

Agency Collection News

January 2018

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SDC – Important Program Reminders

Debtor letters: Review the text of the debt referral letters. Sample TRIP and SDC letters are available on our website. Check to make sure your contact information is up to date. The purpose of the letter is to provide your debtor an opportunity to contact you to resolve the debt prior to certifying for DOR collection.

Collection action: DOR has the same authority to collect state debt as delinquent taxes. DOR works with customers to reduce withholding amounts when involuntary collection action, such as bank levy and wage certification are taken. Refer debtors to DOR for assistance with any involuntary collection action. **Do not recall the debt.** Debtors may call 608-264-0345 for assistance with their debts and any pending collection action.

Voluntary payment plans: DOR provides a collection status for debts on the summary file. "Voluntary payment plan" status means the debtor has set up a payment plan that includes your debt. DOR cannot disclose details of other debts in these plans including, DOR debt or debts from other agencies. If you see this status and are not receiving payments there are other debts that have priority. Payments are applied using a hierarchy established by law. If you have any questions about the status of a specific debt please contact Agency Collections staff via email DORAgencyCollections@wisconsin.gov or phone 608-264-0344.

SDC – Important Debt Submission Reminders

Agency ID (AIN): This field is a unique identification number for the debtor that replaces the SSN. Do not use your six digit Agency ID in this field. Do not use Personally Identifiable Information in this field such as social security and driver's license numbers. To improve your debt submission experience, we will be updating the description of this field and adding filing tips to My Tax Account in the near future.

Best practices for assigning an AIN include using the existing account or receivables number from your billing system, or creating a unique ID using a combination of name/date of birth or name/last four of ID. Example: John Smith, AIN Smith1234, Debt ID 17TR0000. Our system validates the AIN and Debt ID for each debt as a unique combination to prevent duplicate debts. You will receive an error message if an AIN was used previously to submit a debt.

Address validation: We recently upgraded our address validation for debts submitted to DOR to include USPS address formatting. This change will reduce returned mail and allows DOR to expedite SDC debt collections. To resolve invalid address errors, verify the address is in the correct format. The USPS [validation tool](#) is available on their website to assist with format errors. Invalid address elements are often due to a format issue or unit/apt information that must be included or excluded. For example, 123 W Main St, Apt B, Madison, WI, 53717 may error if the USPS recognizes this as a single dwelling and not an apartment building. Remove the "Apt B" to correct the error.

Interest rates: When entering interest rates on debt, convert a percentage to a decimal to prevent errors. For example: enter 12% as 0.12 or 4.5% as 0.045. This field defaults to 0.00 if you skip this field because your debts do not have an interest rate.

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, and/or to set up an information booth 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 (if presentation or breakout session, provide time allotted)

Offset Season Coming Soon - Reminders

Tax refund season begins soon which means increased offset activity. The following reminders will help you handle the increased activity and enjoy a successful offset season:

Agency Contact Information: Have you had any changes in personnel lately? DOR provides debtors with agency contact information on agency collections and offset notices. Please update your TRIP Contact and TRIP Recall information. Complete and submit your information by clicking [here](#). We review accounts that have not been updated recently and you may receive an email to confirm your TRIP contact information. Provide updates to SDC please contact Agency Collections staff via email at DORAgencyCollections@wisconsin.gov or phone 608-264-0344.

Financial Institution Information Changes: Has your agency changed financial institutions? Many Wisconsin banks have changed ownership or routing numbers recently.

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

SDC Debtor Inquiries: We handle inquiries about debts referred through the SDC program and set up payment arrangements. We may refer the debtor back to the agency, for example, to request a copy of the original bill. In these instances, we allow the debtor 30 days to contact us again to make payment arrangements. If the debtor does not contact us within 30 days, we resume collection actions.

Contact us if you have any questions about an inquiry from a debtor regarding an SDC debt.

TRIP Debtor Inquiries: DOR processes refunds daily and sends the debtor a notice with the amount of their refund intercepted for agency debts. This notice provides the agency phone number and contact name. Debtors may know about the offset before you receive your posting notice. DOR forwards all inquiries about the debt and refund intercepts to the agency. Here are some tips for handling these customer inquiries:

- Verify that the proceeds have been intercepted by checking My Tax Account – Debt Summary. DOR updates the Debt Summary daily with the amounts intercepted.
- Once verified, explain that it can take up to three weeks for DOR to transfer the refund to your agency.

Contact us if you reviewed the Debt Summary and your records and you still have questions.

Payment Files: For some agencies, the person who receives the payment file (posting notification or transaction file) may not have access to the agency's financial institution account, or vice versa. Please work together to reconcile the agency's deposits.

Maintain Accurate Balances and Records: Agencies are required to update the TRIP balances as soon as possible after processing a payment or adjusting a debt. If an intercept processes against a debt that was not adjusted timely, the agency is required to refund the intercepted amount to the debtor. If the entire balance should have been adjusted to zero before the intercept, the agency is also responsible for refunding the DOR fee. The fee is \$5.00 per intercept, per debt.

