

QUESTIONS AND ANSWERS: VEHICLE REFUND REQUESTS

Motor Vehicle Division Accounting

Claim for Refund: [Form 411047](#)

QUESTION	ANSWER
<p>Q1: Does the customer have to sign the refund application?</p>	<p>A: When the customer submits Form 411047 to the county, the customer must sign the form. If the county is completing the form without direct input from the customer (such as for a self-identified county error), the customer does not need to sign the form. The county should note this in the “Additional comments” section.</p>
<p>Q2: Is the customer required to return the plates to receive the refund?</p>	<p>A: In most circumstance, the customer must return the plates to be eligible for a refund. If the plates were lost or stolen, the customer must certify this in writing as per Iowa Admin Rule 761.400.50 (a signed letter is suggested). In these cases, the county does not need to issue new plates only to have the customer turn them in for refund; the refund can be processed immediately.</p>
<p>Q3: Where do we sent the refund form?</p>	<p>A: The customer should submit Form 411047 to the county treasurer; the county should scan and submit it to mvdacct@iowadot.us when ready to be processed.</p>
<p>Q4: What if the county forgets to put the customer’s current address on the refund form?</p>	<p>A: Please email mvdacct@iowadot.us immediately and provide a corrected Form 411047. If the customer signed the original form, then the customer does not need to sign the corrected form.</p>
<p>Q5: For leased vehicles, if the customer originally designated an entity to receive the refund on the title & registration application, does the customer need to apply for a refund using Form 411047?</p>	<p>A: Yes. Even though the lessor or lessee might have completed this box on the original application, the recipient must still apply for the refund.</p>

QUESTION	ANSWER
<p>Q6. Is Form 411047 needed for a refund for excess credit when the trade-in vehicle has more registration fee available than is needed for the newly acquired vehicle?</p>	<p>A. No. This refund occurs when the county treasurer checks the “Request Refund for Excess Credit” on the Credits tab in ARTS. Neither the customer nor the county needs to complete Form 411047. This refund is automatically processed in the system.</p>
<p>Q7: If a registration was Renewed in Error, are there extra steps to apply for a refund?</p>	<p>A: Only if there are delinquencies on the annual registration fee. If so, you must complete a paper refund request and email it to mvdacct@iowadot.us ALWAYS void the registration under VRT/Void registration. Double check that it voids the registration that was renewed in error and reverts to being delinquent.</p>
<p>Q8: What should be included in the “Additional comments” at the bottom of the page?</p>	<p>A: Counties should provide information to support the refund request if the reason is not obvious or the circumstances are unusual. This is also a place to note when the county submits the request on behalf of the customer and no customer signature is required.</p>
<p>Q9: Should the county treasurer accept refund form 411047 in the old format? Can we require the customer to instead fill out the new form?</p>	<p>A: We recognize that some customers have used the prior form 411047 for refunds and may have kept their own PDF or blank hard copies. Technically there is nothing wrong with the old form and there is no new required information on the new form. The new form is simply meant to clarify the process and reduce errors. We recommend the following if you receive the previous version of the form:</p> <ul style="list-style-type: none"> • If a customer submits the previous version of 411047 but it is complete, has no errors and you can process the transaction, then please accept the form and process the transaction. • If a customer submits the previous version but it has errors and needs to be returned to the customer, then as part of the go-back communication please request that the customer use the new form (which may help correct the errors). • If you have a customer who regularly requests refunds – such as a corporate customer – then accept the old form for a transaction but inform them that the new form is available. • We are establishing June 1 to require use of the new form but we will monitor compliance and determine how to proceed at that point.