

### A Vendor Setoff Update

We implemented Vendor Setoff on June 13<sup>th</sup>, 2007 and have excellent results to report. So far we have intercepted 16 checks for a total of \$16,856 which were applied to debts referred by our user agencies: State Agencies, Counties and Municipalities.

Vendor Setoff is where we match debtors to the Department of Administration vendor table and intercept any payments where the vendor owes money and the debt has been certified through the agency setoff program.

**NOTE:** A **REQUIRED** change to the notification letter that you send out to your debtors is to add language to cover the interception of the vendor debts. Refer to the TRIP web page- [www.revenue.wi.gov/ise/trip/index.html](http://www.revenue.wi.gov/ise/trip/index.html) for the new letter format.

This is a fairly manual process and we will be calling each agency to verify the debt balance. At that time we will be asking whether you would like us to apply the payment to the debt or send the payment directly on to the debtor.

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### Maximize Setoff Efficiency

The agency setoff system allows debts to be certified to the Department of Revenue either through the State of Wisconsin mainframe system if you are a state agency user, the Circuit Court Automation Program (CCAP) system if you are a county user, or through the TRIP application used by state agencies, counties and municipalities. As these files are processed, the accepted records are converted to data which is stored in mainframe tables that are used by the main agency setoff processor. Because the main processor is located on the mainframe and still makes use of older programming, there is a limit on the number of debts and transactions that can be handled for a given debtor.

**One individual can have up to 200 debts, and a total of 500 transactions posted against those debts. For example, if your agency has 50 debts posted and you add interest to each of those 50 debts monthly, you will reach the transaction limit in 10 months. In this case, no other transactions will be accepted for this debtor – and this includes posting a refund payment transaction.**

One action that DOR has taken to maximize efficiencies and reduce storage costs is to run a scheduled purge of the File Maintenance, Balance Verification, and Posting Notice data being stored for TRIP users. You will be able to view and download your records going back three months, but will not be able to retrieve historical records. We will run a quarterly clean-up process to delete older data. Scheduled dates will soon be posted on the Internet. Please be prepared to retrieve your File Maintenance, Balance Verification, and Posting Notice records in a timely manner.

As our partners, you can also help to maximize the performance of our main setoff processor. We have already experienced a few of individual debtors who have reached our limit of 500 transactions against their agency debts.

Below are some helpful hints:

- **Combine debts whenever possible.** You do not have to submit each individual debt, but rather send one debt to DOR for the total of the debts that you wish to certify. Please keep in mind that each individual debt must be greater than \$20.00 before you are allowed to certify them.
- **Update Interest Monthly or Quarterly.** Frequent interest updates will result in the debtor reaching the maximum number of transactions very quickly. Consolidate multiple interest updates and submit fewer transactions. If the maximum is reached, then the debt gets frozen with no possibility of interception.
- **Increase the Debt Balance.** Whenever possible, increase an existing debt balance rather than sending a new debt. This method will work as long as there is not an intervening debt held by another agency. The benefit to increasing a debt balance is that you will see fewer name mismatches. This transaction bypasses the name match rules because you are working with a previously accepted debt. In the event that your record rejects because of an intervening debt, you may resubmit it as a new debt.

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## Please welcome our new Agency Setoff Coordinator...

