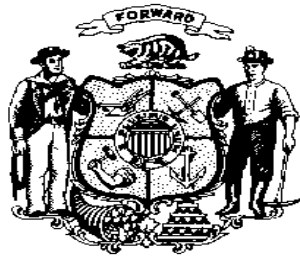


Wisconsin Department of Revenue



Tax Refund Intercept Program TRIP My Tax Account – TRIP

<http://www.revenue.wi.gov/ise/trip/index.html>

Table of Contents

New User Registration Process	2
Step 1: Logon Info	2
Step 2 Authentication.....	3
Introduction to <i>My Tax Account</i> – TRIP	5
Home Page	5
View My Profile.....	5
View Notices	6
View Requests.....	6
Manage Your TRIP Account.....	7
Add New Debt	7
Change a Debt	8
Debt Summary	9
Agency Summary.....	10
TRIP Inquiry.....	11
View Requests.....	11
Pending Requests.....	12
Recent Requests.....	12
Notices	12

New User Registration Process

- Open the Revenue Home page and click on the My Tax Account.

<https://tap.revenue.wi.gov>



- Click on the [New User? Register Now](#) link to set up your account profiles.

Step 1: Logon Info

- Click the [Enter Logon Info](#) link to open the data screen.

Enter Logon Information

1. Logon ID	<input type="text"/>	Logon ID Your Login ID must be between 5-20 characters. Your Password must be between 7-20 characters and MUST contain a combination of letters and numbers. Passwords are case sensitive and cannot contain your User ID.
2. Password	<input type="text"/>	
3. Confirm Your Password	<input type="text"/>	
4. Email Address	<input type="text"/>	
5. Confirm Your Email Address	<input type="text"/>	
6. First and Last Name	<input type="text"/>	
7. Phone Number	<input type="text"/>	
8. Select a Secret Question	<input type="text"/>	
9. Secret Question Answer	<input type="text"/>	
10. Confirm Secret Question Answer	<input type="text"/>	
11. Are You a 3rd Party Preparer?	<input type="text"/>	

Step 2 Authentication

Welcome to My Tax Account Registration

Step 1: Enter Logon Info

Logon Id:	<input type="text"/>
Email:	<input type="text"/>
3rd Party Preparer:	<input type="text"/>

➔ Step 2: Authenticate Customer Information

My Tax Account has two levels of access: Master and Account Manager. The first user to complete an access request for a business automatically receives 'Master' access. All other users who request access for the business will receive 'Account Manager' access. The 'Master' can manage access for all 'Account Managers'.

Customer Access Request

Complete the fields below to request access

1. Select ID Type	<input type="text"/>
2. Enter ID Number	<input type="text"/>
3. Enter Customer Last or Business Name	<input type="text"/>
4. Enter Customer Zip Code	<input type="text"/>

- Enter the ID type and Number.

NOTE: If you are representing an agency as a third party provider, you will register under your business first, then associate the agency you represent to your profile.

- ID Type options include:
 - Federal Employer Identification Number (FEIN, EIN)
 - Wisconsin Taxpayer Number (WTN)
- Enter the Business Name as the full legal name to authenticate. State Agency names start with either Wisconsin Department or WI Department.

HINT: State Agency names often start with either Wisconsin Department or WI Department, local governments start with County, City, Town, Village, etc.

- Skip Step 3 and press the submit button. This screen is used only for adding access to business tax accounts.

Welcome to My Tax Account Registration

Step 1: Enter Logon Info

Logon Id:	<input type="text" value="User Name"/>
Email:	<input type="text" value="Agency@email.com"/>
3rd Party Preparer:	<input type="text" value="No"/>

Step 2: Authenticate Customer Information

ID Type:	<input type="text" value="FEIN or Wisconsin Tax Number"/>
ID:	<input type="text" value="## - #####"/>

➡ Step 3: Add Access to Accounts (Optional)

➡ Click on the **Submit** button to complete request.

