



Wage Attachment User Guide for Employers

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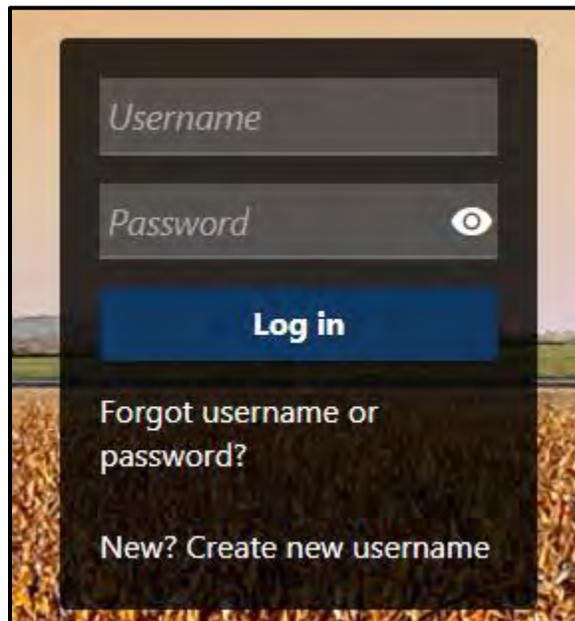
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New User Registration Process (Business owner, employee user)

- **Note:** The following instructions are for **new** employer users.
 - If you already have a My Tax Account profile, go to the Add Wage Attachment Account section beginning on page 8
 - If you are a third party preparer, go to the Third Party Preparer section beginning on page 12
- From the department's home page (revenue.wi.gov) click the My Tax Account button, or go directly to <https://tap.revenue.wi.gov>



- Click 'New? Create new username'



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- Enter your Logon Information. Every My Tax Account user needs their own username. Enter a unique username, password and profile email address. Do not share this information with anyone else.
- Click 'Next'

The screenshot shows the 'New Registration' process on the Revenue My Tax Account website. The page is titled 'New Registration' and is currently on the 'Logon Information' step. The 'Enter Profile Information' section includes the following fields:

- Username (Required): A text input field with a note: 'Your username must be between 5-20 characters and begin with an alphanumeric character.'
- Password (Required): A text input field with a note: 'Passwords cannot be reused'.
- Confirm Password (Required): A text input field with a note: 'Minimum 8 characters' and 'Passwords must contain both letters and numbers'.
- Secret Question (Required): A dropdown menu.
- Secret Answer (Required): A text input field.
- Confirm Secret Answer (Required): A text input field.
- Profile Email Address (Required): A text input field with a note: 'Your email address must be in a standard format and must not include the characters of "!" or "%". An acceptable email address format example: johndoe@business.com.'
- Confirm Email Address (Required): A text input field.

At the bottom of the form, there are 'Cancel', 'Previous', and 'Next' buttons. The 'Next' button is highlighted in blue.

- **Note to businesses with subsidiaries:** If you are an employee of a business that has subsidiaries, register under the parent company first. Later in the process you will be able to add access to the other subsidiaries using the 'Add Third Party Account Access'.

- Enter your Customer Information
- The first user to request access for a business automatically receives Master level access. All other users will receive Account Manager access.
- The user with Master access will manage the access of all Account Manager users and third party preparers. We strongly encourage business owners to have Master level access.
- Sole proprietors may use their personal information
- Click 'Next'

The screenshot shows the 'New Registration' process in the Revenue MY tax ACCOUNT system. The user is on the 'Customer Information' step, which is the second of two steps shown in the progress bar. The page includes a 'Cancel' button and 'Previous' and 'Next' navigation buttons. The 'Customer Information' section contains the following text and fields:

My Tax Account has three levels of access: Master, Administrator, and Account Manager. The first user to complete an access request will automatically receive Master access. All subsequent users who request access will initially receive Account Manager access. The Master is able to manage access for all Account Managers. Additionally, the Master is able to promote Account Managers to Administrator access, which will allow the logon to manage Account Managers as well.

Fields include:

- ID Type * (Required)
- ID * (Required)
- Customer Last or Business Name * (Required)
- Customer Zip Code * (Required)

- Answer 'Yes' to the 'Are you an active business customer?' question
- Click 'Next'

The screenshot shows the 'New Registration' process in the Revenue MY tax ACCOUNT system, now on the 'Active Business' step, which is the third of three steps shown in the progress bar. The 'Customer Type' section contains the following text and options:

Are you an active business customer?

No Yes

Select "No" if you are one of the following:

- Registering for an individual income tax or homestead credit account
- An individual registering your collection amount
- Setting up a wage attachment account

If you are a closed business and would like to reactivate, call customer service 7:45 am - 4:30pm, Monday - Friday (608) 266-2776.

The 'Yes' radio button is highlighted with a red box. The page includes a 'Cancel' button and 'Previous' and 'Next' navigation buttons.

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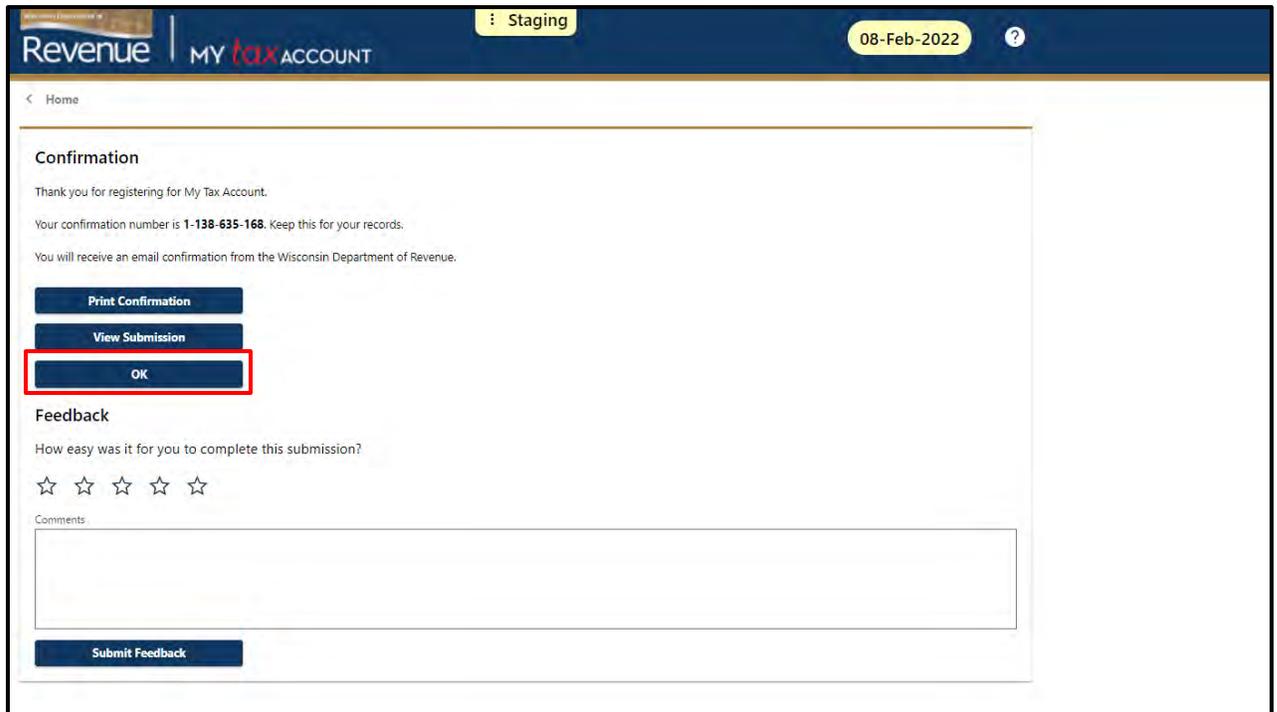
- Register for one tax type by selecting a tax account type and the total tax due from a prior return or deposit report. You could also enter the letter ID from the wage attachment order of one of your employees.
- Click 'Submit'

