

Report an Incorrectly Keyed On-Line Refund

Process

[KEY ON-LINE ACCELERATED REFUNDS](#)

Effective Date

01/01/2024

Purpose

This task is performed to **stop** a **refund** from being issued when a keying error is identified on an **ACCEPTED** accelerated refund, provided the error is **discovered on the same day it is keyed**.

It is imperative that Customer Services be notified as soon as the error is discovered. If the error is found later, the refund will have been issued.

Special Notes

- This task applies **only** if the accelerated refund was **ACCEPTED** by IRMS during the keying process.
- This task is performed **only** when there is a keying error on a return, and the refund needs to be canceled.
- **IMMEDIATE REPORTING OF A KEYING ERROR IS NECESSARY!**
By 4p on the same day as the keying error,
 - **Priority 1:** Call Virginia Tax to report the keying error.
 - **Priority 2:** After calling Virginia Tax, promptly complete and fax the “Incorrectly Keyed Accelerated Refund” form to Virginia Tax using the number provided by the Customer Services representative.
- ***If the keying error is not reported to Virginia Tax on the same day as the keying error, Virginia Tax cannot prevent the refund from being issued.***

Procedure

Responsibility

Commissioner of the Revenue’s Office Locality Representative

Steps

1. Recognize an ACCEPTED accelerated refund with a keying error.
2. If this error is recognized any time after the day the refund was incorrectly keyed
 - A. And the return has been sent to Virginia Tax, end this task.
 - B. And the return has not been sent to Virginia Tax, go to **STEP 8**.
3. If this error is recognized by 4p on the day of the miskey,

Note: This must be handled before 4:00pm on the day of the miskey.

- A. Call Customer Services via the Locality Hotline at **(804) 367- 9286** to inform the representative of the following:
- An accelerated refund needs to be canceled.
 - An [Incorrectly Keyed Accelerated Refund Form](#) will need to be completed and faxed to Virginia Tax for the cancellation.
- NOTE: The Customer Services Representative will provide the phone number to be used when faxing the form.
4. Obtain an Incorrectly Keyed Accelerated Refund Form. (Refer to the [Incorrectly Keyed Accelerated Refund Form](#).)
 5. Complete the form by entering the following information:
 - **FROM:** the contact name, telephone number, and locality associated with the keying error.
 - **Date the Refund Was Keyed:** the date of the erroneous keying in month, day, and year sequence.
 - **SSN:** the primary social security number on the associated return.
 - **Name:** the name of the taxpayer(s) as it appears on the return.
 - **Refund Amount:** the amount of the refund that was keyed **incorrectly**.
 - **COMMENTS/NOTES:** any information related to the miskeyed data.
 - **SIGNATURE:** the signature of the individual completing the document.
 - **DATE:** the date the form was completed.
 6. Fax the completed form by 4p on the day that the keying error was identified using the number provided by the Customer Services Representative.
 7. File the completed "Incorrectly Keyed Accelerated Refund" form in your records according to your office's policies.
 8. Gather the return reported as incorrectly keyed to be handled as a **FIRST PASS** return.
NOTE: Returns with an "Incorrectly Keyed Accelerated Refund" must be sent to Virginia Tax as **First Pass** returns with a [LAP SORT-1](#) group control document.
 9. Attach a note to the return indicating "First Pass."
 10. Place the return in the designated location for transmittal to Virginia Tax.
 11. Repeat **STEPS 1-9** for any subsequent incorrectly keyed accelerated refunds which are identified during the work day.

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