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## Updates

- **New Agency Collection Program Coordinator** – The Agency Collections Program has a new staff member, Corban Gehler. Corban joined us at the end of February and brings three years of Department of Revenue (DOR) collection experience. Prior to working for DOR, he worked in banking and with a non-profit organization. Corban is fluent in Spanish and provides interpretation services for DOR. Welcome Corban!
- **Subscribe to our newsletter** – We are combining Tax Refund Interception Program (TRIP) and State Debt Collection (SDC) news into one newsletter called *Agency Collection News*. You may now subscribe or unsubscribe to this newsletter at: <https://www.revenue.wi.gov/html/lists.html>.
- **Agency contact information** – Have you had any changes in personnel lately? Please update your TRIP contact information with us. Complete and submit your information by clicking [here](#).

## State Debt Collection Program (SDC)

- **What is SDC?** SDC is a debt collection program for state agencies and local governments. This program expands the DOR authorities to collect debts owed to other government entities in addition to tax refund setoff. DOR collection tools may include payment plan, wage attachment and bank levy.
- **How is SDC different from TRIP?** Debts submitted under TRIP are collected through tax refund setoff only. Debts submitted under SDC are collected through other DOR collection tools in addition to refund setoff.
- **Can I enroll in both SDC and TRIP programs?** Yes. Agencies may enroll in both programs. However, you may choose the program that best meets your collection needs. We recommend that debts less than \$100 are certified for refund setoff to the TRIP program, like parking tickets. Other debts, like tuition, property tax, personal property tax, hotel tax and utility bills are good types of debts to certify for collection to the SDC program.

## State Debt Collection Program (SDC)

- **What are qualifying debts under SDC?**
  - » Any debt owed to a state agency or local government.
  - » The debtor has not made payment arrangements with your agency.
  - » Debts are certified when they have aged past 90 days.
  - » A referral notice has been sent to the debtor at least 30 days prior to sending to DOR for collection.
- **Is there a collection fee for SDC debts?** The debtor is assessed a collection fee of 15% (\$35 minimum) payable to DOR for program maintenance. The debtor may also be charged a \$20 payment plan fee and a \$20 return check charge if applicable.
- **How do I enroll in the SDC program?** If you are interested in the program or need more information about the program, please contact:
  - » Joseph Mugenga: 608-266-8517 or email [joseph.mugenga@revenue.wi.gov](mailto:joseph.mugenga@revenue.wi.gov)
  - » Corban Gehler: 608-261-0782 or email [corban.gehler@revenue.wi.gov](mailto:corban.gehler@revenue.wi.gov)You can find more information about the SDC program at: [revenue.wi.gov/html/debtcoll.aspx](http://revenue.wi.gov/html/debtcoll.aspx).

## Tax Refund Interception Program (TRIP)

- **Can DOR reverse intercept for a debt I submitted in error?** No. Agencies are responsible for closing and updating debts. You can close or submit balance updates daily through file transfer or *My Tax Account*. If you submitted a debt to DOR in error or you forgot to update the debt balance, you need to refund the taxpayer when you receive the funds from DOR. You are also required to refund the collection fee (\$5/debt).
- **I need to refund the debtor. Can DOR provide the updated address for the debtor?** Yes. Send your request through MTA-TRIP Inquiry or an email: [trip@revenue.wi.gov](mailto:trip@revenue.wi.gov).
- **How do I resolve a debt mismatch issue?**
  - » Review the information you entered for the debtor. The most common error is a transposed Social Security Number (SSN).
  - » Review the SSN from the original source. Remember that even if you entered it correctly from your system information, your system may have the wrong number.
  - » Make sure the Last and First Names are entered in the correct fields.
  - » Send a TRIP Inquiry if you are unable to resolve the issue. Please include SSN and names you are inquiring about. We will review and respond after doing further research through DOR records.**Note:** We cannot disclose the correct SSN. We can only tell you that you entered an incorrect SSN.

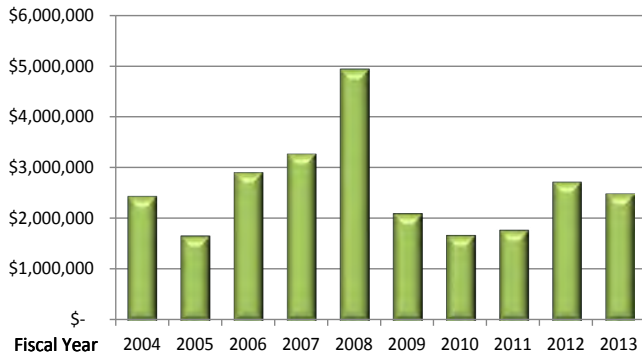
# Agency Collection News - May 2013

## Settlement Report

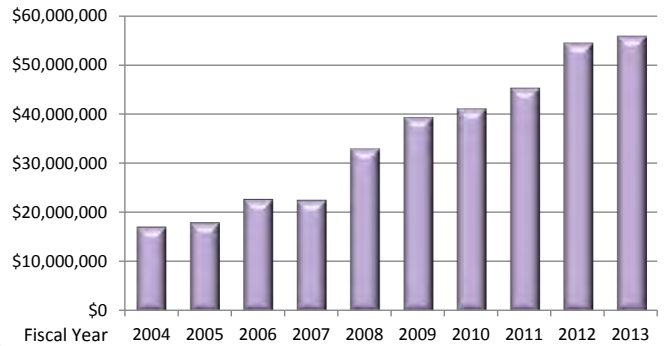
The collections report by agency for FY 2012 and FY 2013 (YTD) is now published on the DOR TRIP webpage, under Quarterly Settlement Reports. Use your six digit agency ID number to find your statistics.

## Historical Agency Collections

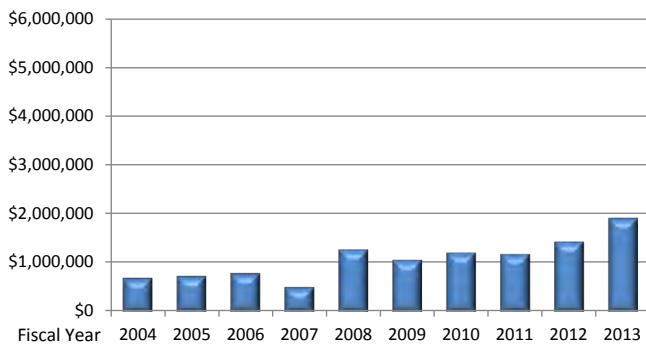
July, August, September



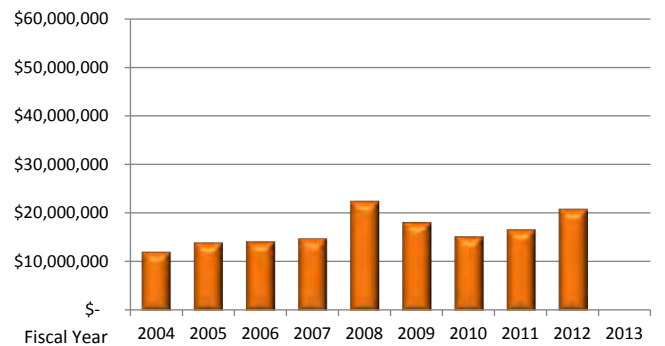
January, February, March



October, November, December



April, May, June



## Contact Information

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