The screenshot shows the 'Revenue | MY tax ACCOUNT' interface. At the top, there is a 'Staging' indicator, the date '08-Feb-2022', and a help icon. Below the header, a progress bar indicates four steps: 'Logon Information', 'Customer Information', 'Active Business', and 'Account Access'. The 'Account Access' step is currently active. The main content area is titled 'Account Access' and contains the following text: 'Register for one tax type, for example: Withholding tax. If you are an agency registering for a Statewide Debt Collection (SDC) or Tax Refund Intercept Program (TRIP) account, do not enter any information on this screen. Select "Submit", then contact us as DORAgencyCollections@wisconsin.gov to complete your registration. The Master logon may limit access to specific tax account types.' Below this text are two input options: 'Tax Account Type' (a dropdown menu) and 'Total Tax Due From Prior Return or Deposit Report' (a text field containing '0.00'). An 'OR' separator is followed by a 'Letter ID' text field. At the bottom of the form, there are three buttons: 'Cancel', 'Previous', and 'Submit'.

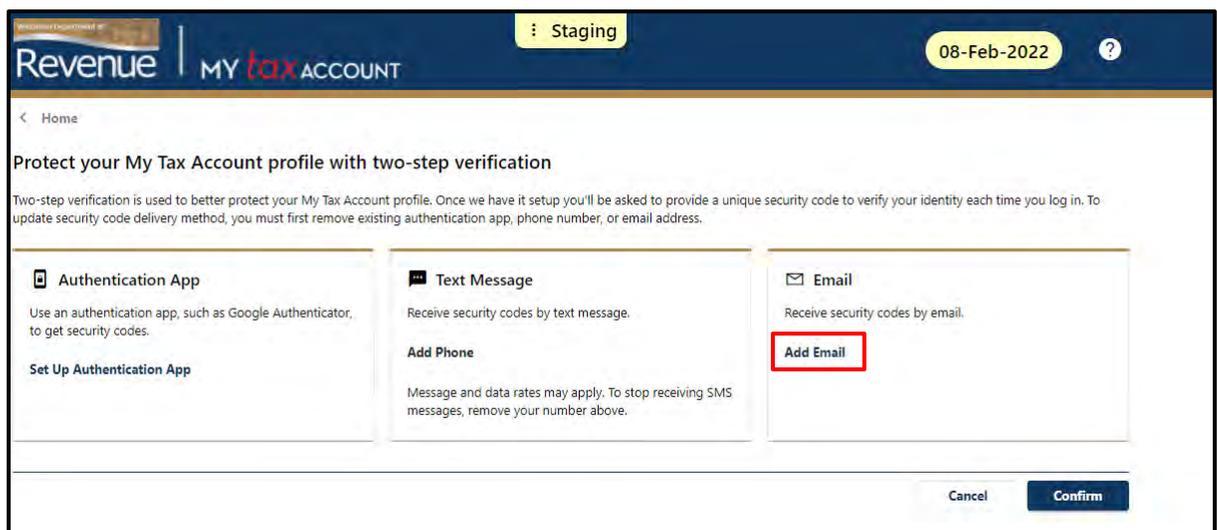
- A confirmation page appears recommending that you do not share your username or password
- Click 'OK'

The screenshot shows a 'Confirmation' dialog box with a close button (X) in the top right corner. The text inside the dialog reads: 'Each My Tax Account user is required to hold their own username and password. Do not share your My Tax Account username or password with anyone. To complete My Tax Account registration, click "OK."' At the bottom of the dialog, there are two buttons: 'Cancel' and 'OK'.

- Another confirmation screen appears with your confirmation number and states that you will receive email confirmation
- Click 'OK' to return to the My Tax Account landing page



- Log back into My Tax Account by entering your username and password. This brings up the two-step verification page where you will choose a method to receive security codes that you will use to verify your identity each time you log in.
- For this example we'll choose to receive security codes by email by selecting the 'Add Email' hyperlink and then 'Confirm'



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- Enter your email address
- Click 'Save' to continue and you will receive an email with a security code

The screenshot shows the 'Two-Step Verification Setup' page. At the top, there is a navigation bar with the 'Revenue | MY tax ACCOUNT' logo, a 'Staging' environment indicator, the date '08-Feb-2022', and a help icon. Below the navigation bar, the page title is '< Two-Step Verification Setup'. The main content area is titled 'Add Email' and includes a sub-header 'Add Email' with an envelope icon. Below this, there is a note: 'A security code will be sent via email when trying to log in. Add DOR-DO-NOT-REPLY@wisconsin.gov to your email whitelist to prevent security codes going to your junk folder.' The question 'What email address would you like to use?' is followed by a text input field labeled 'Email *' with a red border and the word 'Required' below it. At the bottom right of the form, there are 'Cancel' and 'Save' buttons.

- Enter the security code from the email and click 'Confirm'

The screenshot shows the 'Two-Step Verification Setup' page at the 'Verify Security Code' step. The navigation bar is identical to the previous screenshot. The page title is '< Two-Step Verification Setup'. The main content area is titled 'Verify Security Code' with an envelope icon. Below this, there is a note: 'An email with your My Tax Account security code was sent to frederick.bahr@wisconsin.gov. If you don't see the message, check your spam folder for an email from DOR-DO-NOT-REPLY@wisconsin.gov.' The question 'What security code did you receive?' is followed by a text input field labeled 'Security Code *' with a red border and the word 'Required' below it. To the right of the input field, there is a note: 'Populate in development environments only.' Below the input field, there is a link: 'Didn't receive your security code? Resend'. At the bottom right of the form, there are 'Cancel' and 'Confirm' buttons.