Once you have completed these steps, contact either Joseph Mugenga or Susan Dukes to add your TRIP account to your profile. Please submit *Access to TRIP Account Request form*:

<http://www.revenue.wi.gov/trip/index.html>

- Joseph Mugenga: phone (608) 266-8517 email joseph.mugenga@revenue.wi.gov
- Susan Dukes: phone (608) 266-9397 email susan.dukes@revenue.wi.gov

Introduction to My Tax Account – TRIP

Home Page

View My Profile

Agency Name

Wisconsin Tax Number: 000001111

Balance: \$0.00

Names and Addresses

Legal Name: *

Accounts⁴ Requests Notices¹²

My Accounts² Third Party Accounts²

Third Party Accounts						Filter
Id	Account Type	Name	Frequency	Address	Balance	
010-123	TRIP	Agency Name		123 Any St Madison	0.00	

Accounts - Displays accounts that you are authorized to manage.

Requests - Displays requests sent to DOR for processing, like New Debt, Change Debt, or Debt Recall.

Notices - Displays notices sent by DOR, like Summary Reports and Payment Transaction File

My Accounts - Displays accounts you have authority to access

Third Party Accounts - Displays accounts you have authority to access as a third party user.

- Either you or your account administrator will be able to control your access to accounts or updates to your status in My Tax Account in the View My Profile section.

Profile

Web Name: User Name

Phone 1: 608-555-1212

Phone 2:

Email: User.name@email.com

Question:

I want to

- Update Profile
- Cancel My Online Access
- Change Password

My Accounts Third Party Accounts

Account Payment Sources Customer Payment Sources Shared Payment Sources

Manage default payment information for each account

Name	Account Type	Id	Payment Source	Filter
Agency Name	TRIP	010-123	Setup	

- Update Profile** - Make changes to Web Name, Phone, Email or security question.
- Cancel My Online Access** - remove your authority to access My Tax Account.

Are you sure you want to cancel this logon's online access? You will no longer be able to use My Tax Account.

Agree Cancel

- Change Password** - update password. DOR security recommends that you update your password every 60 days.

- **Add Access to an Account** - not used in the TRIP program. If you need to add access to an account, call 608-266-8517 or email trip@revenue.wi.gov.
- **Add 3rd Party Account Access** - not used in the TRIP program. If you need to add access to an account, call 608-266-8517 or email trip@revenue.wi.gov.
- **Payment Sources** - not used in the TRIP program.

View Notices

- Notices are located in a tab from you home page. Reports and DOR communications are issued through Notices on a monthly basis. Please make sure to check your notices weekly for your Posting Notification report and in the beginning of the month for Closed Debt reports.

Accounts ⁴ Requests Notices ¹²								
Unread ¹² Inbox Outbox Deleted								
Unread								
Posted	Subject	Account Id	Account Type	Period	Urgent	Attach	Mark All As Read	Filter
04-Oct-2011	Your Agency Summary File	010-123	TRIP		<input type="checkbox"/>	<input checked="" type="checkbox"/>	Mark As Read	Delete
03-Oct-2011	My Tax Account Forgotten Password				<input type="checkbox"/>	<input type="checkbox"/>	Mark As Read	Delete
15-Sep-2011	My Tax Account - Online Training				<input type="checkbox"/>	<input type="checkbox"/>	Mark As Read	Delete

- Filter - You may filter for a specific notice or notice type by pressing the filter link. A green box will open and you can type in a key word to filter for a specific notice.

Accounts ⁴ Requests Notices ¹²									
Unread ¹² Inbox Outbox Deleted									
Inbox									
agency summary									
Posted	Read	Subject	Account Id	Account Type	Period	Urgent	Attach	Mark As Read	Delete
04-Oct-2011	<input type="checkbox"/>	Your Agency Summary File		TRIP		<input type="checkbox"/>	<input checked="" type="checkbox"/>	Mark As Read	Delete
25-May-2011	<input checked="" type="checkbox"/>	Your Agency Summary File		TRIP		<input type="checkbox"/>	<input checked="" type="checkbox"/>		Delete
02-May-2011	<input checked="" type="checkbox"/>	Your Agency Summary File		TRIP		<input type="checkbox"/>	<input checked="" type="checkbox"/>		Delete

