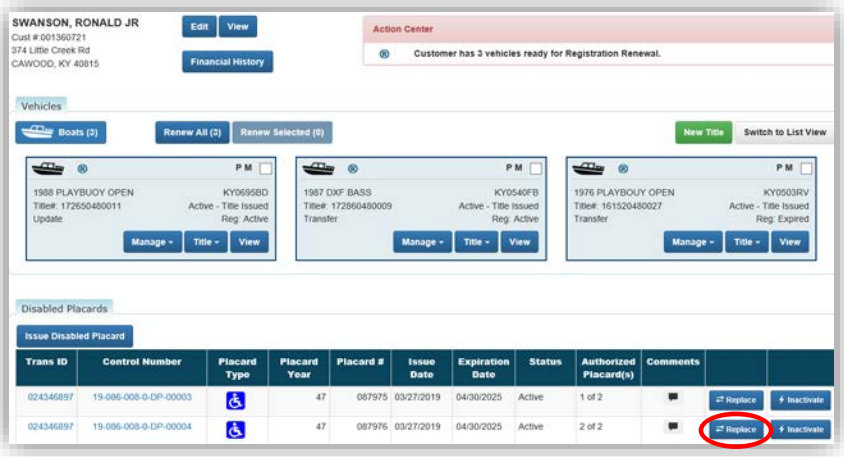
## Replacing a Placard

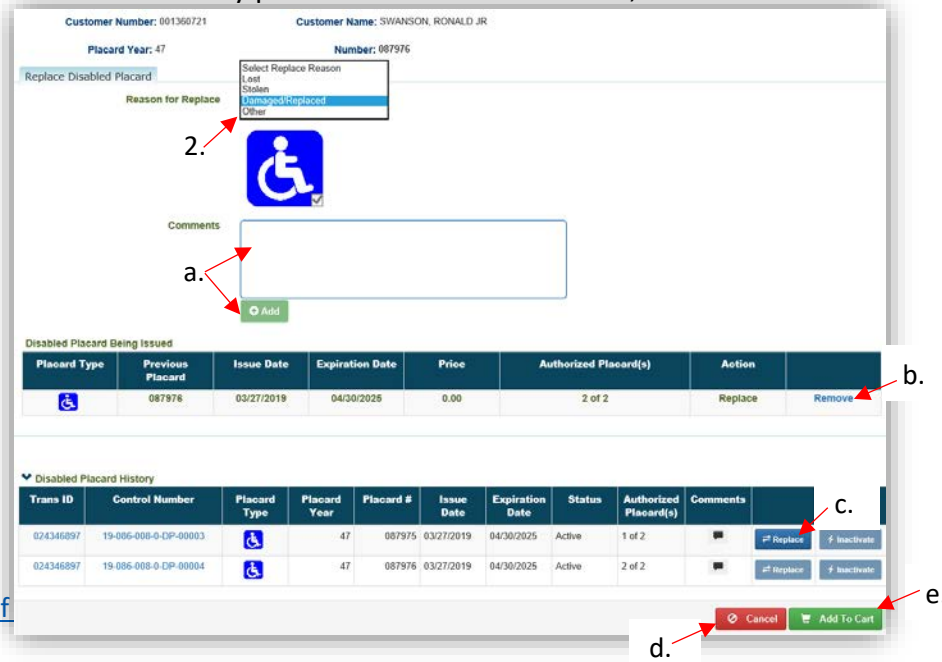
Replacing a Disabled Placard includes a charge to the Customer of $10. If it has been damaged AND returned to the Clerk's Office, there is no charge.

1. From the Customer Account page, click **Replace** next to the placard to be replaced.




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.
   - All other reasons for replacement will be charged $10.00

   a. Enter any helpful comments and click **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 **Add To Cart**.