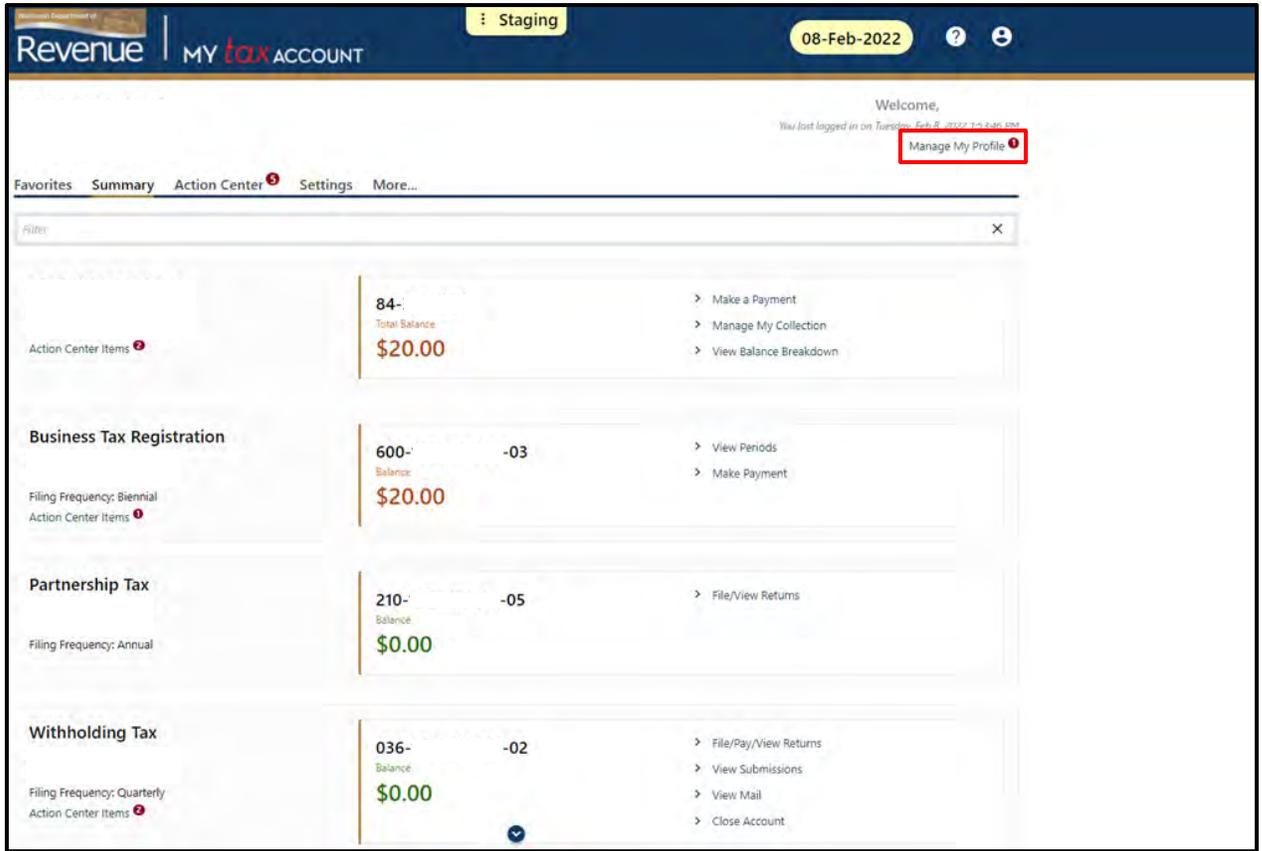
- Your My Tax Account summary page is displayed with a list of your existing business tax accounts

The screenshot shows the Revenue MY tax ACCOUNT interface. At the top, there is a navigation bar with the Revenue logo, 'MY tax ACCOUNT', a 'Staging' indicator, the date '08-Feb-2022', and user icons. Below the navigation bar, a welcome message and login information are displayed. A main navigation menu includes 'Favorites', 'Summary', 'Action Center', 'Settings', and 'More...'. A search bar labeled 'Filter' is present. The main content area displays four tax accounts, each with a balance and associated actions:

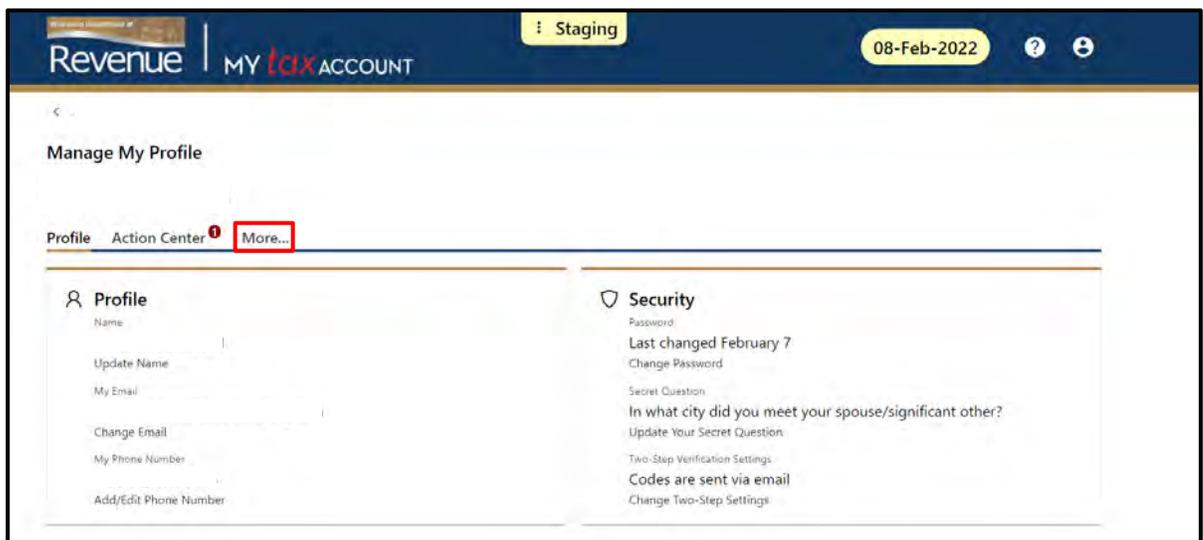
Account Name	Balance	Actions
Action Center Items	84- Total Balance \$20.00	Make a Payment, Manage My Collection, View Balance Breakdown
Business Tax Registration	600- Balance \$20.00	View Periods, Make Payment
Partnership Tax	210- Balance \$0.00	File/View Returns
Withholding Tax	036- Balance \$0.00	File/Pay/View Returns, View Submissions, View Mail, Close Account

