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Questions concerning an agency setoff or TRIP issue should be submitted to TRIP@revenue.wi.gov and always include your six-digit Agency ID number to ensure the most efficient handling of your request.

New Debt Files

All new debts submitted to the agency setoff system for a debtor must have a dollar threshold of at least \$20.00. The statutory reference for this requirement for state agencies is sec. 71.93(2), Wis. Stats., and for local governments is sec. 71.935(1)(a), Wis. Stats. You can access the full text by going to Wisconsin Legislature, open the Wisconsin Law dropdown and open The Wisconsin Administrative Code & Register. Here is the direct link:

- State Agencies: <http://nxt.legis.state.wi.us/nxt/gateway.dll?f=templates&fn=default.htm&d=stats&jd=71.93>
- Local Governments: <http://nxt.legis.state.wi.us/nxt/gateway.dll?f=templates&fn=default.htm&d=stats&jd=71.935>

Individual Privacy Rights

The Agency Setoff system uses Social Security Numbers (SSN) as the unique identifier for matching purposes. Without this unique number the program would not be nearly as successful as it is today. However, there are risks in using this number and we must make sure that processes are in place to protect the confidentiality of this identifier.

With that being said, the Department of Revenue (DOR) takes the position that email is not secure. It is very easy to enter the wrong name which misdirects the email, and then we have a breach of confidentiality situation. Proper protocol when requesting information regarding a setoff is to email the individual's name, any known alias names, the address, the driver's license number if you have it, and the last four digits of the SSN. Please provide your contact name and phone number as well. If the DOR representative is unable to identify the taxpayer, you will be contacted directly by phone for the full identifier.

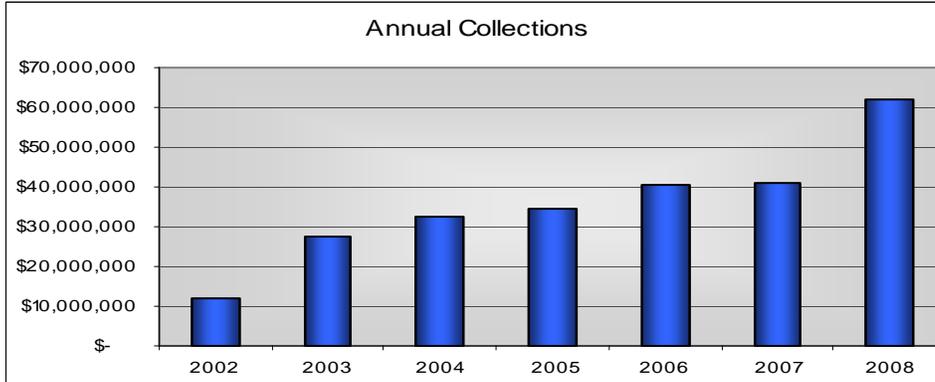
Setoff Reversals

Although these requests are relatively rare, you may receive a notice from DOR to reverse a payment. Situations that may cause a Reversed Payment Request are where the SSN is either mis-scanned or mis-keyed during the processing of the tax return, or the SSN was simply written down in error by the taxpayer. In other cases an agency partner may have entered the SSN in error when setting up a debt in the setoff system.