View Requests

Requests ¹ Activity Notices Mail							
Waiting to be Processed ¹ Search							
Requests from 17-Sep-2011							
Started	Action Taken	Account	Id	Period	Title	Status	Confirmation #
16-Nov-2011		TRIP			Add Debt -	Pending...	
25-Oct-2011	25-Oct-2011	TRIP			Change Debt -	Completed	
17-Oct-2011	17-Oct-2011	TRIP			Change Debt -	Completed	
04-Oct-2011	04-Oct-2011	TRIP			SDC Agency Summary	Completed	
29-Sep-2011	29-Sep-2011	TRIP			Report Payment -	Completed	
19-Sep-2011	19-Sep-2011	TRIP			Reverse Debt -	Completed	

- Requests are actions you are sending to DOR for processing. Pending Requests display with no **Action Taken** date. Processed Requests have an action date. Processed requests cannot be withdrawn or changed.
- To view all pending requests, open the **Waiting to be Processed** tab. If a request is pending, you may withdraw the request. Click on the action Title (Add Debt, Change Debt, etc...) to open the form. Click the "Withdraw" button located in the side panel and confirm the action.

Features:

Change Date - Open this link to display a different date range.

Confirmation Number - Open this link to search for a request by the confirmation number.

Filter - You may filter for a specific request by pressing the filter link. A green box will open and you can type in a key word to filter for a specific request.

[View My Profile](#)

[Request to Close Account](#)

[Add 3rd Party Account Access](#)

[Add Access to an Account](#)

[Request Payment Plan](#)

NOTE: The remaining options: **View Collection Information** and **Request Payment Plan** are standard options for tax accounts and not associated to the TRIP functionality.

Manage Your TRIP Account

Click on your TRIP Account Number to activate the TRIP menu options. Your agency profile and all requests will display in this panel.

The screenshot shows the Wisconsin Department of Revenue TRIP account management interface. On the left is a navigation menu with options like Home, Back, Log Off, and RunDate: 30-Nov-2011. The main content area is divided into sections: 'TRIP Agency' (TRIP Agency Id: 123-456, Filing Frequency: None), 'Names and Addresses' (Legal Name, Agency Name, DBA Name, Location Address, Mailing Address), and a 'Requests' section. The 'Requests' section includes a table with columns: Started, Action Taken, Account, Id, Period, Title, Status, and Confirmation #. The table shows 1 - 100 of 365 requests, with page 1 selected. There are also links for 'Change Date', 'Confirmation Number', 'Defaults', and 'Filter'.

Add New Debt

TRIP Debt Detail

Id Type

Social Security Number

Id Number

Last Name

First Name

AIN (Agency Internal Number)

Current Balance

FILING TIPS

Only debts directly owed to government agencies may be submitted to TRIP.

Validation

- o **Name ID Mismatch** – Red in the data entry fields indicate an error. Place you indicator over the field to see the error reason.

TRIP Debt Detail

Id Type	Social Security Number	Id Number	123-45-6789
Last Name	JOE	First Name	DEBTOR
AIN (Agency Internal Number)		Error Invalid SSN/Name	
Current Balance	500.00		

- o **Debt Threshold Error**

TRIP Debt Detail

Id Type	Social Security Number	Id Number	123-45-6789
Last Name	JOE	First Name	DEBTOR
AIN (Agency Internal Number)			
Current Balance	15.00	Error Intial Balance < 20	

Change a Debt

Use Change Debt to update a balance if the debtor has made a payment or you have adjusted the balance down.

- Increases to the debt balance for interest updates are allowed once a month.
- Select the ID Type and enter the ID number. Must be the same ID you used when submitting the debt. Choices include: Social Security Number or Driver’s License Number for individuals and Federal Employer Identification Number for businesses.

TRIP Debt Search

Id Type	Social Security Number
Id Number	

- Update a debt by clicking on the Debt Number link.

TRIP Debt Search

Id Type	Social Security Number
Id Number	123-45-6789

Debt Number	Agency Id	Initial Date	Initial Amount	Balance Due	Last Posted	Last Source	Last/Business Name	First Name	AIN
00001	123-456	03-Feb-2007		818.48	08-Dec-2010	AGY ADJ	Debtor	Joe	
00002	123-456	28-Nov-2009		88.90	02-Oct-2010	INITIAL	Debtor	Joe	

- A copy of the information originally submitted will be returned. The amount fields and the Agency Internal Number are marked in green. These are the allowable update fields.

