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[Website Update](#)

Checkout our newly redesigned TRIP and agency setoff website: <http://www.revenue.wi.gov/ise/trip/index.html> . The site has been redesigned to better guide new users and experienced users to the information which they are seeking. From the home page you will be able to open the TRIP application, send an email to the setoff coordinator, and view current program news. Links on the home page will guide new users through the enrollment process, experienced users to the application manuals and training documents, and all users to legislative information and links. If you have any suggestions to further enhance this site, please contact trip@revenue.wi.gov .

[Agency Setoff Training – 2008](#)

On Wednesday, January 8th, 2008 the DOR held its first ever training event for our agency partners. Approximately ninety people braved cold and snowy weather by traveling to Madison to learn more about the program. In attendance were both new and experienced users to the setoff program. From the training evaluations, it is clear that all attendees went away with new information – even those long time users. All in all, the information shared through presentations and informal discussions will assist in future program management.

It is very clear that name mismatch and driver's license mismatch errors are on the top of your list for resolution. We will work with our developers to find alternatives to the matching programs in an effort to accept more debts setoff. The sheer volume of these rejects makes it difficult for both the agencies and DOR to deal with individually.

DOR also learned that this training needs to be at two different levels – one session covering the system in general terms to help familiarize new users with submitting a debt, the timing of file transfers, and the types of file transfers that occur and another covering a higher level of detail. Many agencies gave feedback that the training should be an annual event.

Thanks to all who attended for both the wonderful reception and the excellent feedback which will serve to make future sessions equally successful.

[Partnership and Responsibility](#)

During the training and in conversations with agencies, the phrase “your program” was often heard. This is not just a DOR program but rather it is our program where DOR and agencies are working together with a goal of reducing debts owed to governments at all levels within the State of Wisconsin. DOR was assigned the task of facilitating the partnership and is committed to assisting our partners in enrolling in the TRIP program and in resolving technical problems.

DOR has created a user-friendly system that accommodates both high and low volume users. Users of the TRIP are urged to read and have available for reference the published user manuals that are available from our website. . New users must familiarize themselves with the system. These manuals provide step-by-step guidance through the TRIP application. In addition, you will find a visual presentation complete with screen prints that cover logon procedures, report views and download, and new user authorizations.

Using the File Transfer Method

Questions often come up about how to use the file transfer method. Compiling the file from your debtor accounting system is not an easy task and will require an individual versed in computer coding to pull data into an acceptable file format. DOR is not equipped to help agencies in this effort. While many of you would like to send an Excel file, it is not that simple. Excel is a database application and an excellent vehicle when used to maintain data stores and produce reports from that data. Excel does not have the capability to format and translate data into the necessary layout for the agency setoff system to accept.

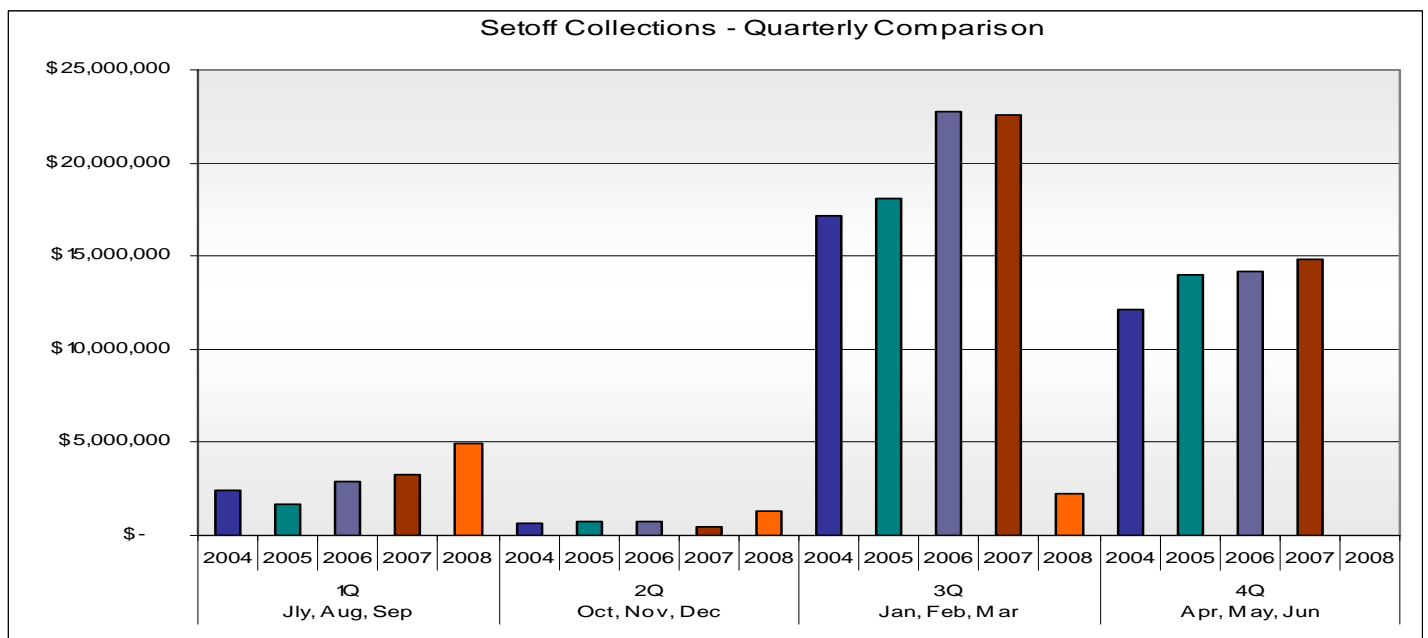
Important Changes to the Electronic Mailing List

Our electronic mailing list was open to the public in the past. We are in the process of converting the electronic mail list to a private list accessible only to authorized users of the Agency Setoff System or TRIP Application. This means that some of you who have subscribed to receive notification of the TRIP News will no longer receive this notification. We will still post TRIP News to the public website.

We are in the process of reviewing the current list and will delete names that are not recognizable as a user of the system. If you find your name was deleted in error, contact us at TRIP@revenue.wi.gov, provide your user name and email address, and we will re-instate your account.

Collections by Quarter

We are off to a good start with 2008 collections. The chart below represents collections through 2/6/08.



The TRIP Web-page

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