Add Wage Attachment Account

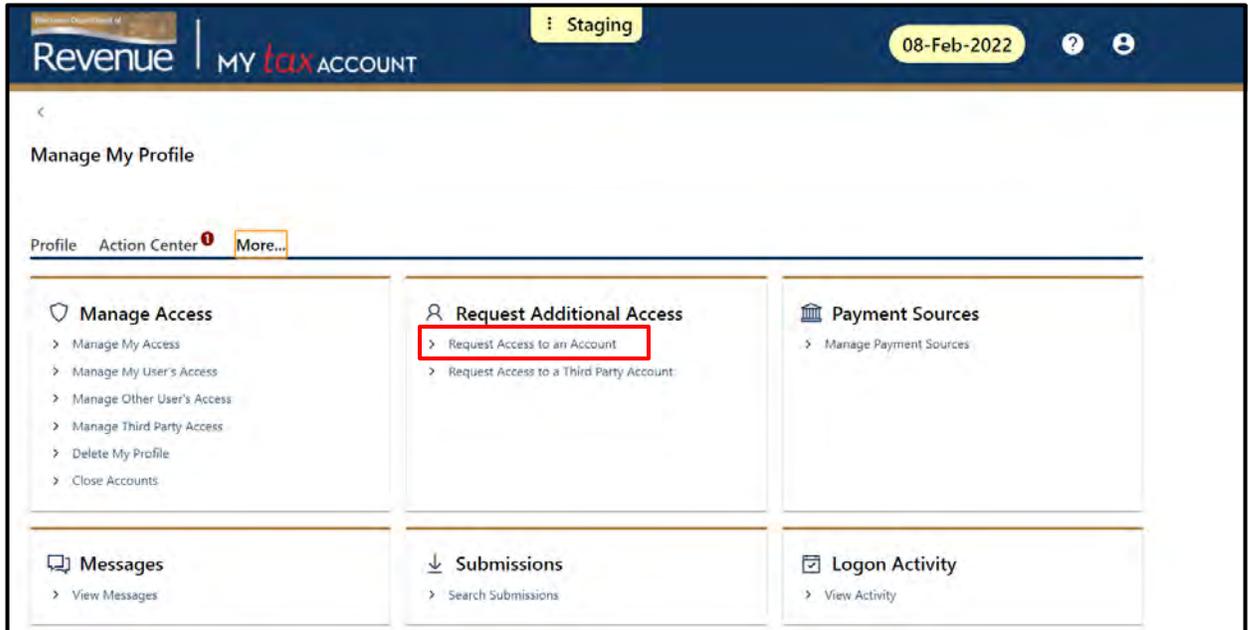
- From your My Tax Account summary page, select 'Manage My Profile'



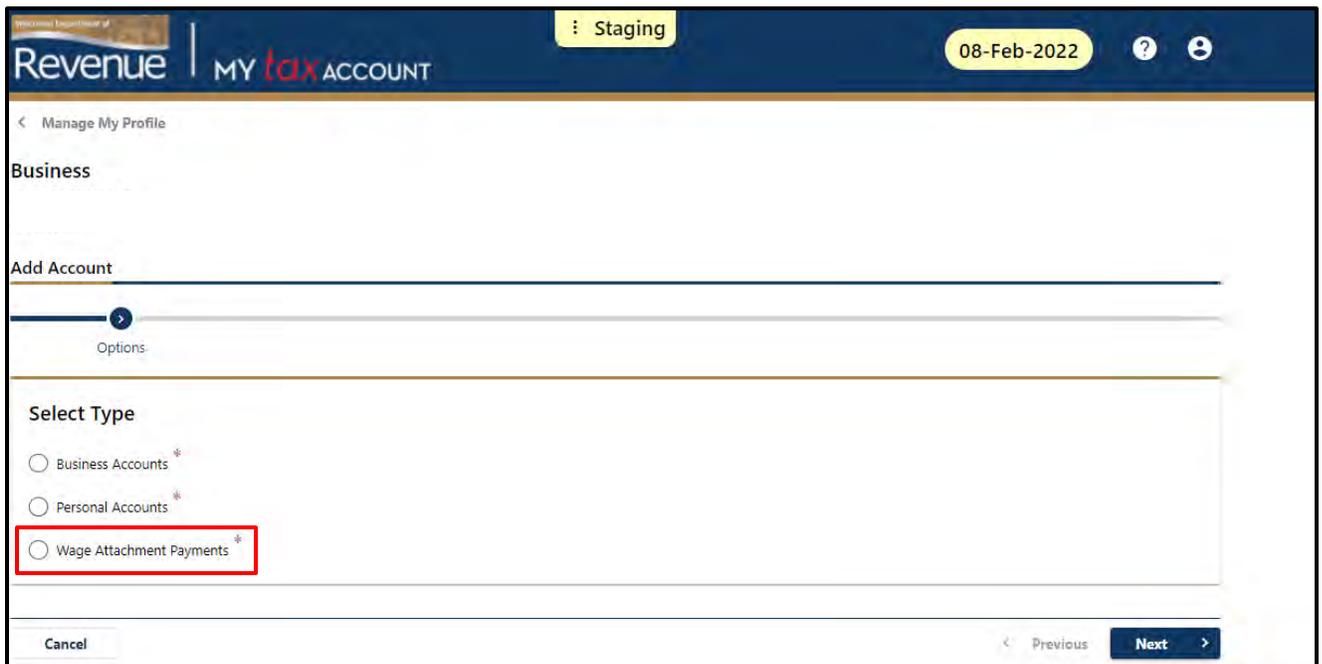
- Select 'More...'



- Select 'Request Access to an Account'



- Select the radio button for 'Wage Attachment Payments' and click 'Next'



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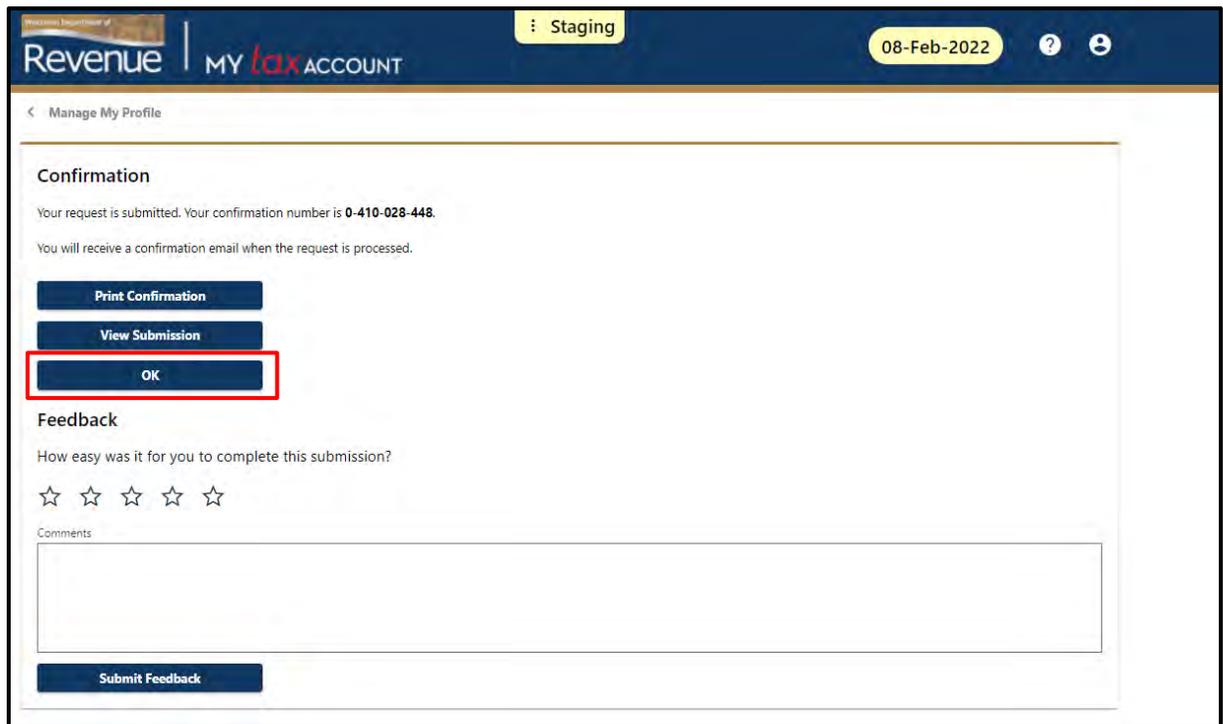
- Enter the Social Security Number and the first and last name of one of your employees with a wage attachment order, or enter the letter ID of their wage attachment order
- Click 'Next'

