

Agency Collection News

October 2023

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Agency Collections – Program Updates

New State Debt Collection (SDC) Agency requests

To provide the best collection services possible to our current agency partners, the Wisconsin Department of Revenue (DOR) is not establishing new Statewide Debt Collection (SDC) agreements from local governments at this time. There is no impact to existing SDC agencies or collections. DOR will accept new agreements for the Tax Refund Intercept Program (TRIP). Any questions about the pause on new SDC agreements can be directed to DOR's Income, Sales and Excise Taxes (IS&E) Division Administration.

- Susan Dukes, Division Administrator – IS&E
Susan.Dukes@wisconsin.gov
- Kyle Duerstein, Deputy Division Administrator – IS&E
Kyle.Duerstein@wisconsin.gov

Debts greater than 20 years old

DOR is changing policy related to the age of debts submitted for collection to either SDC or TRIP programs. As you renew your agency agreements, you will see that DOR no longer accepts debts older than 20 years except for debts submitted by the Department of Children and Families for child support enforcement. We will be reviewing our debt database and if there are no active collection leads, DOR will return the debt as uncollectable. The reason for the policy change is generally, debts older than 20 years are not enforceable by law ([sec. 893.40](#), Wis. Stats.)

Updated TRIP publications

Publication 218, *Refund Interception Guide for Counties and Municipalities*, and Publication 238, *Refund Interception Guide for State Agencies*, were revised and are available on our [website](#). We will send new agreements for TRIP agency renewals, with instructions, to our agency partners in batches from November through January. Please sign and return agreements within 30 days of receipt.

County and municipal courts are now managed under Publication 238 for state agencies due to prioritization of court debt in the setoff hierarchy. Court users must update their process for sending the Notice of Intent to Certify to at least 30 days before certifying debts to TRIP for collection.

New and improved payment options for customers

We continue to expand options for customers to pay SDC debts. We offer more payment options via phone, have expanded individual services in My Tax Account (MTA) to manage collections, payment plans, and payments. Our recent change in third-party payment processors allows us to accept payments by credit card, Apple Pay, and PayPal. We have multiple offices where in-person payments can be made and will continue to make it easier for customers to make payments to us.

Direct customers to the DOR [Make a Payment](#) page for SDC payments.

Agency Collections – Important Program Reminders

Discharged bankruptcy cases

DOR recently changed the bankruptcy process for SDC debts. We suspend all collection activities while a bankruptcy is active in the court and include the bankruptcy case number on your Agency Summary report. Once the court discharges the bankruptcy, we will follow-up by email to all agencies with debts submitted to our SDC program.

You must review the bankruptcy case:

- If any part of your agency's debt was discharged, update the debt balance, or recall the debt
- If the debt was not discharged, please respond to our email with the following:
 - The citation to the bankruptcy section supporting your position along with all relevant facts
 - Contact information for someone with knowledge, in the event we have questions

An acceptable response would include the specific citation, statute, or rule that supports the debt survived discharge.

We will close the debt and send it back to your agency if we do not receive the requested information, or if there is no recall or adjustment made by the date indicated in the email. Any debtor questions or concerns regarding the status of your debt will be directed to your agency.

Communicating with us

When you send us inquiries about specific debtors, please include:

- Six-digit agency ID
- Debtor name
- Agency Identification Number (AIN)

This information allows us to access the debtor's account. The AIN is the unique debtor ID you assign when submitting the debt to SDC. You can find it listed on your Agency Summary report or through MTA.

Note: If a debt submission was rejected, we cannot use the AIN and Debt ID to look up a debt/debtor as that debt will not be in our system. For us to review a rejection please provide the file name and date of submission. You may use TRIP Inquiry in MTA to send us the full Social Security number or driver license number. You may also call us to discuss the rejected debt/debtor.

