Agency Collection News

August 2018

"Maximize your collections"

Subscribe to receive the latest Agency Collection News.

Table of Contents

SDC – Program Updates

Updated Agency Agreements: The Department of Revenue (DOR) is revising the SDC collection agreements. We will send the new agreements, with instructions, to our agency partners in batches from August through October. Please make arrangement to sign and return the agreements within 30 days of receipt.

Agencies with many SDC accounts can choose to sign one agreement for their agency. For example, an agency with six unique SDC accounts can sign one new agreement that applies to all six accounts.

The updated agreements clarify handling of bankruptcy cases and collection actions against spouses of debtors.

Technology Enhancements: We are working on adding a new a field to the XML file and My Tax Account to identify referral notices returned by the post office. This will alert us to invalid addresses to prevent sending notices to a known, bad address.

SDC – Important Program Reminders

Communicating with DOR: Include your six-digit agency ID, debtor name, and AIN when you send us inquiries about specific debtors. This information allows us to efficiently access the debtor's account. You can find the AIN on the Agency Summary report or through My Tax Account.

Do not send personally identifiable information (PII) through email. PII is information that could be used to uniquely identify, contact, or locate a single person. Social security numbers, driver's license numbers, state identification numbers and financial account numbers are examples of PII.

Third-Party Software Set Up: Work with us to set up and test third-party software. We will not accept new files until testing is complete. Please contact us to schedule time. Testing schedules run over the course of one week and includes sending new debt, debt responses and the monthly reporting cycle.

Debtor Letters: Review the text of the debt referral letters. Sample TRIP and SDC letters are available on our website. Verify your contact information is up to date. This letter provides your debtor a chance to contact you to resolve their debt before it is sent to us.

Report Payment/Change Debt: We review all Change Debt or Report Payment requests. When this occurs, you cannot access the debt in My Tax Account until our review is completed. If you need help with a debt that is under review, contact us via email or phone.

Collection Action: We have many of the same authorities to collect state debt as delinquent taxes. When we take an involuntary action it is because a debtor has not contacted us to resolve their debt. We work with debtors and review hardship cases to reduce withholding amounts when we take involuntary collection actions. These actions include bank levies and wage certification. Ask debtors to call 608-264-0345 for help with pending collection actions. **Do not recall the debt.**

Voluntary Payment Plans: We provide the 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. We cannot disclose details of other debts in these plans. If you see this status and are not receiving payments, there are other debt that have priority. We apply payments using a hierarchy established by law. If you have questions about the status of a specific debt, contact us via email or phone.

SDC – Checking Balances in My Tax Account

Many agencies use suspensions or holds on debtor accounts as part of the collection process. If a debtor reports making a payment, check My Tax Account or use the Debt Balance Lookup query to verify. Payments, such as direct debit, credit card, or check, take two to five business days to post to the debtor's account. If necessary, you may contact us to determine if the payment is guaranteed funds. Payment information and collection status is also sent in monthly SDC reports.
My Tax Account is updated every morning. To verify the current balance:

- In My Tax Account - SDC Agency, select "Change Debt."
- Enter the debtor ID (SSN/DLN) to display a list of debts submitted.
- The "DOR Amount" column displays $0.00 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.

SDC – Debt Submission Reminders

Agency ID (AIN) and Debt ID: The AIN a unique identification number for the debtor that replaces the SSN. The Debt ID identifies the debt you are referring. Use the same AIN for each debt you enter for one debtor and a different Debt ID for each debt.

- Do not use your six-digit Agency ID in this field.
- Do not enter PII (e.g., social security number) in this field.

We are updating the description of this field and adding filing tips to My Tax Account to improve your user experience. Best practices for assigning an AIN include:

- Using the existing account number from your billing system.
- Creating a unique ID using a combination of the name and date of birth or the name and the last four digits of the ID.
- Using your systems receivable or invoice number for the Debt ID.

DOR 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 previously used to submit a debt ID. For example: John Smith has AIN Smith01011965 using his last name and date of birth. John Smith has three debts.

Name	AIN	Debt	Unique ID
John Smith	Smith01011965	Invoice123	Smith01011965Invoice123
John Smith	Smith01011965	Invoice456	Smith01011965Invoice456
John Smith	Smith01011965	Invoide789	Smith01011965Invoice789

Managing TRIP and SDC Accounts

Agency Contact Information: Have you had any changes in personnel lately? We provide debtors with agency contact information on our collection notices. Please update your TRIP Contact and TRIP Recall information by using the form found here. Submit via email to DORAgencyCollections@wisconsin.gov or fax 608-261-6226.

We periodically review accounts that have not been updated. You may receive an email to confirm your TRIP contact information. Provide updates to SDC via phone or email.

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

To prevent deposit delays to your financial institution, it is important that we have current information on file for your accounts. Updates to banking information in My Tax Account do not change the distribution account for TRIP and SDC.

Use STAR Authorization for Electronic Deposit form (DOA-6456) to update financial institution account information. Send to DOR for processing. DOR updates your accounts, and manages the update at the Department of Administration (DOA). If there are any questions, DOA will contact us first.

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 a SDC debt.

