

## Quick Reference Guide: PVA Refund + Application Date

**Problem:** Customer requested an ad valorem refund within 2 years of the paid date but it was not able to be processed within that time frame and is no longer eligible to be reversed in KAVIS.

**Solution:** PVA or DOR can input a refund application date, which will enable the clerk to move forward with a refund via reversal.

### Steps

PVA or DOR user:

1. Navigate to the vehicle that has the payment date more than 2 years prior. In the ad valorem section, select the ad val year which needs to be refunded
2. There will be an edit button in the top right of the ad val section. Click this and change the tax status to 'Non-Taxable Current Year'. In the field 'Refund Appl. Date' enter the date the customer requested the refund- it has to be within 2 years of the Paid Date. Click save and you will see a confirmation message.

The screenshot shows the 'Ad Valorem' section of a KAVIS interface. It includes fields for 'Situs' (FAYETTE), 'Tax District' (00), 'Due Date' (12/31/2021), and 'Paid Date' (11/05/2021). The 'Refund Appl. Date' field is highlighted with a blue border and contains the date '08/07/2023'. A calendar pop-up for August 2023 is visible, showing the date 7th selected. Other fields like 'Penalty', 'Interest', 'Clerk', and 'Total I' are partially visible on the right. A 'Comments' field is at the bottom.

Clerk user:

1. Navigate to the Vehicle Summary page of the title. Note in the ad valorem section you will see a blue PVA icon on the segment that was adjusted by PVA or DOR.
2. Click the 'Reversal' button on the top right of the screen and select PVA Ad Valorem Adjustment

The screenshot shows a 'Reversal' dropdown menu with the following options: 'Clerk Error', 'Customer Request', 'PVA Ad Valorem Adjustment', and 'Use/Usage/Sales Tax Only'. The 'PVA Ad Valorem Adjustment' option is highlighted. The background shows a vehicle summary page with '3153' and 'FAYETTE' visible.

- The ad valorem segment will be selected with a checkbox to reverse and refund.

Ad Valorem Information

Total Tax Due: \$14.38

Tax Year	Situs	District	Tax Status	Value	Action Date	County Collected	Due Date	Payment Date	Total Amount Paid	Reverse & Refund
▶ 2025	FAYETTE	00	Taxable	\$1,181.00	12/31/2024		12/31/2025		\$0.00	
▶ 2024	FAYETTE	00	Taxable	\$1,312.00	10/4/2024	FAYETTE	12/31/2024	10/24/2024	\$15.97	
▶ 2023	FAYETTE	00	Taxable	\$1,458.00	11/16/2023	FAYETTE	12/31/2023	11/16/2023	\$17.77	
▶ 2022	FAYETTE	00	Taxable	\$1,620.00	11/23/2022	FAYETTE	12/31/2022	11/23/2022	\$19.78	
▼ 2021	FAYETTE	00	Taxable	\$1,800.00	03/14/2025	FAYETTE	12/31/2021	11/05/2021	\$21.98	<input checked="" type="checkbox"/>

  

TAX CODE	JURISDICTION	RATE	TAX DUE	INTEREST	PENALTY	TOTAL AMOUNT DUE
No Jurisdiction data.						
FAYETTE	00	Taxable	\$1,800.00	11/05/2021	FAYETTE	11/05/2021 \$21.98

- Complete the remaining steps of the reversal and check out.