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**The agency setoff system is now available.  
Use *My Tax Account* - TRIP to gain access.**

**Conversion Tips**

- + Access TRIP through the Department of Revenue’s (DOR’s) My Tax Account interface. The link is found at [www.revenue.wi.gov](http://www.revenue.wi.gov) . Within the My Tax Account pages, Frequently Asked Questions will guide you through setting up user authorities.
- + We have converted your old TRIP User ID and password for use in the new My Tax Account – TRIP system. If you are an existing TRIP user, you will not need to get a new WAMS ID.
- + A registration user guide, complete with screen prints and step-by-step instructions is available from the TRIP home page at [www.revenue.wi.gov/ise/trip/index.html](http://www.revenue.wi.gov/ise/trip/index.html) .
- + Request an Agency Summary Report for a comprehensive listing of all active debts that have converted. Under a separate cover, a file will be sent through *My Tax Account* –TRIP Notices containing a list of all debts referred to DOR that have not been converted to the new system along with the reason they did not convert.
- + Use this grid to determine how your agency will send and receive files.

File Type	Frequency	File Delivery Method		
		My Tax Account	Mainframe	SFTP file transfer
<b>File Maintenance</b>	Daily	File Upload or Portal Entry	Mainframe	SFTP Portal
<b>File Maintenance Response</b>	In Response to File Maintenance – next day	<i>My Tax Account</i> – TRIP, Attachment in Notices  Note: None for portal entry users – response is immediate.	Mainframe	SFTP Portal
<b>Posting Notice</b>	Weekly on Wednesday	<i>My Tax Account</i> – TRIP, Attachment in Notices	Mainframe	SFTP Portal
<b>Closed File</b> Note: Uses File Maintenance Response layout	Monthly – first business day of month	<i>My Tax Account</i> – TRIP, Attachment in Notices	Mainframe	SFTP Portal
<b>Account Summary</b>	<i>My Tax Account</i> – TRIP, Attachment in Notices	<i>My Tax Account</i> – TRIP, Attachment in Notices	<i>My Tax Account</i> – TRIP, Attachment in Notices	<i>My Tax Account</i> – TRIP, Attachment in Notices

## TRIP

All agencies should have at least one user registered to access *My Tax Account* – TRIP. Even if you have a third party collection agency handling your accounts, there are some compelling reasons for your agency to enroll:

- ✚ **Receive Notices** – DOR will use *My Tax Account* –TRIP Notices for general communication. DOR will also transmit weekly Posting Notifications, monthly Closed Files, and Agency Summary Reports as an attachment to notices.
- ✚ **Security** – The master user will be able to manage the logins for all authorized users, including third party collection agency user access. This gives your agency more flexibility and control when adding new user access or terminating user access.
- ✚ **View Current Debt Balances** – Users will be able to query for an individual debt balance and view transaction posting details.
- ✚ **TRIP Inquiry** – New functionality makes it possible to communicate individual debtor questions in a secure manner by using TRIP Inquiry. This new feature will allow Social Security Number and other confidential information to be shared when attempting to resolve debtor mismatches. The inquiry and response are logged to your account as a permanent record of the interaction.

**CCAP User Information** – If CCAP is your third party collection agency for the purposes of TRIP, CCAP sends DOR new debt and debt update files based on information you provide to them. By setting up your user access, you will be able to access reports and view debt information to provide customer service. Please contact your CCAP representative for specific information related to files and file transfer timing.

## File Transfer Methods

**On-line Portal Entry** – Use the Add New Debt link in *My Tax Account* – TRIP to enter debts one at a time using the online form. Once you have entered, you will receive immediate notice as to whether the debt will be accepted or rejected. Overnight processing will complete the transaction and assign the debt number. Use the Update Debt link to update debt balances.

**File Upload** – For smaller debtor files, use the Upload File link in *My Tax Account* – TRIP to upload a debtor file maintenance file. The response file will be returned after overnight processing as an attachment to Notices.

**File Transfer** – Larger files will transfer with greater efficiency using a secure file transfer protocol (SFTP) method. For more information on how to establish the transfer portal, contact the Setoff Coordinator at (608) 266-8517.

**State Mainframe** – DOR will continue to support using the mainframe for file transfers until October 7, 2011.

## Proceeds Distribution

Every Tuesday night, the WINPAS processing system will run a job to identify proceeds posted to debts referred by your agency. All credits posted to debts in the last week will be picked up and reported. This job has two functions:

1. Create the Posting Notification – this report indicates how much in refund proceeds has applied to debts certified by your agency and is debt specific. The total amount intercepted will equal your weekly distribution. Use this report to update your accounts receivable system.
2. Create a payment transaction – depending on your agency profile, either a WISMART posting or an ACH Direct Deposit transmittal will be initiated by DOR. An accounting transaction in WISMART should post by Friday. An ACH Direct Deposit transaction should post to your bank account by Monday.

## Plan for Future TRIP Rollout

Please contact the Setoff Coordinator at (608) 266-8517 for TRIP XML file specifications. All agencies using file upload, file transfer, or state mainframe methods will be required to convert to an XML file type by October 7, 2011.

## Contact Information

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

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