TRIP Debt Detail

Debt Number	<input type="text" value="00001"/>	First Name	<input type="text" value="Joe"/>
Last Name	<input type="text" value="Debtor"/>		
AIN (Agency Internal Number)	<input type="text" value=""/>		
Current Balance	<input type="text" value="818.48"/>		
New Balance	<input type="text" value="0.00"/>		

FILING TIPS
 Debts changed to less than \$20.00 will be closed by DOR and included on the Closed Debt File sent on the first Tuesday of every month.

- Enter your changes and press the Submit button to proceed.

NOTE: Pending requests are picked up by DOR at 4:00 pm on each day. You have up to that time to withdraw the request.

Debt Summary

Use Debt Summary to review transactions and updates posted to a debt.

- Select the ID Type and enter the ID number. Must be the same ID you used when submitting the debt. Choices include: **Social Security Number or Driver's License Number for individuals and Federal Employer Identification Number for businesses.**

TRIP Debt Search

Id Type

Id Number

- View the detail of a debt by clicking on the Debt Number link.

TRIP Debt Search

Id Type

Id Number

Debt Number	Agency Id	Initial Date	Initial Amount	Balance Due	Last Posted	Last Source	Last/Business Name	First Name	AIN
00001	123-456	03-Feb-2007		818.48	08-Dec-2010	AGY ADJ	Debtor	Joe	
00002	123-456	28-Nov-2009		88.90	02-Oct-2010	INITIAL	Debtor	Joe	

- Debt detail

Debt Number	Agency Id	Posted Date	Change	Balance Due	Source
00010	123-456	02-Oct-2010	0.00	1,687.77	INITIAL
00010	123-546	27-Jan-2011	-540.00	1,147.77	REF INT
00010	123-456	27-Jan-2011	-276.00	871.77	REF INT

- Sources

- INITIAL: original debt submission
- AGY ADJ: Agency Adjusted is a change submitted by the agency
- DOR ADJ: DOR Adjusted is a change submitted by DOR
- REF INT: a refund intercepted and applied to a debt by DOR

- LOT INT: a Lottery payment intercepted and applied to a debt by DOR. Note: Intercepted lottery proceeds may only offset state agency debts.
- VEN INT: a State vendor payment intercepted and applied to a debt by DOR. Note: State vendor proceeds may only offset state agency and local government debts.

Agency Summary

- Request a report of all active debtors currently referred to the TRIP program. Select how you would like to receive the report.

TRIP Agency Summary

This Agency Only

OR

All My TRIP Agencies

File Type

- TRIP CSV File
- TRIP CSV File
- TRIP Expanded
- TRIP Xml

- TRIP CSV File— Opens in excel, formatted.
- TRIP Expanded – Opens in notepad, unformatted. -This will not be available after October 2011.
- TRIP XML –Opens in the XML file layout.

- The MTA report types will be sent to you through an attachment in a Notice.

Posted	Read	Subject	Account Id	Account Type	Period	Urgent	Attach	
04-Oct-2011	<input type="checkbox"/>	Your Agency Summary File		TRIP		<input type="checkbox"/>	<input checked="" type="checkbox"/>	Mark As Read Delete
25-May-2011	<input checked="" type="checkbox"/>	Your Agency Summary File		TRIP		<input type="checkbox"/>	<input checked="" type="checkbox"/>	Delete
02-May-2011	<input checked="" type="checkbox"/>	Your Agency Summary File		TRIP		<input type="checkbox"/>	<input checked="" type="checkbox"/>	Delete

- Click on Your Agency Summary File and then click on blue Summary in the Attachments box.

Wisconsin Department of
Revenue
About My Tax Account

Menu

- Home
- Back
- Log Off
- RunDate: 30-Nov-2011

Close
Delete

Attachments

- YOUR SUMMARY...
- AGENCY SUMMARY

Notice

Account Id: 123-456

Account Type: TRIP

From: Department of Revenue
To: TRIP Agency
Date: Monday 31-Oct-2011 19:27:26
Subject: Your Agency Summary File

Agency summary file containing all debts referred to the Department of Revenue

YOUR SUMMARY...

