Wisconsin Department of Revenue

Agency Collection News

August 2017

"Maximize your collections"

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Getting Started With SDC – Webinars

We are planning to launch two webinars in the fall.

- TRIP Transition to SDC: Are you currently sending your debts to Department of Revenue (DOR) for refund offset through the Tax Refund Intercept Program (TRIP)? This webinar will discuss how to leverage the Statewide Debt Collection Program (SDC) to increase your collections. Topics include a review of collection success by agency type, how to enroll, options for sending debt, how to navigate My Tax Account, and SDC reports.

- SDC for New Users: Have you recently enrolled in SDC and want some tips and tricks to enhance your collection program? This webinar will discuss best practices in managing your SDC receivables balance. Topics include a review of collection success by agency type, a My Tax Account refresher, and SDC reports.

Watch for information on dates and times.

Event and Presentation Requests

Would you like DOR Agency Collections staff to present on SDC and TRIP at your meeting or organization function? Email your request to DORAgencyCollections@wisconsin.gov. We are available for presentations, breakout sessions, or to set up a table to provide information to users and answer questions during your event. Please include the following information in the request:

Name of organization
Location of event or meeting
Date(s) of event
Number of attendants
Type of event – presentation and/or table (If presentation or breakout session, please provide time allotted)

Technology Enhancements

My Tax Account – **New look coming this fall**: The department is working on design changes to My Tax Account making it more intuitive and easier to use. You will see the changes starting September 11, 2017.

Deadline for transition to XML file layout approaching: DOR support for flat file submissions ends December 29, 2017. Any agencies still using flat file must transition to an XML file. XML file schemas are available on the SDC web page under SDC XML File Specifications. This deadline only impacts agency still using flat file format to submit debts to DOR.

DOR requires agencies to test an XML file before going to production. When your agency is ready to submit XML files, please contact DOR to test your file.

Agency Collections – Reminders

Agency Contact Information: Have you had any changes in personnel lately? DOR provides debtors with agency contact information on notices related to agency collections and offsets. Please update your TRIP Contact and TRIP Recall information with us. Complete and submit your information by clicking here.

We will review accounts that have not provided recent updates. You may receive an email to confirm the TRIP contact information on file with DOR. If you need to provide updates to SDC contacts, please contact us via phone or email.

Change of Banking Information: Has your agency changed financial institutions? Many Wisconsin banks have recently changed ownership or routing information.

To prevent delays of TRIP or SDC deposits to your agency bank account, please verify DOR has current banking information on file for your TRIP and SDC accounts. Transmit the account change forms to DOR for processing. We will update our systems and keep a copy, then send to the Department of Administration (DOA) to update in the PeopleSoft system. If there are any questions, DOA will contact us first. Use this form to update bank account information: STAR Authorization for Electronic Deposit form (DOA-6456).

SDC – Check Balances in My Tax Account

Many agencies use suspensions or holds on debtor accounts as part of the collection process. We provide payment information and collection status on monthly SDC reports. Use My Tax Account to check the status of a payment to release a hold.

Payments, such as direct debit, credit card, or check, take two to five business days to post to the debtor's account and are viewable in My Tax Account.

To see payments in My Tax Account, login to the SDC account and select the "Change Debt" option. Type in the debtor ID (SSN/DLN) to display a list of all debts submitted. The "DOR Amount" column will show $0 if the debt is paid in full. Instructions for viewing current debt balance are available in the My Tax Account SDC User Guide.

If you need assistance or have questions related to debtor holds or balances, please contact us via email or phone.

SDC – Payments Received by Agency

Partial payments: If you collect a payment, send the amount received to DOR. We will apply the payment, adjust the balance due, and send a balance statement to the debtor. You will receive your portion of the proceeds in the monthly remittance.

IMPORTANT:
Do not use the recall transaction. If the debtor paid your agency, we will apply the payment you send to DOR and continue to collect the balance. Recall may only be used if you sent the debt to DOR in error.

Do not use the change debt transaction to change the amount of the debt when you receive a payment from the debtor. This will cause an adjustment to the collection fee and any interest calculated to date. The debt update transaction should be used only if you send DOR the wrong amount and need to amend the debt because you certified the wrong amount.

Payment in full: If you collect the total amount due including the DOR collection fee, you may:

- Notify DOR of the payment using transaction type 4 (for agencies using file transfer) or Report Payment link (for agencies using My Tax Account). Note: Reporting a payment is for informational purposes only. The information is used to stop collection activities while waiting for payment sent to DOR, or;
- Send the amount due for the collection fee to the following address. DOR will adjust the remaining balance.