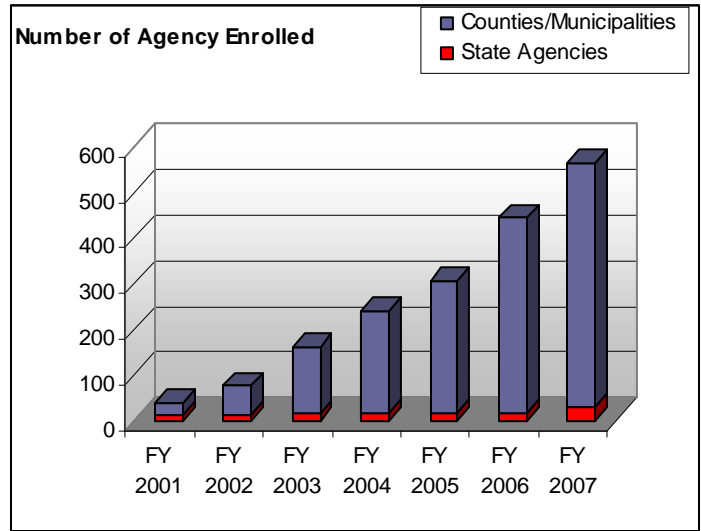
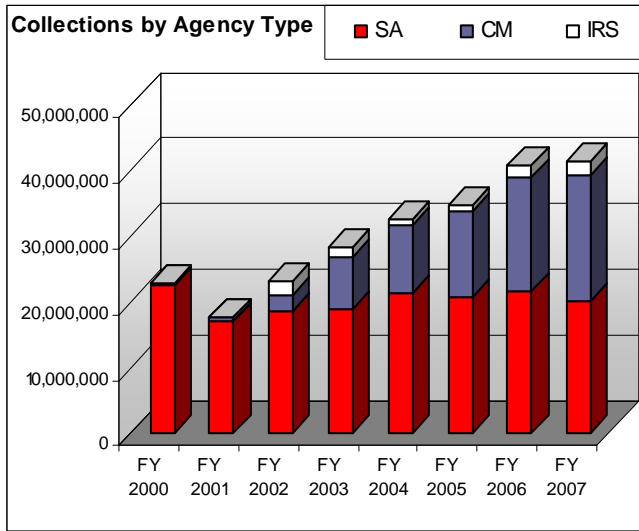
The new setoff coordinator is Matt Yeakey; his contact information is located on the third page of this newsletter. Matt comes to us with experience in customer service, project management, and information systems. With this background Matt is well suited to working with the intricacies of the agency setoff system and we look forward to his leadership in the future as we continue to make system improvements.

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### TRIP Tips & Info

- **Have your Agency ID handy when contacting DOR.** The agency setoff program has experienced rapid growth in the last few years and we now have over 650 agencies participating. When you contact the Department of Revenue you should have your agency ID and name handy. This will expedite our ability to resolve your problem.
- **Name/SSN Match error.** We are glad to help you resolve these errors. Inquiries can be sent to [trip@revenue.wi.gov](mailto:trip@revenue.wi.gov). When you send us information, make sure to send us all the information that you have on that individual. Name, address, last four characters of the SSN, Drivers License Number (DLN), **and** all known names or aliases are important information to us when we research the source of the mismatch.
- **SSN versus DLN.** A debt certified for the setoff program has a better chance of matching when submitted with an SSN. Debts certified by DLN will always have a higher rejection percentage. That is because we are relying on the DOT information to get the SSN. Since DOT does not have mechanisms in place to validate the correct SSN, their information may be flawed. In some cases there is no SSN provided; in other cases there may be keying errors or intentional misinformation provided on the part of the debtor.
- **DOR cannot disclose a SSN.** DOR is not able to provide you with the SSN if you have certified the debt using the DLN as the identifier.
- **WAMS ID and Password Changes.** Your WAMS ID and password is maintained by the Department of Administration. Any updates or changes should be accessed through the WAMS Profile Management page located at the following link: <https://on.wisconsin.gov/WAMS/home>. We also provide a link from our web page to the WAMS home page.
- **File Maintenance Transactions – Part 1.** You will not immediately see file maintenance transactions. When you submit a name change or other file maintenance transaction during the week from Monday to Friday, those files will be picked up in a Friday night job stream and processed into the main setoff processor. You will be able to verify the update on the following Monday.
- **File Maintenance Transactions – Part 2.** If you are a mainframe user or a CCAP user, please keep in mind that we cannot see your rejected file maintenance records to determine the reject reason. If you are a CCAP user you should contact your CCAP representative for the reject reason. If you are a mainframe user, you should contact your agency representative.
- **A debt is certified when submitted.** As soon as you submit a debt to DOR, it is considered certified and covered under the statutes for sending your notification to the debtor.
  - Under Sec. 71.93, Wis. Stats., state agency users must notify the debtor 30 days prior to certification.
  - Under Sec. 71.935, Wis. Stats., county or municipality users must notify the debtor within 5 days of certifying.
- **CCAP User and Mainframe User access options.** . If you would like to have another tool to view your agencies account information, you have the option to access TRIP Account Summary and Debt Summary with a Query Access logon to the TRIP application. Please refer to our web page for Query Access User information. <http://www.revenue.wi.gov/ise/trip/index.html>