The screenshot shows the 'Add Account' section of the 'MY tax ACCOUNT' interface. A progress bar indicates that the 'Options' step is complete and the 'Wage Attachment' step is the current active step. Below the progress bar, the 'Enter Employee Information' form is displayed. This form contains two sets of input fields: 'Social Security Number * Required' and 'First Name' / 'Last Name', followed by 'OR' and 'Enter Letter ID * Required'. A red rectangular box highlights the 'Social Security Number', 'First Name', 'Last Name', and 'Enter Letter ID' fields. At the bottom of the form, there are 'Cancel', 'Previous', and 'Next' buttons.

- Click 'Submit'

The screenshot shows the 'Add Account' section of the 'MY tax ACCOUNT' interface. The progress bar now shows three steps: 'Options', 'Wage Attachment', and 'Summary', all of which are marked as complete. Below the progress bar, the text 'Click Submit.' is displayed. At the bottom of the form, there are 'Cancel', 'Previous', and 'Submit' buttons. A red rectangular box highlights the 'Submit' button.

- Click 'OK' and then navigate back to your Summary page



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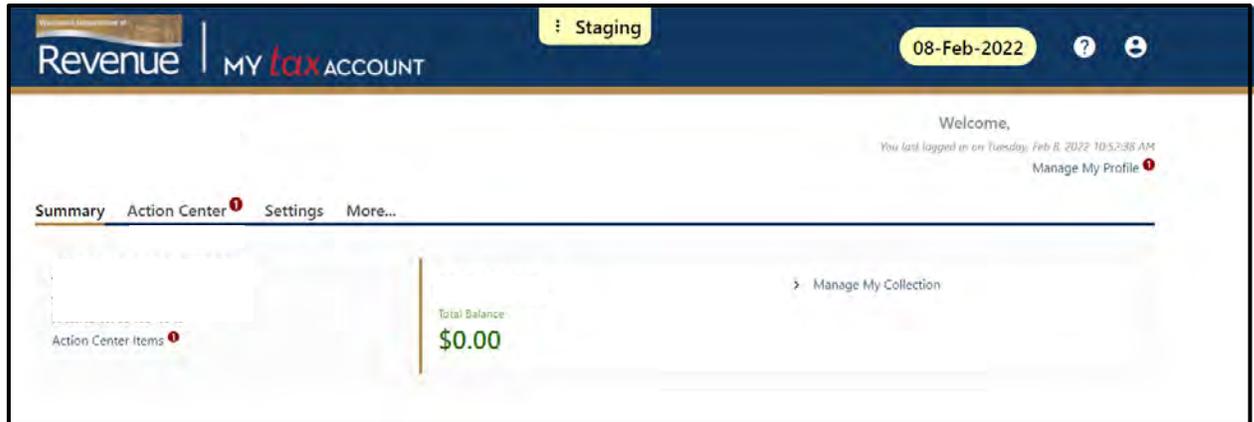
- Your Wage Attachment account is added to your profile

The screenshot displays the 'MY tax ACCOUNT' interface for the Wisconsin Department of Revenue. The top navigation bar includes the date '08-Feb-2022', a 'Staging' indicator, and user profile icons. A welcome message states 'Welcome, You last logged in on Tuesday, Feb 8, 2022 4:14:15 PM' with a 'Manage My Profile' link. The main navigation menu contains 'Favorites', 'Summary', 'Action Center' (with a notification badge), 'Settings', and 'More...'. A search filter is present at the top of the content area. The 'Action Center Items' section shows a total balance of \$20.00 with links for 'Make a Payment', 'Manage My Collection', and 'View Balance Breakdown'. Below this are sections for 'Business Tax Registration' (Balance: \$20.00, links: 'View Periods', 'Make Payment'), 'Partnership Tax' (Balance: \$0.00, link: 'File/View Returns'), and 'Wage Attachment' (Balance: \$0.00, links: 'Wage Attachment Payments', 'Update Employee Status'). The 'Wage Attachment' section is highlighted with a red border.

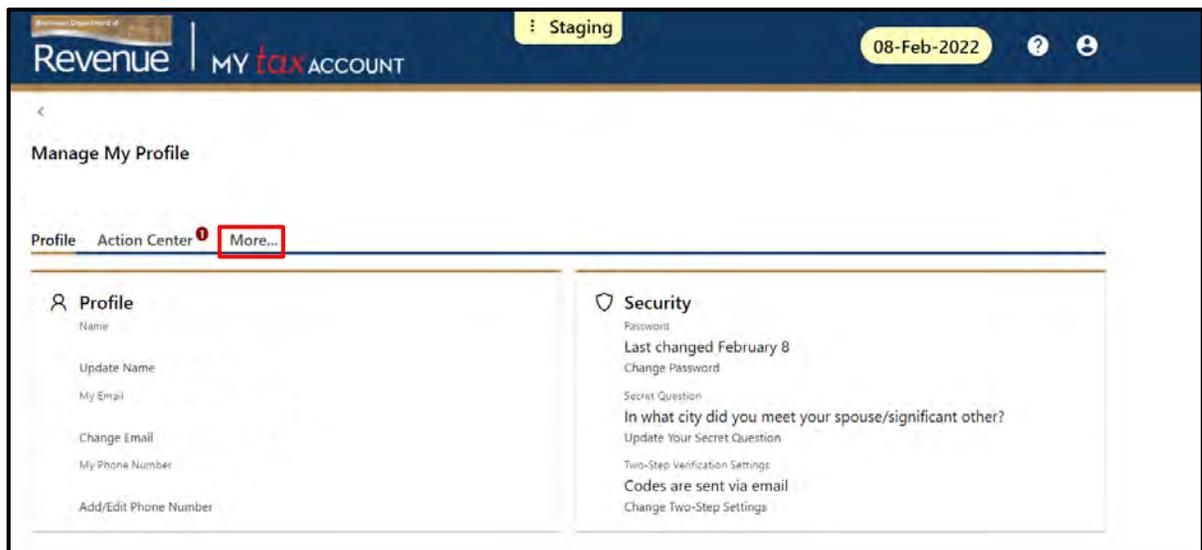
Category	Balance	Actions
Action Center Items	Total Balance: \$20.00	Make a Payment, Manage My Collection, View Balance Breakdown
Business Tax Registration	Balance: \$20.00	View Periods, Make Payment
Partnership Tax	Balance: \$0.00	File/View Returns
Wage Attachment	Balance: \$0.00	Wage Attachment Payments, Update Employee Status

Third Party Preparers

- Once you've established a My Tax Account username and password, you may access your client's wage attachment account
- Select 'Manage My Profile' from your My Tax Account home page