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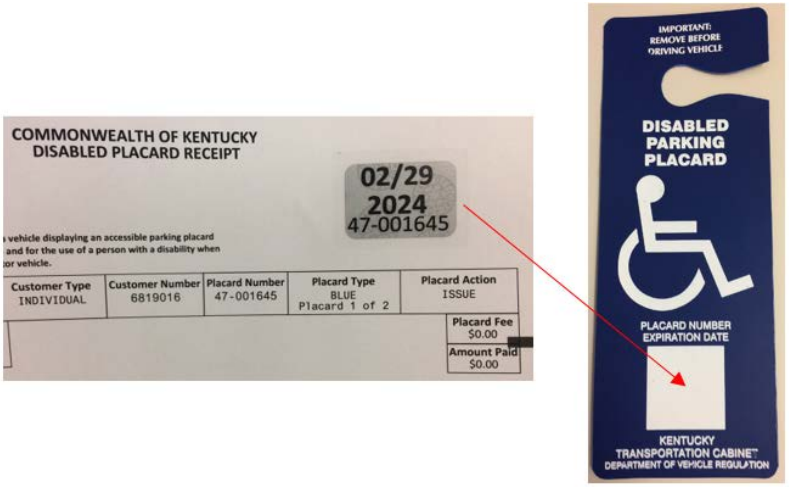
3. See Step 3 of the 'Issuing One Blue Placard' section of this manual for info on the Shopping Cart. Also reference the Point of Sale Manual for info on Checking Out.
4. Upon completing the transaction, a PODD decal receipt will print.
    a. Place the decal on the placard inside the white box.

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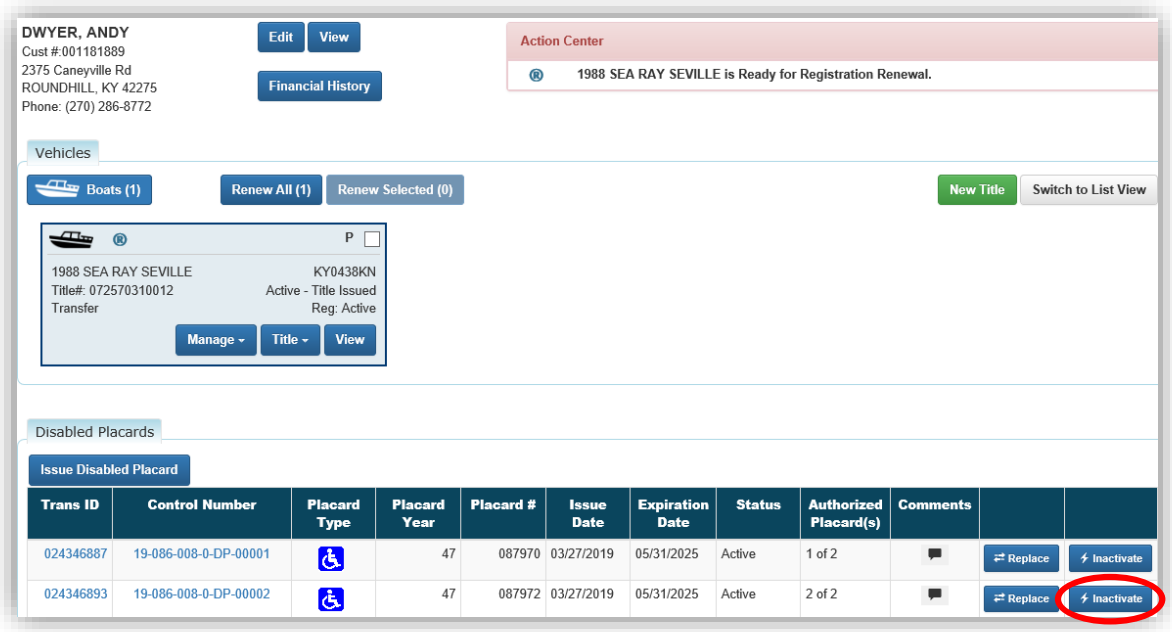
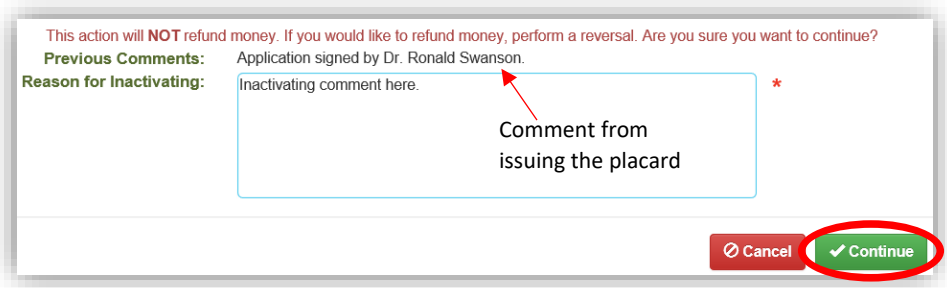
## Inactivating a Placard

