Tax Refund Intercept Program (TRIP) User Guide
# Table of Contents

New User Registration Process .............................................................................................................. 1
  Add TRIP Account.............................................................................................................................. 5

My Tax Account for TRIP ....................................................................................................................... 6
  Home Page...................................................................................................................................... 6
  View My Profile ............................................................................................................................... 9

Managing Your TRIP Account................................................................................................................ 10
  Send TRIP Inquiry .......................................................................................................................... 10
  Upload New File ............................................................................................................................ 11
  Review Reports and Messages ......................................................................................................... 12
  Add New Debt ................................................................................................................................. 13
  Change Debt ................................................................................................................................... 14
  View Debt Summary ....................................................................................................................... 15
New User Registration Process

- From the department's home page (revenue.wi.gov) click the My Tax Account button, or go directly to https://tap.revenue.wi.gov
- Click 'New User? Create new username'

![Image of the My Tax Account page]

![Image of the Online Services page]
- Enter your profile information. Every MTA user needs their own username. Enter a unique username, password and profile email address. Do not share this information with anyone else.
- Answer 'No' to the 'Are you a 3rd party preparer?' question.
- Click Next.
- Enter your Customer Information and click **Next**

- Skip 'Step 3: Account Access (Optional)' by clicking 'Submit' and then 'Agree'.
• A confirmation page appears stating that an authorization code will be sent by email. Enter this code the first time you log in to My Tax Account.

![Confirmation Page]

• The email looks like this:

**THIS IS AN AUTOMATED MESSAGE. PLEASE DO NOT REPLY TO THIS EMAIL.**

Your request for access to My Tax Account has been processed.

Your authorization code is tv44zn.

You must enter this authorization code to log into My Tax Account.

To protect your tax information, do not share your username or password information with others. This could allow unauthorized access to your accounts. It is easy to create your own individual MTA username and password and request access to another person’s account with their permission. If you have questions and would like further assistance, please contact the department at DORMyTaxAccountHelp@wisconsin.gov.

• Log into My Tax Account by entering your username and password. This brings up the Security Code screen. Enter the security code you received in the email and click Log In.

![Security Code Screen]
• Update information on the 'My Profile' page, including Authentication information. This is required to receive a security code the next time you log in. We recommend that you select the 'Send text or email' authentication type. If one method doesn't work, you have an alternative method of receiving your security code. Click **Save** when finished.

Add TRIP Account

• Once you have completed these steps, contact either Roxy Walker or Joseph Mugenga to add your TRIP account to your MTA profile. Email [trip@wisconsin.gov](mailto:trip@wisconsin.gov) or call 608-264-0344.
My Tax Account for TRIP

Home Page

- **Accounts Tab**: This tab displays all of the Account Types to which you have access through your My Tax Account profile.

- **Submissions Tab**: Every action in My Tax Account is viewed as a submission.
  - Submissions are listed as submitted immediately after you successfully file them.
  - Submissions are processed at 4:00 PM CST each business day and can be changed or withdrawn while still in submitted status.
  - Submissions may be cancelled by selecting the specific submission and then clicking the **Withdraw** button.
  - If your submission is in the 'Processed' column it can no longer be withdrawn or changed.
- To view your recent submission filing history, click on the **Submissions** tab.
- To view a complete history of your submissions, click **More...**
- **Mail Tab**: Various reports and department communications are available from this tab on a monthly basis.
  - Posting Notifications are issued weekly
  - Closed Debt reports are issued monthly
  - You can use the **Filter** functionality to search for a specific notice or notice type.
• **Names and Addresses Tab**: This tab displays your legal name and address.
  - Click **Add** across from Name to create a request to add a 'Doing Business As (DBA)' name.
  - Click **Add** across from Address to create a request to change your address.
View My Profile

- From your home page, click View My Profile.

- Under 'I Want To...' you have a number of options:
  - Change Password: Allows the user to update their password. We recommend that you update your password every 60 days.
  - Cease username: Allows the user to cancel their access to My Tax Account
  - Add Access to an Account: This functionality is not used in your TRIP account. If you need to add access to your TRIP Account, call 608-264-0344 or email trip@wisconsin.gov.
  - Add Third Party Account Access: This functionality is not used in your TRIP account. If you need to add access to an account, call 608-264-0344 or email trip@wisconsin.gov.
Managing Your TRIP Account

Send TRIP Inquiry

- TRIP 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 in your inquiry debtor details, such as a complete SSN and name, and know the data is secure
- We will respond after researching your question. Responses to inquiries go in Messages and will also appear under Alerts. A history of communications is stored in My Tax Account for future reference
- Use TRIP Inquiry to contact us for assistance in resolving debt mismatch issues
- From your TRIP account, click Send TRIP Inquiry
- Enter a subject line to summarize your question. Details are entered into the box below
- Click Submit when finished
- You will receive a response to your question in a Notice

Note: For security purposes, do not send confidential debtor information through regular email.
Upload New File

- Debt files that contain 250 debtor transactions or less:
  - Select **Upload New File** under 'I Want To...' at the upper right of the TRIP account page
  - Click **Add Attachments** to add your file
  - Enter a short file description
  - Use the **Browse** button to locate your file and click **Save**
  - Click **Submit**. A confirmation number is provided when the transaction is complete.

