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Agency Setoff TOP 10

AKA - What you need to know about Agency Setoff but didn't know to ask...

Sometimes we discover that “you don't know what you don't know.” And if you don't know, you can't even ask the question. The Agency Setoff team would like to share information that we have learned over the last year from our training events, email questions, and even a few mistakes. This information will help you understand the overall picture of the refund setoff system and how you fit into this incredibly complex system.

- 1. Safeguard Debtor SSN information** – We would like to remind our partners of the importance of keeping debtor Social Security Number (SSN) information confidential. Make sure that safeguards are in place to ensure that personal and financial information is kept confidential. Email is not considered safe. It is too easy to grab the wrong recipient name – and once transmitted becomes a breach of confidentiality. If you are sending information about a taxpayer to DOR, send the debtor's name, any alias names, address, and the last four digits of the SSN.
- 2. Debt Recalls** – At times circumstances require DOR to initiate a recall of a payment made to an agency debt. Reasons for recall are taxpayer error, fraudulent return, department error, scanning error, or prorated based on a filed claim for refund. When DOR initiates a recall, all transactions are maintained by DOR. We reverse the transaction and reverse the fee to the debtor. This process maintains your debt priority for future offsets.
- 3. Debt Recalls, part 2** – If the refund setoff results in an overpayment because an agency did not properly report the updated balance to DOR, then the agency is responsible for refunding the overpayment to the debtor. The agency is responsible for refunding the \$5.00 fee per offset if the debt was paid in full with funds other than the refund setoff amount. Questions regarding debt recalls should be sent to the TRIP email address. A quick link to [email](#) is located on the DOR TRIP web page in the Links section.
- 4. Balance Verification** – Balance verification files are sent to your accounts in the Agency Setoff system daily. You can get to these files by opening the TRIP application, selecting View/Receive Processed Files, and selecting the Balance Verification button. Enter your date range and check the balances. Some agencies have an automated application that updates balances, but others must check the balances to make sure that we are still in sync and DOR does not intercept more than the taxpayer owes. Balance verifications can be worked 7 days a week, 24 hours a day. The DOR will pick up the completed files during the overnight processing cycle each Friday. For a full description of the balance verification cycle, go to the setoff web page, Fall Training 2008, [File Transfers](#) link.

View/Receive Files: Allows you to view or download an agency's file maintenance, balance verification or posting notice files, or generate an account inventory.

View/Receive Files

- 5. SSN over DLN** – Submit debts using the taxpayer's SSN if you have it. Although we have made improvements in matching programming, there is still a higher reject rate if a debt is submitted by Driver License Number (DLN).
- 6. When to submit a debt (and when not to)** – Submit a debt when you know the SSN or you know the DLN from a reputable source. Double check the keying to make sure that the number is not miss-keyed. Please do not submit a debt under multiple SSN's, trying to guess at getting the debt accepted. A miss-keyed SSN or an SSN guess can significantly impact the correct owner of the SSN when they ultimately establish a tax filing history. We currently have over 15,000 situations where an SSN is being used in the Agency Setoff system for a debt where debtor does not own the SSN. The actual owner ends up having their refunds held every year.

NOTE: A project is under way to delete these incorrect agency setoff debtors. Agencies will be notified via email prior to the deletion of these debts.