Do not send personally identifiable information (PII) by email as it could be used to uniquely identify, contact, or locate a person. Examples of PII:

- Social Security number
- Driver license number
- Financial account numbers

Mailing address

Our address for payments, agreements, and correspondence:

Wisconsin Department of Revenue
Compliance Bureau
PO Box 8910
Madison, WI 53708-8910

When sending payments to us, include:

- Six-digit agency ID
- Debtor name
- AIN
- Debt ID, used to direct payments to a specific debt

Uncollectible debts

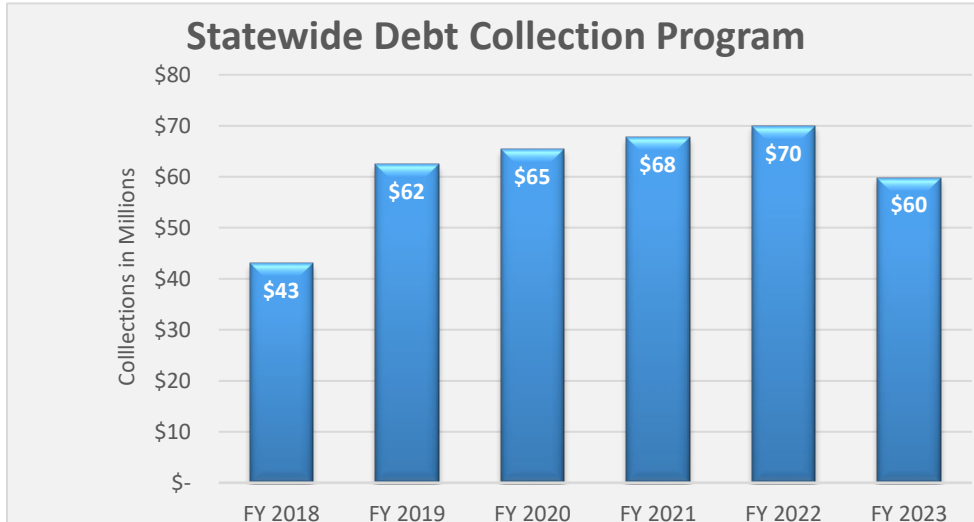
Debts certified to SDC are regularly reviewed for collectability. The reasons a debt may be returned as uncollectible can include:

- No financial assets or wages available
- No recent credits or payments, active payment plans, or active involuntary collections
- Debtor may be indigent or in care and/or disabled with no possibility of future employment
- Debtor may be incarcerated for an extended amount of time
- DOR has previous, unsuccessful collections experience with the debtor

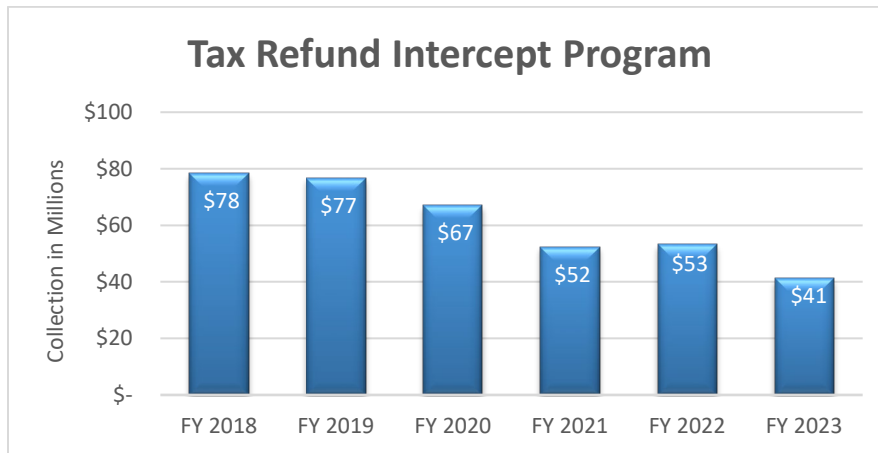
You can submit these debts to DOR through TRIP, if applicable, to take advantage of any future refunds. These debts may not be referred to DOR again for collection via SDC.

Historical Agency Collections

Collection numbers based on a fiscal year (FY) of July 1 to June 30.



SDC Collections for FY2023 reflect current collection resources with the program at capacity. We expect annual collections of \$60 - \$70M annually for SDC with current resources.



TRIP Collections for FY2020 - FY2023 reflect a pause in offsets to federal programs due to the Covid-19 pandemic and a decrease in the amount of debt from partner agencies submitted to TRIP.

Contact Information

Agency Collections has a shared email and phone number to ensure prompt assistance to agencies. Please use the contact information below to reach us.

Roxy Walker
DORAgencyCollections@wisconsin.gov
Phone: (608) 264-0344
Fax: (608) 261-6226

SDC Debtor Contact:
Phone: (608) 264-0345

TRIP Debtor Contact:
Phone: (608) 266-7879

