

# Agency Collection News

March 2026

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## Table of Contents

<b>Agency Collections – Program Updates</b> .....	1
<b>Agency Collections – Important Program Reminders</b> .....	2
<b>Historical Agency Collections</b> .....	4
<b>Contact Information</b> .....	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 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](mailto:Susan.Dukes@wisconsin.gov)
- Kyle Duerstein, Deputy Division Administrator – IS&E  
[Kyle.Duerstein@wisconsin.gov](mailto:Kyle.Duerstein@wisconsin.gov)

### Technology Enhancements

We recently added the option to send an SDC Inquiry to the SDC Agency tile in My Tax Account (MTA)

- SDC Inquiry is a tool that allows you to communicate with DOR in a safe and secure manner
- If you have questions related to a specific debtor, you may include debtor details in your inquiry such as a complete Social Security Number and name, and know the data is secure
- Responses to inquiries go to Messages and will also appear under Action Center
- A history of communications is stored in MTA for future reference
- From the Summary page in MTA, select 'Send SDC Inquiry' on the SDC Agency tile
- Enter a subject line to summarize your question and enter details into the Message box below
- Select 'Submit' when finished
- We will respond after researching your question and you will receive a response to your question in Messages

## 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

Do not copy individual debtors on emails to Agency Collections Coordinators. Instead, provide the contact information below for any of their SDC or TRIP related questions.

### Contact information

Our goal is to provide the best customer service to both our agency partners and debtors. Be sure to provide the correct contact information to your debtors to ensure prompt assistance:

- Agency partners, contact us by email [DORAgencyCollections@wisconsin.gov](mailto:DORAgencyCollections@wisconsin.gov), or by phone (608) 264-0344
- Direct SDC debtors to contact us by email at [SDC@wisconsin.gov](mailto:SDC@wisconsin.gov), or by phone (608) 264-0345
- Direct TRIP debtors to contact us by email at [DORCompliance@wisconsin.gov](mailto:DORCompliance@wisconsin.gov), or by phone (608) 266-7879

### Juvenile debtors

You can submit debts for juvenile debtors but there are some guidelines:

- If the citation or debt is the responsibility of the juvenile and they are still under 18, you can submit the debt to TRIP using their SSN or valid WI DLN
- Juvenile debts cannot be submitted to SDC if the individual is currently under 18, only TRIP
- If the debt was incurred when an individual was a juvenile and they are now over 18, you can certify the debt to either SDC or TRIP for collections
- If the citation or debt is the responsibility of a parent or guardian of the juvenile, you can certify the debt to either SDC or TRIP under their name and ID information as either a single debtor or a joint debt, if applicable

### Debtor addresses

Please use a valid address when submitting debts to SDC. Do not use institution addresses such as prisons, hospitals, or government offices. If the warning letter was returned by the post office, please provide that address on the debt submission, and use the 'Returned by post office' checkbox to indicate that on the debt.

### Incarcerated individuals

SDC debts are reviewed regularly for collectability and available revenue sources. If a debtor is either currently serving, or sentenced to, incarceration for an extended length of time, the debt will be returned as uncollectible and not qualify for resubmission to SDC when the individual is released. Please consider certifying such debts to TRIP to take advantage of any qualifying refunds during extended incarcerations and to retain the option of certifying the debt to SDC in the future when the debtor's circumstances may change.

### 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 MTA 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 are available in your monthly SDC reports. We update MTA every morning.

