

Agency Collection News

December 2020

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Agency Collections – Program Updates

Collection related to coronavirus

The Wisconsin Department of Revenue (DOR) temporarily adjusted collection activities through July 15, 2020, to provide additional financial relief to help citizens and businesses facing coronavirus challenges. We resumed collection actions after that date but continue to address concerns. The [Statewide Debt Collection \(SDC\) User Guide](#) has more information on DOR's collection approach and process.

We work with customers to reduce withholding amounts when bank levy and wage certification or other involuntary collection actions are taken. **Do not recall the debt if a debtor contacts you regarding pending collection action.** Debtors may contact collection agents by email at sdc@wisconsin.gov or phone at (608) 264-0345 for assistance with their debts and any pending collection action.

New staff member

The Agency Collections program has a new staff member, Dana Webber. She officially joined us in October 2020 but assisted with the program since August 2019. Dana comes to us from the collections side of the department and brings more than 10 years of customer service experience from public and private sectors. Welcome Dana!

Discharged bankruptcy cases

We suspend all collection activities while a bankruptcy is active in the court. Once the court discharges the bankruptcy, we will follow-up by email to all agencies with debts submitted to our State Debt Collection (SDC) program.

When you receive an email for a discharged bankruptcy, you must review the bankruptcy case to determine if any part of your agency's debt was discharged. Update the debt balance or recall the debt if it was discharged. If there is no recall or adjustment made by the date indicated in the email, we will resume collection actions. Any debtor questions or concerns regarding the status of your debt will be directed to your agency.

New address

We have a new address for payments, agreements and correspondence:

Wisconsin Department of Revenue
Compliance Bureau
PO Box 8910
Madison, WI 53708-8910

When sending payments to us, include:

- Six-digit agency ID
- Debtor name
- Agency identification number (AIN)
- Debt ID, so payments apply correctly

Agency Collections – Important Program Reminders**Emails to DOR**

Start a new email conversation when contacting us about a debtor and include the debtor's last name in the subject line. This improves workflow and makes it easier to respond to open record requests. Send all emails to our shared email DORAgencyCollections@wisconsin.gov and not to individual staff members. This allows us to provide prompt responses.

Communicating with us

When you send us inquiries about specific debtors, include:

- Six-digit agency ID
- Debtor name
- AIN

This information allows us to access the debtor's account. You can find the AIN on the Agency Summary report or through My Tax Account.

Note: If a debt submission was rejected, we cannot use the AIN and/or Debt ID to look up a debt/debtor as that debt will not be in our system.

You may use TRIP Inquiry in My Tax Account to:

- Send us the full Social Security number or driver license number
- Email us the debtor's name and last four digits of the Social Security number

You may also call us to discuss the rejected debt/debtor.

Do not send personally identifiable information (PII) by email as it could be used to uniquely identify, contact or locate a person.

Examples of PII:

- Social Security number
- Driver license number
- Financial account numbers

Voluntary payment plans

We provide a collection status for debts on the monthly Summary File. *Voluntary payment plan* status means the debtor has set up a payment plan that includes their debt owed to you. We cannot disclose details of other debts in these payment plans, including tax debt or debts from other agencies. If you see this status and are not receiving payments, there are other debts likely taking priority. We apply payments using a hierarchy established by law.

Contact Agency Collections staff with specific debt questions.

SDC debtor inquiries

We handle debt inquiries referred through the SDC program and set up payment arrangements. We may refer the debtor back to you, 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.

Multiple bills within a debt

If you include multiple bills (citations, semesters, quarters, etc.) within the same debt submission, know we treat this as a single debt for the total amount.

For example, you submit citations AC944111-4 (\$150), AC955111-3 (\$110), AC955132-8 (\$124), and AC955221-1 (\$65) as one debt submission under Debt ID 200798. We may be able to see each citation number in the description of the debt, but we will view and treat this debt as a single debt of \$449, plus the SDC fee. In this scenario, we do not dictate the order in which the submitted citations are paid.

Refund Offset Season – Reminders

Tax Refund Intercept Program (TRIP) debtor inquiries

We process refunds daily and send 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. We forward all inquiries about the debt and refund intercepts to you.

Here are tips for handling these customer inquiries:

- Verify we intercepted the proceeds by checking My Tax Account – Debt Summary which is updated daily
- Once verified, explain that it can take up to three weeks for us to transfer the refund to your agency

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

TRIP 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

We require you to update your TRIP balances immediately after processing a payment or adjusting a debt. If you did not adjust a debt on time and we initiate an intercept processes against that unadjusted debt, you must refund the debtor the intercepted amount. If the entire balance should have been adjusted to zero before the intercept, you are also responsible for refunding the \$5 per-debt intercept fee.

TRIP reversals/recalls

We may email your agency's contact person with a reversal request to recall offset proceeds due to fraud, scanning errors or taxpayer return errors. When you receive a reversal request, send a copy of the request with the proceeds to us within 30 days. We will adjust the debt amount to maintain your debt priority.

My Tax Account – Reminders**Periodic login**

If you do not regularly use My Tax Account to manage your debts, we still recommend you log in to your profile once every six months to keep your profile active, verify contact information and update your password.