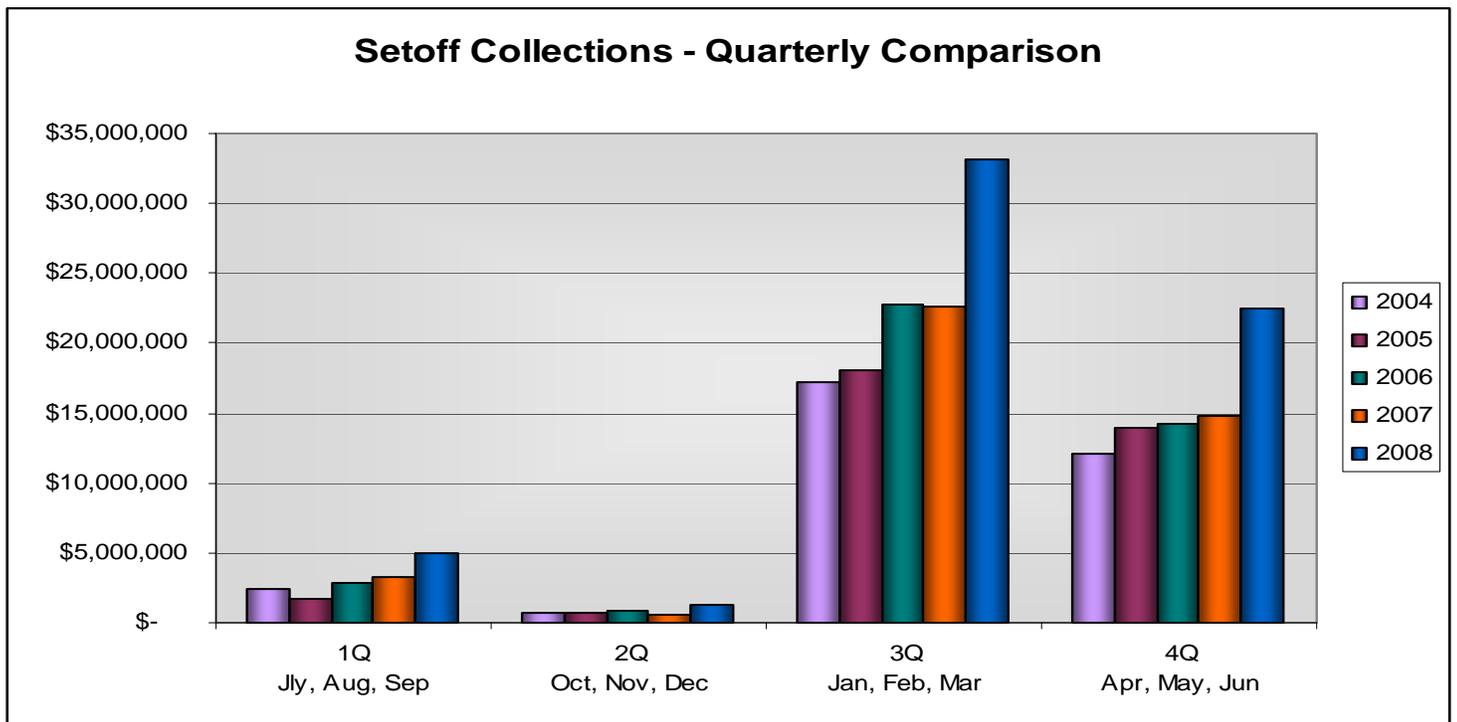
If the individual contacts you directly due to a mistaken identity error, and you have verified that the offset paid a debt that the taxpayer was not obligated to pay, please contact us immediately by sending an email to TRIP@revenue.wi.gov. We request that you **do not refund** the offset monies back to the taxpayer but rather contact DOR to investigate the transaction, and if necessary, correct the taxpayer's account in either the DOR tax system or the Agency Setoff system.

In the event that the debtor no longer owes your agency, then you are responsible for refunding the overpayment plus the \$5.00 administrative fee. The best way to avoid this situation is to make sure that you have processes in place to update your debts.

A Reason to Celebrate



Collections from July 2007 through June 2008 set new records. This can be attributed to both an increase in the total number of debts referred to Agency Setoff as well as improvements in refund processing through the new integrated tax processing system at DOR.



Contact Information

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

Program Contact:

Matthew Yeakey
 Wisconsin Department of Revenue
 Setoff Coordinator
 Phone (608)-266-8517
 FAX (608)-261-6226
trip@revenue.wi.gov

Newsletter Contact:

Susan Dukes
 Wisconsin Department of Revenue
 Program & Planning Analyst
 Phone 266-9397
susan.dukes@revenue.wi.gov

The TRIP Web-page

www.revenue.wi.gov/ise/trip/index.html

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

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.