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

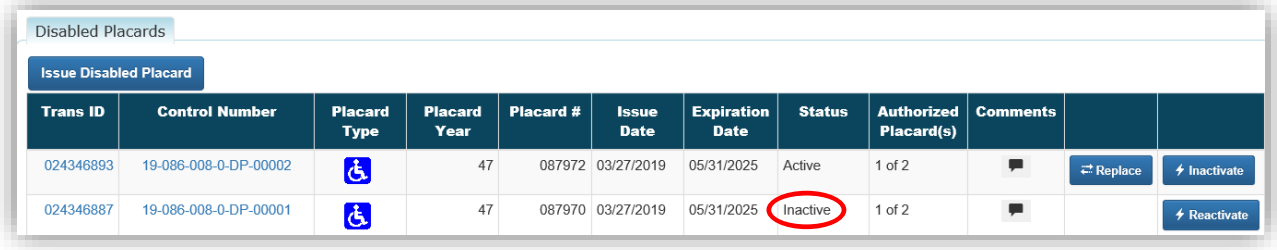
1. From the Customer Account Page, click **Inactivate** next to the placard you wish to inactivate.




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




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




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

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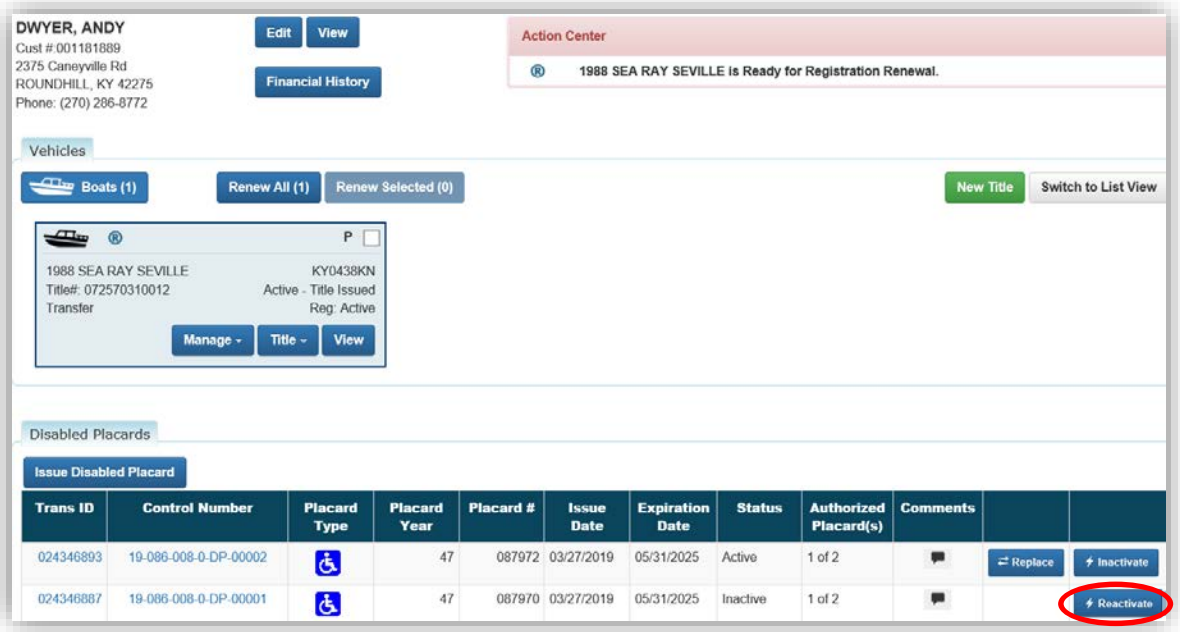
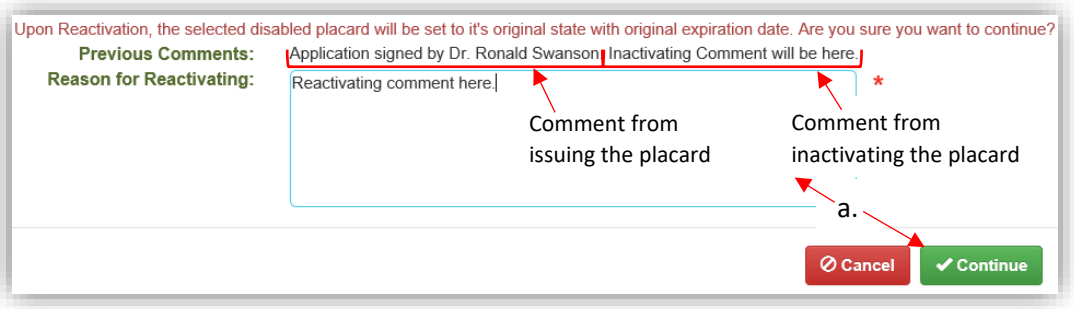
## Reactivating a Placard