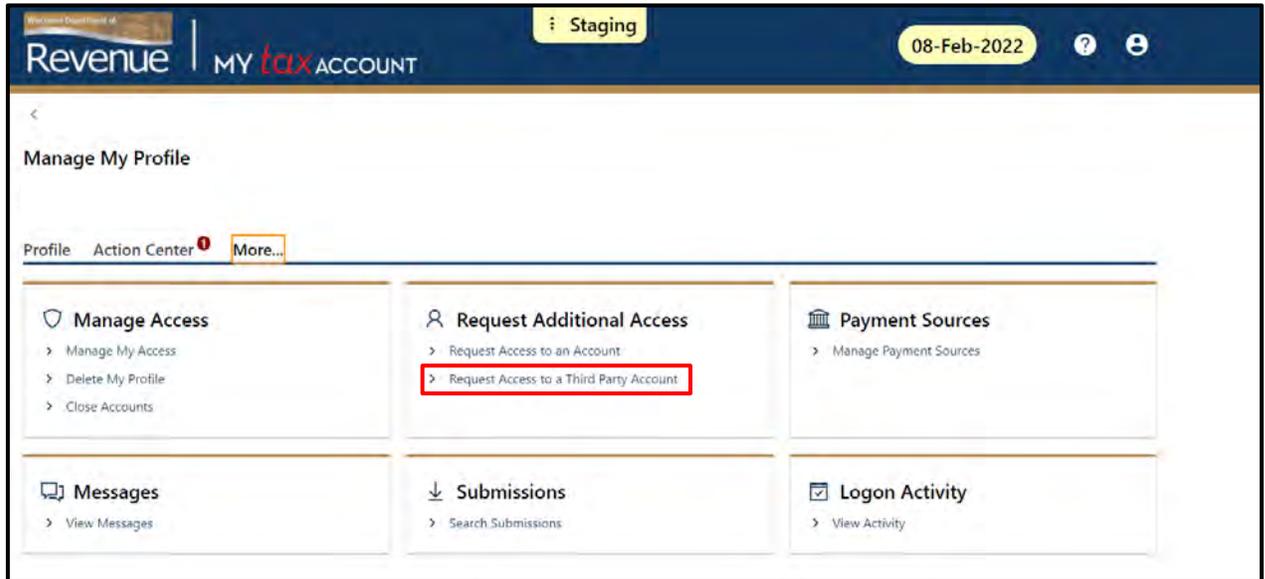


- Select 'More...'

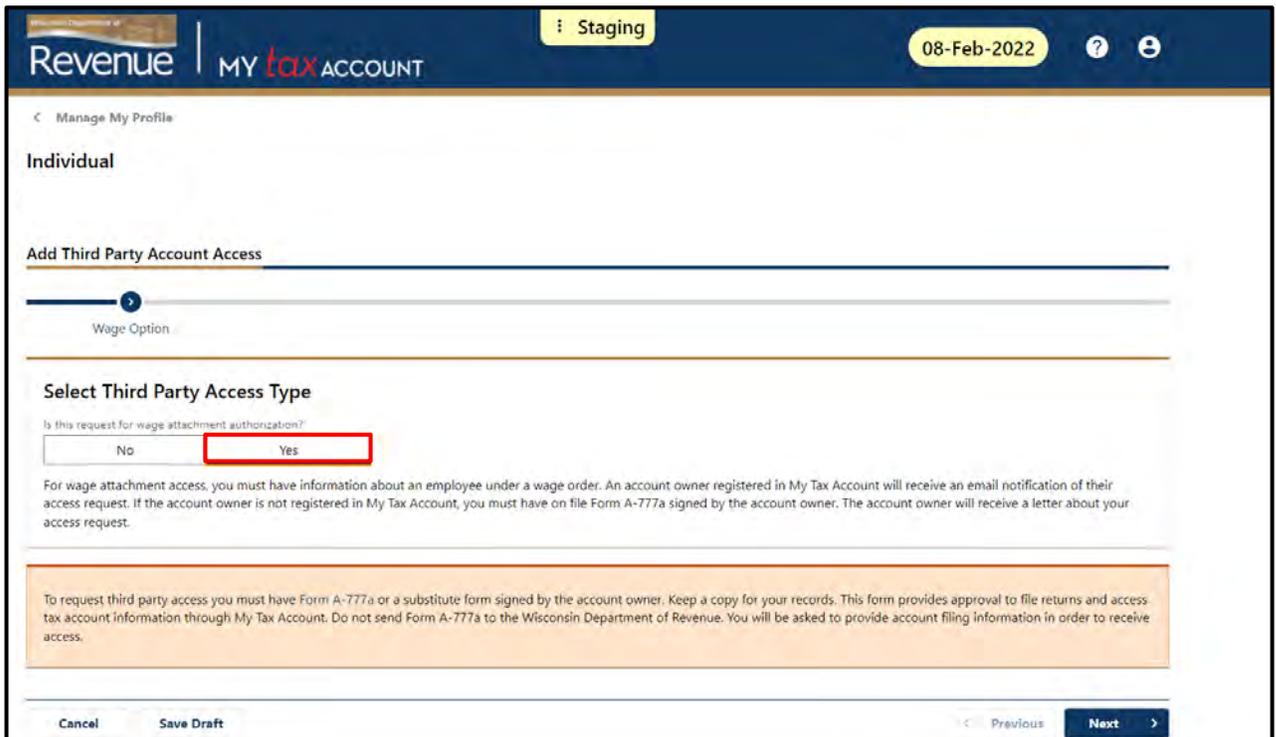


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- Under 'Request Additional Access', select 'Request Access to a Third Party Account'



- In response to the question, 'Is this request for wage attachment authorization?', select 'Yes'
- Click 'Next'



- Choose an 'Id Type' and enter your employer's 'Identification Number' and 'Business Name'
- Click 'Next'

Revenue | MYtax ACCOUNT

Staging

08-Feb-2022

< Manage My Profile

Individual

Add Third Party Account Access

Wage Option ✓ Employer

Third Party Information

Name :
Email :
Phone Number :

If the above information has changed, go to "Manage My Profile" on your Home page and make any changes.

