

QUESTIONS AND ANSWERS: MVD Accounting Overview for County Treasurer Offices

MVD Learning and Development

QUESTION	ANSWER
<p>If a dealer had to pay registration on a vehicle because their date of sale was over 30 days and they want to apply for a refund, does the vehicle ownership need to be changed in ARTS before the dealer can apply for a refund?</p> <p>Any time a dealer has to pay for registration on a vehicle and then turns around and puts it into dealer inventory, it won't let us process the refund in ARTS if the ownership is in dealer inventory. So, I have tried submitting the paper application for the dealer to apply for a refund on the registration they had to pay for and was told the refund could not be submitted/processed until the ownership in ARTS was transferred out of the dealer name. I had even tried submitting a copy of the assigned title but was told that was not sufficient.</p>	<p>A dealer may apply for a refund of these fees when the vehicle is sold at retail. See page 16.3 in the manual.</p>
<p>Can you clarify when an AJE would be used?</p>	<p>To reverse transactions that have processed in a previous month and the month end balancing has occurred, whenever an entry is accidently entered incorrectly, and a correction needs done.</p>
<p>Are there any workflows or instructions for how to process different accounting scenarios?</p>	<p>Yes! Please visit the Accounting Job Aids on the county resource site for different scenarios.</p>
<p>When do the paper refund claim forms need to be completed by the owner and emailed in?</p>	<p>The refund claim form is needed to request the refund through MVD Accounting, any time the county can't process the refund at the county level. Generally, the county assists the customer with completion of the form, but it is ultimately the customer's request.</p>
<p>Would it be appropriate to have a section under Motor Vehicle FAQs to include some AJE information?</p>	<p>Yes. We will try and work on that and update at a later date.</p>

<p>One county recently received plates that were returned from OOS with their new registration. The six-month deadline had past, so the county sent in a paper refund, but it was not signed by the customer. Will this get processed or denied because they didn't sign?</p>	<p>Yes. Customers are not required to sign but is highly recommended.</p>
<p>Do you find that the majority of customers being charged 2 times is due to pending activity on the customers bank account?</p>	<p>Yes. Usually, one of those charges drop off their account within a few days.</p>
<p>How long after a check is requested is it printed and mailed, after the status changes to check request on the refund management screen?</p>	<p>Generally, 7-10 business days</p>
<p>What is the time frame once the refund is approved for mailing?</p>	<p>Generally, 7-10 business days</p>
<p>Could the Treasurer's part of Form 411047 contain editable fields like the rest of the form has?</p>	<p>Will look but – we need a signature from the county. More information to come.</p>
<p>Can we use the registration if they are in our drop box wrapped around the plates?</p>	<p>Need more information please.</p>
<p>Will the customer be mailed a check if they were double-billed on their credit card?</p>	<p>Possibly. We always try to refund back to the customers credit card first but if we receive an error a check may need to be mailed.</p>
<p>Is it [word missing] if we require the claim for refund for each transaction?</p>	<p>Need more clarification please.</p>
<p>What would be a reason we would need to do an AJE?</p>	<p>To reverse transactions that have processed in a previous month and the month end balancing has occurred, whenever an entry is accidently entered incorrectly and a correction needs done.</p>
<p>Are we supposed to complete the refund claim form for any and all refunds?</p>	<p>No. Whenever a county is able to process a refund that is encouraged and recommended.</p>