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

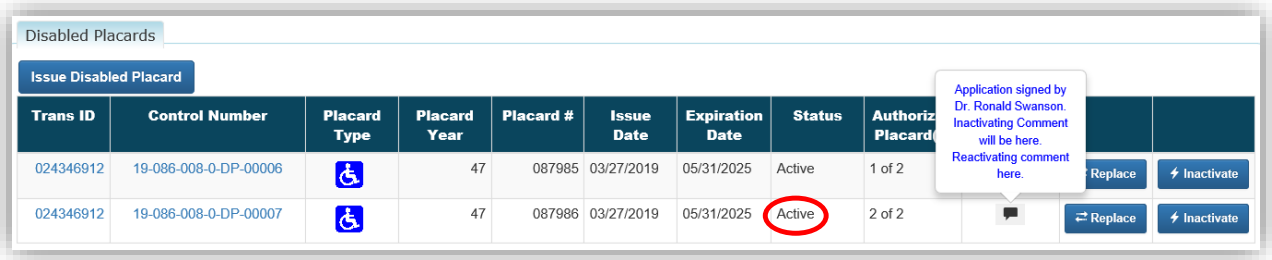
1. From a Customer Account Page, click **Reactivate**.




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




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

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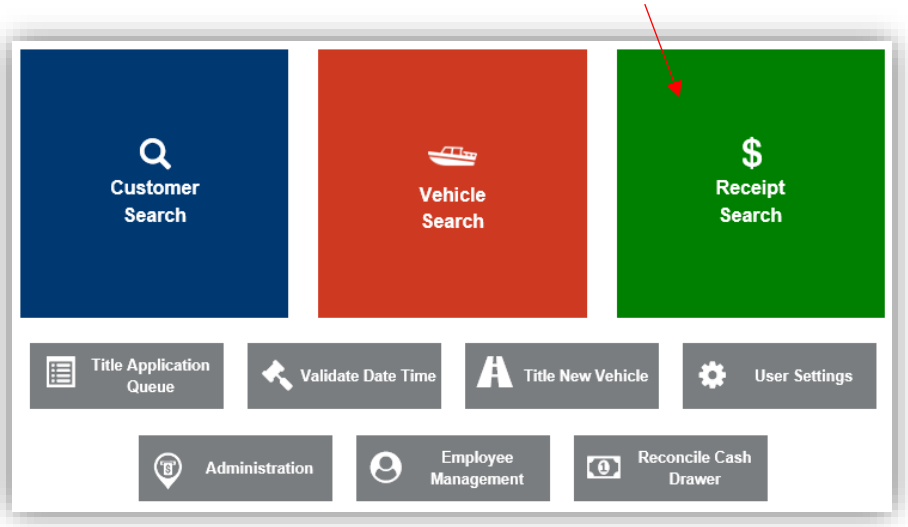
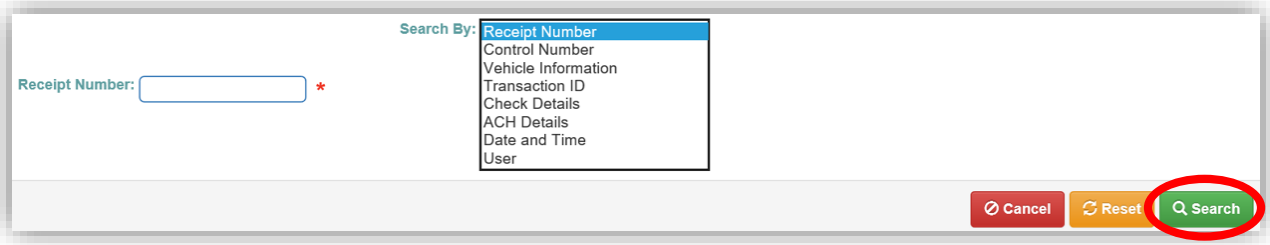
## Issuing a Refund for a Placard

