Excise Tax Correction

How to Correct Excise Tax	
As we have seen, excise tax for a newly purchased vehicle is calculated by Tapestry based on the purchase price of the vehicle. There are several parameters taken into consideration when calculating this tax, which we won't delve into now. However, as you all know and as you all have probably experienced, mistakes can be made when data is entered. You may have entered the wrong purchase price or the wrong NADA value for the vehicle. Tapestry includes a way for you to correct any mistakes in excise tax. Let's take a look at how we can do that now. Excise tax corrections take place from the **Vehicle Ownership Account** springboard (remember, green context bar directly relates to monetary transactions!), so I need to find the vehicle first and navigate to its **Vehicle Ownership Account** springboard.	
	Select **Search** manager

Search manager	
Let's search by the last 8 characters of the VIN:	
Search field	**GS578811**
Two Results: **2016 Cadillac SRX** and **Link** to the Primary Owner, Amber Powers. What hyperlink must we select to Navigate to the Vehicle Ownership Account springboard?	
	Select **Vehicle Ownership** hyperlink

Vehicle Ownership Account springboard	
Here on the **Vehicle Ownership Account** springboard, I can see that the vehicle was titled and registered June 21 of this year. The customer came back in today because she was notified by MVD that her excise tax was calculated improperly and she must pay the difference. To access this transaction we will utilize the Issuance Transaction action button.	
	Select **Issuance Transaction** action button
Excise Tax Correction is the very first option on this launchpad.	
	Select **Excise Tax Correction** hyperlink

Excise Tax Correction	
By now, you should be used to seeing **Activity** springboards. We see the first sub-section relates to Excise Tax Correction. We see the Information icon giving us insight that the activity is **intended for making changes or corrections to purchase information** and that **any excise tax differences between the charged tax** will be made to the balance on the Account. As you recall, the balance was 0.00 at the beginning of this activity. Currently, the only required fields I see here is the **New Purchase Price** field and the **Accessories** field. I can see that the gray **Purchase Price** field is populated with a value of 45,100. The customer actually paid $54,100 for this vehicle and the data was improperly entered by a previous clerk. Due to this error, $1353 was charged in excise tax. You'll notice a soft error for review. This error will disappear once a **New Purchase Price** is entered.	
New Purchase Price	**54100**
After tabbing off, the **New Purchase Price** field turns green, and we can continue with our transaction. You can also see that the **New Excise Tax** field populates to show the correct amount of excise tax, in this case $1623. Tapestry also pulled in the Rebate information as entered previously. This information can be updated here as well. It only populates because of the Purchase Type selected during the original Titling process. We must also enter an amount into the **Accessories** field, which was $0 in this case.	
Accessories	**0**
We also need to add the trade-in value from the previous transaction.	
	Select **Add Sale/Trade In** hyperlink
VIN	**1G6DJ5E35C0142933**
Next we must enter the Trade-in amount. Before we do so, notice the **New Excise Tax** field	
	Hover over **New Excise Tax** field
We are currently prepared to charge $1623 in taxes. Let's see how this updates after our trade-in amount is added.	
Sale/Trade Amount	**15,000**
When we tab off this field, our New Excise Tax is updated and the new calculation is $1173 in excise tax. Once all information is correct, we will continue via the **Next** action button.	
	Select **Next** action button

NSF Mail Options
In this subsection, I can choose whether to send out a letter informing the customer of the excise tax correction, or I can choose to not print the letter. In my case, the owner of the vehicle is here in the office with me, and wants to take care of the remaining balance in person. Because of this, I don't need to print a letter.

	Select **Don't Print Letter** checkbox
	Select **Next** action button

Fee Information	
Like you've seen in other activities, the **Fee Information** subsection lists any relevant fees/credits for our specific transaction. In this example, I can see that there is a **Change Transaction Credit** line for $858.00. This is because my customer already paid $1353.00 earlier when he first titled and registered his vehicle. There is also a **Vehicle Excise Tax** line that lists the full $1,173.00 the customer should have originally paid in excise tax. The **Total** shows $180.00 since the customer already paid $1353 and is only responsible for the remaining balance. A refund is automatically processed because it is more than $25.01. Had it been less than $25 we would have had to Request a Refund for the customer.	
	Select **Next** action button

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This section is a quasi-Summary section, and I can see a quick summary of what I've done during the transaction to make sure everything looks right. This is still a point of no return, and after I select the **Submit** action button, the debt will be added to the account. Everything looks good and I'm ready to submit.	
	Select **Submit** action button

Vehicle Ownership Account springboard	
Now that I'm back in the **Vehicle Ownership Account** springboard, I can see that there is a new balance, listed here in green, of $180.00. If the customer were to be charged more excise tax, the text would be red. So we're going to do something a little bit different, we're going to select our **CRM** tab.	
	Select **CRM** tab
	Select **Letters** sub-tab
Print from the **Letter** hyperlink	Select **L0067633152** hyperlink
Print	**Receipt**

Mail Print	
	Select **Quick Print** action button
	Close additional **IE** tabs
	Select **OK** action button

Ownership Account springboard	
Let's close this group of springboards in the Navigation Panel.	
Navigation Panel	Select **Close Group** icon