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TRIP Email Address: [TRIP@revenue.wi.gov](mailto:TRIP@revenue.wi.gov)

**Setoff Season Reminders**

- ✓ **Questions:** General agency setoff or TRIP issues should be submitted to the TRIP email address. Please make sure to include your six-digit Agency ID number to ensure the most efficient handling of your request.
- ✓ **Reject Corrections:** When requesting a correction for a debtor due to receiving a reject notice, send the request to the TRIP email address and include your agency ID, the date the file was sent to DOR, the debtor name and either the Driver's License Number (DLN) or the last four digits of the debtor's Social Security Number (SSN).
- ✓ **Reversal or Recalls:** Send an email to the TRIP Email Address if you have questions regarding an action taken by DOR. Our team reviews new messages frequently and with the general email box we are better able to serve your needs than when an email is directed to a person. Please do not contact Lucy Clemens directly as she has take another position within the department.
- ✓ **Security: Never send a debtor's complete SSN in an email.** Email is not secure. If you are contacting the setoff coordinator about a specific debtor, you should include as much information as you have, such as name, alias names, addresses, DLN, and the last 4 digits of the SSN. With this information we should be able to find the individual. If necessary, you may be contacted by phone for the SSN.
- ✓ **TIP for successful intercepts:** Certify the debtor using the SSN. Only use the DLN if you do not have an SSN. There is a much higher success rate when an SSN is the identifier used.
- ✓ **Balance Updates for Interest:** Do not submit a balance update for interest any more frequently than monthly. The agency setoff system has a maximum debt limit of 200 debts and 500 transactions. We are finding that more and more debtors are reaching the maximum transaction level. Research has shown that one reason is for frequent interest posting. If you have a taxpayer who reaches the maximum, the system will no longer be able to accept a refund intercept transaction and you may lose out on a payment. The setoff coordinator will contact you if you are in danger of reaching the maximum.

**Recent TRIP Outage**

On Monday, October 20<sup>th</sup> the TRIP system was down. An email was sent and a system message was entered to alert of the problem. Please do not attempt to use the system until you receive a message that the system problem has been corrected.

Technical staff identified the problem as "bogus SSN's" submitted by agencies en masse. The system was not able to efficiently process all the exceptions. A bogus SSN is defined by the IRS as an invalid (or impossible) Social Security number that has not yet been assigned. The SSN is divided as follows: the area number (first three digits), group number (fourth and fifth digits), and serial number (last four digits). An SSN that begins with 000, 666 or a number greater than 772 is invalid. In addition, an SSN with 00 as the group number or 0000 as the serial number are also invalid.

To get the full details as to what qualifies as a valid SSN, go to the IRS website :  
<http://www.socialsecurity.gov/employer/ssnvhighgroup.htm>

## Setoff Training Event in Green Bay

The Setoff Team will be offering a training session for new users at UWGB on November 5, 2008. Topics include:

- Introduction to TRIP
- Timing of Agency Setoff
- Setoff System Details
- Recalls and Customer Service

**Time: 10:00am – 3:30pm**  
**Place: UWGB Union Building, Phoenix B**  
**Lunch is on your own.**

## January – Refresher Training

Mark your calendars for a refresher training to help you prepare for the upcoming setoff season. This event will be focusing on how to use the setoff system and will include live demonstrations on how to view and receive processed files taking the mystery out of these four buttons.

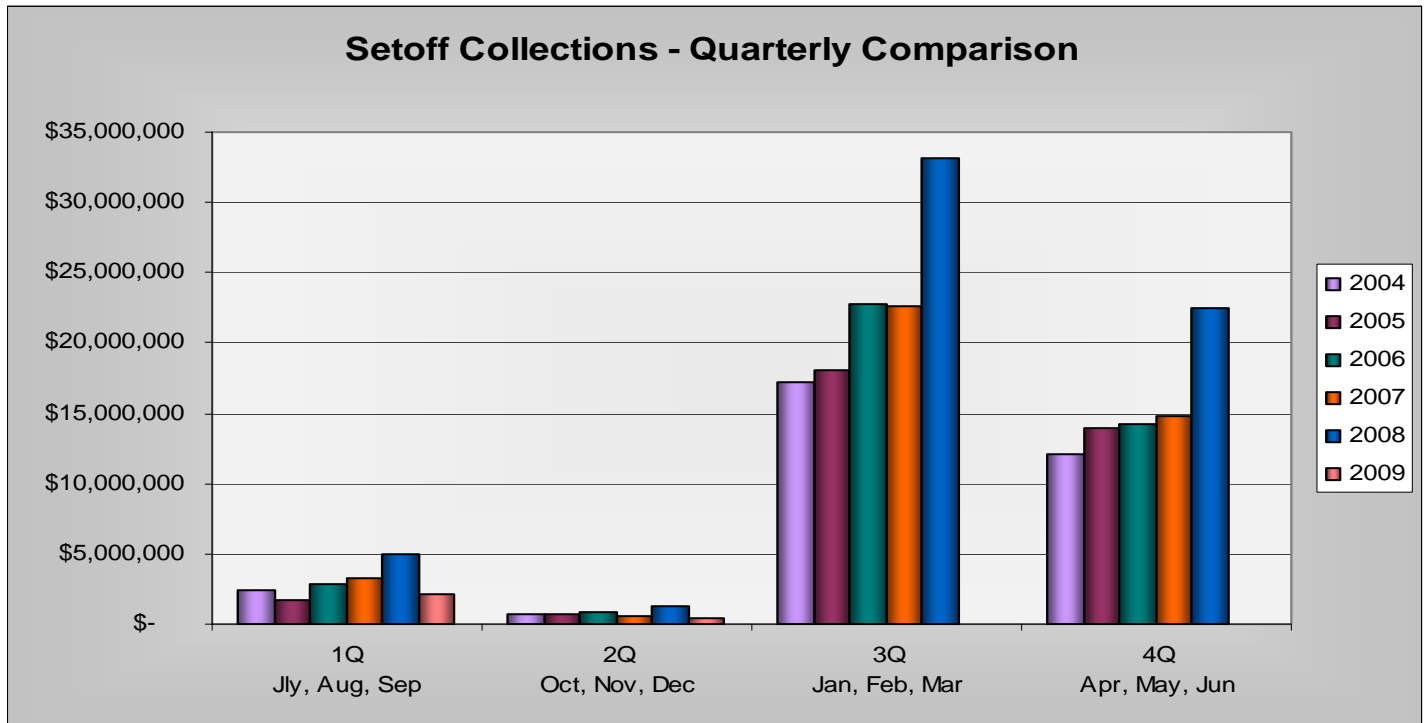
### View/Receive Processed Files



We will be offering two sessions on Wednesday, January 28<sup>th</sup>. The morning session will run from 9:00am to 12:00pm and the afternoon session will run from 1:00pm to 4:00pm. Registration information will be sent out in mid-December.

## Historical Setoff Collections by Quarter

Collections through October 28<sup>th</sup>, 2008.



## 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](mailto:trip@revenue.wi.gov)

Newsletter Contact:

**Susan Dukes**

Wisconsin Department of Revenue

Program & Planning Analyst

Phone 266-9397

[susan.dukes@revenue.wi.gov](mailto:susan.dukes@revenue.wi.gov)

### 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

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.