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.

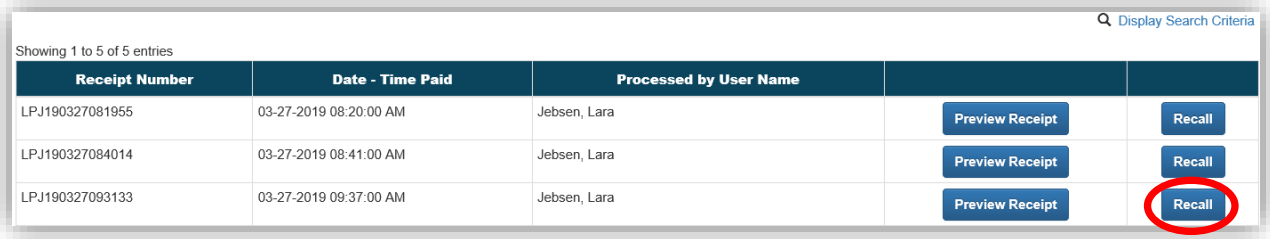
1. From the Home Page, click on the $ Receipt Search tile.




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




3. Click Recall on the correct receipt.

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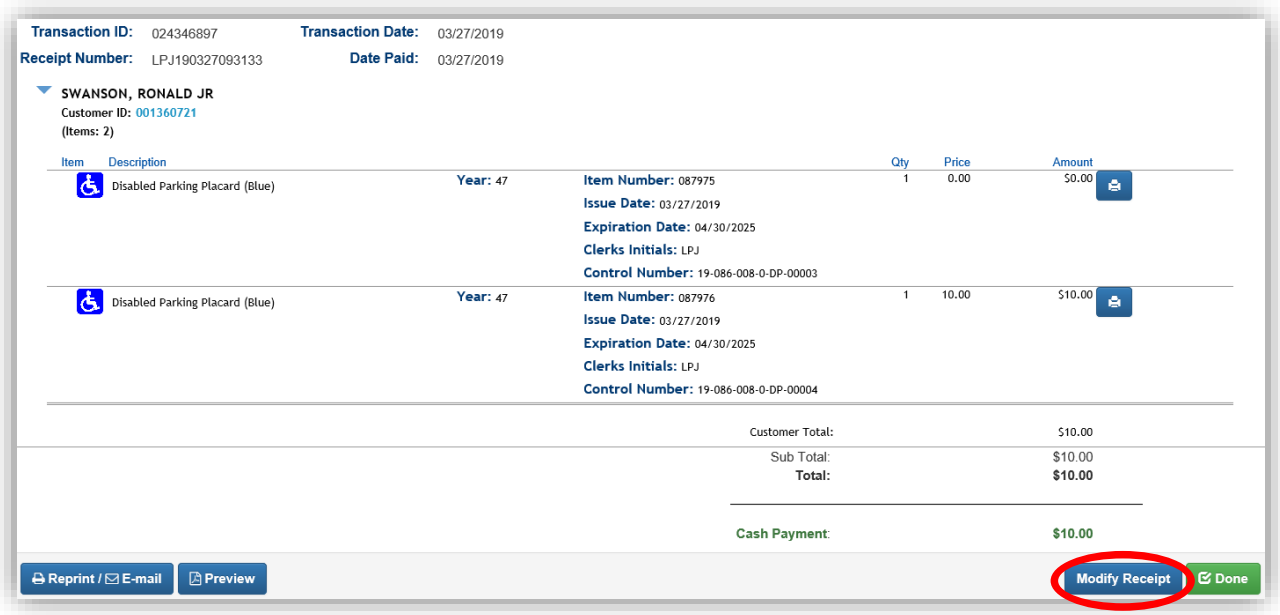
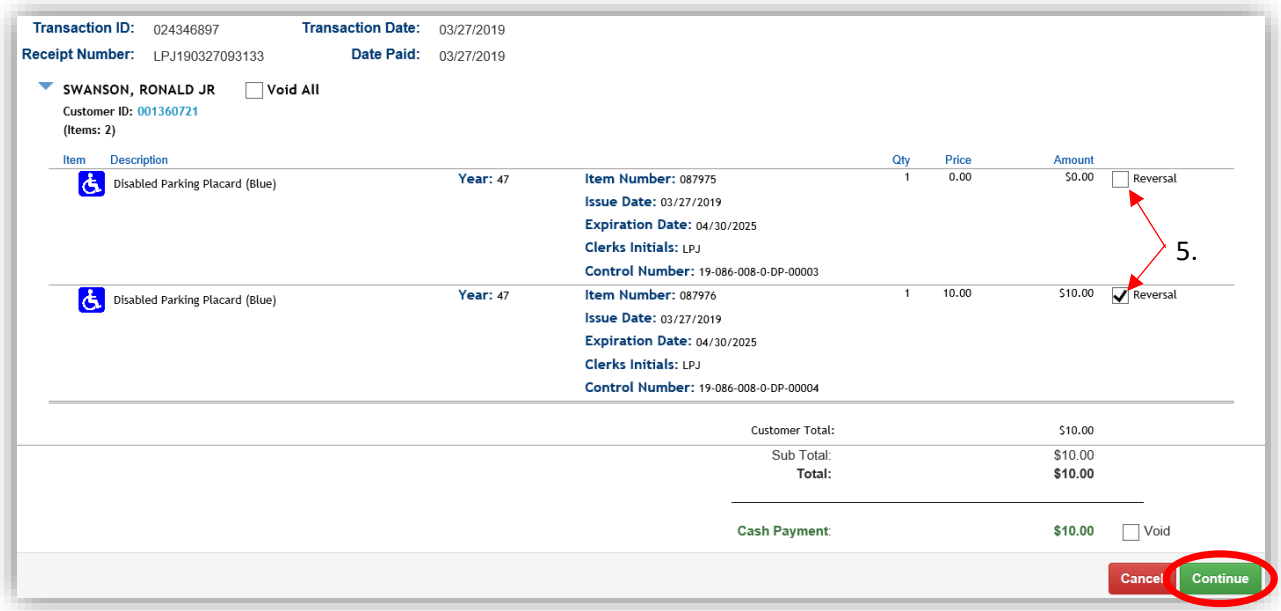
4. Click on **Modify Receipt**.