Enter Employer Information

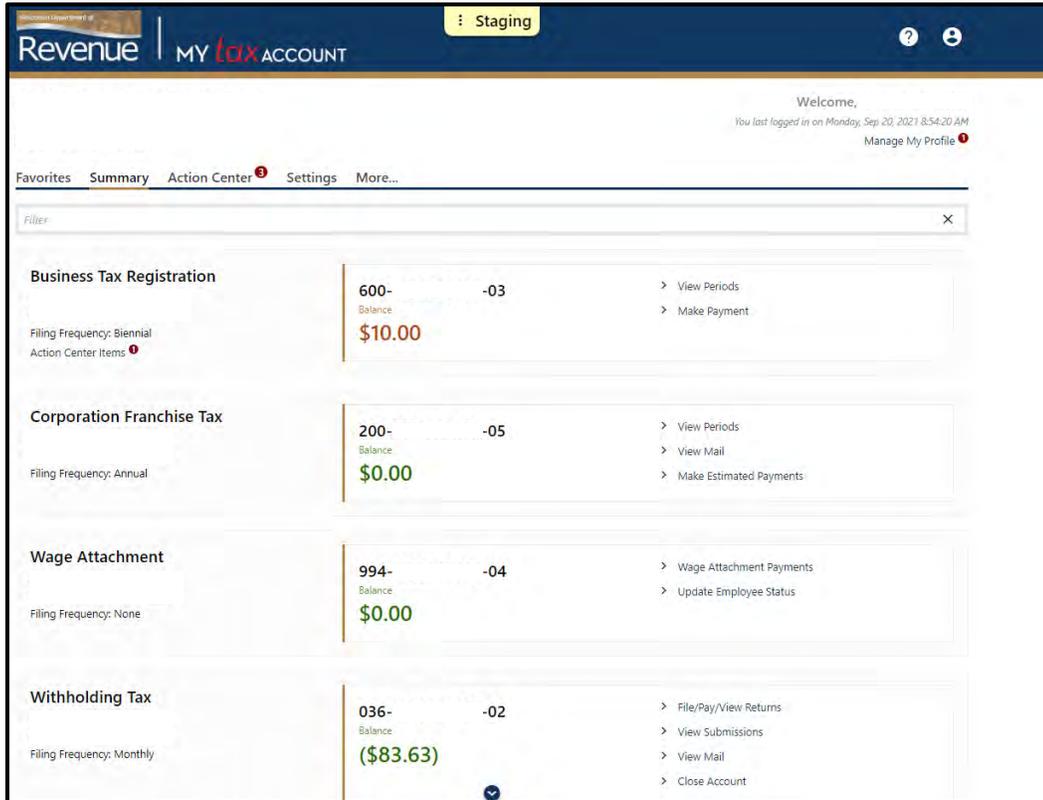
Id Type Federal Employer ID Number
Identification Number
Business Name TEST

Cancel Save Draft < Previous Next >

Wage Attachment Payments

Making an Online Wage Attachment Payment

- From your My Tax Account home page and your Wage Attachment account, select 'Wage Attachment Payments'



- Select an existing payment source or create a new one.
- Enter the amount withheld for each employee on the 'Employee List'
- In the 'Confirm Amount' field, enter the total amount to be submitted, which should match the Amount field above
- Click 'Submit' and then 'OK'

Account

Wage Attachment

994- -04

: Staging

Payment

Payment Source

Option

Choose

New

Payment Source

CREDIT UNION - *4570

Direct Debit

CREDIT UNION

****4570

Payment

Payment Date

13-Apr-2022

Amount

600.00

Confirm Amount

600.00

Email Address :

Phone Number :

To update your contact information, go to "Manage My Profile" on your home page.

Employee List

Employee Name	Social Security Number	Current Balance	Withholding Request	Amount Withheld	Issued Date	Released Date
	****4347	1,319.45	15%	200.00	15-Nov-2021	
:	****9587	617.19	15%	100.00	21-Feb-2022	
	****0440	1,287.53	15%	300.00	27-Sep-2021	
	****1176	0.00	25%	0.00	02-Jul-2018	17-Oct-2018

Cancel

Submit

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- You will receive a confirmation message that includes a confirmation number and a summary of your request.
- Click 'OK' to return to your My Tax Account summary page.

: Staging

Confirmation

Your Wage Attachment Payment has been submitted. Print a copy for your records.

Your confirmation number is **1-424-106-912**.

Request For:

	Wage Attachments
994-	-04

Payment Amount: \$600.00
Payment Date: 13-Apr-2022
Submitted Date: 13-Apr-2022 at 01:50:05 PM

Review your financial institution account to confirm this transaction. It may take up to five business days to post.

While a payment is pending, you may cancel the payment and make a new one.

Print Confirmation
OK

Feedback

How easy was it for you to complete this submission?

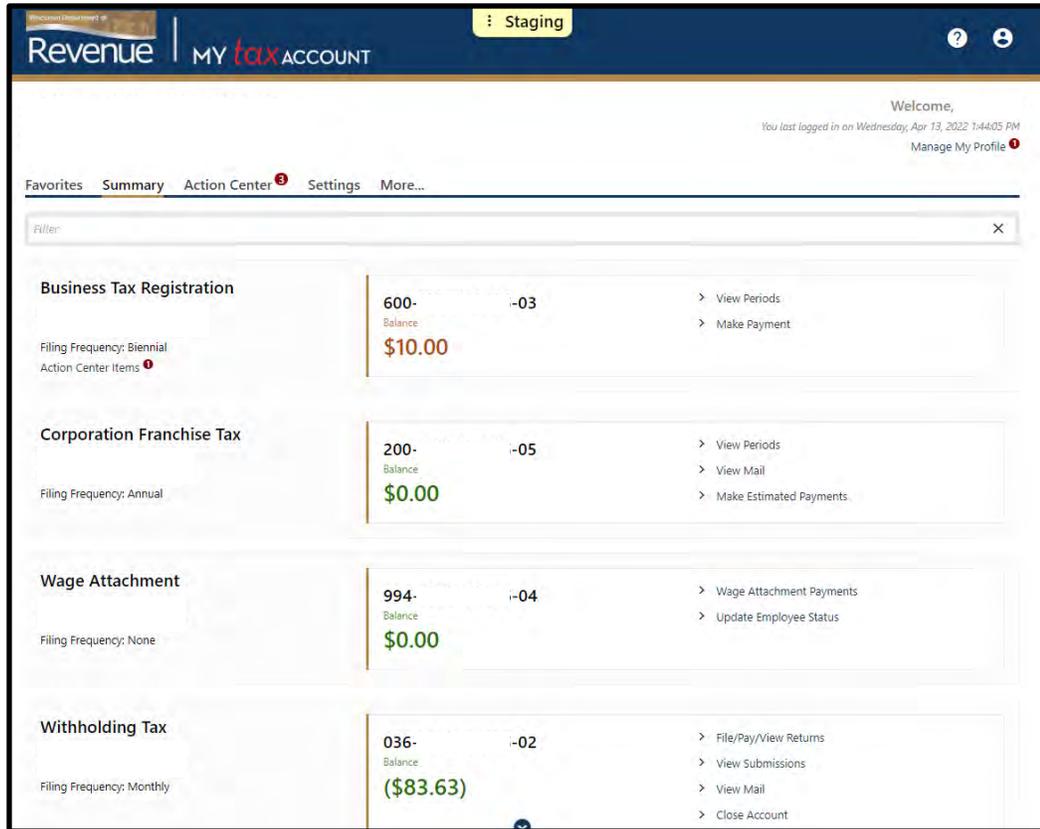
☆ ☆ ☆ ☆ ☆

Comments

Submit Feedback

Update Employee Status

- From your My Tax Account home page and your Wage Attachment account, select 'Update Employee Status'



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- The following employee status options are available:
 - Active: Employee is in active pay status and receiving payments
 - No Longer Working: Employee has terminated employment and has received all compensation due
 - Temporary Leave: Employee is currently not receiving compensation due to a leave of absence, medical leave, or temporary layoff. Selecting this status requires that a Work Return Date be entered.
 - Work Return Date: Current expected return date from temporary leave. If the current displayed date is to be extended, you will need to first activate the employee by selecting 'Active'.