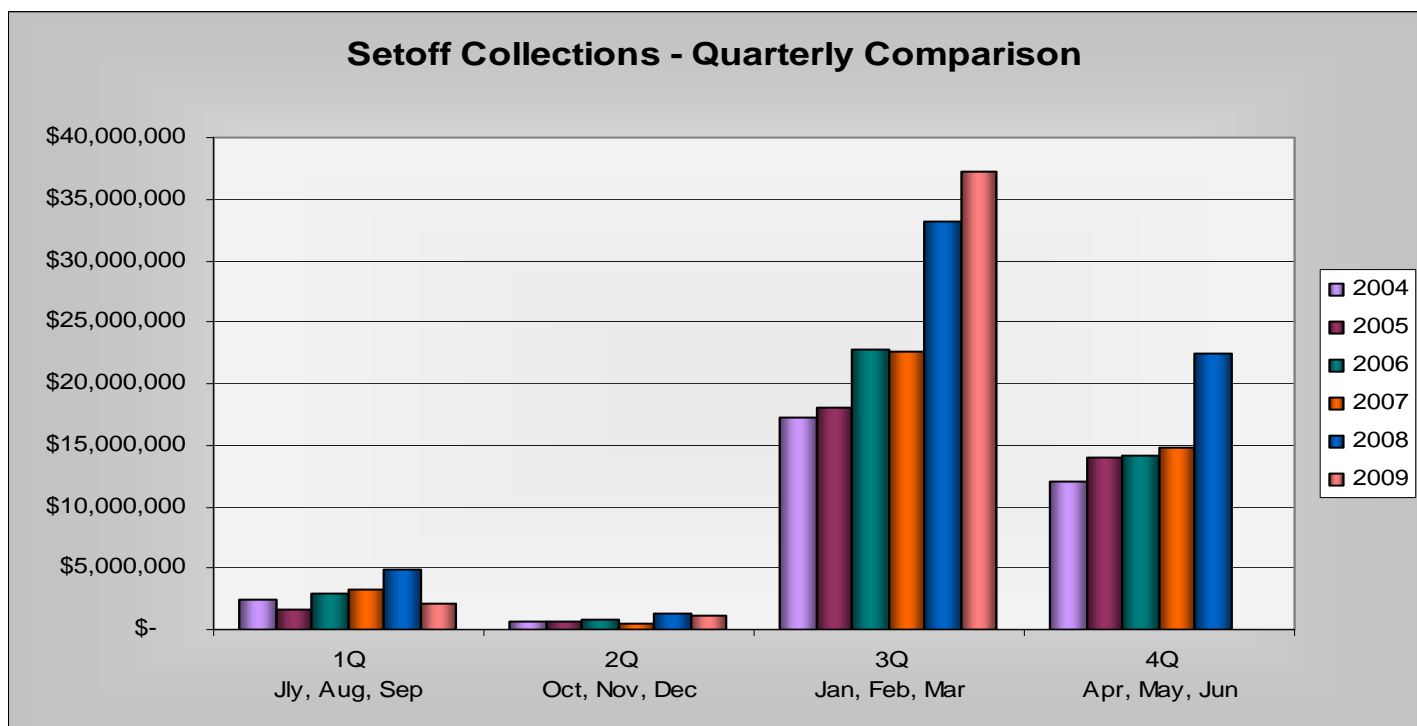
- 7. WAMS Id** – The [WAMS ID](#) and password are a state wide key to access many different systems. The ID is maintained by the Department of Administration, Division of Enterprise Technology. The webpage allows you to register if you are a new user and manager your profiles. If you forget your password or your account gets locked out, you can go to the [Profile Management](#) page to reset. There is a quick link to the WAMS management page on the DOR TRIP web page located under the New Customers link.
- 8. Interest Updates** – Agencies can update a debtor’s balance for interest as long as there is not a second debt posted for that debtor. Interest updates should not occur more frequently than monthly. If a debt is updated more frequently, the debtor is incurring too many transactions. There is a transaction limit of 500 per debtor. That sounds like a sufficient number on the surface but we have been seeing taxpayers that are maxing out their limit. Once the taxpayer reaches 500 transactions, the system can no longer accept any transaction – and that includes the refund proceeds to pay off the debt.
- 9. Contact Information** – The agency setoff program has grown exponentially in the last few years. We currently have over 975 agencies enrolled to send debts and over 1800 authorized system users. When you contact the DOR with a problem, the most efficient method is to detail the problem in an email. Always include your six-digit Agency ID, the agency name, and your personal contact information. There is a quick link to [email](#) located on the DOR TRIP web page located in the Links section.
- 10. Settlement Checks** – Checks are mailed from DOR on Thursdays. If your agency has not received their check within 10 days, email the Setoff Coordinator. We will verify that your agency was entitled to a payment, and verify the mailing information. If the check is not received within 30 days, DOR will begin the process to stop payment on the original check and reissue a new check. Often the problem self resolves within the 30 day period, as sometime mail takes an unintended direction delaying the normal timing.

Website Information Overview

Link	Content	Description
<u>New Customers</u> (and current users)	Publication	Publications give a program overview, statutory references, and lists both the agencies and DOR responsibilities
	WAMS Information	A link to the WAMS website where you can register for your user name and password and maintain your existing profiles, including password maintenance
	TRIP Request Authorization	Information on how to add new TRIP application authorized users and how to remove their access once they are no longer working with the program.
<u>Operation Manuals and Policy Guides</u>	Fall Training 2008	PowerPoint presentations from our most recent training. If you were not able to attend one of our training, the information is available for you to review.
	Operation Manuals and Policy Guides for Existing Users	Full Access guides available for agencies who use the TRIP application for all agency setoff activities. Query Access guides available for agencies who use other methods of file transfer, but still want to be able to inquire to specific debtor information and obtain reports from the setoff system.
	Information for TRIP Application Users	Full Access Users - Detailed training guide with screen shots to help you effectively navigate the TRIP application.
	Information for CCAP Agencies or State Agencies who use the mainframe	Query Access Users – Detailed training guide with screen shots to help you effectively navigate the TRIP application.
<u>Links</u>	Logon to TRIP	A jumping point to launch the application.
	TRIP E-mail	A link to contact the Agency Setoff Coordinator. Remember to always include your Agency Name and six-digit Agency ID when contacting DOR. Include as much information as possible keeping the debtor’s SSN confidential by including only the last four digits.
	My Refund	Information for debtor’s about refund interception
	Archive	Past edition of TRIP News

Collections by Quarter

The chart below represents collections through 3/3/09. The reason for higher collection in the 1Q FY2008 (BLUE) is that DOR was still processing 2006 tax returns in July and August. The bulk of timely filed 2007 returns were processed by the end of June-2008. DOR anticipates completing the processing of 2008 returns by the end of June this year as well.



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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