

Agency Collection News

July 2024

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Table of Contents

Agency Collections – Program Updates	1
Agency Collections – Important Program Reminders	2
Historical Agency Collections	4
Contact Information	4

Agency Collections – Program Updates

New State Debt Collection (SDC) Agency requests

To provide the best collection services possible to our current agency partners, the Wisconsin Department of Revenue (DOR) is not currently accepting new Statewide Debt Collection (SDC) agreements from local governments. There is no impact to existing SDC agencies or collections. We will accept new agreements for the Tax Refund Intercept Program (TRIP). You can direct questions about the pause on new SDC agreements to DOR's Income, Sales, and Excise Taxes (IS&E) Division Administration.

- Susan Dukes, Division Administrator – IS&E
Susan.Dukes@wisconsin.gov
- Kyle Duerstein, Deputy Division Administrator – IS&E
Kyle.Duerstein@wisconsin.gov

New staff member

The Agency Collections program has a new staff member! Jacob Bauer joined us in March and brings more than 10 years of customer service experience from both the public and private sectors. Previously, Jacob was on the collections side of the department. Welcome Jacob!

Debts greater than 20 years old

DOR is changing policy related to the age of debts submitted for collection to either SDC or TRIP programs. As you renew your agency agreements, you will see that we no longer accept debts older than 20 years, except for debts submitted by the Department of Children and Families for child support enforcement. We will be reviewing our debt database and if there are no active collection leads, we will return the debt as uncollectable. The reason for the policy change is generally, debts older than 20 years are not enforceable by law ([sec. 893.40](#), Wis. Stats.).

Updated Agency Collections Agreements

DOR recently revised the SDC collection agreements and TRIP Publications. We will send new agreements for SDC and TRIP agency renewals, with instructions, to our agency partners in batches from July through October. Please sign and return your agreement within 30 days of receipt.

The updated SDC agreement is available on our [website](#). Agencies with multiple 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.

Updated TRIP agreements can be found in Publication 218, *Refund Interception Guide for Counties and Municipalities*, and Publication 238, *Refund Interception Guide for State Agencies*, and are available on our [website](#). County circuit and municipal courts use Publication 238.

New and improved payment options for customers

We continue to expand options for customers to pay SDC debts. We offer payments by phone and expanded individual services in My Tax Account (MTA) to manage collections, payment plans, and payments. DOR also accepts payments by credit card, Apple Pay, and PayPal. We have multiple offices where debtors can make in-person payments.

Additionally, cash payments are accepted through CheckFreePay. This new payment method allows customers to make cash payments at hundreds of locations, including some large retailers with locations throughout Wisconsin (e.g., Walmart, Walgreens, Dollar General, Kwik Trip, Roundy's). This option is convenient for customers who want to pay in cash but live far from our office locations. Participating locations can be found here: [CheckFreePay](#).

Direct customers to the DOR [Make a Payment](#) page for SDC payments.

Agency Collections – Important Program Reminders

Communicating with us

When you send us inquiries about specific debtors, please include:

- Six-digit agency ID
- Debtor name
- Agency Identification Number (AIN)

This information allows us to access the debtor's account. The AIN is the unique debtor ID you assign when submitting the debt to SDC. You can find it listed on your Agency Summary report or through MTA.

Note: If we reject a debt submission, we cannot use the AIN and Debt ID to look up a debt/debtor as that debt will not be in our system. For us to review a rejection, please provide the file name and date of submission. You may use TRIP Inquiry in MTA to send us the full Social Security Number or Driver License Number. You may also call us to discuss the rejected debt/debtor.

Do not send personally identifiable information (PII) by email. PII can be used to uniquely identify, contact, or locate an individual. Examples of PII include:

- Social Security Number
- Driver License Number
- Financial account numbers

Mailing address

Our 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
- AIN
- Debt ID, used to direct payments to a specific debt

Uncollectible debts

DOR regularly reviews debts certified to SDC for collectability. The reasons a debt may be returned as uncollectible include:

- No financial assets or wages available
- No recent credits or payments, active payment plans, or active involuntary collections
- Debtor may be indigent or in care and/or disabled with no possibility of future employment
- Debtor may be incarcerated for an extended amount of time
- DOR has previous, unsuccessful collections experience with the debtor

You can submit these debts to DOR through TRIP, if applicable, to take advantage of any future refunds. These debts may not be referred to DOR again for collection via SDC.

Checking SDC debt balances in MTA

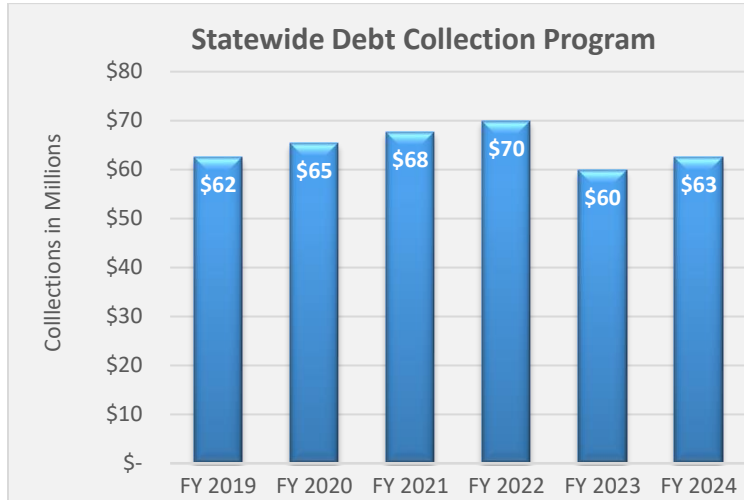
Many agencies use suspensions or holds on debtor accounts as part of the collection process. If a debtor reports making a payment, check My Tax Account or use the Debt Balance Lookup query to verify. Payments, such as direct debit, credit card, or check, take two to five business days to post to the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

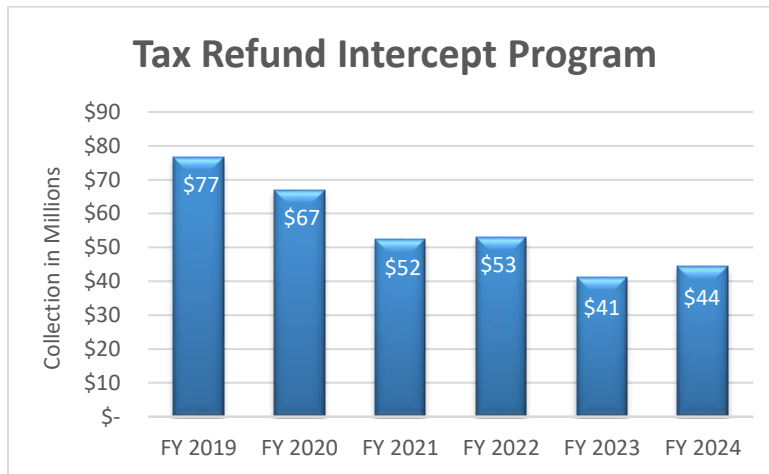
If you need assistance or have questions related to debtor holds or balances, contact us via email or phone.

Historical Agency Collections

Collection numbers based on a fiscal year (FY) of July 1 to June 30.



SDC Collections for FY2023 and FY2024 reflect current collection resources with the program at capacity. We expect annual collections of \$60 - \$70M annually for SDC with current resources.



TRIP Collections for FY2020 - FY2024 reflect a pause in offsets to federal programs due to the Covid-19 pandemic and a decrease in the amount of debt from partner agencies submitted to TRIP.

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 & Jacob Bauer
 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