- Debt files that contain over 250 transactions:
  - Call (608) 264-0344 or email **trip@wisconsin.gov** to create your Secure File Transfer Protocol (SFTP) folder
  - Establish a secure connection to DOR through SFTP. Go to **SFTP Instructions** for instructions.
Review Reports and Messages

- **Agency Summary Report**
  The Agency Summary report is a listing of all active debtors for your agency.
  - Select **Request Agency Summary** under 'I Want To...' at the upper right of the TRIP account page
  - Select a summary report for one agency or, if you represent multiple agencies, all your TRIP agencies
  - Select the file type and **Submit**
  - Click **Submissions**. The report request will be available within a few minutes. The subject line will identify the report type.

  **Note:** If you use Internet Explorer, you cannot save this file directly to your directory. To save, open the file, and from the File menu select Save As.

- **Posting Notifications**
  - DOR will produce a weekly payment report called Posting Notification. This report tells you the debtor, the debt number, and amount received. The report is available every Wednesday for agencies with payments. The report will be sent according to your agency profile (SFTP folder or My Tax Account - Messages).

- **File Maintenance Response**
  When a File Maintenance transaction file is received by the department, a response file is generated.
  - The File Maintenance Response is available the next business day after a File Maintenance transaction file is uploaded
  - The response file will indicate if a debt was accepted or rejected
If a debt is rejected, DOR will provide a **Reason Code**. The report will be delivered according to your agency profile (SFTP folder or My Tax Account - Mail).

- **Close Debt File**
  The Close Debt File lists debts that have been closed for intercept.
  - Debts will be closed for intercept when the balance is less than $20.00.
  - OR
  - Debts will be closed for intercept when DOR has determined the SSN to be a mismatch after accepting the original transaction.
  - The report will be delivered on the first Tuesday of each month based on your agency profile (SFTP folder or My Tax Account - Messages).

**Add New Debt**
- Select **Add New Debt** under 'I Want To...' at the upper right of the TRIP account page
- Enter the ID Type and Number, such as social security number (SSN), driver’s license number (DLN), or federal employer identification number (FEIN)
- If the debtor is a business, enter the name of the organization. If the debtor is an individual, enter their last and first name
- Enter your agency internal number (AIN) or unique number that is not an SSN, assigned by your agency to the debtor. This field is optional.
- Enter the current balance and click **Submit**

**Note:** If there is an error the field will appear as red. Hover your cursor over the field to receive an explanation of the error.
Change Debt

- Select Change Debt under 'I Want To...' at the upper right of the TRIP account page.
- Enter the ID Type and ID number that correspond to the originally submitted debt. Use the same ID Type and ID number you used when adding the new debt. For example, if you added the debt using the driver license number (DLN), your change request must use the DLN.
- Click Next.

- Select the debt you want to change from the list displayed. You may only select one debt at a time.
- The debt number, name, and current balance are displayed. Click Next.

- Enter the updated balance on the following screen and click Submit.

**Note:** You may increase a debt balance once every 30 days to accommodate for interest adjustments. You may decrease a debt balance multiple times per month to reflect payments or credits.
View Debt Summary

- Select **View Debt Summary** under 'I Want To...' at the upper right of the TRIP account page.
- Enter the ID type and ID number that corresponds to the originally submitted debt. Use the same ID Type and ID number you used when adding the new debt. For example if you added the debt using the DLN, your Debt Summary request must use the DLN.
- Click **Next**

The following details will display:

- **Posted Date** - The date a transaction is applied to the debt selected
- **Change Applied** - The change in balance, either up or down, depending on the transaction. For example, if the debt balance is $500 and you submit a balance change to $300, the Change Applied is $200.
- **Balance Due** - The balance of the debt after a change is posted. The last row on this report would reflect the current balance.
- **Source** - The following are sources of a transaction:
  - Initial: original debt submission
  - Agency Adjusted: a change submitted by the agency
  - DOR Adjusted: a change submitted by DOR
  - Refund: a refund intercepted and applied to a debt by DOR
  - Lottery: a Lottery payment intercepted and applied to a debt by DOR. **Note:** Intercepted lottery proceeds may only offset state agency debts
  - Vendor: a State vendor payment intercepted and applied to a debt by DOR. **Note:** State vendor proceeds may only offset state agency and local government debts.