MS 4-206
Wisconsin Department of Revenue
PO Box 8901
Madison WI 53708-8901

SDC – Reconciling Reports

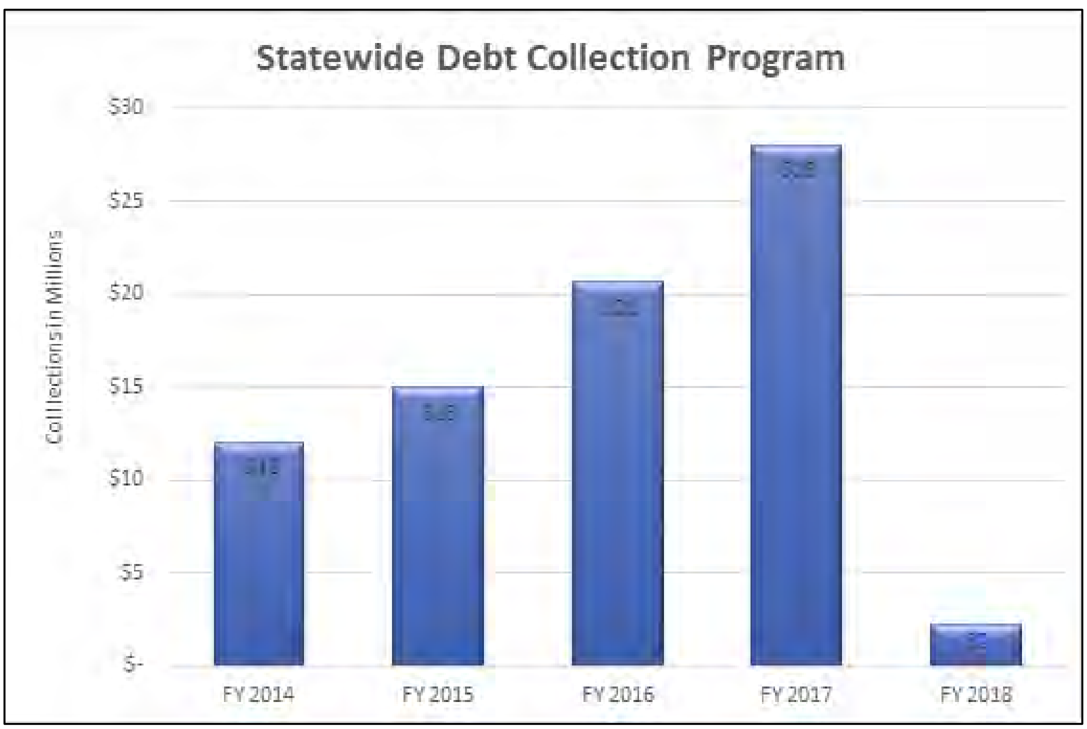
Transaction File: Provides a list of payments/credits and reversals. The report tells you the debtor, debt number, and payment/reversal amount. The report is available the 2nd business day of the month. The electronic transfer (ACH) payment is available three business days after you receive the report. Use this report to credit the debtor for payments made or adjust balances for reversals. Do not use the Transaction File to reconcile account balances as the balance **may not be** accurate on this report. For account balance, please use the **Agency Summary**.

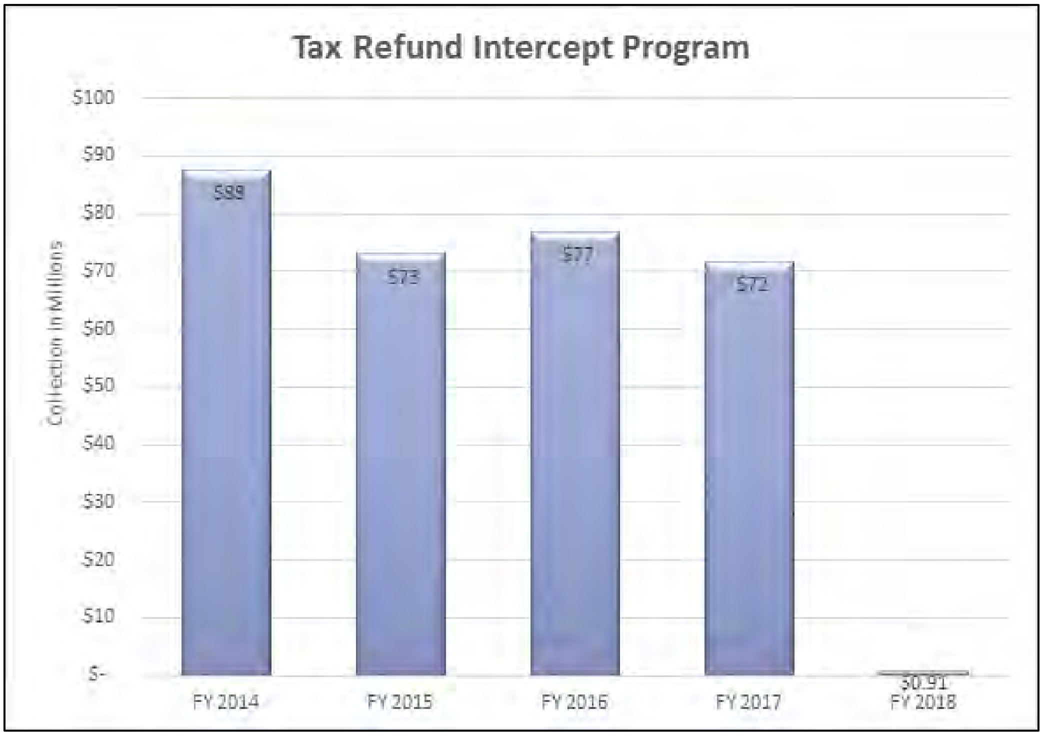
Agency Summary: Provides a list of all active debts at DOR. The report provides the status of collection, current balance, and bankruptcy information if a bankruptcy case exists. The report is available on the 1st business day of the month. Use this report to reconcile debt balances.

Return File: Provides a list of closed debts. It provides accounts closed for various reasons: satisfied, uncollectible, minimum balance, recall, deceased, bankrupt, mismatch id, and business closed. The report is available the 1st business day of the month. Use this report to record debts that are no longer at DOR for collection.

Historical Agency Collections

Collection numbers are based on a fiscal year (FY) July 1st to June 30th. For FY 2018, numbers are through July 31, 2017.





Contact Information

Agency Collections has a shared email and phone number to ensure prompt assistance to agencies. Please use the below contact information to reach us.

Joseph Mugenga and Roxy Walker
DORAgencyCollections@wisconsin.gov
Phone: 608-264-0344
Fax: 608-261-6226

SDC Debtor Contact:
Phone: 608-264-0345

TRIP Debtor Contact:
Phone: 608-266-7879