Reversals/Recalls: Occasionally, DOR may contact you to return offset proceeds. Recalls are emailed to the agency contact. Reasons for recall include fraud, scanning error, or taxpayer return error. DOR will adjust the debt amount to maintain your debt priority. When you receive a reversal request, send a copy of the request along with the proceeds to DOR within 30 days.

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, 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 debts 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 DOR no longer collects.

SDC – Check balances in My Tax Account

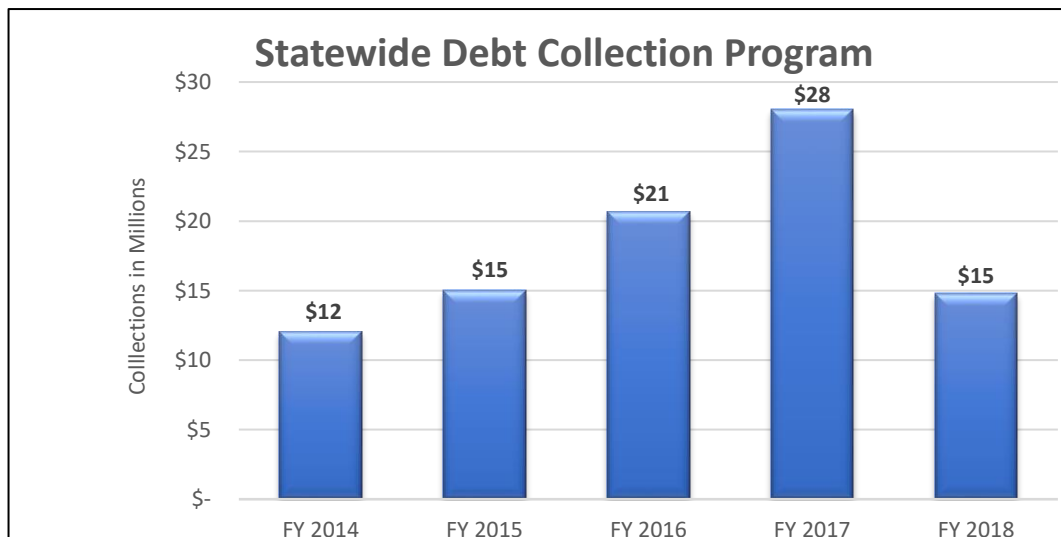
Many agencies use suspensions or holds on debtor accounts as part of the collection process. We provide payment information and collection status on monthly SDC reports. Use My Tax Account to check the status of a payment or to release a hold.

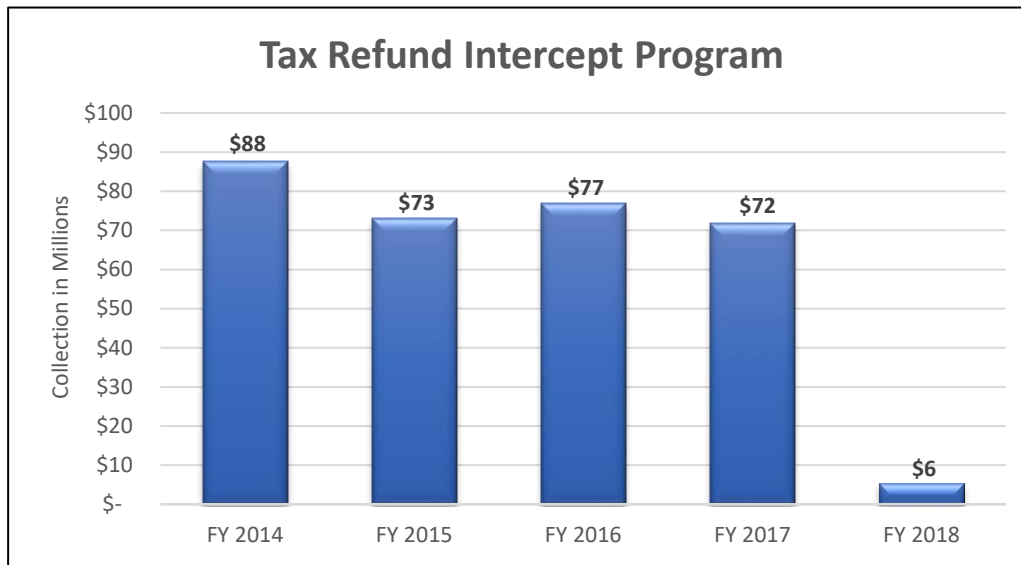
Payments, such as direct debit, credit card, or check, take two to five business days to post to the debtor's account and are viewable in My Tax Account or via the [Debt Balance Lookup](#) on our website.

To see payments in My Tax Account, login to the SDC account and select "Change Debt". Enter the debtor ID (SSN/DLN) to display a list of 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, contact us via email or phone.

Historical Agency Collections

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





Contact Information

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