AGENCY SUMMARY

← Click link to open

TRIP Inquiry

TRIP Inquiry is a tool that allows you to communicate with the Setoff Coordinator in a safe and secure manner. Like e-mail, you enter a subject line, attach documents, enter comments in a text box, and submit. If you have questions related to a specific debtor, you may include in your inquiry debtor details, such as complete SSN and name, and know the data is secure.

The screenshot shows a web application window titled "Send Notice" with a close button (X) in the top right corner. Below the title bar is a dark blue header with the text "Send Notice" and a small white box. Underneath is a light gray banner with the text "Use TRIP Inquiry to communicate securely with DOR regarding a specific debtor. Common Questions". The main form area has a blue header with "Send Notice" and a small white box. Below this are three fields: "Message Type" with a dropdown menu showing "TRIP Inquiry", "Accounts" with a dropdown menu, and "Subject" with a yellow text input field. Below these fields is a large yellow text area for entering details. At the bottom right of the form are two buttons: "Send Message" and "Cancel".

- Enter a subject line to summarize your question. Details are entered into the box below. You will receive a response to your question in a Notice.
- Click on the blue SEND MESSAGE button to submit

View Requests

- Every action you take to submit a new debt or update a debt becomes a request. Requests are stored for your reference.

Pending Requests

Pending Requests	Recent Requests	Search Requests					
Confirmation Number	<input type="text"/>						
Requests waiting to be processed							
Submitted	Account	Id	Period	Title	Request Status	Confirmation #	Logon
02-Jun-2011	TRIP Agency	<input type="text"/>		Add Debt - Debtor Name	Pending...	<input type="text"/>	dortrip1

- These are requests that have been submitted but not yet processed by DOR. A pending request can be withdrawn and resubmitted. DOR picks up requests for processing at 4:00 pm every business day.

Recent Requests

Requests ¹	Activity	Notices	Mail				
Waiting to be Processed ¹		Search					
Requests from 17-Sep-2011							
Started	Action Taken	Account	Id	Period	Title	Status	Confirmation #
16-Nov-2011		TRIP			Add Debt -	Pending...	
25-Oct-2011	25-Oct-2011	TRIP			Change Debt -	Completed	
17-Oct-2011	17-Oct-2011	TRIP			Change Debt -	Completed	
04-Oct-2011	04-Oct-2011	TRIP			SDC Agency Summary	Completed	
29-Sep-2011	29-Sep-2011	TRIP			Report Payment -	Completed	
19-Sep-2011	19-Sep-2011	TRIP			Reverse Debt -	Completed	

- Completed: These are requests that have been processed by DOR. These can no longer be withdrawn. Processed requests are stored and you can search for a request by the confirmation number.
- Pending: These are requests that have not been processed. DOR picks up requests for processing each business day at 4:00pm. Pending requests may be withdrawn.
- Search Functions
 - Change Date - search for requests by date
 - Confirmation - search for requests by confirmation number
 - Defaults - not used in My Tax Account application
 - Filter - search for request by key word such as title, status, or name.

Notices

- Notices are a mechanism for DOR to communicate with My Tax Account users. If your agency selected to use the portal to submit debts, then all reports will be distributed to your agency using attachments in Notices.
 - Transaction File
 - Return File
 - Account Summary File

Accounts ⁴		Requests		Notices ¹²						
Unread ¹²		Inbox		Outbox		Deleted				
Unread							Mark All As Read		Filter	
Posted	Subject	Account Id	Account Type	Period	Urgent	Attach				
04-Oct-2011	Your Agency Summary File	010-123	TRIP		<input type="checkbox"/>	<input checked="" type="checkbox"/>	Mark As Read	Delete		
03-Oct-2011	My Tax Account Forgotten Password				<input type="checkbox"/>	<input type="checkbox"/>	Mark As Read	Delete		
15-Sep-2011	My Tax Account - Online Training				<input type="checkbox"/>	<input type="checkbox"/>	Mark As Read	Delete		

- To view notices from your TRIP account, click on the View link. You will be alerted to any new, unread notices.
- The number next to the NOTICES tab indicates how many unread notices exist.