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## Updates

**Subscribe to our newsletter** – We are combining TRIP and SDC news into one newsletter called *Agency Collection News*. You may now subscribe or unsubscribe to this newsletter at: <http://www.revenue.wi.gov/html/lists.html>.

**2013 Wisconsin Act 20 changes setoff hierarchy** - Section 71.93, *Wis. Stats.* has been amended to change the debt hierarchy. Child support debts take precedence over other agencies’ debts. Refunds will be setoff in the following order:

1. Wisconsin Department of Revenue (DOR) administered debts
2. Child support debts referred by DCF
3. SDC debts referred by state agencies
4. SDC debts referred by local governments
5. TRIP debts referred by state agencies
6. TRIP debts referred by local governments
7. Federal government debts
8. TRIP debts referred by Tribal governments
9. Other states’ debts

## State Debt Collection (SDC) Program Updates

**Local government agencies joining SDC program** - As a result of SDC program information provided in our *May Newsletter*, we are receiving many inquiries from our agency partners looking to join the program. We now have 12 new local government agencies enrolled in the program.

	FY2011*	FY2012*	FY2013*
Active Agencies	14	35	38
Total Amount Collected**	\$374,240	\$4,090,001	\$9,718,459
*Fiscal Year: July 1-June 30			
**This amount includes debt amount, interest, penalty and the DOR collection fee			

## State Debt Collection (SDC) Program Updates (cont'd)

**New revenue agents** - The SDC program is growing as more agencies join the program and submit debts. Due to this growth, in February 2013, DOR hired six new revenue agents who specifically work on collecting SDC debts referred for collection. This means the revenue agents will be more knowledgeable of your unique debts. We are also able to tackle debts that are more difficult to collect by being proactive with outbound phone calls, collection letters and investigations.

**Debtor contact information** - Please provide your debtors with the following DOR contact information:

Phone: 608-264-0345

Email: [DORSDCReferredDebt@wisconsin.gov](mailto:DORSDCReferredDebt@wisconsin.gov)

**Enrollment information** - For more information, contact:

Phone: 608-264-0344

Email Joseph Mugenga: [joseph.mugenga@revenue.wi.gov](mailto:joseph.mugenga@revenue.wi.gov)

Email Corban Gehler: [corban.gehler@revenue.wi.gov](mailto:corban.gehler@revenue.wi.gov)

**SDC user guides** - Find program information and training guides on our SDC webpage. Go to [revenue.wi.gov](http://revenue.wi.gov) and search keywords, State Debt Collection.

State Debt Collection User Guide - provides general program information, enrollment instructions and file layouts for new users.

My Tax Account - SDC User Guide - provides step-by-step instructions with screen shots to guide users through the SDC online application. This application is used to add new debts, update existing debts and receive SDC reports.

## Tax Refund Interception Program (TRIP) Updates

TRIP continues to grow. We experienced record collections and increased participation by adding 52 new agencies in Fiscal Year 2013.

	FY2011*	FY2012*	FY2013*
Active Agencies	993	990	1042
Total Amount Collected	\$65,052,042	\$78,677,457	\$84,724,207
*Fiscal Year: July 1-June 30			

**TRIP customer satisfaction survey** - In early June, we conducted a survey with our TRIP participating agencies. We had a great response, with 425 individuals responding to our survey! Thank you for taking the time to respond to the survey. Here are some of the results:

- » 88.1% of agencies are satisfied or very satisfied with the program.
- » 60% of the users have used the program for more than three years; 88% have used it more than a year.
- » 67% of users access *My Tax Account* at least once a week or more.
- » 93% stated they'll use TRIP in the next tax season.

## Tax Refund Interception Program (TRIP) Updates

Many agencies told us how great the TRIP program is and how useful it has been to collect debts that they would have had difficulty collecting. We are glad to hear this program is such a valuable tool in your collection efforts. We also had great feedback on what we can do to improve and we listened! Here are two items we are working on:

### 1. It is difficult to reach anyone at DOR.

We are sorry to hear that some of you have difficulty reaching us. To serve you better, we have a new telephone number for agencies: 608-264-0344.

### 2. Make the TRIP webpage more user-friendly.

Over the next six months, we'll look into ways to make the navigation of the TRIP and SDC webpages more intuitive and user-friendly.

**TRIP user guides** - Find program information and training guides on our TRIP webpage. Go to [revenue.wi.gov](http://revenue.wi.gov) and search keywords, Tax Refund Interception Program.

Publications 218 and 238 - Refund Interception Program Guide, Publication 218, should be used by counties, municipalities and Tribes. Publication 238 should be used by state agencies.

My Tax Account - TRIP User Guide - provides step-by-step instructions with screen shots to guide users through the TRIP online application. This application is used to add new debts, update existing debts and receive SDC reports.

