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Questions concerning an agency setoff or TRIP issue should be submitted to TRIP@revenue.wi.gov and always include your six-digit Agency ID number to ensure the most efficient handling of your request.

Agency Setoff System Upgrade

The department has formed a team to review the business requirements for the upgrade to the agency setoff processing system. The team is comprised of both technical and business users within the Department of Revenue. The team will be seeking feedback from our external agency partners as we progress. They will document business rules, both legislative and procedural, that dictate the operation of the system. The ultimate goal of the project will be to recommend revisions to the system that will be able to sustain the intricacies of the varied processes and manage the expected growth.

Improved Performance in DLN Processing

At the January training session, many of our users expressed concern over the high rejection rate for debts that are submitted to agency setoff using the Driver's License Number (DLN). The process involves using a file of driver's license numbers provided from the Department of Transportation to determine the SSN, and then using the SSN to match to our income processing system.

We met with our development team and our Information Center team to see if there was a better method of performing this match. We revised the business rules for this matching process, and in using some high tech data cleansing tools we were able to create a base file with better data. The bottom line is that the test data shows we are matching approximately 32% more debts using this new method. The new business rules went into effect in February.

If you have debts that were rejected in the past due to a DLN mismatch, you may want to resubmit these files.

Limited Disclosure

In working to make the agency setoff program more successful, the Department of Revenue has entered into agreements with other agencies to obtain information. The department is not able to disclose any information that has been shared with us from another agency. In addition, we will not be able to share any confidential information such as whether a taxpayer has filed a return in a certain tax period or any specific refund information. We cannot share if the individual is married, or single, or whether they operate a business. As authorized by sec. 71.78(9), Wis. Stats., the department can share current address information as submitted on the most recent income tax return with an authorized agency. We do not have an automated method to share address information at this time but will work to incorporate address updates in the agency system upgrade project.

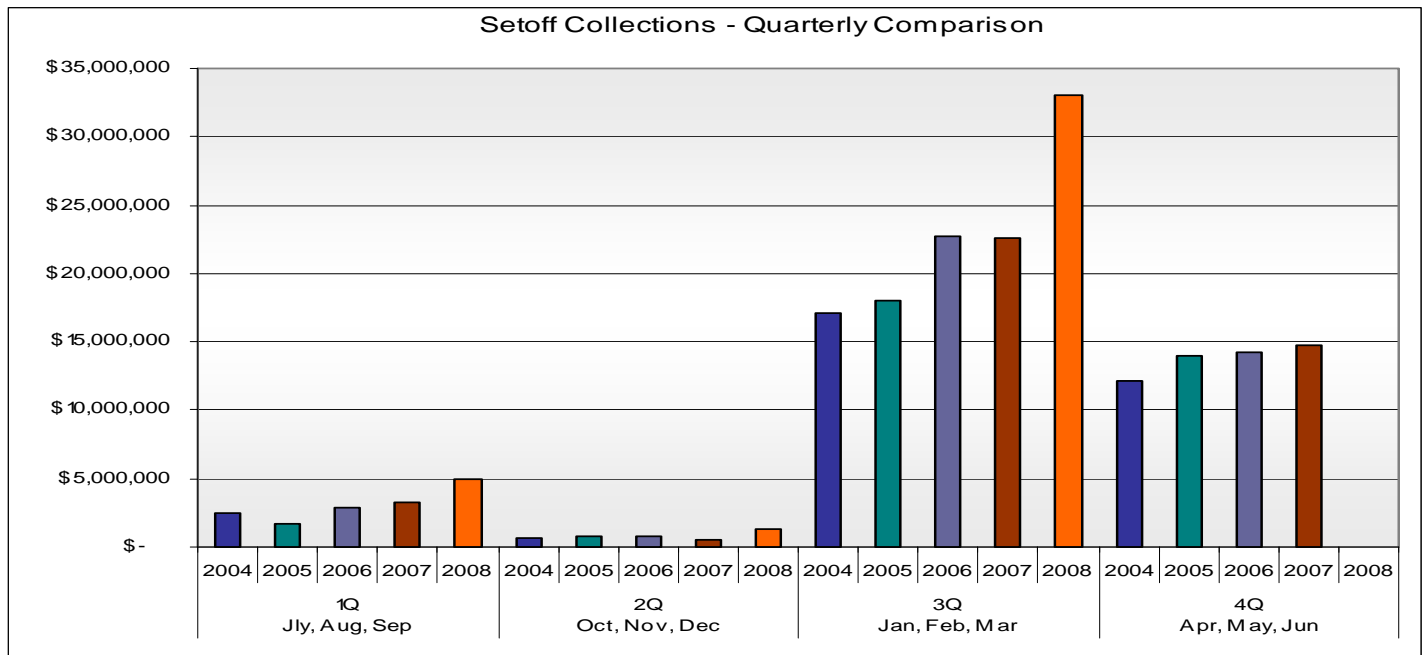
It is important to note that updated address information the Department of Revenue provides to you is considered confidential tax return information. Agencies, counties, and municipalities can not share this information with others, including 3rd party providers used to help manage your TRIP program.

Electronic Notification

We are in the process of setting up electronic email notification service for our authorized system users. The purpose for this automated service is to facilitate better communication with our agency partners. We will use the email service to alert you when we experience system problems, share policy or legislative information that impacts the setoff program, and notify you when the current edition of the TRIPNews is available. If you are a current user of the system but are not a member of the email service, send an email to TRIP@revenue.wi.gov; include your name, the agency or local government you represent, your email address, and your six-digit agency ID number.

Collections by Quarter

The 3rd Quarter Collection results for fiscal year 2008 are setting new records for the agency setoff program.



Training Materials

You can access the following training materials from our January training session at www.revenue.wi.gov/ise/trip/docs.html:

- TRIP Export Files Procedure
- Correcting TRIP Debt Rejects Procedure
- Debt Recalls and Customer Service
- Agency Setoff System Overview
- File Transfer Timing

Contact Information

Please feel free to contact us with any questions or concerns.

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The TRIP Web-page

www.revenue.wi.gov/ise/trip/index.html

- Past issues of TRIP News
- Resources
- TRIP Training Manuals