

Motor Vehicles

Q: What is the N.C.Tag and Tax Program?

A: Starting in mid-2013, your vehicle registration renewal fees and vehicle property tax were billed and became due at the same time.

Q: When is my vehicle tax due?

A: Your vehicle tax will be due at the same time your vehicle registration is due. The due date will be printed on the new renewal notice that you receive in the mail. The bill will be mailed about 60 days before your vehicle registration expires.

Q: Where do I pay my vehicle taxes?

A: At your local License Plate Agency (Tag Office), by mail, or online at <http://ncdot.gov/dmv/>

Q: Can I pay my vehicle property tax at my county tax office?

A: Once your vehicle becomes part of the Tag and Tax Together program and you have received the combined notice, you will no longer be able to pay your vehicle tax at your county tax office.

Q: My address is wrong, how can I correct it?

A: By going to the License Plate Agency (Tag Office) or contacting the North Carolina Division of Motor Vehicle (NCDMV) located in Raleigh N.C at (919) 814-1779, also referred to as the call center.

Q: I paid my taxes at the License Plate Agency (Tag Office) and my registration card list the wrong county, what do I do?

A: This must be corrected at the same License Plate Agency location if it is still within the 30-day window for a back out and the customer must provide plate, sticker, etc., received during the initial registration. If it is after the 30-day window or the title has printed, then the reversal process cannot be completed and you will need to contact the county at (828) 586-7541.

Q: Who can I contact with questions regarding my registration?

A: The NCDMV call center at (919) 814-1779.

Q: Why is the tax value different than the value used for highway use tax?

A: Counties are required to use the retail value of the vehicle, whereas highway use tax is calculated on its wholesale value.

Q: My vehicle should be exempt, what do I do?

A: All exemption requests must be filed with the Jackson County Motor Vehicles Division. For more information please call (828) 586-7541.

Q: Why is the amount of tax due different in the Vehicle Tax System (VTS) than what is printed on my NC Combined Registration Renewal and Property Tax Notice?

A: If there is not a match between the address entered by the License Plate Agency (Tag Office) and the address in the county file, the VTS will recalculate the taxes based on the default district, which usually results in a higher tax. The customer can pay the amount and then ask the County for a refund or ask the License Plate Agency clerk to cancel the transaction. If the customer requests the License Plate Agency to cancel the transaction, the customer must then contact the County to make the correction before the registration renewal can be completed.

If the County code and the residential and/or location address are correct but the tax district is incorrect the customer has two options. Pay the full amount and then ask the county to correct the district and issue a refund or visit the county to have the correction made before renewing the registration.

Q: I received an invitation to renew a vehicle that has been traded or sold and the plate has been transferred to a new vehicle, what do I do?

A: When the plate is renewed, the taxes will be recalculated on the new vehicle. For an estimate of the new tax amount you can use the Tax Estimator at <https://edmv.ncdot.gov/TaxEstimator> or call center at (919) 814-1779.

Q: I got an invitation to renew a vehicle that I have no intentions of renewing, what do I do?

A: The untagged vehicle will need to be listed in his or her county in which the customer resides and pay taxes. The untagged vehicle should be listed with the County during the month of January, on the required personal property listing form.

Q: What is the difference between a Limited Registration Plate (LRP) and a Temporary Plate?

A: LRP's are metal plates with a "T" sticker attached indicating that registration fees have been paid and the taxes have been deferred for two months past the initial month. Temporary Plates are cardboard and have varying expiration dates and uses.

Q: 1- I have never gotten a Tax bill for this vehicle in the past. 2- Why am I getting a bill now?

A-1: Prior to July 1, 2013, the Jackson County Tax office was responsible for creating and maintaining Motor Vehicle Bills. County Commissioners voted not to print Motor Vehicle bills if the bill did not exceed \$5, in which the assessed value would have to be over \$1,786 at the time to generate such a bill.

A-2: Due to the changes in the legislation after July 1, 2013 which is called HB 1779, North Carolina Motor Vehicle Division (NCDMV) is now assuming the responsibilities. Your county taxes are now combined with your registration renewal. Every tagged vehicle will have a tax bill generated regardless of the age, make or model.

Q: Why is my vehicle being valued at \$1,500 and it's over 20 years old?

A: With the new Combined Registration Renewals, the County must assign all vehicles a residual value. Vehicles are assigned a residual value of \$1,500 and utility trailers will be \$300. This will be the minimum value of these items.

Q: Why have I received a second notice for the same vehicle within weeks of each other, but with different values?

A: The Department of Motor Vehicle (DMV) processes Motor Vehicle (MV) bills at the end of every month, if there are any changes such as corrections to value or addresses after the process was completed, a corrected bill will generate automatically and be mailed to the customer.

Q: What should I do if I have already paid the bill on the first notice and received the second notice with the new adjustments?

A: Contact the Motor Vehicle Department located in the Jackson County Tax Assessors office at 828-586-7541 and speak to Sherman Fowler. He will review your account and make proper adjustments, if required.

Q: I'm in the process of gathering up my receipts for Income Tax preparations, where can I get copies of paid vehicle taxes for the year?

A: Your registration card is your actual receipt. It is very important that you maintain these records because the County will not have the ability to provide the tax information.