My Tax Account logins

Each user must have their own username and password in My Tax Account. Do not set up an *office profile* with a shared username and password or share your login with other staff members. More information is available in the [My Tax Account User Guide](#).

Report Payment/Change Debt

When you use Report Payment to advise us of a payment received by your agency, know this is purely informational and does not adjust the balance due. We will continue to collect on the balance in our system until we receive payment from you or from the debtor.

After submitting a Change Debt or Report Payment request, we may need to review the account to complete the request. If a Report Payment or Change Debt request flags for our review, you will be unable to access the debt in My Tax Account until our review is complete. If you need assistance with a debt suspended for review, contact Agency Collections staff.

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

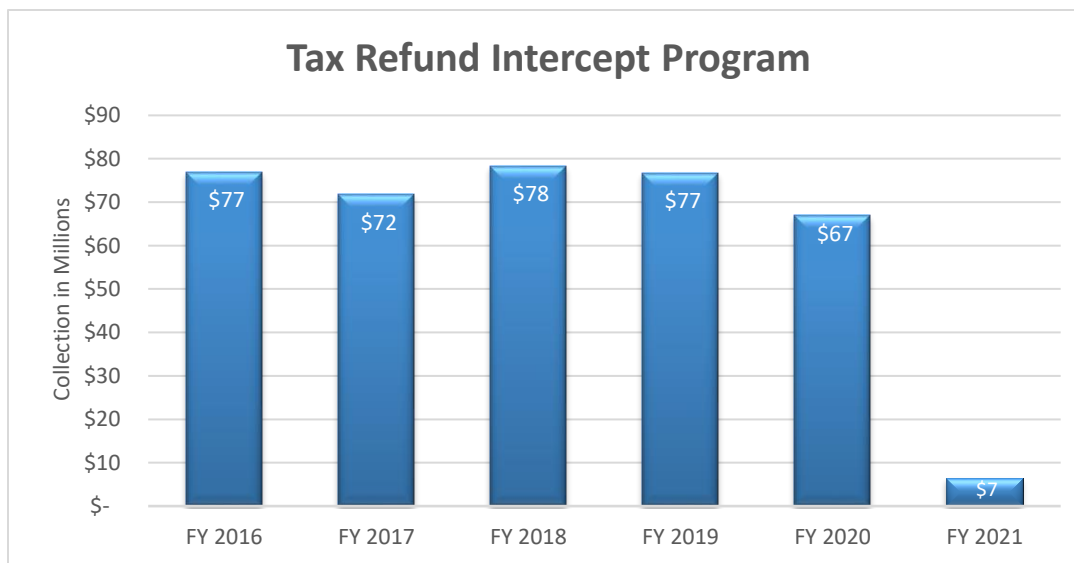
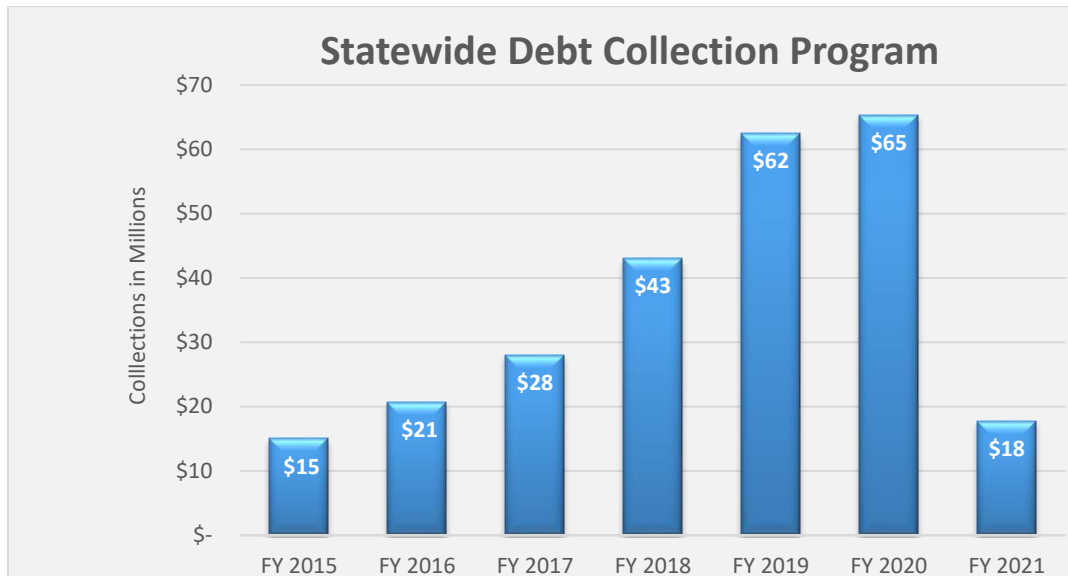
Best practices for assigning an AIN and Debt ID include:

- 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 last four digits of the ID
- Using your system's receivable or invoice number for the Debt ID

You will receive an error message if you reuse a Debt ID with the same AIN.

Historical Agency Collections

Collection numbers based on a fiscal year (FY) of July 1 to June 30. FY 2021 numbers are through November 30, 2020.



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 & Dana Webber
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