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

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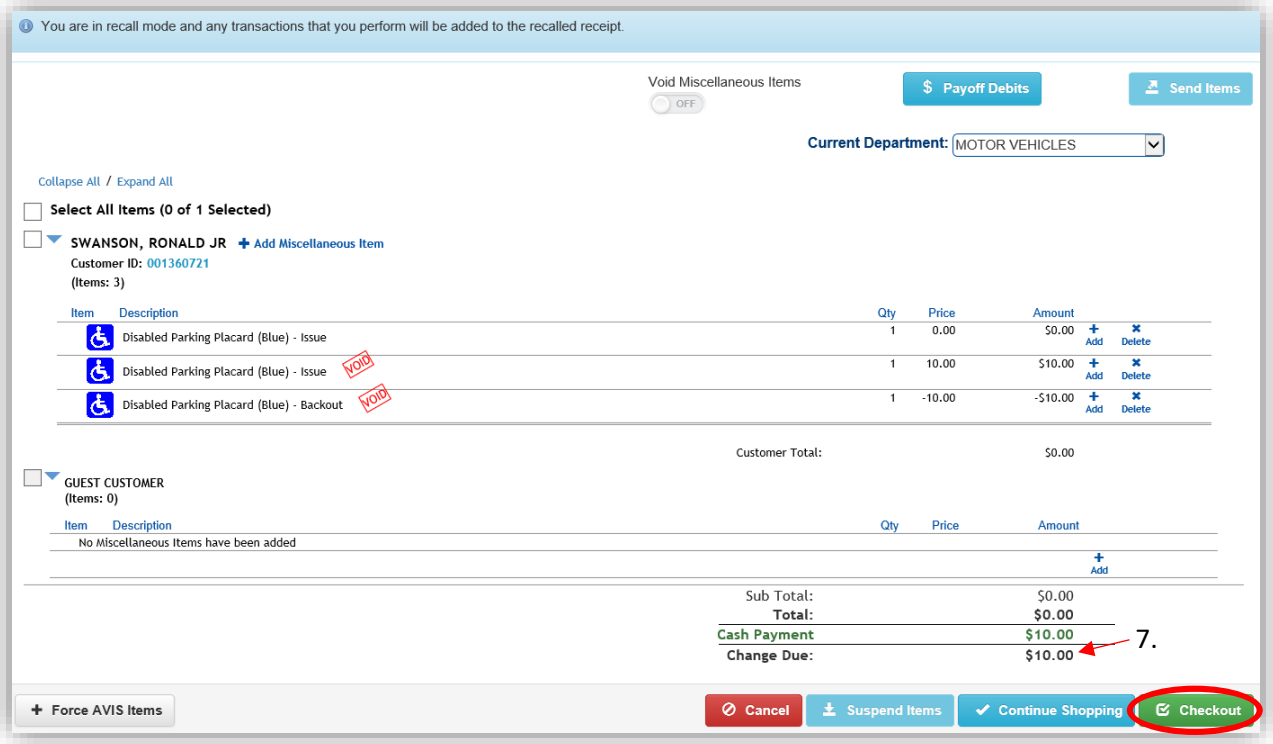
6. Enter a required comment and click ✔ Continue.

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.




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

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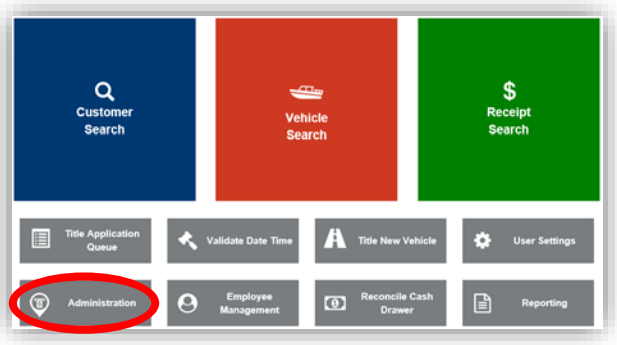
## Remittance Report

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

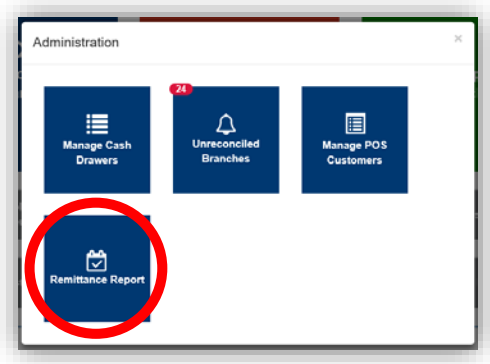
1. From the Home Screen, choose

.




1. Select

.