To verify the current balance:

- In MTA, on the 'SDC Agency' tile, select 'Manage SDC Debts' then 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

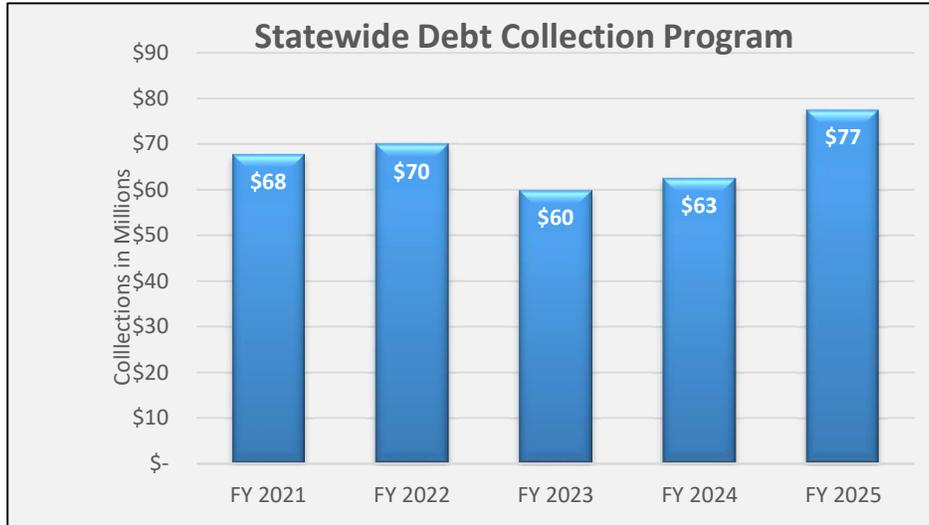
### Managing and deleting pending submissions in MTA

Every action in MTA is viewed as a submission. The 'Submissions' tile provides a list of pending, processed, deleted, and rejected submissions. You can cancel pending requests, if necessary.

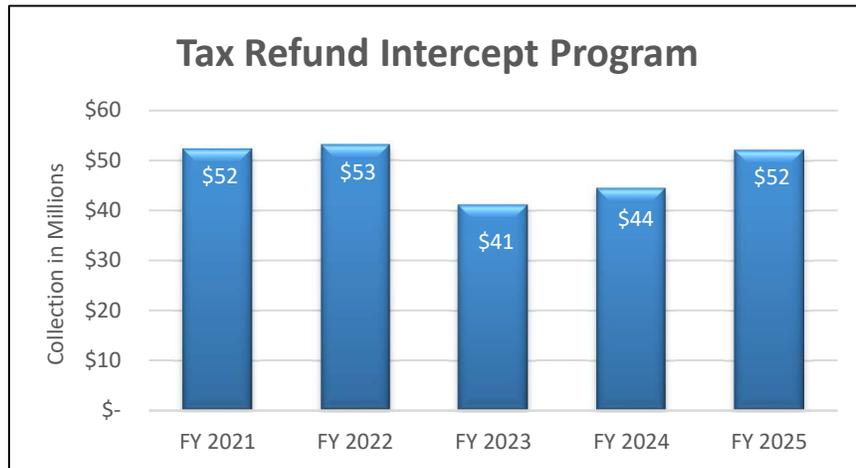
- From the Summary page in MTA, select the 'More...' menu option, then 'Search Submissions' on the 'Submissions' tile to view options for searching by category and by date
- Pending: Submissions are listed as pending immediately after you successfully file them and can be deleted while in Pending status. Submissions are processed at 4 p.m. CST each business day and cannot be deleted after processing. Any debts you submitted in error would need to be recalled after processing.
- Processed: Provides a list of all submissions processed through MTA. Once in this status, debts can no longer be deleted.
- Deleted: Provides a list of all deleted submissions
- Rejected: Provides a list of all rejected submissions
- To delete a pending submission, select the 'Pending' tab, then select the 'Submissions' tile
- The pending debt view will include a 'Delete' option in the upper right corner
- After selecting 'Delete', a warning banner titled 'Withdraw this Request?' will appear. You must respond to the question 'Are you sure you want to delete this submission?' before the submission will be deleted.
- You will receive an updated confirmation from MTA that the debt was successfully deleted, and the initial request will now be available under 'Deleted' submissions

### Historical Agency Collections

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



SDC Collections for FY2023 – FY2025 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 FY2021 - 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:

Agency Collection Coordinators  
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