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

## Common Questions

### 1. How can I obtain the social security number for the debtor?

To submit a debt to DOR (TRIP or SDC), you need one of the following types of identification for the debtor:

- » Social security number (SSN)
- » Driver's license number (DLN)
- » Federal employer identification number (FEIN)

Here are two options to obtain a debtor's information:

- Work with other units/departments within your organization that may have access to the identification information, such as your local law enforcement. They may be able to provide the identification depending on your agency confidentiality policy or protocol.
- Work with **Professional Placement Services** (PPS). PPS has been selected by the Wisconsin Department of Administration (DOA) to provide skip tracing service to our agencies. PPS will provide a social security number or federal employer identification number and address per individual name or business name. The fee for this service is \$0.70/per individual or business.

#### PPS Contact Information:

Dan Shepherd, Operations Manager  
877-220-4103  
[dshepherd@paypps.com](mailto:dshepherd@paypps.com)

## Common Questions

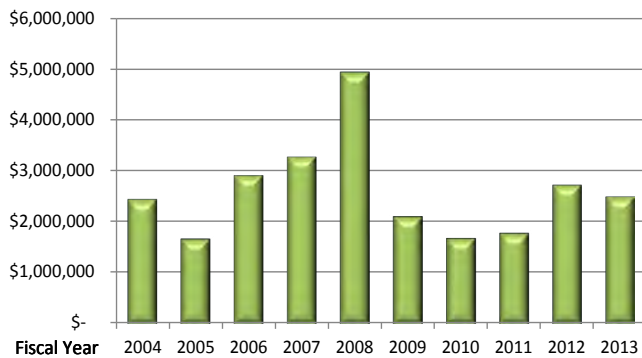
### 2. How do I know what debts have been submitted?

Both SDC and TRIP *My Tax Account* applications have a report called the Agency Summary. This report provides active debts and the address DOR has for the taxpayer. In *My Tax Account*, click the "Agency Summary" link. We will process the request immediately and your agency may view the report in *My Tax Account* under "Notices."

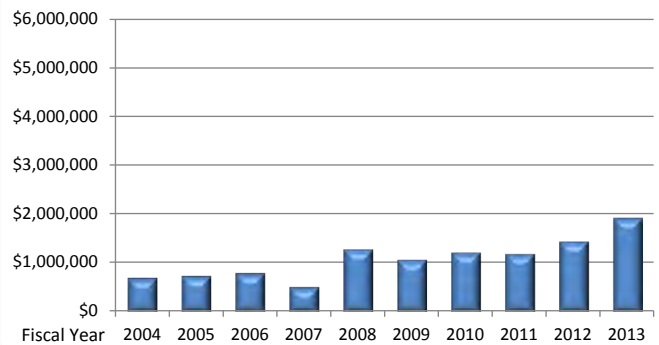
**TRIP users:** The TRIP Agency Summary is available in both Excel (XLS) and XML formats. Please make sure you select the format you want from the drop down menu before you click submit. Agencies using Secure File Transfer Protocol may also request that the report be placed in the SFTP pickup folder.

## TRIP Historical Collections

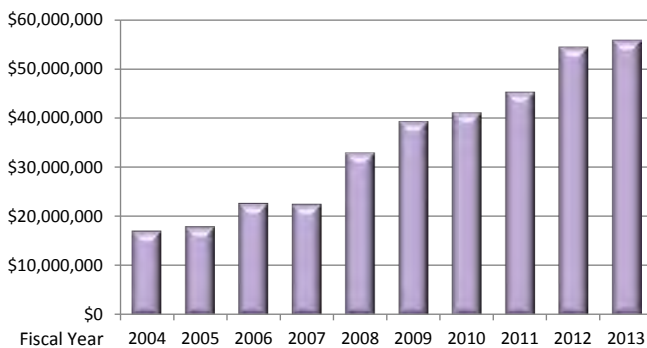
July, August, September



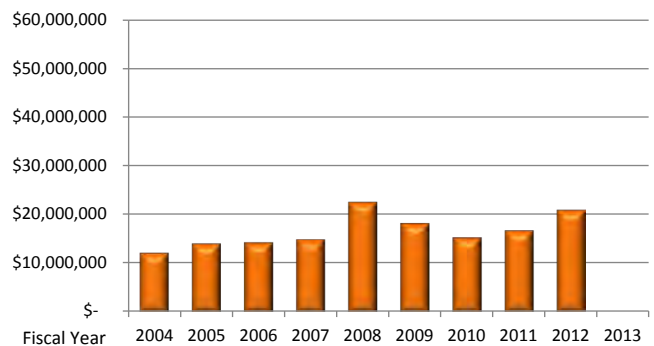
October, November, December



January, February, March



April, May, June



## Contact Information

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