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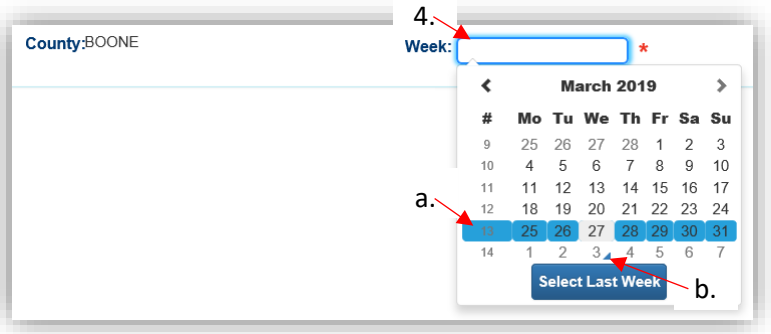
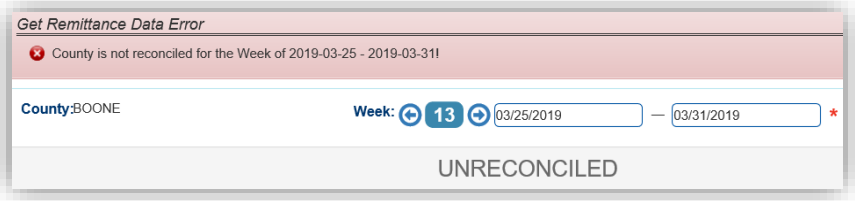
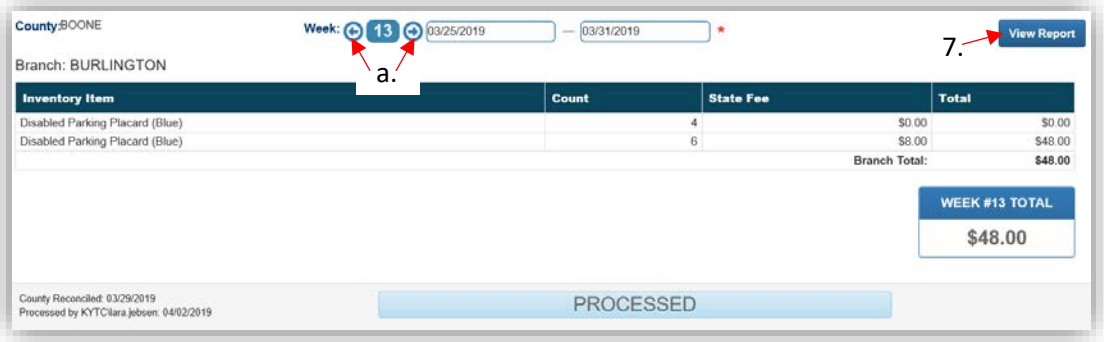
2. Click on the box to select the week of the report you would like to see.
    a. As you hover over a date, the week will highlight in blue.
    b. The blue triangle will appear on the current date.



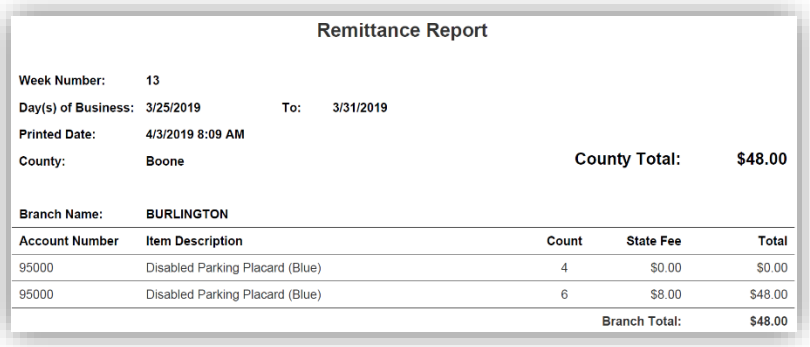

3. If your county is not reconciled for the specific week you have chosen, you will not be able to generate a Remittance Report.
    a. See the 'Reconciling Branches' section of the Customer and User Management Manual for guidance on how to do this.




4. You can change the week you are viewing.




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

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