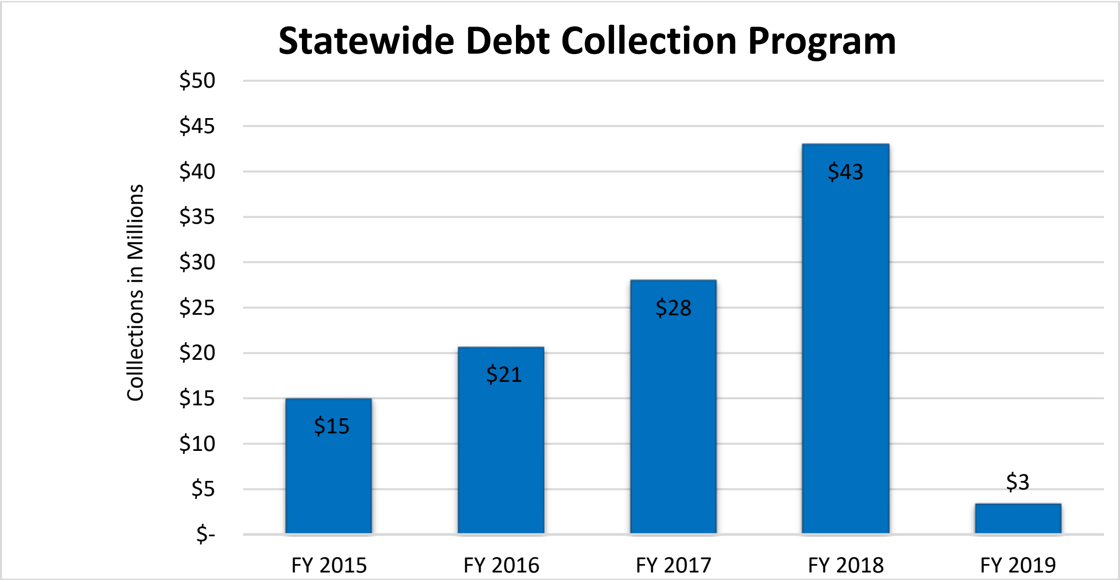
Event and Presentation Requests

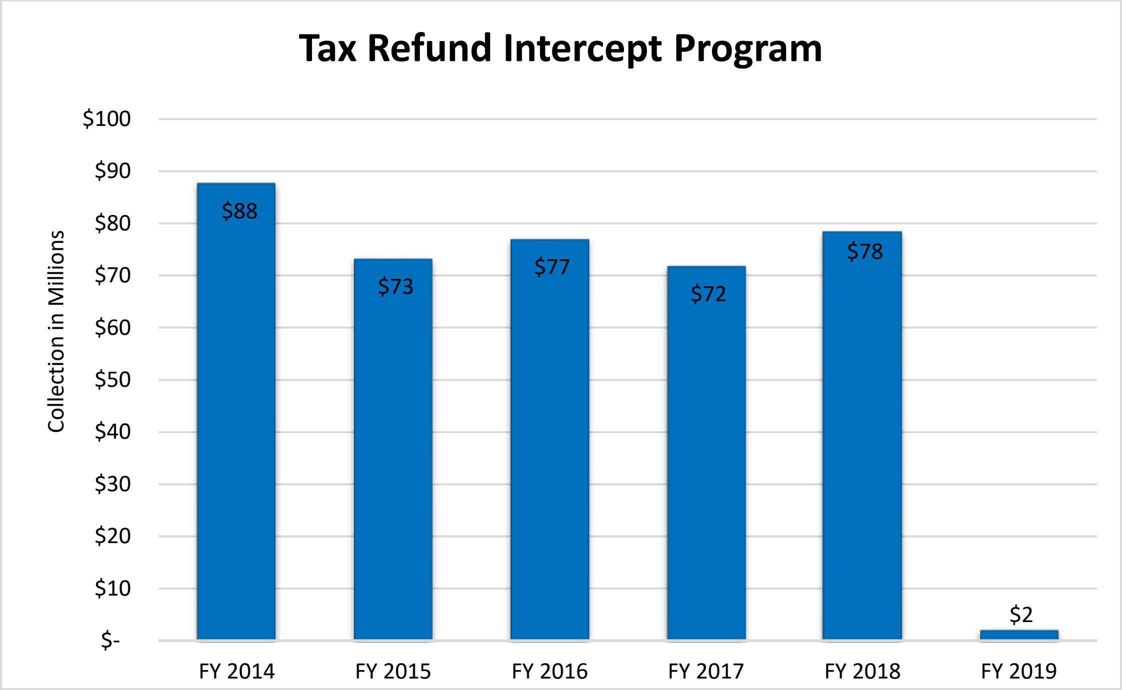
Would you like us to present on SDC and TRIP at your meeting or organization function? Email your request to DORAgencyCollections@wisconsin.gov. We are available for presentations, breakout sessions, or to set up an information booth during your event. Please include the following information in the request:

- Name of your organization
- Location of the event or meeting
- Date(s) of the event
- Number of attendants
- Type of event (if presentation or breakout session, provide time allotted)

Historical Agency Collections

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





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.

Roxy Walker & Jackie Klinner
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