

# Agency Collection News

April 2019

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## SDC – Program Updates

**New staff member:** The Agency Collections Program has a new staff member, Jackie Klinner. She officially joined us in August 2018, but had been assisting with the program since March 2018. Jackie comes to us from the collections side of the Department of Revenue and brings more than 10 years of customer service experience from both the public and private sectors. Welcome Jackie!

**Technology Enhancements:** We recently added a new 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 and prevent sending notices to a known, bad address.

## SDC – Important Program Reminders

**Communicating with DOR:** Include your six-digit agency ID, debtor name, and Agency Identification Number (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) by email. PII is information that could be used to uniquely identify, contact, or locate a single person. Social security, driver's license, and financial account numbers are examples of PII.

Start a new email conversation when contacting DOR about a debtor. All emails with a new subject should be independent. This creates better work flow and makes it easier to respond to open record requests.

**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. Contact us to schedule time. Testing schedules run for one week and include sending new debts, debt responses and the monthly reporting cycle.

**Bank Holidays:** TRIP and SDC payments, reporting, and file processing can be impacted by federal and state designated holidays. If the Automated Clearing House (ACH) system is closed for a holiday it will impact TRIP and SDC payments even if state or federal offices are open. A list of state designated holidays can be found on the Wisconsin Department of Administration website.

### SDC – Debt Submission Reminders

**AIN and Debt ID:** The AIN is 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 and Debt ID 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 system's receivable or invoice number for the Debt ID

DOR validates the AIN + 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	Invoice789	Smith01011965Invoice789

## Refund Offset - Reminders

**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.

**TRIP Debtor Inquiries:** DOR processes refunds daily and sends the debtor a notice with the amount of their refund interception. 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. Work together to reconcile the agency's deposits.

**Maintain Accurate Balances and Records:** Agencies are required to update their TRIP balances immediately after processing a payment or adjusting a debt. If an intercept processes against a debt that was not adjusted timely, the agency must 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 \$5 intercept fee 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 errors, or taxpayer return errors. DOR will adjust the debt amount to maintain your debt priority. When you receive a reversal request, send a copy of the request with the proceeds to DOR within 30 days.

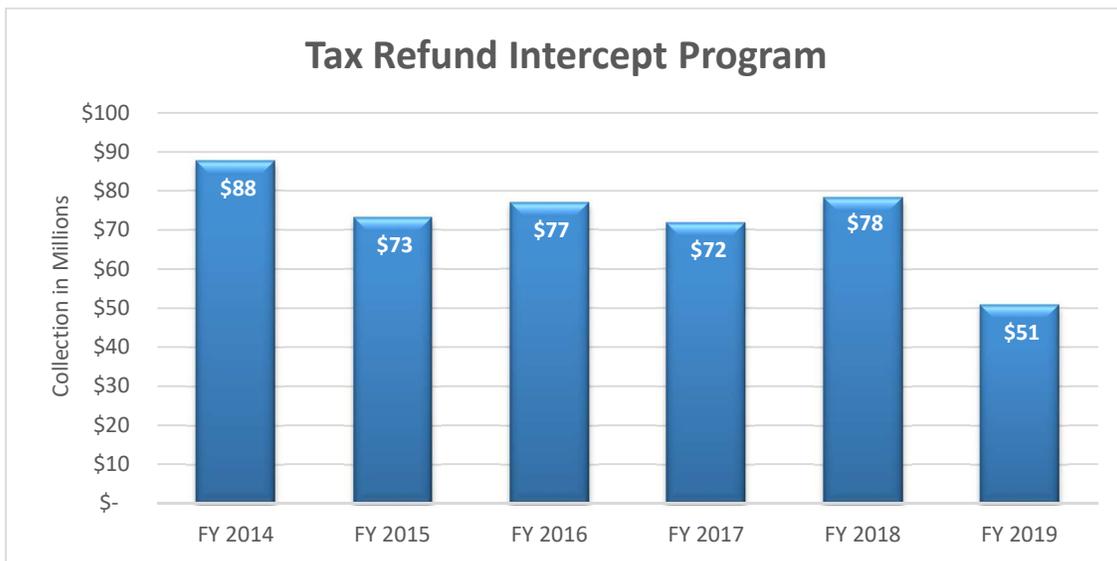
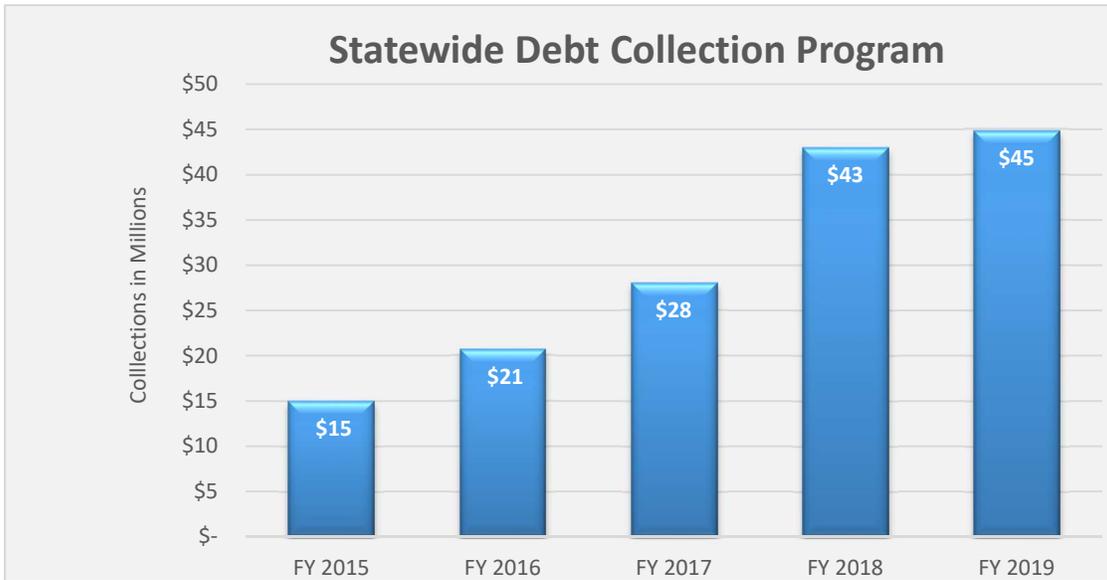
## Event and Presentation Requests

Would you like us to present on SDC and TRIP at your meeting or organization function? Email your request to [DORAgencyCollections@wisconsin.gov](mailto: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) of July 1 to June 30. For FY 2019, numbers are through March 31, 2019.



**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

