

Basics Tenets:

- You cannot Reverse a Reversal.
 - The method of undoing Reversed work is to redo it.
- Generally, there is a two-year time limit in which the Reversal of a transaction can be completed. If a transaction has occurred more than two years ago from “today,” then it must meet special criteria to be Reversible (these special criteria are outlined in the ‘Advanced Rules’ section below).
- PVA Ad Valorem Adjustments can be made that can extend this timeline, so long as the refund request has been approved prior to the two-year window, and clerks can process the Reversals and refunds well after that approval as long as the Refund Application Date has been recorded in KAVIS (which the PVA/DOR user does at the time of the adjustment).
 - PVA Ad Val Adjustment Reversals are initiated by PVA/DOR users by modifying tax segments and/or vehicle values, and when the saved modification results in a different amount owed by the Owner, the ‘PVA Ad Valorem Adjustment’ option in the Reversal dropdown button becomes enabled on the just-modified Title on the clerk side. These Titles will also display a blue PVA stamp, indicating to the clerk users that they can complete the refund (or, rarely, a balance charge) Reversal transaction on their side.
- ‘Use/Usage/Sales Tax Only’ Reversals can be completed end-to-end by clerks themselves.
- There is no difference between selecting ‘Customer Request’ or ‘Clerk Error’ other than a backend notation.
- Titles/Registrations that have been auto-Surrendered/Cancelled by NMVTIS (Remarks will show “M06”) are not Reversible. These vehicles have been Titled in another state.
- A Reversal and a Reactivation are nearly the same and are sometimes interchangeable.
 - A Reversal restores a record back to its record of last “major” Action, and it can refer to Actions related to Titles, Registrations, or Ad Valorem Payments.
 - A “major” Action is any Action directly taken by a user or a key system action that isn’t transitory like a nightly batch job.
 - A Reactivation restores a record back to its record of last “major” Action, but is essentially only available when that process will result in an Active Title and Registration combination.
 - Reactivations can also circumvent two-year limits in some cases (outlined in the ‘Advanced Rules’ section below).
 - Reactivations are also what MVL users typically do in lieu of Reversals, since they cannot go through the Shopping Cart.
 - An MVL Reactivation of a Cancelled Registration (with an Active Title) is equivalent to a Clerk’s Reversal of a Cancelled Registration (with an Active Title).

Advanced Rules:

- If a Title is in Active Status, there is no two-year limitation on Reversing or Reactivating its associated Cancelled Registration (Junked, SOoS, Inc. Transfer). When we say, “Active Status” we mean “Active – Title Issued.”
- Clerk and MVL users may Reverse Registration Cancellation transactions/Actions of Junked, Sold Out of State, or Incomplete Transfer that occurred within the past 2 years of “today” when the Title is still Active.
 - Title Status: Active – Title Issued
 - Registration Status: Cancelled – Junked
 - Registration Status: Cancelled – Sold Out of State
 - Registration Status: Cancelled – Incomplete Transfer
- Clerk and MVL users may Reverse Title/Registrations whose Title and Registration Statuses are “paired.” These Paired statuses include those listed below and they DO follow the 2-year limitation:
 - Title Status: Surrendered – Junked; Registration Status: Cancelled – Junked
 - Title Status: Surrendered – Incomplete Transfer; Reg. Status: Cancelled – Incomplete Transfer
 - When a Title is Surrendered and its Registration is Cancelled, but the statuses are NOT paired as shown, it is *not* eligible for Reversal. These require Support intervention and are usually the result of legacy data problems.

- Clerk and MVL users may Reactivate Registrations when Titles are in Active Status and the Registration Cancellation transaction/Action of Junked, Sold Out of State, or Incomplete Transfer occurred more than 2 years ago.
- Clerk and MVL users may Reactivate Title/Registrations whose Title and Registration Statuses are "paired." Paired statuses include those listed below and there is no 2-year limitation:
 - Title Status: Surrendered – Junked; Registration Status: Cancelled – Junked
 - Title Status: Surrendered – Sold Out of State; Registration Status: Cancelled – Sold Out of State
 - Title Status: Surrendered – Incomplete Transfer; Registration Status: Cancelled – Incomplete Transfer
- When Junk-paired and Inc. Transfer-paired, and the Registration Cancellation transaction was within the past 2 years, you will see both the Reactivation button and the Reversal button. In such cases, a Reactivation and a Reversal (Clerk Error or Customer Request) are interchangeable and result in the exact same data outcome.

Related Core Concepts:

- You cannot skip over transactions as you work back through time.
 - Scenario: A Plate Change is completed for a vehicle/Customer on April 15th, 2025, at 2:15PM. On a whim, the Customer decides to make a subsequent standalone Ad Val Payment at 2:17PM. The following day, the Customer realizes that the Plate Change documentation has the wrong Plate Type.
 - To undo this, the clerk must Reverse the Ad Val Payment first, check out, then go back to Vehicle Summary and Reverse the Plate Change.
 - This is because KAVIS needed to be able to be 100% backwards compatible with legacy AVIS data. AVIS stored almost everything as a "Registration record" and so Ad Valorem Payments create Registration records (in addition to other table records) in a similar fashion to Registration Renewals. Because they share the same table, we can only decouple them when they occur in the same transaction, else we lose data sanctity.
 - If the Customer had paid the Ad Valorem in the same transaction as the Plate Change, they would be Reversible together, and Ad Valorem would be optional (and most likely withheld).
- In more complex scenarios, this causes problems for clerks who do not want to undo Ad Valorem Payments. We have Reversal solutions to bypass transactions for the sake of modifying tax payments, but we do not have Reversal solutions to modify major Actions similarly.
- The best solution in such a scenario ensure that the Reversal and "redo" are processed on the same day and to leverage the built-in Debits and Credits system to avoid undoing payments.
 - Processing the "undo" (the Reversal) and the "redo" (in this case, the Plate Change to the proper Plate Type and the Ad Val Payment), in separate weeks will cause discrepancies in weekly or monthly reporting.

Known Upcoming Work and Changes:

- Bug #42058
 - This bug has prevented the proper showing of the Reactivation button for both Clerks and MVL users for Active Titles whose Registrations have been Cancelled for Incomplete Transfers. It has caused some misunderstandings around when these and other scenarios should be able to be Reactivated. It should be part of the first August (2025) Production release.
- PBI #37206
 - This backlog item (story) will involve giving the ability for MVL users to Cancel Registrations as "MVL Canceled" when Titles are Active. The net result of that will be that KAVIS will subsequently treat those similarly to Title Only records, and clerks will be able to do First Time Registrations. This is beneficial for records that might have been compromised by too many Reversals, or those that have Ad Val Payments ahead of Registration Actions that the clerks do not want to Reverse, etc. At the time of writing, I do not have a release date for this one.