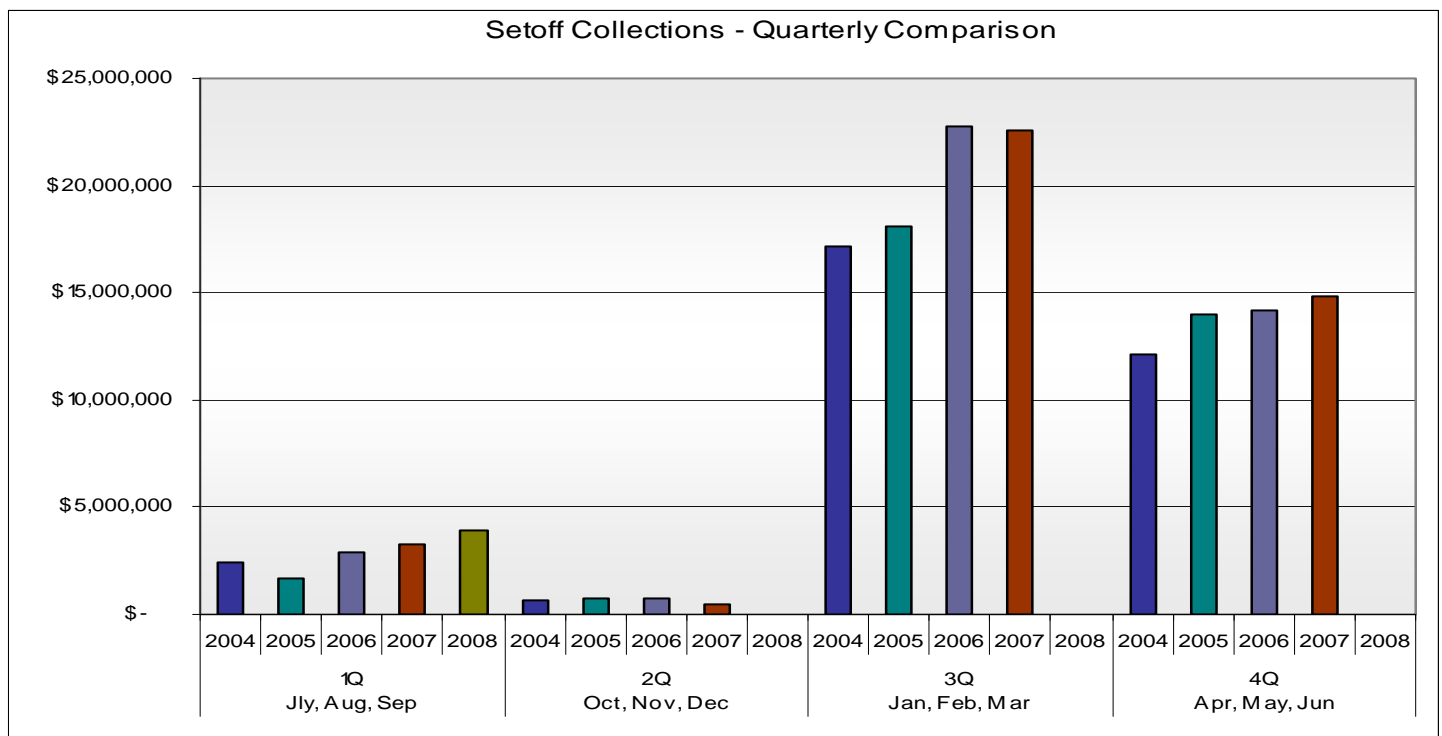
**Agency Setoff Statistics as of June 30, 2007**



We collected a total of \$41.2 million dollars through agency setoff in the last fiscal year. The fiscal year runs from July to June. This total is slightly higher than previous year's collections.

**Collections by Quarter**

As you can see we are off to a good start with 2008 collections. The chart below represents collections through 8/14/07.



**The TRIP Web-page**

[www.revenue.wi.gov/ise/trip/index.html](http://www.revenue.wi.gov/ise/trip/index.html)

- Past issues of TRIP News
- Resources
- TRIP Training Manuals

**Contact Information**

Please feel free to contact us with any questions or concerns.

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News! Sign up to receive electronic notifications at [www.revenue.wi.gov/html/lists.html](http://www.revenue.wi.gov/html/lists.html). We will be sending reminders to check out the latest edition of TRIP News as well as program specific information.

This newsletter is distributed electronically on a quarterly basis. Copies can be found on our website at [www.revenue.wi.gov](http://www.revenue.wi.gov) in the government e-services section.