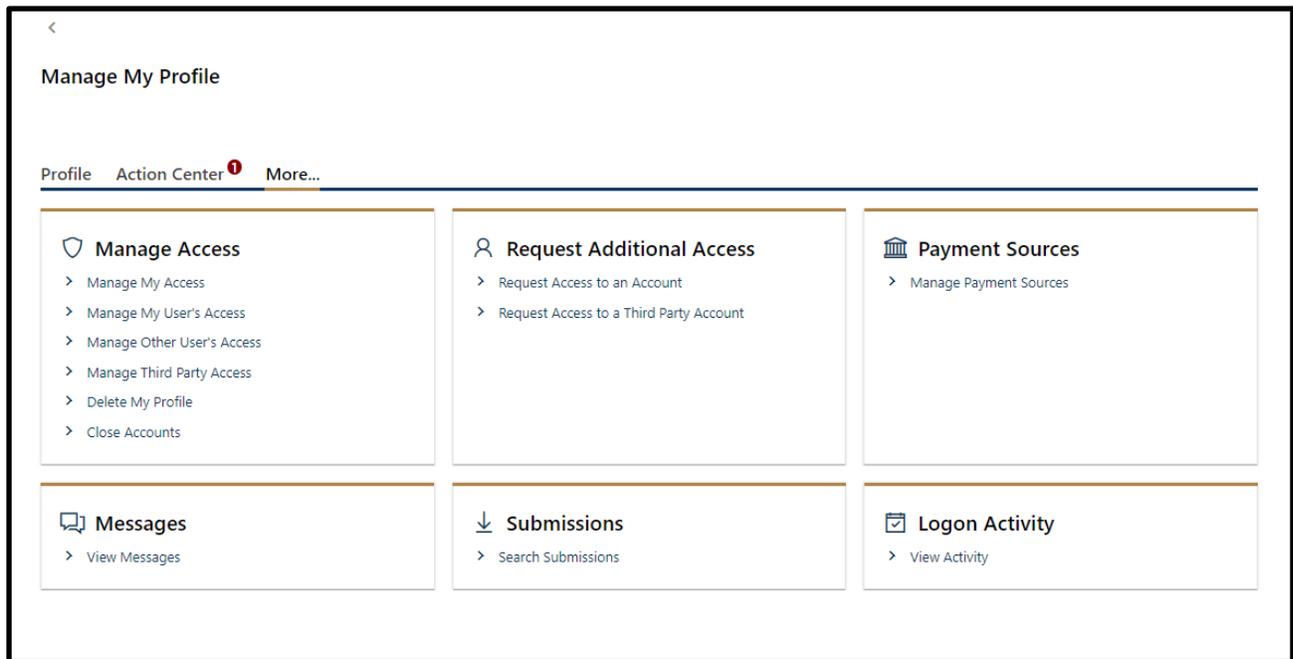
The screenshot displays the 'Employee Status Updates' interface. At the top, it shows the account details: 'Account Wage Attachment 994- -04'. Below this is the 'Employee Status Updates' section with a right arrow and 'Employees' label. The 'Preparer Information' section includes fields for Business, Email, Name, and Phone Number. The 'Employee Status' section provides instructions: 'For each employee whose status has changed: 1. Click the check mark to remove it 2. Click the check box for the correct status. To submit, you must update the status for at least one employee'. The 'Update Employees' table has columns for Employee Name, Social Security Number, Current Balance, Active, No Longer Working, Temporary Leave, and Work Return Date. The table contains four rows of employee data. At the bottom, there are 'Cancel', 'Previous', and 'Next' buttons.

Employee Name	Social Security Number	Current Balance	Active	No Longer Working	Temporary Leave	Work Return Date
	****4347	1,319.45	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	****9587	617.19	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	****0440	1,287.53	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	****0416	1,495.64	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

- Select the current check mark for a specific employee to remove it and select the correct checkbox for their current status
- If you select 'Temporary Leave' enter the 'Work Return Date'
- If the information is complete, select 'Next' and then 'Submit'

View Submissions

- Every action in My Tax Account is viewed as a submission
 - Submissions are listed as submitted immediately after you successfully file them
 - Submissions are processed at 4 PM CST each business day and can be changed or withdrawn while still in submitted status
 - Submissions may be cancelled by selecting the specific submission and then clicking the 'Withdraw' button
 - If your submission is in the 'Processed' column it can no longer be withdrawn or changed
- To view your submission filing history, select 'Manage My Profile' and then 'More...'
- From the 'Submissions' box, select 'Search Submissions'



- A list of your processed submissions will display. To view your Pending submissions, select 'Pending' to view your unprocessed submissions.

Submissions Submissions older than 12 months are found using search.

Pending **Processed**

Submissions Filter

Date	Title	Name	Account	Account ID	Period
13-Apr-2022	Wage Attachment Payment for \$600.00		Wage Attachment	994-	-04

Messages

- From your My Tax Account summary page, click 'Manage My Profile' then 'More...'.
• Select 'View Messages' from the 'Messages' box
• This will bring up a list of messages up to 12 months old. Messages older than 12 months are found using 'Search'

< Manage My Profile

Messages Messages older than 12 months are found using search.

[Inbox](#) [Outbox](#) [Archived](#) [Search](#)

Messages Archive All

Date	Subject	Name	Account Type	Account ID	Period	
13-Apr-2022	My Tax Account Password Changed					Archive
13-Apr-2022	My Tax Account Profile Updated					Archive
14-Mar-2022	Retailers May Not Accept 6-Digit CES Numbers After June 30, 2022					Archive

Troubleshooting Wage Attachments

Employee Status Errors

Employee Not Listed?

- If the employee is not listed, the department does not have an active wage attachment for that individual. If you believe that this information is incorrect and need to update the employee's status, contact a Central Certification Specialist at ccerts@wisconsin.gov or (608) 264-9956.

Employee Listed with No Wage Attachment Order?

- If you have not received a wage order for an employee that is listed, email ccerts@wisconsin.gov with the employee's name, the last four digits of the employee's social security number, and your fax number or mailing address. We will research and provide you with a copy of the original wage attachment order.

Employee Listed with a Different Status?

- An individual employee may have a wage attachment order with more than one employer
 - If on leave from another employer, the employee status will indicate 'Temporary Leave'. This is an indicator to the department that payments may be less than expected. It does not release you from your withholding order. If the employee is working and receiving wages, continue to withhold wages according to your wage order.
- If an employee has a status listed that you believe is incorrect, update the employee's status or contact a Central Certification Specialist at ccerts@wisconsin.gov or (608) 264-9956

Release Date Issues

- Use the current date to update the employee's status and release the wage attachment order
 - If an employee has left your employment on a different date, by entering today's date, you are indicating to release the wage order effective today. Once released, the department will no longer expect wage attachment payments.
 - If an employee's status is entered as 'Temporary Leave', there will be no release date. Enter a 'Work Return Date'; the date that the employee is expected to return to work.