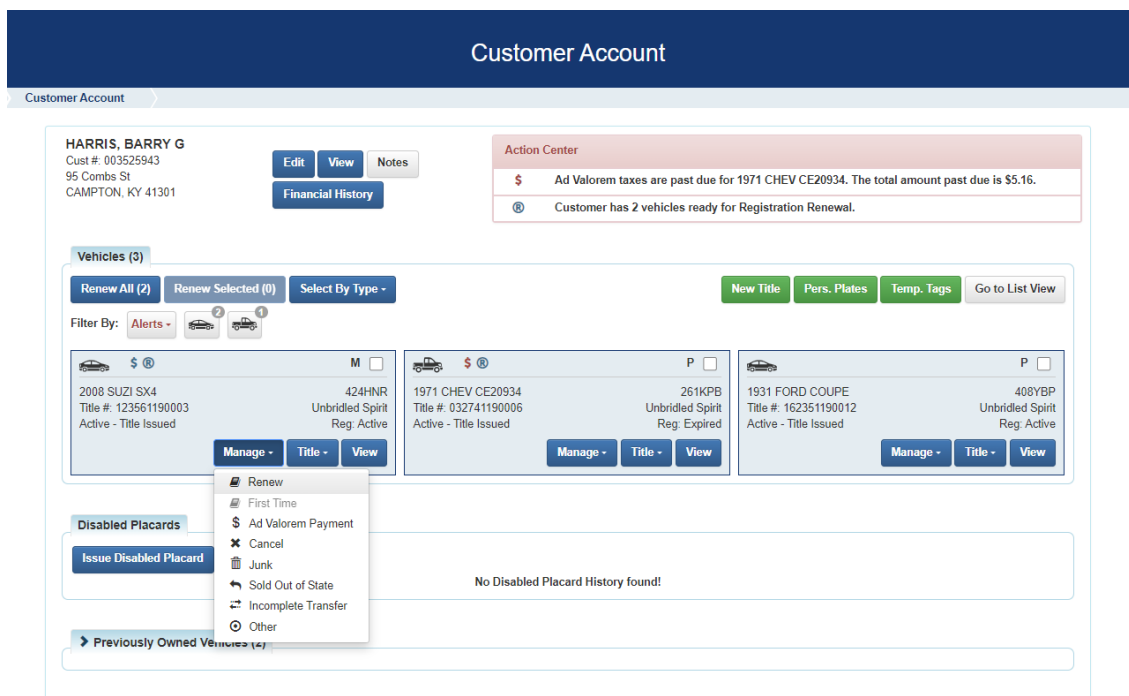# Order of Operations: Paying Delinquent Taxes with a Manage or Title Action

This guide demonstrates how to pay delinquent taxes for a customer when they also need to take another action, such as a Renewal or Title Action. Currently in AVIS and as a business process, Clerks check for delinquencies before performing other actions, but this additional step is not required in KAVIS.

Paying Delinquencies with a Renewal for another Owned Vehicle

1. When a customer needs to renew a vehicle, and has delinquent taxes owned on another vehicle, KAVIS detects which taxes are required, and the taxes can be paid through one single action.
2. In the example below, the Customer needs to renew the 2008 Suzuki, and there past due taxes owed on the 1971 Chevrolet.
   a. When the Clerk selects "Renewal" from the dropdown and navigates to the Manage page, KAVIS displays the current year taxes for the 2008 Suzuki and the past due taxes for the 1971 Chevrolet that are also required. The Clerk does not need to put the delinquent taxes into the Shopping Cart for the 1971 Chevrolet separately.

3. All required taxes for the Owner(s) display on the Manage page and cannot be deselected. If there are optional taxes, i.e., not current year taxes owed for the vehicle being renewed or delinquent taxes owed for other vehicles owned, the checkboxes next to the tax years could be unchecked.

4. The Clerk can checkout the renewal fees, taxes for the vehicle being renewed, and the required delinquencies for the other vehicle owned through one transaction, without multiple steps.

Paying Delinquencies with a Title Action for another Owned Vehicle

1. When a customer titles a vehicle they have purchased, KAVIS notifies the Clerk of required delinquent taxes for other vehicles owned by any of the Buyers. In the following example, a customer purchased a camping trailer from out of state and has delinquent taxes owed on other vehicles.
2. When the Clerk navigates to Step 4 – Buyer Information and searches for the Buyer in the system, KAVIS checks if taxes are owed by the Buyer.
3. In the below example, the Customer owes taxes on two other vehicles. The Delinquency column is populated with a "Yes" (a. below).

4. The Clerk can select the "Pay All" button (b. below) to view and pay the taxes owed either separately or with the transaction.

5. When the Clerk selects the "Pay All" button they are navigated to a Manage Ad Valorem screen while remaining within the titling flow. All taxes that are required for payment are displayed.

6. The customer can choose to "Pay Now" to checkout all of the taxes separately, or selecting "Pay with Application" allows all of the taxes to be added to the transaction for one checkout and one payment.
7. In this example, the customer selects to "Pay with Application".
   a. The taxes display as part of the total.
   b. The option is noted in the Delinquency column as "Paying w/A" below.

8. When the Clerk adds the title application to the Shopping Cart, the taxes display underneath the vehicle for which they are owed.

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